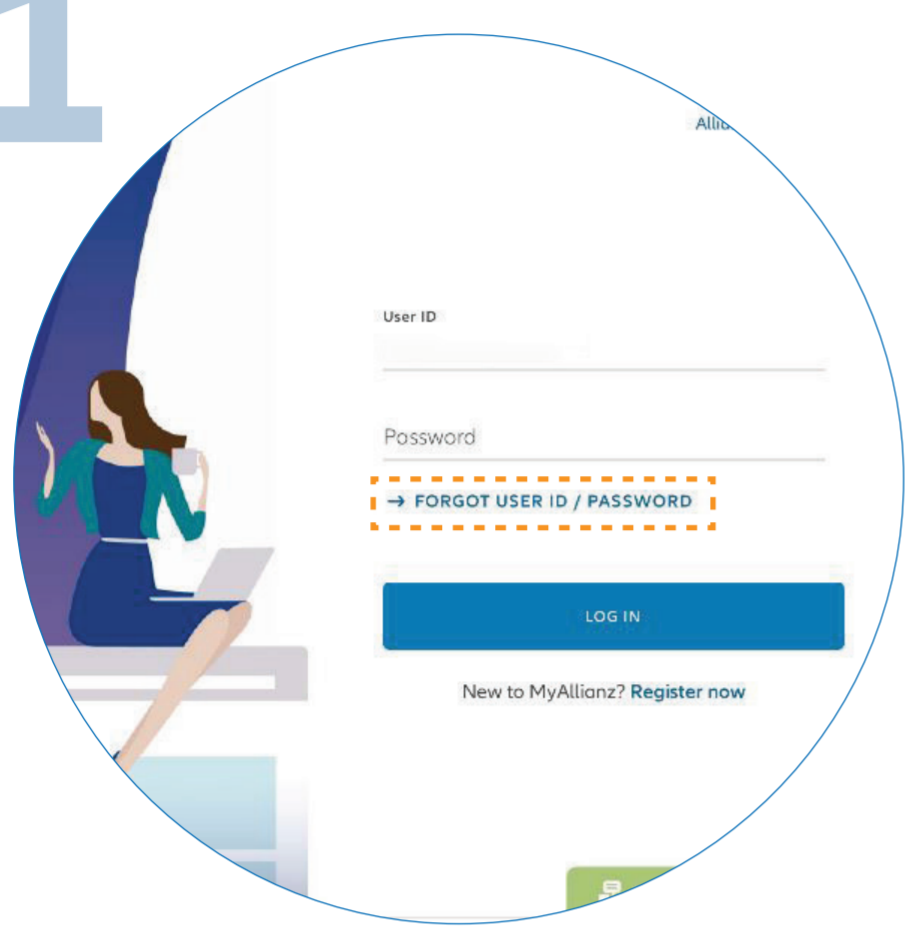


# MyAllianz User Guide

Steps to retrieve User ID / reset Password on MyAllianz

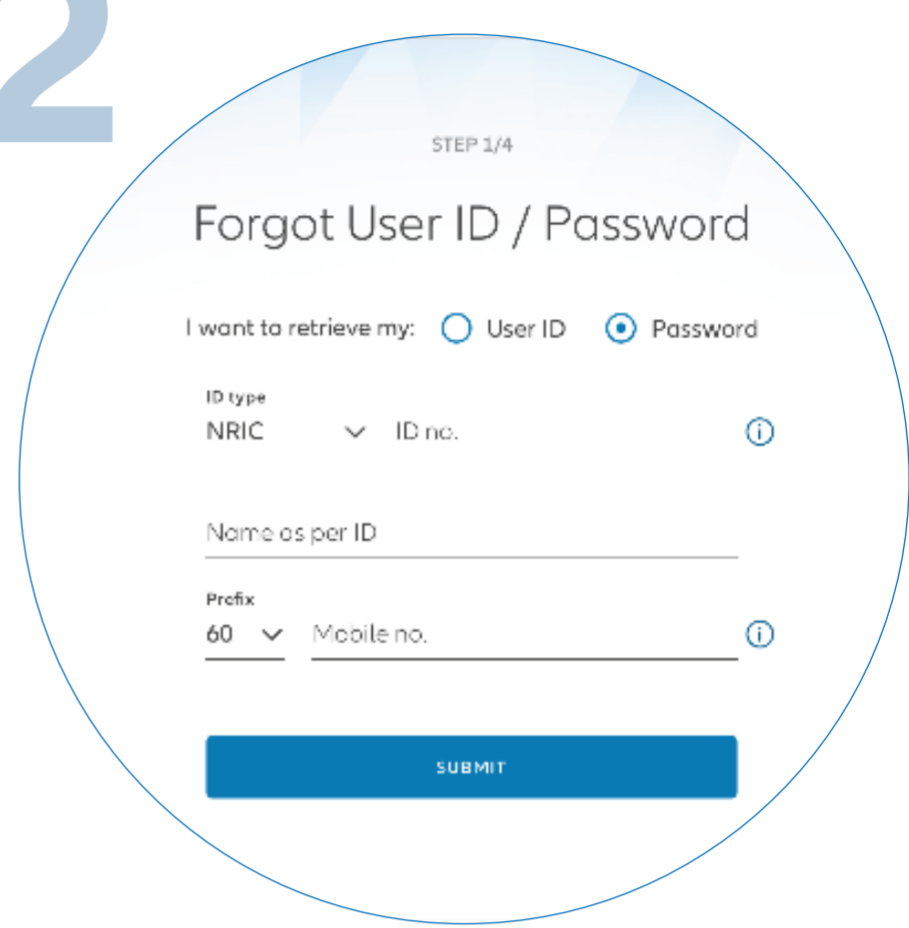


