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Malaysia Insurance Industry's Customer Satisfaction Index Survey

Bank Negara Malaysia (BNM) had reviewed the insurance industry's clients' charters and advised that the industry establishes processes to measure services against the published charters for long-term benefits.

To measure the customer service levels in the industry based on the Customer Service Charter (CSC), the industry has engaged Nielsen Malaysia (<http://www.nielsen.com/my>) to conduct a survey. The survey commenced on **1 June 2018 and will be ongoing until 9 November 2018.**

Should you be approached for this survey (through phone calls/face-to-face interviews), we would appreciate your participation to help us improve our customer service levels, to better serve you in the future.

In case of any doubt or if you wish to re-confirm this survey, kindly do call our customer service number at +603 2034 9888.

Thank you.

This is a computer-generated document and no signature is required.