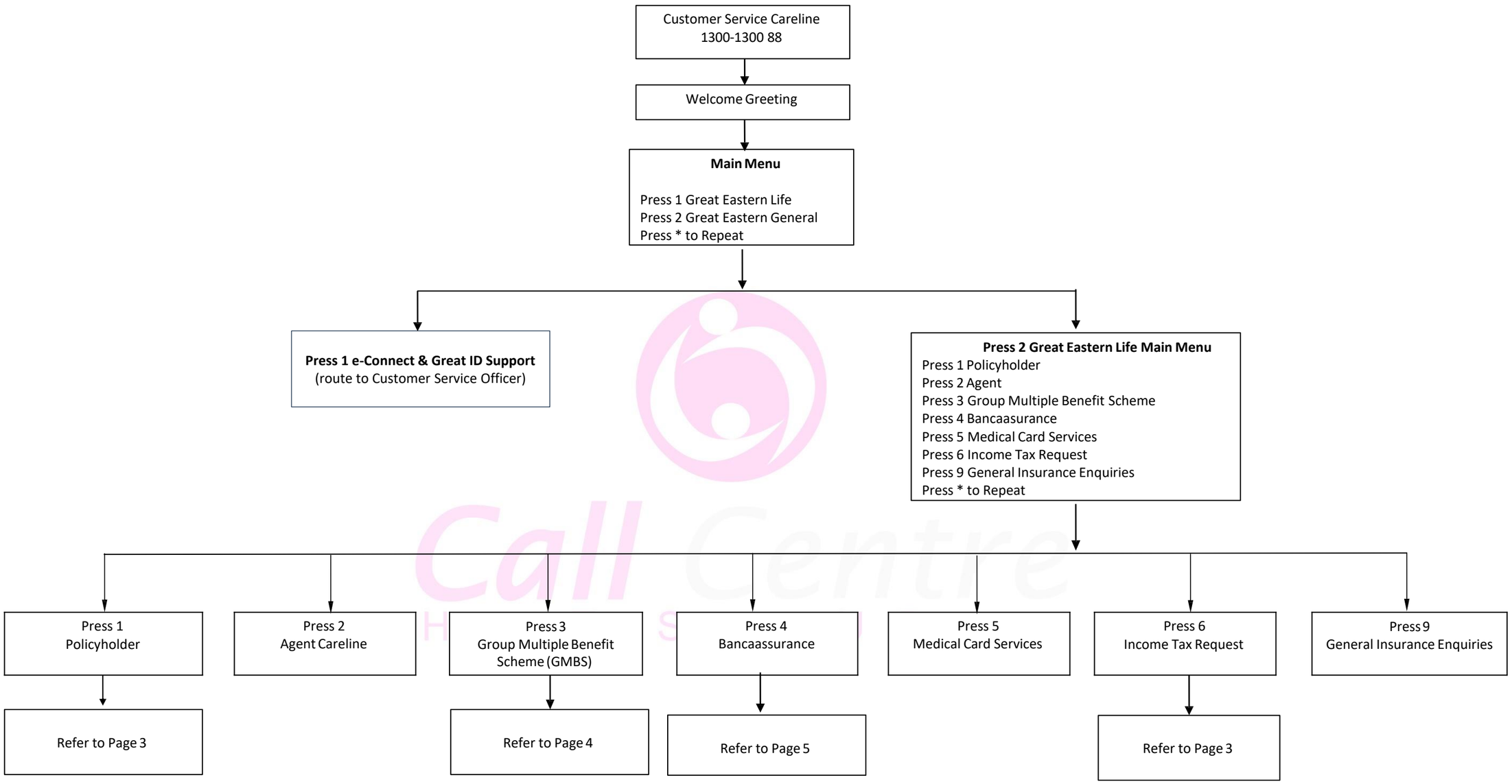
CALL CENTRE

Customer Service Careline: 1300-1300 88

Call Centre
Here To Serve U Better

Customer Service Careline



Customer Service Careline

Press 1 Policyholder

Language Menu

Press 1 English
Press 2 Bahasa Malaysia
Press 3 Mandarin
Press 4 Tamil
Press * to Repeat

