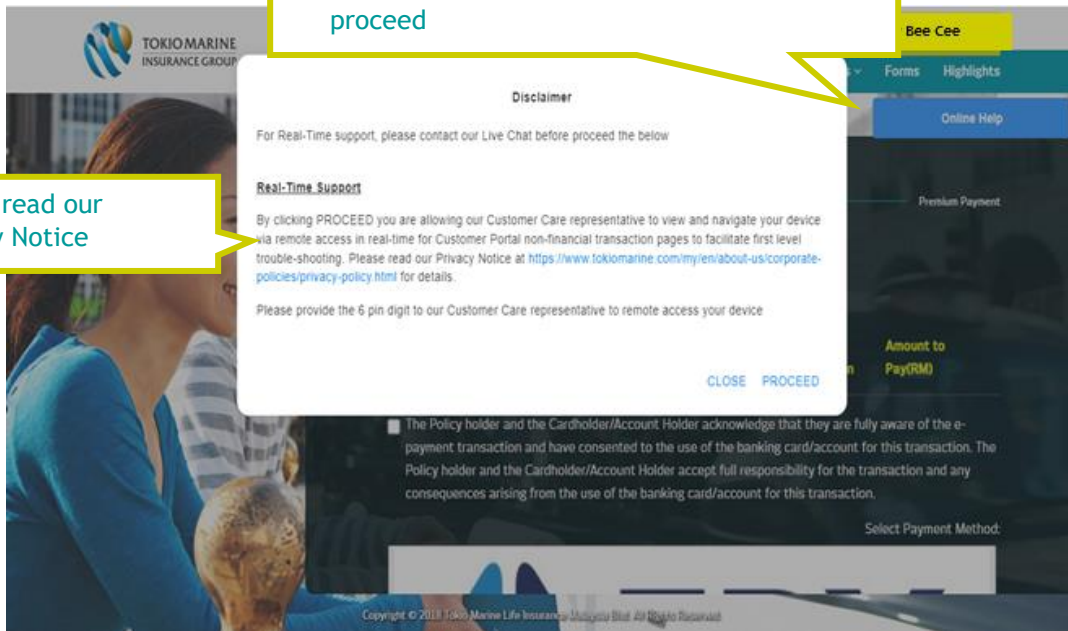


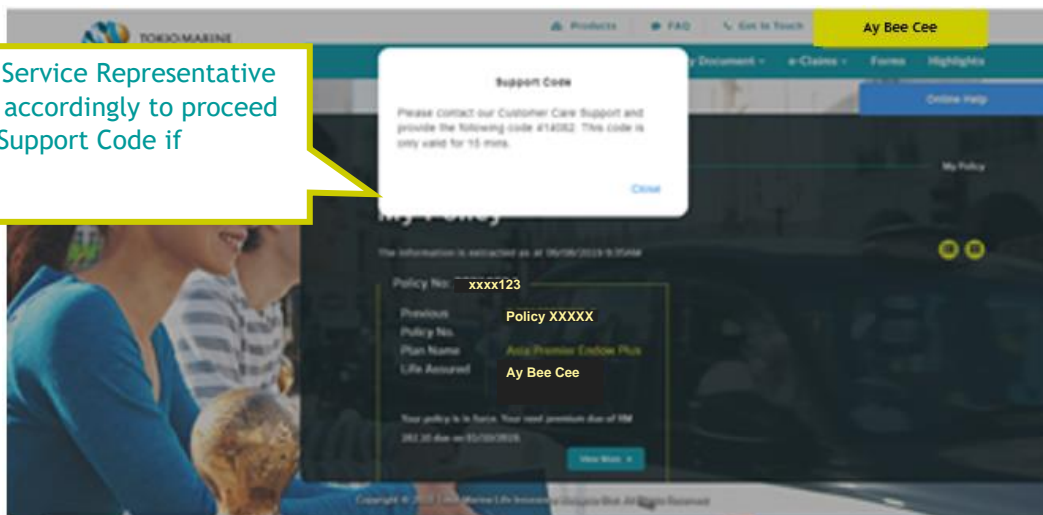
## 5. Online Support

1. During Business Operation Hours  
Please get in touch with us via Live Chat or our Customer Care Hotline before click proceed

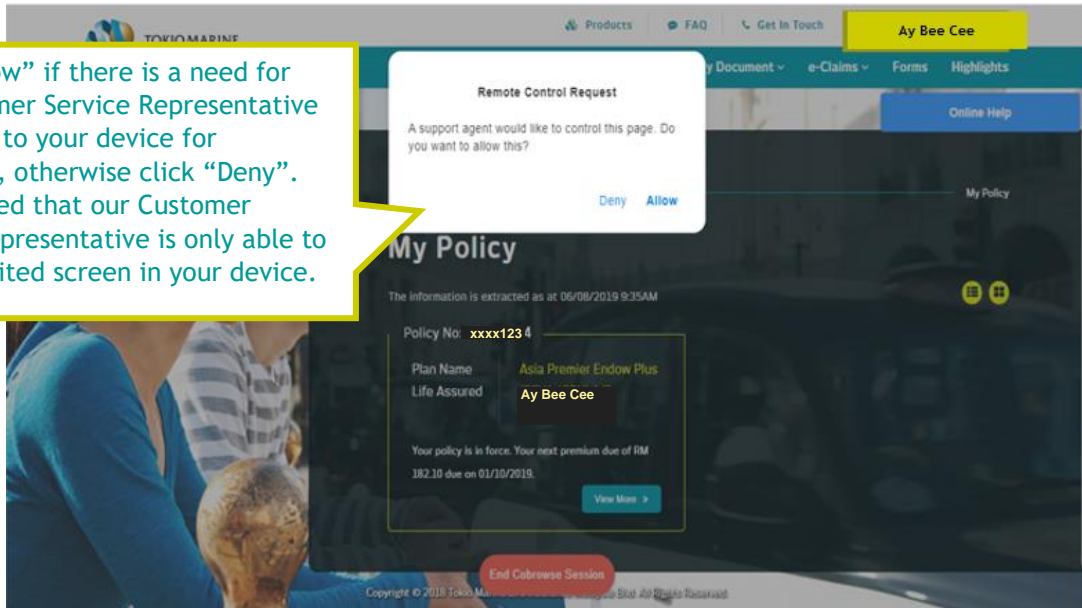
2. Please read our Privacy Notice



3. Our Customer Service Representative will guide you accordingly to proceed obtaining the Support Code if required



4. Click "Allow" if there is a need for our Customer Service Representative to remote to your device for assistance, otherwise click "Deny". Rest assured that our Customer Service Representative is only able to access limited screen in your device.



5. During Non-Business Operation hours, you may email to our [customercare@tokiomarinelife.com.my](mailto:customercare@tokiomarinelife.com.my) and our Customer Service Representative will revert to you

