

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**



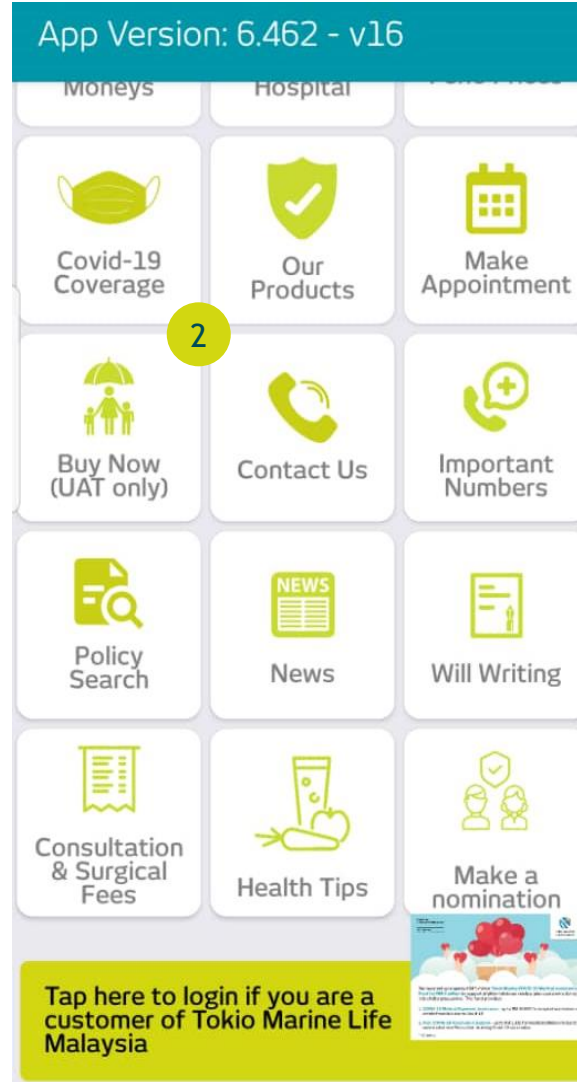
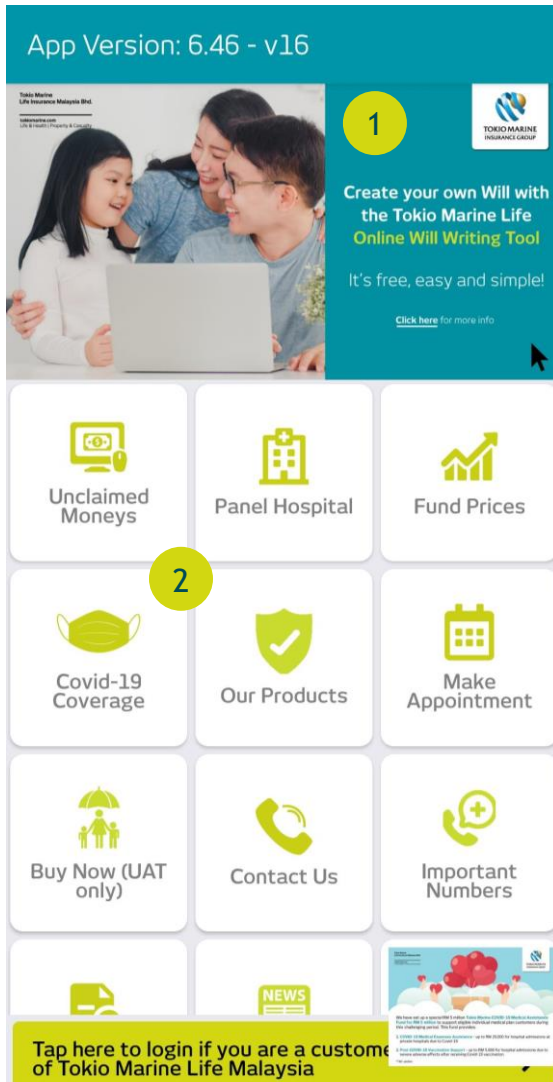
TOKIO MARINE
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Before Login

Tokio Marine
Life Insurance Malaysia Bhd.

tokiomarine.com
Life & Health | Property & Casualty

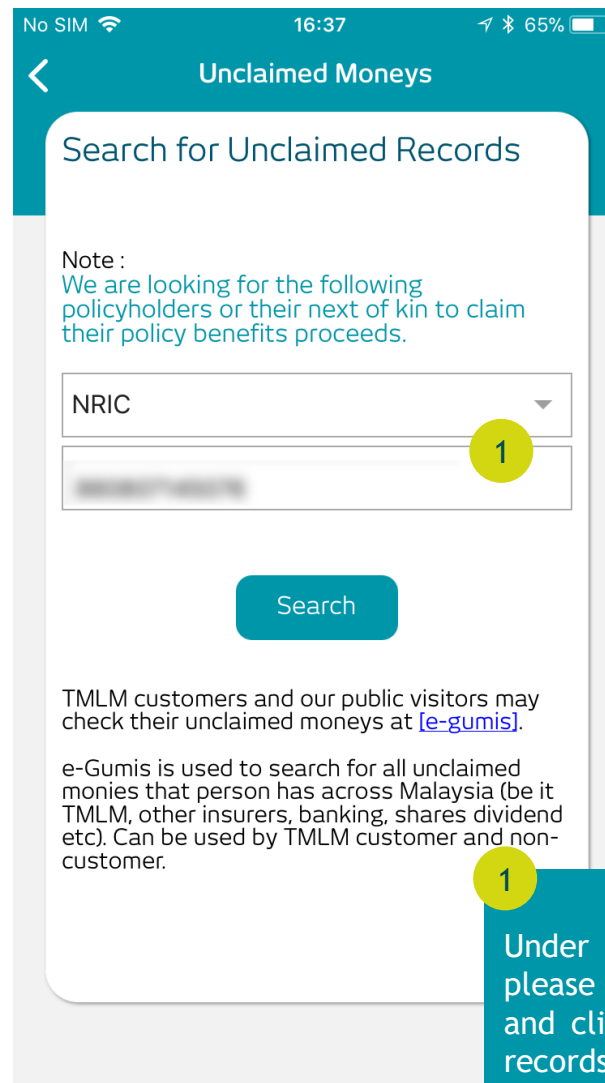
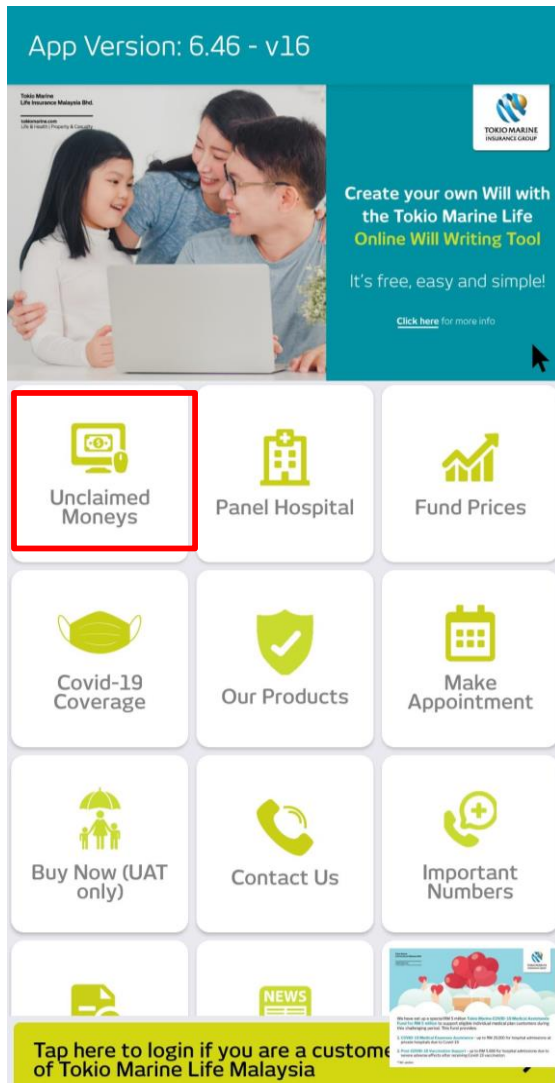
Homepage



1 Visuals for any news and announcements are displayed here

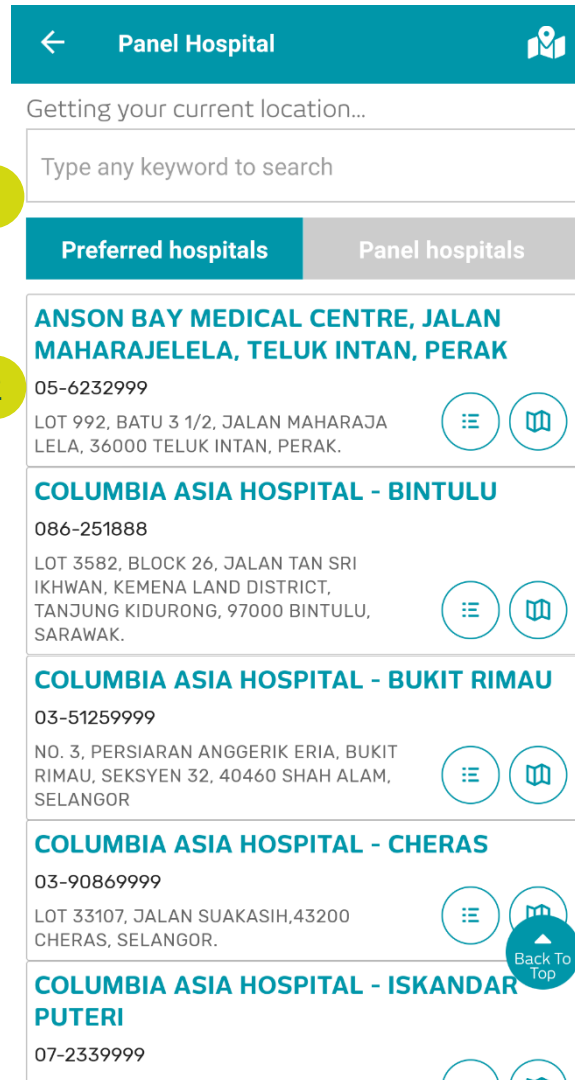
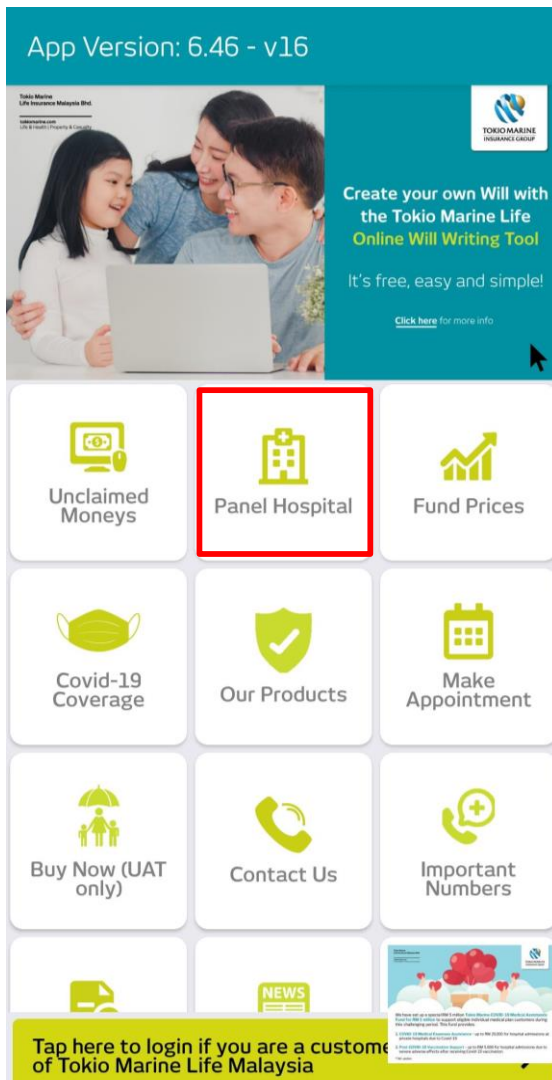
2 Buttons can be used to navigate to functions in the app

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



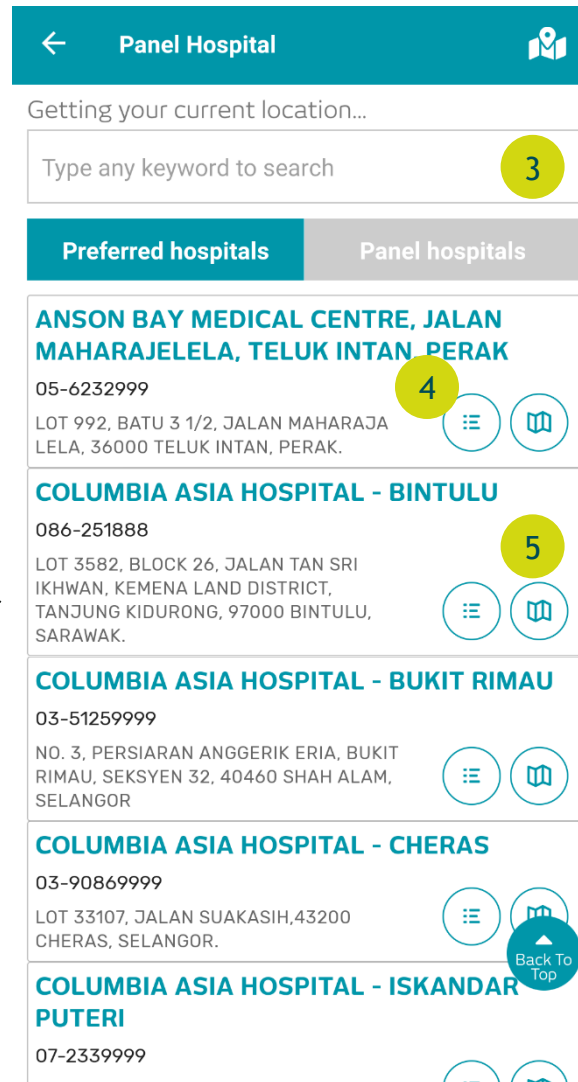
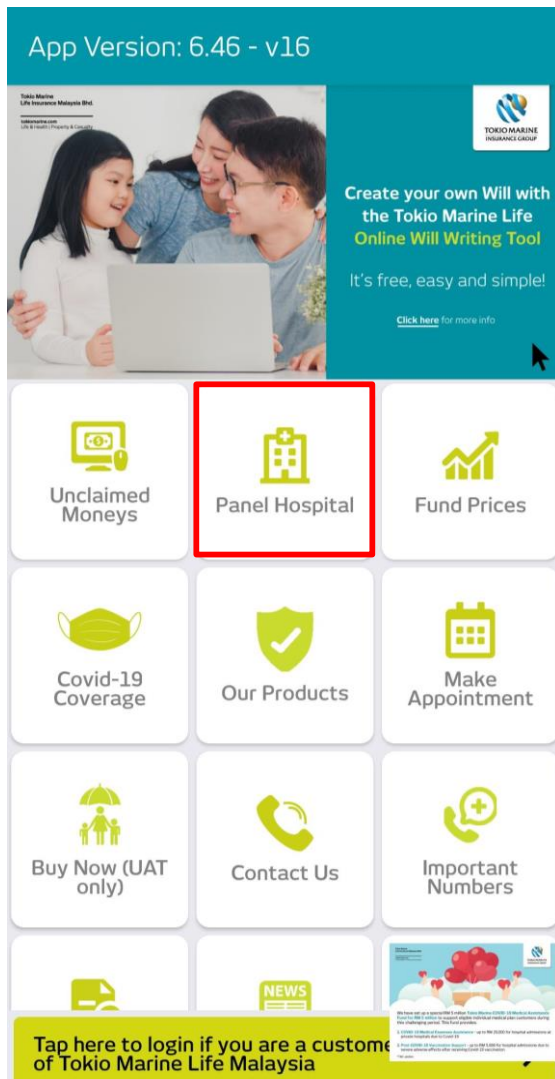
1

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)

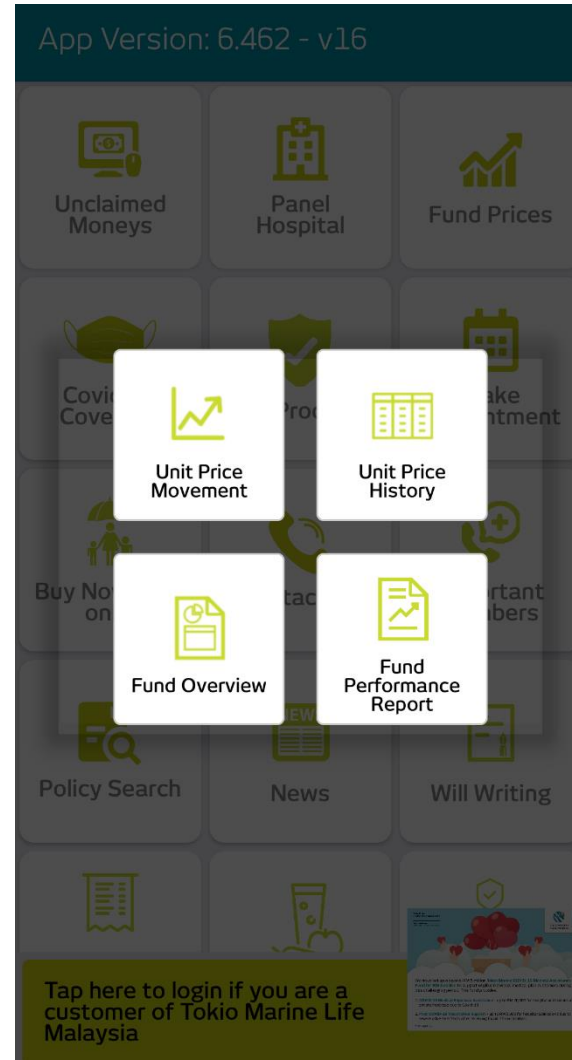
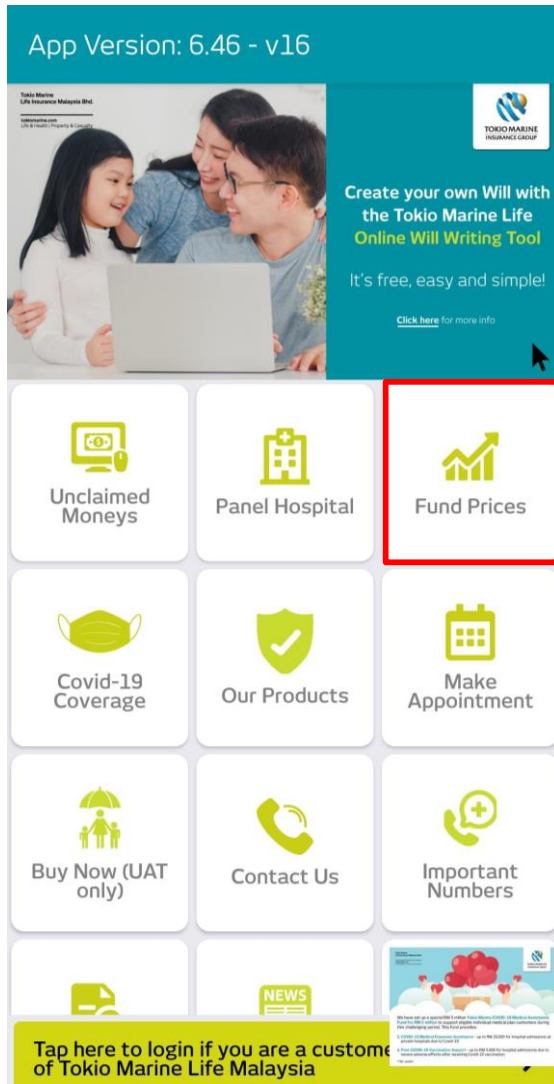


3 Type in the search bar to look for a specific hospital

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

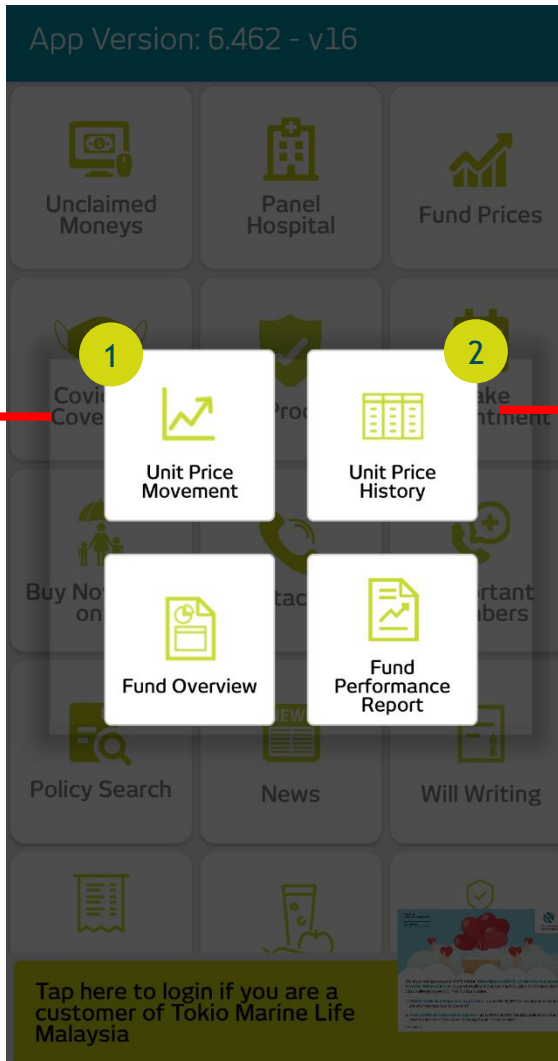


Fund Prices (Cont'd)

