



HEALTHIER, LONGER,
BETTER LIVES

CUSTOMER PORTAL

Jan 2020



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01

MY AIA ACCOUNT REGISTRATION FOR INDIVIDUAL / EMPLOYEE BENEFITS (EB)



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1.1 INTRODUCTION



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The next few slides will cover the following scenario for **My AIA Account Registration for Individual/ Employee Benefits**.

The scenario assumes that you are an existing customer or have recently purchased a policy with AIA but do not have an online account to perform self-service actions.

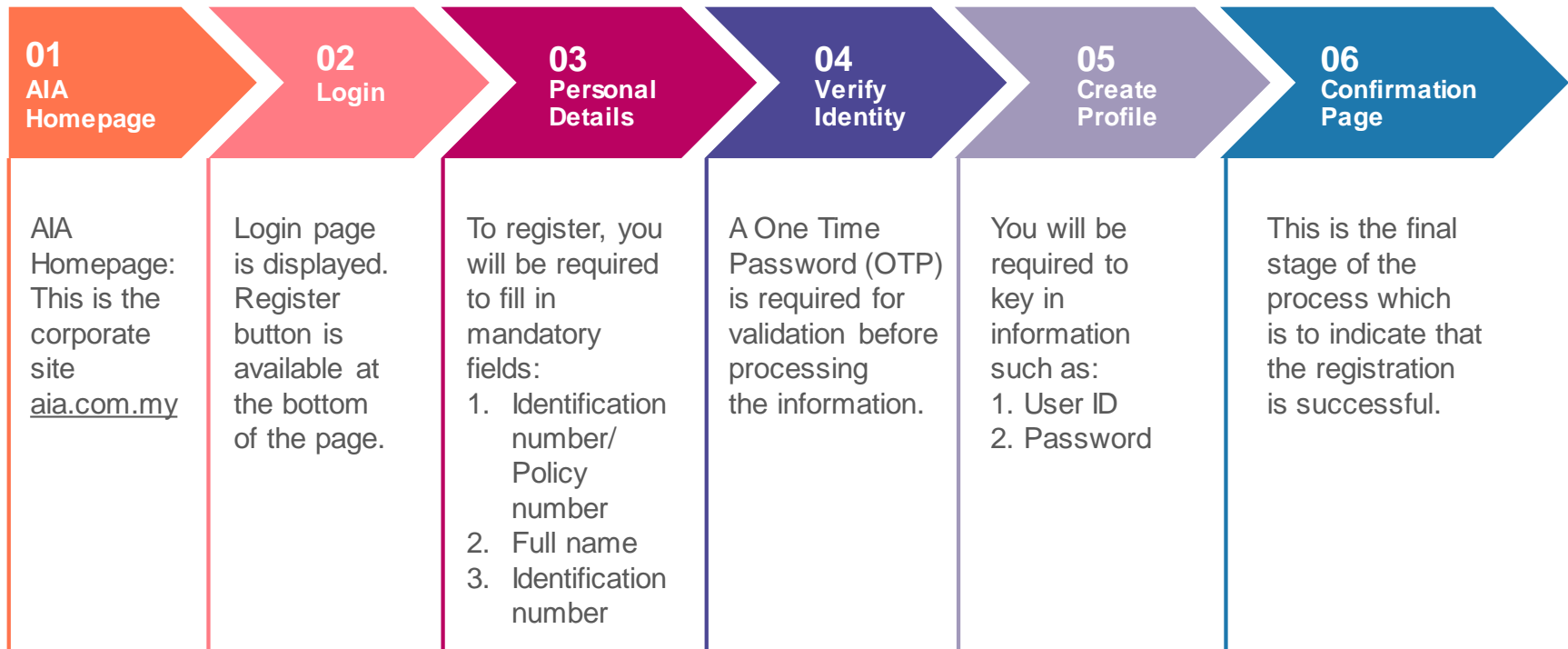
This guide will cover the **Registration Process** from the beginning to the end.

1.2 PAGE FLOW



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The page flow describes your user journey.



1.3 STEP-BY-STEP GUIDE



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1. AIA Homepage

1 Select CUSTOMER PORTAL to Register

The screenshot shows the AIA homepage with a red header containing the AIA logo and navigation links: OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. Below the header, there is a section titled "THE NEW MY AIA APP" featuring an image of the app and a "DOWNLOAD NOW" button. To the right, there are two sections: "CUSTOMER PORTAL" and "CORPORATE PORTAL". The "CUSTOMER PORTAL" section includes a blue arrow with the number 1, followed by "REGISTER" and "LOGIN" links. The "CORPORATE PORTAL" section includes a "LOGIN" link.

