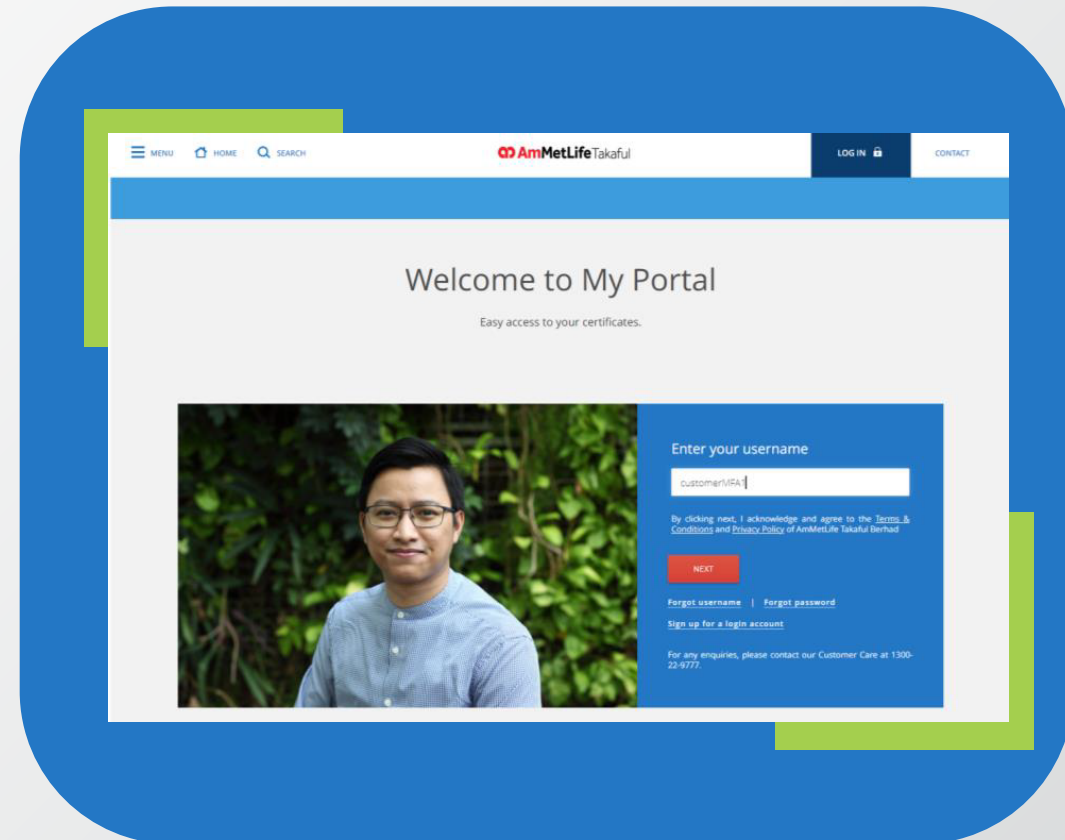


New Process to access Customer Self-Service Portal (CSSP)

