



HEALTHIER, LONGER,  
BETTER LIVES

# My AIA app

## User Guide

**Updated in September 2021**

**The content of this User Guide will be updated from time to time.**

AIA confidential and proprietary information. Not for distribution.

## [01 FUNCTIONS OVERVIEW](#)

Slide 3 - 5

## [02 REGISTRATION](#)

Slide 6 - 14

## [03 FIRST TIME LOGIN](#)

Slide 15 - 20

## [04 SUBSEQUENT LOGIN](#)

Slide 21 - 24

## [05 PANEL LOCATOR](#)

Slide 25 - 28

## [06 INBOX MESSAGES](#)

Slide 29 - 31

## [CORPORATE MEMBER](#)

### [07 PRE-REGISTRATION @ PANEL CLINICS/ VISIT A DOCTOR](#)

Slide 32 - 39

### [08 MEDICAL BILL](#)

Slide 40- 42

### [9 EMPLOYEE BENEFITS & UTILISATION](#)

Slide 43 - 48

## [10 DIGITAL HEALTH \(CORPORATE\)](#)

Slide 49- 76

## [11 PANEL RATING](#)

Slide 77-83

## [CORPORATE MEMBER & INDIVIDUAL](#)

### [12 GUARANTEE/REFERRAL LETTER](#)

Slide 84 - 125

### [13 SUBMIT E-CLAIMS](#)

Slide 126-159

## [INDIVIDUAL](#)

### [14 INDIVIDUAL POLICIES](#)

Slide 160 -184

### [15 DIGITAL HEALTH \(INDIVIDUAL\)](#)

Slide 185-212

## [AIA VITALITY](#)

### [16 AIA VITALITY DASHBOARD OVERVIEW](#)

Slide 213-214

### [17 AIA VITALITY ASSESSMENT](#)

Slide 215-224

### [18 LINK DEVICES/APP](#)

Slide 225-227

### [19 AIA VITALITY WEEKLY CHALLENGES](#)

Slide 228-230

### [20 E-CARD](#)

Slide 230-234

### [21 REWARDS](#)

Slide 235-239

### [22 FOOD TRACKER](#)

Slide 240-242

## [FINANCIAL HEALTH CHECK](#)

### [23 FINANCIAL HEALTH CHECK \(FHC\)](#)

Slide 243-268

01

MY AIA APP

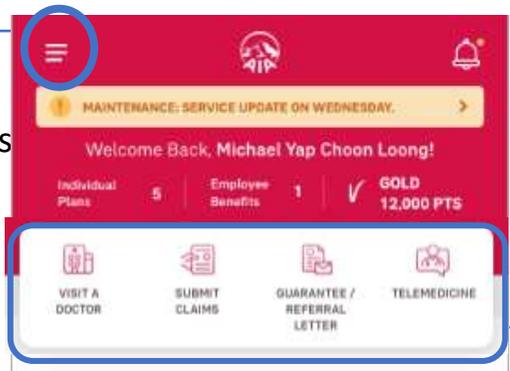
# FUNCTIONS OVERVIEW

- Functions Overview

# FUNCTIONS OVERVIEW

Menu icon

Contain sub functions



## Ad-hoc notifications

This is to alert customers on the potential/scheduled downtime for the app > Once they tap >, customers will be able to view the message details

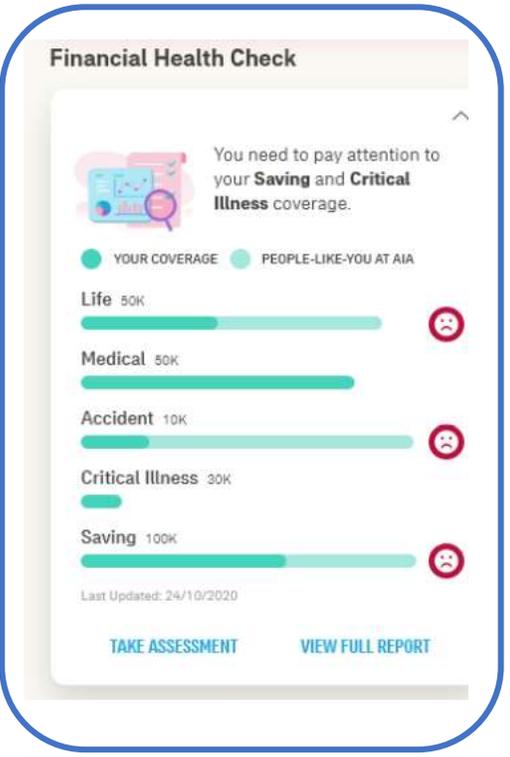
## Quick Links

This is customised to provide quick accessibility to the most useful functions in this app

## Financial Health Check

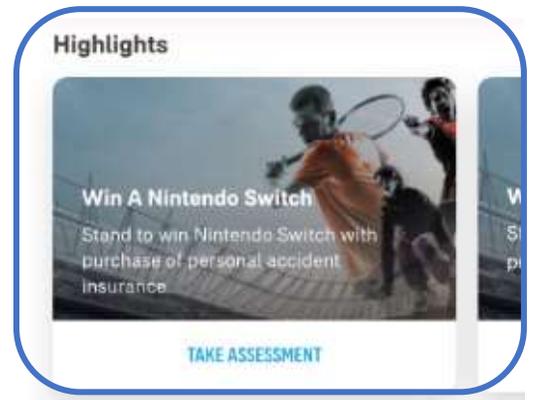
Existing customers will be given a brief summary of their protection gap and they are able to :

- Take the coverage gap assessment
- View their pre-assigned report summary



## Highlights

Sharing customers with the latest information and content so that they are aware with AIA's latest news and promotion



## AIA Vitality

### Keep Up With Your Weekly Challenge

Check out the progress of your challenges



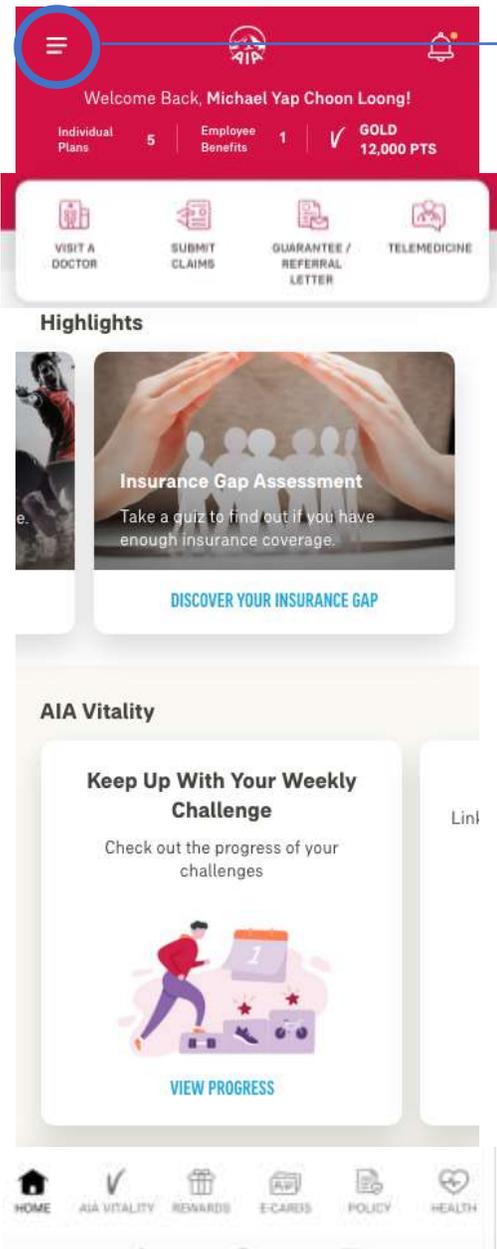
VIEW PROGRESS



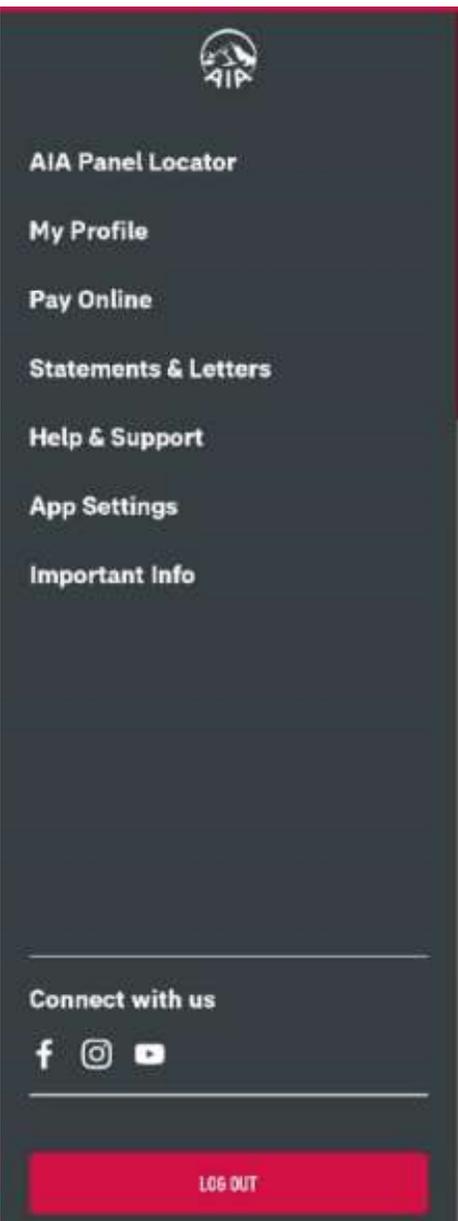
## Main Navigation

Fixed navigation buttons allowing direct access to these pages to promote familiarity and ensures users can move around the site quicker

# FUNCTIONS OVERVIEW



Tap  
 Menu icon  
 Contain sub functions



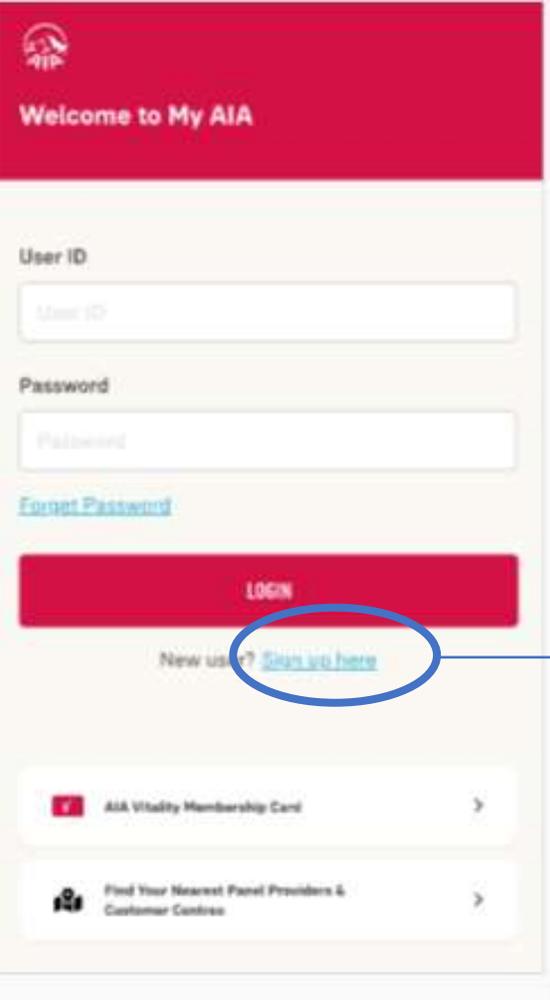
# 02

# REGISTRATION

- Entry point
- Steps to Register

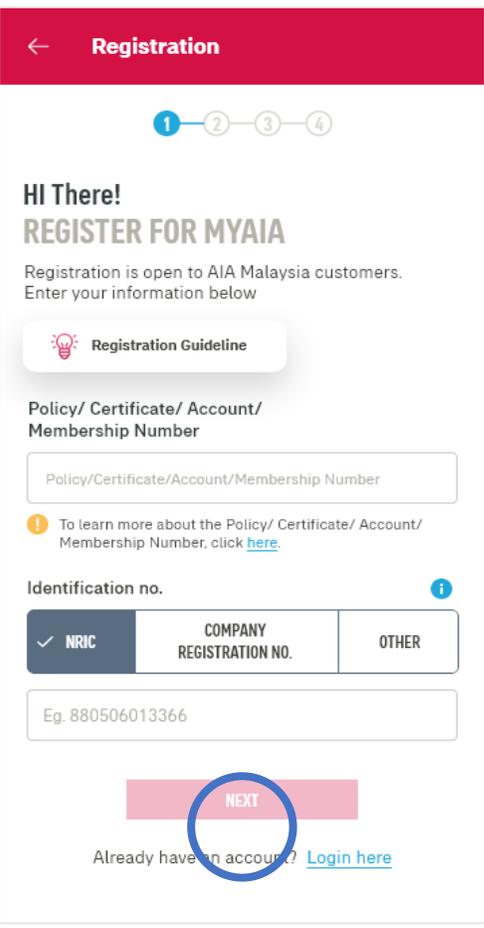
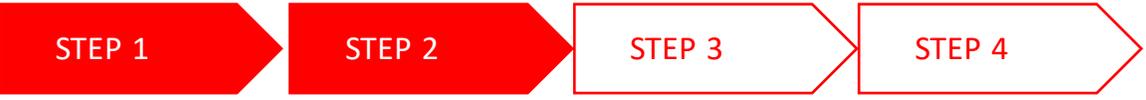


# ENTRY POINT REGISTRATION



Tap on the "Register here" to proceed

# STEPS FOR REGISTRATION



## POLICY NUMBER

Key in Policy / Certificate/ Account / Membership Number  
*Note: For AIA Corporate Members: Please key in NRIC / Passport number*

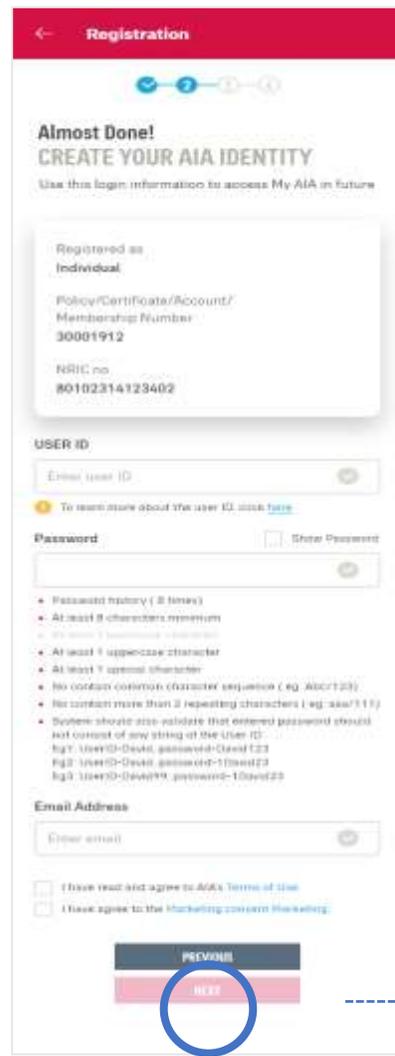
## IDENTIFICATION NO.

Key in NRIC / Company No. / Others  
 eg. Passport no., military ID, etc

Tap on next

**Note:** All policy roles (Owner, Insured, Covered Member, Payor ) can register as MY AIA user.

However, some information / pages are accessible based on the policy role(s) of the policy.



## CREATE ONLINE PROFILE

1. Key in User ID
2. Key in Password
3. Key in Password again to Confirm Password
4. Key in Email
5. Check boxes to agree to Terms of Use

Tap To STEP 3

# STEPS FOR REGISTRATION

STEP 1

STEP 2

STEP 3

STEP 4

← Registration

✓ ✓ 3 4

**That's IT!**  
**JUST NEED TO MAKE SURE ITS YOU!**  
We've sent a 6-digit OTP to your mobile number.

**014xxx5722**

If this is not your number,  
please click [here](#) to change.

Please enter the OTP to proceed.

OTP Expired or Didn't receive OTP?  
[Resend OTP](#) in 00:00

PREVIOUS

NEXT

## VERIFY YOUR INFORMATION

Confirming information.

Please verify if the registered mobile number is correct for you to receive the 6-digit verification code.

To add / edit mobile number, click [here](#) – Step2A

## VERIFICATION CODE

Key in the verification code that was sent to your registered mobile number.

← Registration

✓ ✓ ✓ 4

**THANK YOU FOR SIGNING UP**  
Your registration is complete!  
An email has been sent to your email  
account.  
**Aliza.Omai**

LOGIN

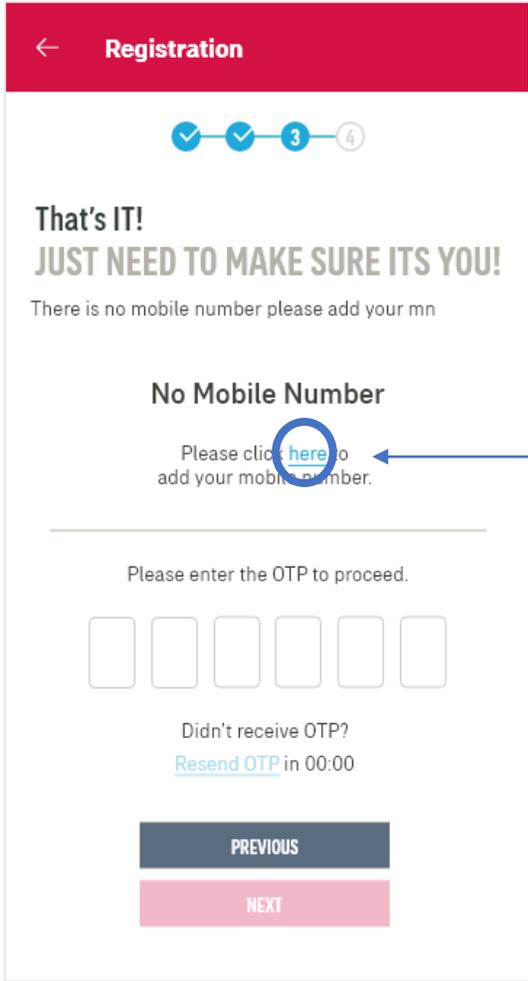
Click [here](#) to answer our 5 sec survey to help us serve you better.

## COMPLETED

registration successfully.

You will receive an email on your successful registration.

# STEPS FOR REGISTRATION ( EDIT/ ADD CONTACT)



### To add / edit mobile number

In step 3, click on the [here](#) hyperlink to edit your mobile number.

Tap to STEP3A (refer next slide)

# STEPS FOR REGISTRATION ( EDIT/ ADD CONTACT)



## ← REGISTRATION

### MOBILE NUMBER VERIFICATION

Please answer the following questions to proceed with your mobile number registration.

#### Verification question 1

What is your payment frequency? i.e. monthly, quarterly, semi annually, annually or one time

MONTHLY
  QUARTERLY
  ONE TIME  
 SEMI ANNUALLY
  ANNUALLY

#### Verification question 2

Please provide policy owner's identification number for verification.

PREVIOUS

**NEXT**

### UPDATE / EDIT MOBILE NO.

Answer the 2 verification questions correctly.

Owner identification number is required for verification .

The payment frequency of the policy is used for this registration.

Tap on next →

## ← Registration

### ADD YOUR MOBILE NUMBER

Please key in your mobile number.

Mobile number

Malaysia (60)

165678246

Manage customer's expectation need to go through the Fatca flow.

PREVIOUS

**CONFIRM**

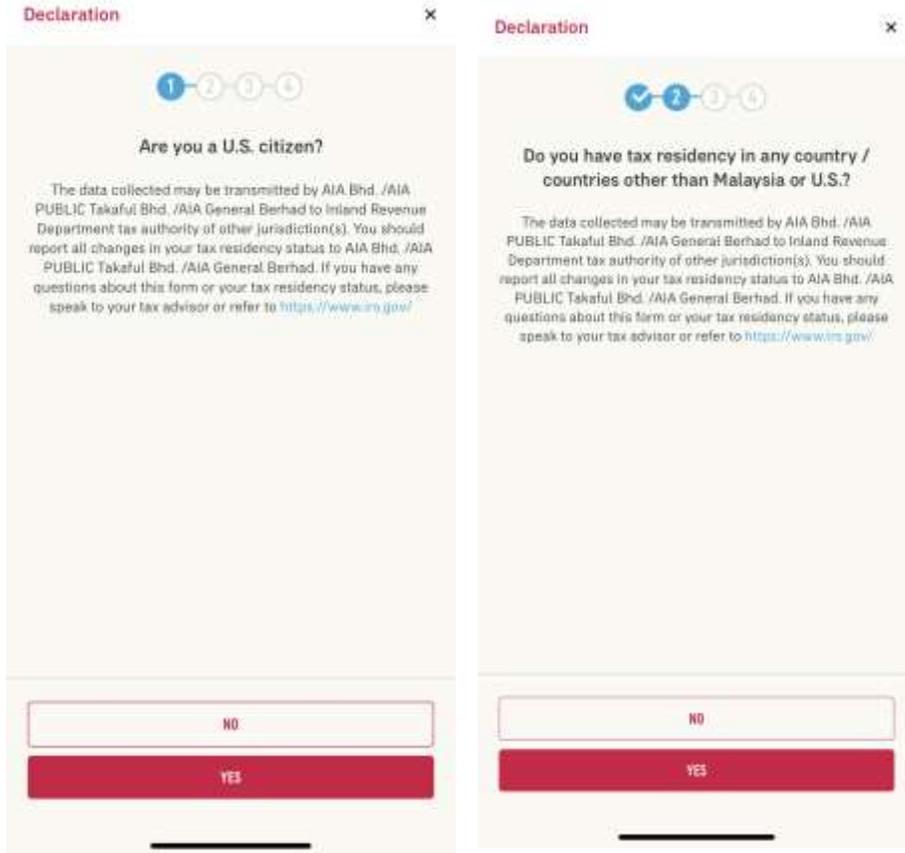
### UPDATE YOUR MOBILE NO.

Select your country code.

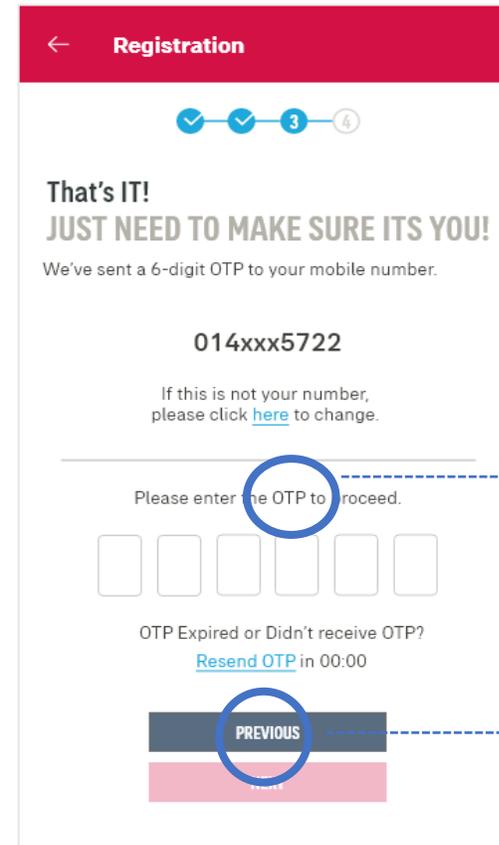
Key in your mobile no.  
e.g. if your mobile no. is 012 1231234, key in 12 1231234

Tap To STEP 3B →

# STEPS FOR REGISTRATION ( FATCA )



Submit and go back to step 3 to key in Verification Code.



**VERIFICATION CODE**  
Key in the Verification Code that was sent to your latest mobile number

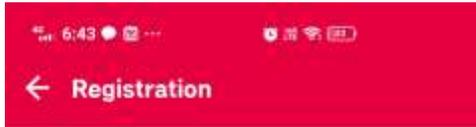
Tap To STEP 4

## FATCA & CRS DECLARATION

Complete the FATCA & CRS declaration to proceed (for owner role only). Other roles do not need to go through FATCA & CRS declaration.

For owner role only, the contact details will be updated on their respective individual policies + MY AIA profile. Other than owner role, the contact details will be updated on the MY AIA profile only.

# STEPS FOR REGISTRATION



## THANK YOU FOR SIGNING UP

Your registration is complete!

An email has been sent to your email account:

**Aliza.Omar@aia.com**

**LOGIN**

Click [here](#) to answer our 5 sec survey to help us serve you better.



## COMPLETED

registration successfully.

You will receive an email on your successful registration.

## STEPS OF REGISTRATION FOR EXISTING MY AIA USERS

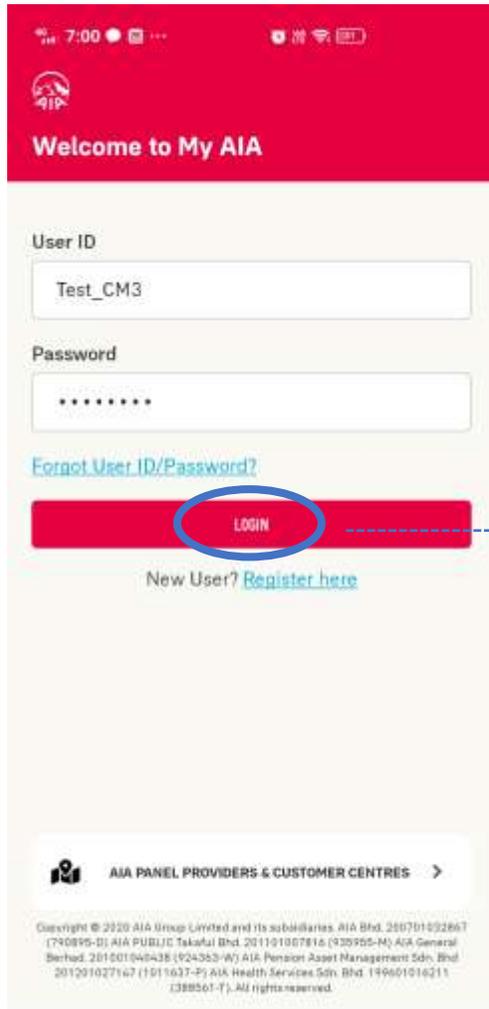
- For users who already have an existing My AIA account or have already downloaded the My AIA app, they don't have to register again.
- They are required to download / update their My AIA App to the latest version and login using same My AIA user ID and password.

# 03

# FIRST TIME LOGIN

- Entry point
- Steps for first time login

# ENTRY POINT FIRST TIME LOGIN



### Note

All policy roles (Owner, Insured, Covered Member, Payor) can login to MY AIA App.

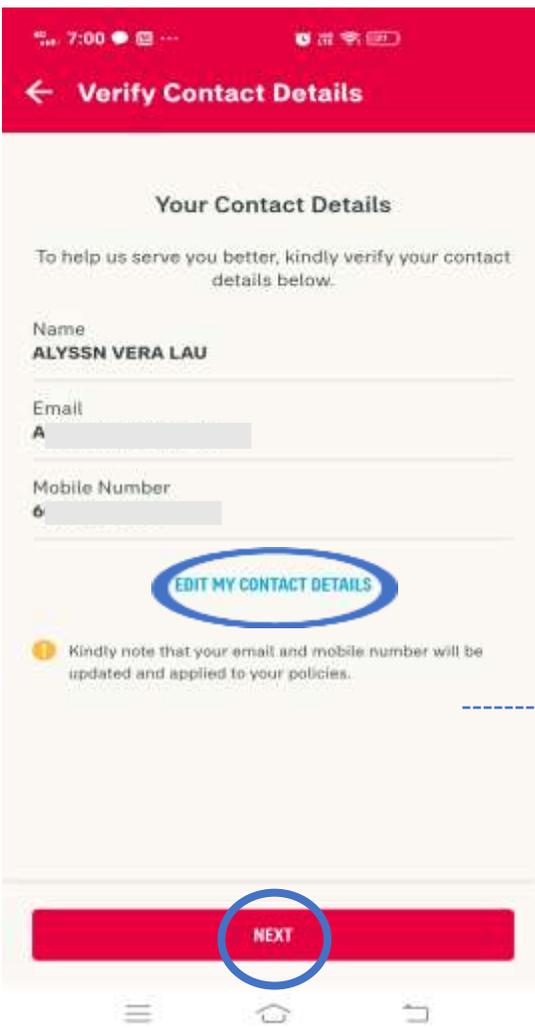
However, some information/pages are accessible based on policy role(s) of the policy.

Tap To Login

### **LOGIN PAGE**

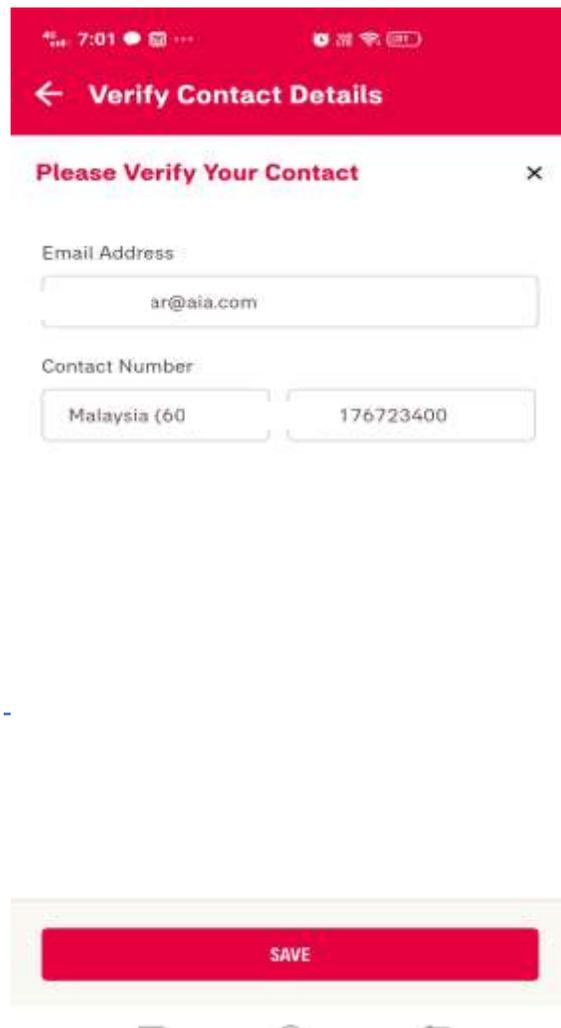
Key in User ID & Password

# STEPS FOR FIRST TIME LOGIN



To edit contact details, tap on blue text link

If contact details correct, click Next to main dashboard



## EDIT CONTACT DETAILS

Once user has edited/ updated the contact details, proceed to the Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standard (CRS) declaration (applicable to owner role only)

# STEPS TO FIRST TIME LOGIN

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5



Declaration ×

1 2 3 4

**Are you a U.S. citizen?**

The data collected may be transmitted by AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad to Inland Revenue Department tax authority of other jurisdiction(s). You should report all changes in your tax residency status to AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad. If you have any questions about this form or your tax residency status, please speak to your tax advisor or refer to <https://www.irs.gov/>

NO

YES



Declaration ×

✓ 2 3 4

**Do you have tax residency in any country / countries other than Malaysia or U.S.?**

The data collected may be transmitted by AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad to Inland Revenue Department tax authority of other jurisdiction(s). You should report all changes in your tax residency status to AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad. If you have any questions about this form or your tax residency status, please speak to your tax advisor or refer to <https://www.irs.gov/>

NO

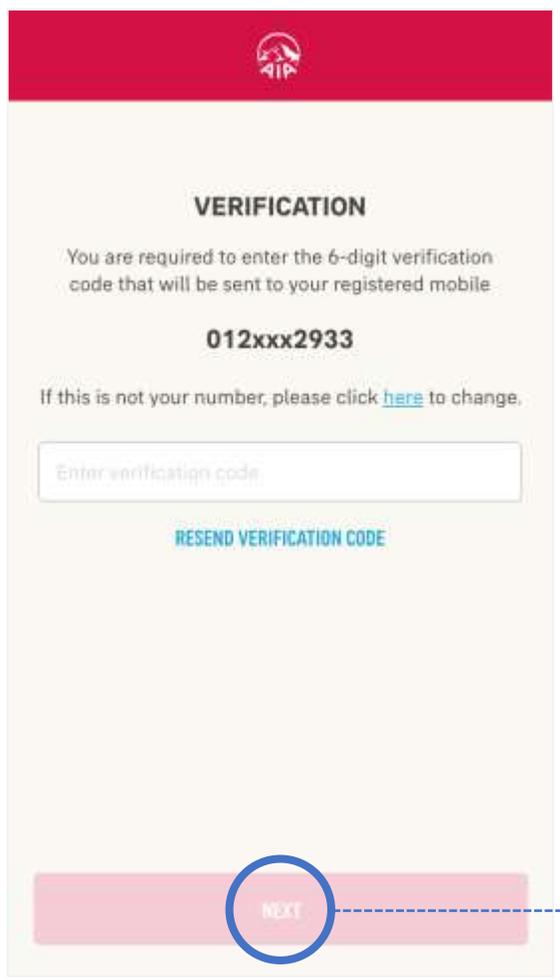
YES

## FATCA/CRS Declaration

Complete the Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standard (CRS) declaration to proceed (applicable to owner role only)  
 Other roles need not go through FATCA & CRS declaration

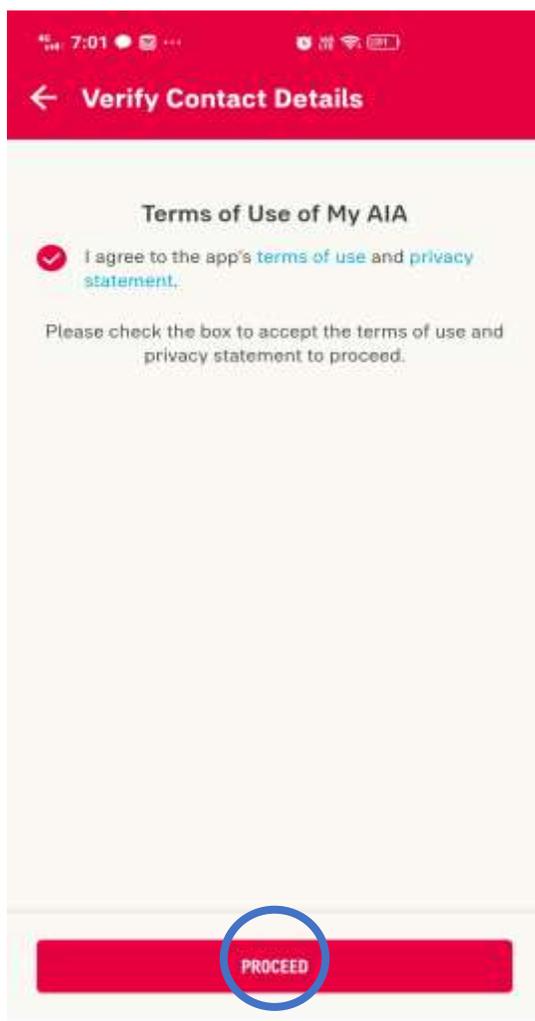
For owner role only, the contact details will be updated into their respective individual policies besides MY AIA profile  
 Other than owner role, the contact details will only be updated into MY AIA profile

# STEPS TO FIRST TIME LOGIN



### VERIFICATION CODE

Key in verification code sent to registered mobile number

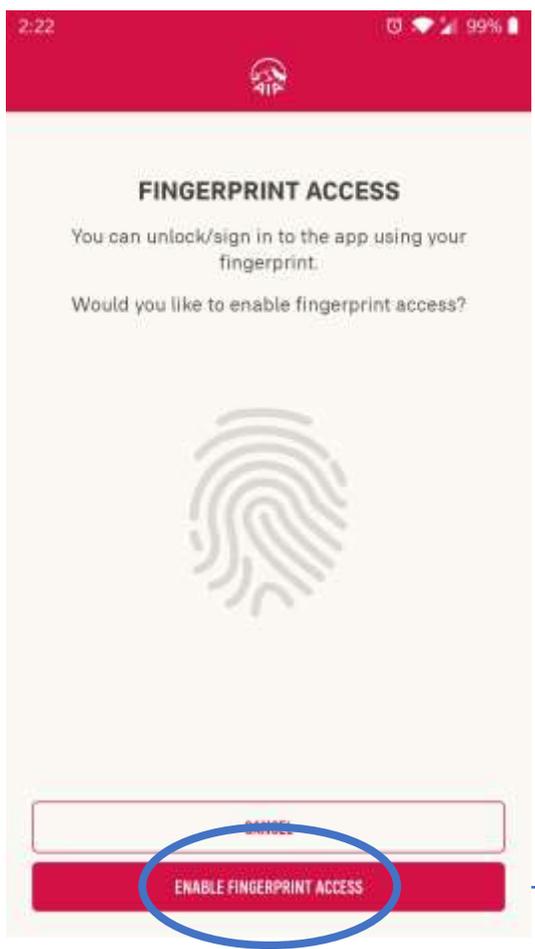


### TERMS & CONDITION

Check on the box to continue with login process

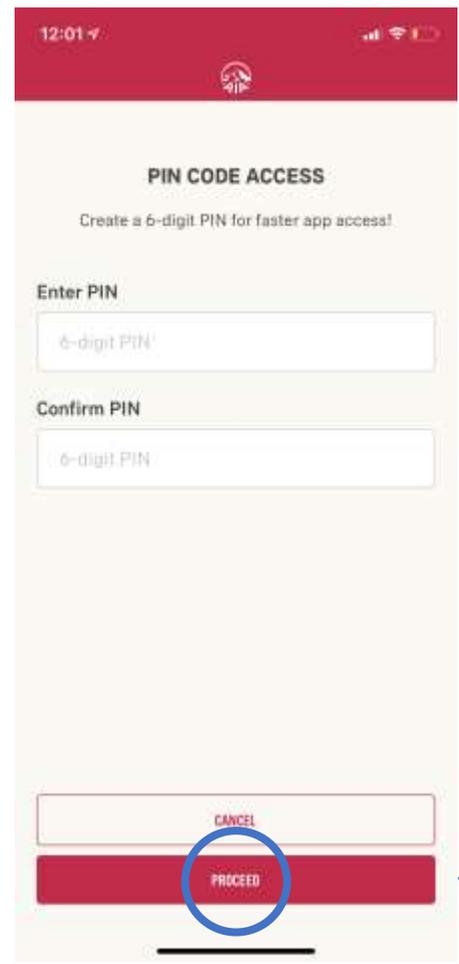


# STEPS TO FIRST TIME LOGIN



### LOGIN VIA FINGERPRINT

Option to turn on/enable fingerprint access



### LOGIN VIA PIN CODE (OPTIONAL)

set up 6-digit PIN access

Tap to proceed to Main Dashboard

# 04

# SUBSEQUENT LOGIN

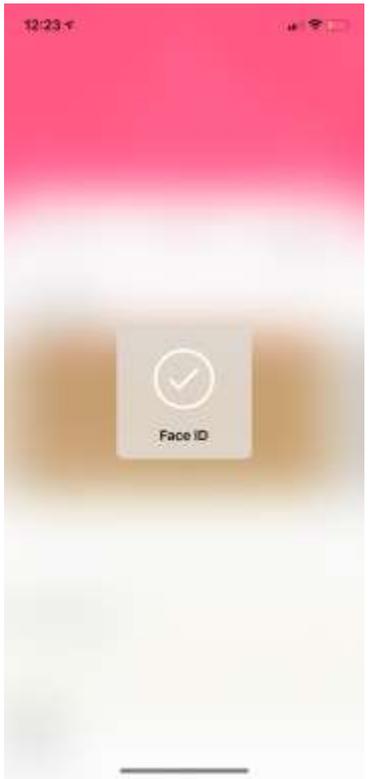
- Steps for subsequent login
- Forgotten User ID & Password



# ENTRY POINT LOGIN

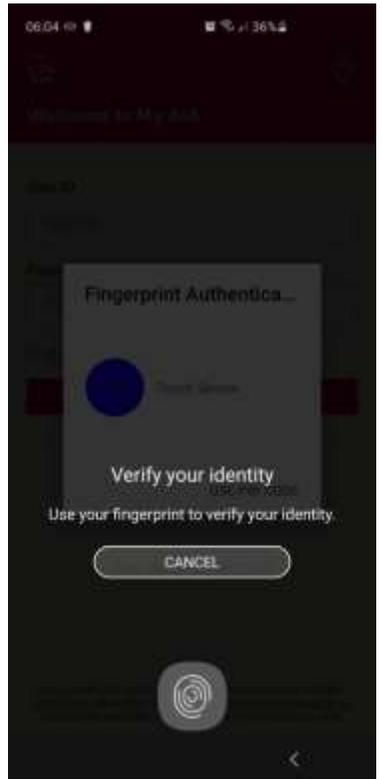


SPLASH SCREEN



Face ID login

or



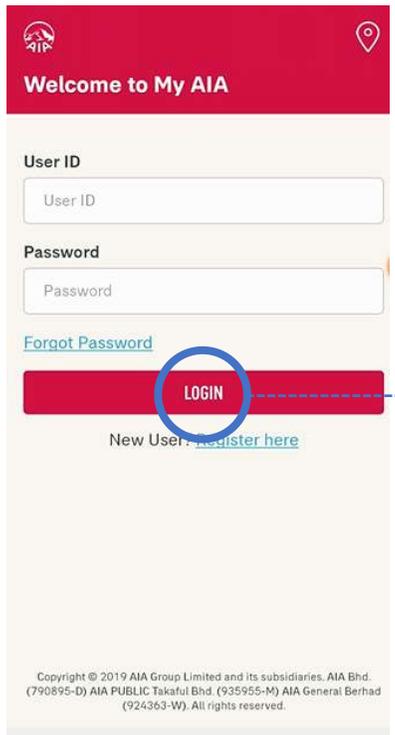
Biometric login

or



Pincode login  
Key in Pincode

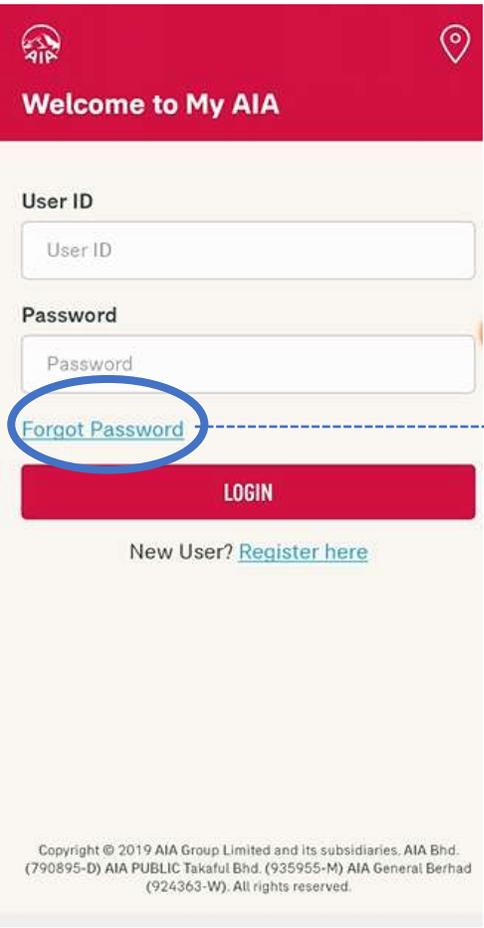
or



Username and password login  
Key in User ID & Password

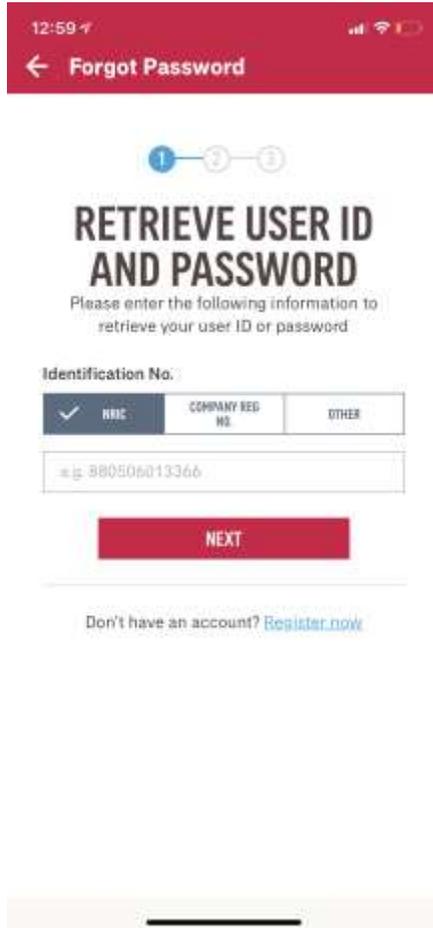
Tap To proceed

# ENTRY POINT LOGIN – FORGOT USER ID & PASSWORD



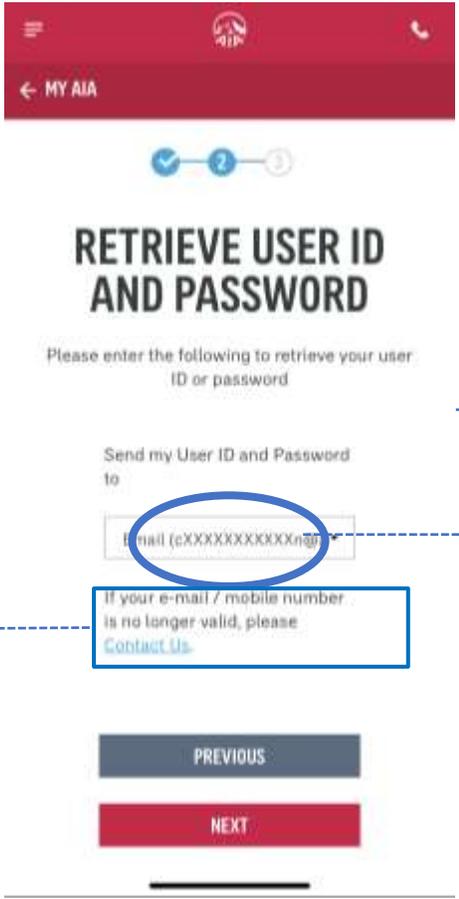
**LOGIN PAGE**

Tap To proceed



**Key in Identification No**  
NRIC, Company reg.no or select Others to key in passport no., old IC

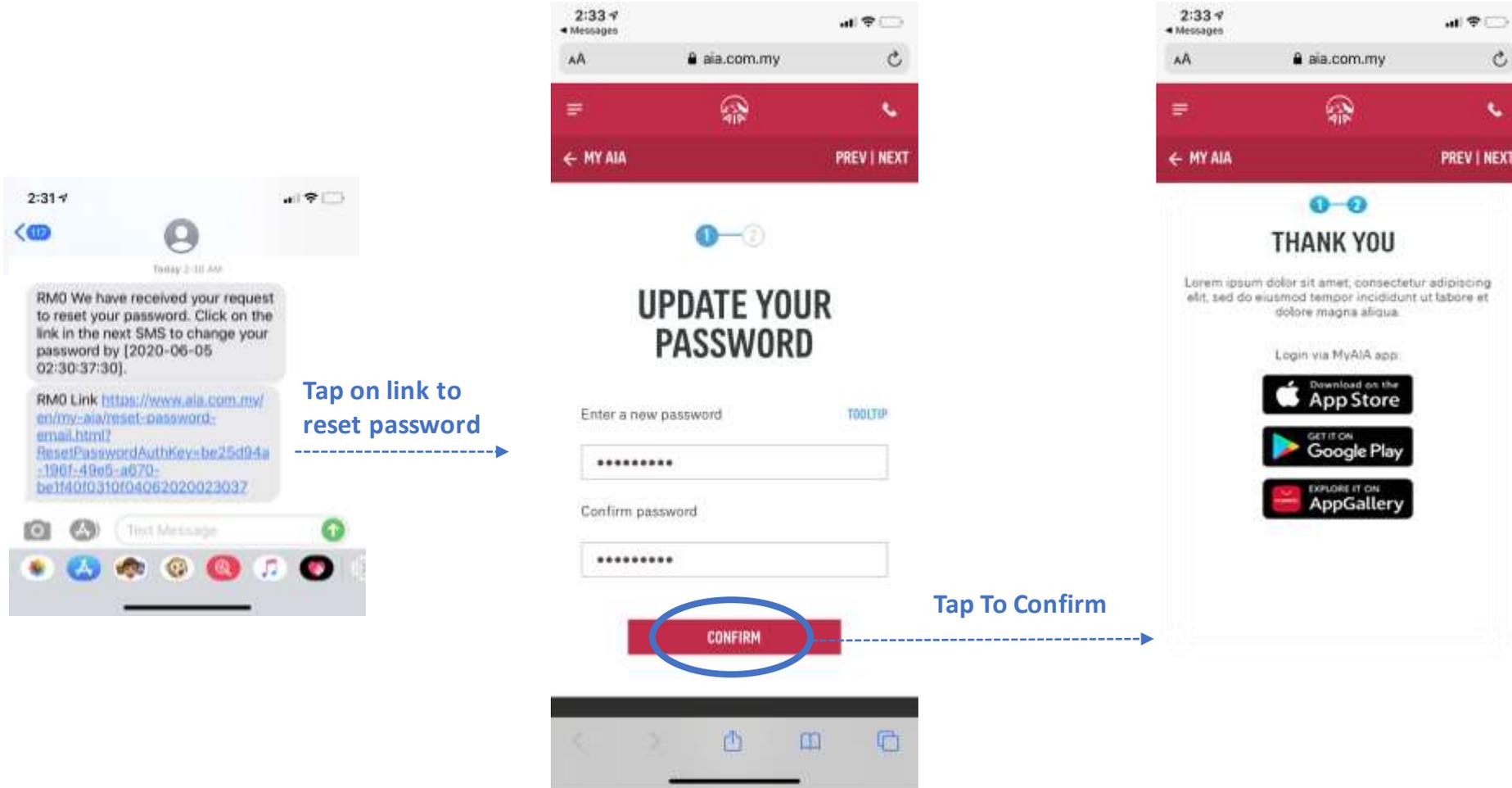
Note: Click Contact Us in the event if user's registered email/mobile number is no longer valid



**Option to receive password link**  
select to receive reset password link via registered My AIA Email or SMS



# ENTRY POINT LOGIN – FORGOT USER ID & PASSWORD



Received SMS / Email

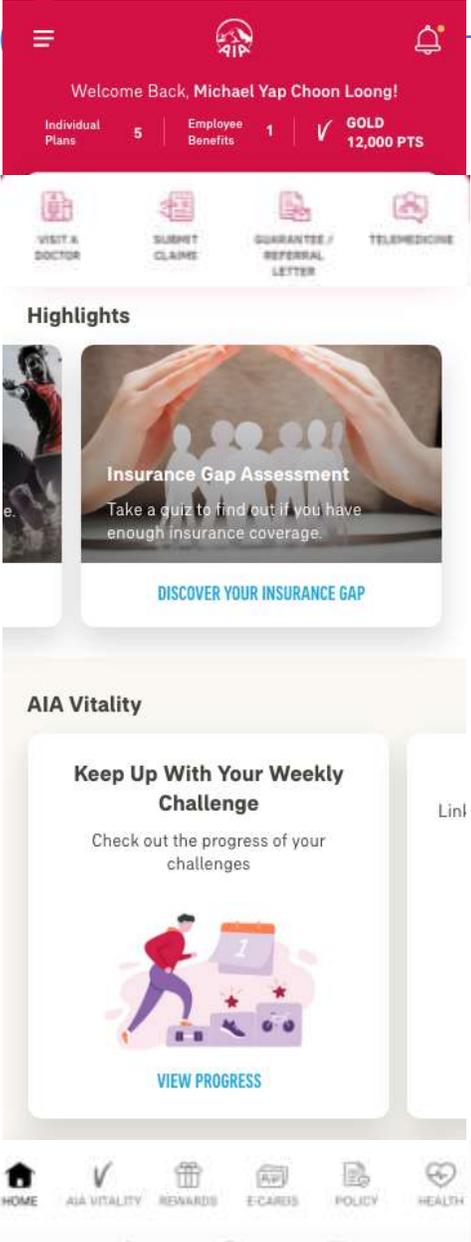
Key in new Password

05

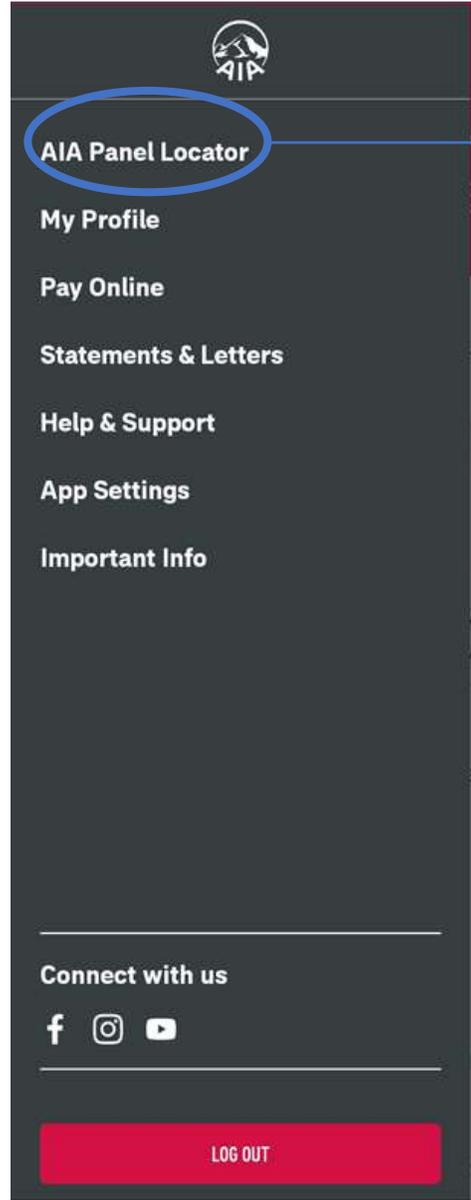
# PANEL LOCATOR

- Entry point
- View AIA Panel Locator

# ENTRY POINT PANEL LOCATOR

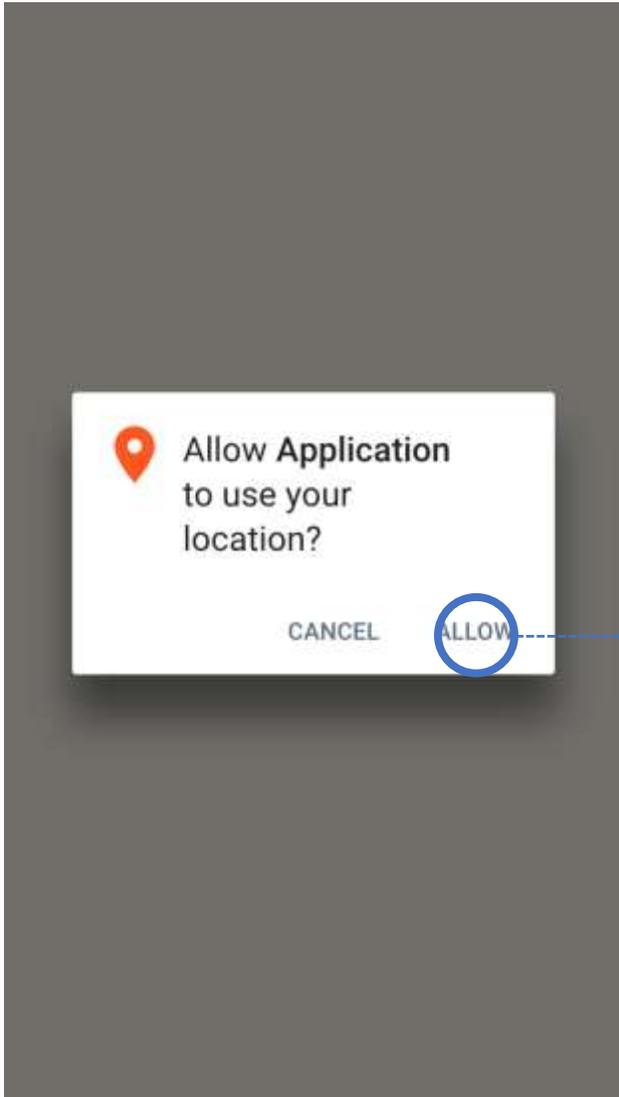


**Menu icon**  
Entry to Sub Menu

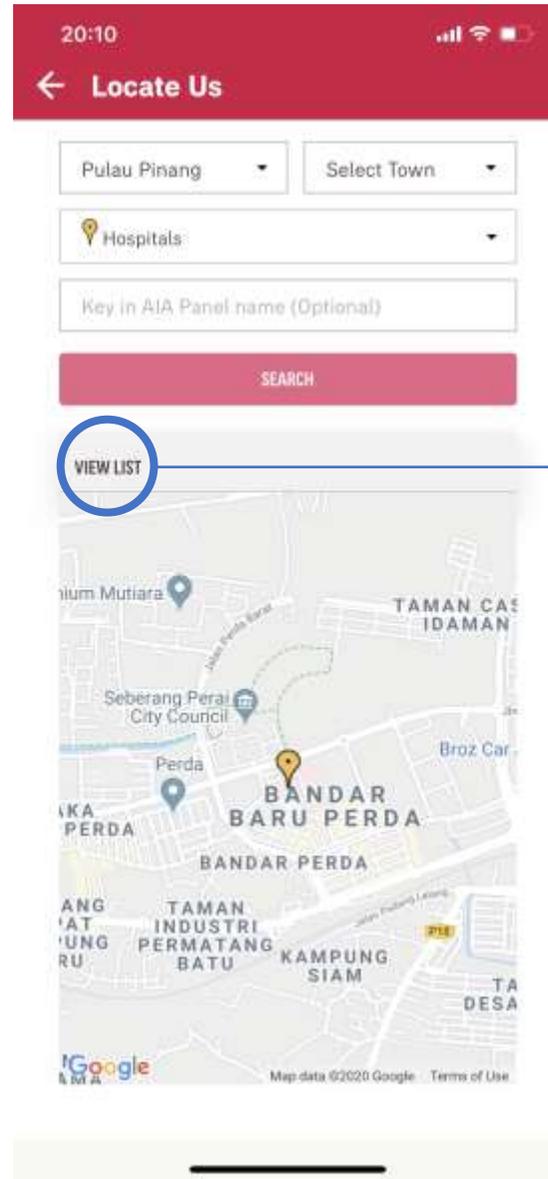


**Entry Point**  
AIA Panel Locator

# VIEW AIA PANEL LOCATOR



**Tap** → **Activate location**  
 Allow to locate panel clinic & hospital within 25KM of your current location



**Search Feature**  
 User able to search by

- Type ( Branch, Clinic, 24 hours clinic, Hospital & Panel Hospital)
- Select State
- Select Town
- Key in panel name

**Tap to show List View**  
**Default shows map view**  
 Displays all the branches, clinics, 24-hours clinics, hospitals & panel hospitals within 25KM

# VIEW AIA PANEL LOCATOR



FILTER

ALL ▾

KUALA LUMPUR ▾    AMPANG ▾

Key in the panel name

SEARCH



Tap to switch back to Map View

- DRS, Young Newton & Rakan-Rakan  
Level 1-01 Capsquare Signature O...  
AIA AIA    0.2 KM
- JAYA 33 AIA BRANCH  
24, Happy Garden, Jalan 222, 48...    0.3 KM
- Thomson Ampang  
Menara Joyful, SS23/45, Ampang ...  
AIA AIA AIA    0.4 KM

### List View

- Displays
- Panel Name
  - Address
  - Policy Entitlement
  - Distance (KM)



Tap for information of the Panel



### Thomson Medical Center

Menara Joyful, SS23/45, Ampang, 54450, Kuala Lumpur



03 6287 1111.

www.tropicamedicalcentre.com

MON-FRI 8:30AM - 1PM, 2PM-4.45PM  
SAT 8:30AM - 1PM  
SUN Closed

AIA AIA AIA    0.4 KM

### PLATINUM HOSPITAL

- Deposite Waiver
- Immediate Savings
- Shorter Waiting time
- Exclusive Rates

EXCLUSIVE RATES  
10% OFF ON HEALTH SCREENING PACKAGES

ROOM RATES

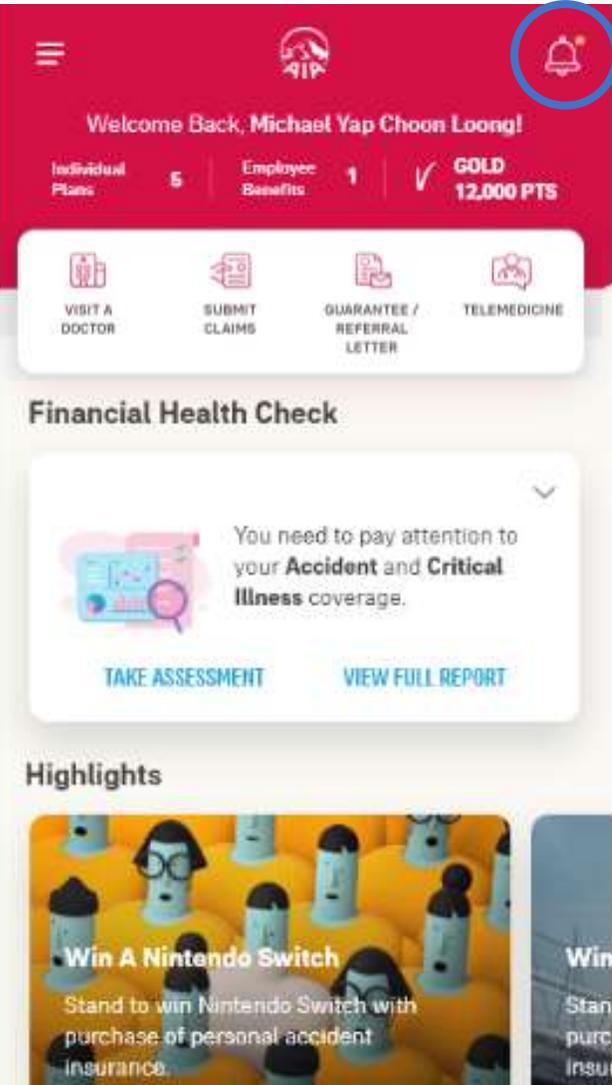
Single Room	RM 250
2 Bedded Room	RM 169
4 Bedded Room	RM 80
5 Bedded room	RM 70

# 06

# INBOX MESSAGES

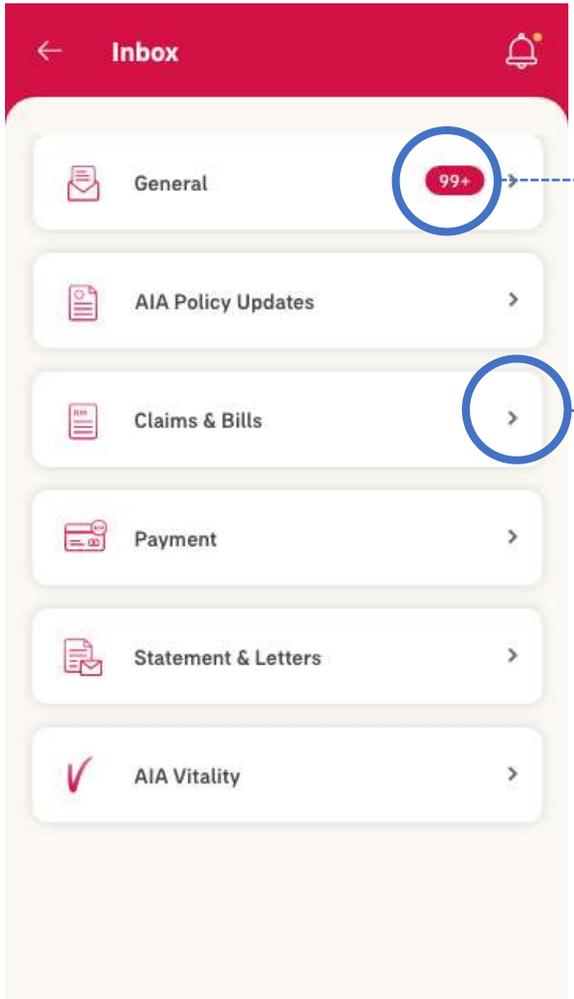
- Entry point
- Steps to view inbox messages

# ENTRY POINT INBOX MESSAGES

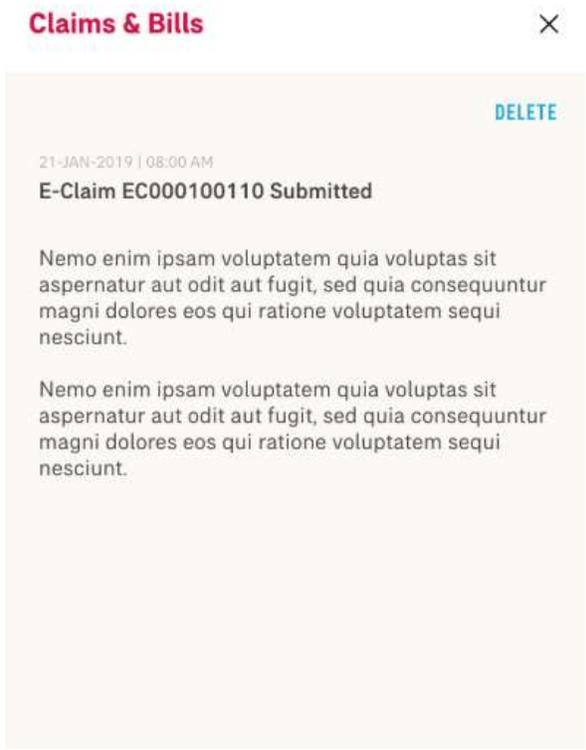
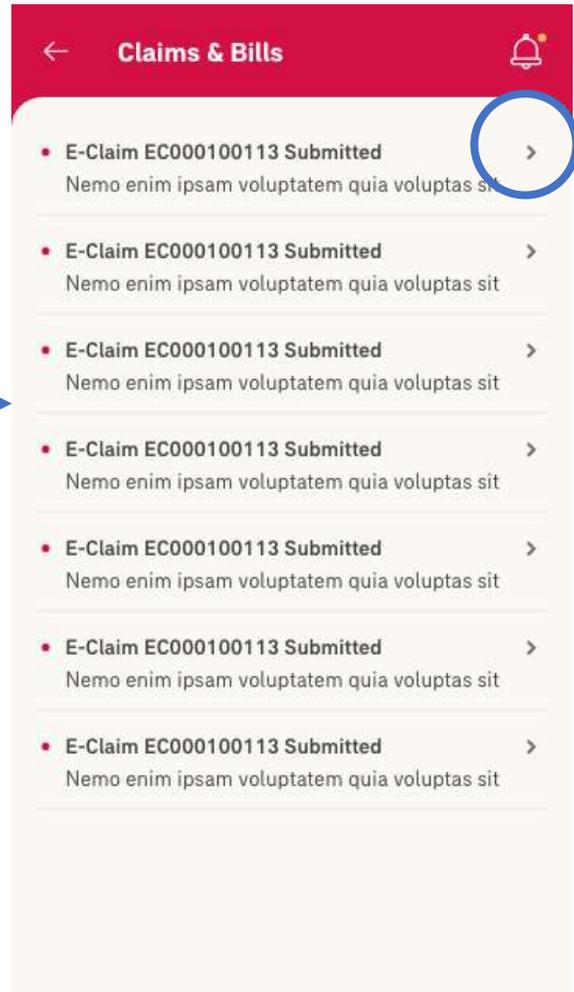


Tap on the bell icon to view inbox

# VIEW INBOX MESSAGES



**Message counter**  
 The counter indicates how many unread messages you have in each message category



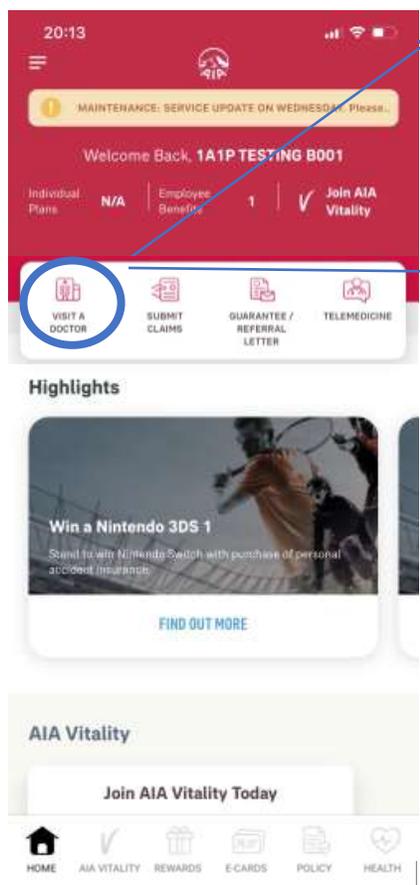
# PRE- REGISTRATION @ PANEL CLINICS / VISIT A DOCTOR

Applicable for AIA Corporate Members  
only

- Entry Point for Pre-registration
- Steps for Pre-registration
- Entry Point Panel Visit
- View your Past and Active Panel Visit

# ENTRY POINT FOR PRE-REGISTRATION/VISIT A DOCTOR

To pre-register for a doctor's consultation, users can click on the "Visit a doctor" quick link

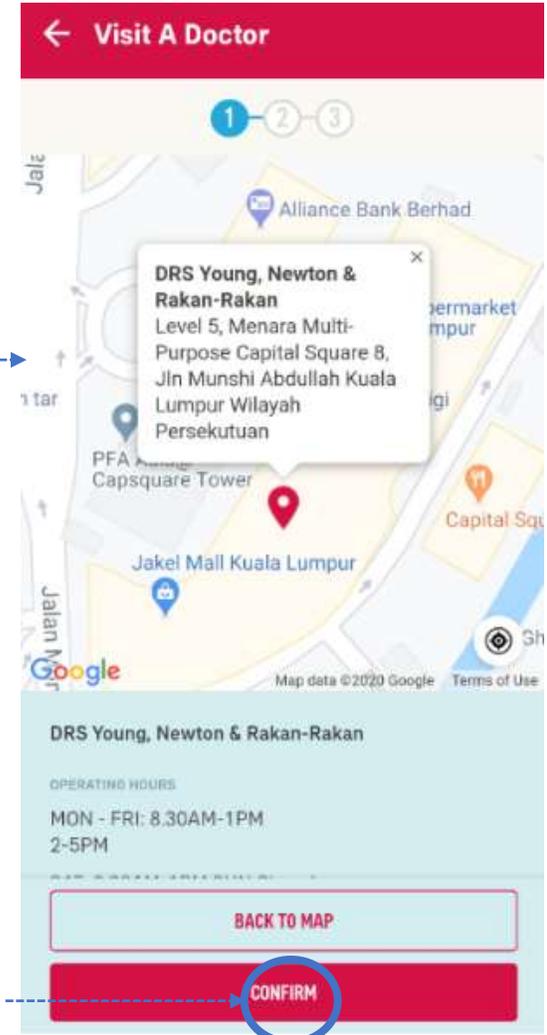
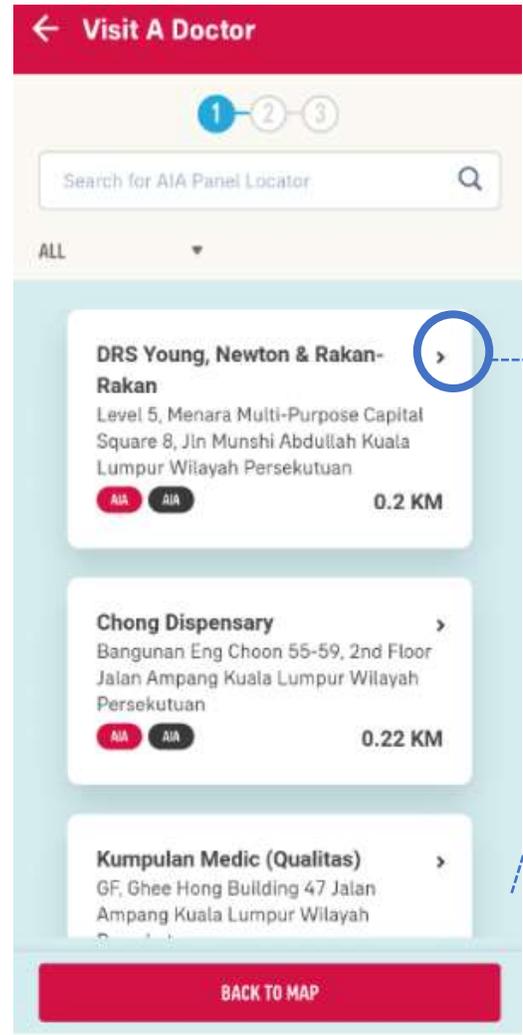
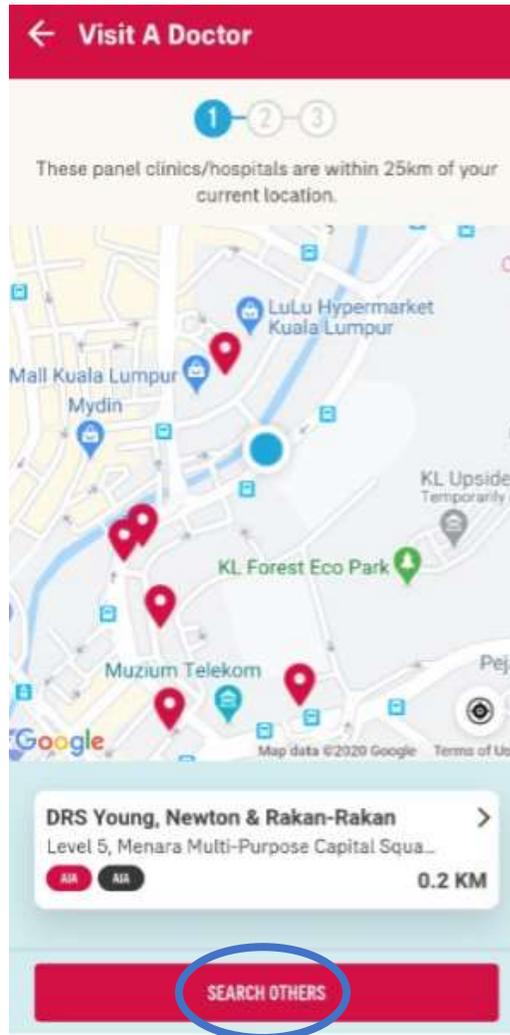


Entry Point @ Main Dashboard



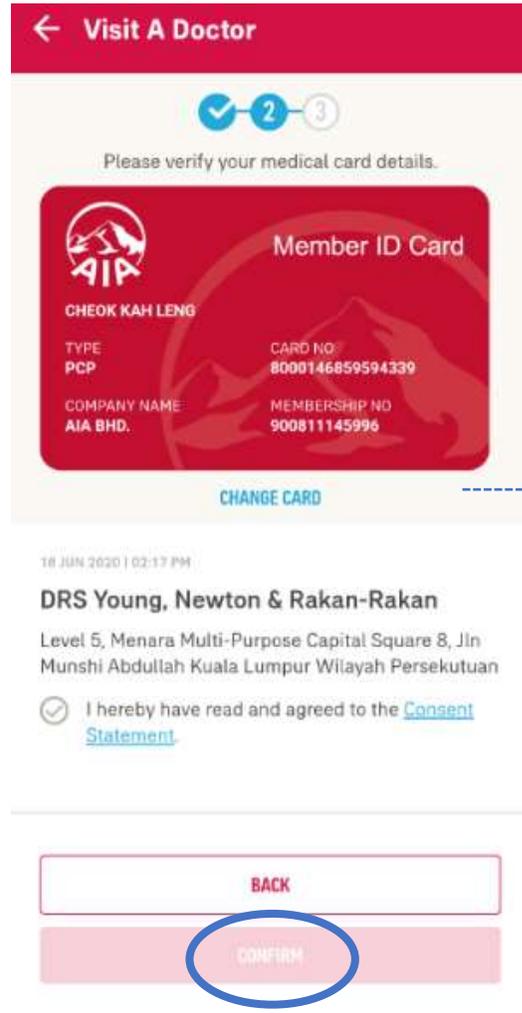
Slide down to choose between All, Principal or Dependant cards

# STEPS FOR PRE-REGISTRATION/VISIT A DOCTOR



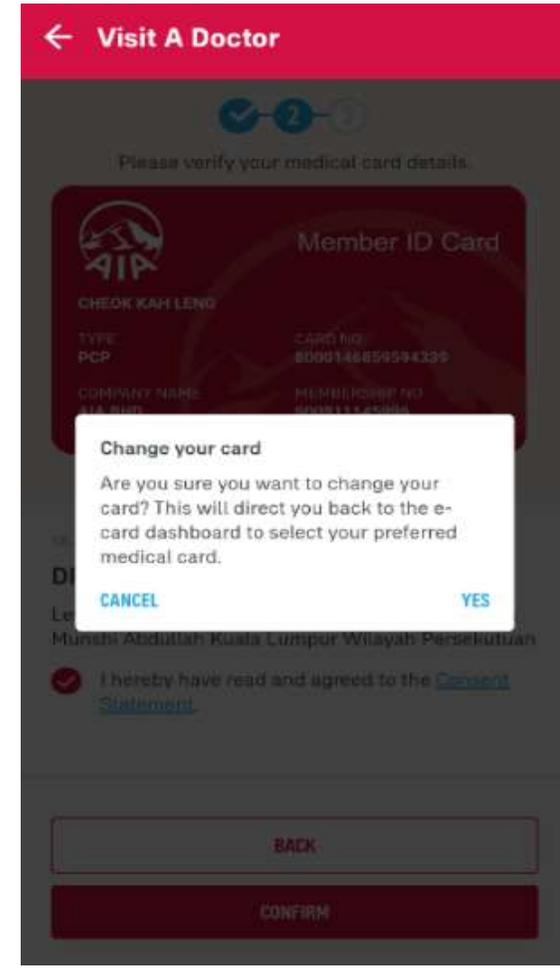
Tap  
Show List  
Slide up to  
view the full  
listing of  
panel clinics/  
hospitals  
within 25KM

# STEPS FOR PRE-REGISTRATION/VISIT A DOCTOR



### CHANGE CARD

By selecting CHANGE CARD, user will be directed back to the e-card dashboard where they can select a different medical card to pre-register for a doctor's appointment.



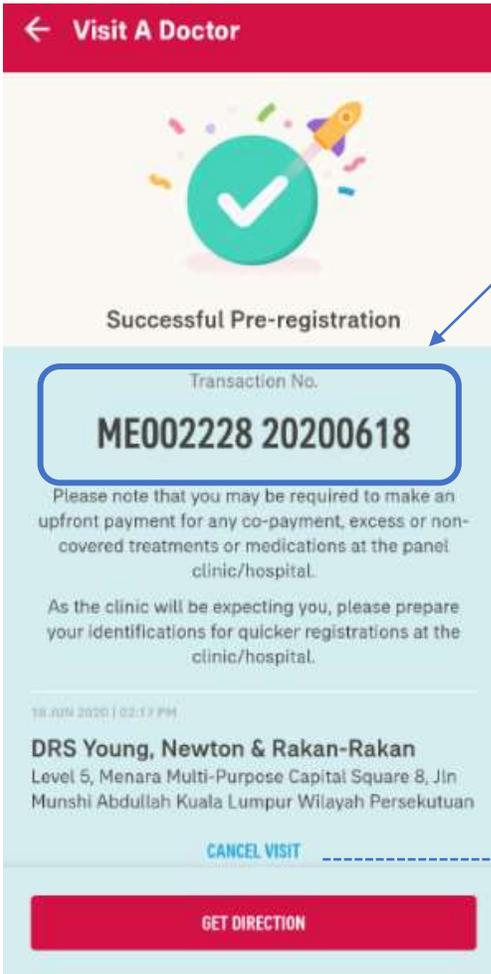
Tap to proceed to the next step

# STEPS FOR PRE-REGISTRATION/VISIT A DOCTOR

STEP 1

STEP 2

STEP 3



### COMPLETED

Pre-registration is successfully completed

Successful Pre-registration

Transaction No.

**ME002228 20200618**

Here is the transaction number

Please note that you may be required to make an upfront payment for any co-payment, excess or non-covered treatments or medications at the panel clinic/hospital.

As the clinic will be expecting you, please prepare your identifications for quicker registrations at the clinic/hospital.

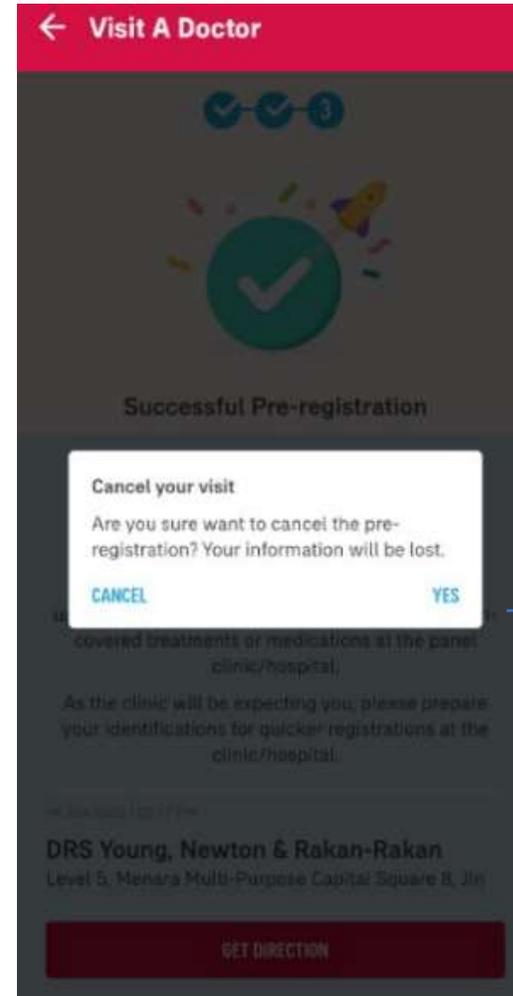
### CANCEL VISIT

User can choose to cancel a visit. Once cancelled, the pre-registration will be removed and return to e-card dashboard

TAP on blue text link

CANCEL VISIT

GET DIRECTION



TAP TO RETURN TO THE E-CARD DASHBOARD

Visit A Doctor



Successful Pre-registration

Cancel your visit

Are you sure want to cancel the pre-registration? Your information will be lost.

CANCEL

YES

covered treatments or medications at the panel clinic/hospital.

As the clinic will be expecting you, please prepare your identifications for quicker registrations at the clinic/hospital.

