

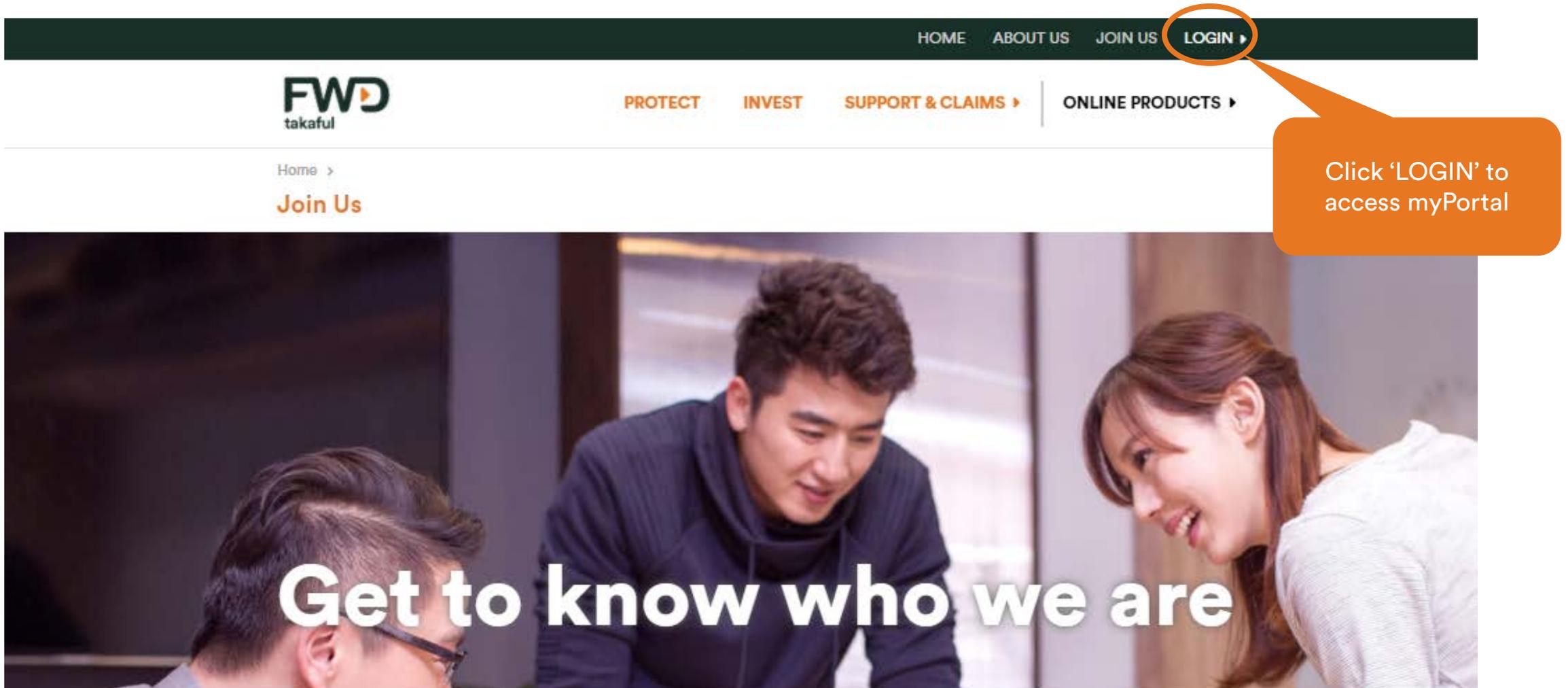
Registration Guide for myPortal

Get started in 5 simple steps

25 Sept 2020

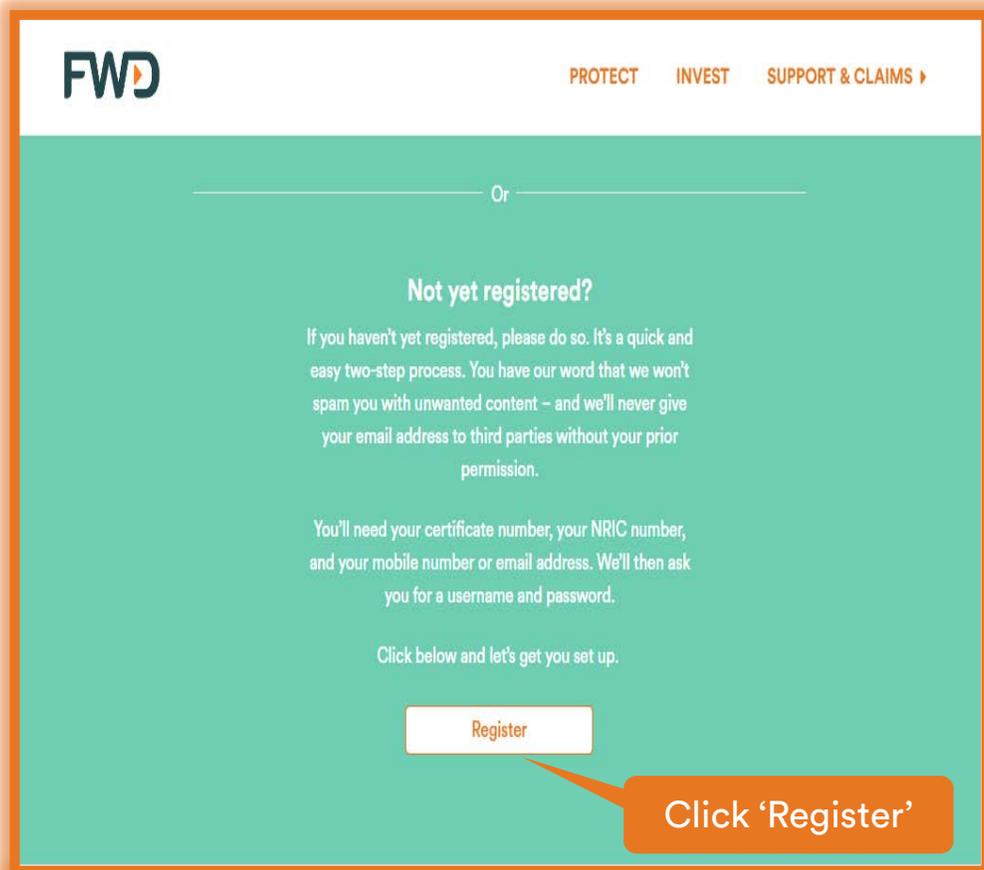


Step 1 – Visit FWD Takaful’s Website <https://www.fwd.com.my>



The screenshot shows the FWD Takaful website homepage. The top navigation bar is dark green with white text for 'HOME', 'ABOUT US', 'JOIN US', and 'LOGIN'. The 'LOGIN' button is circled in orange. Below the navigation bar is a white header with the FWD Takaful logo on the left and menu items 'PROTECT', 'INVEST', 'SUPPORT & CLAIMS', and 'ONLINE PRODUCTS' on the right. Below the header is a white banner with 'Home >' and 'Join Us' in orange. The main content area features a large image of three people (two men and one woman) looking at a screen together, with the text 'Get to know who we are' overlaid in white. An orange callout box on the right side of the page points to the 'LOGIN' button and contains the text 'Click 'LOGIN' to access myPortal'.

Step 2 – New user registration



FWD PROTECT INVEST SUPPORT & CLAIMS ▶

Or

Not yet registered?

If you haven't yet registered, please do so. It's a quick and easy two-step process. You have our word that we won't spam you with unwanted content – and we'll never give your email address to third parties without your prior permission.

You'll need your certificate number, your NRIC number, and your mobile number or email address. We'll then ask you for a username and password.

Click below and let's get you set up.

Register

Click 'Register'



FWD

USER REGISTRATION

Please enter all the information below and click next to proceed.