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

Unit Price History

Fund Type : TokioMarine-Bond Fund

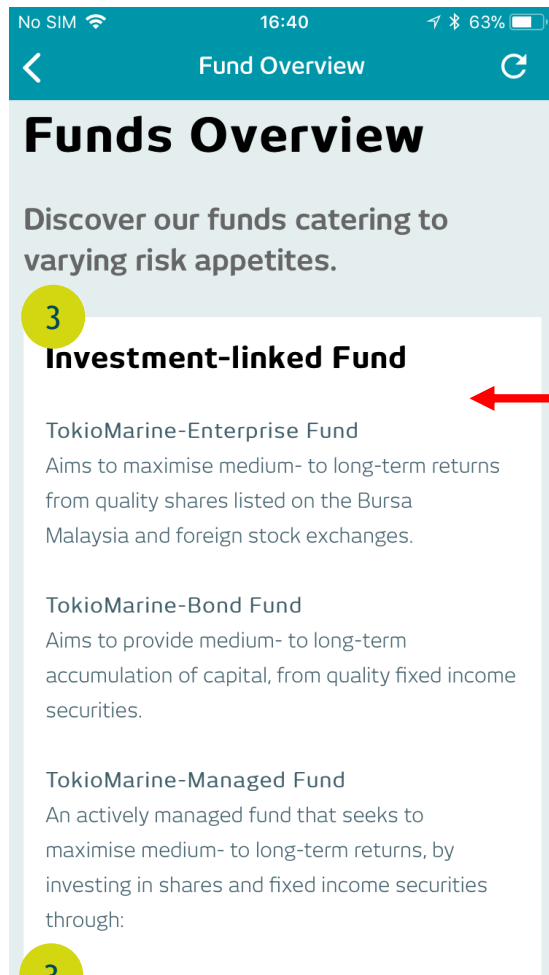
For the Past : 1M 3M 6M 1Y 3Y 5Y 10Y ALL

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

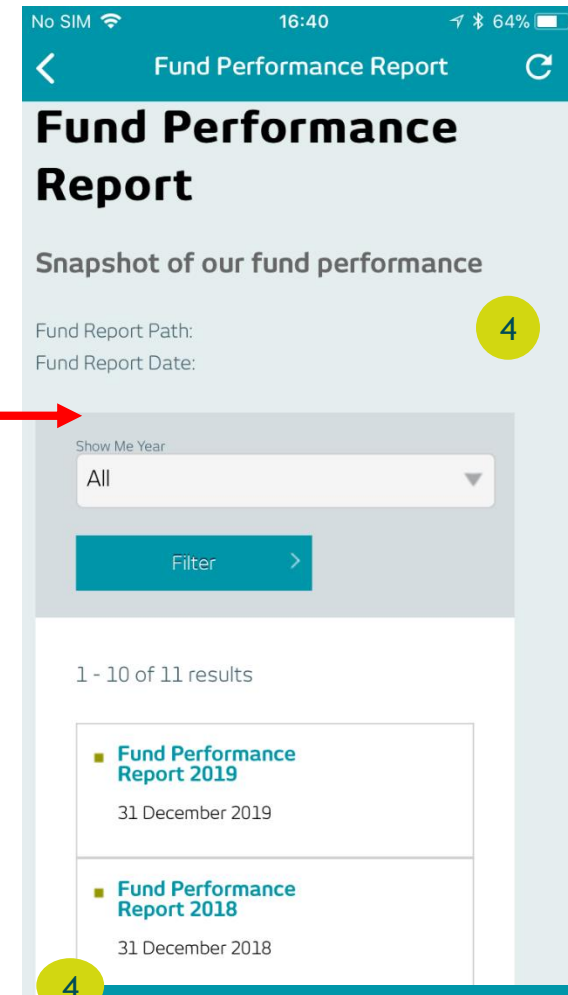
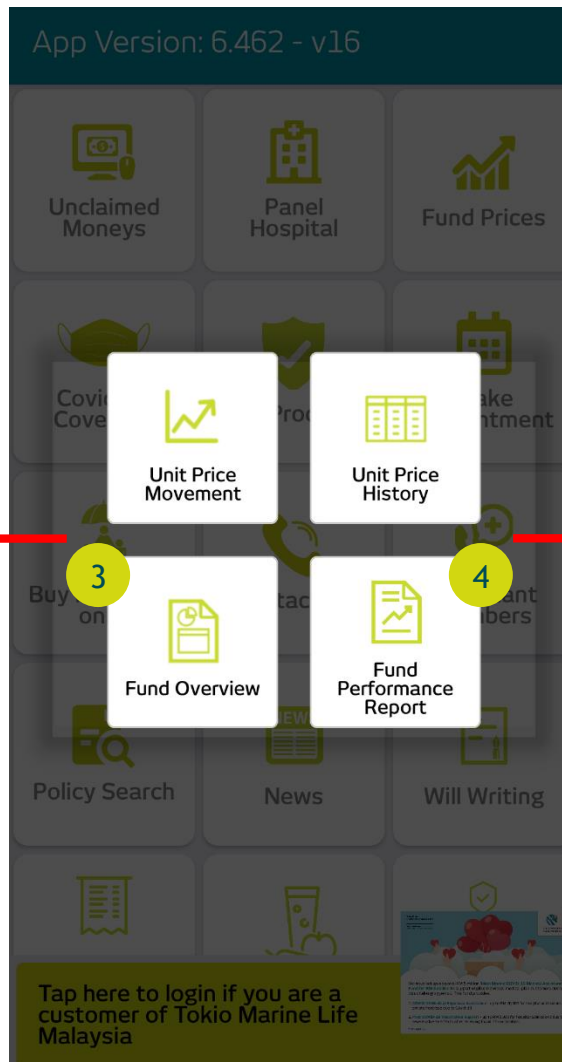
2

2 Unit Price History displayed as a table

Fund Prices (Cont'd)

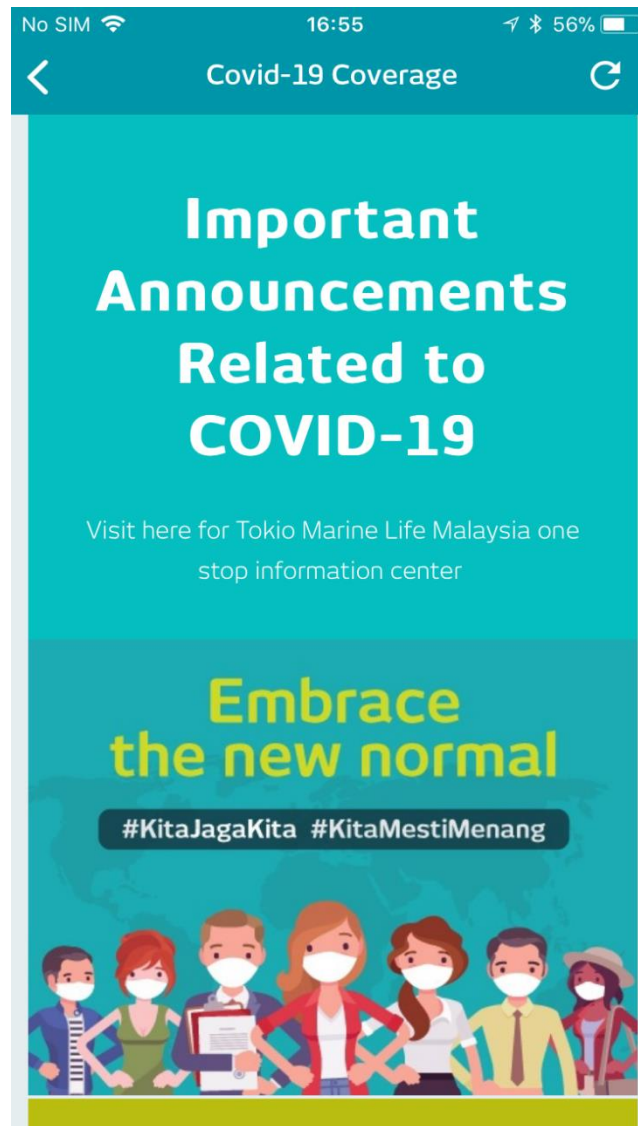
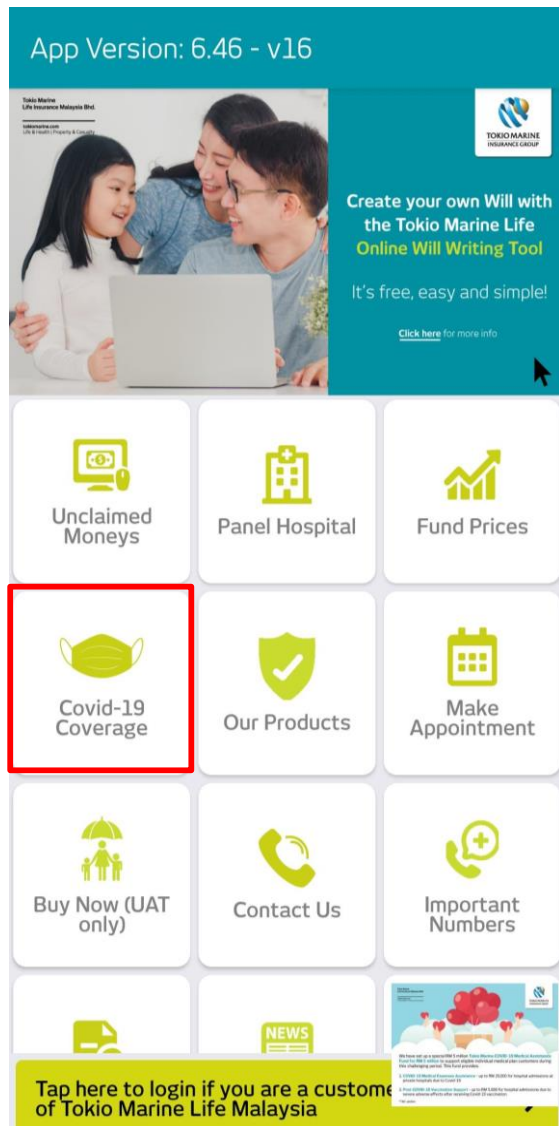


Funds Overview shows a list of all our funds with a short description of its goals



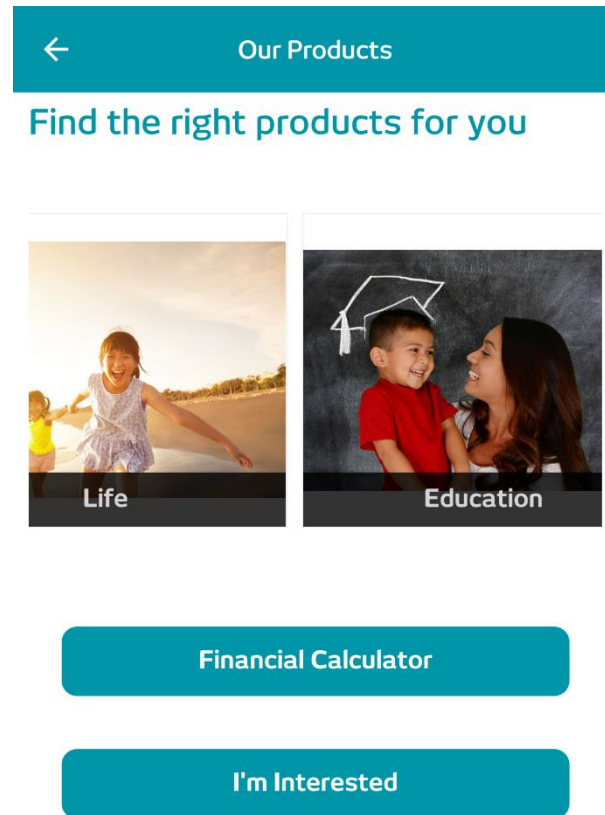
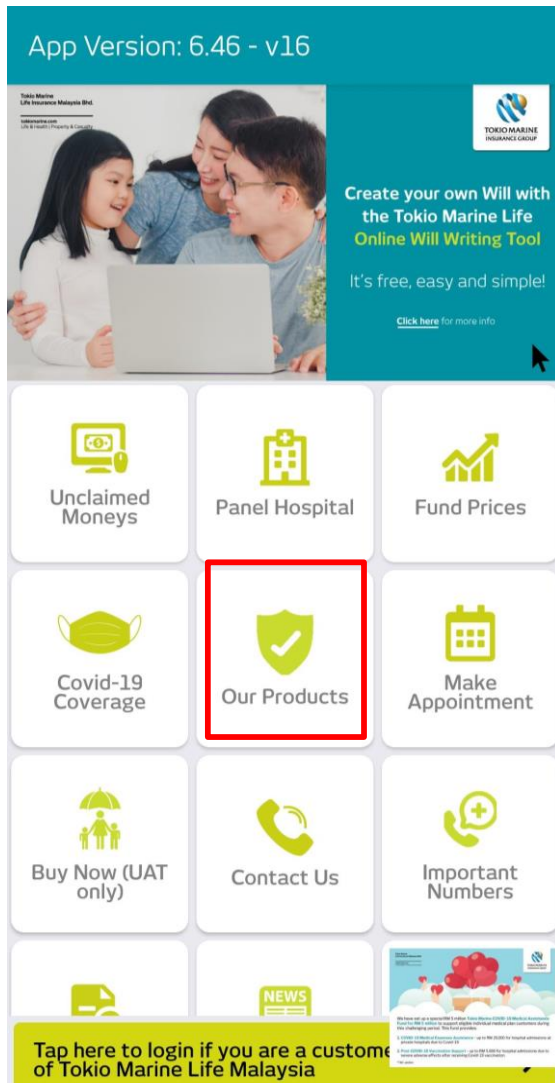
Fund Performance Report allows you to download and view previous performances of our funds

Covid-19 Coverage Announcement

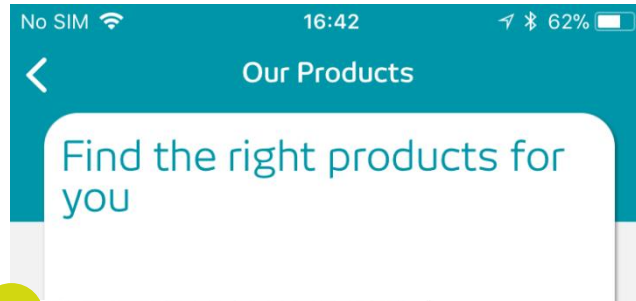


Go to Covid-19 Coverage page to catch up on all the latest announcements we have regarding the Covid-19 pandemic

Our Products



Our Products (Cont'd)



1

Scroll and select to browse through our products



Life



Education



Health



Retirement

Let us help you.

Financial Calculator

2

I'm Interested

3

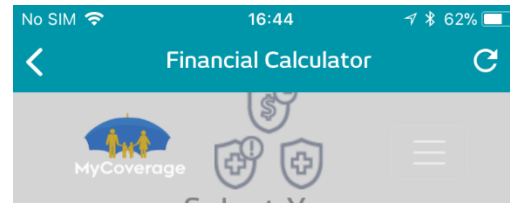
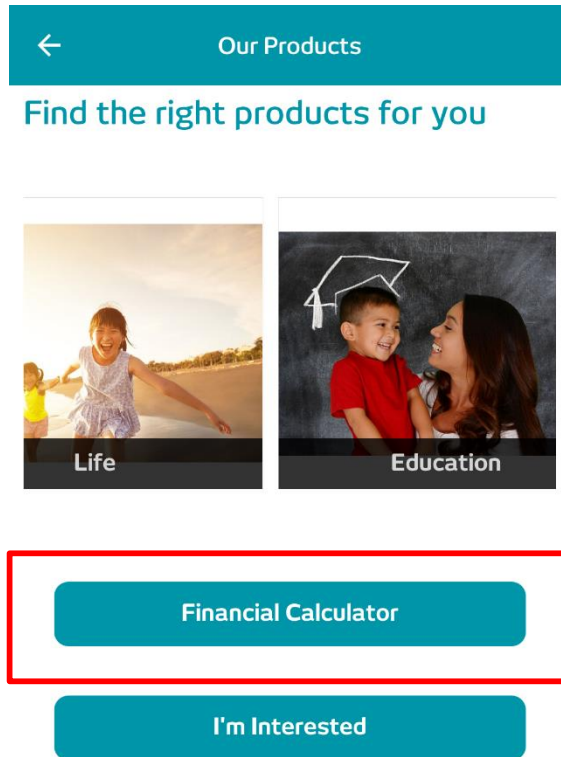
2

Click "Financial Calculator" to calculate a recommended financial budget

3

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

Financial Calculator



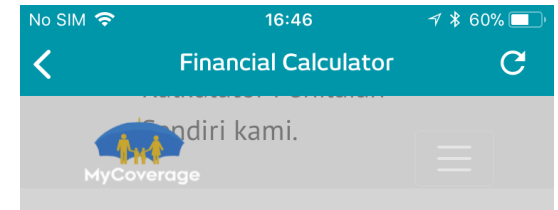
- ☒ Term Life Coverage
- ☐ Critical Illness Coverage
- ☐ Annual Medical Coverage



Income

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

RM



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?

← Our Products

Find the right products for you



Life



Education

Financial Calculator

I'm Interested



No SIM 16:45 60%

← Online Enquiry Form ↻

How do we address you?

Your name

What is the best way to contact you?

Please Select

What is it regarding?

