



HEALTHIER, LONGER,
BETTER LIVES

MY AIA Portal User Guide

Updated in January 2022

The content of this User Guide will be updated from time to time.

AIA confidential and proprietary information. Not for distribution.



Section

- 1 **Main Dashboard**
- 2 **Inbox Message**
- 3 **Employee Benefit & Utilisation**
- 4 **Individual Policy Details**
- 5 **Submit Individual Claims**
- 6 **Vitality**
- 7 **Financial Health Check**





HEALTHIER, LONGER,
BETTER LIVES



Main Dashboard

- Entry point
- Pre & Post Login Mega Menu
- New interface of Main Dashboard

Entry Point Main Dashboard

MY AIA

Manage your AIA plans, employee benefits, stay healthy with AIA Vitality, and access healthcare services.



CUSTOMER PORTAL

Manage your AIA plans, employee benefits, stay healthy with AIA Vitality, and access healthcare services.

[REGISTER ▶](#)

[LOGIN ▶](#)

Register if you are new to the My AIA portal / Login if you are an existing My AIA User



CORPORATE PORTAL

For HR personnel and Intermediaries to manage the company's employee benefits portfolio effectively.

[LOGIN ▶](#)



Main Dashboard – Post Login Mega Menu

The screenshot shows the AIA post-login mega menu. The navigation bar at the top includes the AIA logo, 'OUR PRODUCTS', 'WHAT MATTERS', 'ABOUT AIA', 'HELP & SUPPORT', and 'MY AIA'. The mega menu is open, displaying several options. A blue oval highlights the 'MAIN DASHBOARD' button, with a dashed arrow pointing to the text 'Click to go to the dashboard'. A red box highlights the 'MY REWARDS' option, with a dashed arrow pointing to the text 'NEW Quick links for AIA Vitality & My Rewards'. Another red box highlights the 'AIA VITALITY' option, with a dashed arrow pointing to the same text. The mega menu also includes 'WELCOME MEDICONNECT TESTING EMPLOYEE ONE', 'LOG OUT', 'PAY ONLINE', 'MY PLANS & CLAIMS', 'MY PROFILE', 'STATEMENTS & LETTERS', 'DIRECTORIES & GUIDES', and 'ABOUT MY AIA CUSTOMER APP'.

WELCOME MEDICONNECT TESTING EMPLOYEE ONE
Access your policy information and perform your service transactions here.

MAIN DASHBOARD

LOG OUT ▶

PAY ONLINE
Make one-off premium/contribution payments.

MY PLANS & CLAIMS
Access your policy and claim information.

AIA VITALITY
Check your AIA Vitality Points and Status, learn how to earn more points, view our partner's benefits, and more.

MY REWARDS
Claim and learn more about AIA Vitality and other rewards offered especially for you.

MY PROFILE ▶
STATEMENTS & LETTERS ▶
DIRECTORIES & GUIDES ▶
ABOUT MY AIA CUSTOMER APP ▶

NEW Quick links for AIA Vitality & My Rewards



Main Dashboard – Post Login

MY AIA

1 Test Announcement: Sprint 11 [VIEW DETAILS](#)

Welcome back, Mediconnect Testing Employee One

PAY ONLINE AIA VITALITY REWARDS MY PLANS & CLAIMS

Last Login: 03 Dec 2020 10:04

SUBMIT CLAIMS
GUARANTEE / REFERRAL LETTER
TRANSACTION HISTORY

N/A Individual Plans | 2 Employee Benefits | SILVER 12,000 PTS

FINANCIAL HEALTH CHECK

YOUR COVERAGE | PEOPLE-LIKE YOU AT AIA

Life RM 3,445
Medical RM 34,555
Accident RM 345,555
Critical Illness RM 345,555
Savings RM 3,455

Looks like your Life and Critical Illness coverage may need some attention.
[REVIEW YOUR COVERAGE](#) [VIEW COVERAGE SUMMARY](#)

Last Updated: 30 Oct 2020

HIGHLIGHTS

- Win A Nintendo Switch: Stand to win Nintendo Switch with purchase of personal accident insurance. [JOIN NOW](#)
- Get Active with AIA Music Run 2019: Choose to party in your active wear at the Main Stage or chill out and soak up the Festival Vibes. [JOIN NOW](#)
- Insurance Gap Assessment: Take a quick test to find out if you have enough insurance coverage. [DISCOVER YOUR INSURANCE GAP](#)

Announcement section, Tap “VIEW DETAILS” to view the announcement details

Quick links to different module page

View your policy number (in forced policies only) and Vitality point status

Financial Health Check Result Summary

This section highlights the latest news, customer campaigns, articles etc

ANNOUNCEMENT

For testing purpose only

AIA VITALITY REWARDS MY PLANS & CLAIMS

SUBMIT CLAIMS



HEALTHIER, LONGER,
BETTER LIVES

2

Inbox Message

- Entry point
- Steps to view inbox messages

Entry Point Inbox Messages

The screenshot displays the AIA mobile app interface. At the top, a dark red navigation bar contains the AIA logo and menu items: OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. A bell icon in the top right corner is circled in blue, with a dashed arrow pointing to it from the text 'Tap on the bell icon to view inbox'. Below the navigation bar, a white banner displays 'Welcome back, Chee Wui Keng'. A secondary navigation bar includes 'PAY ONLINE', 'AIA VITALITY', 'REWARDS', and 'MY PLANS & CLAIMS'. A 'Last Login: 12 Nov 2020 11:22' timestamp is visible. The main content area features three cards: '9 Individual Plans', 'N/A Employee Benefits', and 'JOIN AIA VITALITY'. To the right, a vertical list of options includes 'SUBMIT CLAIMS', 'GUARANTEE / REFERRAL LETTER', and 'TRANSACTION HISTORY'. The 'FINANCIAL HEALTH CHECK' section is prominent, featuring a 'YOUR COVERAGE' bar chart comparing the user's coverage to 'PEOPLE-LIKE-YOU AT AIA'. The chart shows: Life RM 600,000, Medical RM 0, Accident RM 50,000, and Critical Illness RM 0. Each bar has a corresponding sad face icon. Below the chart, there are 'CONTINUE' and 'VIEW COVERAGE SUMMARY' buttons.

Tap on the bell icon to view inbox



View Inbox Messages

The screenshot displays the AIA user dashboard. At the top, a dark red navigation bar contains the AIA logo on the left and menu items: OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. On the right side of this bar, there is a notification bell icon with a red circle containing the number '8', a search icon, and a phone icon. Below the navigation bar, a white banner displays 'Welcome back, Chee Wui Keng'. Underneath, a row of service tiles includes 'PAY ONLINE', 'AIA VITALITY', 'REWARDS', and 'MY PLANS & CLA'. A 'Last Login: 12 Nov 2020 11:22' timestamp is visible. A central white box shows '9 Individual Plans', 'N/A Employee Benefits', and a 'JOIN AIA VITALITY' button. To the right, a vertical menu lists categories: GENERAL, MY POLICY UPDATES, MY CLAIMS & BILLS, MY PAYMENT, MY STATEMENTS & LETTERS, and AIA VITALITY. A blue circle highlights the '8' in the notification bell icon, with a blue arrow pointing to the text 'Message counter' on the right.

Message counter
The counter indicates how many unread messages you have in each message category



View Inbox Messages



1-5 of 12 < 1 Of 3 >

New Message Indicator This indicates new/unread messages you have in each message category



You've completed the Financial Health Check!

Great! Understanding your protection needs is the first step to ensuring you are adequately covered. For more details, we recommend that you review your results with your Life Planner and retake th...



Click to view message details

Take an assessment

Complete your Financial Health Check today and find out how much coverage you need.



You've completed the Financial Health Check!

Great! Understanding your protection needs is the first step to ensuring you are adequately covered. For more details, we recommend that you review your results with your Life Planner and retake th...



View Message Details

× CLOSE

REMOVE

06 Nov 2020 | 02:48PM

You've completed the Financial Health Check!



Great! Understanding your protection needs is the first step to ensuring you are adequately covered. For more details, we recommend that you review your results with your Life Planner and retake the Financial Health Check assessment whenever you achieve another milestone in life to ensure your protection needs are met. Due to overwhelming response, our 10,000 vouchers have been fully redeemed. But we still have something special for you! Every 5th customer who completes the assessment will be rewarded with a RM10 TnG e-Wallet credit. We are now validating your eligibility for the reward. Once it is confirmed, you will be notified within 5 days via a MyAIA App Notification.

VIEW MESSAGES DETAILS – FOR APP ONLY PAGES

← DASHBOARD

ALL YOUR WELL BEING NEEDS, ALL IN ONE APP

Life Lagi Better with the new My AIA app. Download the new My AIA app to manage all your well being needs with a touch of a button.



Prompt to download My AIA App to access App Only Module

Example: AIA Vitality Rewards, E-Cards Listing page etc. (Refer slide.10 for details)





HEALTHIER, LONGER,
BETTER LIVES

3

Customer Portal: Employee Benefits

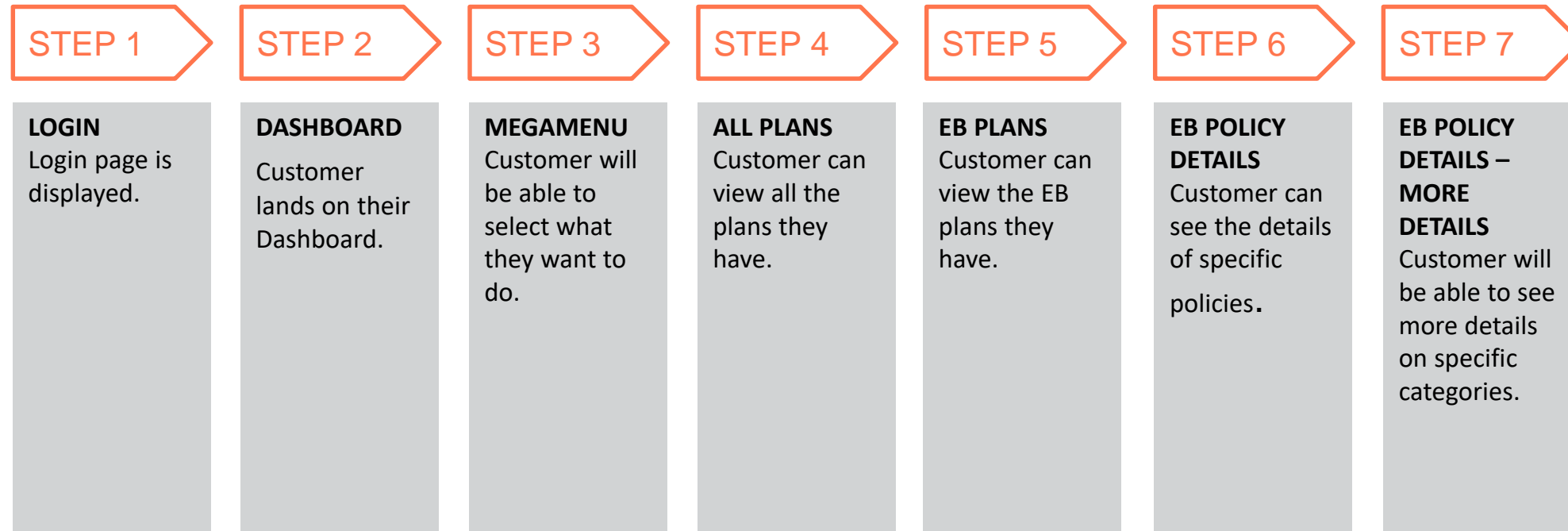
- Steps to view policy details

Introduction

For customers' convenience, they can choose to view the details of their Employee Benefits online by following the simple steps as explained below.




Page Flow



Step 1: Login



 **CUSTOMER PORTAL**
Manage your AIA plans, employee benefits, stay healthy with AIA Vitality, and access healthcare services.

[REGISTER](#) ▶
[LOGIN](#) ▶

WELCOME TO MY AIA

User ID
 → **Enter User ID**

Password
 → **Enter password**

[Forgot User ID/Password?](#)

LOGIN → **Click Login**

New user? [Register here](#)



Step 2: View Dashboard



OUR PRODUCTS **WHAT MATTERS** **ABOUT AIA** **HELP & SUPPORT** **MY AIA**

ATTENTION: Mandatory App Update By 15 Feb 2021 [VIEW DETAILS](#)

Welcome back, Myaia Testing One

PAY ONLINE **AIA VITALITY** **REWARDS** **MY PLANS & CLAIMS**

Last Login: 25 Jan 2021 06:05

3 Individual Plans **1** Employee Benefits **GOLD 5460 PTS**

SUBMIT CLAIMS
GUARANTEE / REFERRAL LETTER
TRANSACTION HISTORY

FINANCIAL HEALTH CHECK

Click My Plans & Claims



Step 3: View Mega Menu



WELCOME MYAIA TESTING ONE

Access your policy information and perform your service transactions here.

[MAIN DASHBOARD](#)

[LOG OUT](#)



PAY ONLINE
Make one-off premium/contribution payments.



MY PLANS & CLAIMS
Access your policy and claim information.



AIA VITALITY
Check your AIA Vitality Points and Status, learn how to earn more points, view our partner's benefits, and more.



MY REWARDS
Claim and learn more about AIA Vitality and other rewards offered especially for you.

Click My Plans & Claims

- MY PROFILE** ▶
- STATEMENTS & LETTERS** ▶
- DIRECTORIES & GUIDES** ▶
- ABOUT MY AIA CUSTOMER APP** ▶

FINANCIAL HEALTH CHECK

FINANCIAL HEALTH COVERAGE



Step 4: View All Plans



OUR PRODUCTS AIA VITALITY WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

← DASHBOARD

MY PLANS & CLAIMS

INDIVIDUAL PLANS (0) **EMPLOYEE BENEFITS (2)** → Select Employee Benefits

SUBMIT CLAIMS CLAIMS HISTORY STATEMENTS & LETTERS

VIEW ALL → Select View All

EMPLOYEE BENEFITS POLICY >
EBP
Policy No.: 20004268

PREFERRED CARE POLICY >
PCP
Policy No.: 30002496



Step 5: View EB Plans



OUR PRODUCTS **AIA VITALITY** **WHAT MATTERS** **ABOUT AIA** **HELP & SUPPORT** **MY AIA**

🔔 🔍 📞

✕ CLOSE

VIEW ALL POLICIES



EMPLOYEE BENEFITS POLICY >

EBP

Policy No.: 20004268
Policy Owner: MYAIA TESTING ONE
Company Name: MYAIA-PUSH NOTIFICATIONS TESTING
Staff/Employee No.: N/A
Company Effective Date: 01 Jan 2021



PREFERRED CARE POLICY >

PCP


Policy No.: 30002496
Policy Owner: MYAIA TESTING ONE
Company Name: MYAIA-PUSH NOTIFICATIONS TESTING
Staff/Employee No.: N/A
Company Effective Date: 01 Jan 2021

➔ **Select the Policy to view**



Step 6: View EB Policy Details



 **PREFERRED CARE POLICY**
PCP

Person Covered MYAIA TESTING ONE	Policy No. 30002496	Staff/Employee No. N/A
	Policy Effective Date 01 Jan 2021	Company Name MYAIA-PUSH NOTIFICATIONS TESTING

WHO IS COVERED IN MY POLICY

EMPLOYEE DETAILS

MYAIA TESTING ONE EMPLOYEE	Identification No. 760813101122	Date of Birth 13 AUG 1976	VIEW DETAILS >
--------------------------------------	------------------------------------	------------------------------	-----------------------------------

Select View Details



Step 7: View EB Policy Details ~ More Details



MYAIA TESTING ONE

EMPLOYEE



Select Benefit to View Details

Individual Limit For
RM 800 /YEAR

Total Amount Used
RM 0.00 USED
[VIEW DETAILS >](#)

Applicable To
EMPLOYEE

BENEFIT DETAILS

All the benefit covered for Dental Benefit, subject to the balance of your Coverage Amount.

Additional Tooth Extracted

Covered as per policy terms and conditions.

Complex Treatment

Covered as per policy terms and conditions.

Crown/ Cap

Covered as per policy terms and conditions.

Dental Consultation





HEALTHIER, LONGER,
BETTER LIVES

5

Individual Policy Details

- Steps for Registration
- Steps For First Time Login
- Main Dashboard
- View Policy Details
- Auto Debit
- Online Payment
- Change Payment Cycle
- Change Contact Details

Steps For Registration

Welcome to MY AIA

WELCOME TO MY AIA

User ID
Enter your user ID

Password
Key in your password

[Forgot User ID/Password?](#)

LOGIN

New user? [Register here](#)

[LEARN HOW TO REGISTER](#)

Click here on this hyperlink register

Note

All policy roles (Owner, Insured, Covered Member, Payor) can register as MY AIA user. However, some information / pages are accessible based on policy role(s) of the policy.



Steps For Registration


Step 1. Register for MY AIA



Hi There!


REGISTER FOR MY AIA

Registration is open to AIA Malaysia customers. Enter your information below.

 How to register

Policy / Certificate / Account / Membership number

Policy / Certificate / Account / Membership number

 Need help filling in your Policy/ Certificate/ Account/ Membership Number? Click [here](#).

Identification No. 

<input checked="" type="checkbox"/>	NRIC	COMPANY REG NO.	OTHER
-------------------------------------	------	-----------------	-------

e.g. 880506013366

NEXT

Already have an account? [Login here](#)

Key in Policy / Certificate / Account / Membership Number

Key in NRIC / Company Reg No / Other – based on policy roles



Steps For Registration

Step 2. Create your My AIA profile

The screenshot shows the AIA website's registration process. At the top, a red navigation bar contains the AIA logo and menu items: OUR PRODUCTS, AIA VITALITY, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. Below the navigation bar, a progress indicator shows four steps, with the second step (2) highlighted in blue. The main content area is titled "Next Up! CREATE YOUR USER ID" and includes the instruction "Use this login information to access My AIA in the future." The registration form is displayed in a white box with a light gray border. It contains the following fields and sections:

- Register as:** Individual
- Policy/Certificate/Account/ Membership Number:** PA000120
- NRIC no:** 950615025992
- User ID:** A text input field with the placeholder "Enter user ID".
- Password:** A text input field with the placeholder "Enter password" and a "Show Password" checkbox. Below the field, a list of password requirements is provided:
 - Have at least 9 characters with no space
 - Contain uppercase letters (A-Z), lowercase letters (a-z), numbers (0-9) and special characters (eg. -; / : ; @ # % ^ _)
 - NOT contain common character sequence (eg. Abc/123)
 - NOT contain repeating characters (eg. aaa/111)
 - NOT contain your User ID
- E-mail address:** A text input field with the placeholder "Enter email".
- Agreements:** Two checkboxes with links:
 - I have read and agree to AIA's [Terms of Use](#).
 - I agree to the [marketing consent statement](#).
- Navigation:** Two buttons at the bottom: "PREVIOUS" (dark blue) and "NEXT" (pink).

Create your Online Profile and click Next.



Steps For Registration

Step 3. Mobile Number Verification



Almost There...

WE JUST NEED TO MAKE SURE IT'S YOU!

We've sent a 6-digit OTP to your mobile number.

+6010XXXX689

If this is not your number, please check [here](#) to

Please enter the OTP to proceed.

Enter OTP

OTP has expired or did not receive one?

[Resend OTP](#) in 00:00

PREVIOUS

NEXT

If the registered mobile number is incorrect, Click on the [here](#) hyperlink to edit your mobile number. (Step 3A)

Verify if the registered mobile number is correct for you to receive the 6-digit verification code.

Then, key in OTP.



Steps For Registration

Step 3A. Mobile Number Verification

MOBILE NUMBER VERIFICATION

Please answer the following questions to proceed with your mobile number registration.

Verification question 1

What is your payment frequency? i.e. monthly, quarterly, semi annually, annually or one time

MONTHLY QUARTERLY ONE TIME SEMI ANNUALLY ANNUALLY

Verification question 2

Please provide policy owner's identification number for verification.

Enter answer

PREVIOUS

NEXT

Answer the 2 verification questions correctly:

1. The payment frequency of the policy used for this registration

Key in

2. Owner identification number that is required for verification



Steps For Registration


Step 3A. Add Your Mobile Number

ADD YOUR MOBILE NUMBER

Please key in your mobile number.

Mobile Number

Select your country code and key in your mobile number using this format:
eg. 122799456.

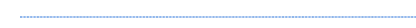
 You are required to declare your tax residency status after adding your mobile number.

PREVIOUS

NEXT



Select your country code



Key in your mobile number based on policy roles



Steps For Registration

Step 3A. CRS & FATCA Declaration



DECLARATION

1 2 3 4

ARE YOU A U.S. CITIZEN?

The data collected may be transmitted by AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad to Inland Revenue Department tax authority of other jurisdiction(s). You should report all changes in your tax residency status to AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad. If you have any questions about this form or your tax residency status, please speak to your tax advisor or refer to <https://www.aia.com/>

NO YES

Complete the FATCA & CRS declaration to proceed (for owner role only)
Other roles do not need to go through FATCA & CRS declaration



DECLARATION

1 2 3 4

DO YOU HAVE TAX RESIDENCY IN ANY COUNTRY / COUNTRIES OTHER THAN MALAYSIA OR U.S.?

The data collected may be transmitted by AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad to Inland Revenue Department tax authority of other jurisdiction(s). You should report all changes in your tax residency status to AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad. If you have any questions about this form or your tax residency status, please speak to your tax advisor or refer to <https://www.aia.com/>

NO YES



Steps For Registration

Step 3 Verify Identity



Almost There...

WE JUST NEED TO MAKE SURE IT'S YOU!

We've sent a 6-digit OTP to your mobile number.

+6010XXXX689

If this is not your number, please check [here](#) to change.

Please enter the OTP to proceed.

Enter OTP

OTP has expired or did not receive one?

[Resend OTP](#) in 00:00

PREVIOUS

NEXT

Confirming information.

Verify if the registered mobile number is correct for you to receive the 6-digit verification code. Key in OTP and click Next. Note: The OTP will be sent to your new mobile number and a notification will be sent to your old mobile number.

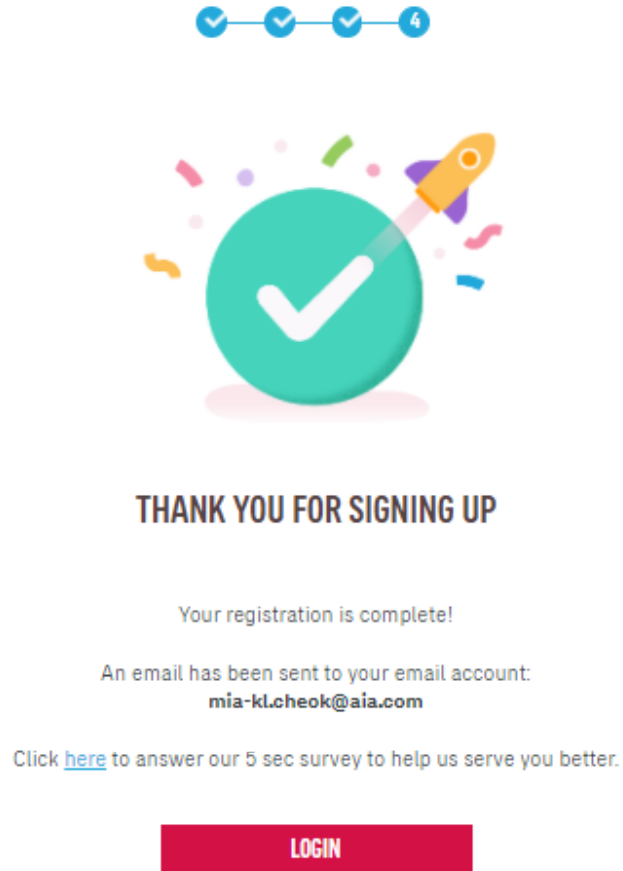
For owner role only, the contact details will be updated on their respective individual policies + MY AIA profile.

Other than owner role, the contact details will be updated on the MY AIA profile only



Steps For Registration

Step 4. Confirmation Page



Registration is successful. You can now log in to your account.

You will receive an email on your successful registration.

Steps For First Time Login

Step 1. Login Page

OUR PRODUCTS AIA VITALITY WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

WELCOME TO MY AIA

User ID
Bel_27-27

Password

[Forgot User ID/Password?](#)

LOGIN

New user? [Register here](#)

LEARN HOW TO REGISTER

Enter user id & password, click Login

Note

All policy roles (Owner, Insured, Covered Member, Payor) can register as MY AIA user. However, some information/pages are accessible based on policy role(s) of the policy.



Steps For First Time Login

Step 2. Verify Details

YOUR CONTACT DETAILS

To help us serve you better, kindly verify your contact details below.

Name

Email

Mobile Number

[EDIT MY CONTACT DETAILS](#)

Kindly note that your email and mobile number will be updated and applied to individual life policies where you are the policy owner.

I have read and agree to My AIA's [Terms of Use](#).

[NEXT](#)

Verify Contact Details

Click here to add/edit if contact details are incorrect and proceed to Step 3

If contact details correct, click Next to complete this & progress to the main dashboard



Steps For First Time Login

Step 3. Edit Details



EDIT YOUR CONTACT DETAILS

Name

Email

Mobile Number

Select your country code and key in your mobile number using this format: eg. 122799456.

