

INSURANCE INDUSTRY'S CUSTOMER SERVICE CHARTER

Pillar 1		INSURANCE MADE ACCESSIBLE
Description		<p>Offer an active engagement model wherein a customer is aware of:</p> <ul style="list-style-type: none"> • Multi-channel options & accessibility for purchase and enquiry. • Where and how to provide feedback, suggestions and to complain.
Expected Outcome		BETTER ENGAGEMENT & IMPROVED SERVICES
Service Level Target		<ol style="list-style-type: none"> 1. Multi-channels and appropriate channels are being used for purchase and enquiry. 2. Online channels are being used for purchase and enquiry. 3. Feedback, suggestions and complaints are received via channels provided.
No.	Commitment	Service Level
1.1	We will make insurance products easily accessible via various channels, physically and virtually, to obtain information, purchase or make enquiries	<ol style="list-style-type: none"> 1. Offer an active engagement model wherein a customer is aware of: <ul style="list-style-type: none"> • Multi-channel options and accessibility for making purchases and enquiries. • Where and how to provide feedback, suggestions and complaints. 2. Reinforce that insurance is easily accessible via various channels, physically and virtually. <ul style="list-style-type: none"> • Customers are kept informed on the physical and engagement channels available for them to purchase products or to make enquiries. • Specifically, customers will be guided to the following: <ul style="list-style-type: none"> ○ An insurance agent locator



<p>1.2</p>	<p>We will actively seek feedback, suggestions or complaints on how insurers can serve customers better</p>	<ul style="list-style-type: none"> ○ List of customer engagement channels, i.e. corporate website, self-service customer web portal and call centre. ○ Social media (if applicable) <p>3. Channel availability may vary from time to time, and customers will be informed accordingly.</p> <p>1. Customers are provided with available channels to provide feedback and suggestions via:</p> <ul style="list-style-type: none"> • Corporate website (www.tokiomarine.com) • Self-service customer web portal (www.tokiomarinelife.com.my/eServices/) • Call centre (603 - 2059 6188) • Branch location (www.tokiomarine.com) • Email (customercare@tokiomarinelife.com.my) • Fax (603 - 2162 8068) • Letter (Tokio Marine Life Insurance Malaysia Bhd., Ground Floor, Menara Tokio Marine Life, 189, Jalan Tun Razak, 50400 Kuala Lumpur, Malaysia) • Social Media (fb.com/tokiomarinemy/). <p>2. Insurers will conduct periodic customer satisfaction feedback/surveys to ensure that customers' needs are fulfilled.</p>
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