

## FREQUENTLY ASKED QUESTIONS (FAQ) FOR JomPAY



### 1. What is JomPAY?

JomPAY is a 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 can easily make 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 is a convenient, fast, hassle free and zero cost payment channel:

- 👍 Convenience – Make payment anywhere and anytime as long as you have access to internet.
- 👍 Fast – Save time from traveling and queuing up to make payments.
- 👍 Hassle Free – 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 can 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 the Premium Amount. Allianz Life's biller code is 5017. You could make the payment via your current/saving account or credit card.

For Allianz Life standard policy number format (10 digits policy number). If your policy number is in a different format, please refer to the next point.

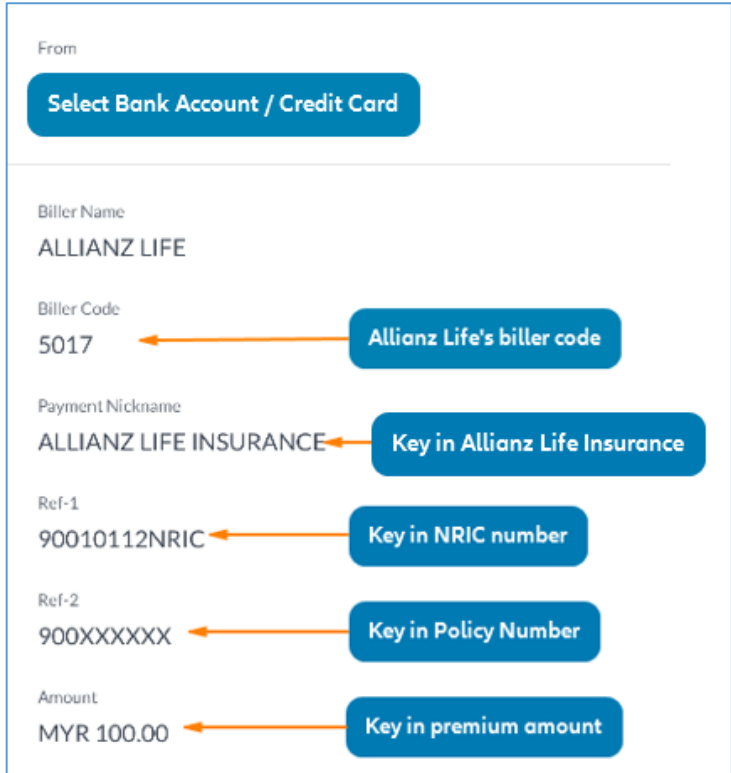
Key in the following.

**Allianz biller code: 5017**

**Ref-1: Allianz Life policy number**

The screenshot shows the JomPAY payment form with the following fields and annotations:

- From:** A blue button labeled "Select Bank Account / Credit Card".
- Biller Name:** ALLIANZ LIFE
- Biller Code:** 5017. An orange arrow points from this field to a blue button labeled "Allianz Life's biller code".
- Payment Nickname:** ALLIANZ LIFE INSURANCE. An orange arrow points from this field to a blue button labeled "Key in Allianz Life Insurance".
- Ref-1:** 010XXXXXX. An orange arrow points from this field to a blue button labeled "Key in Policy Number".
- Amount:** MYR 100.00. An orange arrow points from this field to a blue button labeled "Key in premium amount".

<p>If your Allianz Life policy number falls under one of the categories below:</p> <p>a. is less than 10 digits e.g. 00-xxxxx, P00-xxxxx; <b>OR</b></p> <p>b. with "-", e.g. KUL-xxxxxx-x, 000-xxxxxx-x, WSM-xxxxxx-x; <b>OR</b></p> <p>c. start with 300, 320, 911, T00, e.g. 300xxxxxxx, 320xxxxxxx, 911xxxxxxx, T00xxxxxxx</p>	<p>Please key in the following:</p> <p><b>Allianz biller code:</b> 5017</p> <p><b>Ref-1:</b> Your NRIC</p> <p><b>Ref-2:</b> Allianz Life policy number</p> <div data-bbox="683 424 1409 1192">  </div>
---	---

**4. Am I subject to a fee for using JomPAY?**

No. It is free of charge!

**5. 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 email address.