21 Dec 2017

The Chief Executive Officer

Dear Sir/Madam,

INSURANCE CUSTOMER SERVICE CHARTER

We refer to the above matter and are pleased to advise that PIAM, LIAM and MTA (with input from member companies) and BNM have formalised the Customer Service Charter (CSC) for the Insurance/Takaful Industry, copy attached.

BNM has informed that the service levels in the CSC would serve as a guide for insurance companies to follow but insurers are expected to have better service standards than these minimum levels.

All member companies are required to put this CSC up on your websites by 31 Dec 2017 and this will replace the previous Clients’ Charters.

For your information, we have separated the CSC into the 4 pillars (separate documents) and members may either publish this as a combined document or as separate pillars, based on your preference.

Thank you.

Yours faithfully

Secretariat
Persatuan Insurans Am Malaysia
(This is a computer generated circular and does not require a signature)

Distribution:- Member Companies

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