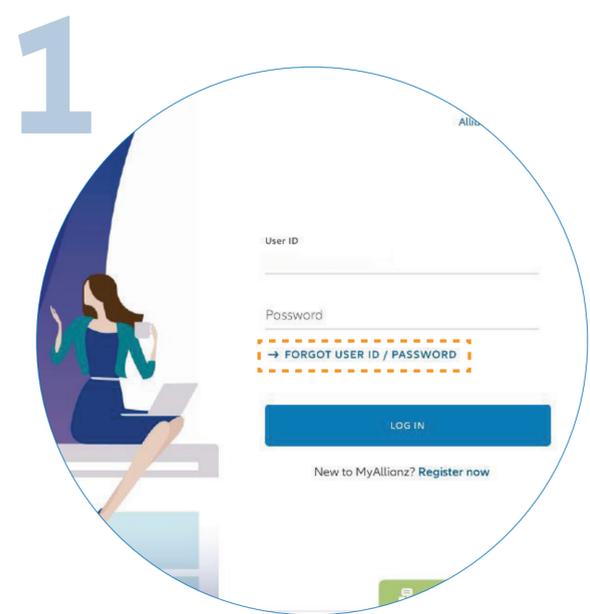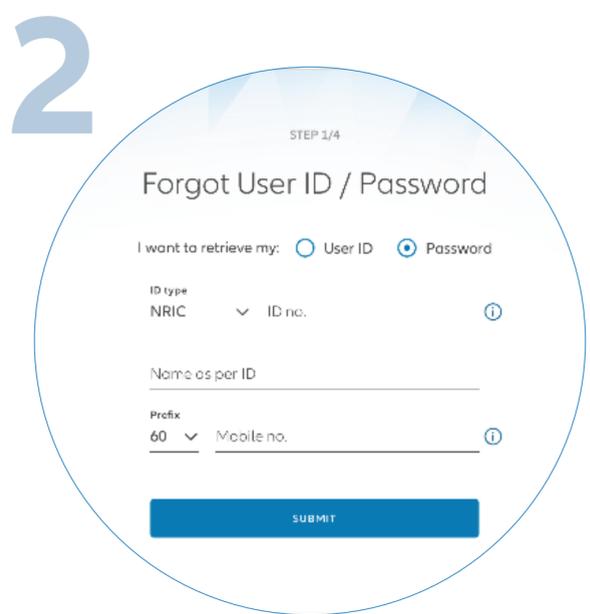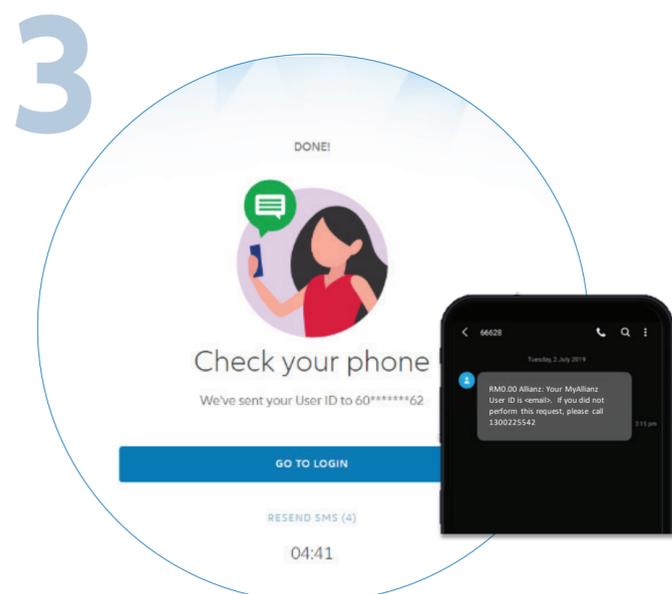# MYALLIANZ USER GUIDE

