

To Be a **Good Company**



TOKIO MARINE
INSURANCE GROUP

oneTokio Application Guide

Tokio Marine Life Insurance Malaysia Bhd.

Tokio Marine
Life Insurance Malaysia Bhd.

tokiomarine.com
Life & Health | Property & Casualty

Features Available

Features	Before Login	After Login	Link
Unclaimed Moneys	✓	✓	↗
Panel Hospital	✓	✓	↗
Fund Prices	✓	✓	↗
Unit Price Movement	✓	✓	↗
Unit Price History	✓	✓	↗
Fund Overview	✓	✓	↗
Fund Performance Report	✓	✓	↗
Covid-19 Coverage	✓	✓	↗
Our Products	✓	✓	↗
Make Appointment	✓	✓	↗
Contact Us	✓	✓	↗
Important Numbers	✓	✓	↗
Policy Search	✓	✓	↗
News	✓	✓	↗
Will Writing	✓	✓	↗
Consultation & Surgical Fees	✓	✓	↗
Health Tips	✓		↗
Make a Nomination	✓		↗

Features Available

Features	Before Login	After Login	Link
My Profile		✓	↗
My Policy		✓	↗
Medical Card		✓	↗
My Medical Card Claim History		✓	↗
Medical Card		✓	↗
My Document		✓	↗
Feedback		✓	↗
e-Claims		✓	↗
Medical Assistance Fund Registration		✓	↗

To Be a **Good Company**



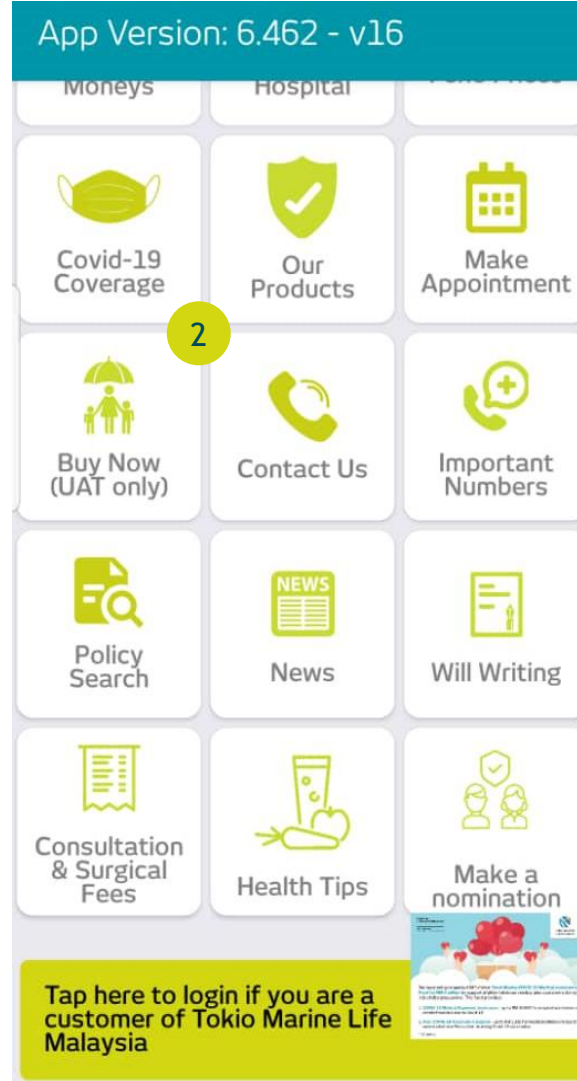
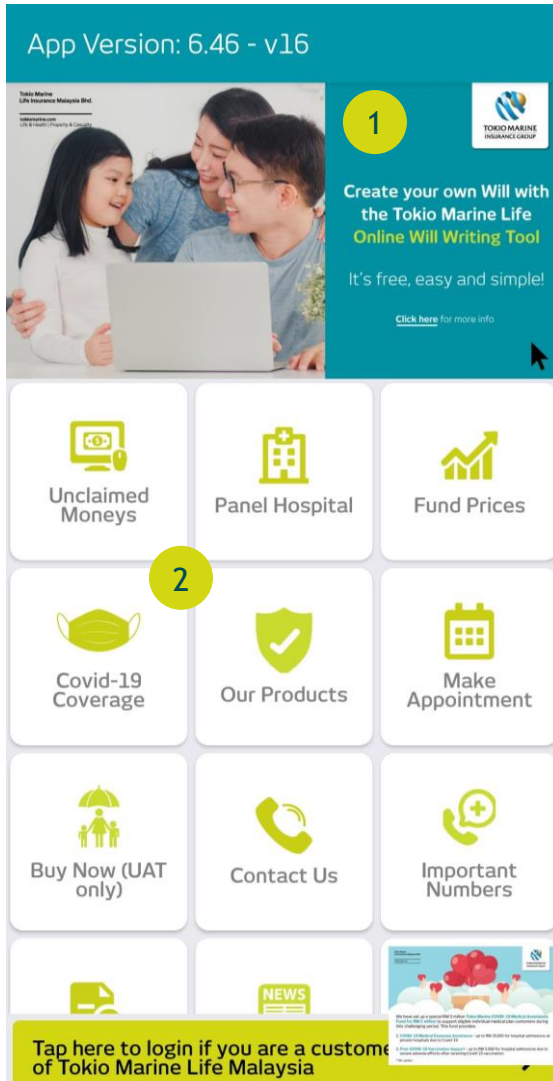
TOKIO MARINE
INSURANCE GROUP

Before Login

Tokio Marine
Life Insurance Malaysia Bhd.

tokiomarine.com
Life & Health | Property & Casualty

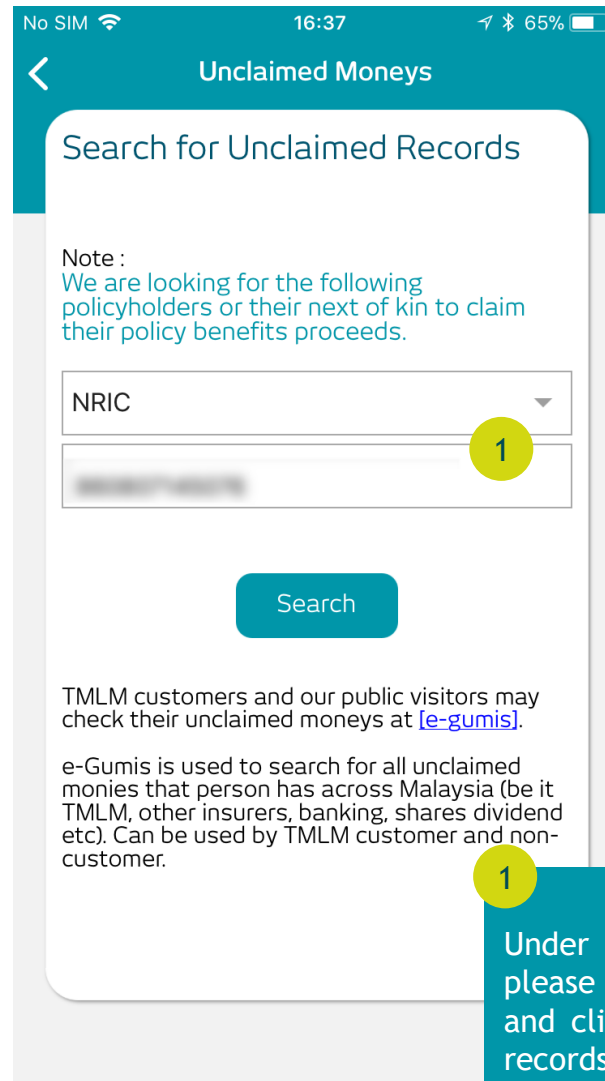
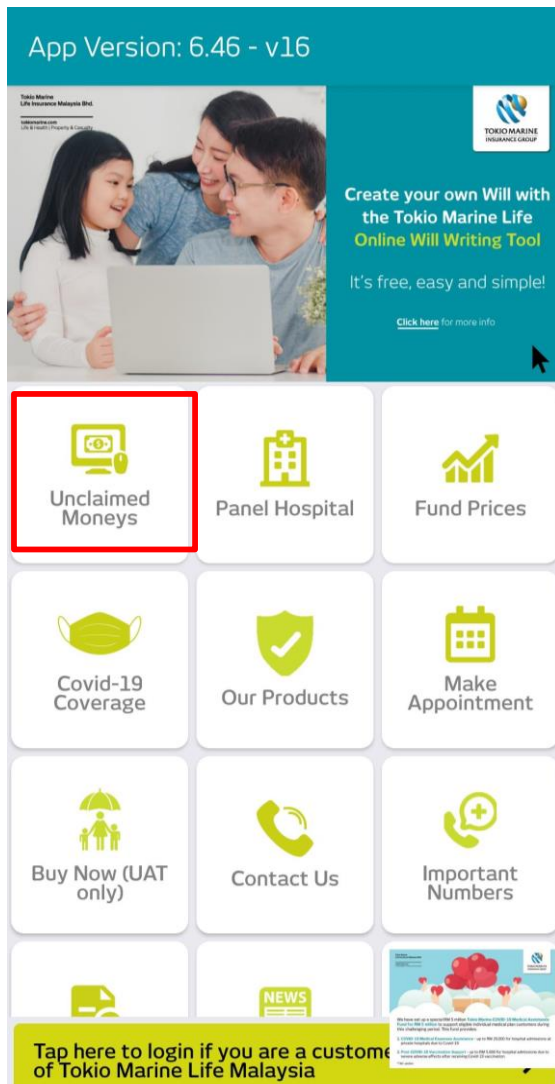
Homepage



1 Visuals for any news and announcements are displayed here

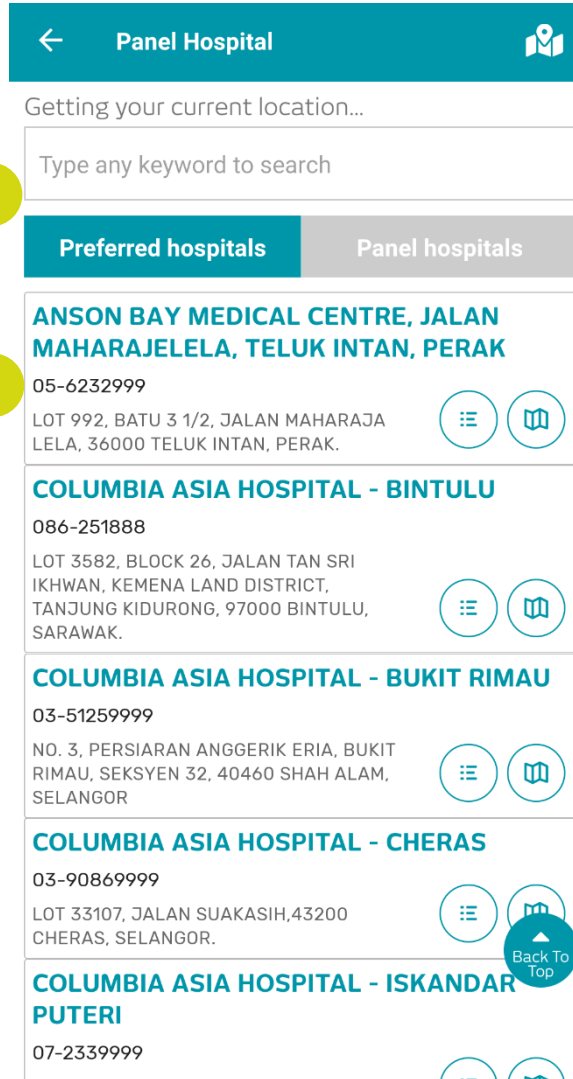
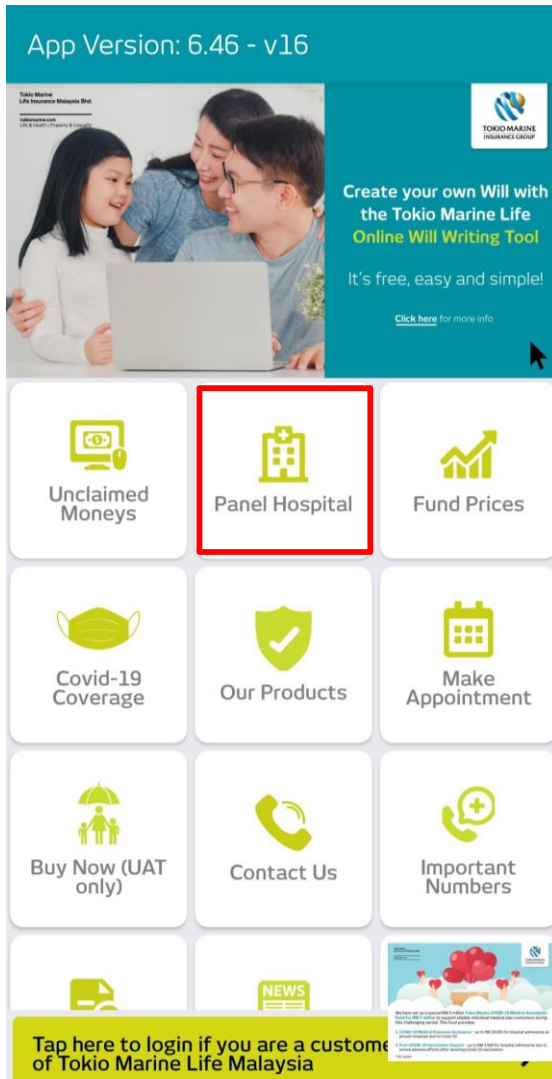
2 Buttons can be used to navigate to functions in the app

Unclaimed Moneys



Under Unclaimed Moneys page, please insert a valid ID, eg. NRIC and click search to search for any records of unclaimed moneys in Tokio Marine Life.

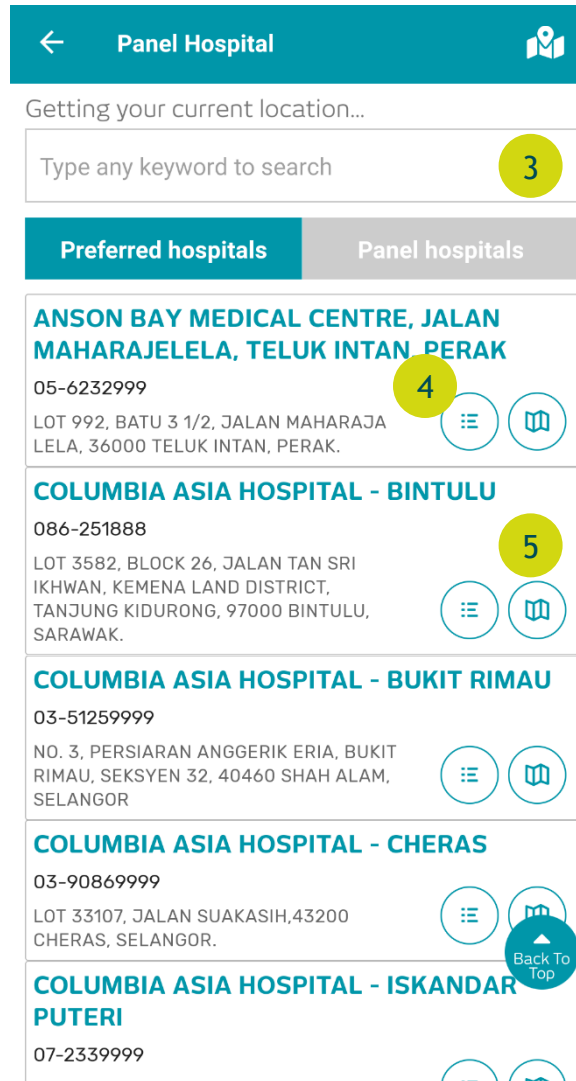
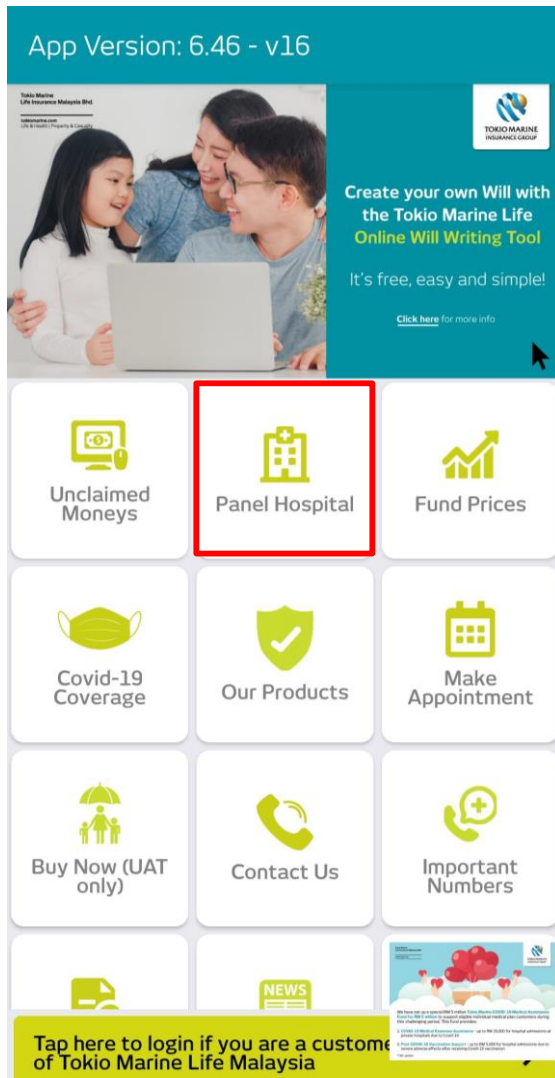
Panel Hospital



1 Under Panel Hospital, a list of Preferred or Panel Hospitals closest to you will be shown if you enable location services on your mobile

2 The hospital's full address, contact details and distance are shown below

Panel Hospital (Cont'd)

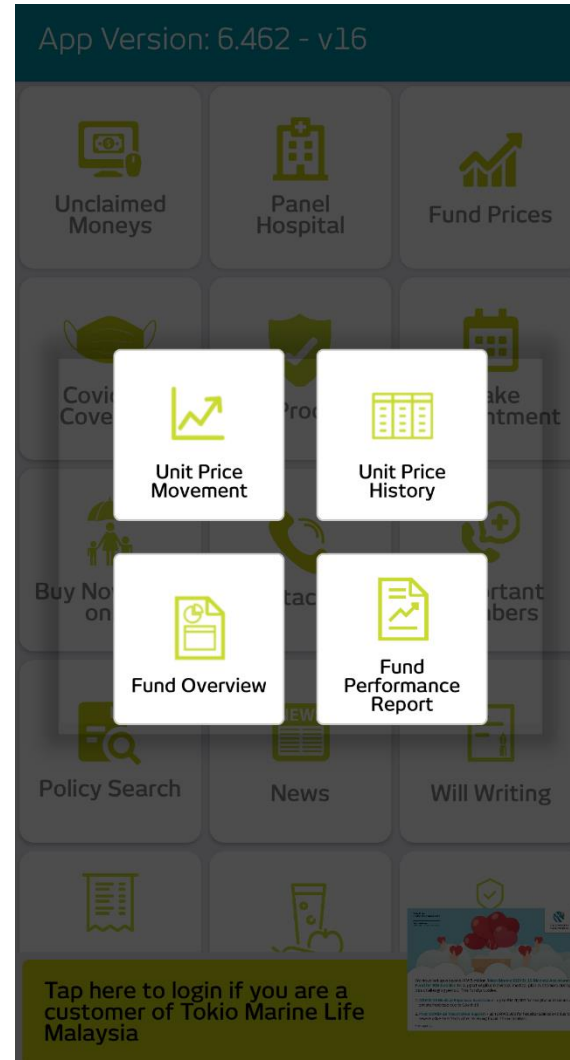
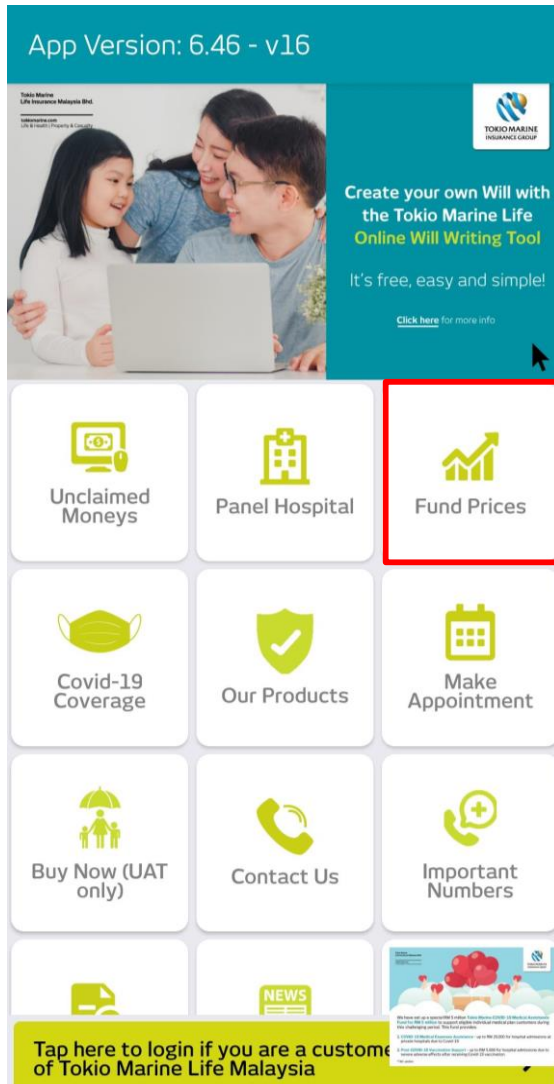


3 Type in the search bar to look for a specific hospital

4 Clicking the “Benefits” button will show extra benefits to you for preferred hospitals

5 Clicking “Direction” will prompt your mobile phone to open a third party maps application to show the direction from your current location to the hospital

Fund Prices



Fund Prices (Cont'd)

Fund type and time period of unit price can be filtered



1 Chart of unit price movement displayed



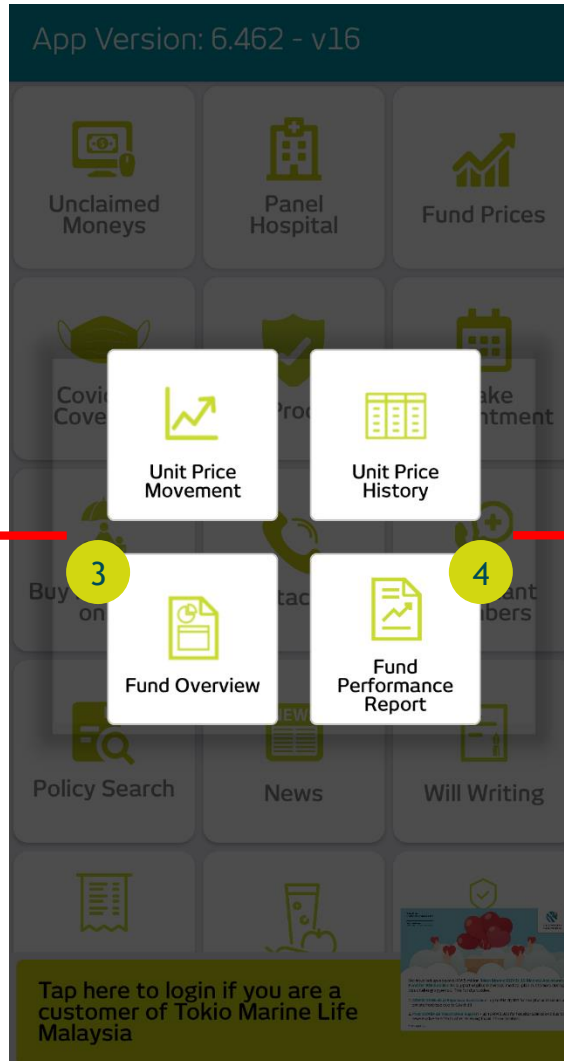
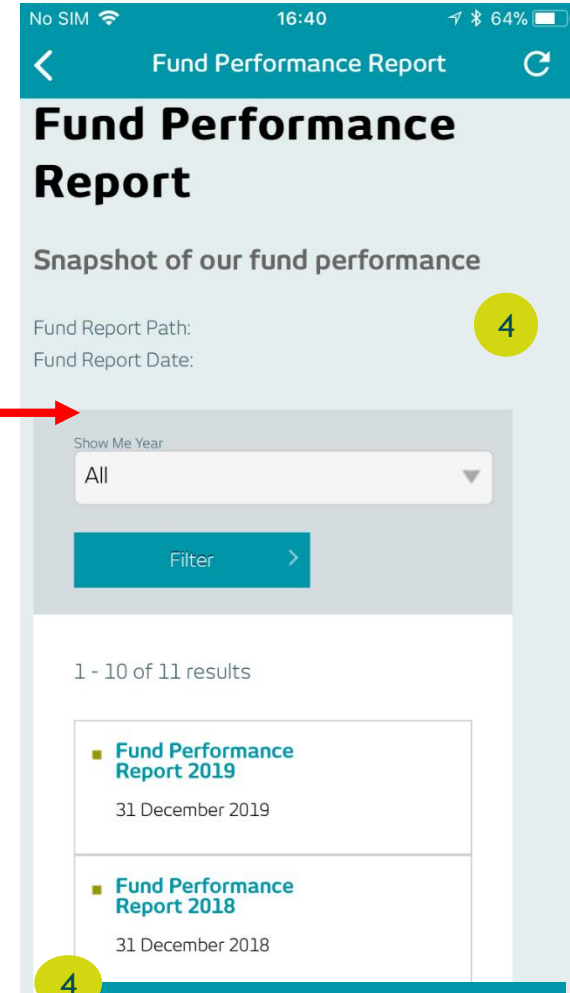
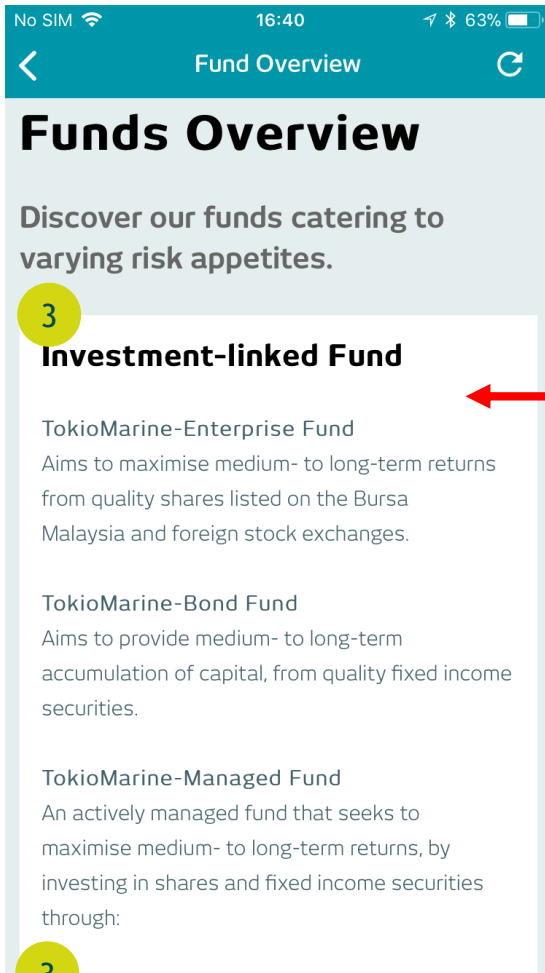
Fund type and time period of unit price can be filtered

The screenshot shows the 'Unit Price History' screen for the 'TokioMarine-Bond Fund'. The fund type is selected in a dropdown menu. Below it, time period filters (1M, 3M, 6M, 1Y, 3Y, 5Y, 10Y, ALL) are visible. A table displays the unit price history with two columns: 'VALUATION DATE' and 'UNIT PRICE'. A yellow circle '2' is placed next to the table.

