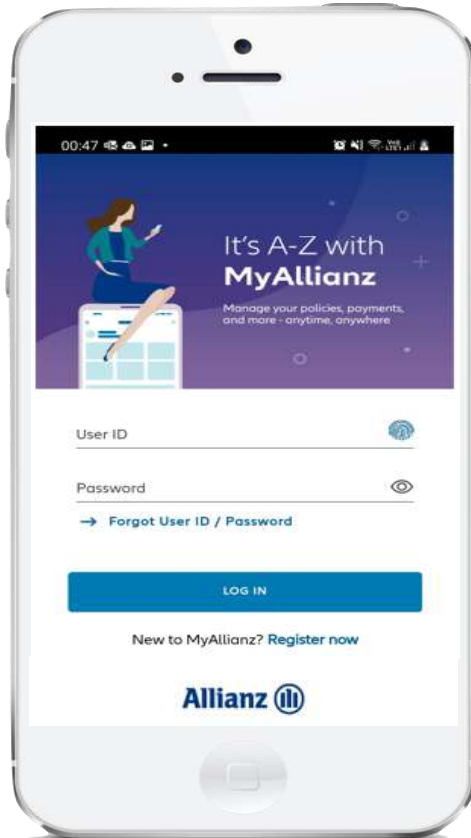


MYALLIANZ MOBILE APP

- Features
- Registration
- E-Claim

Features



Locator
Locate Allianz
Life Panel
Clinics/Hospital



Coverage
E-medical card
with easy
access to
Insurance Policy
Coverage



Claim
E-claim
submission



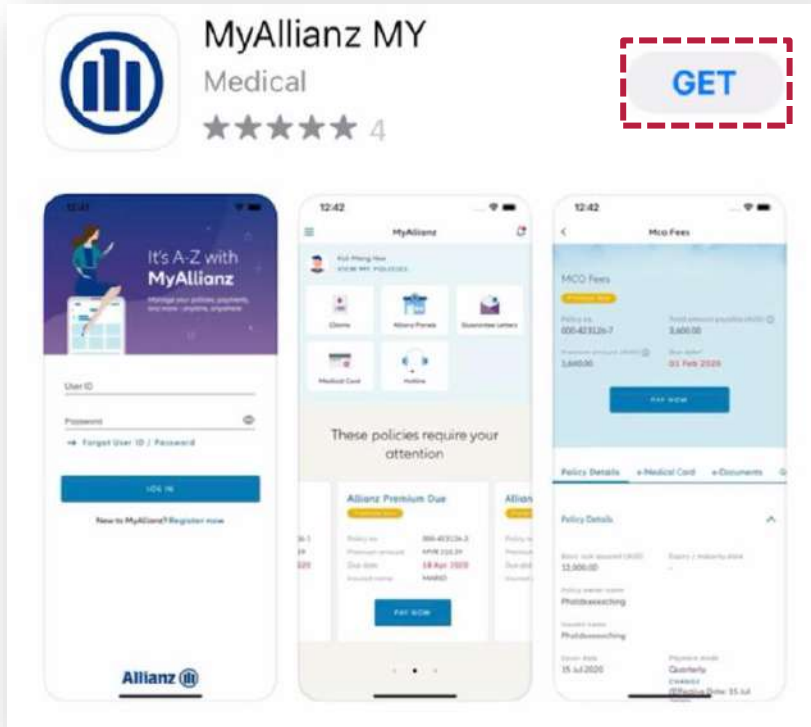
GL
Request for
Guarantee
Letter (GL) **

Other useful benefits

- ✓ Hotlines and Call Centre details
- ✓ View Policy Information e.g. coverage, utilisation etc
- ✓ Latest updates on Allianz Malaysia products and services
- ✓ If you are also Allianz Motor Insurance policyholder, you can request roadside assistance, check NCD, submit and check motor claims

