



eService Guide for FWD *myPortal*

8 simple steps on how to do changes of
Correspondence Address / Contact No / Email

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Steps to make Changes of Correspondence Address / Contact No / Email

The screenshot shows the FWD website's navigation menu. The 'Certificate eService' dropdown menu is open, highlighting the 'Change of Correspondence Address / Contact No / Email' option. Other menu items include Home, MY Certificate, Personal Info, Forms, FAQ, Contact Us, and Change Password. Below the menu, a 'Welcome' message is visible, addressed to Azrul Iskandar Bin Ruslin.

1. Click on 'Change of Correspondence Address / Contact No / Email' at Certificate eService sub-menu.

The screenshot shows the 'Change of Correspondence Address / Contact No / Email' form. It features a progress indicator with steps 1, 2, 3, and 4, where step 1 is active. The form includes fields for Certificate Owner (Azrul Iskandar Bin Ruslin), MyKad No. / Passport No. (80102814****), and Certificate Number (E0003810, T0001766). Below the form is a table with columns for Certificate Number, Person Covered, MyKad No. / Passport No., and Address. The table currently shows 'No record'. A note at the bottom states: 'Please change your data below: Changes apply to selected certificates'.

2. Choose which Certificate Number that you wish to perform.

Steps to make Changes of Correspondence Address / Contact No / Email

Change of Correspondence Address / Contact No / Email

Step of **1** - 2 - 3 - 4

1. Change of Correspondence Address / Contact No / Email

Please fill in block letters.
Certificate Owner
 Azrul Iskandar Bin Ruslin

MyKad No. / Passport No.
 80102814****

Certificate Number
 E0003810
 T0001766

Changes apply to selected certificates

Certificate Number	Person Covered	MyKad No. / Passport No.	Address
T0001766	Azrul Iskandar Bin Ruslin	80102814****	NO.2, JALAN SS6D/9B, TAMAN KELANA JAYA, PETALING JAYA, SELANGOR

Please change your data below: *Changes apply to selected certificates*

Change of Correspondence Address / Contact No / Email

Address
 NO.510, BLOK A APARTMENT SUNWAY SERENA
 JALAN SS77
 TAMAN KELANA JAYA

City
 PETALING JAYA

State
 SELANGOR

Postcode
 47301

Country
 Malaysia

Mobile Number/Contact no
 0122258855

Email Address
 If you want to change your email address, please input here:
 azrulis.ruslin@gmail.com

3. Input your particular details (i.e. Correspondence Address / Contact No / Email) in required fields.

4. Kindly answered the mandatory 'FATCA Questionnaire' and tick the 'Term and Conditions' once you have read the pdf of PDPA Notice.

FATCA Questionnaire

In relation to Foreign Account Tax Compliance Act (FATCA) and/or Common Reporting Standard (CRS)'s requirement, FWD Takaful Berhad requires you to answer questions as follows:

- Do you have and / or act for yourself and/or others who have tax residency from other countries outside Malaysia?
 - Are you a United States citizen / United States resident for US federal tax purposes / United States Green Card holder.
- YES for one or both questions above NO for both questions above

Term and Conditions

I understand that

- My application will not take effect until it is accepted and notified to me by FWD Takaful Berhad.
- All information and particulars entered in this transaction are accurate, correct, true and not misleading.
- Any changes or updates through this transaction will be treated as updated information and particulars for the Certificate Owner's relevant insurance certificate(s).
- To keep FWD Takaful Berhad harmless and fully and effectively indemnified against any actions, claims, costs (including but not limited to any and all legal costs on solicitor and client basis), demands, detriment, expenses, fines, liabilities, loss and damage, penalties and proceedings that FWD Takaful Berhad may incur or suffer arising from or incidental to any act, breach, deed, negligent or omission of the Certificate Owner in relation to the transaction.
- FWD Takaful Berhad reserves the right to change any part of the terms and conditions of this transaction.

I have read, understood and adopt as my declaration, the entire Data Privacy Declaration as per document attached.

