

Customer Service Satisfaction Survey

Selected policyholders of MCIS Insurance will be contacted by Nielsen Malaysia (<http://www.nielsen.com/my>) for a customer satisfaction survey. The survey will be conducted from 26 June to 30 August 2018.

This is an industry wide survey involving all member companies of the Life Insurance Association of Malaysia (LIAM), Persatuan Insurans Am Malaysia (PIAM) and Malaysian Takaful Association (MTA), in consultation with Bank Negara Malaysia (BNM).

The objective of the survey is to obtain customer feedback in respect of the Customer Service Charter introduced from January 2018 onwards.

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 call us via +603 7652 3388 during office hours.

Thank you.

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