TOKIO MARINE
INSURANCE GROUP

Personal Data Access Request

The Personal Data Access Request is made to:

Tokio Marine Insurans (Malaysia) Berhad
Level 20, Menara Hap Seng 3, Plaza Hap Seng,
No. 1, Jalan P. Ramlee, 50250 Kuala Lumpur,
Malaysia

General Information

- A Data Subject is an individual who is requesting access to his/her personal data maintained at TMIM.
- A Relevant Person is a person other than the Data Subject as defined under Section 1B - Item C that is requesting access to the personal data of the Data Subject.
- The Requestor (Data Subject or Relevant Person Requestor) is to be presented at TMIM Head Office or branch to submit this form and for verification of identity, information and document required.

Sections to Fill
- Sections applicable to requests made by a Data Subject: 1A, 2, 3 and 4.
- Sections applicable to requests made by a Relevant Person: 1B, 2, 3 and 4.

TMIM has the right to refuse to comply with your request under Section 36 of the Personal Data Protection Act 2010 ("PDPA"), if the Requestor for example:
- Fails to furnish sufficient, reliable and valid identification documentation/information to establish the Requestor's identity.
- Provides insufficient, incorrect, inaccurate and non-specific information to locate the personal data.

Supporting Documents Required
- Data Subject is to furnish a copy of his/her National Registration Identification Card ("NRIC") for a Malaysian or other certified documentary proof of identity for foreigner e.g. passport. Data Subject's identity must be verified vide the Biometrics Reader.
- Relevant Person is to furnish proof by way of an authorisation letter from the Data Subject or any document evidencing the right of the Relevant Person, where applicable to access the personal data of the Data Subject and a copy of the Relevant Person's NRIC, Passport or other certified documentary proof of identity.

Processing Time Frame Required
- This request will be processed within 21 days from the date the request is received.
- In line with Section 31(3) of the Personal Data Protection Act 2010 ("PDPA"), a notification for the delay, if any, will be sent to the Data Subject/Relevant Person, 3 days prior to the due date to inform of a 14-day extension period.

Contact Us
- If you have any queries or require any guidance in completing this form, you may contact any of our branch Officers or our Customer Service Department at 1800-88-0812 or email us at letusknow@tokiomarine.com.my

**Sensitive personal data encompasses sensitive personal information which relates to information relating to your health, political opinion, religious beliefs or other beliefs of a similar nature and the commission or alleged commission of an offence.

Section 1A : Data Subject
(To be completed by a Data Subject making this data access request)

I am a policyholder of TMIM, and I would like to have access to my personal data

Type of Policy :

_____

Policy No :

Data Subject's Particulars

Full Name (as per NRIC) :

_____

NRIC/Passport No :

Telephone No. (House) :

Mobile No. :

Email address (if any)

_____

Section 1B: Relevant Person
(To be completed by a Relevant Person making this data access request on behalf of the Data Subject))

A. Relevant Person's Particulars

Name of Relevant Person :

_____

NRIC/Passport No. :

Telephone No. (House) :

Mobile No. :

Email address (if any) :

_____

B. Data Subject's Particulars

Name of Individual Customer :

_____

NRIC/Passport No. :

Type of Policy :

_____

Policy No.

C. I am making this request for the access of personal data of the Data Subject because Data Subject

☐ Is minor and I am the parent/legal guardian/legal representative of the Data Subject.

☐ Is incapable of managing his/her own affairs and I have been appointed by the Court to manage his/her affairs.

☐ Authorise/mandate/Power of Attorney to make this data access request on his/her behalf.

☐ Other reasons, please specify:

_____

D. As proof of the above, I hereby enclose the following documents

☐ Copy of my NRIC/Passport (original to be produced for verification); and

☐ Original Warrant/Court Order/Power of Attorney

☐ Original letter of authorisation from the Data Subject

☐ Other documents, please specify:

_____

Section 2: Description of Personal Data Requested

Personal Data includes one or more of the following

☐ Name

☐ NRIC/Passport No.

☐ Mailing Address

☐ Contact No.

☐ Gender

☐ Race

☐ Nationality

☐ Vehicle Registration No.

☐ Occupation

☐ Marital Status

☐ Claims Details (please specify):

_____

☐ Others, please specify:

_____

Section 3: Preferred Manner of Delivery
(To be completed by the Requestor)

Please furnish the Requested Data as follows

☐ Verbally inform me/us when the result of the requested data is ready at the telephone number given in this form.

☐ Send by registered mail a copy of the Requested Data at the mailing address given in this form.

☐ Send by email a copy of the Requested Data at the email address given in this form.

☐ Allow me/us to collect a copy of the Requested Data from your Head Office/branch once it is ready.

Section 4: Declaration By Requestor
(To be completed by the Requestor)

I/We hereby certify that the information given in this form and any documents submitted enclosed are true and accurate. I/We understand that:

i. It will be necessary for TMIM to verify my/our identities, and

ii. TMIM may contact me/us for more detailed information in order to locate the personal data requested.

I/We also understand(s) that any and/or all personal data provided by me/us in this Personal Data Access Request Form will be collected and processed by TMIM as personal data in accordance with the Personal Data Protection Act 2010.

Authorised Signature of Data Subject(s)/ Relevant Person(s) and Rubber Stamp of Relevant Person (where applicable)

Date | D | D | / | M | M | / | Y | Y | Y | Y |