

# We are here in your time of need



Dear valued customers, agents and intermediaries,

In view of the heavy downpours and massive floods affecting some parts of the nation, we urge you to remain vigilant and stay safe during this rainy season.

We would like to assure you that we are here to assist you in your time of need. All our branches are operating as usual and if you need further assistance, please reach us via the channels below. As some of our team members are also affected by the flood, you might experience some delay in service. But fret not, we'll provide our best efforts to serve you.

## For policy/certificate coverage enquiries

### Zurich Call Centre

Tel (Monday – Fridays, 8.30am – 5.15pm): 1-300-888-622 / +603-2109-7999

Email: [callcentre@zurich.com.my](mailto:callcentre@zurich.com.my)

Integrated customer portal: [www.myzurichlife.com.my](http://www.myzurichlife.com.my)

## For motor customers

### Zurich Roadside Assistance

24-hours hotline: 1-300-88-6222

Whatsapp: +603-7628-1538

Motor claims: Visit any of our panel workshop or the nearest branch

For our branch locations, please visit [www.zurich.com.my/en/customer-hub/i-want-to-get-in-touch/locate-a-branch](http://www.zurich.com.my/en/customer-hub/i-want-to-get-in-touch/locate-a-branch)

For our panel workshop listing, please visit [www.zurich.com.my/en/customer-hub/my-claims/panel-workshops](http://www.zurich.com.my/en/customer-hub/my-claims/panel-workshops)

## For property customers (claims purposes)

24-hours hotline: +603-4270-0024 / +6017-304-6288

Note: No documents required. On-site approval for claims up to RM30,000 upon assessment survey. Terms & conditions apply.

## For medical card customers

### IHP Malaysia

24-hours hospital admission and discharge: 1-800-82-6100

**Thank you and stay safe!**

Zurich Malaysia

19 December 2021