



## PRESS RELEASE

### PIAM ASSURES FLOOD VICTIMS ON SWIFT CLAIMS PROCESSING AND SUPPORT

**Kuala Lumpur, 2 December 2024** – Persatuan Insurans Am Malaysia (PIAM) extends its heartfelt sympathies to those affected by the recent devastating floods, particularly those in the northern states of Malaysia. With over 139,000 individuals displaced, this year's floods have surpassed the impact of the 2014 floods<sup>1</sup>.

PIAM and its member companies are committed to playing a crucial role in supporting flood victims by providing timely assistance and expediting the claims process.

#### **To expedite the claims process, we urge affected policyholders to:**

1. **Check Your Policy:** Verify if your fire or motor insurance policy includes flood coverage. While standard policies may not cover flood damage, our members offer optional flood coverage.
2. **Document the Damage:** Take photographs or videos of the damage to your property and belongings.
3. **Contact Your Insurer:** Reach out to your insurance provider as soon as possible to report the loss and initiate the claims process.
4. **Provide Necessary Documentation:** Prepare all required documents, such as proof of ownership, repair estimates, and receipts for any emergency expenses.

#### **PIAM member companies are committed to providing support to flood victims:**

1. **Swift Claims Processing:** Our members are prioritising the processing of flood claims to ensure timely payments. Some insurers have implemented expedited claims processing procedures, and on-ground mobile claims units to streamline the process.
2. **Customer Support:** Our members have dedicated customer support teams to assist flood victims with their claims and enquiries. For comprehensive car policyholders, you can also use the digital roadside assistance application via the phone and website for immediate assistance including towing.



## Protect Yourself Against Future Floods:

As floods are a natural occurrence in Malaysia, with the severity growing each year due to climate impact, PIAM encourages individuals and businesses to take proactive steps to protect themselves and their valuable assets.

All PIAM member companies offer extension of flood coverage under the motor (comprehensive) and fire policies, subject to an additional premium. If you have an existing motor (comprehensive) or fire policy, you may have the option to include flood coverage to safeguard your property and belongings, subject to an additional premium and at individual insurer's underwriting discretion. Consult with your insurer agent or broker to assess your current coverage and identify any gaps.

## Who to contact?

Do find below the contact details of our PIAM members that policyholders can reach out for help and support.

No	Company	Contact Details
1.	<b>AIA General Berhad</b>	Customer Service: 1300 – 88 – 1899 Email: <a href="mailto:my.customer@aia.com">my.customer@aia.com</a> Auto Assist: 1800-88-8733 Website: <a href="http://www.aia.com.my">www.aia.com.my</a>
2.	<b>AIG Malaysia Insurance Berhad</b>	Customer Service: 1800 – 88 – 8811 Email: <a href="mailto:AIGMYCare@aig.com">AIGMYCare@aig.com</a> Auto Assist: 1800-886-990 Website: <a href="http://www.aig.my">www.aig.my</a>
3.	<b>Allianz General Insurance Malaysia Berhad</b>	Customer Service: 1300 – 22 – 5542 Email: <a href="mailto:customer.service@allianz.com.my">customer.service@allianz.com.my</a> Auto Assist: 1-800-225-542 Website: <a href="http://www.allianz.com.my">www.allianz.com.my</a>
4.	<b>Berjaya Sampo Insurance Berhad</b>	Flood loss claims for Non-Motor policies: 1-800-18-8010



		<p>Private and Commercial Auto Assist: 1-800-18-8033</p> <p>Motorcycle Auto Assist: 1-300-88-2323</p> <p>Customer Service: 1800–88–9933 (Monday to Friday; 8:30am to 5:00pm (excluding Public Holidays))</p> <p>Email: <a href="mailto:customer@bsompo.com.my">customer@bsompo.com.my</a></p> <p>Website: <a href="http://www.berjayasompo.com.my">www.berjayasompo.com.my</a></p>
5.	<b>Chubb Insurance Malaysia Berhad</b>	<p>Customer Service: 1800 – 88 – 3226</p> <p>Email: <a href="mailto:Inquiries.MY@chubb.com">Inquiries.MY@chubb.com</a></p> <p>Auto Assist: 1300-88-0128 / 03 7989 0348</p> <p>Website: <a href="http://www.chubb.com/my">www.chubb.com/my</a></p>
6.	<b>Etiga General Insurance Berhad</b>	<p>Customer Service: 1300 – 13 – 8888</p> <p>Email: <a href="mailto:info@etiga.com.my">info@etiga.com.my</a></p> <p>Auto Assist: 1-800-886-491</p> <p>Website: <a href="http://www.etiga.com.my">www.etiga.com.my</a></p>
7.	<b>Generali Insurance Malaysia Berhad</b>	<p>Customer Service: 03 – 2170 8282</p> <p>Email: <a href="mailto:customer.service.gi@generali.com.my">customer.service.gi@generali.com.my</a></p> <p>Auto Assistance: <a href="tel:1800-22-2262">1800-22-2262</a> or <a href="http://www.generali.com.my/roadside-assistance">www.generali.com.my/roadside-assistance</a> (mobile app)</p> <p>Website: <a href="http://www.generali.com.my">www.generali.com.my</a></p>
8.	<b>Great Eastern General Insurance (Malaysia) Berhad</b>	<p>Customer Service: 1300 –13 – 0088</p> <p>Email: <a href="mailto:gicare-my@greasterngeneral.com">gicare-my@greasterngeneral.com</a></p> <p>Auto Assist: 03-76283722 / 03-76281523</p> <p>Website: <a href="http://www.greasterngeneral.com.my">www.greasterngeneral.com.my</a></p>



