

Dear Editor,  
For immediate release:

## Fast flood claims settlement for Allianz General's customers

**Kuala Lumpur, 8 November 2021** – Allianz General Insurance Company (Malaysia) Berhad (Allianz General) is ready to provide fast claims settlement for customers residing in flood-prone areas due to the North-East monsoon season which has already begun.

Allianz General's Head of Claims, Damian Williams said the Company is prepared with enough manpower to effectively respond and assist its customers, while adhering to the guidelines on some areas which may be affected by the National Recovery Plan.

"Allianz General's responsibilities as an insurer are not only limited to providing protection, but also taking care of our communities in the best way possible – which in this case, paying out claims quickly so our customers will be able to get back on their feet in no time. We carry out this initiative every year, so we are experienced in providing fast claims settlements for our customers during this difficult time," said Damian.

For individual policyholders (such as Smart Home Cover), the Company is providing full claims settlement or an interim payment within five days after the site visit from the adjuster. Those with fire insurance (commercial lines), can expect an interim payment within five days after the visit from the adjuster, with full claims settlement being paid between 21 to 28 days after the visit from the adjuster. However, if for any reason, the Company is unable to settle the claim before day 28, then a second interim payment will be made before day 30.

To facilitate the fast claims settlements, Allianz General will position Allianz-branded 4x4s and team of adjusters on standby throughout Malaysia, including in Bukit Mertajam, Penang; Kuantan, Pahang; Kota Kinabalu, Sabah; Kuching, Sarawak and Melaka who will attend to our customers promptly during floods.

The 4x4s and Claims Caravan will be routinely deployed to those locations to allow for a swift and seamless claims process.


To take advantage of this service, Allianz General customer can call 1-800-22-5542 and an adjuster will be sent to survey the affected property within 24 hours.

### About Allianz in Malaysia

The investment holding company, Allianz Malaysia Berhad, a subsidiary of Allianz SE, has two insurance subsidiaries - Allianz General Insurance Company (Malaysia) Berhad ("Allianz General") and Allianz Life Insurance Malaysia Berhad ("Allianz Life").



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 AllianzMalaysia

Allianz General is one of the leading general insurers in Malaysia and has a broad spectrum of services in personal lines; small to medium enterprise business and large industrial risks. The GWP for general insurance business for financial year 2020 reached a mark of RM2.36 billion. Allianz Life offers a comprehensive range of life and health insurance and investment-linked products and for the financial year 2020, Allianz Life recorded a GWP of RM2.95 billion and is one of the fastest growing life insurers in Malaysia. Allianz Malaysia has 32 branches nationwide.

In 2020, Allianz Malaysia was awarded the Industry Excellence Award for financial services at the MSWG-ASEAN Corporate Governance Awards. The Company also ranked seventh amongst the Top 100 Companies for Overall Corporate Governance and Performance (by Rank) and 16th amongst the Top 100 Companies for Corporate Governance Disclosure (by Rank). In 2019, Allianz Life was named The BrandLaureate's Iconic Brands of the Decade Award 2019 for Life Insurance.

To learn more about Allianz Malaysia, visit [allianz.com.my](https://allianz.com.my)

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### About Allianz

The Allianz Group is one of the world's leading insurers and asset managers with more than 100 million\* private and corporate customers in more than 70 countries. Allianz customers benefit from a broad range of personal and corporate insurance services, ranging from property, life and health insurance to assistance services to credit insurance and global business insurance. Allianz is one of the world's largest investors, managing around 790 billion euros on behalf of its insurance customers. Furthermore, our asset managers PIMCO and Allianz Global Investors manage 1.7 trillion euros of third-party assets. Thanks to our systematic integration of ecological and social criteria in our business processes and investment decisions, we are amongst the leaders in the insurance industry in the Dow Jones Sustainability Index. In 2020, over 150,000 employees achieved total revenues of 140 billion euros and an operating profit of 10.8 billion euros for the group.

\*Includes non-consolidated entities with Allianz customers.


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