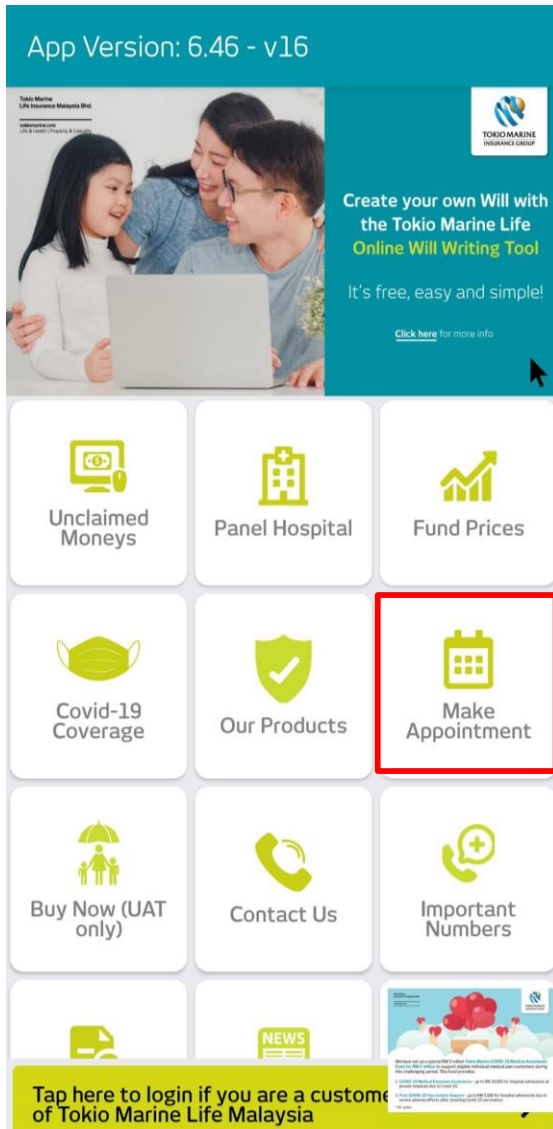
General Enquiries

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

--Select Service--

Preferred Branch

--Select Branch--

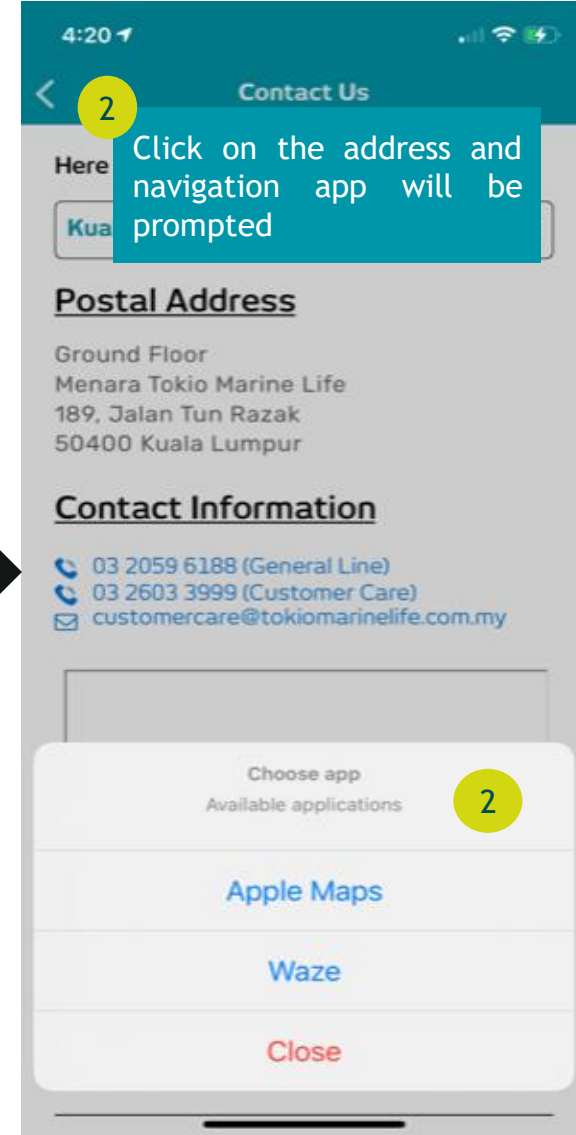
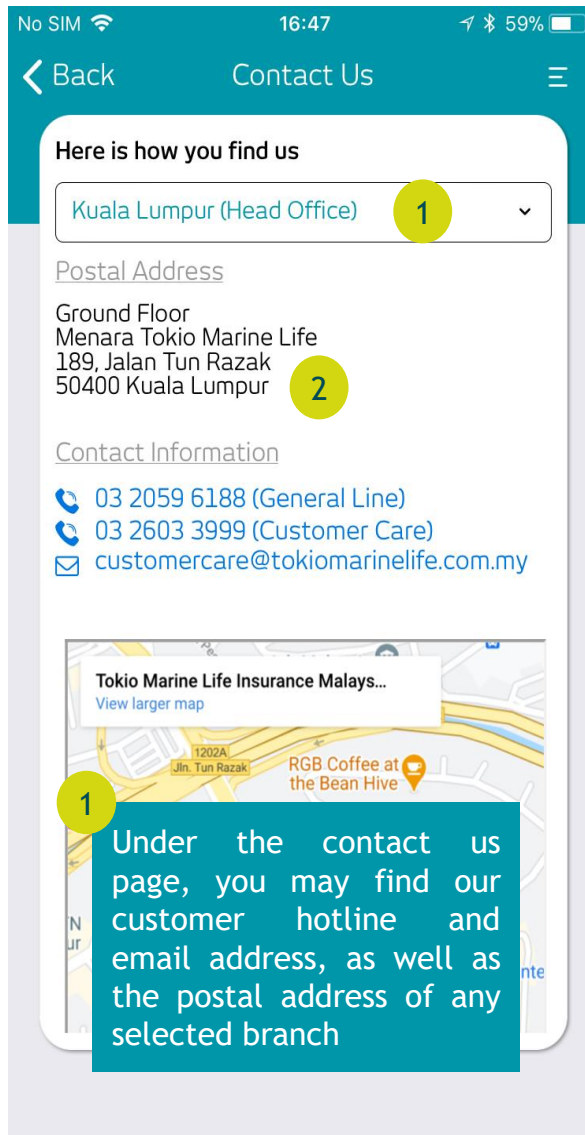
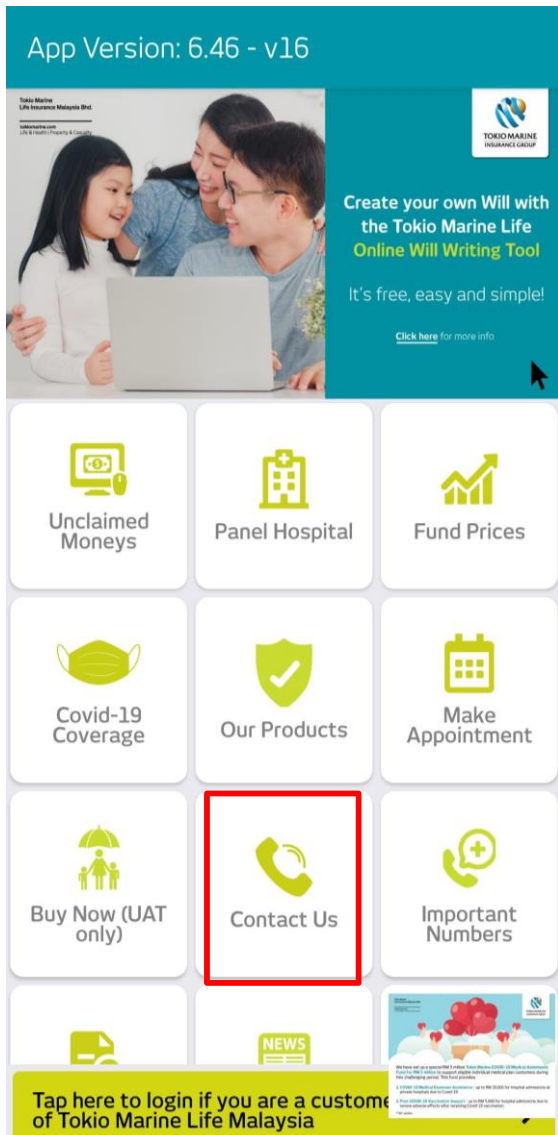
Preferred Date

--Select Time--

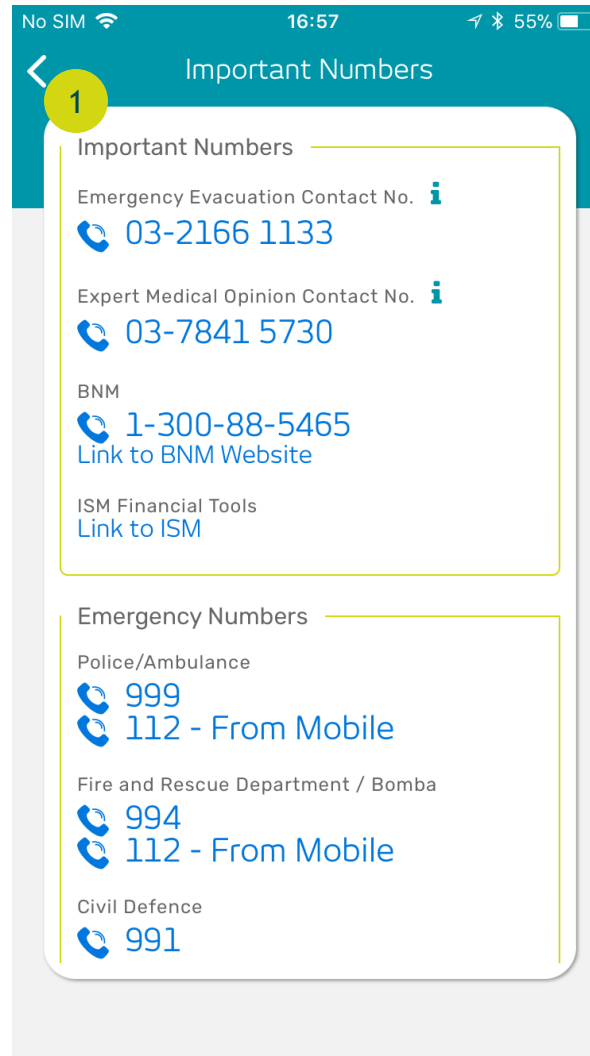
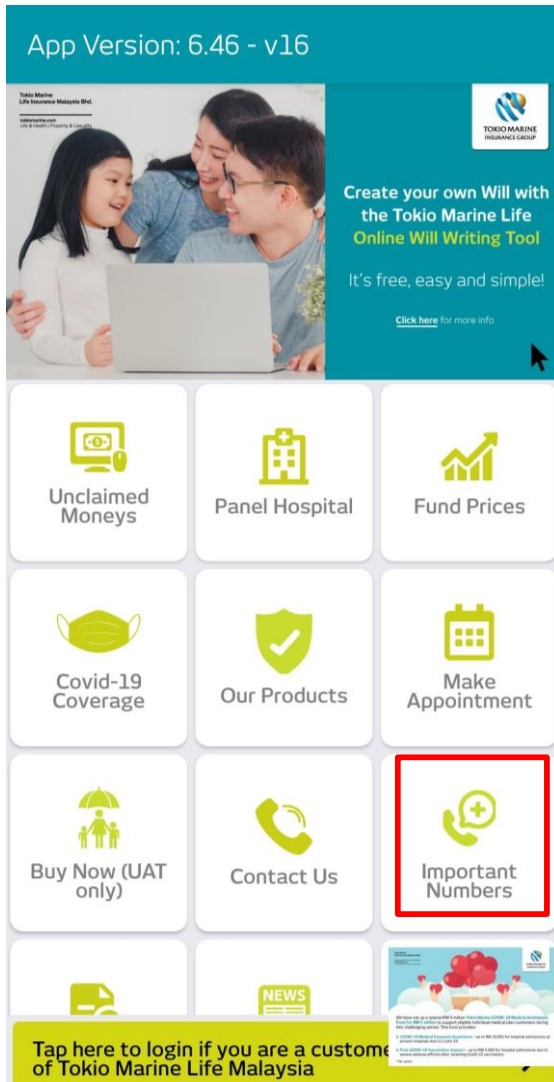
Preferred Time Slot

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

Contact Us



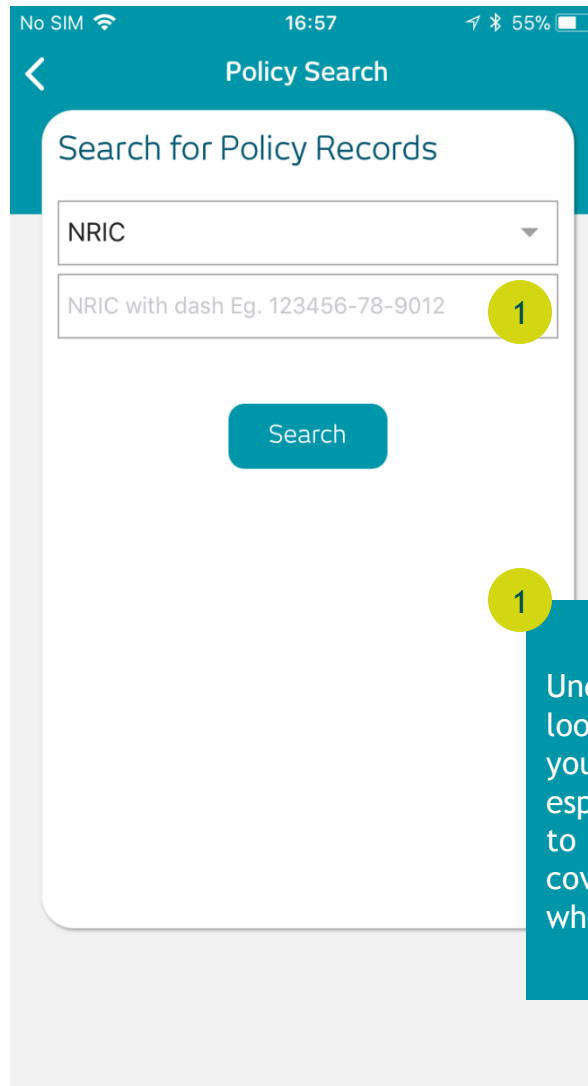
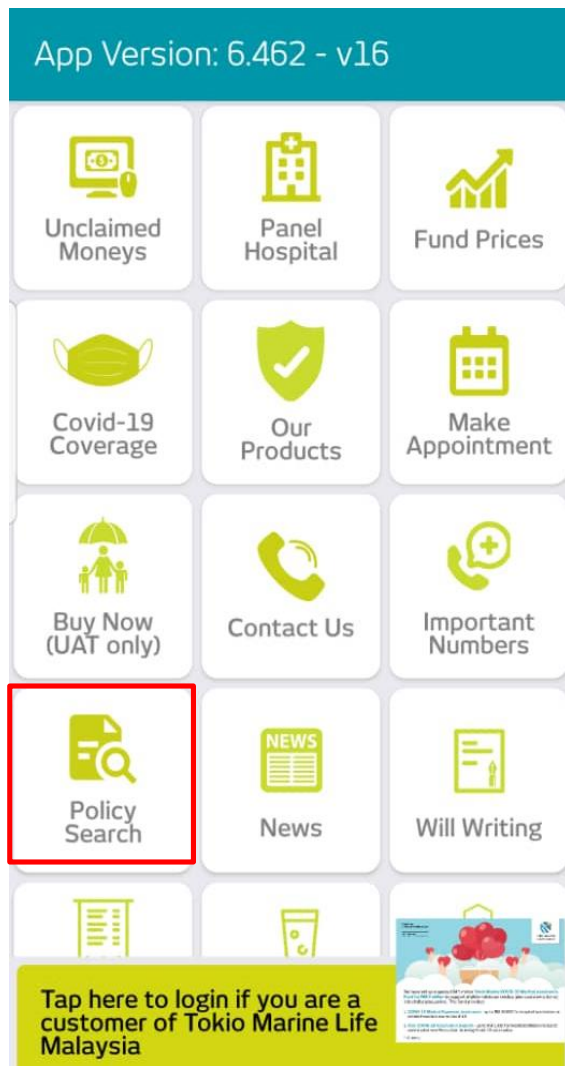
Important Numbers



1

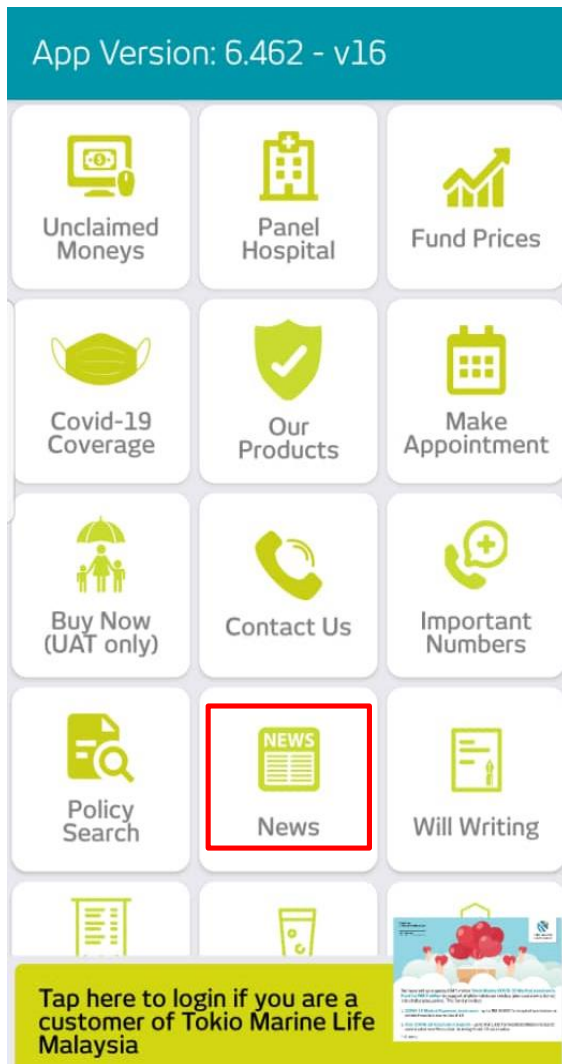
List of useful numbers for emergencies

Policy Search



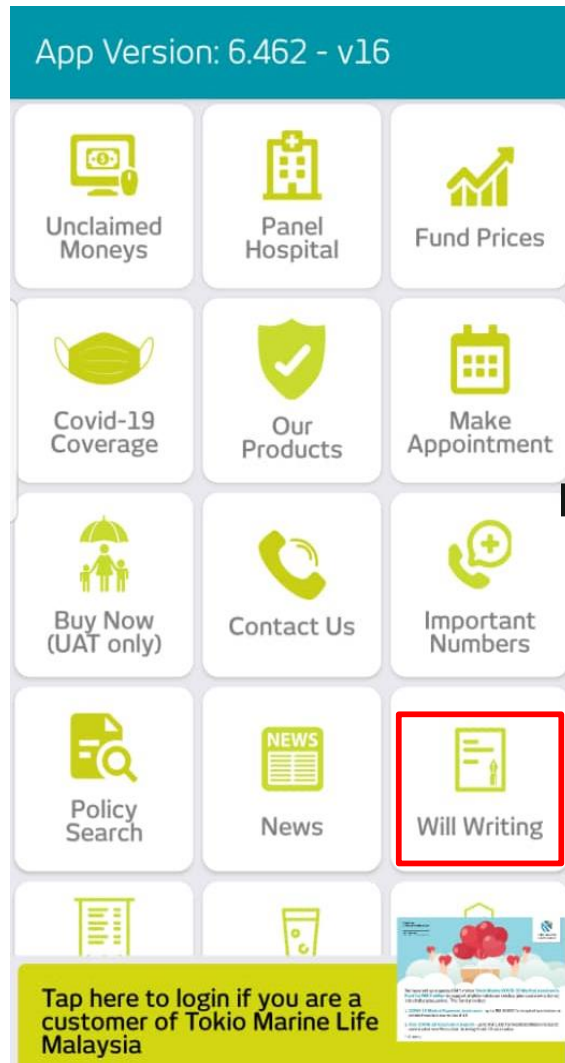
Under Policy Search Page, you may look for any policies containing your NRIC. This function is especially important if you wanted to check if there is any active coverage from your loved one whom already deceased.

News




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

Will Writing



← Will Writing ↗

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PLEASE SELECT THE OPTION THAT
BEST FITS YOUR NEEDS

1 ☐ **Do you wish to leave all of your estate to only 1 person?**

* If your beneficiary predeceases you, your estate will be distributed either to one person absolutely or to several who will share equally.

☐ **Do you wish to make specific gifts to specific people?**

* The remainder of your estate will be distributed either to one person or one entity absolutely.

Next

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[Back to top](#)

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 STEP 2 STEP 3 STEP 4 STEP 5
YOUR YOUR DISTRIBU APPOINT SIMULTANEO
PERSONAL EXECUTORS OF YOUR A DEATH
INFORMATIO ESTATE GUARDIAN CLAUSE
FOR
MINOR
CHILDREN

STEP 1 OF 5 - YOUR PERSONAL INFORMATION 3

NAME

GENDER

TYPE OF ID

NRIC / PASSPORT NO.

ADDRESS

3

3

Enter your personal details then click next

Will Writing (Cont'd)

No SIM 17:35 30%

< Will Writing >



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[Return to start](#)

4

EXECUTOR

MAIN EXECUTOR

TYPE OF ID

SELECT

NRIC / PASSPORT NO.

ALTERNATE EXECUTOR

ALTERNATE EXECUTOR

TYPE OF ID

SELECT

4

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

No SIM 17:37 30%

< Will Writing >



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[Return to start](#)

5

I wish to leave my estate to:

NAME

PRIMARY BENEFICIARY'S NAME

TYPE OF ID

SELECT

NRIC / PASSPORT NO.

5

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[Back to top](#)

Enter beneficiary's details

No SIM 17:37 30%

< Will Writing >



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[Return to start](#)

6

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



All to one person

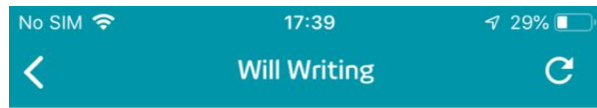
6

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[Back to top](#)

Select option for secondary beneficiary/ beneficiaries

Will Writing (Cont'd)



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[Return to start](#)

7

Be the primary caretaker of your children.

GUARDIAN

GUARDIAN'S NAME

TYPE OF ID

SELECT

NRIC / PASSPORT NO.

Previous

Next

7

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



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[Return to start](#)

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.



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[Return to start](#)

Your Last Will and Testament:



9



Note:

You can download this Schedule of Assets & Liabilities as a general guide of some of the assets and liabilities you own.

