

ANNOUNCEMENT

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

We would like to inform that our AmMetLife Johor Bahru have re-opened on 20 September 2021.

Do take note 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 Sibul and Kuching branches.

All our branches are operating with a reduced business hours. 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	20 September 2021 till further notice	9.00am to 3.00pm (Monday to Friday)

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.

From
The Management of AmMetLife Takaful Berhad