



i.AmMetLife

User Manual

Operations

11th Aug 2023

Section

1. Installing the i.AmMetLife
2. Login to the application
3. Self-registration process
4. Policy Summary
5. E-Payment
6. Fund Summary
7. Relationship
8. Policy Benefits
9. Collection Transaction History
10. Statement Request
11. My Documents
12. My Transactions
13. Download Centre
14. My Profile
15. Branch/Panel Locator

1. Install the i.AmMetLife

Apple App Store / Google Play Store



AmMetLife

i.AmMetLife

App icon

1. Launch the App Store / Play Store
2. Search for “i.AmMetLife”
3. Download the i.AmMetLife application

2. Login to the Application

AmMetLife

Welcome to **i.AmMetLife**

Username
Username

Password
Password

SIGN IN

Can't Sign in? [Need Help](#)

Don't have an account? [Sign up now](#)

[Contact Us](#) [Locate Us](#)

[Terms & Conditions](#) . [Client Charter](#) . [Privacy Policy](#)
[Hyperlink Policy](#) . [Whistleblowing Policy](#)

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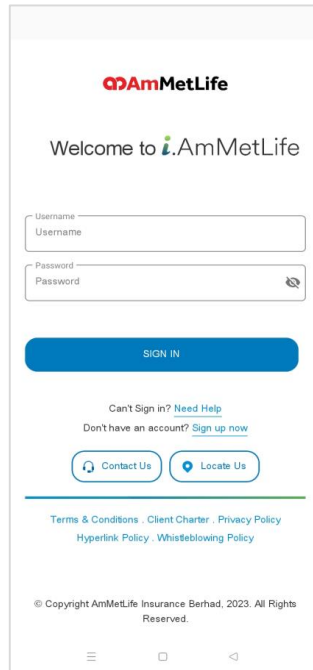
1. If you already have a My Portal account, enter the existing username and password.
2. If you don't have one yet, tap on 'Sign up now' to proceed with the sign up steps.
3. Tap 'Need Help' if you are unable to login due to:
 - Forgot your username
 - Forgot your password
 - Your account has been locked

Login to the Application

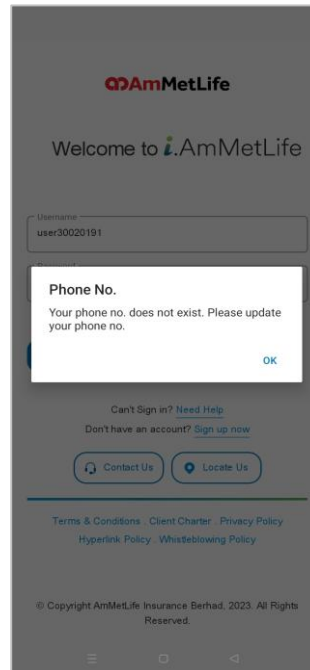
Login for the 1st time to the application



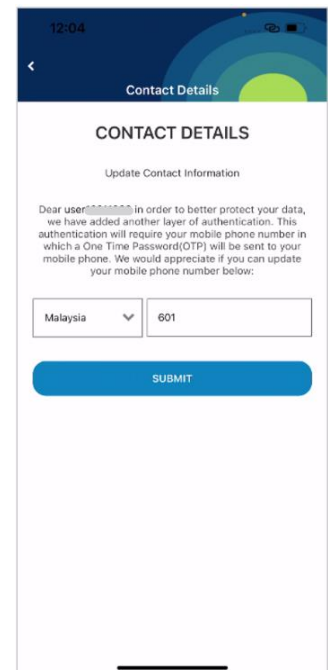
1. Launch the application.



2. Enter your existing My Portal username and password.



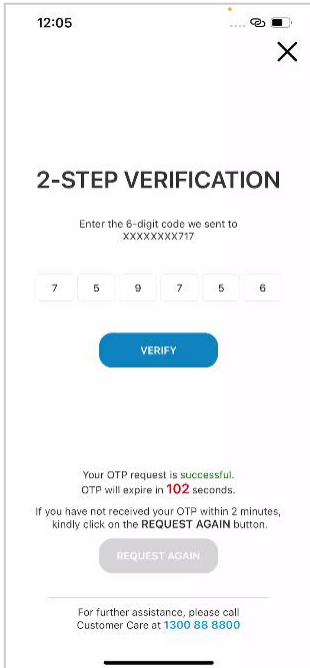
3. Tap 'OK' to enter your mobile no. if you have not registered your mobile no. before.



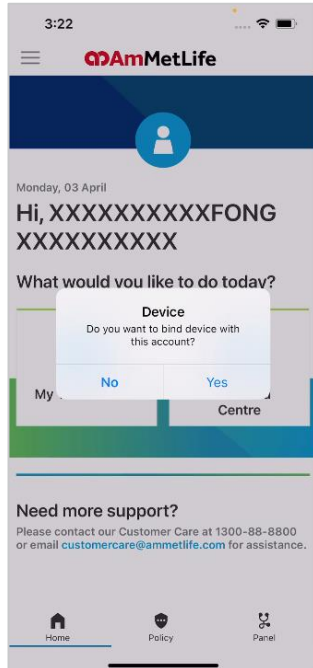
4. Enter your mobile no. and submit.

Login to the Application

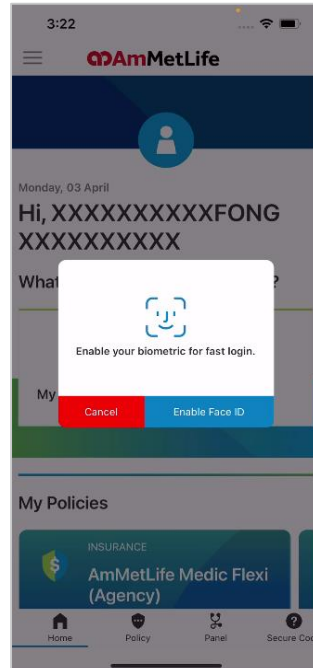
Login for the 1st time to the application



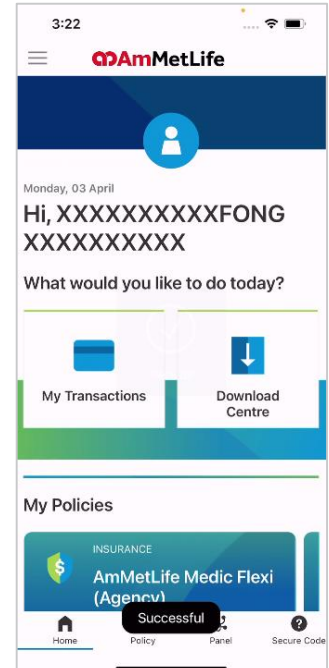
5. Enter your One Time Password (OTP).



6. Tap 'Yes' to bind the account with the device.



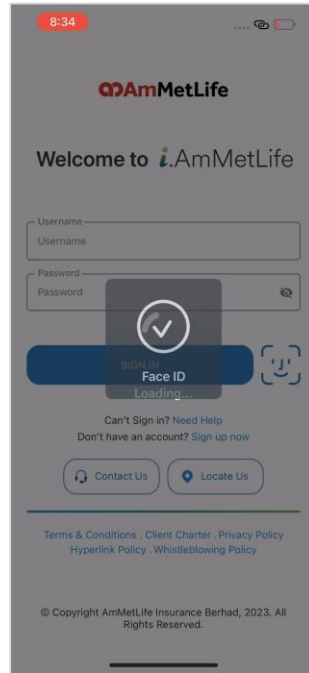
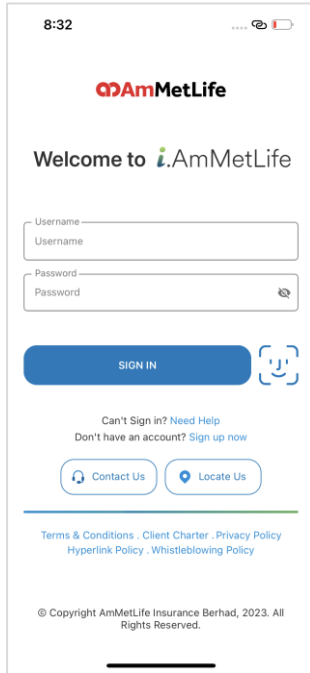
7. Setup your biometric login.



