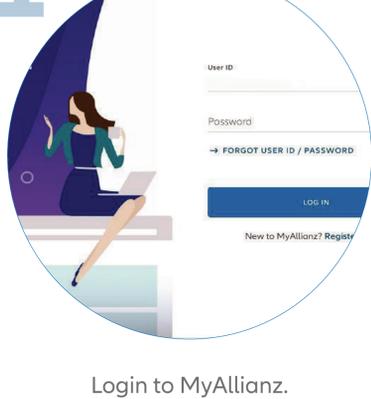


MyAllianz User Guide

Steps to check and accept the claim settlement amount (e-Offer) for an Allianz General claim on MyAllianz.



1



Login to MyAllianz.

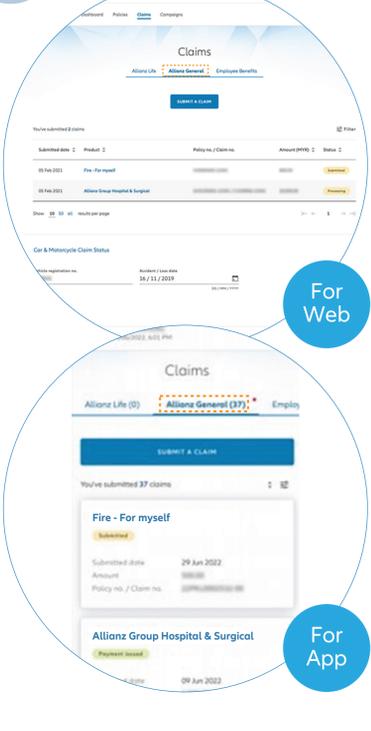
Not on MyAllianz yet?
Click [here](#) to view the user guide for registration of a new user account.

2



On the homepage, click 'Claims' tab to proceed.

3



Click 'Allianz General' tab on the claims main page to proceed.

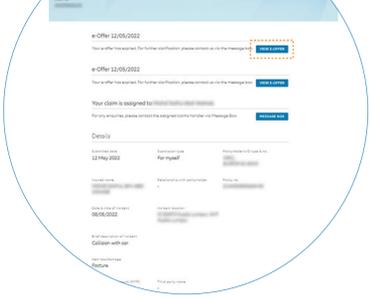
4



Click on the selected policy to view claims details.

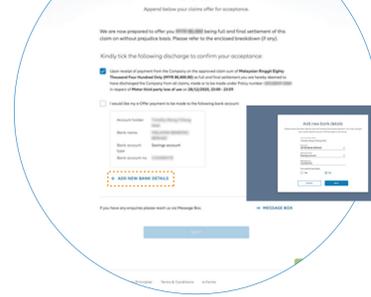
Note: On this claims page, you can also check the status and history of your policy claims.

5



Under claims detail page, click 'VIEW E-OFFER'.

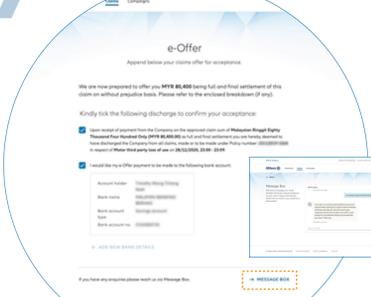
6



Read the e-Offer details. Confirm the bank details and tick the boxes to acknowledge acceptance.

Note: To update bank details, click 'ADD NEW BANK DETAILS' and confirm your new bank details. You will receive a temporary password via SMS. Key in the password and click 'SAVE & UPDATE' to proceed.

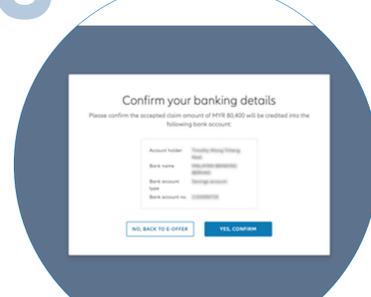
7



Click 'NEXT' to proceed.

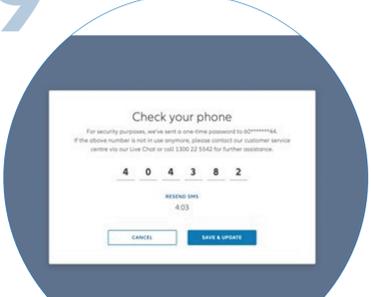
Note: You may contact claims handler for any queries. Click 'MESSAGE BOX' to go to chat and view chat history.

8



Please check your bank details and click 'YES, CONFIRM'.

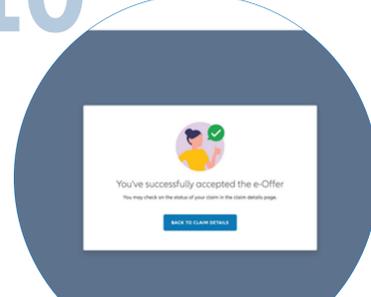
9



Next, you will receive a temporary password via SMS. Key in the password and click 'SAVE & UPDATE'.

If you did not receive the SMS after 5 minutes, click 'RESEND SMS'.

10



You've successfully accepted the e-Offer.

11



Check e-Offer claim status

You can check the status of your e-Offer on the claims page.