Certificate Number :

Certificate Number *

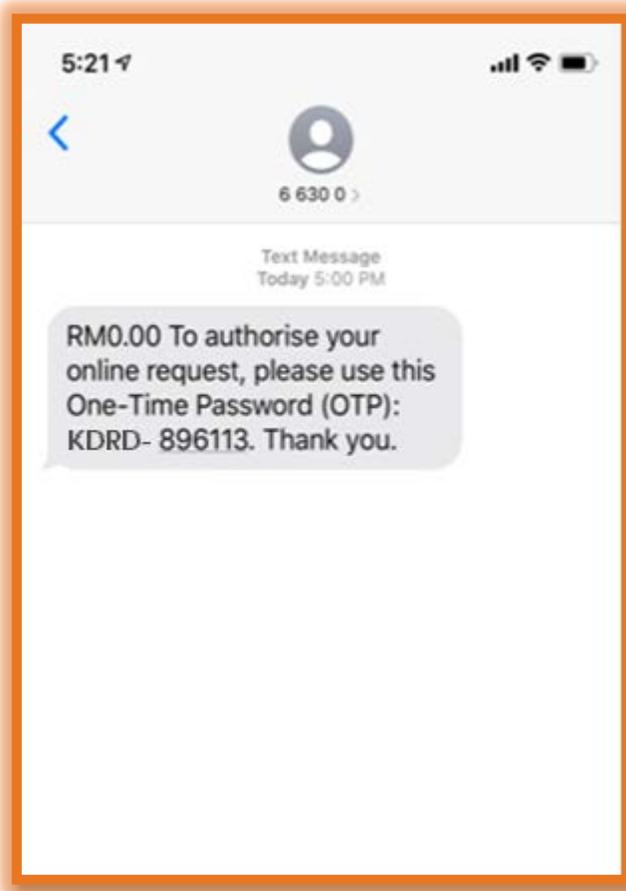
NRIC No. / Business Registration No. :

NRIC No. / Business Registration No. *

Cancel Next

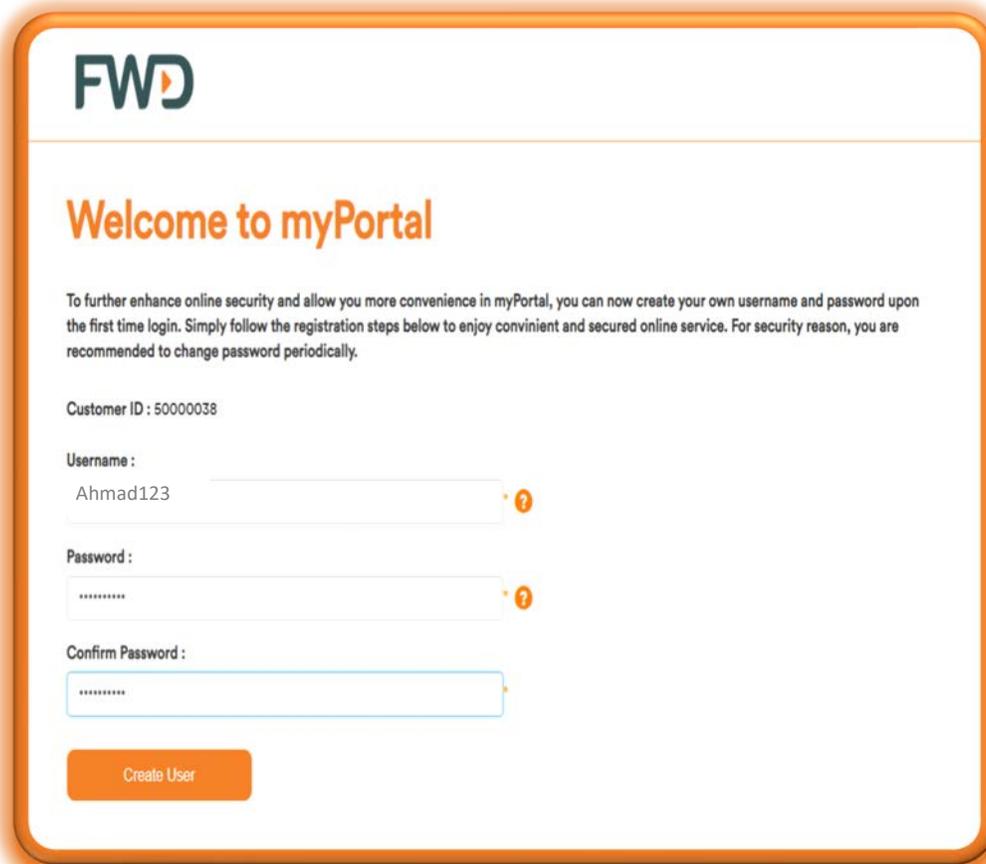
Click 'Next'

Step 3 – Received SMS of 6-digits One Time Password (OTP)



** Kindly ensure your latest mobile number is the same number registered with FWD Takaful. Otherwise, please call our Customer Care Hotline at 1300 13 7988 to update your contact details.*

Step 4 – Create Username & Password



FWD

Welcome to myPortal

To further enhance online security and allow you more convenience in myPortal, you can now create your own username and password upon the first time login. Simply follow the registration steps below to enjoy convenient and secured online service. For security reason, you are recommended to change password periodically.

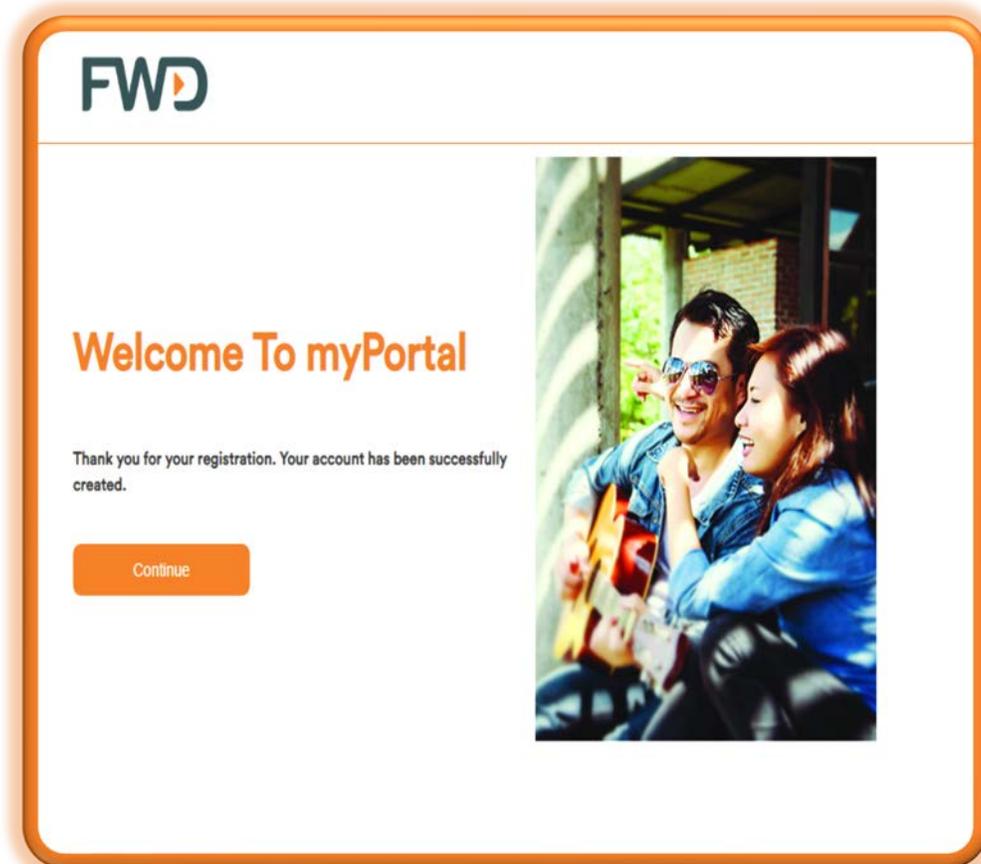
Customer ID : 50000038

Username :

Password :

