

Dear Editor,  
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## Fast flood claims for Allianz General customers

**Kuala Lumpur, 23 December 2022** – Allianz General Insurance Company (Malaysia) Berhad (Allianz General) has activated its fast flood claims settlement initiative and towing assistance for customers affected by the flood.

Allianz General customers can call 1-800-22-5542 for towing assistance (Car and Motor Comprehensive Cover policyholders) or to expedite claims for those with home or commercial insurance.

“As part of our fast flood claims initiative, we already have all of our 250 Allianz Road Rangers tow trucks on standby nationwide to facilitate towing services. We are also ready to mobilise our other flood claims assets including our seven Allianz-branded 4x4s, a claims caravan, and a team of nationwide adjusters to accelerate investigations to ensure a swift claims settlement for our customers,” said Damian Williams, Chief Claims Officer of Allianz General.

“When it comes to flood claims, it is all about reaching out to our customers as fast as we can and provide them with quick financial relief. On top of that, we are putting our customers first, so we are also offering complimentary towing service for all our Motor Comprehensive policyholders and those without special perils cover and forgoing the need for a police report when filing for a flood damage claim.”

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. As part of the special initiative, Allianz General is also offering a waiver of Reinstatement Value Clause, Mortgage Clause and underinsurance.

Allianz General’s fire insurance policyholders (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.



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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 2021 reached a mark of RM2.43 billion. Allianz Life offers a comprehensive range of life and health insurance and investment-linked products and for the financial year 2021, Allianz Life recorded a GWP of RM3.26 billion and is one of the fastest growing life insurers in Malaysia. Allianz Malaysia has 32 branches nationwide. In 2021, Allianz Malaysia won The Edge Billion Ringgit Club (BRC) Financial Services (below RM10 billion market capitalisation) award for the highest growth in profit after tax (PBT) over three years. The Company also bagged the Malaysia International Business Awards 2021 (Life Insurance category) and three awards at the Global Banking & Finance Awards: Insurance Brand of the Year Malaysia 2021; Best General Insurance Product Malaysia 2021; and Best Insurance Social Media Engagement Malaysia 2021. 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).

To learn more about Allianz Malaysia, visit [allianz.com.my](http://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 126 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 809 billion euros on behalf of its insurance customers. Furthermore, our asset managers PIMCO and Allianz Global Investors manage nearly 2.0 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 2021, over 155,000 employees achieved total revenues of 148.5 billion euros and an operating profit of 13.4 billion euros for the group.

*\*Including non-consolidated entities with Allianz customers.*



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