1



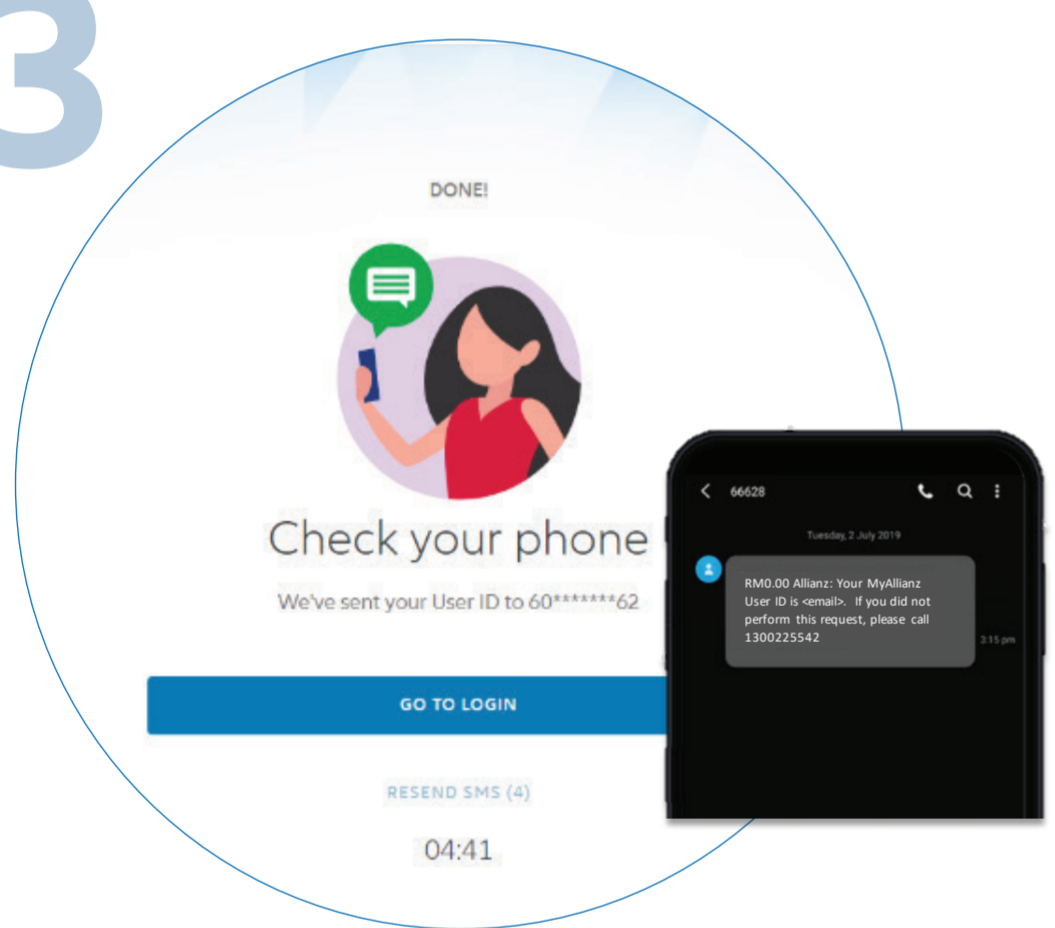
On the MyAllianz login page [allianz.com.my/customer](http://allianz.com.my/customer), click '**FORGOT USER ID/PASSWORD**'.

