



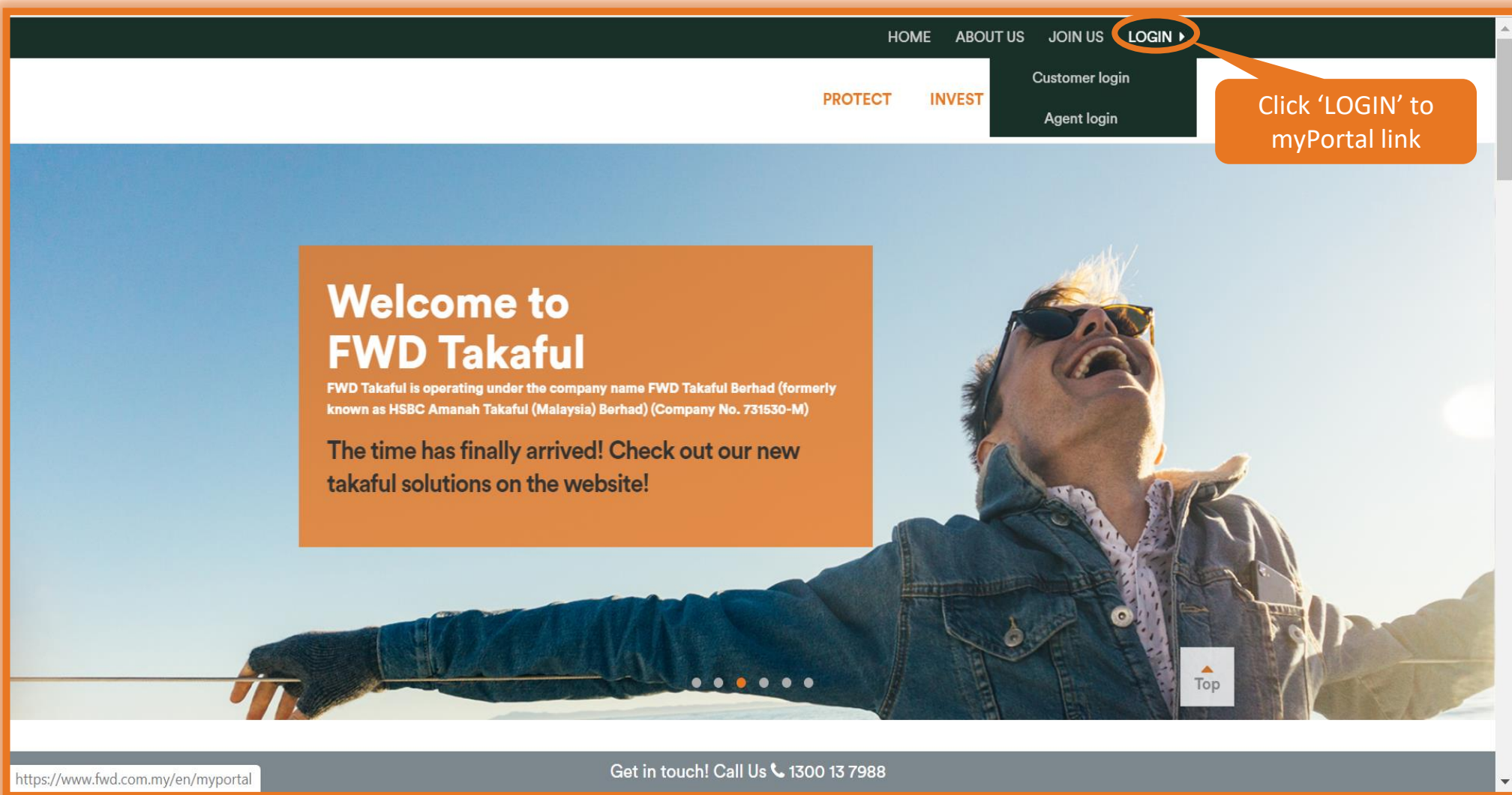
## Registration Guide for FWD *myPortal*