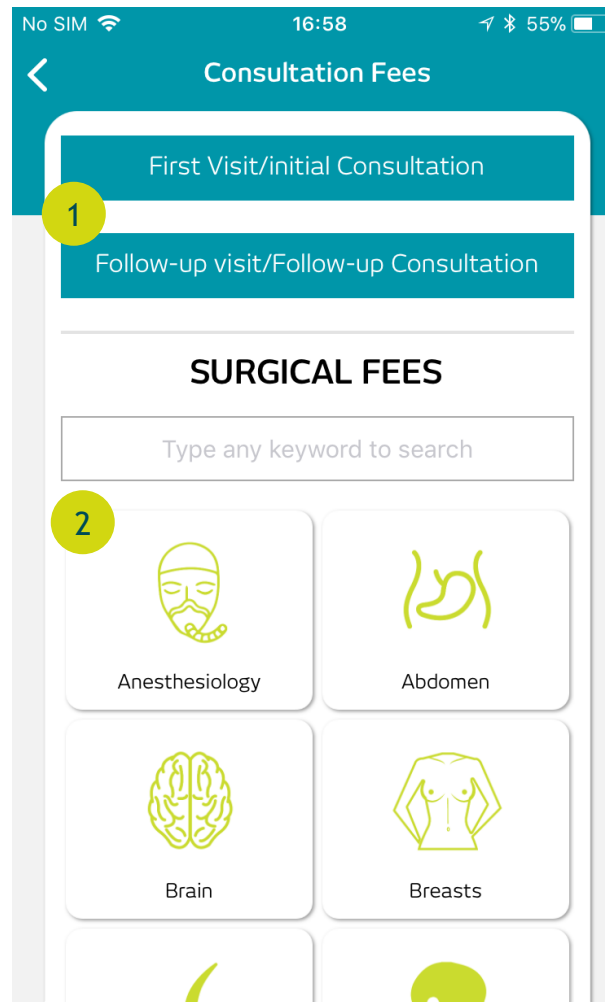
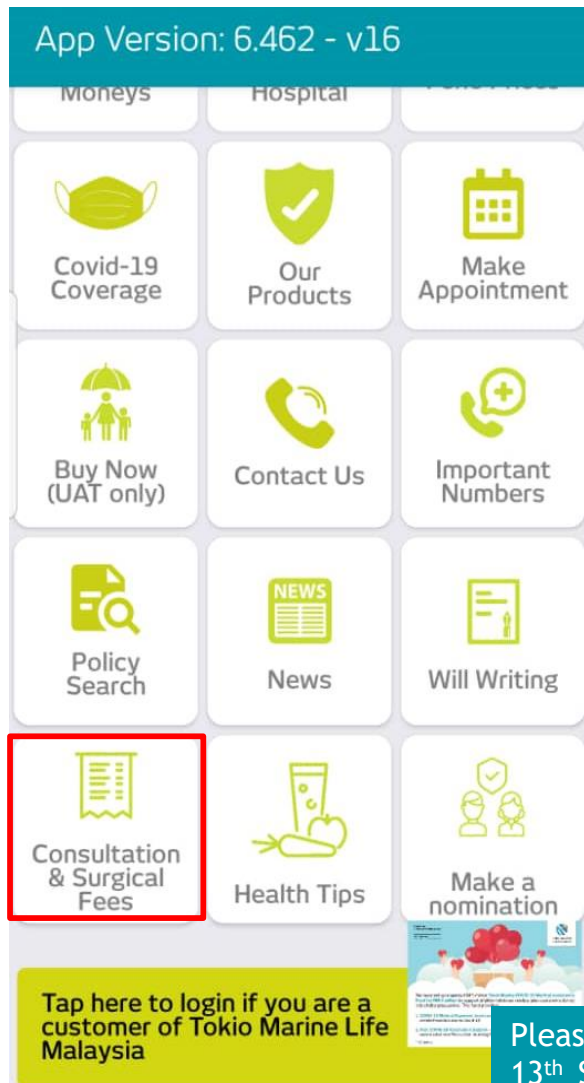
9

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[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

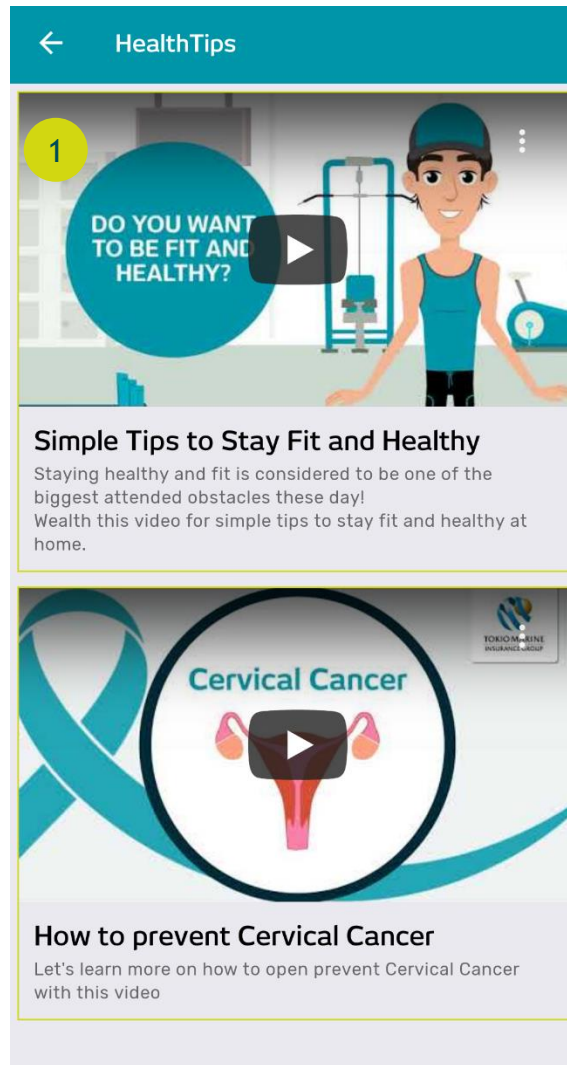
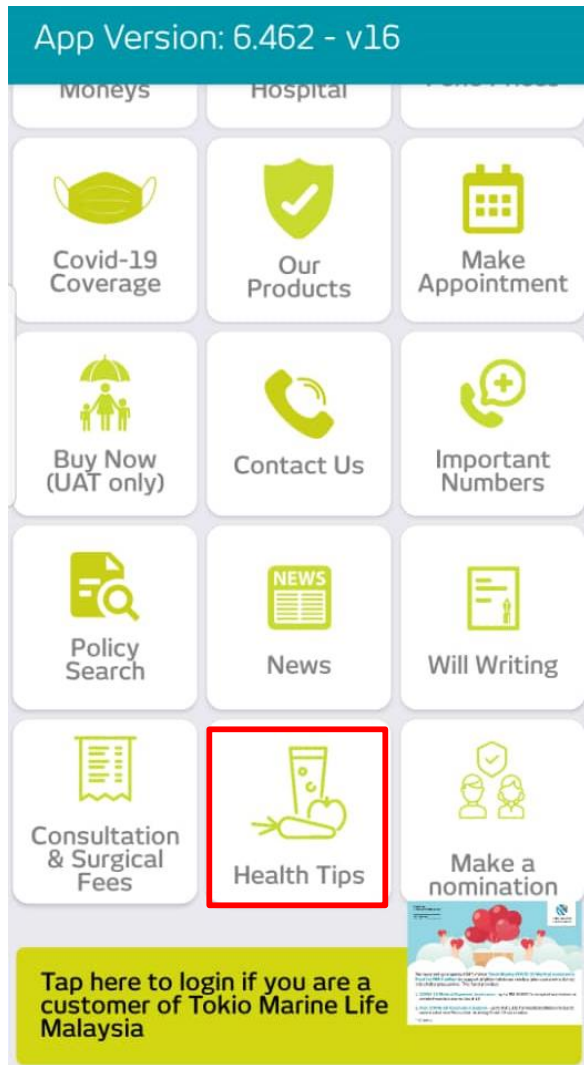
2

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-Thirteenth-Fee-Schedule.pdf>

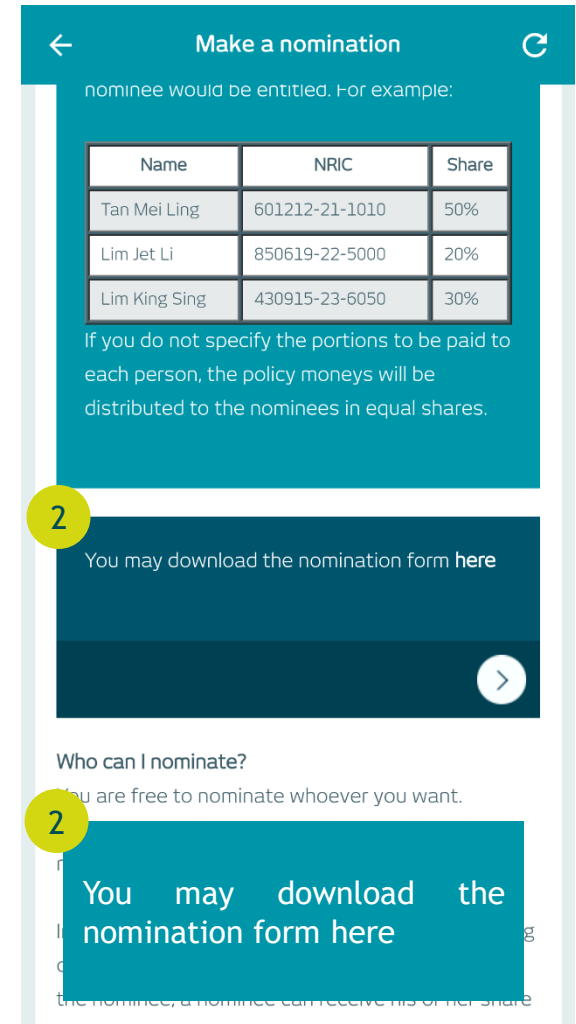
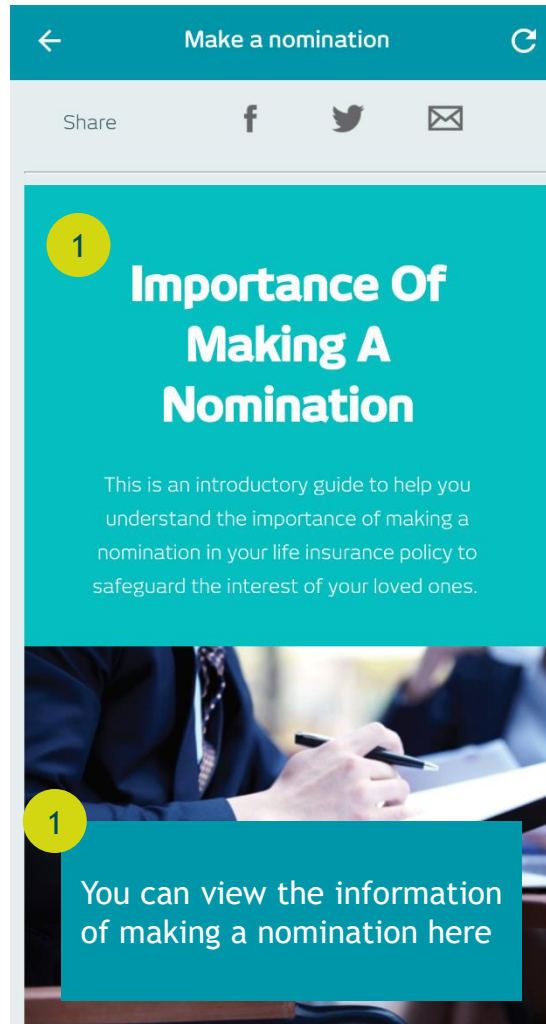
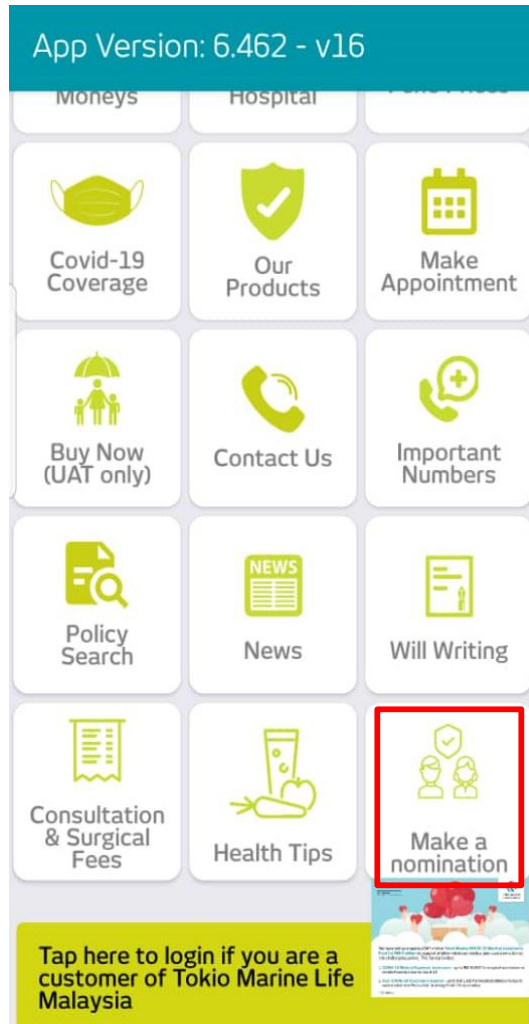
Health Tips



1

Click on any videos to get health tips video

Make a Nomination



To Be a **Good Company**



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After Login

Tokio Marine
Life Insurance Malaysia Bhd.

tokiomarine.com
Life & Health | Property & Casualty

Login

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

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



TOKIO MARINE
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Welcome

IC / Passport No

1 Password

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

Login

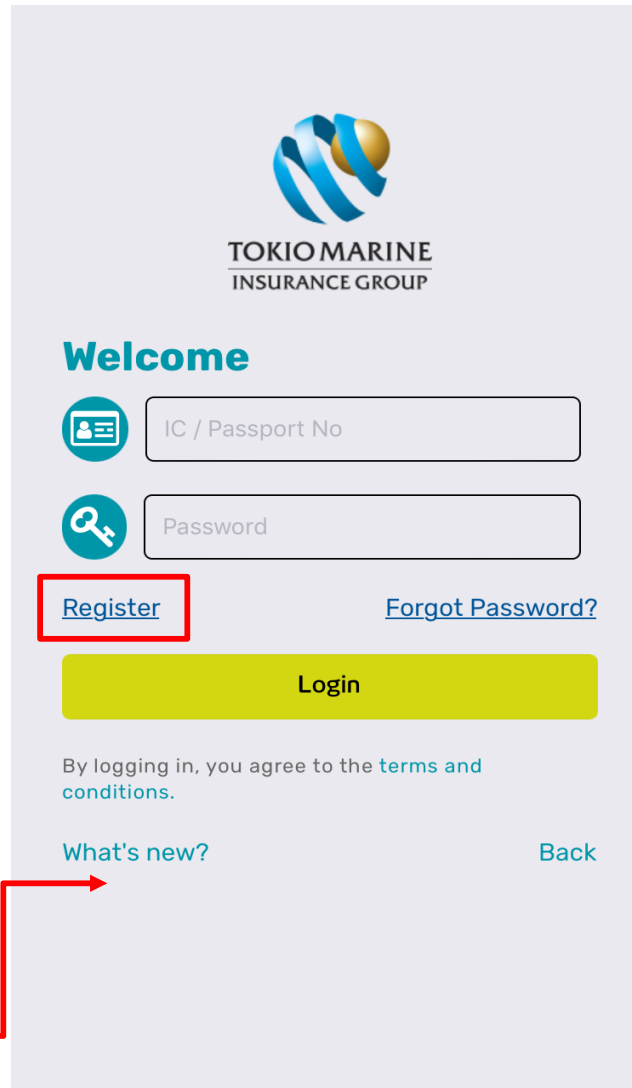
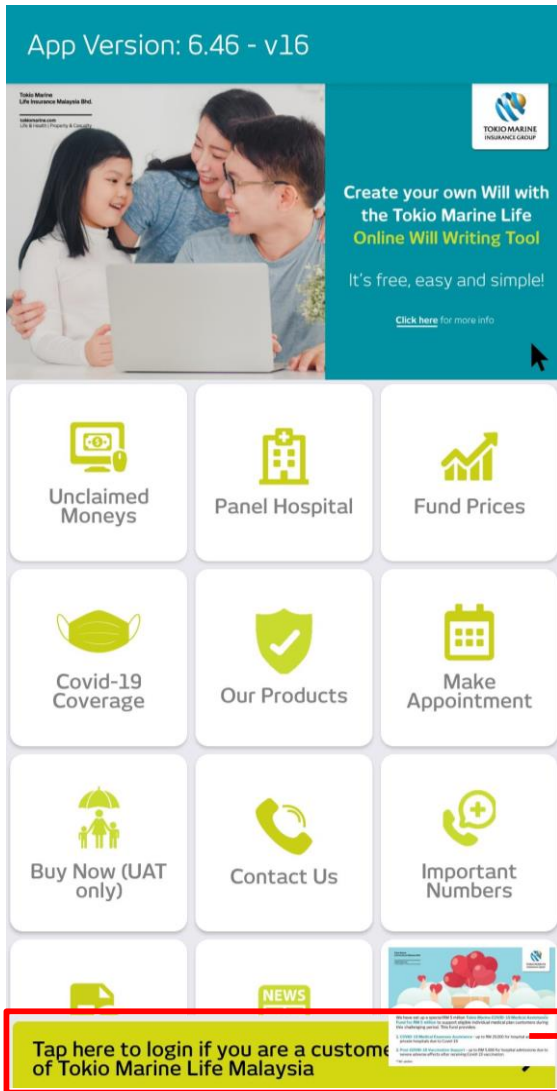
By logging in, you agree to the [terms and conditions](#).

[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



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.

1

Name (As per NRIC/Passport) *

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

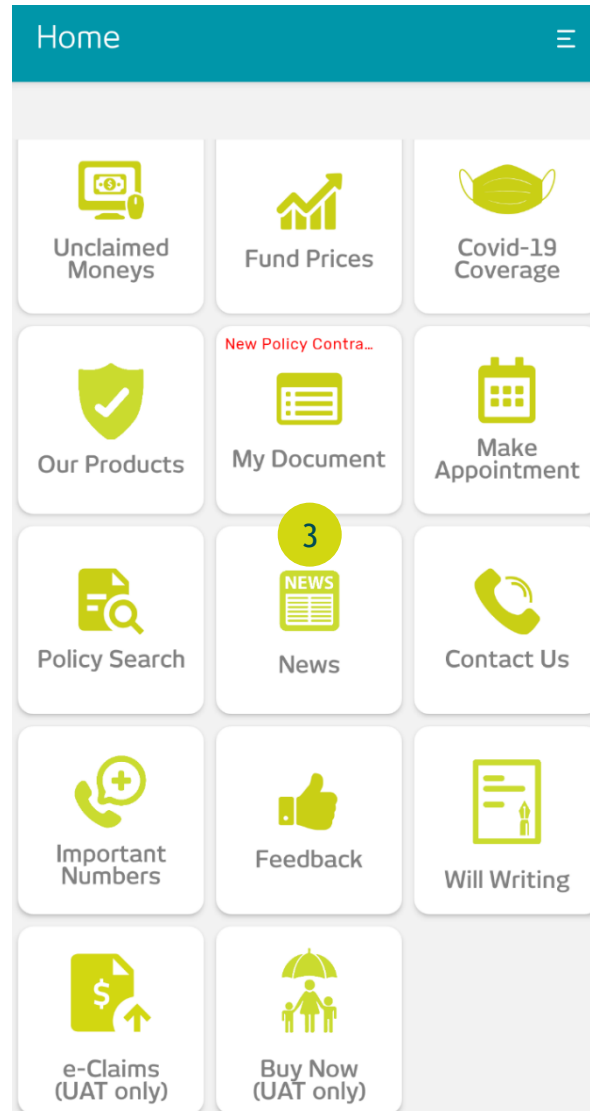
1

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

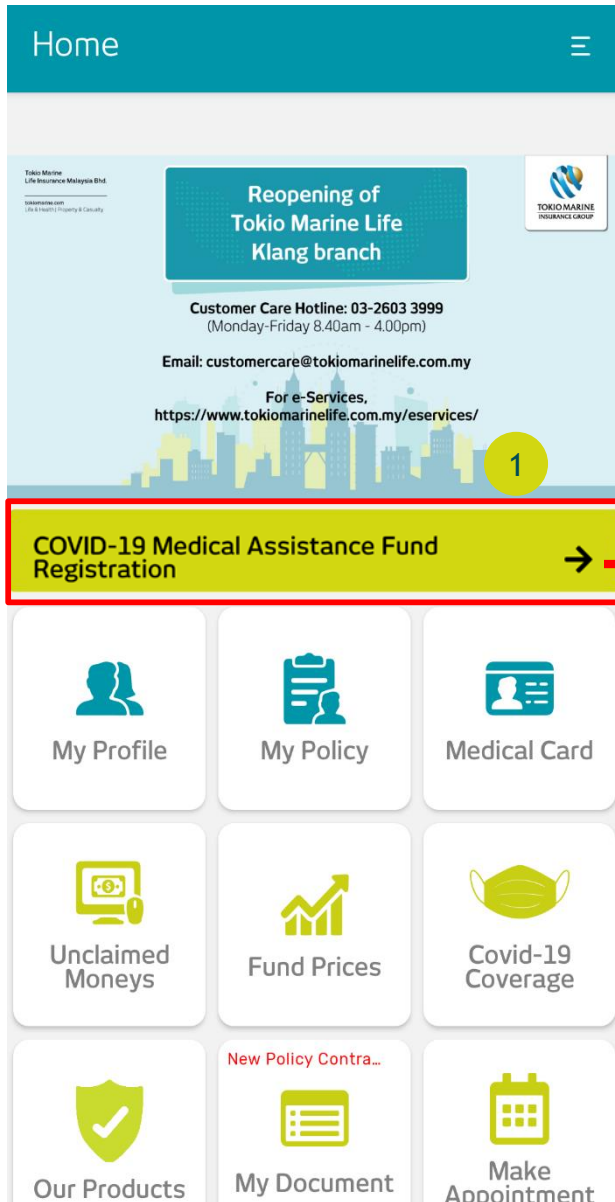


1
Visuals for any news and announcements are displayed here

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



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](#).

< Back

1 Register Now >

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

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!

