

## A Message From Our CEO

I hope this note finds you and your family healthy and safe.

The pandemic outbreak has caused mounting apprehensions and challenges to our daily lives and businesses. We are glad that we can continue to serve you during this period, as insurance business is classified as essential services.

I would like to firmly reassure you that we are fully capable and committed to protecting you and your loved ones through all life's uncertainties. Despite the economic volatility, we remain financially strong and sustainable.

Taking the current situation into consideration, we hope to extend our support to our policyholders who are facing financial hardship due to COVID-19. With the #goCare Deferred Premium Scheme, we strive to ensure that your long-term protection needs will be taken care of during this trying period. The six months grace period extension will apply to premium payments due between 1 April 2020 to 30 September 2020. You may visit [www.tokiomarine.com/sg/en/about-us/media-news/gocare-deferred-premium-scheme.html](http://www.tokiomarine.com/sg/en/about-us/media-news/gocare-deferred-premium-scheme.html) to learn more about how we can help you tide over this time.

In view of the ongoing governmental measures to prevent the virus spread in the community, our Customer Service Centre will be temporarily closed until further notice. We will continue to serve you through the following ways: Customer Care Hotline at +65 6592 6100 (Mondays to Fridays, 8.45am to 5.45pm), email to [customercare@tokiomarine-life.sg](mailto:customercare@tokiomarine-life.sg). Alternatively, you may like to reach out directly to your financial representative.

Placing your health and safety as our utmost priority, our financial representatives will connect with you through a non face-to-face process, lowering the risk of direct contact while serving your needs comprehensively.

We are truly grateful for your continued trust in us and in all we do for you. In this moment, let us remind each other of the importance of self-care and caring for the ones you cherish most. We will emerge safer and stronger from this.

Yours sincerely,



Christopher Teo  
Chief Executive Officer  
Tokio Marine Life Insurance Singapore