5 simple steps on how to register customer portal

**Get ready to live**  
fwd.com

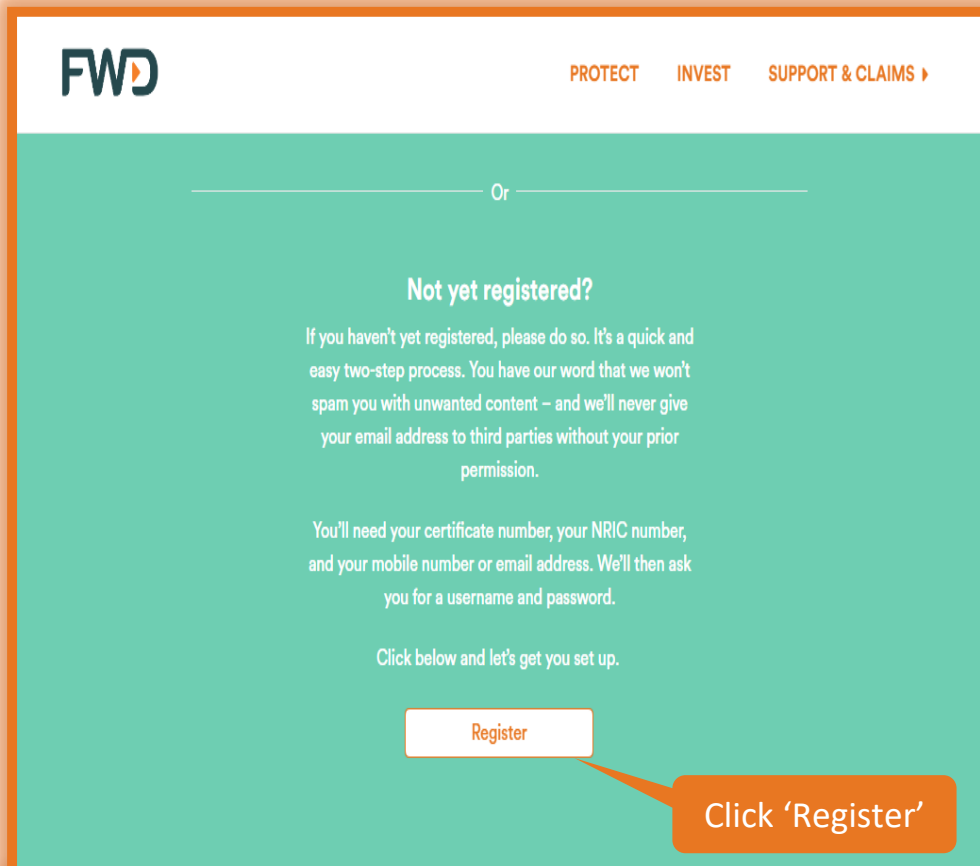
**FWD**  
takaful

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





## Step 2 – Proceed with new user registration



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'



## USER REGISTRATION

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

Certificate Number :

Certificate Number \*

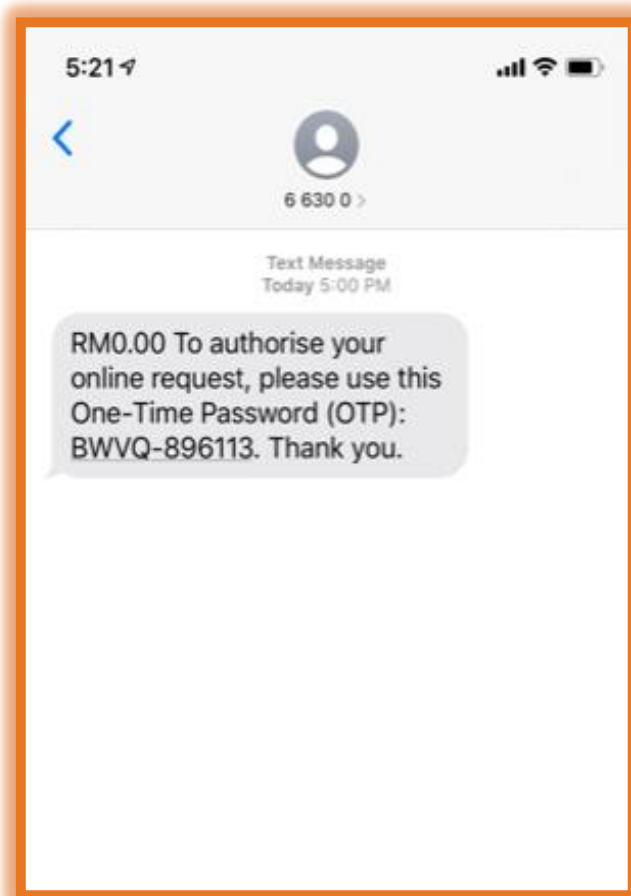
NRIC No. / Business Registration No. :

