

Dental  
Protection



# MALAYSIA SUBSCRIPTION RELIEF PORTAL – USER GUIDE

Content correct as at 09/07/2020



This step-by-step user guide is designed to help you successfully enter your bank information on our secure portal to enable us to make a subscription relief payment to you.

If your subscription is usually paid by a third party, you can enter their bank details for us to complete the payment.

Please note that the bank you nominate may take longer to process your payment due to Covid-19.

Web images used throughout this document are for illustrative purposes only.



## STEP 1

You will first need to use the relevant **Subscription Relief website** link:

<https://subscriptionrelief.dentalprotection.org/>

that can be accessed from our web page you are directed to in our subscription relief email communication.

## STEP 2

**Log in** Member Services  
0800 561 9000

**Login using your existing online account**

Username   
[Forgot your username?](#)

Password   
[Forgot your password?](#)

By clicking "log in" below you confirm that MPS can use your personal information or data in accordance with our [privacy statement](#).

**Log in**

To help keep your account secure, once you have signed in and completed your session, please ensure you click 'Log out' before closing your browser.

**Register for a new online account**

Membership number

Date of birth

Surname

By clicking "next" below you confirm that MPS can use your personal information or data in accordance with our [privacy statement](#).

**Next**

© 2020 The Medical Protection Society Limited.  
The Medical Protection Society Limited (MPS) is a company limited by guarantee registered in England with company number 36142 at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG.  
MPS is not an insurance company. All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. MPS® and Medical Protection® are registered trademarks.  
For information on our use of your personal data and your rights, please see our [Privacy Statement](#).

**This is your full Dental Protection membership number as it appears on your membership certificate. It must be entered in the following format: MLD/4437**

**This is your family/ last name held on our systems**

If you've already registered for an online account, enter your login credentials in the left hand panel. Don't worry if you've forgotten your password, you can easily reset it online. If not, use the right hand panel to register and set-up a username and password.



## STEP 3

### Subscription relief

To receive your subscription relief payment, please complete the details below. Once we have successfully received your details, the payment will be credited to your nominated bank account within 7 - 10 working days.

If you cannot supply your bank details using the form below, please follow [this link](#) to request support.

Banking country  
Malaysia

Bank

Bank account number

Name of bank account holder

Save

© 2020 The Medical Protection Society Limited.

The Medical Protection Society Limited (MPS) is a company limited by guarantee registered in England with company number 36142 at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG.

MPS is not an insurance company. All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. MPS® and Medical Protection® are registered trademarks.

For information on our use of your personal data and your rights, please see our Privacy Statement.

Once you have successfully logged in, you will be presented with this screen.



## STEP 4

### Subscription relief

To receive your subscription relief payment, please complete the details below. Once we have successfully received your details, the payment will be credited to your nominated bank account within 7 - 10 working days.

If you cannot supply your bank details using the form below, please follow [this link](#) to request support.

Banking country  
Malaysia

Bank

Bank account number

Name of bank account holder

Save

© 2020 The Medical Protection Society Limited.

The Medical Protection Society Limited (MPS) is a company limited by guarantee registered in England with company number 36142 at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG.

MPS is not an insurance company. All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. MPS® and Medical Protection® are registered trademarks.

For information on our use of your personal data and your rights, please see our Privacy Statement.

**Banking country** will be defaulted to Malaysia.



## STEP 5

### Subscription relief

To receive your subscription relief payment, please complete the details below. Once we have successfully received your details, the payment will be credited to your nominated bank account within 7 - 10 working days.

If you cannot supply your bank details using the form below, please follow [this link](#) to request support.

Banking country

Malaysia

Bank

AFFIN BANK  
AFFIN ISLAMIC BANK  
AGRO BANK  
AL RAJHI BANK  
ALLIANCE BANK  
ALLIANCE ISLAMIC BANK  
AMBANK  
AMBANK ISLAMIC BANK  
BANGKOK BANK  
BANK ISLAM  
BANK MUAMALAT  
BANK OF AMERICA MERRILL LYNCH  
BANK OF CHINA  
BANK RAKYAT  
BANK SIMPANAN NASIONAL (BSN)  
BNP PARIBAS  
CHINA CONSTRUCTION BANK (CCB)  
CIMB  
CIMB ISLAMIC

Protection Society Limited.

England with company number 36142 at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG.

in the Memorandum and Articles of Association. MPS® and Medical Protection® are registered trademarks.

For information on our use of your personal data and your rights, please see our [Privacy Statement](#).

The **Bank** field is a drop-down list of banks for you to select from. If the receiving bank is not listed, please tell us via the support page using **this link** at the top of this page.



## STEP 6

### Subscription relief

To receive your subscription relief payment, please complete the details below. Once we have successfully received your details, the payment will be credited to your nominated bank account within 7 - 10 working days.

If you cannot supply your bank details using the form below, please follow [this link](#) to request support.

Banking country  
Malaysia

Bank

Bank account number

Name of bank account holder

Save

© 2020 The Medical Protection Society Limited.

The Medical Protection Society Limited (MPS) is a company limited by guarantee registered in England with company number 36142 at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG.

