

**FOR IMMEDIATE RELEASE**

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### **ETIQA IS MALAYSIA'S BEST TAKAFUL OPERATOR WITH FASTEST TURNAROUND TIME IN MOTOR CLAIMS**

**Kuala Lumpur** – Etiqa Takaful has been named Malaysia's Best Takaful Operator by Motordata Research Consortium (MRC) Malaysia last Thursday.

Present at the award ceremony was Ahmad Rizlan Azman, Chief Operations Officer of Maybank Ageas Holdings Berhad, the parent company of Etiqa Takaful Berhad and Etiqa Insurance Berhad. The award was presented by Dato' Mohd Fadzli Yusof, Director of MRC and Steve Miller, Chief Executive Officer of MRC.

"It is truly an honour to be named the Best Takaful Operator for having the record for the fastest turnaround time in motor claims approval amongst all the Takaful operators in Malaysia. Winning this award is a representation of the way we do business. We will continue our efforts to improve our services to our customers and maintain the reputation that comes with it. As a team, we always strive to humanise our business by doing it the 'Etiqa Way' where we focus on placing people over policies", said Rizlan.

In Etiqa's constant effort to provide a hassle-free and speedy claims process for its customers, Etiqa has a dedicated Claims Careline which operates during office hours by staff trained in managing claims. In addition, all calls will be directed to the experienced Auto Assist team after office hours. Etiqa has over 560 panel workshops for motor repairs and more than 300 panel workshops for windscreen repairs which are strategically located nationwide.

On claims processing turnaround time, Muhammad Azlan Noor Che Mat, Head of Claims Care said that Etiqa has a fast track process to assist affected customers. "For instance, we have premier workshop panels to facilitate and expedite the claims process, and issue approvals within a day for claims up to RM10,000 at these outlets".

Etiqa's claims data is transmitted to MRC online during the claims process, and the turnaround time is measured thereafter. MRC is a company designated by Bank Negara Malaysia to collect motor claim performance data, and undertakes various projects to provide standards, and reduce subjectivity in claims estimation and assessment.

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#### **About Etiqa**

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**Etiqa Online 1300 13 8888**

Etiqa made its debut on 15 November 2007 and is the single master brand for all conventional and takaful businesses under Maybank. The brand essence of Etiqa is humanizing insurance and takaful, where we want to make things simpler for our customers. This is further supported by four brand attributes namely performance with conscience, crystal clear, hand-in-hand and rock solid.

Today, Etiqa is a true multi-channel distributor of insurance and takaful products via its 10,000 agency force, 24 insurance and takaful branches, more than 360 Maybank branches,

ATMs and other third-party banks, providing full accessibility and total convenience to customers, unmatched by any other.

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