

ALERT:

Bank Negara Malaysia (BNM) had reviewed the insurance industry's clients' charters and advised that the industry establish processes to measure services against the published charters for long-term benefits.

In order to measure the customer service levels in the industry based on the Customer Service Charter (CSC), the industry has engaged Nielsen Malaysia (<http://www.nielsen.com/my>) to conduct a survey. The survey will be ongoing from **21 May - 7 September 2018.**

Should you be approached for this survey (through phone calls/face-to-face interviews), we would appreciate your participation to help us improve our customer service levels, to better serve you in the future.

In case of any doubt or if you wish to re-confirm this survey, kindly do call our customer service number at 03-2262 8666.

Thank you.