Main Menu

Press 1 Basic Policy Information
Press 3 Customer Service Form
Press 4 Policy Statement Request
Press 5 Submission Status Enquiry
Press 6 e-Policy Contract
Press 0 Speak to our Customer Service Officer
Press * to Repeat

Press 1
Basic Policy Information

Enter 10 digits Policy Number follow by # key

Information:
Policy Status
Premium Amount
Premium Due Date
Last Paid Date
Outstanding Amount
Automatic Premium Loan
Press * to Repeat
Press 8 to enter Next Policy Number
Press 9 to Return to Main Menu
Press 0 to Speak to Customer Service Officer

Press 3
Customer Service Form Request

Press 1 for Credit Card Autodebit Authorisation Press 2 for Change of Address
Press 3 for Cancellation of Credit Card or Autodebit Services Press 4 for Reinstatement of Policy
Press 5 for Direct Credit Form
Press * to Repeat
Press 8 to Return to previous Menu
Press 9 to Return to Main Menu

Enter 10 digits Policy Number

Press 1 to receive request via Email
Press * to Repeat
Press 8 to Return to previous Menu
Press 9 to Return to Main Menu

System read email address and send to customer registered email address

Press 1 to Confirm email address

Press 4
Policy Statement Request

Press 1 Income Tax Statement
Press 2 Annual Statement
Press * to Repeat
Press 9 to Return to Main Menu

Press 1 Income Tax Statement
To receive Income Tax Statement:
Press 1 Year XXXX
Press 2 Year YYYY
Press * to Repeat
Press 8 to Return to previous Menu
Press 9 to Return to Main Menu

Press 2 Statement Request

Press 1 Investment Linked Statement
Press 2 Reversionary Bonus Statement
Press * to Repeat
Press 8 to Return to previous Menu
Press 9 to Return to Main Menu

Enter 10 digits Policy Number

Press 1 to receive request via Email
Press * to Repeat
Press 8 to Return to previous Menu
Press 9 to Return to Main Menu

System read email address and send to customer registered email address

Press 1 to Confirm email address

Press 5
Submission Status Enquiry

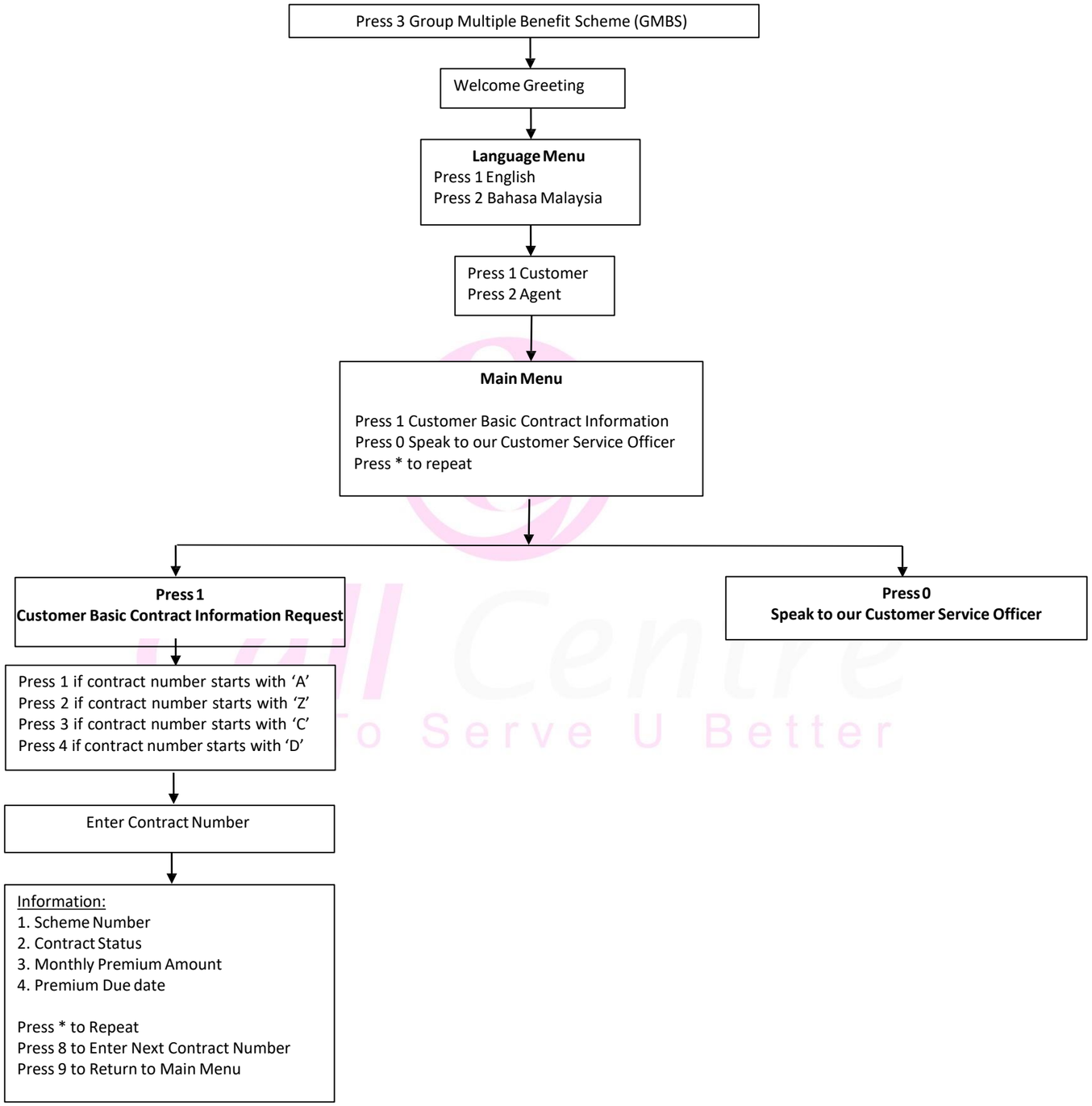
Enter New IC or 10 digits Policy Number follow by # key
Press 0 Speak to Customer Service Officer

