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## Allianz General mobilises fast claims settlements, towing assistance for flood-affected customers

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**Kuala Lumpur, 18 December 2025** – Allianz General Insurance Company (Malaysia) Berhad (Allianz General) is ready to serve flood-affected customers with its comprehensive flood assistance measures, including fast flood claims settlements and towing assistance.

Amid the recent floods and heavy rainfall in parts of the country, and with more expected by year-end, Allianz General is committed to providing immediate relief to affected customers through a range of services designed to alleviate the challenges posed by floods.

"We have our Road Rangers tow trucks on standby across the country and we have also deployed six units of Allianz-branded 4x4s and a team of Adjusters to flood-affected areas, including Kedah, Kelantan and Klang Valley. Our proactive approach is aimed at expediting claims processes and achieving fast settlements, therefore relieving the financial strain on our customers," said Allianz General Chief Claims Officer, Damian Williams.

"Our priority is to ensure that our policyholders receive the assistance they need as quickly as possible. We understand the challenges that come with natural disasters, especially floods, and our team is dedicated to providing efficient and compassionate service to help our customers recover and rebuild," Damian added.

Policyholders are encouraged to notify Allianz General of their claims by calling 1-800-22-5542, upon which the claim process will commence promptly.

Free towing services are available for all Motor Car Comprehensive, Motorcycle Comprehensive, and Motorcycle Plus Comprehensive policyholders. Policyholders only need to contact the Allianz Road Rangers at 1-800-22-5542 for towing assistance.

For Motor policyholders with valid Special Perils cover, Allianz General has streamlined the claims process to ensure swift and efficient service. Policyholders just need to provide their policy details for identification purposes, facilitating a fast and seamless claims experience.

Claims settlements are also being fast-tracked for all customers, including for individual policies such as Smart Home Cover as well as commercial policies like Fire and Allianz Business Shield, whereby

policyholders will see settlements or interim payments processed within five days from Adjuster site attendance.

In addition, Allianz General is waiving the reinstatement value clause and mortgagee clause for individual policyholders affected by the floods, further easing the financial burden during this challenging time.

For commercial fire insurance policyholders, interim payment will be made within 5 days from Adjuster site attendance. In cases where claims cannot be settled within 28 days, another interim payment will be issued before the 30th day, ensuring continuous support to Allianz General customers.

To learn more about Allianz General's roadside assistance, Motor policies and Smart Home Cover, please click here: <https://www.allianz.com.my/personal/home-motor-and-travel.html>. For more information on Allianz General's commercial policies, please contact an authorised Allianz agent today or visit <https://commercial.allianz.com/global-offices/malaysia.html>.

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**About Allianz in Malaysia**

Allianz Malaysia Berhad ("Allianz Malaysia"), an investment holding company and a subsidiary of Allianz SE, operates through two insurance subsidiaries: Allianz General Insurance Company (Malaysia) Berhad ("Allianz General") and Allianz Life Insurance Malaysia Berhad ("Allianz Life"). Allianz General is one of the leading general insurers in Malaysia, offering a broad range of services across personal lines, small to medium enterprises, and large industrial risks. For the 2024 financial year, Allianz General's Gross Written Premiums (GWP) reached RM3.42 billion. Allianz Life offers a comprehensive range of life and health insurance products, as well as investment-linked products. For the 2024 financial year, Allianz Life recorded a GWP of RM3.83 billion, making it one of the fastest-growing life insurers in Malaysia. Allianz Malaysia operates 30 branches nationwide. In 2024, Allianz Malaysia Berhad was named Best Digital Insurer by InsuranceAsia News in the Country Awards for Excellence 2024. Allianz General received the award for General Insurer of the Year by InsuranceAsia News in 2024.

To learn more about Allianz Malaysia, visit [allianz.com.my](https://allianz.com.my)

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**About Allianz**

The Allianz Group is one of the world's leading insurers and asset managers serving private and corporate customers in nearly 70 countries. Allianz customers benefit from a broad range of personal and corporate insurance services, ranging from property, life and health insurance to assistance services to credit insurance and global business insurance. Allianz is one of the world's largest investors, managing around 761 billion euros\* on behalf of its insurance customers. Furthermore, our asset managers PIMCO and Allianz Global Investors manage about 1.9 trillion euros\* of third-party assets. Thanks to our systematic integration of ecological and social criteria in our business processes and investment decisions, we are among the leaders in the insurance industry in the Dow Jones Sustainability Index. In 2024, over 156,000 employees achieved total business volume of 179.8 billion euros and an operating profit of 16.0 billion euros for the Group.

\* As of September 30, 2025.

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