



Tokio Marine Panel Windscreen Specialist Program 2024-2027

Frequently Asked Questions

1. Do I have to apply if I am currently a panel windscreen specialist of TMIM?

The agreement term for our existing Panel Windscreen Specialist (PWS) will expire on 30 June 2024. If you wish to apply to become our PWS for the period 2024-2027, you will need to apply through the Request For Proposal (RFP).

2. Do I have to apply if I am currently a panel Body & Paint repairer of TMIM?

The application is only opened for windscreen specialists. If you are our existing panel Body & Point repairer, please do not submit your application for this exercise.

3. Do I have to submit separate application for my branch outlets?

If your outlets are direct branches (i.e. same name and business registration number), you do not need to submit separate applications. Otherwise, you may submit separate RFPs for each outlet to enable us to consider them.

4. Do I have to provide details for my branch outlets?

If your outlets are direct branches (i.e. same name and business registration number), you are required to enter their details in the RFP. The system allows applicants to enter the details of their branches up to ten (10) outlets. For workshops with more than 10 branches, we will contact them for the additional branch details in the event they have been successfully emplaced as our panel windscreen specialist.

5. What documents do I need to prepare?

The documents required to be uploaded in the RFP include (but not limited to) the following:

- Company Profile: General Information, Organisation Chart
- Company / Business Registration documents
- Insurance Policy Schedules
- Photos of the workshop premises
- Photos of your branches (applicable if you have branches)

6. When is the last day I can submit my application?

The RFP will be open from **27 Nov 2023 to 10 Dec 2023**

7. Can we save and continue the RFP in survey monkey?

The Survey Monkey does not have the save feature. Please keep your browser open until you have successfully submitted your application. Otherwise, you will have to input again the information once you have closed your browser.

8. Can we submit the application by email?

We do not accept application by email. Please submit your application via the link given in our website.

9. Can we submit the application by hardcopy to your office?

We do not accept application by hardcopy. Please submit your application via the link given in our website.

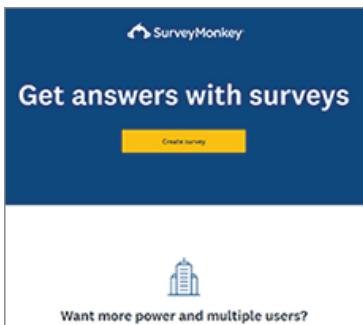


10. What happens if I submitted more than one RFP for the same workshop?

In the event of duplicate submissions, we will include the last (latest) complete entry in our assessment process.

11. How to know if I have submitted my proposal?

There are altogether eight (8) pages in our RFP. After you click the Submit button on page 8, the system will lead you to the following page.



12. How to retrieve my submission?

The system does not cater for this feature. Please ensure that all information entered for the RFP is complete and correct before you submit the application.

13. Can I have a copy of the submission?

The system does not cater for this feature. You may print a copy before the submission for record purposes.

14. How to know if I am selected?

We target to conclude the exercise by end March 2024. We will inform you the results once the selection is concluded.

15. What is the term of the Agreement for this Panel Windscreen Specialist Program?

The term of the Agreement is 3 years.

16. If I do not apply for the panelship, can I still replace your insured's vehicle windscreen?

Yes, you can still provide the service for our insured as per our existing claims submission procedures for non-panel windscreen specialist.

17. Who can I contact if I need further clarification?

If you do not find your answers in this FAQ, you may contact the following persons:

Contact Persons	Contact Numbers	Email Address
Cik Arifah Naqiyah	+603-2027 8200 (Ext: 7031)	arifah.naqiyah@tokiomarine.com.my
Ms. Sim Lay Nah	+603-2027 8200 (Ext: 8122)	Insim@tokiomarine.com.my