



## MY MSIG Mobile App Frequently Asked Questions (FAQ)

- 1. Who can register to use the MY MSIG Mobile App?**
  - Policyholders who have an active Motor, Home, Travel or Medical insurance with MSIG can register an account on the MY MSIG Mobile App.
- 2. Where can I download the MY MSIG Mobile App?**
  - MY MSIG Mobile App is available to download through the Appstore (iOS), and Google Play (Android). This includes Huawei phones that have access to Google Play, and we will look into having the MY MSIG Mobile App available in the Huawei AppGallery in the future.
- 3. Is the MY MSIG Mobile App available for phone and tablets?**
  - The app is only available on smartphones and is not currently for tablets.
- 4. I am unable to register an account.**
  - If you have an active policy, please contact MSIG Customer Service at [myMSIG@my.msig-asia.com](mailto:myMSIG@my.msig-asia.com), or call our Customer Service Hotline at 1800-88-MSIG (6744).
- 5. I have renewed my policy, but the details have not been updated in the app.**
  - Please wait 2-3 business days for the app to update. If the information does not update, please do get in touch with our Customer Service team by e-mail or phone.
- 6. I did not receive an OTP verification code via SMS.**
  - It is important to ensure that your phone number is correctly reflected in your MSIG policy.
  - If it is correct, there is also a possibility that your telco is withholding the SMS, or that you had blocked the SMS service (a 5-digit number that sends automated SMS).
- 7. My account has been blocked for entering the wrong password. What should I do next?**
  - Please contact our Customer Service Hotline to unlock your account.
- 8. The screen that I'm viewing is empty or not loading.**
  - It may seem that a connection related issue has occurred. Please do try again later. If the issue persists, do reach out to our Customer Service via e-mail or phone.
- 9. Which insurance products can I view using the app?**

Insurance Category	Products
Home	1 Home Plus All-In-Home Fire Domestic 1 Fire Domestic 2 Fire Domestic 3

	Home SafeGuard Home Contents Houseowner/Householder Key Plan
Motor	Comprehensive Private Car Comprehensive Private Car with Driver's PA InfinitiCare Insurance MSIG Motor Plus NisCare Insurance PERODUA Total Protect Plus Private Car – Third Party Rencare Insurance  Motorcycle - Comprehensive Motorcycle – Third Party
Travel	TravelRight Plus – Single Trip TravelRight Plus – Annual
Medical	FlexiHealth Healthcare International

**10. Can I continue to use the old MSIG Motor Assist and MSIG Home Assist apps for my vehicle and home assistance needs?**

- We recommend upgrading to the new app as soon as possible as the old assist apps will be discontinued soon.

**11. Will there be any rewards for downloading the app?**

- At the date of the publishing of this FAQ, there is a campaign that ends on 31 December 2022. Policyholders who have registered an account will be rewarded with a RM20 Touch 'n Go eWallet Reload pin which will be given out at the end of the campaign.