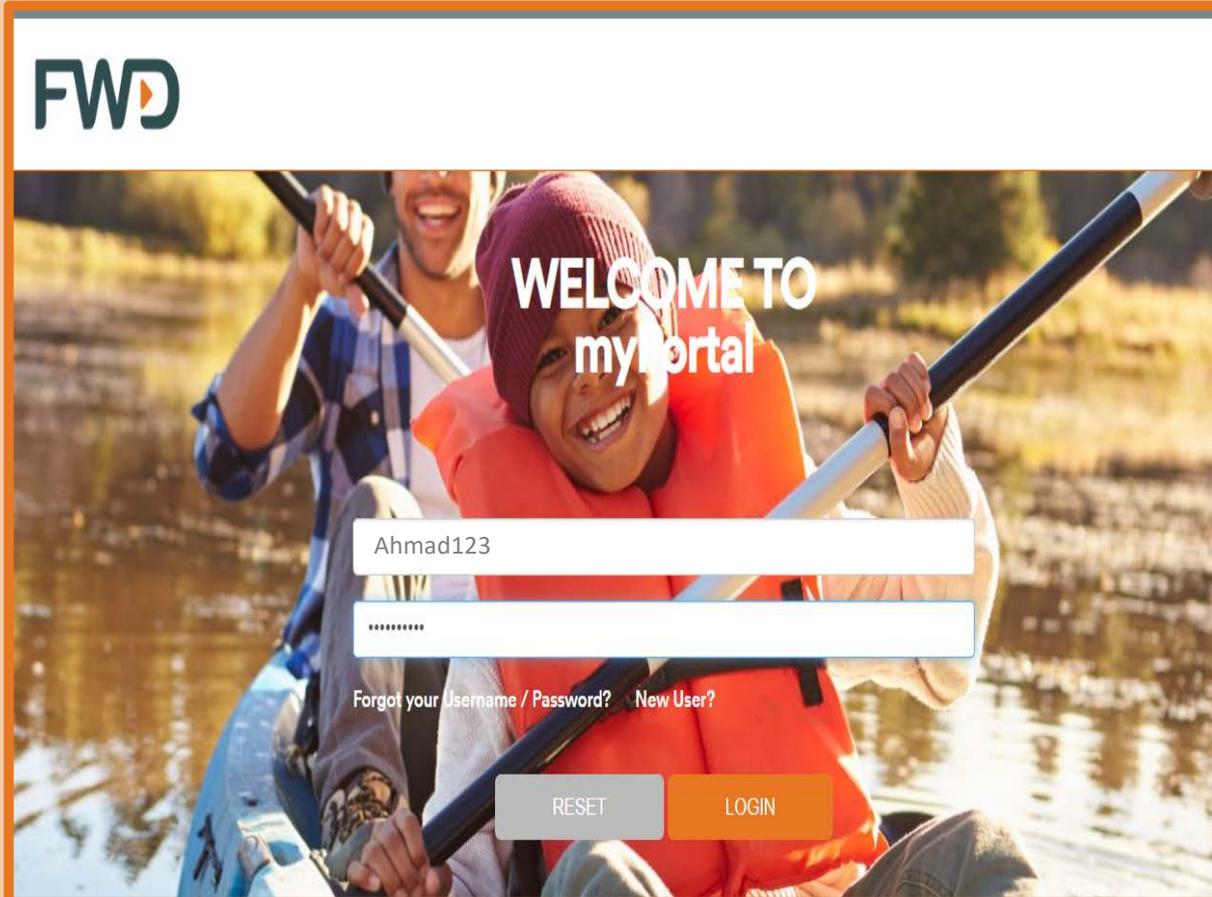
Confirm Password :

[Create User](#)



** Kindly ensure that your personal login i.e. 'Username & Password' is being kept safe at anytime.*

Step 5 – Login and read the ‘Terms & Conditions’



FWD

WELCOME TO
myPortal

Ahmad123

[Forgot your Username / Password?](#) [New User?](#)

RESET LOGIN

No Warranty

The information and materials contained in this site, including text, graphics, links or other items are provided "as is", "as available". FWD does not warrant the accuracy, adequacy or completeness of these information and materials, and expressly disclaims liability for errors or omissions in this information and materials. No warranty of any kind, implied, express or statutory, including the warranties of non-infringement of third party rights, title, merchantability, fitness for a particular purpose and freedom from computer virus, is given in conjunction with the information and materials.

Limitation of Liability

In no event will FWD be liable for any damages, including direct or indirect, special, incidental, or consequential damages, losses or expenses arising in connection with this site or use thereof or inability to use by any parties, or in connection with any failure of performance, error, omission, interruption, defect, delay in operation or transmission, computer virus or line or system failure, even if FWD, or representatives thereof, are advised of the possibility of such damages, losses or expenses.

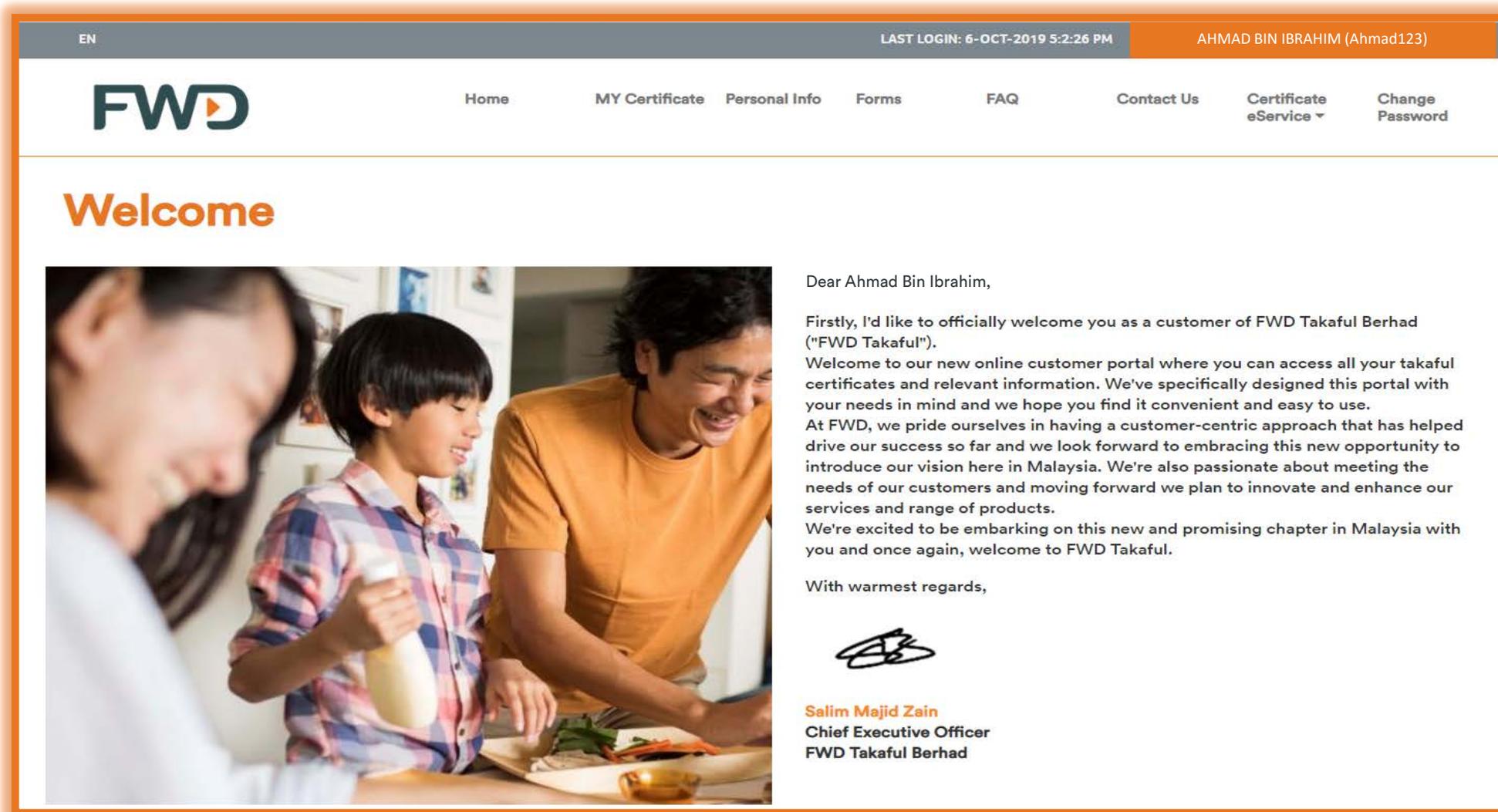
Changes

FWD reserves the right to add to, modify or remove, without prior warning or notice, any information or material contained on this site, including any of the provisions of these Terms and Conditions at any time.

I Agree

Please give us a call at [1300 13 7988](tel:1300137988) or email contact.my@fwd.com if you require additional information or support.

You'll receive a Welcome Message upon successful login to *myPortal*



The screenshot shows the FWD myPortal interface. At the top, there is a navigation bar with the FWD logo on the left and user information on the right: 'EN', 'LAST LOGIN: 6-OCT-2019 5:2:26 PM', and 'AHMAD BIN IBRAHIM (Ahmad123)'. Below the navigation bar is a menu with links: 'Home', 'MY Certificate', 'Personal Info', 'Forms', 'FAQ', 'Contact Us', 'Certificate eService', and 'Change Password'. The main content area features a large 'Welcome' heading in orange. To the left of the text is a photograph of a family (a woman, a young boy, and a man) smiling and preparing food together. To the right of the photo is a personalized welcome message from Salim Majid Zain, Chief Executive Officer of FWD Takaful Berhad. The message is signed with a handwritten signature.

EN LAST LOGIN: 6-OCT-2019 5:2:26 PM AHMAD BIN IBRAHIM (Ahmad123)

FWD Home MY Certificate Personal Info Forms FAQ Contact Us Certificate eService Change Password

Welcome



Dear Ahmad Bin Ibrahim,

Firstly, I'd like to officially welcome you as a customer of FWD Takaful Berhad ("FWD Takaful").

