



MyTokioApp Campaign

Frequently Asked Questions

- 1. How do I participate in this campaign?**
 - a. The Campaign is open to all Tokio Marine Insurans (Malaysia) Berhad (TMIM) policyholders with an individual policy with TMIM.
 - b. You need to download, sign up and register an account in MyTokioApp within the campaign period to stand a chance to win Touch 'n Go eWallet (TNG eWallet) credit or iPhone 15 Pro.
- 2. I have a group policy with TMIM, am I eligible for the campaign?**

No. MyTokioApp is open for TMIM policyholders with individual policy with us.
- 3. I have a corporate policy with TMIM, am I eligible for the campaign?**

No, MyTokioApp is open for TMIM policyholders with individual policy with us.
- 4. I am not a TMIM policy holder. Am I eligible for this campaign?**

No.
- 5. If I have registered MyTokioApp before the campaign period, am I eligible for the lucky draw?**

No, this campaign is exclusively for new registered users within the campaign period.
- 6. My insurance was previously insured by another insurer, but I am interested to renew my policy with TMIM, am I eligible for this Campaign?**

Yes. Firstly, you need to renew your insurance with TMIM, download and register an account with MyTokioApp within the campaign period.
- 7. How would I know if I am one of the winners of the lucky draw?**

Winners will be announced through TMIM social media platforms / TMIM corporate website / notified via app push notification by following month ("Winner Notification Date").
- 8. Is the Touch 'n Go ewallet credit convertible to cash or prizes with equivalent value?**

No. The Touch 'n Go ewallet credit can be used to purchase anything that Touch 'n Go e-wallet is acceptable as a payment medium.
- 9. What is the validity period of the Touch 'n Go e-wallet credit?**

No, there is no validity period to the Touch 'n Go e-wallet credit.