

PRESS RELEASE

For immediate release

**TAKAFUL INDUSTRY STANDS UNITED IN SUPPORT OF PUTRA
HEIGHTS EXPLOSION VICTIMS**

*Malaysian Takaful Operators Mobilise Emergency Support for Affected
Communities*

Kuala Lumpur, 2 April 2025 – The Malaysian Takaful Association (MTA) together with its member Takaful Operators, expresses its deepest condolences and unwavering support to the victims and families affected by the tragic gas pipeline explosion at Jalan Putra Harmoni, Putra Heights, Subang Jaya happened on 1 April 2025.

The devastating incident caused by a gas pipeline leak spanning approximately 500 metres has resulted in injuries, damage to homes and vehicles, and widespread disruption to the local community including 190 homes and 159 vehicles affected.

In response to this emergency, and with the spirit of ta'awun (mutual assistance) and rahmah (emphaty), Takaful operators have swiftly activated their disaster response protocols to provide immediate relief, guidance, and claims assistance to affected certificate holders and surrounding communities.

Key Measures Implemented by the Takaful Industry:

1) Fast-Tracked Claims Processing

Emergency protocols have been implemented across the industry to expedite claims for property damage, vehicle losses, personal injuries, and hospitalisation.

2) Simplified Claims Procedures

In light of the emergency, several operators are waiving non-essential documentation requirements to enable faster claims lodging. Certificate holders are encouraged to submit available supporting documents and engage directly with customer service teams for guidances.

3) On - ground Assistance

Mobile claims assessment teams have deployed to affected areas to assist with claims processing and provide in-person support to those displaced by the incident.

"This tragedy serves as a reminder of the importance of unity, empathy, and shared

responsibility,” said Encik Mohd Radzuan Mohamed, Chief Executive Officer of the Malaysian Takaful Association.

To all certificate holders residing in Putra Heights or affected by this tragic incident, MTA advises the following:

Contact Your Takaful Operator Promptly

Use the official hotline, agent, or mobile app of your Takaful provider to initiate your claim or seek assistance. Affected individuals are encouraged to contact their respective Takaful Operators as details below:

Takaful Operators	Hotline Numbers/Emails
Etika General Takaful Berhad	<ul style="list-style-type: none"> • Coverage extended for eligible Motor, Personal Accident, Retail Fire, Homeowners and Householders certificates • Police report requirement waived to ease the claim process • Claim Submission : Special Hotline - 011 1630 6646 (WhatsApp) or 03 2692 8188
Syarikat Takaful Malaysia Am Berhad	<ul style="list-style-type: none"> • Dedicated Claims Lines for Affected Customers • Non Motor : 012-9271 686/017 328 3543 • Motor : Talian 24 jam Tele Bantuan : 1800 888 788 • Alternative Lines : 016 354 1991/ 019 629 2680
Takaful Ikhlas General Berhad	<ul style="list-style-type: none"> • Police report requirement is waived to speed up the claim process. • Claim submission via Go Serve @ https://go.takaful-ikhlas.com.my/eclaim/general/submission/product-type • For Motor Road Assist : https://go.takaful-ikhlas.com.my/dra/customer/ • Takaful Ikhlas AI chat bot 24/7 : https://www.takaful-ikhlas.com.my/

Zurich General Takaful Malaysia Berhad	<ul style="list-style-type: none"> • Call Center : 1 300 888 622 or email at callcenter@zurich.com.my
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Prepare Basic Supporting Documents

While documentation requirements may be relaxed, please gather whatever is available.

Utilise On-Site Support

Where available, approach mobile response teams or temporary service desks at relief centres for direct help.

Check Coverage Status

Ensure your contact and plan details are up to date to facilitate smoother processing and support.

In addition to operator-level efforts, the Takaful4All Care Team under MTA is actively exploring opportunities to collaborate with relevant authorities in Putra Heights to support the community. These CSR efforts reflect the industry's deeper responsibility to uplift the community beyond financial aid, embodying the values of ihsan and service.

MTA urges all affected individuals to prioritise their safety, comply with evacuation and safety orders from local authorities, and promptly contact their respective Takaful providers for assistance. Together, we will overcome this tragedy with compassion and solidarity. The Takaful community stands for you.

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Media Contact

MTA: Puan Siti Nor Kamariah Ishak Corporate Communications

Tingkat 18, Blok Utama
Menara Takaful Malaysia
Jalan Sultan Sulaiman
50000 Kuala Lumpur.

Tel: 03-2031 8160
Faks: +603-2031 8170

Emel: mtasecretariat@malaysiantakaful.com.my
siti@malaysiantakaful.com.my

MENGENAI PERSATUAN TAKAFUL MALAYSIA (MTA)

Persatuan Takaful Malaysia (MTA) telah ditubuhkan pada November 2002 di bawah Akta Pertubuhan 1966. Ia merupakan persatuan perdagangan yang mewakili semua 19 pengendali Takaful dan Retakaful berlesen di negara ini. Objektif dan kuasa MTA adalah untuk menggalakkan kepentingan ahli-ahlinya untuk mengetuai dan mengawasi pengawalseliaan sendiri dalam industri Takaful. Maklumat lanjut mengenai MTA boleh didapati di laman sesawang: www.takaful4all.org.my