

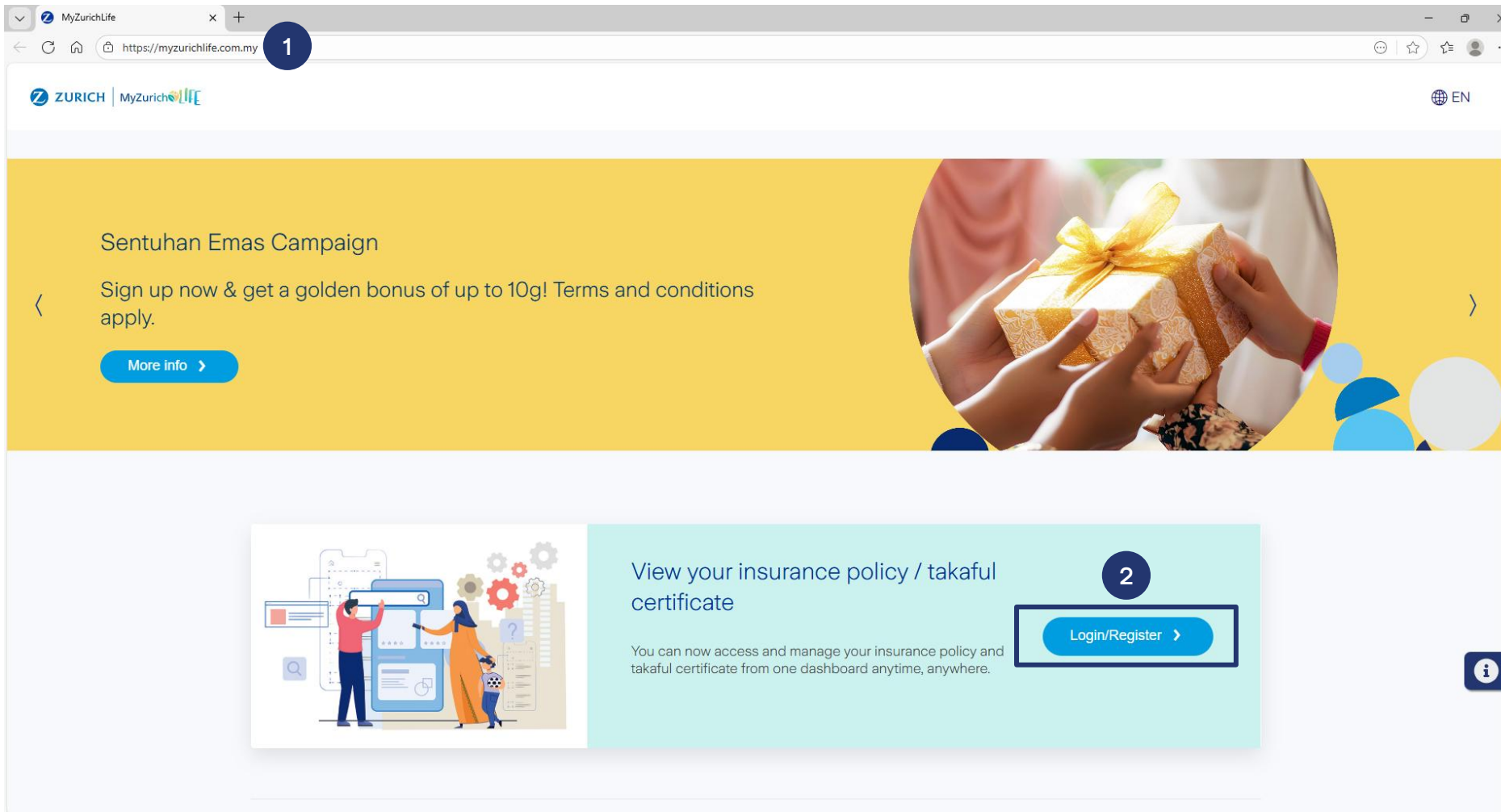
MyZurichLife Change Payment Method

Step by Step Guide

ZURICH GENERAL INSURANCE MALAYSIA BERHAD



Step 1: Log in to the Customer Portal - MyZurichLife



- 1 Visit the Zurich's online customer portal (www.myzurichlife.com.my)
- 2 Click the "Login/Register" button

Step 1: Log in to the Customer Portal - MyZurichLife



ZURICH | MyZurichLIFE

Welcome to MyZurichLife

Please log in to continue

i Important
✓ For NRIC, please key in hyphen '-' e.g., 80xxxx-10-55xx

3 User ID
80xxxx-10-55xx/ A55xxx/ SMxxx

4 Log in

Don't have an account? [Register Now](#)

Don't remember the password? [Forgot Password](#)

Need any video guide on registration, [click here!](#)

Enjoy exclusive privileges and rewards specially curated for you

EN

3 Enter your login credentials

4 Click the “Log in” button

Step 2: Card Changes

5 Click the "MyPayments" section

6 Choose the policy

7 Click the "Update" button

Zurich is moving to ePolicy & eCertificate
Starting 30th June 2023, we are moving to digital copies