2

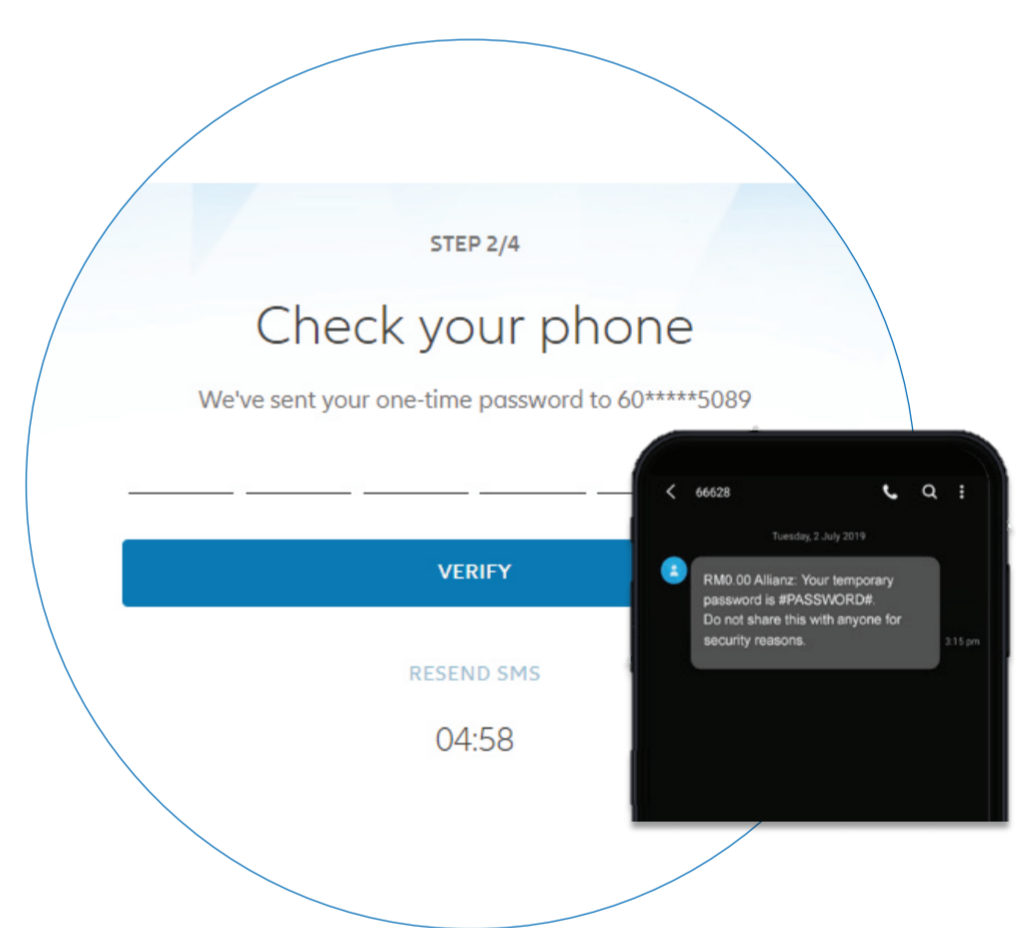


Select to retrieve User ID or Password. Enter your Full Name, Mobile No. and Identification No. (new IC/old IC/passport), then click '**SUBMIT**'.