NRIC No. / Business Registration No. \*

Cancel Next

Click 'Next'


## Step 3 – Received OTP via SMS\* and enter 6-digits code



The screenshot shows the 'FWD' logo at the top. Below it, the title 'USER REGISTRATION' is displayed in large orange letters. A instruction reads: 'Please enter all the information below and click next to proceed.' The form has two input fields: 'KDRD' and 'OTP'. An orange callout bubble points to the 'OTP' field with the text 'Enter '6-digits' code'. To the right of the 'OTP' field is a button labeled 'Retrieve security code (30)'. At the bottom, there are three buttons: 'Cancel', 'Previous', and 'Next'. An orange callout bubble points to the 'Next' button with the text 'Click 'Next''.

*\* 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 or email us at [contact.my@fwd.com](mailto:contact.my@fwd.com) to update your contact details.*

## Step 4 – Proceed to create new login\* ‘Username’ & ‘Password’



### 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

Click 'Create User'



### Welcome To myPortal

Thank you for your registration. Your account has been successfully created.

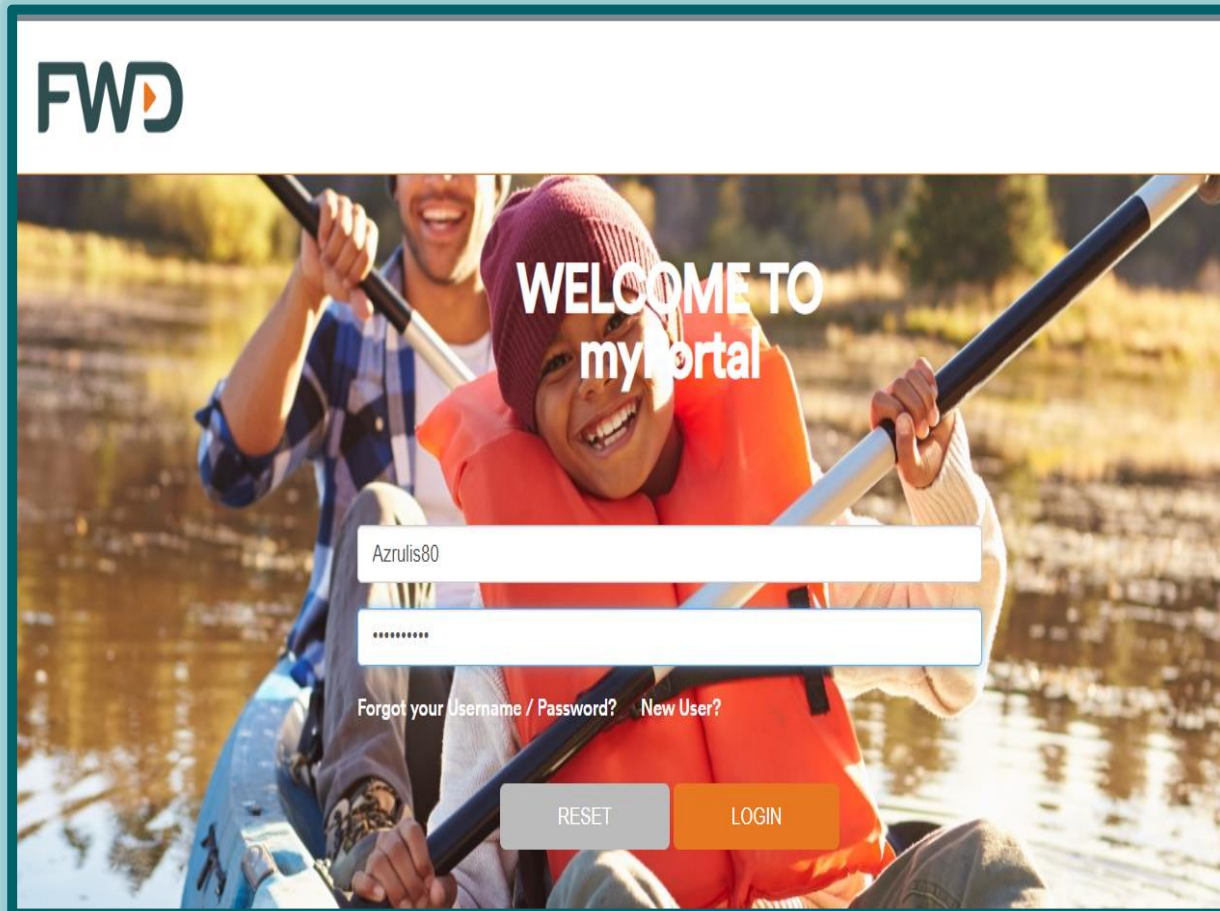
Continue

Click Continue'



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

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



**FWD**

**WELCOME TO myportal**

Azrulis80

\*\*\*\*\*

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

### 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.


**Click 'I Agree'**

**If you require additional information or support from us, please call our Customer Care Hotline at 1300 13 7988 or email us at [contact.my@fwd.com](mailto:contact.my@fwd.com)**




# Welcome Message will be appeared upon successful login to **myPortal**

EN
LAST LOGIN: 6-OCT-2019 5:2:26 PM
AZRUL ISKANDAR BIN RUSLIN ( AZRULIS80 ) ▼


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

## Welcome



Dear Azrul Iskandar bin Ruslin ,


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

## Acknowledgement - My Certificate

- ❖ 'My Certificate' tab provides the 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 have received and reviewed the 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 ) ▾

FWD

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	<a href="#">download</a>  <input checked="" type="checkbox"/> I acknowledged receiving the certificate pack and will review the content as per my certificate

Tick the  
acknowledgement box



# 1. My Certificate

- ❖ ‘My Certificate’ tab provides the 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 the additional details of the certificate such as Certificate Details, Contribution Details, Nomination Details and Fund information (*if Investment-Linked Plan*).