Welcome to our new online customer portal where you can access all your takaful certificates and relevant information. We've specifically designed this portal with your needs in mind and we hope you find it convenient and easy to use.

At FWD, we pride ourselves in having a customer-centric approach that has helped drive our success so far and we look forward to embracing this new opportunity to introduce our vision here in Malaysia. We're also passionate about meeting the needs of our customers and moving forward we plan to innovate and enhance our services and range of products.

We're excited to be embarking on this new and promising chapter in Malaysia with you and once again, welcome to FWD Takaful.

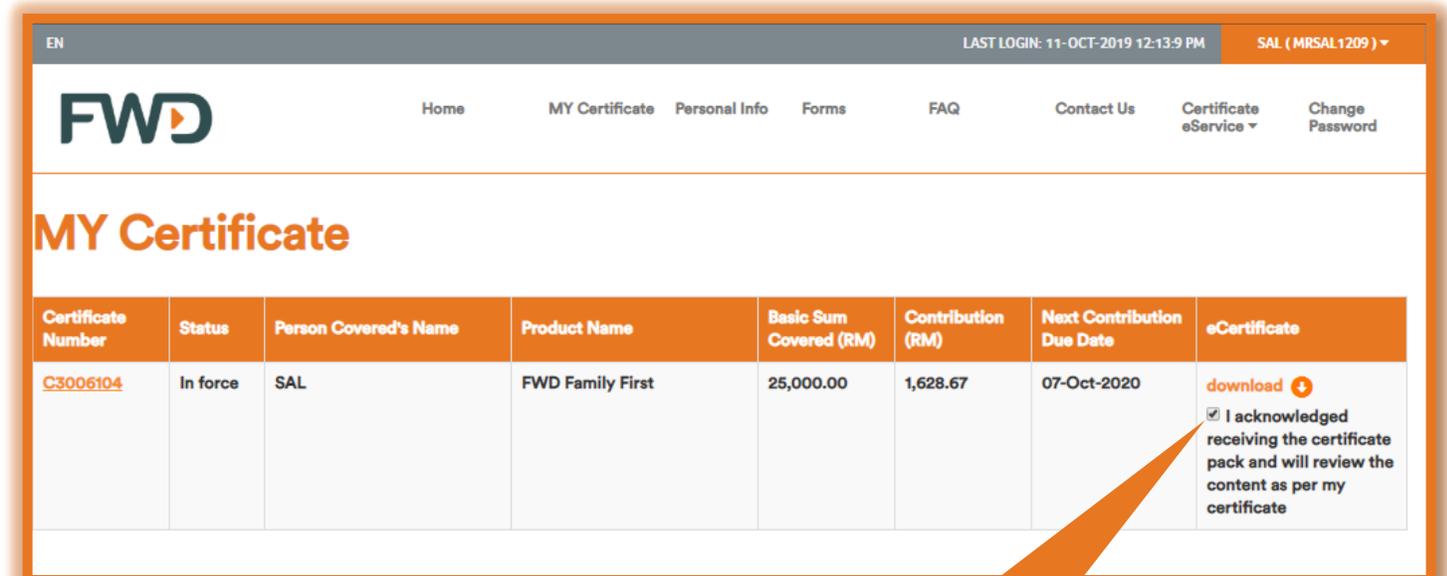
With warmest regards,



Salim Majid Zain
Chief Executive Officer
FWD Takaful Berhad

Acknowledging your e-Certificate

- ❖ 'My Certificate' tab provides your certificate information such as Certificate Number, Status, Covered Person's Name, Product Name, Basic Sum Covered, Contribution Amount and Next Contribution Due Date.
- ❖ Kindly tick the acknowledgement box in order to confirm that you've received and reviewed your certificate pack.
- ❖ You may click the 'download' icon and save the certificate pack for your reference.



EN LAST LOGIN: 11-OCT-2019 12:13:9 PM SAL (MRSAL1209)

Home MY Certificate Personal Info Forms FAQ Contact Us Certificate eService Change Password

MY Certificate

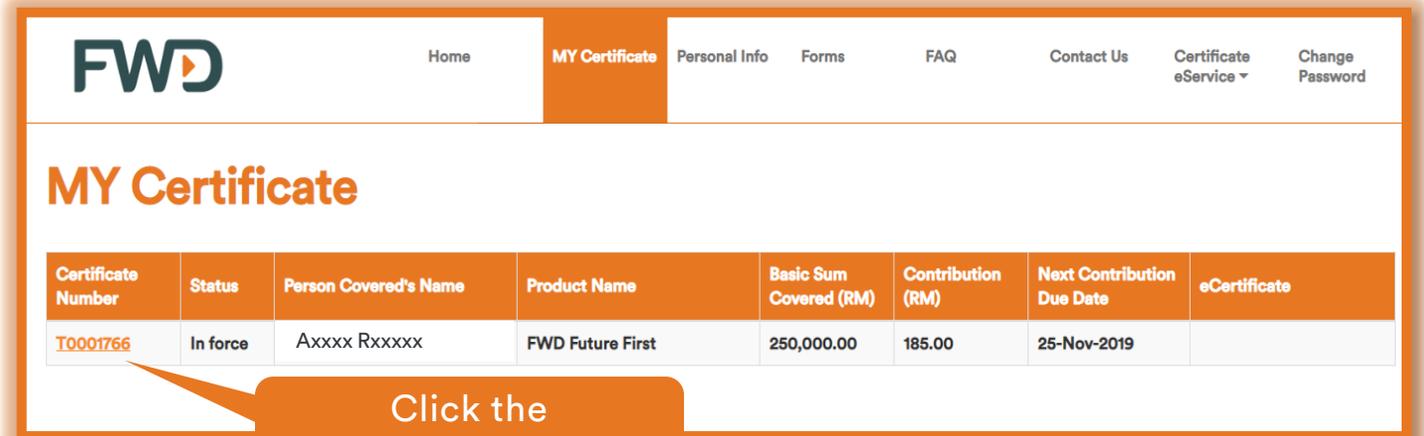
Certificate Number	Status	Person Covered's Name	Product Name	Basic Sum Covered (RM)	Contribution (RM)	Next Contribution Due Date	eCertificate
C3006104	In force	SAL	FWD Family First	25,000.00	1,628.67	07-Oct-2020	download  <input checked="" type="checkbox"/> I acknowledged receiving the certificate pack and will review the content as per my certificate

Tick the acknowledgement box

My Certificate

❖ 'My Certificate' tab provides your certificate information such as Certificate Number, Status, Covered Person's Name, Product Name, Basic Sum Covered, Contribution Amount and Next Contribution Due Date.

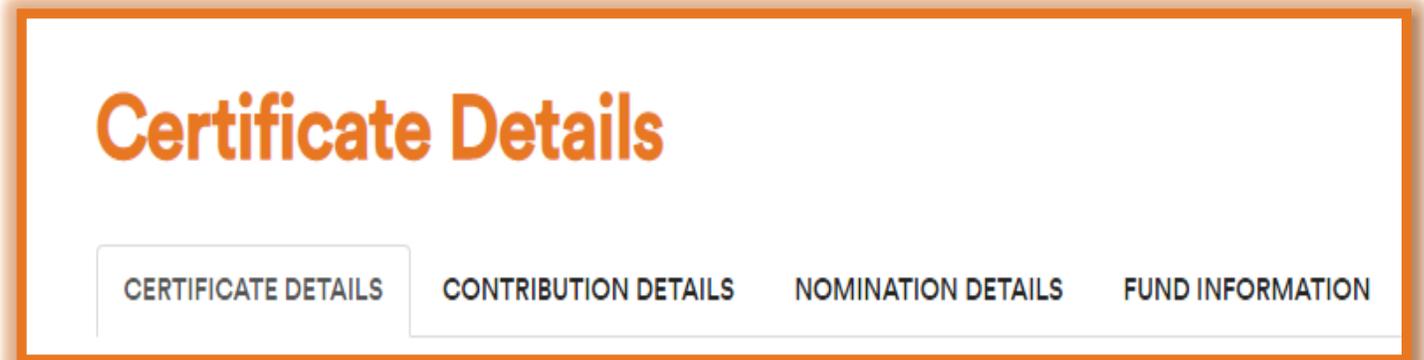
❖ Click the certificate number in order to view your additional details of the certificate such as Certificate Details, Contribution Details, Nomination Details and Fund information (for Investment-Linked Plan)



The screenshot shows the 'MY Certificate' page on the FWD myPortal. The page has a navigation bar with 'Home', 'MY Certificate', 'Personal Info', 'Forms', 'FAQ', 'Contact Us', 'Certificate eService', and 'Change Password'. Below the navigation bar is the 'MY Certificate' heading and a table with the following data:

Certificate Number	Status	Person Covered's Name	Product Name	Basic Sum Covered (RM)	Contribution (RM)	Next Contribution Due Date	eCertificate
T0001766	In force	Axxxx Rxxxxx	FWD Future First	250,000.00	185.00	25-Nov-2019	

Click the Certificate Number



The screenshot shows the 'Certificate Details' page on the FWD myPortal. The page has a heading 'Certificate Details' and four navigation tabs: 'CERTIFICATE DETAILS', 'CONTRIBUTION DETAILS', 'NOMINATION DETAILS', and 'FUND INFORMATION'.

