



3 April 2025

Dear Valued Customers,

Expedited Claims Assistance for Putra Heights Incident

Our thoughts are with those affected by the recent gas pipeline fire in Putra Heights, Subang Jaya. If you have been impacted, we're here to support you and ensure the claims process is as smooth as possible.

To help facilitate faster claims processing, Tokio Marine Insurans (Malaysia) Berhad is waiving the requirement for a police report. You may submit your claim through any of the channels listed below:

Claims Service Portal

[Click Here](#)

Email Us

[Non-Motor Claims](#)

[Motor Claims](#)

WhatsApp Us At

[03 2027 8488](#)

Alternatively, you can reach us by calling our Customer Service Hotline at **1800 88 0812** or email us at letusknow@tokiomarine.com.my.

We are ready to assist and support you during this difficult time.

The Management

Tokio Marine Insurans (Malaysia) Berhad

**Tokio Marine
Insurans (Malaysia) Berhad**

198601000381 (149520-U)

Level 20, Menara Hap Seng 3,
Plaza Hap Seng, No. 1, Jalan P. Ramlee,
50250 Kuala Lumpur, Malaysia.
T: (03) 2027 8200 / 2789 8800 F: (03) 2022 2295

Customer Service Hotline: 1800 88 0812
tokiomarine.com

**A member of the
Tokio Marine Group**