**FWD** 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
T0001766	In force	Azrul Iskandar bin Ruslin	FWD Future First	250,000.00	185.00	25-Nov-2019	

Click the Certificate Number

## Certificate Details

CERTIFICATE DETAILS CONTRIBUTION DETAILS NOMINATION DETAILS FUND INFORMATION

# 1. My Certificate - Certificate Details

## Certificate Details

1. Under Certificate Details tab, you are able to view your certificate information's such as certificate number, certificate status, product name, cover date, maturity date and the Account value\* if any.
2. Followed by the Credit/Debit Card information and certificate benefits details will be also available below that.
3. In Certificate Details, you are also able to asses your covered person's details if your policy cover a different person.

CERTIFICATE DETAILS	CONTRIBUTION DETAILS	NOMINATION DETAILS	MY CERTIFICATE FILES																
<b>CERTIFICATE DETAILS</b>																			
✓ 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																
<b>BANK INFORMATION</b>																			
<u>Auto Debit Account Information</u>		<u>Credit Card Account Information</u>																	
✓ Bank Name	:	✓ Credit Card Holder Name	: Desmond Lee C L																
✓ Account Holder Name	:	✓ Credit Card Number	: 559998xxxxx4960																
✓ Account Number	:																		
✓ Branch	:																		
✓ City	:																		
<table border="1"> <thead> <tr> <th>Benefits</th> <th>Certificate Term</th> <th>Commencement Date</th> <th>Status</th> <th>Sum Covered (RM)</th> </tr> </thead> <tbody> <tr> <td>FWD Future First</td> <td>41</td> <td>25-Sep-2019</td> <td>In force</td> <td>250,000.00</td> </tr> </tbody> </table>					Benefits	Certificate Term	Commencement Date	Status	Sum Covered (RM)	FWD Future First	41	25-Sep-2019	In force	250,000.00					
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FWD Future First	41	25-Sep-2019	In force	250,000.00															
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<table border="1"> <thead> <tr> <th>Person Covered's Name</th> <th>NRIC No.</th> <th>Old IC/Passport/Others</th> <th>Date of Birth</th> </tr> </thead> <tbody> <tr> <td>Azrul Iskandar bin Ruslin</td> <td>80102814****</td> <td></td> <td>28-Oct-1980</td> </tr> </tbody> </table>					Person Covered's Name	NRIC No.	Old IC/Passport/Others	Date of Birth	Azrul Iskandar bin Ruslin	80102814****		28-Oct-1980							
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Azrul Iskandar bin Ruslin	80102814****		28-Oct-1980																

