

## Penang Branch Relocation Notice

Dear Valued Policy Owners and Business Partners,

Kindly be informed that our Penang Branch office will be relocating to the following address effective 16 January 2023.

As part of our effort in moving towards digital platforms, Self-Service Terminals will be made available at Penang Branch upon relocation. You may access the terminals for self-help (Customer / Agency Portal) or video call our customer service representatives for virtual assistance via the terminal. We strongly encourage you to use our available digital platforms for payments, servicing requests, document submissions and enquiries. For a seamless transition, there will be a service ambassador at the branch to assist you in using the self-service terminal.

Alternatively, if necessary, kindly visit us at our Butterworth Branch should you prefer a face to face interaction.

	Penang Branch (Self Service Centre)	Butterworth Branch
Address	No.3-1-08, Queens Residences Q2, Jalan Bayan Indah, 11900 Bayan Lepas, Penang	No 11 Jalan Todak 5, Pusat Bandar Seberang Jaya, 13700 Seberang Jaya, Penang
Customer Service	Self-Service Terminal (with virtual assistance)	Face to Face Customer Interaction
Operating Hour	Monday - Friday : 8.40am to 4.30pm	Monday - Friday : 8.40am to 4.30pm

Please do not hesitate to contact our Customer Care Hotline at 03-26033999, e-mail us at [customercare@tokiomarine.com.my](mailto:customercare@tokiomarine.com.my) or your servicing agent should you require further assistance or clarifications.

Thank you.

The management of Tokio Marine Life Malaysia Berhad