

# LET'S GET TO KNOW HLMTakaful 360°



- #1 How to download **HLMTakaful 360°** application
- #2 How to create **HLMTakaful 360°** profile
- #3 How to acknowledge receipt e-Certificate through **HLMTakaful 360°**
- #4 How to download/view e-Certificate Contract & e-Medical Card through **HLMTakaful 360°**
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Updated as of 25 June 2024

# LET'S GET TO KNOW HLMTakaful 360°



Pay contribution digitally



Acknowledge the receipt of your certificate contract



Get insight into your certificate & medical card benefits



Notify us on a claims submission



Update your personal info, payment info/method & nomination details



Access to statement, e-certificate & e-medical card

HLMTakaful 360°

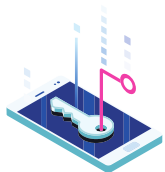
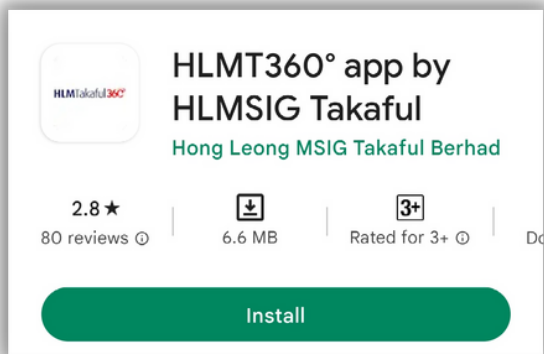
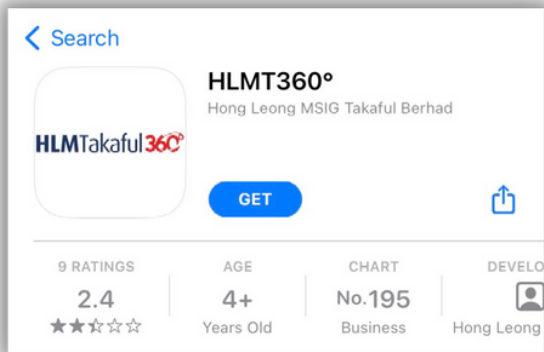
# HOW TO DOWNLOAD APPLICATION



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Updated as of 25 June 2024

# HOW TO DOWNLOAD HLMTakaful 360° APPLICATION



ACCESS ANYWHERE



UPDATE INFO ANYTIME



24-HOURS ONLINE ACCESS



Stay **CONNECTED** with us wherever you go!

# HLMTakaful 360°

## HOW TO CREATE PROFILE

#2

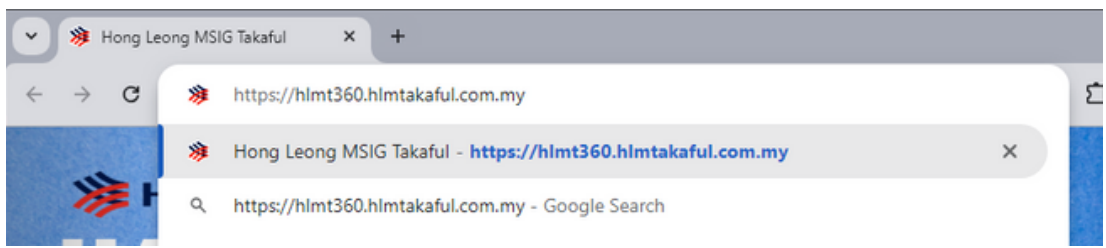


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Updated as of 25 June 2024

# HOW TO CREATE HLMTakaful360° PROFILE (Desktop view)

**Step 1** Visit <https://hlmt360.hlmtakaful.com.my/> or scan QR Code below



**Step 2** Click on [Register](#)

Email Address/ Identity Number Forgot?

**Next** →

Don't have an account? [Register](#)

**Step 3** Read the [Term of Use](#) and [Privacy Policy](#) before proceed to **I AGREE** button

### Terms of Use

**HLMTakaful360° SITE TERMS OF USE**

**IMPORTANT NOTICE TO USER: PLEASE READ THIS DOCUMENT CAREFULLY.** This Terms of Use is a legal agreement between you (referred to herein as "you" or "your") and HONG LEONG MSIG TAKAFUL BERHAD ("HLM Takaful") for access to and use of our website <http://www.HLM Takaful.com.my/> (the "HLMTakaful360° Site" or "Site") and other related websites, software, phone apps, interactive features or downloads operated by us and that are available through the HLMTakaful360° Sites (whether accessed directly or through any s

**BY ACCESSING OR USING THE HLMTakaful360° SITE, YOU AGREE TO WHETHER OR NOT YOU ARE A REGISTERED USER OF SITE. IF ANY OF FUTURE CHANGES ARE UNACCEPTABLE TO YOU, DO NOT USE THE POSTING OF ANY CHANGES IN THIS AGREEMENT, WILL INDICATE ACCE**

I agree with the terms of use stated above

### Privacy Policy

**THE HONG LEONG MSIG TAKAFUL BERHAD ("HLM Takaful") NOTICE ON PERSONAL DATA**

This Notice on Personal Data is issued pursuant to the requirements of the Personal Data Protection Act 2010 ("PDPA") to all individuals dealing with HLM Takaful ("Relevant Person(s)", from whom personal data have been and/or may in future be collected. The term "personal data" refers to information relating directly or indirectly to the Relevant Persons from which they can be identified or are identifiable and includes any sensitive personal data and expression of opinion about them.

**1. Collection of personal data**

In order to provide or offer to provide the Relevant Persons with facilities/services/products from HLM Takaful, it is necessary for the Relevant Persons to supply HLM Takaful with personal data on themselves or persons named in the Relevant Persons' application or proposal for the facilities/services/products. Such personal data which may be collected from the Relevant Persons include the Relevant Persons' name, NRIC number/passport number (if the Relevant Person is not a Malaysian), address(es), email address, contact numbers, employment information, financial information, personal information including

I agree with the privacy policy stated above

I AGREE
I DISAGREE

# HOW TO CREATE HLMTakaful 360° PROFILE (Desktop view)

**Step 4** Complete the **Registration Info** section & click on **Next** button

## 01. Registration Info

\* All fields are required

Name:	Date of Birth:
<input type="text" value="Full name as shown in NRIC"/>	Day <input type="text" value="▼"/> Month <input type="text" value="▼"/> Year <input type="text" value="▼"/>
Identity Type:	Mobile Number:
<input type="text" value="New Identification Number"/>	<input type="text" value="-Select-"/>
Identity Number: <small>For New IC, without hyphen</small>	Enter security code:
<input type="text"/>	<input type="text" value="734506"/>
Email:	
<input type="text"/>	

Next

## Step 5

You will then be directed automatically to the portal login page

Complete the **Login Info** section & click on **Next** button

TAC number & temporary password will be sent to your **registered mobile number**

**CONGRATULATIONS!**

Your profile has been created successfully.

HLMTakaful 360°

Please enter your User ID and Password to login.

[Forgot?](#)

Next →

Don't have an account? [Register](#)

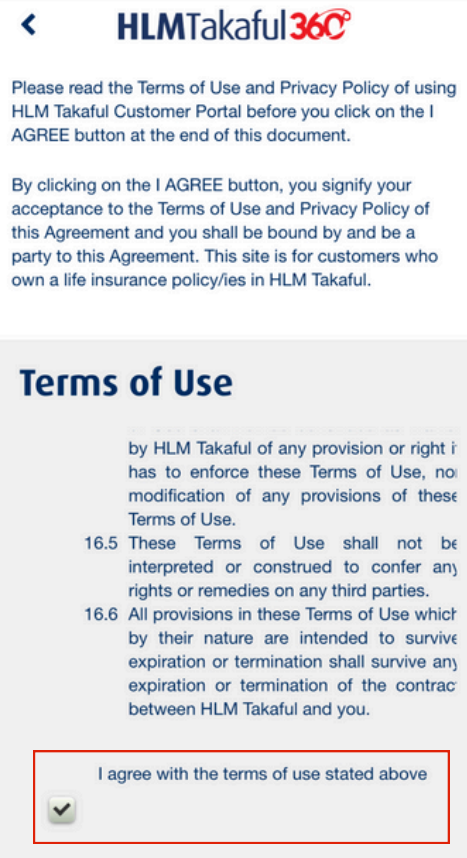
How to Register? [User Guide](#)

# HOW TO CREATE HLMTakaful 360° PROFILE (Mobile view)

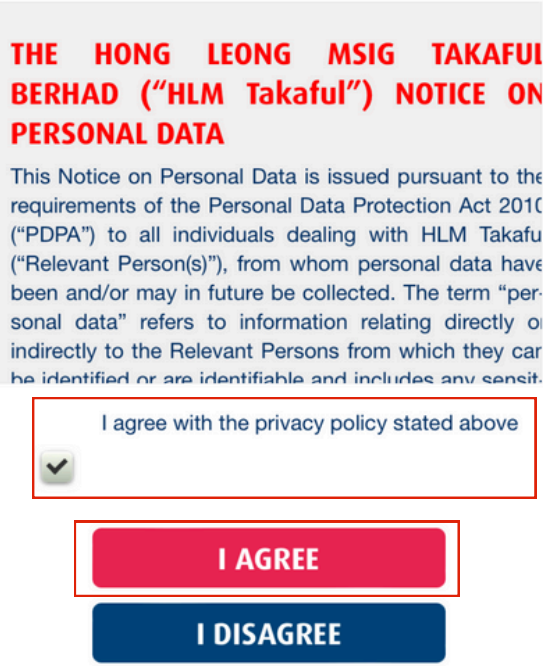
**Step 1** Launch HLMT360° application & click **Register** button



**Step 2** Read the **Term of Use** and **Privacy Policy** before proceed to **I AGREE** button



## Privacy Policy





# HOW TO CREATE HLMTakaful 360° PROFILE (Mobile view)

**Step 3** Complete the **Registration Info** section & click on **Next** button

**01. Registration Info**  
\* All fields are required

Name:  
Full name as shown in NRIC

Identity Type:  
New Identification Number

Identity Number: For New IC, without hyphen '-'

Email:

Date of Birth:  
Day Month Year

Mobile Number:  
-Select- [Input field]

Enter security code:  
[Input field] 262723

**Next**

**Step 4** You will then be directed automatically to the login page

Complete the **Login Info** section & click on **Next** button

TAC number & temporary password will be sent to your registered mobile number

**CONGRATULATIONS!**   
Your profile has been created successfully.

**HLMTakaful 360°**

**Login**

Email Address / Identity number

Forgot?

**Next**

Or use biometric authentication

HLMTakaful 360°

#3

# e-CERTIFICATE RECEIPT ACKNOWLEDGEMENT

- » To ensure the customer has received correct certificate contract(s) & understand all the terms & conditions stated in the certificate

Note: ONLY available on HLMTakaful360 desktop view.



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 **HongLeong MSIG Takaful**

Updated as of 25 June 2024

Hong Leong MSIG Takaful Berhad 200601018337 (738090-M)

# HOW TO ACKNOWLEDGE THE RECEIPT OF YOUR e-CERTIFICATE CONTRACT THROUGH HLMTakaful 360° (Desktop view)

## FLOW #1: THROUGH EMAIL

Customer will receive an email once the certificate is issued.

### SAMPLE SCREEN #1 : CUSTOMER RECEIVED AN EMAIL

e-Certificate for HLM Takaful i-AcciPlus / e-Sijil untuk HLM Takaful i-AcciPlus

HLMT e-Cert Administration  
To [Redacted]

Tue 2/1/2024 7:21 PM

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Yang dihormati BETTY [Redacted]

Terima kasih atas sokongan berterusan dan kepercayaan anda kepada Hong Leong MSIG Takaful Berhad.

Sebagai penyedia takaful pilihan anda, kami berbesar hati untuk memberikan sijil HLM Takaful i-AcciPlus anda.

Sijil anda sedia untuk dimuat turun melalui pautan pantas khas yang disediakan sini: [https://uat.\[Redacted\]](https://uat.[Redacted])

Untuk mengakses sijil anda, masukkan tarikh lahir anda pada skrin kata laluan semasa membuka sijil.

Contoh: Untuk 30 December 1975, kata laluan adalah: 30121975

Anda juga boleh memuat turun aplikasi 'HLMT360°' di Google Play Store dan melihat e-Sijil anda.

Sila baca sijil tersebut dengan teliti bagi memastikan maklumat yang dinyatakan disini adalah betul.

Anda boleh memilih untuk membatalkan dan menghentikan sijil anda sekiranya tidak bersetuju dengan terma dan syarat sijil dengan memberikan kami notis bertulis dalam masa 15 hari dari tarikh notifikasi atau emel ini untuk pengembalian semula sumbangan anda, tertakluk kepada pemotongan semua perbelanjaan yang ditanggung oleh kami, jika ada, seperti dalam garis panduan peraturan yang berkenaan.

Sekiranya anda ingin membetulkan sebarang maklumat di dalam sijil, sila email kepada bahagian Perkhidmatan Pelanggan kami di [ReachUs@takaful.hongleong.com.my](mailto:ReachUs@takaful.hongleong.com.my) atau hubungi 03-76501800.

**Step 1: Read through the email to confirm if the details are correct & click on the link given.**

**NOTE: The e-Certificate Contract link is accessible at any time. Customer is encouraged to download and save the document(s) in their preferred device.**

# HOW TO **ACKNOWLEDGE THE RECEIPT** OF YOUR **e-CERTIFICATE CONTRACT** THROUGH **HLMTakaful 360°** (Desktop view)

HongLeong MSIG Takaful ھوڱ ليوڱ عيم. ايس. اءي. جي. تكافل

**Download Takaful e-Certificate here.**  
**Muat turun e-Sijil Takaful di sini.**

**Enter your birth date:**  
**Masukkan tarikh lahir anda:**

Sample: 30121975 for 30 December 1975  
Contoh: 30121975 untuk 30 Disember 1975


**Download**

**Step 2: Enter Customer's Birthdate as password (DDMMYYYY)**

**Example:**  
18 February 1996  
18021996

**Step 3: Click Download button to proceed**

# HOW TO ACKNOWLEDGE THE RECEIPT OF YOUR e-CERTIFICATE CONTRACT THROUGH HLMTakaful 360° (Desktop view)



## Acknowledgement Slip

I hereby acknowledge receipt of the certificate for [REDACTED] in good order.

*Saya dengan ini mengakui penerimaan sijil [REDACTED] dalam keadaan baik.*

**Important Note /Nota Penting :**

You have a 15-days free-look period upon receiving your certificate contract. Kindly read through and understand the certificate information, terms and conditions.  
 For further clarification, please do not hesitate to contact our Customer Service at [03-7650 1800](tel:03-7650 1800) or email to [ReachUs@takaful.hongleong.com.my](mailto:ReachUs@takaful.hongleong.com.my)

*Anda mempunyai tempoh bertenang selama 15 hari selepas menerima sijil anda. Sila baca dan fahami maklumat sijil, terma dan syarat. Untuk penjelasan lanjut, sila hubungi Khidmat Pelanggan kami di [03-7650 1800](tel:03-7650 1800) atau e-mel kepada [ReachUs@takaful.hongleong.com.my](mailto:ReachUs@takaful.hongleong.com.my)*

**I Accept / Saya Terima**

Step 4: Read through the information before proceed with I Accept button

# HOW TO **ACKNOWLEDGE THE RECEIPT** OF YOUR **e-CERTIFICATE CONTRACT** THROUGH **HLMTakaful 360°** (Desktop view)

## SAMPLE SCREEN #2 : CUSTOMER's e-CERTIFICATE

-\*- Demonstration Powered by OpenText Exstream 12/28/2023, Version 16.4.11 64-bit (DBCS) -\*-



Stamp Duty Paid  
Duti Setem Telah  
Dibayar

Certificate Number / Nombor Sijil	: [REDACTED]
Sum Covered / Jumlah Perlindungan	: RM 50,000.00
Plan / Pelan	: HLM Takaful i-AcciiPlus
Person Covered / Orang Yang Dilindungi	: [REDACTED]

**Hong Leong MSIG Takaful Berhad** (hereinafter termed the Takaful Operator), having received and relied upon your Proposal and Declaration together with the info disclosure given by the Participant to the Takaful Operator and upon the Participant's payment of the applicable Contribution(s) on the required date(s) to the Takaful Operator, the Takaful Operator agrees to issue this Certificate which is subject to all the terms and condition thereto.

