

To Be a **Good Company**



TOKIO MARINE
INSURANCE GROUP

Corporate Profile

Tokio Marine
Insurans (Malaysia) Berhad
198601000381 (149520-U)

tokiomarine.com
Life & Health | Property & Casualty

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Corporate Vision & Philosophy

“We are committed
always to operating for
the benefit of customers,
business partners
and society”

It has been over 140 years since the foundation of the Tokio Marine Group in 1879 as the first insurance company in Japan. From the time we started, global business has been integral to our operations and we currently have a presence in 46 countries and regions. Through this network we provide safety and security to our customers throughout the world.

Currently there are approximately 35,000 employees around the world, working to shape and grow the group. They represent a rich and diverse range of cultures, countries and backgrounds. To be able to leverage fully the strengths of such diversity it is essential that we are all working towards a single and shared vision.

As the Tokio Marine Group we are committed always to operating “for the benefit of customers, business partners and society”. It is this very dedication that will ensure that customers will continue to choose our services and allow us to continue to grow in the next 50 or 100 years. This is only possible through the efforts of all employees to build a Good Company.

This publication was prepared to be a guide that will help to lead the way as a Good Company.

(Information correct as at March, 2023)



TOKIO MARINE
INSURANCE GROUP

To Be a *Good Company*



Look Beyond Profit

We act with integrity for the benefit of our customers, business partners, and society.

- As an insurance company, we always seek what lies beyond profit; that is to say we always give the benefit to our customers, business partners and society.
- To realize our business purpose, understand the meaning of our existence, why we do our business; this will become the source of our competitiveness.
- We must build a strong and vibrant company that is sustainable and for this we need to make a profit.

Empower Our People

We inspire engagement and passion in all of our employees.

- As we deal with intangible products and services, our people and the credibility and trust they build with customers are the foundation of our business.
- Motivated and proactive people and a dynamic organization are the drivers of Good Company. They produce results by deepening trust and relationships with our customers, business partners, society and colleagues.
- We must embrace diversity and create an organization in which all employees are proud to be a part.

Deliver On Commitments

We achieve high quality results by enhancing stakeholder trust.

- We are committed to continuously delivering results in the long term.
- These results are a consequence and a measure of the trust we have gained from our customers, business partners, shareholders and society. This means that enhancing trust through our daily activities is critical.
- We must be driven by our own desire to achieve these results and be accountable for them.

Company Information

Tokio Marine Insurans (Malaysia) Berhad or TMIM is a subsidiary of Tokio Marine Asia Pte. Ltd. Singapore and its ultimate holding company is Tokio Marine Holdings Inc., in Japan.

The Tokio Marine Group has had more than 140 years history in Japan being the oldest and one of the largest insurance group in Japan. The group is engaged in a wide variety of businesses ranging from non-life insurance to life insurance, international insurance, financial and other general business. The Group operates a worldwide network that spans 46 countries and regions to provide safety and security to customers.

(Information correct as at March, 2023)



TOKIO MARINE
INSURANCE GROUP

Tokio Marine Insurans (Malaysia) Berhad

Tokio Marine's presence in Malaysia started way back in 1957 when The Tokio Marine and Fire Insurance Company Limited (TMF), commenced its underwriting business in the country. In 1974, the Kuala Lumpur Branch Operation of TMF was set up.

Some of the notable milestones in TMIM's history and corporate restructuring undertaken to strengthen its operations and position itself to be one of the major insurance players in the local general insurance market place to date are:

- 1957** Commenced having underwriting business in Malaysia.
- 1974** Established its Malaysian Branch Operations.
- 1980** Local incorporation of Tokio Marine & Fire Insurance (M) Sdn. Bhd.
- 1985** Divestment to local partner in line with New Economic Policy.
- 1999** Acquired Wing On General Insurance Berhad and changed its name to Tokio Marine Insurans (Malaysia) Berhad (TMIM).
- 2002** Acquisition of the insurance business of Amanah General Insurance Berhad.
- 2007** Acquisition of the insurance business of Asia Insurance (Malaysia) Berhad (AIMB).

2008 On 18 December 2008, increased paid up share capital from RM100 million to RM278 million in preparation for the implementation of the Risk Based Capital Solvency Framework by Bank Negara Malaysia on 1 January 2009.

2009 On 1 February 2009 - acquired the insurance business, assets and liabilities of PanGlobal Insurance Berhad.

2012 On 1 September 2012 - acquired the insurance business, assets and liabilities of MUI Continental Insurance Berhad.

Today, we have a total of 19 branches across the country dedicated to providing innovative and competitive insurance with customer focus as our top priority.

