



NEWS RELEASE

Tokio Marine Life Introduces Online Claims Service

Kuala Lumpur, 8 August 2017 – Tokio Marine Life Insurance Malaysia Bhd (Tokio Marine Life) has introduced a new digital feature service called e-Claims, that allows its customers to submit online claim via its customer portal 24/7.

Tokio Marine Life customers need only to perform four simple steps – login to customer portal; fill up claim details; upload claim documents and submit after validation of the banking details, to complete the claim process.

The paperless service is secure, personalised and faster. It comes with a smart feature to auto detect the policies that have the relevant benefits to claim for. Throughout the claims process, claimants will receive email and SMS notifications on every touch point.

“We aim to be customer-centric. Hence, we pride ourselves in going digital by introducing this innovative insurtech initiative to deliver outstanding customer experience” said Mr Toi See Jong, CEO of Tokio Marine Life.

Besides e-claims service, Tokio Marine Life customers can also check policy details and update personal contact information through the customer portal. The user-friendly portal even allows customer to download e-statement and forms (premium payment option, payout payment options, policy changes and request, and claims forms) anytime anywhere.





The introduction of e-Claims is part of Tokio Marine Life's corporate sustainability initiative. The paperless claim process would help to reduce the environment impact caused by deforestation. Customers can access Tokio Marine Life's website <http://www.tokiomarine.com/my/en/personal/resources/self-service.html> or visit Tokio Marine Facebook page to know more about this innovative service.

The life insurance industry has registered an increase of 5.1% in claims payouts amounting to RM9.7 billion in 2016 as compared to RM9.2 billion in 2015. With ever increasing claims submission, Tokio Marine Life brings innovation to the forefront, to replace the conventional manual claims procedure, which is time consuming; travelling to branches or meeting agents to submit documents is a thing of the past.

###

About Tokio Marine Life Insurance Malaysia Bhd

Tokio Marine Life Insurance Malaysia Bhd ("Tokio Marine Life") has over 65 years of presence in Malaysia and is financially strong with total assets of RM7.88 billion**. Today, Tokio Marine Life is a member of Tokio Marine Group in Japan with more than 36,900 employees, 46,000 agents and operates in 483 cities in 38 countries worldwide. The core company of Tokio Marine Group, Tokio Marine & Nichido Fire is financially strong with asset worth more than USD196 billion and has a credit rating⁺ of A+ by Standard & Poor's Aa3 by Moody's and A++ (Stable) by A.M. Best.

**As of 31 December 2016

⁺As of 22 May 2017

For media enquiries, please contact:

Tokio Marine Life Insurance Bhd.
Corporate communication & Advertising department
+603-20596012/6013
communications@tokiomarinelife.com.my