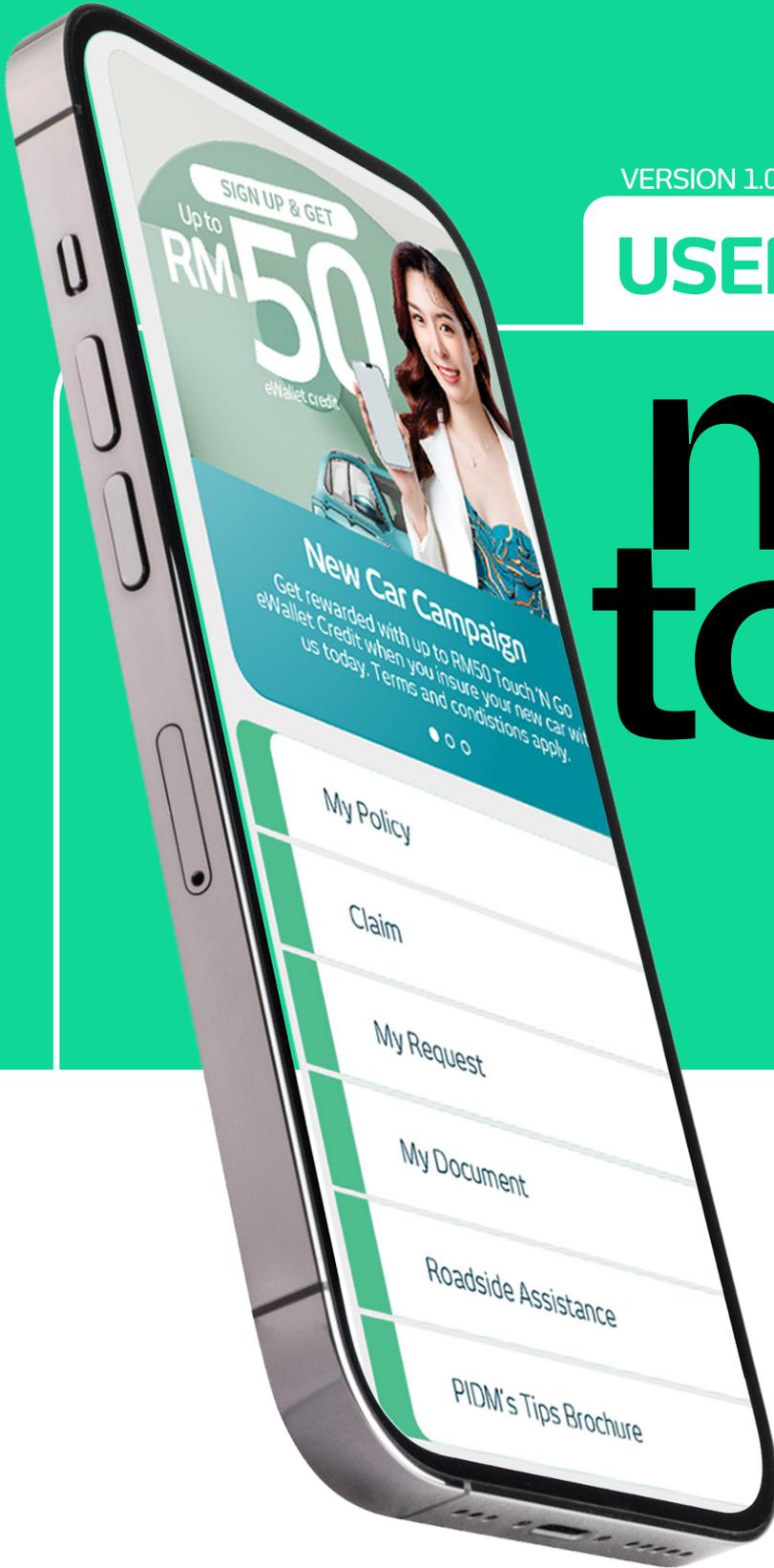




VERSION 1.0

USER GUIDE

my tokio app



Download
MyTokioApp

Available Now On

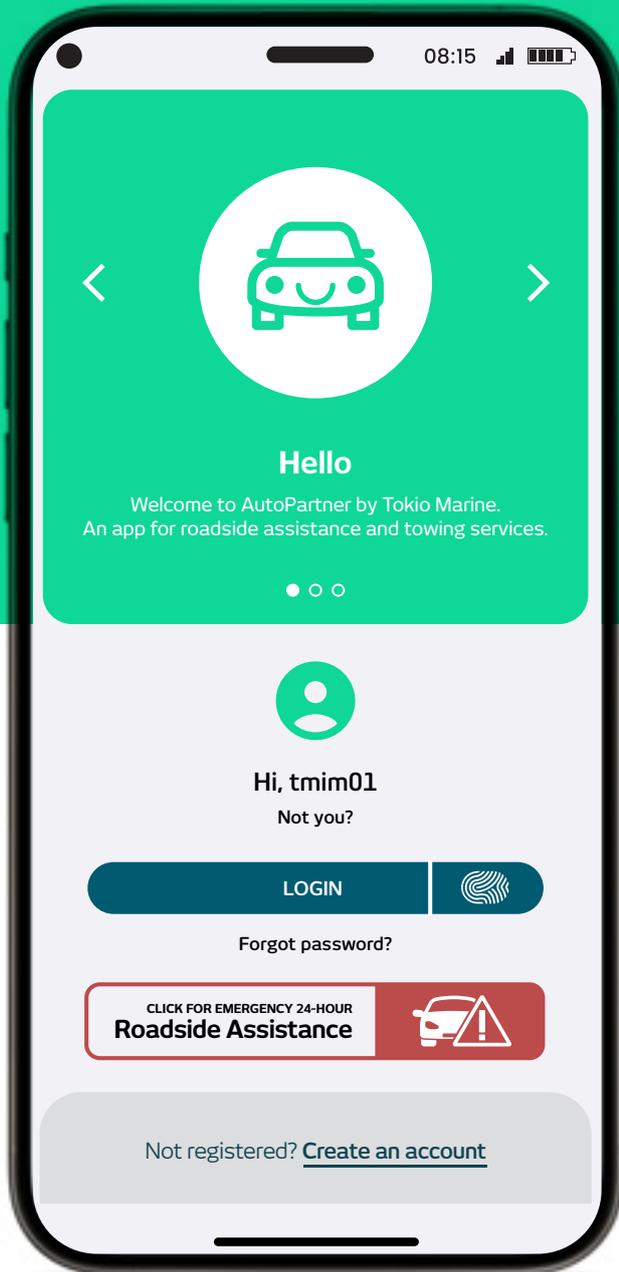


my tokio app



Content

1. Steps for Registration
2. Main Navigation
 - My Policy
 - Claim
 - My Request
 - My Document
 - Roadside Assistance



Steps for Registration

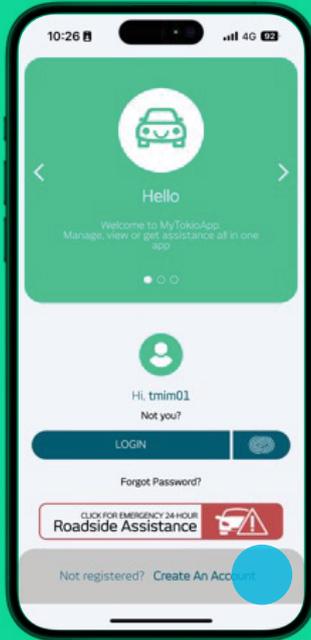
Tokio Marine Insurans Policyholders with Individual Policies

- 1 Create an account
- 2 User account info
- 3 Set up Security Phrase and Security Image
- 4 Verification

Step 1

Registration

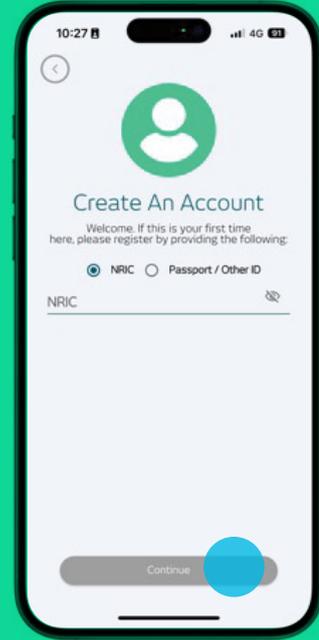
Create an account



At the login page, tap 'Create An Account'



