

ANNOUNCEMENT

KLANG BRANCH TEMPORARY CLOSURE

The health and safety of our customers, agents and employees remain our priority.

Kindly be informed that AmMetLife Klang Branch will be temporary closed on **20 December 2021** due to flood that hits the Klang and Shah Alam area. The branch will re-open as usual on 21 December 2021.

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 | <u>Submission by Agent</u> <ul style="list-style-type: none"> New Business via i-Easy submission and NB premium remitted via JomPay or Duit Now |
| Policy Enquiry | <u>Enquiry by Agent</u> <ul style="list-style-type: none"> Refer to Touch N Serve Contact Agency Dedicated Line Contact Call Centre E-mail to customercare@ammetlife.com <u>Enquiry Policy Owner</u> <ul style="list-style-type: none"> Customer Online Portal Contact Call Centre E-mail to customercare@ammetlife.com |
| Payment | <u>Payment by Agent / Policy Owner</u> <ul style="list-style-type: none"> JomPay & Duit Now Customer Online Portal Walk in to nearest AmBank Branch or BSN for cash/cheque payment over the counter |

AmMetLife Insurance Berhad (197301002252)

Head Office: Level 24, Menara 1 Sentrum, No. 201, Jalan Tun Sambanthan, 50470 Kuala Lumpur, Malaysia

+603 2271 8000 +603 2272 3230 ammetlife.com

Postal Address: GPO Box 10956, 50730 Kuala Lumpur

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

| | |
|--|---|
| Claims Submission and Policy Servicing Request | <u>Claims Submission and Policy Servicing Request by Agent / Policy Owner</u> <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 Attention To: Claims / Policy Servicing Unit Level 24, Menara 1 Sentrum No. 201 Jalan Tun Sambanthan 50470 Kuala Lumpur |
|--|---|

RESUMPTION OF NORMAL BUSINESS HOUR FOR BRANCHES NATIONWIDE

All states in Malaysia are currently in National Recovery Plan Phase 3 or Phase 4. Following that, all AmMetLife branches previously operated with shortened business hours due to the implementation of Conditional Movement Control Order (CMCO) and Recovery Movement Control Order (RMCO) will resume their normal operating hours effective **15 November 2021**.

The health and safety of our customers, agents and employees remain our priority. For the well-being of everyone visiting our branches, we will continue to strictly abide by all the standard operating procedure and precautionary measures put in place at our branch premise.

Do also take note that in adherence to the regulations set by the state of Sarawak, only customers & agents who have completed two (2) doses of vaccination are allowed to enter our Sibu and Kuching branch.

Business Hour

All Branches (except Kota Bharu and Kuala Terengganu)

9.00am – 4.45pm (Monday to Thursday)

9.00am – 4.00pm (Friday)

Kota Bharu and Kuala Terengganu

9.00am – 4.45pm (Sunday to Wednesday)

9.00am – 4.00pm (Thursday)

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.

From

The Management of AmMetLife Insurance Berhad

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