



TOKIO MARINE
INSURANCE GROUP

MyTokioApp Campaign

Frequently Asked Questions

1. How do I participate in this campaign?

- The Campaign is open to all Tokio Marine Insurans (Malaysia) Berhad (TMIM) policyholders with an individual policy with TMIM.
- To participate in this campaign, download, sign up, and activate your MyTokioApp account during the campaign period to be entitled to a one-time RM20 Touch 'n Go eWallet credit and stand a chance to win an iPhone 16 Pro.

2. I have a group policy with TMIM, am I eligible for the campaign?

No. MyTokioApp is open for TMIM policyholders with individual policy with us.

3. I have a corporate policy with TMIM, am I eligible for the campaign?

No, MyTokioApp is open for TMIM policyholders with individual policy with us.

4. I am not a TMIM policy holder. Am I eligible for this campaign?

No.

5. If I registered for MyTokioApp before the campaign period or in a previous MyTokioApp campaign, am I eligible for this campaign's reward and lucky draw?

No, this campaign is exclusively for **new registered users** within the campaign period

6. My insurance was previously insured by another insurer, but I am interested to renew my policy with TMIM, am I eligible for this Campaign?

Yes. Firstly, you need to renew your insurance with TMIM, download and register an account with MyTokioApp within the campaign period.

7. Can I still participate in the lucky draw even if I am not one of the first 1,000 participants?

Yes. All eligible participants who complete the download and registration during the campaign period are eligible to stand a chance to win the iPhone 16 Pro, regardless of whether they are among the first 1,000 participants.

8. How would I know if I am one of the winners of the lucky draw?

Winners will be announced through TMIM social media platforms/TMIM corporate website/ notified via app push notification by following month ("Winner Notification Date").

9. How would I know if I am one of the first 1,000 new users to receive the RM20 Touch 'n Go eWallet credit?

The organizer will credit the RM20 Touch 'n Go eWallet reward to the mobile number used to register your MyTokioApp account. A push notification will also be sent via the MyTokioApp to notify eligible participants.

**Tokio Marine
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A member of the
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10. How will the RM20 Touch 'n Go eWallet credit be rewarded?

The organizer will directly credit the RM20 Touch 'n Go eWallet reward to the mobile number used to register your MyTokioApp account.

11. Is the Touch 'n Go ewallet credit convertible to cash or prizes with equivalent value?

No. The Touch 'n Go ewallet credit can be used to purchase anything that Touch 'n Go e-wallet is acceptable as a payment medium.

12. What is the validity period of the Touch 'n Go e-wallet credit?

No, there is no validity period to the Touch 'n Go e-wallet credit.