



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



## APPENDIX A

### Details of Life Insurance Companies

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

8.	Hong Leong Assurance Berhad	Hotline: 03-7650 1288 customerservice@hla.hongleong.com.my <a href="http://www.hla.com.my">www.hla.com.my</a>
9.	Manulife Insurance Berhad	Hotline: 1300-13-2323/03-27199112 MYLIFE_CustomerService@manulife.com <a href="http://www.manulife.com">www.manulife.com</a>
10.	MCIS Insurance Berhad	Hotline: 03-7652 3388 customerservice@mcis.my <a href="http://www.mcis.my">www.mcis.my</a>
11.	Prudential Assurance Malaysia Berhad	Hotline: 03 2771 0228 customer.mys@prudential.com.my <a href="http://www.prudential.com.my">www.prudential.com.my</a>
12.	Sun Life Malaysia Assurance Berhad	Hotline: 1300 88 5055 wecare@sunlifemalaysia.com <a href="http://www.sunlifemalaysia.com">www.sunlifemalaysia.com</a>
13.	Tokio Marine Life Insurance Malaysia Bhd.	Hotline: 03 2603 3999 customercare@tokiomarinelife.com <a href="http://www.tokiomarine.com">www.tokiomarine.com</a>
14.	Zurich Life Insurance Malaysia Berhad	Hotline: 1-300-888-622 (within Malaysia) or +603-2109 7999 (outside Malaysia) callcentre@zurich.com.my <a href="http://www.zurich.com.my">www.zurich.com.my</a>

## Details of General Insurance Companies

No.	Company	Contact Details
1.	AIA General Berhad	Hotline: 1300-88-1899 <a href="mailto:my.customer@aia.com">my.customer@aia.com</a>
2.	AIG Malaysia Insurance Berhad	For General, Product & Road Assistance Enquiries:1800-88-8811 <a href="mailto:AIGMYCare@aig.com">AIGMYCare@aig.com</a>
3.	Allianz General Insurance Company (M) Berhad	1300-22-5542 <a href="mailto:customer.service@allianz.com.my">customer.service@allianz.com.my</a>
4.	AmGeneral Insurance Berhad	Kurnia / AmAssurance Contact Centre: 1800-88-6333  Kurnia Auto Assist: 1800-88-3833  Emails: <a href="mailto:customer@kurnia.com">customer@kurnia.com</a> <a href="mailto:customer@amassurance.com.my">customer@amassurance.com.my</a>
5.	AXA Affin General Insurance Berhad	Emergency contact details for our various services are published on website <a href="https://www.axa.com.my/contact-us">https://www.axa.com.my/contact-us</a>  Contact Number: 03 2170 8282 <a href="mailto:customer.service@axa.com.my">customer.service@axa.com.my</a>
6.	Berjaya Sompo Insurance Berhad	Customer Service: 1800-889-933 <a href="mailto:customer@bsompo.com.my">customer@bsompo.com.my</a>  Facebook Messenger: @berjayasompoinurance
7.	Chubb Insurance Malaysia Berhad	Toll free number: 1800-883-226 Email: <a href="mailto:Inquiries.MY@chubb.com">Inquiries.MY@chubb.com</a>

8.	Etiqa General Insurance Berhad	<p>Contact Points for Consumers:</p> <p><u>Travel Claims</u></p> <p>Careline: 1-300-88-1007</p> <p>Emergency Travel Helpline +603- 2785 6565,</p> <p>or WhatsApp us +603- 2780 4677</p> <p>Email: <a href="mailto:claims@etiqa.com.my">claims@etiqa.com.my</a></p> <p><u>Medical Claims</u></p> <p>Contact Centre 1300-13-8888</p> <p>Email: <a href="mailto:info@etiqa.com.my">info@etiqa.com.my</a></p>
9.	Great Eastern General Insurance (Malaysia) Berhad	<p>Customer Service Hotline :</p> <p>1300 13 0088 (Press 2) +603-42597888 (Press for General Insurance) +603-42597828</p> <p>Customer Service Email: <a href="mailto:GICare-MY@greateasterngeneral.com">GICare-MY@greateasterngeneral.com</a></p> <p>Claims Hotline: 1300 13 1088</p> <p>Claims Related Enquiry :- <a href="mailto:MedicalClaims@greateasterngeneral.com">MedicalClaims@greateasterngeneral.com</a></p>
10.	Liberty Insurance Berhad	<p>1300 – 888 - 990 / 03-2619 9000</p> <p><a href="mailto:customercare@libertyinsurance.com.my">customercare@libertyinsurance.com.my</a></p>
11.	Lonpac Insurance Berhad	<p>Hotline: 03 22628666</p> <p><a href="mailto:customerservice@lonpac.com">customerservice@lonpac.com</a></p>
12.	MPI Generali Insurans Bhd	<p>03-2034 9888</p> <p><a href="mailto:info@mpigenerali.com">info@mpigenerali.com</a></p>