THE NEW MY AIA APP

DOWNLOAD NOW

CUSTOMER PORTAL
Manage your AIA and employee benefits plan.

CORPORATE PORTAL
For HR personnel and intermediaries to manage the company's employee benefits portfolio effectively.

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2. Login

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Click on Register now

OUR
PRODUCTS

WHAT
MATTERS

ABOUT
AIA

HELP &
SUPPORT

MY AIA
LOGIN

WELCOME TO MY AIA

User ID

Password

[Forgot User ID/Password?](#)

LOGIN

New user? [Register here](#)

1



LEARN HOW TO REGISTER



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3. Personal Details



REGISTER FOR MY AIA

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

1

Policy / Certificate / Account / Membership number

TOOLTIP

Policy / Certificate / Account / Membership number

2

Identification No.

TOOLTIP



NRIC

COMPANY REG NO.

OTHER

e.g. 880506013366

1

Type in Policy No / Certificate /
Account / Membership number

2

Select Identification Type: NRIC /
Company Registration No or Others

3

Click Next

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

NEXT

3

1.3 STEP-BY-STEP GUIDE



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3. Personal Details

TIPS

1. Type your **NRIC/Passport/AIA Member Card** in **uppercase characters** (A-Z).
2. For **Membership no**, key in your **NRIC**.
For foreigners, key in your Passport No. under Membership no. Next select OTHERS under Identification and key in your date of birth
3. All information will need to match the original information that you have provided to AIA

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4. Verification

Verify Details /
Change Number



VERIFY YOUR INFORMATION

Please confirm your information below. Call us at 1300-88-1899 if there are any errors.

Registered as Individual

Policy / Certificate / Account /
Membership number 1193256A

NRIC no. 640805106087

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

No mobile number found

Please click [here](#) to enter your number

PREVIOUS

NEXT

1

Click Here to insert Mobile
Phone number

1.3 STEP-BY-STEP GUIDE



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4. Verification



MOBILE NO. VERIFICATION

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

Verification question 1

What is your identification number?

1

640805106087

Verification question 2

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

2

annually

1

Type in verification answer No.1

2

Type in verification answer No.2

3

Click Next

PREVIOUS

NEXT

3

1.3 STEP-BY-STEP GUIDE



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4. Verification



ADD YOUR MOBILE NUMBER

Please key in your mobile number.

1 Select country code

2 Enter mobile number
TIP: Do ensure the mobile number you have keyed in follows the right format, example for Malaysian mobile number, you do not need to include 0 in front of your number as Malaysia country code is +60

3 Click Next

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4. Verification

Update
Mobile Number

×DECLARATION

1234

ARE YOU A U.S. CITIZEN?

The data collected may be transmitted by AIA Bhd. /AIA PUBLIC Takatuf 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 Takatuf 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.irs.gov/>

1

NO

YES

2

1

Click No if you are not a US citizen

2

Click Yes if you are a US citizen. You will need to complete FATCA related forms and will be required to walk into the nearest AIA Branch

1.3 STEP-BY-STEP GUIDE



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4. Verification



× **DECLARATION**

✓

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.irs.gov/>.

1

NO

YES

2

1 Click No if you do not have

2 Yes if you have worked abroad and will be required to follow the steps and declare

1.3 STEP-BY-STEP GUIDE



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4. Verification



Registered as Individual

Policy / Certificate / Account / Membership number 1193256A

NRIC no. 640805106087

FATCA DECLARATION

Declaration NO

CRS DECLARATION

Declaration NO

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

+6011XXXXX411

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

02:17 mins

You can re-send the code after 3 minutes

1

.....

PREVIOUS

NEXT

2

1

Type in OTP

2

Click Next

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5. Create Profile



CREATE YOUR ONLINE PROFILE

Use this login information to access My AIA in future.

User ID

TOOLTIP

1

640805106087

Password

TOOLTIP

2

••••••••

Confirm password

3

••••••••

E-mail address

alpha@aia.com

1

Create User ID

2

Type in a secure password

3

Repeat the same password

4

Click Next

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

☒ I agree to the [marketing consent statement](#).

