

MyPolicy: e-NOTICES

FREQUENTLY ASKED QUESTIONS

S/N	QUESTION	ANSWER
1	What is e-Notices?	<p>e-Notices are the electronic version of notices which can be easily accessed by Policyholders through the customer portal.</p> <p>Policyholders will cease receiving hardcopy statements and notices from the Company in stages with effect from 1st July 2020.</p> <p>Policyholders can view and download the e-Notices by logging into the customer portal – MyPolicy (https://mypolicy.zurich.com.my/)</p>
2	Why e-Notices?	<p>Benefits of e-Notices:</p> <ul style="list-style-type: none"> i) Easily accessible anytime and anywhere ii) Faster than postal mail iii) Personal data is secured as notices can only be accessed by the rightful owner iv) Reduce paper waste and save the environment for future generation
3	Will all notices be in electronic version effective 1st July 2020?	<p>All electronic version of notices will be available in stages between July 2020 to Sept 2020.</p> <p>Policyholders will be notified via email and SMS once e-Notice are available on the customer portal.</p> <p><u>Sample email notification</u> Subject: 41xxxxx51 - Policy Lapsed e-Notice Available on MyPolicy Portal</p> <p>Dear Valued Customer,</p> <p>Your Lapsed e-Notice is now available online. Simply log on to https://mypolicy.zurich.com.my/ to review/download.</p> <p>To retrieve your e-Notice, just follow these simple steps:-</p> <ol style="list-style-type: none"> 1. Log on to MyPolicy (https://mypolicy.zurich.com.my) 2. Under 'MyDocument' menu, select 'e-Notices' 3. Select the 'Statement Year', the 'Type of Notice', and click the PDF to view / download <p>First time logging in? Click the link below for our registration guide: https://mypolicy.zurich.com.my/TermsAndConditions.aspx</p> <p>Please be informed that a temporary password will be sent to your mobile phone number and email address. Kindly ensure you have updated your latest details with us.</p> <p>You are now able to access to your policy details faster, make changes easier and manage your funds better!</p> <p>For further clarification, please feel free to contact your Wealth Planner or our Call Centre at 1-300-888-622.</p>

		<p>Sample SMS notification</p> <p>RM0.00 Zurich Malaysia 41xxxxx51 - Your policy has lapsed. eNotice is now available on MyPolicy portal. Visit zurich.my/mypolicy to view/download. TQ</p>								
4	What should I do to ensure that I receive the e-Notices from the Company?	<p>Policyholders must ensure their latest email address and mobile number are updated to receive the notifications.</p> <p>Please refer to attached guide on the steps to update email address or mobile number via customer portal.</p>								
5	Can I opt to receive hardcopy notification?	<p>No, there will not be any hardcopy statements and notices issued once the electronic version is available.</p>								
6	How do I register to access the customer portal?	<p>Please refer to attached guide on how to register in customer portal – MyPolicy.</p>								
7	How long will the e-Notices be available on the customer portal?	<p>e-Notices will be available on the customer portal for up to 5 years from when it was made available.</p>								
8	What are the statements and notices available in electronic version via MyPolicy?	<table border="1"> <thead> <tr> <th>July</th> <th>Aug</th> <th>Sept</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> ▪ Premium Due Notice ▪ Premium Due Notice (Reminder) ▪ Insufficient Notice (IL) ▪ Automatic Premium Loan (APL) Letter (OL) ▪ Appointment of New Agent Letter ▪ Annual Loan Statement ▪ Annuity Bonus Pension ▪ Income Statement ▪ Ordinary Life Bonus Statement ▪ Extended Term Insurance (ETI) Statement </td> <td> <ul style="list-style-type: none"> ▪ Lapse Notice (IL & OL) </td> <td> <ul style="list-style-type: none"> ▪ Statement of Advance Premium Payment Account (APPA)* ▪ Favour8 Annual Statement* <p>*Statement will be available in the month of January annually.</p> </td> </tr> </tbody> </table>	July	Aug	Sept	<ul style="list-style-type: none"> ▪ Premium Due Notice ▪ Premium Due Notice (Reminder) ▪ Insufficient Notice (IL) ▪ Automatic Premium Loan (APL) Letter (OL) ▪ Appointment of New Agent Letter ▪ Annual Loan Statement ▪ Annuity Bonus Pension ▪ Income Statement ▪ Ordinary Life Bonus Statement ▪ Extended Term Insurance (ETI) Statement 	<ul style="list-style-type: none"> ▪ Lapse Notice (IL & OL) 	<ul style="list-style-type: none"> ▪ Statement of Advance Premium Payment Account (APPA)* ▪ Favour8 Annual Statement* <p>*Statement will be available in the month of January annually.</p>		
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SOALAN LAZIM

