

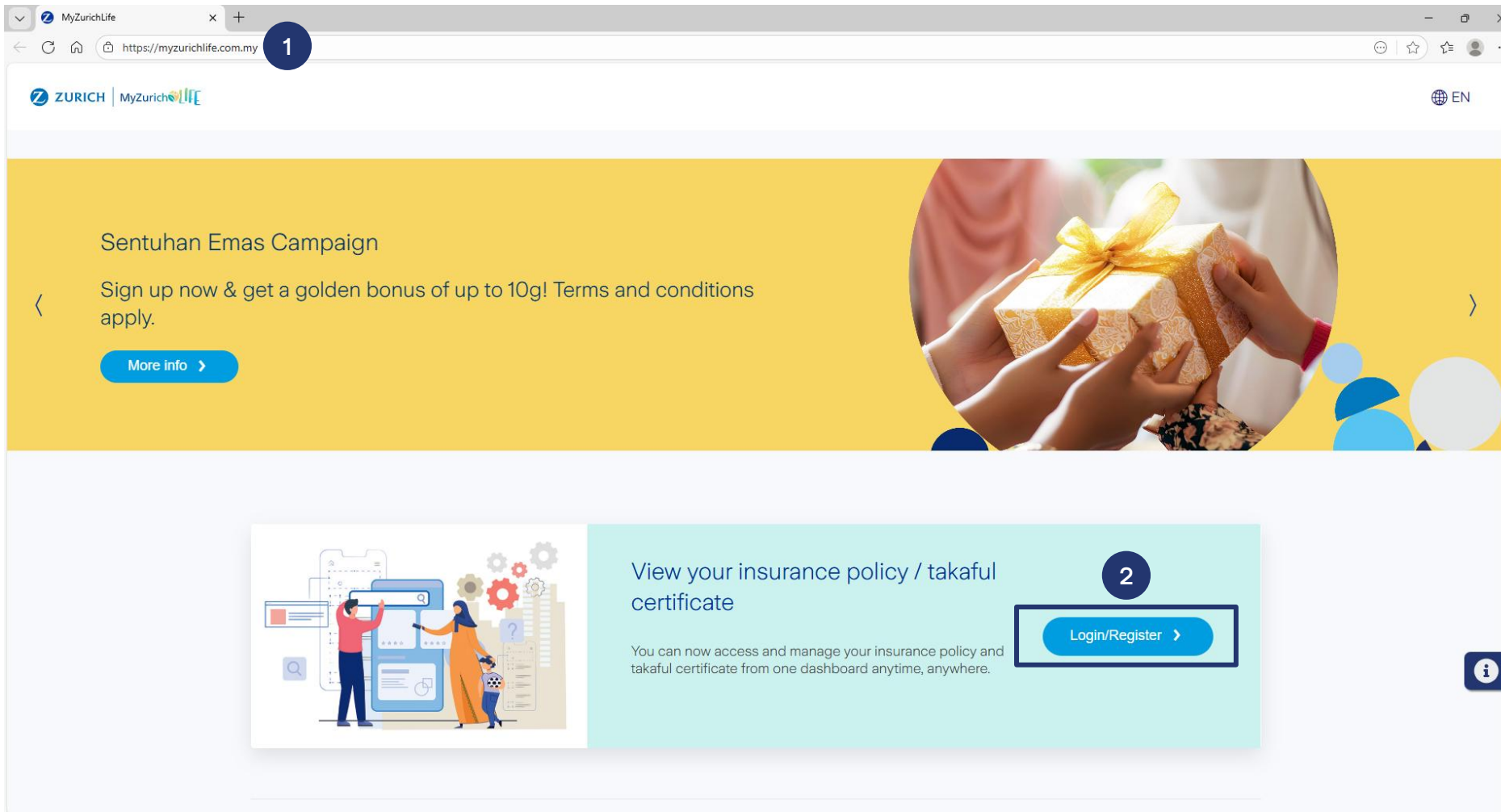
MyZurichLife Change Payment Method

Step by Step Guide

ZURICH GENERAL TAKAFUL 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

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EN

3 Enter your login credentials

4 Click the “Log in” button

Step 2: Card Changes

The screenshot shows the MyZurichLife Customer Portal interface. At the top left, there is a navigation bar with the Zurich logo and 'MyZurichLIFE'. On the right, there are links for 'EN' and 'Welcome, Test'. The main header area has a large orange banner with the text 'MyZurichLife Customer Portal' and 'Bring you 365 days of digital convenience'. Below this banner is a row of four navigation buttons: 'MyCoverage', 'MyPayments', 'MyClaims', and 'MyChanges'. The 'MyPayments' button is highlighted with a blue circle containing the number '5'. Below the navigation buttons is a horizontal menu with four categories: 'Life Insurance 21', 'Family Takaful 11', 'General Insurance 6', and 'General Takaful 9'. The 'General Takaful 9' category is selected and underlined. Below the menu is a section titled 'Recurring Certificate List'. This section contains a table with the following columns: Certificate, Covered Person, Contribution Type, Due Date, Due Amount, and an 'Update' button. The first row of the table has a blue circle with the number '6' next to the 'Certificate' column. The second row has a blue circle with the number '7' next to the 'Update' button.

ZURICH | MyZurichLIFE

EN Welcome, Test

MyZurichLife Customer Portal

Bring you 365 days of digital convenience

5

