



28 November 2025

Dear Valued Customers,

## Support for Customers Impacted by the Recent Floods in Malaysia

Our thoughts and heartfelt concern are with everyone affected by the recent floods across Malaysia. We understand this is a challenging time, and we are committed to helping you recover as quickly and smoothly as possible.

To ease your burden, Tokio Marine Insurans (Malaysia) Berhad is waiving the requirement for a police report to expedite your claims process.

To assist you promptly, claims can be submitted through any of the channels listed below:

### Email Us

Non-Motor Claims

Motor Claims

### WhatsApp Us At

03 2027 8488

Alternatively, you can reach us by calling our Customer Service Hotline at **1800 88 0812** or email us at [letusknow@tokiomarine.com.my](mailto:letusknow@tokiomarine.com.my).

We are ready to assist and support you during this difficult time.

### The Management

Tokio Marine Insurans (Malaysia) Berhad

Tokio Marine  
Insurans (Malaysia) Berhad

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Customer Service Hotline: 1800 88 0812  
[tokiomarine.com](http://tokiomarine.com)

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