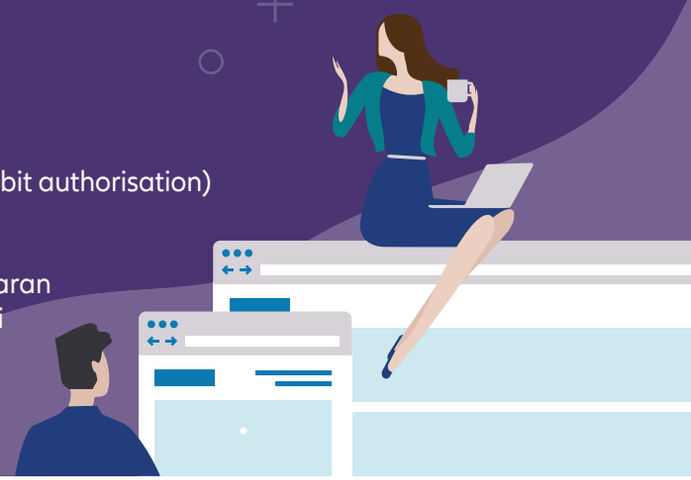
Allianz

MyAllianz User Guide

Steps to manage debit/credit card details for recurring auto pay (direct debit authorisation) on MyAllianz (Add, update or remove debit/credit card details)

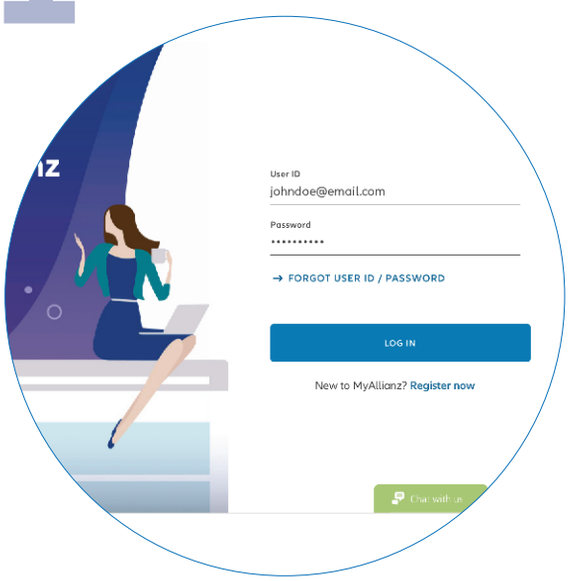
Langkah-langkah untuk menguruskan butiran kad debit/kredit untuk bayaran automatik berulang (arahan debit terus) di MyAllianz (Tambah, kemaskini atau batalkan butiran kad debit/kredit)



Steps to add debit/credit card details

Langkah-langkah untuk menambah butiran kad debit/kredit

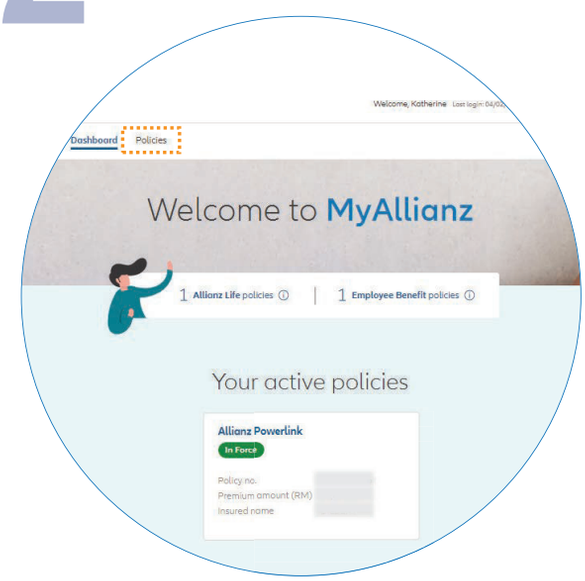
1



Log in to MyAllianz

Log masuk ke MyAllianz.

2



Click on '**POLICIES**' on the top left of the homepage.

*Klik pada '**POLICIES**' di bahagian atas sebelah kiri halaman utama.*

3

Select the policy which you would like to add your debit/credit card for recurring auto pay.

