

Online Payment

How to make online payment for premium / contribution and AIA Vitality membership

Updated as of August 2022



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AIA Online Payment Step-by-Step Guide

1. My AIA Online Payment (1/3)

01
My AIA
Payment

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

My AIA “Pay Online” facility is only applicable for

- Individual Life,
- Takaful,
- Individual Personal Accident,
- AIA Vitality Membership,
- Repayment of Automatic Premium Loan (APL);
- Repayment of Policy Loan (PL)

02
JomPAY

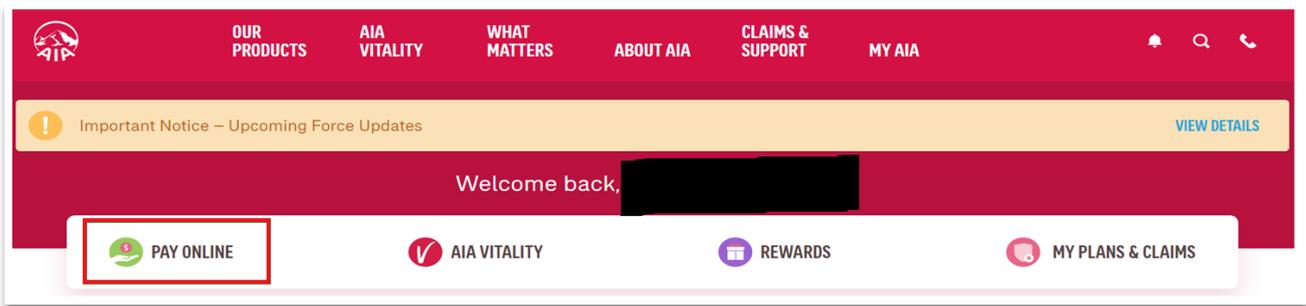
03
M2U
(New)

04
M2U
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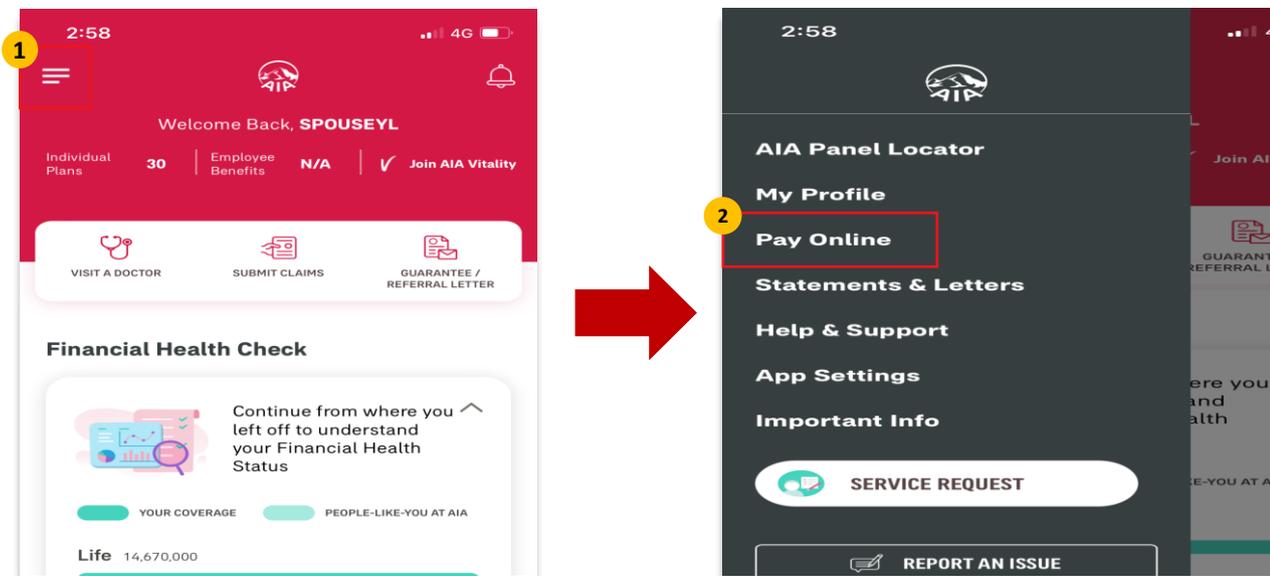
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Step 2: Click “Pay Online”

(a) Portal View



(b) App View



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Step 3: Make A Payment - Select policy/certificate for payment

← MY PAYMENTS

1 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.

