



AutoPartner App Retirement

Frequently Asked Questions

1. When will the AutoPartner App be retired?

The AutoPartner App will be retired on **31 March 2026**.

2. Why is AutoPartner App being retired?

To provide a better, unified experience with enhanced features through MyTokioApp, which serves as a one-stop solution for policy management and roadside assistance.

3. Will there be any service disruption?

No. Services will continue seamlessly via MyTokioApp. Roadside assistance will remain available through a pre-login option for both TMIM policyholders and non-policyholders.

4. After 31 March 2026, can I still use AutoPartner App?

AutoPartner App will no longer be accessible after 31 March 2026. Customers may request roadside assistance via MyTokioApp.

5. If I do not have a policy with TMIM, can I still use roadside assistance via MyTokioApp?

Yes. Roadside assistance will be accessible through the pre-login feature for both TMIM policyholders and non-policyholders.

6. Where can I download MyTokioApp?

MyTokioApp is available for download via Google Play Store (Android) and Apple App Store (iOS). This includes Huawei phones that have access to Google Play Store.

7. Do I need to create an account on MyTokioApp for roadside assistance?

No. If you only need roadside assistance, you can access it through the pre-login feature without creating an account. However, we encourage TMIM policyholders to sign up for MyTokioApp to enjoy the full app features.

8. If I already have a MyTokioApp account, do I need to create a new one?

No. MyTokioApp only requires a one-time registration for TMIM policyholders. You can continue using your existing account for roadside assistance via pre-login or post-login.

9. What other features does MyTokioApp offer besides roadside assistance?

MyTokioApp is a one-stop solution offering policy management, claims submission, and roadside assistance, and more.

10. Who can I contact if I face issues during the transition?

For Enquiries During the App Transition

You can reach out to us through the following channels:

Email: tokioapp.support@tokiomarine.com.my

WhatsApp: 03 2027 8488