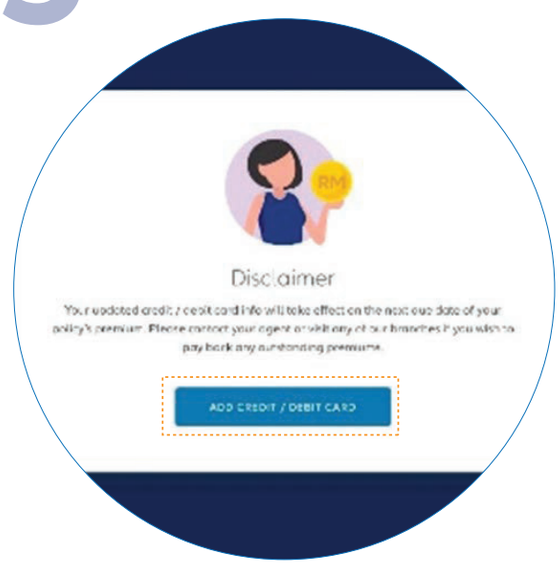
Pilih polisi yang anda ingin tambahkan kad debit/kredit untuk bayaran automatik berulang.

4

Click "**ADD**" in the"**PAYMENT METHOD**" section.

*Klik '**ADD**' di bahagian '**PAYMENT METHOD**'.*

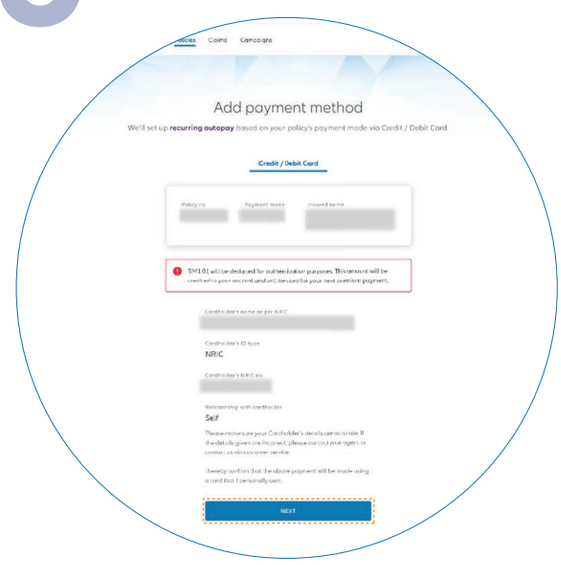
5



Click '**ADD CREDIT/DEBIT CARD**' to add the new card details.

*Klik '**ADD CREDIT/DEBIT CARD**' untuk menambahkan butiran kad debit/kredit baru.*

6



Click '**NEXT**' to proceed.

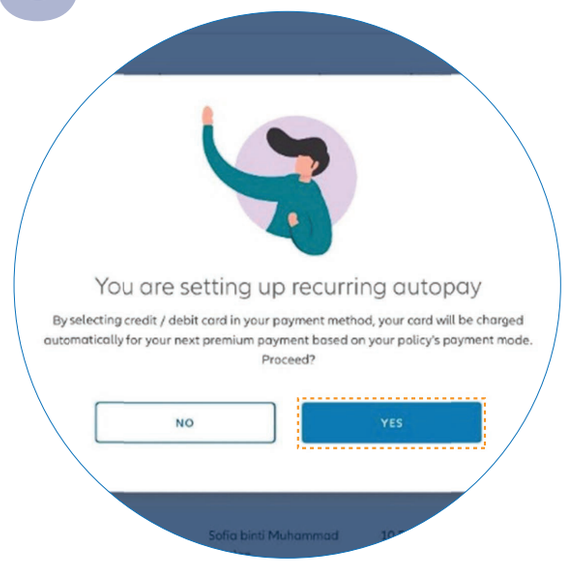
*Klik '**NEXT**' untuk langkah seterusnya.*

7

Select other policies you want to update and click '**NEXT**'.

*Pilih polisi lain yang anda ingin kemaskini dan klik '**NEXT**'.*

8



Click '**YES**' to confirm the setup of recurring payment.

*Klik '**YES**' untuk mengesahkan pengaturan pembayaran berulang.*

9

Next, please read the terms and conditions and then click '**ACCEPT**'.

10

You will be directed to the Razer payment platform.

*Seterusnya, sila baca terma dan syarat dan klik '**ACCEPT**'.*

Please note that only debit/credit cards issued in Malaysia, Singapore, and Brunei are accepted at the moment.

Please ensure that your new card details entered are correct before confirming your update.

