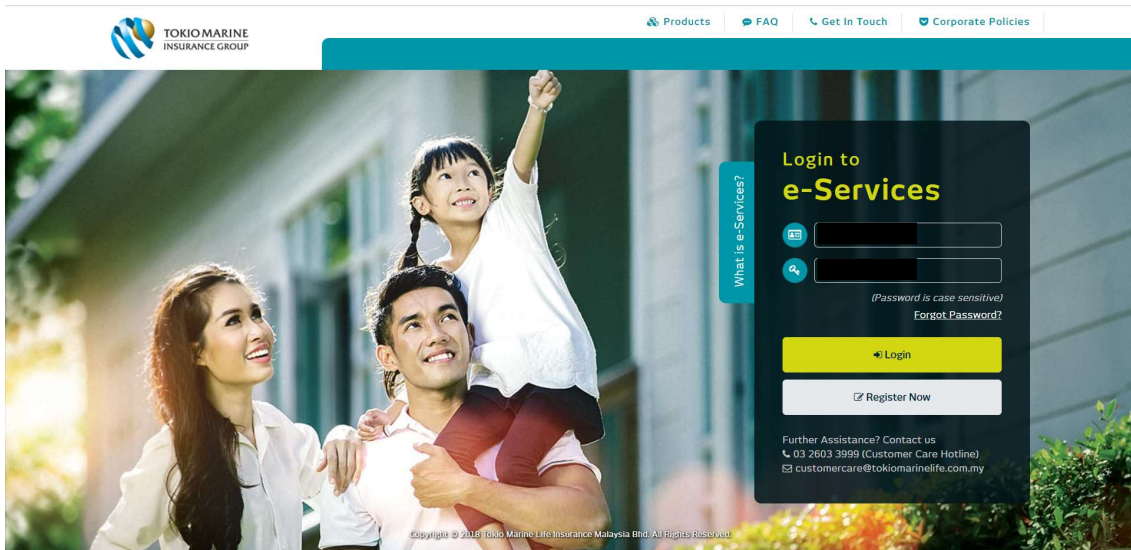
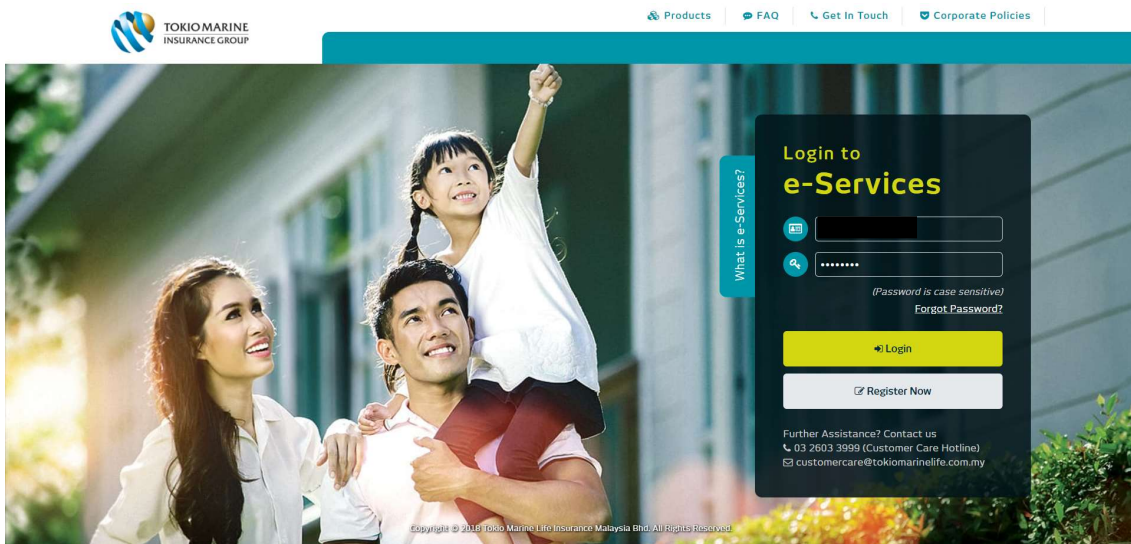


