

## IMPORTANT NOTICE ON COVID-19

At Zurich Malaysia, our top priority is to ensure the safety and wellbeing of our employees, distributors/agents, customers and all around us. In view of the rapid developments to the COVID-19 situation, we will be closing our Head Office and ALL branch premises from 22 March until 14 April 2020.

Our employees will be working remotely from home to continue providing essential services including the processing and handling of insurance/takaful claims, issuance of guarantee letters for hospital admissions and annual renewal of insurance policies/takaful certificates.

Here are some important information for your ease of reference.

### Medical, Motor and Travel Hotlines

Essential Services	Process
<b>Hospital Admission</b>	For admission into a <a href="#">panel hospital</a> : <ul style="list-style-type: none"><li>• Present your medical card, NRIC and/or Passport and Referral Letter</li><li>• The hospital will liaise with the Third Party Administrator (TPA) stated on your medical card to arrange for issuance of Guarantee Letter.</li><li>• Pay a deposit (if requested by the hospital).</li></ul> Please call the hotline number that is printed on your medical card prior to your hospital admission.
<b>Roadside Assistance</b>	For roadside assistance, please contact <b>Zurich Roadside Assistance's 24-Hour Hotline</b> : <ul style="list-style-type: none"><li>• <b>1 300 88 6222</b></li><li>• <b>+603 7628 1538</b></li></ul>
<b>Courtesy Car Programme</b>	For usage of courtesy car under your motor policy / certificate, please contact <b>Zurich Courtesy Car Programme's 24-Hour Hotline</b> : <ul style="list-style-type: none"><li>• <b>1 300 88 1323</b></li></ul>
<b>Travel Assistance</b>	For travel assistance and international medical assistance programme under your travel policy / certificate, please contact <b>Asia Assistance's 24-Hour Hotline</b> : <ul style="list-style-type: none"><li>• <b>+603 7841 5630</b></li></ul>

**Note:**  
For other service requests not listed in the subsequent pages, please submit the physical form(s) and document(s) to your nearest branch once we resume our branch operations.

If you have urgent enquiries, please contact our Call Centre:  
Primary Contact Point → Email: [callcentre@zurich.com.my](mailto:callcentre@zurich.com.my)  
Secondary Contact Point → Tel: **1 300 888 622** (within Malaysia) or **+603 2109 7999** (outside Malaysia)

Any inconvenience caused is deeply regretted.

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### Policy / Certificate Services (Life Insurance / Family Takaful)