3 A-LIFEJOY

Policy No.:
Insured:
Premium Amount:
RM 1,000.00
Payment Frequency:
QUARTERLY

3a Current - Due 01 January 2020

Select The Number Of Advanced Payments

No Advance Payment **3b**

No Advance Payment
1
2
3
4

Current Due Amount: RM 1,000.00

0 Advanced Payments

Total Amount RM 1,000.00

3a Check the box(es) to pay your outstanding premium/ contribution/ AIA Vitality membership
**Note: the current due amount will vary depending on the last payment date.*

3b Select the number of advance payment/contribution from the dropdown list
e.g. If the policy/certificate is on a quarterly payment cycle, selecting 1 Advance Payment means that the advance payment will be made for the next quarter payment cycle

← MY PAYMENTS

1 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
AIA Vitality Membership No.: XXXXXXXXXXXXXXXX
Member Name: XXXXXXXXXXXXXXXX
Fee/s (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

3c

CRITICAL COVER
Policy Number: XXXXXXXXXXXXXXXX
Person covered: XXXXXXXXXXXXXXXX
Premium amount: RM 3,080.00
Paid ANNUALLY
Due on 02 March 2018

Select the number of advanced payments

No Advance Payment

APL - RM 5,767.96
 Policy Loan - RM 3,342.81

Current RM 3,080.00
Advanced x 0 RM 0.00
APL RM 5,767.96
PL RM 3,342.81

Editable Fields

A minimum amount of RM100 for Loan Repayment is required.

3c For the repayment of your Automatic Premium Loan (APL) and Policy Loan (PL), select the respective boxes
**Note: You can choose to pay in full or any amount of the APL / PL, subject to a minimum of RM100*



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1. My AIA Online Payment (3/3)

Step 4: Review your payment details and click “Next”

Policy Name	Current	Advanced x 1	Total
PERSONAL ACCIDENT - PERSONAL	RM 237.05	RM 237.05	RM 474.10
A-LIFE CANCER360	RM 263.94	RM 263.94	RM 527.88
A-LIFE CANCER360-I	RM 288.38	RM 576.76	RM 865.14
GRAND TOTAL			RM 1,867.12

Step 5: Enter your Debit/Credit Card details, check the 2 boxes & click “Proceed”

Payment Summary
Total Amount: MYP302363 / T105896342122
Payment To: Ipay88 Test Account - AIA
Reference: MYP302363 / T105896342122
No./Payment ID: Make a payment
Description: Make a payment
Timeout in : 04:59

I authorize AIA BHD to debit the above net charges from my credit card
 I have read and agree to [JPay88 Privacy Statement](#)

PROCEED
CANCEL

Step 6: Enter the OTP provided by your card issuing bank to complete the transaction

Merchant: TEST MERCHANT U
Amount: MYR 2000.00
Date: 01/11/2021
Card number: XXXX XXXX XXXX 6100

OTP: GFVC | [Input Field] | Submit

Important:
Foreign currency trading or exchange rate derivatives provided by entities other than licensed onshore banks are **prohibited**.

Step 7: You will be directed to the acknowledgement page after successful payment

Policy Name	Current	Advanced x 0	Total
A-LIFELINK	xxxxxxx	xxxxxxx	xxxxxxx
TRF A-LIFE MED REGULAR-I	xxxxxxx	xxxxxxx	xxxxxxx
GRAND TOTAL			RM xxxxxxxx

An acknowledgement **Email and SMS** will be sent to the email address and mobile number saved under “My Profile”

Step 8: View your transaction history

(a) Portal View

From Homepage, Select “MY AIA” from top panel > Click “My Profile” > “My Payments” > “View Transaction History” > “Online Payment”

(b) App View

From Homepage, Click the ‘Hamburger menu’ (Top Left ) > Select “My Profile” > Click “My Payments” > “View Transaction History” > “Online Payment”

Amount Paid	Transaction ID	Transaction Date
AMOUNT PAID: RM 210.00	16386	18/07/2018 14:18:12
AMOUNT PAID: RM 210.00	16130	18/06/2018 15:02:45

-End-

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2. JomPAY

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Step 1: Search the JomPAY Biller Code on your statements / AIA Website

The JomPAY biller code is stated in your Premium/Contribution Notice / Renewal Notice / GPE Notice / Cover Note (Motor/Fire).