Step to Step for Self Service Premium Redirection

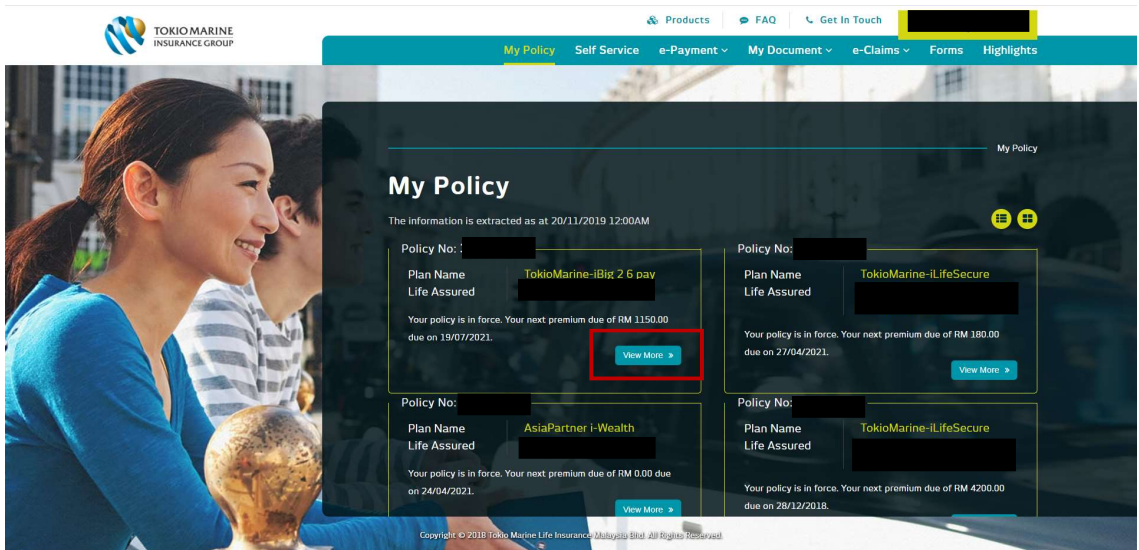
1. Go to Customer Portal link <https://www.tokiomarinelife.com.my/eServices/>



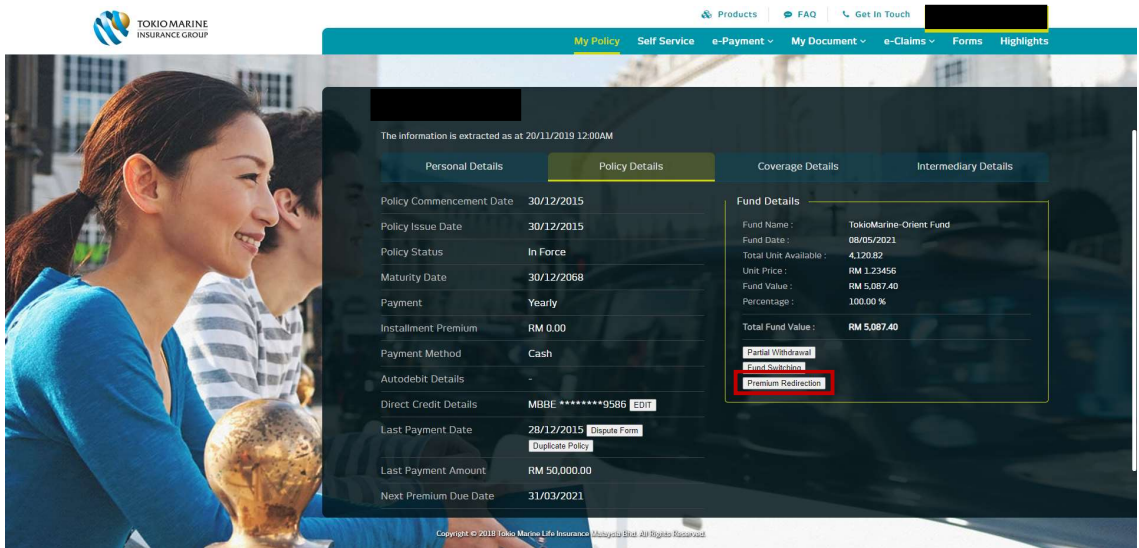
2. Key in NRIC number and password at below screen to Login Customer Portal.



- Click 'View More' at the policy that you wish to do premium redirection.

