

AIA Malaysia

User Guide for

MY AIA-Pay Online

The "Pay Online" facility which is available via the MY AIA portal is applicable for:

- i. Payment of Individual Life policies and Family Takaful certificates *
- ii. Payment of AIA Vitality membership fees for Individual and Corporate membership

Payment through **Visa/Master Debit/Credit Card** only.

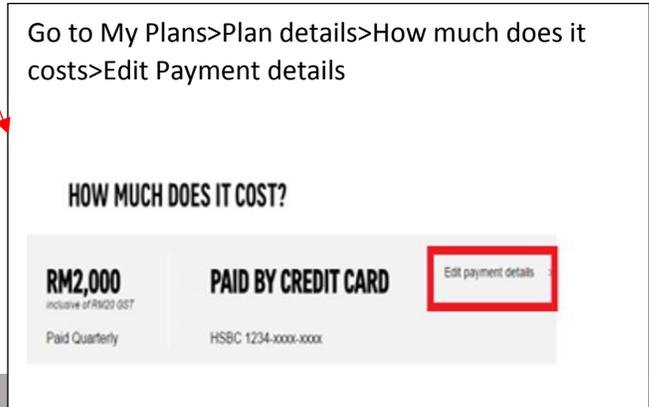
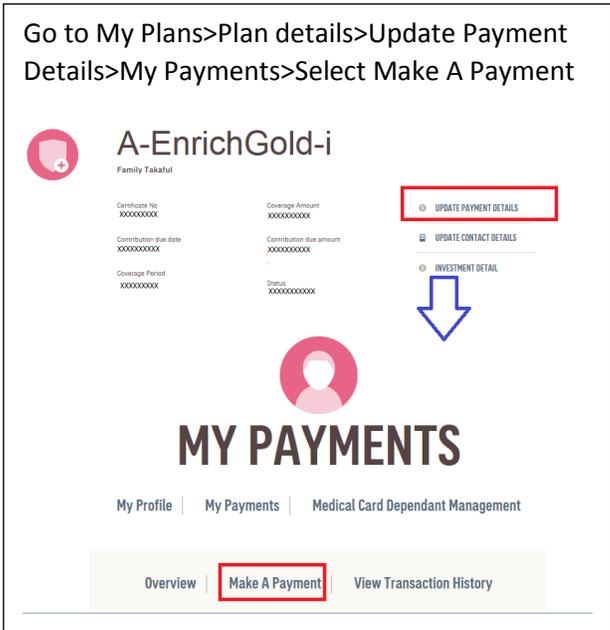
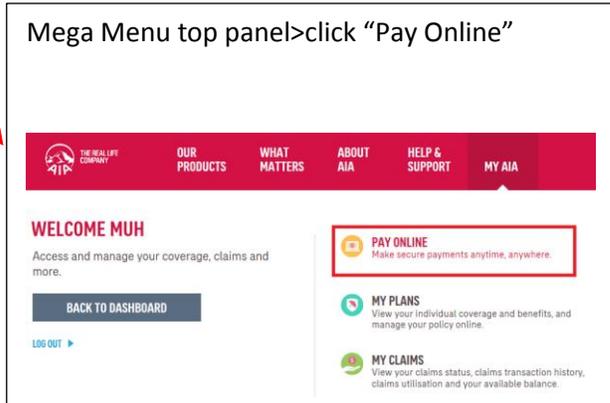
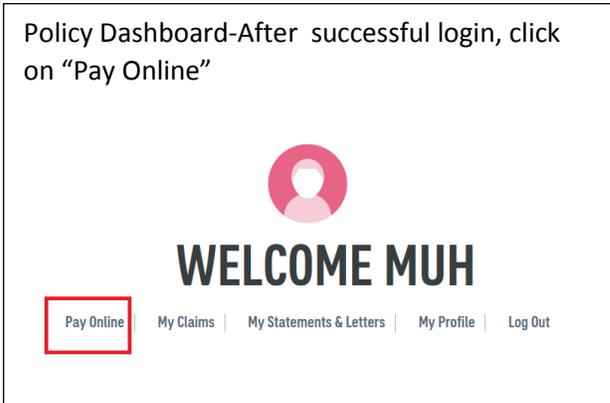
* Note: "Pay online" facility is only available for policies / certificates with Inforce Premium Paying & Inforce SVE status :

- Inforce Premium Paying is a policy / certificate status which indicates a requirement of premium payment to ensure continued coverage of the policy / certificate holder under the policy / certificate.
- Inforce SVE status is a policy / certificate status which indicates that the Total Cash Value is insufficient to cover the unpaid premium and any indebtedness. The Company shall use any remaining balance to maintain this Policy and its Supplementary Contract in force for such period as the balance of the Total Cash Value will purchase on a pro-rated basis.

