

MyAccount: e-NOTICES

FREQUENTLY ASKED QUESTIONS

S/N	QUESTION	ANSWER
1	What is e-Notices?	<p>e-Notices are the electronic version notices which can be easily accessed by Certificate holders through the customer portal.</p> <p>Certificate holders will cease receiving hardcopy statements and notices from the Company in stages with effect from 1st July 2020.</p> <p>Certificate holders can view and download the e-Notices by logging into the customer portal – MyAccount (https://myaccount.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 anywhereii) Faster than postal mailiii) Personal data is secured as notices can only be accessed by the rightful owneriv) 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>Certificate holders will be notified via email and SMS once e-Notice are available on the customer portal.</p> <p><u>Sample email notification</u></p> <p>Subject: Z1xxxxx05 - Certificate Lapsed eNotice Available on MyAccount Portal</p> <p>Dear Valued Customer,</p> <p>Your Lapsed eNotice is now available online. Simply log on to https://myaccount.zurich.com.my/ to review/download.</p> <p>To retrieve your eNotice, just follow these simple steps:-</p> <ol style="list-style-type: none">1. Log on to MyAccount (https://myaccount.zurich.com.my)2. Under 'E-Statement' menu, select 'e-Notices'3. Select the 'Statement Year', the 'Type of Notice', and click the download icon to view / download <p>First time logging in? Click the link below for our registration guide: https://myaccount.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 certificate 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 ZURICH TAKAFUL Z1xxxxx05 - Your certificate has lapsed. eNotice is now available on MyAccount portal. Visit zurich.my/myaccount to view/download. TQ</p>								
4	What should I do to ensure that I receive the e-Notices from the Company?	<p>Certificate holders 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 – MyAccount.</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 MyAccount?	<table border="1"> <thead> <tr> <th>July</th> <th>August</th> <th>September</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> ▪ Contribution Due Notice ▪ Contribution Due Notice (Reminder) ▪ Notice of Insufficient Value of Unit (IL & TL) ▪ Termination Letter (OL & IL) ▪ Appointment of New Agent Letter to Participant </td> <td> <ul style="list-style-type: none"> ▪ Lapse Notice (IL & TL) </td> <td> <ul style="list-style-type: none"> ▪ Advance Contribution Account Statement* ▪ Hybrid Annual Statement* <p>*Statement will be available in the month of January annually.</p> </td> </tr> </tbody> </table>			July	August	September	<ul style="list-style-type: none"> ▪ Contribution Due Notice ▪ Contribution Due Notice (Reminder) ▪ Notice of Insufficient Value of Unit (IL & TL) ▪ Termination Letter (OL & IL) ▪ Appointment of New Agent Letter to Participant 	<ul style="list-style-type: none"> ▪ Lapse Notice (IL & TL) 	<ul style="list-style-type: none"> ▪ Advance Contribution Account Statement* ▪ Hybrid Annual Statement* <p>*Statement will be available in the month of January annually.</p>
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MyAccount: e-NOTIS

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 Sijil boleh melihat dan memuat turun e-Notis dengan log masuk ke portal pelanggan – MyAccount (https://myaccount.zurich.com.my/).</p>
2	Mengapa guna 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 Sijil 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: Z1xxxxx51 – eNotis Lupus Sijil boleh didapati di Portal MyAccount</p> <p>Kepada Pelanggan yang Dihargai,</p> <p>eNotis Luput anda boleh didapati dalam talian. Sila layari https://myaccount.zurich.com.my/ untuk melihat / memuat turun notis.</p> <p>Untuk mendapatkan notis anda, sila ikuti langkah mudah ini:-</p> <ul style="list-style-type: none">1. Log masuk ke MyAccount (https://myaccount.zurich.com.my/)2. Pada menu 'E-Statement', pilih 'e-Notices'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://myaccount.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 sijil 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>

		RM0.00 Zurich Takaful Z1xxxxx51 - Your cert has lapsed. eNotice is now available on MyAccount portal. Visit zurich.my/myaccount to view/download. TQ								
4	Bagaimanakah untuk memastikan saya menerima pemberitahuan apabila notis versi elektronik telah tersedia?	<p>Pemegang Sijil 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 MyAccount@Zurich.</p>								
5	Bolehkah saya memilih untuk menerima pemberitahuan bercetak?	Tiada salinan bercetak akan diberikan apabila versi elektronik telah tersedia.								
6	Bagaimanakah untuk saya membuat pendaftaran akaun di portal pelanggan?	Sila rujuk kepada panduan yang disertakan untuk mengetahui cara membuat pendaftaran akaun di portal pelanggan MyAccount@Zurich .								
7	Berapa lamakah tempoh e-Notis tersedia di portal pelanggan?	Setiap e-Notis akan tersedia di portal pelanggan sehingga 5 tahun dari masa ia disediakan.								
8	Apakah penyata dan notis yang terdapat dalam versi elektronik melalui MyAccount?	<table border="1"> <thead> <tr> <th>Julai</th> <th>Ogos</th> <th>September</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> ▪ Notis Caruman ▪ Notis Caruman (Peringatan) ▪ Notis Ketidacukupan Nilai Unit (IL & TL) ▪ Surat Penamatan (OL & IL) ▪ Notis Pelantikan Perancang Kewangan Baru Kepada Peserta </td> <td> <ul style="list-style-type: none"> ▪ Notis Lupus (IL & TL) </td> <td> <ul style="list-style-type: none"> ▪ Penyata Akaun Pendahuluan Caruman* ▪ Penyata Tahunan Hybrid* <p><small>*Penyata akan tersedia pada bulan Januari setiap tahun.</small></p> </td> </tr> </tbody> </table>			Julai	Ogos	September	<ul style="list-style-type: none"> ▪ Notis Caruman ▪ Notis Caruman (Peringatan) ▪ Notis Ketidacukupan Nilai Unit (IL & TL) ▪ Surat Penamatan (OL & IL) ▪ Notis Pelantikan Perancang Kewangan Baru Kepada Peserta 	<ul style="list-style-type: none"> ▪ Notis Lupus (IL & TL) 	<ul style="list-style-type: none"> ▪ Penyata Akaun Pendahuluan Caruman* ▪ Penyata Tahunan Hybrid* <p><small>*Penyata akan tersedia pada bulan Januari setiap tahun.</small></p>
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