



SECURING TODAY SUSTAINING TOMORROW

Yearbook 2025



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DRIVING GENERAL INSURANCE FORWARD

INTRODUCTION

Persatuan Insurans Am Malaysia (PIAM) has its origin from the establishment of various insurance and tariff associations set up in 1885, which played a role as a collective voice of the insurance industry. In June 1961, the Insurance Association of Federation of Malaya was formed to maintain tariff insurance legislations and promote sound insurance practices.

For the first time, an association was established in Kuala Lumpur to safeguard the country's general insurance interest. Subsequently, PIAM was established in May 1979 as a statutory trade association recognised by the Government of Malaysia for all registered general insurance business.

PIAM has **23 member companies** comprising of direct general insurance and reinsurance companies operating in Malaysia.



Vision

To be the **trusted voice** of the insurance industry, delivering innovative, reliable, and customer-centric insurance solutions that ensure financial security and peace of mind for all.



Mission

Insurance Industry

Advocating for a **resilient, sustainable, and efficient** insurance industry through research, innovative solutions, and the adoption of best practices.

Consumer

Enhancing consumer protection and awareness through education, proactive engagement, and the promotion of industry-leading best practices.



HERITAGE

Our heritage started with the establishment of the Insurance Association of the Federation of Malaya to maintain tariff insurance legislations and promote sound insurance practices.

1961

Incorporation of the "Insurance Association of Federation Malaya".

1966

Incorporation of the "General Insurance Association".

1975

Discussions to form the "Designated Risks Pool" for risks related to taxis and hire vehicles.

1979

Approval for the transfer of assets and liabilities to PIAM.

Launch of the "Unplaced Motor Pool" managed by PIAM and underwriters covering motor for which insurance is not readily available in the traditional market.

1960s

1970s

1980s

1998

Formation of Malaysia Insurance Rating Organisation (MIROS).

Official book launch of "The Insurance Industry of Malaysia: A Study in Regulation and Development".



1996

PIAM scholarship launched to promote general insurance careers.

1992

Launch of the High-Risk Motor Insurance Pool, an extension of the Unplaced Motor Pool (UMP), administered by Malaysia Motor Insurance Pool (MMIP).

1985

Signing of the Inter-Company Agreement on enforcement of Fire Tariffs.



1984

PIAM Secretariat moved to Wisma PIAM, Brickfields, Kuala Lumpur.

1983

The Insurance (Amendment) Act 1983 was passed by Parliament, enabling PIAM to play a more active role.

Introduction of the PIAM logo.



1990s

2000s

2001



Introduction of the new PIAM logo.

PIAM refreshes its brand and launches a corporate website.

2003

Launch of "Insurance Info" by Tan Sri Dr. Zeti Akhtar Aziz, former Governor of Bank Negara Malaysia.



2005

Launch of "Better Safe Than Sorry" by Dato' Mustafa bin Abdullah, former OCPD of Polis Diraja Malaysia.

2005

Introduction of the Online Agent Registration System (OARS).

2007

Establishment of Vehicle Theft Reduction Council of Malaysia (VTREC).



HERITAGE

2011

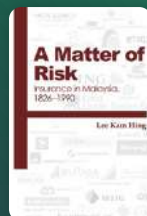
Amendment to PIAM's Constitution allowing members to be eligible for election to the Management Committee.

2012

Enactment of the Competition Act 2010.

2013

Launch of PIAM's second historical book titled "A Matter of Risk".



2013

Launch of the Accident Assist Call Centre for accident or breakdown assistance.

2014

Launch of the PIAM Approved Repairer Scheme (PARS) portal.

2015

PIAM refreshes its brand identity.

Launch of the GIIFT programme for talent development.



2010s

2021

"National Perlindungan Tenang Voucher" (PTV) programme, aimed at boosting social protection for lower-income groups, saw over 1 million vouchers redeemed, totalling over RM55 million.

Established Flood Relief Fund on Dec 2021 with RM2.43 million from members to support impacted car owners.



2020

PIAM contributed RM2 million to the industry-wide COVID-19 Test Fund (CTF).

2018

Engagement on e-hailing insurance with the Malaysian Government.



2017

Signing of MOU with MIROS.



Industry-level participation in developing insurance products for the underserved segment under the "Perlindungan Tenang" initiative.

2020s

2022

PTV programme continued with a higher value voucher protection, which benefitted over 8.1 million Malaysians.

Launch of the national road safety campaign #SteadyBrader & #Safety Starts with S but Begins with U.

2023

Launch of consumer education programme to assist customers on their motor claims journey.

2024

Announcement of PARS closure with complete closure on 31 July 2025.

1 Jan 2025

Launch and successful completion (within six months) of the Consumer Education Awareness Campaign on ATL and BER to enhance public understanding of total loss claim terms.



31 Jul 2025

Closure of PIAM Approved Repairer Scheme (PARS).

HERITAGE

**1 Sep
2025**

Pilot launch of the e-Police Reporting initiative on the PLUS Highway, enabling motorists (including single-vehicle cases) to lodge accident reports online and seamlessly integrate with the insurance claims process.

Commencement of "Perlindungan Tenang Voucher Programme 3.0", with five member companies offering affordable protection products to the B40 community.

2020s

**7 Oct
2025**

Launch of the revamped GIIFT brand to strengthen industry positioning and consumer engagement.



**1 Nov
2025**

Signing of an MoU between PIAM and Asia Pacific University (APU) to advance industry-academia collaboration and talent development.



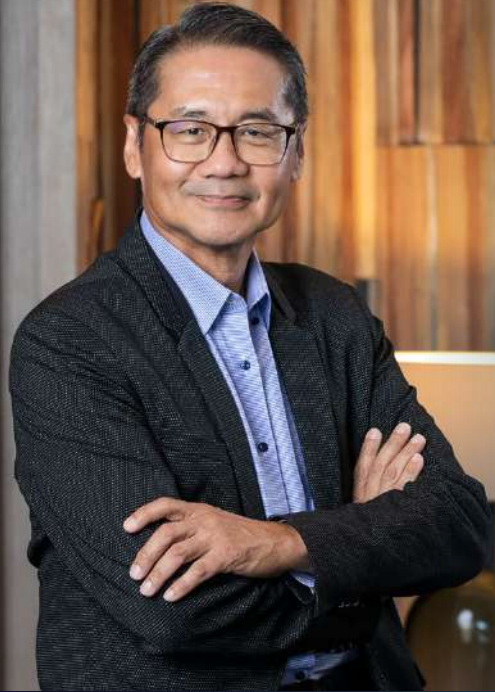
OBJECTS AND POWERS

A The objects for which the Association is established are to further the interests of the general insurance industry in Malaysia by any or all of the following means:

1. To promote growth and sustainability of the general insurance industry in Malaysia in co-operation and consultation with the Bank Negara Malaysia.
2. To represent the interests of members and methods consistent with the laws and Constitution of Malaysia.
3. To render to members where possible such advice or assistance as may be deemed necessary and expedient.
4. To take note of events, statements and expressions of opinions affecting members, to advise them thereon and to represent their interests by expression of views thereon their behalf as may be deemed necessary and expedient.
5. To work as far as possible in co-operation with other similar associations.
6. To circulate information likely to be of interest to members and to collect, collate and publish statistics and any other relevant information relating to general insurance.
7. To work in conjunction with any legal body or any chamber of committee or commission appointed or to be appointed for the consideration, framing, amendment or alteration of any law relating to insurance.
8. To organise and manage arrangements and matters of common interest, concern or benefit to members or any group of members and to collect and manage funds for the same.
9. To undertake, prosecute or defend and at the discretion of the Board of Directors to assist any member of the Association to undertake, prosecute and defend any proceedings, civil or criminal in any Court but not to pay any fine or penalty imposed by such Court against such Member, and to make or at the discretion of the Board of Directors assist any such member to make any representation to any Government or Government representative, public or private body, association, corporation, company, firm or individual.
10. To provide and maintain premises including the purchasing and holding of property for the purpose of the Association and for the use by its members.
11. To co-operate with the relevant governmental and/or statutory authority in the pursuit of the objectives of the Association and to accept any appointment or nomination by any relevant governmental and/or statutory authority for the carrying out and performance of such duties, powers and functions as may be given, assigned or entrusted in relation to matters concerning the general insurance/reinsurance industry.
12. To incorporate, register, establish and/or promote any company whether limited by shares, guarantee or otherwise in order to benefit its members or otherwise advance/promote the interests of its members.

B The Association shall also do all such acts and conduct all such matters as deemed desirable in the interests of the Association generally and as are consistent with the objects and Constitution of the Association¹.

¹ PIAM's Constitution



CHAIRMAN'S MESSAGE

Dear Members and Stakeholders,

The year 2025 has been a defining period for Malaysia's general insurance industry. As we navigate a landscape shaped by digital innovation and evolving regulatory standards, PIAM remains steadfast in building a resilient, transparent, and consumer-centric ecosystem. Our achievements this year reflect a collective commitment to modernisation and economic stability.

A primary milestone in our 2025 roadmap was the conclusion of the PIAM Authorised Repairers Scheme (PARS). After 42 years, the sunsetting of PARS signals a transition towards a more liberalised motor repair industry. Guided by the new Bank Negara Malaysia ITO-Repairs Code of Conduct and Claim Settlement Practices Policy Document, insurers are now equipped to oversee their own repairer panels, fostering healthy competition while prioritising repair quality and consumer safety.


Central to our mission of transparency was the successful completion of the Consumer Education Awareness Campaign on Actual Total Loss and Beyond Economic Repair Vehicles. We further amplified our industry voice through strategic media briefings and consistent media coverage on key topics, including Motor, Home, Travel, and Cybersecurity. Furthermore, we hit a historic milestone with our first-ever road safety programme for schoolchildren, one of the most vulnerable groups of road users. Also, our crisis response during the Putra Heights incident, which impacted hundreds of homes, demonstrated the industry's agility in providing immediate support and claims assistance to affected residents.

The Association also continues to prioritise active engagement with a broad spectrum of stakeholders to advance the national insurance ecosystem. Our work involves regular consultation with key regulators and ministries including Bank Negara Malaysia, Polis Diraja Malaysia, Ministry of Transport, Road Transport Department Malaysia and Ministry of Health Malaysia as well as collaboration with industry associations such as Life Insurance Association of Malaysia, Malaysia Takaful Association, Insurance Services Malaysia, Asian Institute of Insurance, Federation of Automobile Workshop Owners' Association of Malaysia, Vehicle Theft and Accident Reduction Council of Malaysia Berhad and Financial Industry Collective Outreach, we support broader efforts to address protection gaps. This structured engagement is vital to fostering a transparent and inclusive financial environment.

Looking ahead as we move into 2026, PIAM is committed to being an Association that is even more open, active, and accessible. We will continue to champion proactive public awareness while remaining laser-focused on bringing tangible value to our members.

By fostering an environment of constant engagement, transparency, and shared growth, we aim to lead the industry with foresight, ensuring that our members are well-equipped to thrive in an evolving market and that every Malaysian understands the true value of general insurance.

I extend my deepest gratitude to the Board, the Secretariat, and our members. Together, we continue to lead the industry with integrity, ensuring lasting peace of mind for all Malaysians.



Ng Kok Kheng
Chairman

MEMBER COMPANIES

PIAM represents 23 licensed general insurance and reinsurance companies operating in Malaysia, including 19 general insurers and 4 general reinsurers.

Together, they contribute 79.6% of the gross premiums written in the Malaysian general insurance and takaful market. Our member companies offer a comprehensive suite of insurance solutions, catering for both individuals and businesses. Individuals can secure their home and contents, safeguard their travel experiences, and protect their motor vehicle with a variety of insurance products. For small businesses and large organisations, products like public liability insurance, professional indemnity insurance, commercial property, and directors and officers insurance are offered.



CORPORATE INFORMATION



CHAIRMAN
Mr Ng Kok Kheng



CHIEF EXECUTIVE OFFICER
Mr Chua Kim Soon



BANKER
Hong Leong Bank Berhad
150, Jalan Tun Sambanthan
50470 Kuala Lumpur



AUDITOR
Ernst & Young PLT
Level 23A Menara Millenium
Jalan Damanlela
Pusat Bandar Damansara
50490 Kuala Lumpur



REGISTERED OFFICE
Wisma PIAM
150, Jalan Tun Sambanthan
50470 Kuala Lumpur

BOARD OF DIRECTORS

April 2024 – April 2026



Mr Ng Kok Kheng

Designation:

- Chairman
- Independent Director

Company:

Chief Executive Officer,
Great Eastern General Insurance
(Malaysia) Berhad
(Retired on 1 February 2025)



Mr Antony Lee Fook Weng

Designation:

- Deputy Chairman
- Convenor, Public Relations and Corporate Social Responsibility (PR/CSR) Committee
- Non-Independent Director

Company:

Chief Executive Officer,
AIG Malaysia Insurance Berhad

Mr Balasubramanian Nagarajan

Designation:

- Chairman of the Nomination & Remuneration Committee
- Convenor, Finance, Accounting & Tax Committee
- Non-Independent Director

Company:

Head of Malaysia Branch,
Swiss Re Asia Pte. Ltd, Malaysia Branch



Mr Fabrice Benard

Designation:

- Convenor, Regulatory and Industry Development Committee
- Non-Independent Director

Company:

Chief Executive Officer,
Generali Insurance Malaysia Berhad





En Fukhairudin Mohd Yusof

Designation:

- Convenor, Education and Human Resources Development Committee
- Non-Independent Director

Company:

Chief Executive Officer,
Etiqa General Insurance Berhad



Mr Junior Cho

Designation:

- Convenor, Climate Change Action Committee
(stepped down in February 2025)
- Non-Independent Director

Company:

Chief Executive Officer,
Zurich General Insurance Malaysia Berhad

Mr Gary Hoo

Designation:

- Convenor, Enterprise Risk Management Committee
- Non-Independent Director

Company:

Chief Executive Officer,
AIA General Berhad



Mr Puneet Pasricha

Designation:

- Non-Independent Director

Company:

Chief Executive Officer,
Liberty General Insurance Berhad



Mr Ng Hang Ming

Designation:

- Convenor, Technical Committee
- Non-Independent Director

Company:

Chief Executive Officer,
Tokio Marine Insurans (Malaysia) Berhad



PIAM MANAGEMENT



COMMITTEE MEMBERS

ENTERPRISE RISK MANAGEMENT COMMITTEE (ERMC)

Convenor

Mr Gary Hoo

AIA General Berhad

Deputy Convenor

Ms Chin Siow Lyn

AIG Malaysia Insurance Berhad

Ms Yip Shin Li

Allianz General Insurance
Company (Malaysia) Berhad

Mr Samson Liew Zyun Fung

Berjaya Sampo Insurance Berhad

Mr Ng Khai Yan

Chubb Insurance Malaysia Berhad

En Mohamad Abdul

Hakim Bin Mohamed Razip
Generali Insurance Malaysia Berhad

Mr Kuah Ken Ning

Hannover Reck SE

Mr Jonathan Chong Kian Kiong

Liberty General Insurance Berhad

Mr Lee Chiew Lai

Lonpac Insurance Berhad

Mr Kelvin Hii Chee Yun

MSIG Insurance (Malaysia) Bhd

Ms Yap Young Shi

Tokio Marine Insurans
(Malaysia) Berhad

Ms Teresa Wong

Zurich General Insurance
Malaysia Berhad



Enterprise Risk Management Committee (ERMC) Meetings



26 May 2025



3 October 2025

COMMITTEE MEMBERS

EDUCATION AND HUMAN RESOURCE DEVELOPMENT (EHRD) COMMITTEE

Convenor

**En.Fukhairudin
Bin Mohd Yusof**

Etiqa General Insurance Berhad

Deputy Convenor

**Dr Mohd Mursyiddin
Abdul Manaf**

Etiqa General Insurance Berhad

Ms Wong Woon Man

Allianz General Insurance
Company (Malaysia) Berhad

Mr Terence Lee Meng Chen

Generali Insurance Malaysia Berhad

En Mohd Fauzi bin Kasim

Berjaya Sompo Insurance Berhad

Mr Yong Chee Keong

MSIG Insurance (Malaysia) Berhad

Ms Teh Peggy

Tokio Marine Insurans
(Malaysia) Berhad

Ms Kaneetha Rajan

QBE Insurance (Malaysia) Berhad

Ms Emily Ng Yen Lin

Zurich General Insurance
Malaysia Berhad

Ms Chai Yuk Ping

Great Eastern General
Insurance (Malaysia) Berhad

Mr Shamalen Indra Mohan

Liberty General Insurance Berhad

COMMITTEE MEMBERS

FINANCE, ACCOUNTING & TAX (FAT) COMMITTEE

<p>Convenor Mr Balasubramanian Nagarajan Swiss Re Asia Pte. Ltd., Malaysia Branch</p>	<p>Deputy Convenor Ms Lai Ann Nee AIA General Berhad</p>
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Ms Soh Lai Sim
MSIG Insurance (Malaysia) Bhd