PREVIOUS

NEXT

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5. Create Profile

TIPS:

1. Do not input space in the username and do not use your name as the username.
2. Ensure that your password fulfills the criteria below:
 - Cannot contain user ID
 - Minimum password length is 8 characters
 - Contains characters from the 4 following categories:
 - English uppercase characters (A-Z)
 - English lowercase characters (a-z)
 - Numerals (0-9)
 - Special characters i.e. ~'!@#\$%^&*()-

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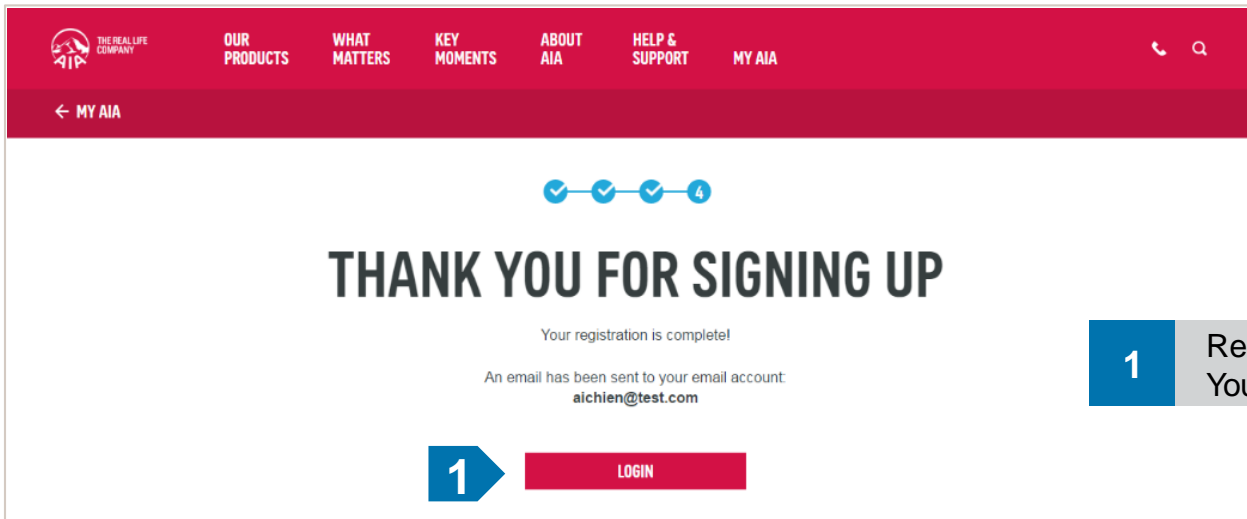
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6. Confirmation Page



1

Registration successful.
You can now login to your account.

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6. Confirmation Page

Potential reasons you are **UNABLE** to complete registration

1. Chrome / IE / Firefox **web browser** version **not up to date**.
2. Company PC / Laptop or **office Internet is secured**
– request user to use their mobile device with mobile data (not office wifi)
3. Ensure **Capslock / Numlock** is not turned on.
4. Does the member have any other AIA policies? If yes did they register already?
5. If still unable to register the member **please call 1300 88 1899** for assistance.

02

FIRST TIME LOGIN



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2.1 INTRODUCTION



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For 1st time My AIA users,

you will need to verify your account.

A page will be displayed to display your **name, email and mobile number**. If all the information are correct, the customer can click the Next button to proceed further.

