

# **AIA Malaysia**

## **User Guide for**

# **MY AIA-Change of Payment Cycle**

Change of Payment Cycle allows you to change the payment frequency of your insurance policy or takaful certificate. This facility is only applicable for Life Insurance policies & Family Takaful certificates with **Inforce-Premium Paying** status.

### Where to access Change of Payment Cycle module?

(a) My Profile>Overview>Change Payment Cycle

The image shows two screenshots of the AIA MY PAYMENTS interface. The left screenshot is the 'WELCOME' page with the 'My Profile' menu item highlighted in a red box. The right screenshot is the 'MY PAYMENTS' page with the 'Overview' tab selected and the 'CHANGE PAYMENT CYCLE' option highlighted in a red box. An arrow points from the 'My Profile' menu in the first screenshot to the 'CHANGE PAYMENT CYCLE' option in the second screenshot.

**WELCOME**  
Pay Online | My Claims | My Statements & Letters | **My Profile** | Log Out  
Last Log in date:

**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 PLANS** [SEE ALL PLANS ▶](#)

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

Overview | Make A Payment | View Transaction History

Search by person covered:

**PERSON COVERED**>XXXXXXXXXXXXXXXXXXXXXXXXXXXX

**A-LIFELINK**

Premium amount	Due Date
XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX
MALAYAN BANKING BHD	Payment Cycle
XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX

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

(b) My Plans>Plan Information>Update Payment Details

**A-LifeLink**  
Life Insurance

Policy No XXXXXXXXXXXX	Coverage Amount XXXXXXXXXXXX	Status <b>IN FORCE PREMIUM PAYING</b>
Premium due date XXXXXXXXXXXX	Premium due amount XXXXXXXXXXXX	Coverage Period XXXXXXXXXXXX
Premium cease date XXXXXXXXXXXX		

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.

- UPDATE PAYMENT DETAILS
- UPDATE CONTACT DETAILS
- MEDICAL CARD REPLACEMENT
- INVESTMENT DETAIL
- MANAGE SCHEDULE TOP UP

WHAT DOES IT COVER? - COLLAPSE

**ALL1 A-LIFELINK**

Coverage Amount XXXXXXXXXXXX	Status <b>IN FORCE PREMIUM PAYING</b>	Premium XXXXXXXXXXXX
Effective date XXXXXXXXXXXX	Expiry date XXXXXXXXXXXX	Premium cease date XXXXXXXXXXXX

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

Overview | **Make A Payment** | View Transaction History

Search by person covered

PERSON COVERED:XXXXXXXXXXXXXXXXXXXXXXXXXXXX

**A-LIFELINK**

Premium amount XXXXXXXXXXXX	Due Date XXXXXXXXXXXX	<b>CHANGE PAYMENT CYCLE</b>
MALAYAN BANKING BHD	Payment Cycle XXXXXXXXXXXX	CANCEL AUTO DEBIT
XXXXXXXXXXXX		UPDATE CREDIT CARD
		MANAGE SCHEDULE TOP UP

PERSON COVERED:XXXXXXXXXXXX XXXXXXXX

**AETNA AECOPLANNER**

Premium amount XXXXXXXXXXXX	Due Date XXXXXXXXXXXX	<b>CHANGE PAYMENT CYCLE</b>
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**A. Change of Payment Cycle without incurring additional premium/contribution**

e.g. If you wish to change your payment cycle from annual to quarterly, no additional premium/contribution is required.

**Step 1 - Select your Preferred Payment Cycle**



# CHANGE PAYMENT CYCLE

Plan Name xxxxxxxxxxxxxx	Policy Number: xxxxxxxxxxxxxx
Person Covered xxxxxxxxxxxxxx	Current Payment Cycle <b>RM 136.60 MONTHLY</b> Inc. Govt. Tax RM 0.00

Select your preferred payment cycle

- RM 1,532.17 annually Inc. Govt. Tax RM 14.40
- RM 796.72 semi-annually Inc. Govt. Tax RM 7.48
- RM 406.02 quarterly Inc. Govt. Tax RM 3.81

New Payment Cycle premium amount will be listed for selection



## Step 2 - Enter the OTP to complete the Change of Payment Cycle

- Once the New Payment Cycle has been selected, enter the One Time Pin (OTP) to complete the transaction
- OTP will be sent to the registered mobile number saved under My Profile



# CHANGE PAYMENT CYCLE

Policy Name XXXXXXXXXXXXXXXXXX	PolicyNumber: XXXXXXXXXXXX
Person Covered XXXXXXXXXXXXXXXXXX	New Payment Cycle RM796.72 <b>semi-annually</b> Inc. Govt. Tax RM7.48

The new payment cycle will apply to the package policies below.

Please enter the 6-digit verification code that has been sent to your registered mobile number +6018-XXXX138

Enter the code below to proceed.

VERIFY

PREVIOUS

NEXT

### Step 3 - Change of Payment Cycle Successfully Submitted

- New Payment Cycle summary details will be reflected.

✕ CHANGE PAYMENT CYCLE

✓ ✓ 3

## CHANGE PAYMENT CYCLE

Status: **Transaction Completed**

Your request to change your payment cycle for this policy has been completed and will be reflected in the next billing cycle.

Your next **semi-annually** premium of RM796.72 (Inc. Govt. Tax) is due on **28 September 2016**

Policy Name	PolicyNumber:
XXXXXXXXXXXX	XXXXXXXXXX
Person Covered	New Payment Cycle
XXXXXXXXXXXX	RM796.72 semi-annually
	Inc. Govt. Tax RM7.48

CLOSE

**B. Change of Payment Cycle which will incur additional premium/contribution**

e.g. If you wish to change your payment cycle from monthly to quarterly, you will be required to pay the additional premium/contribution amount.

