



TOKIO MARINE
INSURANCE GROUP

MyTokioApp Campaign The Power of 10

Frequently Asked Questions

1. How do I participate in this campaign?

- a) The Campaign is open to all Tokio Marine Insurans (Malaysia) Berhad (TMIM) policyholders with an individual policy with TMIM.
- b) To participate in this campaign, download, sign up, and activate your MyTokioApp account during the campaign period **(1 September – 31 October 2025)**.
- c) Eligible participants stand a chance to win:
 - **Milestones Reward** – RM100 Touch 'n Go eWallet credit.
 - **Special Milestones Reward** – Apple Watch Series 10.
 - **Lucky Draw Prize** – 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.

You need to purchase another eligible policy with TMIM to be entitled for the Campaign benefits.

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. If I am a winner of a special milestone or milestone, am I eligible for the lucky draw?

No, winners of special milestones or milestones are not eligible for the lucky draw.

8. How will I know if I am a milestone, special milestone, or lucky draw winner?

Winners will be announced via TMIM's social media platforms, corporate website, or notified through push notification on MyTokioApp by the following month ("Winner Notification Date").

Tokio Marine
Insurans (Malaysia) Berhad

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Tokio Marine Group



9. How will the RM100 Touch 'n Go eWallet credit be rewarded?

The organizer will directly credit the RM100 Touch 'n Go eWallet reward to the mobile number used to register your MyTokioApp account. Please ensure that the mobile number registered with MyTokioApp is linked to a valid Touch 'n Go eWallet account.

10. 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.

11. 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.