

New WhatsApp Number for Customer Service

Dear valued partners,

In line with our continued efforts to strengthen customer engagement through digital conversational channel, we are pleased to introduce a new WhatsApp contact number, making it easier for customers to connect with us in a convenient, seamless, and genuinely caring way.

Effective **21st July 2025**, Generali Insurance Malaysia Berhad's Customer Service will be available on WhatsApp at our new number: **012-950 4261**. This new WhatsApp number will serve as an alternative contact channel and will be officially published across all Generali platforms, including our corporate website and mobile app.

What You Need to Know:

- Customers can use this channel to request for information about:
 1. Panel Windscreen Repairer
 2. Panel Motor Workshops
 3. Panel Hospitals
 4. Branch Network
 5. 24-Hour Roadside Assistance
 6. Chat with Customer Service
- Our WhatsApp service is available 24/7 for the above Option 1 to 5, while Option 6 - Chat with Customer Service is available only during business hours: Monday to Friday, 8:45 AM to 5:00 PM (excluding public holidays).

We appreciate your support in informing customers about the new WhatsApp number for Customer Service.

Should you require any further enquiries, please do not hesitate to contact your servicing officer at Generali Insurance Malaysia Berhad.

Thank you.

Issued by,
Customer Experience
Generali Insurance Malaysia Berhad