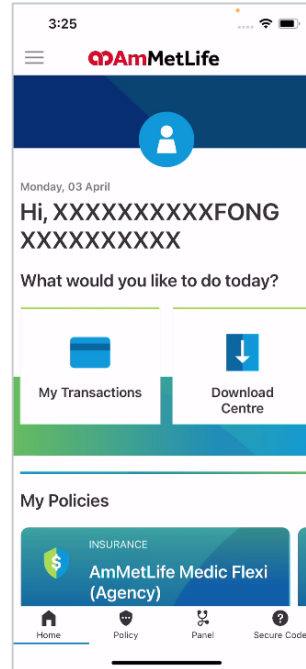
8. Navigate your policy.

Login to the Application

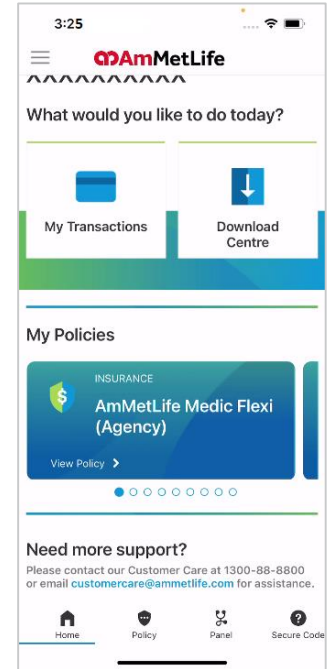
Subsequent login to the application



1. Tap biometric icon and login with your Face ID / Fingerprint if your account has already bound with the device.

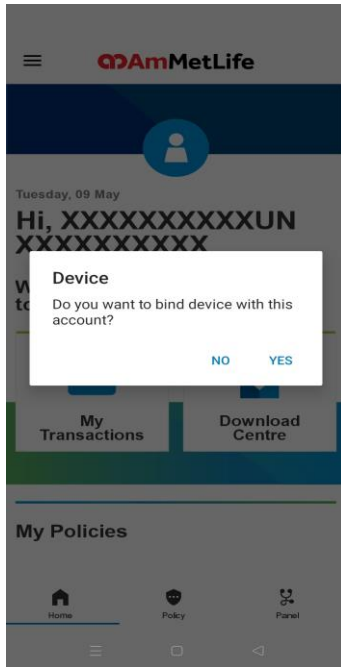


2. Once login successfully, redirect user to Dashboard.

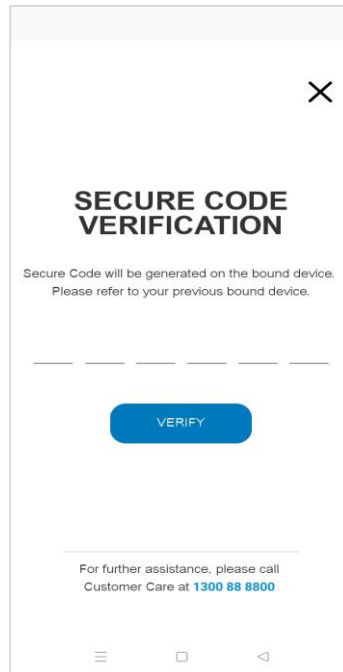


Login to the Application

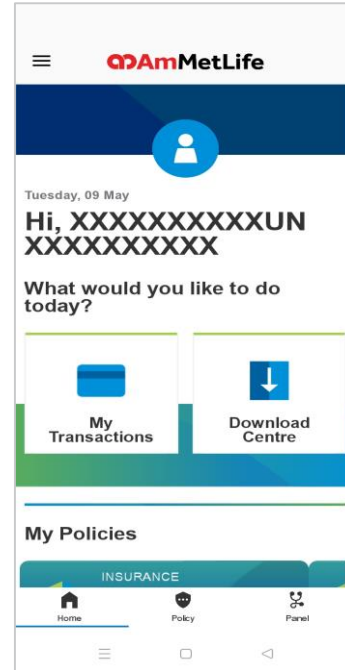
Bind the same user account to another device B



1. After login and enter valid OTP, tap 'Yes' to bind the account with the device B.



2. A secure code will be generated and retrieve it from your device A.



3. Once bound successfully, redirect user to dashboard. Note: A device can only be bound to one user account, and a user account can only be bound to a maximum of three devices.

3. Self-Registration Process

Sign-up an account if you don't have one yet

AmMetLife

Welcome to AmMetLife

Username
Username

Password
Password

SIGN IN

Can't Sign in? [Need Help](#)
Don't have an account? [Sign up now](#)

Contact Us Locate Us

Terms & Conditions · Client Charter · Privacy Policy
Hyperlink Policy · Whistleblowing Policy

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1. Tap 'Sign Up Now'.

10:26

Step 1 of 3
Sign Up New Account

Enter your details to register

Policy Number
Policy number

PERSONAL INFORMATION

NRIC
NRIC (79010111234)

ID Types
ID Type Other ID
Other ID No.

Email
Email

I acknowledge and agree to the [Terms & Conditions](#) and [Privacy Policy](#) of AmMetLife Insurance Berhad.

I would like to receive promotion and marketing information through various media from AmMetLife Insurance.

NEXT

2. Fill up step 1 details and tap 'Next'.

10:50

Step 2 of 3
Sign Up New Account

SIGN IN INFORMATION

User Name
Enter Username (user1234)

Password
Password

Confirm Password
Confirm password

Please select one image with a secret phrase :

Secret Phrase

SECURITY QUESTIONS

Security Question 1
Select a Security Question

Your Security Answer 1
Tip: Keep your answer simple

3. Fill up step 2 details.

10:50

Step 2 of 3
Sign Up New Account

Please select one image with a secret phrase :

Secret Phrase

SECURITY QUESTIONS

Security Question 1
Select a Security Question

Your Security Answer 1
Tip: Keep your answer simple

Security Question 2
Select a Security Question

Your Security Answer 2
Tip: Keep your answer simple

Security Question 3
Select a Security Question

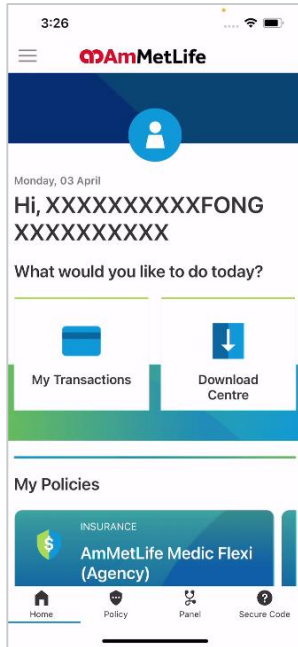
Your Security Answer 3
Tip: Keep your answer simple

SUBMIT

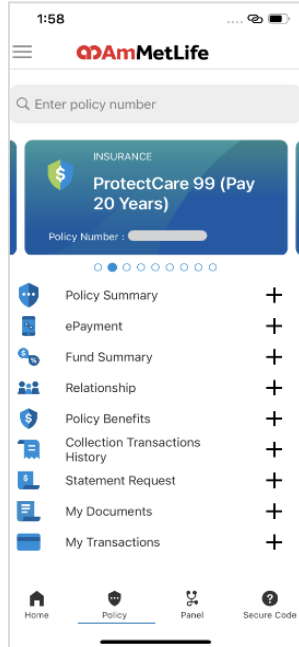
4. Tap 'Submit' and an activation link will be sent to your registered email.

