



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:

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| 1 | Only four (4) customers will be allowed to be in our customer service area at any one time [limit two (2) customers for smaller branches] |
| 2 | All walk-in customers will be subjected to temperature check, hand sanitizing and to check-in through MySejahtera or completion of Covid-19 Visitor Declaration Form prior to entry. Details in the Covid-19 Visitor Declaration Form include the following: name, contact number and declaration of any common Covid-19 symptoms such as cough, sore throat or breathing difficulties |
| 3 | Customers with body temperature of of 37.5°C and above or demonstrate any common Covid-19 symptoms or have been directed to be on home quarantine and have been given a wristband to wear will be denied entry. Unwell customers are advised to seek immediate medical attention |
| 4 | Any person who wishes to enter the branch premise must show the risk status on your MySejahtera App to the attending customer service staff. Only customer/vendor with “ Low Risk No Symptom ” and “ Casual Contact Low Risk ” will be allowed to enter AmMetLife branch office; and only customers and agents who have completed two (2) doses of vaccination are allowed to enter our Sibu and Kuching branch |
| 5 | Please maintain social distancing of at least one (1) meter |
| 6 | No handshake policy |
| 7 | 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 |
| 8 | 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@ammethlife.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