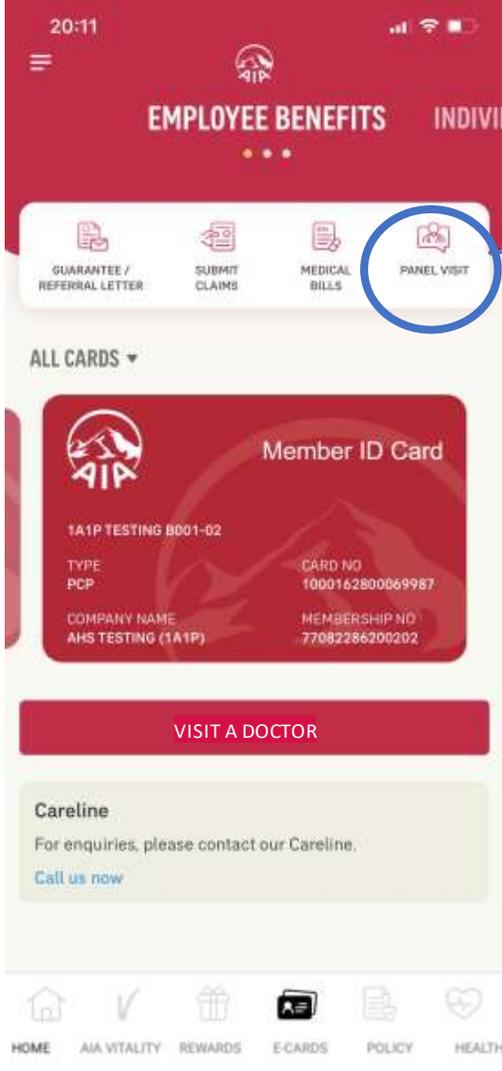
18 JUN 2020 | 02:17 PM

**DRS Young, Newton & Rakan-Rakan**

Level 5, Menara Multi-Purpose Capital Square 8, Jin

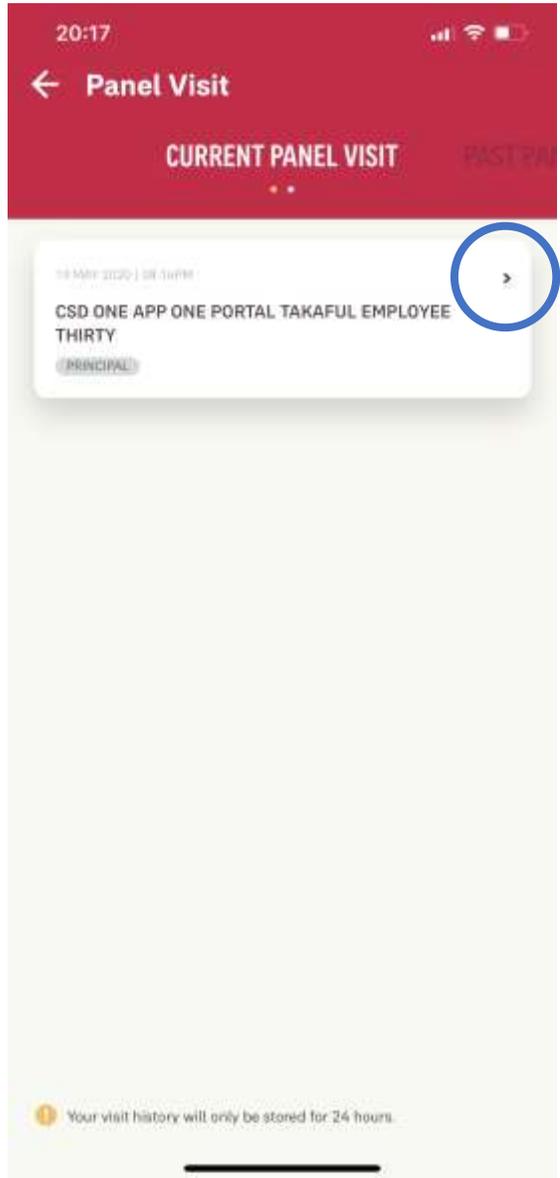
GET DIRECTION

# ENTRY POINT YOUR PAST AND ACTIVE PANEL VISIT

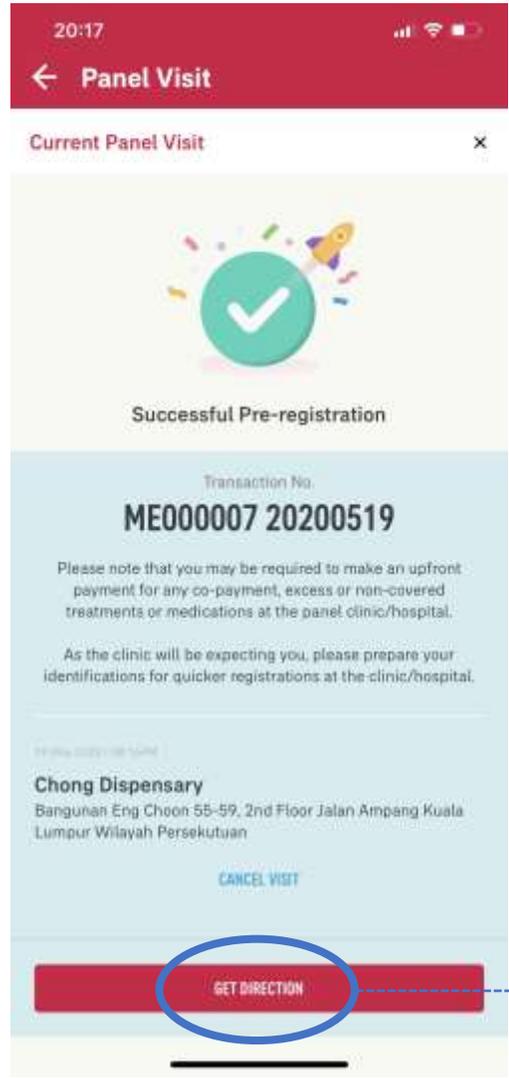


Entry Point @  
E-CARD Dashboard

# VIEW YOUR PAST AND ACTIVE PANEL VISIT



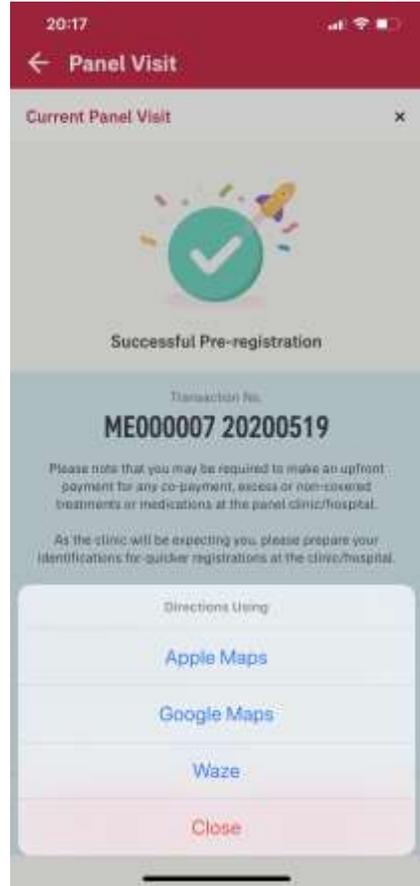
Tap to view the details



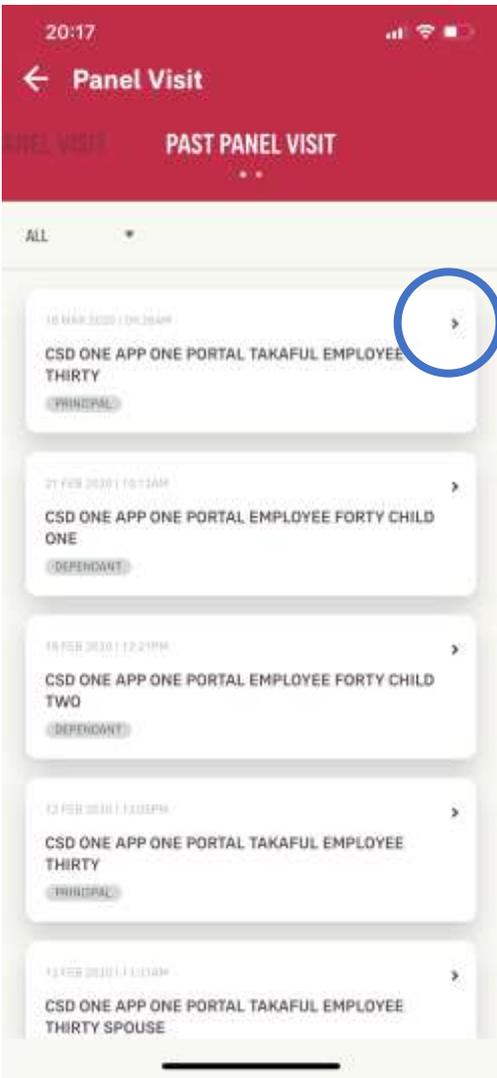
### Summary

View the panel visit pre-registration details

Display navigation app options



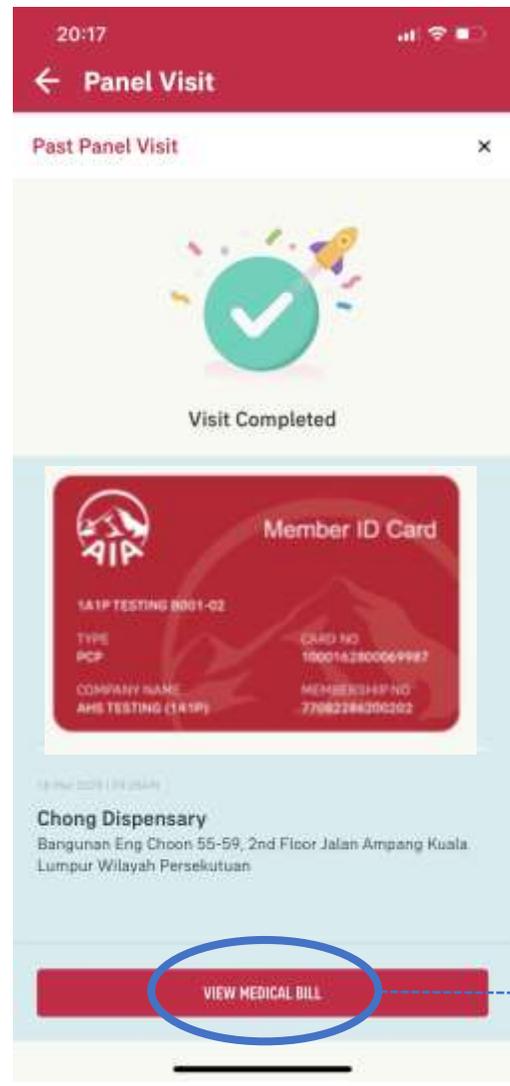
# VIEW YOUR PAST AND ACTIVE PANEL VISIT



Tap to view details

### Summary

User can view their past panel visits from the last 12 months



Tap to view the medical bill for this panel visit

To be continued @ Medical Bill Module

08

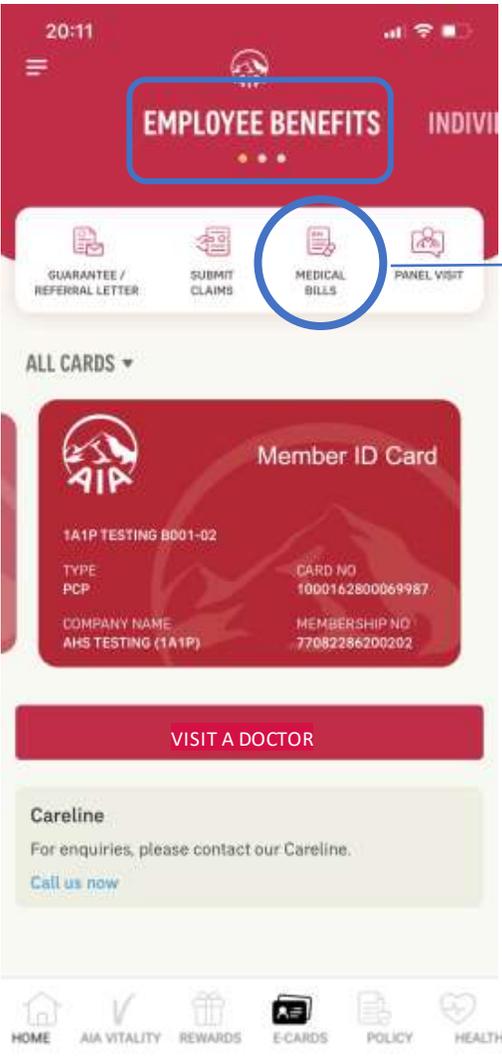
MY AIA APP

# MEDICAL BILL

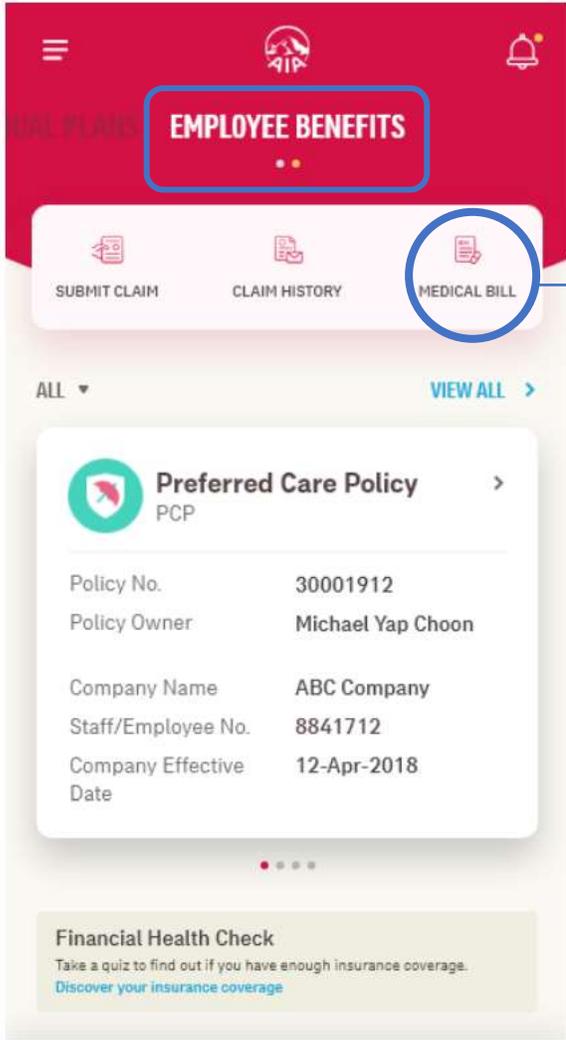
Applicable for  
AIA Corporate Members  
only

- Entry point
- View Medical Bill

# ENTRY POINT MEDICAL BILL

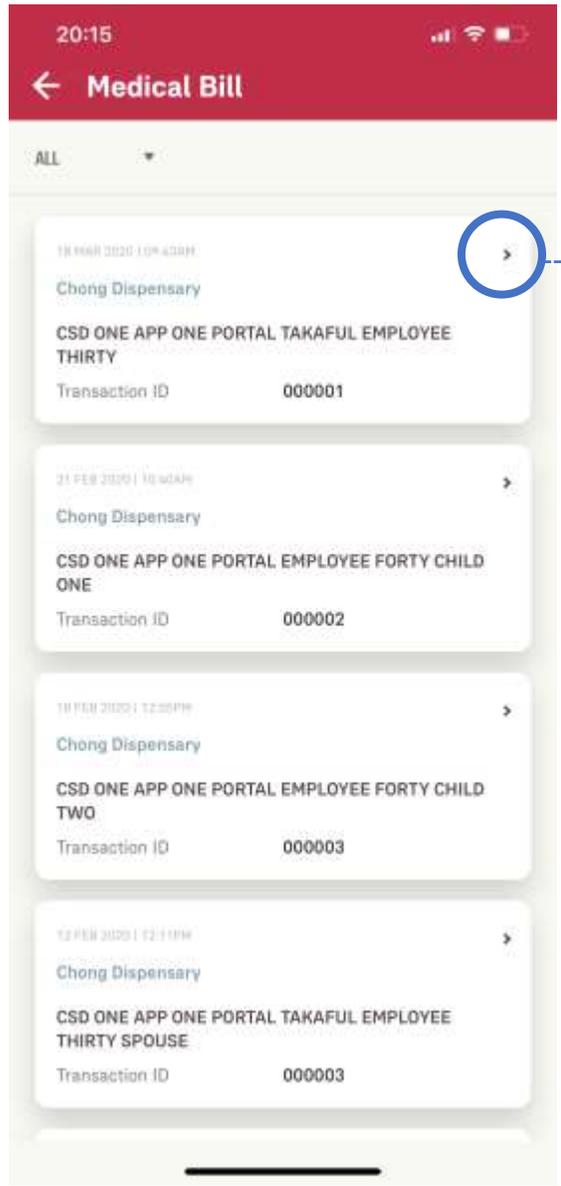


**Option A:**  
 Entry Point @  
 E-CARD DASHBOARD



**Option B:**  
 Entry Point @  
 PLAN & CLAIM  
 DASHBOARD

# VIEW YOUR MEDICAL BILL



**Summary**  
Will show the full medical bill details based on the visit

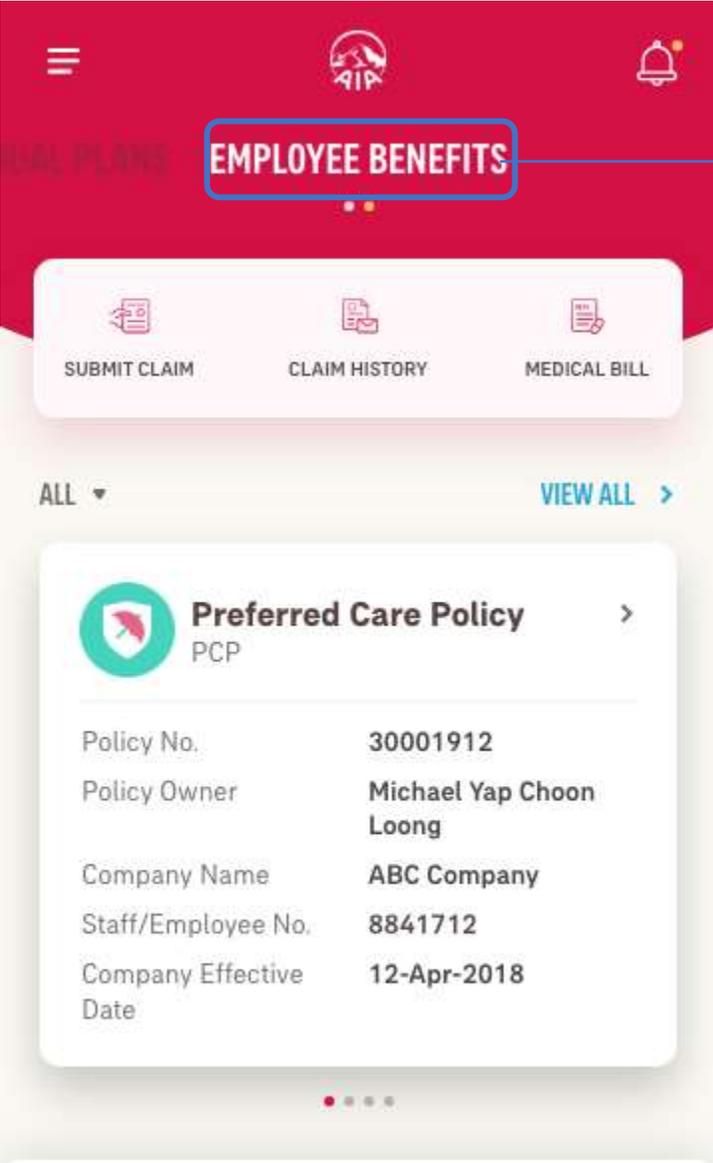


# EMPLOYEE BENEFITS & UTILISATION

Applicable for AIA Corporate  
Members only

- Entry point
- View your Employee Benefit

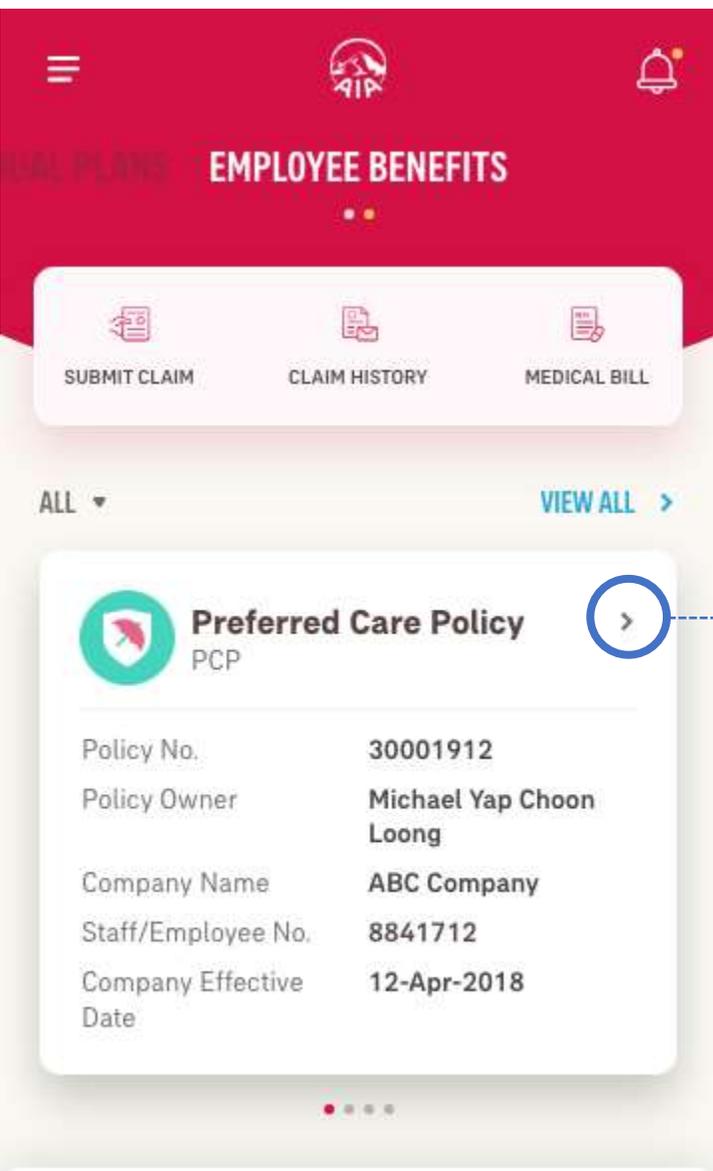
# ENTRY POINT EMPLOYEE BENEFIT & UTILISATION



Swipe left/right here to choose between your Individual or Employee Benefits policy(s).

Entry Point @ Main Dashboard

# VIEW YOUR EMPLOYEE BENEFIT & UTILISATION



Tap to view your benefit detail

### Summary

Full summary of benefit and utilisation will be displayed based on the plans selected

# VIEW YOUR EMPLOYEE BENEFIT & UTILISATION

**Preferred Care Policy**  
PCP

Policy No.	30001912
Policy Owner	Michael Yap Choon
Company Name	ABC Company
Staff/Employee No.	8841712
Company Effective Date	12-APR-2018
Bank Name	CITIBANK
Account No.	XXXX XXXX XXXX
Email Address	micheal.yap@company.com

**Employee Benefit Summary**  
Full summary of policy details as well as employee and dependant's basic info

Continued

**Who Does It Cover?**

EMPLOYEE DETAILS

**Michael Yap Choon Loong** >  
EMPLOYEE  
Identification No. 801023141234  
Date of Birth 23-OCT-1980  
VIEW PANEL CLINIC

SPOUSE DETAILS

**Belle Ng** >  
SPOUSE  
Membership ID 80102314123401  
Date of Birth 10-NOV-1980  
VIEW PANEL CLINIC MANAGE MEDICAL CARD UNLINK MEDICAL CARD

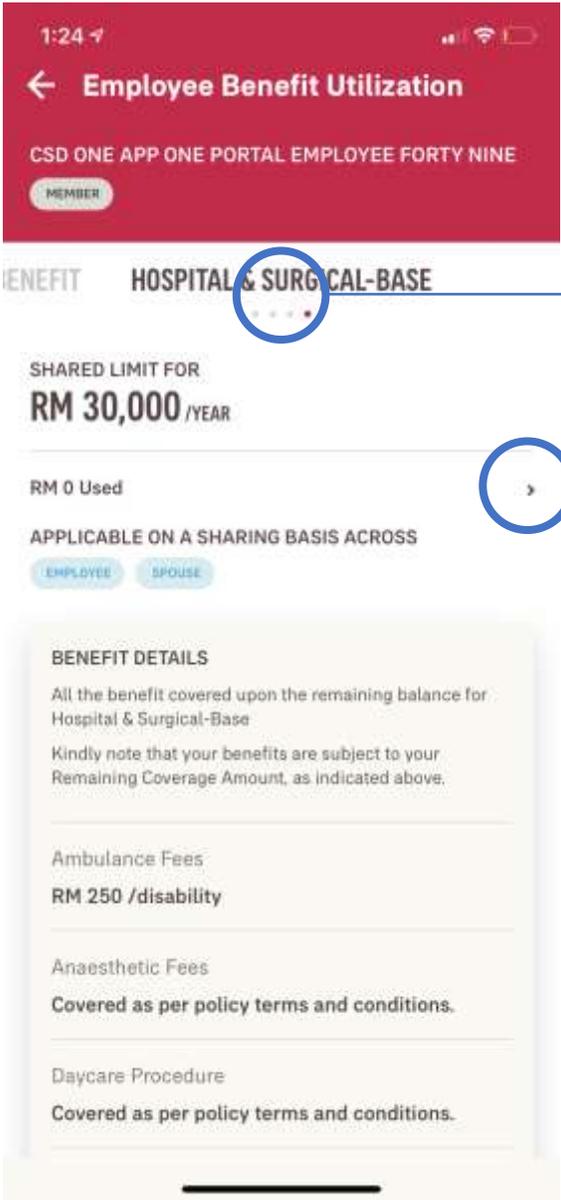
CHILD DETAILS

**Yap Hooi Woon** >  
CHILD  
Membership ID 80102314123401  
Date of Birth 10-NOV-1980  
Assign to Belle Ng  
VIEW PANEL CLINIC MANAGE MEDICAL CARD UNLINK MEDICAL CARD

Tap to view benefit & utilisation

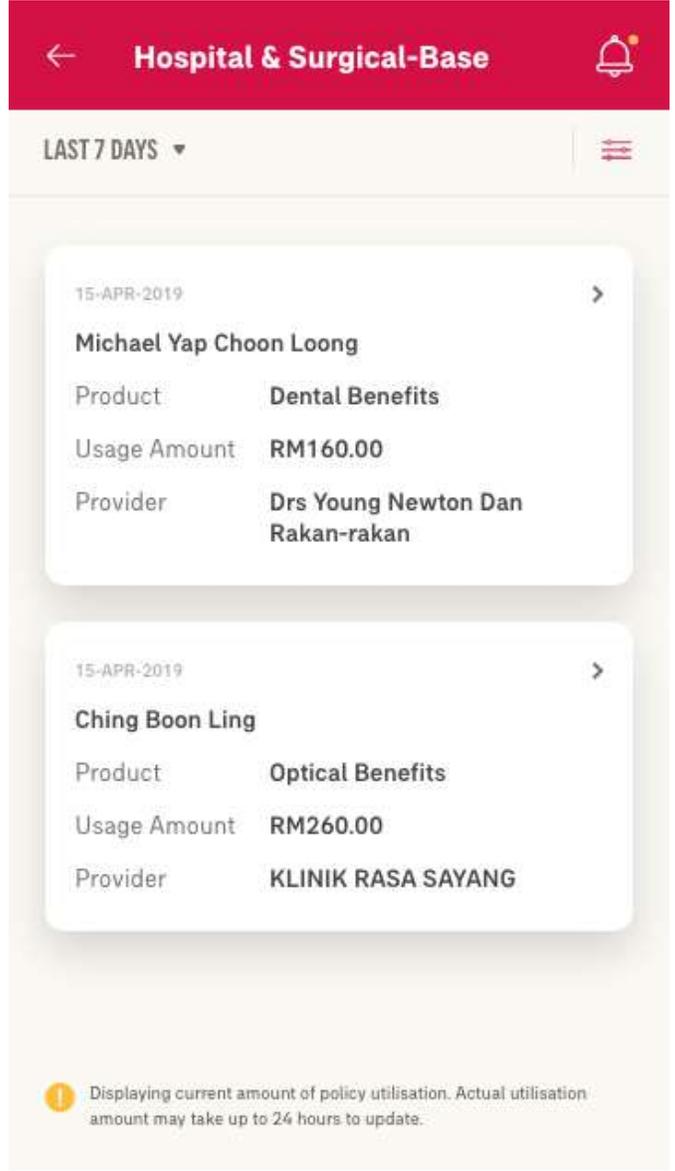


# VIEW YOUR EMPLOYEE BENEFIT & UTILISATION



Swipe left/right here view all your benefit & utilisation

Tap to view utilisation



# VIEW YOUR EMPLOYEE BENEFIT & UTILISATION

**Hospital & Surgical-Base**

LAST 7 DAYS ▾

15-APR-2019 >

**Michael Yap Choon Loong**

Product: **Dental Benefits**

Usage Amount: **RM160.00**

Provider: **Drs Young Newton Dan Rakan-rakan**

15-APR-2019 >

**Ching Boon Ling**

Product: **Optical Benefits**

Usage Amount: **RM260.00**

Provider: **KLINIK RASA SAYANG**

**!** Displaying current amount of policy utilisation. Actual utilisation amount may take up to 24 hours to update.

Filter based on

- Claimant's Name
- Type of benefit

**Filter** ✕

Claimant Name

Michael Yap Choon Loong ▾

Product

Dental Benefits ▾

Tap to view medical bill

**Medical Bill** ✕

Transaction ID **SECRET**

Cheng Dispensary  
Bangunan Eng Choon 55-59, 2nd Floor, Jalan Ampang, 50450, Kuala Lumpur

31 APR 2019 14:00:04

Michael Yap Choon Loong  
Card No. XXXXXXXXXXXX

**Bill Summary**

Covered by insurance policy	RM 45.00
Patient to Pay	RM 0.00
<b>Total</b>	<b>RM 45.00</b>

**Itemized Statement**

Fever / Cough / Cold / Flu Medical Certificate	0
Consultation	RM 15.00
Medication:	RM 30.00
Paracetamol	RM 10.00
Unit: TAB   Dosage: 500mg Quantity: 10   Unit Price: RM 1.00	
Clarínase Tab	RM 30.00
Unit: TAB   Dosage: Per Tablet	

**!** If you did not perform this transaction, please email [enquiry@truelife.com](mailto:enquiry@truelife.com)

10

MY AIA APP

# DIGITAL HEALTH

Applicable for AIA Corporate  
Members only

- Entry Point
- Online Consultation
- E-prescription
- Profile & Settings

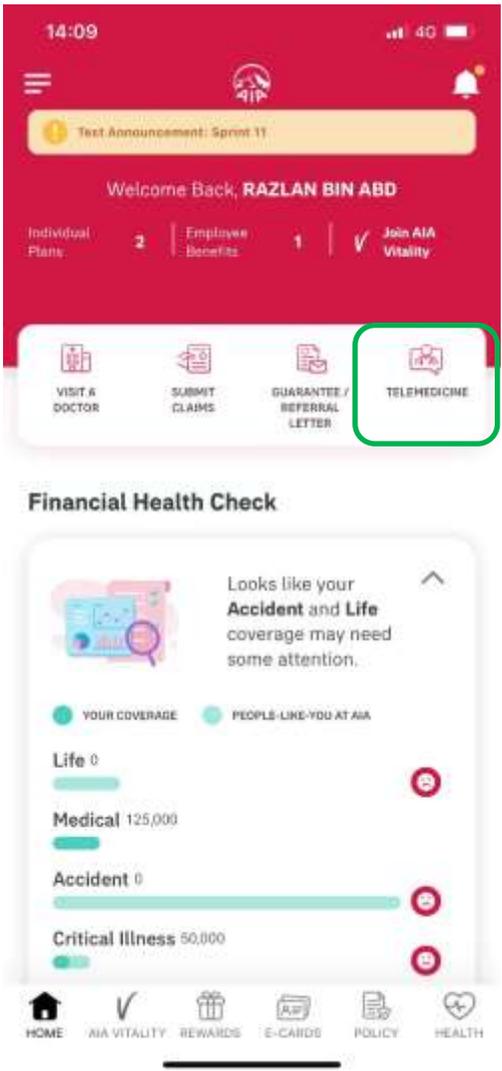
# DIGITAL HEALTH

## 01: Entry Point to Digital Health

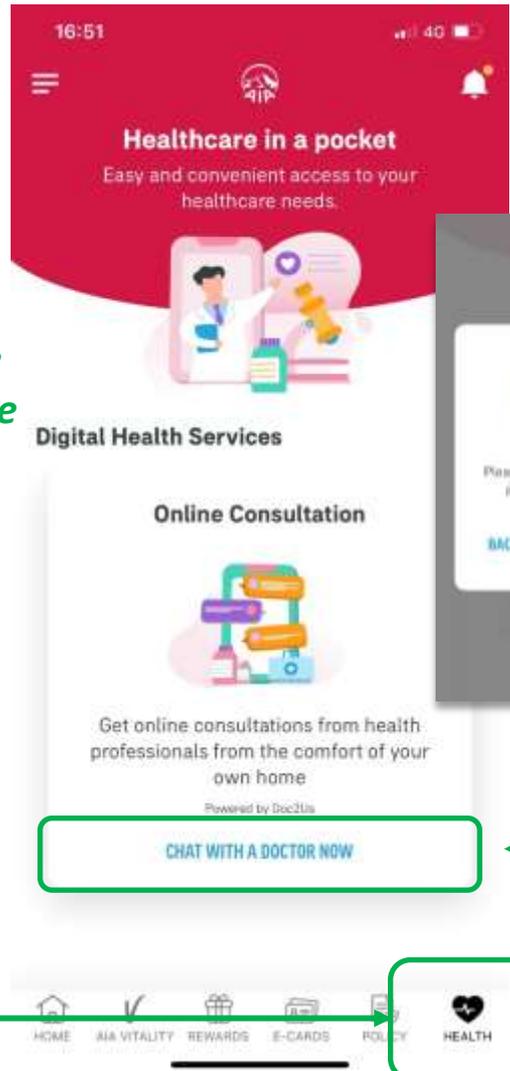
# ENTRY POINT TO DIGITAL HEALTH

10

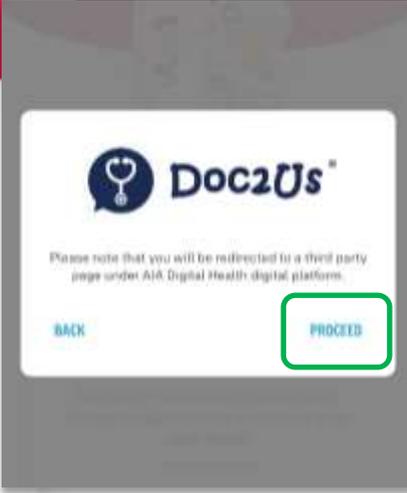
MY AIA APP



Entry Point into the Digital Health page



Tap here to go into the Digital Health page



A pop-up message will appear. Tap Proceed



# ENTRY POINT TO DIGITAL HEALTH

10

Once the form has been completed you will need to tap to accept the terms & conditions and the **Register** button will become active

Tap on **Register** to complete

Please fill in all the information

# DIGITAL HEALTH

## 02: Part 1 - Request for Consultation

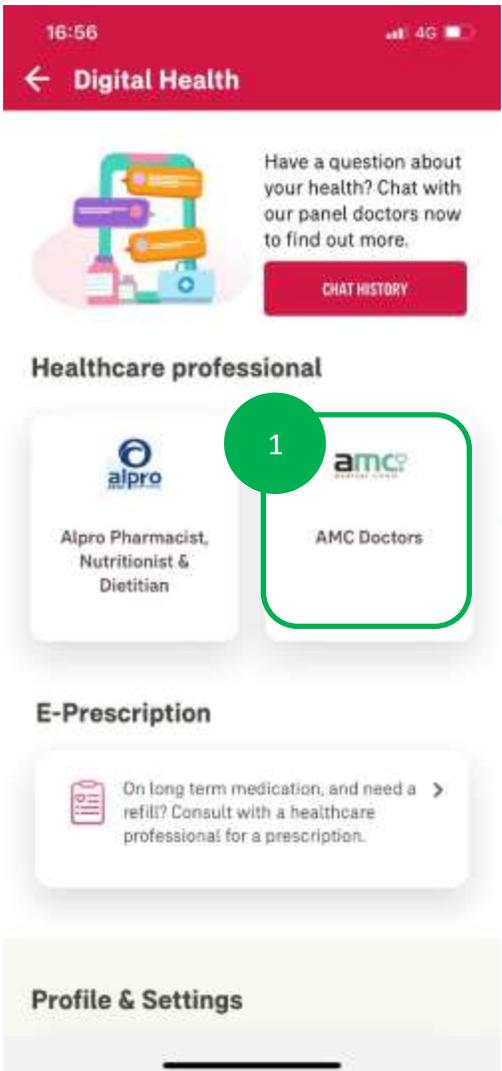


# DIGITAL HEALTH: Part 1- Request for Consultation

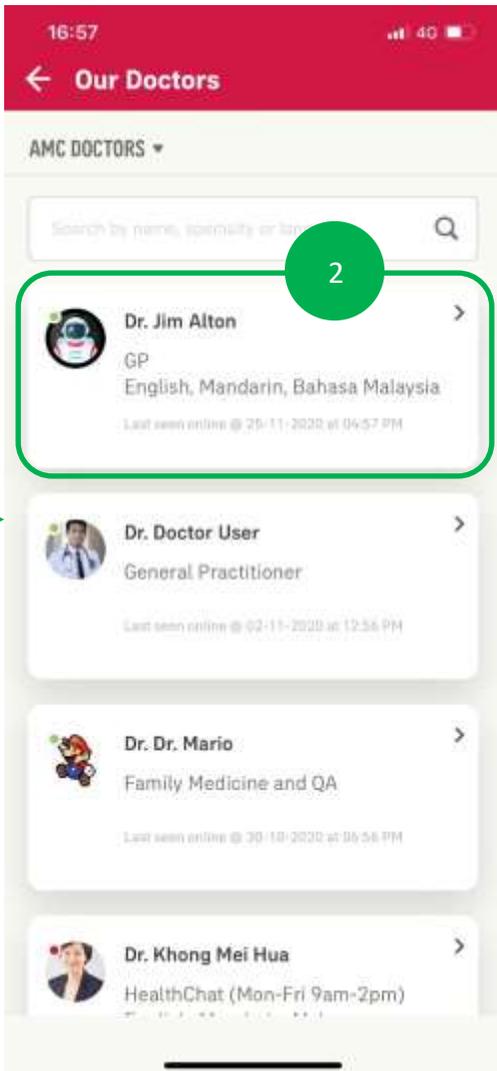


10

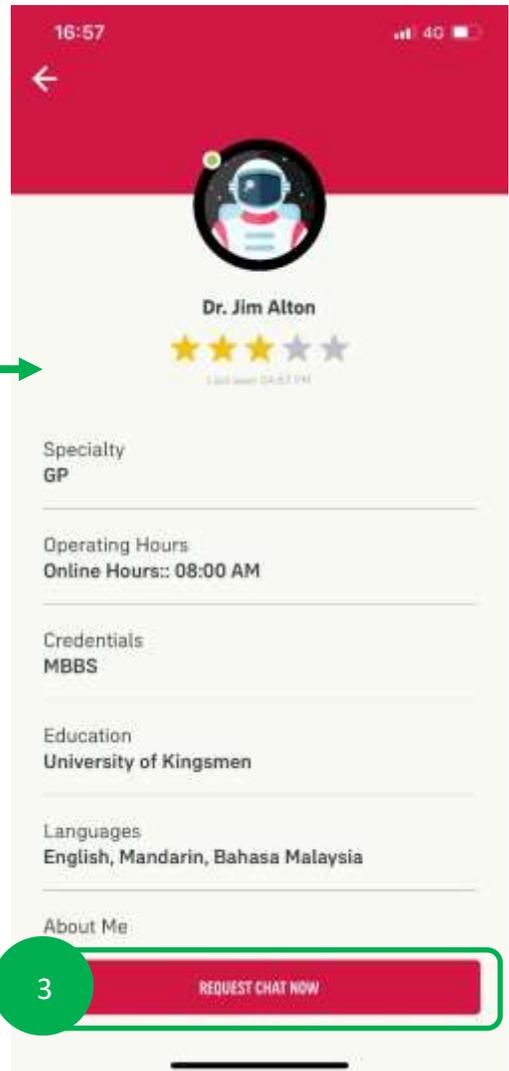
MY AIA APP



Tap on Doctors card to see the list of available doctors



Tap on a doctor to view their profile



Once you have decided on the doctor, Tap "Request chat now"



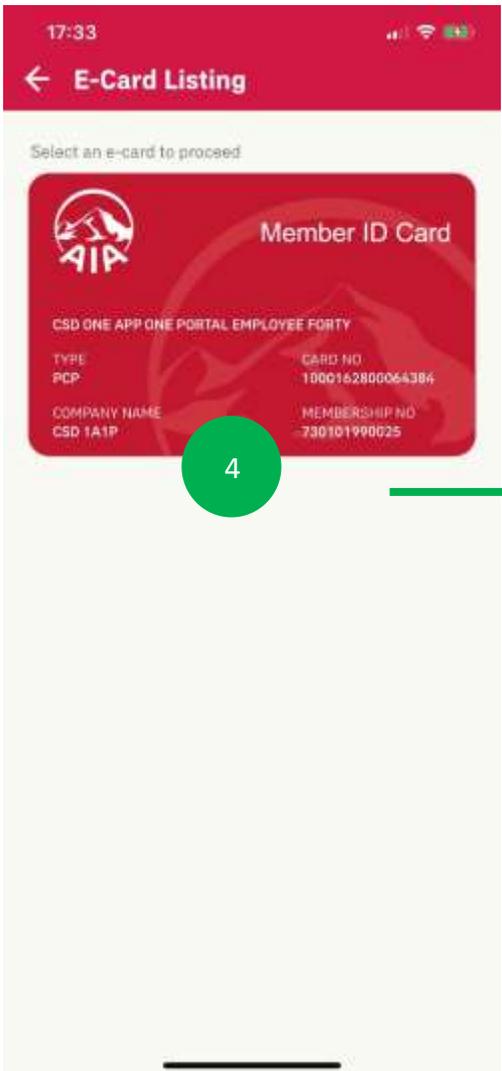
# DIGITAL HEALTH: Part 1- Request for Consultation

STEP 1

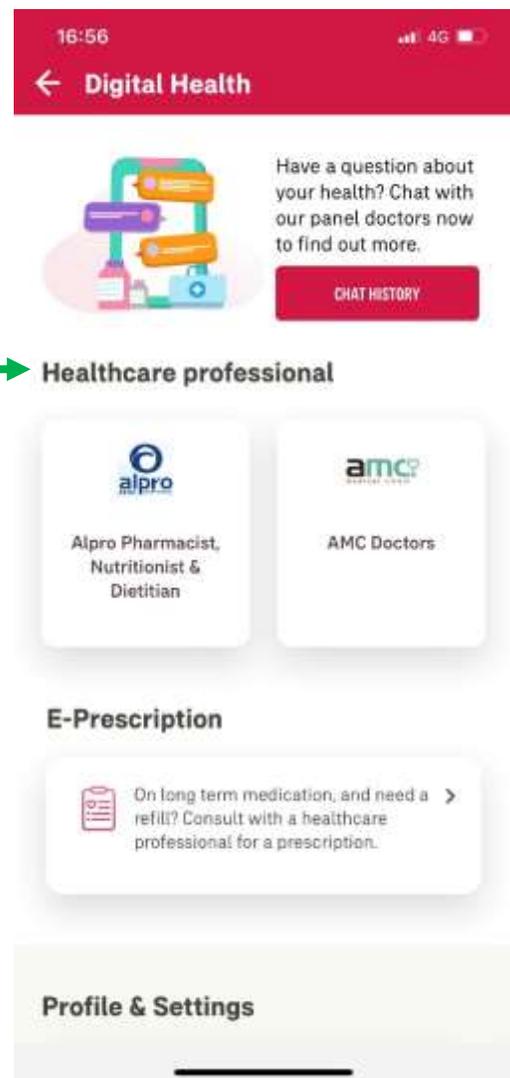
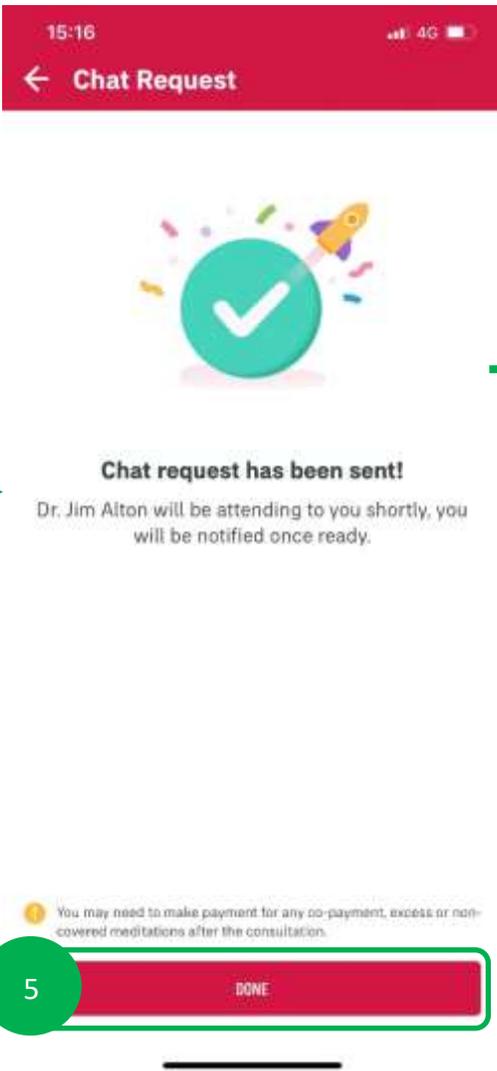
STEP 2

STEP 3

STEP 4



Select the right eMedical card to be used



You will receive a confirmation screen upon success. Tap on "Done" to return to the dashboard



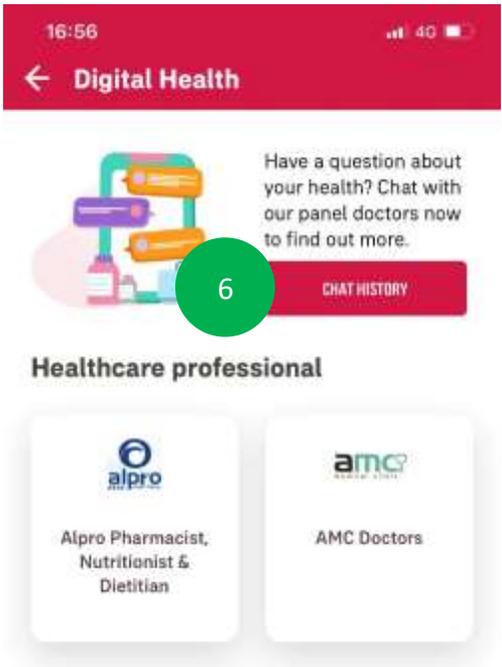
# DIGITAL HEALTH: Part 1- Request for Consultation

STEP 1

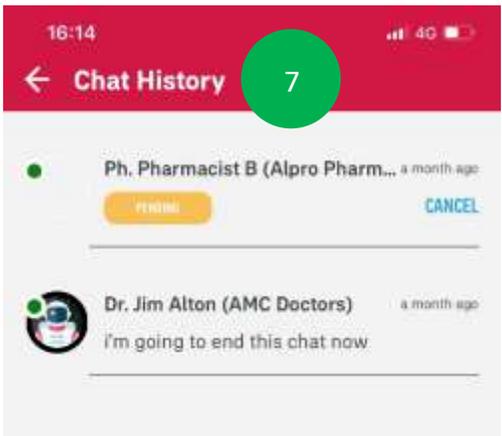
STEP 2

STEP 3

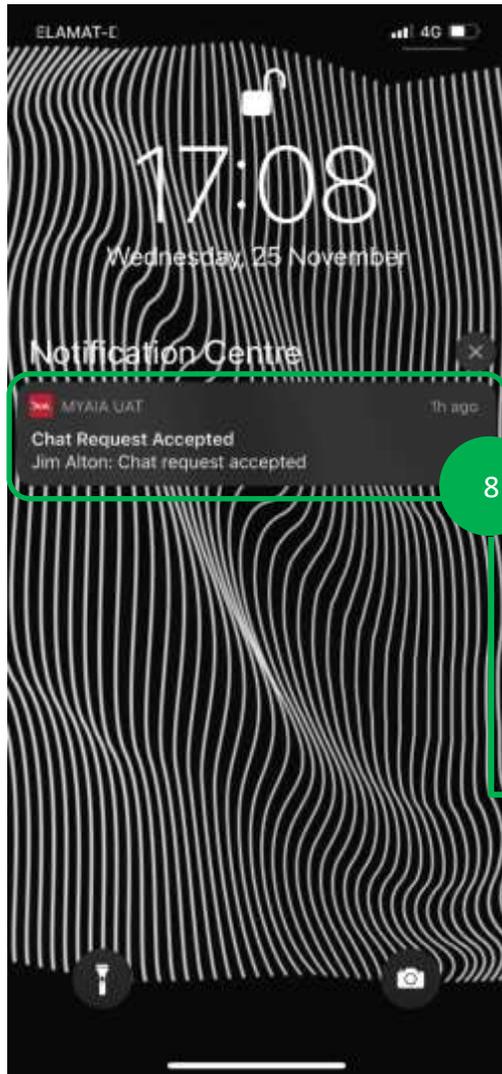
STEP 4



Tap here to see past chat history or current chat messages

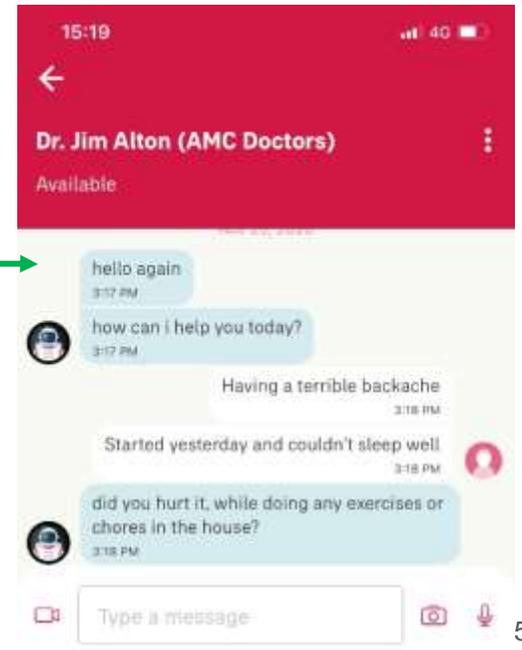


You can see chat status, past chat messages, reply or even cancel chats from this screen



You will receive notifications on your phone regarding consultation and prescription updates (please ensure your notifications have been turned on for this application)

Tapping on the notification will bring you to the chatroom



# DIGITAL HEALTH

## 03: Part 2 - Chat Features

# DIGITAL HEALTH: Part 2 – Chat Features

STEP 1

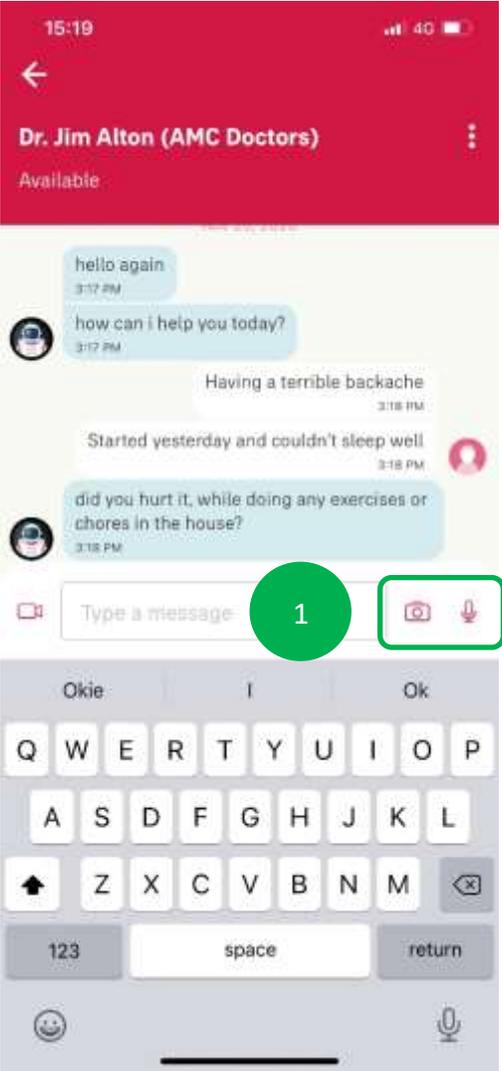
STEP 2

STEP 3

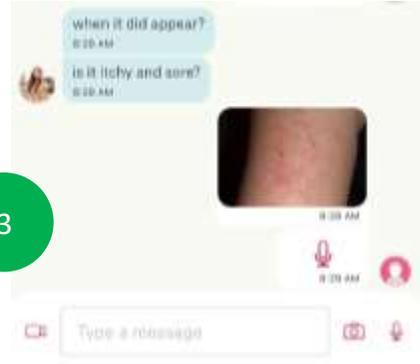
STEP 4

10

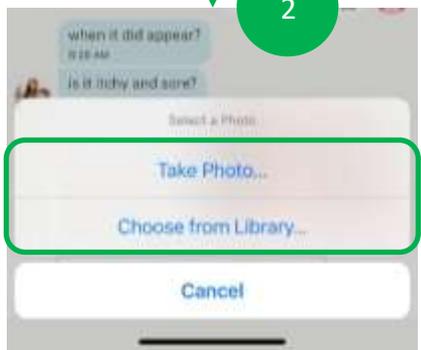
MY AIA APP



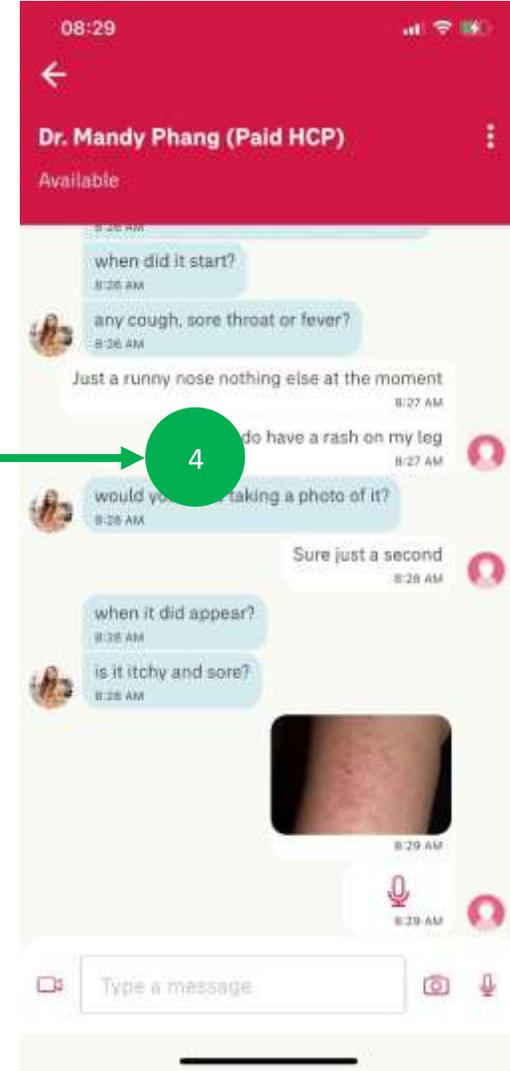
Chat with your doctor and provide the necessary required information



Tap on the "Microphone" button to send a voice clip



Tap on the "Camera" icon will allow you to upload photos taken from your mobile device or take a photo to help the doctor better understand your condition



If it has been successfully uploaded, it will appear in the chatroom

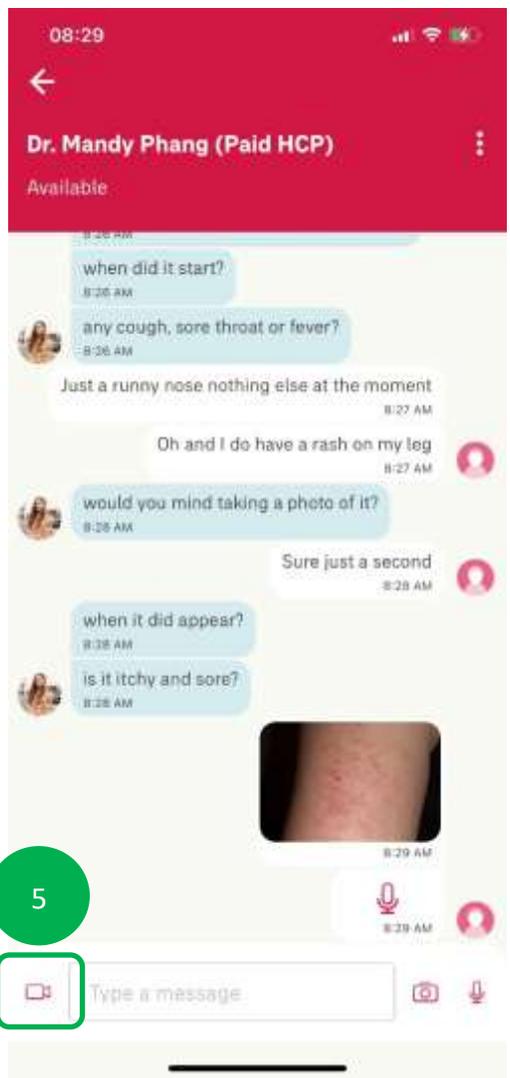


# DIGITAL HEALTH: Part 2 – Chat Features



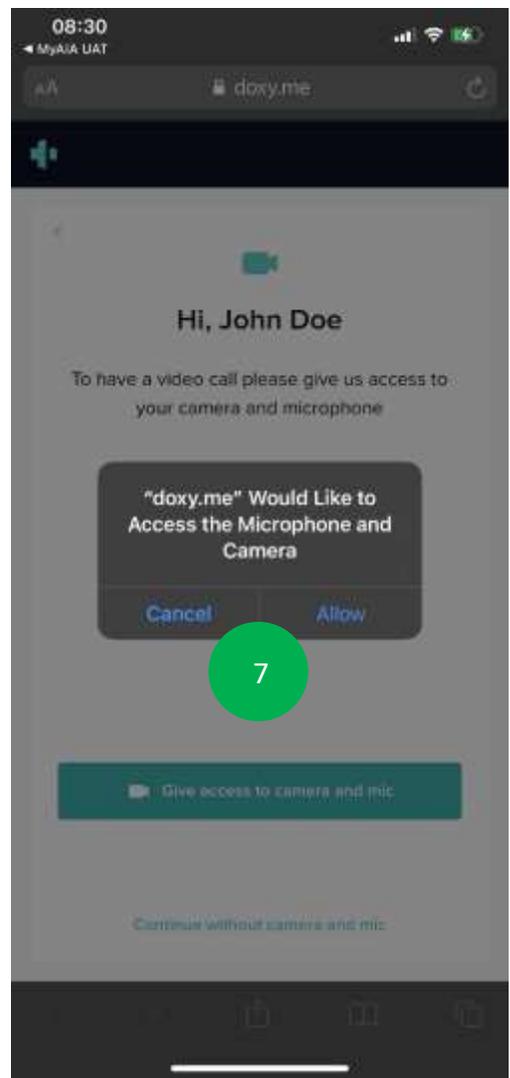
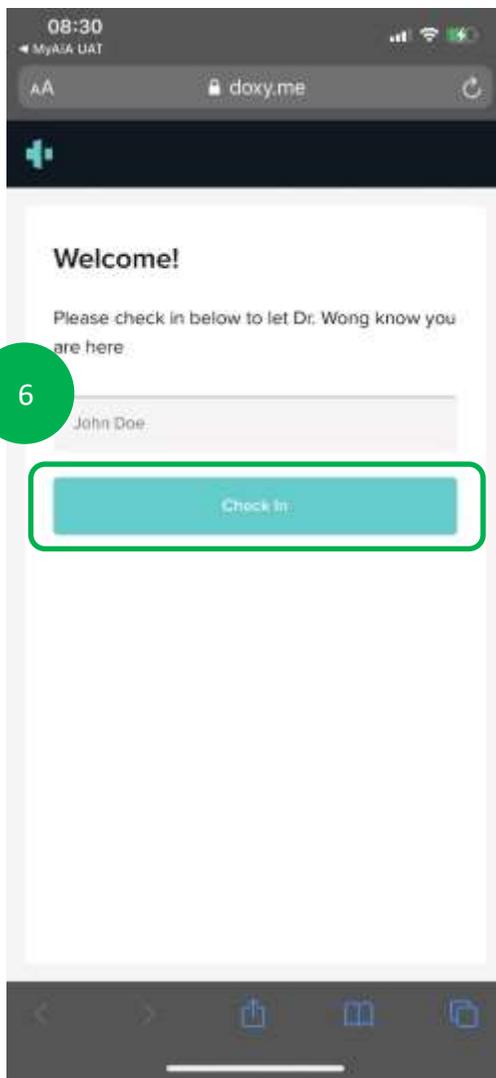
10

MY AIA APP



Key in your name and tap **“Check In”** button

A doctor may request for video consult gather more details regarding you condition or you can start a video consult. Tap on the **“Video Camera”** button.



Please make sure you **“Allow”** the settings to speak to and view the doctor



# DIGITAL HEALTH: Part 2 – Chat Features

STEP 1

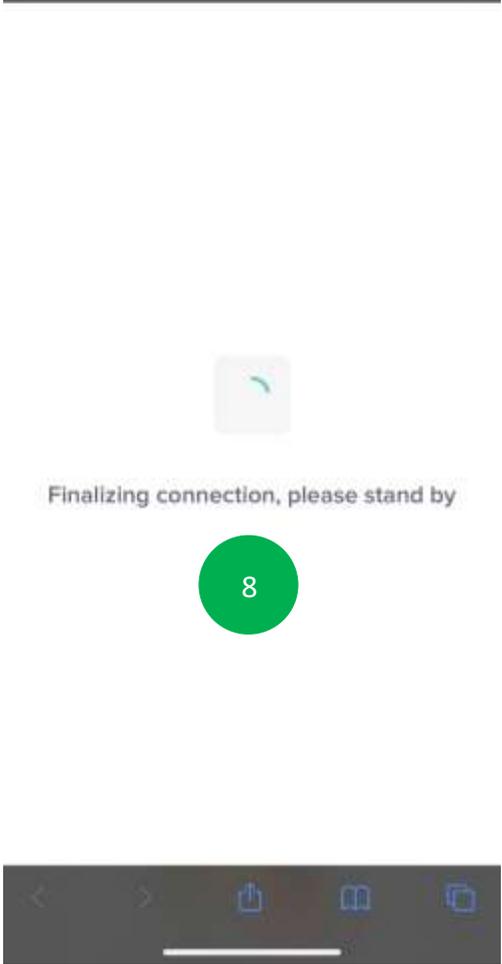
STEP 2

STEP 3

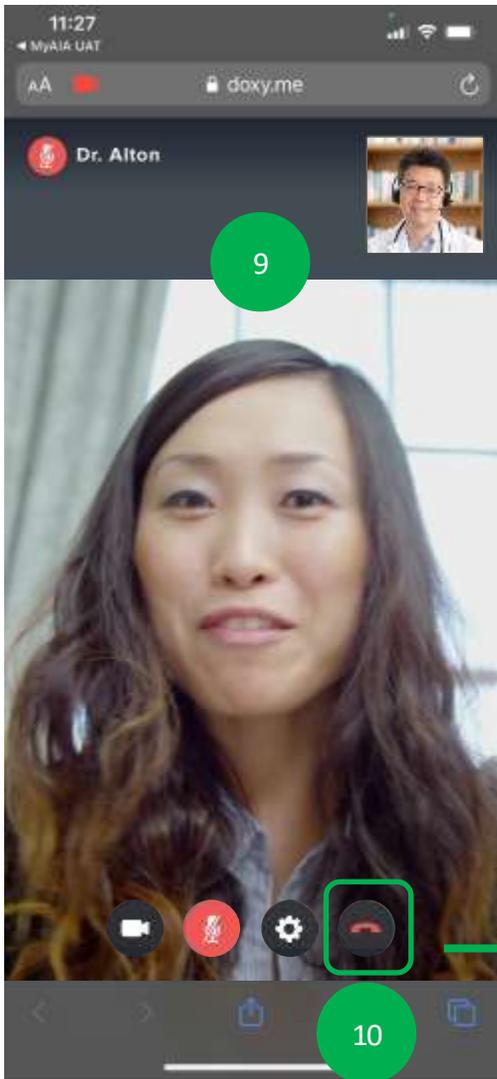
STEP 4

10

MY AIA APP



The video call will be initiated

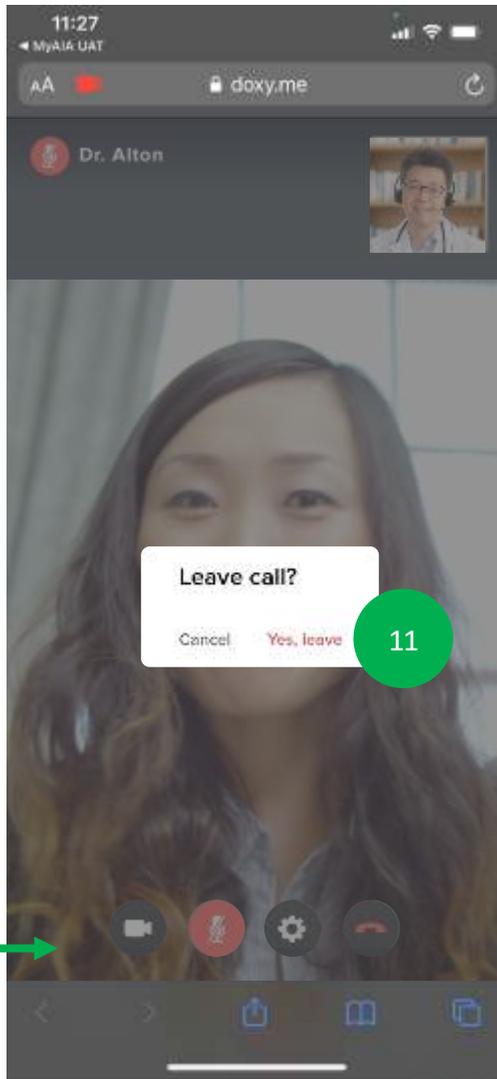


Chat with your doctor and provide the necessary required information

Tap on **“Red Phone”** icon to end the video call.

As this is third party service, you will need to reopen your My AIA app to view your ePrescription should the doctor have prescribed medication.

You may also wait for notification updates from the doctor and tap on them to complete the next step.



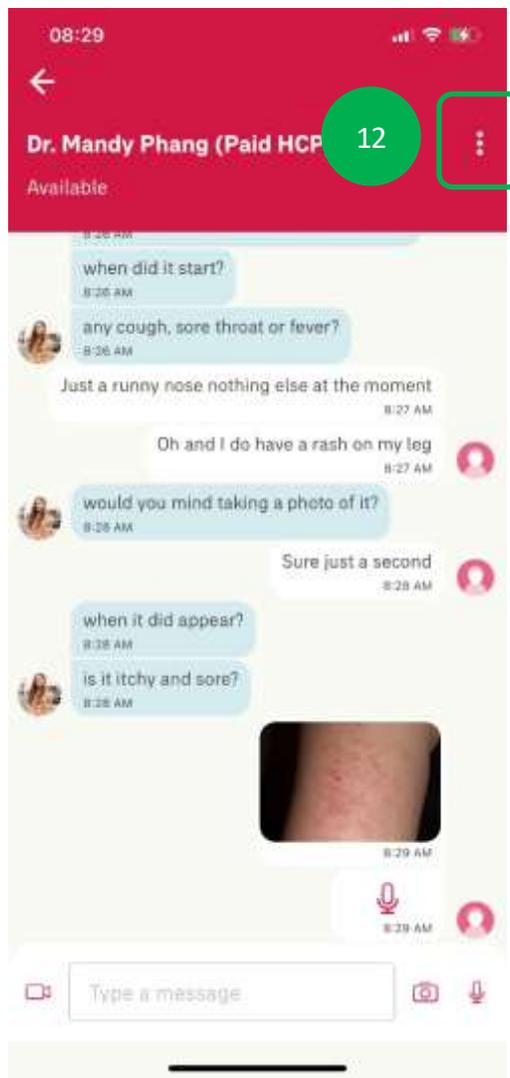
# DIGITAL HEALTH: Part 2 – Chat Features

STEP 1

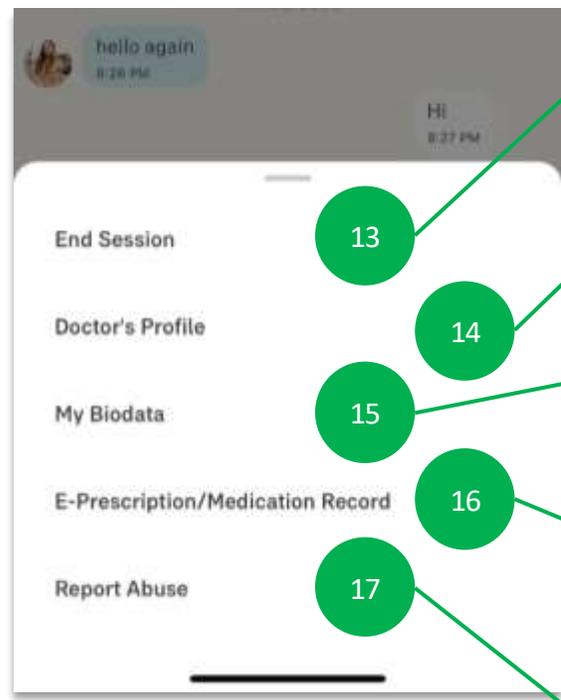
STEP 2

STEP 3

STEP 4



Tap on the “...” icon to open up additional features



You can tap on “**End Session**” to end the consult with the doctor

Tap on “**Doctor’s Profile**” to view the doctors personal information

Tap on “**My Biodata**” to manage your personal biometric data such as height, weight, allergies

Tapping “**E-Prescription/Medication Record**” to view current and past prescriptions from this doctor

By tapping on “**Report Abuse**” you can email a complaint regard the service

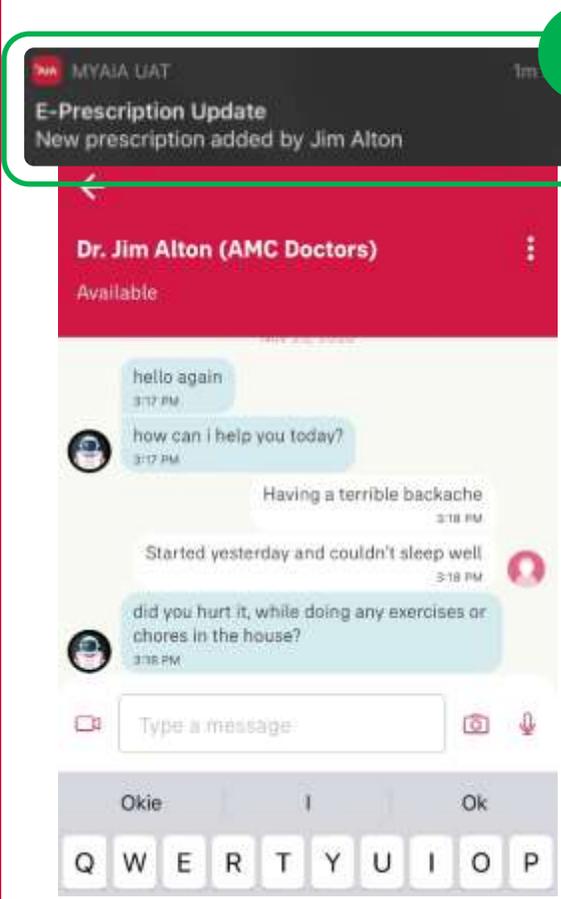


# DIGITAL HEALTH –

## 04: ePrescription & Delivery Method



# DIGITAL HEALTH: ePrescription & Delivery Method



1

Once complete and you require medication, you will receive an ePrescription from the doctor.

Tap on the notification, it will bring you to the respective ePrescription to start the next step.

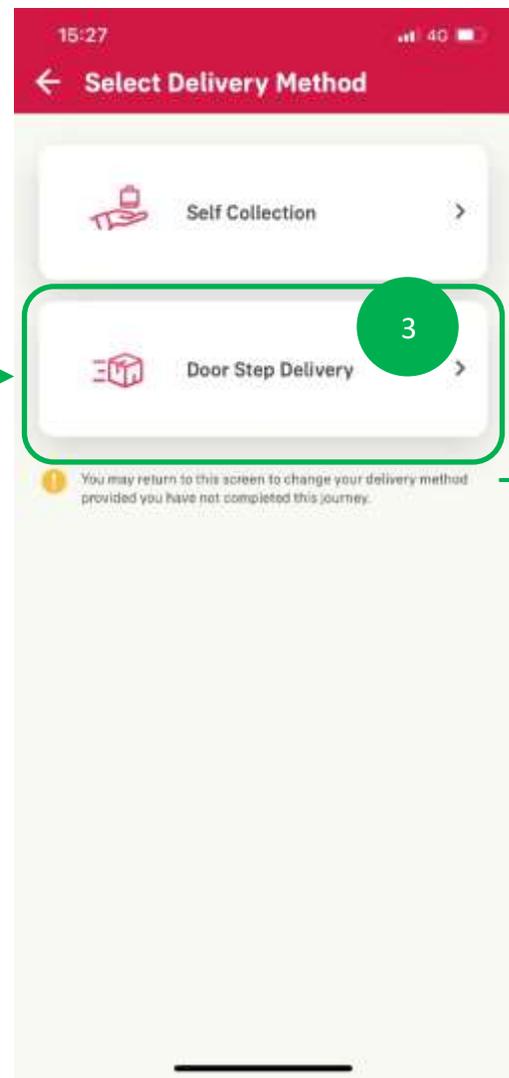


2

Tap "Choose Delivery Method"

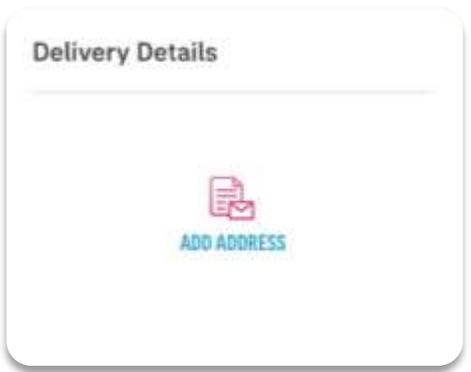
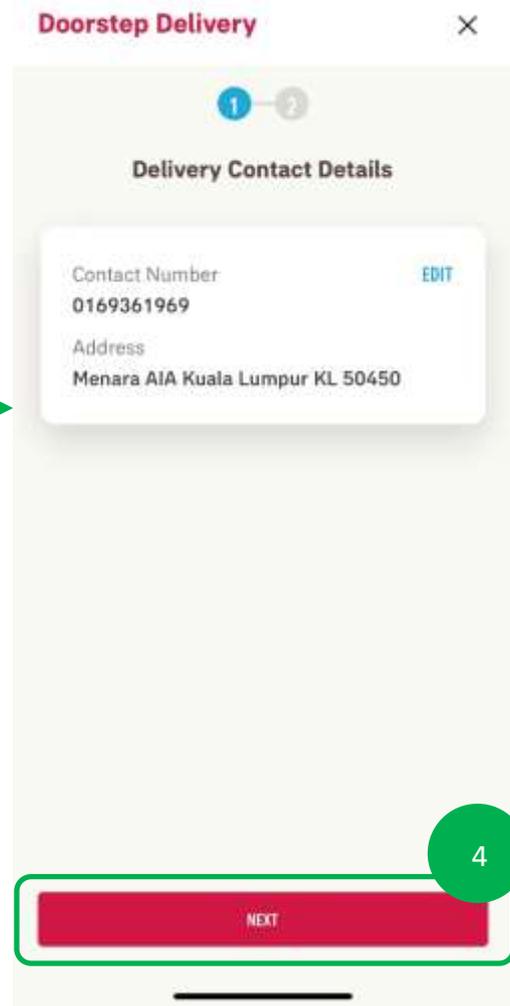


# DIGITAL HEALTH: ePrescription & Delivery Method (Door Step Delivery)



You may choose between either delivery method

Tap on "Door Step Delivery"



If you do not have a delivery address saved, you tap "Edit" or "Add Address" before continuing.

Tap "Next" to continue.



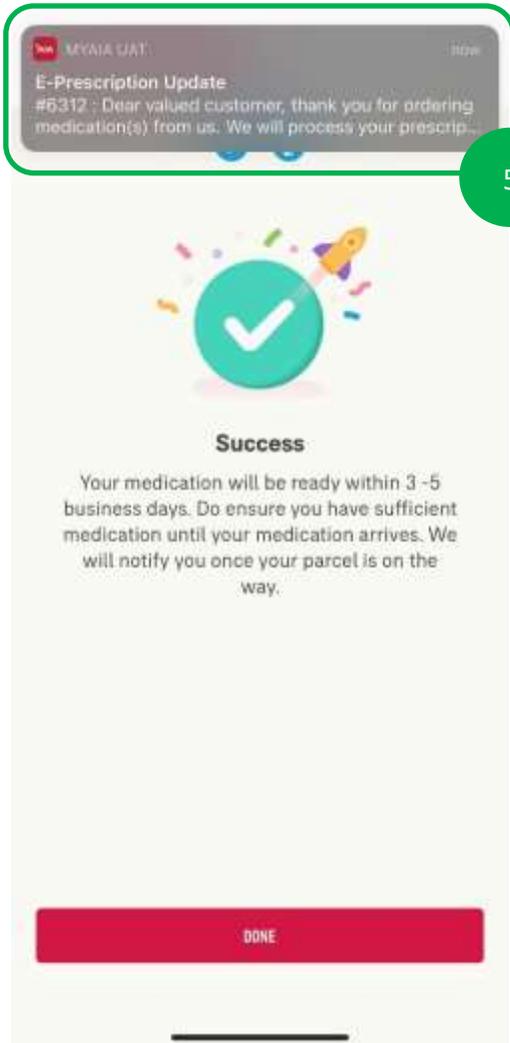
# DIGITAL HEALTH: ePrescription & Delivery Method (Door Step Delivery)

STEP 1

STEP 2

STEP 3

STEP 4



5

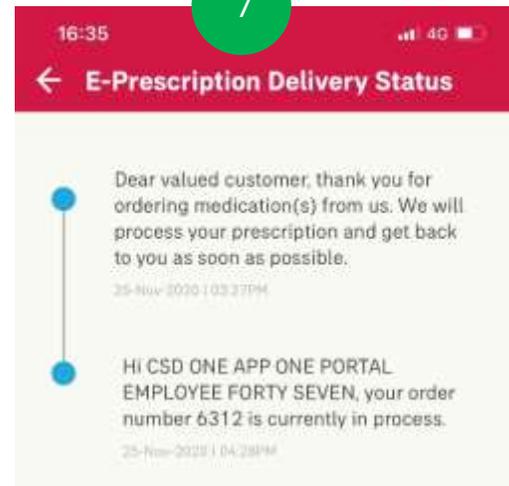
You will receive a confirmation once complete. Tap on the "Notification" to proceed to the ePrescription screen



6

If there are updates regarding your delivery, you can tap on the "Check status" on the prescription to see the details

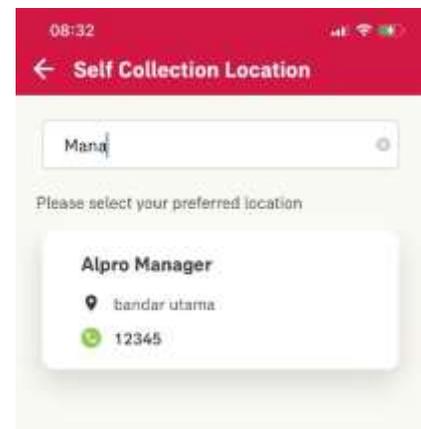
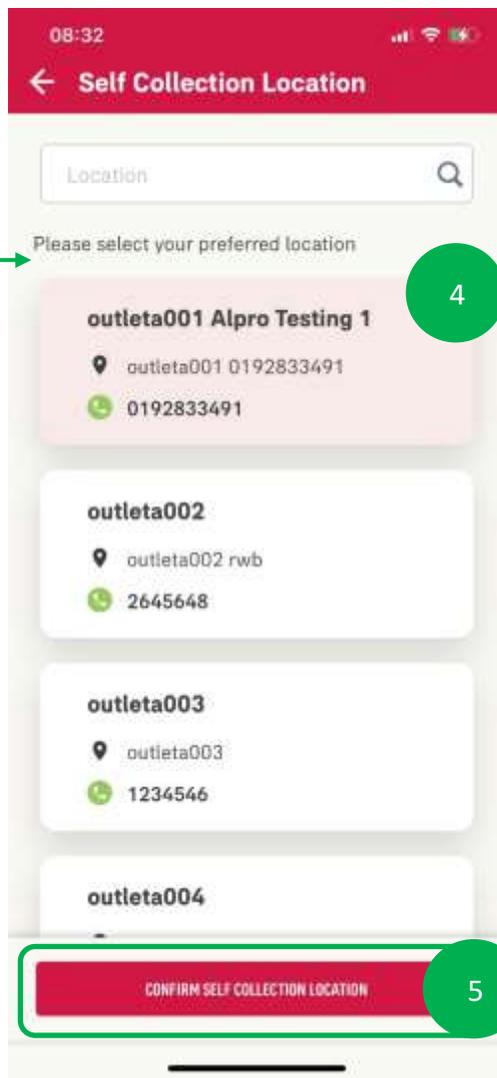
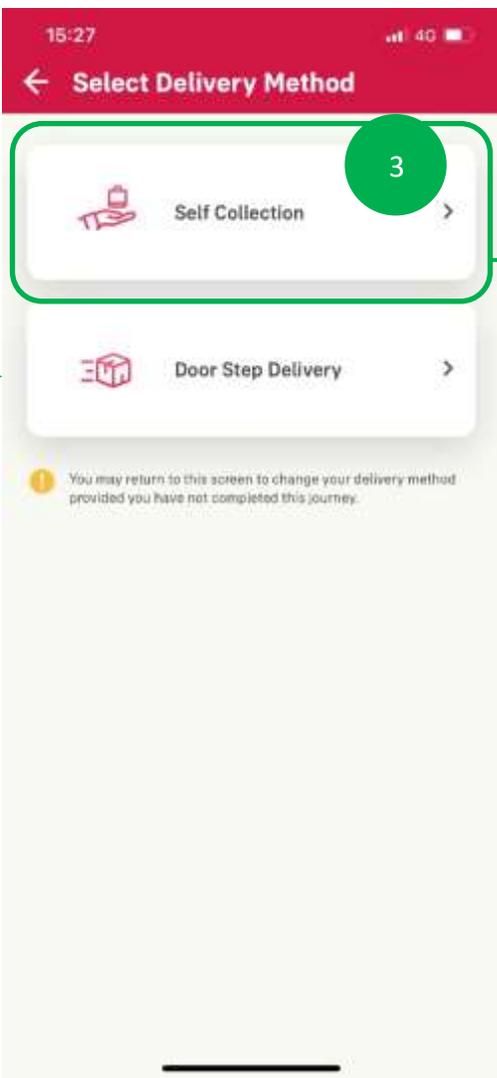
You will be able to see updates on delivery status here and also receive notification on your app



7



# DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)



Select an outlet to collect your medication from or search for a specific outlet to collect from

Tap “**Confirm Self Collection Location**” to continue

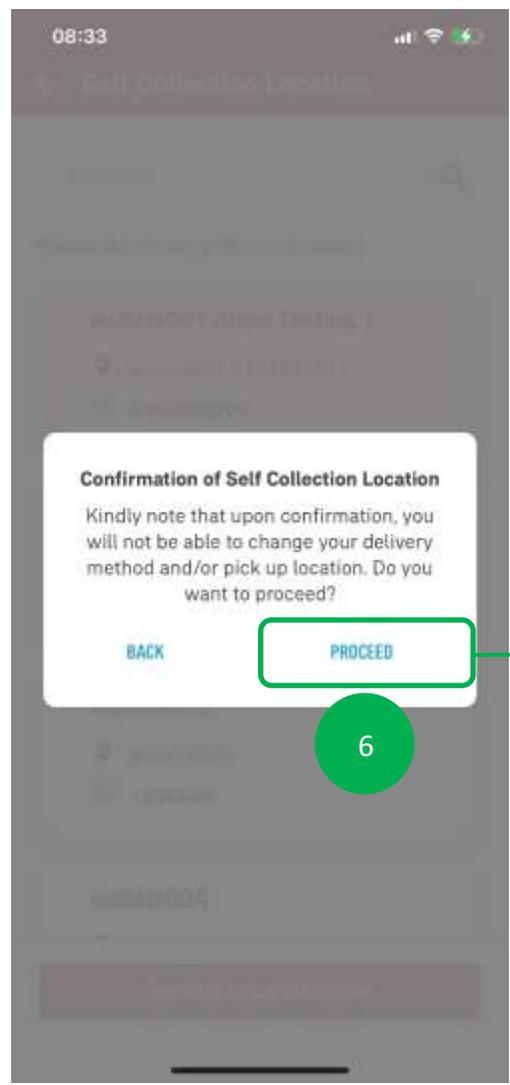


# DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)

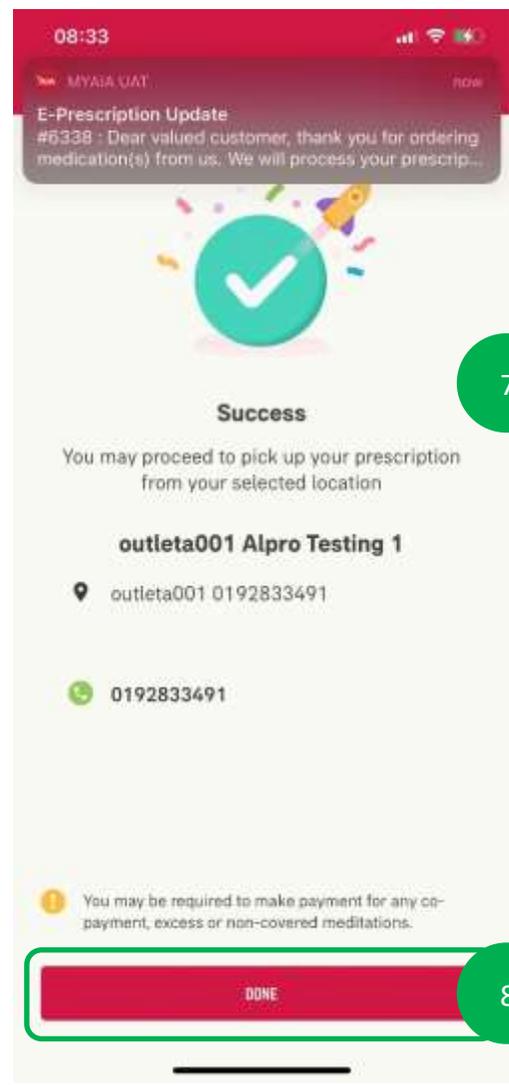


10

MY AIA APP



A pop-up message to confirm the location selected or to continue tap **“Proceed”**



You will receive a confirmation screen with the details.

Tap on **“Done”** to return to the main dashboard

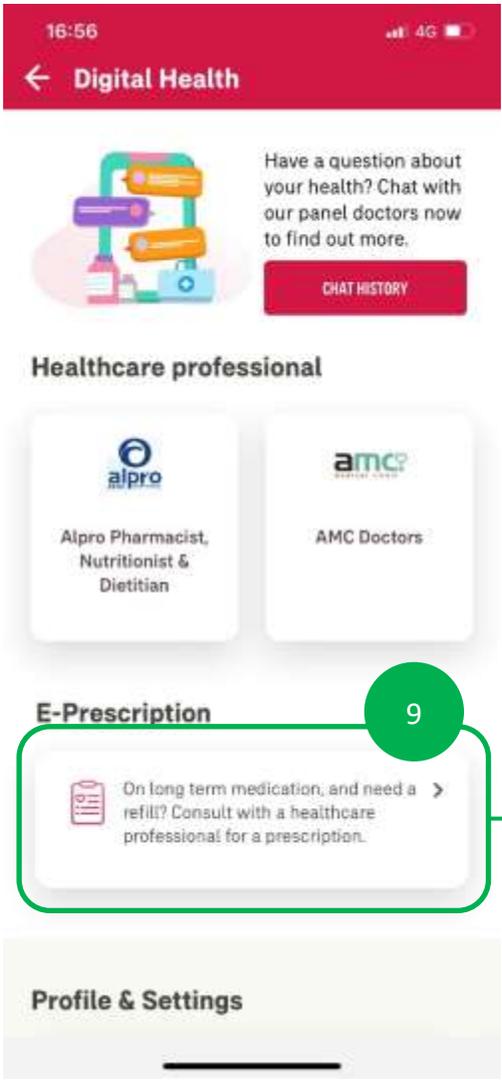


# DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)

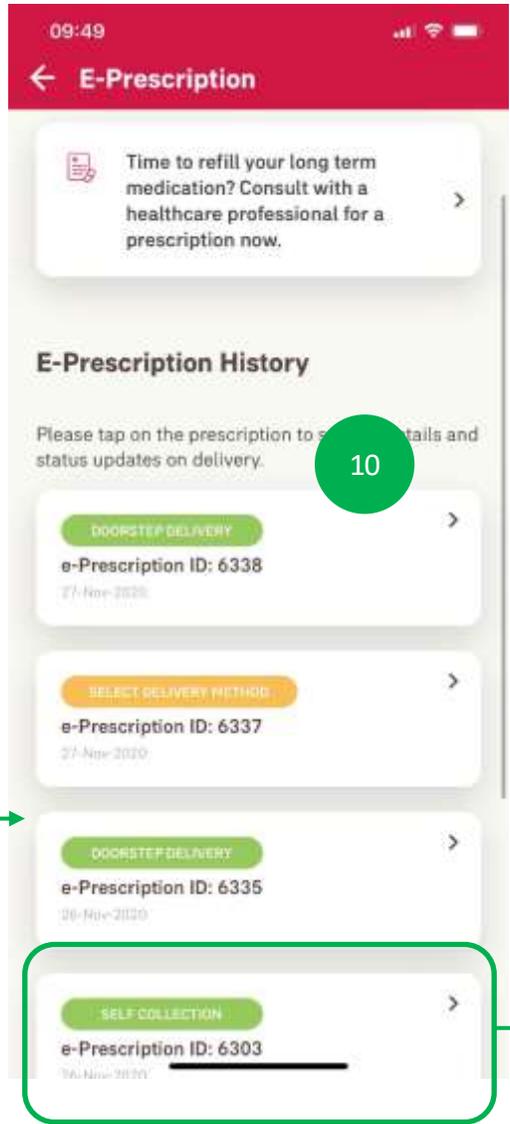


10

MY AIA APP



To view ePrescriptions tap on this card below the E-Prescription title



You can view past and current ePrescriptions here. Tap on one to show the details

Upon collecting your prescription you will need to show your ePrescription QR code



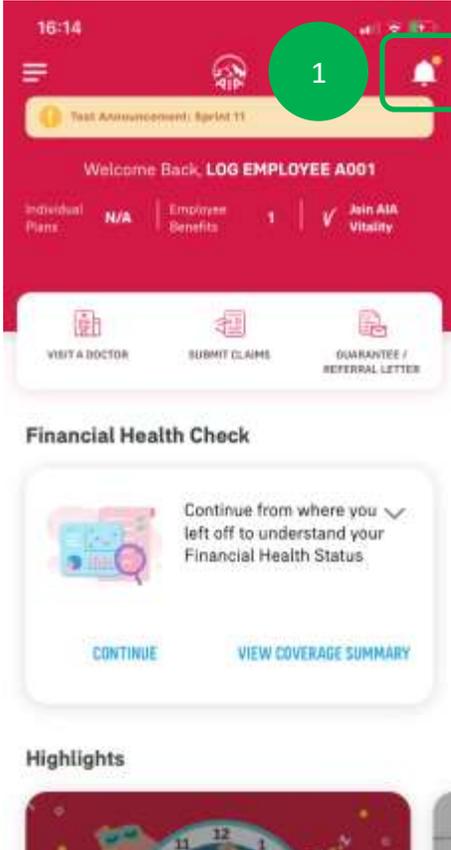
# DIGITAL HEALTH –

## 05: Notifications

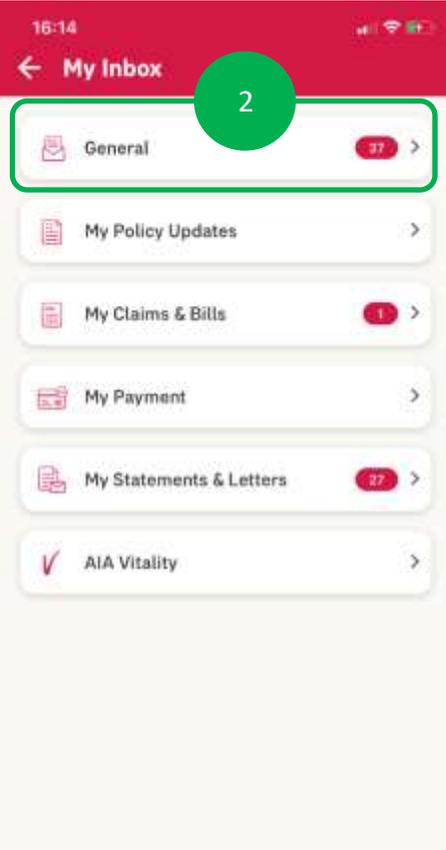
# DIGITAL HEALTH: Notifications

10

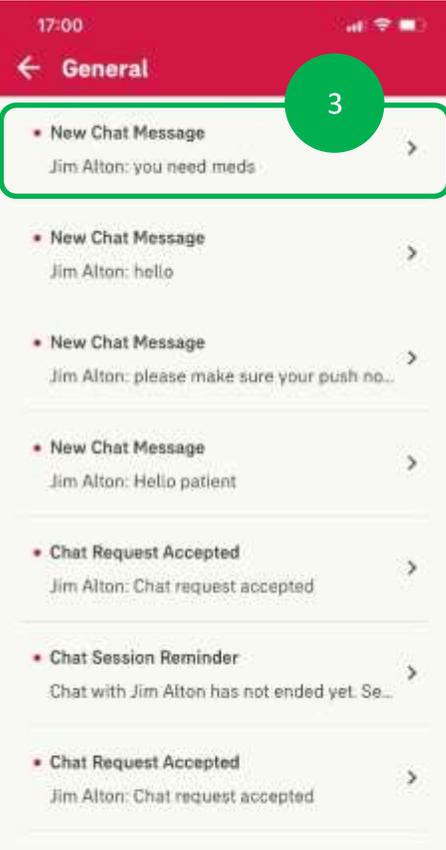
MY AIA APP



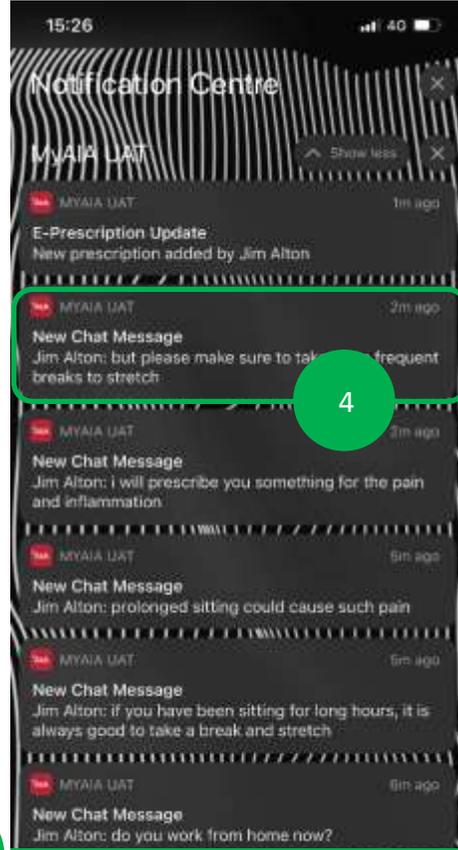
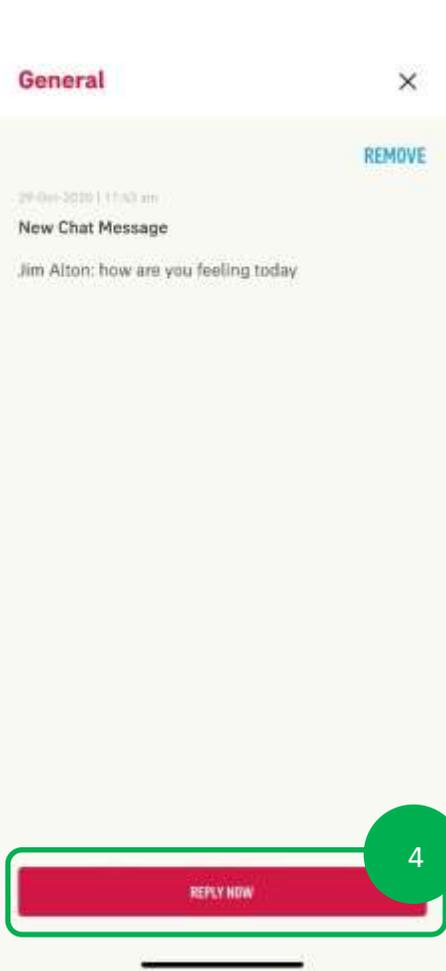
Tap on the “Bell” icon on the top right to view notifications.



Tap on “General”.



Your latest notification will appear at the top. Tap on a notification to see the details



Alternatively, you will receive notification on your mobile device provide notification have been turned on.