Read through Terms of Use and tap 'Accept and Continue'

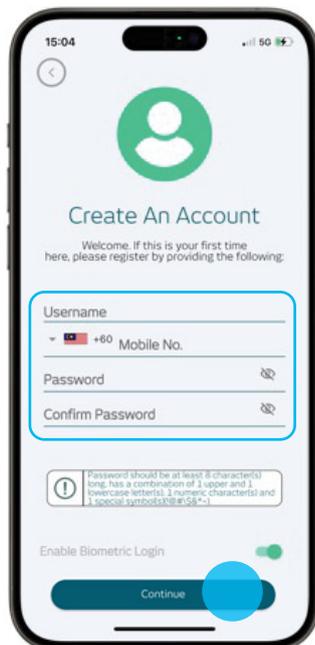


Enter your NRIC/ Passport/Other ID and tap 'Continue'

Step 2

Registration

User account info

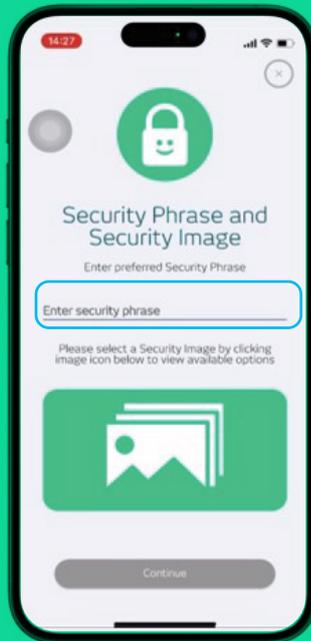


To create your User Account

- 1 **Create your Username**
- 2 **Enter your mobile number**
(Your mobile number registered with Tokio Marine)
- 3 **Create Password**
 - At least 8 character(s) long
 - 1 upper and 1 lowercase letter(s)
 - 1 numeric character(s) and
 - 1 special symbol(s) (!@#\\$%&*~)
- 4 **Confirm your password**
- 5 Tap '**Continue**'

Step 3

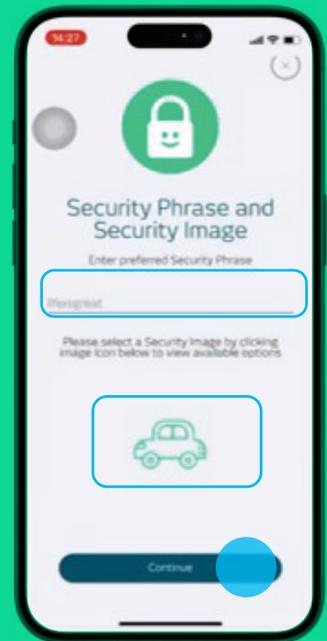
Registration
Set up Security Phrase and Security Image