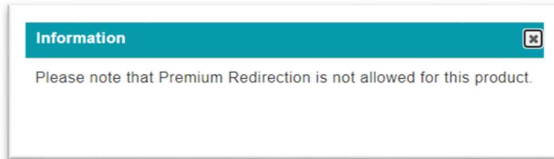


- Click on Policy Details to view Fund Details. Then click on 'Premium Redirection' button to proceed the application.

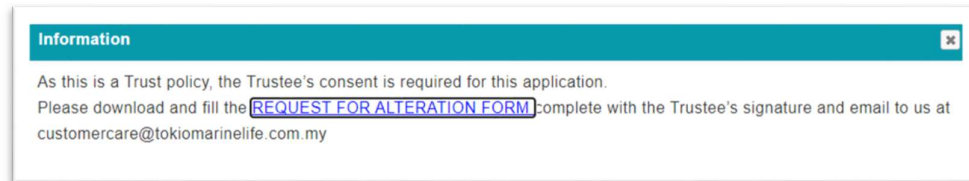


5. Message will be displayed for the below scenarios when customer click on premium redirection button.

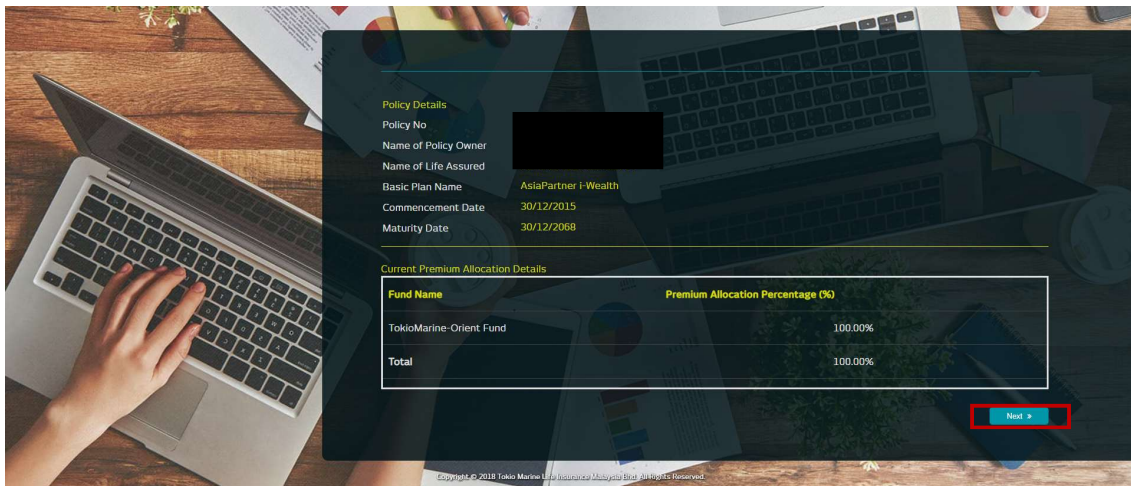
A) Product that not allowed for Premium Redirection



B) Trust Policy



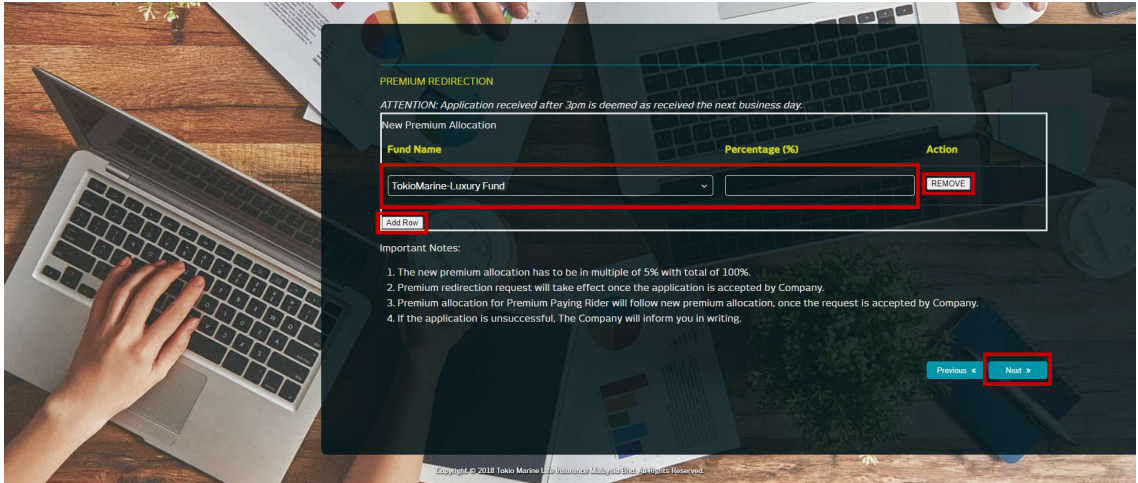
6. It will display the Current Premium Allocation Details, click 'Next' to proceed.



