

Frequently Asked Questions (FAQs)

1. How to login to oneTokio?

- (a) If you have registered at e-Services before, please login with the same NRIC/Passport Number and password as e-Services.
- (b) If this is your first time logging into e-Services, we have pre-registered you. Press "Forgot Password" to retrieve a temporary password. It will be sent to your registered phone number/email for your first time login. You will be requested to reset your password upon successful login.

Subsequent changes to the password in either oneTokio or e-Services shall be reflected to both platforms concurrently.

2. My account is locked. How should I proceed?

For security purpose, an account which has not been used for 90 days will become inactive. To unlock and reactivate your account, select "Forgot Password". A temporary password will be sent to your registered phone number/email. Login to oneTokio with the temporary password and change your password upon successful login.

3. I forgot my password. How can I get a new one?

You may press "Forgot Password" to obtain a temporary password via SMS / email. Login to oneTokio with the temporary password and change your password upon successful login.

4. I am the Life Assured of the policy, why can't I login to oneTokio?

You can only login to oneTokio or e-Services if you are the policy owner or absolute assignee of policy(ies).

5. If I am still not able to login to oneTokio, what should I do?

You may call our Customer Care Hotline during business hours at 03-26033999 or email customer care@tokiomarinelife.com.my

Business Hours:
Monday to Friday - 8:40 am - 5:30 pm

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