13.	MSIG Insurance (Malaysia) Bhd	Hotline: 1-800-88-6744 <a href="mailto:myMSIG@my.msig-asia.com">myMSIG@my.msig-asia.com</a>
14.	Pacific & Orient Insurance Company Bhd	Hotline: 1800-88-2121 (Call Centre Office Hours) <a href="mailto:poi2u@pacific-orient.com">poi2u@pacific-orient.com</a>
15.	Progressive Insurance Berhad	1800-88-8458 <a href="mailto:progressive@progressiveinsurance.com.my">progressive@progressiveinsurance.com.my</a>
16.	QBE Insurance (M) Berhad	Tel: +1-300-88-4847 <a href="mailto:cs.mal@qbe.com.my">cs.mal@qbe.com.my</a>
17.	RHB Insurance Berhad	Phone: 1300-220-007 <a href="mailto:rhbi.general@rhbgroup.com">rhbi.general@rhbgroup.com</a>
18.	The Pacific Insurance Berhad	1800-88-1629 <a href="mailto:customerservice@pacificinsurance.com.my">customerservice@pacificinsurance.com.my</a>
19.	Tokio Marine Insurans (M) Berhad	1800-88-0812 <a href="mailto:letusknow@tokiomarine.com.my">letusknow@tokiomarine.com.my</a>
20.	Tune Insurance Malaysia Berhad (Tune Protect Malaysia)	Hotline: 1800-88-5753 <a href="mailto:hello.my@tuneprotect.com">hello.my@tuneprotect.com</a>
21.	Zurich General Insurance Malaysia Berhad	Tel: 1-300-888-622 (within Malaysia) +603-2109 7999 (outside Malaysia) <a href="mailto:callcentre@zurich.com.my">callcentre@zurich.com.my</a>
22.	Asia Capital Reinsurance Malaysia Sdn Bhd	+603 2299 6800 <a href="mailto:general.acrm@asiacapitalre.com">general.acrm@asiacapitalre.com</a>
23.	Hannover Rueck SE Malaysian Branch	Tel +60 3 2687-3600
24.	Malaysian Reinsurance Berhad	+603-2096 8000 <a href="mailto:enquiry@malaysian-re.com.my">enquiry@malaysian-re.com.my</a>
25.	Swiss Re Asia Pte. Ltd., Malaysia Branch	+603 2170 3601