Please note that RM1.01 will be deducted for card authentication purposes, regardless of the number of updated policies. This amount will be deducted from your next premium due for the policy selected in Step 3.

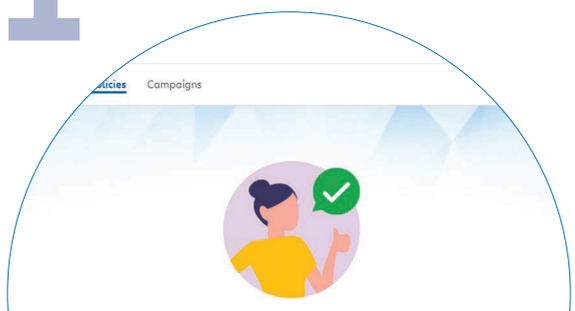
Anda akan dibawakan terus ke platform pembayaran Razer.

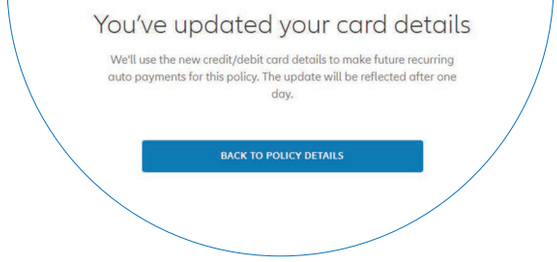
Sila ambil maklum bahawa hanya kad debit/kredit yang dikeluarkan di Malaysia, Singapura dan Brunei diterima pada masa ini.

Sila pastikan butiran kad baru yang dimasukkan adalah betul sebelum mengesahkan pengemaskinian anda.

Sila ambil maklum bahawa RM1.01 akan ditolak untuk tujuan pengesahan kad, tanpa mengambil kira bilangan polisi yang dikemaskini. Jumlah ini akan ditolak dari pembayaran premium berikutnya untuk polisi yang dipilih di Langkah 3.

11





Upon successful authentication, you will receive an email with the payment confirmation from Razer. You will also receive the Official Receipt from Allianz Malaysia via email the next day.

You have successfully updated your card details and this update will be reflected on MyAllianz the next day.

We will use the updated card details to make future recurring payment for the selected policy (or policies).

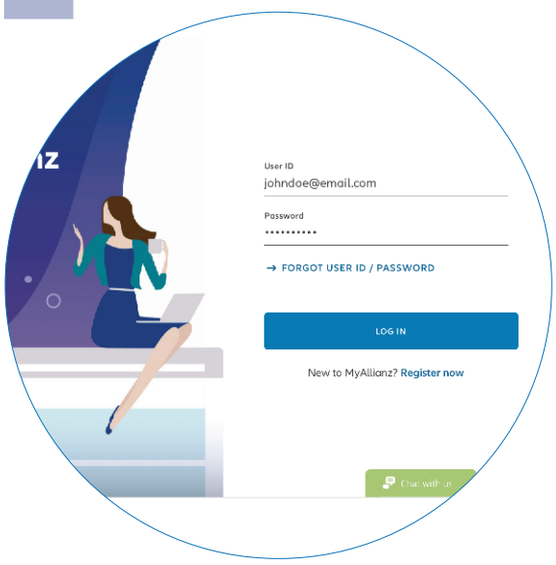
Setelah pengesahan berjaya, anda akan menerima emel pengesahan pembayaran daripada Razer. Anda juga akan menerima resit rasmi daripada Allianz Malaysia melalui e-mel pada hari yang berikutnya.

Anda telah berjaya mengemaskinikan butiran kad anda dan butiran yang dikemaskini akan tertera di MyAllianz pada hari seterusnya.

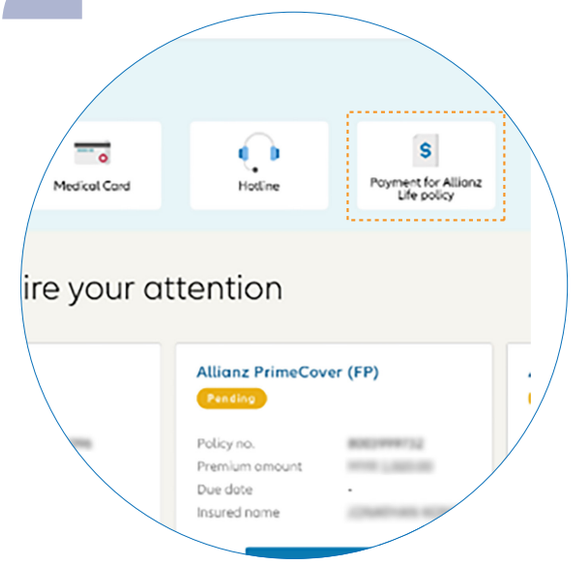
Kad yang dikemaskini akan digunakan untuk pembayaran berulang bagi polisi yang dipilih.