- Only renewal premium for individual policy/certificate/ Vitality membership are allowed
- Not applicable for the first premium/contribution payments for new AIA policies/certificates
- Not applicable for mortgage payment

Step 2: Log on to your Internet or Mobile Banking and select JomPAY

Step 3: Enter your premium/contribution amount, select your preferred bank account, and key in your policy/certificate number which is available in your Notice / My AIA

The image shows a screenshot of an AIA website. On the left, there is a 'GRACE PERIOD EXPIRATION NOTICE' (NOTIS TAMAT TEMPORIHISAN) with a table of policy details. A red box highlights the 'Total Amount Payable' (jumlah yang harus dibayar) field. On the right, there is a JomPAY payment form with fields for 'Amount' (100), 'From Account' (Select from list), 'Biller Code' (43745), 'Ref 1' (A1234567A00), and 'Ref 2' (0123334455). Red arrows indicate the mapping of data from the policy statement to the payment form.

JomPAY Biller Code Reference:

Biller Code	Company Name	Ref-1 (10 digits)	Ref-2
43745	AIA Bhd.	Policy Number	Contact/ Mobile Number
83956	AIA General Bhd.	Policy/ Cover Note Number	Contact/ Mobile Number
66795	AIA Public Takaful Bhd.	Certificate Number	Contact/ Mobile Number
56010	AIA Health Services Sdn Bhd.	Vitality Membership Number	Contact/ Mobile Number

Step 4: Key in your TAC number/ authentication code and click “Confirm/Submit”



Tips:

- Add the AIA biller code as your “favourite” for your convenience in the future
- To set up recurring JomPAY payment, please refer to your respective Bank guide.