7. Select the new type of funds and percentage, click 'Next' to proceed.

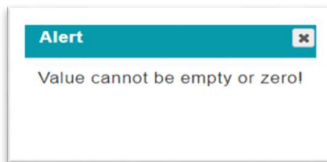
Please click the below:

- i. 'Add Row' if customer would like the future premium to be allocated for more than 2 funds
- ii. 'Remove' if customer would like to remove one of the selected fund

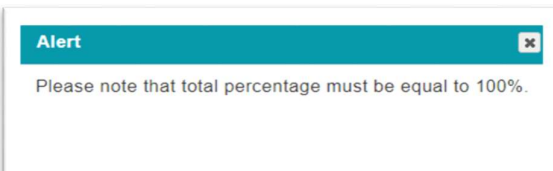


Note: Below message will be prompted:

A) If customer did not key in any percentage



B) Total percentage is not equals to 100%



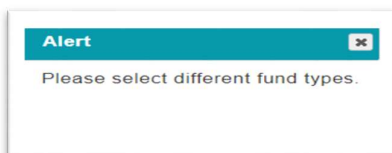
C) If customer select the same type of funds as per existing fund type(s)

Example: From Tokio Marine Luxury Fund to Tokio Marine Luxury Fund

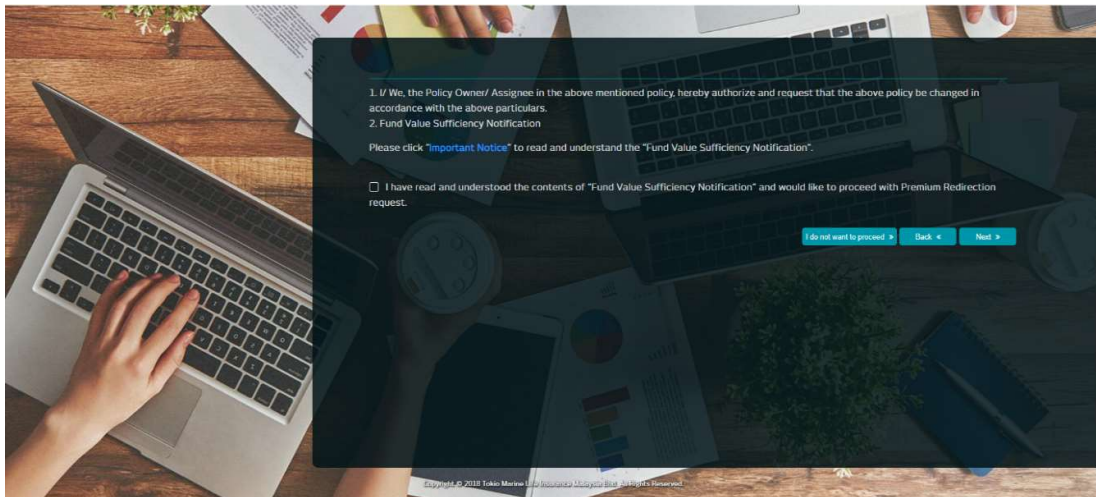


D) If customer select the same type of funds (duplicate fund type)

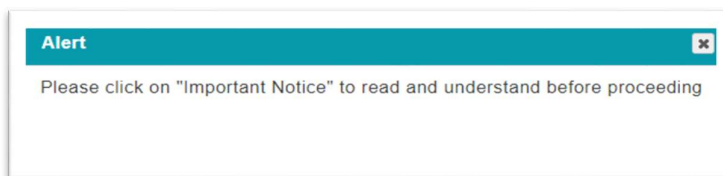
Example: Select same fund type twice at "New Premium Allocation" screen'