Steps to update debit/credit card details
Langkah-langkah untuk mengemaskini butiran kad debit/kredit

1



2



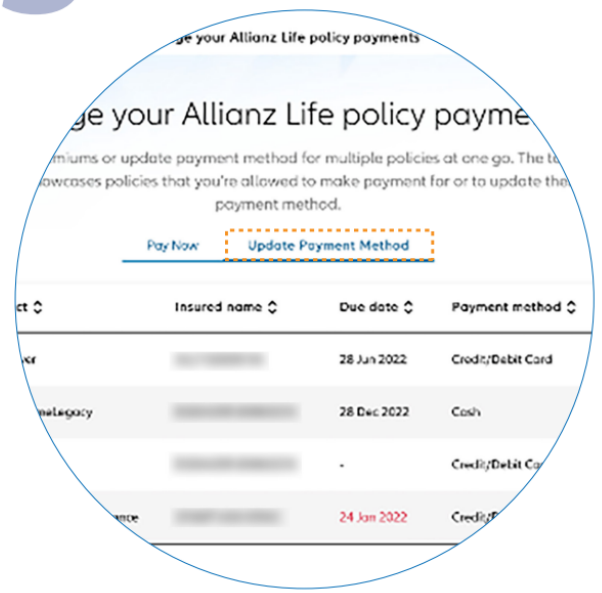
Log in to MyAllianz

Log masuk ke MyAllianz.

Click on '**PAYMENT FOR ALLIANZ LIFE POLICY**' on the top right corner of the homepage.

*Klik pada '**PAYMENT FOR ALLIANZ LIFE POLICY**' di penjuru kanan sebelah atas halaman utama.*

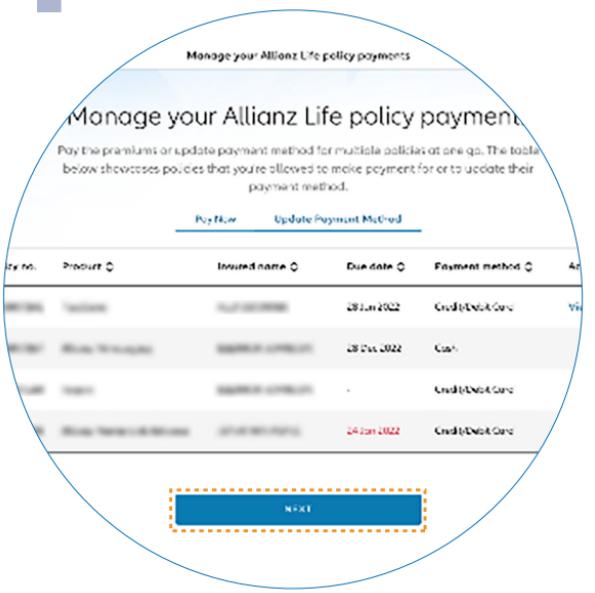
3



Click on '**UPDATE PAYMENT METHOD**' tab to edit the debit/credit card details.

*Klik pada tab '**UPDATE PAYMENT METHOD**' untuk mengemaskini butiran kad debit/kredit.*

4



Select the policy which you would like to update the debit/credit card details. Click '**NEXT**' to proceed.

*Pilih polisi dengan butiran kad debit/kredit yang anda ingin kemaskinikan. Klik '**NEXT**' untuk langkah seterusnya.*