# DIGITAL HEALTH –

## 06: Profile Management & Settings

# DIGITAL HEALTH: Profile Management & Settings

STEP 1

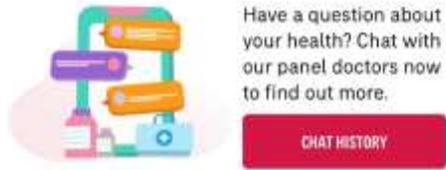
STEP 2

STEP 3

STEP 4



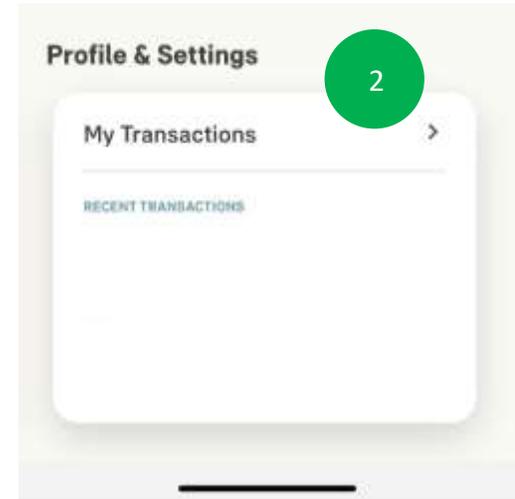
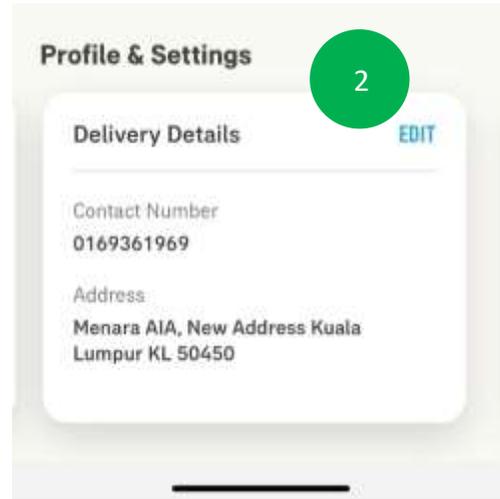
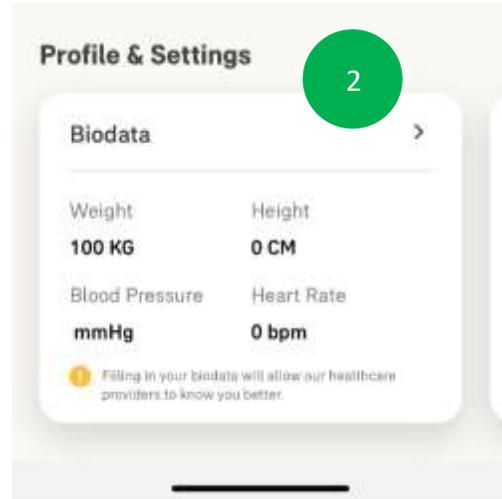
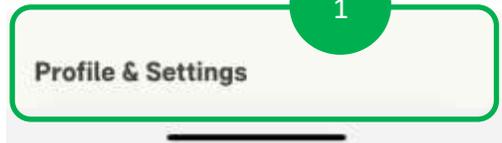
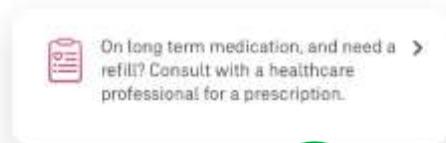
Scroll to the bottom to view your Profile & Settings cards



## Healthcare professional



## E-Prescription



Here you can view and edit your biodata, delivery address and view past transactions, swipe to view the respective card and tap on it to see the details.

\*If you are covered under a corporate solutions policy, your transactions history will be visible under your medical bills



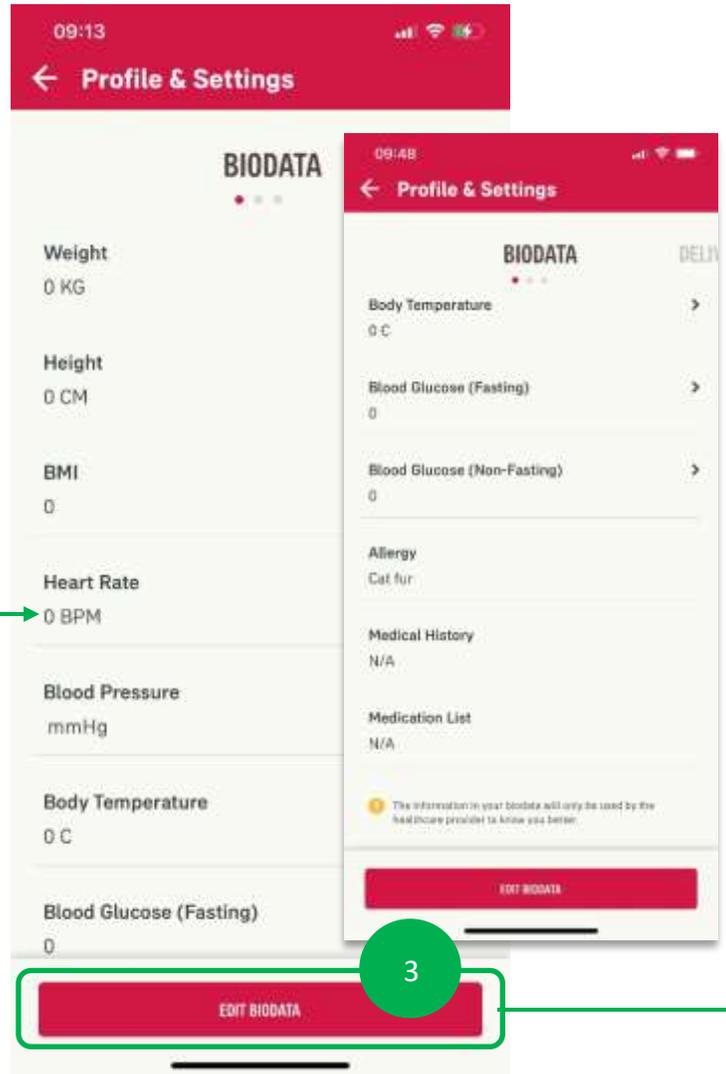
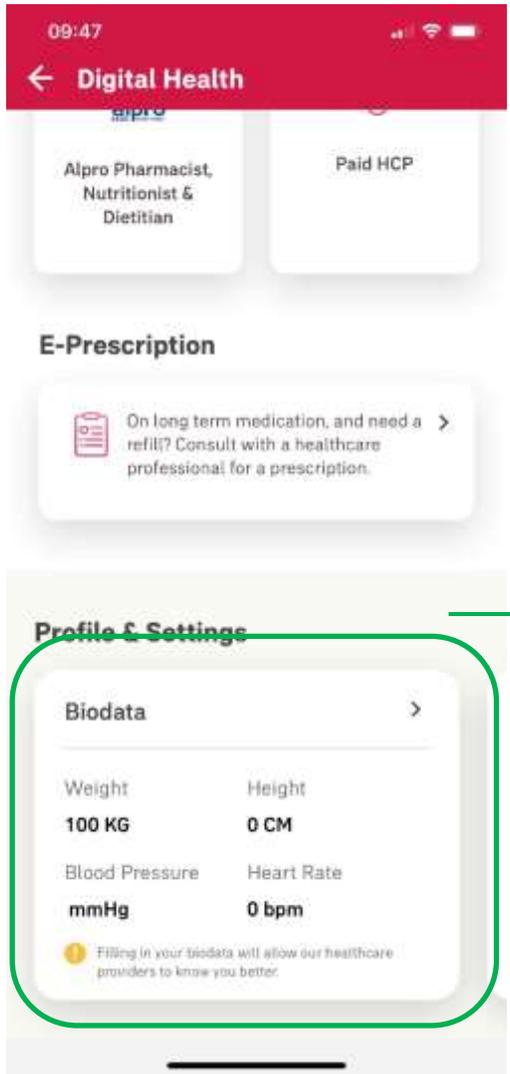
# DIGITAL HEALTH: Profile Management & Settings

STEP 1

STEP 2

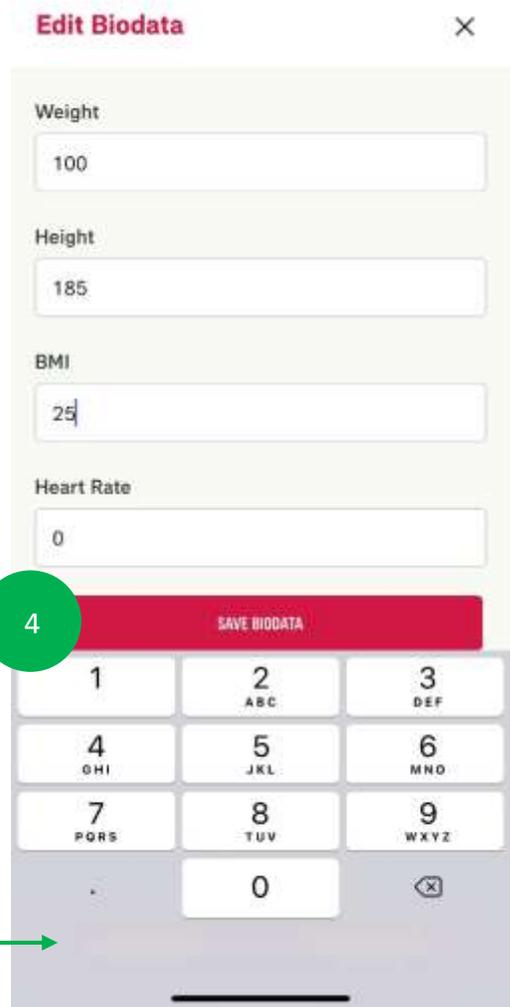
STEP 3

STEP 4



Scroll to see your details and tap on “Edit Biodata” to make updates

Tap on the field, update the information and tap on “Save Biodata”



10

MY AIA APP

Tap on the card or arrow to interact with the card



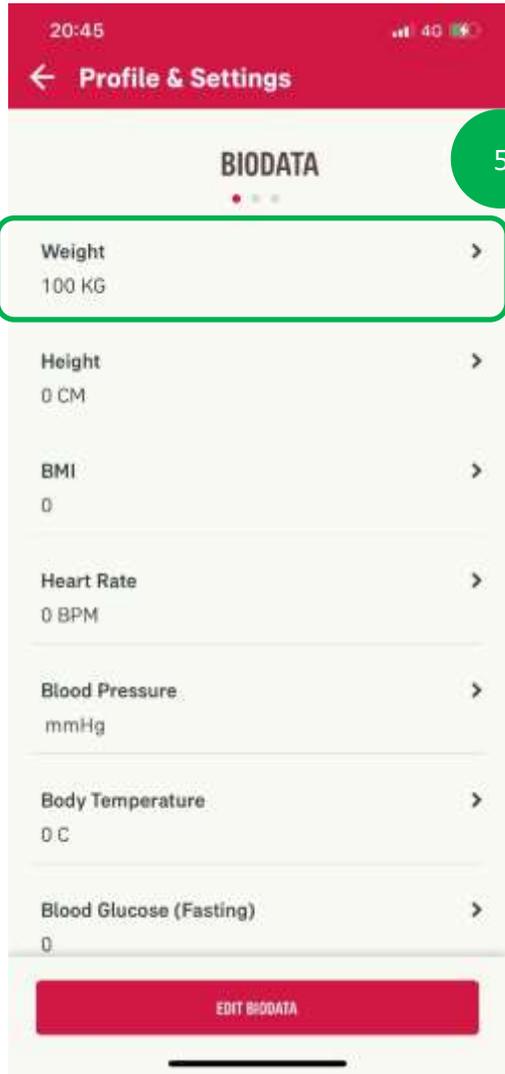
# DIGITAL HEALTH: Profile Management & Settings

STEP 1

STEP 2

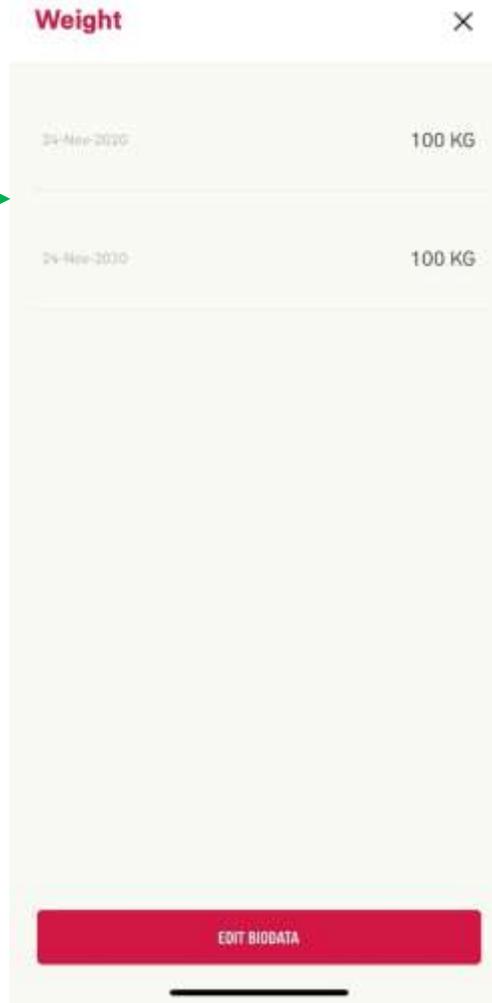
STEP 3

STEP 4



5

You can tap on the specific field to see the past updates of your biodata



You will return to the updated biodata screen



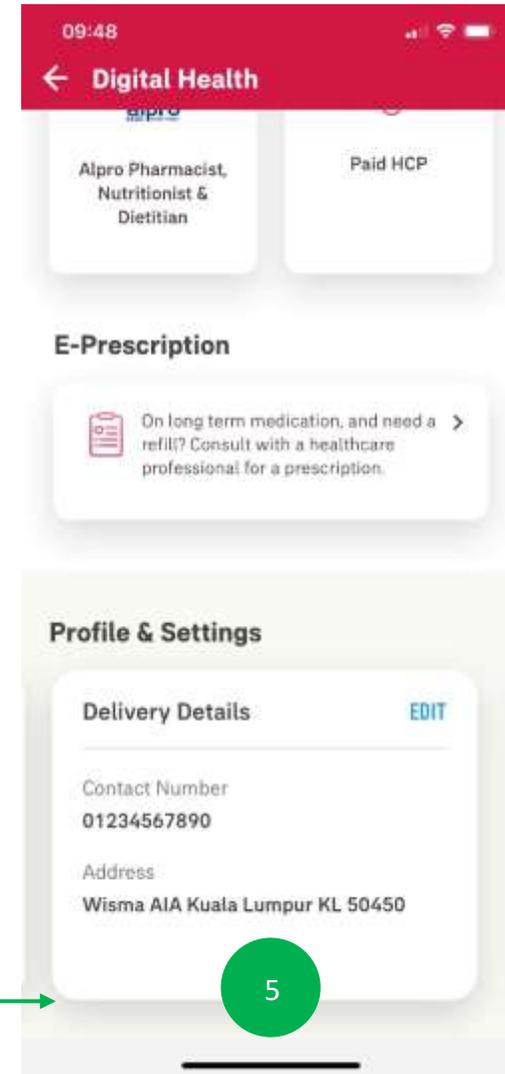
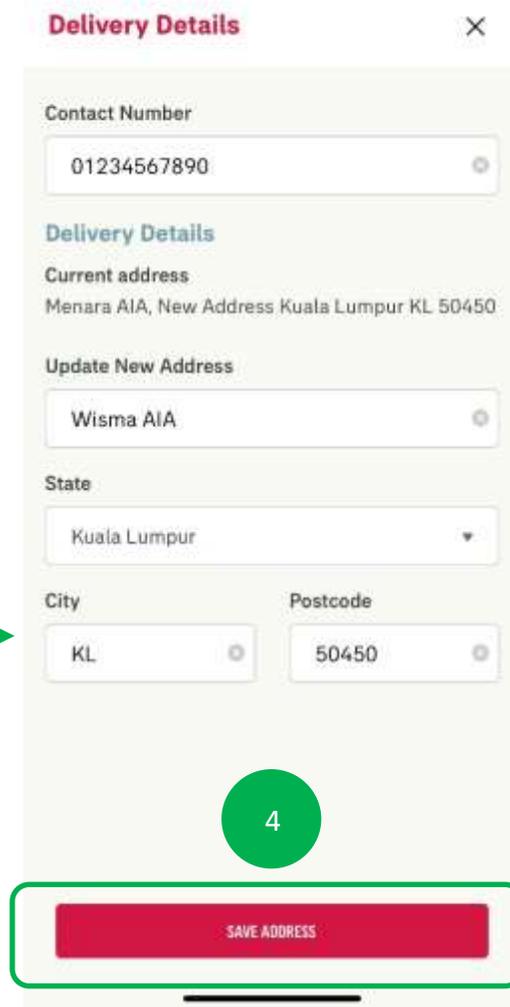
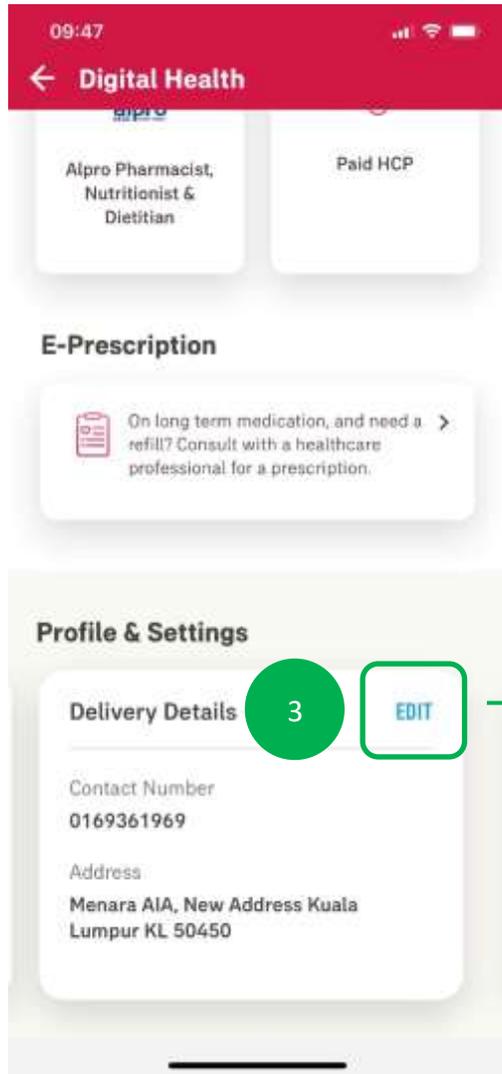
# DIGITAL HEALTH: Profile Management & Settings

STEP 1

STEP 2

STEP 3

STEP 4



Your past addressed will be displayed for reference (should you have saved one previously)

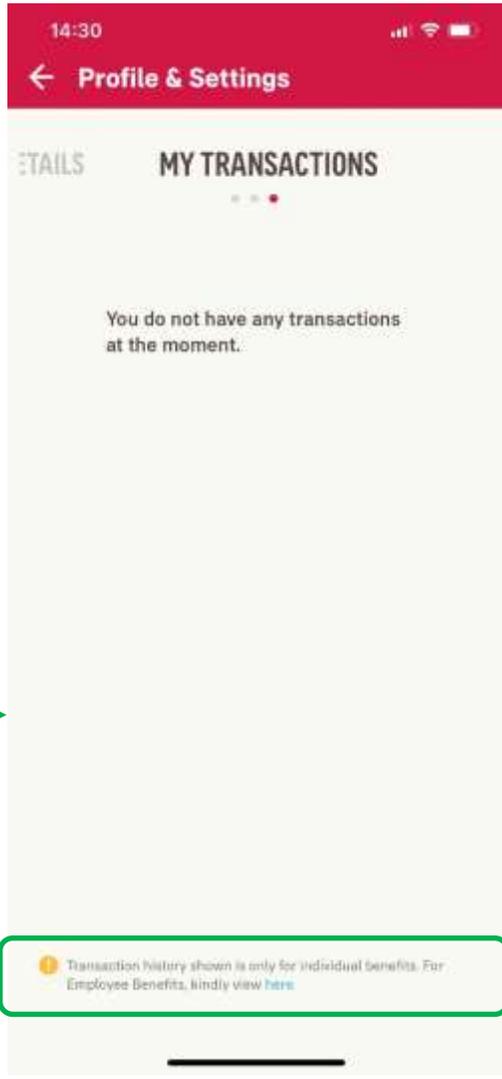
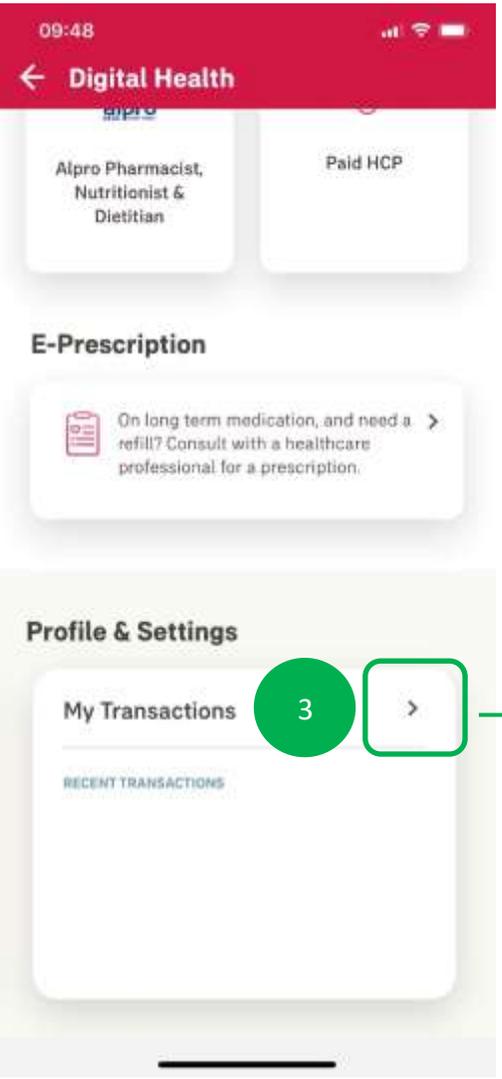
Update the respective fields. Tap on “**Save Address**” to confirm

Your updated address will be reflected on the Profile & Settings screen

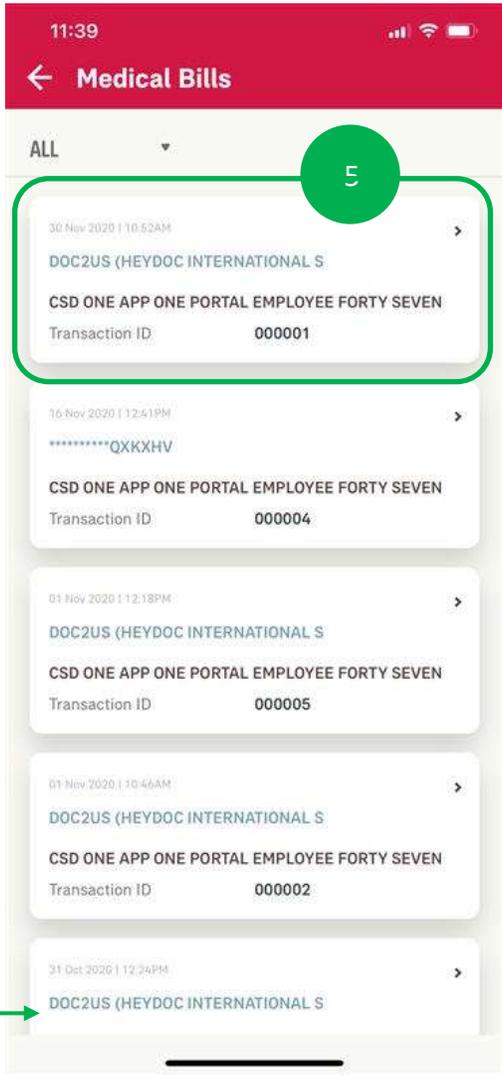
Tap on the card or “**Edit**” button to interact with the card



# DIGITAL HEALTH: Profile Management & Settings



For members with corporate policy coverage, you may view your transaction history within your medical bills



Your Digital Health medical bills can be found together with all GP transactions

Tap on "Here" to bring you to the medical bill screen



Tap on the card or arrow to interact with the card



# PANEL RATING

- Entry Point
- Rate Experience

# DIGITAL HEALTH

## 01: Entry Point to Panel Rating

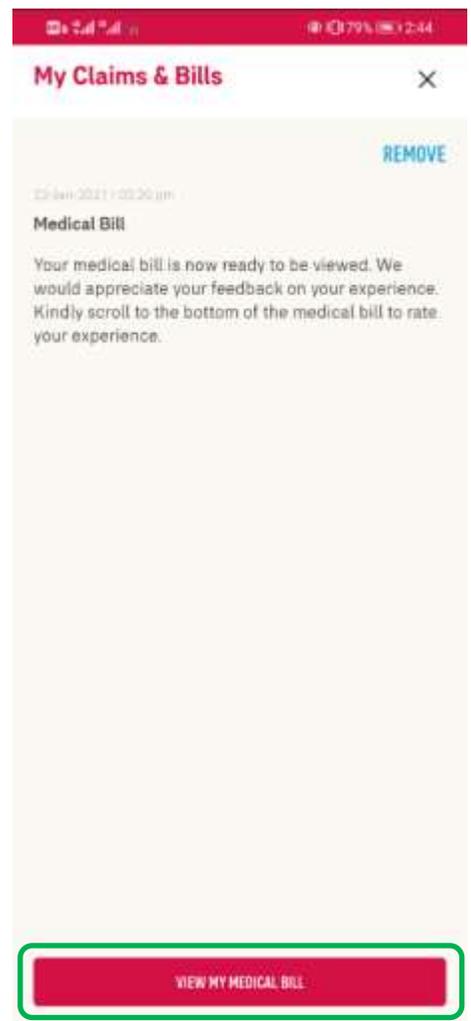
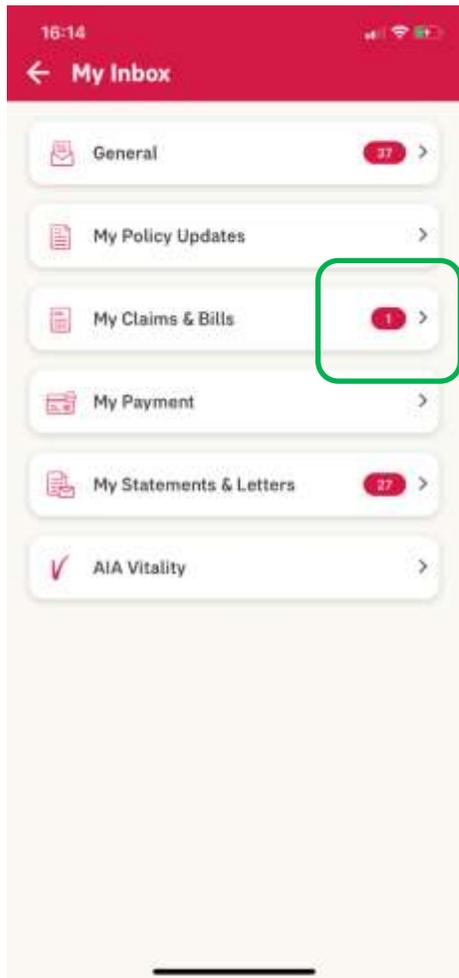
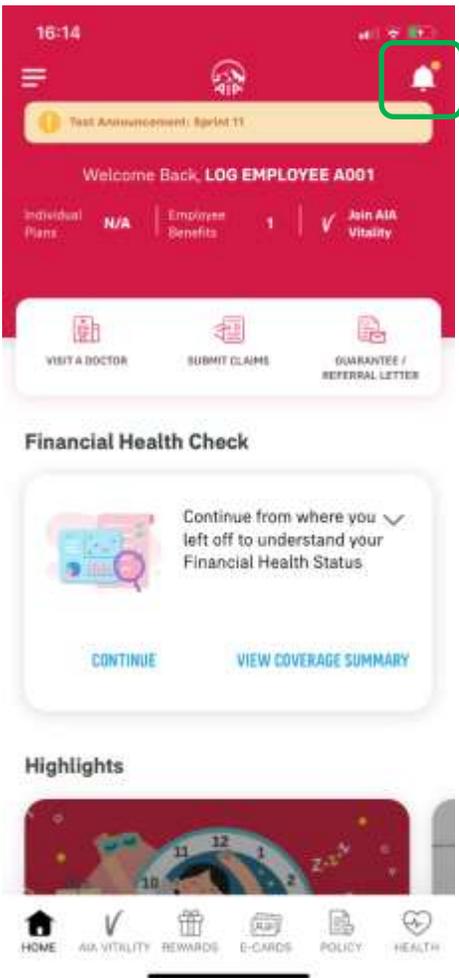
# ENTRY POINT TO PANEL RATING



A push notification will sent to your device, tapping on it and it will bring you to the message



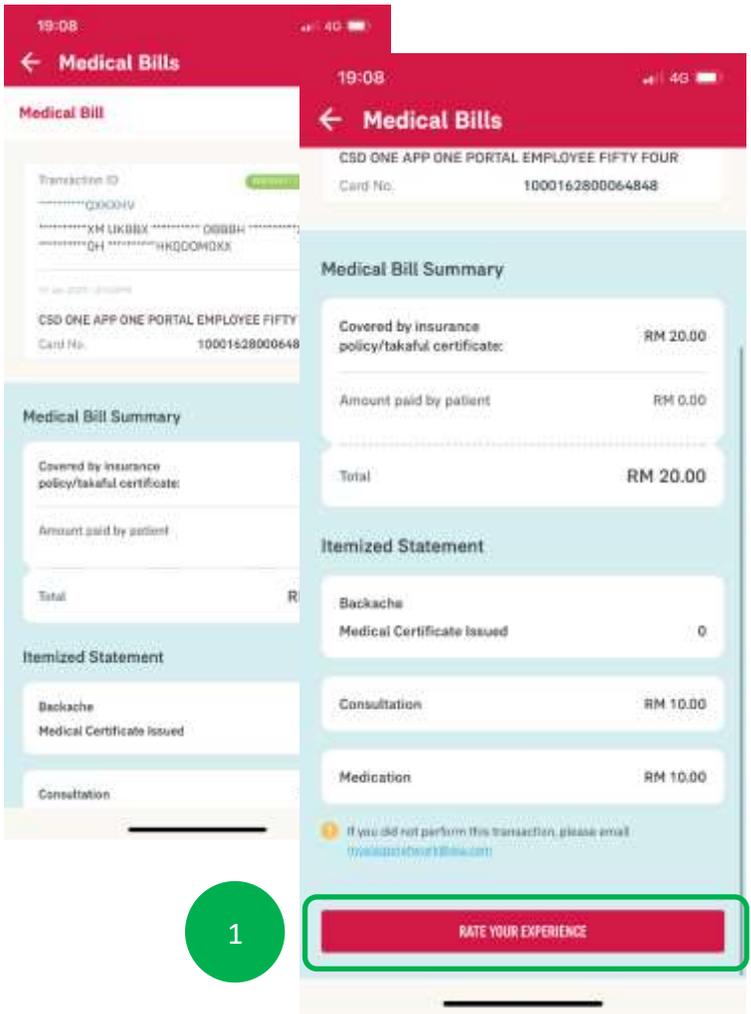
Tap on the "Bell" icon on the top right to view notifications.



# DIGITAL HEALTH

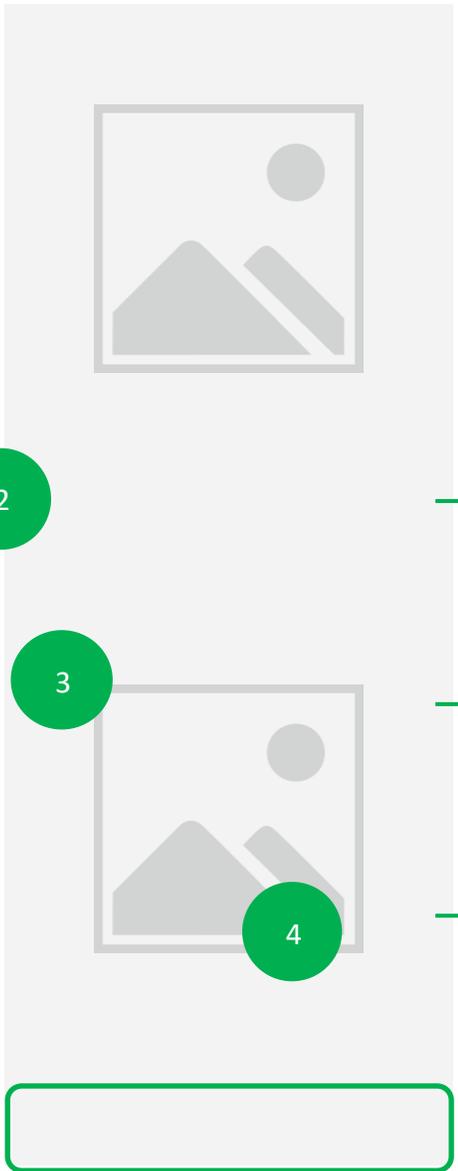
## 02: Part 1 – Rating Your Experience

# RATING YOUR EXPERIENCE



Scroll to the bottom of your medical bill

Tap on "Rate Your Experience" to share your feedback



Select the rating you would like to provide

Select relevant categories that you found positive or negative

Type in additional comments or notes you would like to share

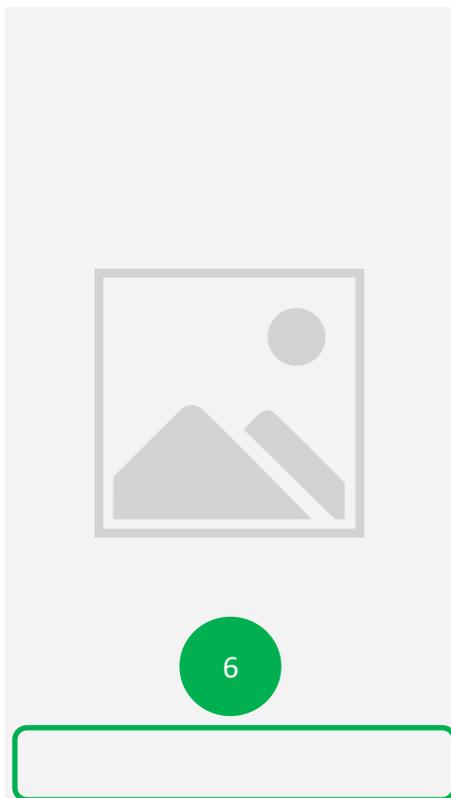
Tap "Submit" to complete



# RATING YOUR EXPERIENCE

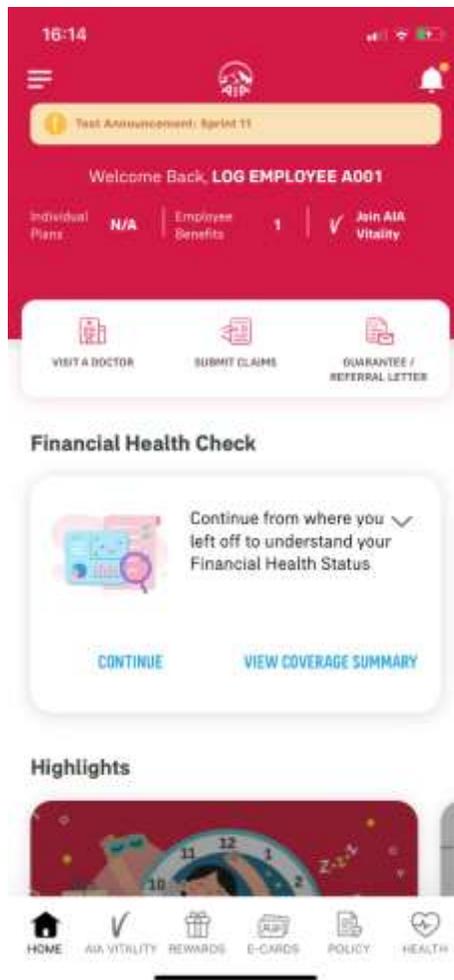
11

MY AIA APP



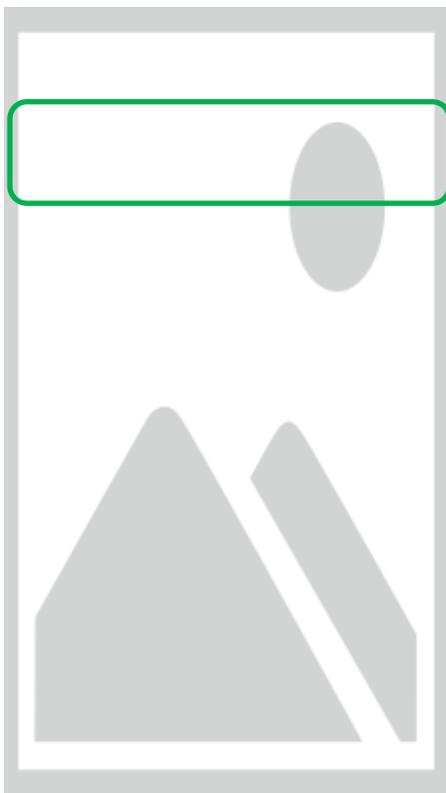
You will receive a successful message once the feedback has been submitted

Tap on "Done" to return to the dashboard



# RATING YOUR EXPERIENCE

11

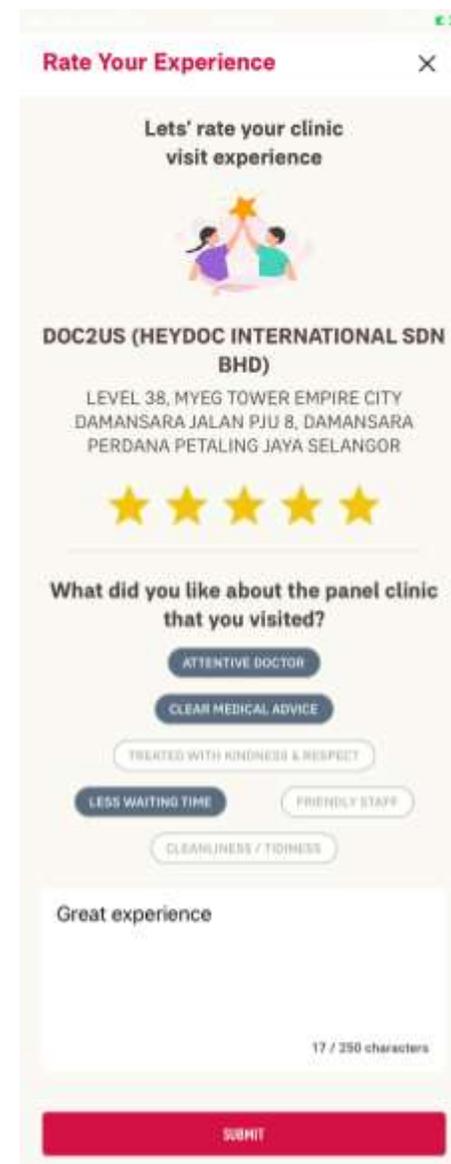


Tap on the notification to view the full message

A reminder will be sent if no response is received



Tap on "Rate Now" to share your feedback

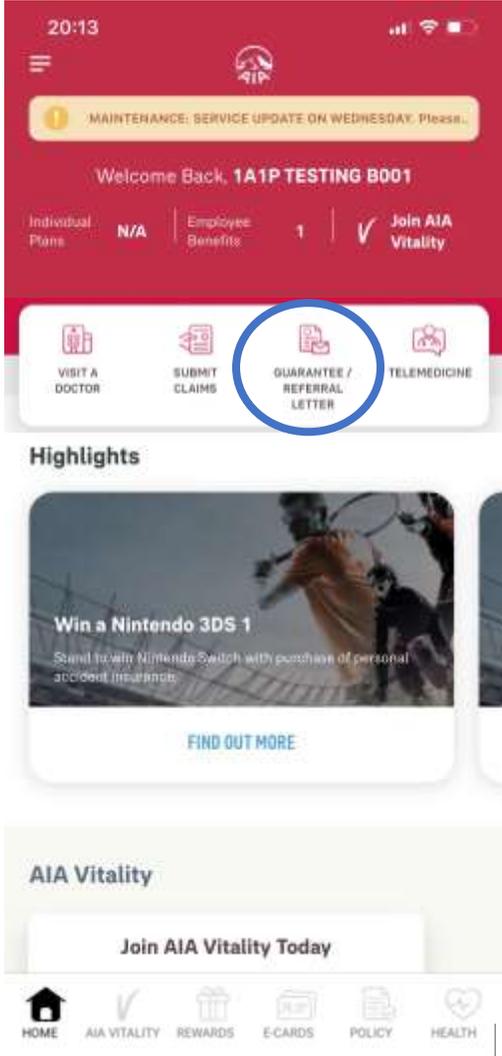


# GUARANTEE / REFERRAL LETTER

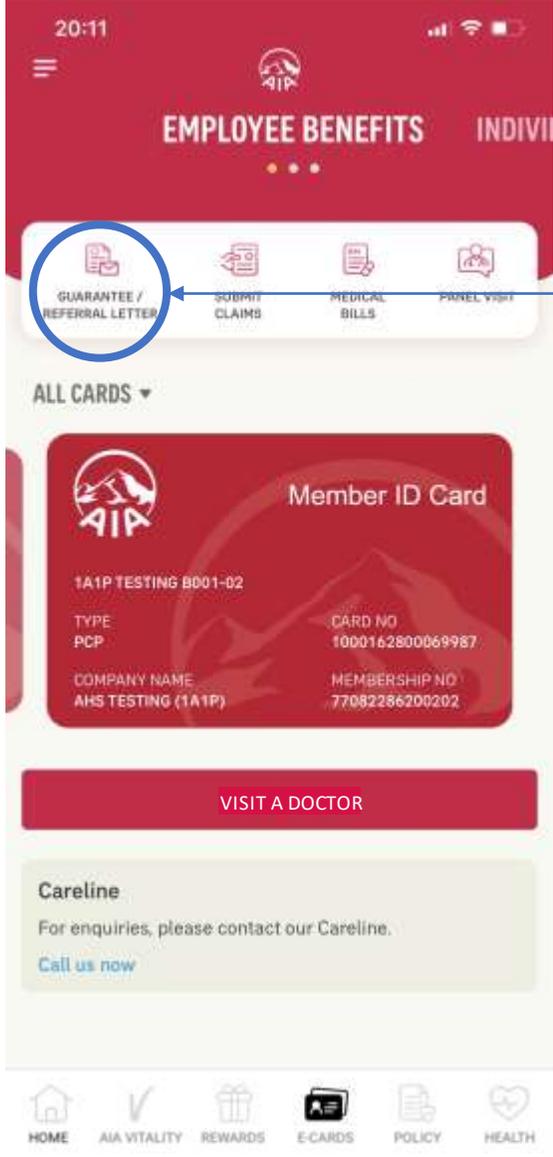
Applicable for AIA Corporate Members  
only

- Entry point
- View your GL/RL
- Entry point to request GL
- Begin Request
- Specialist Care, First Time Visit
- Direct Access Flow
- VIP Flow
- Notifications
- Duplicate Checking
- Error Messages

# ENTRY POINT GUARANTEE / REFERRAL LETTER

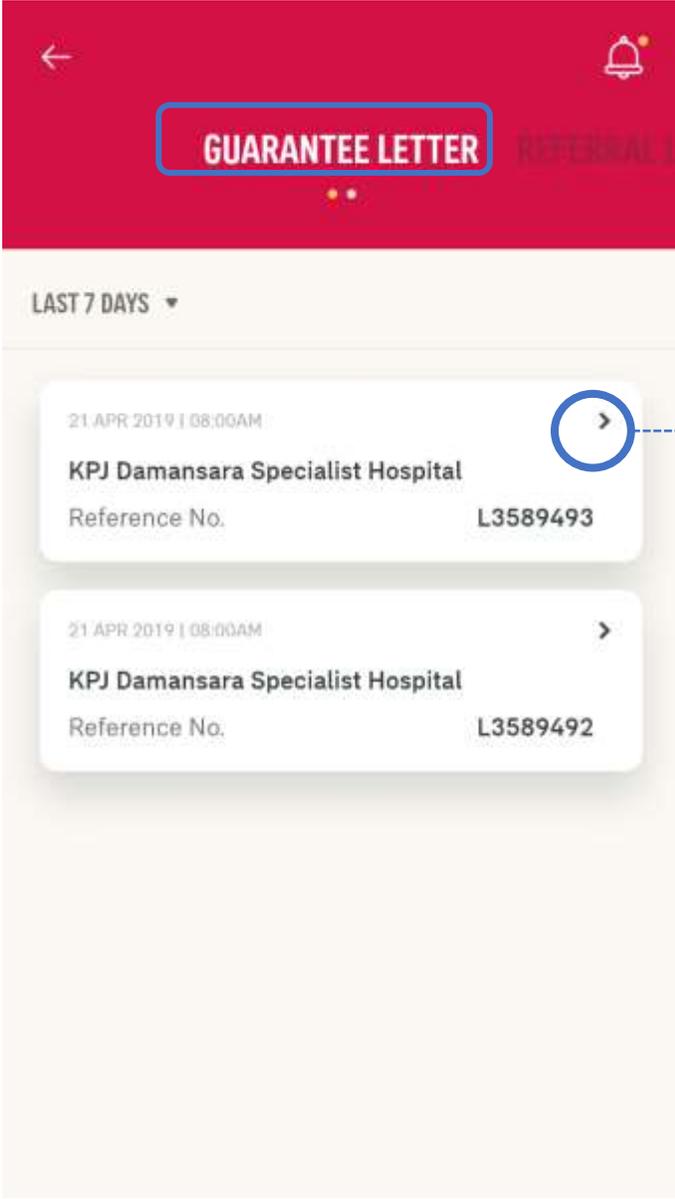


Option A:  
Entry Point @  
Main Dashboard



Option B:  
Entry Point @  
E-CARD  
Dashboard

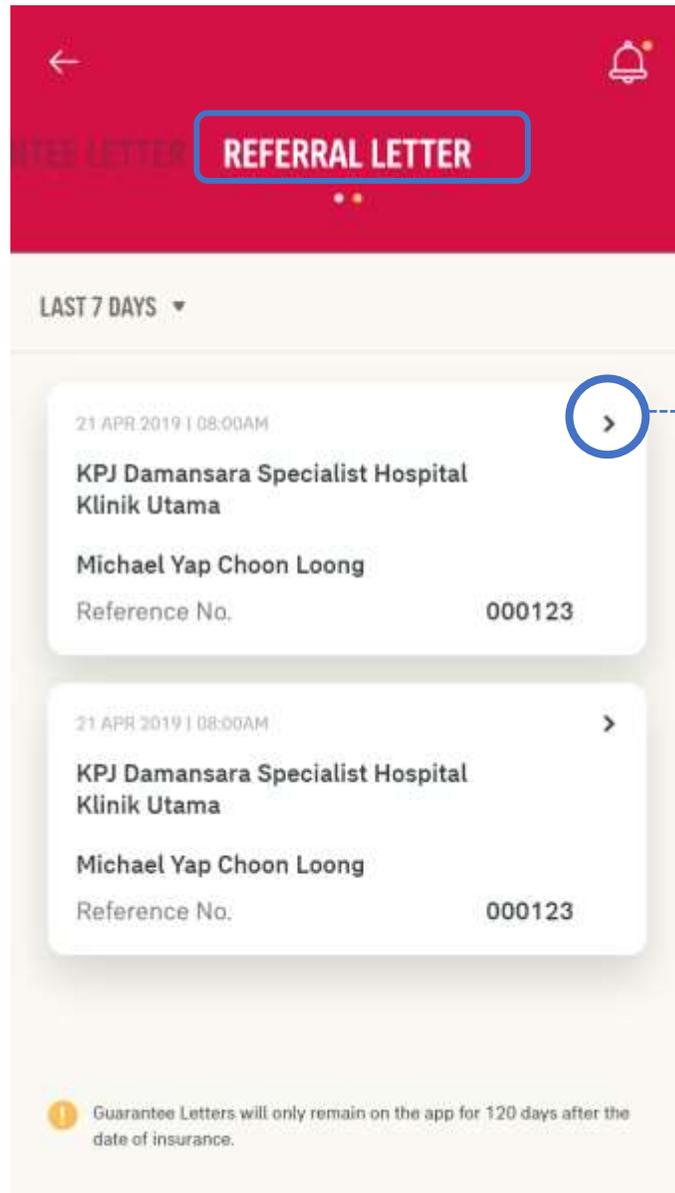
# VIEW YOUR GUARANTEE / REFERRAL LETTER



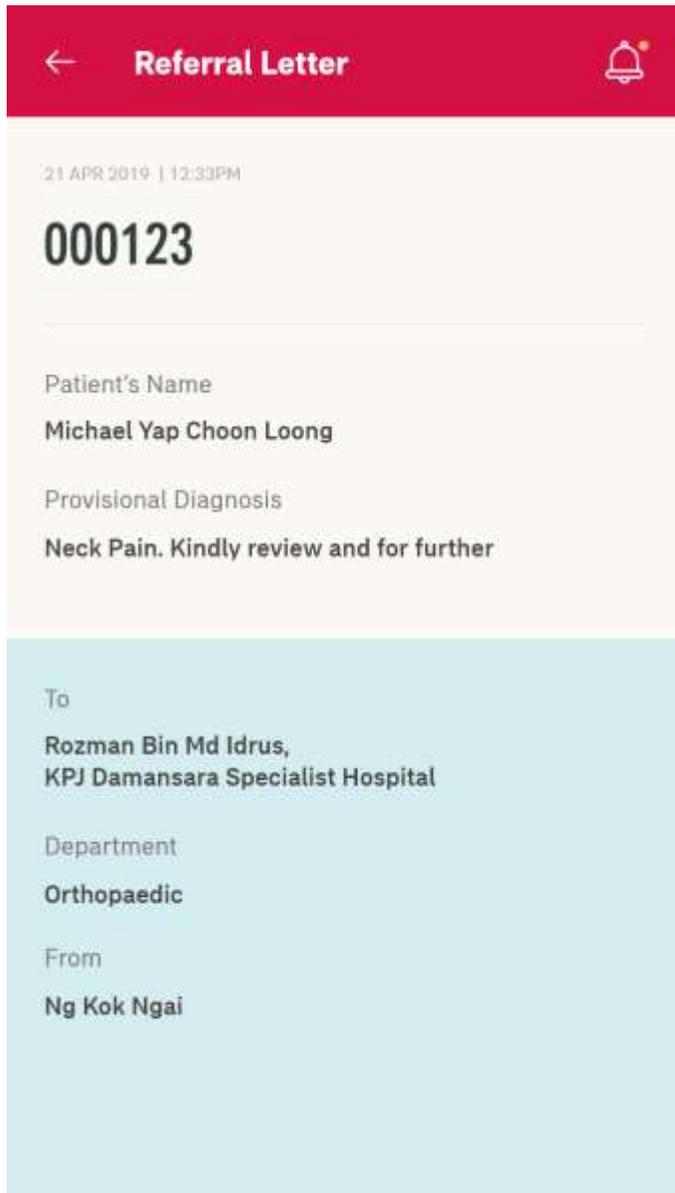
**Guarantee Letter**  
 Issued guarantee letter will be shown based on visitation



# VIEW YOUR GUARANTEE / REFERRAL LETTER

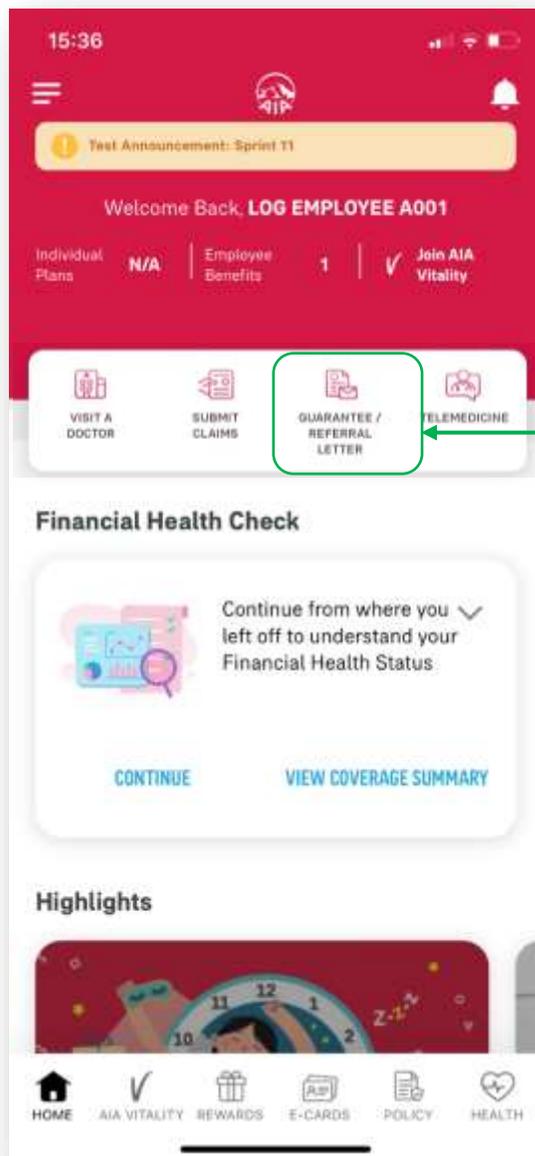


**Referral Letter**  
 Referral letter will be shown based on visitation

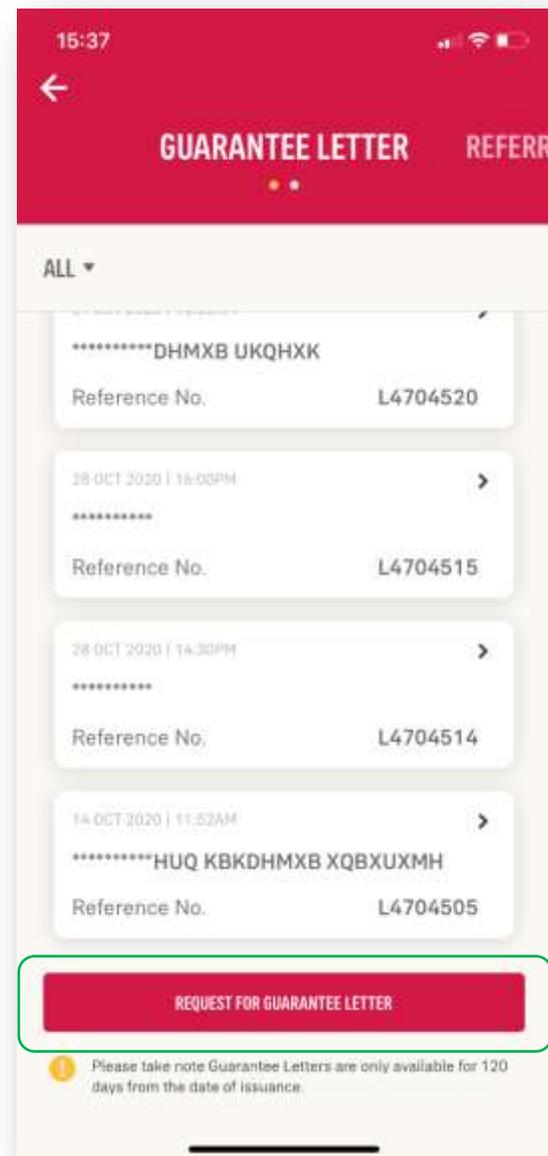


# REQUEST FOR GUARANTEE LETTER – 01: Entry Point to Request for GL

# ENTRY POINT TO REQUEST FOR GUARANTEE LETTER (GL)



Entry Point into the Guarantee Letter page



Click here to go into the Request for Guarantee Letter page



# REQUEST FOR GUARANTEE LETTER – 02: Part 1- Begin Request

# REQUEST FOR GL: Part 1- Begin Request




Enter the **Appointment Date**. It can only be 7 calendar days from **today's** date.

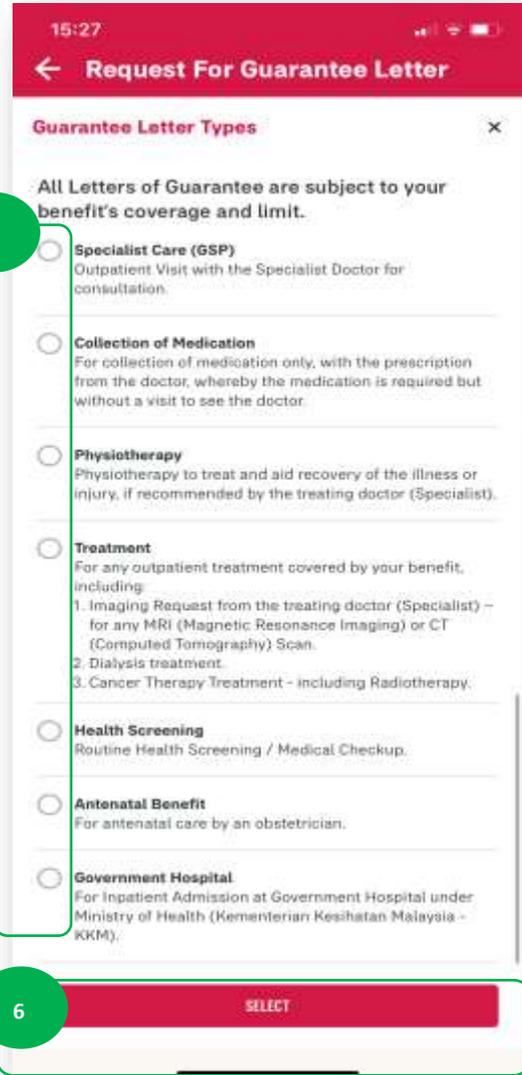
Select the **name of the person** this Guarantee Letter is for. If it is for you, select your own name. If it is for your dependent, then select your dependent's name.

Select the **type of Guarantee Letter** you are requesting for. If you are unsure on the different types of GL you are entitled to, click on the link to learn more about them.

Choose your company name (of this Employee Benefit) from the dropdown selection.

*Click here to know more about the different Guarantee Letter types.*

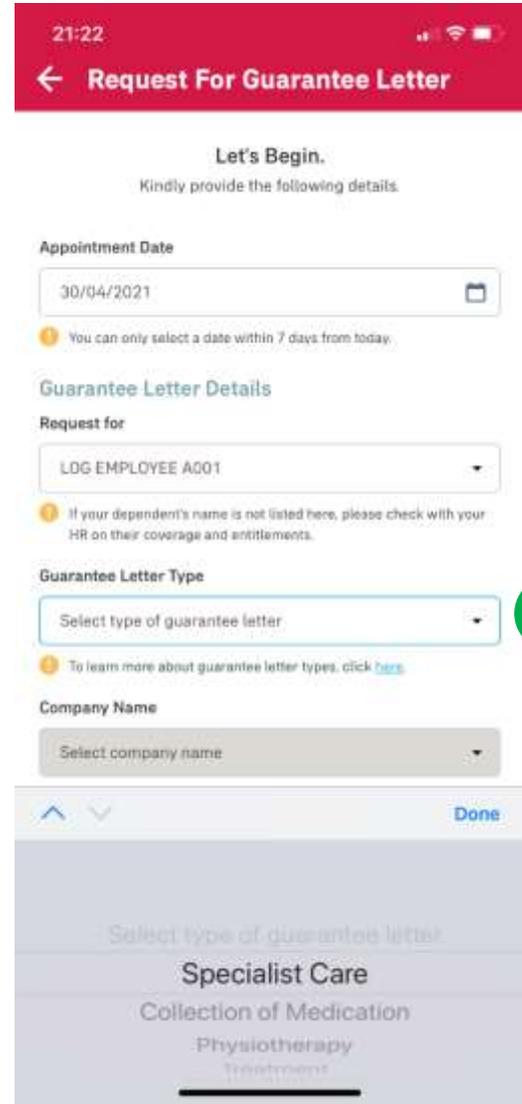
# REQUEST FOR GL: Part 1- Begin Request



5  
Click on the radio button for the selection of the GL type.

6  
Tap on "SELECT" to continue

Info page for the Guarantee Letter types



7  
Or you can also select the GL type from the dropdown here.

# REQUEST FOR GL: Part 1- Begin Request

STEP 1

STEP 2

STEP 3

STEP 4

21:22

← Request For Guarantee Letter

Let's Begin.  
Kindly provide the following details.

Appointment Date

30/04/2021

You can only select a date within 7 days from today.

Guarantee Letter Details

Request for

LOG EMPLOYEE A001

If your dependent's name is not listed here, please check with your HR on their coverage and entitlements.

Guarantee Letter Type

Specialist Care

To learn more about guarantee letter types, click [here](#).

Company Name

LOG TESTING

8 REQUEST NOW

Review the details, then tap on **“REQUEST NOW”** to continue with the GL Request.

# **REQUEST FOR GUARANTEE LETTER – 03: Part 2 for Specialist Care, First Time Visit**



# REQUEST FOR GL: Part 2- Specialist Care, First Time

STEP 1

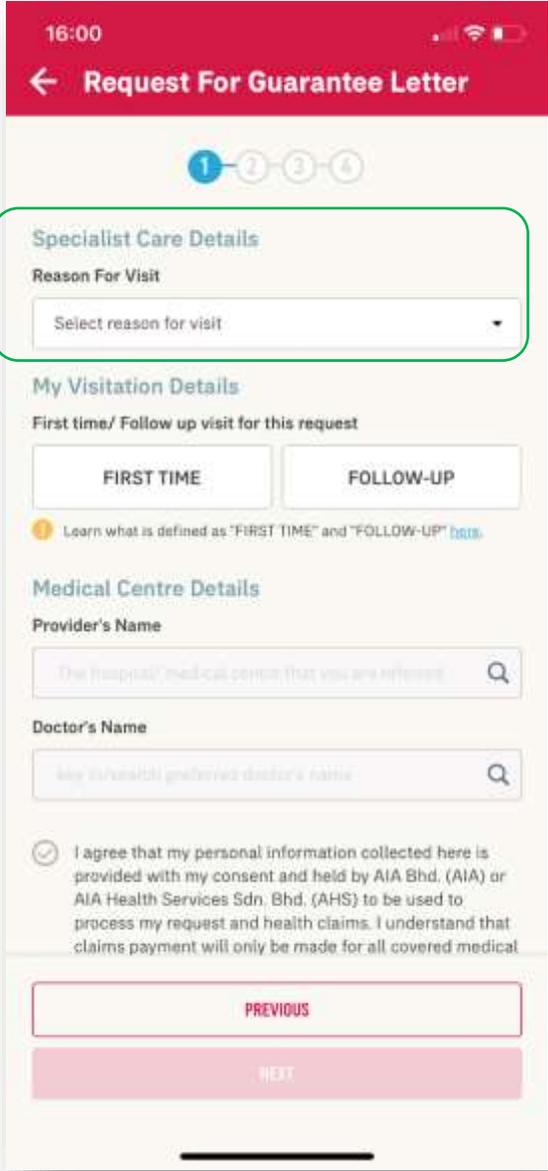
STEP 2

STEP 3

STEP 4

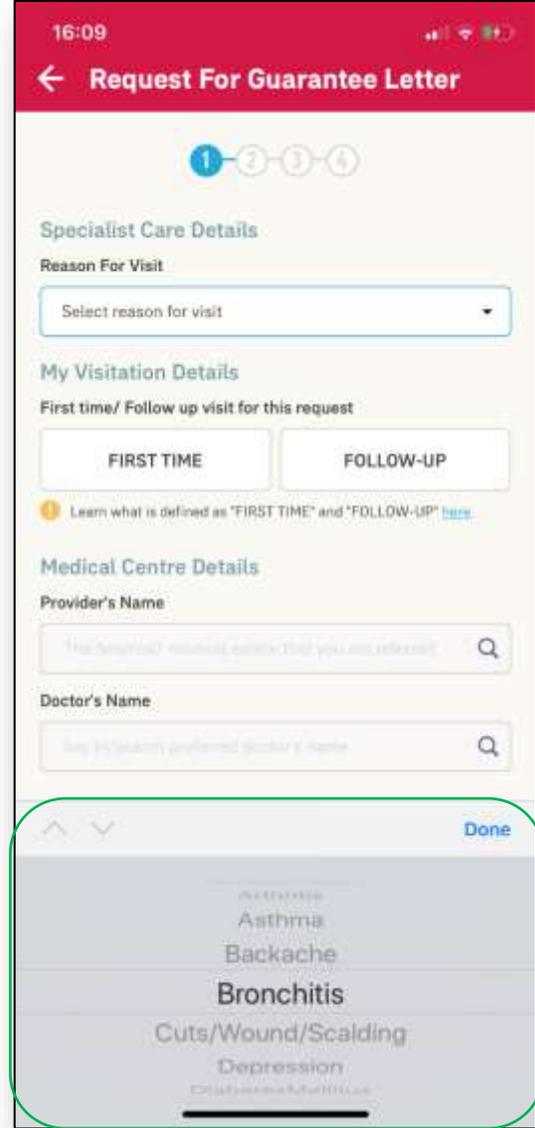
12

MY AIA APP



9

Select the Reason for Visit for this request.



10

Scroll through until the "reason for visit" is identified. Click on **Done** once selected.



# REQUEST FOR GL: Part 2- Specialist Care, First Time

STEP 1

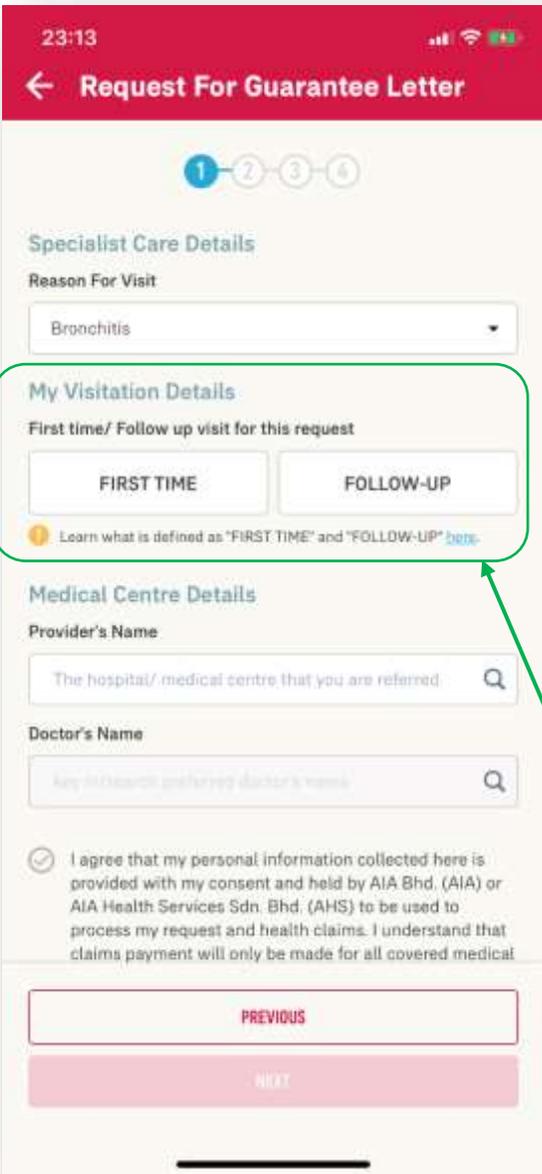
STEP 2

STEP 3

STEP 4

12

MY AIA APP



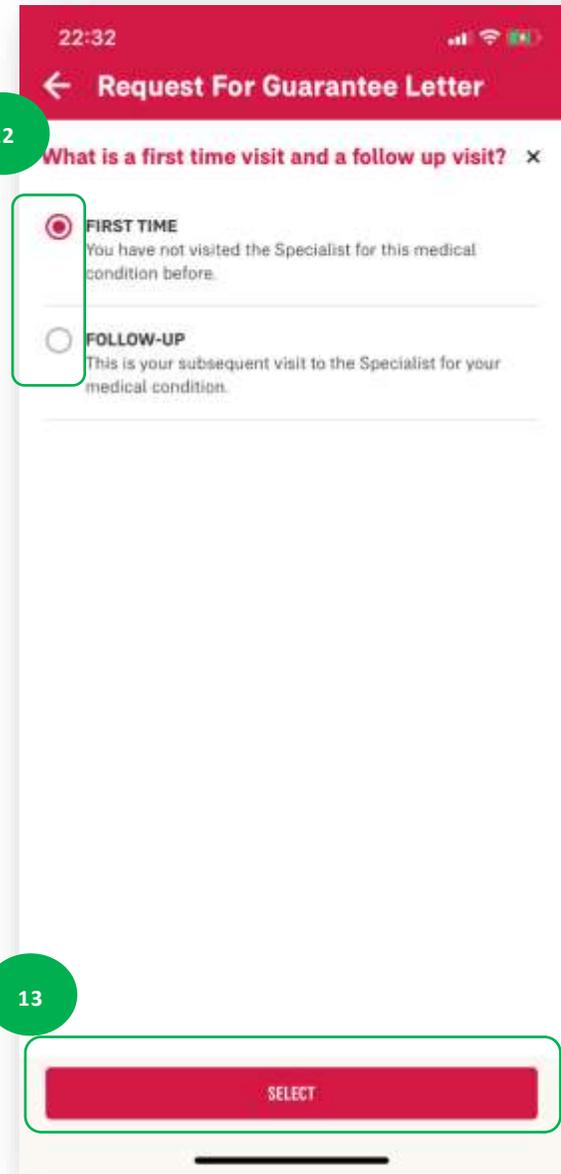
Only if “Specialist Care” GL Type is selected, then there is a section “My Visitation Details” to be filled up.

11 Choose if this is your first time to see the Specialist for this diagnosis, or if this is a follow-up appointment.

If you are unsure what is “First Time” or “Follow-Up”, click on the link to learn more.

*Click here to know more about the “First Time” and “Follow Up” visit.*

12



Click on the radio button for the selection of the visit type.

13

Tap on “SELECT” to continue



# REQUEST FOR GL: Part 2- Specialist Care, First Time

STEP 1

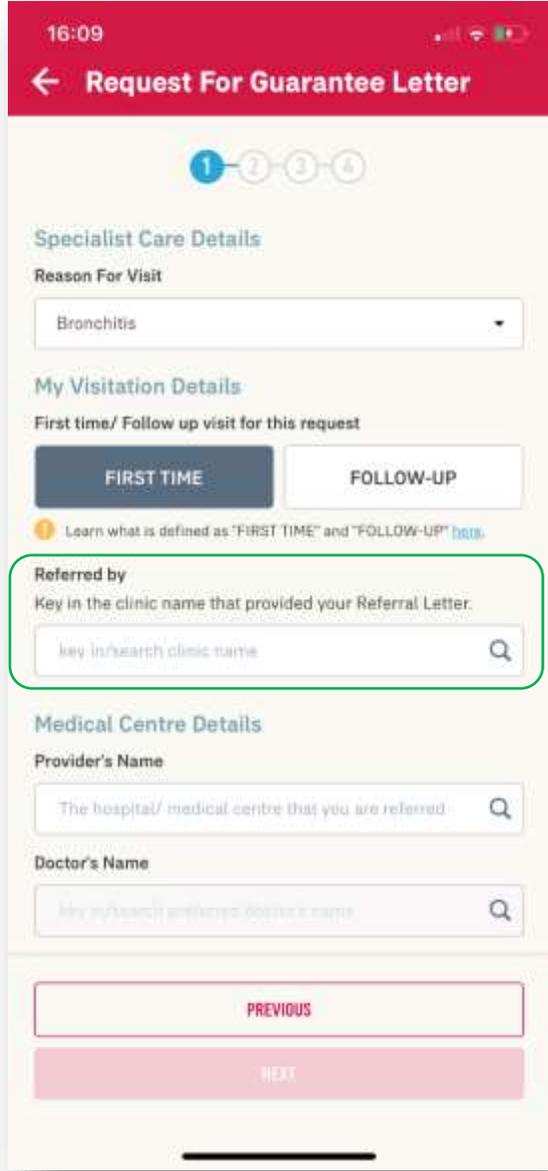
STEP 2

STEP 3

STEP 4

12

MY AIA APP

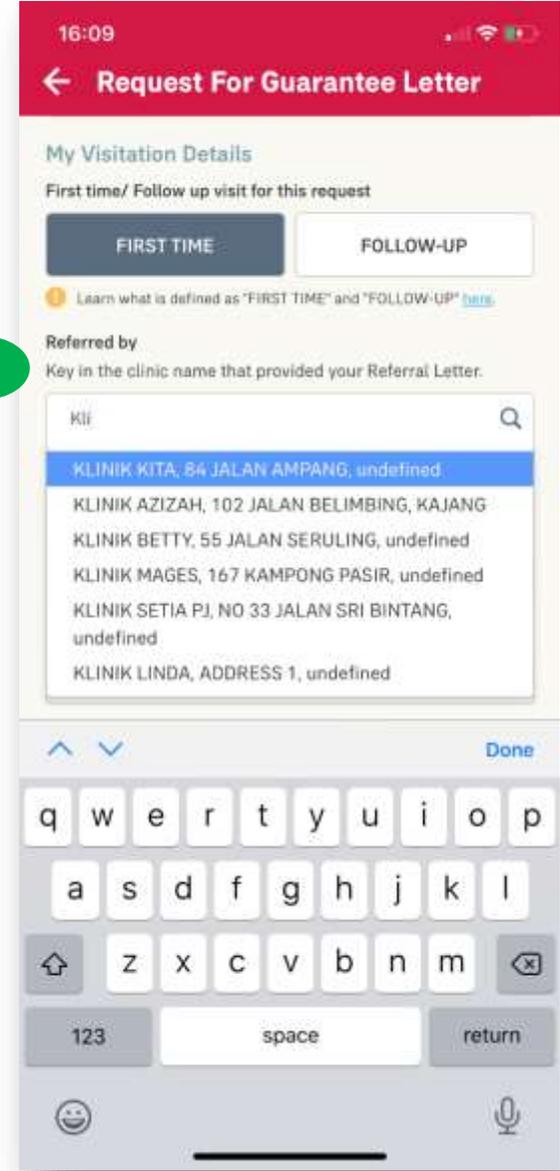


14

Only if "First Time" is selected, then there is new field "Referred By" to be filled up.

This field will not be displayed if "Follow-Up" is selected.

15



Select the name of the AIA panel clinic that you obtained the referral from, to see the Specialist. You can type the clinic name to speed up your search.



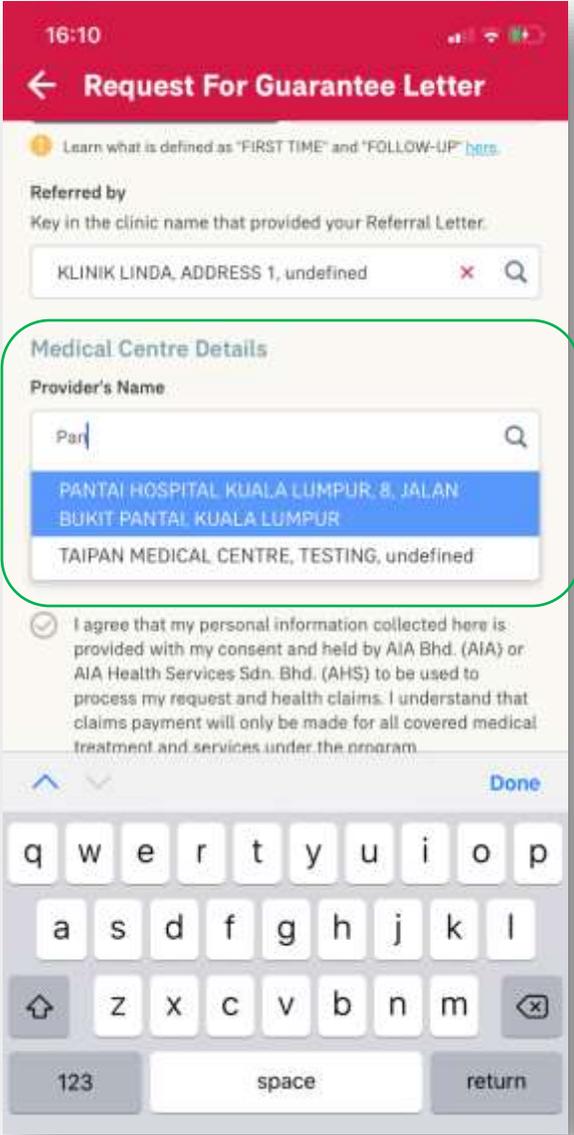
# REQUEST FOR GL: Part 2- Specialist Care, First Time

STEP 1

STEP 2

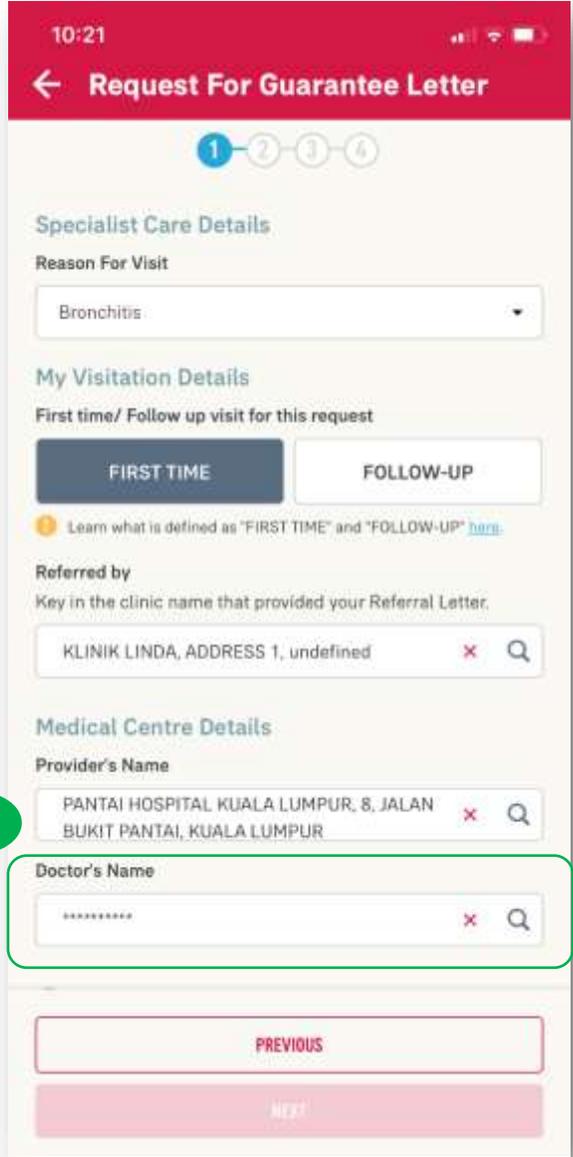
STEP 3

STEP 4



16

Select the name of the hospital / medical centre that you are going to. You can type the name to speed up your search.



17

Choose the name of the doctor that you are referred to.



# REQUEST FOR GL: Part 2- Specialist Care, First Time



12

MY AIA APP

Tick here to agree to the disclaimer statement.

Only after you have ticked on the box, you can tap on "NEXT" to proceed.

If you wish to amend your request so far, click on "PREVIOUS".



# REQUEST FOR GL: Part 2- Specialist Care, First Time

STEP 1

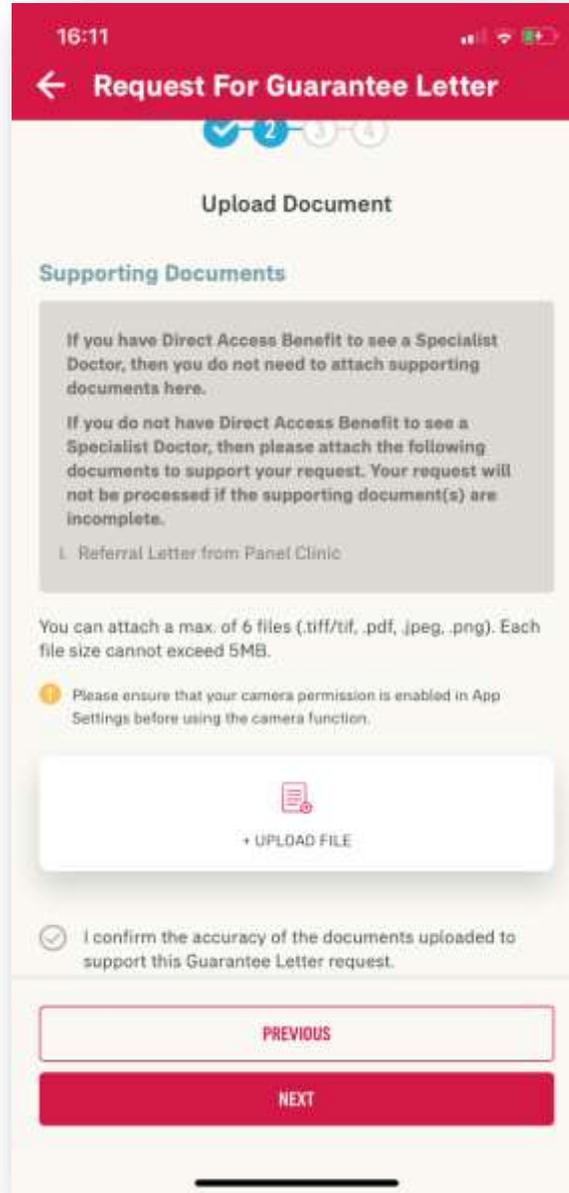
STEP 2

STEP 3

STEP 4

12

MY AIA APP



If you do not have Direct Access benefit to see the doctor, then you need to attach the supporting document(s) as stated here, for your request to be processed.



# REQUEST FOR GL: Part 2- Specialist Care, First Time

STEP 1

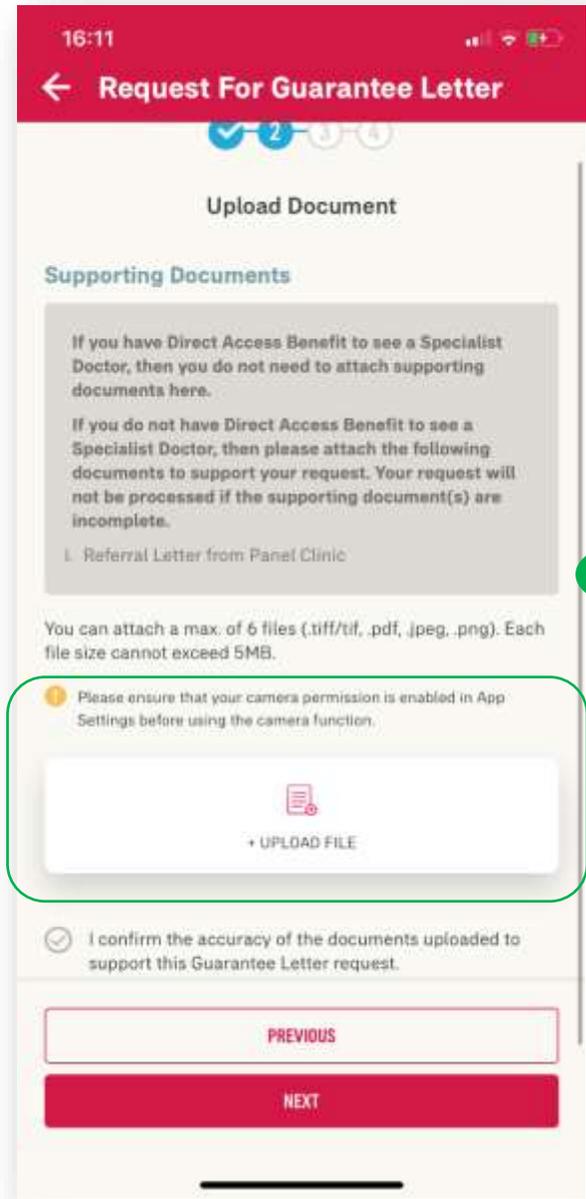
STEP 2

STEP 3

STEP 4

12

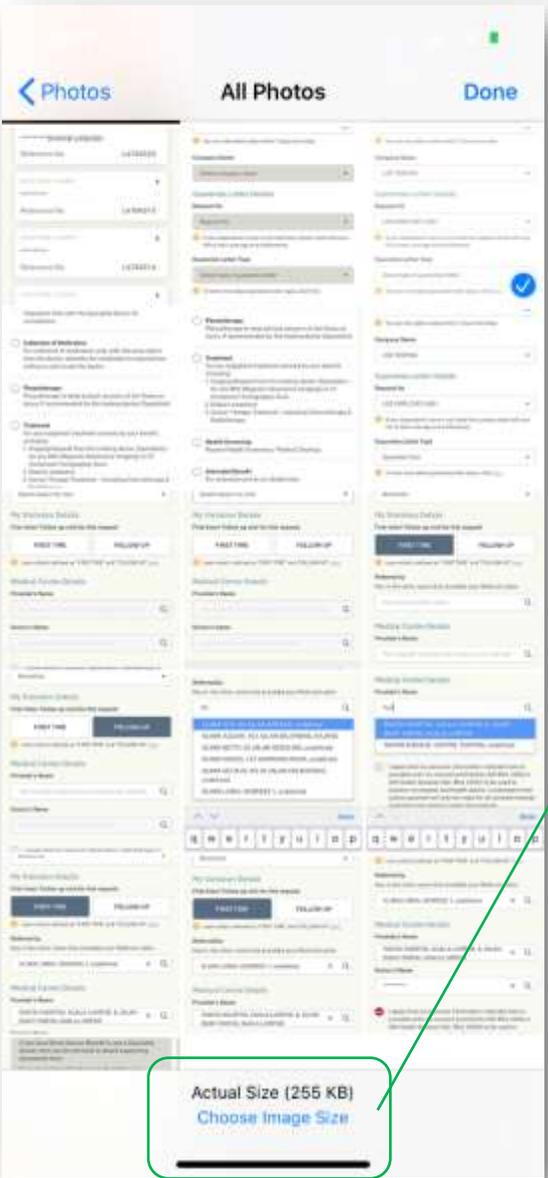
MY AIA APP



20

Click on the "Upload File".

You can opt to select a file from your gallery, or immediately take a photo through the camera function.



You can upload up to 6 documents. If the individual file size is too big, then you can opt to re-size it.



# REQUEST FOR GL: Part 2- Specialist Care, First Time

STEP 1

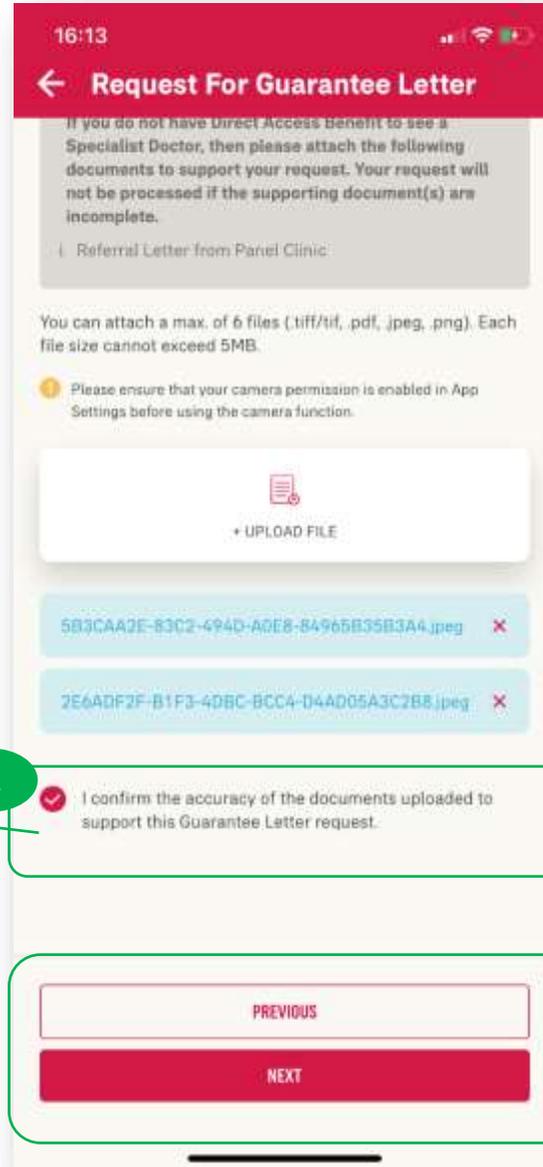
STEP 2

STEP 3

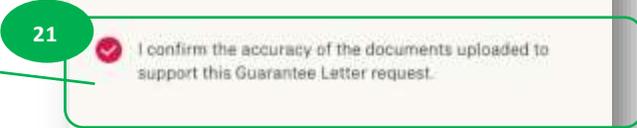
STEP 4

12

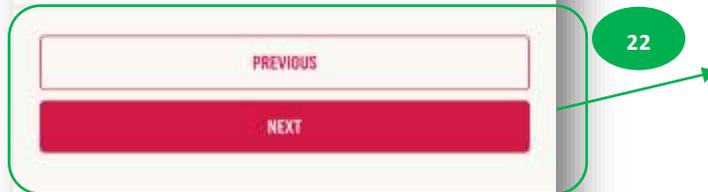
MY AIA APP



Tick here to agree to the disclaimer statement, if you have attached supporting documents.



Only after you have ticked on the box, you can tap on "NEXT" to proceed.



If you wish to amend your request so far, click on "PREVIOUS".



# REQUEST FOR GL: Part 2- Specialist Care, First Time

STEP 1

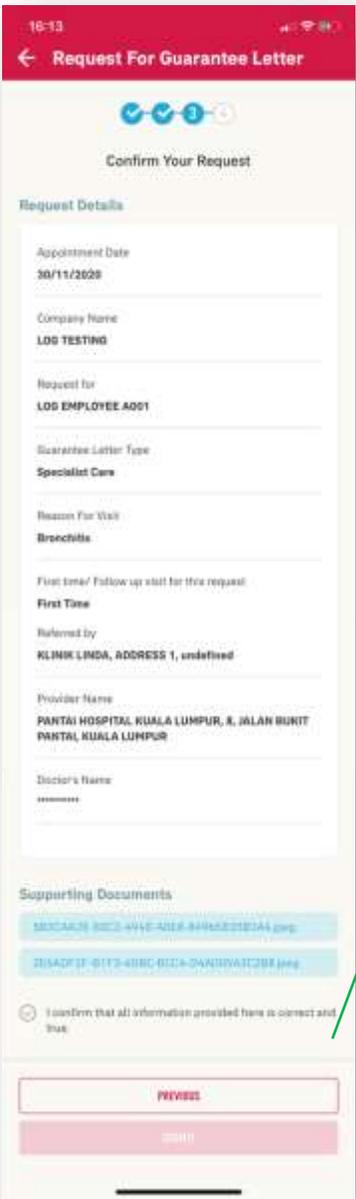
STEP 2

STEP 3

STEP 4

12

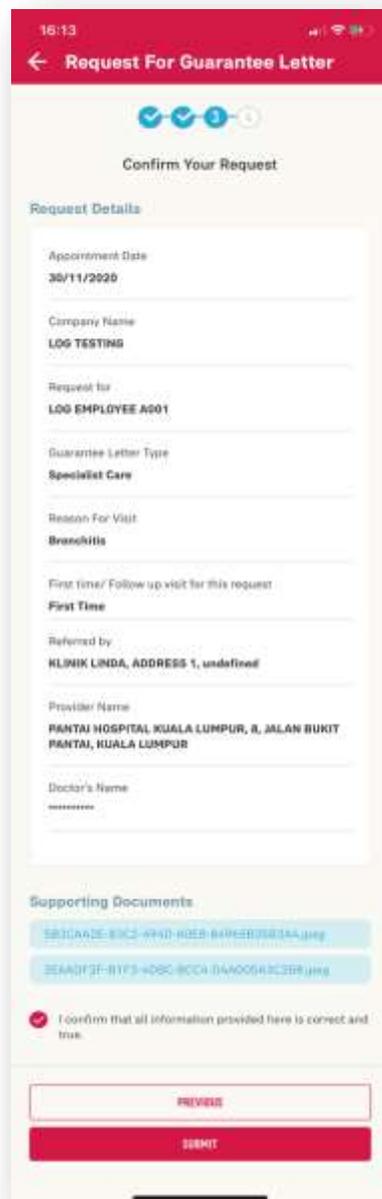
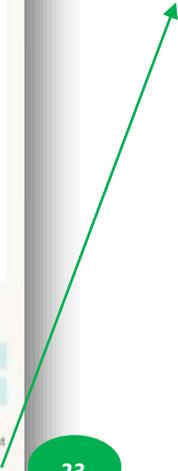
MY AIA APP



23

This is the confirmation page. Review your request details. If you wish to amend the details of your request, click on “PREVIOUS” to go back to previous screens.