MPS is not an insurance company. All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. MPS® and Medical Protection® are registered trademarks.

For information on our use of your personal data and your rights, please see our Privacy Statement.

**Bank account number** is a numeric field only and allows up to 34 digits to be entered. Please do not include any spaces here.



# STEP 7

## Subscription relief

To receive your subscription relief payment, please complete the details below. Once we have successfully received your details, the payment will be credited to your nominated bank account within 7 - 10 working days.

If you cannot supply your bank details using the form below, please follow [this link](#) to request support.

Banking country  
Malaysia

Bank

Bank account number

Name of bank account holder

Save

If you enter an incorrect value here, you will be presented with the following error.

Name of bank account holder

Mr C Raj@

You have entered an invalid character.  
Valid characters are: A-Z, 0-9 and / - : ( ) . , ' .  
Name must not start or end with: / - : ( ) . , ' .

© 2020 The Medical Protection Society Limited.

The Medical Protection Society Limited (MPS) is a company limited by guarantee registered in England with company number 36142 at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG.

MPS is not an insurance company. All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. MPS® and Medical Protection® are registered trademarks.

For information on our use of your personal data and your rights, please see our Privacy Statement.

The **Name of bank account holder** field is alpha numeric and will accept these special characters (but not at the beginning or end of the entry) / - : ( ) . , ' .



## STEP 8

### Subscription relief

To receive your subscription relief payment, please complete the details below. Once we have successfully received your details, the payment will be credited to your nominated bank account within 7 - 10 working days.

If you cannot supply your bank details using the form below, please follow [this link](#) to request support.

Banking country  
Malaysia

Bank

Bank account number

Name of bank account holder

**Save**

© 2020 The Medical Protection Society Limited.

The Medical Protection Society Limited (MPS) is a company limited by guarantee registered in England with company number 36142 at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG.

MPS is not an insurance company. All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. MPS® and Medical Protection® are registered trademarks.

For information on our use of your personal data and your rights, please see our Privacy Statement.

Once all fields have been completed correctly, click **Save**. You will then be presented with an acknowledgement message: **Thank you for providing your details** and your entry will be processed by our payments team.



## STEP 9

### Subscription relief

To receive your subscription relief payment, please complete the details below. Once we have successfully received your details, the payment will be credited to your nominated bank account within 7 - 10 working days.

If you cannot supply your bank details using the form below, please follow [this link](#) to request support.

Banking country  
Malaysia

Bank

Bank account number

Name of bank account holder

Save

© 2020 The Medical Protection Society Limited.

The Medical Protection Society Limited (MPS) is a company limited by guarantee registered in England with company number 36142 at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG.

MPS is not an insurance company. All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. MPS® and Medical Protection® are registered trademarks.

For information on our use of your personal data and your rights, please see our Privacy Statement.

In the unlikely event you cannot enter your information, click **this link** and you will be directed to a support page to tell us why.

## STEP 10

### Subscription relief

So we can assist you, please use the box below to explain why you were unable to input your bank details. Please be as specific as possible and include a contact number so we can get back to you during our office hours. **For security reasons, please do not include any bank account/payment details in this message.** We will provide a response as soon as possible, but please be aware that delays are likely due to COVID-19.

Message

[Send](#)

© 2020 The Medical Protection Society Limited.

The Medical Protection Society Limited (MPS) is a company limited by guarantee registered in England with company number 36142 at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG.  
MPS is not an insurance company. All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. MPS® and Medical Protection® are registered trademarks.  
For information on our use of your personal data and your rights, please see our Privacy Statement.

Please do not include any sensitive information here such as bank account number.

Once selected, you will see this screen. You can enter up to 1,000 characters into the text box to tell us why you have not been able to provide your bank details. Please include a telephone number so we can contact you during office hours.



# STEP 11

## Subscription relief

So we can assist you, please use the box below to explain why you were unable to input your bank details. Please be as specific as possible and include a contact number so we can get back to you during our office hours. **For security reasons, please do not include any bank account/payment details in this message.** We will provide a response as soon as possible, but please be aware that delays are likely due to COVID-19.

Message

[Send](#)

---

© 2020 The Medical Protection Society Limited.

The Medical Protection Society Limited (MPS) is a company limited by guarantee registered in England with company number 36142 at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG.

MPS is not an insurance company. All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. MPS® and Medical Protection® are registered trademarks.

For information on our use of your personal data and your rights, please see our [Privacy Statement](#).

Once you have sent a support request or successfully submitted your bank information, you will have the option to go to your Portal dashboard. From here you can exit securely by clicking **Logout** in the top right hand corner.

Dental  
Protection



Dental Protection Limited is registered in England (No. 2374160) and is a wholly owned subsidiary of The Medical Protection Society Limited (“MPS”) which is registered in England (No. [00036142](#)). Both companies use ‘Dental Protection’ as a trading name and have their registered office at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG. Dental Protection Limited serves and supports the dental members of MPS with access to the full range of benefits of membership, which are all discretionary, and set out in MPS’s Memorandum and Articles of Association. MPS is not an insurance company. Dental Protection® is a registered trademark of MPS.