Essential Services	Process
<b>Payment of Premium / Contribution</b>	<p>We understand the difficulties in running basic errands at this challenging time. As such, we have <b>extended the grace period for payment of premium / contribution to 60 days</b> for life insurance policies / family takaful certificates with premium due dates falling between:</p> <ul style="list-style-type: none"> <li>• <b>Zurich Life Insurance policies</b> – 6 February 2020 to 15 April 2020</li> <li>• <b>Zurich Takaful certificates</b> – 1 February 2020 to 1 April 2020</li> </ul> <p>You may also remit your payments via the Zurich website:</p> <ul style="list-style-type: none"> <li>• <a href="#">E-payment link for Zurich Life Insurance policies</a></li> <li>• <a href="#">E-payment link for Zurich Takaful certificates</a></li> </ul> <p>For more information about other payment methods, <a href="#">click here</a>.</p>
<b>Reinstatement of Policy / Certificate</b>	<p><b>Zurich Life Insurance policies</b></p> <ul style="list-style-type: none"> <li>• Complete the <a href="#">Health Declaration Form</a> AND <a href="#">Credit Card Debit Authorisation Form</a> (or <a href="#">register for Direct Debit</a>)</li> <li>• Email the scanned form(s) and supporting document(s) to <a href="mailto:ePOS.Life@zurich.com.my">ePOS.Life@zurich.com.my</a></li> </ul> <p><b>Zurich Takaful certificates</b></p> <ul style="list-style-type: none"> <li>• Complete the <a href="#">Health Declaration Form</a> AND <a href="#">Credit Card Debit Authorisation Form</a></li> <li>• Email the scanned form(s) and supporting document(s) to <a href="mailto:iCert.FTakaful@zurich.com.my">iCert.FTakaful@zurich.com.my</a></li> </ul>
<b>Policy / Certificate Benefits Payment (Up to RM 50,000)</b>  Partial Withdrawal a) Partial Withdrawal – Investment Account b) Cash Dividend & Cash Payment Amount (CDCP) Withdrawal (Applicable to Zurich Life policies only)	<p><b>Zurich Life Insurance policies</b></p> <ul style="list-style-type: none"> <li>• Complete the <a href="#">Withdrawal Request Form</a></li> <li>• Email the scanned form(s) and supporting document(s) to <a href="mailto:ePOS.Life@zurich.com.my">ePOS.Life@zurich.com.my</a></li> </ul> <p><b>Zurich Takaful certificates</b></p> <ul style="list-style-type: none"> <li>• Complete the <a href="#">Withdrawal Form</a></li> <li>• Email the scanned form(s) and supporting document(s) to <a href="mailto:iCert.FTakaful@zurich.com.my">iCert.FTakaful@zurich.com.my</a></li> </ul> <p>For other policy / certificate benefits payment not stated on the left, we encourage you to contact your servicing agent to assist you on the benefits payment under your policy /certificate.</p>
<b>Change Investment Preference for Investment-Linked Plan</b>  <ul style="list-style-type: none"> <li>• Fund(s) Switching</li> <li>• Change of Fund(s)</li> </ul>	<p><b>Zurich Life Insurance policies</b></p> <ul style="list-style-type: none"> <li>• Register at <a href="http://mypolicy.zurich.com.my">mypolicy.zurich.com.my</a> to perform fund switching / change of fund(s) at your convenience</li> </ul> <p><b>Zurich Takaful certificates</b></p> <ul style="list-style-type: none"> <li>• Complete the <a href="#">Request To Switch / Transfer Units Form</a> AND <a href="#">Request For Change Form (With Contribution Adjustment)</a></li> <li>• Email the scanned form(s) to <a href="mailto:iCert.FTakaful@zurich.com.my">iCert.FTakaful@zurich.com.my</a></li> </ul>

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### Claims (Life Insurance / Family Takaful)

Essential Services	Process
<b>Life Insurance Claim</b>	<p>We encourage you to contact your servicing agent to assist you with the claims process.</p> <p>For more information, please visit <a href="http://www.zurich.com.my/claimsprocess">www.zurich.com.my/claimsprocess</a> Refer to the list of documents for claims submission by navigating to <b>Life Insurance &gt; Individual Life</b></p> <p>Email the scanned form(s) and supporting document(s) to <a href="mailto:eClaimsLife@zurich.com.my">eClaimsLife@zurich.com.my</a> For ease of administration, please type your policy number(s) and the type of claims on the email subject header e.g. <b>Zurich Life Pol No. M123456789 – Death Claim / TPD Claim / Critical Illness Claim / Accidental Claim / Hospital Income Benefit Claim</b></p>
<b>Family Takaful Claim</b>	<p>We encourage you to contact your servicing agent to assist you with the claims process.</p> <p>For more information, please visit <a href="http://www.zurich.com.my/claimsprocess">www.zurich.com.my/claimsprocess</a> Refer to the list of documents for claims submission by navigating to <b>Family Takaful &gt; Individual Life</b></p> <p>Email the scanned form(s) and supporting document(s) to <a href="mailto:eClaimsTakaful@zurich.com.my">eClaimsTakaful@zurich.com.my</a> For ease of administration, please type your certificate number(s) and the type of claims on the email subject header e.g. <b>Zurich Takaful Cert No. Z123456789 – Death Claim / TPD Claim / Critical Illness Claim / Accidental Claim / Hospital Income Benefit Claim</b></p>
<b>Medical Claim (Reimbursement)</b>	<p>We encourage you to contact your servicing agent to assist you with the claims process.</p> <p>For more information, please visit <a href="http://www.zurich.com.my/claimsprocess">www.zurich.com.my/claimsprocess</a></p> <p>Email the scanned form(s) and supporting document(s) to the following dedicated emails:</p> <ul style="list-style-type: none"><li>• <b>For MediExpress</b> – <a href="mailto:clm@medix.com.my">clm@medix.com.my</a></li><li>• <b>For MiCare</b> – <a href="mailto:claimshq@micaresvc.com">claimshq@micaresvc.com</a></li></ul> <p>For ease of administration, please type your policy / certificate number(s) and the type of claims on the email subject header E.g. <b>Zurich Life Pol No. M123456789 / Zurich Takaful Cert No. Z123456789 – Medical Reimbursement Claim</b></p>

