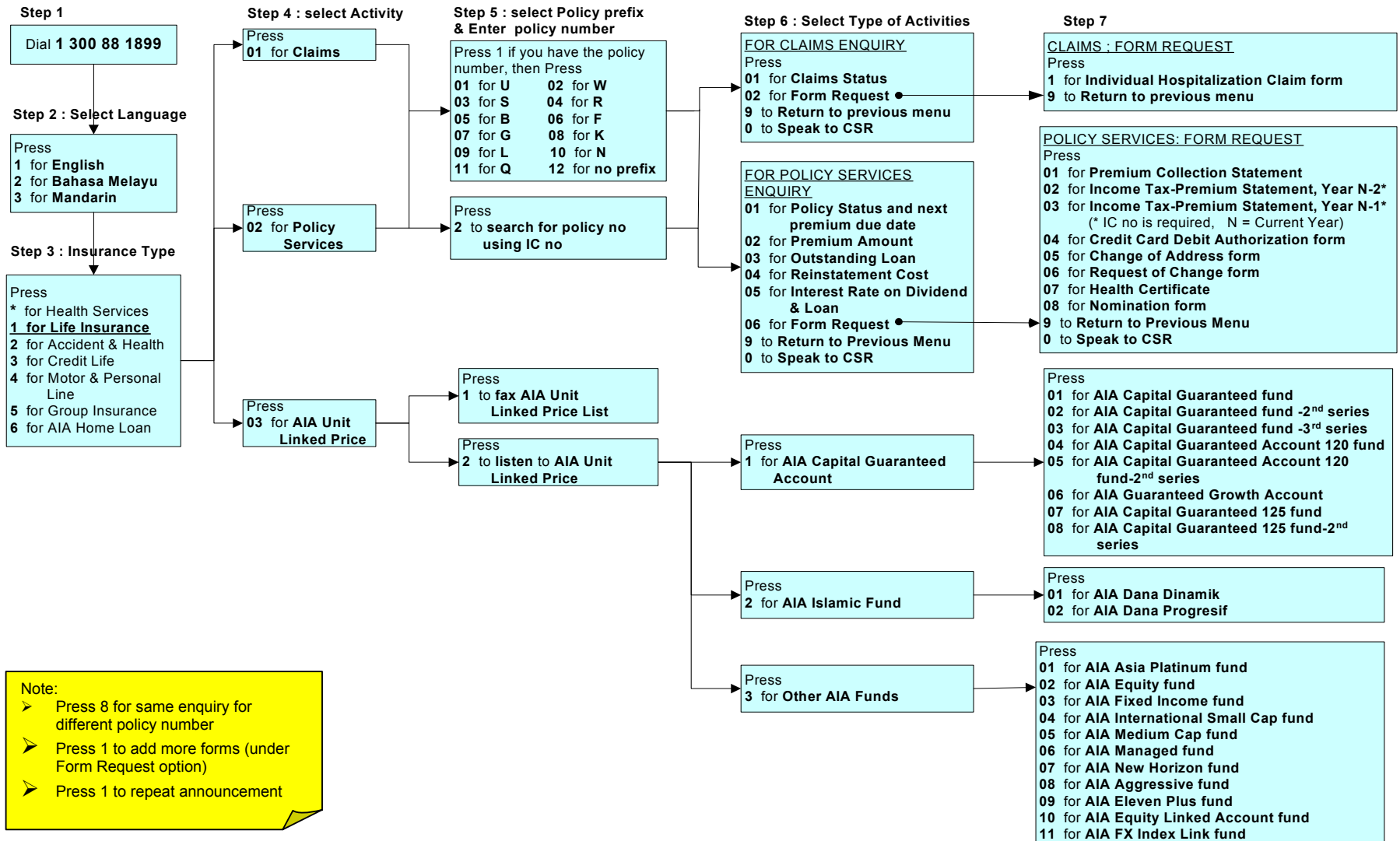


# POLICYHOLDERS' / CUSTOMERS' SERVICE HOTLINE (24 HOURS)

(Customer Service Representatives' assistance : Monday to Friday : 8:30am to 6:00pm, except for public holidays)

