



Persatuan Insurans Hayat Malaysia
Life Insurance Association of Malaysia



APPENDIX A

Details of Life Insurance Companies

No.	Company	Contact Details
1.	AIA Bhd.	Hotline: 1300 88 1899 my.customer@aia.com my.assist@aia.com www.aia.com.my
2.	Allianz Life Insurance Malaysia Berhad	Hotline: 1 300 22 5542 customer.service@allianz.com.my www.allianz.com.my
3.	AmMetLife Insurance Berhad	Hotline: 1 300 88 8800 customer@ammetlife.com www.ammetlife.com
4.	AXA Affin Life Insurance Berhad	Hotline: 1 300 88 1616 customer.care@axa-life.com.my www.axa.com.my
5.	Etiqa Life Insurance Berhad	Live chat: http://www.eti.qa/livechat Hotline: 1-800-88-9998 (Healthcare) info@etiqa.com.my www.etiqa.com.my
6.	Gibraltar BSN Life Berhad	Hotline: 1 300 22 6262 customerservice@gibraltarbsn.com https://www.gibraltarbsn.com/
7.	Great Eastern Life Assurance (M) Berhad	Hotline: 1300-1300 88 wecare-my@greasternlife.com www.greasternlife.com

8.	Hong Leong Assurance Berhad	Hotline: 03-7650 1288 customerservice@hla.hongleong.com.my www.hla.com.my
9.	Manulife Insurance Berhad	Hotline: 1300-13-2323/03-27199112 MYLIFE_CustomerService@manulife.com www.manulife.com
10.	MCIS Insurance Berhad	Hotline: 03-7652 3388 customerservice@mcis.my www.mcis.my
11.	Prudential Assurance Malaysia Berhad	Hotline: 03 2771 0228 customer.mys@prudential.com.my www.prudential.com.my
12.	Sun Life Malaysia Assurance Berhad	Hotline: 1300 88 5055 wecare@sunlifemalaysia.com www.sunlifemalaysia.com
13.	Tokio Marine Life Insurance Malaysia Bhd.	Hotline: 03 2603 3999 customercare@tokiomarinelife.com www.tokiomarine.com
14.	Zurich Life Insurance Malaysia Berhad	Hotline: 1300 888 622 callcentre@zurich.com.my www.zurich.com.my

Details of General Insurance Companies

No.	Company	Contact Details
1.	AIA General Berhad	Hotline: 1300-88-1899 my.customer@aia.com
2.	AIG Insurance Malaysia Berhad	For General, Product & Road Assistance Enquiries:1800-88-8811 AIGMYCare@aig.com
3.	Allianz General Insurance Company (M) Berhad	1300-22-5542 customer.service@allianz.com.my
4.	AmGeneral Insurance Berhad	Kurnia: 1800-88-6333 customer@kurnia.com Amassurance: 1300-80-3030 customer@amassurance.com.my
5.	AXA Affin General Insurance Berhad	Emergency contact details for our various services are published on website https://www.axa.com.my/contact-us Contact Number: 03 2170 8282 customer.service@axa.com.my
6.	Berjaya Sompo Insurance Berhad	Customer Service: 1800-889-933 customer@bsompo.com.my Facebook Messenger: @berjayasompoinurance
7.	Chubb Insurance Malaysia Berhad	Toll free number: 1800-883-226 Email: Inquiries.MY@chubb.com
8.	Etiqa General Insurance Berhad	Contact Points for Consumers: Emergency Travel Helpline at +603- 2785 6565, or WhatsApp us +603- 2780 4677

