

We are thrilled to become one team, one family!

Pursuant to a Vesting Order granted by the High Court of Malaya, we are merging and moving together as one.

As our customers, the following FAQs will help to respond to your enquiries. Do reach to us if you need further information on this.

FAQs by Topic

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General Background on Legal Merger

What is the new company name?

AmGeneral Insurance Berhad, however all consumer brands will still maintain respectively (Kurnia, AmAssurance & Liberty Insurance).

Is there any change in policy coverage and benefits pursuant to the recent announcement?

We assure you that all your rights, coverage and benefits in respect of your general insurance policy will remain valid and unaffected in any way.

How have we explained legal merger to our customers?

We will inform our customers of our legal merger through several communication channels:

- 1) **Liberty customers will receive a Covering Letter attached with their policy or endorsement documents.**
- 2) **There will be banners on our corporate websites, effective April 1**
 - libertyinsurance.com.my
 - amgeneralinsurance.com
- 3) **There will be banners on our social media sites, effective April 1**
 - **Liberty:** Facebook, Instagram, YouTube
 - **AmGeneral:** Facebook, Instagram
- 4) **There will be a newspaper advertisement including our vesting order and notice to policyholders on April 3**
 - Advertisement in English
 - Advertisement in Bahasa Malaysia

Sample content included in these communications include:

Effective from April 1, 2023, we are pleased to announce that pursuant to a Vesting Order dated 9 March issued by the High Court of Malaya, AmGeneral Insurance Berhad and Liberty Insurance Berhad have merged as a single entity and will move forward together as AmGeneral Insurance Berhad. We assure you that all your rights and benefits in respect of your Liberty insurance policy and claims will remain valid, and unaffected in any way.

Customer Contact Channels

There are no changes to our business process or contact methods at legal merger. Appended below are the relevant channels available for customers to reach us:

Liberty Contact Channels:

By phone –

1800 88 5005 for Emergency roadside assistance (24 hrs)

1300 888 990 or 03-2619 9000 for sales, service & claims (Mon-Fri: 8.30am-5.15pm)

03-7965-3977 for Worldwide emergency medical or travel advise assistance (24 hrs)

By email –

customercare@libertyinsurance.com.my (official email for Enquiries/ Complaints)

quotation@libertyinsurance.com.my (Direct Telesales)

Through website – www.libertyinsurance.com.my

Social media engagements: ([Facebook](#)) ([Instagram](#)) ([YouTube](#))

Branch Counters Nationwide

AmGeneral Contact Channels:

By phone – 1800-88-3833 or 1800-88-6333 (24 hrs for breakdown assistance)

By email –

customercare@amgeneralinsurance.com

customer@kurnia.com

customer@amassurance.com.my

Feedback-amg@amgeneralinsurance.com

customercomplaint@kurnia.com

Through website –

www.kurnia.com

www.amassurance.com.my

Social media ([Facebook](#))

Branch Counters location nationwide

One Touch App

Customers will need to request accident or roadside assistance from their respective brands:

- Kurnia Auto Assist
By phone – 1800-88-3833 or 1800-88-6333 (24 hrs for breakdown assistance)
- Liberty Emergency Roadside Assistance
1800 88 5005 for Emergency roadside assistance (24 hrs)

Claims Questions

What will happen to my claims registered before official merger?

There is no change to existing claim process to customers as a result of legal day merger official date. Customer's claim process remains unchanged of the respective brand channels whether the product is offered by Liberty/ Kurnia/ AmAssurance.

Does legal merger affect existing and/or new claims?

There is no change to customers as a result of legal day merger official date. Customer's claim remained unchanged of the respective brand channels whether the product is offered by Liberty/ Kurnia/ AmAssurance.

Are there any changes to claims submission process (including notification channels/sources) or systems?

There are no changes to the business operations of Liberty/ Kurnia/ AmAssurance at present, therefore please contact the respective brand channels that are readily available.

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