

ANNOUNCEMENT

The health and wellbeing of our customers remain our highest priority. As a precautionary measure, due to the recent developments in the COVID-19 outbreak, AmMetLife Alor Setar branch office will be temporarily closed from 11/09/2020 until 25/09/2020.

Should you wish to enquire on your certificate or perform any certificate 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 contribution to be remitted via: <ul style="list-style-type: none"> JomPay (Biller Code: 6460) Online Payment (AmBank and Maybank2U)
Certificate 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 at 1 300 22 9777 E-mail to customercare@ammetlifetakaful.com <p><u>Enquiry Certificate Holder</u></p> <ul style="list-style-type: none"> Customer Self Service Portal Contact Call Centre at 1 300 22 9777 E-mail to customercare@ammetlifetakaful.com
Payment	<p><u>Payment by Agent / Certificate Holder</u></p> <ul style="list-style-type: none"> JomPay (Biller Code: 6460) Online Payment (AmBank and Maybank2U) Walk in to nearest AmBank Branch
Claims Submission and Certificate Servicing Request	<p><u>Claims Submission and Certificate Servicing Request by Agent / Certificate Holder</u></p> <ul style="list-style-type: none"> E-mail completed Claim Form / Certificate Servicing Request to customercare@ammetlifetakaful.com Mail or Courier Claim Form / Certificate Servicing Request to Head Office Attention To: <<Business Unit>> Level 23, Menara 1 Sentrum No. 201 Jalan Tun Sambanthan 50470 Kuala Lumpur

Please contact our Customer Care Centre at 1300 22 9777, email us at customercare@ammetlifetakaful.com or contact your servicing agent if you require further assistance. We apologise for any inconvenience caused and we thank you for your patience and understanding.