Malaysia 60

i Kindly note that your email and mobile number will be updated and applied to individual life policies where you are the policy owner.

CANCEL **NEXT**

Enter email & mobile number, then click Next.



Steps For First Time Login

Step 4. CRS & FATCA Declaration



DECLARATION

1 2 3 4

ARE YOU A U.S. CITIZEN?

The data collected may be transmitted by AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad to Inland Revenue Department tax authority of other jurisdiction(s). You should report all changes in your tax residency status to AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad. If you have any questions about this form or your tax residency status, please speak to your tax advisor or refer to <https://www.aia.com/>

NO YES

Complete the FATCA & CRS declaration to proceed (for owner role only)
Other roles need not go through FATCA & CRS declaration



DECLARATION

1 2 3 4

DO YOU HAVE TAX RESIDENCY IN ANY COUNTRY / COUNTRIES OTHER THAN MALAYSIA OR U.S.?

The data collected may be transmitted by AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad to Inland Revenue Department tax authority of other jurisdiction(s). You should report all changes in your tax residency status to AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad. If you have any questions about this form or your tax residency status, please speak to your tax advisor or refer to <https://www.aia.com/>

NO YES



Steps For First Time Login

Step 4. Verify Identity

VERIFICATION

You are required to enter the 6-digit verification code sent to your registered mobile number.

+6014XXXX782

If this is not your number, please click [here](#) to change.

***** **VERIFY**

02:52 mins
You can re-send the code after 3 minutes.

I agree to My AIA's [terms of use](#) and [privacy statement](#).

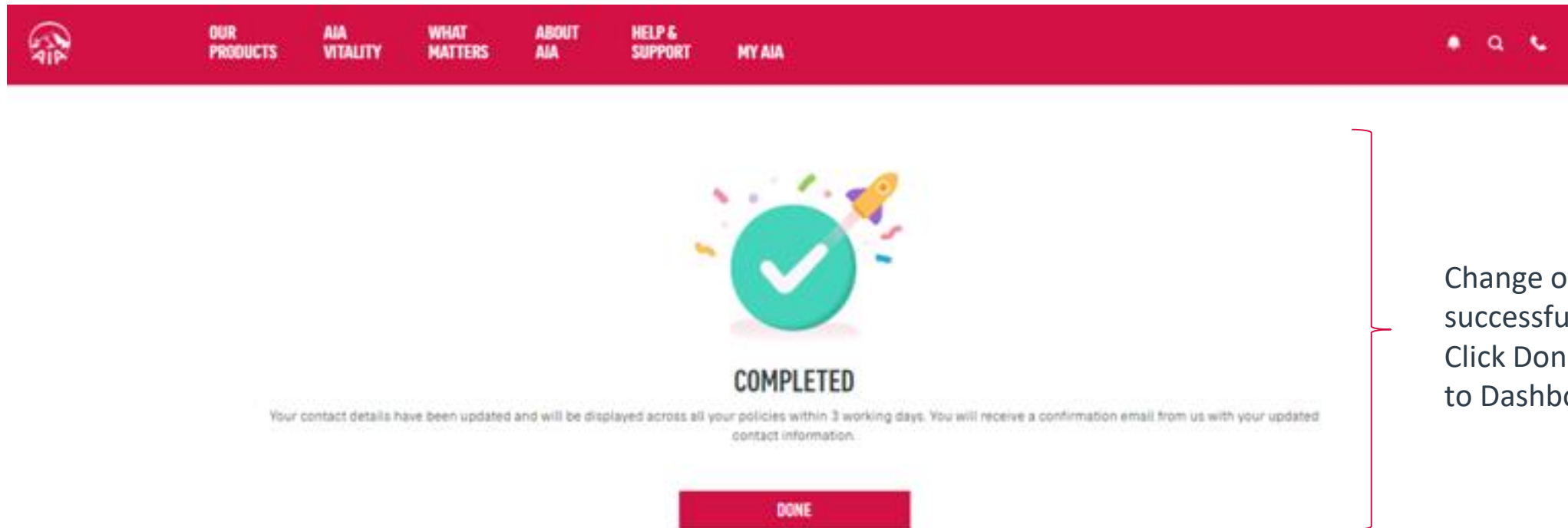
NEXT

Type in OTP, click verify and Next.
Note: The OTP will be sent to your new mobile number and a notification will be sent to your old mobile number.



Steps For First Time Login

Step 5. Confirmation Page



Change of contact details successful.
Click Done and proceed to Dashboard.

Note:

- 1) For owner role only, the contact details will be updated into their respective individual policies besides MY AIA profile
- 2) Other than owner role, the contact details will only be updated into MY AIA profile



Main Dashboard

The screenshot displays the AIA Main Dashboard with the following components:

- Header:** AIA logo and a notification banner: "ATTENTION: Mandatory App Update By 15 Feb 2021" with a "VIEW DETAILS" link.
- Welcome:** "Welcome back, [User Name]"
- Navigation:** Four main menu items: PAY ONLINE, AIA VITALITY, REWARDS, and MY PLANS & CLAIMS.
- User Info:** "Last Login: 21 Jan 2021 04:58"
- Summary Cards:**
 - 30 Individual Plans
 - N/A Employee Benefits
 - JOIN AIA VITALITY
- Actions:** SUBMIT CLAIMS, GUARANTEE / REFERRAL LETTER, and TRANSACTION HISTORY.
- FINANCIAL HEALTH CHECK:**
 - YOUR COVERAGE vs. PEOPLE-LIKE-YOU AT AIA comparison.
 - Life RM 14,670,000
 - Medical RM 200,000
 - Accident RM 0
 - Critical Illness RM 10,290,000
 - Savings RM 5,000
 - Message: "Looks like your Accident and Medical coverage may need some attention."
 - Buttons: REVIEW YOUR COVERAGE, VIEW COVERAGE SUMMARY
 - Last Updated: 05 Jan 2021
- HIGHLIGHTS:** A carousel of three promotional cards:
 - DEBIT CARD EXPIRING IN 2021: "Please review and update your new debit card number for future billing purposes."
 - Savings & Investment: "SAVIN INVEST"
 - YAY WITH AIA: "POSITIVE LIFESTYLE CHANGES FOR POSITIVE RETURNS"

All the policy roles (Owner, Insured, Covered Member, Payor) can view all the info in the main dashboard



Main Dashboard - View Policy Count

The screenshot displays the AIA Main Dashboard. At the top, there is a navigation bar with the AIA logo and menu items: OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. A welcome message reads "Welcome back, [redacted]". Below this is a row of quick-action buttons: PAY ONLINE, AIA VITALITY, REWARDS, and MY PLANS & CLAIMS. A "Last Login: 12 Nov 2020 11:22" timestamp is visible. The main content area features a summary card with three sections: "9 Individual Plans" (circled in blue), "N/A Employee Benefits", and "JOIN AIA VITALITY". To the right of this card is a vertical menu with options: SUBMIT CLAIMS, GUARANTEE / REFERRAL LETTER, and TRANSACTION HISTORY. A blue dashed arrow points from the "9 Individual Plans" card to the explanatory text on the right. Below the summary card is a "FINANCIAL HEALTH CHECK" section. It includes a "YOUR COVERAGE" table comparing the user's coverage to "PEOPLE-LIKE-YOU AT AIA". The table shows Life coverage at RM 600,000, Medical at RM 0, Accident at RM 50,000, and Critical Illness at RM 0. The user's coverage is represented by green bars, while the comparison group's coverage is indicated by red sad face icons.

YOUR COVERAGE	PEOPLE-LIKE-YOU AT AIA
Life RM 600,000	☹️
Medical RM 0	☹️
Accident RM 50,000	☹️
Critical Illness RM 0	☹️

All the policy roles able to view their in-force individual policy count & click to view policy summary cards



My Plans & Claims

Note:

Access to the Individual policy modules is based on your policy role

Only owner role has full access to all the modules

Other than owner role has limited access to the individual policy modules

← DASHBOARD

AIA

MY PLANS & CLAIMS

INDIVIDUAL PLANS (3) | EMPLOYEE BENEFITS (0)

PAY ONLINE | SUBMIT CLAIM | CLAIMS HISTORY | STATEMENTS & LETTERS

VIEW ALL

A-Life Signature Beyond
Life Protection
POLICY OWNER | INSURED
PAYOR | CORRESPONDENCE
Policy No.:
Status: In force Premium Paying
Premium Due Date: 09 Mar 2020
Premium Due Amount: RM 1,384.17
Coverage Amount: RM 500,000.00
Insured:

A-Life Med Regular
Medical Protection
POLICY OWNER | INSURED
COVERED MEMBER | PAYOR
CORRESPONDENCE
Policy No.:
Status: In force Premium Paying
Premium Due Date: 10 Feb 2020
Premium Due Amount: RM 321.03
Medical Limit/Year: RM 500,000.00
Insured:
Covered Member:

A-LifeLink
Life Protection
POLICY OWNER | INSURED
COVERED MEMBER | PAYOR
CORRESPONDENCE
Policy No.:
Status: Lapsed
Premium Due Date: 20 Feb 2015
Premium Due Amount: RM 1,800.00
Coverage Amount: RM 200,000.00
Insured:
Covered Member:

Kindly note the total number indicated next to your individual plans is the total number of your in-forced policies only. Do also note that the policy info and pages within this portal/app that can be accessed by you is based on your policy role for that particular policy. Only policy owners will have full access to the policy info & the relevant pages while the payor, insured and covered member will have limited access.

Only owner role can click “Pay Online”, and make a payment



Only owner role can click “Statements & Letters”, to view statements & letters

Policy role is displayed in policy card

Only owner and insured roles can click the policy card and view policy details



My Plans & Claims – View “Good To Know”

 **GOOD TO KNOW - YOUR POLICY ROLE EXPLAINED** 

Policy Owner
The person effecting / who has ownership rights in this Policy/Certificate.

Contingent Owner
The person named in the application form or appointed by the Policy Owner who will become the Policy Owner if the Policy Owner dies before the Insured.

Payor
A person or entity that pays the necessary premium to keep the policy in force.

Insured
The person whose life is being covered against the risk under the policy.

Covered Member
A person who is eligible for medical benefits covered under a health plan.

Correspondence
Address in our records for AIA to send or deliver correspondences to you.

Nominee
A person who receives the benefit in case of death of the insured.

Authorised Person
Person assigned by the policy owner to act on behalf.

Beneficial Owner
Individual(s) who ultimately owns or controls a customer and/or the individual on whose behalf a transaction is being conducted. It also includes those individuals who exercise ultimate effective control over a legal entity or legal arrangement).

Note:

All policy roles (Owner, Insured, Covered Member, Payor) can view “Good To Know”



VIEW “View all Policies”

AIA

VIEW ALL POLICIES

FILTER BY
Policy Status
ALL

ADVANCED FILTER
Insured Name
ALL

CLEAR ALL

All the policy roles can filter the policy based on the policy status (Inforced, Lapsed, other status)

All the policy roles can filter the policy based on the insured name

INFORCED

 Policy No: 5116273A03 Status: In force Premium Paying Premium Due Date: 2018-01-11 Premium Due Amount: RM 17,221.60 Coverage Amount: RM 950,000.00 Insured: Zaheera Binti Zaharuddin	 Policy No: 7013601A09 Status: In force Premium Paying Premium Due Date: 2020-03-04 Premium Due Amount: RM 10,278.50 Coverage Amount: RM 500,000.00 Insured: New	 Policy No: 7025419A05 Status: In force Premium Paying Premium Due Date: 2020-07-05 Premium Due Amount: RM 24,042.53 Coverage Amount: RM 500,000.00 Insured: Yinglamanual
 Policy No: 7025854A06 Status: In force Premium Paying Premium Due Date: 2019-08-01 Premium Due Amount: RM 8,371.80 Coverage Amount: RM 500,000.00 Insured: Miracle Wan	 Policy No: 7025970A05 Status: In force Premium Paying Premium Due Date: 2019-11-06 Premium Due Amount: RM 8,434.58 Coverage Amount: RM 500,000.00 Insured: Spouseyl	 Policy No: 7027129A04 Status: In force Premium Paying Premium Due Date: 2019-07-08 Premium Due Amount: RM 46,033.33 Coverage Amount: RM 5,000,000.00 Insured: Spouseyl



Policy Card Details Based On Policy Role



VIEW ALL POLICIES

FILTER BY
Policy Status

ALL


ADVANCED FILTER
Insured Name

ALL

CLEAR ALL

Note:
Only owner & insured roles can click on policy card and go to policy details page

Role: Owner



A-Life Signature 2


Life Protection

POLICY OWNER **INSURED**

PAYOR **CORRESPONDENCE**

Policy No.:
Status: **In force Premium Paying**
Premium Due Date: **06 Nov 2019**
Premium Due Amount: **RM 8,434.58**
Coverage Amount: **RM 500,000.00**
Insured:

Insured




A-Life Signature 2

Life Protection

INSURED

Policy No.:
Status: **In force Premium Paying**
Premium Due Date: **01 Aug 2019**
Premium Due Amount: **RM 8,371.80**
Coverage Amount: **RM 500,000.00**
Insured:

Covered Member




A-LifeLink Staff

Life Protection

COVERED MEMBER

Policy No.:
Status: **In force Premium Paying**
Insured:
Covered Member:

Payor



PB Smart Elite

Life Protection

PAYOR

Policy No.: **7053865A01**
Status: **In force Premium Paying**
Premium Due Date: **05 Aug 2116**
Premium Due Amount: **RM 0.00**
Insured: **Juv Bm Kidiq**

Will show medical limit if it's medical plan

Policy info displayed in the policy card is based on your role for that particular policy.
Only owner role has full access to the policy details.



View Policy Details – Owner Role


Note:

Owner have full access to policy info details

OUR PRODUCTS AIA VITALITY WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

← MY PLANS - INDIVIDUAL

POLICY DETAILS


**A-LifeJoy**
Life Protection

Policy No.	Status IN FORCE PREMIUM PAYING
Premium Due Date 19 MAY 2021	Premium Due Amount RM 11,340.00 <small>(Inc. Govt. Tax RM 0.00)</small>
Payment Frequency HALF-YEARLY	Payment Method DIRECT BILLING (CASH)
Coverage Amount RM 160,000.00	Coverage Period FROM 19 MAY 2019 - 19 MAY 2117

Auto Extension Coverage Term Indicator ●
N/A

- UPDATE PAYMENT DETAILS
- UPDATE CONTACT DETAILS
- MEDICAL CARD REPLACEMENT
- INVESTMENT DETAILS
- SUSTAINABILITY INFO

MY INVESTMENT PORTFOLIO




Total investment-linked fund value
RM 10,589.00


AIA DANA BON

[VIEW DETAILS](#)

CLIENT DETAILS



INSURED **COVERED MEMBER**




CORRESPONDENCE **PAYOR** **POLICY OWNER**


[EDIT >](#)

Identification No.	Email	Address
		SPOUSE ADDRESS 51000 MAL
Mobile No.	Office No.	Home No.
	N/A	N/A

MY LIFE PLANNER



Agent ID



Contact details

WHAT DOES IT COVER?

A-LifeJoy (Post)

Coverage Amount
RM 160,000.00

Status
IN FORCE PREMIUM PAYING

Premium
RM 11,000.00

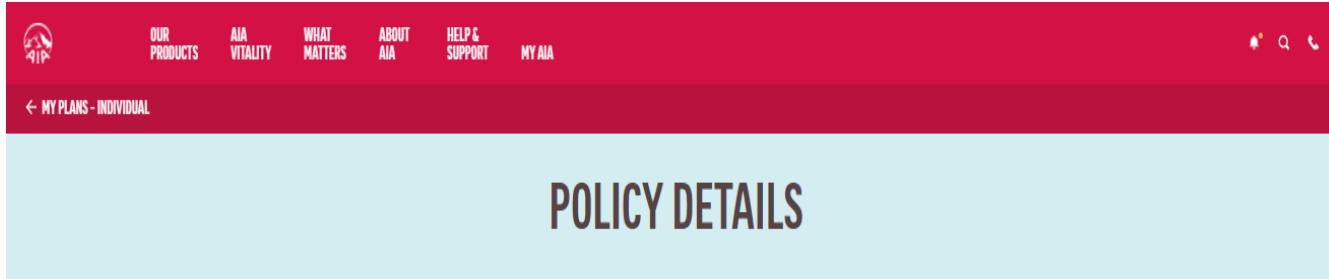
Effective Date
19 MAY 2019

Expiry Date
19 MAY 2117

Premium Cease Date ●
19 MAY 2117



View Policy Details – Insured Role



This screenshot displays the 'A-Life Signature' policy details page. At the top left, there is the A-Life Signature logo with the tagline 'Life Protection'. Below the logo, the page is organized into two columns of key information:

Policy No. [REDACTED]	Status IN FORCE PREMIUM PAYING
Premium Due Date 04 MAR 2020	Premium Due Amount RM 16,278.50 (Inc. Govt. Tax RM 0.00)
Coverage Amount RM 500,000.00	Coverage Period FROM 04 MAR 2019 - 04 MAR 2054

At the bottom of the page, there is a section for 'Auto Extension Coverage Term Indicator' which is marked as 'N/A'.

This screenshot shows the 'WHAT DOES IT COVER?' section of the policy details page. It contains two white rounded rectangular boxes, each representing a different coverage component:

- A-Life Signature 10Pay@70 (I)**

Coverage Amount RM 500,000.00	Status IN FORCE PREMIUM PAYING
----------------------------------	-----------------------------------
- A-Plus Disability Care (I)**

Coverage Amount RM 500,000.00	Status IN FORCE PREMIUM PAYING
----------------------------------	-----------------------------------

Note:
Insured have limited access in policy info details



View Transaction History

← MY PAYMENTS

TRANSACTION HISTORY

[Payment History](#) [Online Payment](#)

Select a policy

Select the transaction year

AMOUNT PAID: RM 15,700.00 Transaction date: 09-Mar-2018

Payment Applied to Premium

A-LIFE SIGNATURE BEYOND

Policy Number :

Person covered:

Due Date: 09-Mar-2018
Due amount: RM 15,700.00

Note:

Only owner role can click and view payment history and online payment in transaction history page



View Rider Details - Health Wallet

A-Plus Health

Medical Limit/Year RM 500,000.00	Status LAPSED	Premium RM 0.00
Effective Date 19 JUN 2019	Expiry Date 19 MAY 2117	Premium Cease Date 19 MAY 2117

Hospital Room and Board **RM 150.00** ▾ Deductible Amount **RM 0.00** ▾

[MY HEALTH WALLET](#) ▸ [MY HEALTH REWARDS](#) ▸

At Policy Details page, scroll down to the rider details, click to view your Health Wallet details

Only owner role can view Health Wallet details.



View My Health Wallet Details



OUR PRODUCTS

WHAT MATTERS

ABOUT AIA

HELP & SUPPORT

MY AIA

← MY POLICY DETAILS



HEALTH WALLET

YOUR HEALTH WALLET AMOUNT*

RM 600.00

Total Amount Earned
RM 2,000.00

Total Amount Used
RM 1,400.00

[VIEW TRANSACTION HISTORY ▶](#)

*An amount will be credited to your Health Wallet at the end of the rider year provided that no claims have been made in that particular year, up to a total of 10 times.

WHAT ARE THE BENEFITS OFFERED UNDER THE HEALTH WALLET?



PREVENTION BENEFIT

- 1. Health Screening
- 2. Vaccination (age 16 and above) for flu, Hepatitis B, HPV, Shingles and Pneumococcal

You may use up to RM300 every year.

Note: This benefit is not applicable for Plan 150.

Total Amount Used
RM 0.00



SPECIAL CARE BENEFIT

- The total amount available in your Health Wallet can be used to pay for the following:
- 1. Congenital Conditions
 - 2. Elective/Plastic/Cosmetic surgery due to accident or cancer.

Note: This benefit is not applicable for Plan 150.

Total Amount Used
RM 0.00



RECOVERY AND SUPPORT BENEFIT

- Mobility and Hearing Support**
The total amount available in your Health Wallet can also be used to pay for external prosthetics as stated below:
- 1. Artificial limb
 - 2. Hearing aid

Recovery Care

The total amount available in your Health Wallet can also be used to pay for...

Total Amount Used
RM 0.00

Scroll down to view your Health Wallet benefits




View Rider Details – My Health Rewards


A-Plus Health

Medical Limit/Year RM 500,000.00	Status LAPSED	Premium RM 0.00
Effective Date 19 JUN 2019	Expiry Date 19 MAY 2117	Premium Cease Date 19 MAY 2117

Hospital Room and Board **RM 150.00** ▾

Deductible Amount **RM 0.00** ▾

 MY HEALTH WALLET ▶

 **MY HEALTH REWARDS ▶**

At Policy Details page, scroll down to the rider details, click to view your Health Rewards details

Only owner role can view Health Rewards details



View My Health Reward Details



AIA Vitality HEALTH REWARDS

ALERT

When you sign-up as an AIA Vitality member, you can earn additional rewards for making healthy choices.

BENEFITS OF HEALTH REWARDS

BRONZE	SILVER	GOLD	PLATINUM
	DEDUCTIBLE WAIVER		Deductible Amount You need to Pay RM 300
	AIA will waive your Deductible Amount (if any) upon hospital admission, depending on your AIA Vitality status.		
	HOSPITAL ROOM AND BOARD BENEFIT UPGRADE		Percentage (%) of the increase to Hospital Room and Board Benefit Amount: No Upgrade
	AIA will auto upgrade your Hospital Room and Board Benefit amount upon hospital admission, depending on your AIA Vitality status.		
	HEALTH WALLET BOOSTER		Percentage (%) of the increase to the Total Health Wallet Amount: 0%
	AIA will increase your Health Wallet amount every year, depending on your AIA Vitality status.		

Scroll down to view your Health Rewards benefits



View Rider Details -Your AIA Vitality Booster Details

Vitality Booster Details		
AIA Vitality Membership Status ACTIVE	AIA Vitality Benefit Status N/A	Vitality Booster Percentage 20%
Vitality Booster Effective Date 20 NOV 2019	Vitality Booster Amount ⓘ RM 1,201.20	Vitality Booster Maturity Date ⓘ 20 NOV 2039

View your AIA Vitality Booster details
Only owner role can view AIA Vitality
Booster details



View Rider Details – Hospital Room & Board / Deductible Amount

← MY PLANS - INDIVIDUAL

AIA

A-Plus Health

Medical Limit/Year RM 500,000.00	Status LAPSED	Premium RM 0.00
Effective Date 19 JUN 2019	Expiry Date 19 MAY 2117	Premium Cease Date 19 MAY 2117

Hospital Room and Board **RM 150.00** ^

Daily Room and Board Amount

YOU HAVE SELECTED

Room And Board Amount **RM 150.00**
per day

AIA VITALITY HEALTH REWARDS ·
Not Applicable

Deductible Amount **RM 0.00** ^

Upon hospital admission, you will have to pay the deductible amount and AIA will pay the remaining eligible medical expenses.

YOU HAVE SELECTED

Deductible Amount **RM 0.00**

AIA VITALITY HEALTH REWARDS ·
Not Applicable

MY HEALTH WALLET ▶ MY HEALTH REWARDS ▶

Hospital Room & Board display at left hand side (top)

Only owner role can view Hospital Room & Board amount

Deductible amount display at right hand side (top)

Only owner role can view Deductible Amount



View Rider Details – Co-Pay

AIA

← MY PLANS - INDIVIDUAL

TMXYNW MM

Coverage Amount RM 0.00	Status IN FORCE PREMIUM PAYING	Premium RM 17.23
Effective Date 05 JUL 2000	Expiry Date 05 JUL 2019	Premium Cease Date ⓘ 05 JUL 2019

Hospital Room and Board RM 500.00 ^

Co-Pay ⓘ 10% ^

Upon hospital admission, you will have to pay 10% of your total medical bill and AIA will pay the remaining eligible amount.

Co-Pay display at the bottom of Hospital Room & Board

Only owner role can view Co-Pay amount



View Promo Top-up Coverage (where applicable)

MY PLANS & CLAIMS

INDIVIDUAL PLANS (3) | EMPLOYEE BENEFITS (0)

PAY ONLINE | CLAIMS HISTORY | STATEMENTS & LETTERS

VIEW ALL

PB WealthElite 3
Life Protection
INSURED

Policy No.:
Status: In force Premium Paying
Premium Due Date: 25 Dec 2020
Premium Due Amount: RM 7,721.12
Coverage Amount: RM 900,000.00
Insured:

PB WealthElite 3
Life Protection
INSURED

Policy No.:
Status: In force Premium Paying
Premium Due Date: 10 Oct 2020
Premium Due Amount: RM 600.79
Coverage Amount: RM 600,000.00
Insured:

PB WealthElite 3
Life Protection
INSURED

Policy No.:
Status: In force Premium Paying
Premium Due Date: 06 Jan 2021
Premium Due Amount: RM 7,475.21
Coverage Amount: RM 720,000.00
Insured:

POLICY DETAILS

PB WealthElite 3
Life Protection

Policy No.:
Premium Due Date: 06 JAN 2021
Coverage Amount: RM 720,000.00
Auto Extension Coverage Term Indicator: N/A

Status: IN FORCE PREMIUM PAYING
Premium Due Amount: RM 7,475.21 (Inc. Govt. Tax RM 0.00)
Coverage Period: FROM 06 JUL 2020 - 06 JUL 2109

Coverage amount and promo top-up coverage is combined and displayed

Note:
Promo top-up coverage amount (expired) is not combined to the coverage amount

Only owner and insured roles can view the coverage amount combined with promo top-up coverage amount, coverage effective date and coverage end date

WHAT DOES IT COVER?

