

## **Zurich Malaysia's new one-stop branch in Kuching incorporates fresh modern design to enhance customer experience**

**Kuching, 25 February 2020** – Zurich Malaysia today officially opened the doors to its brand new flagship branch in Kuching, designed to provide first-in-class experience for its customers.

The four-storey branch cum office in **GalaCity Prime, Jalan Tun Jugah** is the first to be modelled in a fresh contemporary concept that is in line with the one-Zurich approach. The branch caters to both conventional and takaful customers, making it easier for Sarawakians to obtain protection. Zurich Malaysia currently serves more than 2.4 million customers, of which Sarawak accounts for approximately 9%.

Spread over 22,471 square feet, the branch houses a servicing front office, discussion and consultation areas, training rooms as well as working area and kiosks for agents. Besides a welcoming ambience and cosy seating, a café-style pantry complete with coffee machine is available for customers' use.

A total of 19 employees are based in the branch, supporting more than 500 life insurance and family takaful agents as well as 100 general insurance and takaful distributors to service customers.

The comfort and convenience of customers is a main focus at the branch. The new layout allows for zone-specific activities to be executed with greater speed e.g. cash payment over counter, customer specific engagement activities, and enables resolutions and escalations to be handled simultaneously for quicker resolution.

Speaking at the opening, Zurich Malaysia Country Head Stephen Clark said, "Zurich Malaysia is continuously evolving to serve and meet the needs of our customers better. This new Kuching office emphasises our focus on providing customers with improved experience and greater convenience through customer-friendly services and facilities based on our one-Zurich approach. We strive to make protection more attainable, approachable and simple for customers, to enhance their Malaysian lifestyle."



Also present at the ribbon cutting ceremony were Zurich General Insurance Malaysia Berhad Chief Executive Officer, Junior Cho and other members of the senior management team.

Zurich Malaysia's new Kuching branch started its operations on 6 January 2020. The branch is located at Ground Floor, Sub Lot 6,7,8, Galacity Prime, Jalan Tun Jugah, 93350 Kuching, Sarawak and opens from 8.30am to 5.00pm, Mondays to Fridays.

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**Zurich Insurance Group (Zurich)** is a leading multi-line insurer that serves its customers in global and local markets. With about 55,000 employees, it provides a wide range of property and casualty, and life insurance products and services in more than 215 countries and territories. Zurich's customers include individuals, small businesses, and mid-sized and large companies, as well as multinational corporations. The Group is headquartered in Zurich, Switzerland, where it was founded in 1872. The holding company, Zurich Insurance Group Ltd (ZURN), is listed on the SIX Swiss Exchange and has a level I American Depositary Receipt (ZURVY) program, which is traded over-the-counter on OTCQX. Further information about Zurich is available at [www.zurich.com](http://www.zurich.com)

**Zurich Malaysia** is a collective reference term for the Zurich Insurance Group (Zurich) business subsidiaries operating in Malaysia: Zurich General Insurance Malaysia Berhad, Zurich Life Insurance Malaysia Berhad, Zurich General Takaful Malaysia Berhad and Zurich Takaful Malaysia Berhad. Zurich Malaysia offers a broad range of comprehensive insurance and takaful solutions; helping individuals as well as business owners understand and protect themselves, their businesses and their assets from risk. Zurich Malaysia has an integrated branch network across 40 locations as well as dedicated agency and distribution channels nationwide to serve the needs of its customers. For further information on Zurich Malaysia, visit [www.zurich.com.my](http://www.zurich.com.my)

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