



PRESS RELEASE

FOR IMMEDIATE RELEASE

23 August. 2019

ETIQA TO PAY FLIGHT DELAY CLAIMS FOR TRAVELLERS AFFECTED BY KLIA1 OR KLIA2 SYSTEMS DISRUPTION

Kuala Lumpur – Etiqa would like to confirm that customers who have purchased travel insurance or takaful product from Etiqa will be able to claim compensation if their flight has been delayed for more than the stipulated number of hours in their policy contract, despite the delay being caused by a systems disruption at KLIA or KLIA2.

Etiqa's travel products honours claims for flights which have been delayed as a result of situations such as strikes, adverse weather conditions and mechanical breakdown of the carrier. However, delays due to disruptions of the airport systems are traditionally excluded from the benefits we offer to our travelling customers.

Kamaludin Ahmad, Group CEO, Etiqa Insurance & Takaful said, "Many Malaysians save for months or even years to be able to afford a holiday. They must be looking forward to exciting adventures and creating special memories with their family and friends. They would not have expected having such a harrowing experience right at the start of their journey due to the flight delays. Business travelers also suffer tremendously as they may have important meetings or events which cannot be rescheduled, so flight delays may force them to miss their plans altogether."

"We know we are unable to resolve the delays that are occurring, but we are definitely in a position to alleviate some of the pain. So for these special group of customers who have been affected by the systems disruption at KLIA/KLIA2 since yesterday, we are making an exception to pay out these flight delay claims even if it's not covered. 'We want to make the world a better place' is not just an aspiration, it's our organizational culture and brand promise," he added.

For those Etiqa customers affected, please whatsapp us at 019-650-7931 (available from 9am to 5pm from Monday to Friday) and provide your IC number, flight itinerary, boarding pass and bank account details for us to be able disburse the claim benefits to you. For enquiries during non-business hours, you may reach out to us at travelclaimscare@etiqa.com.my.

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About Etiqa

Etiqa is a true multi-channel distributor of Insurance and Takaful products via its 10,000 agency force, 46 branches and 17 offices, over 490 bancassurance network (via Maybank branches, third-party banks, as well as co-operatives and brokers) through its presence in Malaysia, Singapore, the Philippines and Indonesia.

Media contact:

Azita Azlan, Communication
T: 603 2785 5132
M: 012 289 0776
E: azita.a@etiqa.com.my

Putera Asyraf, Communication
T: 603 2785 5130
M: 014 238 6001
E: puteraasyraf.z@etiqa.com.my