

# My AIA app User Guide

**Updated in September 2021** 

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

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MY AIA APP

# FUNCTIONS OVERVIEW

Functions Overview

### **FUNCTIONS OVERVIEW**

menu

01

MY AIA APP



Highlights Win A Nintendo Switch Stend to win Nintendo Switch with purchase of personal accident Insurance TAKE ASSESSMENT	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       Li         Check out the progress of your challenges       Li         View PROGRESS       VIEW PROGRESS	
HOME AIA VITALITY REMARDS E-CARDS FOLICY HEALTH	

#### Main Navigation

assigned report

summary

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

### **FUNCTIONS OVERVIEW**



AIA Pan	el Locator	
My Profi	le	
Pay Onli	ne	
Stateme	nts & Letters	
Help & S	upport	
App Sett	ings	
Importa	nt Info	
Connect	with us	
f @	•	
	LOS OUT	

# REGISTRATION

- Entry point
- Steps to Register

## **ENTRY POINT** REGISTRATION

₽ P		
Welcome to My A	AIA	
User ID		
Password		
Palment		
Forget Password		
e New u	LOGN	
ALA Vitality Hand	bership Card	>
A Find Your Nearest Castamar Cantra	t Parel Presiden & e	*

02

## **STEPS** FOR REGISTRATION



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

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00			
Almost Done!		1.	Key in
CREATE YOUR AIA	IDENTITY	r	, Kovin
Use this login information t	to access My AIA in Future	Ζ.	Key In
		3.	Kev in
Residented an		•••	
Individual			Confir
Transcontextual avectado da Aurora		Λ	Kovin
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#### REATE ONLINE PROFILE

- Key in User ID L.
- Key in Password
- Key in Password again to Confirm Password
- Key in Email
- 5. Check boxes to agree to Terms of Use

-----

## **STEPS** FOR REGISTRATION

STEP 2 STEP 3 STEP 1 Registration  $\leftarrow$ That's IT! JUST NEED TO MAKE SURE ITS YOU! We've sent a 6-digit OTP to your mobile number. verification code. 014xxx5722 If this is not your number, please click here to change. click <u>here</u> – Step2A Please enter the OTP to proceed. OTP Expired or Didn't receive OTP? Resend OTP in 00:00 mobile number. PREVIOUS

#### VERIFY YOUR INFORMATION

STEP 4

Confirming information.

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

To add / edit mobile number,

#### **VERIFICATION CODE**

Key in the verification code that was sent to your registered

#### \*... 6:43 • 🗃 … 0211日日 ← Registration 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.

02

MY AIA APP

## **STEPS** FOR REGISTRATION (EDIT/ ADD CONTACT)



## **STEPS** FOR REGISTRATION (EDIT/ ADD CONTACT)

STEP 3A

UPDATE / EDIT MOBILE NO.

Owner identification number is

The payment frequency of the policy

Answer the 2 verification

required for verification .

is used for this registration.

questions correctly.

STEP 4

#### ← REGISTRATION

STEP 1

#### MOBILE NUMBER

STEP 2

#### 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



Verification question 2 Please provide policy owner's identification number for verification.

480905085121

PREVIOUS

Tap on next

## ADD YOUR MOBILE NUMBER Please key in your mobile number Mobile number

Registration

←

Μ	ialaysia (60)
1	65678246
-	



#### 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

02

## **STEPS** FOR REGISTRATION (FATCA )



#### 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



MY AIA APP

### **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.

02

03

MY AIA APP

# FIRST TIME LOGIN

- Entry point
- Steps for first time login

### **ENTRY POINT** FIRST TIME LOGIN



LOGIN PAGE Key in User ID & Password

## **STEPS** FOR FIRST TIME LOGIN

1

-



#### EDIT CONTACT DETAILS

×

 $\equiv$ 

0

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)

03

## **STEPS** TO FIRST TIME LOGIN

ND

YES



NB 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



### **STEPS** TO FIRST TIME LOGIN





# SUBSEQUENT LOGIN

Steps for subsequent login

• Forgotten User ID & Password

### ENTRY POINT LOGIN



## **ENTRY POINT** LOGIN – FORGOT USER ID & PASSWORD

Relcome to My AIA		12:59 4 all ♥ (○) ← Forgot Password		≓ ∰ ∿ ← MYAIA	
		0-0-0		C-0-0	
User ID User ID Password Password	Tap To proceed	RETRIEVE USER ID AND PASSWORD Please enter the following information to retrieve your user ID or password Identification No.		RETRIEVE USER ID AND PASSWORD	
LOGIN New User? Register here	•	нис         соними нер ма         отнея           жір 38050лю13366         NEXT	Note: Click Contact	Send my User ID and Password to If mail (cXXXXXXXXXIng)	Email (cXXXXXXXXXXXXXXXx@aia.som)
		Don't have an account? Register now	Us in the event if <b>▲</b> user's registered email/mobile number is no longer valid	is no longer valid, please Contact Us. PREVIOUS	
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#### LOGIN PAGE

#### Key in Identification No

NRIC, Company reg.no or select Others to key in passport no., old IC

#### Option to receive password link

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

MY AIA APP

## **ENTRY POINT** LOGIN – FORGOT USER ID & PASSWORD



Received SMS / Email

Key in new Password

MY AIA APP

05

MY AIA APP

## PANEL LOCATOR

- Entry point
- View AIA Panel Locator

### ENTRY POINT PANEL LOCATOR



## SA A AIA Panel Locator My Profile **Pay Online Statements & Letters** Help & Support App Settings Important Info Connect with us f 🞯 🕨 LOG OUT

Entry Point AIA Panel Locator

05

MY AIA APP

#### **VIEW** AIA PANEL LOCATOR



Locate Us	
Pulau Pinang 🔹	Select Town 🔹
P Hospitals	•
Key in AIA Panel name	(Optional)
SEA	RCH
VIEW LIST	
TILM LIVE	
um Mutiara O	11 1
ium Mutiara 🛛	TAMAN CAS IDAMAN
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#### 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



MY AIA APP

# INBOX MESSAGES

- Entry point
- Steps to view inbox messages

## **ENTRY POINT** INBOX MESSAGES

inancial Health Check  You need to pay attention to your Accident and Critical Illness coverage.  TAKE ASSESSMENT VIEW FULL REPORT	VISIT A DOCTOR		GUARANTEE /	TELEMEDICINE
You need to pay attention to your Accident and Critical Illness coverage.	inancial	Health Ch	eck	
TAKE ASSESSMENT VIEW FULL REPORT		You n your / Illnes	eed to pay atte Accident and C s coverage.	~ ntion to ritical
	TAKE #	ISSESSMENT	VIEW FULL	REPORT

insu

insumnes.

Tap on the bell icon to view inbox

06

### **VIEW** INBOX MESSAGES



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



E-Claim EC000100113 Submitted
 Nemo enim ipsam voluptatem quia voluptas sit

E-Claim EC000100113 Submitted
 Nemo enim ipsam voluptatem quia voluptas sit

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E-Claim EC000100113 Submitted
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E-Claim EC000100113 Submitted
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E-Claim EC000100113 Submitted >
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#### Claims & Bills

×

DELETE

#### 1-JAN-2019 | 08:00 AM

E-Claim EC000100110 Submitted

Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores eos qui ratione voluptatem sequi nesciunt.

Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores eos qui ratione voluptatem sequi nesciunt.

06

07

# 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



## **STEPS** FOR PRE-REGISTRATION/VISIT A DOCTOR



## **STEPS** FOR PRE-REGISTRATION/VISIT A DOCTOR





## **STEPS** FOR PRE-REGISTRATION/VISIT A DOCTOR





#### TAP TO RETURN TO THE E-CARD DASHBOARD
#### **ENTRY POINT** YOUR PAST AND ACTIVE PANEL VISIT



#### **VIEW** YOUR PAST AND ACTIVE PANEL VISIT





×

Summary

details

**Display** 

options

navigation app

View the panel visit

pre-registration

07

MY AIA APP

#### **VIEW** YOUR PAST AND ACTIVE PANEL VISIT





Tap to view the medical bill for this panel visit

To be continued @ Medical Bill Module

# MEDICAL BILL

Applicable for AIA Corporate Members only

- Entry point
- View Medical Bill

#### **ENTRY POINT** MEDICAL BILL





#### **VIEW** YOUR MEDICAL BILL

←

ALL



at 🕈 🔳

Medical Bill

# 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).

#### **VIEW** YOUR EMPLOYEE BENEFIT & UTILISATION



#### **VIEW** YOUR EMPLOYEE BENEFIT & UTILISATION

	÷	Ę	<b>7</b> .
	Preferred Care Polic	cy	
-			
	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.c om	2
	Who Does It Cover?	1	
	Michael Yap Choon Lo	song 5	
	EMPLOYEE	CE L	
	Identification No.	801023141234	
	Date of Birth	23-0CT-1980	
	VIEW PAREL CLINIC		

>

#### Continued



#### Tap to view benefit & utilisation

-----

09

Belle Ng

#### **VIEW** YOUR EMPLOYEE BENEFIT & UTILISATION



#### **VIEW** YOUR EMPLOYEE BENEFIT & UTILISATION

Hospital	& Surgical-Base	Ċ,		Filter	×	Transaction ID	Sactor
				Claimant Name		Chang Dispensary	Place Inite
T 7 DAYS 🔻			Filter based on	Michael Yap Choon Loong	•	Ampang, 50450, Kuala Lumpur	Ploor, Jalan
			- Claimant's Name	Product		Michael Yap Choon Loong	
15-APR-2019		>	- Type of benefit	Dental Benefits	•	Card No. XXXXXXX	XXXX
Michael Yap Cho	oon Loong						
roduct	Dental Benefits					Bill Summary	
Jsage Amount	RM160.00					Covered by insurance policy	RM 45.00
rovider	Drs Young Newton Dan Rakan-rakan					Patient to Pay	RM 0.00
						Total	RM 45.00
15-APR-2019		6			Itemized Statement		
Ching Boon Ling	3	$\bigcirc$		Tap to v	iew medical bill	Fever / Cough / Cold / Flu	
Product	Optical Benefits					Medical Certificate	0
Jsage Amount	RM260.00					Consultation	RM 15.00
Provider	KLINIK RASA SAYANG					Medication	RM 30.00
						Paracetamol Unit: TAB   Dosage : 500mg Quanbity : 10   Unit Price : RM 1.00	RM 10.00
						Clarinase Tab Unit : TAB   Dosage : Per Tablet	RM 30.00
Displaying current an	mount of policy utilisation. Actual utili	sation				🧑 If you did not perform this transation, please -	enañ -

# DIGITAL HEALTH

Applicable for AIA Corporate Members only

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

# DIGITAL HEALTH 01: Entry Point to Digital Health



AIA confidential and proprietary information. Not for distribution.