*Hong Leong MSIG Takaful Berhad (selepas ini dinamakan sebagai Pengendali Takaful) telah menerima dan bergantung kepada Cadangan dan Pengisytiharan anda bersama dengan pendedahan maklumat yang diberikan oleh Peserta kepada Pengendali Takaful dan atas bayaran Sumbangan pada tarikh yang dikehendaki, Pengendali Takaful bersetuju mengeluarkan Sijil ini dan tertakluk kepada semua terma dan syarat yang ditetapkan.*

**IN WITNESS WHEREOF** this certificate has been signed by the Takaful Operator at Petaling Jaya on the Issue Date.

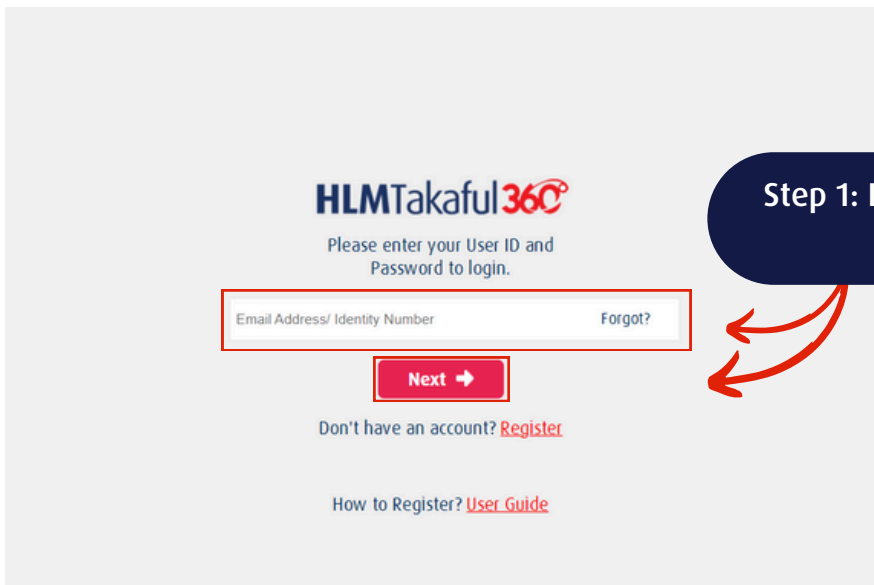
**YANG TELAH DISAKSIKAN DARIPADANYA** sijil ini telah ditandatangani oleh Pengendali Takaful di Petaling Jaya pada Tarikh Penerbitan.

**The e-Certificate Contract will be auto-downloaded**

# HOW TO **ACKNOWLEDGE THE RECEIPT** OF YOUR **e-CERTIFICATE CONTRACT** THROUGH **HLMTakaful 360°** (Desktop view)

## FLOW #2: THROUGH HLMTakaful 360°

NOTE: This is for certificate that yet to submit Acknowledgement Slip before the migration of HLM Takaful e-Certificate Contract & e-Medical Card from 8 July 2024 onwards.

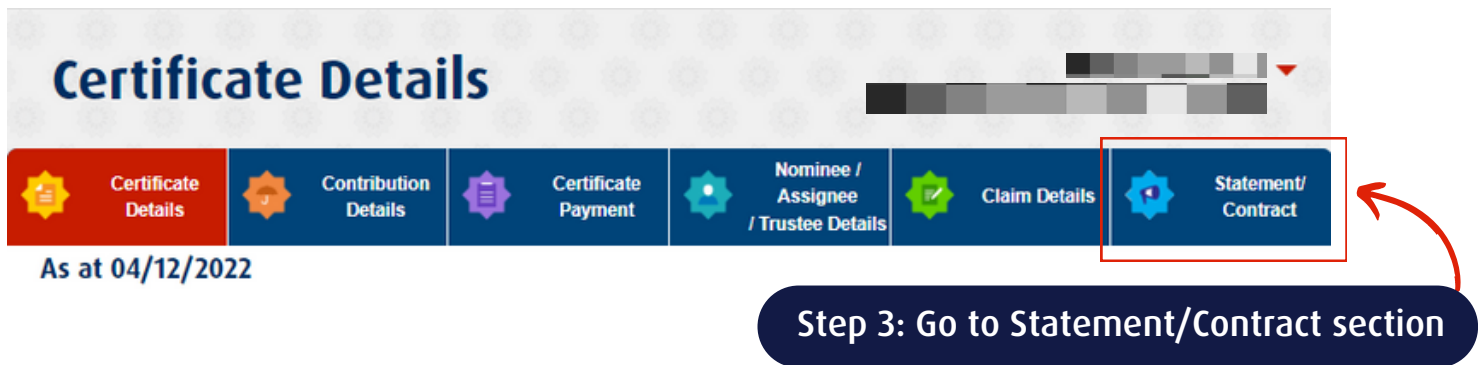


# HOW TO ACKNOWLEDGE THE RECEIPT OF YOUR e-CERTIFICATE CONTRACT THROUGH HLMTakaful 360° (Desktop view)

**Certificate Details**

As at 04/12/2022

**Step 3: Go to Statement/Contract section**



Statement

Type of Statement: -Select-

Statement Date: -Select-

**Download**

Correspondence

**Step 4: Click Contract**

Contract

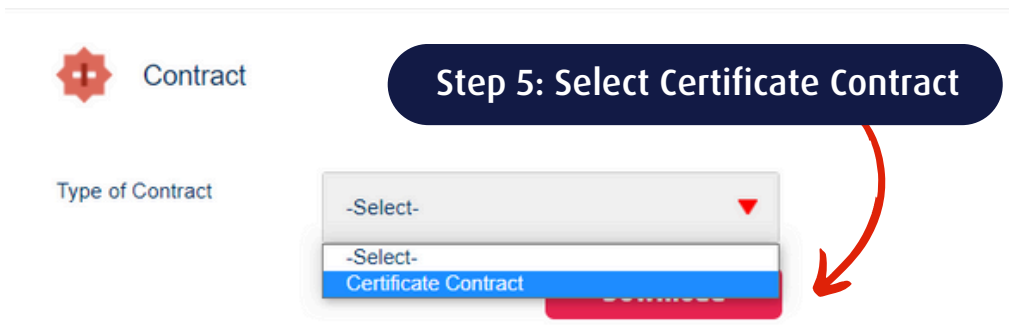


Contract

Type of Contract: -Select-

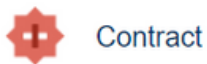
**Step 5: Select Certificate Contract**

Certificate Contract





# HOW TO **ACKNOWLEDGE THE RECEIPT** OF YOUR **e-CERTIFICATE CONTRACT** THROUGH **HLM Takaful 360°** (Desktop view)



Type of Contract Certificate Contract

Download

Step 6: Click Download button

Message from webpage

**Acknowledgement Slip**  
I hereby acknowledge receipt of the certificate contract for [Certificate No.] in good order.  
**Important Note**  
You have a 15 days free look period upon receiving your certificate contract. Take this time to read and understand the certificate information, terms and conditions. At any time during these 15 days, if in doubt please contact HLMT or your agent/ sales personnel to inform your intention and clarification.

**Message from webpage**

**Acknowledgement Slip**  
I hereby acknowledge receipt of the certificate contract for 'Certificate No.' in good order.

**Important Note**  
You have a 15 days free look period upon receiving your certificate contract. Take this time to read and understand the certificate information, terms, and conditions. At any time during these 15 days, if in doubt please contact HLMT or your agent/ales personnel to inform your intention and clarification.

OK

Step 7: Click OK to acknowledge receipt of the certificate contract

# HOW TO **ACKNOWLEDGE THE RECEIPT** OF YOUR **e-CERTIFICATE CONTRACT** THROUGH **HLMTakaful 360°** (Desktop view)

## SAMPLE SCREEN #3 : CUSTOMER's e-CERTIFICATE

-\*- Demonstration Powered by OpenText Exstream 12/28/2023, Version 16.4.11 64-bit (DBCS) -\*-



Stamp Duty Paid  
Duti Setem Telah  
Dibayar

Certificate Number / Nombor Sijil	: [REDACTED]
Sum Covered / Jumlah Perlindungan	: RM 50,000.00
Plan / Pelan	: HLM Takaful i-AcciiPlus
Person Covered / Orang Yang Dilindungi	: [REDACTED]

**Hong Leong MSIG Takaful Berhad** (hereinafter termed the Takaful Operator), having received and relied upon your Proposal and Declaration together with the info disclosure given by the Participant to the Takaful Operator and upon the Participant's payment of the applicable Contribution(s) on the required date(s) to the Takaful Operator, the Takaful Operator agrees to issue this Certificate which is subject to all the terms and condition thereto.

*Hong Leong MSIG Takaful Berhad (selepas ini dinamakan sebagai Pengendali Takaful) telah menerima dan bergantung kepada Cadangan dan Pengisytiharan anda bersama dengan pendedahan maklumat yang diberikan oleh Peserta kepada Pengendali Takaful dan atas bayaran Sumbangan pada tarikh yang dikehendaki, Pengendali Takaful bersetuju mengeluarkan Sijil ini dan tertakluk kepada semua terma dan syarat yang ditetapkan.*

**IN WITNESS WHEREOF** this certificate has been signed by the Takaful Operator at Petaling Jaya on the Issue Date.

**YANG TELAH DISAKSIKAN DARIPADANYA** sijil ini telah ditandatangani oleh Pengendali Takaful di Petaling Jaya pada Tarikh Penerbitan.

**The e-Certificate Contract will be auto-downloaded**

HLMTakaful 360°

# DOWNLOAD/VIEW e-CERTIFICATE CONTRACT & e-MEDICAL CARD



To download & view your e-Certificate Contract & e-Medical Card

Note: ONLY available on HLMTakaful360 desktop view.



HLMTakaful 360°  
REACHING OUT TO YOU  
anytime anywhere

هونغ ليونغ عيم. ايس. اءي. جي. تكافل

 HongLeong MSIG Takaful

Updated as of 25 June 2024

Hong Leong MSIG Takaful Berhad 200601018337 (738090-M)

# HOW TO **DOWNLOAD/VIEW** YOUR e-CERTIFICATE CONTRACT/e-MEDICAL CARD THROUGH HLMTakaful360°

(Desktop view)

TO DOWNLOAD/VIEW e-CERTIFICATE CONTRACT THROUGH HLMTakaful360°

The screenshot shows the HLMTakaful360° dashboard. At the top, there are navigation links: Pay Online, My Transactions, My Medical Card, My Profile, and Logout. Below these are menu items: Home, Products, Forms, Panel Hospitals, Fund-Performance, and FAQ. The main content area is titled 'My Certificate' and displays a certificate number. A red box highlights the certificate number, and a red arrow points to a callout box.

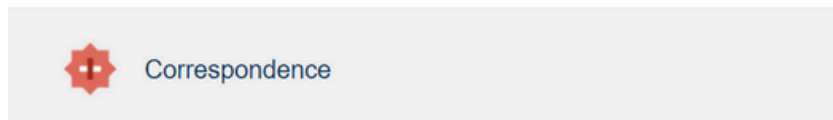
**Step 1: Login HLMT360° & click on Certificate Number**

The screenshot shows the 'Certificate Details' page. At the top, there is a dropdown menu for the certificate number. Below this is a navigation bar with several sections: Certificate Details, Contribution Details, Certificate Payment, Nominee / Assignee / Trustee Details, Claim Details, and Statement/Contract. A red box highlights the 'Statement/Contract' section, and a red arrow points to a callout box.

**Step 2: Go to Statement/Contract section**

# HOW TO **DOWNLOAD/VIEW** YOUR e-CERTIFICATE CONTRACT/e-MEDICAL CARD THROUGH HLMTakaful 360°

(Desktop view)

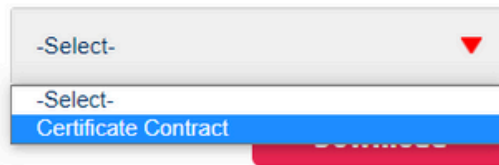


**Step 3: Click Contract**

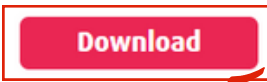
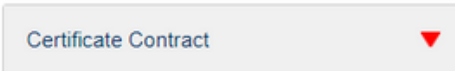


**Step 4: Select Certificate Contract**

Type of Contract



Type of Contract



**Step 5: Click Download button**

# HOW TO **DOWNLOAD/VIEW** YOUR e-CERTIFICATE CONTRACT/e-MEDICAL CARD THROUGH HLMTakaful360°

(Desktop view)

## SAMPLE SCREEN #1 : CUSTOMER's e-CERTIFICATE

-\*- Demonstration Powered by OpenText Exstream 12/28/2023, Version 16.4.11 64-bit (DBCS) -\*-



Stamp Duty Paid  
Duti Setem Telah  
Dibayar

Certificate Number / Nombor Sijil	:	████████████████████
Sum Covered / Jumlah Perlindungan	:	RM 50,000.00
Plan / Pelan	:	HLM Takaful i-AcciiPlus
Person Covered / Orang Yang Dilindungi	:	████████████████████

**Hong Leong MSIG Takaful Berhad** (hereinafter termed the Takaful Operator), having received and relied upon your Proposal and Declaration together with the info disclosure given by the Participant to the Takaful Operator and upon the Participant's payment of the applicable Contribution(s) on the required date(s) to the Takaful Operator, the Takaful Operator agrees to issue this Certificate which is subject to all the terms and condition thereto.

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**IN WITNESS WHEREOF** this certificate has been signed by the Takaful Operator at Petaling Jaya on the Issue Date.

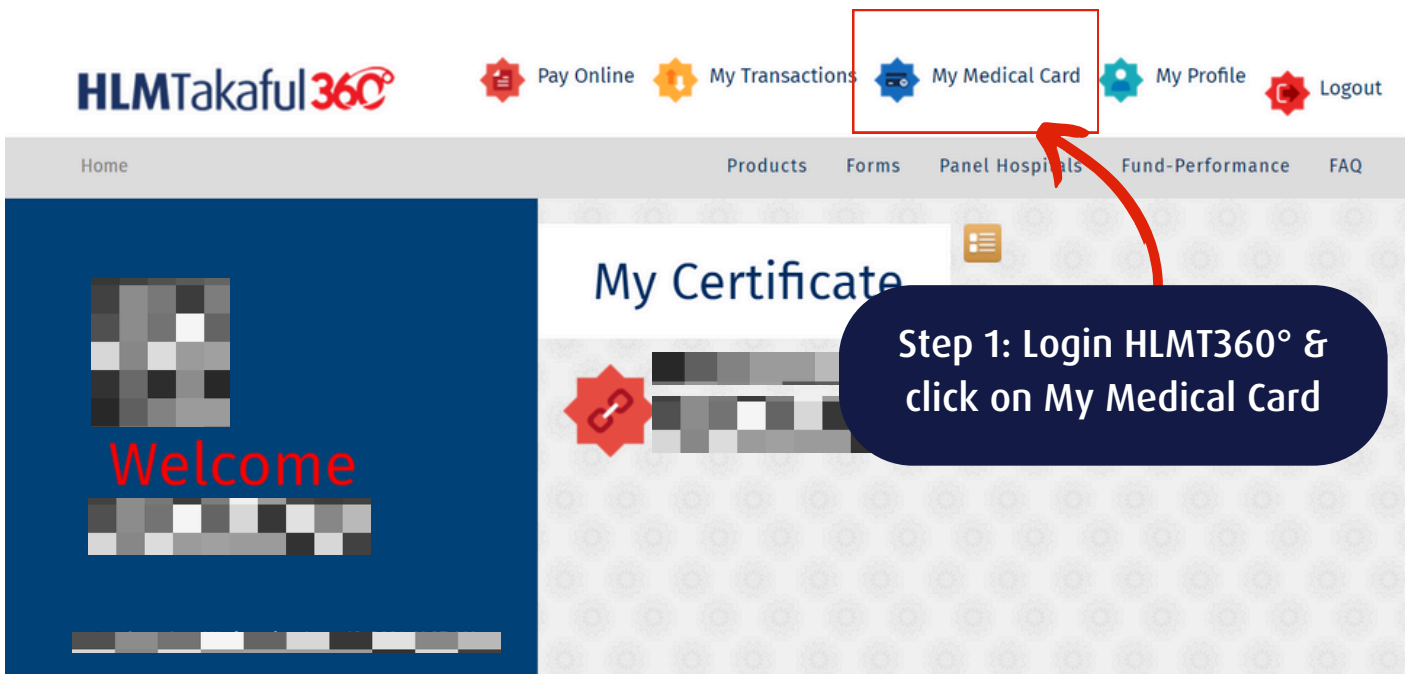
**YANG TELAH DISAKSIKAN DARIPADANYA** sijil ini telah ditandatangani oleh Pengendali Takaful di Petaling Jaya pada Tarikh Penerbitan.

