

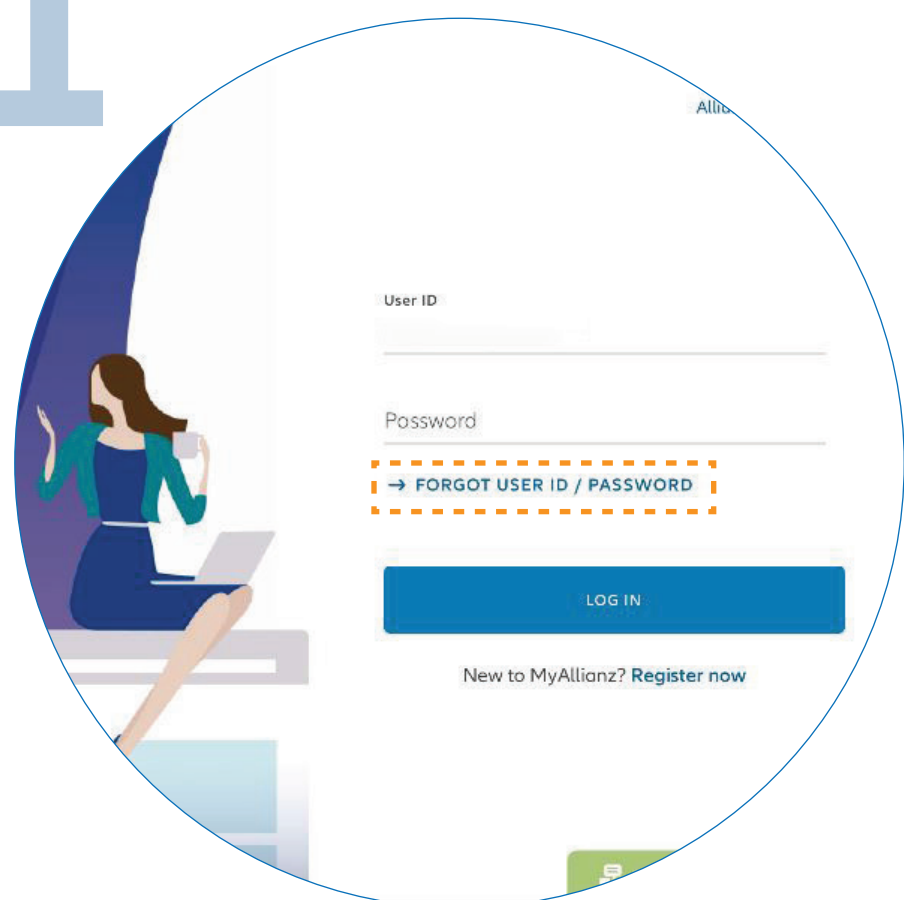
# MyAllianz User Guide

Steps to retrieve User ID / reset Password on MyAllianz

在 MyAllianz 检索用户 ID / 重置密码的步骤



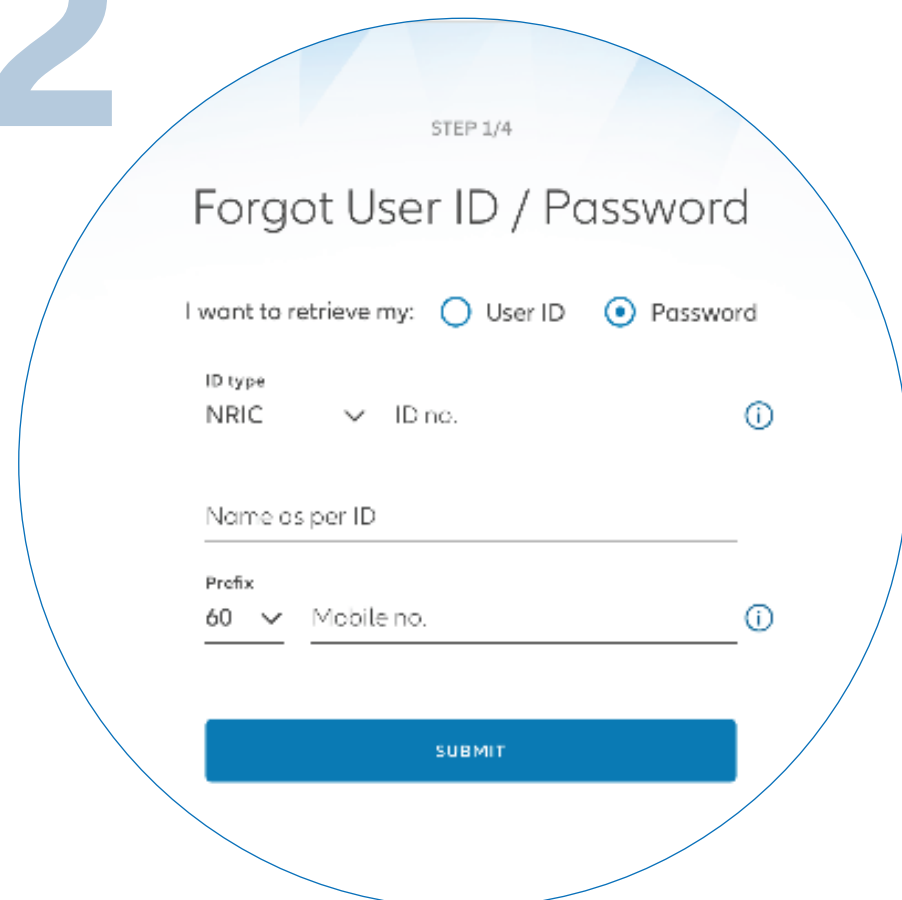
1



On the MyAllianz login page [allianz.com.my/customer](http://allianz.com.my/customer), click '**FORGOT USER ID/PASSWORD**'.

