

INSURANCE/TAKAFUL INDUSTRY'S CUSTOMER SERVICE CHARTER

Pillar 4		FAIR, TIMELY & TRANSPARENT CLAIMS SETTLEMENT PROCESS
Description		<p>Deliver a seamless claims processing and settlement experience wherein customers are aware of:</p> <ul style="list-style-type: none"> • Procedures, documentation and steps including various options (if any) for first notification of loss in an event of a claim. • Expected service standard for claims processing and specific time taken for each step within the claims processing stages. • Various redress mechanisms for unsatisfactory claims payment.
Expected Outcome		PROVIDE PEACE OF MIND TO CUSTOMERS
Service Level Target		<ol style="list-style-type: none"> 1. 75% of the customers are satisfied with the claims decisions and processes. 2. Declining complaints ratio over the years from customers on claims settlement and processes. 3. 100% of legitimate claims are paid accordingly.
No.	Commitment	Service Level
4.1	We will set clear timeline for claims settlement process and strive to settle claims within these prescribed timeline and in a transparent manner.	<p>To set clear timeline for claims settlement process and strive to settle claims within these prescribed timelines and in a transparent manner by adopting the following procedures:-</p> <ol style="list-style-type: none"> 1. Customers will be informed of the estimated time taken for claims settlement process and expected service standard. This information shall be made available through various channels (i.e. branches/ brochures/ call centers/ website). 2. Customers shall be informed on the acknowledgment of their claim within 7 working days from receipt of claims notification. 3. All claims notification thru agents must reach us within 3 working days, except for crime related claims which should be notified within 24 hours from time of loss. 4. If documentation/ information is incomplete, customers shall be informed within 14 working days from acknowledgement of the claims by the Claims Department.

		<p>5. To state key claims procedures and assign timelines to it, i.e. appointment of adjuster, claims assessment, etc.</p> <p>6. Customers will be updated on the progress/ decision every 14 working days.</p> <p>7. In the event of a catastrophe / disaster, i.e. large number of claims may be received, as such meeting timelines stipulated may not be possible, we will strive to update every 20 working days on the progress.</p> <p><i>Note: Claims settlement and timeline for general insurance business is governed by Bank Negara Malaysia's Guideline on Claims Settlement Practices and general takaful operators shall operate accordingly.</i></p>
4.2	We will inform customer of the next level of escalation if the claims settlement/ rejection is not to his/her satisfaction	<p>To keep the customer informed of the next level of escalation if the claims settlement /repudiation is not to his/her satisfaction.</p> <p>1. Customers shall be provided with available channels to appeal on a decision/ raise disputes (i.e. branch/ brochures/ call center/ website).</p> <p>2. Any letter of rejection/ repudiation of any element of a claim and dispute on quantum which is within the purview of the Financial Ombudsman Scheme must contain the following statement prominently:-</p> <p><i>If you are not satisfied with our response or decision, and if your complaint involves a sum of up to RM250,000, you may lodge your dispute to the Ombudsman for Financial Services (OFS), within 6 months from the date of our final decision or after 60 calendar days from the date of your dispute was first referred to us of which no response has been received from us, at the following address:</i></p> <p>Ombudsman for Financial Services (Formerly known as Financial Mediation Bureau) Level 14, Main Block, Menara Takaful Malaysia No. 4 Jalan Sultan Sulaiman 50000 Kuala Lumpur Tel: +603 2272 2811 Fax: +603 2272 1577 Email: enquiry@ofs.org.my Website: www.ofs.org.my</p>

Or

If your complaint does not fall within the purview of the OFS, you may refer your complaint to the Laman Informasi Nasihat dan Khidmat (LINK) of Bank Negara Malaysia (BNM) at the following address:

BNMTELELINK

Jabatan LINK & Pejabat Wilayah Bank Negara Malaysia

P.O. Box 10922

50929 Kuala Lumpur

Tel: 1-300-88-5465 (Overseas: +603 2174 1717)

Fax: +603 2174 1515

E-mail: bnmtelelink@bnm.gov.my