

## INSURANCE INDUSTRY'S CUSTOMER SERVICE CHARTER

<b>Pillar 1</b>		<b>INSURANCE MADE ACCESSIBLE</b>
<b>Description</b>		<p>Offer an active engagement model wherein a customer is aware of:</p> <ul style="list-style-type: none"> <li>• Multi-channel options &amp; accessibility for purchase and enquiry.</li> <li>• Where and how to provide feedback, suggestions and to complain.</li> </ul>
<b>Expected Outcome</b>		<b>BETTER ENGAGEMENT &amp; IMPROVED SERVICES</b>
<b>Service Level Target</b>		<ol style="list-style-type: none"> <li>1. Multi-channels and appropriate channels are being used for purchase and enquiry.</li> <li>2. Online channels are being used for purchase and enquiry.</li> <li>3. Feedback, suggestions and complaints are received via channels provided.</li> </ol>
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"> <li>1. Offer an active engagement model wherein a customer is aware of:                             <ul style="list-style-type: none"> <li>• Multi-channel options and accessibility for making purchases and enquiries.</li> <li>• Where and how to provide feedback, suggestions and complaints.</li> </ul> </li> <li>2. Reinforce that insurance is easily accessible via various channels, physically and virtually.                             <ul style="list-style-type: none"> <li>• Customers are kept informed on the physical and engagement channels available for them to purchase products or to make enquiries.</li> <li>• Specifically, customers will be guided to the following:                                     <ul style="list-style-type: none"> <li>○ An insurance agent locator</li> </ul> </li> </ul> </li> </ol>



<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"> <li>○ List of customer engagement channels, i.e. corporate website, self-service customer web portal and call centre.</li> <li>○ Social media (if applicable)</li> </ul> <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"> <li>• Corporate website (<a href="http://www.tokiomarine.com">www.tokiomarine.com</a>)</li> <li>• Self-service customer web portal (<a href="http://www.tokiomarinelife.com.my/eServices/">www.tokiomarinelife.com.my/eServices/</a>)</li> <li>• Call centre (603 - 2059 6188)</li> <li>• Branch location (<a href="http://www.tokiomarine.com">www.tokiomarine.com</a>)</li> <li>• Email (<a href="mailto:customercare@tokiomarinelife.com.my">customercare@tokiomarinelife.com.my</a>)</li> <li>• Fax (603 - 2162 8068)</li> <li>• Letter (Tokio Marine Life Insurance Malaysia Bhd., Ground Floor, Menara Tokio Marine Life, 189, Jalan Tun Razak, 50400 Kuala Lumpur, Malaysia)</li> <li>• Social Media (<a href="https://fb.com/tokiomarinemy/">fb.com/tokiomarinemy/</a>).</li> </ul> <p>2. Insurers will conduct periodic customer satisfaction feedback/surveys to ensure that customers' needs are fulfilled.</p>
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