



eService Guide for FWD *myPortal*

12 simple steps on how to do one-time payment via FPX

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Steps to make One-Time Payment via FPX

The screenshot shows the FWD website home page. The navigation bar includes: Home, MY Certificate, Personal Info, Forms, FAQ, Contact Us, Certificate eService (highlighted), and Change Password. The main content area features a 'Welcome' message and a list of services: Change of Correspondence Address / Contact No / Email, Online Request Tracking, Change Request, and Payment. The 'Payment' option is highlighted with a callout box labeled 'Online Payment'. Below the services, there is a personalized message: 'Dear Azrul Iskandar Bin Ruslin, Firstly, I'd like to officially welcome you as a customer of FWD Takaful Berhad'.

1. Click on 'Online Payment' at Certificate eService sub-menu.

The screenshot shows the 'Online Payment' page. It has two tabs: 'ONLINE PAYMENT' (selected) and 'PAYMENT HISTORY'. Below the tabs is a table with the following data:

Certificate Number	Certificate Status	Contribution	Paid To Date	Currency	Modal Contribution	Outstanding Contribution	Misc Suspense	Outstanding Amount	
T0001766	In force	Monthly	25-Nov-2019	Malaysia Ringgit	185.00	370.00	0.00	370.00	Renewal Payment Refresh ?
E0003810	In force	Monthly	05-Jan-2020	Malaysia Ringgit	57.79	57.79	0.00	57.79	Renewal Payment Refresh ?

Note :
For contribution payment which is paid before the due date, the contribution would be allocated according to paid to date.
Taxes at the prevailing rate may be charged on any of the contributions (where applicable under Malaysian taxation laws) under this takaful certificate.

2. Click 'Renewal Payment' to make one-time payment (by certificate) that you wish to perform.

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System Message

One Time Password will be sent to your mobile telephone number +601****8855. It will expire in 10 minutes.

Close

3. The system will sent sms of 6-digits OTP to registered mobile no. to authorize the request.

Text Message
Today 8:39 PM

RM0.00 To authorise your online request, please use this One-Time Password (OTP): WKXT-713045. Thank you.

4. Input the OTP, click checkbox once you have read the 'Term & Conditions' and click 'Make Payment' button.

Make Payment

✓ Certificate Number	: T0001766
✓ Certificate Status	: In force
✓ Contribution	: Monthly
✓ Paid To Date	: 25-Nov-2019
✓ Currency	: MYR
✓ Modal Contribution	: 185.00
✓ Outstanding Contribution	: 370.00
✓ Misc Suspense	: 0.00
✓ Outstanding Amount	: 370.00

WKXT - 713045 Retrieve security code

TERM AND CONDITIONS

I have read and hereby accepted the [Terms and Conditions for Credit Debit Card Authorisation.](#)

Make Payment

Steps to make One-Time Payment via FPX

Simple. Convenient. Secure.

*iPay88 is Online Payment Service provided by Mobile88.Com Sdn. Bhd.

Available Payment Method: _____

Online Banking

Summary Of Transaction

Net Charges	MYR 370.00
Pay To	FWD Takaful Berhad
Payment of	TM01
Reference No / Payment ID	CP10000000090 / T210917780019

Internet Banking

Timeout: 04:57

Individual Account Corporate Account

Select Bank

By Clicking on the "Proceed" button below, you agree to FPX's [Terms and Conditions](#).



Simple. Convenient. Secure.

*iPay88 is Online Payment Service provided by Mobile88.Com Sdn. Bhd.

Available Payment Method: _____

Online Banking

Summary Of Transaction

Net Charges	MYR 370.00
Pay To	FWD Takaful Berhad
Payment of	TM01
Reference No / Payment ID	CP10000000090 / T210917780019

Internet Banking

Timeout: 04:21

Individual Account Corporate Account

CIMB Clicks

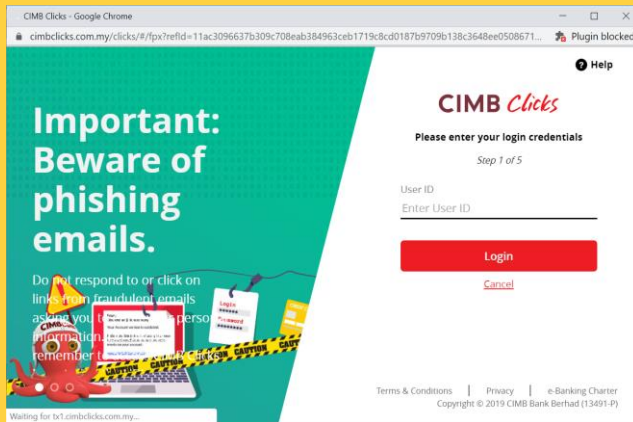
By Clicking on the "Proceed" button below, you agree to FPX's [Terms and Conditions](#).