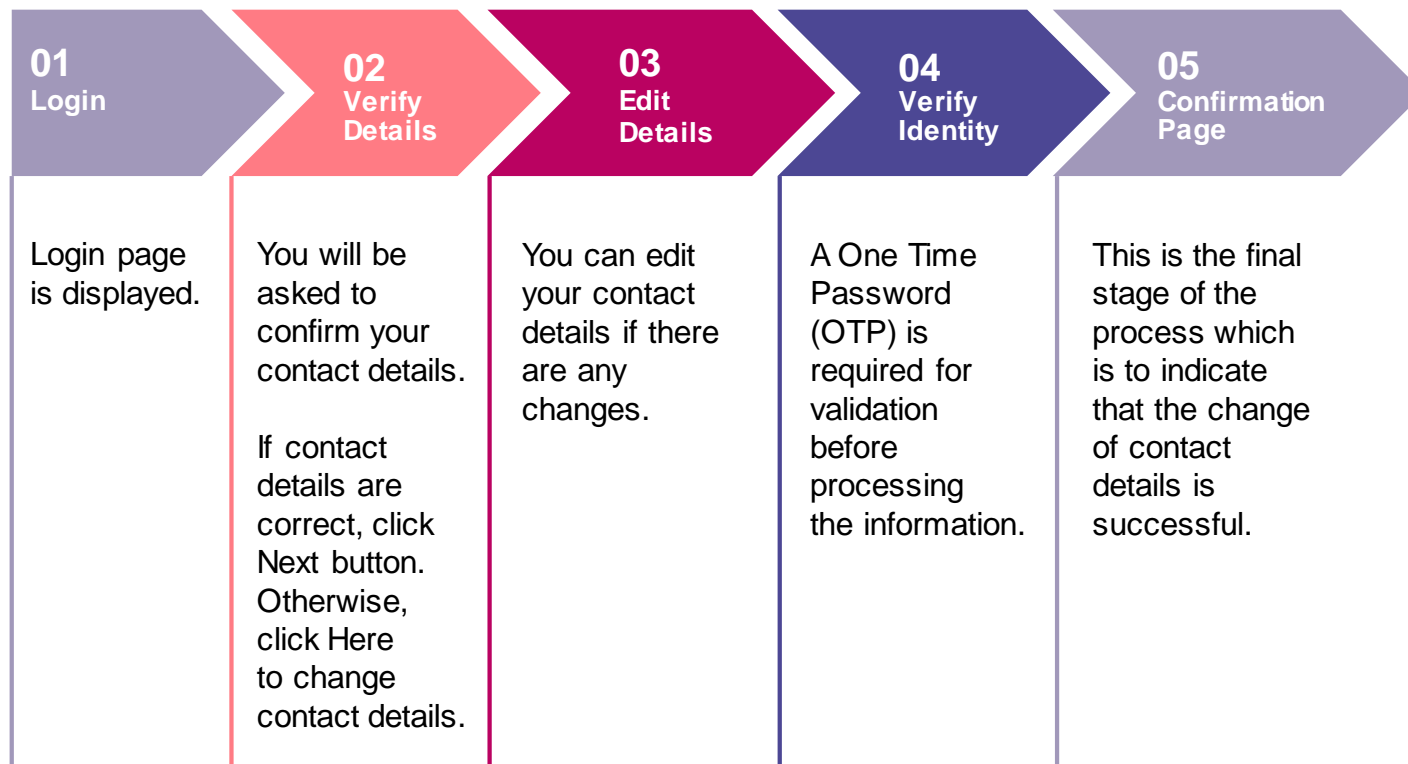
If the details are incorrect, the customer may change their details.

2.2 PAGE FLOW



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The page flow describes your user journey.



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1. Login

LOGIN TO MY AIA

1

User ID

Enter your user ID

2

Password

Key in your password

[Forgot your user ID/ password?](#)

LOGIN

3

New user? [Please register here](#)



LEARN HOW TO REGISTER



1

Enter User ID

2

Enter password

3

Click Login

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2. Verify Details

PLEASE VERIFY YOUR CONTACT DETAILS

Please review and confirm your contact details.
If your current email and mobile number are updated, please edit below.

Name

Email

Mobile Number

[EDIT CONTACT DETAILS](#)

3

i Please note that if you changed your email or mobile number above, the details will be applied to all policies that belong to you as a policy owner. Otherwise, click Next to continue.

1

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

2

☐ I agree to the [marketing consent statement](#).

NEXT

4

1

Select checkbox for Terms of Use & Privacy Statement (PDPA)

2

Select checkbox for marketing consent statement (optional)

3

Click Edit Contact Details if details are incorrect

4

Click Next if details are correct. Next page will be dashboard

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3. Edit Details

ADD/EDIT YOUR CONTACT DETAILS

Please key in your current email address and mobile number.

Name

Email

1

Mobile Number

Please Select ▼

2

i Please note that if you changed your email or mobile number above, the details will be applied to all policies that belong to you as a policy owner. Otherwise, click Next to continue.

CANCEL

NEXT

3

1

Enter e-mail address

2

Enter mobile number

3

Click Next

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4. Verify Details

VERIFY CONTACT DETAILS

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

6012 3456XXX

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

1

Enter verification code

VERIFY

2

02:59

You can re-send the code after 3 minutes

3

☐

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

NEXT

4

1

Type in OTP

2

Click Verify

3

Check on My AIA's Terms of Use and Privacy Statement

4

Click Next

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4. Confirmation Page



THANK YOU

Your contact details have been updated and the latest information will be displayed in all your policies within 3 working days.
We have send you a confirmation email with your updated details .

DONE

1

1

Change of contact details successful.
Click Done to return to Dashboard.