

Dear Editor,
For immediate release:

Allianz General readies claims support in Kedah, Penang and Perak

- **Allianz-branded 4x4s and team of adjusters to provide fast flood claims settlement**

Kuala Lumpur, 24 August 2021 – Allianz General Insurance Company (Malaysia) Berhad (Allianz General) has mobilised its claims team to assist in fast flood claims settlement in Kedah, Penang, and Perak.

The northern states are on high alert following the weather warning issued by the Malaysian Meteorological Department, with heavy rain expected over the next few days.

With the Allianz General 4x4s and a team of claims adjusters on standby, customers will only need to call 1-800-22-5542 to lodge a claims request. Allianz General will then assign an adjuster to assist the customer with its claim as soon as possible.

“Our flood claims initiative has always been about putting the customers first. We know how difficult it is to deal with floods. So, the best help we can provide to our customers is to offer them ample support and payout claims fast so that they can get back on their feet quickly,” said Damian Williams, Head of Claims at Allianz General.

For individual policyholders (such as Smart Home Cover), the Allianz General provides a full claim settlement or an interim payment within five days after the site visit from the adjuster.

Customers with fire insurance (commercial lines) can expect an interim payment within five days after the visit from the adjuster, with a full claim settlement paid out between 21 and 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.

For further inquiries, customers can kindly contact Allianz General via customer.service@allianz.com.my or at 1-300-22-5542, from Monday to Friday between 8.00am to 8.00pm.



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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").

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

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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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