

Dear Clients and Business Partners,

NATIONWIDE CUSTOMER SERVICE SURVEY

We would like to inform you about our Customer Service Charter which aimed at enhancing your customer experience with us through our commitment to treating our customers fairly. As part of our commitment to improving our services to you, we kindly request your participation in the survey.

In collaboration with the insurance industry, The Nielsen Company (M) Sdn. Bhd. ("Nielsen"), a reputable research firm, had been engaged to conduct the survey. The purpose of the survey is to measure customer service levels in the insurance industry.

Your feedback is essential in helping us identify areas for improvement to further enhanced your customer experience with us. We genuinely appreciate your participation in the survey, which may be conducted via phone or email by Nielsen. Please be assured that all your responses will be kept strictly confidential in compliance with the Personal Data Protection Act 2010 (PDPA) and used solely to enhance our customer service.

Should you have any questions or concerns regarding the survey, please do not hesitate to contact our customer support team at 1800 88 1629 or visit any of our branch offices.

Thank you.
The Management of
The Pacific Insurance Berhad (91603-K)