If you wish to proceed, then tick here to agree to the confirmation.

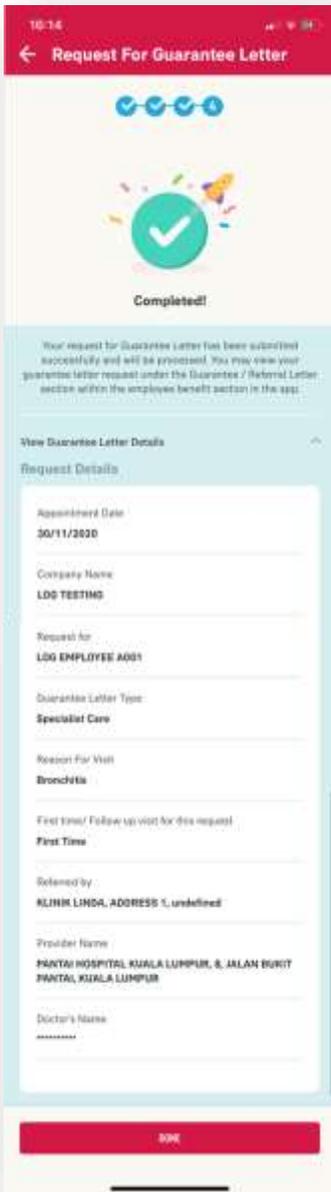


24

Only after you have ticked on the box, you can tap on “SUBMIT” to submit your request.



# REQUEST FOR GL: Part 2- Specialist Care, First Time



Your request has been submitted and will be processed accordingly. You will see this confirmation page.



# REQUEST FOR GUARANTEE LETTER – 04: Part 2 for Direct Access Flow

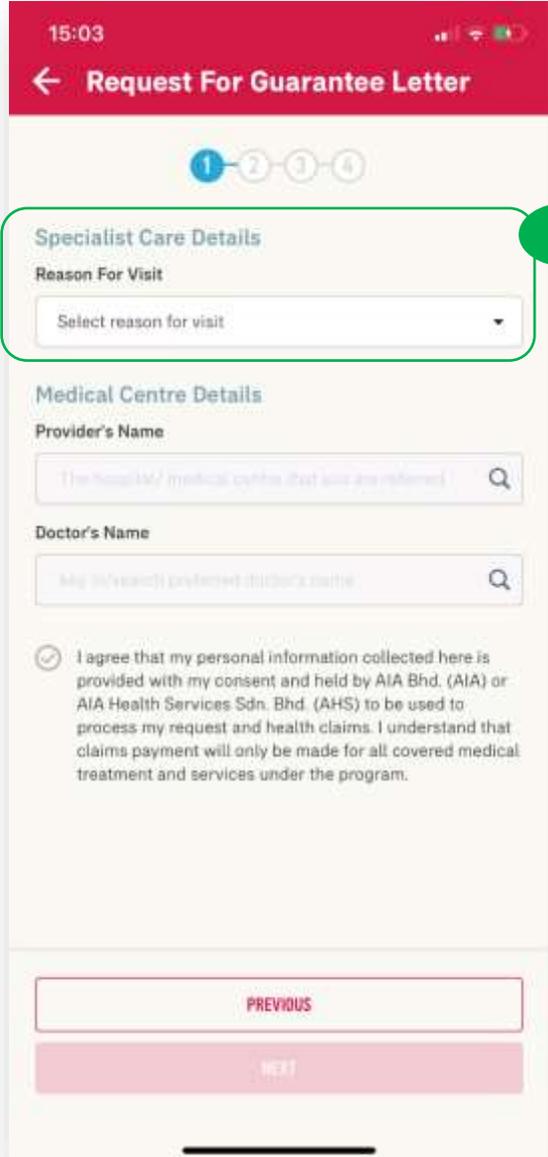
# REQUEST FOR GL: Part 2- Direct Access Flow

STEP 1

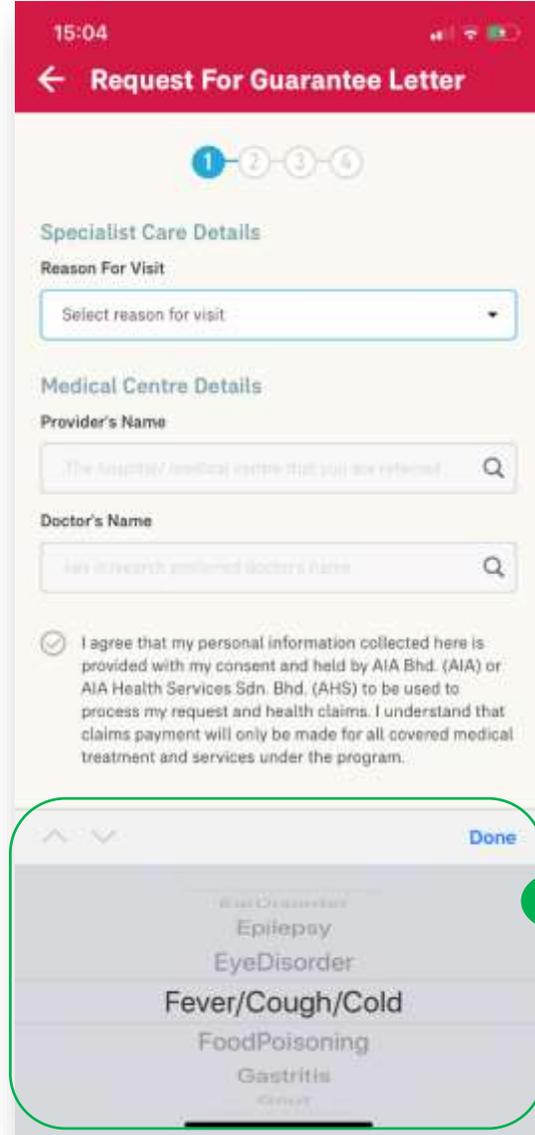
STEP 2

STEP 3

STEP 4



Select the Reason for Visit for this request.



Scroll through until the "reason for visit" is identified. Click on **Done** once selected.

Members with Direct Access benefit do not need to indicate if the Specialist Care visit is for First Time or Follow-up. The fields are not available to be filled.



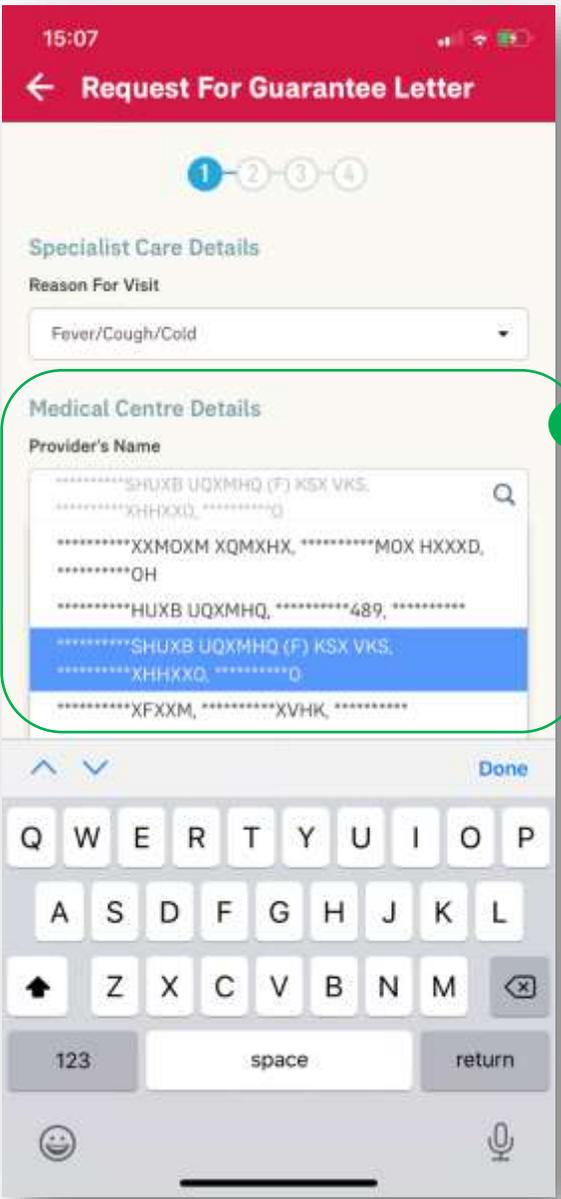
# REQUEST FOR GL: Part 2- Direct Access Flow

STEP 1

STEP 2

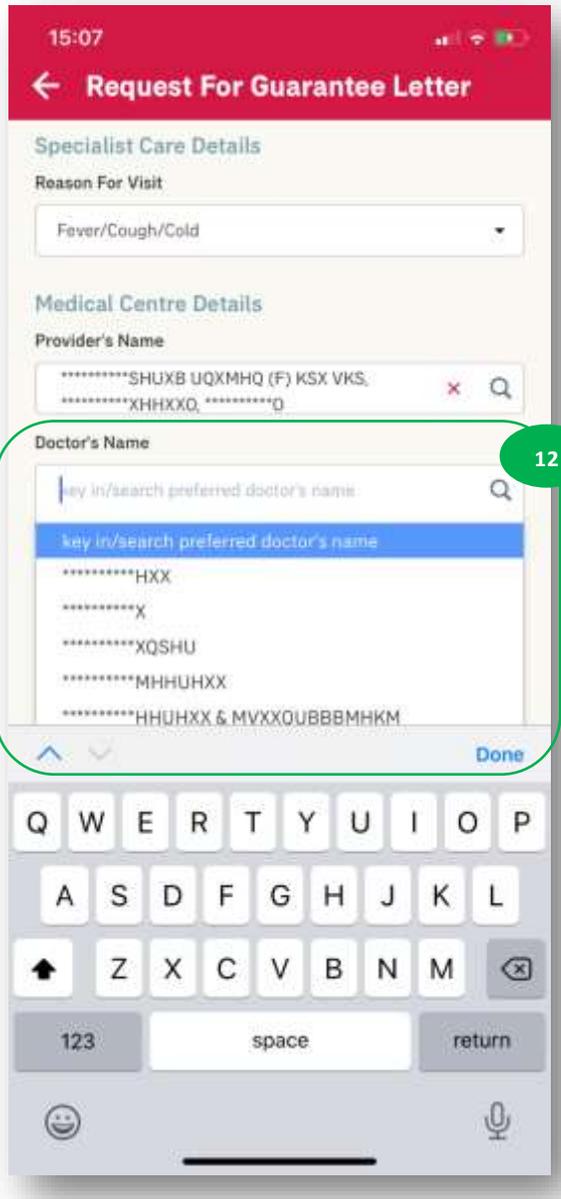
STEP 3

STEP 4



11

Select the name of the hospital / medical centre that you are going to. You can type the name to speed up your search.



12

Choose the name of the doctor that you are referred to.

12

MY AIA APP



# REQUEST FOR GL: Part 2- Direct Access Flow

STEP 1

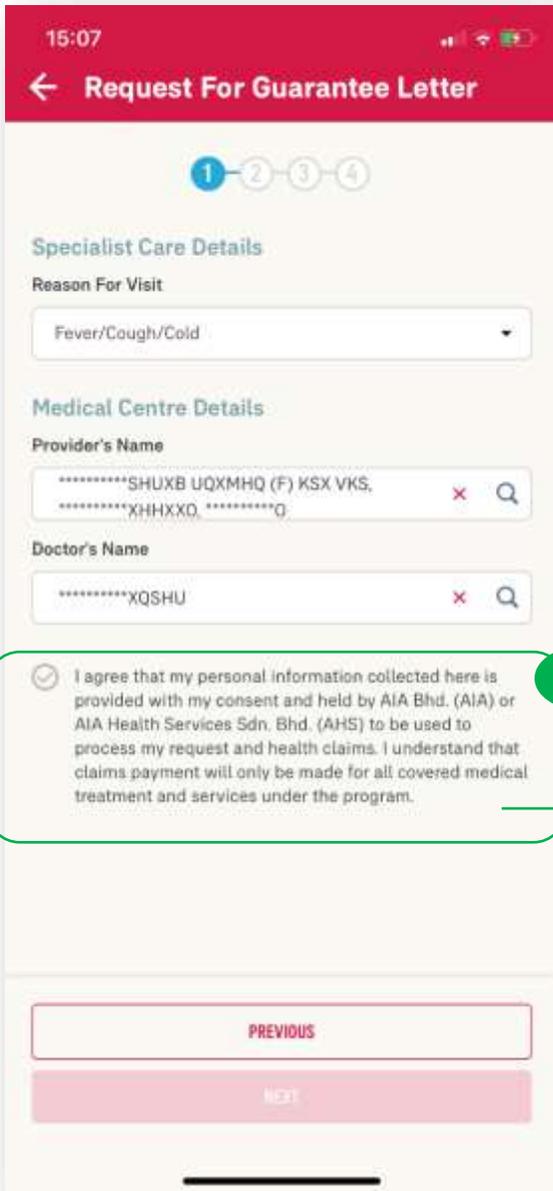
STEP 2

STEP 3

STEP 4

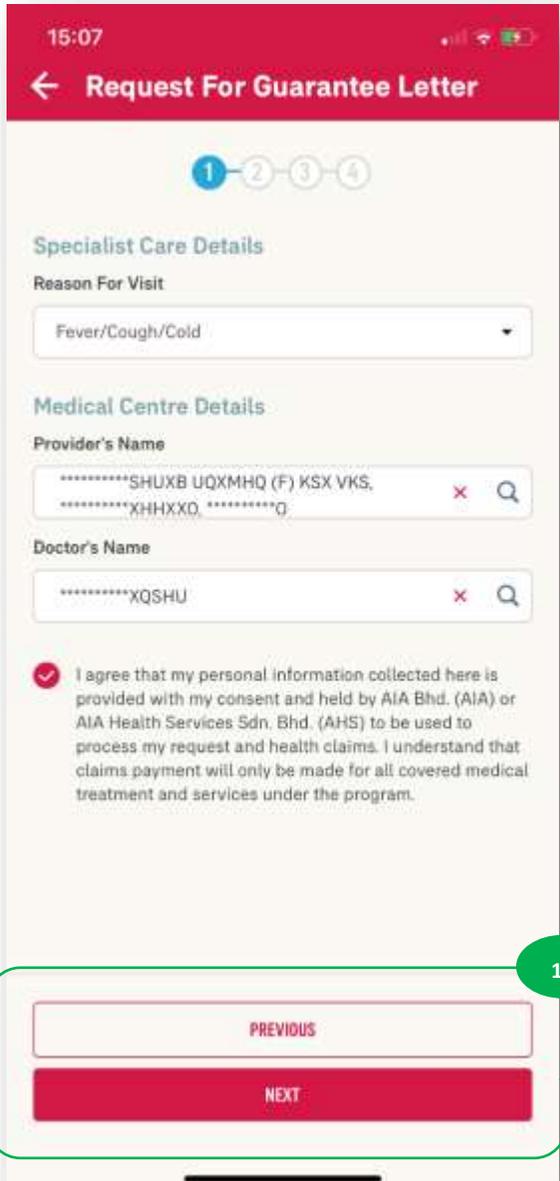
12

MY AIA APP



13

Tick here to agree to the disclaimer statement.



14

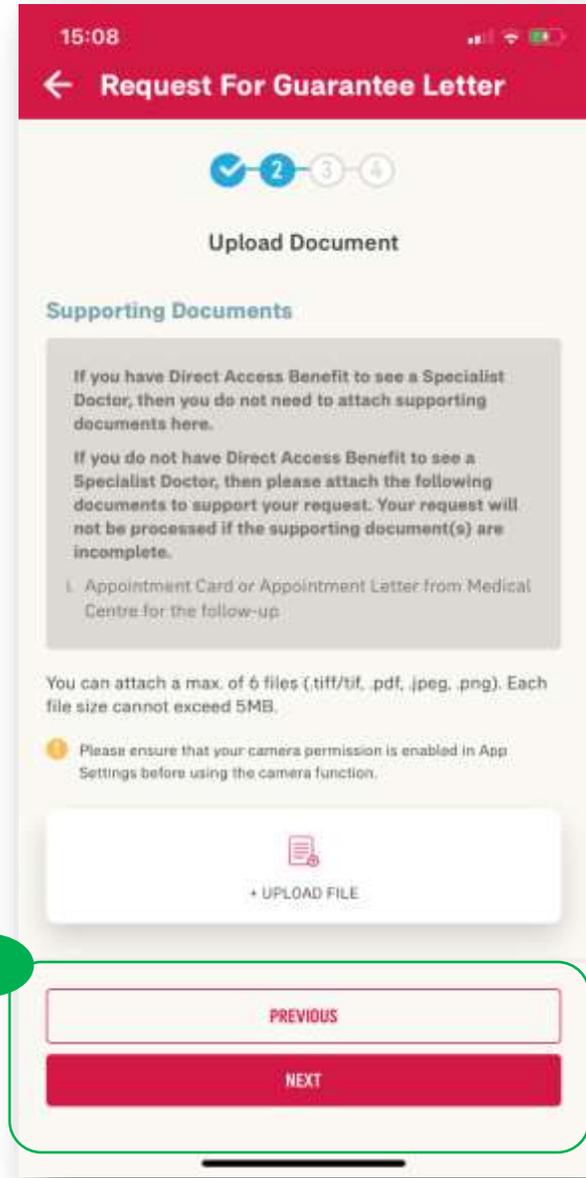
Only after you have ticked on the box, you can tap on "NEXT" to proceed. If you wish to amend your request so far, click on "PREVIOUS".



# REQUEST FOR GL: Part 2- Direct Access Flow



15



For Members with Direct Access benefit, the supporting document(s) for Specialist Care visit is not mandatory.

However, if you have the supporting document(s) - referral letter / follow-up letter, you can attach it here.

If you have uploaded any document, then you need to tick on the disclaimer before can click on "NEXT".

Tap on "NEXT" to proceed. If you wish to amend your request so far, click on "PREVIOUS".



# REQUEST FOR GL: Part 2- Direct Access Flow

STEP 1

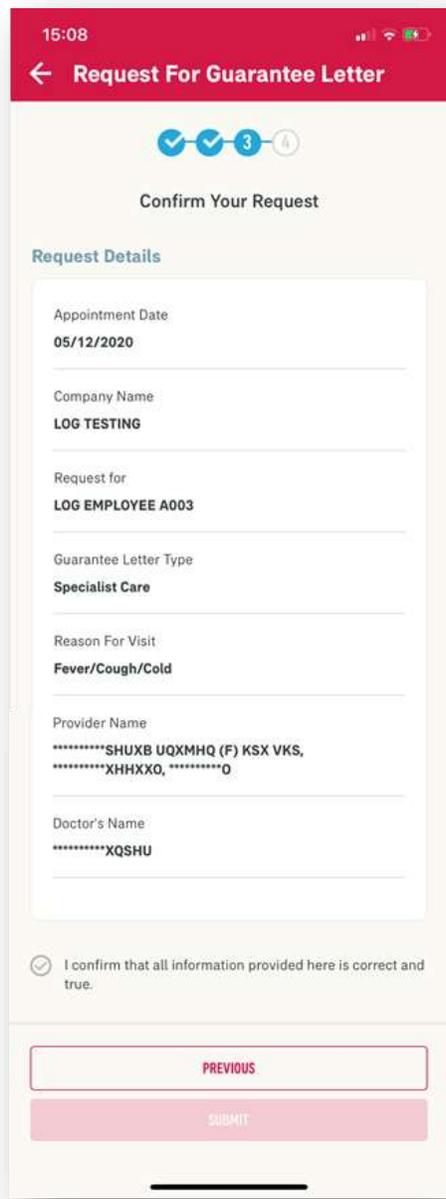
STEP 2

STEP 3

STEP 4

12

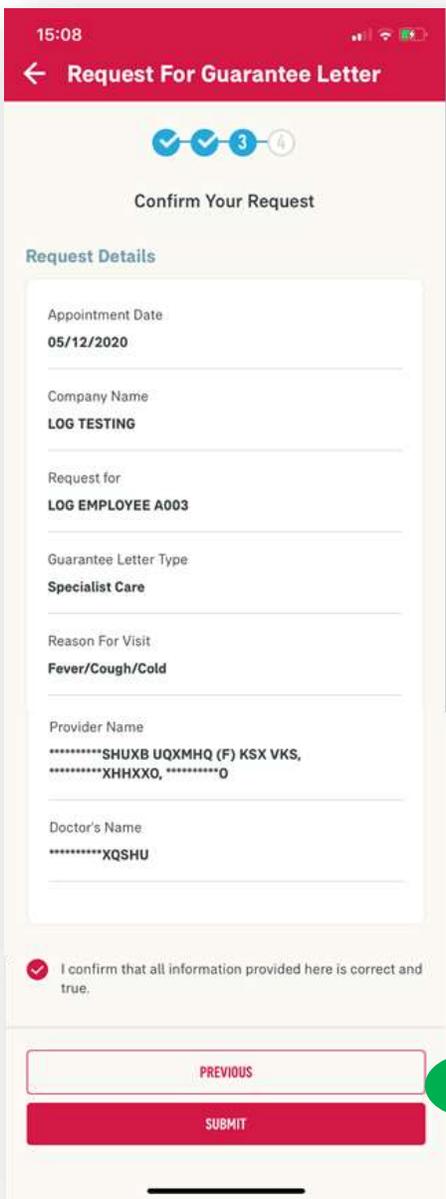
MY AIA APP



This is the confirmation page. Review your request details. If you wish to amend the details of your request, click on "PREVIOUS" to go back to previous screens.

If you wish to proceed, then tick here to agree to the confirmation.

16

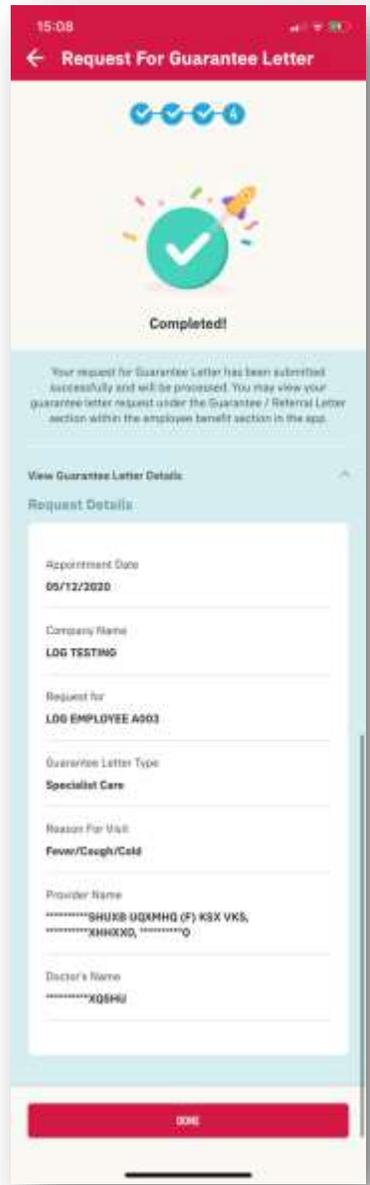


17

Only after you have ticked on the box, you can tap on "SUBMIT" to submit your request.



# REQUEST FOR GL: Part 2- Direct Access Flow



Your request has been submitted and will be processed accordingly. You will see this confirmation page.



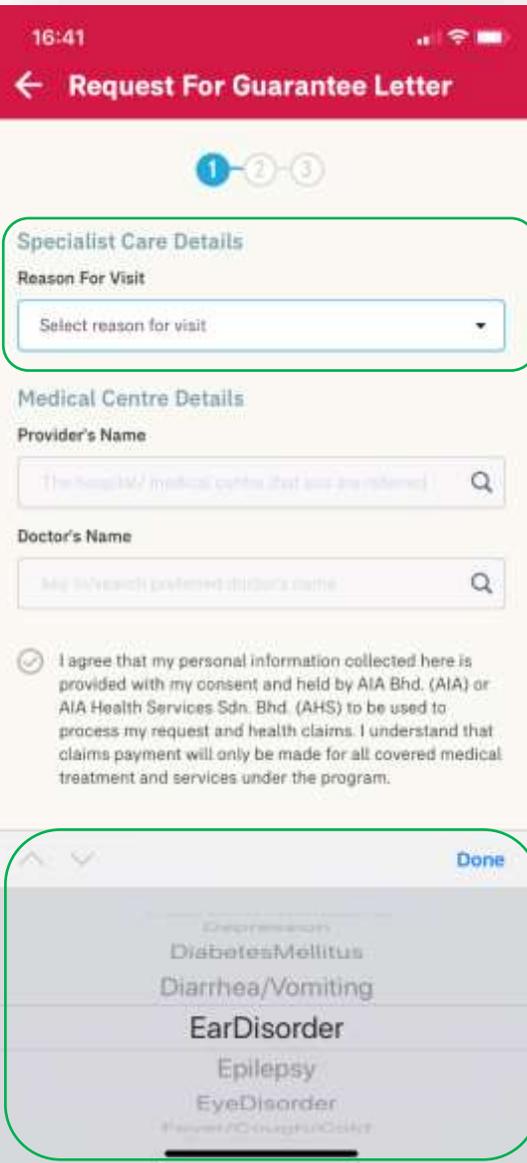
# REQUEST FOR GUARANTEE LETTER – 05: Part 2 for VIP Flow

# REQUEST FOR GL: Part 2- VIP Flow

STEP 1

STEP 2

STEP 3

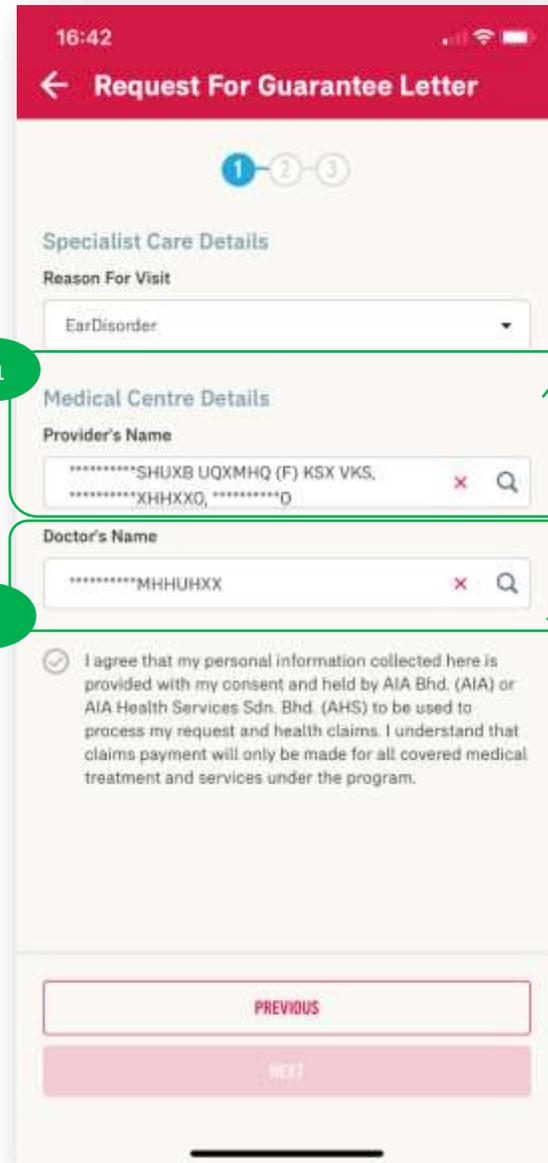


9

Select the Reason for Visit for this request.

10

Scroll through until the "reason for visit" is identified. Click on **Done** once selected.



11

Select the name of the hospital/ medical centre that you are going to. You can type the name to speed up your search.

12

Choose the name of the doctor that you are referred to.

VIP members do not need to indicate if the Specialist Care visit is for First Time or Follow-up. The fields are not available to be filled.

12

MY AIA APP



# REQUEST FOR GL: Part 2- VIP Flow

STEP 1

STEP 2

STEP 3

12

MY AIA APP

16:42

Request For Guarantee Letter

1 2 3

Specialist Care Details

Reason For Visit

EarDisorder

Medical Centre Details

Provider's Name

\*\*\*\*\*SHUXB UQXMHQ (F) KSX VKS,  
\*\*\*\*\*XHHXXQ, \*\*\*\*\*Q

Doctor's Name

\*\*\*\*\*MHHJHXX

I agree that my personal information collected here is provided with my consent and held by AIA Bhd. (AIA) or AIA Health Services Sdn. Bhd. (AHS) to be used to process my request and health claims. I understand that claims payment will only be made for all covered medical treatment and services under the program.

PREVIOUS

NEXT

13

Tick here to agree to the disclaimer statement.

16:42

Request For Guarantee Letter

1 2 3

Specialist Care Details

Reason For Visit

EarDisorder

Medical Centre Details

Provider's Name

\*\*\*\*\*SHUXB UQXMHQ (F) KSX VKS,  
\*\*\*\*\*XHHXXQ, \*\*\*\*\*Q

Doctor's Name

\*\*\*\*\*MHHJHXX

I agree that my personal information collected here is provided with my consent and held by AIA Bhd. (AIA) or AIA Health Services Sdn. Bhd. (AHS) to be used to process my request and health claims. I understand that claims payment will only be made for all covered medical treatment and services under the program.

PREVIOUS

NEXT

14

Only after you have ticked on the box, you can tap on "NEXT" to proceed. If you wish to amend your request so far, click on "PREVIOUS".



# REQUEST FOR GL: Part 2- VIP Flow

STEP 1

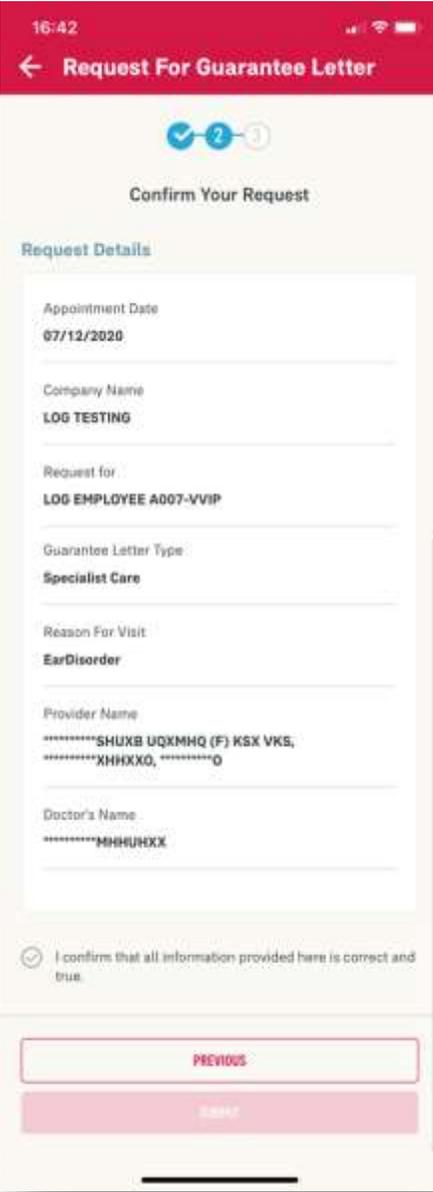
STEP 2

STEP 3

VIP members do not need to upload documents for the GL request.

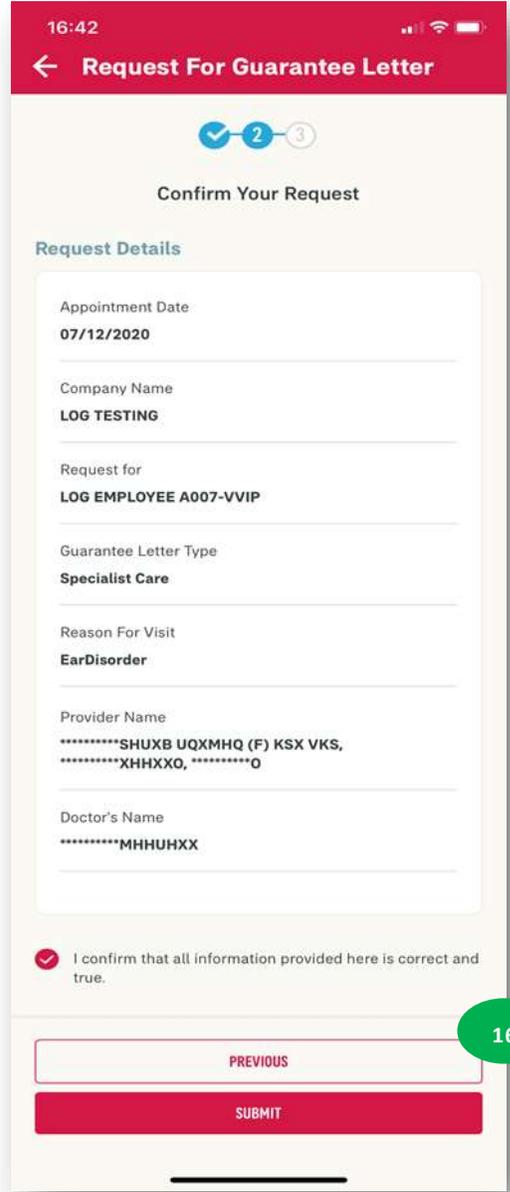
12

MY AIA APP



This is the confirmation page. Review your request details. If you wish to amend the details of your request, click on "PREVIOUS" to go back to previous screens.

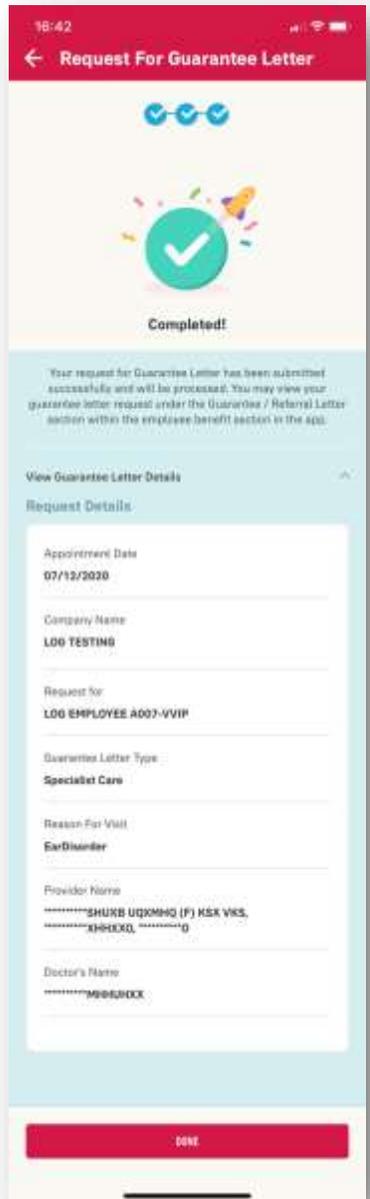
If you wish to proceed, then tick here to agree to the confirmation.



Only after you have ticked on the box, you can tap on "SUBMIT" to submit your request.



# REQUEST FOR GL: Part 2- VIP Flow



Your request has been submitted and will be processed accordingly. You will see this confirmation page.



# REQUEST FOR GUARANTEE LETTER – 06: Notifications

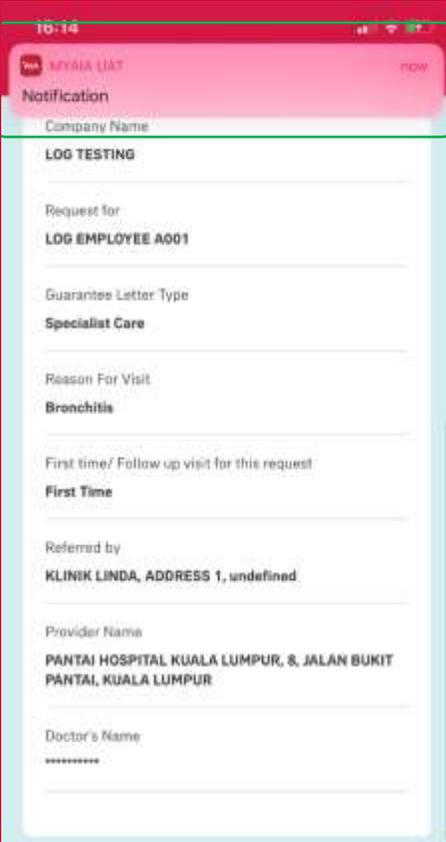
# REQUEST FOR GL: Notifications

## NOTIFICATION 1

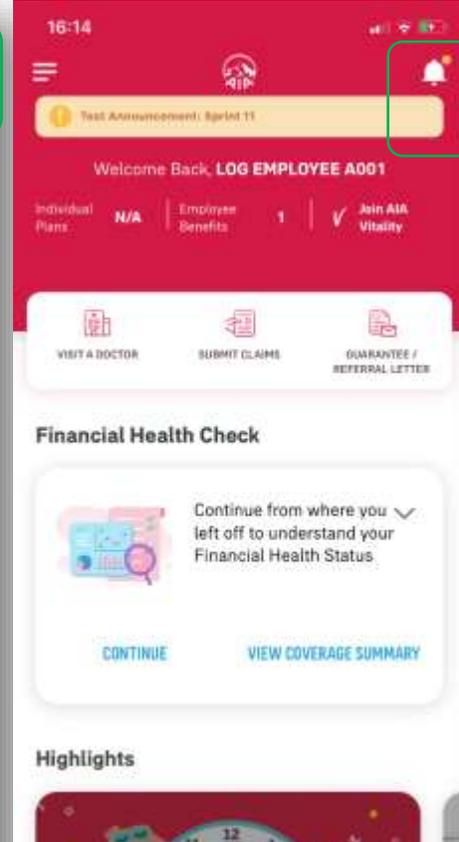
Push Notification is sent when the request has been successfully submitted.

12

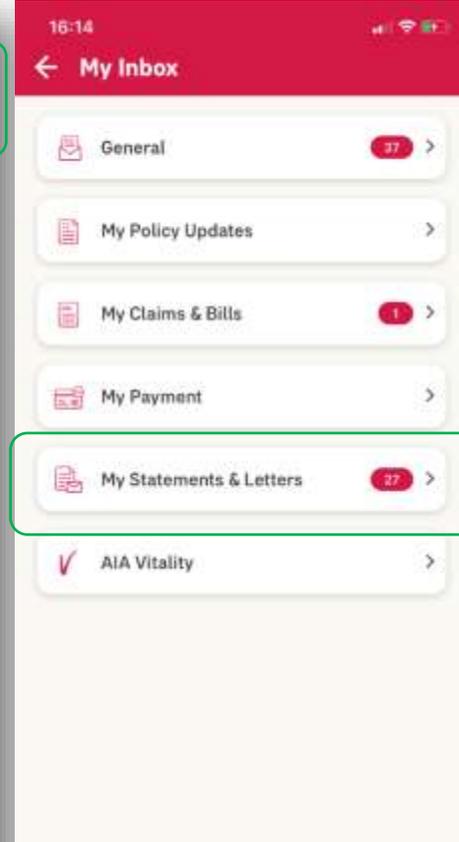
MY AIA APP



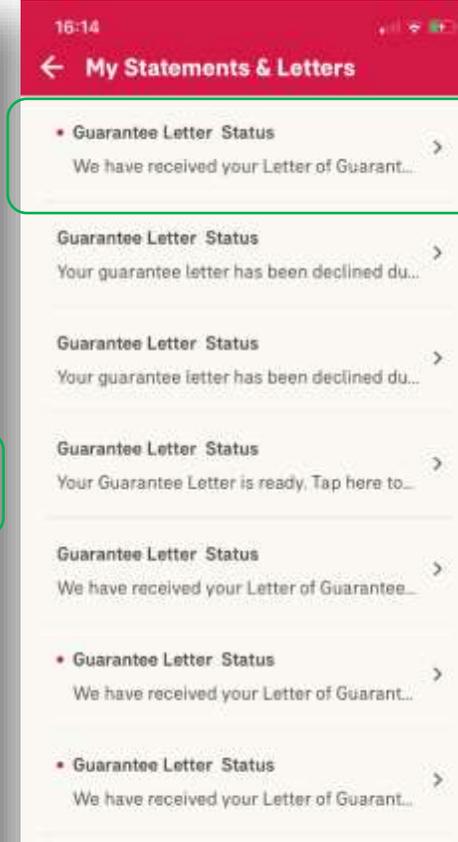
You will receive a push notification upon successful submission of your request.



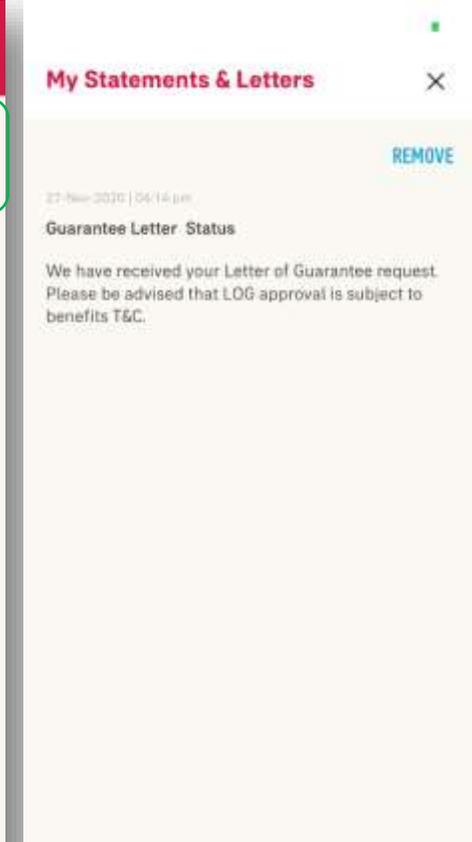
Click on the Bell to retrieve the notification.



Click on "My Statements & Letters".



Your latest notification is at the top.



The notification for confirmation of receipt of request.

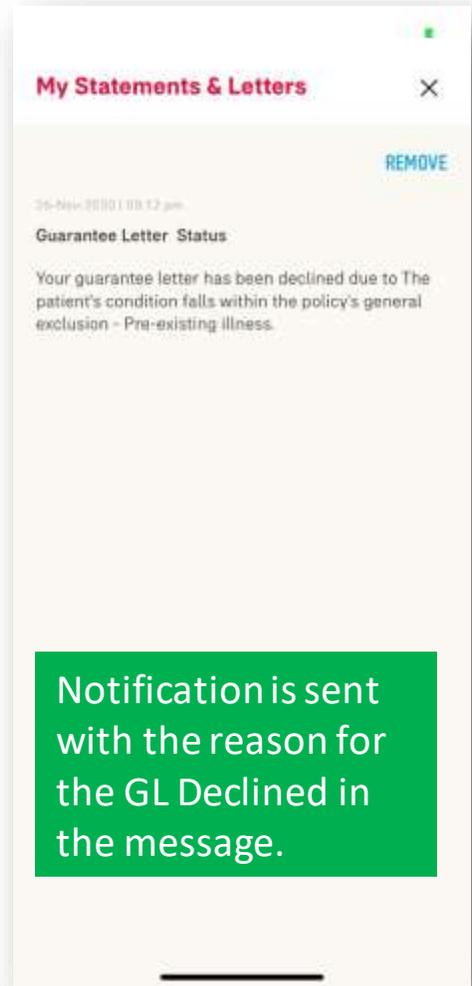
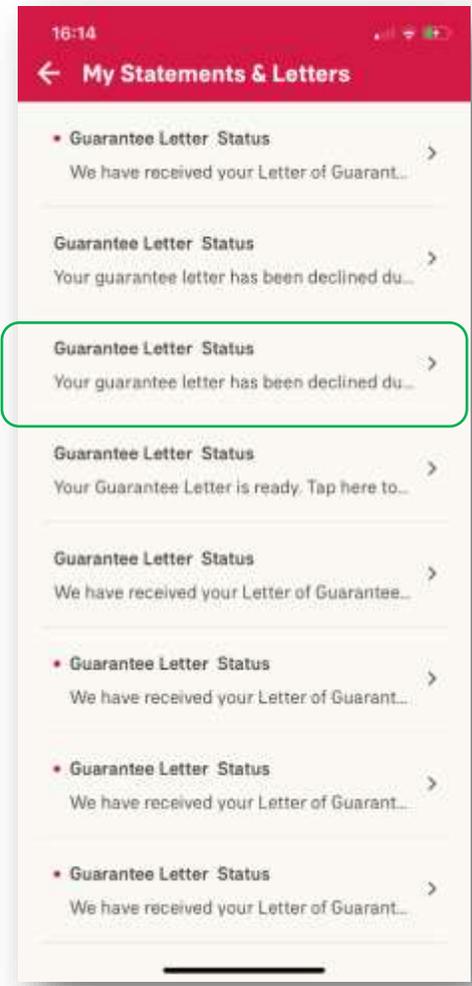


# REQUEST FOR GL: Notifications

NOTIFICATION 2

Push Notification is sent for both GL Approved and Declined.

GL DECLINED



Notification is sent with the reason for the GL Declined in the message.



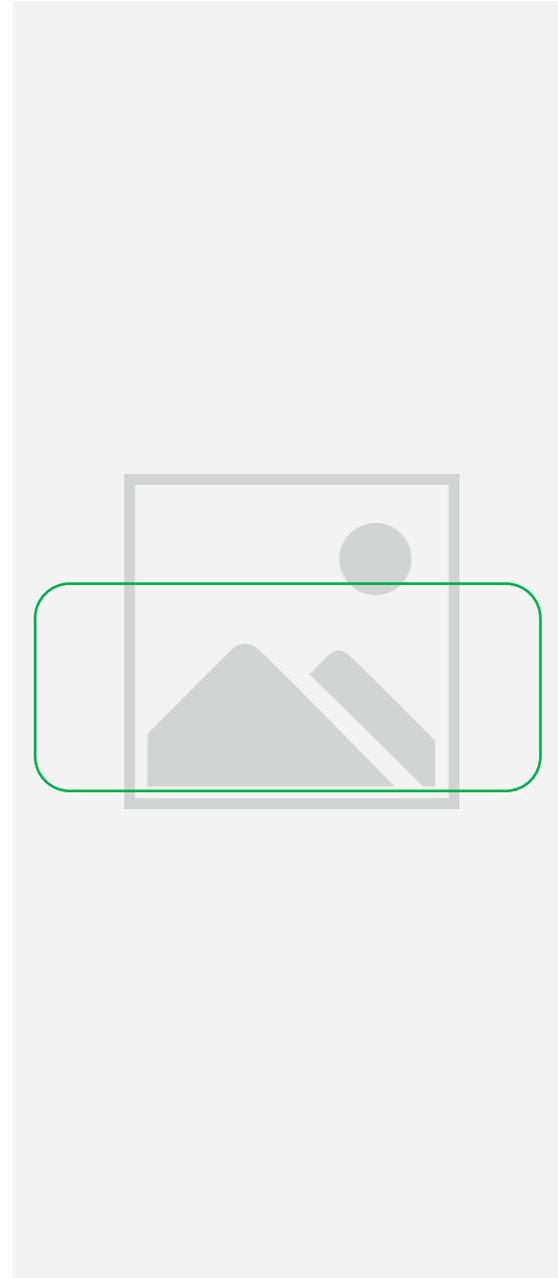
# REQUEST FOR GUARANTEE LETTER – 07: Duplicate Checking

# REQUEST FOR GL: Duplicate Checking

To avoid GL request being submitted more than once, system will check the details of the submission and return error message if a duplicate is found in the system.

You can submit again only if the initial request was **Rejected** during processing.

Eg. If the mandatory / required documents submitted was not complete and the request was rejected, then you can re-submit with the right documents, for the case to be assessed and processed again.



# REQUEST FOR GUARANTEE LETTER – 08: Error Messages

# REQUEST FOR GL: Error Messages

## Common Error Messages

1. If you do not have Cashless Benefit for GL Request, the below error message will be displayed on the first step.

You would not be able to proceed with the GL Request.



The screenshot shows the 'Request For Guarantee Letter' app interface. At the top, there is a red header with a back arrow and the title 'Request For Guarantee Letter'. Below the header, it says 'Let's Begin. Kindly provide the following details.' The form includes several fields: 'Appointment Date' (11/04/2021), 'Guarantee Letter Details' (Request for: LIM TENG PENG), 'Guarantee Letter Type' (Antenatal Benefit), and 'Company Name' (POL 1-MULTIPLE POLICY SCENARIO). A red error message box is highlighted with a green border, containing the text: 'Please check your benefit details before requesting for a Guarantee Letter. To learn more about guarantee letter types, click here.' At the bottom, there is a 'REQUEST NOW' button.

2. If you do not have Cashless Benefit for GL Request, but instead are covered under "Pay & Claim", the below error message will be displayed on the first step.

You would not be able to proceed with the GL Request.

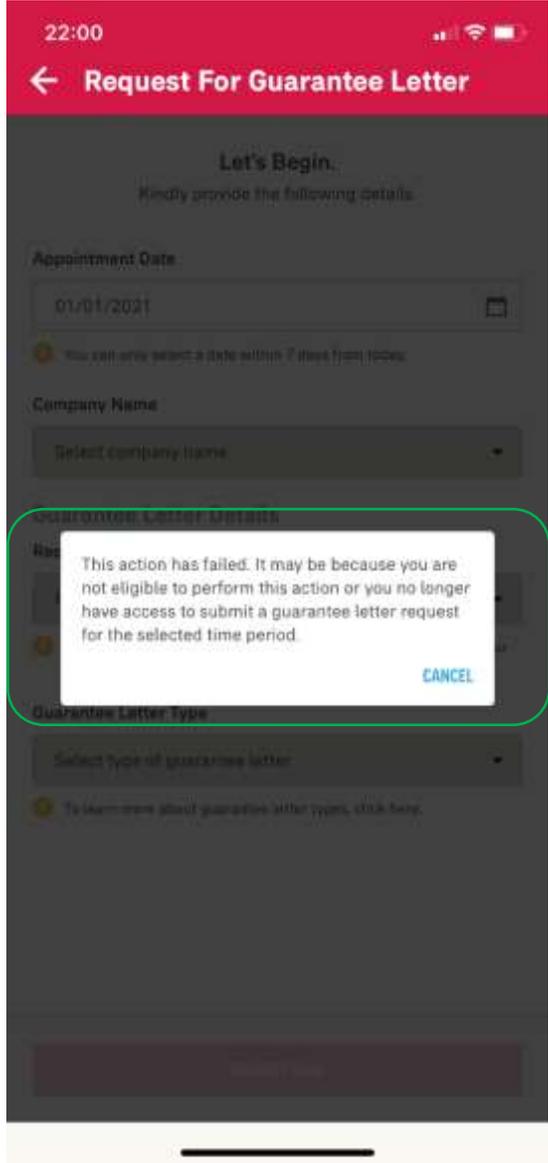
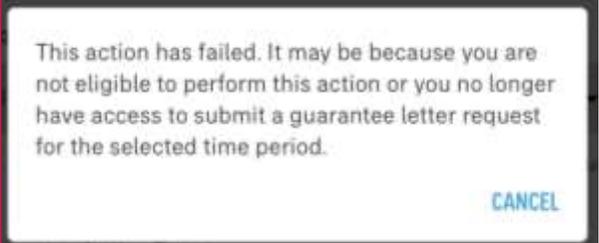


# REQUEST FOR GL: Error Messages

## Common Error Messages

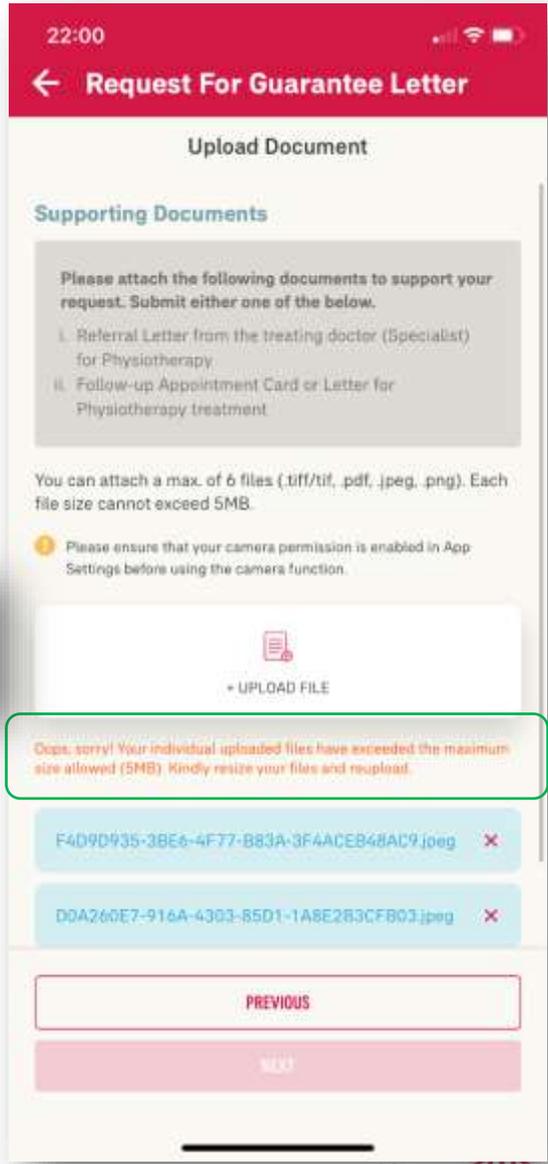
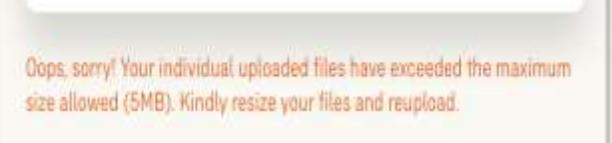
3. If your request date is outside of your policy period, the below error message will be displayed when you select that date.

You would not be able to proceed with the GL Request.



4. If the supporting document file size for upload is bigger than the permissible size, the below error message will be displayed.

You will need to resize your files before you can proceed with your request.



# SUBMIT e-CLAIMS

## Corporate e-Claims

- Entry point
- Steps for submitting e-Claim
- Entry point for claim history
- View claim history

## Individual e-Claims

- View Your Dashboard
- Steps to Submit Your Individual Claims
- View Individual Claim History
- View Correspondence Documents Page
- Submit Pending Claim

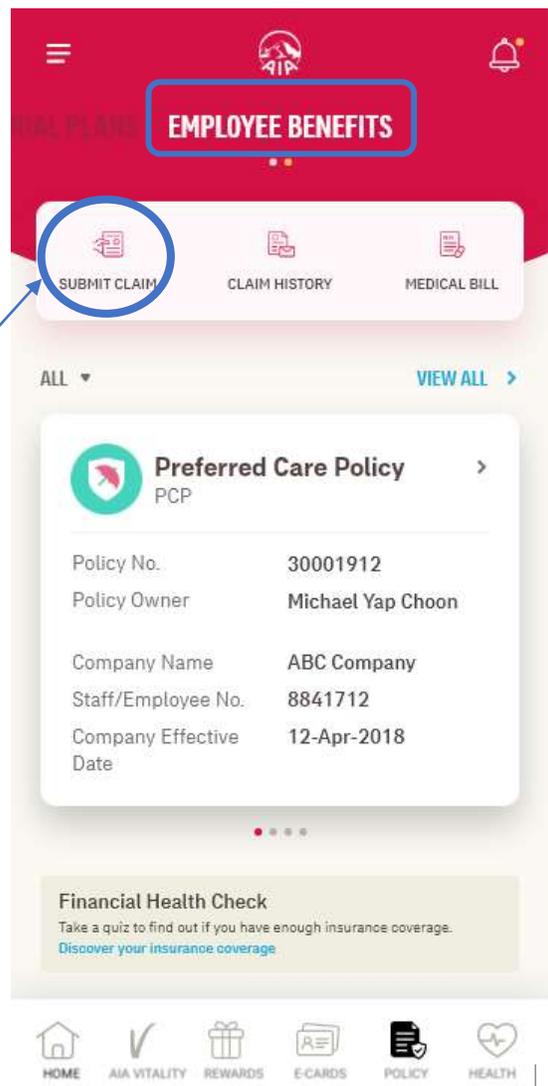
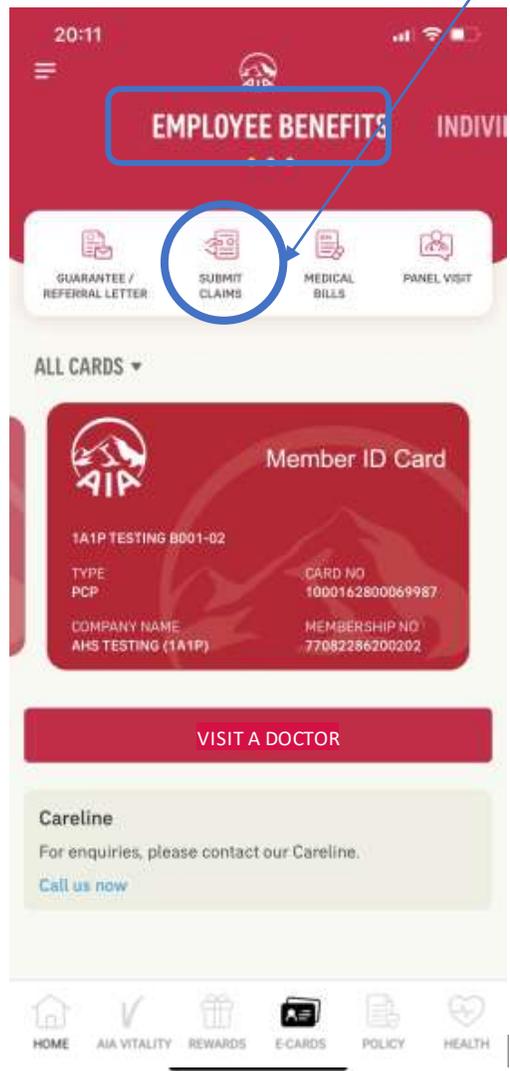
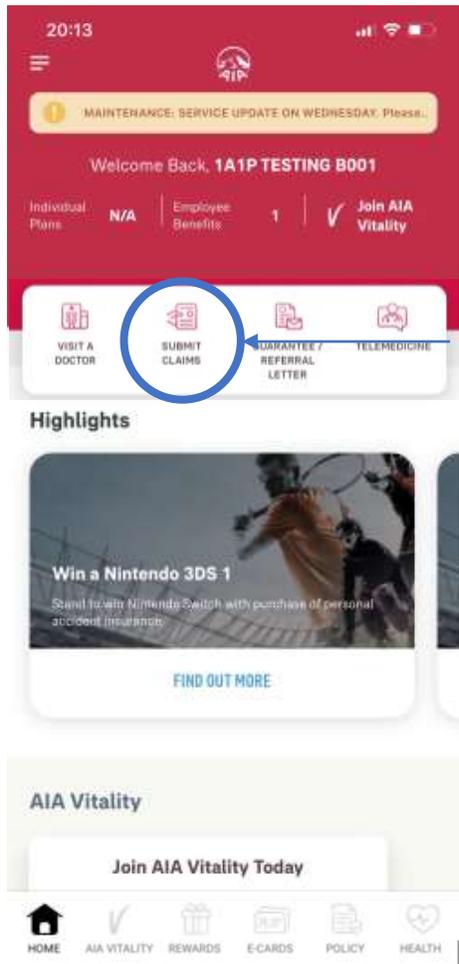
# CORPORATE E-CLAIMS

# ENTRY POINT FOR SUBMITTING e-CLAIM

Option B:  
Entry Point @  
E-CARD

Option A:  
Entry  
Point @  
Main  
Dashboard

Option C:  
Entry Point @  
Plan & Claim



# STEPS FOR FOR SUBMITTING e-CLAIM



**Submit Claim** ✕

1 2 3 4 5

**Filling a claim is easy. Let's get started.**

**Claim Details**

Date of Visit

19 APR 2019 📅

Claimed For

Michael Yap Choon Loong ▼

ⓘ If your dependant's name is not listed here, please refer to your HR for their coverage and entitlement.

Claim Type

General Practitioner ▼

Company Name

ABC Company ▼

I have read and agreed to terms & conditions. I authorize any institution or individual that has any records or knowledge of my health and medical history to disclose such information to AIA Bhd. or its representative.

**NEXT** ➔

**Claim Details**  
Customer needs to key in all the claim details

# STEPS FOR FOR SUBMITTING e-CLAIM



← Submit Claim ×

1 2 3 4 5

Fill in your claim details.

**General Practitioner Details**

Provider Type

PANEL NON-PANEL

Provider Name

Others

Provider Name

Reasons for non-panel visit

1 Max 120 Characters

Reason For Visit

Asthma

← Submit Claim ×

1 2 3 4 5

Fill in your claim details.

**General Practitioner Details**

Provider Type

PANEL NON-PANEL

Provider Name

O. W. NG DENTAL SURGERY, NO... × 🔍

Total Claim Amount

Enter your claim amount

**Reimbursement Details**

Bank Name

Select bank

Account No.

Enter account number

**Member Details**

Customer ID No.

801023141234

Email Address

michaelyap@gmail.com

1 Please ensure that you key in the correct bank details and member details or you may not receive your reimbursement. AIA will not be held responsible if the details you provide are incorrect. Reimbursement will be made according to your policy.

Continued →

## SELECT PROVIDER TYPE

For non-panel, customer needs to key in

- Provider name
- Reason for visit

For Panel, customer needs to select from the pre-populate panel list

**Reimbursement Details**

Bank Name

Select bank

Account No.

Enter account number

**Member Details**

Customer ID No.

801023141234

Email Address

michaelyap@gmail.com

1 Please ensure that you key in the correct bank details and member details or you may not receive your reimbursement. AIA will not be held responsible if the details you provide are incorrect. Reimbursement will be made according to your policy.

NEXT →

# STEPS FOR FOR SUBMITTING e-CLAIM



Submit Claim

Upload your documents

General Practitioner Details

ADDITIONAL NOTES:

1. Copy of NRIC or Passport
2. Receipt / Tax Invoice Image
3. Itemised bill for receipts above RM100

You can attach a max. of 6 files (.tiff, .pdf, .jpg, .jpeg, .png). Each file size cannot exceed 30MB.

2019-04-19\_11:25:01.JPG

I have read and understood the disclaimer

I have verified and confirmed that I have uploaded the correct documents for my claims to be processed accordingly. I understand AIA Bhd. will keep my claim documents unless if I request for the documents to be returned to me within 60 days from the decision of claim. I understand that for Overseas Treatment, I must include the Original Detailed Admission Bill showing details of each.

NEXT

**Upload**  
Upload relevant documents for claim process

Submit Claim

Review Your Claim

Claim Details

Date of Visit  
19-APR-2019

Claimed For  
Michael Yap Choon Loong

Claim Type  
General Practitioner

Company Name  
ABC Company

Provider Type  
Panel

Provider Name  
O. W. Ng Dental Surgery, No. 51, Jln Mega Mendung Kompleks Bdr, 5Th Klang Rd, KL, Wilayah Persekutuan.

Total Claim Amount  
RM 250.00

Continued

Reimbursement Details

Bank Name  
CITIBANK

Account No.  
XXXX XXXX XXXX 4062

Member Details

Customer ID No.  
801023141234

Email Address  
michaelyap@gmail.com

Uploaded Documents

2019-04-19\_11:25:01.JPG

SUBMIT

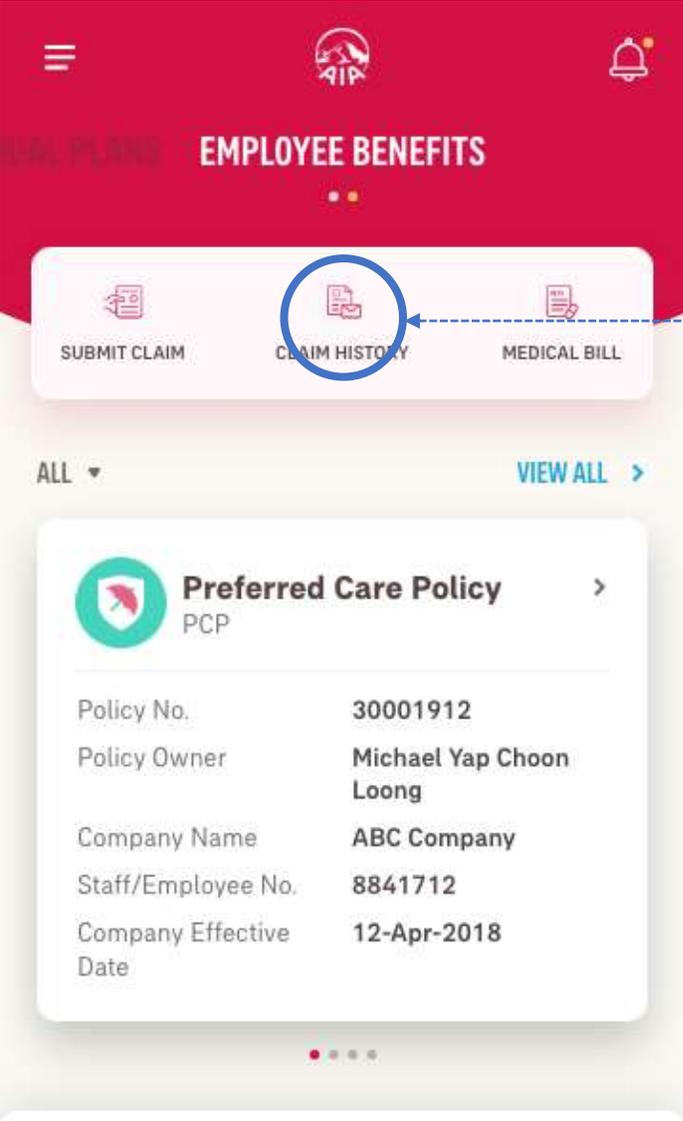
**Preview**  
Review your claim summary

# STEPS FOR FOR SUBMITTING e-CLAIM



TAP TO RETURN TO ENTRY POINT

# ENTRY POINT FOR CLAIM HISTORY



ENTRY POINT FROM PLANS & CLAIMS

# VIEW YOUR CLAIMS

**Claim History**  
Employee Benefits VIEW ALL >

ALL STATUS ▾ LAST 7 DAYS ▾

15-APR-2019 | 08:00AM

**Michael Yap Choon Loong**

Claim Type: **Dental**

Claim No.: **10112213**

Policy No.: **5919628A11 Preferred Care Policy**

Status: **APPROVED**

14-APR-2019 | 08:00AM

**Michael Yap Choon Loong**

Claim Type: **Dental**

Claim No.: **10112213**

Policy No.: **5919628A11 Preferred Care Policy**

Status: **COMPLETED**

**Details**  
View your claim details

**Claim Details**

Claim No.  
**10112213**

Status  
**APPROVED**

Claimant Name  
**Michael Yap Choon Loong**

Policy No.  
**5919628A12 | Preferred Care Policy**

Company Name  
**ABC Company**

Date of Visit  
**09-APR-2019**

Continued

Policy No.  
**5919628A12 | Preferred Care Policy**

Company Name  
**ABC Company**

Date of Visit  
**09-APR-2019**

**Claim Summary**

SPECIALIST CARE

Claim Amount **RM 25.50**

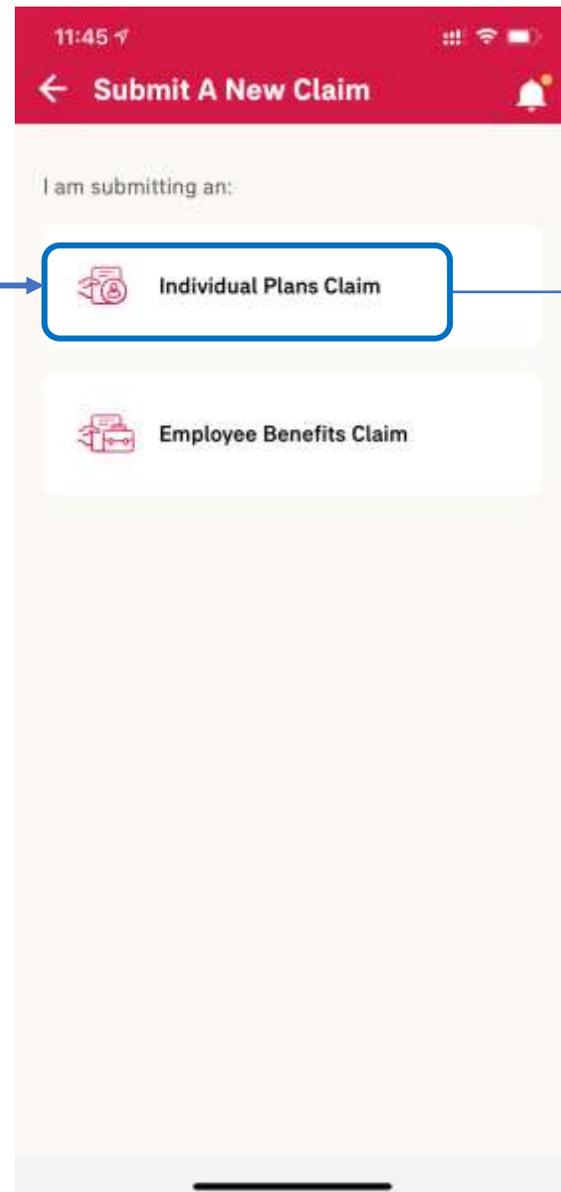
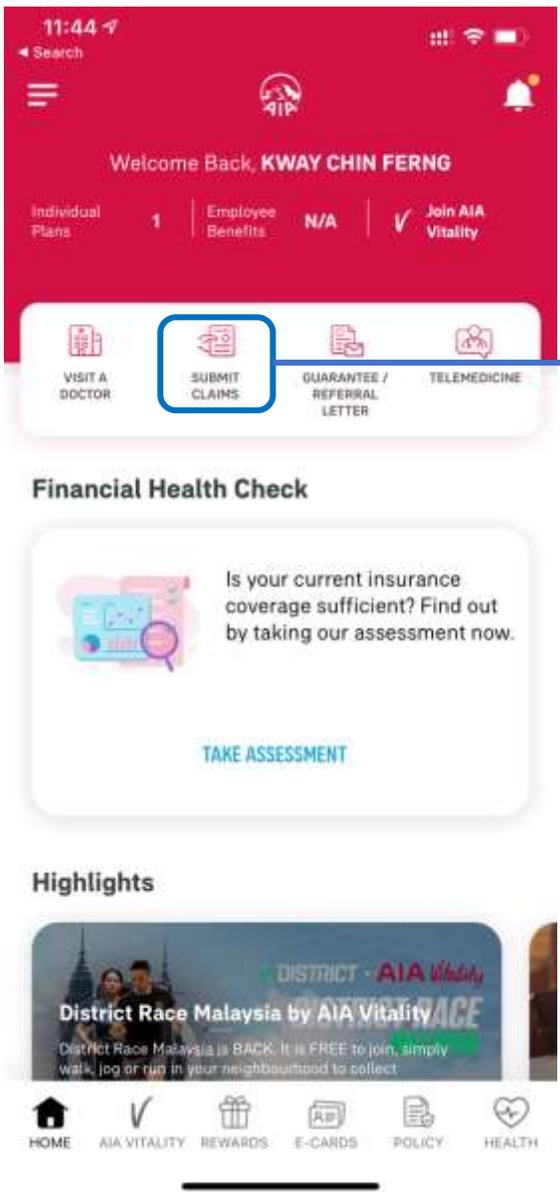
Approved Amount **RM 25.50**

Medical Leave/Hospitalisation **1 Day(s)**

**Total Claim Amount RM 25.50**

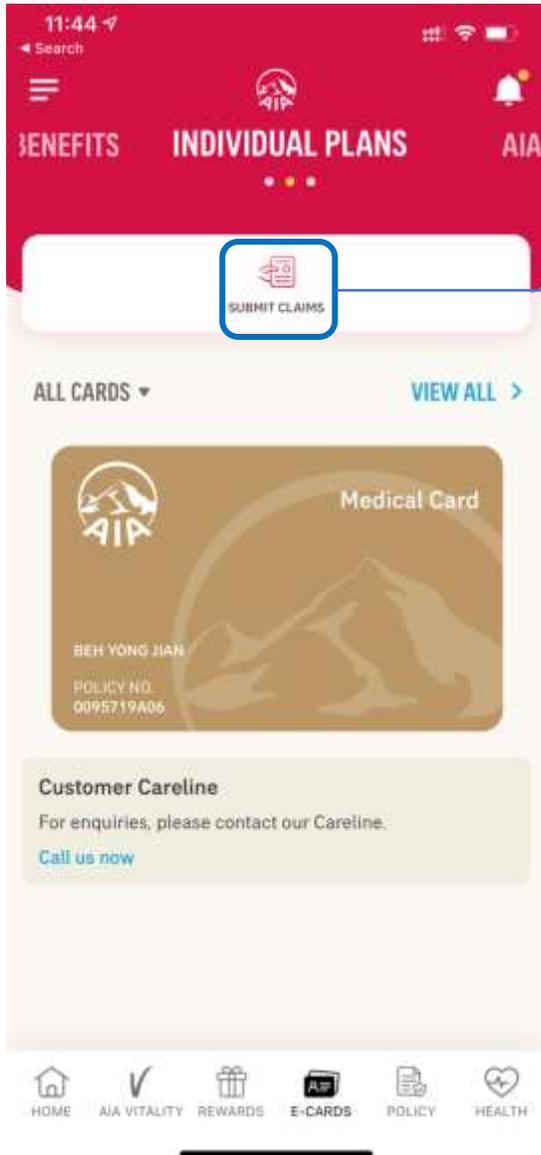
# INDIVIDUAL E-CLAIMS

# SUBMIT Individual Claim (Dashboard View)



- 1) Tap "Submit Claims"
- 2) Then, select "Individual Plans Claim"

# SUBMIT Individual Claim (eCards View)



1) Tap "Submit Claims"

# SUBMIT Individual Claim (Guideline/Good-To-Know Page)



## LET'S BEGIN

**SIMPLE GUIDELINE FOR YOUR CLAIMS SUBMISSION**

### My Claim Details

Claim Type

1) For first time user (on individual claim), click on 'Simple Guideline' on the basic criteria and preparation required before submit in a claim

2) Go through all the guides



## GOOD-TO-KNOW

### 1 VERIFY YOUR APPLICATION

**Claim Amount**  
 Max Claim Amount: RM500 (max 3 receipts)

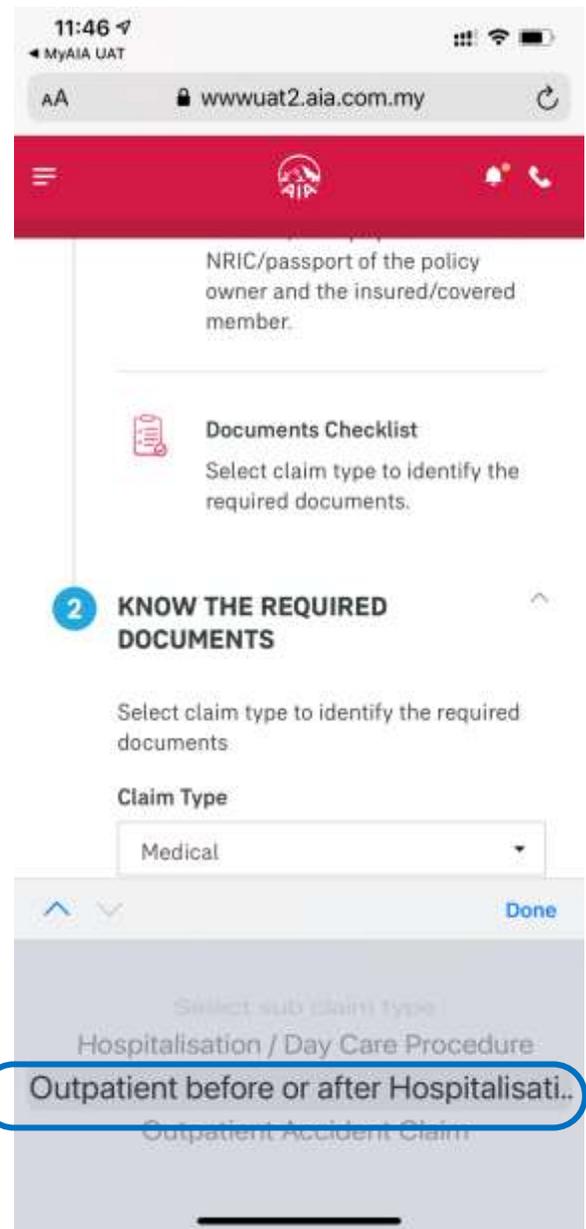
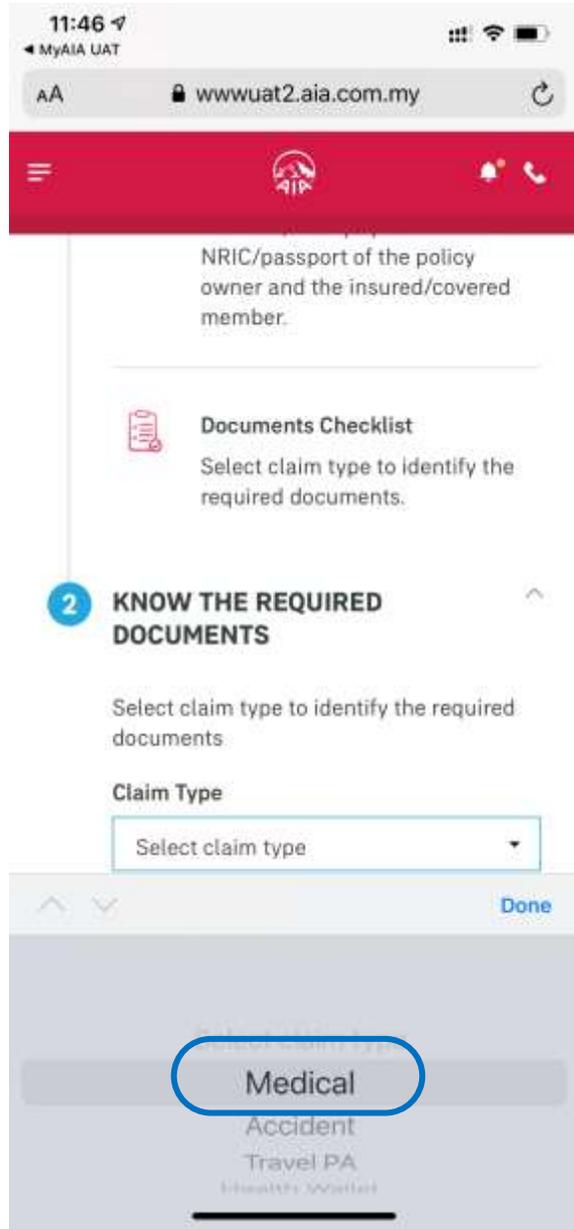
**Supporting Documents**  
 Kindly ensure that all documents are complete before you submit it online. Please check the documents required in [step 2](#).

**Submit NRIC / Passport**  
 Kindly upload the front view of your NRIC/passport upon submission. If the owner of the policy is not the insured/covered member, kindly upload both the NRIC/passport of the policy owner and the insured/covered member.

**Documents Checklist**  
 Select claim type to identify the required documents



# SUBMIT Individual Claim (Guideline/Good-To-Know Page)



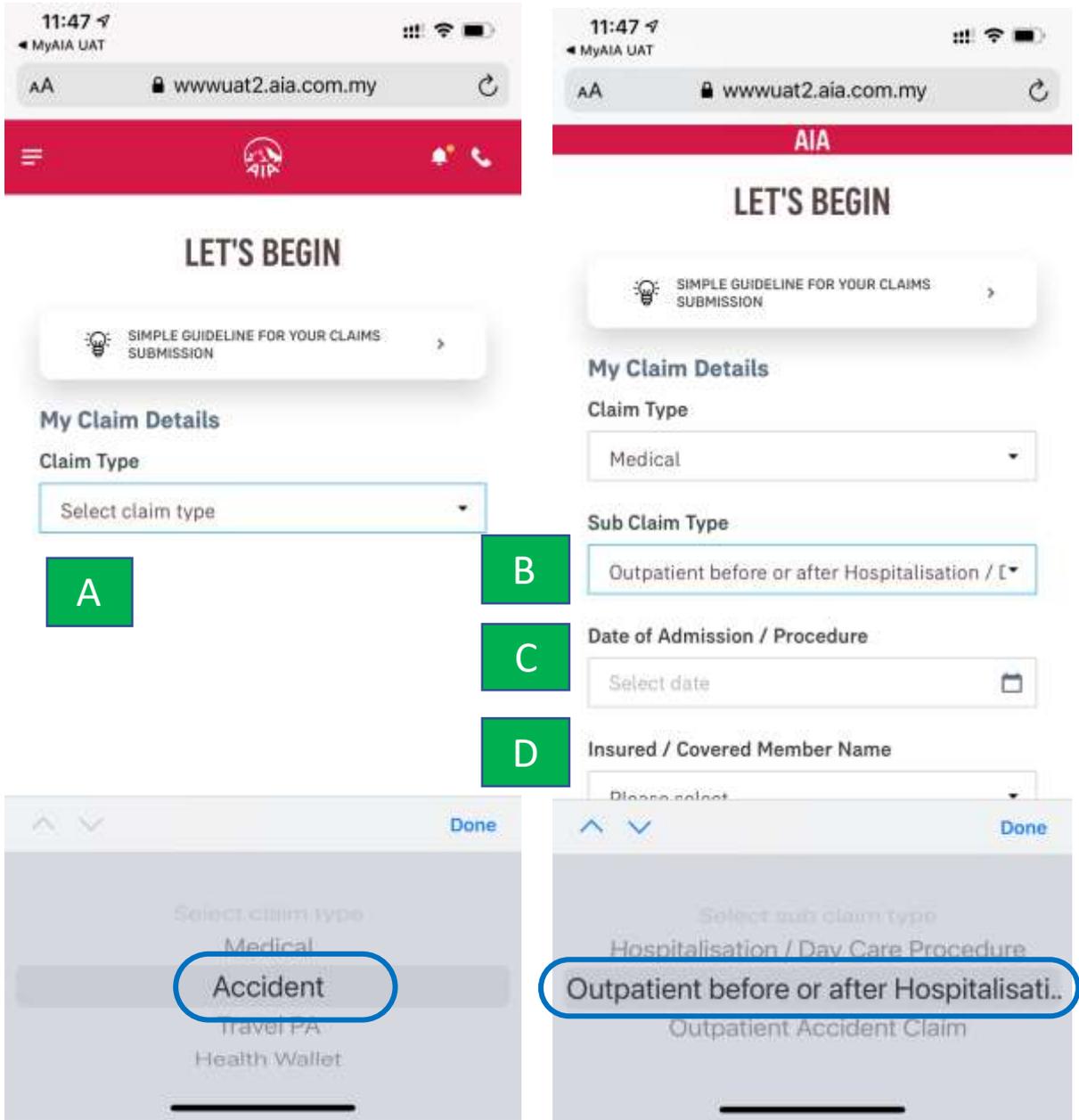
3) To know the exact documents required for a specific claim that you want to submit, you may select the “Claim Type” and “Sub Claim Type” to go through the checklist

In this example, the “Medical” Claim Type and “Outpatient..” Sub Claim Type is selected.

4) You may select other “Claim Type” and “Sub Claim Type” if you would like to learn on those as well

5) Once you are ready to submit, click on “Yes, I’m ready..”

# SUBMIT Individual Claim (Let's Begin Page)



1) When you are ready to submit, please proceed with the following steps:

- A) Select Claim Type
- B) Select Sub Claim Type
- C) Input Date of **Event**

(Event description will vary according to Claim Type)

D) Select Insured/Covered Member Name

Refer Glossary Page for detailed description on each field.

## SUBMIT Individual Claim (Let's Begin Page)

11:49  
MyAIA UAT  
wwwuat2.aia.com.my

**AIA**

Policy No.  
0095719A06 **E**

Claim Amount  
You can submit up to 3 receipts with maximum claim amount of RM 500.

RM OTHER CURRENCY **F**  
30  
04/02/2021

+ Add Receipt

I have read and agreed to the [terms & conditions](#). I authorize any institution or individual that has any records or knowledge of my health and medical history to disclose such information to AIA Bhd. / AIA PUBLIC / AIA General Berhad or its representative.

**BEGIN**

1) When you are ready to submit, please proceed with the following steps:

E) Select the Policy No. that you would like to claim on

F) Input the claim amount and date for each receipt. If there is more than 1 receipt, click “Add Receipt”

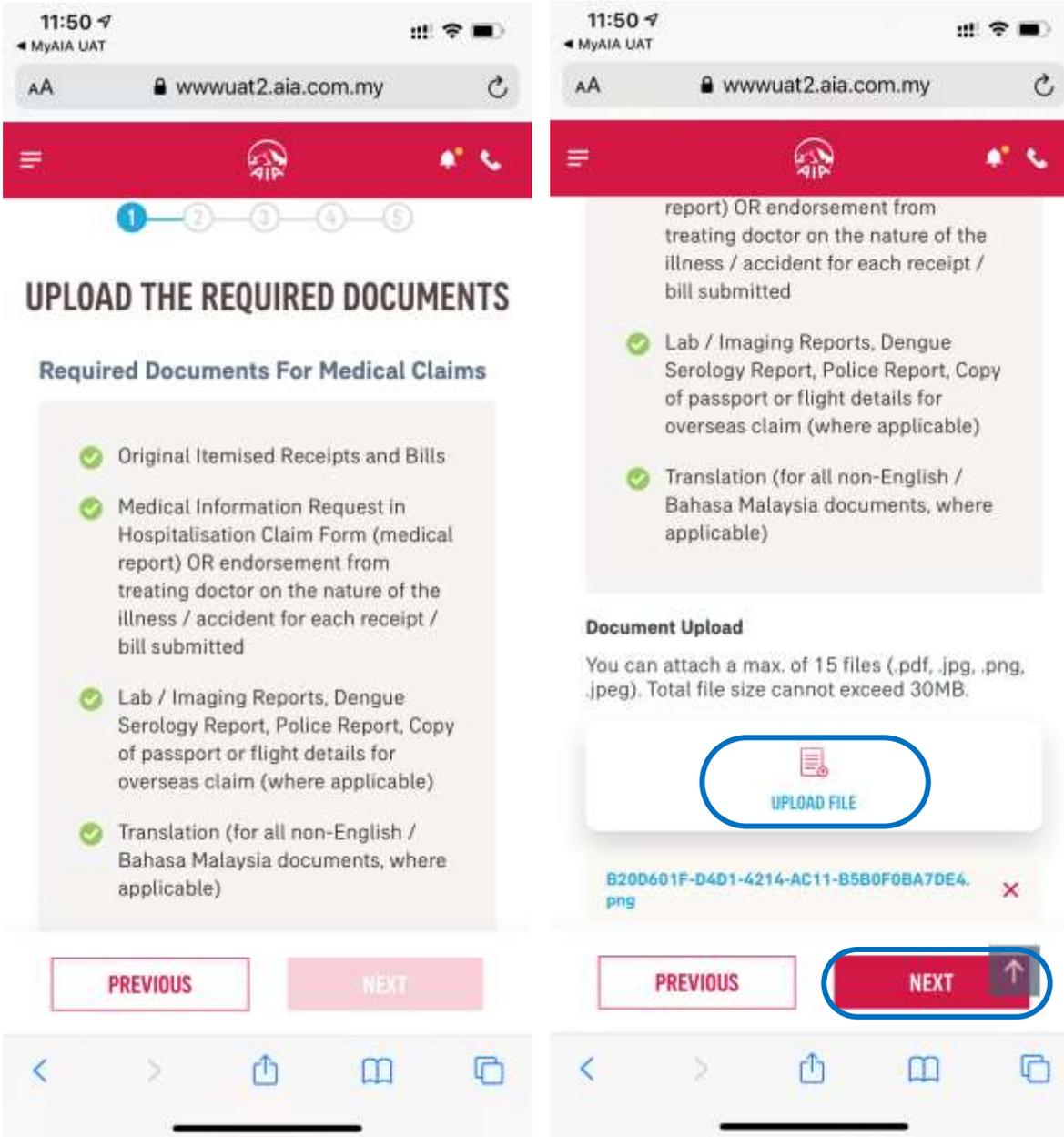
Take note of the maximum no. of receipt and amount allowed

Refer Glossary Page for detailed description on each field.

2) After updating the receipt amount and date, please read through the terms and conditions. If you agree, checked the box

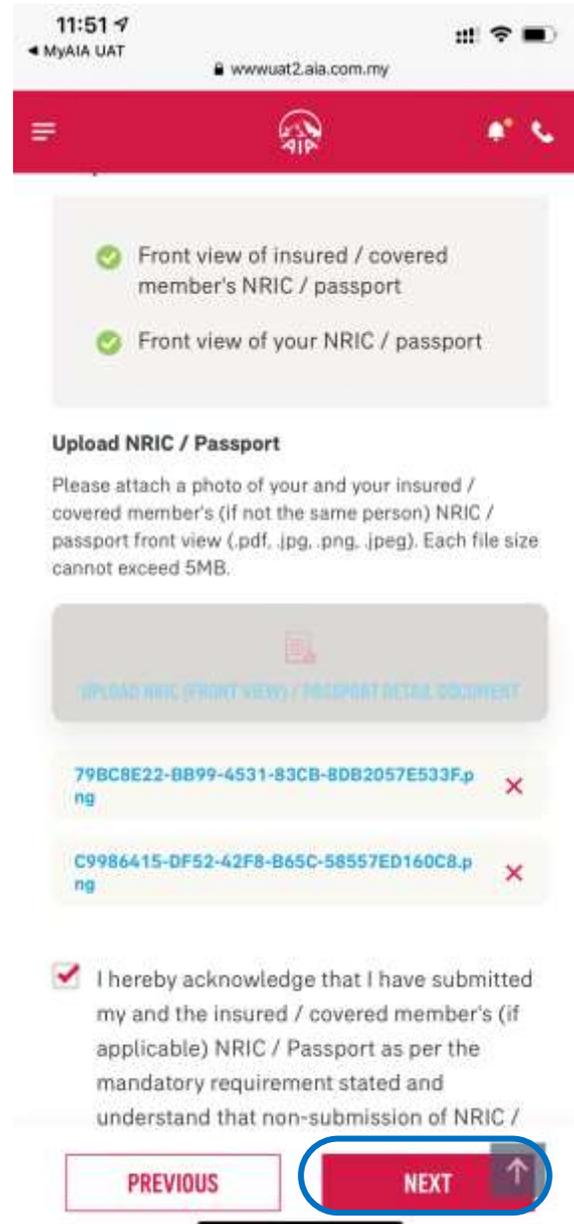
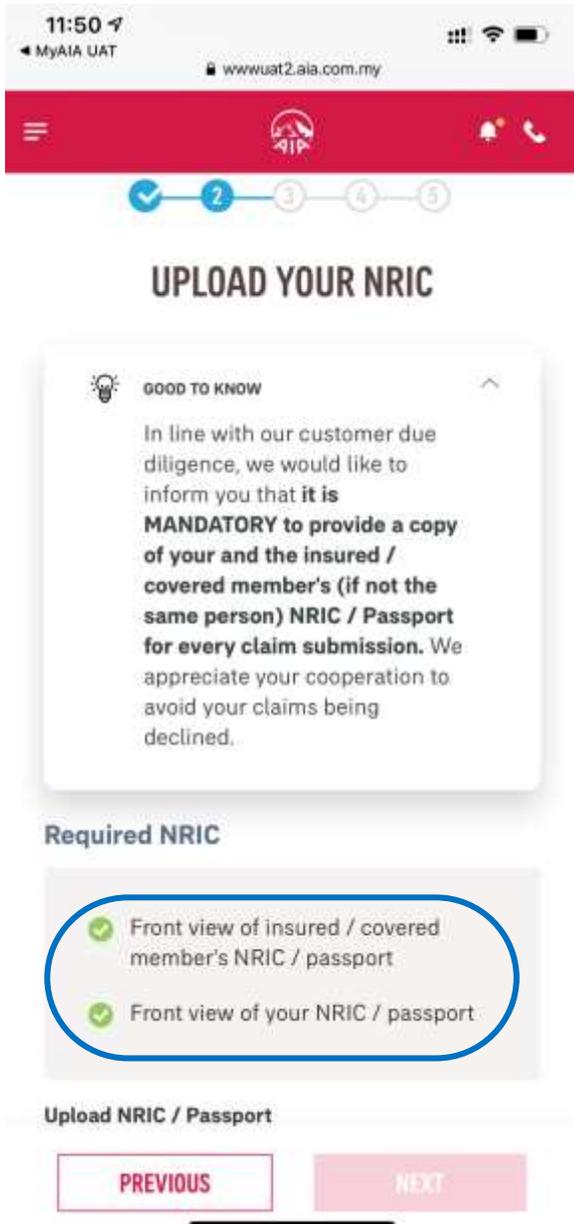
3) Click “Begin” to move to the next page.