4. Policy Summary

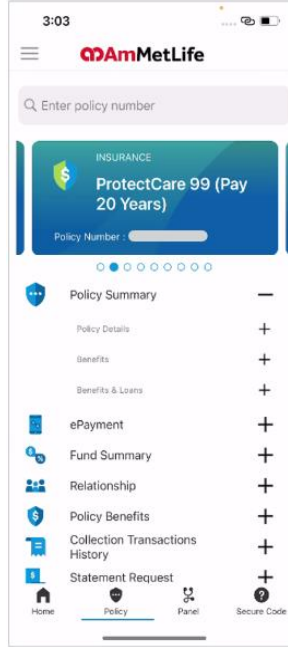
View policy summary



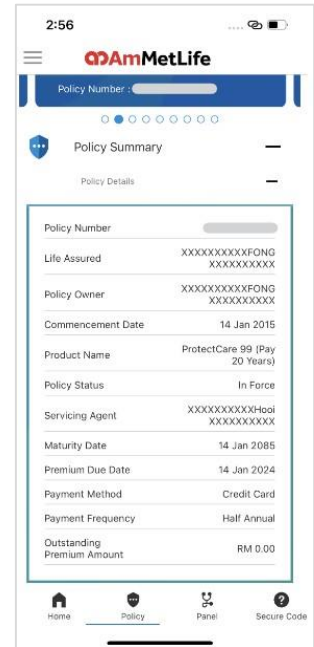
1. Tap 'Policy' at the bottom.



2. Tap '+' to expand the sub-section.



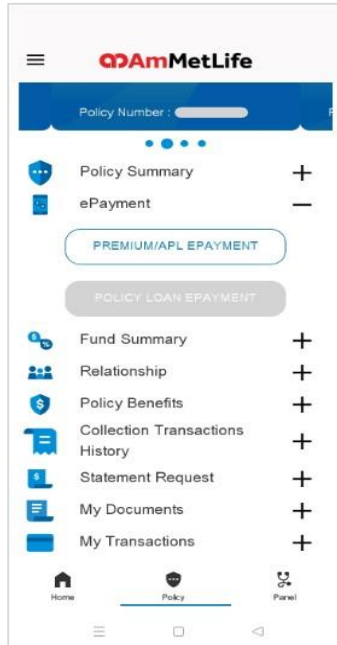
3. Choose details that you want to view by tapping '+'.
 3. Choose details that you want to view by tapping '+'.



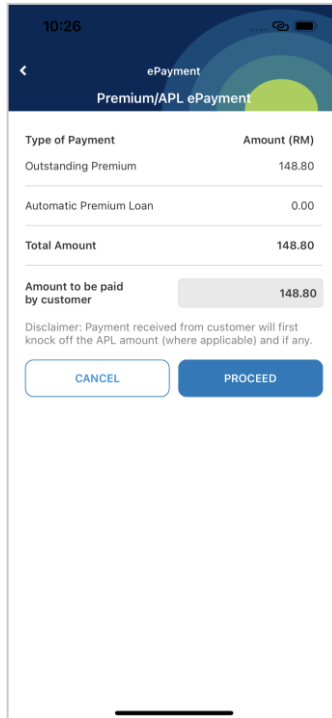
4. View your policy details.

5. E-Payment

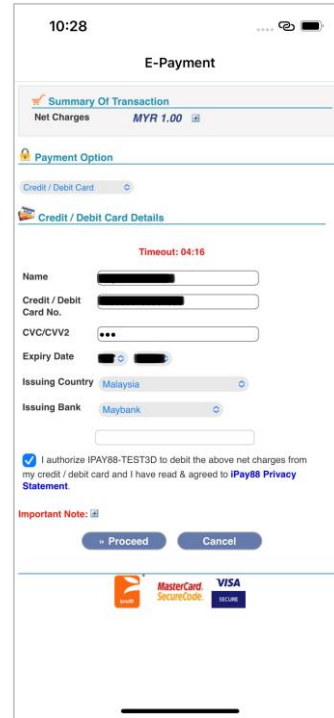
Pay for outstanding premium / Automatic Premium Loan (APL) / Policy Loan (PL)



1. Tap 'Premium/APL ePayment' for o/s and APL payment; 'Policy Loan ePayment' for PL payment.



2. Amount will be populated and tap 'Proceed' to proceed.



3. You may pay by credit/debit card or online banking.

E-Payment

Pay for outstanding premium / Automatic Premium Loan (APL) / Policy Loan (PL)

10:28

E-Payment

Complete this purchase

Enter the **One-Time MSOS Code** sent to your registered mobile +6011xxxx4717 in **04min.49sec.**

Merchant Name : 3D Ecom (MYR)

Amount : MYR 1.00

Date : 06 Apr 2023

Maybank Card Number : XXXX XXXX XXXX

MSOS Code :

Submit

4. Enter your One-Time code.

10:31

Policy Summary

Thank you for your payment

Please note that your payment is being processed.

A payment confirmation from your online banking (FPX)/ credit card/ debit card provider will be sent to you and details of this transaction will appear in your credit card or bank statement.

You are advised to save this transaction details or print this page for your own record for reference.

Note : This is not an official receipt.

Policy Number : [REDACTED]

Transaction number : T188334600623

Amount paid : RM 1.00

MAKE ANOTHER PAYMENT

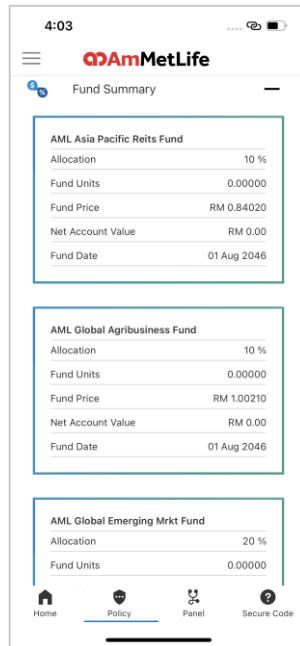
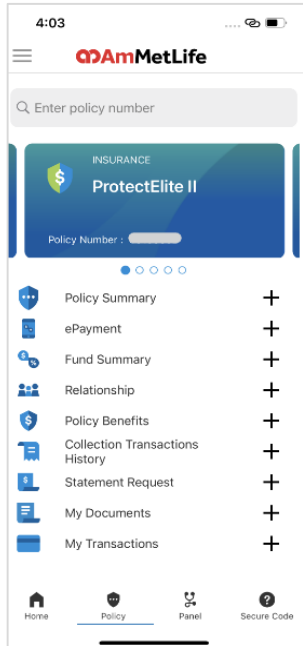
RETURN TO POLICY

5. Your payment has been made successfully.

6. Fund Summary

View your fund summary

*This is applicable to products with an investment portion only.

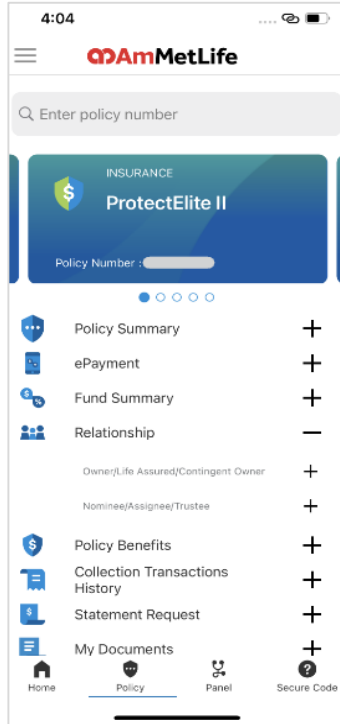


1. Tap 'Fund Summary' or '+'.

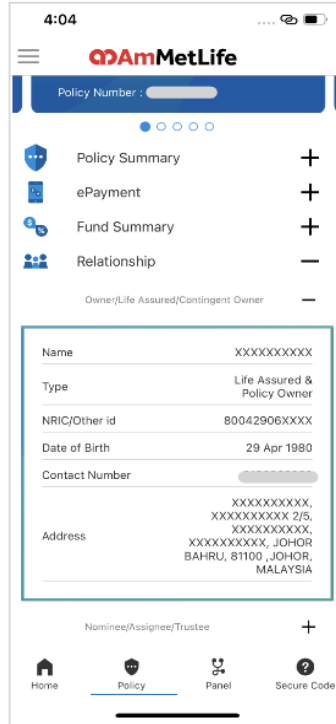
2. View your fund summary details.

