



FREQUENTLY ASKED QUESTIONS (FAQ) FOR JomPAY

1. What is JomPAY?

JomPAY is a new payment solution initiated by Bank Negara Malaysia (BNM) and developed by MyClear as a national payment initiative. With JomPAY, customers from the current 42 banks of Malaysia eventually can easily pay their payment includes **Insurance Premium** using their credit card or bank accounts. This service is made available on both internet banking and mobile banking.

2. Why JomPAY?

JomPAY provides convenience, fast, hassle free and zero cost to you.

- ✓ *Convenience* – You could pay anywhere and anytime as long as you have an access to internet
- ✓ *Fast* – You could save your time from traveling and queuing up at our branches
- ✓ *Hassle Free* – You could set up **automatic recurring payments** at the same time every month
- ✓ *Zero cost* – It is free of charge

3. How can I make my premium payment to Allianz Life via JomPAY?

As long as you have signed up with internet banking service with your bank, you could find JomPAY facility for bill payment. For premium payment via JomPAY, you are required to key in Allianz Life's biller code, your policy number and amount. Allianz Life's biller code is **5017**. You could make the payment via your current/saving account or credit card.

The screenshot shows a payment form with the following fields and callouts:


- Amount:** 100 (Callout: Key in the premium amount)
- From Account:** Select from list (Callout: Select bank account or credit card)
- Biller Code:** 5017 (Callout: Allianz Life's Biller Code)
- Ref 1:** 123 (Callout: Key in Policy number)
- Ref 2:** (Empty field)



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4. Where can I find Allianz biller code?

Allianz Life's biller code is **5017**. You could find it in your premium due/reminder notice that has been send to you. Please note that ONLY policy number that met our validation rule is allowed to make premium payment via JomPAY.



Biller Code: 5017

Ref-1: <Policy Number>

JomPAY online at Internet & Mobile Banking with your Current, Savings or Credit Card Account.

5. Am I subject to a fee for using JomPAY?

No. It is free of charge!

6. How can I set-up automatic recurring premium payments to Allianz Life via JomPAY?

You are allowed to set-up automatic recurring premium payments. It is very flexible to make changes anytime at your convenience.

Add recurring payment

Enter the payment details

Note:

The same specified amount will be deducted for each recurring payment on a monthly basis. If you opt for payments to be made on the 31st, payment will be made on the last day of each month (i.e. 31st Jan, 28th/29th Feb, 30th Apr, etc.).

Amount:	<input type="text"/>
From Account:	114 <input type="text"/>
Biller Code:	Allianz Life Insurance (M) Bhd
Ref 1:	000-41- <input type="text"/>
Recurring frequency:	Monthly
Next Recurring Payment Date:	<input type="text"/> / <input type="text"/> / <input type="text"/>
(dd/mm/yyyy)	
Last Recurring Payment Date:	<input type="text"/> / <input type="text"/> / <input type="text"/>
(dd/mm/yyyy)	

Continue



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7. Is there any notification to me when Allianz Life received the payment?

Allianz Life will capture your premium payment via JomPAY on the next working day. An official receipt will be issued and sent to your mailing address.