

**We are ready to assist you should you have any enquiry or doubts about your policy**

Dear valued policyholder,

In our continuous efforts to provide quality customer service to you, our well-trained Customer Service Executives are ready to assist you with any enquiries related to your policy that includes general policy enquiries, policy benefits, premium payment options or any other dissatisfaction or doubts about your policy. You can get in touch with our Customer Service Executives at:

Address : Customer Service Unit  
Uni.Asia Life Assurance Berhad  
Bangunan Uni.Asia  
16 Jalan Tun Tan Siew Sin  
50050 Kuala Lumpur

Telephone No. : 03 - 2687 2020  
Fax. No. : 03 - 2026 6096  
E-mail : [customerservice@uniasialife.com.my](mailto:customerservice@uniasialife.com.my)

Should you remain unhappy with the clarification provided by our Customer Service Executives, you may refer the matter to the Financial Mediation Bureau (FMB). The FMB is an independent body set up to settle disputes between you and your financial services provider. You may get in touch with the FMB at:

Address : Financial Mediation Bureau  
Tingkat 25, Dataran Kewangan Darul Takaful  
4, Jalan Sultan Sulaiman  
50000 Kuala Lumpur

Telephone No : 03 - 2272 2811  
Fax. No. : 03 - 2274 5752  
Website : [www.fmb.org.my](http://www.fmb.org.my)

You may refer complaints, disputes and claims (where the claim amount does not exceed RM100,000) to the FMB.

All other cases which are not within the purview of FMB may be referred to the Customer Service Bureau (CSB) of Bank Negara Malaysia at the following address:

Address : Customer Service Bureau  
Insurance Regulation Department  
Bank Negara Malaysia  
Jalan Dato Onn  
50480 Kuala Lumpur.

Tel : 03-26988044 ext 7793/8171/8487/8540/7846/7964

However, the CSB, will not handle:

- complaints involving claims exceeding RM500,000 except if it relates to complaints on the quality of service and unfair claim handling;
- complaints which have been forwarded to FMB or the court, and referred by your legal counsel (except on confirmation of cover).

Our Customer Service Unit has been set-up to ensure that our policyholders are accorded with the best customer services always.

At Uni.Asia Life we believe in delivering financial solutions that fulfills today's needs and tomorrow's dreams through exceptional personalized service for life.