



Claim Process Flow-Complimentary\* Insurance:- Tokio Marine Life Insurance Malaysia Bhd.(TMLM)

**Claimant**

- 1) To obtain Claim Forms from Public Mutual branch of servicing UTC.
- 2) To submit the duly completed Claim Forms and other required supporting documents\* directly to TMLM's office.

Note: All required supporting documents\* can only be Certified True Copy (CTC) by the followings:-

1. TMLM officer
2. Public Notary
3. Advocate & Solicitor
4. Justice of Peace or Ketua Balai Polis
5. District Officer
6. Medical Officer
7. Malaysian Embassy or Public Notary of the incident country (if death occurred outside Malaysia)

(Kindly bring along the original copy during certification process.)

Please note that the CTC stamp must clearly show the Signature, Name, Designation, Department Name and Company Name.

\* Please refer to Claim Checklist in the Claim Form.

**Location with TMLM's office**

Submit Claim documents directly to TMLM's office.

**Location without TMLM's office**

Send Claim documents to the following address:-

- 1) **All claims except repatriation benefit:** Claims Experience Dept, Level 7, Menara Tokio Marine Life, 189 Jalan Tun Razak, 50400 Kuala Lumpur or email full documentation to [majorclaims@tokiomarinelife.com.my](mailto:majorclaims@tokiomarinelife.com.my)
- 2) **Repatriation benefit:** Medical Claims Dept, Level 7, Menara Tokio Marine Life, 189 Jalan Tun Razak, 50400 Kuala Lumpur or email full documentation to [groupclaim@tokiomarinelife.com.my](mailto:groupclaim@tokiomarinelife.com.my)

**Tokio Marine Life Insurance Malaysia Bhd.**

- 1) Upon receipt of the claim form and supporting documents, Insurance Company will process the claim accordingly.
- 2) To write to claimant, if any additional documents are required.

**Claim Approved**

TMLM will direct credit the claim payment into Claimant/Nominated Beneficiary's account. A copy of the claim settlement letter will be sent to Claimant/Nominated Beneficiary and a carbon copy of the letter to Public Mutual.

**Claim Rejected**

TMLM will send rejection letter to Claimant/Nominated Beneficiary directly and a carbon copy of the letter to Public Mutual.