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(By ISM CDS Circulation)

21 December 2017

To : All MTA Member companies

**INSURANCE AND TAKAFUL INDUSTRY CUSTOMER SERVICE CHARTER AND CUSTOMER SATISFACTION INDEX**

We refer to MTA Notice MTA\_OP\_091\_2017 and MTA\_OP\_117\_2017.

We are pleased to inform member companies that the Joint Insurance and Takaful Working Group (WG) of MTA, LIAM, PIAM and Bank Negara Malaysia (BNM) has formalized the Customer Service Charter (CSC) for Insurance and Takaful Industry.

BNM has informed that the service levels in the CSC would serve as a guide for Takaful Operators to follow but Takaful Operators are expected to have better service standards than these minimum levels. The CSC is attached for member companies' attention.

All member companies are required to put this CSC up on your websites by **31 Dec 2017** and this will replace the previous Clients' Charters.

Please be informed accordingly and kindly disseminate this information to the relevant department in your organisation.

Thank you.

Yours sincerely,

**SECRETARIAT**  
**Malaysian Takaful Association**

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