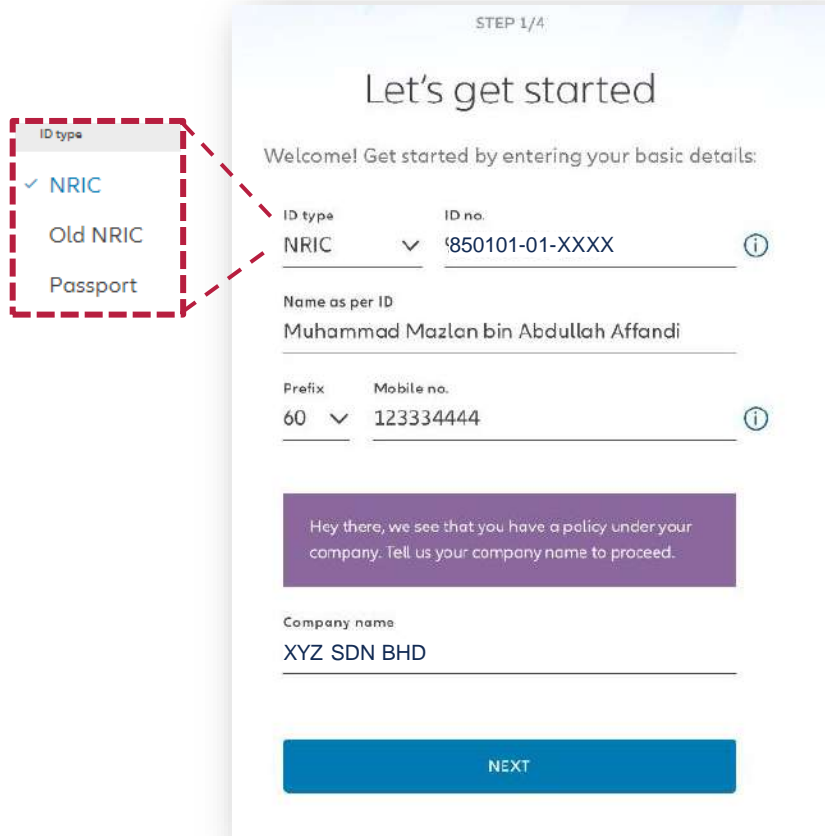
***Not applicable for SME account*

Registration : How to Download MyAllianz Mobile App



1. Open **iOS App Store** or **Google Playstore**
2. Search **MyAllianz MY**
3. Click **“GET”** or **“Install”**

Registration : 4 Step Process



STEP 1/4

Let's get started

Welcome! Get started by entering your basic details:

ID type

- ✓ NRIC
- Old NRIC
- Passport

ID no. 850101-01-XXXX ⓘ

Name as per ID
Muhammad Mazlan bin Abdullah Affandi

Prefix 60 **Mobile no.** 123334444 ⓘ

Hey there, we see that you have a policy under your company. Tell us your company name to proceed.