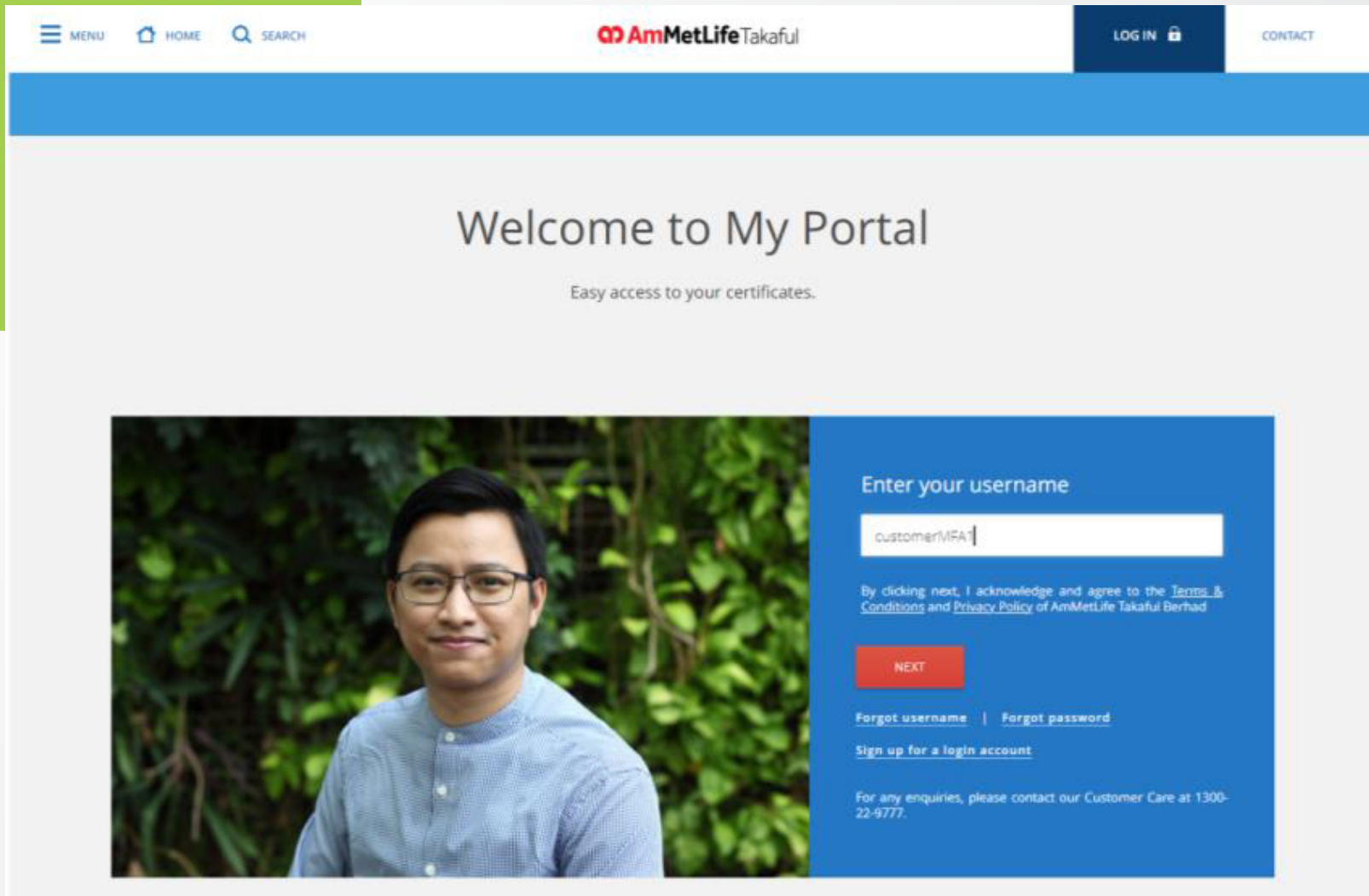


1

Click here to login

New Process to access Customer Self-Service Portal (CSSP).

2



The screenshot shows the AmMetLife Takaful Customer Self-Service Portal (CSSP) login page. The header includes a menu, home, and search icons, the AmMetLife Takaful logo, and links for login and contact. The main content area features a large blue banner with the text "Welcome to My Portal" and "Easy access to your certificates." Below this is a login form with a blue background. The form includes a text input field for the username, a "NEXT" button, and links for "Forgot username", "Forgot password", and "Sign up for a login account". A customer care contact number is also provided.

MENU HOME SEARCH

AmMetLifeTakaful

LOG IN CONTACT

Welcome to My Portal

Easy access to your certificates.