Next

Steps to make Changes of Correspondence Address / Contact No / Email

Change of Correspondence Address / Contact No / Email

Step of 1 - 2 - 3 - 4

2. Confirm Address

Certificate Owner: Azrul Iskandar Bin Ruslin
MyKad No. / Passport No.: 80102814****
Certificate Number: T0001765

Please confirm your data below: *Changes apply to selected certificates*

Change of Correspondence Address / Contact No / Email	Address	NO.810, BLOK A APARTMENT SUNWAY SERENA JALAN SS7/7 TAMAN KELANA JAYA PETALING JAYA SELANGOR 47301 Malaysia
	City/City	
	State	
	Postcode	
	Country	
Email Address	Mobile Number/Contact no	0122258855
	If you want to change your email address, please input here:	
	azrulis.ruslin@gmail.com	

FATCA Questionnaire
No

Previous Cancel Next

5. Check details of Correspondence Address / Contact No / Email change and proceed to click 'Next' button to proceed.

System Message

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

Close

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

7. Input the OTP and click 'Next' button to proceed.

Change of Correspondence Address / Contact No / Email

Step of 1 - 2 - 3 - 4

3. Security Code

PLEASE ENTER YOUR SECURITY CODE

NGAG - 850940 Retrieve security code

Previous Cancel Next

Steps to make Changes of Correspondence Address / Contact No / Email

The screenshot shows the FWD online portal interface. A 'System Message' dialog box is open, displaying the text: 'Your request has been submitted. We will review your application and process (should all be in order) within 5 working days. An acknowledgement of this transaction will be sent to your email which is registered in our system. Thank you.' Below the message is a 'Close' button. In the background, the page title 'Change of Correspondence Address / Contact No / Email' is visible, along with a progress indicator showing 'Step of 1 - 2 - 3 - 4' where step 4 is highlighted. Below the progress indicator, the text '4. Finish' is displayed, followed by 'Request Completed', 'Certificate Number: T0001766', and 'Reference Number: 572'. At the bottom, a message box states: 'Thank you for your Online request, your request is being processed. We will send you a notification at next working day as confirmation that your request has been processed. For further information, please contact your Agent or call our Customer Care at 1300 13 7988 or email contact.my@fwd.com.'

8. The request for change has been submitted. Click 'Close' button to continue.

Online transaction request has been completed. Customer will received a notification via email upon completion of system updating the record.

This screenshot shows the final step of the process. The page title is 'Change of Correspondence Address / Contact No / Email'. A progress bar at the top right shows 'Step of 1 - 2 - 3 - 4' with step 4 highlighted. Below the progress bar, the text '4. Finish' is displayed, followed by 'Request Completed', 'Certificate Number: T0001766', and 'Reference Number: 572'. At the bottom, a message box states: 'Thank you for your Online request, your request is being processed. We will send you a notification at next working day as confirmation that your request has been processed. For further information, please contact your Agent or call our Customer Care at 1300 13 7988 or email contact.my@fwd.com.'

Steps to make Changes of Correspondence Address / Contact No / Email

Online Request Tracking

Request Date Range :
Within 3 Months

Ref No	Certificate Number	Request Type	Request Date	Status
572	T0001766	Change of Correspondence Address / Contact No / Email	05-Jan-2020	Completed
357	T0001766	Card Manage - Bind Card	12-Dec-2019	Completed
356	E0003810	Card Manage	11-Dec-2019	Pending
325	T0001766	Card Manage - Bind Card	05-Dec-2019	Pending
326	T0001766	Card Manage - Bind Card	05-Dec-2019	Pending
300	E0003810	Policy Pack Ack	30-Nov-2019	Completed
231	T0001766	Change of Correspondence Address / Contact No / Email	22-Nov-2019	Completed
146	T0001766	Policy Pack Ack	28-Oct-2019	Completed
147	T0001766	Card Manage	28-Oct-2019	Completed
73	T0001766	Change of Correspondence Address / Contact No / Email	06-Oct-2019	Completed

First < 1 of 2 > Last

Once done can view the status under 'Online Request Tracking'.

Steps to make Changes of Correspondence Address / Contact No / Email

Change of Correspondence Address / Contact No / Email

Step of **1** - 2 - 3 - 4

1. Change of Correspondence Address / Contact No / Email

Please fill in block letters.
Certificate Owner: Azrul Iskandar Bin Ruslin
MyKad No. / Passport No.: 80102814****
Certificate Number:

Changes apply to selected certificates

Certificate Number	Person Covered	MyKad No. / Passport No.	Address
T0001766	Azrul Iskandar Bin Ruslin	80102814****	NO.510, BLOK A APARTMENT SUNWAY SERENA, JALAN SS7/7, TAMAN KELANA JAYA, PETALING JAYA, SELANGOR

Please change your data below: *Changes apply to selected certificates*

Change of Correspondence Address / Contact No / Email

Address: NO.510, BLOK A APARTMENT SUNWAY SERENA
JALAN SS7/7
TAMAN KELANA JAYA

City: PETALING JAYA

State: SELANGOR

Postcode: 47301

Country: Malaysia

Mobile Number/Contact no: 0122258855

Email Address: If you want to change your email address, please input here: azrulis.ruslin@gmail.com

Go back to 'Change of Correspondence Address / Contact No / Email' at Certificate eService sub-menu and you can see the current details.

End of document

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