My Certificate – Certificate Details

Certificate Details

- ❖ Under Certificate Details tab, you'll be able to view your certificate information such as Certificate Number, Certificate Status, Product Name, Cover Date, Maturity Date and the Account Value, if any.
- ❖ Followed by your credit/debit card information and details of your certificate benefits.
- ❖ You'll also be able to view your covered person's details if your policy covers a different person.

CERTIFICATE DETAILS	CONTRIBUTION DETAILS	NOMINATION DETAILS	MY CERTIFICATE FILES
CERTIFICATE DETAILS			
✔ Certificate Number	: T0001766	✔ Cover Date	: 25-Sep-2019
✔ Certificate Status	: In force	✔ Maturity Date	: 25-Sep-2060
✔ Product	: FWD Future First	✔ Account Value	: 0.00

BANK INFORMATION	
<u>Auto Debit Account Information</u>	
✔ Bank Name	:
✔ Account Holder Name	:
✔ Account Number	:
✔ Branch	:
✔ City	:
<u>Credit Card Account Information</u>	
✔ Credit Card Holder Name	: Axxxx Rxxxxx
✔ Credit Card Number	: 559998xxxxx4960

Benefits	Certificate Term	Commencement Date	Status	Sum Covered (RM)
FWD Future First	41	25-Sep-2019	In force	250,000.00
Benefits				
Death Benefit	250,000.00	100% of Sum Covered; with 10% of Sum Covered will be advanced immediately upon receipt of death of Person Covered as Bereavement Benefit.		
Total & Permanent Disability (TPD) Benefit	250,000.00	100% of Sum Covered, if TPD occurs prior to Person Covered reaching age 70 (age next birthday).		
Terminal Illness Benefit	250,000.00	100% of Sum Covered is payable, if Person Covered is diagnosed with Terminal Illness.		
Spouse Takaful Benefit	100,000.00	The surviving legal spouse below 60 years old (age next birthday) can ask us to issue a new free takaful certificate without any underwriting with; a) sum covered of RM 100,000 payable if the spouse dies; and b) a certificate term of 2 years.		
Person Covered's Name				
Axxxx Rxxxxx	NRIC No.	Old IC/Passport/Others	Date of Birth	
	70*****		28-Oct-1980	

My Certificate – Contribution Details

Contribution Details

- ❖ You'll be able to view the details of your contribution.
- ❖ You can also view the payment history of your contributions.

CERTIFICATE DETAILS	CONTRIBUTION DETAILS	NOMINATION DETAILS	MY CERTIFICATE FILES
CONTRIBUTION DETAILS			
✓ Currency	: Malaysia Ringgit		
✓ Payment Method	: Cash		
✓ Payment Frequency	: Monthly		
✓ Basic Contribution	: 185.00		
✓ Total Contribution Due	: 0.00		
✓ Payment Status	: Contribution Paying		
✓ Contribution Due Date	: 25-Nov-2019		
✓ Regular Top Up	: 0.00		
✓ Adhoc Top Up	: 0.00		

PAYMENT HISTORY			
Transaction Date	Amount (RM)	Receipt No.	Remarks
25-Sep-2019	370.00	16000153	
25-Nov-2019	185.00		E0100

My Certificate – *Nomination Details*

Nomination Details

- ❖ You may refer to the ‘Nomination Details’ tab to view your nominee’s details
- ❖ You’ll be able to view your nominee’s full name, NRIC, DOB, relationship and the percentage payable.

Certificate Details

CERTIFICATE DETAILS CONTRIBUTION DETAILS **NOMINATION DETAILS** MY CERTIFICATE FILES

CONDITIONAL HIBAH

Full Name	NRIC/Birth Cert/Passport/Other ID No	Date of Birth	Relationship with Certificate Owner	Percentage Payable
B Shark	****23101111	23-Apr-1984	GrandParent	100.00 %

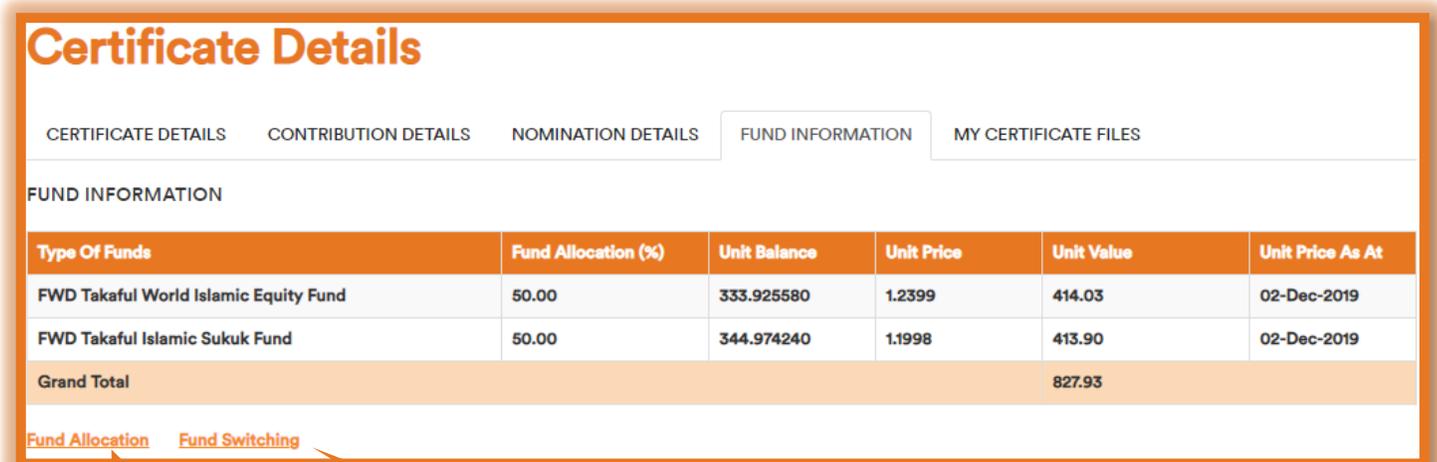
WASI (EXECUTOR)

Full Name	NRIC/Birth Cert/Passport/Other ID No	Date of Birth	Relationship with Certificate Owner	Percentage Payable
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My Certificate – Fund Information

Fund Information

- ❖ The 'Fund Information' tab is only applicable for Investment Linked Certificate.
- ❖ You'll be able to check your fund details such as type of funds and fund allocation. The Unit Balance, Unit Price and Unit Value are updated on daily basis.
- ❖ You're also able to change your fund allocation or perform a fund switching with just one click, as shown in the picture on the right.



Type Of Funds	Fund Allocation (%)	Unit Balance	Unit Price	Unit Value	Unit Price As At
FWD Takaful World Islamic Equity Fund	50.00	333.925580	1.2399	414.03	02-Dec-2019
FWD Takaful Islamic Sukuk Fund	50.00	344.974240	1.1998	413.90	02-Dec-2019
Grand Total				827.93	

[Fund Allocation](#) [Fund Switching](#)

Click to make changes to 'Fund Allocation'

Click to perform a 'Fund Switching'

My Certificate – *Certificate File*

Certificate File

- ❖ You can download all your documents such as official receipt (initial and renewal contribution payments), certificate pack, approval of autodebit facility via credit or debit card and many others.