### **ENTRY POINT TO DIGITAL HEALTH**



### **Menu ENTRY POINT TO DIGITAL HEALTH**





# DIGITAL HEALTH 02: Part 1 - Request for Consultation



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



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



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



ELAMAT-E 4G on for this application) MYAIA UAT Chat Request Accepted Jim Alton: Chat request accepted 8 

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

Tapping on the notification will bring you to the chatroom



## DIGITAL HEALTH 03: Part 2 - Chat Features



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### DIGITAL HEALTH: Part 2 – Chat Features



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

10

10

MY AIA APP

### **DIGITAL HEALTH: Part 2 – Chat Features**



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

### **DIGITAL HEALTH: Part 2 – Chat Features**

STEP 3

### STEP 1



STEP 2











**STEP 4** 

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.



11:27

#### **DIGITAL HEALTH: Part 2 – Chat 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

Hi

8:27 254

14

16

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



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### **DIGITAL HEALTH: ePrescription & Delivery Method**



Tap "Choose Delivery Method"

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



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

16:35

STEP 1

STEP 2

5

**STEP 3** 

STEP 4



2-Prescription Update #5312 : Dear valued customer, thank you for ordering medication(s) from us. We will process your prescrip...



#### Success

Your medication will be ready within 3 -5 business days. Do ensure you have sufficient medication until your medication arrives. We will notify you once your parcel is on the way.



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



att 4G

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



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



AIP

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



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



# DIGITAL HEALTH – 05: Notifications



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#### **DIGITAL HEALTH: Notifications** menu



# DIGITAL HEALTH – 06: Profile Management & Settings



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#### **DIGITAL HEALTH: Profile Management & Settings**



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

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## **DIGITAL HEALTH: Profile Management & Settings**



Tap on the card or arrow to interact with the card

## DIGITAL HEALTH: Profile Management & Settings

STEP 1 STEP 2	STEP 3 STEP 4	$\supset$	
20:45 40 👀		Weight	×
BIODATA		34-May 2010	100 KG
Weight >	You can tap on the	Ds-Hee-2020	100 KG
Height > 0 CM	specific field to see the past updates of your		
BMI >	biodata		
Heart Rate > 0 BPM			
Blood Pressure > mmHg			
Body Temperature > D C			
Blood Glucose (Fasting) >			
EDIT BIODATA		EQIT BI	OBATA



updated biodata screen

## **DIGITAL HEALTH: Profile Management & Settings**



	09:48	
	← Digital Health	
'our past addressed will be	Alpro Pharmacist, Nutritionist & Dietitian	Paid HCP
eference	E-Prescription	
should you have saved one reviously)	On long term media refili? Consult with professional for a p	cation, and need a > a healthcare rescription.
	Profile & Settings	
	Delivery Details	EDIT
Update the respective fields.	Contact Number 01234567890	EDIT

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

## **DIGITAL HEALTH: Profile Management & Settings**



interact with the card

ΜΥ ΑΙΑ ΑΡΡ

11

# PANEL RATING

- Entry Point
- Rate Experience

## DIGITAL HEALTH 01: Entry Point to Panel Rating



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## **Menu ENTRY POINT TO PANEL RATING**



## DIGITAL HEALTH 02: Part 1 – Rating Your Experience



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## **RATING YOUR EXPERIENCE**



## **RATING YOUR EXPERIENCE**



## **RATING YOUR EXPERIENCE**



# 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

12

MY AIA APP

### **ENTRY POINT** GUARANTEE / REFERRAL LETTER



### **VIEW** YOUR GUARANTEE / REFERRAL LETTER

			Guarantee Letter	
←			-	
GUARANTEE	LETTER REPERT		AIP	Hit mann Annous I.A. Kus (1993) 71 Yong Ali Bi analysing 7-0. Anal Cole With States (annual Cole 1996) 1999 (Annual Cole Sectors 1998) Annual Kus Ana - Marca (1998)
			Partici Information Participanti I Las Franciscos Informativos de Constanti de Cons	Providence Strengt PC Researching Exceptions Researching Biological Technical Control Strengt Technical Control Strengt L3555494
AST 7 DAYS 👻			Henrichen Trohtoro Manime Die FORMANIER DO DREIS (OTHORADO) en Spankowskie Die Status (Othorado) Status (	Tablighe Scatterie Twens Brittensee Twens This Nam
21, APR 2019 1 08:00AM			<b>India Serie Facebol</b> Display Sector Consider Series With Y The series and india which Yang palled in transmission on any Ultranes for sur-set "Provide role field, which is reader to be applied by the off sectors and "	The state of a period of the Tenters I and the State of the state of the State of the State Automatic and the state of the state of the state investigation is transmission which are not an
KPJ Damansara Specialist I	Hospital	Guarantee Letter	Nan Jaao ni Suarense SOBT-677 SOTHE Na Subarag seriesa. Gagaine de las de Henas en alema Temano. Si L'estante La Ancidad a matematiques (Nevanizas en las degrada). Nances en la Sucar de Nance Nance Nance Cart	Constitute of Station
Reference No.	L3589493	Issued guarantee letter will be		
		shown based on visitation	Mediates for every spart (BC) Mediates for the filming to each at the set of the spart (set sector) because for 000 Mediates for the filming to be an experiment Converses and attributes the for a respective dependence of the spart set of th	of 70+ <del>se</del>
21 APR 2019   08/00AM	>		factors in the species produce produce and is the late of lateres	
KPJ Damansara Specialist I	Hospital		The article in Comparison structure and alter other 14 gaps. New york of terms	
Reference No.	L3589492		Der Bill Verbeite Parket sonder von Teil im sonder in Alf Ziel für annen annenet annen andere Teil teiler sonder spachte stellen werde im Andere Teilen son allter El Jage forstenen eine Anne angesten, Stät Angelo Kernene	with the compared that if plants of the entropy and the second second second second second second second second
			the Trans & Annequality generated from the segments in inspired.	And Address of the

### **VIEW** YOUR GUARANTEE / REFERRAL LETTER

÷	¢.		÷	Referral Letter	4
LAST 7 DAYS -			21 APR	12019 ( 12:33РМ <b>0123</b> nt's Name	
21 APR 2019 I 08:00AM KPJ Damansara Specialist Hospital Klinik Utama Michael Yap Choon Loong Reference No. 00	00123	Referral Letter Referral letter will be shown based on visitation	Micha Provi Neck	ael Yap Choon Loong sional Diagnosis Pain. Kindly review and for further	
21 APR 2019   DR-00AM KPJ Damansara Specialist Hospital Klinik Utama Michael Yap Choon Loong Reference No. 00	<b>)</b> 00123		To Rozm KPJ D Depa Ortho From	nan Bin Md Idrus, Damansara Specialist Hospital ortment opaedic	
Guarantee Letters will only remain on the app for 120	) days after the		Ng Ko	ok Ngai	

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



## ENTRY POINT TO REQUEST FOR GUARANTEE LETTER (GL)





#### Click here to go into the **Request for Guarantee Letter** page

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



AIA confidential and proprietary information. Not for distribution.

## **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.



**Online Form for Guarantee Letter request** 

MY AIA APP

## **REQUEST FOR GL: Part 1- Begin Request**

15:	27	¥1 € ■0			21:22	
÷	Request For Guara	ntee Letter			← Request For Guaran	tee Letter
Suar	rantee Letter Types	×				
All L	etters of Guarantee are s	subject to your		+	Let's Begin. Kindly provide the following	og details.
bene	efit's coverage and limit.	9 99 94 9				
0	Specialist Care (GSP) Outpatient Visit with the Special	ist Doctor for			Appointment Date	
G	consultation.				30/04/2021	
0	Collection of Medication	with the prescription			O You can only select a date within 7 days fr	om today
ţ	from the doctor, whereby the me without a visit to see the doctor	dication is required but			Guarantee Letter Details	
			5		Request for	
	Physiotherapy Physiotherapy to treat and aid re	covery of the illness or			LOG EMPLOYEE A001	
	injury, if recommended by the th	sating doctor (Specialist).	Click on the radio	button	If your dependent's name is not listed here	s, please check with your
0	Treatment For any outpatient treatment cov	ered by your benefit,	for the selection of	oftho	HR on their coverage and entitlements.	
ii 1	including 1. Imaging Request from the trea	ting doctor (Specialist) -		Jule	Guarantee Letter Type	
	for any MRI (Magnetic Resona (Computed Tomography) Scan	nce Imaging) or CT	GL type.		Select type of guarantee letter	•
3	2. Dialysis treatment. 3. Cancer Therapy Treatment - in	cluding Radiotherapy.			🥚 To learn more about guarantee letter type	s. click <u>here</u> .
0	Health Screening	10000			Company Name	
1	Routine Health Screening / Med	ical Checkup.			Select company name	5 <b>7</b> .
0	Antenatal Benefit For antenatal care by an obstetri	cian.			$\wedge$ $\vee$	Don
0	Government Hospital	and the state of the				
	Ministry of Health (Kementerian KKM).	Kesihatan Malaysia -				
	12.05216-1				Specialist C	are
	SILICT		Tap on "SELECT"	το	Collection of Med	lication
			continue		Physiothera	ру -

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





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Info page for the Guarantee Letter types

## **REQUEST FOR GL: Part 1- Begin Request**

STEP 2

**STEP 1** 

**STEP 4** STEP 3 21:22 al 🗢 🗖 **Request For Guarantee Letter** ÷ Let's Begin. Kindly provide the following details. Appointment Date 30/04/2021 9 You can only select a date within 7 days from today. Guarantee Letter Details Request for LDG 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 -10 learn more about guarantee letter types, click here. **Company Name** LOG TESTING ٠



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** menu

16:00	,∥≎∎. Instan Lattar			16:09	
Request For Guar					(D:C)
Specialist Care Details Reason For Visit		9	S	pecialist Care Details	
Select reason for visit		Coloct the Depart	on for	Select reason for visit	
My Visitation Details First time/ Follow up visit for this m	equest	Visit for this req	uest.	ly Visitation Details rst time/ Follow up visit for th	is request
FIRST TIME	FOLLOW-UP			FIRST TIME	FOLLOW-UP
Learn what is defined as 'FIRST TIME Medical Centre Details Provider's Name	e" and "FOLLOW-UP" bets.		h	ledical Centre Details rovider's Name	
	Q.		D	octor's Name	
Doctor's Name	Q				
I agree that my personal inform provided with my consent and AIA Health Services Sdn. Bhd, process my request and health claims payment will only be m	nation collected here is held by AIA Bhd. (AIA) or (AHS) to be used to h claims. I understand that ade for all covered medical			Ast Back	rona hma lache
PREVIOUS				Bron	chitis
. HEIT				Cuts/Wour Depre	nd/Scalding

Scroll through until the "reason for visit" is identified.

