

Customer Web Portal

MyAccount

Introduction



Objective

- To implement a secured portal where customer can perform self-service as an alternative to existing physical communication channels.

Potential Benefits

- To enhance customer experience by empowering customers to conduct self-support issues 24/7
- Stakeholders benefiting from the portal :
 - Contact Center
 - Sales Force i.e. agents, Bank sales team,
 - Branches

Who can register?

- ✓ Payor or Life Assured can register
- ✓ Must have an active policy / certificate

Registration requirement:

- ✓ Customers must have a pre-registered mobile number in our record
- ✓ An activation code will be sent to the pre-registered mobile number when MyAccount has successfully validated the policy number and identification number.
- ✓ If the mobile number = agent's mobile number, validation will fail and the contact center will contact the customer to complete the registration process.

Products supported

- ✓ Only retail products for Life Insurance, Family Takaful, General Insurance & Takaful
- ✓ For products that are not supported eg Pelan Ilmu and Sime plans, customers will not be able to register. Support will be at current touchpoints and with the sales force

Device supported

- ✓ Access via a smart phone or tablet

MyAccount Screen Shots

(few sample pages)

Etiqua

https://www.cwpuat.site/sites/Satellite?c=Page&childpagename=ETIQA-CWP%2FPPage%2FLoginA&cid=1456919705978&pagenam=Etiqua

eTiQA

The convenience
that smiles back

Welcome To
MyAccount

Identification No

Password

Login

[Forgot Password ?](#)

First Time Registration? [Register](#)

If you have received the Activation Code? [Activate](#)

How to Register? [FAQ](#)

[Contact Us](#) [FAQ](#)

Ahli Kumpulan **Maybank**

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Best viewed using IE version 11 and above and Chrome version


1:21 PM
07/06/2016

Etiqua x

← → ↻ <https://www.cwpuat.site/sites/Satellite?c=Page&childpagename=ETIQA-CWP%2FPage%2FDashboard&rendermode=preview&pagename=☆>


Dashboard Last login was on 31-May-2016 07:26:14

Dashboard




You have 3 notifications


View your payment next due date, payment overdue, policy expiry reminder and general notification



My Profile
View your profile details




My Policy /Certificate
manage your policy/Certificate




My Claim
View your claim details

Coming Soon




Announcements

You deserve a convenience today first
your premium online pay




My Request
Online request for change to your policy/certificate

Coming Soon




Pay Online
Pay your premium/contribution online

Coming Soon



My Statement
Download your document(s)

Coming Soon



Your Recent Activities

Last login was on 31 May 2016 07:26:14

Windows taskbar: 1:23 PM 07/06/2016

The screenshot displays the eTiqa MyAccount web interface. The browser address bar shows the URL: <https://www.cwpuat.site/sites/Satellite?c=Page&childpagename=ETIQA-CWP%2FPage%2FCustomerProfile&cid=1456919707138&pagenar>. The left sidebar contains navigation links: My Profile, My Policy / Cert..., My Claim, My Request, My Renewal, and My Statement. The main content area is titled "My Profile" and is divided into two columns. The left column, "Personal Details", contains a table with the following information:

Name	Mor'Emi Bt Abdullah
ID Type	New IC
NRIC No	690516075318
Date of Birth	1969-05-16
Gender	Female
Nationality	MALAYSIAN
Marital Status	N/A
Race	MALAY

The right column, "Address", contains a table with the following information:

Address	176 Jln Sri Janggus Taman Sri Janggus Alma
City	Bukit Mertajam
State	PULAU PINANG
Postcode	14000
Country	MALAYSIA

Below the address table is the "Contact Numbers" section, which contains a table with the following information:

Home	N/A
Mobile	60193078662

Below the contact numbers is the "Email" section, which contains a table with the following information:

Email Address	beeling.l@etiqa.com.my
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The footer of the website includes a navigation bar with links: FAQ, Branch Locator, Forms Library, Fund Fact Sheet, Contact Us, and Motor Calculator. It also features the "Ahli Kumpulan Maybank" logo. The Windows taskbar at the bottom shows the system clock as 1:24 PM on 07/06/2016.

MyAccount

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Welcome Mor'Emi Bt Abdullah
Logout

My Policy / Certificate
Last login was on 31-May-2016 07:26:14

Dashboard
My Profile
My Policy / Cert...
My Claim
My Request
My Renewal
My Statement

My Policy / Certificate

Click the Policy/Certificate number to view the details

Filter by Policy / Certificate Status

All

Policy / Certificate Number	Product Name	Insured Name / Person Covered	Premium / Contribution (RM)	Payment Due Date	Status	Maturity / Expiry Date
002569069	B TWINS SPE.	Mor'Emi Bt Abdullah	1472.84	2016-01-11	PREMIUM PAYING	2025-01-11
R0410576	Home Building	Mor'Emi Bt Abdullah	24.04	N/A	Inforce	2027-12-10
E2791069	Twins Special	Mor'Emi Bt Abdullah	1641.28	2016-07-01	Active	2033-07-01
E2736502	Twins Special	Murul Esya Qistima Bt Zarmam	94.09	2016-04-28	Active	2033-09-28
CR00000090075	Triple Lifestyle Protector	Muhammad Adam Khalis Bin Sarman	115.47	2016-04-22	Active	1986-05-21
K0653744	Takaful Motor Private Car	Mor'Emi Bt Abdullah	906.21	N/A	Awaiting Renewal	2015-03-25
K1010587	Takaful Motor Private Car	Mor'Emi Bt Abdullah	842.89	N/A	Awaiting Renewal	2016-04-19

Legend:

- Insurance
- Takaful

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https://www.cwpuat.site/sites/Satellite?c=Page&childpagename=ETIQA-CWP%2FPage%2FLifeInsurance&rendermode=preview&pagenam

eTiqa MyAccount

Welcome Mor'Emi Bt Abdullah Logout

My Policy /Certificate > Policy Coverage Details Last login was on 31-May-2016 07:26:14

Policy Coverage Details

Policy Number : CR00000090075

Policy Details	Coverage	Receipt	Nominee	Claim	Agent Details
Life Insured	Muhammad Adam Khalis Bin Sarman				
ID Type	New IC				
ID No	020105070291				
Commencement Date	2013-05-22				
Expiry Date	1986-05-21				
Payment Method	Salary Deduction				
Payment Frequency	Monthly				
Premium	115.47				
Correspondence Address					

Helpful Tips
List of related frequently asked question

- I would like to make changes to my policy/certificate, what do I need to do?
- Can I access MyAccount from my mobile phone or tablet?
- What do I do if I need to change my mobile number?
- If the information is different or not displayed, what do I do?
- For more detail information about your product
- For more frequently asked questions, please click FAQs



Dashboard



My Profile



My Policy /Cert...



My Claim



My Request



My Renewal



My Statement

Policy Coverage Details

Policy Number : CR00000090075

Policy Details

Coverage

Receipt

Nominee

Claim

Agent Details

Plan Name	Sum Assured	Status
Triple Lifestyle Protector	15000.00	Inforce
Ultra Medic Rider	100.00	Inforce

Helpful Tips

List of related frequently asked question



I would like to make changes to my policy/certificate, what do I need to do?



Can I access MyAccount from my mobile phone or tablet?



What do I do if I need to change my mobile number?



If the information is different or not displayed, what do I do?



For more detail information about your product



For more frequently asked questions, please click FAQs



- End of Deck -