

ANNOUNCEMENT

PETALING JAYA BRANCH CLOSURE

We regret to inform you that our Petaling Jaya branch will be temporarily closed on 1 September 2026 due to business rationalisation, operational efficiency and consolidation of operations.

Alternatively, should you wish to enquire on your certificate or perform any certificate related transaction(s), please refer to the options below:

Transaction	Available Channel
Certificate Enquiry	<u>Enquiry Certificate Holder</u> • Customer Self Service Portal • Contact Call Centre at 1 300 22 9777 • E-mail to customercare@ammetlifetakaful.com
Payment	<u>Payment by Certificate Holder</u> • JomPay (Biller Code: 6460) • Online Payment (AmBank and Maybank2U) • Walk in to nearest AmBank Branch
Claims Submission and Certificate Servicing Request	<u>Claims Submission and Certificate Servicing Request by Certificate Holder</u> • E-mail completed Claim Form / Certificate Servicing Request to customercare@ammetlifetakaful.com • Mail or Courier Claim Form / Certificate Servicing Request to Head Office Attention To: <<Business Unit>> Level 23, Menara 1 Sentrum No. 201 Jalan Tun Sambanthan 50470 Kuala Lumpur

Please contact our Customer Care Centre at 1300 22 9777 or email us at customercare@ammetlifetakaful.com if you require further assistance.

We apologise for any inconvenience caused and we thank you for your patience and understanding.

From
The Management of AmMetLife Takaful Berhad