

6. Self Service

The screenshot shows the 'Request OTP' form on the Tokio Marine Self Service page. 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 the OTP and a 'Request OTP' button. A second instruction reads: 'Please select Request OTP to obtain a One-Time Password sent via SMS to accessS476. If you would like to receive your OTP to your new contact number, please click to download form and email to: customerscare@tokiomarinelife.com.au. Thank you.' At the bottom of the form are 'Submit' and 'Cancel' buttons. The background of the page shows a laptop and a person's hands typing.

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 SMS

3. Click submit to proceed Self Service transaction

The screenshot shows the 'Self Service' page with a dropdown menu open under the heading 'Information to be update'. The dropdown menu lists several options: 'Select', 'Correspondence Address/Contact Number/Email', 'Bank Account (Direct Credit)', 'Credit/Debit Card Payment (Auto Debit Instruction)', and 'Enrolment Direct Debit Authorisation (DDA)'. The background of the page shows a laptop and a person's hands typing.

4. Select the respective Self Service transaction accordingly