# 1. My Certificate - Contribution Details

## Contribution Details

1. You may able to view the details of your contribution to the certificate.
2. You can also view the payment history of the certificate.

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



# 1. My Certificate – Nomination Details

## Nomination Details

1. For nominee's details you may refer to 'Nomination Details' tab.
2. You are able to view 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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# 1. My Certificate – Fund Information

## Fund Information

1. 'Fund Information' tab only applicable for Investment Linked Certificate.
2. Under this tab you have the most convenient way to check your fund details as you are able to view the Unit Balance and the Unit Price everyday.
3. Our portal will provide you with the Unit value on daily basis with the fund details such as type of the fund type and the allocation selected.
4. You may be able to make change to fund allocation or perform a fund switching as you wished in one click as showed in the picture on the right.

### Certificate Details

CERTIFICATE DETAILS

CONTRIBUTION DETAILS

NOMINATION DETAILS

FUND INFORMATION

MY CERTIFICATE FILES

#### FUND INFORMATION

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'

# 1. My Certificate – My Certificate Files

## My Certificate Files

1. You may download all the related documents i.e. official receipt (initial and renewal contribution payments), certificate pack, approval of auto debit facility via credit or debit card, contribution payment unsuccessful-if any and etc.

### 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



## 2. Personal Info

- ❖ 'Personal Info' tab provides the certificate owner's personal details registered during on boarding application.
- ❖ Kindly ensure to check & review all the personal details made available in the customer portal.
- ❖ Send-in a Change Request Form to update the latest information of personal details (if any).