Where can I find the "Pay Online" facility in the MY AIA portal?

- Upon login, there are a few ways to access the Pay Online facility

Where can I find the Pay Online facility?



STEP 1 - Click "Pay Online" or "Make A Payment"

- A list of policies/certificates/Vitality Membership under the policy owner will be displayed.

Step 2 - Select the Policy/Certificate/Vitality Fees/Automatic Premium Loan/Policy Loan that you would like to pay for

- (a) Select the relevant policy/certificate check box to make payment

MAKE A PAYMENT

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

Policy	Select the number of advanced payments	Current	Advanced x 0	Total
<input type="checkbox"/> AIA VITALITY AIA Vitality Membership No.: XXXXXXXXXXXXXXXXXXXX Member Name: XXXXXXXXXXXXXXXX Fee/s (including GST) RM 0.00 Due on 25-Aug-2018	No Advance Payment	RM 10.00	RM 0.00	RM 0.00
<input checked="" type="checkbox"/> CRITICAL COVER Policy Number: XXXXXXXXXXXXXXXXXXXX Person covered: XXXXXXXXXXXXXXXX Premium amount: RM 3,080.00 Paid ANNUALLY Due on 02 March 2018	No Advance Payment	RM 3,080.00	RM 0.00	RM 3,080.00
<input type="checkbox"/> APL - RM 5,767.96				RM 5,767.96
<input type="checkbox"/> Policy Loan - RM 3,342.81				RM 3,342.81

- (b) Advance payment for your policy/certificate - select the number of advance payment/contribution from the dropdown list e.g. if the policy/certificate is on a quarterly payment cycle, selecting No. of Advance Payment = 1 means that the advance payment will be made for the next quarter payment cycle

MAKE A PAYMENT

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

Policy	Select the number of advanced payments	Current	Advanced x 0	Total
<input checked="" type="checkbox"/> AETNA AECONOPLANNER Policy Number: XXXXXXXXXXXXXXXXXXXX Person covered: XXXXXXXXXXXXXXXX Premium amount: RM 336.18 Paid SEMI-ANNUALLY Due on 28 May 2019	1	RM 336.18	RM 0.00	RM 0.00

(c) Select the AIA Vitality check box to make payment for AIA Vitality Membership fees

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. VAXXXXXXXXXX
Member Name XXXXXXXXXXXXXXXX
Fees (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

SELECT POLICY

AETNA AECONOPLANNER
Policy Number: XXXXXXXXXXXXXXXX
Person covered: XXXXX
Premium amount: RM 336.18
Paid SEMI ANNUALLY
Due on 28 May 2019

Select the number of advanced payments
No Advance Payment

Current	RM 336.18
Advanced x 0	RM 0.00
Total	RM 0.00

(d) Advance payment for AIA Vitality Membership fees - select the number of advance payment from the dropdown list

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. VA XXXXXXXXXXXXXXXX
Member Name XXXXXXXXXXXXXXXX
Fees (including GST) RM 0.00
Due on 25-Aug-2018

Select the number of advanced payments
No Advance Payment
1
2
3
4
5
6
7
8
9
10
11
12

Current	RM 10.00
Advanced x 0	RM 0.00
Total	RM 10.00

SELECT POLICY

(e) Select the Automated Premium Loan (APL) column for repayment of the APL; you can choose to pay in full or any amount of the APL subject to a minimum of RM100.00.

(f) Select the Policy Loan (PL) column for repayment of policy loan; you can choose to pay in full or any amount of the policy loan subject to a minimum of RM100.00.