7. Relationship

View your relationship details



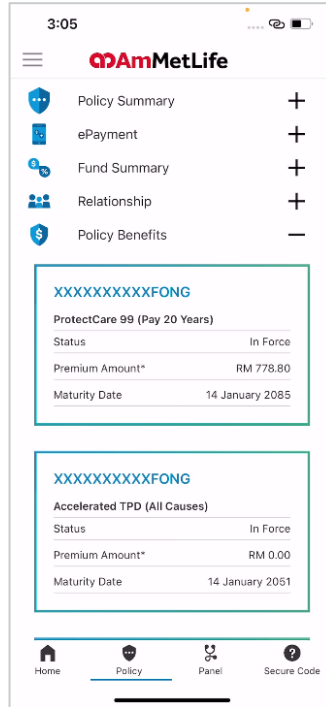
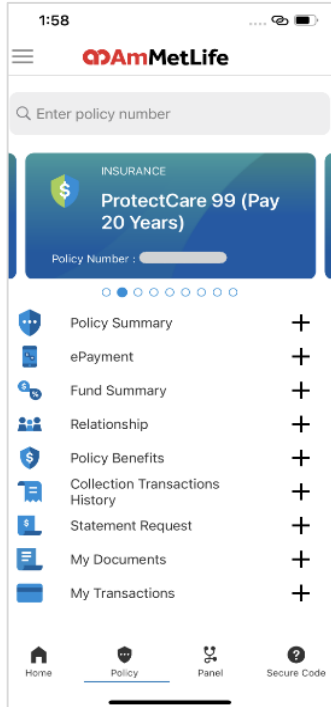
1. Tap 'Relationship' or '+'.
+



2. Choose the roles and view details.

8. Policy Benefits

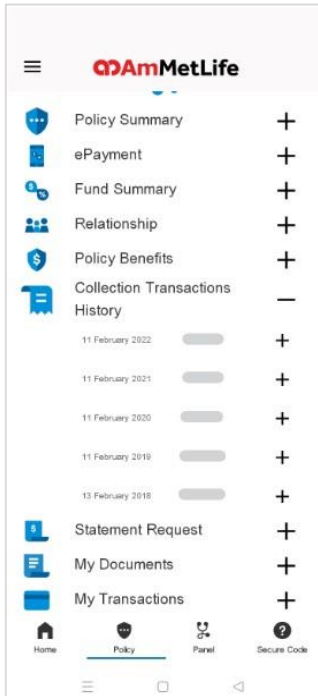
View your policy benefits



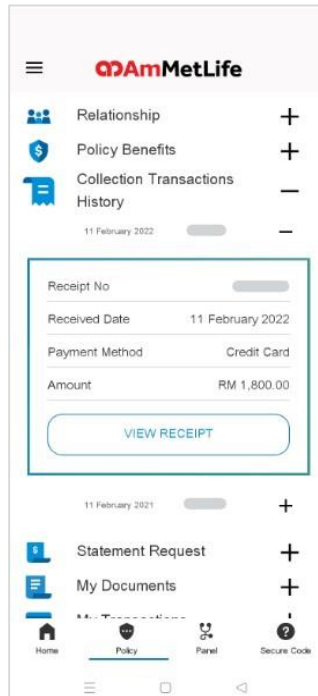
1. Tap 'Policy Benefits' or '+'. 2. View your policy benefits details and scroll down to see more.

9. Collection Transaction History

View and download the e-receipt



1. Tap 'Collection Transaction History' or '+'.



2. Tap 'View Receipt' to view or download the e-receipt.

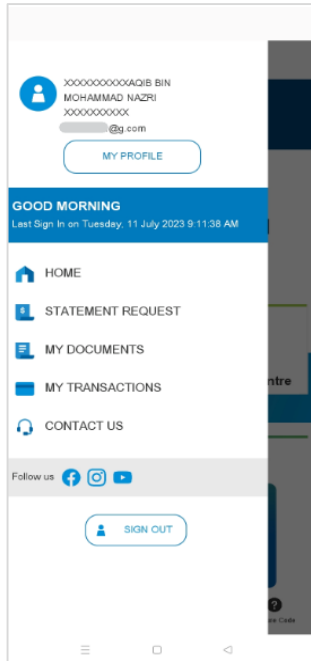


3. View your e-receipt details or tap triple dot at top right corner to download it in pdf format.

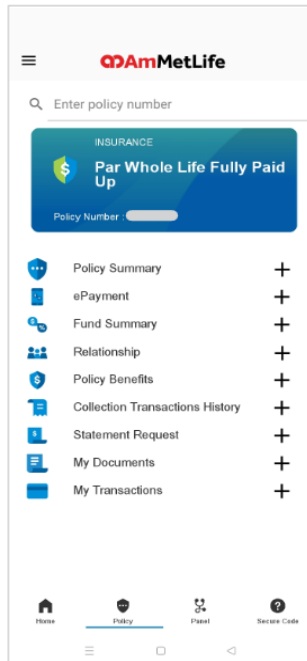
10. Statement Request

Request for other statement

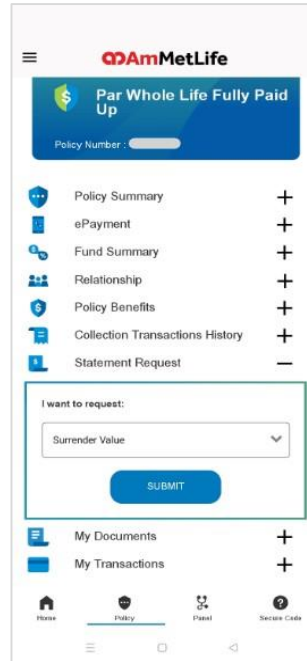
*Statement request can be accessed via burger menu or policy



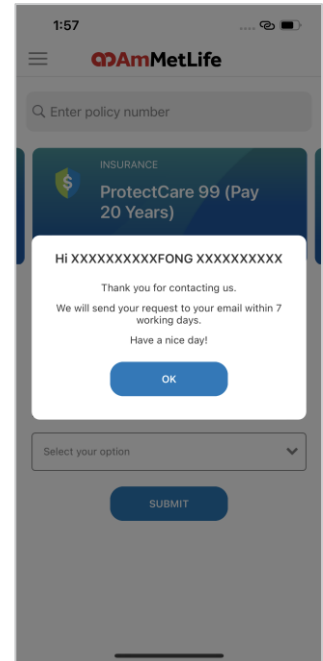
1. Tap 'Statement Request'.



2. Or, tap 'Policy' > 'Statement Request'.



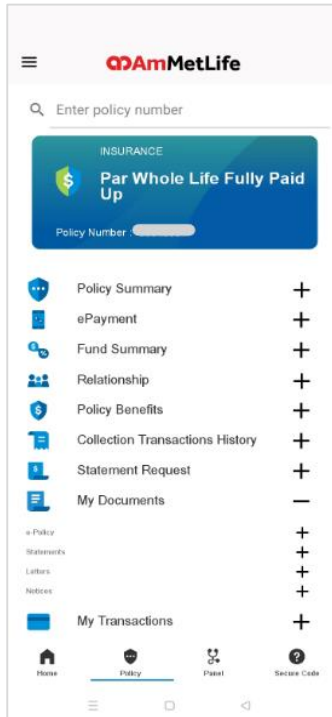
3. Choose the statement type and tap 'Submit' to proceed.