## A Step by Step Guide On How to Use AIA Interactive Voice Response System (IVRS)

### 1 FOR LIFE INSURANCE



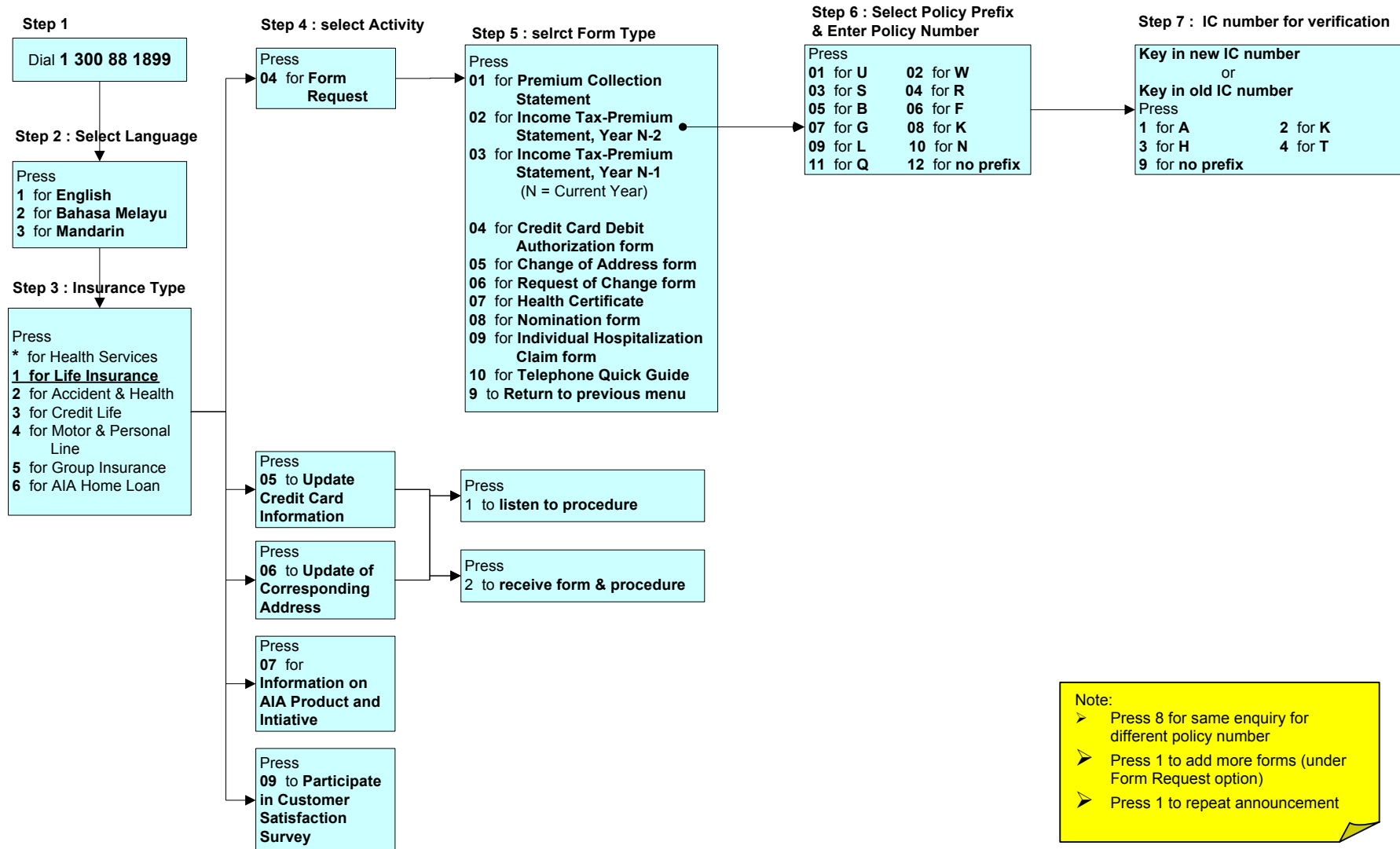
Please note that the above steps serve as a guide only. AIA reserves the right to update the steps to correspond with the current calling procedures of AIA Policyholders' Service Hotline without any prior notice.

