



HEALTHIER, LONGER,
BETTER LIVES

My AIA app

User Guide

Updated in February 2023

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

AIA confidential and proprietary information. Not for distribution.

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01

MY AIA APP

FUNCTIONS OVERVIEW

- Functions Overview



FUNCTIONS OVERVIEW

Menu Icon
Contains sub functions



Ad-Hoc Notifications
View messages and get the latest updates from AIA here

Enhanced Quick Links
Personalised access to most-used features



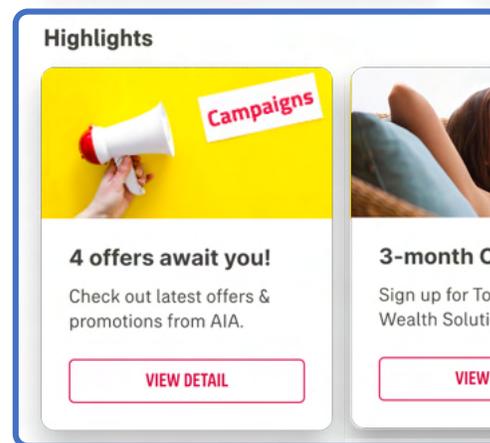
My Activities
View and track your ongoing to-do tasks



Main Navigation
Fixed navigation buttons to allow quicker access to functionalities for customers

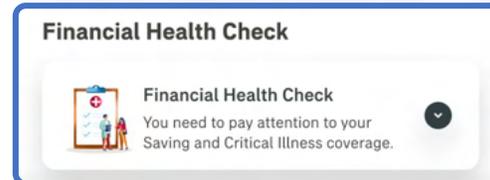
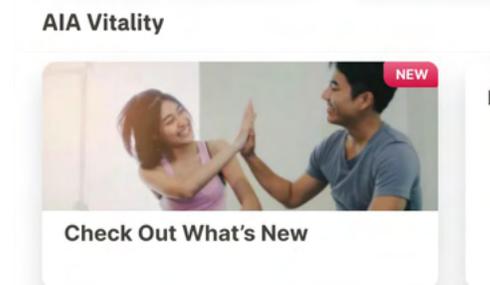


Highlights
Apart from latest information and updates from AIA, customers will receive personalised offers in this section

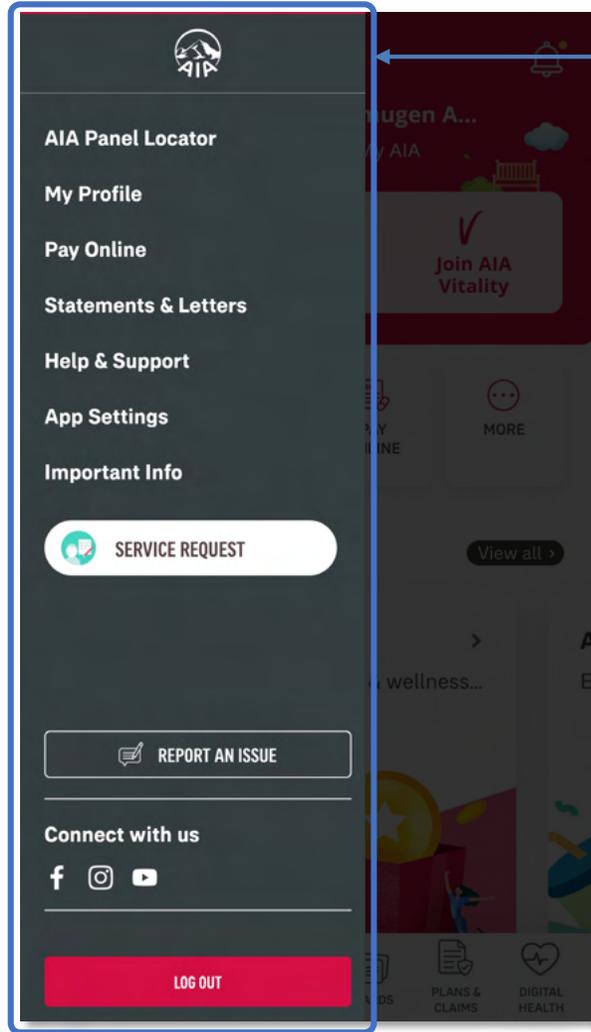


Financial Health Check
Existing customers are able to:

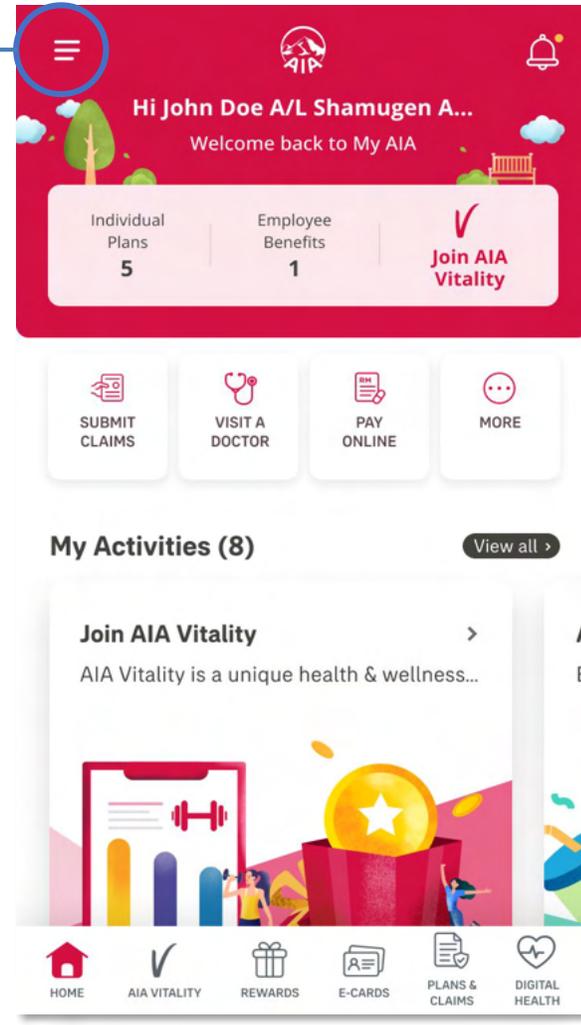
- Take the coverage gap assessment.
- View a summary of their current protection gaps and speak to a Life Planner to further understand what products/offerings are available to them.



FUNCTIONS OVERVIEW



Tap
Menu Icon
Contains sub
functions



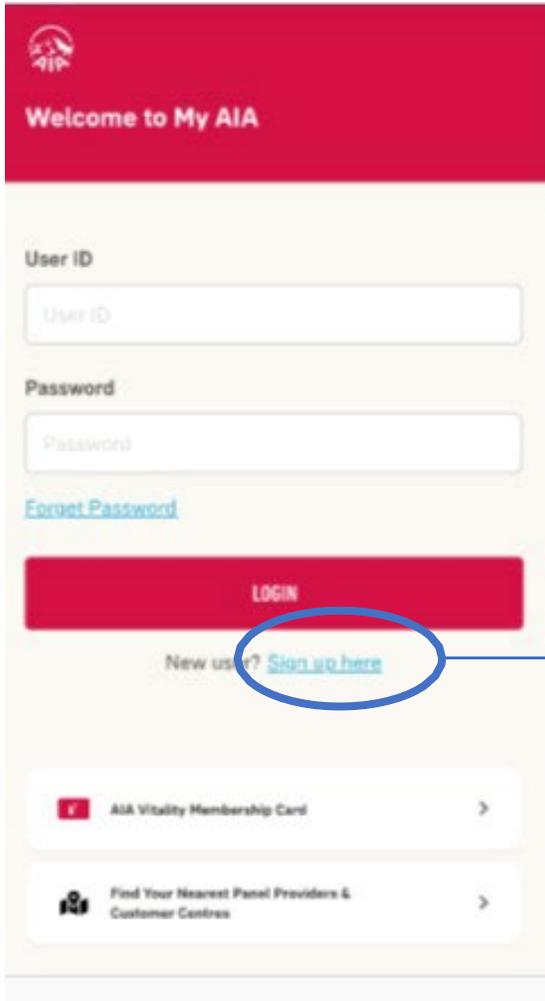
02

REGISTRATION

- Entry point
- Steps to Register

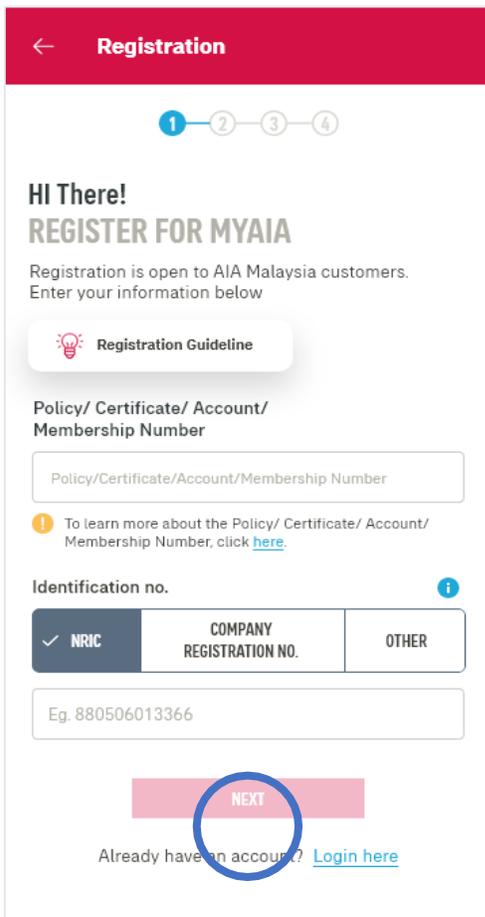


ENTRY POINT REGISTRATION



Tap on the "Register here" to proceed

STEPS FOR REGISTRATION



POLICY NUMBER

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

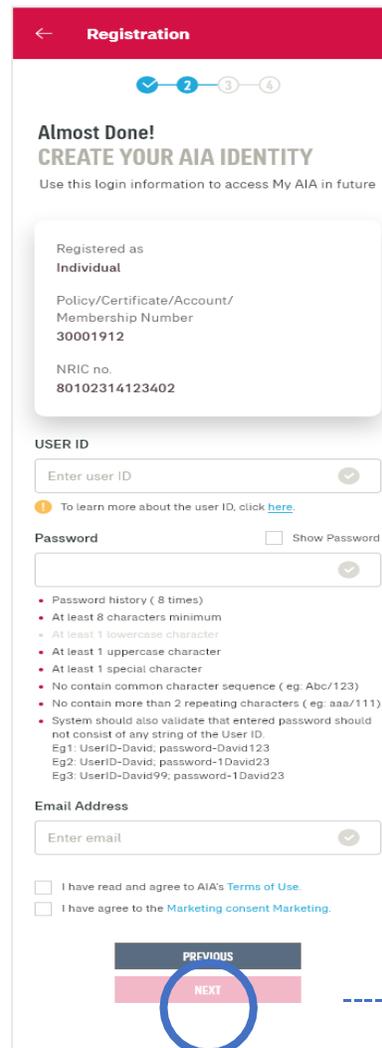
IDENTIFICATION NO.

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

Tap on next

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

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



CREATE ONLINE PROFILE

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

Tap To STEP 3

STEPS FOR REGISTRATION

STEP 1

STEP 2

STEP 3

STEP 4

← Registration



Almost There...

WE JUST NEED TO MAKE SURE IT'S YOU!

We've sent a 6-digit OTP to your mobile number.

+6010XXXX689

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

Please enter the OTP to proceed.

Enter OTP

OTP has expired or did not receive one?

[Resend OTP](#) in 00:00

PREVIOUS

NEXT

VERIFY YOUR INFORMATION

Confirming information.

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

To add / edit mobile number, click [here](#) – STEP2A

VERIFICATION CODE

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

1:30
← Registration



THANK YOU FOR SIGNING UP

Your registration is complete!

An email has been sent to your email account:
Vigneswari-V.UttarajaPoobithy@aia.com

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

LOGIN

COMPLETED

Registration is successful.

You will receive an email on your successful registration.

STEPS FOR REGISTRATION (EDIT/ ADD CONTACT)



← Registration



Almost There...
WE JUST NEED TO MAKE SURE IT'S YOU!

We've sent a 6-digit OTP to your mobile number.

+6010XXXX689

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

To add / edit mobile number

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

Tap to STEP 3A (refer next slide)

Please enter the OTP to proceed.

OTP has expired or did not receive one?

[Resend OTP](#) in 00:00

PREVIOUS

NEXT

STEPS FOR REGISTRATION (EDIT/ ADD CONTACT)



← REGISTRATION

MOBILE NUMBER

VERIFICATION

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

Verification question 1

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

MONTHLY
 QUARTERLY
 ONE TIME
 SEMI ANNUALLY
 ANNUALLY

Verification question 2

Please provide policy owner's identification number for verification.

PREVIOUS

NEXT

UPDATE / EDIT MOBILE NO.

Answer the 2 verification questions correctly.

Owner identification number is required for verification.

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

Tap on next →

← Registration

ADD YOUR MOBILE NUMBER

Please key in your mobile number

Mobile number

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

PREVIOUS

CONFIRM

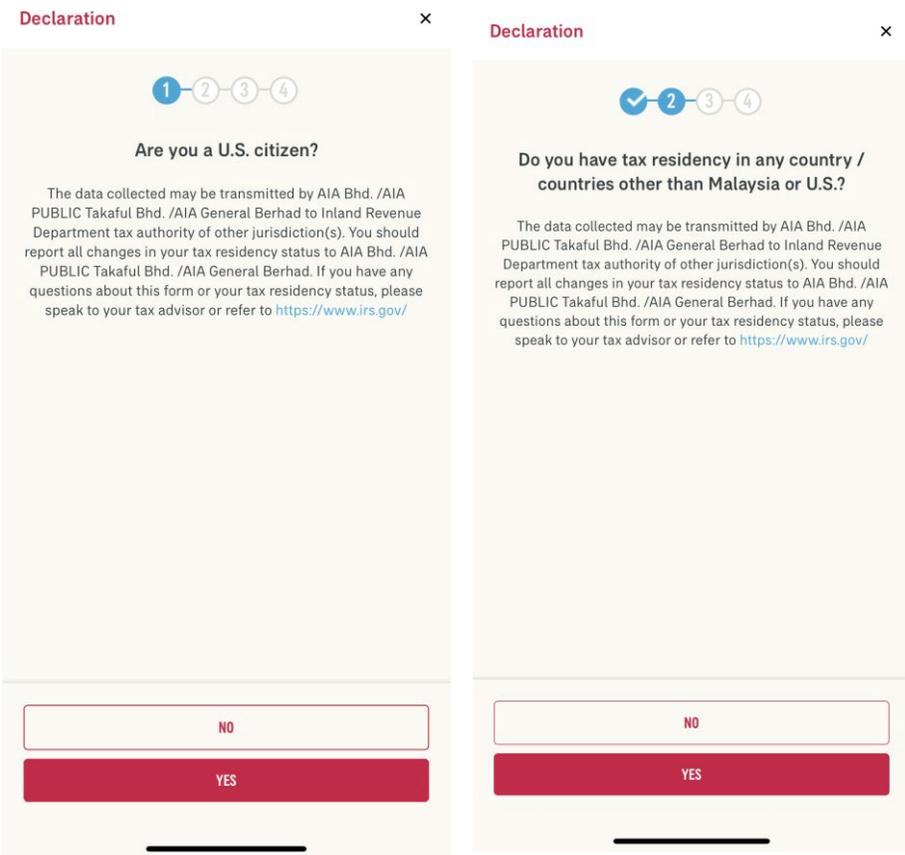
UPDATE YOUR MOBILE NO.

Select your country code.

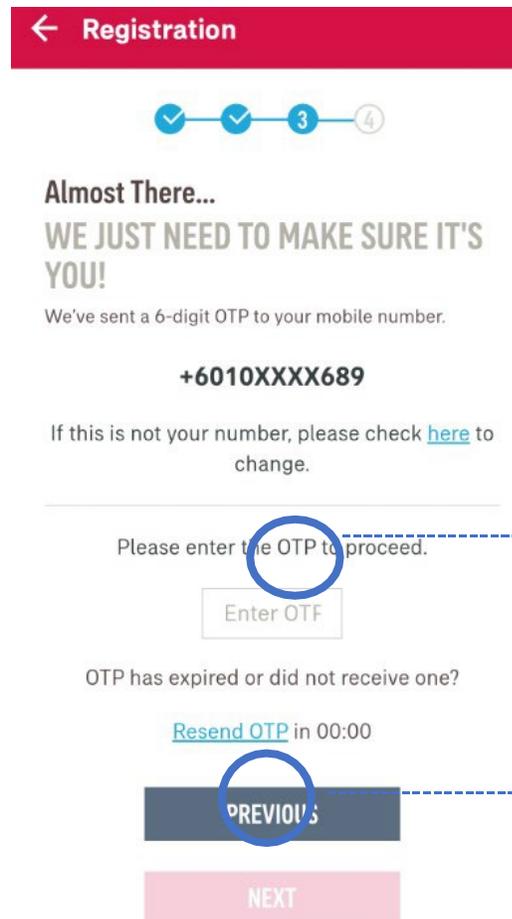
Key in your mobile no.
e.g. if your mobile no. is 012 1231234, key in 12 1231234

Tap to STEP 3B →

STEPS FOR REGISTRATION (FATCA)



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



VERIFICATION CODE

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

Note: The OTP will be sent to your new mobile number and a notification will be sent to your old mobile number.

Tap To STEP 4

FATCA & CRS DECLARATION

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

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

STEPS FOR REGISTRATION



COMPLETED

Registration is successful.

You will receive an email on your successful registration.

THANK YOU FOR SIGNING UP

Your registration is complete!

An email has been sent to your email account:



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

LOGIN

STEPS OF REGISTRATION FOR EXISTING MY AIA USERS

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

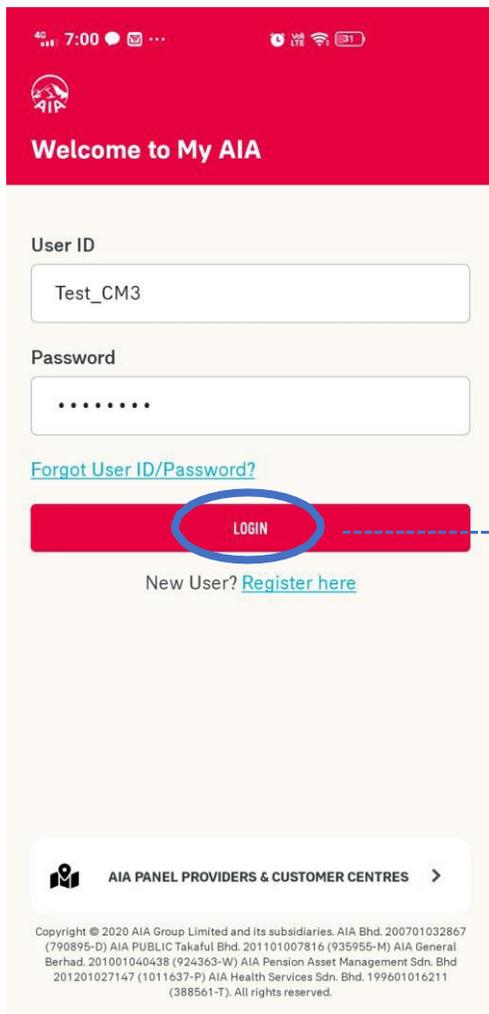
03

FIRST TIME LOGIN

- Entry point
- Steps for first time login



ENTRY POINT FIRST TIME LOGIN



Note

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

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

Tap To Login

LOGIN PAGE

Key in User ID & Password

STEPS FOR FIRST TIME LOGIN

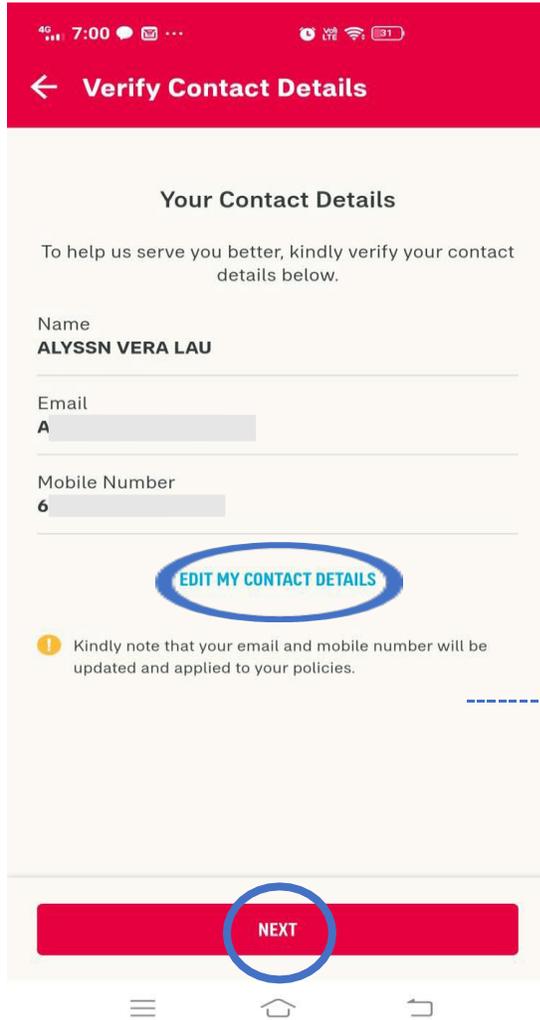
STEP 1

STEP 2

STEP 3

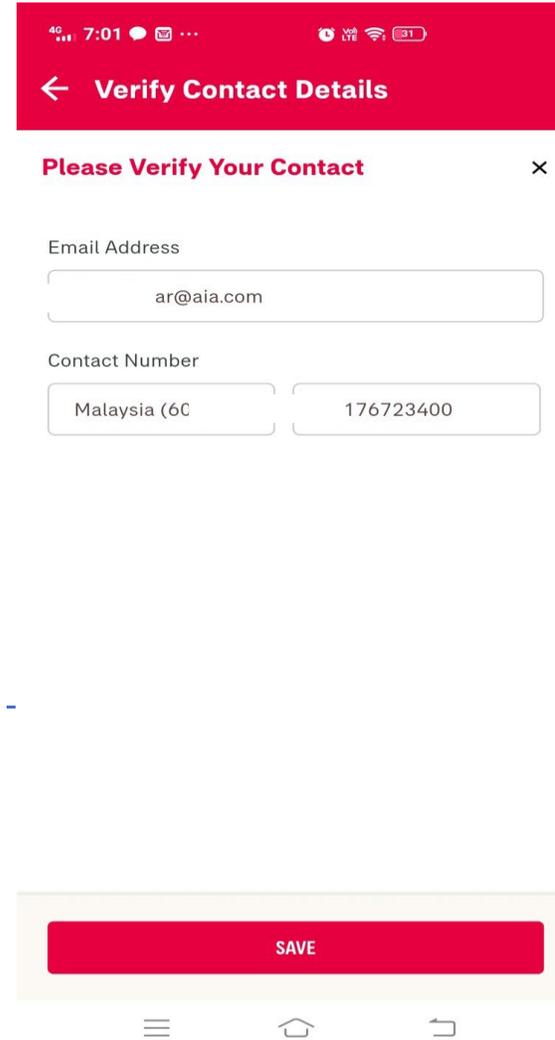
STEP 4

STEP 5



To edit contact details, tap on blue text link

If contact details correct, click Next to main dashboard



EDIT CONTACT DETAILS

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

STEPS TO FIRST TIME LOGIN

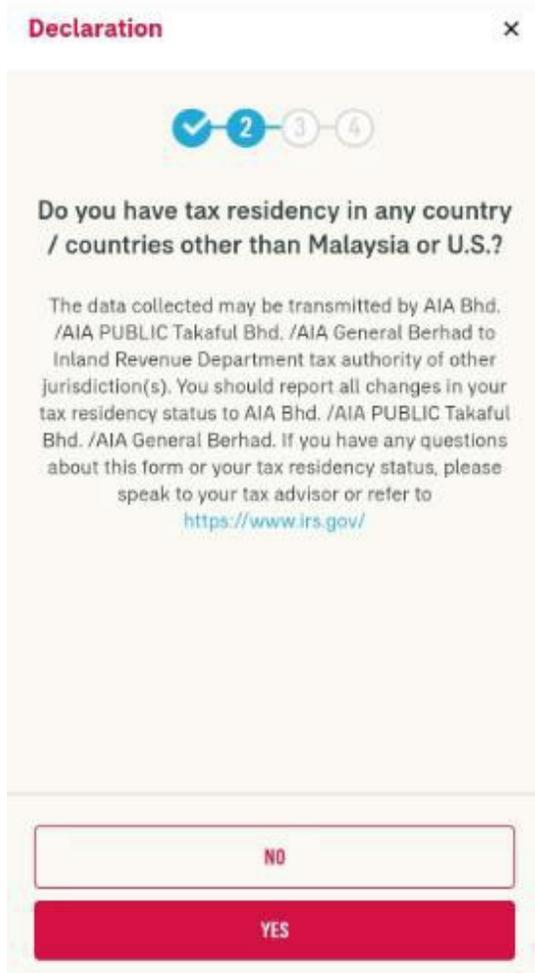
STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

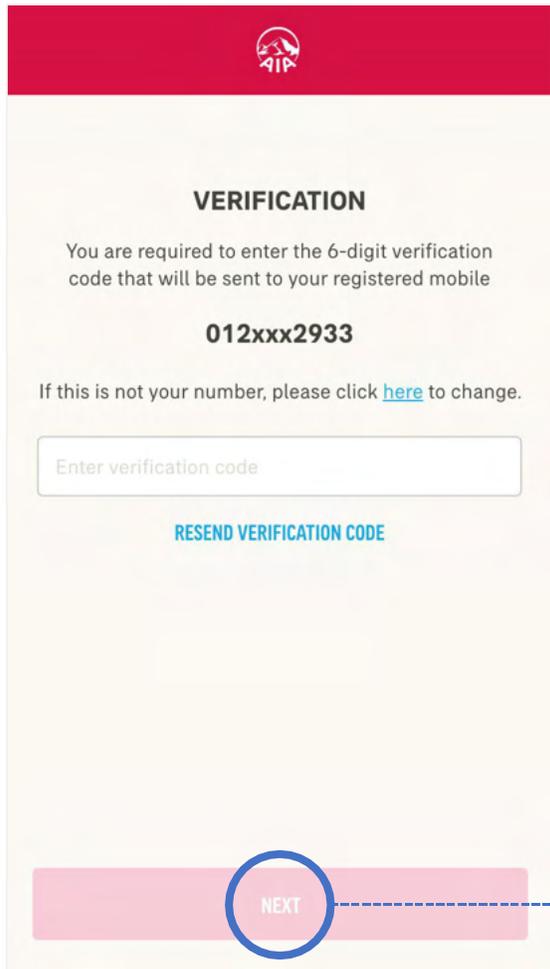


FATCA/CRS Declaration

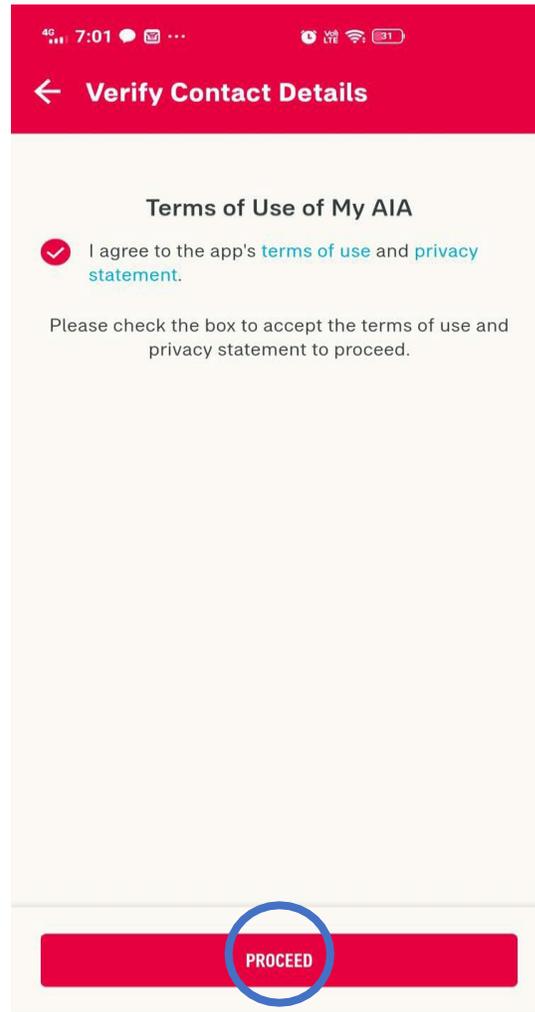
Complete the Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standard (CRS) declaration to proceed (applicable to owner role only)
Other roles need not go through FATCA & CRS declaration

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

STEPS TO FIRST TIME LOGIN

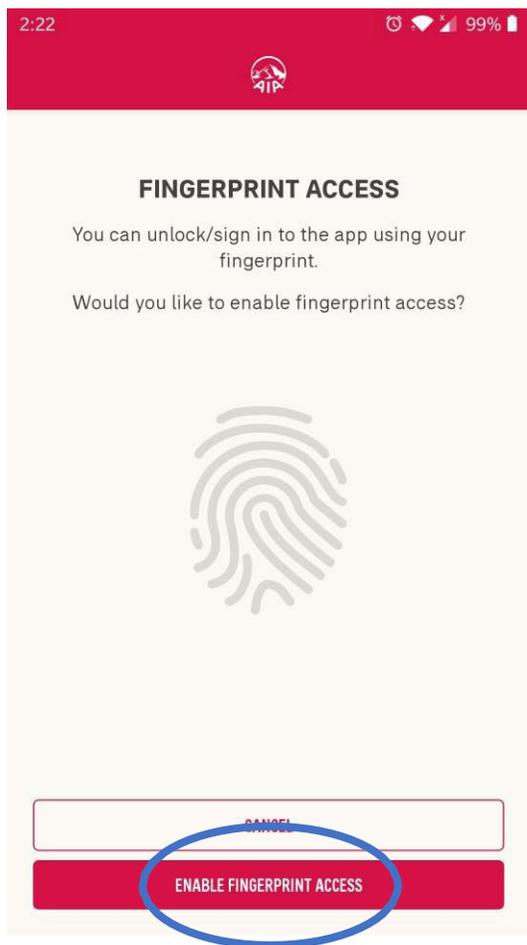
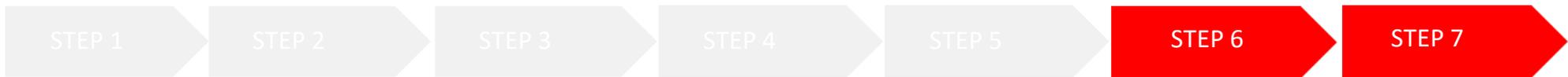


VERIFICATION CODE
Key in verification code sent to registered mobile number



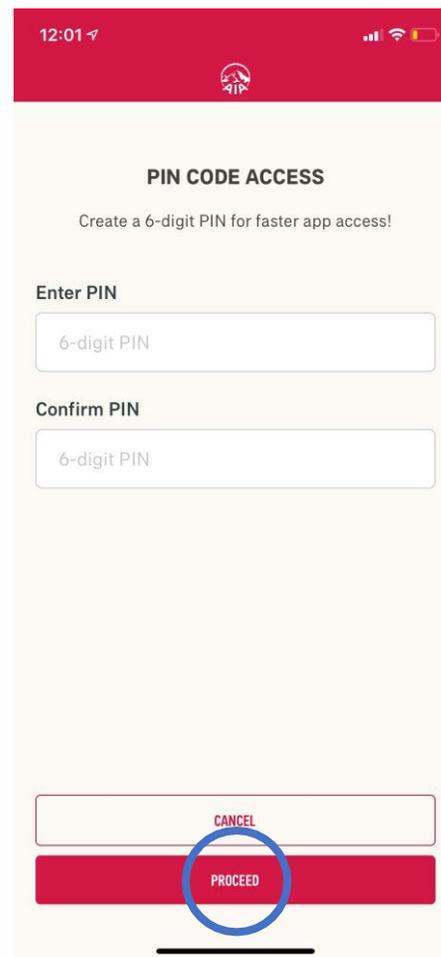
TERMS & CONDITION
Check on the box to continue with login process

STEPS TO FIRST TIME LOGIN



LOGIN VIA FINGERPRINT

Option to turn on/enable fingerprint access



LOGIN VIA PIN CODE (OPTIONAL)

set up 6-digit PIN access

Tap to proceed to Main Dashboard

04

SUBSEQUENT LOGIN

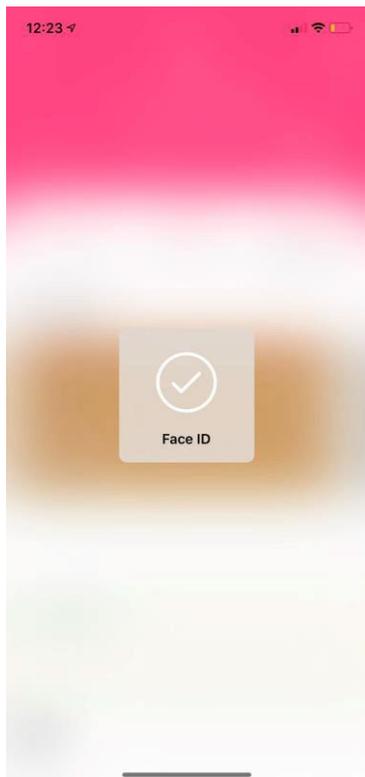
- Steps for subsequent login
- Forgotten User ID & Password



ENTRY POINT LOGIN

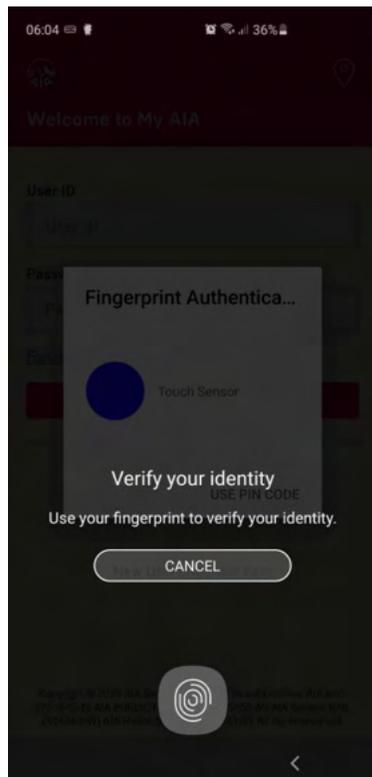


SPLASH SCREEN



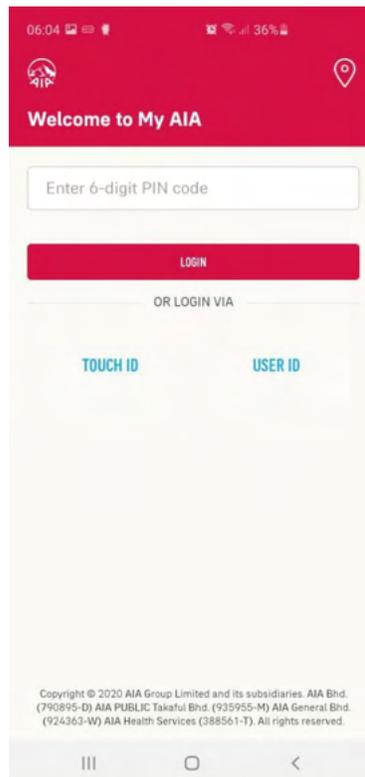
Face ID login

or



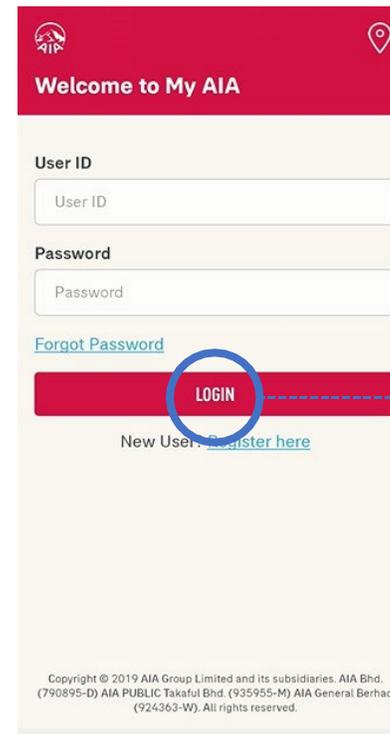
Biometric login

or



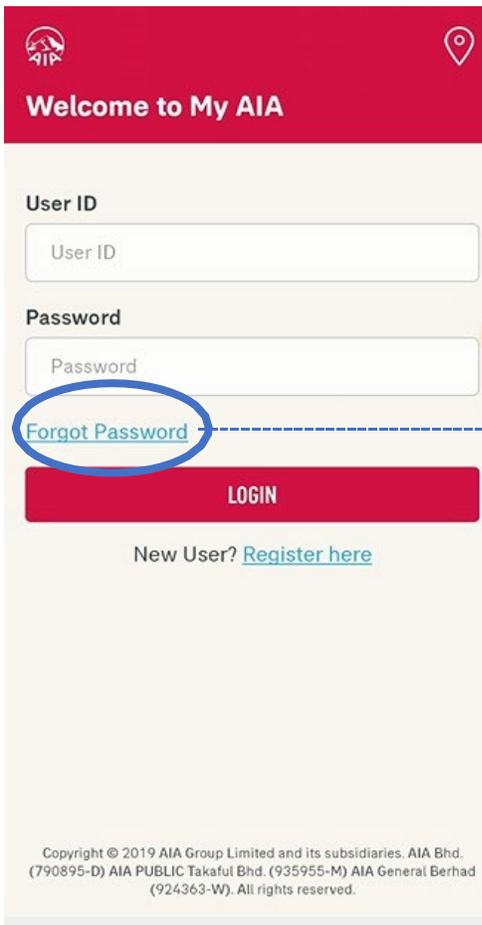
Pincode login
Key in Pincode

or



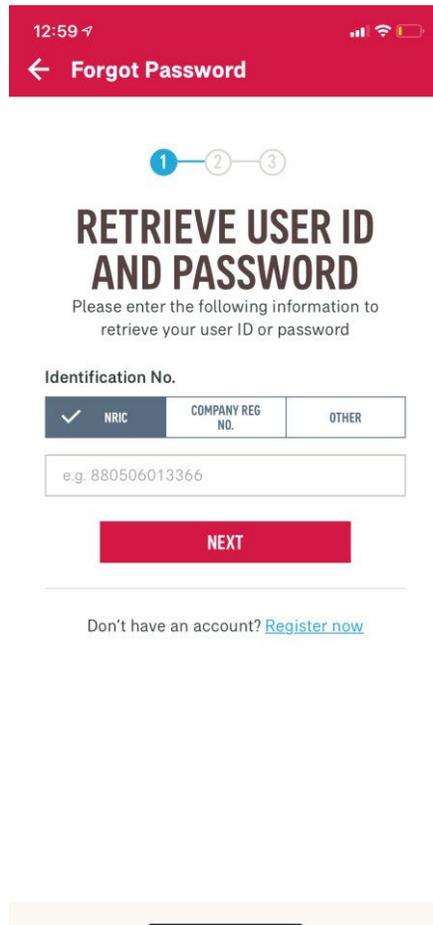
Username and password login
Key in User ID & Password

ENTRY POINT LOGIN – FORGOT USER ID & PASSWORD



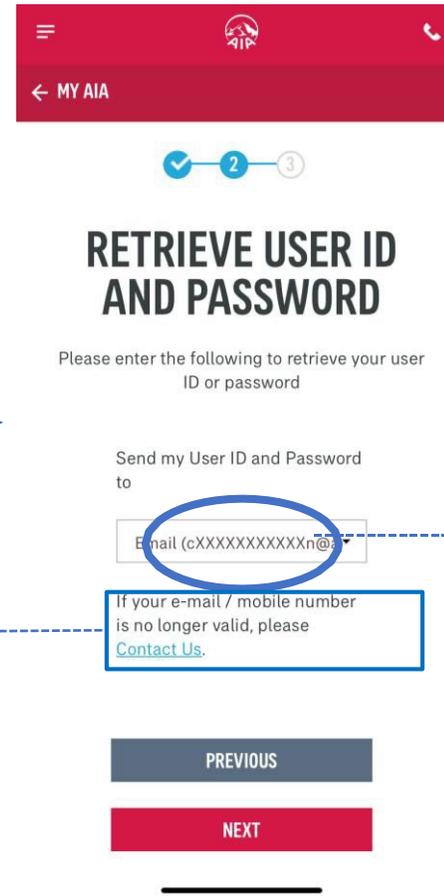
LOGIN PAGE

Tap To proceed



Key in Identification No

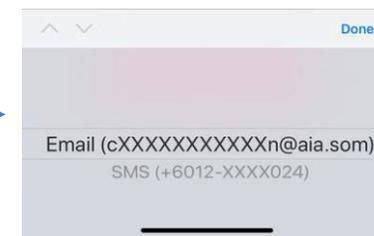
NRIC, Company reg.no or select Others to key in passport no., old IC



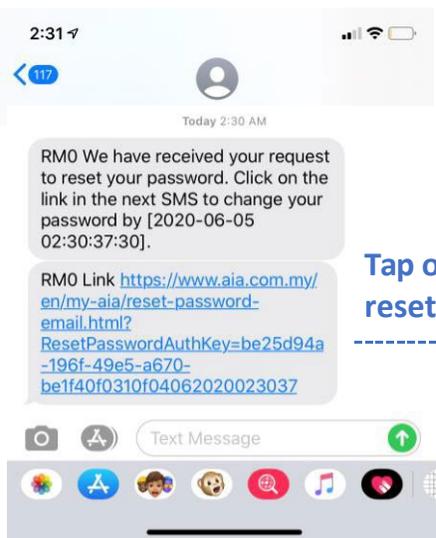
Note: Click Contact Us in the event if user's registered email/mobile number is no longer valid

Option to receive password link

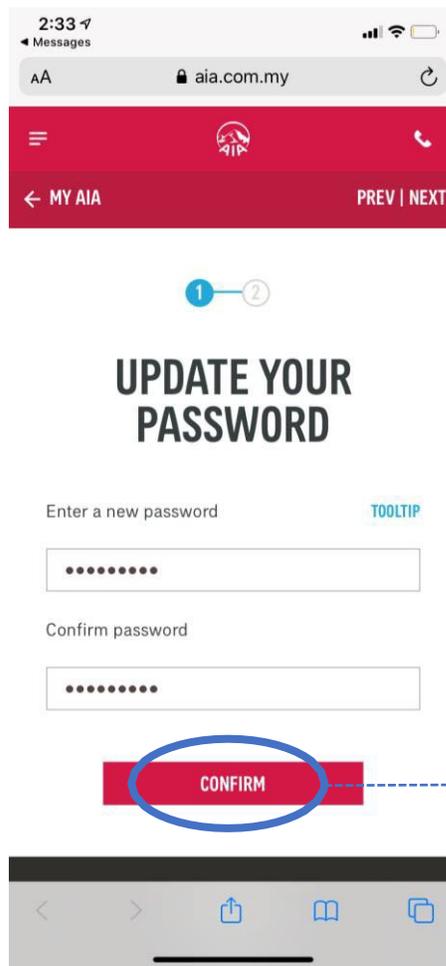
select to receive reset password link via registered My AIA Email or SMS



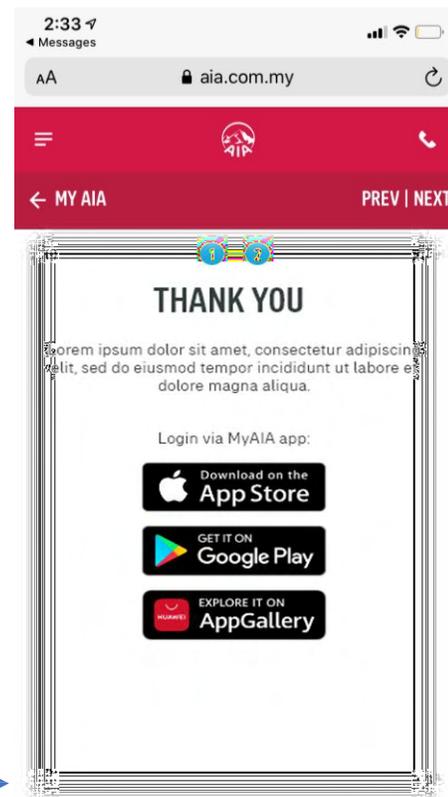
ENTRY POINT LOGIN – FORGOT USER ID & PASSWORD



Tap on link to reset password



Tap To Confirm



Received SMS / Email

Key in new Password

05

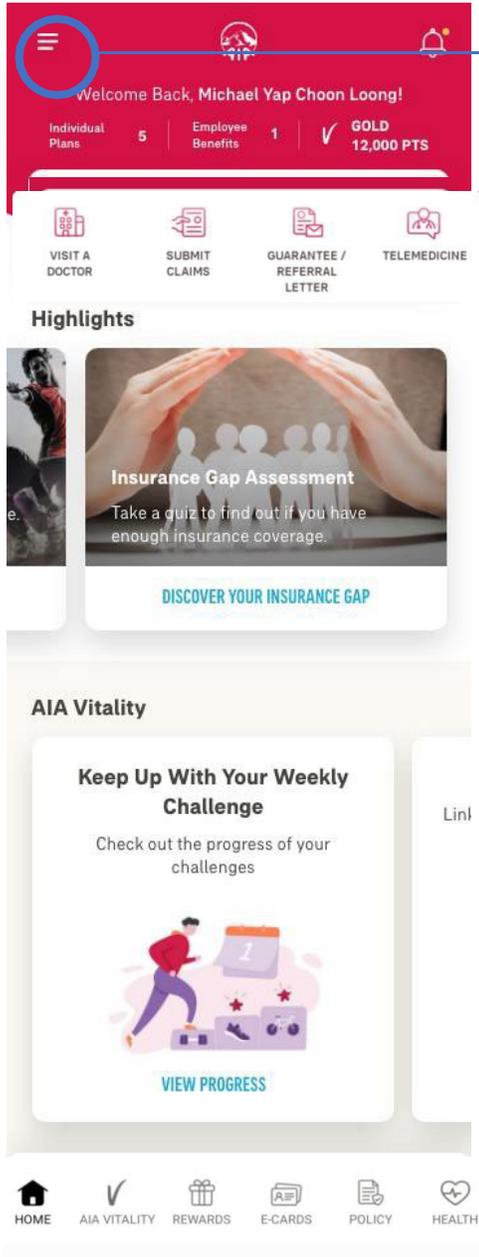
MY AIA APP

PANEL LOCATOR

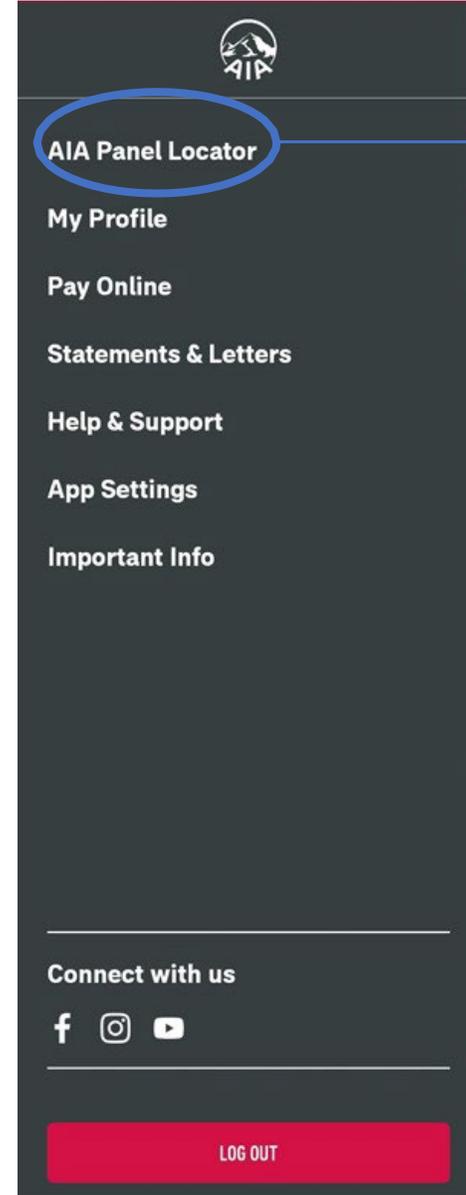
- Entry point
- View AIA Panel Locator



ENTRY POINT PANEL LOCATOR



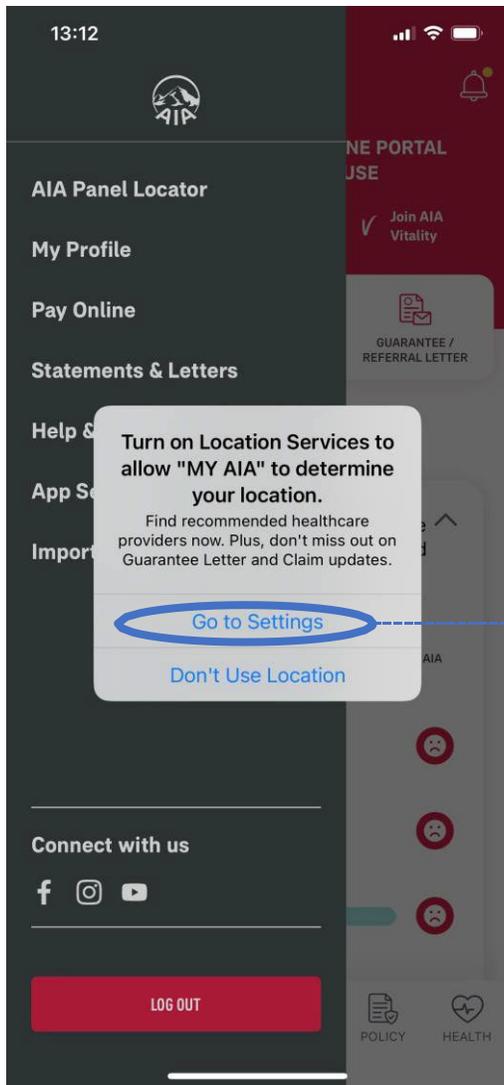
Menu icon
Entry to Sub Menu



Entry Point
AIA Panel Locator

VIEW AIA PANEL LOCATOR

Android



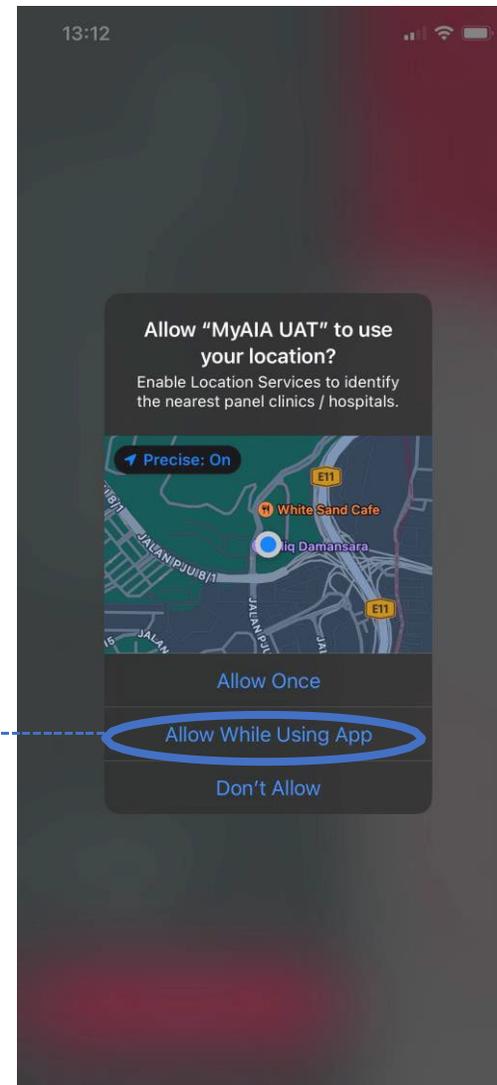
Tap

Activate location

Allow to locate panel clinic & hospital within 25KM of your current location

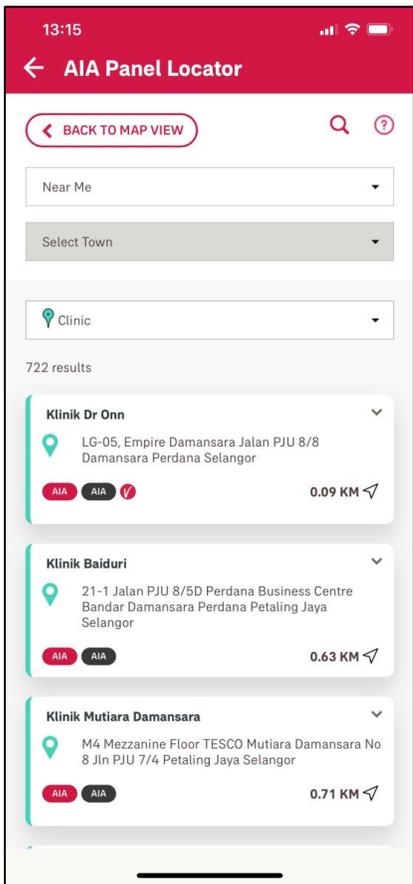
Tap

iOS

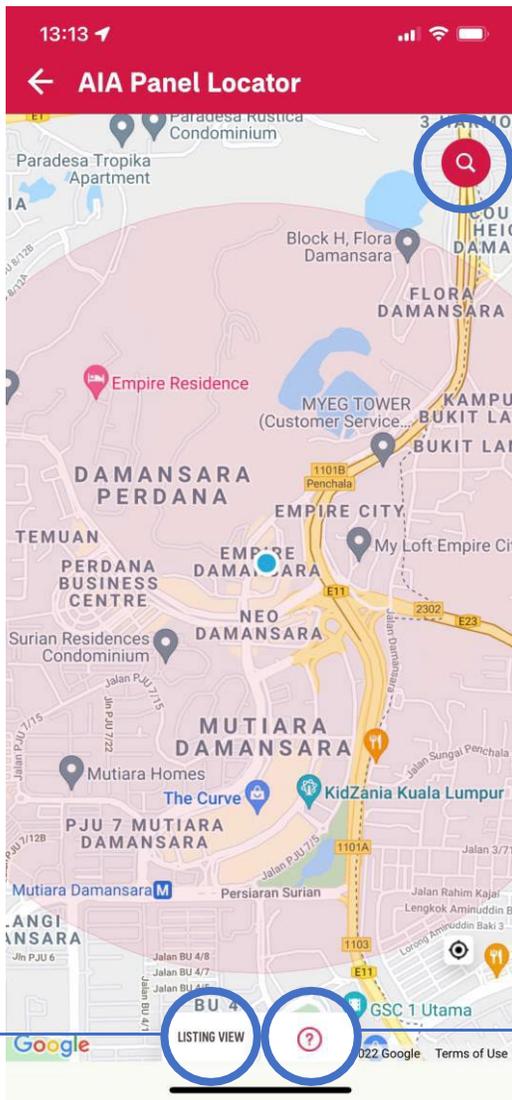


VIEW AIA PANEL LOCATOR

Default shows Map View

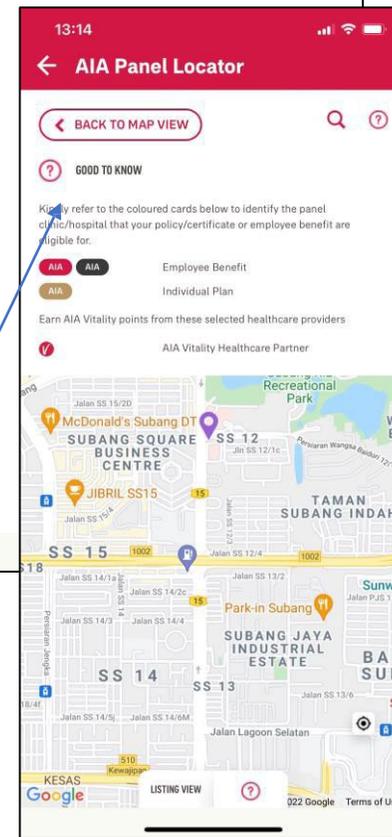
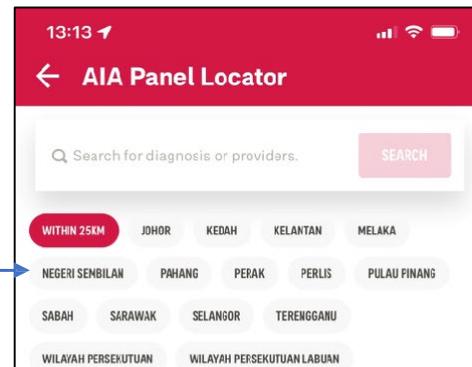


Tap to show List View



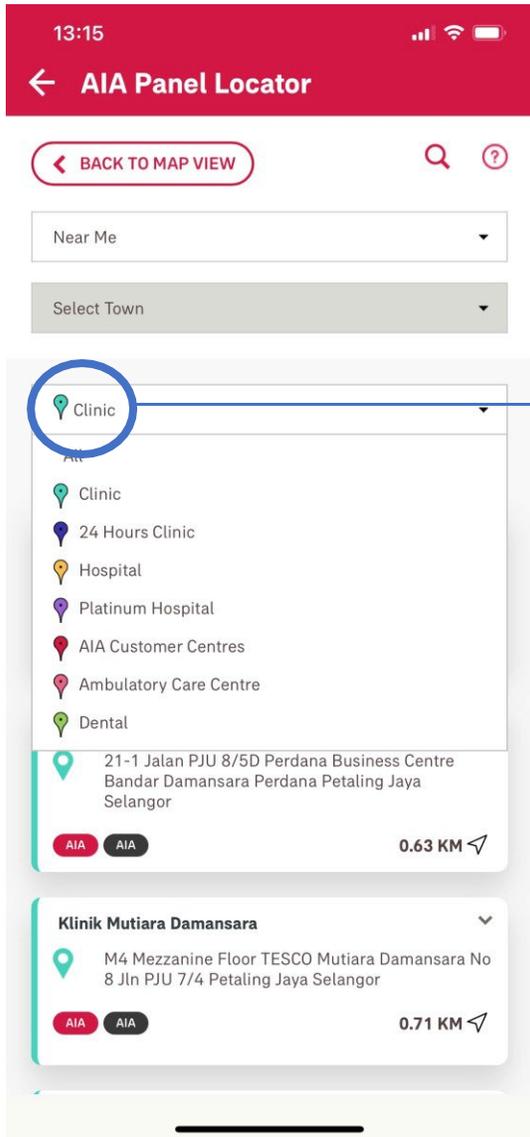
Tap to show Search Feature

- User able to search by
- Key in panel provider name
 - Key in Diagnosis
 - Select State



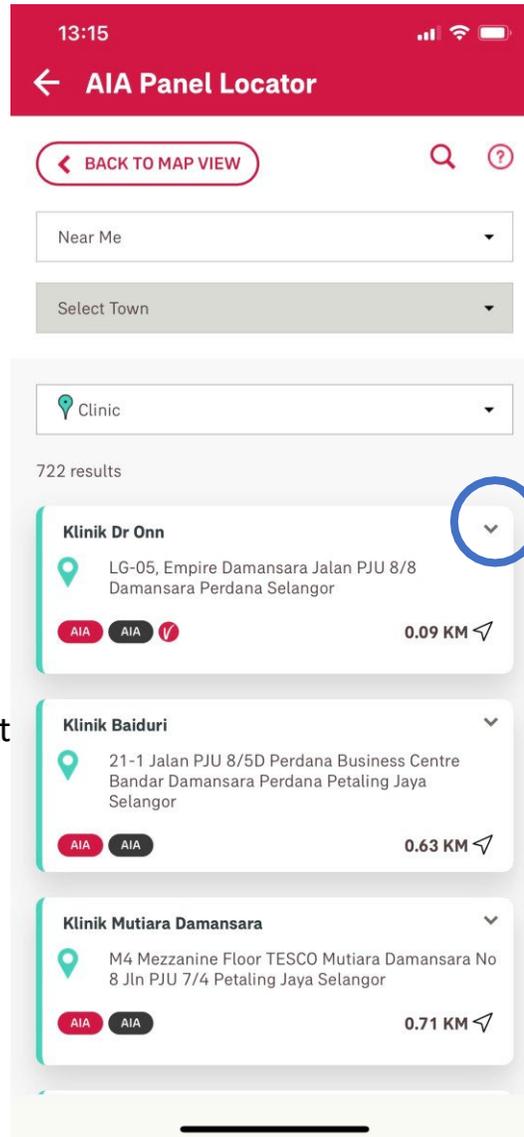
Tap to show Good to Know

LIST VIEW AIA PANEL LOCATOR



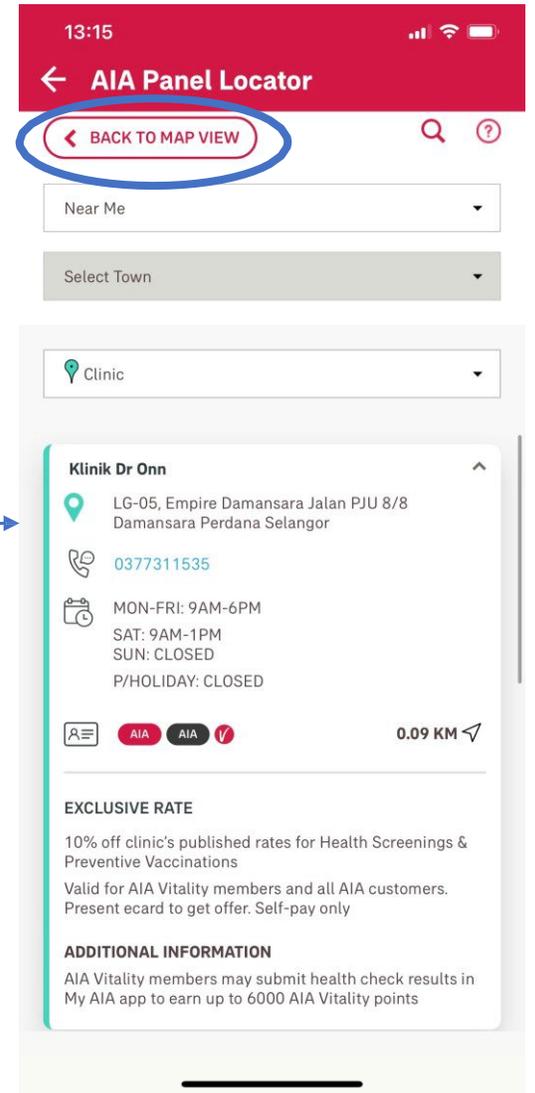
Choose Type of Provider

- List View Displays**
- Panel Name
 - Address
 - Policy Entitlement
 - Distance (KM)



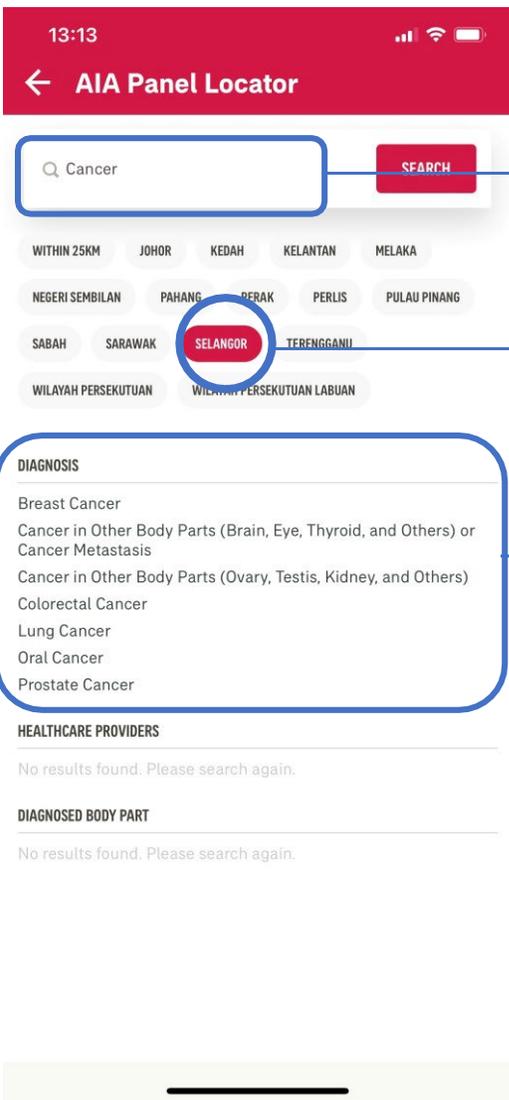
Tap for Panel Details

Tap to go back to Map View



SEARCH VIEW

AIA PANEL LOCATOR

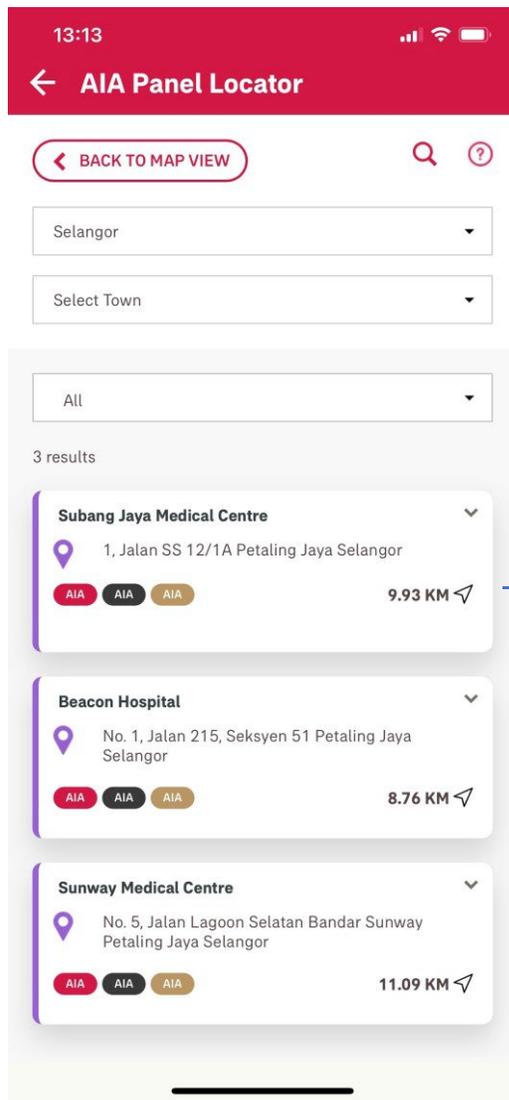


Search Feature

Type in the diagnosis or provider name

Select the state

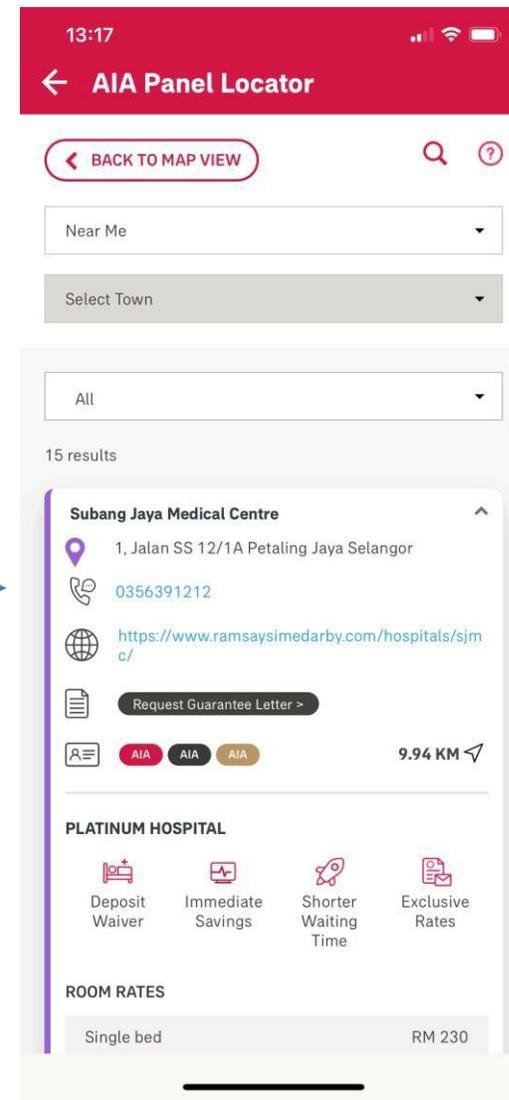
List of diagnosis appears based on search term