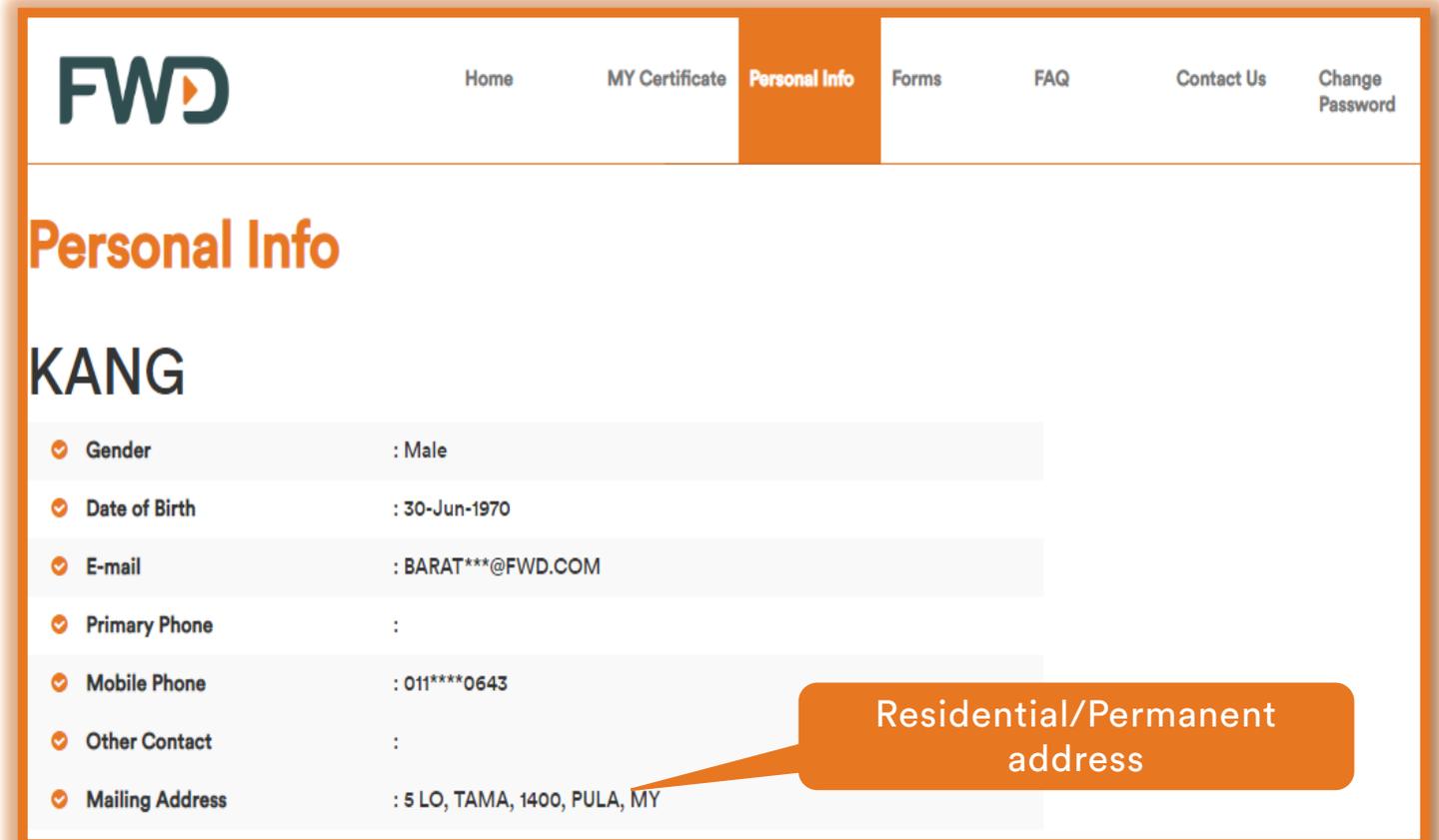
CERTIFICATE FILE

Description	Period
Approval of Autodebit Facility via Visa/MasterCard Account	Sep-2019
Approval of Autodebit Facility via Visa/MasterCard Account	Nov-2019
Autodebit Facility ?Transaction Failure Notification	Nov-2019
Certificate Pack	Sep-2019
Official Receipt	Sep-2019

My Certificate – *Personal Info*

Personal Info

- ❖ You'll be able to view your details registered during your onboarding application under the 'Personal Info' tab.
- ❖ Kindly ensure to check & review all your details.
- ❖ Send the Change Request Form if you wish to update your personal details (if any)



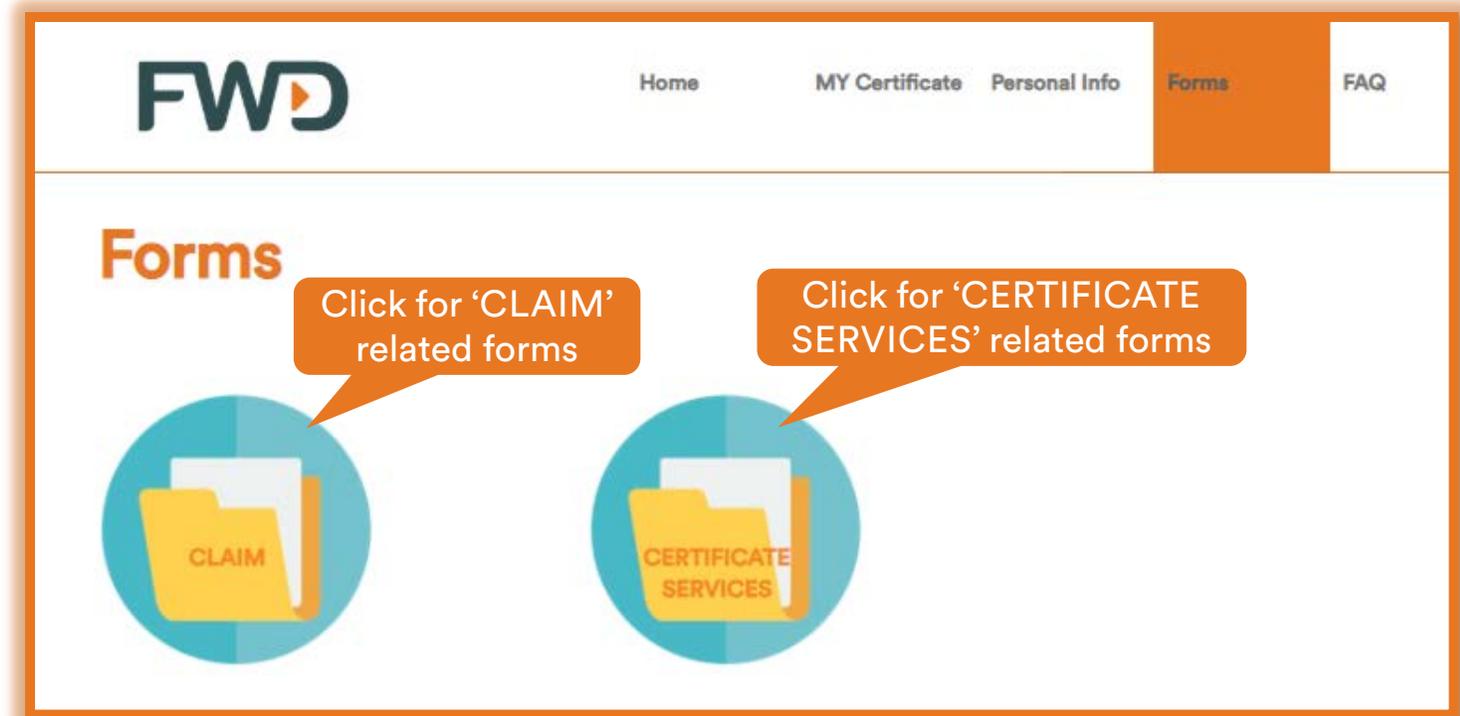
FWD		Home	MY Certificate	Personal Info	Forms	FAQ	Contact Us	Change Password
<h2>Personal Info</h2>								
<h3>KANG</h3>								
✓ Gender	: Male							
✓ Date of Birth	: 30-Jun-1970							
✓ E-mail	: BARAT***@FWD.COM							
✓ Primary Phone	:							
✓ Mobile Phone	: 011****0643							
✓ Other Contact	:							
✓ Mailing Address	: 5 LO, TAMA, 1400, PULA, MY							

