

12 October 2026

Dear Valued Business Partners and Clients,

Temporary Delay in e-Invoice Issuance

As part of our efforts to maintain and enhance our systems, there may be a temporary delay in the issuance of e-Invoices for transactions processed **between 14 October 2026 and 16 October 2026**.

If you complete an insurance transaction during this period, your e-Invoice may not be available immediately. The affected e-Invoices will be issued progressively once normal processing resumes from 17 October 2026 onwards.

The delay, as mentioned, relates only to the timing of the e-Invoice issuance. While you may experience a delay of a few days in receiving your e-Invoice, please be assured that your insurance transaction has been successfully recorded and captured in our system.

Once processing has been completed, your e-Invoice will be made available through the usual channels.

We apologise for any inconvenience this may cause and sincerely appreciate your understanding and patience. Should you have any questions or require further assistance, please contact your Servicing Agent or your respective Tokio Marine representative.

Thank you.

The Management

Tokio Marine Insurans (Malaysia) Berhad

Tokio Marine
Insurans (Malaysia) Berhad

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