Search Results

List of recommended providers based on the diagnosis

Tap for information of the Panel



SEARCH VIEW

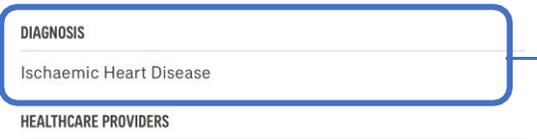
AIA PANEL LOCATOR



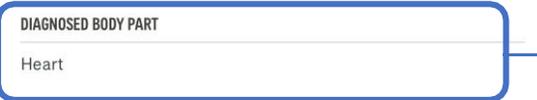
Search Feature

Type in the diagnosis or provider name

Select the state



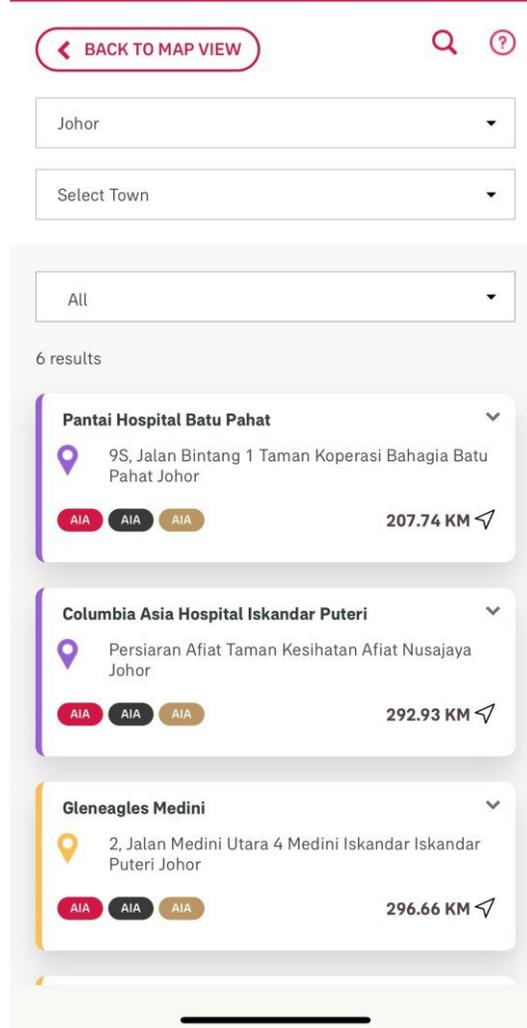
List of diagnosis appears based on search term



List of diagnosed body part appears based on search term

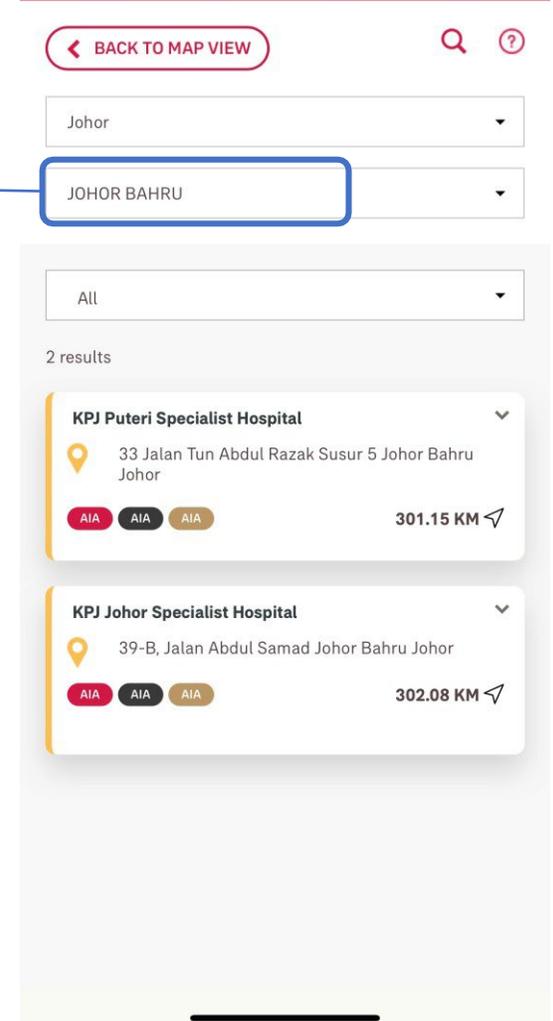


Filter results by selecting Town



Search Results

List of recommended providers based on the diagnosis



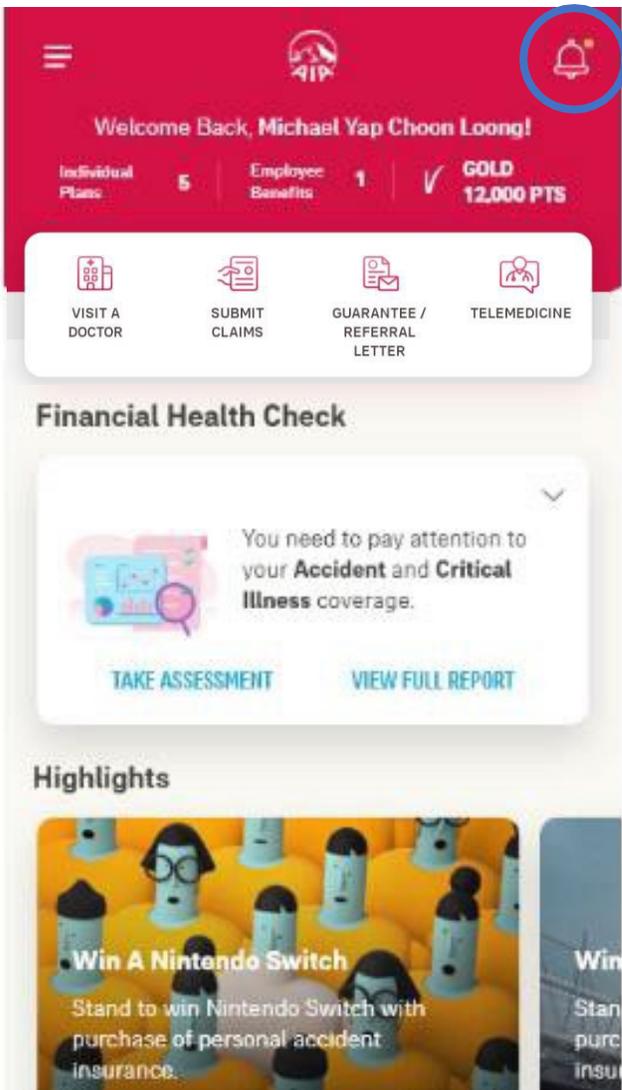
06

INBOX MESSAGES

- Entry point
- Steps to view inbox messages

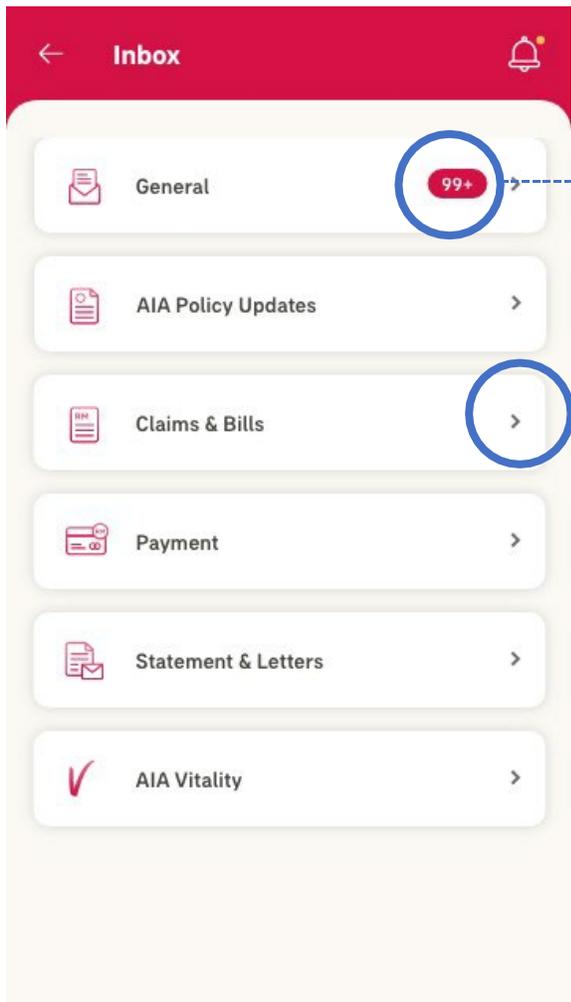


ENTRY POINT INBOX MESSAGES

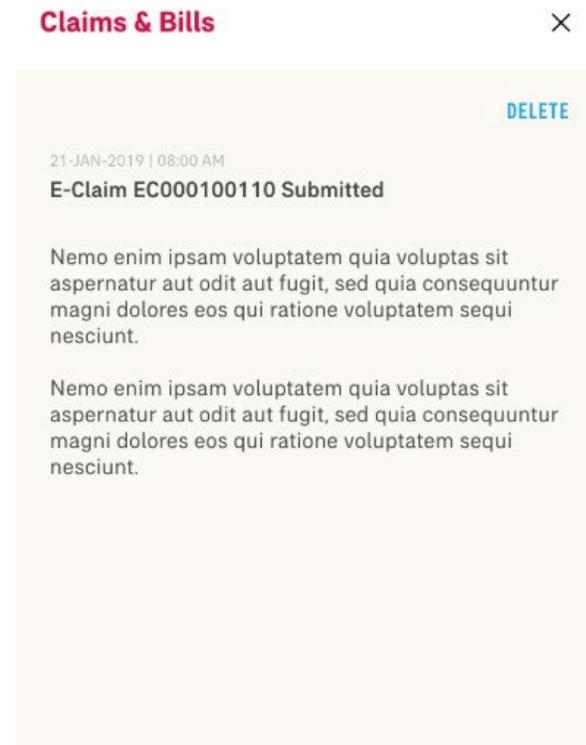
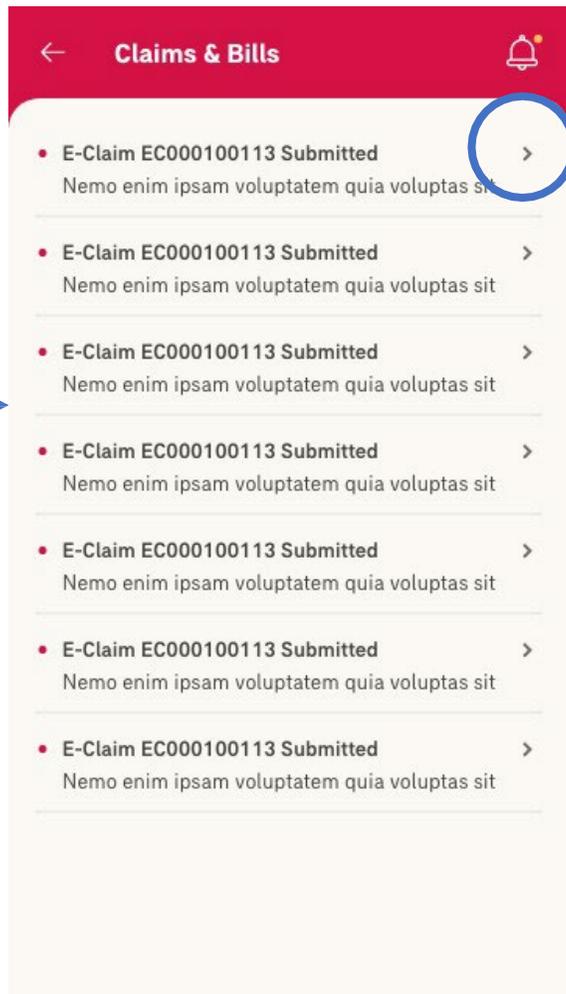


Tap on the bell icon to view inbox

VIEW INBOX MESSAGES



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



PRE- REGISTRATION @ PANEL CLINICS / VISIT A DOCTOR

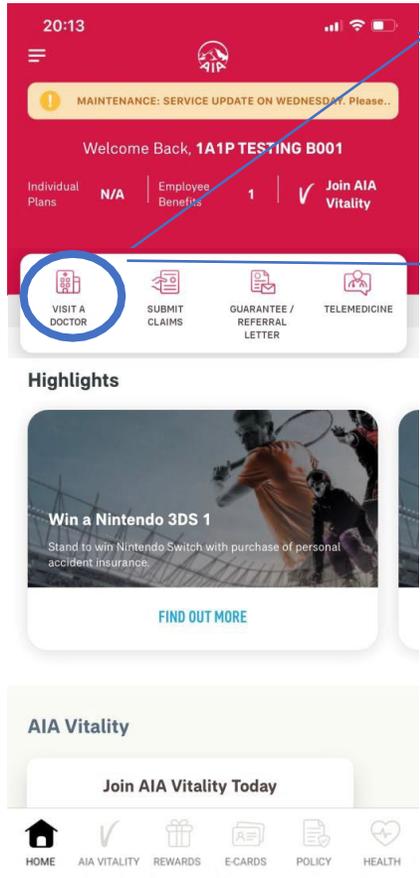
Applicable for AIA Corporate Members
only

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

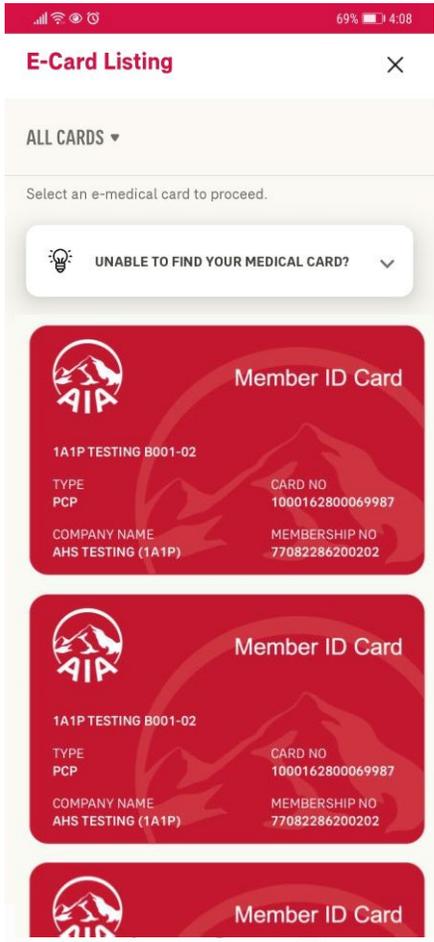


ENTRY POINT FOR PRE-REGISTRATION/ VISIT A DOCTOR

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

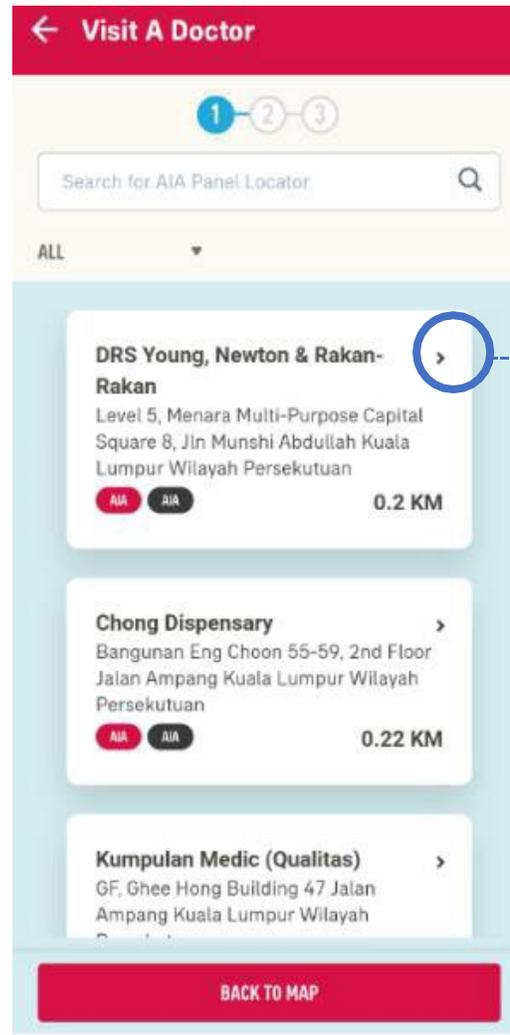
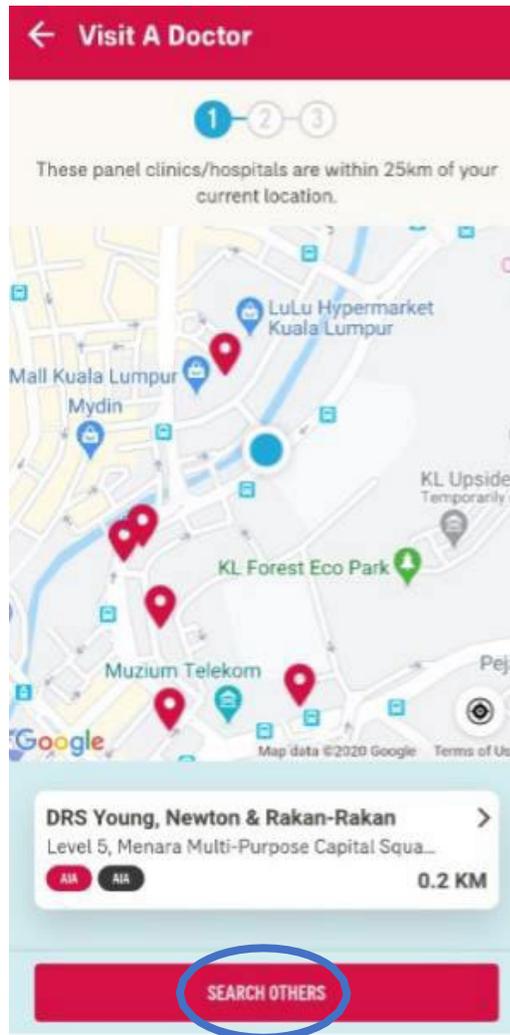


Entry Point @ Main Dashboard

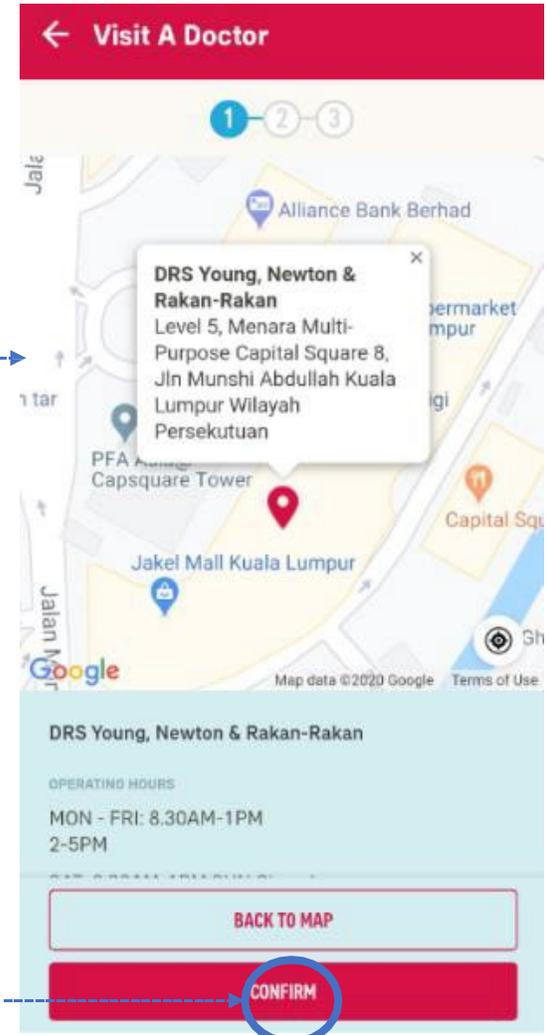


Slide down to choose between All, Principal or Dependant cards

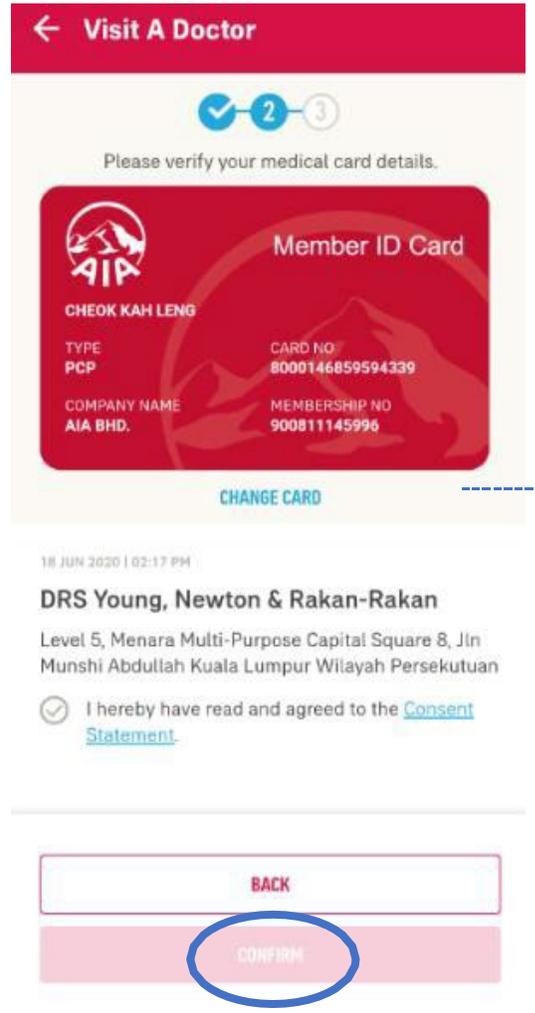
STEPS FOR PRE-REGISTRATION/ VISIT A DOCTOR



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

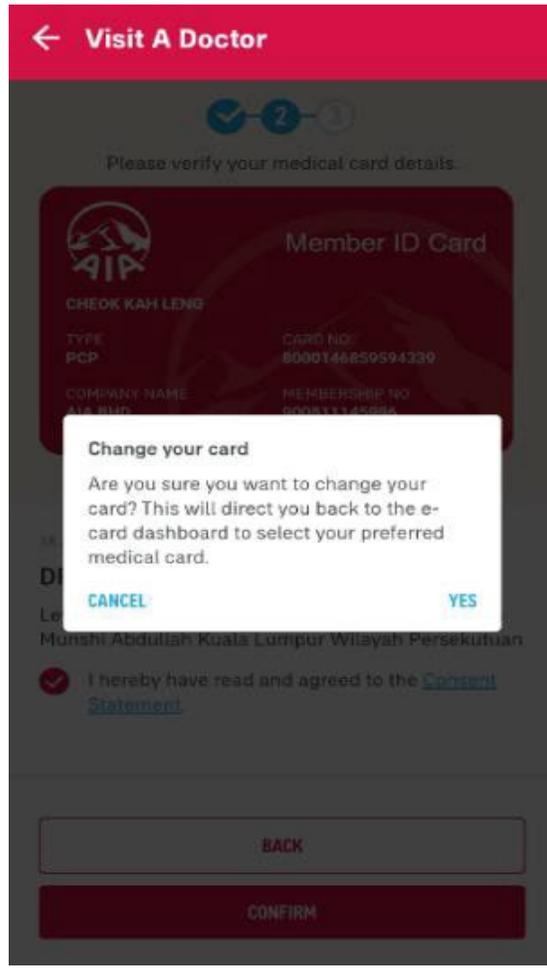


STEPS FOR PRE-REGISTRATION/ VISIT A DOCTOR



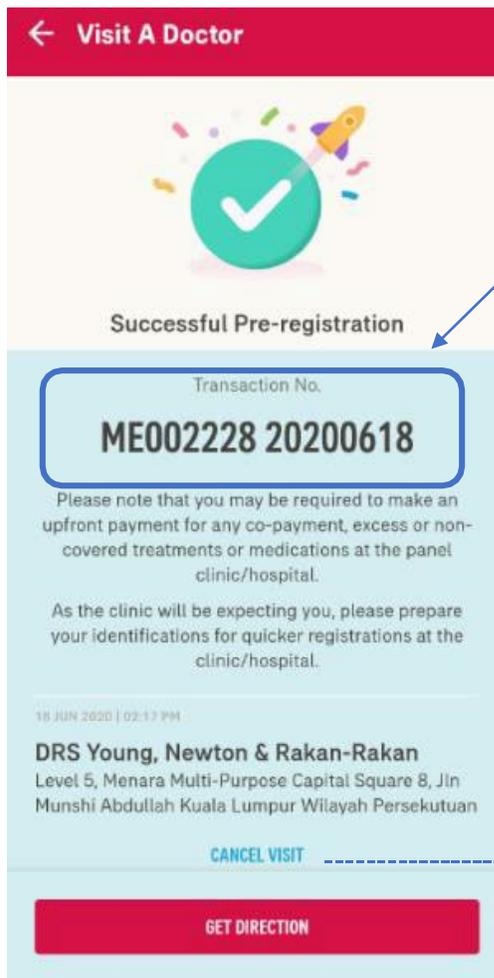
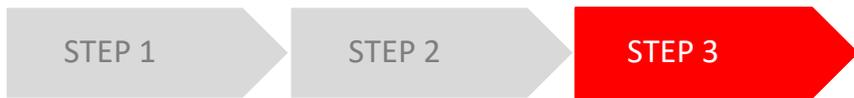
CHANGE CARD

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



Tap to proceed to the next step

STEPS FOR PRE-REGISTRATION/ VISIT A DOCTOR

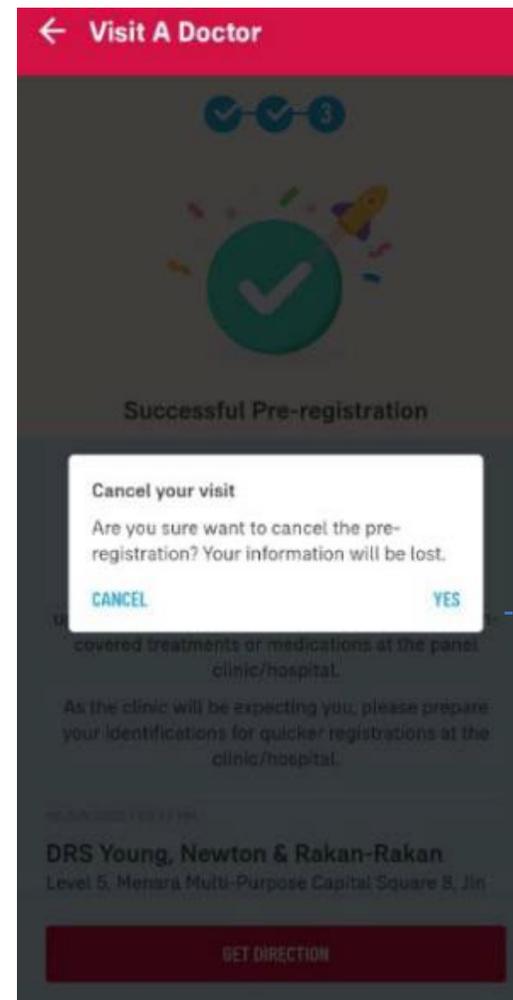


COMPLETED
Pre-registration is successfully completed

Here is the transaction number

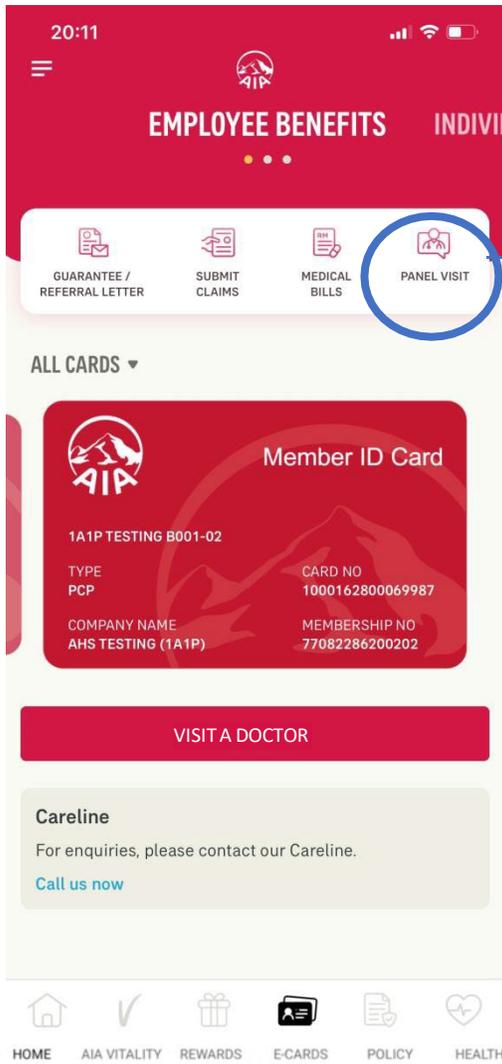
CANCEL VISIT
User can choose to cancel a visit. Once cancelled, the pre-registration will be removed and return to e-card dashboard

TAP on blue text link



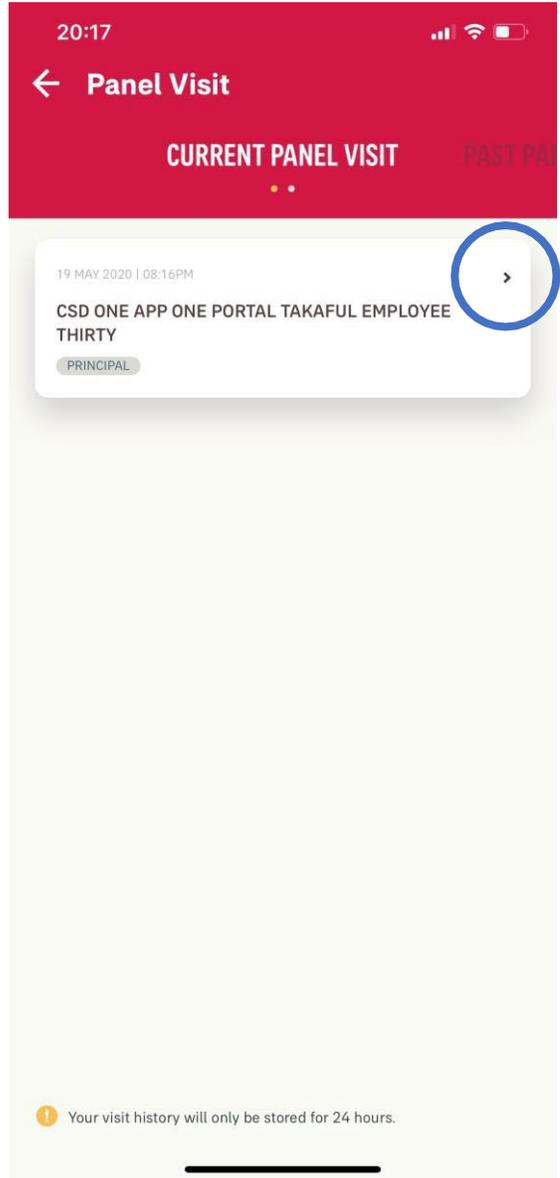
TAP TO RETURN TO THE E-CARD DASHBOARD

ENTRY POINT YOUR PAST AND ACTIVE PANEL VISIT

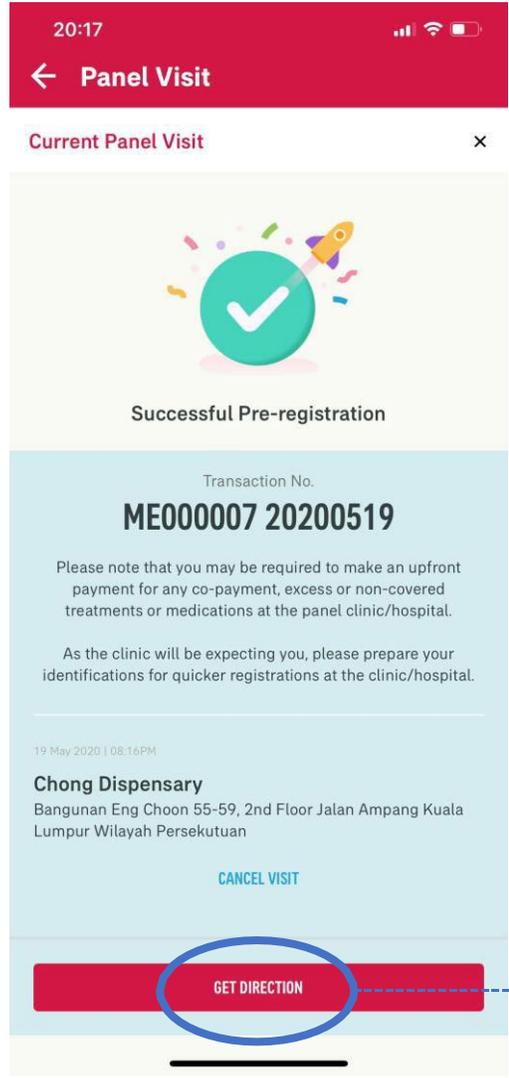


Entry Point @
E-CARD Dashboard

VIEW YOUR PAST AND ACTIVE PANEL VISIT



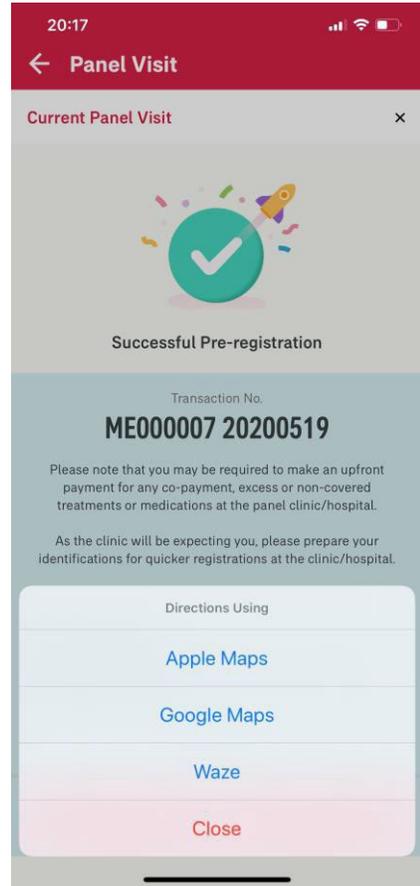
Tap to view the details



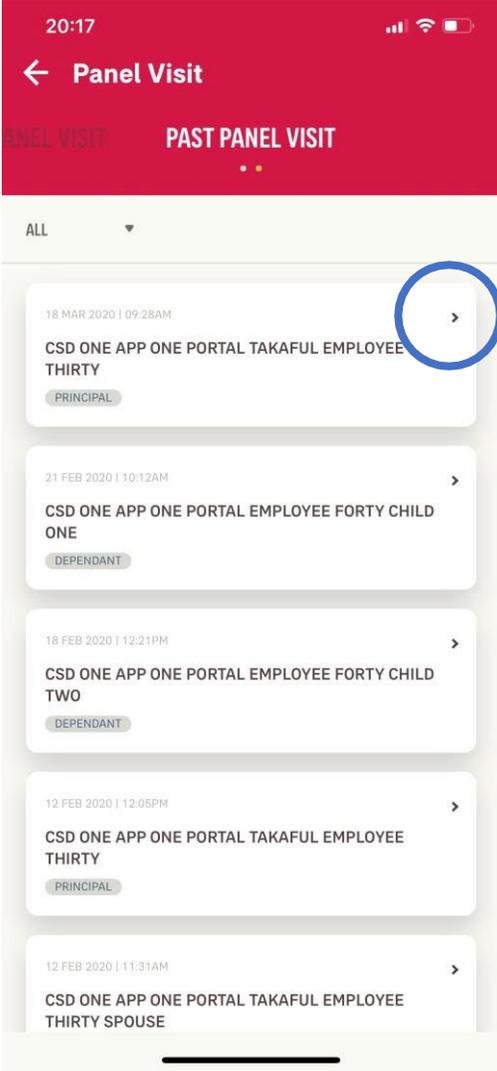
Summary

View the panel visit pre-registration details

Display navigation app options

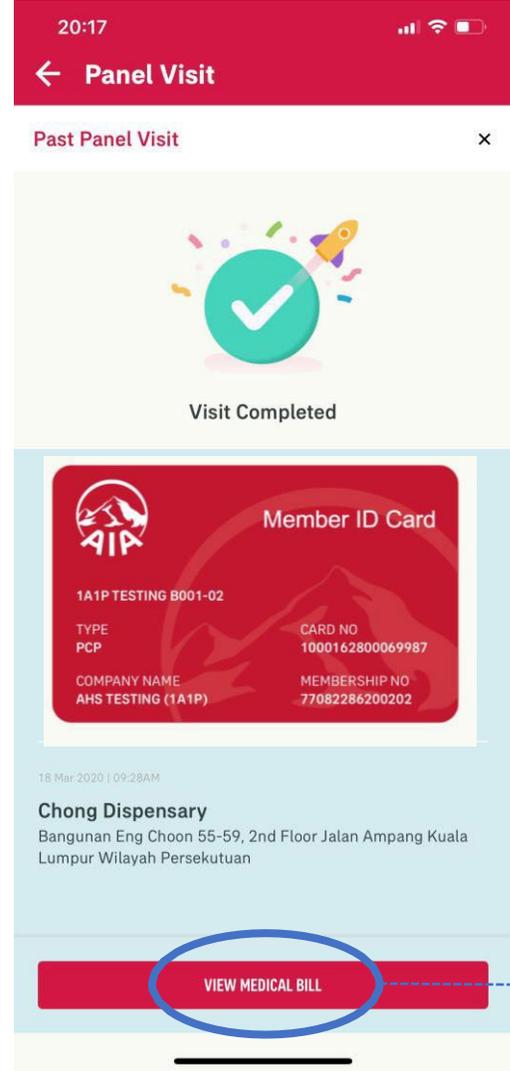


VIEW YOUR PAST AND ACTIVE PANEL VISIT



Tap to view details

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



Tap to view the medical bill for this panel visit

To be continued @ Medical Bill Module

08

MY AIA APP

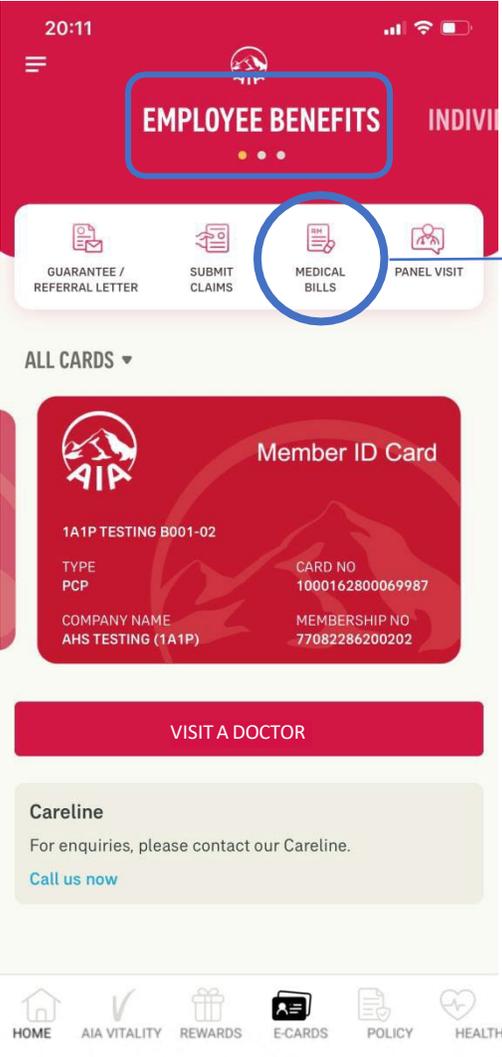
MEDICAL BILL

Applicable for
AIA Corporate Members
only

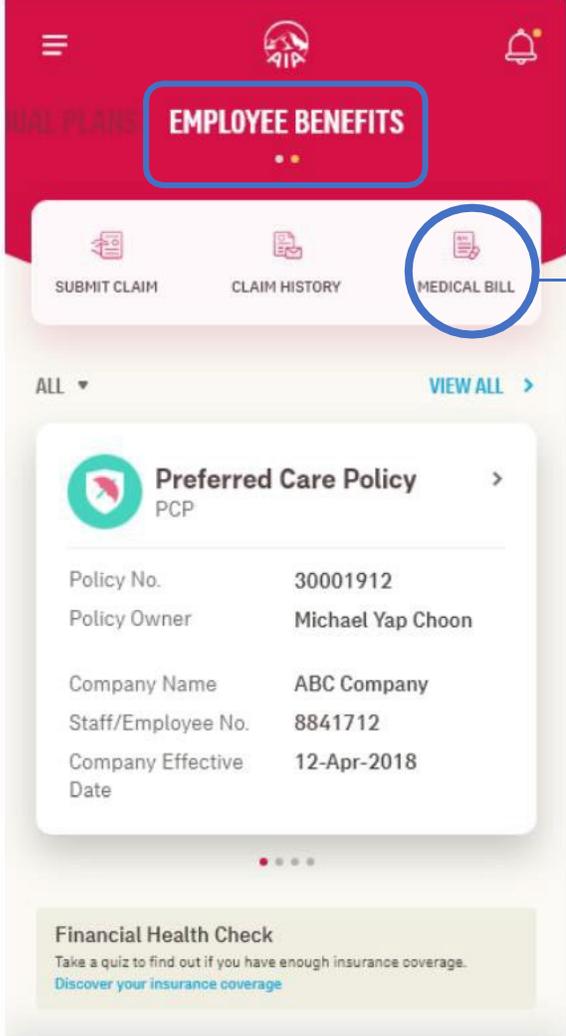
- Entry point
- View Medical Bill



ENTRY POINT MEDICAL BILL

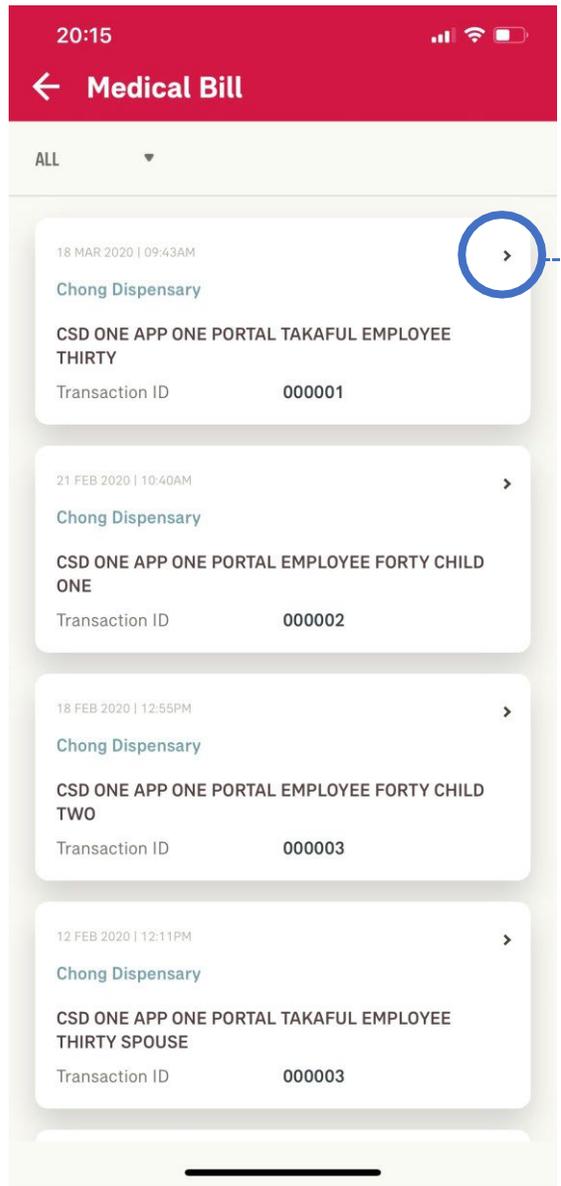


**Option A:
Entry Point @
E-CARD DASHBOARD**

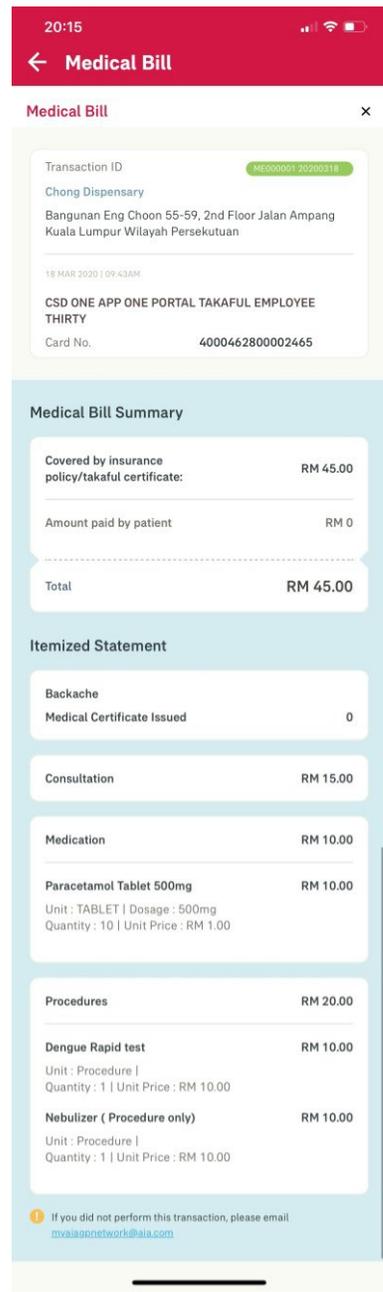


**Option B:
Entry Point @
PLAN & CLAIM
DASHBOARD**

VIEW YOUR MEDICAL BILL



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



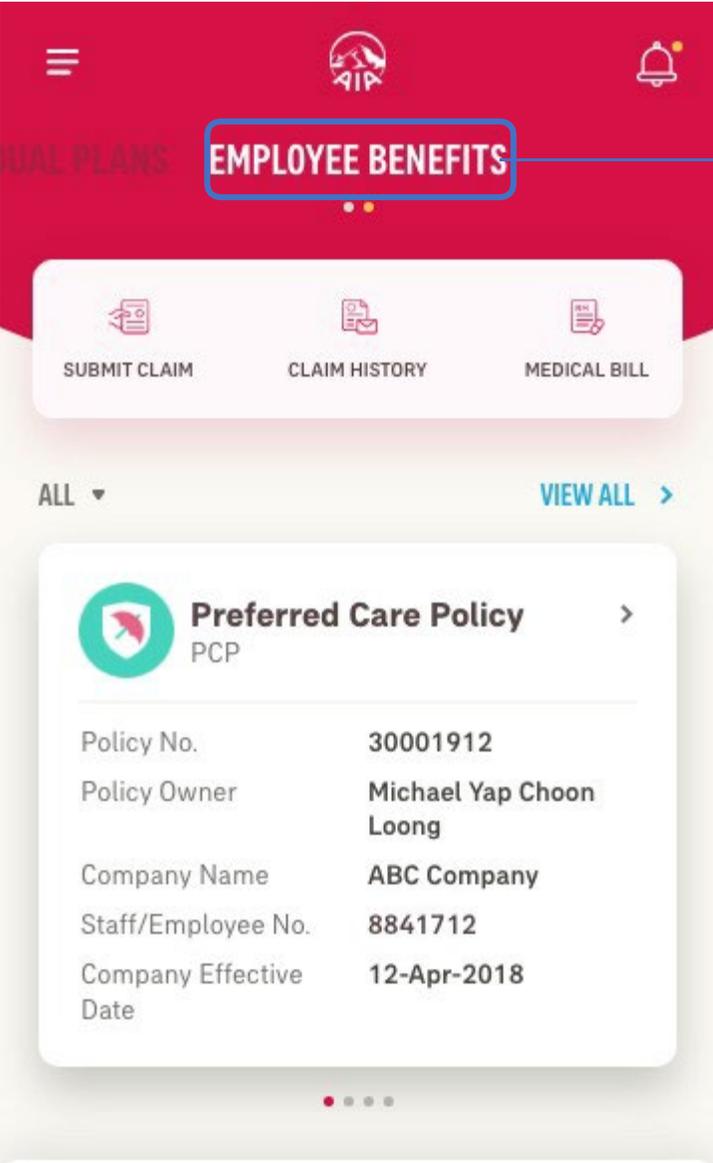
EMPLOYEE BENEFITS & UTILISATION

Applicable for AIA Corporate
Members only

- Entry point
- View your Employee Benefit



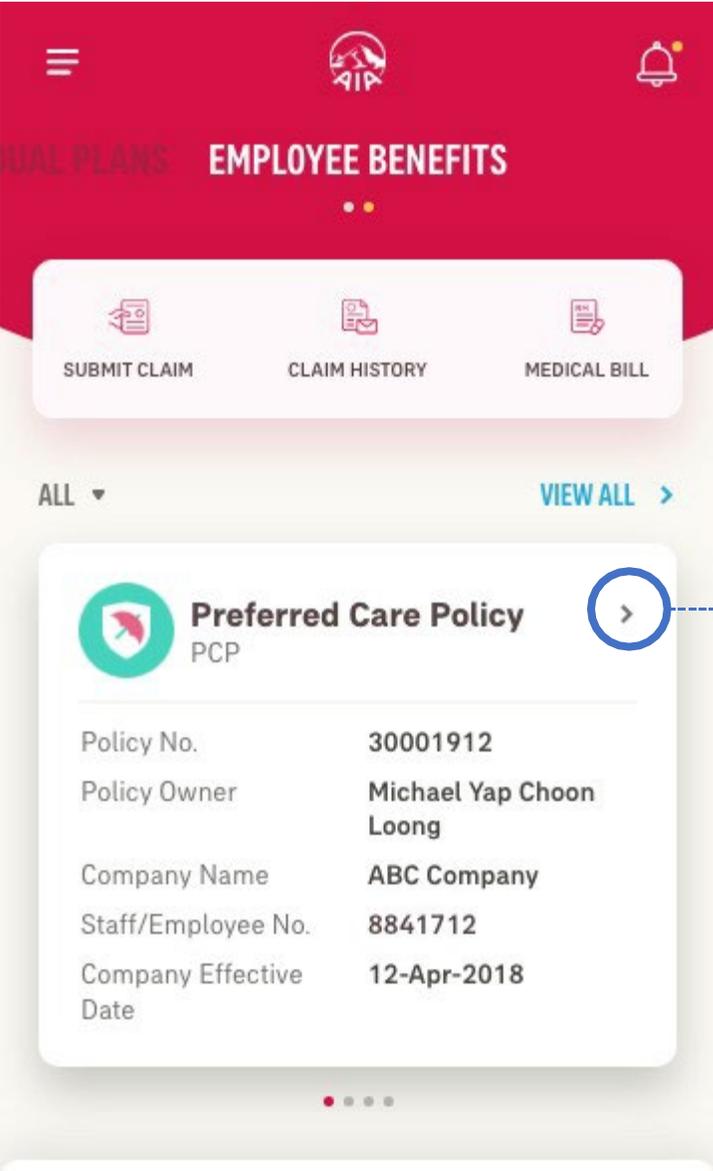
ENTRY POINT EMPLOYEE BENEFIT & UTILISATION



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

Entry Point @ Main Dashboard

VIEW YOUR EMPLOYEE BENEFIT & UTILISATION



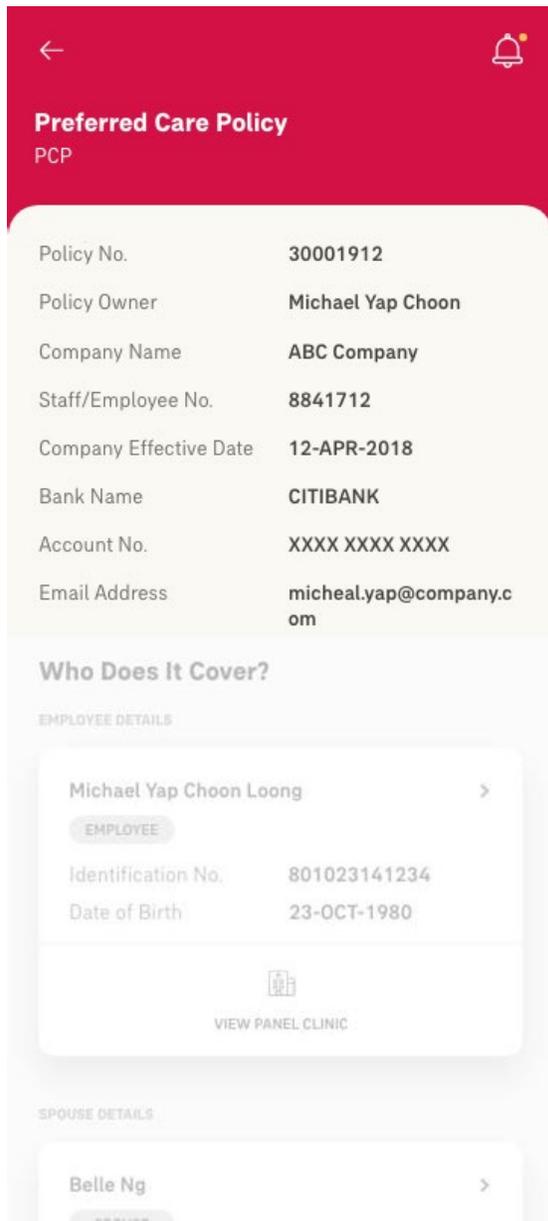
Tap to view your benefit detail



Summary

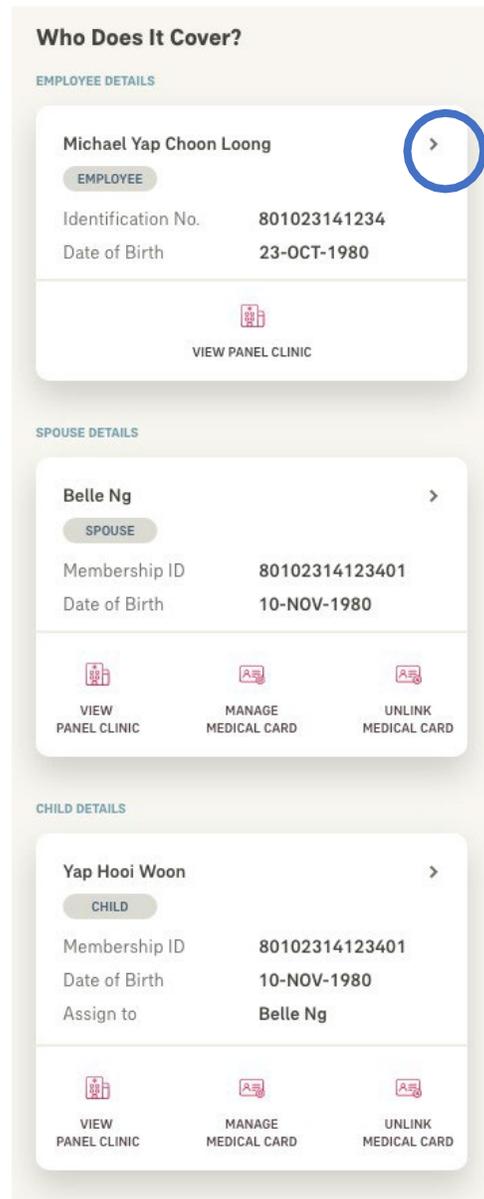
Full summary of benefit and utilisation will be displayed based on the plans selected

VIEW YOUR EMPLOYEE BENEFIT & UTILISATION



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

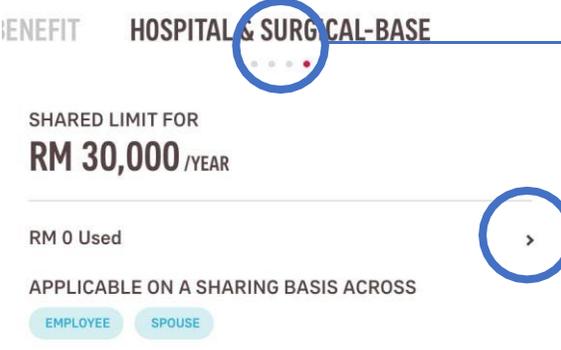
Continued



Tap to view benefit & utilisation

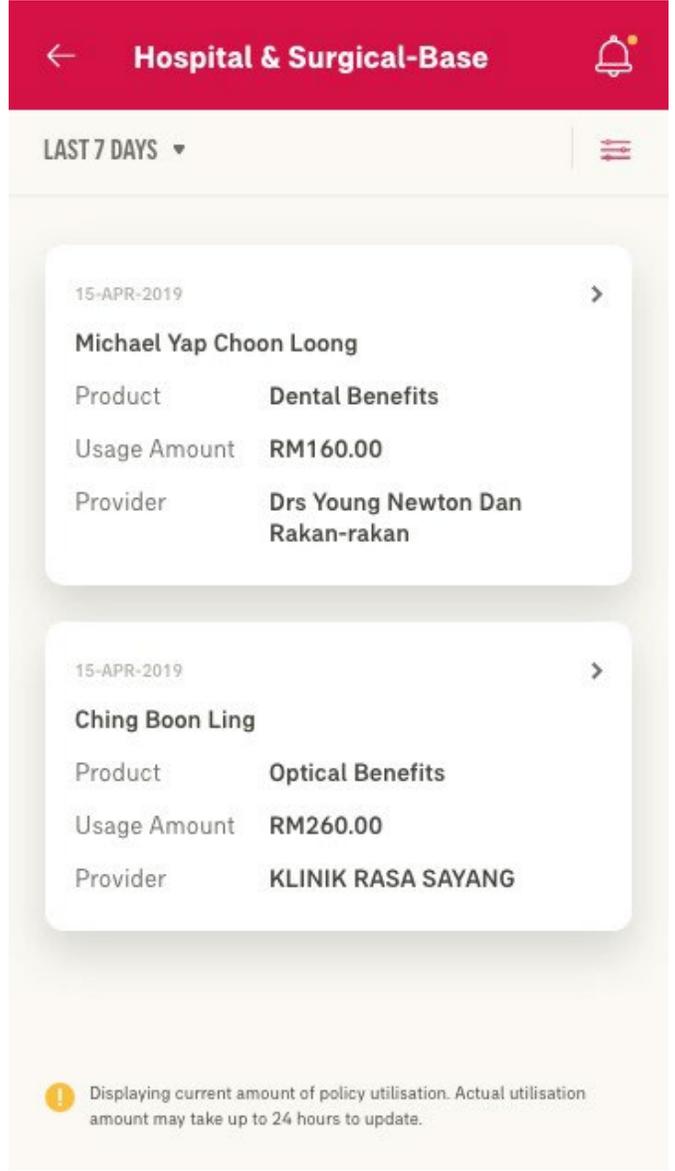
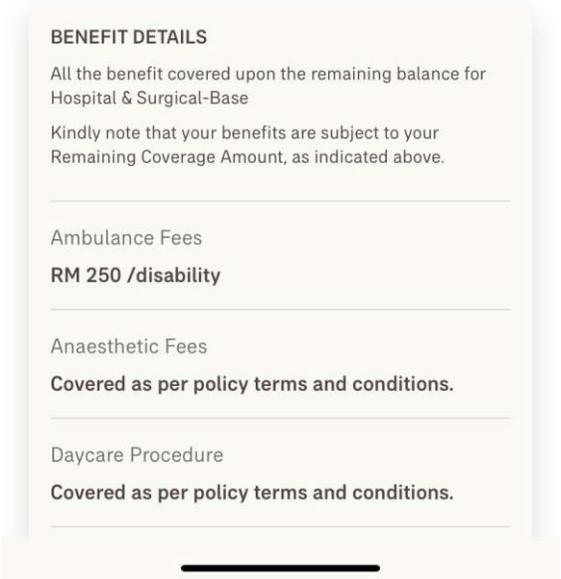


VIEW YOUR EMPLOYEE BENEFIT & UTILISATION



Swipe left/right here view all your benefit & utilisation

Tap to view utilisation



VIEW YOUR EMPLOYEE BENEFIT & UTILISATION

Hospital & Surgical-Base

LAST 7 DAYS ▾

15-APR-2019 >

Michael Yap Choon Loong

Product: **Dental Benefits**

Usage Amount: **RM160.00**

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

15-APR-2019 >

Ching Boon Ling

Product: **Optical Benefits**

Usage Amount: **RM260.00**

Provider: **KLINIK RASA SAYANG**

Filter based on

- Claimant's Name
- Type of benefit

Tap to view medical bill

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

Filter ✕

Claimant Name

Michael Yap Choon Loong ▾

Product

Dental Benefits ▾

Medical Bill ✕

Transaction ID **00001**

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

21 APR 2019 | 08:00AM

Michael Yap Choon Loong
Card No. XXXXXXXXXXXX

Bill Summary

| | |
|-----------------------------|-----------------|
| Covered by insurance policy | RM 45.00 |
| Patient to Pay | RM 0.00 |
| Total | RM 45.00 |

Itemized Statement

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

If you did not perform this transaction, please email mva@openetwork@aia.com

10

DIGITAL HEALTH

Applicable for AIA Corporate
Members only

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



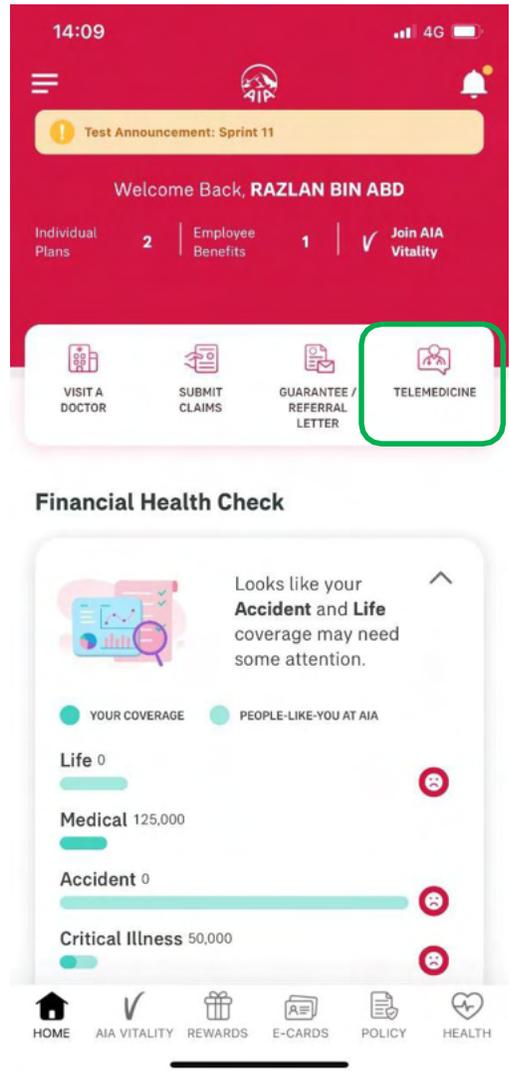
DIGITAL HEALTH

01: Entry Point to Digital Health

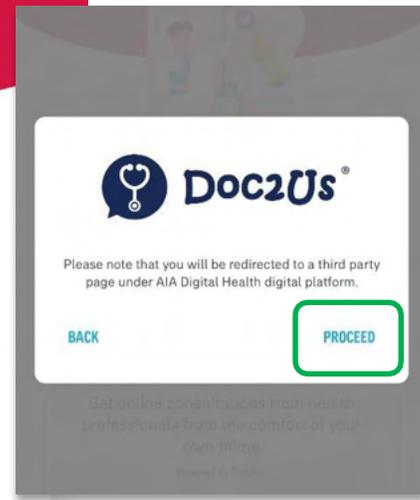
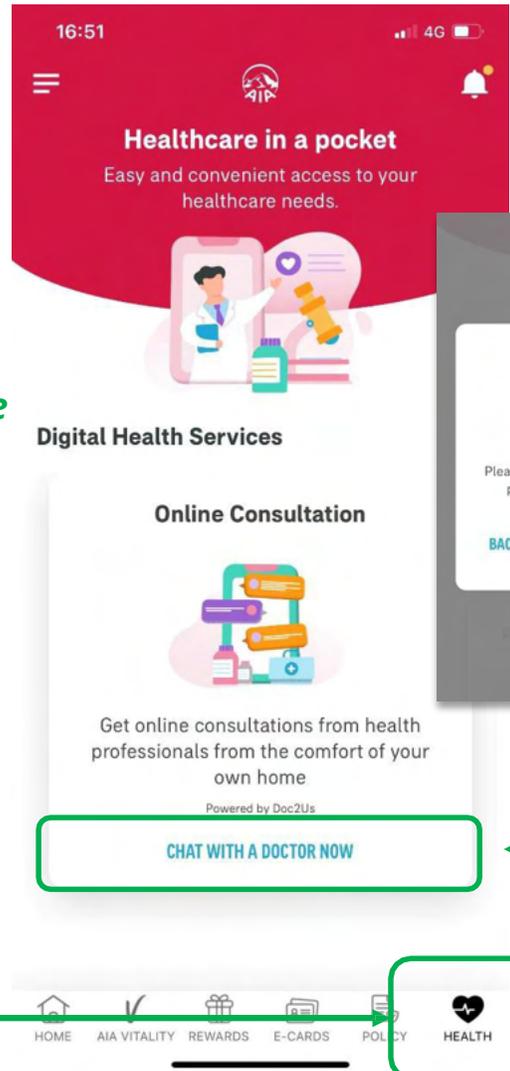
ENTRY POINT TO DIGITAL HEALTH

