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For Immediate Release

**Tokio Marine Life Insurance #goCare Campaign -
Care for our policyholders and support for the community
and healthcare workers with distribution of
5000 masks, 1000 #goCare kits and 2000 snack boxes**

- The second wave of #goCare campaign reaffirms TMLS's mission in making every effort to create a positive impact on the people around us
- To date, we have provided four policyholders with the #goCare lump sum financial assistance benefit of S\$5000 each
- On 19 March, 1000 #goCare kits will be distributed to elderly, needy, staff and agency; a total of 2000 snack boxes will be delivered to four structured Singapore hospitals on 17, 24, 30 & 31 March

Singapore, 19 March 2020 - Together as a company, Tokio Marine Life Insurance Singapore Ltd (TMLS) makes every effort to do our part for the community. As a progression of our #goCare campaign, the initiatives extend our care for our policyholders and support for the community-at-large, as well as appreciation to our healthcare heroes.

With the launch of #goCare on 31 January 2020, TMLS became the first life insurer in Singapore to provide financial assistance to our policyholders in light of the outbreak. To date, we have assisted four policyholders diagnosed with COVID-19; each receiving a lump sum financial assistance benefit of S\$5000 to help them and their family tide over this difficult period.

One of the policyholders, Miss Zhou*, shared her experience, "Upon my confirmed diagnosis, I immediately went through with the medical treatment. During this, my TMLS financial representative contacted me to share his concern about my health, and also took the opportunity to inform me about my eligibility for this benefit. I am immensely thankful for his initiative and reactivity, as this lump sum financial assistance benefit gives me substantial relief to cover my expenses since I have taken no-pay leave to recover well."

Two other policyholders have also shared similar sentiments that TMLS has been "very generous in providing the highest amount of benefit, and is genuine in providing care and support to their policyholders during unexpected situations." Both agreed that the process was fast and hassle-



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free, and also praised the customer service staff for being helpful and efficient throughout. “Through this, I am now seeing TMLS in a new light. It is a very reliable and trustworthy company that truly cares, and I would recommend their service and solutions to all my family and friends!”

As Singapore faces an unprecedented situation due to COVID-19, TMLS endeavours to rally our efforts and help in every way. Gilbert Pak, Chief Marketing Officer (CMO), TMLS, elaborates on this, “As we face this challenging time together, it is important to do what we can to protect the well-being of the community. Through the #goCare initiative, we hope to show care and support to the elderly and needy, and spread cheer to the unsung heroes who are on the frontlines safeguarding Singaporeans’ health.”

On 19 March, 1000 #goCare kits (each containing five masks, Vitamin C pills and hand sanitiser) will be distributed to the elderly and the needy via AWWA (Asian Women’s Welfare Association), and also to TMLS’s staff and agency force. This is followed by the distribution of snack boxes to bring cheer to our healthcare heroes with a total of 2000 snack boxes to be delivered to four hospitals; namely Sengkang General Hospital on 17 March; Singapore General Hospital on 24 March; KK Women’s and Children’s Hospital on 30 March and Changi General Hospital on 31 March.

Looking beyond profit, we are fully dedicated to care for our customers. In addition, for every sale closed through our Tied Agency Channel from 1 February 2020 to 30 April 2020, we will pledge a \$10 donation. The funds raised will be donated to the International Red Cross and used in the purchase of medical necessities.

**Permission has been given to disclose policyholder’s surname.*

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About Tokio Marine Life Insurance Singapore

Tokio Marine Life Insurance Singapore Ltd. is part of Tokio Marine Holdings Inc. which has over 140 years of history. As at March 2019, Tokio Marine Holdings Inc. has a market capitalisation of close to US\$34 billion and total assets of around US\$203 billion. With its presence in over 45 countries, Tokio Marine is indisputably one of the largest insurance groups in the world.

Our reputation in Singapore as a leading life insurer has been gained through our strong historical investment returns, disciplined underwriting and careful expense management.

We are committed to bring meaningful solutions to meet your individual and corporate insurance needs.

Driven by Customer-centricity, Integrity and Excellence as our core values, we endeavour to be your trusted partner in wealth and protection.

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