

Dear Valued Customers,

We thank you for choosing AmMetLife Berhad as your coverage provider and for your continued support over the years.

As we continue to add to our digital services for an enhanced customer experience, we will be streamlining our branch operations. With effect from 1st April 2021, the following AmMetLife branches will be permanently closed.

Tawau Branch

Lot 15, 1st Floor, Sabindo Square, Jalan Dunlop, 91007 Tawau, Sabah

Alor Setar Branch

18A, Ground Floor, Lebuhraya Darul Aman, 05100 Alor Setar, Kedah

Should you wish to enquire on your certificate or perform any certificate related transaction, please refer to these options:

| 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 |

Alternatively, you may email us at customercare@ammetlifetakaful.com or contact Customer Care Centre at 1300 22 9777. We thank you for your support and look forward to helping you lead confident, enriched and healthier lives.

Thank you.