



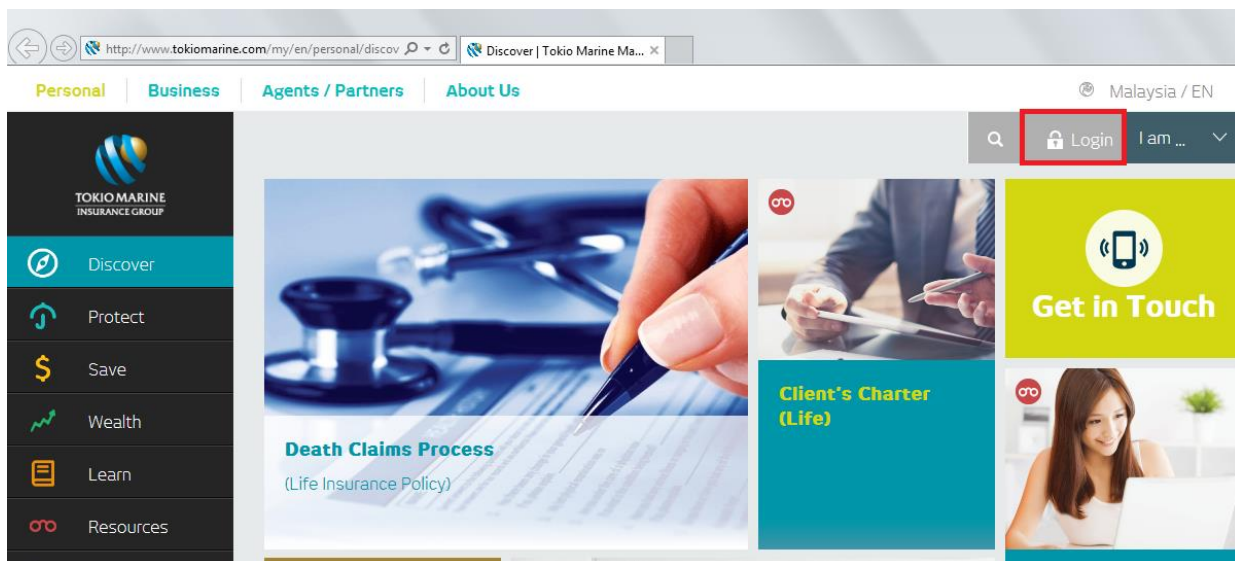
TOKIO MARINE  
INSURANCE GROUP

# eServices Registration Guide

## 1. Log in to eServices via Corporate Website

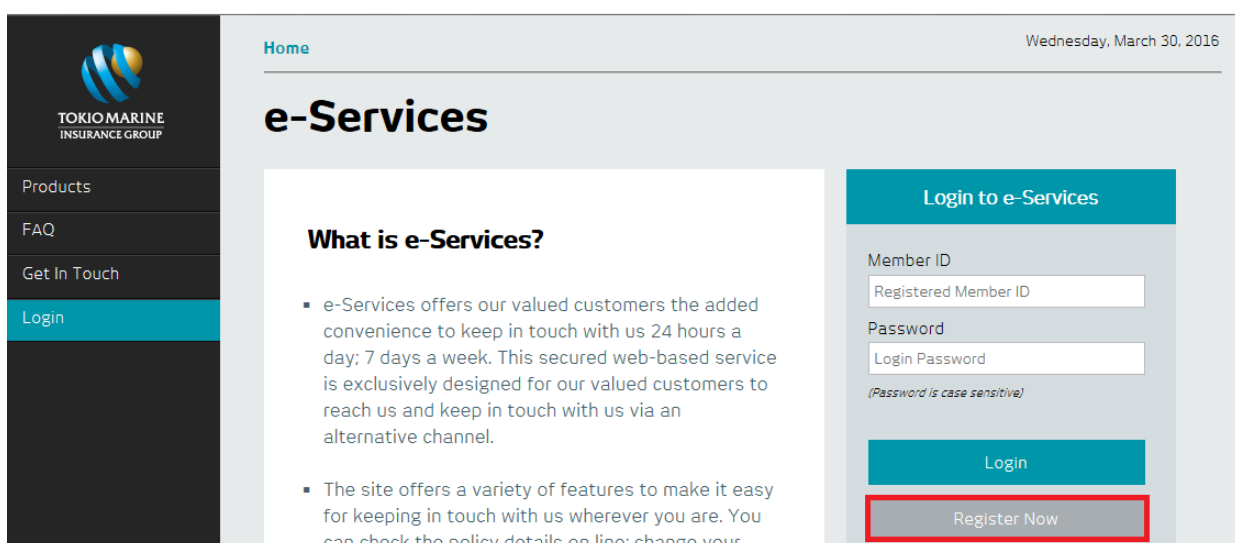
<http://www.tokiomarine.com>

Click on  to proceed to eServices Registration



## 2. Register as eServices user

Click on 





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### 3. Terms & Conditions

Please read the Terms & Conditions and click **Accept** to proceed.