MyCoverage MyPayments MyClaims MyDocuments MyChanges

Life Insurance 21 Family Takaful 11 **General Insurance 6** General Takaful 9

Recurring Policy List

Certificate	Covered Person	Contribution Type	Due Date	Due Amount	
6 # 882500002171-00 IMMIGRATION BOND - IG		Recurring	18 Apr 2026	RM 64.00	7 Update
# 882500003316-00 PRIVATE CAR - Z-MILES		Recurring	22 Oct 2026	RM 1,917.94	Update

Step 3: Acknowledge the RM1.00 charge by proceed to click “Update”

8 EzPay Auto Debit Maintenance

882500002171-00 Insured Person
IMMIGRATION BOND - IG

Credit Card Number
XXXXXX

We understand that in any events, any changes to the current/savings/credit card/debit card account number will only take effect after the current billing (if any) has been completed. We authorize Zurich Malaysia to charge RM1.00 for account validation purposes. The RM 1.00 will be fully refunded within 14 days once the bank validation is successful. We shall indemnify and keep indemnified Zurich Malaysia against all losses and damages incurred by Zurich Malaysia arising directly or indirectly out of and/or in connection or as the result of acting in accordance with this authorization.

9

Cancel > Update

Certificate	Covered Person
# 882500002171-00 IMMIGRATION BOND - IG	SITI ISLAMI
# 882500003316-00 PRIVATE CAR - Z-MILES	TEST COVER NOTE

Due Amount

RM 64.00 Update

RM 1,917.94 Update

- 8** EzPay Auto Debit Maintenance notification: Customers will be notified that an RM1.00 charge will be applied for bank verification, and it will be refunded within 7–14 days.
- 9** Click the “Update” button to proceed

Step 4: Enter Card Holder's Details

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The screenshot shows a Zurich 'Secure Payment Page'. A modal dialog box titled 'Reminder' is displayed in the center, containing the text: 'Please ensure the AUTOFILL function of the browser has been disabled to avoid unwanted information being saved on this device. Please click here for more information.' An 'OK' button is visible in the bottom right corner of the dialog, with a circled '11' next to it. The background page includes a 'Handphone No.' field with a masked value '01111111', a 'Recurring Payment Information' table, and 'CANCEL' and 'SUBMIT' buttons at the bottom.

Policy No.	Insured Name	Payment Type	Amount	Recurring
MH40855347	[Redacted]	Premium Due	50.00	<input checked="" type="checkbox"/>

10 Prompt E-Payment Screen

11 Click the "OK" button to continue

Step 4: Enter Card Holder's Details (Cont'd)



Secure Payment Page

Please key in your credit card details to complete your purchase. All fields are mandatory and must be completed before your payment can be processed. All exchanged information over this website will be encrypted to prevent them from being stolen or intercepted.

Enter Your Payment Information

12 Card Holder's First Name *

13 Card Holder's Last Name *

14 Email *

15 Handphone No *

0111111111

Your Transaction Information

Transaction Information	
Order No.	CU20260413000117
Amount (RM)	1.00

16 I confirm that the information provided herein is complete and accurate. I have read and consent to the processing of my personal data in accordance with the NOTICE TO CUSTOMERS RELATING TO THE PERSONAL DATA PROTECTION ACT 2010 as published on Zurich Malaysia's website.

Recurring Payment Information

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Policy No.	Insured Name	Payment Type	Amount	Recurring
		Premium Due	64.00	<input checked="" type="checkbox"/>

Displaying 1 - 1 of 1

Before you proceed:

- Disable pop-up blockers
- Enable cookies and javascript on your browser
- Browser compatibility: Internet Explorer 6.0 or above, Mozilla Firefox 17 and above, Chrome 23 and above.

NOTE: Upon clicking Submit, you will be redirected to Payment Gateway Provider System. Please do not refresh or close your browser until the transaction is completed.

CANCEL SUBMIT 18



- 12 Fill in the "Card Holder's First Name"
- 13 Fill in the "Card Holder's Last Name"
- 14 Fill in the "Email"
- 15 Fill in the "Handphone No"
- 16 Select to Acknowledge PDPA Act
- 17 Verify the information
- 18 Click "Submit" button to proceed the auto-debit

Step 5: Redirect to Payment Gateway

19

The screenshot shows a Zurich logo at the top. Below it, the text reads: "You are being redirected to our secure payment partner to complete your transaction. Please do not close or refresh this page." In the center, there is a circular progress indicator and the text "Redirecting... This may take a few seconds." At the bottom, there is an "SSL SECURED" icon.

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The screenshot shows a payment gateway interface. At the top, it says "We accept" followed by the VISA logo. Below this, the amount "MYR 1.00" is displayed. There is a section for "Add new card" with input fields for "Card Number" (containing "1234 5678 9123 4567 891"), "Expiry Date" (with "MM / YY" placeholder), and "CVV". A consent checkbox is checked, with the text "I consent to my payment details being securely stored to enable future transactions." At the bottom, there is a green button labeled "Pay MYR 1.00".