在 MyAllianz 的登录页面 [allianz.com.my/customer](http://allianz.com.my/customer), 点击 '**FORGOT USER ID/PASSWORD**'.

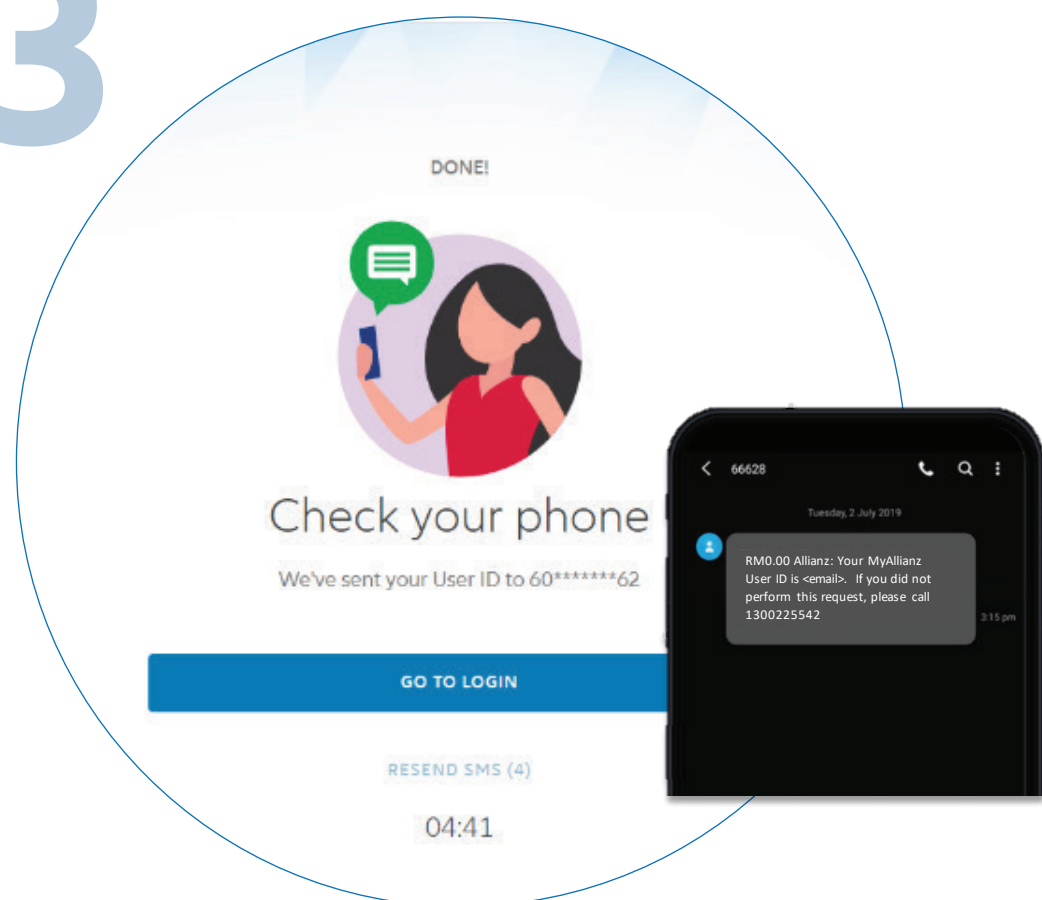
2



Select to retrieve User ID or Password. Enter your Full Name, Mobile No. and Identification No. (new IC/old IC/passport), then click '**SUBMIT**'.