VALUATION DATE	UNIT PRICE
07-01-2004	1.0000
14-01-2004	1.0006
26-01-2004	1.0020
28-01-2004	1.0029
05-02-2004	1.0036
11-02-2004	1.0043
18-02-2004	1.0056
25-02-2004	1.0076
03-03-2004	1.0083
10-03-2004	1.0098
17-03-2004	1.0103
24-03-2004	1.0128
31-03-2004	1.0120
07-04-2004	1.0133
14-04-2004	1.0134
21-04-2004	1.0142
28-04-2004	1.0153

2 Unit Price History displayed as a table

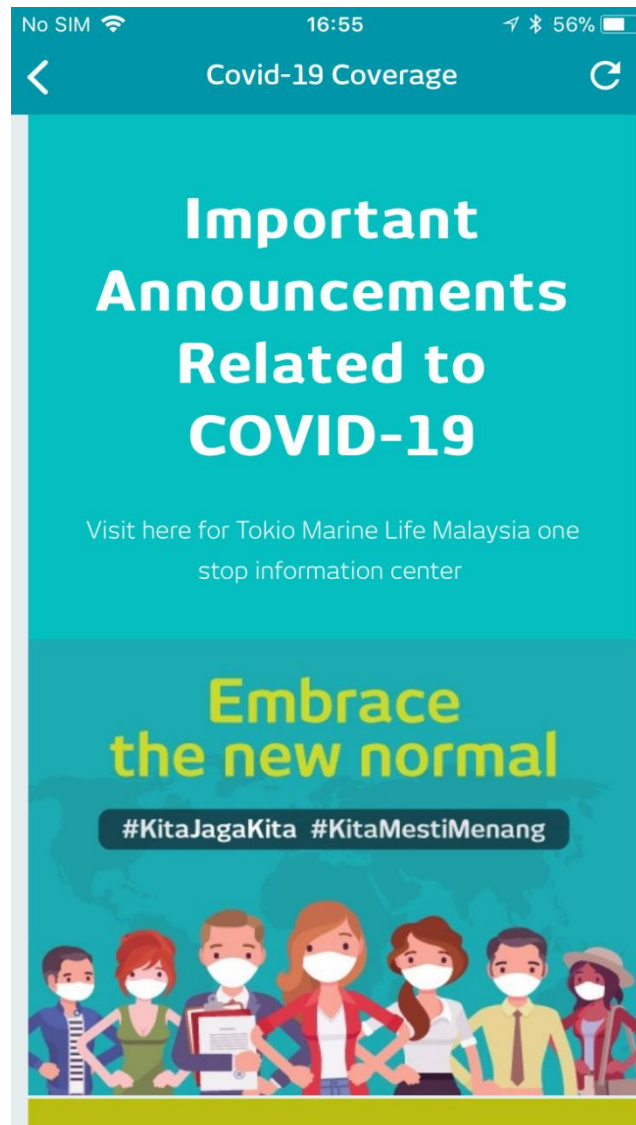
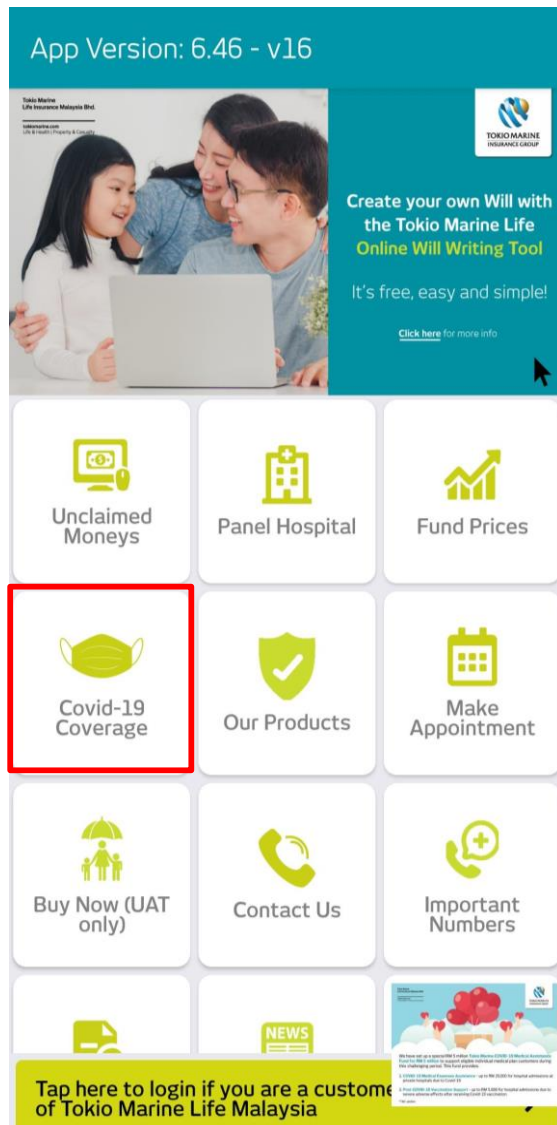
Fund Prices (Cont'd)



3 Funds Overview shows a list of all our funds with a short description of its goals

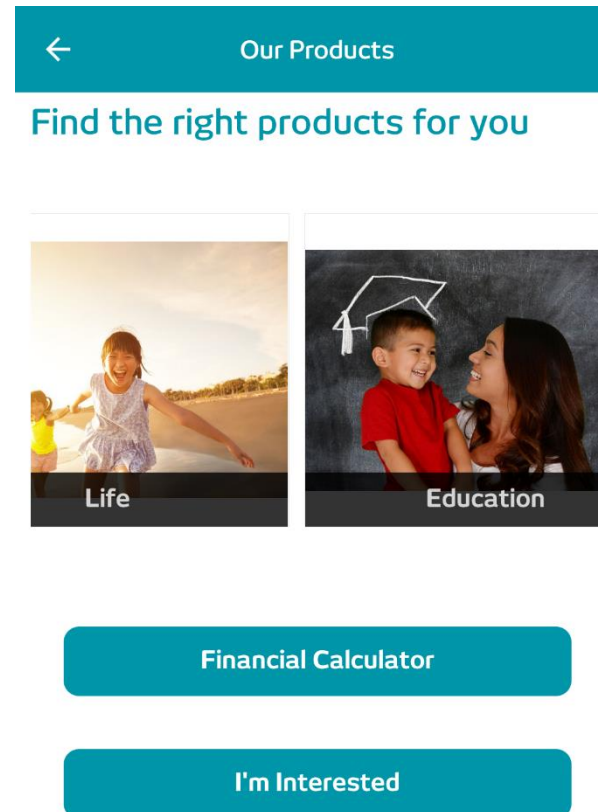
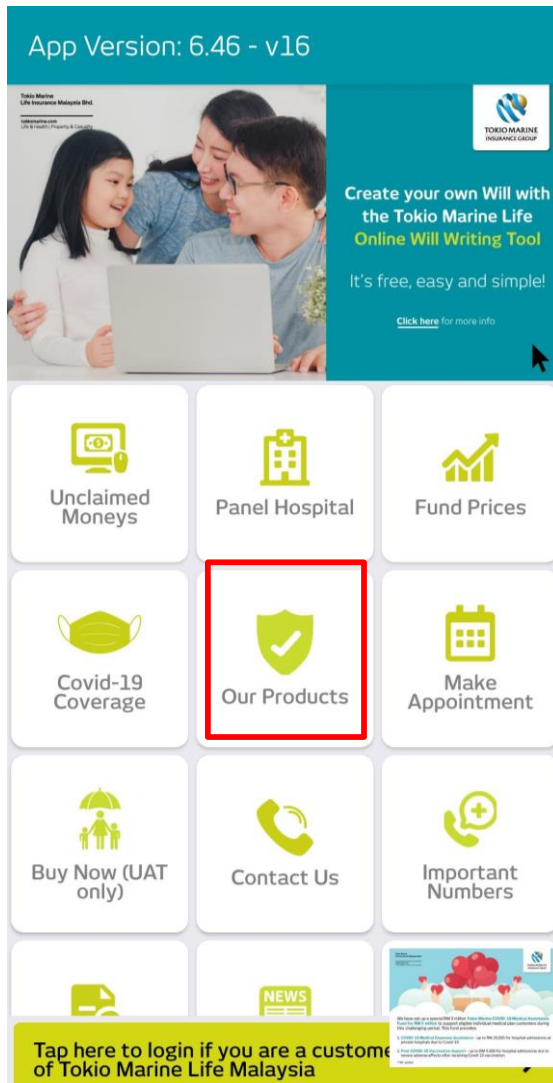
4 Fund Performance Report allows you to download and view previous performances of our funds

Covid-19 Coverage Announcement

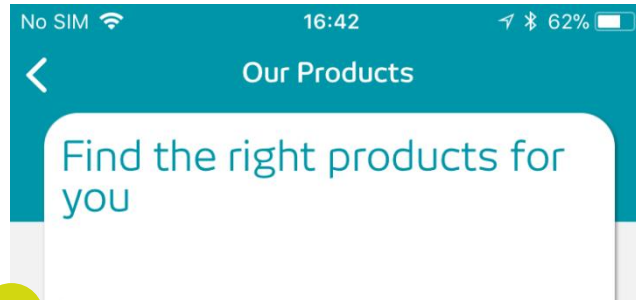


Go to Covid-19 Coverage page to catch up on all the latest announcements we have regarding the Covid-19 pandemic

Our Products



Our Products (Cont'd)



1

Scroll and select to browse through our products



Life



1

Education



Health



Retirement

Let us help you.

Financial Calculator

2

I'm Interested

3

2

Click "Financial Calculator" to calculate a recommended financial budget

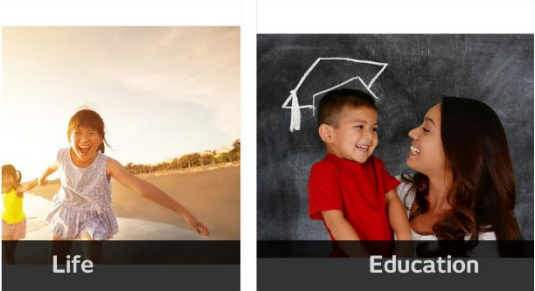
3

Click "I'm Interested" for us to get in contact with you

Financial Calculator

← Our Products

Find the right products for you




Life Education

Financial Calculator

I'm Interested

No SIM 16:44 62%

Financial Calculator



Select Your Coverage

- Term Life Coverage
- Critical Illness Coverage
- Annual Medical Coverage



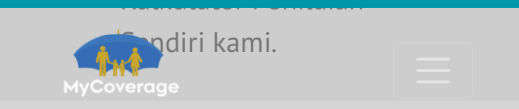
Income

Net Monthly Income:
(income after tax and other payroll deductions)

RM 0

No SIM 16:46 60%

Financial Calculator



Your Monthly Financial Budget

Your Monthly Available Cash Flow

RM 1,000

Recommended Monthly Premium

RM 1,300

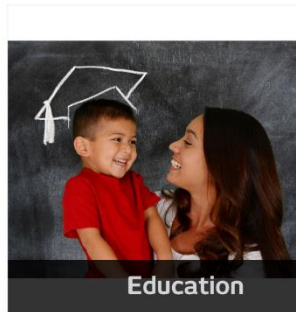
You are currently paying RM 1,000 for insurance premium / takaful contribution. The rule of thumb is 10% of your income is utilized for insurance and based on the above, you have a balance of RM 300 for this purpose.

Enter the details required in the Financial Calculator and a Recommended Monthly Premium will be generated for you

Interested in Any of Our Product?



Find the right products for you



Financial Calculator

I'm Interested



How do we address you?

What is the best way to contact you?

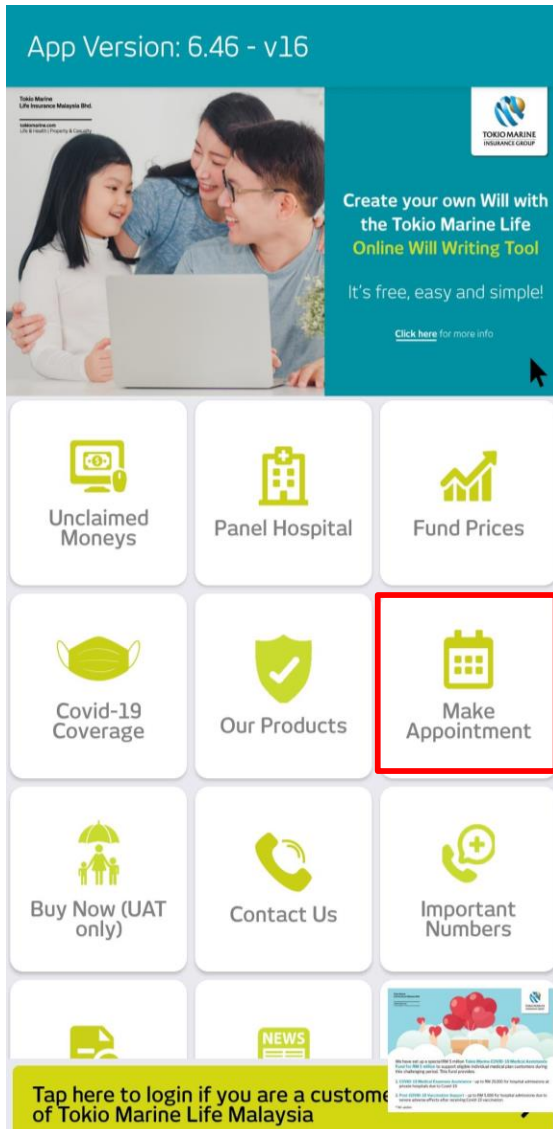
What is it regarding?

Details

Submit >

Fill in the Online Enquiry Form for us to get in touch with you

Make Appointment



No SIM 16:47 59%

Appointment 1

Please share your details below to book your appointment.

Name

Mobile Number

Email Address

Service Required

Preferred Branch


Preferred Date

Preferred Time Slot

1 Please fill in the details in the appointment form to arrange one with us at your preferred branch

Contact Us

App Version: 6.46 - v16



Create your own Will with the Tokio Marine Life Online Will Writing Tool
It's free, easy and simple!
[Click here for more info](#)

Unclaimed Moneys | Panel Hospital | Fund Prices

Covid-19 Coverage | Our Products | Make Appointment

Buy Now (UAT only) | **Contact Us** | Important Numbers

NEWS

Tap here to login if you are a customer of Tokio Marine Life Malaysia



No SIM 16:47 59%

Back Contact Us

Here is how you find us

Kuala Lumpur (Head Office) 1

Postal Address

Ground Floor
Menara Tokio Marine Life
189, Jalan Tun Razak
50400 Kuala Lumpur 2

Contact Information

03 2059 6188 (General Line)
03 2603 3999 (Customer Care)
customercare@tokiomarinelifemalaysia.com.my

Tokio Marine Life Insurance Malays...
View larger map

1202A Jln. Tun Razak
RGB Coffee at the Bean Hive

1 Under the contact us page, you may find our customer hotline and email address, as well as the postal address of any selected branch



4:20

Back Contact Us

2 Click on the address and navigation app will be prompted

Here

Kua

Postal Address

Ground Floor
Menara Tokio Marine Life
189, Jalan Tun Razak
50400 Kuala Lumpur

Contact Information

03 2059 6188 (General Line)
03 2603 3999 (Customer Care)
customercare@tokiomarinelifemalaysia.com.my

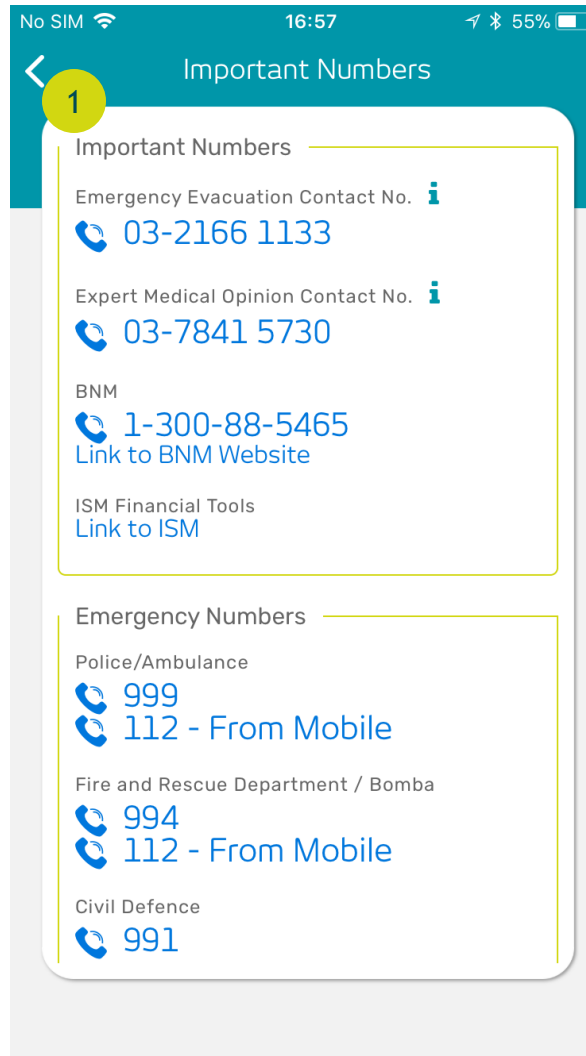
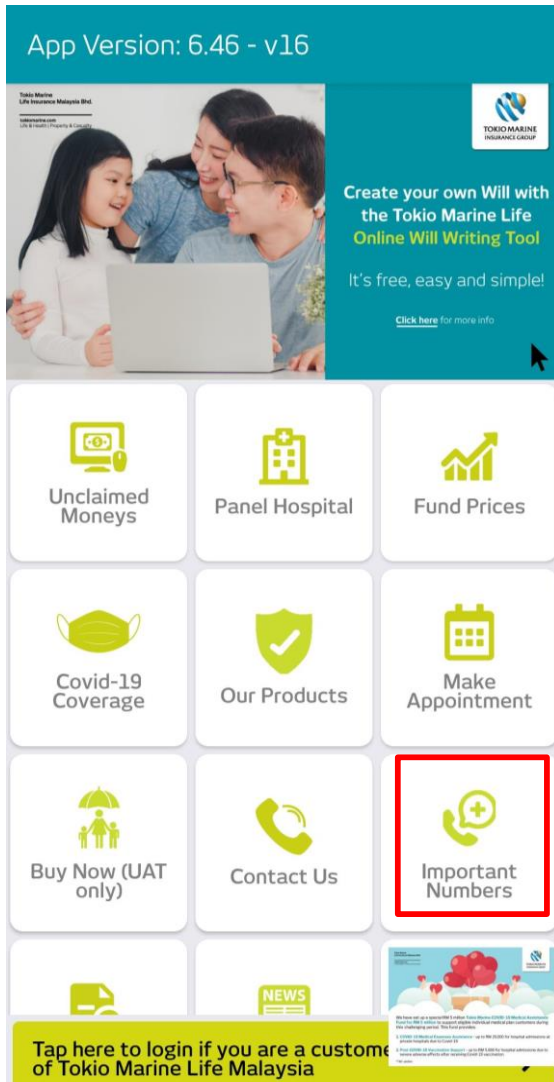
Choose app Available applications 2

