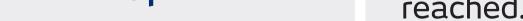
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YOUR GUIDE TO EXCEPTIONAL

Customer Service Standards

CLAIMS SERVICES	MOTOR CLAIMS	NON- MOTOR CLAIMS (PERSONAL LINES)
Claims Process	Service Charter	
Claims Notification	You will receive our acknowledgment within 3 working days of your notification. We will advise you on the key claims procedures.	You will receive our acknowledgment within 7 working days of your notification. We will advise you on the key claims procedures.
Submission of Claims Documents	You should submit all required documents for a smooth claims process. Incomplete documentation will be requested within 14 working days from receipt of your claim notification. Visit tokiomarine.com > Step By Step Claim Guide for the list of required documents	
Assessment of Claims	 We will assign adjuster within 3 working days to conduct assessment of loss or damage, if applicable. * For Theft Claims, we will assign adjuster within 1 working day to investigate the claim. 	We will assign adjuster within 5 working days to conduct assessment of loss or damage, if applicable.
Status Updates	You will receive an update on the progress within 21 working days until a resolution is reached.	



Payment of Claims

We will make full payment within **7 working days** from the receipt of the acceptance of offer and all relevant payment documents.

Tokio Marine Insurans (Malaysia) Berhad

tokiomarine.com Life & Health | Property & Casualty MEMBER OF PIDM

The benefit(s) payable under eligible policy is protected by PIDM up to limits. Please refer to PIDM's TIPS Brochure or contact TMIM or PIDM (visit www.pidm.gov.my).

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