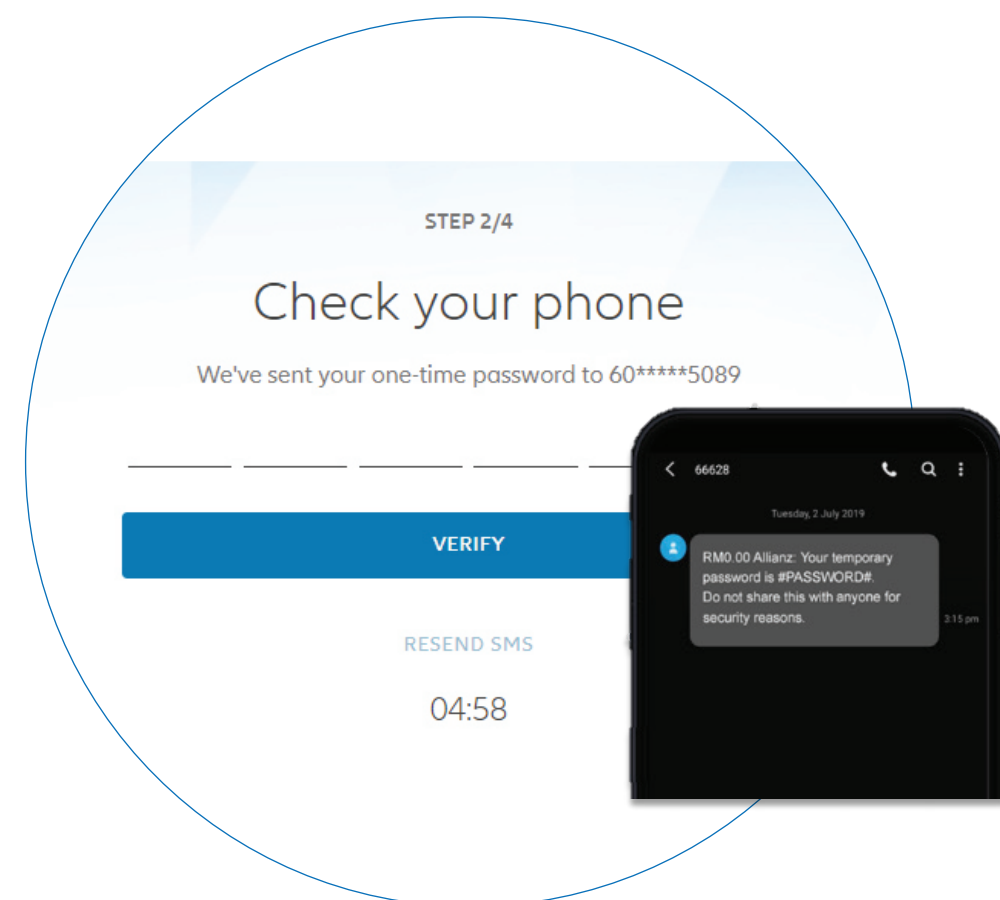
请点选用户 ID 或密码以检索相关资料。接着，输入您的身份证号码（新或旧身份证号码/护照号码）、全名及手机号码，后点击 '**SUBMIT**'。

3



For User ID retrieval, an SMS will be sent to your registered mobile number with your User ID. Click '**GO TO LOGIN**' to proceed.

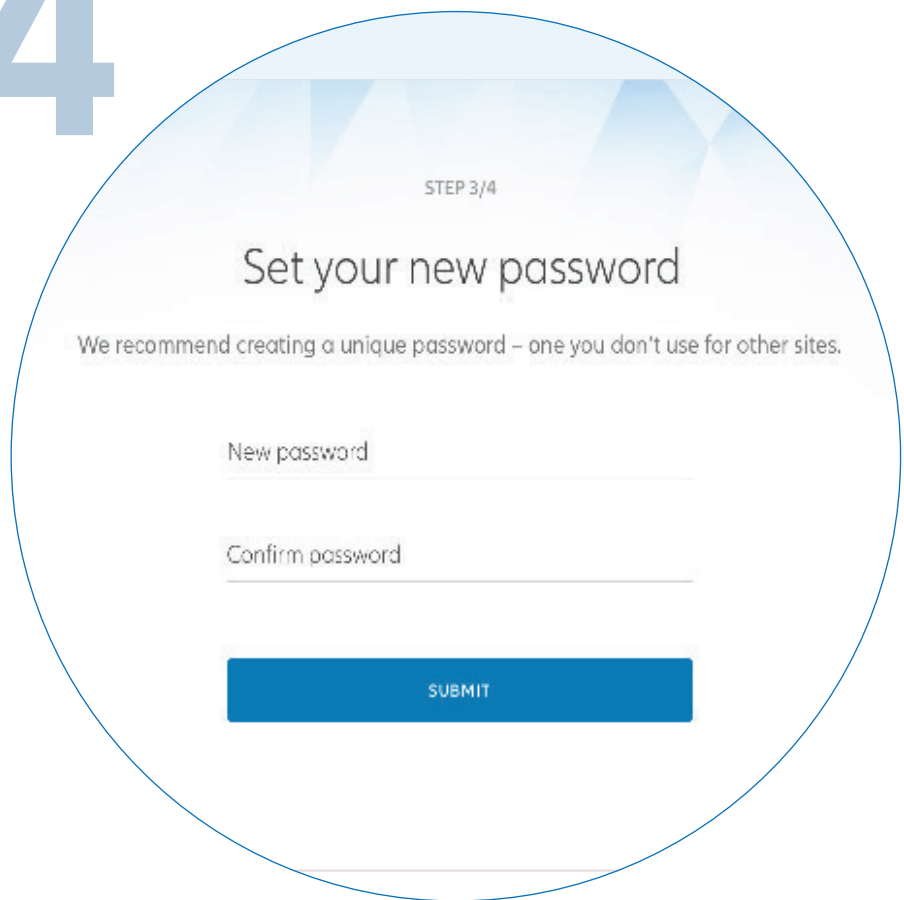
关于用户 ID 的检索，一条附有您用户 ID 的短信将发送到您注册的手机号码。确认获得您的用户 ID 后，点击 '**GO TO LOGIN**' 继续。



