

## FWD Takaful refute COVID-19 rumours

4 September 2020 - FWD Takaful Berhad (“FWD Takaful”) refutes a viral claim that one of its agents has tested positive for the COVID-19 virus as disseminated via a messaging application. We strongly advise the public to follow verified news and information outlets and refrain from spreading false information that may cause panic among the public. We’ve lodged a report to the Malaysian Communications and Multimedia Commission (MCMC) over the rumours and allegations.

We’ll continue to strictly adhere to infection control policies and processes by taking multiple preventive measures, including filling health screening and self-declaration forms and taking the body temperature of everyone who visits our office and training centre. Personal hygiene items such as masks and hand sanitisers are regularly provided for agents and employees to use.

We advise our agents and employees to remain calm, always observe good personal hygiene, maintain a healthy lifestyle and continue to perform and contribute their best in their respective areas.

If you’ve any questions about this incident, please do not hesitate to call 1300 13 7988 or email [contact.my@fwd.com](mailto:contact.my@fwd.com).

## FWD Takaful menafikan khabar angin berkenaan kes COVID-19

4 September 2020 - FWD Takaful Berhad (“FWD Takaful”) menafikan dakwaan yang ditularkan melalui aplikasi pesanan bahawa salah seorang ejennya telah didapati positif COVID-19. Kami menasihati orang ramai untuk memastikan kesahihan berita dan tidak menyebarkan maklumat palsu yang boleh menimbulkan suasana panik di kalangan orang ramai. Kami telah membuat laporan kepada Suruhanjaya Komunikasi dan Multimedia Malaysia (SKMM) mengenai khabar angin dan tuduhan tersebut.

Kami akan terus mematuhi polisi dan prosedur kawalan jangkitan dengan mengambil langkah-langkah pencegahan, termasuk mengisi borang pemeriksaan kesihatan dan pengisytiharan kesihatan diri serta mengambil suhu badan setiap orang yang mengunjungi pejabat dan pusat latihan kami. Kami juga sentiasa menyediakan barangan penjagaan diri seperti penutup mulut dan hidung serta pembersih tangan untuk digunakan oleh ejen dan kakitangan kami.

Kami menasihati semua ejen dan kakitangan supaya bertenang, sentiasa menjaga kebersihan diri, menjaga gaya hidup sihat dan terus memberikan perkhidmatan yang terbaik dalam melaksanakan tugas masing-masing.

Sekiranya anda mempunyai sebarang pertanyaan mengenai insiden ini, sila hubungi kami di talian 1300 13 7988 atau e-mel [contact.my@fwd.com](mailto:contact.my@fwd.com).