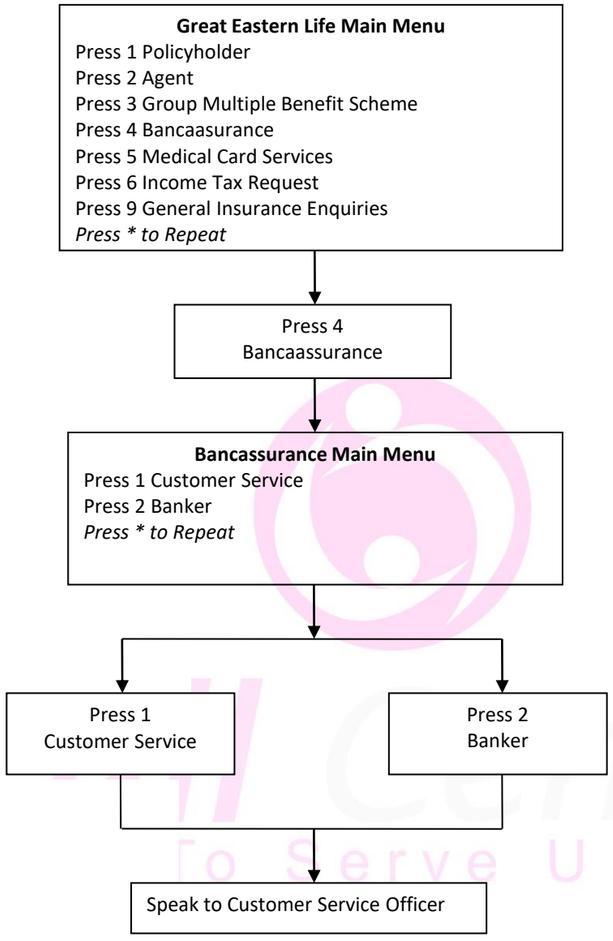
Press 6
e-Policy Contract Enquiries

Call transfer to CSO

Press 0
Speak to our Customer Service Officer

Group Multiple Benefit Scheme Careline



Call Centre
To Serve U Better

Bancassurance Careline