PB WealthElite3 (20 Pay 100)

Coverage Amount: RM 720,000.00

Status: IN FORCE PREMIUM PAYING

PB WealthElite3 (20 Pay 100): RM 600,000.00

Promo Top-Up Coverage: RM 120,000.00

Any changes made to the policy may impact the promo top-up coverage.

Promo Top-Up Coverage

Coverage Effective Date: 06 JUL 2020 | Coverage End Date: 06 JUL 2064

View Combined Medical Limit

The screenshot shows the AIA My Plans & Claims dashboard. At the top, there is a navigation bar with the AIA logo and links for OUR PRODUCTS, AIA VITALITY, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. Below this is a 'DASHBOARD' button. The main heading is 'MY PLANS & CLAIMS', with sub-headings for 'INDIVIDUAL PLANS (5)' and 'EMPLOYEE BENEFITS (0)'. A secondary navigation bar contains 'PAY ONLINE', 'SUBMIT CLAIM', 'CLAIMS HISTORY', and 'STATEMENTS & LETTERS'. Below this is a 'VIEW ALL' link. Three policy cards are displayed:

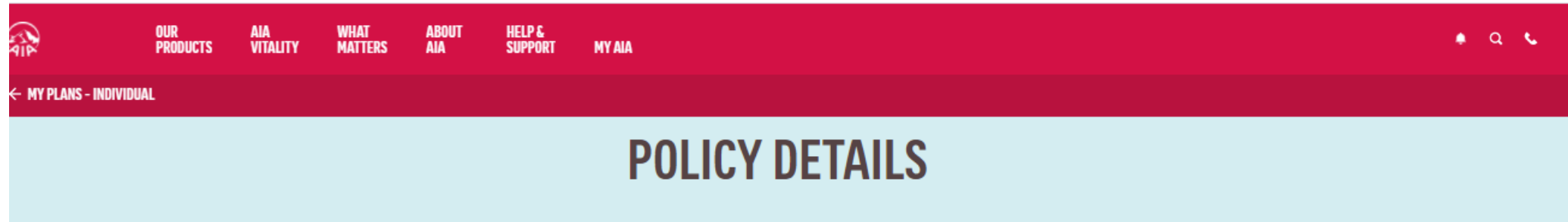
- PB CI Protector** (Critical Illness Protection): Policy No., Status: In force Premium Paying, Premium Due Date: 12 May 2024, Premium Due Amount: RM 1,248.00, Coverage Amount: RM 100,000.00, Insured: |
- A-Life Med Regular** (Medical Protection): Policy No., Status: In force Premium Paying, Premium Due Date: 10 Jan 2020, Premium Due Amount: RM 85.61, **Medical Limit/Year: RM 500,000.00**, Insured: |, Covered Member: |
- A-Life Wealth Care** (Life Protection): Policy No., Status: In force Premium Paying, Premium Due Date: 09 May 2020, Premium Due Amount: RM 6,200.00, Coverage Amount: RM 500,000.00, Insured: |

Combined medical limit displayed in policy card

Only owner and insured roles can view combined medical limit in policy card



View Combined Medical Limit



The screenshot shows the policy details page for 'A-Life Med Regular' under the category 'Medical Protection'. The page is divided into two main columns. The left column contains the following information:

- Policy No.**: [Redacted]
- Premium Due Date**: 10 JAN 2020
- Payment Frequency**: MONTHLY
- Medical Limit/Year**: RM 500,000.00
This amount is the combination of MER1 A-Life Med Regular and APH1 A-Plus Health Booster. For details, kindly refer to the What Does It Covers section.
- Auto Extension Coverage Term Indicator**: N/A

The right column contains the following information:

- Status**: IN FORCE PREMIUM PAYING
- Premium Due Amount**: RM 85.61
(Inc. Govt. Tax RM 0.00)
- Payment Method**: DIRECT BILLING (CASH)
- Coverage Period**: FROM 10 OCT 2019 - 10 OCT 2088

On the far right, there are three action buttons: UPDATE PAYMENT DETAILS, UPDATE CONTACT DETAILS, and MEDICAL CARD REPLACEMENT.

At policy details, only owner and insured roles can view the combine medical limit amount and note



View Combined Medical Limit

WHAT DOES IT COVER?

MER1 A-Life Med Regular

Medical Limit/Year
RM 500,000.00

Status
IN FORCE PREMIUM PAYING

Premium
RM 60.73

MER1 A-Life Med Regular: RM 100,000.00

APH1 A-Plus Health Booster: RM 400,000.00

Effective Date
10 OCT 2019

Expiry Date
10 OCT 2088

Premium Cease Date ⓘ
10 OCT 2088

Hospital Room and Board **RM 150.00**

Deductible Amount **RM 0.00**

At rider details, only owner and insured roles can view the combine medical limit amount and breakdown



View Current Sum Assured

The screenshot shows the AIA My Plans & Claims dashboard. At the top, there is a navigation bar with the AIA logo and links for 'OUR PRODUCTS', 'AIA VITALITY', 'WHAT MATTERS', 'ABOUT AIA', 'HELP & SUPPORT', and 'MY AIA'. Below this is a 'DASHBOARD' breadcrumb. The main heading is 'MY PLANS & CLAIMS', with sub-headings for 'INDIVIDUAL PLANS (3)' and 'EMPLOYEE BENEFITS (0)'. A secondary navigation bar contains 'PAY ONLINE', 'CLAIMS HISTORY', and 'STATEMENTS & LETTERS'. Three policy cards are displayed:

- CRITICAL COVER** (Critical Illness Protection): Policy No. 6423118A08, Status: In force Premium Paying, Premium Due Date: 03 Feb 2016, Premium Due Amount: RM 35.90, Coverage Amount: RM 22,000.00, Insured: Chuah Yi Wen.
- MediPlus** (Medical Protection): Policy No. 6423118B06, Status: In force Premium Paying, Premium Due Date: 03 Feb 2016, Premium Due Amount: RM 81.90, Medical Limit/Year: RM 110,000.00, Insured: Chuah Yi Wen.
- HOSPITAL INCOME** (Income Protection): Policy No. 6423118C04, Status: In force Premium Paying, Premium Due Date: 03 Feb 2016, Premium Due Amount: RM 16.76, Coverage Amount: RM 5,000.00, Insured: Chuah Yi Wen.

Each card has 'INSURED' and 'COVERED MEMBER' status indicators. A blue dashed arrow points from the 'Coverage Amount' field in the MediPlus card to the text on the right.

Kindly note the total number indicated next to your individual plans is the total number of your in-force policies only. Do also note that the policy info and pages within this portal/app that can be accessed by you is based on your policy role for that particular policy. Only policy owners will have full access to the policy info & the relevant pages while the payor, insured and covered member will have limited access.

Current sum assured displayed in policy card

Only owner and insured roles can view current sum assured in policy card



View Current Sum Assured



The screenshot displays the 'CRITICAL COVER' policy details page. The title 'CRITICAL COVER' is accompanied by a purple shield icon with a white cross. Below the title, it says 'Critical Illness Protection'. The page is divided into two columns of information:

Policy No. [REDACTED]	Status IN FORCE PREMIUM PAYING
Premium Due Date 03 FEB 2016	Premium Due Amount RM 35.90 (Inc. Govt. Tax RM 0.00)
Coverage Amount RM 22,000.00	Coverage Period FROM 03 OCT 2012 - 03 OCT 2097
Auto Extension Coverage Term Indicator ⓘ N/A	

A blue dashed arrow points from the 'Coverage Amount' field to the explanatory text on the right.

Current sum assured displayed in policy details

Only owner and insured roles can view current sum assured in policy details



VIEW YOUR NOTIFICATIONS

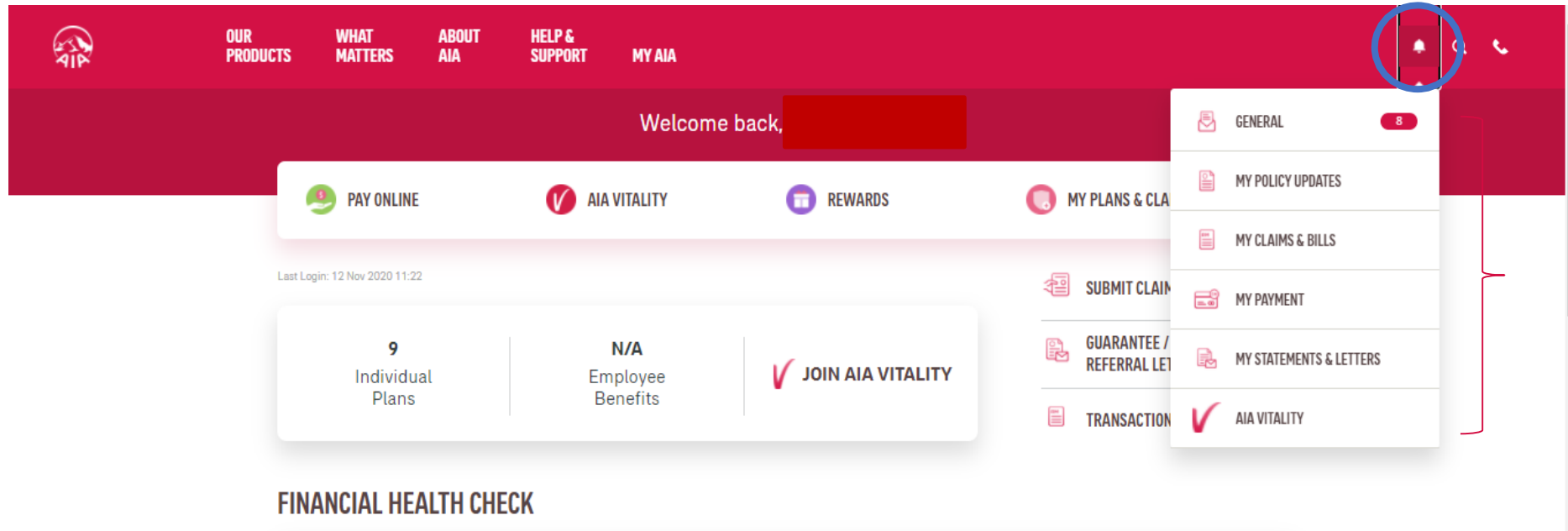
The screenshot displays the AIA user dashboard. At the top, a dark red navigation bar contains the AIA logo and menu items: OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. A bell icon for notifications is circled in blue in the top right corner. Below the navigation bar, a white banner displays the user's name, "Welcome back, Chee Wui Keng", and a red profile picture placeholder. A secondary navigation bar includes buttons for PAY ONLINE, AIA VITALITY, REWARDS, and MY PLANS & CLAIMS. Below this, the user's last login is noted as "12 Nov 2020 11:22". A central dashboard area shows "9 Individual Plans", "N/A Employee Benefits", and a "JOIN AIA VITALITY" button. To the right, there are links for "SUBMIT CLAIMS", "GUARANTEE / REFERRAL LETTER", and "TRANSACTION HISTORY". The "FINANCIAL HEALTH CHECK" section features a progress bar for "YOUR COVERAGE" and "PEOPLE-LIKE-YOU AT AIA". The coverage details are as follows:

Category	Amount	Progress
Life	RM 600,000	High (Green)
Medical	RM 0	Low (Red)
Accident	RM 50,000	Medium (Yellow)
Critical Illness	RM 0	Low (Red)

Tap on the bell icon to view notification



VIEW YOUR NOTIFICATION



Tap to view push notification message

Note:

1. Policy Owner will receive notification messages in all relevant categories, where applicable.
2. Payor, insured or covered member will receive notification messages in selected categories, where applicable.



My Plans & Claims

Other than policy owner role i.e. insured, payor or covered member, you will not be able to access to certain modules & will see the message below informing you that you do not have access to the page.



MAKE A PAYMENT

Please select the policies that you would like to pay for.
You can also pay for your policies in advance.

Kindly be informed that there is no record/policy/certificate found for the transaction and/or based on your policy role, you are not permitted to view the information on this page. If you are not the policy owner, please refer to the policy owner for policy details.

Note :

- The Pay Online facility is only available for Life Insurance policies & Family Takaful certificates with Inforce Premium Paying & Inforce SVE status as well as AIA Vitality membership fees for Individual & Corporate memberships.
- For Family Takaful certificates, contributions can only be made in advance for up to one (1) year. Any certificates with advance contribution of one (1) year or more will not be able to make further contributions via the Pay Online facility until the advance contribution for the certificate is less than one (1) year.



My Plans & Claims

Other than policy owner role i.e. insured, payor or covered member, you will not be able to access to certain modules & will see the message below informing you that you do not have access to the page.

[OUR PRODUCTS](#) [AIA VITALITY](#) [WHAT MATTERS](#) [ABOUT AIA](#) [HELP & SUPPORT](#) [MY AIA](#)🔔 🔍 📞

[← DASHBOARD](#)

VIEW STATEMENT

[Policy Statements](#) | [Home Loan Statements](#) | [Letters](#)

Please select a name

Please select year

No Records Found

Important Note:

The A-Save Plus Year End Statement is only available from year 2019 onwards. If you wish to obtain a copy of the Statement prior to year 2019, please e-mail us at My.Customer@aia.com



Customer Due Diligence

In line with AIA's Customer Due Diligence (CDD) procedure, you will be required to submit their personal details and a copy of NRIC / Passport (one time only) when you perform the following transactions:

- **Payment for your policy / certificate**
- **Change your premium / contribution payment frequency**
- **Edit your contact information**



Transaction 1: Payment for your policy / certificate

OUR PRODUCTS WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

← DASHBOARD

MY PAYMENTS

My Profile | My Payments | Medical Card Dependant Management | Transaction History

Overview | Make A Payment | View Transaction History

Search by person covered

PERSON COVERED: CADENCE TAN YU XI

	A-LIFELINK STAFF	CHANGE PAYMENT CYCLE
Premium amount	RM 150.00	Due Date: 20-APR-2021
MALAYAN BANKING BHD	XXXX XXXX XXXX 5882	Payment Cycle: MONTHLY
		UPDATE CREDIT CARD

Transaction 2: Change your premium / contribution payment frequency

OUR PRODUCTS WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

← DASHBOARD

MY PAYMENTS

My Profile | My Payments | Medical Card Dependant Management | Transaction History

Overview | Make A Payment | View Transaction History

Search by person covered: e.g. Michael Chong

PERSON COVERED: CADENCE TAN YU XI

	A-LIFELINK STAFF	CHANGE PAYMENT CYCLE
Premium amount	RM 150.00	Due Date: 20-APR-2021
MALAYAN BANKING BHD	XXXX XXXX XXXX 5882	Payment Cycle: MONTHLY
		UPDATE CREDIT CARD

Transaction 3: Edit your contact information (user flow will be differ, refer slide 99-107)

BACK TO MYAIA

PLEASE SELECT SERVICE REQUEST

EDIT PROFILE

[EDIT PERSONAL DETAILS](#) [CHANGE OF ADDRESS](#) [CHANGE OF OCCUPATION](#)

Please select a contact you would like to edit

MARVERICK LEW - Policy Owner, Payor

MICHAEL LEW - Insured

CHANGE PAYMENT METHOD

A-LIFELINK
Life Insurance

Policy No.	8001234X108
Policy Status	In Force Premium Paying
Premium Amount (RM)	3,600.00
Premium Due Date	13-Jul-2021
Payment Cycle	Annually

WHAT DOES IT COVER? [+ EXPAND](#)

Policy Owner: MAVERICK LEW

Payor: MAVERICK LEW

Insured: MICHAEL LEW



Customer Due Diligence

INTRODUCTION

IDENTITY VERIFICATION

In line with our Customer Due Diligence (CDD) procedure, you are required to submit your personal details and a copy of your NRIC / passport (one time only) when you perform this transaction.

Please be informed that you will be directed to an external site to:

- Update your personal info
- Upload your identity document (NRIC/Passport*) *if applicable
- Perform OTP verification

Kindly make sure you are using a device with camera function before you update your personal info (NRIC/ passport number, gender, date of birth ,name, nationality). If your device does not have a camera function or you are facing other issues, please contact your [life planner](#) or [visit our customer service centres](#) to submit your change manually.

PROCEED



Customer Due Diligence - Policy Owner

Policy Owner: Tester Sam ⓘ

Policy Payor: Tester Sam

Kindly ensure the mobile number for Owner is up-to-date in order to receive verification OTP for CDD.

* Name:
Tester Sam

* NRIC:
900101051234

Passport No:
Please Input

* Date of Birth:
Please Input

Step 1 :

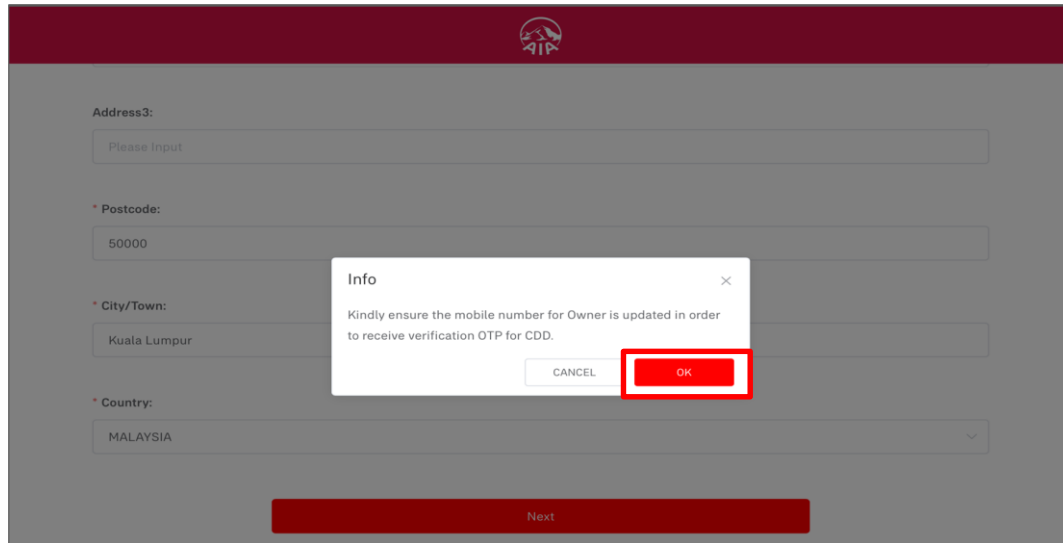
Click “Proceed”

Step 2 :

Policy Owner to verify the Customer Due Diligence info for Policy Owner and Payor. (Note: Update only if applicable)



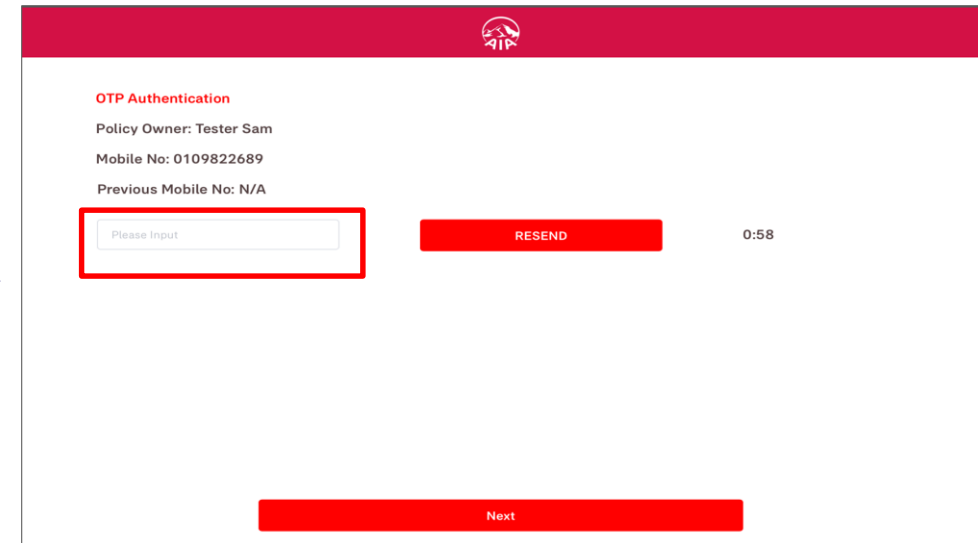
Customer Due Diligence



The screenshot shows a form with the following fields: Address3 (Please Input), Postcode (50000), City/Town (Kuala Lumpur), and Country (MALAYSIA). An information alert is displayed in the center, stating: "Info: Kindly ensure the mobile number for Owner is updated in order to receive verification OTP for CDD." The alert has "CANCEL" and "OK" buttons, with the "OK" button highlighted in red. A "Next" button is visible at the bottom of the form.

Step 3:

Alert Message to ensure Owner's mobile number is updated to receive OTP.



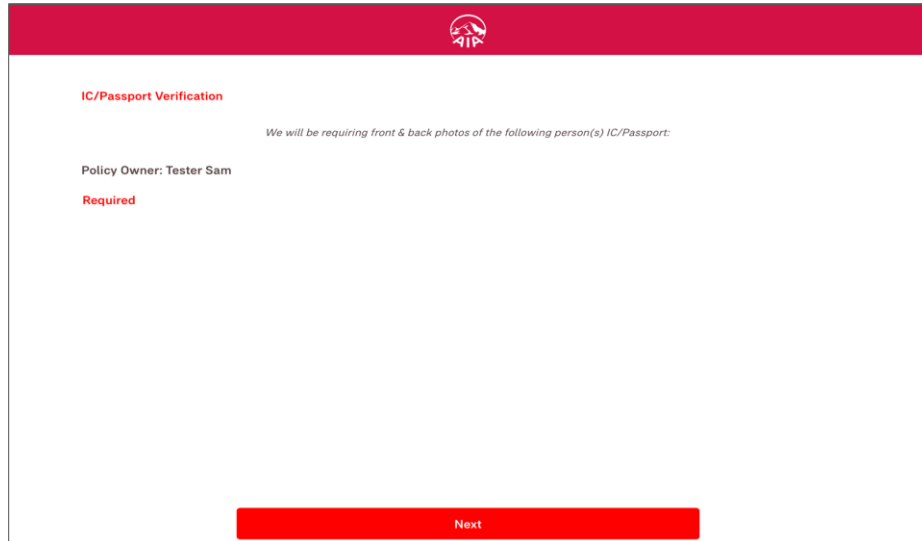
The screenshot shows the "OTP Authentication" screen. It displays the following information: Policy Owner: Tester Sam, Mobile No: 0109822689, and Previous Mobile No: N/A. There is an input field for the OTP (Please Input) highlighted with a red box, a "RESEND" button, and a timer showing "0:58". A "Next" button is located at the bottom of the screen.

Step 4:

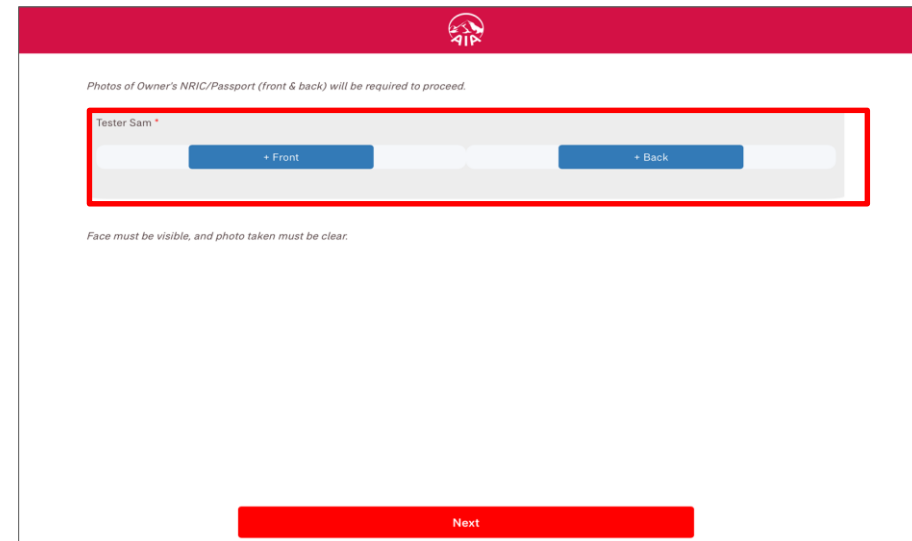
Key in the OTP (One-Time Password) sent to the Policy Owner's mobile.



Customer Due Diligence



The screenshot shows a red header with the AIA logo. Below it, the text reads "IC/Passport Verification" in red. A sub-header states "We will be requiring front & back photos of the following person(s) IC/Passport:". The policy owner is listed as "Tester Sam". A red "Required" label is present. At the bottom, there is a red "Next" button.



The screenshot shows a red header with the AIA logo. Below it, the text reads "Photos of Owner's NRIC/Passport (front & back) will be required to proceed." A red box highlights a section containing the name "Tester Sam" and two buttons: "Front" and "Back". Below this, the text reads "Face must be visible, and photo taken must be clear." At the bottom, there is a red "Next" button.