# POLICYHOLDERS' / CUSTOMERS' SERVICE HOTLINE (24 HOURS)

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## A Step by Step Guide On How to Use AIA Interactive Voice Response System (IVRS)

### 1 FOR LIFE INSURANCE - continued



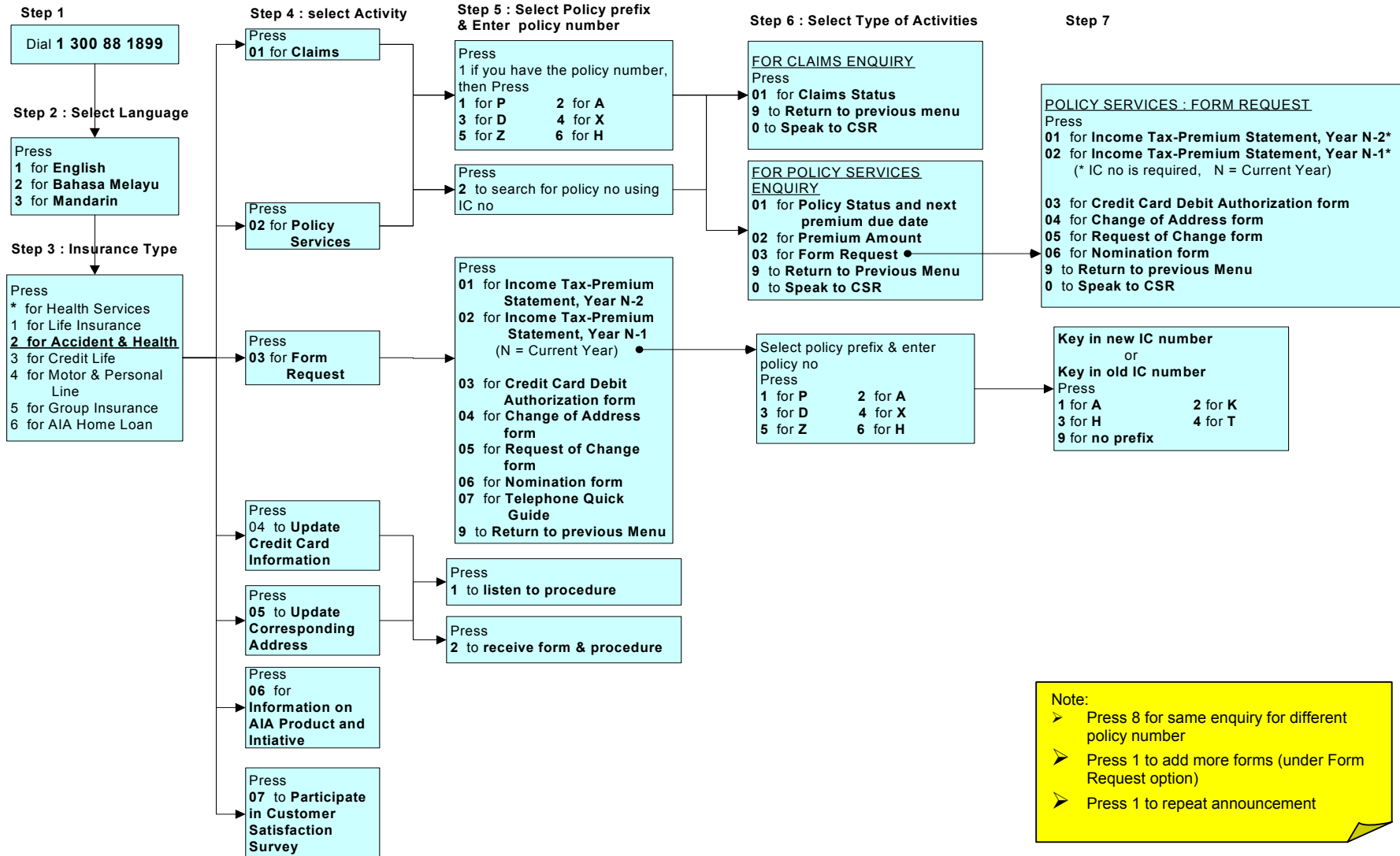
Please note that the above steps serve as a guide only. AIA reserves the right to update the steps to correspond with the current calling procedures of AIA Policyholders' Service Hotline without any prior notice.

# POLICYHOLDERS' / CUSTOMERS' SERVICE HOTLINE (24 HOURS)

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## A Step by Step Guide On How to Use AIA Interactive Voice Response System (IVRS)

### 2 FOR ACCIDENT & HEALTH



Please note that the above steps serve as a guide only. AIA reserves the right to update the steps to correspond with the current calling procedures of AIA Policyholders' Service Hotline without any prior notice.