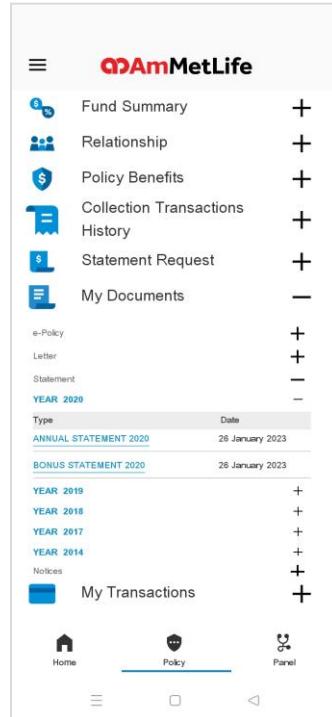
4. Tap 'OK' to make another request.

11. My Documents

View and download my documents



1. Tap 'My Document' or '+' button.



2. Select the documents type: ePolicy, statements, letters or notices.

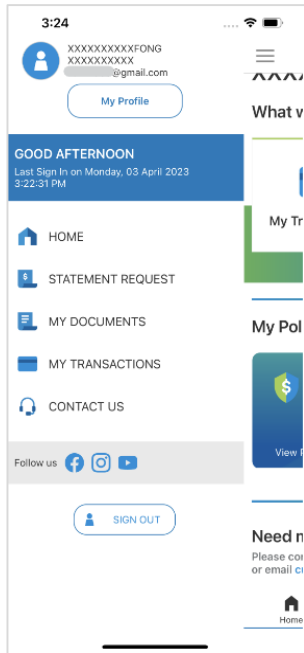


3. View the selected document or tap triple dot at top right corner to download.

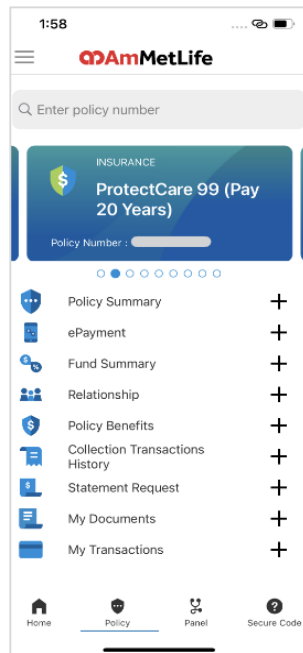
12. My Transactions

Perform transactions

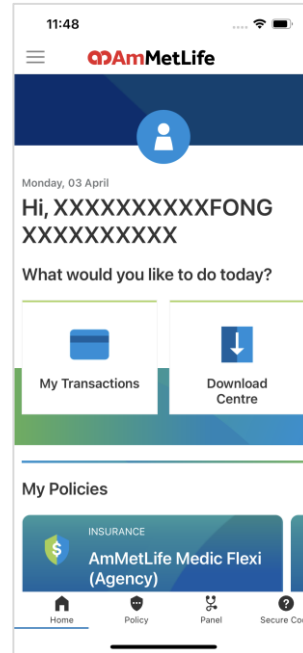
*Transactions such as change of contact details, update credit/debit card details, change of payment frequency or Single Top-up can be performed via My Transactions



1. Access via burger menu.



2. Access via 'Policy'.



3. Access via Dashboard.

My Transactions

Change of contact details

Contact Details
My Transactions

CONTACT DETAILS

Address
XXXXXXXXXXERAMBI U8/75,
XXXXXXXXXXTONG,
XXXXXXXXXX,
XXXXXXXXXX,
40150, SHAH ALAM,
SELANGOR,
MALAYSIA

Mobile Number
-

Office Number
-

Residence Tel. Number
-

Email
-

EDIT

1. Tap 'Edit' button.

Edit Contact Details
My Transactions

CONTACT DETAILS

Address 1
XXXXXXXXXXERAMBI U8/75
* required

Address 2
XXXXXXXXXXTONG

Address 3
XXXXXXXXXX

Address 4
XXXXXXXXXX

PostCode
40150
* required

City
SHAH ALAM

State
SELANGOR

VERIFY

2. Update contact details and proceed.

12:05

2-STEP VERIFICATION

Enter the 6-digit code we sent to
XXXXXXXXX717

7 5 9 7 5 6

VERIFY

Your OTP request is successful.
OTP will expire in **102** seconds.

If you have not received your OTP within 2 minutes,
kindly click on the **REQUEST AGAIN** button.

REQUEST AGAIN

For further assistance, please call
Customer Care at **1300 88 8800**

3. Enter the One Time Password (OTP).

4:30

AmMetLife

INSURANCE

ProtectCare 99 (Pay 20 Years)

Policy Number

Thank you for your submission

Please note that your contact details have been submitted successfully and will be reflected the following day.

OK

Change of Payment Frequency

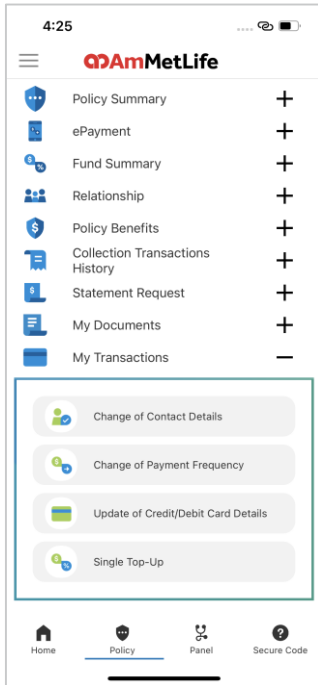
Update of Credit/Debit Card Details

Single Top-Up

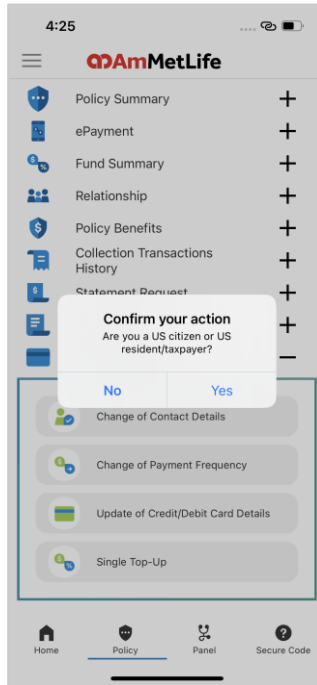
4. Submitted successfully and tap 'OK' to exit.

My Transactions

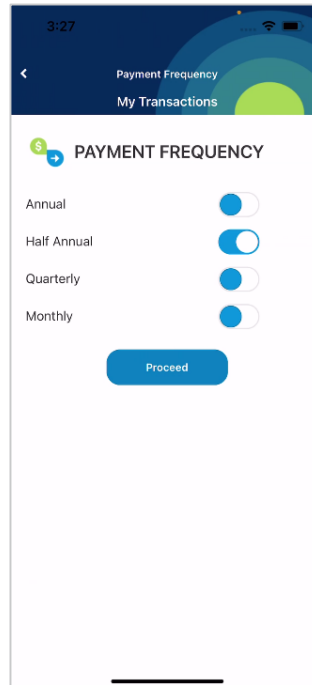
Change of payment frequency



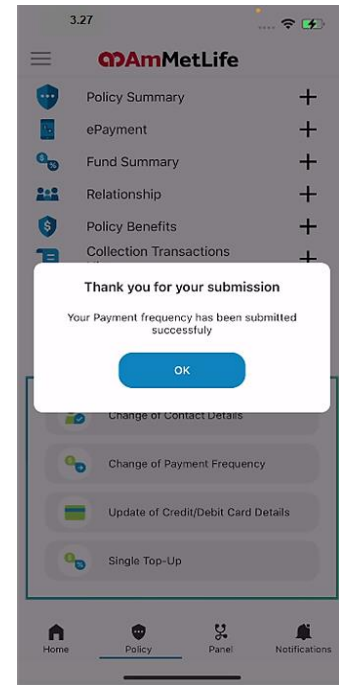
1. Tap 'Change of Payment Frequency'.