Apple Maps

Waze

Close

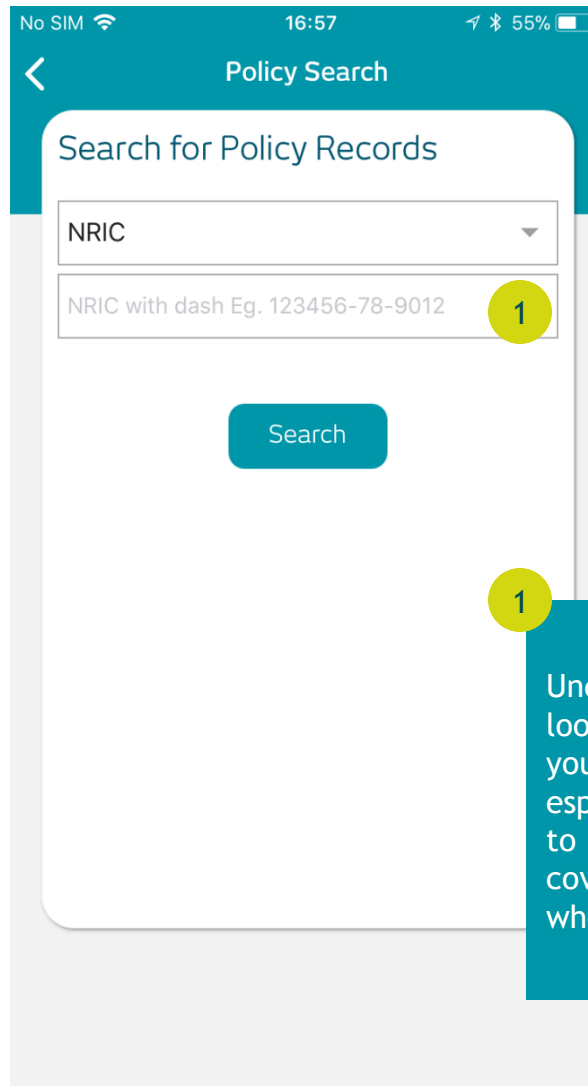
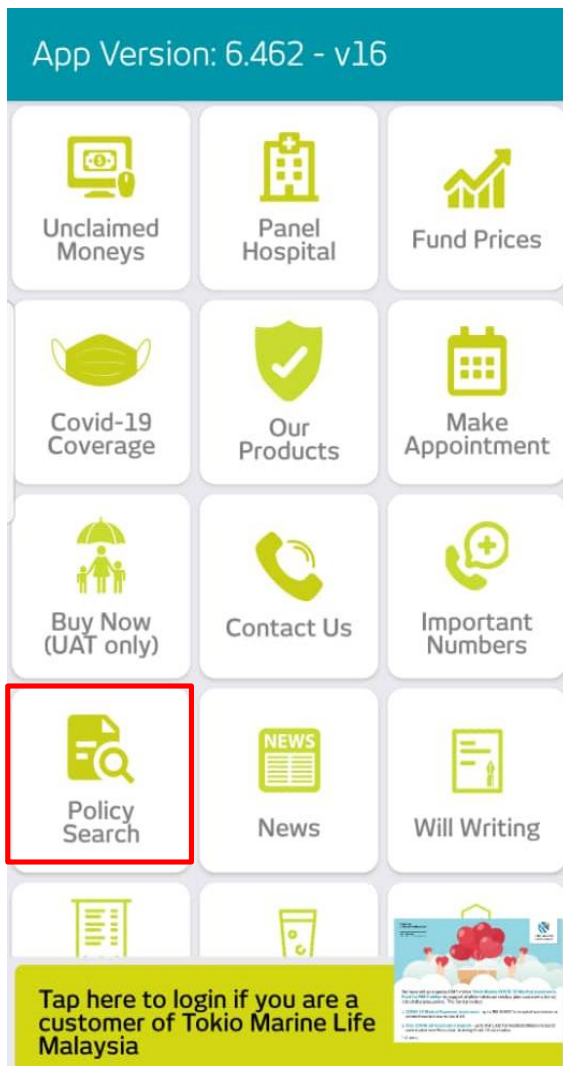
Important Numbers



1

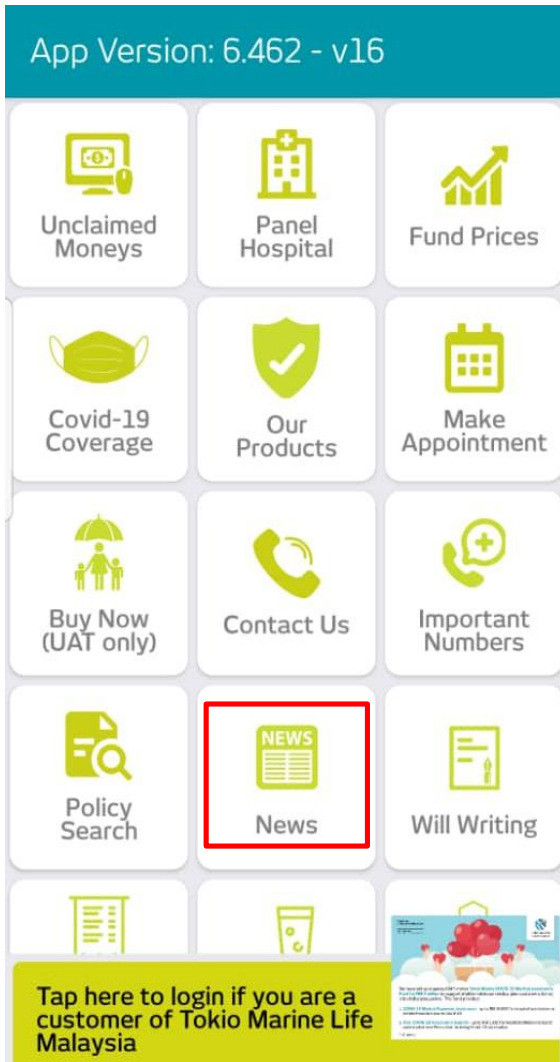
List of useful numbers for emergencies

Policy Search



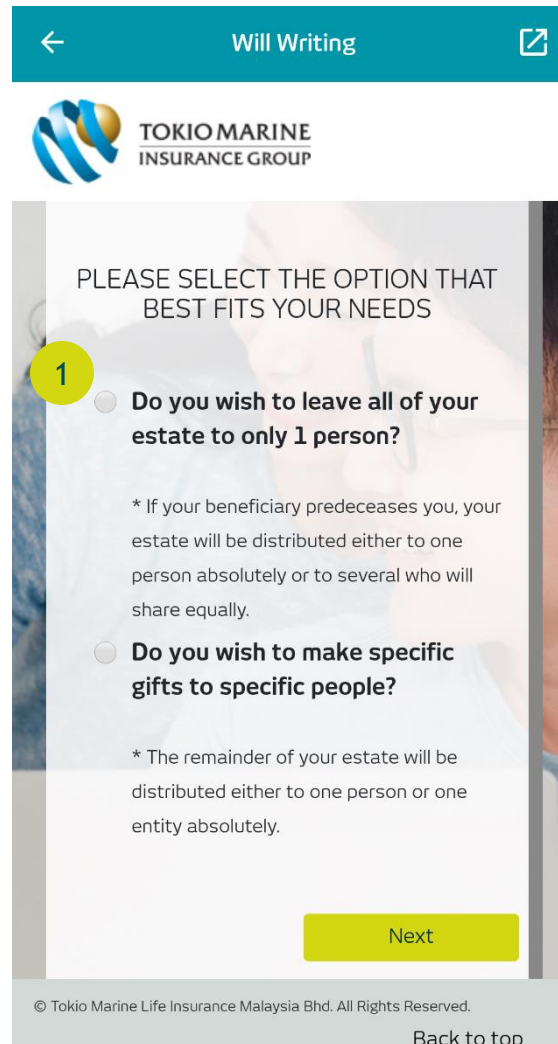
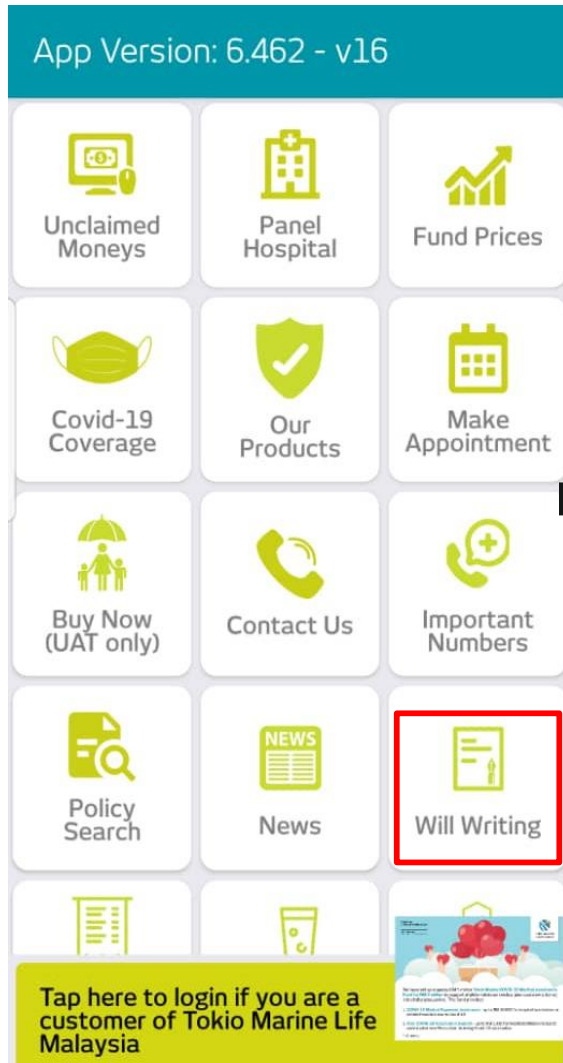
Under Policy Search Page, you may look for any policies containing your NRIC. This function is especially important if you wanted to check if there is any active coverage from your loved one whom already deceased.

News



You may view all News & Announcements related to Tokio Marine under the News page. Select for more details

Will Writing



1 On the Will Writing page, please select the option of will which is more suitable for you.

Will Writing (Cont'd)

No SIM 17:33 31%

Will Writing

1. This is a basic Will template. You should only use this Online Will Writing Tool if your wishes are simple.
2. If your situation is more complex, this template may not be suitable for you and you should seek your own legal advice.
3. **The Online Will Writing Tool is only applicable for:**
 - (a) **Non-Muslims;**
 - (b) **Persons above 18 years old; and**
 - (c) **Persons governed by Malaysian law.**

By ticking "I agree" and creating your own Will, you agree that you have read and, understood the Important Notes. You understand and agree that TMLM does not act as an advisor to you, does not warrant the accuracy and validity of the Will, and is not responsible for or liable for any loss or damage arising from your use of this Online Will Writing Tool. You also agree to allow TMLM to process your personal data for the purposes of generating your Will.


I AGREE **2** **NEXT**

BACK TO TOP

2 Click Agree under the Important Notes and go next

No SIM 17:34 31%

Will Writing

 TOKIO MARINE INSURANCE GROUP [Return to start](#)

To see a sample of the Will which will be generated, click [here](#).

STEP 1 YOUR PERSONAL INFORMATION
STEP 2 YOUR EXECUTORS
STEP 3 DISTRIBUTION OF YOUR ESTATE
STEP 4 APPOINT A GUARDIAN FOR MINOR CHILDREN
STEP 5 SIMULTANEOUS DEATH CLAUSE

STEP 1 OF 5 – YOUR PERSONAL INFORMATION **3**

NAME

GENDER

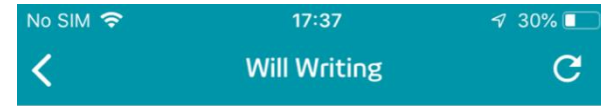
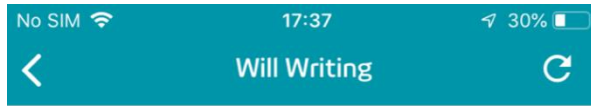
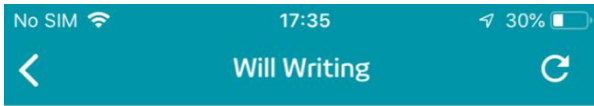
TYPE OF ID

NRIC / PASSPORT NO.

ADDRESS

3 Enter your personal details then click next

Will Writing (Cont'd)



4 EXECUTOR

MAIN EXECUTOR

TYPE OF ID

SELECT

NRIC / PASSPORT NO.

ALTERNATE EXECUTOR

ALTERNATE EXECUTOR

TYPE OF ID

SELECT

5 I wish to leave my estate to:

NAME

PRIMARY BENEFICIARY'S NAME

TYPE OF ID

SELECT

NRIC / PASSPORT NO.

6 And if he / she dies before me, to the following beneficiary/ies:

All to one person

4 Tokio Marine Life Insurance Malaysia Bhd. All Rights Reserved.

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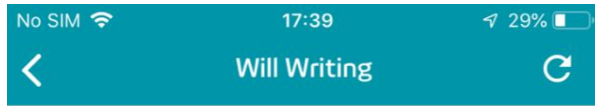
© Tokio Marine Life Insurance Malaysia Bhd. All Rights Reserved. [Back to top](#)

Enter the details of your executor and alternate executor, then click next

5 Enter beneficiary's details

6 Select option for secondary beneficiary/ beneficiaries

Will Writing (Cont'd)



7 **Be the primary caretaker of your children.**

GUARDIAN

GUARDIAN'S NAME

TYPE OF ID

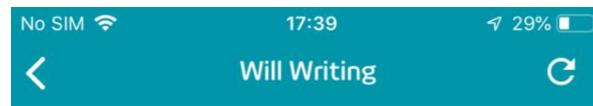
SELECT

NRIC / PASSPORT NO.

Previous Next

7 Tokio Marine Life Insurance Malaysia Bhd. All Rights Reserved.

Enter details of intended guardian of your minor children, if any. (Optional) Click next to continue



8 **INDIVIDUAL**

ALL TO

BENEFICIARY'S NAME

TYPE OF ID

SELECT

NRIC / PASSPORT NO.

8 Please enter details of beneficiary or entity in the event your named beneficiaries pass away simultaneously with you. (Optional). Click Create My Will to complete the process.



Your Last Will and Testament:

PDF 9 Print

Note:

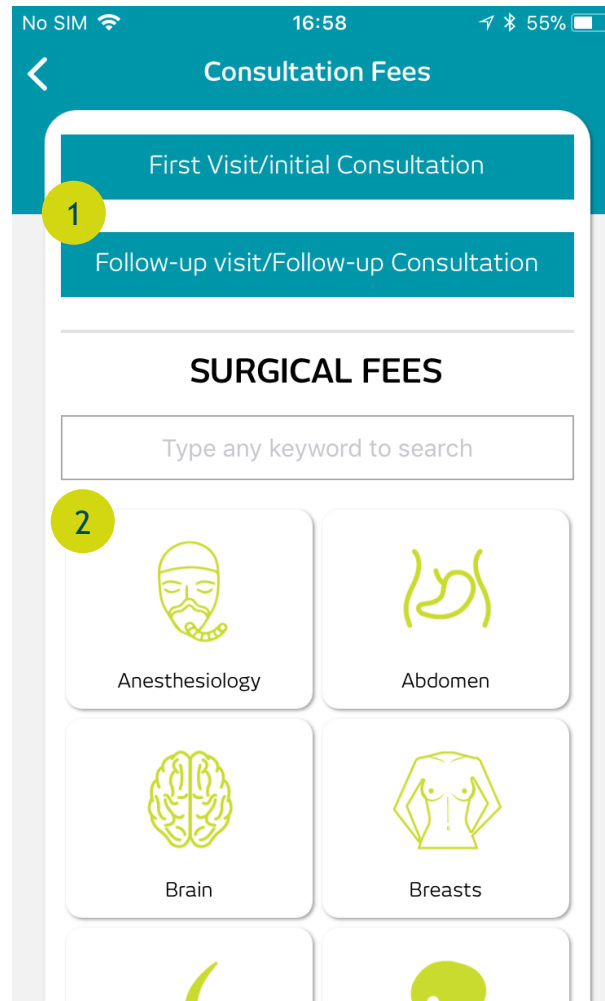
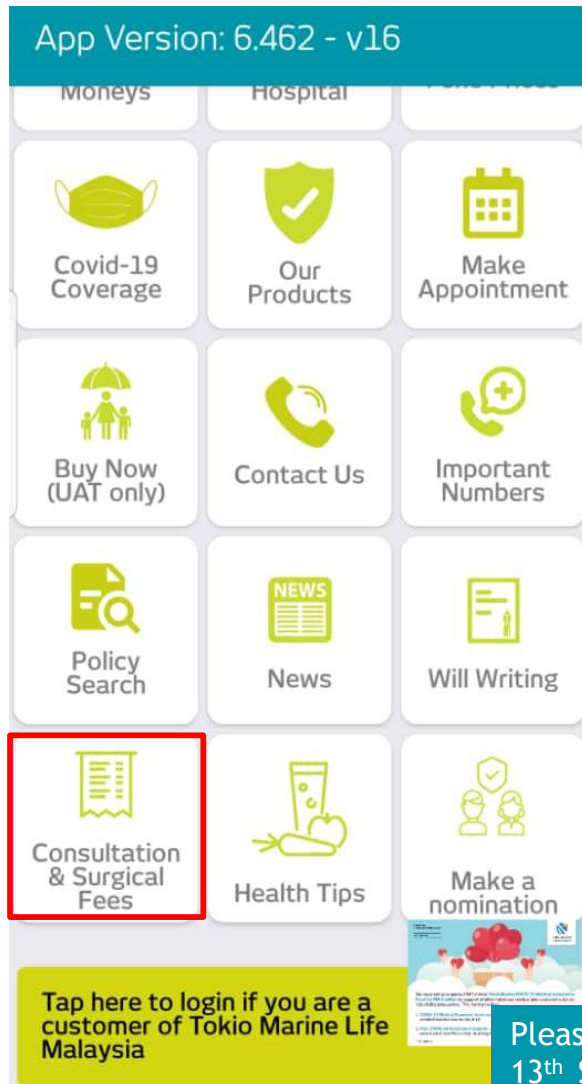
You can download this Schedule of Assets & Liabilities to be included in your Will as a general guide of some of the assets and liabilities.

9 © Tokio Marine Life Insurance Malaysia Bhd. All Rights Reserved.

[Back to top](#)

Your will has now been generated and available for download as pdf or to print

Consultation & Surgical Fees



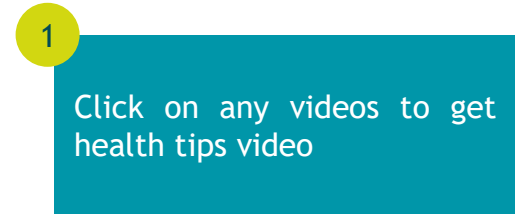
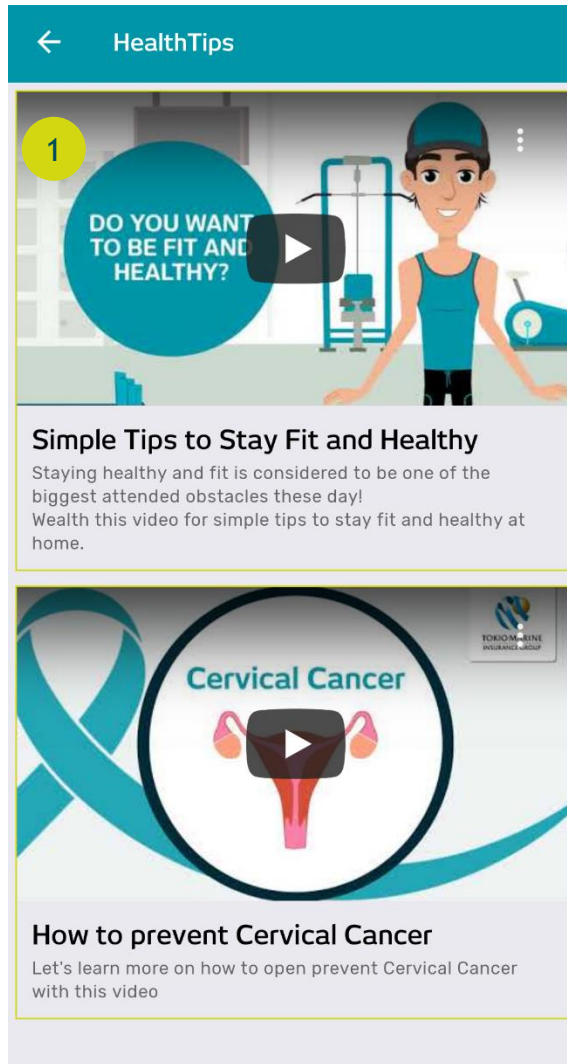
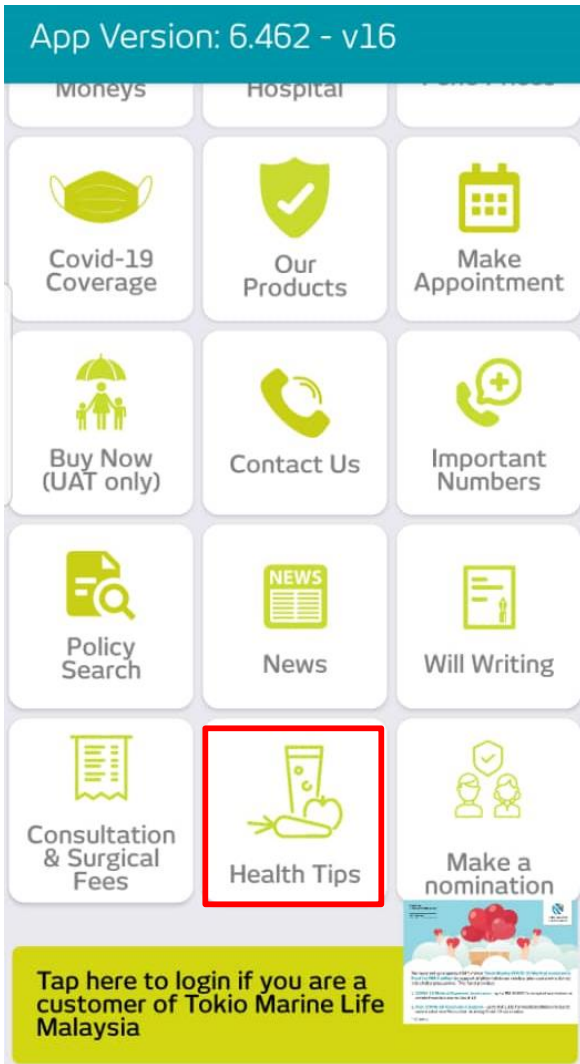
1 Click here to view Consultations fees for initial or follow up visits

2 Scroll through the list of buttons or search and select a category to view the list of related surgical charges

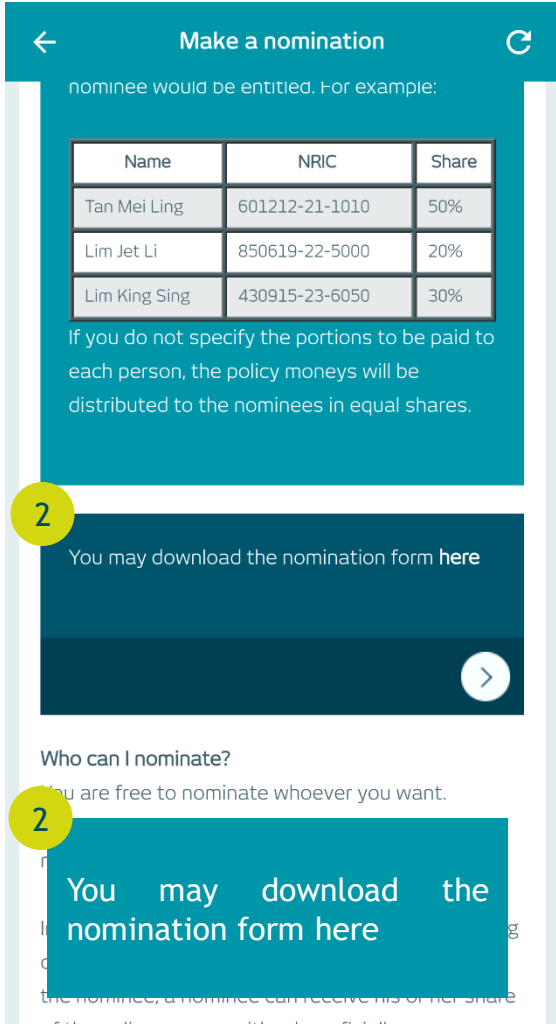
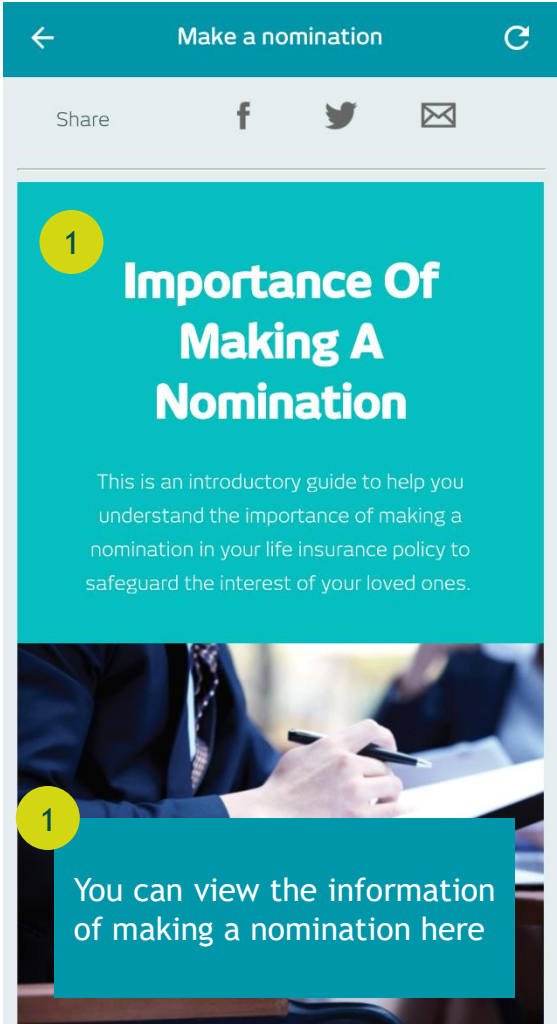
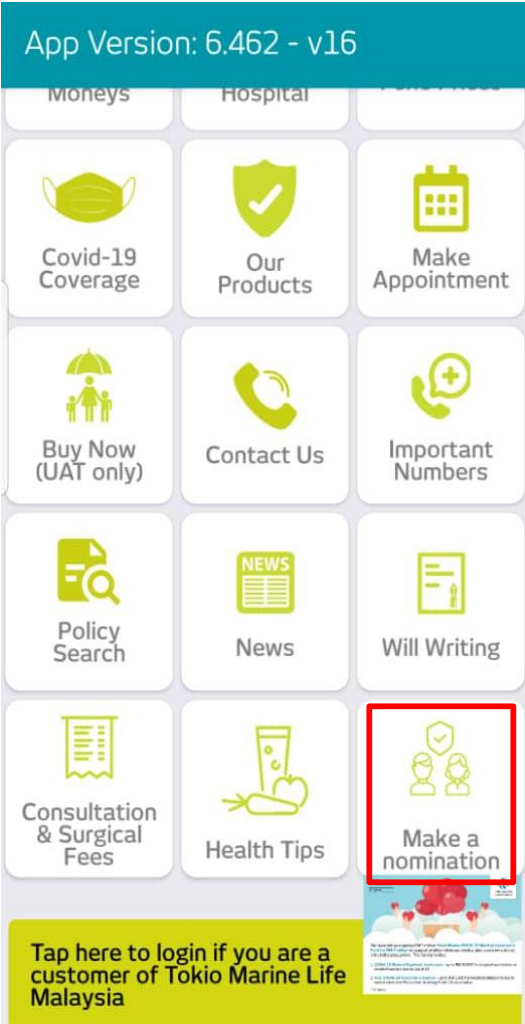
Please take note that the details shared in this module are a simplified version from 13th Schedule in Malaysian Medical Association. For latest version, please refer to their website:

<https://www.mma.org.my/images/pdfs/Link-ScheduleOfFees/Amended-Thirteen-Fee-Schedule.pdf>

Health Tips



Make a Nomination



To Be a **Good Company**



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INSURANCE GROUP


After Login

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Life Insurance Malaysia Bhd.

tokiomarine.com
Life & Health | Property & Casualty

Login

App Version: 6.46 - v16



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It's free, easy and simple!
[Click here](#) for more info


Unclaimed Moneys Panel Hospital Fund Prices

Covid-19 Coverage Our Products Make Appointment

Buy Now (UAT only) Contact Us Important Numbers

NEWS

Tap here to login if you are a customer of Tokio Marine Life Malaysia



TOKIO MARINE
INSURANCE GROUP

Welcome

IC / Passport No

Password

[Register](#) [Forgot Password?](#)

Login

By logging in, you agree to the [terms and conditions](#).


