

1. Registration of Customer Portal

1. Registration of Customer Portal is not required if you have registered your mobile number upon purchase of a policy. Otherwise, go to <https://www.tokiomarinelife.com.my/eServices/index.html> and click on Register Now

2. Fill in the required field and ensure your details are the same as per our records

The screenshot shows the registration page for Tokio Marine Life. The form includes the following fields and instructions:

- Gender:** A dropdown menu with the text "-- Select Gender --".
- Date of Birth:** A text input field with the placeholder "dd/mm/yyyy".
- Policy No:** A text input field with the instruction "Please key in one of your Policy No. of which you are the Policy Owner" and an example "eg: 12345678/ IL1234567890-1/ B0001234".
- Mobile Phone No:** A text input field with the example "eg: 0123456789" and the instruction "Please enter mobile phone number which was provided to us earlier".
- Email Address:** A text input field with the instruction "Please complete this field if there was email address provided to us earlier".

At the bottom of the form, there is a "Register" button and a "Privacy Terms" link.

Callout 4: Ensure that the mobile number is the same as per our records. If you have changed your mobile, please reach out to us to guide you at our Live Chat or Customer Care Hotline

Callout 3: If you have yet to register your email address with us, you may leave this field as blank and update it via our Self Service upon successful login to Customer Portal

RMO TokioMarineLife:
View your policy from
Customer Portal at [https://
www.tokiomarinelife.com.my
/eServices](https://www.tokiomarinelife.com.my/eServices) OTP 878863.
For guide: [https://youtu.be/
yUpSNmn5NwI](https://youtu.be/yUpSNmn5NwI)

5. Upon successful registration, you will receive SMS on a One Time Password to your registered mobile