

Dear Editor,
For immediate release:

Fast flood claims settlement for Allianz General customers

Kuala Lumpur, 19 December 2021 – Allianz General Insurance Company (Malaysia) Berhad (Allianz General) is providing fast flood claims settlement for its customers as the Country faces the worse flooding in recent years.

The continuous heavy downpour from Friday (17 December) that continued into Saturday saw areas across Selangor worst hit by floods, with other areas including the capital Kuala Lumpur, Negeri Sembilan, Melaka, Kelantan, and Pahang, Terengganu also affected.

Allianz General Head of Claims, Damian Williams, said the Company will facilitate fast claims settlements and has positioned Allianz-branded 4x4s and a team of adjusters on standby in Selangor and Pahang to attend to customers promptly. The 4x4s and Claims Caravan will be routinely deployed to other locations in other affected states to allow for a swift and seamless claims process.

“This is unprecedented circumstances, and the damage has been immense. We mobilised our Allianz-branded 4x4s and team of adjusters on Friday. However, due to the forced closures of major roads and highways and inaccessibility, as well as the influx of cases, our customers will see some delay in services and assistance,” said Damian.

“Nevertheless, our responsibility as an insurer is to our customers, first. The sole purpose of our claims initiative is for moments like this. Our communities are in desperate need of help, and they are relying on us for assistance. We will deliver on our promise of providing fast claims so they can get back on their feet during this difficult time,” added Damian.

For individual policyholders (such as Smart Home Cover), the Company will pay out 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 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, the Company will facilitate a second interim payment before day 30.

Allianz General customers can call 1-800-22-5542 for an adjuster will be sent to survey the affected property within 24 hours.



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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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