[What's new?](#) [Back](#)

1 If you already have an account, log in using your IC/ Passport No and your password

Tap here to log in your account

Register

App Version: 6.46 - v16



Create your own Will with the Tokio Marine Life Online Will Writing Tool
It's free, easy and simple!
[Click here](#) for more info


Unclaimed Moneys Panel Hospital Fund Prices

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TOKIO MARINE
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Welcome

IC / Passport No

Password

Register [Forgot Password?](#)

Login

By logging in, you agree to the [terms and conditions](#).

[What's new?](#) [Back](#)

Click Register if you do not have an existing account yet

Tap here to register a new account

Register (Cont'd)

< Register

Fields that are indicated with * are mandatory.

Name (As per NRIC/Passport) *

1

Type of Identity *

--Please Choose--

NRIC/Passport Number *

000101-01-0101

Other Identification No *

888888-88-8888

Gender *

--Please Gender--

Date of Birth *

< Register

Policy Number *

Please key in one of your Policy No. of which you are the Policy Owner

eg: 12345678/ IL1234567890-1/ B0001234

Mobile Number *

Please provide your mobile number which was provided to us earlier

eg: 0123456789

Email Address

Please complete this field if there was an email address provided to us earlier

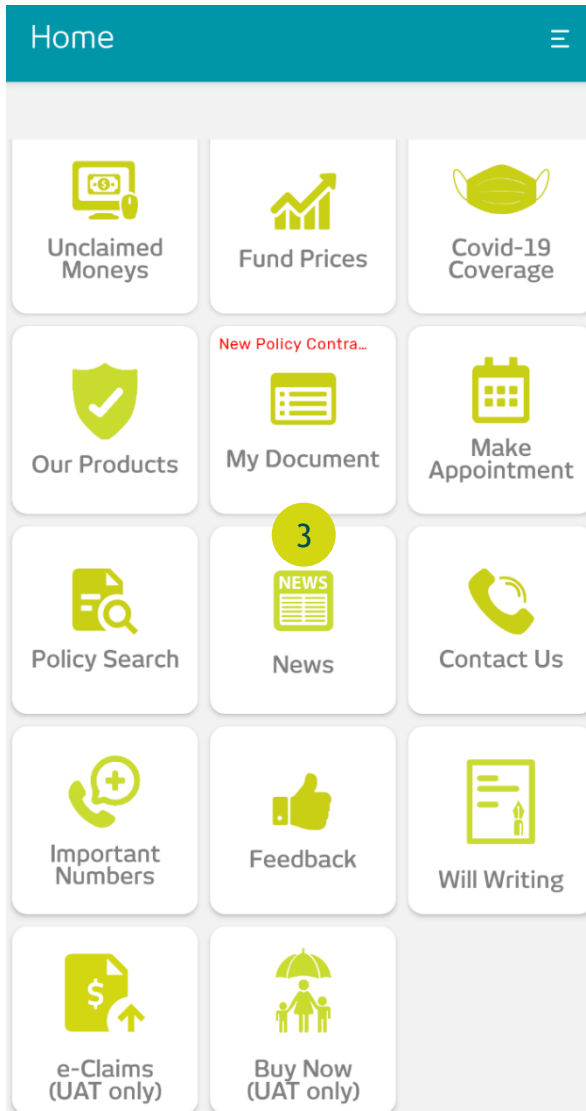
2 I have read and understood the [Terms and Conditions](#) and agree to be bound them.

Register

1 Please fill in all the details accurately in the fields provided before proceeding with registration.

2 Please check this box for "Terms and Conditions" before completing the registration process. The "Register" button will be greyed out until the checkbox is accepted.

Homepage



1 Visuals for any news and announcements are displayed here

2 Click the hamburger menu to navigate for more options

3 Buttons can be used to navigate to functions in the app

COVID-19 Medical Assistance Fund Registration

Home

Reopening of Tokio Marine Life Klang branch

Customer Care Hotline: 03-2603 3999 (Monday-Friday 8.40am - 4.00pm)

Email: customercare@tokiomarinelife.com.my

For e-Services, <https://www.tokiomarinelife.com.my/eservices/>

COVID-19 Medical Assistance Fund Registration →

My Profile My Policy Medical Card

Unclaimed Moneys Fund Prices Covid-19 Coverage

Our Products My Document Make Appointment

COVID-19 Medical Assistance Fund

Covid-19 Medical Assistance Fund

To ease the burden of our public healthcare, the Government has expressed their intention to outsource Covid-19 treatments to private hospitals and to introduce a vaccination program by the end of February 2021.

In line with this initiative, we are pleased to announce the launch of *Tokio Marine COVID-19 Medical Assistance Fund* to support our customers during this difficult time. The RM 5million fund allocated under this initiative will provide the following benefits:

1. Medical Expenses Assistance
2. Vaccination Support

How to register Tokio Marine COVID-19 Medical Assistance Fund for your policy?

Through oneTokio!

Quit Next

1

Click here for COVID-19 Medical Assistance Fund Registration

2

Click "Next" to proceed

3

You can click here to watch the instruction video

COVID-19 Medical Assistance Fund Registration (Cont'd)

COVID-19 Medical Assistance Fund

Register these benefits for all my eligible policies

COVID-19 Medical Expenses Assistance:

Reimbursement of medical bill up to:

- RM 5,000 for Category 3
- RM 10,000 for Category 4
- RM 20,000 for Category 5


*Max 1 claim per customer

Post Covid-19 Vaccination Support

Reimbursement of medical bill up to:

- RM 5,000

*Max 1 claim per customer

For more information of the campaign, please refer here. 

By clicking Register Now, you agree with our [Privacy Policy](#).

1

Click 'Register Now' once you agree with the privacy policy.

1

COVID-19 Medical Assistance Fund

Registration Successful

16003314: OON E-SHIN


Congratulations! You are now being covered for:

Medical Expenses Assistance:
OON E-SHIN

Vaccination Support:
OON E-SHIN

If you wish to get your friends and family covered for these benefits, please share it by clicking the button below or alternatively, contact us for more details.

* Stay Safe & Healthy all the time!

 Share this good news with your friends and family

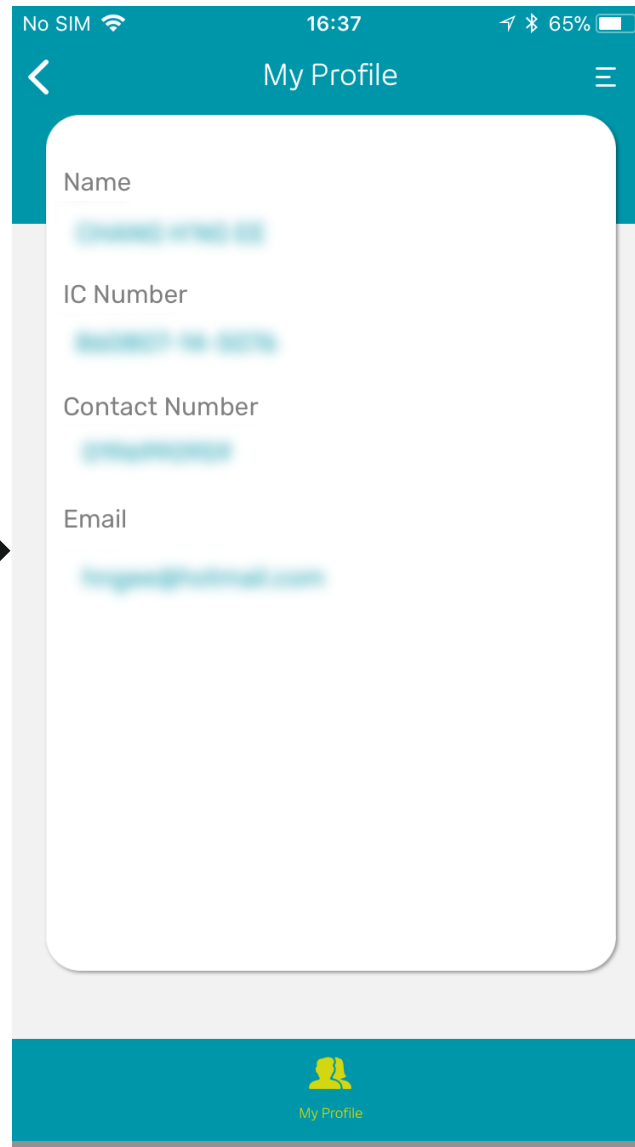
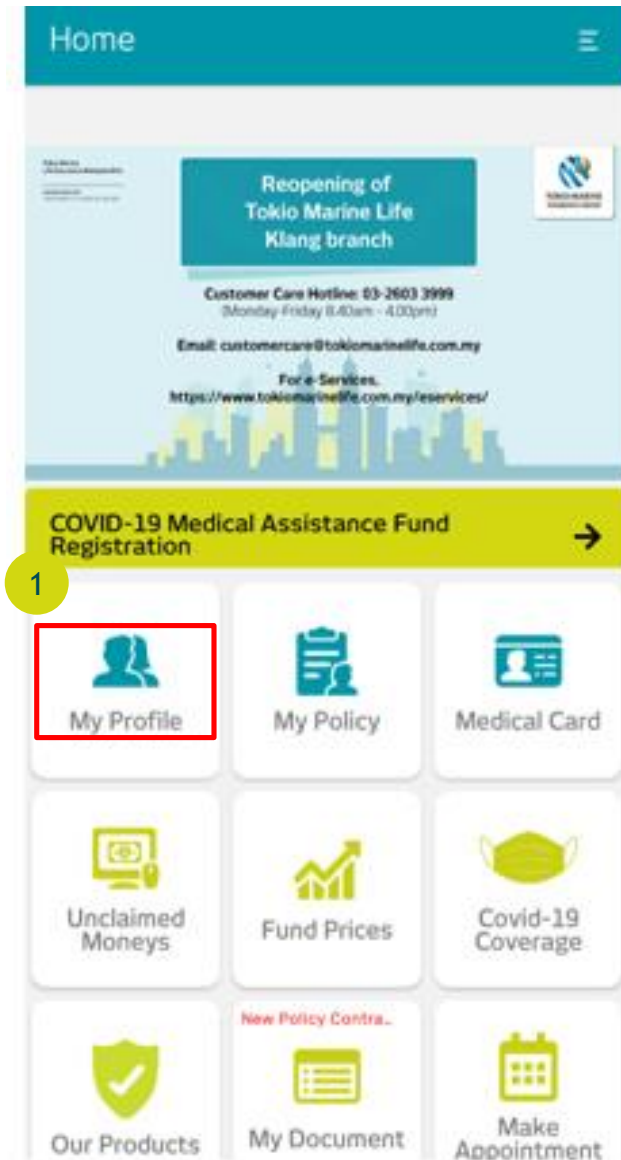
Contact us now

2

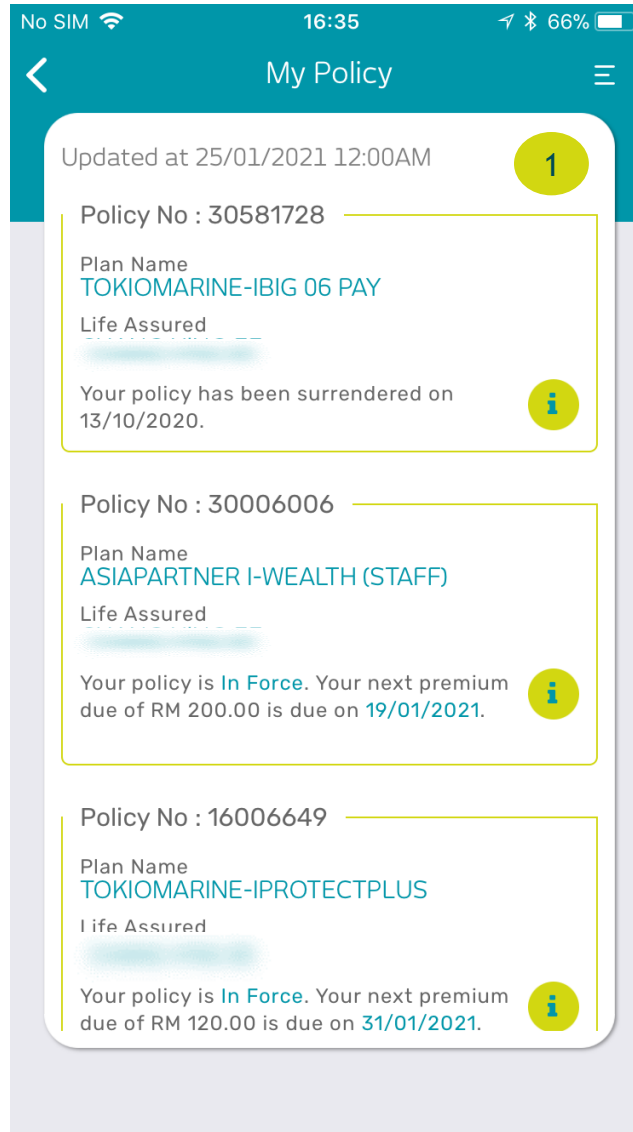
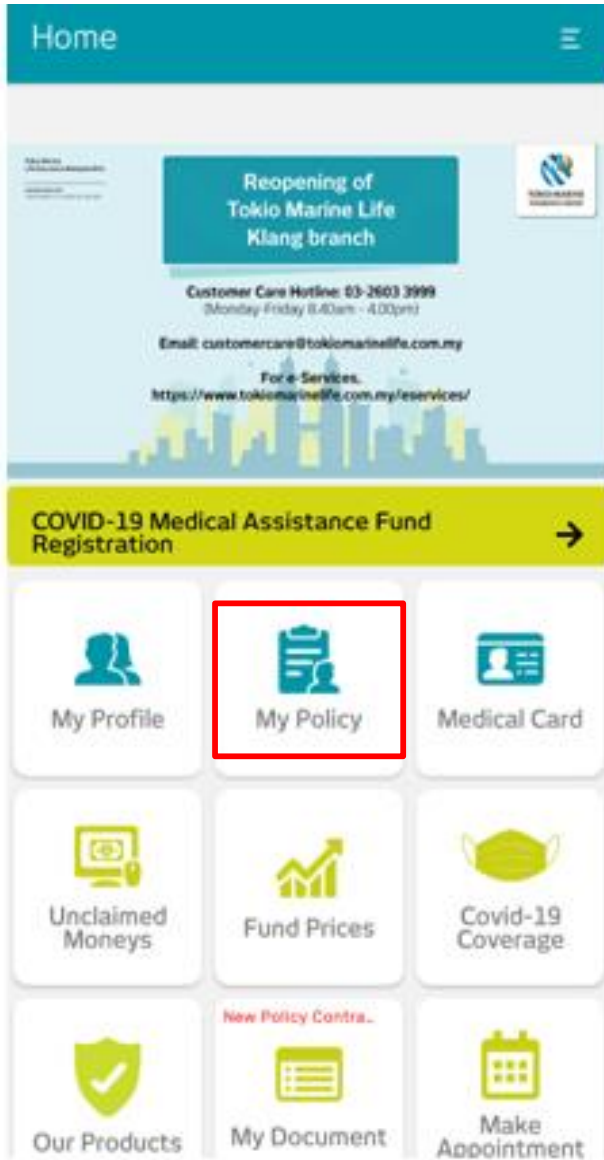
2

Share this good news with your family and friends or contact us

My Profile

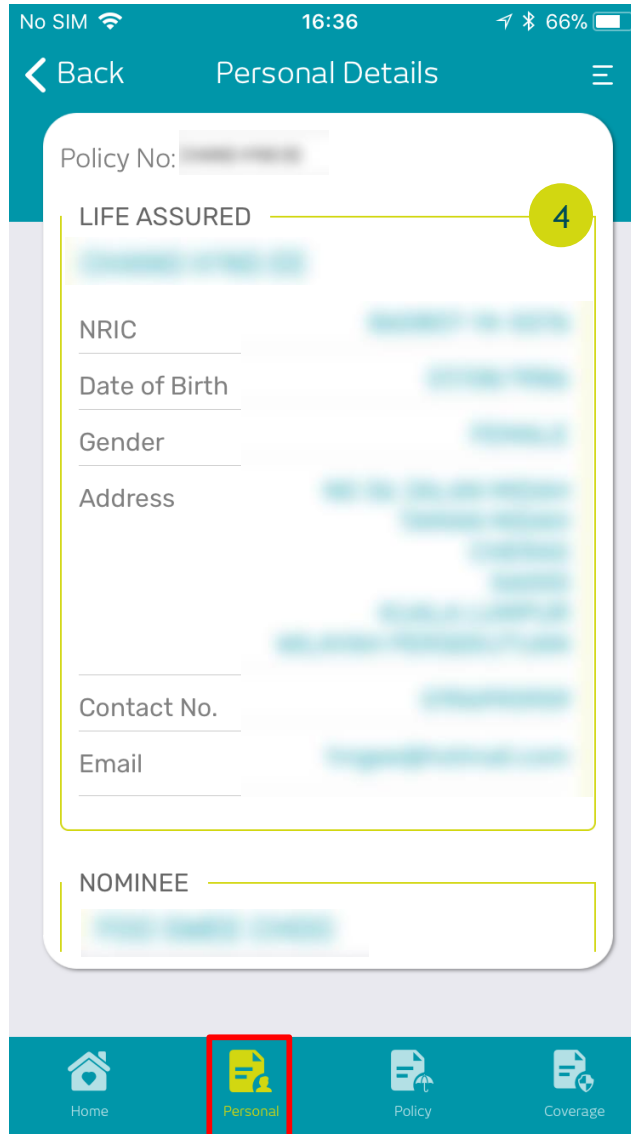
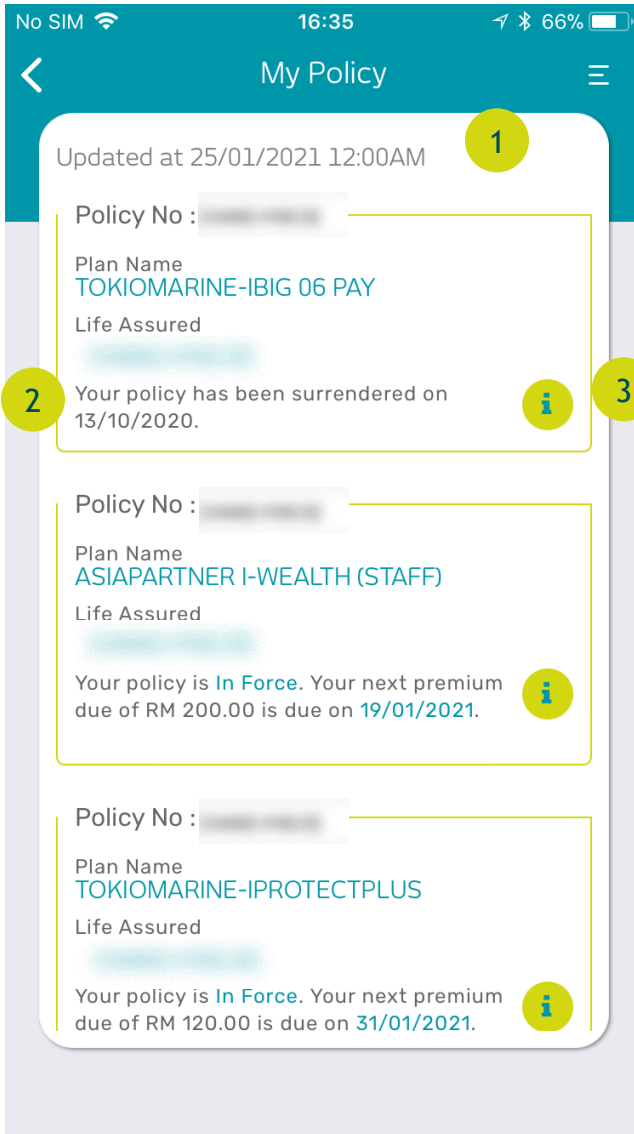


My Policy



1 Clicking My Policy will show you your policy details

My Policy (Cont'd)



- 1 In "My Policy" page, you can see a list of all the policies you have with Tokio Marine Life
- 2 A summary of the policy will be shown here
- 3 Click the "i" button for more information about the policy
- 4 Client Details will be displayed under the "Personal" tab

My Policy (Cont'd)

Policy No: [REDACTED]

Policy Details

Commencement Date	17/07/2019
Issue Date	17/07/2019
Status	Contract Surrendered
Maturity Date	17/07/2086
Installment Premium	RM 1,450.00 Monthly
Payment Method	Credit Card Autodebit
Autodebit Details	[REDACTED]
Last Payment Date	18/09/2019
Last Payment Amount	RM 1,450.00
Next Premium Due Date	17/01/2020

Personal Policy Coverage Intermediary

Policy No: [REDACTED]

Life Assured

TOKIOMARINE-IBIG 06 PAY
(Expiry Date: 17/07/2086)

Years	67
Status	Contract Surrendered
Premium	RM 17,400.00
Sum Assured	RM 1,000,000.00

INVESTMENT-LINK TPD
(Expiry Date: 17/07/2056)