MyCoverage MyPayments MyClaims MyChanges

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

Recurring Certificate List

Certificate	Covered Person	Contribution Type	Due Date	Due Amount	
# 012560001249-00 HOUSEOWNER TAKAFUL		Recurring	23 Nov 2026	--	7 Update
# 012560001515-00 Z-Alliance MediWise Takaful		Recurring	31 Dec 2026	--	Update

- 5 Click the “MyPayments” section
- 6 Choose the policy
- 7 Click the “Update” button

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

8 EzPay Auto Debit Maintenance

012560001249-00 Covered Person
HOUSEOWNER TAKAFUL

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 Update

Cancel > Update

Due Amount -- 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 the value '01111111', a 'Recurring Payment Information' table, and 'CANCEL' and 'SUBMIT' buttons at the bottom. The table has the following data:

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 participation. 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 *

Your Transaction Information

Transaction Information	
Order No.	ZR20260410000008
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

17

Certificate No	Participant	Amount	Recurring
		81.73	<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 a lock icon and the text "SSL SECURED".

20

The screenshot shows a payment gateway interface. At the top, it says "We accept" followed by the VISA logo. Below that, the amount "MYR 1.00" is displayed. There is a section for "Add new card" with fields for "Card Number" (containing "1234 5678 9123 4567 891"), "Expiry Date" (with a "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".

