

Auto/Direct Debit Enrollment

How to enroll auto/direct debit for premium deduction via credit/debit cards and Savings/Current account.

Updated as of August 2022



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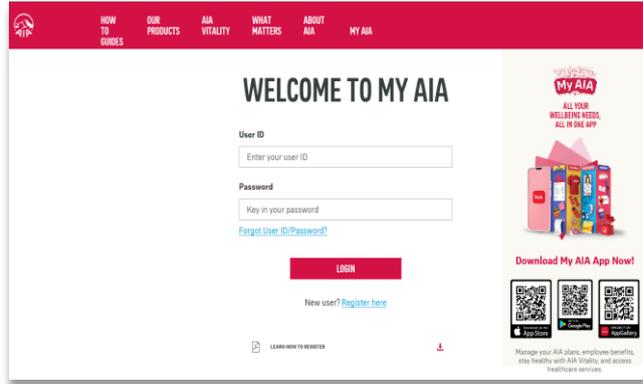
Auto/Direct Debit Enrollment Guide

1. Auto Debit Enrollment (Visa/Master Card) (1/2)

01
Auto
Debit

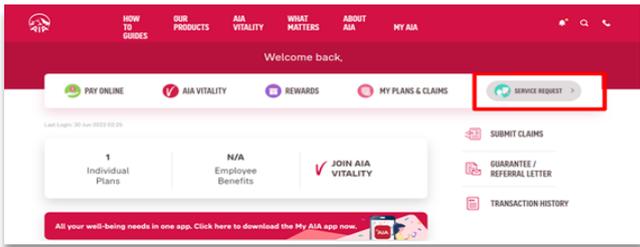
02
Direct
Debit

Step 1: Login to My AIA <https://www.aia.com.my/en/my-aia/myaia-login.html>

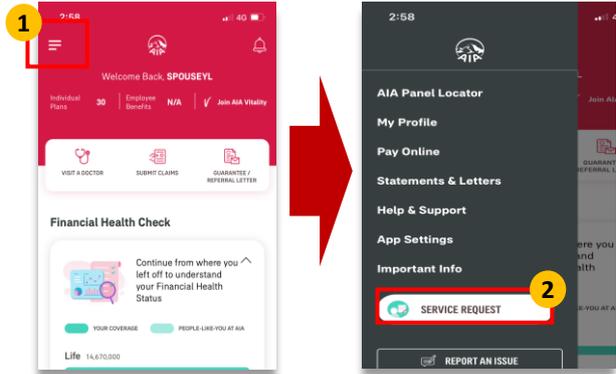


Step 2: Click “Service Request”

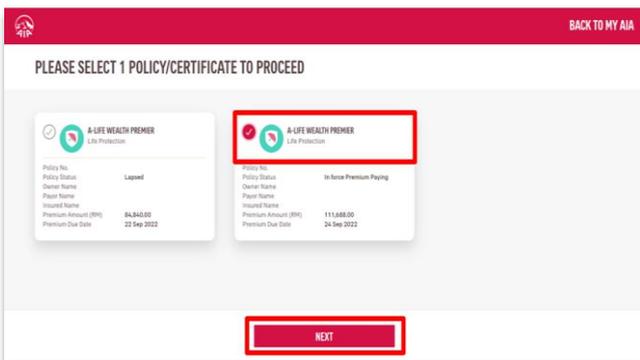
(a) Portal View



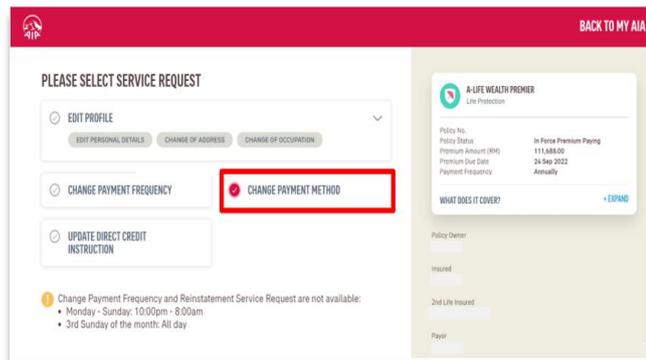
(b) App View



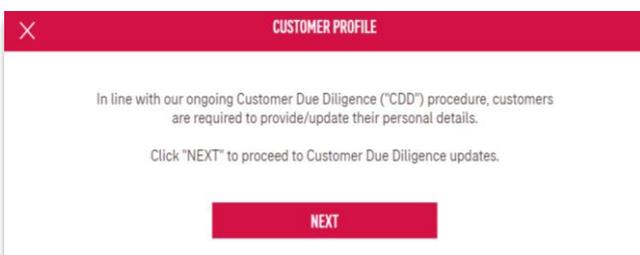
Step 3: Select Policy/Certificate to proceed and Click “Next”



Step 4: Select “Change Payment Method” and Click “Next”



Step 5: Click “Next” to update / provide your personal details and verify



Auto/Direct Debit Enrollment Guide

1. Auto Debit Enrollment (Visa/Master Card) (2/2)

01
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Step 6: Select “New Direct Debit (Credit/Debit Card)” and click “Next”

CHANGE PAYMENT METHOD

Policy Details

Current Payment Method
Direct Billing (Cash)

Please select your new payment method.

Direct Billing

- Payment can be made via MY AIA & 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 Payor of this policy
- We only accept Visa or Master card

PREVIOUS NEXT

Step 7: Click “Leave” and proceed to Bank enrolment page

CHANGE PAYMENT METHOD

Policy Details

Current Payment Method
Direct Billing (Cash)

Please select your new payment method.

