



TOKIO MARINE
INSURANCE GROUP

Data Classification: Public

15 August 2025

Important Notice:

Discontinuation of Agency Distribution Business in Brunei, effective 31 October 2025

We thank all our valued policyholders and advisers in Brunei for their trust and support over the years.

Following a comprehensive review of our business strategy, evolving market dynamics and long-term priorities, we, Tokio Marine Life Insurance Singapore Ltd. (TMLS) would like to announce the discontinuation of our Agency Distribution business in Brunei, effective 31 October 2025. We will strengthen our focus on the Bancassurance Channel, which remains a core part of our distribution strategy for serving the Brunei market.

From 1 November 2025, policy servicing in Brunei will be managed directly by our Singapore office. We remain committed to delivering the highest standard of service to our policyholders and would like to assure you that:

- Policy(ies) remains effective and unaffected.
- There is no change to policy benefits, terms and coverage.
- Policy information and personal data remain protected and will be used by TMLS in accordance with the consent that policyholders have provided.

Further details on the new servicing arrangement will be shared to our policyholders in due course. For more information or clarification, please contact us.

Brunei Branch Office: Unit 2, 1st Floor, Block D, Abdul Razak Complex, Gadong, Brunei Darussalam
Contact: +673 242 3755
Operating hours: 8.30am-12.00pm; 1.00pm-5.30pm (Mondays to Fridays)
Email: customercare@tokiomarine-life.sg