**The e-Certificate Contract will be auto-downloaded**

# HOW TO **DOWNLOAD/VIEW** YOUR **e-CERTIFICATE CONTRACT/e-MEDICAL CARD** THROUGH **HLMTakaful360°**

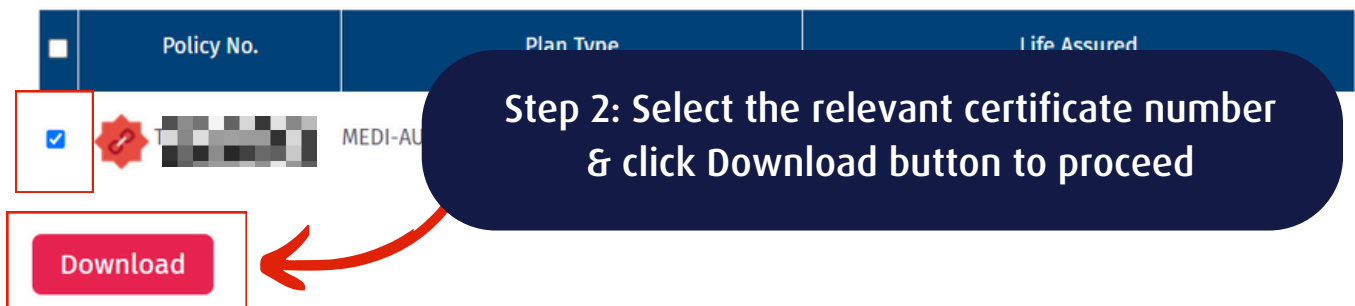
(Desktop view)

TO **DOWNLOAD/VIEW e-MEDICAL CARD** THROUGH **HLMTakaful360°**



## My Medical Card Listing


Select the medical card(s)



# HOW TO **DOWNLOAD/VIEW** YOUR e-CERTIFICATE CONTRACT/e-MEDICAL CARD THROUGH HLMTakaful 360°

(Desktop view)

## SAMPLE SCREEN #2 : CUSTOMER's e-MEDICAL CARD

**MEDICAL CARD** 

CERTIFICATE NO.: [REDACTED]

ISSUE DATE: 28/02/2020

PLAN: HLMT i-Care Rahmat - Face Plus



NAME: [REDACTED]

24-HOUR HOTLINE

**+603 - 7965 3911 (Admission / Hospitalisation)**  
**+603 - 7628 3878 (Emergency Medical Evacuation)**

**SIMPLE STEPS FOR ADMISSION:**

1. For assistance, contact the above number.
  - As soon as non-emergency hospitalisation is recommended, or
  - Immediately following an emergency admission, or
  - When your physician recommends any surgery.
2. Complete the hospital admission form for hospital to fax to HLM Takaful service provider.
3. HLM Takaful service provider will verify your eligibility.
4. Subject to the certificate Terms & Conditions, HLM Takaful service provider will issue Letter of Guarantee.
5. Please note that there are hospitals that may collect excess deposit.

 ASIA ASSISTANCE 

**The e-Medical Card will be auto-downloaded**



HLMTakaful 360°

# MAKE CERTIFICATE CONTRIBUTION PAYMENT

#5

To keep your certificate active and in-force  
for continuous coverage



هوڱ ليوڱ عيم. ايس. اءى. جي. تكافل

Updated as of 25 June 2024

# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLMTakaful 360°

(Desktop view)



# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLM Takaful 360°

(Desktop view)

### Certificate Listing

As at 10/01/2023

Select to Pay	Certificate No.	Basic Plan Name	Covered Person Name	Certificate Status	Contribution Due Date	Contribution Due Amount	Payment Mode	Payment Method
<input type="checkbox"/>	[Red Gear Icon]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
<input type="checkbox"/>	[Blue Gear Icon]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
<input type="checkbox"/>	[Blue Gear Icon]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

**Step 3: Select relevant certificate & click Pay Now button**

**Pay Now**

Note: Certificate table above will be updated within 2 working days upon successful online payment.

HongLeong MSIG Takaful

هونغ ليونغ م. س. ا. ج. تكافل

Reaching out to you

Hong Leong MSIG Takaful (738090-M)

### Pay Online

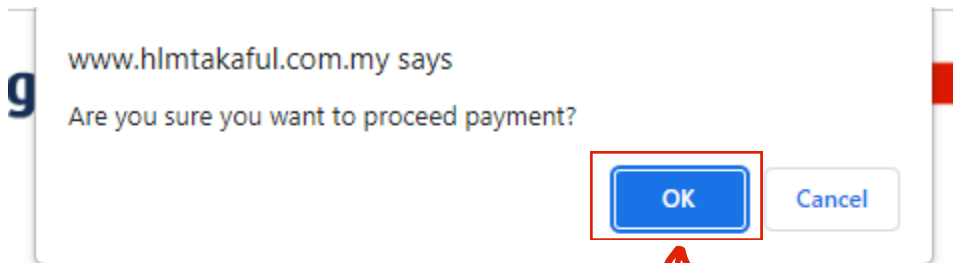
No.	Certificate Number	Participant/ Certificate Owner	Life Covered	Next Contribution Due Amount (RM)	Outstanding Amount As Of To-Date(RM)	Amount To Pay (RM)
1	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
Total :						[Redacted]

**Next**

**Step 4: Review the contribution amount & click Next button**

# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLMTakaful 360°

(Desktop view)



Step 5: Click OK button



Please select a Payment Method:

- FPX (Internet Banking)
- Credit/Debit Card
- e-Wallet

Step 6: Select relevant Payment Method before click Proceed button

Reminder:

Upon clicking **Proceed** button, while the payment is being processed

- Do not disconnect the Internet
- Do not close the web browser before completing payment

If payment is unsuccessful, please try again later.

Disclaimers:

You will be leaving HLM Takaful site and redirected to the merchant website for payment. HLM Takaful shall not be responsible for the content or use by you of the merchant's website. HLM Takaful is not responsible for the actions and certificates of the merchant's website, and recommend that you read and review the privacy certificates of the merchant's website before supplying personally identifiable information. HLM Takaful reserves the right to remove the link to the merchant's website if the nature of the organization or business to which the link relates no longer complies with HLM Takaful's business purpose; and discontinue the link to the merchant's website at any time if the merchant's website provides or promotes false, slanderous, illegal, immoral, offensive, or incorrect information at any time.

**Proceed**

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# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLM Takaful 360°

(Desktop view)

THE ILLUSTRATION BELOW IS BASED ON FPX PAYMENT METHOD

HongLeong MSIG Takaful  
Reaching out to you

Hong Leong MSIG Takaful (738090-M)

Please select a Payment Method:

- FPX (Internet Banking)
- Credit/Debit Card
- e-Wallet

**Step 1: Select FPX (Internet Banking)**

FPX

Select Bank  Please select the bank

Email:

By clicking on the "Proceed", you agree to FPX's [Terms & Conditions](#)

Important Notices:  
This is one-time payment. If you wish to have your contribution deducted automatically please contact our customer service team nationwide.

Reminder:  
Upon clicking **Proceed** button, while the payment is being processed  
- Do not disconnect the Internet  
- Do not close the web browser before completing payment  
If payment is unsuccessful, please try again later.

Disclaimers:  
You will be leaving HLM Takaful site and redirected to the merchant website for payment. HLM Takaful shall not be responsible for the content or use by you of the merchant's website. HLM Takaful is not responsible for the actions and certificates of the merchant's website, and recommend that you read and review the privacy certificates of the merchant's website before supplying personally identifiable information. HLM Takaful reserves the right to remove the link to the merchant's website if the nature of the organization or business to which the link relates no longer complies with HLM Takaful's business purpose; and discontinue the link to the merchant's website at any time if the merchant's website provides or promotes false, slanderous, illegal, immoral, offensive, or incorrect information at any time.

**Step 2: Select the relevant Bank & fill in your email address**

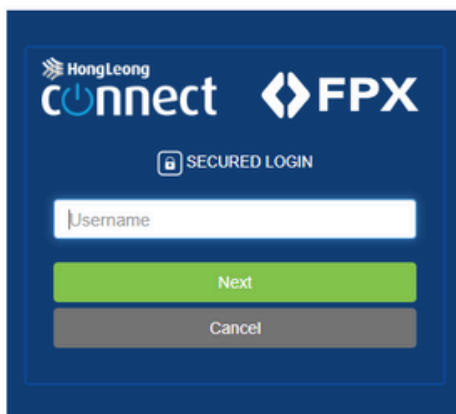
**Proceed**

**Step 3: Click Proceed button**

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# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLM Takaful 360°

(Desktop view)



**HongLeong connect** **FPX**  
 SECURED LOGIN  
 Username:   
 Next  
 Cancel

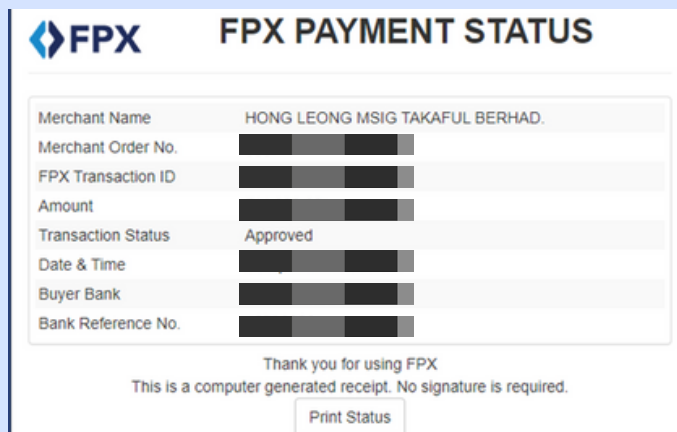
**Notice**

1. Please note: After some time of inactivity, you'll automatically be logged out by the system and will have to re-login.
2. Do ensure that your transaction is completed before closing this page or browsing other webpage(s).
3. Click [here](#) for help.

Customer will be directed to the Online Banking page

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## SAMPLE SCREEN #1 : PAYMENT STATUS



**FPX** **FPX PAYMENT STATUS**

Merchant Name	HONG LEONG MSIG TAKAFUL BERHAD.
Merchant Order No.	██████████
FPX Transaction ID	██████████
Amount	██████████
Transaction Status	Approved
Date & Time	██████████
Buyer Bank	██████████
Bank Reference No.	██████████

Thank you for using FPX  
 This is a computer generated receipt. No signature is required.

Print Status

# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLMTakaful 360°

(Desktop view)

## SAMPLE SCREEN #2 : PAYMENT STATUS

Mon 19/04/2021 18:08  
F  
FPX [REDACTED]  
FPX Transaction Status  
To [REDACTED]

Customer will receive an email to notify on the payment status  
**Payment status: Successful**

Dear Customer,

Thank you for using the FPX service.

We are pleased to inform you that the following online payment via FPX is **successful**:

FPX Transaction ID	:	[REDACTED]
Date & Time	:	[REDACTED]
Seller Name	:	HONG LEONG MSIG TAKAFUL BERHAD.
Merchant Order No.	:	[REDACTED]
Seller Order No.	:	[REDACTED]
Buyer Bank	:	[REDACTED]
Debit Status	:	[REDACTED]
Credit Status	:	[REDACTED]
Transaction Amount (RM)	:	[REDACTED]

Thank you for using the FPX service.

For further information, please contact your respective merchant or bank.

# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLMTakaful 360°

(Desktop view)

## SAMPLE SCREEN #3 : PAYMENT STATUS

Mon 19/04/2021 18:11  
 FPX [REDACTED]  
 FPX Transaction Status  
 To [REDACTED]

Dear Customer,

Thank you for using the FPX service.

We regret to inform you that the following online payment via FPX is **unsuccessful**:


FPX Transaction ID	:	[REDACTED]
Date & Time	:	[REDACTED]
Seller Name	:	HONG LEONG MSIG TAKAFUL BERHAD.
Merchant Order No.	:	[REDACTED]
Seller Order No.	:	[REDACTED]
Buyer Bank	:	[REDACTED]
Debit Status	:	1B (Failed due to BUYER FAILED TO PROVIDE THE NECESSARY INFO TO LOGIN TO IB LOGIN PAGE)
Credit Status	:	[REDACTED]
Transaction Amount (RM)	:	[REDACTED]

Please check your account and in the event that your **account has been deducted**, please notify your bank immediately. [Click here](#) for banks' contact details.

For further information, please contact your respective merchant or bank.

Customer will receive email to notify on the payment status

**Payment status: Unsuccessful**





# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLM Takaful 360°

(Desktop view)

THE ILLUSTRATION BELOW IS BASED ON CREDIT CARD/ DEBIT CARD PAYMENT METHOD



Please select a Payment Method:

- FPX (Internet Banking)
- Credit/Debit Card
- e-Wallet

Step 1: Select Credit Card/Debit Card

Form fields for card payment details:

- Card Type: Choose
- Credit Card Number: [input field]
- CVV: [input field]
- Bank: Choose
- Expiry Date: Choose / 2023

Step 2: Select the relevant card type & fill in your card details

Important Notices:

- 1) This is one-time payment. If you wish to have your contribution deducted automatically please go to the E-Forms section of the previous page.
- 2) The credit card holder must be the Certificate Owner, Life Covered(s), or the family members (i.e. spouse, child, parents or siblings).
- 3) Single contribution certificate is not allowed to pay via credit card.

Reminder:

Upon clicking **Proceed** button, while the payment is being processed

- Do not disconnect the Internet
- Do not close the web browser before completing payment

If payment is unsuccessful, please try again later.

Disclaimers:

You will be leaving HLM Takaful site and redirected to the merchant website for payment. HLM Takaful shall not be responsible for the content or use by you of the merchant's website. HLM Takaful is not responsible for the actions and certificates of the merchant's website, and recommend that you read and review the privacy certificates of the merchant's website before supplying personally identifiable information. HLM Takaful reserves the right to remove the link to the merchant's website if the nature of the organization or business to which the link relates no longer complies with HLM Takaful's business purpose; and discontinue the link to the merchant's website at any time if the merchant's website provides or promotes false, slanderous, illegal, immoral, offensive, or incorrect information at any time.


**Proceed**

Step 3: Click Proceed button

# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLM Takaful 360°

(Desktop view)

## SAMPLE SCREEN #4 : PAYMENT STATUS



**HongLeong MSIG Takaful**  
Reaching out to you

هوڠ ليونڠ م. س. ا. ج. تكافل

Hong Leong MSIG Takaful (738090-M)

### 2 - Bank Declined Transaction

**Transaction Details**

Transaction Reference Number:	[REDACTED]
Transaction Description:	HLMT e-Payment_i-M Solutions
Shopping Transaction Number:	[REDACTED]
Batch Number for this transaction:	[REDACTED]
Transaction Date, Time:	[REDACTED]
Card Type:	[REDACTED]

**Customer will be notified on the payment status.**

**Disclaimers:**  
Please be advised that making an online payment does not immediately change any disposition related to your certificate. Any payment made after cut off time will not be posted until the next business day. Normal business hours are Monday-Friday 9:00 am until 5:00 pm.

Date of Payment Charged	Cut off Time	Payment Updated In Core System	
Monday-Friday *(Business Days)	By 5.30pm	Same Business Day	By 6.00pm
	After 5.30pm	Next Business Day	By 9.30am
Saturday, Sunday and Federal Territory Public Holidays (Non Business Days)	AnyTime	Next Business Day	By 9.30am

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# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLM Takaful 360°

(Desktop view)

THE ILLUSTRATION BELOW IS BASED ON E-WALLET PAYMENT METHOD

ھوڻ ليوڻ عيم ايس اءي جى تڪافل  
HongLeong MSIG Takaful  
Reaching out to you  
Hong Leong MSIG Takaful (738090-M)

Please select a Payment Method:

FPX (Internet Banking)  
 Credit/Debit Card  
 e-Wallet

**Step 1: Select e-Wallet**

Reminder:  
Upon clicking **Proceed** button, while the payment is being processed  
- Do not disconnect the Internet  
- Do not close the web browser before completing payment  
If payment is unsuccessful, please try again later.

Disclaimers:  
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**Proceed**

**Step 2: Click Proceed button**

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# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLM Takaful 360°

(Desktop view)



Invoice #

Title	HLMT e-Payment
Merchant ID	[Blurred]
Merchant Name	HONG LEONG MSIG TAKAFUL BERHAD

Customer will be directed to the payment method page

[Return to checkout details](#)

## Pay with E-Wallet

E-Wallet

Boost	Touch 'n Go eWallet
Grab Pay	Maybank QRPay
PrestoPay	

Step 3: Select the relevant e-Wallet payment method

**CONGRATULATIONS!**  
Your transaction has been completed

# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLMTakaful 360°

(Mobile view)

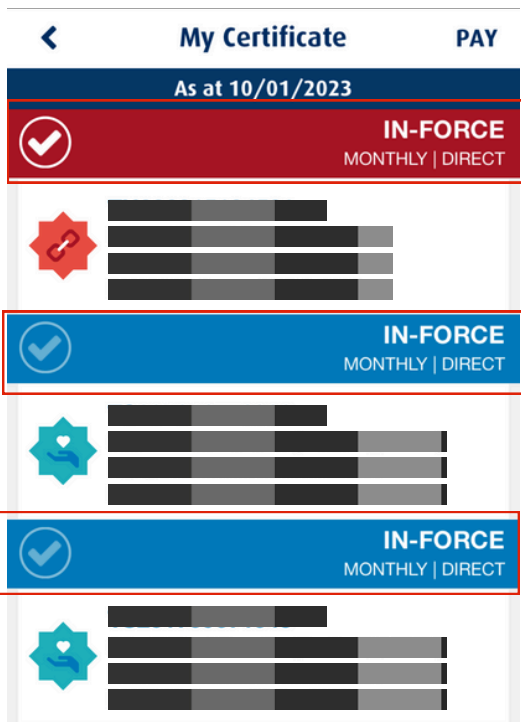
**Step 1: Login HLMT360° & click Next button**

**Step 2: Click Pay My Certificate**

The diagram illustrates the mobile app interface for HLMTakaful 360°. On the left, the login screen is shown with a 'Next' button highlighted. On the right, the dashboard is shown with a 'Pay My Certificate' button highlighted. Red arrows and callout boxes indicate the steps.

# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLM Takaful 360°

(Mobile view)

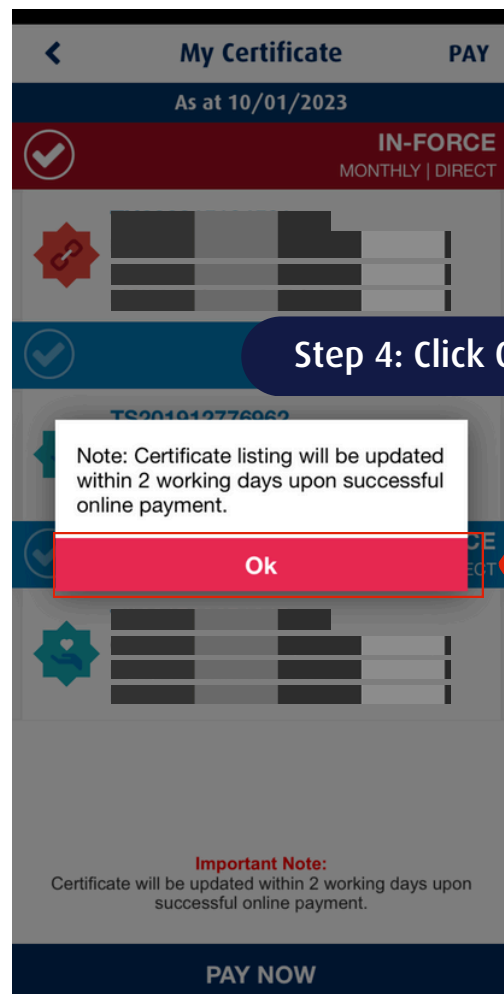


**Important Note:**

Certificate will be updated within 2 working days upon successful online payment.

**PAY NOW**

**Step 3: Select the relevant Certificate & click PAY NOW button**



**Step 4: Click Ok button**

Note: Certificate listing will be updated within 2 working days upon successful online payment.

**Ok**

**Important Note:**  
Certificate will be updated within 2 working days upon successful online payment.

**PAY NOW**

# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLMTakaful360°

(Mobile view)



## Pay Online

No.	Certificate Number
1	[Redacted]

Participant/ Certificate Owner:  
[Redacted]

Life Covered:  
[Redacted]

Next Contribution Due Amount (RM):  
[Redacted]

Outstanding Amount As Of To-Date(RM):  
[Redacted]

Amount To Pay (RM):  
[Redacted]

Total : [Redacted]

**Next**

Disclaimers:

**Step 5: Review the contribution amount & click Next button**

**Step 6: Click Ok button**

# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLMTakaful 360°

(Mobile view)

The screenshot shows the HLMTakaful 360° mobile app interface. At the top, there is a back arrow and the app logo. Below the logo is the HongLeong MSIG Takaful logo with the tagline 'Reaching out to you'. The main content area displays the text 'Please select a Payment Method:' followed by three radio button options: 'FPX (Internet Banking)', 'Credit/Debit Card', and 'e-Wallet'. A red box highlights the 'FPX (Internet Banking)' option, and a red arrow points from a callout box to this option.

Step 7: Select the relevant Payment Method before click Proceed button

**Reminder:**

Upon clicking **Proceed** button, while the payment is being processed

- Do not disconnect the Internet
- Do not close the web browser before completing payment

If payment is unsuccessful, please try again later.

**Disclaimers:**

You will be leaving HLM Takaful site and redirected to the merchant website for payment. HLM Takaful shall not be responsible for the content or use by you of the merchant's website. HLM Takaful is not responsible for the actions and certificates of the merchant's website, and recommend that you read and review the privacy certificates of the merchant's website before supplying personally identifiable information. HLM Takaful reserves the right to remove the link to the



# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLM Takaful 360°

(Mobile view)

THE ILLUSTRATION BELOW IS BASED ON FPX PAYMENT METHOD

**Step 1: Select relevant Bank & fill in your email address**

**Step 2: Scroll down & click Proceed button**

Please select a Payment Method:

- FPX (Internet Banking)
- Credit/Debit Card
- e-Wallet

**FPX**

Select Bank Please select the bank

Email:

By clicking on the "Proceed", you agree to FPX's [Terms & Conditions](#)

Important Notices:  
This is one-time payment. If you wish to have your contribution deducted automatically please obtain the Direct Debit Authorization Form at any of our branches nationwide.

Reminder:  
Upon clicking **Proceed** button, while the payment is being processed

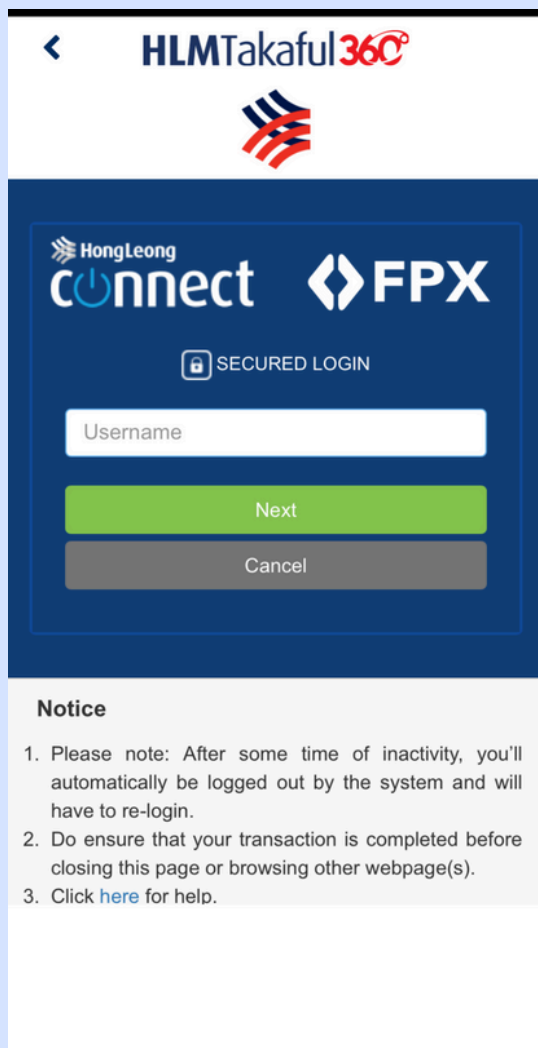
Disclaimers:  
You will be leaving HLM Takaful site and redirected to the merchant website for payment. HLM Takaful shall not be responsible for the content or use by you of the merchant's website. HLM Takaful is not responsible for the actions and certificates of the merchant's website, and recommend that you read and review the privacy certificates of the merchant's website before supplying personally identifiable information. HLM Takaful reserves the right to remove the link to the merchant's website if the nature of the organization or business to which the link relates no longer complies with HLM Takaful's business purpose; and discontinue the link to the merchant's website at any time if the merchant's website provides or promotes false, slanderous, illegal, immoral, offensive, or incorrect information at any time.

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# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLMTakaful360°

(Mobile view)

## SAMPLE SCREEN #5 : PAYMENT STATUS

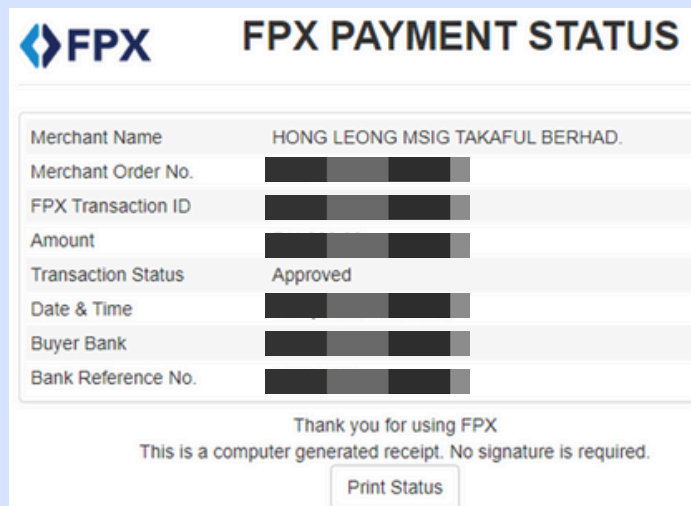


< HLMTakaful360°  
 HongLeong connect FPX  
 SECURED LOGIN  
 Username  
 Next  
 Cancel

**Notice**

1. Please note: After some time of inactivity, you'll automatically be logged out by the system and will have to re-login.
2. Do ensure that your transaction is completed before closing this page or browsing other webpage(s).
3. Click [here](#) for help.

Customer will be directed to the Online banking page



FPX FPX PAYMENT STATUS

Merchant Name	HONG LEONG MSIG TAKAFUL BERHAD.
Merchant Order No.	██████████
FPX Transaction ID	██████████
Amount	██████████
Transaction Status	Approved
Date & Time	██████████
Buyer Bank	██████████
Bank Reference No.	██████████

Thank you for using FPX  
 This is a computer generated receipt. No signature is required.  
 Print Status

# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLMTakaful360°



(Mobile view)

THE ILLUSTRATION BELOW IS BASED ON CREDIT CARD/ DEBIT CARD PAYMENT METHOD

## Step 1: Select Credit/Debit Card & fill in your card details

Please select a Payment Method:

FPX (Internet Banking)  
 Credit/Debit Card  
 e-Wallet

Card Type : Choose  
 Credit Card Number :   
 CVV :   
 Bank : Choose  
 Expiry Date : Choose / 2023

Important Notices:

- 1) This is one-time payment. If you wish to have your contribution deducted automatically please go to the E-Forms section of the previous page.
- 2) The credit card holder must be the Certificate Owner, Life Covered(s), or the family members (i.e. spouse, child, parents or siblings).
- 3) Single contribution certificate is not allowed to pay via credit card.

< HLMTakaful360°

payment  
If payment is unsuccessful, please try again later.

### Disclaimers:

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Proceed


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## Step 2: Scroll down & click Proceed button

# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLM Takaful 360°

(Mobile view)

## SAMPLE SCREEN #6 : PAYMENT STATUS



**HongLeong MSIG Takaful**  
Reaching out to you

هوڠ ليونڠ م. س. ا. ج. تكافل

Hong Leong MSIG Takaful (738090-M)

### 2 - Bank Declined Transaction

**Transaction Details**

Transaction Reference Number:	[REDACTED]
Transaction Description:	HLMT e-Payment_i-M Solutions
Shopping Transaction Number:	[REDACTED]
Batch Number for this transaction:	[REDACTED]
Transaction Date, Time:	[REDACTED]
Card Type:	[REDACTED]

**Customer will be notified on the payment status.**

**Disclaimers:**  
Please be advised that making an online payment does not immediately change any disposition related to your certificate. Any payment made after cut off time will not be posted until the next business day. Normal business hours are Monday-Friday 9:00 am until 5:00 pm.

Date of Payment Charged	Cut off Time	Payment Updated In Core System	
Monday-Friday *(Business Days)	By 5.30pm	Same Business Day	By 6.00pm
	After 5.30pm	Next Business Day	By 9.30am
Saturday, Sunday and Federal Territory Public Holidays (Non Business Days)	AnyTime	Next Business Day	By 9.30am


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# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLMTakaful 360°

(Mobile view)

THE ILLUSTRATION BELOW IS BASED ON E-WALLET PAYMENT METHOD

**Step 1: Select e-Wallet**



Please select a Payment Method:

- FPX (Internet Banking)
- Credit/Debit Card
- e-Wallet

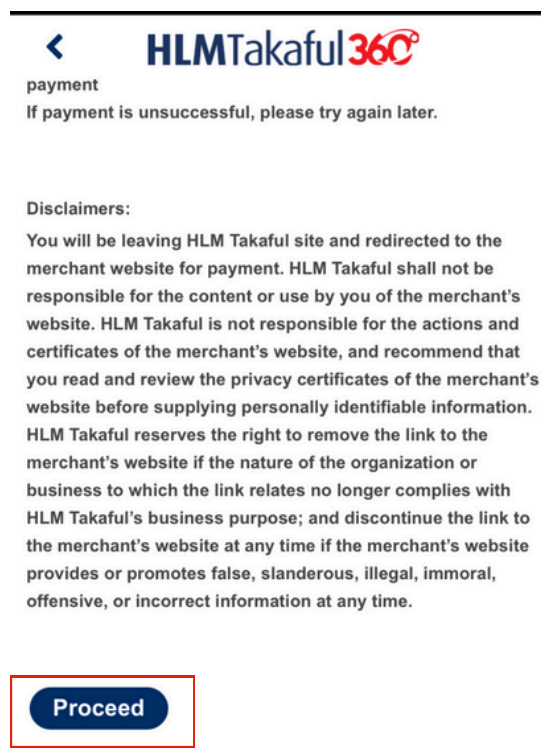
**Reminder:**  
 Upon clicking **Proceed** button, while the payment is being processed

- Do not disconnect the Internet
- Do not close the web browser before completing payment

If payment is unsuccessful, please try again later.

**Disclaimers:**  
 You will be leaving HLM Takaful site and redirected to the merchant website for payment. HLM Takaful shall not be responsible for the content or use by you of the merchant's website. HLM Takaful is not responsible for the actions and certificates of the merchant's website, and recommend that you read and review the privacy certificates of the merchant's website before supplying personally identifiable information. HLM Takaful reserves the right to remove the link to the

**Step 2: Scroll down & click Proceed button**



< HLMTakaful 360°

payment  
 If payment is unsuccessful, please try again later.

**Disclaimers:**  
 You will be leaving HLM Takaful site and redirected to the merchant website for payment. HLM Takaful shall not be responsible for the content or use by you of the merchant's website. HLM Takaful is not responsible for the actions and certificates of the merchant's website, and recommend that you read and review the privacy certificates of the merchant's website before supplying personally identifiable information. HLM Takaful reserves the right to remove the link to the merchant's website if the nature of the organization or business to which the link relates no longer complies with HLM Takaful's business purpose; and discontinue the link to the merchant's website at any time if the merchant's website provides or promotes false, slanderous, illegal, immoral, offensive, or incorrect information at any time.

**Proceed**

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# HOW TO MAKE CERTIFICATE CONTRIBUTION PAYMENT THROUGH HLM Takaful 360°

(Mobile view)



Invoice

Title	HLMT e-Payment
Merchant ID	[Blurred]
Merchant Name	HONG LEONG MSIG TAKAFUL BERHAD

Customer will be directed to the payment method page

[Return to checkout details](#)

## Pay with E-Wallet

E-Wallet

Boost	Touch 'n Go eWallet
Grab Pay	Maybank QRPay
PrestoPay	

Step 3: Select the relevant e-Wallet payment method

**CONGRATULATIONS!**  
Your transaction has been completed

HLMTakaful 360°

#6

# UPDATE YOUR CONTRIBUTION PAYMENT METHOD

- » To ensure prompt contribution payments and enjoy uninterrupted Takaful coverage



هونغ ليونغ عيم. ايس. اءي. جي. تكافل

Updated as of 25 June 2024

# HAVE YOU UPDATED YOUR PAYMENT CARD DETAILS?

Providing Authorisation for **Card-Not-Present (CNP)** Debit Card Transaction for Uninterrupted Contribution Payment Deduction

➤ In order to further strengthening the security measures for online transaction, Bank Negara Malaysia (BNM) requires all debit card users to contact their issuing banks to authorise for **Card-Not-Present (CNP)** Debit Card transactions before registering for any auto-debit deduction of contributions.

➤ As such, if you currently using or planning to use debit card for auto-debit deduction service, please perform the following steps to avoid unsuccessful deduction for the recurring auto-billing service.

**Step 1:** Customer contacts the debit card issuing bank's customer service team for assistance (i.e., to allow Hong Leong MSIG Takaful's certificate contribution deduction (auto-debit billing) with the debit card).

**Step 2:** Customer follows the bank's instruction to complete the verification for the request.

**Step 3:** Customer checks with the bank on the card setting below:

➤ The daily deduction limit – to ensure the maximum daily limit is sufficient for certificate contribution deduction; and

➤ Any default setting on the debit card that may disallow for certificate contribution deduction.

**Step 4:** Customer updates the certificate payment method via **HLMTakaful360**



# HOW TO UPDATE YOUR PAYMENT METHOD THROUGH HLM Takaful 360° (Desktop view)

## My Transactions Transaction History

Important Note: So long Transaction status is Successful, the changes will be refreshed online next day at 9.00am.

- Update Address  
*To change policy address*
- Update Email and Contact Information  
*To update or change email address, residential telephone number, office telephone number and mobile number*
- Update bank account details  
*For claim & servicing payment and refund to your bank account*
- Update Payment Method  
*For Cash/CCSI/Auto debit/Auto deduction card details*
- Claim Notification  
*To submit claims notification*
- Update Nomination  
*To add/delete Nomination*

**Step 1: Click Update Payment Method**

## Update Payment Method



Change payment method from

-Select-

- Select-
- Cash/Cheque to Credit Card Standing Instruction
- Auto Debit from Savings/Current account to Credit Card Standing Instruction
- Credit Card details for Credit Card Standing Instruction
- Credit Card Standing Instruction to Cash/Cheque
- Auto Debit from Savings/Current account to Cash/Cheque

**Step 2: Select the relevant Payment Method**

# HOW TO UPDATE YOUR PAYMENT METHOD THROUGH HLM Takaful 360° (Desktop view)

## Change payment method from

Cash/Cheque to Credit Card Standing Instruction ▼

## Select the Certificate/(s)

<input type="checkbox"/>	Certificate Number	Plan Name	Life Covered	Current Payment Method Details
<input type="checkbox"/>				

Step 3: Select Certificate

## Enter new Credit Card details

Are you the sole card holder?  Yes  No

Credit Card Number

Bank Name

Expiry Date (mm/yy)

Step 4: Fill in the details & tick on the authorisation statement

I authorize HLMT to charge my credit card and the amount of contribution due for such amount as advised by HLMT from time to time. I understand that all renewal contributions will be automatically charged to my credit card until further notice from me.

