

ANNOUNCEMENT

The health and wellbeing of our customers remain our highest priority.

We have been informed a staff of our agency at AmMetLife Johor Bahru branch has been confirmed as Covid-19 positive. All our employees in Johor Bahru branch have been identified as close contact.

As a precautionary measure, **Johor Bahru Branch Office** will be **temporarily closed from 6 September 2021 until further notice**. This is to facilitate thorough sanitization on branch premise and to allow all Johor Bahru Branch staff to undergo self-quarantine.

We would like to inform 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 Sibuluan and Kuching branches.

Please find the latest status of our branch operations nationwide.

| Branch | Date | Business Hour |
|----------------------------------|--------------------------------------|--|
| Kota Bharu | 6 May 2021 till further notice | 9.00am to 3.00pm (Sunday to Thursday) |
| Penang Ipoh | 10 May 2021 till further notice | 9.00am to 3.00pm (Monday to Friday) |
| Melaka Sibu Kota Kinabalu | 12 May 2021 till further notice | 9.00am to 3.00pm (Monday to Friday) |
| Kuantan | 22 July 2021 till further notice | 9.00am to 3.00pm (Monday to Friday) |
| Seremban | 23 July 2021 till further notice | 9.00am to 3.00pm (Monday to Friday) |
| Kuala Terengganu | 2 August 2021 till further notice | 9.00am to 3.00pm (Sunday to Thursday) |
| Klang Kuala Lumpur Kuching | 16 August 2021 till further notice | 9.00am to 3.00pm (Monday to Friday) |
| Johor Bahru | 6 September 2021 till further notice | Closed |

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 | <u>Submission by Agent</u> <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 | <u>Enquiry by Agent</u> <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 <u>Enquiry Certificate Holder</u> <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 | <u>Payment by Agent / Certificate Holder</u> <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 | <u>Claims Submission and Certificate Servicing Request by Agent / Certificate Holder</u> <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: <i><<Business Unit>></i> 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.

From
The Management of AmMetLife Takaful Berhad