



SERVICES YOU CAN EXPECT FROM OUR AGENTS



DEAL ONLY WITH REGISTERED AGENTS

You can check the status of the agent via the Life Insurance Association of Malaysia's (LIAM) website. Visit www.liam.org.my for more details.

PLANNING STAGE

ASSIST

- Go through with you the Customer Fact Find form to understand your insurance needs and financial goals
- Recommend suitable insurance plan after assessing your needs

Explain

- Explain the product features, benefits payable, exclusions, premiums and charges
- Provide Product Disclosure Sheet to assist you in making an informed decision and to facilitate product comparison

DECISION MAKING

ASSIST

- Explain the importance of answering the questions in the proposal form fully and accurately
- Submit your application for underwriting after you have signed the proposal form
- Arrange for medical examination with one of our panel clinics, if required
- Provide information on making a nomination to ensure policy moneys are received by your beneficiaries in the event of death

EXPLAIN

- Your policy document will be delivered to you
- Go through the policy terms and conditions with you to ensure that this is the right plan that you have purchased

FOLLOW UP

POLICY SERVICING

- Assist in renewal of policy
- Provide continuous service e.g. policy modifications, change of address and frequency of premium payments. If the agent has left the company we shall appoint a new agent to service you

CLAIM

- Guide you through the standard procedures on how to file an insurance claim

Please visit MyAllianz at allianz.com.my/customer for online access to your policy information.

If you are not satisfied with the services of our agent, or require additional support from our company, you may contact us at **1 300 22 5542**.