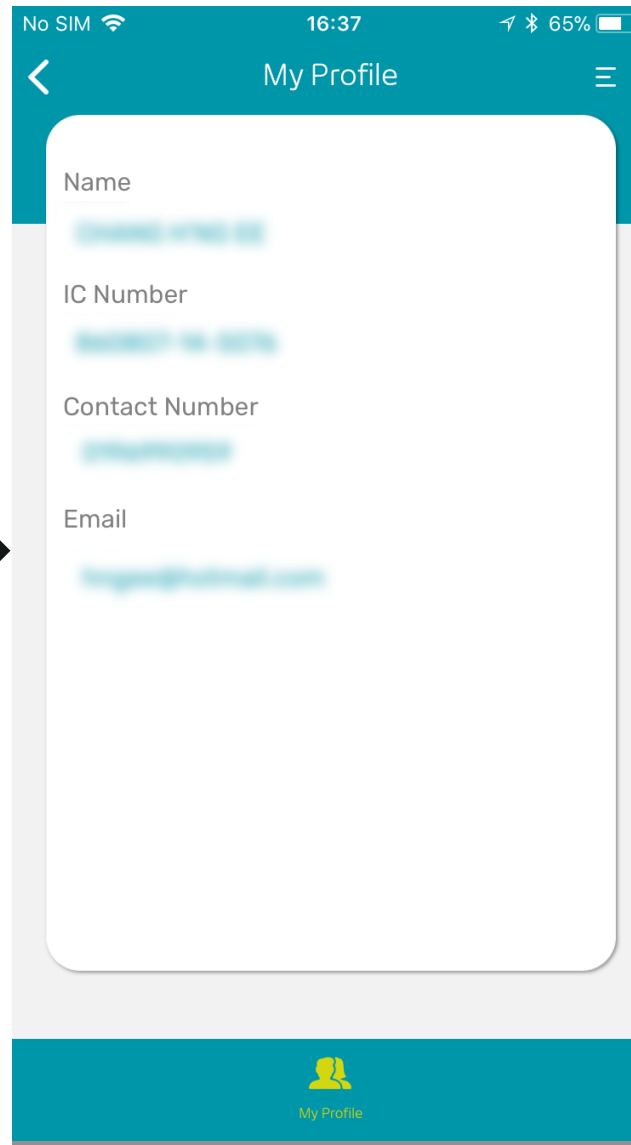
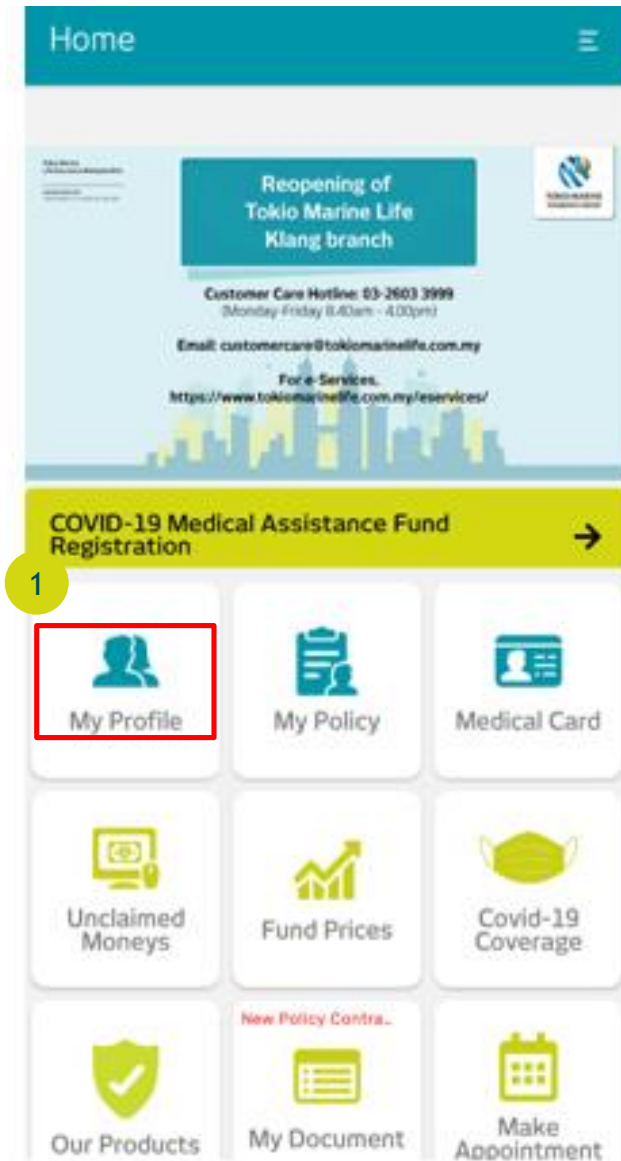
Share this good news with your friends and family

Contact us now

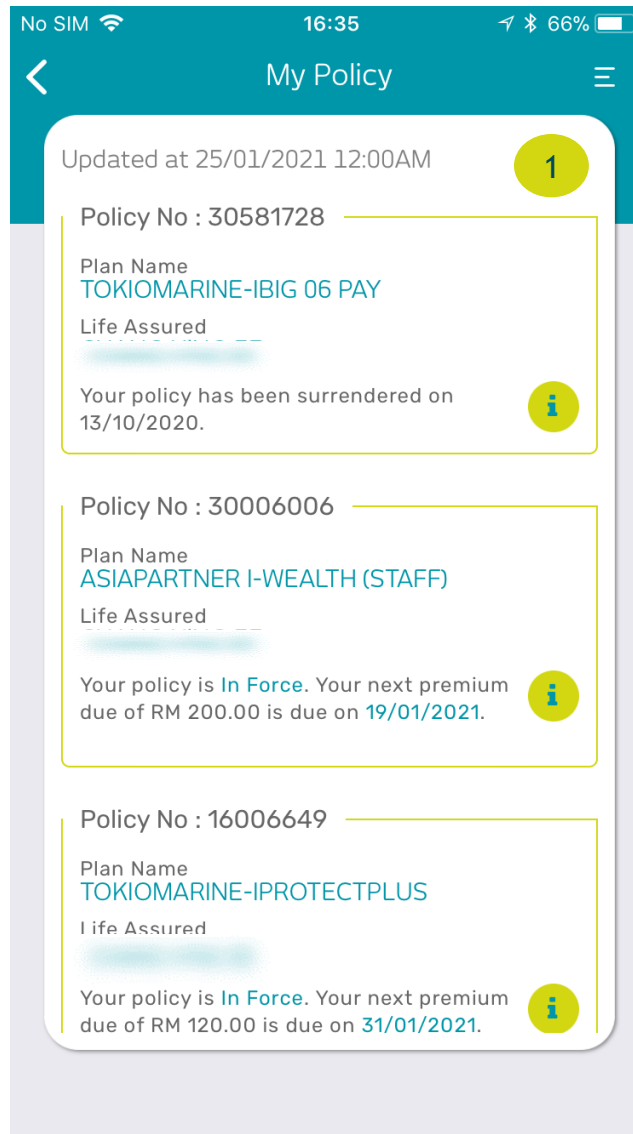
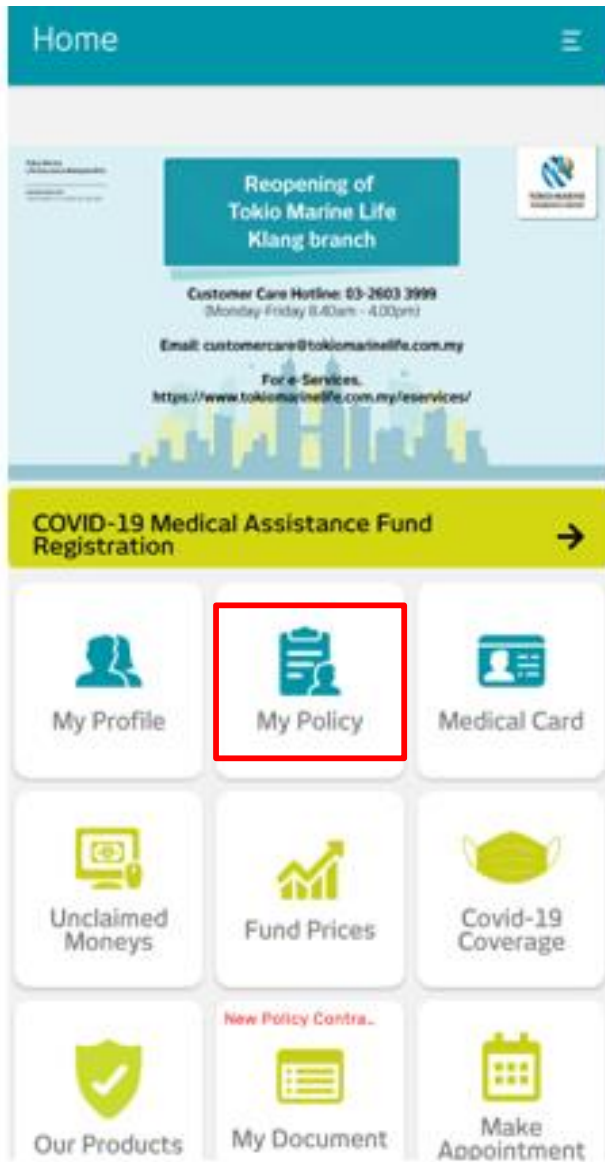
2 Share this good news with your family and friends or contact us

35

My Profile



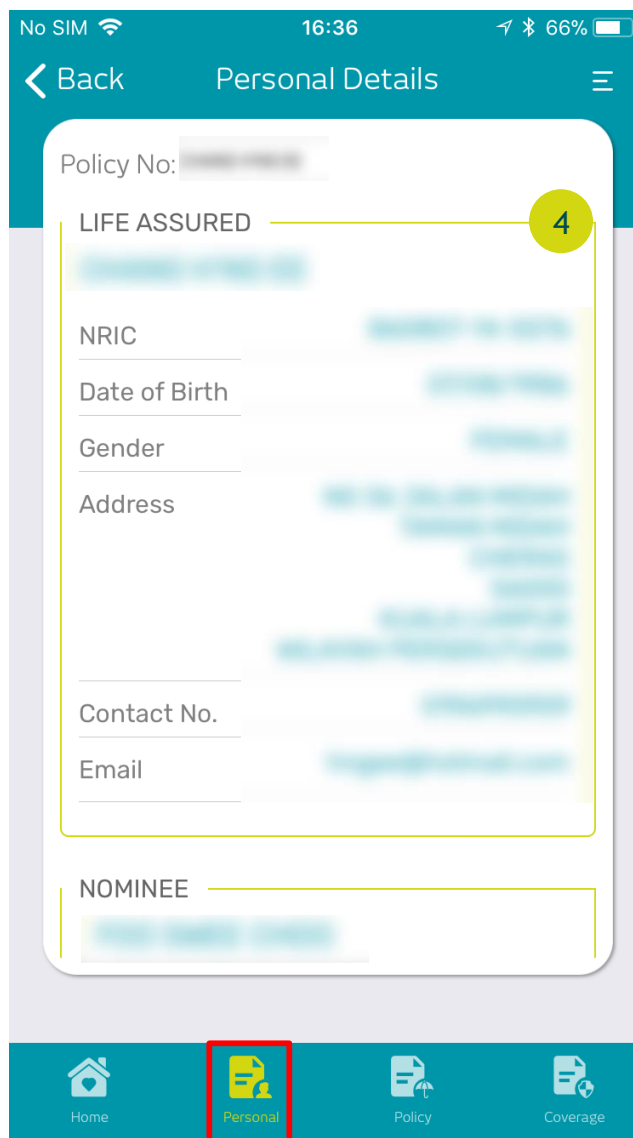
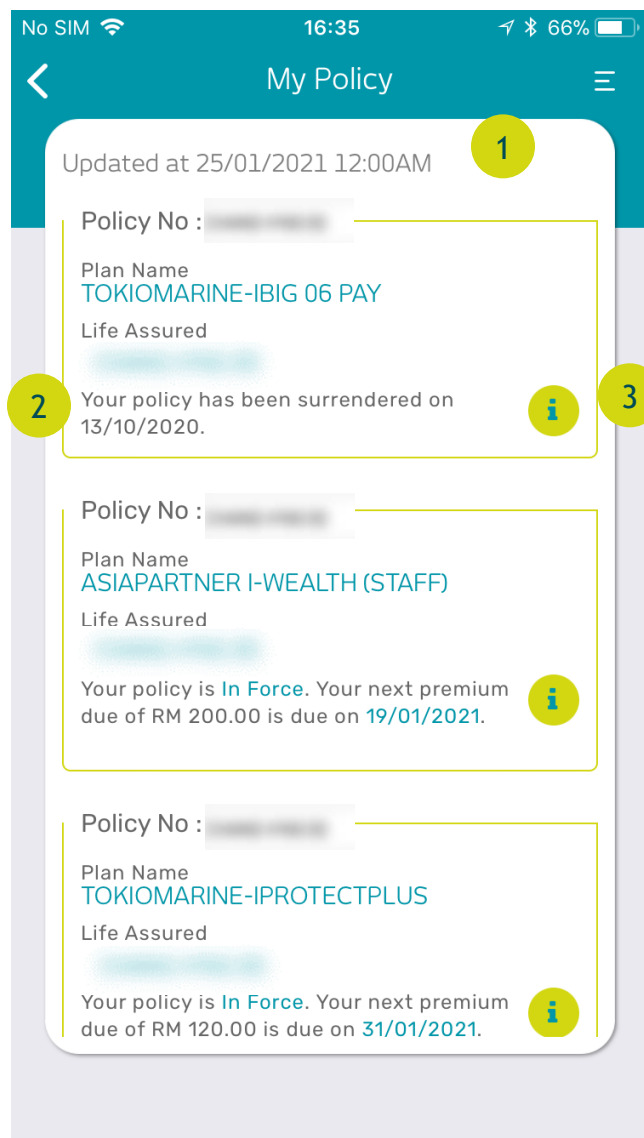
My Policy



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)

No SIM 16:36 66%

< Back Policy Details

Policy No: [REDACTED]

1

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

No SIM 16:36 66%

< Back Coverage Details

Policy No: [REDACTED]

2

Life Assured

[REDACTED]

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)

No SIM 16:36 65%

< Back Intermediary Details

Policy No: [REDACTED]

Name of Intermediary
KUALA LUMPUR

1

Policy Coverage Intermediary Fund

No SIM 16:36 65%

< Back Fund Details

Policy No: [REDACTED]

TokioMarine-Enterprise Fund

Total Unit Available 0.00

Fund Date 22/01/2021

Unit Price RM 3.52360

Total Fund Value RM 0.00

Percentage 100.00 %

2

Policy Coverage Intermediary Fund

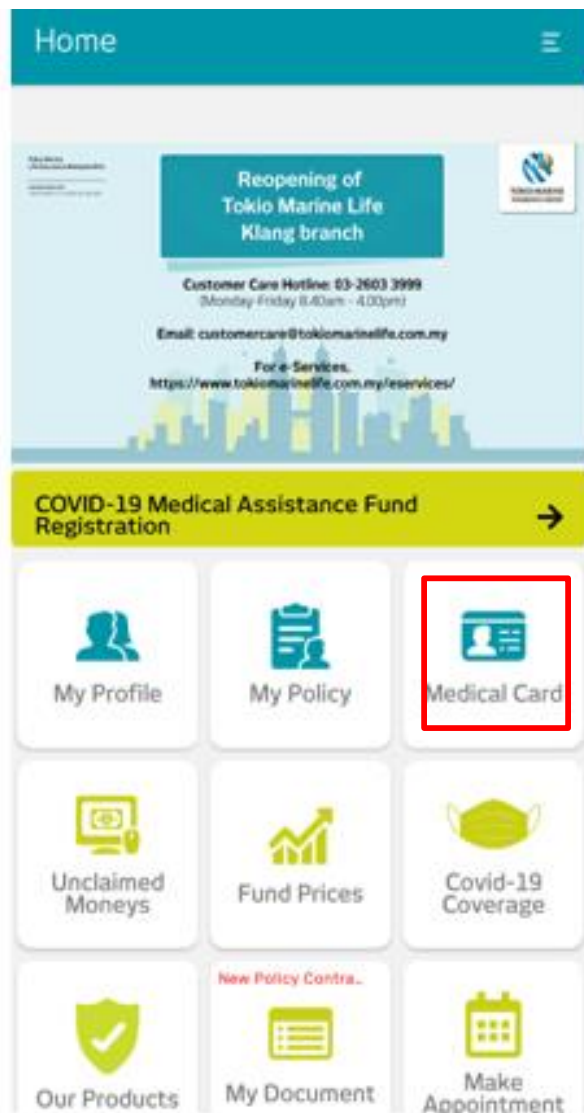
1

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

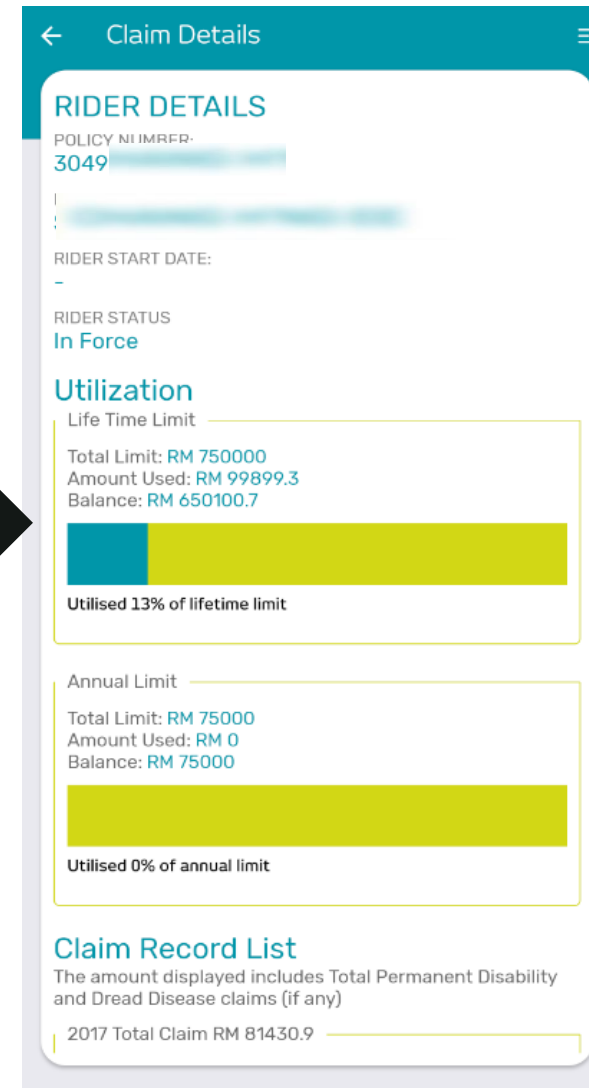
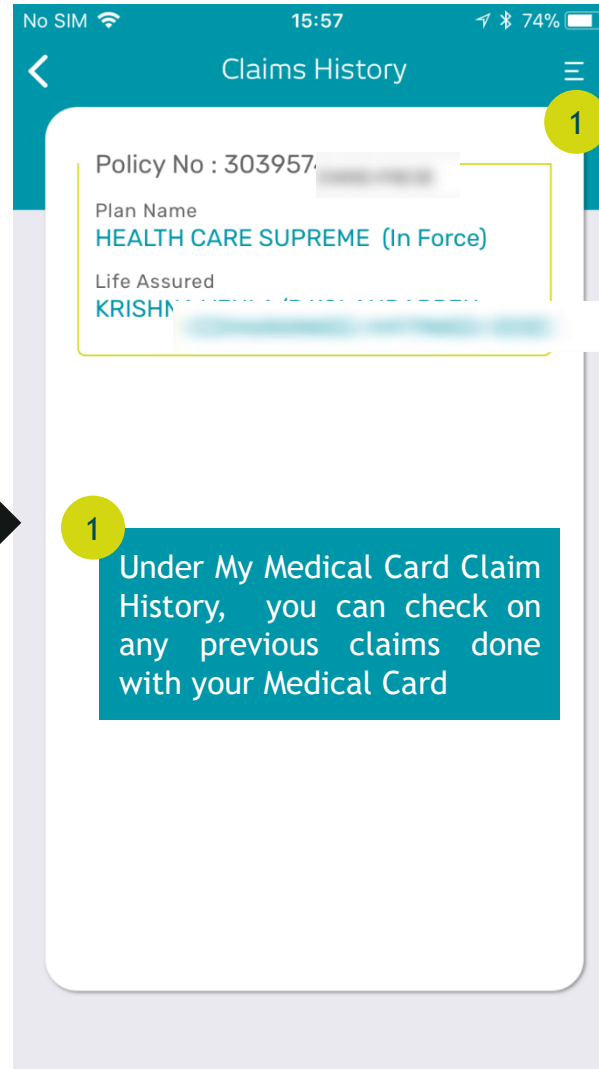
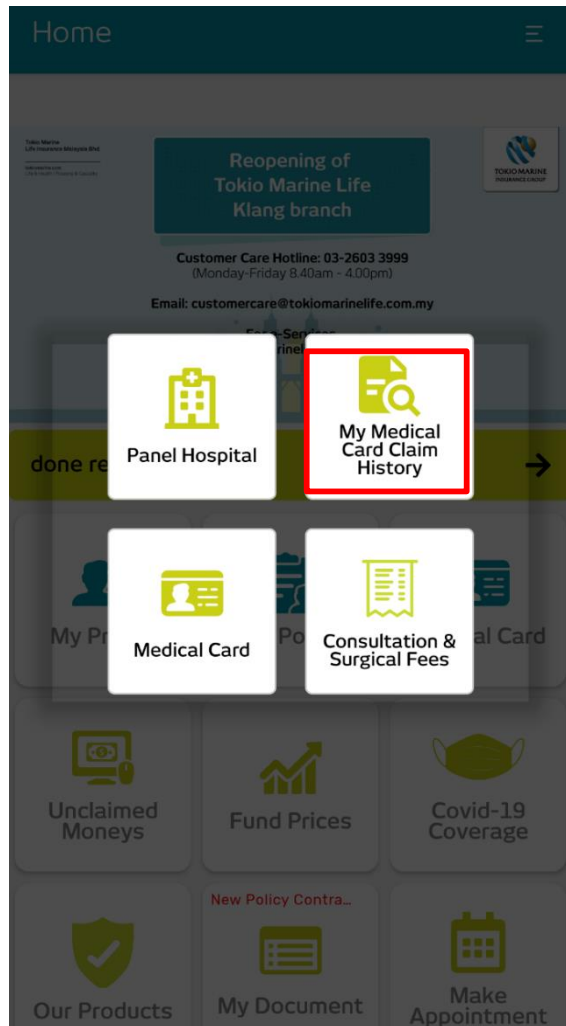
3