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

### Personal Info

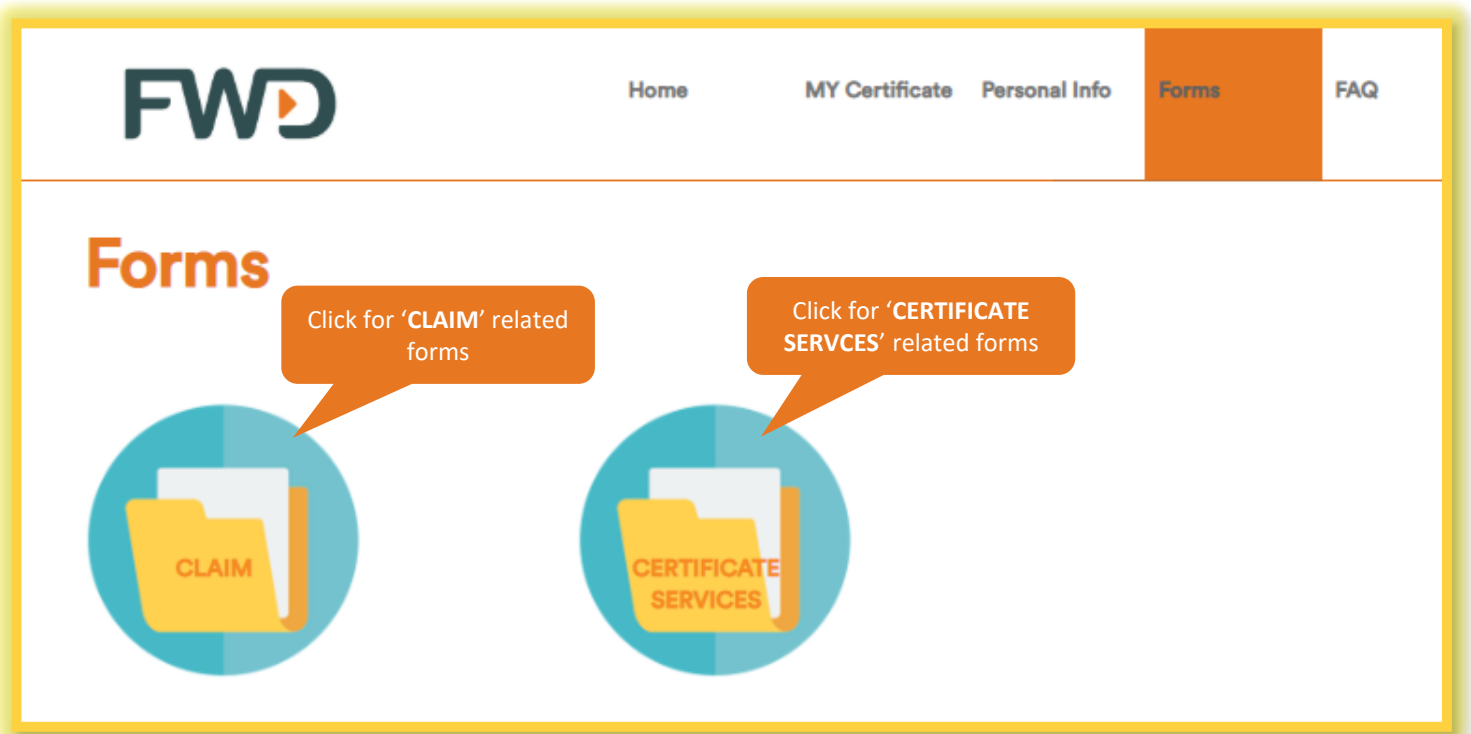
**KANG**

✓ Gender	: Male
✓ Date of Birth	: 30-Jun-1970
✓ E-mail	: BARAT***@FWD.COM
✓ Primary Phone	:
✓ Mobile Phone	: 011****0643
✓ Other Contact	:
✓ Residential Address	: 5 LO, TAMA, 1400, PULA, MY

