MYALLIANZ USER GUIDE

Allianz

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

STEPS TO ADD DEBIT/CREDIT CARD DETAILS

1

Login to MyAllianz at allianz.com.my/customer

2

Click on "POLICIES" on the top left of the homepage.

3

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

4

Click "ADD" on the "PAYMENT METHOD" section.

5

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

6

Click "NEXT" to proceed.

7

Select other policies you want to update and click "NEXT".

8

Click "YES" to proceed.

9

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

10

You will be directed to the Razer payment platform. 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.

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

11

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).

STEPS TO UPDATE DEBIT/CREDIT CARD DETAILS

1

Login to MyAllianz at allianz.com.my/customer

2

Click on "POLICIES" on the top left of the homepage.

3

Select the policy which you would like to update the debit/credit card details.

4

Click "VIEW/MANAGE" in the "Payment Method" section.

5

Click "MANAGE CARD DETAILS" to proceed.

6

Select "Update Card" to update your card details and click "NEXT".

7

Select other policies you want to update and click "NEXT".

8

Click "YES" to proceed.

9

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

10

You will be directed to the Razer payment platform. 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.

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

11

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).

STEPS TO REMOVE DEBIT/CREDIT CARD DETAILS

1

Login to MyAllianz at allianz.com.my/customer

2

Click on "POLICIES" on the top left of the homepage.

3

Select the policy which you would like to remove the debit/credit card details.

4

Click "VIEW/MANAGE" in the "Payment Method" section.

5

Click "MANAGE CARD DETAILS" to proceed.

6

Select "TERMINATE CREDIT CARD" to remove card details and click "NEXT".

7

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

8

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