Enter your preferred Security Phrase



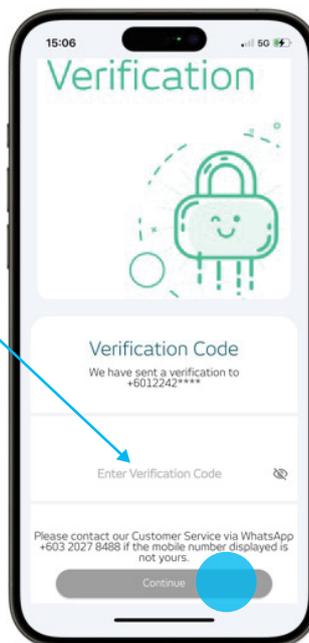
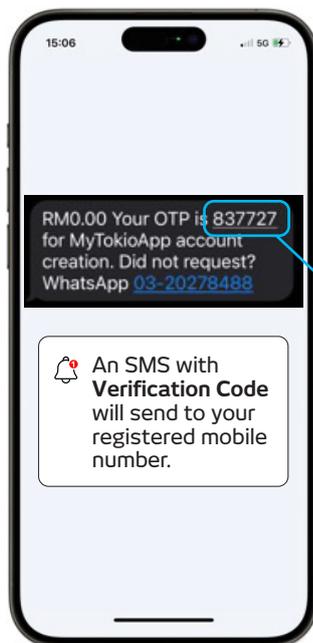
Select a Security Image



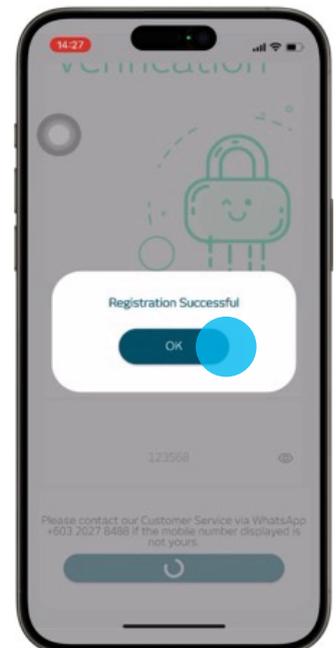
Review your Security Phrase and Security Image. Tap 'Continue'

Step 4

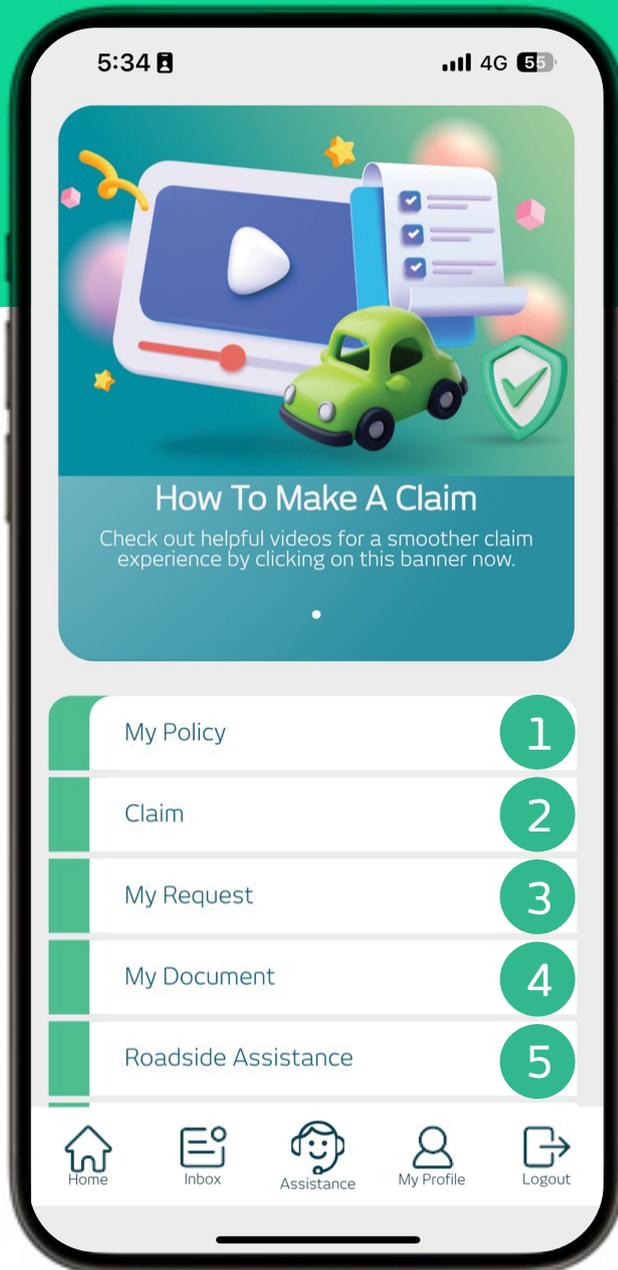
Registration
Verification



Enter the Verification Code. Tap 'Continue' to complete registration.



You are done! Tap 'OK' to return to login page.



Main Navigation

Home page

- 1 My Policy**
Access, manage and view your insurance policy details.
- 2 Claim**
Claim submission and status tracking.
- 3 My Request**
Policy amendments and status tracking.
- 4 My Document**
View & download receipt.
- 5 Roadside Assistance**
Roadside assistance request and status tracking.



Main Navigation

My Policy

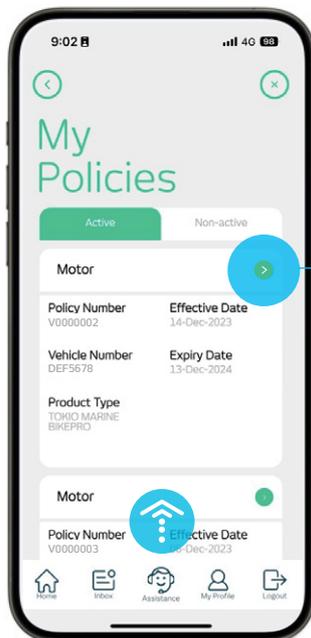
Access, manage and view your insurance policy details.



You can see the total number of active policies here.

Swipe right to view more. Search your policy by product category.

