

Headline	Tokio Marine Life introduces e-Claims for its customers		
MediaTitle	New Sabah Times English (KK)		
Date	08 Aug 2017	Language	English
Circulation	17,182	Readership	51,546
Section	Business	Page No	1
ArticleSize	135 cm ²	Journalist	MOHD IZHAM B. HASHIM
PR Value	RM 2,181		



Tokio Marine Life introduces e-Claims for its customers

By MOHD IZHAM B. HASHIM

KOTA KINABALU : Tokio Marine Life Insurance Malaysia Bhd (Tokio Marine Life) has introduced a new digital feature service called e-Claims, allowing customers to submit online claim via its customer portal 24/7.

Tokio Marine Life customers need only perform four simple steps – login to the customer portal; fill up claim details; upload claim documents and submit after validation of the banking details, to complete the claim process.

The paperless service is secure, personalised and faster as well as can auto

detect the policies that have the relevant benefits to claim for. Throughout the claims process, claimants will receive email and SMS notifications at every touch point.

“We aim to be customer-centric. Hence, we pride ourselves in going digital by introducing this innovative insurtech initiative to deliver outstanding customer experience,” said Mr Toi See Jong, CEO of Tokio Marine Life.

Besides e-claims service, Tokio Marine Life customers can also check policy details and update personal contact information through the customer portal, which even allows customers to download their e-statement and forms

(premium payment option, payout payment options, policy changes and request, and claims forms) anytime anywhere.

The introduction of e-Claims is part of Tokio Marine Life’s corporate sustainability initiative.

The paperless claim process helps reduce the environmental impact caused by deforestation. Customers can access Tokio Marine Life’s website <http://www.tokiomarine.com/my/en/personal/resources/self-service.html> or visit Tokio Marine Facebook page to know more about this innovative service.