

Dear Editor,
For immediate release:

Allianz Malaysia launches Allianz Careline, supported by Sunway Medical Centre

Kuala Lumpur, 6 May 2021 – Amidst growing concern over Malaysia possibly entering the fourth wave of the COVID-19 pandemic, Allianz Malaysia Berhad (Allianz Malaysia), launched Allianz Careline, a dedicated telehealth support powered by Sunway Medical Centre.

Allianz Careline, which is an initiative under the Allianz We Care Community, aims to provide professional medical advice regarding COVID-19 symptoms or vaccines and any health related concerns remotely for the people.

Allianz Life Insurance Malaysia Berhad Chief Executive Officer, Joseph Gross said the company continues to uphold its promise of providing assurance and protection for Malaysians in the fight against the COVID-19 pandemic.

“Last year, the Allianz We Care Community was set up to support and reassure Malaysians in times of uncertainty. We are now in the second year of COVID-19 but there is no getting used to this unprecedented pandemic.

“Many questions are being raised not only on the pandemic, but on the vaccines and their side effects as well. As such, we aim to provide them with the necessary support and reassurance in the fastest, most convenient way possible through Allianz Careline,” he said.

Sunway Medical Centre Chief Executive Officer, Bryan Lin Boon Diann said, “In support of Allianz Careline, we pride the credibility of our Telehealth services as all medical or clinical enquiries will be attended by a certified nurse or medical officer.

“We believe that necessity is the mother of innovation and as the healthcare industry evolves, we too must move in tandem to meet growing needs. This is also timely given the current pandemic situation. We aim to make the patient experience better and in turn improve health outcomes, which is the primary goal of all health services. With this service in tow, we will be able to provide easier, more efficient access to healthcare when and where the patient needs it.”

In mid-April 2021, Malaysia started to record over 2,000 positive cases daily, after reporting a decline in the number of cases since February this year where the country posted over 4,000 positive cases daily.

The growing number leads to questions such as vaccines efficacy and effectiveness, which requires answers from medical professionals.

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“With the Allianz Careline, medical professionals are only one call or text away. Our customers do not have to worry about social distancing in a crowd or traffic. Our partner Sunway Medical Centre is not only committed to providing care for people during this COVID-19 pandemic, but is also experienced in providing telehealth support,” Gross said.

Allianz Malaysia is the first insurer to partner with Sunway Medical Centre for a holistic outreach on medical-related queries and concerns.

Gross said the Allianz Careline is also an initiative by the company to support the National Immunisation Programme which was rolled out by the government in February this year.

The Allianz Careline is available from Monday to Friday (except public holidays), from 10:00am to 8:00pm via call at 1300 88 8822 or WhatsApp message at +6019 2212 398.

The dedicated telehealth support is one of the many healthcare and lifestyle benefits, in addition to the free COVID-19 coverage offered by Allianz We Care Community, which includes cash relief upon diagnosis of COVID-19, and hospitalisation and death benefit due to COVID-19.

The initiative is open to not only Allianz Malaysia’s own customers but also to non-customers (Malaysians aged 18 and above) at no cost.

For non-Allianz Malaysia customers, the cash aid for COVID-19 diagnosis and hospitalisation is RM1,000 and death benefit is set at RM8,000. Allianz Malaysia customers will be able to make the most of the Premium category (up to RM6,000 in cash relief; up to RM20,000 lump sum death benefit) or Advanced category (up to up to RM4,000 in cash relief; up to RM20,000 lump sum death benefit).

To register to be part of the Allianz We Care Community, visit allianz.com.my/we-care and fill out your personal details.

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

Facebook: facebook.com/AllianzMalaysia/ | Instagram: instagram.com/allianzmalaysia/

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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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