

## AGENDA

### "CRASH, BOOM BANG!" MEDIA ROUNDTABLE

(Accidents, motor claims & debunking the myths)



30 June 2021

- 11.00am : Welcome and introduction to panel
- 11.05am : Problem statement: Misconceptions about motor insurers  
*"Accidents, tow trucks, workshop woes & long drawn claims processes"*  
**By Zakri Khir, CEO of Allianz Malaysia Berhad**
- 11.15am : Solution 1 - Panel workshop revamp exercise  
*"Allianz General embarks on a panel revamp to combat corrupt practises & raise the bar on services"*  
**By Sean Wang, CEO Designate of Allianz General Insurance Company (Malaysia) Berhad**
- 11.25am : Solution 2 : Allianz Road Rangers  
*"Humanising services & addressing all customer pain points with Allianz Road Rangers 7 touch points"*  
**By Damian Williams, Head of Claims, Allianz General Insurance Company (Malaysia) Berhad**
- 11.40am : Allianz General & #RASUAHBUSTERS - driving the "Kami anti rasuah" message  
**By Zakri Khir, CEO of Allianz Malaysia Berhad**
- 11.50am : Media Q & A