



18 March 2020

**Dear Valued Members, Clients, Medical Providers, and Business Associates**

Following our Malaysian Government's directive on the Restriction of the Movement Order from 18 March 2020 until 31 March 2020 ("RMO period"), all government and private premises (except those providing essential services) must close during that RMO period.

PMCare remains at your side during this difficult time. We have put in place a number of measures to ensure we have business continuity during this RMO period. While we maintain operations during this RMO period, the safety of our staff, clients, Members, medical providers, and business associates remain of paramount importance to us.

**Business Continuation**

We are prepared and equipped to continue providing our services that you expect from us. Our Careline Call Centre will operate 24 hours to facilitate any issuance of the Guarantee Letter for cashless access to our panel medical providers. All our Accounts Relationship Managers ("ARMs") and Provider Network Managers ("PNMs") can be reached through their phones and emails.

**Meetings**

Pursuant to the Government's directive and advice on social distancing, face-to-face meetings with clients or business associates are temporarily not encouraged. Nevertheless, we do have facilities available for telephone and video conferencing to facilitate any discussions.

**Urgent Matters**

We appreciate that you may have urgent queries during this RMO period. Our ARMs and PNMs are ready to assist and deal with such matters. Please contact your usual ARM or PNM. In the event your usual ARM or PNM is not available due to illness or inability to work, we will advise you the replacement accordingly.

These are challenging and uncertain times. However, we are confident that all of us can overcome this together.

We wish you good health and safety during this challenging RMO period and beyond.

**MANAGEMENT**

**PM CARE SDN BHD** (458443-P)  
(A Sumitomo Corporation Group Company)