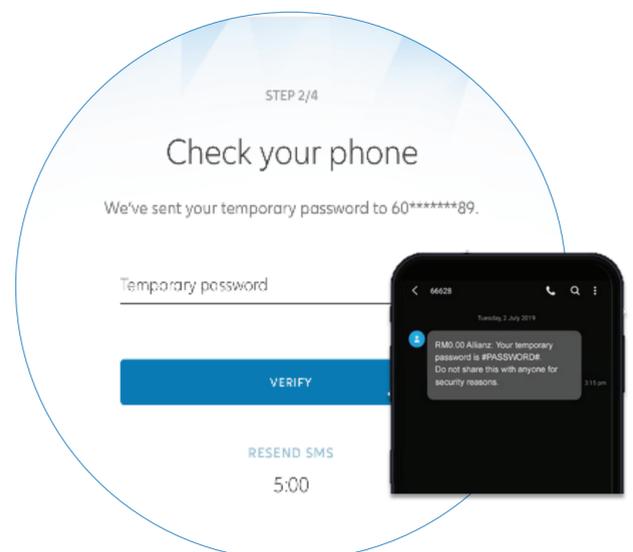Steps to retrieve User ID / reset Password
on MyAllianz

Allianz ⑪

1

On the MyAllianz login page
allianz.com.my/customer,
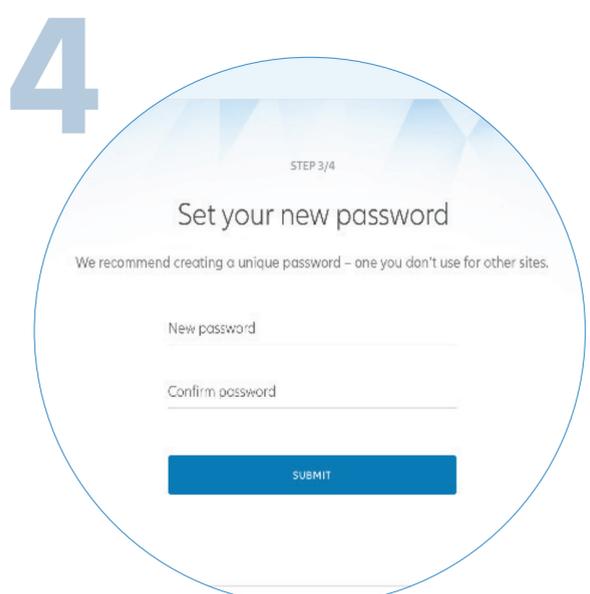click **"FORGOT USER ID/PASSWORD"**.

2

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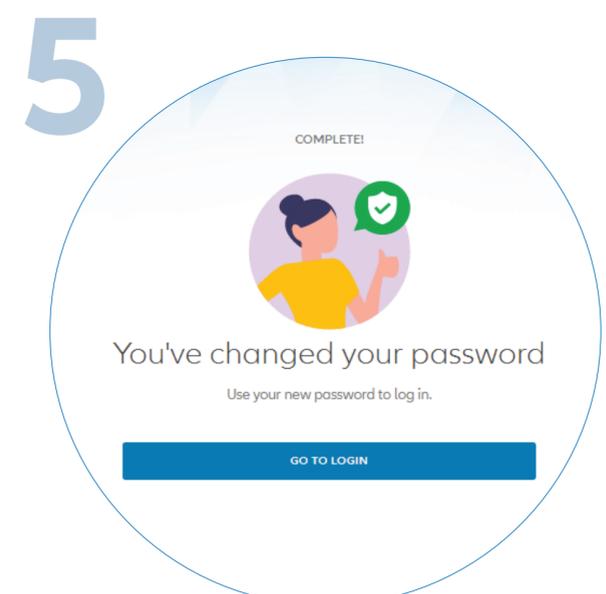(new IC/old IC/passport),
then click **"SUBMIT"**.

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.

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**".

4

Set your new password. 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**".

5

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