Pn Zawinah Ismail
AIG Malaysia Insurance Berhad

Ms Felicia Lee Chi Kwan
Allianz General Insurance Company (Malaysia) Berhad

Pn Nor Fazidah Binti Ahmad
Etiqa General Insurance Berhad

Ms Michelle Dan Soo Ling
Generali Insurance Malaysia Berhad

Ms Maggie Chong Sook Yin
RHB Insurance Berhad

Ms Sarah Sio Yiing Tsyr
Hannover Rueck SE Malaysian Branch

Ms Chin Yuen Ling
Zurich General Insurance Malaysia Berhad

Mr Ng Seng Khin
Lonpac Insurance Berhad

Ms Shirley Ho Seet Lai
QBE Insurance (Malaysia) Berhad
(Stepped down in October 2025)


Mr Cheng Chuen Chee
Great Eastern General Insurance (Malaysia) Berhad


Ms Yap Young Shi
Tokio Marine Insurans (Malaysia) Berhad
(Stepped down in May 2025)


Mr Thomas Lian Kuan Yew
Liberty General Insurance Berhad



Finance, Accounting & Tax (FAT) Committee Meetings

 25 March 2025

 9 June 2025

 17 December 2025

COMMITTEE MEMBERS

PUBLIC RELATIONS AND CORPORATE SOCIAL RESPONSIBILITY (PR/CSR) COMMITTEE

<p>Convenor Antony Lee AIG Malaysia Insurance Berhad</p>	<p>Deputy Convenor Ms Erin Hwang Zurich General Insurance Berhad</p>
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Mr Alex Tan Wei Hong
Etiqa General Insurance Berhad

Ms Shamala Gopalan
Allianz General Insurance
Company (Malaysia) Berhad

Ms Rachel Loke
Berjaya Sampo Insurance Berhad

Mr Leow Ian Han
Great Eastern General
Insurance (Malaysia) Berhad

Pn Haliza Hisham
Liberty General Insurance Berhad




Ms Jaena Ong Lai Kuan
RHB Insurance Berhad

Ms Lim Yee Feng
MSIG Insurance (Malaysia) Berhad

Pn Noorazimah Tahir
Malaysian Reinsurance Berhad



PR/CSR Committee Meetings

-  30 May 2025
-  25 July 2025
-  22 August 2025

COMMITTEE MEMBERS

REGULATORY AND INDUSTRY DEVELOPMENT COMMITTEE (RIDC)

Convenor

Mr Fabrice Benard

Generali Insurance Malaysia Berhad

Deputy Convenor

Ms Nanthini Kandasamy

AIA General Berhad

Mr Alan Ho

Zurich General Insurance
Malaysia Berhad

Ms Chew Swee Ai

Great Eastern General
Insurance (Malaysia) Berhad

Pn Razana Binti Abdul Rahim

Etiqa General Insurance Berhad

En Suffian Abdul Rahman

Liberty General Insurance Berhad
(Joined on 11 December 2025)

Ms Yong Oi Mei

Lonpac Insurance Berhad

Ms Lim Tai Ching

Generali Insurance Malaysia Berhad

Mr Calvin Ng Cheng Kiat

MSIG Insurance (Malaysia) Berhad

En Jeoffery Bin Asin

RHB Insurance Berhad

Ms Tricia Mallika Appaduray

Berjaya Sompoo Insurance Berhad

Ms Elvina Ting Siu Yien

Hannover Rüeck SE Malaysian Branch

Ms Jaysree Kaliappan

QBE Insurance (Malaysia) Berhad
(Joined on 7 August 2025)



Regulatory Industry & Development Committee (RIDC) Meetings



22 August 2025

COMMITTEE MEMBERS

TECHNICAL COMMITTEE

Convenor
Mr Ng Hang Ming
Tokio Marine Insurans
(Malaysia) Berhad

Deputy Convenor
Mr Vidhyanandh Samuel
Allianz General Insurance Company (Malaysia)
Berhad *(Stepped down in June 2025)*

Mr Wai Kok Fai
Generali Insurance Malaysia Berhad

Mr Chan Ho Tack
Etiqa General Insurance Berhad

Mr James Ng Kai Hung
Hannover Rüeck SE Malaysian Branch
(Stepped down in June 2025)

Ms Judy Liu Jia
Liberty General Insurance Berhad

Ms Chin Choy Li
Lonpac Insurance Berhad
(Stepped down in June 2025)

Mr Jaspal Singh
MSIG Insurance (Malaysia) Berhad

Mr Sashi Kumar Nadarajai
QBE Insurance (Malaysia) Berhad

Mr Anthony Seeto
Zurich General Insurance
Malaysia Berhad


Ms Tan Sock Yee
Tokio Marine Insurans
(Malaysia) Berhad

Ms Elaine Chan Choy Fong
Great Eastern General
Insurance (Malaysia) Berhad

Mr Frederick Michael
Hannover Rüeck SE Malaysian Branch



Technical Committee Meetings

 8 December 2025

COMMITTEE MEMBERS

SABAH COMMITTEE MEMBERS

Convenor

Ms Amily Chin

Zurich General Insurance Malaysia Berhad

Mr Ricky Wong

Generali Insurance Malaysia Berhad

Mr Aldo Kok Siau Lun

Etiqa General Insurance Berhad
(Resigned)

Mr Nicholas Wong Kok Choong

Lonpac Insurance Berhad

Mr Ngai Chee Keong

Great Eastern General
Insurance (Malaysia) Berhad

Mr Kong Chak Shan

Liberty General Insurance Berhad

SARAWAK COMMITTEE MEMBERS

Convenor

Mr Wong Chen Yi

Generali Insurance Malaysia Berhad

Mr Sylvester Ng

Etiqa General Insurance Berhad

Mr Wong Shon Kwang

Lonpac Insurance Berhad

Mr Simon Lau

Zurich General Insurance
Malaysia Berhad

Mr Bong Young Choy

Great Eastern General
Insurance (Malaysia) Berhad

Mr Kong Chak Shan

Liberty General Insurance Berhad

COMMITTEE MEMBERS

CLIMATE CHANGE ACTION COMMITTEE (CCAC)

Convenor

Mr Junior Cho

Zurich General Insurance
Malaysia Berhad

Deputy Convenor

Ms Teresa Wong

Zurich General Insurance
Malaysia Berhad

As of February 2025, the Climate Change Action Committee was dissolved.

Mr Kelvin Hii Chee Yun

MSIG Insurance (Malaysia) Berhad

Mr Adrian Salleh bin Hashim

Etiqa General Insurance Berhad

Ms Fong Yoke Kuan

Tokio Marine Insurans
(Malaysia) Berhad

Mr Foo Vee Ming, Eric

Liberty General Insurance Berhad

Mr Lee Chiew Lai

Lonpac Insurance Berhad

Mr Kuah Ken Ning

Hannover Rüeck SE Malaysian Branch

Mr Chew Han Wah

Great Eastern General
Insurance (Malaysia) Berhad

Ms Tan Joke Boey

Malaysia Reinsurance Berhad

Mr Puriantoh Supu

Generali Insurance Malaysia Berhad

Mr Andrew Sim Kok Soon

Allianz General Insurance
Company (Malaysia) Berhad

Ms Nanthini Kandasamy

AIA General Berhad

Pn Hanan Hayati Binti

Ahmad Kushairi
Berjaya Sompo Insurance Berhad

REPRESENTATIVES IN OTHER ORGANISATIONS

ASEAN INSURANCE COUNCIL

Mr Ng Kok Kheng
Persatuan Insurans Am Malaysia

ASIAN INSTITUTE OF INSURANCE (AII)

Mr Ng Kok Kheng
Persatuan Insurans Am Malaysia

INSURANCE SERVICES MALAYSIA BERHAD (ISM)

Mr Ng Kok Kheng
Persatuan Insurans Am Malaysia

Mr Gary Hoo
AIA General Berhad

FINANCIAL MARKETS OMBUDSMAN SERVICE (FMOS)

Mr Antony Lee Fook Weng
Persatuan Insurans Am Malaysia

MALAYSIAN MOTOR INSURANCE POOL

Mr Puneet Pasricha
Liberty General Insurance Berhad

CENTRAL ADMINISTRATION BUREAU (CAB)

Mr Gary Hoo
AIA General Berhad

EAST ASIAN INSURANCE CONGRESS

Mr Ng Kok Kheng
Persatuan Insurans Am Malaysia

FINANCIAL INDUSTRY COLLECTIVE OUTREACH (FINCO)

Mr Ng Kok Kheng
Persatuan Insurans Am Malaysia

Mr Jegatheesan Govintharaj
Persatuan Insurans Am Malaysia

VEHICLE THEFT AND ACCIDENT REDUCTION COUNCIL OF MALAYSIA BERHAD (VTAREC)

Mr Ng Kok Kheng
Persatuan Insurans Am Malaysia

Mr Ng Hang Ming
Tokio Marine Insurans (Malaysia) Berhad

Mr Junior Cho
Zurich General Insurance Berhad

Ms Susanna G. Simon
Persatuan Insurans Am Malaysia

En Fukhairudin Mohd Yusof
Etiqa General Insurance Berhad

Mr Chua Kim Soon
Persatuan Insurans Am Malaysia

Mr Chua Kim Soon
Persatuan Insurans Am Malaysia

MALAYSIAN ECONOMIC HIGHLIGHTS

1 Export Sector and Domestic Demand Fuel Growth for Malaysia in 2025

5.2%
GDP GROWTH IN 2025

2024: 5.1%

Growth was driven by resilient exports, a rebound in tourism, strong domestic demand, and sustained investment activities.



RESILIENT EXPORT SECTOR

High global demand for AI-related technology and a diversified trade structure cushioned the impact of rising global barriers.



TOURISM SURGE

Increased flight connectivity and visa exemptions boosted inbound tourism.



ROBUST DOMESTIC DEMAND

Supported by improved employment and significant public and private sector wage revisions.



INVESTMENT MOMENTUM

Steady progress on multi-year projects and a high implementation rate of manufacturing investments reinforced economic growth.

2 Policy adjustments ease inflation to

1.4%
IN 2025

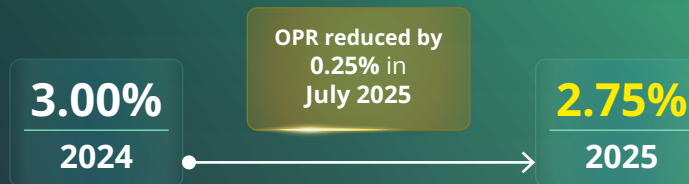


Global cost conditions eased, and domestic price pressures remained broadly contained. Although policy adjustments like electricity tariff restructuring and RON95 fuel subsidy rationalisation were expected to raise costs, the strategic implementation actually resulted in a disinflationary impact for most households. This moderation provided a stable economic environment, allowing businesses and individuals to maintain steady activity without the burden of significant price fluctuations.

MALAYSIAN ECONOMIC HIGHLIGHTS

3 Overnight Policy Rate (OPR) reduced to

2.75%



The Monetary Policy Committee (MPC) of BNM decided to reduce the OPR by 0.25% to 2.75% in July 2025 to provide a buffer against potential global downside risks.

This rate remained unchanged for the rest of the year due to steady domestic spending and low inflation.

4 Malaysia's economy is projected to grow 4-5% in 2026, backed by domestic resilience

4% - 5% IN 2026

In 2026, Malaysia's economy is projected to grow between 4% and 5%, supported by household spending, expansion in investments, sustained global demand – particularly for E&E exports, and steady tourism amid Visit Malaysia Year 2026. The nation's standing as a net energy exporter will also lend some resilience against the increase in global commodity prices.

Inflation Outlook 2026:
1.5% - 2.5%

While upside risks stemming from developments in global commodity and energy prices remain, targeted policies are in place to help cushion the impact on households and businesses.

Source: [Bank Negara Malaysia](#), "Annual Report 2025", 31 March 2026.

SHOWCASING THE INDUSTRY

37

INDUSTRY EVENTS

14

HOSTED BY PIAM

23

PARTICIPATED BY PIAM



2 CEO Briefings



1 Media Briefing on General Insurance Industry



1 Strategic Partnership Signing (MoU with Asia Pacific University)



1 Flagship Children's Road Safety Programme



6 Industry Panel Sessions



1 PIAM Colour Fun Run



2 Industry Contests



13 Academic Outreach & Collaborations



10 On-Ground Public Activations





Strengthening Industry Transparency Through Media Engagement

Date: 8 October

Location: Hilton Hotel, Petaling Jaya

PIAM Spokespeople:

Chairman - Mr Ng Kok Kheng
Deputy Chairman - Mr Antony Lee
CEO - Mr Chua Kim Soon

Background

Members of the media, government agencies, industry partners, representatives' member companies, and Board Directors came together for PIAM's Media Briefing on the General Insurance Industry's Performance for the First Half of 2025, followed by a Q&A session.

Pillars of Engagement

The event also featured a mini exhibition where guests explored initiatives that shaped the industry's conversations.

Media Impact and Outreach

The briefing had significant coverage, reinforcing PIAM's position as the authoritative voice for general insurance in Malaysia.



Media articles published

135 ARTICLES



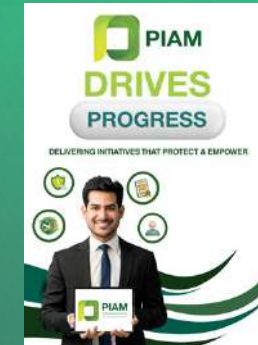
PR Value generated

RM1.4M



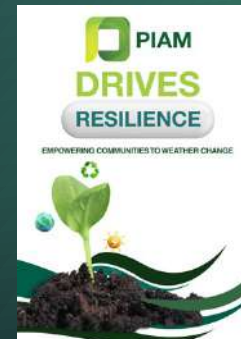
Awareness

Educated media on PIAM's role and contributions to the insurance ecosystem, including public-facing campaigns.



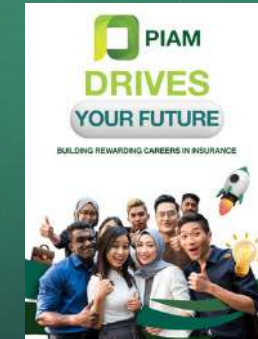
Progress

Showcased industry developments and PIAM's strategic initiatives such as **BCC**, **e-Police Reporting**, and **PTV**, highlighting technical expertise.



Sustainability

Presented PIAM-led 3R (Reduce, Recycle & Reuse) campaign and sustainability driven initiatives by member companies.



Talent

Introduced the **GIIFT Programme** and PIAM's efforts in talent development, emphasising the importance of nurturing future industry leaders.



MOU Signing Ceremony: APU and PIAM Strengthen Malaysia's Actuarial and Insurance Talent through Strategic Partnership

Date: 1 November

Location: Asia Pacific University of Technology & Innovation (APU)

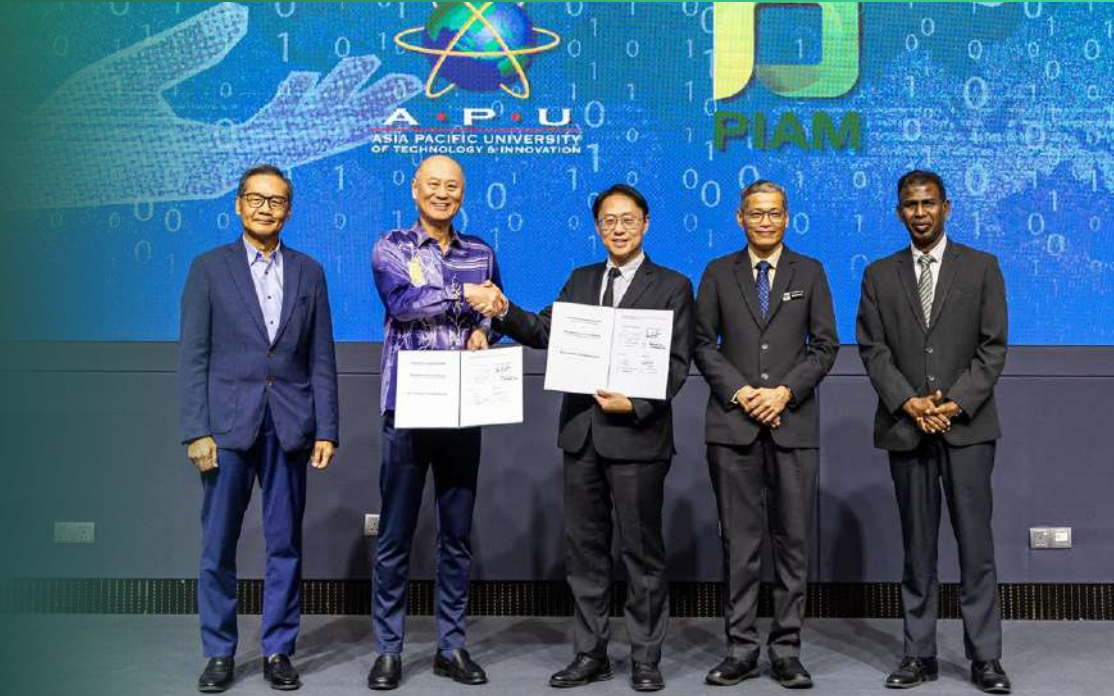
Background

Actuarial Summit 2025, themed "Advancing Actuarial Excellence Sustainable Future", PIAM and Asia Pacific University of Technology & Innovation (APU) formalised a partnership with the signing of a Memorandum of Understanding (MoU). The MoU signing, part of the larger Actuarial Summit 2025, which attracted over 500 students, educators, and industry leaders, underscores the importance of collaboration between academia and industry.

