

ANNOUNCEMENT

The health and wellbeing of our customers remain our highest priority. Following the re-instatement of CMCO in Kedah, Penang, Negeri Sembilan, Johor, Terengganu as well as Kuching and the extension of CMCO for states currently under the restriction, AmMetLife branches in these areas will remain open with a revised business hour.

However, AmMetLife Tawau and Kota Kinabalu Branch Office will remain temporary closed until further notice.

Please find the latest status of our Branch Operations in the affected states.

Open

Branch	Date	Business Hour
Kuala Lumpur	From 14 October 2020 until further notice	9.00am to 3.00pm (Monday to Friday)
Klang	From 02 November 2020 until further notice	
Seremban	From 05 November 2020 until further notice	
Alor Setar	From 09 November 2020 until further notice	
Penang		
Ipoh		
Melaka		
Johor Bahru		
Kuching		
Kuala Terengganu	From 09 November 2020 until further notice	

Close

Branch	Date	Business Hour
Tawau	From 28 September 2020 until further notice	Close
Kota Kinabalu	From 06 October 2020 until further notice	

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

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