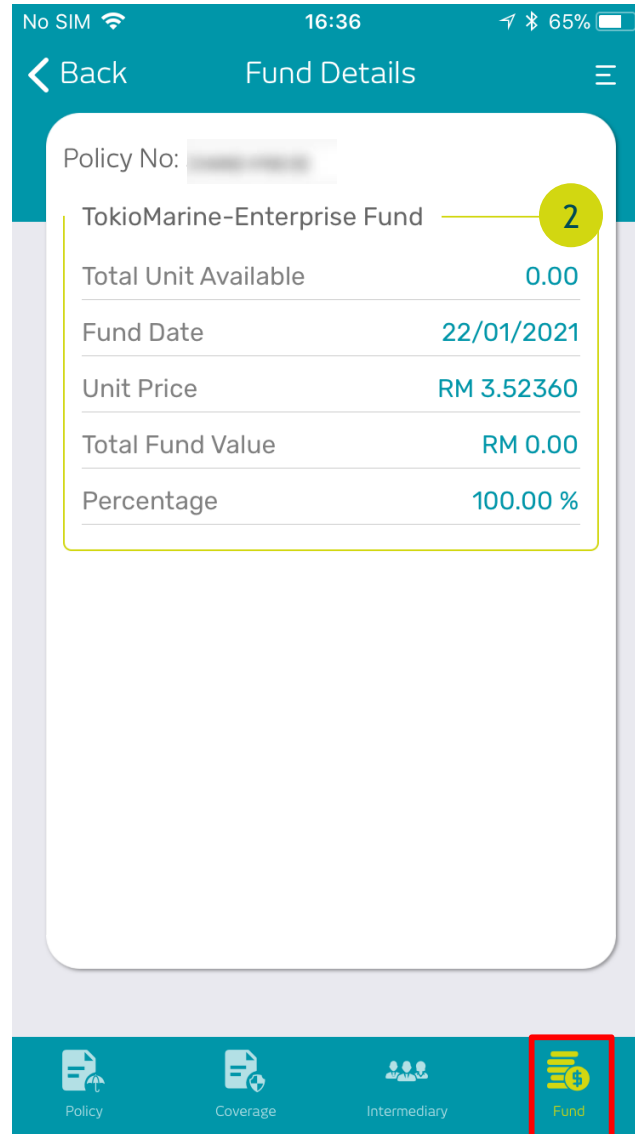
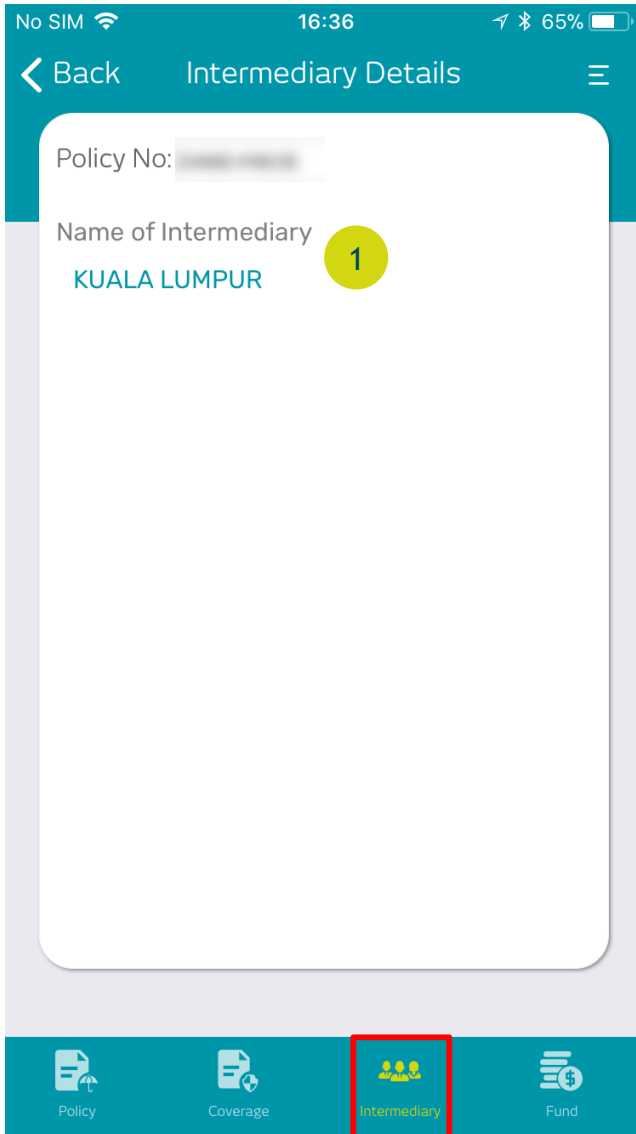
Years	37
Status	Contract Surrendered
Sum Assured	RM 1,000,000.00

Personal Policy Coverage Intermediary

1 All Policy Details are displayed under the "Policy" tab

2 Coverage Details are displayed under the "Coverage" tab with the plan you have purchased and the Sum Assured and Premium

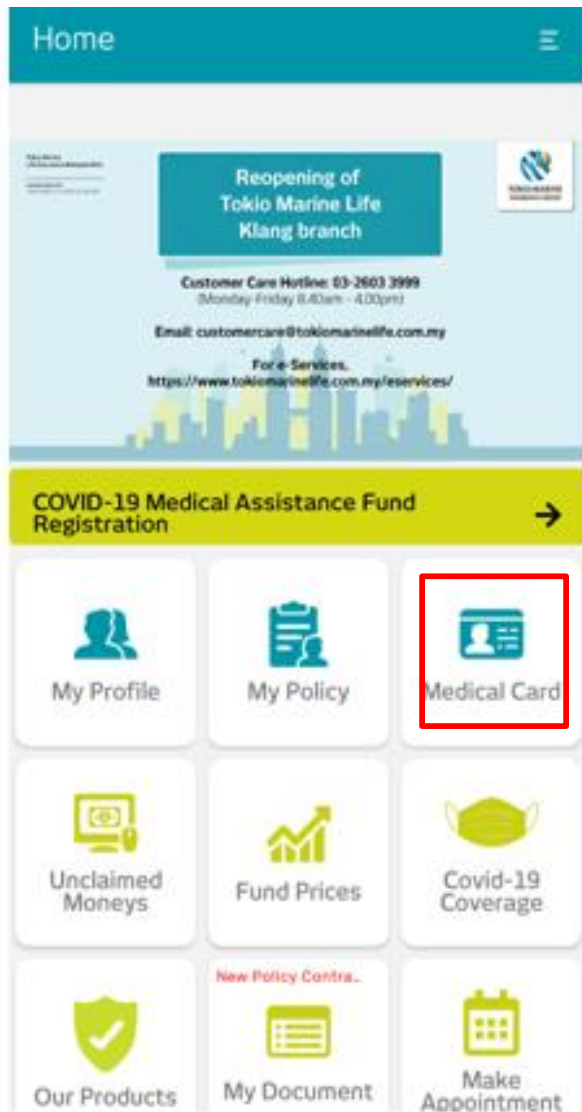
My Policy (Cont'd)



1 Intermediary Details are displayed under the “Intermediary” tab. You may contact your intermediary by getting their details here.

2 Fund Details are displayed under the “Coverage” tab

Medical Card



1

Click “Panel Hospital” to show a list of Panel and Preferred Hospitals

2

Click “My Medical Card Claim History” to check on any previous claims done with your Medical Card

3

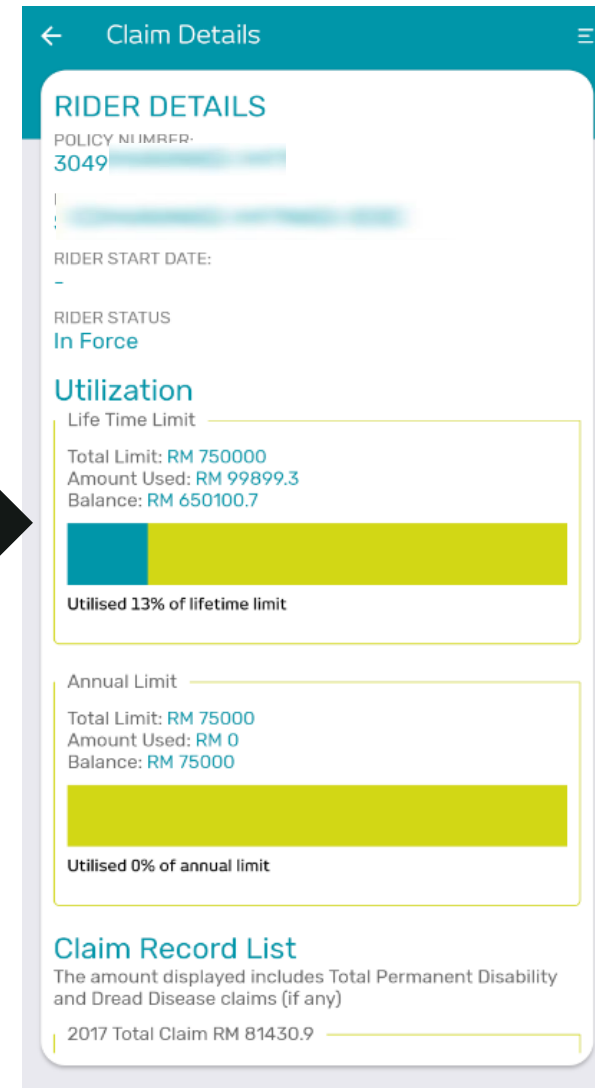
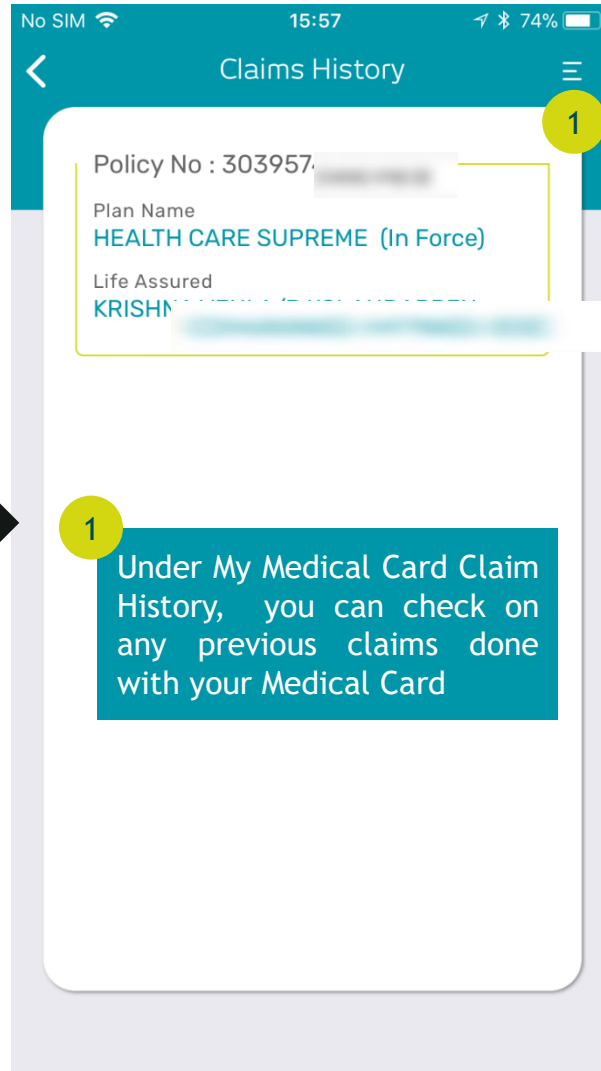
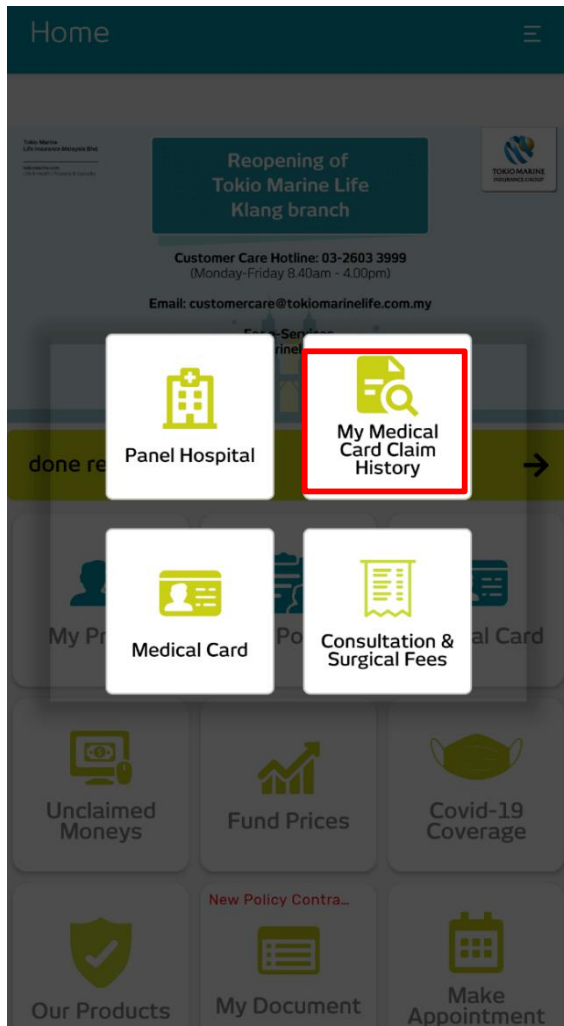
Click “Medical Card” to see your digital medical card

4

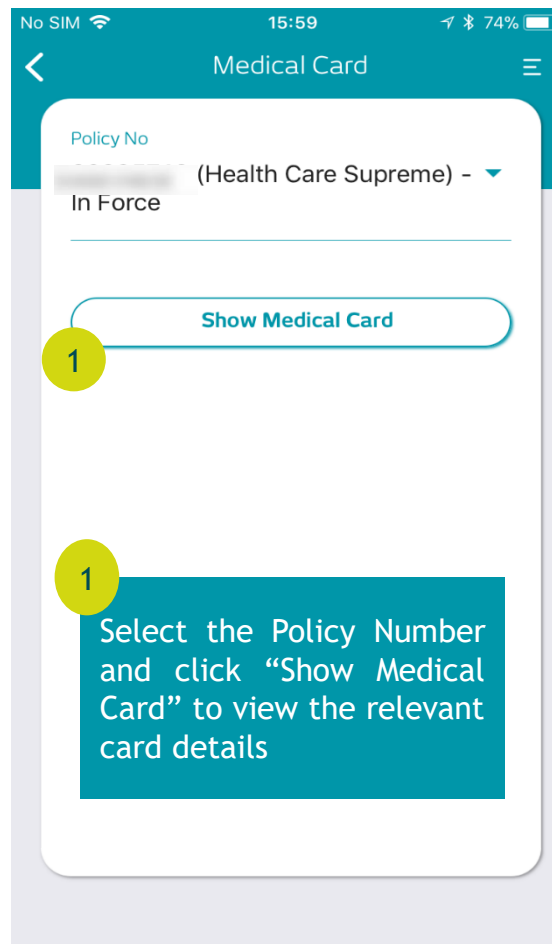
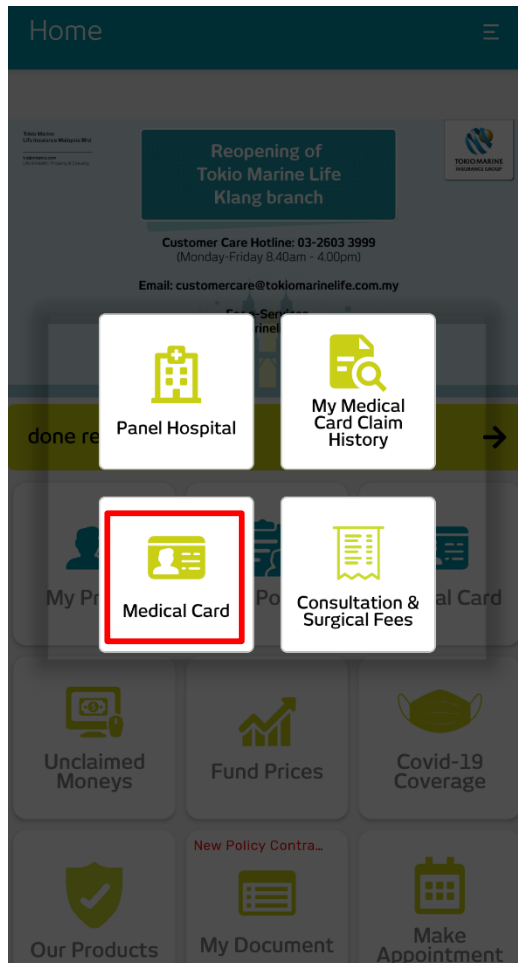
Click “My Consultation & Surgical Fees” for recommended medical fees by Malaysia Medical Association. Please find the PDF version from

<https://www.mma.org.my/images/pdfs/Link-ScheduleOfFees/Amended-Thirteen-Fee-Schedule.pdf>

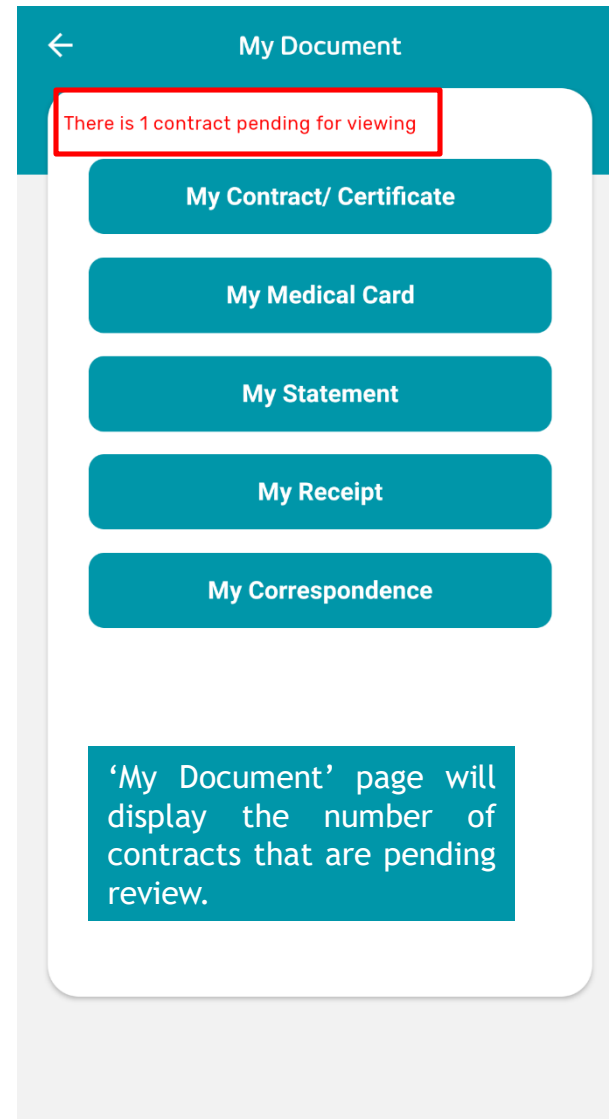
My Medical Card Claim History



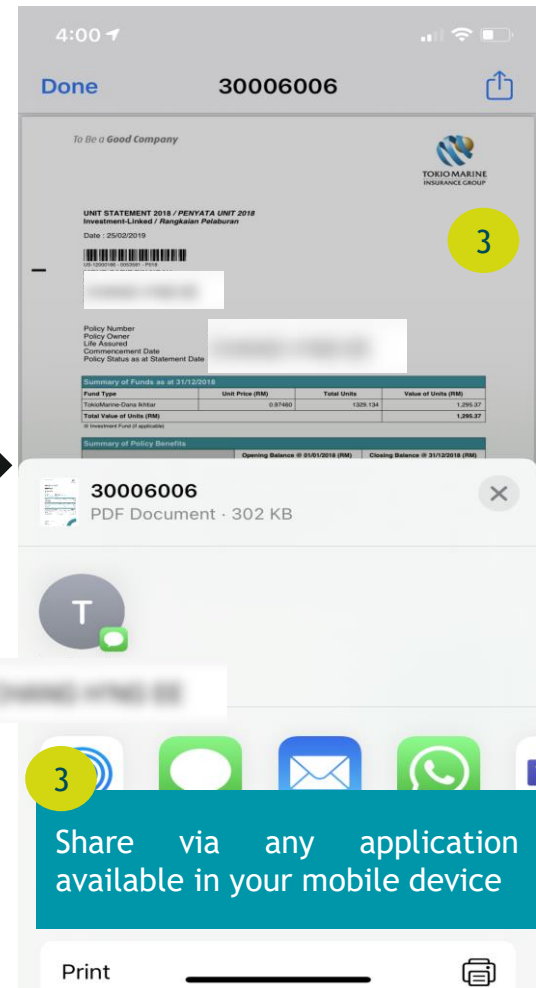
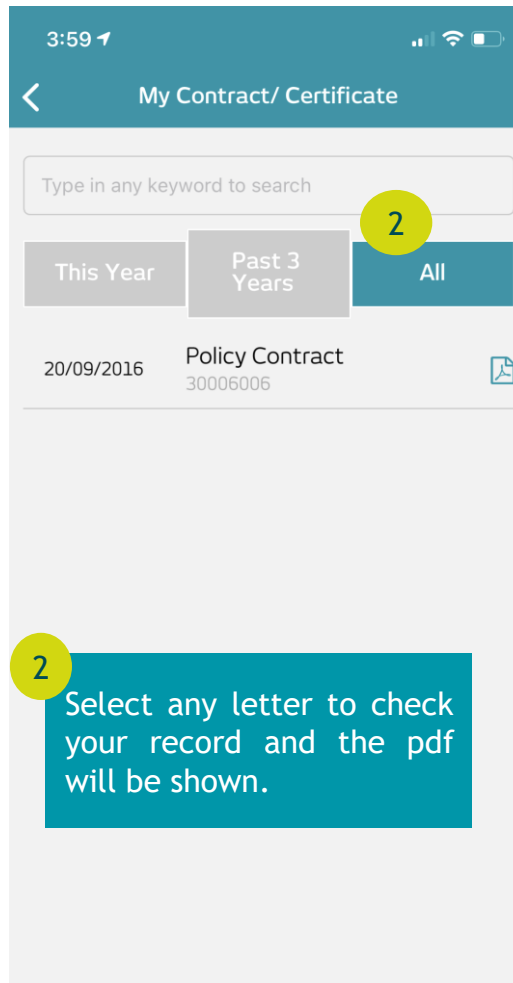
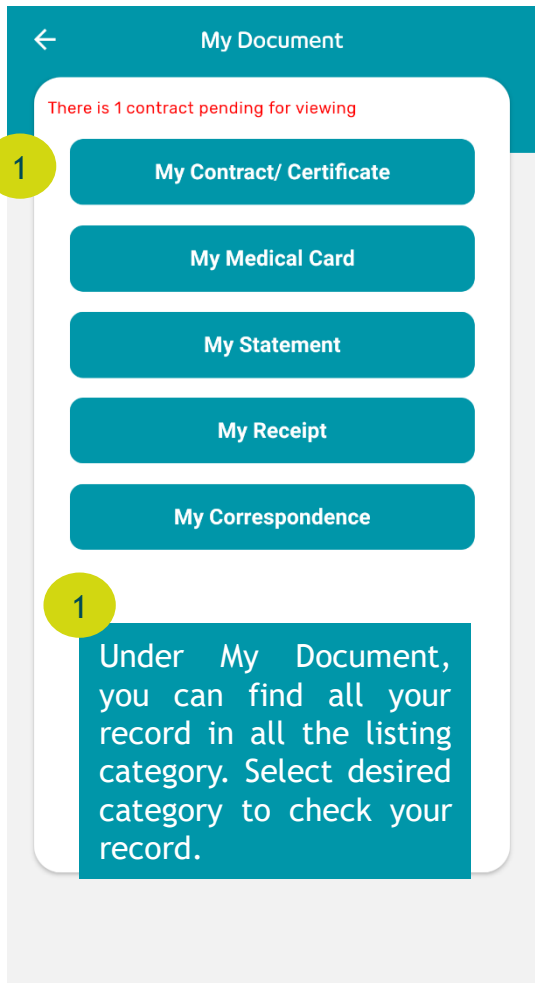
Medical Card