The MoU was signed by Prof Dr Ho Chin Kuan, Vice-Chancellor of APU, and Mr Chua Kim Soon, CEO of PIAM, witnessed by Dr Shamsuri Abdullah, Deputy Director-General of MOHE, and Mr Ng Kok Kheng, Chairman of PIAM.

Benefits

This partnership aims to foster joint research initiatives, curriculum co-development, and practical industry engagement to ensure students are well-prepared to meet evolving professional demands.



“

The actuarial profession forms the backbone of Malaysia's insurance industry. Through this partnership, we are investing in talent that combines technical expertise with practical industry insight—preparing future leaders to navigate the challenges of an evolving landscape.

”

Chua Kim Soon, CEO of PIAM



“

Our collaboration with PIAM bridges academic excellence and industry relevance, giving students invaluable opportunities to gain real-world experience and insights. Together, we are shaping the next generation of risk leaders and innovators.

”

Prof Dr Ho Chin Kuan, Vice-Chancellor of APU





Flagship Children’s Road Safety Programme “Langkah Bijak, Jalan Selamat”

Date: 2 November

Location: MISAR Academy

Collaborator: Malaysia International Search and Rescue (MISAR) Academy

Background

Road safety remains a concern in Malaysia, where statistics indicate that children and teenagers are among the most vulnerable road users. According to [recent data](#), hundreds of accidents involving schoolchildren occur annually, often during the commute to and from school. Surveys indicate that 73% of parents remain deeply concerned about their children’s safety during the daily school commute, particularly in high-traffic urban hubs like Brickfields. To address this, PIAM launched its flagship road safety programme - “Langkah Bijak, Jalan Selamat” to educate primary school students from Brickfields and the surrounding Kuala Lumpur area on safe road practices and responsible behaviour.

Objective

Through early engagement, students develop essential skills for safer mobility, while the initiative reinforces PIAM’s commitment to fostering safer communities and promoting responsible road behaviour from a young age.

Key interactive activities:



Safe road-crossing



Fastening helmets

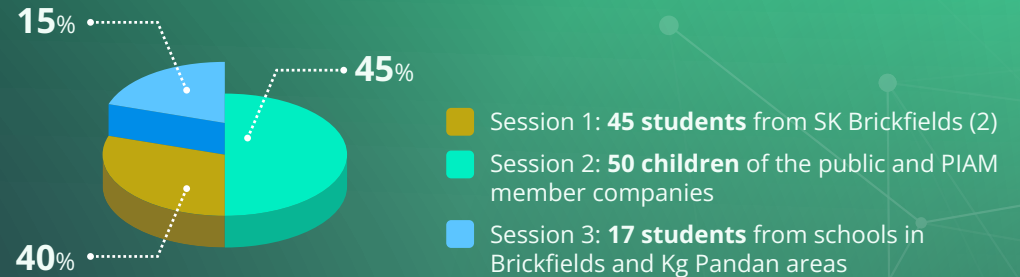


Fastening seatbelts



Entering a school vehicle

Total Reach: 112 Primary School Students



Media Coverage

The programme received media traction, highlighted by Bernama’s official social media channel.

View the Highlight: [Bernama World - Langkah Bijak, Langkah Selamat](#)

Note: To nominate a primary school or register children aged 10 to 12 for the upcoming Children “Langkah Bijak, Jalan Selamat” Road Safety Programme 2026, please email corpcomms@piam.org.my



National Climate Governance Summit: Reimagining Insurance for a Resilient World



Fireside Chat

Date: 8 April

Location: Sasana Kijang, Kuala Lumpur

Moderator:

Ms Phang Oy Cheng,
Head of Sustainability Advisory, KPMG

Speakers:

Mr Chua Kim Soon, *CEO of PIAM*

Mr Fabrice Benard,
CEO of Generali Insurance Malaysia Berhad

Background

At the National Climate Governance Summit, industry leaders discussed how insurers must adapt to rising climate risks and support economic resilience. The session delved into topics like catastrophic exposure, transition finance and sustainable investment practices. The session emphasised stronger collaboration among insurers, reinsurers and regulators, alongside greater consumer awareness and improved data to strengthen protection coverage. The discussion reinforced the industry's shift towards proactive risk management to ensure insurance solutions remain accessible and sustainable amid accelerating climate and environmental challenges.





Fireside Chat: Perspectives on Rising Medical Insurance Premiums

Date: 22 April

Moderator:

Mr Tushar Mohata, *Head of Equity Research of Nomura Securities Malaysia*

Panellist:

Chua Kim Soon, *CEO of PIAM*

Organiser:

Nomura Securities Malaysia

Background

The insurance industry is currently addressing a trend of rising medical inflation in Malaysia, which reached an estimated 15% in 2024. This discussion was organised to explore the various factors contributing to escalating healthcare costs and the subsequent adjustments required for premium sustainability. The session focused on the industry's long-term outlook, highlighting the impact of an ageing population and the increasing prevalence of non-communicable diseases (NCDs). Panellists discussed the ongoing efforts by Bank Negara Malaysia and industry stakeholders to ensure that medical insurance remains accessible while maintaining the actuarial viability of the insurance funds.

Issues



Rising Costs



Premium Sustainability



Ageing & NCDs



Malaysian'Re Webinar: Industry Dialogue on Malaysia's Healthcare Financing Sustainability

Date: 29 May

Panellist:

Mr Ahmad Noor Azhari Abdul Manaf, *President & CEO of Malaysian Re*
 Mr Chua Kim Soon, *CEO of PIAM*
 Mr Mark O'Dell, *CEO of Life Insurance Association of Malaysia (LIAM)*
 Mr Mohd Radzuan Mohamed, *CEO of Malaysian Takaful Association (MTA)*

Background

In conjunction with the publication of the 6th edition of the **Malaysian Insurance Highlights (MIH) 2025**, PIAM's CEO participated as a panel speaker in a high-level webinar hosted by **Malaysian Re**. The session addressed the sustainability challenges within Malaysia's dual public and private healthcare systems, where healthcare expenditure remains at approximately 4% of GDP; significantly lower than the 6-7% average in comparable economies.

Outcome

The dialogue reinforced PIAM's commitment to supporting a sustainable healthcare financing framework. By sharing industry perspectives, PIAM contributed to a roadmap for reform that prioritises accessibility and consumer protection in an increasingly stressed healthcare ecosystem.



Key Discussion Points



Rising Medical Inflation

Explored drivers behind escalating healthcare costs, including an aging population and the prevalence of non-communicable diseases.



Closing Protection Gaps

Discussed strategies to ensure Malaysians maintain access to quality care despite rising costs and potential underfunding in the public sector.



Public-Private Collaboration

Focused on aligning the interests of policyholders, insurers, and healthcare providers to mitigate overconsumption and inflated billing.



Innovation in Insurance

Explored how insurers and reinsurers can evolve product offerings to balance affordability with long-term financial resilience.



The EV Revolution: Risk, Repair, and Readiness for the Insurance & Takaful Industry

Date: 31 October

Location: Sasana Kijang, Bank Negara Malaysia

Panellist:

Mr Steven Miller, *CEO of Motordata Research Consortium Sdn Bhd (MRC)*

Ms Hana Ghazali, *Chief Data Officer & Head of Automobile Profit Centre of Etiqa International Holdings Sdn Bhd*

Mr Steven Li Gang, *Trainer & EV Expert of Asian Institute of Insurance (Aii)*

Moderator:

Mr Chua Kim Soon, *CEO of PIAM*

Organiser:

Insurance Services Malaysia (ISM)

Background

Panel discussion on Electric Vehicles with industry experts to explore how the rise of EVs is transforming the insurance and takaful landscape. The discussion included valuable insights on developing new risk models, pricing strategies, claims handling approaches, including tackling repair challenges and developing safety considerations in the evolving EV ecosystem.





Industry Perspective at Transport EXPO Asia 2025

Date: 11-13 November

Location: Sama-Sama Hotel, Kuala Lumpur

PIAM Representation:

Mr Ng Kok Kheng, *PIAM Chairman*, in *“Road Safety Congress: Advancing Motorcycle Safety – Policies, Innovation & Practice”*,

Mr Chua Kim Soon, *CEO of PIAM*, in the panel *“Post Marrakech Reflections – Turning Global Commitments into Regional Actions”*

Organiser:

Ministry of Transport

Background

Under the theme **“Future on the Move: Digital, Sustainable Transport, Agile Logistics & ESG-Driven Supply Chains,”** TXA 2025 served as Malaysia’s inaugural regional platform for transport and logistics innovation. The three-day event featured thematic forums and exhibitions connecting policymakers, industry leaders, technology providers, and ASEAN delegates to advance sustainable, digital, and agile mobility solutions.

Outcome

Both leaders shared critical insights on motorcycle safety, policy development, and the necessity of industry collaboration. Their participation underscored the insurance industry’s role in reducing accidents and promoting safer mobility through data-driven policy advocacy and regional cooperation.





Panel Discussion: Electric Vehicles and Their Impact on the Insurance Industry

Date: 18 November

Location: Pullman Hotel, Kuala Lumpur

Panellist:

Mr Chua Kim Soon, *CEO of PIAM*

Mr Steve Miller, *CEO of MRC*

Mr Wayne Chin, *Appointed Actuary & Chief Actuary of Zurich General Insurance*

Mr Ong Shze Yong, *Head of Portfolio Management of Liberty General Insurance Berhad*

Mr Mahendran Samiappan, *CEO of Insurance Services Malaysia*

Mr Daniel Lee, *Partner of EY Malaysia*

Organisers:

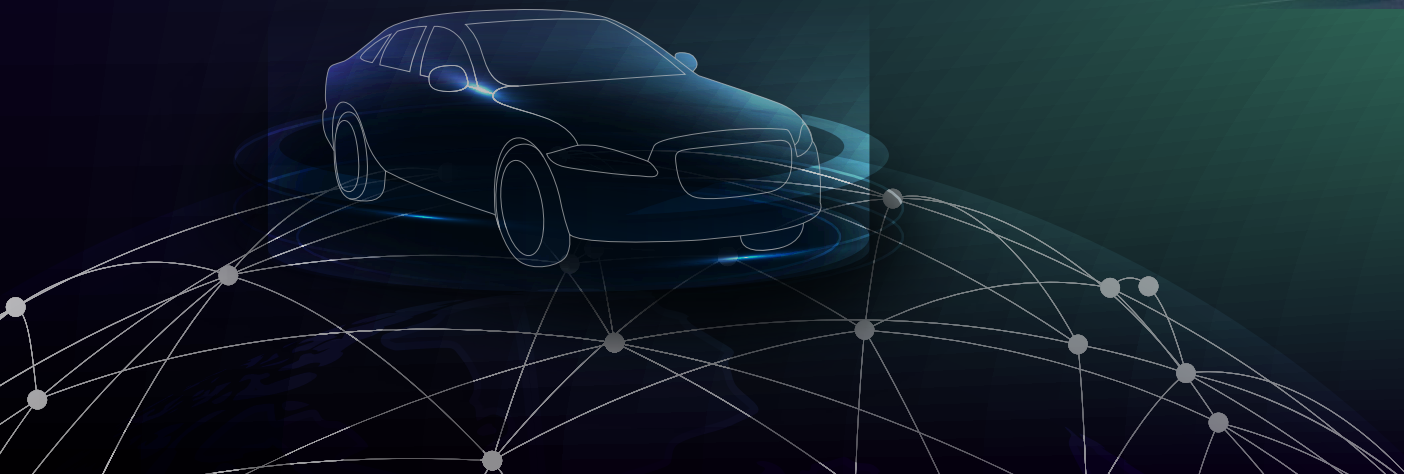
Actuarial Society Malaysia (ASM),

the Casualty Actuarial Society (CAS)

The Institute of Actuaries of Australia (IAAu)

Background

The Actuarial Science Malaysia, Casualty Actuarial Society and Actuaries Institute Australia held a two-day seminar titled the "ASM-CAS-IAAu Joint Seminar". As part of the seminar, a panel discussion was held on Electric Vehicles and their impact on the insurance industry, including EV risks, market trends, and the implications for actuarial and underwriting practices.





PIAM Colour Run 2025: Strengthening Community Through Wellness

Date: 11 October

Location: Bukit Jalil Recreational Park

Participants: Approximately 500 participants took part in the run

Background

The PIAM Colour Run 2025 was organised as a community engagement initiative aimed at promoting health, wellness, and industry camaraderie beyond the workplace. Designed as a fun and inclusive event, the run brought together participants from across the general insurance industry, including member companies and the public.

Unlike traditional competitive races, Colour Run focused on participation and experience, with runners passing through colour stations along the route. The event encouraged a relaxed and family-friendly atmosphere, making it accessible to individuals of all fitness levels.





The #GoGreenWithPIAM 3R Campaign

Date: 6 May – 30 June

Participants: The campaign recognised **9 tertiary students** for their ability to spark conversations on environmental stewardship.

Background

Sustainability is no longer a peripheral concept; it is a core component of national and industrial resilience. While insurance serves as the ultimate safety net for climate-related disasters, PIAM believes the most effective protection starts long before a claim is filed. Through the #GoGreenWithPIAM initiative, we are nurturing a powerful idea: that individual habits today dictate the environmental security of tomorrow.

Goal

Embed a circular economy mindset within the next generation of leaders, ensuring a more resilient and climate-ready Malaysia.



The Three Pillars of Circular Economy

Pillar #1: REDUCE – The Power of Prevention

The most impactful step in waste management is preventing its creation. Our tertiary student participants championed this by transitioning away from single-use plastics and embracing traditional, sustainable alternatives, such as tiffin carriers.

Pillar #2: REUSE – Innovation through Responsibility

The campaign highlighted that sustainability is a catalyst for innovation. Students demonstrated how "waste" can be transitioned back into "resources", repurposing materials into campus essentials and using digital storytelling to breathe new life into environmental advocacy.

Pillar #3: RECYCLE – From Individual Effort to Collective Impact

Recycling is where personal action scales into community change. A prime example is **Nur Aqilah Binti Noor Hisyam**, Grand Prize winner of the PIAM 3R Video Contest, whose community drive in Perlis inspired an entire neighbourhood. Her initiative proved that grassroots leadership is the strongest catalyst for regional sustainability.

“ We have seen how floods and storms are becoming more frequent and severe. As insurers, we help with the aftermath, but we also feel a responsibility to be part of the solution. Through the 3R Campaign, we are bringing back simple habits that protect both the environment and our communities. ”

Chua Kim Soon, CEO of PIAM





Insurance Uncovered – A Career Beyond Limits!

Date: 22 August – 21 September
Participants: 10 teams

Background

As part of PIAM's efforts to raise awareness of the general insurance industry and inspire future talent to explore meaningful and rewarding careers, the Association launched a one-month short video competition for those working in the industry.

Background

Participants to creatively showcase the impact, purpose, and opportunities within the insurance profession.



Champion

Quad Squad Beyond Limits
Progressive Insurance Berhad



1st Runner Up

Nurul Khaleeda Binti Hanafi
Generali Malaysia Insurance Berhad



2nd Runner Up

NM Vision
Progressive Insurance Berhad





Bridging The Talent Gap: PIAM at the MITEC Career Fair

Date: 26 & 27 April

Location: MITEC, Kuala Lumpur

Background

This platform allowed **PIAM** to engage directly with emerging talent on the career potential within general insurance. The participation aligned with PIAM's focus on shaping talent pipelines and raising awareness of the industry's role in Malaysia's economic resilience.

Key Activities



Career Awareness

Provided information on diverse roles within the sector to graduates and industry hopefuls.



Employer Branding

Positioned the general insurance industry as a key component of the financial services talent ecosystem.



Outcome

Enabled direct interaction with a wide pool of candidates to communicate the industry's professional opportunities and long-term relevance.



PIAM at Sunway Pyramid Career Fair 2025

Date: 4 & 5 October

Location: Sunway Pyramid Convention Centre, Kuala Lumpur

Background

PIAM participated in the Sunway Pyramid Career Fair 2025 as part of its ongoing efforts to strengthen the talent pipeline for the general insurance industry. The event provided a platform to engage directly with job seekers and the public, while increasing awareness of career opportunities within the sector. The participation also supported PIAM's broader objective of positioning the general insurance industry as a dynamic and relevant career pathway within Malaysia's financial services ecosystem.

Key Activities



Career Awareness

Provided information on diverse roles within the sector to graduates and industry hopefuls.



On-Ground Engagement

Facilitated direct interaction with attendees, including CV submissions and discussions on employment opportunities.

Outcome

The booth attracted approximately 450 visitors over the two-day event, with 178 resumes collected for potential placement within member companies. The initiative also contributed to increased digital engagement, with a combined growth of 155 new followers across PIAM's social media platforms.





