

MyAxa Customer Portal FAQ

Who is eligible to register to MyAXA customer portal?

AXA AFFIN Life policy owners are eligible to register as a user to this portal.

How do I register as a user?

Please follow these three steps:

1. Logon to www.myaxa.com.my
2. Enter your:
 - a. NRIC no., Passport or Armed Forces ID.
 - b. Mobile no.
 - c. Email address

*The NRIC, Email and Mobile is required to match with our database

3. Click the “NEXT” button. Read and checking the acceptance of the ‘Terms of Use’ for the Customer Portal and ‘Privacy Policy’.
4. Once we have checked your details against our records, your user account will be instantly activated and you can login immediately.

To register, [click here](#) or go to myaxa.com.my.

If you have any question, please contact Customer Care Line at 1-300-88-1616 or email to customer.care@axa-life.com.my

Why can't I register even though I have entered my details?

Your NRIC, mobile no. and email are required to match our database to register. If your details did not match our database, you can update your contacts details by filling in the form [HERE](#) and return it to us via:

- Email at customer.care@axa-life.com.my; or
- Fax at 03-2117 3698; or
- Call 1300 88 1616

What can I do with the portal?

You may view the policy details of all policies you have with AXA AFFIN Life. Some of the functions you can perform are:

- View details of all your policies
- Update contact details
- View and download statements/notices

And other self-service functions that will be rolled out soon.

What to do if I forgot my password?

Please follow these steps:

1. At the MyAXA login page, click on **Forgot Your Password**
2. Enter your User ID and click **Send** to send the password reset email
3. Open your email and click on the password reset link in the email
4. Key in your new password

If you did not receive the password reset email after submitting the **Forgot Password**, please check your email junk mail folder.

I have entered the email user ID and checked my junk mail, I still didn't see the password reset email?

If you still did not receive the password reset email, the reasons could be:

1. Wrong email user ID entered
2. You have not registered for an account
 - Please go to **Register Now** page to register as a user

Please note that the "Please Check Your Email Message" box will be displayed even after keying in the wrong email user ID. The password reset email will not be sent in this case.

For any difficulties, please contact our Customer Care line at 1300 88 1616 between 8:30am to 5:30pm on Monday to Thursday and 8:30am to 5:00pm on Friday for further assistance.