MAKE A PAYMENT

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

<input type="checkbox"/> AIA VITALITY AIA Vitality Membership No.: VAXXXXXXXXXX Member Name: XXXXXXXXXXXXXXXX Fee/s (including GST): RM 0.00 Due on 25-Aug-2018	Select the number of advanced payments <input type="text" value="No Advance Payment"/>	Current RM 10.00 Advanced x 0 RM 0.00 Total RM 0.00
SELECT POLICY		
<input type="checkbox"/> AETNA AECONOPLANNER Policy Number: XXXXXXXXXXXXXXXX Person covered: XXXXX Premium amount: RM 336.18 Paid SEMI ANNUALLY Due on 28 May 2019	Select the number of advanced payments <input type="text" value="No Advance Payment"/>	Current RM 336.18 Advanced x 0 RM 0.00 Total RM 0.00
<input type="checkbox"/> CRITICAL COVER Policy Number: XXXXX Person covered: XXXXXXXXXXXXXXXX Premium amount: RM 3,080.00 Paid ANNUALLY Due on 02 March 2018	Select the number of advanced payments <input type="text" value="No Advance Payment"/> <div style="border: 2px solid red; padding: 5px; margin-top: 5px;"><input checked="" type="checkbox"/> APL - RM 8,767.96 <input checked="" type="checkbox"/> Policy Loan - RM 3,342.81</div>	Current RM 3,080.00 Advanced x 0 RM 0.00 APL <input style="width: 100px;" type="text" value="5767.96"/> PL <input style="width: 100px;" type="text" value="3342.81"/> Total RM 9,110.77

Editable field

Step 3 - Review Your Payment

- (a) All information selected under Step 2 will be displayed for your review
- (b) Click **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: XXXXXXXXXXXXXXXX	Advanced x 0	RM 0.00
Fee/s (including GST) RM 10.00	Total	RM 10.00
Due on 25-Aug-2018		

CRITICAL COVER Policy Number: XXXXXXXXXXXXXXXX	Current	RM 3,080.00
Person covered name: XXXXXXXXXXXXXXXX	Advanced x 0	RM 0.00
Premium amount: RM 3,080.00	APL	RM 5,767.96
Paid ANNUALLY	PL	RM 3,342.81
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](#)

Step 4 – Making The Payment

- (a) Enter your **Visa/Master Debit/Credit Card** details and complete the required fieldson 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

ONLINE PAYMENT

Payment Summary

Total Amount	MYR xxxxxxxxxxxxxxxxxxxxxx
Payment To	xxxxxxxxxxxxxxxxxxxxxxxxxx
Reference No/Payment ID	xxxxxxxxxxxxxxxxxxxxxxxxxx
Description	Make a payment

Timeout in : 07:30

Credit Card Number

Name on Card

Expiry Date

CVC/CVV2 

Card Issuing Bank

Please Select ▼

Other Card Issuing Bank (optional)

Card Issuing Country

Malaysia ▼

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

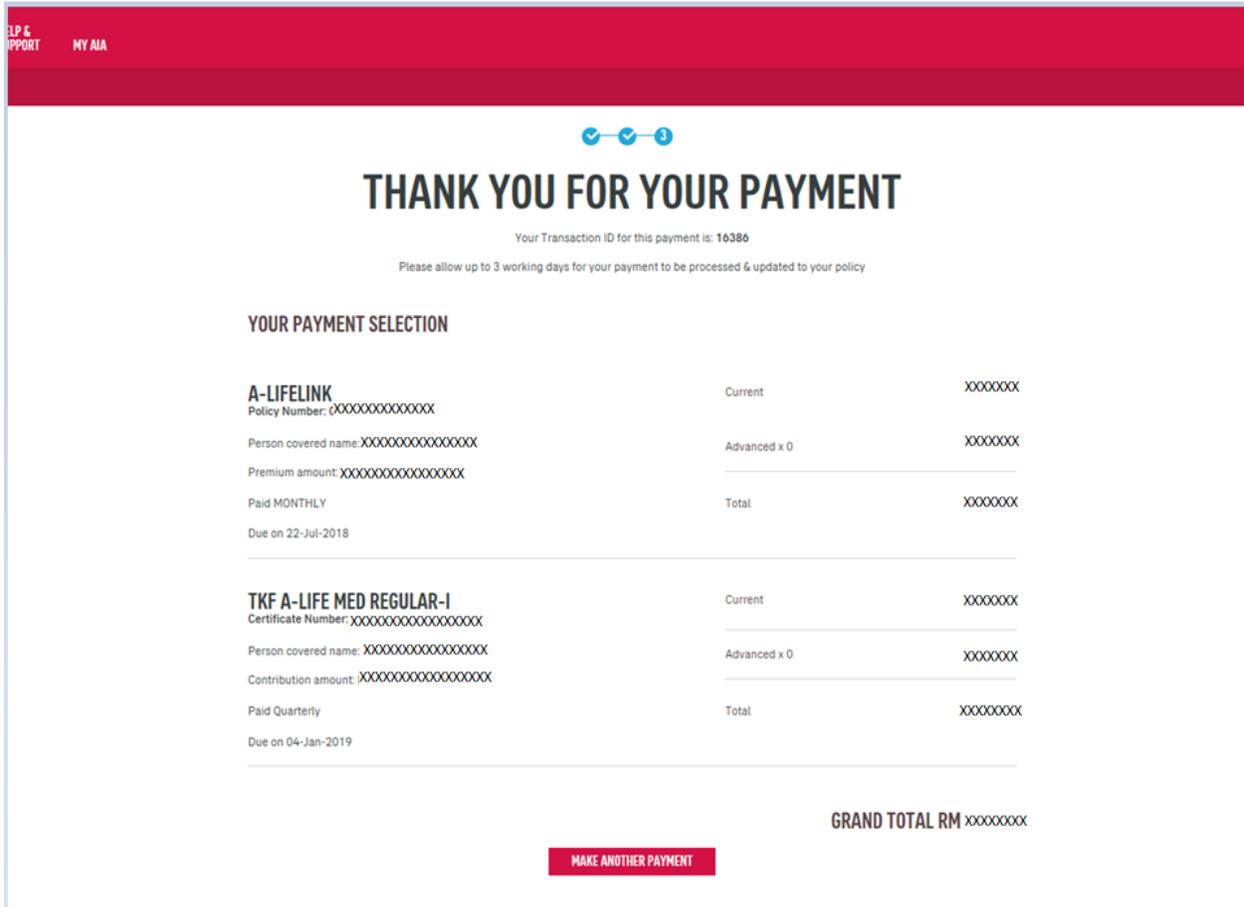
I have read and agree to [iPay88 Privacy Statement](#)