19 Redirect to complete the one-time payment authorization notification.

20 Enter card details to enroll the auto-debit payment

21 Click "Pay MYR1.00" button

21

Pay MYR 1.00

Step 6: Approve with OTP for Recurring Setup

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Authentication of Online Transaction

A SecureTAC push notification has been sent to your CIMB OCTO Mobile App. Kindly click on the push notification and press "APPROVE" button to proceed with the online transaction.

Your push notification will expire after 50 seconds.

Merchant Name : FIUU
Amount : MYR 1.00
Transaction Date : Wed Dec 24 2025 15:42:08 GMT +0800
CIMB Bank VISA No. : XXXX XXXX XXXX 6096

If you do not receive the SecureTAC push notification within the next few minutes, please click on "Resend SecureTAC" button for a new SecureTAC.

This information is **not shared** with the Merchant.

Please contact our Customer Service Hotline at the back of your card for assistance.

23

Payment Successful !

Your online payment has made successfully.

Transaction Amount: MYR 1.00
Payment Method: Credit
Authorized Date/Time: 2025-12-24 15:42

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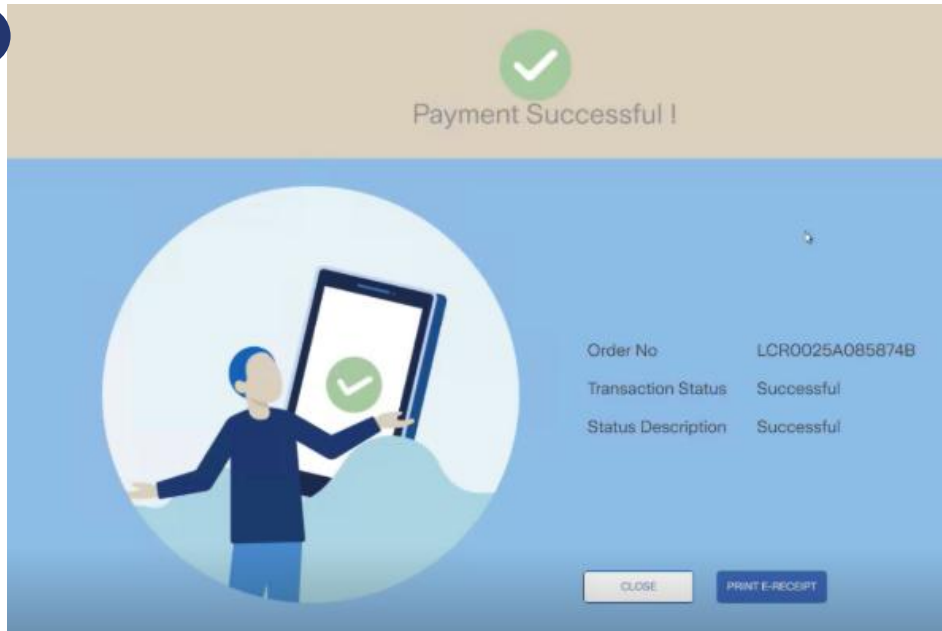
You will receive a One Time Password (OTP) from your bank/Secure TAC notification to confirm the auto-debit payment authorization

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Auto-debit payment authorization successfully enrolled.

Step 7: Confirmation Notice

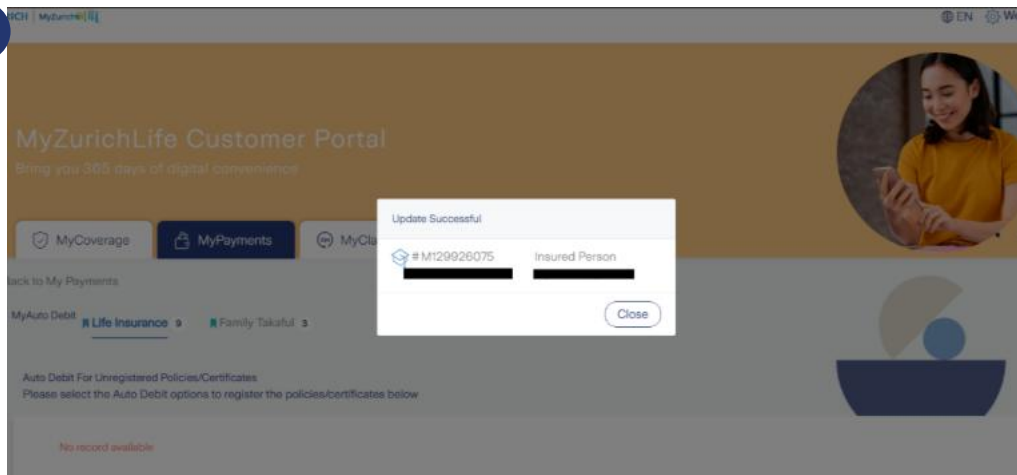
24



24 Once the payment is successful, you will receive a confirmation message on the platform indicating that recurring payment is enabled.

23 Update successful notification.

25



Thank You