		For enquiries outside of business hours, you can reach us at travelclaimscare@etiqa.com.my 1300-13-8888
9.	Great Eastern General Insurance (Malaysia) Berhad	Customer Service Hotline :1300 13 0088 (press 2) /+603-42597888/ +603-42597828 Customer Service Email: gicare-my@greateasterngeneral.com Claims Hotline: 1300 13 1088 Claims Email: claimscare-my@greateasterngeneral.com
10.	Liberty Insurance Berhad	1300 – 888 - 990 customercare@libertyinsurance.com.my
11.	Lonpac Insurance Berhad	Hotline: 03 22628666 customerservice@lonpac.com
12.	MPI Generali Insurans Bhd	03-2034 9888 info@mpigenerali.com
13.	MSIG Insurance (Malaysia) Bhd	Hotline: 1-800-88-6744 myMSIG@my.msig-asia.com
14.	Pacific & Orient Insurance Company Bhd	Hotline: 1800-88-2121 (Call Centre Office Hours) poi2u@pacific-orient.com
15.	Progressive Insurance Berhad	1800-88-8458 progressive@progressiveinsurance.com.my
16.	QBE Insurance (M) Berhad	Tel: +1-300-88-4847 cs.mal@qbe.com.my
17.	RHB Insurance Berhad	Phone: 03-9206 8118 / 1300-220-007 customer.service@rhbgrouop.com

18.	The Pacific Insurance Berhad	1800-88-1629 customerservice@pacificinsurance.com.my
19.	Tokio Marine Insurans (M) Berhad	1800-88-0812 letusknow@tokiomarine.com.my
20.	Tune Insurance Malaysia Berhad (Tune Protect Malaysia)	Hotline: 1800-88-5753 hello.my@tuneprotect.com
21.	Zurich General Insurance Malaysia Berhad	1-300-888-622 (within Malaysia) +603-2109 7999 (outside Malaysia) callcentre@zurich.com.my
22.	Asia Capital Reinsurance Malaysia Sdn Bhd	+603 2299 6800 general.acrm@asiacapitalre.com
23.	Hannover Rueck SE Malaysian Branch	Tel +60 3 2687-3600
24.	Malaysian Reinsurance Berhad	+603-2096 8000 enquiry@malaysian-re.com.my
25.	Swiss Re Asia Pte. Ltd., Malaysia Branch	+603 2170 3601
26.	The Toa Reinsurance Co Ltd (KL Branch)	Tel : 603-27325911

Details of Takaful Operators

No.	Company	Contact Details
1.	AIA PUBLIC Takaful Bhd	Tel: 1300-88-8922 my.customer@aiapublic.com.my
2.	AmMetLife Takaful Berhad	Toll Free: 1-300-22-9777 Fax: +603 2272 3229 Email: customercare@ammetlifetakaful.com Type AMT message and SMS to 33911
3.	Etiqa Family Takaful Berhad	Local GL Request: 1-800-88-9988 Claims enquiry: 1300-13-8888
4.	Etiqa General Takaful Berhad	Travel & Medical Assistance: 03 2785 6565 Claims Careline: 1300-88-1007
5.	FWD Takaful Berhad (formerly known as HSBC Amanah Takaful (M) Berhad)	Tel: 1-300-13-7988 (within Malaysia) or +603-2771 2771 (outside Malaysia) contact.my@fwd.com
6.	Great Eastern Takaful Berhad	Tel: 1-300-13-8338 / 03-4259 8338 i-greatcare@greateasterntakaful.com
7.	Hong Leong MSIG Takaful Berhad	Tel: 03-7650 1800 ReachUs@takaful.hongleong.com.my
8.	Prudential BSN Takaful Berhad	Call Center: +603 2053 7188 customer@prubsn.com.my
9.	Sun Life Malaysia Takaful Berhad	Tel: 1 300-88-5055 wecare@sunlifemalaysia.com
10.	Syarikat Takaful Malaysia Am Berhad	Tel: 1-300-88-252 385 Fax: +603 2274 0237 csu@takaful-malaysia.com.my

11.	Syarikat Takaful Malaysia Keluarga Berhad	Tel: 1-300-88-252 385 Fax: +603 2274 0237 csu@takaful-malaysia.com.my
12.	Takaful Ikhlas Family Berhad	Tel: 03-2723 9696 ikhlascare@takaful-ikhlas.com.my
13.	Takaful Ikhlas General Berhad	Tel: 03-2723 9696 ikhlascare@takaful-ikhlas.com.my
14.	Zurich General Takaful Malaysia Berhad	Tel: 1-300-888-622 (within Malaysia) or +603-2109 7999 (outside Malaysia) callcentre@zurich.com.my
15.	Zurich Takaful Malaysia Berhad	Tel: 1-300-888-622 (within Malaysia) or +603-2109 7999 (outside Malaysia) callcentre@zurich.com.my