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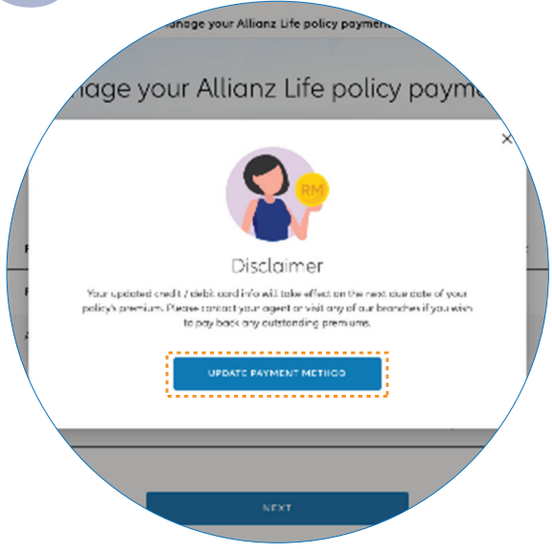
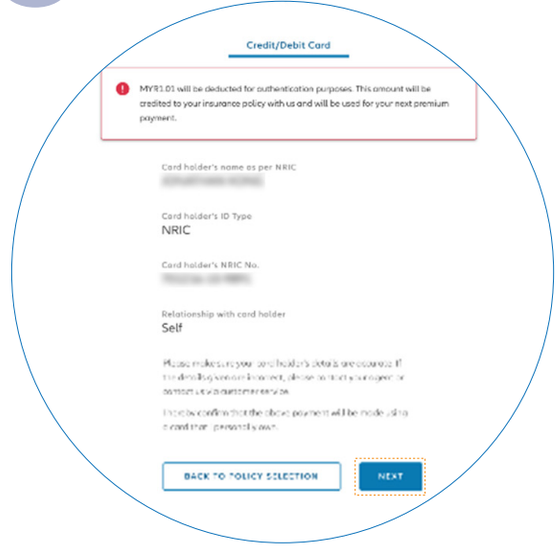


Click '**UPDATE PAYMENT METHOD**' to continue.

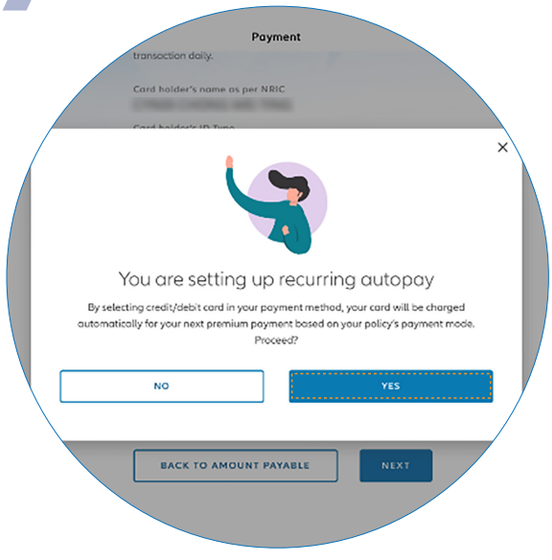
*Klik '**UPDATE PAYMENT METHOD**' untuk langkah seterusnya.*



Select '**NEXT**' to update your card details.

*Pilih '**NEXT**' untuk mengemaskini butiran kad anda.*

7



Click '**YES**' to confirm the setup of recurring payment.

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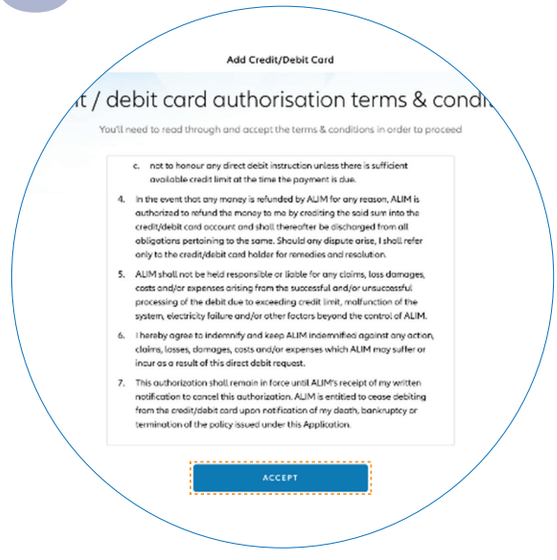
8



