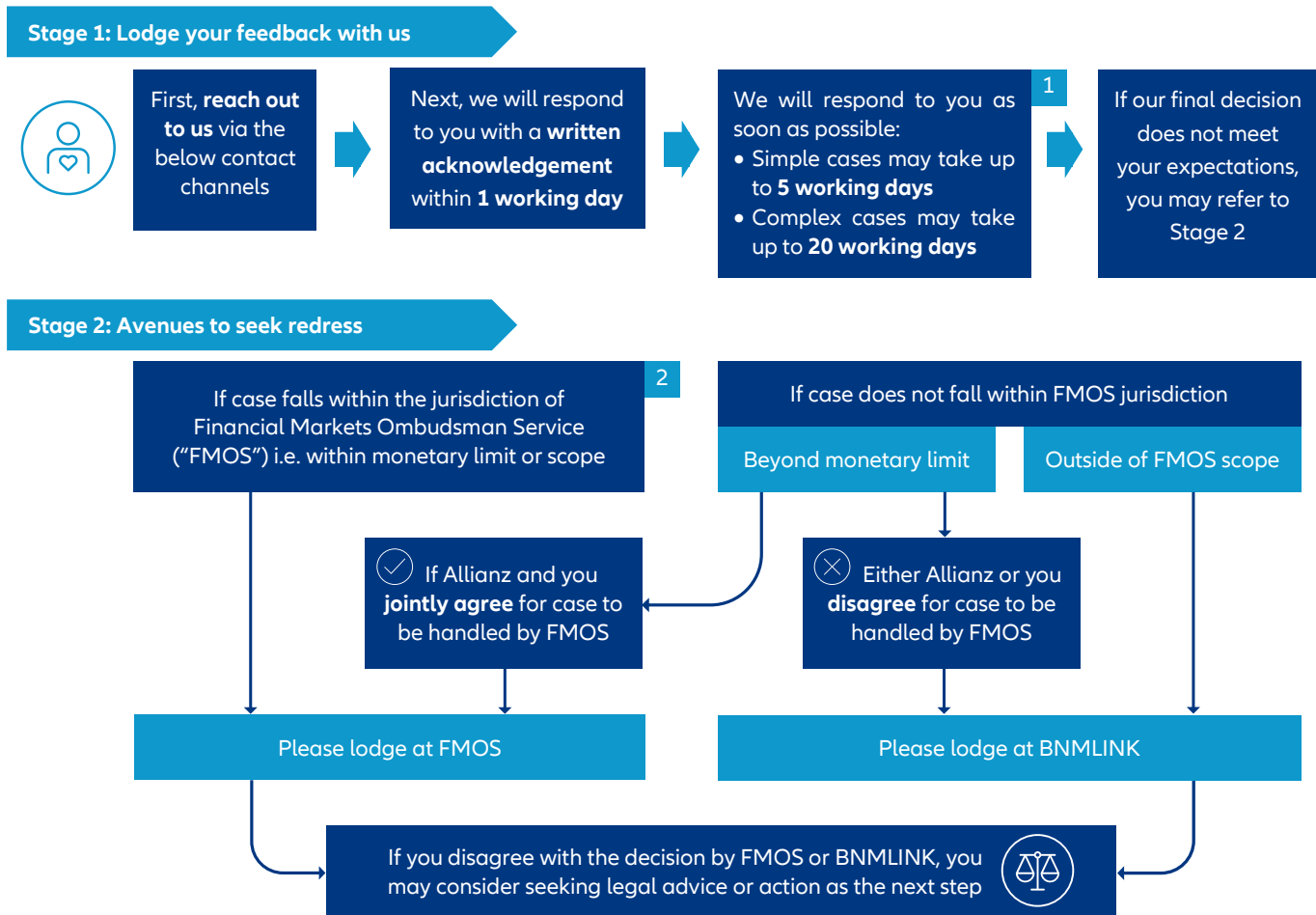


# Do you have feedback about our products or services?

Please let us know how we can address your concerns or improve our products and services.



**1** Please provide us with clear narration of your feedback, together with relevant supporting documents and latest contact information. If we require information or documents from a third party, please allow us an additional 10 working days i.e. 30 working days from the date we receive your feedback. A final decision will be made no later than 60 working days from the date we receive your feedback except for cases relating to fraud, market misconduct, personal data protection and non-disclosure. A progress update will be sent to you at least once every 10 working days from the date we receive your feedback. If you encounter any challenges assessing our contact channels or when communicating with us e.g. due to a disability or need translation, please do not hesitate to let us know the type of assistance required.

**2** Financial Markets Ombudsman Service (“FMOS”), appointed by Bank Negara Malaysia and the Securities Commission Malaysia, offers free, independent, and impartial dispute resolution services for financial consumers and investors, focusing on financial and capital market disputes involving direct financial losses.

**Our contact channels to lodge your feedback**

@ [customer.service@allianz.com.my](mailto:customer.service@allianz.com.my)

📞 **1 300 22 5542** (9am to 6pm, Monday to Friday, except on public holidays)

👤 [www.allianz.com.my/allianz-locator](http://www.allianz.com.my/allianz-locator) (visit a branch nearest to you)

✉ **Write to:** Customer Feedback Center  
Allianz Arena, Ground Floor  
Block 2A, Plaza Sentral  
Jalan Stesen Sentral 5  
Kuala Lumpur Sentral  
50470 Kuala Lumpur



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