3

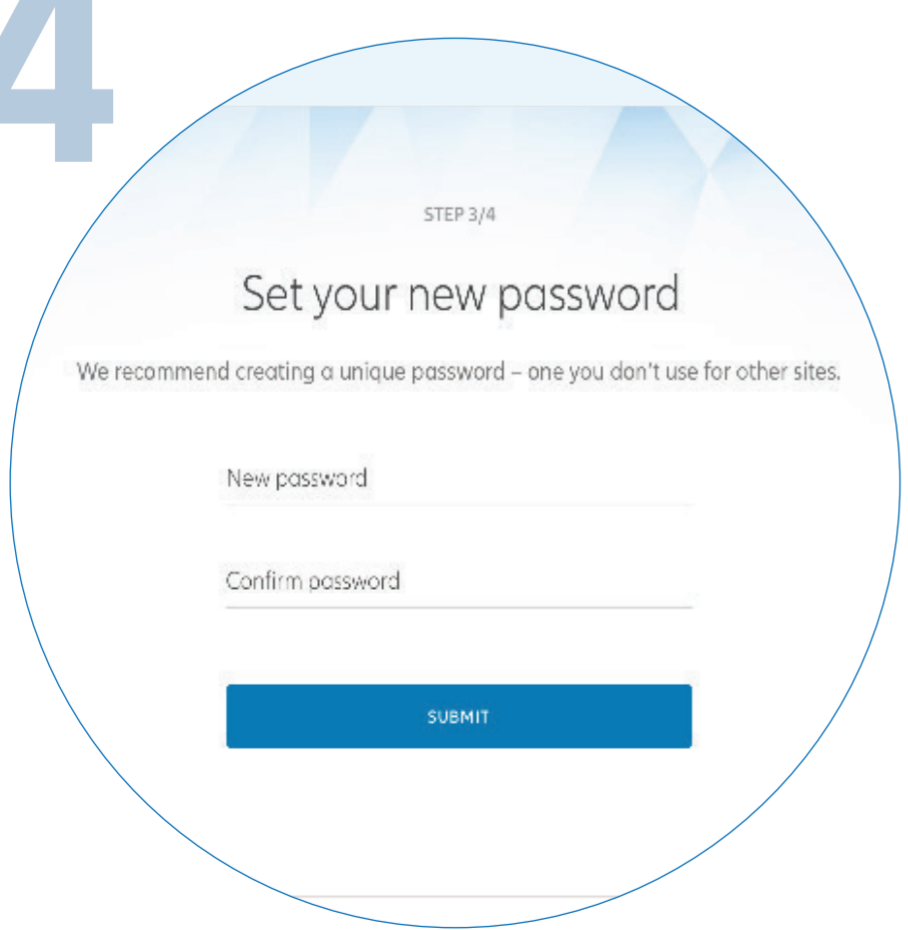


For User ID retrieval, an SMS will be sent to your registered mobile number with your User ID. Click '**GO TO LOGIN**' to proceed.



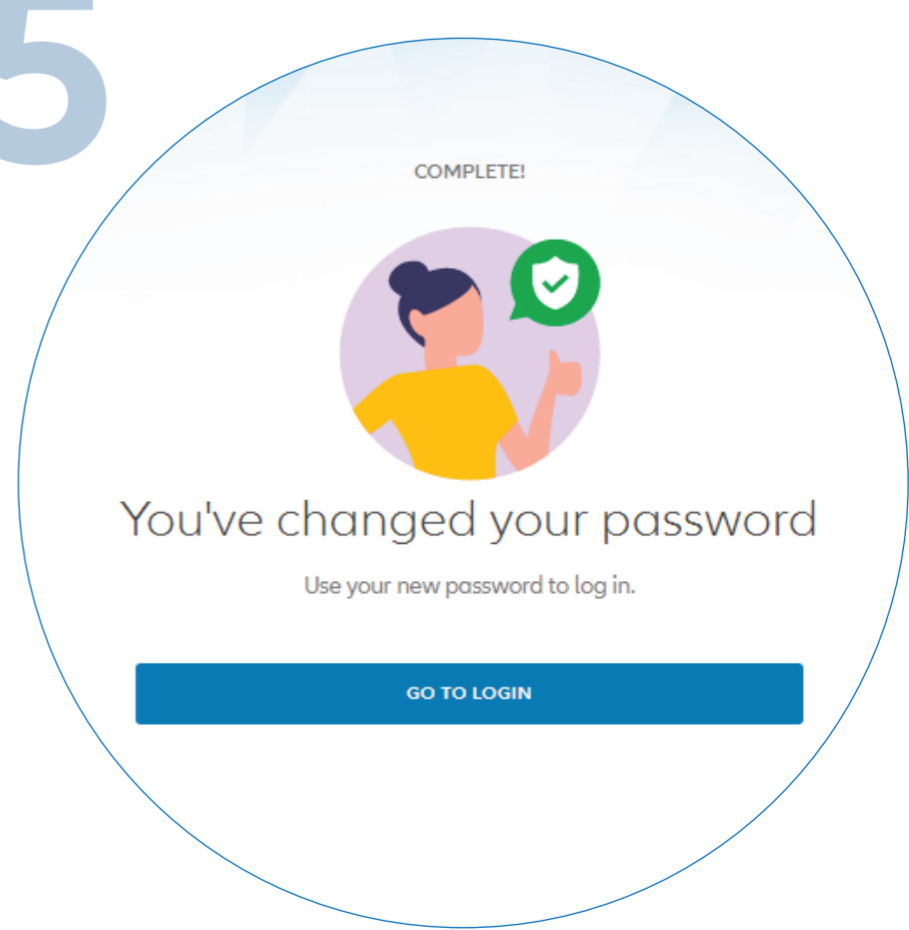
For Password retrieval, an SMS will be sent to your registered mobile number with a temporary password. Key in your temporary password, then click '**VERIFY**'.

4



Set your new password. 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**'.

5



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