

# Medical Fund To Support Customers During This Challenging Period

TO ease the burden of our public healthcare, the government has expressed its intention to outsource Covid-19 treatments to private hospitals.

To end the Covid-19 pandemic, the government has also implemented the National Covid-19 Immunisation Programme on Feb 26. As some of Tokio Marine Malaysia's medical plans do not cover Covid-19, the company has proactively designed and launched a special RM5 million "Tokio Marine Covid-19 Medical Assistance Fund" to support our government's initiatives and to assist our customers during this difficult period. Our customers will find this fund handy in any case such a need arises.

There are 2 initiatives under this new fund. The first initiative is Covid-19 Medical Expenses Assistance, which aims to assist customers who own individual medical plans that carry exclusion on 'communicable diseases that required quarantine by law'. It will reimburse the medical expenses that result from hospitalisation due to Covid-19 for the amounts of up to RM5,000 for Category 3 patient, up to RM10,000 for Category 4 patient and up to RM20,000 for Category 5 patient if any of these customers are referred by Ministry of Health Malaysia (MOH) to any MOH

designated private hospitals. The second initiative is Post Covid-19 Vaccination Support, which aims to aid customers whose individual medical plan has the exclusion clause on 'preventive medicines or treatments'. If any of these customers has to be admitted to any MOH designated hospital due to any serious adverse effects resulting from the Covid-19 vaccination received, this initiative will reimburse the hospitalisation expenses of up to RM5,000. The Covid-19 Medical Expenses Assistance will be available until June 30, 2021, while the Post Covid-19 Vaccination Support will be available until Dec 31, 2021, or whenever the RM5 million fund has been fully utilised, depending on which comes earlier.

Toi See Jong, Chief Executive Officer of Tokio Marine Life Insurance Malaysia Bhd, said: "Since the beginning of the pandemic, Tokio Marine Malaysia has been continuously putting initiatives in place to support our customers, our partners, as well as our society. This fund is another effort to continue reinforcing our Good Company values of looking beyond profit."

Ng Hang Ming, Chief Executive Officer of Tokio Marine Insurans (Malaysia) Berhad, said: "As the situation with Covid-19 remains fluid, it is important that Tokio Marine Malaysia is able to provide customers with solutions and security to stay safe."



On top of the many initiatives, Tokio Marine Life Malaysia is also focusing to ensure our customers, partners, employees and their families remain safe, in addition to preventing the further spread of the virus. With this in mind, the company is optimising its digital platforms to provide continuous support for essential services to the customers such as policy servicing, secured online cashless payment, online claims submission. As part of the digital journey, Tokio Marine Life Malaysia has also launched "oneTokio", a mobile application aims to provide a one-stop solution for customers. Customers can now access their policy details such as medical claims history, statement of their policies and premium payment statement for income tax filing purpose at their fingertips. oneTokio also provides useful information

to the customers, such as panel hospital locators and checking of unclaimed money.

Tokio Marine Malaysia extends its sympathies to all those who are affected by Covid-19 and encourages all Malaysians to stay safe. We understand that this is a difficult and challenging period. Hence we would like to assure you that we are committed to always put our best effort forward to support our customers and the community. We would also like to take this opportunity to remind you to adhere to the SOPs established by the government and to take good care of your health.