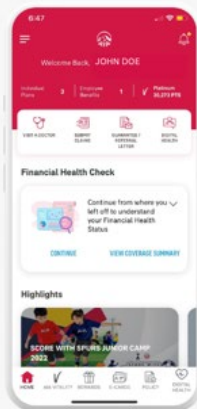


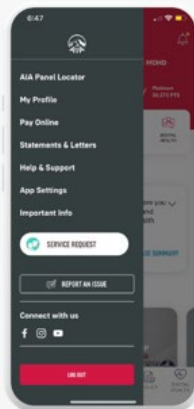
We are going app-solutely environmental-friendly! We are pleased to inform you that from February 2023 onwards, you will be able to check your Premium/Contribution Notices and other policy/certificate related letters and notices in the **AIA+ app and portal**. Hardcopy versions of Premium Notices and other policy / certificate related correspondences no longer be issued. *(Please refer to **Appendix A** for list of letters/notices that are available online)*

You will be notified via SMS or email once your letter or notice is available in **AIA+**.

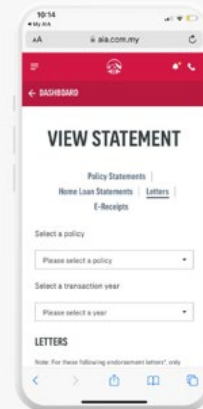
3-easy steps to view your notices & letters in AIA+ app



Login to AIA+ app & click on the "hamburger" menu on top left



Click on "Statements & Letters"




Under "VIEW STATEMENT", click on "Letter" & select policy and year to view/ download notices/ letters









If you have yet to register for AIA+, please click [Create](#) to enjoy better control of your health, wealth and protection needs – via your smartphone! Remember to download the **AIA+ app** from your app store.

If you have forgotten your AIA+ login password or user ID, you can click [Reset](#) to reset it.

Kindly ensure that you have updated your latest email address and mobile number so that you continue to receive notifications from us.

WHY YOU SHOULD USE YOUR AIA+ APP?



-  View your e-policy details and e-medical card (if applicable).
-  Locate the nearest AIA panel clinic or hospital.
-  Consult a doctor online and get medication delivered to you.
-  Update your personal details and address.
-  Update your payment method and make payment.
-  Enjoy exclusive offers, benefits and rewards from our range of partners.
-  Submit and view your e-claims.
Pro Tip: Claims submitted via the AIA+ app will be processed 5 days earlier than claims that are manually submitted.
-  Access exclusive benefits and rewards if you are an AIA Vitality member.

Should you have any questions or require assistance, please call our Careline at 1300-88-1899 (overseas customers: 603 2056 1111). You can also message us via the [Contact Us](#) section on our corporate website.

We are always happy to support you on your journey towards a healthier, longer and better life.

Appendix A - List of letters/notices that are available online

Letter Type	Effective Date
Premium Notice	8 March 2023
Contribution Notice	8 March 2023
Premium Notice (Final Reminder)	17 April 2023
Contribution Notice (Final Reminder)	17 April 2023
Premium Holiday Notice	17 April 2023
Contribution Holiday Notice	17 April 2023
Continuous Charges Deduction Notice	17 April 2023
Automatic Premium Loan Notice	17 April 2023
Automatic Contribution Scheme Notice	17 April 2023
Policy/Certificate Pre-Lapse Notice	29 May 2023
Policy/Certificate Lapse Notice	29 May 2023
Insufficient Account Value	29 May 2023
Benefit Payout Letter	26 June 2023
Fund Activity Statement	26 June 2023
Auto Debit Enrolment	24 July 2023
Auto Debit Rejection / Unsuccessful Deduction	24 July 2023
Policy Change: Change of Address	24 July 2023