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



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

	0 —2—3		
	MAKE A PAYMENT		
	Please select the policies that you would like to pay for. You can also pay for your policies in advance.		
	Select the number of advanced payments	Current	RM 10.00
Member Name: x000000000000 Feeta (including 651) SH 0.00 Date on 25-Aug 2018	No Advance Payment -	Advanced x 0	RM 0.00
		Total	RM 0.00
SELECT POLICY			
	Select the number of advanced payments	Current	RM 3,080.00
Person covered 30000000000 Premium amount: EM 3.080.00 Person State 2000	No Advance Payment -	Advanced x 0	RM 0.00
Due on 02 March 2018	APL - RM 8,767.96	APL	RM 5,767.96
	Policy Loan - RM 3.342.81		
		PL	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

	0-2-3		
	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 AAA Valaty Memory	Select the number of advanced payments No Advance Payment	Current Advanced x 0 	RM 10.00 RM 0.00 RM 0.00
SELECT POLICY	Select the number of advanced psyments	Current	RM 336.18
Parisin covered:200000000000000 Parisina assument RN 32.61 Paid SEM ANNUALLY Due on 28 May 2019	No Advance Payment	Advanced x 0 Total	RM 0.00 RM 0.00

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

	MAKE A PAYMENT Prease select the policies in that you would like to pay for You can also pay for your policies in advance.		^
ALA VITALITY ALA VITALITY Mambar frame SQUOXOCOCOCOC Fees (neurotange 037) 981 000	Select the number of advanced payments No Advance Payment	Current BM 10 	00
Dur en 25-Aug-2018		Total RM 0.	00
SELECT POLICY			
AETNA AECONOPLANNER Pelicy Number: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Select the number of advanced payments	Current RM 336.	18
Person overered: 200000 Premium amount: RM 336.18 Pauld SEMI ANNUALLY	No Advance Payment -	Advanced x 0 RM 0.	00
Due on 28 May 2019		Total RM 0.	00

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

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AIA VITALITY AIA VIIAIN Metalenaian feu VA X000000000X Meaning Interes X00000000000X Persk (meaning of VIIA 04 0.0 Doe en 25-Aug-2018		Select the number of advanced payments No Advance Payment 3 4 4 5 2	Current BN Advanced x 0 B Total BN	10.00 M 0.00 10.00
SELECT POLICY		9 10 11 12		

(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.		
ARVITALITY ARVinanty Membership No. VAXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Select the number of advanced payments No Advance Payment • • • • • • • • • •	Current Advanced x 0 Total	RM 10.00 RM 0.00 RM 0.00
SELECT POLICY			
AETNA AECONOPLANNER Pailing Number: X00000000000 Paranion amount: NM 330.18 Paid Silv NANUALLY Due on 28 May 2019	Select the number of advanced payments No Advance Payment •	Current Advanced x 0 Total	RM 336.15 RM 0.00 RM 0.00
CRITICAL COVER Paiser Number: XXXXX Parase covered: XXXXXX Parase manual: RM 1.08020	Select the number of advanced payments No Advance Payment	Current Advanced x 0	RM 3,080.00 Editable field RM 0.00
Pad ANNUALY Due on 02 March 2018	 ✓ APL - RM 5/07/96 ✓ Policy Loan - RM 3/342/81 	APL PL	576796 X
	-	Total	3342.81 RM 9,110.77

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

REVIEW Y		
OUR PAYMENT SELECTION	none you nare encoded for payment.	
IA VITALITY	Current	RM 10.0
ember name: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Advanced x 0	RM 0.0
ee/s (including GST) RM 10.00 ue on 25-Aug-2018	Total	RM 10.0
RITICAL COVER blicy Number: ;000000000000000000000000000000000000	Current - Advanced x 0	RM 3,080.0 RM 0.0
remium amount: RM 3,080.00 aid ANNUALLY ue on 02 March 2018	APL	RM 5,767.9
	PL	RM 3,342.8
	Total	RM 12,190.7
	CDAND	TOTAL DM 40 000 7

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

	ON	LINE PAYMENT	
Payment Summary			
Total Amount	MYR x000000000000000000000000000000000000		
Payment To	X000000000000000000X		
Reference No/Payment ID	X0000000000000000000000000		
Description	Make a payment		
	Timeout in : 0	7:30	
Credit Card Number			
Name on Card			
I			
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	e above net charges from my credit car	d	
I have read and agree to <u>iPay88</u>	3 Privacy Statement		
_	0411051	DRAAFED	

Step 5 – Payment is Successful

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

PS Port myaia					
	⊘ — ⊘ — 3				
THAN	THANK YOU FOR YOUR PAYMENT				
	Your Transaction ID for this payment is: 16	386			
Piease allo	ow up to 3 working days for your payment to be processe	ed & updated to your policy			
YOUR PAYMENT SELECTION	YOUR PAYMENT SELECTION				
			XXXXXXXX		
A-LIFELINK Policy Number: (2000000000000000000000000000000000000	c	urrent			
Person covered name:XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXX A	dvanced x 0	XXXXXXXXXX		
Premium amount: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XX				
Paid MONTHLY	T	otal	X000000X		
Due on 22-Jul-2018					
TKF A-LIFE MED REGULAR-I Certificate Number: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	c	urrent	XXXXXXXXXX		
Person covered name: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXX A	dvanced x 0	XXXXXXXXXXX		
Contribution amount: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX					
Paid Quarterly	Т	otal	X000000X		
Due on 04-Jan-2019					
		CDAN			
		GKAN			
	MAKE ANOTHER PAYMENT				

(b) An acknowledgement email and SMS will be sent to the email address and mobile number savedunder "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

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						TRANSACTIO	N HISTORY	
						A policy	Select the transaction year 2019 • Transaction date: 18/09/2018 14:18:12 Transaction date: 18/09/2018 15:02:45	
CONTACT US Ala Bind 1300-88-1899					CONTACT ADDRESS Mercure AIA VP Joint Angeorg 50620 Walda Lumpur	Insuried Name XXX XXX XXXXXX	ABOUT US Nacod ANTALE: Taskal Brd.	AULCOM Lean ma skort Al Strog. WYW MCAULT

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.