



COVID-19: Precautionary Measures at AmMetLife Branches

Dear Valued Customers,

To ensure the safety and well-being of our employees and customers, the following precautionary measures are in place at all of our branch premises:

1	Number of customers allowed to enter our customer service area at one time is based on Branch Supervisor's discretion
2	Unwell customers who demonstrate any common COVID-19 symptoms are not allowed to enter our premise and are advised to seek immediate medical attention
3	Please maintain social distancing of at least one (1) meter
4	No handshake policy
5	It is compulsory for all walk-in customers to wear a face mask while dealing with our customer service staff and throughout your presence in the branch premise
6	Hand sanitizer is made available for our customers at the customer service area and kindly be reminded to sanitize your hand before and after the transaction

To maintain high hygiene, we encourage all our customers and agents to use your own pen or stationeries while dealing with our customer service staff.

In view of the stringent controls in place at our branch, you may experience a longer waiting or processing time as well as the inconvenient of having to queue outside of our branch premises. Your patience is much appreciated.

To limit movement and to minimize face-to-face transaction(s), you are encouraged to log on to the Customer Online Portal for your policy information, to download any Policy Servicing or Claims Form and to perform e-payment. You may also reach us via email at customercare@ammetlife.com or contact us at 1300 88 8800.

We seek your understanding and corporation to adhere to the above measures and any inconvenience caused is much regretted.

Together, let's continue the battle to break the COVID-19 chain of transmission in the country.

From
The Management of AmMetLife Insurance Berhad