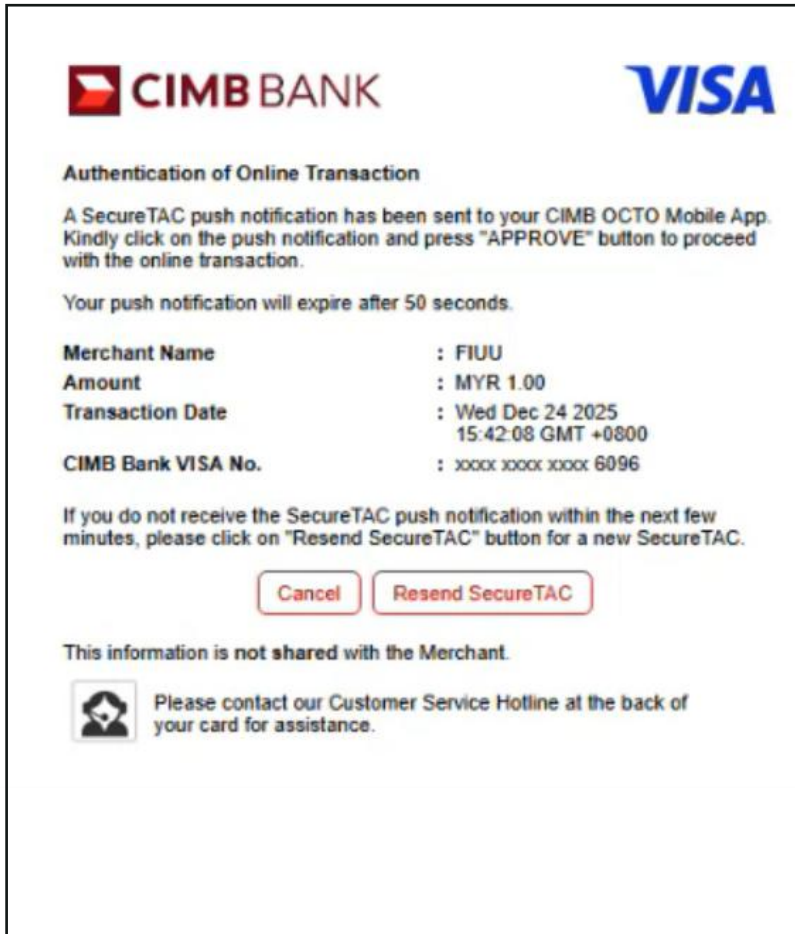
19 Redirect to complete the one-time payment authorization notification.