Important Note:  
Receipts will not be issued for contribution payments made through the auto-deduction facility. Please refer to your credit card statement for confirmation of payments.

Step 5: Click Next button

Next

# HOW TO UPDATE YOUR PAYMENT METHOD THROUGH HLM Takaful 360° (Desktop view)



## Terms & Conditions

1. The transaction for payment to HLMT shall commence within 30 days.  
2. HLMT shall bill the contribution due of a certificate less any contribution waived and contribution Deposit amount available. HLMT shall bill a second time for a contribution due shortfall if the contribution Deposit amount is meant for a later certificate change request.  
3. The certificate coverage shall be in force upon successful transaction from credit card issuing financial institution subject to underwriting rules and requirements.  
4. The provision of this service is subject to the prior authorization from credit card issuing financial institution against an unexpired and valid credit card.  
5. Credit card account must contain sufficient funds for the transaction to be carried out.  
6. For credit card standing instruction payment of contribution under unit link certificate which falls due between (i) 1st and 7th (ii) 8th and 14th (iii) 15th and 21st and (iv) 22nd to end of the month, will be charged on the (i) 2nd, (ii) 9th, (iii) 16th and (iv) 23rd of the same month respectively and for credit card standing instruction for payment of contribution under traditional life certificate which falls due between (i) 2nd and 8th (ii) 9th and 15th (iii) 16th to 22nd and (iv) 23rd to 1st, will be charged on the (i) 1st, (ii) 8th, (iii) 15th and (iv) 22nd respectively. HLMT may at its sole discretion change the charging date. In order to keep your insurance in force, HLMT will make further attempts to charge your credit card if the first attempt to charge is declined by the credit card

I agree to the Terms & Conditions

**Step 6: Read the Terms & Conditions & tick I agree to the Terms & Conditions**

## Declaration

I hereby declare and agree with this application.

**Step 7: Tick on the Declaration statement**

Back

**Step 8: Click Agree button**

Agree

Disagree

# HOW TO UPDATE YOUR PAYMENT METHOD THROUGH HLM Takaful 360° (Desktop view)

## TAC Verification

TAC was sent to mobile number ending with [REDACTED]

TAC

\* Please [click here](#) after 1 minute to request a new TAC.

Back

Submit

Step 9: Enter the TAC number

\*Wait for 1 minute to request a new TAC number

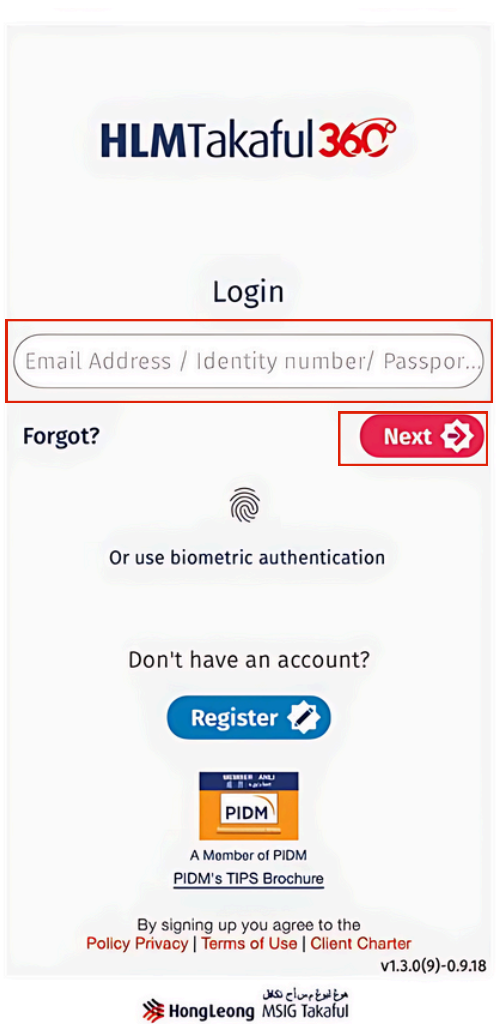
Step 10: Click Submit button



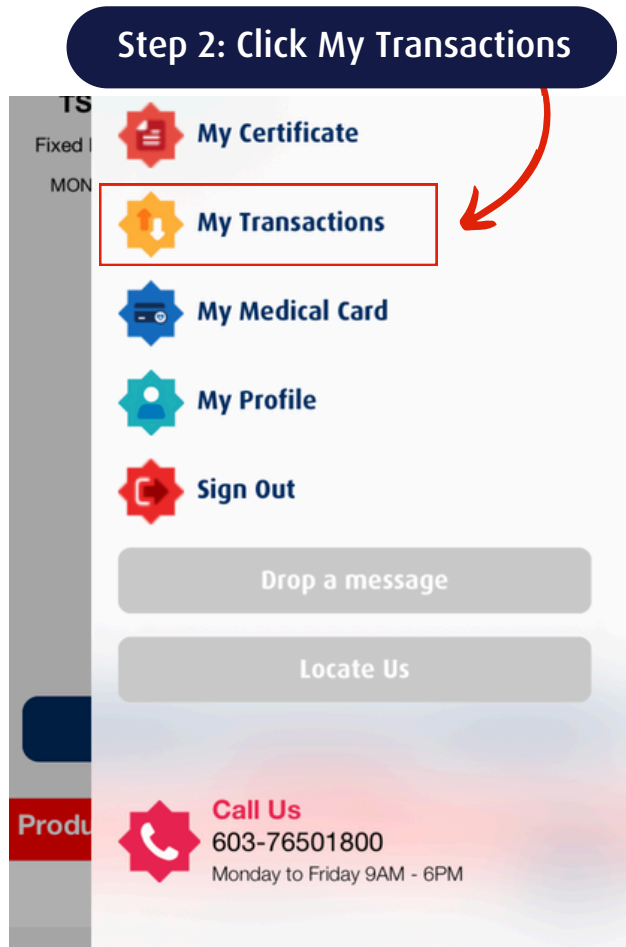
**CONGRATULATIONS!**  
Your payment method has been updated



# HOW TO UPDATE YOUR PAYMENT METHOD THROUGH HLMTakaful 360° (Mobile view)

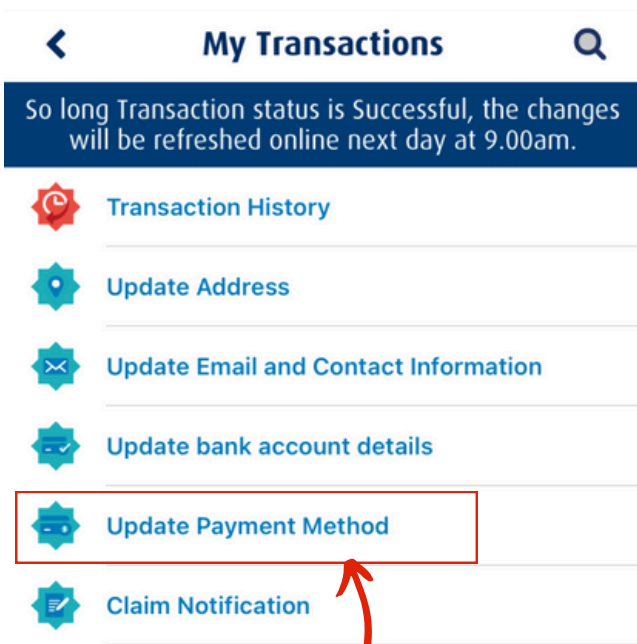


Step 1: Login HLMT360° & click Next button



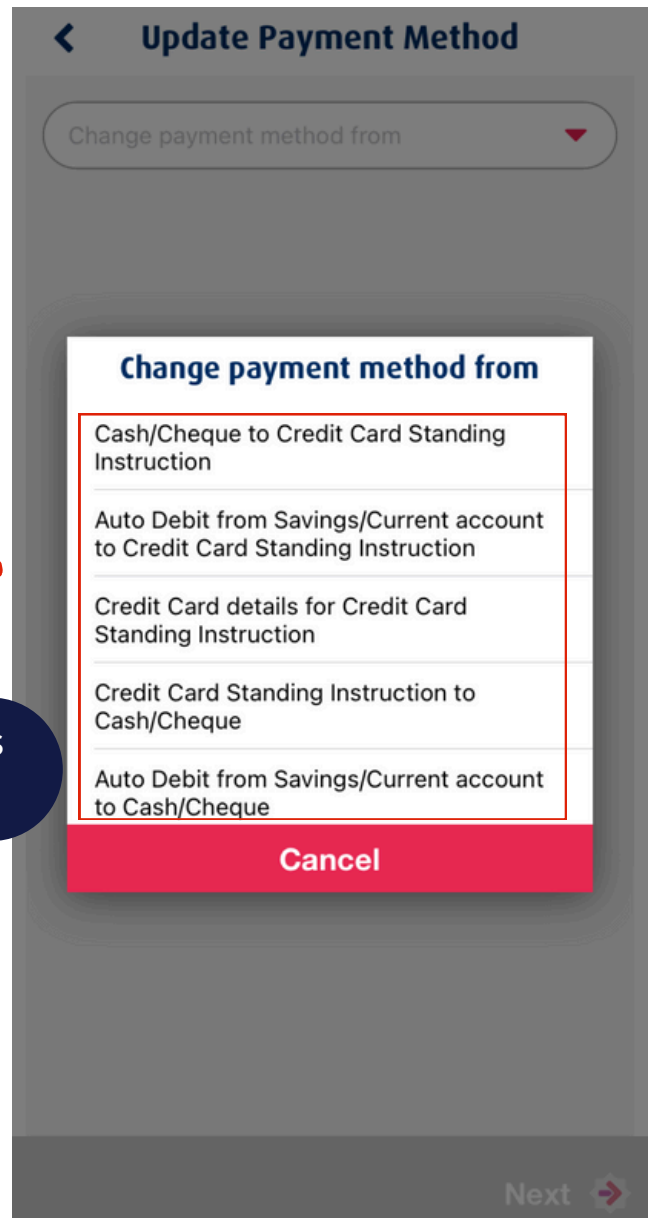
Step 2: Click My Transactions

# HOW TO UPDATE YOUR PAYMENT METHOD THROUGH HLMTakaful 360° (Mobile view)



Step 3: Click Update Payment Method

Step 4: Select the previous payment method



# HOW TO UPDATE YOUR PAYMENT METHOD THROUGH HLM Takaful 360° (Mobile view)

**Update Payment Method**

Cash/Cheque to Credit Card Standing Inst... ▾

Select Certificate/(s)

- [Redacted]
- [Redacted]

**DIRECT**

**Step 5: Select Certificate**

**Next** ↗

**Update Payment Method**

**Credit Card Details**

Are you sole card holder?

NO  YES

[Redacted] VISA [Redacted]

[Redacted]

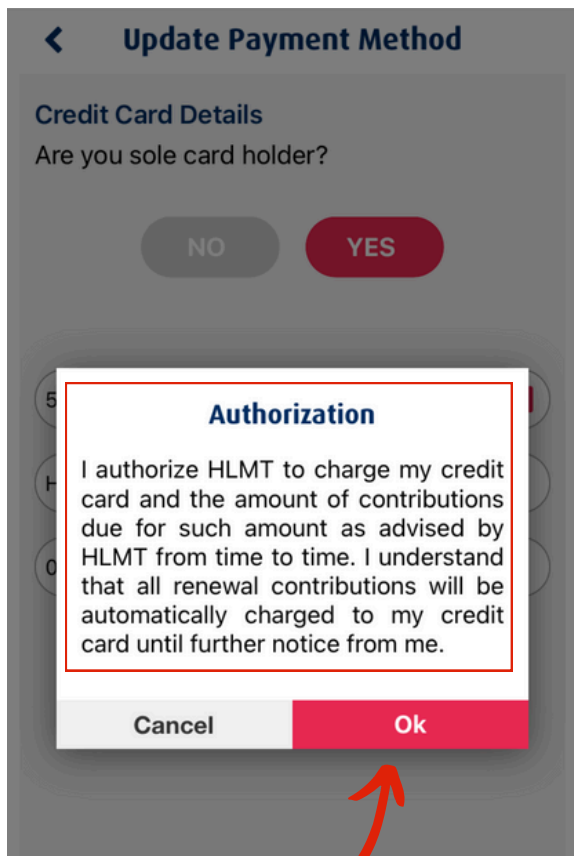
[Redacted] [Redacted]

**Step 6: Click Next button**

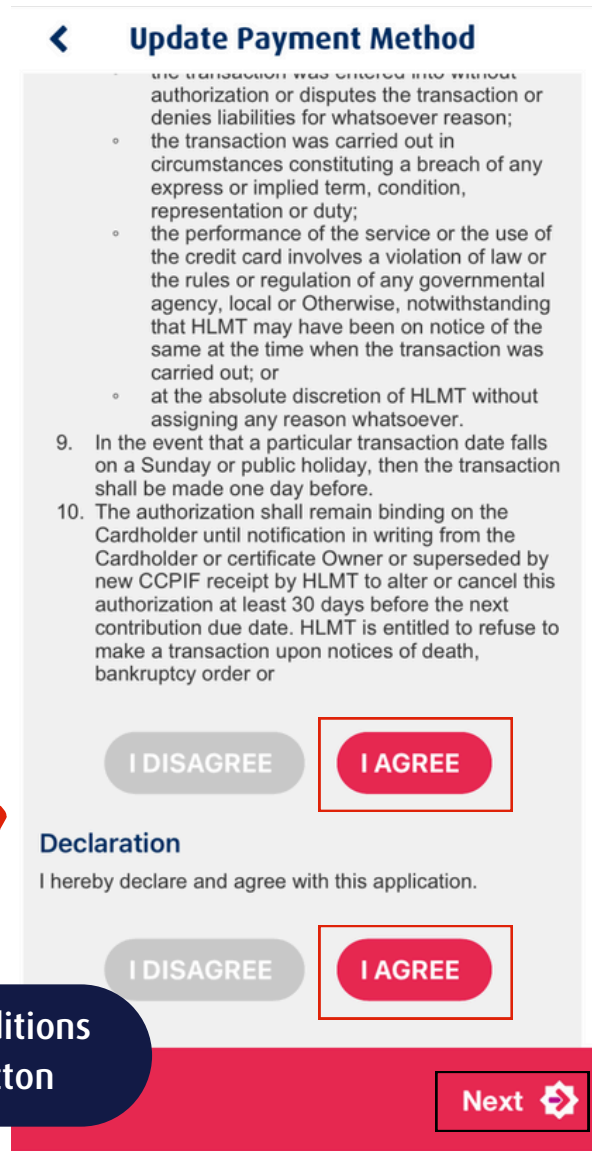
**Step 7: Fill in the card details & click Next button**

**Next** ↗

# HOW TO UPDATE YOUR PAYMENT METHOD THROUGH HLM Takaful 360° (Mobile view)



**Step 8: Read the Authorisation statement & click OK button**



**Step 9: Read the Terms & Conditions before proceed to I Agree button**

**Step 10: Click Next button**



# HOW TO UPDATE YOUR PAYMENT METHOD THROUGH HLMTakaful 360° (Mobile view)

The screenshot shows the 'Update Payment Method' screen in a mobile app. At the top, there is a back arrow and the title 'Update Payment Method'. Below this is a 'TAC Verification' section with a text input field containing a masked TAC number and a 'Request TAC' button. A red arrow points from a callout box to the input field. The callout box contains the text 'Step 11: Enter the TAC number' and a note '\*Wait for 1 minute to request a new TAC number'. At the bottom of the screen, there is a red bar with a 'Submit' button and a right-pointing arrow icon. A red arrow points from a callout box to the 'Submit' button. The callout box contains the text 'Step 12: Click Submit button'. Below the screenshot is a large yellow rounded rectangle containing a thumbs-up icon, the text 'CONGRATULATIONS!', and 'Your payment method has been updated'. Yellow double arrows point left and right from the text.

