



MALAYSIA • SINGAPORE • THAILAND • INDONESIA • HONG KONG

Ref : MXM/MEMO/26.04.2010/MRKT-006
Date : April 26, 2010
To : MXM Agents & Members / Service Centres / Branches
Re : **AGENCY INFORMATION SYSTEM**

You're Welcome to Start Exploring

As announced in the MXM Night of the Star, MXM is pleased to announce the launch of its new **Agency Information System (A.I.S)**. The new system under www.mxm.com.my has been redesigned to better meet the needs of MXM agents while providing them with more ways to connect with the company for information, support, and product advice.

So what do you need in order to start using this system? Follow the step by step instructions given below to register and activate your A.I.S account.

Registration Process via SMS

To send a SMS, access the **main menu** on your hand phone. In menu, select "**Messages**". Go to "**Create new message**" and hit select.

Step 1: Type "EMLM<SPACE> MXM<SPACE>AGENTCODE<SPACE> IC NUMBER" send to **32828**.

Example:

Agent Code: 001234

IC number: 751101103334,

Your SMS text should be in the following format:

EMLM MXM 001234 751101103334

Step 2: You will receive your login user name and password via SMS shortly.

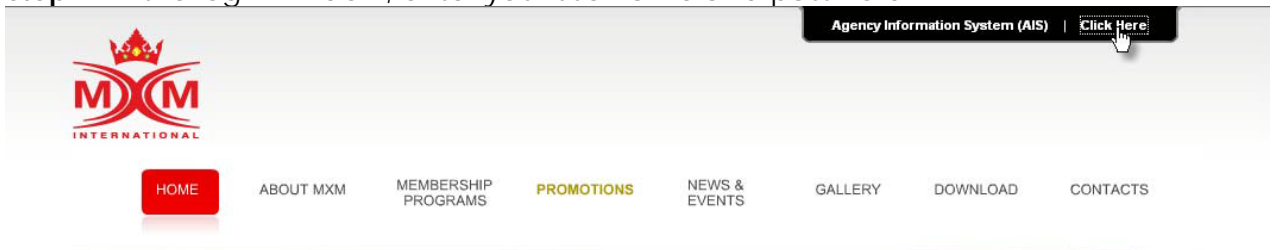
Step 3: Now, you can activate your account by logging in to our official MXM website: www.mxm.com.my.

Below is the user guide for the SMS Registration Process.



Activating Your A.I.S Account

Step 1: In the login window, enter your username and password



Step 2: Once login, change you default password in the Change Password Screen and enter your current email address for future news update.

The screenshot shows the 'Change Member Password/Pin (1 / 1)' form. It has fields for Current Password, New Password, Confirm password, and Email (test@mxm.com.my). A Save button is at the bottom.

Step 3: Account activated.

Having difficulties logging on?

If you are having difficulty registering for the website, please send an email to www.mxm.com.my/email.html with your agent information (name, contact number, agent code, and IC number) and we will assist you as soon as possible. Over the coming month, we will be adding more content and new features to our system. We're looking forward to use this new and dynamic system as a way to involve you more in what we're working on. Until then, keep logging to our system to know more about our system and as always, thank you for your support.

Lost/ Forgot Password?

Registered as an Individual Agent

Step 1: Photocopy your NRIC (front and back) in one A4 paper.

Step 2: On the same piece of paper, write down:

Attention: MXM IT Dept

Title : AIS Password Reset

Content : Agent Code & Contact No.

Step 3: Fax in @ **03-7721 2889**

Or

Step 1: Scan your NRIC (front and back).

Step 2: Send in via email to it@mxm.com.my

Title : AIS Password Reset

Content : Agent Code & Contact No.

Registered as Company Agent

Step 1: Photocopy Form 13 and Form 49

Step 2: On the same piece of paper, write down:

Attention: MXM IT Dept

Title : AIS Password Reset

Content : Agent Code & Contact No.

Step 3: Fax in @ **03-7721 2889**

Or

Step 1: Scan your Form 13 and Form 49

Step 2: Attached the scanned image and email to it@mxm.com.my

Title : AIS Password Reset

Content : Agent Code & Contact No.

Over the coming month, we will be adding more content and new features to our system. We're looking forward to use this new and dynamic system as a way to involve you more in what we're working on. Until then, keep logging to our system to know more about our system and as always, thank you for your support.

Important Note:

- 1) Agents can only ALLOW to use his/ her OWN mobile number to register the account.
- 2) All mobile number that has sent will automatically recorded into the system for future communication purpose.
- 3) Password reset requisition might take up to 24 hours and not available during weekend and public holidays.
- 4) Name and password cannot be revealed to other party.
- 5) RM 0.30 will be charged for each SMS transaction by SMS service provider.

MXM...Making Dreams Come True!

Marketing Department

General FAQ:

Q1: I am not a MXM Agent. Can I log in to Agency Information System?

A1: No. This system can only access by MXM Agent.

Q2: Will I be charged for every SMS transaction?

A2: Yes. Each SMS sent from your mobile phone will be charged 30cents by SMS service provider.

Q3: How can I know whether my account is valid or invalid?

A3: If your account is valid, you will then receive a SMS stated:

MXM: Your User ID: xxxxxxxxxx/ Temporary Password: xxxxxxxxxx. Please change your password upon 1st activation for security purpose.

But if your account is invalid, you will then receive a SMS stated:

A) MXM: Your info is invalid. Please retry or e-mail us @ www.mxm.com.my/email.html for assistance. OR

B) MXM: Your User ID has been activated. Please e-mail us @ www.mxm.com.my/email.html for assistance.

Q4: I have registered my account via SMS, but the system replied that my account is invalid. Why?

A4: In the scenario that an agent account is invalid, the system will automatically send a notification to inform you that your information is invalid or your User ID has been activated. This reason being could be your IC number or agent code does not match with the system **OR** maybe your A.I.S account has already been activated.

Q5: How do I start using the Agency Information System?

A5: In order to use the Agency Information System, you will have to register as a user via SMS. To register, here is what you need:

- Your own mobile number
- Your IC number
- Agent Code

Once you have keyed in your details, click submit to 32828. You will receive a SMS with your user name and password. Activate your account in our website and you may proceed to use the service accordingly.