



HEALTHIER, LONGER,  
BETTER LIVES

# MY AIA

## How to register

Updated in September 2021

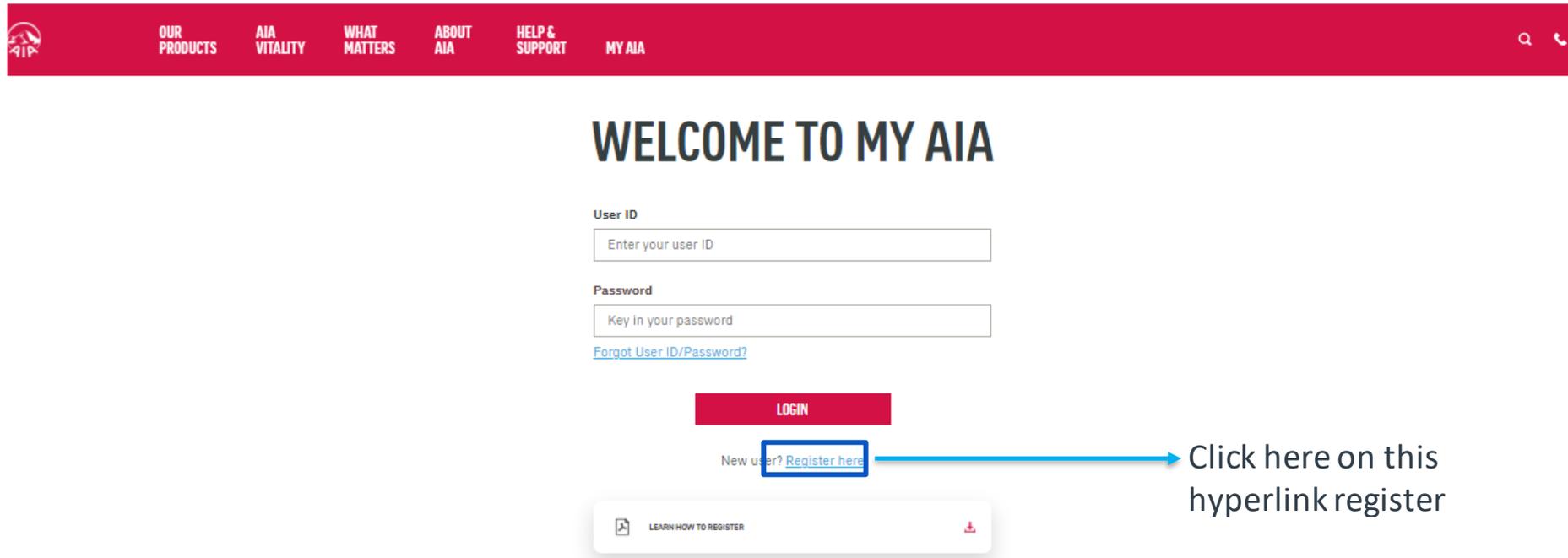
**The content of this User Guide will be updated from time to time.**

AIA confidential and proprietary information. Not for distribution.



# Steps For Registration

Welcome to MY AIA



The screenshot shows the MY AIA login interface. At the top is a red navigation bar with the AIA logo and menu items: OUR PRODUCTS, AIA VITALITY, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. Below the navigation bar, the heading "WELCOME TO MY AIA" is displayed. The login form includes a "User ID" field with the placeholder "Enter your user ID", a "Password" field with the placeholder "Key in your password", and a blue link for "Forgot User ID/Password?". A red "LOGIN" button is positioned below the password field. Underneath the login button, the text "New user? Register here" is shown, with "Register here" enclosed in a blue box and a blue arrow pointing to the right. Below this is a white button labeled "LEARN HOW TO REGISTER" with a red download icon on the right.

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
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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, there is a navigation bar with 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 form 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 a placeholder "Enter user ID" and a green checkmark icon.
- Password:** A text input field with a placeholder "Enter password" and a green checkmark icon. A "Show Password" checkbox is located to the right of the field.
- E-mail address:** A text input field with a placeholder "Enter email" and a green checkmark icon.
- Agreements:** Two checkboxes with links: "I have read and agree to AIA's [Terms of Use](#)" and "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.

+9989XXXX999

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

Please enter the OTP to proceed.

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:  
e.g. 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.

**+9989XXXX999**

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

---

Please enter the OTP to proceed.

OTP has expired or did not receive one?

