



TOKIO MARINE
INSURANCE GROUP

Service Guide



tokiomarine.com

Life & Health | Property & Casualty
Tokio Marine Life Insurance Malaysia Bhd. (457556-X)

WHAT SERVICES CAN YOU EXPECT FROM OUR AGENT?

Our Company offers life insurance products through our agency force, bank partners, online channel, etc. If you intend to purchase a life insurance product from our agents, you can enjoy these value-added services.

1• BEFORE YOU BUY A POLICY

Deal Only With Registered Agents

You can check the status of the agent via the Life Insurance Association of Malaysia's (LIAM) website or via Short Message Service (SMS). Visit <http://www.liam.org.my/index.php/customer-zone/know-your-agent> for more details.

Assist You In Choosing The Right Insurance Plan

- Go through with you the Customer Fact Find form to understand your insurance needs and financial goals.
- Recommend suitable insurance plan after assessing your needs.

Explain Product Features

- Explain the product features, benefits payable, exclusions, premiums and charges.
- Provide Product Disclosure Sheet to assist you in making informed decision and to facilitate product comparison.

2• WHEN YOU DECIDE TO BUY A POLICY

Assist You With The Policy Application

- Explain the importance of answering the questions in the proposal form fully and accurately.
- Submit your application for underwriting after you have signed the proposal form.
- Arrange for medical examination with one of our panel clinics, if required.
- Provide information on making a nomination to ensure policy moneys are received by your beneficiaries in the event of death.

Explain The Policy Terms And Conditions

- Your policy document will be delivered to you (by hand or via post) within 14 days.
- Go through the policy terms and conditions with you to ensure that this is the right plan that you have purchased.

3• DURING THE TERM OF THE POLICY

Continuous Policy Servicing

- Assist in renewal of policy.
- Provide continuous service e.g. policy modifications, change of address and frequency of premium payments. If the agent has left the Company, we shall appoint a new agent to service you.

Assist You In Making A Claim

Guide you through the standard procedures on how to file an insurance claim.

Now, you can check the status of insurance agents at your fingertips!

Via Internet

Enter agent's MyKad / Old IC / LIAM No.

www.liam.org.my

KNOW YOUR AGENT

Is your Agent Registered? Check it out!

Please enter either MyKad / Other IC No. or LIAM No.
 MyKad / Other IC No.
 LIAM No.
 Please enter text below:
 6991
 Security Code:

SEARCH Result

Search Result

Seq	Name	Status	Company Name
1	JACKY CHAN	Registered	AIA

Registered Agent

Agent Enquiry
 Agent not registered with LIAM for MyKad / Other IC No. 881212115168
 OK

Not Registered Agent

Via SMS

Language E-English, M-Bahasa Malaysia, C-Chinese
 Search A-MyKad / Old IC, B-LIAM No.

Type :
 LIAMENQ <space>
 Language(E/M/C) <space>
 Search(A/B) <space>
 (MyKad / Old IC / LIAM No.)
 and **SEND TO 63633**

.....
 SMS charges at 0.15 sen per message apply

LIAMENQ E A
881212115168

RM0.00
 <881212115168>
 TAN MEI MEI is
 registered with
 LIAM under ABC

Registered Agent

LIAMENQ E A
881212115168

RM0.00
 <881212115168>
 is not registered
 with LIAM

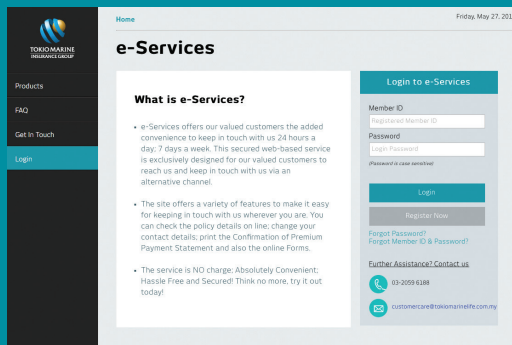
Not Registered Agent

If you are not satisfied with the services of our agent, or require additional support from our Company, you may call us at 03-2059 6188 or write to us at customercare@tokiomarinelife.com.my.

To Be a **Good Company**

CUSTOMER PORTAL

Please visit our Customer portal at <https://www.tokiomarinelife.com.my/eServices> for online access to your policy information.



Tokio Marine Life Insurance Malaysia Bhd.
(457556-X)

Licensed under the Financial Services Act 2013
and is regulated by Bank Negara Malaysia.

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