

Over at branches FAQ

1. Can I walk in to any of your branches to pay for my premium?

Yes, and you can pay your premium via any of the following methods:

Cash

- Maximum of RM2,000 per customer.
- Accepted only from the policyholder or immediate family members (parents, spouse, or children).
- Payments exceeding RM2,000 or payments made by third parties will not be accepted.

Cheque

- Cheques should be crossed and made payable to "Allianz Life Insurance Malaysia Berhad".
- A maximum of 5 policies may be paid using a single cheque.
- Accepted only from the policyholder or immediate family members (parents, spouse, or children).
- Cheques from unrelated third parties will not be accepted.

Card

- Only Visa and Mastercard are accepted.
- Accepted only from the policyholder or immediate family members (parents, spouse, or children).
- Cards belonging to unrelated third parties will not be accepted.

Note: The Payor / Policy Owner must complete the **Payor Details / Declaration of Source of Payment** form for cash & cheque payments mentioned above. You may download the form [here](#).

2. Can my family members pay for my premium on my behalf?

Yes. Immediate family members (parents, spouse, or children) are allowed to make premium payments on your behalf at our branches.

3. How do I find your branch?

You can search for any of nearest branch using the Allianz Locator feature on our website [here](#) or via the Allianz A to Z mobile app.

4. What are your opening hours?

You may find the opening hours of each branch via the Allianz Locator feature on our website [here](#).

5. Will I receive a receipt?

Yes, you will receive an official receipt from Allianz Life as confirmation of payment.

6. What if I can't walk in to your branch to pay for my premium?

You can pay your premium conveniently via [MyAllianz Customer Portal](#).

7. Can I deposit cash/cheque at the self-service terminals or deposit machines?

Please note that Allianz Life does not accept cheque deposits at self-service terminal machines e.g. cash/cheque deposit machines at banks.