



PAYMENT METHODS

For your convenience, we provide a variety of payment methods for your **mortgage loan**.

IMPORTANT DUE DATES		
Loan Status	Type of payment	Due Date
FULLY drawdown	Monthly Instalment	1 st of every month
PARTIALLY drawdown	Progressive Interest	14 th of every month

1) INTERNET / ELECTRONIC / INTERBANK FUND TRANSFER (GIRO)

Please ensure **AIA Bhd. is the beneficiary** and the **reference is correct**. Otherwise, the payment will not be captured. Our bank account is with Maybank. Below are the details that are required to be filled up:-

Beneficiary/ Recipient / Collection Bank	Maybank
Beneficiary/ Recipient Name	AIA Bhd
Beneficiary/ Recipient Account No	514011997003
Beneficiary/ Recipient Reference	855xxxxxxxM
Transaction Type	Loan Payment

Payments will be captured within three working days to the account provided that all the information required is correct.

2) MAYBANK2U

1. Login to www.maybank2u.com
2. Go to Bill Payment
3. Select AIA Bhd as Company Name
4. Request a TAC to proceed with this transaction

The screenshot shows the Maybank2u.com website interface. At the top, there is a search bar and a 'Log out' button. Below the navigation menu, the main content area displays a form for making a one-off payment. The form is titled 'Make a one-off payment - Step 1 of 4' and asks the user to 'Select the corporation you want to pay.' The user has selected 'AIA Bhd' from a dropdown menu. The form also includes a 'Continue' button and a 'Go back' link.

5. Key in the Account No. without 'M' in the Policy Number

maybank2u.com
Thursday, 28 May 2015 09:06:09
You are now in a secured site

Home Accounts & Banking Mobile Banking Investment Insurance Loans Apply Online Buy Online

All Accounts
All Cards
Bill Payment
Transfers
Fixed Deposits
Foreign Currency Account
Rewards

Make a one-off payment - Step 2 of 4
Enter your payment details

Amount: 1000 To: AIA Bhd
From Account: Policy Number: 8550000000
Effective date: Today Policyholder's name: MOHD SAIFUL

Continue or Go back

Without 'M'

6. Print the receipt to keep a record of your payment transaction. AIA will not be issuing any receipts.

maybank2u.com

Open BillPayment

Status: **Successful**
Reference number: 2474931981
Transaction date: 28 May 2015 09:10:21

Amount: RM1000
From Account: 1234567890

Corporation name : AIA Bhd
Policy Number : 8550000000
Policyholder's name : MOHD SAIFUL

Note: This receipt is computer generated and no signature is required.

Paid via
m2u
maybank2u.com

For any enquiries on Maybank2u,
please call **Maybank Group Call Centre**
at **03-2072 7788**.

Notes:

- To ease future payments, **add AIA Bhd. as "Favourite Payee"**. Once added, you will no longer require TAC for future payments.
- You may even **'Add Recurring Payment'** to automate future payments.

3) AIA BRANCHES

All types of payments (**Monthly Instalment, Progressive Interest, Penalty Interest, Houseowner Insurance Premium and other Miscellaneous Charges**) via cash / cheque can be paid at any AIA Branches. Our cashiers are open from 8.30 a.m. to 4.30 p.m. from Mondays to Fridays, except public holidays. An official receipt will be issued upon payment and transaction posting is the payment date. Please indicate the type of payment as above.

Cheque or bank draft to be made payable to **AIA Bhd.**

The Mortgage Loan No. 855XXXXXXXM is to be written behind the cheque

4) DIRECT DEBIT (VIA MAYBANK / PUBLIC BANK)

A Direct debit Authorisation Form has to be filled up and to be submitted to AIA Mortgage. This Form will be submitted to the Bank once the loan is drawdown. Pending approval from the Bank on the direct-debit arrangement, you need to remit the monthly loan instalment repayment/interest payment via other Modes of Payment otherwise your loan will be in arrears. Enrolment approval will take up to 2 weeks.

The direct debit will be on the 5th of the month. Please ensure sufficient funds are allocated to meet the authorisation.

5) STANDING INSTRUCTION WITH MAYBANK - Monthly Instalment only

Standing instructions can be arranged with any Maybank branch.

Payment is to be made to:-

Bank	Maybank
AIA Collection A/C No.	5140 1199 7003
Loan Reference No.	855XXXXXXX

Please ensure your Mortgage Loan No. is indicated. As the monthly instalment and progressive interest will be due on the 1st and 14th of every month respectively, we advise you to schedule the standing instruction to 10 DAYS BEFORE the due date.

6) MAYBANK BRANCHES

Payment to AIA Collection Account via Maybank branches can be transacted over the counter either by cheque or cash. There will be a minimum charge of RM2.00 per transaction. Please indicate specifically as below.

Payee	AIA Bhd.
AIA Collection A/C No.	5140 1199 7003
Loan Reference No.	855XXXXXXX

Note: Charges indicated will vary from time to time at the discretion of Maybank.

7) CHEQUE VIA CHEQUE DEPOSIT MACHINE (Drop-in envelope)

Cheque must be made **payable to “AIA Bhd.”**

Please state the following at the **back of the cheque**:-

- (i) AIA Collection Account : 5140 1199 7003
- (ii) Loan Reference Number : 855XXXXXXX
- (iii) Borrower’s Name : <Borrower’s Name>
- (iv) Contact Number : <Contact Number>

* Payment by cheque will be captured upon clearance. Cheques will be subjected to clearance fee, commission fee for outstation cheque, stamp duty whichever applicable.

Please DO NOT pay through Cheque Deposit Machine (scanned) and Cash Deposit Machine as we do not have any arrangement for such channels of payment.

NOTE:

AIA Collection Account and your mortgage loan no. (8552XXXXXX) must be indicated clearly to ensure payments are credited into the correct account. Should any of the information on the bank deposit slip, cheque or online remittance details be incomplete or incorrect, the transaction will not be processed by the bank and/or may cause a delay in the allocation or transfer of funds to your account.

AIA will accept no liability for any short payment arising from the failure to provide or for any error or inaccuracy in the collection account number and/or reference number stated by you.

If you need further clarification, please do not hesitate to contact us. We will be glad to assist.

Help Desk:

AIA Bhd.

Mortgage Department

Level 8, Menara AIA, No. 99, Jalan Ampang, 50450 Kuala Lumpur

Careline : 1300 88 1899

Fax : 03-20563325

E-mail : my.loan@aia.com

ONLINE LOAN STATEMENT

Loan statements have been converted to e-statements. You can view your monthly/half yearly/annual statements via MY AIA portal.

For registration in MY AIA, please follow the steps below:-

- 1) Log in to www.aia.com.my or <http://www.aia.com.my>
- 2) Go to My AIA and select Customer -> Login
- 3) Click "Register Now"
- 4) Complete the information required for "Register for MY AIA"

Notes:

- Only the main borrower (first borrower's name stated in the Letter of Offer for joint borrowers) can view and print the Mortgage Loan statements from MY AIA account.
- To view and transact insurance policies that have been assigned to AIA for purposes of mortgage loan, please login to www.aia.net.my/MyService/
The user ID and password are the same as your My AIA account.

Should you need further assistance, kindly contact us at my.loan@aia.com.

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