# SUBMIT Individual Claim (Upload The Required Documents Page)



- 1) Go through each and every requirement
- 2) Upload all required documents as specified  
Take note of the file size and type as well as the no. of files allowed
- 3) Click "Next"

# SUBMIT Individual Claim (Upload NRIC Page )



- 1) Now, upload your NRIC or passport.
- 2) If the Insured/Covered member is a different person, please ensure the Insured/Covered Member's NRIC is uploaded as well. You will not be able to proceed further if no or only 1 NRIC/passport is uploaded.
- 3) "Checked" the acknowledgement once you are satisfied with the attachment and then click "Next".

## SUBMIT Individual Claim (Payment Details Page)

11:51  
MyAIA UAT  
AA wwwuat2.aia.com.my

AFFIN BANK BERHAD

Account No.  
23447

**My Details**

Customer ID No.  
780721145722

Email Address  
N/A

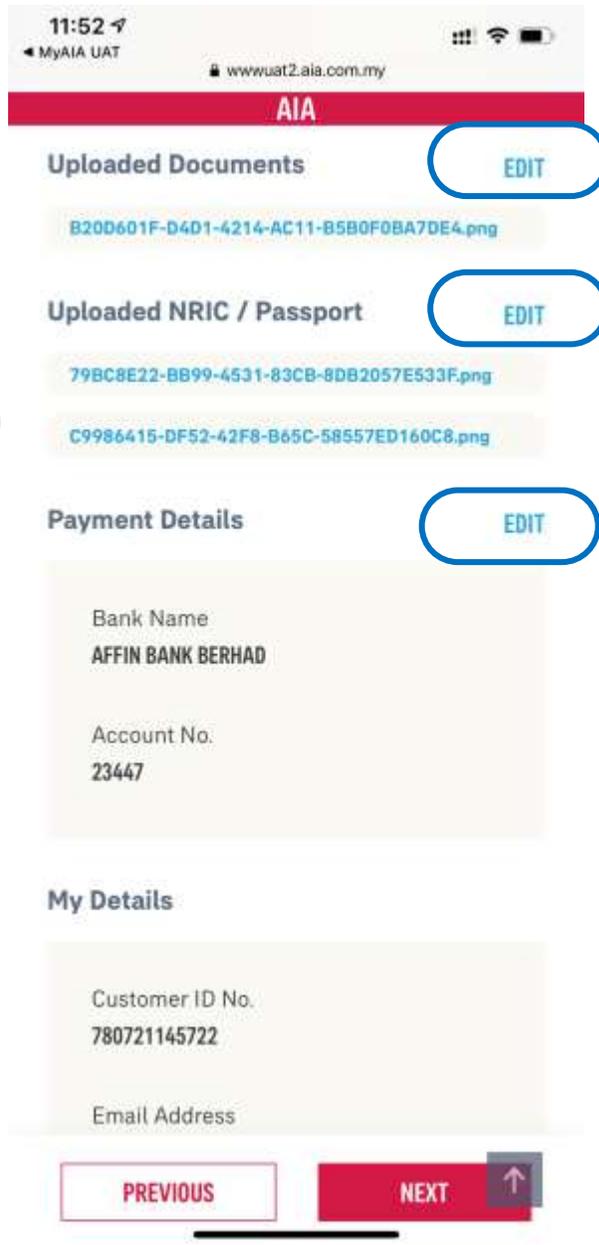
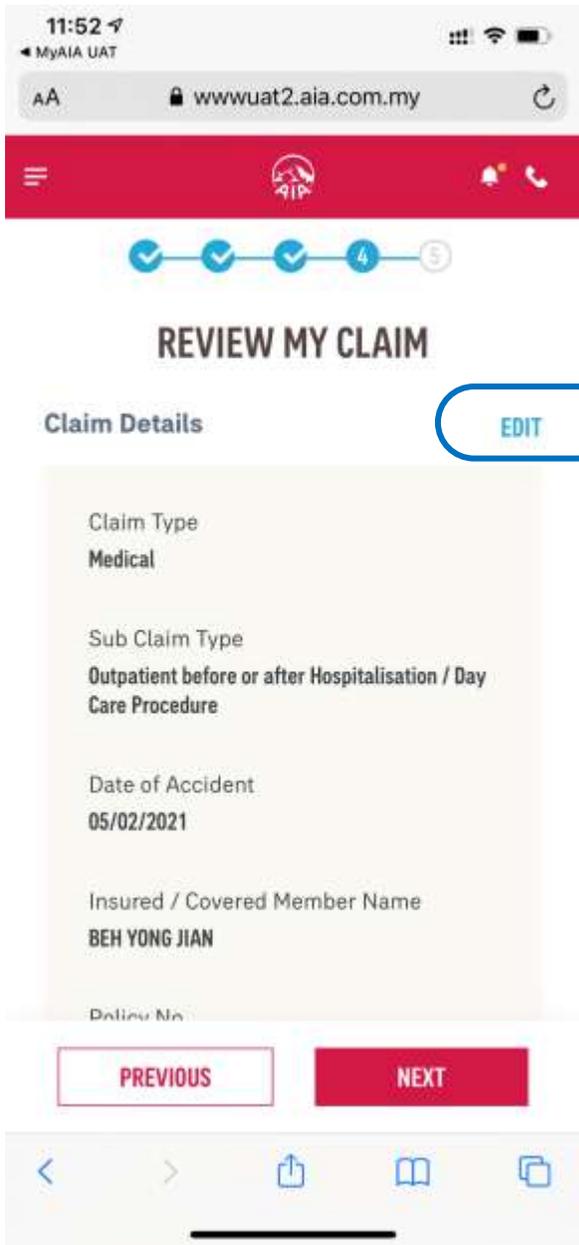
Mobile Phone No.  
N/A

Kindly ensure that all details are keyed in accurately or you might not receive your claim payment according to your policy. AIA will not be held responsible if the details provided are inaccurate. You may update your email address and mobile phone number in your My Profile page.

PREVIOUS NEXT

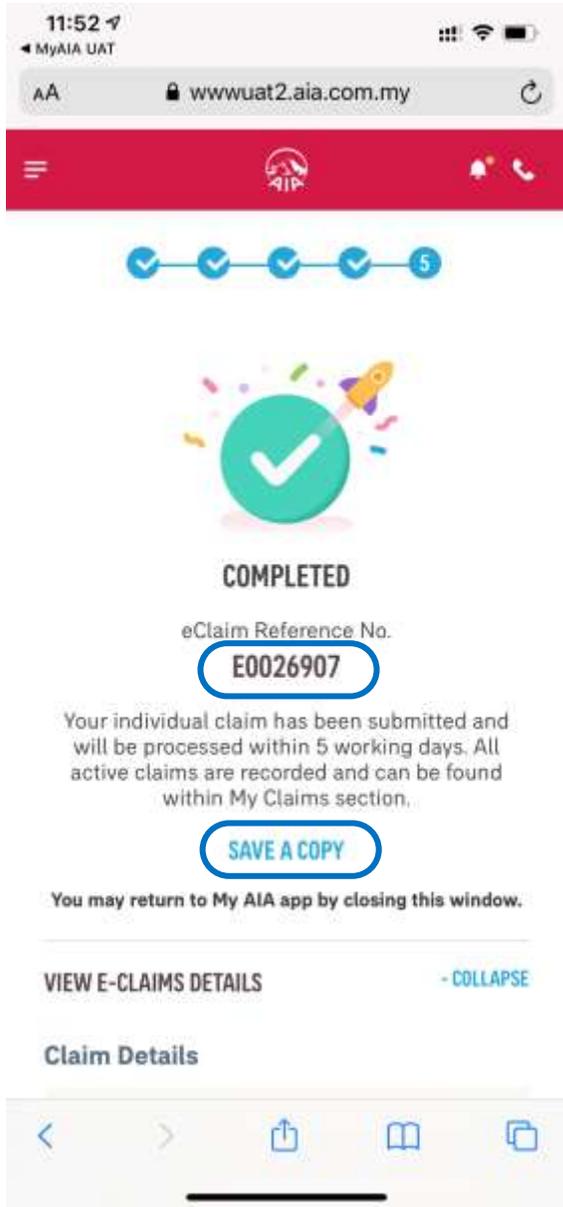
- 1) Next, select the bank name & input the bank account no that you would like the payment (if any) to be made to you. Do ensure that these info and your ID no. are accurate
- 2) You may read through the note on how your email or mobile phone no. can be updated.
- 3) Once you have verified the info, click “Next”

# SUBMIT Individual Claim (Review My Claim Page)



- 1) The last step before the claim is submitted is to review all the inputs that you have made from the beginning.
- 2) If there is any correction to be made, click on "Edit" on any particular page that change is required. Thereafter, proceed to go "Next" until you reach this "Review My Claim Page" again
- 3) If there is no further changes is required, you may click "Next"
- 4) The claim will then be submitted to AIA

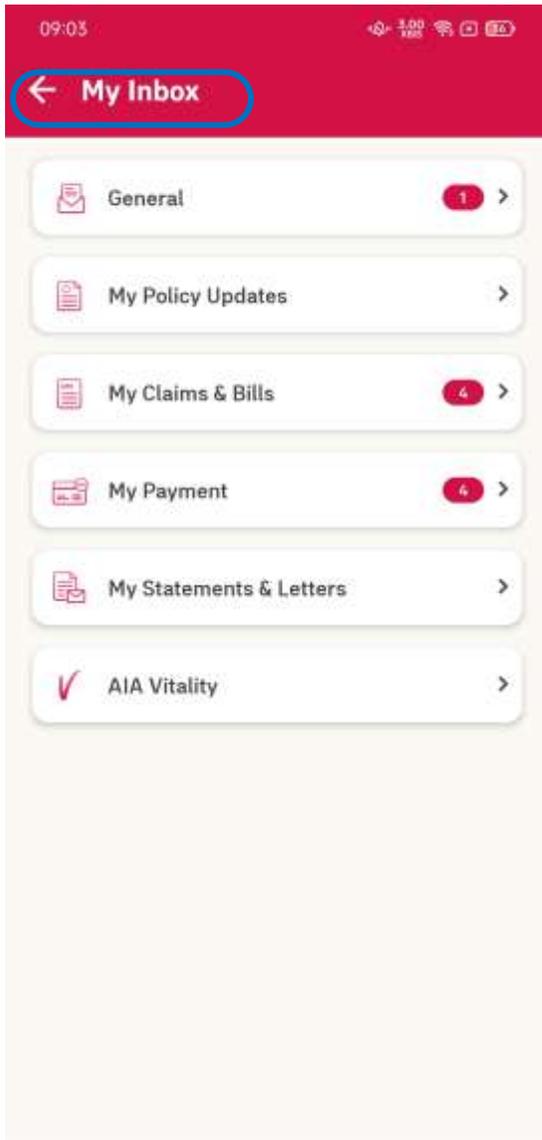
# SUBMIT Individual Claim (Completed Page)



- 1) You will land on the “Completed Page” now. Please take note of the eClaim Reference No and save it for your future reference
- 2) You may also click “Save a Copy” to download an eReceipt with details of the claim that you have just submitted.
- 3) Once you are done, to close off this browser/window to return to the myAIA

**Please do not click the “Back button” from this page as it may log you out from the app and you will not be able to come back to this page again.**

## SUBMIT Individual Claim (Push Notification)



- 1) Once your claim has been registered, you will receive a push notification in “My Inbox” -> “My Claims & Bills” that your claim is received by AIA.
- 2) Similarly, whenever there is any change in the status of your claim, you will receive similar push notification

Refer Glossary Page for detailed description on different type of push notification that you may receive.

## SUBMIT Individual Claim (Claims Menu Glossary – Claim Type, Sub Claim Type)

Title	Selection	Description
Claim Type	Medical	Claim on a Medical rider/policy
	Accident	Claim on an Accident rider/policy
	Travel PA	Claim on a Travel PA policy
	Health Wallet	Claim on a Medical rider/policy with health wallet balance/value
Sub Claim Type (Medical)	Hospitalisation/ Day Care Procedure	Claim for an event due to hospitalisation or outpatient day care surgery/procedure
	Outpatient claim before or after Hospitalisation/ Day Care Procedure	Claim for outpatient visit before or after hospitalisation/ day care procedure
	Outpatient Accident Claim	Outpatient claim for an accident event (with no hospitalisation) on a medical rider/policy
Sub Claim Type (Accident)	Food Poisoning	Event caused by food poisoning
	Assault	Event caused by injury sustained from another
	Accidentally Bitten by animals/insects	As it is
	Burns/Cut	As it is
	Motor/Non-motor vehicle accident	Accident caused by a moving vehicle

## SUBMIT Individual Claim (Claims Menu Glossary – Sub Claim Type)

Title	Selection	Description
Sub Claim Type	Accidental Fall	As it is
(Accident)	Ingestion or infiltration of foreign body	Injury caused by accidental swallowing/exposure of objects/chemical in the mouth, eye, ear or nose
	Hit by heavy object	As it is
	Occupational/ industrial accident	Injury at workplace
	Natural Disaster	As it is
	Sports accident	Sudden traumatic injury caused by playing sports (not due to fatigue or muscle ache)
Sub Claim Type	Medical Expenses	Medical expenses incurred during a covered trip
(Travel PA)	Cancellation, Delay or Curtailment of Journey / Loss of Deposit	As it is
	Baggage & Personal Effects (Damage / Delay) / Loss of Money or Travel Documents	As it is

## SUBMIT Individual Claim (Claims Menu Glossary – Sub Claim Type)

Title	Selection	Description
Sub Claim Type	Health Screening / Vaccination	As it is
(Health Wallet)	Congenital Conditions / Plastic or Cosmetic Surgery due to Accident or Cancer	As it is
	Mobility and Hearing Support / Recovery Care for Cancer, Stroke and Heart Attack	As it is
	Mental Health Benefit	As it is
Date of <b>Event</b>	Date of Admission/Procedure <b>(Medical)</b>	Date admitted to hospital/for outpatient surgery
	Date of Accident/Event/Admission <b>(Accident)</b>	Date of accident or event/admission covered under this plan
	Date of Accident/Event <b>(Travel PA)</b>	Date of accident or event covered under this plan
	Date of Procedure/Event <b>(Health Wallet)</b>	Date of outpatient surgery or screening/vaccination/support purchase/consultation event

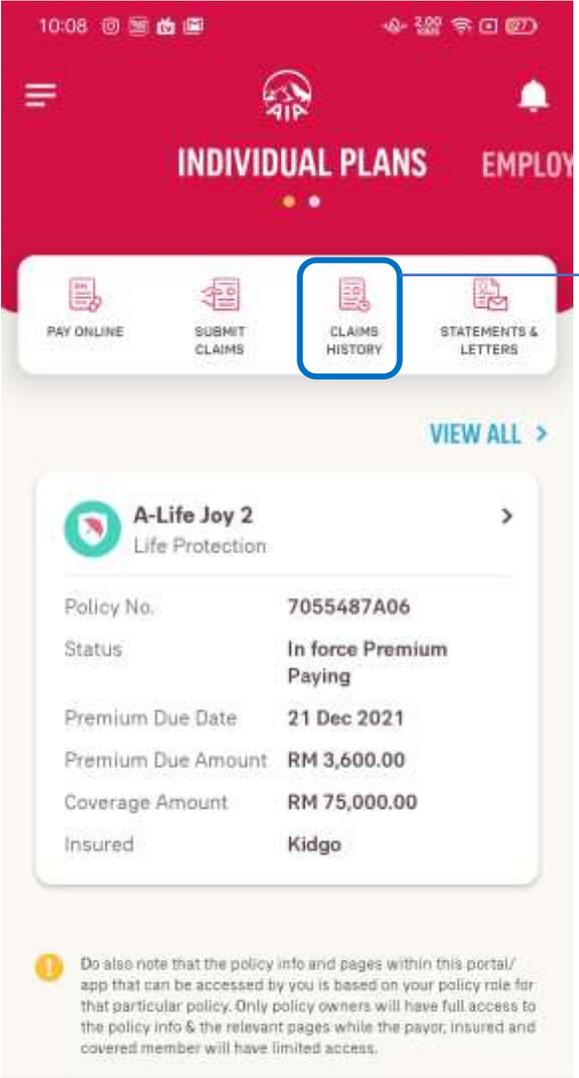
## SUBMIT Individual Claim (Claims Menu Glossary – Others)

Title	Description
Insured/ Covered Member Name	The customer in which the claim event is filed upon for this claim submission. <b>Please do not select the owner's name if the claim event does not belong to the owner.</b>
Policy No	Select the relevant policy no. that you would like to make your claim on. <b>If you have selected a claim type which do not match with your policy benefit coverage, the intended policy no. will not appear for selection.</b>
Any empty fields or terms and conditions not acknowledged (v)	The “next page” button will be dimmed, or you can not proceed to the next page.

## SUBMIT Individual Claim (Push Notification)

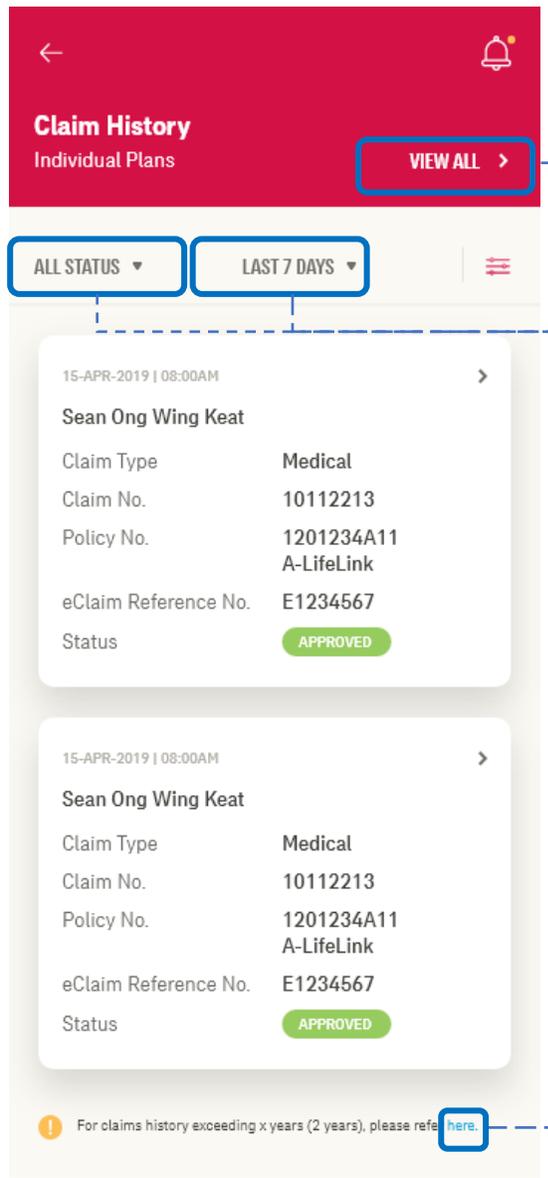
Title	Description
" We've received your individual claim (PN;CN)	AIA has received and registered your claim
" Your claim request for (PN;CN) requires additional documents."	Your claim is pending. Please submit the required documents for processing. Your claim history will indicate as "In Progress".
"Your individual claim (PN; CN) has been approved"	As it is
"Your individual claim (PN; CN) has been rejected"	As it is

# VIEW Individual Claim History



Tap to view your individual claim history

# VIEW Individual Claim History



2) Or select "View All" to see all records

1) Filter the claim "Status" & "Duration of record" via the drop down

3) Click here to view old claim history (record > 2 years)

# VIEW Individual Claim History – Advance Filter Page

**Filter** ×

Claim Type  
Medical

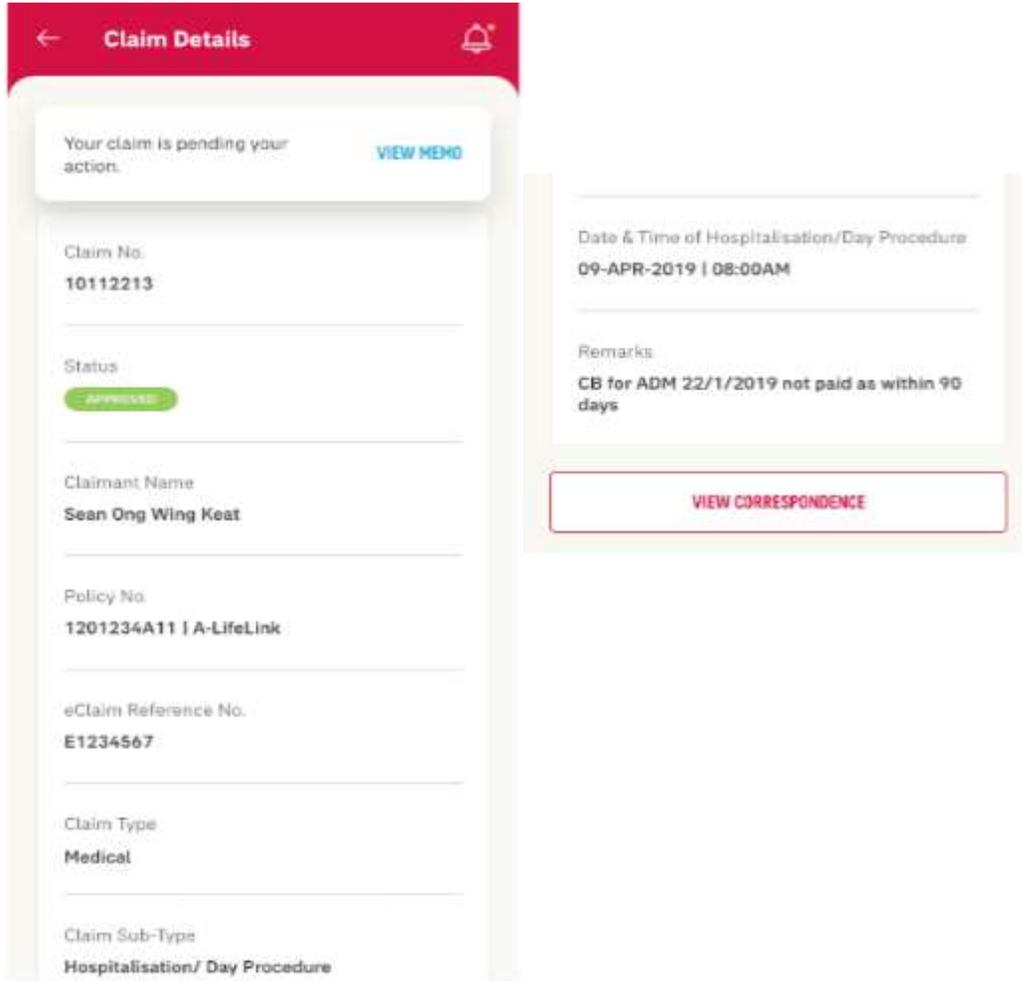
Claimant Name  
Sean Ong Wing Keat

Policy No.  
1201234A11 | A-LifeLink

**APPLY**

Select & filter one or more combination that you would like to view and then click "Apply"

# VIEW Your Individual Claim History – Details Page

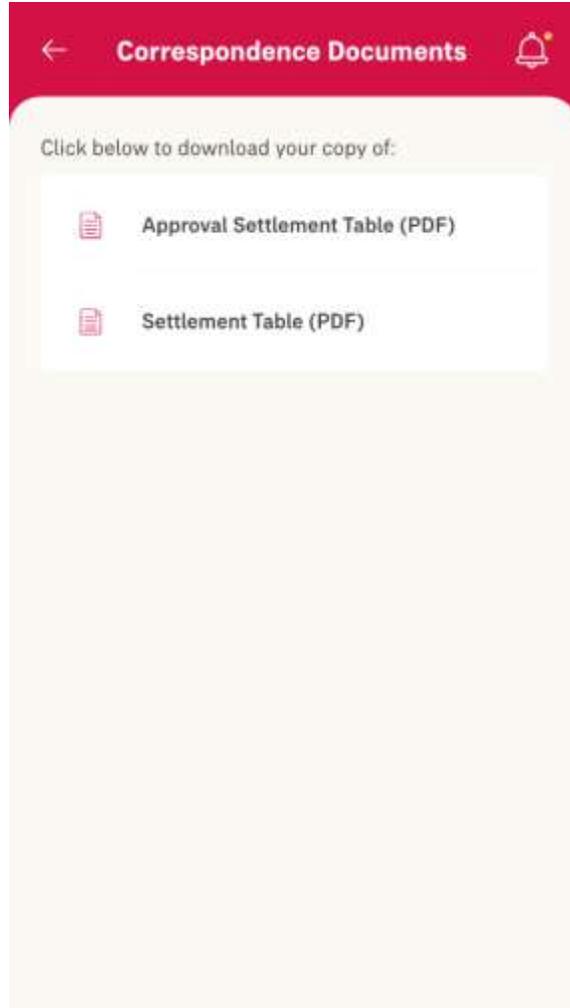


You may click on “View Correspondence” to view\*

- a) Approval letter and detailed/breakdown settlement of the approved claim
- b) Decline letter for rejected claim
- c) Pending letter for claim requiring further info

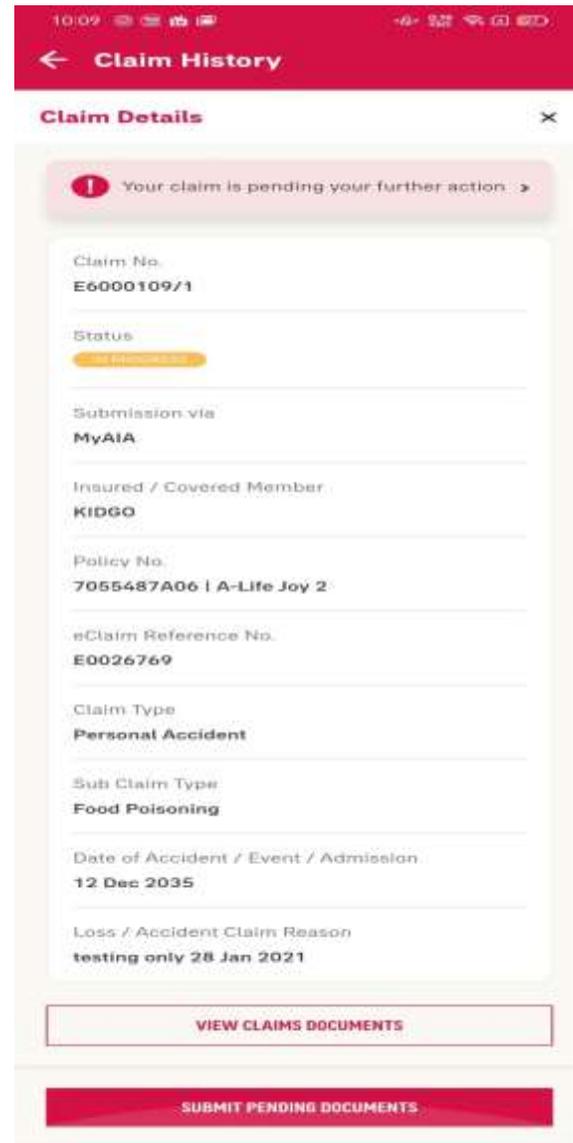
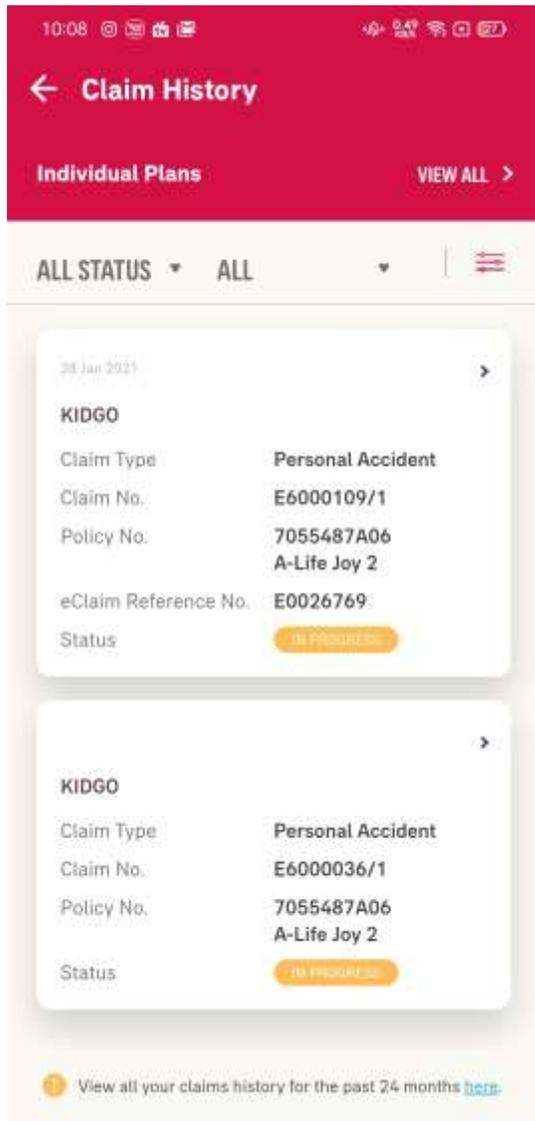
\* Supported claim type/benefit only

# VIEW Correspondence Documents Page



Sample view when you click on "View Correspondence"

# SUBMIT Pending Claim



- 1) For claim with “In Progress” Status, you may submit your reply by clicking into the respective claim in Claim History
- 2) Before you submit your reply, you may also view on the claim documents which you are pending.
- 3) Once you have gathered all the required documents, you may then click on “Submit Pending Documents” to proceed with submission.

# SUBMIT Pending Claim



## SUBMIT PENDING DOCUMENTS

### UPLOAD DOCUMENTS

You can attach a max. of 15 files (.pdf, .jpg, .png, .jpeg). Total size cannot exceed 30MB.



UPLOAD

IMG20201017080258.jpg



## SUBMIT PENDING DOCUMENTS



### SUBMITTED SUCCESSFULLY

We'll keep in touch soon.

Please close this window to return to MyAIA mobile app.

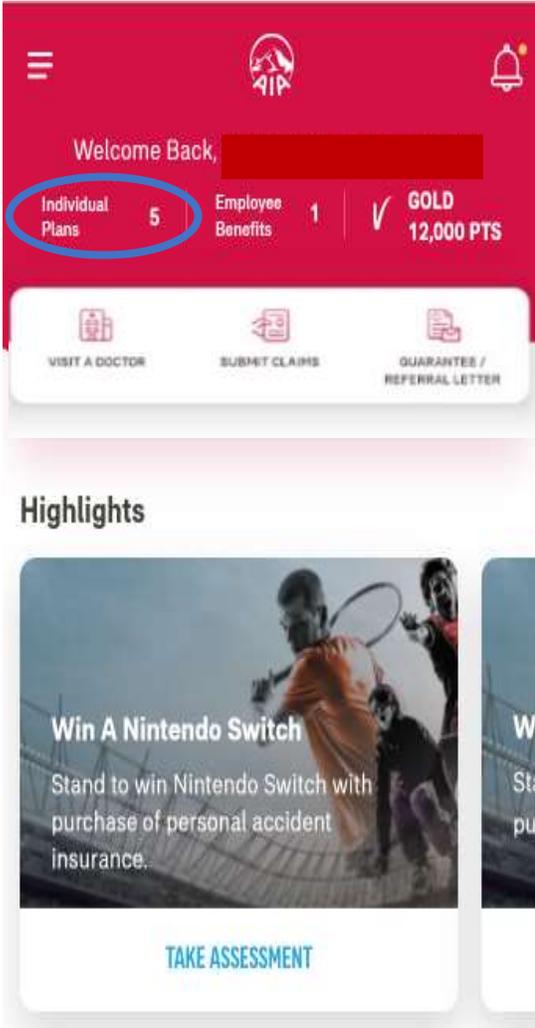


- 4) Similarly, upload the documents as required and click on "Submit" when you have complete the upload.
- 5) Once this is completed, you will be notified again once the claim is processed.

# INDIVIDUAL POLICIES

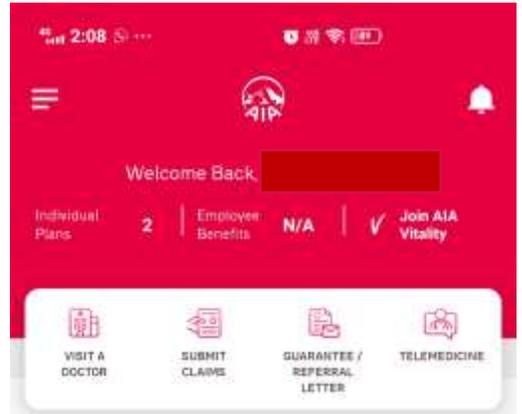
- Entry point
- Steps to view your individual policies
- View your e-medical card
- View your notifications
- View Customer Careline

# ENTRY POINT INDIVIDUAL POLICIES

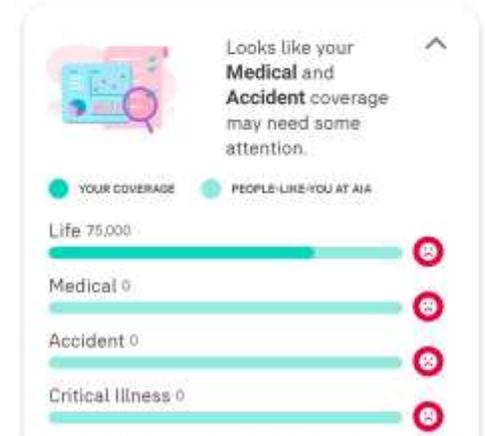


Entry Point @ Main Dashboard

All the policy roles able to view their in-force individual policy count



### Financial Health Check



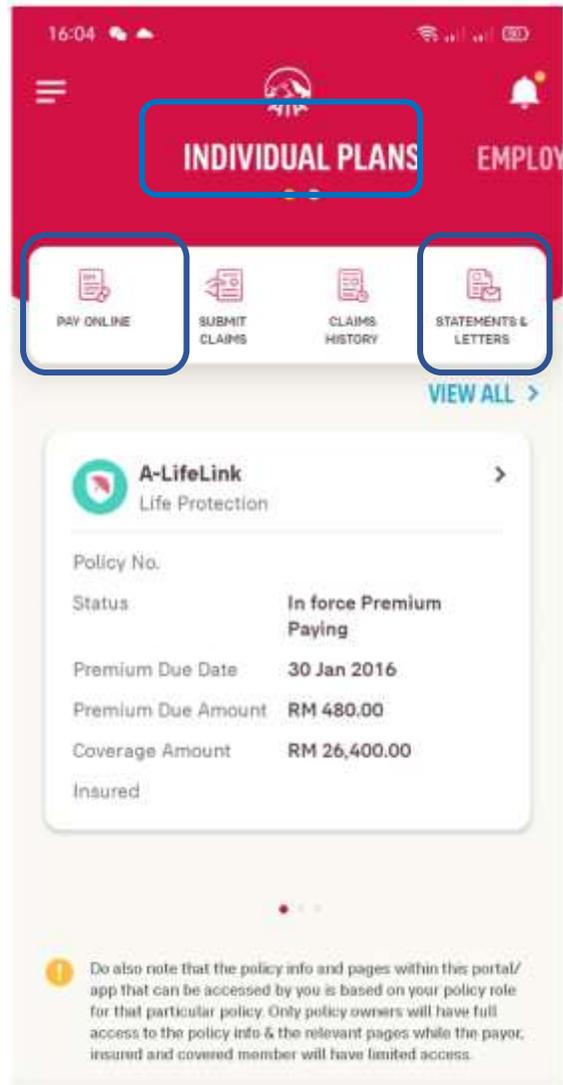
### Bottom navigation

You'll find six icons at the bottom of your screen at anytime, on any page of the app



# VIEW YOUR INDIVIDUAL POLICIES

Only owner role can click "Pay Online", and make a payment



Swipe left/right here to choose between your Individual or Employee Benefits policy(s)

Only owner role can click "Statements & Letters", to view statements & letters

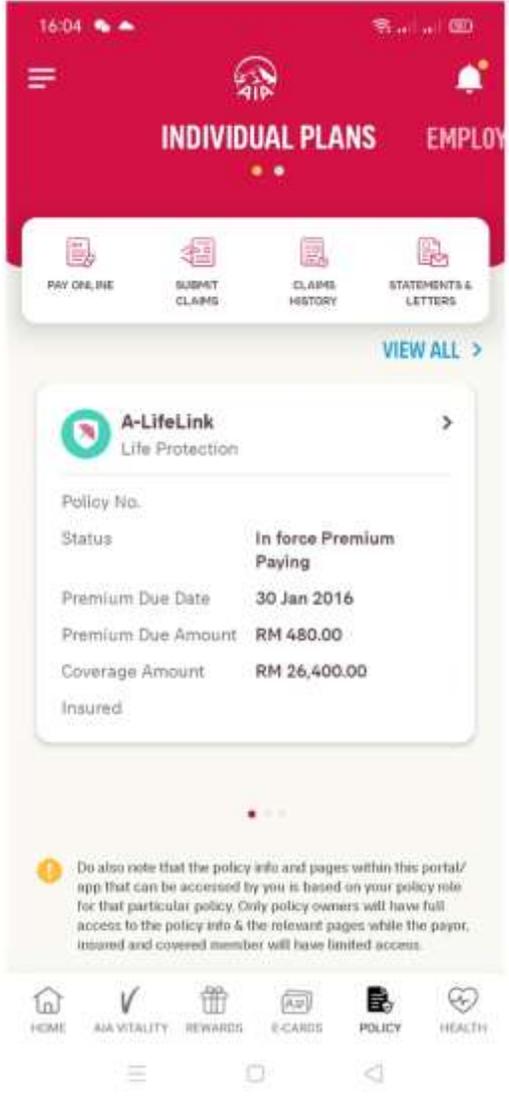
**Note:**

Access to the Individual policy modules is based on your policy role  
 Only owner role has full access to all the modules  
 Other than owner role has limited access to the individual policy modules

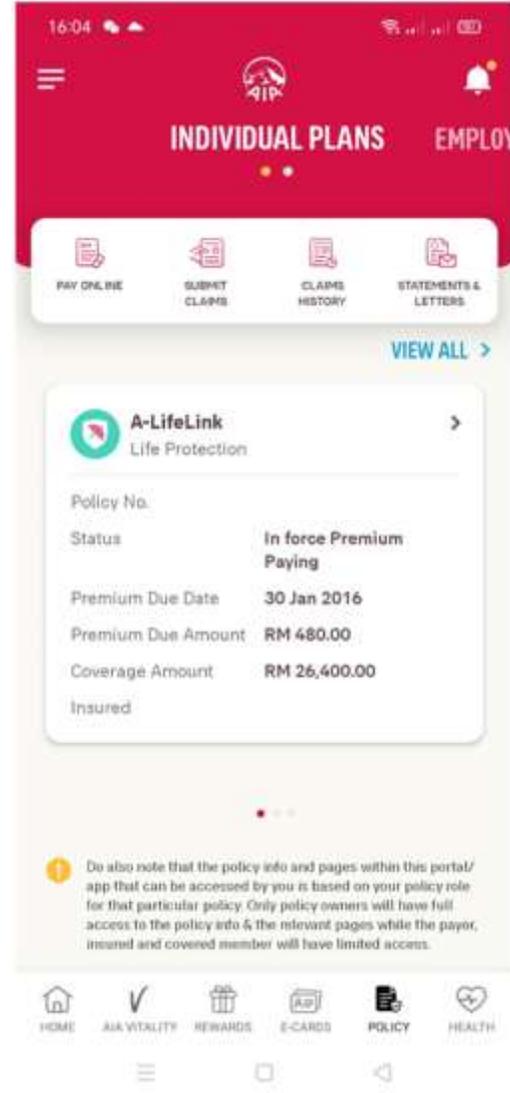
# VIEW POLICY CARD DETAILS BASED ON POLICY ROLE

Policy info displayed in the policy card is based on your role for that particular policy.  
Only owner role has full access to the policy details  
Only owner & insured role can click on policy card to go to the policy details page

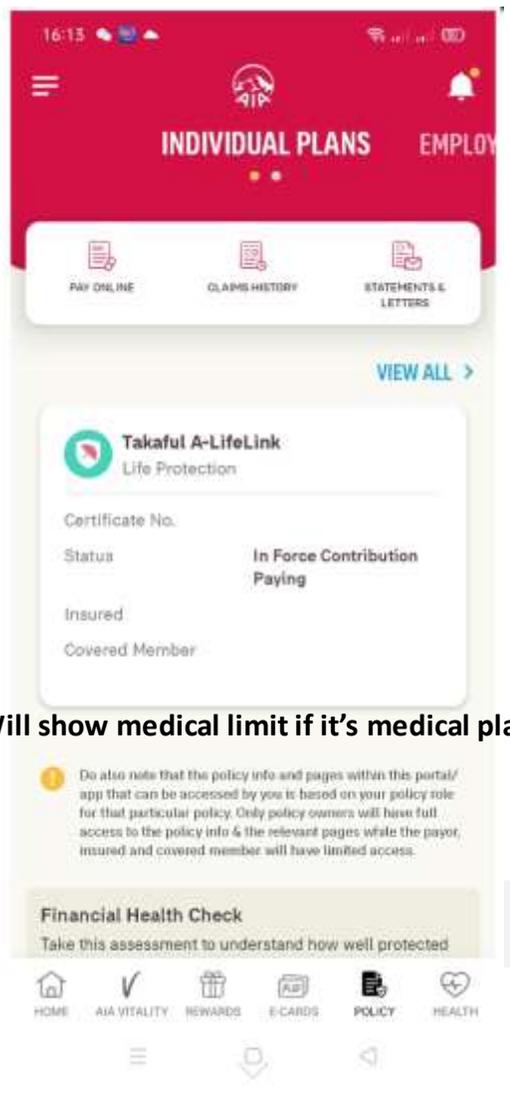
Role : Owner



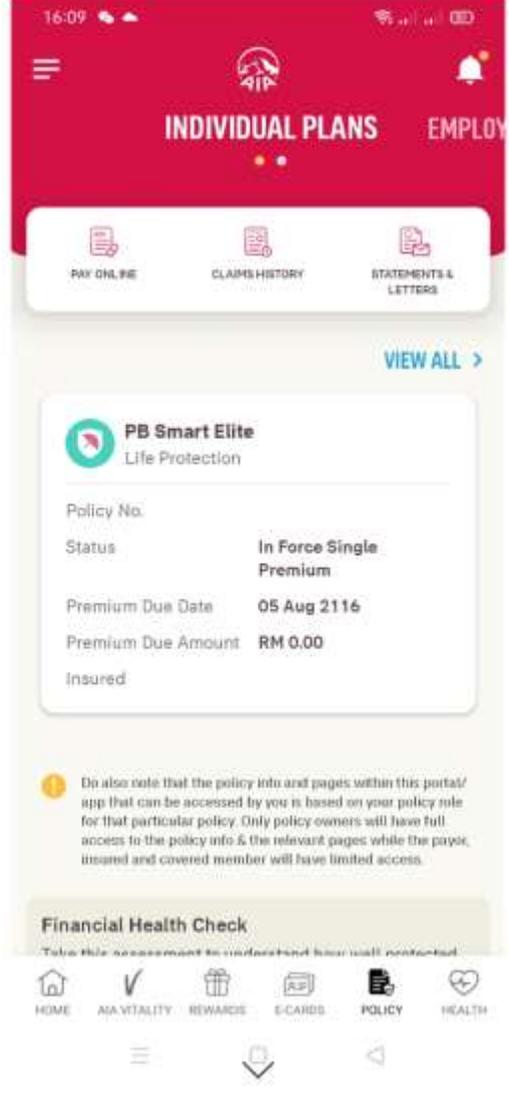
Insured



Covered Member

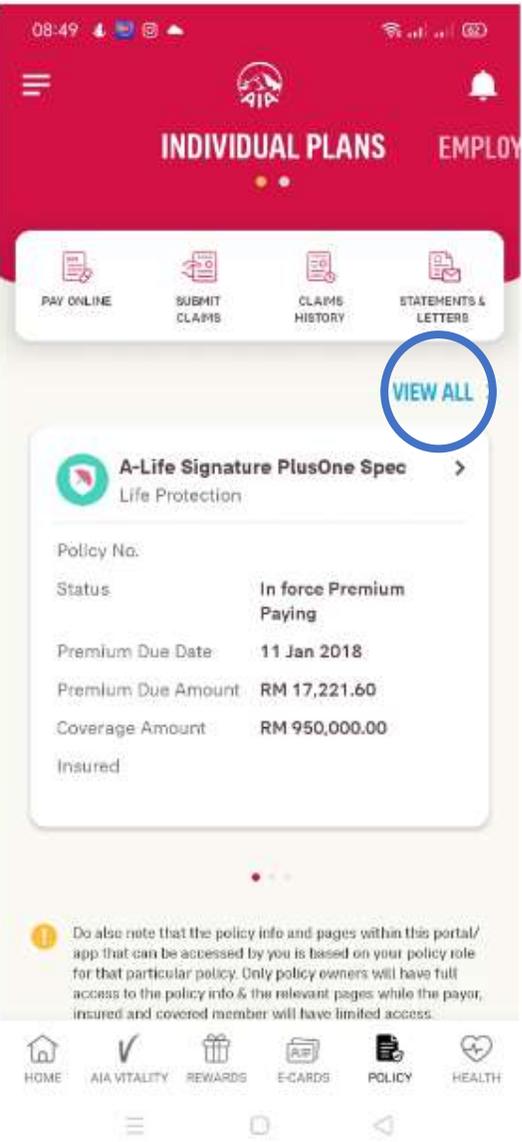


Payor



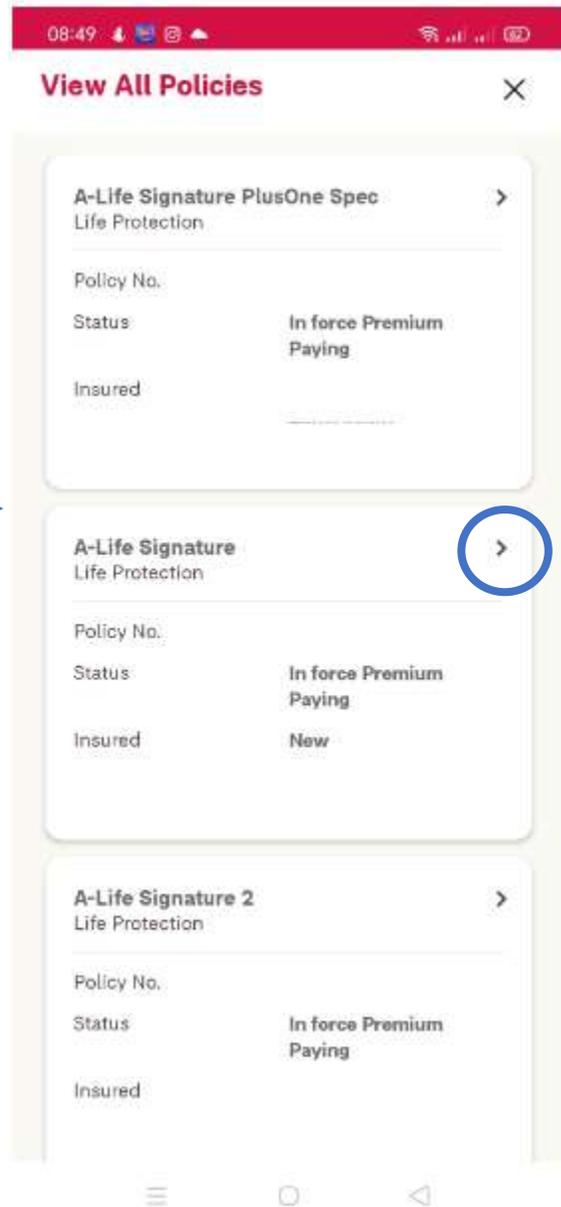
\*Will show medical limit if it's medical plan\*

# VIEW ALL YOUR INDIVIDUAL POLICIES



Tap here to view all policies

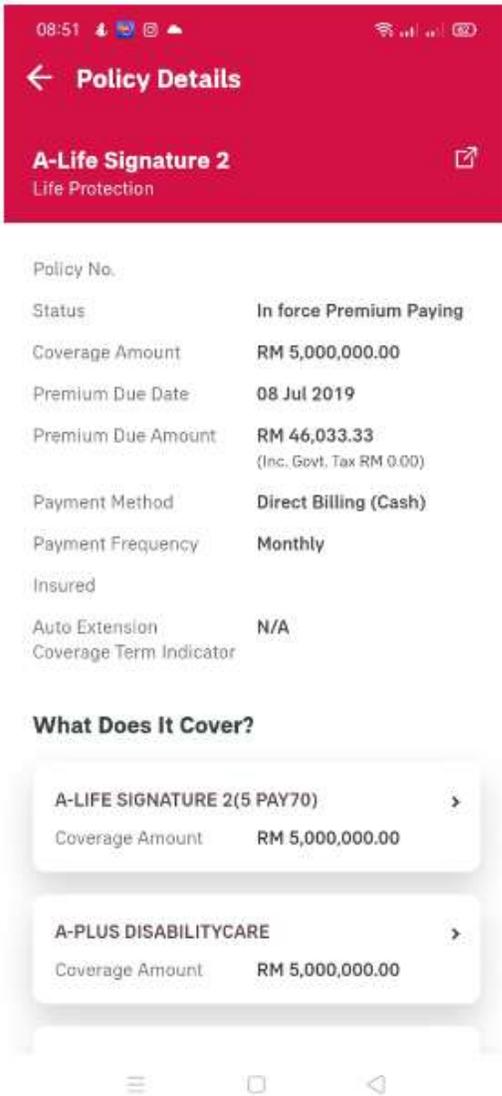
All policy roles (Owner, Insured, Covered Member, Payor) can tap "VIEW ALL" to view all individual policies



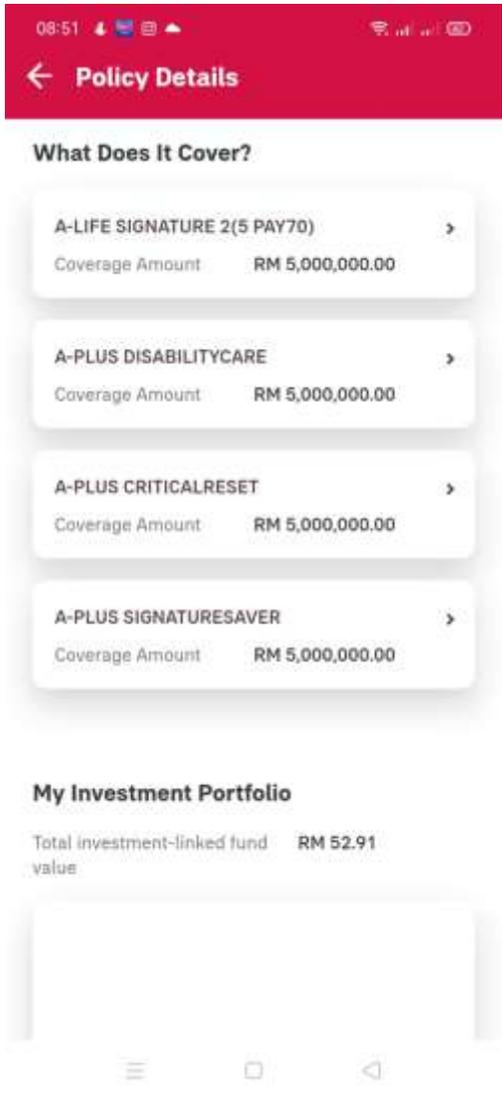
Tap to view policy details

# VIEW YOUR INDIVIDUAL POLICIES (Owner role)

Note:  
Owner have full access to policy info details



Scroll down to view more info

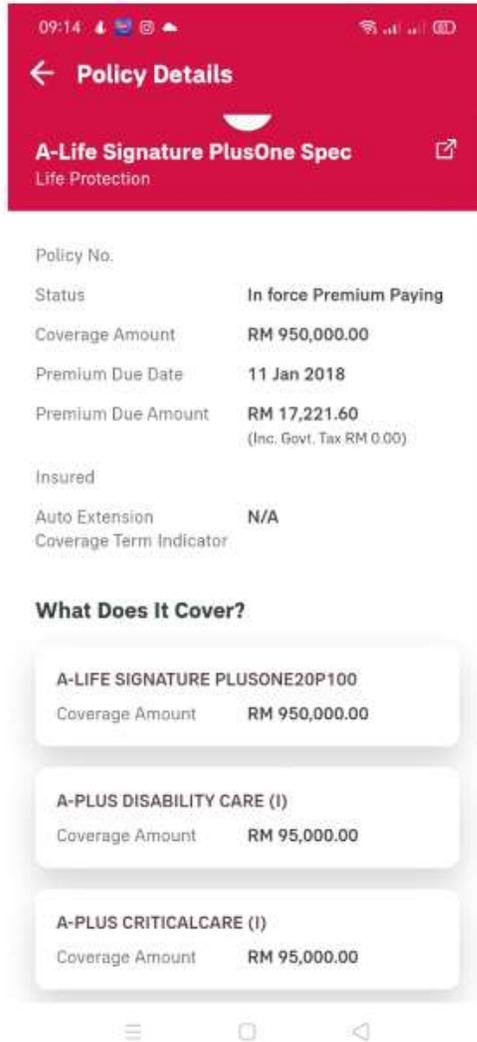


Scroll down to view more info



# VIEW YOUR INDIVIDUAL POLICIES

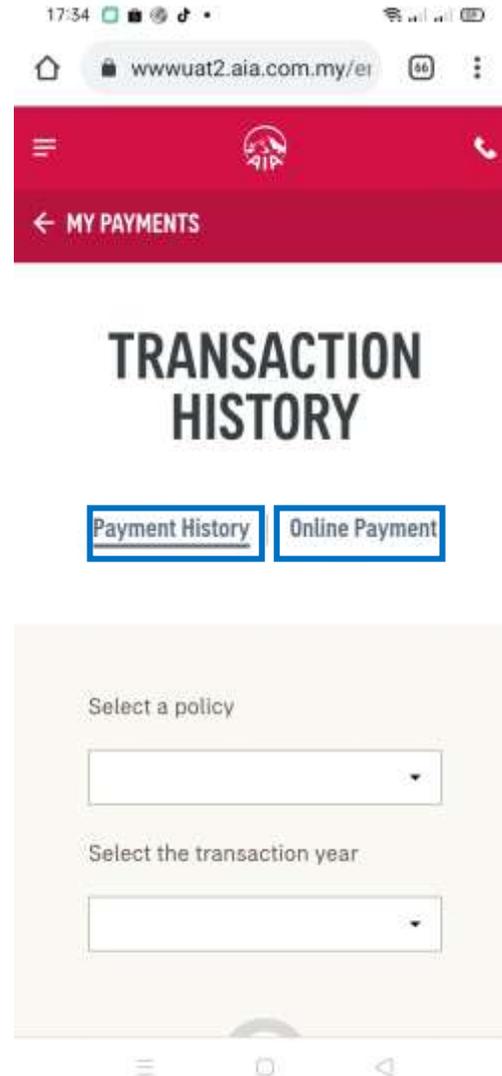
(Insured role)



Note:

Insured role has limited access in policy info details

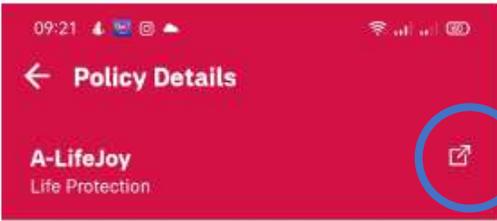
# VIEW TRANSACTION HISTORY



Note:

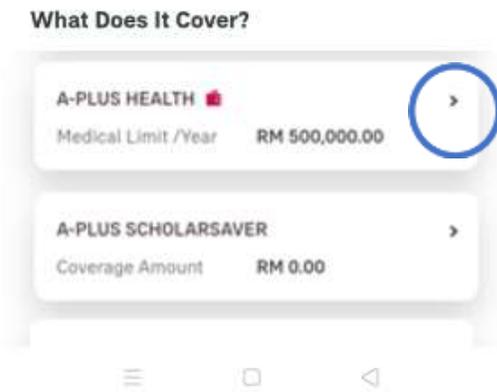
Only owner role can click and view payment history and online payment in transaction history page

# VIEW YOUR RIDER DETAILS (applicable for owner role only)

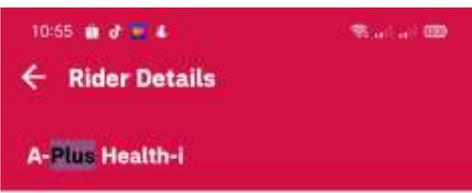


Tap to go to the portal version for the full suite of policy information & transactions

Policy No.	
Status	In force Premium Paying
Coverage Amount	RM 160,000.00
Premium Due Date	19 May 2021
Premium Due Amount	RM 11,340.00 (Inc. Govt. Tax RM 0.00)
Payment Method	Direct Billing (Cash)
Payment Frequency	Half-yearly
Insured	
Auto Extension	N/A
Coverage Term Indicator	



Tap to view rider details



Swipe left/right if your rider has extra info to be viewed

**BENEFITS**

My Medical Limit /Year\*

**RM 2,000,000.00**

\*The amount shown is based on your chosen plan and does not reflect any medical claims paid out.

Status

**In Force Contribution Paying**

Contribution

**RM 0.00**

More Info

Hospital Room and Board **RM 500.00**

Deductible Amount **RM 0.00**

The information above may take up to 48 hours to update.

**BENEFIT DETAILS**

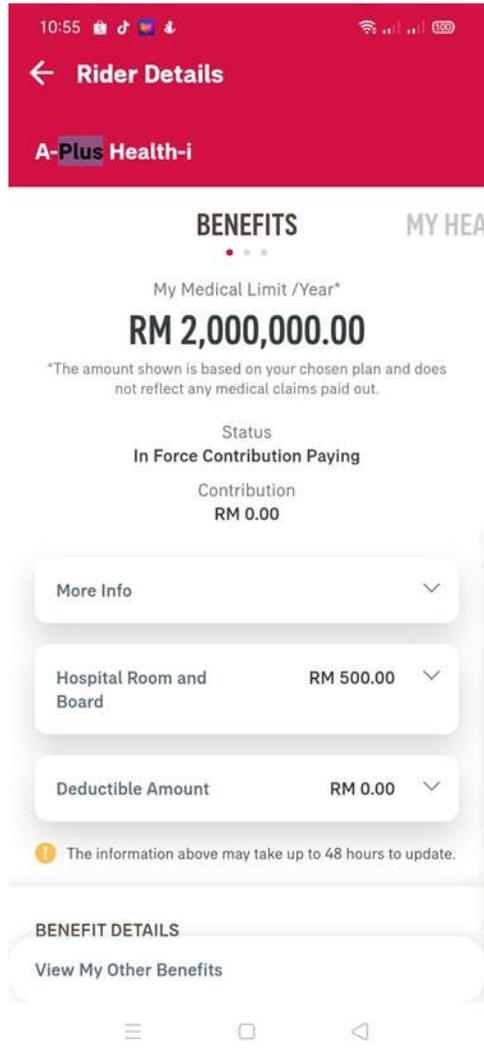
View My Other Benefits



- A-LIFE FLEKSI
- A-PLUS DISABILITYCARE-I
- TKF A-PLUS MULTI CRITICALCARE
- A-PLUS HEALTH-I
- TKF A-PLUS WAIVEREXTRA - OPT1
- TKF A-PLUS CRITICALCARE

Slide up to view other riders

# VIEW YOUR RIDER DETAILS (applicable for owner role only)



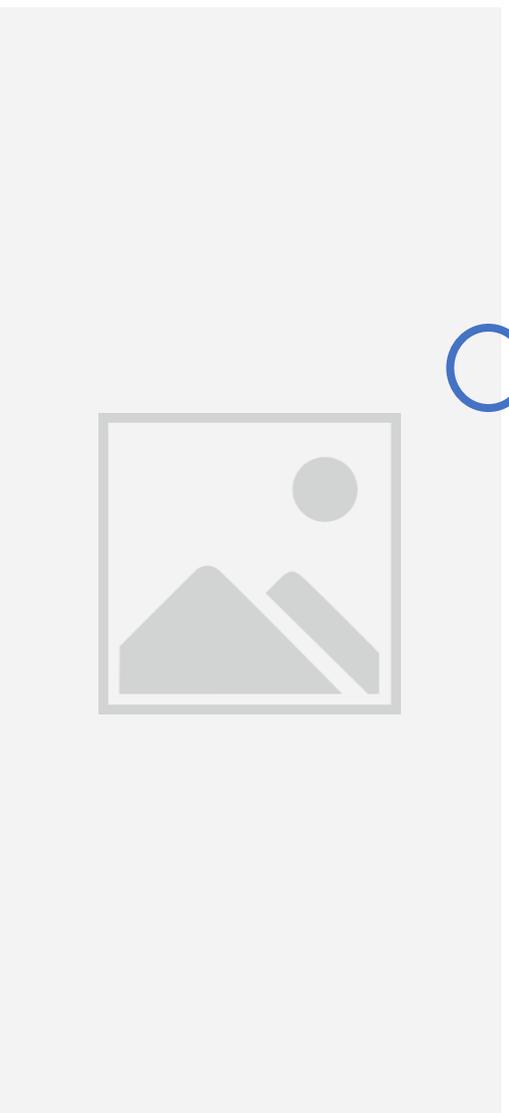
Scroll down to view more info



Scroll down to view more info



# VIEW YOUR HEALTH WALLET DETAILS (applicable for owner role only)



Tap to view earned and spent history



Swipe left to view spent history



Total Amount Earned  
**RM 500.00**

---

2021 ▾

19 Jun 2020 - 18 Jun 2021

19 Jun 2020	Yearly Health Wallet Amount	RM 500.00
AIA VITALITY HEALTH REWARDS		
	Health Wallet Booster Status	RM 0.00
<b>Total Amount</b>		<b>RM 500.00</b>

Please note that the information above may take up to 48 hours to update.

Total Amount Spent  
**RM 0.00**

---

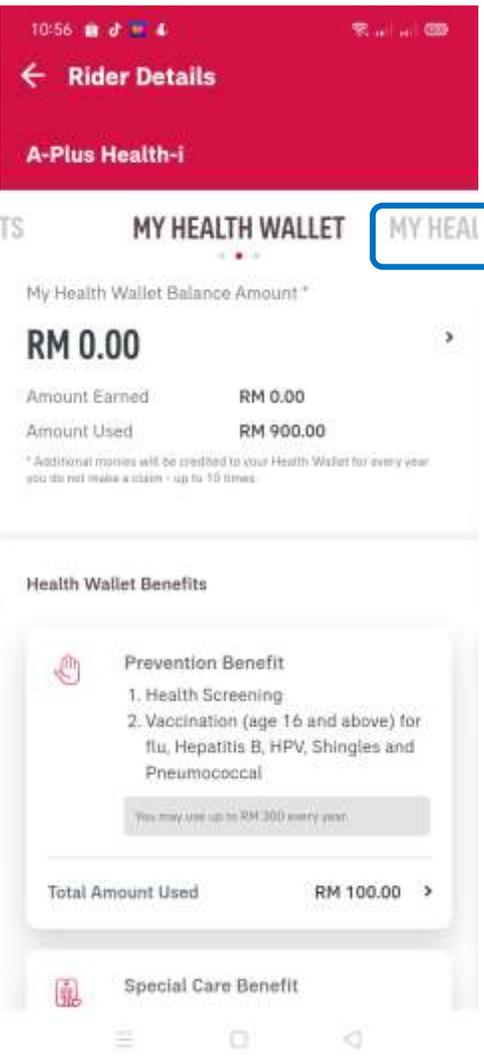
2020 ▾

Prevention Benefit	RM 0.00
Special Care Benefit	RM 0.00
Recovery and Support Benefit	RM 0.00
Mental Health Benefit	RM 0.00
Protect Boost	RM 0.00

Please note that the information above may take up to 48 hours to update.



# VIEW YOUR HEALTH REWARDS DETAILS (applicable for owner role only)



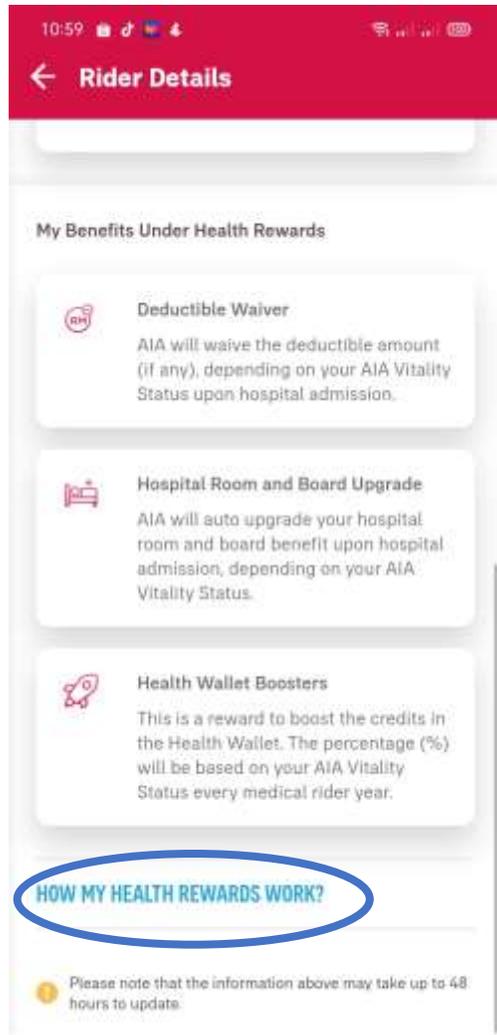
Swipe right to view Health Rewards



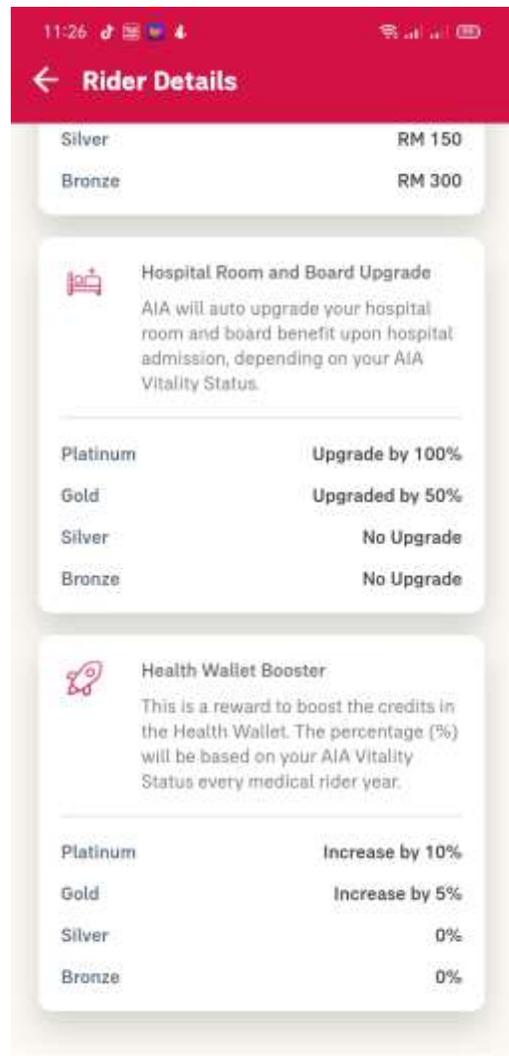
Scroll down to view more info



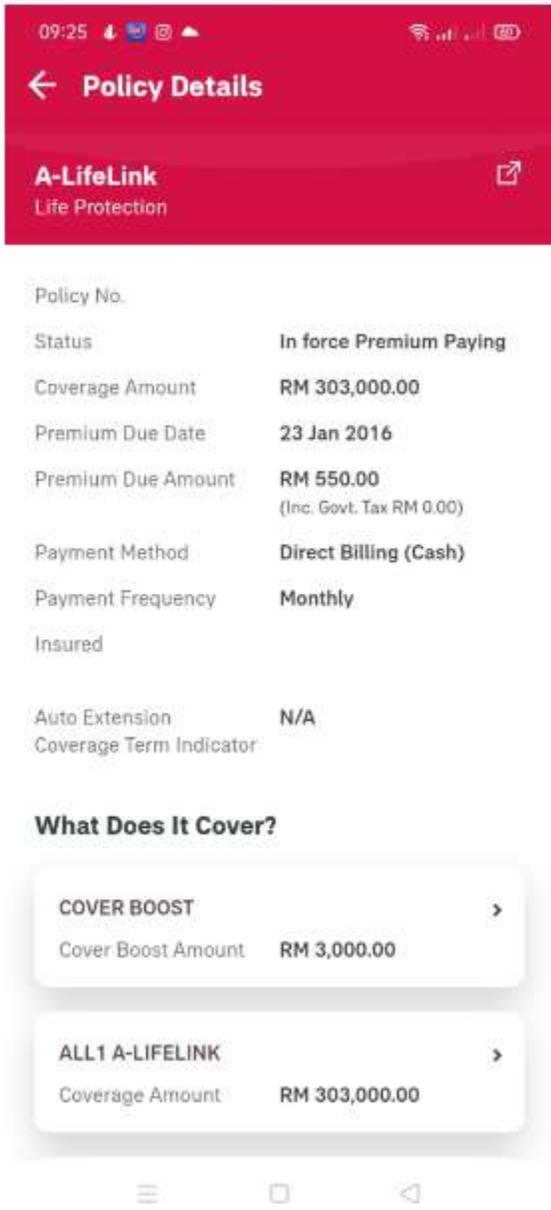
# VIEW THE HEALTH REWARDS HOW IT WORKS? (applicable for owner role only)



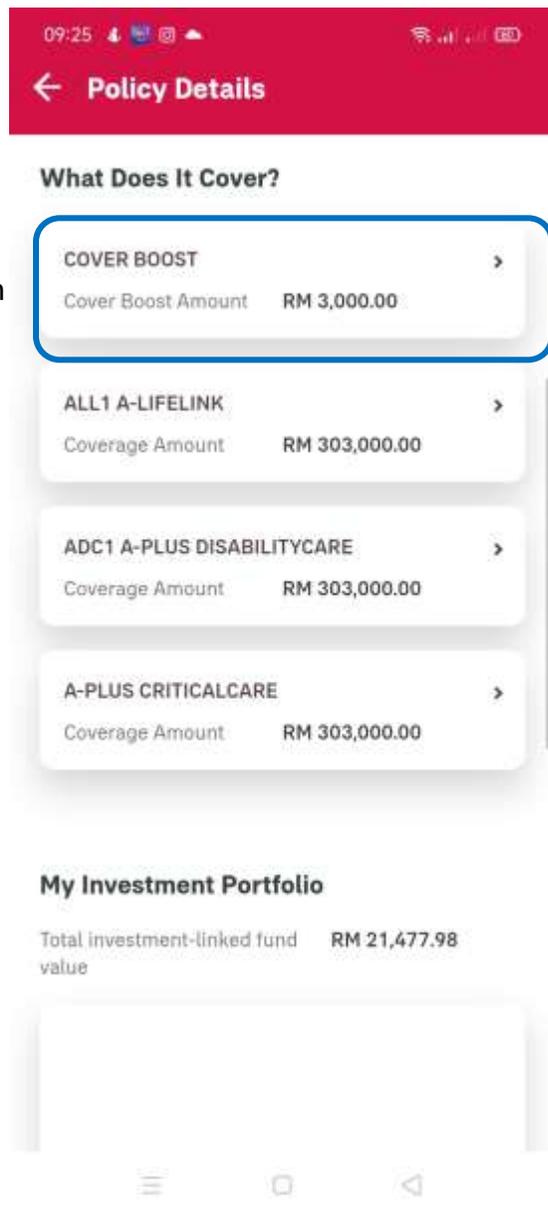
Tap to learn about your rewards



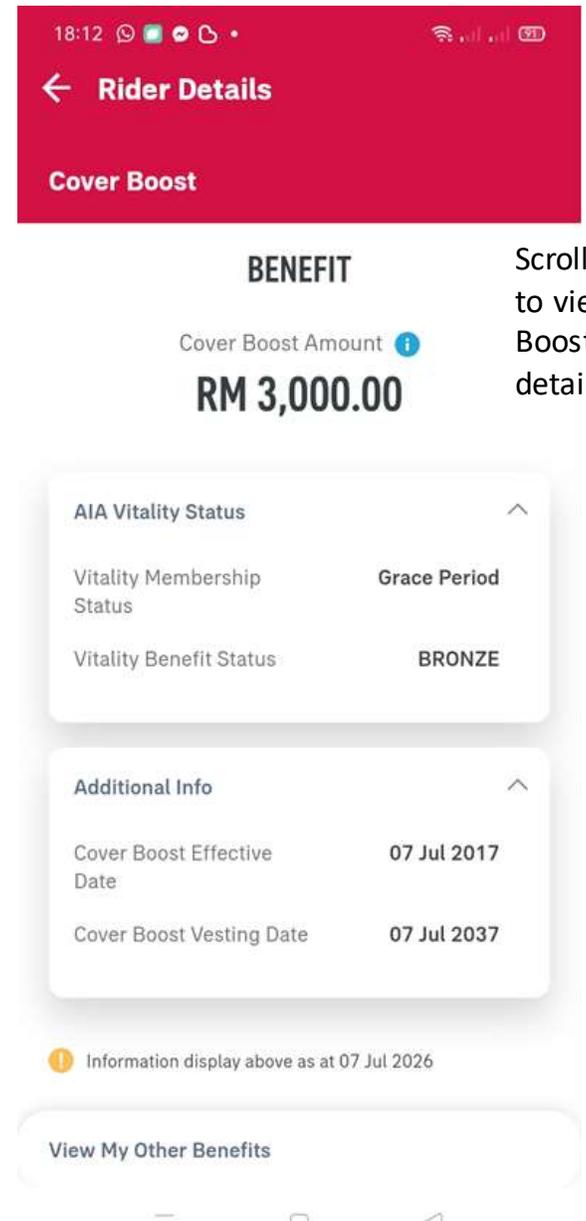
# VIEW YOUR RIDER DETAILS – VITALITY BOOSTER DETAILS (applicable for owner only)



Scroll down to view more info

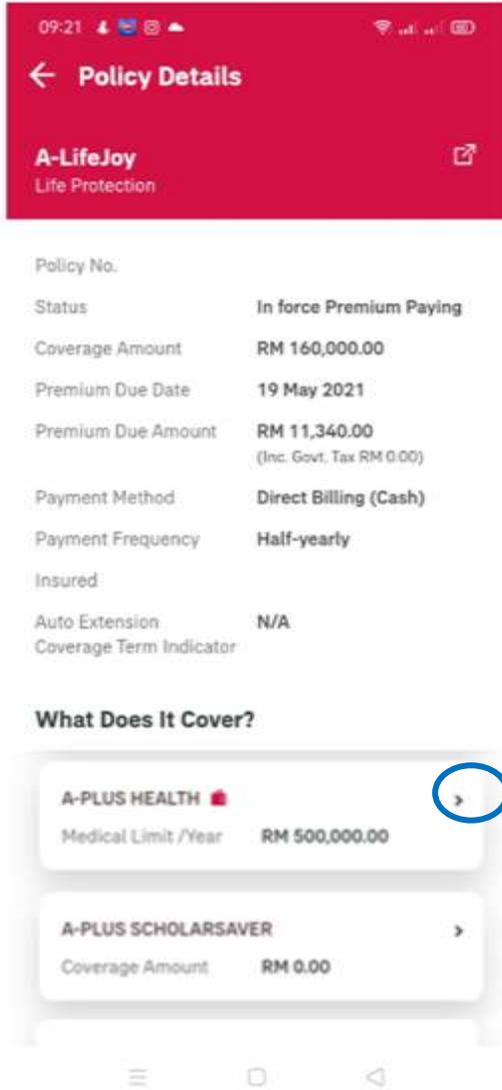


Swipe left

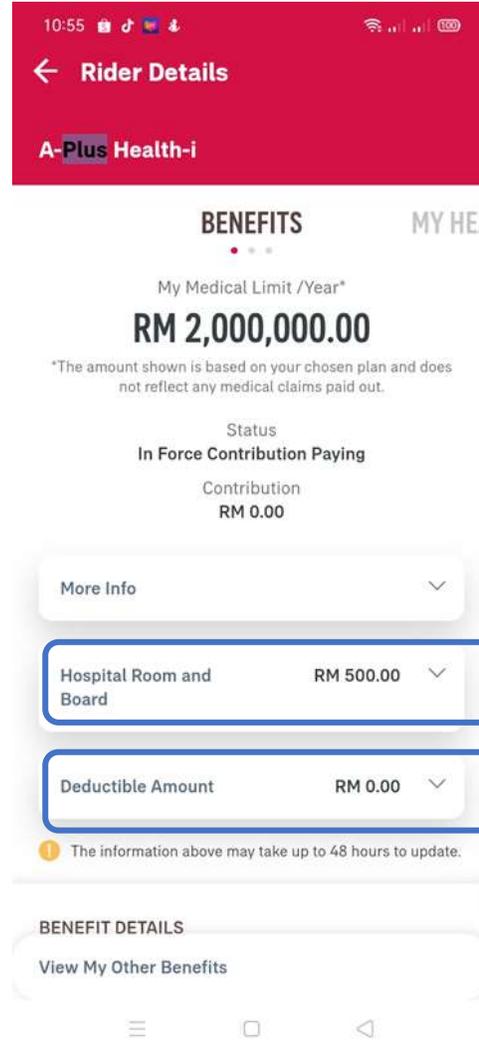


Scroll down to view Booster details

# VIEW YOUR RIDER DETAILS (HOSPITAL ROOM & BOARD / DEDUCTIBLE AMOUNT / CO PAY) (applicable for owner only)

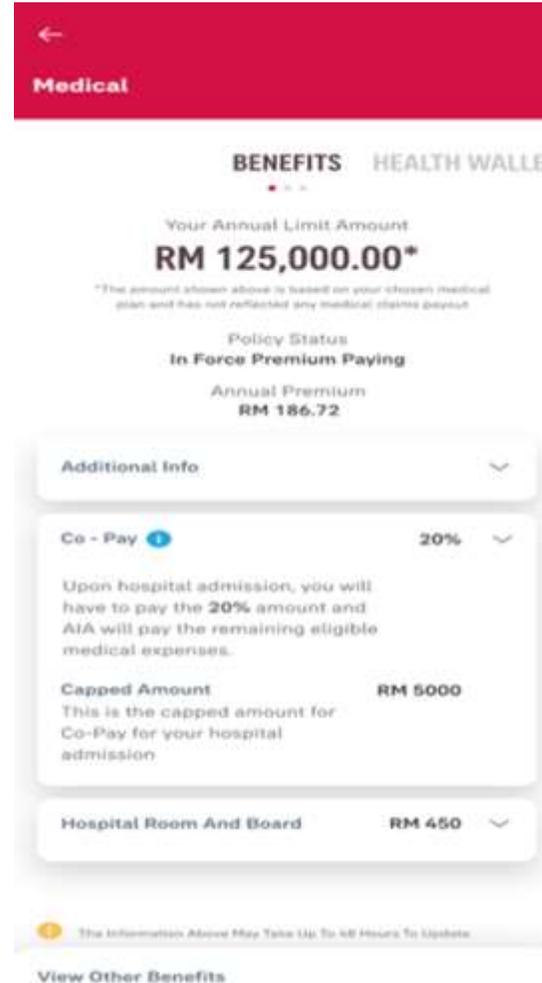
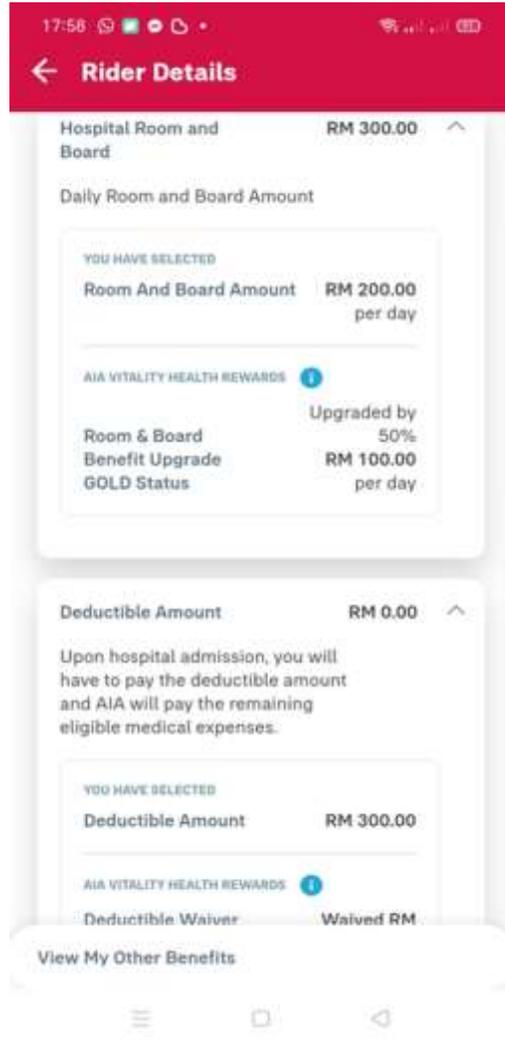


Tap to view details



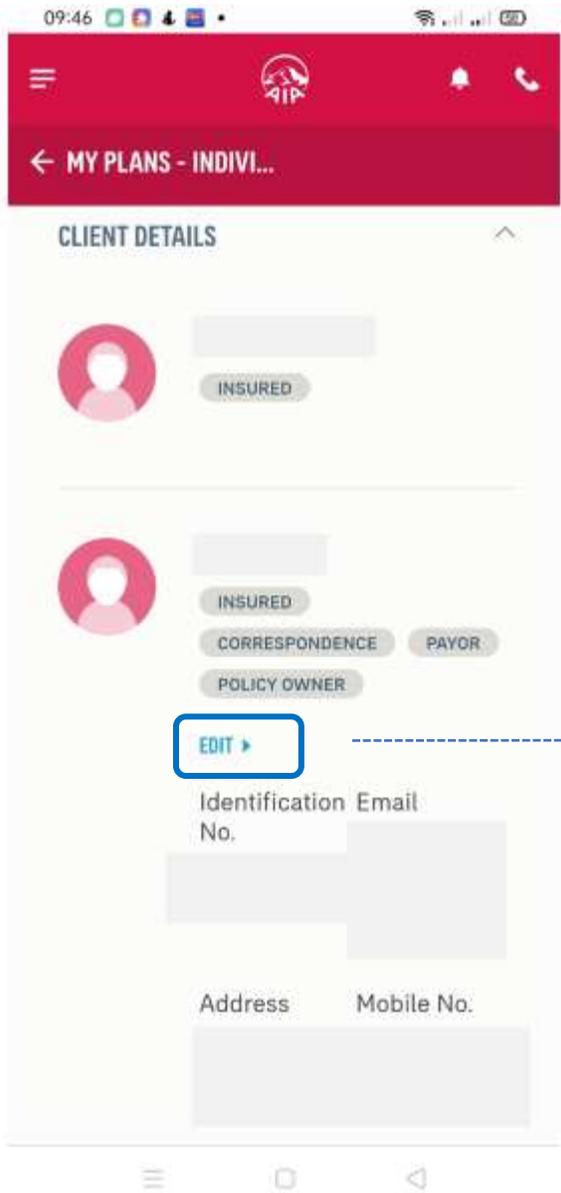
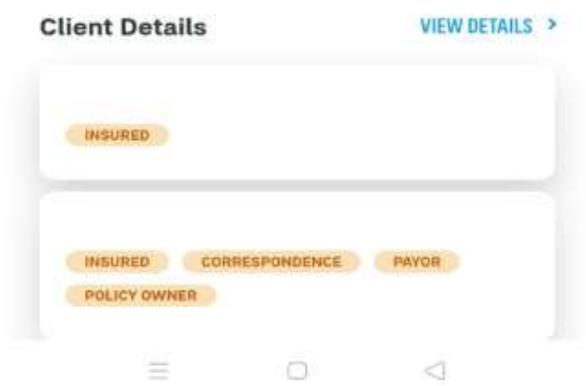
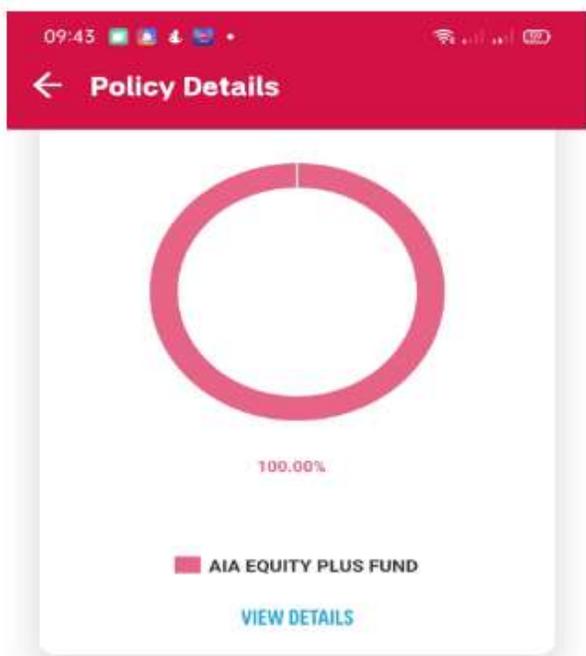
Tap to view Room & Board & Deductible amount

# VIEW YOUR RIDER DETAILS (HOSPITAL ROOM & BOARD / DEDUCTIBLE AMOUNT /CO PAY) (applicable for owner only)



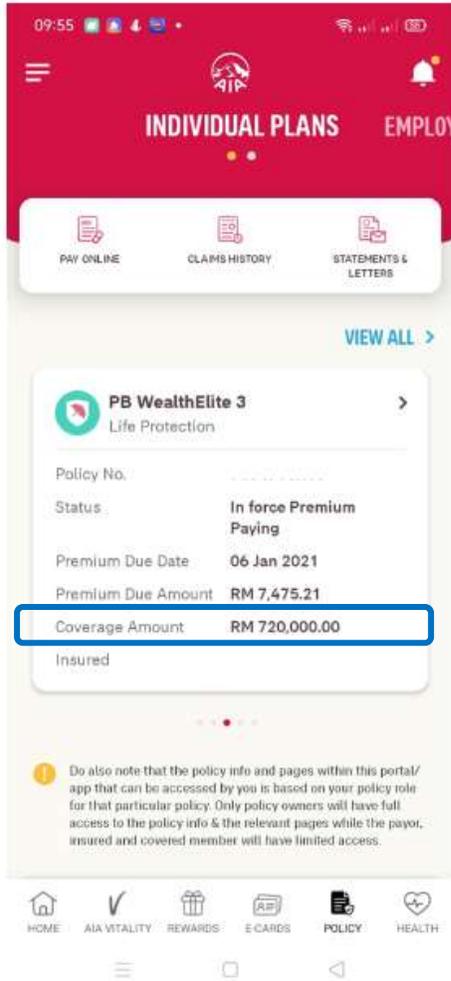
Scroll down to view Co Pay details

# UPDATE CONTACT DETAILS (via CLIENT DETAILS) (applicable for owner only)

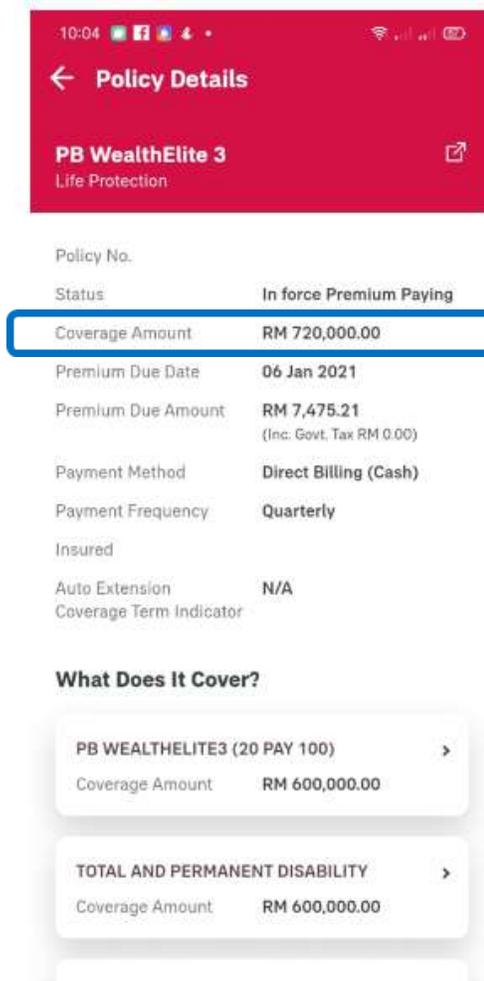


At Policy Details, click 'View Details' to go to Client Details. Click 'Edit' on the client name with the Correspondence role

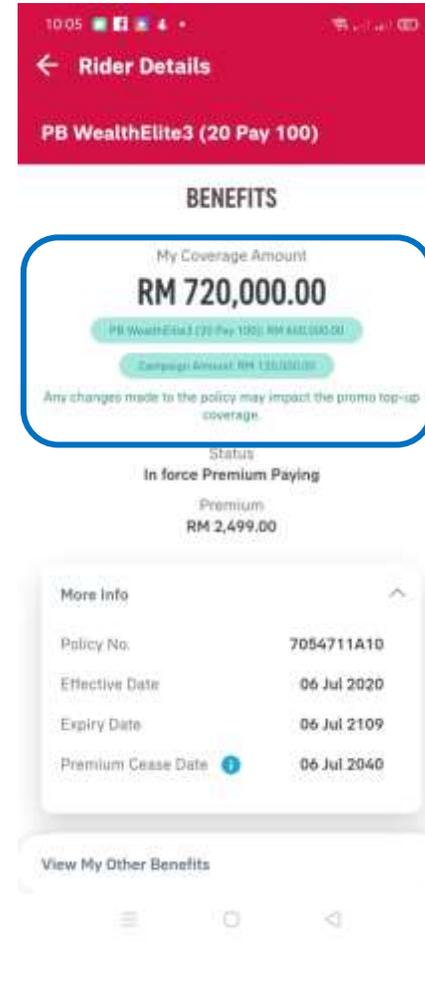
# VIEW PROMO TOP-UP COVERAGE (where applicable)



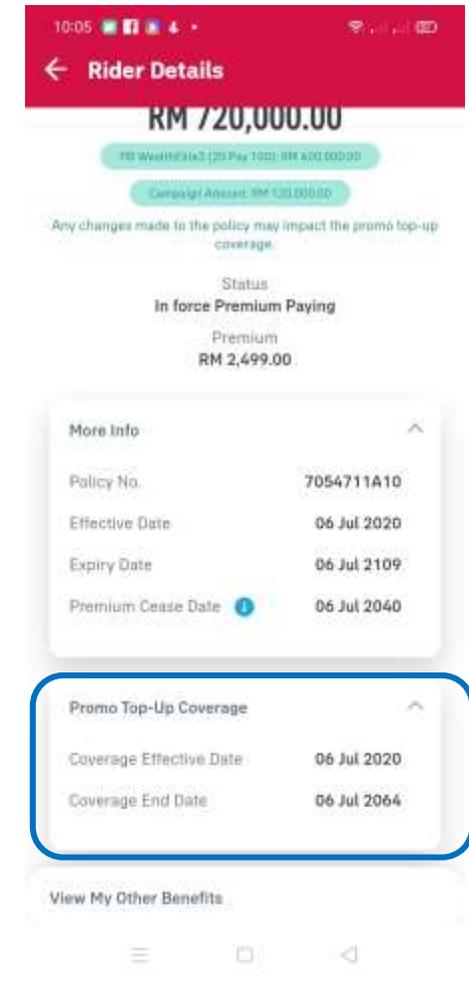
At policy card, only owner and insured roles can view the coverage amount combined with promo top-up coverage amount.