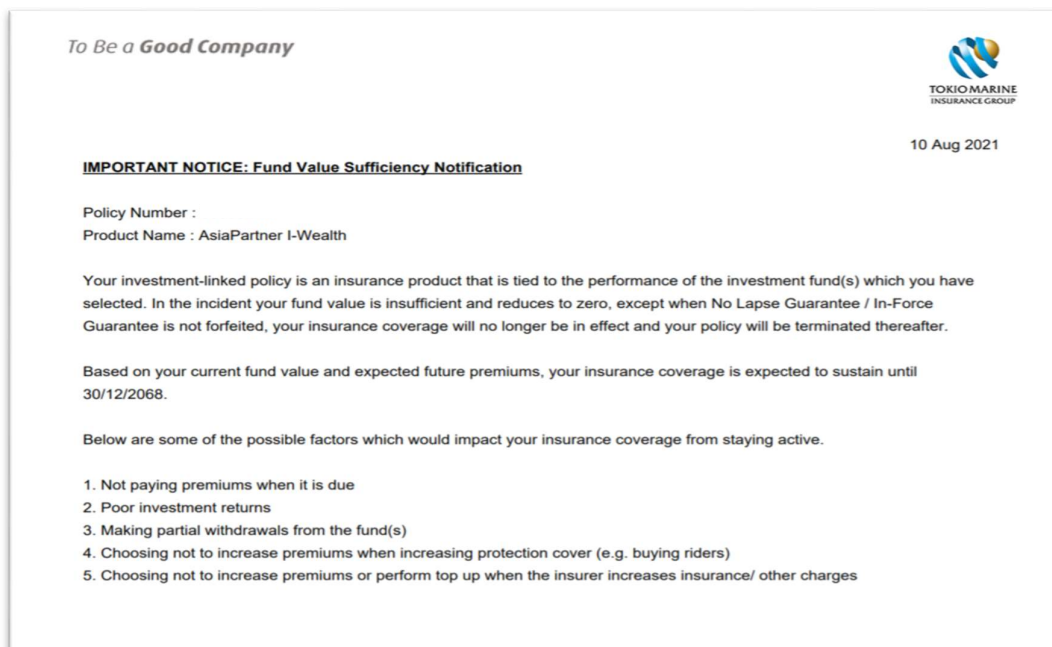
8. Click on "Important Notice" to read and acknowledge "Fund Value Sufficiency Notification".



It is mandatory for customer to click and view the Important Notice. If customer did not click and view, the message below will be displayed.

