



7 March 2023

Dear Valued Customers & Business Partners

## Catastrophe Claims Handling Process

As you are aware, various parts of the country, especially the Southern regions of Peninsular Malaysia experienced high rainfall with flooding reported in many areas. In an effort to assist all our affected customers during this period, Tokio Marine Insurans (Malaysia) Berhad (TMIM) has activated our Catastrophe Claims Handling Process. During this period, notification of losses can be made via:

- **Non Motor Claims** tmim.claimsnonmotor@tokiomarine.com.my
- **Motor Claims** tmim.opsclaimsregistrations@tokiomarine.com.my
- **WhatsApp** 03-2027 8488 (Option 04 – Claims Related Enquiry).

We would like to make the claims process as simple and speedy as possible for our Customers. As such, we would be implementing the following for these Catastrophe flood claims:

- For **Motor Claims**, waiver of Police report requirement for flood incidents from 27 February 2023 onwards and until further notice.
- For **Personal Property Claims** (Houseowner/Householder/Securehome/All Risks policies) below RM30,000:
  - i) Implementation of Fast Track Claims processing with waiver of supporting documents for building claims with onsite assessment by adjusters.
  - ii) Under insurance condition will be waived.

For any other enquiry or assistance, please reach out to TMIM via the following (Mondays to Fridays 8:30a.m–5:30pm):

- **Customer Service Hotline** 1800 88 0812
- **WhatsApp** 03-2027 8488
- **Email** letusknow@tokiomarine.com.my

Thank you for your kind cooperation.

### The Management

Tokio Marine Insurans (Malaysia) Berhad



WhatsApp Live Chat  
SCAN QR CODE