

Frequently Asked Questions (FAQ): Change/Add or Remove Card via myPortal**1. Can I change/add or remove my card details in myPortal?**

Yes, you can now change/add or remove your card details in myPortal - go to 'Direct Debit via Card' under Certificate eService sub-menu.

2. What is the benefit of changing/adding my card details in myPortal?

Changing/Adding your credit or debit card details will ensure continuous direct debit of contribution payment via card.

3. What is the benefit of removing my card details in myPortal?

You can remove your card details if you wish to stop the direct debit and use other payment methods instead such as FPX or JomPAY to continue paying your contribution payment.

4. When can I change/add or remove my card in myPortal?

You can change/add or remove your card details anytime and anywhere with simple steps.

5. What are the details I need in order to complete the change of my card details in myPortal?

You are required to enter the correct credit/debit card details including CVV, expiry date and bank name.

6. How do I access to myPortal?

You can access myPortal through our FWD website at www.fwd.com.my/en/myportal/.

7. Will I get One Time Password (OTP) to complete the changes?

Yes, the system will send SMS of 6-digits OTP to your registered mobile number to authorise the request and the OTP will expire in 10 minutes.

8. How can I check if my card details are updated in FWD system?

You may view the status immediately under 'Online Request Tracking' in myPortal. An 'Approval for Contribution Payment via Credit/Debit card' letter will be sent to your registered email address only upon completion of the change/add transaction. Alternatively, you may download the letter from the Certificate Details tab in myPortal.

9. Is there any step-by-step guide available in order to update new card details in MyPortal?

To help you better understand how to change/add or remove card details in MyPortal, you may refer to the guide for Direct Debit via Card available in myPortal.

10. Can I add/change or remove my card during the billing cycle for recurring payment in progress?

Yes, you're allowed to change/add or remove your card details during the billing cycle for recurring payment in progress.

Please note that the status in 'Online Request Tracking' will be shown as "updating" if you change/add or remove card details during the billing cycle for recurring payment in progress. The status in 'Online Request Tracking' will turn to "completed" once the billing cycle for recurring payment has completed.

11. Can I change/add my card details to my debit card for contribution payments?

Yes, you can change/add card details to your debit card. However, you're required to perform activation of Card Not Present (CNP) online transaction. Please contact your bank for more information on the activation of CNP online transactions.