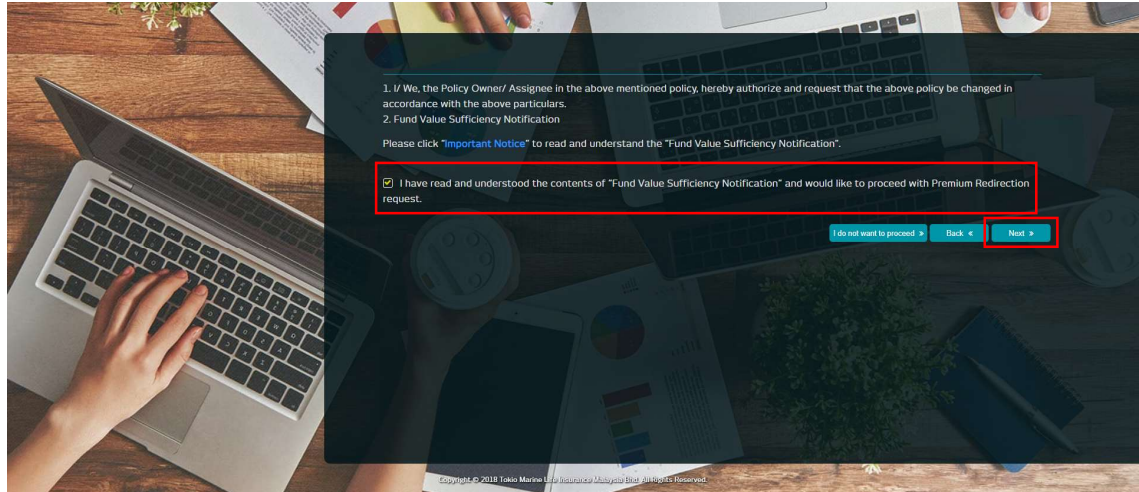


9. Fund Value Sufficiency Notification will be prompt out.

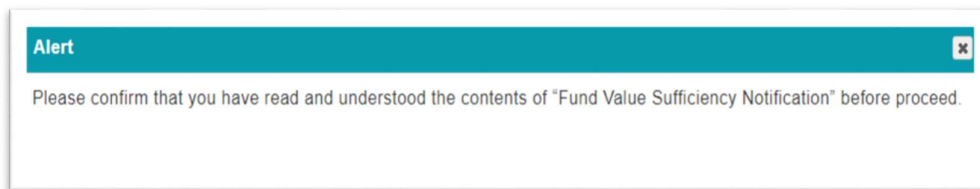


10. If customer agrees to proceed, then check on the box “I have read and understood the contents of Fund Value Sufficiency Notification and would like to proceed with Premium Redirection request.”

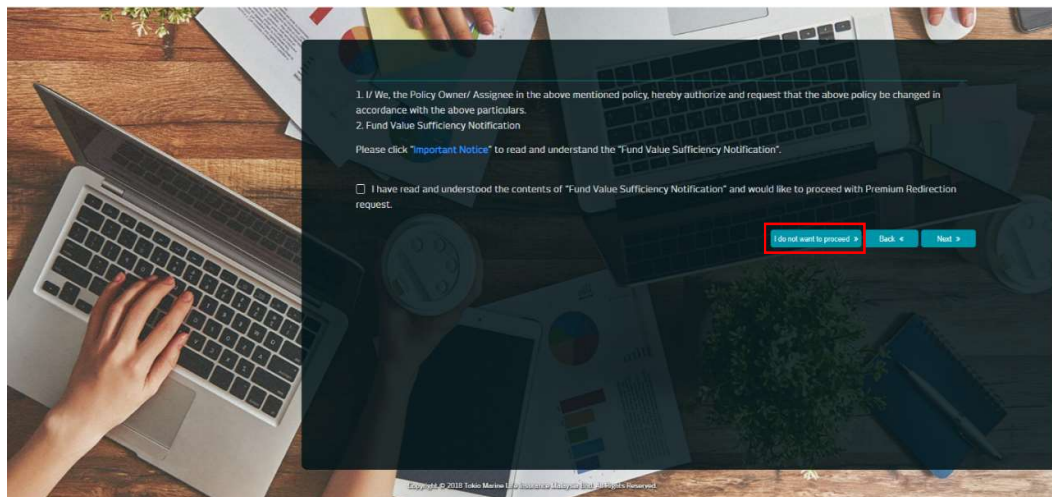
A) Then, click on ‘Next’ button.



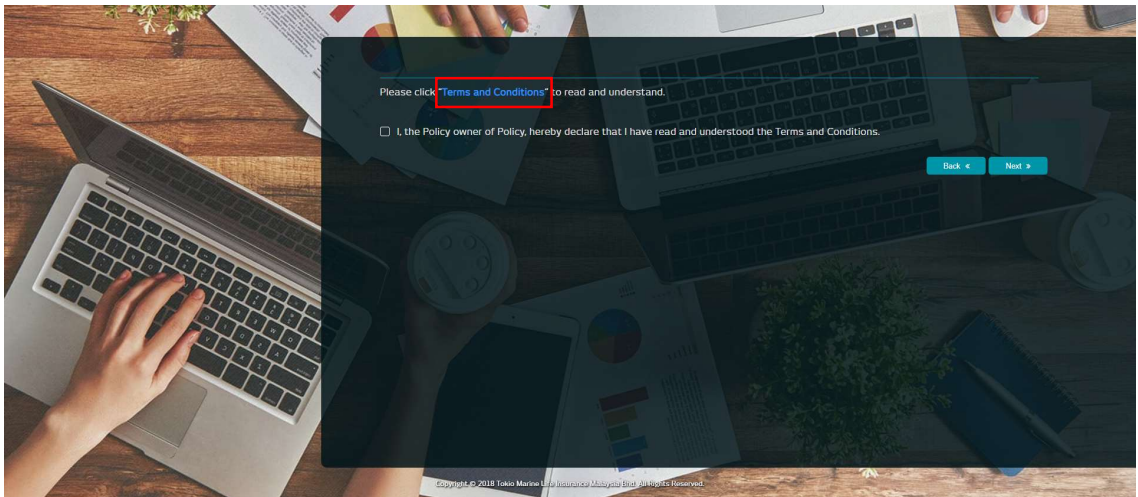
Note: If customer did not check the box, the message below will be prompted:



