

6. Self Service

The screenshot shows the 'Request OTP' form on the Tokio Marine website. The form has a title 'Request OTP' and a sub-header 'Please enter the One-Time Password sent via SMS to your registered mobile number and click Submit.' Below this, there is a text input field for 'OTP' and a 'Request OTP' button. A second instruction reads: 'Please select Request OTP to obtain a One-Time Password sent via SMS to succeed. If you would like to receive your OTP to your new contact number, please click to download form and email to: customercare@tokiomarinelife.com.au. Thank you.' At the bottom of the form are 'Submit' and 'Cancel' buttons.

1. Please ensure that your mobile number is the same as per our records. If you have changed your mobile number, please contact our Customer Care Hotline at 03 2603 3999

2. Click on Request OTP and input the OTP that was sent via WhatsApp

3. Click submit to proceed Self Service transaction

The screenshot shows the 'Self Service' page on the Tokio Marine website. The page has a title 'Self Service' and a sub-header 'Keep in touch with us by updating your latest contact details'. Below this, there is a section 'Information to be update' with a dropdown menu. The dropdown menu is open, showing the following options: 'Select', 'Correspondence Address/Contact Number/Email', 'Bank Account (Direct Credit)', 'Credit/Debit Card Payment (Auto Debit Instruction)', and 'Enrolment Direct Debit Authorisation (DDA)'. A yellow callout box points to the dropdown menu.

4. Select the respective Self Service transaction accordingly