

**MEDIA RELEASE**  
**For Immediate Release**

**TAKAFUL OPERATORS CHANNEL RELIEF FOR FLOOD VICTIMS**

**The Malaysian Takaful Association also established the  
Takaful4All Disaster Relief Team to mobilise on-ground relief**

**Kuala Lumpur, 1 December 2024** – Takaful operators in Malaysia have collectively committed resources for relief and recovery efforts to assist Malaysians affected by the recent floods, particularly in the East Coast.

Cognisant of the challenges faced by individuals displaced from their homes due to the flood, takaful operators have sprung into action and to extend several relief measures which include:

1. Expediting the claims notification through calling the hotline number or WhatsApp (where applicable) without the need for extensive documentation.
2. Stationing adjusters to standby in affected areas where feasible and fast-tracking appointments to attend to affected individuals within 48 hours for motor and non-motor claims. In some cases the adjusters may arrange a virtual survey for first time claimants.
3. Expediting non-motor claims without the need for extensive documentation. and on-site approval for claims up to RM20,000 where adjusters have access to the site.
4. Waiving the need for police reports to be filed before making a special perils claim for motor vehicles. Customers only need to submit a photo of the scene with vehicle number plate clearly visible through the app.
5. In expediting the claim below RM20,000, adjusters' report will be completed within 5 days after completion of survey. If the customer agrees with the breakdown of assessment and sign the acceptance form, payment will be made to claimant's or participant's account within 7 days upon approval and finalisation of process.
6. As for the business owners, simplified claims process is introduced for claims below RM50,000 where interim payment shall be expedited.

The Malaysian Takaful Association (MTA) is also working with stakeholders to secure and provide emergency food and equipment supplies, logistics, both domestic and foreign, for distribution channel support, and critical systems like communications devices for on-ground relief efforts.

MTA Chief Executive Officer Mohd Radzuan Mohamed said, “The ongoing flood situation, while devastating, also epitomises the Malaysian spirit and resilience in overcoming adversity. Malaysians coming together to assist fellow *rakyat* in their time of need resonates deeply with the heart of Takaful.”

“The Takaful industry is united in its commitment to advocating social welfare and providing crucial support to affected communities. We are coordinating efforts with member companies to expand the reach of the takaful support system for the *rakyat* by working closely with government agencies and non-governmental organisations (NGOs). This is part of an increasing focus on delivering social value through initiatives that uplift vulnerable communities towards making takaful the preferred protection option for all Malaysians,” he added.

At the same time, MTA has established a unified response team to address the needs of affected individuals. As part of VBIT, Takaful4All Disaster Relief Team to coordinate the immediate needs of individuals and community affected by the floods. This team is mandated tasked with expediting on-ground relief and recovery efforts in identified areas and as centre to facilitate post-disaster recovery through initiatives such as claim assistance and community support. This unified team, led by Dato’ Rudy Rodzila Che Lamin, Interim President & Group CEO of MNRB Holdings Berhad & President & CEO of Takaful Ikhlas General Berhad said that the industry as a whole has put in place initiatives to assist the on-ground relief and recovery efforts during this unfortunate time.

“We are fully aware of the impacts caused by severe incidents such as floods on individuals including the loss and damage of assets as well as financial burden. With this initiative, we reaffirm our unwavering commitment to standing by our communities in times of need. At this critical juncture, we stand united in ensuring that all affected by floods in Pantai Timur receive the assistance needed. The industry, through our collective strength, are ready at all touchpoints, to ensure seamless and swift assistance are provided to the impacted communities”, said Dato’ Rudy Rodzila.

In addition to standard community assistance efforts for post-disaster recovery such as advising and expediting claims, and to train the Takaful4All Disaster Relief Team members to more effectively assist in emergency relief in the future.

For more information about the respective initiatives by takaful operators, please visit [www.takaful4all.org](http://www.takaful4all.org).

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**Issued by: MTA**

**Media Contacts:**

**MTA:**

Puan Siti Nor Kamariah Ishak  
Head, Corporate Communications  
18<sup>th</sup> Floor, Main Block  
Menara Takaful Malaysia  
Jalan Sultan Sulaiman  
50000 Kuala Lumpur.

Tel: 03-2031 8160

Fax: +603-2031 8170

Email: [mtasecretariat@malysiantakaful.com.my](mailto:mtasecretariat@malysiantakaful.com.my)

**ABOUT MALAYSIAN TAKAFUL ASSOCIATION (MTA)**

Malaysian Takaful Association (MTA) was established on November 2002 under the Societies Act 1966. It is a trade association representing all 19 licensed Takaful and Retakaful operators in the country. The objectives and the powers of MTA are to promote the interests of its members and to inculcate the implementation of self-regulation within the Takaful industry. More information on MTA can be obtained from its website: <http://takaful4all.org>