

Inspiring Confidence.
Accelerating Progress.



TOKIO MARINE
INSURANCE GROUP

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.	