- Motor
- Travel & Sports
- Home & Property
- Personal Accident
- Health
- Others

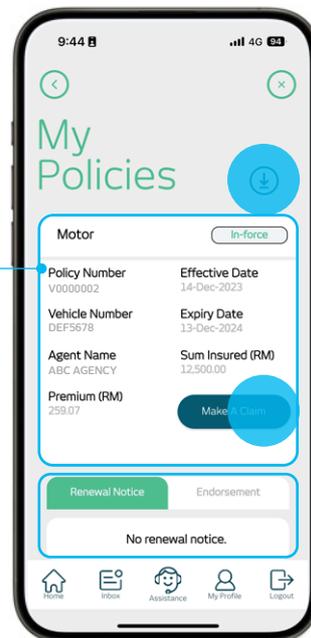


Tap to expand and view details:

- Agent's name
- Premium
- Effective date
- Expiry date
- Sum insured

Swipe up to view next policy.

All your active policies with Tokio Marine will be listed.



Tap here to download your policy document.

Tap here for claim submission.

View your renewal notice/endorsement for the policy.

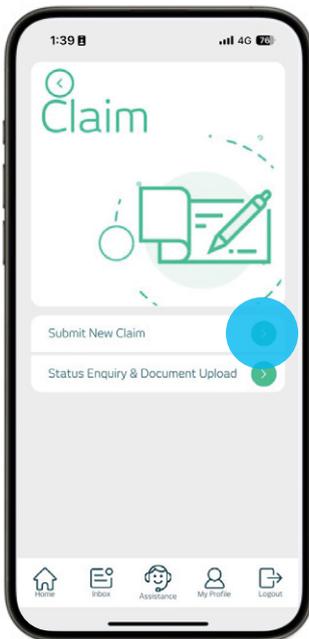


Main Navigation

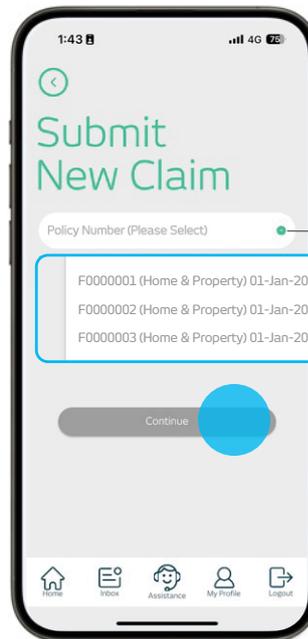
Claim

Claim submission and status tracking

Submit New Claim

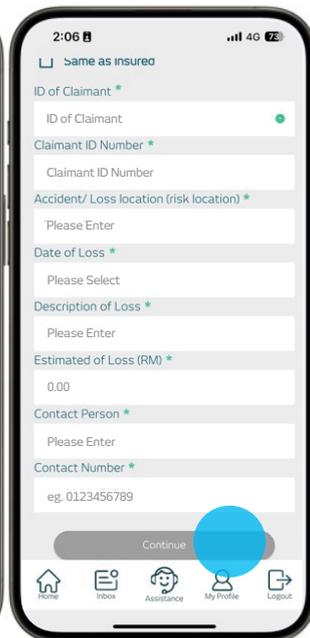
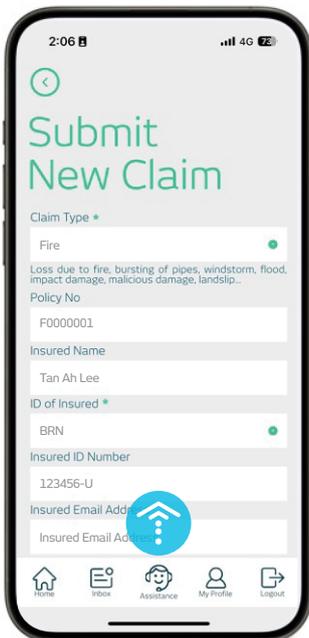


Tap here to submit a claim.



Search for your policy number, tap 'Continue'.

Here is the list of your policies for which you can submit a claim.

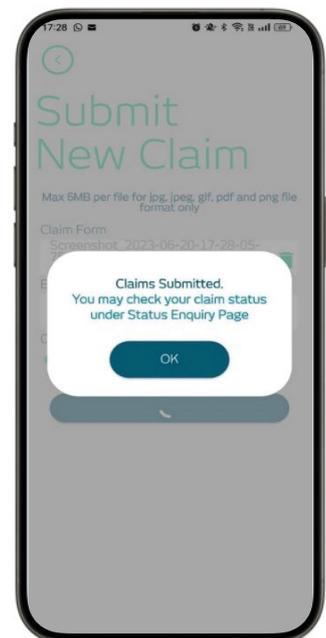


Complete the required information. Upload the supporting documents.

Fields marked with * are mandatory.

Tap 'Continue' to complete the submission.

If the supporting document is not available, you can submit it later at Status Enquiry & Document Upload.



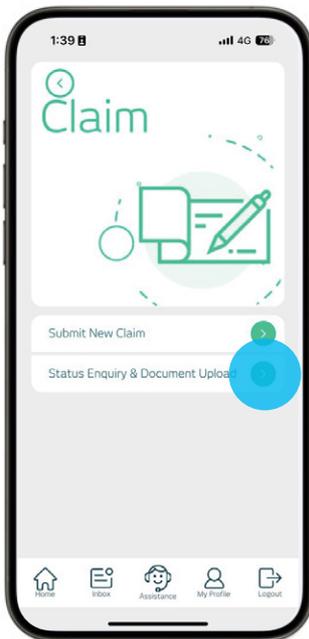


Main Navigation

Claim

Claim submission and status tracking

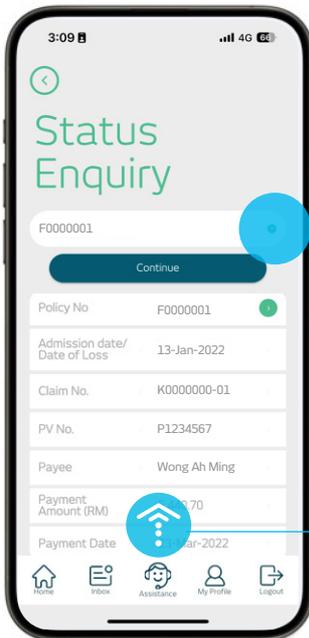
Status Enquiry



Check claim status and submit documents here.

