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 <u>Insurance</u> <u>Premium</u> 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 <u>automatic recurring payments</u> at the same time every month
- \checkmark 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.

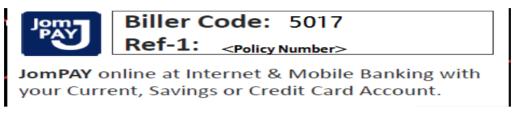
	Key in the premium amount	
Amount:	100 Select bank account or credit card	
From Account:	Select from list Allianz Life's Biller Code	
Biller Code:	5017	
Ref 1:	123	
Ref 2:	Key in Policy number	



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4. Where can I find Allianz biller code?

Allianz Life's biller code is <u>5017</u>. 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.



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.

lote: The same specified amount will be nonthly basis. If you opt for payme nade on the last day of each mont	ents to be r	made o	n the 31s	t, payment	will be			
Amount:	1							
From Account:	114							
Biller Code:	Allianz I	.ife In:	surance	(M) Bhd				
Ref 1:	000-41							
Recurring frequency:	Monthly							
Next Recurring Payment Date:		(1					
(dd/mm/yyyy)								



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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.