Click “Medical Card” to see your digital medical card

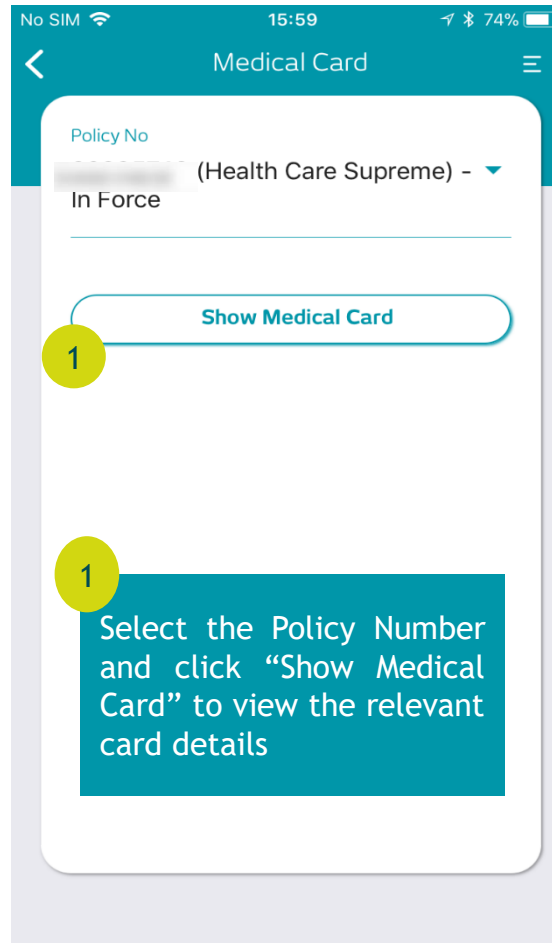
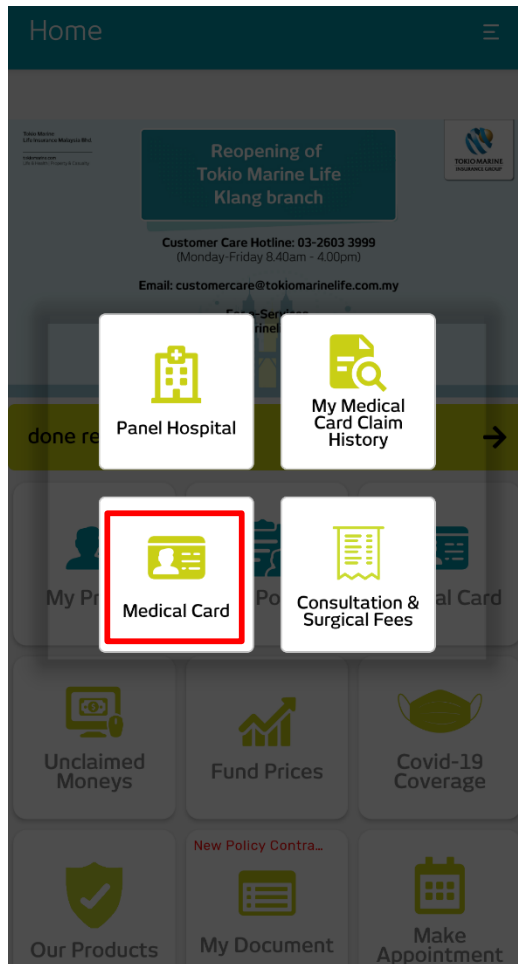
4

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>

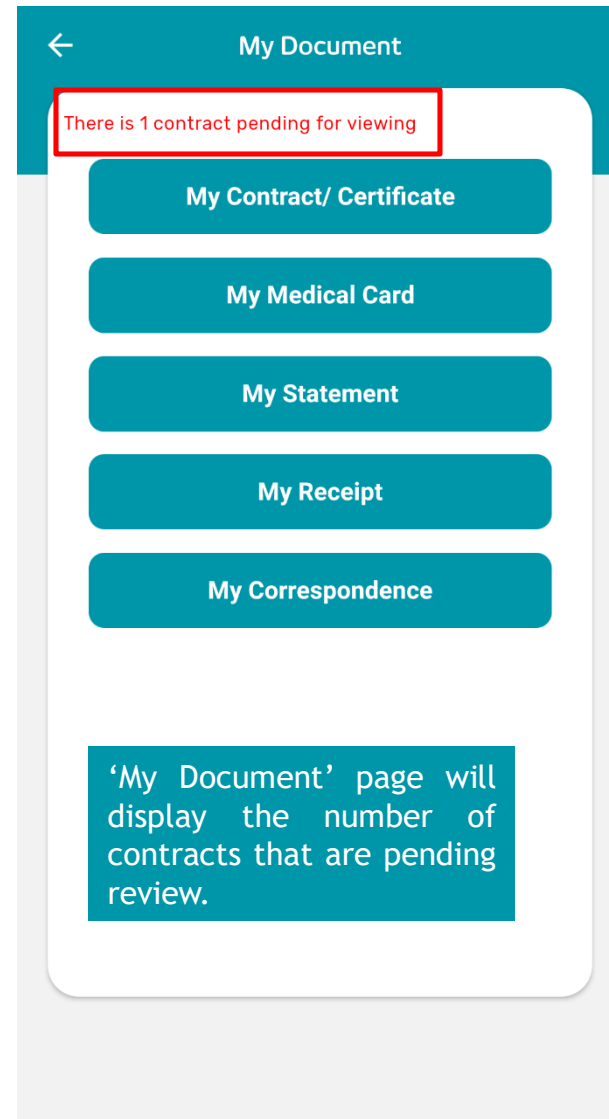
My Medical Card Claim History



Medical Card



My Document



My Document (cont'd)

Step 1: My Document

There is 1 contract pending for viewing

- 1 My Contract/ Certificate
- My Medical Card
- My Statement
- My Receipt
- My Correspondence

Under My Document, you can find all your record in all the listing category. Select desired category to check your record.

Step 2: My Contract/ Certificate

3:59

Type in any keyword to search

This Year Past 3 Years All

20/09/2016 Policy Contract 30006006

2 Select any letter to check your record and the pdf will be shown.

Step 3: Document Details

4:00

Done 30006006

To Be a Good Company

TOKIO MARINE INSURANCE GROUP

UNIT STATEMENT 2018 / PENYATA UNIT 2018
Investment-Linked / Rangkaian Polisbertam
Date : 25/03/2019

Policy Number
Policy Owner
Life Assured
Commencement Date
Policy Status as at Statement Date

Fund Type	Unit Price (RM)	Total Units	Value of Units (RM)
TokioMarine-Orca SRIWR	0.97460	1329.134	1,299.37
Total Value of Units (RM)			1,299.37

Summary of Policy Benefits

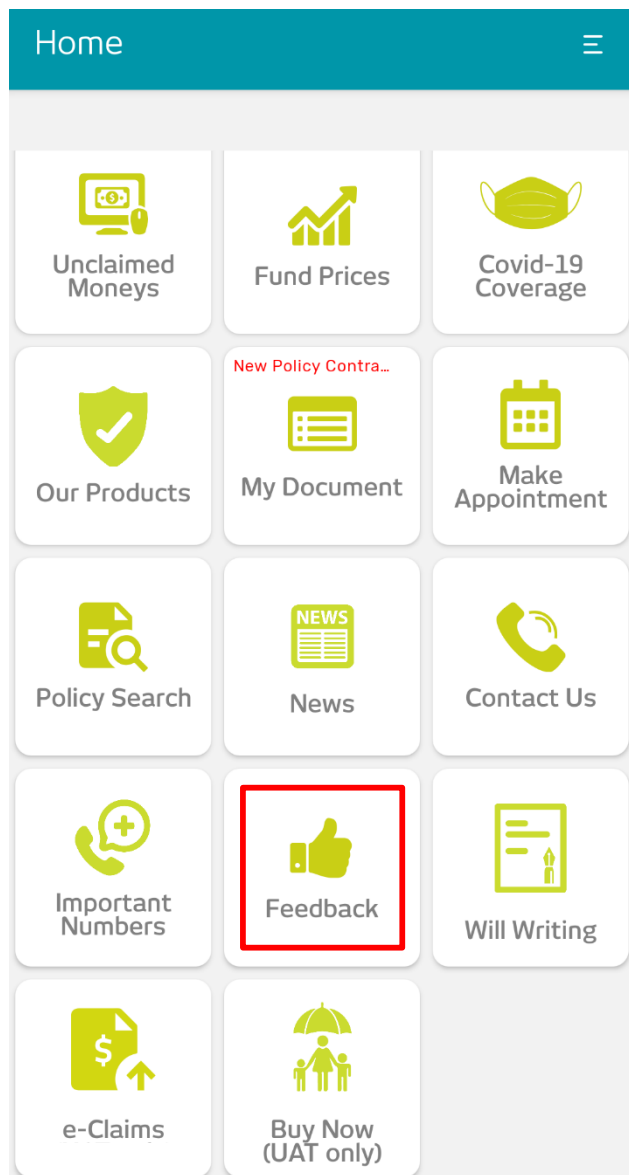
Opening Balance @ 01/01/2018 (RM) Closing Balance @ 31/12/2018 (RM)

30006006
PDF Document · 302 KB

Share via any application available in your mobile device

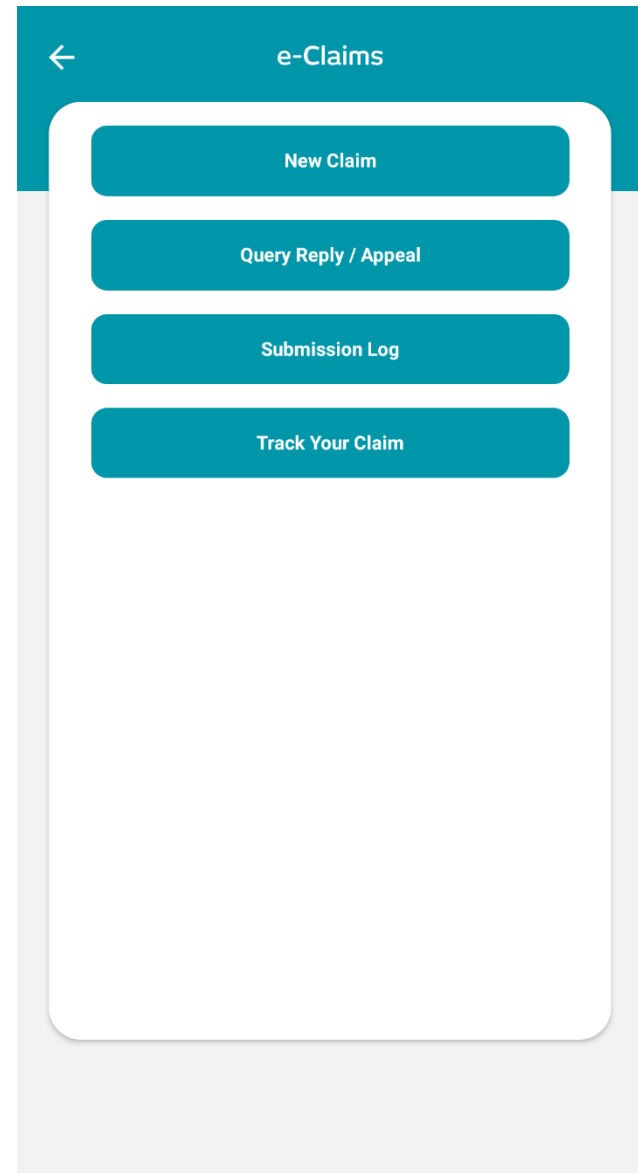
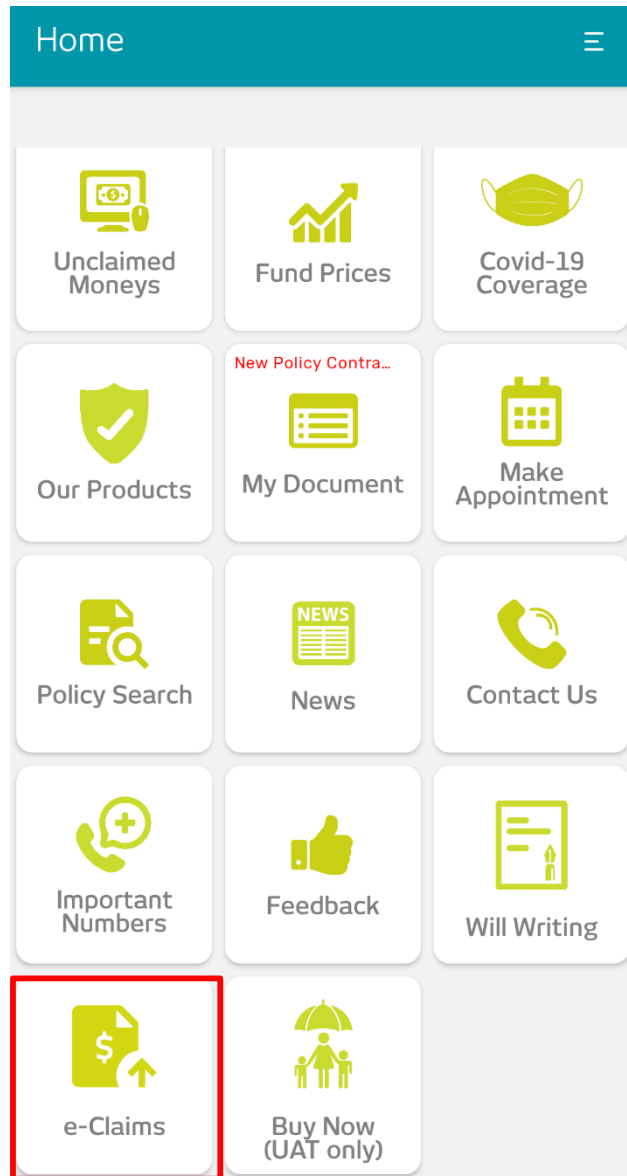
Print

Feedback

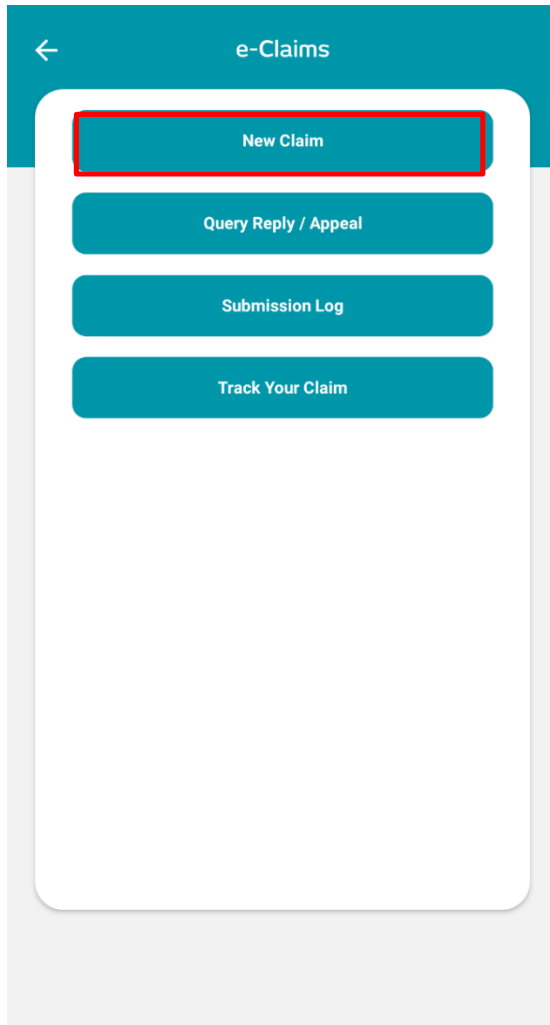


The Feedback screen has a teal header with a back arrow, 'Feedback', and a menu icon. The main content area is white with a teal border. It contains a text input field with the placeholder 'Drop a message to let us know what is on your mind.' and a button labeled 'Submit'. Below the input field is a dropdown menu with the text 'Choose by (Categories)' and a list of options: General Enquiries, Claims, Our Products, and Feedback. A yellow circle with the number '1' is next to the dropdown menu. A teal box with white text and a yellow circle with the number '1' contains the instruction: 'Under the feedback page, select your the category before submitting your feedback in the field provided'.

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 (active), 2. Select Policy, 3. Upload Documents, 4. Review, and 5. Submit. The form fields for Step 1 are: 'Name of Life Assured' (dropdown menu), 'Claim Type' (dropdown menu), and 'Event Date' (text input with placeholder 'dd/mm/yyyy'). A 'Next >' button is at the bottom right. A yellow circle with the number '1' is placed next to the 'Name of Life Assured' field.

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 progress bar with five steps: 1. Select Claimant & Policy, 2. Select Policy (active), 3. Upload Documents, 4. Review, and 5. Submit. The form fields for Step 2 are: 'Name of Life Assured' (dropdown menu), 'Claim Type' (dropdown menu), and 'Event Date' (text input with placeholder 'dd/mm/yyyy'). Below the form fields, there is a table of eligible policies. A 'Next >' button is at the bottom right. A yellow circle with the number '2' is placed next to the 'Policy No' column header.

No	Policy No
1	

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

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

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

☐ Yes / Ya ☐ No / Tidak

Other Insurance Coverage / Lain-lain Perlindungan Insurans

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

4


☒ Declaration & Authorization / Pengisytiharan & Kebenaran

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

« 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 menghadapi gejala-gejala sebelum pertama kali menjumpai doktor?

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

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.
[Redacted]

Mobile No. : 0109999999

Email Address : abc@xyz.com

Account Type : Saving 8

Bank Name : Select Bank

Bank A/C No. : [Redacted]


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.

☒ 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.

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

← e-Claims

New Claim


Query Reply / Appeal




Submission Log

Track Your Claim





← Query Reply / Appeal

 TOKIO MARINE
INSURANCE GROUP


  


STEP 1
Fill in Claim Details


Submission Type
☒ Query Reply ☐ Appeal

Name of Life Assured
Select  


Claim Type
Select

Event Date
dd/mm/yyyy 


 Next »

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


← Query Reply / Appeal


 TOKIO MARINE
INSURANCE GROUP

Submission Type
☐ Query Reply ☒ Appeal

Name of Life Assured
Select 

Claim Type
Select


Event Date
dd/mm/yyyy 


Below are the eligible* policy(ies) to file the claim, please select the policy(ies) for claim. 

No	Policy No
1

Showing 1 to 1 of 1 entries


*denotes that the policy is in force and has the particular benefit as at Event Date.

 Next »

 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

No file chosen 3

3 Upload relevant document then click next

← Query Reply / Appeal

 TOKIO MARINE
INSURANCE GROUP

30517983

Name of Policy Owner :

NRIC/Old IC/Passport No.

Mobile No. :

Email Address : 4

Account Type :

Bank Name :


Bank A/C No. :

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.

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.

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

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.

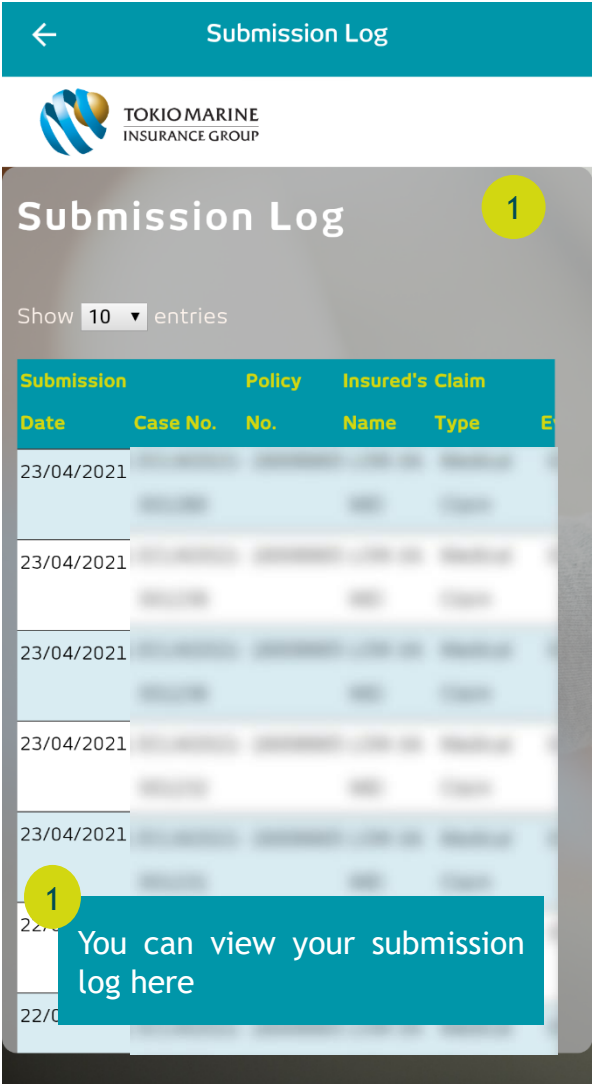
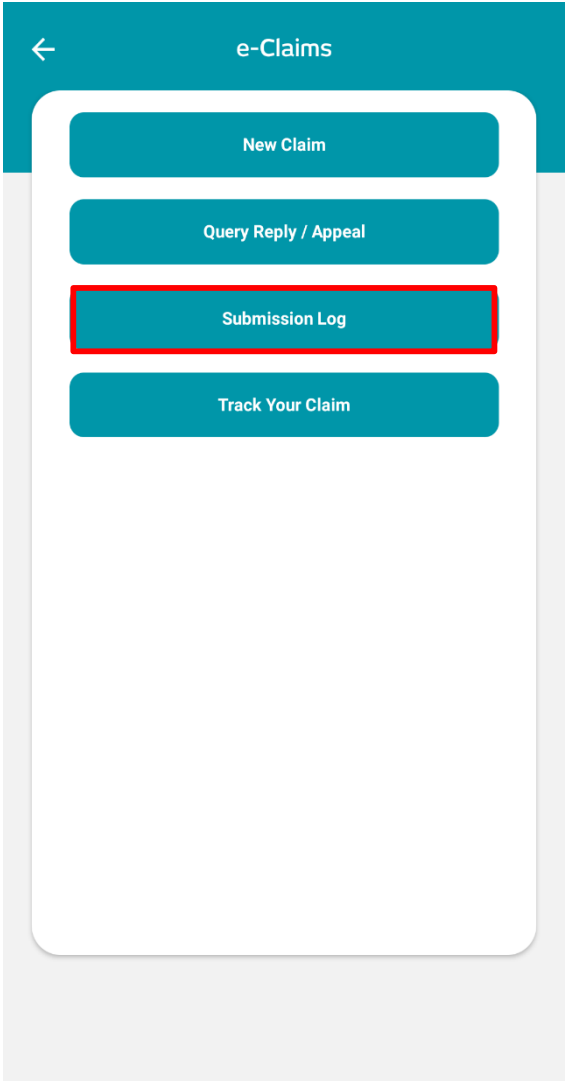
Please make declaration and agree to the T&C.

