

Date: 20 December 2021

Dear Policy Holders, Valued Business Partners & Associates,

17-19 December 2021 Flood – Motor & Non-Motor Claims

All of us at the Pacific family extend our heartfelt sympathies to all the families affected by the massive flooding in some states in West Malaysia between 17th to 19th December 2021.

We, as your trusted insurance partner, would like to assure you that we have put in place several measures below to aid and ease the burden during these difficult times.

(A) Non-Motor Claims: Centralization of Claims & Contact Details of Appointed Adjuster

Notification of Claim

The Company has appointed designated adjusters to provide immediate response to claim notifications. Once a claim is notified, we have a team of loss adjusters on stand-by to attend to your claim and to assist you in preparation and submission of your claim.

Intermediaries or Policy Holders can call our appointed loss adjusters below to notify us of the claims arising from the flood loss.

a) **Charles Taylor Adjusting, KL** for Commercial Lines policies.

The contact details of the adjusters are as below.

- Chong Kim Wah – 012 744 0361/ Email Add - KimWah.Chong@ctplc.com
- Lau See Chong – 012 – 744 0754/ Email Add - SeeChoong.Lau@ctplc.com

b) **ALA Independent (M) Sdn Bhd** for all Personal Lines HH/HO and Content policies.

c)

The contact detail of the adjuster is as below.

- Michael Aloysius - 012-3820862 & 010-3570862 / Email Add - micheal@alaindependent.com

Please let them have details such as Policy Number, Contact Person and Contact Number during your notification of claim.





Fast Track Settlement of Claim

To assist you in this time of difficulty, we are committed to settle your claim of up to RM20,000.00 as adjusted by our loss adjusters under your Houseowner/Householder Policy or Fire/All Risks Policy on the following basis:-

Our loss adjusters will verify coverage and quantify the loss on the spot during their site survey and if you are agreeable to the quantum, you can complete and sign the Form of Acceptance and e-Pay Authorization Form which will be issued by the loss adjusters.

Once we received the loss adjuster's final report together with your signed Form of Acceptance and e-Pay Authorization Form, we shall make payment by GIRO transfer to your bank (as per details stated in the e-Pay Authorization Form) within seven (7) working days from the date of receipt of the adjuster's final report.

Interim Payments

For large commercial claims, we understand the need to get things moving quickly after the flood water has subsided and hence, we are prepared to consider interim payments, on a case-by-case basis, so as to resume your business as soon as possible.

You may put forth your request for interim payment and we shall get our loss adjusters to look into your request promptly.

Enquiries

For any enquiries on your claim, you can contact the following persons at our Head Office Claims Department: -

1) Houseowner/Householder Claims: Ms. Tang Siew Boon (DID: 03-2633 8793)
Ms. Loo May Kwan (DID: 03-2633 8765)

2) Commercial Claims: Mr. Theh Jack Win (DID: 03-2633 8766)
Pn. Norziana (DID: 03-2633 8767)





(B) Motor Claims: Waiver of Police Report

We have waived the necessity of a police report for motor claims in respect of flood damage occurring between 17th to 19th December 2021.

Affected policyholders whose policies have been extended to cover flood will only need to provide photos in lieu of the police report to substantiate the loss.

Affected policyholders should call the Pacific Roadside Assistance number at 1800-88-4488 for towing assistance to the nearest workshop for claim submission.

Our adjusters and claims staff will prioritize and process these claims promptly.

Please always rest assured of our prompt, fair and friendly service at all times.

Should you require further clarification, please feel free to contact our Customer Service at 1800-88-1629 or email us at customerservice@pacificinsurance.com.my.

Thank you and stay safe.

Healthy Regards,

The Pacific Insurance Berhad

Note: The Pacific Insurance Berhad reserves the rights at any time to add, delete, alter, or modify any of the terms and conditions of this Circular.

