

Online Payment on MyAllianz Customer Portal

1. Can I pay for my premium via MyAllianz Customer Portal?

Yes, you can pay for your policies conveniently on MyAllianz Customer Portal via the following:

- Debit/credit card - premium payment will be automatically deducted from your card on a **recurring basis** when your premium is due.
- Online Banking (FPX) - payment will be deducted from your current/savings account on a **one-time** basis

2. How can I make payment via Credit/Debit Card or Online Banking (FPX)?

Click [here](#) to learn more.

3. Who can make payment?

Only the policyholder can make the payment. The cardholder and policyholder must be the same for payment via Credit Card/Debit Card.

4. I have five policies with Allianz. Can I pay for all of my policies at a time?

You can make one transaction for one policy at a time. On MyAllianz Customer Portal, select the policy you want to pay for and click on **Pay Now**. Once you have completed the transaction for one policy, you can continue paying for other policies you have with Allianz.

5. Can I pay for my outstanding premium using MyAllianz Customer Portal?

If you have an investment-linked policy that is currently under premium holiday, you can pay for your outstanding premium via MyAllianz Customer Portal.

However, you will not be able to make payment via MyAllianz Customer Portal if your traditional or universal life policy has outstanding premium with overdue interests. Please contact Customer Service via Live Chat or at 1300-22-5542 to obtain the outstanding premium with overdue interests and proceed to pay via JomPay.

6. When can I pay for my premium?

You can pay for your premium when it is due or before the due date. MyAllianz Customer Portal will display **'Premium Due'** to indicate that premium is due and you can proceed to make payment by clicking on **'Pay Now'**.

7. I recently purchased a policy. However, I have not paid for my premium. Can I pay via MyAllianz Customer Portal?

You can pay for your new policy's premium via MyAllianz Customer Portal and the required amount will be displayed on the payment page. If you have already paid for your new policy's premium, the 'Pay Now' button will not appear.

8. Can I pay using a foreign credit card/debit card or online bank?

No, you are only allowed to pay using a credit card/debit card issued by a Malaysian financial institution or the list of participating banks below for Online Banking (FPX).

- Affin Bank
- Alliance Bank Malaysia Berhad
- AmOnline
- Bank Islam
- Bank Kerjasama Rakyat Malaysia
- Bank Muamalat
- Bank Simpanan Nasional
- CIMB Clicks
- Hong Leong Online
- FPX HSBC
- Kuwait Finance House
- Maybank2u
- OCBC Bank
- Public Bank
- RHB Now
- Standard Chartered Bank
- United Oversea Bank

9. Can I pay any premium amount?

When making your premium via MyAllianz Customer Portal, the system will display the minimum amount and total amount due. You will need to enter an amount that is equal or higher than the minimum amount displayed. If the amount is lower than the minimum payment required, you cannot proceed to make payment. You will also need to be mindful of the online and credit card transaction limits that you have set with your respective banks.

10. When will my policy status be updated on MyAllianz Customer Portal after I pay for my premium?

After paying for your premium on MyAllianz Customer Portal, your policy status will be updated and an official receipt from Allianz will be sent to you via email the next day. The official receipt will also be available on MyAllianz Customer Portal for you to view or download.

11. How do I know if my payment is successful?

You will receive an acknowledgement email from Razer immediately after your transaction is submitted successfully. You can view your updated policy status in MyAllianz Customer Portal on the next day.

Alternatively, you can refer to your credit card/debit card statement or check your bank account if you have made your payment via FPX Online Banking.

12. I did not receive the email from Razer. What should I do?

Please check your junk/spam box. If you are not able to retrieve the acknowledgment email, please contact Customer Service for further assistance to confirm your payment status.

13. I have signed up for recurring auto pay last year, will I be able to see the details on MyAllianz Customer Portal?

Yes, you will be able to see the debit/credit card details under Policy Details.

14. What should I do if I want to change the debit/credit card for the current recurring auto pay?

Click [here](#) to learn more on how to manage your debit/credit card details.

15. Can I pay for my premium using my debit/credit card on MyAllianz without signing up for recurring auto pay?

No, you cannot pay using your debit/credit card on MyAllianz without signing up for recurring auto pay. For one-time payment, you will need to pay for your premium via Online Banking (FPX).