

Dear Editor,
[For immediate release:](#)

Allianz General deploys its armada to assist with on-ground towing, claims, ahead of Monsoon

Kuala Lumpur, 24 November 2023 – Allianz General Insurance Company Berhad (Allianz General) has deployed over 280 Allianz Road Rangers tow trucks nationwide on standby to facilitate with towing services ahead of the monsoon season, and is ready to mobilise its flood claims assets with the help of seven Allianz branded 4x4, a claims caravan, and a team of nationwide adjusters to accelerate investigations to ensure a swift claims settlement.

Customers only need to call 1-800-22-5524 for towing assistance (Motor Comprehensive policyholders) or to expedite claims for those with home or commercial insurance.

Allianz General Chief of Claims Damian Williams said, “METMalaysia has already confirmed what we have now come to expect at the end of every year. We’ve mobilised our trucks on the ground and are ready to reach our customers to provide them with quick relief. It’s about being proactive and making sure we are accessible to our customers, so for this, we’re also extending our towing assistance to all Motor Comprehensive Policyholders without a flood cover extension.”

Previously, METMalaysia had also warned that the northeast monsoon is expecting [four to six episodes of heavy rainfall between November 11 until March next year](#). If the monsoon winds are strong and coincide with the presence of a low-pressure weather system, continuous heavy rain can occur leading to flooding in low-lying or flood prone areas.

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.



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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 2022 reached a mark of RM2.66 billion. Allianz Life offers a comprehensive range of life and health insurance and investment-linked products and for the financial year 2022, Allianz Life recorded a GWP of RM3.37 billion and is one of the fastest growing life insurers in Malaysia.

Allianz Malaysia has 31 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.

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 122 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 683 billion euros** on behalf of its insurance customers. Furthermore, our asset managers PIMCO and Allianz Global Investors manage about 1.6 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 among the leaders in the insurance industry in the Dow Jones Sustainability Index. In 2022, over 159,000 employees achieved total revenues of 152.7 billion euros and an operating profit of 14.2 billion euros for the group.

*Including non-consolidated entities with Allianz customers.

** As of December 31, 2022

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