Expanding Public Access to Insurance Industry Knowledge

Date: 19 May

Initiative: Publication contribution to Perpustakaan Negara Malaysia (PNM)

Background

PIAM donated 643 copies of its commissioned books, authored by Professor Lee Hock Lock and Dr Lee Kam Hing, to the National Library of Malaysia (PNM). These publications document the evolution of the insurance sector and its historical contribution to Malaysia's economic development.

Outcome

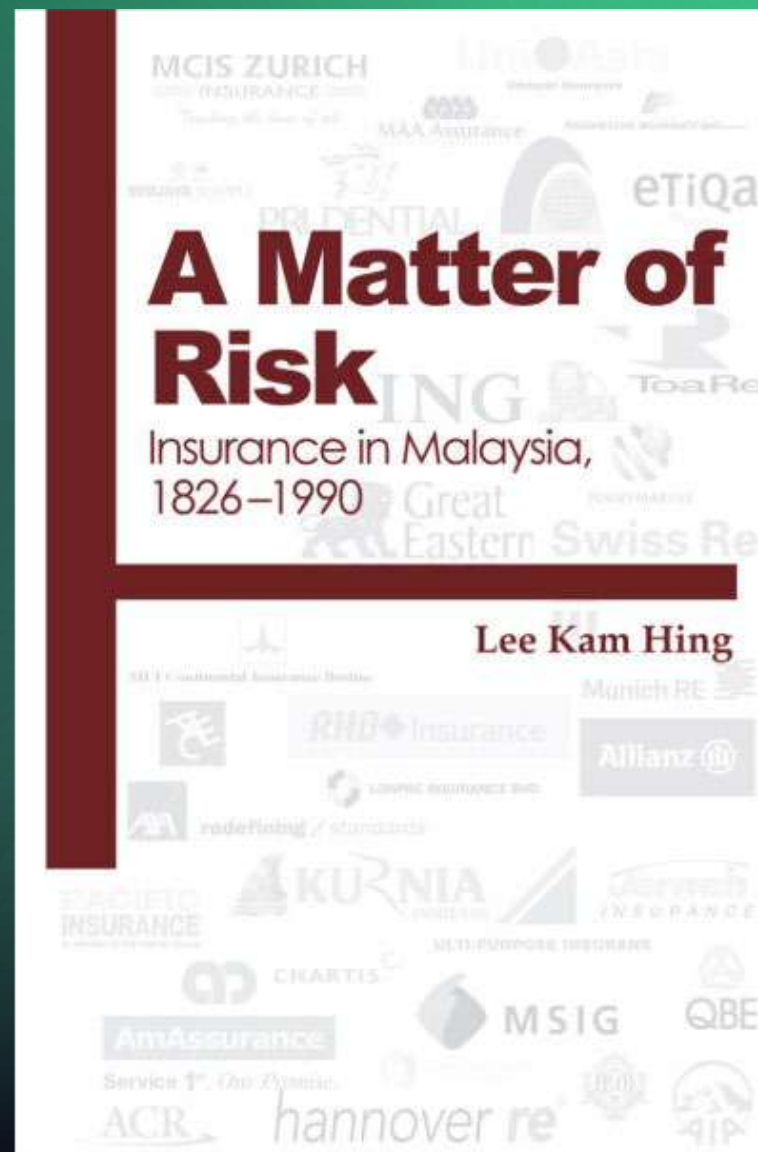
This contribution preserves the industry's legacy and ensures students, researchers, and the public have nationwide access to specialised knowledge through library branches, reinforcing PIAM's commitment to academic support and public awareness.



A Matter of Risk: Insurance in Malaysia 1826–1990



The Insurance Industry in Malaysia: A Brief History





Building Financial Literacy: PIAM at Karnival Celik Kewangan 2025

Date: 14 – 16 November

Location: Queensbay Mall, Penang

Organiser: Bank Negara Malaysia (BNM)

Background

Marking its third consecutive year of participation, PIAM joined the Karnival Celik Kewangan (KCK) 2025, a premier industry event dedicated to elevating financial literacy across Malaysia. The 2025 edition focused on empowering consumers with the knowledge to navigate an evolving insurance landscape while strengthening public resilience against emerging financial threats and scams.

Touchpoints:

PIAM successfully engaged attendees through tailored, interactive touchpoints:

- 🎯 **3-Second Steering Lock Challenge:** Partnered with the Vehicle Theft & Accident Reduction Council of Malaysia (VTAREC) for the "3-Second Steering Lock Challenge," highlighting the importance of physical vehicle security.
- 🎯 **Otto's Word Quest:** Hosted "Otto's Word Quest," a word search game designed to introduce foundational financial concepts to children.
- 🎯 **Wheel of Protection:** Facilitated the "Wheel of Protection", an interactive game that encouraged participants to identify various insurance types and benefits through a spin-the-wheel gamified experience.
- 🎯 **Pocket talk:** Conducted a talk led by En Fauzi (PIAM) and Pn Mastina (VTAREC) covering general insurance and road safety.



1,500
visitors



Media interviews with **The Star** and **RTM** on the topic of Special Perils.



RM 230K
PR Value





PIAM and SK Brickfields 2 School Helmet Exchange Programme

Date: 2 December

Location: SK Brickfields (2)

Background

PIAM organised a Helmet Exchange Programme with parents and guardians of SK Brickfields (2), replacing 25 non-certified or damaged children's helmets with SIRIM-certified alternatives. Located just 750 metres from the PIAM office, the school has been one of the most receptive participants in the "Langkah Bijak, Jalan Selamat" Children's Road Safety Programme. This follow-up initiative placed added emphasis on reinforcing safe riding practices among parents and guardians.



Replaced

25

non-certified
children's helmets





Yamaha Gen Blu Carnival Run 2025

Date: 13 December

Location: Mahkamah Syariah, Putrajaya

Organiser: Hong Leong Yamaha Motor (HLYM)

Background

For the first time, **Yamaha Gen Blu 2025** provided a dedicated platform for **PIAM** to engage motorcycle enthusiasts and younger riders in road safety and insurance awareness activities. This large-scale community event, which attracted nearly 20,000 participants, served as a strategic touchpoint for the insurance industry to connect. The engagement successfully bridged the gap between complex insurance technicalities and young road users. By integrating safety education with interactive lifestyle activities, PIAM promoted the importance of a social safety net, ensuring that younger riders are better equipped to manage road risks.

PIAM Participation & Activities:

🎯 Interactive Outreach

PIAM utilised the carnival setting to encourage responsible riding behaviour and promote a deeper understanding of insurance coverage options.

🎯 Youth Empowerment

Participation highlights a proactive engagement with youth audiences, supporting the insurance sector's broader mission to educate and empower the next generation of road users.

🎯 Perlindungan Tenang Voucher 3.0 (PTV)

A primary focus was on raising awareness of the PTV 3.0 program. Attendees were educated on how eligible **Sumbangan Tunai Rahmah (STR)** recipients can utilise the RM30 government voucher to purchase affordable microinsurance products, specifically designed for the B40 community.





Courtesy Visit from Malaysian Inbound Tourism Association (MITA)

Date: 15 December

Background

PIAM hosted representatives from **MITA** to strengthen cross-sector engagement between the tourism and insurance industries. The visit focused on aligning insurance solutions with the operational realities of inbound tourism.

Key Discussions



Bus Operator Challenges

Addressed specific hurdles regarding insurance coverage availability and risk management for tour buses.



Industry Practices

Exchanged views on underwriting considerations and sector-specific risks to ensure better protection for travellers.



Outcome

The engagement highlighted the need for continued dialogue to bridge the gap between insurers and transport stakeholders. Both parties are committed to exploring collaborative frameworks to support the safety and resilience of Malaysia's tourism infrastructure.

SUPPORTING MALAYSIANS' RECOVERY



PIAM Mobilises Support for Putra Heights Gas Explosion Victims

Following the gas explosion in Putra Heights, PIAM, in collaboration with member companies, mobilised industry resources to support affected communities.

Date: 3 April 2025

Location: Putra Heights, a residential township located in Subang Jaya, Selangor.

Actions Taken:



Response & Relief

PIAM representatives were present at the relief centre and incident site, coordinating closely with the Ministry of Transport and relevant authorities.



Rapid Crisis Action

Immediate guidance was provided to residents and vehicle owners on insurance claims procedures through press release, media interviews and website announcements.



Support Measures

Insurers facilitated expedited claims assistance for affected policyholders by waiving required documents with on-ground assistance to victims.

Outcome

The coordinated industry response ensured timely claims support, helping expedite recovery and reduce uncertainty for victims. This effort highlighted the general insurance industry's commitment to assisting communities during crises and supporting rebuilding initiatives.

Number of Claims

Motor	HH & HO	Fire
176	169	5

Strategic Media Outreach

To ensure transparent information flow and public assurance, PIAM executed a targeted media response.



BFM 89.9

Views & Engagements: 751K



MALAYSIA HARI INI, TV3

PR Value: RM 426K

PIAM Mobilises Support for Putra Heights Gas Explosion Victims



Advisory for Malaysians Affected by Hat Yai Floods

Date: 14 November 2025

Background

Following the severe flooding in Hat Yai, Thailand, PIAM responded swiftly to support Malaysians affected by the incident through timely public guidance and media engagement, reinforcing insurance awareness during the critical monsoon season.

Actions Taken:



PIAM issued a detailed public advisory outlining claims procedures for motor and travel-related losses sustained during the floods. This guidance was disseminated through press releases, infographics, and a key media interview with The Star, providing clear instructions on claims submission, documentation, and insurer engagement.

Strategic Media Outreach



RM 257K
PR Value



10 mainstream
articles



197 social media
engagements, 66%
from Instagram



90% positive
sentiment

Media Articles

Hat Yai floods wreck wallets

Get covered to stay above water
Extra motor coverage essential for driving into Thailand, says PIAM

Get covered to stay above water
Extra motor coverage essential for driving into Thailand, says PIAM

Flood bills drown vehicle owners

Stronger Storms Ahead: How Malaysians Can Prepare for the Monsoon

Did You Know?

Flood-related losses in Malaysia reached **RM033.4 million** in 2024 (Department of Statistics Malaysia), with over half of Malaysian households remain uninsured against floods.

Get Protected With Special Perils

Special perils is an extension for your car or home insurance that covers **natural disasters** such as:

Flood

Landslide

Storm

Typhoon

- For homeowners, the added cost can be as little as **RM14 a month**.
- For drivers without coverage, repair cost can reach between **RM30,000 - RM50,000**.
- Additional coverage costs less than **0.5%** of the insured value of your car! (This is based on RM100,000 value for model purposes only)

Check Your Insurance Policies

Houseowner & Householder policies include flood coverage.

If you have Fire policy, you can add on flood protection.

Special Perils add-on.

Use **PIAM's online Satisfy Cost Calculator (SCC)** to estimate rebuilding cost. (Insurers' purposes only)

Commercial insurance covers flood and storm damage.

Add on the **Business interruption** coverage to protect income during downtimes.

Accurate Medical and Personal Accident (PA) coverage.

Review your policy for to cover body injuries arising from accidents during flood.

How to File a Claim After a Disaster?

- ✓ Ensure safety first. Return only after authorities confirm the area is safe.
- ✓ Notify your insurer or agent immediately to initiate your claim.
- ✓ Document damage. Take clear photos and videos before cleanup.
- ✓ File a police report. Submit within 24 hours if required by your policy.
- ✓ Cooperate with the loss adjuster and provide the supporting documents.

Review your policy today or speak with your insurer about food and storm coverage options available through PIAM members.

For more information visit:
www.piam.org.my

GIIFT ALUMNI SPOTLIGHT: THE STORY OF MS TIRGA



From humble beginnings in Kajang, to discovering the potential of the insurance industry as a meaningful career path, to Ms Tirga.

At PIAM, we are always inspired by the stories of students whose lives are changed through the GIIFT Internship Programme. One story that truly stands out is Ms Tirga. Her journey shows how a little encouragement, courage, and hope can open doors, turn uncertainty into opportunity, and set a young student on the path to a meaningful career.

Through the encouragement of her sister, Tirga learned to step into the unknown. Each new experience became an opportunity to grow, explore, and discover her potential, exactly the kind of journey that GIIFT is designed to support.

Tirga is the third of four siblings. She grew up in Kajang, helping in her father's small provision shop, which sparked her curiosity about business and accounting from a young age. Her school results were modest, and she often felt she had to work harder than others. Through it all, her elder sister encouraged her to step beyond her comfort zone and explore new opportunities. When unsure about her future, Tirga followed her sister's advice to "just give it a try" and applied for a Diploma in Insurance at Politeknik Shah Alam. That small nudge from her sister became the beginning of her journey into the insurance industry.

During her diploma, Tirga joined the Persatuan MARIM Student Chapter, where she first learned about the GIIFT internship programme, which has been a well-known internship programme since its inception in 2015. Through mentorship from lecturers with industry experience, she began to see that insurance was far more than just "policies and paperwork"; it was a service of helping people, understanding risks, and preparing for life's inevitable uncertainties.

Inspired by this, Tirga pursued a Bachelor's Degree in Risk Management at Universiti Utara Malaysia (UUM). During her time there, she challenged herself academically, taking advanced courses from her first year, actively participated in student clubs, and eventually became President of Persatuan MARIM Student Chapter, a community for students passionate about risk management and insurance.



Through the GIIFT internship programme, Tirga secured placements at both Zurich General Insurance and Pacific Insurance. These experiences gave her hands-on exposure to critical areas such as motor claims, marketing, and risk management in the insurance industry.

*The thought of "A little hope that **PIAM would help,**" had become a stepping stone for her career, where she secured internships at both Zurich General Insurance and Pacific Insurance building the professional confidence she carries today through the GIIFT internship.*

Today, Tirga's journey has come full circle. She has returned to Zurich General Insurance as a Claim Examiner, fulfilling the aspiration she first set during her GIIFT internship. She often reflects on how GIIFT opened doors that would have been hard to find on her own, providing mentorship, exposure, and opportunities that allowed her to step confidently into the insurance world.



Tirga's journey reminds us of the power of encouragement, persistence, and hope. Her sister's support, combined with her own courage, helped her move from a student uncertain of her future to a professional thriving in the insurance industry. She reflects the spirit of GIIFT, showing how guidance and opportunity can help students discover their potential and take the first step toward a meaningful career.

KEY INDUSTRY DEVELOPMENTS

100%
RENEWABLE
ENERGY



Strengthening Consumer Understanding on Actual Total Loss (ATL) and Beyond Economic Repair (BER)

Effective Date: 1 January – 30 June 2025

Lead: PIAM with MTA

Background

A requirement by BNM to drive an industry-driven awareness campaign, as stated in the Specification Letter on Handling of Actual Total Loss (ATL) and Beyond Economic Repair (BER) Vehicles dated 31 January 2024 (Specification Letter).

Objective

To address common misconceptions surrounding Actual Total Loss (ATL) and Beyond Economic Repair (BER) vehicles, particularly among second-hand car buyers.

Touchpoints under ATL/BER consumer education:

In total, there were 9 touchpoints under the ATL/BER consumer education campaign. Some of the main ones are below:



01 Media Engagement

Leveraged mainstream and automotive-specific platforms (e.g., CarSifu, PaulTan, BFM 89.9, and TV3) to disseminate technical insights.

Outcome: Generated a total PR Value of **RM 2.37 million** through press releases, pickups, and targeted media interviews.

Car Sifu

Paultan

PRESS RELEASES & PICKUPS

PUTRA HEIGHTS
ON-GROUND ADVISORY

BFM 89.9

Malaysia Hari Ini, TV3

MEDIA INTERVIEWS

Strengthening Consumer Understanding on Actual Total Loss (ATL) and Beyond Economic Repair (BER)

02 KOL Engagement



PARALYMPIC GOLD MEDALIST, CHEAH LIK HOU & CHUA KIM SOON, CEO OF PIAM

Views: 6.3K

Reach: 4K



AURIZN & CHUA KIM SOON, CEO OF PIAM

Views: 9K

Reach: 6.3K



AUTOMACHI: HOW SPECIAL PERILS CAN SAVE THE DAY

Views: 6.2K

Reach: 3.1K

03 Fake or Real Series of Video on ATL & BER

A video series addressing misconceptions on ATL & BER was produced, featuring the CEOs of PIAM and MTA.



Episode 1 - Total Loss vs. Actual Total Loss (ATL): What's the Difference



Episode 2 - Beyond Economic Repair (BER) Vehicles: Can They Be Insured and Pass a Roadworthiness Inspection?



Episode 3 - BBER & ATL Vehicles: Roadworthiness, Market Value, and Can They Be Back on the Road?

04 On-Ground Events

Partnered with Vehicle Theft and Accident Reduction Council of Malaysia (VTRAEC) to amplify the ATL/BER campaign through on-ground activations, aligned with VTRAEC's mandate to reduce road accidents and consistent messaging on vehicle status verification, risks of BER vehicles, and reporting of ATL vehicles.

