## Allianz (1)

## MyAllianz User Guide

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

在 MyAllianz 查看和接受 Allianz General 索赔金额 (e-Offer) 的步骤。



Login to MyAllianz.

Not on MyAllianz yet? Click <u>here</u> to view the user guide for registration of a new user account.

注册及登录 MyAllianz。

点击<u>此处</u>查看注册新用户帐号 的用户指南。



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

在主页点击 'Claims'。







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

> 在 'Claims' 页面点击 'Allianz General'。

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.

选择您要查看详情的保单。

您可在 'Claims' 的页面上检查保 单索赔的进展与其他索赔记录。



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

在相关的保单索赔页面上,点击 'VIEW E-OFFER'。



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.

检查 'e-Offer' 的索赔详情以及银 行户口资料后,勾选小方框以确 认接受 'e-Offer'。

注意: 若您需要更新银行户口资 料, 可点击 'ADD NEW BANK DETAILS'。

输入银行户口资料后,您会收到 一封内附临时密码的短信。请输 入您的临时密码,接着点击 'SAVE & UPDATE'。



Click '**NEXT**' to proceed.

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

点击 'NEXT'。

注意: 如有任何疑问,可联系索赔 人员。点击 '**MESSAGE BOX**' 进入 聊天室询问并查看聊天历史记录。



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

请检查您的银行户口资料,点击 'YES,CONFIRM'。



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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**'.

接下来, 您将收到一封内附临时密码的短信。输入临时密码后点击 'SAVE & UPDATE'。

若您在 5 分钟之后仍未收到短信, 请点击 'RESEND SMS'。



You've successfully accepted the e-Offer.

您已成功接受 'e-Offer'。

no. / Claim no.	
Declaration	
Submitted date Amount Policy no. / Claim no.	09 Jun 2022
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Check e-Offer claim status

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

查看 'e-Offer' 索赔进展。

您可在 '**Claims**' 页面上查看 'e-Offer' 的索赔进展。