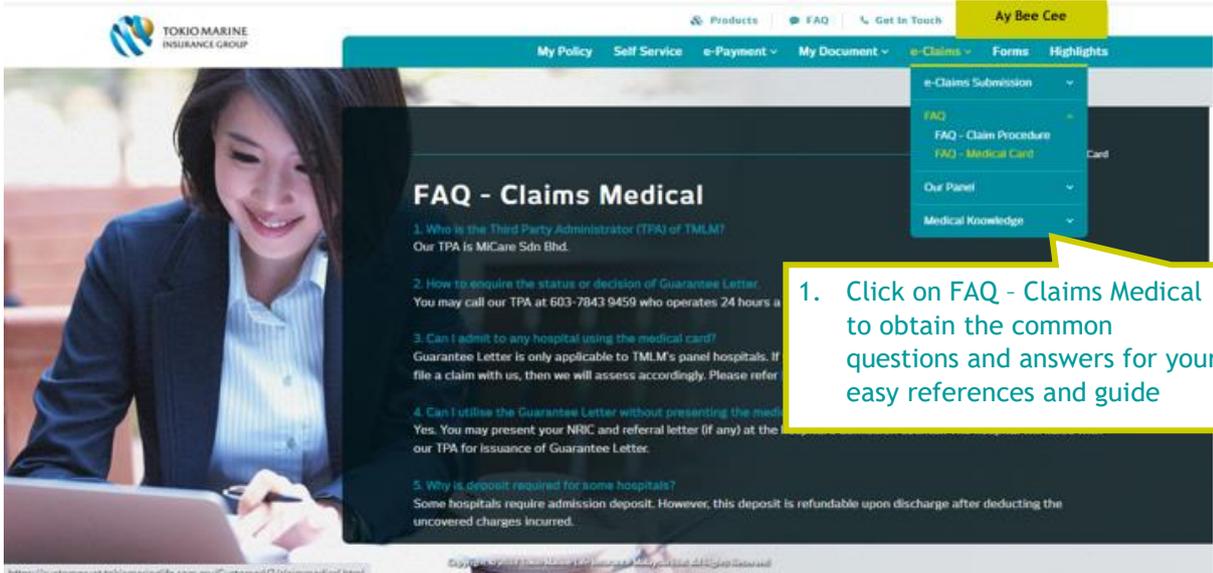


10.6 FAQ - Medical Card



The screenshot displays the Tokio Marine Insurance Group website. The top navigation bar includes links for Products, FAQ, Get In Touch, and Ay Bee Cee. Below this, a secondary menu contains 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 Procedures, FAQ - Medical Card, Our Panel, and Medical Knowledge. The main content area is titled 'FAQ - Claims Medical' and lists five questions and answers regarding the Third Party Administrator (TPA), Guarantee Letter status, hospital admission, and deposit requirements. A yellow callout box with a white border and a yellow arrow points to the 'FAQ - Claims Medical' link in the navigation menu.

FAQ - Claims Medical

- 1. Who is the Third Party Administrator (TPA) of TMLM?**
Our TPA is MiCare Sdn Bhd.
- 2. How to enquire the status or decision of Guarantee Letter.**
You may call our TPA at 603-7943 9459 who operates 24 hours a day.
- 3. Can I admit to any hospital using the medical card?**
Guarantee Letter is only applicable to TMLM's panel hospitals. If file a claim with us, then we will assess accordingly. Please refer to our website for more details.
- 4. Can I utilise the Guarantee Letter without presenting the medical card?**
Yes. You may present your NRIC and referral letter (if any) at the our TPA for issuance of Guarantee Letter.
- 5. Why is deposit required for some hospitals?**
Some hospitals require admission deposit. However, this deposit is refundable upon discharge after deducting the uncovered charges incurred.

<https://customerat.tokiomarineife.com.my/CustomerV3/claimmedical.html>

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