**Step 1 - Select your Preferred Payment Cycle**



# CHANGE PAYMENT CYCLE

Plan Name xxxxxxxxxxxxx	Policy Number: xxxxxxxxxxxxx
Person Covered xxxxxxxxxxxxx	Current Payment Cycle <b>RM 136.60 MONTHLY</b> Inc. Govt. Tax RM 0.00

Select your preferred payment cycle

- RM 1,532.17 annually Inc. Govt. Tax RM 14.40
- RM 796.72 semi-annually Inc. Govt. Tax RM 7.48
- RM 406.02 quarterly Inc. Govt. Tax RM 3.81

New Payment Cycle premium amount will be listed for selection

**NEXT**

### Step 2 - Additional Premium/Contribution Required

- Once the New Payment Cycle has been selected, you will be required to pay the additional premium/contribution amount.
- Click on " Make A Payment", to pay online via Visa/Master Credit Card

**CHANGE PAYMENT CYCLE**

Plan Name: xxxxxxxxxxxx

Policy Number: xxxxxxxxxxxx

Person Covered: xxxxxxxxxxxx

New Payment Cycle: RM 796.72 semi-annually  
Inc. Govt. Tax RM 7.48

For the change of payment cycle to take effect, please remit total outstanding premium of RM 551.60 (Inc. Govt. Tax, if any) for premium due on xxxxxxxxxxxx

**MAKE A PAYMENT**

**ONLINE PAYMENT**

Payment Summary

Total Amount

Payment To

Reference No/Payment ID

Description

Timeid: 10643

Credit Card Number: [input field]

Name on Card: [input field]

Expiry Date: [input field]

Card Issuing Bank: [input field]

Card Issuing Country: [input field]

Other Card Issuing Bank (optional): [input field]

I authorize AIA-BHD to debit the above net charges from my credit card

I have read and agree to [Pay88 Privacy Statement](#)

**CANCEL** **PROCEED**

### Step 3 - Change of Payment Cycle Successfully Completed

- New Payment Cycle summary details will be reflected.



# CHANGE PAYMENT CYCLE

Status: **Transaction Completed**

Your request to change your payment cycle for this policy has been completed and will be reflected in the next billing cycle.

Your next **semi-annually** premium of RM796.72 semi-annually (Inc. Govt. Tax) is due on **09 July 2018**

Plan Name  
**A-LifeLink**

Policy Number:  
**XXXXXXXXXX**

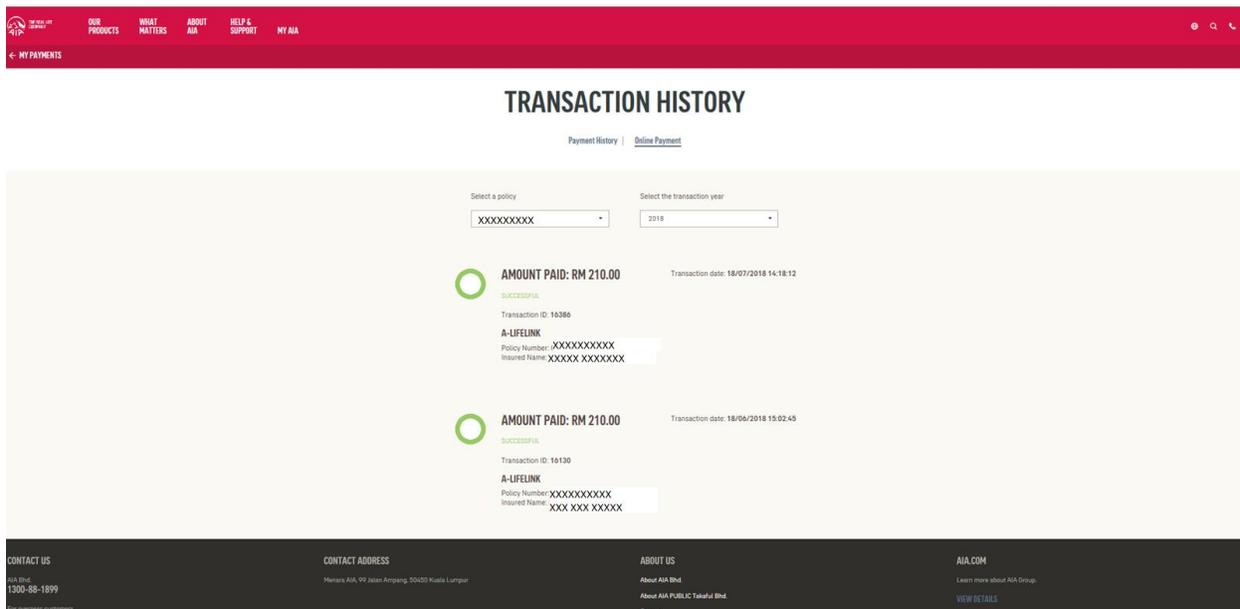
Person Covered  
**XXXXXXXXXXXX**

New Payment Cycle  
RM796.72 semi-annually  
Inc. Govt. Tax RM7.48

**CLOSE**

### Step 4 – Pay Online Transaction History

Go to My Profile>My Payments>View Transaction History>Online Payment to view the payment submitted online



#### Acknowledgement of Successful Transaction

- (a) An acknowledgement email and SMS will be sent to the email address and mobile number saved under “My Profile”

Note: This Change of Payment Cycle User Guide serves as a guide. AIA reserves the right to make any changes and/or updates on the guide whenever necessary.