REOPENING of Takaful myCare Centres ("TMCC") and counters at Tabung Haji Islamic Financial Service Centres ("IFiC")

With minimum Operating Procedures and Precautionary Measures

Dear Valued Customers,

We are reopening our branches and our operating hours are as follows:

<table>
<thead>
<tr>
<th>TMCC/IFiC</th>
<th>Effective Dates</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other TMCCs Nationwide</td>
<td>12 June 2020</td>
<td>Mon - Fri: 8.30am - 5.00pm (Closed from 1.00pm - 2.00pm on every Friday)</td>
</tr>
<tr>
<td>East Coast (Kuala Terengganu &amp; Kota Bharu)</td>
<td>3 June 2020</td>
<td>Sun - Thu: 8.30am - 5.00pm</td>
</tr>
<tr>
<td>IFiC (KL Sentral, Jalan Tun Razak, Putrajaya, Sepang, Banda Kaba &amp; Ipoh)</td>
<td>15 June 2020</td>
<td>Mon - Fri: 9.00am - 4.00pm (Closed from 12.30pm - 2.30pm on every Friday)</td>
</tr>
<tr>
<td>IFiC (Johor Bahru)</td>
<td></td>
<td>Sun - Thu: 9.00am - 4.00pm</td>
</tr>
</tbody>
</table>

At Takaful Malaysia, our top priority is to ensure the safety of our customers and employees. We will implement the following precautionary measures to safeguard the health and safety of our customers and employees.

- ✓ Customers are required to scan the QR Code provided and complete the registration details before entering our premises as part of the COVID-19 contact tracing measures.
- ✓ Please refer to our TMCC/IFiC staff for assistance.

- ✓ We will not be accepting any cash or cheque for over-the-counter transactions to avoid physical contact.
- ✓ Customers are encouraged to utilize the cashless payment method.

- ✓ Temperature screening will be conducted for everyone before entering our premises.
- ✓ Customers with temperature above 37.5°C or showing the COVID-19 symptoms will not be allowed to enter our premises and are advised to seek immediate medical treatment.

- ✓ Customers are required to wear a face mask at all times.
- ✓ Please sanitize your hands before entering and leaving our premises.
- ✓ Exercise social distancing by maintaining a minimum distance of 1 meter from each other at all times within our premises.
- ✓ Follow the floor markings.

- ✓ Avoid touching door handles and allow our staff to assist you.
- ✓ Customers will be notified when to enter and exit from our premises.

For any enquiries or further assistance, please contact our Customer Service at 1-300 88 252 385 or email us at csu@takaful-malaysia.com.my.

We appreciate the confidence you have placed in us and we look forward to the pleasure of serving you.

1-300 88 252 385  takaful-malaysia.com.my  csu@takaful-malaysia.com.my