2. Tap 'Yes' if you are a US citizen or US resident/taxpayer.



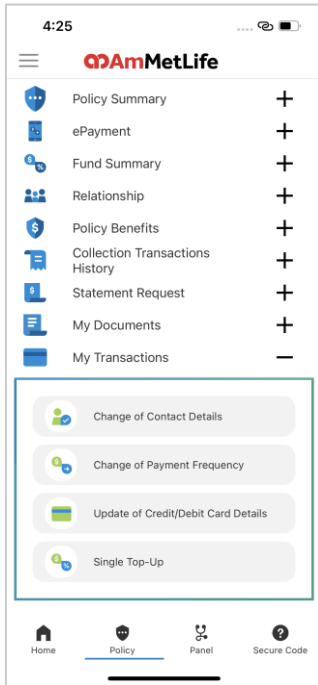
3. Choose payment frequency and proceed.



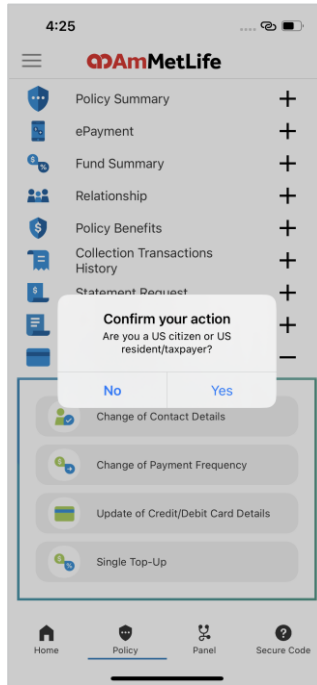
4. Successful submitted and tap 'OK' to make another transaction.

My Transactions

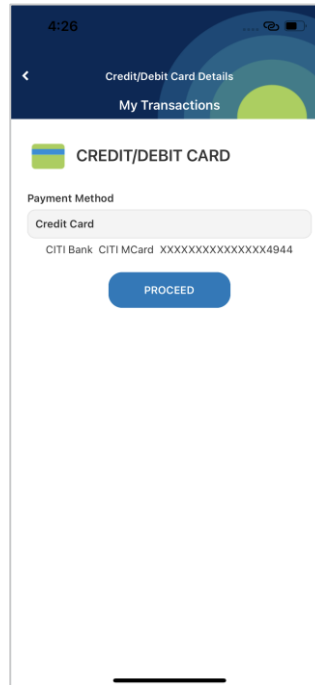
Update of Credit/Debit Card Details



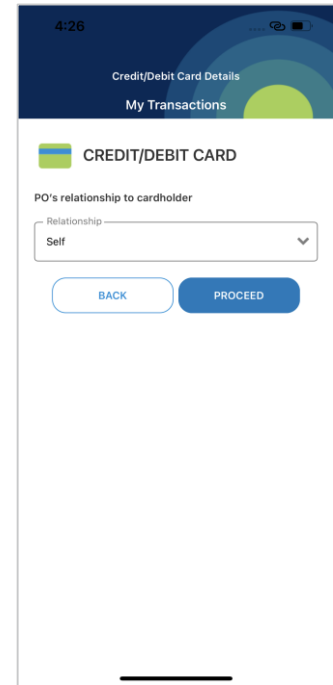
1. Tap 'Update of Credit/Debit Card Details'.



2. Tap 'No'.



3. Tap 'Proceed'.



4. Select 'Relationship' and proceed.

My Transactions

Update of Credit/Debit Card Details

4:27

Credit/Debit Card Details

My Transactions

DECLARATION / TERMS & CONDITIONS

Declaration

I/We further understand and agree that AmMetLife shall have the right to use my/our data and personal information for the purpose of the insurance operational process which might include transfer of data and personal information, within or outside Malaysia, to MetLife Group, AmMetLife's other related companies, subsidiaries and/or its holding companies, outsourcing partners, reinsurers, solicitors, affiliate companies, their outsourcing partners and to any regulatory bodies, or any relevant foreign tax authority, including any reporting obligations by AmMetLife, its shareholders or its related/ affiliated entities under the United States Foreign Account Tax Compliance Act (FATCA).

I/We can withdraw this permission at any time by letting AmMetLife know in writing.

I/We understand that I/We have a right to obtain access to and to request correction of any data and personal information held by AmMetLife concerning me/us. Such request can be made via a written request to AmMetLife.

I/We have read and understood the AmMetLife's Privacy Notice, which is available at AmMetLife's website and branches.

By ticking this box, I/we have read, fully understood and agreed to the Terms & Conditions.

[BACK](#) [PROCEED](#)

4:28

E-Payment

Summary Of Transaction

Net Charges **MYR 1.00**
Payment ID T189221353823

Credit / Debit Card Details

Timeout: 03:34



Name
Credit / Debit Card No.
CVVCV2
Expiry Date
Issuing Country
Issuing Bank

I authorize iPay88 (M) Sdn Bhd to debit the above net charges from my credit / debit card and I have read & agreed to [iPay88 Privacy Statement](#).

Amount: 1.00 will be used for pre-authorization on the credit / debit card. Your credit / debit card will not be charge/capture.

Important Note:

[Proceed](#) [Cancel](#)

4:29

E-Payment

Maybank **VISA**

Complete this purchase

Enter the One-Time MSOS Code sent to your registered mobile +6011xxxx4717 in **04min.55sec.**

Merchant Name :
Amount :
Date :
Maybank Card Number :
MSOS Code :

[Submit](#)

[Resend Code](#)

[Cancel](#)

Please contact our Customer Care Hotline at 1300886688 or 603-7844 3696 (overseas) for assistance.

4:36

My Transaction

Thank you

You are advised to save this transaction details or print this page for your own record for reference.

Transaction status : Successful
Policy Number :
Transaction number : T189222287423

[RETURN TO POLICY](#)

5. Tick T&C box and proceed.

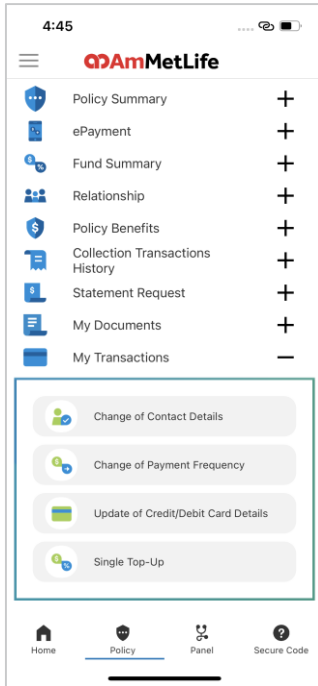
6. Fill up card details and tick the authorize box.

7. Enter one-time code and submit.

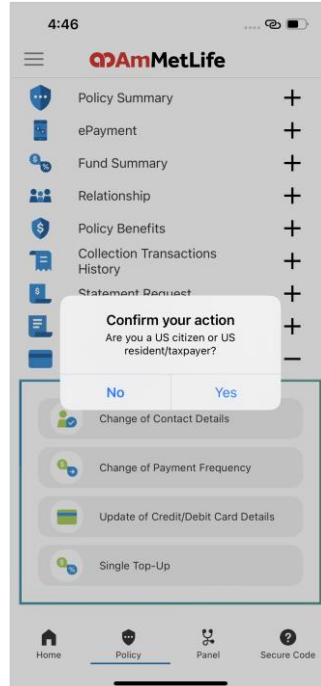
8. Successfully submitted the transaction.