10

MY AIA APP



Entry Point into the Digital Health page



A pop-up message will appear. Tap Proceed

Tap here to go into the Digital Health page

ENTRY POINT TO DIGITAL HEALTH

Digital Health Services ✕

Registration
Please key in your information to access Doc2Us services

Corporate Member
Company Name
Select your company

My Information
Full Name
As per NRIC
Mobile No.
e.g. 0123456789
Email
e.g. name@email.com
NRIC/Passport Number

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

Digital Health Services ✕

Address Line

State
Select State

City Postcode
City Postcode

TERMS OF USAGE

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

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

REGISTER

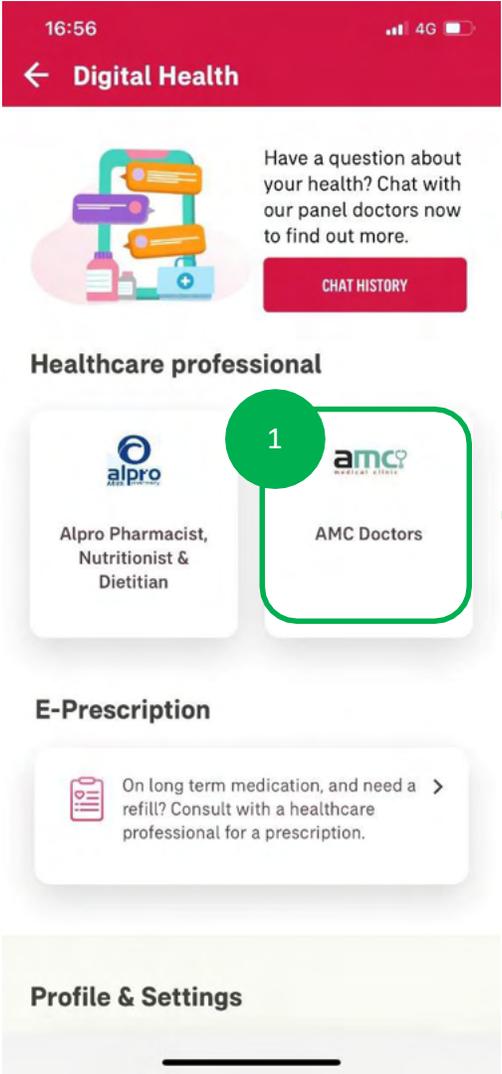
*Tap on **Register** to complete*

Please fill in all the information

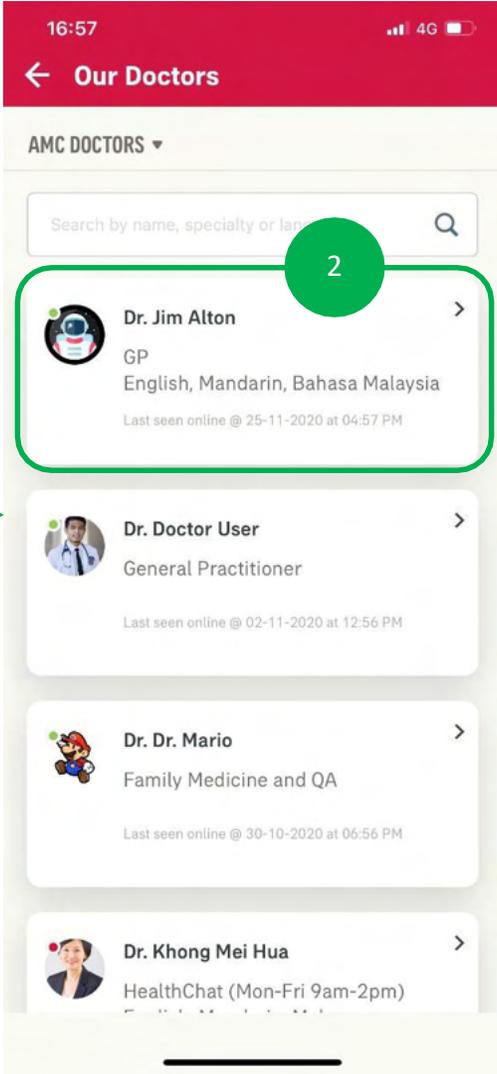
DIGITAL HEALTH

02: Part 1 - Request for Consultation

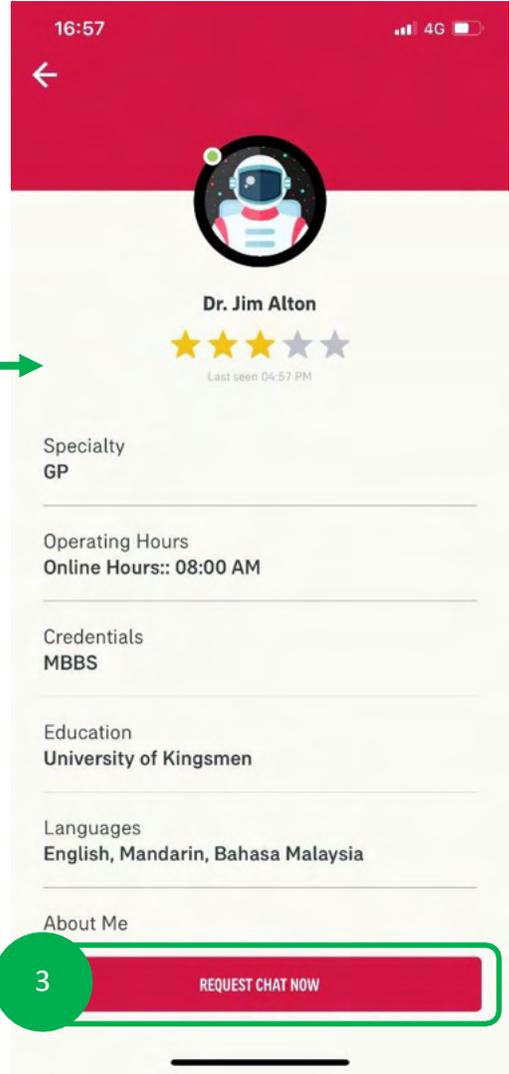
DIGITAL HEALTH: Part 1- Request for Consultation



Tap on Doctors card to see the list of available doctors

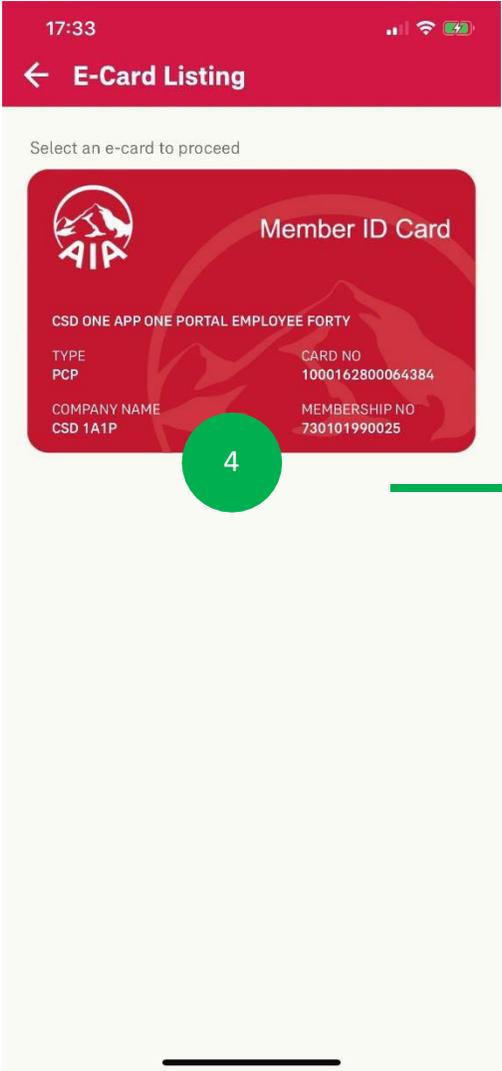


Tap on a doctor to view their profile



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

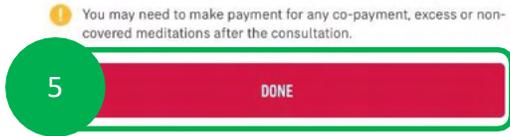
DIGITAL HEALTH: Part 1- Request for Consultation



Select the right eMedical card to be used



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



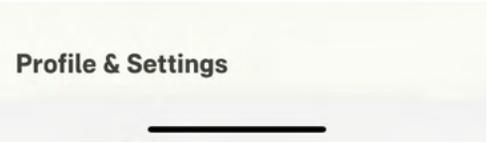
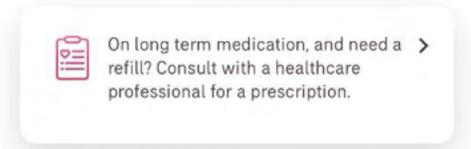
You will receive a confirmation screen upon success. Tap on "Done" to return to the dashboard



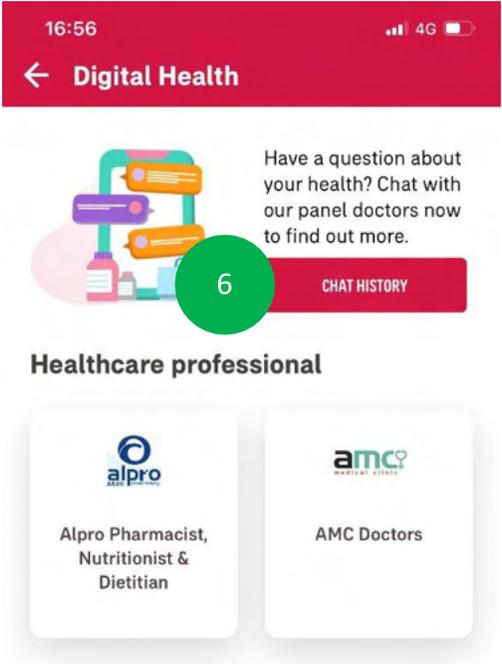
Healthcare professional



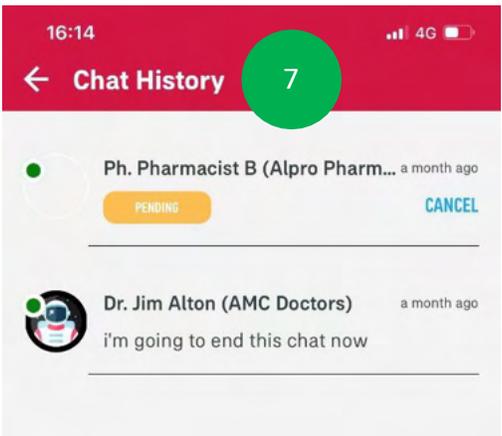
E-Prescription



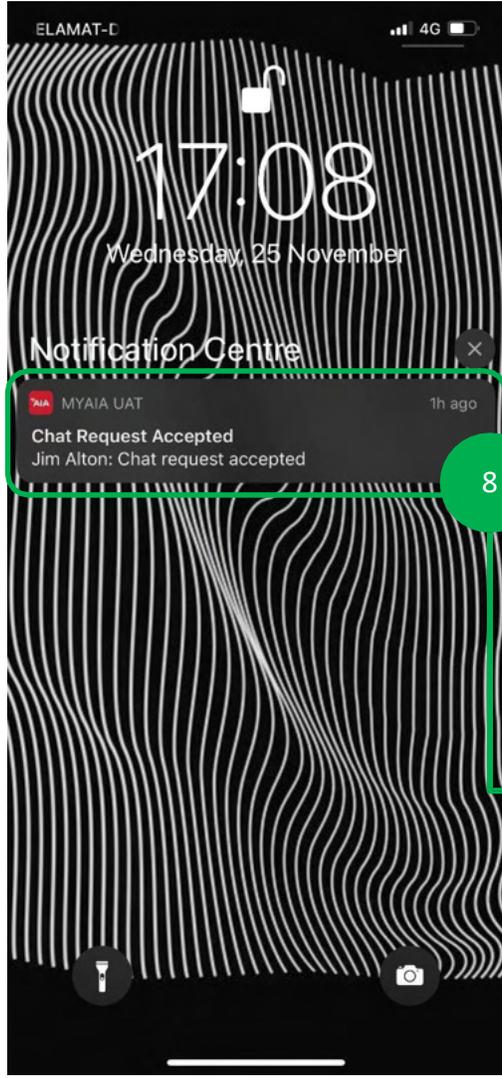
DIGITAL HEALTH: Part 1- Request for Consultation



Tap here to see past chat history or current chat messages

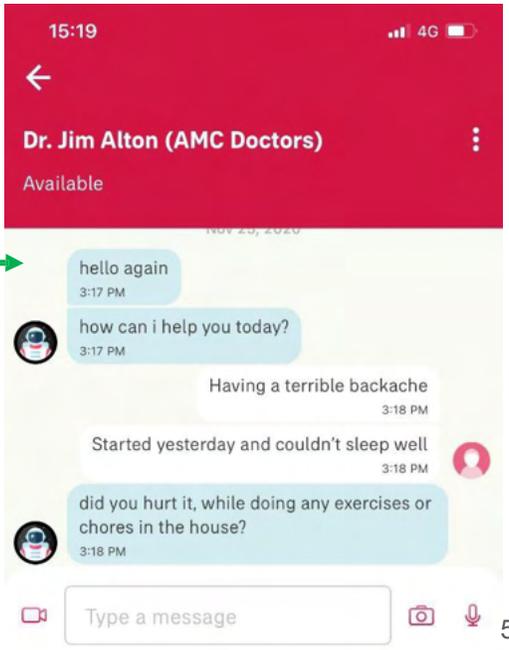


You can see chat status, past chat messages, reply or even cancel chats from this screen



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

Tapping on the notification will bring you to the chatroom



DIGITAL HEALTH

03: Part 2 - Chat Features

DIGITAL HEALTH: Part 2 – Chat Features

STEP 1

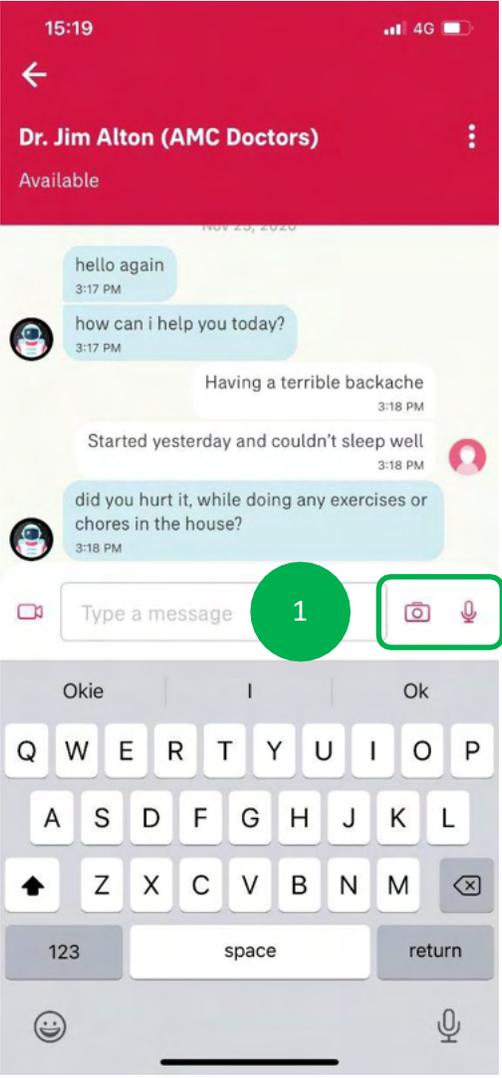
STEP 2

STEP 3

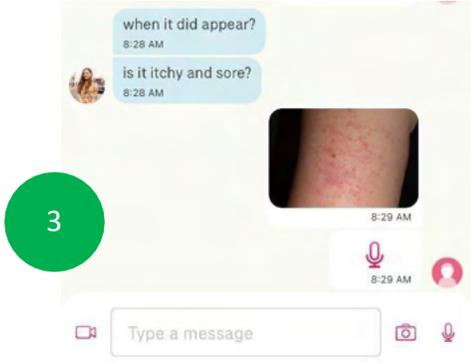
STEP 4

10

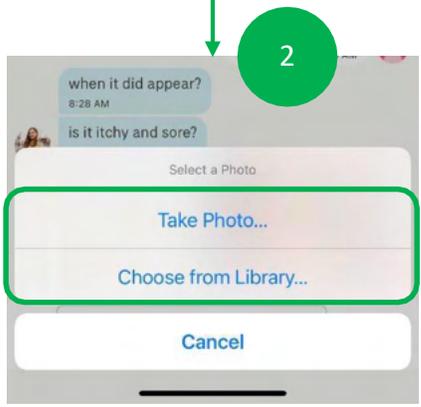
MY AIA APP



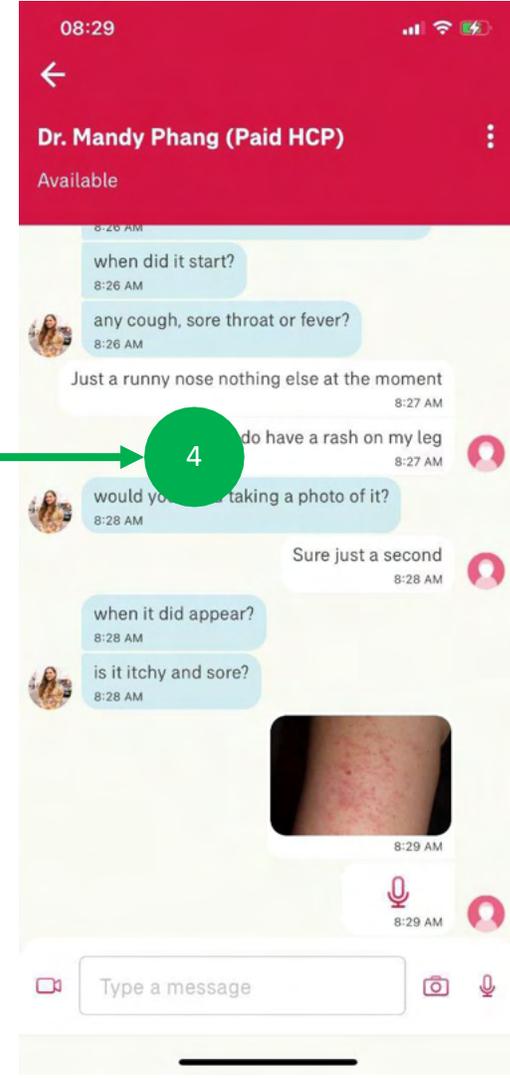
Chat with your doctor and provide the necessary required information



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



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



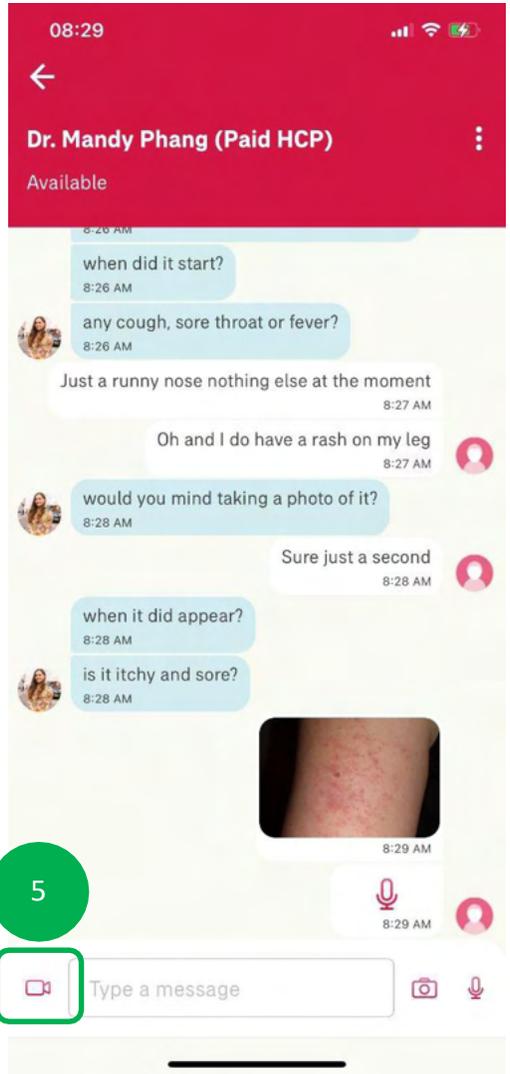
If it has been successfully uploaded, it will appear in the chatroom

DIGITAL HEALTH: Part 2 – Chat Features



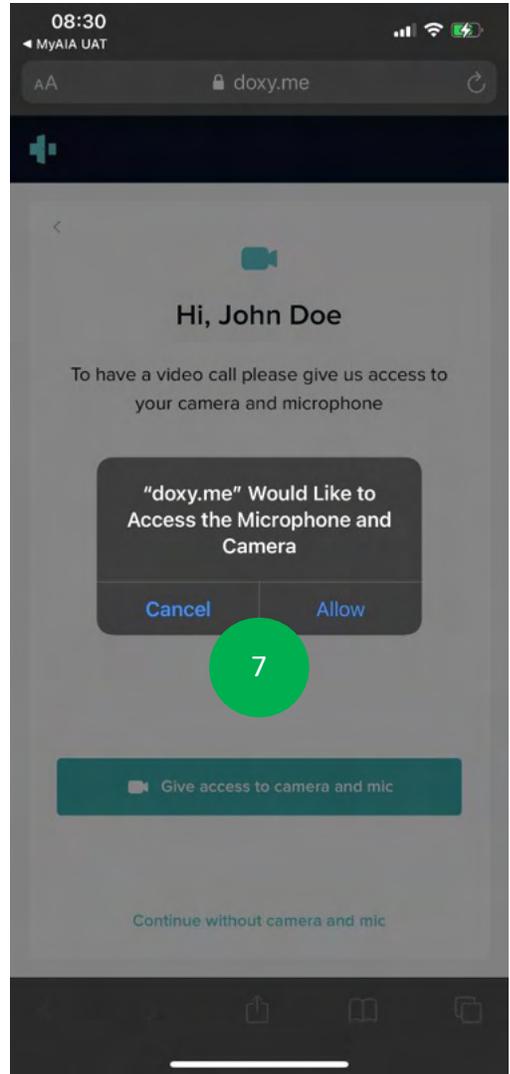
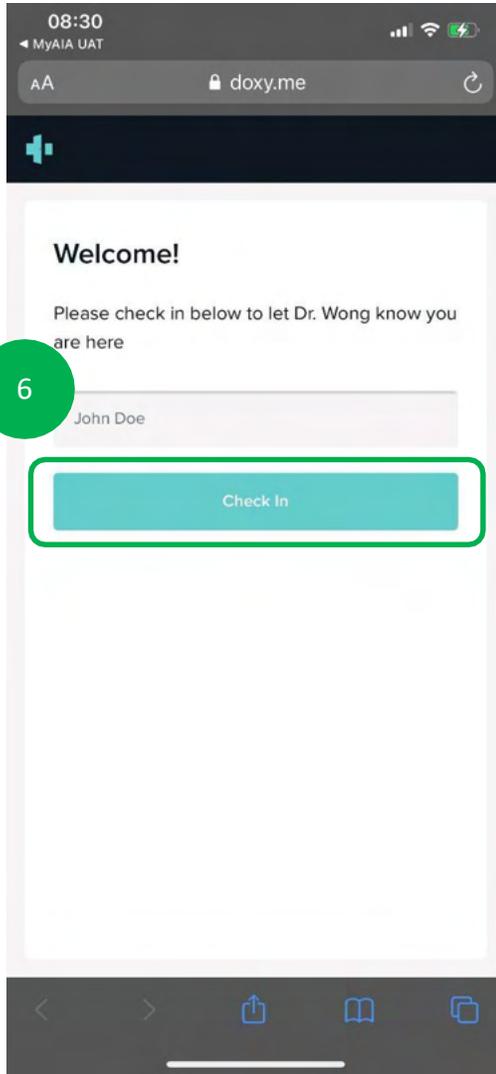
10

MY AIA APP



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

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



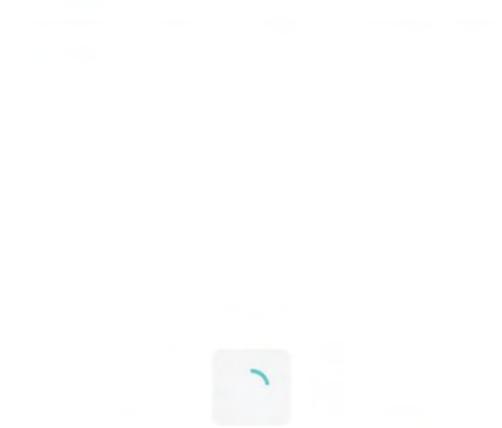
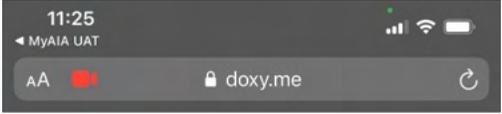
Please make sure you **“Allow”** the settings to speak to and view the doctor

DIGITAL HEALTH: Part 2 – Chat Features



10

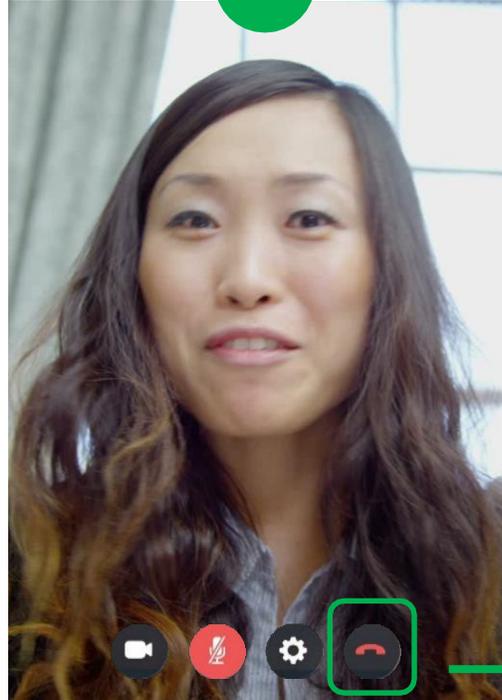
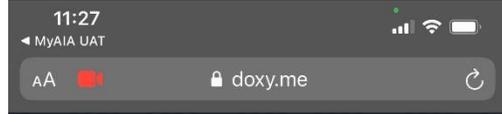
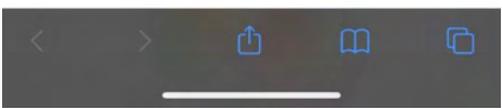
MY AIA APP



8



The video call with be initiated



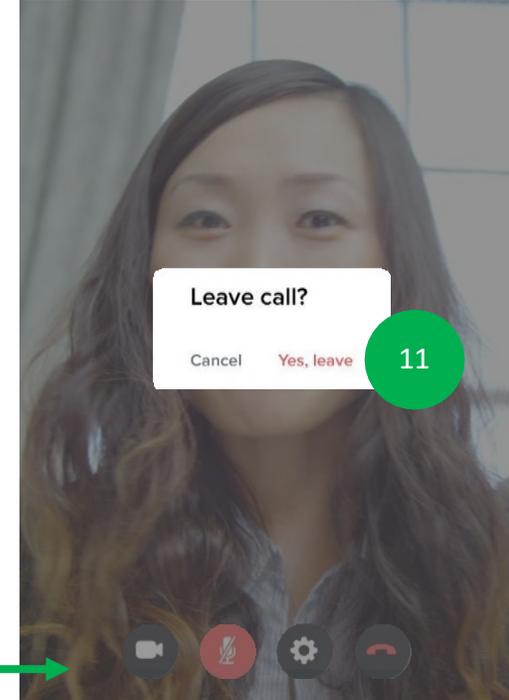
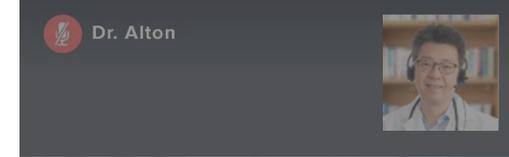
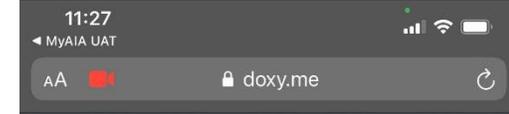
10

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



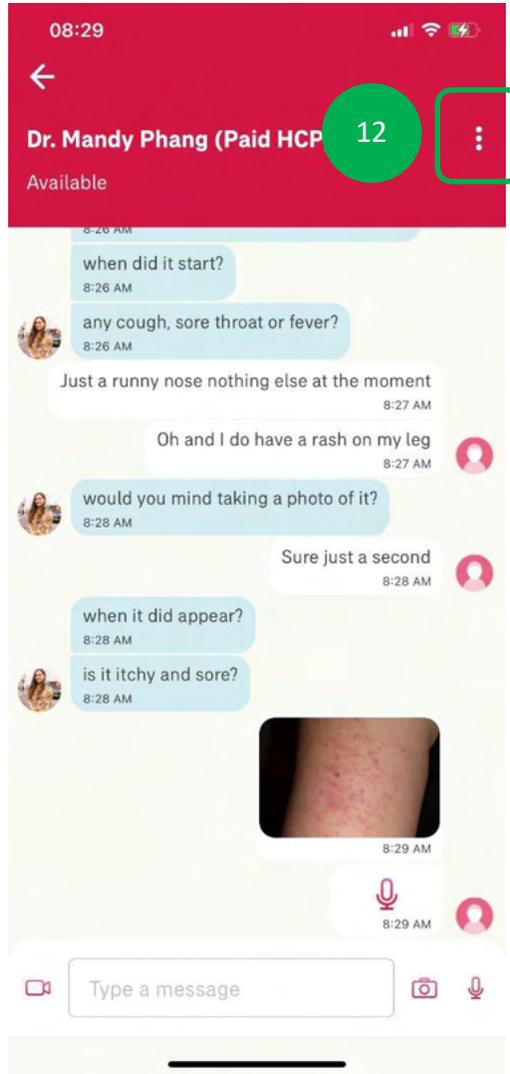
DIGITAL HEALTH: Part 2 – Chat Features

STEP 1

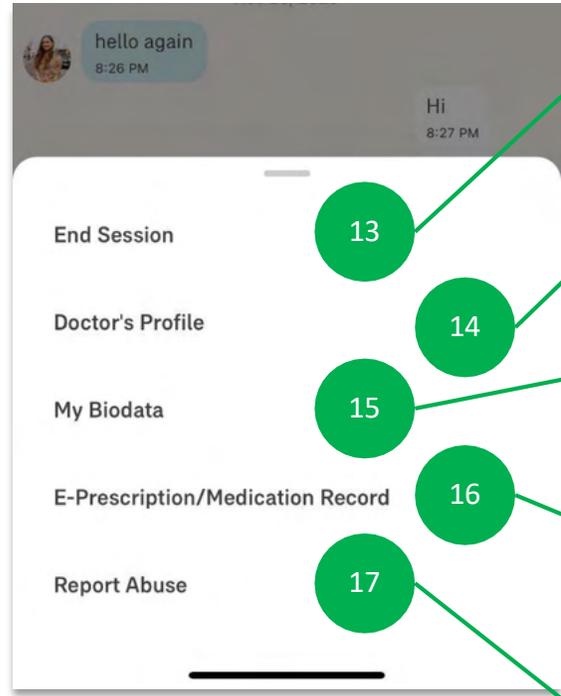
STEP 2

STEP 3

STEP 4



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



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

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

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

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

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

DIGITAL HEALTH –

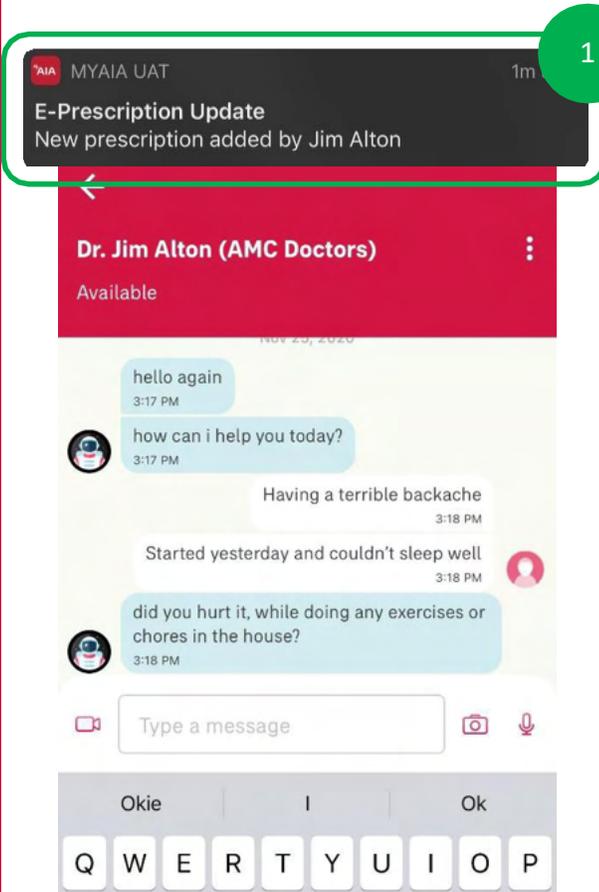
04: ePrescription & Delivery Method

DIGITAL HEALTH: ePrescription & Delivery Method



10

MY AIA APP



1

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

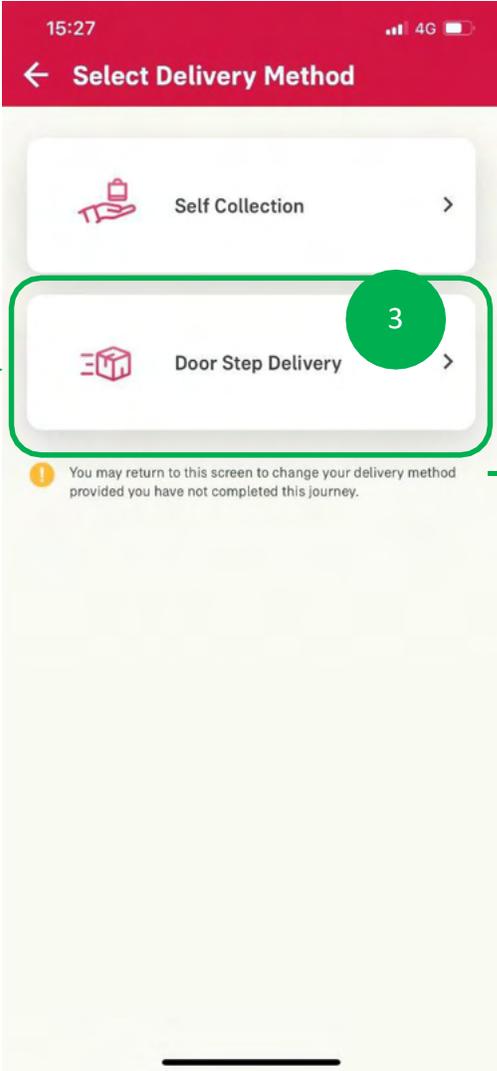
Tap on the notification, it will bring you to the respective ePrescription to start the next step.



2

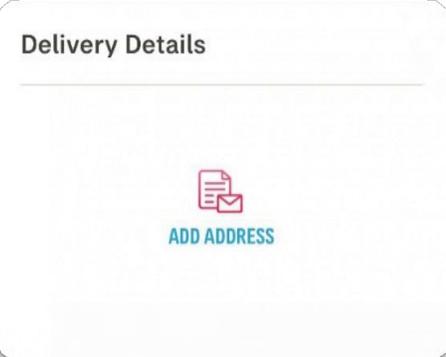
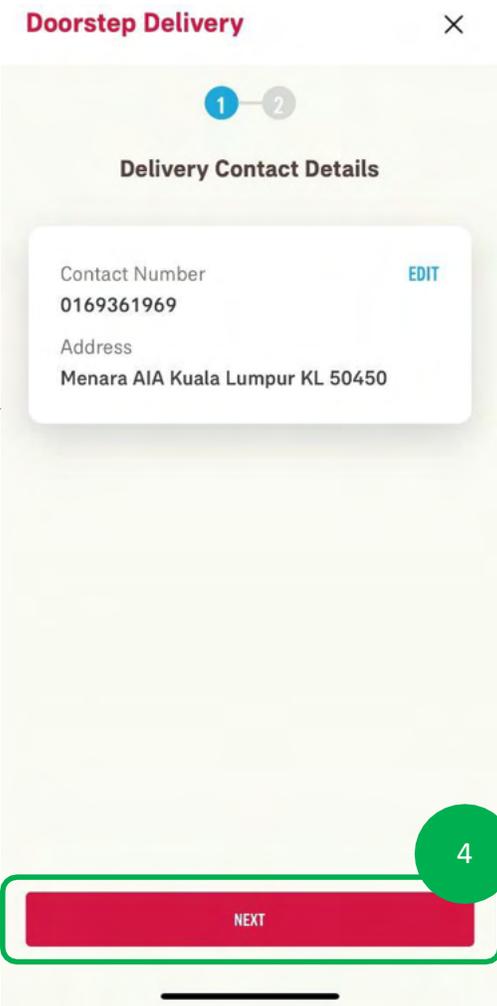
Tap "Choose Delivery Method"

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



You may choose between either delivery method

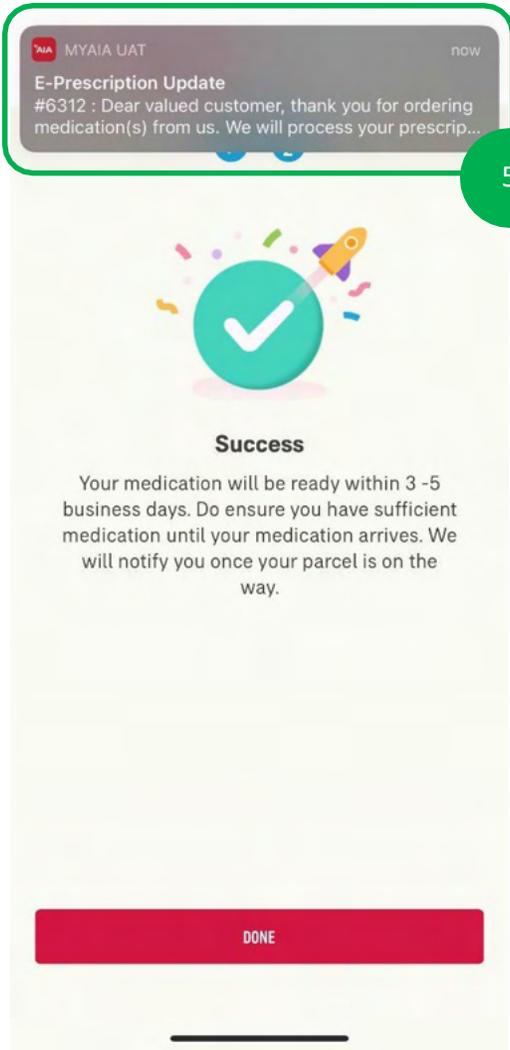
Tap on "Door Step Delivery"



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

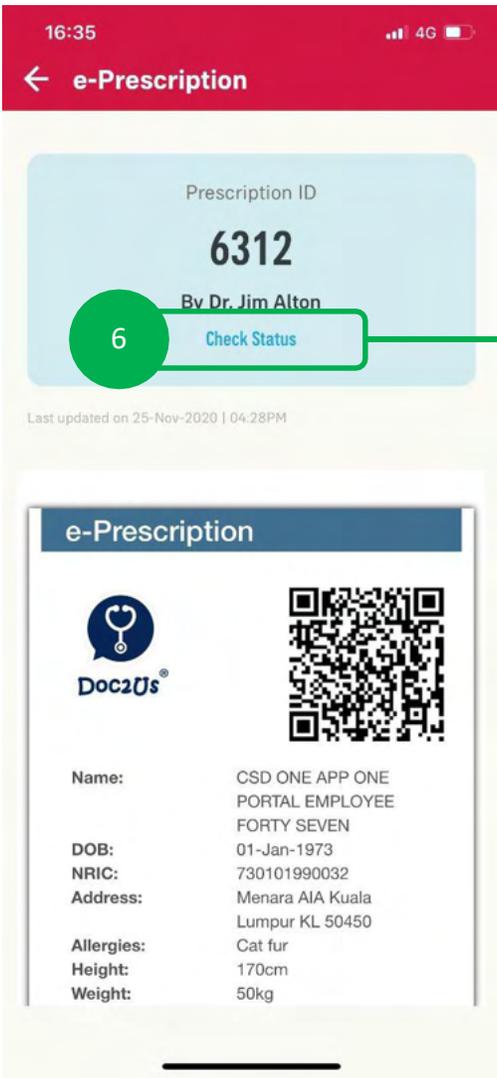
Tap "Next" to continue.

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



5

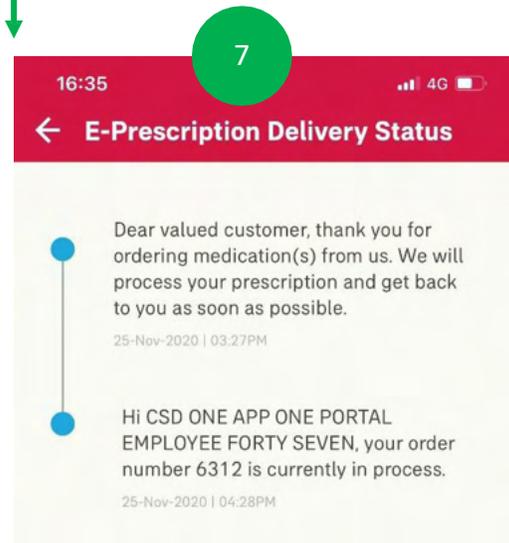
You will receive a confirmation once complete. Tap on the "Notification" to proceed to the ePrescription screen



6

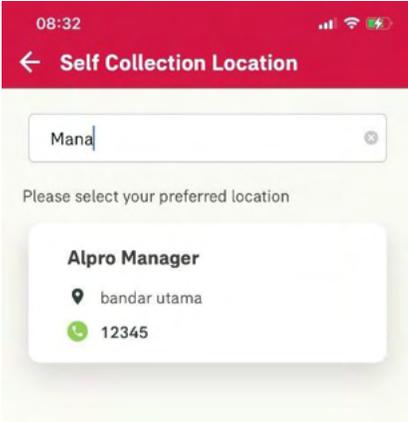
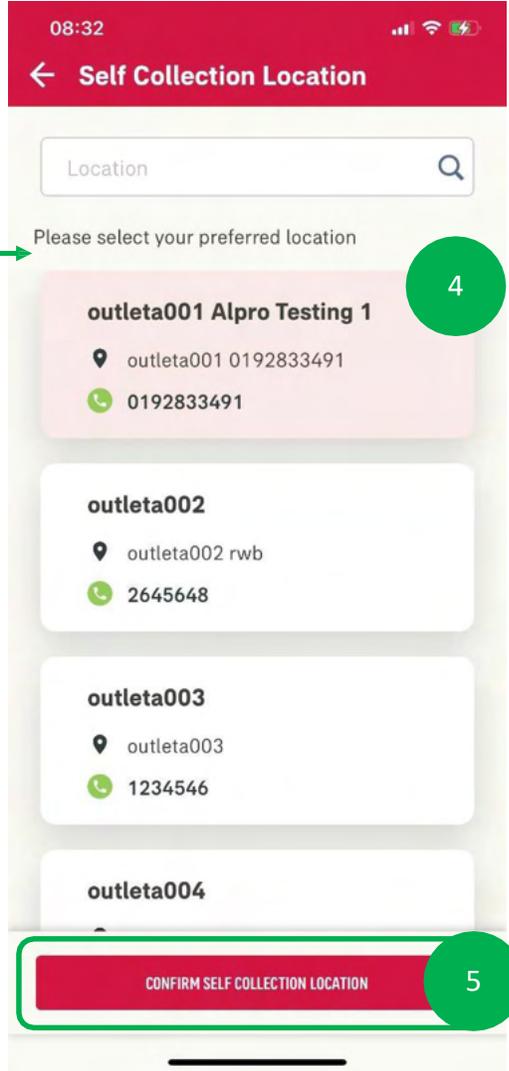
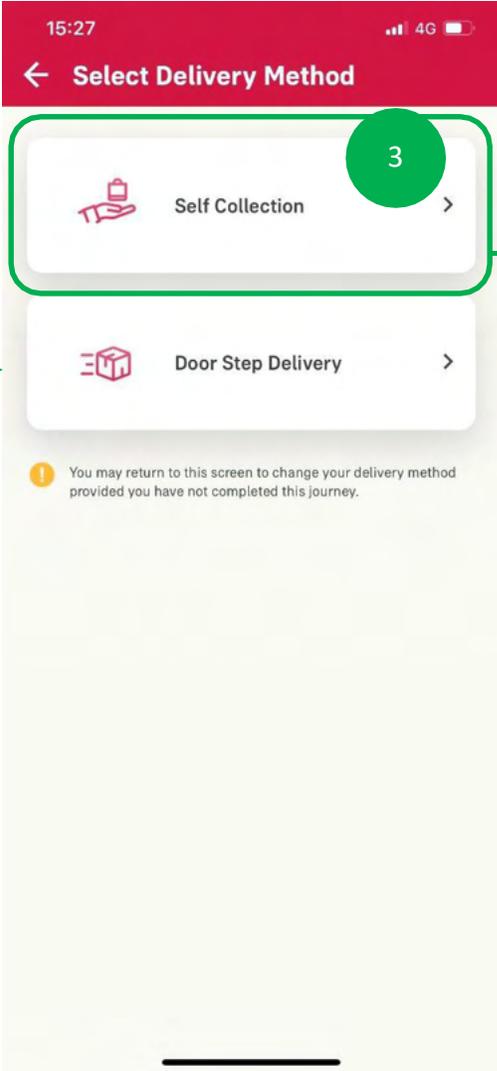
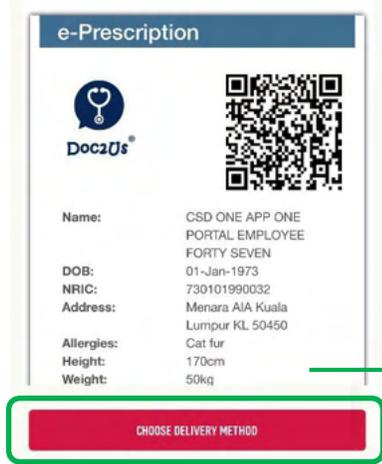
If there are updates regarding your delivery, you can tap on the "Check status" on the prescription to see the details

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



7

DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)



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

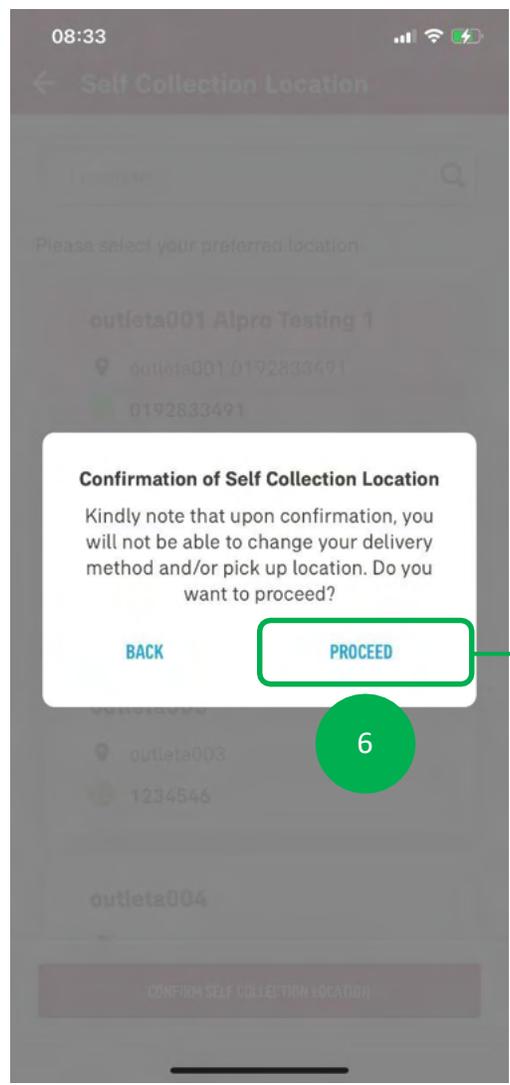
Tap “**Confirm Self Collection Location**” to continue

DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)

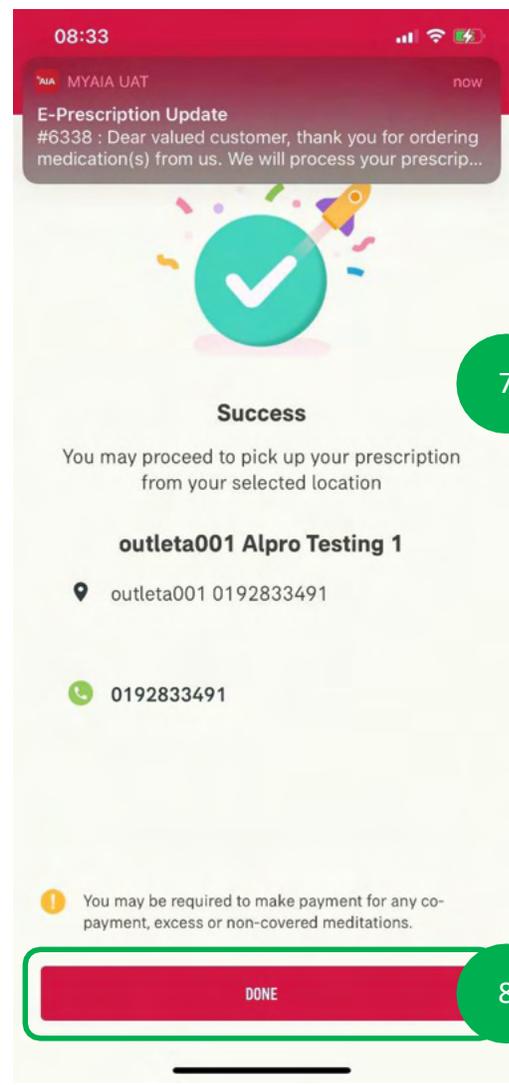


10

MY AIA APP



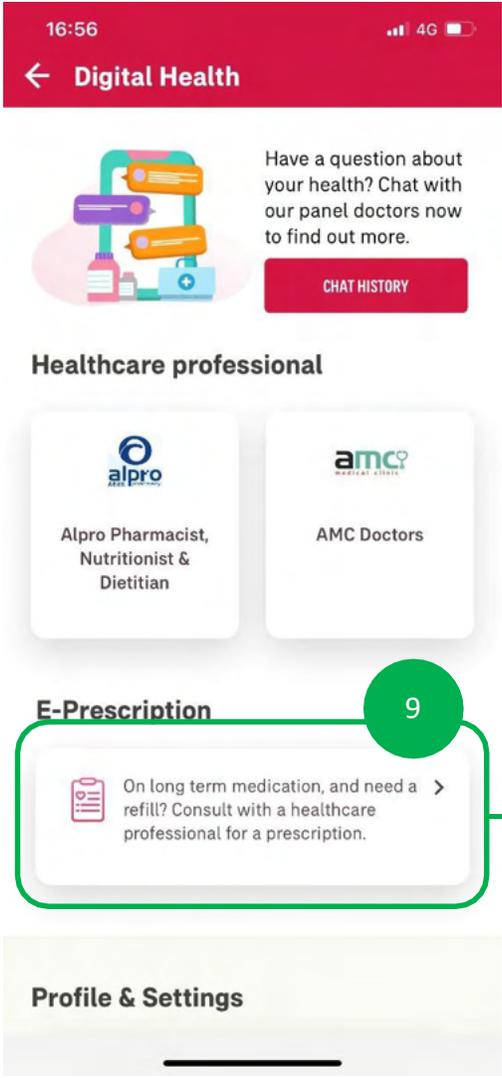
A pop-up message to confirm the location selected or to continue tap **“Proceed”**



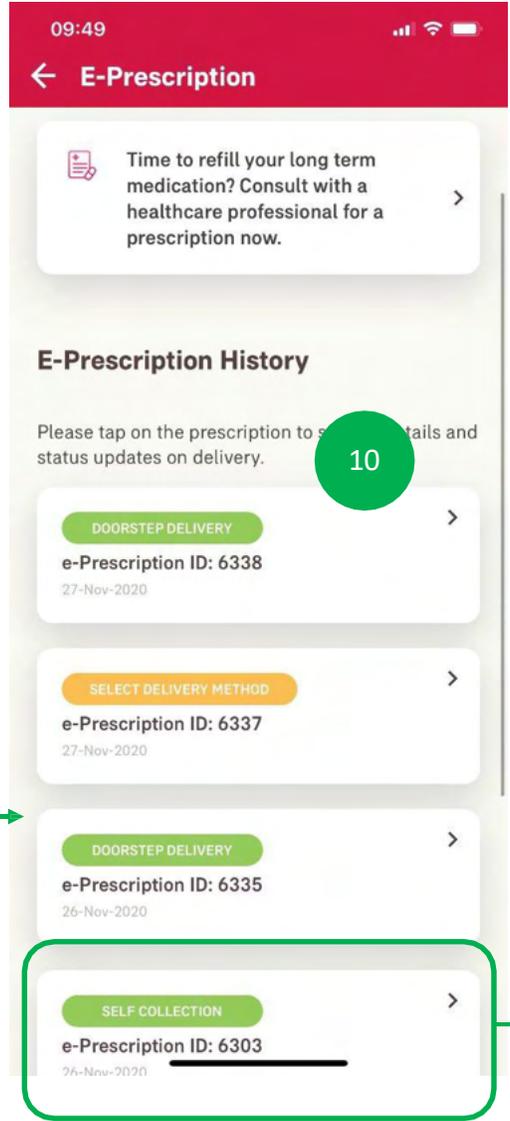
You will receive a confirmation screen with the details.

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

DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)



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



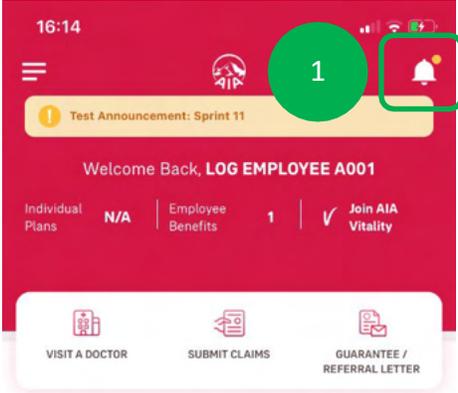
You can view past and current ePrescriptions here. Tap on one to show the details

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

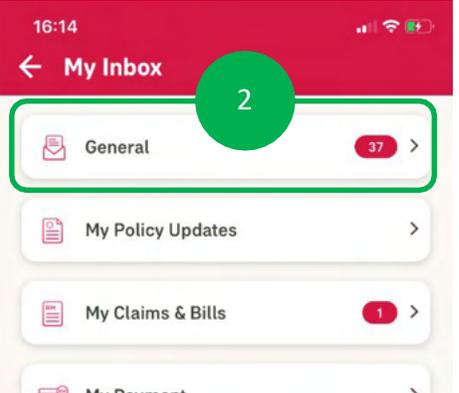


DIGITAL HEALTH – 05: Notifications

DIGITAL HEALTH: Notifications



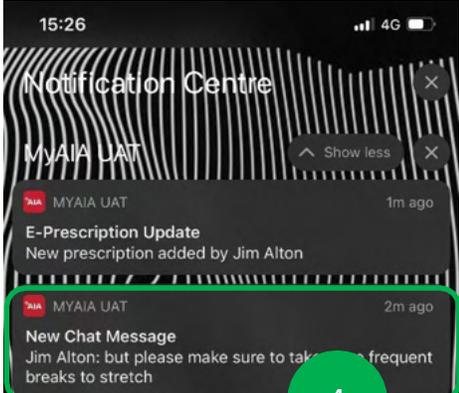
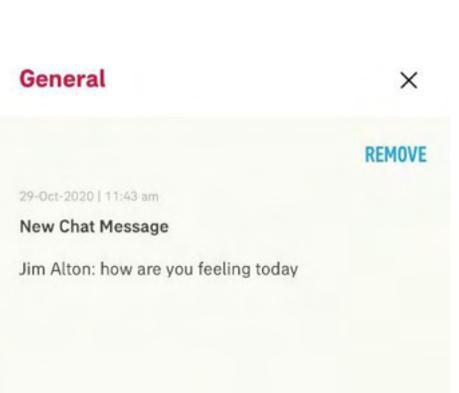
Tap on the "Bell" icon on the top right to view notifications.



Tap on "General".



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



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

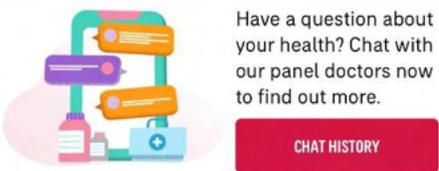
DIGITAL HEALTH –

06: Profile Management & Settings

DIGITAL HEALTH: Profile Management & Settings



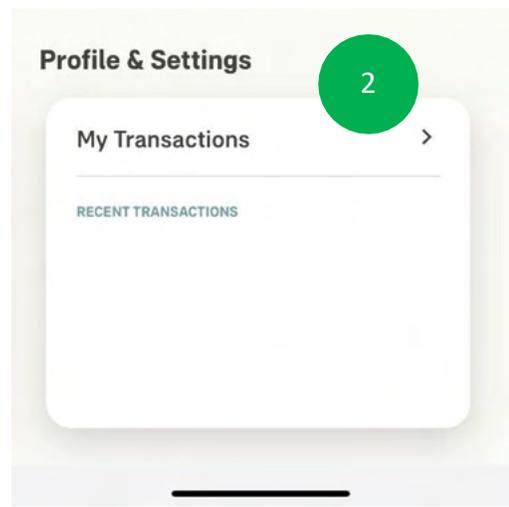
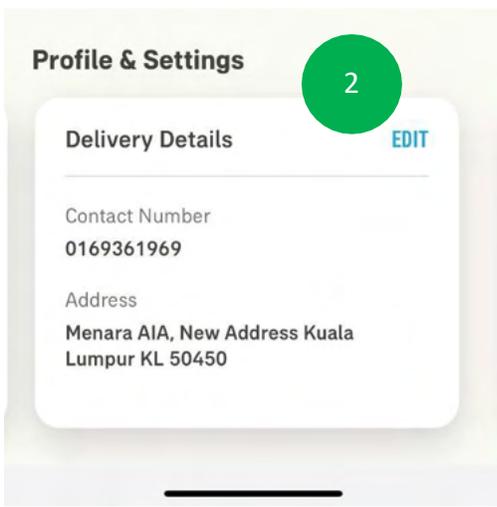
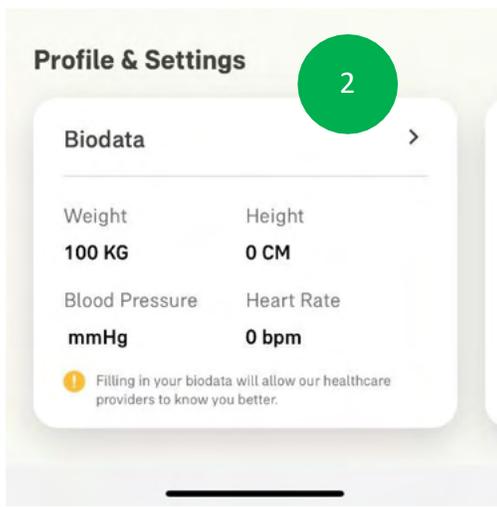
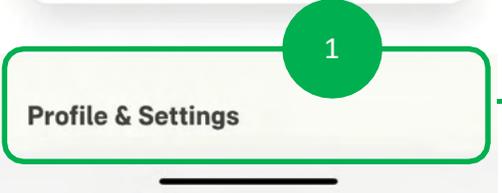
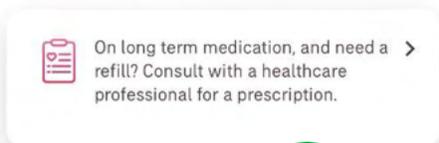
Scroll to the bottom to view your Profile & Settings cards



Healthcare professional



E-Prescription



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

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

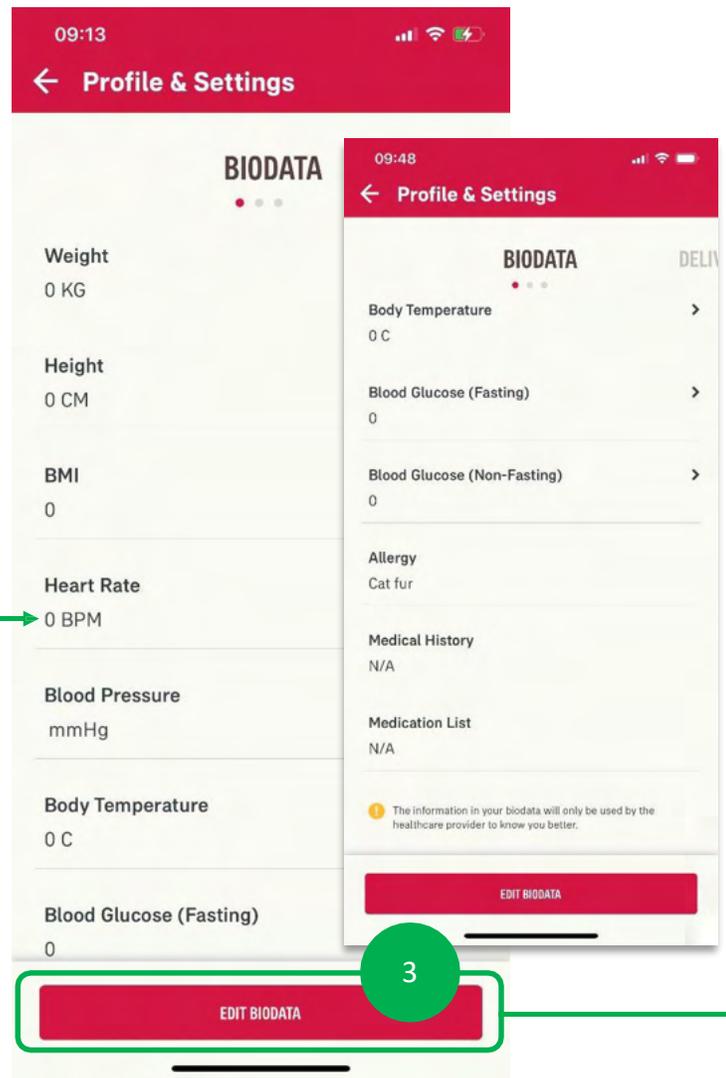
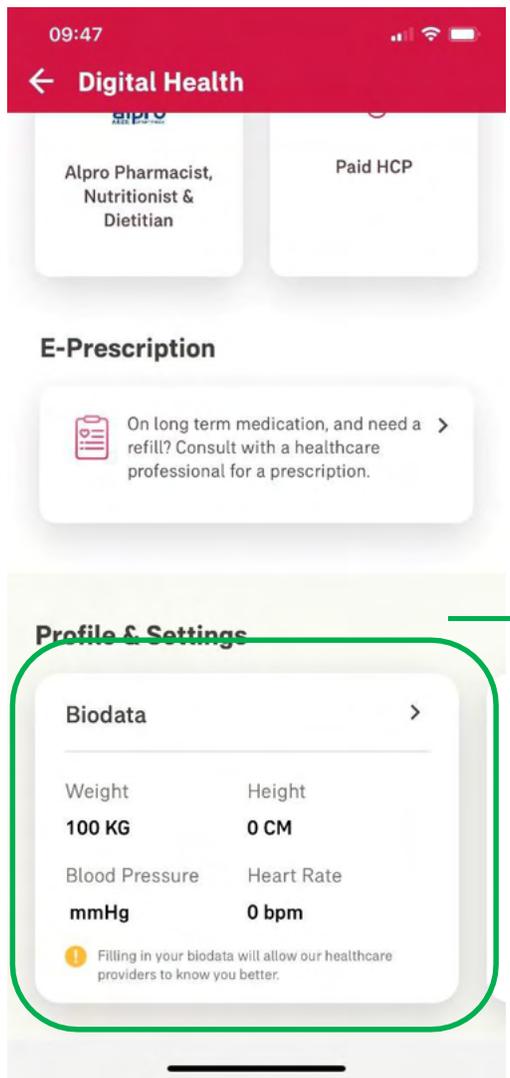
DIGITAL HEALTH: Profile Management & Settings

STEP 1

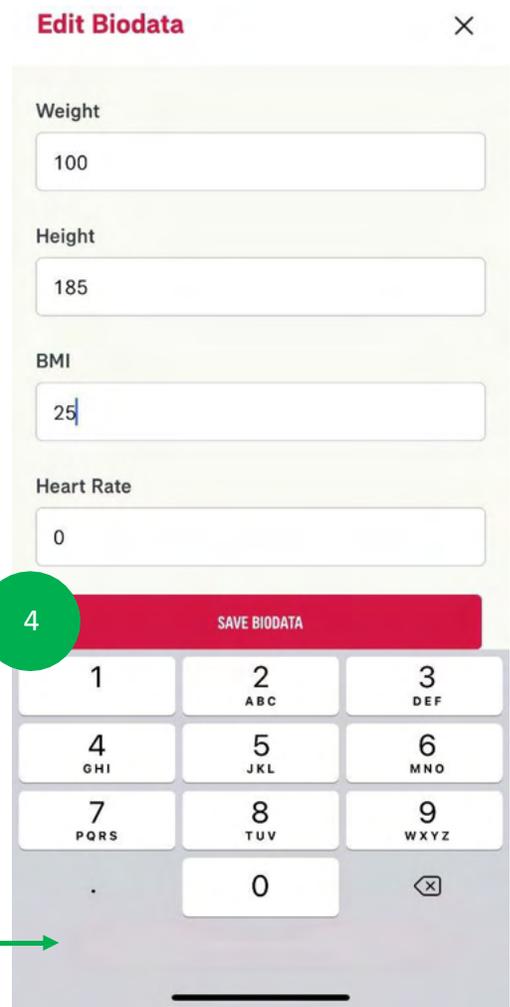
STEP 2

STEP 3

STEP 4



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



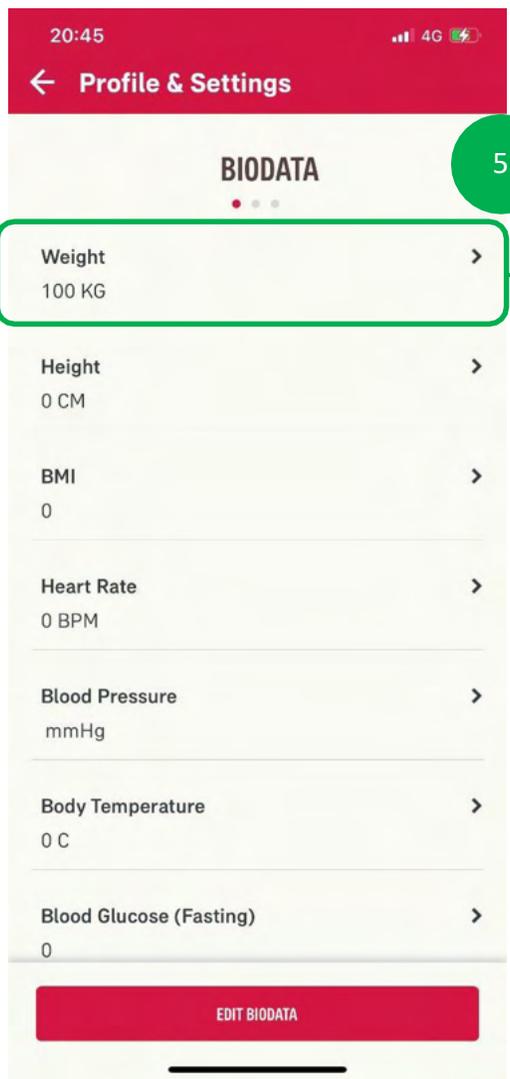
Tap on the field, update the information and tap on **“Save Biodata”**

