

AIA Malaysia

User Guide for

MY AIA - Schedule Top Up

1.0 The MY AIA portal Schedule Top Up feature consist of

- (i) **Enrollment of Schedule Top Up**
To add the Schedule Top Up function for your investment-linked policy(s)/certificate(s).
- (ii) **Increase Schedule Top Up Amount**
To increase the current Schedule Top Up amount.
- (iii) **Change Investment Allocation for Schedule Top Up**
To change the Investment Allocation to different funds.
- (iv) **Opt for Cross Subsidy Option**
Select **Yes** to allow Account Value deduction from Savings Account to cover policy/certificate charges in the event the account value under the Protection Account is not sufficient. This is to avoid any policy/certificate lapsation.

1.1 This facility is only applicable to Life Insurance & FamilyTakaful investment-linked policy/certificate with an optional Schedule Top Up feature. Eg: A Life Link, A Life Joy, AIA Assurance Account etc.

1.2 Only policy/certificate with **Inforce-Premium Paying, Inforce-Waiver & Inforce –Single Premium** status are eligible for the Schedule Top Up feature.

1.3 If the Total Yearly Premium for a policy/certificate is \geq RM50,000.00, you will be required to perform the Schedule Top Up by manually submitting the Instruction Form for Investment Linked to the nearest AIA branch.

Where can I manage the Schedule Top Up in MY AIA?

A) In MY AIA

(i) Go to My Plans>Policy Information>Manage Schedule Top Up

The screenshot shows the MY AIA portal navigation bar with options: OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. Below the navigation bar is a breadcrumb trail: < MY PLANS - INDIVIDUAL. The main content area displays the 'A-LifeLink' Life Insurance policy details. A table lists the following information:

Policy No	Coverage Amount	Status
XXXXXXXX	XXXXXXXXXX	IN FORCE PREMIUM PAYING
Premium due date	Premium due amount	Coverage Period
30-JAN-2017	RM 150.00	FROM 30-JUL-2013 TO 30-JUL-2092
Premium cease date	(Inc. Govt. Tax RM0.00)	
30-JUL-2092		

Below the table, there is a descriptive paragraph: "This investment-linked plan offers you protection and helps you meet your savings needs. You have the flexibility of changing your level of protection and savings from time to time by choosing from our wide range of investment-linked funds and by adding on optional insurance benefits." To the right of this paragraph is a list of actions: UPDATE CONTACT DETAILS, MEDICAL CARD REPLACEMENT, INVESTMENT DETAIL, and MANAGE SCHEDULE TOP UP. The 'MANAGE SCHEDULE TOP UP' option is highlighted with a red box.

(ii) Go to Policy Dashboard>My Profile>Select My Payments>Overview

WELCOME | XXXXXX

Pay Online | My Claims | My Statements & Letters | **My Profile** | Log Out

Last Log in date: 2018/07/30 18:43:29

ANNOUNCEMENTS

SYSTEM INTERRUPTION FOR ONLINE PAYMENT

We are upgrading our system as part of our continuous efforts to serve you better. With this upgrade, the Online Payment facility will be temporarily unavailable. Click [here](#) if you would like to make payment. We apologise for any inconvenience caused.

MY AIA LUCKY 70 CONTEST

We are giving away prizes to 70 winners every week for 7 weeks!

[Click to join now!](#)

MY PAYMENTS

My Profile | **My Payments** | Medical Card Dependant Management

Overview | Make A Payment | View Transaction History

Search by person covered:

PERSON COVERED:XXXXXXXXXXXXXXXXXXXX

A-LIFELINK	
Premium amount	Due Date
XXXXXXXXXXXXXXXX	XXXXXXXXXXXX
MALAYAN BANKING BHD	Payment Cycle
XXXXXXXXXXXXXXXX	XXXXXXXXXXXX

