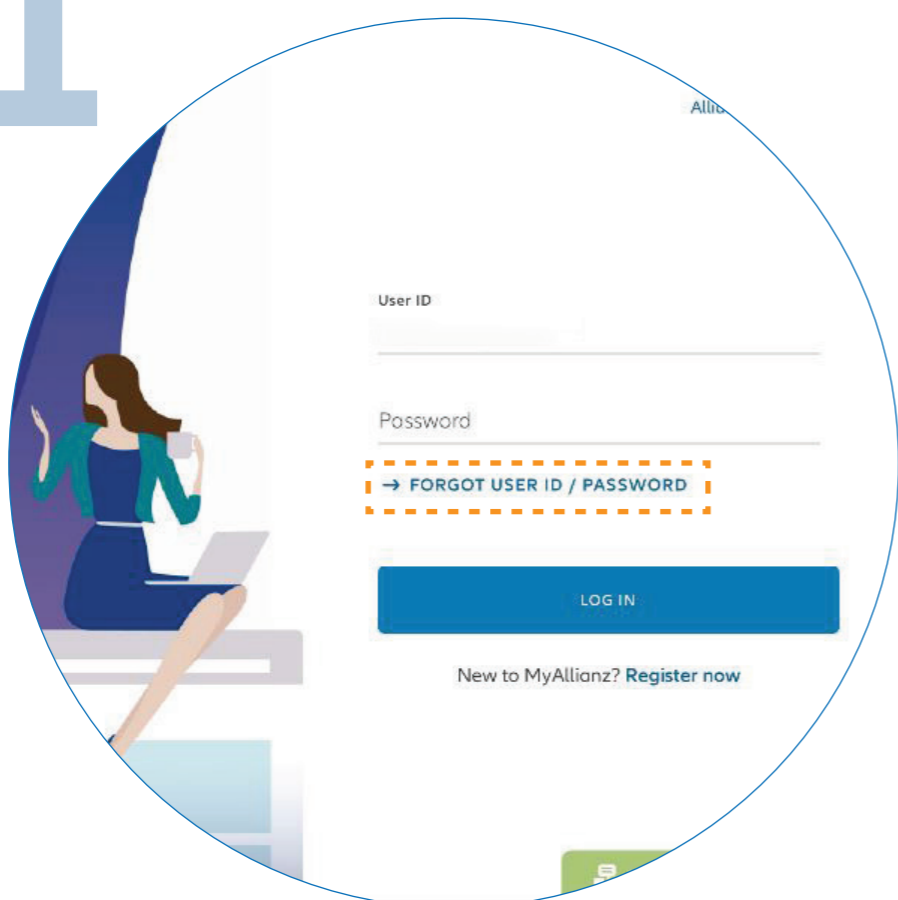


# MYALLIANZ USER GUIDE

Steps to retrieve User ID / reset Password on MyAllianz  
在MyAllianz检索用户ID /重置密码的步骤