10

MY AIA APP

Tap on the card or arrow to interact with the card

DIGITAL HEALTH: Profile Management & Settings

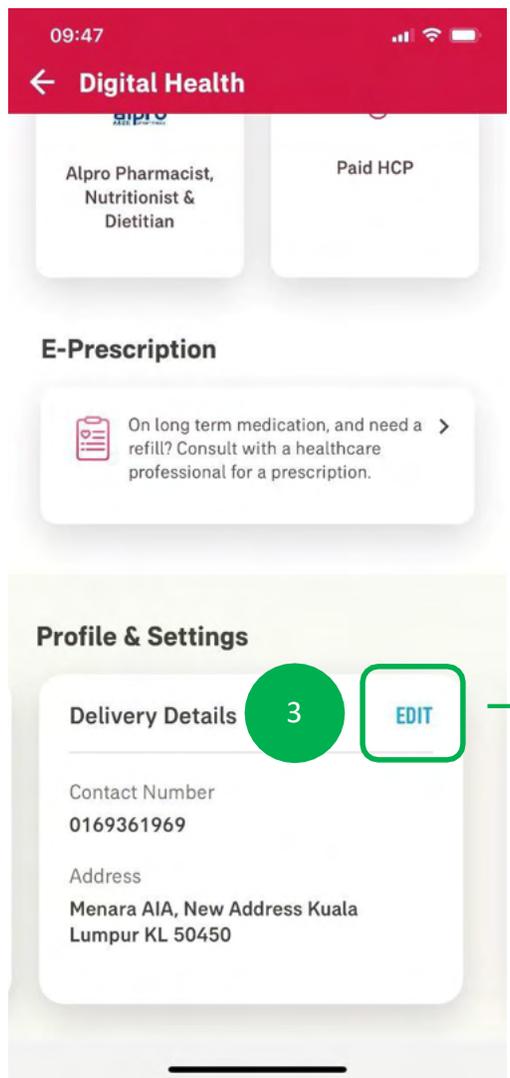


You can tap on the specific field to see the past updates of your biodata

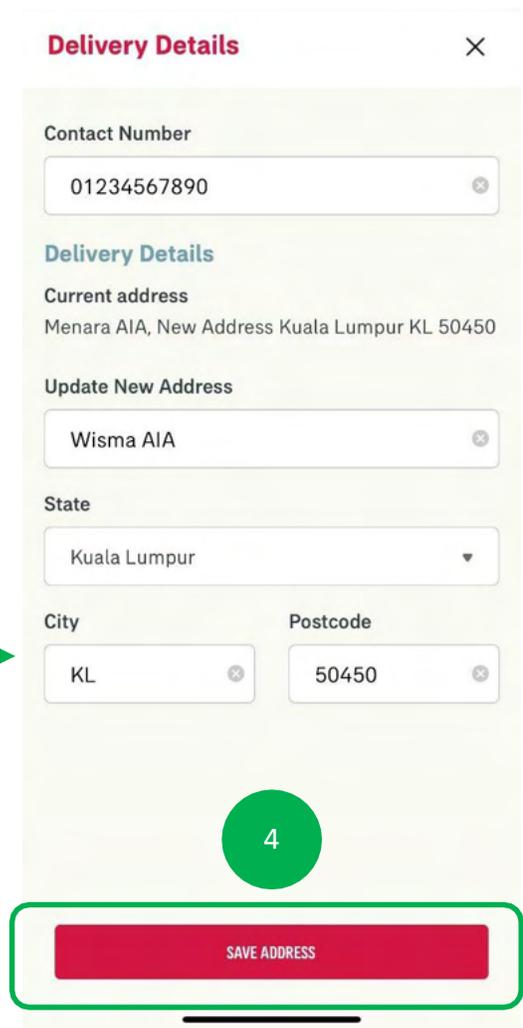


You will return to the updated biodata screen

DIGITAL HEALTH: Profile Management & Settings

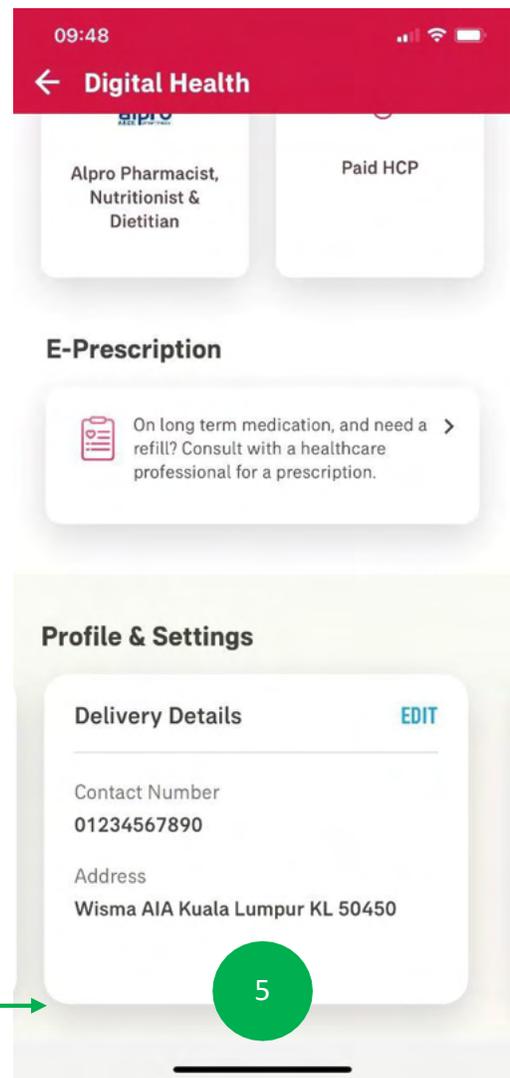


Tap on the card or “**Edit**” button to interact with the card



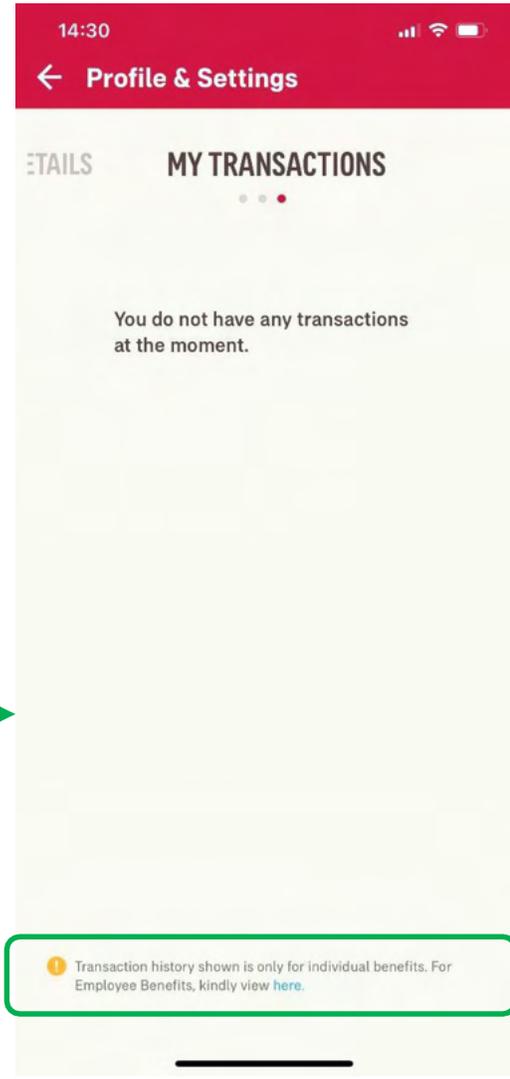
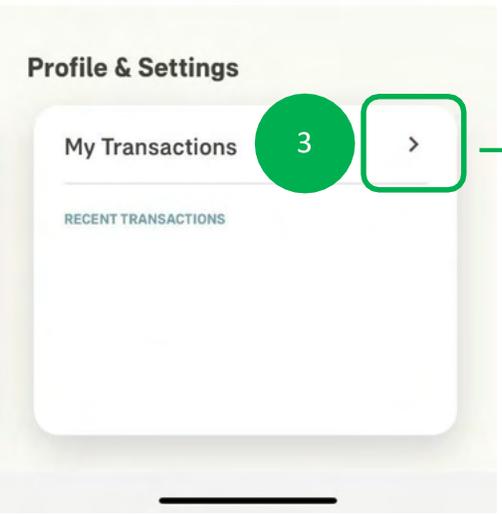
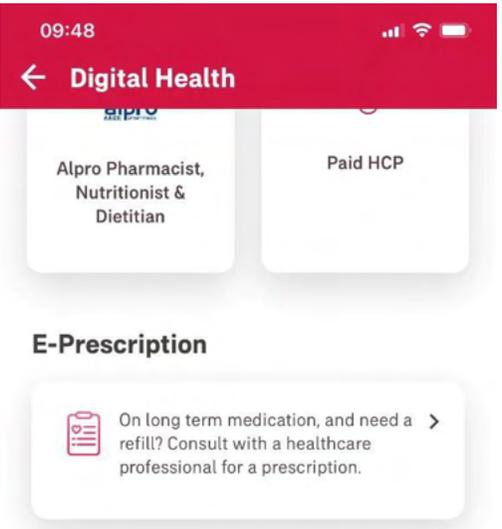
Your past addressed will be displayed for reference (should you have saved one previously)

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

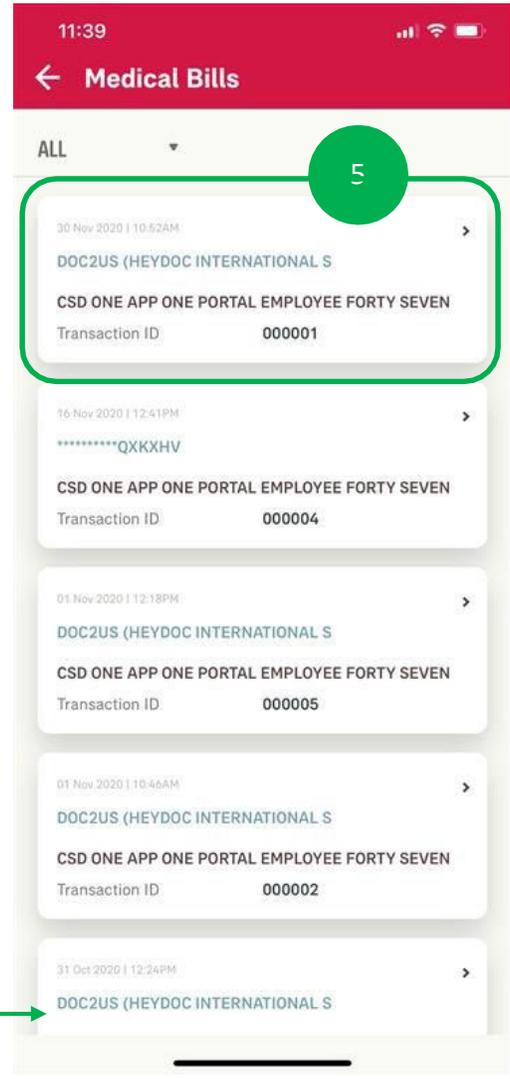


Your updated address will be reflected on the Profile & Settings screen

DIGITAL HEALTH: Profile Management & Settings



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



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

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



Tap on the card or arrow to interact with the card

11

MY AIA APP

PANEL RATING

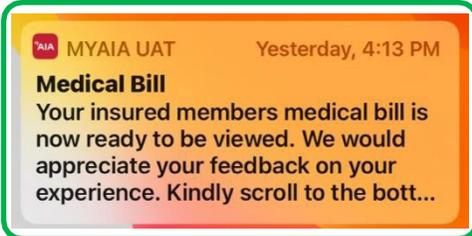
- Entry Point
- Rate Experience



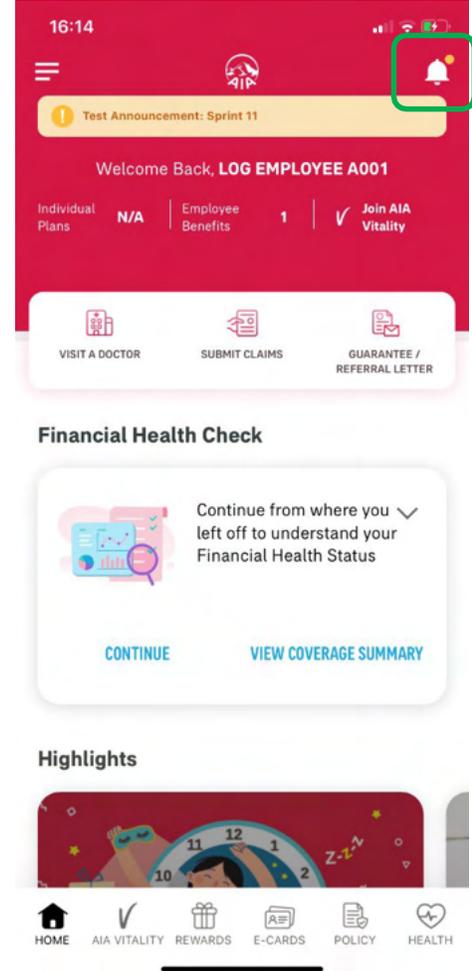
DIGITAL HEALTH

01: Entry Point to Panel Rating

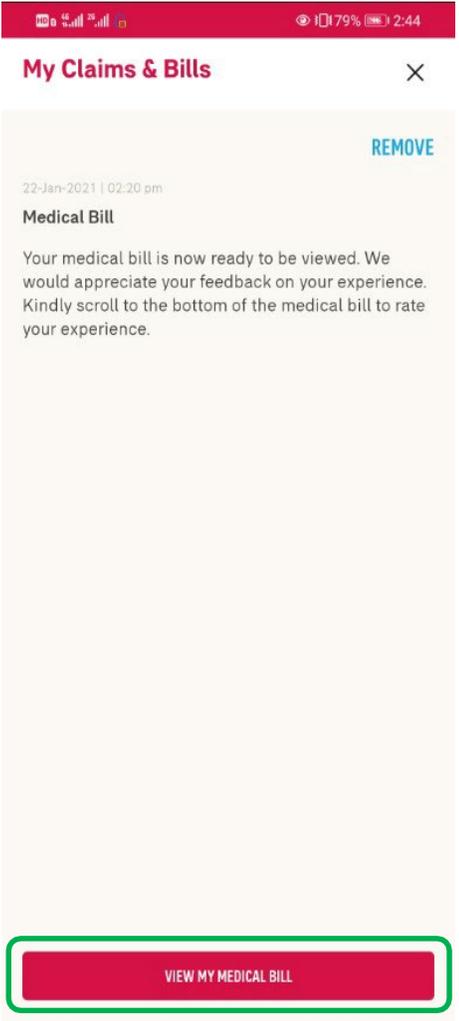
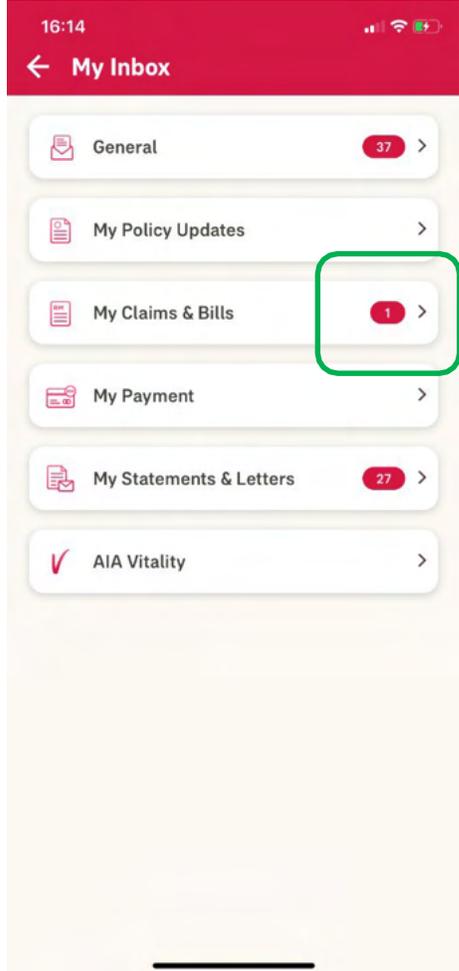
ENTRY POINT TO PANEL RATING



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



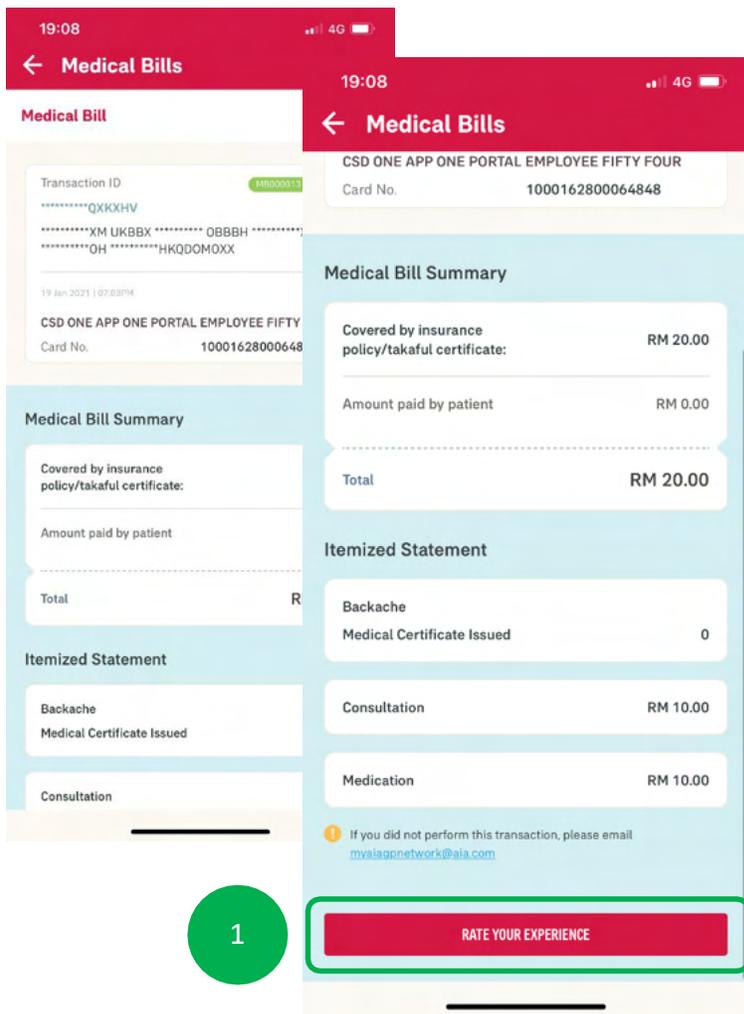
Tap on the "Bell" icon on the top right to view notifications.



DIGITAL HEALTH

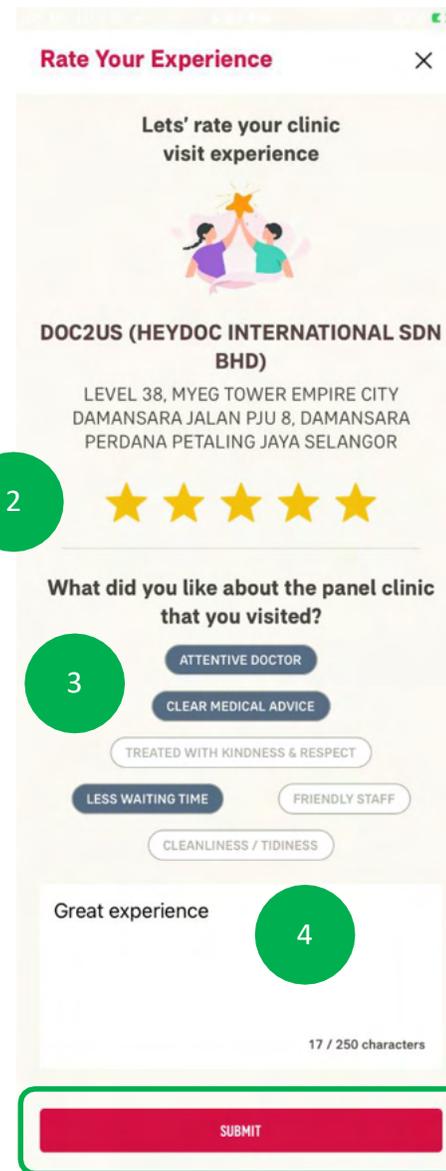
02: Part 1 – Rating Your Experience

RATING YOUR EXPERIENCE



Scroll to the bottom of your medical bill

Tap on "Rate Your Experience" to share your feedback



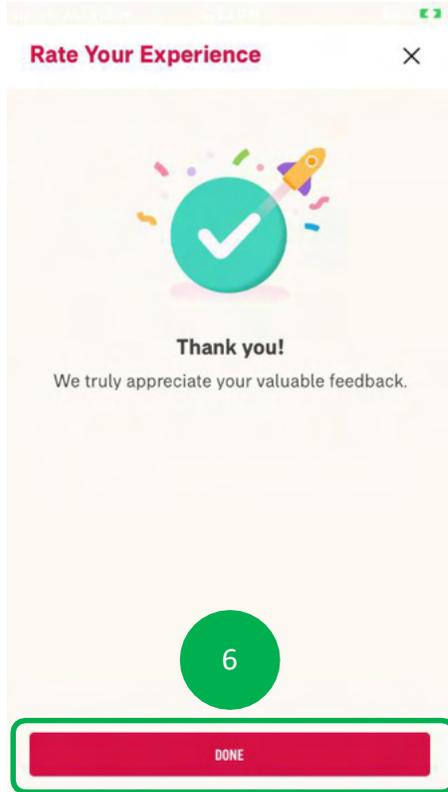
Select the rating you would like to provide

Select relevant categories that you found positive or negative

Type in additional comments or notes you would like to share

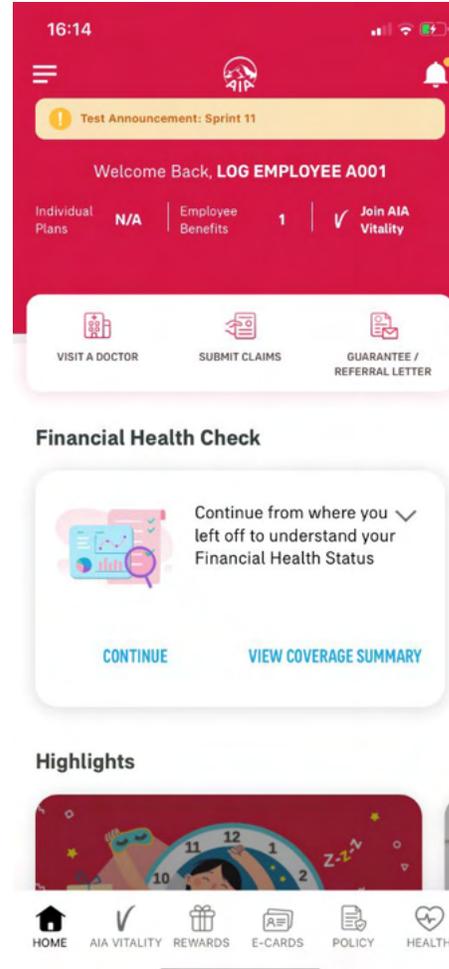
Tap "Submit" to complete

RATING YOUR EXPERIENCE

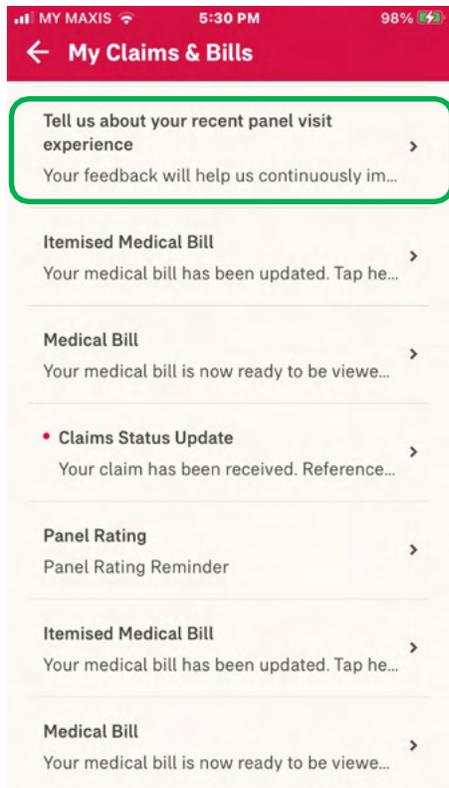


You will receive a successful message once the feedback has been submitted

Tap on "Done" to return to the dashboard

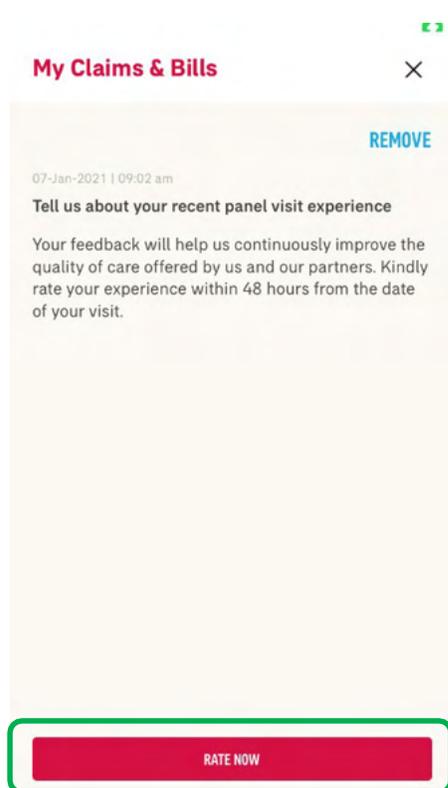


RATING YOUR EXPERIENCE

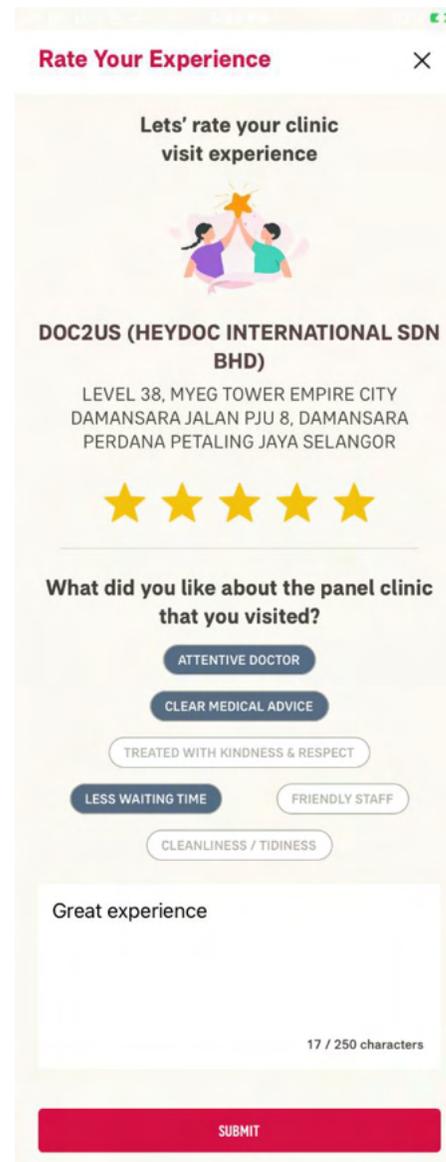


Tap on the notification to view the full message

A reminder will be sent if no response is received



Tap on "Rate Now" to share your feedback



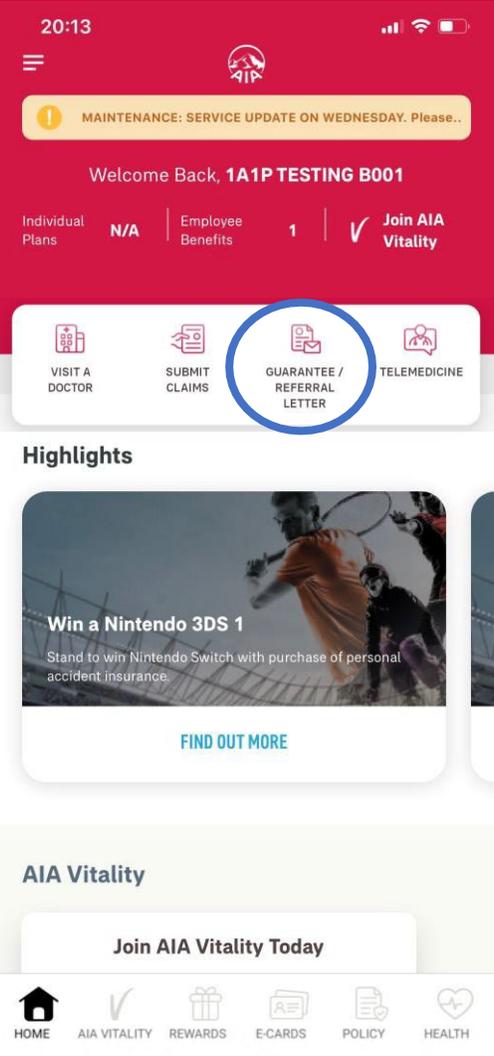
GUARANTEE / REFERRAL LETTER

Applicable for AIA Corporate Members
only

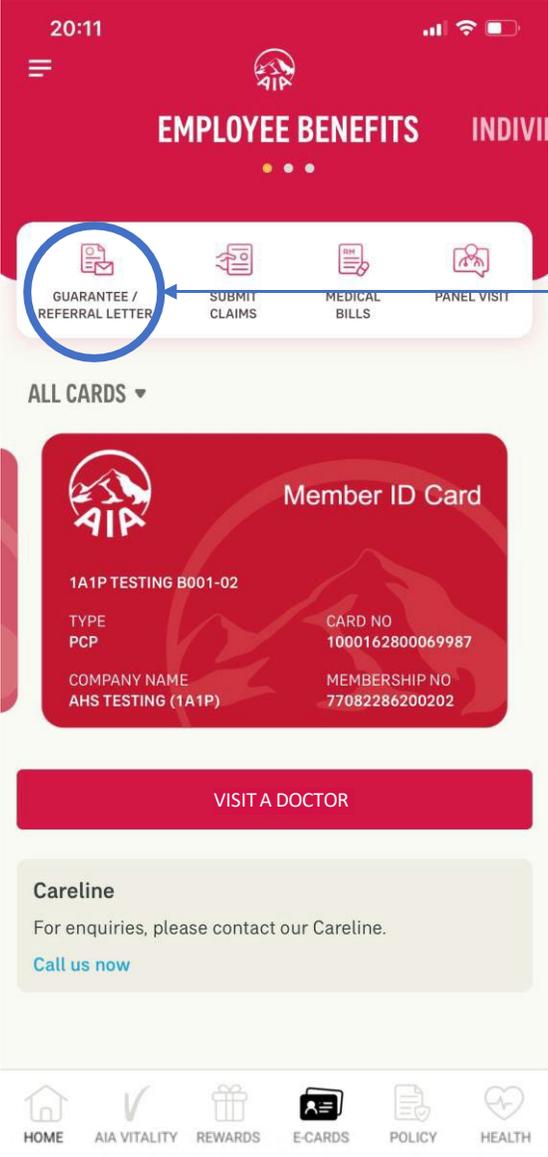
- Entry point
- View your GL/RL
- Entry point to request GL
- Begin Request
- Specialist Care, First Time Visit
- Direct Access Flow
- Post Hospitalisation GL
- Notifications
- Duplicate Checking
- Error Messages



ENTRY POINT GUARANTEE / REFERRAL LETTER

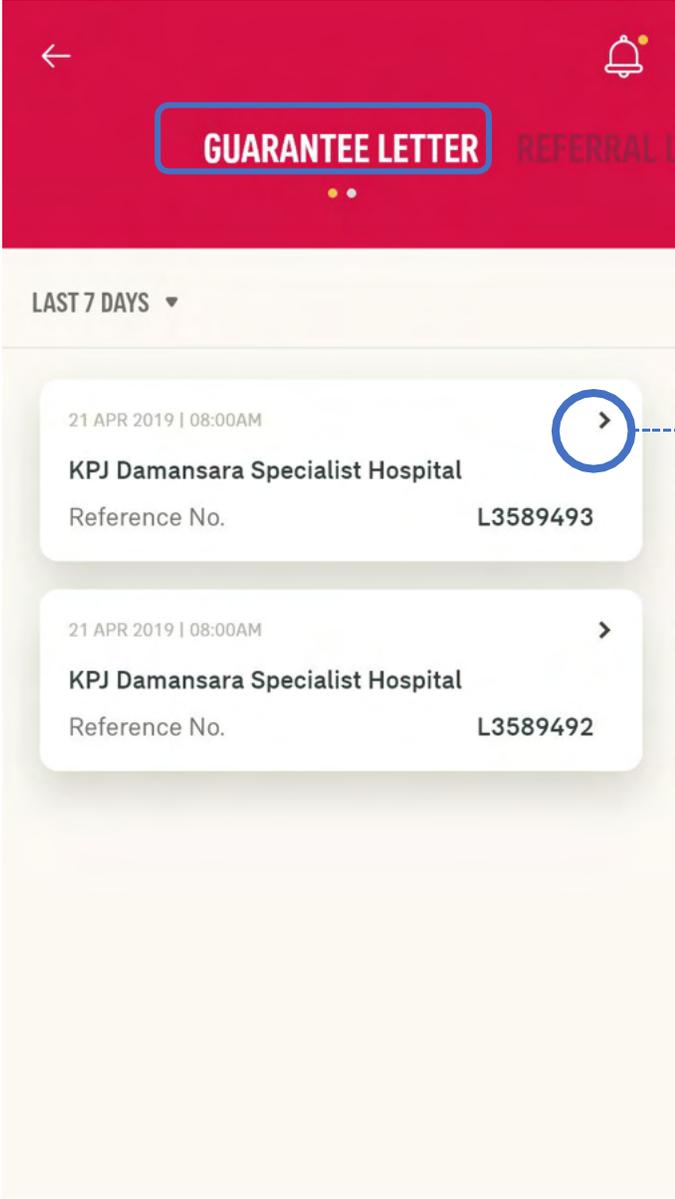


Option A:
Entry Point @
Main Dashboard



Option B:
Entry Point @
E-CARD
Dashboard

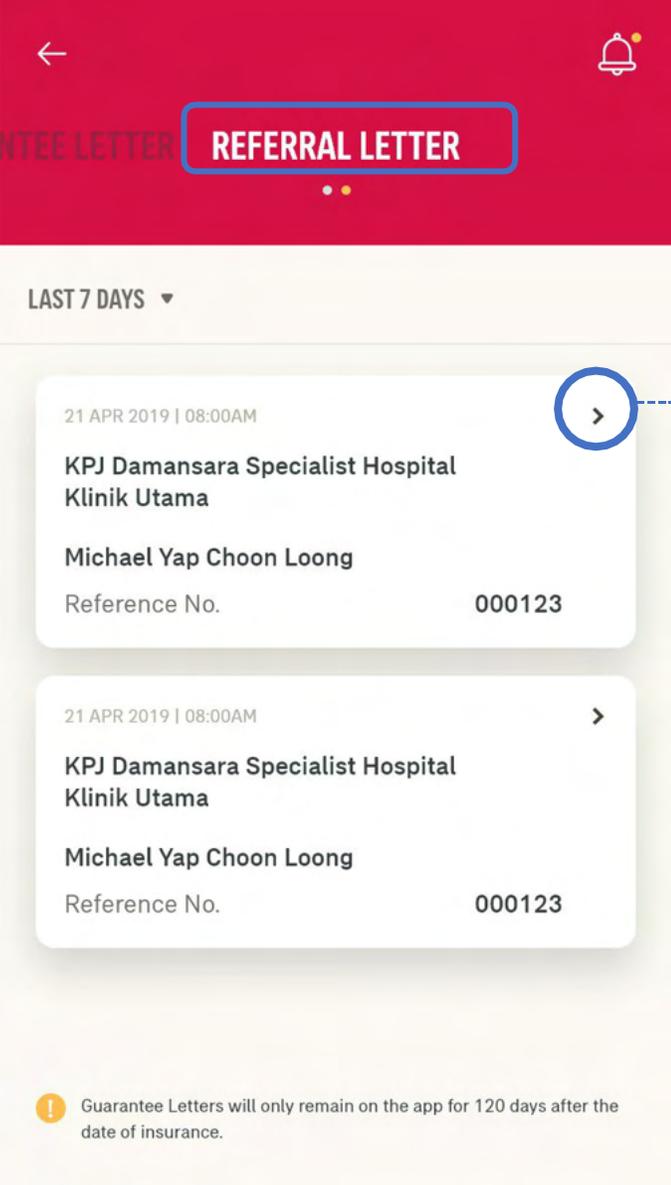
VIEW YOUR GUARANTEE / REFERRAL LETTER



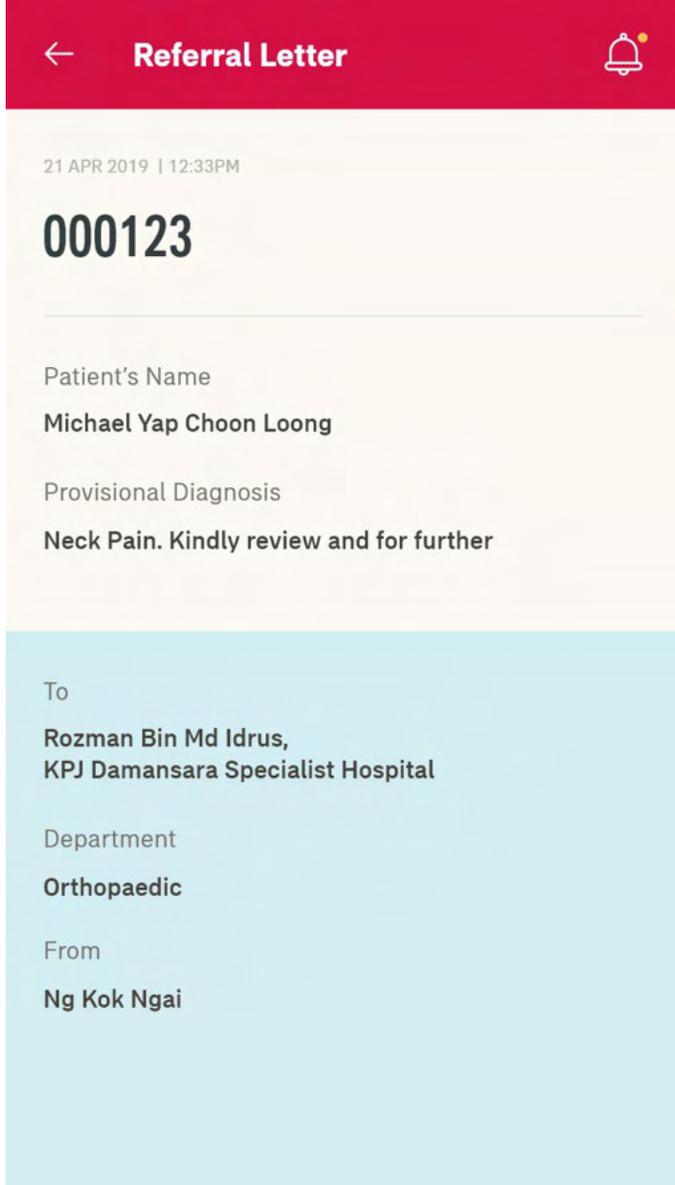
Guarantee Letter
 Issued guarantee letter will be shown based on visitation



VIEW YOUR GUARANTEE / REFERRAL LETTER

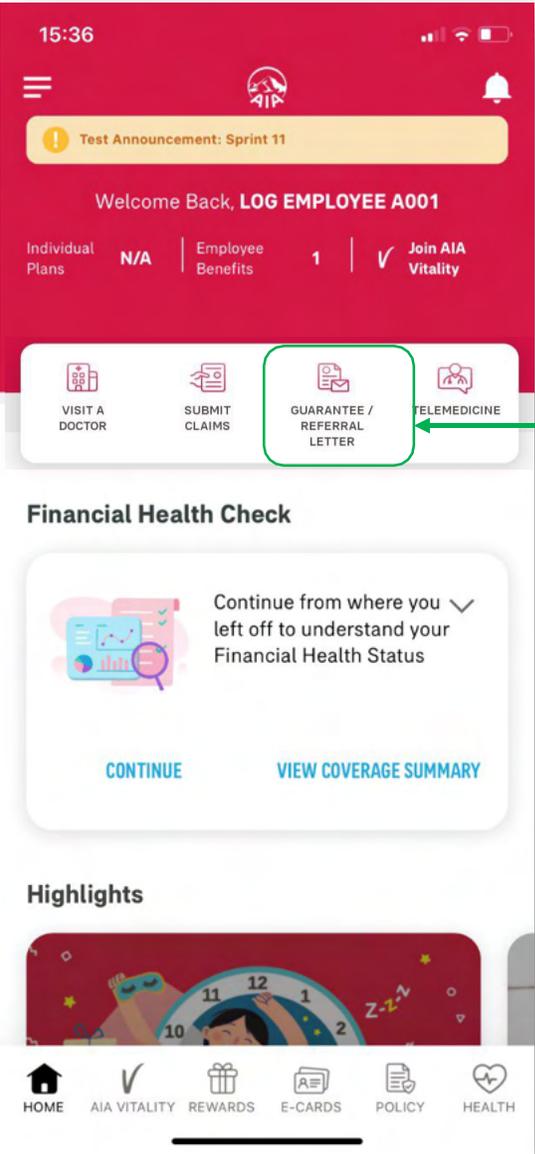


Referral Letter
 Referral letter will be shown based on visitation

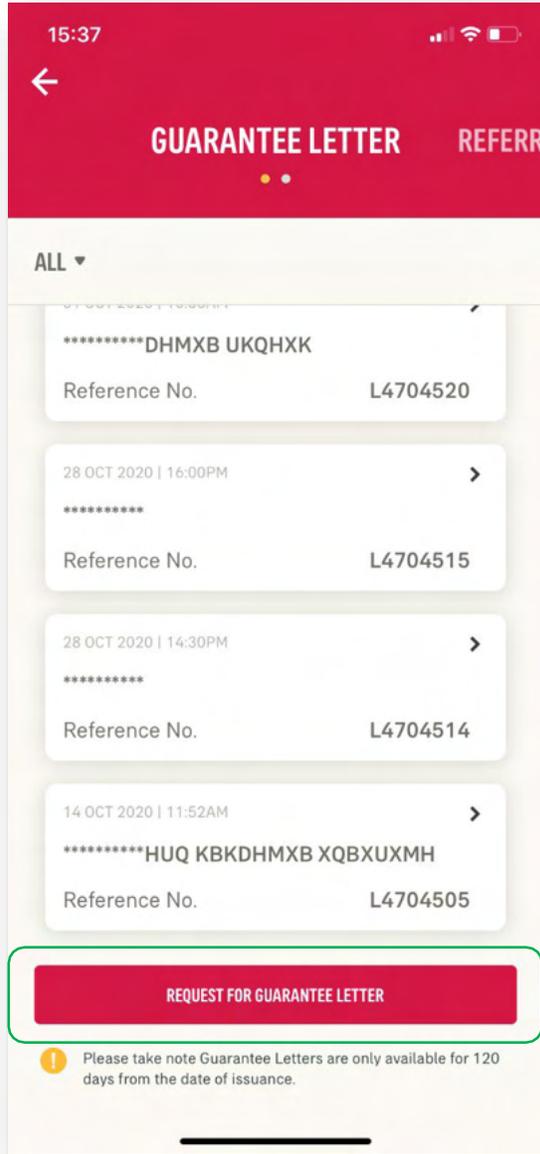


REQUEST FOR GUARANTEE LETTER – 01: Entry Point to Request for GL

ENTRY POINT TO REQUEST FOR GUARANTEE LETTER (GL)



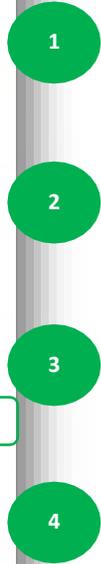
Entry Point into the Guarantee Letter page



Click here to go into the Request for Guarantee Letter page

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

REQUEST FOR GL: Part 1- Begin Request

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

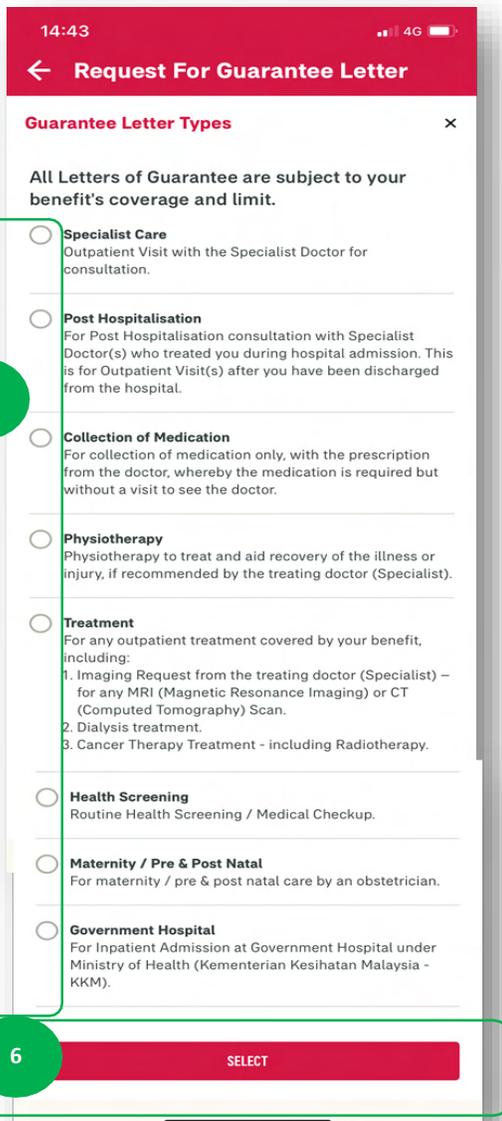
Select the **name of the person** this Guarantee Letter is for. If it is for you, select your own name. If it is for your dependent, then select your dependent's name.

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

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

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

REQUEST FOR GL: Part 1- Begin Request



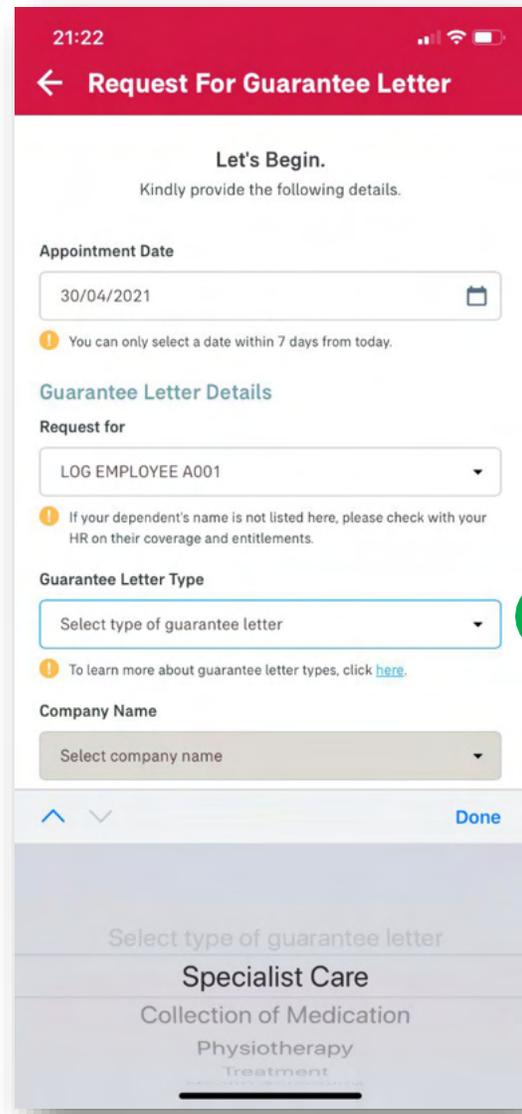
Info page for the Guarantee Letter types



5

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

Tap on "SELECT" to continue



7

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

REQUEST FOR GL: Part 1- Begin Request

STEP 1

STEP 2

STEP 3

STEP 4

12

MY AIA APP

21:22

Request For Guarantee Letter

Let's Begin.
Kindly provide the following details.

Appointment Date
30/04/2021

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

Guarantee Letter Details

Request for
LOG EMPLOYEE A001

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

Guarantee Letter Type
Specialist Care

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

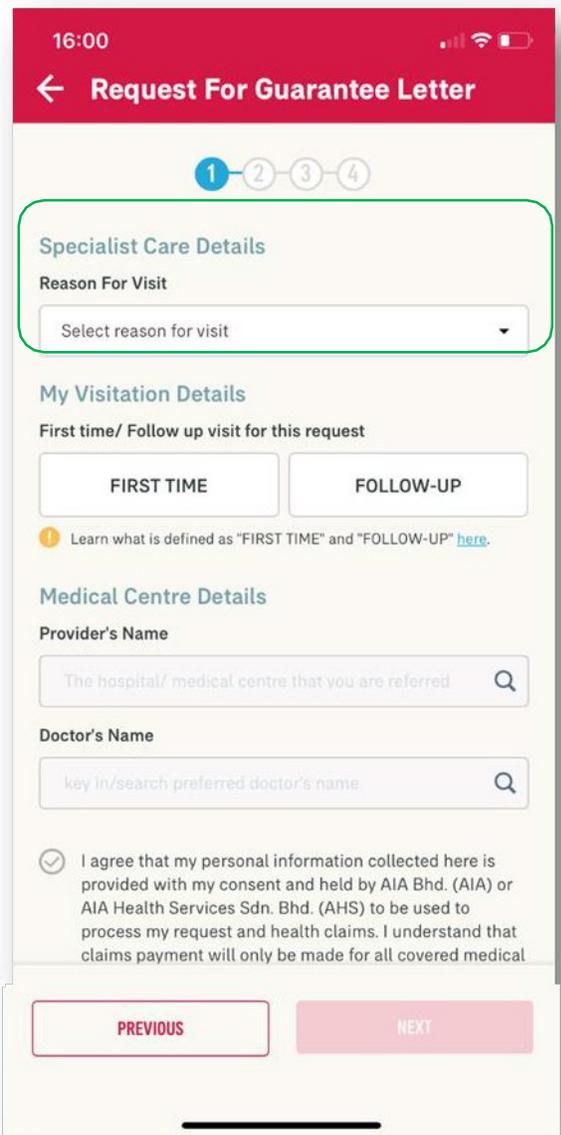
Company Name
LOG TESTING

8 REQUEST NOW

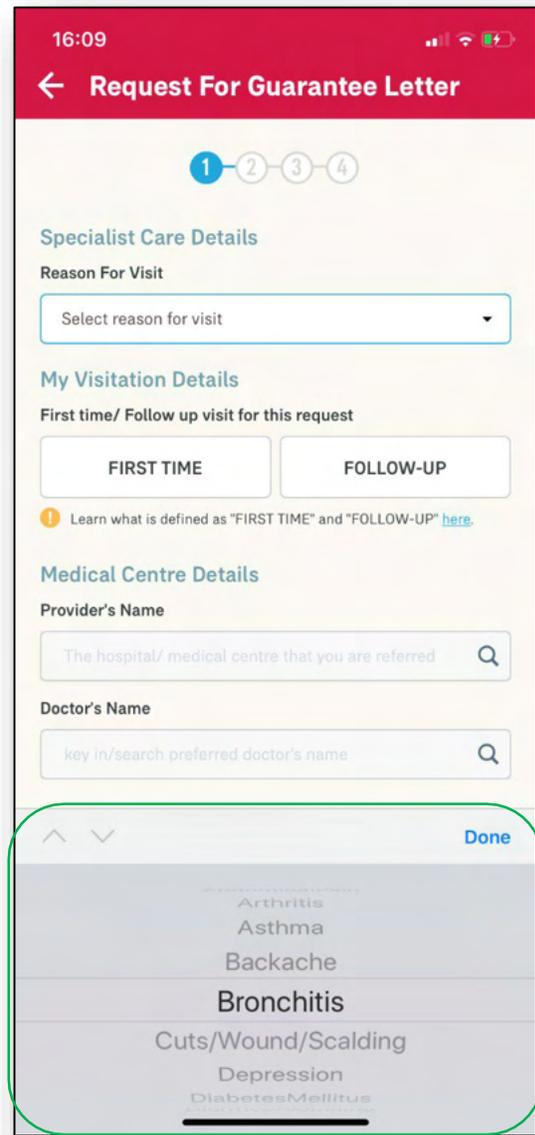
Review the details, then tap on **“REQUEST NOW”** to continue with the GL Request.

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

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



9
Select the Reason for Visit for this request.



10
Scroll through until the "reason for visit" is identified. Click on **Done** once selected.

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

STEP 1

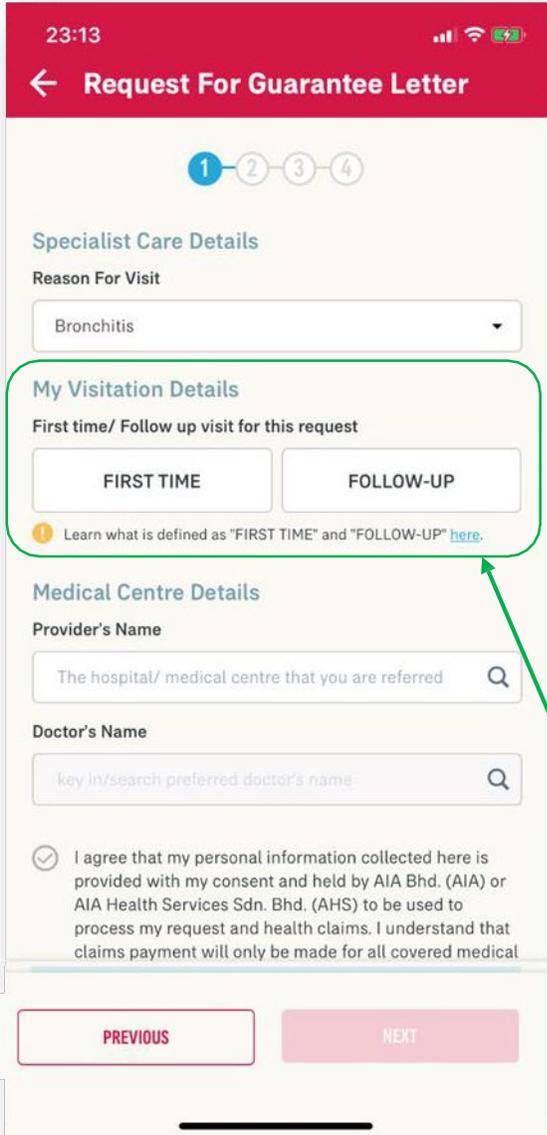
STEP 2

STEP 3

STEP 4

12

MY AIA APP

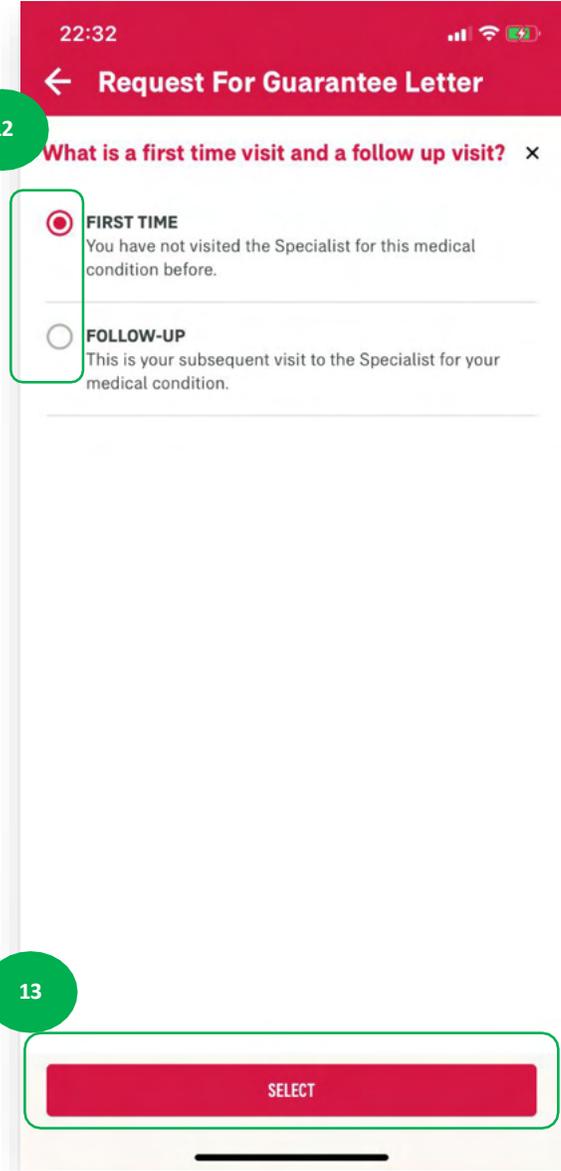


Only if “Specialist Care” GL Type is selected, then there is a section “My Visitation Details” to be filled up.

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

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

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



12 What is a first time visit and a follow up visit? x

FIRST TIME
You have not visited the Specialist for this medical condition before.

FOLLOW-UP
This is your subsequent visit to the Specialist for your medical condition.

13

SELECT

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



14

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

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

15

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

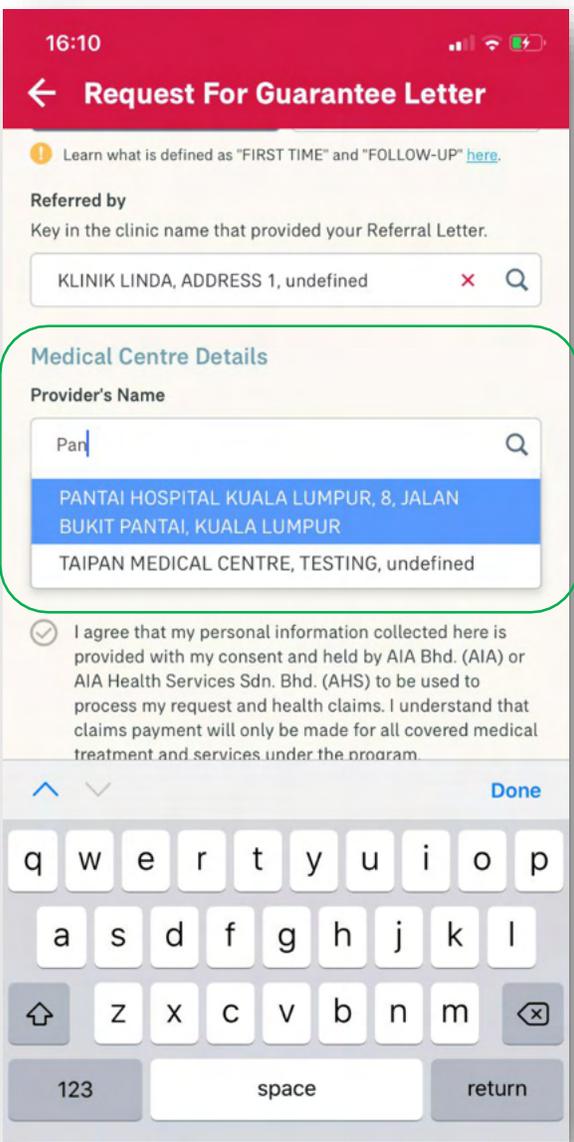
REQUEST FOR GL: Part 2- Specialist Care, First Time

STEP 1

STEP 2

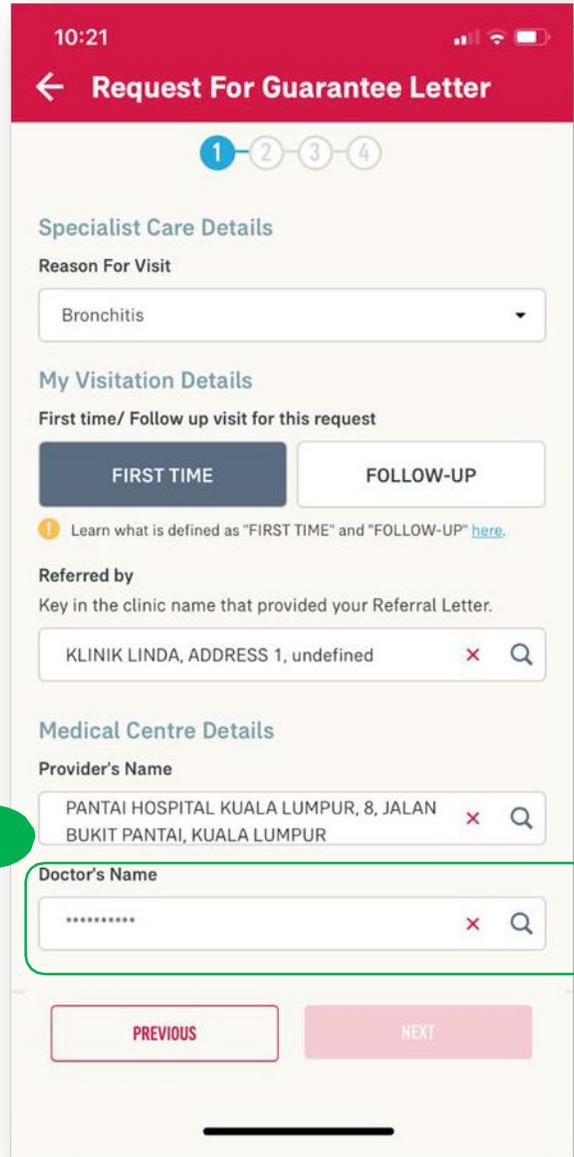
STEP 3

STEP 4



16

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



17

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

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



Tick here to agree to the disclaimer statement.

16:11
Request For Guarantee Letter

Bronchitis

My Visitation Details

First time/ Follow up visit for this request

FIRST TIME FOLLOW-UP

Learn what is defined as "FIRST TIME" and "FOLLOW-UP" [here](#).

Referred by

Key in the clinic name that provided your Referral Letter.

KLINIK LINDA, ADDRESS 1, undefined

Medical Centre Details

Provider's Name

PANTAI HOSPITAL KUALA LUMPUR, 8, JALAN BUKIT PANTAI, KUALA LUMPUR

Doctor's Name

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

PREVIOUS NEXT

18

19

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

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

STEP 1

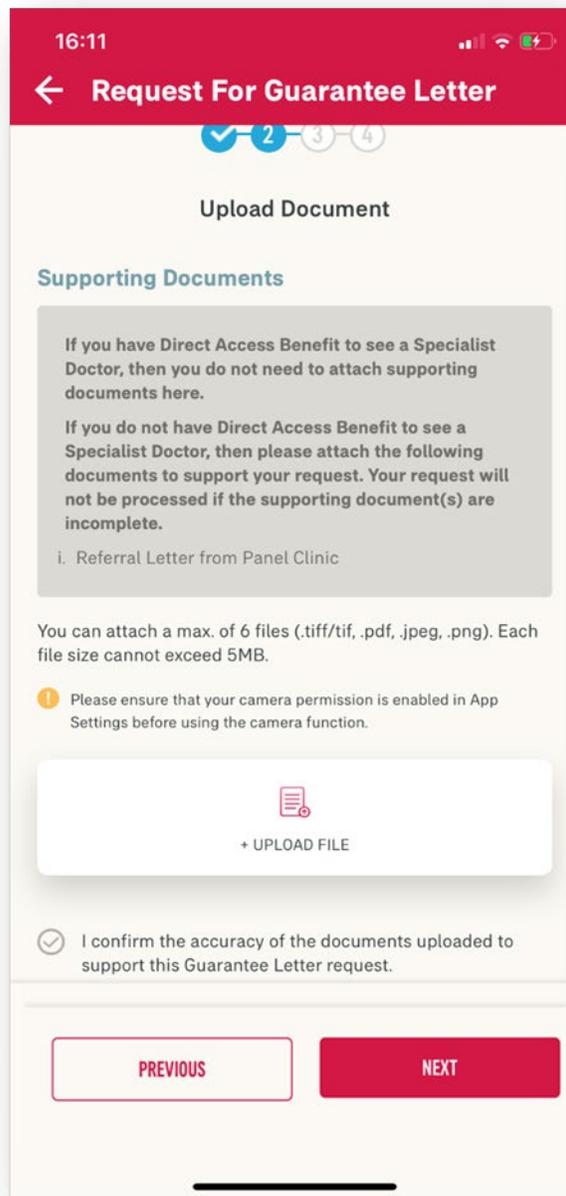
STEP 2

STEP 3

STEP 4

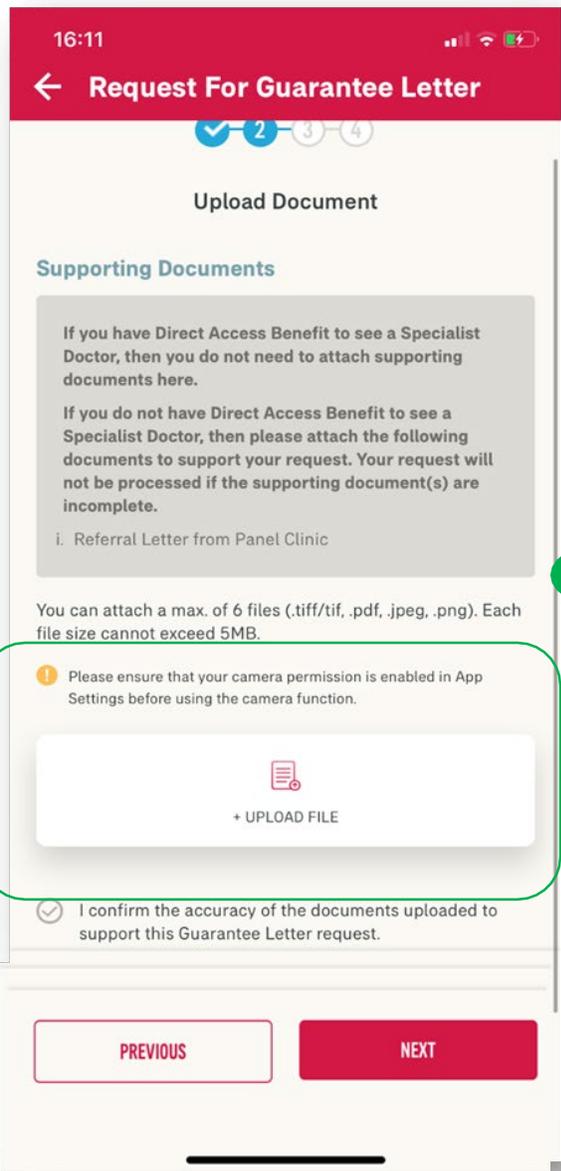
12

MY AIA APP



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

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



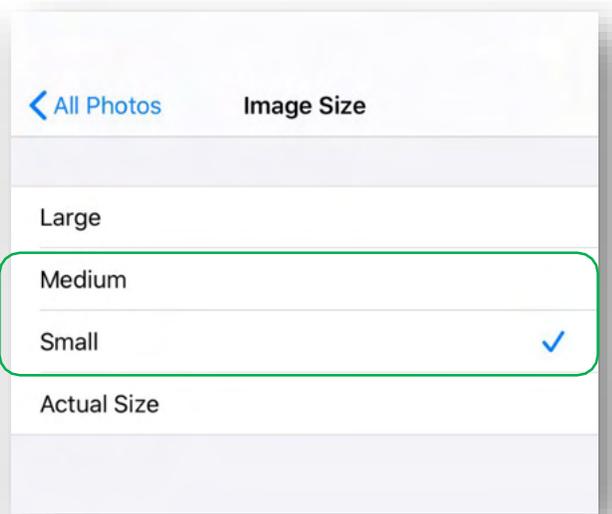
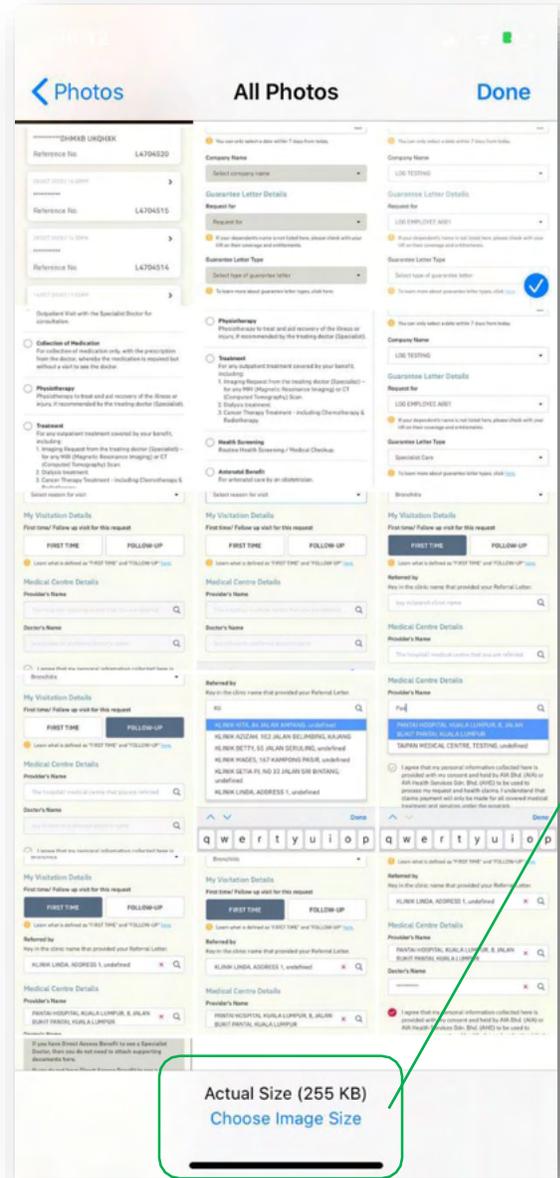
12

MY AIA APP

20

Click on the "Upload File".

