

latest news

Monday, 21 February 2022

Dear Valued Customers, Policyholders and Business Partners,

We wish to inform you that **the Customer Care Counter at our Head Office in Q Sentral will be closed from today until 24 February 2022** as one of our Customer Care Counter staff has been tested positive for COVID-19. A decision was made for the remainder of our counter staff to self-quarantine and to undergo testing as required by the SOP.

We have carried out the necessary disinfection and sanitation exercise as per guidelines from the Ministry of Health.

We wish our staff and their families a smooth recovery.

Rest assured that you will continue to receive our fullest support and service from our Q Sentral staff working remotely in-line with our philosophy of **“Speed, Service, Tender Loving Care”** as well as from any of our branches nationwide.

Should you have questions about this, or anything related to the ongoing situation including servicing your insurance needs, you can reach out to our Customer Service at 1800-88-1629.

Alternatively, you can email us at [customerservice@pacificinsurance.com.my](mailto:customerservice@pacificinsurance.com.my).

Thank you in advance for your support and understanding as we navigate these challenging times together.

Stay safe.

Healthy Regards,

*Gobi*