Enter your username

customerMFA1

By clicking next, I acknowledge and agree to the [Terms & Conditions](#) and [Privacy Policy](#) of AmMetLife Takaful Berhad

NEXT

[Forgot username](#) | [Forgot password](#)

[Sign up for a login account](#)

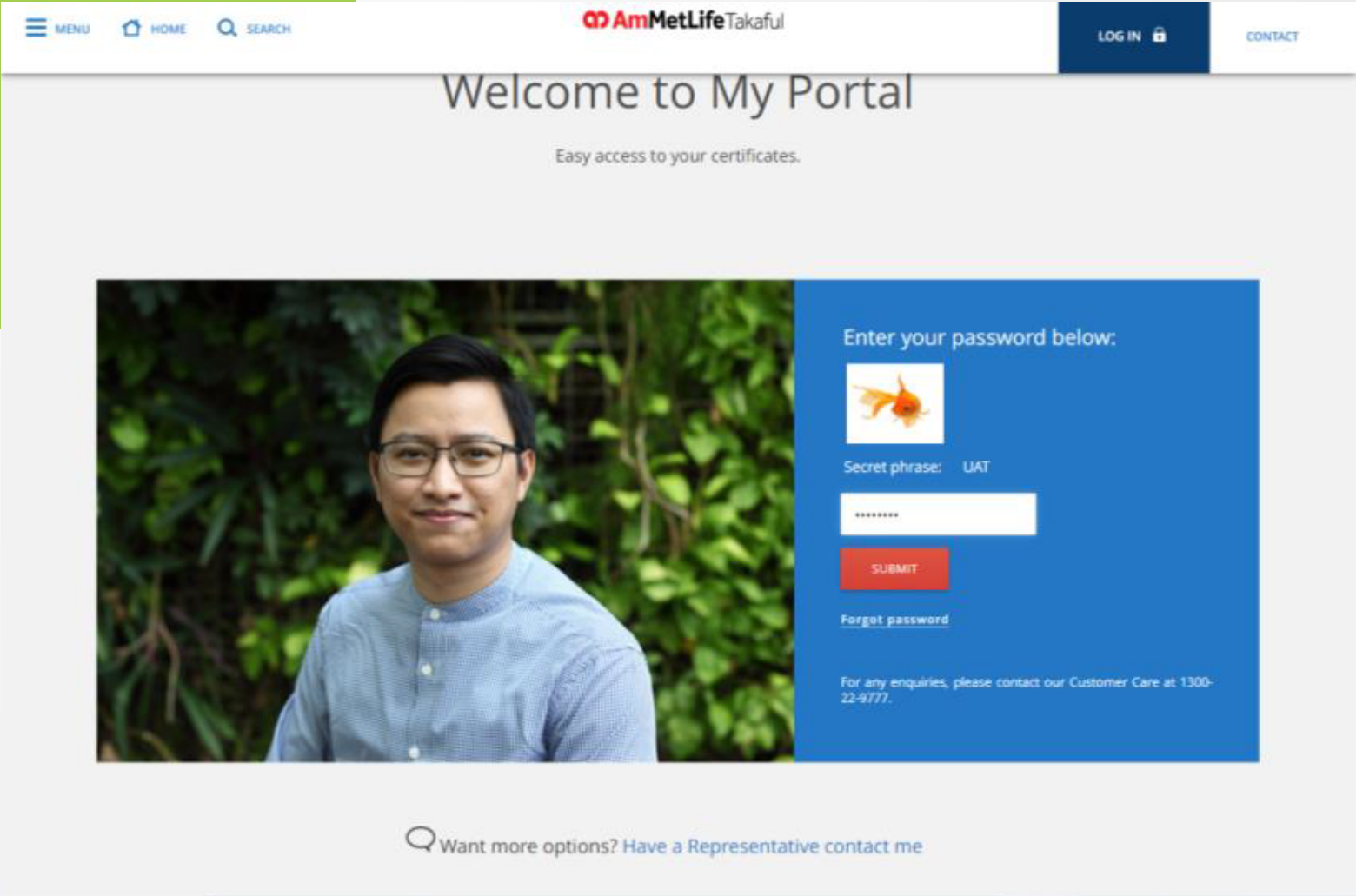
For any enquiries, please contact our Customer Care at 1300-22-9777.

CSSP page

Enter existing username upon registration.

New Process to access Customer Self-Service Portal (CSSP).