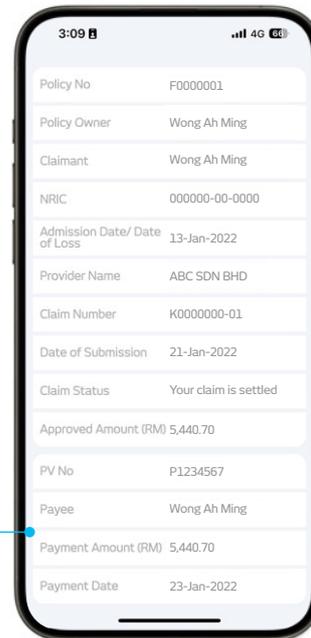


Tap on dropdown to search for your policy number, then click 'Continue'.



Tap to view details about your claim status.

Swipe up to view more. All claims can be viewed simultaneously under one policy.



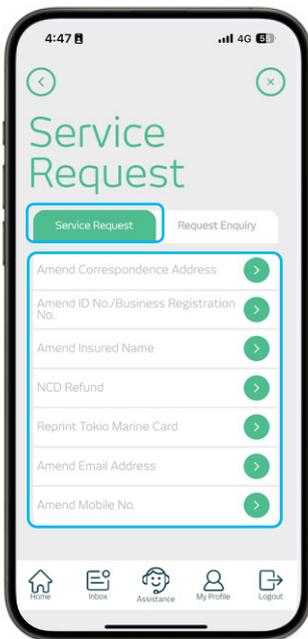


Main Navigation

My Request

Policy amendments and status tracking.

Submit Service Request



Select category you want to amend.

Category of Service Request:

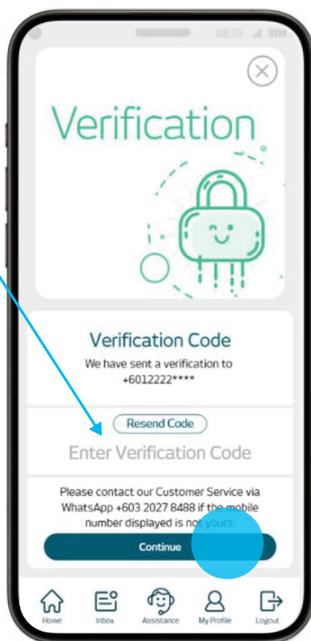
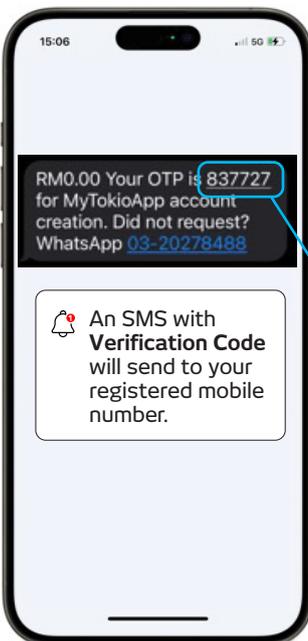
- Amend correspondence address
- Amend ID No. / Business Registration No.
- Amend Insured Name
- NCD Refund
- Amend Email Address
- Amend mobile number



For example, if you want to amend your correspondence address.

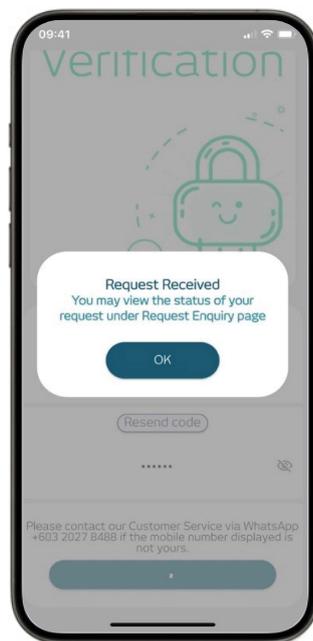
Enter or upload the required information.

Tap 'Continue' to confirm.



Enter the Verification Code.

Tap 'Continue' to confirm the request.



You will then receive a success message.

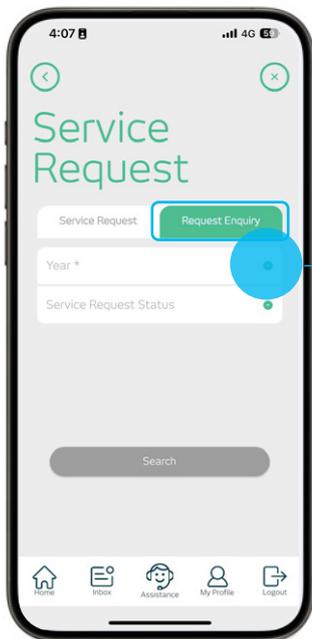


Main Navigation

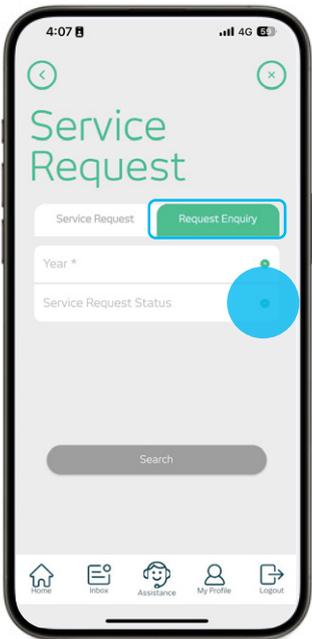
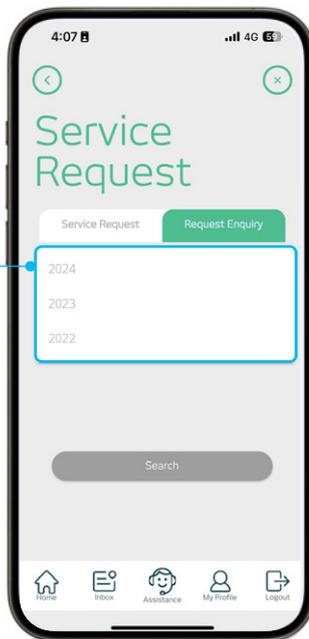
My Request

Policy amendments and status tracking.

