MyTokioApp
Frequently Asked Questions

1. **Who can register to use MyTokioApp?**

   All policyholders who have an active individual policy with Tokio Marine Insurans (M) Berhad (TMIM) can register an account on MYTokioApp. Exclude group policy.

2. **Where can I download MyTokioApp?**

   MyTokioApp is available to be download via Google PlayStore (Android) and Apple App Store (iOS). This includes Huawei phones that have access to Google PlayStore.

3. **Can I use MyTokioApp on my phone and tablet?**

   Yes, MyTokioApp is compatible with both smartphones and tablets. However, please note that the tablet version of the app is designed to work exclusively in portrait view.

4. **Experiencing issues with registering your account?**

   No worries. Reach out to our customer service WhatsApp live chat team at 03-2027 8488. They are ready to assist you with your registration request.

5. **I have renewed my policy, but the details have not been updated in the app.**

   Please allow 2-3 business days for the app to update. If the information is not updated, please do get in touch with our customer service WhatsApp live chat team at 03-2027 8488 for further assistance.

6. **I did not receive an OTP verification code via SMS.**

   There could be a couple of reasons for this. It's possible that your telco is withholding the SMS, or you might have inadvertently blocked the SMS service, particularly from 5-digit numbers that send automated messages.

7. **What are the services available in MyTokioApp?**

   With MyTokioApp, you are able to access the following functions.

   - View policy details and download policy documents.
   - Claim submission and enquiries
   - Request policy changes
   - Request for roadside assistance

   More feature will be added in future updates of the MyTokioApp. Stay tuned.

8. **My account has been blocked for entering the wrong password. What should I do the next?**

   You may proceed to self unblock via the app. Alternatively, please contact our customer service WhatsApp live chat team at 03-2027 8488 for further assistance.

9. **The screen that I'm viewing is empty or not loading.**

   There might be a connection-related problem. Please try again later. If the issue persists, feel free to contact our customer service WhatsApp live chat team for further assistance.

10. **Can I still use the old TMIM AutoPartner app for roadside assistance?**

We encourage you to upgrade to the new app at your earliest convenience, as the old assist app will be discontinued soon.

11. **I recently purchased a policy. Why hasn't it appeared in the app?**

Please allow 2-3 business days for the app to update. If the information is not updated, please do get in touch with our customer service WhatsApp live chat team for further assistance.

12. **What are the minimum requirements for using the app on a mobile device?**

MyTokioApp is compatible with iOS devices running on version 12 and above, and Android devices running on version 10 and above. However, please note that the app does not currently support Harmony OS (Huawei).

13. **I have a policy under a company name. Can I register and use the app?**

If you have a policy under a company name, please get in touch with your respective representative for ID registration. Upon verification, a user ID will be created and emailed to the respective applicants.

14. **How can users enable biometric authentication (e.g., Face ID, Touch ID, and Fingerprint) for this app?**

You can set up your biometric authentication during the app registration stage. Once registered, you can enable or disable biometric authentication by going to My Profile > Biometric Settings.

15. **What if a user's phone does not support biometric authentication?**

If a user's smartphone does not support biometric authentication, they can still log in using their User ID and password.

16. **Is an internet connection required to use MyTokioApp?**

Yes, an internet connection is necessary to use the app.

17. **Can I log in to MyTokioApp using my friend's phone?**

Yes, you can log in to MyTokioApp using another device. However, please note that concurrent login on multiple devices is not allowed. In the event of concurrent login, the earlier login session will be discontinued.

18. **Is it possible to access and log in to MyTokioApp using a jailbroken/rooted device?**

For security reasons, MyTokioApp does not allow access from jailbroken or rooted devices. This measure is in place to ensure the safety of your account information and protect against potential security breaches.