Residential/Permanent address

My Certificate – Forms

Forms

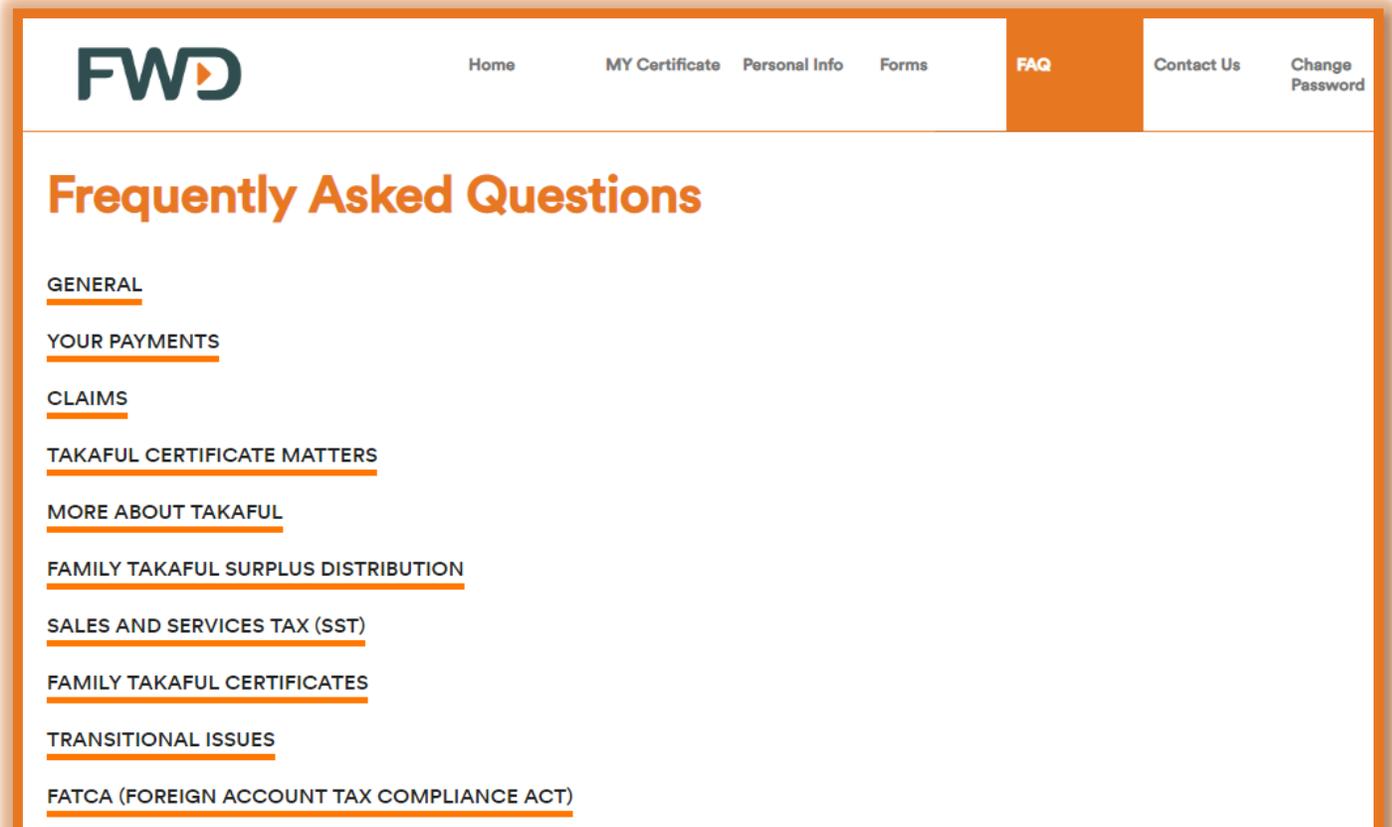
- ❖ You'll be able to download all Claim/Certificate Services related forms under the Forms tab.
- ❖ Fill in the required information and ensure to complete the form before submitting to us for processing.



My Certificate – FAQ

FAQ

- ❖ You can find answers to common questions under the 'FAQ' tab.
- ❖ The FAQ content will be updated from time to time and whenever necessary.

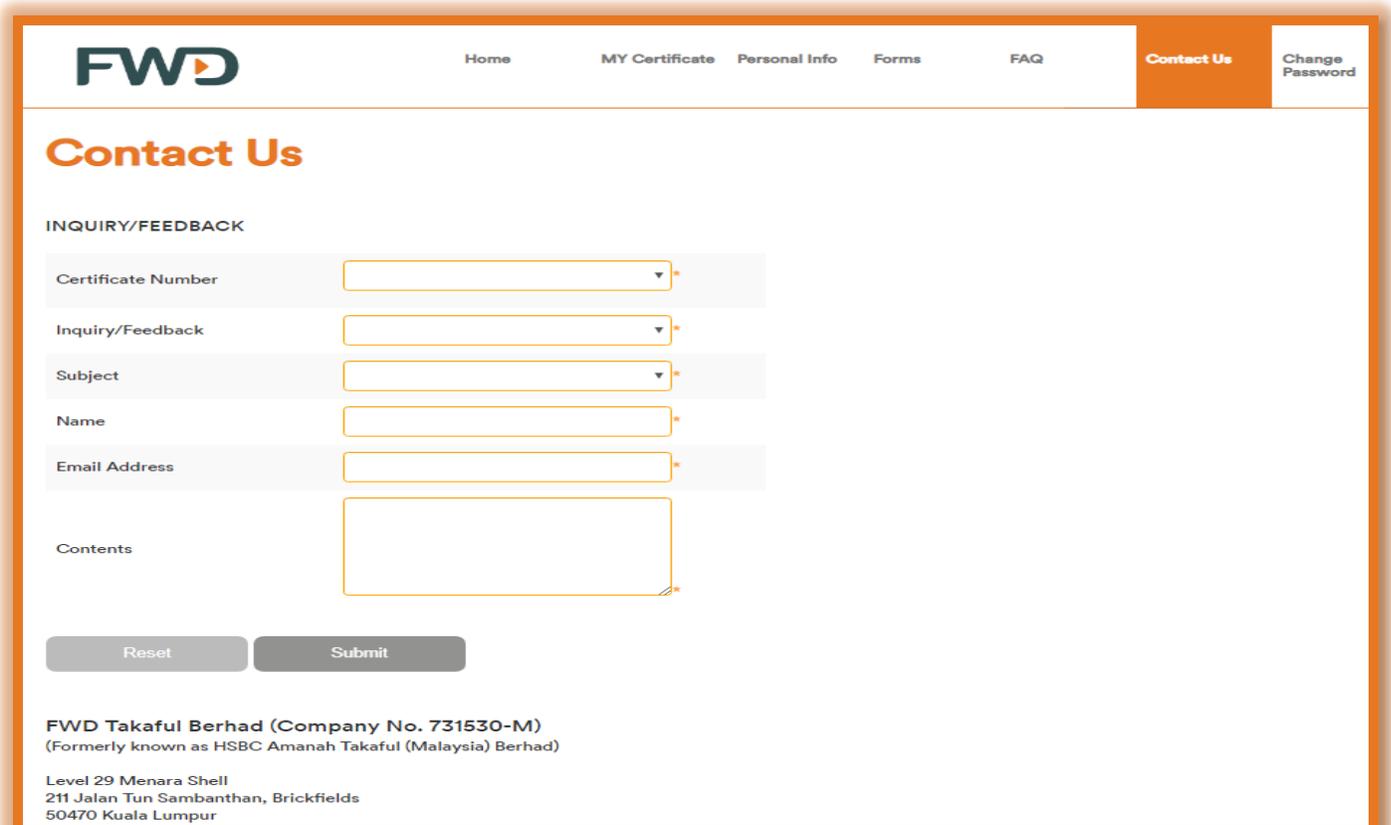


The screenshot shows the FWD myPortal website's FAQ page. The navigation bar includes the FWD logo, Home, MY Certificate, Personal Info, Forms, FAQ (highlighted), Contact Us, and Change Password. The main heading is 'Frequently Asked Questions'. Below it, a list of categories is displayed, each underlined: GENERAL, YOUR PAYMENTS, CLAIMS, TAKAFUL CERTIFICATE MATTERS, MORE ABOUT TAKAFUL, FAMILY TAKAFUL SURPLUS DISTRIBUTION, SALES AND SERVICES TAX (SST), FAMILY TAKAFUL CERTIFICATES, TRANSITIONAL ISSUES, and FATCA (FOREIGN ACCOUNT TAX COMPLIANCE ACT).

My Certificate – *Contact Us*

Contact Us

- ❖ If you wish to submit any enquiry or feedback on your certificate(s) or other related matters, please click the ‘Contact Us’ tab.
- ❖ Please select the Certificate Number and choose the type of Inquiry/Feedback & Subject from the dropdown list.



The screenshot shows the 'Contact Us' page on the FWD myPortal. The page has a navigation bar with the FWD logo and links for Home, MY Certificate, Personal Info, Forms, FAQ, Contact Us (highlighted), and Change Password. The main content area is titled 'Contact Us' and contains an 'INQUIRY/FEEDBACK' form. The form includes dropdown menus for Certificate Number, Inquiry/Feedback, and Subject, and text input fields for Name and Email Address. A large text area is provided for Contents. Below the form are 'Reset' and 'Submit' buttons. At the bottom, the company information for FWD Takaful Berhad is displayed, including the company number, former name, and address in Kuala Lumpur.

