



**Persatuan Insurans Hayat Malaysia
Life Insurance Association of Malaysia**

Life Insurers Offer Relief Measures to Assist Flood Victims

Kuala Lumpur, Tuesday, 7 March 2023 - The Life Insurance Association of Malaysia (LIAM) wishes to announce a pack of relief measures offered by life insurers to alleviate the hardship caused by the current floods in the country.

Thousands of people have been displaced from their homes by severe floods and may face difficulties in paying their premiums on time. Hence, life insurers have collectively come together to provide a range of support and relief measures*, which may include the following:

1. Granting additional timeline of a few months for premium payments;
2. Restructuring premium paying modes, from annual to monthly basis;
3. Extending the grace period (usually 30 days) to a longer timeframe for premium payments;
4. Reducing or waiving interest charges for policy loan and policies under the Automatic Premium Loan (APL) option.
5. Waiver of printing cost for insurance policy or medical card replacement.

** Subject to Insurers' terms and conditions.*

“We would like to extend our deepest sympathies to the victims and families whose homes were damaged, and livelihoods disrupted by the floods. Our member companies are committed to providing the necessary support to affected families and ensure their peace of mind, knowing that their insurance needs are taken care of. We advise policyholders to contact their life insurance provider to find out more details of the relief measures offered.” said Loh Guat Lan, President of LIAM.

“It is timely for the industry to play their roles and responsibility in helping the victims. The flood has taken a major toll on the family, business, and the wellbeing of the victims, and the necessary relief measures will help ease their burden during this difficult time,” Loh added.

As circumstances of each case/claim may differ, policyholders who are affected and unsure of their coverage are advised to contact the respective insurers for more information and clarification.

Details of Hotline of Life Insurance Companies

No.	Company	Contact Details
1.	AIA Bhd.	Hotline: 1300 88 1899 my.customer@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 customercare@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@greateasternlife.com www.greateasternlife.com
8.	Hong Leong Assurance Berhad	Hotline: 03-7650 1288 customerservice@hla.hongleong.com.my www.hla.com.my

No.	Company	Contact Details
9.	Manulife Insurance Berhad	Hotline: 1300-13-2323/03-27199112 MYCARE@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

About LIAM

Formed in 1974, the Life Insurance Association of Malaysia (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. LIAM's objectives are to promote a progressive life insurance industry; to enhance public understanding and appreciation for life insurance; to upgrade the image and professionalism of the life insurance industry and to support the regulatory authorities in developing a strong industry.

For further clarifications, please contact:

Nancy Tan
Executive Secretary
Life Insurance Association of Malaysia
Level 6, AICB Building
Jalan Dato' Onn, 50480 Kuala Lumpur
Tel: 03-26919168, 03-26916628, 03-26918068
Email : liaminfo@liam.org.my
Website : www.liam.org.my
Facebook: LIAM – Life Insurance Association of Malaysia
Instagram: @liamalaysia