As a licensed general insurance company in Malaysia, we have a very good mix of businesses from different sources, namely, the Corporate, Agency Related, Broking, Direct Services and Franchise & Motor Dealers distribution channels.

Our Products

Property Insurance

- Fire
- Fire Consequential Loss
- Industrial All Risks
- Houseowners/Householders
- Blaze
- Blaze Plus
- Civil Engineering Risk
- Fire-Growing Trees
- Terrorism & Sabotage
- Spectrum

Engineering Insurance

- Contractors' All Risks
- Erection All Risks
- Machinery Breakdown
- Machinery Breakdown Loss of Profits
- Boiler and Pressure Vessels
- Deterioration of Stocks
- Storage Tank
- Electronic Equipment

Personal Accident Insurance

- PremierUltra PA
- Flexi PA Partner
- Group PA
- Tokio Marine Explorer
- Tokio Marine Annual Explorer
- Domestic Travel Partner Plus
- Special General Worker PA
- Student PA
- Domestic Servant Insurance
- UniqCare PA

Liability Insurance

- Directors and Officers Insurance
- Products Liability
- Professional Indemnity
- Public Liability
- Comprehensive General Liability
- Employer's Liability
- Workmen's Compensation
- Errors and Omissions
- Transaction Risk Insurance
- Cyber Insurance

Medical Insurance

- Premier Medic Partner
- Medic Plus
- Group Hospital & Surgical
- Hospitalization and Surgical Scheme for Foreign Workers (SKHPPA)
- Mosbite

Marine Insurance

- Marine Cargo
- Marine Hull
- Goods In Transit
- Warehousemen Liability/
- Carriers Liability
- Aviation

Package Insurance

- SME Plus
- Biz-Pack Partner
- Tokio Marine SME BizOne
- Combined All Risks
- Tokio Marine Combined All Risks Plus
- Tokio Marine All Risks Plus
- Tokio Marine CyberLite
- Tokio Marine Solar Plus
- Tokio Marine SecureHome
- Alphera Biz-Pack Insurance
- Payment Protection 60 Policy
- Manufacturer's Combined A Risk
- Comprehensive Package A
- Comprehensive Package B

Motor Insurance

- Private Car
- Motorcycle
- Commercial Vehicle
- Tokio Marine AutoPro
- Tokio Marine BikePro
- DriveSafe PA Partner
- Motorcyclist Partner
- Commercial Partner
- Add-Ons e.g. Windscreen, Unlimited Towing, Special Perils

Miscellaneous Insurance

- All Risks
- Burglary
- Equipment All Risks
- Fidelity Guarantee
- Money
- Plate Glass
- Golfers
- Home Partner
- Tokio Marine SolarPro All Risks
- Contingency Insurance
- Hole-In-One Policy
- Jeweller's Block
- LiveStock Policy
- Personal Comprehensive Package
- Sporting Gun Insurance

We also offer customized/packaged products that can be tailor-made according to the requirements of our clients.

(Information correct as at December 2023)

Our Services

Tokio Marine Insurans Malaysia Auto Partner

All private comprehensive motor insurance policyholders of Tokio Marine Insurans (Malaysia) Berhad are entitled to the Tokio Marine Auto Partner programme. These services are:

- 24 hour Call Centre which provides Emergency Assistance in case of Breakdown or Accident to your vehicle.
- Home Assist Services, both in case of Emergency and for Maintenance or Repair Works.

The Benefits And Services

The Emergency Assistance services in the event your vehicle is immobilized due to a breakdown or an accident are:

- Towing and emergency roadside repair subject to a limit of RM250 in case of breakdown and up to RM200 in case of accident.
- Transmission of information during emergency **
- Interpreter Services **
- Medical Referral Assistance **
- Repatriation of Vehicle **
- Chauffeur Assistance **
- Hotel Accommodation **
- Alternative Travel Assistance **
- Emergency Evacuation Assistance **
- Legal Assistance **

** Tokio Marine Auto Partner shall arrange the services. All expenses and related costs shall be borne by you.

The Home Assist Services

- Roof repairs
- Cleaning & Restoration of carpets & furniture
- Locksmithing
- Air-condition service & repairs
- Plumbing repairs
- Electrical wiring repairs

Tokio Marine Auto Partner shall arrange the service. All expenses and related costs shall be borne by you.

