



# Credit/Debit Card Auto Debit Service

## Frequently Asked Questions

### 1. What is Auto Debit?

Auto Debit is a convenient payment method where funds are automatically deducted from the policyholders' bank account for recurring bills or services, including insurance renewal.

By setting up Auto Debit payment method, policyholders can ensure that the premiums are paid on time without the hassle for manual payment instruction during policy renewal.

### 2. Why Tokio Marine Insurans Malaysia ("TMIM") introduce Auto Debit payment method?

Our primary objective is to provide convenient and hassle-free customer experience during policy renewal. Upon successful auto debit deduction, the insurance policy will be automatically renewed and delivered to the policyholder.

### 3. How can the policyholder apply for Auto Debit payment method?

Policyholders just need to complete the Auto Debit Authorization Form and submit to the respective intermediary. For direct walk-in and online customers, kindly reach out to our customer service at [letusknow@tokiomarine.com.my](mailto:letusknow@tokiomarine.com.my).

### 4. What are the benefits to TMIM policyholders if they opt for Auto Debit payment method?

- Hassle-free renewal process without manual instruction required
- Enjoy insurance protection with no lapse of cover
- No follow-up required between policyholders and intermediaries.

### 5. Are policyholders allowed to apply for Auto Debit payment method for all TMIM product?

At this stage, Auto Debit payment method is only available to Tokio Marine PremierUltra PA policyholders. Stay tuned for more updates in the future.

### 6. When will TMIM start processing policy renewal using Auto Debit payment method?

Policyholders can sign-up for Auto Debit payment method starting from 2 May 2025.

TMIM will start processing PremierUltra PA renewal policies using Auto Debit payment method for policies expiring on and after 1 Sept 2025.

Kindly note that the Auto Debit deduction may occur up to two (2) months before policy expiry dates.

### 7. If the policyholder has signed up for Auto Debit payment method on 10 May 2025, and policy is due for renewal on 30 May 2025. Will the policy be renewed using Auto Debit payment method?

No. For policies expiring in May 2025, policyholders are advised to follow up with the respective intermediaries for policy renewal. We will not process May renewal using Auto Debit payment method to avoid potential double payment, because the renewal notices have already been sent out before May 2025.

Rest assured that the subsequent renewals starting from May 2026 will be processed using Auto Debit payment method.



**8. When will the Auto Debit payment deduction be charged to the renewal policy?**

Payment deduction via Auto Debit will be charged up to two (2) months before policy expiry.

For example, for policy expiring on 10 October 2025, we will process using Auto Debit payment method as early as August 2025.

**9. How will the policyholders be notified after Auto Debit payment deduction?**

- Policyholders will receive SMS notification upon successful payment. The renewal policy schedule and receipt will be delivered to the policyholders.
- If the Auto Debit payment deduction was unsuccessful, the policyholders will receive the renewal notice and letter on "Unsuccessful Auto Debit Payment".

**10. Will the e-Policy Printing (EPP) fee still be applicable for policies opted for Auto-Debit payment?**

No, the e-Policy Printing (EPP) fee will not be applicable for policies renewed via Auto-Debit payment.

**11. For policyholders who have submitted the Auto Debit Authorisation Form, are they still require submitting the "Credit Card Authorisation Slip" for premium payment?**

Yes. Policyholders who wish to pay their premium via credit card/debit card are still required to submit the "Credit Card Authorisation Form" for Finance processing.