



Tokio Marine Explorer Campaign

Complimentary MasterCard® Flight Delay Pass

User Guide

Step 1	Upon purchase of Tokio Marine Explorer policy, you will receive a confirmation email from online@tokiomarine.com.my . This email includes unique passcode(s) for registration.	To be eligible for the flight delay pass, kindly complete your registration at least 24 hours prior to the scheduled departure . Click here to register: Mastercard Flight Delay Pass
Step 2	Register your flight at: Mastercard Flight Delay Pass (Maximum up to 4 flights per trip)	<ul style="list-style-type: none">Please complete all required fields on the screen. Ensure the information is accurate to enable flight delay tracking and to receive timely notifications, including your lounge access guide in the event of a delay. Refer next page for MasterCard® Flight Delay Pass Registration Guide. <p>You'll receive an acknowledgment email confirming your successful registration directly from our partner, Mastercard. Look out for a message from MasterCard® Flight Delay Pass.</p> <p>notifications@fdp.mastercard.com</p> <ul style="list-style-type: none">Your flight will be tracked once registration is complete. Please ensure you register at least 24 hours before your original flight departure time.
Step 3	In the event of flight delayed by more than 2 hours.	You will receive a notification via sms and email from MasterCard® Flight Delay Pass. <p>notifications@fdp.mastercard.com</p> <p>You may obtain your QR code to access the lounge from the email received.</p>

Tokio Marine
Insurans (Malaysia) Berhad

13699310003831 (149529-01)

Level 20, Menara Hap Seng 3,
Plaza Hap Seng, No. 1, Jalan P. Ramlee,
50250 Kuala Lumpur, Malaysia.
T: (03) 2027 8200 / 2789 8800 F: (03) 2022 2295
Customer Service Hotline: 1800 88 0812
tokiomarine.com

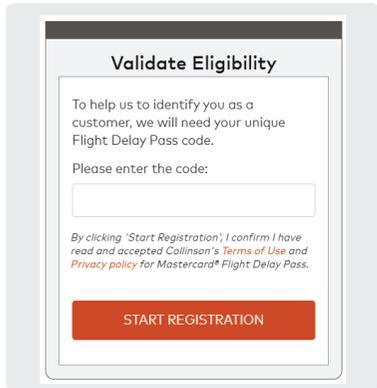
A member of the
Tokio Marine Group



MasterCard® Flight Delay Pass Registration Guide

1 Validate Eligibility

Please enter the passcode sent to you in the confirmation email from online@tokiomarine.com.my. Once you're ready, click 'Start Registration' to continue.



Validate Eligibility

To help us to identify you as a customer, we will need your unique Flight Delay Pass code.

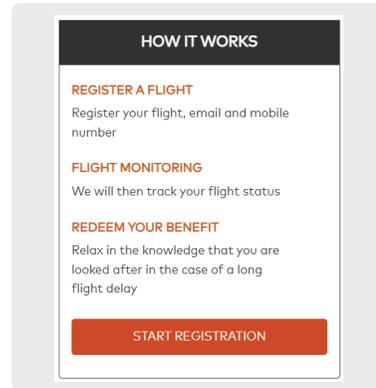
Please enter the code:

By clicking 'Start Registration', I confirm I have read and accepted Collinson's Terms of Use and Privacy policy for Mastercard® Flight Delay Pass.

START REGISTRATION

2 Summary of Cover

Once your passcode has been verified, you'll be redirected to a screen displaying a summary of your coverage. To begin, simply click 'Start Registration'.



HOW IT WORKS

REGISTER A FLIGHT
Register your flight, email and mobile number

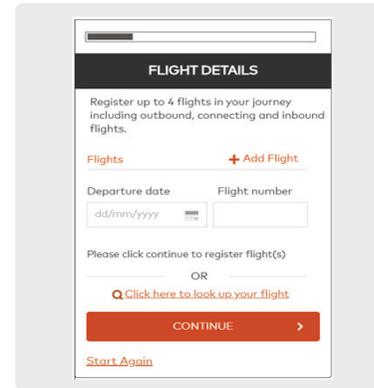
FLIGHT MONITORING
We will then track your flight status

REDEEM YOUR BENEFIT
Relax in the knowledge that you are looked after in the case of a long flight delay

START REGISTRATION

3 Flight Details

Please enter your 'Flights Details'. Correct information is required for flight tracker data. You may register up to 4 flights in your journey.