5. Select 'Individual/Corporate Account' and choose you're the preferred bank to make payment.

6. Click 'Proceed' button to go to the next action.

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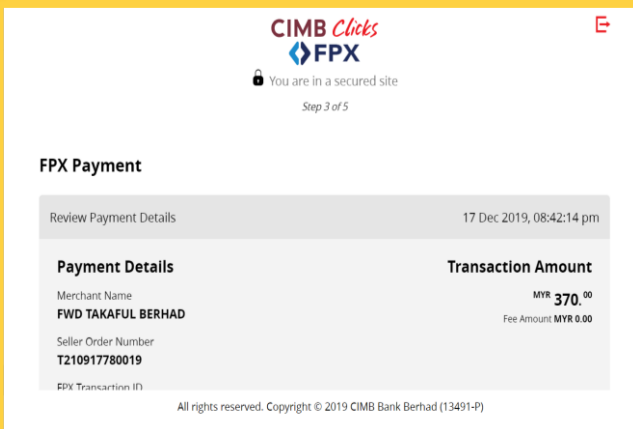
7. The screen will direct to your preferred bank (i.e. Online Banking) to require the login credentials.

8. Check the FPX Payment details and proceed to 'Request TAC'.

9. The system will sent 6-digits TAC via sms to your registered mobile no. to authorize the payment request & Enter the 6-digits TAC. To click 'here' link to request new TAC if not received.

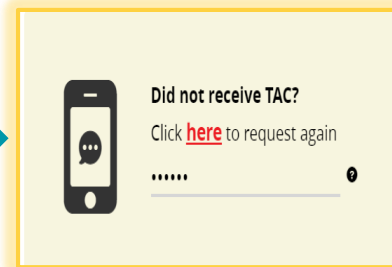
10. Click 'Submit' to confirm and proceed with the payment transaction. System will show PFX Payment Acknowledgement for SUCCESSFUL transactions.

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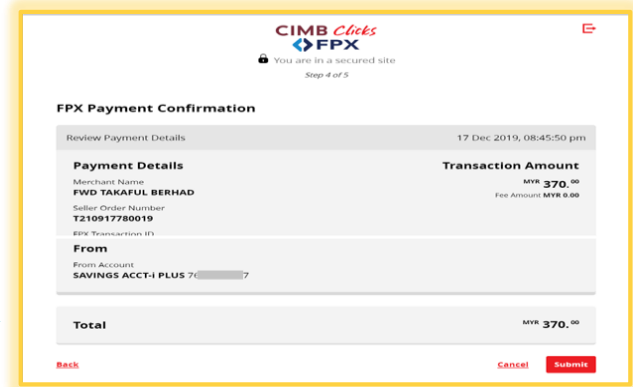
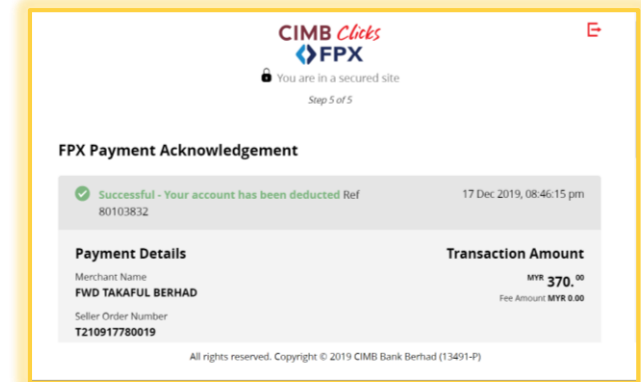


RM0.00 CIMB:Confidential!
Never share your TAC.FPX
Payment to FWD TAKAFUL
BERHAD for RM370.00. TAC is
581833. Expires 17 Dec
20:47:06

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Certificate Details

CERTIFICATE DETAILS CONTRIBUTION DETAILS NOMINATION DETAILS MY CERTIFICATE FILES

CERTIFICATE FILE

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

The 'Official Receipt' can be download from Certificate Details tab (My Certificate Files) in pdf format.



File20200105145352.pdf



* For any enquiry, please call our Customer Care Hotline at 1300 13 7988 or email to contact.my@fwd.com

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Online Payment

ONLINE PAYMENT | PAYMENT HISTORY

Certificate Number	Certificate Status	Contribution	Paid To Date	Currency	Modal Contribution	Outstanding Contribution	Misc Suspense	Outstanding Amount
T0001766	In force	Monthly	25-Nov-2019	Malaysia Ringgit	185.00	370.00	0.00	0.00
E0003810	In force	Monthly	05-Jan-2020	Malaysia Ringgit	57.79	57.79	0.00	57.79

Note :
For contribution payment which is paid before the due date, the contribution would be allocated according to paid to date.
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Once the payment is **SUCCESSFUL**, the Outstanding Amount has been updated in Online Payment screen.

Certificate Details

CERTIFICATE DETAILS | CONTRIBUTION DETAILS | NOMINATION DETAILS | MY CERTIFICATE FILES

CONTRIBUTION DETAILS

- Currency : Malaysia Ringgit
- Payment Method : Credit Card
- Payment Frequency : Monthly
- Basic Contribution : 185.00
- Total Contribution Due : 0.00**
- Payment Status : Contribution Paying
- Contribution Due Date : 25-Dec-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
17-Dec-2019	370.00	16001366	

The 'Total Contribution Due' & 'Receipt No.' in Certificate Details tab (Contribution Details + Payment History) has been updated.

* For any enquiry, please call our Customer Care Hotline at 1300 13 7988 or email to contact.my@fwd.com

End of document

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