Takaful Malaysia Extends its Helping Hand to Flood Victims in Kedah and Perlis

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With the recent flood that hit Kedah and Perlis, Syarikat Takaful Malaysia Berhad (also known as Takaful Malaysia) yesterday announced its quick move to ease its claim processes for its valued participant by waiving all the excess or assessment fees for flood victims in both states. However, only participants of residential houses, either fire house owner or householder are entitled for this waiver. The entire claims teams in Takaful Malaysia have been alerted and are ready to assist its valued customers’ need in this time of emergency. Furthermore, Takaful Malaysia had also eased the claims process by waiving the police report requirement.

“All affected participants need to visit the nearest branch office located at both states. We will have our adjusters on standby and our staff will help the victims to complete the necessary claim forms. Most importantly, all claims will be paid within 10 working days upon receipt of full documentation” as promised by Dato’ Mohamed Hassan Kamil, the Group Managing Director of Takaful Malaysia.

“This move is in line with Takaful Malaysia’s umbrella Corporate Social Responsibility programme called Takaful my.jalinanKasih. Not only do we care for the community but we are also concern on the welfare of our own staff in the affected areas. So far 9 of our staff were affected and with one of them relocated to the relief centre”, added Dato’ Mohamed Hassan Kamil. Takaful Malaysia’s branch office in Alor Setar was also affected by the flood. The branch located in Jalan Shahab 2 was dosed temporarily on 4 November 2010 and has reopened for business on 8 November 2010.

What’s more, Takaful Malaysia staff has also done their part by collecting donations for the flood victims. The Company will then match the collection, ringgit for ringgit and will hand over the donation to the appointed authority. As the flood had already receded for better access, Takaful Malaysia will deploy volunteers to support the cleaning process at the flood struck area.

“On behalf of Takaful Malaysia, I would like to express my deepest sympathy to all the affected victims. Natural disasters are unexpected. Nonetheless, we want to do all that we can and at the very least, minimize their financial pain in resettling into their home again from this incident. On top of that, this is one of our ways of saying thank you for staying loyal with Takaful Malaysia—the Preferred Choice for Insurance”, added Dato’ Mohamed Hassan Kamil.