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

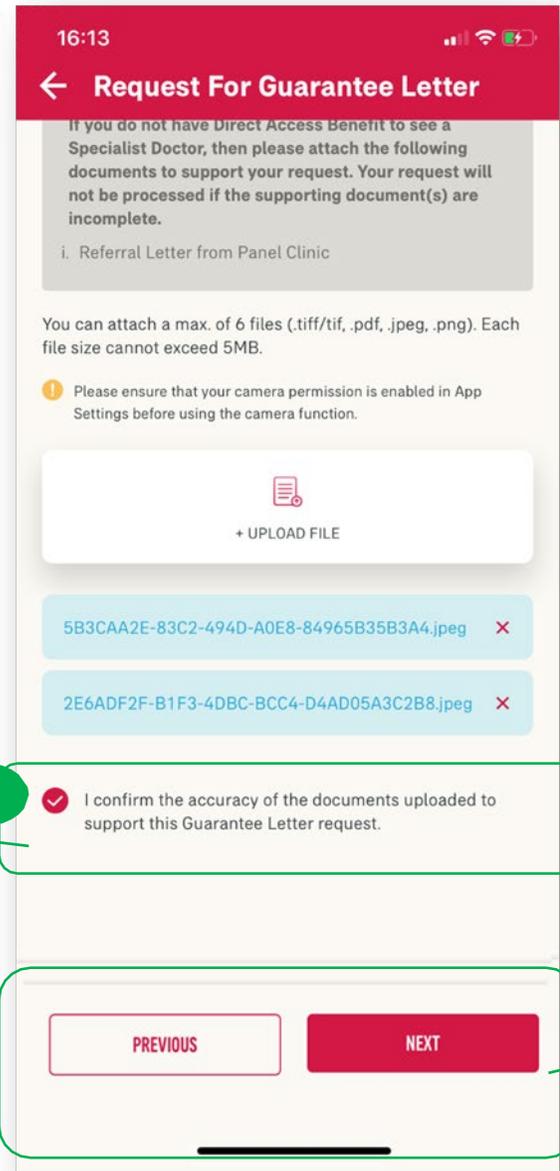


You can upload up to 6 documents. If the individual file size is too big, then you can opt to re-size it.

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



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



21

22

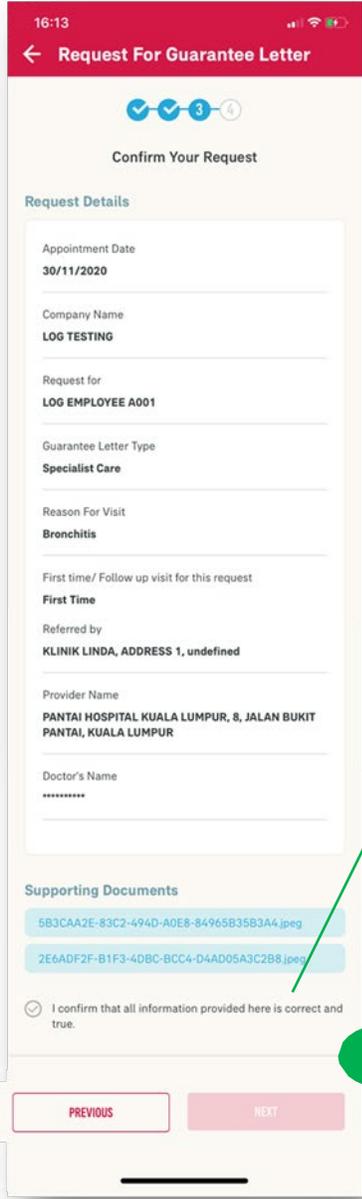
Only after you have ticked on the box, you can tap on "NEXT" to proceed. If you wish to amend your request so far, click on "PREVIOUS".

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



12

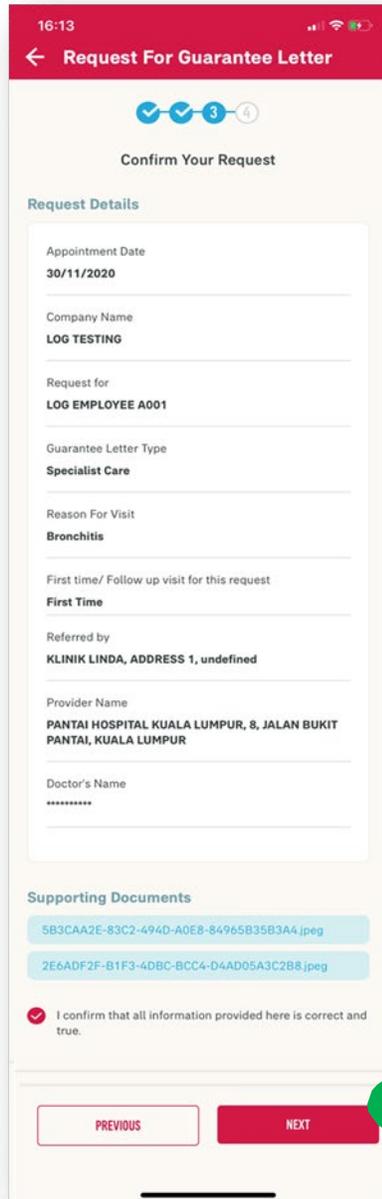
MY AIA APP



23

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

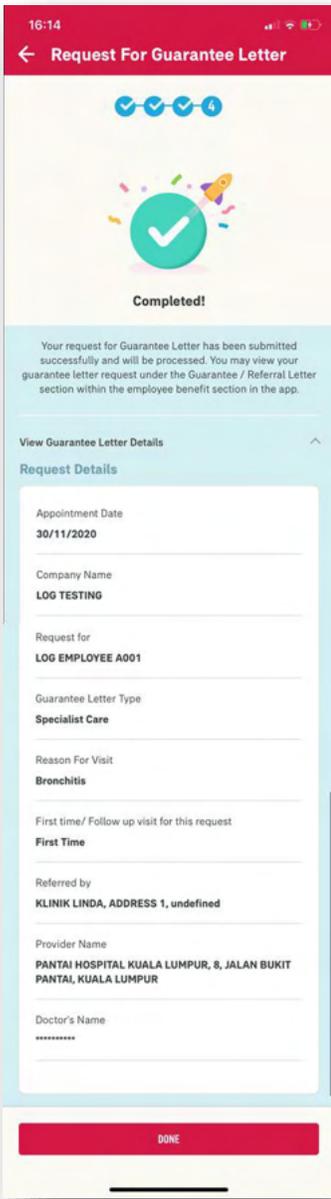
If you wish to proceed, then tick here to agree to the confirmation.



24

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

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



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

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

REQUEST FOR GL: Part 2- Direct Access Flow

STEP 1

STEP 2

STEP 3

STEP 4

9

Select the Reason for Visit for this request.

10

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

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

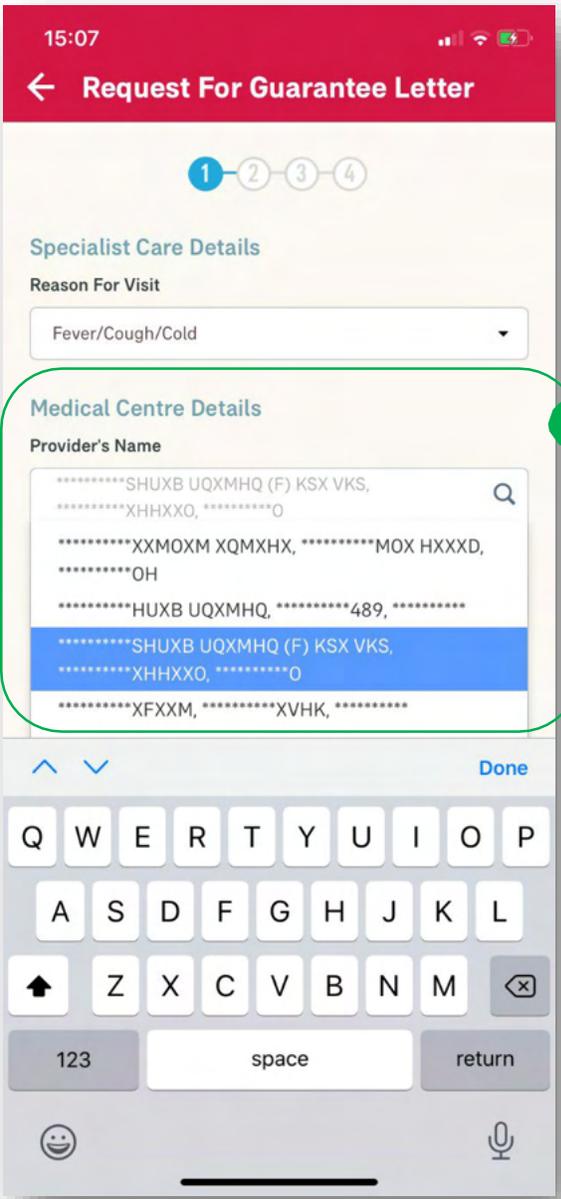
REQUEST FOR GL: Part 2- Direct Access Flow

STEP 1

STEP 2

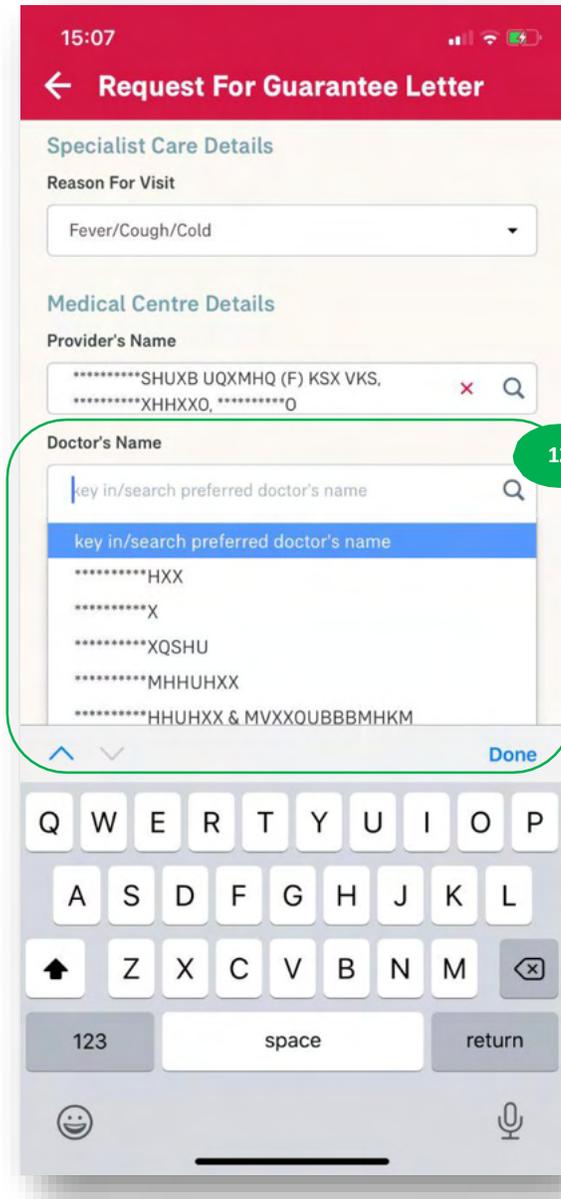
STEP 3

STEP 4



11

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



12

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

REQUEST FOR GL: Part 2- Direct Access Flow

STEP 1

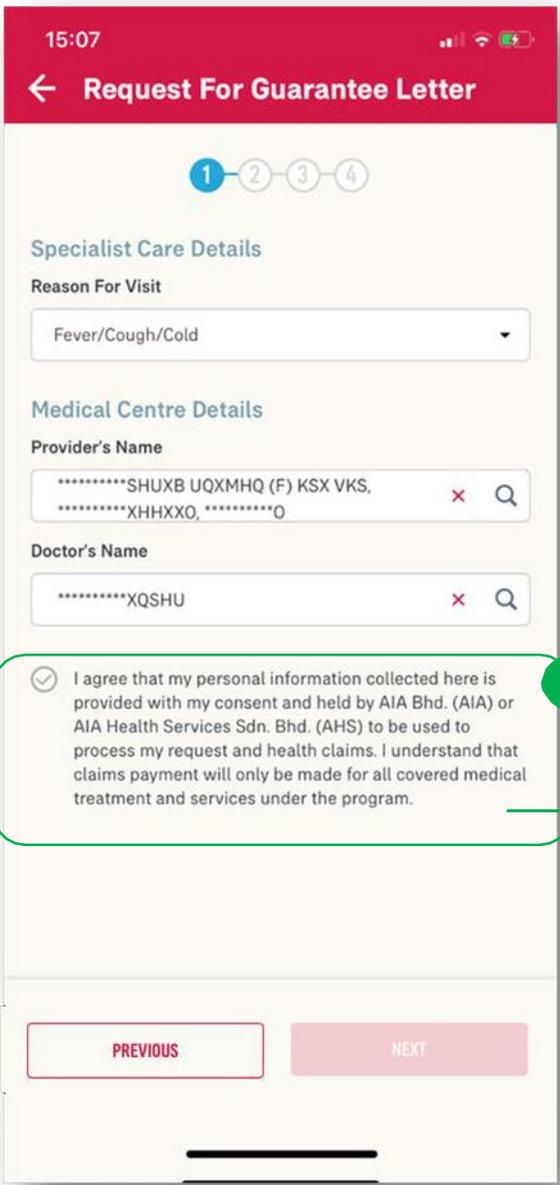
STEP 2

STEP 3

STEP 4

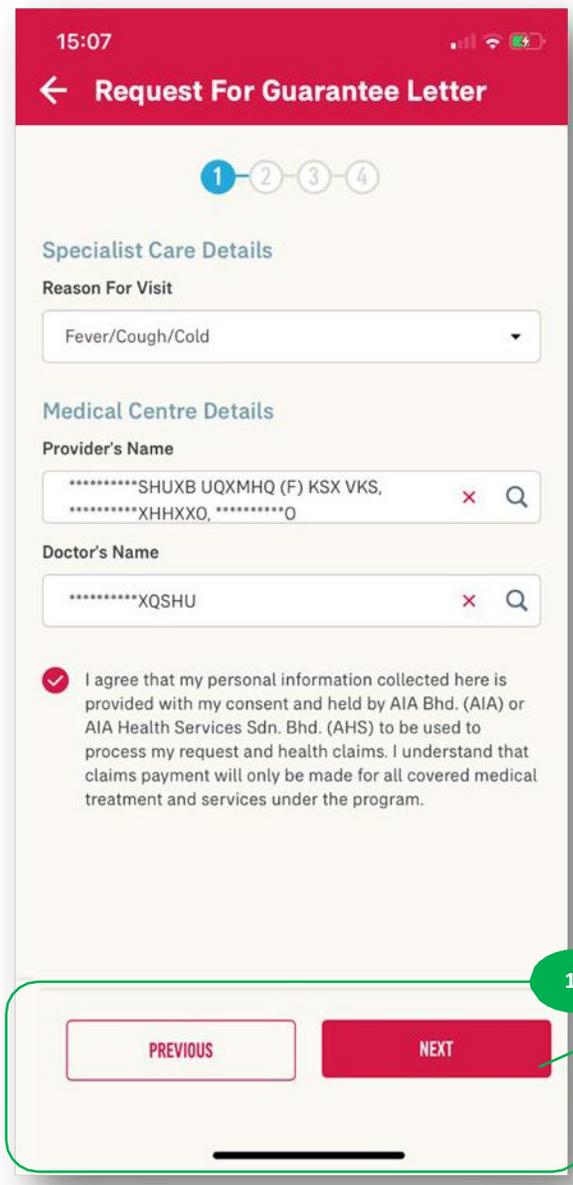
12

MY AIA APP



13

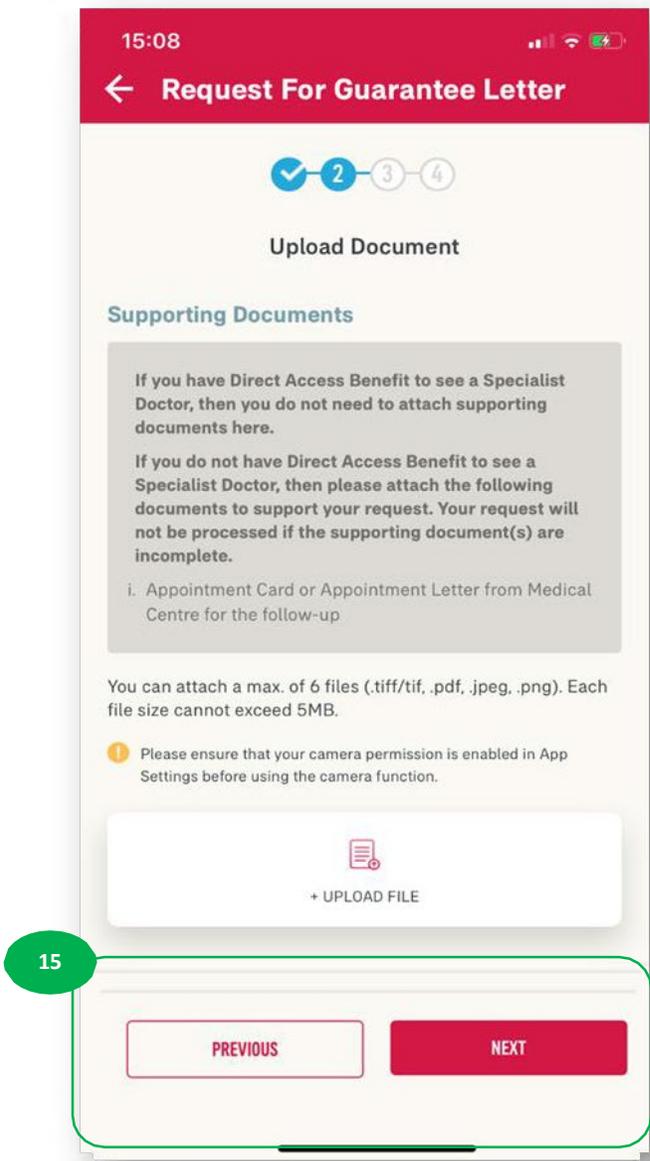
Tick here to agree to the disclaimer statement.



14

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

REQUEST FOR GL: Part 2- Direct Access Flow



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

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

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

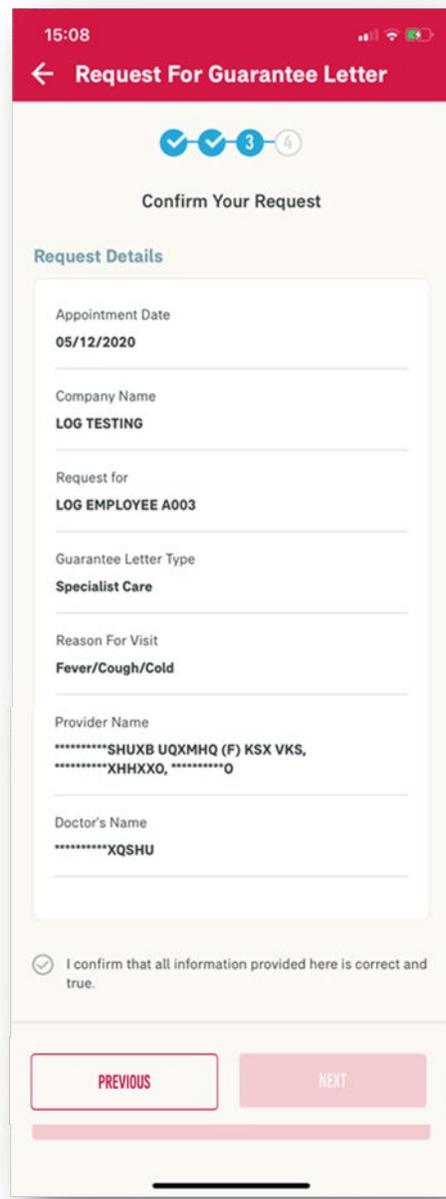
Tap on "NEXT" to proceed. If you wish to amend your request so far, click on "PREVIOUS".

REQUEST FOR GL: Part 2- Direct Access Flow



12

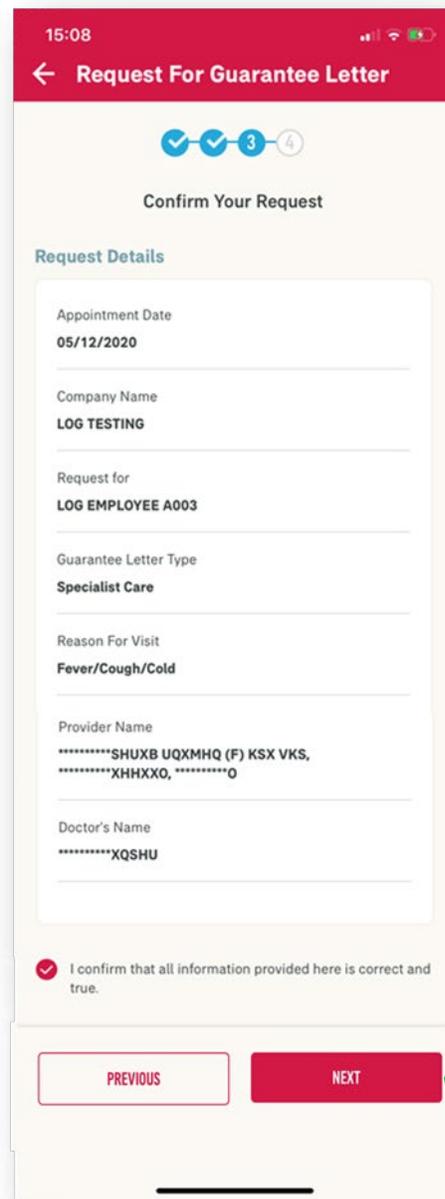
MY AIA APP



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

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

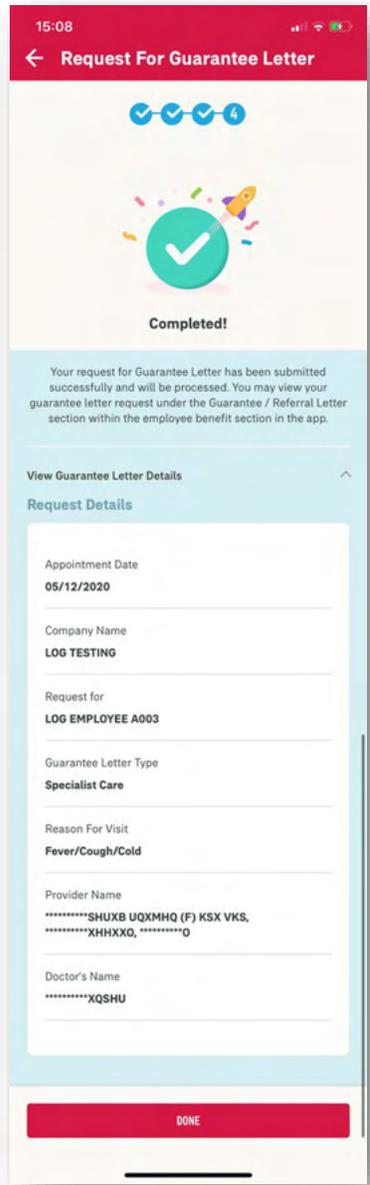
16



17

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

REQUEST FOR GL: Part 2- Direct Access Flow



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

REQUEST FOR GUARANTEE LETTER – 05: Notifications

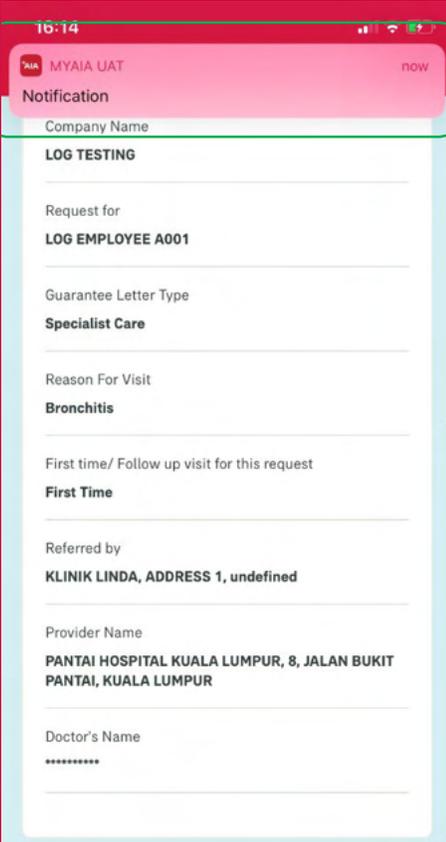
REQUEST FOR GL: Notifications

NOTIFICATION 1

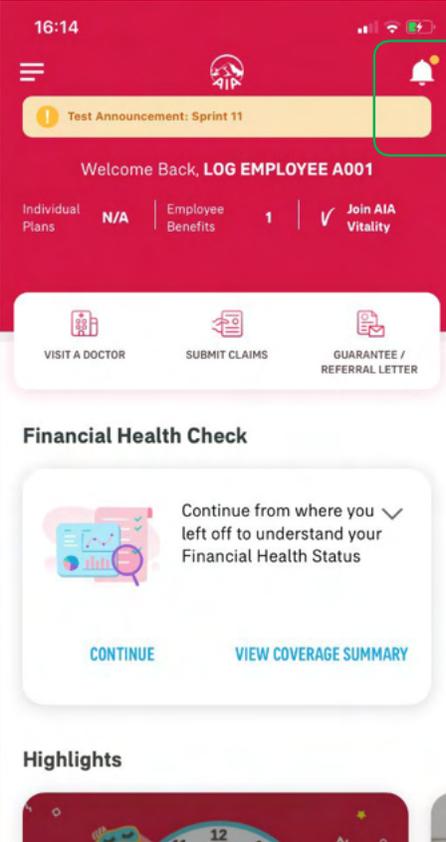
Push Notification is sent when the request has been successfully submitted.

12

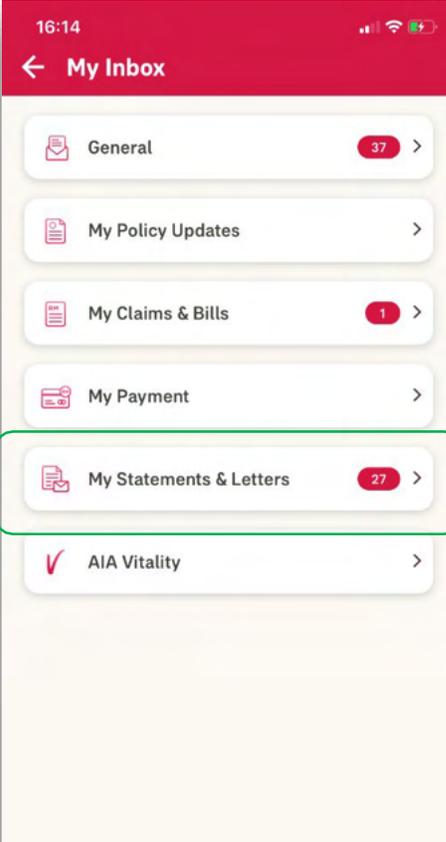
MY AIA APP



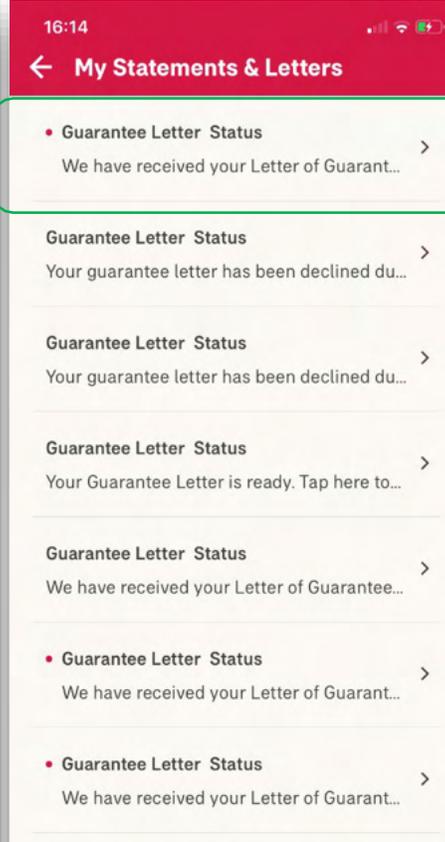
You will receive a push notification upon successful submission of your request.



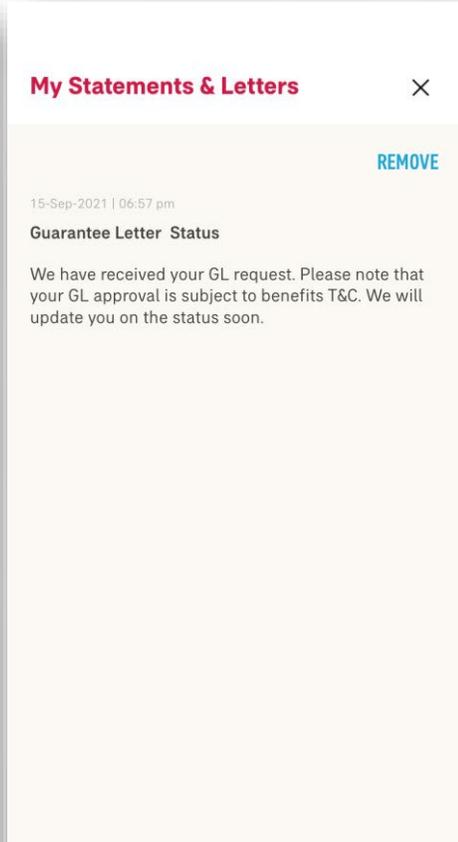
Click on the Bell to retrieve the notification.



Click on "My Statements & Letters".



Your latest notification is at the top.



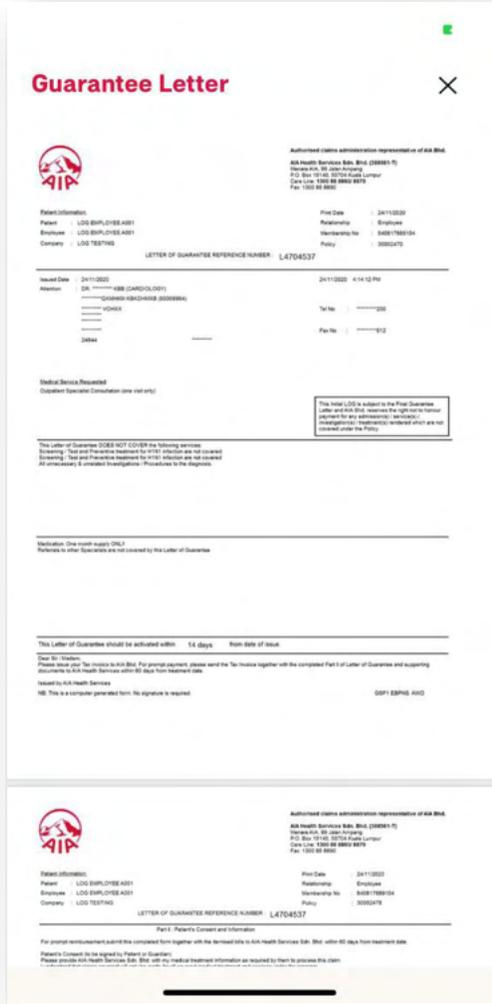
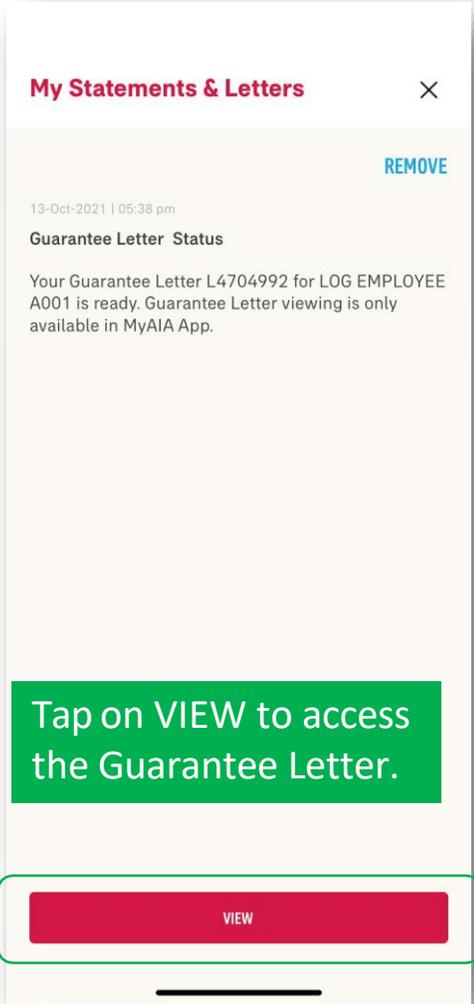
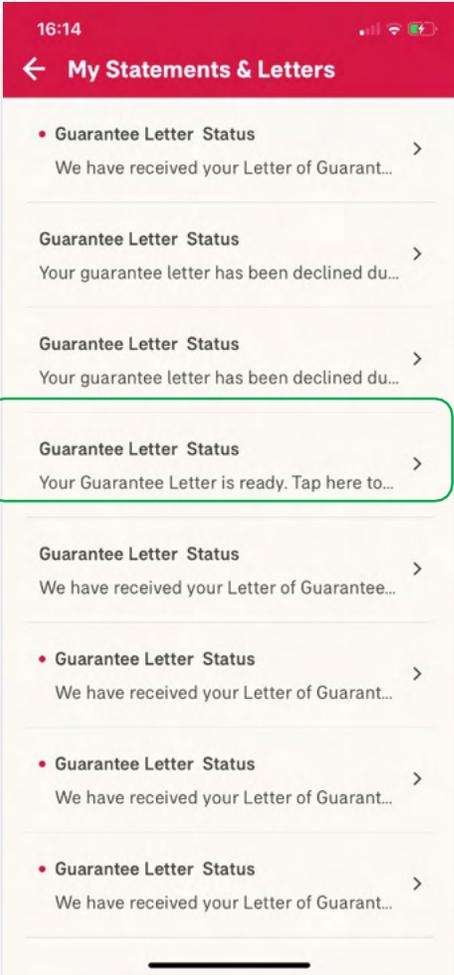
The notification for confirmation of receipt of request.

REQUEST FOR GL: Notifications

NOTIFICATION 2

Push Notification is sent for both GL Approved and GL Declined.

GL APPROVED

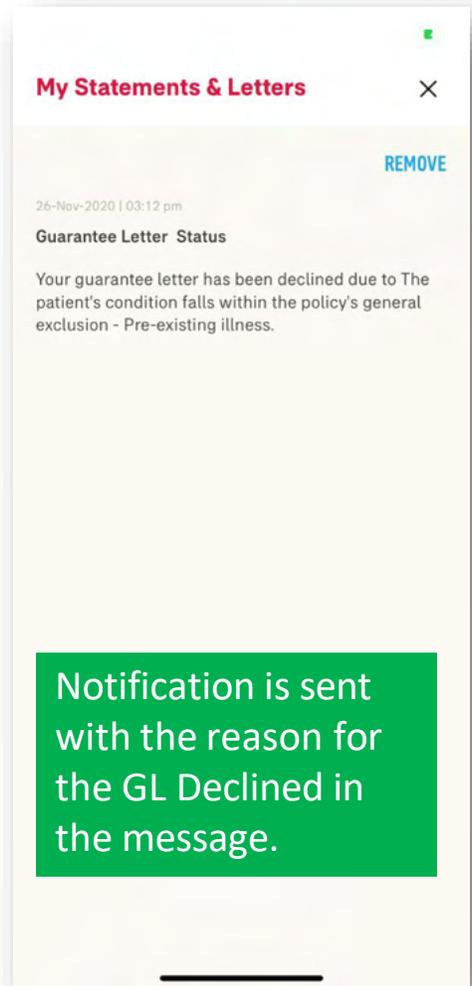
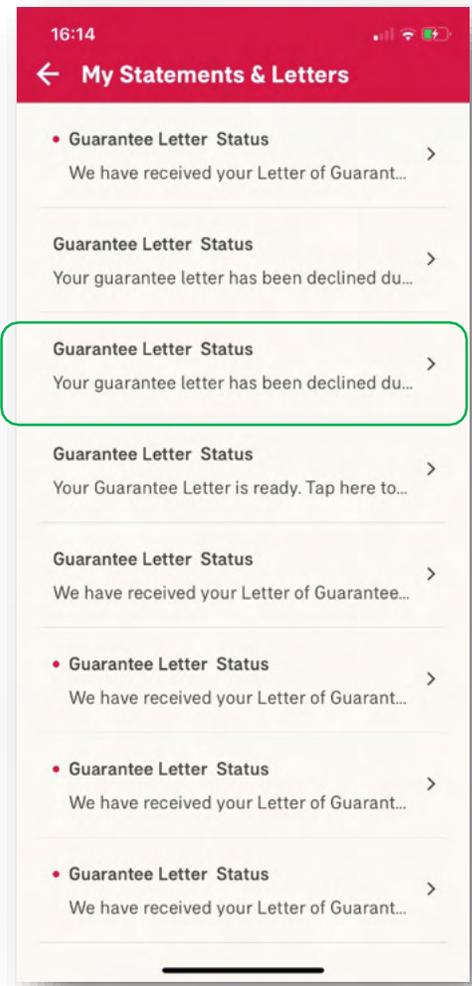


REQUEST FOR GL: Notifications

NOTIFICATION 2

Push Notification is sent for both GL Approved and Declined.

GL DECLINED



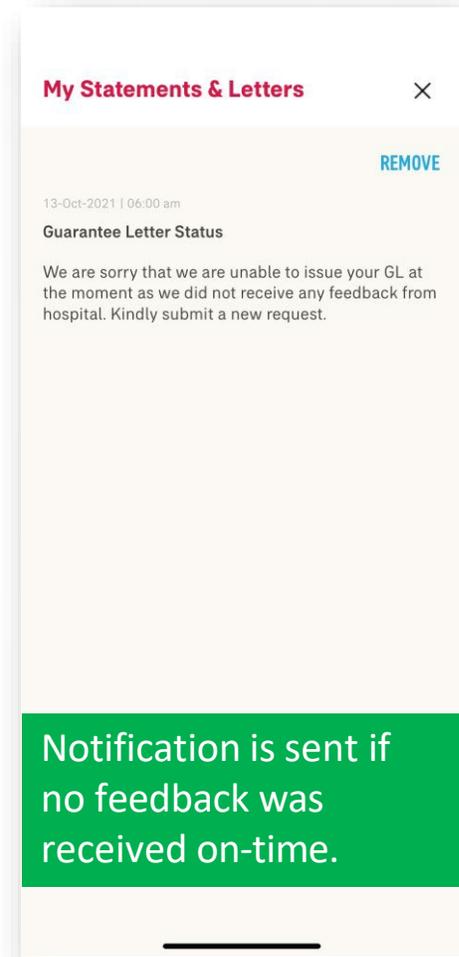
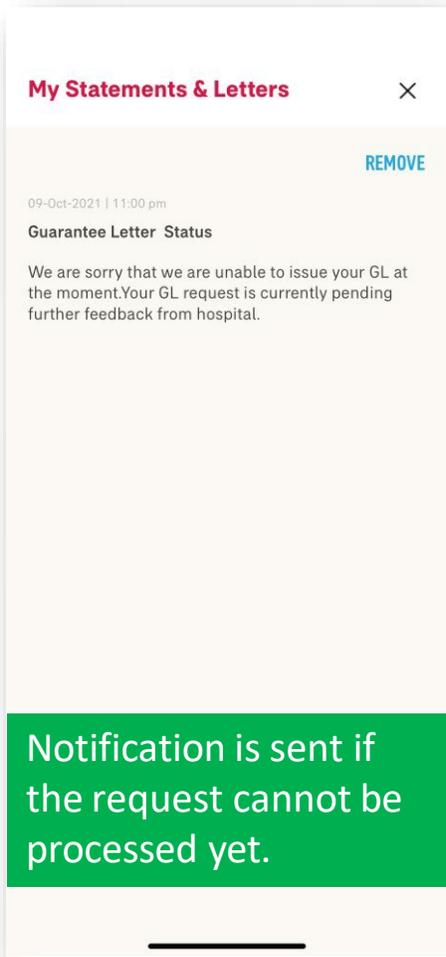
REQUEST FOR GL: Notifications

NOTIFICATION 3

Push Notification is sent when the request cannot be processed due to further information required from the hospital.

NOTIFICATION 4

If no feedback was received from the hospital on-time, and the selected visit date is passed, then a Push Notification is sent to inform on the status.



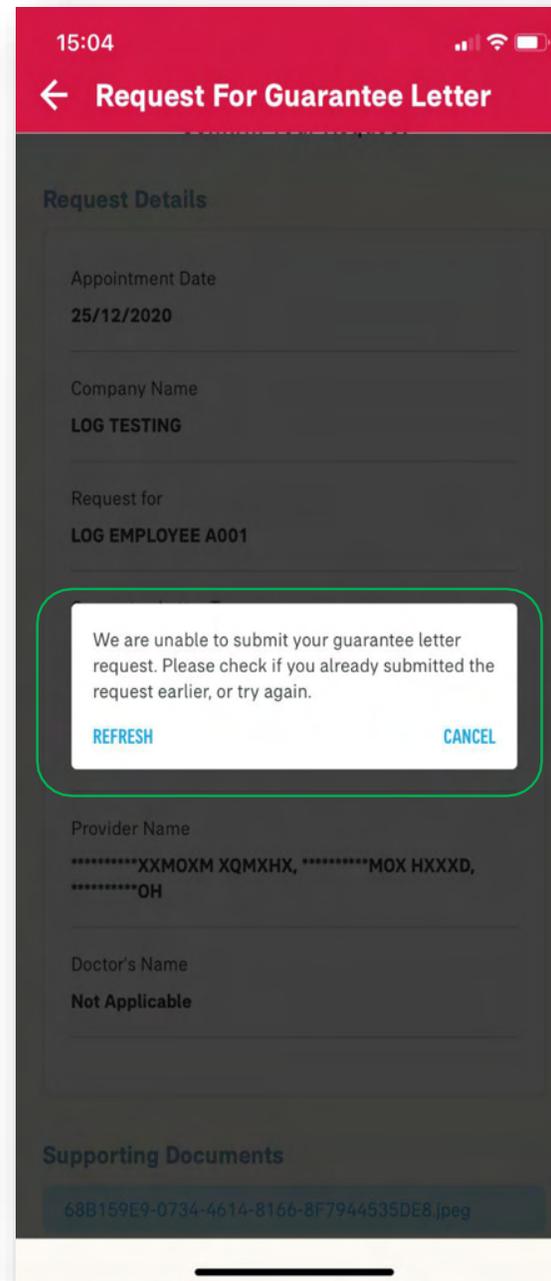
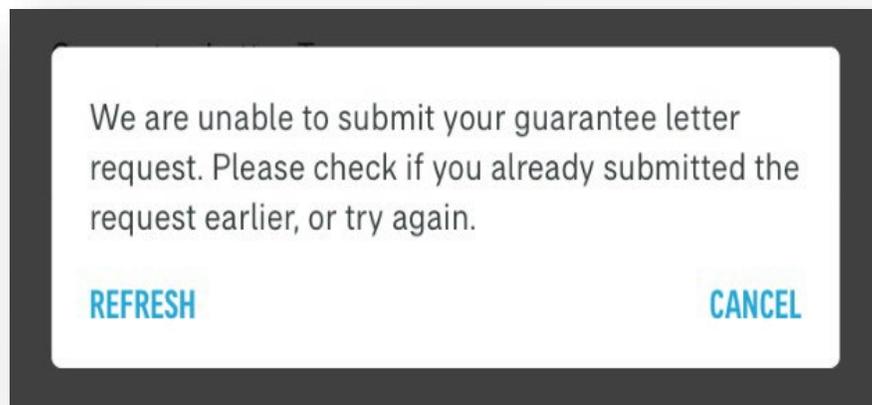
REQUEST FOR GUARANTEE LETTER – 06: Duplicate Checking

REQUEST FOR GL: Duplicate Checking

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

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

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



REQUEST FOR GUARANTEE LETTER – 07: Error Messages

REQUEST FOR GL: Error Messages

Common Error Messages

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

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

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

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

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

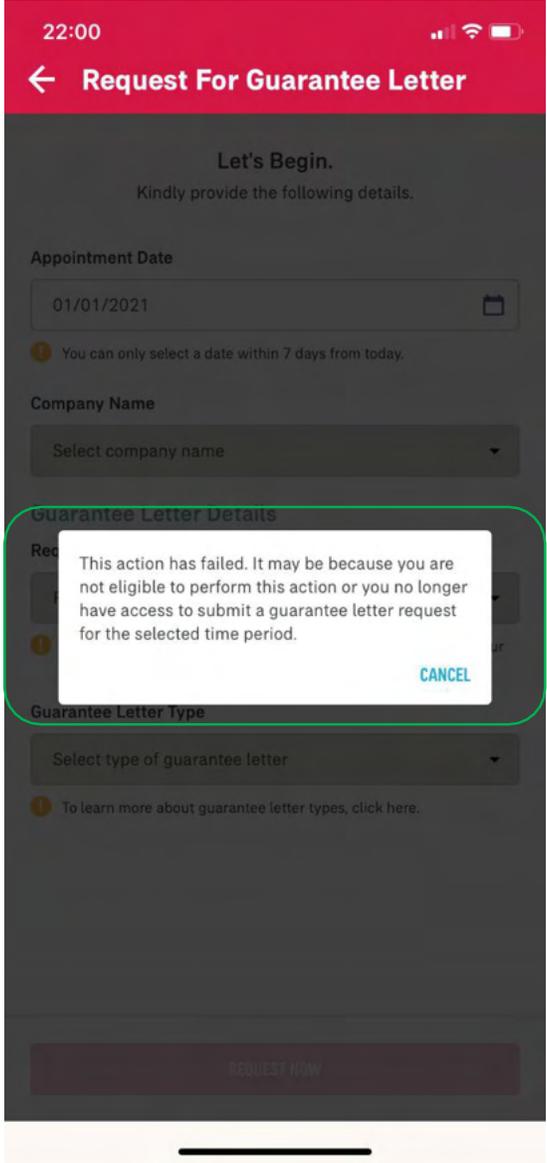
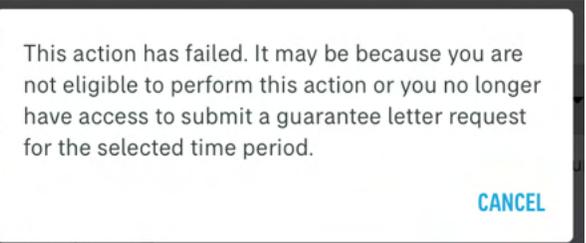
The screenshot shows the 'Request For Guarantee Letter' app interface. At the top, the title is 'Request For Guarantee Letter'. Below it, the text says 'Let's Begin. Kindly provide the following details.' The form includes fields for 'Appointment Date' (11/04/2021), 'Guarantee Letter Details' (Request for: LIM TENG PENG), 'Guarantee Letter Type' (Antenatal Benefit), and 'Company Name' (POL 1-MULTIPLE POLICY SCENARIO). A red error message box is highlighted with a green border, containing the text: 'Please note that you will have to proceed to pay in advance and submit your claim under the employee benefit section in My AIA. To learn more about guarantee letter types, click here.' A 'REQUEST NOW' button is at the bottom.

REQUEST FOR GL: Error Messages

Common Error Messages

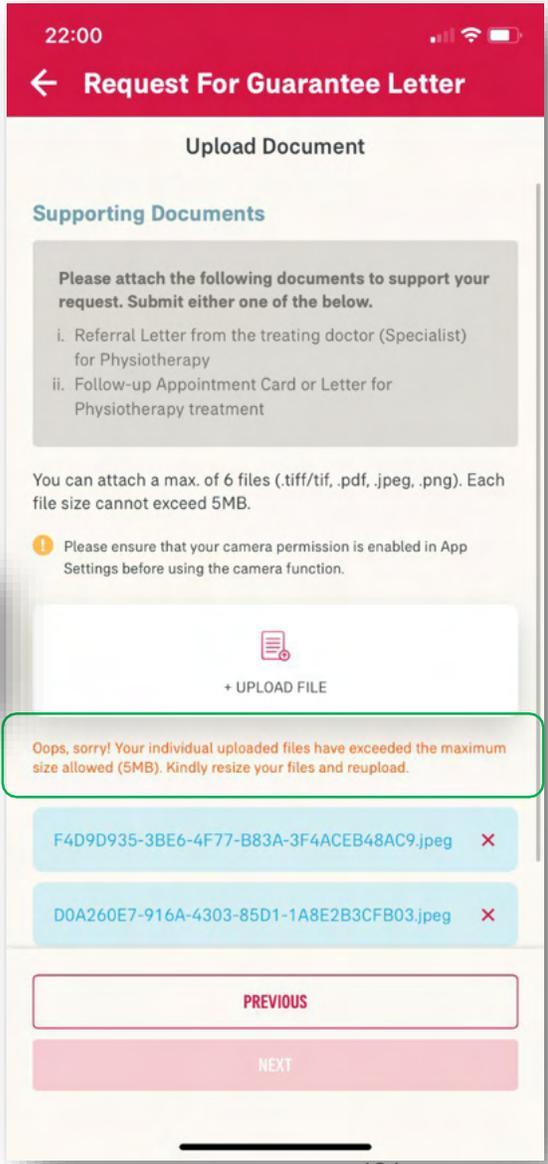
3. If your request date is outside of your policy period, the below error message will be displayed when you select that date.

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



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

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



SUBMIT e-CLAIMS

Corporate e-Claims

- Claims Submission
- Claims History
- Notifications
- Submit Pending Document

Individual e-Claims

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



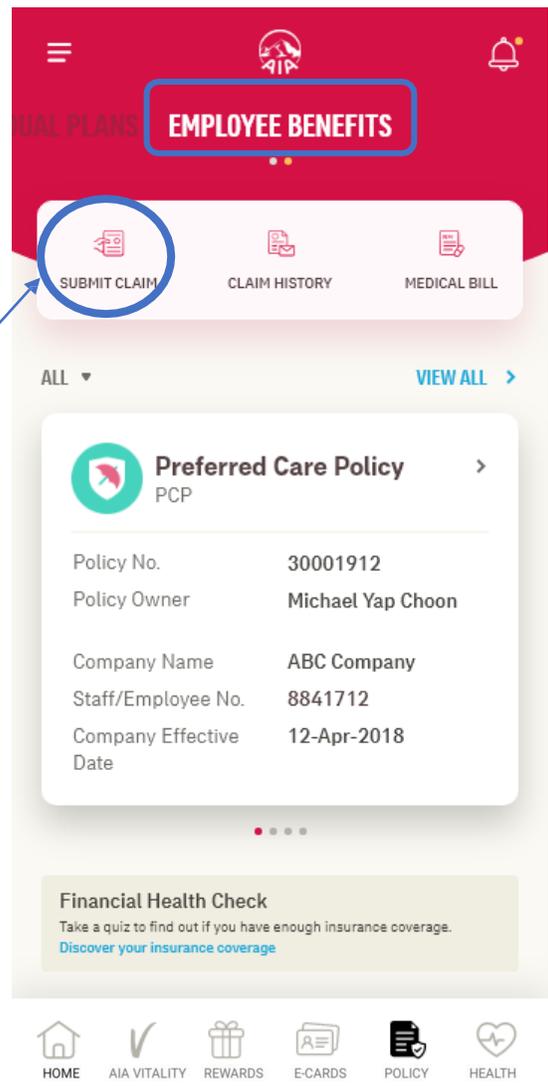
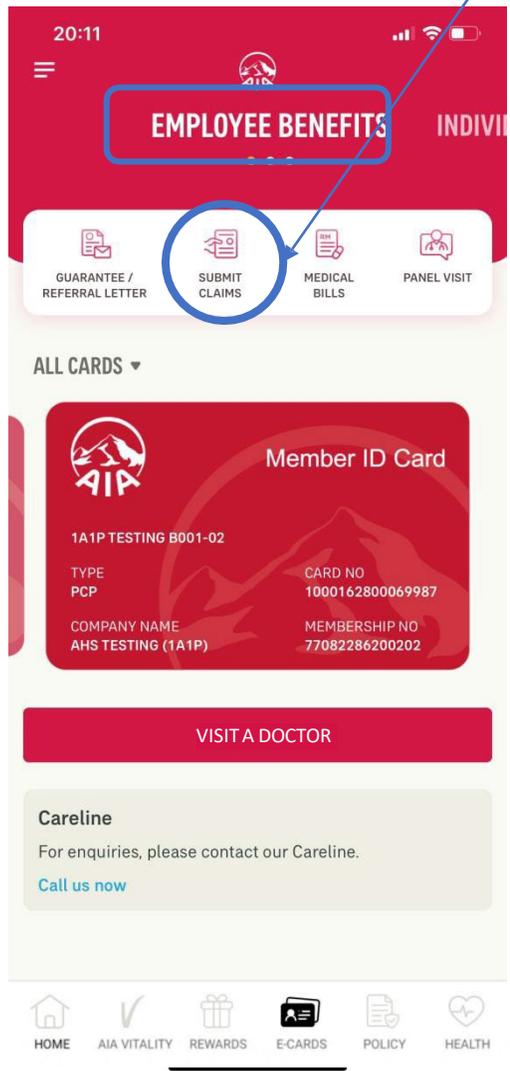
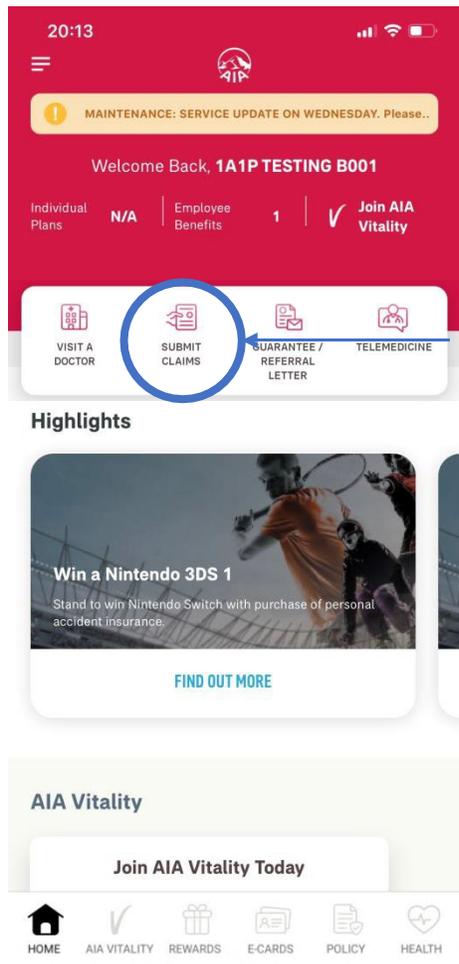
CORPORATE E-CLAIMS

ENTRY POINT FOR SUBMITTING e-CLAIM

Option B:
Entry Point @
E-CARD

Option A:
Entry
Point @
Main
Dashboard

Option C:
Entry Point @
Plan & Claim



CORPORATE eCLAIMS – Claims Submission

Claims Submission



Before starting your claim submission, you can review the guideline to know how to submit a claim.

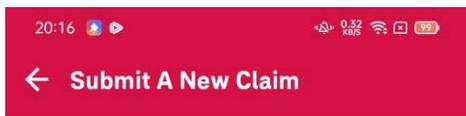
Claims Submission

STEP 1

STEP 2

STEP 3

STEP 4



Guideline

1 HOW TO SUBMIT AN EMPLOYEE BENEFITS CLAIM



Supporting Documents

Kindly ensure that all documents are complete before submitting. Please check the documents required in [Step 2](#).



Submit NRIC / Passport

In line with our customer due diligence procedure, the front view of your NRIC / Passport is mandatory.



Complete what is required for Claim Submission

Key in all the required info to prevent your claim from being declined.

2 WHICH DOCUMENTS ARE REQUIRED

Select your Claim Type to identify the required documents.

Note: All claim types are available for selection. Please refer to the policy details page to verify your benefit eligibility before claim submission.

Claim Type

Select claim type

2 WHICH DOCUMENTS ARE REQUIRED

Select your Claim Type to identify the required documents.

Note: All claim types are available for selection. Please refer to the policy details page to verify your benefit eligibility before claim submission.

Claim Type

Pre and Post Hospitalisation/Hospitali...

Required Documents For Pre and Post Hospitalisation/Hospitalisation/Daycare Claims

Complete hard-copy documents are required to be submitted at any AIA Customer Centre for your claim to be processed.

- Payment Receipt / Deposit Receipt / Settlement Receipt (mandatory upload)
- Detailed itemisation
- All investigation report (lab test and imaging report, police report etc)
- Attending Doctor's Medical Report – Private Hospital Admission / Daycare
- Discharge Summary (for Government Hospital admission)
- Physiotherapy breakdown (if any)

YES, I'M READY TO SUBMIT

The list of required documents is listed, based on the claim type selected.

Tap here once you know the requirements and are ready to begin your claim submission.

Select the **Claim Type** here to know the required documents

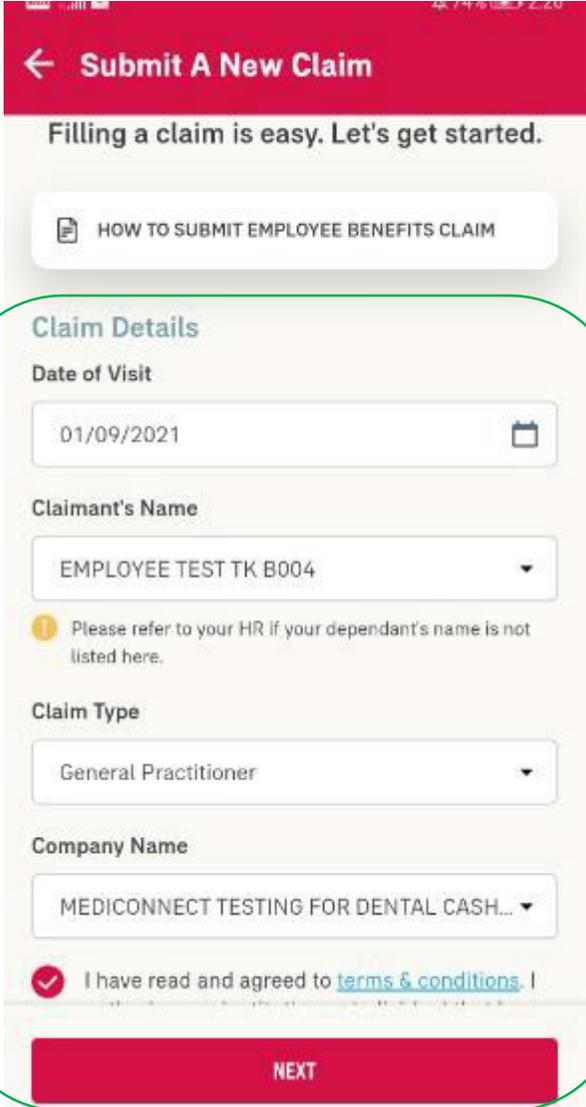
Claims Submission

STEP 1

STEP 2

STEP 3

STEP 4



2

Select the claim details:

1. Date of Visit of the Claim
2. Claimant's Name
3. Claim Type
4. Company Name

3

Tick on the T&C disclaimer and then tap on "NEXT" to continue.

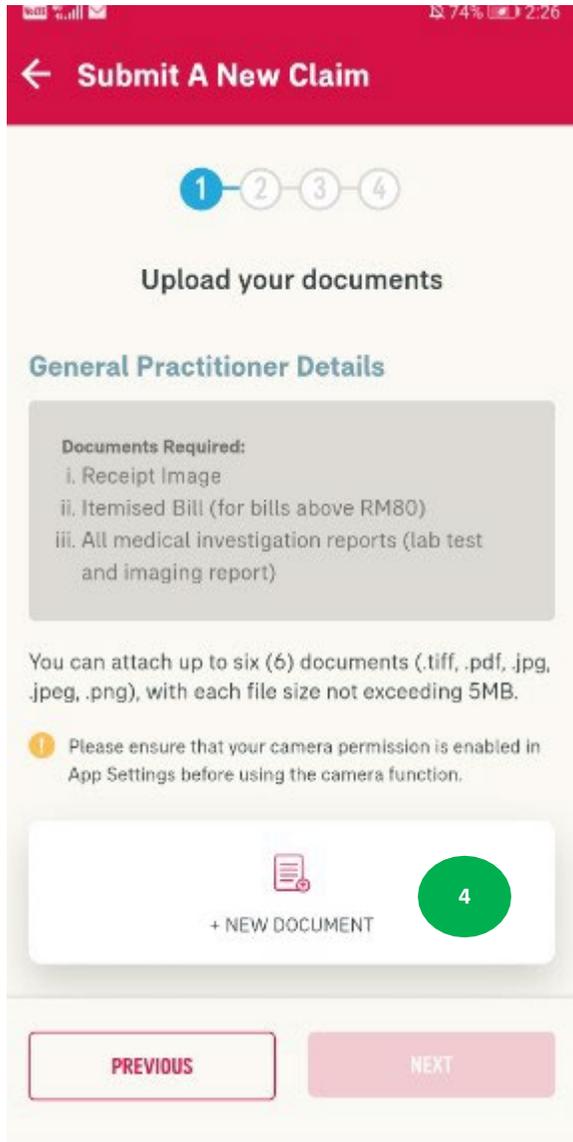
Claims Submission

STEP 1

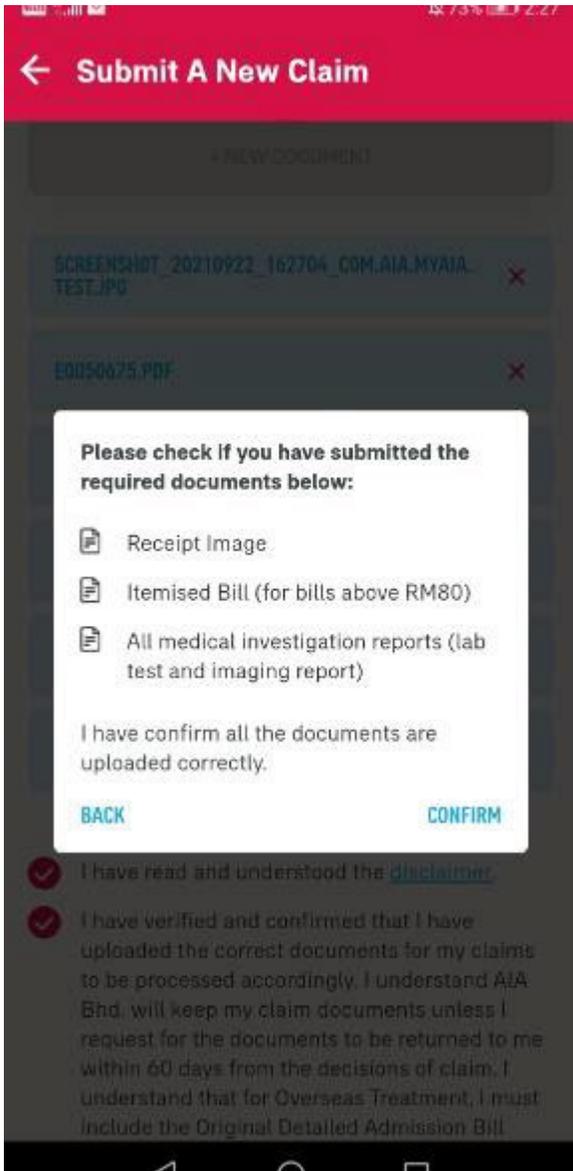
STEP 2

STEP 3

STEP 4



Upload the relevant documents for the Claim.