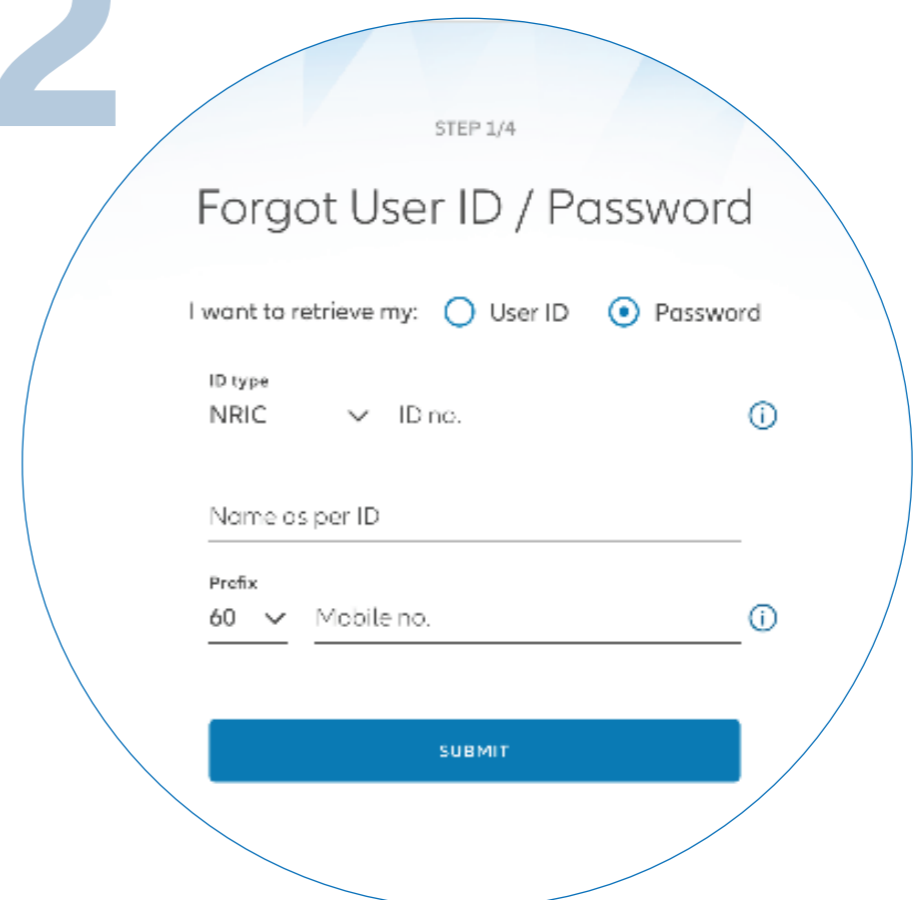
## 1



On the MyAllianz login page  
[allianz.com.my/customer](http://allianz.com.my/customer),  
click **"FORGOT USER ID/PASSWORD"**.

在MyAllianz的登录页面  
[allianz.com.my/customer](http://allianz.com.my/customer),  
点击**"FORGOT USER ID/PASSWORD"**。

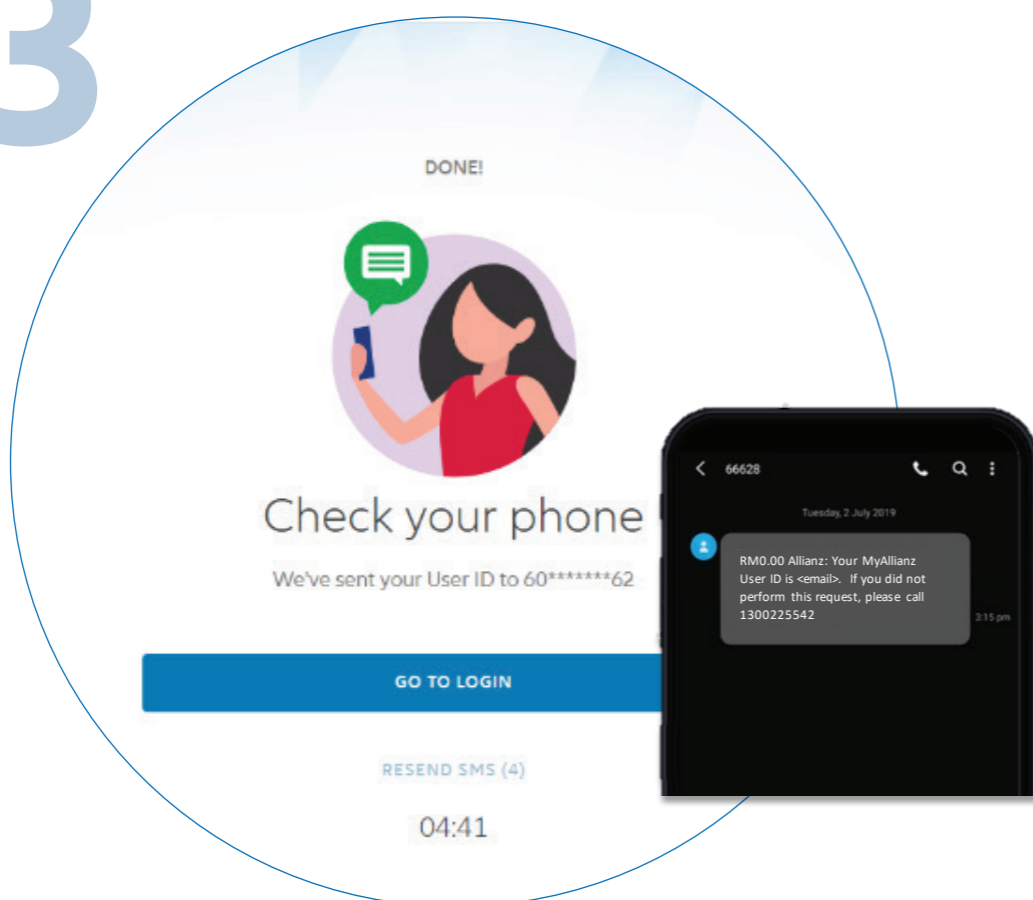
## 2



Select to retrieve User ID or Password.  
Enter your Full Name, Mobile No.  
and Identification No.  
(new IC/old IC/passport),  
then click **"SUBMIT"**.

