

IMPORTANT NOTICE

Cyber Incident Involving Our Third-Party Administrator, Alliance Medinet

Posted: 24 October 2026

On 22 October 2026, Tokio Marine Life Insurance Singapore Pte. Ltd. (TMLS) was notified of a cyber incident involving our Third-Party Administrator, Alliance Medinet Pte Ltd (AMN).

To date, based on AMN's initial assessment, the personal data of 6,103 TMLS insured members may have been compromised. This includes the full name, NRIC, date of birth, contact number, email address, membership ID, policy number, date joined, employment and coverage start/end date, and company name.

AMN has advised that its investigations indicate that no bank account details or medical information of TMLS's insured members were compromised. The Incident was reported to the Personal Data Protection Commission of Singapore.

AMN has contained the incident and implemented additional security and monitoring measures. Although the incident did not occur within TMLS's systems, we take the protection of customer information very seriously and are working closely with AMN to oversee the investigation, review its security controls and take further action where necessary. We have also notified our insured members of this incident.

TMLS's systems remain secure and were not affected. Coverage under the employee benefits policy is unaffected, and insured members can continue to use the app to access medical services and plan benefits, and to submit claims.

Stay vigilant

- Be alert to unexpected calls, SMS/Whatsapp or emails that mention your insurance policy or personal details.
- Do not share passwords, OTPs or banking details. TMLS and AMN will never ask for these.
- If you receive a suspicious message, call the ScamShield Helpline at 1799 or report it to the Police.



TOKIO MARINE
INSURANCE GROUP

Contact us

If you have any queries pertaining to your policy coverage that is administered by AMN, please contact:

- Hotline: +65 6664 0245 (24/7)
- Email: contactMedinet@alliancemedinet.com

For other enquiries, please contact TMLS:

- Hotline: +65 6592 6100 (Monday to Friday, 8.45am to 5.45pm)
- Email: customercare@tokiomarine-life.sg

We sincerely regret any concern this may cause and thank you for your understanding.