



NOTICE:

Flood Relief Assistance Program 2023 for Insurance Customers

7 March 2023

Dear Valued Customer,

We understand that the recent unexpected flash floods have caused a lot of distress and inconvenience for many people in the affected areas. Please know that we are here to offer our support and assistance in any way we can. Our Natural Disaster Response Team is always available and ready to provide you with the help you need. Don't hesitate to reach out to us for claims assistance during this difficult time.

Please find below the Frequently Asked Question (FAQ) on the Flood Relief Assistance Program 2023 for your reference:

Who should I contact for my flood insurance claims?	You may call our claims hotline at 1300 880 881 for motor claims and 03-7989 0310 for non-motor claims. Alternatively, you may WhatsApp us at 012-603 1978.
What documents do I need to submit to facilitate the claims for my car?	You may submit the following documents to the workshop: a. Vehicle registration card b. Copy of your National Registration Identity Card (MyKad) c. Cover note - if available d. Police report - Waived e. Driving license - Waived
What documents do I need to submit to facilitate the claims for my house?	Our appointed adjuster will get in touch with you once we have received your flood notification from our claim's hotline or WhatsApp.
Does my house insurance policy cover the clean-up costs?	Cleaning costs on the Insured property affected by the recent flood incident will be considered subject to the policy terms, conditions, and entitlements, applicable to Houseowner and Fire insurance with flood extension cover. Please contact us and we will assist you further.
Where can I get more information about this programme?	You may click here for more information.

*Only applicable for fire and motor policy holders.

If you have any questions or concerns, please do not hesitate to meet with our authorized intermediaries, visit any of our RHB Insurance branches or WhatsApp us at [012-6031978](tel:012-6031978).

Thank you.

Regards,

RHB Insurance Berhad (197801000983 (38000-U))