3



The screenshot shows the AmMetLifeTakaful Customer Self-Service Portal (CSSP) login interface. The header includes a navigation bar with 'MENU', 'HOME', and 'SEARCH' on the left, the 'AmMetLifeTakaful' logo in the center, and 'LOG IN' and 'CONTACT' on the right. The main heading is 'Welcome to My Portal' with the subtitle 'Easy access to your certificates.' Below this is a large image of a man in a blue shirt. To the right of the image is a login form with the text 'Enter your password below:'. The form includes a goldfish icon, a 'Secret phrase: UAT' label, a password input field with masked characters, a red 'SUBMIT' button, and a 'Forgot password' link. At the bottom of the form, it says 'For any enquiries, please contact our Customer Care at 1300-22-9777.' Below the main content area, there is a link that says 'Want more options? Have a Representative contact me'.

CSSP page

Enter existing CSSP password

New Process to access Customer Self-Service Portal (CSSP).

4

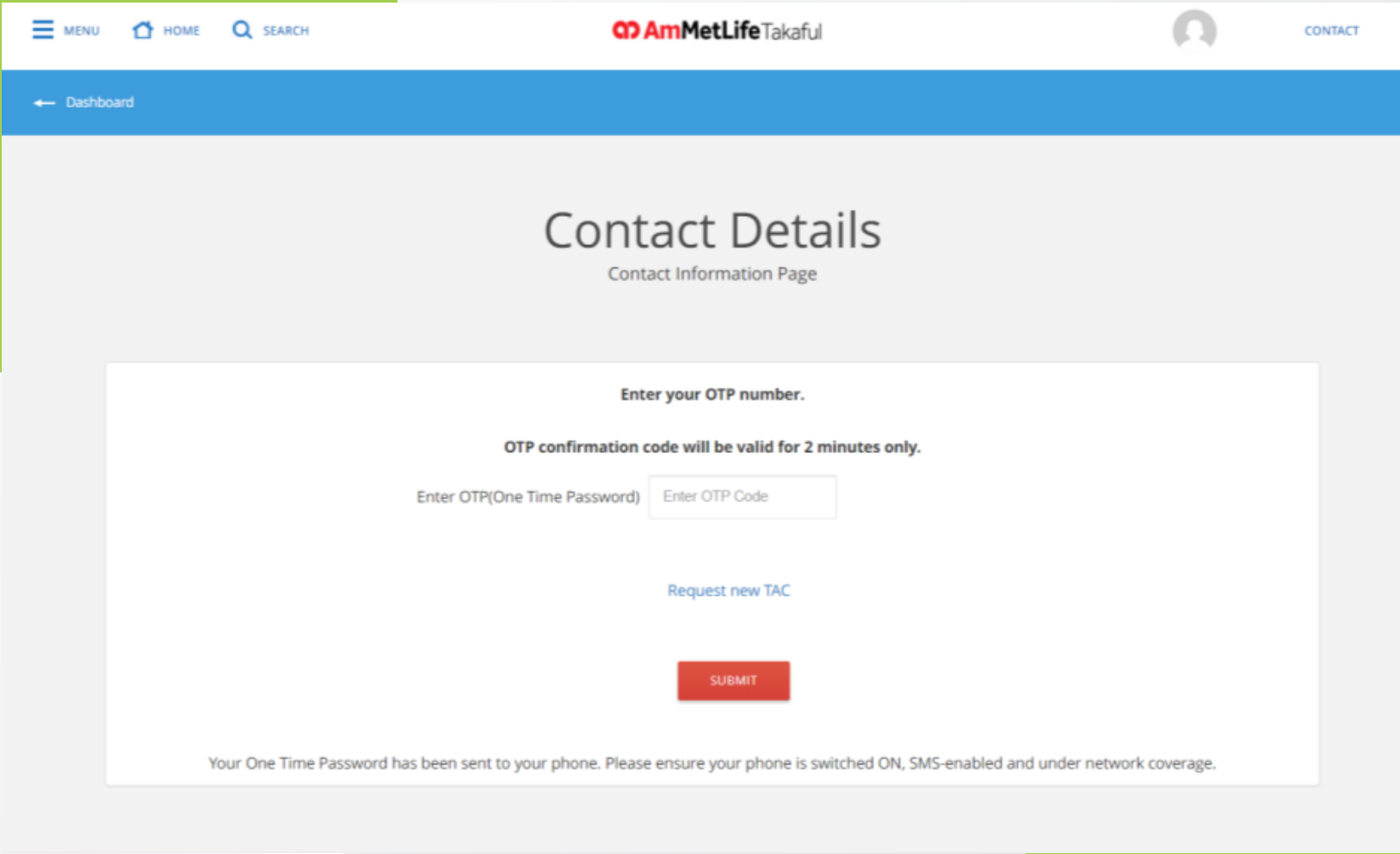
The screenshot shows the 'Contact Details' page of the AmMetLifeTakaful Customer Self-Service Portal (CSSP). The page has a blue header with navigation links: MENU, HOME, SEARCH, and CONTACT. Below the header is a blue bar with a back arrow and the text 'Dashboard'. The main content area is titled 'Contact Details' with the subtitle 'Contact Information Page'. It contains a form with two input fields: 'Username' with the value 'customerMFA1' and 'Handphone number' with the value 'XXXXXXXX9823'. Below the form is a red button labeled 'Request OTP'. A note at the bottom of the form states: 'Please ensure that you are using the same phone number and email used during the certificate registration. For any enquiries, please contact our Customer care at 1300-22-9777.'