Date: 19 January 2025

UITM-VTREC-PDRM-SUKSIS Vehicle Theft and Road Accidents Student Awareness and Engagement

Aimed to educate on vehicle theft and road safety, with support from PDRM and SUKSIS. About **250 UiTM students** attended. PIAM hosted quizzes on motor claims and fun mini-games at its booth.

Date: 29 May 2025

"Protect Your Ride, Protect Your Life" Awareness Campaign

Supported by PDRM, JPJ, and PUSPAKOM, the campaign raised awareness on vehicle theft, road safety, and insurance, engaging **shoppers and students** through on-ground activations.

Strengthening Consumer Understanding on Actual Total Loss (ATL) and Beyond Economic Repair (BER)

Achievements

Campaign Period:
1 January - 30 June 2025



10.8
MILLION
REACH



8.9
MILLION
IMPRESSIONS



910K
ENGAGEMENTS



48%
BRAND
AWARENESS

Knowledge Shift on ALT & BER Vehicles

An industry survey was conducted from 21 March to 21 April 2025 for CEAC ATL and BER. It was used to measure the efficacy of the Consumer Education Awareness Campaign (CEAC). The results show a positive improvement in how car owners understand vehicle loss:



E-Police Reporting for Motor Accidents

Effective Date: 1 September 2025

Contributors:

PDRM, Ministry of Transport, JPJ and the national anti-financial crime centre (NFCC), with support from PIAM, MTA, its members, as well as PLUS.

Background

The e-police reporting pilot project focuses on accidents that occur specifically along the PLUS Highway, as well as single-vehicle accidents. This means that drivers involved in such accidents can conveniently lodge a police report online without the need to visit a police station.



Reporting criteria:

- No injuries and/or casualties in the accident
- The accident doesn't involve another vehicle or any damage to the property of another party
- The vehicle is owned by an individual
- The vehicle is for private use and not for commercial purposes (e.g. e-hailing)

Participating Highways:

- **E1** – North Expressway Northern Route
- **E2** – South Expressway Southern Route
- **NKVE** – New Klang Valley Expressway
- **ELITE** – North-South Expressway Central Link
- **E15** – Subang Airport Highway
- **BKE** – Butterworth-Kulim Expressway

System Progress & Update

<p>Status 350 cases registered & processed <i>(as at 31 Dec 2025)</i></p>	<p>Users 85% of motorists reported a "Good" to "Really Good" experience</p>
<p>Efficiency Average turnaround time for submitting an e-report is 19 minutes</p>	<p>2026 Outlook Possible pilot expansion to nationwide rollout</p>

Perlindungan Tenang Voucher Programme 3.0

Effective Date: 1 September 2025 – 31 August 2026

Background

Building on the success of previous phases, PIAM, in collaboration with the Malaysian Takaful Association (MTA) and LIAM, led the communication and rollout of Perlindungan Tenang Voucher Programme 3.0, which provides simple and affordable insurance protection tailored for underserved segments, particularly the low-income group. Under this initiative, Sumbangan Tunai Rahmah (STR) recipients are eligible to receive a RM30 Perlindungan Tenang Voucher, which can be used to purchase microinsurance products such as Personal Accident from participating licensed general insurers.



Strategic Benefits of PTV 3.0:

<p>Driving Financial Inclusion</p>	<p>Affordability & Value</p>	<p>Strengthening Household Resilience</p>	<p>Easy Claim Process</p>
<p>A key entry point for low-income groups to build long-term financial resilience.</p>	<p>The RM30 government subsidy lowers entry barriers, requiring only a nominal out-of-pocket contribution (minimum RM20) for essential coverage.</p>	<p>Safeguards family livelihoods against unforeseen risks, including accidental death, permanent disability, and property damage.</p>	<p>Provides peace of mind through an expedited claims process, ensuring rapid payouts upon submission of complete documentation.</p>

Our Participating Members:



Eligibility:

- Eligible for Sumbangan Tunai Rahmah (STR) recipients only.
- One voucher per recipient (non-transferable).
- Voucher valid for one product only.
- The selected product must have minimum annual premium/contribution of RM50. Recipients will need to top up at least RM20 to complete the purchase.
- Vouchers are non-refundable and cannot be exchanged for cash.
- Valid from 1 September 2025, until the voucher is fully redeemed or 31 August 2026.

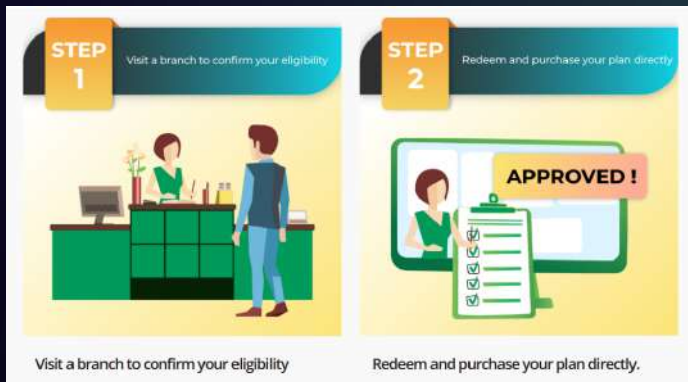
Perlindungan Tenang Voucher Programme 3.0

Redemption Process:

a. Online Redemption



b. Redemption via "Front Desk" Officers



EV Insurance Landscape Readiness in Malaysia

Start date: July 2025

Completion date: December 2025

Research consultant: Milliman

Background

In alignment with the MADANI Economy Framework and the National Energy Transition Roadmap (NETR), PIAM commissioned the “Electric Vehicle Market Research and Analytics Initiatives” study to navigate the rapid shift toward electric mobility. With EV registrations hitting a record 44,813 units in 2025 (a 105.7% YoY increase), the study addresses the urgent need for a specialised insurance framework.

Objective

To evaluate the current EV landscape and identify specific risk profiles and cost drivers, ensuring a data-driven strategy for a sustainable and accessible insurance ecosystem.

2026 Outlook

Present a proposal to the government from the insurance industry for EV tariffs.

Benefits



Risk Based Framework

Enables a more accurate premium modelling based on EV behavioural data versus traditional Internal Combustion Engine (ICE) vehicles.



Repair Optimisation

Identifies infrastructure bottlenecks to improve repair turnaround times and technical standards.



Industry Readiness

Enhances insurers’ capabilities in specialised underwriting and claims handling in high-tech vehicle components that are emerging in the market.



Raising Standards in the Motor Claims and Repairs Ecosystem

[Insurers and Takaful Operators-Repairers Code of Conduct](#)

Effective Date: 2 January 2025

Contributors:

A cross-sector, industry-driven initiative issued by Bank Negara Malaysia, involving ITOs, repairers, PIAM, Malaysian Takaful Association (MTA) and Federation of Automobile Workshop Owners' Association of Malaysia (FAWOAM) with inputs from Malaysia Competition Commission (MyCC), Road Transport Department (JPJ) and Malaysia Automotive Robotics and IoT Institute (MARii).

Objective

To enhance public trust and confidence in Malaysia's motor claims and repair industry by setting our minimum standards for ITOs and repairers in handling motor claims settlements.

Key Mandates

Mandate #1

Panel Repairers are to participate in the code as stipulated in their Service Level Agreements with ITOs.

Voluntary for Non-Panel Repairers, but must comply with the code's minimum standards upon registration.

Mandate #2

ITOs to establish a fair and transparent **Internal Dispute Resolution** process for ITOs and repairers. Minimum terms and conditions have been set out to facilitate effective collaboration between ITOs and repairers.

Goal

To streamline collaboration to expedite motor claims and repair process for consumers' benefit.

Accountability:

A 12-month post-launch review (early 2026) will evaluate effectiveness and the potential for a formal **External Dispute Resolution** framework.

Governance & Progress



The Code Administrator Committee was established on 27 March 2025.

Objective: To oversee performance and industry accountability.

Members



15 members comprising of BNM, PIAM & MTA, FAWOAM, Franchise Vehicle Repairers, AMLA and the Motordata Research Consortium (MRC).

Meeting Dates



Convened in April, July and September.

Performance



Evaluated the Code's efficiency through **13 cases**.

2026 Outlook





Scheduled review of operational capacity to maintain the standards.

Safeguarding MHIT Affordability and Protection Sustainability

As of 2023 :

 **7.7 million**
individuals were covered under MHIT

 **Healthcare spending**
funded by MHIT grew **6X** over 2 decades
(From RM0.96 billion in 2003 to RM6.75 billion)

 AON forecasts Malaysia's medical inflation to reach **15%** in 2025, higher than global's average of 10%

Source: [Bank Negara Malaysia, Annual Report 2024](#)



Key drivers leading to rising hospital bills and MHIT premiums:

- Higher average costs of treatment
- Frequent utilisation of medical treatments
- High cost of hospital supplies and services (HSS)



Safeguarding MHIT Affordability and Protection Sustainability



Future Solvency

For long-term fund sustainability and continued protection for policyholders, ITOs are undergoing adjustment exercises to ensure premiums remain aligned with projected claims. However, recent increases are more significant due to deferred pandemic-era adjustments and the post COVID-19 surge in medical treatments.

To address rising healthcare costs and ensure sustainable medical insurance, the industry introduced interim measures from December 2024.

These initiatives safeguard continued access to affordable coverage while supporting insurers' operational sustainability.

01

Spread out premium adjustments* over a minimum of 3 years.

**Applicable to premium adjustments due to medical inflation only.*

02

Temporary pause in premium adjustments* for policyholders aged 60 years old and above covered under minimum plans.

**Applicable to premium adjustments due to medical inflation only.*

03

Policy reinstatement without additional underwriting to be facilitated for policyholders that have lapsed or surrendered their policies due to premium adjustments in 2024.

04

Provision of alternative MHIT products at the same or lower premiums.



Safeguarding MHIT Affordability and Protection Sustainability

To ensure MHIT remains sustainable and accessible, PIAM is actively driving coordination closely with our members, BNM, LIAM, MTA, the Ministry of Health, and industry stakeholders to implement nine key initiatives through strategic meetings, workshops, technical briefings and consumer education.

R evamp MHIT	1. Develop base MHIT product to support value-based healthcare services.	2. Improve aids and tools for consumers to determine health insurance needs and options.	
E nhance price transparency	3. Display of retail drug prices.	4. Establish a mechanism to consistently produce, monitor and publish key medical inflation measures.	7. Establish standards and mechanisms for data collection on private healthcare cost.
S trengthen digital health system	8. Enhance the interoperability of Electronic Medical Records (EMR) to reduce duplication of diagnostic tests and procedures.		
E xpand cost-effective options	9. Implementation and scaling up of Rakan KKM "Premium Economy" services.	10. Incentivising expansion of affordable private healthcare providers including not-for-profit hospitals.	
T ransform provider payment mechanisms	11. Phased implementation of Diagnosis-Related Groups (DRG) to replace existing fee-for-service (FFS) provider payment mechanism.		

END OF AN ERA WITH PARS

Background



After 42 years of service, the PIAM Authorised Repairers Scheme (PARS) officially ceased operations on 31 July 2025. Established in 1983, it served as the industry's central certification body, ensuring a uniform standard for workshops nationwide.

Impact and Contributions Over 42 Years:



Elevating Industry Standards

PARS standardised workshop equipment and technical requirements, transforming traditional garages into professional repair centres.



Claims Consistency

It established a structured framework for significantly reducing friction between insurers and repairers.



Consumer Confidence

The PARS scheme provided consumers with confidence on the quality of post accident vehicle repair.



END OF AN ERA WITH PARS

The Strategic Shift:

ITO-Repairs Code of Conduct The closure marks the transition from a centralised industry framework to a more flexible, market-driven environment. The objectives for which PARS was originally set up are now served by various standards and guidelines including **BNM's Insurers and Takaful Operators (ITO) – Repairers Code of Conduct**, which took effect on **2 January 2025**.

- **Expansion of Panel Workshops:** Though PARS had only ceased on 31 July 2025, it was made non mandatory and since 2018 ITOs were free to appoint their own **panel workshops**. This allows ITOs to select partners based on specific service standards, digital capabilities, and geographic reach rather than relying on a singular industry list.
- **Mandatory Standards & SLAs:** Participation in the Code is **mandatory for all Panel Repairers as required by BNM** via their Service Level Agreements (SLAs) with ITOs. Non-panel repairers are encouraged to participate voluntarily to align with industry benchmarks.
- **Internal Dispute Resolution (IDR):** Under the Code, every ITO must establish a dedicated **IDR process**. This ensures that any disputes regarding repair estimates or claims are resolved in a transparent, fair, and timely manner.
- **Professionalism & Fair Conduct:** The Code emphasises honesty, integrity, and transparency. It mandates that repairers provide accurate estimations and that ITOs process payments within **seven working days** upon receipt of full documentation.

Outcome

The phase-out of PARS and the adoption of the ITO-Repairs Code of Conduct empowers insurers to build innovative, high-quality partnerships. This evolution prioritises faster repair approvals and a more professional ecosystem for the benefit of Malaysian consumers.

PIAM is honoured to have administered PARS in support of the motor insurance ecosystem and would like to extend sincere thanks to all stakeholders for their involvement and contributions over the past four decades.



IN THE SPOTLIGHT: KEY MOMENTS SHAPING THE INDUSTRY



NEWS CORNER

Night Dazzlers And Fire Insurance, A Reminder For CNY

January 17, 2025

As Chinese New Year approaches, the skies are soon to be painted with vibrant bursts of lights. However, these dazzling displays pose real risks, including accidental fires and property or vehicle damage, which could lead to significant financial losses. Therefore, it's important to ensure adequate insurance protection against potential fire hazards.

While the festive season brings joy and excitement, it also increases risks. The recent tragic fire incident in Teluk Intan, where a hall was burnt down and endangering over 500 attendees sparked by fireworks, serves as a stark reminder of the potential fire dangers. Furthermore, the alarming number of building fires reported in 2024, exceeding 9,000 cases, with a



18 January

Title: [Night Dazzlers And Fire Insurance, A Reminder For CNY](#)

Platform: Business Today

What is a total loss vehicle?

Understanding total loss in car insurance and takaful

In car insurance/takaful, total loss occurs when repair costs exceed the vehicle's actual cash value (ACV), determined by factors like age, condition and market value. This usually happens when the damage is so severe that repairing it would be more expensive than replacing the entire vehicle. The decision depends on the type of damage (e.g., structural or aesthetic) and is assessed by a loss adjuster appointed by your insurer/takaful operator.

ATL vs BER
Types of total loss vehicles:
Actual total loss (ATL) | Beyond economic repair (BER)

28 January

Title: [Keeping wrecks off our roads](#)

Platform: The Star



11 March

Title: [Malaysian insurers to cap premium hikes, ensure affordability](#)

Platform: Insurance Asia



16 March

Title: [A handy buffer in road mishaps](#)

Platform: The Star



2 April

Title: [Kebakaran saluran gas: Industri insurans am ikrar bantu mangsa](#)

Platform: Sinar Harian



2 April

Title: [General Insurance Industry Pledges Support For Putra Heights Fire Victims](#)

Platform: Bernama



2 April

Title: [Damaged property or vehicle in Putra Heights blaze? PIAM expedites insurance claims — here's how to file yours](#)

Platform: Malay Mail



29 March

Title: [Penunggang motosikal terus catat kematian tertinggi musim perayaan](#)

Platform: Utusan Malaysia

Stricter measures needed to curb festive travel crashes

PETALING JAYA: Stricter enforcement during peak periods and identifying accident-prone "blackspots" are among measures proposed to reduce the number of road accidents during the Hari Raya Aidilfitri period, say road safety experts.

Assoc Prof Dr Law Teik Hui, who heads the Road Safety Research Centre at Universiti Putra Malaysia's Engineering Faculty, said more traffic police should be deployed during peak travel times especially on highways and accident-prone areas.

"The authorities can also have speed cameras or automated enforcement systems to monitor traffic violations more effectively," he said yesterday.

21 March

Title: [Stricter measures needed to curb festive travel crashes](#)

Platform: The Star

NEWS CORNER

**布特拉高原气爆 | 普险协会：提供财务援助
加快理赔4保险**

“虽然目前能完全赔付的总额还为时过早，但保险公司理解受影响者的痛苦和不安，因此决定加快符合条件的理赔理赔流程，包括汽车保险、个人意外保险、火险、屋主保险及财产损失保险，以尽快为投保人提供纾困。”

（吉隆坡28日讯）马来西亚公共汽车运输协会（TPAD）主席林群祥在电台在车保制度“展耀”中，每日理赔资讯不透明，加上理赔处理最慢最高达150%，令司机陷入成本与收入双重压力，呼吁当局立即介入调查。

林群祥在发言中说，目前平台操作的每日理赔机制，只有司机及家属通知，内容只列明理赔金额，却未提供保单号码、完整合约文件及条款细节，而且没有保险员的及时的个案跟进服务。

他接着，即使采用智能化的数字理赔，也须在2025年金融服务业法令及政府的规范，包括电子保单、智慧理赔及理赔用户体验。

2 April

Title: [Putrajaya Gas Explosion | General Insurance Association: Providing Financial Assistance and Expediting Claims for 4 Insurance Companies](#)
Platform: Sin Chew

General insurance industry pledges support for Putra Heights fire victims

Wednesday, 2 Apr 2025, 6:53 am

KUALA LUMPUR: The general insurance industry has come together to express solidarity with the individuals, families, and businesses affected by yesterday's gas pipeline explosion in Putra Heights, Subang Jaya.

