

ANNOUNCEMENT

KUALA LUMPUR BRANCH TEMPORARY CLOSURE

The health and safety of our customers, agents and employees remain our priority.

Kindly be informed that AmMetLife Kuala Lumpur Branch will be temporary closed on **8 December 2021**. This is to facilitate thorough sanitization on our branch premise. The branch will re-open as usual on 9 December 2021.

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: <<Business Unit>> Level 23, Menara 1 Sentrum No. 201 Jalan Tun Sambanthan 50470 Kuala Lumpur

RESUMPTION OF NORMAL BUSINESS HOUR FOR BRANCHES NATIONWIDE

All states in Malaysia are currently in National Recovery Plan Phase 3 or Phase 4. Following that, all AmMetLife branches previously operated with shortened business hours due to the implementation of Conditional Movement Control Order (CMCO) and Recovery Movement Control Order (RMCO) will resume their normal operating hours effective **15 November 2021**.

The health and safety of our customers, agents and employees remain our priority. For the well-being of everyone visiting our branches, we will continue to strictly abide by all the standard operating procedure and precautionary measures put in place at our branch premise.

Do also 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 Sibu and Kuching branch.

Business Hour

All Branches (except Kota Bharu and Kuala Terengganu)

9.00am – 4.45pm (Monday to Thursday)

9.00am – 4.00pm (Friday)

Kota Bharu and Kuala Terengganu

9.00am – 4.45pm (Sunday to Wednesday)

9.00am – 4.00pm (Thursday)

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