CSSP page

**Validate username and mobile number then click request for OTP.
An SMS will be send to the registered number.**

New Process to access Customer Self-Service Portal (CSSP).

5



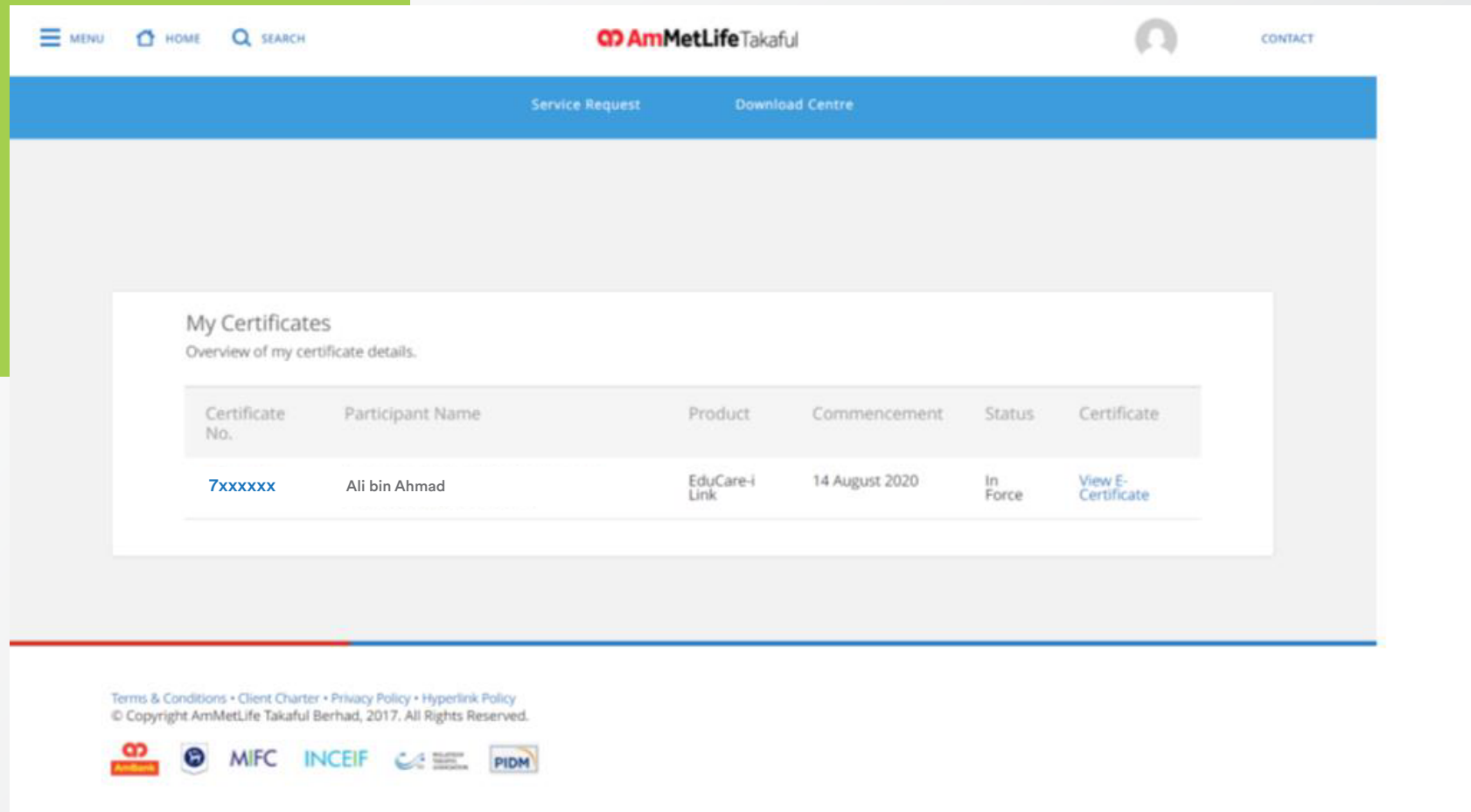
The screenshot displays the AmMetLifeTakaful Customer Self-Service Portal (CSSP) interface. At the top, there is a navigation bar with a menu icon, 'HOME', 'SEARCH', the company logo 'AmMetLifeTakaful', a user profile icon, and a 'CONTACT' link. Below this is a blue header bar with a 'Dashboard' link. The main content area is titled 'Contact Details' with the subtitle 'Contact Information Page'. A central white box contains the OTP verification form. The form prompts the user to 'Enter your OTP number.' and states that the 'OTP confirmation code will be valid for 2 minutes only.' It includes a label 'Enter OTP(One Time Password)' and a text input field labeled 'Enter OTP Code'. Below the input field is a link for 'Request new TAC' and a red 'SUBMIT' button. At the bottom of the form, a message states: 'Your One Time Password has been sent to your phone. Please ensure your phone is switched ON, SMS-enabled and under network coverage.'

