

FREQUENTLY ASK QUESTIONS (“FAQ”)

DISTRIBUTION OF ZURICH GENERAL TAKAFUL MALAYSIA BERHAD (“ZGTMB”) PRODUCTS FOR RENEWAL PURPOSES

1. Why is ZGTMB being empanelled as the Bank’s panel takaful operator?

The Bank empanelled ZGTMB as our takaful operator to ensure that we could continuously offer our Valued Customers comprehensive financial solution.

ZGTMB is one of the leading general takaful operators in Malaysia and has extensive network of branch offices across twelve (12) locations nationwide. It is a member of Zurich Insurance Group, a global insurer founded in Switzerland in 1872 with 53,000 employees in more than 210 countries.

2. How will I be affected by this new empanelment?

Apart from the general insurance products underwritten by MSIG Insurance (Malaysia) Bhd, HLBB may now offer you ZGTMB’s fire and houseowner/householder takaful products for renewal purposes upon expiry of your existing Hong Leong MSIG Takaful’s general takaful certificate. There are also other takaful operators in Malaysia that you may purchase general takaful products. Please contact our Sales personnel for assistance.

3. What are the differences of ZGTMB’s fire or houseowner/householder takaful products with Hong Leong MSIG Takaful Berhad (“HLMT”) products that I subscribed previously?

- For detailed information on ZGTMB’s fire takaful, you may refer to <https://www.zurich.com.my/en/show-me-zurich-takaful-products/for-myself-protection/for-my-property/fire-takaful>
- For detailed information on ZGTMB’s houseowner/householder takaful, you may refer to <https://www.zurich.com.my/en/show-me-zurich-takaful-products/for-myself-protection/for-my-property/houseowner-householder-takaful>

4. Who can I contact to get more information about this?

Should you require any assistance or clarification on this matter, please feel free to contact any of the following:-

Hong Leong Contact Centre at 03 76268899; or

ZGTMB Support at 03 2146 9333/335/337 or you may email to ZGTMB at hongleong_banca@zurich.com.my