Step 4:

Upload NRIC / Passport (one time only)
if applicable

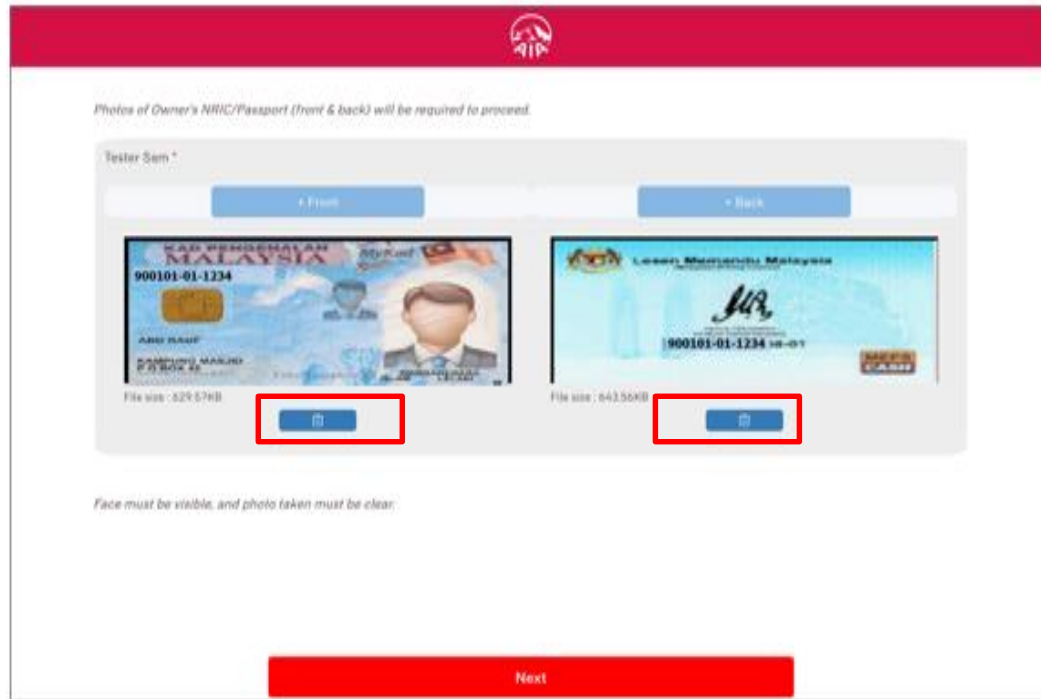
Step 5:

Click "Front" to take a picture of the front
page of NRIC / Passport

Click "Back" to take a picture of the back
page of NRIC / Passport



Customer Due Diligence



Photos of Owner's NRIC/Passport (front & back) will be required to proceed.

Tester Sam *

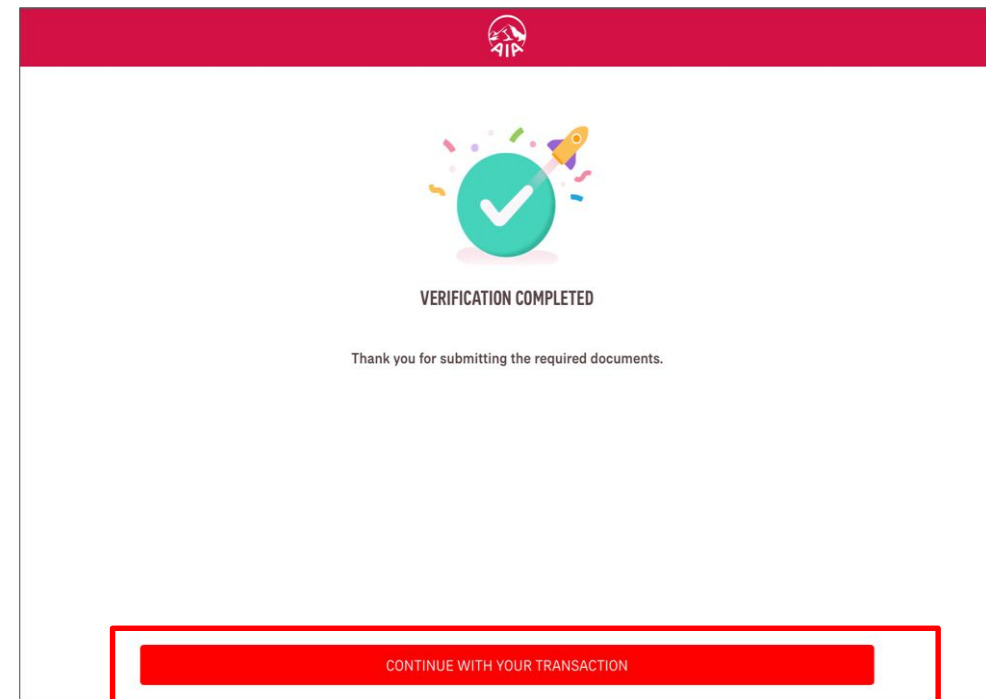
+ Front + Back

File size: 529.57KB

File size: 643.50KB

Face must be visible, and photo taken must be clear.

Next



VERIFICATION COMPLETED

Thank you for submitting the required documents.

CONTINUE WITH YOUR TRANSACTION

Step 6:

Click “Delete” if the front / back page of NRIC / Passport is not usable.

Note: NRIC / Passport details must be visible and clear.

CDD verification is completed!

Continue with your transaction in My AIA.



Auto Debit

Learn how to setup & edit auto debit function to perform payment for your policy / certificate



SERVICE REQUEST – Setup / Change Debit and Credit Card



Welcome back, Hon Khai Ming

PAY ONLINE | AIA VITALITY | REWARDS | MY PLANS & CLAIMS | **SERVICE REQUEST**

Last Login: 20 Sep 2021 08:38

8 Individual Plans | N/A Employee Benefits | JOIN AIA VITALITY

FINANCIAL HEALTH CHECK

Is your current insurance coverage sufficient? Find out by taking our assessment now.

TAKE ASSESSMENT

SUBMIT CLAIMS | GUARANTEE / REFERRAL LETTER | TRANSACTION HISTORY

BACK TO MYAIA

PLEASE SELECT 1 POLICY/CERTIFICATE TO PROCEED

Policy No.	Policy Status	Owner Name	Payor Name	Insured Name	Premium Amount (RM)	Premium Due Date
8001234XA08	In Force - Premium Paying	Maverick Lew	Maverick Lew	Michael Lew	3,600.00	12-Dec-2020
8001234XA08	In Force - Premium Paying	Maverick Lew	Maverick Lew	Michael Lew	3,600	12-Dec-2020


NEXT

Select applicable policy



SERVICE REQUEST – Setup / Change Debit and Credit Card



BACK TO MYAIA

PLEASE SELECT SERVICE REQUEST

✔ EDIT PROFILE


EDIT PERSONAL DETAILS

CHANGE OF ADDRESS

CHANGE OF OCCUPATION

✔ CHANGE PAYMENT METHOD

Select Change Payment Method



A-LIFELINK

Life Insurance

Policy No. **8001234X108**

Policy Status **In Force Premium Paying**

Premium Amount (RM) **3,600.00**

Premium Due Date **13-Jul-2021**

Payment Cycle **Annually**

WHAT DOES IT COVER? + EXPAND

Policy Owner

MAVERICK LEW

Payor

MAVERICK LEW

Insured

MICHAEL LEW

NEXT

SERVICE REQUEST – Setup / Change Debit and Credit Card



 [BACK TO MYAIA](#)

CUSTOMER DUE DILIGENCE

VERIFY POLICY OWNER & PAYOR DETAILS

Please verify the details in each section, click the "EDIT PROFILE DETAILS" button if update is required.

! Changes on Name, Date of Birth, NRIC/Passport No., Nationality and Gender might take up to 7 working days to process. Information displayed below may not reflect your recent changes.

Personal Details		
Name Maverick Lew	NRIC/Passport No. A12345678	Date of Birth 27-Feb-1963
Race Chinese	Marital Status Married	Nationality Malaysia
Gender Male	Email Address -	
Mobile No. 60122237789	Home Tel No. 60122237789	Office Tel No. 60122237789

Correspondence Address		
Address #1 23, Jalan Dato Yusof Shahbudin 23A	Address #2 Taman Seri Intan	Address #3 Klang
Country Malaysia	City/State Shah Alam, Selangor	Postcode 41200

Occupation		
Occupation Industry Banking	Occupation Junior Financial Adviser	Name of Employer Maybank
Nature of Business Financial Services		


[EDIT PROFILE DETAILS](#) [VERIFY](#)

Click on Edit Profile Details where required, else Click Verify to Proceed



SERVICE REQUEST – Setup / Change Debit and Credit Card



 BACK TO MYAIA

CHANGE PAYMENT METHOD

Policy Details

Current Payment Method Direct Debit (Credit/Debit Card)	Current Payment Details xxxx xxxx 1234
---	---

Please select your new payment method.

Direct Billing

- Payment can be made via MYAIA & JOMPAY facilities
- Non-monthly payment only
- By selecting direct pay, your current auto debit payment arrangement will be cancelled

New Direct Debit (Credit/Debit Card)




- The Card member must be the Contributor of this policy
- We only accept Visa or Master card

Select New Direct Debit



Apply To Other Policies?
Apply these changes to the following policies:

Select Applicable policy

<input checked="" type="checkbox"/>  A-PLUS CRITICAL CARE 111111111A	<input checked="" type="checkbox"/>  FLEX PA 089A182931	<input checked="" type="checkbox"/>  A-ENRICH WEALTH 123456789F
Insured Name: Brenda Lew Premium Amount: RM 3600.00 Payment Method: Credit Card Payment Cycle: Annually Payment Details: MBB [**** * 1234]	Insured Name: Michael Lew Premium Amount: RM 3600.00 Payment Method: Credit Card Payment Cycle: Annually Payment Details: MBB [**** * 1234]	Insured Name: Maverick Lew Premium Amount: RM 3600.00 Payment Method: Credit Card Payment Cycle: Annually Payment Details: MBB [**** * 1234]

! Please note that changing to a new payment method will result in the cancellation of the existing payment methods for the policies selected.

- Change of payment mode to Direct Pay (Cash/Cheque) is not applicable to policies with Monthly Payment Mode.
- The new credit card billing will be next billing cycle

AIA Vitality

AIA Vitality Membership: 1234567A Would you like to apply the same changes to customer's AIA Vitality Membership? YES NO

PREVIOUS NEXT

Click Next once confirmed



SERVICE REQUEST – Setup / Change Debit and Credit Card



ONLINE PAYMENT

Payment Summary

Total Amount	MYR 1.00
Payment To	ipay88 Test Account - AIA
Reference No./Payment ID	MYEAD0000022590 / T081923137221
Description	UpdateCreditCard

Timeout in : 04:44

Credit Card Number:

Name on Card:

Expiry Date: -

CVV/CVC2:

Card Issuing Bank:

Card Issuing Country:

Other Card Issuing Bank (optional):

I authorize AIA BHD to debit the above net charges from my credit card

I have read and agree to [IPay88 Privacy Statement](#)

Note: "IPAY88-TESTPREAUTH" will be shown on your credit card statement. Amount: 1.00 will be used for pre-authorization on the credit card. Your credit card will not be charge/capture.

i/3d1/auth/submit?ref=a3NaNkJWSXJUSVh3ZktPU2RKc2I2Zz09

CIMB BANK **VISA**

Secure ePay Code has been sent to your registered mobile phone number +6016xxx0928. Please enter the Secure ePay Code to authenticate this payment.

Merchant Name : IPAY88-TESTPREAUTH

Amount : MYR 1.00

Transaction Date : Mon Sep 20 2021 15:56:05 GMT +0800

CIMB Bank VISA No. : XXXX XXXX XXXX 0051

Secure ePay Code :

If you do not receive Secure ePay Code within the next few minutes, please click on "Resend Secure ePay Code" button for a new Secure ePay Code.

This information is **not shared** with the Merchant.

Please contact our Customer Service Hotline at the back of your card for assistance.

Enter Payment Information

Payment is completed in ipay88



SERVICE REQUEST – Setup / Change Debit and Credit Card



[BACK TO MYAIA](#)

SUMMARY REVIEW

POLICY INFORMATION

Policy No. 8001234X108	Plan Name A-LIFELINK 1	Policy Status IN FORCE - PREMIUM PAYING
Payment Mode ANNUALLY	Premium Due Date 31-JUL-2019	Cross Subsidy YES

MAVERICK LEW OWNER NRIC/Passport No. 720901431117 Gender Male Smoker No	MICHAEL LEW INSURED NRIC/Passport No. 900701431235 Gender Male Smoker No
--	---

CHANGE PAYMENT METHOD

New Payment Method

New Payment Method
New Direct Debit (Credit/Debit Card)

Apply To Other Policies/Certificates

Apply these changes to the following policies/certificates:

3 Policies

 Owner Name: Maverick Lew Insured Name: Brenda Lew Auto Debit: Cancelled	 Owner Name: Maverick Lew Insured Name: Maverick Lew Auto Debit: Cancelled	 Owner Name: Maverick Lew Insured Name: Maverick Lew
---	---	--

Apply Changes to AIA Vitality

Changes applied to AIA Vitality Membership VA00012345

Yes

New Credit/Debit Card Details

1 Remote Authentication link will be sent to Policy Owner to complete his/her new credit card details.

AUTHENTICATION

Contact(s) below are required to provide authentication for this submission

Email Address: mavericklew@email.com
Mobile No.: 60122237789

1 One Time Password (OTP) will be sent via SMS to the registered mobile no.

[CANCEL](#) [NEXT](#)

Copyright © 2019 AIA Group Limited and its subsidiaries: AIA Bhd. (790895-D) | AIA PUBLIC Takaful Bhd. (935955-M) | AIA General Berhad (924363-W). All rights reserved.

Check Summary Page.

- Customer can proceed to obtain OTP verification once ready

SERVICE REQUEST – Setup / Change Debit and Credit Card



OTP AUTHENTICATION
Please enter the 6-digit OTP code sent to the contacts below.

POLICY OWNER
MOHD AZRIL BIN NAHARUDIN


Provide the OTP code now

Provide the 6-digit OTP code sent to phone 60172872812


6-digit OTP Code

Please input You can request a new code after 02:51 mins



 BACK TO MYAIA

THANK YOU


REQUEST SUBMITTED
Transaction ID: 1000007

- Customer can also complete the OTP Verification later which visiting the Transaction History page

Transaction Success.
Customer to receive Email and/or SMS notification



Online Payment

How to make one off premium / contribution and
Vitality membership payments

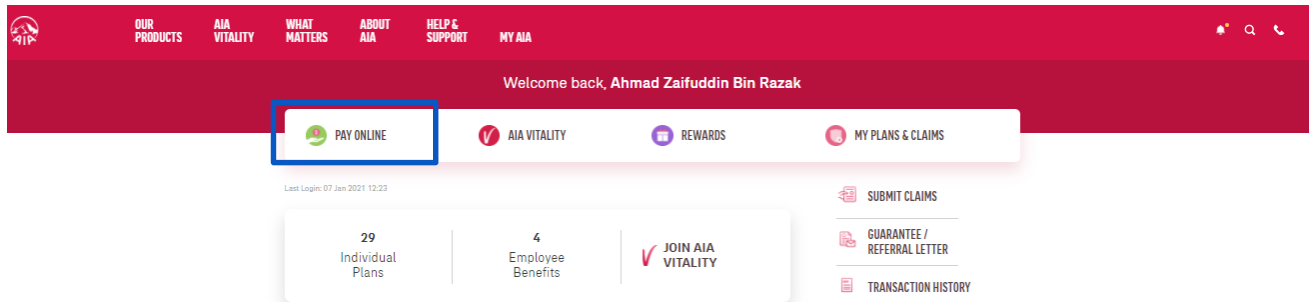


PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA

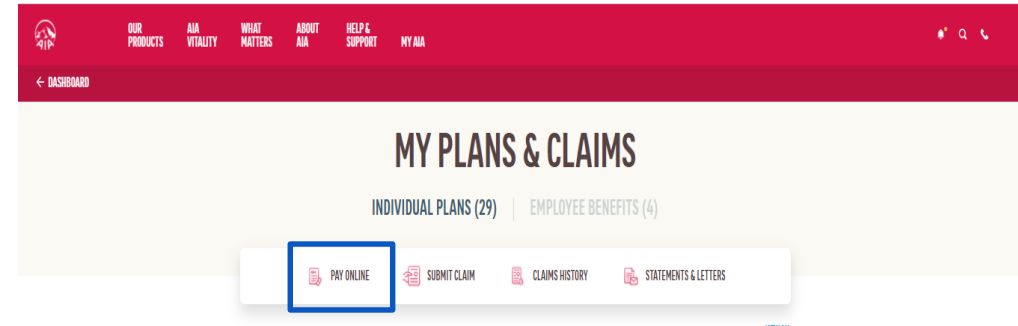


1) Here are 4 ways you can access PAY ONLINE

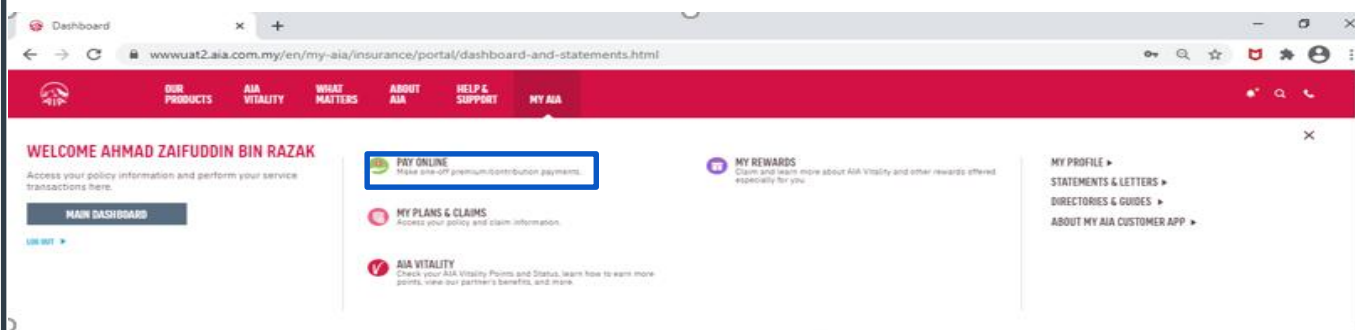
Homepage: Click on “Pay Online”



My Plans & Claims : Click on “Pay Online”



Portal Mega Menu: “Click on Pay Online”



Policy Details: Click on “Make a Payment”



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



2a) Check the box(es) of the relevant policy/certificate/Automatic Premium Loan/ Policy Loan/ AIA Vitality membership that you would like to make payment(s) for.

← MY PAYMENTS

1—2—3

MAKE A PAYMENT

Please select the policies that you would like to pay for.
You can also pay for your policies in advance.

AIA VITALITY
AIA Vitality Membership No.: XXXXXXXXXXXXXXXX
Member Name: XXXXXXXXXXXXXXXX
Fees (including GST): RM 0.00
Due on 25-Aug-2018

Select the number of advanced payments

Current	RM 10.00
Advanced x 0	RM 0.00
Total	RM 0.00

SELECT POLICY

CRITICAL COVER
Policy Number: XXXXXXXXXXXXXXXX
Person covered: xxxxxxxxxxxxxxxx
Premium amount: RM 3,080.00
Paid ANNUALLY
Due on 02 March 2018

Select the number of advanced payments

Current	RM 3,080.00
Advanced x 0	RM 0.00

APL - RM 5,767.96

APL	RM 5,767.96
-----	-------------

Policy Loan - RM 3,342.81

PL	RM 3,342.81
----	-------------



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



2b) Select the number of advance payment/contribution from the dropdown list
e.g. If the policy/certificate is on a quarterly payment cycle, selecting 1 Advance Payment means that the advance payment will be made for the next quarter payment cycle

← MY PAYMENTS

1-2-3

MAKE A PAYMENT

Please select the policies that you would like to pay for.
You can also pay for your policies in advance.

AIA VITALITY
AIA Vitality Membership No.: XXXXXXXXXXXXXXXXX
Member Name: XXXXXXXXXXXXXXXX
Fee/s (including GST): RM 0.00
Due on 25-Aug-2018

Select the number of advanced payments

No Advance Payment

Current	RM 10.00
Advanced x 0	RM 0.00
Total	RM 0.00

CRITICAL COVER
Policy Number: XXXXXXXXXXXXXXXXX
Person covered: XXXXXXXXXXXXXXXX
Premium amount: RM 3,080.00
Paid ANNUALLY
Due on 02-March-2018

Select the number of advanced payments

No Advance Payment

1

2

3

4

Current	RM 3,080.00
Advanced x 0	RM 0.00
APL	RM 5,767.96
PL	RM 3,342.81



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



2c) For the repayment of your Automated Premium Loan (APL) and Policy Loan select the respective boxes

You can choose to pay in full or any amount of the APL/Policy Loan, subject to a minimum of RM100



MAKE A PAYMENT

Please select the policies that you would like to pay for.
You can also pay for your policies in advance.

AIA VITALITY
AIA Vitality Membership No.: XXXXXXXXXXXXXXXX
Member Name: XXXXXXXXXXXXXXXX
Fee/s (including GST): RM 0.00
Due on 25-Aug-2018

SELECT POLICY

CRITICAL COVER
Policy Number: XXXXXXXXXXXXXXXX
Person covered: XXXXXXXXXXXXXXXX
Premium amount: RM 3,080.00
Paid ANNUALLY
Due on 02-March-2018

Select the number of advanced payments

No Advance Payment

Current	RM 10.00
Advanced x 0	RM 0.00
Total	RM 0.00

Select the number of advanced payments

No Advance Payment

Current	RM 3,080.00
Advanced x 0	RM 0.00

- APL - RM 5,767.96
- Policy Loan - RM 3,342.81

APL	RM 5,767.96
PL	RM 3,342.81

Editable Fields

bution.



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



- 3) All the information selected in Step 2, will be displayed for your review. Select Pay Now to proceed with the payment

My AIA

REVIEW YOUR PAYMENT

Please review the policies you have selected for payment.

YOUR PAYMENT SELECTION

AIA VITALITY AIA Vitality Membership No.: VA XXXXXXXXX	Current	RM 10.00
Member name: XXXXXXXXXXXXXXX	Advanced + 0	RM 0.00
Fee/s (including GST) RM 10.00	Total	RM 10.00
Due on 28-Aug-2018		

CRITICAL COVER Policy Number: XXXXXXXXXXXXXXX	Current	RM 3,080.00
Person covered name: XXXXXXXXXXXXXXX	Advanced + 0	RM 0.00
Premium amount: RM 3,080.00	KPL	RM 9,357.56
Paid ANNUALLY	PL	RM 2,342.81
Due on 02 March 2018	Total	RM 12,190.77

GRAND TOTAL RM 12,200.77

Please disable your pop-up blocker before proceeding.

[PREVIOUS](#) [PAY NOW](#)



PAY ONLINE VIA **DEBIT/CREDIT CARD** on My AIA



4) Complete your payment details:

- (a) Enter your **Visa/Master Debit/Credit Card** details and complete the required fields on the Online Payment page
- (b) Next, click **Proceed**
- (c) You will then need to enter the **One Time Pin (OTP)** provided by your credit card issuing bank to complete the transaction



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



- 5) You will be directed to the acknowledgement page upon successful payment. An acknowledgement email and SMS will also be sent to the email address and mobile number saved under “My Profile”

THANK YOU FOR YOUR PAYMENT

Your Transaction ID for this payment is: 16286

Please allow up to 3 working days for your payment to be processed & applied to your policy.

