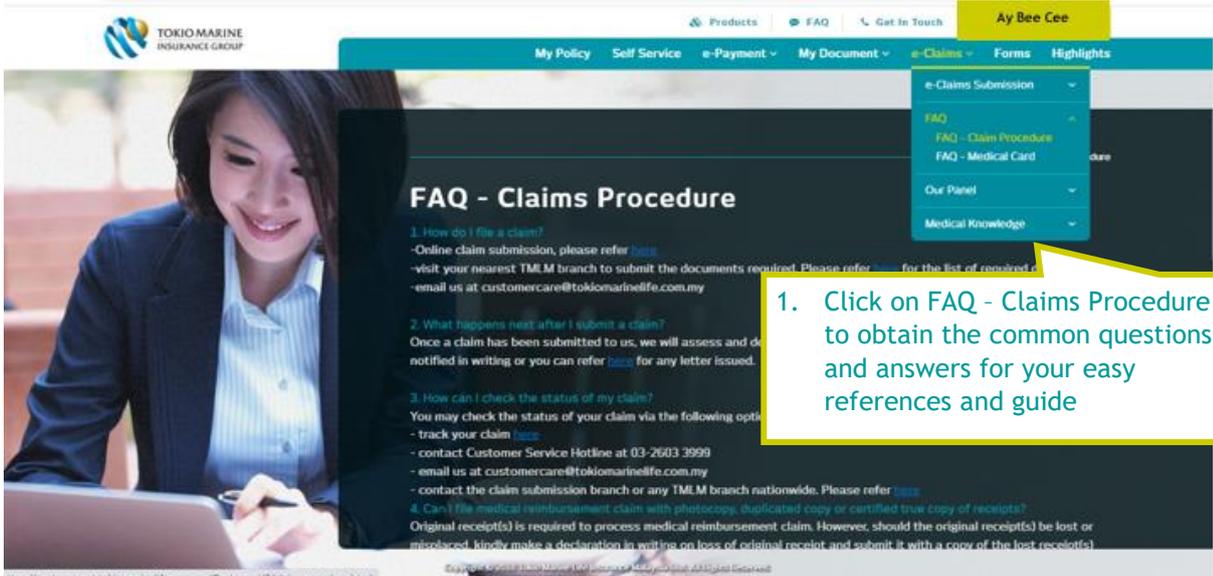


10.5 FAQ - Claim Procedure



The screenshot displays the Tokio Marine Insurance Group website. The header includes the company logo, navigation links for Products, FAQ, and Get In Touch, and a user profile 'Ay Bee Cee'. A secondary navigation bar contains links for My Policy, Self Service, e-Payment, My Document, e-Claims, Forms, and Highlights. The 'e-Claims' dropdown menu is open, showing options for e-Claims Submission, FAQ, FAQ - Claim Procedure, FAQ - Medical Card, Our Panel, and Medical Knowledge. The 'FAQ - Claim Procedure' link is highlighted in yellow. The main content area features a background image of a smiling woman at a laptop and a section titled 'FAQ - Claims Procedure' with four numbered questions and answers. A yellow callout box with a white border and a yellow arrow points to the 'FAQ - Claim Procedure' link in the navigation menu.

FAQ - Claims Procedure

- 1. How do I file a claim?**
-Online claim submission, please refer [here](#)
-visit your nearest TMLM branch to submit the documents required. Please refer [here](#) for the list of required documents.
-email us at customercare@tokiomarinelife.com.my
- 2. What happens next after I submit a claim?**
Once a claim has been submitted to us, we will assess and determine the claim. You will be notified in writing or you can refer [here](#) for any letter issued.
- 3. How can I check the status of my claim?**
You may check the status of your claim via the following options:
- track your claim [here](#)
- contact Customer Service Hotline at 03-2603 3999
- email us at customercare@tokiomarinelife.com.my
- contact the claim submission branch or any TMLM branch nationwide. Please refer [here](#)
- 4. Can I file medical reimbursement claim with photocopy, duplicated copy or certified true copy of receipts?**
Original receipt(s) is required to process medical reimbursement claim. However, should the original receipt(s) be lost or mislaid, kindly make a declaration in writing on loss of original receipt and submit it with a copy of the lost receipt(s).

1. Click on FAQ - Claims Procedure to obtain the common questions and answers for your easy references and guide