Persatuan Insurans Am Malaysia (PIAM) chairman Ng Kok Kheng said the industry is expediting the claims process for eligible policyholders impacted by the explosion, including those with motor, personal accident, retail fire, homeowners, or householders' insurance.

2 April

Title: [General insurance industry pledges support for Putra Heights fire victims](#)
Platform: The Sun

PIAM Assures Insurance Industry Will Expedite Putra Heights Fire Claims

April 2, 2025

The general insurance industry PIAM, said they are expediting the claims process for all eligible motor, personal accident, retail fire, homeowners or householders' insurance policyholders affected by the Putra Heights explosion to ensure prompt financial relief.

Affected policyholders have been advised to contact their respective insurers for assistance and guidance on claims procedures and coverage details the soon as possible, even if they have not been able to return home. PIAM said the support is available directly through insurers, via agents and brokers, or through existing online platforms such as the Digital Roadside Assistance application (DRA).

2 April

Title: [PIAM Assures Insurance Industry Will Expedite Putra Heights Fire Claims](#)
Platform: Business Today



3 April

Title: [Gas Pipeline Fire: Swift Action By Government, Private Sector, NGOs, Testament To Solidarity, Compassion Of Malaysia's Multiracial Society](#)
Platform: Bernama

普险协会：将加速处理天然气输送管爆炸案灾民的保险理赔

Jason Chung • 3 April 2025 1:13 pm

普险协会在布特拉高原气爆事件发生后第一时间发声，表示将加速处理受影响者的理赔和理赔流程，包括汽车保险、个人意外保险、火险、屋主保险及财产损失保险，以尽快为投保人提供纾困。

普险协会在布特拉高原气爆事件发生后第一时间发声，表示将加速处理受影响者的理赔和理赔流程，包括汽车保险、个人意外保险、火险、屋主保险及财产损失保险，以尽快为投保人提供纾困。

3 April

Title: [Insurance Association: Will expedite insurance claims processing for victims of natural gas pipeline explosion](#)
Platform: Paultan

The association expects high volume of claims.

Malaysia's general insurance industry has implemented measures to support individuals and businesses affected by the gas pipeline explosion in Putra Heights, which left over 305 people injured and caused damage to 237 homes, 88 buildings, and 331 private vehicles.

9 April

Title: [Malaysian insurers expedite claims for Putra Heights explosion victims](#)
Platform: Insurance Asia



5 April

Title: [Claiming Insurance For Homes & Cars Damaged In A Fire](#)
Platform: BFM 89.9
[Click to Watch on Instagram](#)



4 April

Title: [Kenyataan PIAM beri kelegaan kepada mangsa letupan](#)
Platform: Harakah Daily



4 April

Title: [Help pours in for victims](#)
Platform: The Star



4 April

Title: [Malaysia: Losses from Petronas pipeline explosion unlikely to hit most insurers](#)
Platform: Asia Insurance Review

NEWS CORNER



10 April

Title: [Insurers paying attention to climate risks](#)
Platform: KLSE Screener



18 April

Title: [Ramai tak sedar polisi insurans standard bukan automatik lindungi kerosakan akibat letupan gas - PIAM](#)
Platform: Berita Harian



19 April

Title: [High-tech cars, higher bills: Malaysians face dealer motor insurance as repair prices climb, but BNM rules cap hikes](#)
Platform: Malay Mail



20 April

Title: [Putra Heights Incident: Comprehensive Home Insurance Matters In Unforeseen Disasters](#)
Platform: Bernama



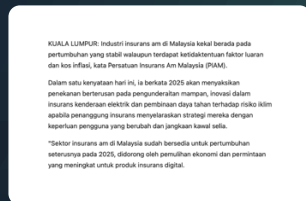
20 April

Title: [M'sians urged to prioritise travel insurance for future trips](#)
Platform: The Sun



29 April

Title: [Industri insurans am kekal catat pertumbuhan stabil - PIAM](#)
Platform: Astro Awani



29 April

Title: [Industri insurans am Malaysia berkembang stabil di sebalik cabaran luaran, kos inflasi - PIAM](#)
Platform: Berita Harian



29 April

Title: [Malaysia: General insurance industry grows 6.9% in 2024](#)
Platform: Asia Insurance Review



22 April

Title: [Putra Heights incident underscores why home insurance matters](#)
Platform: Free Malaysia Today



21 April

Title: [Hanya 42 peratus rumah ada insurans api](#)
Platform: Malay News

NEWS CORNER

General Insurance Industry Remains On A Steady Growth Path -- PIAM

General Insurance Association of Malaysia (GIAM) today announced that the industry remains on a steady growth path despite external uncertainties and inflationary costs, said the General Insurance Association of Malaysia (GIAM).

In a statement today, GIAM said that the industry remains on a steady growth path despite external uncertainties and inflationary costs, said the General Insurance Association of Malaysia (GIAM).

"The industry remains on a steady growth path despite external uncertainties and inflationary costs, said the General Insurance Association of Malaysia (GIAM).



Malaysia's general insurance grew 6.9% in 2024

Category	2024	2023
Life	14.2%	13.9%
General	6.9%	6.5%
Total	10.6%	10.2%

PIAM: General insurance industry remains on a steady growth path

Wednesday, 30 Apr 2025, 9:09 am

KUALA LUMPUR: Malaysia's general insurance (GI) industry remains on a steady growth path despite external uncertainties and inflationary costs, said the General Insurance Association of Malaysia (GIAM).

In a statement today, GIAM said 2025 will see continued emphasis on sustainable underwriting, innovation in electric vehicle insurance, and resilience-building against climate risks, as insurers align their strategies with evolving consumer needs and regulator expectations.

"Malaysia's GI sector is poised for further growth in 2025, driven by economic recovery and increased demand for digital insurance products.



29 April

Title: [General Insurance Industry Remains On A Steady Growth Path -- PIAM](#)
Platform: Bernama

29 April

Title: [General insurance premiums up 6.9% in 2024, but profits down](#)
Platform: Free Malaysia Today

5 May

Title: [Malaysia's general insurance grew 6.9% in 2024](#)
Platform: The Edge

5 May

Title: [PIAM: General insurance industry remains on a steady growth path](#)
Platform: Bernama

5 May

Title: [Putra Heights incident underscores why home insurance matters](#)
Platform: Daily Express

Malaysian insurers extend medical, health policy reinstatement deadline to Aug 31

Malaysian insurers and takaful operators on Tuesday said they agreed to extend the reinstatement period for medical and health insurance or takaful (MHIT) product policies by two months to provide affected policyholders more time to reinstate coverage without new medical checks.

The General Association of Malaysian Insurers (GAMI) and Takaful Association of Malaysia (TAM) and Persatuan Insurans Am Malaysia (PIAM), in a joint statement, said the reinstatement will not be subject to a medical check, covering policyholders and takaful members separately.

"This extension means that those who may have missed the earlier deadline are not left behind – especially those who are already under medical care – giving all policyholders the opportunity to reinstate their coverage," it said.

The special arrangement, announced in December 2024, helps policyholders and takaful members who are unable to complete their MHIT claims before the original deadline.

不让医疗保险断保 三大公会延长保单恢复期

【星洲24日讯】为防止更多大马属民在理赔时失去医疗保障，三大保险公会今日联合宣布，再次延长“医疗、健康”类保单的保单恢复期限。从原定的6月30日，延长至8月31日；属后保单无需重新体检，可直接续保，不让更多大马人理赔时断保。

“这一举措意味着，那些可能错过了之前期限的属民，不会被落下——特别是那些已经接受医疗治疗的属民，给予他们重新投保的机会。”

这一特别安排，是在2024年12月宣布的，帮助那些无法在截止日期前完成其MHIT理赔的属民。



PIAM：气候天灾损害结构 大馬逾50%房屋没投保

【吉隆坡3日讯】马来西亚灾害预防协会（PAM）表示，随着气候事件频发，房屋结构受损风险增加，加上房产价值不断上涨，该协会认为屋主们应重新评估其房产的投保策略。

同时，该协会也援引大马苏黎世保险公司进行的一项2024年气候适应力调查，并指出过去五年中，火灾和房屋结构受损的投保率一直偏低。

调查还指出，屋主在投保时往往只关注火灾和盗窃，而忽略了洪水、飓风和地震等自然灾害。此外，许多屋主在投保时并未仔细阅读保单条款，导致在理赔时遇到障碍。

What homeowners should be aware of

Are you adequately covered? Many homeowners assume that their home and fire insurance policy covers all risks. However, basic fire or home insurance often excludes floods, landslides, and content. Upgrades add-ons are essential.

Underinsurance is a common risk. Insuring based on a property's market value instead of its replacement cost may result in partial payouts. Coverage must be regularly updated, especially after renovations. Factor in household contents like fitted furniture.

Understand your insurance policy terms. Read the fine print. Key details like deductibles, exclusions, and claim procedures vary significantly across insurance providers.

Prepare for natural disasters. With rising flood and weather risks, a natural disaster address is increasingly important – even for homes in low-risk areas – as it can provide crucial financial protection.

24 June

Title: [Malaysian insurers extend medical, health policy reinstatement deadline to Aug 31](#)
Platform: The Edge Malaysia

24 June

Title: [To prevent medical insurance from being lapsed, the three major guilds have extended the policy reinstatement period.](#)
Platform: KLSE Screener

5 June

Title: [PAC teruskan prosiding kenaikan kos perubatan dan premium insurans 17-19 Jun](#)
Platform: Scoop

4 June

Title: [PIAM: Climate disasters damage structures, more than 50% of houses in Malaysia are not insured](#)
Platform: Print News

3 June

Title: [Millions of M'sian homes uninsured and vulnerable](#)
Platform: The Star

NEWS CORNER

Tuntutan insurans kemalangan naik 21 peratus suku pertama 2025

PETAJONG JAYA, Jumlah tuntutan pampasan yang dibayar oleh syarikat insurans akibat kemalangan jalan raya meningkat sebanyak 21 peratus kepada RM50 bilion pada suku pertama tahun ini, berbanding RM40 bilion pada suku pertama 2024, kata Pegawai Eksekutif Persatuan Insurans Am Malaysia (PIAM), Chua Kim Soon berkata. Ia dibaring oleh peningkatan jumlah kenderaan di jalan raya dan akibat ekonomi yang semakin naok. katanya jumlah pampasan yang dibayar oleh syarikat insurans akibat kemalangan.

11 July

Title: [Tuntutan insurans kemalangan naik 2.1 peratus suku pertama 2025](#)
Platform: Utusan Malaysia

Preparing for the unpredictable

11 July

Title: [Predict for the unpredictable](#)
Platform: Print News

**普險協會：提供經濟緩衝
火險助災民重建家園**

12 August

Title: [PIAM: Providing a financial buffer Fire Insurance helps disaster victim](#)
Platform: Print News

Pantai Dalam Incident: A Reminder On Safeguarding With Fire Insurance

August 11, 2025

The Persatuan Insurans Am Malaysia (PIAM) has called on Malaysians to take proactive steps in safeguarding their homes and businesses with adequate fire insurance, following a devastating fire in Pantai Dalam on 7 August that destroyed several homes and commercial premises.

The incident, which occurred near Kuala Lumpur city centre, left extensive damage — with about 90% of predominantly wooden homes and 80% of shop premises destroyed. While the cause is still under investigation, PIAM Chief Executive Officer Chua Kim Soon noted that nearly 60% of home fires in Malaysia stem from electrical malfunctions and short circuits.

12 August

Title: [Pantai Dalam Incident: A Reminder On Safeguarding With Fire Insurance](#)
Platform: Business Today

普險協會：提供經濟緩衝 火險助災民重建家園

【本報專訊】日前，霹靂州普里亞區（PRAIA）區，發生一宗慘劇，造成多宗房屋及商業單位被火燒毀。據悉，約有90%的住宅及80%的商業單位被毀。雖然火災原因仍在調查中，但普險協會（PIAM）主席陳金壽指出，近60%的住宅火警是由於電力故障及短路所致。

陳金壽呼籲僑胞應採取預防措施，保護其家園及生意。他建議僑胞應購買足額的火險，以應付不測之需。此外，僑胞亦應注意家居安全，如檢查電線及電器，並確保逃生通道暢通。

他亦呼籲僑胞應加強防火意識，如安裝煙霧警報器，並定期進行防火演習。他強調，火險不僅是保障財產，更是保障家人的安全。他呼籲僑胞應踴躍購買火險，以保障其家園及生意。

12 August

Title: [General Insurance Association: Providing Economic Buffers, Fire Insurance Helps Disaster Victims Rebuild Their Homes](#)
Platform: Sin Chew



8 September

Title: [Faultless claims for faultless drivers](#)
Platform: The Star



8 September

Title: [PIAM Warns of Rogue Tow Truck Operators After Accidents](#)
Platform: Carz Automedia Malaysia

Industry leaders back calls to raise insurance age limit

PETAJONG JAYA, Raising the age limit for third-party policies to 18 years to ensure a higher proportion of responsible and proper operators to be licensed.

Several Insurance Association of Malaysia chief executive officers Chua Kim Soon said that such proposals will help reduce the number of accidents caused by inexperienced drivers. He said that the industry will support the move to raise the age limit to 18 years.

Chua said that the industry will support the move to raise the age limit to 18 years to ensure a higher proportion of responsible and proper operators to be licensed.

He said that the industry will support the move to raise the age limit to 18 years to ensure a higher proportion of responsible and proper operators to be licensed.

28 August

Title: [Industry leaders back calls to raise insurance age limit](#)
Platform: The Star

e-Reporting

This is a screenshot of the PDRM e-Reporting portal. It shows a form for reporting an accident, with fields for 'Date', 'Time', 'Location', 'Type of Accident', and 'Cause of Accident'. There is a 'Submit' button at the bottom.

28 August

Title: [Police reports for single vehicle accidents on the NSE can be filed online via PDRM e-Reporting from Sept 1](#)
Platform: Paultan



20 August

Title: [PIAM honours students championing 3R sustainable living](#)
Platform: Citizens Journal

NEWS CORNER



8 September

Title: [Reporting small accidents on the go](#)
Platform: The Star



8 September

Title: [Insurans rumah kritikal](#)
Platform: The Malay Tribune



8 September

Title: [With Property Damages, Should Malaysians Buy Earthquake Insurance](#)
Platform: Business Today



8 September

Title: [Belanjawan 2026: PIAM harap Baucar Perlindungan Tenang untuk motosikal](#)
Platform: Harian Metro



8 September

Title: [Industri insurans kenderaan berdepan tekanan](#)
Platform: Print News



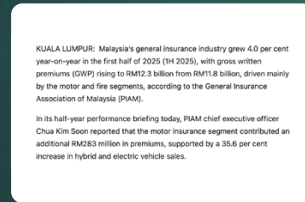
8 September

Title: [Malaysia's General Insurance Industry Posts 4% Growth](#)
Platform: BFM 89.9



8 September

Title: [Medical insurance losses mounting as inflation outpaces premium growth, says PIAM](#)
Platform: The Edge Malaysia



8 September

Title: [Motor, fire segments fuel growth in Malaysia's general insurance industry - PIAM](#)
Platform: The Star



8 September

Title: [General insurers studying EV ecosystem to address higher repair costs, limited readiness](#)
Platform: The Edge Malaysia



8 September

Title: [EV adoption drives growth, challenges in Malaysia's general insurance sector](#)
Platform: The Malaysian Reserve

NEWS CORNER



9 October

Title: [Masih banyak motosikal tiada insurans, PIAM syor perluas Skim Baucar Perlindungan Tenang dalam Belanjawan 2026](#)
Platform: Berita Harian

PETALING JAYA: Malaysia's general insurance industry recorded a gross written premium (GWP) of RM12.3bn in the first half of 2025 (H2S), marking a 4% increase from RM11.8bl recorded in 1H24.

In a statement, the Persatuan Insurans Am Malaysia (PIAM) said the GWP growth was underpinned by strengthened operational performance and improved efficiency across the sector with underwriting profit results improving by RM153mil to RM629mil.

"Motor insurance, which remains the industry's largest line of business at 42.8% of total premiums, continued to register underwriting losses with a combined ratio of 102.2%. The underwriting loss was mainly due to higher claims ratio and claims frequency.

"Non-motor business lines, particularly fire, personal accident (PA), and marine, aviation and Transit (MAT), contributed positively to the overall underwriting result."

9 October

Title: [General insurance industry posts 4% growth in first half](#)
Platform: The Star

BUSINESS - 09/10/2025 03:33 PM
By Naveen Prabu Kappasamy

KUALA LUMPUR, Oct 9 (Bernama) -- The General Insurance Association of Malaysia (PIAM) has proposed that the government extend the Perlinggungan Tenang Voucher (PTV) scheme to cover motorcycles under Budget 2026, as part of efforts to improve insurance penetration and road safety.