YOUR PAYMENT SELECTION

A-LIFELINK	Current	RM000000
Policy Number: 1000000000000000		
Person covered name: XXXXXXXXXXXXXXXX	Advanced v0	RM000000
Premium amount: RM0000000000000000		
Paid MONTHLY	Total	RM000000
Due on 21-Jul-2018		
<hr/>		
TNF A-LIFE MED REGULAR-I	Current	RM000000
Certificate Number: 0000000000000000		
Person covered name: XXXXXXXXXXXXXXXX	Advanced v0	RM000000
Contribution amount: RM0000000000000000		
Paid Quarterly	Total	RM000000
Due on 04-Jan-2019		
<hr/>		
GRAND TOTAL RM		RM000000

MAKE AND SEND PAYMENT

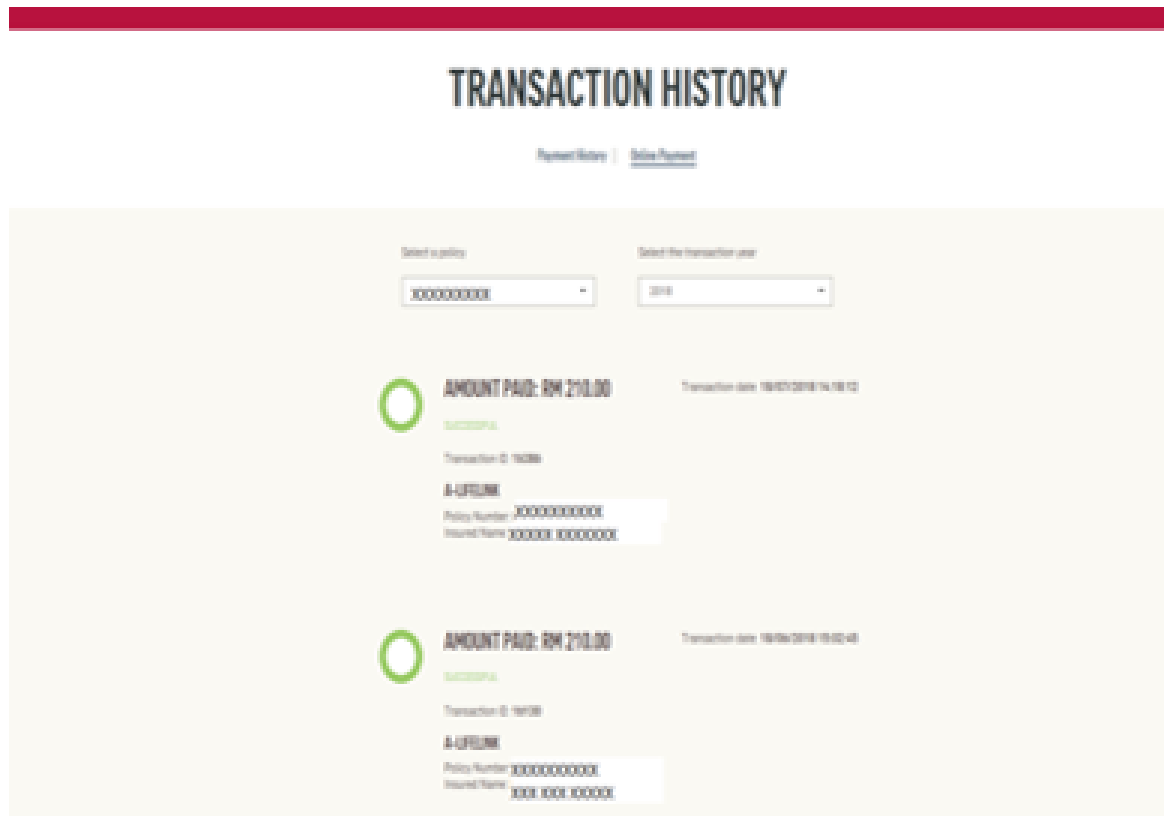
tribution.



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



6) To view your transaction history, from the MY AIA Homepage, click on Individual Plans > My Plans & Claims > Select Policy > Update payment details > My Payments > View Transaction History > Online Payment.



Change Payment Cycle

Learn how to change your premium /
contribution payment frequency



CHANGE PAYMENT CYCLE via MY AIA



WELCOME TO MY AIA

User ID

Password

[Forgot User ID/Password?](#)

[LOGIN](#)

New user? [Register here](#)

 [LEARN HOW TO REGISTER](#)



1) After you login to MY AIA, on the Homepage, click on Individual Plans > MY Plans & Claims > Select policy



1



CHANGE PAYMENT CYCLE via MY AIA



OUR PRODUCTS WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

Welcome back, [REDACTED]

PAY ONLINE AIA VITALITY REWARDS MY PLANS & CLAIMS

Last Login: 07 Mar 2021 09:01

2 Individual Plans

1 Employee Benefits

SILVER 12648 PTS

SUBMIT CLAIMS

GUARANTEE / REFERRAL LETTER

TRANSACTION HISTORY

1) After you login to MY AIA, on the Homepage, click on Individual Plans > MY Plans & Claims > Select policy



CHANGE PAYMENT CYCLE via MY AIA



← DASHBOARD

MY PLANS & CLAIMS

INDIVIDUAL PLANS (2) | EMPLOYEE BENEFITS (1)

PAY ONLINE | CLAIMS HISTORY | STATEMENTS & LETTERS

VIEW ALL



A-LifeLink Staff >
Life Protection

Policy No.: 1
Status: In force Premium Paying
Premium Due Date: 20 Apr 2021
Premium Due Amount: RM 150.00
Coverage Amount: RM 30,000.00
Person Covered:

MORTGAGE REDUCING TERM TAKAFUL >
Life Protection

Policy No.:
Status: In Force single contribution
Premium Due Date: 13 Mar 2053
Premium Due Amount: RM 0.00
Coverage Amount: RM 195,909.00
Person Covered: Wong Hooi Kwan

1) After you login to MY AIA, on the Homepage, click on Individual Plans > MY Plans & Claims > Select policy



CHANGE PAYMENT CYCLE via MY AIA



OUR PRODUCTS WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

← MY PLANS - INDIVIDUAL

POLICY DETAILS

A-LifeLink Staff
Life Protection

Policy No. [REDACTED]

Premium Due Date
20 APR 2021

Payment Frequency
MONTHLY

Coverage Amount
RM 30,000.00

Policy Loan
RM 0.00

Status
IN FORCE PREMIUM PAYING

Premium Due Amount
RM 150.00
(Inc. Govt. Tax RM 0.00)

Payment Method
DIRECT DEBIT

Coverage Period
FROM 20 FEB 2021 - 20 FEB 2119

Automatic Premium Loan
RM 0.00

- UPDATE PAYMENT DETAILS
- UPDATE CONTACT DETAILS
- DOWNLOAD E-POLICY
- MEDICAL CARD REPLACEMENT
- INVESTMENT DETAILS
- SUSTAINABILITY INFO

2) Click on Update Payment Details and go to My Payments page. Select the policy and click Change Payment Cycle.



CHANGE PAYMENT CYCLE via MY AIA



 [OUR PRODUCTS](#) [WHAT MATTERS](#) [ABOUT AIA](#) [HELP & SUPPORT](#) [MY AIA](#) 🔍 ☎️

[← DASHBOARD](#)



MY PAYMENTS

[My Profile](#) | [My Payments](#) | [Medical Card Dependant Management](#) | [Transaction History](#)

[Overview](#) | [Make A Payment](#) | [View Transaction History](#)

Search by person covered

e.g. Michael Chong

PERSON COVERED: CADENCE TAN YU XI



A-LIFELINK STAFF

Premium amount

RM 150.00

MALAYAN BANKING BHD

XXXX XXXX XXXX 5882

Due Date

20-APR-2021

Payment Cycle

MONTHLY

 [CHANGE PAYMENT CYCLE](#)

 [UPDATE CREDIT CARD](#)



2) Click on Update Payment Details and go to My Payments page. Select the policy and click Change Payment Cycle.



CHANGE PAYMENT CYCLE via MY AIA



CHANGE PAYMENT CYCLE

Plan Name A-LifeLink Staff	Policy Number:
Person Covered	Current Payment Cycle RM 150.00 MONTHLY Inc. Govt. Tax RM 0.00

Select your preferred payment cycle

- RM 1,800.00 annually Inc. Govt. Tax RM 0.00
- RM 900.00 semi-annually Inc. Govt. Tax RM 0.00
- RM 450.00 quarterly Inc. Govt. Tax RM 0.00

**Alternative Payment Cycle
premium amounts will be
listed for selection**

I hereby acknowledge that I have reviewed the Sustainability Quotation and understand the impact of the changes requested to the sustainability of my policy.

Note: Please contact our hotline 1300 88 1899, e-mail us at MY.Customer@aia.com or visit any of our Customer Centres nationwide to obtain the Sustainability Quotation.

NEXT

3) Select your Preferred Payment Cycle and click "NEXT"

NOTE: If you change your payment cycle to a longer term payment cycle (eg: from monthly to quarterly), you will need to pay for the additional term's premium/contribution amount.



CHANGE PAYMENT CYCLE via MY AIA



4) Key in the OTP (One Time Password) sent to the mobile number saved under “My Profile” to verify your changes. You will be directed to the acknowledgement page once your update has been successfully completed.

CHANGE PAYMENT CYCLE

Plan Name: A-EnrichMax
Person Covered:

Policy Number:

New Payment Cycle: **RM 342.56 monthly**
Inc. Govt. Tax RM 0.00

Please enter the 6-digit verification code that has been sent to your registered mobile number +6017-XXXX400

Enter the code below to proceed.

[Resend verification code](#)

Enter verification code

VERIFY



CHANGE PAYMENT CYCLE

Status: **Transaction Completed**

Your request to change your payment cycle for this Policy has been completed and will be reflected in the next billing cycle.

Your next monthly premium of **RM 154.08** (Inc. Govt. Tax) is due on **14 February 2017**

Plan Name: **WHOLE LIFE PLUS**
Person Covered:

Policy Number:

New Payment Cycle: **RM 154.08 monthly**
Inc. Govt. Tax RM 0.00

CLOSE



CHANGE PAYMENT CYCLE via MY AIA



5) If you have selected a longer term payment cycle, you will be required to pay the additional term's premium / contribution amount. Click on "Make a Payment" to pay online via Visa/Master Credit Card.



CHANGE PAYMENT CYCLE

Plan Name
A-LifeLink Staff
Person Covered

Policy Number:


New Payment Cycle
RM 1,800.00 annually
Inc. Govt. Tax RM 0.00

For the change of payment cycle to take effect, please remit total outstanding premium of **RM 1,500.00** (Inc. Govt. Tax, if any) for premium due on 20 February 2022

PREVIOUS

MAKE A PAYMENT



**ONLINE PAYMENT**

Payment Summary

Total Amount	MYR 1,500.00
Payment To	AIA Bhd
Reference	MYP859814 / T054237306921
No/Payment ID	Make a payment
Description	

Timeout in : 04:28

Credit Card Number

Name on Card

Expiry Date

CVC/CVV2 [?]

Card Issuing Bank

Other Card Issuing Bank (optional)

Card Issuing Country

I authorize AIA BHD to debit the above net charges from my credit card
 I have read and agree to [iPay88 Privacy Statement](#)

PROCEED



CHANGE PAYMENT CYCLE via MY AIA



6) You will be directed to the payment acknowledgement page once your payment has been successfully completed.

Note: An acknowledgement email and SMS will also be sent to your email address and mobile number saved under “My Profile”



CHANGE PAYMENT CYCLE

Status: **Transaction Completed**

Your request to change your payment cycle for this Policy has been completed and will be reflected in the next billing cycle.

Your next monthly premium of **RM 154.08** (Inc. Govt. Tax) is due on **14 February 2017**

Plan Name WHOLE LIFE PLUS	Policy Number: W502818363
Person Covered KALARANI A...	New Payment Cycle RM 154.08 monthly Inc. Govt. Tax RM 0.00

CLOSE



CHANGE PAYMENT CYCLE via MY AIA




7) To view your transaction history from the MY AIA Homepage, click on Individual Plans > My Plans & Claims > Select Policy > Update Payment Details > My Payments > View Transaction History > Online Payment

TRANSACTION HISTORY

Payment History | Online Payment

Select a policy

Select the transaction year

 **AMOUNT PAID: RM 71.31** Transaction date: 27/08/2018 22:15:56

SUCCESSFUL

Transaction ID: 462294

MEDIPLUS

Policy Number :

Person covered



Change Contact Details

Find out how to edit your contact information



SERVICE REQUEST – Personal Details



Log in to My AIA via App or Portal

OUR PRODUCTS AIA VITALITY WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

Welcome back, Hon Khai Ming

PAY ONLINE AIA VITALITY REWARDS MY PLANS & CLAIMS SERVICE REQUEST

Last Login: 20 Sep 2021 08:38

8 Individual Plans N/A Employee Benefits JOIN AIA VITALITY

SUBMIT CLAIMS GUARANTEE / REFERRAL LETTER TRANSACTION HISTORY

FINANCIAL HEALTH CHECK

Is your current insurance coverage sufficient? Find out by taking our assessment now.

TAKE ASSESSMENT



SERVICE REQUEST – Personal Details



 [BACK TO MYAIA](#)

PLEASE SELECT 1 POLICY/CERTIFICATE TO PROCEED


Policy No.	Policy Status	Owner Name	Payor Name	Insured Name	Premium Amount (RM)	Premium Due Date
8001234XA08	In Force - Premium Paying	Maverick Lew	Maverick Lew	Michael Lew	3,600.00	12-Dec-2020
8001234XA08	In Force - Premium Paying	Maverick Lew	Maverick Lew	Michael Lew	3,600	12-Dec-2020

NEXT



SERVICE REQUEST – Personal Details



BACK TO MYAIA

PLEASE SELECT SERVICE REQUEST

EDIT PROFILE


EDIT PERSONAL DETAILS CHANGE OF ADDRESS CHANGE OF OCCUPATION

Please select a contact you would like to edit

MARVERICK LEW - Policy Owner, Payor

MICHAEL LEW - Insured

CHANGE PAYMENT METHOD

 **A-LIFELINK**
Life Insurance

Policy No.	8001234X108
Policy Status	In Force Premium Paying
Premium Amount (RM)	3,600.00
Premium Due Date	13-Jul-2021
Payment Cycle	Annually

WHAT DOES IT COVER? [+ EXPAND](#)

Policy Owner
MAVERICK LEW

Payor
MAVERICK LEW

Insured
MICHAEL LEW

NEXT



SERVICE REQUEST – Personal Details



CUSTOMER DUE DILIGENCE

VERIFY POLICY OWNER & PAYOR DETAILS

Please verify the details in each section, click the "EDIT PROFILE DETAILS" button if update is required.

CUSTOMER PROFILE

In line with our ongoing Customer Due Diligence ("CDD") procedure, customers are required to provide/update their personal details.

Click "NEXT" to proceed to Customer Due Diligence updates.

NEXT

Personal Details

Name	Maverick Lew	NRIC/Passport No.	A12345678	Date of Birth	27-Feb-1963
Race	Chinese	Marital Status	Married	Nationality	Malaysia
Gender	Male	Email Address	-		
Mobile Tel. No.	60122237789	Home Tel. No.	60122237789	Office Tel. No.	60122237789

Correspondence Address

Address #1	23, Jalan Dato Yusof Shahbudin 23A	Address #2	Taman Seri Intan	Address #3	Klang
Country	Malaysia	City/State	Shah Alam, Selangor	Postcode	41200

Occupation

Occupation Industry	Banking	Occupation	Junior Financial Adviser	Name of Employer	Maybank
Nature of Business	Financial Services				

[BACK TO MYAIA](#)

CUSTOMER DUE DILIGENCE

VERIFY POLICY OWNER & PAYOR DETAILS

Please verify the details in each section, click the "EDIT PROFILE DETAILS" button if update is required.

! Changes on Name, Date of Birth, NRIC/Passport No., Nationality and Gender might take up to 7 working days to process. Information displayed below may not reflect your recent changes.

Personal Details

Name	Maverick Lew	NRIC/Passport No.	A12345678	Date of Birth	27-Feb-1963
Race	Chinese	Marital Status	Married	Nationality	Malaysia
Gender	Male	Email Address	-		
Mobile No.	60122237789	Home Tel. No.	60122237789	Office Tel. No.	60122237789

Correspondence Address

Address #1	23, Jalan Dato Yusof Shahbudin 23A	Address #2	Taman Seri Intan	Address #3	Klang
Country	Malaysia	City/State	Shah Alam, Selangor	Postcode	41200

Occupation

Occupation Industry	Banking	Occupation	Junior Financial Adviser	Name of Employer	Maybank
Nature of Business	Financial Services				

Click on Edit Profile Details



EDIT PROFILE DETAILS **VERIFY**

SERVICE REQUEST – Personal Details



Verify policy owner / payor details

[BACK TO MYAIA](#)



This is where Customer performs the data entry for the required changes

EDIT PROFILE

1 EDIT PROFILE 2 APPLY CHANGES

FOR POLICY OWNER & PAYOR

Personal Details Edit Personal Details

1 Please note that any changes made to the personal details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.

Name* Maverick Lew	Date Of Birth* 01-Sep-1972	NRIC/Passport No.* 720901-43-1121
Race* Chinese	Marital Status* Married	Nationality* Malaysia
Gender* Male	Email Address marvericklew@email.com	
Mobile Tel No.* Malaysia (60) 122237789	Home Tel No. Malaysia (60) 122237790	Office Tel No. Malaysia (60) 122237791

IMPORTANT: Please provide mobile number owned by policy owner

Edit Address

Correspondence Address

A correspondence address is where you send and receive all mail items. You may choose to apply the changes here to other policies on the following step. Fields marked with (*) are mandatory.

Address #1* 32, Jalan Dato Yusof Shahbudin 23A	Address #2 Taman Seri Intan	Address #3 Klang
Country* Malaysia	Postcode* 41200	City/State* Klang, Selangor

Edit Occupation

Occupation

1 Please note that any changes on occupation details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.


Occupation Industry* Banking	Occupation* Senior Financial Adviser	Name of Employer* Maybank
Nature of Business* Financial Services		

PREVIOUS **NEXT**



SERVICE REQUEST – Personal Details






 BACK TO MYAIA

EDIT PROFILE

1 EDIT PROFILE — 2 APPLY CHANGES

FOR POLICY OWNER & PAYOR

Apply Change Of Correspondence Address To Other Policies/Certificates
Select the policies/certificates that you want to apply the change of correspondence address to.

<input checked="" type="checkbox"/>  A-PLUS CRITICAL CARE 078912931A Owner Name: Maverick Lew Insured Name: Brenda Lew	<input checked="" type="checkbox"/>  FLEX PA 089A182931 Owner Name: Maverick Lew Insured Name: Michael Lew	<input type="checkbox"/>  A-ENRICH WEALTH 0975368A8 Owner Name: Maverick Lew Insured Name: Maverick Lew
---	---	--

Apply Changes to AIA Vitality Membership?

AIA Vitality Membership 1234567A	Would you like to apply the same changes to customer's AIA Vitality Membership?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
-------------------------------------	---	---

PREVIOUS **NEXT**

Select if applicable to other Policies or Applying the changes to AIA Vitality Membership



SERVICE REQUEST – Personal Details



Verify insured details BACK TO MYAIA

EDIT PROFILE



FOR INSURED

Edit Personal Details

Personal Details

! Please note that any changes made to the personal details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.

<p>Name*</p> <input type="text" value="Michael Lew"/>	<p>Date Of Birth*</p> <input type="text" value="01-Jul-1990"/>	<p>NRIC/Passport No.*</p> <input type="text" value="900701-43-1235"/>
<p>Race*</p> <input type="text" value="Chinese"/>	<p>Marital Status*</p> <input type="text" value="Married"/>	<p>Nationality*</p> <input type="text" value="Malaysia"/>
<p>Gender*</p> <input type="text" value="Male"/>	<p>Email Address</p> <input type="text" value="michaellew@email.com"/>	<p><small>If the country is not available from the list, please click here for further assistance.</small></p>
<p>Mobile Tel No.*</p> <input type="text" value="Malaysia (60)"/> <input type="text" value="122237780"/>	<p>Home Tel No.</p> <input type="text" value="Malaysia (60)"/> <input type="text" value="122237791"/>	<p>Office Tel No.</p> <input type="text" value="Malaysia (60)"/> <input type="text" value="122237792"/>

IMPORTANT: Please provide mobile number owned by policy owner



This is where Customer performs the data entry for the required changes

Edit Occupation

Occupation

! Please note that any changes on occupation details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.

<p>Occupation Industry*</p> <input type="text" value="Banking"/>	<p>Occupation*</p> <input type="text" value="Senior Financial Adviser"/>	<p>Name of Employer*</p> <input type="text" value="Maybank"/>
<p>Nature of Business*</p> <input type="text" value="Financial Services"/>		

PREVIOUS

NEXT

Click Next



SERVICE REQUEST – Personal Details



UPLOAD DOCUMENTS

POLICY OWNER & PAYOR

The documents below are required for your change requests. Please do not upload password protected documents.

NRIC*

- Please upload a copy of your document in JPG, PNG or PDF file format, no larger than 5mb.
- Please ensure the image uploaded is clear, visible and in colour.

NRIC-Front
JPG, PNG or PDF file format, no larger than 5MB

NRIC-Back
JPG, PNG or PDF file format, no larger than 5MB

PREVIOUS **NEXT**

Remote Authentication link will be sent to Policy Owner to upload documents if customer is not present.

Copy of NRIC / valid Passport is required:

Click 'Upload' to take a photo of the NRIC front and back.

Click Next



SERVICE REQUEST – Personal Details



BACK TO MYAIA

Summary Review

SUMMARY REVIEW

POLICY INFORMATION

Policy No. 8001234X108	Plan Name A-LIFELINK 1	Policy Status IN FORCE - PREMIUM PAYING
Payment Mode ANNUALLY	Premium Due Date 31-JUL-2019	Cross Subsidy YES

MAVERICK LEW
OWNER

NRIC/Passport No. 720901431117
Gender: Male
Smoker: No

MICHAEL LEW
INSURED

NRIC/Passport No. 900701431235
Gender: Male
Smoker: No

EDIT PROFILE

POLICY OWNER & PAYOR

Personal Details

! Please note that any changes made to the personal details will be applied to the **current policy** and **ALL** policies under the customer's NRIC/Passport No.

Name Maverick Lew	Date of Birth 01-Sept-1972	NRIC/Passport No. 720901431121
Race Chinese	Marital Status Married	Nationality Malaysian
Gender Male	Email Address marvericklew@email.com	
Mobile Tel No. EDITED	Home Tel No. 60122237790	Office Tel No. 60122237791

Correspondence Address

Address #1 32, Jalan Dato Yusof Shahbudin 23A	Address #2 Taman Seri Intan	Address #3 Klang
Country Malaysia	Postcode 41200	State/City EDITED Klang, Selangor

Apply To Other Policies/Certificates

Apply these changes to the following policies/certificates:

2 Policies

Owner Name: **Maverick Lew**
Insured Name: **Brenda Lew**

Owner Name: **Maverick Lew**
Insured Name: **Maverick Lew**

AIA Vitality

Changes Applied on Vitality Membership VA00012345
Yes

Occupation

! Please note that any changes on occupation details will be applied to the **current policy** and **ALL** policies under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.

New Occupation Industry Banking	New Occupation EDITED Senior Financial Adviser	Name of Employer Maybank
Nature of Business Financial Services		

INSURED

Personal Details

! Please note that any changes made to the personal details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No.

Name Michal Lew	Date of Birth 01-Jul-1990	NRIC/Passport No. EDITED 900701431235
Race Chinese	Marital Status Married	Nationality Malaysian
Gender Male	Email Address michaellw@email.com	Mobile No. 60122237789
Home Tel No. 60122237789	Office Tel No. 60122237789	

Occupation

! Please note that any changes on occupation details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No.

New Occupation Industry Oil & Gas	New Occupation Drilling Engineer	Name of Employer EDITED Petronas Carigali
Nature of Business Oil & Gas Downstream		

**“Edited” indicates there is a change made:
For e.g. mobile number update**

Indication on Occupation change (For Insured)

(Remember to check Sustainability Quotation declaration)

SERVICE REQUEST – Personal Details



Summary Review

DOCUMENTS UPLOAD

Uploaded Document

INSURED

NRIC

 NRIC - Front
NRIC-front.jpg

 NRIC - Back
NRIC-back.jpg

Copy of NRIC front & back uploaded

DECLARATION

Sustainability Quotation Acknowledgement

I hereby acknowledge that I have reviewed the Sustainability Quotation and understand the impact of the changes requested to the sustainability of my policy.

Note: Please contact our Careline at 1300 88 8922 or email us at MYCustomer@aia.com or visit the nearest AIA Customer Centres to obtain a copy of the Sustainability Quotation.

AUTHENTICATION

Contact(s) below are required to provide authentication for this submission

 **MAVERICK LEW**
OWNER
Email Address mavericklew@email.com
Mobile No. 60122237789

 One Time Password (OTP) will be sent via SMS to the registered mobile no.

CANCEL


NEXT

OTP verification



SERVICE REQUEST – Personal Details



 [BACK TO MYAIA](#)

TERMS & CONDITIONS

IMPORTANT
Please read these conditions carefully before proceed with the change request submission

Customer Due Diligence

CDD Form

I/We understand and agree that any personal information collected or held by AIA Bhd. / AIA PUBLIC Takaful Bhd. / AIA General Berhad (hereinafter referred to as "AIA") (whether contained in this form or otherwise obtained, including through credit reporting agencies) may be held, used, and disclosed by AIA to individuals/organisations related to and associated with AIA or any selected third party (within or outside of Malaysia, including but not limited to regulators/authorities, reinsurance companies/ retakaful operators, claims investigation companies, industry associations/federations and credit reporting agencies) for the purpose of (a) processing this form; (b) providing subsequent service for this; (c) for AIA data matching; (d) to review and advice on my/our coverage with AIA; and (e) for regulatory and/or statutory compliance purposes. I/We understand that I/we have the right to obtain access to and to request correction of any personal information held by AIA concerning me/us. Such request can be made to any of AIA's Customer Service Centres.

Important Note:
AIA may review and/or update the Privacy Statement from time to time to reflect the changes in law and/or AIA internal policy. For more information on how AIA deals with personal information, please refer to the latest Privacy Statement on our website at www.aia.com.my.


Update Personal Details

Declaration And Authorisation

I hereby acknowledge that I have reviewed the Sustainability Quotation and understand the impact of the changes requested to the sustainability

[DECLINE](#) [AGREE & SUBMIT](#)

Read and agree to T&C

 [BACK TO MYAIA](#)

OTP AUTHENTICATION

Please enter the 6-digit OTP code sent to the contacts below.