Otherwise click **Disagree** which will abort the process.

**TERMS & CONDITIONS**

Please read the following Terms and Conditions carefully before you register as a member using the Tokio Marine Life - Customer Website. By clicking on the "I ACCEPT" button below, you are deemed to have read, understood and accepted all terms and conditions herein. These conditions may be revised at any time by updating this posting. You are bound by any such revisions and should therefore periodically visit this page to review the then current conditions to which you are bound. If you do not accept any of these terms and conditions, please discontinue access to this website immediately and/ or use of the services provided.

**1. REGISTRATION**

By registering, you agree that the User ID and password is personal to you and you shall at all times maintain the confidentiality of your User ID and password and not to disclose them to any third party. You agree to indemnify TOKIO MARINE LIFE INSURANCE MALAYSIA BHD. and its subsidiaries and affiliates (collectively known as "TOKIO MARINE LIFE") against any claims arising from your failure to maintain the confidentiality of your User ID and/or password. You shall immediately notify TOKIO MARINE LIFE if you learn of or suspect: (a) any loss of theft of your User ID and/or password; or (b) any unauthorized use of your User ID and/or password.

**2. DISCLAIMER**

To the fullest extent permissible pursuant to applicable law: (1) the materials on this website are provided "as is" and without warranties of any kind either expressed or implied and TOKIO MARINE LIFE disclaim all warranties, expressed or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose; (2) TOKIO MARINE LIFE does not warrant that the website or the functions

**Accept** **Disagree**

### 4. Registration Form

Please complete the Registration Form and proceed to click **Sign Up**  
There is a security check on data keyed in during registration against our database, inclusive of mobile number and email address.


One Time Password will be send to you based on the following logic:

Information already existed in our database	Information Required to key in the Registration Form	One Time Password channel
Mobile Number	Mobile Number Only	SMS
Email Address	Email Address Only	Email
Both Mobile Number and Email Address	Mobile Number Only	SMS



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If both mobile phone number and email address are not provided earlier, you may drop by at any of our Customer Service Branches nearest to you or call us at 03 20159 6188 for further assistance.



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Products

FAQ

Get In Touch

Login

### REGISTRATION FORM

(Note: \* denotes Mandatory Field)

Member ID \*  (E.g.: andrew1)

Name \* (As per NRIC)

NRIC \*  (E.g.: 110180-12-3456)

Other Identification No  (E.g.: Old IC No, Warrant No, Birth Certificate)

Gender \*  Male  Female

Date of Birth \*

Please key in one of your Policy No. of which you are the Policy Owner

Policy No \*  (E.g.: IL2014123456-7, 24099999, BR2014123456-7, B0999999)

Please enter either mobile phone number or email address to facilitate the sending of Temporary Password.

Mobile Phone No  (E.g.: 0123333333)  
Please enter mobile phone number which was provided to us earlier

Email Address  (E.g.: abc@example.com)  
Please complete this field if there was email address provided to us earlier

Security Questions - \*

## 5. Change Password

You may proceed to change password according to the below criteria

### Password Guide

- The password must be at least 8 characters long with both UPPER and lower case alphabet and at least 1 number.  
Example: Wind1988, 012King5, 077Super
- The password should NOT be the same with your Member ID.
- Strong password prevents your account from being accessed by 3rd party and hence secures the privacy.
- Both your New Password and Confirmed Password must be match.



## 6. Forgot Password

You may proceed to click if you cannot recall your password

Home Wednesday, March 30, 2016

### e-Services

**What is e-Services?**

- e-Services offers our valued customers the added convenience to keep in touch with us 24 hours a day; 7 days a week. This secured web-based service is exclusively designed for our valued customers to reach us and keep in touch with us via an alternative channel.
- The site offers a variety of features to make it easy for keeping in touch with us wherever you are. You can check the policy details on line; change your contact details; print the Confirmation of Premium Payment Statement and also the online Forms.