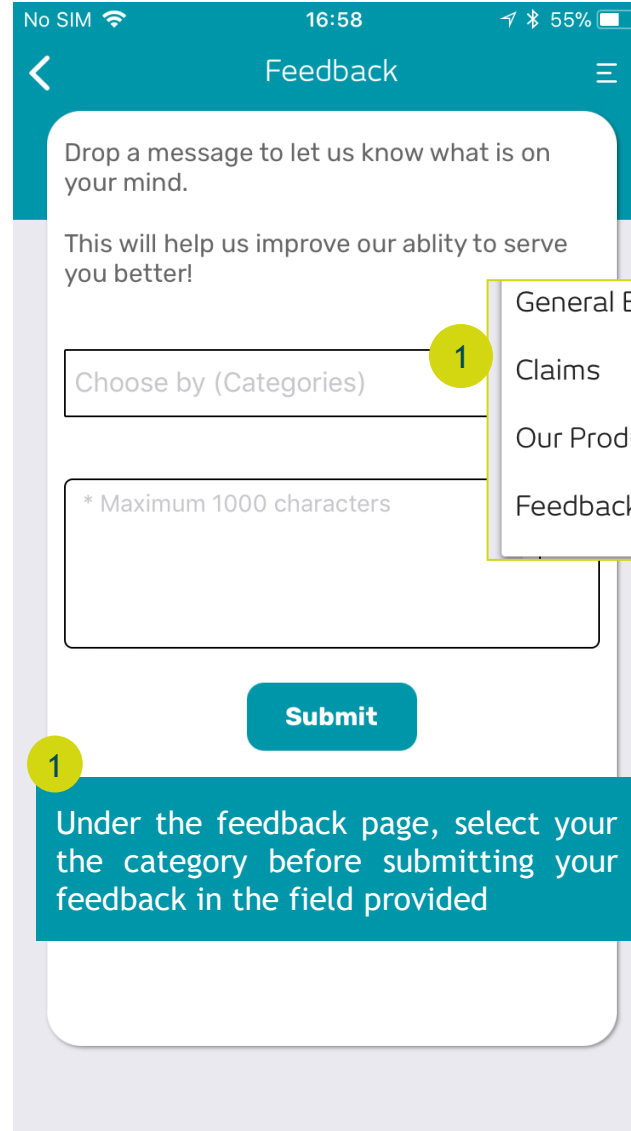
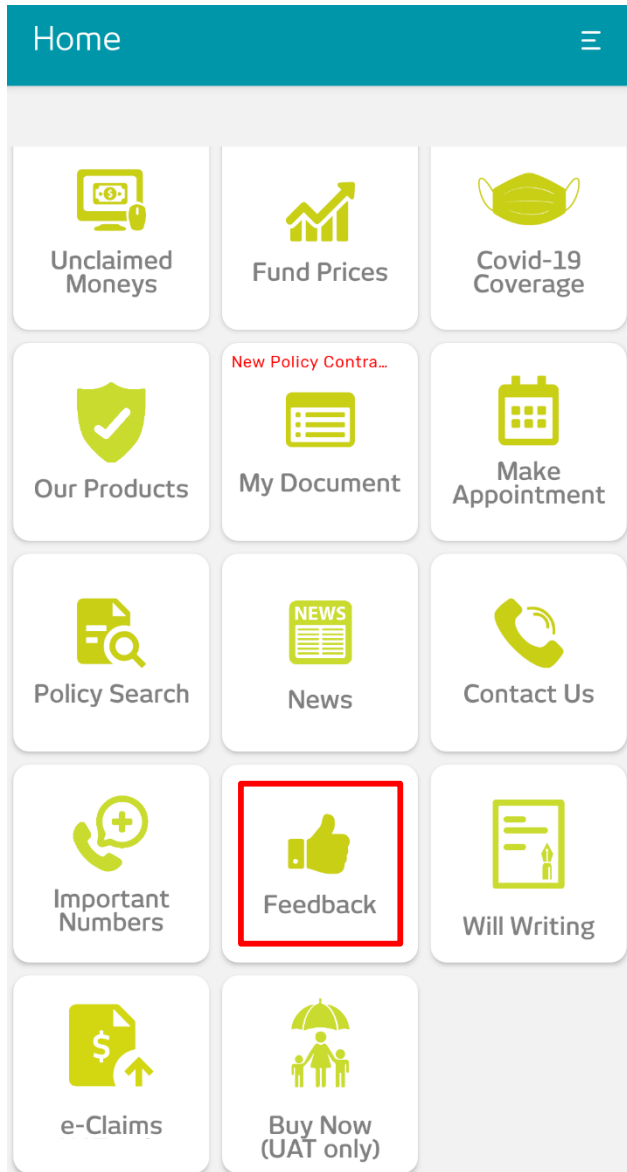
My Document



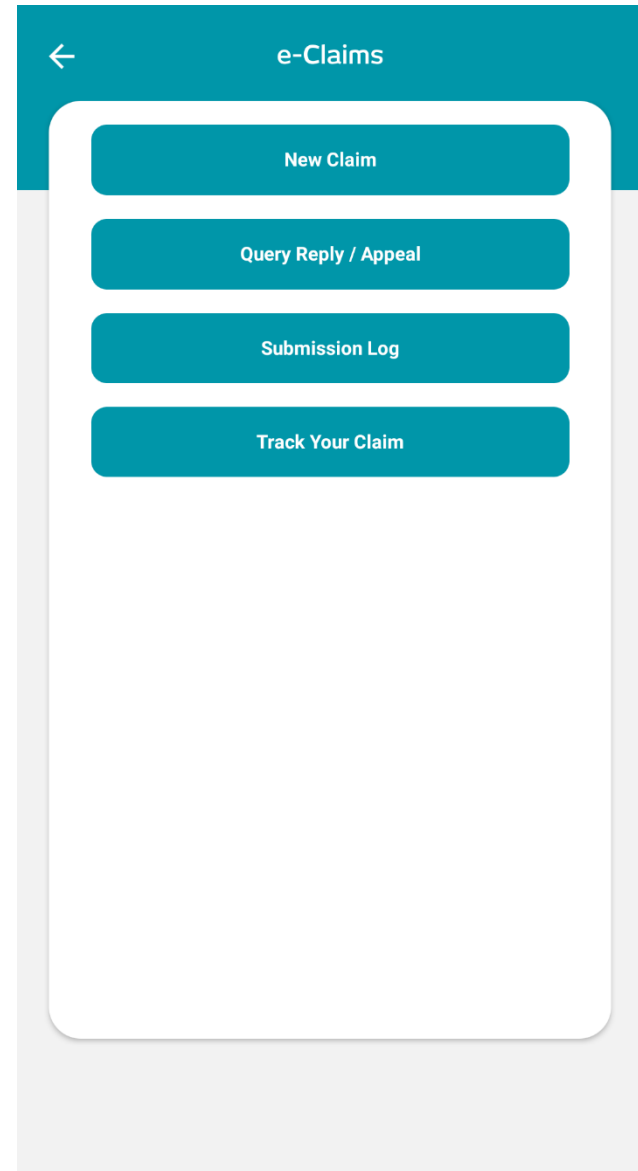
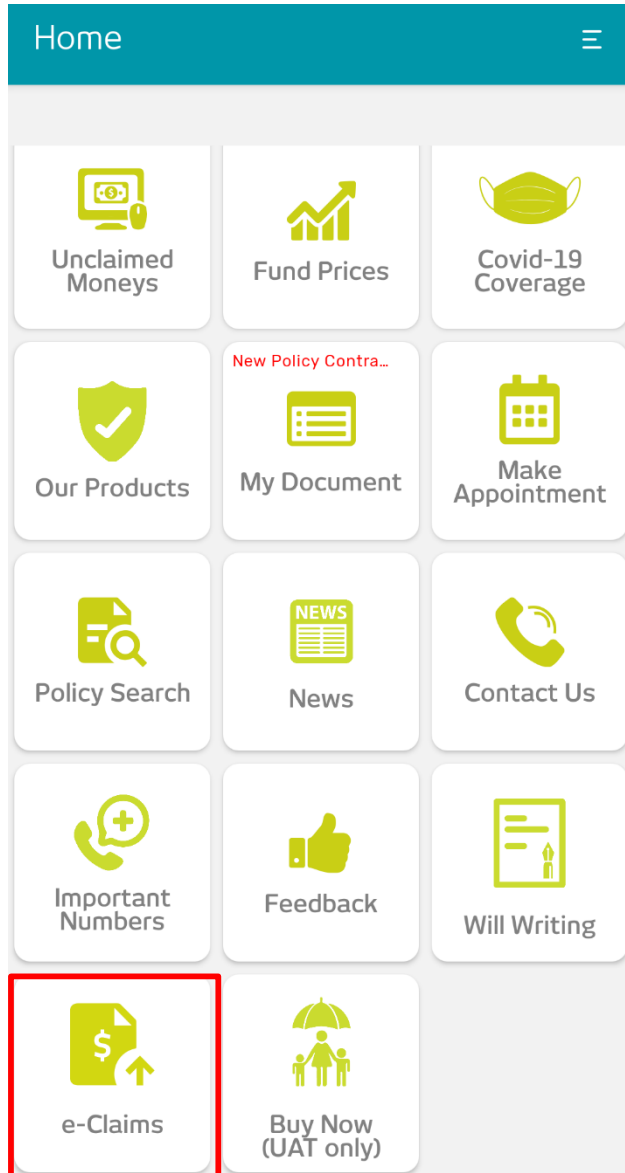
My Document (cont'd)



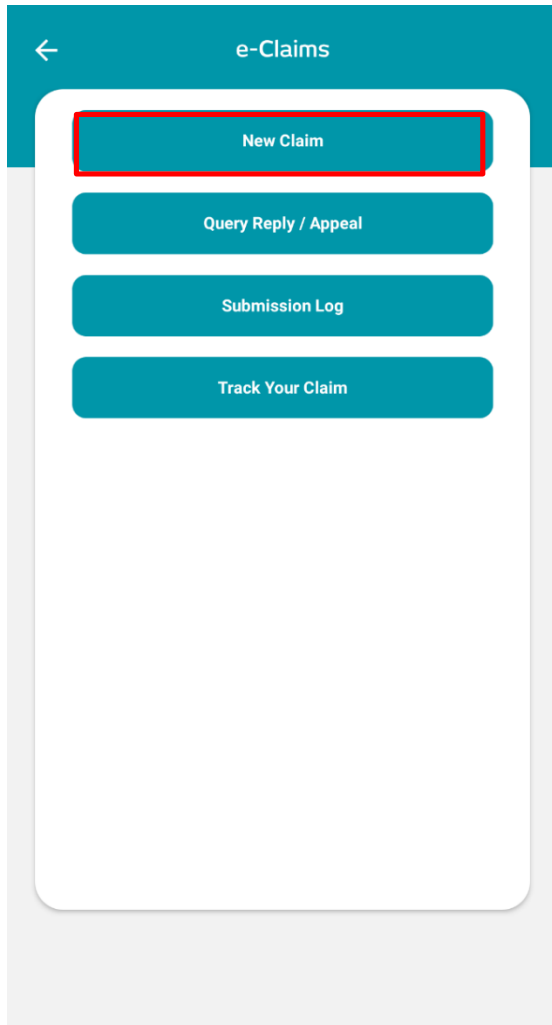
Feedback



e-Claims



New Claim



The screenshot shows the 'Online Claim Submission' screen for Tokiomarine Insurance Group. It features a progress bar with five steps: 1. Select Claimant & Policy (highlighted in yellow), 2. Select Policy, 3. Upload Documents, 4. Review, and 5. Submit. The form fields include: 'Name of Life Assured' (dropdown menu, highlighted with a yellow circle '1'), 'Claim Type' (dropdown menu), and 'Event Date' (text input field with placeholder 'dd/mm/yyyy', highlighted with a yellow circle '1'). A 'Next >' button is at the bottom right.

1 Select name of life assured, claim type and fill in the event date before clicking next

The screenshot shows the 'Online Claim Submission' screen for Tokiomarine Insurance Group, Step 2: Select Policy. It features a table of eligible policies. The table has two columns: 'No' and 'Policy No'. The first row shows '1' in the 'No' column and a blurred policy number in the 'Policy No' column, highlighted with a yellow circle '2'. Below the table, it says 'Showing 1 to 1 of 1 entries'. A note states: '*denotes that the policy is in force and has the particular benefit as at Event Date.' A 'Next >' button is at the bottom right.

2 Select the policy(ies) in the list of eligible policy(ies) then click next

New Claim (cont'd)

New Claim

TOKIO MARINE INSURANCE GROUP

Online Claim Submission

STEP 1 Fill Up Policy Details

3

Policy Number / Policy Nombor

Full Name / Nama Penuh

NRIC Number / Nombor Kad Pengenalan

Occupation / Pekerjaan

Correspondence Address / Alamat Surat Menyurat Terkini

3

Fill in all the relevant details

New Claim

TOKIO MARINE INSURANCE GROUP

Was the accident reported ? / Adakah kemalangan dilaporkan kepada?

To: / Kepada:

Police / Polis (if yes, please provide police report jika ya, sila berikan laporan polis)

Yes / Ya No / Tidak

Employer / Majikan (if yes, please provide attendance report jika ya, sila berikan laporan kehadiran)

Yes / Ya No / Tidak

SOCSO (if yes, please provide SOCSO settlement letter jika ya, sila berikan surat penyelesaian SOCSO)

Yes / Ya No / Tidak

Other Insurance Coverage / Lain-lain Perlindungan Insurans

Insurance Co.	Policy No.	Policy Date	Sum Assured (RM)	Claim Status
+				

Declaration & Authorization / Pengisytiharan & Kebenaran

Please tick the box above to show that you have read and agree to the above terms and conditions.

4

4

« Previous Next »

Click next upon agreeing to the Terms and Conditions

New Claim

TOKIO MARINE INSURANCE GROUP

Life Assured Details/ Butiran Hayat yang Dilindungi

Policy Number / Policy Nombor

Full Name / Nama Penuh

NRIC Number / Nombor Kad Pengenalan

Occupation / Pekerjaan

5

Correspondence Address / Alamat Surat Menyurat Terkini

About Current Claim/ Tuntutan Terkini

Nature of illness/ symptom Jenis penyakit/ simptom

For how long have you been having the symptoms prior to ?rst consulting a doctor? / Berapa lamakah anda telah menghidapi gejala-gejala sebelum pertama kali menjumpai doktor?


When did you first consult a doctor for the symptoms? / Bilakah anda jumpa doktor buat pertama kali mengenai

5

Review your summary data input then click next

New Claim (cont'd)

← New Claim

 TOKIO MARINE INSURANCE GROUP

STEP 3
View and Arrange Claim Document

Mandatory Documents 6

- Hospitalisation & Surgical Claim Attending Physician's Statement (completed by attending physician)
- Receipt(s) & itemised bill(s)


Supporting Documents (whichever applicable)

- Certified True Copy of Assured's passport with entry records (for overseas treatment)
- Claims settlement letter from employer (if claim was partially settled by employer)
- Claims settlement letter from other insurance company (if claim was partially settled by other insurer)

« Previous Next »

6 View and arrange for all relevant claim document before clicking next

← New Claim

 TOKIO MARINE INSURANCE GROUP

(Note: Person who can certify document: Customer Service Personnel at Tokio Marine Life Insurance Bhd Head Office and Branches; RHB Executive; Sales Manager or above; Commissioner of Oath; Public Notary)

Hospitalisation & Surgical Claim Attending Physician's Statement (completed by attending physician)

Choose Files No file chosen 7

Clear

Receipt(s) & itemised bill(s)

Choose Files No file chosen

Clear

Supporting Documents (whichever applicable)

All Supporting Documents

Choose Files No file chosen


Clear

Upload

« Previous Next »

7 Upload all the required document before clicking next

← New Claim

 TOKIO MARINE INSURANCE GROUP

30517983

Name of Policy Owner :

NRIC/Old IC/Passport No. :

Mobile No. :

Email Address :

Account Type : 8

Bank Name :

Bank A/C No. :

Edit Save

Note: Policy Alteration will be performed based on the particulars provided above. It will take one(1) working day to update your details in our system.

8 Edit and validate claimant's details before saving

New Claim (cont'd)

← New Claim

TOKIO MARINE INSURANCE GROUP

account stated above via e-Payment facility.

5. I understand that the Company reserves the right to request further documents should more information be needed.

6. I understand that the Company reserves the right to request original documents should the claim warrant a verification.

7. For reimbursement claim, I will submit the original receipts to my servicing agent or the nearest TMLM branch for the release of claim monies.

8. I authorise the Company to perform Policy Alteration in accordance with the particulars provided above.

9. I will provide full cooperation as the Company may require in order to process my claim.

I hereby declare that the information provided in relation to my claim submission is true, complete and accurate to the best of my knowledge. I further acknowledge that I have read and agree to the above Terms and Conditions.

« Previous Submit ↗

9

Click submit after agreeing to the Terms and Conditions

← New Claim

TOKIO MARINE INSURANCE GROUP

conditions

4. I agree that any claims payout under the Policy(ies) shall be remitted to my individual bank account stated above via e-Payment facility.

e-Services

Do you want to proceed with e-Claims submission?

Yes No

7. For reimbursement claim, I will submit the original receipts to my servicing agent or the nearest TMLM branch for the release of claim monies.

8. I authorise the Company to perform Policy Alteration in accordance with the particulars provided above.

9. I will provide full cooperation as the Company may require in order to process my claim.

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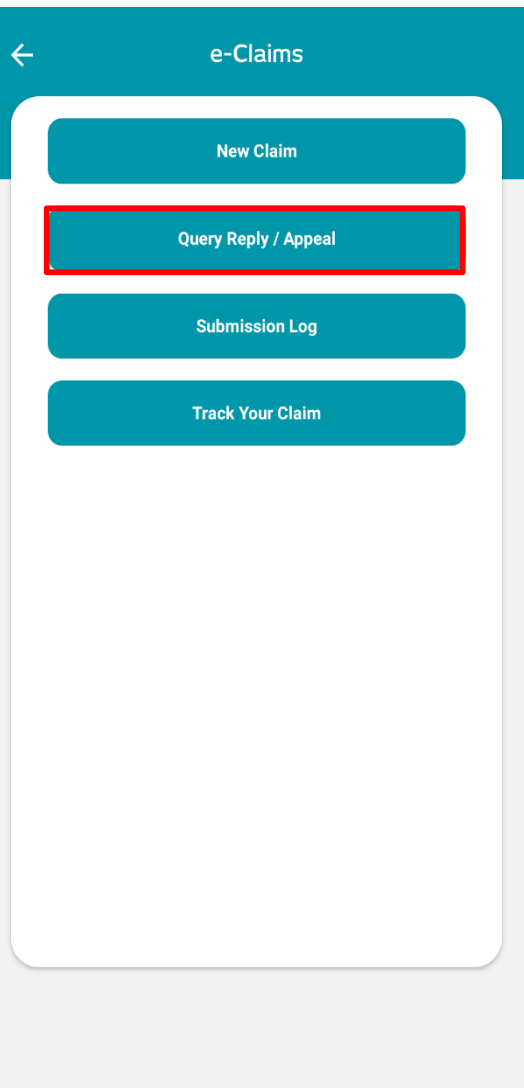
Please make declaration and agree to the T&C.

« Previous Submit ↗

10

Click yes to proceed with e-Claims submission. You will receive an e-Claims receipt acknowledgement via SMS and email upon successful submission

Query Reply / Appeal



The screenshot shows the 'STEP 1 Fill in Claim Details' form. It includes the TOKIOMARINE INSURANCE GROUP logo and a progress indicator with three steps. The form fields are: 'Submission Type' (radio buttons for 'Query Reply' and 'Appeal'), 'Name of Life Assured' (dropdown menu), 'Claim Type' (dropdown menu), and 'Event Date' (text input). A 'Next »' button is at the bottom. A yellow circle with the number '1' is placed over the 'Name of Life Assured' dropdown.

1 Select submission type, name of life assured, claim type and fill in event date before clicking next

The screenshot shows the 'STEP 2' form. It includes the TOKIOMARINE INSURANCE GROUP logo and a progress indicator with three steps. The form fields are: 'Submission Type' (radio buttons for 'Query Reply' and 'Appeal'), 'Name of Life Assured' (dropdown menu), 'Claim Type' (dropdown menu), and 'Event Date' (text input). Below the form is a table of eligible policies. A 'Next »' button is at the bottom. A yellow circle with the number '2' is placed over the table.

No	Policy No
1

2 Select the policy(ies) in the list of eligible policy(ies) then click next

Query Reply/Appeal (cont'd)

← Query Reply / Appeal

TOKIO MARINE INSURANCE GROUP

Online Claim Query Reply / Appeal

Please follow these 3 simple steps to file an online claim

STEP 2
Upload Claim Documents

Please upload the claim requirements as per query letter

Choose Files No file chosen **3**

Clear

Upload

« Previous Next »

3

Upload relevant document then click next

← Query Reply / Appeal

TOKIO MARINE INSURANCE GROUP

30517983

Name of Policy Owner : [Redacted]
NRIC/Old IC/Passport No. [Redacted]

Mobile No. : 0109999999

Email Address : abc@xyz.com **4**

Account Type : Saving

Bank Name : Select Bank

Bank A/C No. :

Edit Save


Note: Policy Alteration will be performed based on the particulars provided above. It will take one(1) working day to update your details in our system.

4

Edit and validate claimant's details before saving

Query Reply / Appeal (cont'd)

← Query Reply / Appeal

 TOKIO MARINE INSURANCE GROUP

shall be remitted to my individual bank account stated above via e-Payment facility.

5. I understand that the Company reserves the right to request further documents should more information be needed.

6. I understand that the Company reserves the right to request original documents should the claim warrant a verification.

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8. I authorise the Company to perform Policy Alteration in accordance with the particulars provided above.

9. I will provide full cooperation as the Company may require in order to process my claim.


I hereby declare that the information provided in relation to my claim submission is true, complete and accurate to the best of my knowledge. I further acknowledge that I have read and agree to the above Terms and Conditions.

5

« Previous Submit ↗

Click submit after agreeing to the Terms and Conditions.

← Query Reply / Appeal

 TOKIO MARINE INSURANCE GROUP

conditions

4. I agree that any claims payout under the Policy(ies) shall be remitted to my individual bank account stated above via e-Payment Facility.

6

e-Services

Do you want to proceed with e-Claims submission?

Yes No

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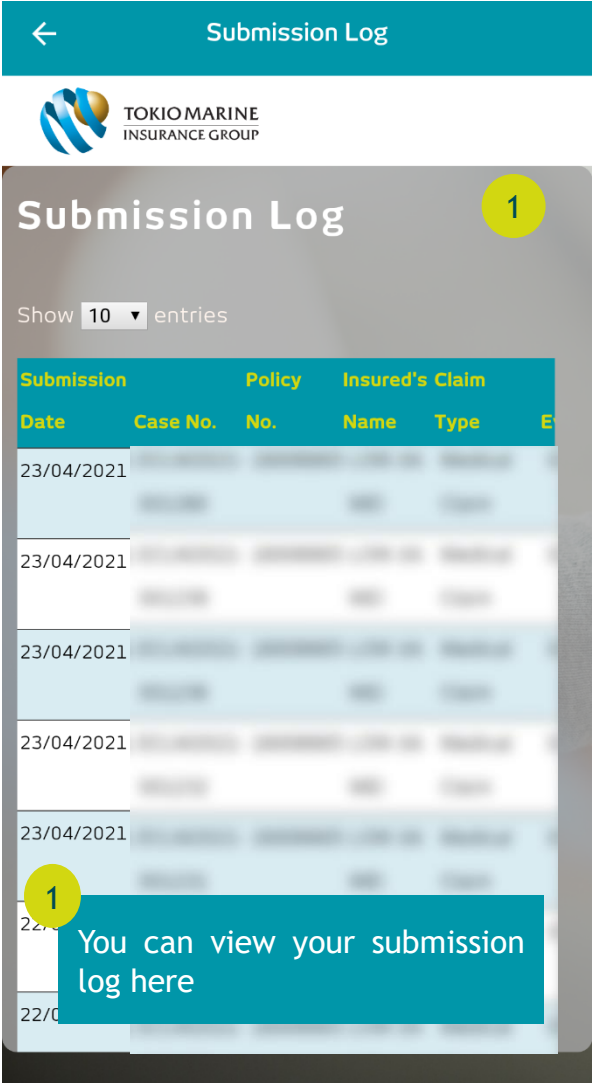
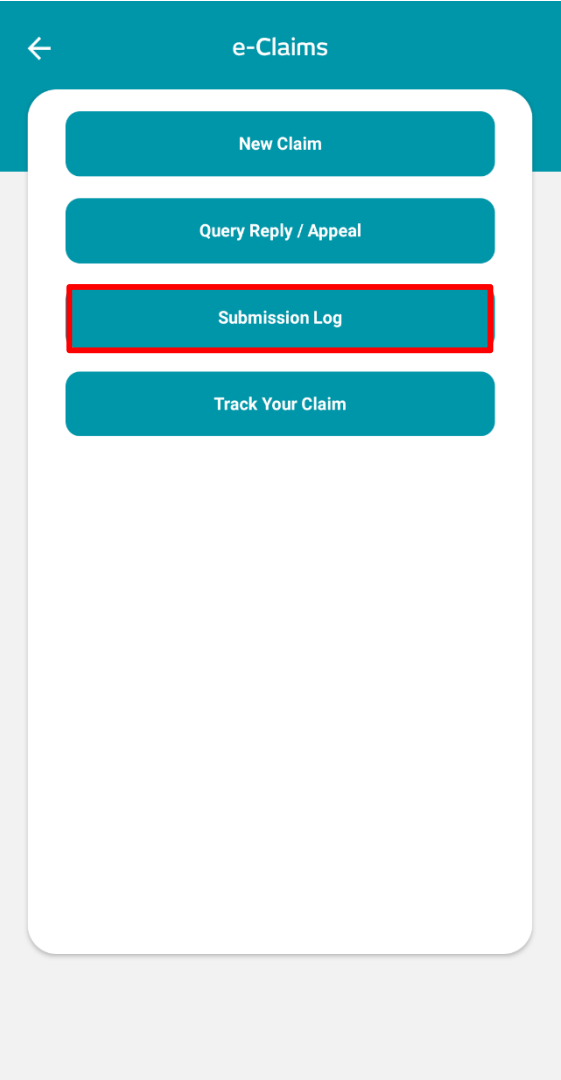
Please make declaration and agree to the T&C.