Click on **Done** once selected.

Q

Q

Done

95

12

APP

MY AIA

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



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

**STEP 4** 

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

Click here to know more about the "First Time" and "Follow Up" visit.



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



Tap on "SELECT" to continue



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

STEP 1 STEP	2	STEP 3	STEP 4
16:09	. ( <del>*</del> 10)		
<ul> <li>Request For Guarantee</li> </ul>	e Letter		
0-0-0-0			
Specialist Care Details Reason For Visit			
Bronchitis			
My Visitation Details First time/ Follow up visit for this request			
FIRST TIME FO	LLOW-UP		
Learn what is defined as "FIRST TIME" and "FO Put and the second build of the secon	LLOW-UP" battle		
Key in the clinic name that provided your Re	ferral Letter.	14	
key industrich climic merte	Q	Only if '	'First Time" is
Medical Centre Details		selected	d, then there
The bospital/ medical centre that you are	P baralar	new fie	ld "Referred I
Doctor's Name		to be fil	ied up.
	Q	This fiel	d will not be
PREVIOUS		display is select	ed if "Follow-
-		15 50100	



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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**

16:10			. 61. 2	- 180	
← Requ	est For	Guarantee	Letter	li.	
Learn what i Referred by Key in the clini	s defined as "F	FIRST TIME" and "FOL	LOW-UP ber		
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Medical Cer Provider's Nam	ntre Detai	ils			16
Pan				Q	Select the name of th
PANTAL HO	SPITAL KU	IALA LUMPUR. 8.	JALAN		hospital/medical cer
TAIPAN M	DICAL CEN	NTRE, TESTING, u	ndefined		that you are going to.
I agree th provided AIA Healt process pa treatment	at my perso with my con h Services S ny request a yment will o and service	nal information col isent and held by A Sdn. Bhd. (AHS) to ind health claims. I only be made for al es under the nman	lected here IA Bhd. (Ali be used to understand Loovered m am	is A) or I that edical Done	speed up your search
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0-0	0-0		
Specialist Care Details			
Reason For Visit			
Bronchitis			٠
My Visitation Details			
First time/ Follow up visit for th	nis request		
FIRST TIME	FOLLOW-U	Р	
Learn what is defined as 'FIRST	TIME" and "FOLLOW-UP	har	11-
Referred by Key in the clinic name that prov	ided your Referral Le	tter.	
KLINIK LINDA, ADDRESS 1.	undefined	×	C
Medical Centre Details			
Provider's Name			
PANTAI HOSPITAL KUALA L BUKIT PANTAI, KUALA LUM	UMPUR, 8, JALAN PUR	×	C
Doctor's Name			
********		×	C
-			

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



**STEP 1** 

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

STEP 3

STEP 4

STEP 2

Tick here to agree to the disclaimer statement.

12

MY AIA APP

Request For Gua	rantee Let	ter	
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My Visitation Details			
First time/ Follow up visit for this	request		
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Referred by			
Key in the clinic name that provide	ed your Referral Li	stter.	
KLINIK LINDA, ADDRESS 1, un	defined	×	Q
Medical Centre Dotails			
Provider's Name			
PANTAI HOSPITAL KUALA LUN	IPUR, 8, JALAN	×	Q
BUKIT PANTAL KUALA LUMPU	R		
Doctor's Name			
		×	Q
I agree that my personal info provided with my consent an AIA Health Services Sdn. Bho process my request and heal claims payment will only be treatment and services under	rmation collected d held by AIA Bho I. (AHS) to be use th claims. I under nade for all cover r the program.	here I. (Al. d to stanc ed m	is A) or i that edical
PREVIOU	15		
NEXT			

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 4** 

STEP 1

STEP 2

STEP 3



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
16:11 🗢 🍽		
Request For Guarantee Letter		
Upload Document		
Supporting Documents		
If you have Direct Access Benefit to see a Specialist Doctor, then you do not need to attach supporting documents here.		
If you do not have Direct Access Benefit to see a Specialist Doctor, then please attach the following documents to support your request. Your request will not be processed if the supporting document(s) are incomplete.		
L. Referral Letter from Panel Clinic	20	
You can attach a max of 6 files (.tiff/tif, .pdf, .jpeg, .png). Each file size cannot exceed 5MB.	Click on the	e "Upload File
Please ensure that your camera permission is enabled in App Settings before using the camera function.	You can op	t to select a fi
	from your g	gallery, or
+ UPLOAD FILE	immediate	ly take a photo
I confirm the accuracy of the documents uploaded to support this Guarantee Letter request.	function.	eldiiield
PREVIOUS		
NEXT		

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



**STEP 1** 

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

12

SIEP 2 SIEP	3 SIEP 4
	16:13 al 🗢 🕪
	← Request For Guarantee Letter
	If you do not have Direct Access Benefit to see a Specialist Doctor, then please attach the following documents to support your request. Your request will not be processed if the supporting document(s) are incomplete.
	1 - Parint Line and the Parint California
	You can attach a max. of 6 files (.tiff/tif, .pdf, .jpeg, .png). Each file size cannot exceed 5MB.
	Please ensure that your camera permission is enabled in App Settings before using the camera function.
	+ UPLOAD FILE
	583CAA2E-83C2-4940-A0E8-8496583583A4.jpeg ×
ck here to agree to the	2E6ADF2F-B1F3-4DRC-BCC4-D4AD05A3C2B8.jbeg ×
sclaimer statement, if you ave attached supporting	21 I confirm the accuracy of the documents uploaded to support this Guarantee Letter request.
ocuments.	
	PREVIOUS
	NEXT

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 4** 

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MY AIA APP



**STEP 1** 

Request For Guarantee Letter

16:13

STEP 2

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.

**STEP 3** 

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. 103



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

STEP 3

STEP 2

12 MY AIA APP

**STEP 1** 

TETA Request	ه به الع t For Guarantee Letter
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	Completed!
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Required for LOG EMPLOYEE	A001
Cuarantes Lette Specialist Care	r Tryse
Reason For Visit Broschitia	
Feattons/Fala First Time	w say visit for this response
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Provider Norme PANTAL HOSPIT PANTAL KUNLA	AL KUALA LUMPUR, 8, JALAN BURIT LUMPUR
Dictor's Name	x(2)(3)(2)(3)

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** menu

15:03 🔐 👳 🐠		15:04 📲 💌
← Request For Guarantee Letter		← Request For Guarantee Letter
0-0-0-0		0-2-3-6
Specialist Care Details Reason For Visit	9	Specialist Care Details Reason For Visit
Select reason for visit	Salact the Basson for	Select reason for visit
Medical Centre Details Provider's Name	Visit for this request.	Medical Centre Details Provider's Name
The South Witness of the Barlins are therein ( ) Q		The Assertal/Institution instruction are reteried
Doctor's Name		Doctor's Name
Not introducts protected distants from the		Law interacts politiced licetors have Q
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.		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 medica treatment and services under the program.
		Don
		Epilepay
PREVIOUS		Fever/Cough/Cold
and the second sec		FoodPoisoning Gastritis

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.

Done

10

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

### **REQUEST FOR GL: Part 2- Direct Access Flow**

STEP 1	STEP 2		STEP 3	STEP 4
15:07 ← Request For	r Guarantee L	"I ຈ 🗪 etter		
Specialist Care Deta Reason For Visit Fever/Cough/Cold	ils	•		
Medical Centre Deta Provider's Name	ils 1HQ (F) K5X VK5. Q MXHX,MOX	Q (HXXXD,	11 Select the hospital / r	name of the nedical centre
OH OH 	инд,		that you an You can typ speed up y	re going to. pe the name to your search.
		Done		
Q W E R A S D F	GHJ	K L		
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123	space	return		
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# Choose the name of the doctor that you are referred to.



## **REQUEST FOR GL: Part 2- Direct Access Flow**

					/ L	
15:07			* (BC)			
← Request Fo	r Guarantee Le	etter				
Specialist Care Deta	(2-(3-(4) iils					
Fever/Cough/Cold			•			
Medical Centre Deta Provider's Name	tils 1HQ (F) KSX VKS,					
Doctor's Name	0	~	q			
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I agree that my pers provided with my co AIA Health Services process my request claims payment will treatment and service	onal information collect nsent and held by AIA E Sdn. Bhd. (AHS) to be u and health claims. I und only be made for all cov ses under the program.	ed here Shd. (Al. ised to ierstand vered m	is A) or I that edical	13 Tick h disclai	ere to a imer st	agree to atement
	PREVIOUS					



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".