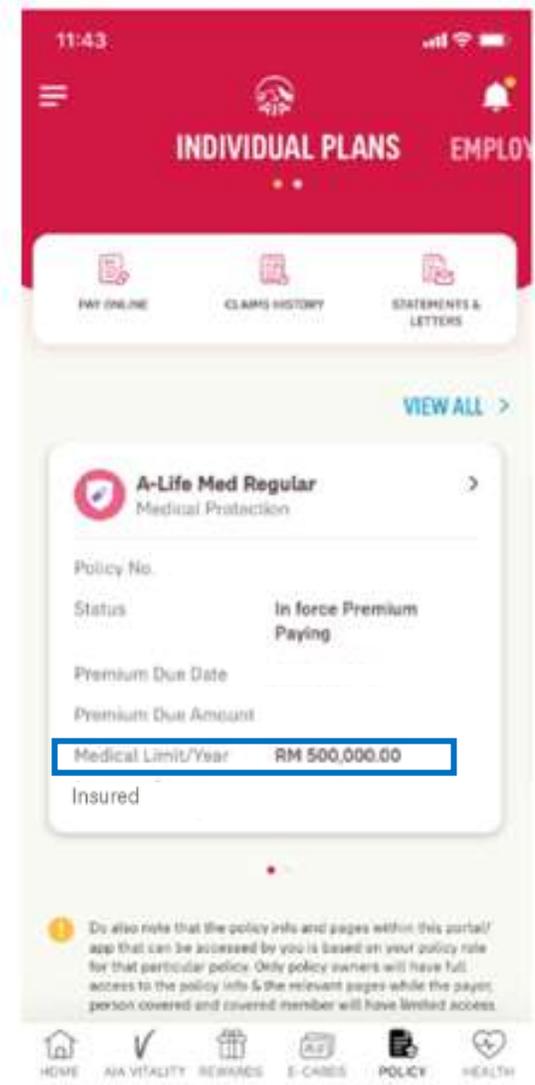
At policy details, only owner and insured roles can view the coverage amount combined with promo top-up coverage amount.



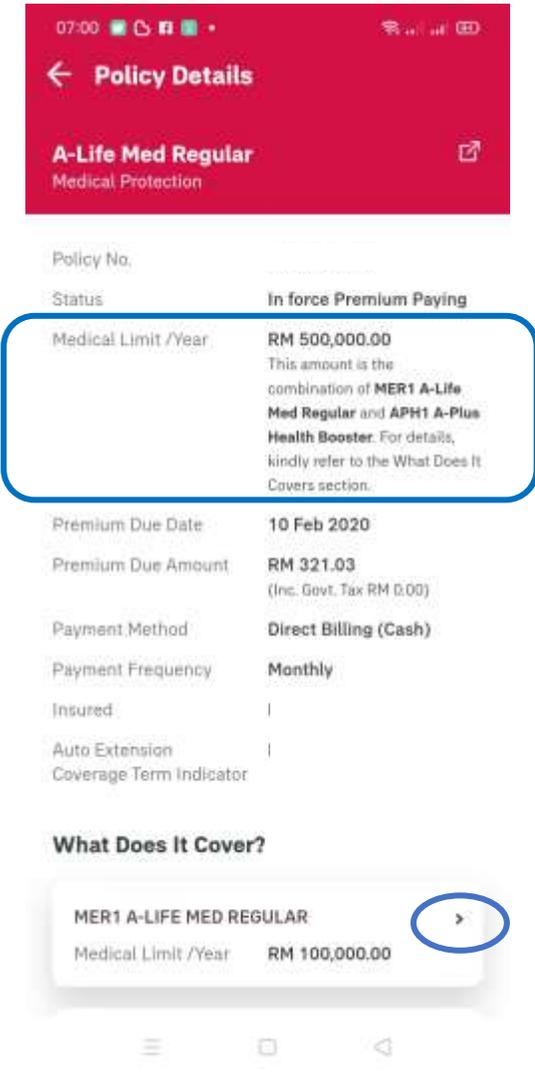
At rider details, only owner role can view the coverage amount combined with promo top-up coverage amount, coverage effective date and coverage end date. To view the Promo Top-up Coverage details, insured need to go to the portal page.



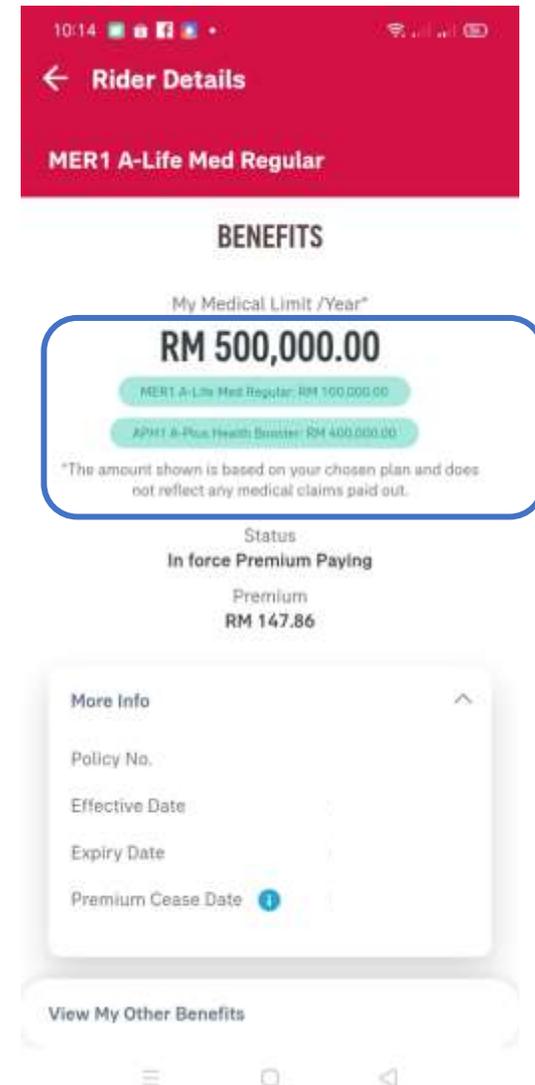
# VIEW YOUR COMBINED MEDICAL LIMIT



At policy card, only owner and insured roles can view the combined medical limit in policy card.

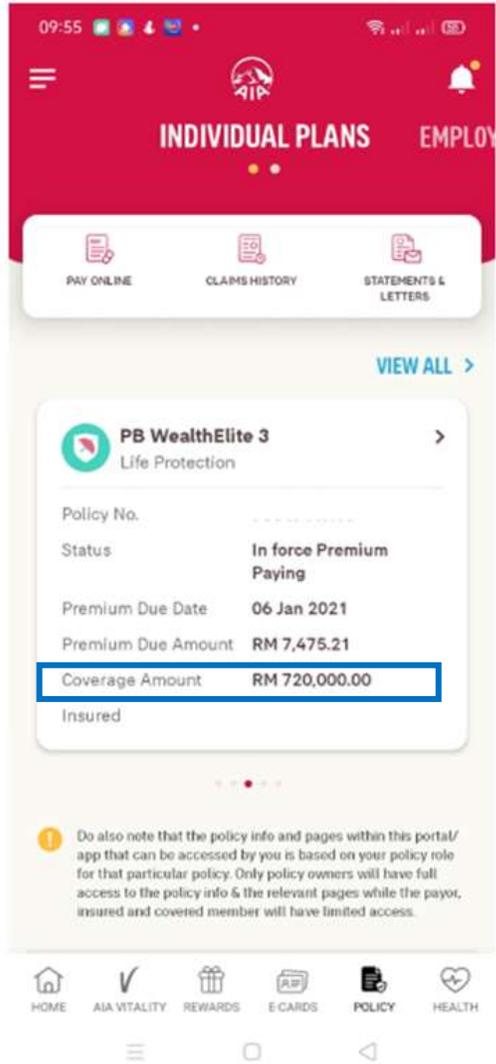


At policy details, only owner and insured role can view the combine medical limit amount and note



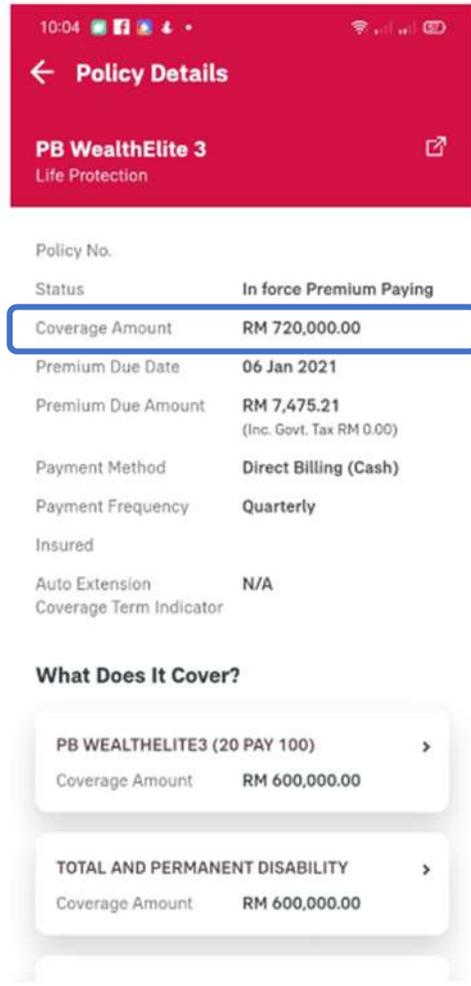
At rider details, only owner role can view the combine medical limit amount and breakdown

# VIEW CURRENT SUM ASSURED



Current sum assured displayed in policy card

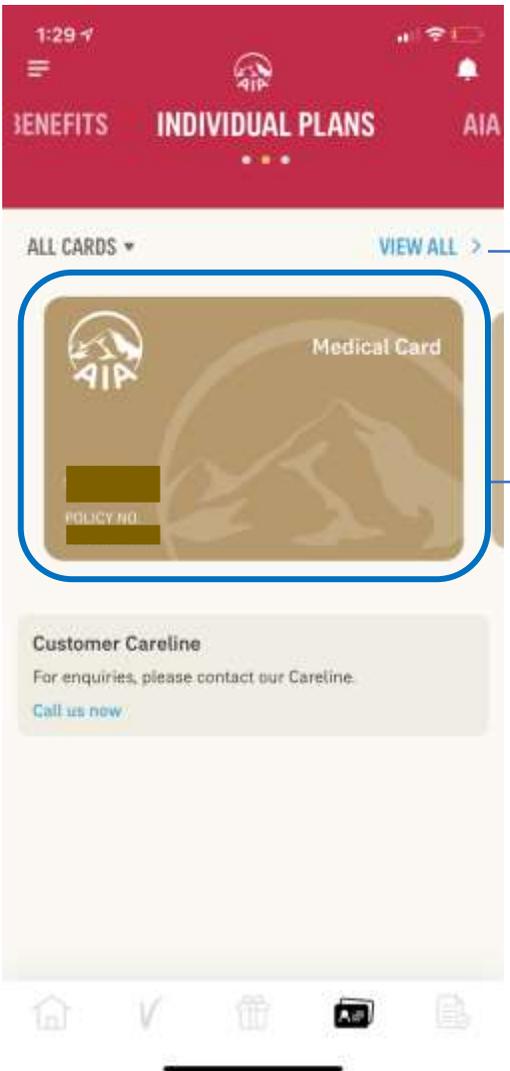
Only owner and insured roles can view current sum assured in policy card



Current sum assured displayed in policy details

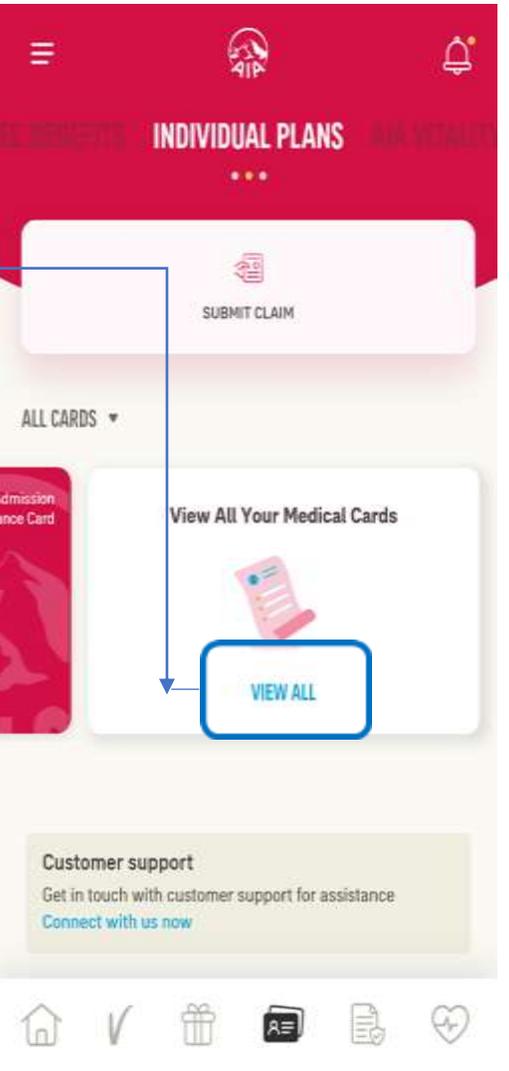
Only owner and insured roles can view current sum assured in policy details

# VIEW YOUR E MEDICAL CARD - INDIVIDUAL



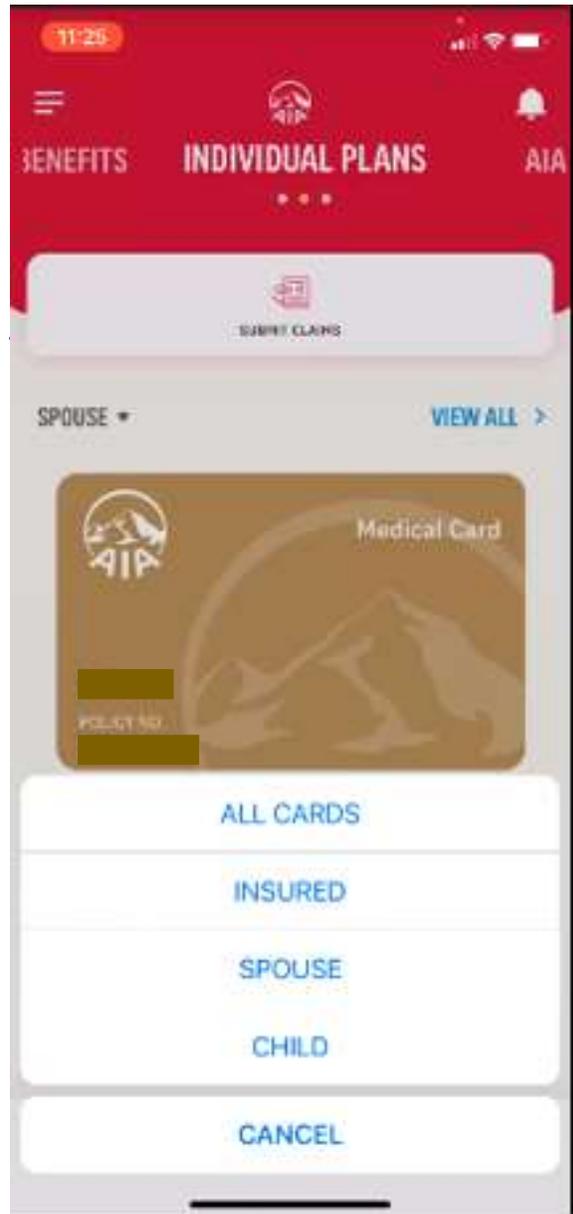
Tap to view all your e medical cards

Swipe left/right here to choose between your Individual plans e medical cards



Tap to view your e medical card rider details & health wallet, if applicable

# VIEW YOUR E MEDICAL CARD - INDIVIDUAL

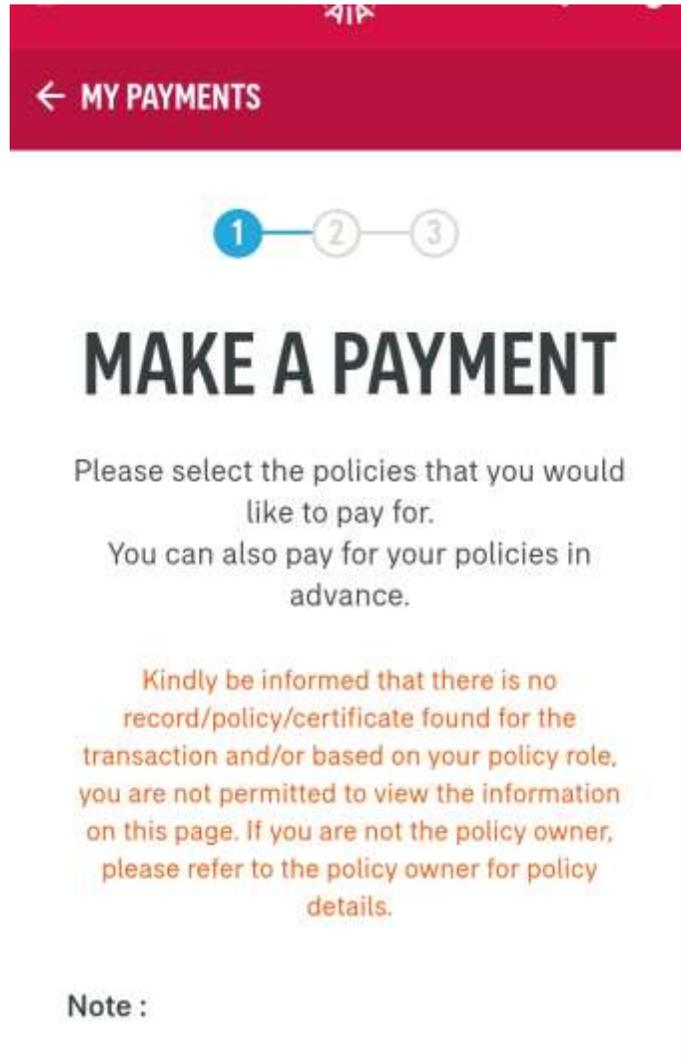


Note:

- 1. Spouse can see child and insured (Husband & Wife) card.
- 2. Child (son, daughter) can see own card only.
- 3. Insured and Covered member will not be allowed to click onto the ecard.

## VIEW YOUR INDIVIDUAL POLICIES – OTHER ROLES

Other than policy owner role i.e. insured, payor or covered member, you will not be able to access to certain modules & will see the message below informing you that you do not have access to the page.



#### Note :

- The Pay Online facility is only available for Life Insurance policies & Family Takaful certificates with Inforce Premium Paying & Inforce SVE status as well as AIA Vitality membership fees for Individual & Corporate memberships.
- For Family Takaful certificates, contributions can only be made in advance for up to one (1) year. Any certificates with advance contribution of one (1) year or more will not be able to make further contributions via the Pay Online facility until the advance contribution for the certificate is less than one (1) year.

# VIEW YOUR INDIVIDUAL POLICIES – OTHER ROLES

Other than policy owner role i.e. insured, payor or covered member, you will not be able to access to certain modules & will see the message below informing you that you do not have access to the page.

**VIEW STATEMENT**

Policy Statements | Home Loan Statements | Letters

Please select a name

Please select year

No Records Found

**← DASHBOARD**

Please select year

No Records Found

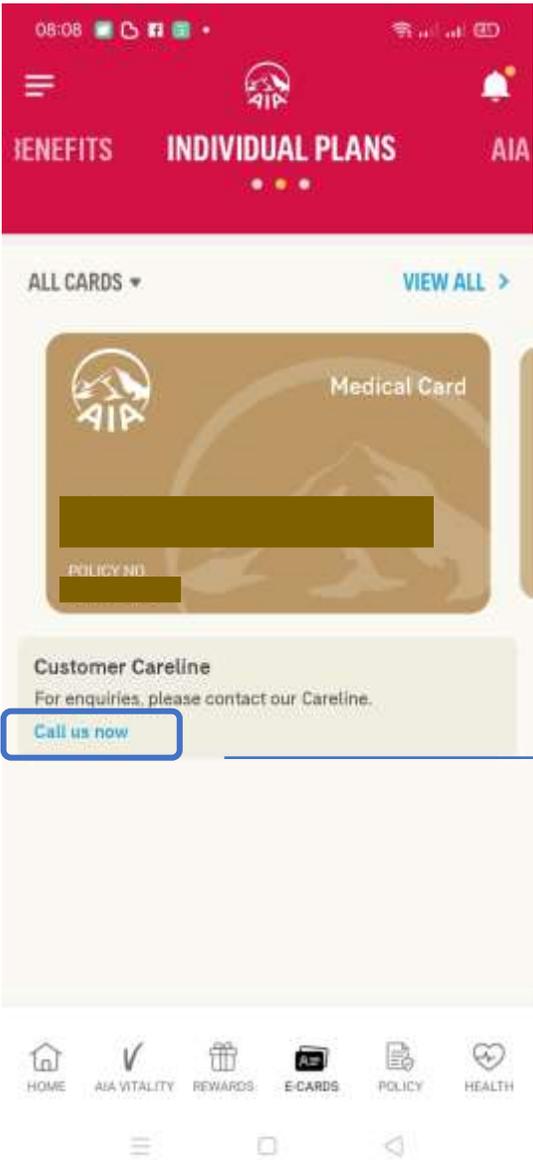
**Important Note:**  
The A-Save Plus Year End Statement is only available from year 2019 onwards. If you wish to obtain a copy of the Statement prior to year 2019, please e-mail us at My.Customer@aia.com

**CONTACT AIA**

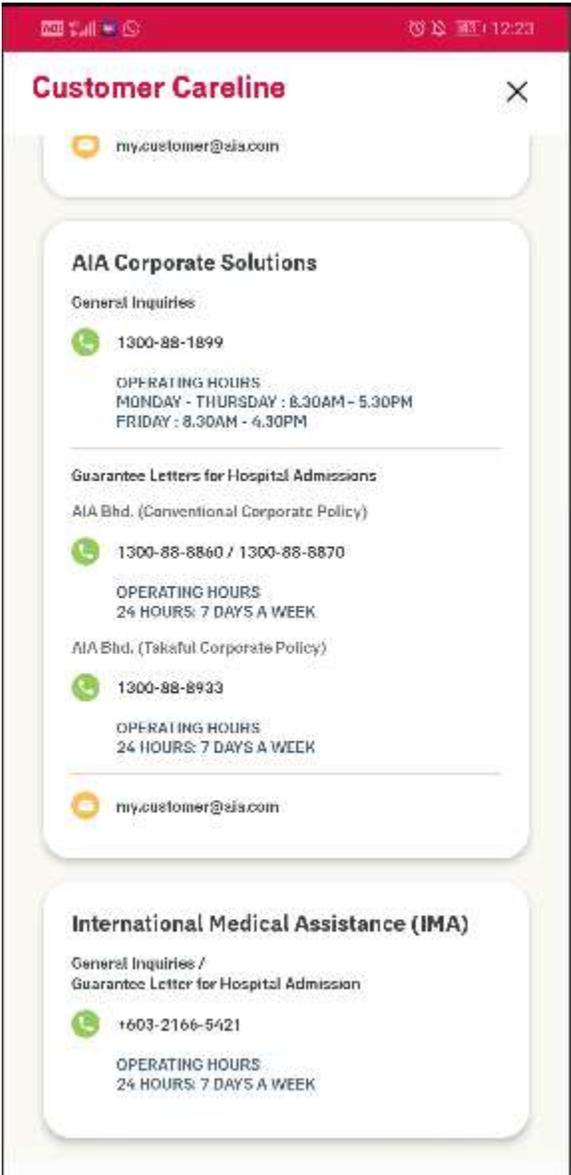
AIA Bhd.  
**1300-88-1899**

For overseas customers:  
**603 2056 1111**

# VIEW CUSTOMER CARELINE



Tap to view all Customer Careline numbers



15

MY AIA APP

# DIGITAL HEALTH for INDIVIDUAL

Applicable for Medical  
Plans/Riders only

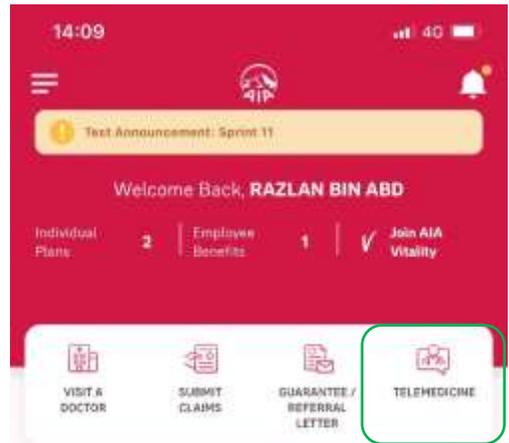
- Entry Point
- Online Consultation
- E-prescription
- Profile & Settings

- **DIGITAL HEALTH**
- **01: Entry Point to Digital Health**

# ENTRY POINT TO DIGITAL HEALTH

15

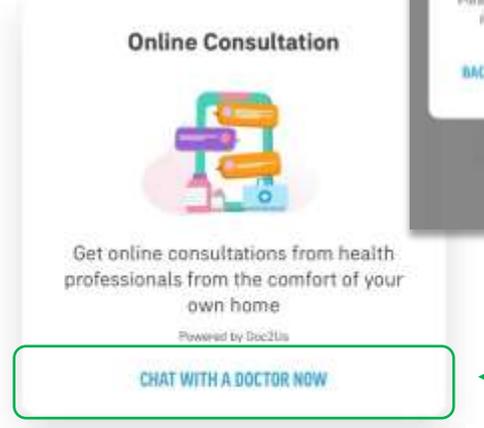
MY AIA APP



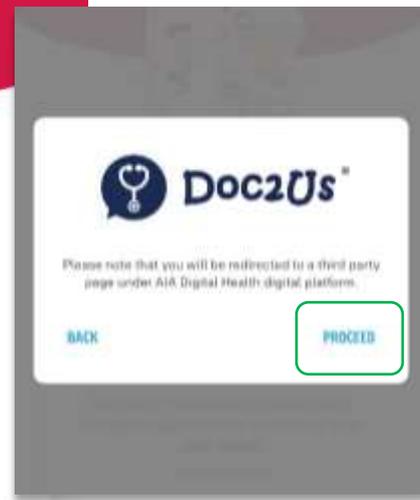
Entry Point into the Digital Health page



Digital Health Services



Tap here to go into the Digital Health page



A pop-up message will appear. Tap Proceed



# ENTRY POINT TO DIGITAL HEALTH

15

**Digital Health Services** [Close]

**Registration**  
Please key in your information to access Doc2Us services

**My Information**

Full Name  
As per NRIC

Mobile No.  
e.g. 0123456789

Email  
e.g. name@email.com

NRIC/Passport Number  
eg. 900112233344

Gender  
[Male] [Female]

Once the form has been completed you will need to tap to accept the terms & conditions and the **Register** button will become active



**Digital Health Services** [Close]

Address Line

State  
Select State

City Postcode  
City Postcode

**TERMS OF USAGE**

- This service is not meant for medical emergencies.
- This service is offered by a third party provider, Doc2Us.
- You must be 18 years old and above to use this service.

I have read and accepted Doc2Us [Terms & Conditions & Privacy Policy](#) for the use of the services to be provided.

**REGISTER**

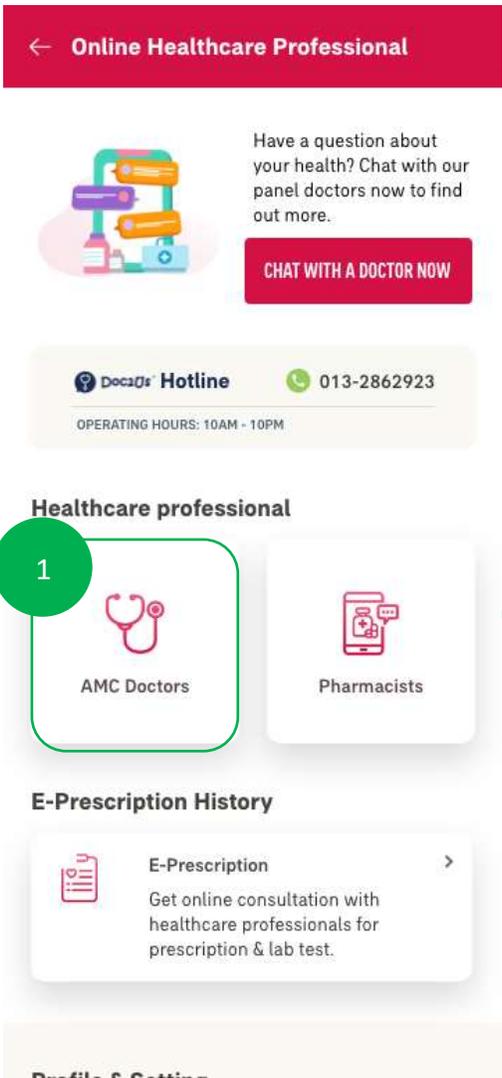


Tap on **Register** to complete

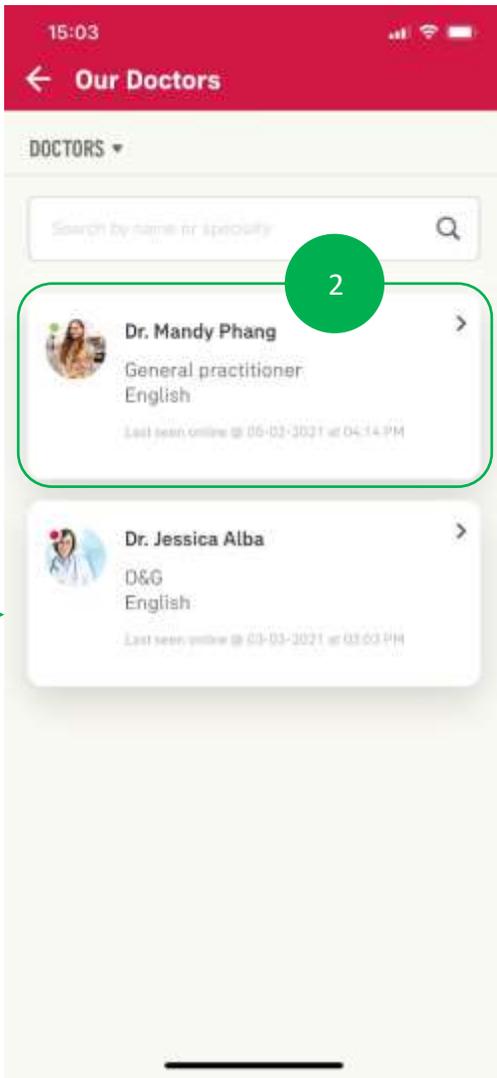
Please fill in all the information

- **DIGITAL HEALTH**
- **02: Part 1 - Request for Consultation**

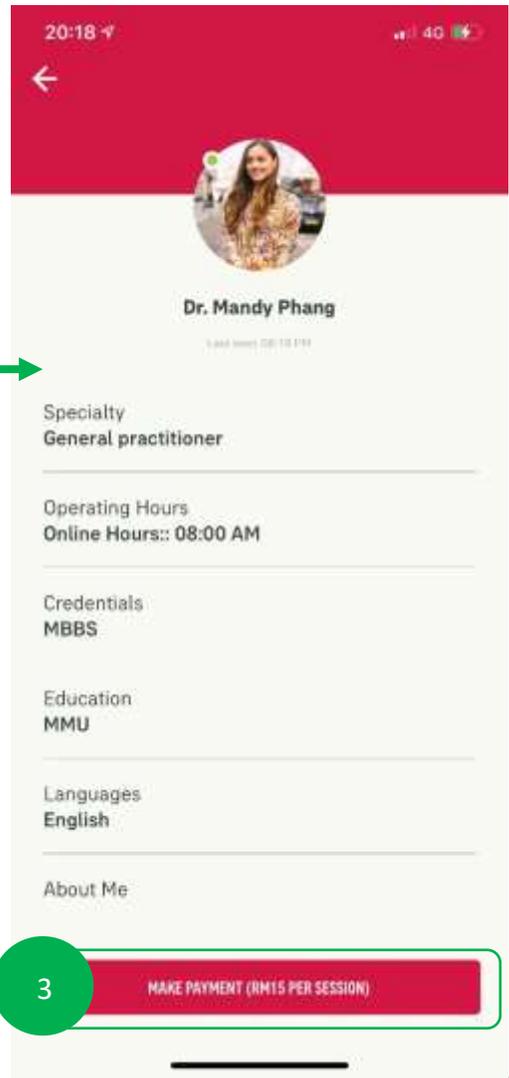
# DIGITAL HEALTH: Part 1- Request for Consultation



Tap on Doctors card to see the list of available doctors



Tap on a doctor to view their profile



Once you have decided on the doctor, Tap "Request chat now"



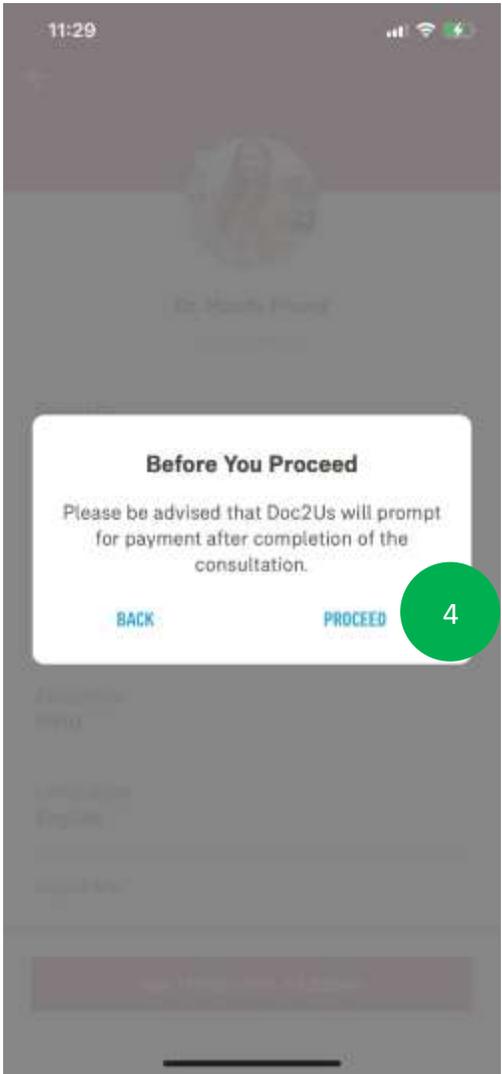
# DIGITAL HEALTH: Part 1- Request for Consultation

STEP 1

STEP 2

STEP 3

STEP 4



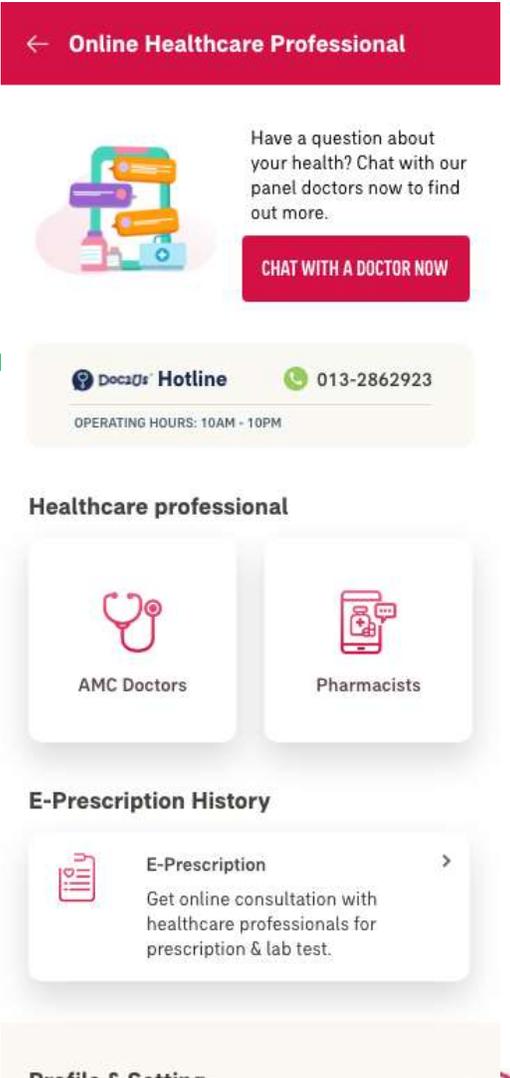
Tap "Proceed" to continue



Chat request has been sent!  
Dr. Mandy Phang will be attending to you shortly, you will be notified once ready.



You will receive a confirmation screen upon success. Tap on "Done" to return to the dashboard



# DIGITAL HEALTH: Part 1- Request for Consultation

STEP 1

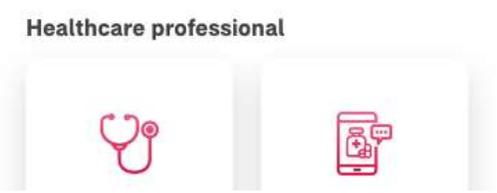
STEP 2

STEP 3

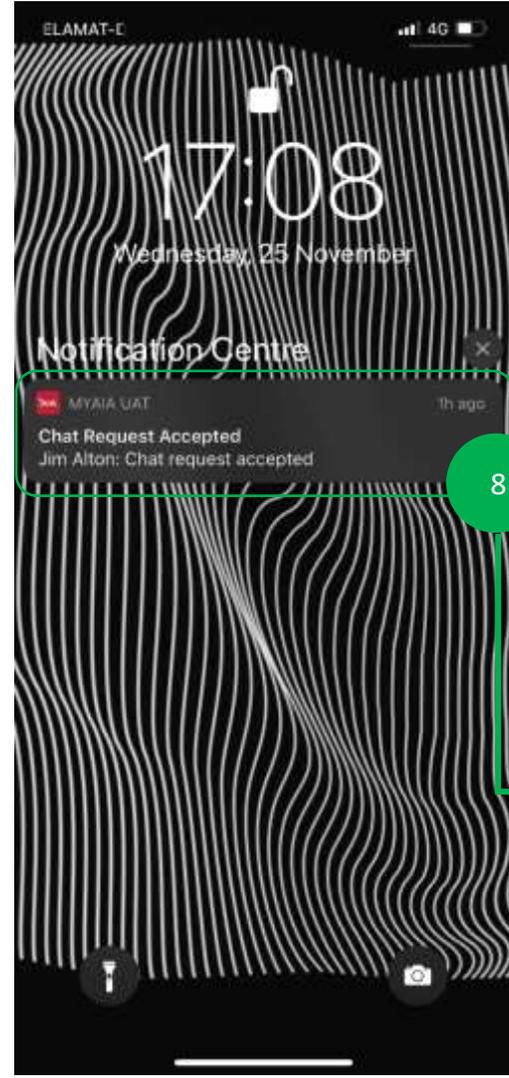
STEP 4



Tap here to see past chat history or current chat messages

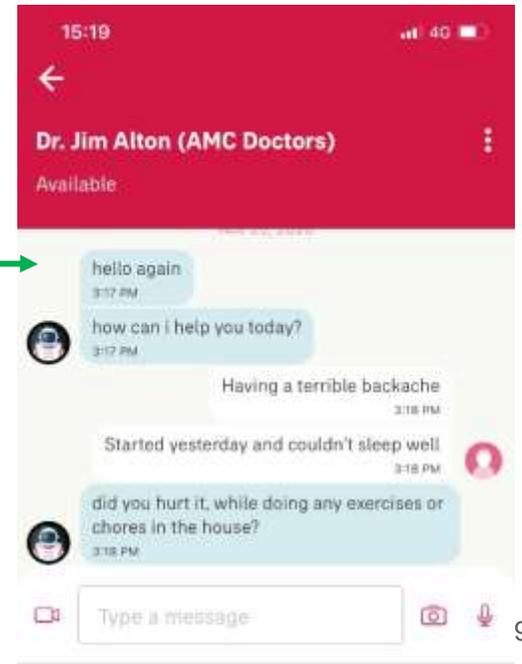


You can see chat status, past chat messages, reply or even cancel chats from this screen



You will receive notifications on your phone regarding consultation and prescription updates (please ensure your notifications have been turned on for this application)

Tapping on the notification will bring you to the chatroom



15

MY AIA APP



- **DIGITAL HEALTH**
- **03: Part 2 - Chat Features**

# DIGITAL HEALTH: Part 2 – Chat Features

STEP 1

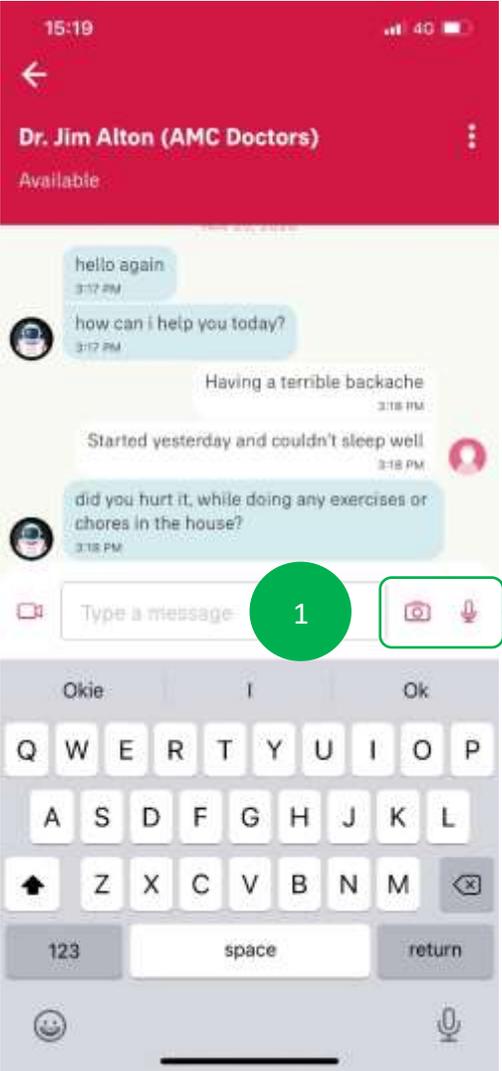
STEP 2

STEP 3

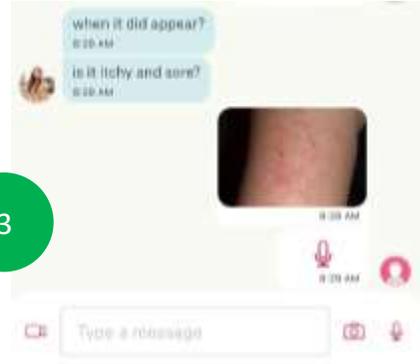
STEP 4

15

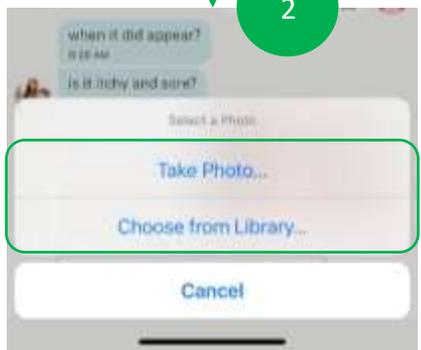
MY AIA APP



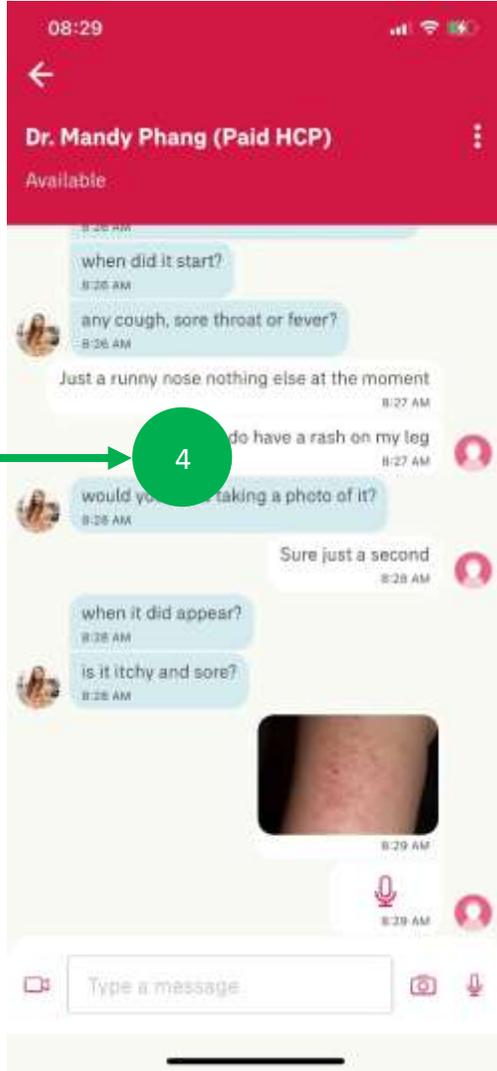
Chat with your doctor and provide the necessary required information



Tap on the "Microphone" button to send a voice clip



Tap on the "Camera" icon will allow you to upload photos taken from your mobile device or take a photo to help the doctor better understand your condition



If it has been successfully uploaded, it will appear in the chatroom



# DIGITAL HEALTH: Part 2 – Chat Features

STEP 1

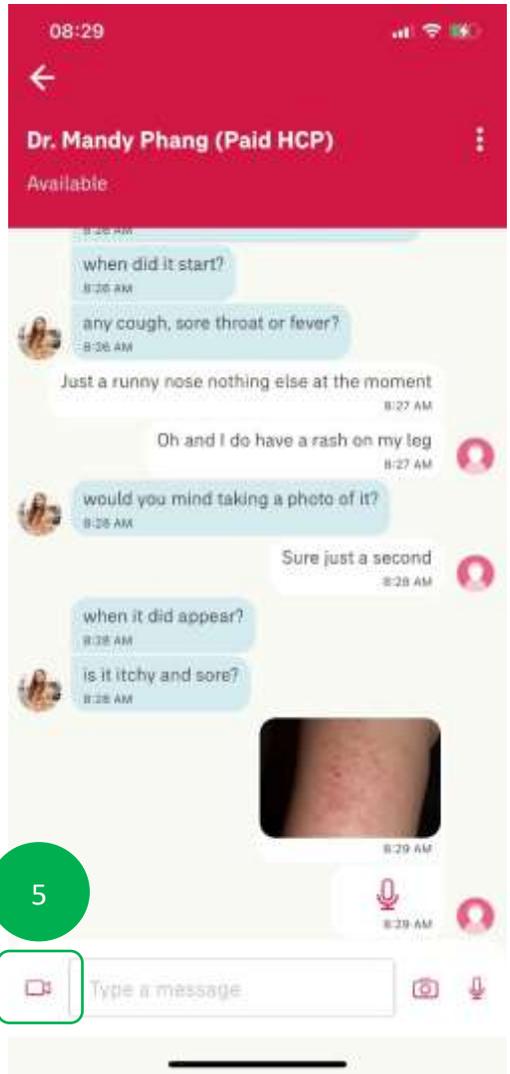
STEP 2

STEP 3

STEP 4

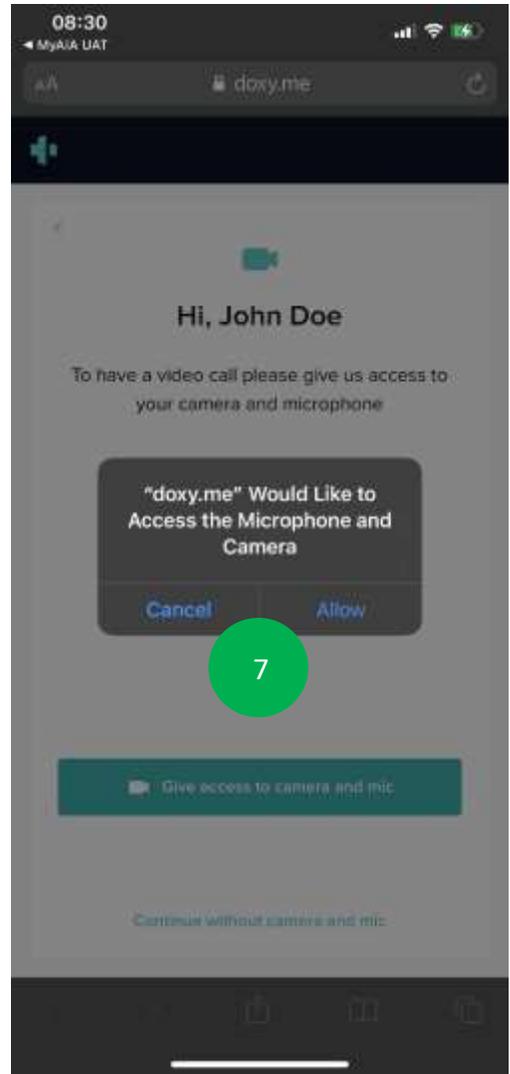
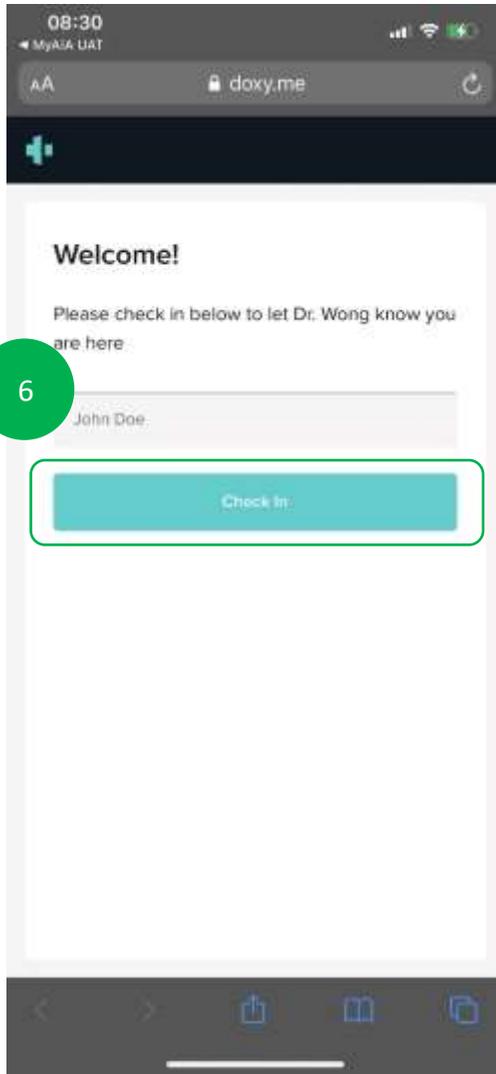
15

MY AIA APP



Key in your name and tap **“Check In”** button

A doctor may request for video consult gather more details regarding you condition or you can start a video consult. Tap on the **“Video Camera”** button.



Please make sure you **“Allow”** the settings to speak to and view the doctor



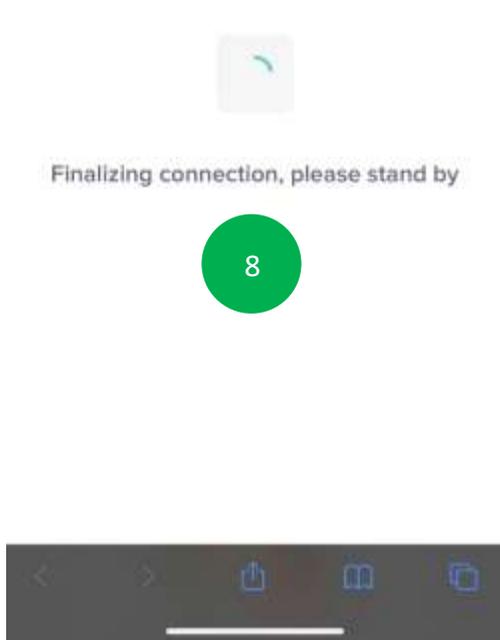
# DIGITAL HEALTH: Part 2 – Chat Features

STEP 1

STEP 2

STEP 3

STEP 4



The video call will be initiated

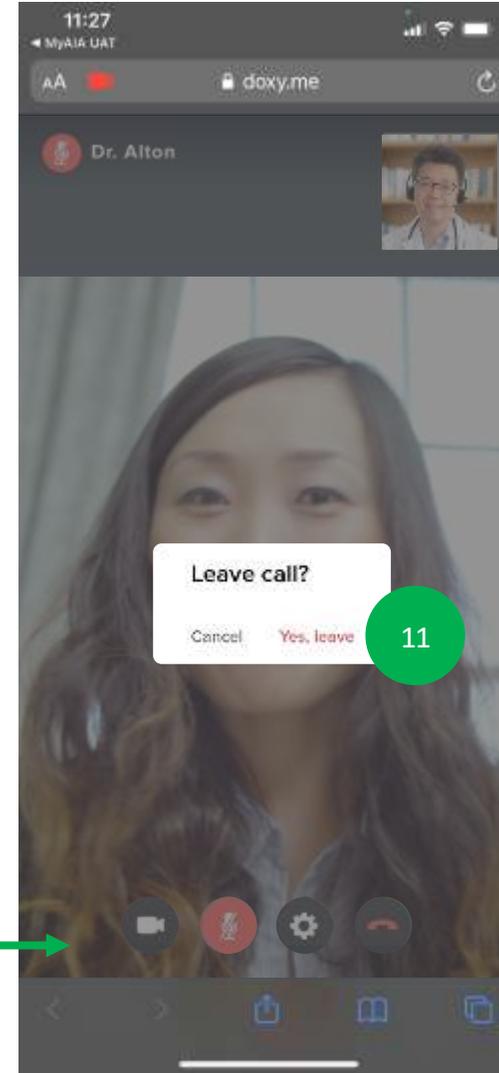


Chat with your doctor and provide the necessary required information

Tap on "Red Phone" icon to end the video call.

As this is third party service, you will need to reopen your My AIA app to view your ePrescription should the doctor have prescribed medication.

You may also wait for notification updates from the doctor and tap on them to complete the next step.



15

MY AIA APP



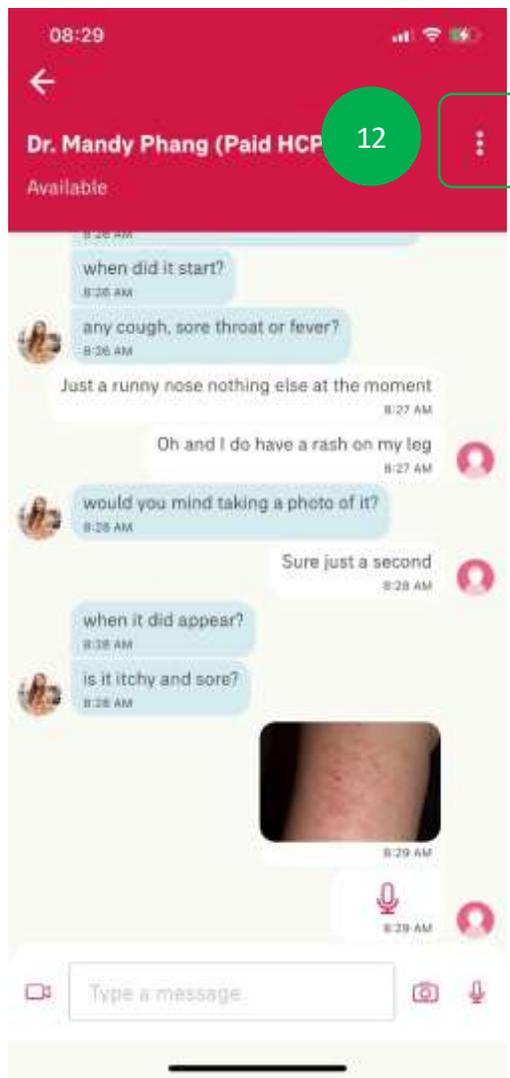
# DIGITAL HEALTH: Part 2 – Chat Features

STEP 1

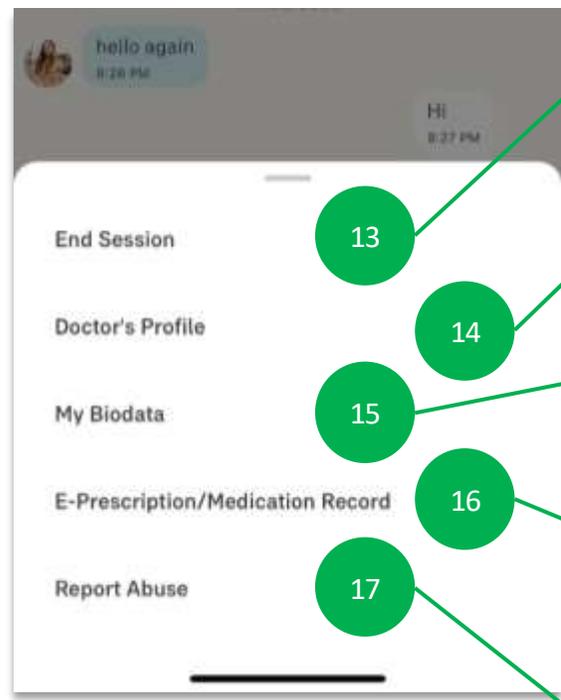
STEP 2

STEP 3

STEP 4



Tap on the “...” icon to open up additional features



You can tap on “**End Session**” to end the consult with the doctor

Tap on “**Doctor’s Profile**” to view the doctors personal information

Tap on “**My Biodata**” to manage your personal biometric data such as height, weight, allergies

Tapping “**E-Prescription/Medication Record**” to view current and past prescriptions from this doctor

By tapping on “**Report Abuse**” you can email a complaint regard the service

15

MY AIA APP



- **DIGITAL HEALTH –**
- **04: ePrescription & Delivery Method**

# DIGITAL HEALTH: ePrescription & Delivery Method

STEP 1

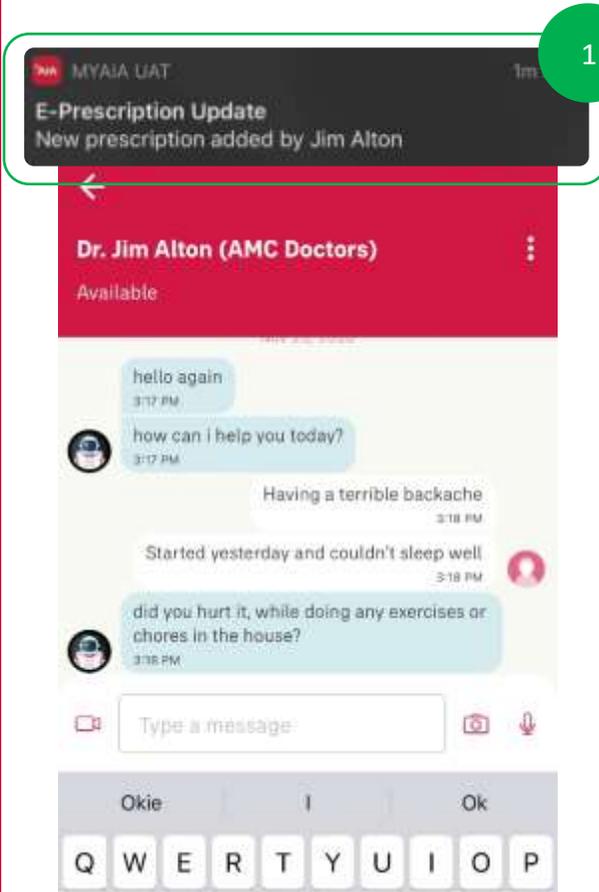
STEP 2

STEP 3

STEP 4

15

MY AIA APP



1

Once complete and you require medication, you will receive an ePrescription from the doctor.

Tap on the notification, it will bring you to the respective ePrescription to start the next step.

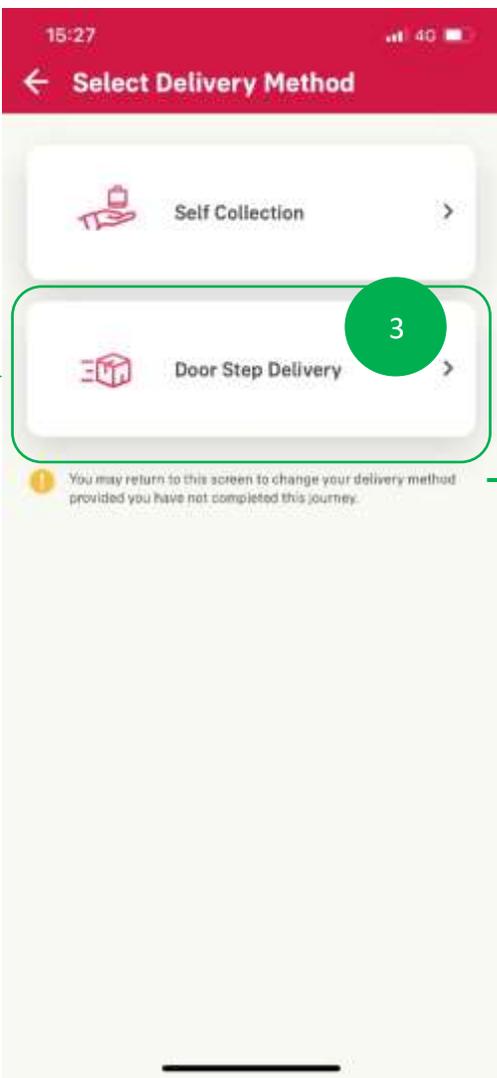
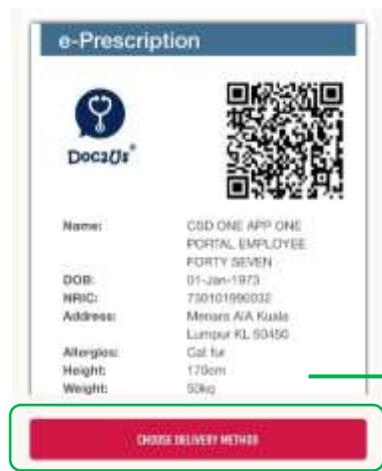


2

Tap "Choose Delivery Method"

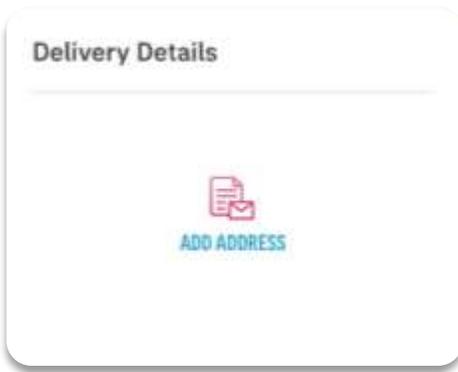
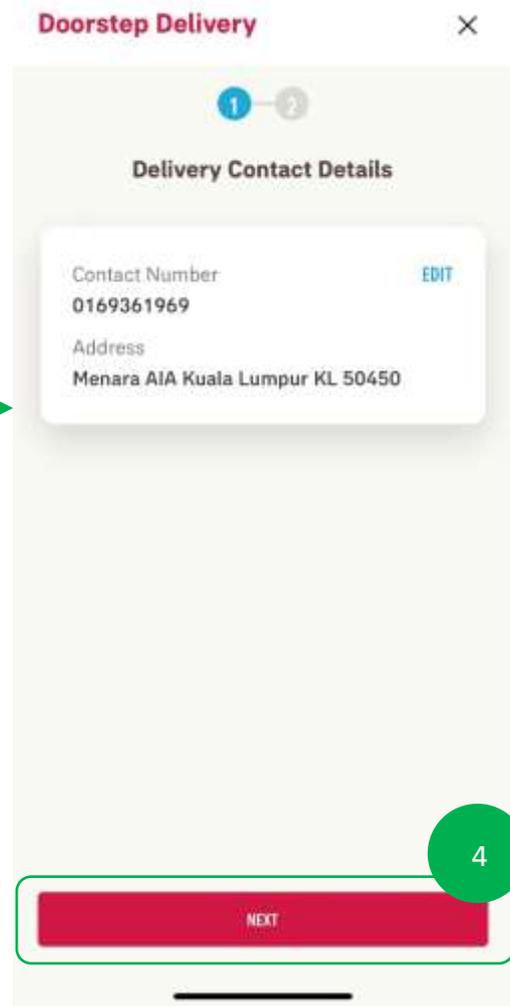


# DIGITAL HEALTH: ePrescription & Delivery Method (Door Step Delivery)



You may choose between either delivery method

Tap on "Door Step Delivery"



If you do not have a delivery address saved, you tap "Edit" or "Add Address" before continuing.

Tap "Next" to continue.



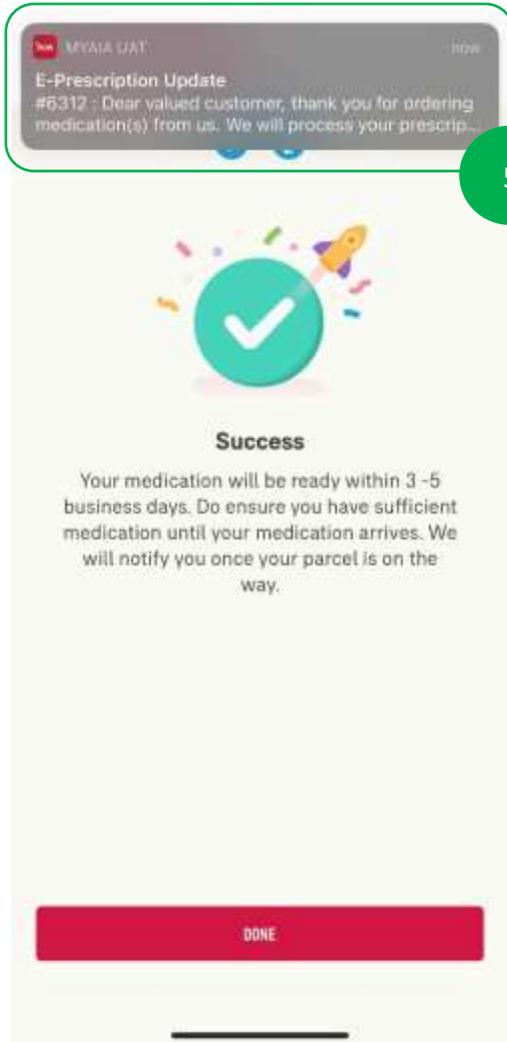
# DIGITAL HEALTH: ePrescription & Delivery Method (Door Step Delivery)

STEP 1

STEP 2

STEP 3

STEP 4



5

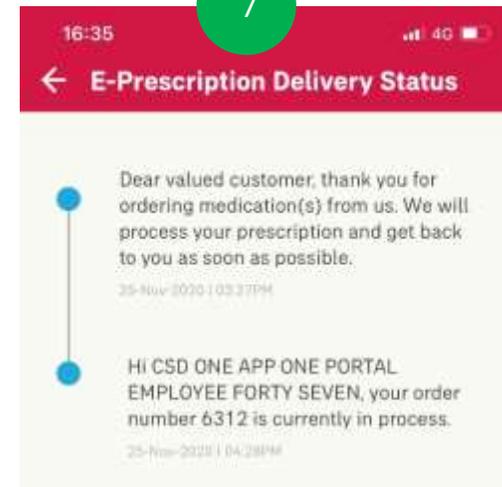
You will receive a confirmation once complete. Tap on the “**Notification**” to proceed to the ePrescription screen



6

If there are updates regarding your delivery, you can tap on the “**Check status**” on the prescription to see the details

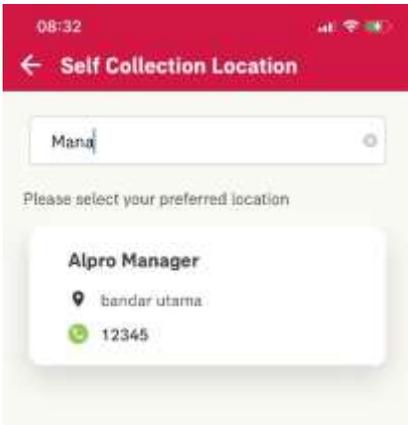
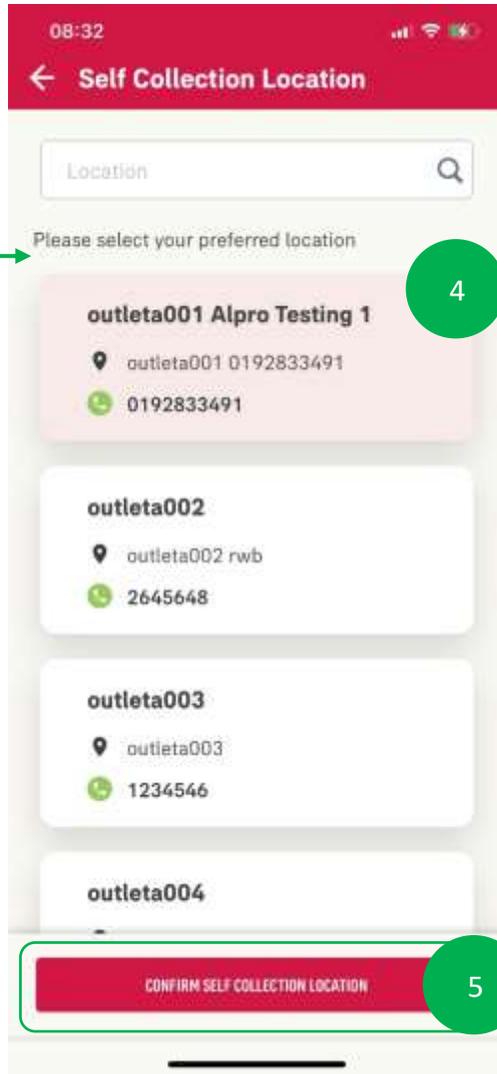
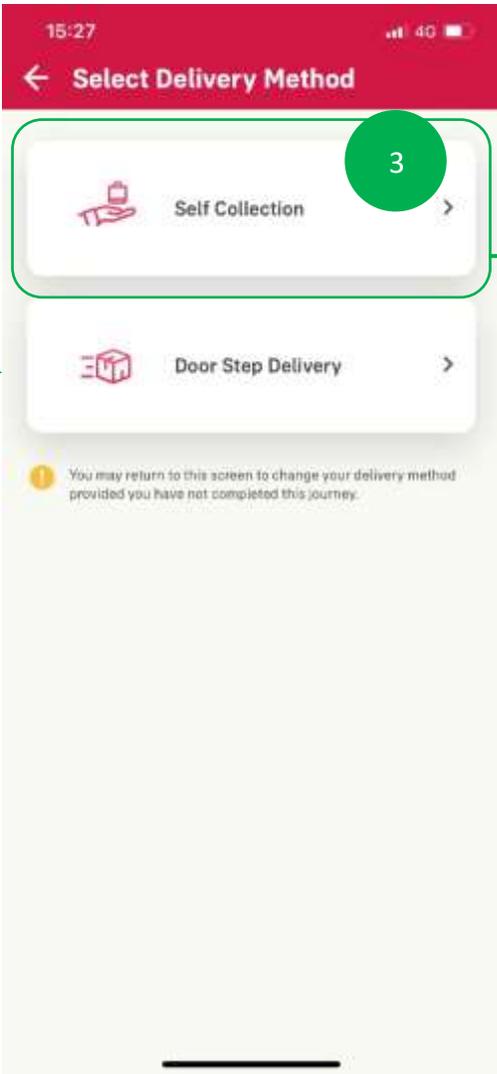
You will be able to see updates on delivery status here and also receive notification on your app



7



# DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)



Select an outlet to collect your medication from or search for a specific outlet to collect from

Tap “**Confirm Self Collection Location**” to continue

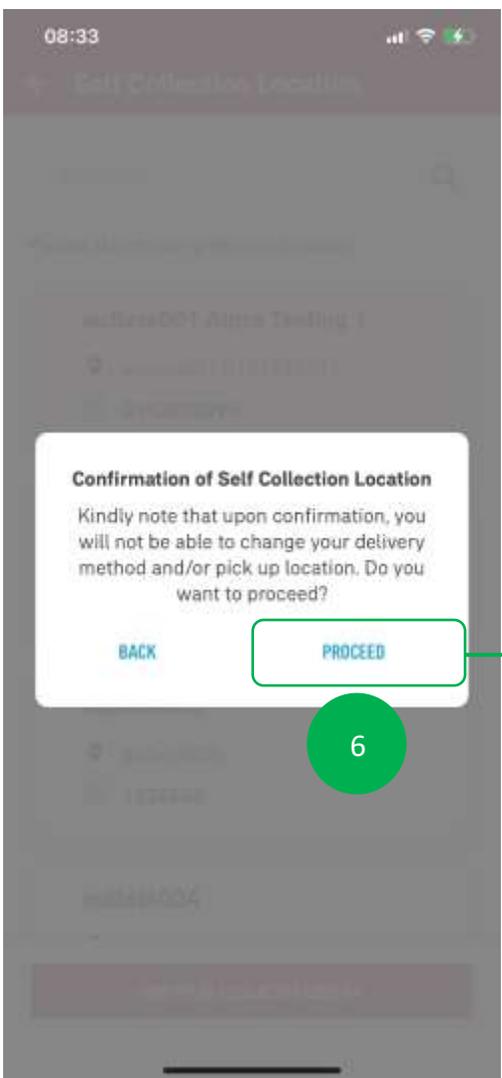


# DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)

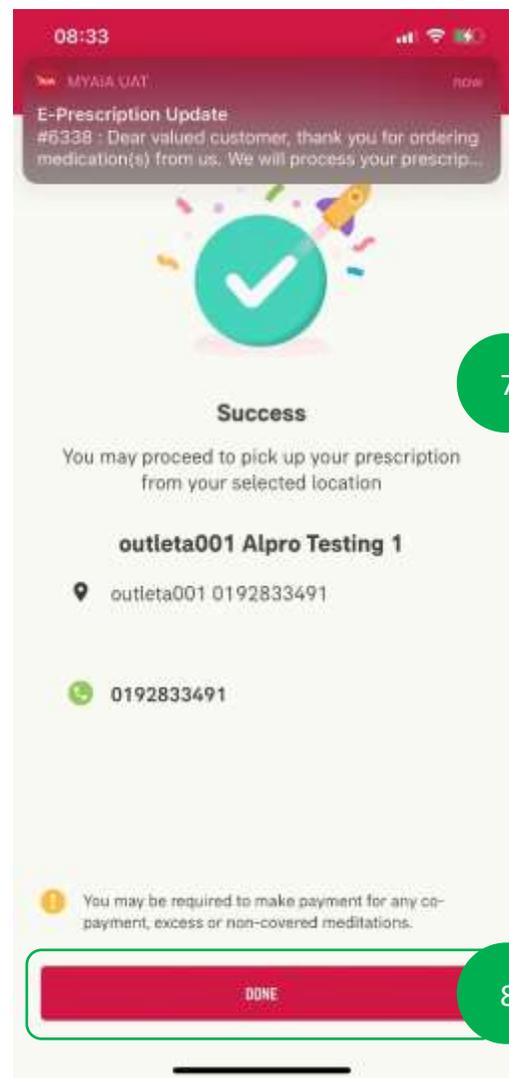


15

MY AIA APP



A pop-up message to confirm the location selected or to continue tap **“Proceed”**



You will receive a confirmation screen with the details.

Tap on **“Done”** to return to the main dashboard



# DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)

STEP 1

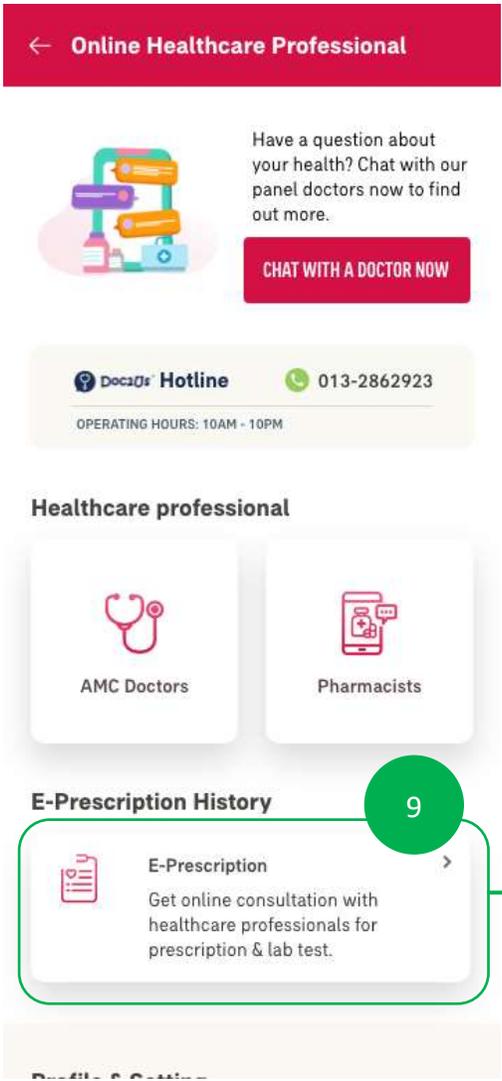
STEP 2

STEP 3

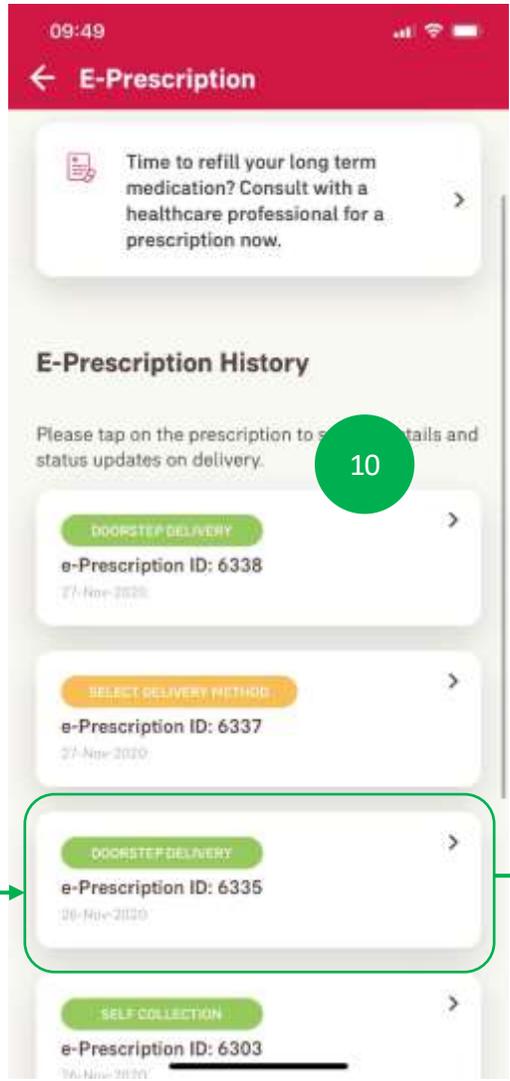
STEP 4

15

MY AIA APP



To view ePrescriptions tap on this card below the E-Prescription title



You can view past and current ePrescriptions here. Tap on one to show the details

Upon collecting your prescription you will need to show your ePrescription QR code

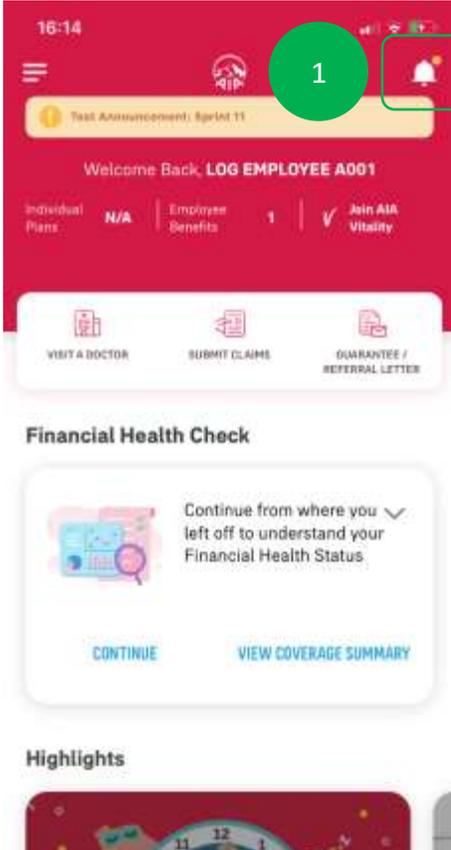


- **DIGITAL HEALTH –**
- **05: Notifications**

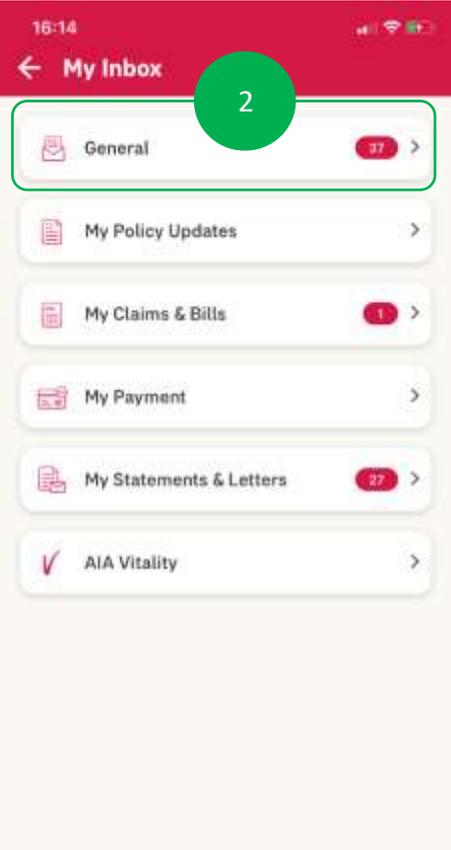
# DIGITAL HEALTH: Notifications

15

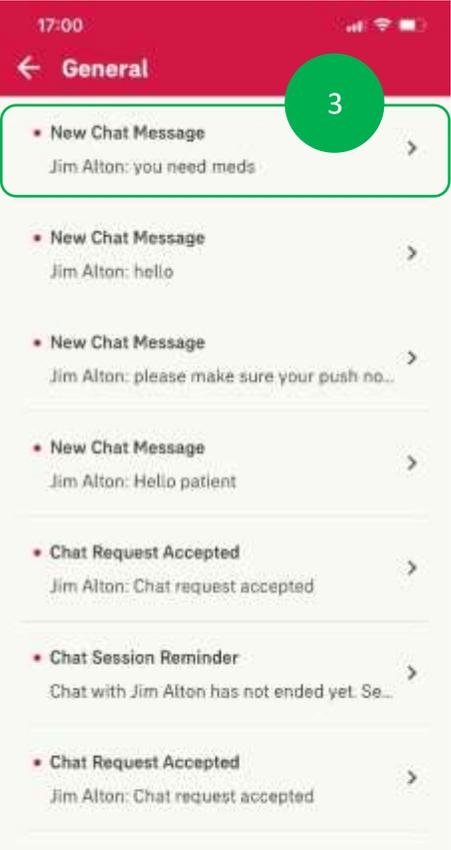
MY AIA APP



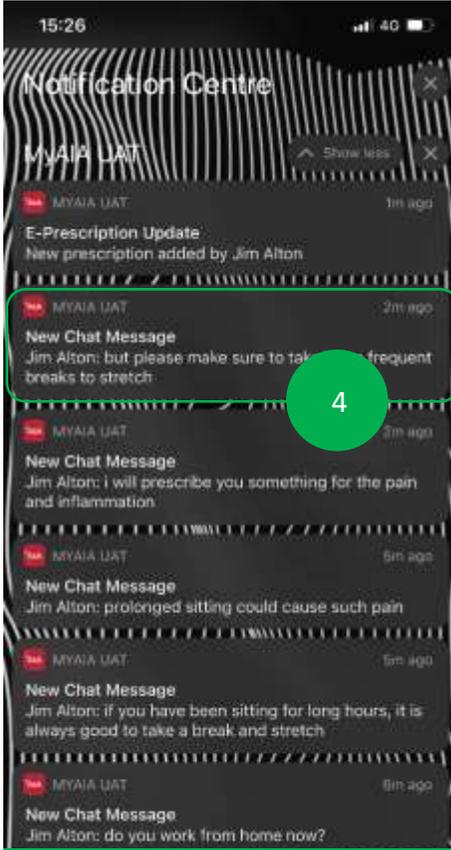
Tap on the “Bell” icon on the top right to view notifications.



Tap on “General”.



Your latest notification will appear at the top. Tap on a notification to see the details



Alternatively, you will receive notification on your mobile device provide notification have been turned on.



- **DIGITAL HEALTH –**
- **06: Profile Management & Settings**

# DIGITAL HEALTH: Profile Management & Settings

STEP 1

STEP 2

STEP 3

STEP 4

← Online Healthcare Professional

Scroll to the bottom to view your Profile & Settings cards



Have a question about your health? Chat with our panel doctors now to find out more.

CHAT WITH A DOCTOR NOW

Doc2U Hotline

013-2862923

OPERATING HOURS: 10AM - 10PM

Healthcare professional



AMC Doctors



Pharmacists

E-Prescription History



E-Prescription

Get online consultation with healthcare professionals for prescription & lab test.

1

Profile & Setting

Biodata

**Profile & Settings** 2

**Biodata** >

Weight	Height
<b>100 KG</b>	<b>0 CM</b>
Blood Pressure	Heart Rate
<b>mmHg</b>	<b>0 bpm</b>

1 Filling in your biodata will allow our healthcare providers to know you better.

**Profile & Settings** 2

**Delivery Details** EDIT

Contact Number  
**0169361969**

Address  
**Menara AIA, New Address Kuala Lumpur KL 50450**

**Profile & Settings** 2

**My Transactions** >

RECENT TRANSACTIONS

	<b>Dr. Mandy Phang</b>	<b>RM 0</b>
	27 Nov 2020 11:24 AM	

Here you can view and edit your biodata, delivery address and view past transactions, swipe to view the respective card and tap on it to see the details.