« Previous Submit ↗

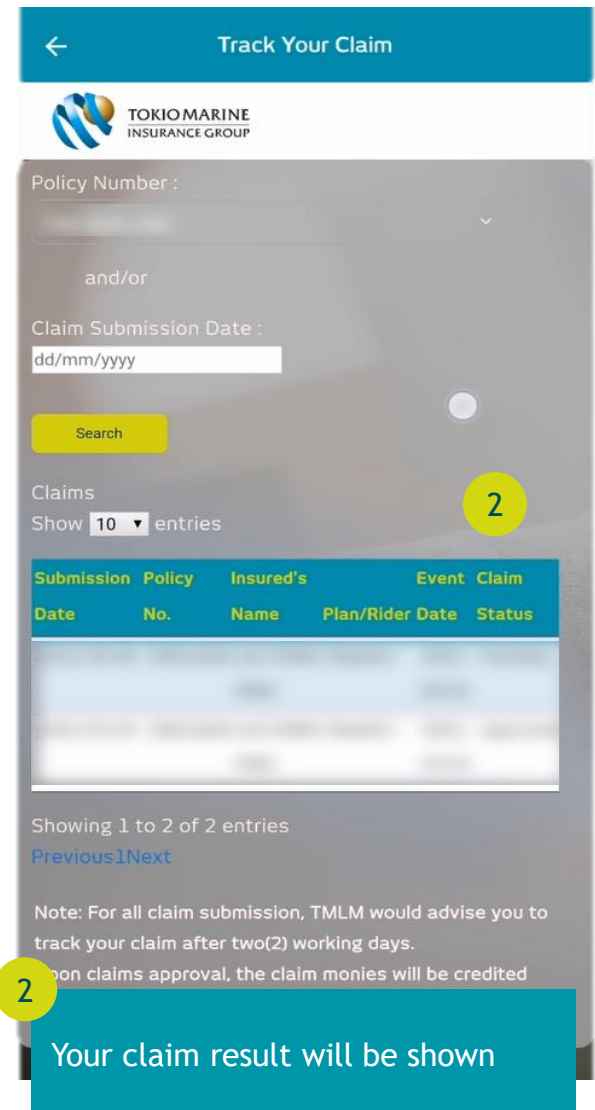
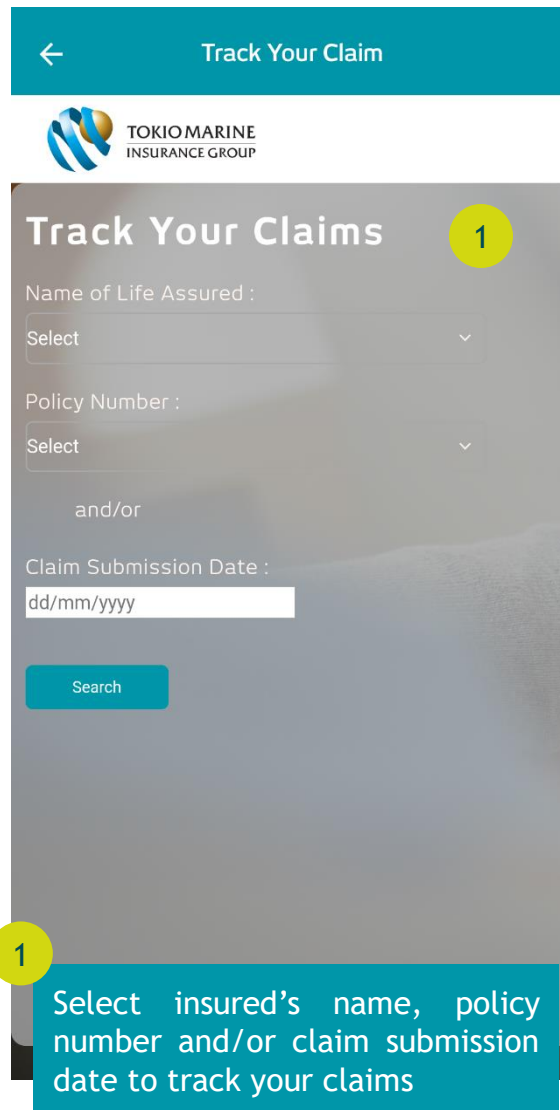
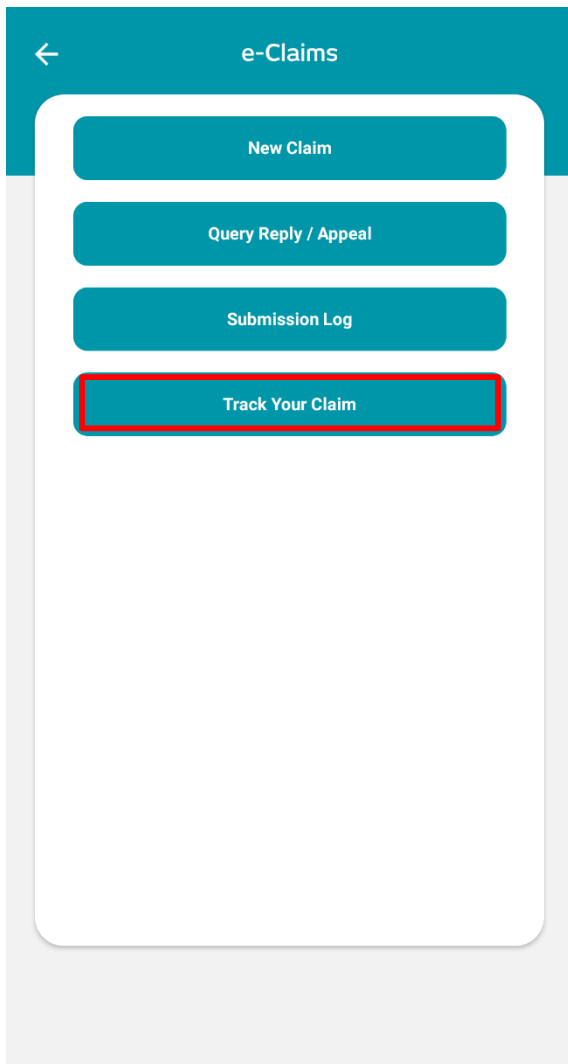
6

Click yes to proceed with e-Claims submission. You will receive an e-Claims receipt acknowledgement via SMS and email upon successful submission

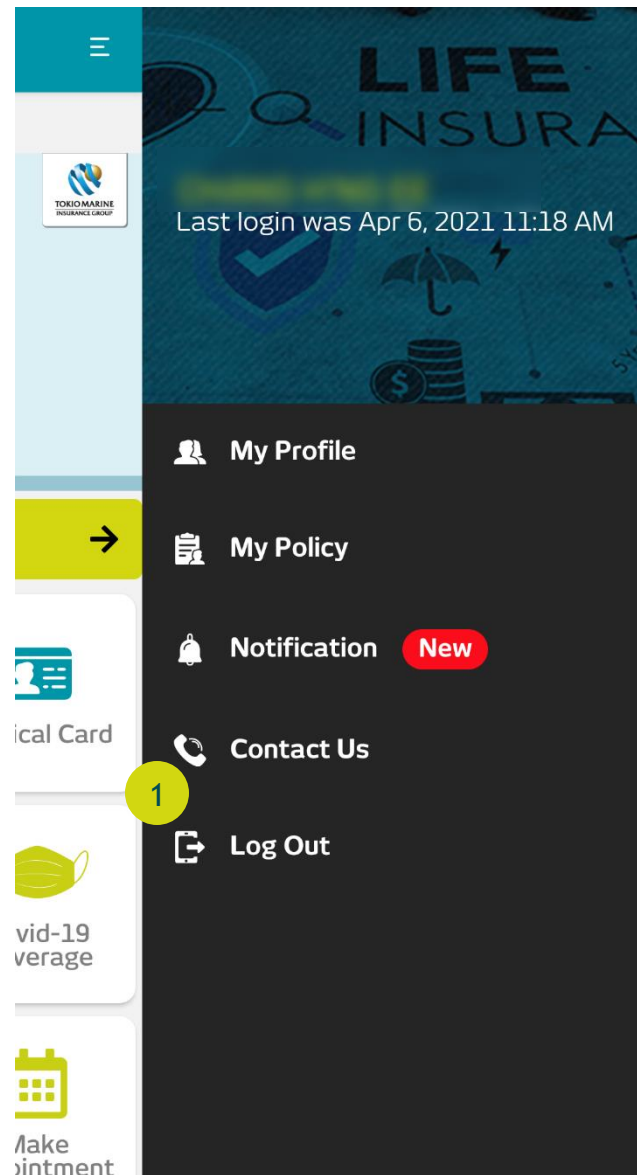
Submission Log



Track Your Claim



Log Out



1

Select Log Out in the sign menu when you are finished with your session

To Be a **Good Company**



TOKIO MARINE
INSURANCE GROUP

FAQs

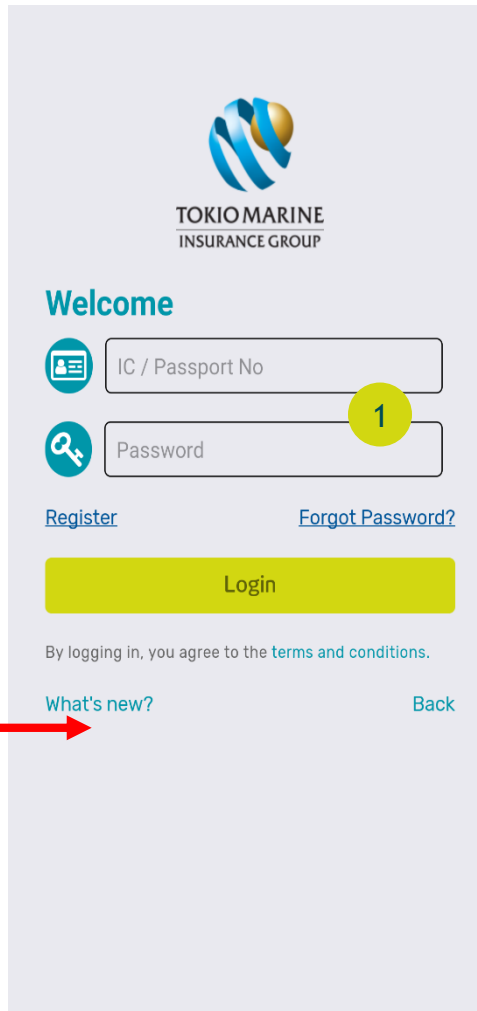
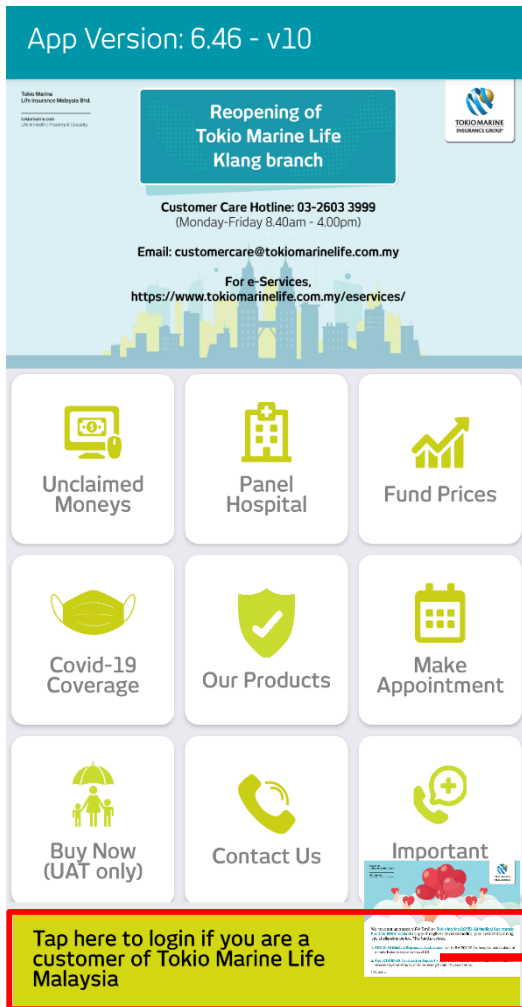
Tokio Marine
Life Insurance Malaysia Bhd.

tokiomarine.com
Life & Health | Property & Casualty

1. How to login to oneTokio?

a

First time login



1

Enter your NRIC/ Passport Number and the password/ the One Time 6 digits code you received via SMS

1. How to login to oneTokio?

b After registration

App Version: 6.46 - v10

Tokio Marine Life Insurance Malaysia Bhd.
Member since 1998
LIFE INSURANCE COMPANY

Reopening of Tokio Marine Life Klang branch

Customer Care Hotline: 03-2603 3999
(Monday-Friday 8.40am - 4.00pm)

Email: customercare@tokiomarinelifemalaysia.com.my

For e-Services,
<https://www.tokiomarinelifemalaysia.com.my/eservices/>


Unclaimed Moneys Panel Hospital Fund Prices

Covid-19 Coverage Our Products Make Appointment

Buy Now (UAT only) Contact Us Important

Tap here to login if you are a customer of Tokio Marine Life Malaysia




TOKIO MARINE
INSURANCE GROUP

Welcome

1

[Register](#) [Forgot Password?](#)

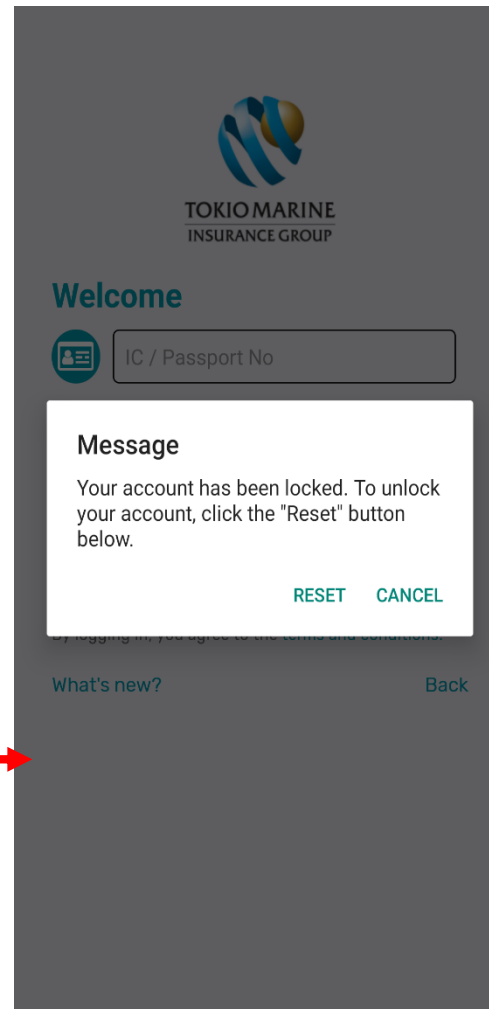
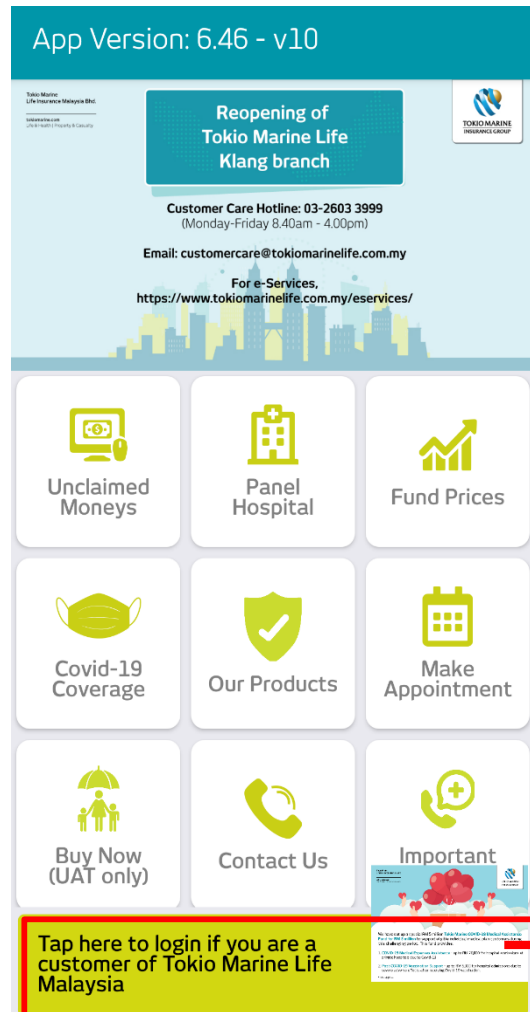
Login

By logging in, you agree to the [terms and conditions](#).

[What's new?](#) [Back](#)

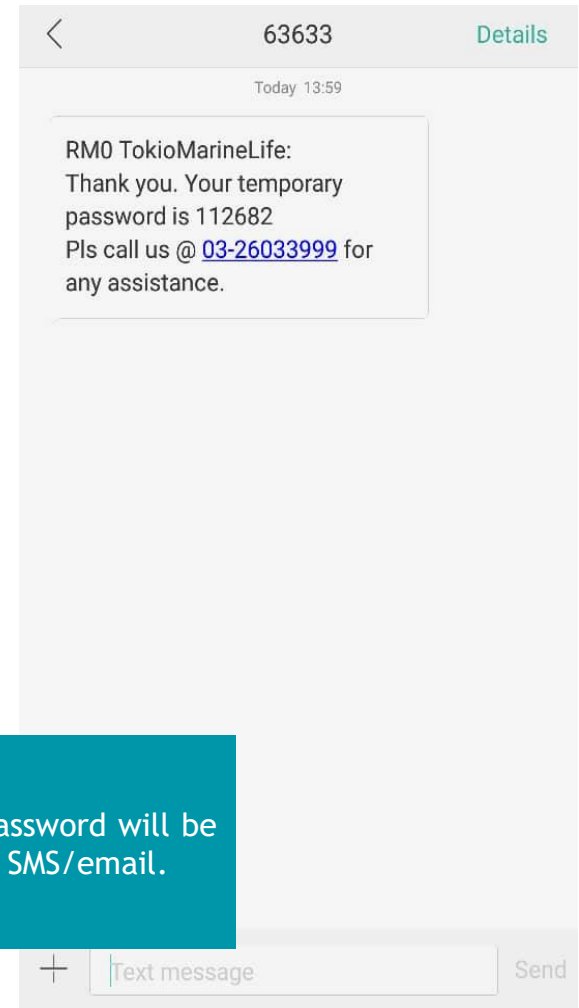
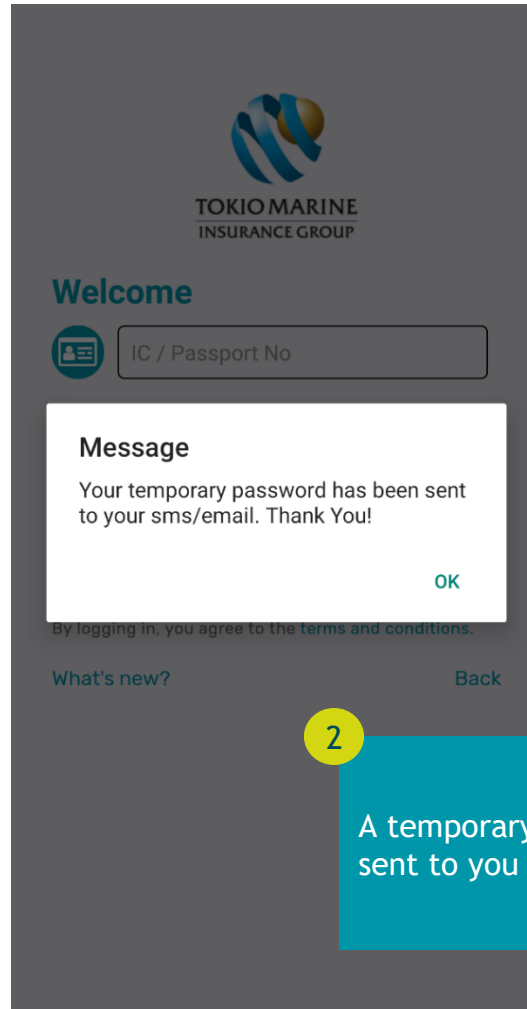
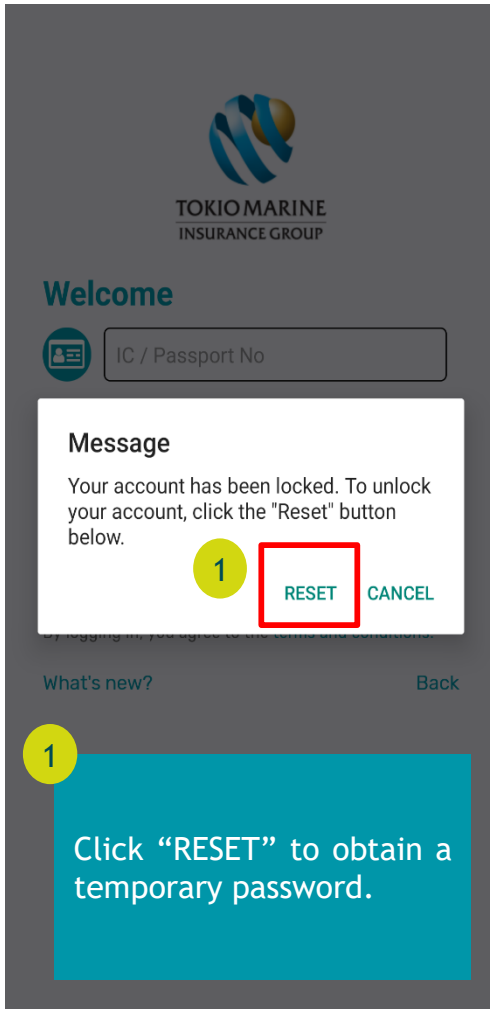
1 Login with the same NRIC/Passport Number and password that you have registered earlier in oneTokio/ Customer Portal

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



2. My account is locked. How should I proceed? (Cont'd)

Step 1 - 2



2. My account is locked. How should I proceed? (Cont'd)

Step 3 - 4

TOKIO MARINE
INSURANCE GROUP

Welcome

[Register](#) [Forgot Password?](#)

Login

By logging in, you agree to the [terms and conditions](#).

[What's new?](#) [Back](#)

3 Login with the temporary password.

TOKIO MARINE
INSURANCE GROUP

Reset Password

Alert
Your password has expired. Please change your password.