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#### menu

#### REQUEST FOR GL: Part 2- Direct Access Flow

**STEP 3** 

**STEP 1** 

STEP 2

12



**STEP 4** 

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".



menu

### **REQUEST FOR GL: Part 2- Direct Access Flow**

<ul> <li>15:08 all          <ul> <li>Request For Guarantee Letter</li> </ul> </li> </ul>		<ul> <li>15:08</li> <li>Request For Guarantee Letter</li> </ul>
Confirm Your Request Request Details Appointment Date 05/13/2020	This is the confirmation page. Review your request details. If you wish to amend the details of your request, click on	Confirm Your Request Request Details Appointment Date 05/12/2020
Company Name LOG TESTING Request for LOG EMPLOYEE A003	"PREVIOUS" to go back to previous screens.	Company Name LOG TESTING Request for LOG EMPLOYEE A003
Guarantee Letter Type Specialist Care Reason For Visit Fever/Cough/Cold	tick here to agree to the confirmation.	Guarantee Letter Type Specialist Care Reason For Visit Fever/Cough/Cold
Provider Name SHUXB UQXMHQ (F) KSX VKS, WHXXQ, WORKS, Doctor's Name WASHU		Provider Name SHUXB UQXMHQ (F) KSX VKS, WHXXO, WORKS, Doctor's Name WYSHU
I confirm that all information provided here is correct and true.		<ul> <li>I confirm that all information provided here is con true.</li> </ul>
Construction of the second sec		

information provided here is correct and 17

ail 🕆 🛤

Only after you have ticked on the box, you can tap on "SUBMIT" to submit your request. 110



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MY AIA APP

#### **REQUEST FOR GL: Part 2- Direct Access Flow**

**STEP 1** STEP 2

15:08 ar = ≋0 ← Request For Guarantee Letter
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- <b>O</b>
Completed!
Your request/ for Guarantee Letter has been pubmitted isocress/ully and will be proposed. You may view your guarantee inter responsional order the Guarantee / Reterral Letter aection within the amployee benefit section in the app
View Guarantee Latter Details
Roquest Ostalia
Reprintment Date 05/12/2020
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LOG EMPLOYEE 4003
Quarantee Latter Type Seecialist Care
province of the second se
Restor For Viell Fever/Coogh/Cold
Prouder Name
SHUXE UQAMHQ (F) KSX VKS,
Dactor's Name

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



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menu

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MY AIA APP

### **REQUEST FOR GL: Part 2- VIP Flow**

STEP 1 STEP 2	STEP 3	
16:41 C Request For Guarantee Letter Specialist Care Details Reason For Visit Select reason for visit Medical Centre Details Provider's Name The four Market Contro For Less and four ()	ع Select the Reason for Visit for this request.	16:42   C Request For Guarantee Letter     Image: Control of Cont
Doctor's Name       Q         Met Nonecht potenett thickers mitte       Q         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.	22	Doctor's Name MHHUHXX × Q 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.
Done Done Done Done Done Done Done Done	10 Scroll through until the "reason for visit" is identified. Click on <b>Done</b> once selected.	PREVIOUS

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.

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

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



### **REQUEST FOR GL: Part 2- VIP Flow**

STEP 1	STEP 2	STEP 3
16:42	. 🕆 🗖	
← Request For Gua	rantee Letter	
0-0	0	
Specialist Care Details Reason For Visit		
EarDisorder	*	
Medical Centre Details Provider's Name		
**************************************	(SX VKS, × Q	
Doctor's Name		
••••••••••••МННЦНХХ	×Q	
I agree that my personal info provided with my consent an AIA Health Services Sdn. Bhe process my request and heal claims payment will only be treatment and services under	rmation collected here is d held by AIA Bhd. (AIA) or I. (AHS) to be used to th claims. I understand that nade for all covered medical r the program.	Tick here to agree to th disclaimer statement.
PREVIOU	2	



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".



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menu

### **REQUEST FOR GL: Part 2- VIP Flow**

TEP 1 STEP 2	STEP 3
16:42 🔐 🗢 🚍	
- Request For Guarantee Letter	
C-0-0	
Confirm Your Request	
Request Details	This is the confirmation page.
Security and Date	Review your request details.
07/12/2020	If you wich to amond the
	If you wish to amend the
LOG TESTING	details of your request, click o
Recurst for	"PREVIOUS" to go back to
LOG EMPLOYEE A007-VVIP	previous screens.
Guarantee Letter Type	
Specialist Care	If you wish to procood thop
Reason For Visit	if you wish to proceed, then
EarDisorder	tick here to agree to the
Provider Name	confirmation.
SHUXB UQXMHQ (F) KSX VKS,	
	1
Doctor's Name	
I confirm that all information provided have is correct and true.	
PREVIOUS	
	15

	<b>⊘-@-</b> 3	
Con	firm Your Request	
quest Details		
Appointment Date		
07/12/2020		
Company Name		
OG TESTING		
Request for		
OG EMPLOYEE A	007-VVIP	
Guarantee Letter T	ype	
Specialist Care		
Reason For Visit		
EarDisorder		
Provider Name		
SHUXB U ХННХХО,	QXMHQ (F) KSX VKS,	
Doctor's Name		
мннинх	x	
I confirm that all true.	information provided here is correct an	d
	PREVIDUS	1

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

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

#### **REQUEST FOR GL: Part 2- VIP Flow** menu

STEP 2

**STEP 1** 

18:42	2 <b>-</b>
000	
-07	
Completed!	
Your required for Quarketine Letter Yea, been autoral automativity and will be produced. You may view y guarantee entries required under the Quarketine / Refers autors within the employee benefit beclies in the	ner mur i Letter spil
View Guarantee Letter Details	- 16
Request Details	
Appointment Date 07/15/3028	
Company Name LOO TESTING	
Resulest for LOG EMPLOYEE A007-WIP	
Guerantes Letter Type Specialist Care	
Reauto For Vial Exclusionar	
Providor Norre	
Dector's Name	

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

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# **REQUEST FOR GUARANTEE LETTER –** 06: Notifications



AIA confidential and proprietary information. Not for distribution.

### **REQUEST FOR GL: Notifications**

**NOTIFICATION 1** 

12

APP

MY AIA

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

16:14 16:14 16:14 111 安藤 16:14 1 H 🖬 ٠ My Statements & Letters My Inbox TALL REVAIL LIAT -**My Statements & Letters** × Natification Test Annumcement: Sprint.11 Company Name Guarantee Letter Status General 37 > REMOVE LOG TESTING We have received your Letter of Guarant. Welcome Back, LOG EMPLOYEE A001 Jain AlA Vitality Request for My Policy Updates 5 Guarantee Letter Status LOG EMPLOYEE A001 Guarantee Letter Status Your guarantee letter has been declined du. We have received your Letter of Guarantee request. Guarantee Letter Type Please be advised that LOG approval is subject to My Claims & Bills (e) 徊 R benefits T&C. Specialist Care **Guarantee Letter Status** VISIT A DOCTOR BURMIT CLAIMS DUARANTEE / > REFERRAL LETTER Your guarantee letter has been declined du. Reason For Visit My Payment Bronchitis **Financial Health Check Guarantee Letter Status** First time/ Follow up visit for this request E. 272 > My Statements & Letters Your Guarantee Letter is ready. Tap here to... **First Time** Continue from where you V left off to understand your Referred by Financial Health Status **Guarantee Letter Status** AIA Vitality KLINIK LINDA, ADDRESS 1, undefined We have received your Letter of Guarantee. Provider Name CONTINUE VIEW COVERAGE SUMMARY Guarantee Letter Status PANTAI HOSPITAL KUALA LUMPUR, 8, JALAN BUKIT PANTAL KUALA LUMPUR We have received your Letter of Guarant... Doctor's Name Highlights Guarantee Letter Status We have received your Letter of Guarant... Click on the Bell to Click on "My Your latest notification The notification for You will receive a push Statements & Letters". confirmation of receipt retrieve the is at the top. notification upon notification. of request. successful submission of your request.

#### **REQUEST FOR GL: Notifications**

Push Notification is sent for both GL Approved and GL Declined. **NOTIFICATION 2 GLAPPROVED** 16:14 1 I E 🖷 . ← My Statements & Letters My Statements & Letters **Guarantee Letter** × × · Guarantee Letter Status REMOVE AIP We have received your Letter of Guarant... **Guarantee Letter Status Guarantee Letter Status** Your guarantee letter has been declined du... Your Guarantee Letter is ready. Tap here to view. Guarantee Letter Status Your guarantee letter has been declined du... **Guarantee Letter Status** Your Guarantee Letter is ready. Tap here to ... Statute Designation in the second second **Guarantee Letter Status** We have received your Letter of Guarantee... Click on the link to Guarantee Letter Status 5 We have received your Letter of Guarant... access the Guarantee Letter. Guarantee Letter Status We have received your Letter of Guarant... AIR · Guarantee Letter Status > VIEW We have received your Letter of Guarant...

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#### **REQUEST FOR GL: Notifications**

Push Notification is sent for both GL Approved and Declined. **NOTIFICATION 2 GL DECLINED** 16:14 . II 🗢 🎫 ← My Statements & Letters My Statements & Letters × · Guarantee Letter Status 3 REMOVE We have received your Letter of Guarant ... Guarantee Letter Status **Guarantee Letter Status** Your guarantee letter has been declined du... Your guarantee letter has been declined due to The patient's condition falls within the policy's general exclusion - Pre-existing Illness. Guarantee Letter Status > Your guarantee letter has been declined du... **Guarantee Letter Status** Your Guarantee Letter is ready. Tap here to ... Guarantee Letter Status We have received your Letter of Guarantee... Guarantee Letter Status Notification is sent We have received your Letter of Guarant... with th<u>e reason for</u> Guarantee Letter Status the GL Declined in э We have received your Letter of Guarant... the message. Guarantee Letter Status 3 We have received your Letter of Guarant...

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# **REQUEST FOR GUARANTEE LETTER –** 07: Duplicate Checking



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### **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.





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MY AIA APP



# REQUEST FOR GUARANTEE LETTER – 08: Error Messages



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### **REQUEST FOR GL: Error Messages**

11:20

#### **Common Error Messages**

 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.



Kindly provide the following details.	
Appointment Date	
11/04/2021	C
9 You can only select a date within 7 days from today.	
Guarantee Letter Details	
Request for	
LIM TENG PENG	•
If your dependent's name is not listed here, please ch HR on their coverage and entitlements.	eck with your
Guarantee Letter Type	
Antenatal Benefit	•
Please check your benefit details before requesti Guarantee Letter.	ng for a
To learn more about guarantee letter types, click here	<b>D</b> .
Company Name	

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 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**

22:00

#### **Common Error Messages**

 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.

This action has failed. It may be because you are not eligible to perform this action or you no longer have access to submit a guarantee letter request for the selected time period.

CANCEL



This action has failed. It may be because you are not eligible to perform this action or you no longer have access to submit a guarantee letter request for the selected time period.

CANCEL

#### e Liitter Type

Salact type of guarantee latter

🗴 Ta laam meni plant gaarama allar yyang si di bary

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

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

Cops, sorry! Your individual uploaded files have exceeded the maximum size allowed (5MB). Kindly resize your files and reupload.



