

Frequently Asked Questions (FAQ) on Insurance Customer Satisfaction Index Survey Conducted by Nielsen Malaysia

1. What is Insurance Customer Satisfaction Index Survey?

The insurance industry is required to conduct the survey to enhance customer service based on feedbacks received from the Survey in order to better serve you, our customers.

2. How will this survey be conducted?

It will be conducted through a 15-minute phone interview from 01 May to 30 June 2023.

3. Who will be conducting this survey?

The three industry associations representing insurance companies and takaful operators; namely Persatuan Insurans Am Malaysia (PIAM), Life Insurance Association of Malaysia (LIAM), and Malaysian Takaful Association (MTA) have jointly appointed The Nielsen Company (M) Sdn. Bhd. ("Nielsen") to conduct the survey.

4. Why am I selected to participate in the survey?

At Pacific Insurance, we firmly uphold the principles of Speed, Service, and Tender Loving Care. We have chosen you because we believe you can contribute to our efforts in improving Pacific Insurance and the industry's overall customer service and delivery.

5. How do I know that the survey is legitimate?

You can access our company website at www.pacificinsurance.com.my or to contact our customer service at 1800 88 1629 for further information to confirm the legitimacy of the Survey.

6. How did Nielsen get my name and phone number?

Your name and phone number were provided by Pacific to Nielsen to enable them to conduct this survey.

7. Why are you sharing my contact details with Nielsen?

Your contact details were shared as Nielsen was engaged by Persatuan Insurance Am Malaysia (PIAM) to conduct an industry level customer satisfaction index survey as required by Bank Negara Malaysia.

8. I had indicated in my insurance form that I do not want to receive any marketing calls but why am I still receiving this call?

The call from Nielsen is not related to marketing or promotional activities. Your participation is entirely voluntary, but we would greatly appreciate it if you could spare a few minutes to provide feedback to Nielsen on how we can enhance our services for you. Your input and suggestions are highly valuable to us and the industry.

9. Is my profile and information given treated as private and confidential?

We assure you that your profile and the information you provide will be handled with utmost privacy and confidentiality by Nielsen. Our company and Nielsen, along with the insurance industry, strictly adheres to Malaysia's Personal Data Protection Act of 2010. The use of personal data is outlined in our company's privacy notice, which is accessible on our website. We place great importance on safeguarding your privacy and are dedicated to securely store and treat all customer data as confidential.

10. Who can I speak to in Pacific insurance if I have questions?

You can call our customer service at 1800 -88-1629.