26.	The Toa Reinsurance Co Ltd (KL Branch)	Tel : 603-27325911
-----	---	--------------------

## Details of Takaful Operators

No.	Company	Contact Details
1.	AIA PUBLIC Takaful Bhd	<p>Hotline : 1300-88-8922</p> <p>Email : <a href="mailto:my.customer@aiapublic.com.my">my.customer@aiapublic.com.my</a></p> <p>Website : <a href="https://www.aia.com.my/en/about-aia/about-aiatakaful.html">https://www.aia.com.my/en/about-aia/about-aiatakaful.html</a></p>
2.	AmMetLife Takaful Berhad	<p>Toll Free: 1-300-22-9777</p> <p>Fax: +603 2272 3229</p> <p>Email: <a href="mailto:customercare@ammetlifetakaful.com">customercare@ammetlifetakaful.com</a></p> <p>Type AMT message and SMS to 33911</p> <p>Website : <a href="http://www.ammetlifetakaful.com">www.ammetlifetakaful.com</a></p>
3.	Etiqa Family Takaful Berhad	<p>General Enquiry: 1-300-13-8888</p> <p>Claims Enquiry: 1300-13-8888</p> <p>Website: <a href="http://www.etiqa.com.my">www.etiqa.com.my</a></p>
4.	Etiqa General Takaful Berhad	<p>General Enquiry: 1-300-13-8888</p> <p>Claims Careline: 1300-88-1007</p> <p>Website: <a href="http://www.etiqa.com.my">www.etiqa.com.my</a></p>
5.	FWD Takaful Berhad	<p>Hotline : 1-300-13-7988 (within Malaysia) or +603-2771 7771 (outside Malaysia)</p> <p>Email: <a href="mailto:contact.my@fwd.com">contact.my@fwd.com</a></p> <p>Website: <a href="http://www.fwd.com.my">www.fwd.com.my</a></p>
6.	Great Eastern Takaful Berhad	<p>Tel: 1-300-13-8338 / 03-4259 8338</p> <p>Email : <a href="mailto:i-greatcare@greateasterntakaful.com">i-greatcare@greateasterntakaful.com</a></p> <p>Website : <a href="http://www.greateasterntakaful.com">www.greateasterntakaful.com</a></p>

7.	Hong Leong MSIG Takaful Berhad	Tel: 03-7650 1800 Email : <a href="mailto:ReachUs@takaful.hongleong.com.my">ReachUs@takaful.hongleong.com.my</a> Website : <a href="http://www.hlmtakaful.com.my">www.hlmtakaful.com.my</a>
8.	Prudential BSN Takaful Berhad	Call Center: +603 2053 7188 <a href="mailto:customer@prubsn.com.my">customer@prubsn.com.my</a> Website : <a href="http://www.prubsn.com.my">www.prubsn.com.my</a>
9.	Sun Life Malaysia Takaful Berhad	Client Careline: 1 300-88-5055 Email: <a href="mailto:wecare@sunlifemalaysia.com">wecare@sunlifemalaysia.com</a> Website: <a href="http://www.sunlifemalaysia.com">www.sunlifemalaysia.com</a>
10.	Syarikat Takaful Malaysia Am Berhad	Tel: 1-300-88-252 385 Fax: +603 2274 0237 Email : <a href="mailto:csu@takaful-malaysia.com.my">csu@takaful-malaysia.com.my</a> Website : <a href="http://www.takaful-malaysia.com.my">www.takaful-malaysia.com.my</a>
11.	Syarikat Takaful Malaysia Keluarga Berhad	Tel: 1-300-88-252 385 Fax: +603 2274 0237 <a href="mailto:csu@takaful-malaysia.com.my">csu@takaful-malaysia.com.my</a> Website : <a href="http://www.takaful-malaysia.com.my">www.takaful-malaysia.com.my</a>
12.	Takaful Ikhlas Family Berhad	Tel: 03-2723 9696 Email : <a href="mailto:ikhlascare@takaful-ikhlas.com.my">ikhlascare@takaful-ikhlas.com.my</a> Website : <a href="http://www.takaful-ikhlas.com.my">www.takaful-ikhlas.com.my</a>
13.	Takaful Ikhlas General Berhad	Tel: 03-2723 9696 Email : <a href="mailto:ikhlascare@takaful-ikhlas.com.my">ikhlascare@takaful-ikhlas.com.my</a> Website : <a href="http://www.takaful-ikhlas.com.my">www.takaful-ikhlas.com.my</a>



14.	Zurich General Takaful Malaysia Berhad	Tel: 1-300-888-622 (within Malaysia) or +603-2109 7999 (outside Malaysia) <a href="mailto:callcentre@zurich.com.my">callcentre@zurich.com.my</a> Website : <a href="http://www.zurich.com.my">www.zurich.com.my</a>
15.	Zurich Takaful Malaysia Berhad	Tel: 1-300-888-622 (within Malaysia) or +603-2109 7999 (outside Malaysia) <a href="mailto:callcentre@zurich.com.my">callcentre@zurich.com.my</a> Website : <a href="http://www.zurich.com.my">www.zurich.com.my</a>