



## PRESS RELEASE

**For Immediate Release**

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### **ETIQA URGES CUSTOMERS TO UPDATE CONTACT INFORMATION**

**Kuala Lumpur** - Many people pass on without letting relatives know about the existence of their life insurance policy or family takaful certificate. According to a recent survey by the Life Insurance Association Malaysia (LIAM) and Malaysian Takaful Association (MTA), there is an estimated RM80 million worth of unclaimed monies from over 110,000 matured life policies and family takaful certificates that are left unclaimed by policy/certificate holders or their beneficiaries in 2016.

“At Etiqa itself, there is about RM13 million worth of lost or forgotten policies/certificates waiting for someone to claim. Many people are unaware that their policies/certificates have matured, and therefore they don’t come to us to claim their benefits and money,” said Kamaludin Ahmad, Chief Executive Officer of Maybank Ageas Holdings Berhad, the parent company of Etiqa Insurance Berhad, Etiqa Takaful Berhad, and Etiqa Insurance Pte Ltd, Singapore.

Kamaludin added that efforts have been put into contacting these beneficiaries. “We have tried to contact them, but some have not updated their personal information, which makes it difficult for us to get hold of them as they are no longer using the same numbers or addresses.”

“We proactively search for beneficiaries; in fact, we have a team dedicated to that purpose to identify policy/certificate holders who have passed on and then undertake systematic searches for the insurance or takaful beneficiaries,” he said.

While it’s too late for the deceased’s relatives to provide the information on their insurance policies or takaful certificates, this provides a good learning opportunity so that the next generation will be spared from hunting down unclaimed life insurance or family takaful benefits.

“At Etiqa, we believe that we can do things differently. We are very passionate about paying claims. We want to debunk the common misconception that insurers and takaful operators are keen to collect premiums and contributions but reluctant in paying claims. In the significant majority of cases, a claim will be paid, delivering crucial financial support during what will often be the most difficult period of someone’s life,” he added.

“If you’re covered, tell your family members that you have a life insurance policy or family takaful certificate. Give your insurance company or takaful operator as much detail as possible about your beneficiaries, including their name, updated contact details, and identity card number, to make it easier for us to locate them,” Kamaludin concluded.

Etiqa customers who would like to know if their policies have matured may register and log in to [www.etiqa.com.my/MyAccount/login](http://www.etiqa.com.my/MyAccount/login) or contact Etiqa Online at 1300 13 8888.

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## About Etiqa

Etiqa made its debut on 15 November 2007 and is the single master brand for all Insurance 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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