

With a history of over 140 years, building and strengthening partnerships, our services are now delivered through a network that spans 46 countries/regions. With our vision to be a Good Company, we have never lost sight of conducting business and serving our customers with

Integrity,  
Passion and  
Quality.



**In need of an insurance solution? Talk to us.**

Every step you take in life should move you forward. And if the next step is a new focus in life and health or expanding your business to the region and beyond, Tokio Marine's range of Life and General Insurance solutions will keep you covered, so you can focus on what matters to you.

**TOKIO MARINE. READY FOR WHAT'S NEXT.**



**TOKIO MARINE**  
INSURANCE GROUP



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**ESTABLISHED** in 1879 as Japan's first insurance company, Tokio Marine is one of the leading insurers with an established network across the globe. Today, Tokio Marine offers an extensive selection of general and life insurance products and solutions in 46 countries/regions worldwide.

In Malaysia, its presence dates back to 1957 when the company and Fire Insurance Company Limited commenced an underwriting business. Tokio Marine (Insurans) Malaysia Bhd (TMIM) was then established in 1974 for general insurance. Tokio Marine then ventured into Malaysia's life insurance business with Tokio Marine Life Insurance Malaysia Bhd (TMLM), after acquiring TM Asia Life Malaysia Bhd in March 2007.

**To be a 'Good Company' and putting customers first**

Tokio Marine's success is built upon its corporate vision to be a "Good Company". Since its inception, the organisation has looked beyond profit to deliver fully on its commitments, and has leveraged on its diverse and talented staff, empowering them to deliver high-quality results to their customers.

This is reflected in its extensive selection of general and life insurance products. Each insurance product offered is established upon a broad distribution network based on multiple partnerships and collaborations with agency channels, brokers, intermediaries and banks.

**Tokio Marine Malaysia**

As the general insurance arm, TMIM's

main purpose is to protect customers and society in their times of need. Providing value beyond insurance claims payment will likely become more important in a business environment undergoing major changes, including natural disasters, acceleration of DX (digital transformation) spurred by the Covid-19 pandemic, and changes in customer behaviour. Meaningful change depends on reimagining itself to meet the changing expectations of customers through its products and services, where it can refine its approach and strengthen its impact on social issues while solidifying its foundation for sustainable growth.

For TMLM, the life insurance arm, strong customer trust is the foundation for everything it does. TMLM has over 4,000 agents nationwide ready to serve all Malaysians, focusing on enabling customers to access a comprehensive suite of life insurance solutions to meet their needs. An exclusive bancassurance alliance with RHB Bank has also solidified TMLM's position as one of the top insurance companies in the country. Always looking ahead, TMLM continuously evolves by focusing on delivering a seamless customer experience digitally through various digital transformation initiatives.

**Evolving with the times**

Commenting on the 40th anniversary



**TMLM Chief Executive Officer**  
Toi See Jong



**TMIM Chief Executive Officer**  
Ng Hang Ming

of the Look East Policy (LEP), TMIM's Chief Executive Officer, Ng Hang Ming, says: "LEP has greatly contributed towards strengthening bilateral ties between Malaysia and Japan. Similarly, our corporate philosophy 'To Be a Good Company' is instrumental in the transfer of knowledge and work ethics from Japan, enabling TMIM to provide safety and security to our customers in their moment of need. This has always been our purpose since day one and we look forward to expanding our role in the years to come."

TMLM's Chief Executive Officer, Toi See Jong, adds: "Since TMLM started in 2007 and along with the involvement of LEP, we continue to combine both Japanese and local expertise that enable us to achieve consistent growth. While we serve local companies, we have also always looked towards enhancing the collaboration between Malaysia and Japan by offering life insurance solutions through employee benefits to all Japanese companies in Malaysia. Going forward, we will strive to contribute to the economic and social development in Malaysia, while continuing to be a 'Good Company'."

Armed with a wealth of experience in the insurance and financial space, with a strong commitment to customer satisfaction and an insatiable desire to grow, Tokio Marine remains steadfast in maintaining its position as a global leader in insurance. By delivering reliability, peace of mind and excellence to its stakeholders, the company is intently focused on enhancing customer trust by achieving quality results to ensure their financial needs and their loved ones are taken care of.