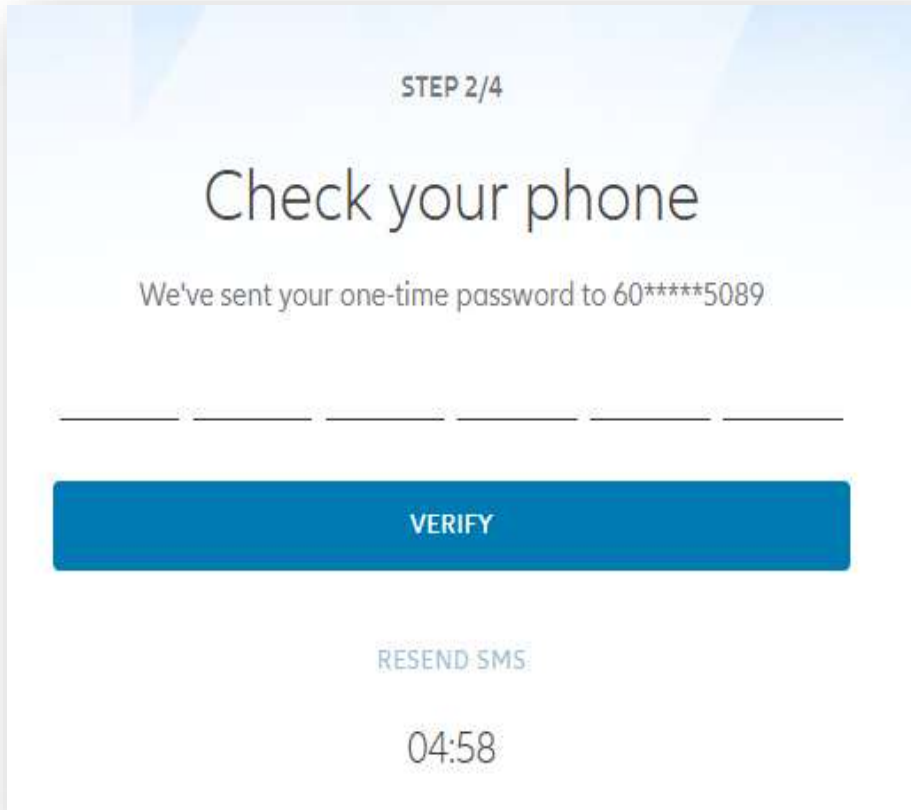
Company name
XYZ SDN BHD

NEXT

Step 1: Enter basic details

- Choose **ID Type**. You can either choose NRIC, IC or Passport Number
- Enter **ID Number** corresponding to the ID Type. *For example, if you selected NRIC, enter the full NRIC Number (e.g. XXXXXX-XX-XXXX)*
- Enter **Full Name** as per ID selected
- Enter **Mobile Number**.
***Please take note that if you have individual policy with Allianz, the mobile number key in must be the same with previous individual policy. If the mobile number change, kindly contact Allianz Call Centre to update latest mobile number for individual policy.
- System will detect and prompt to enter **Full Company Name**. Fill in the company name.
- Click **NEXT**

Registration : 4 Step Process

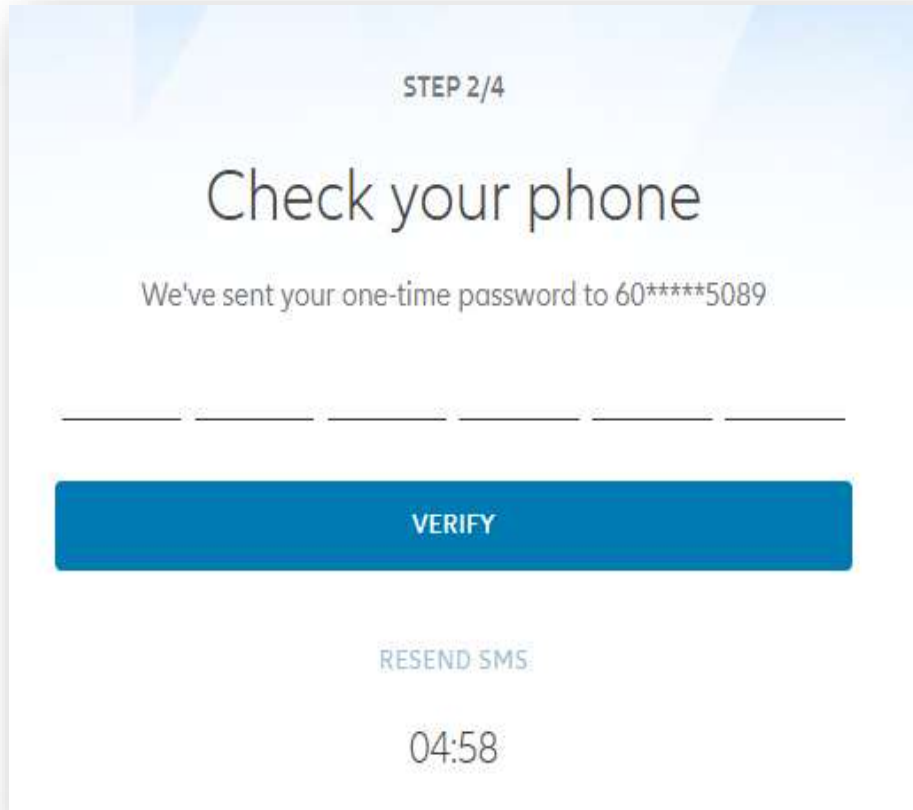


Step 2: Check SMS

- An SMS will be sent to the mobile number in Allianz within 5 minutes.
- The SMS contains a temporary password which is needed to complete the registration. **The temporary password contains 6 numerical digits e.g. 123456**
- Click **VERIFY**



