



28 August 2023

Dear Valued Customers & Business Partners

Temporary Closure of Ipoh Branch Office on 29 August 2023

In light of an upcoming maintenance work by Tenaga Nasional Malaysia (TNB) which may lead to an electricity interruption, our Ipoh branch office will be temporarily closed on Tuesday, 29 August 2023.

During this time, our team will continue to provide uninterrupted service remotely. All staff members will be working from home to ensure minimal disruption to our operations. If you require any assistance or support during this period, please utilise Alternative Support Channels listed below:

For General inquiry, Quotation & Renewal inquiry, Policy related inquiry, Auto Assist, etc:

- Email letusknow@tokiomarine.com.my
- Customer Service Hotline 1800 88 0812 (Mon to Fri | 8:30am-5:30pm)
- WhatsApp Live Chat +603 2027 8488 (Mon to Fri | 8:30am-5:30pm)
- 24/7 Auto Assist 1800 88 1301 or 03-20535800

For Claims Notification

- Non Motor Claims tmim.claimsnonmotor@tokiomarine.com.my
- Motor Claims tmim.opsclaimsregistrations@tokiomarine.com.my
- WhatsApp 03-2027 8488 (Option 04 – Claims Related Enquiry)
- Claims Portal tokiomarine.com (Accessible from top navigation menu)

We apologise for any inconvenience this temporary closure may cause and appreciate your understanding as TNB carries out essential maintenance work in the surrounding areas.

We eagerly anticipate welcoming you back to our Ipoh Branch and resuming our services on the following day.

Your kind attention to this matter is greatly appreciated.

The Management

Tokio Marine Insurans (Malaysia) Berhad



WhatsApp Live Chat
SCAN QR CODE

Tokio Marine
Insurans (Malaysia) Berhad
198601000381 (149520-U)

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