5

Once uploaded, there will be a pop-up for you to confirm that you have uploaded the required documents. Click on “**BACK**” if you need to upload more, or click on “**CONFIRM**” if you have submitted all required documents.

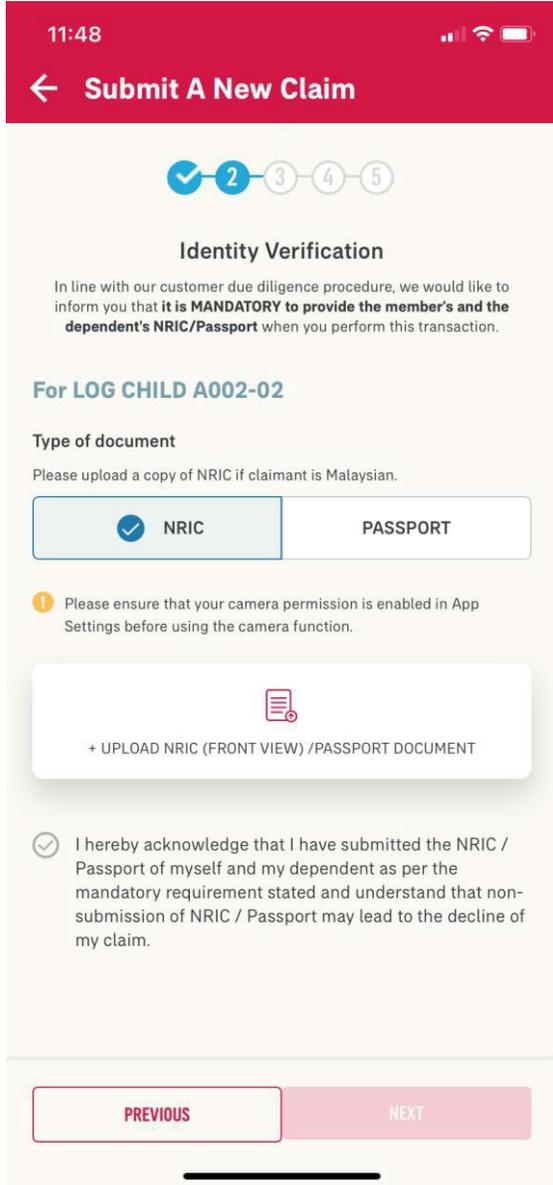
Claims Submission

STEP 1

STEP 2

STEP 3

STEP 4



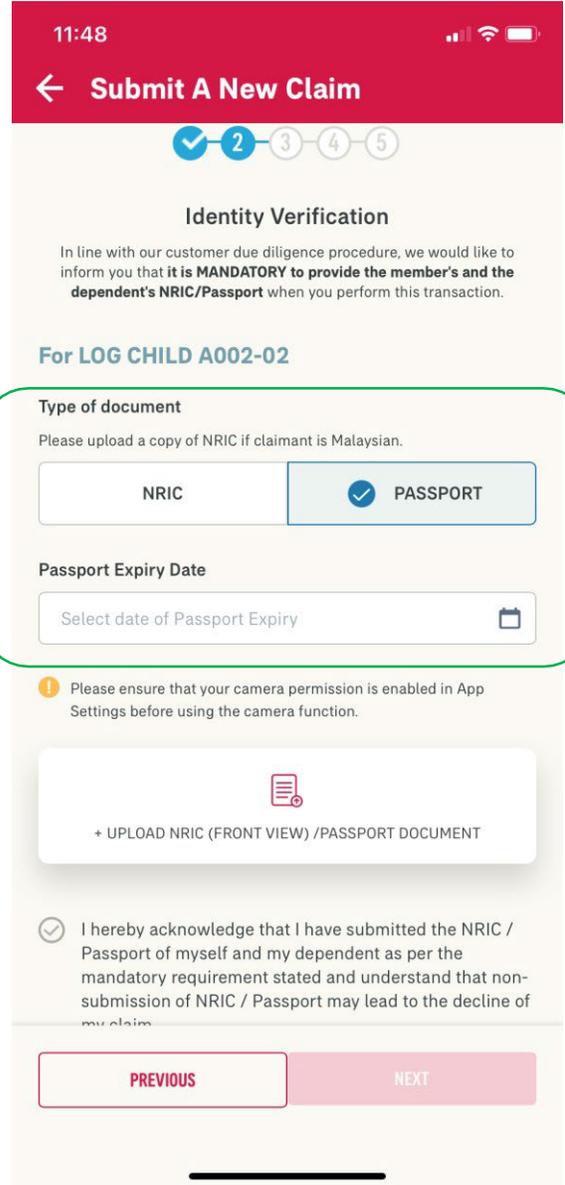
6

If you have not submitted your ID in any previous claims for verification, then you will be prompted to upload your ID.

If you are submitting a claim for your dependent, you will be prompted for both yours & your dependent's ID.

Select if your document is NRIC or Passport.

For Passport, need to input the passport expiry date.



Claims Submission



Submit A New Claim

1 2 3 4

Fill in your claim details.

General Practitioner Details

Provider Type

PANEL NON-PANEL

Healthcare Provider Name

OTHERS

Healthcare Provider Name

111111111122222222223333333333444444

Reason for visit

Select reason for visit

Total Claim Amount

PREVIOUS NEXT

Select the name of the healthcare provider from the dropdown.

Choose "Others" only if you are unable to find the provider name from the listing.

If you select "Others", you will be required to input the Healthcare Provider Name.

Submit A New Claim

Healthcare Provider Name

111111111122222222223333333333444444

Reason for visit

Others

Clarification for Reason for Visit

111111111122222222223333333333444444
44445555555555666666666677777777788
8888888899999999000000000011111111
11 ab@#&*"%"

Max 120 Characters

Total Claim Amount

100

Personal Information

Reimbursement Details

Bank Name

PREVIOUS NEXT

Select the reason for your visit from the dropdown of diagnosis provided..

Choose "Others" only if you are unable to find the diagnosis from the listing. If you select "Others", you will be required to input some clarification on your visit (diagnosis).

Claims Submission

STEP 1

STEP 2

STEP 3

STEP 4

Submit A New Claim

Personal Information

Reimbursement Details

Bank Name
MAYBANK

Bank Account No.
245915375925

Member's Details

Customer ID No.
920815140058

Email Address
HMqkmhxm446@mxxhb.ubx

Please ensure that you key in the correct bank and

PREVIOUS **NEXT**

9

Your reimbursement details are as registered previously. If you need to edit the bank details, click on the link below.

Take note that payment will be made to Member's bank account only; even if the claim is for your dependent.

1 If you want to update your personal information, please [click here](#).

Submit A New Claim

Update Personal Information ×

Fill in Member's Bank Details only. Payment will be made to Member's bank account only.

Reimbursement Details

Bank Name
MAYBANK

Bank Account No.
245915375925

Member's Details

Customer ID No.
920815140058

Email Address
HMqkmhxm446@mxxhb.ubx

SAVE

Claims Submission

STEP 1

STEP 2

STEP 3

STEP 4

Submit A New Claim

1 2 3 4

Review Your Claim

Claim Details [EDIT](#)

Date of Visit
01/09/2021

Claimant's Name
EMPLOYEE TEST TK B004

Claim Type
General Practitioner

Company Name
MEDICONNECT TESTING FOR DENTAL CASHLESS

Company Name
MEDICONNECT TESTING FOR DENTAL CASHLESS

Uploaded Documents [EDIT](#)

SCREENSHOT_20210922_162704_COM.AIA.MYAIA.TEST.JPG

E0050675.PDF

IMG-20210806-WA0008 (3).TIFF

IMG-20210806-WA0009.JPEG

SCREENSHOT_20210718_091834_COM.HUAWEL.BROWSE R.JPG

ESA.PNG

General Practitioner [EDIT](#)

Provider Type
Panel

Personal Information [EDIT](#)

Reimbursement Details

Bank Name
MAYBANK

Bank Account No.
245915375925

Member's Details

Email Address
HMqkmhxm446@mxxhb.ubx

Customer ID No.
920815140058

Please ensure that you key in the correct bank and member details in order to receive your reimbursement.

[PREVIOUS](#) [SUBMIT](#)

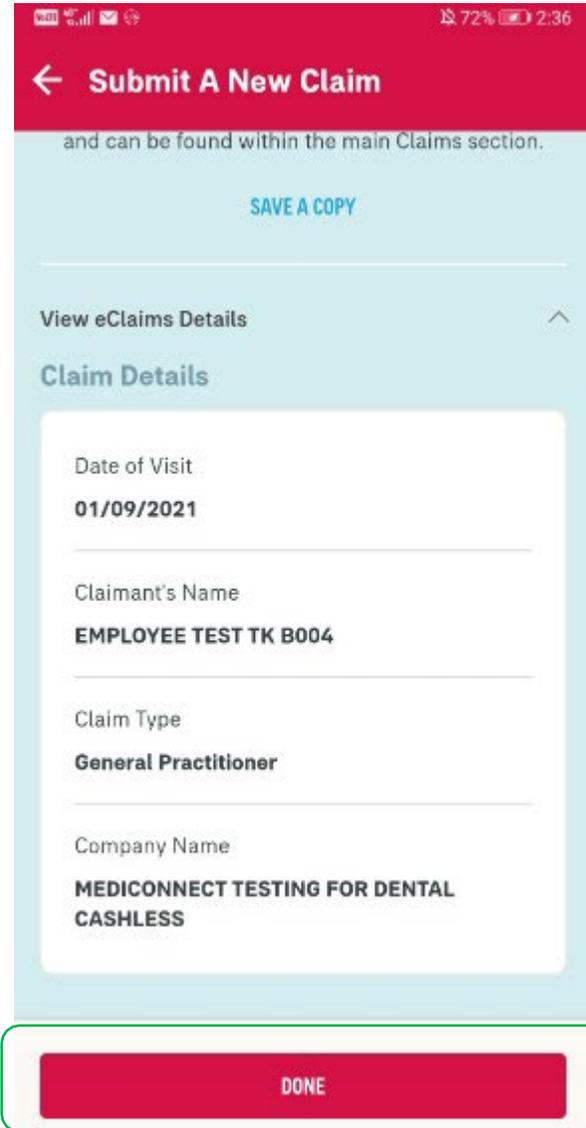
Review your claim details. If there are any edits to be made, click on "EDIT" and it will bring you back to that specific page.

Tap on SUBMIT to submit your claim.

Claims Submission



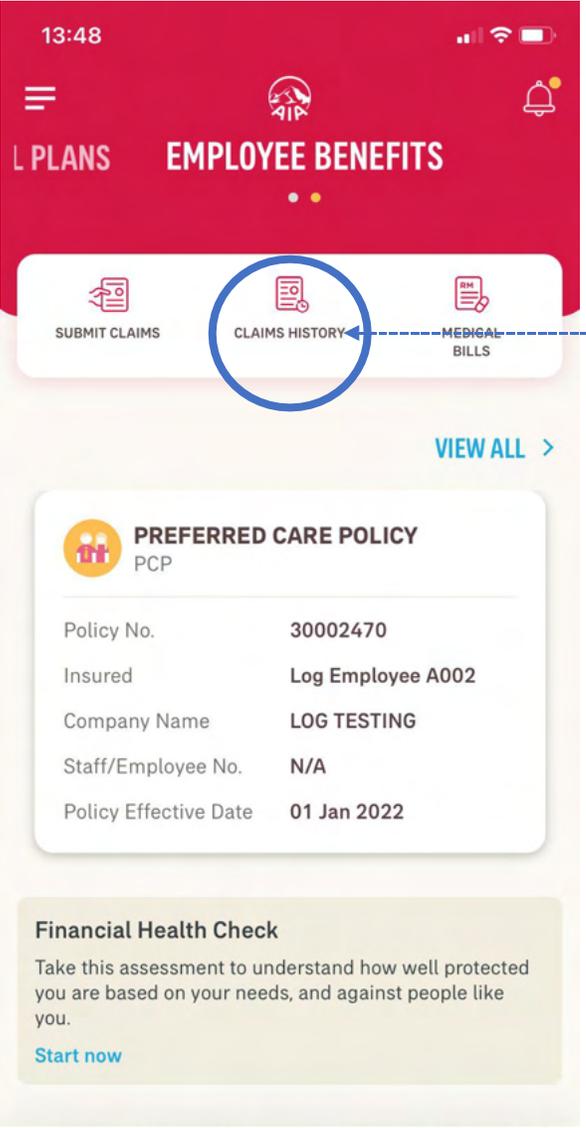
Your request has been submitted and will be processed accordingly. You will see this confirmation page.



Tap on "DONE" to return to entry point.

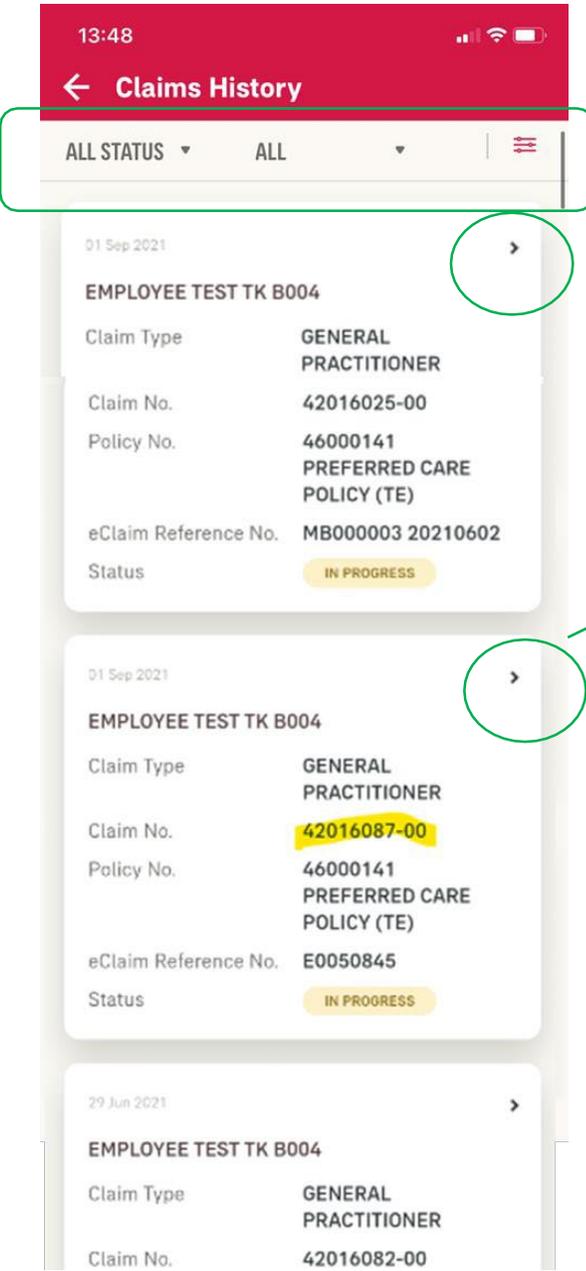
CORPORATE eCLAIMS – Claims History

ENTRY POINT FOR CLAIMS HISTORY



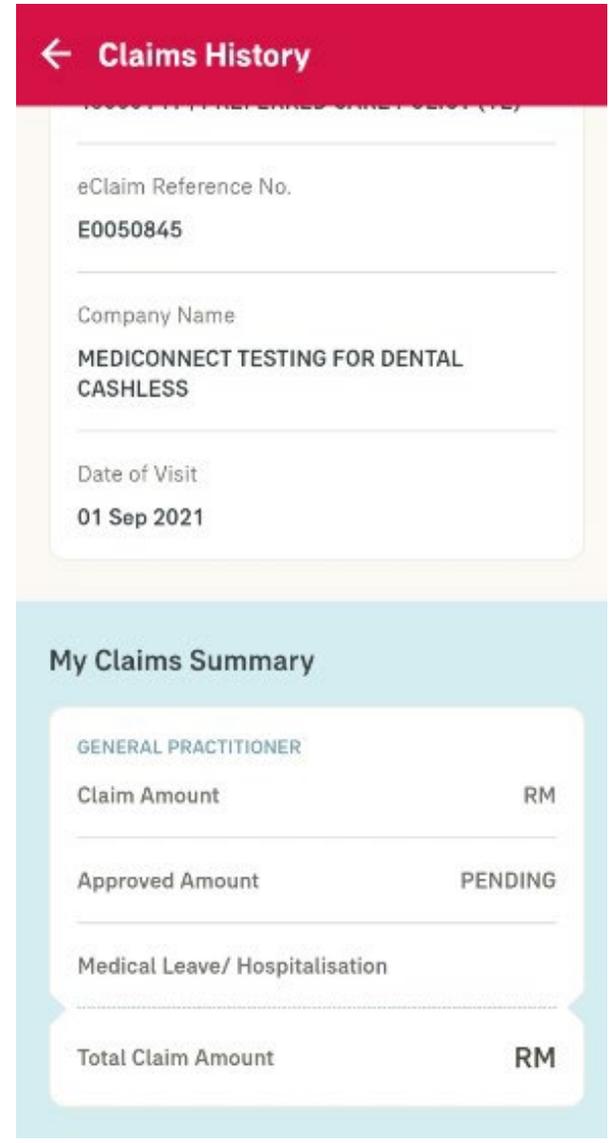
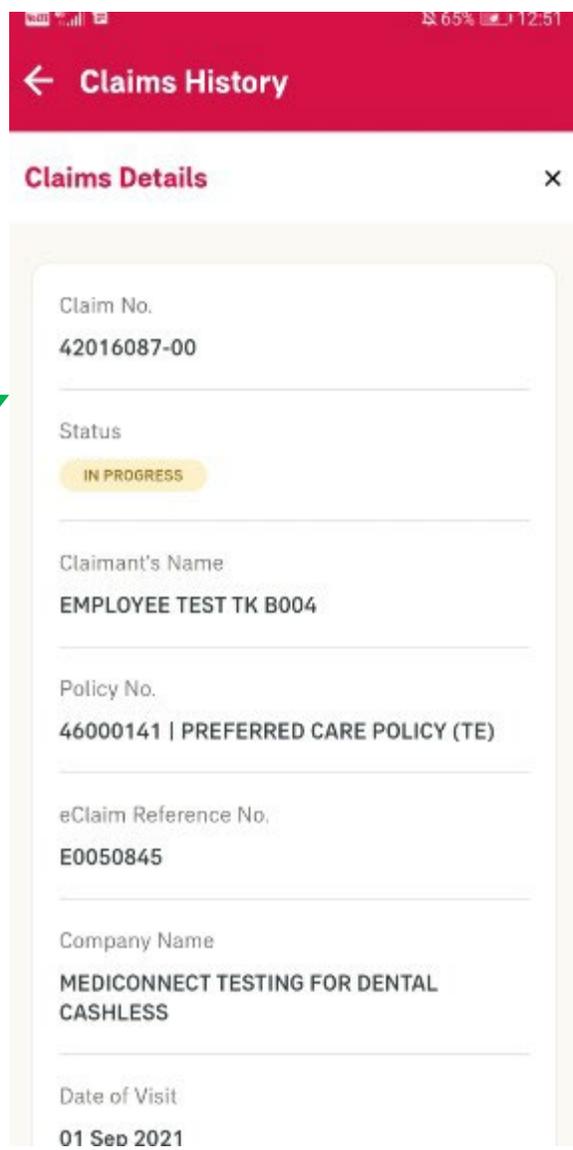
ENTRY POINT FROM PLANS & CLAIMS

Claims History



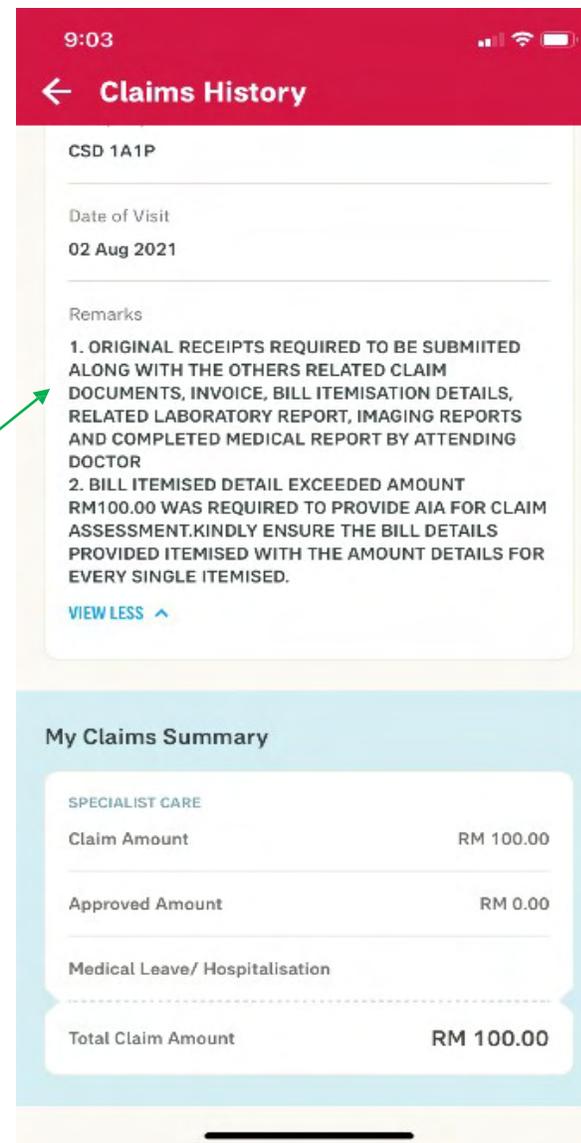
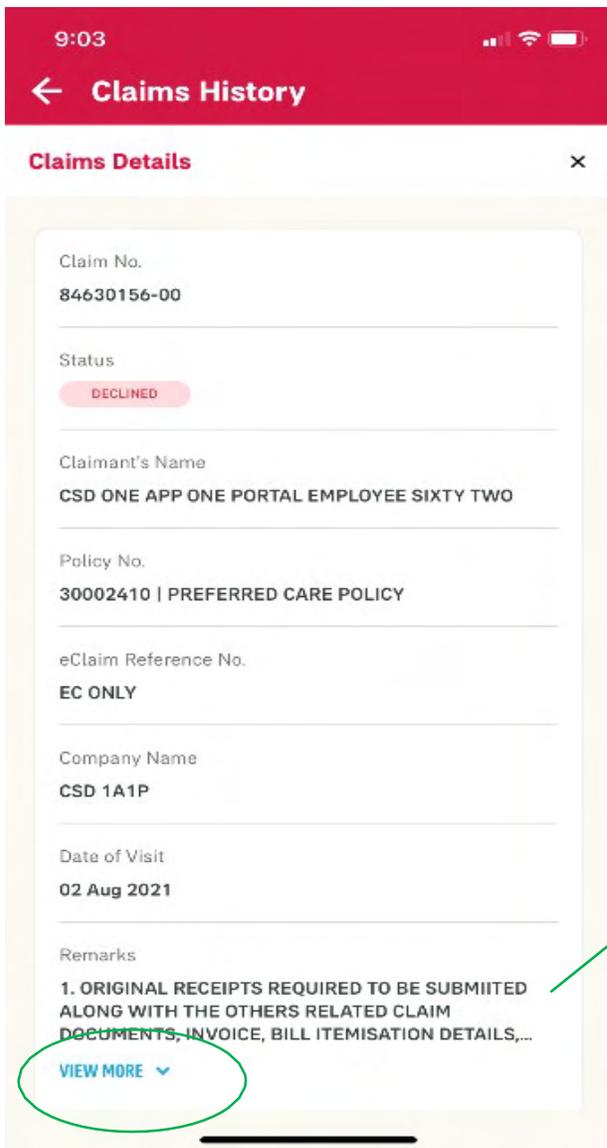
You can filter your search criteria here.

Click to view your Claims details.



Claims History

For Claims that are rejected / partially approved, you can view the reasons in the Claims History.



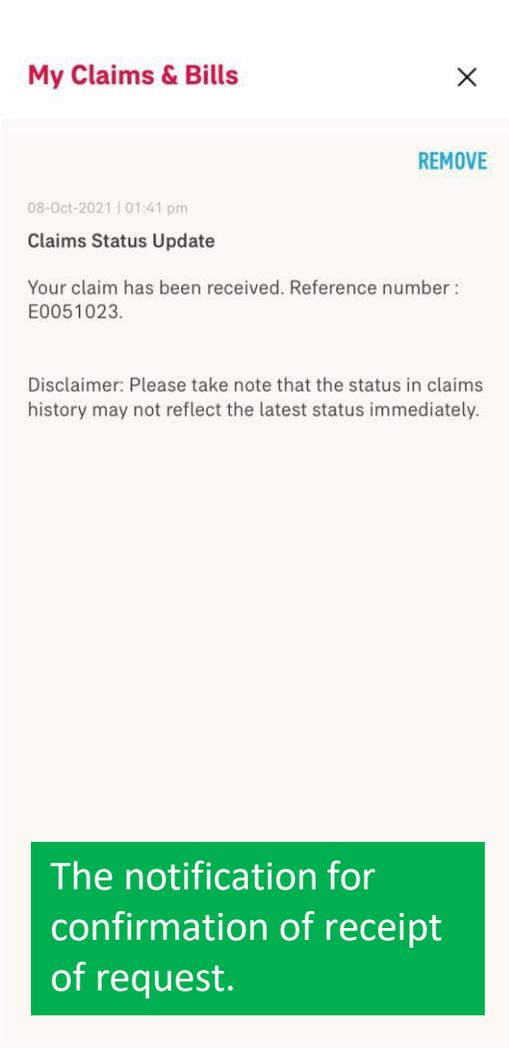
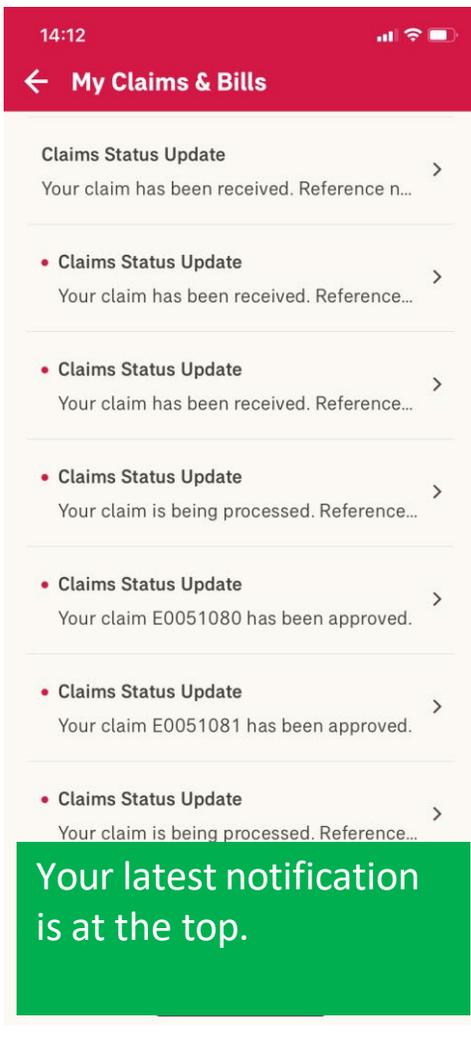
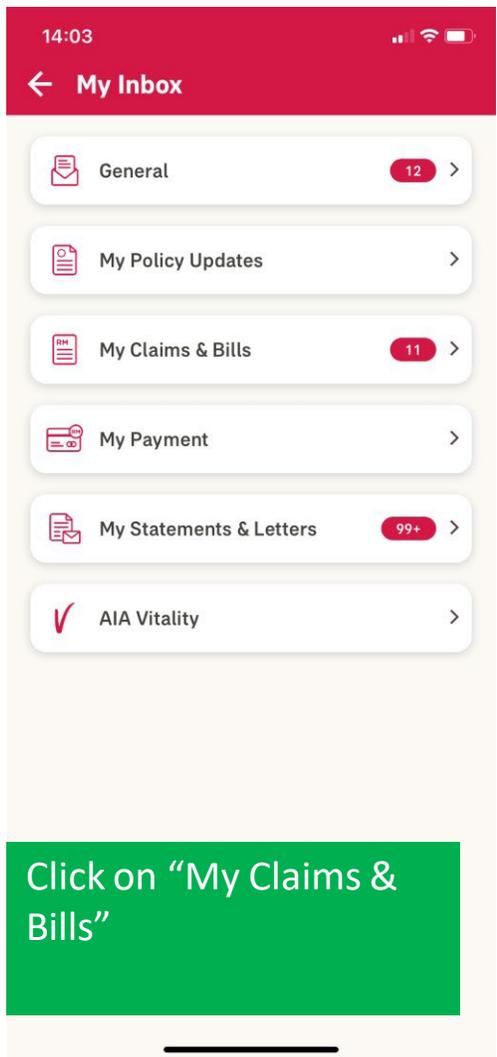
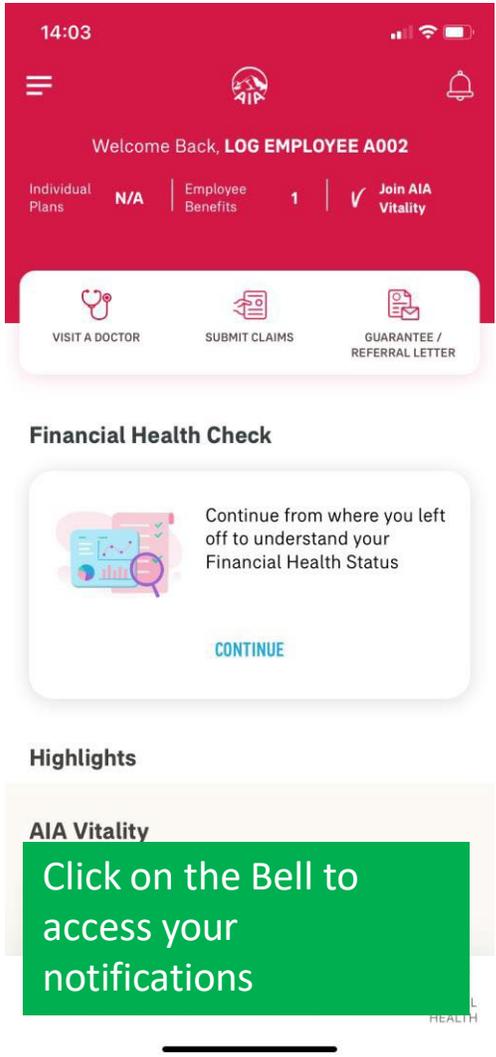
Click on "VIEW MORE" for the full reasons.

CORPORATE eCLAIMS – Notifications

Notifications

NOTIFICATION 1

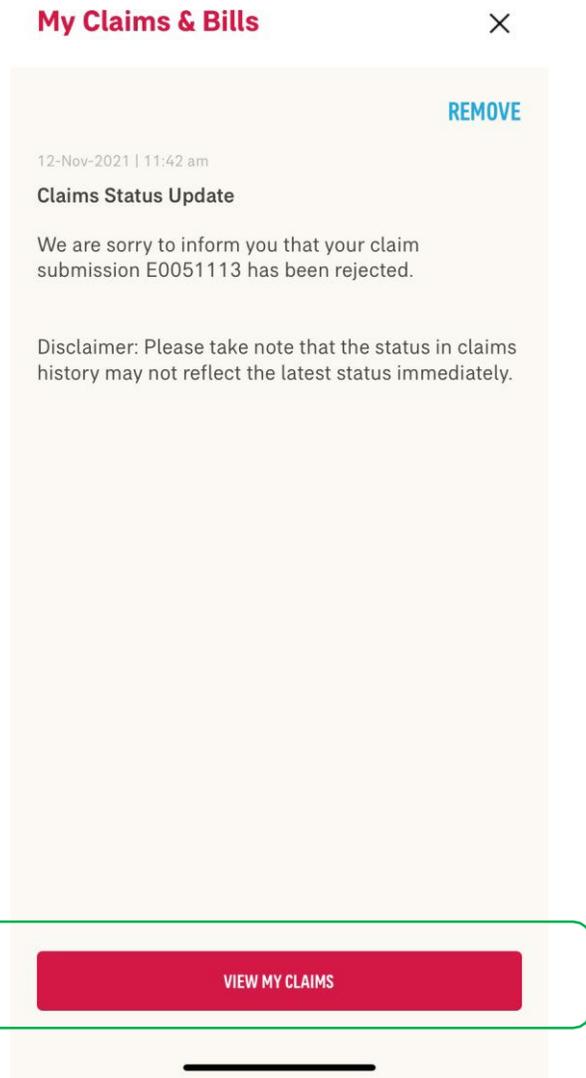
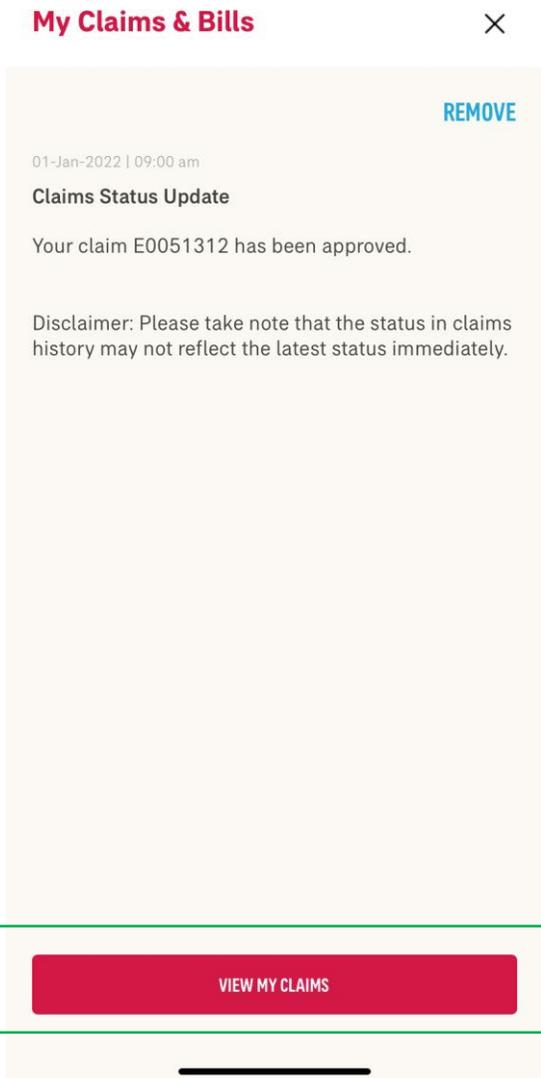
Push Notification is sent when the claim has been successfully submitted.



Notifications

NOTIFICATION 2

Push Notification is sent for both Claims Approved and Rejected.



Tap on “View My Claims” to see the details in the Claims history screen.

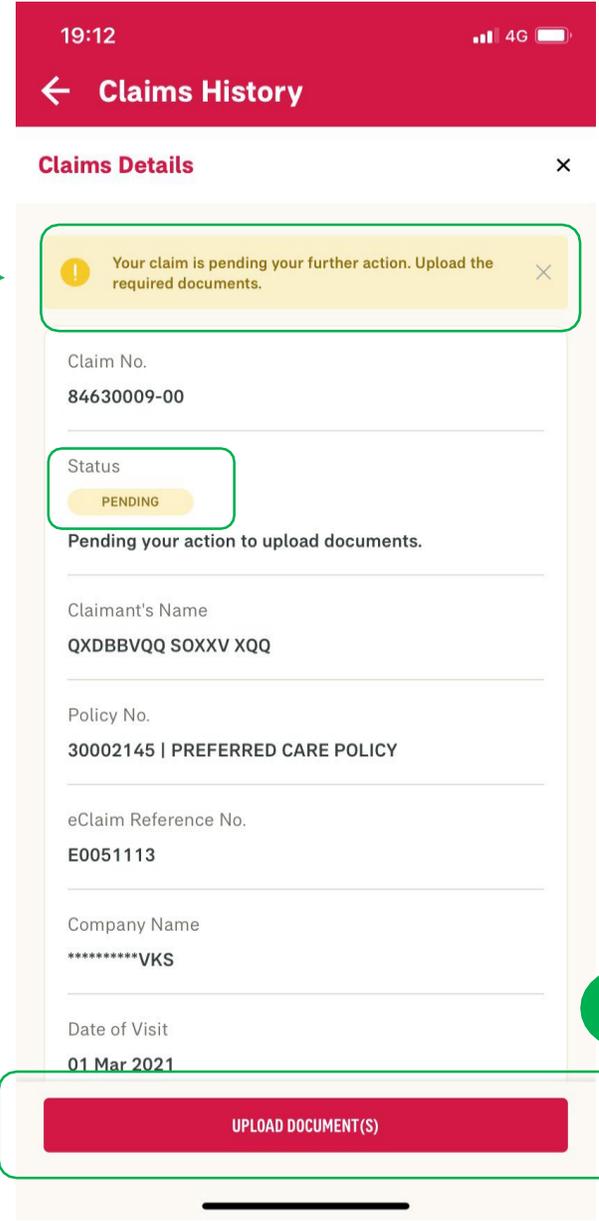
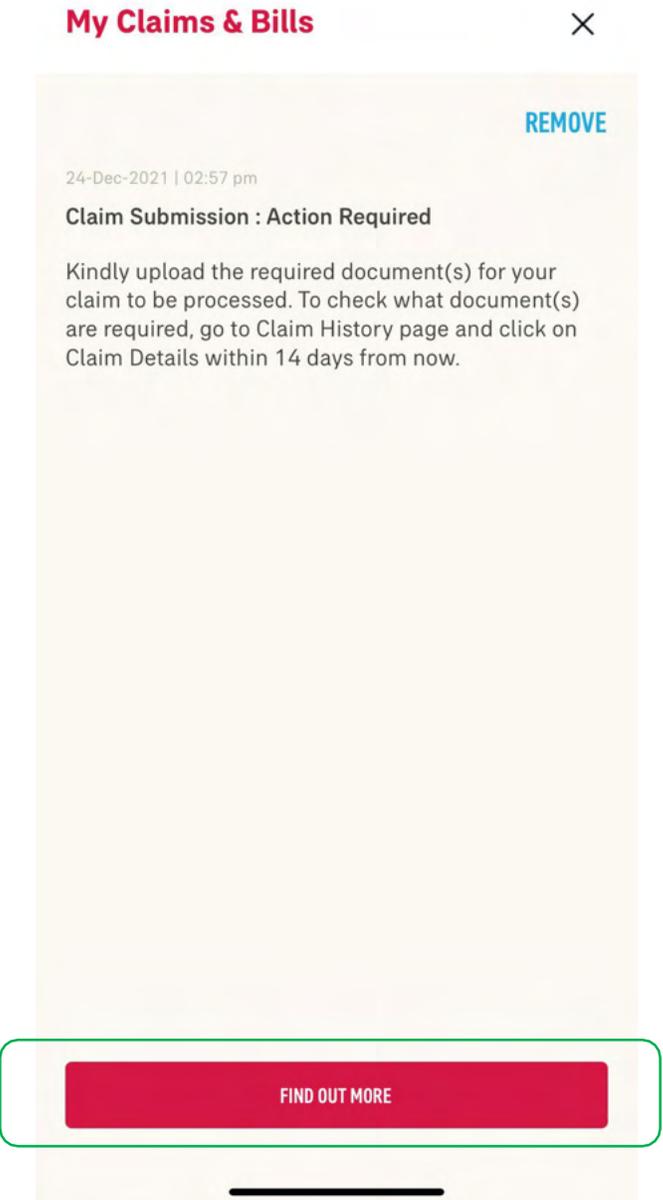
CORPORATE eCLAIMS – Submit Pending Document

Submit Pending Document

If you provided incorrect of insufficient documents for your claim, you may receive a notification for **“Action Required”**.

Tap on **“Find Out More”** to know more about the action required.

1

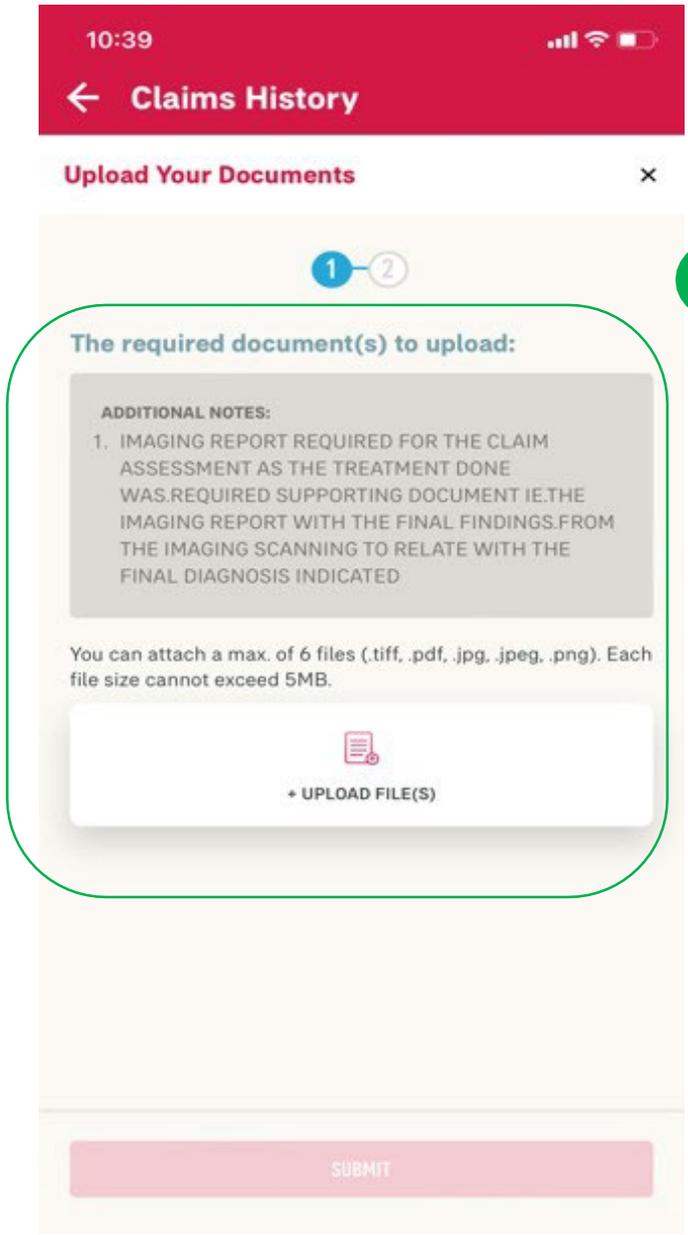


The Claim Status will be **“PENDING”**.

Click on **“Upload Document”** to proceed.

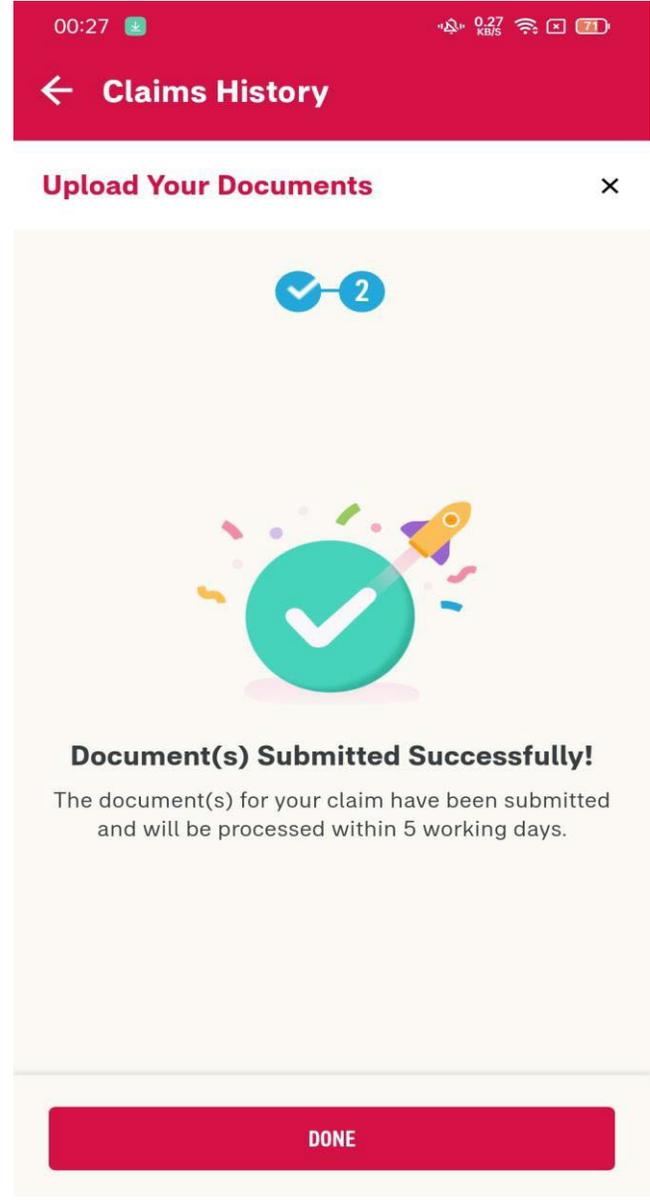
2

Submit Pending Document



3

The pending document(s) will be listed here. Click on "Upload Files" to upload the required documents. You can attach up to max 6 files.



The success screen will be displayed for the successful upload of the pending / required documents.

Submit Pending Document

Once the pending documents are submitted, the Claim Status on the Claims History page will change to “In Progress”.

00:27 5.00 Kbps

← Claims History

Claim No.
84629596-00

Status
IN PROGRESS

Claimant's Name
BIRTHDAY WISH EEA

Policy No.
30002468 | PREFERRED CARE POLICY

eClaim Reference No.
E0050872

Company Name
PRODUCTION 30001903

Date of Visit
03 Jul 2021

My Claims Summary

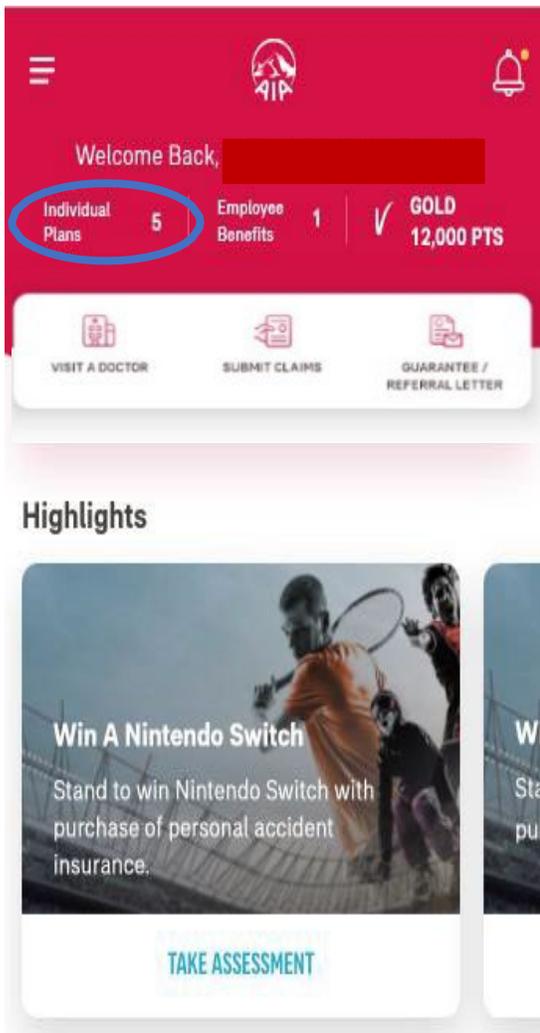
| | |
|--------------------------------|-----------|
| OPTICAL BENEFITS | |
| Claim Amount | RM 380.00 |
| Approved Amount | PENDING |
| Medical Leave/ Hospitalisation | |
| Total Claim Amount | RM 380.00 |

INDIVIDUAL POLICIES

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

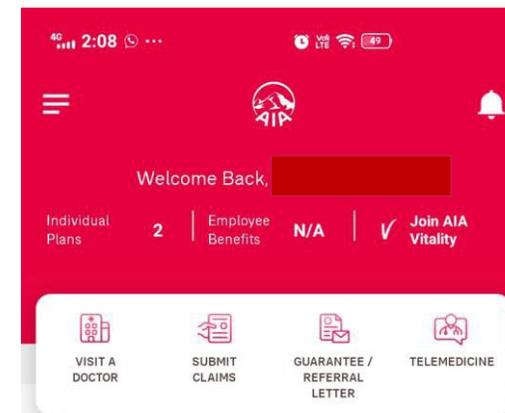


ENTRY POINT INDIVIDUAL POLICIES

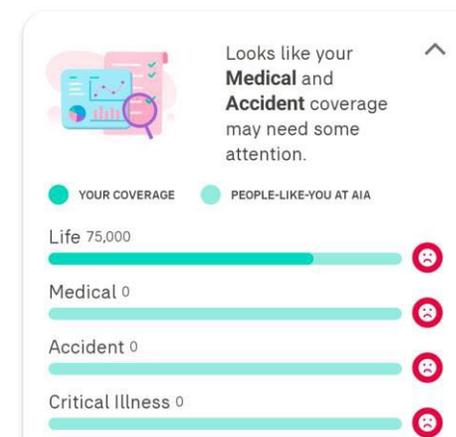


Entry Point @ Main Dashboard

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

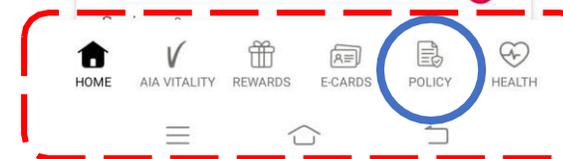


Financial Health Check



Bottom navigation

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

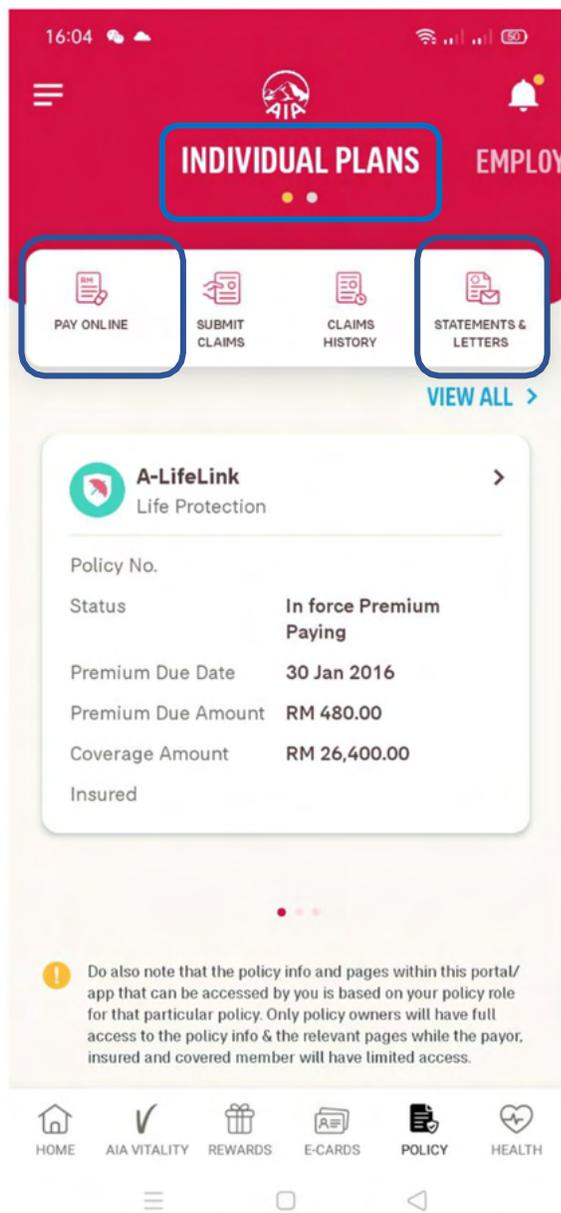


VIEW YOUR INDIVIDUAL POLICIES

Both owner and payor roles can click "Pay Online", and make a payment

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

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



Note:

Access to the Individual policy modules is based on your policy role

Only owner role has full access to all the modules

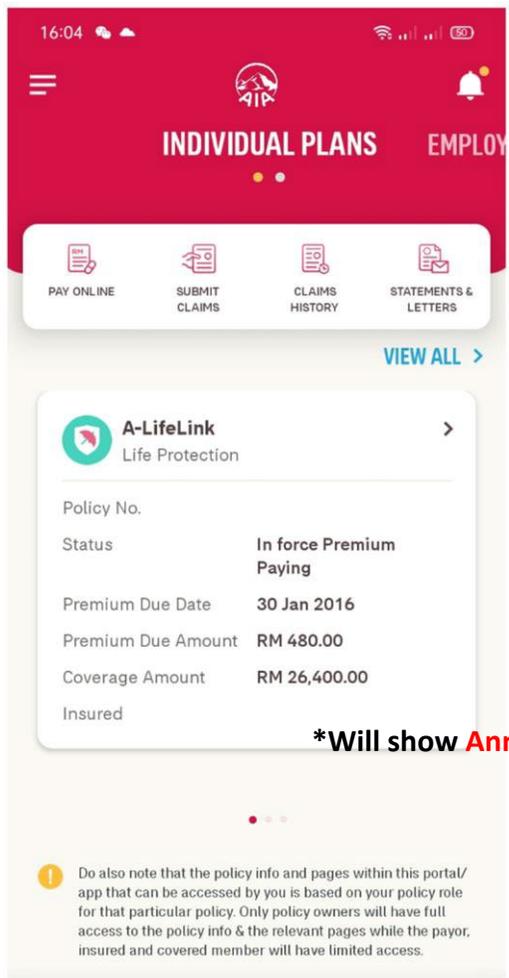
Other than owner role has limited access to the individual policy modules

VIEW POLICY CARD DETAILS BASED ON POLICY ROLE

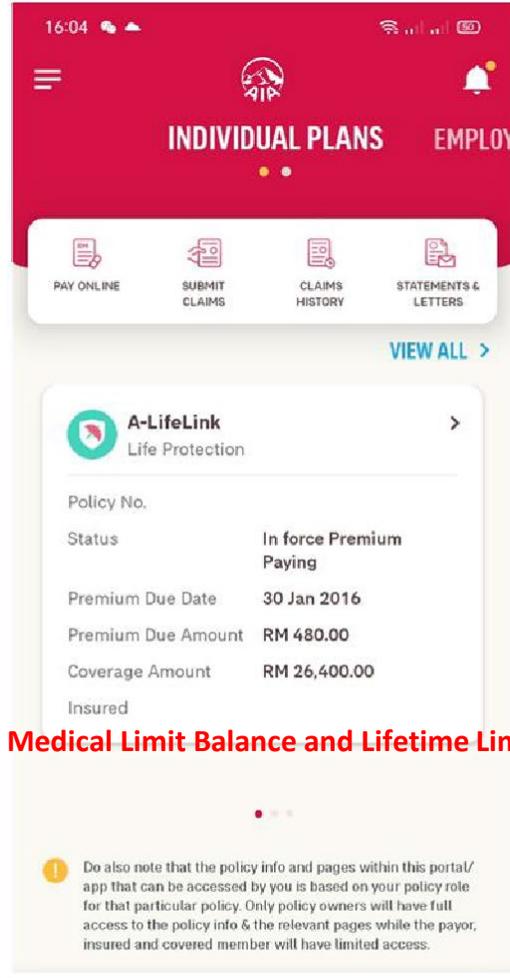
Policy info displayed in the policy card is based on your role for that particular policy:

- Only owner role has full access to the policy details
- Only owner and insured role can click on policy card to go to the policy details page

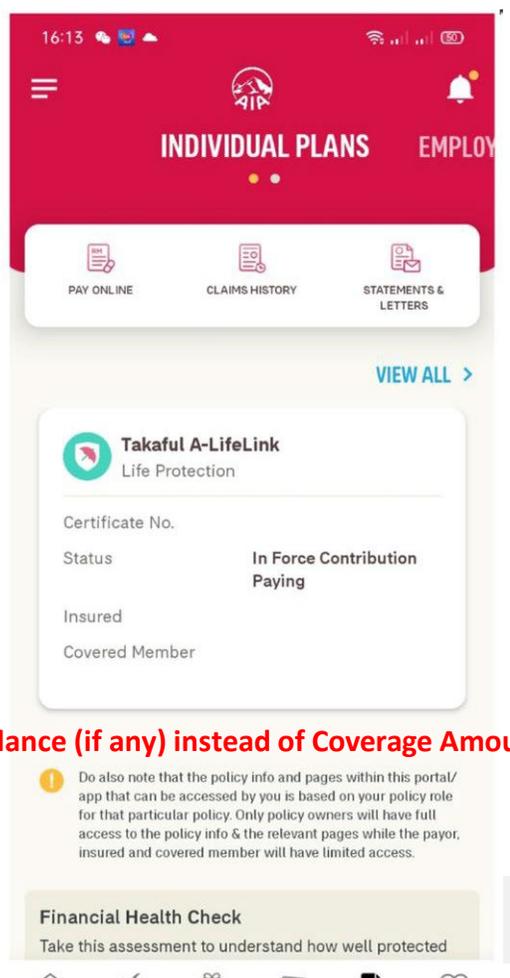
Role : Owner



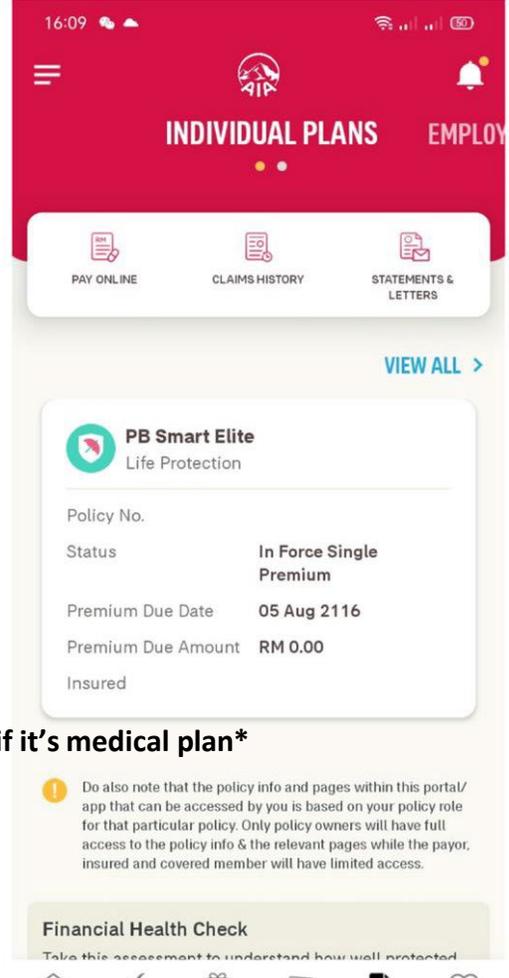
Insured



Covered Member



Payor



Will show Annual Medical Limit Balance and Lifetime Limit Balance (if any) instead of Coverage Amount if it's medical plan

! Do also note that the policy info 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 info & the relevant pages while the payor, insured and covered member will have limited access.

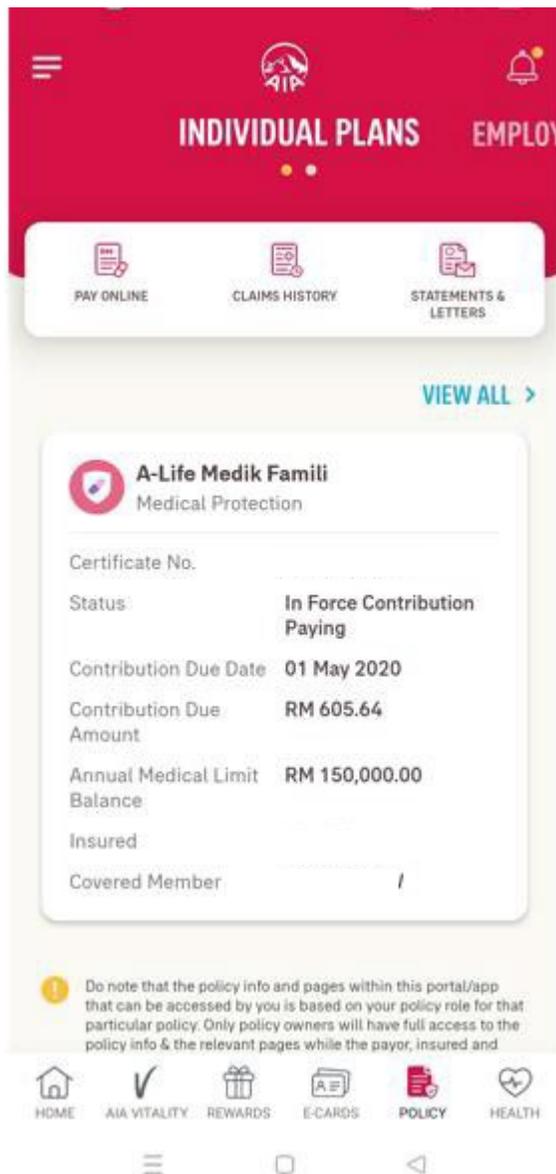
! Do also note that the policy info and pages within this portal/app that can be accessed by you is based on your policy role for that particular policy. Only policy owners will have full access to the policy info & the relevant pages while the payor, insured and covered member will have limited access.

Financial Health Check
Take this assessment to understand how well protected

Financial Health Check
Take this assessment to understand how well protected

VIEW POLICY CARD DETAILS BASED ON POLICY ROLE

Role : Covered Member + Payor

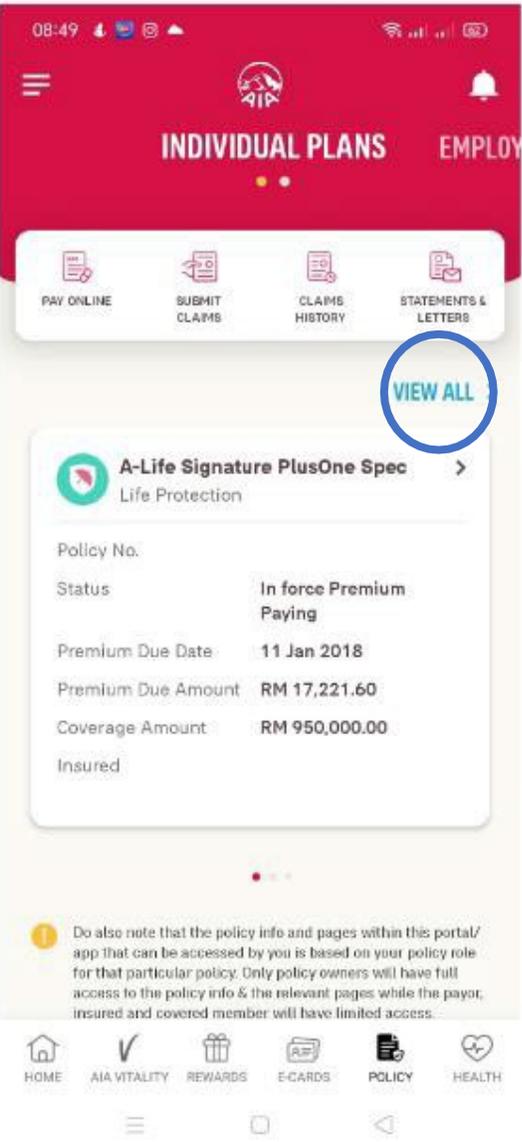


Policy info displayed in the policy card is based on your role for that particular policy:

- Only owner role has full access to the policy details
- Only owner and insured role can click on policy card to go to the policy details page

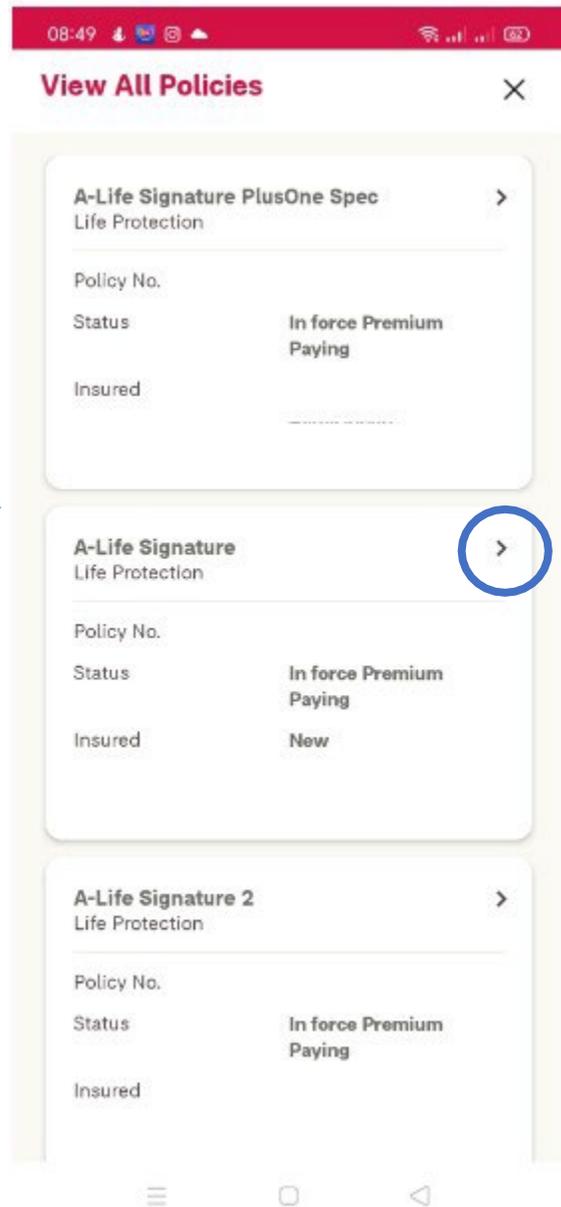
Will show Annual Medical Limit Balance and Lifetime Limit Balance (if any) instead of Coverage Amount if it's medical plan

VIEW ALL YOUR INDIVIDUAL POLICIES



Tap here to view all policies

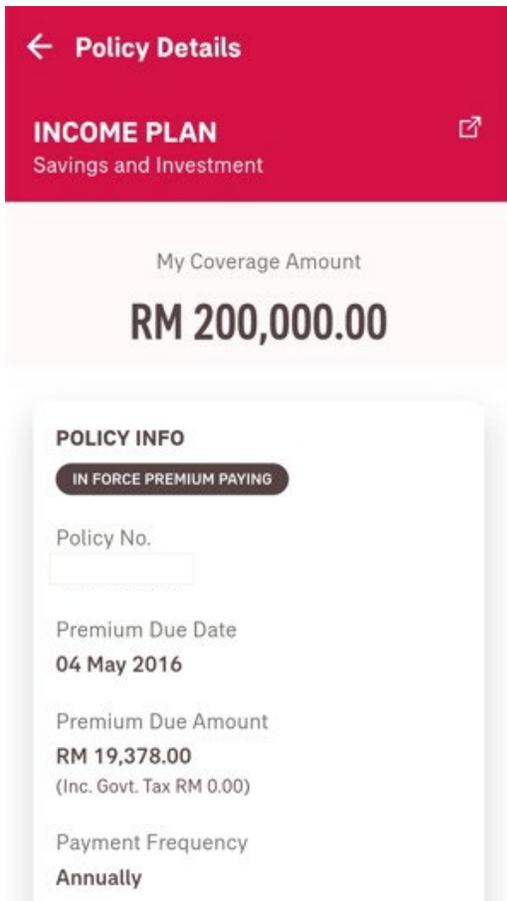
- All policy roles (Owner, Insured, Covered Member, Payor)
- Can tap "VIEW ALL" to view all individual policies



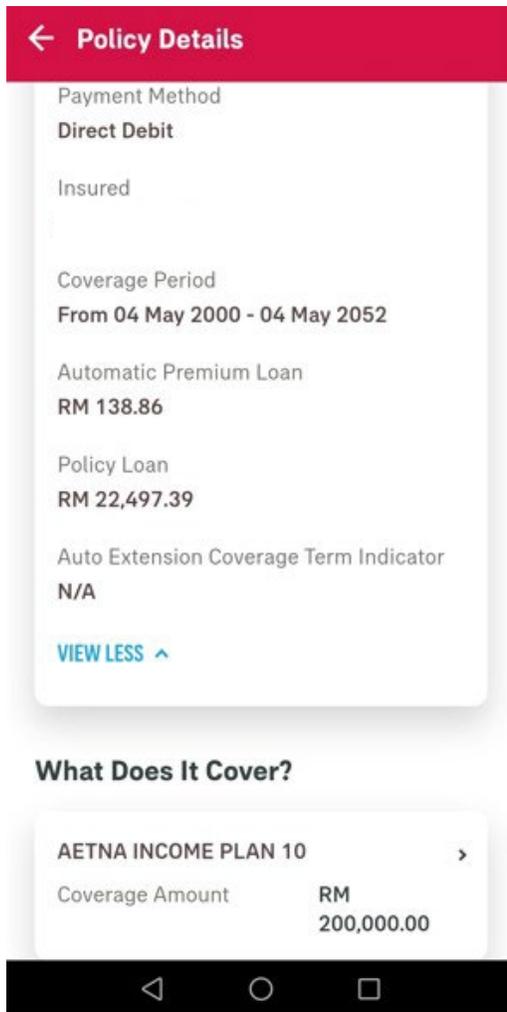
Tap to view policy details

VIEW YOUR INDIVIDUAL POLICIES (Owner role)

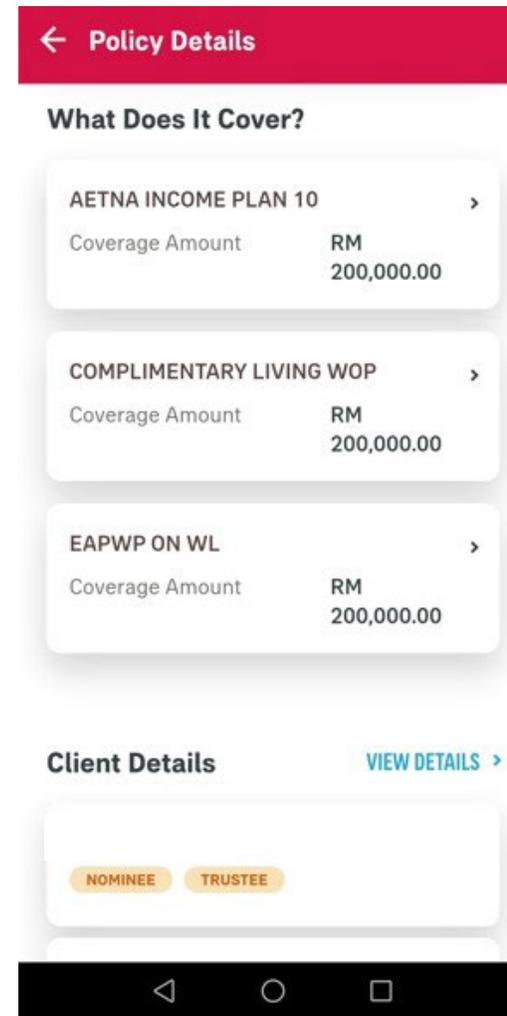
Note:
Owner have full access to policy info details



Scroll down to view more info



Scroll down to view more info



VIEW YOUR INDIVIDUAL POLICIES (Insured role)

Note:

Insured role has limited access in policy info details

← Policy Details

A-LifeLink
Life Protection

My Coverage Amount

RM 306,000.00

POLICY INFO

IN FORCE PREMIUM PAYING

Policy No.

