

Temporary Closure of TMLM Kota Bharu Branch Notice

19 December 2022

Dear Valued Policy Owners and Business Partners,

Please be informed that our Tokio Marine Life Insurance Malaysia Bhd. (TMLM) branch in Kota Bharu will be temporarily closed, due to the flood that prevented our staff from traveling to the office.

We will make another announcement once the branch is reopened. Rest assured, we remain committed to ensure that there would be minimal disruptions to the business and its services. While our other branches remain open, we encourage you to use our secured online platforms to make payment and support essential services.

As our customer, you will be able to conduct the services below on the Customer Portal (<https://www.tokiomarinelife.com.my/eServices/index.html>).

- Policy Inquiry
- Self Service
- Make policy premium and policy loan payments
- Retrieve policy documents
- Submit Claims (New and Query document)
- Track your claim submissions
- Submit servicing request by downloading the forms from our Corporate Website and email to us the duly completed request

You may also download the oneTokio mobile application to stay updated on the go.

(<https://www.tokiomarine.com/my/en/personal/resources/self-service/your-policy-at-your-fingertips.html>).

For enquiries:

Email customercare@tokiomarinelife.com.my

Customer Care Hotline 03-2603 3999 (available from 8.40am to 5.30pm, Monday to Friday)

As our partner, please use the links below to access our online services.

Agency Portal: <https://www.tokiomarinelife.com.my/agency/login.asp>

Banca Portal: <https://e-banca.tokiomarinelife.com.my/banca/login.asp>

Thank you for your understanding and full co-operation.

The management of Tokio Marine Life Malaysia Berhad