



AIA Bhd. (790895-D)  
Mortgage Department  
Level 8, Menara AIA  
99 Jalan Ampang  
50450 Kuala Lumpur  
P. O. Box 10140  
50704 Kuala Lumpur  
T : 03-2056 1111  
Care Line: 1300 88 1899  
Fax: 03-2056 3325  
Email: my.loan@aia.com

## ONLINE HOME LOAN STATEMENT

Mortgage home 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](http://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 Home Loan statements from MY AIA account.
- To view and transact those insurance policies that have been assigned to AIA for purposes of home loan, please login to [www.aia.net.my/MyService/](http://www.aia.net.my/MyService/)  
The user ID and password are the same as your My AIA account.

If you encounter any problem to log in, please forward the screen shot of the error message to [my.loan@aia.com](mailto:my.loan@aia.com), for our investigation.

## PAYMENT METHODS

For your convenience, we provide a variety of payment methods of your **home loan**. The following are the details to pay.

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

### 1) 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. 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 Housing Loan No. 855XXXXXXM is to be written behind the cheque**



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## **2) STANDING INSTRUCTION WITH MAYBANK - Monthly Instalment only**

Standing instruction can be arranged with any Maybank branch.  
Payment is to be made to:-

**Collecting Bank : Maybank**  
**AIA Collection A/C No : 5140 1199 7003**

Please ensure your Housing Loan No. is indicated. As the monthly instalment will be due on the 1<sup>st</sup> of every month, we would advise you to effect the standing instruction 10 DAYS BEFORE the due date.

## **3) MAYBANK2U**

Login to [www.maybank2u.com](http://www.maybank2u.com)

Go to Bill Payment

Select AIA Bhd as Corporation Name

You will need to request a TAC No to proceed with this transaction

maybank2u.com  
Thursday, 28 May 2015 09:05:44  
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 1 of 4  
Select the corporation you want to pay.

Now select the company

ALL PAYEE AIA Bhd

Continue or Go back

Key in the Account No **without** the 'M' in the Policy Number



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Any inquiries on Maybank2u, kindly contact **Maybank Call Centre** at telephone number **03-2072 7788**.

**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

**maybank2u.com** Click here to search Log out

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  
 Policy Number: 8550000000  
 View sample

From Account: Effective date: Today Policyholder's name: MOHD SAIFUL

Continue or Go back

**Without 'M'**

Print receipt and keep record of your payment transaction. AIA will not be issuing any receipts.

To ease future payments, **add AIA Bhd. as "Favorite Payee"**.  
 Once added, you will no longer require TAC to make payment.  
 You may even **'Add Recurring Payment'** to auto future payments.

**4) INTERNET / ELECTRONIC / INTERBANK FUND TRANSFER (GIRO)**

Please ensure **AIA Bhd. is the beneficiary** and the **reference is completely correct** otherwise payment cannot be captured. Our Bank Account is with Maybank.



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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.

#### **5) 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 5<sup>th</sup> of the month. Please ensure sufficient funds are allocated to meet the authorization.

#### **6) MAYBANK BRANCHES (Only for Maybank account holders only)**

Payment to AIA Collection Account via Maybank branches can only be transacted by **Maybank account holders**. There will be a transaction fee of RM2 where Maybank will debit customer's MBB account and transfer payment over. No cash or cheque will be accepted. Effective 01 Jan 2018, Maybank will not accept payment over the counter for non-Maybank account holders.

**Account Name : AIA Bhd.**

**Account No. : 5140 1199 7003**

#### **Cheque via Cheque Deposit Machine (Drop-in envelope)**

Cheque must be made **payable to "AIA Bhd."**

**Reverse of the cheque**, please state the following:-

(i) AIA Collection Account : 5140 1199 7003  
(ii) Loan Reference Number : 855XXXXXXX  
(iii) Borrower's Name : Lau Ah Lee  
(iv) Contact Number : 012-3456789

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



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**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 housing 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, reverse of 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

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