S/N	SOALAN	JAWAPAN
1	Apakah e-Notis?	<p>e-Notis adalah notis versi elektronik yang boleh diakses dengan mudah oleh anda melalui portal pelanggan.</p> <p>Kami akan memberhentikan pencetakan dan pengeposan penyata dan notis bermula 1 Julai 2020.</p> <p>Pemegang polisi boleh melihat dan memuat turun e-Notis dengan log masuk ke portal pelanggan – MyPolicy (https://mypolicy.zurich.com.my/).</p>
2	Mengapa guna dan e-Notis?	<p>Manfaat e-Notis:</p> <ul style="list-style-type: none">i) Mudah diakses pada bila-bila masa di mana sahajaii) Lebih pantas daripada surat yang diposiii) Hanya boleh diakses orang Peserta yang sah sahajaiv) Mengurangkan pembaziran kertas dan menyelamatkan alam sekitar untuk generasi akan datang
3	Adakah semua notis akan tersedia dalam versi elektronik sahaja pada 1 July 2020?	<p>Kesemua notis versi elektronik akan tersedia antara Julai 2020 sehingga September 2020.</p> <p>Pemegang polisi akan dimaklumkan melalui e-mel dan SMS apabila e-Notis sudah tersedia di dalam portal pelanggan.</p> <p><u>Contoh pemberitahuan melalui e-mel</u></p> <p>Perkara: 41xxxxxx51 – eNotis Luput Polisi boleh didapati di Portal MyPolicy</p> <p>Kepada Pelanggan yang Dihargai,</p> <p>eNotis Luput anda boleh didapati dalam talian. Sila layari https://mypolicy.zurich.com.my/ untuk melihat / memuat turun notis.</p> <p>Untuk mendapatkan notis anda, sila ikuti langkah mudah ini:-</p> <ol style="list-style-type: none">1. Log masuk ke MyPolicy (https://mypolicy.zurich.com.my/)2. Pada menu 'MyDocument', pilih 'e-Notice'3. Pilih 'Statement Year', 'Type of Notice', dan klik PDF untuk melihat/memuat turun <p>Log masuk buat pertama kali? Sila klik pautan dibawah untuk panduan pendaftaran: https://mypolicy.zurich.com.my/TermsAndConditions.aspx</p> <p>Sila maklum bahawa kata laluan sementara akan dihantar ke nombor telefon bimbit dan alamat e-mel anda. Pastikan anda telah mengemaskini maklumat anda dengan kami.</p> <p>Anda kini boleh mengakses maklumat polisi anda dengan lebih cepat, membuat sebarang penukaran dengan mudah dan menguruskan dana dengan lebih baik!</p> <p>Untuk maklumat lanjut, sila hubungi Perancang Kewangan anda atau Pusat Panggilan kami di 1-300-888-622.</p>

		<p><u>Contoh pemberitahuan melalui SMS</u></p> <p>RM0.00 Zurich Malaysia 41xxxxx51 - Your policy has lapsed. eNotice is now available on MyPolicy portal. Visit zurich.my/mypolicy to view/download. TQ</p>		
4	Bagaimanakah untuk memastikan saya menerima pemberitahuan apabila notis versi elektronik telah tersedia?	<p>Pemegang polisi mestilah memastikan alamat e-mel dan nombor telefon bimbit anda telah dikemaskini untuk menerima pemberitahuan.</p> <p>Sila rujuk kepada panduan yang disertakan untuk mengetahui cara mengemaskini alamat e-mel dan nombor telefon bimbit melalui portal pelanggan kami di MyPolicy@Zurich.</p>		
5	Bolehkah saya memilih untuk menerima pemberitahuan bercetak?	<p>Tiada salinan bercetak akan diberikan apabila versi elektronik telah tersedia.</p>		
6	Bagaimanakah untuk saya membuat pendaftaran akaun di portal pelanggan?	<p>Sila rujuk kepada panduan yang disertakan untuk mengetahui cara membuat pendaftaran akaun di portal pelanggan MyPolicy@Zurich.</p>		
7	Berapa lamakah tempoh e-Notis tersedia di portal pelanggan?	<p>Setiap e-Notis akan tersedia di portal pelanggan sehingga 5 tahun dari masa ia disediakan.</p>		
8	Apakah penyata dan notis yang terdapat dalam versi elektronik melalui MyPolicy?	<p>Julai</p> <ul style="list-style-type: none"> ▪ Notis Premium ▪ Notis Premium (Peringatan) ▪ Notis Kekurangan Nilai Unit (IL) ▪ Pinjaman Premium Automatik (OL) ▪ Notis Pelantikan Perancang Kewangan Baru ▪ Penyata Tahunan Pinjaman Polisi ▪ Penyata Pendapatan Pencen Bonus ▪ Penyata Bonus Berbalik/Dividen Tunai Bagi Tahun Berakhir ▪ Penukaran Automatik kepada Insurans Sementara Lanjutan Tanpa Penyertaan (ETI) 	<p>Ogos</p> <ul style="list-style-type: none"> ▪ Notis Lupus (IL & OL) 	<p>September</p> <ul style="list-style-type: none"> ▪ Penyata Akaun Pembayaran Premium Pendahuluan (APPA)* ▪ Penyata Tahunan Favor8* <p><small>*Penyata akan tersedia pada bulan Januari setiap tahun.</small></p>