Residential/Permanent address

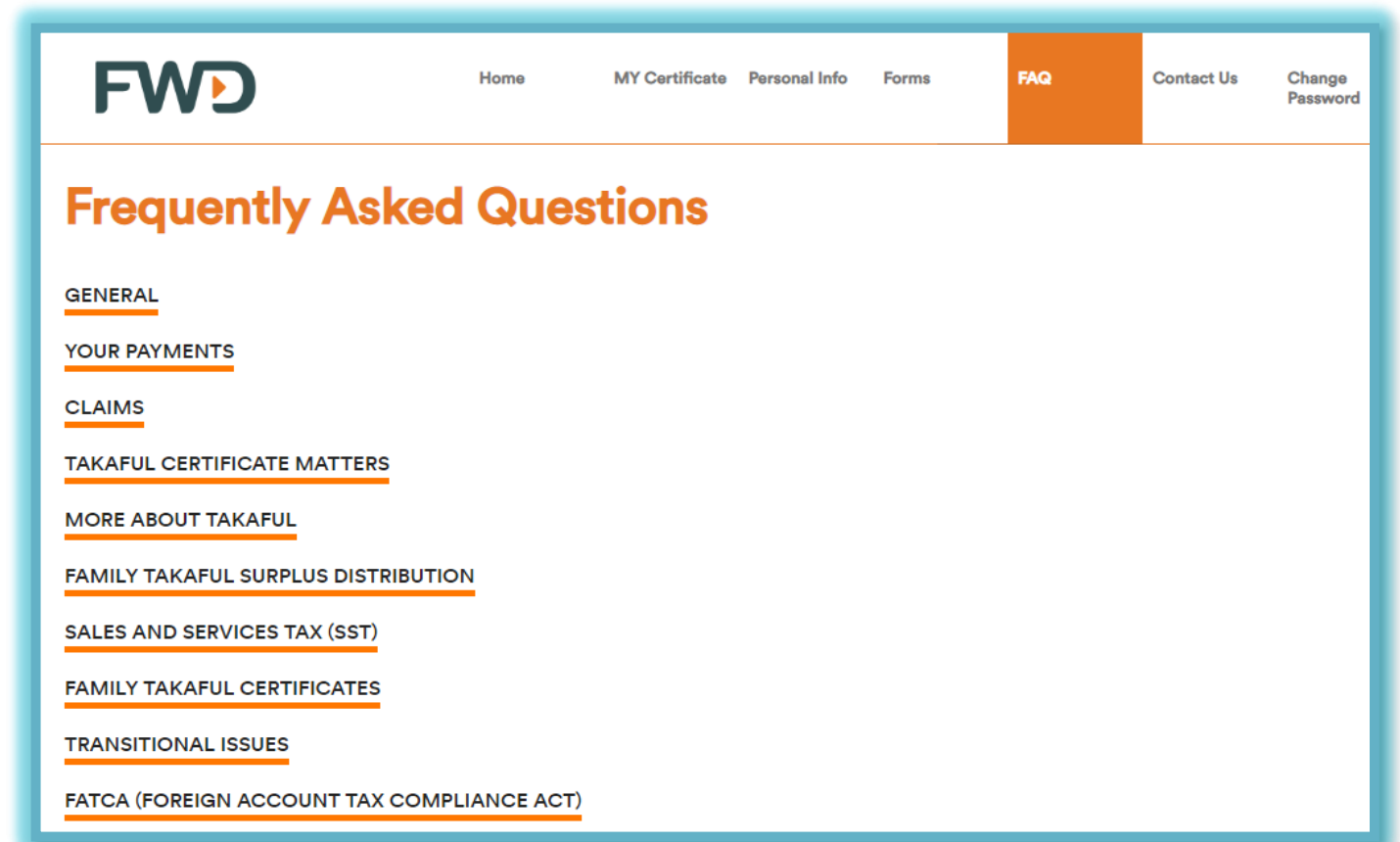
## 3. Forms

- ❖ 'Forms' tab provides all the Claim/Certificate Services related form available for download.
- ❖ Certificate owner may download the available Claim/Certificate Services related form, fill-up all the required information and ensure the completeness of form before submit for further processing.



## 4. FAQ

- ❖ 'FAQ' tab provides a common sets of frequently asked questions for certificate owner references.
- ❖ The information will be updated from time to time, and whenever necessary to ensure the certificate owner can be properly guided.





## 5. Contact Us

- ❖ 'Contact Us' tab allow certificate owner to submit any enquiry or feedback on certificate(s) or others related matters.
- ❖ Customer to select the Certificate Number and choose the type of Inquiry/Feedback & Subject from the dropdown list as guidance.

The screenshot displays the 'Contact Us' page of the FWD Takaful Berhad website. The page features a navigation bar with links to Home, MY Certificate, Personal Info, Forms, FAQ, Contact Us (highlighted), and Change Password. The main heading is 'Contact Us' in orange. Below it, the section is titled 'INQUIRY/FEEDBACK'. The form includes several input fields: 'Certificate Number' (a dropdown menu), 'Inquiry/Feedback' (a dropdown menu), 'Subject' (a dropdown menu), 'Name' (a text box), 'Email Address' (a text box), and 'Contents' (a larger text area). Each of the first five fields has a red asterisk indicating it is a required field. At the bottom of the form are 'Reset' and 'Submit' buttons. Below the form, the company's full name 'FWD Takaful Berhad (Company No. 731530-M)' is listed, followed by its former name '(Formerly known as HSBC Amanah Takaful (Malaysia) Berhad)'. The address 'Level 29 Menara Shell, 211 Jalan Tun Sambanthan, Brickfields, 50470 Kuala Lumpur' is provided at the bottom.

**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

## 6. Change Password

- ❖ 'Change Password' tab allow certificate owner to change your current password.
- ❖ Password must be a strong password, minimum 8 characters with combination of capital letter, small letter, number and special character.
- ❖ Click on 'Retrieve security code' to receive the OTP to confirm on the changes & continue with 'Submit' to change the password.