« Previous Submit ↗

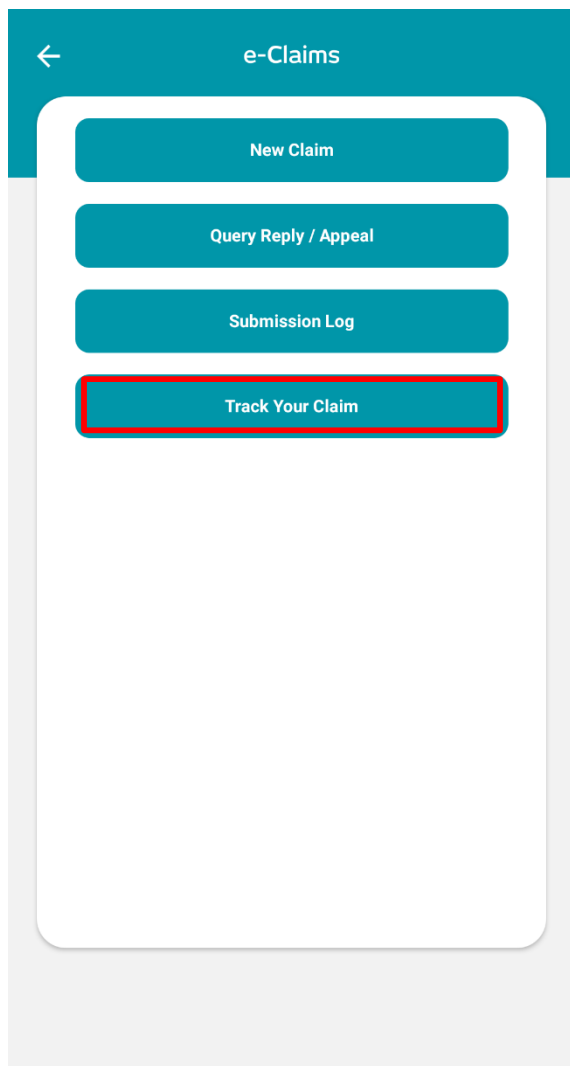
6

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



The screenshot shows the 'Track Your Claim' screen with the TOKIOMARINE INSURANCE GROUP logo. It features search filters for 'Name of Life Assured', 'Policy Number', and 'Claim Submission Date', each with a 'Select' dropdown and a 'Search' button. A yellow circle with the number '1' is next to the title 'Track Your Claims'.

1

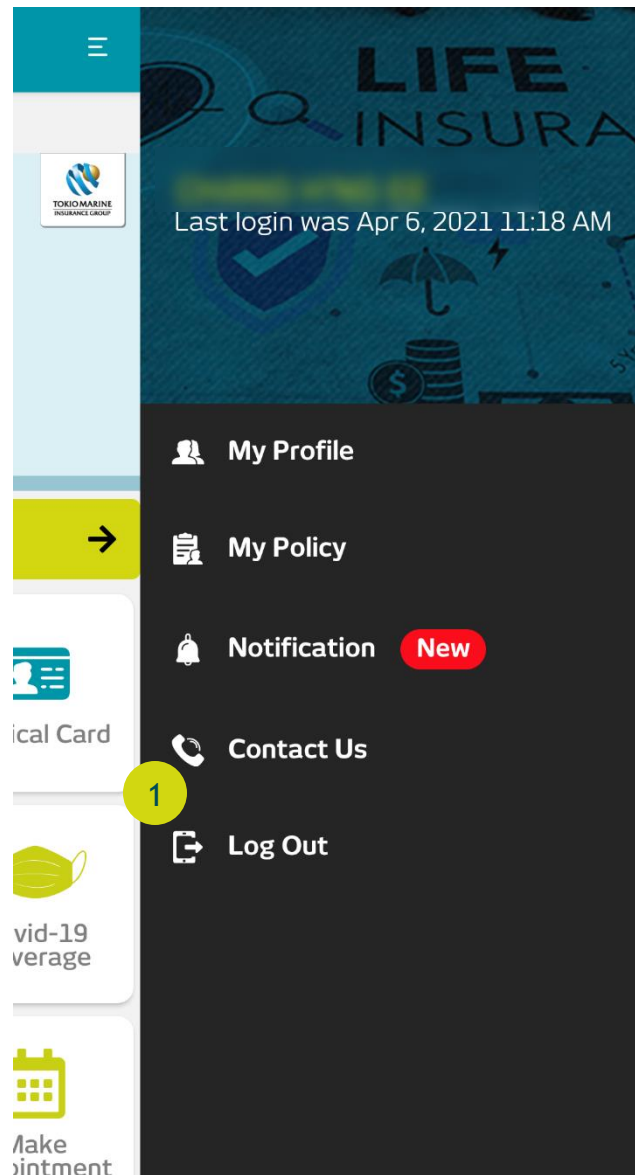
Select insured's name, policy number and/or claim submission date to track your claims

The screenshot shows the 'Track Your Claim' screen with the TOKIOMARINE INSURANCE GROUP logo. It features search filters for 'Policy Number', 'and/or', 'Claim Submission Date', and a 'Search' button. Below the filters, it shows 'Claims' with a 'Show 10 entries' dropdown. A table displays search results with columns: 'Submission Date', 'Policy No.', 'Insured's Name', 'Event Plan/Rider', 'Claim Date', and 'Status'. A yellow circle with the number '2' is next to the 'Claims' section. A note at the bottom states: 'Note: For all claim submission, TMLM would advise you to track your claim after two(2) working days. Upon claims approval, the claim monies will be credited'. A yellow circle with the number '2' is next to the note.

2

Your claim result will be shown

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

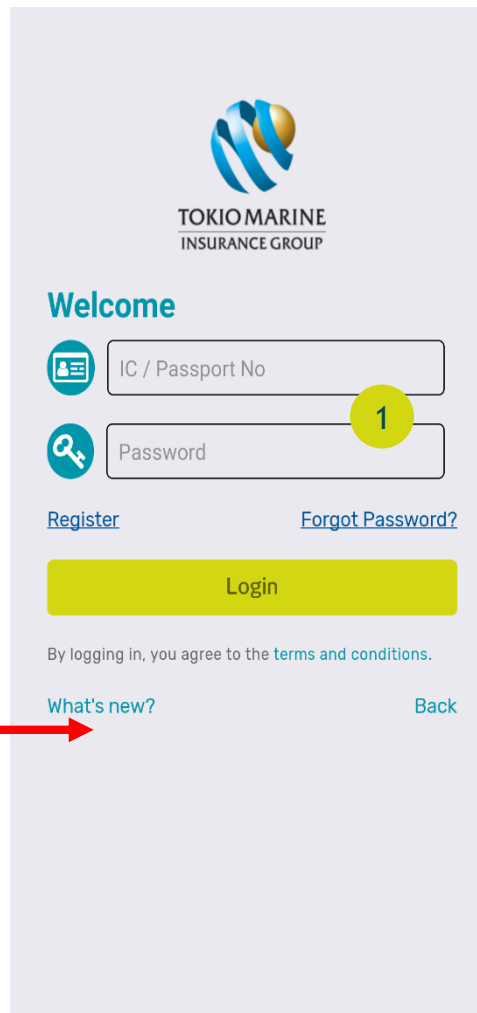
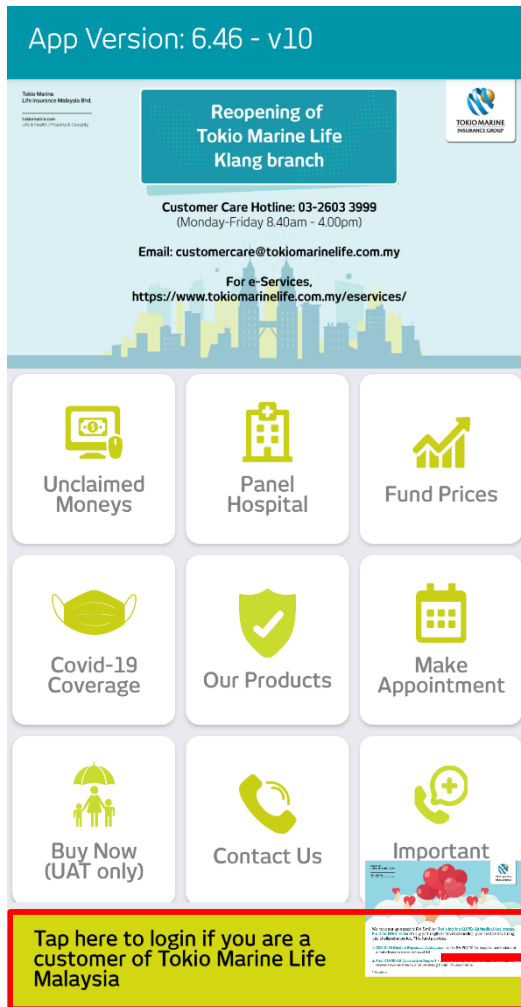
Tokio Marine
Life Insurance Malaysia Bhd.

tokiomarine.com
Life & Health | Property & Casualty

1. How to login to oneTokio?

a

First time login

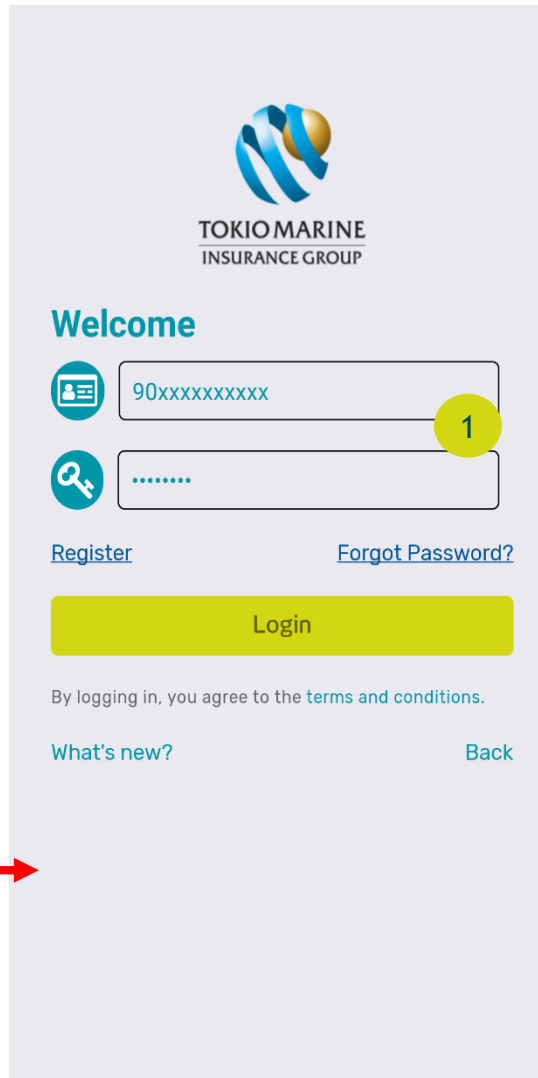
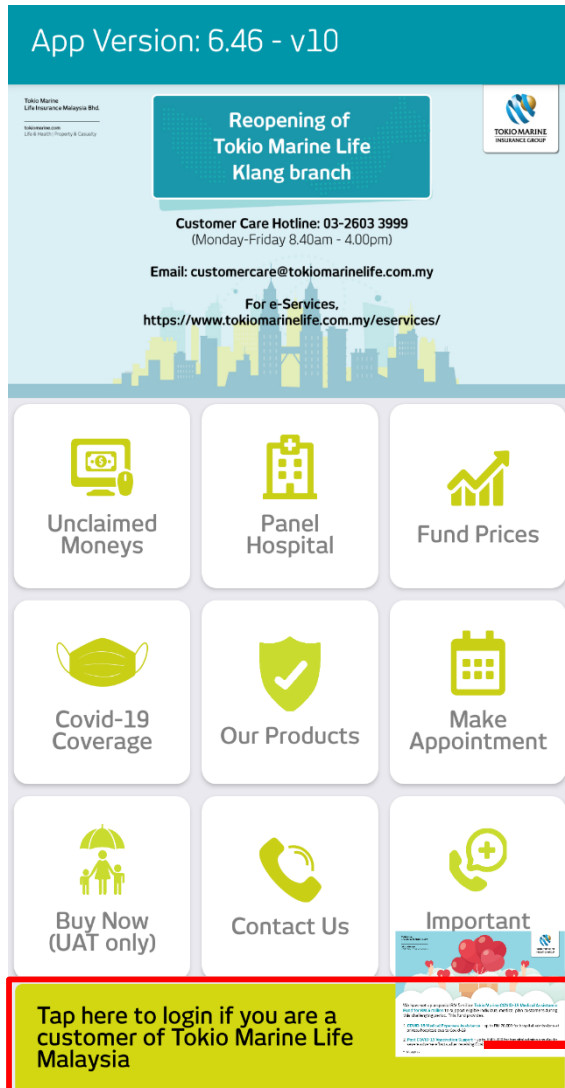


1

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

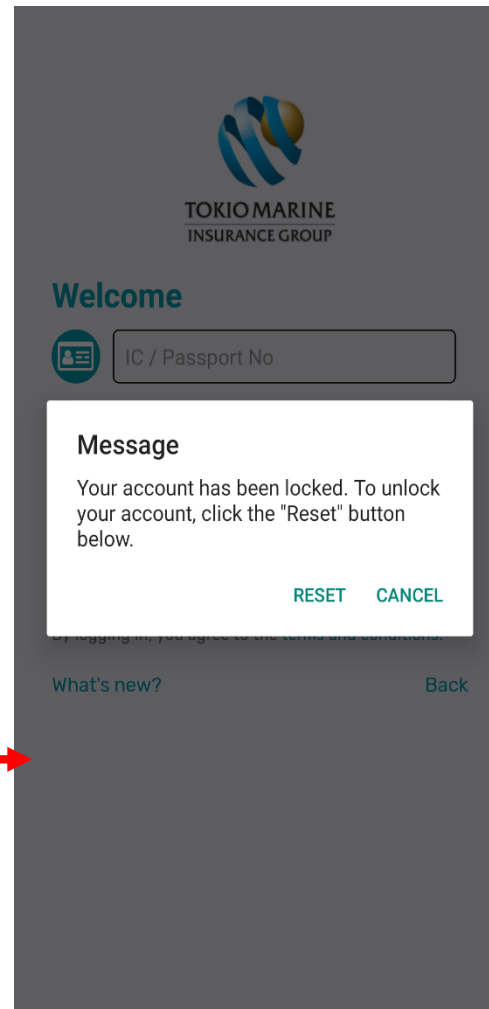
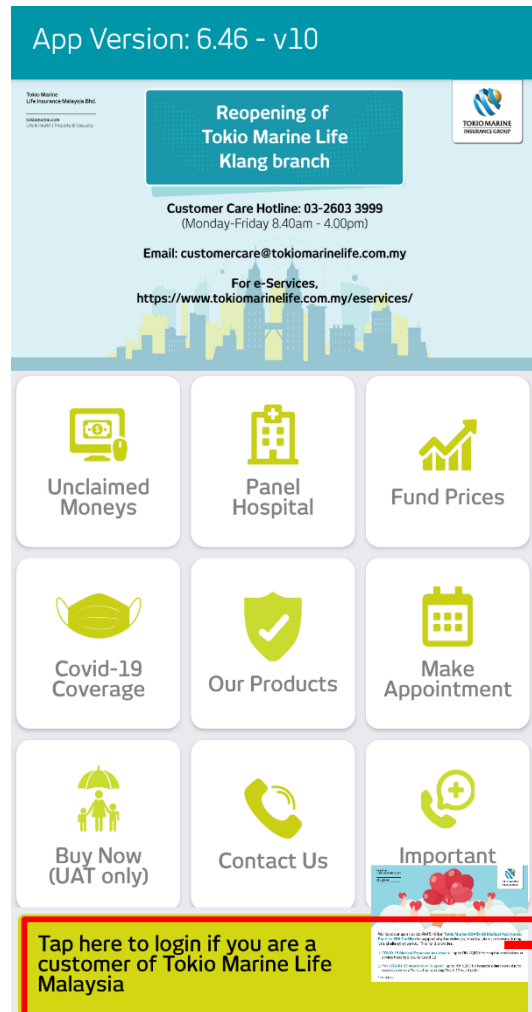
1. How to login to oneTokio?

b After registration



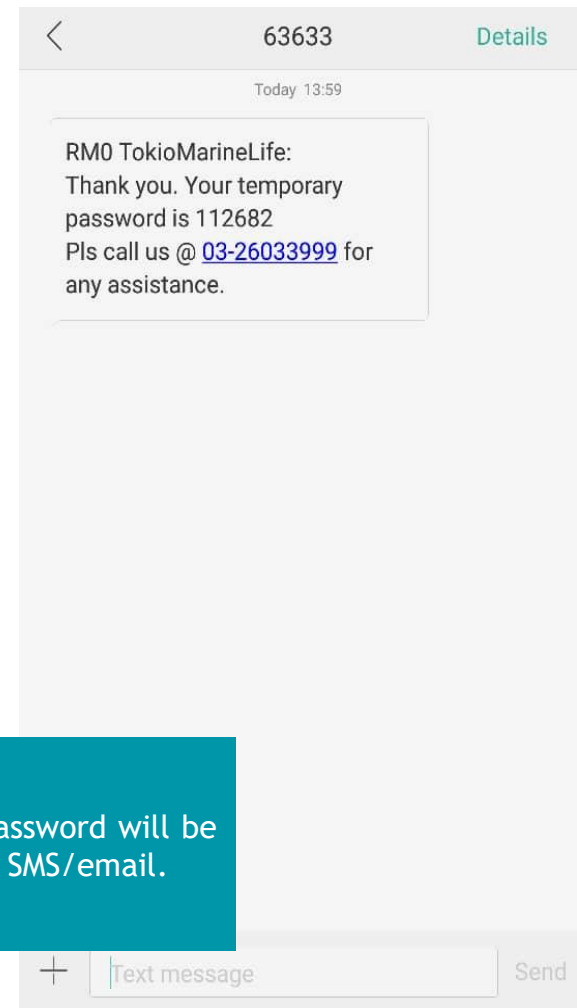
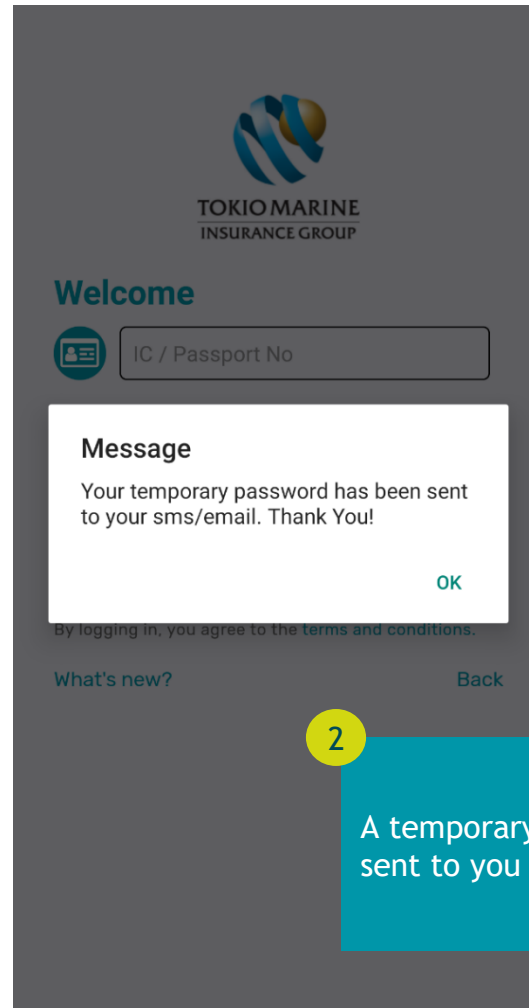
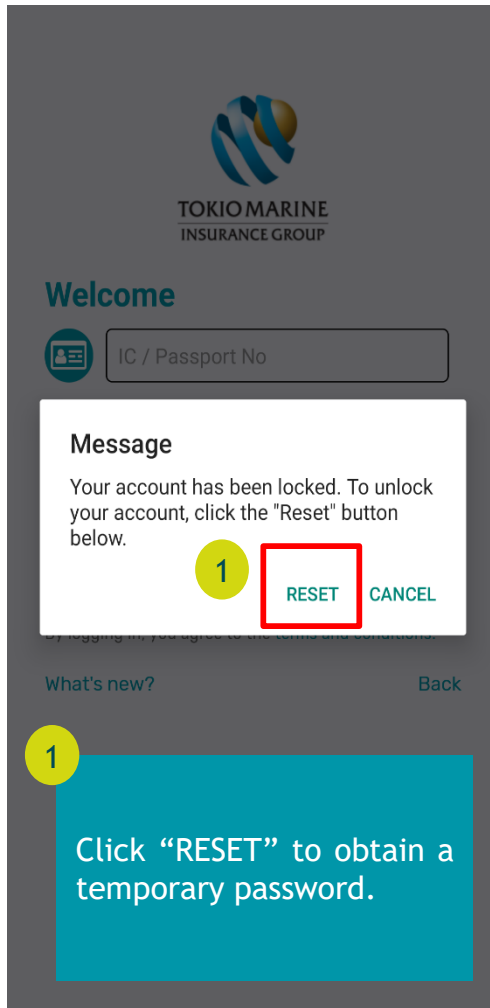
1 Login with the same NRIC/Passport Number and password that you have registered earlier in oneTokio/ Customer Portal

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

severe adverse effects after receiving Covid-19 vaccination.
*T&C applies


- ✓ 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.