9.	<b>Liberty General Insurance Berhad</b>	<p><b>Liberty Insurance</b></p> <p>Customer Service: 1 300 888 990 or 03-2619 9000</p> <p>Email: <a href="mailto:customer@libertyinsurance.com.my">customer@libertyinsurance.com.my</a></p> <p>Auto Assist: 1-800-88-5005</p> <p>Website: <a href="http://www.libertyinsurance.com.my">www.libertyinsurance.com.my</a></p> <p><b>Kurnia Insurance</b></p> <p>Customer Service: 1-800-883-833</p> <p>Email: <a href="mailto:customer@kurnia.com">customer@kurnia.com</a></p> <p>Website: <a href="http://www.kurnia.com">www.kurnia.com</a></p> <p><b>Am Assurance</b></p> <p>Customer Service: 1-800-886-333</p> <p>Email: <a href="mailto:customer@amassurance.com.my">customer@amassurance.com.my</a></p> <p>Website: <a href="http://www.amassurance.com.my">www.amassurance.com.my</a></p>
10.	<b>Lonpac Insurance Berhad</b>	<p>Customer Service: 03 – 2262 8666/ 03-2723 7888</p> <p>Email: <a href="mailto:customerservice@lonpac.com">customerservice@lonpac.com</a></p> <p>Website: <a href="http://www.lonpac.com">www.lonpac.com</a></p>
11.	<b>MSIG Insurance (Malaysia) Bhd</b>	<p>Customer Service: 1800 – 88 – 6744</p> <p>Email: <a href="mailto:myMSIG@my.msig-asia.com">myMSIG@my.msig-asia.com</a></p> <p>Home Assist: 1-300-880-863</p> <p>Auto Assist: 1-300-880-833</p>



		Website: <a href="http://www.msiq.com.my">www.msiq.com.my</a>
12.	<b>Pacific &amp; Orient Insurance Co. Berhad</b>	Customer Service: <a href="tel:03-2698-5033">03-2698-5033</a> WhatsApp: 019-325 3855 Email: <a href="mailto:poi2u@pacific-orient.com">poi2u@pacific-orient.com</a> Auto Assist: 1-300-80-8800 Website: <a href="http://www.poi2u.com">www.poi2u.com</a>
13.	<b>Progressive Insurance Berhad</b>	Customer Service: 1800-888-8458 WhatsApp: 018-211-8280 Email: <a href="mailto:customercare@progressiveinsurance.com.my">customercare@progressiveinsurance.com.my</a> Auto Assist: 1-800-888-928 Website: <a href="http://www.progressiveinsurance.com.my">www.progressiveinsurance.com.my</a>
14.	<b>QBE Insurance (Malaysia) Berhad</b>	Customer Service: 1300 – 88 – 4847 Email: <a href="mailto:info.mal@qbe.com.my">info.mal@qbe.com.my</a> Auto Assist: 1800 88 8723 Website: <a href="http://www.qbe.com.my">www.qbe.com.my</a>
15.	<b>RHB Insurance Berhad</b>	Customer Service: 1300 – 220 – 007 Email: <a href="mailto:rhbi.general@rhbgroup.com">rhbi.general@rhbgroup.com</a> Auto Assist: (+60)129324854 Website: <a href="http://www.rhbinsurance.com.my">www.rhbinsurance.com.my</a>
16.	<b>The Pacific Insurance Berhad</b>	Customer Service: 1800 – 88 – 1629 Email: <a href="mailto:customerservice@pacificinsurance.com.my">customerservice@pacificinsurance.com.my</a> Website: <a href="http://www.pacificinsurance.com.my">www.pacificinsurance.com.my</a>
17.	<b>Tokio Marine Insurans (Malaysia) Berhad</b>	Customer Service: 1800 -880-812 WhatsApp: +603-2027 8488



		Email: <a href="mailto:letusknow@tokiomarine.com.my">letusknow@tokiomarine.com.my</a> Auto Assist: 1800-88-1301 / 03-2053 5800 Website: <a href="http://www.tokiomarine.com.my">www.tokiomarine.com.my</a>
18.	<b>Tune Insurance Malaysia Berhad</b>	Customer Service: 1800-885-753 Email: <a href="mailto:hello.my@tuneprotect.com">hello.my@tuneprotect.com</a> Auto Assist: 1 800 22 8863 Website: <a href="http://www.tuneprotect.com">www.tuneprotect.com</a>
19.	<b>Zurich General Insurance Malaysia Berhad</b>	Customer Service: 1300-888-622 Email: <a href="mailto:callcentre@zurich.com.my">callcentre@zurich.com.my</a> Auto Assist: 1-300-88-5566/ WhatsApp: +603-7989 0345 Website: <a href="http://www.zurich.com.my">www.zurich.com.my</a>

Reference:

<sup>1</sup> Straits Times, 29 November 2024. Floods displace close to 139,000 people in Malaysia with death toll at 4. <https://www.straitstimes.com/asia/se-asia/floods-displace-122000-people-in-malaysia>

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#### **About General Insurance Association of Malaysia (PIAM)**

PIAM is the national trade association of all licensed direct and reinsurance companies for general insurance in Malaysia. Currently, PIAM has 23 member companies. More information on PIAM can be obtained from its website: [www.piam.org.my](http://www.piam.org.my)

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