Update Payment Method

TAC Verification

Request TAC

Step 11: Enter the TAC number  
\*Wait for 1 minute to request a new TAC number

Submit

CONGRATULATIONS!  
Your payment method has been updated

HLMTakaful 360°

# UPDATE YOUR BANK ACCOUNT DETAILS FOR CLAIM PURPOSES

#7

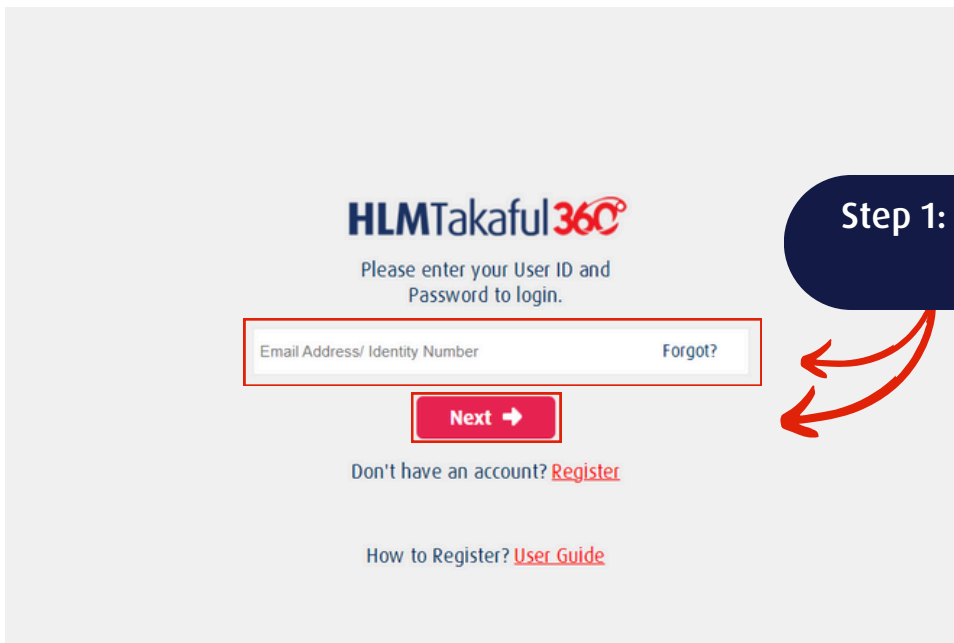
To smoothen the credited process of claim payment, surrender fund or refund payment



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Updated as of 25 June 2024

# HOW TO UPDATE YOUR **BANK ACCOUNT DETAILS** THROUGH HLMTakaful360° *(Desktop view)*



# HOW TO UPDATE YOUR BANK ACCOUNT DETAILS THROUGH HLMTakaful 360° (Desktop view)

## My Transactions Transaction History

**Important Note:** So long Transaction status is Successful, the changes will be refreshed online next day at 9.00am.

- 
- Update Address**  
To change policy address
- Update bank account details**  
For claim & servicing payment and refund to your bank account
- Update Email and Contact Information**  
To update or change email address, residential telephone number, office telephone number and mobile number
- Update Payment Method**  
For Cash/CCSI/Auto debit/Auto deduction card details
- Claim Notification**  
To submit claims notification
- Update Nomination**  
To add/delete Nomination

**Step 3: Click Update Bank Account Details**

- 1 Select the Certificate(s)
- 2 Terms & Conditions
- 3 Declaration
- 4 TAC Verification
- 5 Complete

Select the Certificate/(s)

	Certificate Number	Plan Name	Life Covered	Current Direct Credit Details
<input type="checkbox"/>				-

**Step 4: Select Certificate**

**Enter new Bank Account details**

Are you the sole Account Holder for Individual Account or Primary Account Holder for Join Account?  Yes  No

Bank Name

Bank Account Number

Account Type  Savings  Current

Bank Account Holder Identification Number

Email Address of Certificate Owner / Assignee

Mobile No. of Certificate Owner / Assignee

**Step 5: Fill in New Bank Account Details section**

**Step 6: Click Next button**

**Important Note:** Please ensure that your Identity Number in our records matches the Identity Number in your Bank Account for successful E-Payment

**Next**

FOR INTERNAL USE ONLY

# HOW TO UPDATE YOUR BANK ACCOUNT DETAILS THROUGH HLMTakaful 360° (Desktop view)



## Terms & Conditions

1. Hong Leong MSIG Takaful does not accept any type of joint accounts for the purpose of Direct Credit/ E-Payment unless the Certificate Owner/ Assignee is the Principal Account Holder.
2. Hong Leong MSIG Takaful reserves the right to request the further documents to support this Direct Credit/ E-Payment.
3. Payment under this Direct Credit/ E-Payment shall be credited to the bank account of the Certificate Owner/ Assignee of the Certificate, as stated herein.
4. Direct Credit/ E-Payment is only available for direct credit to banks participating in the Interbank GIRO payment system (IBG) which are subject to change.
5. Hong Leong MSIG Takaful reserves the right to make payment by other payment instrument if Hong Leong MSIG Takaful finds that any information and/ or document(s) provided in or submitted with this Direct Credit/ E-Payment is incomplete, invalid, inconsistent and / or unacceptable to Hong Leong MSIG Takaful Berhad for any reason whatsoever in which case Hong Leong MSIG Takaful is not obliged to disclose.

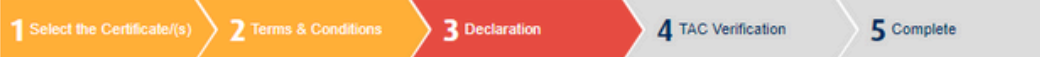
Step 7: Read the Terms & Conditions before proceed to Agree button

I agree to the Terms & Conditions

Back

Agree

Disagree



## Declaration of Certificate Owner/ Assignee

1. I consent to Hong Leong MSIG Takaful Berhad using, processing and releasing the above data to its banker(s) in order to facilitate payment(s) to me by the way of the Direct Credit / E-Payment.
2. I confirm that I am the Holder of the bank account specified above ("Account") and that the details mentioned above are correct, true and complete.
3. I authorise Hong Leong MSIG Takaful Berhad to deposit payment which is payable to me into the Account.
4. I agree that all contribution deposits/ future certificate benefits payment which are payable to me shall be paid into the above Account, unless I notify the company otherwise.
5. I agree to immediately refund to Hong Leong MSIG Takaful Berhad in full any monies pay into the account which I am not entitled to receive.
6. I acknowledge and agree that the payment into the Account shall be a valid discharge of Hong Leong MSIG Takaful Berhad's liability under the certificate.
7. I undertake to hold harmless and keep Hong Leong MSIG Takaful Berhad indemnified for any damage, losses, claims, costs and / or expenses incurred by Hong Leong MSIG Takaful Berhad due to any action taken against Hong Leong MSIG Takaful Berhad as a result of the payment mentioned above.

Step 8: Read the Declaration of Certificate Owner/Assignee before proceed to Agree button

I agree to the Declaration

Back

Agree

Disagree

# HOW TO UPDATE YOUR BANK ACCOUNT DETAILS THROUGH HLM Takaful 360° (Desktop view)



## TAC Verification

TAC was sent to mobile number ending with [REDACTED]

TAC

\* Please [click here](#) after 1 minute to request a new TAC.

Back

Submit

Step 9: Enter the TAC number

\*Wait for 1 minute to request a new TAC number

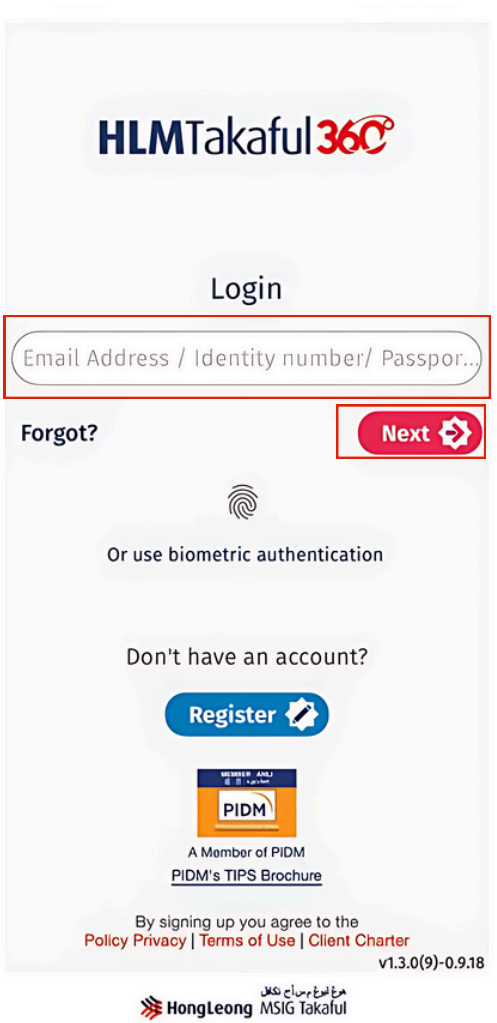
Step 10: Click Submit button



**CONGRATULATIONS!**  
Your payment information has been updated

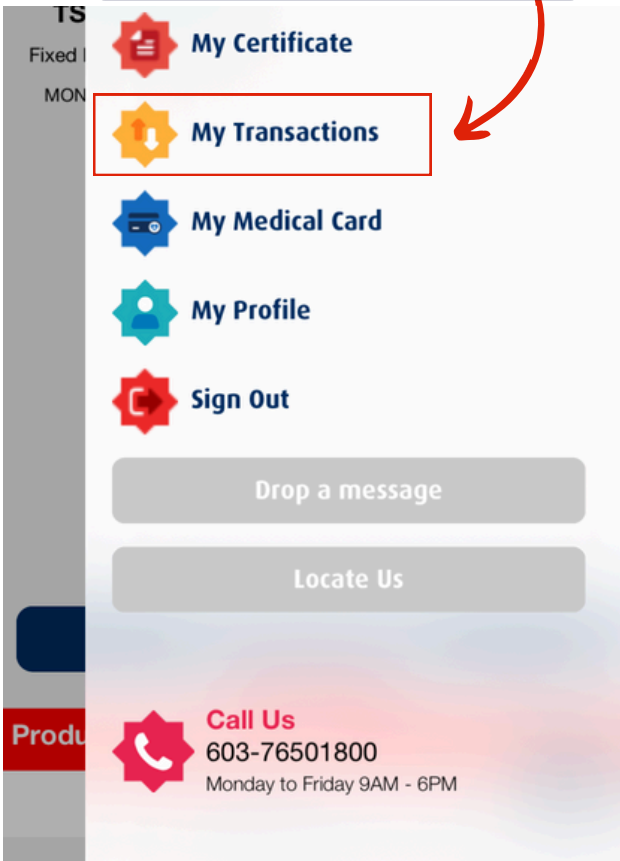


# HOW TO UPDATE YOUR BANK ACCOUNT DETAILS THROUGH HLMTakaful 360° (Mobile view)

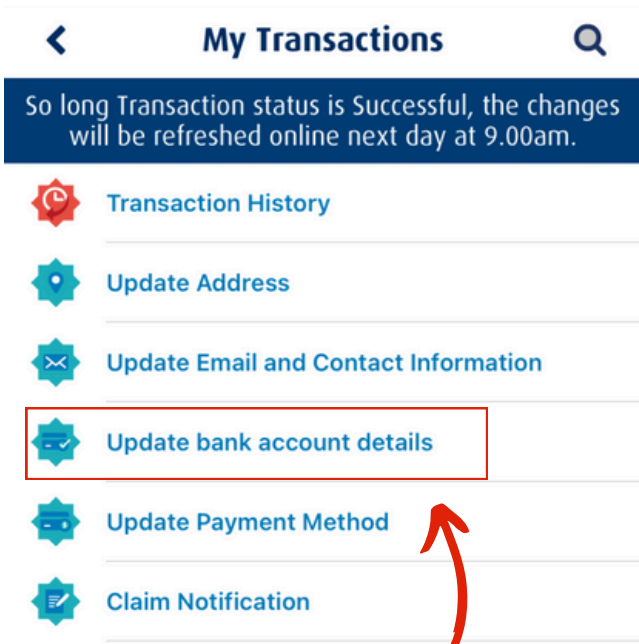


Step 1: Login HLMT360° & click Next button

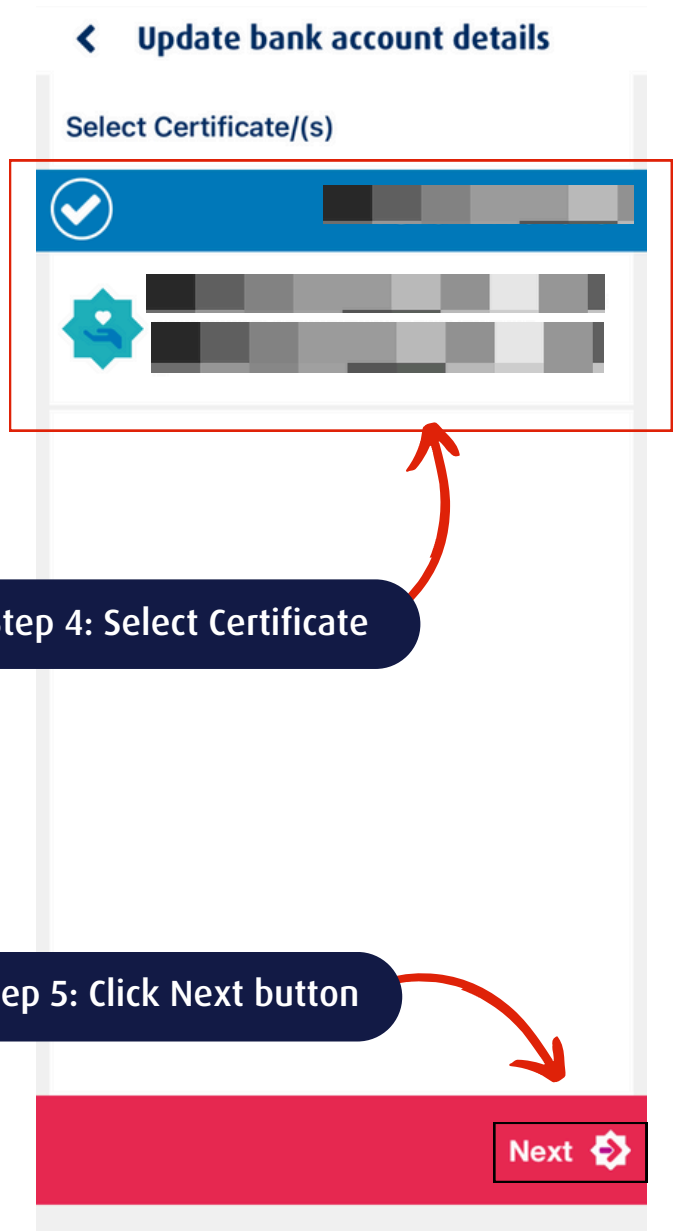
Step 2: Click My Transactions



# HOW TO UPDATE YOUR BANK ACCOUNT DETAILS THROUGH HLMTakaful 360° (Mobile view)



Step 3: Click Update Bank Account Details

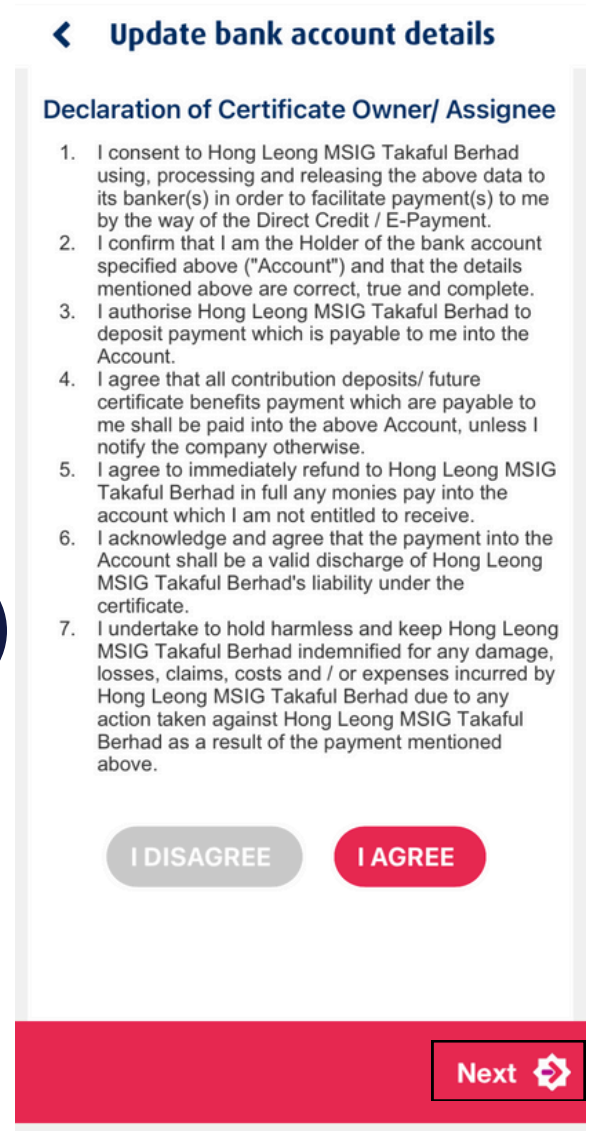
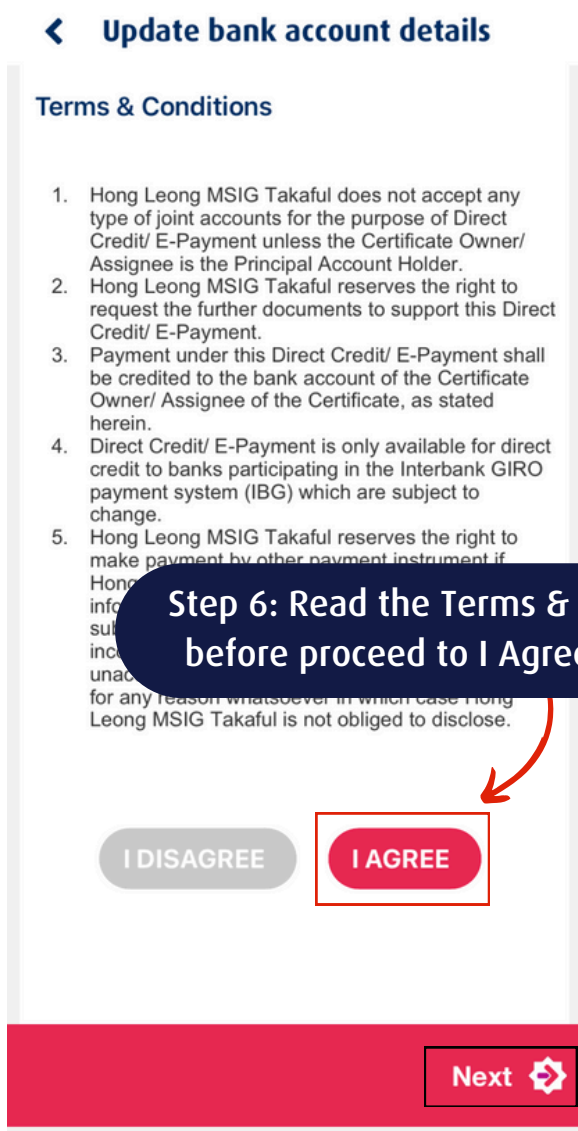


Step 4: Select Certificate

Step 5: Click Next button



# HOW TO UPDATE YOUR BANK ACCOUNT DETAILS THROUGH HLMTakaful 360° (Mobile view)



Step 7: Click Next button

Step 8: Read the Declaration statement before proceed to I Agree & click Next button

# HOW TO UPDATE YOUR BANK ACCOUNT DETAILS THROUGH HLM Takaful 360° (Mobile view)

**< Update bank account details**

Enter new Bank Account details

Are you the sole Account Holder for Individual Account or Primary Account Holder for Join Account?