20 Enter card details to enroll the auto-debit payment

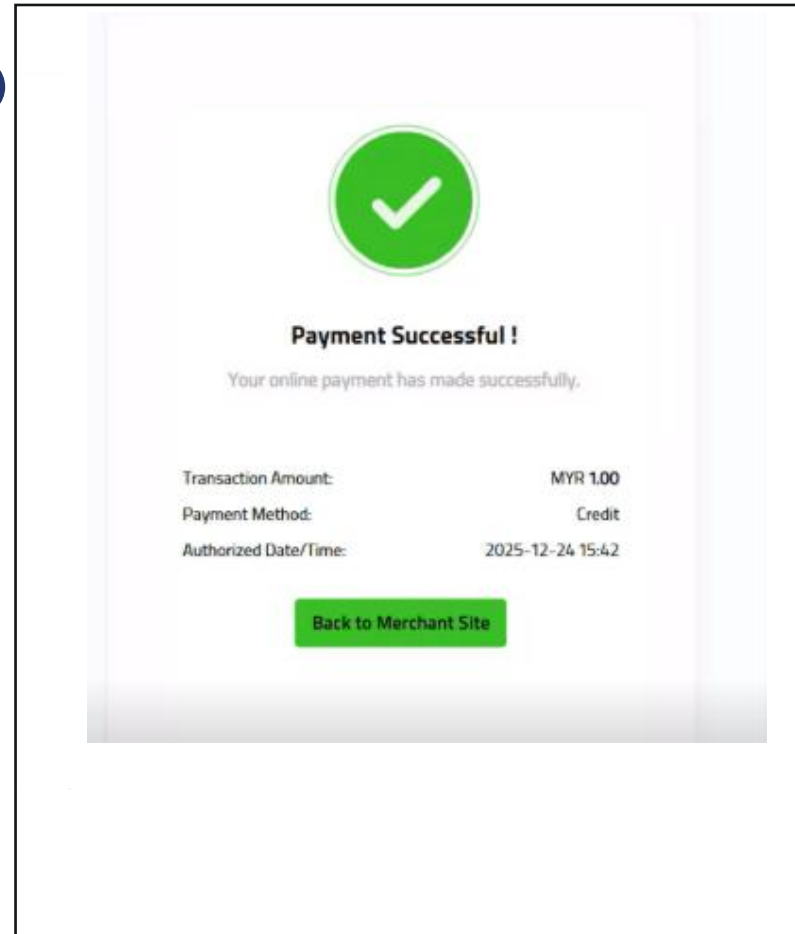
21 Click "Pay MYR1.00" button

Step 6: Approve with OTP for Recurring Setup

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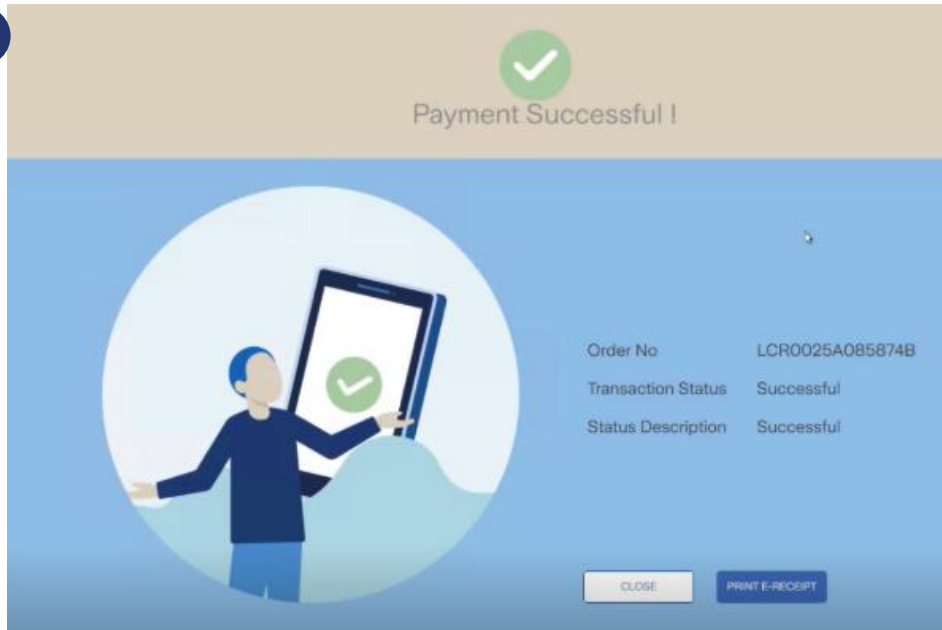
You will receive a One Time Password (OTP) from your bank/Secure TAC notification to confirm the auto-debit payment authorization

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Auto-debit payment authorization successfully enrolled.

Step 7: Confirmation Notice

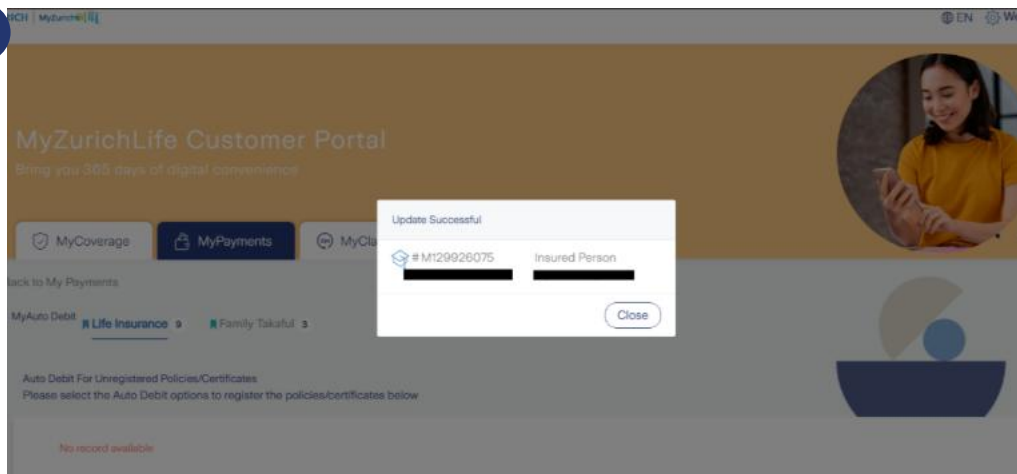
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24 Once the payment is successful, you will receive a confirmation message on the platform indicating that recurring payment is enabled.

23 Update successful notification.

25



Thank You