Request Status and Enquiry

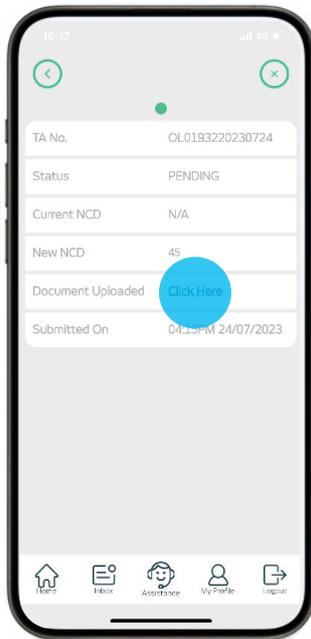
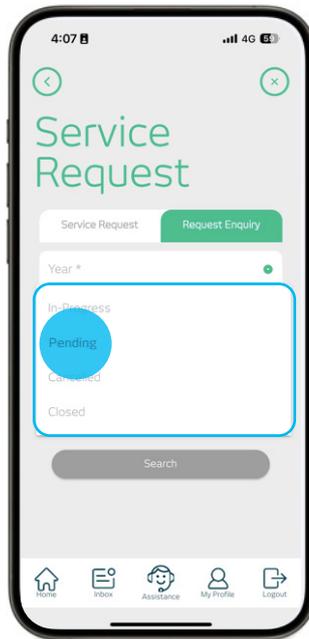


Tap here to select by year.



Select service request status from the dropdown menu.

For example, if your policy is in pending status, tap on 'Pending' to view the details.



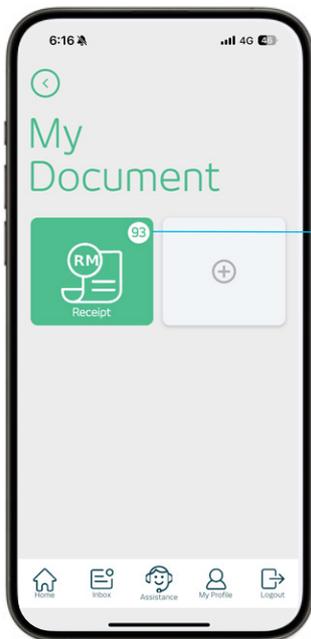
Tap here to view the uploaded document.



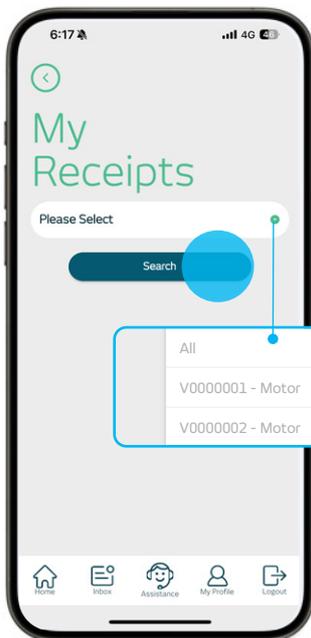
Main Navigation

My Document

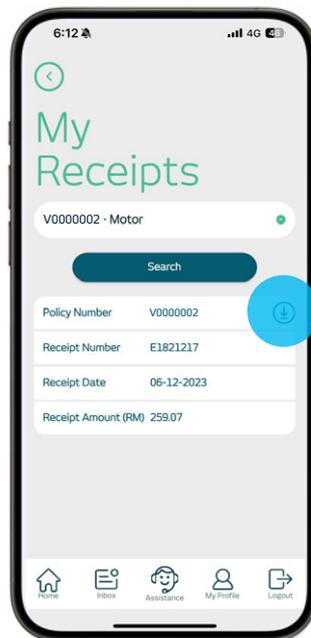
View & download receipt.



View total number of receipts here.



Search for your receipt by policy number, then tap 'Search'.



Tap to download your receipt.

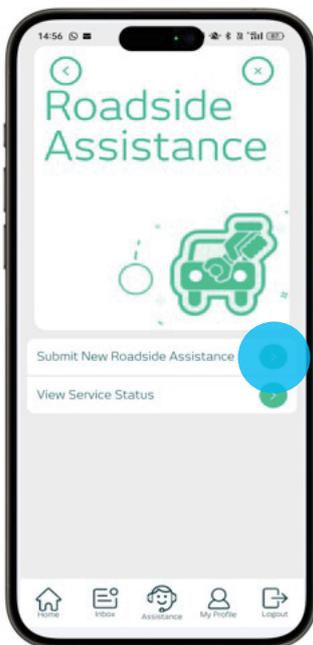


Main Navigation

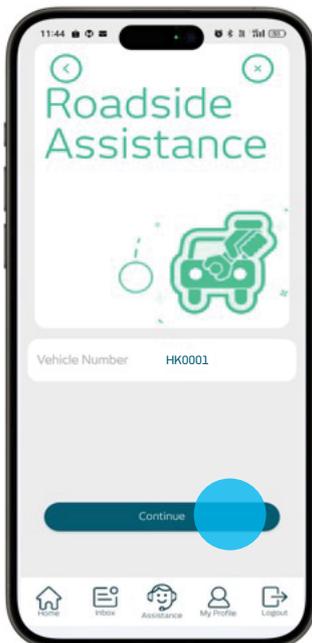
Roadside Assistance

Roadside assistance request and status tracking.