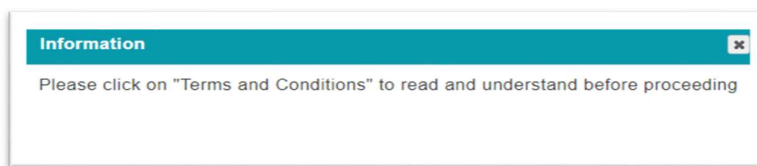
B) If customer decided not to proceed with premium redirection due to impact on the policy’s sustainability. Please click on ‘I do not want to proceed’ button.



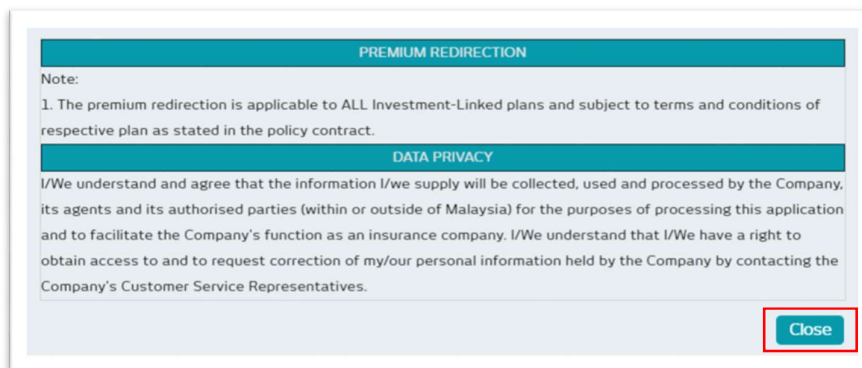
11. Click on “Terms and Conditions” to read and acknowledge.



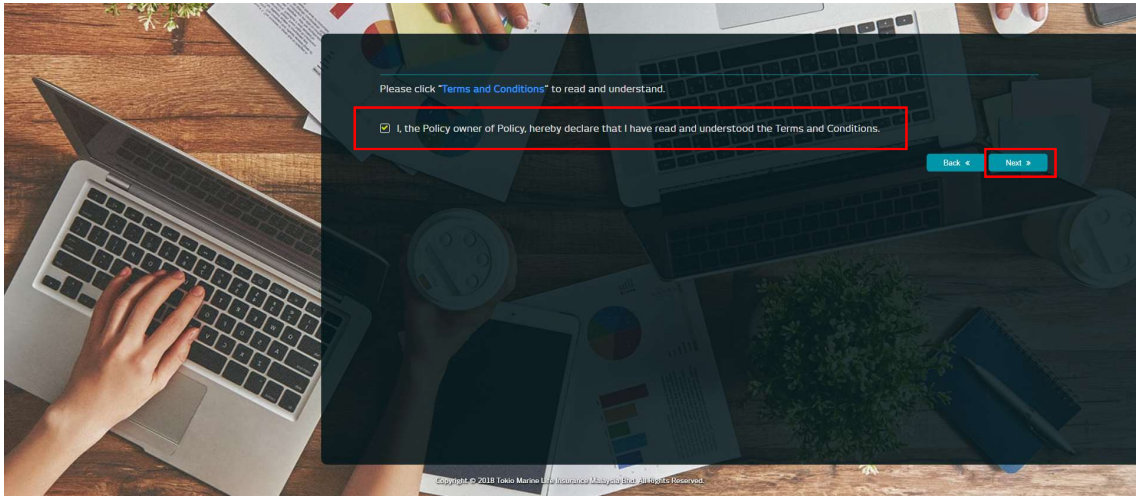
It is mandatory for customer to click and view the Terms and Conditions. If customer did not click and view, the message below will be displayed.