OWNER
MAVERICK LEW

OTP NOW **OTP LATER**

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone **60122237789**

6-digit OTP Code

[VERIFY](#) [RESEND CODE](#) You can request a new code after **3:00 mins**

[NEXT](#)

Request for OTP & Key in

Click next once completed

RMO AIA: Your verification code is: 342795. Requested for Service Request Authentication. Did not request? Call **1 300 88 1899 / 1300 88 8922**. TQ.

Sample SMS for OTP



SERVICE REQUEST – Personal Details



THANK YOU



Transaction ID: 1000007

Email Notification

Status Update: Service Request MT2021082618013425321694382

noreply-policyownerservice@aia.com
To: Tharsame Singh, Narvindeer Singh

Dear Valued Customer,

Kindly find below the status of your service request(s) submitted on 26 Aug 2021.

Policy/Certificate Number	Request Type	Status	Status Date
S214221A08	Correspondence Address	Completed	26 August 2021
S214221A08	Change of Mobile No	Completed	26 August 2021
S214221A08	Change of Email	Completed	26 August 2021
S214221A08	Change of Occupation	In Progress	26 August 2021

If you have any further questions, please contact us by:

1. E-mailing your enquiry to My.Customer@aia.com or
2. Calling our Care Line at 1300 88 1899 / 1300 88 8922

Policy Owner will also receive an email of:

1. Acknowledgement
2. Confirmation of Status



SERVICE REQUEST – Personal Details



BACK TO MYAIA

THANK YOU



REQUEST SUBMITTED

Transaction ID: 1000007

SMS Notification



RM0 AIA: We have received yr service request on 24 Aug 2021. Yr Trx No. is MT202108241611255330868 927. Login to My AIA @ www.aia.com.my for details



RM0 AIA: Yr service request on 24 Aug 2021 for Trx No. MT202108241611255330868 927 has been resolved. Login to My AIA @ www.aia.com.my for details

Policy Owner will also receive SMS of:

1. Acknowledgement
2. Confirmation of Status





HEALTHIER, LONGER,
BETTER LIVES

5

Submit Individual Claims

- Submit Claims
- Check Claim History and Status
- Submit Pending Claims

SUBMIT Individual Claim (Dashboard View)

The screenshot shows the AIA dashboard interface. At the top, there is a red navigation bar with the AIA logo on the left and menu items: OUR PRODUCTS, AIA VITALITY, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. On the right side of the navigation bar are icons for notifications, search, and a phone call. Below the navigation bar, a white banner displays the user's name: "Welcome back, Kway Chin Ferng". Underneath this banner is a white horizontal bar with four main menu items: PAY ONLINE (with a green dollar sign icon), AIA VITALITY (with a red checkmark icon), REWARDS (with a purple gift icon), and MY PLANS & CLAIMS (with a red circle icon). Below the main menu, the text "Last Login: 24 Feb 2021 04:42" is visible. The dashboard is divided into two main sections. The left section contains three white cards: the first shows "1 Individual Plans", the second shows "N/A Employee Benefits", and the third is a red button labeled "JOIN AIA VITALITY". The right section contains a vertical stack of three white cards: the top card is "SUBMIT CLAIMS" (with a red document icon) and is highlighted with a blue rounded rectangle; the middle card is "INDIVIDUAL PLANS" (with a red document icon); and the bottom card is "EMPLOYEE BENEFITS" (with a red document icon). At the bottom of the dashboard, the text "FINANCIAL HEALTH CHECK" is displayed.

- 1) Click "Submit Claims"
- 2) Select "Individual Plans"



SUBMIT Individual Claim (My Plans & Claims View)

OUR PRODUCTS AIA VITALITY WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

Welcome back, Wan Ling

PAY ONLINE AIA VITALITY REWARDS MY PLANS & CLAIMS

Last Login: 23 Feb 2021 09:17

3 Individual Plans N/A Employee Benefits JOIN AIA VITALITY

SUBMIT CLAIMS GUARANTEE / REFERRAL LETTER TRANSACTION HISTORY

FINANCIAL HEALTH CHECK

MY PLANS & CLAIMS

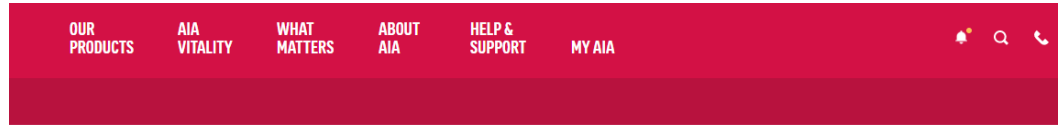
INDIVIDUAL PLANS (3) | EMPLOYEE BENEFITS (0)

PAY ONLINE SUBMIT CLAIM CLAIMS HISTORY STATEMENTS & LETTERS

- 1) Click on “My Plans & Claims”
- 2) Click “Submit Claims”



SUBMIT Individual Claim (Guideline/Good-To-Know Page)



1) For first time user (on individual claim), click on ‘Simple Guideline’ on the basic criteria and preparation required before submit in a claim

2) Go through all the guides



SUBMIT Individual Claim (Guideline/Good-To-Know Page)

NRIC/passport of the policy owner and the insured/covered member.

Documents Checklist
Select claim type to identify the required documents.

KNOW THE REQUIRED DOCUMENTS
Select claim type to identify the required documents

Claim Type
Medical

Sub Claim Type
Outpatient before or after Hospitalisation / Day Care Procedure

Required Documents For Medical Claims

- Original Itemised Receipts and Bills
- Medical Information Request in Hospitalisation Claim Form (medical report) OR endorsement from treating doctor on the nature of the illness / accident for each receipt / bill submitted
- Lab / Imaging Reports, Dengue Serology Report, Police Report, Copy of passport or flight details for overseas claim (where applicable)
- Translation (for all non-English / Bahasa Malaysia documents, where applicable)

YES, I'M READY TO SUBMIT

3) To know the exact documents required for a specific claim that you want to submit, you may select the “Claim Type” and “Sub Claim Type” to go through the checklist

In this example, the “Medical” Claim Type and “Outpatient..” Sub Claim Type is selected.

4) You may select other “Claim Type” and “Sub Claim Type” if you would like to learn on those as well

5) Once you are ready to submit, click on “Yes, I’m ready..”

SUBMIT Individual Claim (Let's Begin Page)

LET'S BEGIN



SIMPLE GUIDELINE FOR YOUR CLAIMS SUBMISSION



My Claim Details

Claim Type

A

Accident



Sub Claim Type

B

Select sub claim type



Date of Accident / Event / Admission

C

Select date



Insured / Covered Member Name

D

Please select



1) When you are ready to submit, please proceed with the following steps:

- A) Select Claim Type
- B) Select Sub Claim Type
- C) Input Date of Event

(Event description will vary according to Claim Type)

D) Select Insured/Covered Member Name

Refer Glossary Page for detailed description on each field.



SUBMIT Individual Claim (Let's Begin Page)

Policy No.

E

0095719A06

Claim Amount

You can submit up to 3 receipts with maximum claim amount of RM 500.

RM

OTHER CURRENCY

335

F

02/01/2021

+ Add Receipt



I have read and agreed to the [terms & conditions](#). I authorize any institution or individual that has any records or knowledge of my health and medical history to disclose such information to AIA Bhd. / AIA PUBLIC / AIA General Berhad or its representative.

BEGIN

1) When you are ready to submit, please proceed with the following steps:

E) Select the Policy No. that you would like to claim on
F) Input the claim amount and date for each receipt. If there is more than 1 receipt, click "Add Receipt"
(Take note of the maximum no. of receipt and amount allowed)

Refer Glossary Page for detailed description on each field.

2) After updating the receipt amount and date, please read through the terms and conditions. If you agree, checked the box

3) Click "Begin" to move to the next page.



SUBMIT Individual Claim (Upload The Required Documents)

UPLOAD THE REQUIRED DOCUMENTS

Required Documents For Medical Claims

- ✓ Original Itemised Receipts and Bills
- ✓ Medical Information Request in Hospitalisation Claim Form (medical report) OR endorsement from treating doctor on the nature of the illness / accident for each receipt / bill submitted
- ✓ Lab / Imaging Reports, Dengue Serology Report, Police Report, Copy of passport or flight details for overseas claim (where applicable)
- ✓ Translation (for all non-English / Bahasa Malaysia documents, where applicable)

PREVIOUS

NEXT

(medical report) OR endorsement from treating doctor on the nature of the illness / accident for each receipt / bill submitted

- ✓ Lab / Imaging Reports, Dengue Serology Report, Police Report, Copy of passport or flight details for overseas claim (where applicable)
- ✓ Translation (for all non-English / Bahasa Malaysia documents, where applicable)

Document Upload

You can attach a max. of 15 files (.pdf, .jpg, .png, .jpeg). Total file size cannot exceed 30MB.

UPLOAD FILE

JPEG_example_flower.jpg



PREVIOUS

NEXT

- 1) Go through each and every requirement
- 2) Upload all required documents as specified
(Take note of the file size and type as well as the no. of files allowed)
- 3) Click "Next"

SUBMIT Individual Claim (Upload NRIC Page)

UPLOAD YOUR NRIC



GOOD TO KNOW

In line with our customer due diligence, we would like to inform you that it is **MANDATORY to provide a copy of your and the insured / covered member's (if not the same person) NRIC / Passport for every claim submission.** We appreciate your cooperation to avoid your claims being declined.

Required NRIC

- ✓ Front view of insured / covered member's NRIC / passport
- ✓ Front view of your NRIC / passport

Upload NRIC / Passport

PREVIOUS

NEXT

✓ Front view of your NRIC / passport

Upload NRIC / Passport

Please attach a photo of your and your insured / covered member's (if not the same person) NRIC / passport front view (.pdf, .jpg, .png, .jpeg). Each file size cannot exceed 5MB.

UPLOAD NRIC (FRONT VIEW) / PASSPORT DETAIL DOCUMENT

E0026786.pdf



Screenshot_2021-02-09-11-40-54-34_258c016ab852b7ae6f2d8b733b50a514.jpg



I hereby acknowledge that I have submitted my and the insured / covered member's (if applicable) NRIC / Passport as per the mandatory requirement stated and understand that non-submission

PREVIOUS

NEXT

- 1) Now, upload your NRIC or passport.
- 2) If the Insured/Covered member is a different person, please ensure the Insured/Covered Member's NRIC is uploaded as well. You will not be able to proceed further if no or only 1 NRIC/passport is uploaded.
- 3) "Checked" the acknowledgement once you are satisfied with the attachment and then click "Next".



SUBMIT Individual Claim (Payment Details Page)

MY DETAILS

Payment Details

Bank Name

BANK OF AMERICA

Account No.

112323

My Details

Customer ID No. 780721145722

Email Address N/A

Mobile Phone No. N/A

! Kindly ensure that all details are keyed in accurately or you might not receive your claim payment according to your policy. AIA will not be held responsible if the details provided are inaccurate. You may update your email address and mobile phone number in your My Profile page.

- 1) Next, select the bank name & input the bank account no that you would like the payment (if any) to be made to you. Do ensure that these info and your ID no. are accurate
- 2) You may read through the note on how your email or mobile phone no. can be updated.
- 3) Once you have verified the info, click “Next”



SUBMIT Individual Claim (Review My Claim Page)

REVIEW MY CLAIM

Claim Details [EDIT](#)

Claim Type	Medical
Sub Claim Type	Outpatient before or after Hospitalisation / Day Care Procedure
Date of Accident	03/03/2021
Insured / Covered Member Name	BEH YONG JIAN
Policy No.	0095719A06
Total Claim Amount	RM 335

[PREVIOUS](#) [NEXT](#)

Uploaded Documents [EDIT](#)

JPEG_example_flower.jpg

Uploaded NRIC / Passport [EDIT](#)

E0026786.pdf

Screenshot_2021-02-09-11-40-54-34_258c016ab852b7ae6f2d8b733b50a514.jpg

Payment Details [EDIT](#)

Bank Name	BANK OF AMERICA
Account No.	112323

My Details

Customer ID No.	780721145722
Email Address	N/A
Mobile Phone No.	N/A


[PREVIOUS](#) [NEXT](#)

- 1) The last step before the claim is submitted is to review all the inputs that you have made from the beginning.
- 2) If there is any correction to be made, click on “Edit” on any particular page that change is required. Thereafter, proceed to go “Next” until you reach this “Review My Claim Page” again
- 3) If there is no further changes is required, you may click “Next”
- 4) The claim will then be submitted to AIA



SUBMIT Individual Claim (Completed Page)

✓ ✓ ✓ ✓ 5



COMPLETED

eClaim Reference No.
E0026928


Your individual claim has been submitted and will be processed within 5 working days. All active claims are recorded and can be found within My Claims section.

SAVE A COPY

VIEW E-CLAIMS DETAILS [- COLLAPSE](#)

Claim Details

DONE

E-CLAIM RECEIPT 
Reference no.:E0026928

Insured/ Covered Member Name
BEH YONG JIAN

Customer ID No.
780721145722

Policy No
0095719A06

Date of Accident
03/03/2021

Claim Type
Medical

Claim Sub Type
Outpatient before or after Hospitalisation / Day Care Procedure

Total Claim Amount
335.00

Bank Name
BANK OF AMERICA

Account No.
112323

- 1) You will land on the “Completed Page” now. Please take note of the e-Claim Reference No and save it for your future reference
- 2) You may also click “Save a Copy” to download an e-Receipt with details of the claim that you have just submitted.
- 3) Click “Done”, once you have captured all required info.



SUBMIT Individual Claim (Push Notification)

The screenshot shows the AIA Vitality user interface. At the top, there is a navigation bar with links for 'OUR PRODUCTS', 'AIA VITALITY', 'WHAT MATTERS', 'ABOUT AIA', 'HELP & SUPPORT', and 'MY AIA'. A notification bell icon is circled in red in the top right corner. Below the navigation bar, a welcome message reads 'Welcome back, Wan Ling'. A secondary navigation bar includes 'PAY ONLINE', 'AIA VITALITY', and 'REWARDS'. A dropdown menu is open, showing options: 'GENERAL' (1), 'MY POLICY UPDATES', 'MY CLAIMS & BILLS' (highlighted with a blue circle), 'MY PAYMENT' (3), 'MY STATEMENTS & LETTERS' (5), and 'AIA VITALITY'. Below the dropdown, there are three cards: '3 Individual Plans', 'N/A Employee Benefits', and 'JOIN AIA VITALITY'. The main content area is titled 'MY CLAIMS & BILLS' and shows a pagination indicator '1-4 of 4' and '1 Of 1'. A notification card titled 'Claims Status Update' is highlighted with a blue circle, containing the text 'We've received your individual claim <7061587A07 ; ZZ003250>'.

- 1) Once your claim has been registered, you will receive a push notification via the “notification bell” -> “My Claims & Bills” that your claim is received by AIA.
- 2) Similarly, whenever there is any change in the status of your claim, you will receive similar push notification

Refer Glossary Page for detailed description on different type of push notification that you may receive.



Claims Menu Glossary – Claim Type, Sub Claim Type

Title	Selection	Description
Claim Type	Medical	Claim on a Medical rider/policy
	Accident	Claim on an Accident rider/policy
	Travel PA	Claim on a Travel PA policy
	Health Wallet	Claim on a Medical rider/policy with health wallet balance/value
Sub Claim Type	Hospitalisation/ Day Care Procedure	Claim for an event due to hospitalisation or outpatient day care surgery/procedure
(Medical)	Outpatient claim before or after Hospitalisation/ Day Care Procedure	Claim for outpatient visit before or after hospitalisation/ day care procedure
	Outpatient Accident Claim	Outpatient claim for an accident event (with no hospitalisation) on a medical rider/policy
Sub Claim Type	Food Poisoning	Event caused by food poisoning
(Accident)	Assault	Event caused by injury sustained from another
	Accidentally Bitten by animals/insects	As it is
	Burns/Cut	As it is
	Motor/Non-motor vehicle accident	Accident caused by a moving vehicle



Claims Menu Glossary – Sub Claim Type

Title	Selection	Description
Sub Claim Type	Accidental Fall	As it is
(Accident)	Ingestion or infiltration of foreign body	Injury caused by accidental swallowing/exposure of objects/chemical in the mouth, eye, ear or nose
	Hit by heavy object	As it is
	Occupational/ industrial accident	Injury at workplace
	Natural Disaster	As it is
	Sports accident	Sudden traumatic injury caused by playing sports (not due to fatigue or muscle ache)
Sub Claim Type	Medical Expenses	Medical expenses incurred during a covered trip
(Travel PA)	Cancellation, Delay or Curtailment of Journey / Loss of Deposit	As it is
	Baggage & Personal Effects (Damage / Delay) / Loss of Money or Travel Documents	As it is



Claims Menu Glossary – Sub Claim Type

Title	Selection	Description
Sub Claim Type	Health Screening / Vaccination	As it is
(Health Wallet)	Congenital Conditions / Plastic or Cosmetic Surgery due to Accident or Cancer	As it is
	Mobility and Hearing Support / Recovery Care for Cancer, Stroke and Heart Attack	As it is
	Mental Health Benefit	As it is
Date of Event	Date of Admission/Procedure (Medical)	Date admitted to hospital/for outpatient surgery
	Date of Accident/Event/Admission (Accident)	Date of accident or event/admission covered under this plan
	Date of Accident/Event (Travel PA)	Date of accident or event covered under this plan
	Date of Procedure/Event (Health Wallet)	Date of outpatient surgery or screening/vaccination/support purchase/consultation event



Claims Menu Glossary – Others

Title	Description
Insured/ Covered Member Name	The customer in which the claim event is filed upon for this claim submission. Please do not select the owner's name if the claim event does not belong to the owner.
Policy No	Select the relevant policy no. that you would like to make your claim on. If you have selected a claim type which do not match with your policy benefit coverage, the intended policy no. will not appear for selection.
Any empty fields or terms and conditions not acknowledged (√)	The “next page” button will be dimmed, or you can not proceed to the next page.



SUBMIT Individual Claim (Push Notification)

Title	Description
" We've received your individual claim (PN;CN)	AIA has received and registered your claim
" Your claim request for (PN;CN) requires additional documents."	Your claim is pending. Please submit the required documents for processing. Your claim history will indicate as "In Progress".
"Your individual claim (PN; CN) has been approved"	As it is
"Your individual claim (PN; CN) has been rejected"	As it is



VIEW Individual Claim History

OUR PRODUCTS | AIA VITALITY | WHAT MATTERS | ABOUT AIA | HELP & SUPPORT | MY AIA

Welcome back, Wan Ling

PAY ONLINE | AIA VITALITY | REWARDS | MY PLANS & CLAIMS

Last Login: 23 Feb 2021 09:17

3 Individual Plans | N/A Employee Benefits | JOIN AIA VITALITY

SUBMIT CLAIMS
GUARANTEE / REFERRAL LETTER
TRANSACTION HISTORY

FINANCIAL HEALTH CHECK

MY PLANS & CLAIMS

INDIVIDUAL PLANS (3) | EMPLOYEE BENEFITS (0)

PAY ONLINE | SUBMIT CLAIM | CLAIMS HISTORY | STATEMENTS & LETTERS

Click “My Plans & Claims” -> “Claims History” to view your individual claims history.



VIEW Individual Claim History

MY CLAIMS

Personal Claims

Employee Claim

- 1) Ensure that “Personal Claims” is selected (to view Individual Claim History”.
- 2) You may filter the “Name” and “Year” or select “All’ for both fields as to your interest.

Select a name

ZAHARAH BINTI MASTAM

Select a year

All

All

2021

2020

2019

- 3) “Active Claims” indicate the current claim in processing whilst “Past Claims” will lead you to all previous claims transactions. Click on the relevant “Expand” button to look into the details of each/selected claim to your interest

ACTIVE CLAIMS

+ EXPAND

PAST CLAIMS

+ EXPAND



VIEW Individual Claim History – Claim Details

ACTIVE CLAIMS

- COLLAPSE



MEDICAL

IN PROGRESS

This claim was received on 30-Dec-2025

Claimed for

Certificate number

**ZAHARAH BINTI
MASTAM**

T550766933

 [CLAIM DETAILS](#)

Click on “Claim Details” to view any claims correspondences associated with the selected claim.



MEDICAL

IN PROGRESS

This claim was received on 28-Dec-2025

Claimed for

Certificate number

**ZAHARAH BINTI
MASTAM**

T550766933

 [CLAIM DETAILS](#)



VIEW Your Individual Claim History – Claim Details Page

ZAHARAH BINTI MASTAM'S CLAIM

Personal Accident claims

Certificate number

T550766933

Received on

30-DEC-2025

Claim number

C5103876/1

Last updated on

29-DEC-2025

 [VIEW CORRESPONDENCE](#)

You may click on “View Correspondence” to view*

- a) Approval letter and detailed/breakdown settlement of the approved claim
- b) Decline letter for rejected claim
- c) Pending letter for claim requiring further info

* Supported claim type/benefit only

CLAIM STATUS



VIEW Correspondence Documents Page

✕ CORRESPONDENCE DOCUMENTS

CORRESPONDENCE

Click below to download your copy of

25-Jun-2019  SETTLEMENT TABLE

25-Jun-2019  APPROVAL LETTER

CLOSE

Sample view when you click on “View Correspondence”



SUBMIT Pending Claim

ZAHARAH BINTI MASTAM'S CLAIM

Medical claims

Certificate number

T550766933

Received on


30-DEC-2025

Claim number

C5103288/1

Last updated on

30-DEC-2025

 Your claim is pending >
your action.

 VIEW CORRESPONDENCE

SUBMIT PENDING DOCUMENT

CLAIM STATUS



- 1) For claim with “In Progress” Status, you may submit your reply by clicking into the respective claim in Claim History
- 2) Before you submit your reply, you may also view on the claim documents which you are pending.
- 3) Once you have gathered all the required documents, you may then click on “Submit Pending Documents” to proceed with submission.




SUBMIT Pending Claim


1 — 2

SUBMIT PENDING DOCUMENTS

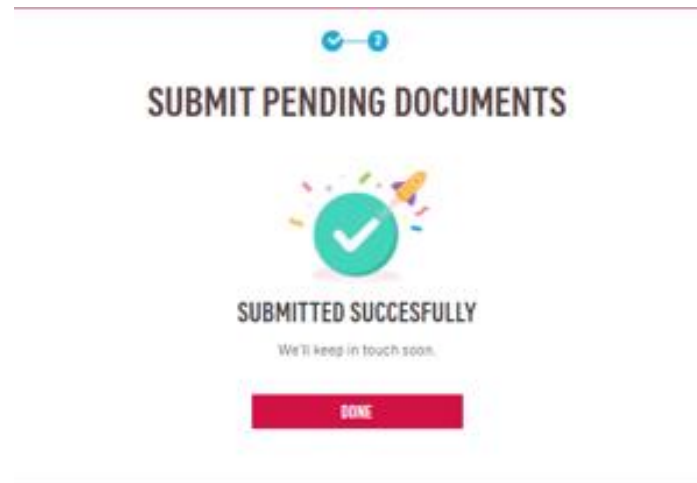
UPLOAD DOCUMENTS

You can attach a max. of 15 files (.pdf, .jpg, .png, .jpeg). Total file size cannot exceed 30MB.

 **UPLOAD**

Screenshot_2021-02-09-11-44-31-30.jpg 

SUBMIT



- 4) Similarly, upload the documents as required and click on “Submit” when you have complete the upload.
- 5) Once this is completed, you will be notified again once the claim is processed.
- 6) Click “Done” to return to the main Dashboard.