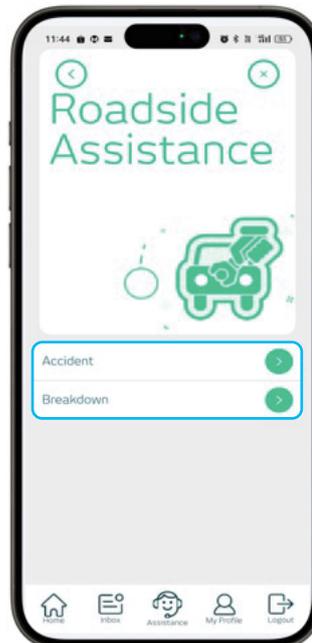
Request Roadside Assistance



Tap here to submit new roadside assistance request.



Enter your Vehicle Number, tap 'Continue'.



Select:
• Accident assistance
• Breakdown assistance

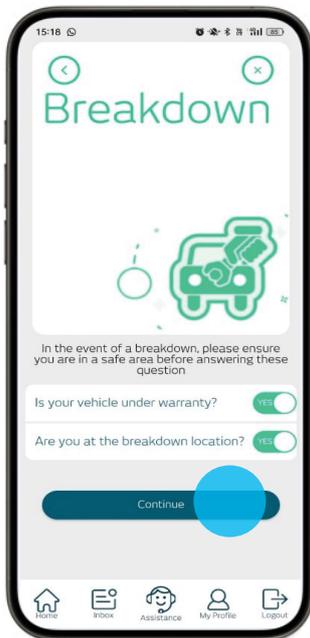


Main Navigation

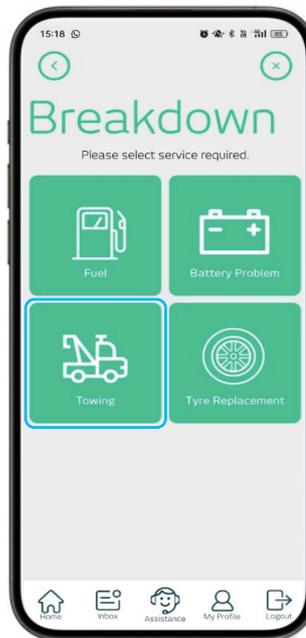
Roadside Assistance

Roadside assistance request and status tracking.

Request Breakdown Assistance

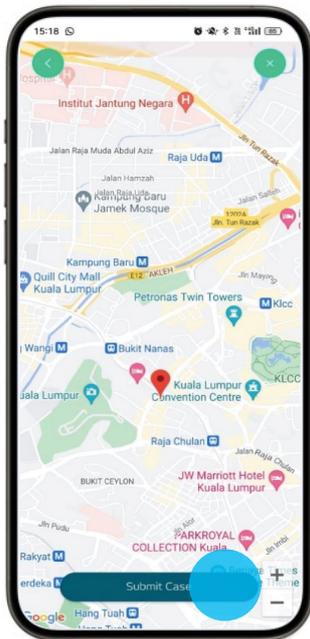


Complete the questions, tap 'Continue'.

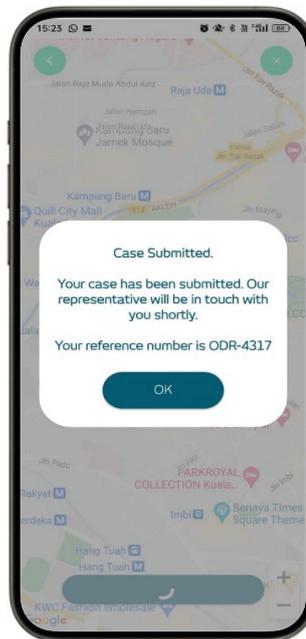


Select the services shown on the screen.

Eg. Towing



Confirm your location, tap 'Submit Case'.



Submission successful. Our representative will contact you for further details.

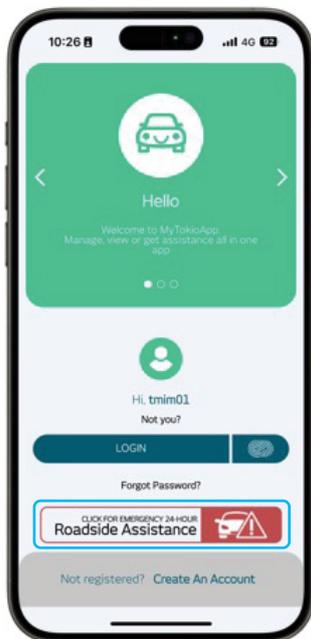


Main Navigation

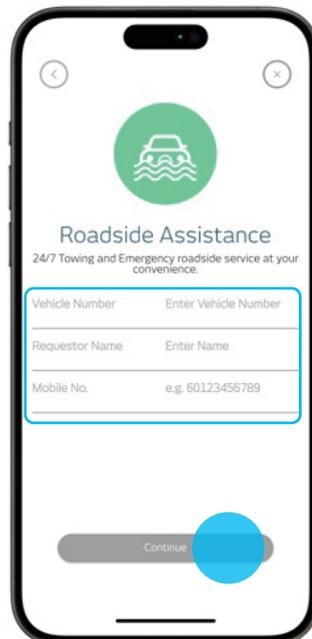
Roadside Assistance

Roadside assistance request and status tracking.