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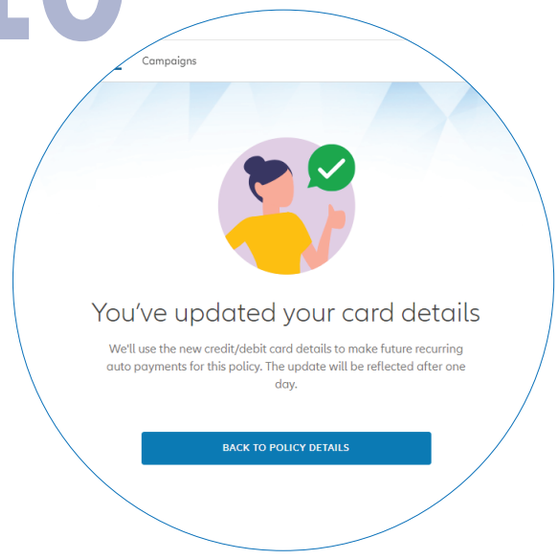
10



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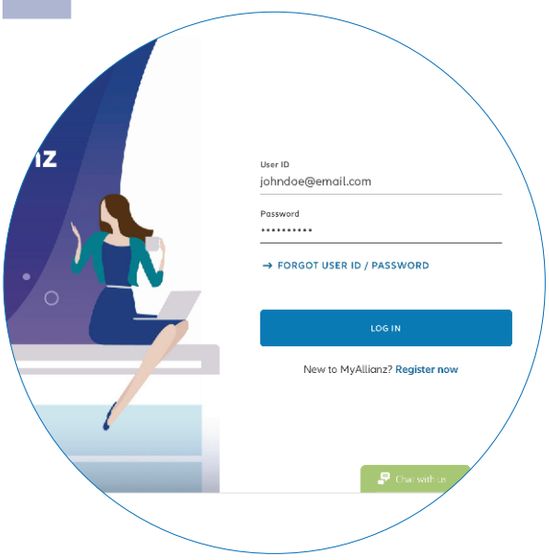
Kad yang telah dikemaskini akan digunakan untuk pembayaran berulang bagi polisi yang dipilih.

Steps to remove debit/credit card details
Langkah-langkah untuk membatalkan butiran kad debit/kredit

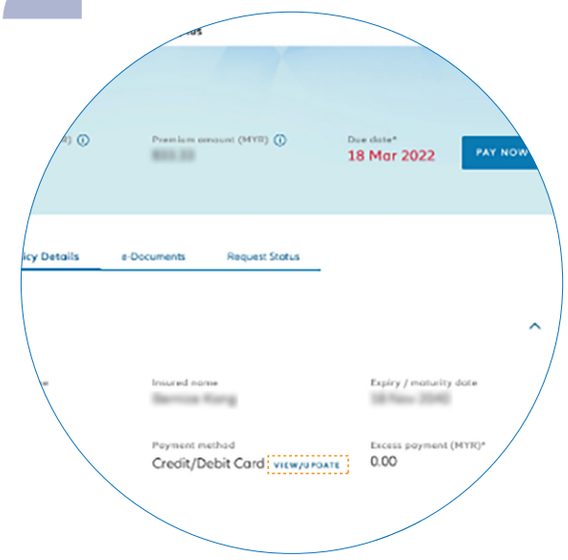
1



Login to MyAllianz

Log masuk ke MyAllianz.

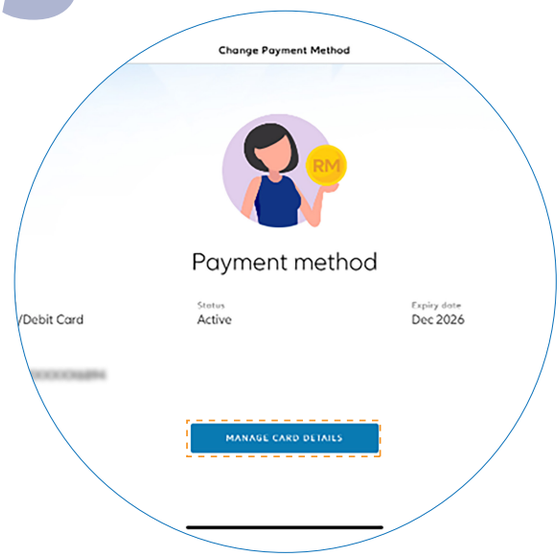
2



Click on '**VIEW/UPDATE**'.

