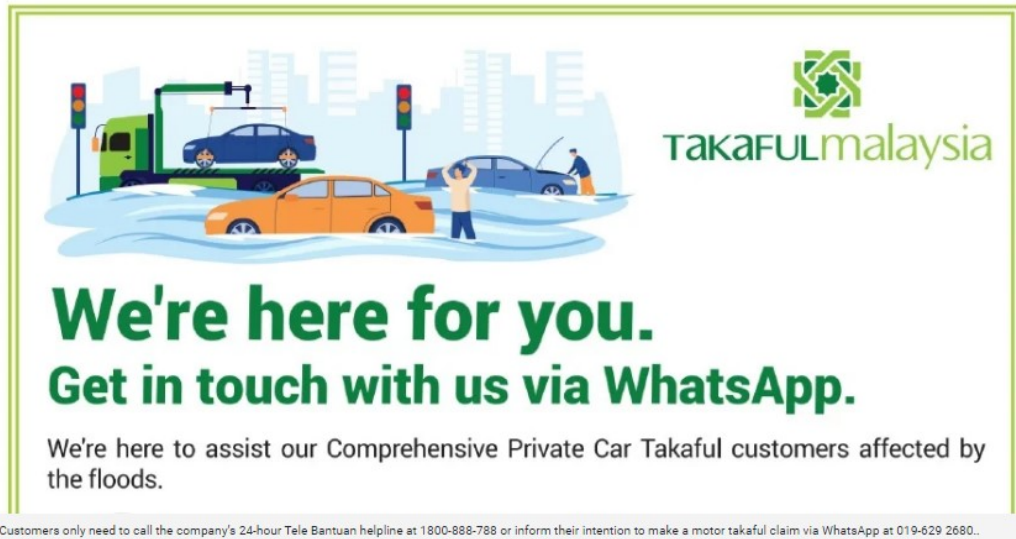




Publication	New Straits Times	Section / Page	Online	Date	22/12/2021
Headline	Takaful Malaysia Free Towing Service for Flood Victim Customers				



We're here for you.
Get in touch with us via WhatsApp.

We're here to assist our Comprehensive Private Car Takaful customers affected by the floods.

Customers only need to call the company's 24-hour Tele Bantuan helpline at 1800-888-788 or inform their intention to make a motor takaful claim via WhatsApp at 019-629 2680.

KUALA LUMPUR: Syarikat Takaful Malaysia Am Berhad (Takaful Malaysia) is providing complimentary towing service to the nearest workshop for its comprehensive private car takaful customers affected by the floods nationwide.

Customers only need to call the company's 24-hour Tele Bantuan helpline at 1800-888-788 or inform their intention to make a motor takaful claim via WhatsApp at 019-629 2680.

"As an Islamic insurance company, we have firsthand experience of dealing with flood-affected customers. That is why we truly understand how devastating the impact is on the livelihood of customers struggling to cope with the effects and consequences of such a natural disaster.

"Hence, our initiative to offer complimentary towing service to the nearest workshop to our flood-affected comprehensive private car takaful customers is a call to action to ease their financial burdens and worries during these challenging times," said chief executive officer Mohamed Sabri Ramli.

"We have introduced a faster and easier way for flood-affected customers to contact us via WhatsApp for motor claims related matters as part of our ongoing efforts to improve our services in dealing with the number of motor takaful claims due to floods in an efficient and effective manner to better serve our customers.

"Our customers can immediately notify us of their intention to make a motor takaful claim via WhatsApp for us to make the necessary arrangements and expedite the claims process," he added.

"The main objective of our claims initiative is for unprecedented circumstances such as the current flood crisis. It is our duty as a takaful provider to assist our customers and deliver excellent service so that their losses can be compensated where applicable and get them back on their feet."