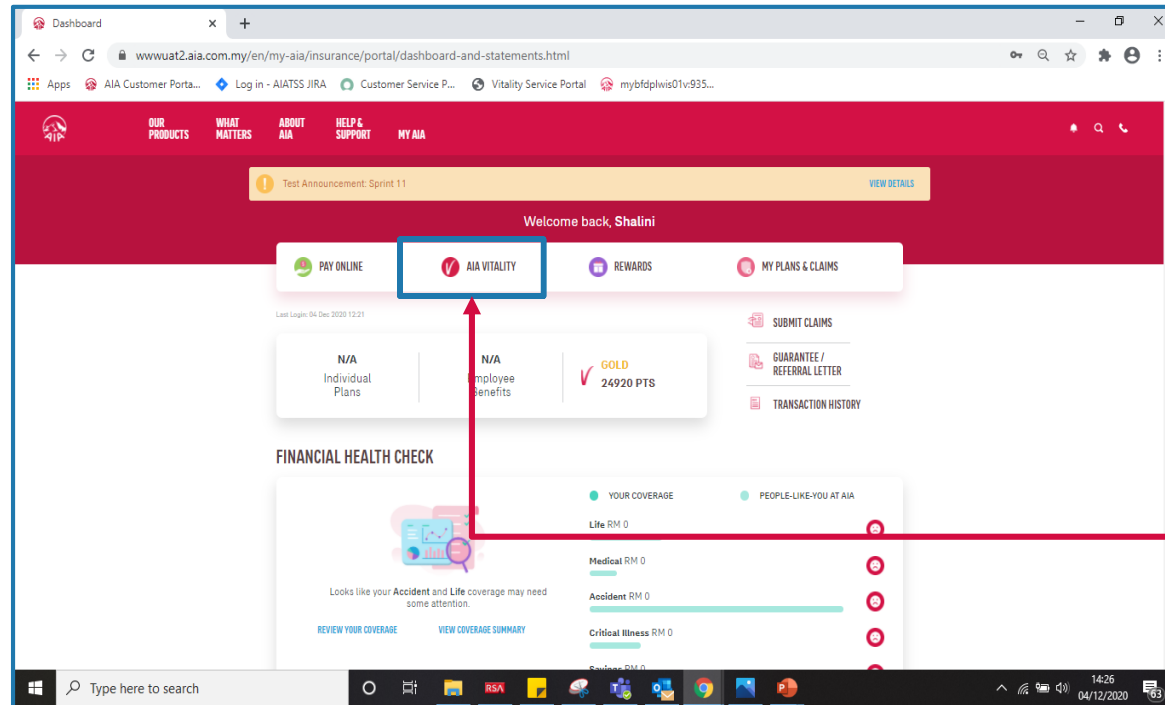
HEALTHIER, LONGER,
BETTER LIVES

6

AIA Vitality

- Main Dashboard
- Point Statement
- Health Report

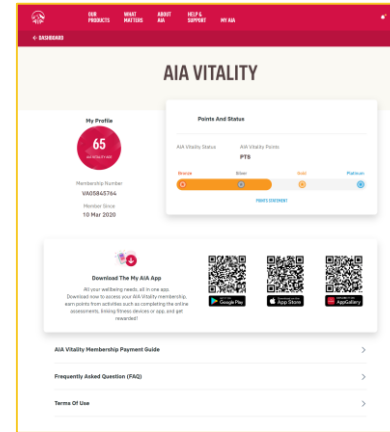
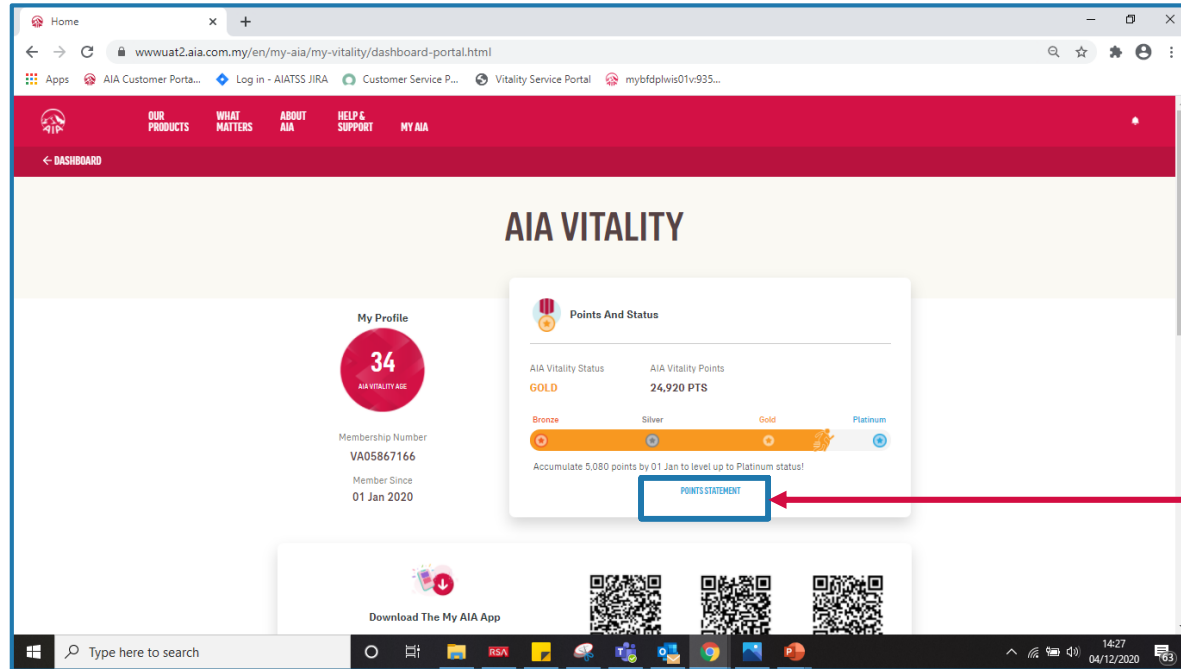
Main Dashboard



Click 'AIA VITALITY'



AIAV Dashboard



Links to open new tab:

- Payment Guide
- FAQ
- Terms of Uses

Click on the
'POINTS STATEMENT'



Filters, Sorts and Previous Membership Year

The screenshot shows the AIA Points Statement portal interface. The browser address bar displays the URL: wwwuat2.aia.com.my/en/my-aia/my-vitality/dashboard/points-status/points-statement-portal.html. The page title is "POINTS STATEMENT".

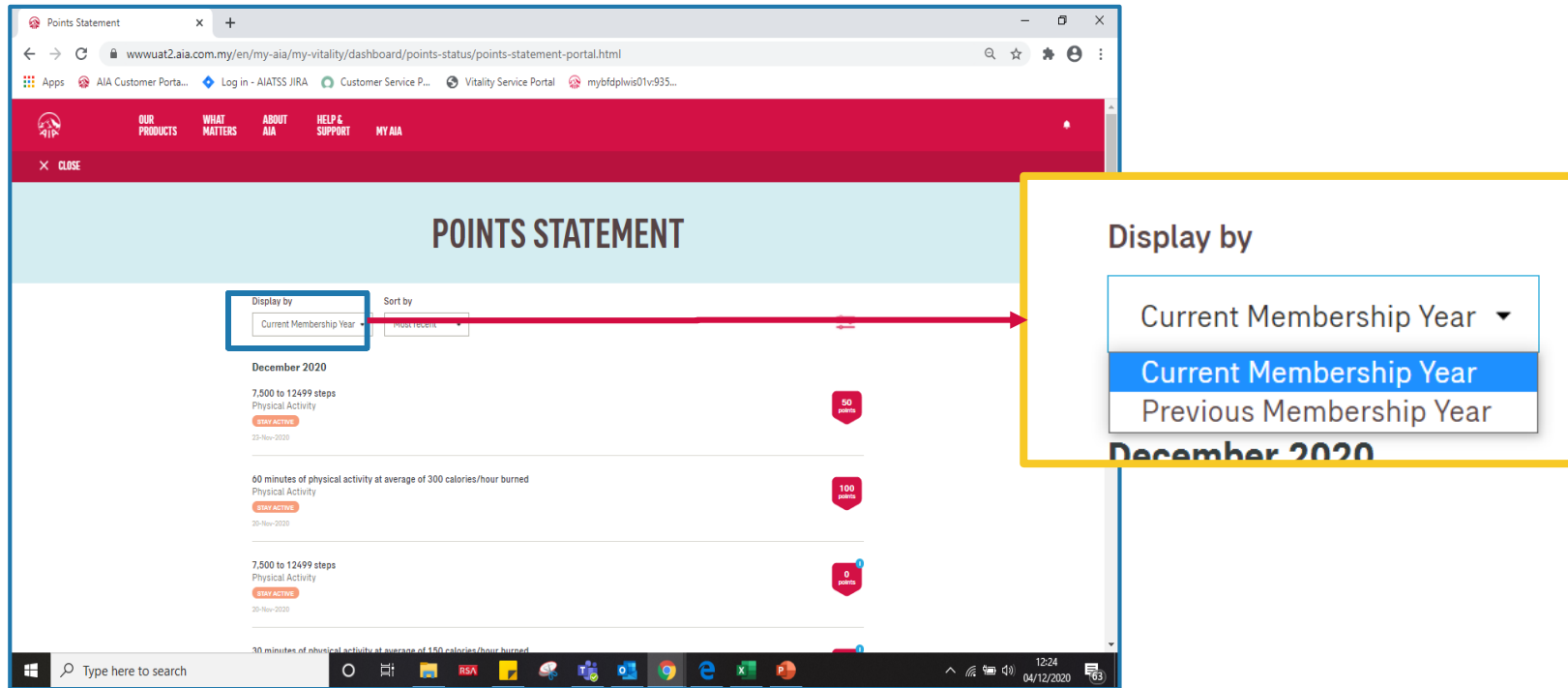
Annotations on the right side of the image point to specific UI elements:

- Year:** Points to the "Display by" dropdown menu, which is currently set to "Current Membership Year".
- Filter:** Points to the hamburger menu icon (three horizontal lines) located to the right of the "Display by" and "Sort by" menus.
- Sort:** Points to the "Sort by" dropdown menu, which is currently set to "Most recent".

The main content area displays a list of activity records for December 2020. Each record includes details such as "7,500 to 12499 steps Physical Activity" and "60 minutes of physical activity at average of 300 calories/hour burned", along with a "VIEW ACTIVITY" button and a points badge (e.g., "50 points", "100 points", "0 points").



Current / Previous Membership Year



- Allow member to view his Points Statement of current or previous membership year
- NOT current or previous calendar year



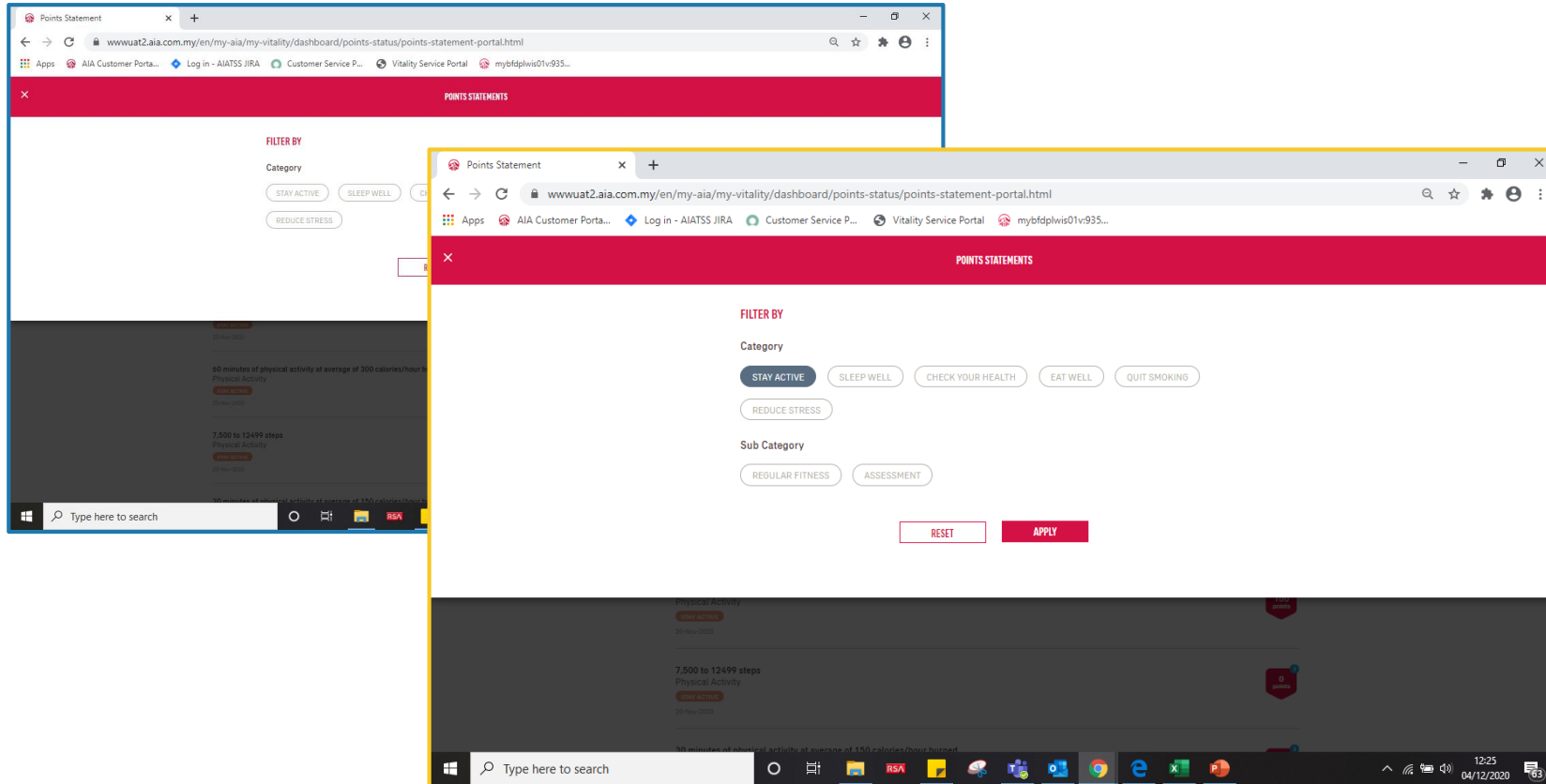
Current / Previous Membership Year

The screenshot displays the AIA Points Statement portal. The main heading is "POINTS STATEMENT". Below it, there is a "Display by" section with a dropdown menu set to "Current Membership Year". A red box highlights the "Most recent" option in this dropdown. A red arrow points from this box to a larger yellow-bordered dropdown menu titled "Sort by". This menu has three options: "Most recent" (with a downward arrow), "Most recent" (highlighted in blue), and "Earliest". The background of the portal shows a list of physical activity entries for December 2020, including "7,500 to 12499 steps" and "60 minutes of physical activity at average of 300 calories/hour burned".

- Allow member to sort his Points Statement in “Most Recent” or “Earliest”
- Sorting is within the selected membership year.



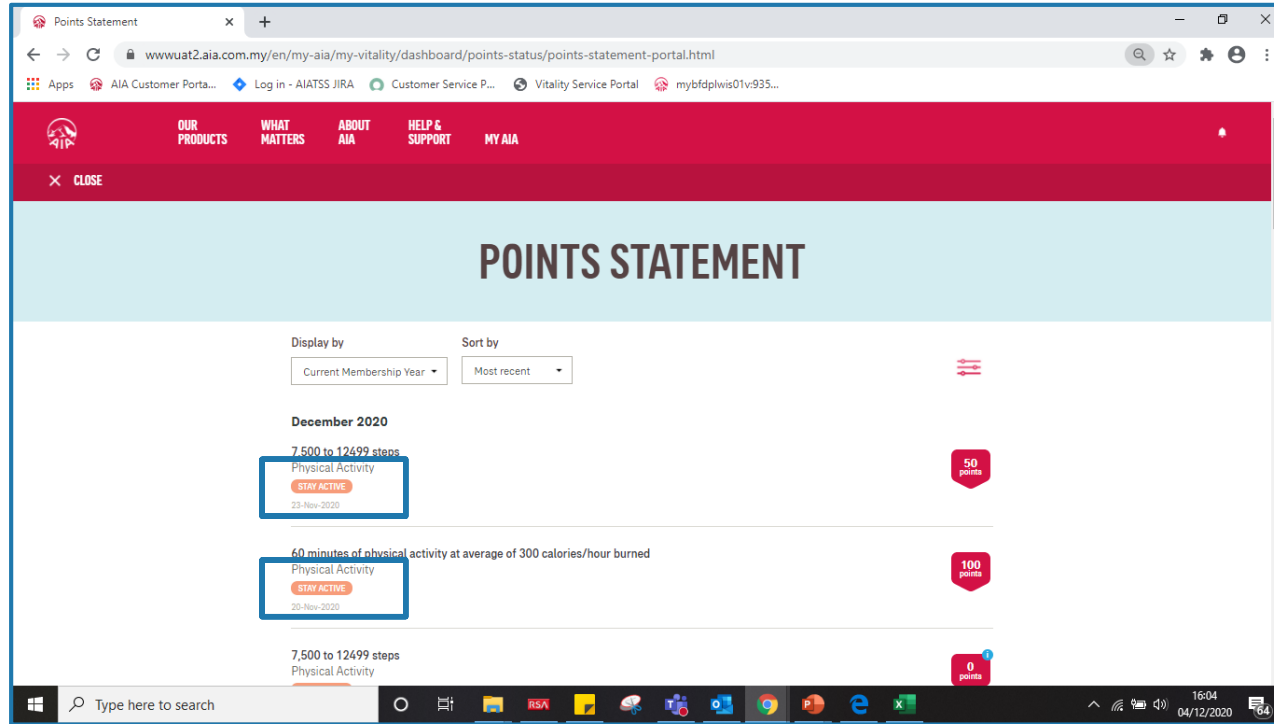
Filters



- Allow member to filter by:
 - Main category only
 - Main category + its's sub-categories
- Sample Steps:
 1. Click on one of the **'CATEGORY'**. eg: **'STAY ACTIVE'**
 2. **'SUB-CATEGORY'** will be shown after click on **'CATEGORY'**
 3. Click on one of the **'CATEGORY'**. eg: **'REGULAR FITNESS'**



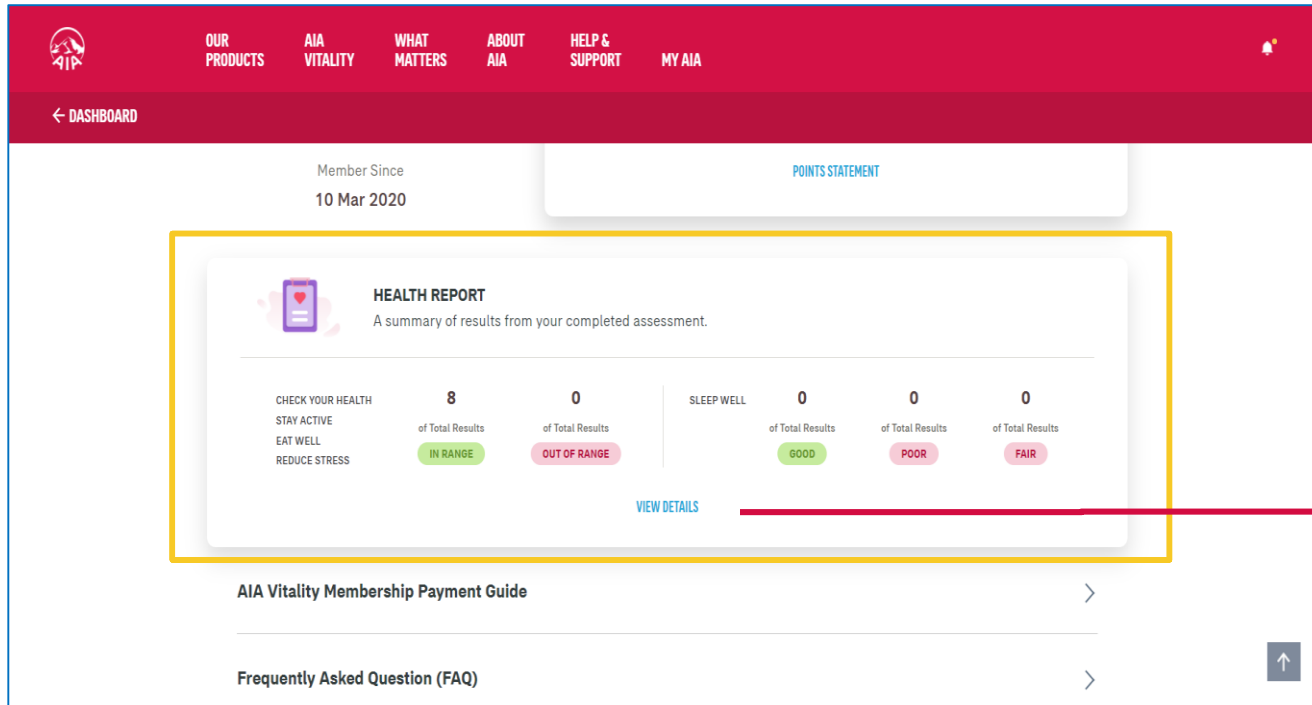
Filter Result



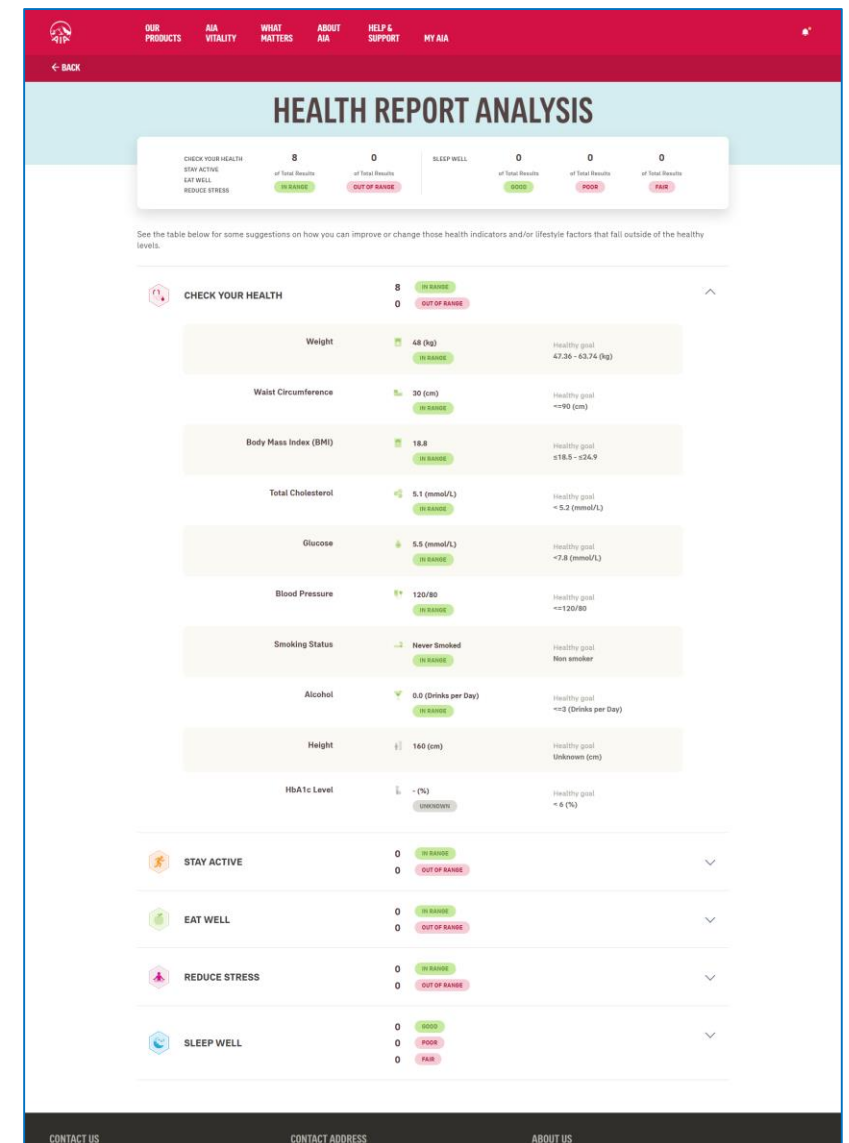
POINTS STATEMENT shows only
STAY ACTIVE
+
REGULAR FITNESS



Health Report



HEALTH REPORT is a new section to show Health Report summary in AIAV dashboard



To view full Health Report

- Show summary of each category
- Expand / collapse by category



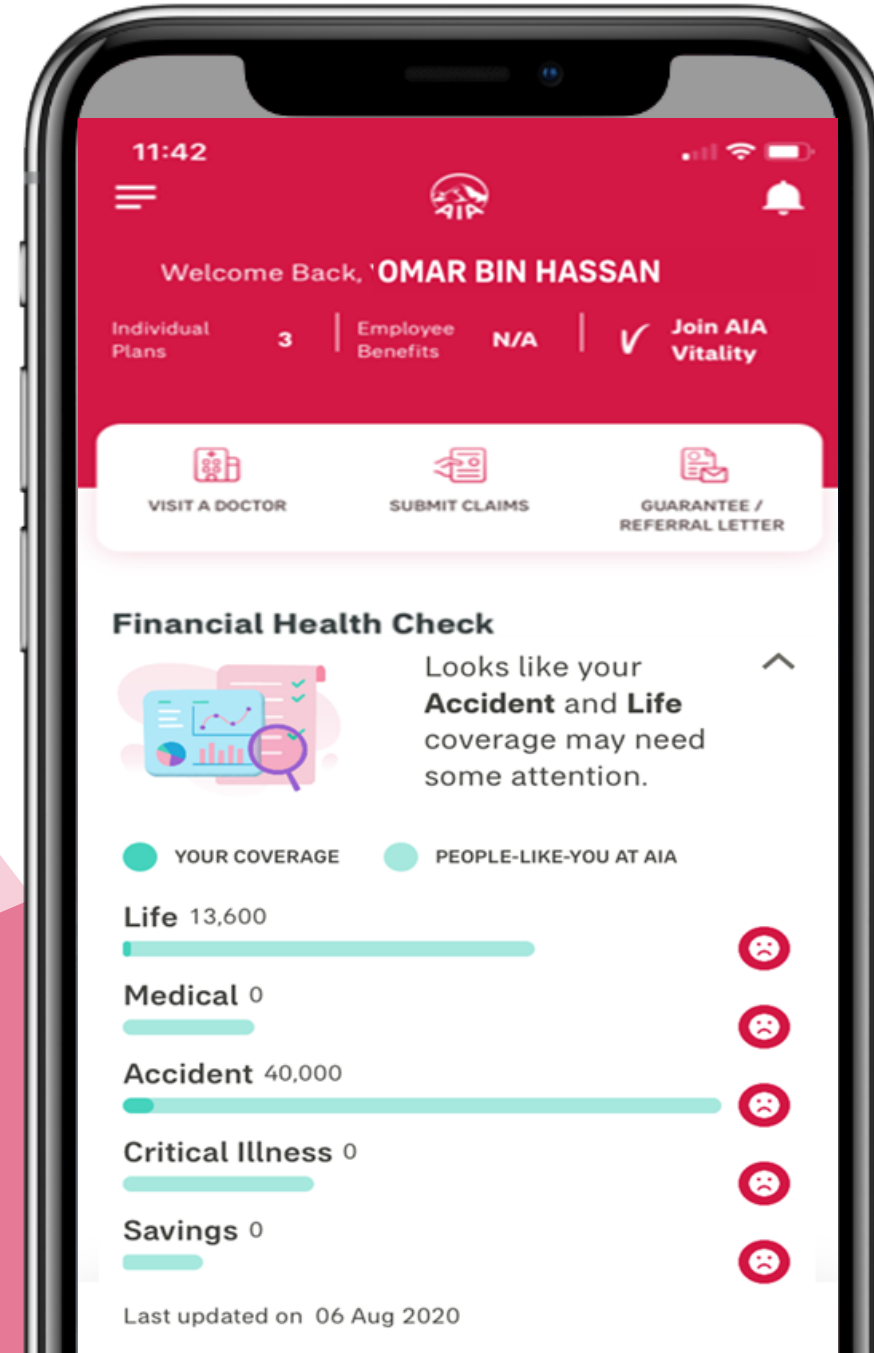


HEALTHIER, LONGER,
BETTER LIVES

7

Financial Health Check

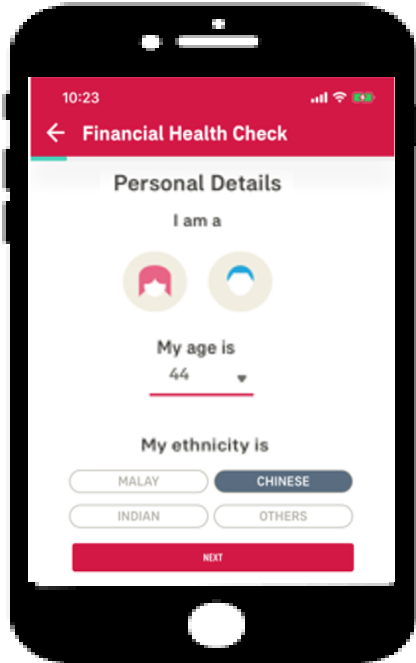
- What is Financial Health Check
- Getting Started with Assessment
- View Results
- View All Life Stages Profile
- How To Talk to Life Planner