[Resend OTP](#) in 00:00

**PREVIOUS** **NEXT**

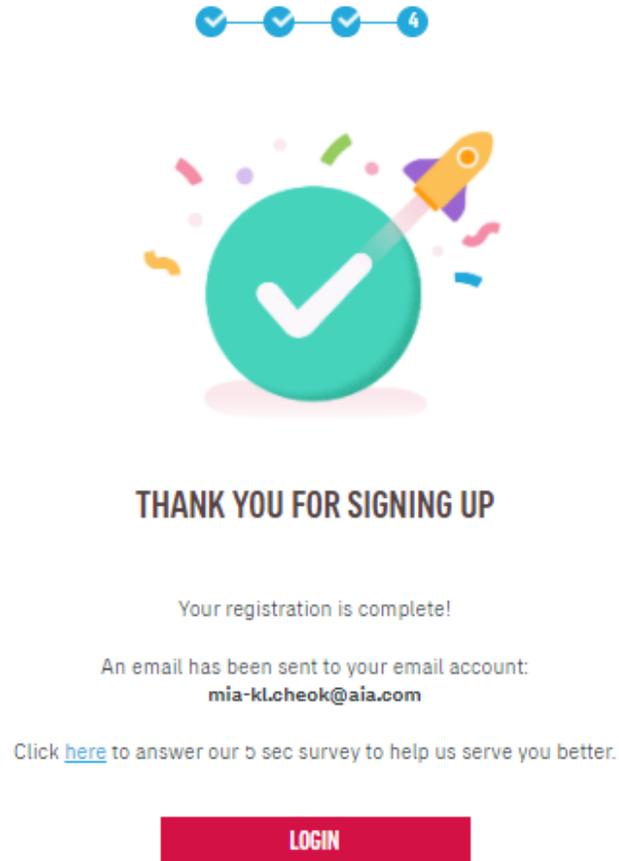
Confirming information.  
Verify if the registered mobile number is correct for you to receive the 6-digit verification code. Key in OTP and click Next.

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  
Be\_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  
**ARUNN AL SUNTHARALINGAM**

Email  
hooikwan-hk.wong@aia.com

Mobile Number  
Select your country code and key in your mobile number using this format: eg. 122799456.  
Malaysia 60 143082782

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?

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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

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

### 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](#).

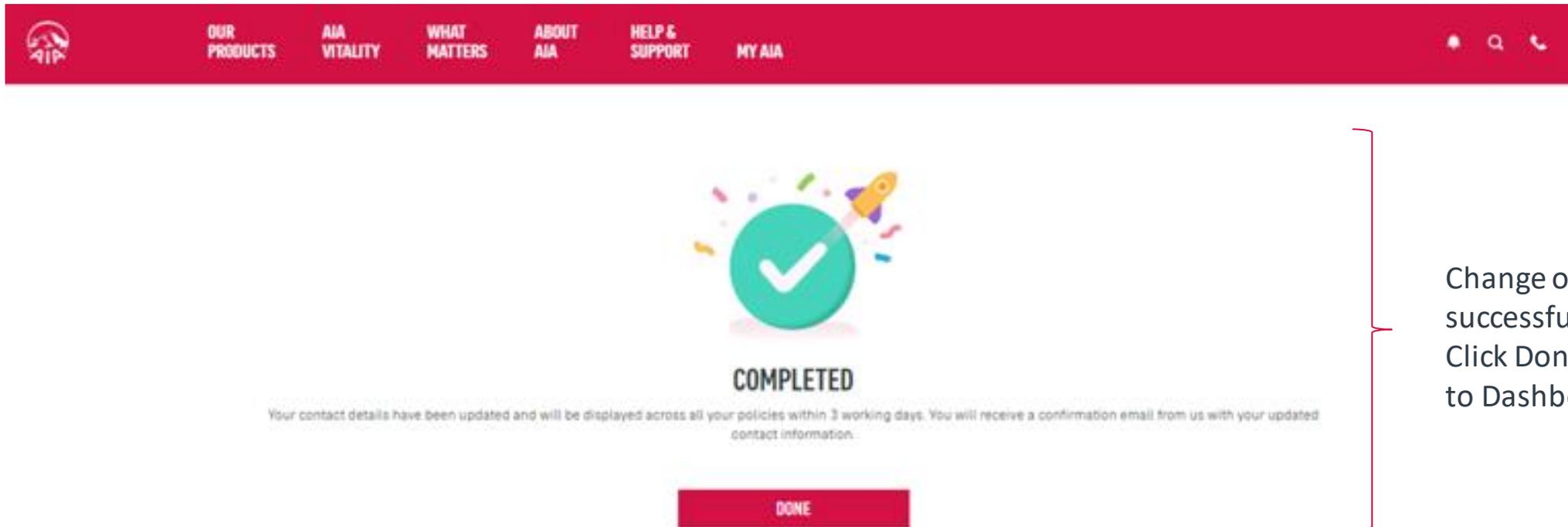
**NEXT**

Type in OTP, click verify and Next.



# 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