- CHANGE PAYMENT CYCLE
- × CANCEL AUTO DEBIT
- × UPDATE CREDIT CARD
- **MANAGE SCHEDULE TOP UP**

C) In MY AIA– Schedule Top Up

Step 1 - Manage Schedule Top Up

The screenshot shows the 'MANAGE SCHEDULE TOP UP' interface. At the top, there is a navigation bar with links for 'OUR PRODUCTS', 'WHAT MATTERS', 'ABOUT AIA', 'HELP & SUPPORT', and 'MY AIA'. Below this is a 'MY PAYMENTS' link. The main heading is 'MANAGE SCHEDULE TOP UP' with a progress indicator showing step 1 of 3. A note states 'Latest information will be available after 3 working days.' The form is titled 'MY CURRENT FUND DETAILS' and includes fields for 'Plan Name' and 'Policy Number', both showing 'XXXXXXXXXX'. A 'Premium Amount (RM)' box displays '100.00'. The 'Change my schedule top up to RM' field is set to '80' monthly. The 'Fund Allocation' section has two options: 'Follow Basic Plan premium allocation' (selected) and 'Create new investment allocation based on my new Schedule Top Up'. The 'Cross Subsidy Option' is set to 'Yes'. A 'NEXT' button is at the bottom right. Annotations include: a box around '80' with a note about account value deduction; a box around '100.00' with a note that current premium/contribution excludes the top-up amount; a note that the system auto-populates the current top-up amount; a note that fund allocation refers to investment allocation for the top-up only; and a note about the cross-subsidy option.

- (a) Key-in the Schedule Top Up amount
- (b) Fund Allocation option - to select this option if you wish to allow the Schedule Top amount keyed-into be allocated based on the existing fund allocation or the new investment allocation
 - *To follow existing investment allocation, continue with Step 3
 - *To select new investment allocation, continue with Step 2
- (c) Cross Subsidy Option to select Yes or No

Step 2 - Select Type of Fund to Create New Investment Allocation

← MY PAYMENTS
PREV

FUND ALLOCATION

Allocate funds for your schedule top up amount

Select the Type of Fund from the list for investment allocation

Fund Name	Percentage (%)	Allocation Value (RM)	
AIA ASIAN EQUITY FUND	20	10.00	
AIA AGGRESSIVE FUND	20	10.00	DELETE
AIA FIXED INCOME FUND	60	48.00	DELETE

Total Allocation must equals to 100%

[ADD FUND](#)

[RESET](#)

Note:
For Investment-linked policies issued prior to 17 June 2013 with policy number which starts with "8" or "15", the total investment of foreign funds for these policies must not exceed 50%. This limit may vary from time to time as prescribed by the applicable legislation and/or regulation.

[PREVIOUS](#) [NEXT](#)

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ABOUT US

About AIA Bhd
About AIA PUBLIC Takaful Bhd

AIA.COM

Learn more about AIA Group
[VIEW DETAILS](#)

Step 3 - Enter One Time Pin (OTP) to complete the transaction

← MY PAYMENTS
PREV

SCHEDULE TOP UP COMPLETE

Please review your schedule top up setting below. It will come into effect in the next payment cycle.

MY CURRENT FUND DETAILS

Plan Name XXXXXXXXXX	Policy Number XXXXXXXXXX	Premium Due Date XX-XXX-XXXX
Premium Amount (RM) 100.00 (monthly)	Schedule Top Up (RM) 80 (monthly)	Total Payable Amount (RM) 180.00 (monthly)

SCHEDULED TOP UP FUND ALLOCATION

Fund Name	Percentage (%)	Allocation Value (RM)
AIA ASIAN EQUITY FUND	20	10.00
AIA AGGRESSIVE FUND	20	10.00
AIA FIXED INCOME FUND	60	48.00

We have sent a 6-digit verification code to your phone
+60X-XXXXXXXX

Enter the code below to proceed.

[VERIFY](#)

Step 4 – Transaction Is Completed

- Once transaction is submitted successfully, you will see the Thank You Page
- An acknowledgement email and SMS will be sent to the email address and mobile number saved under “My Profile”

THANK YOU

Your request for Schedule Top Up request has been submitted.
Please allow 3 days for your changes to be reflected in My AIA.

MY CURRENT FUND DETAILS

Plan Name xxxxxxxxxxxxxx	Policy Number xxxxxxxxxxxxxx	Premium Due Date xxxxxxxxxx
Premium Amount (RM) 100.00 (monthly)	Schedule Top Up (RM) 80 (monthly)	Total Payable Amount (RM) 180.00 (monthly)

SCHEDULED TOP UP FUND ALLOCATION

Fund Name	Percentage (%)	Allocation Value (RM)
AIA ASIAN EQUITY FUND	20	16.00
AIA AGGRESSIVE FUND	20	16.00
AIA FIXED INCOME FUND	60	48.00

DONE

Note: This Schedule Top Up -User Guide serves as a guide. AIA reserves the right to make any changes and/or updates on the guide whenever necessary.