(In case of any dispute, the terms and conditions for TMIM Auto Partner would be as per Tokio Marine Insurans (Malaysia) Berhad's Auto Partner pamphlet)



TOKIO MARINE
INSURANCE GROUP

Our Services



TOKIO MARINE
INSURANCE GROUP

Medical

To better serve our insured, in addition to our medical insurance policy, we do offer the following services/facilities:

Emergency Medical Assistance Services (EMAS)

This program is distinct from and independent of the scope of insurance cover. The Program provides service on worldwide and 24 hours a day, 7 days a week basis - even on public holidays. Unlike other program whereby member has to pay for the services rendered, our EMAS provides benefit program up to a limit of RM1, 750,000 per year. No geographical restriction is imposed. Under this program it is just a phone call away for Emergency Medical Evacuation, Medically Supervised Repatriation, Repatriation of Mortal remains or local burial, return of unaccompanied children and etc.

Third Party Administration (TPA)

Under this program, each insured member will be able to enjoy cashless facility upon hospital admission under our TPA's list of panel hospital for treatment of a covered condition. Upon discharge, our TPA will assist to settle the eligible expenses incurred in accordance to the policy's term and conditions.

Guarantee Letter

The guarantee letters (GL) to panel Hospitals affirm that Tokio Marine undertakes to reimburse the medical expenses incurred without the Policyholder &/or Claimant having to pay a deposit prior to obtaining medical services or the necessity of settling the hospital bills prior to discharge from the said hospital. This credit service is meant only for In-Hospital confinements and admission only to panel hospitals. However, should we have paid for a non-covered medical condition or in excess of the eligible expenses, we need to recover the amount from the Insured. These guarantee letters are pre-signed by us and issued to corporate Clienteles only.

Risk Management & Loss Control (RMLC)

Tokio Marine Insurans Malaysia's Risk Management & Loss Control department can provide comprehensive services that cover the entire spectrum of risk management.

These services include the following:

- Fire Risk Assessment & Underwriting Surveys
- Fire Extinguishing Appliances (FEA) Evaluation
- Infra Red (IR) Thermography Surveys
- Burglary Surveys
- Perils Risk Assessment (eg. Flood, Windstorm etc.)

Risk Management & Loss Control also provide Training & Consultancy for clients and intermediaries on Risk Management and Loss Control for Property Insurance.

Company Information



TOKIO MARINE
INSURANCE GROUP

Major Shareholder

Tokio Marine Asia Pte. Ltd. Singapore

Board of Directors

Chairman Dato' Zainal Abidin bin Putih
Executive Director Mr. Philippe Vezio
Directors Datin Hayati Aman Hashim
Mr. Yeoh Chong Keng
Mr. Dang Kok Heng

Board Sub-committees

Audit Committee Datin Hayati Aman Hashim
Dato' Zainal Abidin bin Putih
Mr. Yeoh Chong Keng
Mr. Dang Kok Heng
Nominating Committee Mr. Yeoh Chong Keng
Dato' Zainal Abidin bin Putih
Datin Hayati Aman Hashim
Mr. Philippe Vezio
Remuneration Committee Datin Hayati Aman Hashim
Dato' Zainal Abidin bin Putih
Mr. Yeoh Chong Keng
Risk Management Committee Mr. Yeoh Chong Keng
Dato' Zainal Abidin bin Putih
Datin Hayati Aman Hashim
Mr. Dang Kok Heng

Auditors

PricewaterhouseCoopers Malaysia

Principal Bankers

- Alliance Bank Malaysia Berhad
- AmBank (M) Berhad
- MUFG Bank (Malaysia) Berhad
- CIMB Bank Berhad
- Citibank Berhad
- Malayan Banking Berhad
- Public Bank Berhad
- Standard Chartered Bank Malaysia Berhad

Headoffice Address

Level 20, Menara Hap Seng 3, Plaza Hap Seng,
No. 1, Jalan P. Ramlee, 50250 Kuala Lumpur, Malaysia.
Tel. (03) 2027 8200 / 2789 8800 Fax. (03) 2022 2295

Website Address

www.tokiomarine.com

(Information correct as at June 2023)



TOKIO MARINE
INSURANCE GROUP

Management Team

EXCO Members

| | |
|--------------------------------------|----------------------|
| Chief Executive Officer | Ng Hang Ming |
| Deputy Chief Executive Officer | Masaaki Morimoto |
| Chief Operating Officer | Evarine Low |
| Chief Distribution Officer | Sim Chiang Han |
| Chief Financial Officer | Tony Yong Heng Thong |
| Chief Underwriting Officer | Loh Ka Weng |
| Chief Claims Officer | Hans Kwek |
| Head, Information Technology | Wong Yoke Yin |
| Head, Human Resources | Nurkith Cheeng |
| General Manager, Corporate Marketing | Keisuke Takakura |