For Password retrieval, an SMS will be sent to your registered mobile number with a temporary password. Key in your temporary password, then click '**VERIFY**'.

关于密码的检索，一条附有临时密码的短信将发送到您的注册手机号码。请输入您的临时密码，接着点击 '**VERIFY**'。

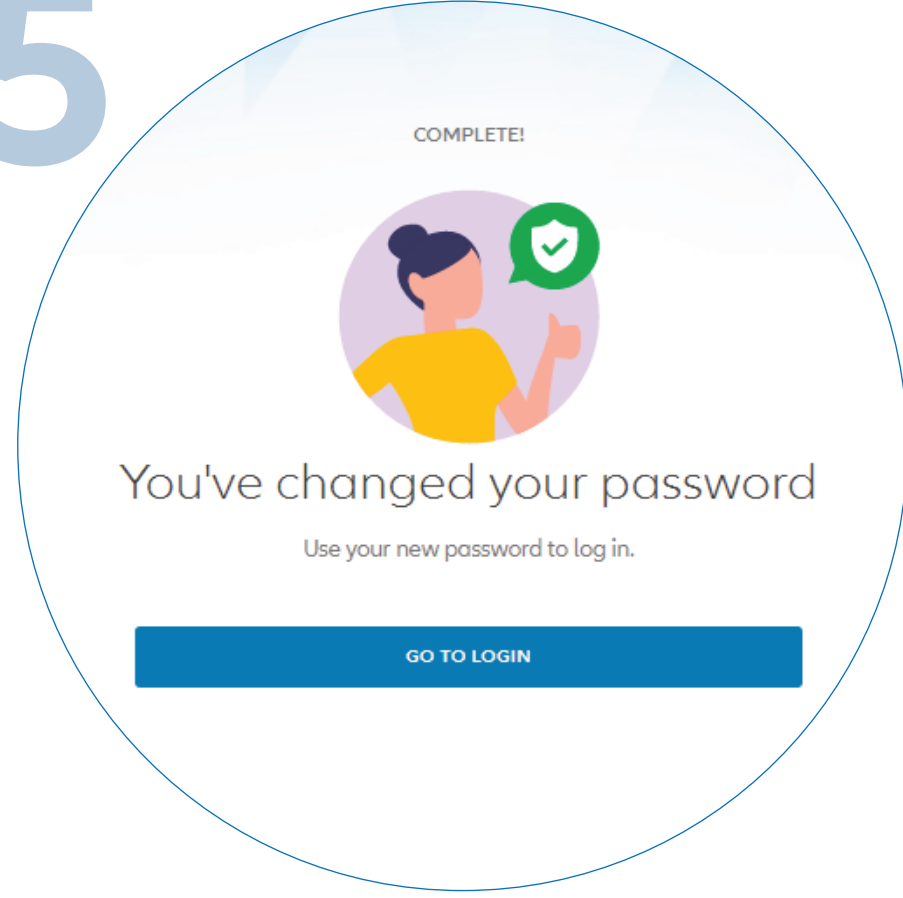
4



Set your new password. Your Password must contain a minimum of 8 characters with at least one uppercase letter, one lowercase letter, one numeric digit and one special character. Click '**SUBMIT**'.

登录后请设置新密码。密码应至少有8个字符，包括至少一个大写字母、一个小写字母、一个数字和一个特殊符号。点击 '**SUBMIT**'。

5



You have successfully changed your password. Click '**GO TO LOGIN**' to proceed.

您已成功更改您的密码。请点击 '**GO TO LOGIN**' 继续。