

MyClear Direct Debit Services FAQ

1. What is MyClear Direct Debit?

This payment method allows you to pay for your premium automatically through direct debit via Casa account i.e. saving or current account.

2. How do I arrange for MyClear Direct Debit?

You may walk in to any of our nearest branch to arrange for MyClear Direct Debit as long as you have an account with any of these participating banks:

- Affin Bank
- Bank Islam Malaysia Berhad
- Bank of America
- Bank Rakyat
- CIMB Bank
- Citibank Berhad
- Deutsche Bank
- Hong Leong Bank Berhad
- HSBC Bank Malaysia Berhad
- J.P. Morgan Bank
- Maybank Berhad
- OCBC Bank (Malaysia) Berhad
- Public Bank Berhad
- RHB Bank Berhad
- Standard Chartered Bank Berhad
- United Overseas Bank

3. Where can I get the form to sign up for this service?

You will need to fill in the MyClear Direct Debit form which is available at our branches.

4. How do I submit the form?

You will need to walk in to any of our nearest branch to submit the completed form.

5. Can I send a photocopy of the form?

No, only the original form is accepted for the sign up of this service.

6. Will a receipt be issued by Allianz to indicate payment confirmation?

No, we will not issue any receipt to indicate payment confirmation. However, you may check your bank statements for confirmation of payment.

7. Can I sign up for the Auto-debit service for more than one policy

One MyClear Direct Debit form is for one policy only. You are required to complete the MyClear Direct Debit form by indicating the premium number for each of your policy.

8. Can my family members pay for my premium payment using their bank account?

Yes, the account holder has to sign the form. The signature must match with the specimen signature with the bank.

10. Is a Company allowed to pay for their premium using the Auto-debit by bank service?

Yes, a Company can pay using this service. You will need to complete the Direct Debit instruction form together with the company's stamp, copy of business registration and resolution, signed by the authorised signatories. You will also be required to submit the completed original form to us by visiting any of our branches.

11. How do I change my bank account details?

You are required to fill in a new MyClear Direct Debit form.

12. How will I know if my payment is successful?

We encourage you to do a regular check of your bank statements when premium is due. You may also check your payment status via the MyAllianz Customer Portal. However, if your payment is unsuccessful, we will send out an SMS to indicate that the payment was unsuccessful. Please contact us at 1300-22-5542 or customer.service@allianz.com.my once you have received the SMS.

13. Can I use this service to pay for my outstanding premiums?

No as the enrollment process takes about 3 weeks. Therefore, we advise you to pay your outstanding premium via JomPAY or MyAllianz Customer Portal or at our branches.

14. How do I cancel this service?

You can cancel this direct debit service by filling in the [Request for Change](#) form which is also available in Allianz website and MyAllianz Customer Portal (you will need to log in to MyAllianz Customer Portal to download the forms). You may submit the completed form to us via any of the following channels:

- Email: customer.service@allianz.com.my
- Fax: 03 2264 8499
- Walk in to any of our nearest branch

We strongly encourage you to sign up for recurring auto pay via debit/credit card on MyAllianz Customer Portal to avoid lapse of policy. Click [here](#) to learn more.