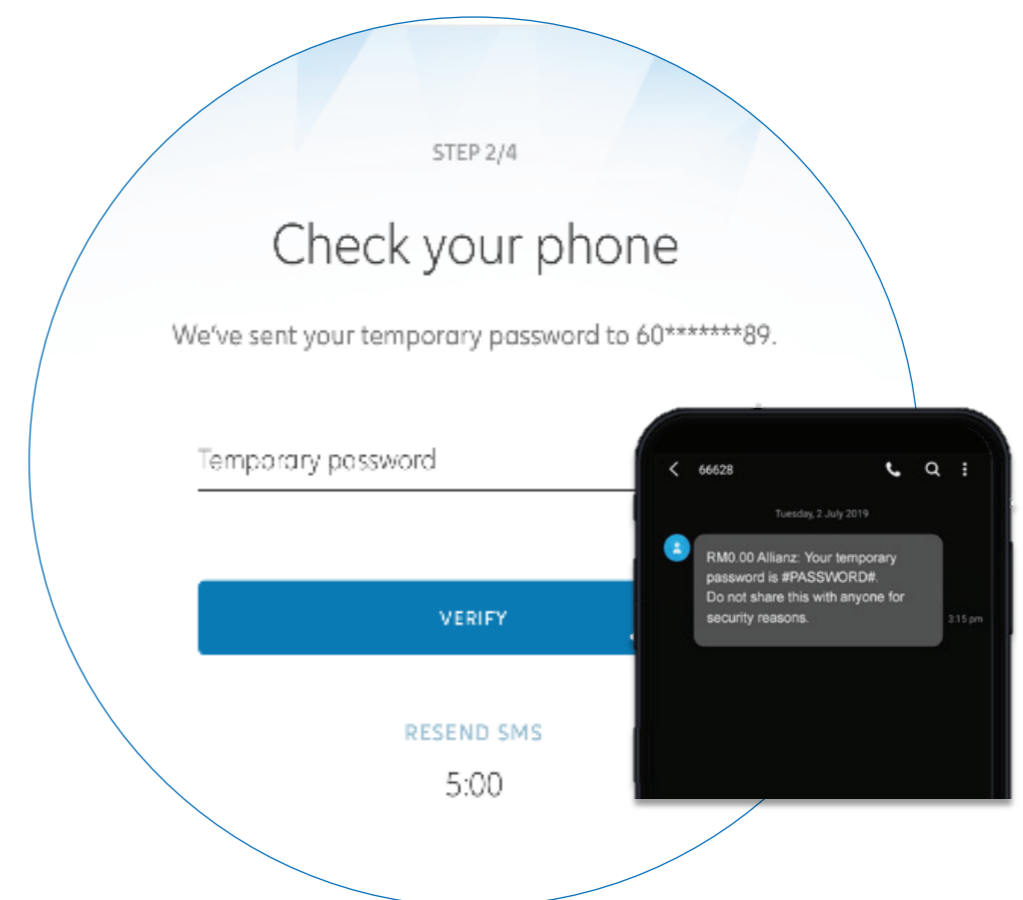
请点选用户ID或密码以检索相关资料。  
接着，输入您的身份证号码  
(新或旧身份证号码/护照号码)、  
全名及手机号码，后点击**"SUBMIT"**。

## 3



For User ID retrieval,  
an SMS will be sent to your registered  
mobile number with your User ID.  
Click **"GO TO LOGIN"** to proceed.

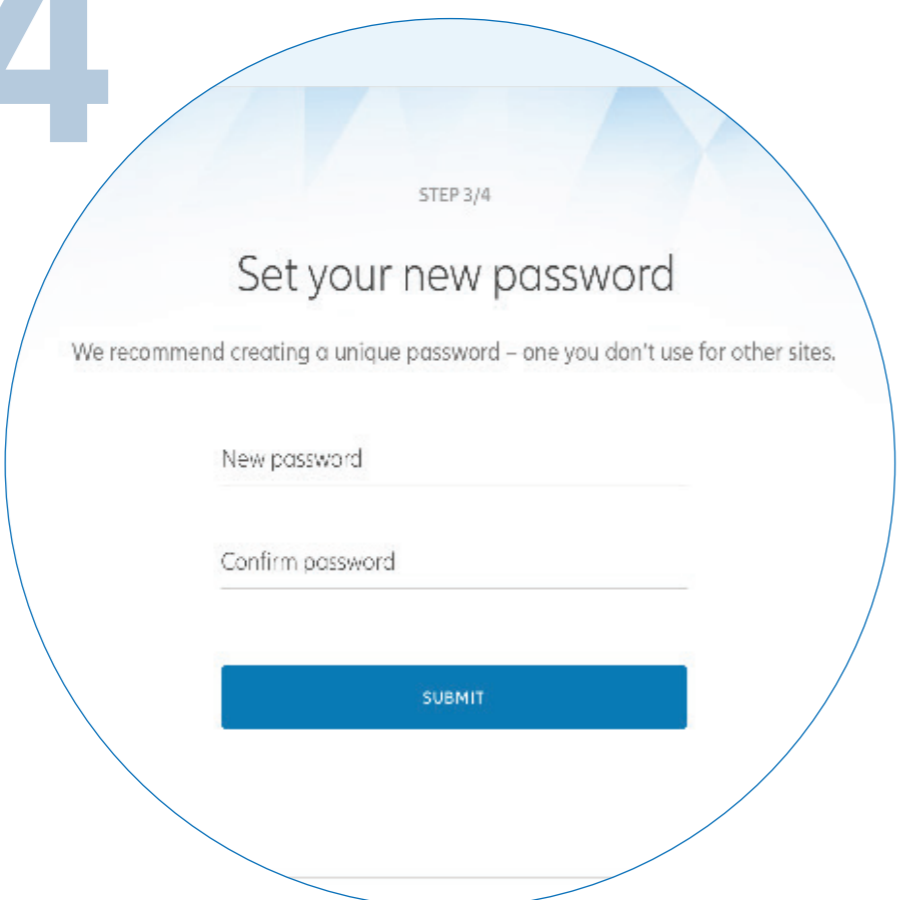
关于用户ID的检索，一条附有您用户ID的  
短信将发送到您注册的手机号码。  
确认获得您的用户ID后，  
点击**"GO TO LOGIN"**继续。