\*If you are covered under a corporate solutions policy, your transactions history will be visible under your medical bills



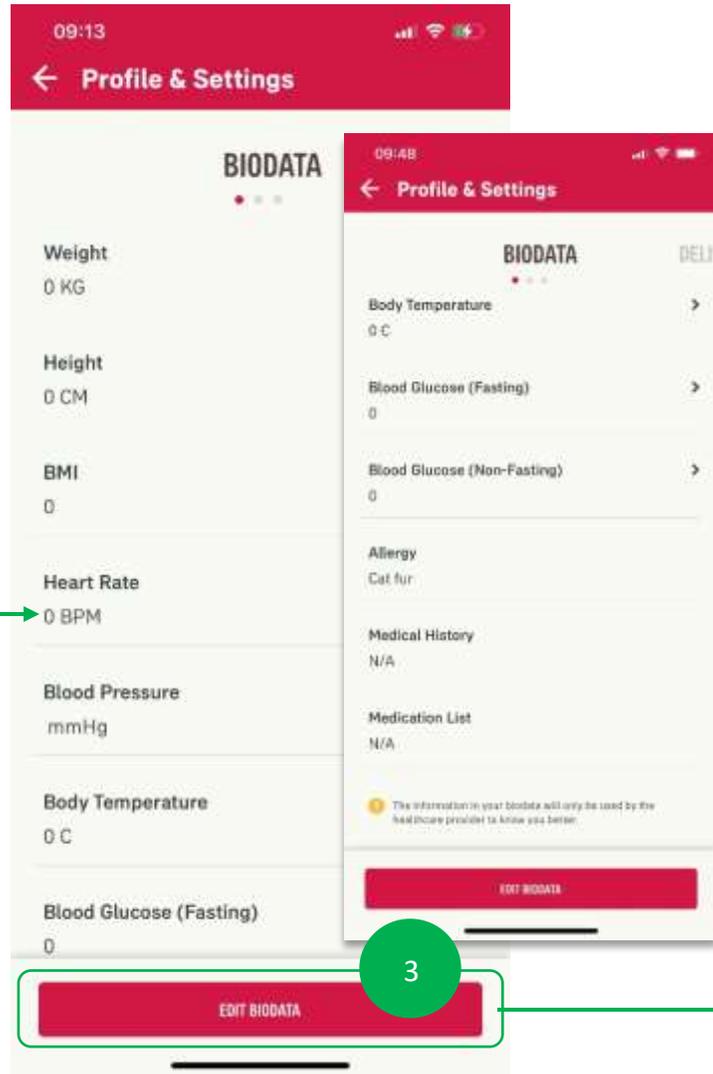
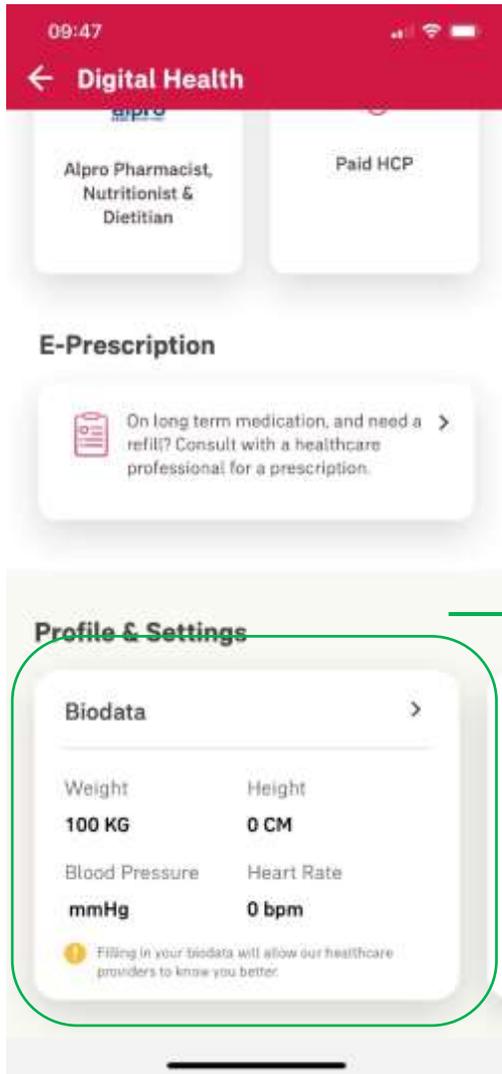
# DIGITAL HEALTH: Profile Management & Settings

STEP 1

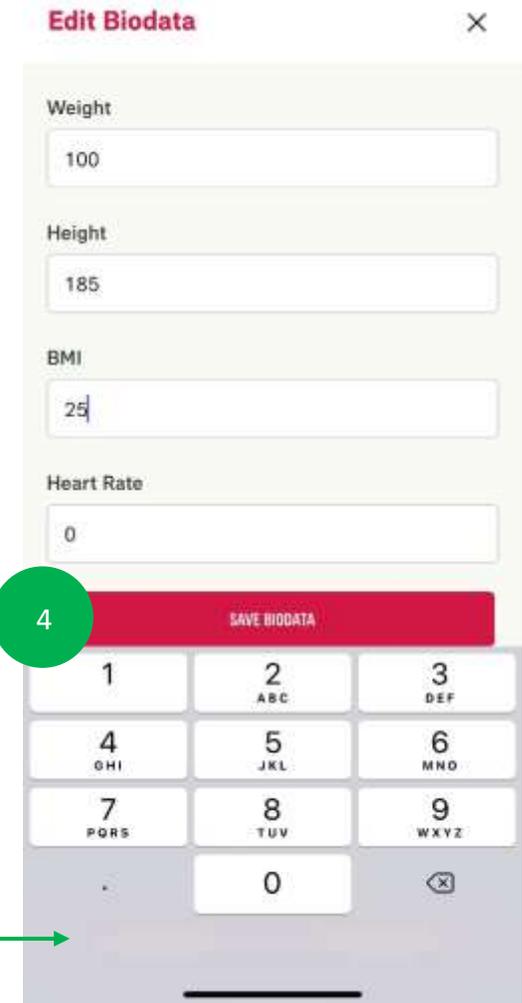
STEP 2

STEP 3

STEP 4



Scroll to see your details and tap on “Edit Biodata” to make updates



Tap on the field, update the information and tap on “Save Biodata”

15

MY AIA APP

Tap on the card or arrow to interact with the card



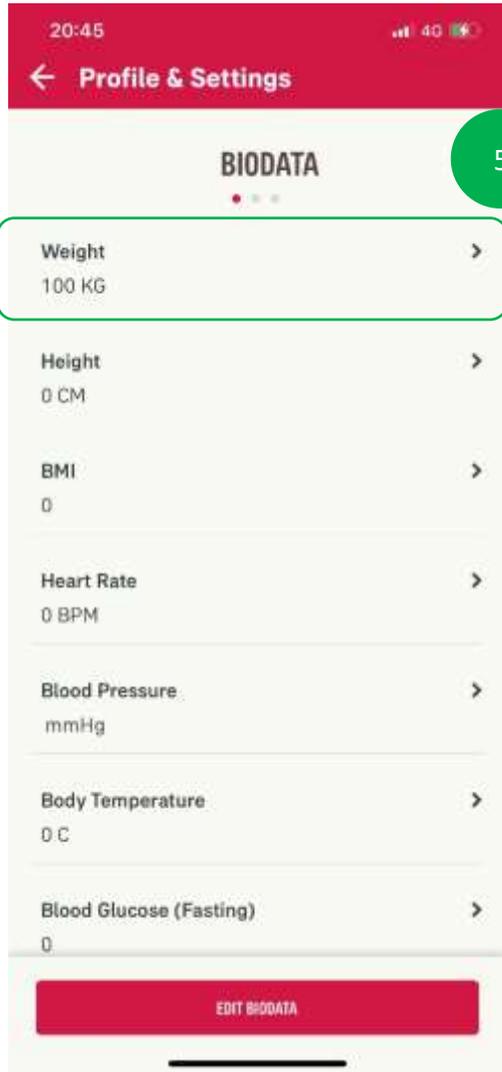
# DIGITAL HEALTH: Profile Management & Settings

STEP 1

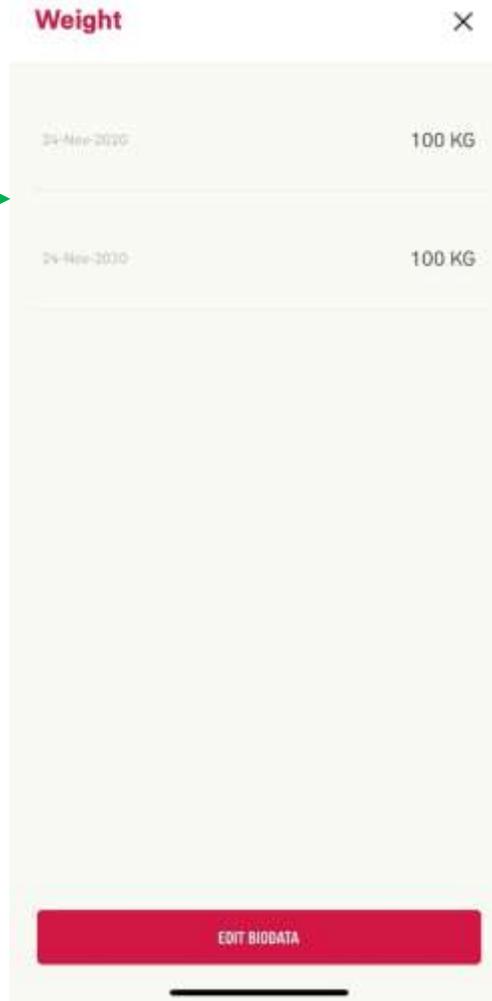
STEP 2

STEP 3

STEP 4



You can tap on the specific field to see the past updates of your biodata



You will return to the updated biodata screen



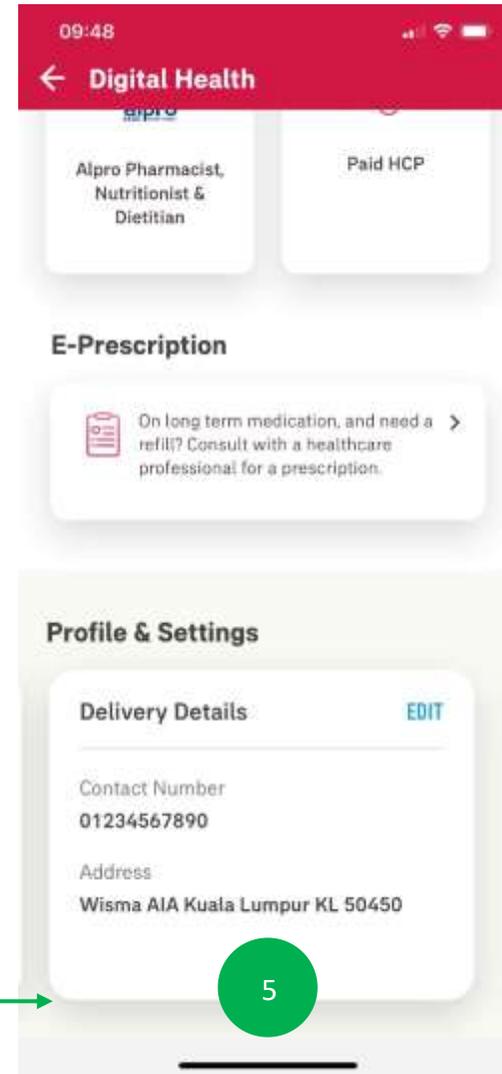
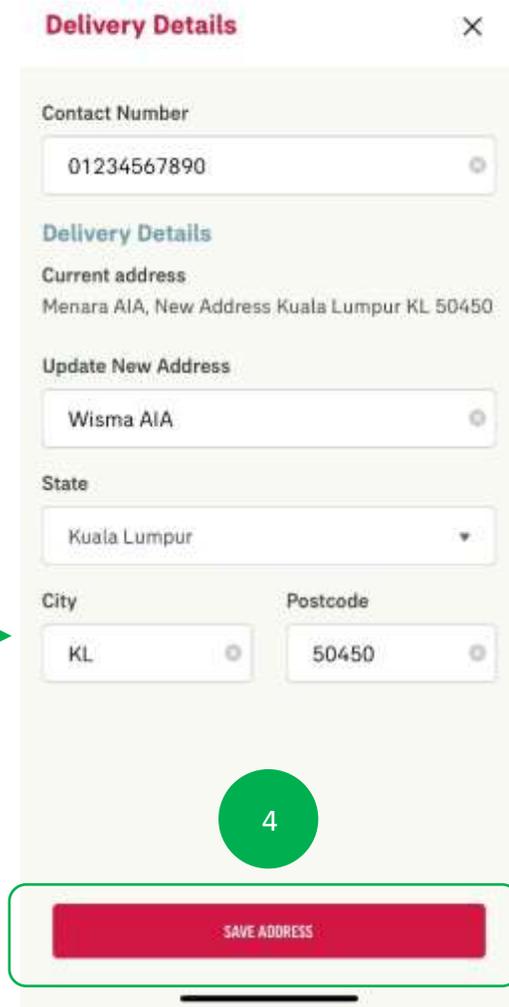
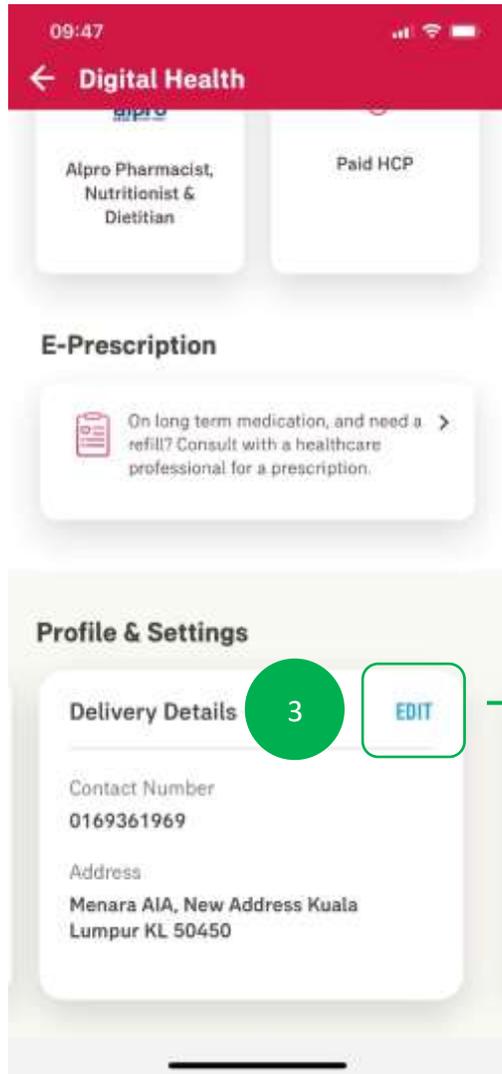
# DIGITAL HEALTH: Profile Management & Settings

STEP 1

STEP 2

STEP 3

STEP 4



Your past addressed will be displayed for reference (should you have saved one previously)

Update the respective fields. Tap on “**Save Address**” to confirm

Your updated address will be reflected on the Profile & Settings screen

Tap on the card or “**Edit**” button to interact with the card



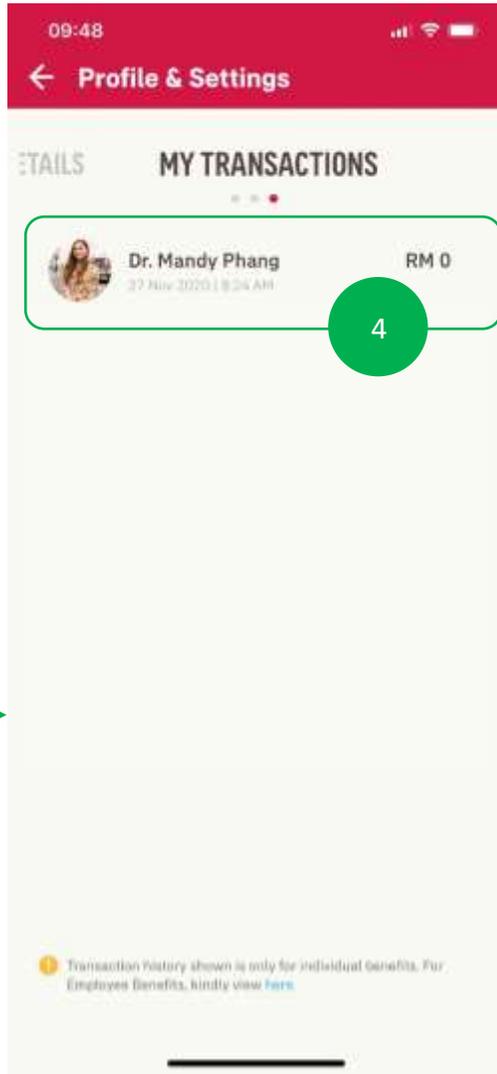
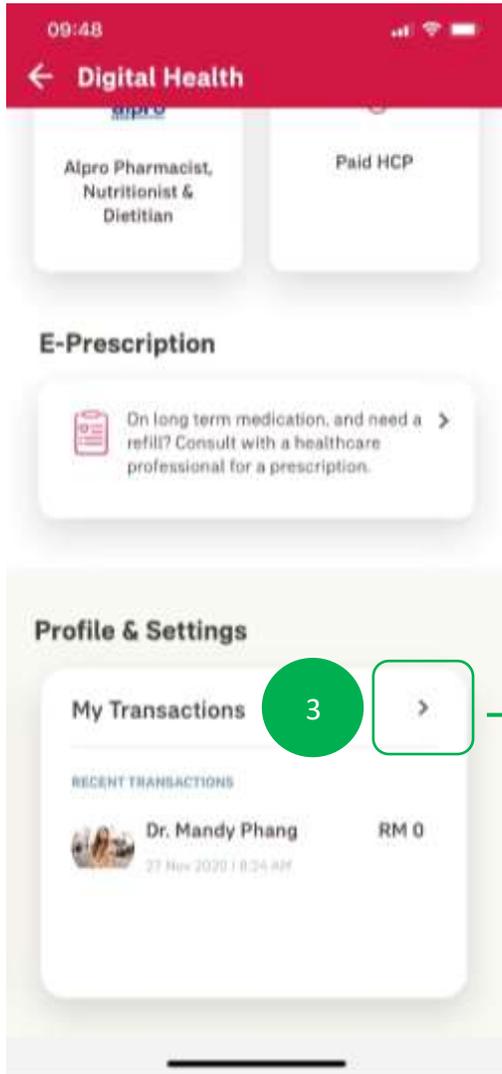
# DIGITAL HEALTH: Profile Management & Settings

STEP 1

STEP 2

STEP 3

STEP 4



Your transaction records can be found here

15

MY AIA APP

Tap on the card or arrow to interact with the card

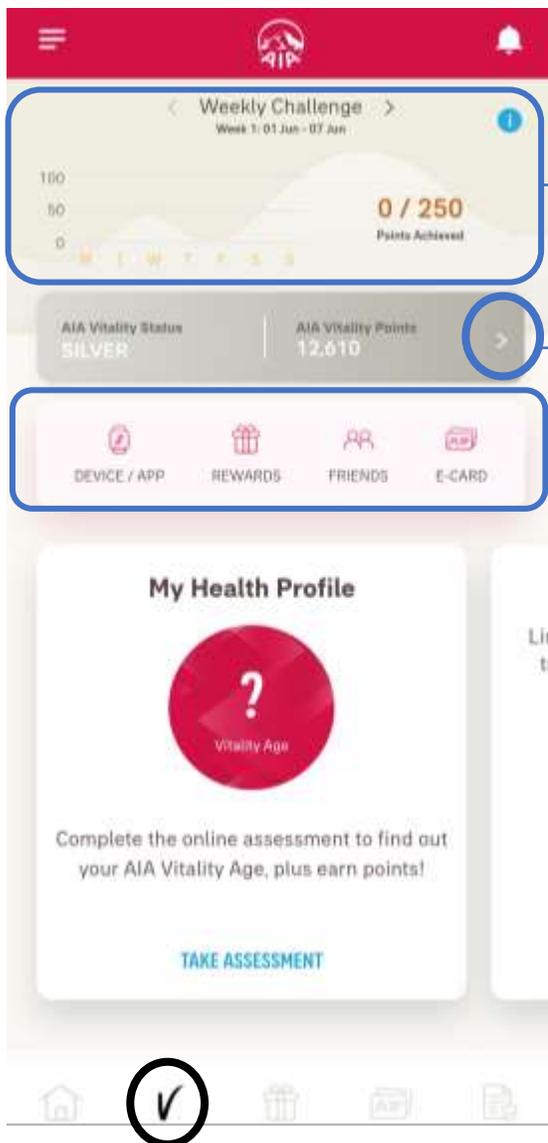


# *AIA Vitality*

## **DASHBOARD OVERVIEW**

- AIA Vitality dashboard overview

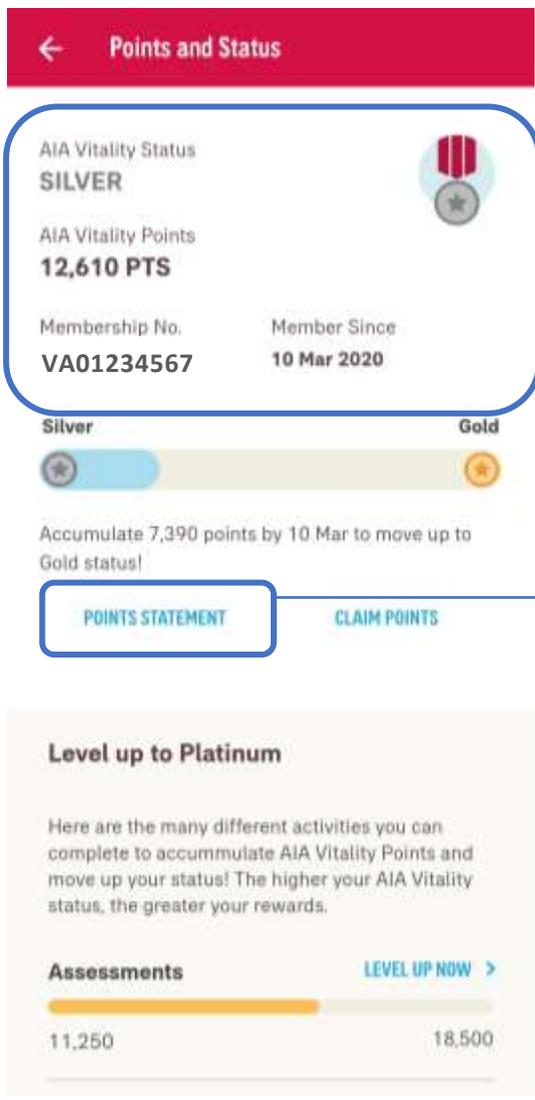
# AIA VITALITY DASHBOARD OVERVIEW



**Weekly Challenge Progress**

Tap to view Points & status

**Quick Links**  
This provides quick accessibility to some of the functions in Vitality



**AIA Vitality Membership details**

**Point statement (for current membership year only)**

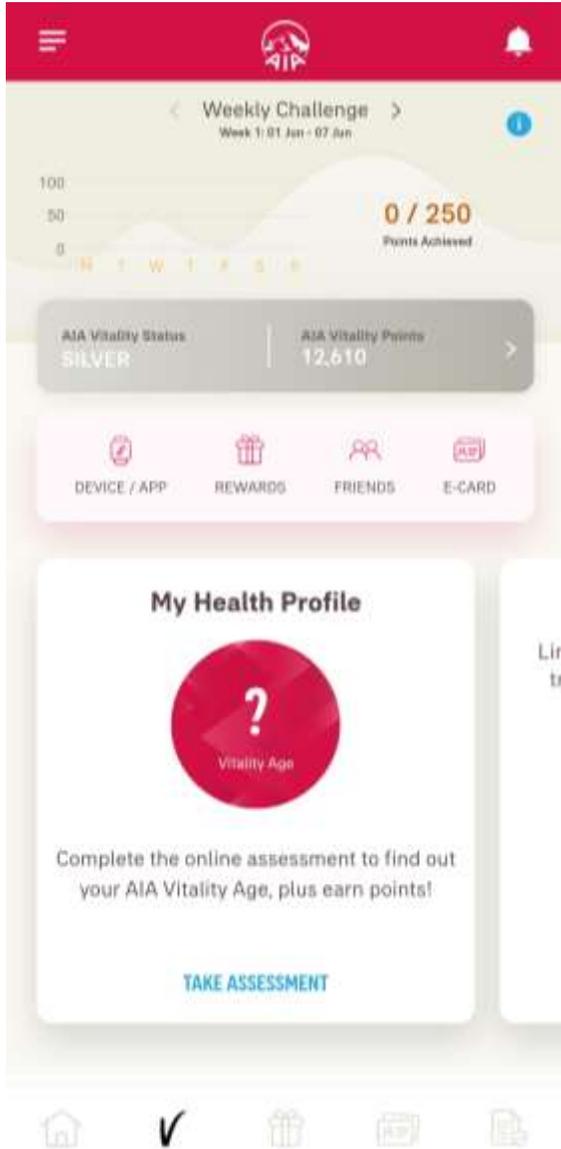


# AIA Vitality

# ASSESSMENTS

- Entry points
- Completing your assessments

# ENTRY POINT 1 AIA VITALITY ASSESSMENTS



Scroll down to view more info



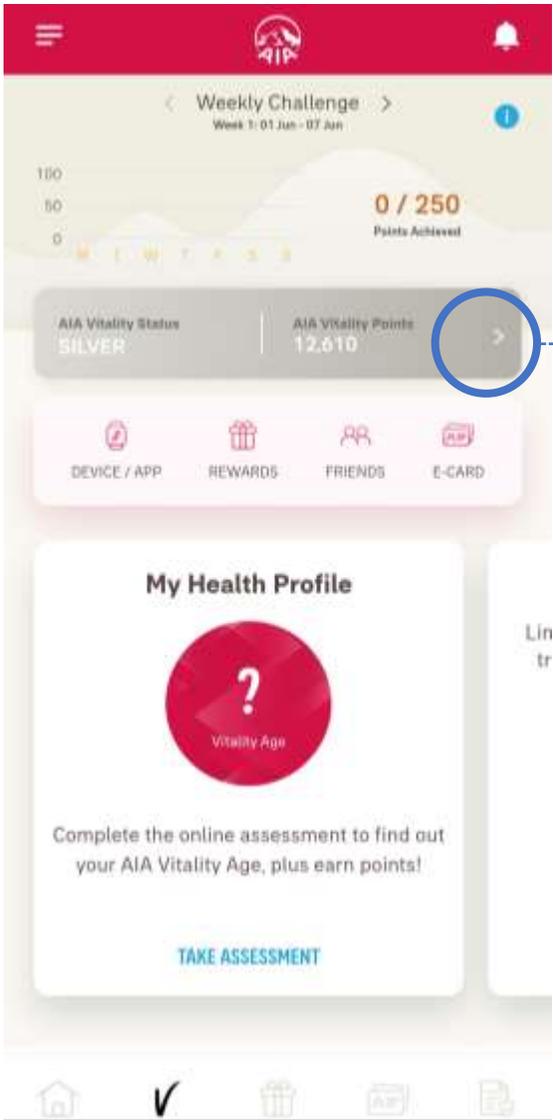
Tap to view details of the assessment

## AIA Vitality Assessments

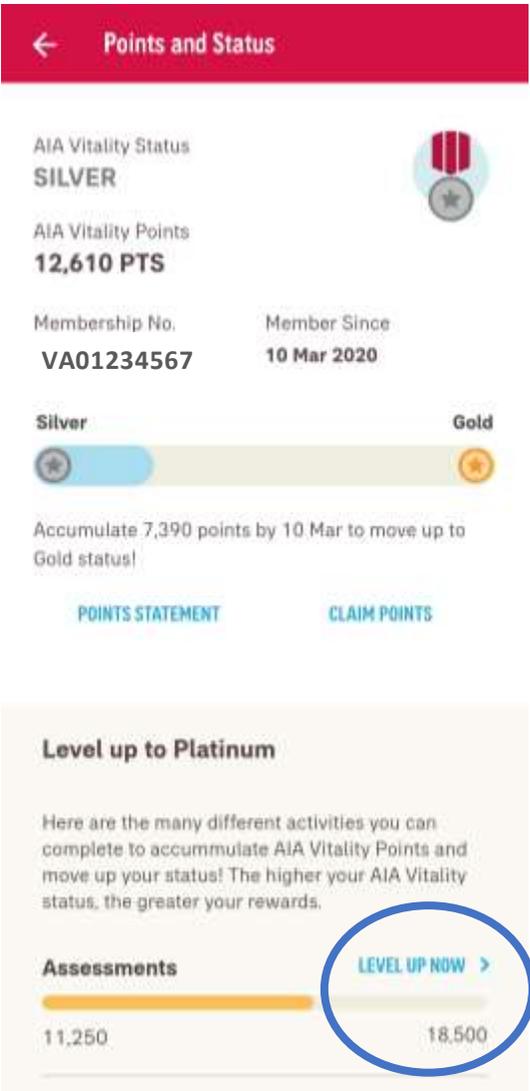
The summary shows the total points earned from the individual assessments, as well as completion rate of each of the assessments

Complete all the assessments to earn more points to level up

# ENTRY POINT 2 AIA VITALITY ASSESSMENTS



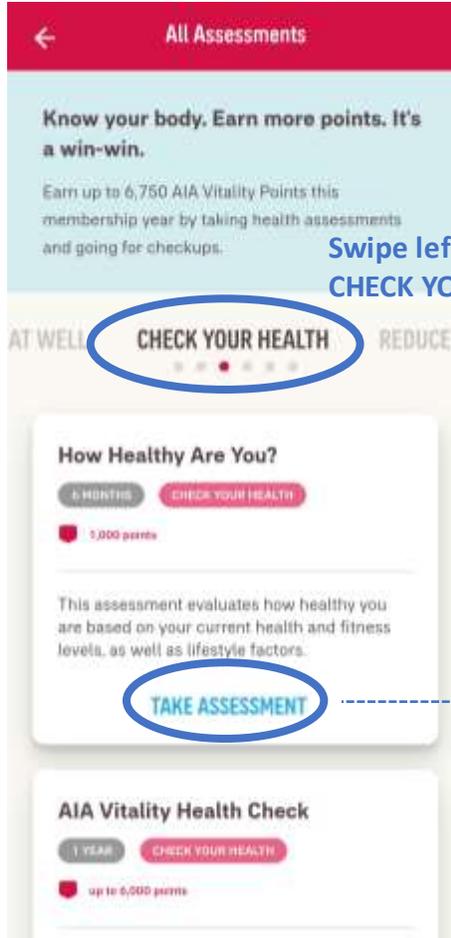
Tap to view Points & status



Tap here to choose which assessment to complete

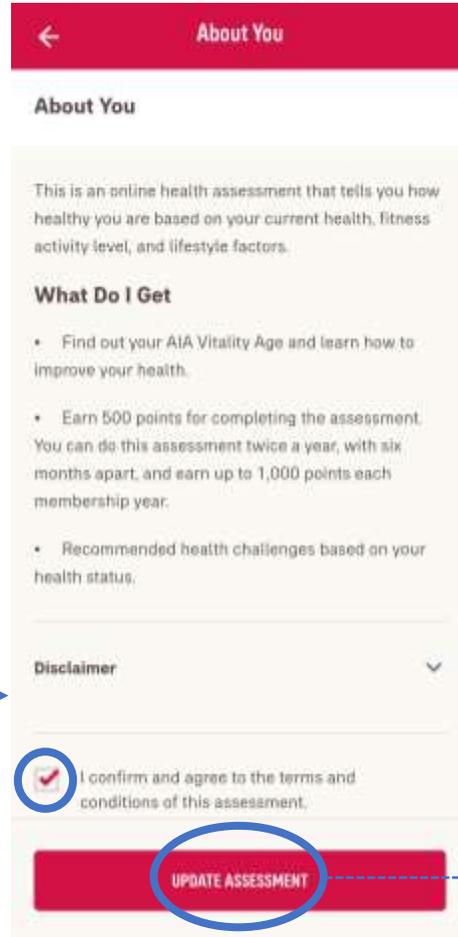
# COMPLETE YOUR ASSESSMENTS – ABOUT YOU ASSESSMENT

These are only example of the few common assessments:



Swipe left for CHECK YOUR HEALTH

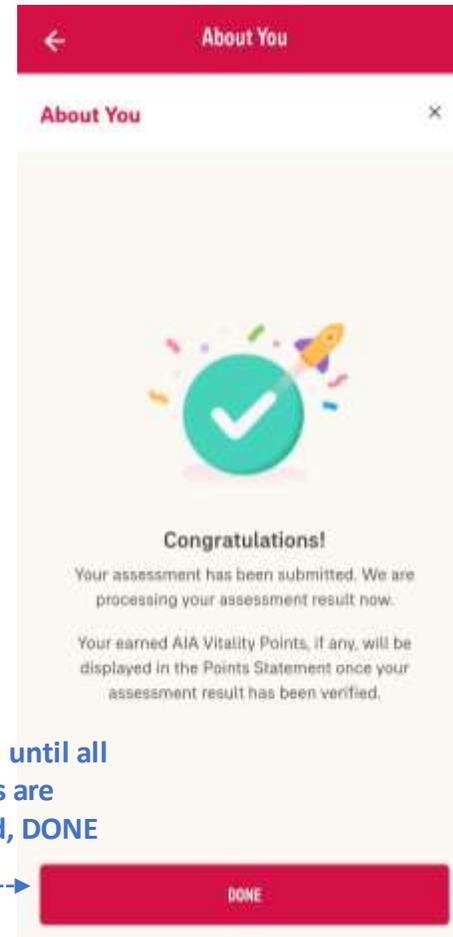
Tap for more details



Check the declaration box then tap "TAKE / UPDATE ASSESSMENT"

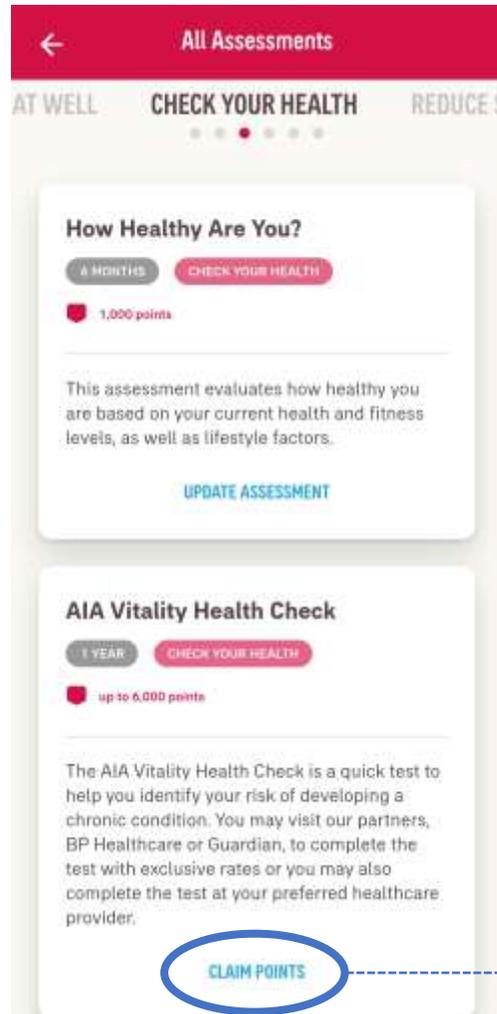


Tap NEXT until all questions are answered, DONE



# COMPLETE YOUR ASSESSMENTS – AIA VITALITY HEALTH CHECK

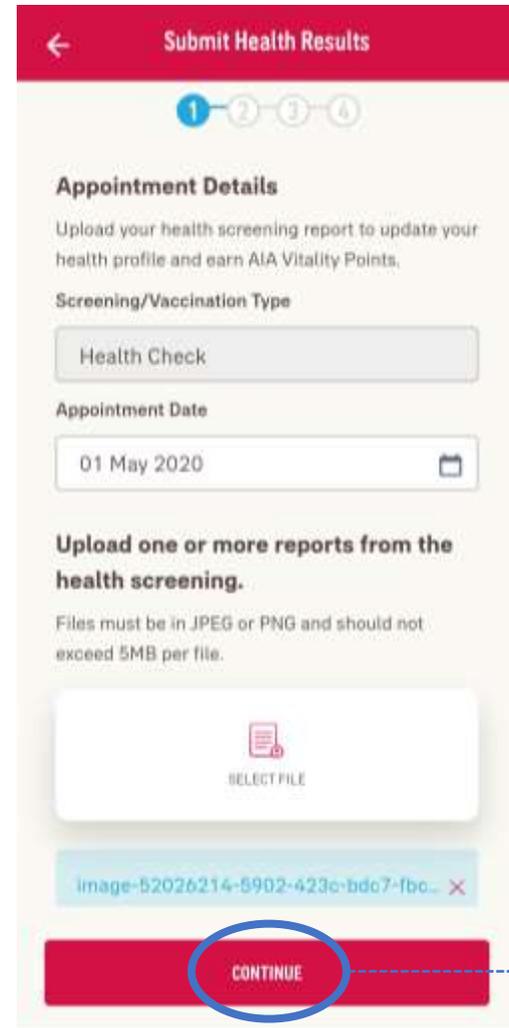
These are only example of the few common assessments:



Tap to submit health results and claim point



Tap to key in appointment details & upload report(s)



Continue to key in health results

# COMPLETE YOUR ASSESSMENTS – AIA VITALITY HEALTH CHECK



17

Key in all relevant results

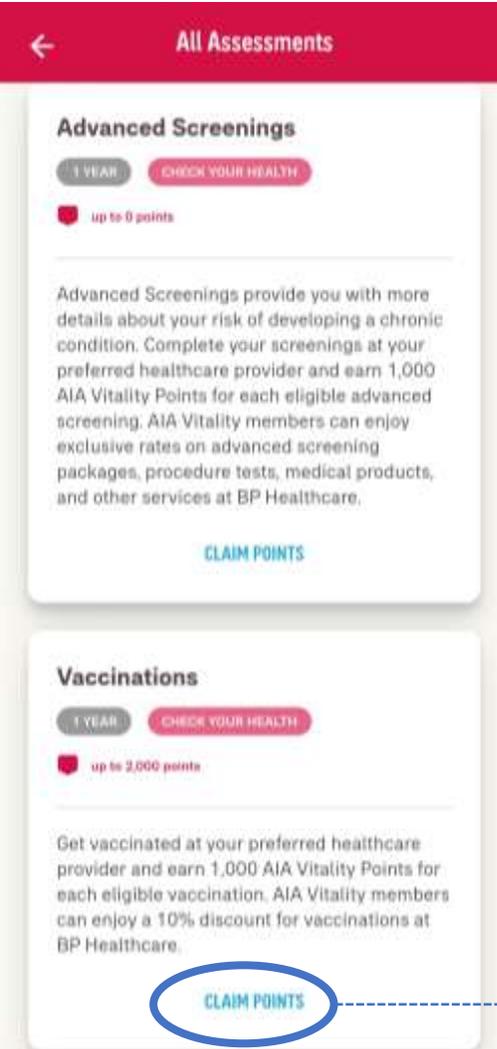
The screenshot shows a mobile app interface for 'Submit Health Results'. At the top, there's a red header with a back arrow and the title 'Submit Health Results'. Below the header is a progress indicator with four circles; the first is checked, and the second is highlighted in blue. The main section is titled 'Health Check' and includes the instruction 'Enter the results as recorded in your screening reports.' Below this are input fields for 'Body Mass Index (BMI)', 'Height' (with a unit selector for 'cm' and 'm'), 'Weight' (with a unit of 'kg'), and 'Waist Circumference'. At the bottom, a red 'SUBMIT' button is circled in blue.

Review all information then submit

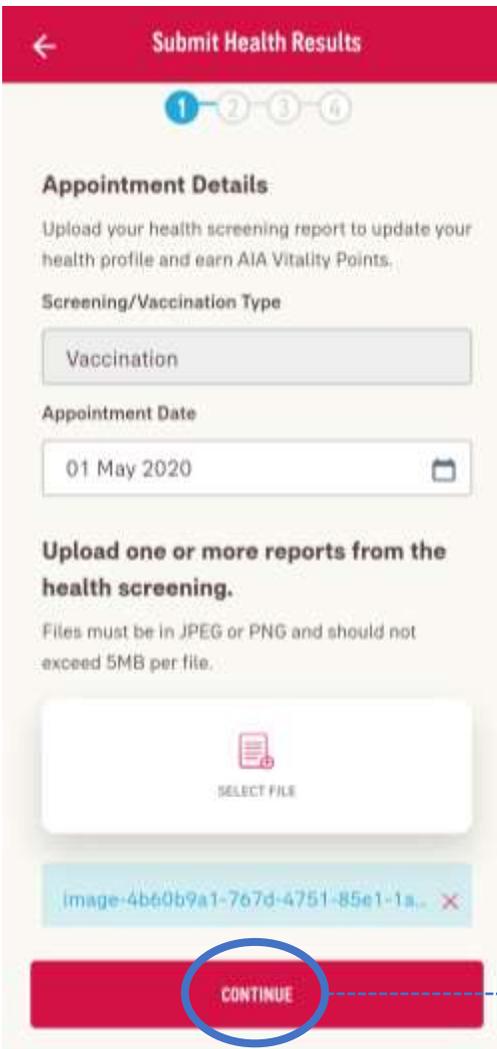
The screenshot shows the success confirmation screen. It has the same red header and progress indicator as the previous screen, but the progress indicator now shows all four steps checked. The main content features a large green checkmark icon surrounded by colorful confetti, with the text 'Your Submission Is Successful' below it. At the bottom, there is a red 'EXIT' button.

# COMPLETE YOUR ASSESSMENTS - VACCINATIONS

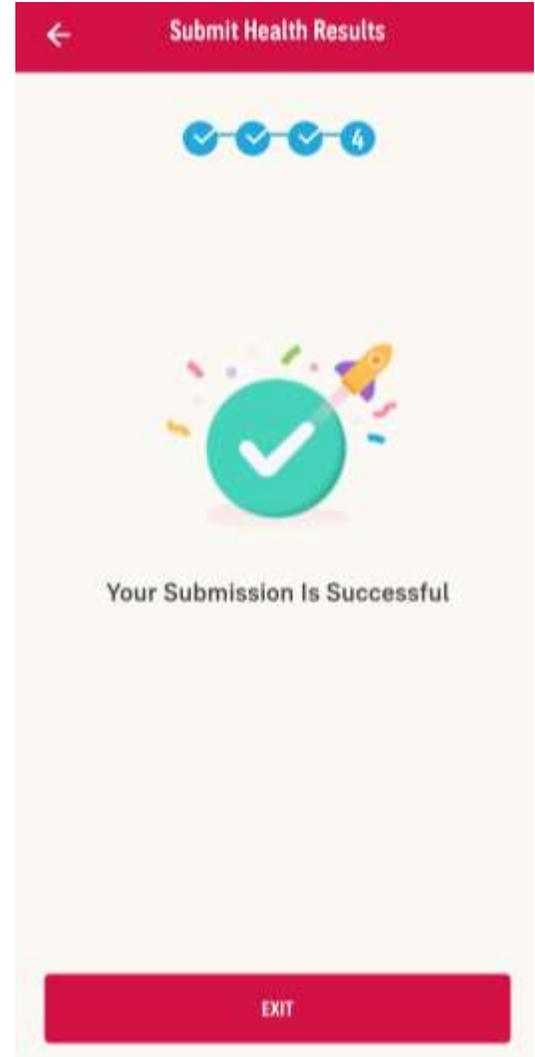
These are only example of the few common assessments:



Tap to claim points for Vaccination. Key in appointment details & upload report(s)



Tap to review the submission then submit



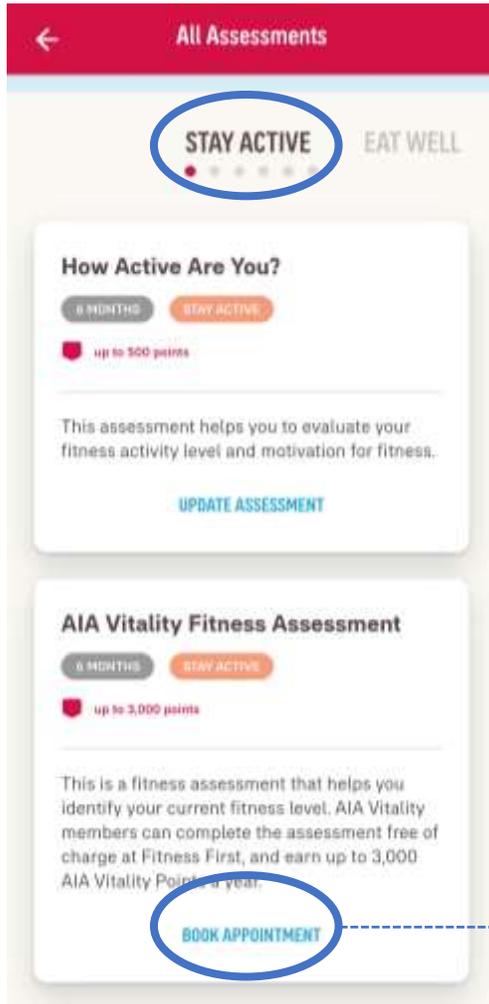
# COMPLETE YOUR FITNESS ASSESSMENTS – AIA VITALITY FITNESS ASSESSMENT

ABOUT YOU ASSESSMENT

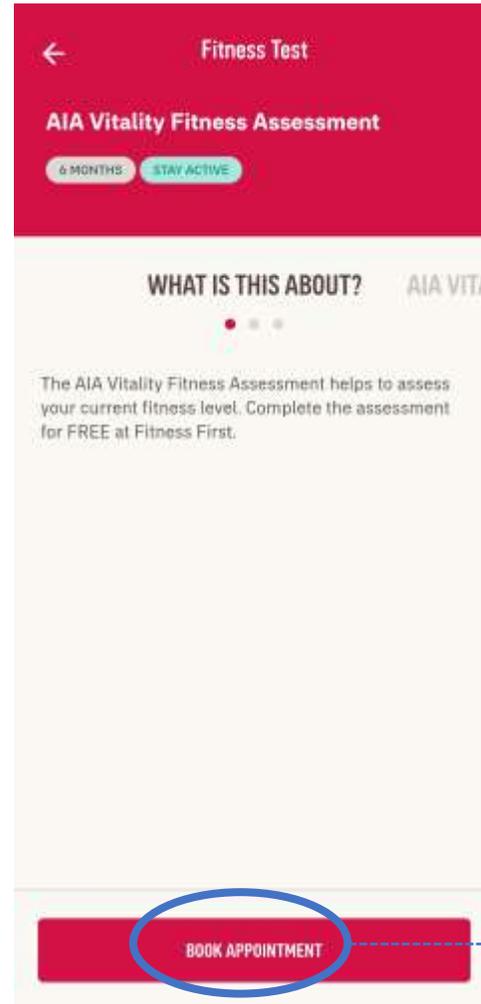
AIA VITALITY HEALTH CHECK

VACCINATIONS

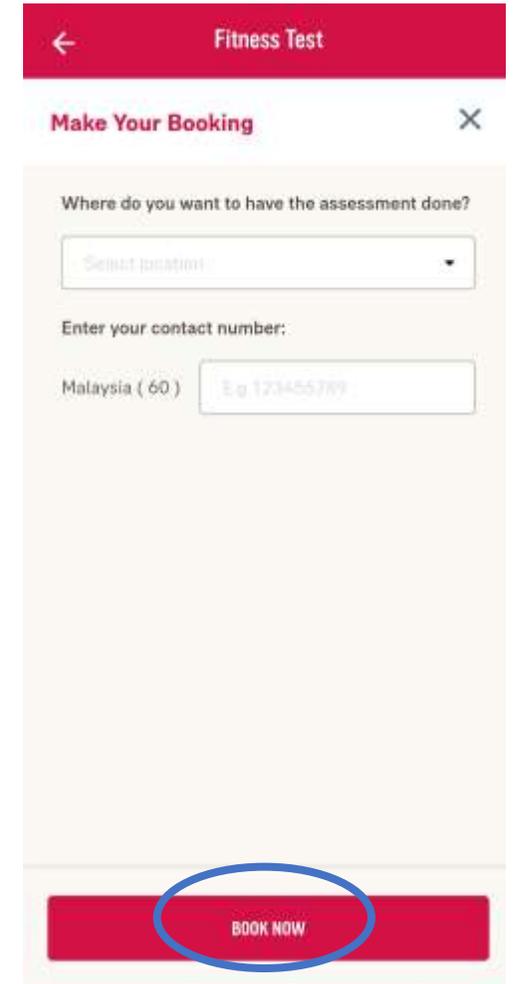
AIA VITALITY FITNESS ASSESSMENT



Tap for more details and to book an appointment



Fill up form accordingly

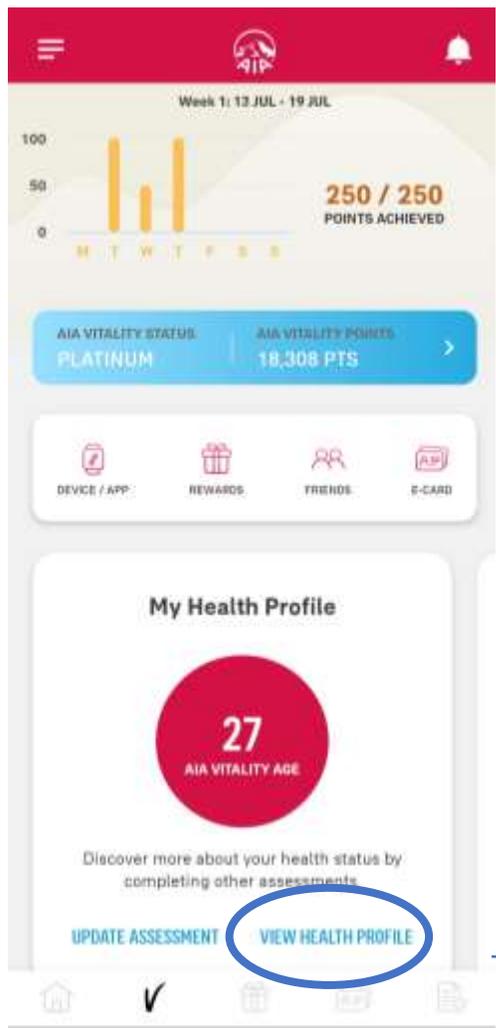


Tap "BOOK NOW" to confirm your booking. You will be contacted by Fitness First and your points will be uploaded by Fitness First after you have completed your fitness assessment

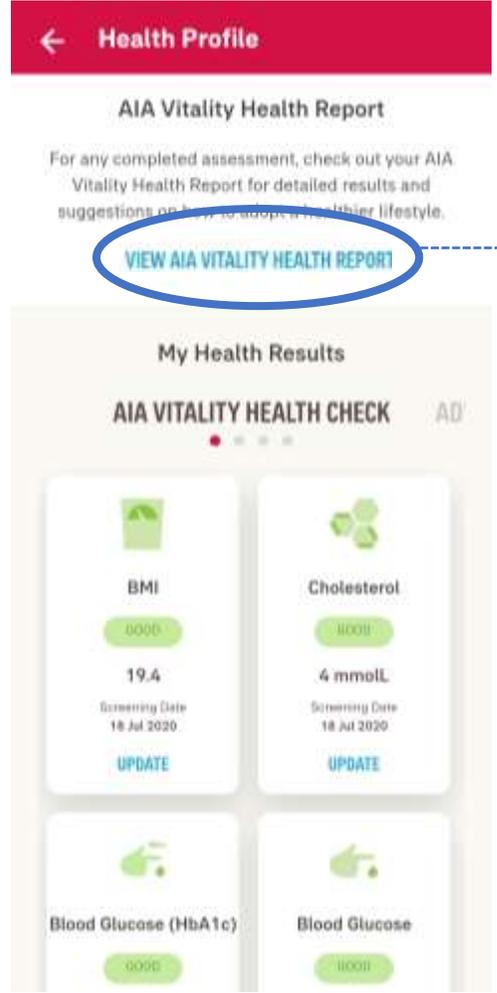
# VIEW YOUR HEALTH PROFILE / ASSESSMENT RESULTS

## VIEW HEALTH PROFILE

For AIA Vitality age, health report & health results, based on your completed assessments

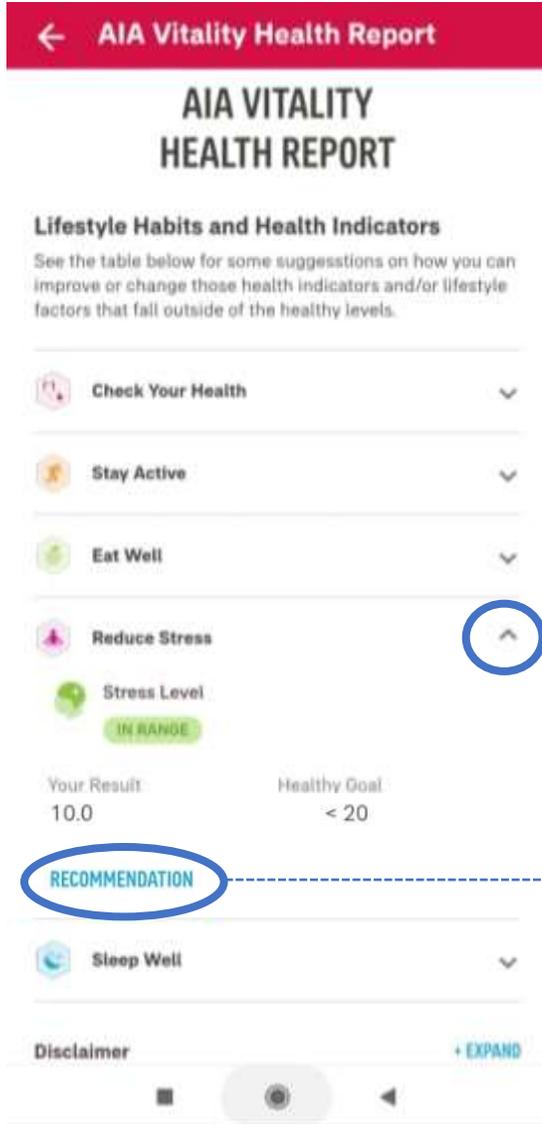


Scroll down



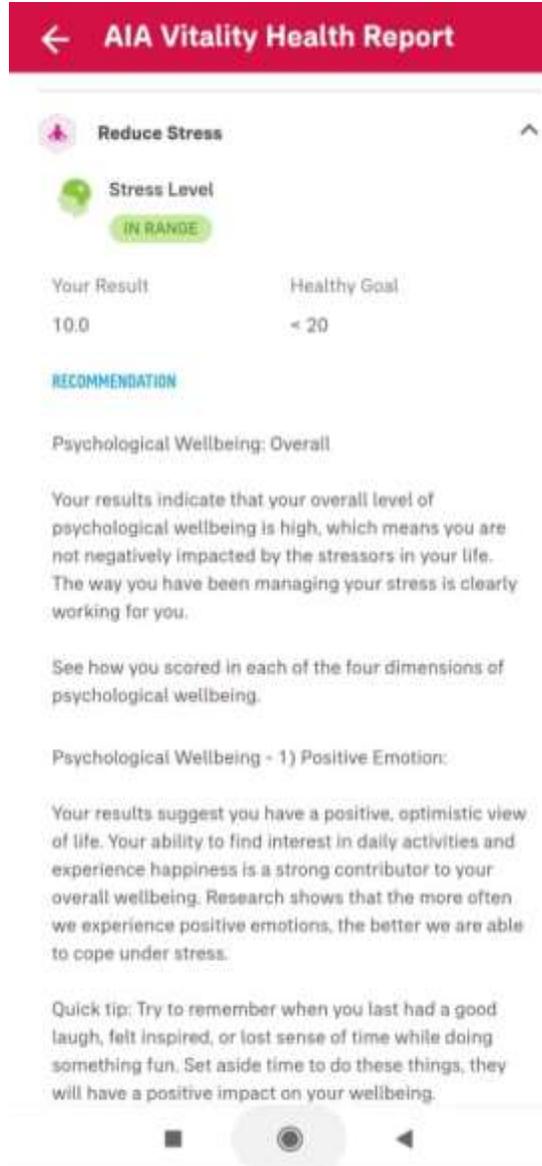
For detailed health report / suggestions

# VIEW YOUR HEALTH PROFILE / ASSESSMENT RESULTS



To expand

RECOMMENDATION



18

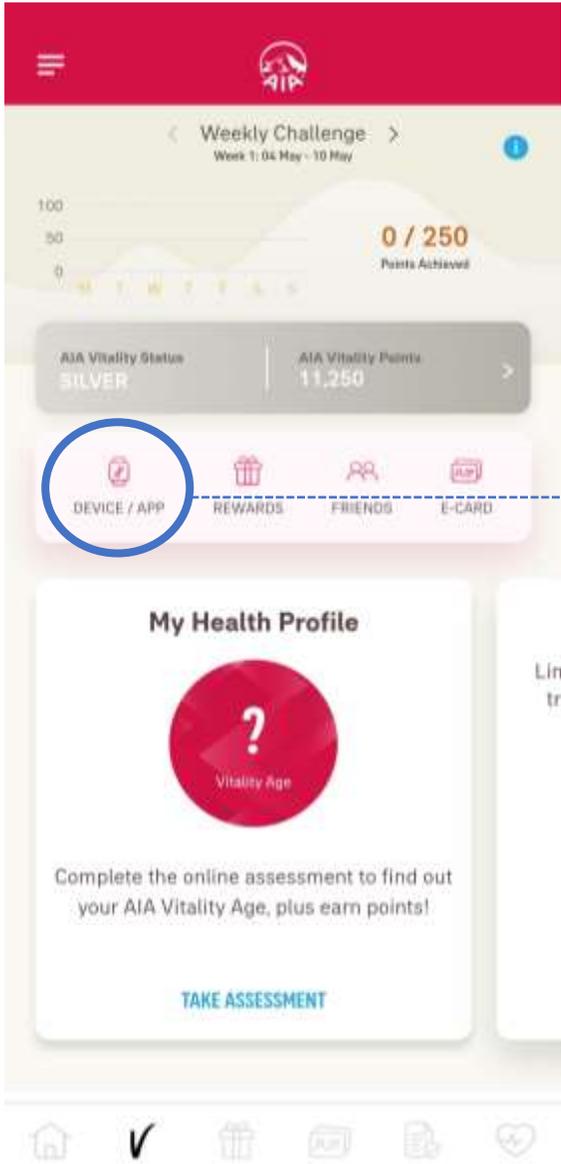
MY AIA APP

---

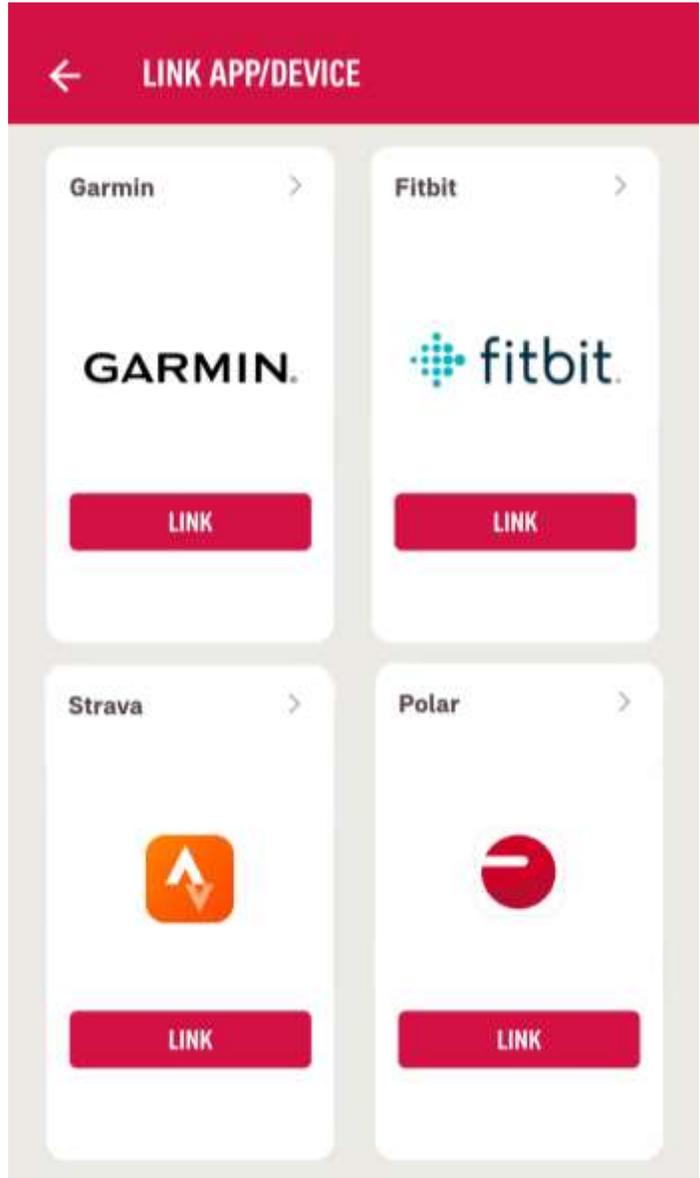
# LINK DEVICES / APP

- List Of Devices / Apps
- Linking of a device / app

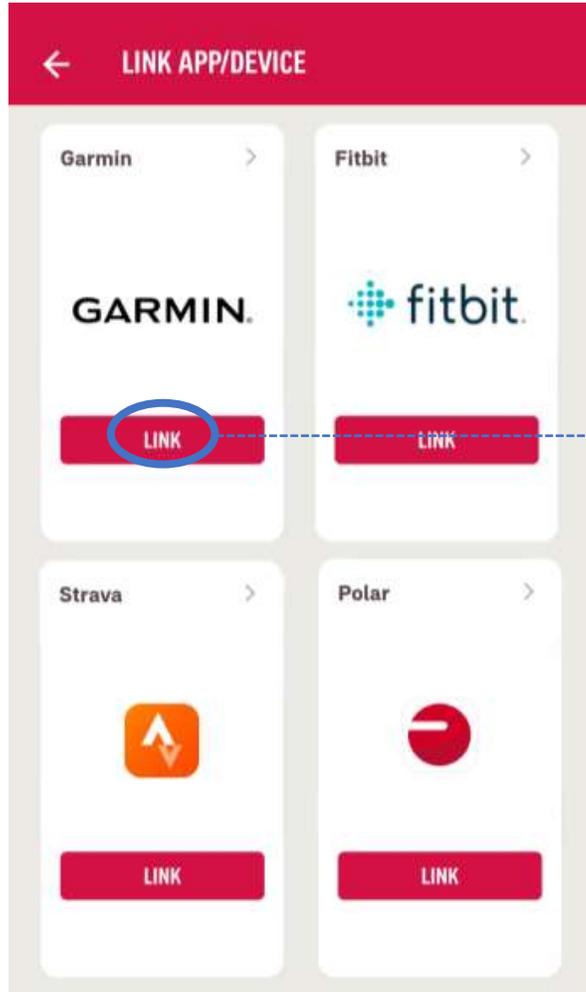
# LIST OF AIA VITALITY COMPATIBLE FITNESS DEVICES / APP



**DEVICE / APP**  
Tap to view the full list of compatible devices / app.

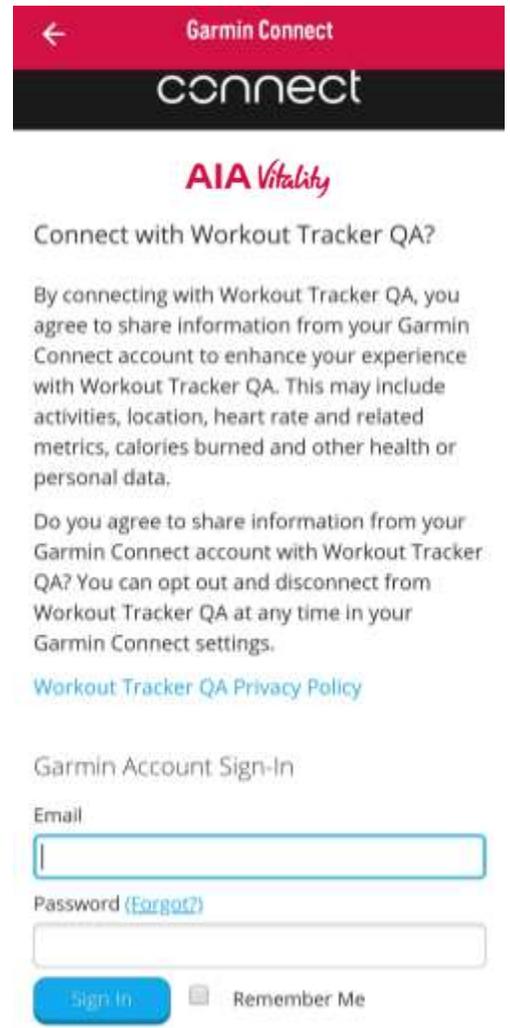


# LINKING OF DEVICE / APP



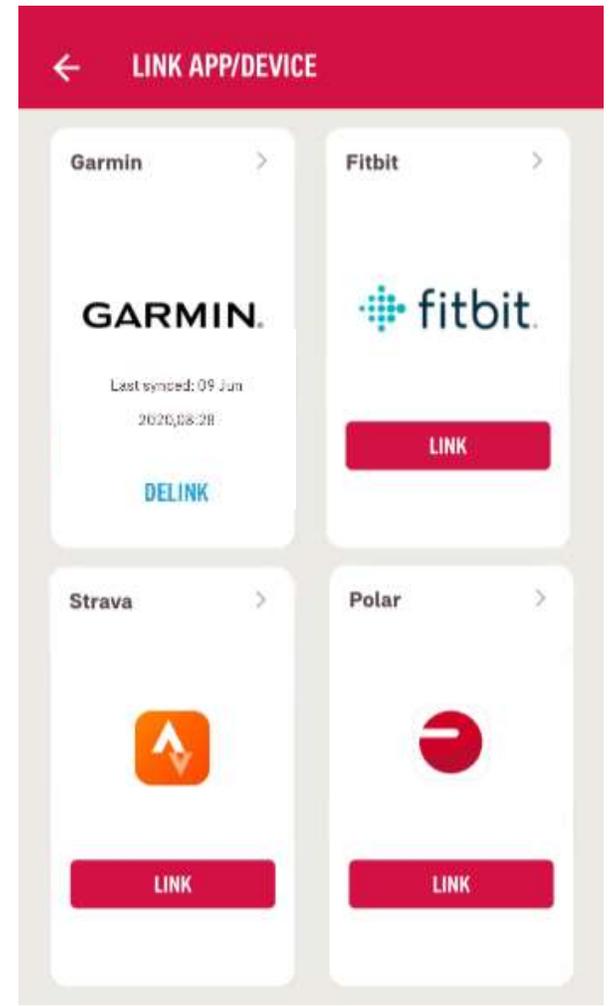
### LINK

Select your preferred fitness device / app



### DATA SHARING PERMISSION

Sign in to your fitness device / app account to allow data sharing



### SUCCESSFULLY LINKED

When device is successfully linked, "LINK" will be changed to "DELINK" and last sync date will be displayed in the same box.

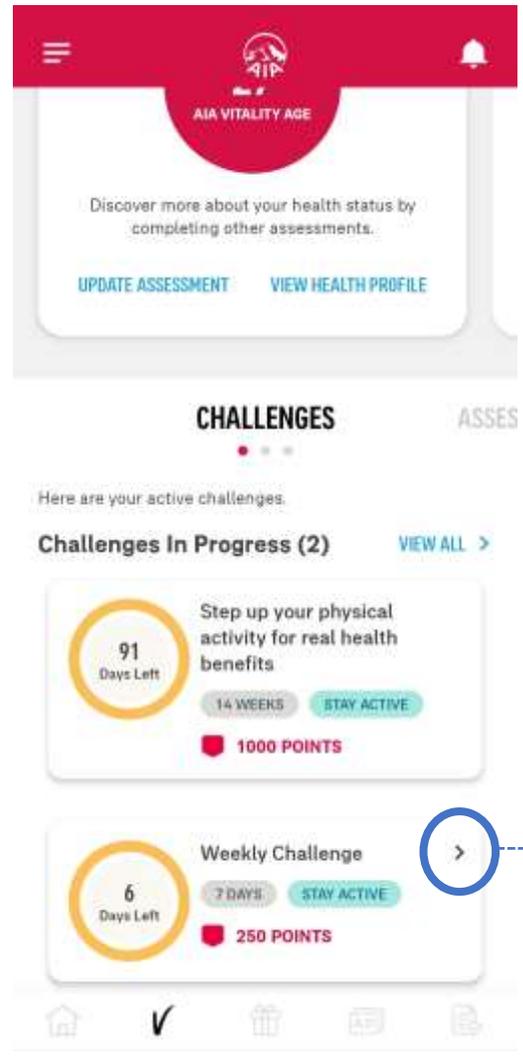
**AIA Vitality**  
**WEEKLY  
CHALLENGES**

- Entry Point
- Track your Weekly Challenge

# ENTRY POINT AIA VITALITY WEEKLY CHALLENGE



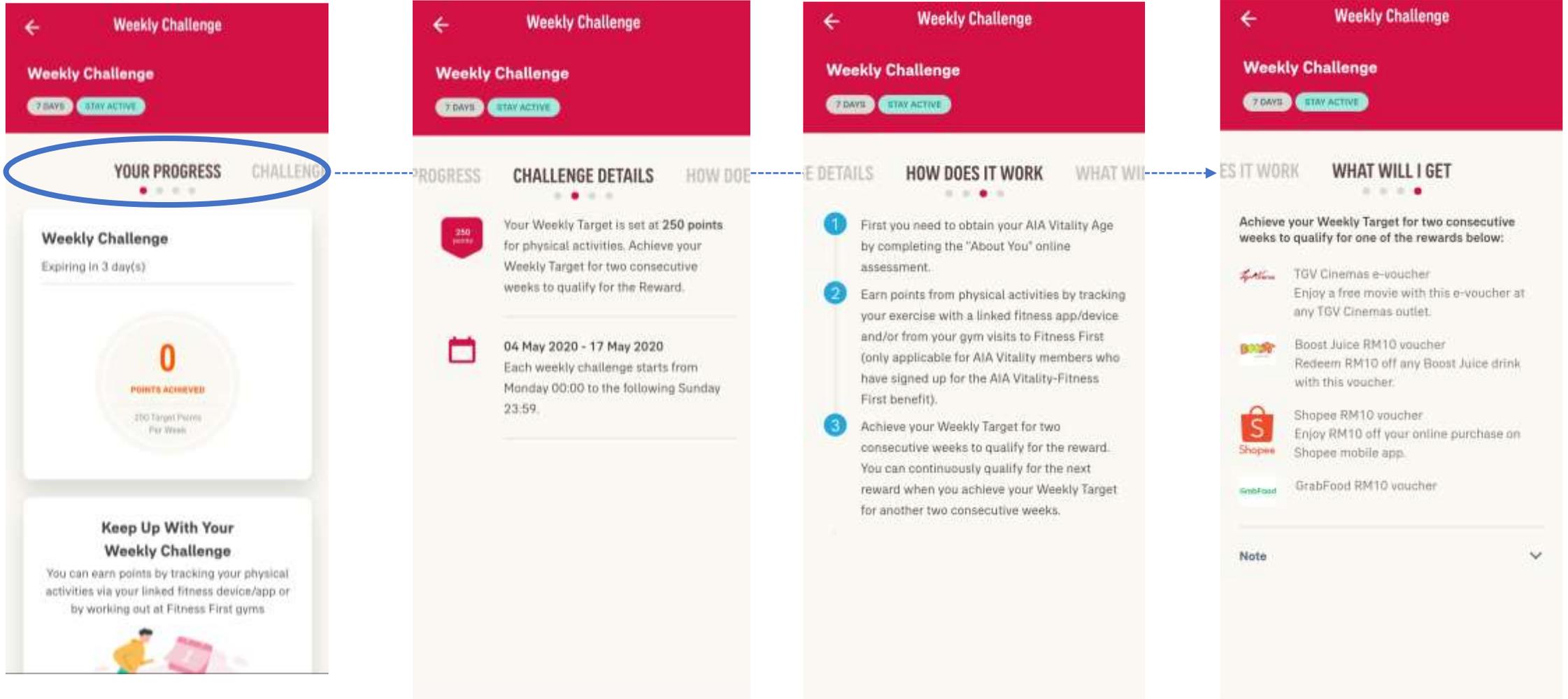
Scroll down



To view more details on AIA Vitality Weekly Challenge

# VIEW YOUR AIA VITALITY WEEKLY CHALLENGE

Swipe left/right for further details on AIA Vitality Weekly Challenge



# AIA Vitality

## E-CARD

- Locate your e-card
- Where can you use your e-card?
- Track your HealthyFood™ purchases

# LOCATE YOUR E-CARD

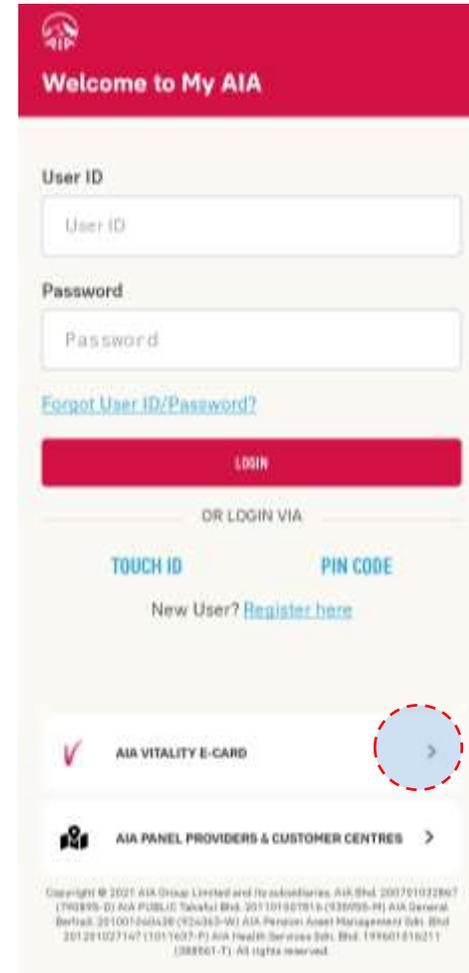
Option 1. Via AIA Vitality Dashboard



Option 2. Via E-CARDS



Option 3. Via Pre-login page (not applicable for first time login)



*You can access AIA Vitality E-CARD even when you are offline!  
Just ensure this is not your first time login, and you have enabled quick login access such as fingerprint, Face ID, or pin code.*

## WHERE CAN YOU USE YOUR E-CARD?

Show your **AIA Vitality e-card** to the cashier or PIC at the partner outlet at checkout (before scanning your items or purchases).



**10%** off HealthyFood™  
(fresh fruits and vegetables)



**25%** off Reebok products at Reebok concept stores,  
Royal Sporting House and Stadium outlets nationwide.



**Up to 50%** discount on your  
AIA Vitality Health Check.

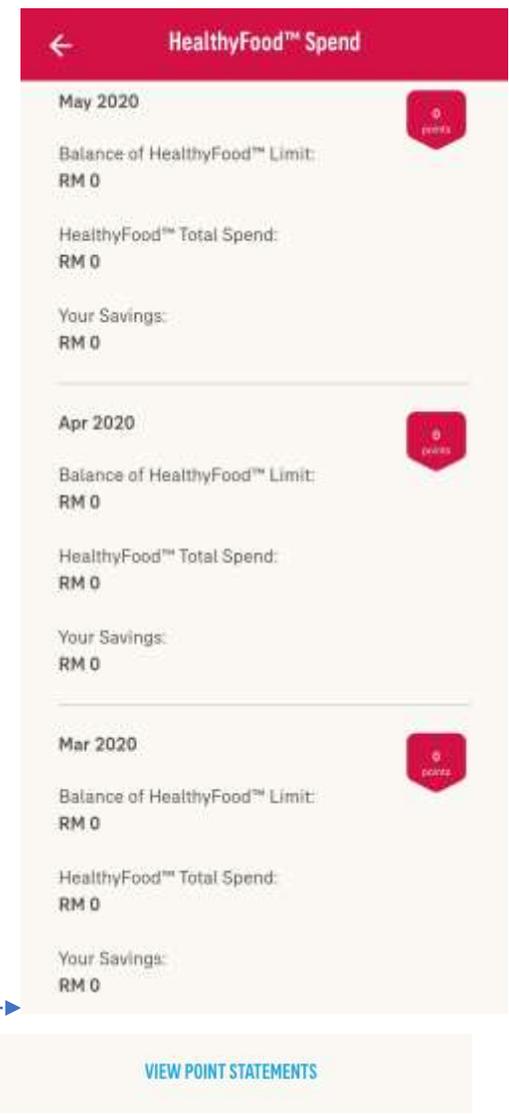
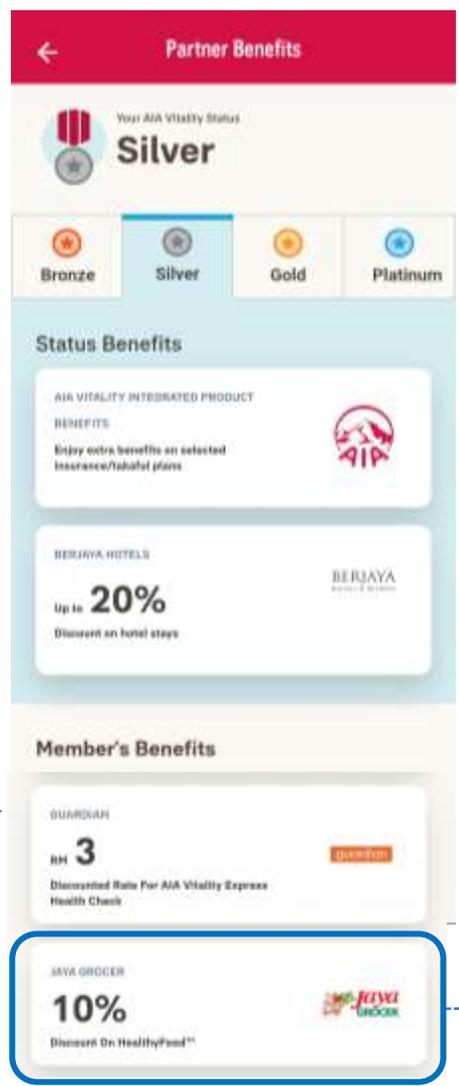
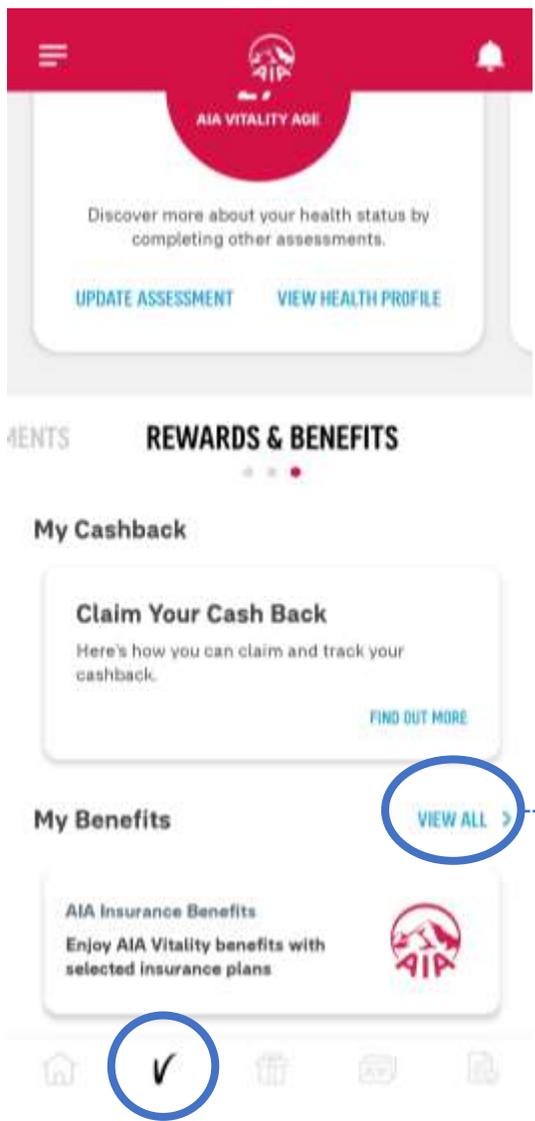


Save up **to 55%** on Fitness First  
Full Access gym packages.



AIA Vitality Express Health Check at discounted  
rate of RM3.00 at selected Guardian stores.