Premium Due Date
27 Jan 2016

Premium Due Amount
RM 1,000.00
(Inc. Govt. Tax RM 0.00)

Insured

Coverage Period
From 27 Jul 2013 - 27 Jul 2072

Auto Extension Coverage Term Indicator
N/A

[VIEW LESS ^](#)

Scroll down to view more info

← Policy Details

What Does It Cover?

- ALL1 A-LIFELINK** >
Coverage Amount **RM 306,000.00**
- ADC1 A-PLUS DISABILITYCARE** >
Coverage Amount **RM 306,000.00**
- A-PLUS CRITICALCARE** >
Coverage Amount **RM 153,000.00**
- APM1 A-PLUS MED** >
Annual Medical Limit Balance **RM 105,000.00**

Scroll down to view more info

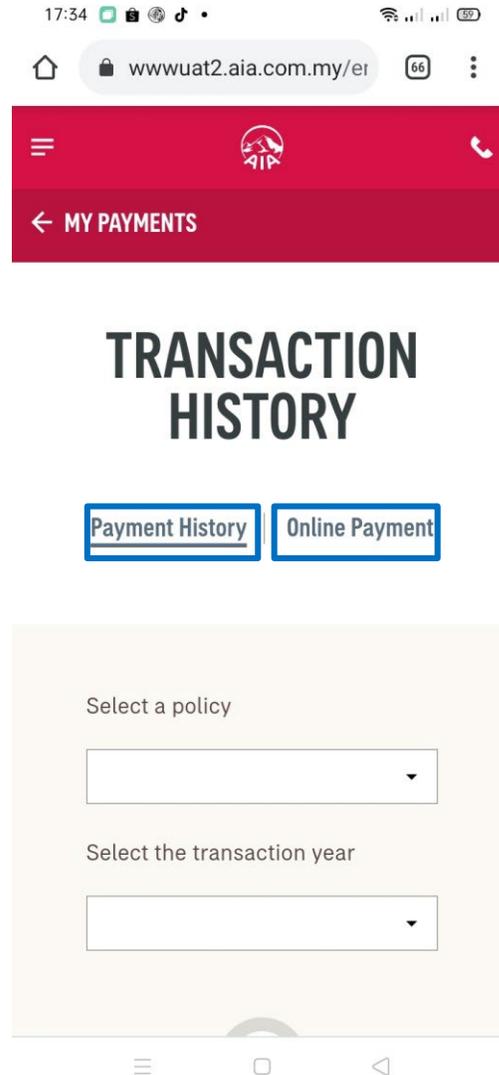
← Policy Details

- APM1 A-PLUS MED** >
Annual Medical Limit Balance **RM 105,000.00**
- AHE1 A-PLUS HOSPINCOMEEXTRA** >
Coverage Amount **RM 200.00**
- ECI1 A-PLUS EARLY CRITICALCARE** >
Coverage Amount **RM 50,000.00**
- A-PLUS SAVER** >
Coverage Amount **RM 0.00**
- A-PLUS WAIVEREX: BASIC+APS** >
Coverage Amount **RM 1,000.00**

i The annual medical and lifetime limit balance stated are accurate at the point of claims settlement. However, it may vary should there be any other claims or adjustment of claim in progress. If you require an up-to-date limit balance, you may contact our Careline at 1300-88-1899 (AIA Bhd.) or 1300-88-8922 (AIA PUBLIC Takaful Bhd.)



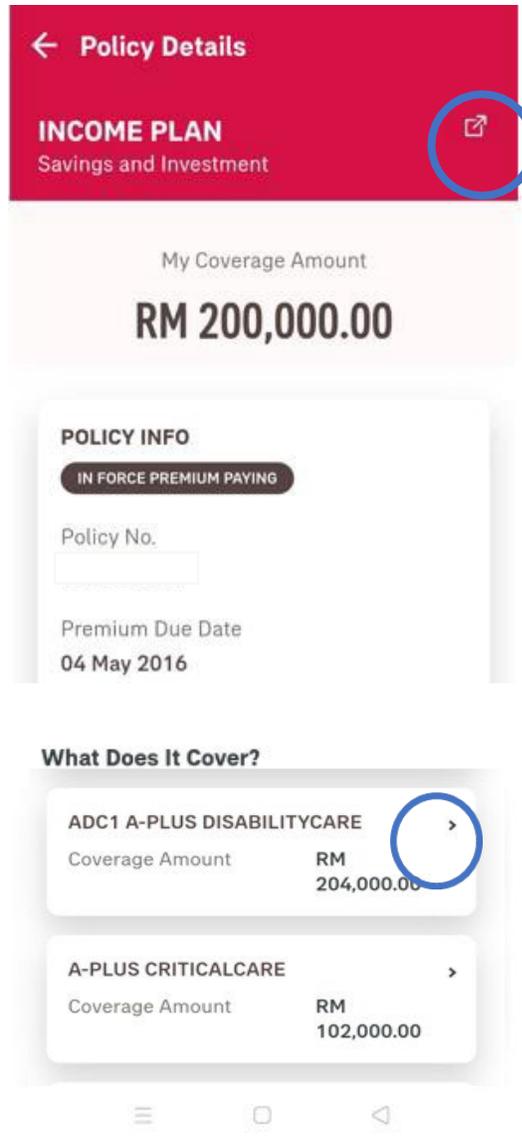
VIEW TRANSACTION HISTORY



Note:
Both owner and payer roles can click and view payment history and online payment in transaction history page

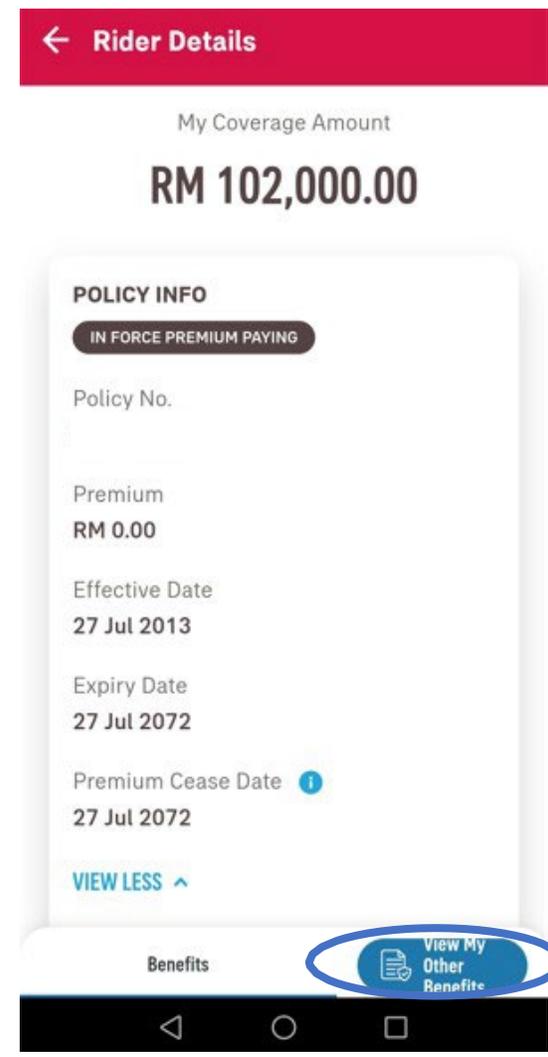
VIEW YOUR RIDER DETAILS

(applicable for owner and insured role only)

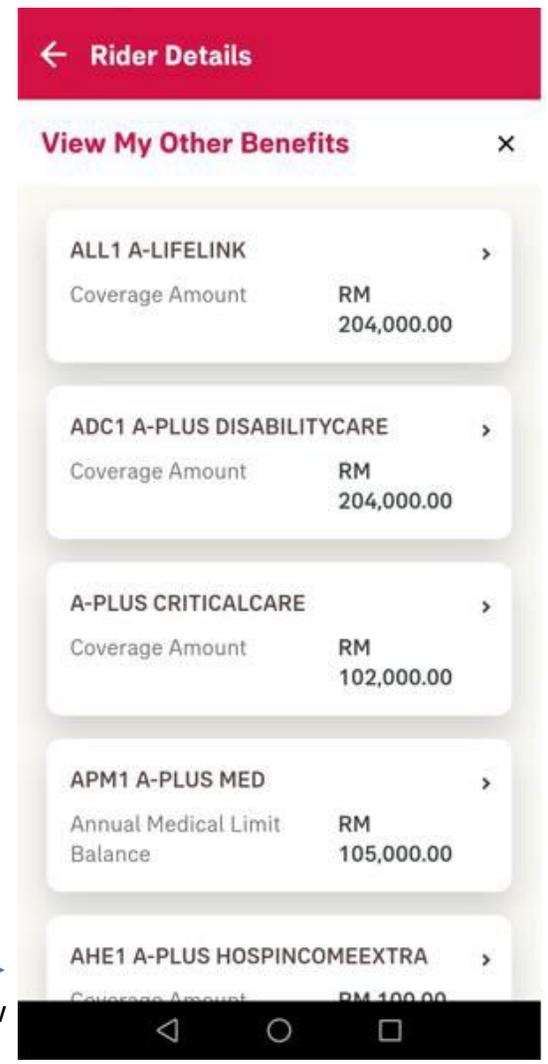


Tap to go to the portal version for the full suite of policy information & transactions

Tap to view rider details



Slide up to view other riders



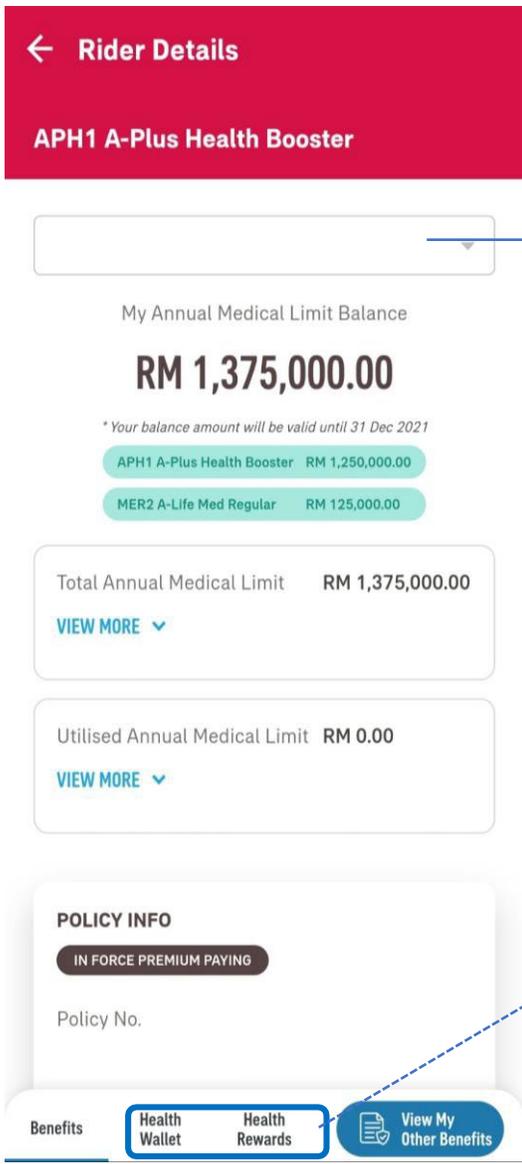
VIEW YOUR RIDER DETAILS (Medical Plan)

(applicable for owner, insured and covered member role only)



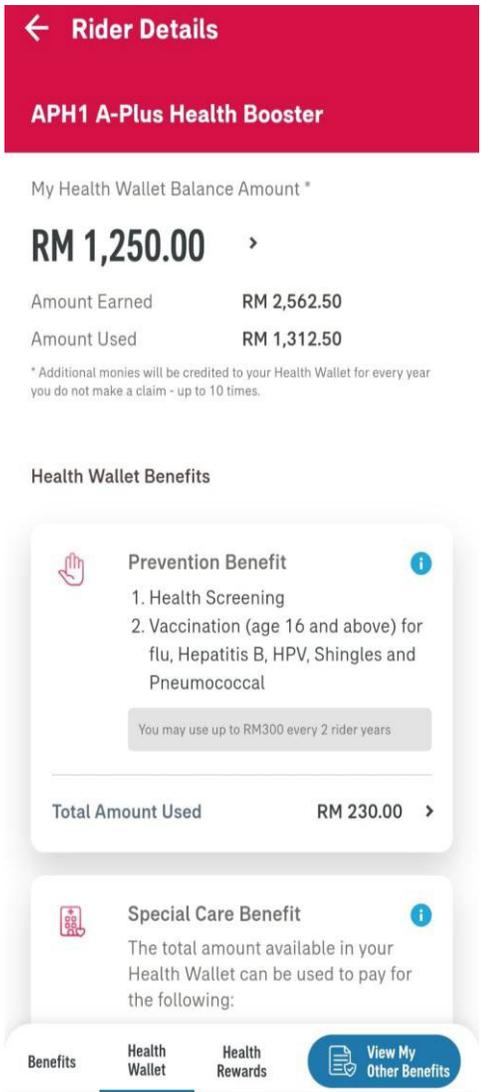
Tap to go to the portal version for the full suite of policy information & transactions

Tap to view rider details



Dropdown list to select other covered member's medical rider details

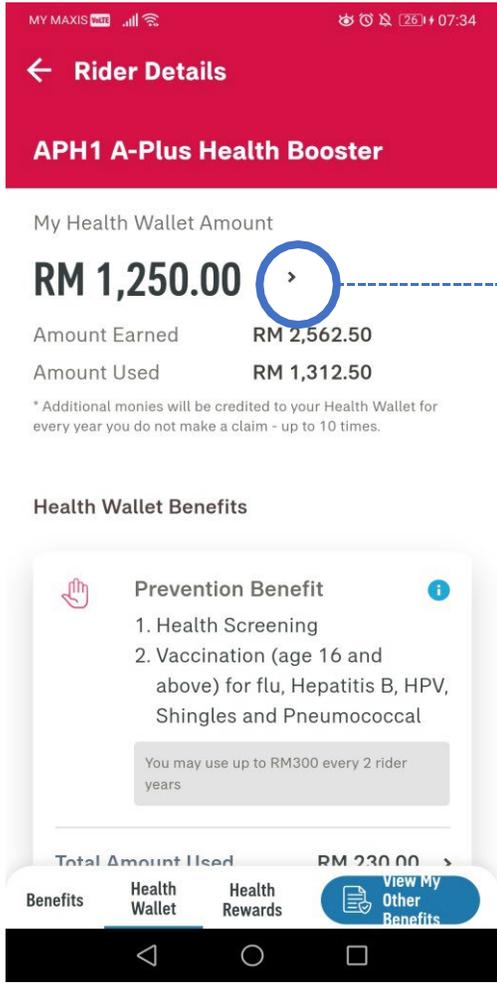
Click if your rider has extra info to be viewed



Note:

1. For medical benefit which has confinement (per disability) limit feature, coverage amount will be displayed in policy details.
2. For medical benefit AAA Care Standard / Deluxe, Excelcare Plus (ECP) / Medcover Plus (MCP), only the Total Annual Medical Limit and Total Lifetime Limit will be displayed.
3. If your medical benefit's annual medical limit balance is more than the lifetime limit balance, the annual medical limit balance will reflect the lifetime limit balance.
4. Selected Hospital & Surgical medical benefit will only display the total lifetime limit (without utilized and balance limit info).
5. Any other medical benefit which do not have annual/lifetime limit feature shall also display coverage amount in policy details.

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



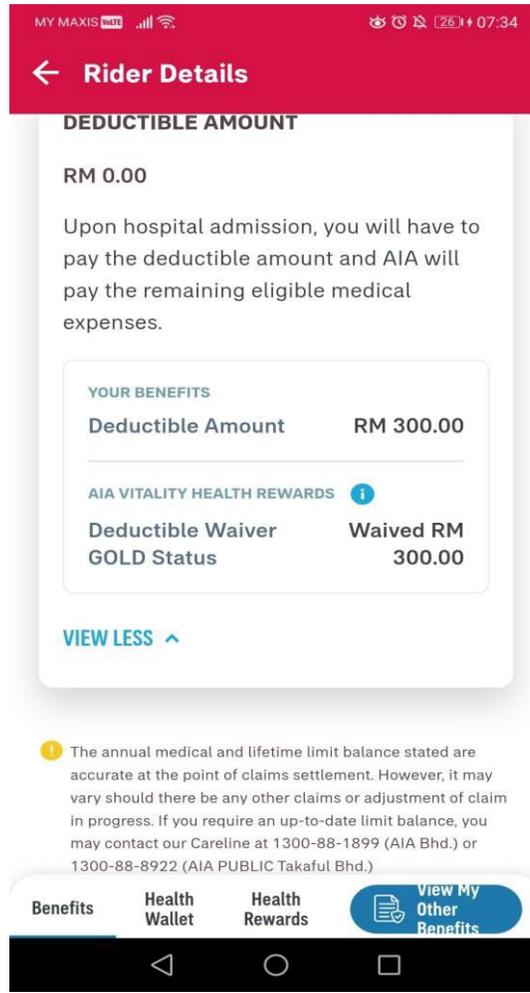
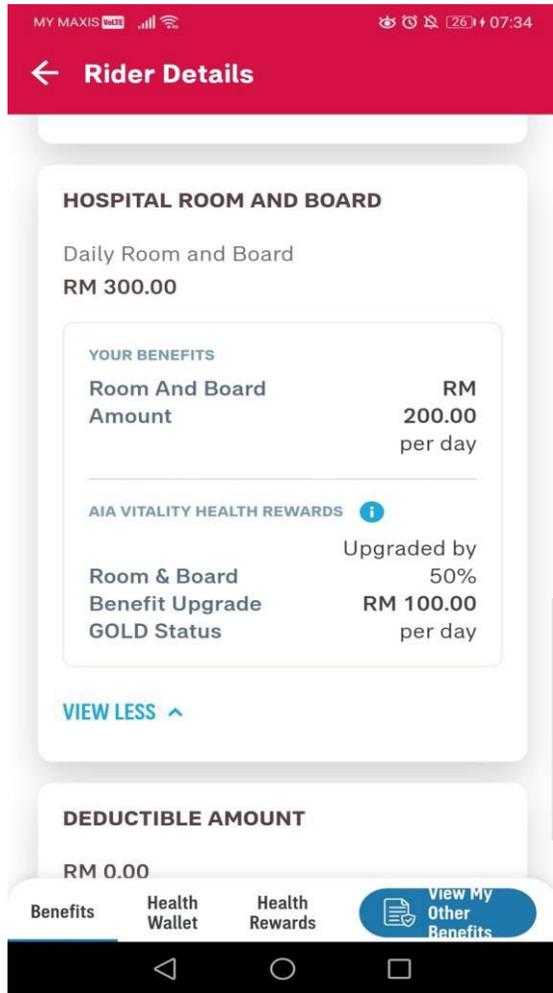
Tap to view earned and spent history



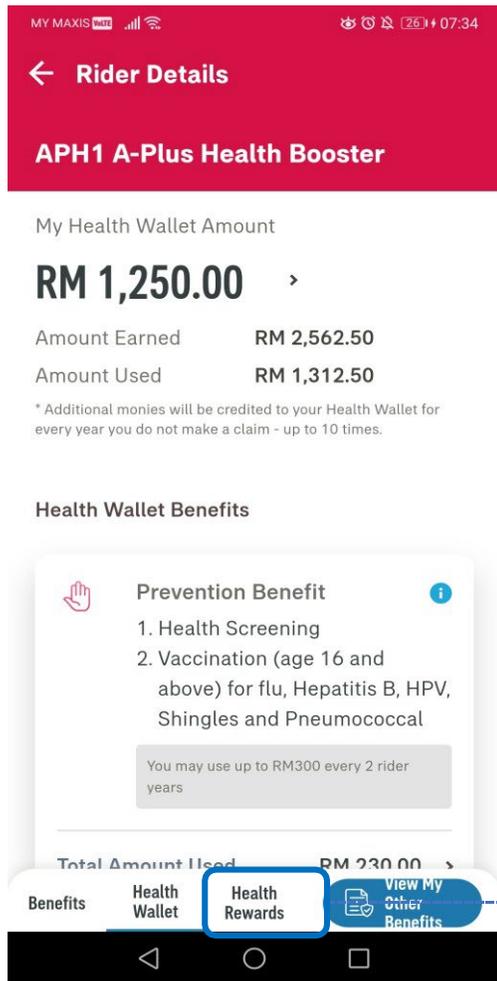
Swipe left to view spent history



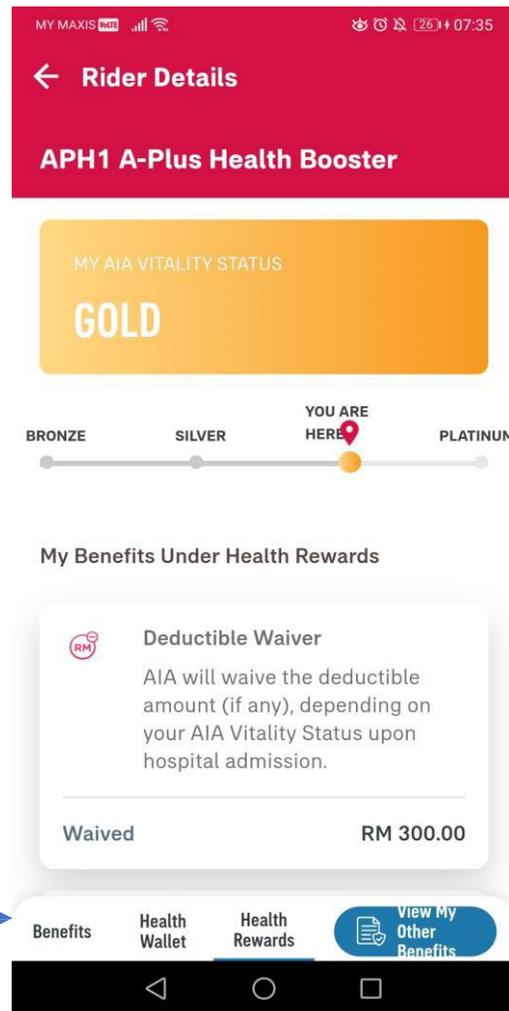
VIEW YOUR RIDER DETAILS (HOSPITAL ROOM & BOARD/ DEDUCTIBLE AMOUNT) (applicable for owner only)



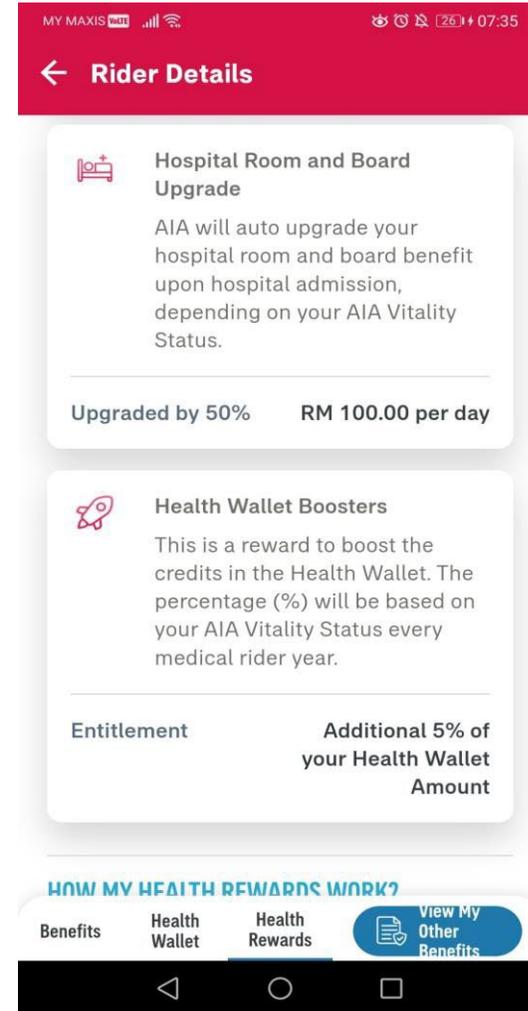
VIEW YOUR HEALTH REWARDS DETAILS (applicable for owner role only)



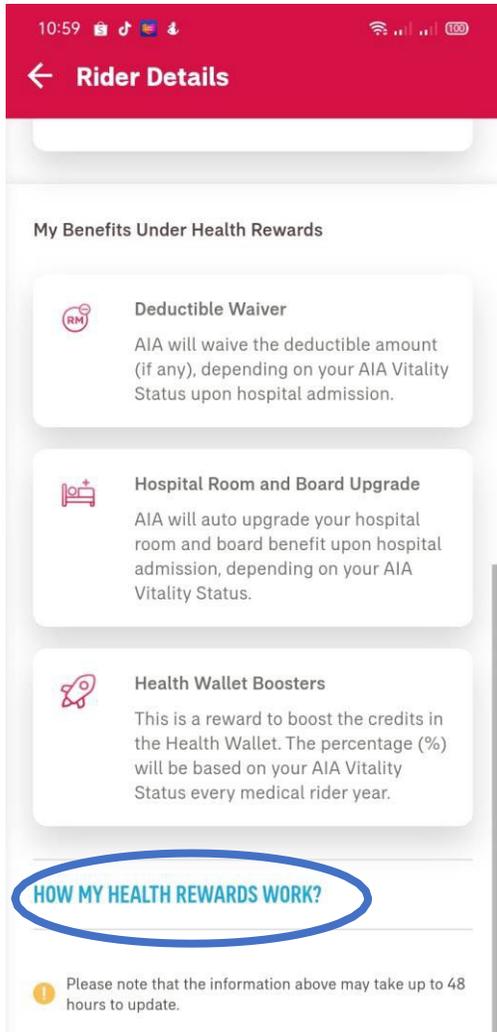
Click to view Health Rewards



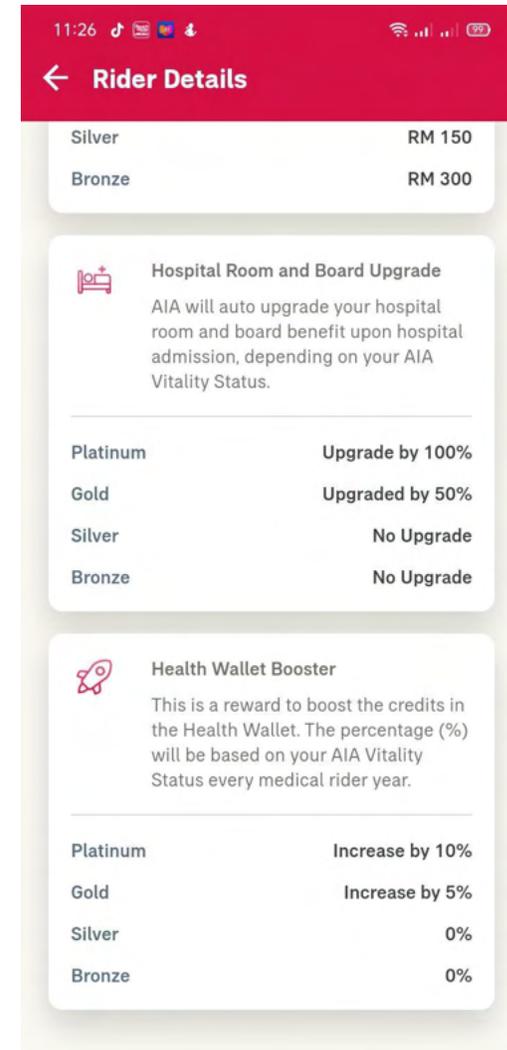
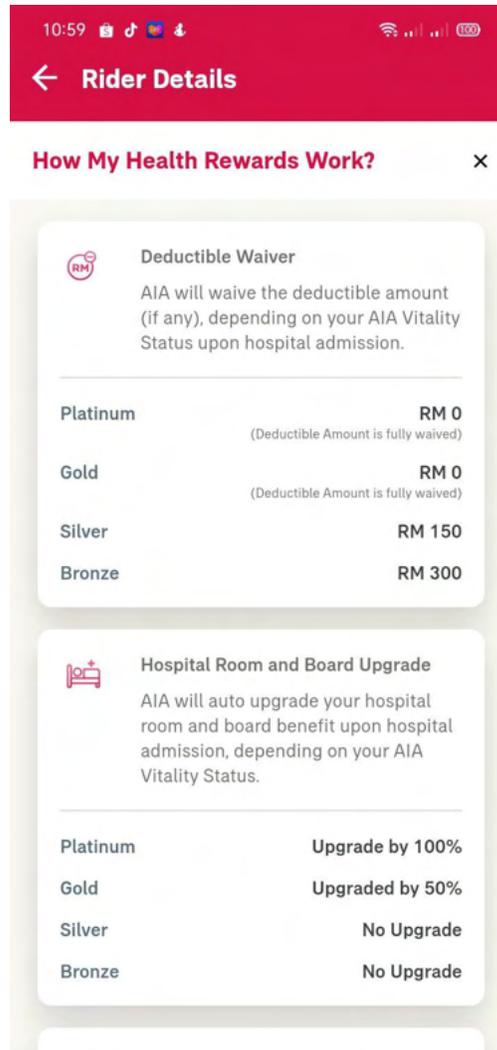
Scroll down to view more info



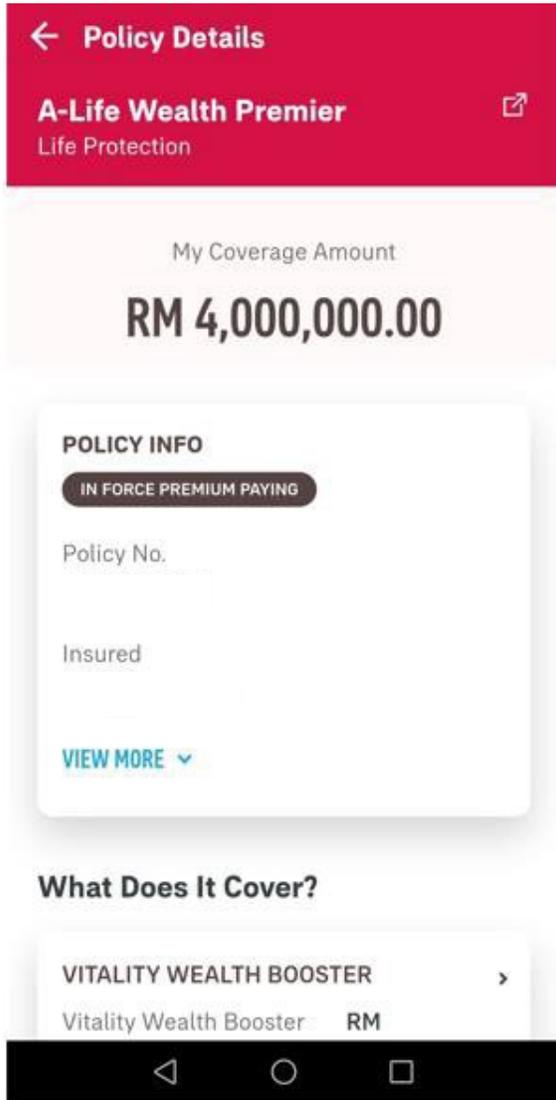
VIEW THE HEALTH REWARDS HOW IT WORKS? (applicable for owner role only)



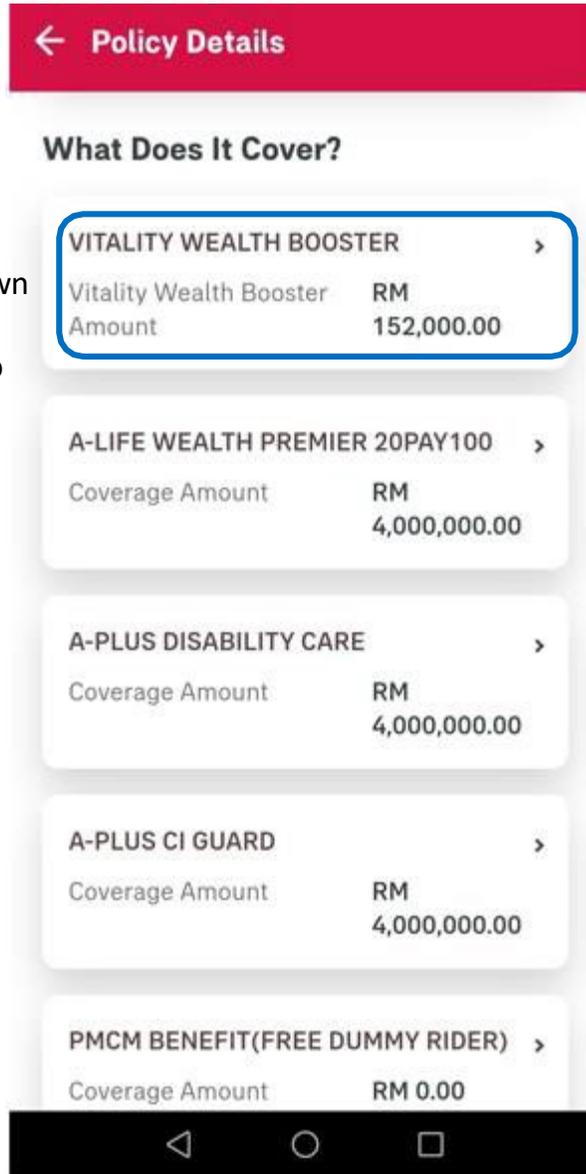
Tap to learn about your rewards



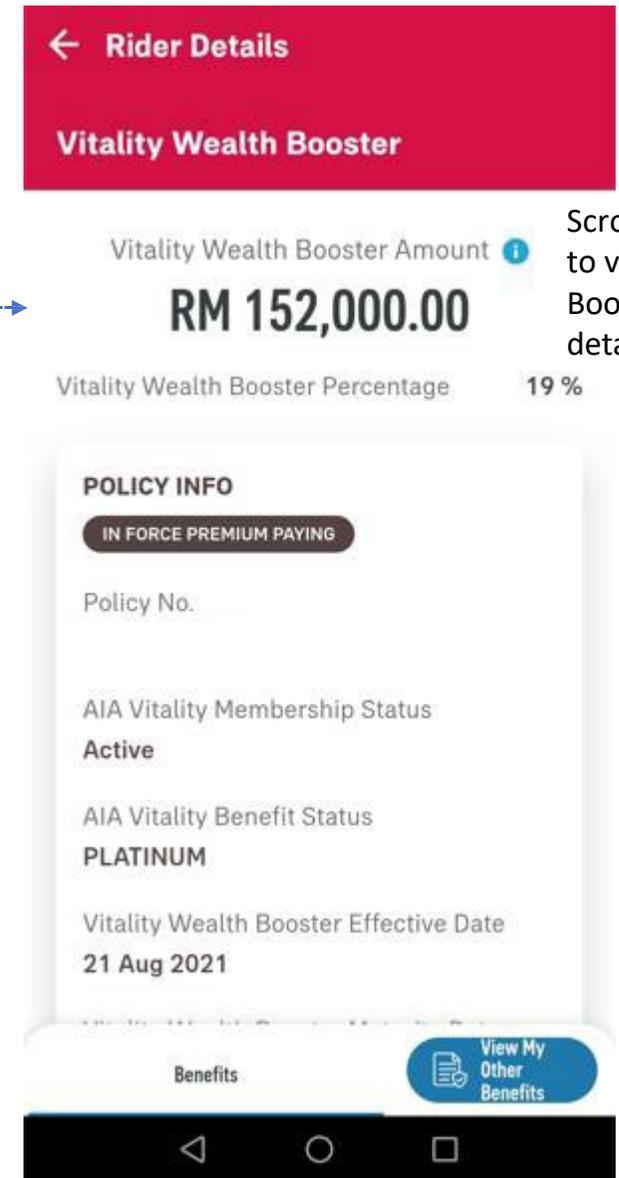
VIEW YOUR RIDER DETAILS – VITALITY BOOSTER DETAILS



Scroll down to view more info



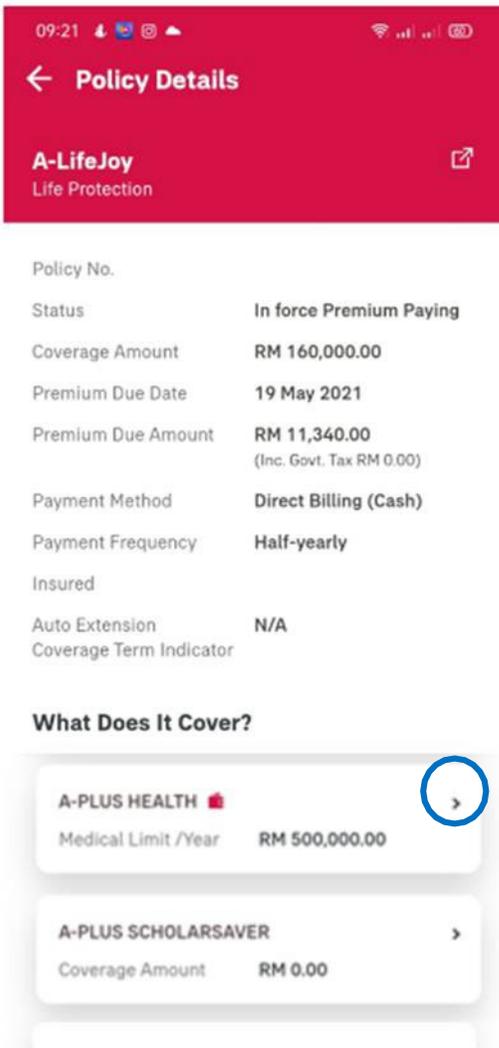
Swipe left



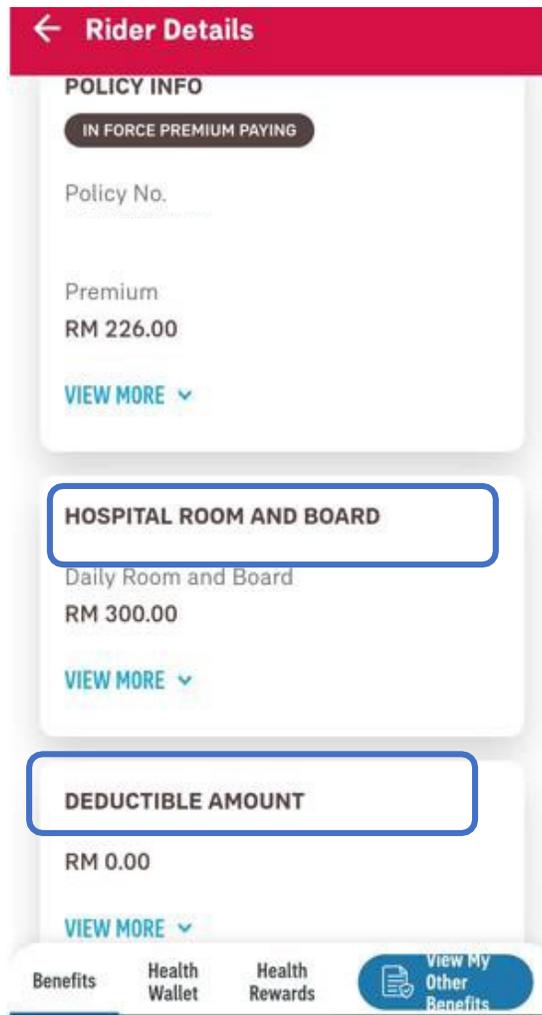
Scroll down to view Booster details

VIEW YOUR RIDER DETAILS

(HOSPITAL ROOM & BOARD (applicable for owner, insured and covered member only) / DEDUCTIBLE AMOUNT (applicable for owner and insured only))

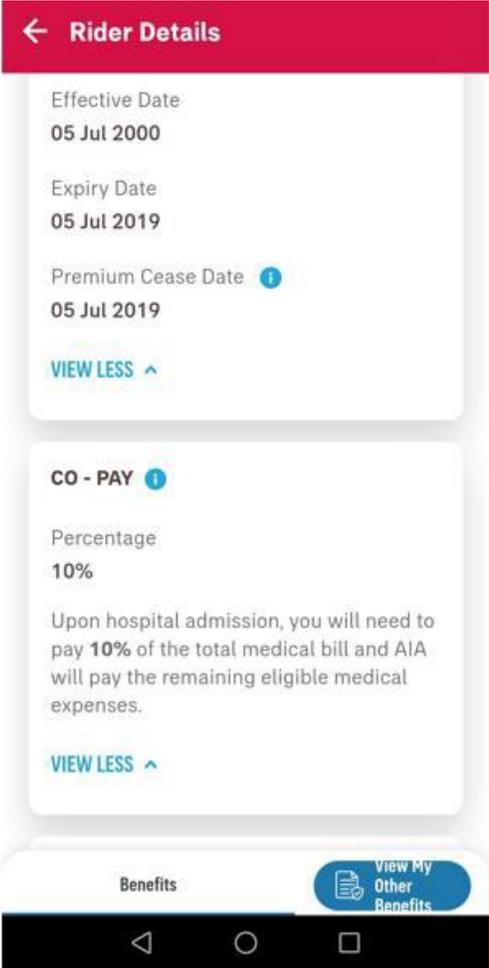


Tap to view details

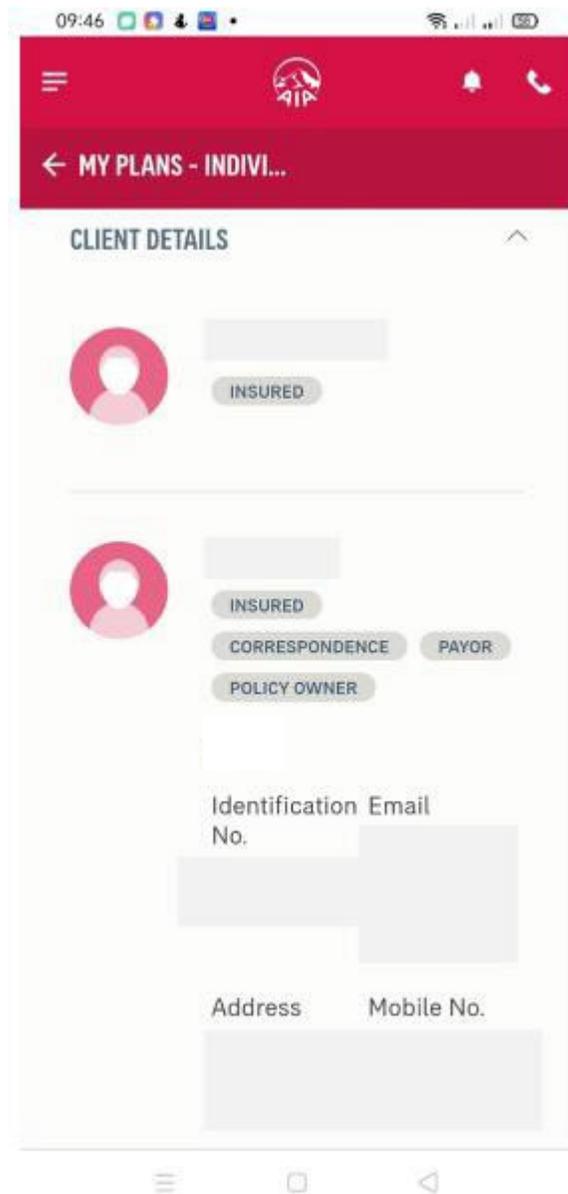
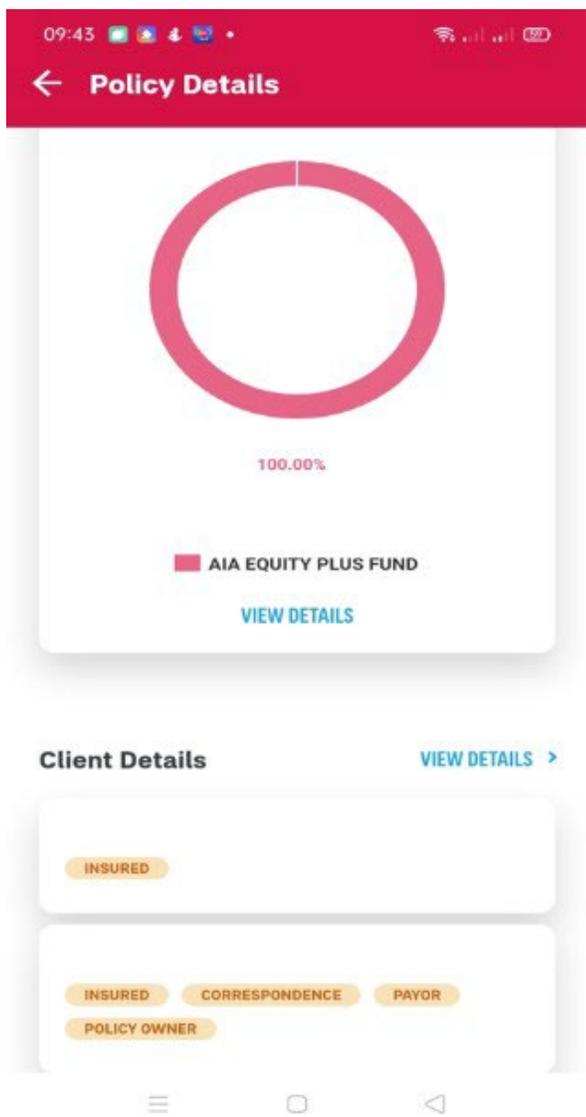


Tap to view Room & Board & Deductible amount

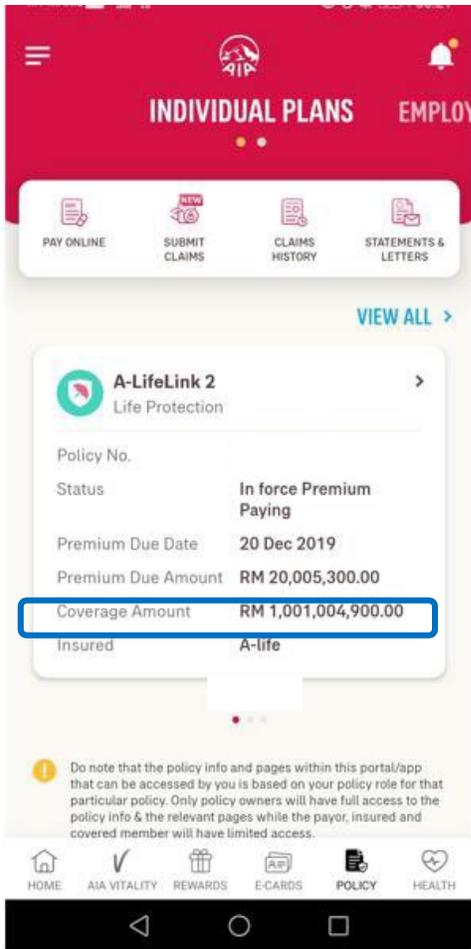
VIEW YOUR RIDER DETAILS (CO PAY) (applicable for owner only)



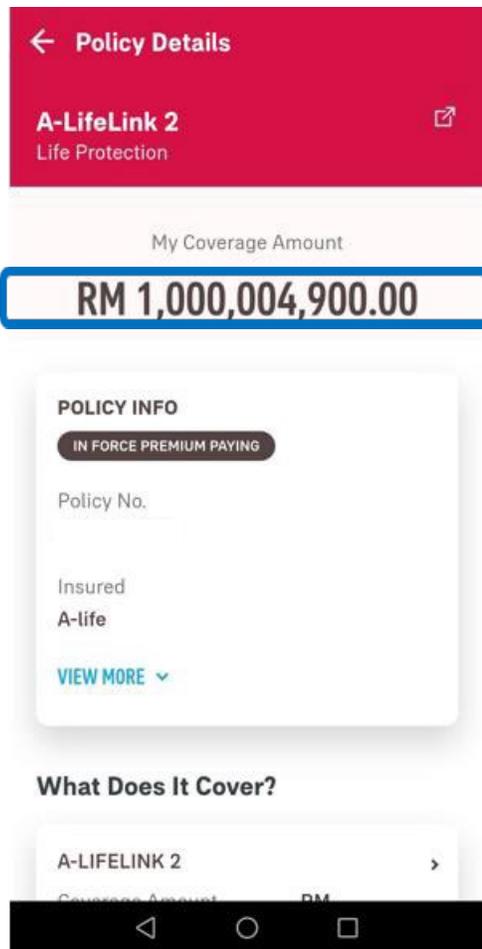
UPDATE CONTACT DETAILS (via CLIENT DETAILS) (applicable for owner only)



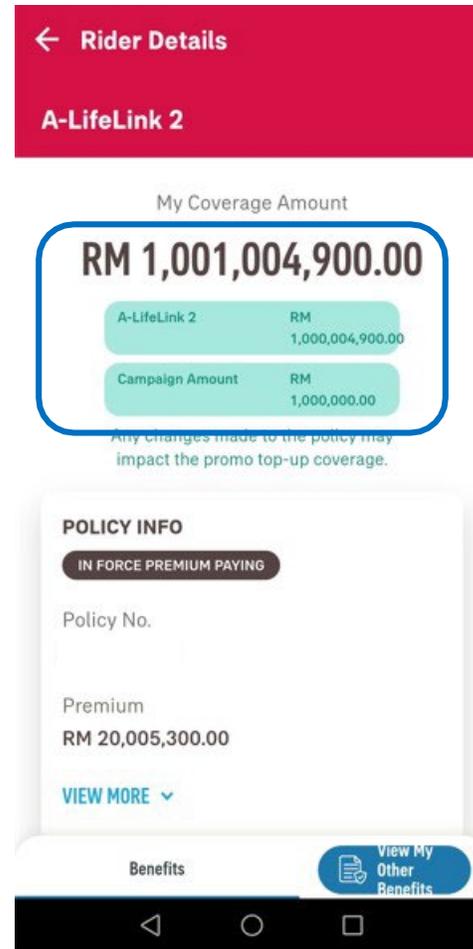
VIEW PROMO TOP-UP COVERAGE (where applicable)



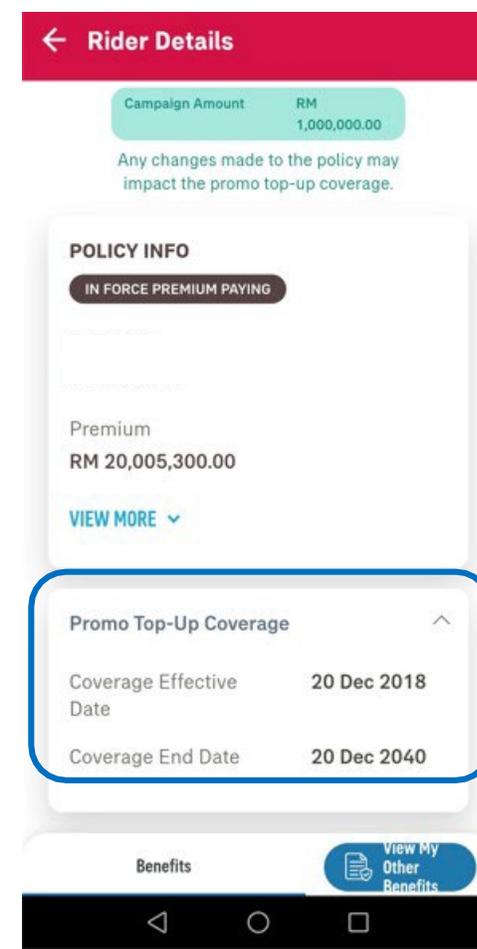
At policy card, only owner and insured roles can view the coverage amount combined with promo top-up coverage amount.



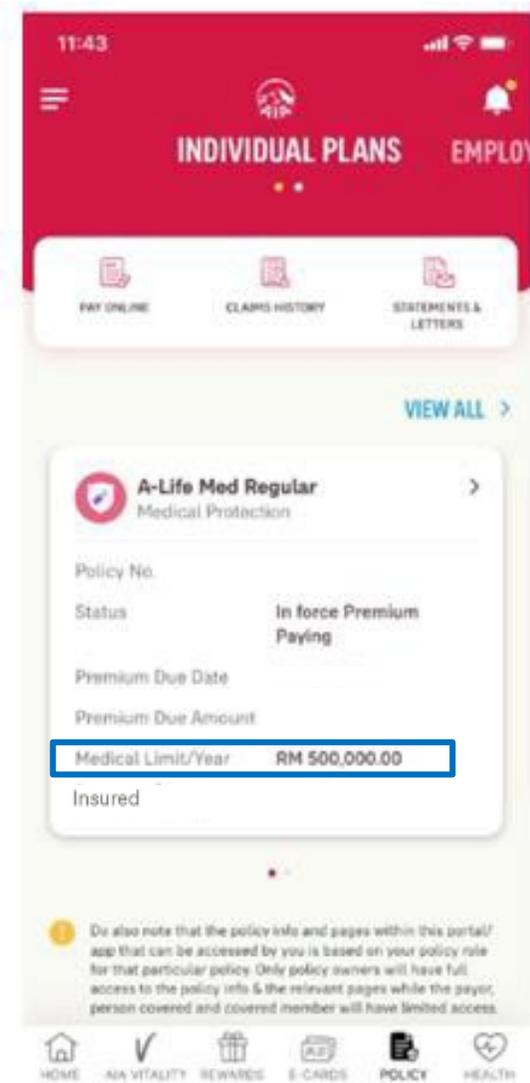
At policy details, only owner and insured roles can view the coverage amount combined with promo top-up coverage amount.



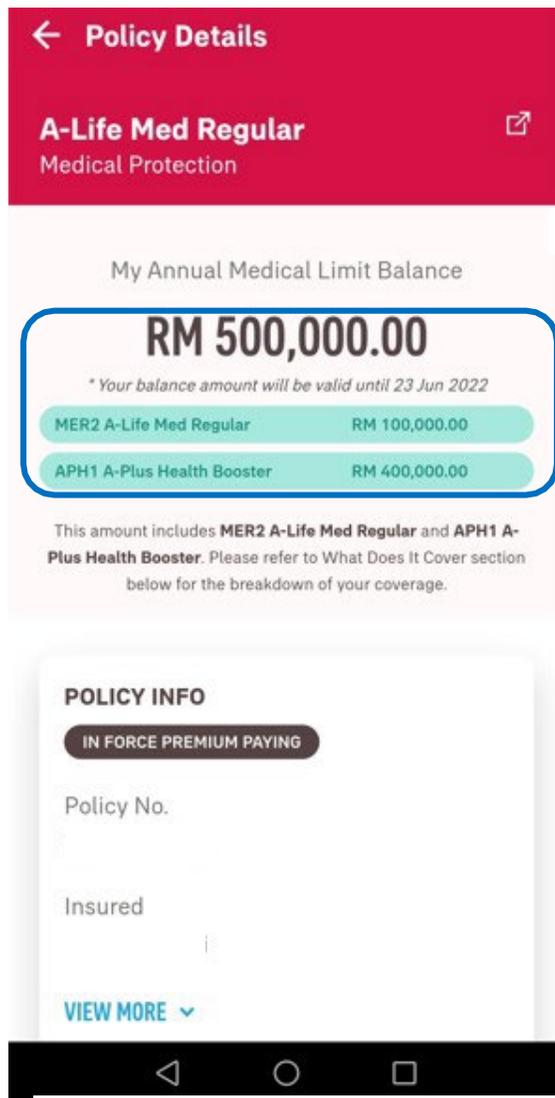
At rider details, only owner role can view the coverage amount combined with promo top-up coverage amount, coverage effective date and coverage end date. To view the Promo Top-up Coverage details, insured need to go to the portal page.



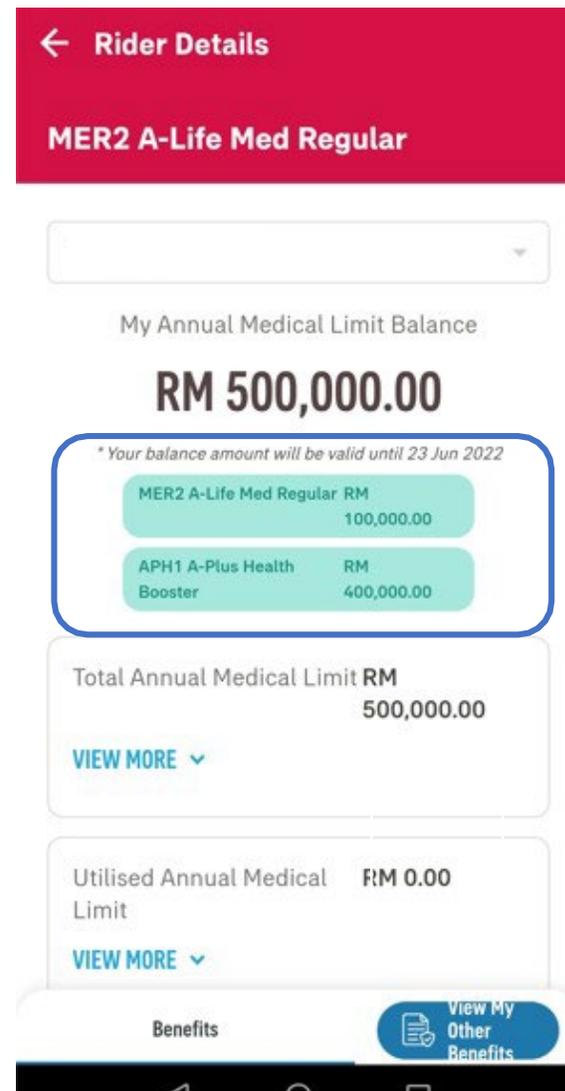
VIEW YOUR COMBINED MEDICAL LIMIT



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

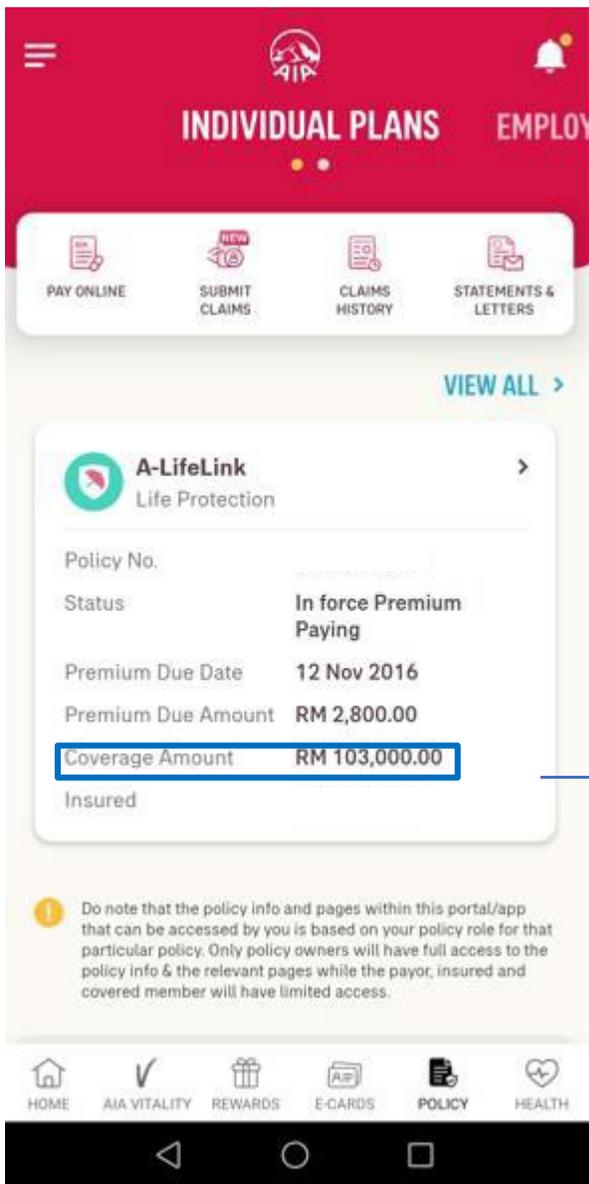


At policy details, only owner and insured role can view the combine medical limit amount and note



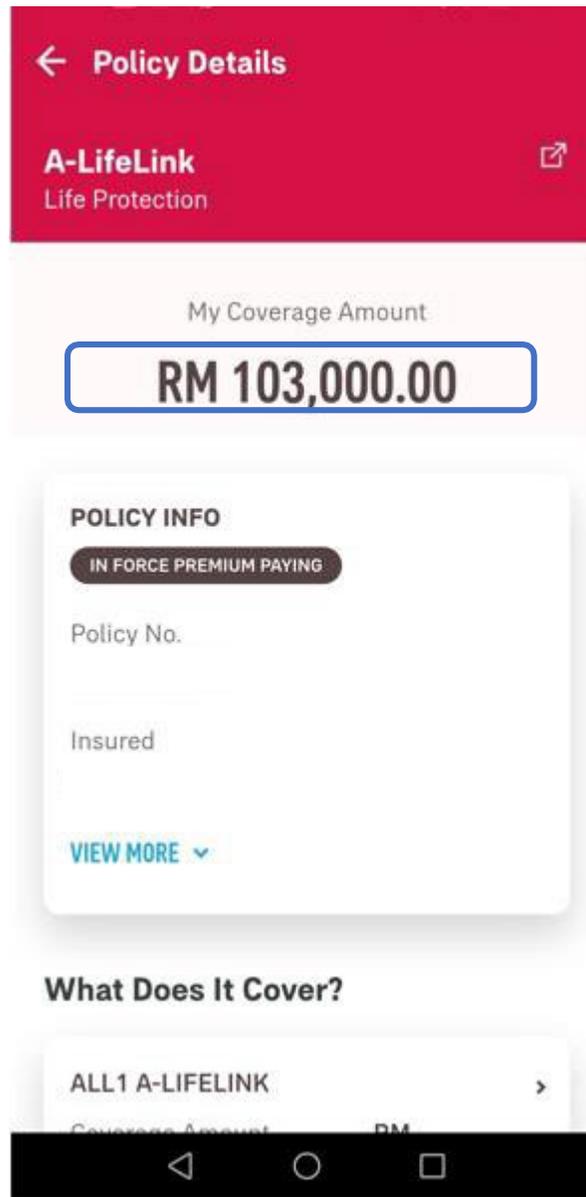
At rider details, only owner role can view the combine medical limit amount and breakdown

VIEW CURRENT SUM ASSURED



Current sum assured displayed in policy card

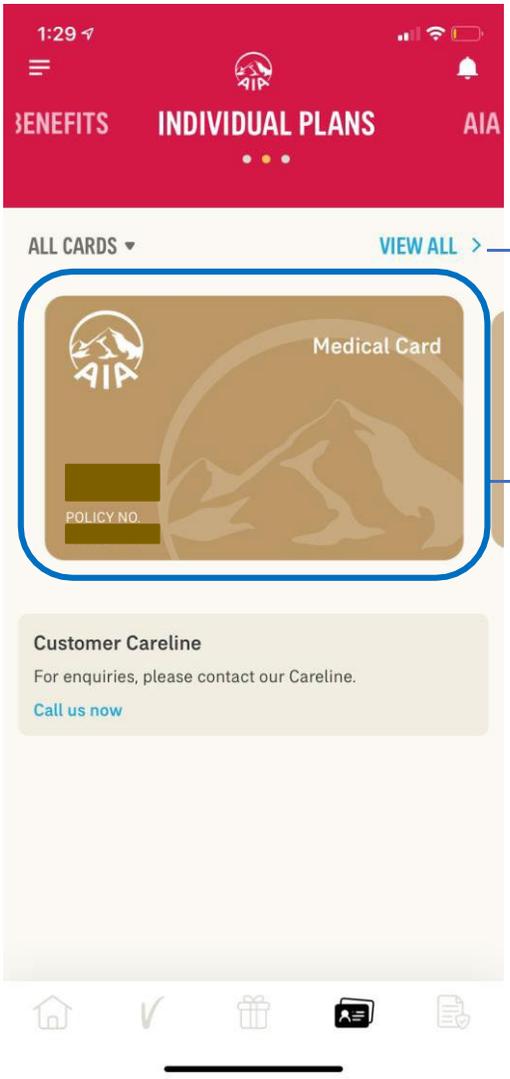
Only owner and insured roles can view current sum assured in policy card



Current sum assured displayed in policy details

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

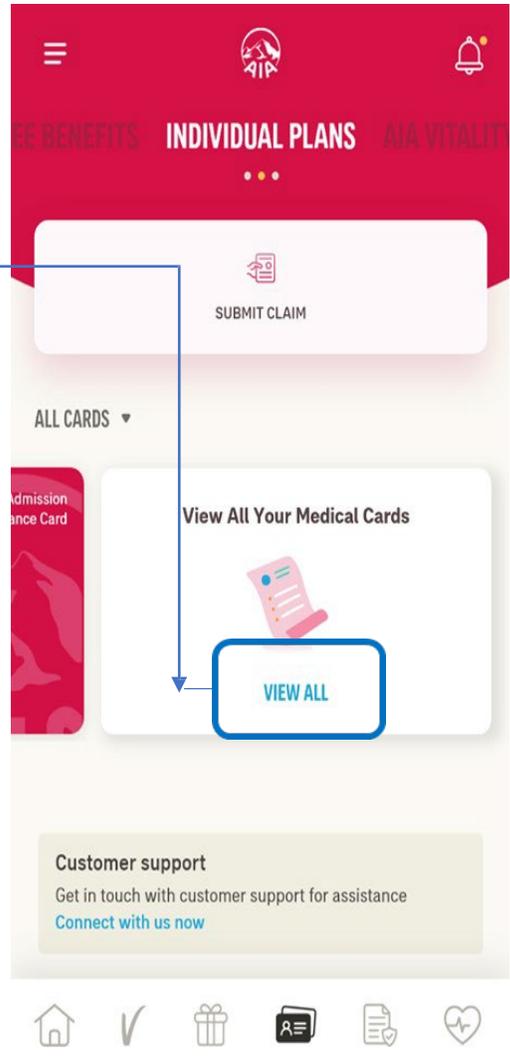
VIEW YOUR E MEDICAL CARD - INDIVIDUAL



VIEW ALL >

Tap to view all your e medical cards

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



All Cards

X



ALL CARDS ▾

Select card for more details

Medical Card

POLICY NO.