MY AIA APP

# 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**



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#### **ENTRY POINT** FOR SUBMITTING e-CLAIM







#### Option B: Entry Point @ E-CARD

**Option C:** 

Entry Point @

Plan & Claim



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MY AIA APP

NEXT

#### **STEPS** FOR FOR SUBMITTING e-CLAIM



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MY AIA APP

#### **STEPS** FOR FOR SUBMITTING e-CLAIM



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#### **STEPS** FOR FOR SUBMITTING e-CLAIM



#### **STEPS** FOR FOR SUBMITTING e-CLAIM



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MY AIA APP

#### **ENTRY POINT** FOR CLAIM HISTORY



#### **VIEW** YOUR CLAIMS

←		¢.	
Claim History Employee Benefits		VIEW ALL >	
ALL STATUS 💌	LAST 7 DAYS 👻	Ħ	
15-APR-2019   08:00AM		•	Details
Claim Tuna	Dental		View your claim details
Claim No.	10112213		-
Policy No.	5919628A1 Preferred C	1 are Policy	
Status	APPROVED		
14-APR-2019   08:00AM		>	
Michael Yap Choo	n Loong		
Claim Type	Dental		
Claim No.	10112213		
Policy No.	5919628A1 Preferred C	1 are Policy	
Status	COMPLETED		

	Policy No.
	5919628A12   Preferred Care Policy
im No.	
213	Company Name
	ABC Company
us	
PPROVED	Date of Visit
	09-APR-2019
mant Name	
ael Yap Choon Loong	
	Claim Summary
y No.	SPECIALIST CARE
y No. 1628A12   Preferred Care Policy	SPECIALIST CARE Claim Amount RM 25.50
No. 28A12   Preferred Care Policy ny Name	SPECIALIST CARE Claim Amount RM 25.50 Approved Amount RM 25.50
o. BA12   Preferred Care Policy y Name npany	SPECIALIST CARE Claim Amount RM 25.50 Approved Amount RM 25.50 Medical Leave/Hospitalisation 1 Day(s
No. 28A12   Preferred Care Policy any Name ompany	SPECIALIST CARE Claim Amount RM 25.50 Approved Amount RM 25.50 Medical Leave/Hospitalisation 1 Day(s

### **INDIVIDUAL E-CLAIMS**



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#### **SUBMIT** Individual Claim (Dashboard View)

11:44 년 • Search	.:: ■)	11:45 7	## 🗢 🖿	
= ጭ	<u> </u>	← Submit A New Claim	🛋 👘	
Welcome Back, KWAY CHIN FER	NG	I am submitting an:		
Individual 1 Employee N/A V Plans 1 Benefits N/A V	Join AIA Vitality			
		Individual Plans Claim		
VISITA SUBMIT QUARANTEE / DOCTOR CLAIMS REFERENCE	TELEMEDICINE		1) T	ap "Submit Claims"
LETTER		Employee Benefits Claim	2,1	
Financial Health Check				
Is your current insura	ance			
coverage sufficient? I by taking our assess	Find out ment now.			
TAKE ASSESSMENT				
Highlights				
	Whether			
District Race Malaysia by AIA Vitality	ABE T			
District Race Mažaysia is BACK. It is FREE to join, sim walk, jog of turn in your neighbourhood to collect				
HOME AIA VITALITY REWARDS E-CARDS POLI	NCY HEALTH			

#### **SUBMIT** Individual Claim (eCards View)



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



**Documents Checklist** 

Select claim type to identify the

#### 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 7 배 후 🔳 MyAIA UAT www.uat2.aia.com.my AA AIA Policy No. E 0095719A06 Claim Amount You can submit up to 3 receipts with maximum claim amount of RM 500. OTHER CURRENCY 30 04/02/2021 Add Receipt I have read and agreed to the erms & 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.



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)



Upload NRIC / Passport

PREVIOUS	
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# PREVIOUS NEXT

mandatory requirement stated and

#### 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)

ΑA	🔒 wwwu	at2.aia.com.	my	C
i i			٠	s.
AFFI	N BANK BERH	AD	24	•
Accoun	t No.			
2344	7			
My De	tails			
Cus	tomer ID No.			
780	721145722			
Em	ail Address			
N/A				
Mo	bile Phone No.			
N/A				
Kindly might AIA wi inaccu phone	ensure that all deta not receive your cla ill not be held respo rate. You may updat number in your My	ills are keyed in ac im payment accor nsible if the detait te your email addr Profile page.	curately or you ding to your polic s provided are ess and mobile	γ.
	PREVIOUS		NEXT	

- 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)



- The last step before the claim is submitted is to review all the inputs that you have made from the beginning.
- 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
- If there is no further changes is required, you may click "Next" The claim will then be submitted to AIA

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#### **SUBMIT** Individual Claim (Completed Page)



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

9:03			◆ \$\$\$\$ ● ●	œ
- M	y Inbox	)		
B	General		0	>
1	My Policy Up	dates		>
	My Claims & I	Bills	0	>
	My Payment		0	>
ß	My Statemen	ts & Letters		>
V	AIA Vitality			>
	-	(1994)		

09:	03 🐠 🎎 🖘	•
÷	My Claims & Bills	
	Claims Status Update	
	We've received your individual claim <s< td=""><td>2</td></s<>	2

- 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.

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#### **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	Hospitalisation/Day Care Procedure	Claim for an event due to hospitalisation or outpatient day care surgery/procedure
(Medical)	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	Food Poisoning	Event caused by food poisoning
(Accident)	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 Event	Date of Admission/Procedure (Medical)	Date admitted to hospital/for outpatient surgery
	Date of Accident/Event/Admission (Accident)	Date of accident or event/admission covered under this plan
	Date of Accident/Event (Travel PA)	Date of accident or event covered under this plan
	Date of Procedure/Event (Health Wallet)	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. Please do not select the owner's name if the claim event does not belong to the owner.
Policy No	Select the relevant policy no. that you would like to make your claim on. 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.
Any empty fields or terms and conditions not acknowledged (√)	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



Do also note that the policy into and pages within this portal/ app that can be accessed by you is based on your policy role for that particular policy. Only policy owners will have full access to the policy into & the relevant pages while the payor, insured and covered member will have limited access.



Tap to view your individual claim history

### **VIEW** Individual Claim History



#### **VIEW** Individual Claim History – Advance Filter Page



#### **VIEW** Your Individual Claim History – Details Page



#### **VIEW** Correspondence Documents Page



Sample view when you click on "View Correspondence"

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#### **SUBMIT** Pending Claim

Claim History		Claim History
Individual Plans	VIEW ALL >	Your claim is pending your further action
ALL STATUS 🔹 ALL	• =	Claim No.
		Status
28 Jun 2021	>	
KIDGO		Submission via
Claim Trees	Decempel Assident	MyAIA
Ciaim Type	Personal Accident	Insured / Covered Member
Claim No.	E6000109/1	KIDGO
Policy No.	7055487A06	The second se
	A-Life Joy 2	7055487A06   A-Life Joy 2
laim Reference No.	E0026769	
tatus	IN PROGRESS	eClaim Reference No.
		E0028789
		Claim Type
	<b>ک</b> ر ا	Personal Accident
KIDGO		Sub Claim Type
Vaim Tune	Personal Accident	Food Poisoning
Name No.	C 4000024 /1	Date of Accident / Event / Admission
idim1 NO.	20000030/1	12 Dec 2035
Policy No.	7055487A06	Loss / Accident Claim Reason
Statur	Preno Juy Z	testing only 28 Jan 2021
Halua	Contraction of the local division of the loc	
		VIEW CLAIMS DOCUMENTS
Manuall unus stales a bits	and for the next 74 months have	
verse and your counties miss	out ine and have the mounts fields	SUBMIT PENDING DOCUMENTS
=	0 0	

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



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.



(	CONTACT AIA	6	

## 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**



#### Highlights



#### **Bottom navigation**

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





14

#### **VIEW YOUR INDIVIDUAL POLICIES**



Note:

modules

menu

Role : Owner

=

16:04 🌨 🌨

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PAY ONE INE

3

Policy No.

Status

Insured

6

HOME:

AIA WEALITY

#### **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



#### **VIEW ALL YOUR INDIVIDUAL POLICIES**

INDIVIDUAL PLANS	0	2	416		
Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS         Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS         Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS         Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS         Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS         Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS         Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS         Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS         Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS         Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS         Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS       Image: Subject To CLAMPS         Image: Subject To CLAMPS       Image:		NDIVID	UAL PLA	NS	EMPI
PAY COULINE SUBPIT CLAMS STATEMEN CLAMS HISTORY STATEMEN LETTER A-Life Signature PlusOne Spec Life Protection Policy No. Status In force Premium Paying Premium Due Date 11 Jan 2018 Premium Due Amount RM 17,221.60 Coverage Amount RM 950,000.00 Insured Do also note that the policy info and pages within this port ago finit can be accessed by you is based on your policy to for that particular policy. Only policy oveners will have full access to the policy info K the relevant pages within the port ago finit can be accessed by you is based on your policy to for that particular policy. Only policy oveners will have full access to the policy info K the relevant pages while the pa- insured and covered member will have timited access. ME ALAVITALITY REWARDS ECARDS POLICY H	e,				R
VIEW AL Network A	PAY ONLINE	SUBMIT CLAIMS	CLAIM5 HISTORY	STAT LE	EMENTS &
A-Life Signature PlusOne Spec Life Protection Policy No. Status In force Premium Paying Premium Due Date 11 Jan 2018 Premium Due Amount RM 17,221.60 Coverage Amount RM 950,000.00 Insured Do also note that the policy info and pages within this port app that can be accessed by you is based on your policy to for that particular policy. Only policy overens will have full access to the policy info & the relevant pages within this port app that can be accessed by you is based on your policy to for that particular policy. Only policy overens will have full access to the policy info & the relevant pages within the port app that can be accessed by you is based on your policy to for that particular policy. Only policy overens will have full access to the policy info & the relevant pages within the port app that can be accessed by you is based on your policy to for that particular policy. Only policy overens will have full access to the policy info & the relevant pages within the policy to for that yarticular policy. Only policy overens will have full access to the policy info & the relevant pages within the policy to for that yarticular policy. Only policy overens will have full access to the policy info & the relevant pages within the policy to for that yarticular policy. Only policy overens will have full access to the policy info & the relevant pages within the policy to for that yarticular policy. Only policy overens will have full access to the policy info & the relevant pages within the policy.				VIEW	
A-Life Signature PlusOne Spec       >         Dife Protection       >         Policy No.       Status       In force Premium Paying         Premium Due Date       11 Jan 2018         Premium Due Amount       RM 17,221.60         Coverage Amount       RM 950,000.00         Insured       >         Do also note that the policy info and pages within this port app that can be accessed by you is based on your policy to for that particular policy. Only policy owners will have the full access to the policy info & the relevant pages while the particular policy info & the rele					
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Premium Due Date 11 Jan 2018 Premium Due Amount RM 17,221.60 Coverage Amount RM 950,000.00 Insured Do also note that the policy info and pages within this port app that can be accessed by you is based on your policy for for that particular policy. Only policy owners will have full access to the policy info & the relevant pages while the the policy insured and covered member will have limited access ME ALAVITALITY REWARDS ECARDS POLICY H	Status		In force Pre Paying	mium	
Premium Due Amount RM 17,221.60 Coverage Amount RM 950,000.00 Insured  Do also note that the policy info and pages within this port app that can be accessed by you is based on your policy to for that particular policy. Only policy oveners will have full access to the policy info & the relevant pages will the particular policy info & the relevant pages will the particular policy. The relevant pages will the particular policy info & the relevant pages will the particular policy info & the relevant pages will have full access to the policy info & the relevant pages will be access.  ME ALAVITALITY REWARDS ECARDS POLICY R	Premium Due	Date	11 Jan 2018	8	
Coverage Amount RM 950,000.00 Insured Do also note that the policy info and pages within this port app that can be accessed by you is based on your policy to for that particular policy. Only policy owners will have tuit access to the policy info & the relevant pages while the pa- insured and covered member will have limited access	Premium Due	: Amount	RM 17,221.	60	
Do also note that the policy info and pages within this port app that can be accessed by you is based on your policy to for that particular policy. Only policy owners will have full access to the policy into & the relevant pages while the pa- insured and covered member will have limited access.	Coverage Am	iount	RM 950,000	0.00	
Do also note that the policy info and pages within this port app that can be accessed by you is based on your policy to for that particular policy. Only policy owners will have full access to the policy into & the relevant pages while the pa- insured and covered member will have limited access.	Insured				
Do also note that the policy info and pages within this port, app that can be accessed by you is based on your policy ro for that particular policy. Only policy owners will have full access to the policy info & the relevant pages while the pa- insured and covered member will have limited access.			0		-
Do also note that the policy info and pages within this port, app that can be accessed by you is based on your policy to for that particular policy. Only policy owners will have full access to the policy info & the relevant pages while the pa- incurred and covered member will have timited access.			• • • •		
	Do also note t app that can t for that partic access to the insured and co	hat the policy be accessed to utar policy. O policy into & overed memb	y info and pages by you is based o inly policy owner the relevant pag- per will have lim	within this on your pol rs will have pes while th ited access	portal/ icy role tull e payor, i
ME AIA VITALITY REWARDS E-CARDS POLICY H	a v	fff	(A#)	8	œ
	OME AIA VITALITY	REWARDS	E-CARDS	POLICY	HEAL

