

How Ms Lian Li Yoong Humanizes Insurance

Chang C K
Policy (Q0109158)
09th April 2008

The Manager,
Claims Department
Level 14, Tower B
Dataran Maybank
No.1, Jalan Maarof
59000 Kuala Lumpur

MAYBAN GENERAL ASSURANCE B
(4157-A)
RECEIVED
-9 APR 2008
CUSTOMER SERVICE
DIVISION (CLAIMS)



Dear Sir,

Re : Commendable services from Claims Executive Ms Lian

Arising from a recent claim that I have made on my Maxihome House owner policy, I have the pleasure of being served by your Claims Executive Ms Lian Li Yoong.

I wish to put on record my appreciation to Ms Lian for her outstanding customer service and her speedy responses to my needs in contrary to the experience that I encounter in year 2002 on similar matters where changing Insurers did cross my mind.

I do hope that this customer approach will be the norm of all Maybank frontliners and I will certainly share this experience with my friends where house owner insurance is concern.

Thank you

Yours Sincerely

Chang C K

Good Job!