Registration : 4 Step Process



What to do if unable to receive SMS?


- Check if member blocked “68886” on his/her phone.
- If not sure, please follow the step below, retry the app registration and see if OTP triggered.
- For Celcom user, client have to unblock the short code by sending SMS :
 - ON 68886
 - Send to 1000.
- For Digi user, client will have send SMS:
 - IN
 - Send to 68886
- For Maxis user, there is no self-service and client has to call in for manual opt in and out.


Registration : 4 Step Process


STEP 3/4

Set up your login details

Enter an email address to use as your User ID and set a new password.

User ID
mazlan@gmail.com 


Password
***** 

Confirm password
***** 

I acknowledge and agree that I have read and understood the **Terms of Use** and I agree to be bound by them.

SUBMIT

Step 3 : Set up your login details

- Enter an email address that will be used as the '**User ID**'.
- Enter **Password** (8-16 characters, alphanumeric, have at least 1 UPPERCASE, 1 lowercase letter and 1 special character)
- Acknowledge the Terms and Conditions
- Click 
- Confirm your email address and then click "**YES, SUBMIT**"
- If you wish to change the User ID, click '**NO BACK TO EDIT**' to go back to the previous screen to amend your user ID and password.

Registration : 4 Step Process



Last step to complete your registration

HI FEMALE36,

Welcome to MyAllianz! To complete your registration, please verify your email address by clicking the button below.

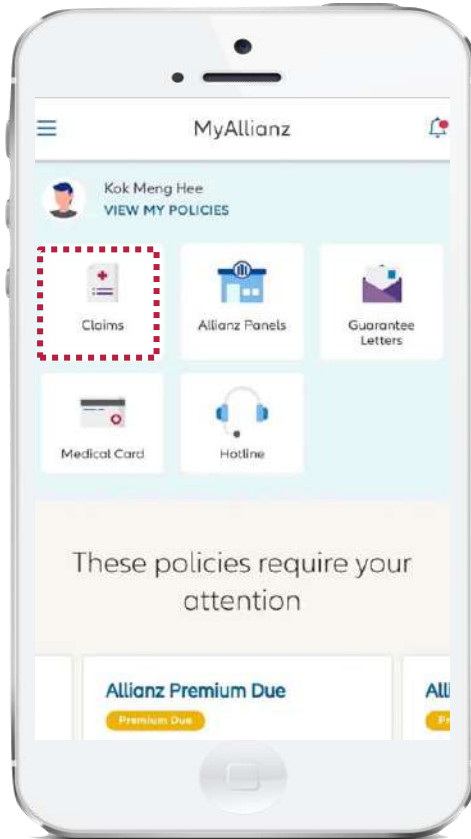
VERIFY EMAIL ADDRESS

Step 4: Activate login account

- You will receive an email from noreply@allianz.com.my. Please check the Junk/Spam box if you're not able to retrieve the email in your Inbox.
- In the email, click '**Verify Email Address**' to activate your MyAllianz account/
- On the activation confirmation page, you will be prompted to proceed with login.