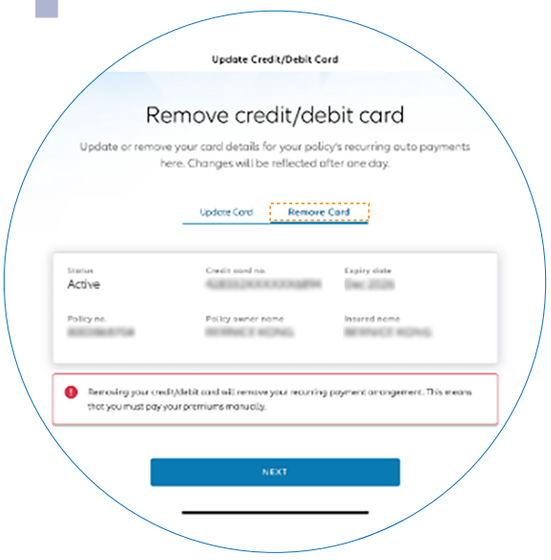
*Klik pada '**VIEW/UPDATE**'.*

3



Click on '**MANAGE CARD DETAILS**' to proceed.

4

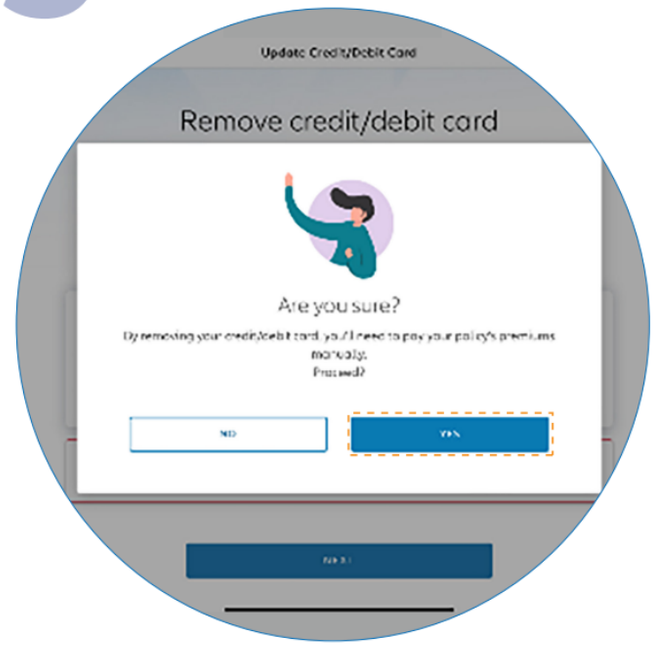


Select '**REMOVE CARD**' tab and click "NEXT".

*Klik pada '**MANAGE CARD DETAILS**' untuk langkah seterusnya.*

*Pilih tab '**REMOVE CARD**' dan klik '**NEXT**'.*

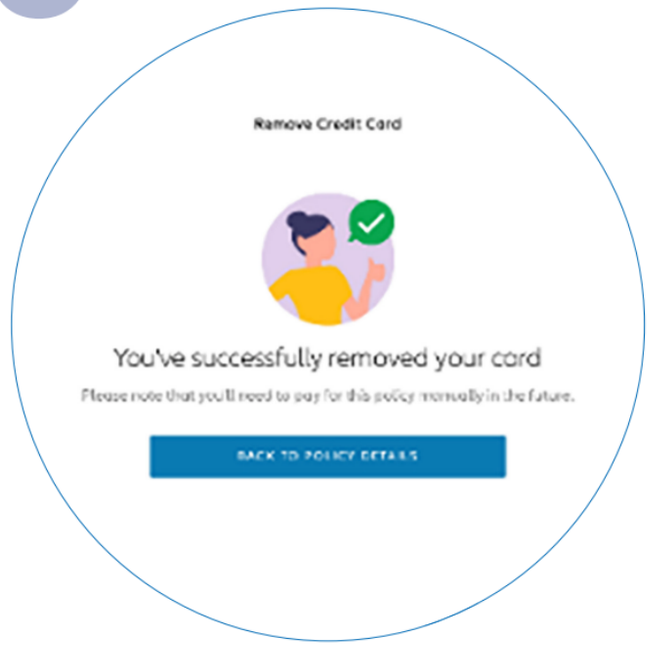
5



Please note that removing your card details will affect the recurring auto pay arrangement. Click '**YES**' to confirm.

*Sila ambil maklum bahawa pembatalan butiran kad akan menjejaskan arahan pembayaran automatik berulang. Klik '**YES**' untuk pengesahan.*

6



You have successfully removed your card details and the change will be reflected on MyAllianz the next day.

Anda telah berjaya membatalkan butiran kad dan perubahan tersebut akan tertera di MyAllianz pada hari seterusnya.