-End-



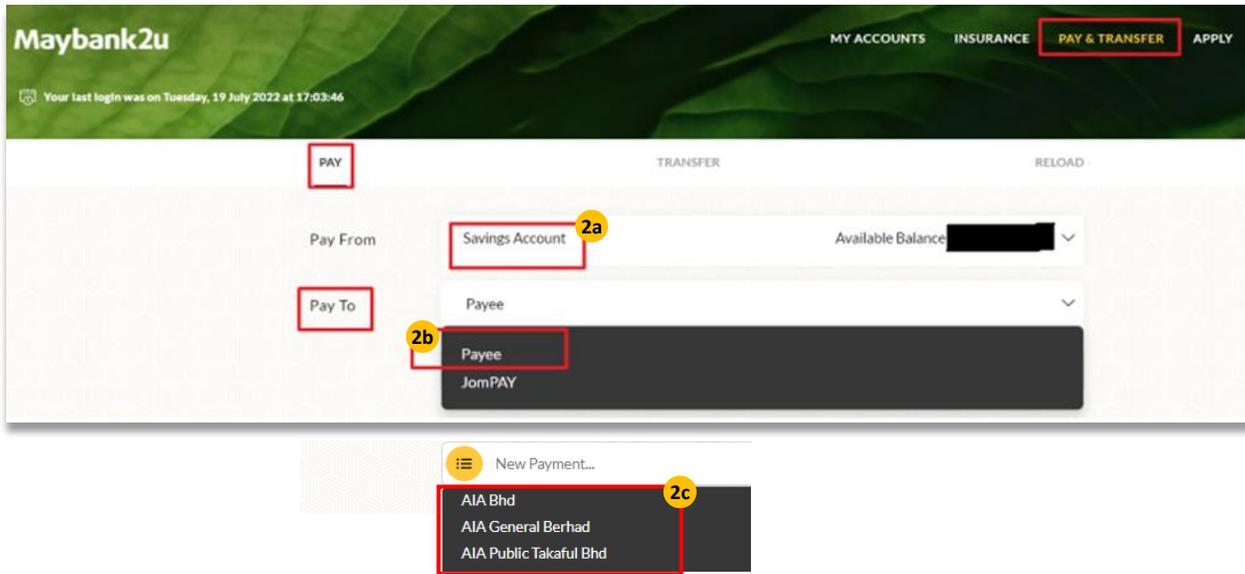
AIA Online Payment Step-by-Step Guide

3. M2U Payment (New Portal)

Step 1: Login to M2U New Portal

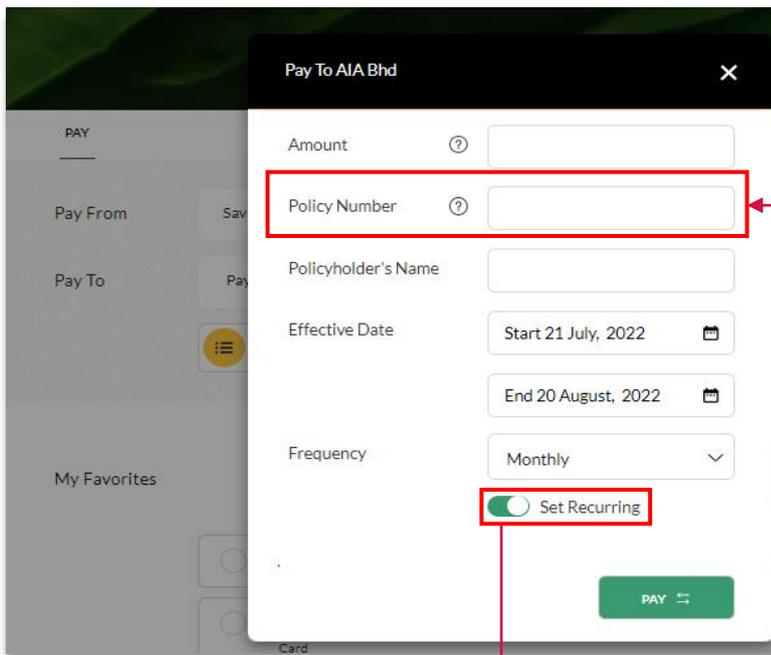
- Applicable for individual policy/certificate payments and mortgage payment.
- Not applicable for AIA Vitality Membership.

Step 2: Select “Pay & Transfer”, click “Pay” and select the relevant details



- 2a Select the Savings/Current Account you want to pay from
- 2b Select “Payee” from the dropdown
- 2c Select the relevant AIA entity

Step 3: Enter your payment amount, your 10-digit policy/certificate number, policy/certificate holder’s name and click “Pay”



PREMIUM NOTICE 保费通知书 NOTIS PREMIUM			
Insured 受保人	[Redacted]		
Insured	[Redacted]		
IL	1234567A01	20170107	000032126 000000000
Policy Number Nombor Polisi 保单号码	Premium Amount Amaun Premium 保费	Automatic Premium Loan Pinjaman Premium Automatik 自动保费贷款	
1234567A01	303.08	0.00	
Policy Number			



Tips: Turn on “Set Recurring” for hassle free payment in the future

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4. M2U Payment (Classic) (1/2)

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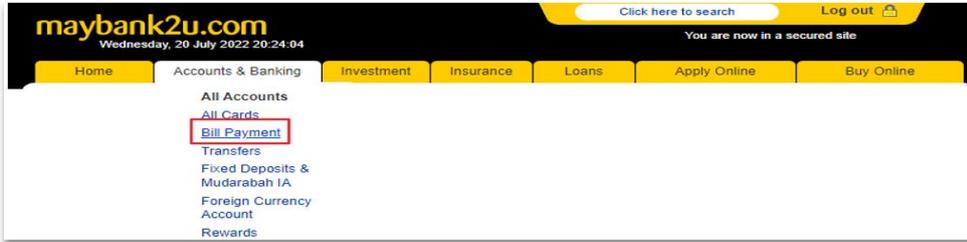
04
M2U
(Classic)

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Step 1: Login to M2U Classic Portal

- Applicable for individual policy/certificate payments and mortgage payment.
- Not applicable for AIA Vitality Membership.

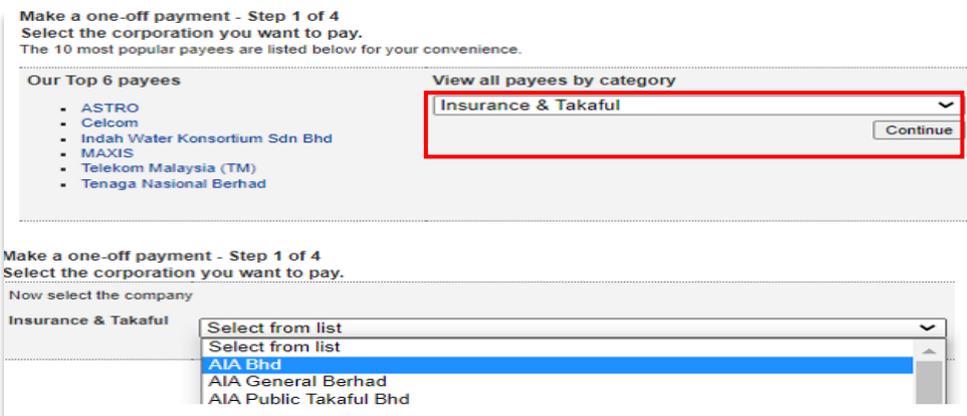
Step 2: Select “Accounts & Banking”, click “Bill Payment” and choose the Savings/Current account you want to pay from