CANCEL

PROCEED

Step 5 – Payment is Successful

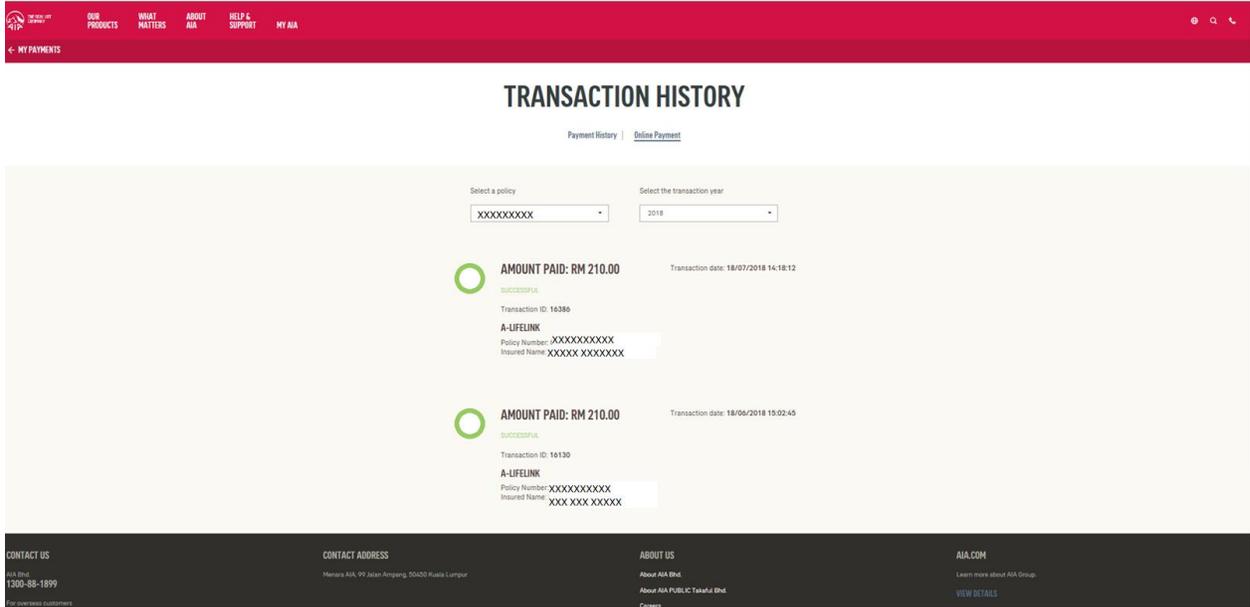
(a) Upon successful payment transaction, you will be directed to the acknowledgement page as per below.



(b) An acknowledgement email and SMS will be sent to the email address and mobile number saved under "My Profile"

Step 6 – Transaction History

- (a) You can check your online payment transactionHistory which reflects the payment submitted via theMY AIA Pay Online platform
- (b) Go to My Profile>My Payments>View Transaction History>Online Payment



Note: This Online Payment–User Guide serves as a guide. AIA reserves the right to make any changes and/or updates on the guide whenever necessary.