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Tokio Marine Life launches online service to check unclaimed monies

KUALA LUMPUR: Tokio Marine Life Insurance Malaysia Bhd, the first Japanese-owned life insurance company in Malaysia, has launched an online service for the public to check unclaimed money status.

Chief executive officer Toi See Jong said the introduction of the service was part of the

company's on-going digitisation process in providing a seamless customer experience.

"We envisage our customers can benefit from this online checking facility. By providing this service, we hope it will encourage other financial institutions to follow suit so that the public is aware of the forgotten

monies," he said in a statement yesterday.

The unclaimed money checking facility comes from the recently launched e-Claims service, which allowed customers to submit online claims via its customer portal.

He said the paperless service expedited the claims process

and enabled claim payout faster, through direct remittance to customer's bank accounts.

"We will soon introduce an application in quarter four by giving customers the convenience and flexibility to access policy details and perform transactions," Toi added. — Bernama