My Transactions

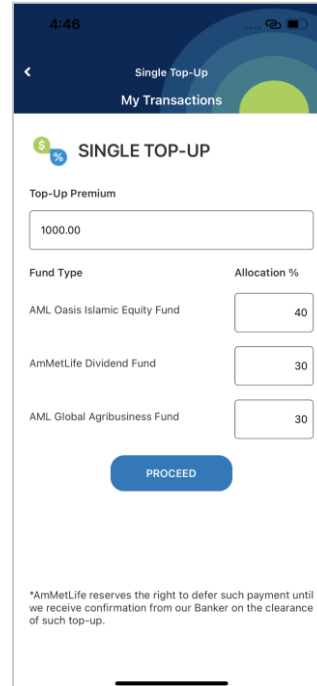
Perform Single Top-Up



1. Tap 'Single Top-Up'.



2. Tap 'No'.



3. Enter the amount of top-up premium and percentage of the fund.

My Transactions

Perform Single Top-Up

2:04

E-Payment

Summary Of Transaction

Net Charges **MYR 1.00**

Pay To DemoAcc125

Payment of AmCapital

Payment ID T006170098823

Reference No [Redacted]

Payment Option

AmBank

FPX Payment

I agree with the [Terms and Conditions](#).

Timeout in : 04:29

Proceed Cancel

I have read & agreed to [iPay88 Privacy Statement](#).

AmBank Group

4. Choose debiting bank and tick the authorize box.

2:04

E-Payment

AmOnline FPX

Important note: AmSecure authorisation on AmOnline mobile app is required for FPX payments. Please follow the on-screen instructions to approve the transaction via AmSecure.

Username

Trouble logging in?

Cancel **Log In**

5. Redirect the user to the selected bank. Login and proceed.

4:50

My Transaction

Thank you for your payment

Please note that your payment is being processed.

A payment confirmation from your online banking(FPX) provider will be sent to you and details of this transaction will appear in your bank statement.

Note : This is not an official receipt.

Policy Number : [Redacted]

Transaction number : T189224328923

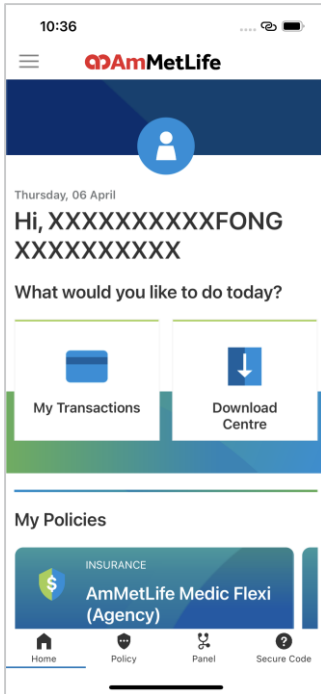
Amount paid : RM 1.00

RETURN TO POLICY

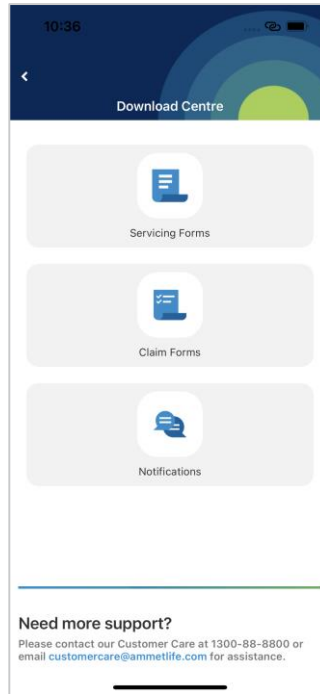
6. Successfully submitted the transaction.

13. Download Centre

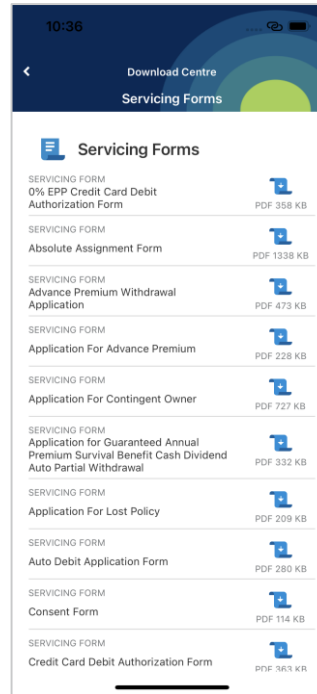
Download the servicing/claim forms/notifications



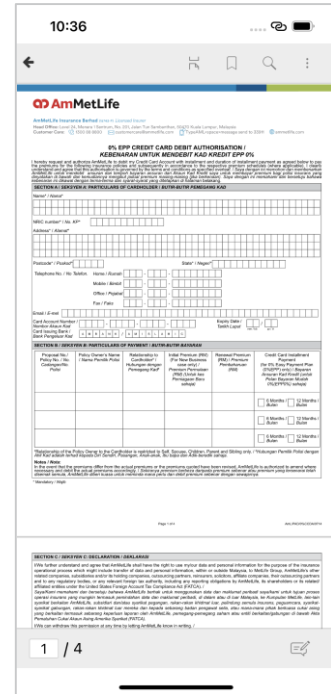
1. Tap 'Download Centre'.



2. Tap one of the options.



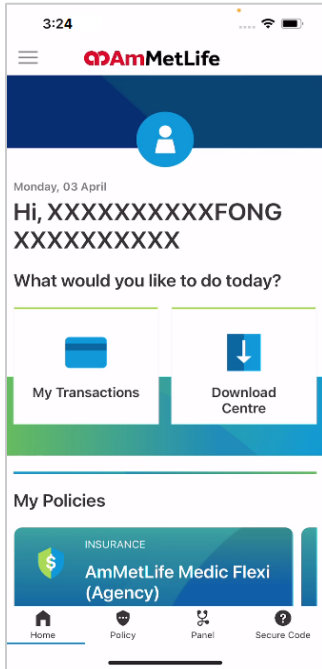
3. Select the form.



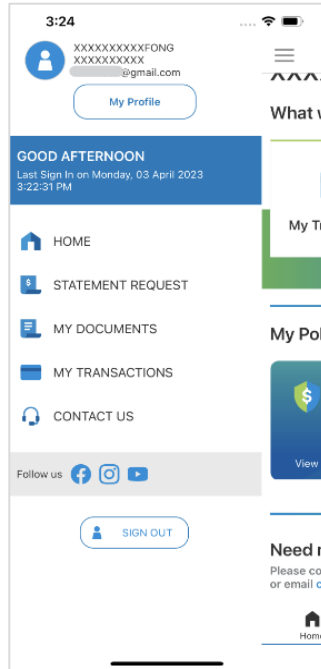
4. Download the form in pdf format.

14. My Profile

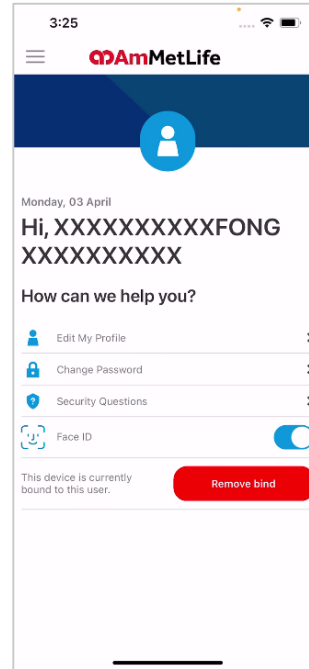
View your profile, update mobile no.



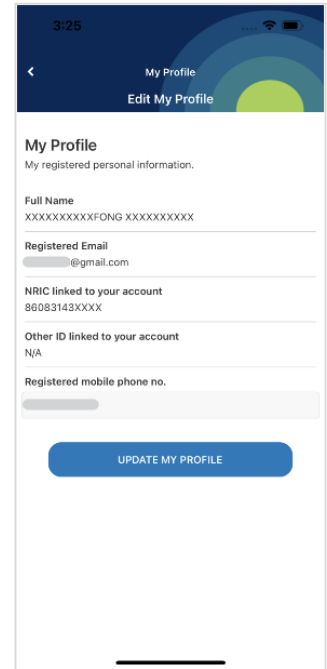
1. Tap burger menu on the top left.