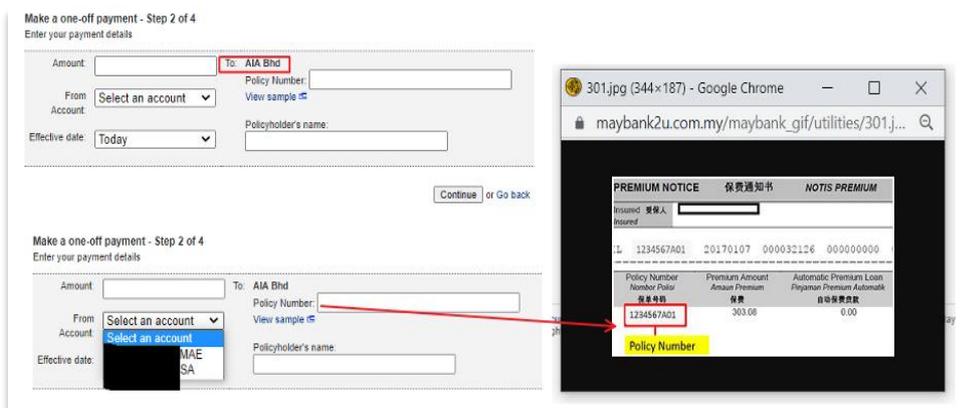
Step 3: Select “Make a one-off payment”



Step 4: Select “Insurance & Takaful” and click “Continue”, then select the relevant AIA entity



Step 5: Enter your payment amount, your 10-digit policy/certificate number and policy/certificate holder’s name and click “Continue”



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Step 6: Confirm your payment details and perform verification

Make a one-off payment - Step 3 of 4

Confirm your payment details or go back to make changes

Amount: RM1.00

To: AIA Bhd

From Account: [REDACTED] MAE

Policy Number: S1234456789

Policyholder's name : LWT

Effective date: Today

Secure Verification ⓘ

You will receive a notification on your phone to authorise this transaction on the new Maybank app.

Secure TAC ⓘ

[Confirm](#) or [Go back](#)

Step 7: Turn on the recurring payment option for hassle free payment in the future

Make a one-off payment - Step 4 of 4

Confirmation status

Amount: RM1.00

Status: [REDACTED]

From Account: [REDACTED]

Reference number: 2478126719

Transaction date: 20 Jul 2022

To: AIA Bhd

Transaction time: 20:31:10

Payee code: 3011

Policy Number: [REDACTED]

Policyholder's name: [REDACTED]

Effective date: Today

[Click Here](#) if you want this payment to be automatically deducted on a monthly basis for subsequent months from now.

[Make another payment](#)

-End-



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5. PBe (1/2)

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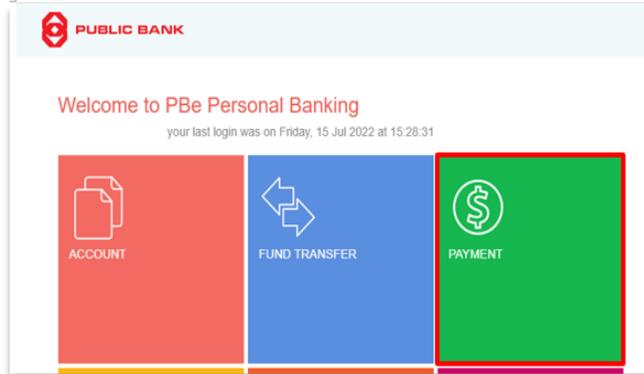
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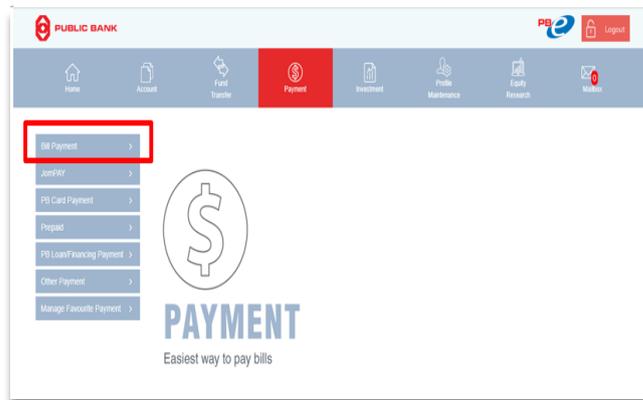
Step 1: Login to PBe