**Note:**

Please be informed that we may defer the fulfilment of claim in the event the document(s) submitted to us via email require further verification on its originality / authenticity. We also reserve the right to reverse a decision on a claim should the actual document(s) received thereafter differs from what was made available to us via email.

As these are temporary measures implemented during this challenging time and do not constitute our standard operating procedures, a longer turnaround time may be expected. We will resume normal operations after the Movement Control Order is lifted by the Government. Any inconvenience caused is deeply regretted.

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### Policy / Certificate Services (General Insurance / General Takaful)

Essential Services	Process
<b>Renewal of Policy / Certificate</b> <ul style="list-style-type: none"><li>• <b>Motor</b></li><li>• <b>Non-Motor</b></li></ul>	We encourage you to contact your intermediary* to assist you with the renewal of your policy / certificate.  Alternatively, you may email our Call Centre at <a href="mailto:callcentre@zurich.com.my">callcentre@zurich.com.my</a>

### Claims (General Insurance / General Takaful)

Essential Services	Process
<b>Motor Claim</b>  <b>Note:</b> We will honour your motor cover if your vehicle is driven without valid road tax provided:  a) You possess a valid motor policy / certificate with effective date between 18 March and 31 March 2020; and b) You possess a valid driving license	We encourage you to contact your intermediary* to assist you with your motor claims.  For more information, please visit <a href="http://www.zurich.com.my/claimsprocess">www.zurich.com.my/claimsprocess</a> Refer to the list of documents for claims submission by navigating to <b>General Insurance &gt; Motor</b> or <b>General Takaful &gt; Motor</b>  Submit the completed form(s) and supporting document(s) to your intermediary* or via any of our <a href="#">panel workshops</a>  To track your motor (own damage) claims status, <ul style="list-style-type: none"><li>• <b>Zurich General Insurance policies</b> – <a href="#">click here</a></li><li>• <b>Zurich General Takaful certificates</b> – <a href="#">click here</a></li></ul>
<b>Non-Motor Claim</b>	We encourage you to contact your servicing agent / broker to assist you with your non-motor claims.  For more information, please visit <a href="http://www.zurich.com.my/claimsprocess">www.zurich.com.my/claimsprocess</a> Refer to the list of documents for claims submission by navigating to <b>General Insurance &gt; Non-Motor</b> or <b>General Takaful &gt; Non-Motor</b>  <b>Medical Claim</b> <ul style="list-style-type: none"><li>• <b>Cashless</b> – Submit your claim via the <a href="#">panel hospital</a> you were admitted into</li><li>• <b>Reimbursement</b> – Submit your claim via your servicing agent / broker</li></ul> <b>Non-Medical Claim</b> <ul style="list-style-type: none"><li>• Submit your claim via your servicing agent / broker</li></ul> Alternatively, you may also register your claim online at <a href="http://egms.zurich.com.my/Claims">egms.zurich.com.my/Claims</a>