



**FOR IMMEDIATE RELEASE**

**COVID-19 PANDEMIC - MOVEMENT CONTROL ORDER ON  
INSURANCE COMPANIES AND TAKAFUL OPERATORS**

*Insurance and Takaful Industry is taking proactive steps in ensuring its operations and essential services to customers will not be disrupted or affected during the Movement Control Order*

**Kuala Lumpur, Wednesday, 18 March 2020** – Following the announcement made by the Prime Minister on 16 March 2020 on the Movement Control Order which will take effect from 18 March 2020 to 31 March 2020, the Life Insurance Association of Malaysia (LIAM), Persatuan Insurans Am Malaysia (PIAM) and the Malaysian Takaful Association (MTA) are taking proactive steps in ensuring that essential services provided to customers will continue during these two weeks.

The Movement Control Order is a good social distancing strategy to contain the spread of the COVID-19 pandemic. Insurance companies and Takaful operators remain committed to ensure that all aspects of insurance protection to policyholders are not affected during this period.

To minimise direct human interaction to curb the COVID-19 pandemic, we encourage the public to adopt digital platforms as a form of communication with all insurers and Takaful operators via e-payment, direct distribution channel and other online platforms. Alternatively contact your agent/broker who will be able to assist you through their respective digital communication platforms with the insurance companies and Takaful operators.

Insurance companies and Takaful operators will remain open to provide services to their customers. It is the industry's priority to instil the confidence among our customers that our core services are still accessible despite the Movement Control Order.

Accident Assist Call Centre Hotline number 15-500 will be in operation during this emergency period to provide roadside and accident assistance.

Let us all work together in solidarity by taking the necessary precautionary measures to contain the virus. We believe that by observing the Movement Control Order, we will be able to weather this storm, and emerge stronger as well as more productive as a nation.

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**Issued by: LIAM, PIAM and MTA**

**ABOUT LIFE INSURANCE ASSOCIATION OF MALAYSIA (LIAM)**

LIAM is a trade association registered under the Societies Act 1966. LIAM has a total of 16 members, of which 14 are life insurance companies and 2 life reinsurance companies. More information on LIAM can be obtained at [www.liam.org.my](http://www.liam.org.my).

**ABOUT PERSATUAN INSURANS AM MALAYSIA (PIAM)**

PIAM is the national trade association of all licensed direct and reinsurance companies for general insurance in Malaysia. Currently, PIAM has 26 member companies. More information on PIAM can be obtained from its website: [www.piam.org.my](http://www.piam.org.my).

**ABOUT MALAYSIAN TAKAFUL ASSOCIATION (MTA)**

MTA is a trade association for the Takaful industry in Malaysia. MTA has a total of 18 members and is dedicated in promoting the interest of its members and to supervise the exercise of self-regulation within the Takaful industry. More information on MTA can be obtained at [www.malaysiantakaful.com.my](http://www.malaysiantakaful.com.my).