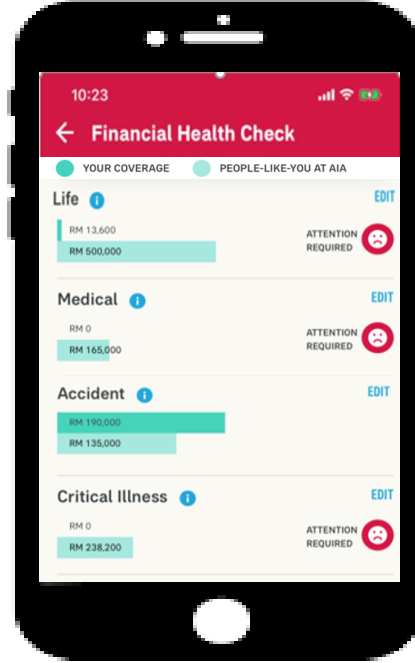
Financial Health Check (FHC)

FHC is an online assessment that enables individuals to complete a self-assessment on their **financial preparedness to meet major life events** in simple 3 steps:

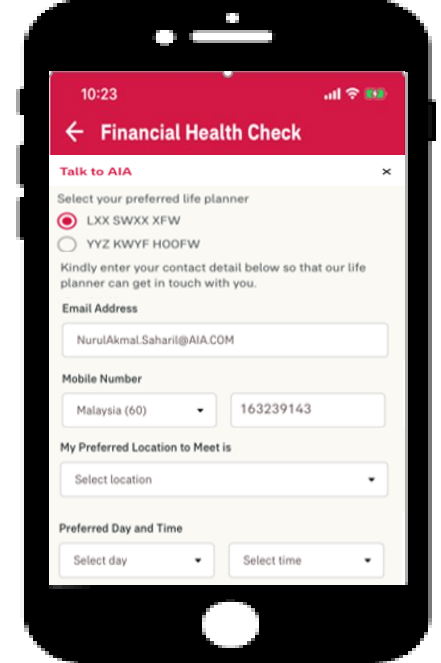
1 Answering a series of **short questions** about myself



2 Find out more on whether **my coverage** is sufficient & my **life stage profile**



3 I can choose to **Talk to AIA** to find out more (*my latest inforce agent will be displayed at the top*)



Personal Info:
Age, Gender,
Ethnicity, Marital,
Children



Financial Info:
Monthly Income,
Spend on Insurance /
Takaful



Insurance Info:
Current Insurance
Coverage with Other
Ins Co

AIA confidential and proprietary information. Not for distribution.



You Are A Nest Builder!

With a household full of energy, you are going through life with excitement and anticipation with your children. With young minds to enrich and needs to fulfill, your financial responsibilities have increased.

Coverage Gap ✓ + Life Stage Profile ✓ + Talk to Life Planner ✓ =

Hot Leads

Financial Health Check – Best Practices (How)

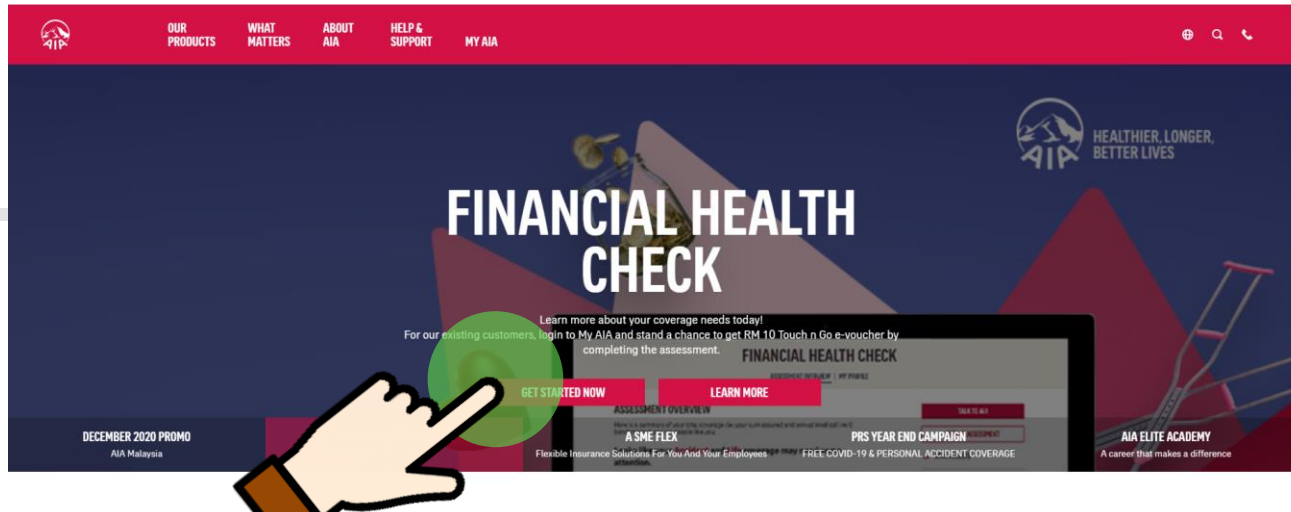


You should complete the FHC at least once a year. Your life stage will change over time and may have different life goals hence will have different insurance needs

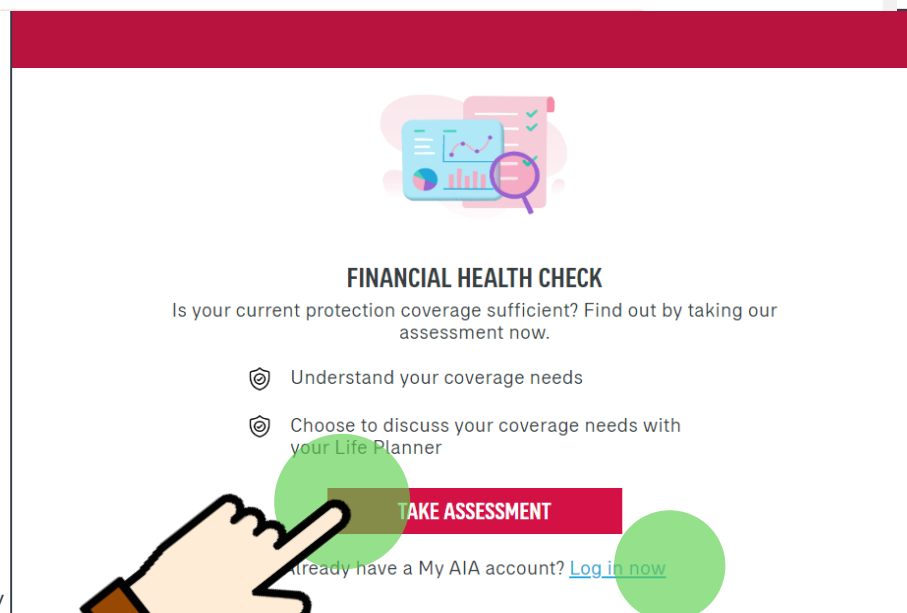
The FHC will take no more than 10 minutes and will help you have a clearer picture on your insurance needs



How to start (New Customer)



1. From AIA portal landing page banner, hover to Financial Health Check and click **Get Started Now**. Then click **Take Assessment** to begin



2. If you are an existing customer, you can choose to log in with your My AIA account



How to start (AIA Customer)

1

1. For existing My AIA users, key in your My AIA User ID and password, then click on the “Login” button

WELCOME TO MY AIA

User ID

Enter your user ID

Password

Key in your password

[Forgot User ID/Password?](#)

An unexpected error has occurred, please try again.

LOGIN

New user? Register

AIA

Welcome back, *****Khxm

PAY ONLINE

AIA VITALITY

REWARDS

MY PLANS & CLAIMS

Last Login: 07 Sep 2020 04:44

SUBMIT CLAIMS

2
Individual
Plans

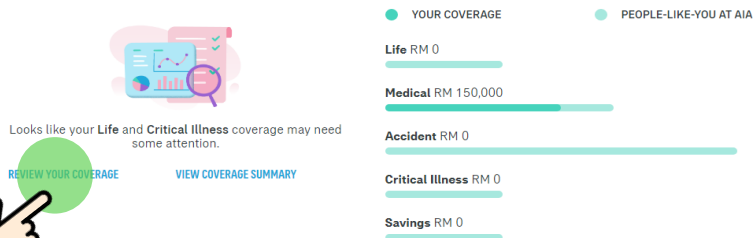
3
Employee
Benefits

0 PTS

GUARANTEE /
REFERRAL LETTER

TRANSACTION HISTORY

FINANCIAL HEALTH CHECK



My Personal Details

ABOUT ME MARITAL STATUS & FAMILY MEMBERS MY LIFE STAGE MY FINANCIAL STATUS DONE

PERSONAL DETAILS

I am a

My age is

My ethnicity is

MALAY CHINESE INDIAN OTHERS

NEXT

2

1. Fill up your personal details. For existing customers Gender and Age will be pre-populated
2. After completing all fields, tap **Next**

About My Family

The screenshot shows a mobile application interface for 'About My Family'. At the top, there is a progress bar with five steps: 'ABOUT ME', 'MARITAL STATUS & FAMILY MEMBERS', 'MY LIFE STAGE', 'MY FINANCIAL STATUS', and 'DONE'. The 'MARITAL STATUS & FAMILY MEMBERS' step is currently active. Below the progress bar, the title 'MY FAMILY' is displayed. Underneath, it says 'I am currently' followed by four buttons: 'SINGLE', 'MARRIED', 'WIDOWED', and 'DIVORCED'. Below these buttons, there is a question: 'How many children do you have and how old are they?'. Underneath this question is a button with a plus sign and a person icon, labeled '+ ADD CHILD'. At the bottom of the form, there are two buttons: 'PREVIOUS' and 'NEXT'. The 'NEXT' button is highlighted with a green circle, and a hand icon is pointing to it.

3

Select your marital status and add child(s) details, if applicable

And then add child(s) age

After completing all fields, tap **Next**

Scenarios which concern me most

4

In the next 5 questions, the customers need to Select from a scale of 1 (strongly disagree) to 5 (strongly agree) whether how much each of these scenarios concern you:

Hospitalisation, death/total permanent disability, retirement, accident and critical illness

ABOUT ME MARITAL STATUS & FAMILY MEMBERS MY LIFE STAGE MY FINANCIAL STATUS DONE

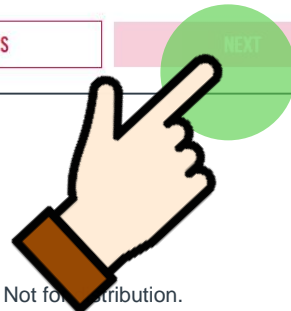
WHICH OF THE FOLLOWING SCENARIOS CONCERN YOU?

In the event of **hospitalisation**, I am not worried about paying for medical expenses that exceed 50% of my monthly salary.

1 2 3 4 5

Strongly Disagree Strongly Agree

PREVIOUS NEXT



My Finances


ABOUT ME MARITAL STATUS & FAMILY MEMBERS MY LIFE STAGE MY FINANCIAL STATUS DONE

MY FINANCES

My monthly income is

RM 0 - 1,000	RM 1,001 - 3,000
RM 3,001 - 6,000	RM 6,001 - 15,000
RM 15,001 - 25,000	RM 25,001 - 40,000
RM 40,001 - 60,000	> RM 60,000

PREVIOUS NEXT



5

Select your monthly income range

My Finances

ABOUT ME MARITAL STATUS & FAMILY MEMBERS MY LIFE STAGE MY FINANCIAL STATUS DONE

MY FINANCES

My annual spend on insurance/Takaful for myself is

RM 0 - 500

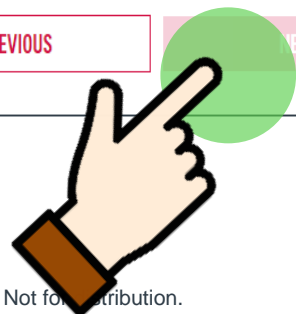
RM 501 - 1,500

RM 1,501 - 4,000

RM 4,001 - 10,000

> RM 10,000

PREVIOUS NEXT



5

Update the total annual premium spend on your insurance/takaful plans with both AIA & other companies



My Finances

ABOUT ME MARITAL STATUS & FAMILY MEMBERS MY LIFE STAGE MY FINANCIAL STATUS DONE

MY COVERAGE

Besides AIA, I have insurance / takaful plans with **other companies**. My total coverage / medical limit with **other companies** is

Life	RM	<input type="text" value="0"/>
<small>Payout amount received upon death or total permanent disability (TPD).</small>		
Medical	RM	<input type="text" value="0"/>
<small>Annual limit for hospitalisation expenses.</small>		
Accident	RM	<input type="text" value="0"/>
<small>Payout amount received upon death or total permanent disability (TPD) due to an accident.</small>		
Critical Illness	RM	<input type="text" value="0"/>
<small>Payout amount received upon diagnosis of critical diseases such as cancer etc.</small>		
Savings	RM	<input type="text" value="0"/>
<small>The total premium / contribution amount paid to date for any existing Endowment plans</small>		

1 Enter "0" if you do not have any insurance policies/takaful certificates with other companies

5

Update your insurance/takaful coverage with other companies to get a more accurate view on your total coverage.

After completing all fields, tap **Done**



FHC: Assessment complete!
View results now



Do I have sufficient coverage?

6

Upon completing the FHC, you will be directed to the assessment overview page where you can compare your coverage with “people-like-you-in-AIA”.

Areas of concern will be indicated with a ‘sad face’ emoticon.

FINANCIAL HEALTH CHECK

ASSESSMENT OVERVIEW | MY PROFILE

ASSESSMENT OVERVIEW

Here is a summary of your total coverage (ie; your sum assured and annual medical limit) benchmarked against people like you.

Looks like your **Medical and **Accident** coverage may need some attention.**

GOOD TO KNOW

TAP THE COVERAGE BAR TO VIEW MORE DETAILS

- YOUR COVERAGE**
Your total payout amount (ie; sum assured or sum covered) / medical annual limit (AIA and non-AIA).
- PEOPLE-LIKE-YOU AT AIA**
AIA customers who have demographic profiles similar to yours.

TALK TO AIA


RETAKE ASSESSMENT

SAVE RESULTS

SHARE WITH A FRIEND

Customer Careline
For enquiries, please contact our careline.
[Call us now](#)

Life	RM 100,000 RM 328,450	ATTENTION REQUIRED
Medical	RM 500,000 RM 1,500,000	ATTENTION REQUIRED
Accident	RM 100,000 RM 582,500	ATTENTION REQUIRED
Critical Illness	RM 50,000 RM 293,000	ATTENTION REQUIRED
Savings	RM 0 RM 100,000	ATTENTION REQUIRED



This is Me!

FINANCIAL HEALTH CHECK

ASSESSMENT OVERVIEW | MY PROFILE

MY PROFILE

You Are A **Future Pillar!**



Young and excited about the future, you enjoy exploring new adventures and adding new experiences to your life. Being digitally savvy, you like taking on opportunities to learn and improve yourself, but also value the importance of taking a break every once in awhile.

You may be dependent on your parents but still prefer to have your own space, and not burden your family.



TALK TO AIA

RETAKE ASSESSMENT

SAVE RESULTS

SHARE WITH A FRIEND

Customer Careline

For enquiries, please contact our careline.

[Call us now](#)

7

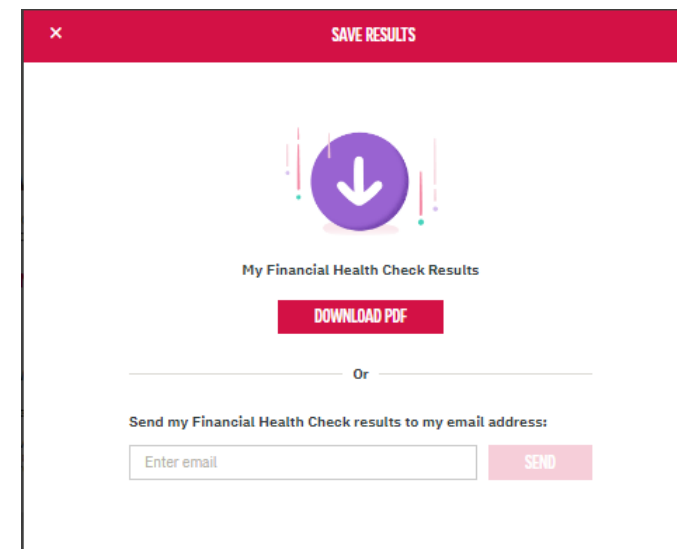
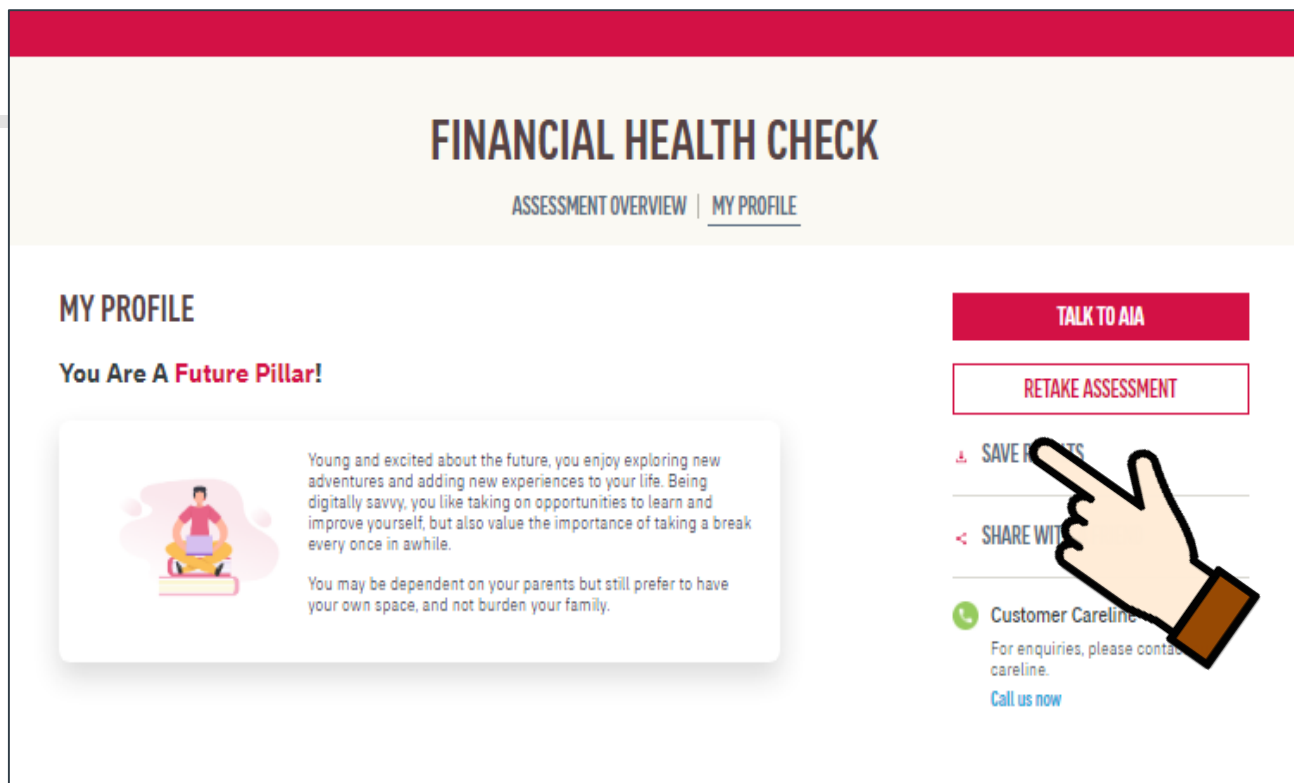
Tap **My Profile** to view your life stage profile.

The life stage profile is based on your customer demographic selection (Age, Marital Status and Child's information)

How to save my FHC results?

7

Tap **Save Results** to download the results in PDF or have the results emailed



How to share FHC with my Friends?

7

Tap Share with a friend to share FHC link via Email, FB or WhatsApp

FINANCIAL HEALTH CHECK

ASSESSMENT OVERVIEW | MY PROFILE

MY PROFILE

You Are A Future Pillar!

Young and excited about the future, you enjoy exploring new adventures and adding new experiences to your life. Being digitally savvy, you like taking on opportunities to learn and improve yourself, but also value the importance of taking a break every once in awhile.

You may be dependent on your parents but still prefer to have your own space, and not burden your family.

TALK TO AIA

RETAKE ASSESSMENT

SAVE RESULTS

SHARE WITH A FRIEND

Customer Care
For enquiries, please call careline.
[Call us now](#)

SHARE WITH A FRIEND

Invite a friend to take the Financial Health Check assessment today!

Email

Facebook

WhatsApp

FHC: Talk to an AIA Life Planner



I want to talk to AIA to find out more

FINANCIAL HEALTH CHECK

ASSESSMENT OVERVIEW | MY PROFILE

ASSESSMENT OVERVIEW

Here is a summary of your total coverage (ie; your sum assured and annual medical limit) benchmarked against people like you.

Looks like your **Medical** and **Accident** coverage may need some attention.

GOOD TO KNOW

TAP THE COVERAGE BAR TO VIEW MORE DETAILS

- YOUR COVERAGE**
Your total payout amount (ie; sum assured or sum covered) / medical annual limit (AIA and non-AIA).
- PEOPLE-LIKE-YOU AT AIA**
AIA customers who have demographic profiles similar to yours.

WITH A FRIEND

Customer Careline
For enquiries, please contact our careline.
[Call us now](#)

Life

RM 100,000	ATTENTION REQUIRED
RM 328,450	

Medical

RM 500,000	ATTENTION REQUIRED
RM 1,500,000	

Accident

RM 100,000	ATTENTION REQUIRED
RM 582,500	

Critical Illness

RM 50,000	ATTENTION REQUIRED
RM 293,000	

Savings

RM 0	ATTENTION REQUIRED
RM 100,000	

7

Tap on **Talk to AIA** to arrange a meeting with AIA Life Planner



I want to talk to AIA to find out more

TALK TO AIA

Select your preferred AIA representative (Life planner/Financial Executive)

- TFEW TFQFW KOK
- Financial Executive (Public Bank)

Please enter your contact details below so that we can get in touch with you.

Address

NurulAkmal.Saharil@aia.com

Mobile Number

Select your country code and key in your mobile number using this format: e.g. 122799456.

Malaysia (60)

1123132758

My Preferred Location to Meet is

Select location

Preferred Day and Time

Select day

Select time

SUBMIT

7

For existing customers, you can tap on Talk to AIA to notify your preferred AIA Life Planner or Public Bank Financial Executive (for Public Bank bancassurance holders) that you would like to meet up for a consultation

For non-AIA customers, you can submit your details and an AIA Life Planner will be assigned to you





HEALTHIER, LONGER,
BETTER LIVES

Thank you

If you need any technical assistance, please
contact our My AIA Careline at **1-800-88-1899**