



MyTokioApp 2nd Anniversary 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 MyTokioApp, sign up, and register an account during the campaign period for a chance to win a Touch 'n Go eWallet credit, a Sony wireless headphone, or an iPhone 17 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. Do I need to maintain an active policy to receive the prize?

Yes. Winners must be active policyholders at the time of prize fulfilment. Participants whose policies have been terminated, lapsed, or expired at the point of fulfilment will not be eligible to receive the prize.

6. 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

7. 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.

8. Can I still win the Grand Anniversary Prize if I am one of the monthly campaign winners?

No, each winner only can win one prize throughout the campaign period. The grand anniversary draw is exclusively for eligible participants who were not selected as winners in any of the monthly campaign draws.

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

Only winners will be notified via app push notification through MyTokioApp by the following month ("Winner Notification Date").

10. How would I know if I am one of the Touch 'n Go winners to receive the Touch 'n Go e-Wallet credit?

The organizer will credit the Touch 'n Go e-Wallet 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.

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11. What if I do not have a Touch 'n Go eWallet account?

To claim the Touch 'n Go reward, winners must have a Touch 'n Go eWallet account using the same mobile number linked to their MyTokioApp account. Otherwise, the reward will be forfeited due to invalid Touch 'n Go account.

12. Can I transfer my Touch 'n Go reward to someone else?

No. All prizes are non-transferable and non-exchangeable.

13. Is the Touch 'n Go e-wallet credit convertible to cash or prizes with equivalent value?

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

14. 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.