FLIGHT DETAILS

Register up to 4 flights in your journey including outbound, connecting and inbound flights.

Flights [+ Add Flight](#)

Departure date Flight number

dd/mm/yyyy

Please click continue to register flight(s)

OR

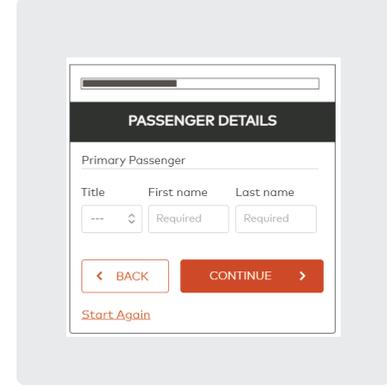
[Click here to look up your flight](#)

CONTINUE

[Start Again](#)

4 Passenger Details

Please enter 'Passenger Details'. Accurate information is essential for verifying lounge access in case of a flight delay.



PASSENGER DETAILS

Primary Passenger

Title First name Last name

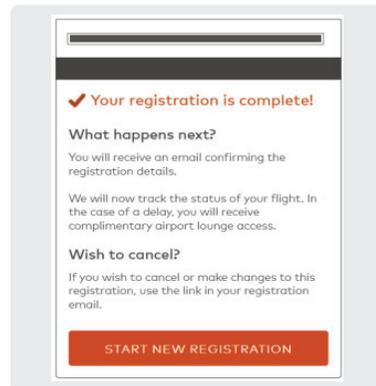
--- Required Required

BACK **CONTINUE**

[Start Again](#)

7 Registration Complete

Your registration now complete and you will receive email confirmation from Mastercard on successful registration.



✓ Your registration is complete!

What happens next?
You will receive an email confirming the registration details.

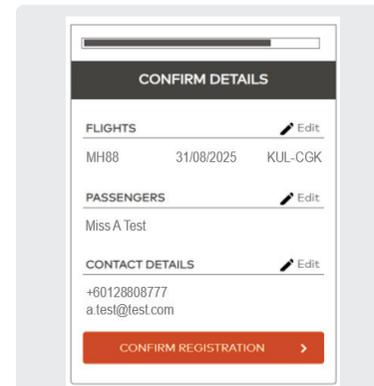
We will now track the status of your flight. In the case of a delay, you will receive complimentary airport lounge access.

Wish to cancel?
If you wish to cancel or make changes to this registration, use the link in your registration email.

START NEW REGISTRATION

6 Confirm Details

Please review the information you've provided. Once you've confirmed everything is correct, click 'Confirm Registration' to complete the process.



CONFIRM DETAILS

FLIGHTS [Edit](#)
MH88 31/08/2025 KUL-CGK

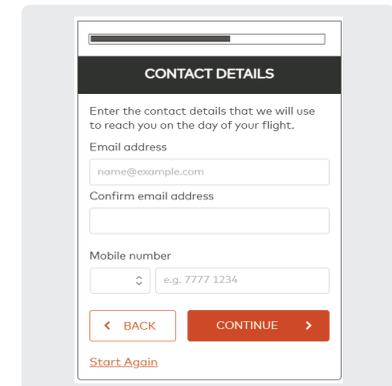
PASSENGERS [Edit](#)
Miss A Test

CONTACT DETAILS [Edit](#)
+60128808777
a.test@test.com

CONFIRM REGISTRATION

5 Contact Details

Please enter 'Contact Details'. Correct information is required for the notification of flight delay and to send your lounge access QR code in the event of Flight Delay.



CONTACT DETAILS

Enter the contact details that we will use to reach you on the day of your flight.

Email address

name@example.com

Confirm email address

Mobile number

e.g. 7777 1234

BACK **CONTINUE**

[Start Again](#)