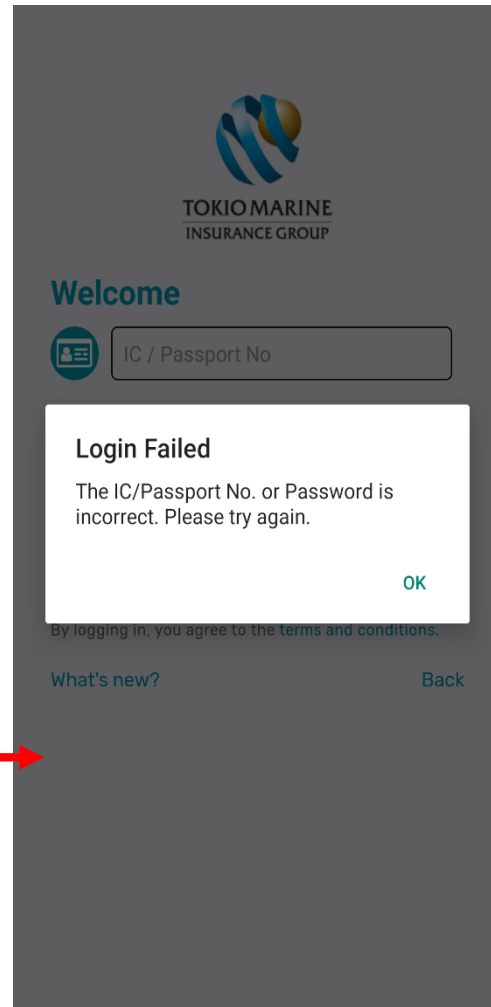
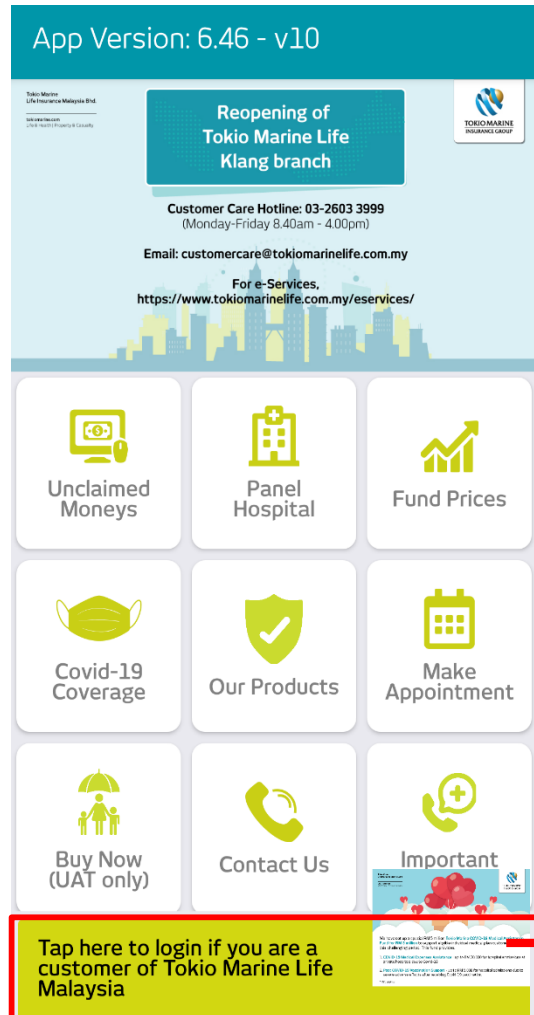
OK

My Profile My Policy

6 Your password has been reset successfully.

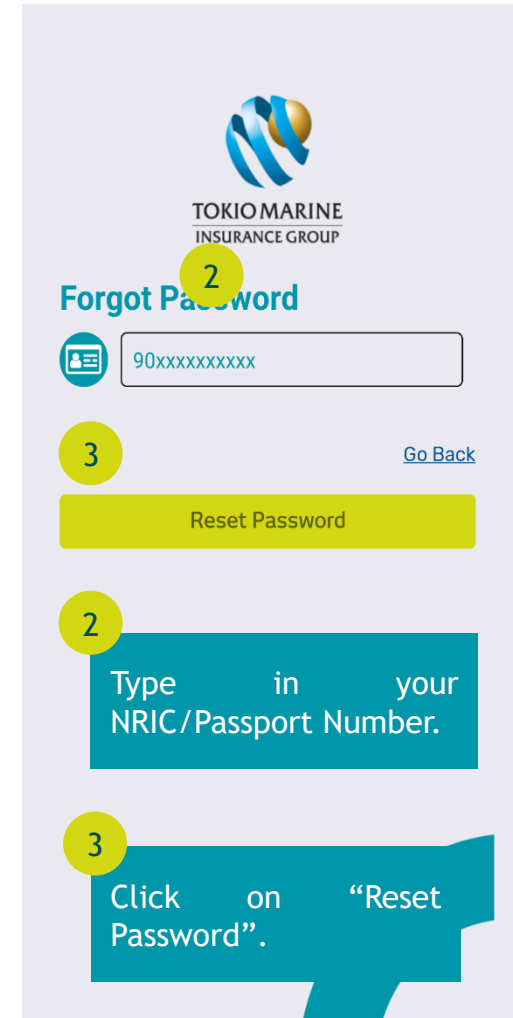
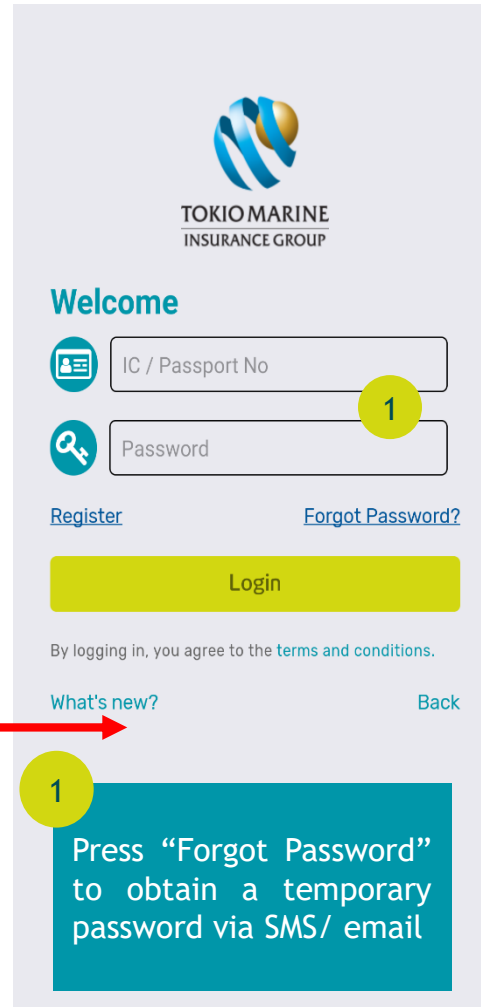
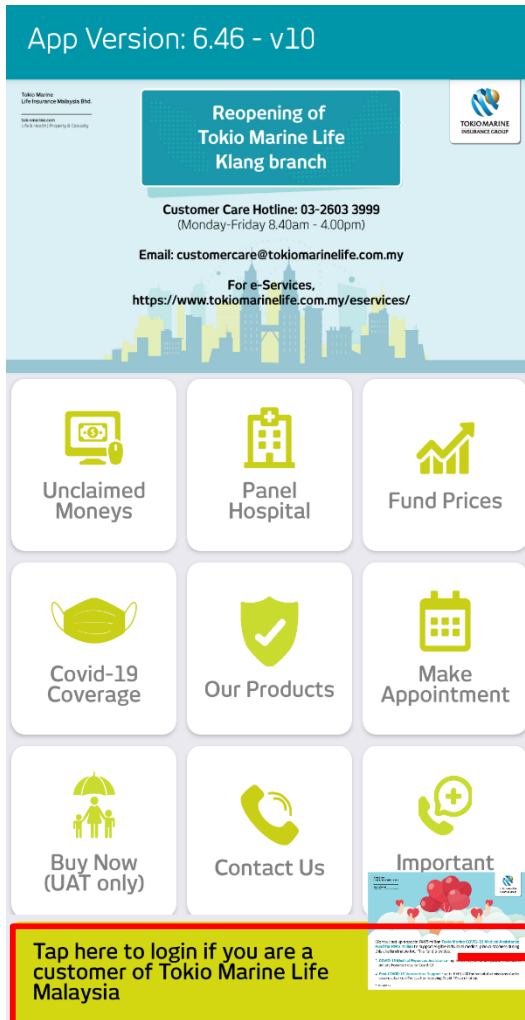
Covid-19 Coverage Our Products My Document

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




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

Step 1 - 3



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

Step 4 - 5



TOKIO MARINE
INSURANCE GROUP

Welcome

IC / Passport No

Message

Your temporary password has been sent to your sms/email. Thank You!

OK

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

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

4

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

< 63633 Details


Today 13:59

RM0 TokioMarineLife:

Thank you. Your temporary password is 112682

Pls call us @ [03-26033999](tel:03-26033999) for any assistance.

+ Text message Send



TOKIO MARINE
INSURANCE GROUP

Welcome

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

Login

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

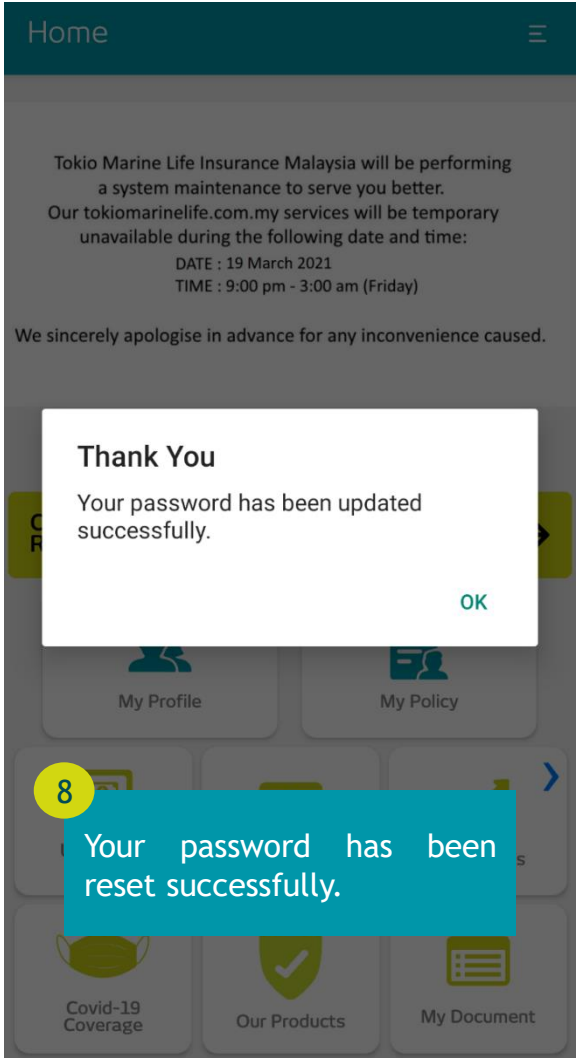
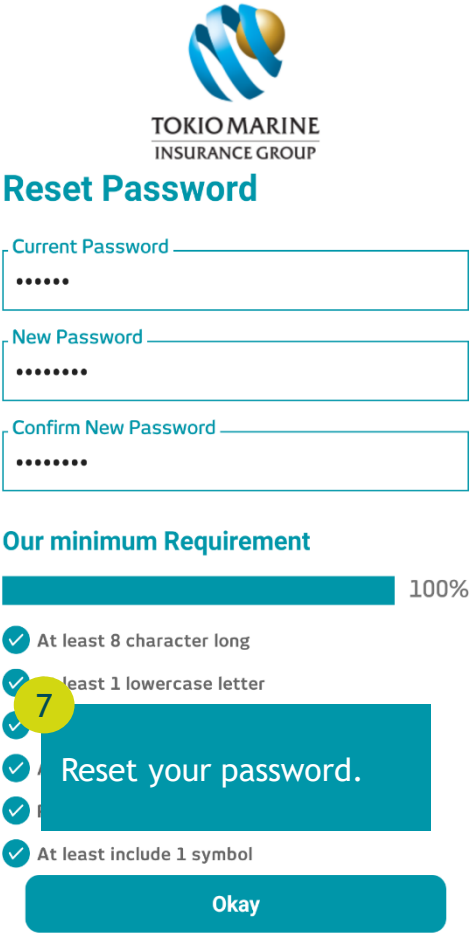
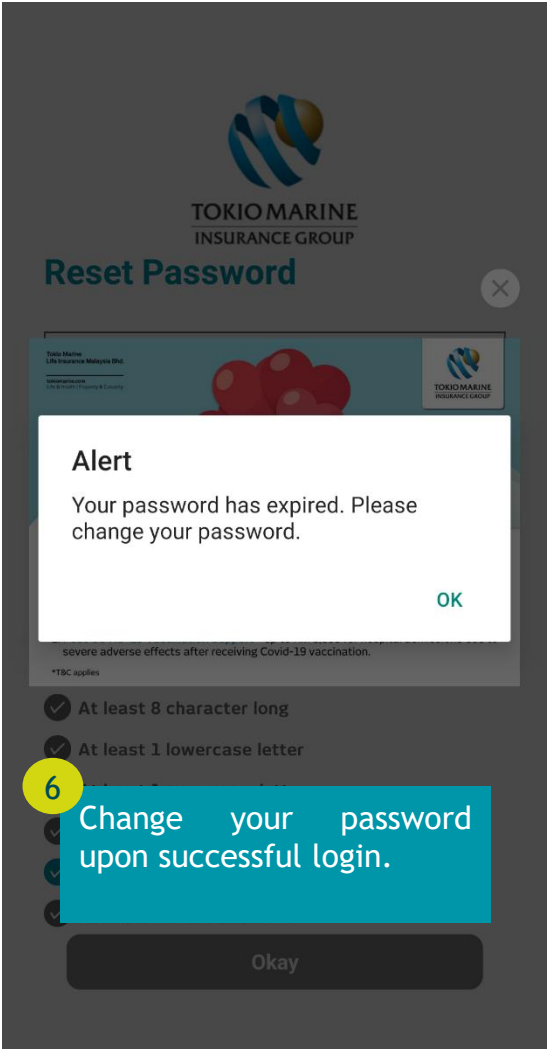
[What's new?](#) [Back](#)

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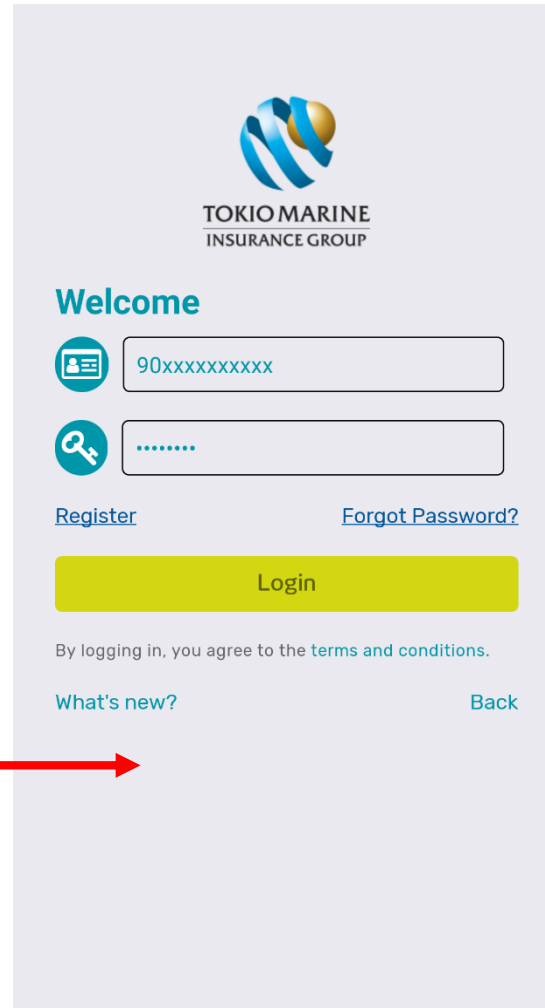
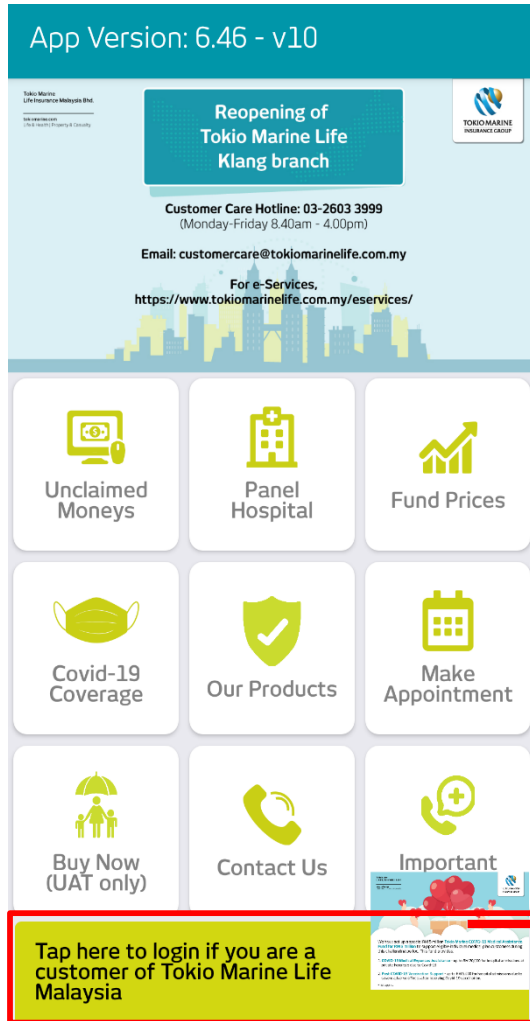
Login with the temporary password.

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

Step 6 - 8

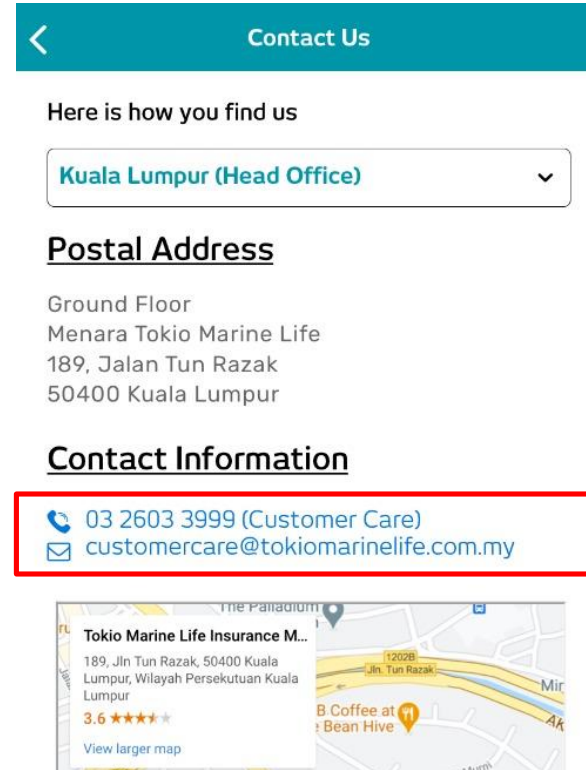
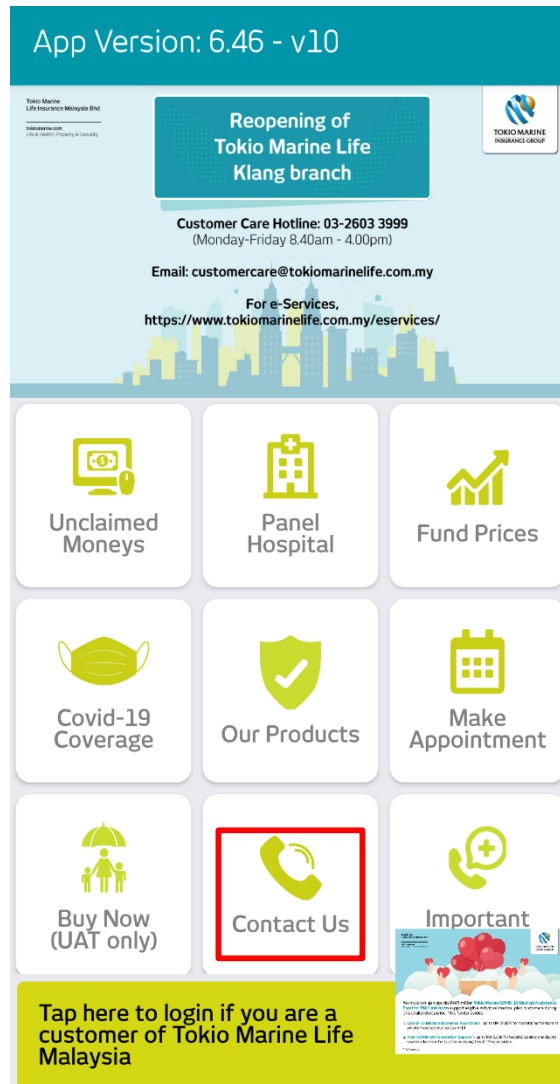


4. I am the Life Assured of the policy, why can't I login to oneTokio?



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***



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INSURANCE GROUP

Thank You

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