OK

At least 8 character long


At least 1 lowercase letter

At least 1 uppercase letter

4 Change your password upon successful login.

2. My account is locked. How should I proceed? (Cont'd)

Step 5 - 6



TOKIO MARINE
INSURANCE GROUP

Reset Password

Current Password

New Password

Confirm New Password

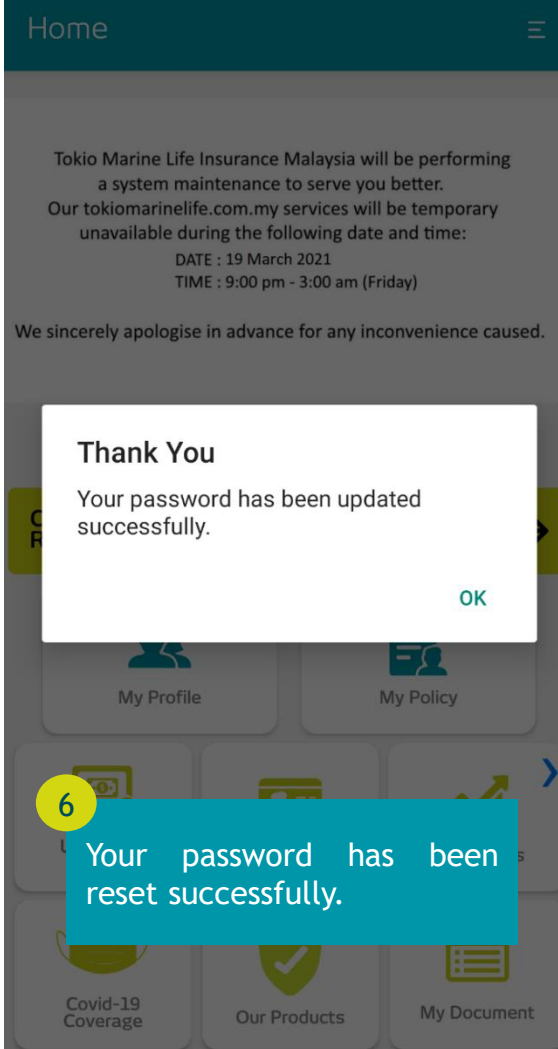
Our minimum Requirement

100%

- ✓ At least 8 character long
- 5 ✓ At least 1 lowercase letter
- ✓ At least 1 uppercase letter
- ✓ At least 1 number
- ✓ Password are matched
- ✓ At least include 1 symbol

Reset your password.

Okay



Home

Tokio Marine Life Insurance Malaysia will be performing a system maintenance to serve you better. Our tokiomarinelife.com.my services will be temporary unavailable during the following date and time:
DATE : 19 March 2021
TIME : 9:00 pm - 3:00 am (Friday)

We sincerely apologise in advance for any inconvenience caused.

Thank You
Your password has been updated successfully.

OK

5 **Your password has been reset successfully.**

6 **Your password has been reset successfully.**

My Profile My Policy Covid-19 Coverage Our Products My Document

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

App Version: 6.46 - v10

Tokio Marine Life Insurance Malaysia Sdn Bhd

Reopening of Tokio Marine Life Klang branch

Customer Care Hotline: 03-2603 3999 (Monday-Friday 8.40am - 4.00pm)

Email: customercare@tokiomarinelife.com.my

For e-Services, <https://www.tokiomarinelife.com.my/eservices/>

Unclaimed Monies	Panel Hospital	Fund Prices
Covid-19 Coverage	Our Products	Make Appointment
Buy Now (UAT only)	Contact Us	Important

Tap here to login if you are a customer of Tokio Marine Life Malaysia

TOKIO MARINE INSURANCE GROUP

Welcome

IC / Passport No

Login Failed

The IC/Passport No. or Password is incorrect. Please try again.

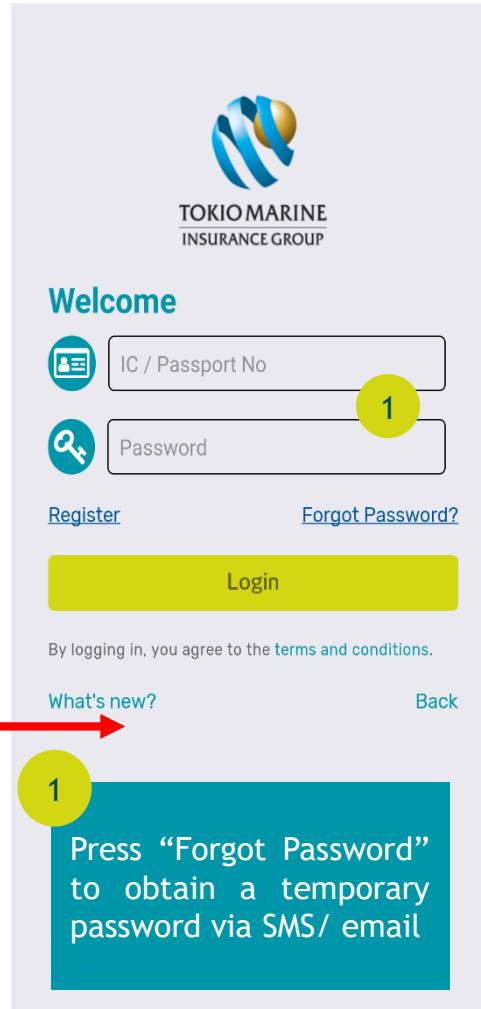
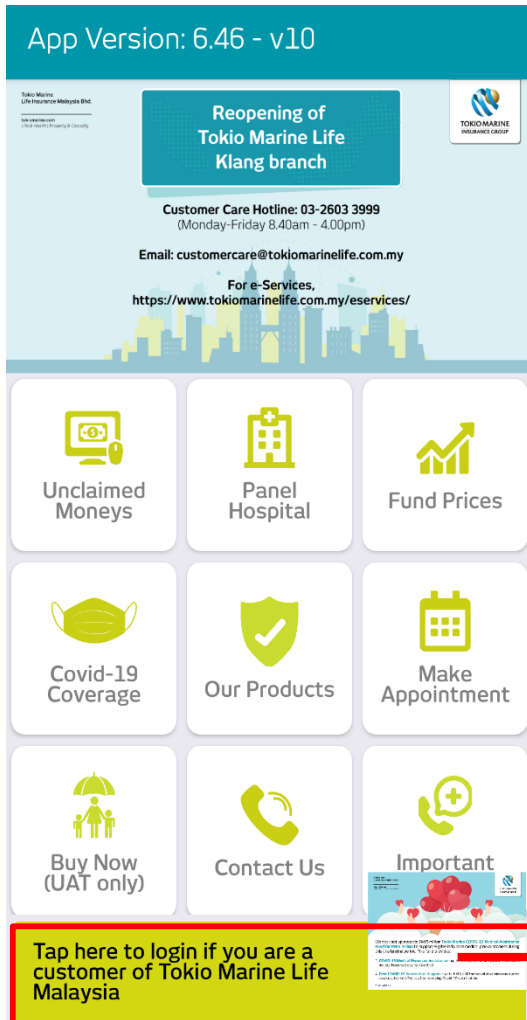
OK

By logging in, you agree to the terms and conditions.

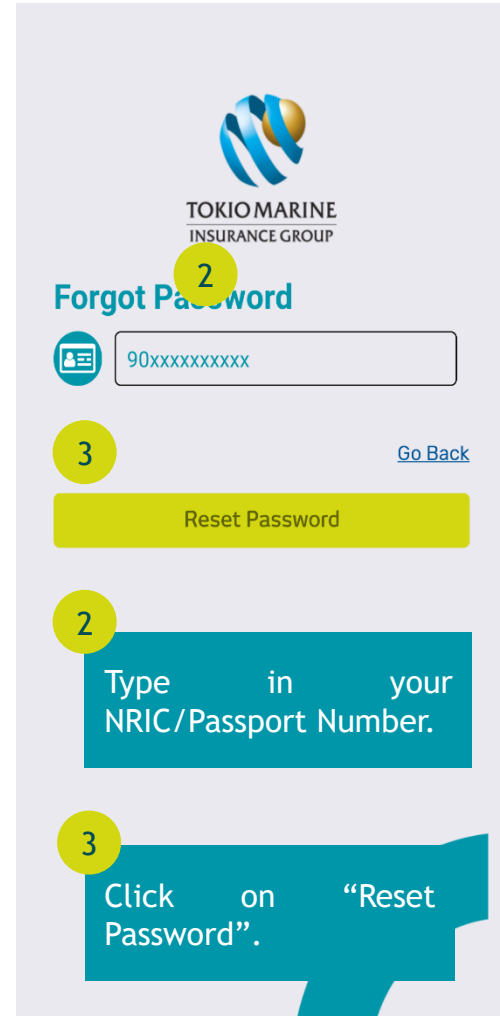
What's new? Back

3. I forgot my password. How can I get a new one? (Cont'd)

Step 1 - 3

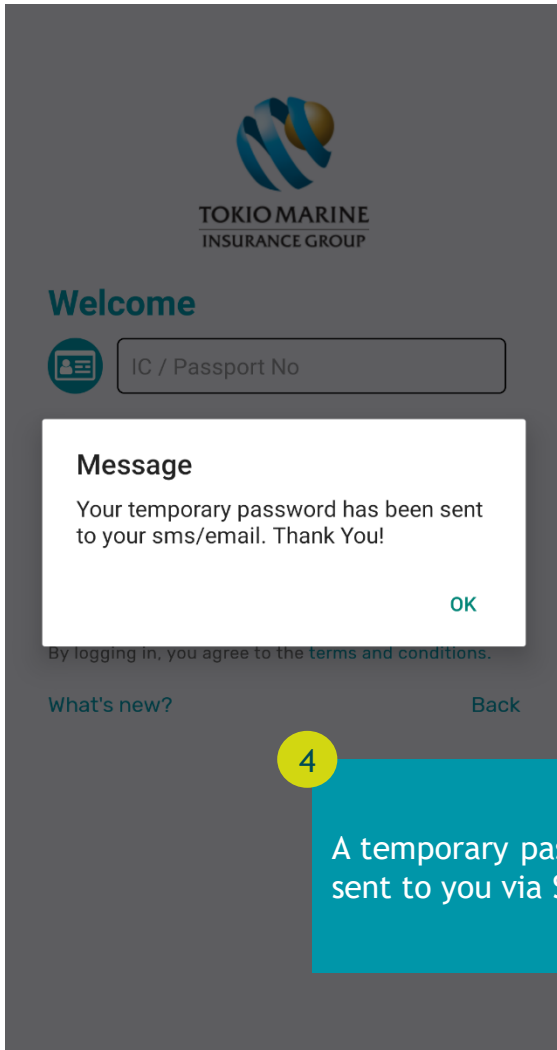


1 Press "Forgot Password" to obtain a temporary password via SMS/ email

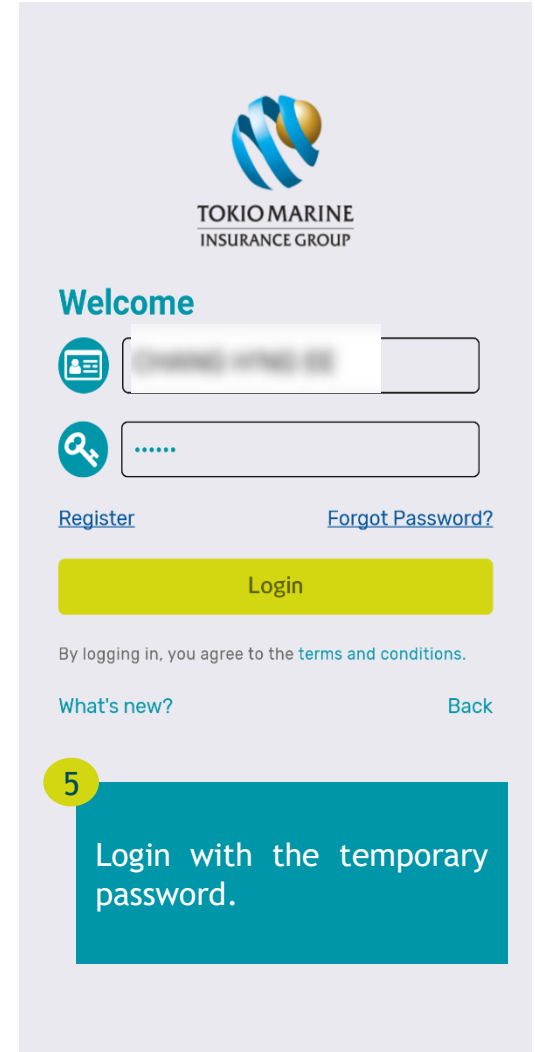
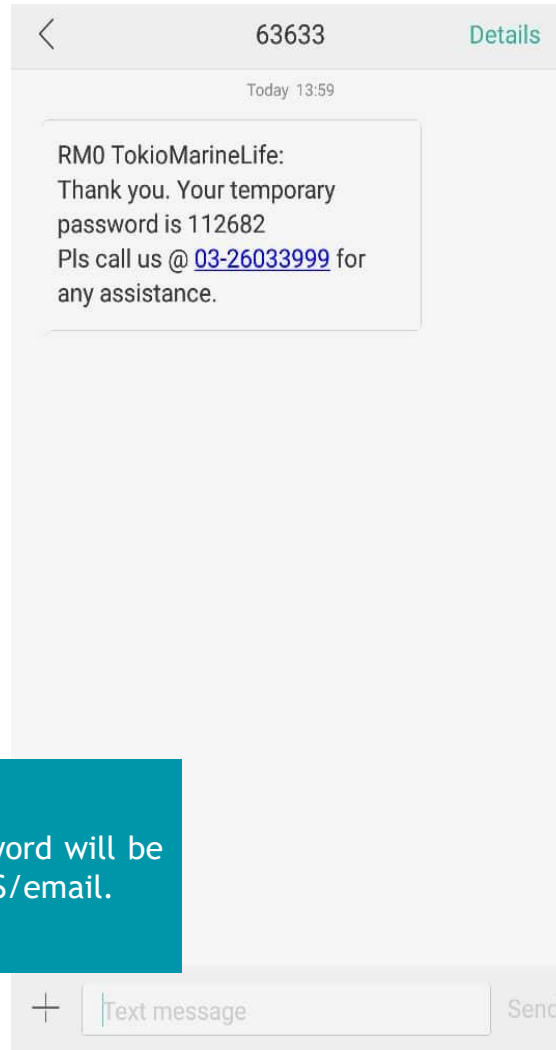


3. I forgot my password. How can I get a new one? (Cont'd)

Step 4 - 5



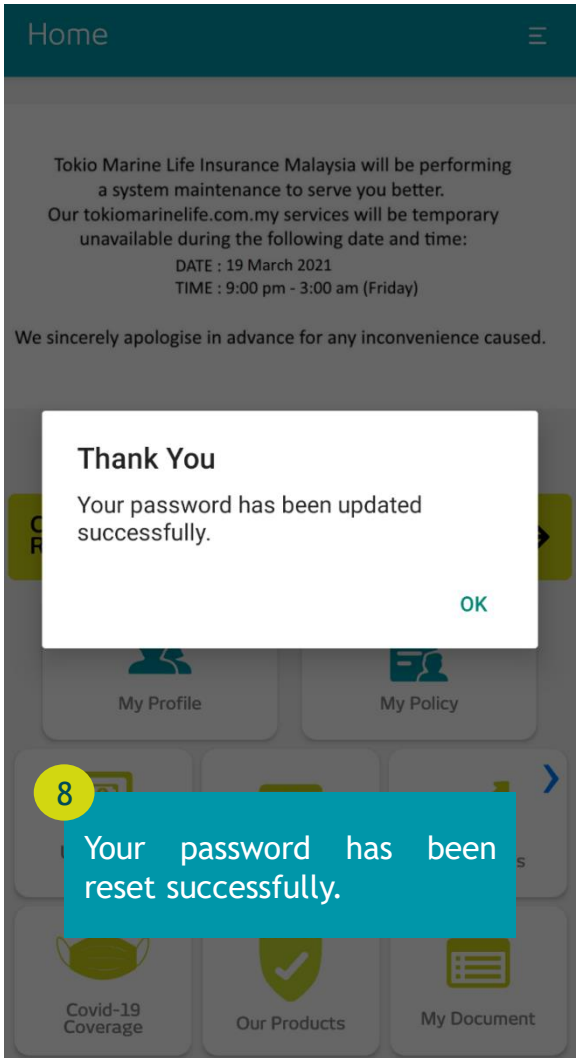
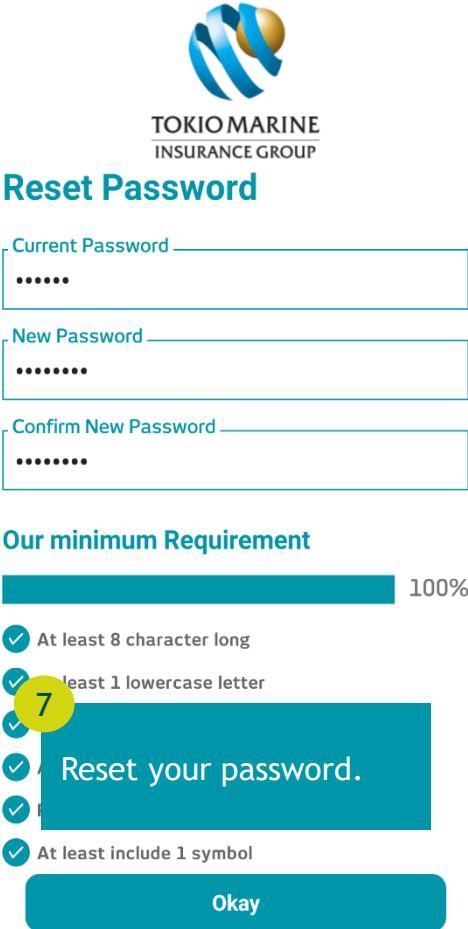
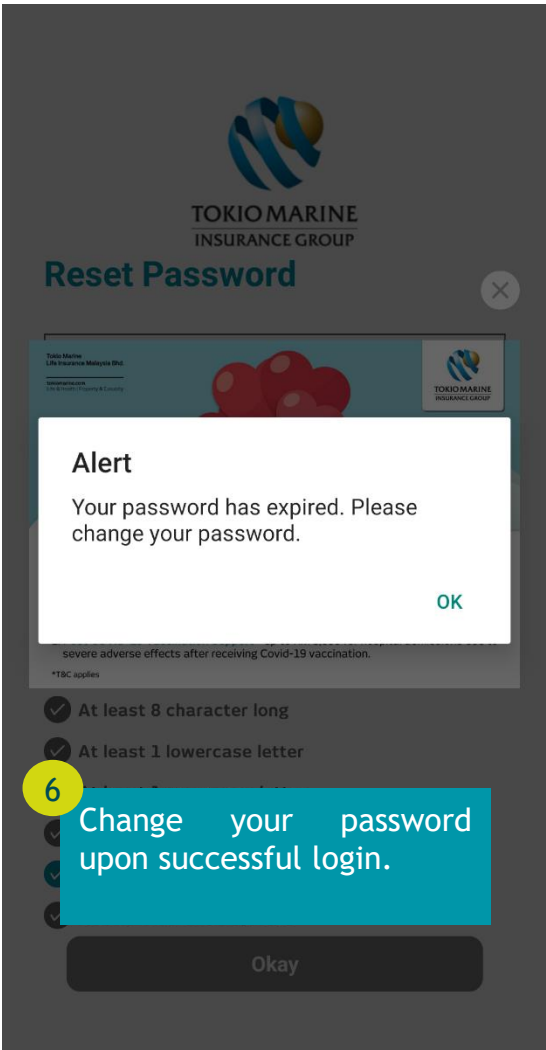
4
A temporary password will be sent to you via SMS/email.



5
Login with the temporary password.

3. I forgot my password. How can I get a new one? (Cont'd)

Step 6 - 8



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

App Version: 6.46 - v10

Reopening of Tokio Marine Life Klang branch

Customer Care Hotline: 03-2603 3999
(Monday-Friday 8.40am - 4.00pm)

Email: customercare@tokiomarinelife.com.my

For e-Services, <https://www.tokiomarinelife.com.my/eservices/>

Unclaimed Moneys | Panel Hospital | Fund Prices

Covid-19 Coverage | Our Products | Make Appointment

Buy Now (UAT only) | Contact Us | Important

Tap here to login if you are a customer of Tokio Marine Life Malaysia

TOKIO MARINE INSURANCE GROUP

Welcome

90xxxxxxxxxx

.....

[Register](#) [Forgot Password?](#)

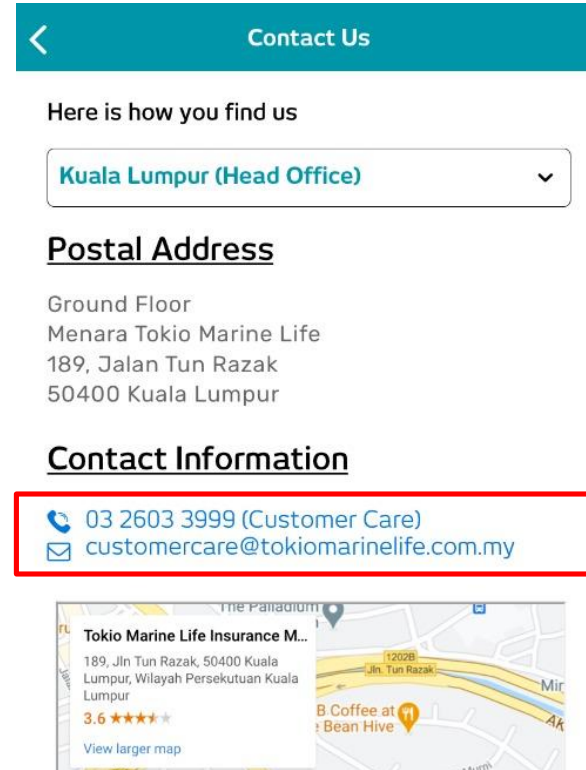
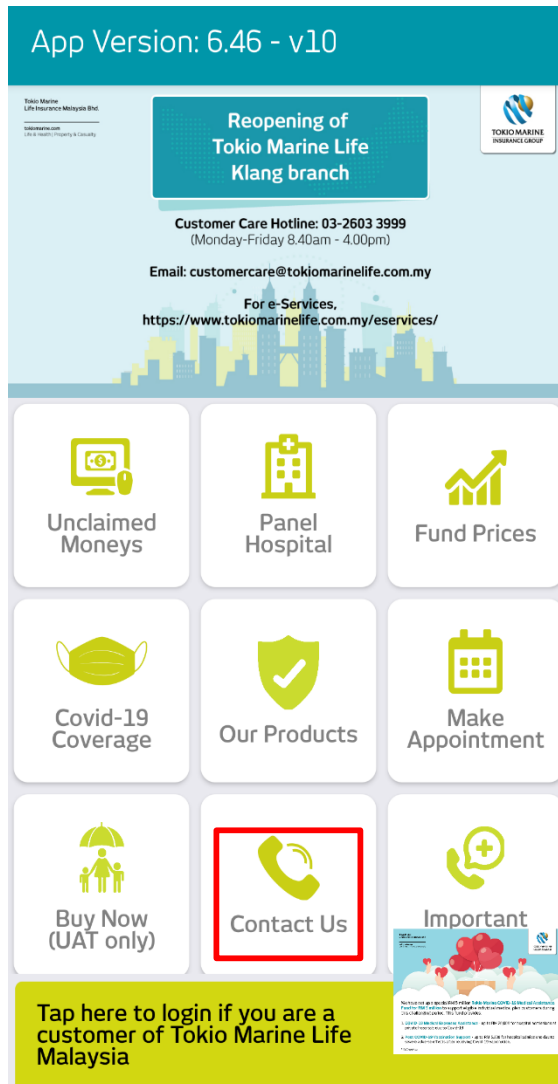
Login

By logging in, you agree to the [terms and conditions](#).

[What's new?](#) [Back](#)

You can only login to oneTokio 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 customercare@tokiomarinelife.com.my

Business Hours:
Monday to Thursay (8:40 am - 5:30pm)
Friday (8:40 am - 5:20pm)

To Be a **Good Company**



TOKIO MARINE
INSURANCE GROUP

Thank You

Tokio Marine
Life Insurance Malaysia Bhd.

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