12. Terms and Conditions for premium redirection will prompt up. Then, click on ‘Close’ button to proceed.



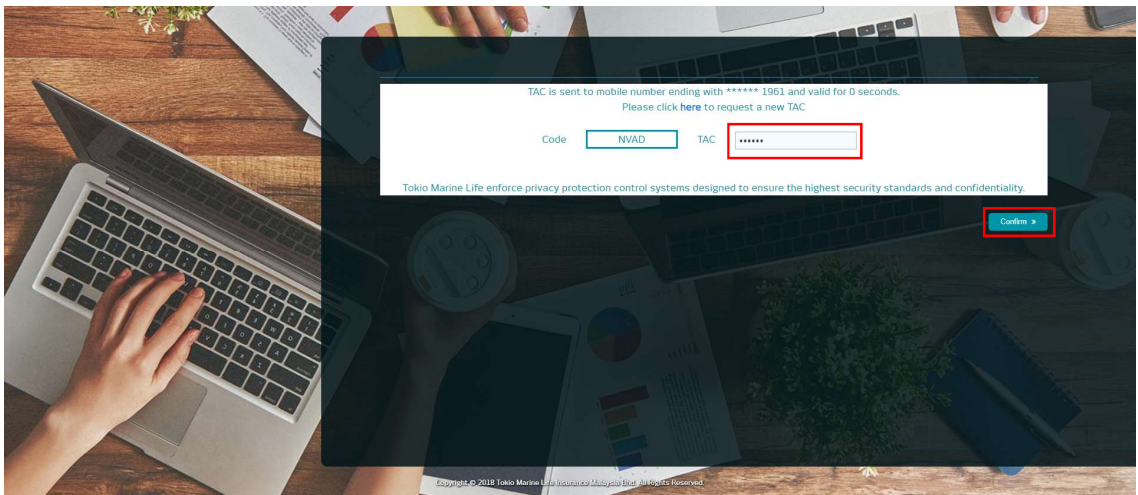
13. Check on the box “I, the Policy Owner of Policy, hereby declare that I have read and understood the Terms and Conditions.” to proceed. Then, click on ‘Next’ button.



Note: Below message will be prompted if customer did not check on the box.



14. TAC will be sent to registered mobile phone number via SMS. Key in TAC number at below screen within 60 seconds then click on ‘Confirm’ button.

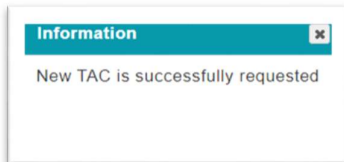


Note: Below message will be prompted:

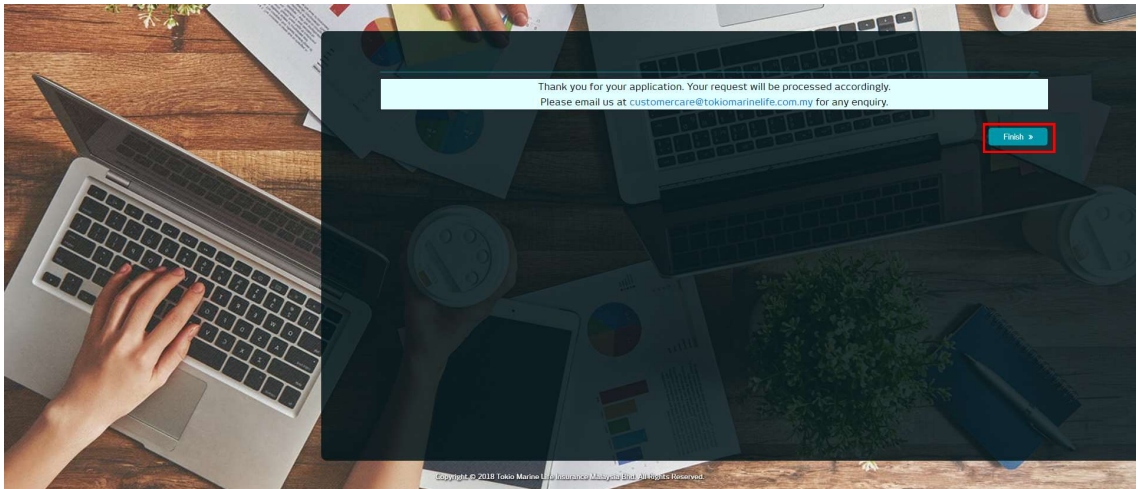
A) If customer key in invalid TAC



B) If customer request new TAC number



15. Once application successfully submitted, the message below will be displayed. Click on “Finish” and exit from the screen.



16. Below message will be prompted if customer already submitted the premium redirection on the same day.

