



# #AutoProCampaign

## Frequently Asked Questions

### 1. How do I participate in this campaign?

You need to purchase the Tokio Marine Private Car AutoPro policy from Tokio Marine Insurance (Malaysia) Berhad ("TMIM"). The cover note should be issued between **1 October and 31 December 2023** ("Campaign Period"), both dates inclusive.

Eligible AutoPro policyholders will receive either a Touch 'n Go ("TnG") eWallet credit or Shell Petrol e-Voucher worth up to RM 50, with the following criteria applied:

Sum Insured (RM)	Insured Location	
	Peninsular Malaysia	East Malaysia
100,000 and above	RM50	RM50
Below 100,000	Not entitled	RM20
Voucher Type	Touch 'n Go eWallet credit	Shell Petrol e-Voucher

Note: Insured location would be based on policyholder's insured address stated in the AutoPro policy schedule.

### 2. If I purchase my Tokio Marine AutoPro policy via Tokionow.com, am I eligible for the campaign?

Yes, you will still be eligible for this campaign.

### 3. My car was previously insured by another insurer, but I am interested to renew my car insurance under Tokio Marine Private Car Plus policy, am I eligible for this Campaign?

No. You are only eligible for this campaign if you purchase Tokio Marine AutoPro policy.

### 4. Is Private Car Third Party or Third-Party Fire and Theft policy eligible for this campaign?

No. You will only be eligible for this campaign if you purchase Tokio Marine AutoPro policy.

### 5. Is Commercial Vehicle or Motorcycle policy eligible for this campaign?

No. This campaign is only for Private car.

### 6. My vehicle is registered under my company's name, can I insure under Tokio Marine Auto Pro policy and eligible for the Campaign?

Yes. You can opt for Tokio Marine AutoPro policy to be eligible for this campaign.

### 7. I am driving a sport/high performance vehicle model and my intermediary has informed that my policy application is subject to underwriting approval. Am I eligible for the campaign?

Yes, you are eligible for the campaign if your policy has been assessed and approved as per TMIM underwriting rules.

### 8. My policy is classified as "referred risk", am I eligible for the campaign?

Yes, you are eligible to the campaign if your policy has been assessed and approved as per TMIM underwriting rules.

### 9. My policy will be expiring on 1 January 2024, will I be eligible for this campaign if I renew my policy on 31 December 2023?

Yes, as we always encourage early renewal. You are eligible to the campaign as long as your cover note is issued by 31 December 2023.



**10. My policy will be expiring on 30 October 2023, but I have already renewed my policy on 30 September 2023. Am I eligible for this campaign?**

No, since the cover note has been issued before the campaign's commencement date, you will not be eligible for this campaign.

**11. I have received my quotation from intermediary on 31 December 2023 and only converted it into policy on 7 January 2024. Am I eligible for this campaign?**

No. All cover notes must be issued between 1 October 2023 and 31 December 2023 in order to enjoy the campaign

**12. How do I collect my TnG eWallet credit or Shell Petrol e-Voucher?**

The TnG eWallet credit will be directly credited to your TnG eWallet account using the mobile number. Please make sure you provide the mobile number associated to your TnG eWallet account for the crediting.

The Shell Petrol e-Voucher will be sent your registered mobile number via Short Message Services ("SMS").

**13. When will I receive the TnG eWallet credit or Shell Petrol e-Voucher?**

The TnG eWallet credit or Shell Petrol e-Voucher will be disbursed starting from 1 February 2024 to 31 March 2024.

**14. Is the TnG eWallet credit or Shell Petrol e-Voucher convertible to cash or prizes with equivalent value?**

No. The vouchers are non-transferable and non-exchangeable for cash or other cash equivalents.

**15. What is the validity period of the TNG eWallet credit or Shell Petrol e-Voucher?**

- TnG eWallet credit: No validity period.
- Shell Petrol e-Voucher: Valid within the prescribed validity period.