

December 24, 2021
Tokio Marine Holdings Inc.,

Tokio Marine Holdings wins Claims Initiative of the Year, Insurance Asia News Awards for Excellence 2021

Tokio Marine Holdings, Inc. (President and Group CEO: Satoru Komiya, hereinafter referred to as "TMHD") proudly announces it has won the Claims Initiative of the Year in the Insurance Asia News Awards for Excellence 2021. They won for “Seamless customer experience and operational efficiency improvement utilizing advanced artificial intelligence (AI)” implemented by Tokio Marine & Nichido Fire Insurance Co., Ltd. (President: Shinichi Hirose, hereinafter referred to as "TMNF") .

TMNF has been continuously working to improve our customer experience during the insurance claim procedure, including shortening the claim processing time by utilizing the latest digital technologies such as artificial intelligence (AI) to quickly identify the scope of damages.

Such initiatives include;

- a) "Smart Accident Contact", which supports customers to contact accident support team easily and smoothly through the web both via smartphones as well as personal computers and
- b) "Smart Insurance Claim Navi", which allows customers to check the latest status of their claim through the process, up until payment and perform any necessary procedures through the web (※).

We will continue to enhance the utilization of data and digital technologies to provide new and additional value to protect our customers during their times of need.

(※) 2019/12/9 News Release

Improvement of convenience of insurance claim procedure using digital technology
https://www.tokiomarine-nichido.co.jp/company/release/pdf/191209_01.pdf (Japanese)

You can see our Group CDO, Mr. Masashi Namatame Award, accepting the “Insurance Asia News Awards for Excellence 2021” at the link below:

https://insuranceasianews.com/partner_videos/congratulations-to-all-our-winners-2021 (from 05:19)



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