# POLICYHOLDERS' / CUSTOMERS' SERVICE HOTLINE (24 HOURS)

(Customer Service Representatives' assistance : Monday to Friday : 8:30am to 6:00pm, except for public holidays)

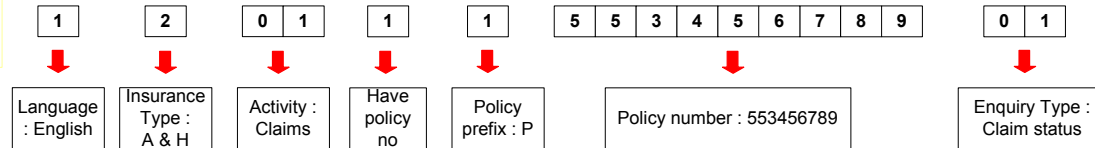
## Speed Access to AIA Interactive Voice Response System (IVRS)

Illustration using the following:

### Example 1

Preferred Language : **English**  
Insurance Type : **A & H**  
Enquiry Type : **Claims Status**  
Policy No : **P553456789**

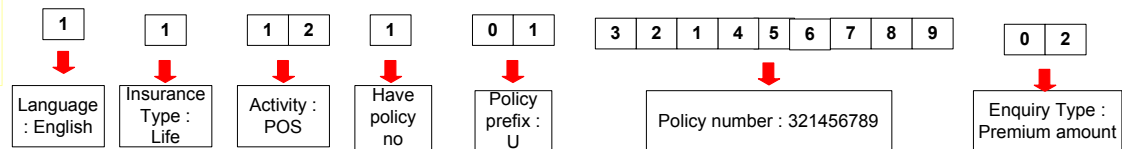
Please press your telephone touchtone button in the following sequence:



### Example 2

Preferred Language : **English**  
Insurance Type : **Life**  
Enquiry Type : **Premium amount**  
Policy No : **U321456789**

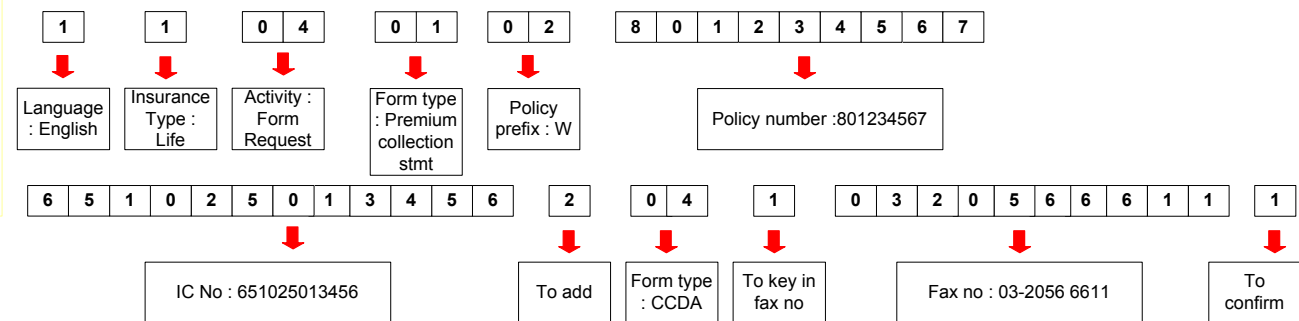
Please press your telephone touchtone button in the following sequence:



### Example 3

Preferred Language : **English**  
Insurance Type : **Life**  
Activity Type: **Premium Collection Statement and Credit Card Debit Authorization form**  
Policy No : **W801234567**  
IC No : **651025-01-3456**  
Fax No : **03 - 2056 6611**

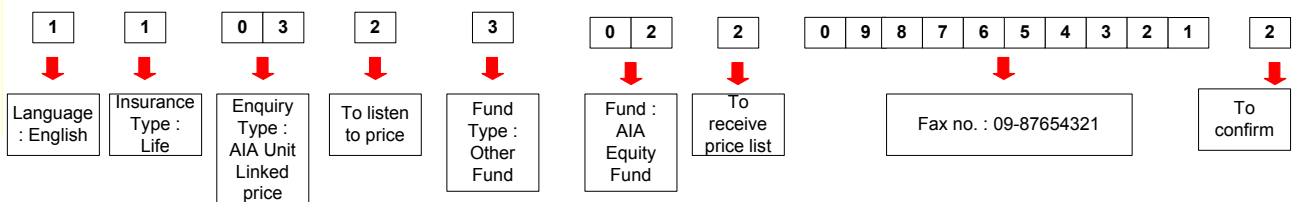
Please press your telephone touchtone button in the following sequence:



### Example 4

Preferred Language : **English**  
Insurance Type : **Life**  
Activity Type : **Listen & Fax copy of AIA Unit Linked Price**  
Fund Type : **AIA Equity Fund**

Please press your telephone touchtone button in the following sequence:



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