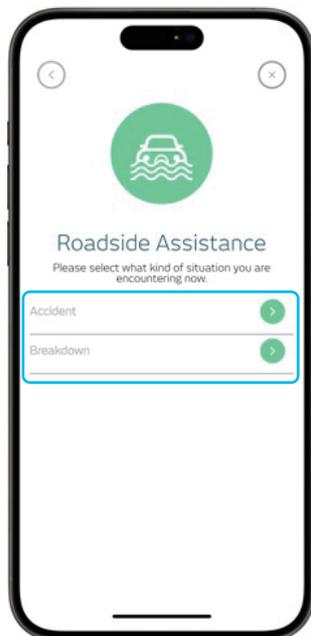
Request Roadside Assistance (Without login)



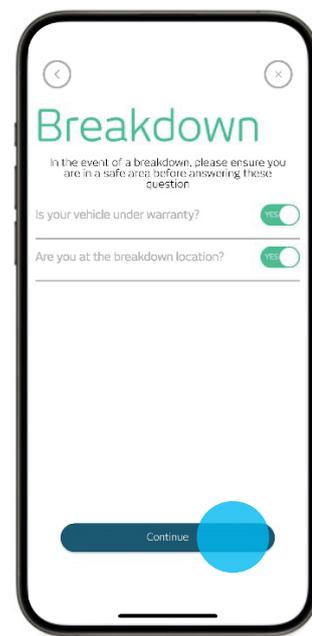
Alternatively, you can access roadside assistance from the login page



Key in:
• Vehicle Number
• Requestor Name
• Mobile Number
Tap 'Continue'.



Select:
• Accident assistance
• Breakdown assistance



Complete the questions, tap 'Continue'.

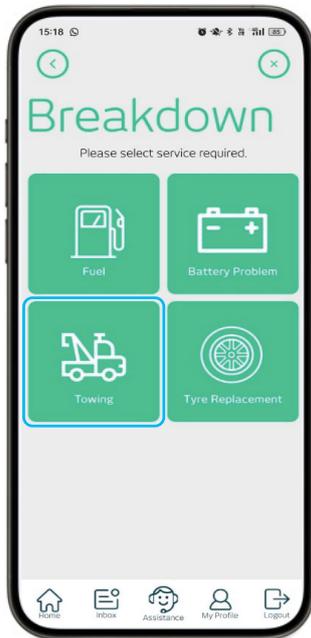


Main Navigation

Roadside Assistance

Roadside assistance request and status tracking.

Request Roadside Assistance (Without login)



Select the services shown on the screen.

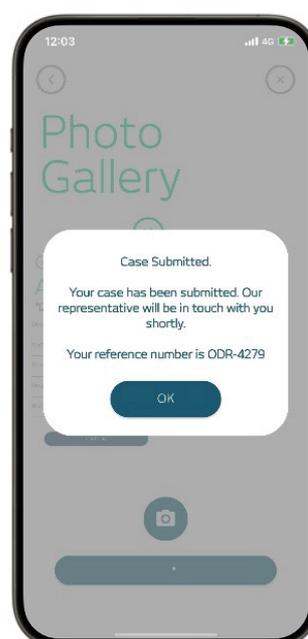
Eg. Towing



Confirm your location, tap 'Submit Case'.



Complete puzzle to proceed with your submission.



Submission successful. Our representative will contact you for further details.

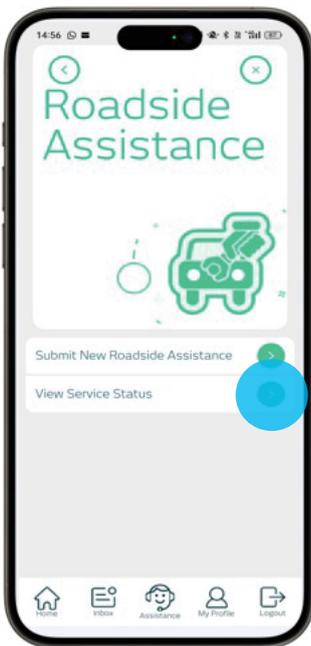


Main Navigation

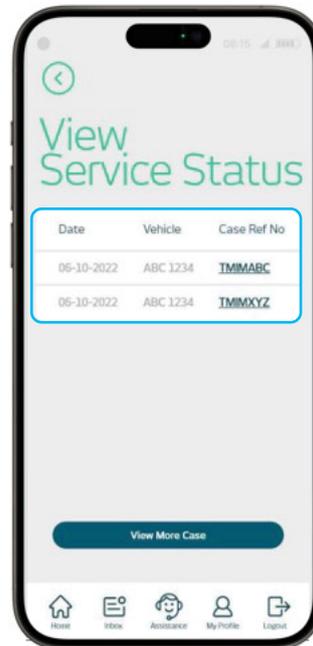
Roadside Assistance

Roadside assistance request and status tracking.

View Service Status



Tap here to submit new roadside assistance.

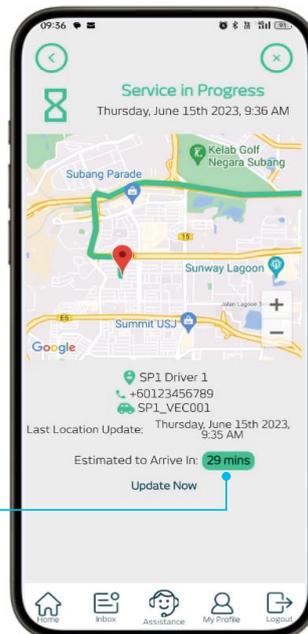
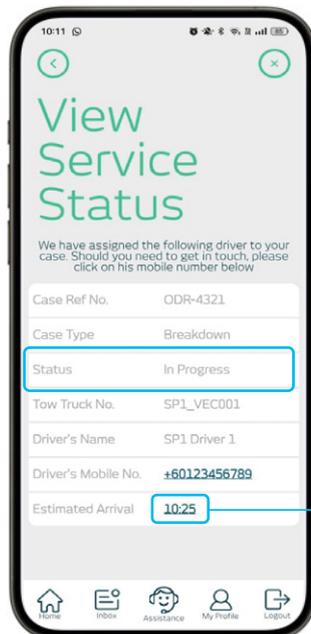


Tap on each individual case status to view the details of respective assistance request.

You can view the tow truck number, driver's name & mobile number, as well as the estimated arrival time & current location.

View Service Status

- New:** Newly submitted case.
- Assigned:** Case assigned to a service provider.
- In Progress:** Helper is on the way to your location.
- Completed:** Case has been successfully resolved.
- Cancelled:** Case has been cancelled.



You can track the exact distance of your tow truck from your location.