

Communication – Customers

Website FAQ

Question	Answer
<ul style="list-style-type: none"> How can customers access Manulife services? 	<p>Customers can access all Manulife services without interruption through our existing service channels, including support from insurance agents, our toll-free Customer Service Hotline at 1800 211 211, email support at customer_service_kh@manulife.com, and digital channels such as the Manulife Cambodia mobile app and Manulife Official Facebook Messenger. Customers traveling to Phnom Penh or Siem Reap are also welcome to visit our Phnom Penh Head Office or Siem Reap Branch Office.</p>
<ul style="list-style-type: none"> How can customers make premium payments without visiting a provincial branch? 	<p>Customers can pay their premiums easily and securely through several convenient options, including the Manulife Cambodia mobile app, partner bank mobile banking app, Wing agents nationwide, and bank transfers. For more information on payment methods, please visit our Manulife Website or call our toll-free Customer Service Hotline at 1800 211 211.</p>
<ul style="list-style-type: none"> How can customers request policy servicing or make policy updates? 	<p>Customers can request policy servicing through the Manulife Cambodia mobile app, their insurance agent, our toll-free Customer Service Hotline at 1800 211 211, or email at customer_service_kh@manulife.com. Services such as updating personal details, reviewing policy information, and accessing policy documents can be handled quickly and conveniently through Manulife Cambodia mobile app ensuring seamless service continuity.</p>
<ul style="list-style-type: none"> How can customers submit and follow up on claims? 	<p>Customers can submit claims through our online platform, the Manulife Cambodia mobile app, their insurance agent, or by calling the Customer Service Hotline (1800 211 211). Our claims process and service standards remain unchanged, and customers will continue to receive guidance, updates, and timely claims handling through phone, email, and digital channels. For faster updates and added convenience, we encourage customers to use the mobile app.</p>
<ul style="list-style-type: none"> Will the closure of provincial branches affect existing policies, coverage, or benefits? 	<p>No. All policies remain fully valid, and coverage, benefits, and contractual commitments remain unchanged. The closure of provincial branches does not affect Manulife Cambodia’s obligations to customers. We remain fully committed to honoring every policy as promised.</p>
<ul style="list-style-type: none"> Are in-person services still available for customers who need them? 	<p>Yes. Our nationwide insurance agents remain available to meet customers by appointment, ensuring continued access to face-to-face support when needed. Customers can contact their insurance agent directly or check the Manulife Cambodia mobile app for agent contact details. They may also call the Customer Service Centre (1800 211 211) for assistance with arrangements. Customers traveling to Phnom Penh or Siem Reap are also welcome to visit our Phnom Penh Head Office or Siem Reap Branch Office.</p>
<ul style="list-style-type: none"> What is Manulife Cambodia’s commitment to customers during this transition? 	<p>Manulife Cambodia remains fully committed to serving customers with care, professionalism, and continuity. While some service locations are changing, our service standards, availability, and customer commitment remain the same. We will continue to communicate clearly and support customers through all available service channels.</p>
<ul style="list-style-type: none"> Will customers outside of Phnom Penh and Siem Reap receive the same support and service quality? 	<p>Yes –Our service channels cover all provinces: our toll-free hotline can be reached from anywhere, our insurance agents operate in every province, and our digital platforms are available 24/7 wherever you have internet or phone access.</p>