The screenshot shows the 'Change Password' page on the FWD website. The page has a white background with a blue header bar. The FWD logo is on the left, and navigation links (Home, MY Certificate, Personal Info, Forms, FAQ, Contact Us) are in the center. The 'Change Password' link is highlighted in orange on the right. Below the header, the title 'Change Password' is in large orange font. The form contains three input fields: 'Current Password', 'New Password', and 'Confirm New Password', each with a red asterisk indicating a required field. Below these is a 'SECURITY CODE' section with a text input field, a dropdown menu set to 'OTP', and a 'Retrieve security code' button. At the bottom are 'Reset' and 'Submit' buttons.

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

### Change Password

**Current Password**

**New Password**

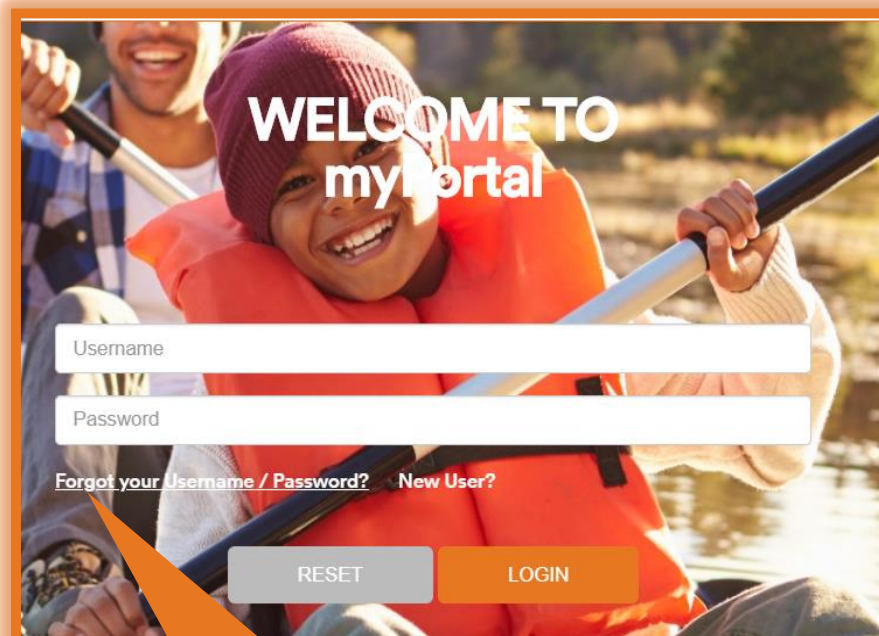
**Confirm New Password**

**SECURITY CODE**

 -

## How to reset your Username / Password

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



WELCOME TO myportal

Username

Password

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

RESET LOGIN

Click '[Forgot your Username / Password](#)'



FWD

**FORGOT USERNAME**

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

NRIC No. / Business Registration No. :

801028145747

✓ I'm not a robot

reCAPTCHA  
Privacy - Terms

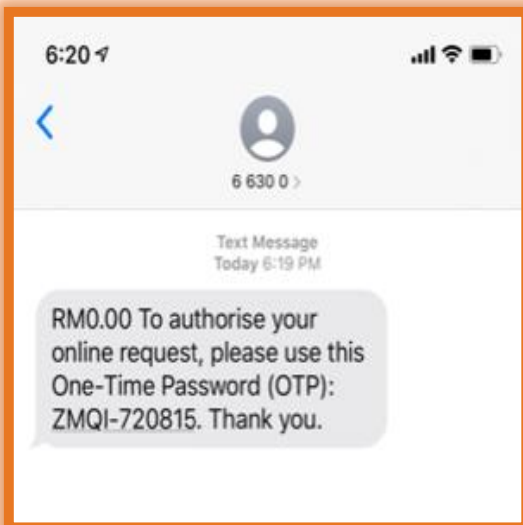
Reset Submit

Enter NRIC number and click **submit**



# Guide to reset Username and Password

4. Received OTP via SMS\* and enter 6-digits code



5. Once enter click submit to retrieve your username



6. Once the Username has displayed, click 'Reset Password' to change your password accordingly.



*\* 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 or email us at [contact.my@fwd.com](mailto:contact.my@fwd.com) to update your contact details.*

# End of document

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2019

## Get ready to live