Tap here to view all policies

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

ew All Policies		×	
A-Life Signature Plu Life Protection	sOne Spec	>	
Policy Na.			
Status	In force Premium Paying		
Insured			
A-Life Signature Life Protection	(	$\overline{\mathbf{b}}$	
Policy No.			lap to view policy details
Status	In force Premium Paying		
Insured	New		
A-Life Signature 2 Life Protection		,	
Policy No.			
Status	In force Premium Paying		
Insured			

## **VIEW YOUR INDIVIDUAL POLICIES** (Owner role)

Scroll down

to view

more info

<ul> <li>Policy Details</li> </ul>	
A-Life Signature 2 ife Protection	ď
olicy No.	
tatus	In force Premium Paying
overage Amount	RM 5,000,000.00
remium Due Date	08 Jul 2019
remium Due Amount	RM 46,033.33 (Inc. Govt. Tax RM 0.00)
ayment Method	Direct Billing (Cash)
ayment Frequency	Monthly
isured	
uto Extension overage Term Indicator	N/A

#### 1 Joes IL Cover

Coverage Amount	RM 5,000,000.00	
A-PLUS DISABILITY	CARE	,

Vhat Does It Cove	er?	
A-LIFE SIGNATURE 2	(5 PAY70)	,
Coverage Amount	RM 5,000,000.	00
A-PLUS DISABILITYC	ARE	,
Coverage Amount	RM 5,000,000.	00
A-PLUS CRITICALRE	SET	,
Coverage Amount	RM 5,000,000.	00
A-PLUS SIGNATURES	SAVER	,
Coverage Amount	RM 5,000,000.	00
My Investment Po	rtfolio	
fotal investment-linked value	fund RM 52.91	

19.11.11 CD

08:51 💰 🗮 🗐 🍝

#### Note:

to view more info Owner have full access to policy info details



## **VIEW YOUR INDIVIDUAL POLICIES** (Insured role)

A-Life Signature Pl Life Protection	usOne Spec 🛛 🖾
Policy No.	
Status	In force Premium Paying
Coverage Amount	RM 950,000.00
Premium Due Date	11 Jan 2018
Premium Due Amount	RM 17,221.60 (Inc. Govt. Tax RM 0.00)
Insured	
Auto Extension Coverage Term Indicator	N/A
What Does It Cove	r?
A-LIFE SIGNATURE P	LUSONE20P100
Coverage Amount	RM 950,000.00
A-PLUS DISABILITY C	ARE (I)
Coverage Amount	RM 95,000.00
A-PLUS CRITICALCAR	RE (I)
	111111111111111111

#### Note:

Insured role has limited access in policy info details

#### **VIEW TRANSACTION HISTORY**



#### TRANSACTION HISTORY

Payment History	Online Paymen
-----------------	---------------



#### 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)



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#### **VIEW YOUR RIDER DETAILS**

#### (applicable for owner role only)

A- <mark>Plus</mark> Health-i				
BENEFITS My Medical Limit /Year* RM 2,000,000.00 The amount shown is based on your chosen plan an not reflect any medical claims paid out. Status In Force Contribution Paying Contribution RM 0.00 More Info Hospital Room and Board Deductible Amount RM 0.00 The information above may take up to 48 hours to BENEFIT DETAILS	MY HEA d does	Scroll down to view more info	Scroll down to view more info	

14

#### **VIEW YOUR HEALTH WALLET DETAILS**

(applicable for owner role only)



menu

#### **VIEW YOUR HEALTH REWARDS DETAILS**

(applicable for owner role only)





Scroll down to view more info

#### **VIEW THE HEALTH REWARDS HOW IT WORKS?**

#### (applicable for owner role only)

Rid	er Details			← Ride	r Details
				Silver Bronze	RM 1 RM 3
Benefi	s Under Health Rewards				
đ	Deductible Waiver AIA will waive the deductible amount (If any), depending on your AIA Vitality Status upon hospital admission.			<u>ب</u> ظ	Hospital Room and Board Upgrade AIA will auto upgrade your hospital room and board benefit upon hospit admission, depending on your AIA Vitality Status.
-	Hospital Room and Board Upgrade			Platinum	Upgrade by 10
	AIA will auto upgrade your hospital room and board benefit upon hospital admission, depending on your AIA Vitality Status.			Gota Silver Bronze	Upgraded by 5 No Upgr No Upgr
Q	Health Wallet Boosters This is a reward to boost the credits in the Health Wallet. The percentage (%) will be based on your AIA Vitality Status every medical rider year.	Tap to learn about vour		22	Health Wallet Booster This is a reward to boost the credits the Health Wallet. The percentage ( will be based on your AIA Vitality Status every medical rider year.
		rewards		Platinum	Increase by 1
V MY H	EALTH REWARDS WORK?		->	Gold	Increase by
				Silver	3
Please	tote that the information above may take up to 48			Bronze	

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

<ul> <li>← Policy Details</li> </ul>		
A-LifeLink Life Protection		ß
Policy No.		
Status	In force Premium Pay	ing
Coverage Amount	RM 303,000.00	
Premium Due Date	23 Jan 2016	
Premium Due Amount	RM 550.00 (Inc. Govt. Tax RM 0.00)	
Payment Method	Direct Billing (Cash)	
Payment Frequency	Monthly	
Insured		
Auto Extension Coverage Term Indicator	N/A	
What Does It Cover	?	
COVER BOOST		>
Cover Boost Amount	RM 3,000.00	
ALL1 A-LIFELINK		>
Coverage Amount	RM 303,000.00	

COVER BOOST Cover Boost Amount RM 3,000.00 ALL1 A-LIFELINK Coverage Amount RM 303,000.00 ADC1 A-PLUS DISABILITYCARE Coverage Amount RM 303,000.00	>
ALL1 A-LIFELINK Coverage Amount RM 303,000.00 ADC1 A-PLUS DISABILITYCARE Coverage Amount RM 303,000.00	>
Coverage Amount RM 303,000.00 ADC1 A-PLUS DISABILITYCARE Coverage Amount RM 303,000.00	
ADC1 A-PLUS DISABILITYCARE Coverage Amount RM 303,000.00	
Coverage Amount RM 303,000.00	,
A-PLUS CRITICALCARE	>
Coverage Amount RM 303,000.00	
My Investment Portfolio	
Total investment-linked fund RM 21,477. value	8



## VIEW YOUR RIDER DETAILS (HOSPITAL ROOM & BOARD / DEDUCTABLE AMOUNT /CO PAY)

(applicable for owner only)

Coverage Amount

RM 0.00





Tap to view Room & Board & Deductible amount

## **VIEW YOUR RIDER DETAILS** (HOSPITAL ROOM & BOARD / DEDUCTABLE AMOUNT /CO PAY)

(applicable for owner only)

Hospital Room and F Board	RM 300.00	^	DENERITE MEANT	
Daily Room and Board Amount			Your Annual Limit Amount	W
YOU HAVE BELECTED			RM 125,000.00*	
Room And Board Amount R	200.00 per day		"The amount above above is tealed on your duration re- gian and has not reflected any medical states pays	in .
			Policy Status	
AIA WTALITY HEALTH REWARDS 🚺			In Force Premium Paying	
Up	graded by		RM 186.72	
Room & Board	50%			
GOLD Status	per day		Additional Info	- 23
			Co - Pay 🌖 20%	
Deductible Amount Upon hospital admission, you will	RM 0.00	^	Upon hospital admission, you will have to pay the <b>20%</b> amount and AIA will pay the remaining aligible medical expenses.	
have to pay the deductible amoun and AIA will pay the remaining eligible medical expenses.	nt		Capped Amount RM 5000 This is the capped amount for Co-Pay for your hospital admission	
YOO HAVE BELECTED				
Deductible Amount R	RM 300.00		Hospital Room And Board RM 450	
AIA VITALITY HEALTH REWARDS				
Deductible Waiver W	Valved RM			

Scroll down to view Co Pay details

menu

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

09:45 🔳 🛯 4 🗟 • 🖘 🖘 🖘 🖘 🐨		
	← MY PLANS - INDIVI CLIENT DETAILS	
TOD.OO%  AIA EQUITY PLUS FUND VIEW DETAILS  Client Details VIEW DETAILS	INSURED CORRESPONDENCE PAYOR POLICY OWNER EDIT > Identification Email No.	At Policy Details, click 'Vie Details' to go to Client Details. Click 'Edit' on the client name with the Correspondence role
INSURED CORRESPONDENCE PAYOR POLICY OWNER	Address Mobile No.	