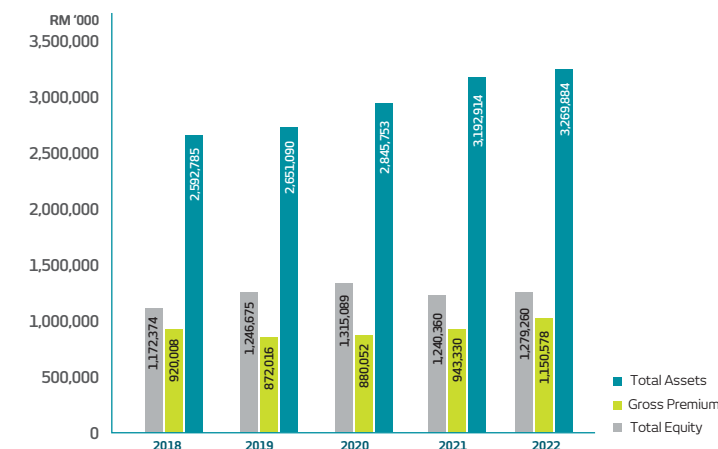
(Information correct as at April 2024)



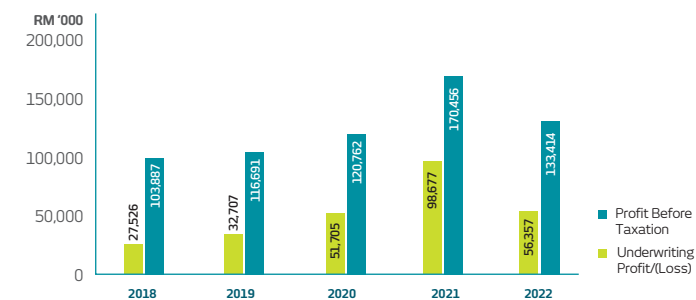
Financial Highlights

| RM '000 | 2018 | 2019 | 2020 | 2021 | 2022 |
|-------------------------------------|-----------|-----------|-----------|-----------|-----------|
| Financial Position | | | | | |
| Share Capital | 403,471 | 403,471 | 403,471 | 403,471 | 403,471 |
| Total Equity | 1,172,374 | 1,246,675 | 1,315,089 | 1,240,360 | 1,279,260 |
| Total Assets | 2,592,785 | 2,651,090 | 2,845,753 | 3,192,914 | 3,269,884 |
| Income Statement | | | | | |
| Gross Premium | 920,008 | 872,016 | 880,052 | 943,330 | 1,150,578 |
| Net Premium | 738,906 | 705,361 | 703,559 | 742,043 | 923,691 |
| Earned Premium | 808,042 | 712,357 | 685,599 | 716,657 | 820,689 |
| Net Claims Incurred | (522,679) | (429,547) | (389,519) | (361,859) | (465,980) |
| Net Commission | (61,707) | (55,025) | (52,653) | (58,122) | (82,176) |
| Management Expenses | (196,130) | (195,078) | (191,722) | (197,999) | (216,176) |
| Underwriting Profit/(Loss) | 27,526 | 32,707 | 51,705 | 98,677 | 56,357 |
| Investment & Other Operating Income | 76,361 | 83,984 | 69,057 | 71,779 | 77,057 |
| Profit Before Taxation | 103,887 | 116,691 | 120,762 | 170,456 | 133,414 |
| Taxation | (9,302) | (5,089) | (16,991) | (27,991) | (17,591) |
| Profit After Taxation | 94,585 | 111,602 | 103,771 | 142,465 | 115,823 |

Capital & Assets



Profit Before Taxation



(Information correct as at June 2023)



TOKIO MARINE
INSURANCE GROUP

Office Network

Peninsular Malaysia

Head Office

Level 20, Menara Hap Seng 3,
Plaza Hap Seng, No. 1, Jalan P. Ramlee,
50250 Kuala Lumpur.
T: 03-2027 8200 / 2789 8800
F: 03-2022 2295

Penang (Northern Regional Hub)

1B-G-18, One Precinct,
Lengkok Mayang Pasir,
11950 Bayan Baru, Pulau Pinang.
T: 04-638 6638/638 6778
F: 04-638 3258

