

YOUR FEEDBACK MATTERS TO US

At MSIG, we go above and beyond in providing excellent services and fulfilling customer's satisfaction in every possible way. As we strive to give the best in our service, we truly appreciate your feedbacks and complaints regarding our products and services and we assure to manage them professionally.

HOW TO FILE A FEEDBACK OR COMPLAINT

Customer Feedback Form or Letter

Fax No.: 03-2026 8086

By Hand: Walk in to any of our branches nationwide and hand it over to our receptionist.

Send to: Customer Service Department
Level 15, Menara Hap Seng 2,
Plaza Hap Seng, No. 1, Jalan P. Ramlee,
50250 Kuala Lumpur.

Customer Service Hotline

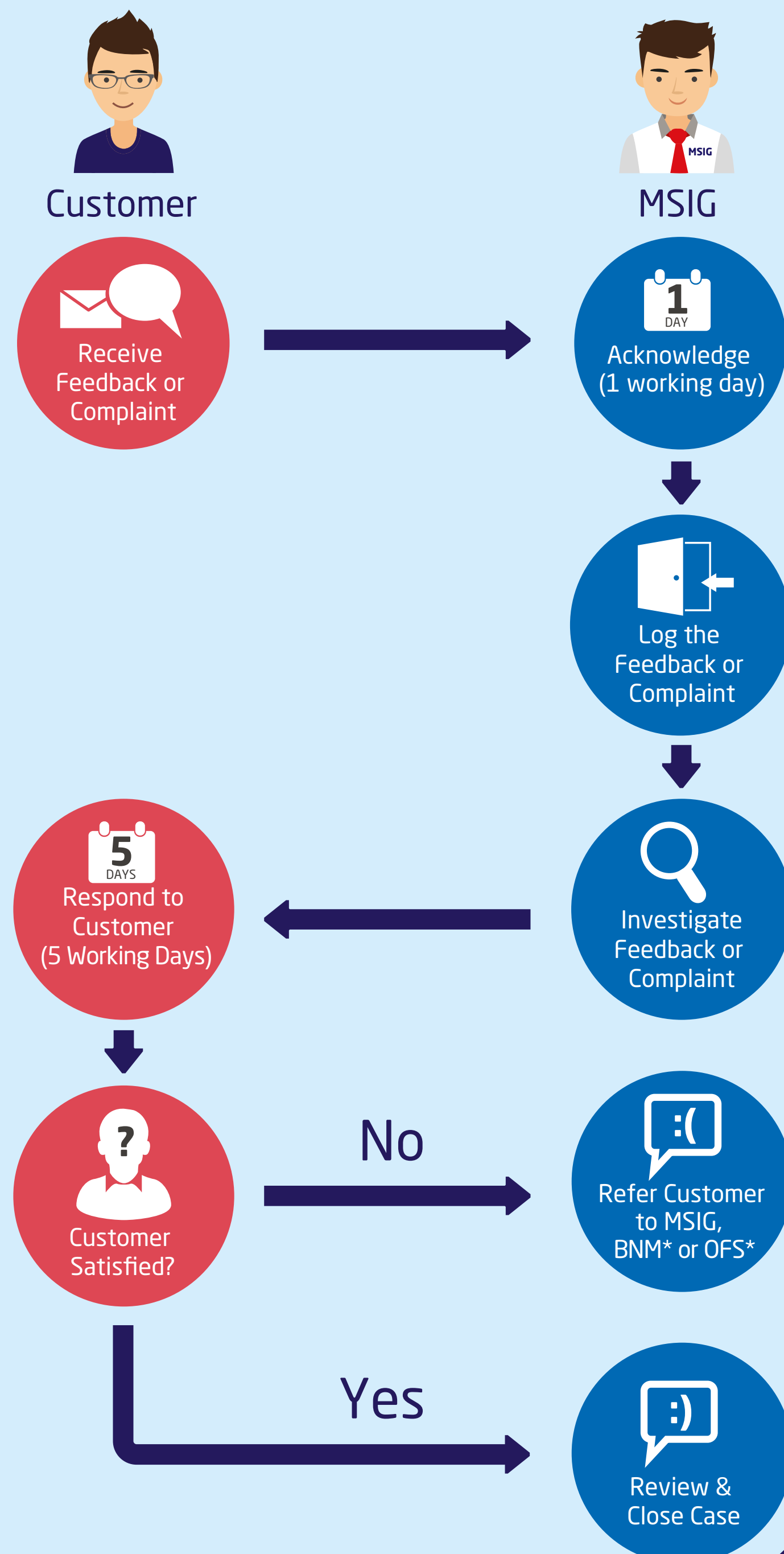
Phone No.: 1-800-88-MSIG (6744)

Online Feedback

Email to: myMSIG@my.msig-asia.com

Website: www.msig.com.my

FEEDBACK & COMPLAINT HANDLING PROCEDURE



Insurance
that sees
the heart
in everything

Legend

*BNM - Bank Negara Malaysia

*OFS - Ombudsman for Financial Services

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