For Password retrieval,  
an SMS will be sent to your registered  
mobile number with a temporary password.  
Key in your temporary password,  
then click **"VERIFY"**

关于密码的检索，一条附有临时密码的短信  
将发送到您的注册手机号码。请输入您的临时密码，  
接着点击**"VERIFY"**。

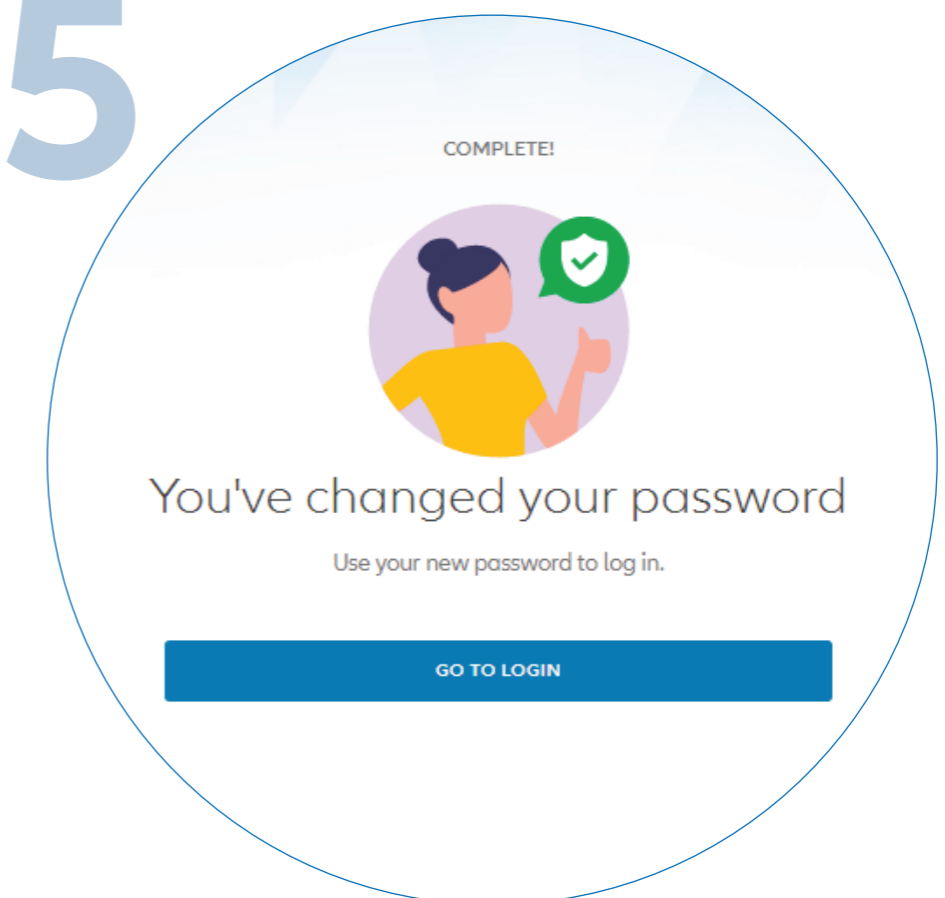
## 4



Set your new password. Your Password  
must contain a minimum of 8 characters  
with at least one uppercase letter,  
one lowercase letter, one numeric digit  
and one special character.  
Click **"SUBMIT"**.

登录后请设置新密码。密码应至少有8个字符，  
包括至少一个大写字母、一个小写字母、  
一个数字和一个特殊符号。点击**"SUBMIT"**。

## 5



You have successfully changed  
your password.  
Click **"GO TO LOGIN"** to proceed.

您已成功更改您的密码。  
请点击**"GO TO LOGIN"**继续。