

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.

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.

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