CSSP page

**Enter OTP number that received via SMS and then click submit.
(if exceed 2 minutes, user may request for new OTP number)**

New Process to access Customer Self-Service Portal (CSSP).

6



CSSP page

User will then be directed to the CSSP landing page.

Frequently Asked Questions (FAQs)

1 What is Multi Factor Authentication (MFA)?

Multi Factor Authentication (MFA) is an authentication method that requires users to provide two or more verification factors to minimize the risk of fraudulent login attempts and to maintain high security standards.

2 Do I need to request and enter OTP each time I access to Customer Self-Service Portal (CSSP)?

Yes. Every time a user accesses CSSP, they must request and enter the TAC number that is sent to their registered mobile phone as part of the security requirement.

3 What should I do if I've changed my mobile number?

You may call our Contact Centre at 1300-22-9777 to update your latest mobile number.

4 Is there a time limit to enter the TAC number after I've received the SMS?

The user is required to enter the TAC number within 2 minutes of receiving the SMS notification. If fails to do so, the user may request for a new TAC number.

5 What should I do if I don't receive the SMS?

Please ensure that there is no mobile network disruption in your area. Or else, you may call our Contact Centre at 1300-22-9777 for assistance.

6 Do I required to request for TAC if I want to change my password?

Yes. The procedure for creating a password and registering is unchanged. Both processes are still subject to TAC requests.

7 Will I be charged for the SMS when requesting the TAC number?

No. There will be no fees incurred for requesting a TAC number.

8 What if the OTP is not requested by me?

There's a possibility that someone else will attempt to access your CSSP account. Kindly contact our Call Center at 1300-22-9777 to report the issue.