2. Tap 'My Profile'.



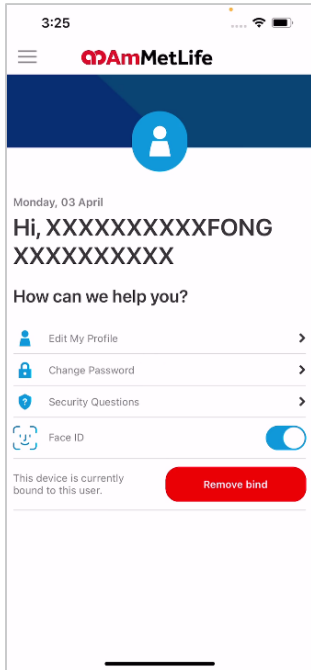
3. Tap 'Edit My Profile'.



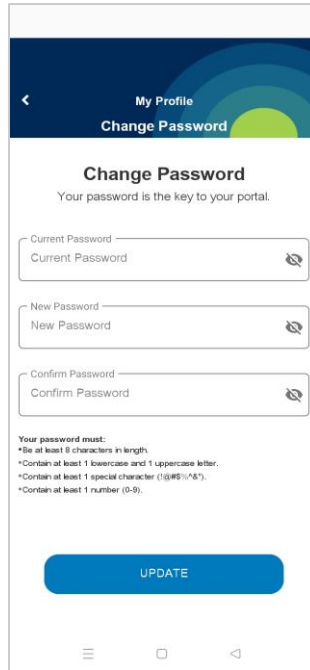
4. View the profile details and able to update registered mobile no. (for receiving OTP purpose only).

My Profile

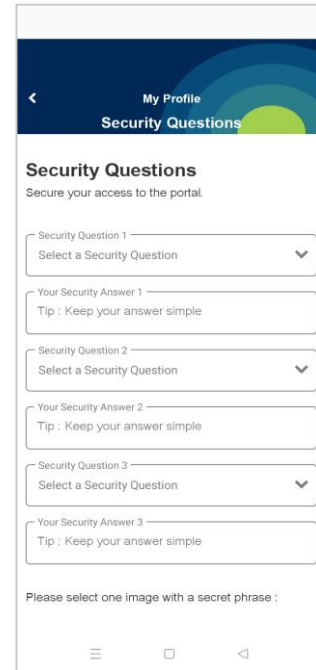
Change password, update security questions



1. Tap 'Change Password' or 'Security Questions'.



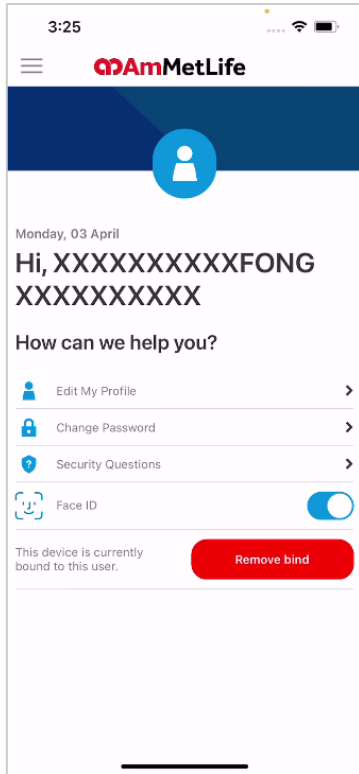
2. Enter your current password, followed by new password. Note: you are allowed to change password once per day.



3. Update your security questions.

My Profile

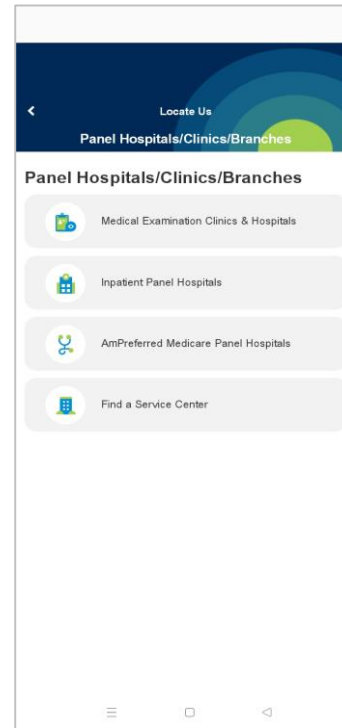
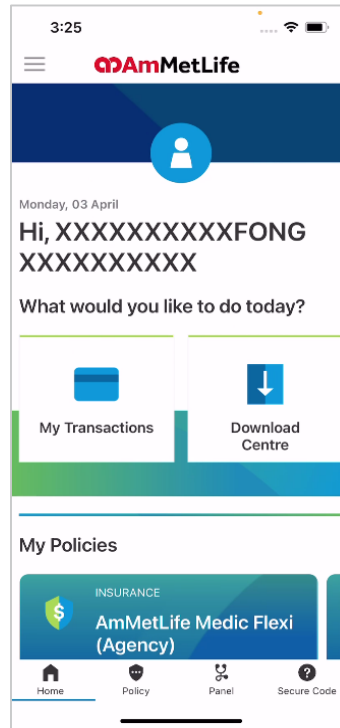
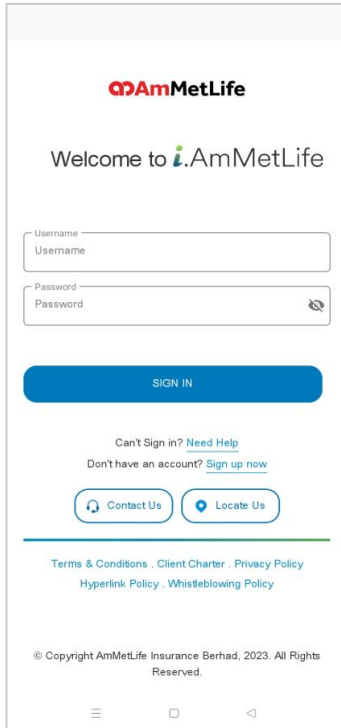
Binding a user account to the device



1. A device can only be bound to one user account, and a user account can only be bound to a maximum of three devices.
2. If you want to enable/disable biometric login, go to My Profile > Face ID/Fingerprint > enable/disable the biometric login .
3. Tap 'Remove bind' to unbind the user account.

15. Branch/Panel Locator

Locate panel hospitals/clinics/branches

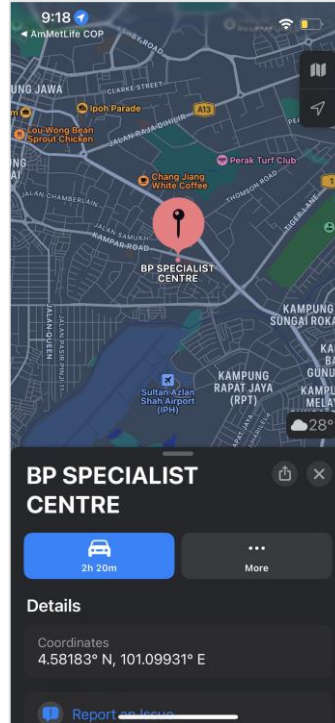
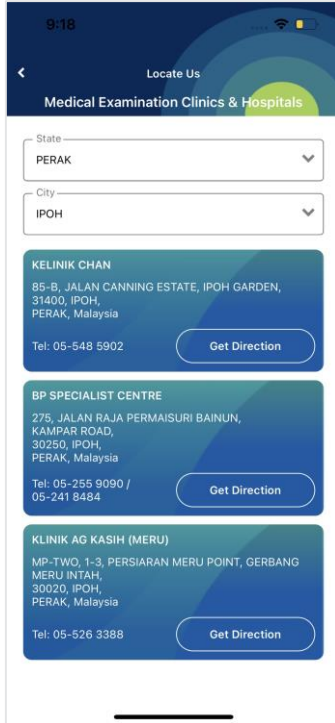


1. Tap 'Locate Us' or 'Panel' at the Login screen/Dashboard.

2. Choose panel hospitals, panel clinics or branches that you wish to locate.

Branch/Panel Locator

Locate panel hospitals/clinics/branches



3. Choose state/city and tap 'Get Direction'.

4. Redirect to map.



Thank You

