



21 February 2025

Dear Valued Customers & Business Partners,

## Customer Service Counters at Head Office Operating Hours During Ramadhan

We would like to inform that during the month of Ramadhan, Customer Service Counters at our Head Office located on Level 18 of Menara Hap Seng 3, will observe revised operational hours. Counter service will operate from **8:30am to 5:00pm, Monday through Friday**.

Should you require assistance, our other Customer Service channels are available to assist you.

- **WhatsApp Live Chat** : 8.30am to 5.30pm
- **Email** : 8.30am to 5.30pm
- **Call Centre** : 8.30am to 5.30pm

On behalf of our company, we would also like to extend our heartfelt wishes to our Muslim friends for a blessed Ramadhan.

Thank you for your kind attention.

### **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**