

Dear Editor,
For immediate release:

Allianz General offers fast flood claims settlement in Johor, the East Coast

- **Claims Caravan stationed in Johor; Allianz-branded 4x4s to rove in the East Coast**

Kuala Lumpur, 15 January 2021 – Allianz General Insurance Company (Malaysia) Berhad (Allianz General) is providing fast claims settlement for customers residing in flood-prone areas in Johor and the East Coast.

To facilitate the fast claims settlements, Allianz General has currently positioned its Claims Caravan in Johor Bahru, Johor as well as two Allianz-branded 4x4s in Kemaman and Dungun, Terengganu, with one 4x4 to rove between Maran, Mentakab, Tajau and Temerloh in Pahang.

Allianz General's Head of Claims, Damian Williams said the Claims Caravan will offer its services in the state of Johor while the 4x4s will be roving around areas affected by the flood around the East Coast. Allianz General customers can call 1-800-22-5542 and an adjuster will be sent to survey the affected property within 24 hours.

Furthermore, the Company will continue to carry out the initiative until the situation subsides, while adhering to Government guidelines following the re-enforcement of various levels of movement control order (MCO) around the country.

"We have deployed our 4x4s and claims caravan since 4 January to provide our customers in Johor and the East Coast quick, seamless claims service. It is never easy to deal with a flood, and as an insurer, the best help we can provide is to pay out claims a little faster so that our customers can kick-start their recovery process a lot quicker," 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.

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

press release

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 2019 reached a mark of RM2.20 billion. Allianz Life offers a comprehensive range of life and health insurance and investment-linked products and for the financial year 2019, Allianz Life recorded a GWP of RM2.73 billion and is one of the fastest growing life insurers in Malaysia.

Allianz Malaysia has 32 branches nationwide.

Allianz Life was named The BrandLaureate's Iconic Brands of the Decade Award 2019 for Life Insurance. In 2018, Allianz Malaysia was recognised at the National Contact Centre Award 2018 for Best Customer Relationship Management for Contact Centre (Silver) and Best Innovative Adoption Award (Merit). Allianz General's Allianz Road Rangers: 24-Hour Call Centre advertisement won Top Ad in Financial Services and Institutions at the YouTube Malaysia Awards 2018.

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 retail 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 754 billion euros on behalf of its insurance customers. Furthermore, our asset managers PIMCO and Allianz Global Investors manage almost 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 hold the leading position for insurers in the Dow Jones Sustainability Index. In 2019, over 147,000 employees achieved total revenues of 142 billion euros and an operating profit of 11.9 billion euros for the group.

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