FWD Home MY Certificate Personal Info Forms FAQ **Contact Us** Change Password

Contact Us

INQUIRY/FEEDBACK

Certificate Number

Inquiry/Feedback

Subject

Name

Email Address

Contents

Reset Submit

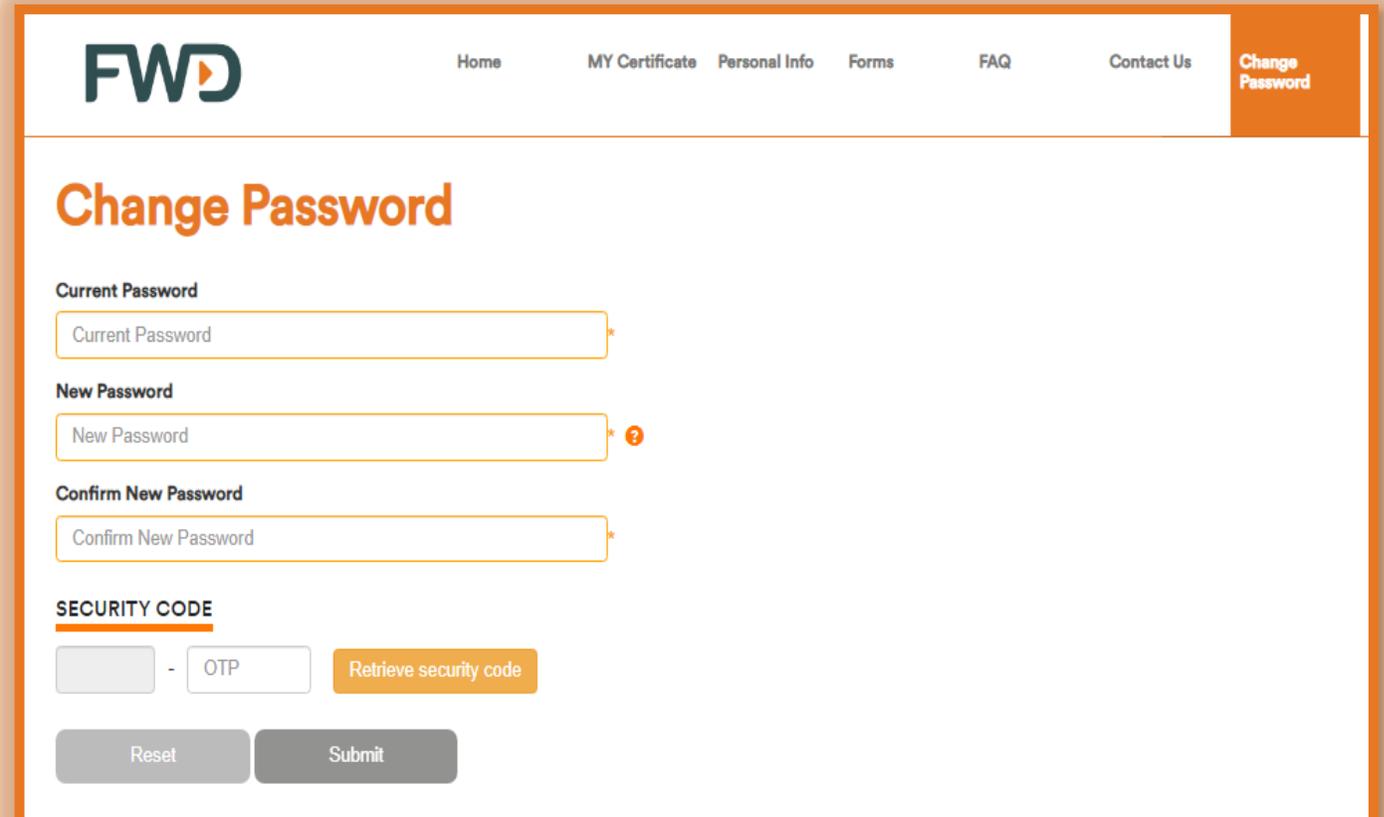
FWD Takaful Berhad (Company No. 731530-M)
(Formerly known as HSBC Amanah Takaful (Malaysia) Berhad)

Level 29 Menara Shell
211 Jalan Tun Sambanthan, Brickfields
50470 Kuala Lumpur

My Certificate – *Change Password*

Change Password

- ❖ Click the 'Change Password' tab if you wish to change your current password.
- ❖ The password must contain minimum 8 characters with combination of capital letter, small letter, number and special character.
- ❖ Click the 'Retrieve security code' button to receive the OTP and authorise the request, then click the 'Submit' button.

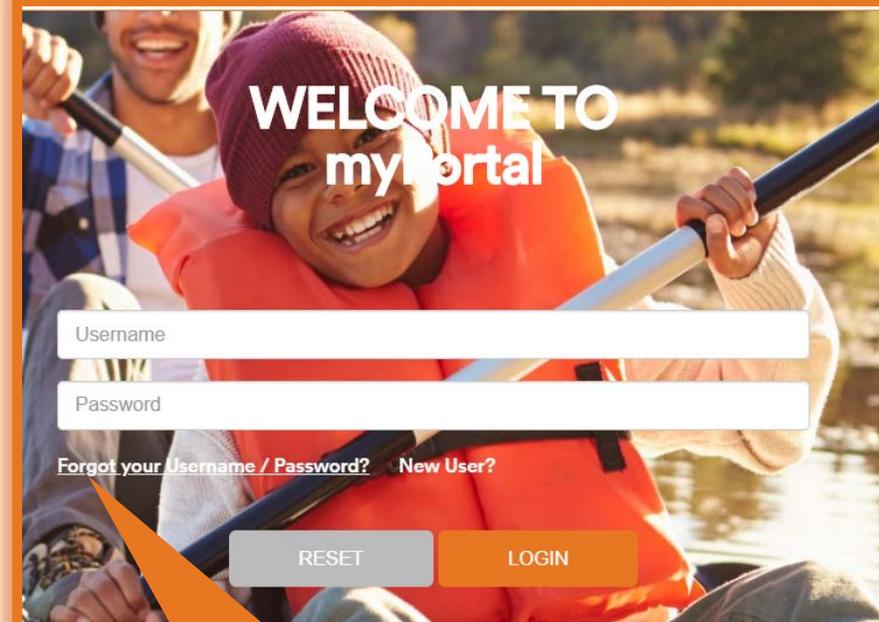


The screenshot shows the 'Change Password' page on the FWD website. The page has a navigation bar with the FWD logo and links for Home, MY Certificate, Personal Info, Forms, FAQ, Contact Us, and Change Password. The main heading is 'Change Password'. Below the heading are three password input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Each field has a red asterisk indicating a required field. The 'New Password' field also has a red question mark icon. Below the password fields is a 'SECURITY CODE' section with a text input field, a hyphen, an 'OTP' input field, and a 'Retrieve security code' button. At the bottom are 'Reset' and 'Submit' buttons.

My Certificate – How to Reset Your Username / Password

Change Password

1. Click 'Forgot your Username / Password' in order to reset your password.
2. Enter your NRIC number and check the reCAPTCHA box to verify yourself.
3. Click Submit to proceed with next action.



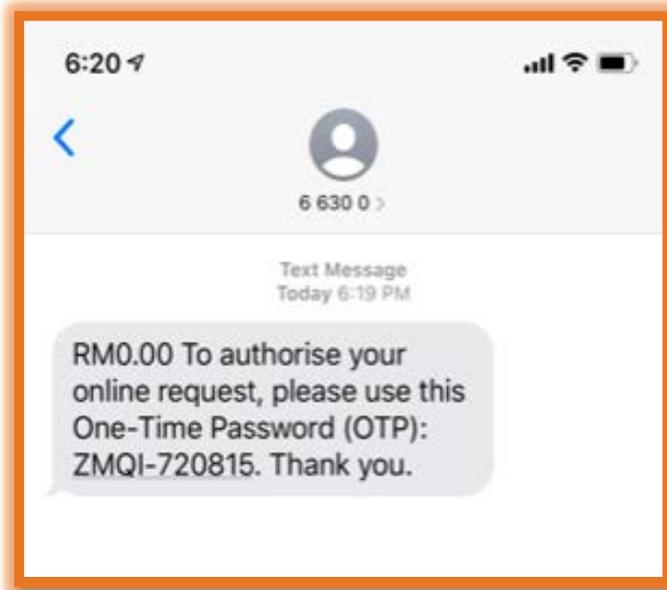
Click 'Forgot your Username / Password'



Enter NRIC number and click submit

My Certificate – How to Reset Your Username / Password

Received SMS of 6-digits
One Time Password (OTP)



Enter the OTP and click
'Next' to retrieve your
username



Click the 'Reset Password'
button to change your
password once your
username has been
displayed.



- **Kindly ensure your latest mobile number is the same number registered with FWD Takaful. Otherwise, please call our Customer Care Hotline at 1300 13 7988 to update your contact details.**



Thank you.

Celebrate living
fwd.com.my