NO YES

[Redacted]

[Redacted]

Please select account type:

Savings Current

Bank Account Holder Identification No. [Redacted]

Email Address of Certificate Owner / Assignee [Redacted]

Mobile No. of Certificate Owner / Assignee [Redacted]

**Important Note(s):**  
Please ensure that your Identity Number in our records matches the Identity Number in your Bank Account for successful E-Payment

Next

**Step 9: Fill in the Bank Account Details & click Next button**

**< Update Payment Method**

TAC Verification

[Redacted] Request TAC

[Redacted]

Submit

**Step 10: Enter the TAC number**

*\*Wait for 1 minute to request a new TAC number*

**Step 11: Click Submit button**

**CONGRATULATIONS!**  
Your payment information has been updated

HLMTakaful 360°

# #8 ADD/UPDATE YOUR NOMINATION DETAILS

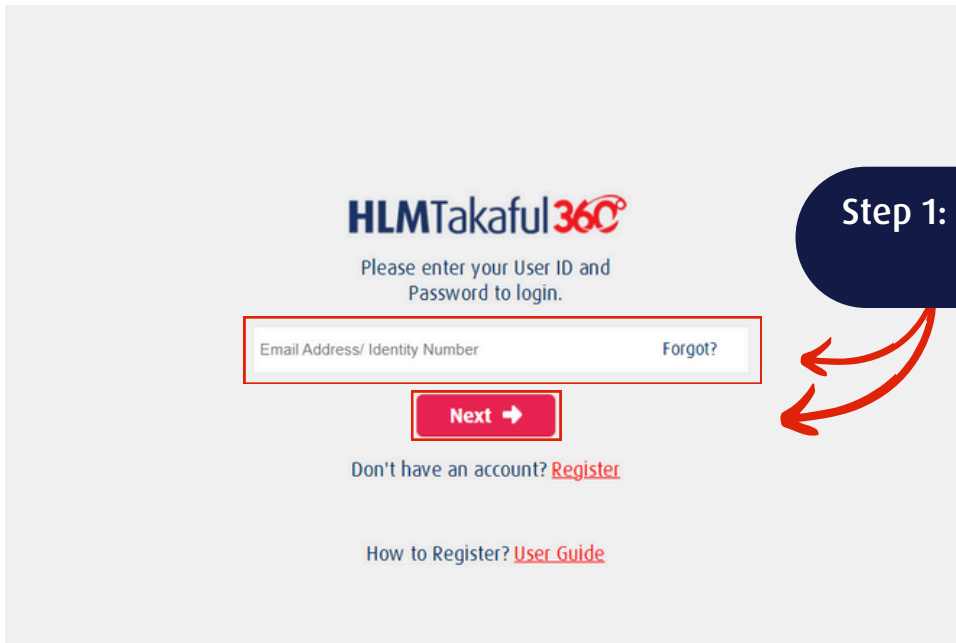
- » To ease the process of payment distribution to your next of kin/nominee(s)



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Updated as of 25 June 2024

# HOW TO ADD/UPDATE YOUR NOMINATION DETAILS THROUGH HLMTakaful 360° (Desktop view)



Step 1: Login HLMT360° & click Next button









Step 2: Click My Transactions

# HOW TO ADD/UPDATE YOUR NOMINATION DETAILS THROUGH HLM Takaful 360° (Desktop view)

**My Transactions** Transaction History

Important Note: So long Transaction status is Successful, the changes will be refreshed online next day at 9.00am.

Search


- 
**Update Address**  
*To change policy address*
- 
**Update bank account details**  
*For claim & servicing payment and refund to your bank account*
- 
**Claim Notification**  
*To submit claims notification*
- 
**Update Email and Contact Information**  
*To update or change email address, residential telephone number, office telephone number and mobile number*
- 
**Update Payment Method**  
*For Cash/CCSI/Auto debit/Auto deduction card details*
- 
**Update Nomination**  
*To add/delete Nomination*

**Step 3: Click Update Nomination**

## #1 - STEPS TO ADD NOMINEE(S)



Select the Certificate/ (ies)


Certificate Number	Plan Name	Life Covered	Nominee Details
 <span style="border: 1px solid red; padding: 2px;">XXXXXXXXXX</span>	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX

**Step 1: Click Certificate No.**

# HOW TO ADD/UPDATE YOUR NOMINATION DETAILS THROUGH HLM Takaful 360° (Desktop view)



Select the Certificate/ (ies)

Certificate Number	Plan Name	Life Covered	Nominee Details
			

Step 2: Click Add to add Nominee(s)



Enter Nominee Details (TU202014023971)

Title	-Select-	Name	
ID Type	-Select-	IC Number	
Gender	<input checked="" type="radio"/> Male <input type="radio"/> Female	Date of Birth	__/__/__
Occupation	-Select-	Nationality	-Select-
Nominee Type	Select	Trustee	No
Relationship	-Select-	Type Of Business	
Name Of Employer		P.O Box	
Percentage		Postcode	
Address Line 1		Town/ City	
Address Line 2		State	
Address Line 3		Country	MALAYSIA
Mobile Number	-Select-		
Email Address			

Step 3: Fill in the Nominee Details

Step 4: Click Save button




# HOW TO ADD/UPDATE YOUR NOMINATION DETAILS THROUGH HLMTakaful 360° (Desktop view)

## #2 - STEPS TO UPDATE NOMINEE(S) DETAILS



Select the Certificate/ (ies)

Certificate Number	Plan Name	Life Covered	Nominee Details
			

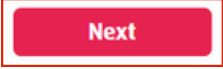
Step 1: Click Certificate No.

Step 2: Review the Nominee Details & fill in the percentage allocation

Nominee Details(TU202014023971)

No	Nominee Name	Relationship	Name Of Employer	Nominee Type	Trust	Percentage	Action
1						<input type="text"/>	
2						<input type="text"/>	
3						<input type="text"/>	
4						<input type="text"/>	
5						<input type="text"/>	

Step 3: Click Next button



# HOW TO ADD/UPDATE YOUR NOMINATION DETAILS THROUGH HLMTakaful 360° (Desktop view)



**Declaration & Witness Details \* must be above 18 years old**

I hereby declare and agree with this application

Witness Name	<input type="text"/>	Address Line 1	<input type="text"/>
Witness ICNo	<input type="text"/>	Address Line 2	<input type="text"/>
Mobile Number	012 <input type="text"/>	Address Line 3	<input type="text"/>
	<input type="text"/>	P.O Box	<input type="text"/>
	<small>TAC will be send to this number</small>	Postcode	<input type="text"/>
Email Address	<input type="text"/>	Town/ City	<input type="text"/>
		State	<input type="text"/>
		Country	MALAYSIA <input type="text"/>

I hereby declare and agree with this application.

Back

Agree

Disagree

Step 4: Fill in the Declaration & Witness Details before proceed to Agree button



# HOW TO ADD/UPDATE YOUR NOMINATION DETAILS THROUGH HLMTakaful 360° (Desktop view)

## TAC Verification

TAC was sent to mobile number ending with [REDACTED]

TAC

\* Please [click here](#) after 1 minute to request a new TAC.

Back

Submit

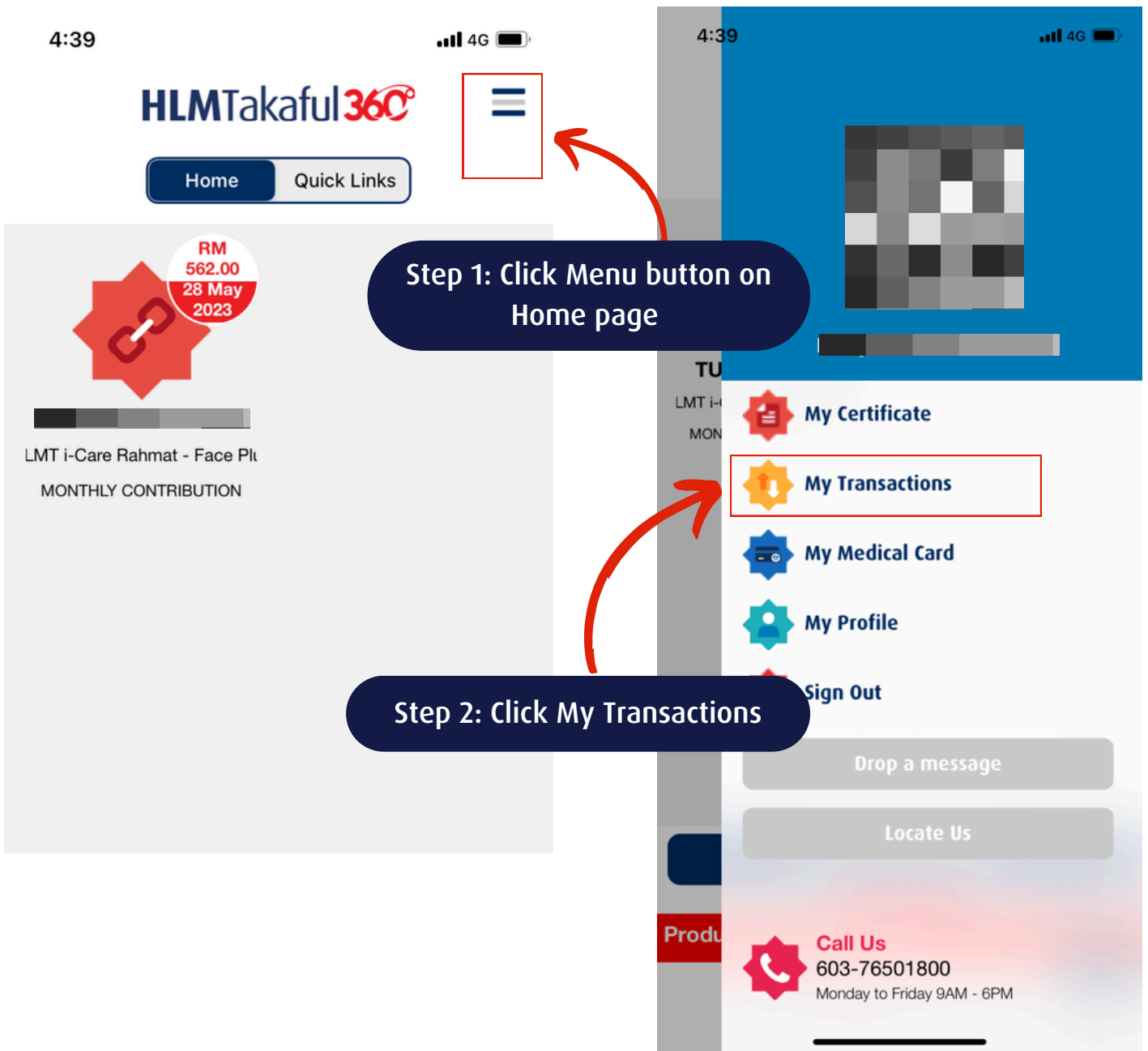
Step 5: Enter the TAC number

\*Wait for 1 minute to request a new TAC number

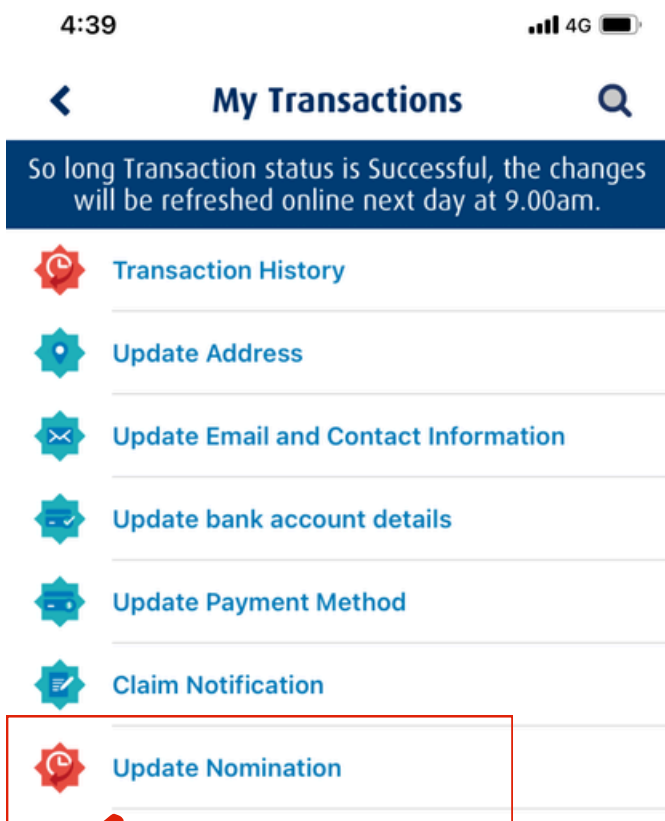
Step 6: Click Submit button

 **CONGRATULATIONS!**  
Your nominee details has been updated

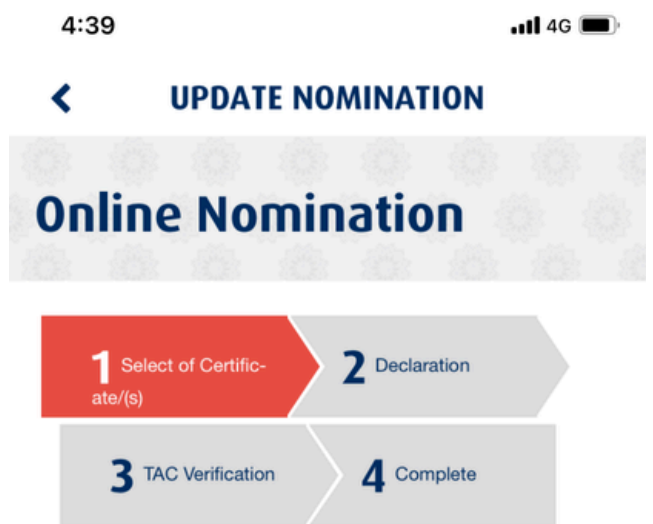
# HOW TO ADD/UPDATE YOUR NOMINATION DETAILS THROUGH HLMTakaful 360° (Mobile view)





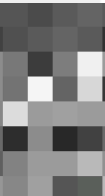
# HOW TO ADD/UPDATE YOUR NOMINATION DETAILS THROUGH HLMTakaful 360° (Mobile view)



**Step 3: Click Update Nomination**

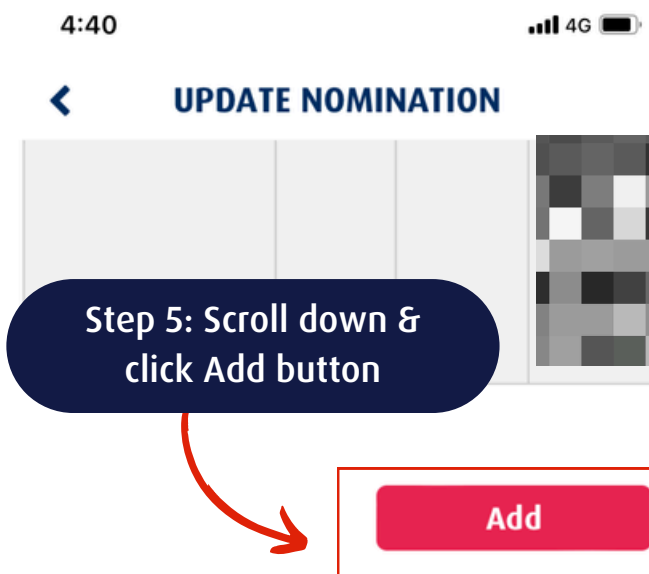


## Select the Certificate/ (ies)

Certificate Number	Plan Name	Life Covered	Nominee Details
 [Redacted]	HLMT i-Care Rahmat - Face Plus		

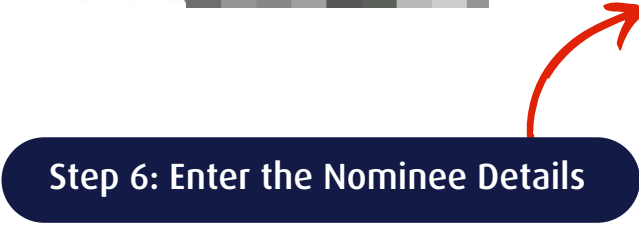
**Step 4: Click the relevant Certificate No.**

# HOW TO ADD/UPDATE YOUR NOMINATION DETAILS THROUGH HLM Takaful 360° (Mobile view)



Note: For trust nomination, please submit a physical nomination form, legal declaration form together with supporting documents required to [certificateadministration@takaful.hongleong.com.my](mailto:certificateadministration@takaful.hongleong.com.my) or nearest Hong Leong MSIG Takaful branches.

