

Date: 2 April 2025

Dear Policyholders and Valued Business Partners,

1 April 2025 Pipeline Gas Explosion in Putra Heights

All of us at the Pacific family extend our heartfelt sympathies to all the families affected by this incident.

We, as your trusted insurance partner, would like to assure you that we have put in place several measures below to aid and ease the burden during these difficult times.

(A) Non-Motor Claims: Contact Details of Appointed Adjuster

Notification of Claim

The Company has appointed Malayan Adjustment Company Sdn Bhd as the designated adjuster who is on stand-by to attend to your claim and to assist you in preparation and submission of your claim.

Intermediaries or Policyholders can call the appointed loss adjuster to notify us of the claims arising from this loss.

Malayan Adjustment Company Sdn Bhd

Julius Lim (016-228 7096 / juliuslim@macsb.com.my)

Please let them have details such as Policy Number, Contact Person and Contact Number during your notification of claim.

(B) Motor Claims: Waiver of Police Report and Bomba Report

We have waived the necessity of a police report and Bomba report for motor claims in respect of this Pipeline Gas Explosion incident on 1 April 2025.

Affected policyholders will only need to provide photos in lieu of the police report to substantiate the loss.

Affected policyholders should call the Pacific Roadside Assistance number at 1800-88-4488 for towing assistance to the nearest workshop for claim submission.

Our adjusters and claims staff will prioritize and process these claims promptly.

Please always rest assured of our prompt, fair and friendly service at all times.

Should you require further clarification, please feel free to contact our Customer Service at 1800-88-1629 or email us at customerservice@pacificinsurance.com.my

Thank you and stay safe.

The Pacific Insurance Berhad