NOTE: *If you're not able to retrieve the email in your Inbox or Junk/Spam box, you may re-start the registration process from Step 1. For further assistance, please contact our Customer Service Centre via call at 1300 22 5542 (Mon-Fri, 8am-8pm).*

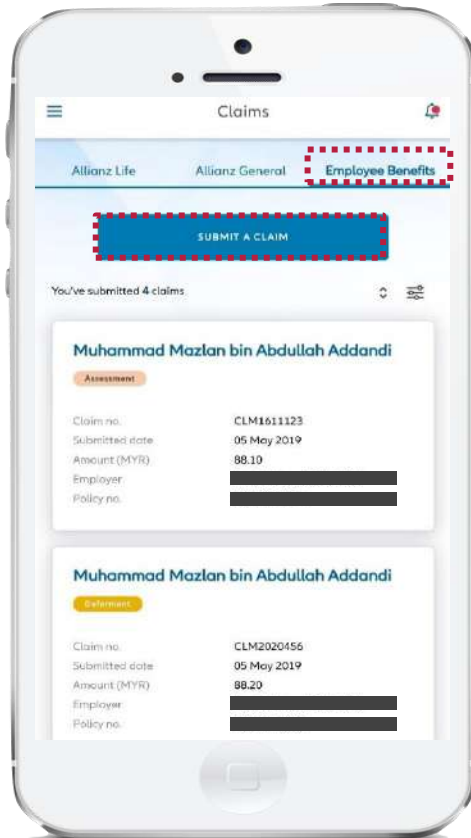
E-Claims



How to Submit e-Claims?

- 1 Launch MYALLIANZ Mobile App & select “Claims”
- 2 Click on “Employees Benefit” tab on the claims page. Click “SUBMIT A CLAIM”
- 3 Select policy to submit the claim. Fill in claim info.
- 4 Upload claims photo & submit

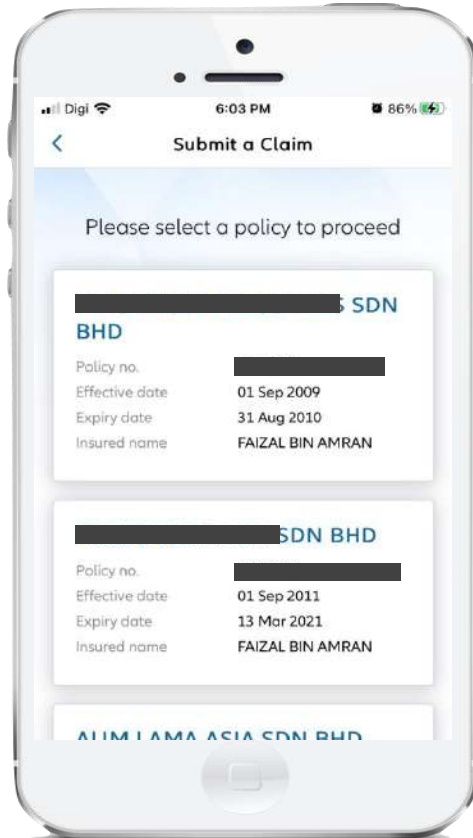
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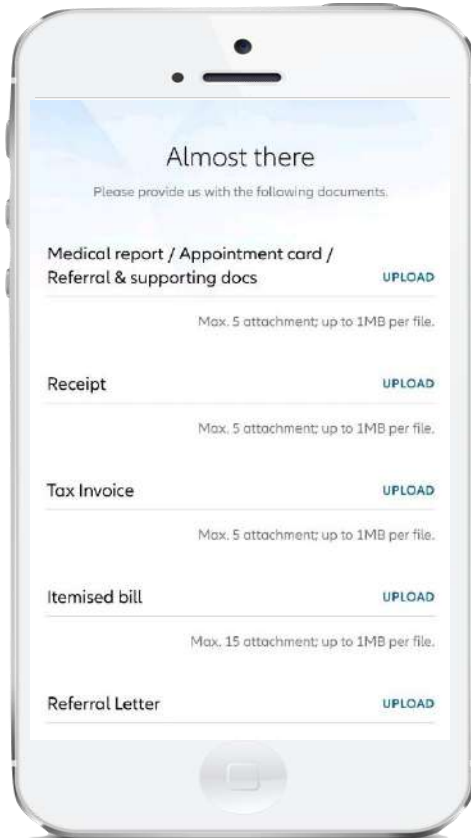
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