PIAM chief executive officer Chua Kim Soon said a large number of motorcycles on Malaysian roads remain uninsured, leaving riders and accident victims without adequate protection.

"One of our main concerns is the high number of uninsured motorcycles on the road, and extending the PTV scheme to include motorcycles would help boost insurance take-up while ensuring better safety and compensation for those involved in accidents," he said.

9 October

Title: [PIAM Pins Hopes On Budget 2026 To Expand Perlindungan Tenang Voucher To Motorcycles](#)
Platform: Bernama



12 October

Title: [Insurers: Some EVs Irreparable After Crashes](#)
Platform: Print News



24 October

Title: [Bank Negara, MOH To Meet Medical Fraternity On MHIT Product](#)
Platform: CodeBlue



14 November

Title: [Healthcare, Insurance Industries Revive GMC To Strengthen Medical Claims Management](#)
Platform: Bernama



14 November

Title: [Soal Wang; Fahami Polisi Insurans](#)
Platform: Malaysia Hari Ini, TV3

Insurers vow to handle claims fairly and without delay
CHARLES BAMENDRIAN - Wednesday, 05 Nov 2025

PETALING JAYA: While keeping premiums sustainable for all Malaysians, insurance and takaful companies say handling medical claims fairly, transparently and without delay is their foremost priority.

In a joint statement, the Life Insurance Association of Malaysia (LIAM), General Insurance Association of Malaysia (GIAM) and the Malaysian Takaful Association (MTA) said insurers and takaful operators are responsible for paying all eligible claims and safeguarding the collective medical claims pool for the benefit of policyholders.

The associations said they are aware of recent concerns over delays and pre-authorization issues but recognised the importance of timely access to critical treatments, including cancer care.

5 November

Title: [Insurers vow to handle claims fairly and without delay](#)
Platform: The Star

KUALA LUMPUR - As the economy grows increasingly challenging, many Malaysians are being forced to reassess every ringgit they spend, ensuring that every expense is both necessary and worthwhile.

Insurance ownership has become one of the "casualties" of the rising cost of living following the increase in premium rates beginning this year, with media reports quoting insurance and takaful agents who said many of their clients have cancelled their policies to ease financial burdens.

According to them, clients have revealed that they can no longer afford to pay the monthly premiums and view insurance protection as less essential compared to other basic needs.

Last November, the Life Insurance Association of Malaysia (LIAM), Malaysian Takaful Association (MTA) and General Insurance Association of Malaysia (GIAM) announced that premiums for medical insurance would rise between 40 and 70 per cent starting in 2025.

1 November

Title: [Insurance under pressure as living costs climb](#)
Platform: Sinar Daily



28 October

Title: [MMA Wants MMC Ethical Advisory On Insurers Blacklisting Doctors, Interference In Medicine](#)
Platform: CodeBlue

NEWS CORNER



15 November

Title: [Insurans bencana: Perlindungan tambahan, kurang beban kewangan](#)
Platform: Berita RTM



16 November

Title: [Insurans Bencana Kurangkan Beban Kewangan](#)
Platform: Berita RTM



17 November

Title: [Acts of God clause growing more crucial](#)
Platform: The Star



3 December

Title: [Flood bills in Hat Yai drown vehicle owners - PIAM](#)
Platform: The Star



3 December

Title: [Hat Yai floods wreck wallets](#)
Platform: The Star



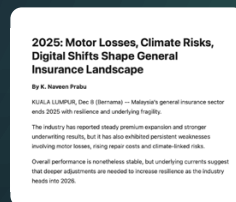
29 December

Title: [Understanding personal cyber insurance: what it covers and what it doesn't](#)
Platform: The Star



24 December

Title: [Liability insurance book launched by law firm](#)
Platform: Print News



8 December

Title: [2025: Motor Losses, Climate Risks, Digital Shifts Shape General Insurance Landscape](#)
Platform: Bernama



4 December

Title: [Insurance For Homes Against Disasters](#)
Platform: BFM 89.9



3 December

Title: [PIAM: Cross-Border Insurance Vital Before Driving Into Thailand](#)
Platform: Carz Automedia Malaysia



3 December

Title: [Car owners responding to flood situations: Unlimited towing service available for purchase](#)
Platform: Print News

SECRETARIAT ENGAGEMENT

Empowering the Workforce Through AI: Organisation-Wide Training Initiative

Date: 13 & 21 May

Background

In line with PIAM's dedication to talent development and future-proofing the organisation, AI training sessions were delivered across all teams. These sessions aimed to enhance capabilities in navigating an increasingly digital and data-driven landscape.

Outcome

Reinforced a culture of adaptability and continuous improvement, preparing the workforce to navigate technological change within the industry.

Key Highlights



Foundational Knowledge

Equipped with practical insights into AI applications, opportunities, and implications within the general insurance ecosystem.



Inclusive Learning

The programme reached all staff levels, reinforcing the importance of collective learning in embracing technological advancement.



Strategic Vision

Encouraged critical thinking on how emerging technologies can enhance productivity, decision-making, and industry practices.

Secretariat Teambuilding

Date: 23 August

Location: World Trade Centre Kuala Lumpur (WTCKL)

Background

The PIAM Secretariat held a team building session aimed at fostering collaboration and strengthening professionalism. The initiative focused on aligning the team with the vision of leading a resilient and innovative general insurance industry through shared goals and improved internal communication.

Outcome

The session strengthened internal bonds and developed essential collaborative skills, ensuring a unified workforce capable of driving long-term impact for the industry.



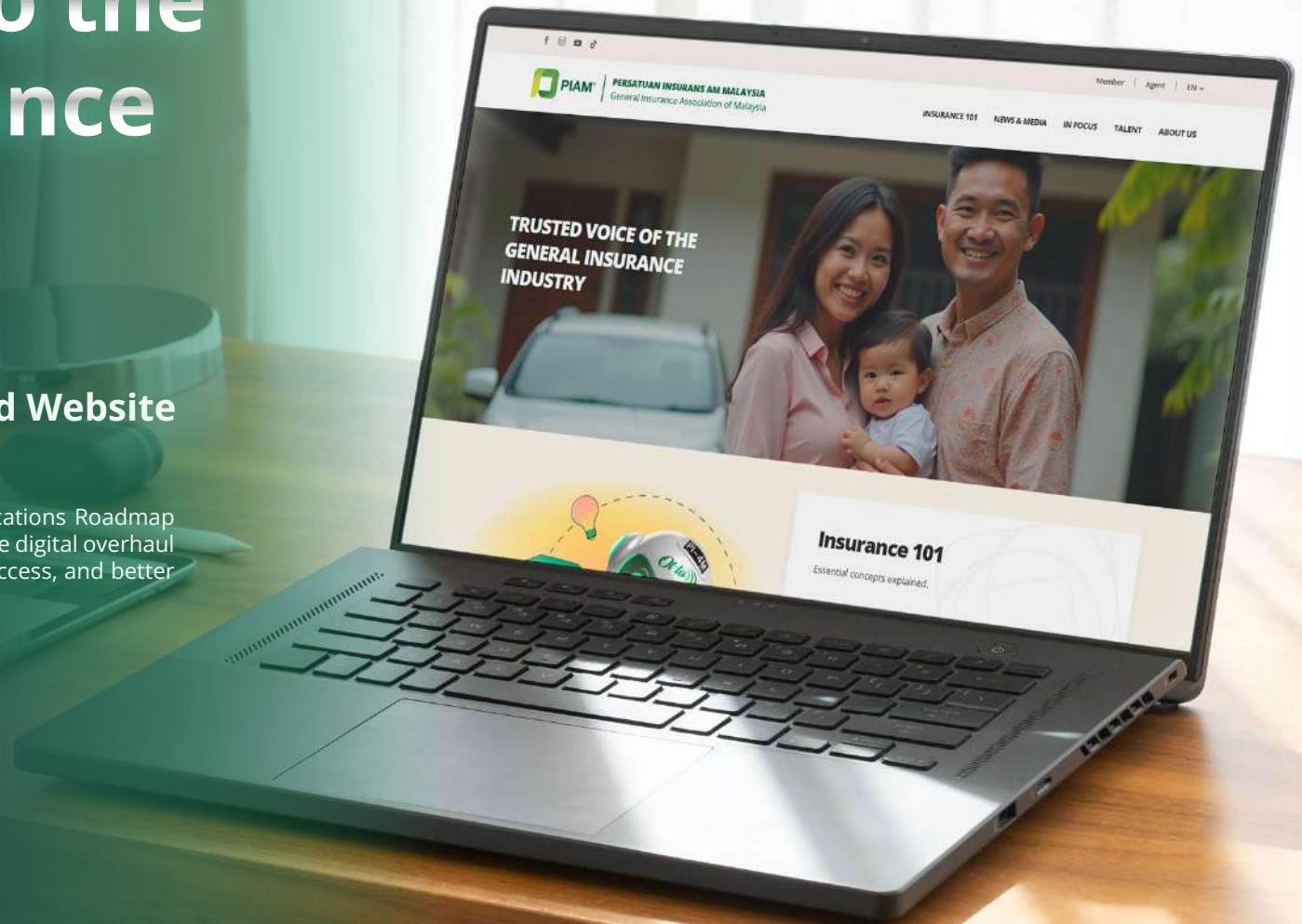
The Gateway to the General Insurance Industry

Refreshed PIAM Consumer Focused Website

Launch Date: 27 May

PIAM achieved a significant milestone in its 2025 Communications Roadmap with the official launch of its revamped website. It is a complete digital overhaul designed to enhance transparency, streamline information access, and better serve its members and the Malaysian public.

www.piam.org.my



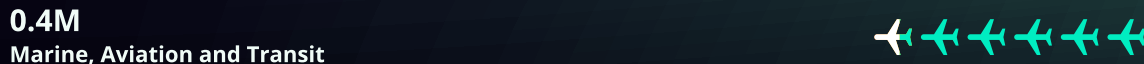
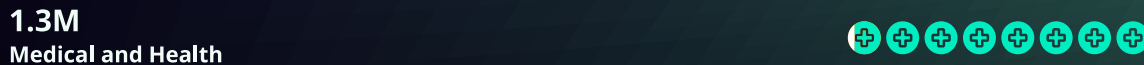
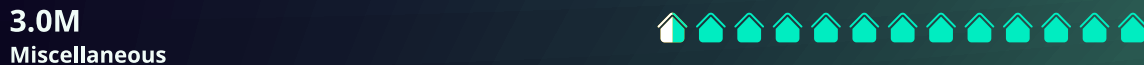
INSURANCE INDICATOR

Industry Data

Policies, Premiums and Claims

35.6M
Policies

Active General Insurance
Policies 2024

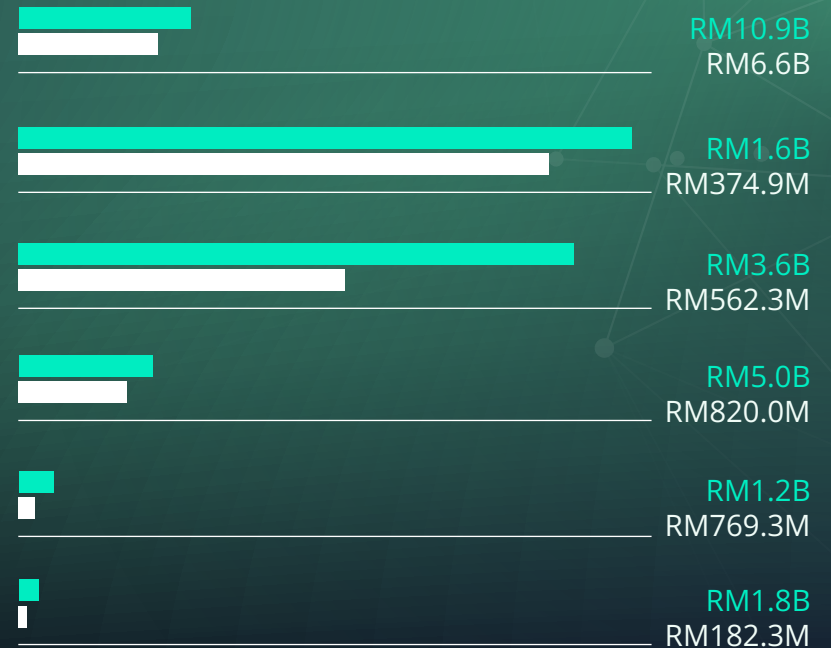


Gross Written Premiums
by line of business

RM24.2B
Total premium

Net Claims Incurred
by line of business

RM9.4B
Total claims



INSURANCE INDICATOR

Industry Data

Claims

Motor

16.1M

Fire

2.6M

RM 9.4B

Industry claims incurred

Helping insure over

18.7M

home and motor risks

35.6M

Risks are covered by

19

Insurance
Companies



Claims in
2025

An average of

RM 37.9M

every working day

Source: APRA General Insurance
Statistics release 28 February 2025 for
the period 1 January - 31 December 2024

INSURANCE INDICATOR

Economic Loss

The Crisis on Our Roads



18 Deaths Every Day

Road accidents have a devastating human cost, claiming thousands of lives annually.



RM25 Billion Annual Economic Loss

This is equivalent to 1.4% of the nation's GDP.



KEY FINDING: Youth & Motorcyclists are Most at Risk

Motorcyclists account for 65% of fatalities, with youth making up nearly half of all deaths.

A Multi-pronged Action Plan



Consumer Behaviour



Insurance Innovation



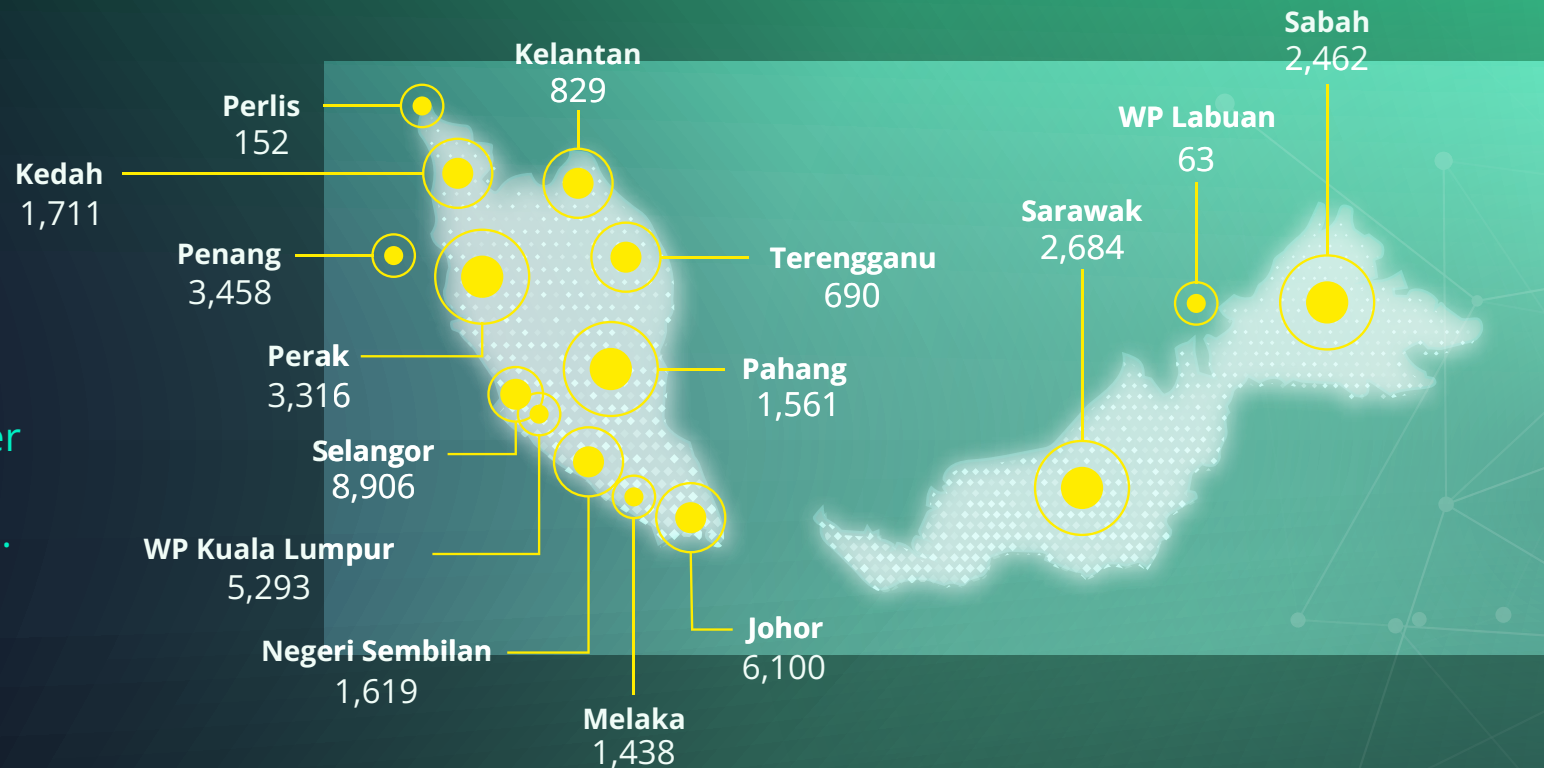
Telematics & Data



Enforcement Collaboration

AGENTS DISTRIBUTION AND PRODUCTIVITY

The total number of registered agents was **37,598** as of 31 December 2025 with the following geographical distribution.