Direct Billing

- Payment can be made via MY AIA & 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 Payor of this policy
- We only accept Visa or Master card

PREVIOUS NEXT

Step 8: Fill in your card details to proceed

ONLINE PAYMENT

Payment Summary

Total Amount: MYR 1.00
Payment To: Ipay88 Test Account - AIA
Reference No/Payment ID: MYEAD0000025570 / T13385226122
Description: UpdateCreditCard

Timeout in: 04:41

Credit Card Number: [Redacted]
Name on Card: [Redacted]
Expiry Date: [Redacted]
Card Issuing Bank: [Redacted]
Card Issuing Country: Malaysia

Other Card Issuing Bank (optional): [Redacted]

PREVIOUS NEXT

Step 9: Key in One Time Password (OTP) and click “Submit”

Standard Chartered | ID Check

One-Time Password (OTP) required for this online transaction has been sent to your registered mobile (8888)888-1110. Your OTP will expire after 4 minutes. Roaming services on your mobile is required if you are making this transaction while overseas. Please call 1300 88 8888 if you did not receive your OTP.

Transaction Details

Merchant: IPAY88-TESTPREAUTH
Amount: RM1.00 MYR
Card Number: ****-****-9765
One-Time Password: EYE- [Redacted]

PREVIOUS NEXT

1st OTP for card verification – RM1 deduction.

Step 10: Verify your details and click “Next”

New Credit Card Details

Card Number: 43668xxxxx0105

AUTHENTICATION

Complete below info required to provide authentication for this submission

CERTIFICATE OWNER

Email Address: [Redacted]
Mobile No: [Redacted]

Please select an authentication method.

FACE TO FACE
ONE TIME PASSWORD (OTP)

NON-FACE TO FACE
REMOTE AUTHENTICATION

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

CANCEL NEXT

Step 11: Enter the 6-digit OTP code sent to your mobile number and click “Next”

OTP AUTHENTICATION

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

CERTIFICATE OWNER

OTP NEW

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone

6-digit OTP Code: [Redacted]

PREVIOUS NEXT

2nd OTP for transaction submission.

Step 12: Transaction is completed

THANK YOU!

Your transaction is now submitted for processing. You may close this browser.



Email and SMS will be sent to customers:

- once transaction is submitted;
- once enrollment is successful with “completed” transaction status.

-End-



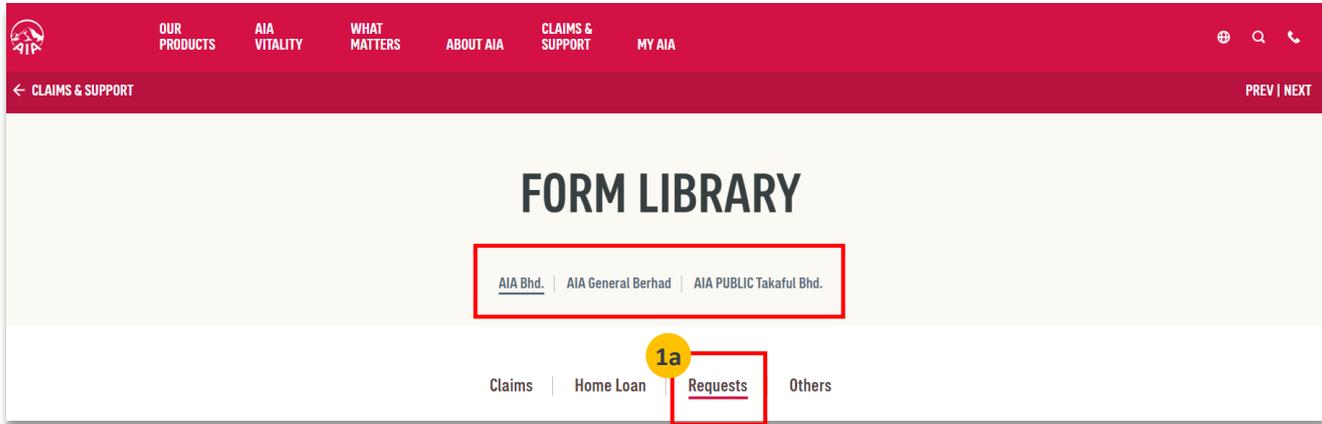
Auto/Direct Debit Enrollment Guide

2. Direct Debit (FPX CASA)

01
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02
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Step 1: Visit <https://www.aia.com.my/en/help-support/form-library-aia-bhd.html> to download the Direct Debit Authorisation (DDA) Form



1a Click "Requests"

1b Select the relevant DDA form based on the entity as below:

Company	Form ** Only Original Form will be accepted for processing. **
AIA Bhd.	<ul style="list-style-type: none"> AIA BHD Direct Debit Authorization Form AIA Vitality Direct Debit Authorization Form
AIA General Berhad	<ul style="list-style-type: none"> AIA General Berhad Direct Debit Authorization Form
AIA PUBLIC Takaful Bhd.	<ul style="list-style-type: none"> FPX Direct Debit Authorization Form

Step 2: Complete and sign the DDA form

- Ensure **ALL** mandatory fields* are filled correctly.
- Your signature on the DDA form must be the **SAME** as per your Bank records.
- Any omission or incorrect details will result in Bank rejection and/or required resubmission of the DDA form which will delay your direct debit enrolment.

Step 3: Submit the completed form to any AIA Customer Centres nearest to you.

-End-

