

ANNOUNCEMENT

The health and wellbeing of our customers remain our highest priority.

On 18 April, we were informed that two of our agents who visited the Klang branch from 12-15 April 2021 have been confirmed as Covid-19 positive.

As a precautionary measure, AmMetLife Klang Branch is **temporary closed from 19 April 2021 and will re-open on 3 May 2021**. This is to facilitate thorough sanitization on branch premise and to allow all our Klang branch staff to undergo a 14 days quarantine.

Should you wish to enquire on your policy or perform any policy related transaction(s), please refer to the options below:

Transaction	Available Channel
Submission of New Proposal	<p><u>Submission by Agent</u></p> <ul style="list-style-type: none"> New Business via i-Easy submission and NB premium remitted via JomPay or Duit Now
Policy Enquiry	<p><u>Enquiry by Agent</u></p> <ul style="list-style-type: none"> Refer to Touch N Serve Contact Agency Dedicated Line Contact Call Centre E-mail to customercare@ammetlife.com <p><u>Enquiry Policy Owner</u></p> <ul style="list-style-type: none"> Customer Online Portal Contact Call Centre E-mail to customercare@ammetlife.com
Payment	<p><u>Payment by Agent / Policy Owner</u></p> <ul style="list-style-type: none"> JomPay & Duit Now Customer Online Portal

AmMetLife Insurance Berhad (197301002252)

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Customer Care: 1300 88 8800 +603 2272 3226 customercare@ammetlife.com

	<ul style="list-style-type: none">• Walk in to nearest AmBank Branch or BSN for cash/cheque payment over the counter
Claims Submission and Policy Servicing Request	<p><u>Claims Submission and Policy Servicing Request by Agent / Policy Owner</u></p> <ul style="list-style-type: none">• E-mail completed Claim Form / Policy Servicing Request to customercare@ammetlife.com• Mail or Courier Claim Form / Policy Servicing Request to Head Office <p>Attention To: Claims / Policy Servicing Unit Level 24, Menara 1 Sentrum No. 201 Jalan Tun Sambanthan 50470 Kuala Lumpur</p>

Please contact our Customer Care Centre at 1300 88 8800, email us at customercare@ammetlife.com, or contact your servicing agent if you require further assistance.

We apologise for any inconvenience caused and thank you for your understanding.

From
The Management of AmMetLife Insurance Berhad