#### **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.

Life Protection	
Policy No.	
Status	In force Premium Payin
Coverage Amount	RM 720,000.00
Premium Due Date	06 Jan 2021
Premlum Due Amount	RM 7,475.21 (Inc. Govt, Tax RM 0.00)
Payment Method	Direct Billing (Cash)
Payment Frequency	Quarterly
Insured	
Auto Extension Coverage Term Indicator	N/A
What Does It Cover	?
PB WEALTHELITE3 (2	0 PAY 100)
	RM 600 000 00

TOTAL AND PERMANENT DISABILITY
Coverage Amount RM 600,000.00

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

APP

MY AIA

#### **VIEW YOUR COMBINED MEDICAL LIMIT**



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

07:00 🔳 🕒 🖬 🔳 🔹	salaten.	
← Policy Details		
A-Life Med Regular Medical Protection	്	
Policy Na.		
Status	In force Premium Paying	
Medical Limit /Vear	RM 500,000.00 This amount is the combination of MER1 A-Life Med Regular and APH1 A-Plus Health Booster. For details, kindly refer to the What Does It Covers section.	
Premium Due Date	10 Feb 2020	
Premium Due Amount	RM 321.03 (Inc. Govt. Tax RM D.00)	
Payment Method	Direct Billing (Cash)	
Payment Frequency	Monthly	
Insured	1	
Auto Extension Coverage Term Indicator	)	
What Does It Cover	?	
MER1 A-LIFE MED REG	SULAR >	Tan to view
Medical Limit /Year	RM 100,000.00	rider details
	0 4	

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

10:14 🔳 📾 🖪 🔳 🔹 Rider Details
 MER1 A-Life Med Regular BENEFITS My Medical Limit /Year\* RM 500,000.00 MERT A-Lite Mett Regular: RM 100 000 0 APART & Plus Health Sources: RM 400.000.00 "The amount shown is based on your chosen plan and does not reflect any medical claims paid out. Status In force Premium Paying Premium RM 147.86 More Info 1 Policy No. Effective Date Expiry Date Premium Cease Date View My Other Benefits

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

# 10:04 ■ ■ ● ● ← Policy Details PB WealthElite 3 □ Life Protection

#### Policy No.

Status	In force Premium Payin
Coverage Amount	RM 720,000.00
Premium Due Date	06 Jan 2021
Premium Due Amount	RM 7,475.21 (Inc. Govt. Tax RM 0.00)
Payment Method	Direct Billing (Cash)
Payment Frequency	Quarterly
Insured	
Auto Extension	N/A

#### What Does It Cover?



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**

your e

medical cards

here to choose

between your

medical cards







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

14
### **VIEW YOUR E MEDICAL CARD - INDIVIDUAL**



#### <u>Note</u>:

- 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.

← MY PAYMENTS



412

### **MAKE A PAYMENT**

Please select the policies that you would like to pay for. You can also pay for your policies in advance.

Kindly be informed that there is no record/policy/certificate found for the transaction and/or based on your policy role, you are not permitted to view the information on this page. If you are not the policy owner, please refer to the policy owner for policy details.

#### 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.

	← DASHBOARD
VIEW	Please select year
UNATENENT	
Policy Statements	No Records Found
Home Loan Statements Letters	The A-Save Plus Year End Statement is only
	available from year 2019 onwards. If you wis to obtain a copy of the Statement prior to yea
	2019, please e-mail us at
	My.Customer@aia.com
Please select a name	
•	CONTACT ΔΙΔ
Please select year	CONTACT AIA
ricuse secon year	AIA Bhd.
•	1300-88-1899
	For overseas customers
No December Found	603 2056 1111

### **VIEW CUSTOMER CARELINE**





## 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



AIA confidential and proprietary information. Not for distribution.

### **ENTRY POINT TO DIGITAL HEALTH**



### **Menu ENTRY POINT TO DIGITAL HEALTH**





Please fill in all the information

- DIGITAL HEALTH
- 02: Part 1 Request for Consultation



AIA confidential and proprietary information. Not for distribution.

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

**STEP 1 STEP 4** STEP 2 **STEP 3** 15:03 al 🕆 🗖 20:18 1 at 40 💕 ← Online Healthcare Professional **Our Doctors** ÷ Have a question about DOCTORS \* your health? Chat with our panel doctors now to find Tap on a doctor out more. Q to view their CHAT WITH A DOCTOR NOW 2 profile **Dr. Mandy Phang** 5 Dr. Mandy Phang General practitioner Docads' Hotline 013-2862923 English Specialty **OPERATING HOURS: 10AM - 10PM** Last team online @ 05-02-3031 at 04:14 PM General practitioner Healthcare professional Operating Hours Online Hours:: 08:00 AM 0 Dr. Jessica Alba 0&6 English Credentials MBBS Last seen unline (0.03-03-2021 at 03.03.144 Tap on Doctors Pharmacists AMC Doctors Education card to see the MMU list of available Languages **E-Prescription History** doctors English iii y > E-Prescription Once you have About Me Get online consultation with decided on the healthcare professionals for prescription & lab test. doctor, Tap "**Request** 3 MAKE PAYMENT (RM15 PER SESSION) chat now" Destile C.C.Mine

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



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



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



AIA confidential and proprietary information. Not for distribution.

menu

### **DIGITAL HEALTH: Part 2 – Chat Features**



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

15

AIP

menu

15

MY AIA APP

### DIGITAL HEALTH: Part 2 – Chat Features



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

### **DIGITAL HEALTH: Part 2 – Chat Features**

STEP 3

# STEP 1 STEP 2

Finalizing connection, please stand by









STEP 4

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.



11:27

### **DIGITAL HEALTH: Part 2 – Chat Features**



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

Hi

8:27 254

14

16

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



AIA confidential and proprietary information. Not for distribution.

### **DIGITAL HEALTH: ePrescription & Delivery Method**



Tap "Choose Delivery Method"

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



200

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

16:35

STEP 1

STEP 2

5

**STEP 3** 

STEP 4

#### MEALE STAT

E-Prescription Update #5312 : Dear valued customer, thank you for ordering medication(s) from us. We will process your prescrip...



#### Success

Your medication will be ready within 3 -5 business days. Do ensure you have sufficient medication until your medication arrives. We will notify you once your parcel is on the way.



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



att 4G

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



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



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



#### menu

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



- DIGITAL HEALTH –
- 05: Notifications



AIA confidential and proprietary information. Not for distribution.

#### **DIGITAL HEALTH: Notifications** menu



- DIGITAL HEALTH –
- O6: Profile Management & Settings





15



Tap on the card or arrow to interact with the card

AIP

STEP 1	STEP 2	STEP 3	STEP 4	$\geq$	
20:45 ← Profile & Settings	uti 40 (80)			Weight	×
BIODATA	5			24-May 2025	100 KG
Weight 100 KG	>				
Height 0 CM	>	You can tap on th specific field to so past updates of y	ne ee the Your	0%-Hen-2030	100 KG
ВМI 0	>	biodata	001		
Heart Rate 0 BPM	>				
Blood Pressure mmHg	*				
Body Temperature D C	>				
Blood Glucose (Fasting) 0	>				
EDIT BODDATA					EDIT BIODATA
/ou will return to the	ρ			_	

210

updated biodata screen

menu

### **DIGITAL HEALTH: Profile Management & Settings**



		09:48	a.1 5
×		← Digital Health	
0	Your past addressed will be	Alpro Pharmacist, Nutritionist & Dietitian	Paid HCP
mnur KI 50450	reference	E-Prescription	
	(should you have saved one previously)	On long term med refili? Consult with	ication, and need a a healthcare
0		professional for a p	prescription.
•		Profile & Settings	prescription.
• • •		Profile & Settings Delivery Details	prescription.

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

211

Tap on the card or "**Edit**" button to interact with the card



Tap on the card or arrow to interact with the card



MY AIA APP

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# AIA Vitality DASHBOARD OVERVIEW

AIA Vitality dashboard overview

### AIA VITALITY DASHBOARD OVERVIEW





#### Level up to Platinum

Here are the many different activities you can complete to accumulate AIA Vitality Points and move up your status! The higher your AIA Vitality status, the greater your rewards.

Assessments	LEVEL UP NOW >		
11,250	18,500		

# AIA Vitality ASSESSMENTS

- Entry points
- Completing your assessments

### **ENTRY POINT 1** AIA VITALITY ASSESSMENTS

< W	eekly Challeng Meek 1: 01 Jun - 07 Jun	e >	0	
50 α 11 w 1		0 / 25 Points Achie	0 ved	
AIA Vitality Status SILVER	Ala Vita 12,61	llity Painta 0	>	
DEVICE / APP R	EWARDS FR	R ENDS E	CARD	
My He	alth Profile		Lin	Scroll dov to view
	?		tr	more info
Complete the onliv your AIA Vitality	ne assessment v Age, plus earr	to find out points!	6	
TAKE	ASSESSMENT			



Complete these assessments to know your health and earn points!

Stay Active VIEW ASSESSMELT > 250 3,500 Eat Well VIEW ASSESSMENT > 2,500 500 **Check Your Health** VIEW ASSESSMENT > 9,500 10,000 **Reduce Stress** VIEW ASSESSMENT > 0 1,000 Quit Smoking VIEW ASSESSMENT > 1.000 1,000 Sleep Well VIEW ASSESSMENT ( V

### 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



AtA Vitality Points 12,610 PTS Membership No. Member Since VA01234567 10 Mar 2020 Silver Gold Concurstive Concurstive Concurst	SILVER		
12,610 PTS Membership No. Member Since VA01234567 10 Mar 2020 Silver Gold Control Control	AIA Vitality Points	(*)	
Membership No.       Member Since         VA01234567       10 Mar 2020         Silver       Gold         Image: Silver       Gold <td>12,610 PTS</td> <td></td> <td></td>	12,610 PTS		
VA01234567       10 Mar 2020         Silver       Gold         Silver       Gold         Silver       Gold         Accumulate 7,390 points by 10 Mar to move up to Gold status!       POINTS STATEMENT         POINTS STATEMENT       CLAIM POINTS	Membership No.	Member Since	
Silver Gold Composite Symposite Symp	VA01234567	10 Mar 2020	
Complete to accummulate AIA Vitality Points and move up your status!	Silver	Go	łd
Accumulate 7,390 points by 10 Mar to move up to Gold status! POINTS STATEMENT CLAIM POINTS Level up to Platinum Here are the many different activities you can complete to accummulate AIA Vitality Points and move up your status! The higher your AIA Vitality status, the greater your rewards.	8	0	
Level up to Platinum Here are the many different activities you can complete to accummulate AIA Vitality Points and move up your status! The higher your AIA Vitality status, the greater your rewards.	POINTS STATEMENT	CLAIM POINTS	
Here are the many different activities you can complete to accummulate AIA Vitality Points and move up your status! The higher your AIA Vitality status, the greater your rewards.			
	Level up to Plati	num	
Assessments LEVEL UP NOW > Tap here to choose w	Level up to Plati Here are the many dif complete to accumm move up your status! status, the greater you	num ferent activities you can utate AIA Vitality Points and The higher your AIA Vitality ur rewards.	

