

# INSURANCE/TAKAFUL INDUSTRY'S CUSTOMER SERVICE CHARTER

<b>Pillar 4</b>		<b>FAIR, TIMELY &amp; TRANSPARENT CLAIMS SETTLEMENT PROCESS</b>
<b>Description</b>		<p>Deliver a seamless claims processing and settlement experience wherein customers are aware of:</p> <ul style="list-style-type: none"> <li>• Procedures, documentation and steps including various options (if any) for first notification of loss in an event of a claim.</li> <li>• Expected service standard for claims processing and specific time taken for each step within the claims processing stages.</li> <li>• Various redress mechanisms for unsatisfactory claims payment.</li> </ul>
<b>Expected Outcome</b>		<b>PROVIDE PEACE OF MIND TO CUSTOMERS</b>
<b>Service Level Target</b>		<ol style="list-style-type: none"> <li>1. 75% of the customers are satisfied with the claims decisions and processes.</li> <li>2. Declining complaints <b>ratio</b> over the years from customers on claims settlement and processes.</li> <li>3. 100% of <b>legitimate claims are paid accordingly.</b></li> </ol>
<b>No.</b>	<b>Commitment</b>	<b>Service Level</b>
4.1	<b>We will set clear timeline for claims settlement process</b> and strive to settle claims within these prescribed timeline and in a transparent manner.	<p><b>To set clear timeline for claims settlement process and strive to settle claims within these prescribed timelines and in a transparent manner by adopting the following procedures:-</b></p> <ol style="list-style-type: none"> <li>1. <b>Customers will be informed of the estimated time taken for claims settlement process and expected service standard.</b></li> </ol> <p><b>This information shall be made available through various channels (i.e. branches/brochures/call centers/social media/website).</b></p> <ol style="list-style-type: none"> <li>2. <b>Customers shall be informed on the acknowledgment of their claim within 7 working days from receipt of claims notification.</b></li> <li>3. <b>All claims notifications through agents must reach the insurers / takaful operators within 3 working days, except for crime related claims which should be notified within 24 hours from time of loss.</b></li> <li>4. <b>If documentation/information is incomplete, customers shall be informed within 14 working days from acknowledgement of the claim by the Claims</b></li> </ol>

4.2	We will inform customer of the <b>next level of escalation if the claims settlement / rejection</b> is not to his/her satisfaction	<p><b>Department.</b></p> <p><b>5 To state key claims procedures and assign timelines to it, i.e. appointment of adjuster, claims assessment, etc.</b></p> <p><b>6. Customers will be updated on the progress / decision every 14 working days.</b></p> <p><b>7. In the event of a catastrophe / disaster, e.g. large number of claims may be received, as such meeting timelines stipulated may not be possible, the insurers / takaful operators will strive to update every 20 working days on the progress.</b></p> <p><i>Note: Claims settlement and timeline for general insurance business is governed by Bank Negara Malaysia's Guideline on Claims Settlement Practices and general insurers / takaful operators shall operate accordingly.</i></p> <p><b>To keep the customer informed of the next level of escalation if the claims settlement /repudiation is not to his/her satisfaction.</b></p> <p><b>1. Customers shall be provided with available channels to appeal on a decision / raise disputes (i.e. branch / brochures / call center / website).</b></p> <p><b>2. Any letter of rejection/repudiation of any element of a claim and dispute on quantum which is within the purview of the Financial Ombudsman Scheme must contain the following statement prominently:-</b></p> <p><b><i>“Any person who is not satisfied with the decision of the Insurer / Takaful Operator, should refer to the procedure for appeal as stated in the leaflet issued by the Financial Ombudsman Scheme, entitled: .....</i></b></p> <p><b>(Note: for the policy owners who made a claim/report).”</b></p>
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