

PRESS RELEASE For Immediate Release



PIAM RM2.4 MILLION CSR FLOOD RELIEF FUND

Kuala Lumpur, Friday, 7 Jan 2022 – Persatuan Insurans Am Malaysia (PIAM) and its members in response to the recent flooding affecting at least 7 states in the country have set up a CSR Flood Relief Fund (“**CSR Fund**”) with contribution of RM2.43 million to alleviate the hardship faced by the car owners whose vehicles were inundated under flood water.

The CSR Fund in the form of subsidy for mechanical clean-up cost (excluding repair) at any competent workshops is provided by the general insurance industry over and above existing commitments by insurers to expedite payment of flood claims settlement, waiver of certain mandatory claims documentations, simplified claims process, additional special relief measures that may be provided by individual insurer.

At this stage, the CSR Fund will be closed once the pledged amount of RM2.43 million has been exhausted.

The subsidy is given on per vehicle basis to motorcycles, private vehicles including commercial vehicles irrespective of the types of motor policy i.e. comprehensive cover with or without special perils extension, third party fire and theft, and third party. The motor policy must be valid at the time of flooding and in the event of lapsed motor policies the vehicles must be at least last insured on or after 1 Jun 2021. The subsidy will be based on actual cost incurred basis, and is capped at maximum of RM100 per motorcycle, and maximum of RM500 per private / commercial vehicle. A successful claim for subsidy will not affect your No Claim Discount (NCD).

Eligible policyholders can apply for the subsidy by submitting online via the portal MyCSR-Flood.my **effective from 15 January 2022** by following the simple steps below.

- Step 1** : Log in to the portal at MyCSR-Flood.my
- Step 2** : Complete the name, contact number, email address (if any), NRIC / Passport / Business Registration number, vehicle number, banking details (for claims payout purpose), vehicle type, date of loss, amount of claim information fields in the portal. No claim form is required
- Step 3** : Upload pre and post clean up photographs that clearly identify the vehicle including the receipt / cash bill issued by workshop
- Step 4** : You can check your claim status within 14 days after submission by contacting your insurer

The claim payout to eligible claimant who fulfils all the CSR Fund eligibility criteria and requirements, will be credited directly to the bank account that you provided. If you have provided your e-mail address, you will be notified by email once the payment has been made. Further information can be accessed through the portal at MyCSR-Flood.my and your insurer which contact details are provided below:

No.	Insurers	Hotlines
1.	AIG Insurance Malaysia Berhad	General Hotline: 1800-88-8811 or 603-21180188
2.	AIA General Berhad	General hotline: 1300-88-1899
3.	Allianz General Insurance Company (M) Berhad	Allianz Road Rangers (24-hours Accident/Roadside Assistance): 1-800-22-5542
4.	AmGeneral Insurance Berhad	General hotline: <ul style="list-style-type: none"> • Kurnia: 1800-88-3833 • Amassurance: 1800-88-6333
5.	AXA Affin General Insurance Berhad	Flood Claims 24/7 Hotline: 03-7989 0310
6.	Berjaya Sompo Insurance	Catastrophe Loss Management Hotline 24-hours and 7 days a week: <ul style="list-style-type: none"> • Non-motor: 1800-18-8010 • Motor: 1800-18-8033
7.	Chubb Insurance Malaysia Berhad	General Hotline: 03-20583000 / 1-800-88-3226
8.	Etiqa General Insurance Berhad	Flood Claims Careline: <ul style="list-style-type: none"> • 03-26928188 for Kuala Lumpur, Selangor, Perak, Kedah, Penang, and Perlis • 03-42707735/5068 for Kelantan, Terengganu, Pahang, Johor, Melaka, Negeri Sembilan, Sabah and Sarawak.

9.	Great Eastern General Insurance (Malaysia) Berhad	General Claims Hotline: 1300-13-1088
10.	Liberty Insurance Berhad	General hotline:1300-88-8990
11.	Lonpac Insurance Berhad	General Hotline: 03-22628666
12.	MPI Generali Insurans Bhd	General Hotline- 03-20349888
13.	MSIG Insurance (Malaysia) Bhd	MSIG 24 Hour Home Assist Line: 1-300-88-0863
14.	Pacific & Orient Insurance Company Bhd	General Hotline- 1800-88-2121
15.	Progressive Insurance Bhd	General Hotline- 1800-88-8458
16.	QBE Insurance (M) Berhad	General hotline: 1-300-88-4847
17.	RHB Insurance Berhad	24/7 Hotline: 1300-88-0881 or WhatsApp: 012-6031978
18.	The Pacific Insurance Berhad	General Hotline- 1800-88-1629
19.	Tokio Marine Insurans (M) Berhad	Catastrophe Claims Handling Process- Whatsapp: 03-20278488
20.	Tune Insurance Malaysia Berhad (Tune Protect Malaysia)	<ul style="list-style-type: none"> • Available 24/7 Flood Claims for motor vehicle: 1800-22-8863 • Available 24/7 Flood Claims for your Residential / Commercial Property: 03-79890310
21.	Zurich General Insurance Malaysia Berhad	General hotline: 1-300-888-622
22.	Malaysian Motor Insurance Pool	General hotline: 03-2080 6000

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Issued by: PIAM

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ABOUT PERSATUAN INSURANS AM MALAYSIA (PIAM)

PIAM is the national trade association of licensed direct and reinsurance companies for general insurance in Malaysia. Currently, PIAM has 25 member companies. More information on PIAM can be obtained from its website: www.piam.org.my