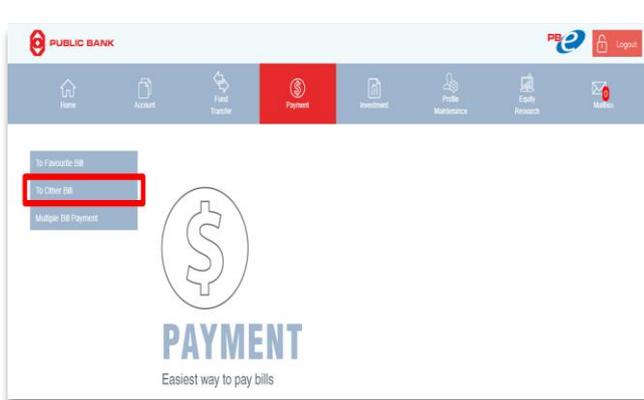
Step 2: Click "Payment"



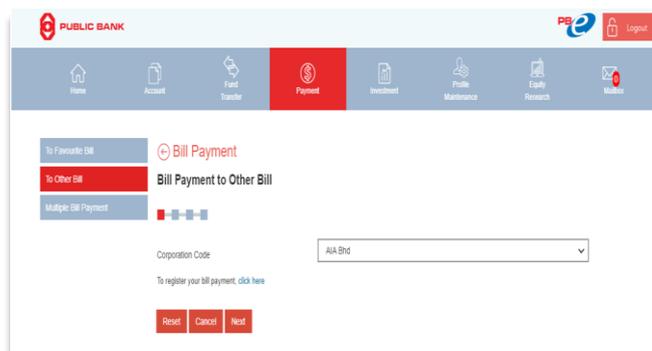
Step 3: Select "Bill Payment"



Step 4: Select "To Other Bill"



Step 5: Select Corporation Code "AIA Bhd" (AIAB) / "AIA PUBLIC Takaful Berhad" (APTB)



- Applicable for individual policy/certificate payments.
- Not applicable for Individual Personal Accident, Fire/ Motor, AIA Vitality Membership and mortgage payment.



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5. PBe (2/2)

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Step 6:

AIAB - Key in Policy Number, Due Date & Amount (RM), Press "Accept"
APTB - Key in Amount, Certificate Number & IC Number, Press "Accept"

The screenshot shows the 'Bill Payment to Other Bill' form for AIAB. The 'From Account' dropdown is set to '2510 - AIA Bhd View Sample'. The form fields are: Corporation Code (2510 - AIA Bhd View Sample), Life Insurance Policy Number (Policy Number), Due Date (DDMMYYYY), and Amount (RM) (Enter Amount). A disclaimer states: 'The information received from you will be disclosed to the payee corporation or biller for the purpose of effecting your payment. Please click "Accept" to proceed or click "Cancel" if you do not wish to continue.' Buttons for 'Reset', 'Cancel', and 'Accept' are at the bottom.

The screenshot shows the 'Bill Payment to Other Bill' form for APTB. The 'From Account' dropdown is set to '3370 - AIA PUBLIC Takaful Berhad'. The form fields are: Amount (RM) (Enter Amount), Certificate Number (Enter Certificate Number), and IC Number (Enter IC Number). A disclaimer states: 'The information received from you will be disclosed to the payee corporation or biller for the purpose of effecting your payment. Please click "Accept" to proceed or click "Cancel" if you do not wish to continue.' Buttons for 'Reset', 'Cancel', and 'Accept' are at the bottom.

Step 7: Click "Request PAC", Enter 6-digit PAC & Submit

The screenshot shows the 'Request PAC' step. The form fields are: From Account (XXXXX), Corporation Code (2510), Corporation Name (AIA Bhd), Life Insurance Policy Number (XXXXXX), Due Date (XXXXXX), Amount (RM) (XXXXXX), and SMS PAC (Enter PAC). A 'Request PAC' button is next to the SMS PAC field. A disclaimer states: 'A 6-digit PAC will be sent to your registered mobile phone number XXXXXXXX. Please click "Request PAC" if you wish to proceed.' Buttons for 'Back', 'Cancel', and 'Submit' are at the bottom.

-End-