Channel/ Year	Agents	Bancassurance	Direct Business Channels	Insurance Brokers	Others	Total
2025	RM15.0B	RM1.7B	RM2.0B	RM4.1B	RM1.4B	RM24.2B
	62%	7%	8%	17%	6%	100%
2024	RM14.3B	RM1.6B	RM1.9B	RM4.2B	RM1.1B	RM23.1B
	62%	7%	8%	18%	5%	100%

Selangor has the largest number of agents, comprising **8,906** agents (**23.7%**) of the total agency population, followed by Johore at **6,100** agents (**16.2%**). The state with the lowest number of agents is WP Labuan at **63** agents (**0.2%**).

Breakdown of Gross Written Premium (GWP) by distribution channels is appended below in Ringgit Malaysia.



KEY LEGISLATION CONCERNING GENERAL INSURANCE

The general insurance industry in Malaysia operates within a comprehensive legal and regulatory framework designed to protect policyholders, uphold market integrity, and support sustainable industry development. Among the principal legislations guiding industry operations are the **Personal Data Protection Act 2010 (PDPA)**, including its recent amendments, and the **Stamp Act 1949**, supported by regulatory policy documents issued by Bank Negara Malaysia (BNM).

The **Personal Data Protection Act 2010 (PDPA)**, together with its recent amendments, continues to play a critical role in regulating the processing of personal data within the insurance and takaful industry. As insurers rely heavily on personal and sensitive customer data for underwriting, claims handling, and service delivery, compliance with data protection requirements remains a key regulatory priority.

Recent PDPA amendments introduce several significant enhancements aimed at strengthening consumer data protection. These include strengthened **data breach notification requirements**, which require organisations to notify regulators and affected individuals when specified data breaches occur. The amendments also introduce **data portability rights**, enabling individuals to request the transfer of their personal data between service providers.

In addition, increased penalties for non-compliance reinforce the need for insurers to maintain strong data governance frameworks, enhance internal controls, and strengthen accountability in safeguarding customer information.

The **Stamp Act 1949** remains a key legislation relevant to the insurance industry, particularly in relation to the stamping of insurance policy documents and related instruments. The Act prescribes the applicable stamp duties for insurance contracts, ensuring the legal enforceability and recognition of policy documents. Compliance with stamping requirements remains essential to avoid evidentiary and contractual challenges.

Recent developments have also introduced **proposed amendments to the Stamp Act** through the Finance Bill 2025, which aim to modernise stamp duty administration and strengthen enforcement measures. Among the key proposed changes are:

- **Increase in stamp duty for residential property transfers to foreign buyers**, raising the rate to **8% of the purchase consideration or market value, whichever is higher**.
- **Expansion of stamp duty exemption for employment contracts**, increasing the wage threshold for exemption from RM300 to RM3,000 per month.
- **Introduction of timelines for stamp duty refund applications**, requiring claims to be made within 24 months from the execution of the instrument.
- **Revision of stamp duty payment responsibility for property exchanges**, shifting the obligation to the grantee or transferee.
- **Enhanced powers for the Collector of Stamp Duties**, including the ability to offset excess stamp duty payments against other tax liabilities.

These amendments are expected to come into operation from **1 January 2026**, subject to legislative approval. The changes reflect Malaysia's broader move towards improving tax administration efficiency and strengthening compliance frameworks. *(Source: Skrine – Proposed Amendments to the Stamp Act, November 2025)*

The industry's compliance landscape is further supported by various **BNM policy documents and regulatory guidelines**, including those relating to **Corporate Governance, Risk Management in Technology (RMiT), Product Transparency and Disclosure, Fair Treatment of Financial Consumers**, and **Outsourcing**. These regulatory instruments provide operational guidance and compliance expectations, enabling insurers to strengthen governance standards, improve risk management practices, and enhance consumer protection measures.

ROLL OF HONOUR

1979 - 2025

TERM	CHAIRMAN	DEPUTY CHAIRMAN
2024-2026	Mr Ng Kok Kheng Great Eastern General Insurance (Malaysia) Berhad <i>(Retired on 1 Feb 2025)</i>	Mr Antony Lee AIG Malaysia Insurance Berhad
2022-2024	Mr Antony Lee AIG Malaysia Insurance Berhad	Mr Ng Kok Kheng Great Eastern General Insurance (Malaysia) Berhad
2020-2022	Mr Antony Lee AIG Malaysia Insurance Berhad	Mr Ng Kok Kheng Great Eastern General Insurance (Malaysia) Berhad
2019-2020	Mr Antony Lee AIG Malaysia Insurance Berhad	Mr Ng Kok Kheng Great Eastern General Insurance (Malaysia) Berhad
2019-2020	Mr Antony Lee AIG Malaysia Insurance Berhad	Mr Ng Kok Kheng Great Eastern General Insurance (Malaysia) Berhad
2016-2019	Mr Antony Lee AIG Malaysia Insurance Berhad	Mr Chua Seck Guan MSIG Insurance (Malaysia) Berhad
2015-2016	Mr Chua Seck Guan MSIG Insurance (Malaysia) Berhad	Mr Antony Lee AIG Malaysia Insurance Berhad

TERM	CHAIRMAN	DEPUTY CHAIRMAN
2012-2015	Mr Chua Seck Guan MSIG Insurance (Malaysia) Berhad <i>(from 31 October 2012)</i>	Mr Kong Shu Yin RHB Insurance Berhad <i>(from 31 October 2012)</i>
2012-2015	Mr Wong Kim Teck Kurnia Insurans (Malaysia) Berhad <i>(from 23 April to 30 October 2012)</i>	Mr Chua Seck Guan MSIG Insurance (Malaysia) Berhad <i>(from 23 April to 30 October 2012)</i>
2011-2012	En Hashim Harun Malaysian Reinsurance Berhad	Mr Wong Kim Teck Kurnia Insurans (Malaysia) Berhad
2010-2011	En Hashim Harun Malaysian Reinsurance Berhad	Mr Tan Kok Guan Lonpac Insurance Berhad
2009-2010	En Hashim Harun Malaysian Reinsurance Berhad	Mr Jahanath Mthusamy AXA Affin General Insurance Berhad
2008-2009	Mr Cliff Lee Koon Yew Tahan Insurance Malaysia Berhad <i>(from 13 March 2008 to 31 March 2009)</i>	En Mohd Yusof Idris Oriental Capital Assurance Berhad
2007-2008	En Zainal Abidin Mohd Noor Etiqa Insurance Berhad <i>(from 20 April 2007 to 29 February 2008)</i>	Mr Cliff Lee Koon Yew Tahan Insurance Malaysia Berhad

ROLL OF HONOUR

1979 - 2025

TERM	CHAIRMAN	DEPUTY CHAIRMAN
2006-2007	En Hashim Harun Uni.Asia General Insurance Berhad	En Mohd Yusof Idris Oriental Capital Assurance Berhad
2005-2006	En Hashim Harun Uni.Asia General Insurance Berhad	En Anuar Mohd Hassan Malaysian National Reinsurance Berhad
2002-2005	En Anuar Mohd Hassan Malaysian National Reinsurance Berhad	En Hashim Harun Uni.Asia General Insurance Berhad
2000-2002	En Kassim Zakaria Mayban General Assurance Berhad	En Anuar Mohd Hassan Malaysian National Reinsurance Berhad
1999-2000	En Anuar Mohd Hassan Malaysian National Reinsurance Berhad	-
1997-1999	En Anuar Mohd Hassan Malaysian National Reinsurance Berhad	Mr Adrian Loh Heong Chow Kurnia Insurans (M) Berhad
1994-1997	Mr Adrian Loh Heong Chow Hong Leong Assurance Berhad	En Anuar Mohd Hassan Malaysian National Reinsurance Berhad

TERM	CHAIRMAN	DEPUTY CHAIRMAN
1993-1994	En Subri Abdullah Malaysian Co-operative Insurance Society Ltd	En Dzulkifli Mohd Salleh Malaysian National Reinsurance Berhad
1990-1993	En Dzulkifli Mohd Salleh Malaysian National Reinsurance Berhad	En Subri Abdullah Malaysian Co-operative Insurance Society Ltd
1988-1990	YBhg Datuk Abdul Latiff Hussain Malaysia British Assurance Berhad	En Dzulkifli Mohd Salleh Malaysian National Reinsurance Berhad
1985-1988	En Dzulkifli Mohd Salleh Malaysian National Reinsurance Berhad	Mr Lau Khuan Siew Malaysia British Assurance Berhad
1984-1985	Tuan Haji Mansor Masikon Progressive Insurance Sdn Berhad	En Abdullah Bin Ishak Arab Malaysian Insurance Sdn Berhad
1982 - 1984	Tuan Hj Shukor Hj Hassan South East Asia Insurance Berhad	Mr Warrick K.C. Lim East West Insurance Berhad
1981 - 1982	Tuan Hj Shukor Hj Hassan South East Asia Insurance Berhad	Mr J.D. Lewis The London Assurance
1979 - 1981	YB Dato' Haji Nik Hassan Bin Haji Wan Abdul Rahman Malaysia Pacific Insurance Co Berhad	Mr J.D. Lewis The London Assurance

MEMBERS DIRECTORY

General Insurance

Member	Contact Info
 AIA General Berhad Menara AIA No. 99, Jalan Ampang 50450 Kuala Lumpur	Tel: 1300 88 1899 Web: www.aia.com.my
 AIG Malaysia Insurance Berhad Level 18, Menara Worldwide 198, Jalan Bukit Bintang 55100 Kuala Lumpur	Tel: 1800 88 8811 (within Malaysia) Tel: 603 2118 0188 (outside Malaysia) Email: AIGMYCare@aig.com Web: www.aig.my
 Allianz General Insurance Company (Malaysia) Berhad Level 29, Menara Allianz Sentral 203, Jalan Tun Sambanthan Kuala Lumpur Sentral 50470 Kuala Lumpur	Tel: 1 300 22 5542 (within Malaysia) Tel: 603 2264 0700 (outside Malaysia) Email: customer.service@allianz.com.my Web: www.allianz.com.my
 Berjaya Sampo Insurance Berhad Level 36, Menara Bangkok Bank No. 105, Jalan Ampang 50450 Kuala Lumpur	Tel: 1 800 88 9933 (within Malaysia) Tel: 603 2170 7300 (outside Malaysia) Email: customer@bsompo.com.my Web: www.berjayasompo.com.my
 Chubb Insurance Malaysia Berhad 18th Floor, Wisma Chubb 38, Jalan Sultan Ismail 50250 Kuala Lumpur	Tel: 1 800 88 3226 (within Malaysia) Tel: 603 2058 3000 (outside Malaysia) Email: Inquiries.MY@chubb.com Web: www.chubb.com/my

Member	Contact Info
 etiqa Insurance Berhad Dataran Maybank No. 1, Jalan Maarof 59000 Kuala Lumpur	Tel: 1300 13 8888 Email: info@etiqa.com.my Web: www.etiqa.com.my
 Generali Insurance Malaysia Berhad Level 31, Menara Generali 27 Jalan Sultan Ismail 50250 Kuala Lumpur	Tel: 1300 13 2121 (within Malaysia) Tel: 603 3007 2121 (outside Malaysia) Email: customer.service.gi@generali.com.my Web: www.generali.com.my
 Great Eastern General Insurance (Malaysia) Berhad Level 18, Menara Great Eastern 303, Jalan Ampang 50450 Kuala Lumpur	Tel: 13001300 88 (within Malaysia) Tel: 603 4259 8888 (outside Malaysia) Email: gicare-my@greasterngeneral.com Web: www.greasterngeneral.com
 Liberty General Insurance Berhad Liberty Insurance Tower CT9 Pavilion Damansara Heights 3 Jalan Damanlela Pusat Bandar Damansara 50490 Kuala Lumpur	Liberty Insurance Tel: 1300 888 990 Email: customer@libertyinsurance.com.my Web: www.libertyinsurance.com.my
	Kurnia Insurans Tel: 1 800 88 3833 Email: customer@kurnia.com
	AmAssurance Tel: 1 800 88 6333 Email: customer@amassurance.com.my

MEMBERS DIRECTORY

General Insurance

Member	Contact Info
 <p>Lonpac Insurance Berhad 6th Floor, Bangunan Public Bank 6, Jalan Sultan Sulaiman 50000 Kuala Lumpur</p>	<p>Tel: 603 2262 8666 Email: customerservice@lonpac.com Web: www.lonpac.com</p>
 <p>MSIG Insurance (Malaysia) Berhad Level 15, Menara Hap Seng 2 Plaza Hap Seng No. 1, Jalan P. Ramlee 50250 Kuala Lumpur</p>	<p>Tel: 1 800 88 6744 (within Malaysia) Tel: 603 2050 8228 Web: www.msig.com.my</p>
 <p>Progressive Insurance Berhad 6th, 9th & 10th Floor, Menara Cosway, Plaza Berjaya No. 12, Jalan Imbi 55100 Kuala Lumpur</p>	<p>Tel: 1 800 888 458 (within Malaysia) WhatsApp: 018-211 8280 Email: customer@progressiveinsurance.com.my Web: www.progressiveinsurance.com.my</p>
 <p>QBE Insurance (Malaysia) Berhad No. 638, Level 6, Block B1 Pusat Dagang Setia Jaya (Leisure Commerce Square) No.9, Jalan PJS 8/9 46150 Petaling Jaya</p>	<p>Tel: 603 7861 8400 Email: info.mal@qbe.com Web: www.qbe.com.my</p>
 <p>RHB Insurance Berhad Level 12, West Wing, The Icon No.1, Jalan 1/68F Jalan Tun Razak 55000 Kuala Lumpur</p>	<p>Tel: 1 300 220 007 Email: rhbi.general@rhbgroup.com Web: www.rhbinsurance.com.my</p>

Member	Contact Info
 <p>Tokio Marine Insurans (Malaysia) Berhad Level 20, Menara Hap Seng 3 Plaza Hap Seng No. 1, Jalan P. Ramlee 50250 Kuala Lumpur</p>	<p>Tel: 603 2027 8200 / 603 2789 8800 Email: letusknow@tokiomarine.com.my Web: www.tokiomarine.com/my</p>
 <p>The Pacific Insurance Berhad 40-01, Q-Sentral 2A, Jalan Stesen Sentral 2 Kuala Lumpur Sentral 50470 Kuala Lumpur</p>	<p>Tel: 1 800 88 1629 (within Malaysia) Tel: 603 2633 8999 (outside Malaysia) Email: customerservice@pacificinsurance.com.my Web: www.pacificinsurance.com.my</p>
 <p>The Pacific & Orient Insurance Co. Berhad 11th Floor, Wisma Bumi Raya No.10, Jalan Raja Laut 50350 Kuala Lumpur</p>	<p>Tel: 1 800 88 2121 WhatsApp: 019-325 3855 Email: poi2u@pacific-orient.com Web: www.poi2u.com</p>
 <p>Tune Insurance Malaysia Berhad Level 8, Wisma Capital A No.19, Lorong Dungun Damansara Heights 50490 Kuala Lumpur</p>	<p>Tel: 1 800 88 5753 (within Malaysia) Tel: 603 4065 4244 (outside Malaysia) Email: hello.my@tuneprotect.com Web: www.tuneprotect.com</p>
 <p>Zurich General Insurance Malaysia Berhad Level 23A, Mercu 3 No.3, Jalan Bangsar KL Eco City 59200 Kuala Lumpur</p>	<p>Tel: 1 300 888 622 (within Malaysia) Tel: 603 2109 7999 (outside Malaysia) Email: callcentre@zurich.com.my Web: www.zurich.com.my</p>

MEMBERS DIRECTORY

Reinsurance Business

Member	Contact Info
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Member	Contact Info
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ACKNOWLEDGEMENT

PIAM would like to express its gratitude to all member companies for their support, in particular, the Association wishes to put on record its deepest appreciation to all members of the various Committees, Sub-committees, Task Forces and Working Groups.

PIAM would also like to thank the officers of Bank Negara Malaysia (BNM), Ministry of Finance (MOF), Ministry of Transport (MOT), Royal Malaysian Customs Department, Royal Malaysian Police/Polis DiRaja Malaysia (PDRM), Road Safety Department/Jabatan Keselamatan Jalan Raya (JKJR), Jabatan Pengangkutan Jalan (JPJ), Insurance Services Malaysia (ISM), Financial Markets Ombudsman Services (FMOS), Malaysian Insurance Institute (AII), Vehicle Theft and Accident Reduction Council (VTAREC), Motor Insurers Bureau (MIB), Malaysian Motor Insurance Pool (MIIP) and many other key stakeholders for their steadfast support and invaluable guidance.

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