Melaka (Southern Regional Hub)

No 61, 61-1 & No 63, 63-1, Jalan KLJ 6,
Taman Kota Laksamana Jaya,
75200, Melaka.
T: 06-288 9139/288 9130
F: 06-288 9102

Klang

3-1, 5-1 & 5-2, Jalan Tiara 2D/KU1,
Bandar Baru Klang, 41150 Klang,
Selangor Darul Ehsan.
T: 03-3345 1928 F: 03-3343 8981

Kuching

Lot 550, 551 & 552,
1st Floor, Wisma Cheema,
Jalan Tun Ahmad Zaidi Aduce,
93400 Kuching, Sarawak.
T: 082-428 950 F: 082-426 788

Kota Kinabalu

Lot 4 & 5, 1st & 2nd Floor,
Jalan Pantai, 88000 Kota Kinabalu,
Sabah.
T: 088-258 111
F: 088-261 059/261 896

Kedah

Unit 3, 1st Floor, No.55,
Bangunan Emum 55,
Jalan Gangsa, 05150 Alor Setar,
Kedah Darul Aman.
T: 04-734 0988 F: 04-734 9088

Segamat

No. 9, Ground & 1st Floor
Jalan Emas, Taman Batu Hampar,
85000 Segamat, Johor Darul Takzim.
T: 07-931 9760/931 9761/931 9762
F: 07-931 9764

Perak

No. 260-262, Jalan Sultan Iskandar,
30000 Ipoh, Perak Darul Ridzuan.
T: 05-253 8076/242 9885
F: 05-255 7648

Johor Bahru

Suite 9.2, Level 9, Menara Pelangi,
No. 2, Jalan Kuning, Taman Pelangi
80400 Johor Bahru, Johor Darul Takzim.
T: 07-336 3071/336 0137
F: 07-336 5901

Sibu

No. 13 & 15, 1st Floor,
Lorong Mahsuri 1B,
Off Jalan Pedada,
96000 Sibu, Sarawak.
T: 084-338 349 F: 084-332 349

Sandakan

Bangunan Tokio Marine Life,
Lot 6, Block 7, Bandar Indah,
Mile 4, North Road,
90000 Sandakan, Sabah.
T: 089-222 978/222 578/223 578
F: 089-218 898

Kota Bharu

Ground Floor, Tokio Marine Life Building,
789-J, Jalan Gajah Mati, 15000 Kota Bharu,
Kelantan Darul Naim.
T: 09-743 7337 F: 09-743 0925

Seremban

12-1, 12-2 & 13-1, 13-2
(1st & 2nd Floor) Jalan Era Square 2,
Era Square, 70200 Seremban,
Negeri Sembilan Darul Khusus.
T: 06-768 8100 F: 06-768 8105

Batu Pahat

Suite 1, 12th Floor, Wisma Sing Long,
No. 9, Jalan Zabedah, 83000 Batu Pahat,
Johor Darul Takzim.
T: 07-438 0919 F: 07-432 7919

Mentakab

No. 27-29, 1st Floor, Jalan Mok Hee Kiang,
28400 Mentakab, Pahang Darul Makmur.
T: 09-270 1033 F: 09-270 1030

Miri

Lot 1932, 1st Floor, Marina Square 2,
Marina Parkcity,
98000 Miri, Sarawak.
T: 085-419 349/429 349
F: 085-439 349

Tawau

First Floor & Second Floor, TB74,
Lot P3, Kubota Sentral,
Jalan Chong Thien Vun,
91000 Tawau, Sabah.
T: 089-767 799 F: 089-756 118

Kuala Terengganu

Lot 4231, 1st Floor, Wisma Chua Ah Kee,
Off Jalan Sultan Ismail, 20200 Kuala Terengganu,
Terengganu Darul Iman.
T: 09-624 9522/624 9523/622 2561
F: 09-624 9524

Kuantan

Tingkat Mezzanine,
Bangunan Tokio Marine Life,
No. 34-40, Jalan Teluk Sisek,
25000 Kuantan, Pahang Darul Makmur.
T: 09-513 2616
F: 09-513 2610/513 2611

(Information correct as at September 2023)

East Malaysia (Sarawak)

East Malaysia (Sabah)

tokiomarine.com

Tokio Marine Insurans (Malaysia) Berhad 198601000381 (149520-U)

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T: (03) 2027 8200 / 2789 8800 **F:** (03) 2022 2295 **Customer Service Hotline:** 1800 88 0812