Nominee Details



4:41 4G

< UPDATE NOMINATION

**Enter Nominee Details**

Title  
-Select-

ID Type  
-Select-

Gender  
 Male     Female

Occupation  
-Select-

Nominee Type  
Select

Relationship  
-Select-

# HOW TO ADD/UPDATE YOUR NOMINATION DETAILS THROUGH HLMTakaful 360° (Mobile view)

Type Of Business

P.O Box

Postcode

Town/ City

State

Country

Cancel

Save

Step 7: Click Save button

State

Country

MALAYSIA

I hereby declare and agree with this application.

Agree

Disagree

Step 8: Tick on the Declaration statement & click Agree button



[Privacy Policy](#) [Terms of Use](#)

# HOW TO ADD/UPDATE YOUR NOMINATION DETAILS THROUGH HLMTakaful 360° (Mobile view)

## TAC Verification

TAC was sent to mobile number ending with [redacted]

TAC

\* Please [click here](#) after 1 minute to request a new TAC.

Back

Submit

Step 9: Enter the TAC number

\*Wait for 1 minute to request a new TAC number

Step 10: Click Submit button



**CONGRATULATIONS!**  
Your nominee details has been updated

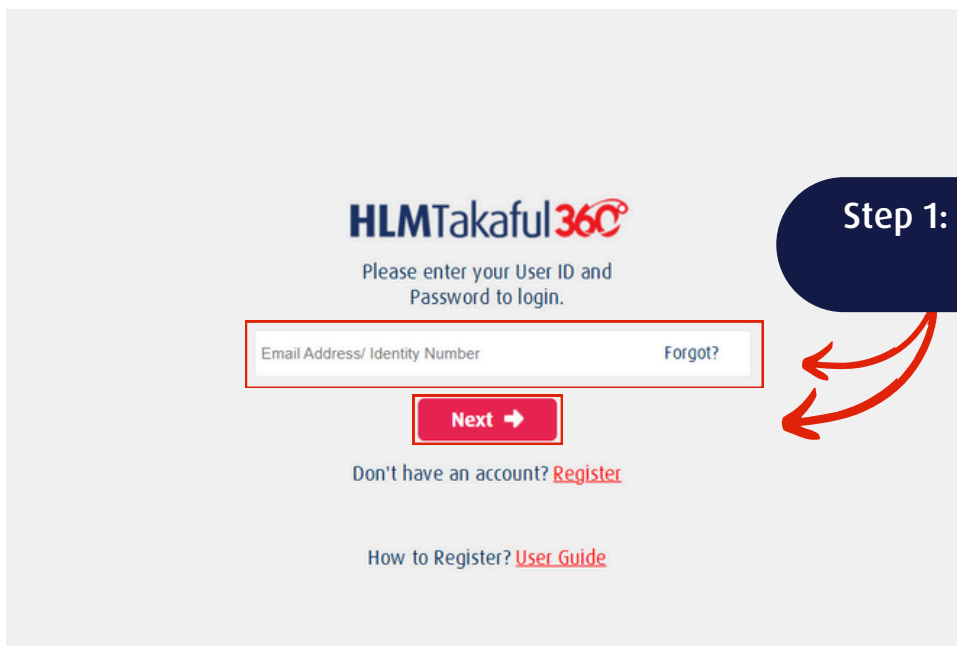
# HLMTakaful 360° WAY TO ACCESS CONTRIBUTION & TRANSACTION STATEMENT

#9

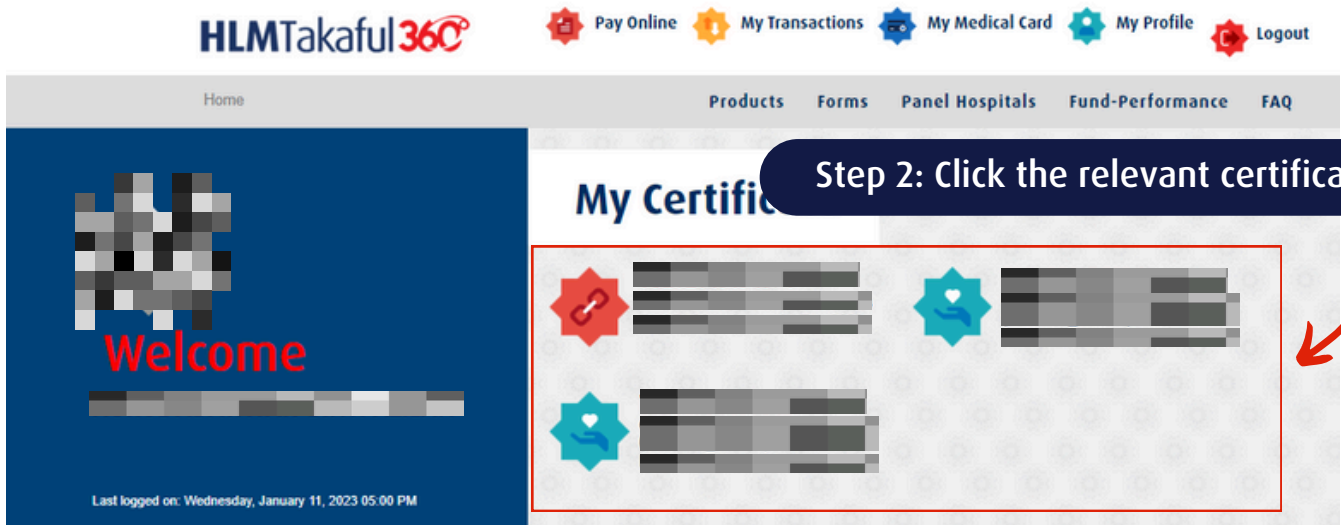
To review and stay updated on the contribution transactions made



# HOW TO ACCESS CONTRIBUTION & TRANSACTION STATEMENT THROUGH HLMTakaful 360° (Desktop view)



Step 1: Login HLMT360° & click Next button

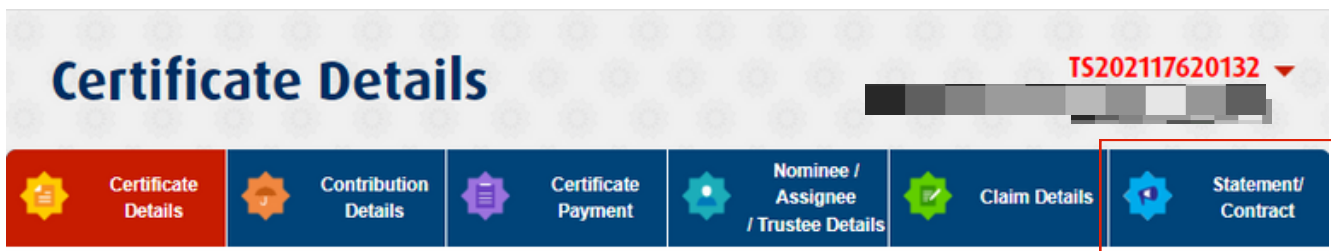


Step 2: Click the relevant certificate





# HOW TO ACCESS CONTRIBUTION & TRANSACTION STATEMENT THROUGH HLM Takaful 360° (Desktop view)



Step 3: Go to Statement/Contract section

Statement

Type of Statement: -Select-

Statement Date: -Select-, Takaful Contribution Statement, Transaction Statement

Download

Step 4: Select Type of Statement & Select the relevant statement year before proceed with Download button

Statement

Type of Statement: Transaction Statement

Statement Date: -Select-, 2021, 2020

# HOW TO ACCESS CONTRIBUTION & TRANSACTION STATEMENT THROUGH HLMTakaful 360° (Mobile view)

**Step 1: Login HLMT360° & click Next button**

HLMTakaful 360°

Login

Email Address / Identity number/ Passpor...

Forgot?

Next

Or use biometric authentication

Don't have an account?

Register

PIDM

A Member of PIDM

PIDM's TIPS Brochure

By signing up you agree to the Policy Privacy | Terms of Use | Client Charter v1.3.0(9)-0.9.18

HongLeong MSIG Takaful

HLMTakaful 360°

Home Quick Links

RM 251.00 04 Feb 2023

RM 10.00 10 Jan 2023

RM 10.00 10 Jan 2023

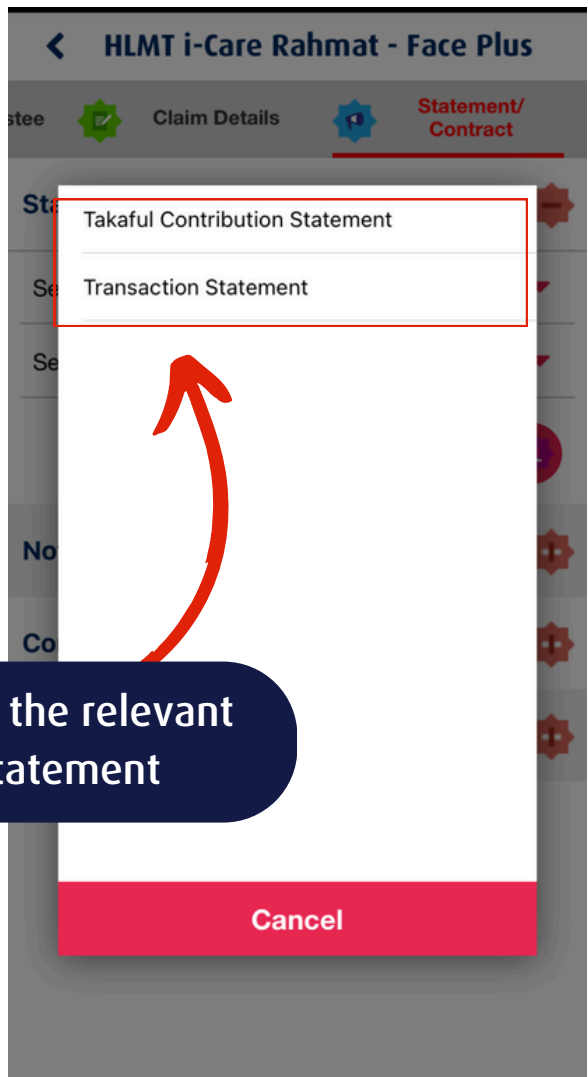
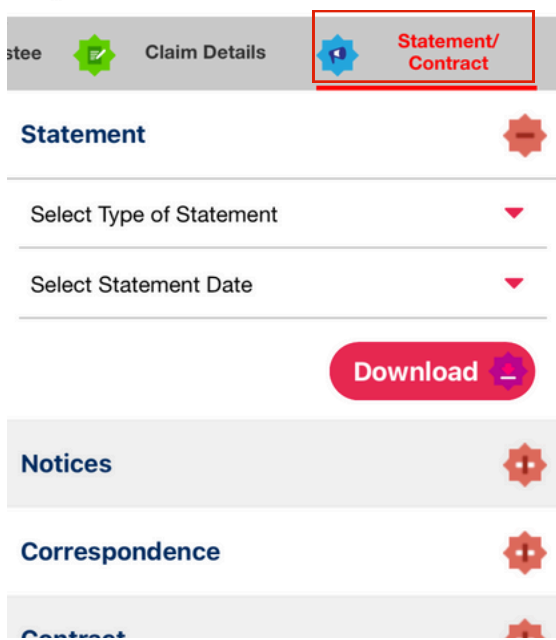
**Step 2: Select the relevant certificate**

Product For Consideration

HongLeong MSIG Takaful

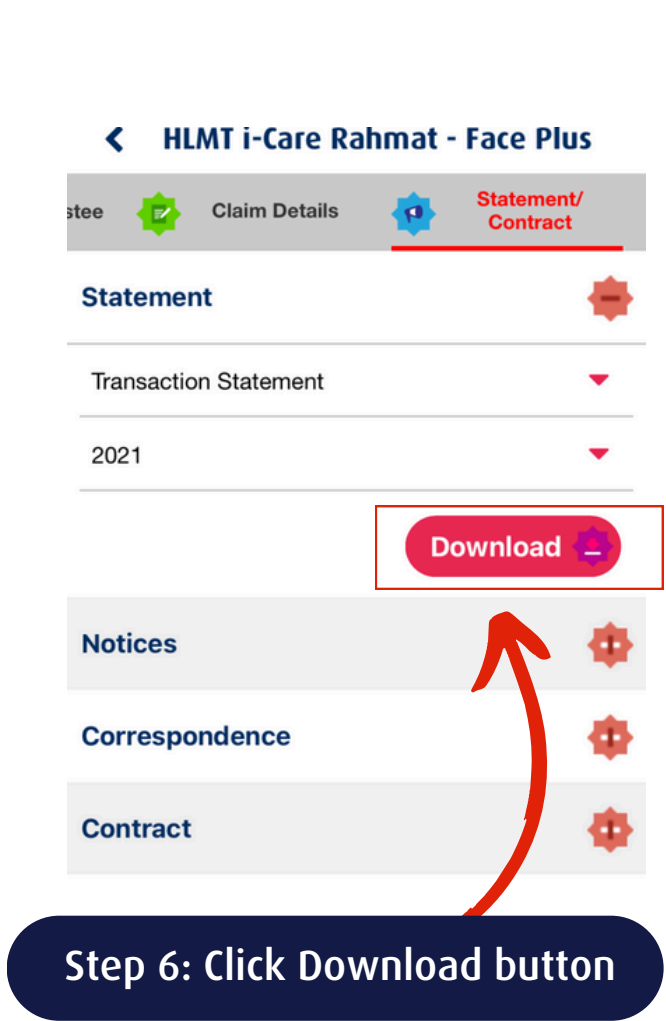
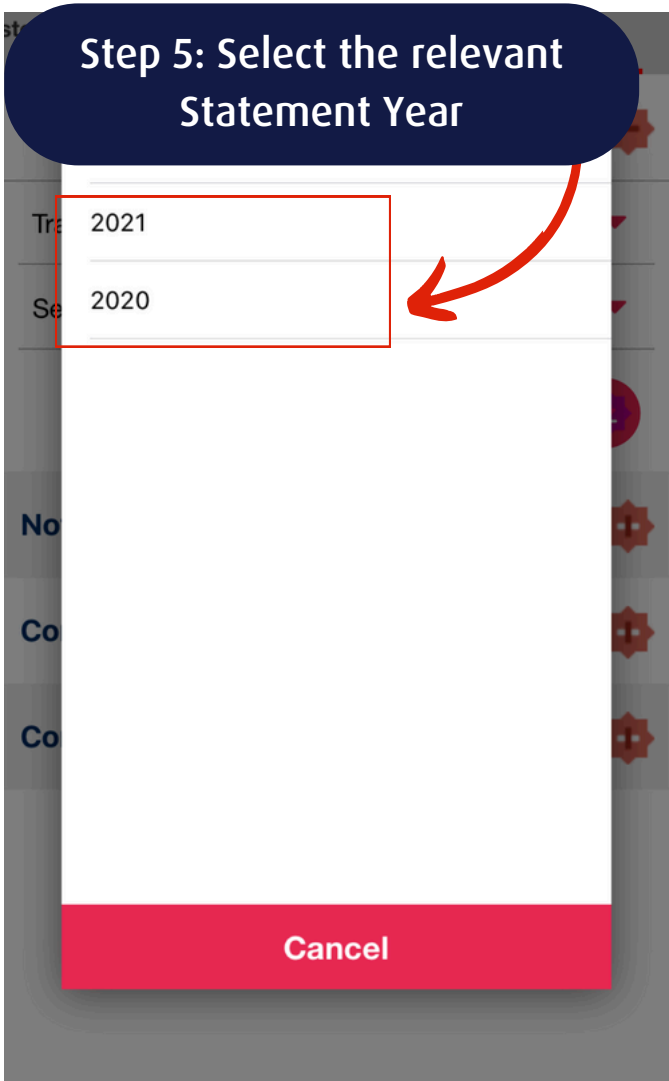
# HOW TO ACCESS CONTRIBUTION & TRANSACTION STATEMENT THROUGH HLM Takaful 360° (Mobile view)

Step 3: Slide right & click Statement/Contract section



Step 4: Select the relevant Type of Statement

# HOW TO ACCESS CONTRIBUTION & TRANSACTION STATEMENT THROUGH HLM Takaful 360° (Mobile view)



# CONTACT US SHOULD YOU NEED FURTHER ASSISTANCE WITH HLMTakaful 360°



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