# VIEW YOUR HEALTHYFOOD™ PURCHASES

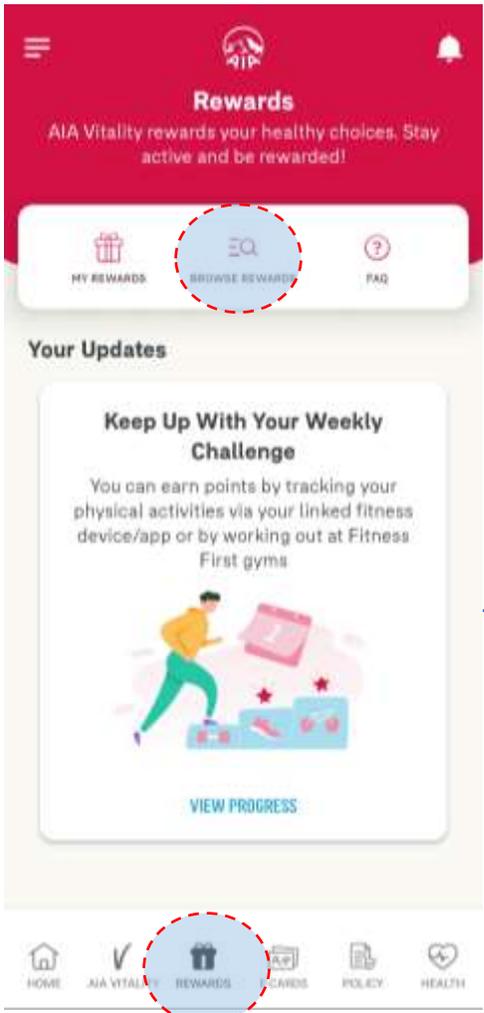


# AIA Vitality

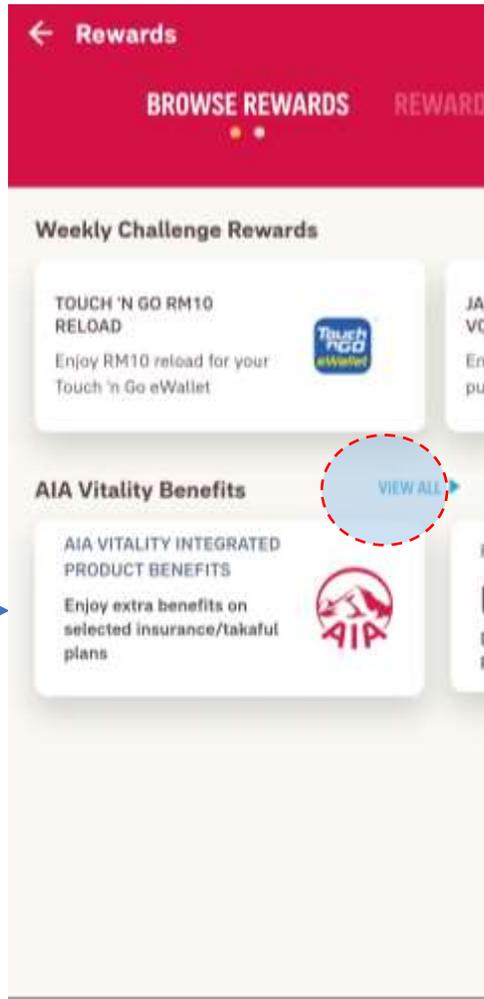
## REWARDS

- Browse Reward
- Choose Weekly Challenge Reward
- Redemption

# BROWSE REWARDS



**VIA REWARDS DASHBOARD**  
Tap on BROWSE REWARDS to view all AIA Vitality Rewards & Benefits



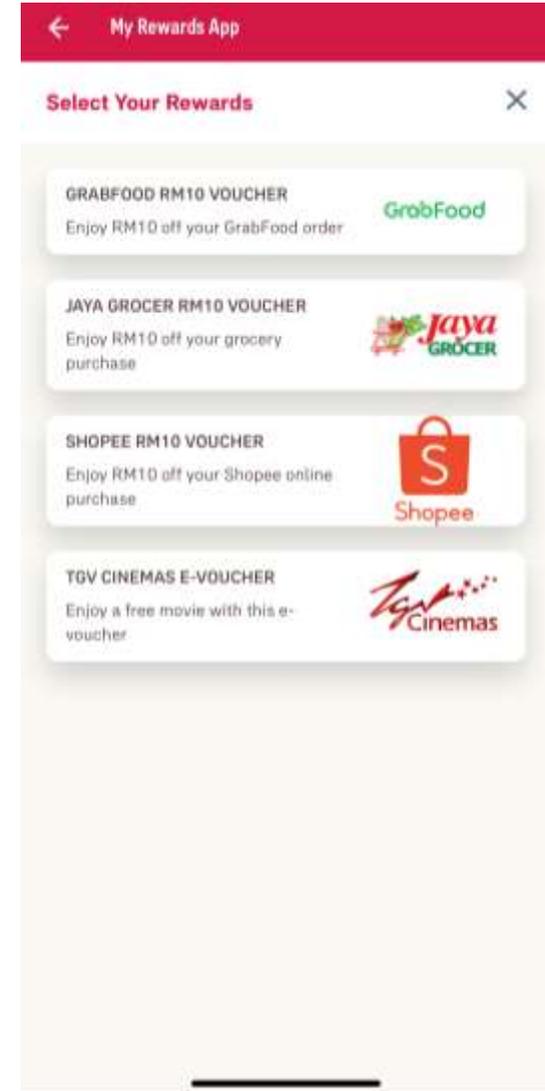
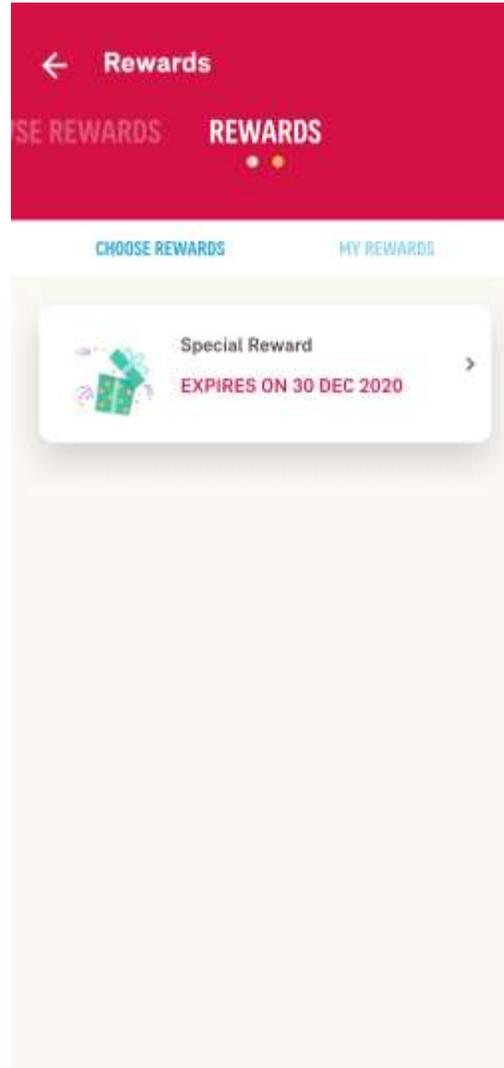
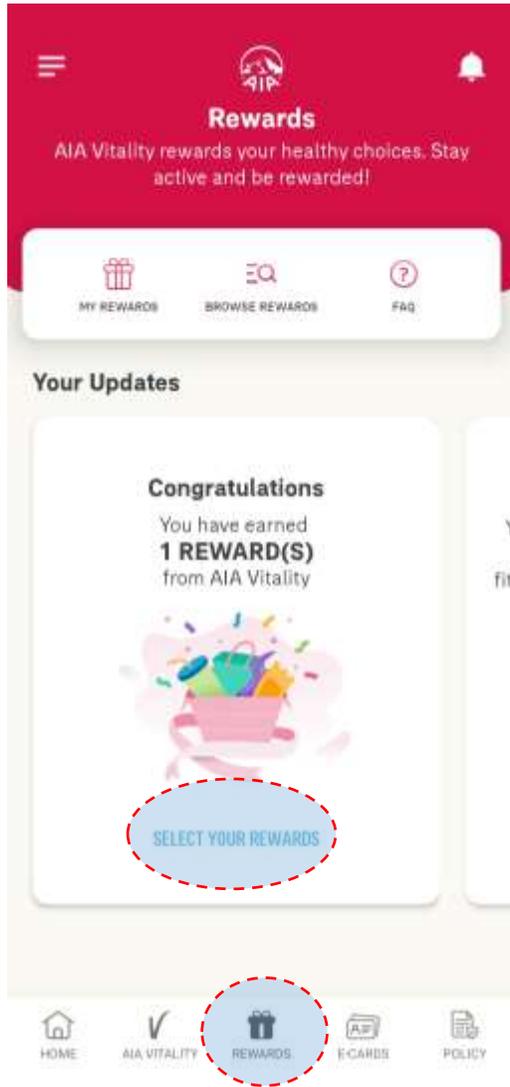
**BROWSE REWARDS**  
You can swipe or choose to VIEW ALL



**VIEW BENEFITS BY STATUS**  
You can check on the member's benefits by status



# REDEEM WEEKLY CHALLENGE REWARDS



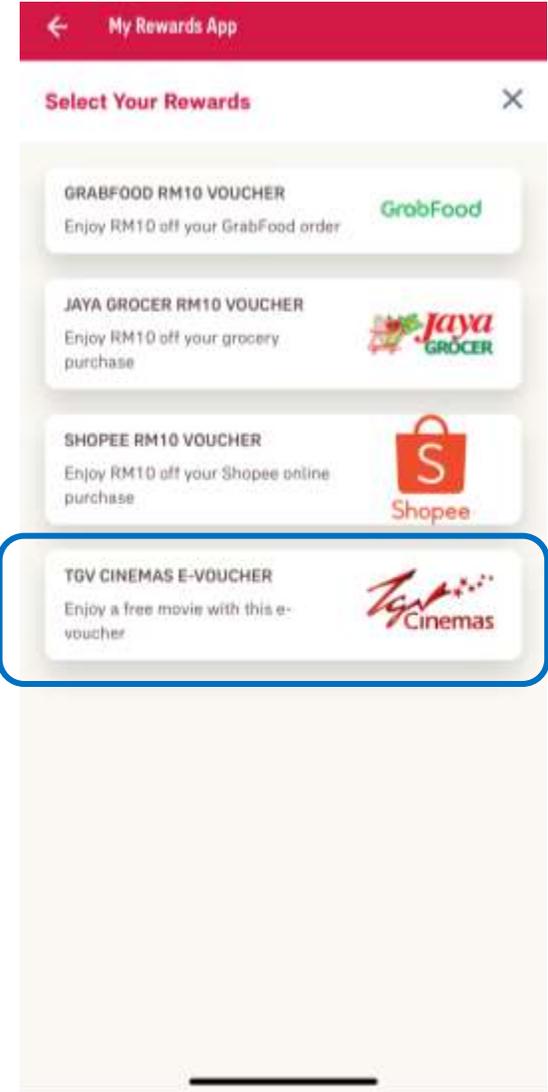
## CHOOSE REWARD

Here's the earned rewards listing

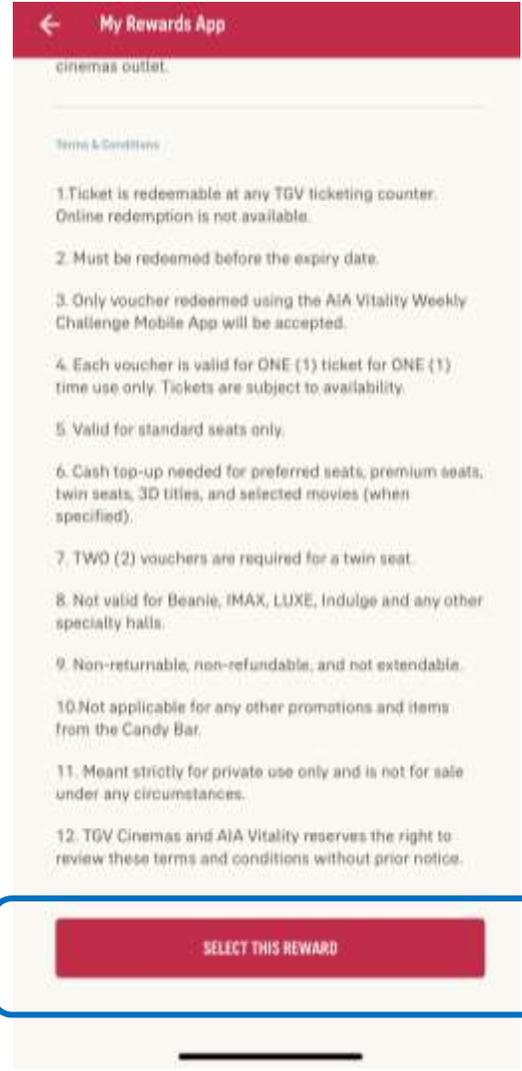
## SELECT YOUR REWARD

Here's the list of the available partner rewards

# HOW TO SELECT YOUR REWARD?



Tap to view the detail of the voucher

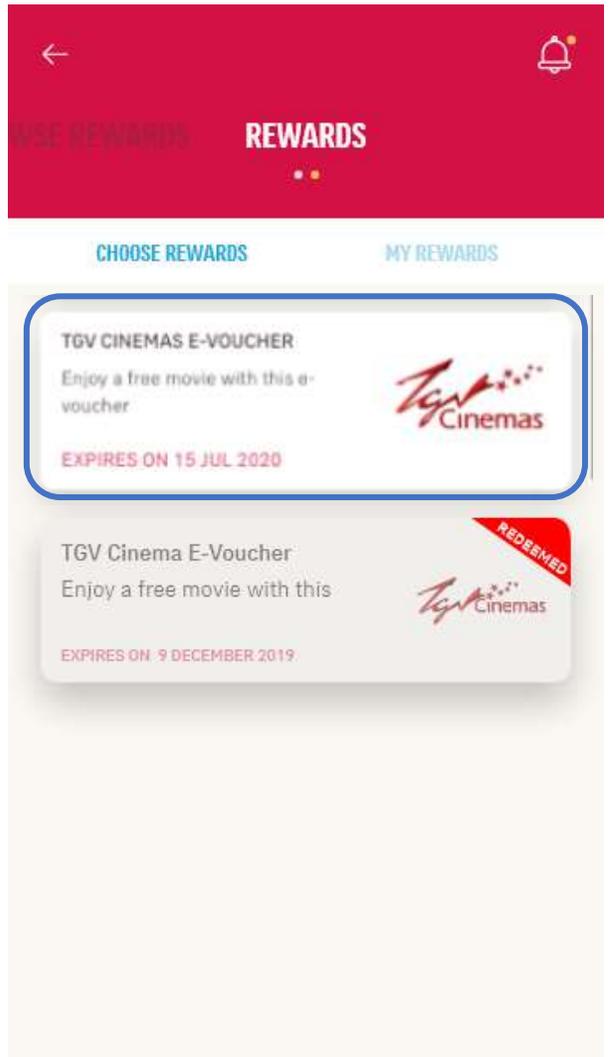


Tap to select this reward



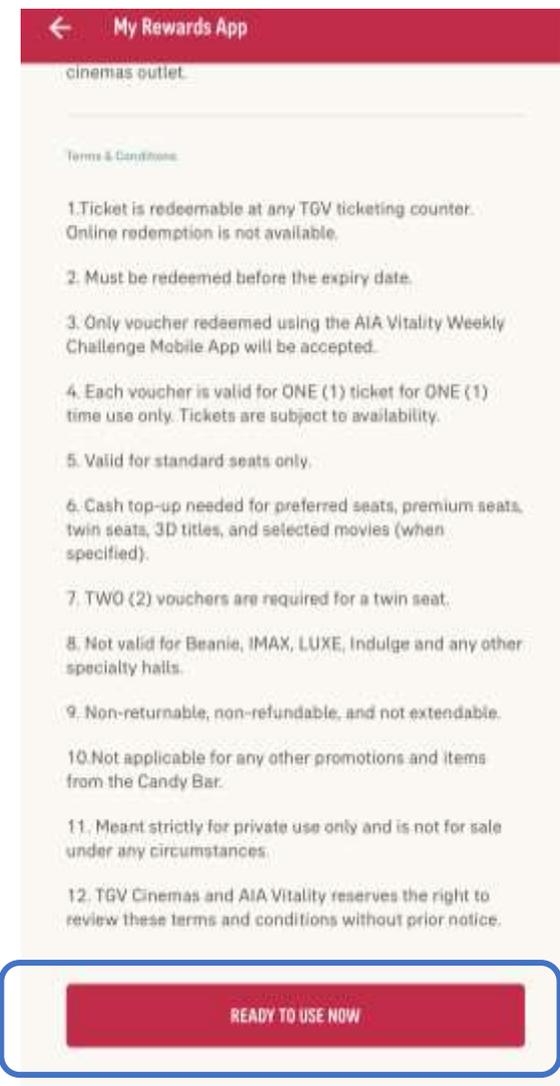
**REWARD DETAIL**  
Terms and condition and expiry date

# HOW TO DO REDEMPTION



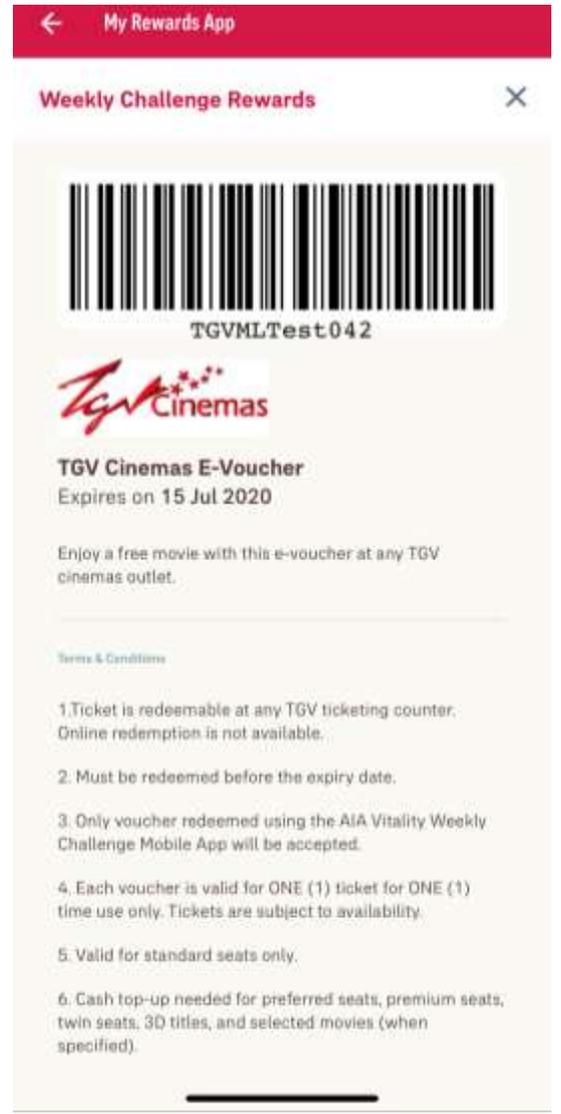
Select your voucher to redeem

----->



Detail of the voucher with barcode

----->



**SELECTED VOUCHER @ MY REWARDS**  
Select preferred benefit @ My Rewards

**TAP THE BUTTON TO REVEAL BARCODE**  
Voucher terms and conditions

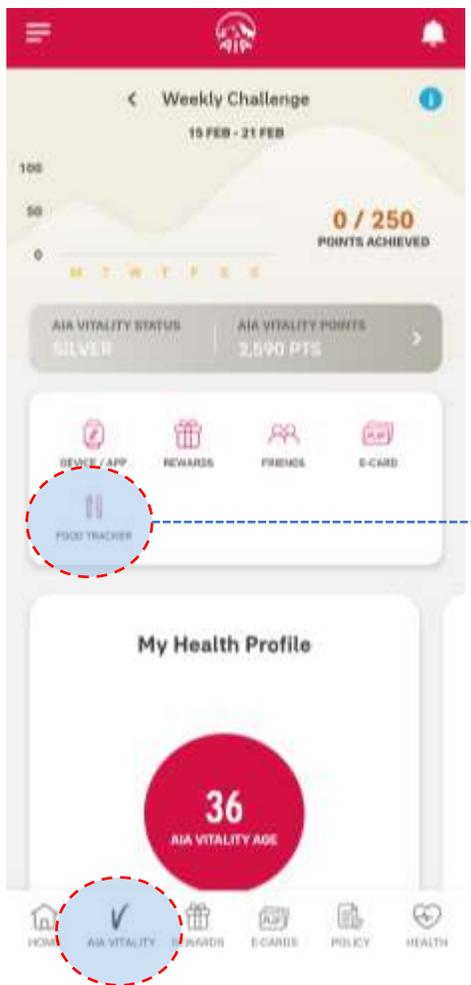
**YOU MAY REDEEM THE VOUCHER NOW**  
Redemption detail, terms and conditions and expiry date

# AIA Vitality

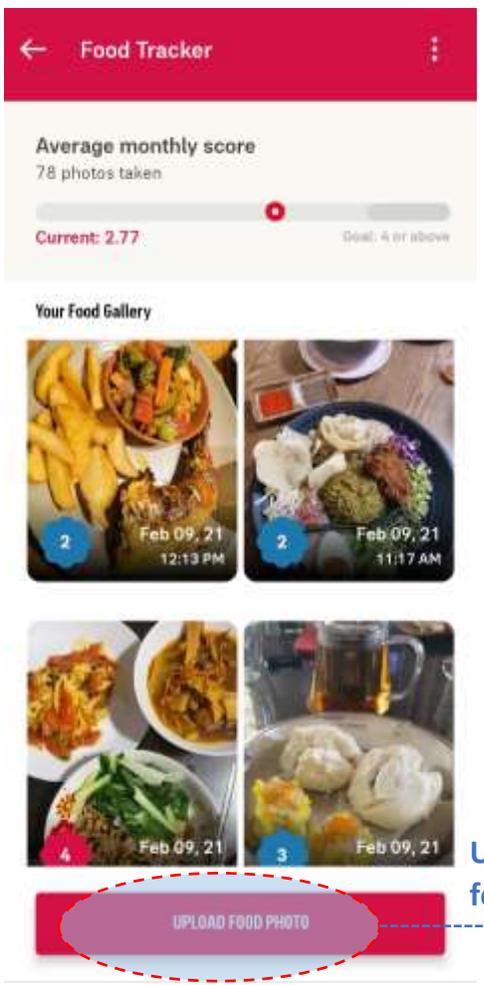
## FOOD TRACKER

- Upload Food Photo
- View Food Score, Tips And Recommendation

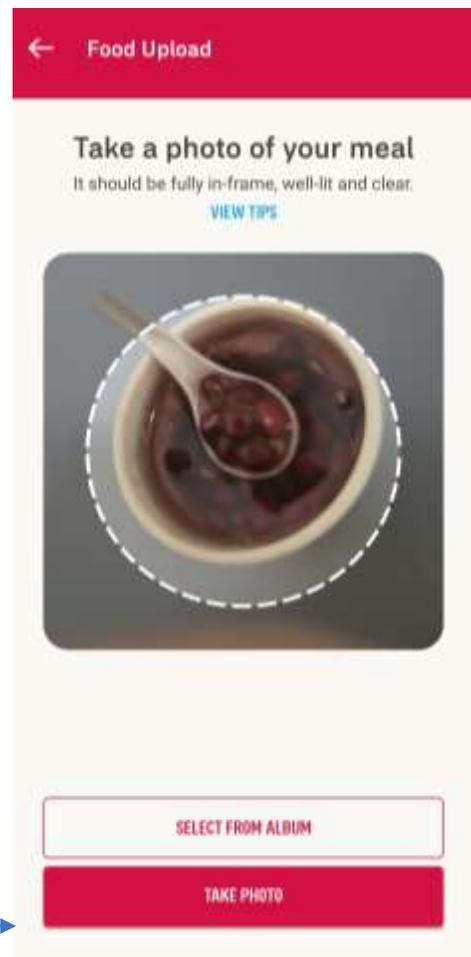
# UPLOAD FOOD PHOTO



Select FOOD TRACKER

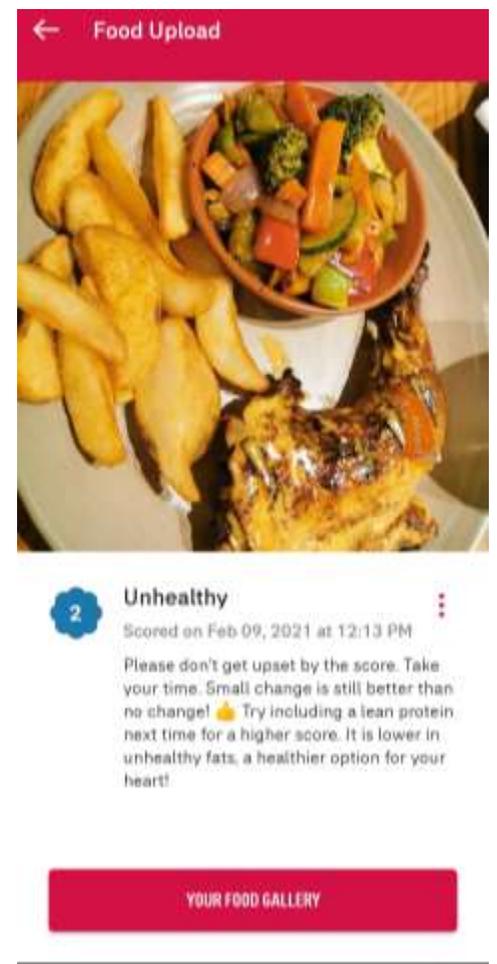
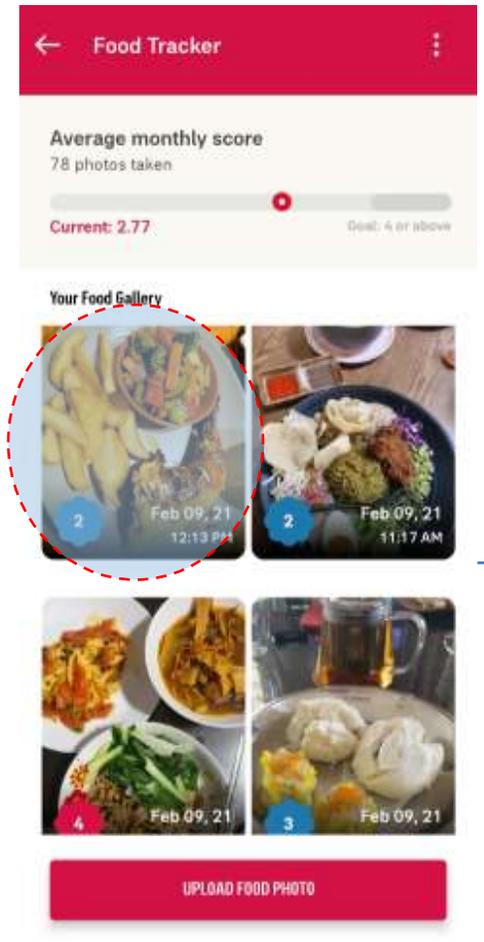


Upload food photo



You may TAKE A PHOTO or SELECT FROM ALBUM

# VIEW FOOD SCORE, TIPS & RECOMMENDATION



### FOOD GALLERY

View your submissions for the past 30 days and tap on the food photo for tips & recommendation

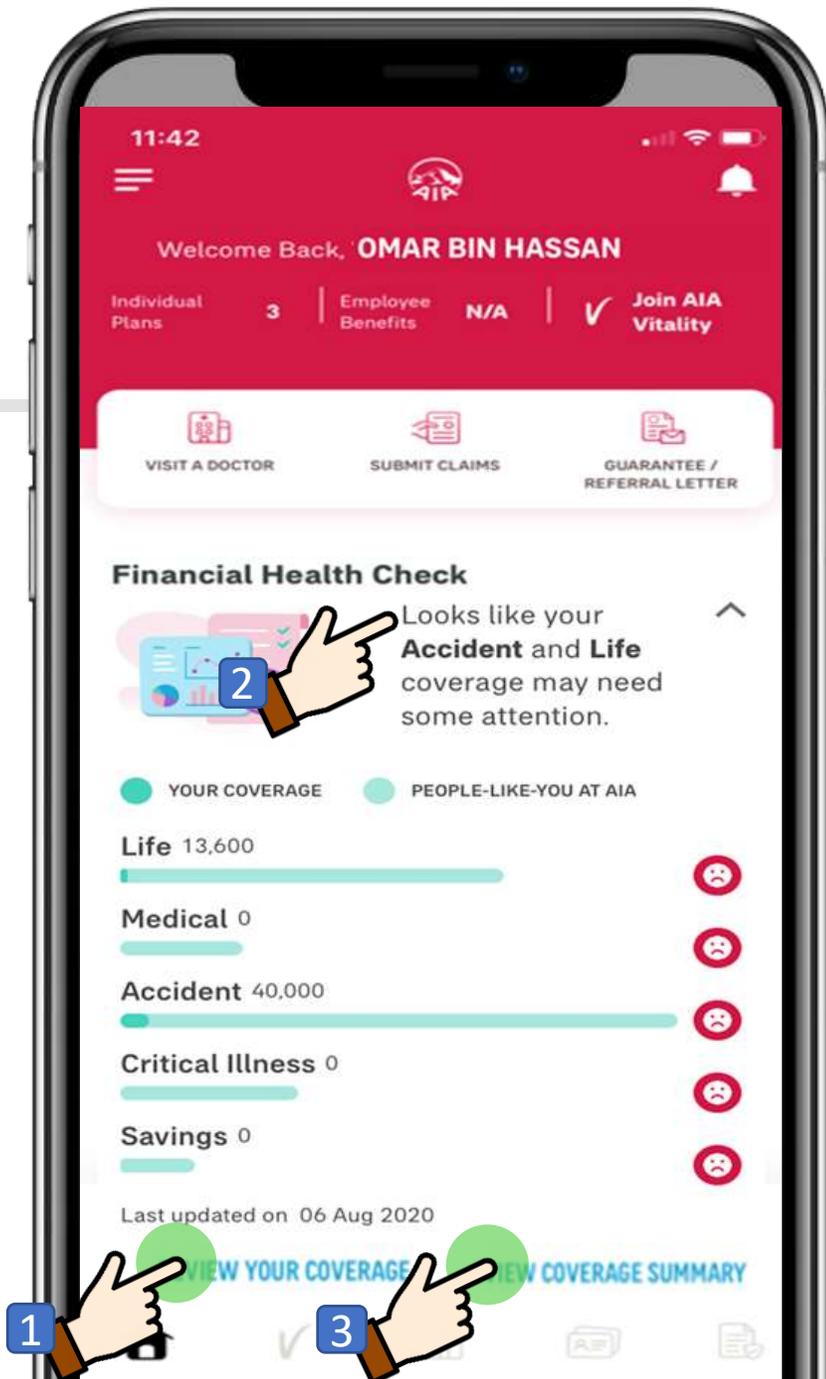
### VIEW FOOD SCORE & TIPS

This provide you with better insight on how healthy your eating habits are.

23

MY AIA APP

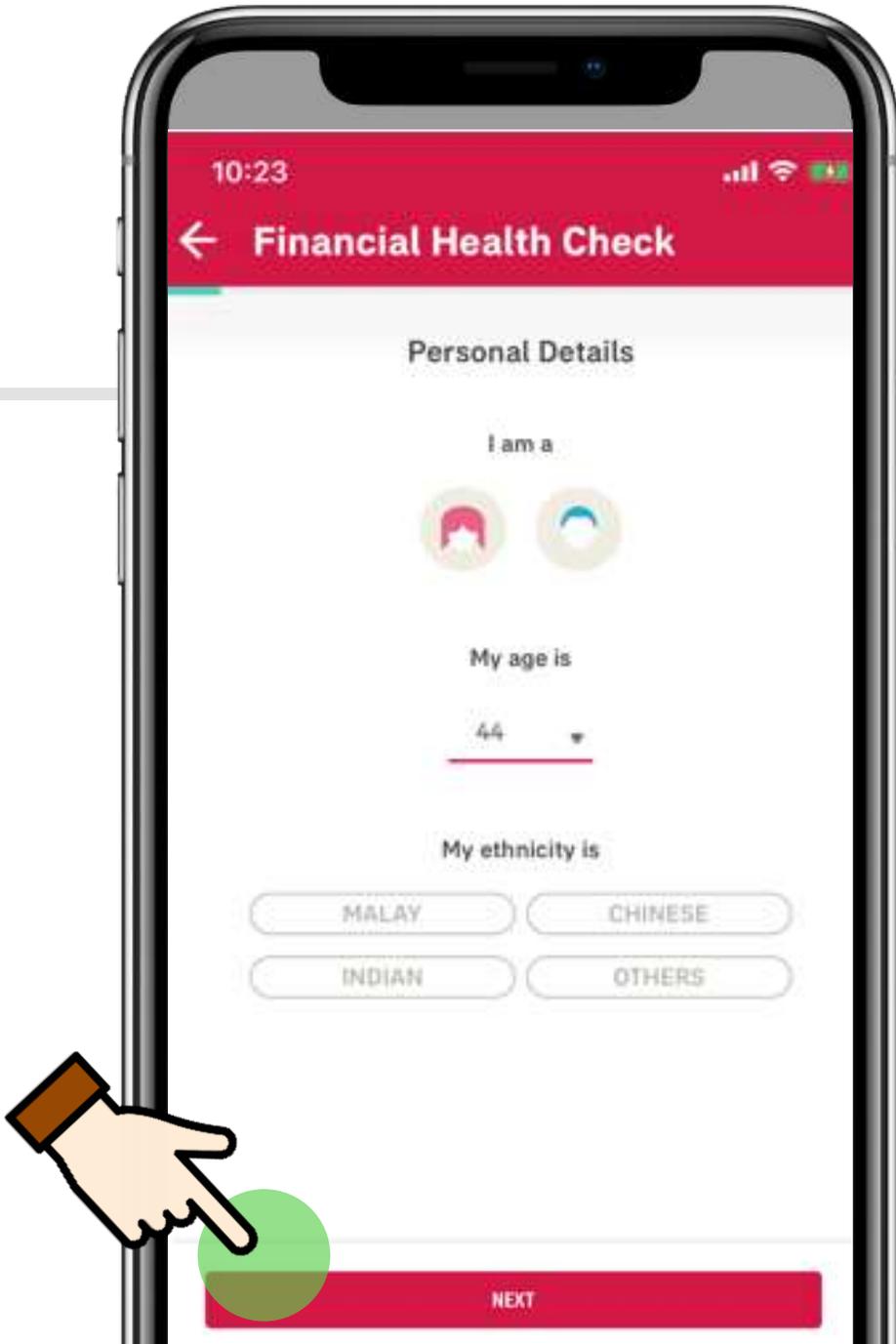
# FINANCIAL HEALTH CHECK (FHC)



# How to start

1. Go to My AIA Dashboard. Tap **Review Your Coverage** to begin
2. As a first time user, you will see your top two (2) current coverage which has the largest coverage gap as compared to People-Like-You at AIA
3. Tap **View Coverage Summary** to see a pre-assessment preview done for you using information from your existing AIA policies (*Note: Your marital status, child's info & other non-AIA coverage are not taken into consideration yet at this stage*)

# My Personal Details



Fill up your Gender, Age and Ethnicity

After completing all fields, tap **Next**

# About My Family



1. Select your marital status
2. Add your child's details

# About My Family

16:38

← Financial Health Check

My Family

I am currently

SINGLE MARRIED

WIDOWED DIVORCED

How many children do you have and how old are they?

1

×

+ ADD CHILD

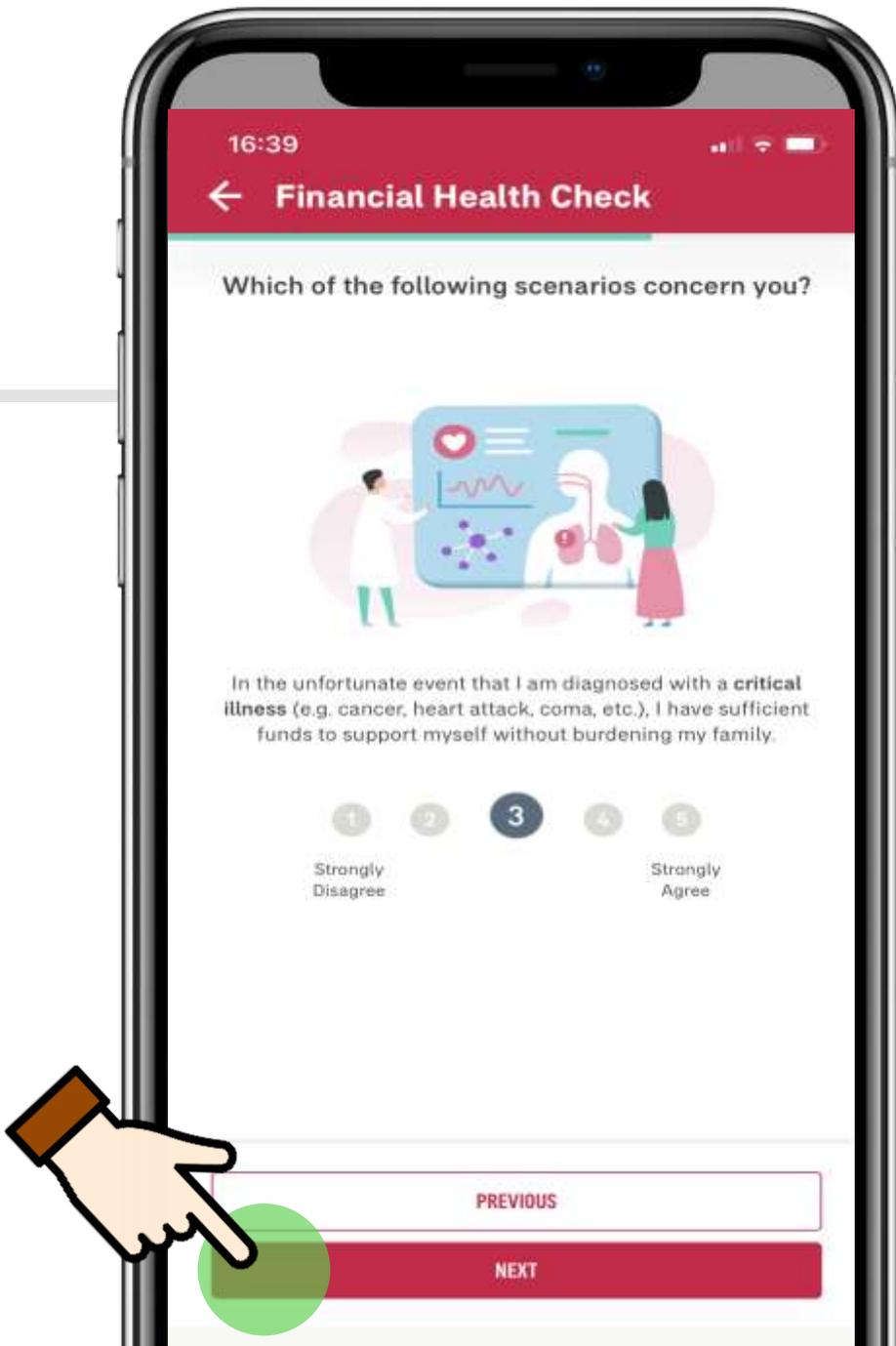
YEARS OF AGE

PREVIOUS

NEXT

1. Add your child's age

2. After completing all fields, tap **Next**



## Scenarios which concern me most

In the next 5 questions, select from a scale of 1 (strongly disagree) to 5 (strongly agree) whether how these scenarios concern you

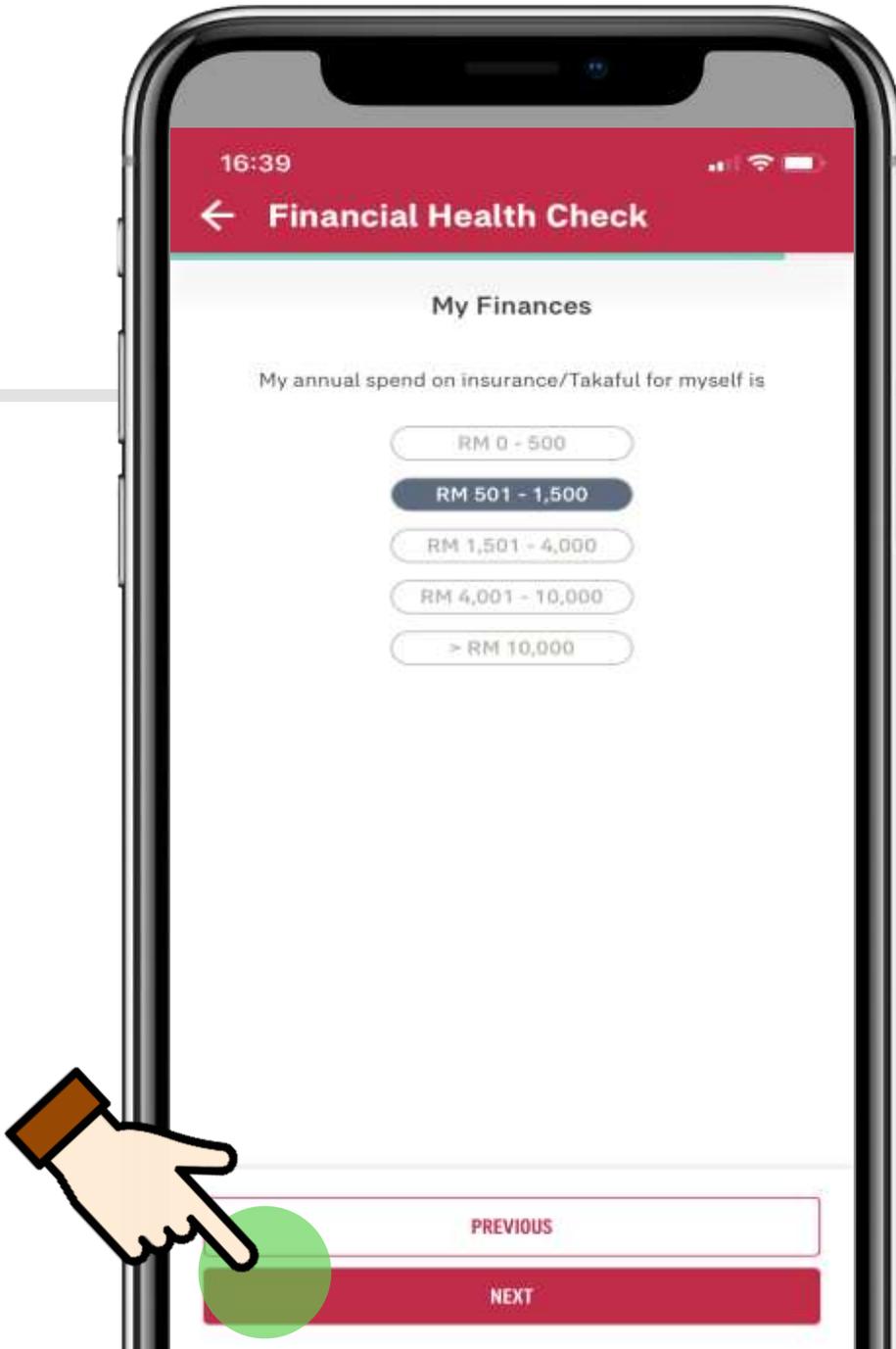
After completing all fields, tap **Next**

# My Finances



Select your monthly Income range then tap **Next**

# My Finances



Choose your total annual premium spend on your insurance/takaful coverage with both AIA & other companies

Then tap **Next**

16:39

← Financial Health Check

My Coverage

I have insurance / takaful policies with other companies. My total coverage / medical limit with other companies is

1 Life RM 100000

Medical RM 0

Accident RM 50000

Critical Illness RM 0

Savings RM 0

2

Enter \*0\* if you do not have any insurance policies/takaful certificates with other companies

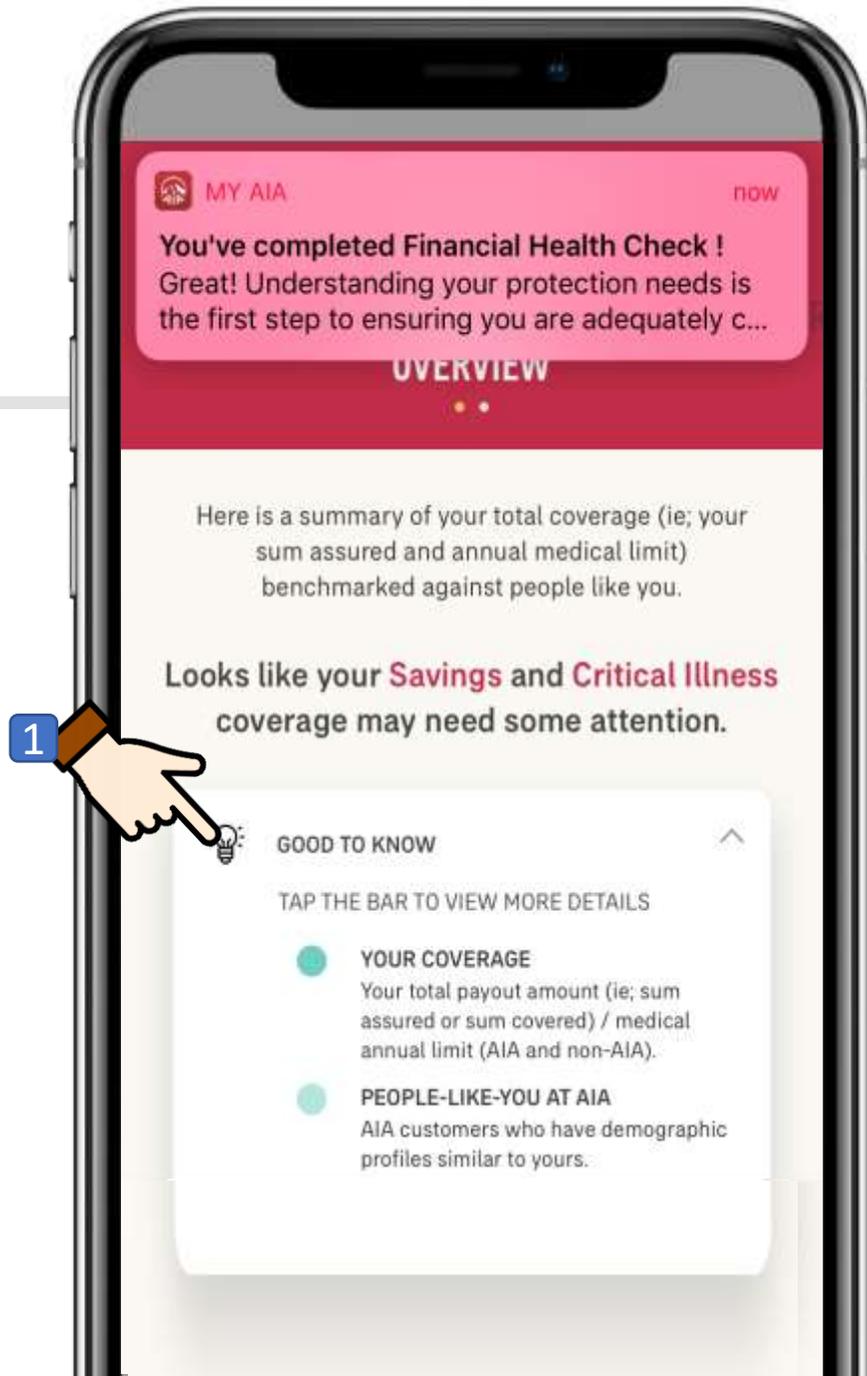
PREVIOUS

DONE

1. Update your insurance/takaful policies with other companies to get a more accurate view on your total coverage

2. Tap on the **blue info icon** for the description of each coverage

3. After completing all fields, tap on the **Done** button

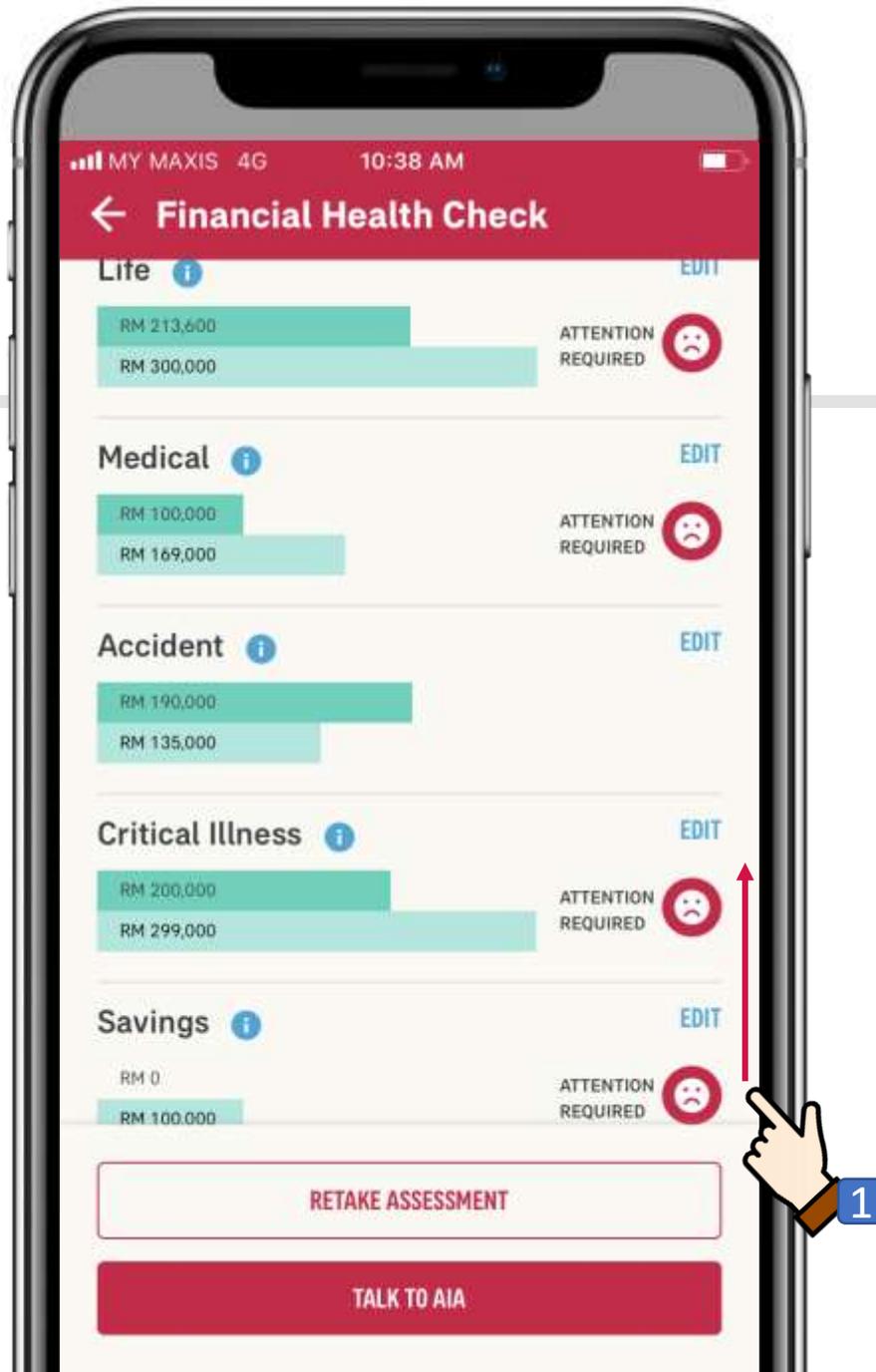


# Do I have sufficient coverage?

Once you have completed the FHC assessment, you will be prompted with a notification that you have now completed the FHC assessment

Next, you will be directed to the assessment overview page

1. This tool tip explains how to read the results. Tap on the arrow on the right to collapse the dialog box

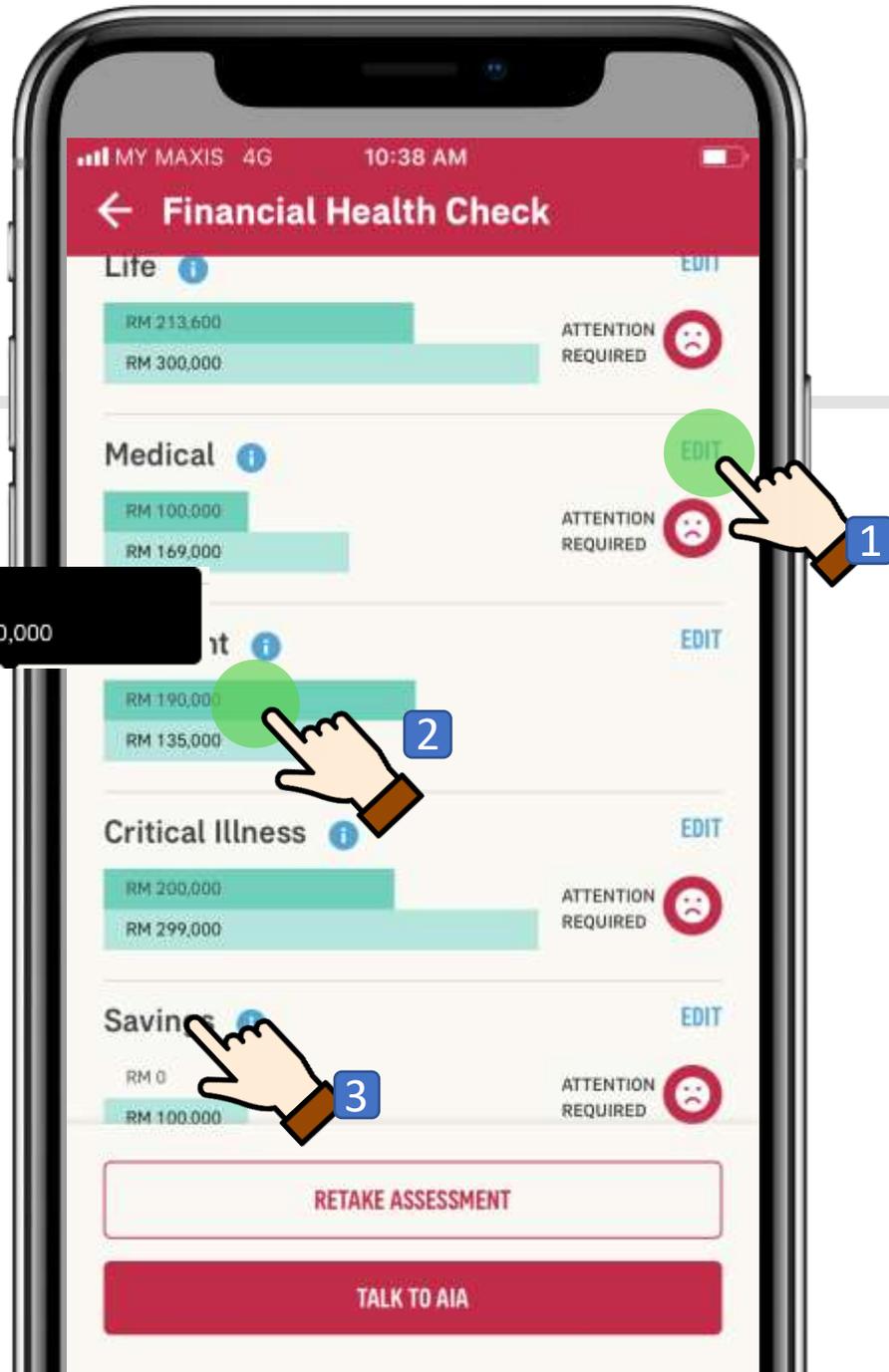


# Do I have sufficient coverage?

## 1. Scroll up

You will be able to see the areas which you have gaps in your insurance/takaful coverage compared to “people-like-you-in-AIA”

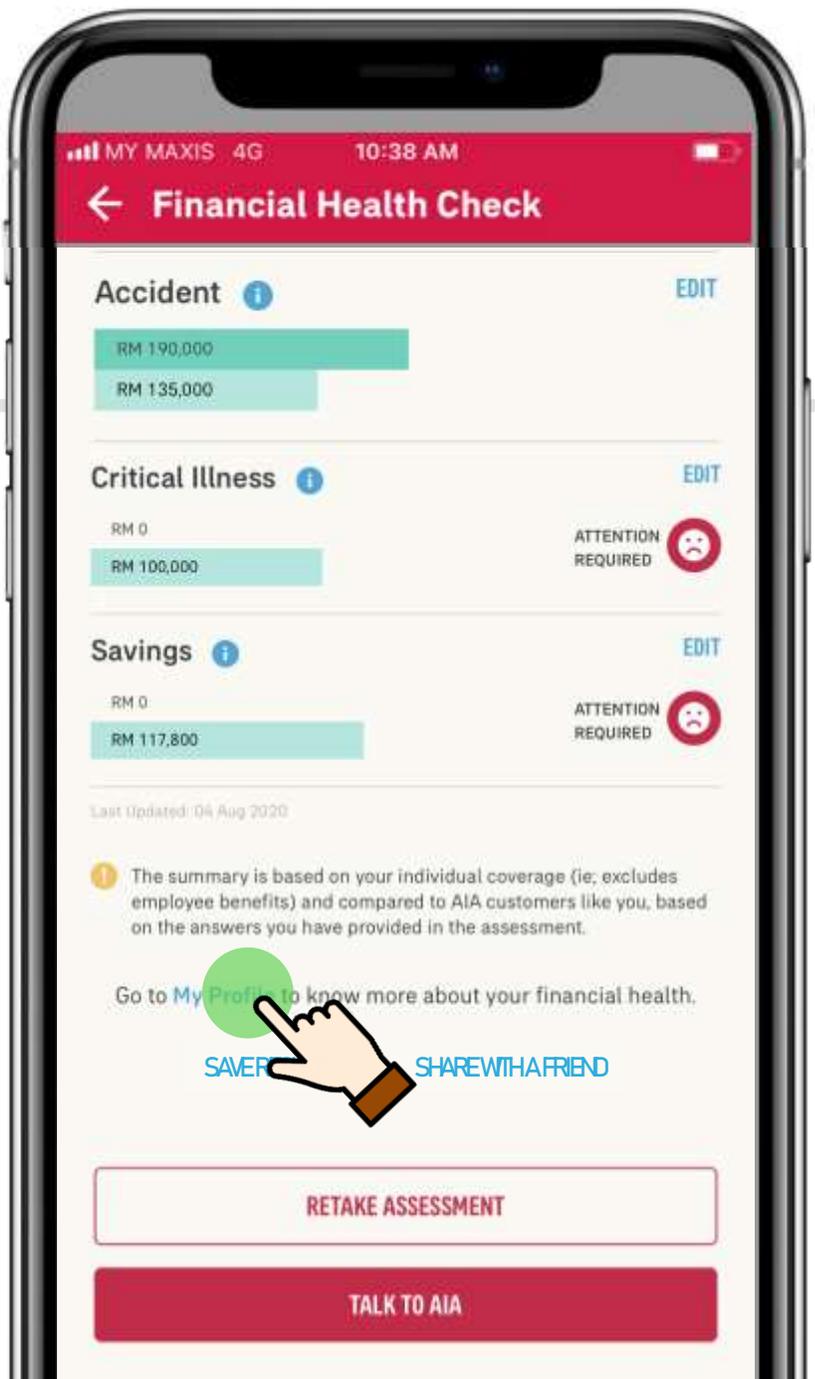
When you see a ‘sad face’ emoticon, this means attention is required



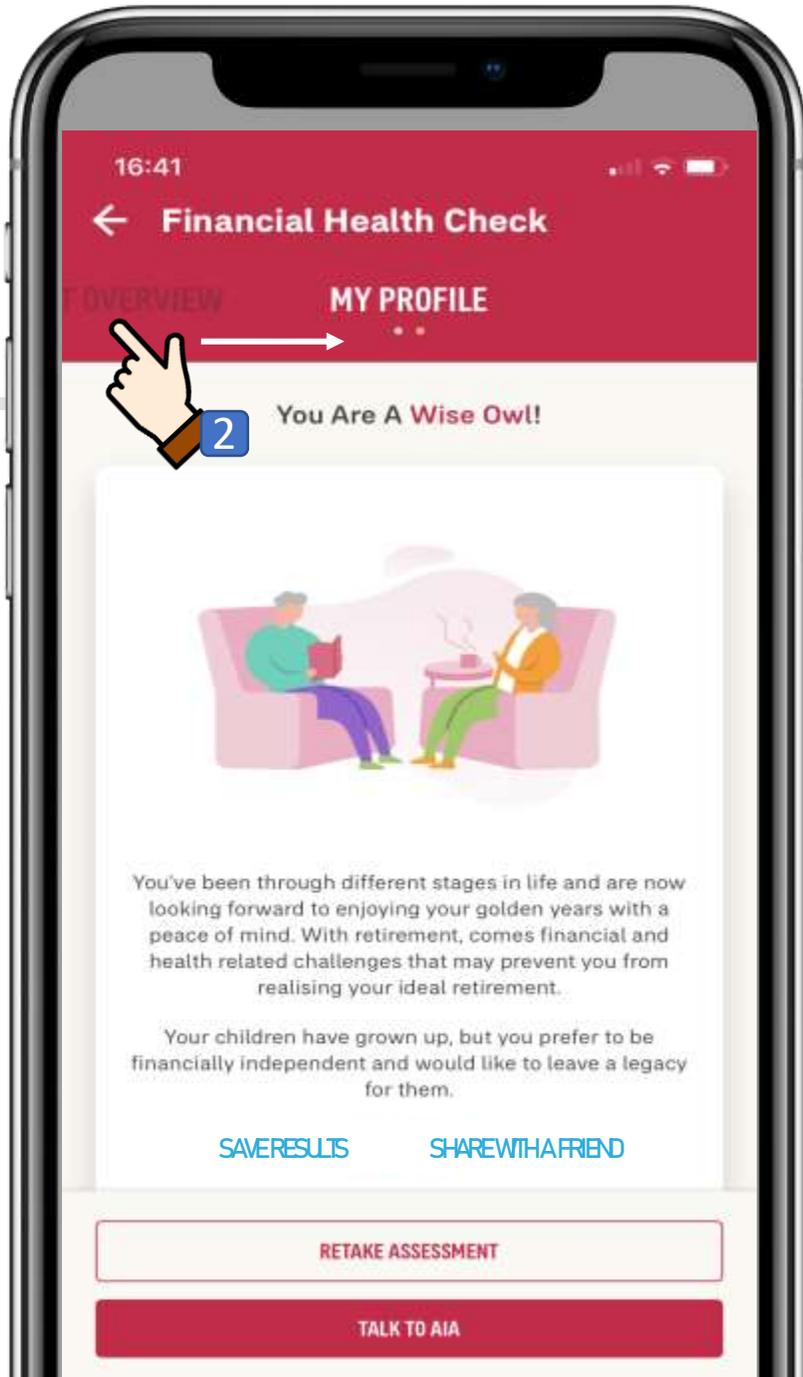
# Do I have sufficient coverage?

1. Tap on the **EDIT** button to change/update the coverage that you have with other insurance/takaful companies (non AIA coverage)
2. FYI: Tap on the darker shade green bar to display your AIA & Non-AIA coverage
3. FYI: Savings here refers to the approximate amount of your savings based on your premium paid for existing endowment plans

This is me!

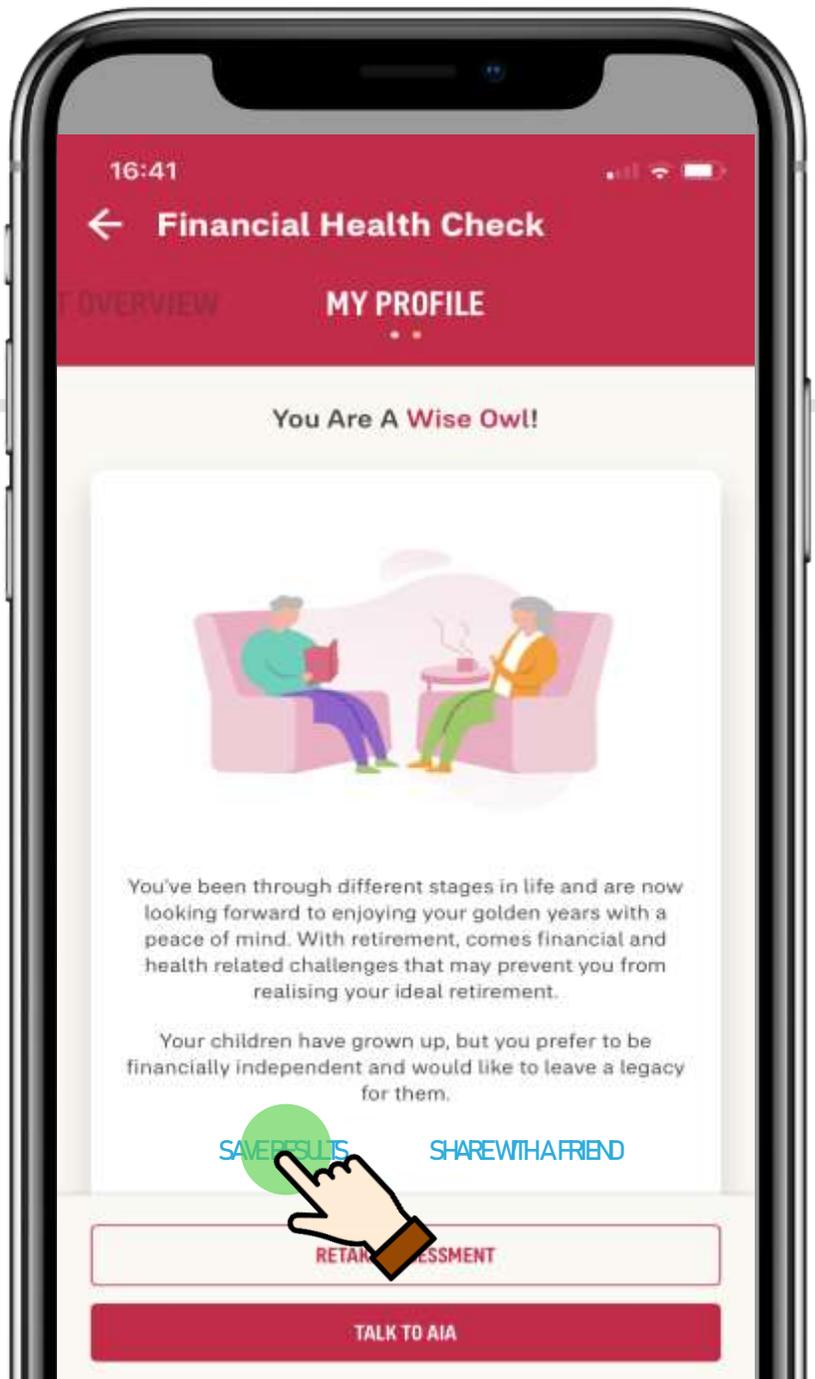


Scroll down and tap **My Profile** to view your life stage profile.



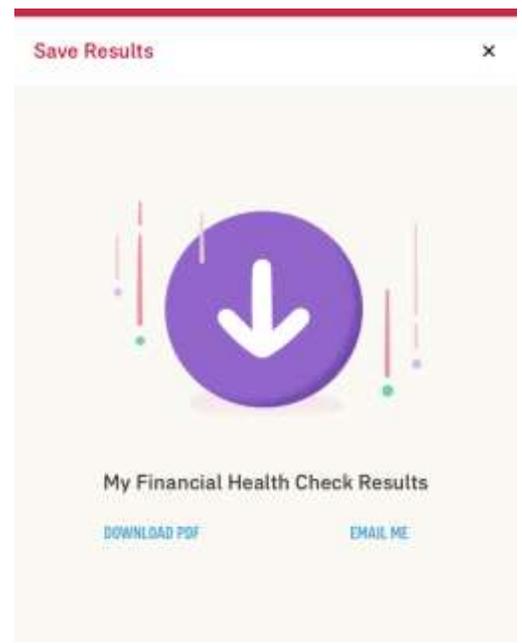
# This is Me!

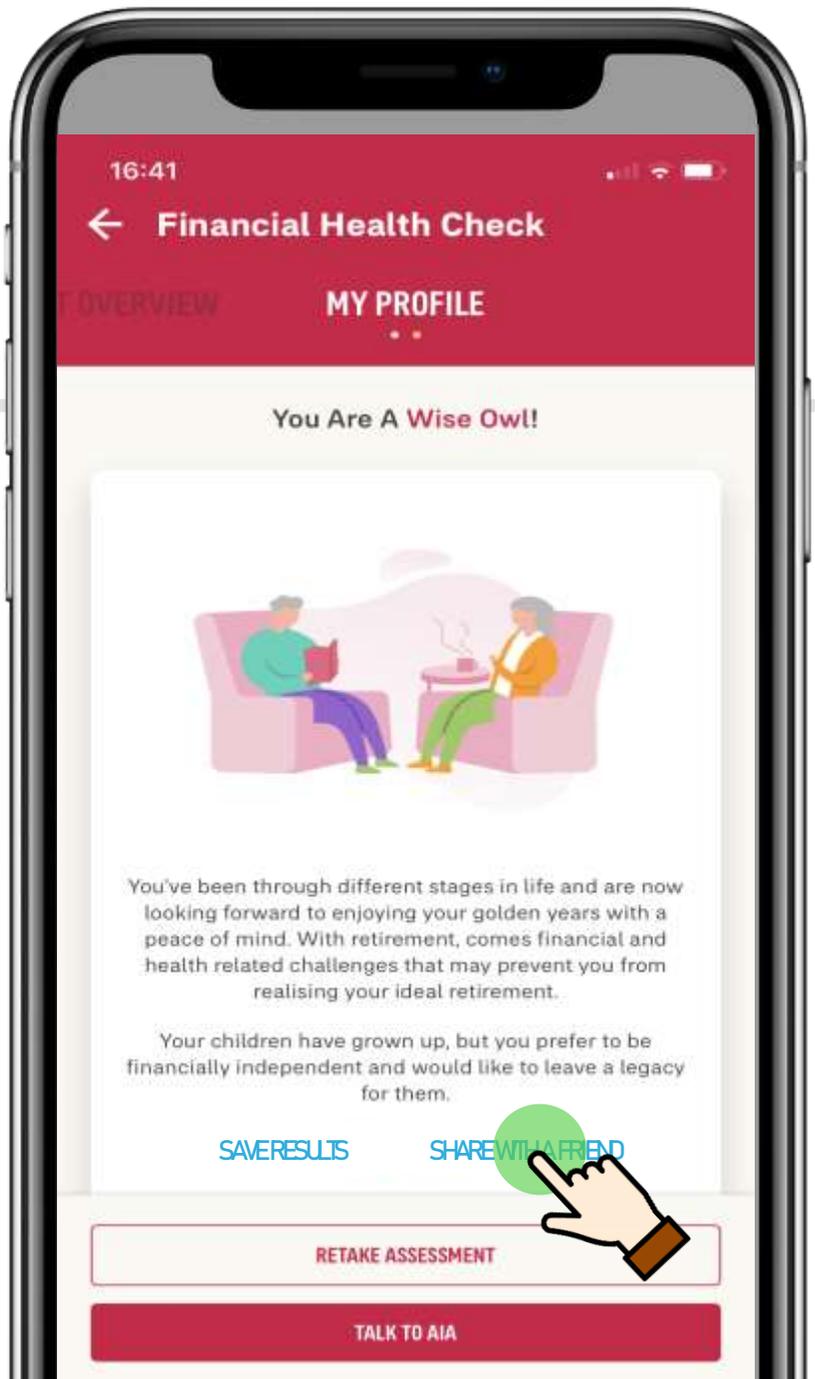
1. Your life stage profile is created based on your demographic (Age, Marital Status and your child's information)
2. To switch view between "My profile" and "Assessment Overview" swipe left / right



# How to save my FHC results

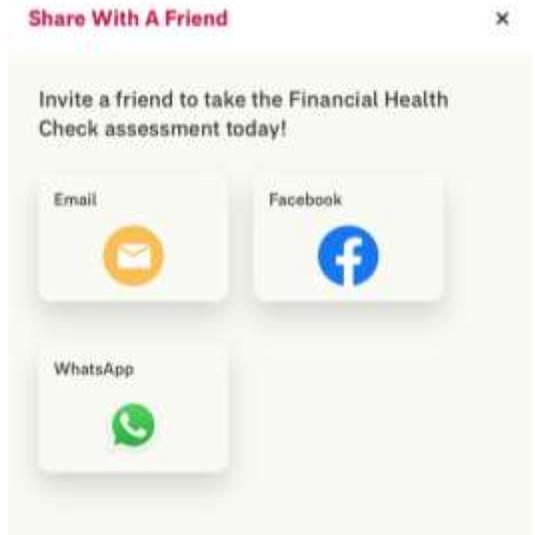
Tap **Save Results** to download the results in PDF or have the results emailed to you





# How to share FHC with Friends & Family

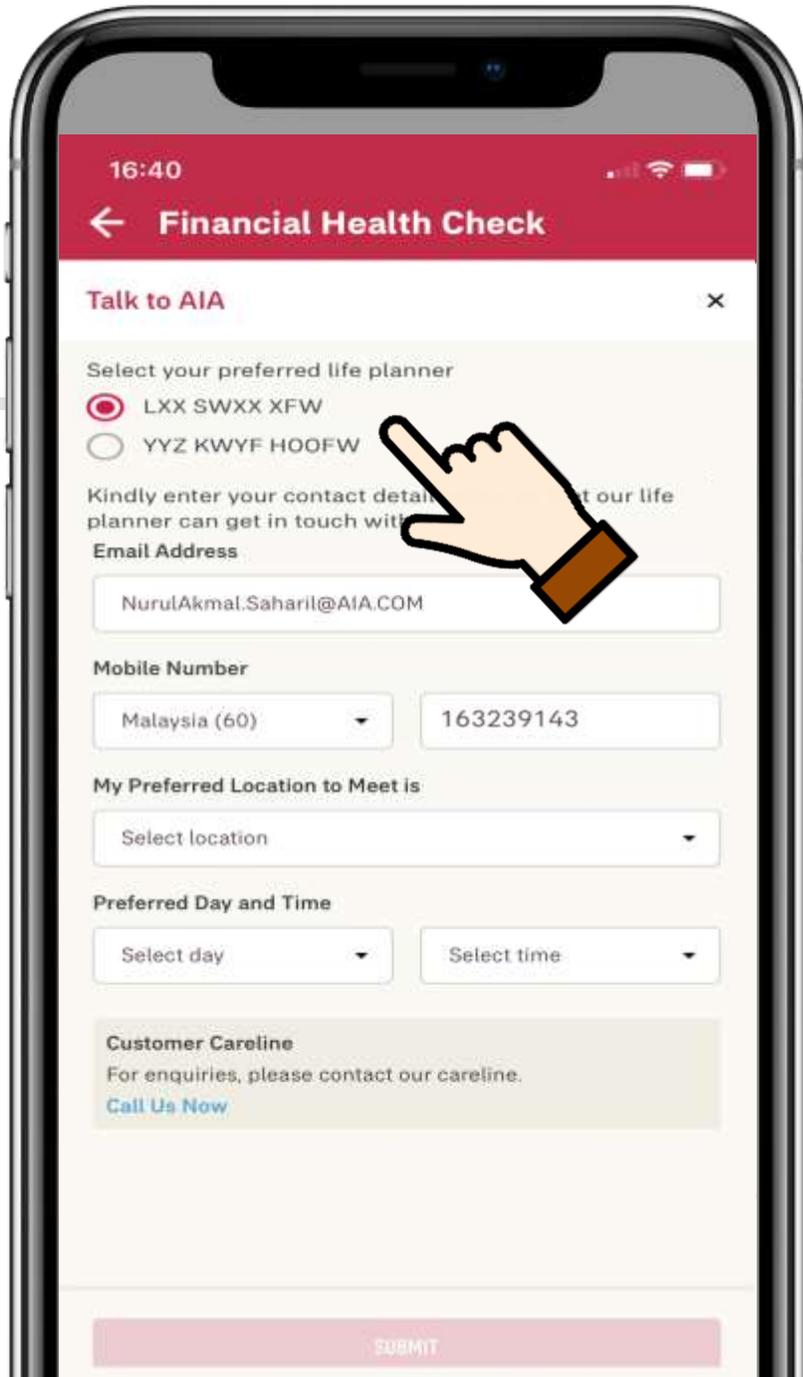
Tap **Share with a friend** to share FHC via Email, Facebook or Whatsapp





I want to talk to AIA  
to find out more

Tap on the “Talk to AIA” button so that  
our AIA Life Planner can contact you



16:40

← Financial Health Check

Talk to AIA

Select your preferred life planner

LXX SWXX XFW

YYZ KWYF HOOFW

Kindly enter your contact details so our life planner can get in touch with you

Email Address

NurulAkmal.Saharil@AIA.COM

Mobile Number

Malaysia (60) 163239143

My Preferred Location to Meet is

Select location

Preferred Day and Time

Select day Select time

Customer Careline

For enquiries, please contact our careline.

[Call Us Now](#)

SUBMIT

I want to talk to AIA  
to find out more

If you have an existing servicing Life Planner(s), the My AIA app will automatically prompt the name of the Life Planner(s) for you to choose . Enter your contact details and your Life Planner will contact you

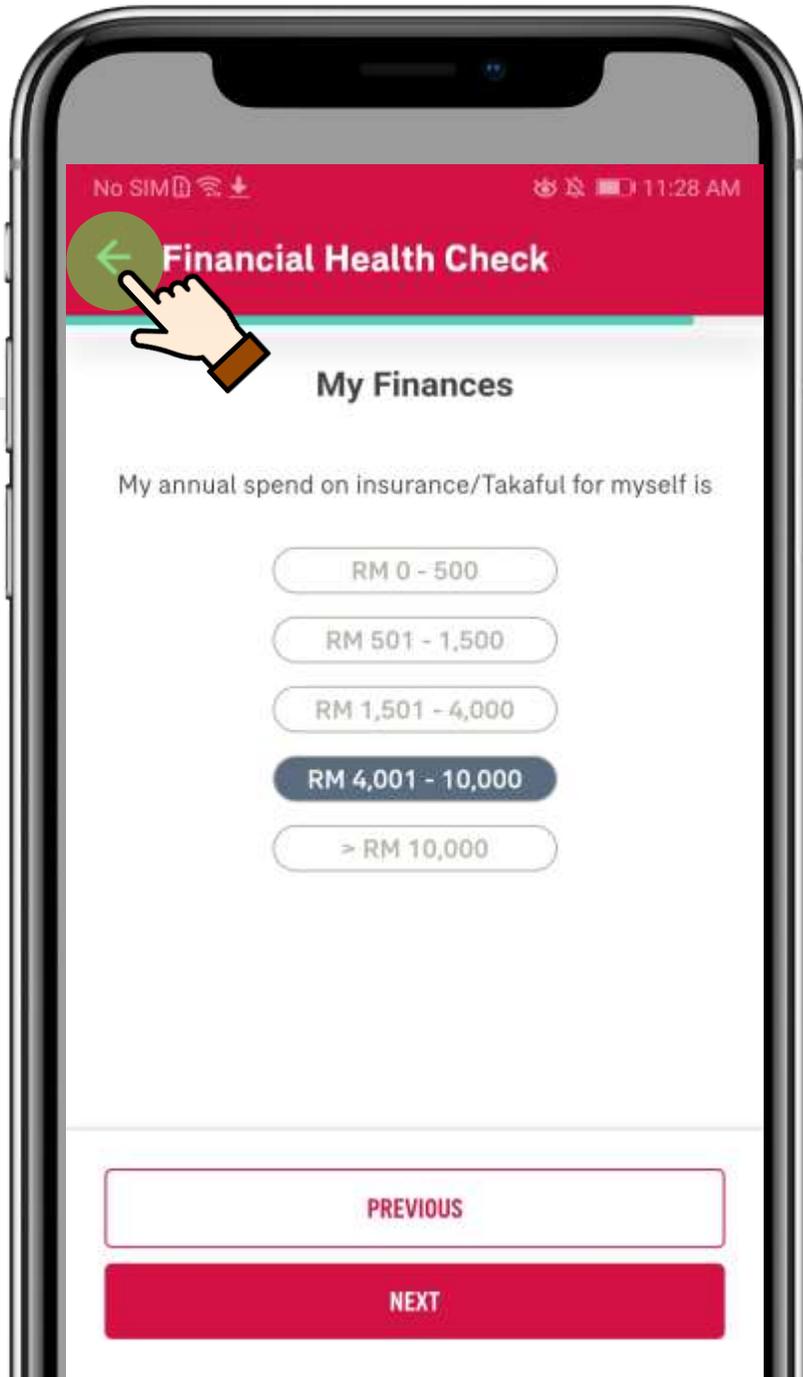
If you do not have a Life Planner and have opted to meet one, AIA will arrange for a Life Planner to contact you

The screenshot shows a mobile app interface for a 'Financial Health Check'. At the top, the time is 16:40 and the title is 'Financial Health Check'. Below this is a section titled 'Talk to AIA' with a close button (X). The form asks to 'Select your preferred life planner' with two radio button options: 'LXX SWXX XFW' (selected) and 'YYZ KWYF HOOFW'. A note says 'Kindly enter your contact detail below so that our life planner can get in touch with you.' The form fields are: 'Email Address' (pre-filled with 'NurulAkmal.Saharil@AIA.COM', step 1), 'Mobile Number' (country dropdown 'Malaysia (60)', step 2, and a text input '16323...', step 2), 'My Preferred Location to Meet is' (dropdown 'Select location', step 3), 'Preferred Day and Time' (dropdown 'Select day', step 4, and dropdown 'Select time', step 4), and 'Customer Careline' (text 'For enquiries, please contact our careline.' with a link 'Call Us Now'). At the bottom is a red 'SUBMIT' button (step 5).

# I want to talk to AIA to find out more

1. Enter your email address
2. Malaysia mobile number starts with (60), so input the following way, i.e. for 016-3239143 input as "163239143"
3. Pick your preferred location to meet
4. Pick a preferred day (weekday/weekend) and timing (office or non office hours)
5. Tap **Submit**

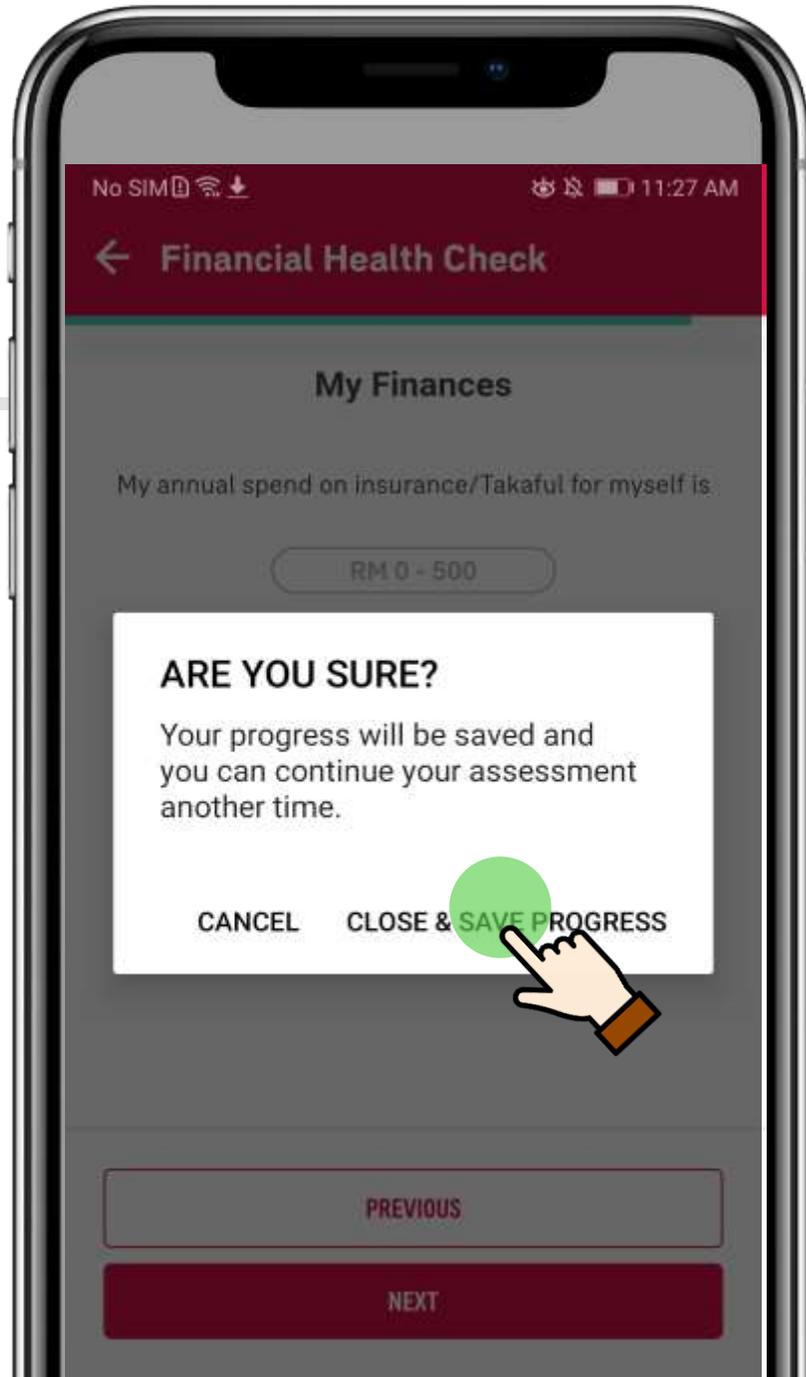
*Note: Email address and phone number are pre-populated however, you can still update or change as needed*



# Can I drop FHC half way

Yes, you can stop your assessment mid way and continue later

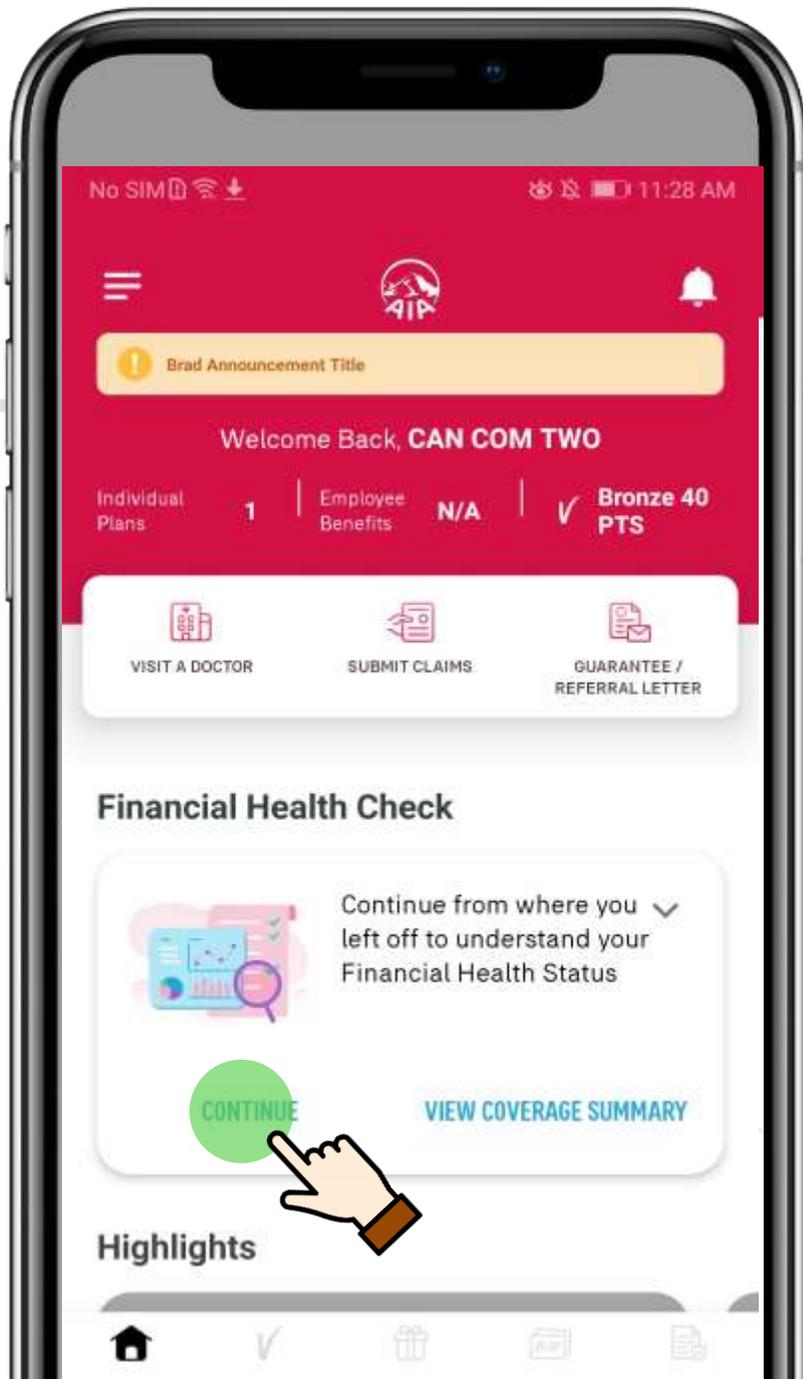
Just tap on the back arrow



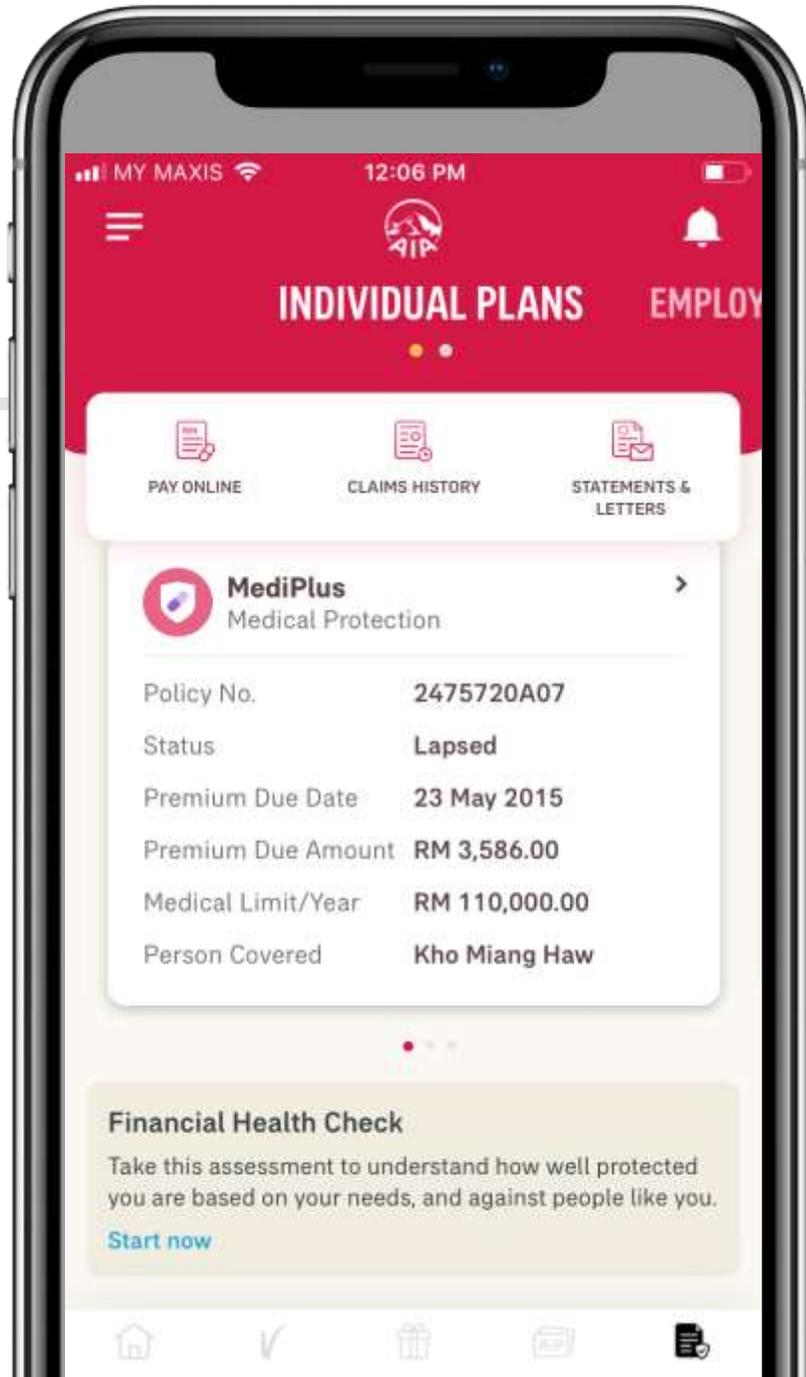
# Can I drop FHC half way

- Tap Close & Save Progress
- You will be brought back to the main dashboard

# Can I drop FHC half way

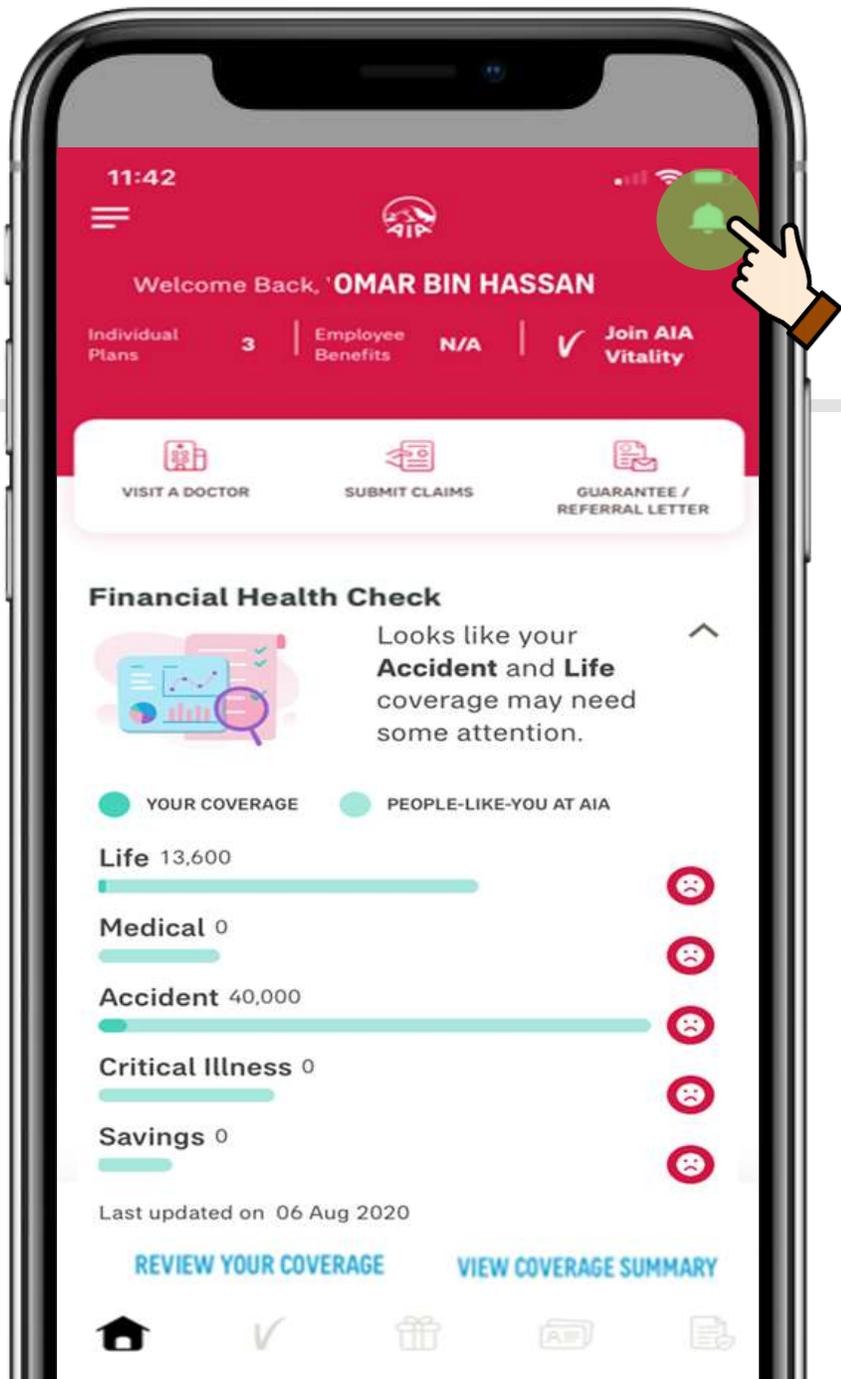


- When you are ready to continue with your FHC assessment, tap CONTINUE to finish off your assessment from where you have stopped



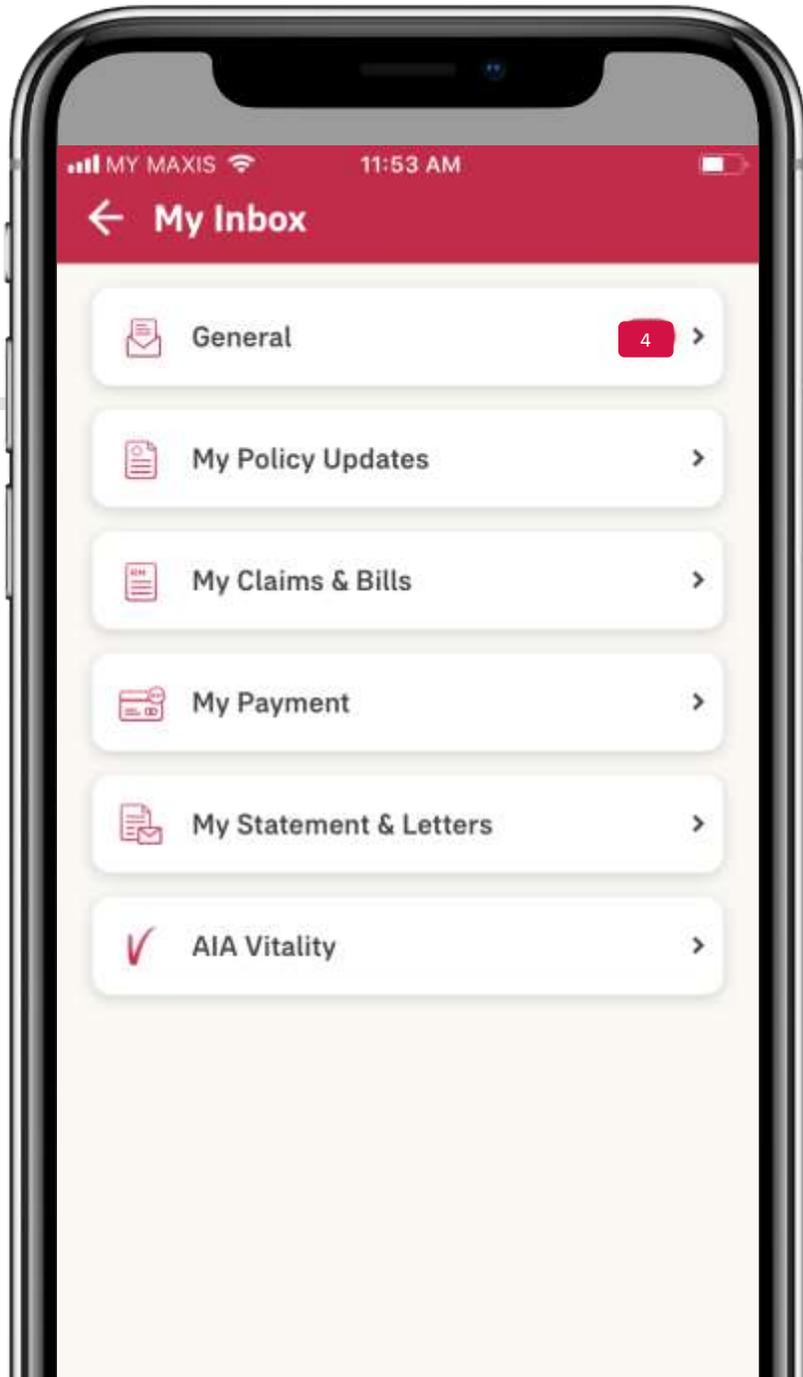
Any other section in the app that I can find FHC

- There will be a FHC alert appearing on your Individual Plans page
- You can start your FHC assessment here too



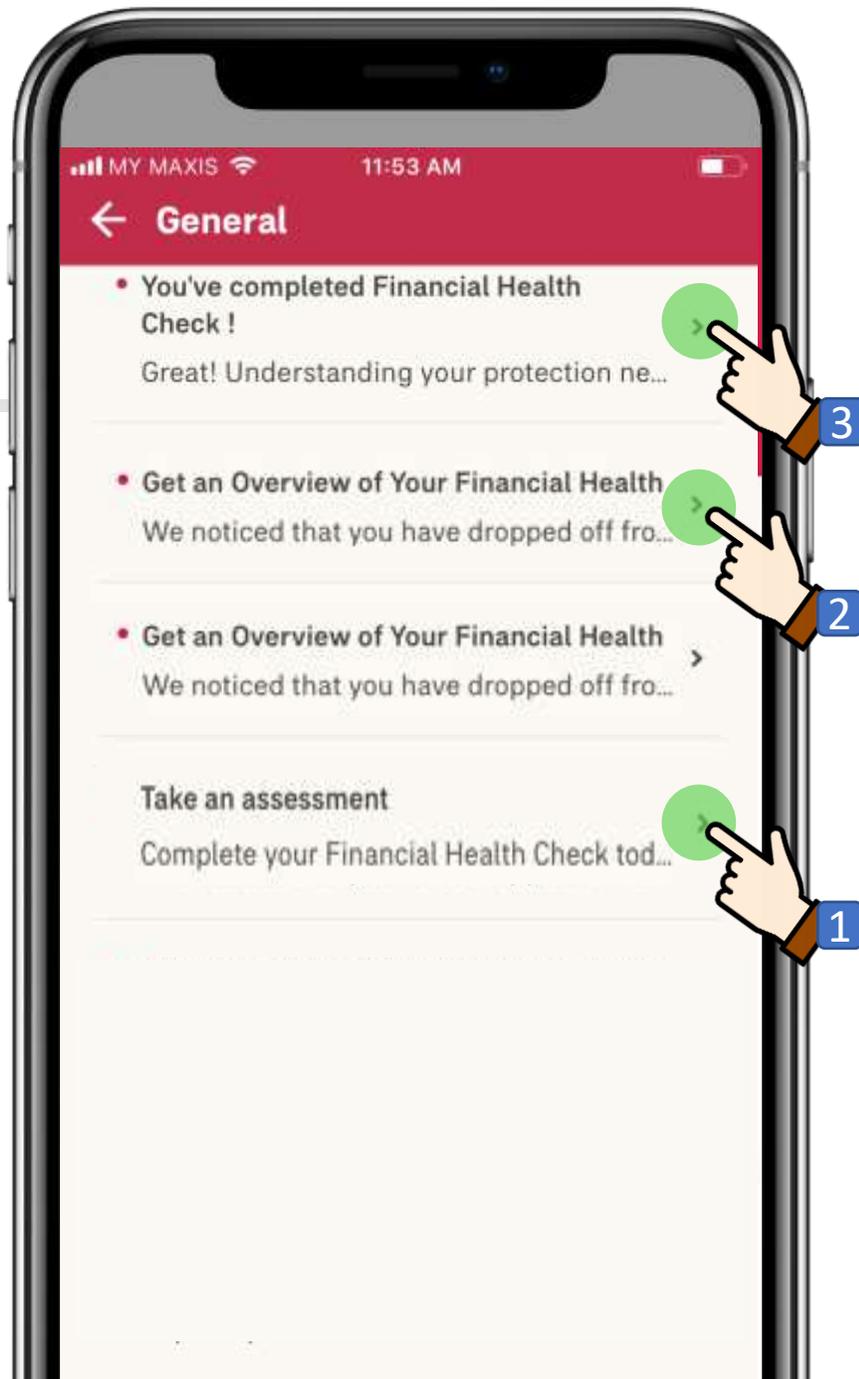
Will I be alerted with FHC updates in My Inbox

Yes, tap on the bell icon to go into your inbox.



Will I be alerted with  
FHC updates in  
My Inbox

Go to General to view unread messages



# Will I be alerted with FHC updates in My Inbox

1. For first timers, there will be a message sent to invite you to start FHC
2. In the event if you want to stop your FHC assessment mid way, a message will also be sent to you
3. Once you have completed your FHC, a message will be sent to guide you on the next step