17

APP

MY AIA

# **COMPLETE** YOUR ASSESSMENTS – ABOUT YOU ASSESSMENT

These are only example of the few common assessments:



# **COMPLETE** YOUR ASSESSMENTS – AIA VITALITY HEALTH CHECK

These are only example of the few common assessments:



17

# **COMPLETE** YOUR ASSESSMENTS – AIA VITALITY HEALTH CHECK

AIA VITALITY HEALTH CHECK VACCINATIONS AIA VITALITY FITNESS ASSESSMENT ABOUT YOU ASSESSMENT **Submit Health Results Submit Health Results** 4 ← **6-0-**3-6 0-0-0-0 Health Check Enter the results as recorded in your screening. reports. Key in all Body Mass Index (BMI)  $\sim$ relevant results Height Enter height Your Submission Is Successful v cm m Weight Enter weight kg Waist Circumference Enter waist circumference **Review all** information then submit -----EXIT

### **COMPLETE** YOUR ASSESSMENTS - VACCINATIONS

These are only example of the few common assessments:



# **COMPLETE** YOUR FITNESS ASSESSMENTS – AIA VITALITY FITNESS ASSESSMENT



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

#### menu

# **VIEW** YOUR HEALTH PROFILE / ASSESSMENT RESULTS

#### **VIEW HEALTH PROFILE**

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







# **VIEW** YOUR HEALTH PROFILE / ASSESSMENT RESULTS

#### ← AIA Vitality Health Report

#### AIA VITALITY HEALTH REPORT

#### Lifestyle Habits and Health Indicators

See the table below for some suggesstions on how you can improve or change those health indicators and/or lifestyle factors that fall outside of the healthy levels.



#### ← AIA Vitality Health Report



#### RECOMMENDATION

Psychological Wellbeing: Overall

Your results indicate that your overall level of psychological wellbeing is high, which means you are not negatively impacted by the stressors in your life. The way you have been managing your stress is clearly working for you.

See how you scored in each of the four dimensions of psychological wellbeing.

Psychological Wellbeing - 1) Positive Emotion:

Your results suggest you have a positive, optimistic view of life. Your ability to find interest in daily activities and experience happiness is a strong contributor to your overall wellbeing. Research shows that the more often we experience positive emotions, the better we are able to cope under stress.

Quick tip: Try to remember when you last had a good laugh, felt inspired, or lost sense of time while doing something fun. Set aside time to do these things, they will have a positive impact on your wellbeing.



# LINK DEVICES / APP

List Of Devices / Apps

• Linking of a device / app

#### menu

## LIST OF AIA VITALITY COMPATIBLE FITNESS DEVICES / APP



# LINKING OF DEVICE / APP



#### AIA Vitality Connect with Workout Tracker QA? By connecting with Workout Tracker QA, you agree to share information from your Garmin Connect account to enhance your experience with Workout Tracker QA. This may include activities, location, heart rate and related metrics, calories burned and other health or personal data. Do you agree to share information from your Garmin Connect account with Workout Tracker QA? You can opt out and disconnect from Workout Tracker QA at any time in your Garmin Connect settings. Workout Tracker QA Privacy Policy Garmin Account Sign-In Email Password (Eorgot?) Remember Me

**Garmin Connect** 

connect

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#### DATA SHARING PERMISSION

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



#### SUCCESSFULLY LINKED

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

Select your preferred fitness device / app

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MY AIA APP

# AIA Vitality WEEKLY CHALLENGES

- Entry Point
- Track your Weekly Challenge

#### menu

# **ENTRY POINT** AIA VITALITY WEEKLY CHALLENGE





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# **VIEW** YOUR AIA VITALITY WEEKLY CHALLENGE

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



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# AIA Vitality E-CARD

- Locate your e-card
- Where can you use your e-card?
- Track your HealthyFood<sup>™</sup> 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 æde.

MY AIA APP

# 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).

25% off Reebok products at Reebok concept stores,



**10%** off HealthyFood<sup>™</sup> (fresh fruits and vegetables)



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





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# AIA Vitality REWARDS

- Browse Reward
- Choose Weekly Challenge Reward
- Redemption

### **BROWSE REWARDS**



Tap on BROWSE REWARDS to view all

AIA Vitality Rewards & Benefits



**BROWSE REWARDS** 

**VIEW ALL** 

You can swipe or choose to



#### **VIEW BENEFITS BY STATUS**

You can check on the member's benefits by status

### **REDEEM WEEKLY CHALLENGE REWARDS**



REWARDS	REWARDS	;	
CHOOSE R	EWARDS	MY REWARDS	51
	Special Reward EXPIRES ON 30	DEC 2020	,



**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?**



#### My Rewards App cinemas outlet. **Terris & Conditions** 1.Ticket is redeemable at any TGV ticketing counter. Online redemption is not available. 2. Must be redeemed before the expiry date. 3. Only voucher redeemed using the AIA Vitality Weekly. Challenge Mobile App will be accepted. 4. Each voucher is valid for ONE (1) ticket for ONE (1) time use only. Tickets are subject to availability. 5 Valid for standard seats only. 6. Cash top-up needed for preferred seats, premium seats, twin seats, 3D titles, and selected movies (when specified). 7. TWO (2) vouchers are required for a twin seat. Tap to select this reward 8. Not valid for Beanle, IMAX, LUXE, Indulge and any other specialty halls. -----9. Non-returnable, non-refundable, and not extendable. 10.Not applicable for any other promotions and items from the Candy Bar. 11. Meant strictly for private use only and is not for sale under any circumstances. 12. TGV Cinemas and AIA Vitality reserves the right to review these terms and conditions without prior notice. SELECT THIS REWARD

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

# HOW TO DO REDEMPTION



Select preferred benefit @ My Rewards

#### My Rewards App My Rewards App cinemas outlet. Weekly Challenge Rewards 1.Ticket is redeemable at any TGV ticketing counter. Online redemption is not available. 2. Must be redeemed before the expiry date. 3. Only voucher redeemed using the AIA Vitality Weekly TGVMLTest042 Challenge Mobile App will be accepted. **Detail of the** 4. Each youcher is valid for ONE (1) ticket for ONE (1) voucher with time use only. Tickets are subject to availability. barcode 5. Valid for standard seats only. **TGV Cinemas E-Voucher** -----Expires on 15 Jul 2020 Enjoy a free movie with this e-voucher at any TGV cinemas outlet. Terres & Canditorne 1.Ticket is redeemable at any TGV ticketing counter. Online redemption is not available. 2. Must be redeemed before the expiry date. 3. Only voucher redeemed using the AIA Vitality Weekly. Challenge Mobile App will be accepted. 4. Each voucher is valid for ONE (1) ticket for ONE (1) time use only. Tickets are subject to availability. 5. Valid for standard seats only. 6. Cash top-up needed for preferred seats, premium seats, READY TO USE NOW twin seats, 3D titles, and selected movies (when specified).

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

×

**Select your** voucher to

Terms & Conditions

6. Cash top-up needed for preferred seats, premium seats, twin seats, 3D titles, and selected movies (when specified).

7. TWO (2) vouchers are required for a twin seat.

8. Not valid for Beanie, IMAX, LUXE, Indulge and any other specialty halfs.

9. Non-returnable, non-refundable, and not extendable.

10.Not applicable for any other promotions and items from the Candy Bar.

11. Meant strictly for private use only and is not for sale under any circumstances.

12. TGV Cinemas and AIA Vitality reserves the right to review these terms and conditions without prior notice.

TAP THE BUTTON TO REVEAL BARCODE Voucher terms and conditions

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# AIA Vitality FOOD TRACKER

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

### **UPLOAD** FOOD PHOTO





You may TAKE A PHOTO or SELECT FROM ALBUM

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### **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.

menu

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MY AIA APP

# FINANCIAL HEALTH CHECK (FHC)

#### 11:42 Welcome Back, OMAR BIN HASSAN Individual Employee Join AIA N/A Vitality Plans 188h VISIT A DOCTOR SUBMIT CLAIMS GUARANTEE / REFERRAL LETTER **Financial Health Check** ^ ooks like vour Accident and Life coverage may need some attention. YOUR COVERAGE PEOPLE-LIKE-YOU AT AIA Life 13,600 0 Medical 0 8 Accident 40,000 Θ **Critical Illness** 0 $\odot$ Savings 0 0 Last updated on 06 Aug 2020 COVERAGE SUMMARY

# 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)

menu



# **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

# 1. Add your child's age

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

MY AIA APP

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# 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** 



# My Coverage

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

### MY AIA You've completed Financial Health Check ! Great! Understanding your protection needs is the first step to ensuring you are adequately c ... UVERVIEW Here is a summary of your total coverage (ie; your sum assured and annual medical limit) benchmarked against people like you. Looks like your Savings and Critical Illness coverage may need some attention. GOOD TO KNOW $^{\sim}$ TAP THE BAR TO VIEW MORE DETAILS YOUR COVERAGE Your total payout amount (ie; sum assured or sum covered) / medical annual limit (AIA and non-AIA).

PEOPLE-LIKE-YOU AT AIA AIA customers who have demographic profiles similar to yours.

# 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-youin-AIA"

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



# Do I have sufficient coverage?

 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



#### 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



### 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

#### MY MAXIS 🗢 12:06 PM INDIVIDUAL PLANS = PAY ONLINE CLAIMS HISTORY MediPlus Medical Protection Policy No. Status Premium Due Date Premium Due Amount RM 3,586.00 Medical Limit/Year Person Covered **Financial Health Check**

Take this assessment to understand how well protected you are based on your needs, and against people like you. Start now

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2475720A07

23 May 2015

RM 110,000.00

Kho Miang Haw

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STATEMENTS &

LETTERS

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