**Login to e-Services**

Member ID

Password  
  
(Password is case sensitive)

[Forgot Password?  
Forgot Member ID & Password?](#)

Insert your Member ID

Forgot Password  
Please enter your Member ID



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Insert your NRIC eg:111012-14-1234  
Select Send

Forgot Password

Please enter your Member ID to reset your password. We will send the new password to you shortly.

✕

Send

Your earlier selected Security Question will be prompted and each question will allow you to have 3 attempts

Forgot Password

Please enter your Member ID to reset your password. We will send the new password to you shortly.

✕

What is the name of your first pet?

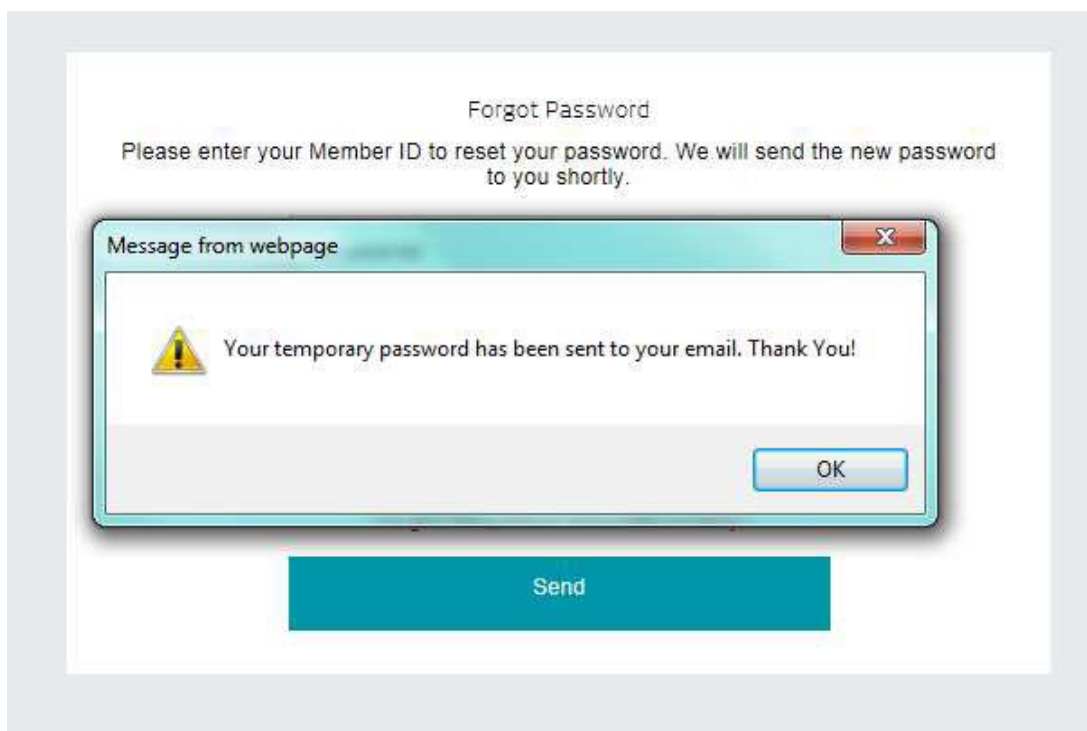
Please answer 2 out of 3 Security Questions correctly.  
(Each question allows you to have 3 attempts)

Send



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Once successful, select send and OTP will be send to you either via SMS or email notification.



## 7. Forgot Member ID and Password

You may proceed to click [Forgot Member ID & Password?](#) if you cannot recall both your Member ID and Password

Home Wednesday, March 30, 2016

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**Login to e-Services**

Member ID

Password  
  
(Password is case sensitive)

[Forgot Password?](#)  
[Forgot Member ID & Password?](#)



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Insert Name and NRIC

2 of your earlier selected Security Question will be prompted and each question will allow you to have 3 attempts

Select Submit

Forgot Member ID & Password

Please enter your Name and NRIC.

Name (as per NRIC)

Aay\_Bee Cee

NRIC (New IC No)

111012-14-1234

What is the name of your first pet?

Security Answer

*Please answer 2 out of 3 Security Questions correctly,  
3 attempts are allowed for each Question*

Submit

Once successful, an OTP will be send to you.

Forgot Member ID & Password

Please enter your Name and NRIC.

Message from webpage

Thank You. We will send your Member ID and temporary password to you via SMS

OK

*3 attempts are allowed for each Question*

You got the answered correctly.

Submit