

MSI Introduces Claims Repair Status Enquiry via SMS

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Mitsui Sumitomo Insurance (Malaysia) Bhd (MSI) together with Merimen (M) Sdn Bhd (Merimen) is introducing mobile interactive service to enable MSI customers to check claim and repair status via SMS.

In a statement on Dec 19, MSI said the mobile interactive service, built on top of Merimen online motor claims solution, provided flexibility and portability to customers.

It said this had also introduced transparency to its claims procedure by sending periodic SMS updates of the claim to customers.

MSI executive director Susumu Ichihara said: "The claims enquiry via SMS provides service differentiation to our valued customers. With this interactive service, our customers can check their claim status their convenience."

This service is provided by AKN MTECH.