Medical Card

POLICY NO.

AIA PUBLIC TAKAFUL

Medical Card

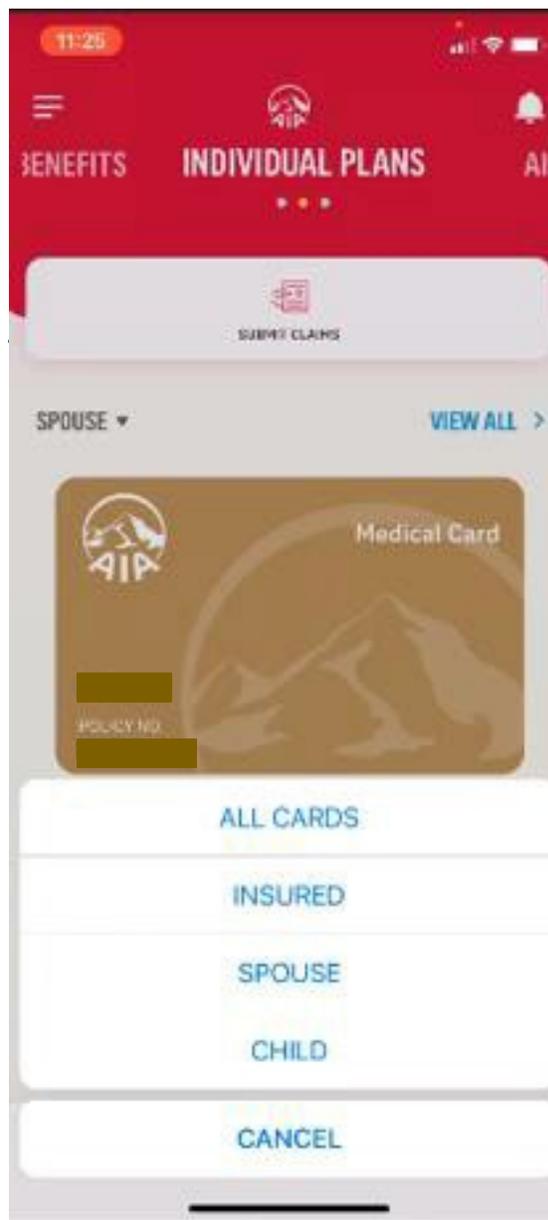
YOUR POLICY/CERTIFICATE HAS LAPSED

Please contact your life planner or call our Careline to renew your policy/certificate.

CERTIFICATE NO.

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

VIEW YOUR E MEDICAL CARD - INDIVIDUAL



Note:

1. Spouse can see child and insured (Husband & Wife) card.
2. Child (son, daughter) can see own card only.
3. Owner , Insured and Covered member are allowed to click onto the ecard to view rider details.

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.



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 :

Note :

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

VIEW YOUR INDIVIDUAL POLICIES – OTHER ROLES

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

VIEW STATEMENT

Policy Statements |

Home Loan Statements | Letters

Please select a name

Please select year

No Records Found

← DASHBOARD

Please select year

No Records Found

Important Note:

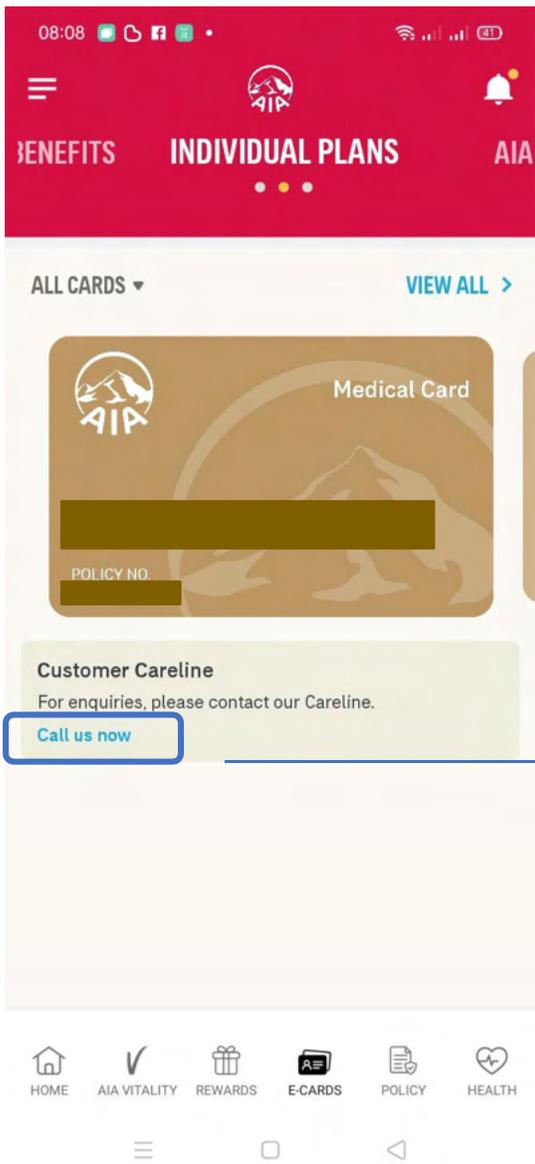
The A-Save Plus Year End Statement is only available from year 2019 onwards. If you wish to obtain a copy of the Statement prior to year 2019, please e-mail us at My.Customer@aia.com

CONTACT AIA

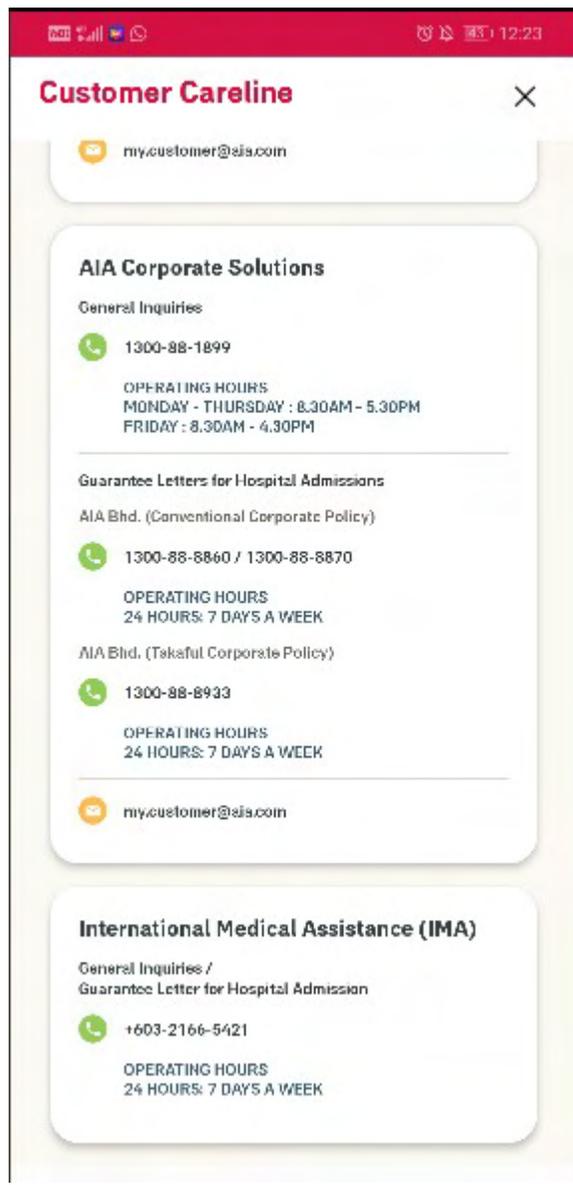
AIA Bhd.
1300-88-1899

For overseas customers
603 2056 1111

VIEW CUSTOMER CARELINE



Tap to view all Customer Careline numbers



15

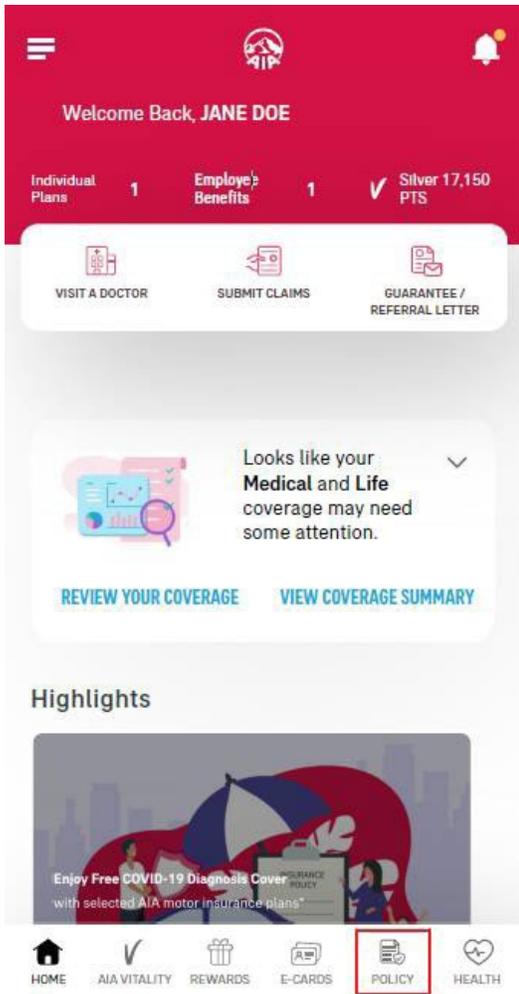
MY AIA APP

ONLINE PAYMENT

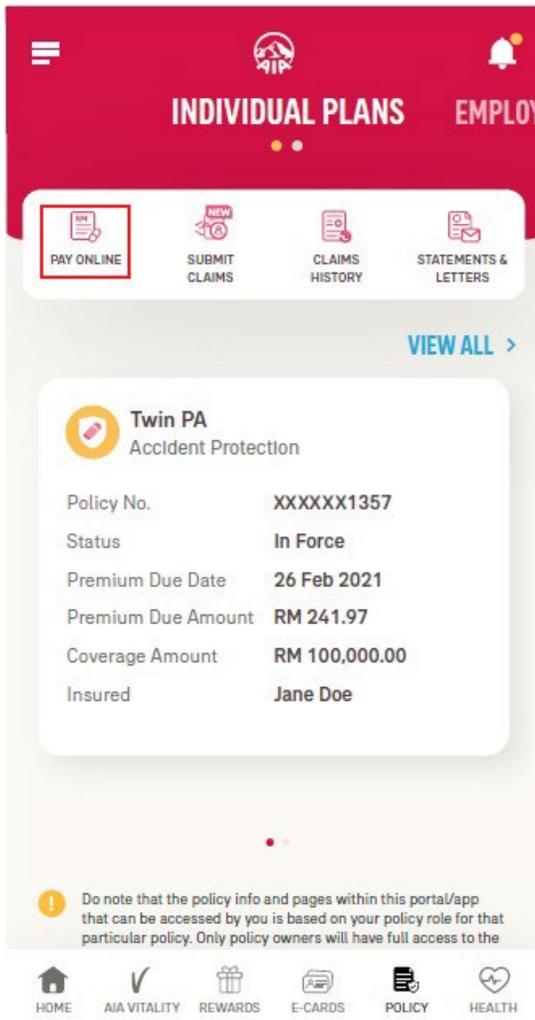
- How to make one off premium / contribution and Vitality membership payments



PAY ONLINE VIA MY AIA APP



1a) Login to your My AIA app and tap on POLICY tab



1b) Tap on PAY ONLINE

PAY ONLINE VIA MY AIA APP



MAKE A PAYMENT

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

**PERSONAL ACCIDENT -
PERSONAL**

Policy No.: PAXXXXXXXX

Insured
Jane Doe

Premium Amount:
RM 263.94

Payment Frequency:
HALF-YEARLY

Current - Due 12-Sep-2022

Select The Number Of Advanced Payments

No Advance Payment

Current Due Amount: **RM 263.94**
(Inc. Stamp Duty & Govt. Tax)

0 Advanced Payments

Total Amount **RM 263.94**

Grand Total **RM 263.94**

NEXT



2a) Check the box(es) of relevant policy/certificate/Automatic Premium Loan/Policy Loan/AIA Vitality membership that you would like to make payment(s) for.

2b) Select the number of advance payment/contribution from the dropdown list e.g. If policy/certificate is on quarterly payment cycle, selecting 1 Advance Payment means that the advance payment will be made for the next quarter payment cycle

2c) For repayment of your Automated Premium Loan (APL) and Policy Loan, select the respective boxes. You can choose to pay in full or any amount of the APL/Policy Loan, subject to minimum of RM100

PAY ONLINE VIA MY AIA APP



REVIEW YOUR PAYMENT

Please review the policies you have selected for payment

YOUR PAYMENT SELECTION

PERSONAL ACCIDENT - PERSONAL

Policy No.: PAXXXXXXXX

Insured
Jane Doe

Premium Amount:
RM 263.94

Payment Frequency:
HALF-YEARLY

Current Due Amount: RM 263.94
(Inc. Stamp Duty & Govt. Tax)

0 Advanced Payments

Total Amount **RM 263.94**

ⓘ Please disable your pop-up blocker before proceeding.

Grand Total **RM 263.94**

NEXT



Credit Card Number
1234567891011123

Name on Card
Ad

Expiry Date
4 2025

CVC/CCV2

Card Issuing Bank
OCBC

Other Card Issuing Bank (optional)

Card Issuing Country
Malaysia

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

I have read and agree to [iPay88 Privacy Statement](#)

3a) All information selected in Step 2, will be displayed for your review. Select NEXT to proceed with the payment

b) Key in your credit/debit card details and click Next

c) Key in One Time Pin (OTP) provided by your credit/debit card issuing bank and click Submit

PAY ONLINE VIA MY AIA APP

3

THANK YOU FOR YOUR PAYMENT

Your transaction id for this payment is: MYP302364

YOUR PAYMENT SELECTION

PERSONAL ACCIDENT - PERSONAL

Policy No.: PAXXXXXXXXX

Insured
Jane Doe

Premium Amount:
RM 263.94

Payment Frequency:
HALF-YEARLY

Current Due Amount: **RM 263.94**
(Inc. Stamp Duty & Govt. Tax)

0 Advanced Payments

Total Amount RM 263.94

MAKE ANOTHER PAYMENT

Step 1
Login To My AIA &
Select Policy

Step 2
Select Policy/
Certificate

Step 3
Review payment

Step 4
Complete
Payment

You will be directed to the acknowledgement page upon successful payment.

16

MY AIA APP

DIGITAL HEALTH for INDIVIDUAL

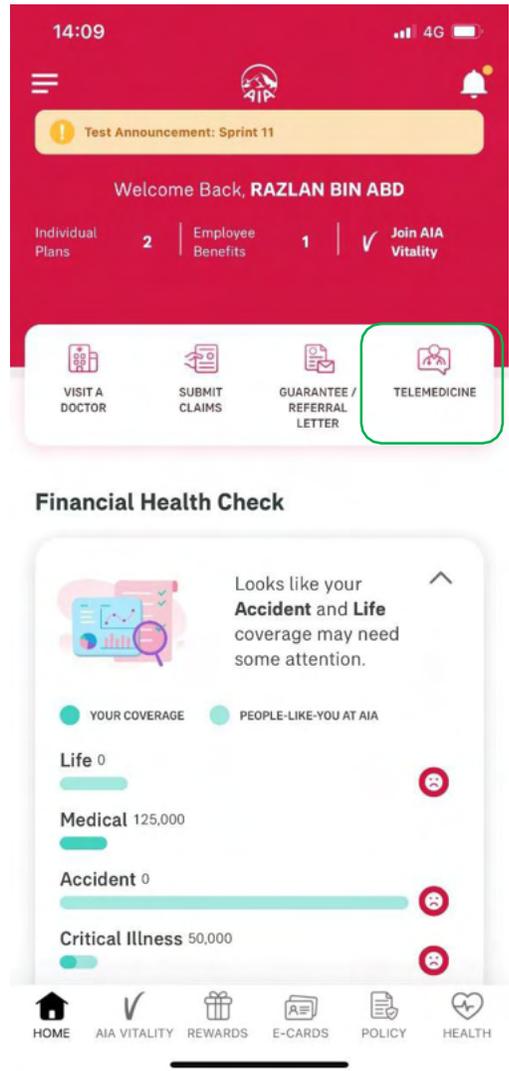
Applicable for Medical
Plans/Riders only

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

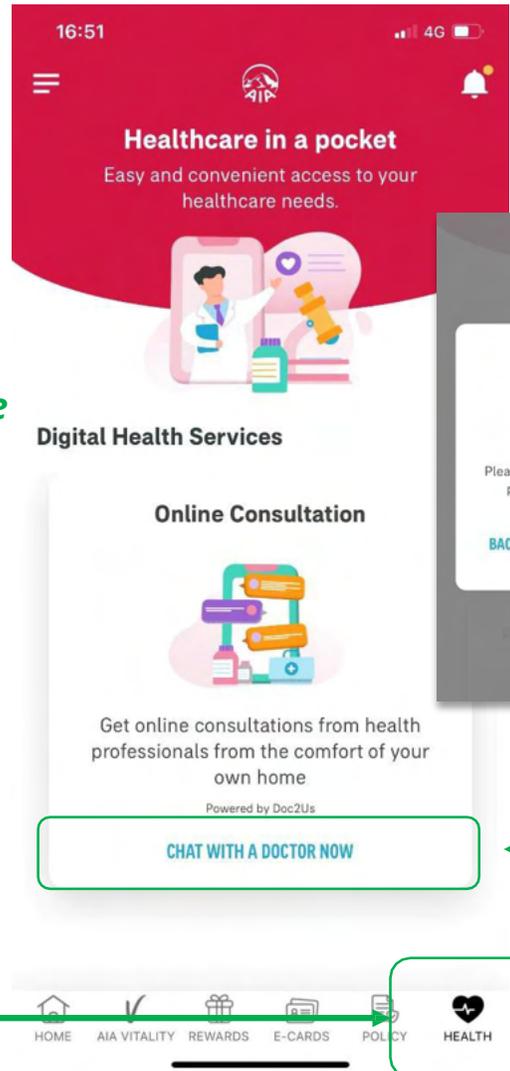


- **DIGITAL HEALTH**
- **01: Entry Point to Digital Health**

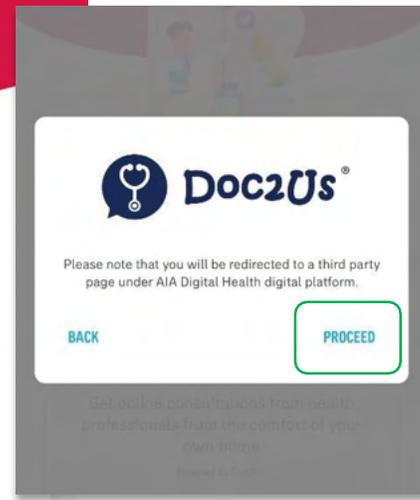
ENTRY POINT TO DIGITAL HEALTH



Entry Point into the Digital Health page



Tap here to go into the Digital Health page



A pop-up message will appear. Tap Proceed

ENTRY POINT TO DIGITAL HEALTH

Digital Health Services ✕

Registration
Please key in your information to access Doc2Us services

My Information

Full Name
As per NRIC

Mobile No.
e.g. 0123456789

Email
e.g. name@email.com

NRIC/Passport Number
eg. 900112233344

Gender

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



Digital Health Services ✕

Address Line

State
Select State

City Postcode
City Postcode

TERMS OF USAGE

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

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

REGISTER

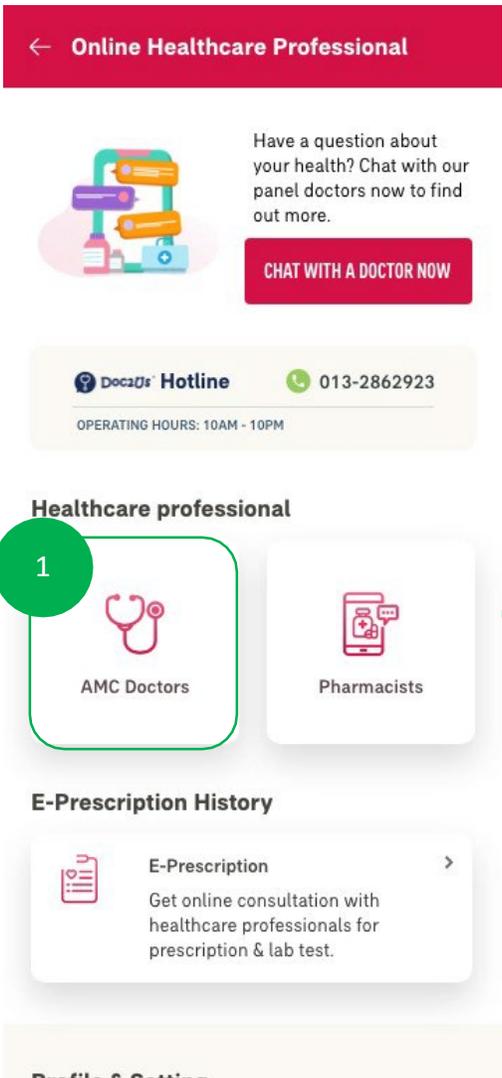


Tap on **Register** to complete

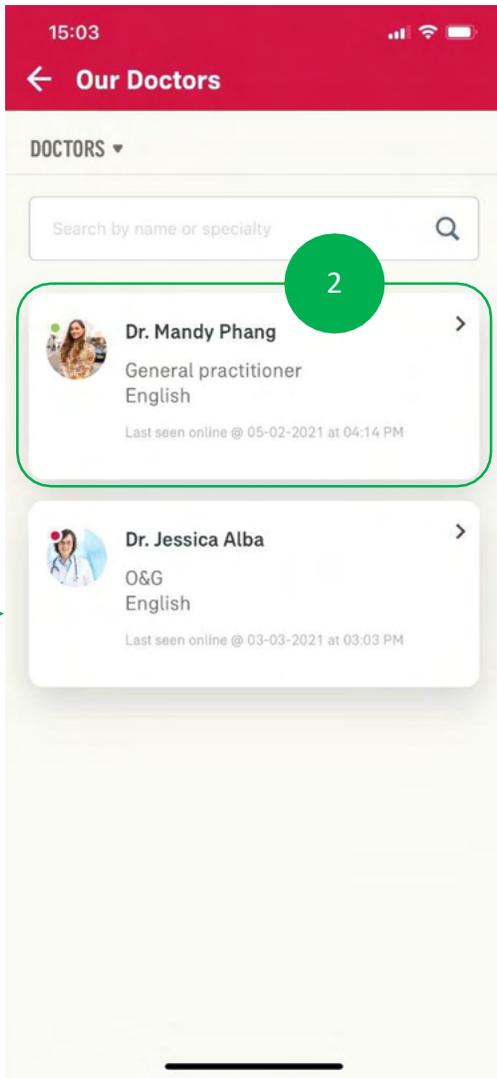
Please fill in all the information

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

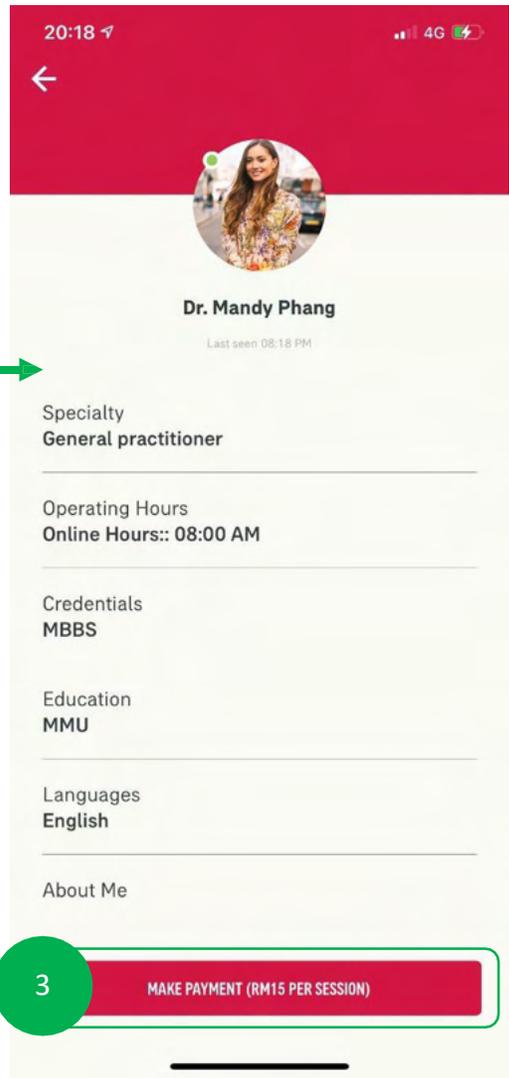
DIGITAL HEALTH: Part 1- Request for Consultation



Tap on Doctors card to see the list of available doctors



Tap on a doctor to view their profile



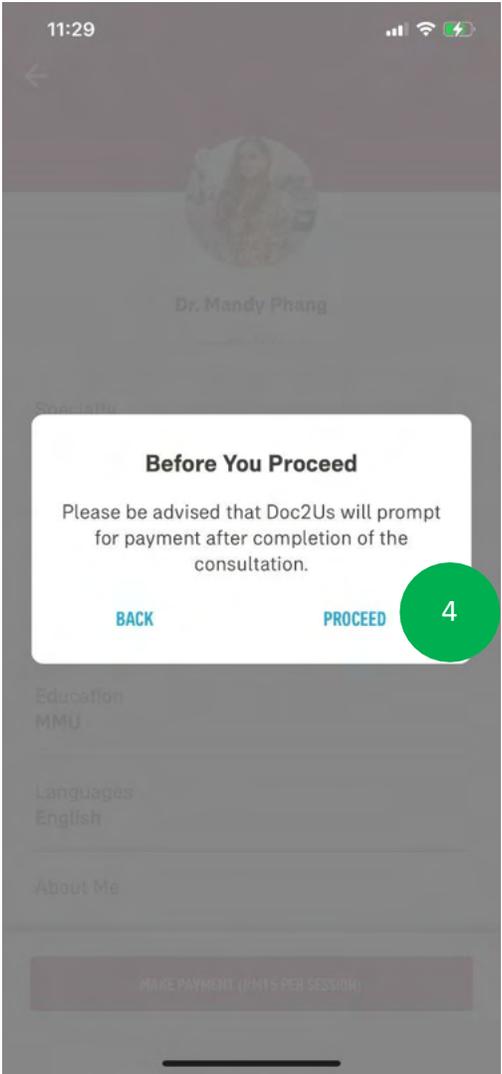
Once you have decided on the doctor, Tap "Request chat now"

DIGITAL HEALTH: Part 1- Request for Consultation



16

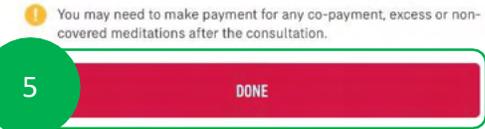
MY AIA APP



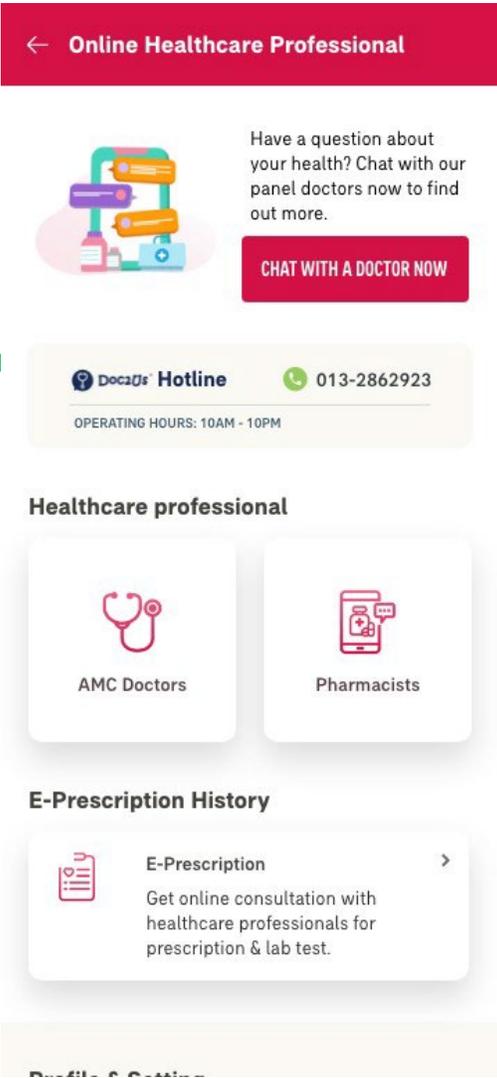
Tap "Proceed" to continue



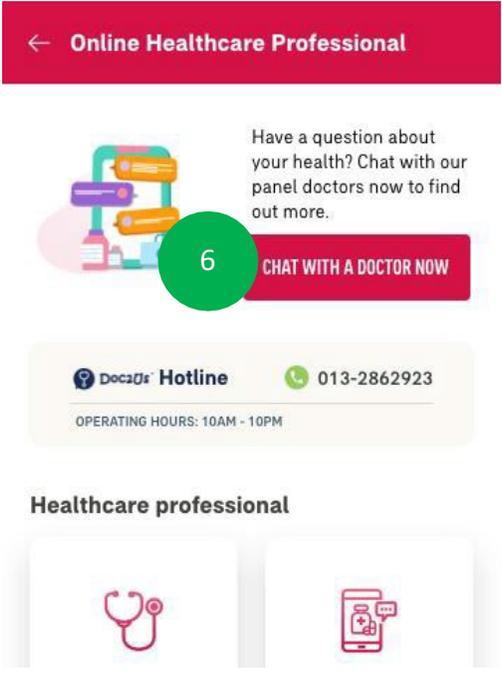
Chat request has been sent!
Dr. Mandy Phang will be attending to you shortly, you will be notified once ready.



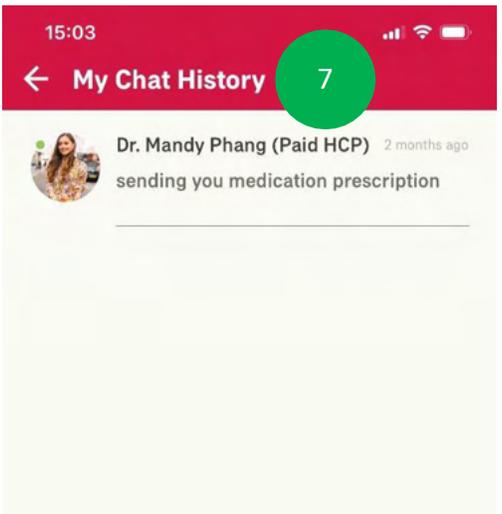
You will receive a confirmation screen upon success. Tap on "Done" to return to the dashboard



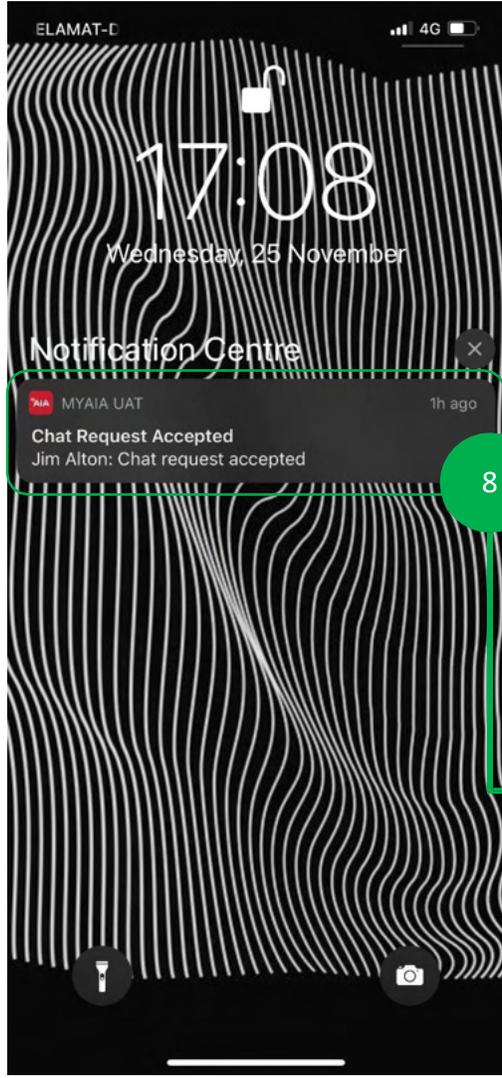
DIGITAL HEALTH: Part 1- Request for Consultation



Tap here to see past chat history or current chat messages



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



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

Tapping on the notification will bring you to the chatroom



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

DIGITAL HEALTH: Part 2 – Chat Features

STEP 1

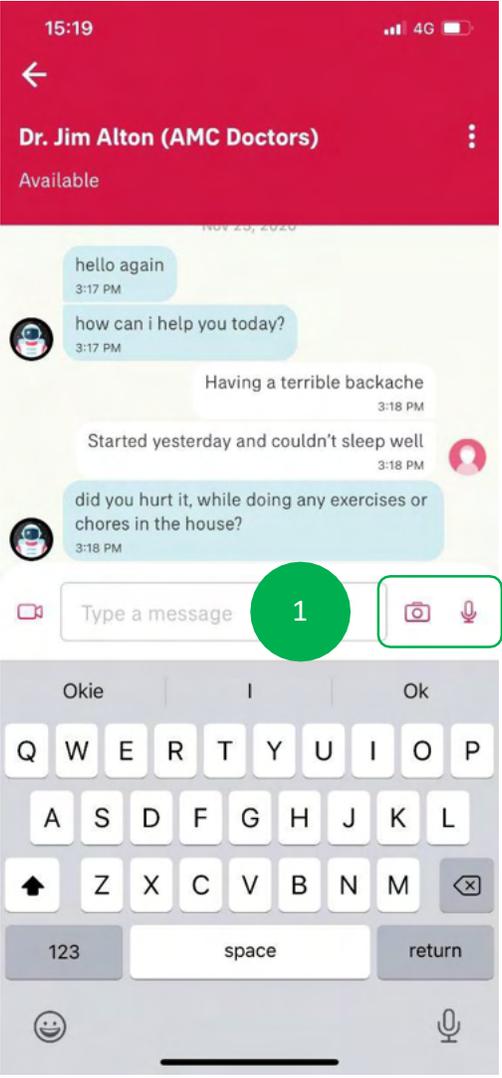
STEP 2

STEP 3

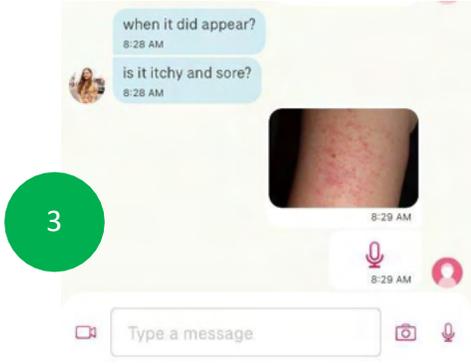
STEP 4

16

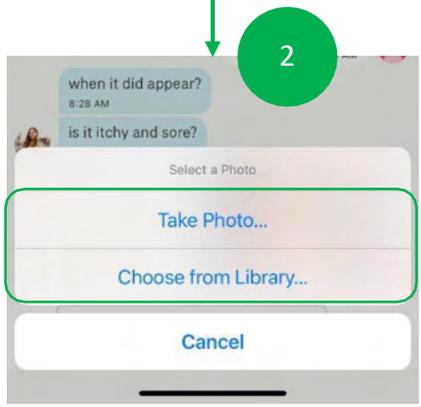
MY AIA APP



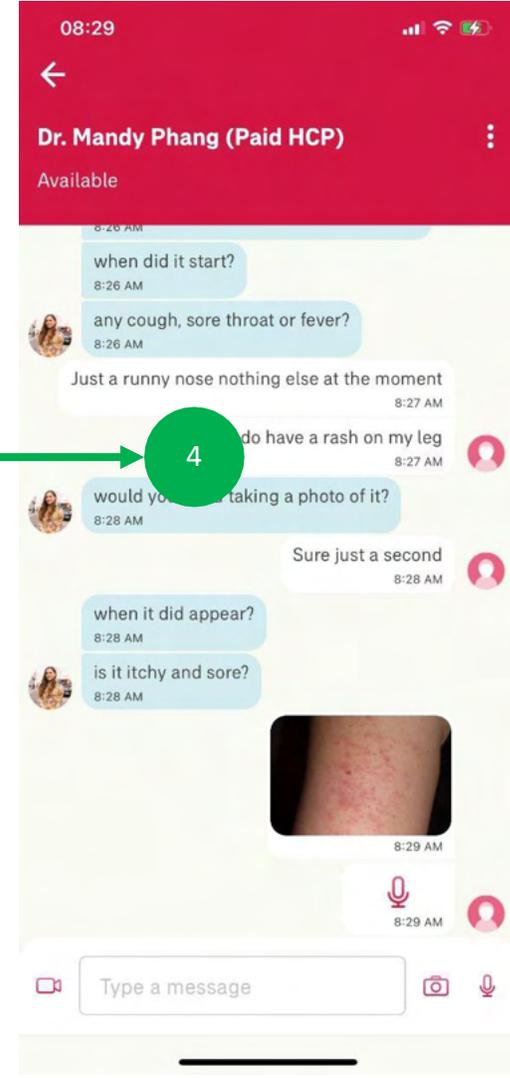
Chat with your doctor and provide the necessary required information



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



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



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

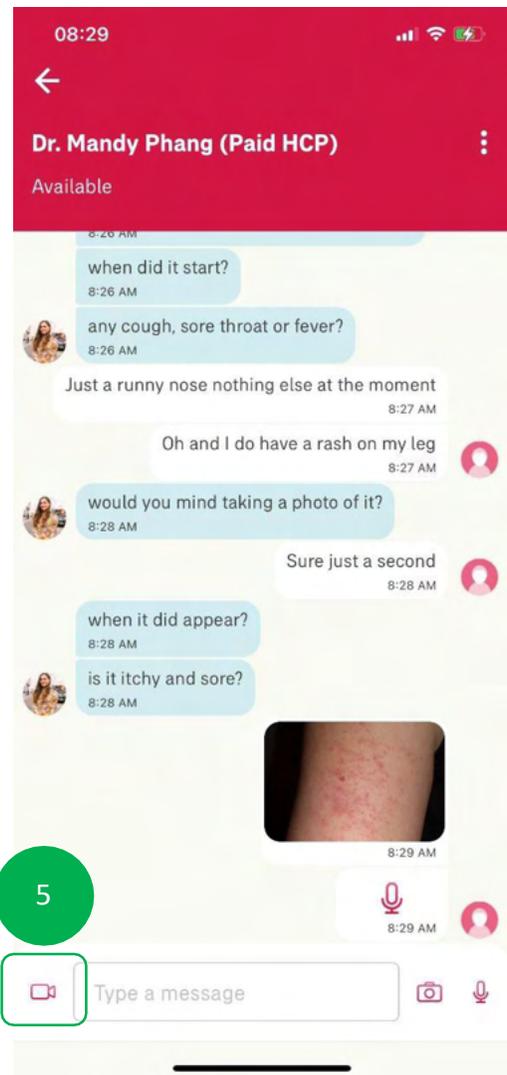
DIGITAL HEALTH: Part 2 – Chat Features

STEP 1

STEP 2

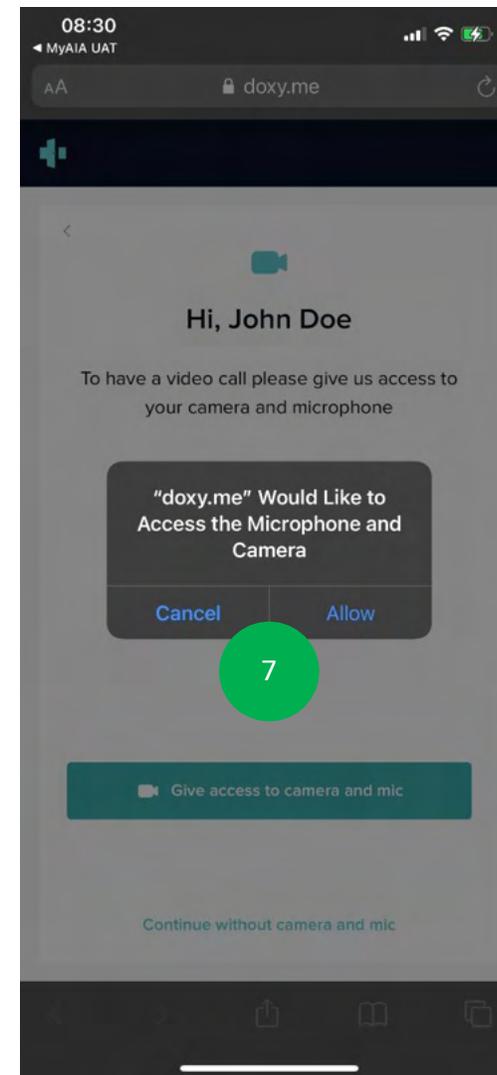
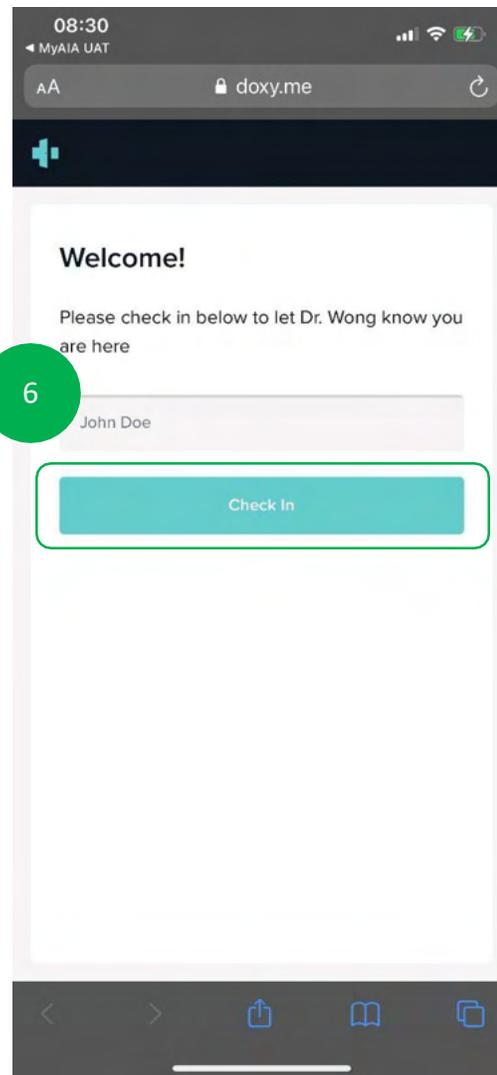
STEP 3

STEP 4



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

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



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

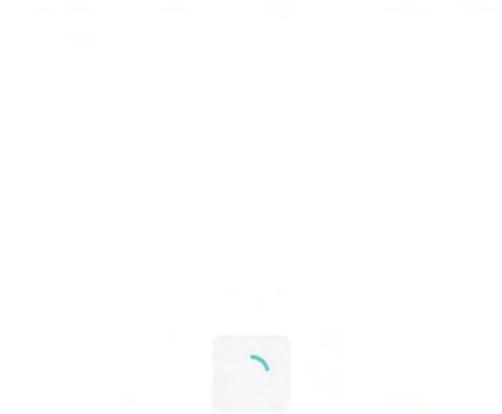
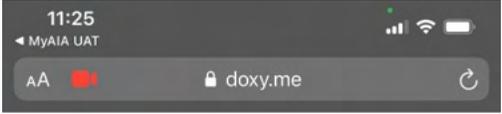
DIGITAL HEALTH: Part 2 – Chat Features

STEP 1

STEP 2

STEP 3

STEP 4

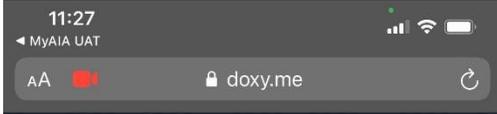


Finalizing connection, please stand by

8



The video call will be initiated



9



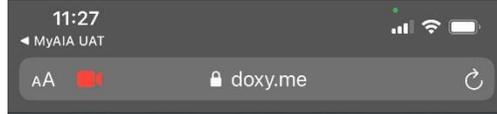
10

Chat with your doctor and provide the necessary required information

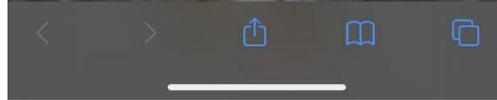
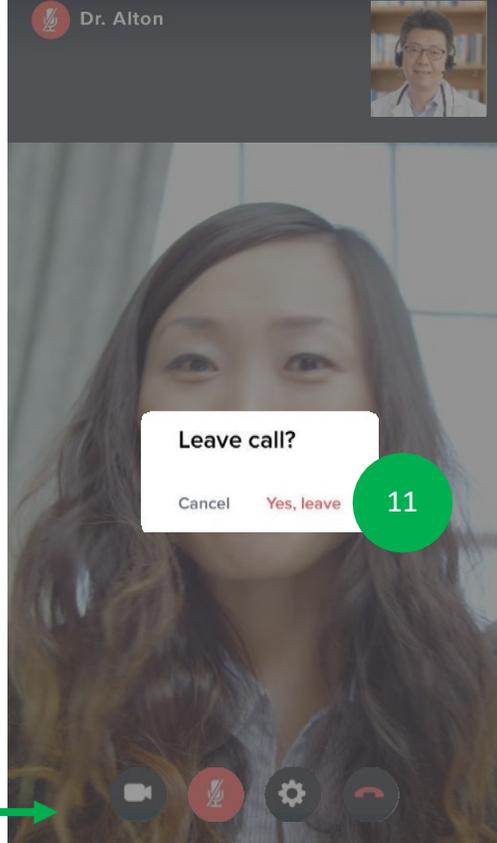
Tap on "Red Phone" icon to end the video call.

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



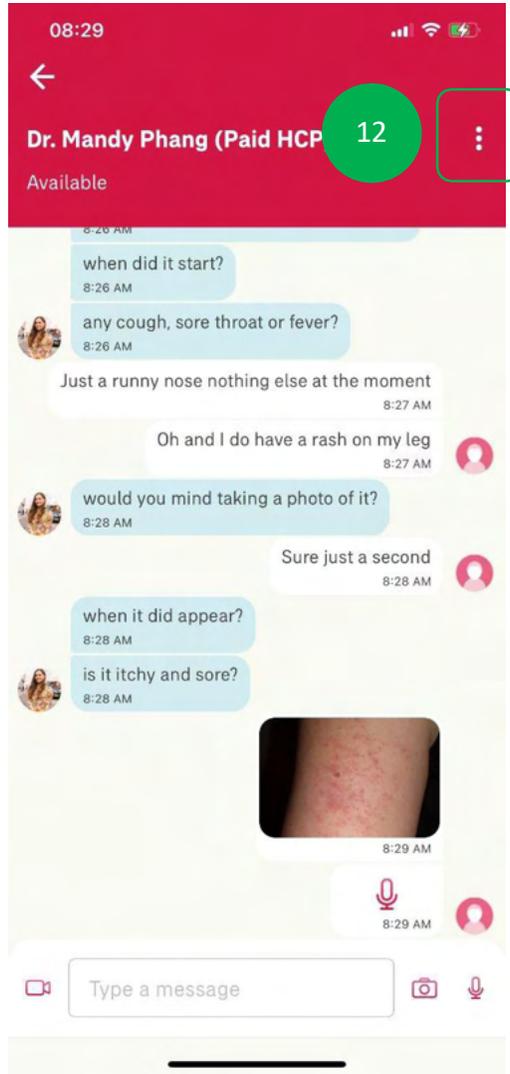
DIGITAL HEALTH: Part 2 – Chat Features

STEP 1

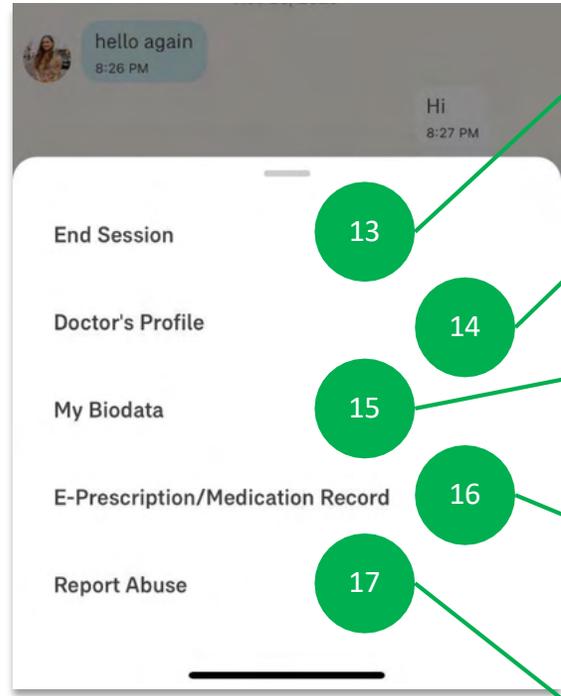
STEP 2

STEP 3

STEP 4



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



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

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

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

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

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

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

DIGITAL HEALTH: ePrescription & Delivery Method

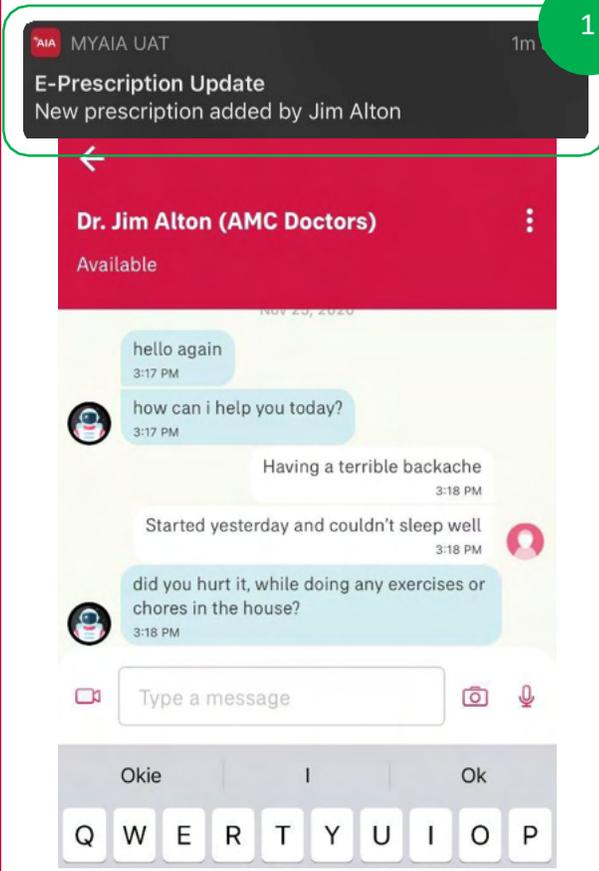
STEP 1

STEP 2

STEP 3

STEP 4

1



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

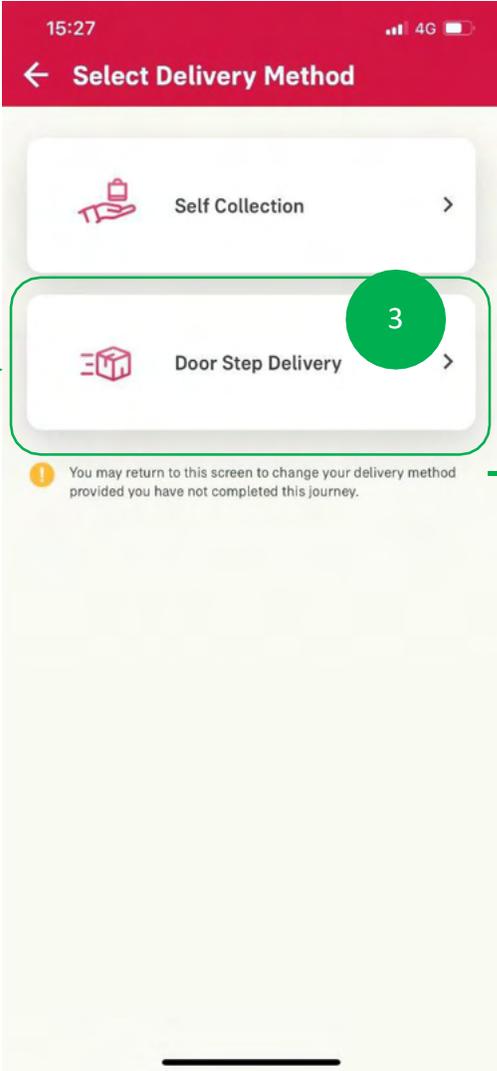
Tap on the notification, it will bring you to the respective ePrescription to start the next step.



2

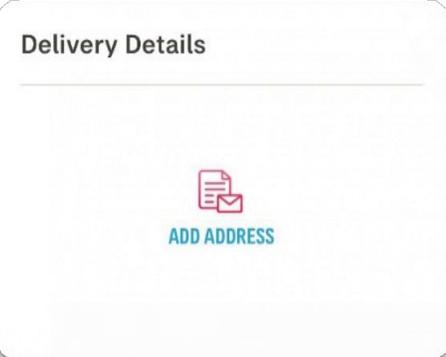
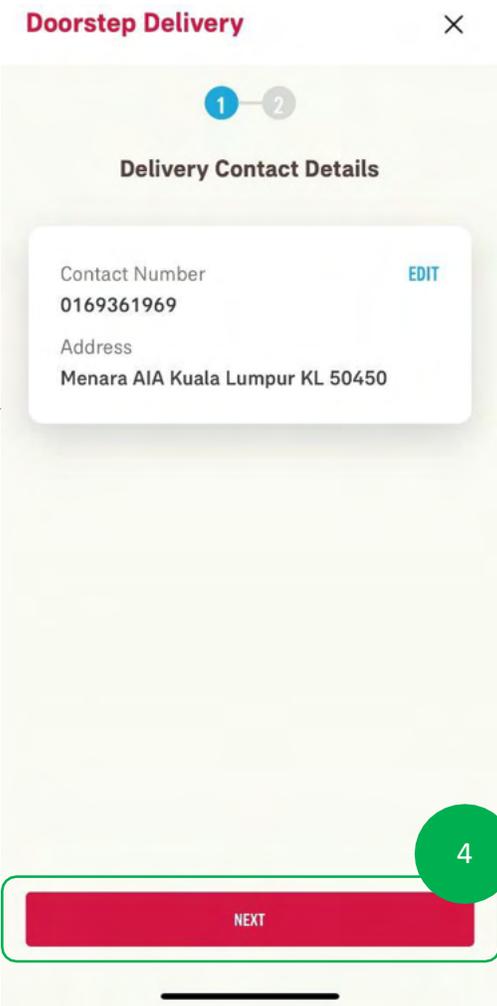
Tap "Choose Delivery Method"

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



You may choose between either delivery method

Tap on "Door Step Delivery"



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

Tap "Next" to continue.

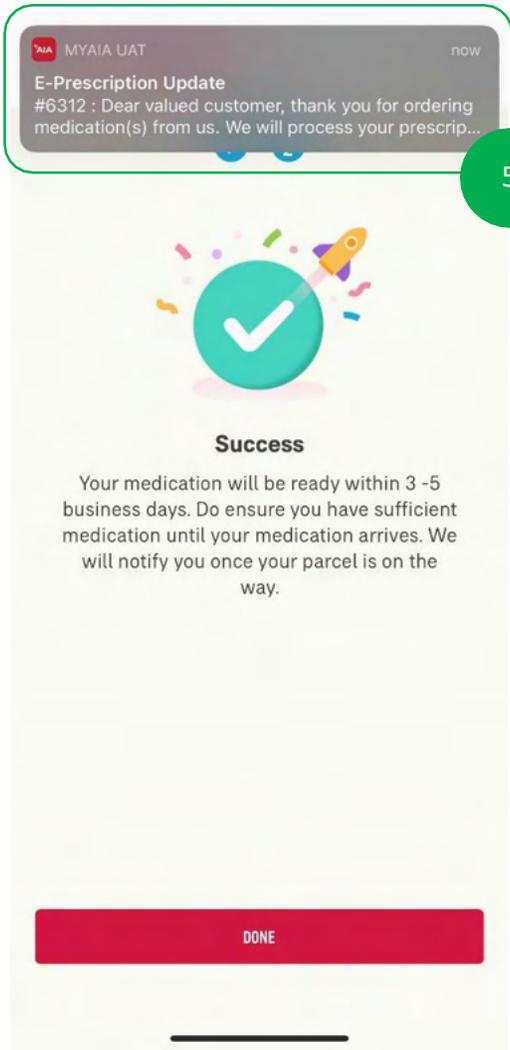
DIGITAL HEALTH: ePrescription & Delivery Method (Door Step Delivery)

STEP 1

STEP 2

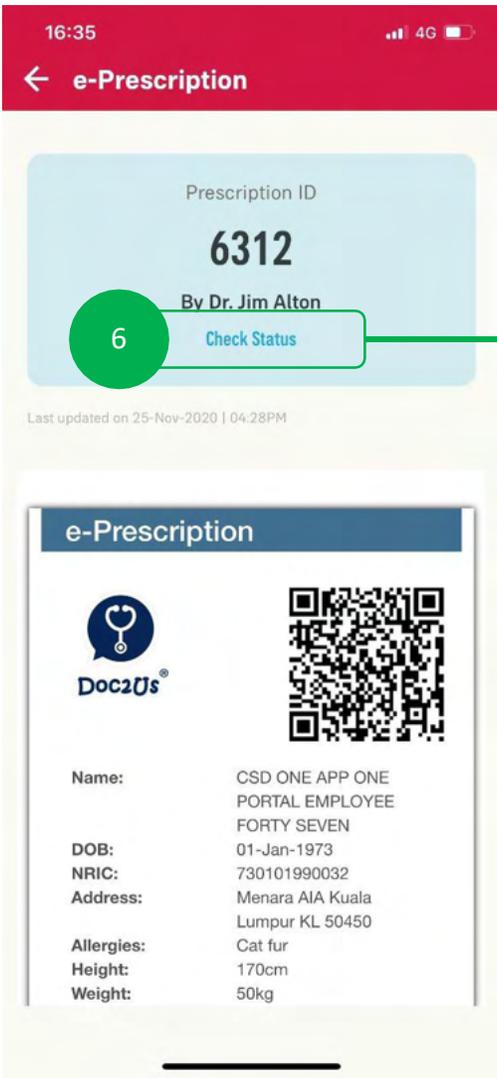
STEP 3

STEP 4



5

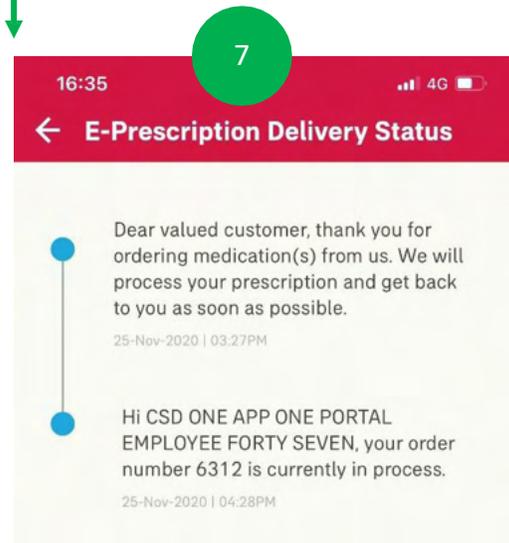
You will receive a confirmation once complete. Tap on the "Notification" to proceed to the ePrescription screen



6

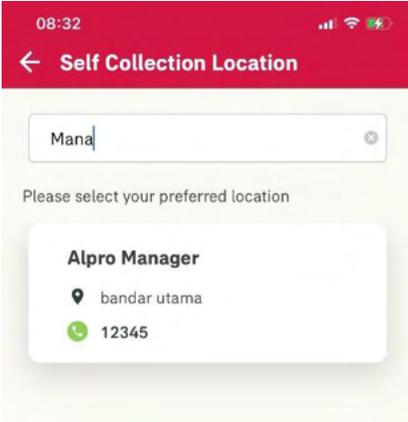
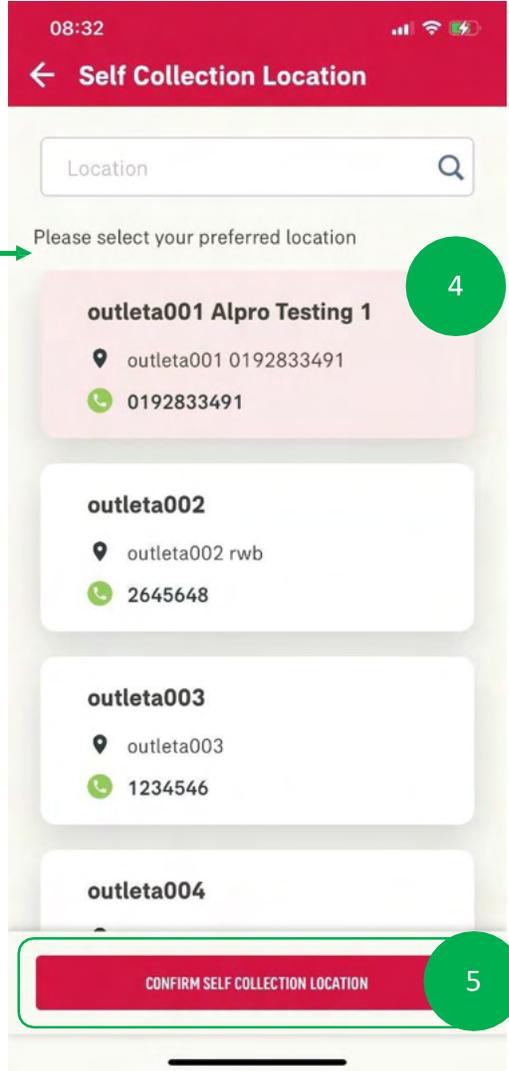
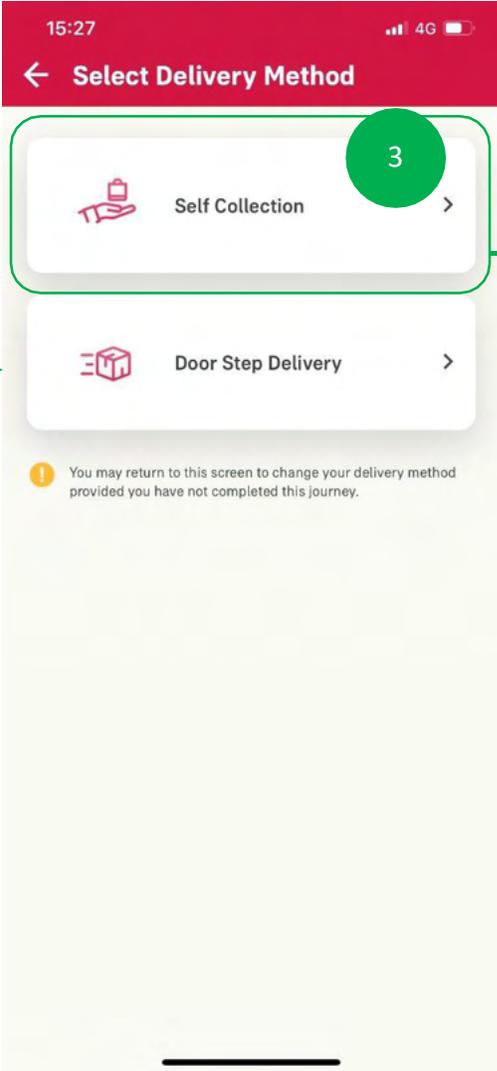
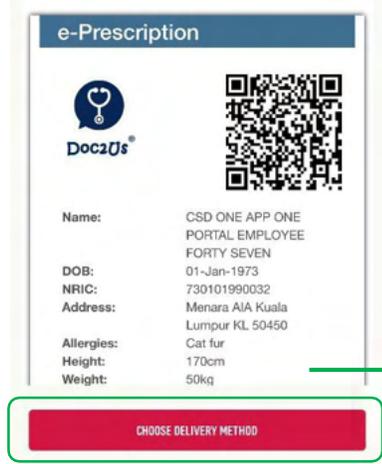
If there are updates regarding your delivery, you can tap on the "Check status" on the prescription to see the details

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



7

DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)



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

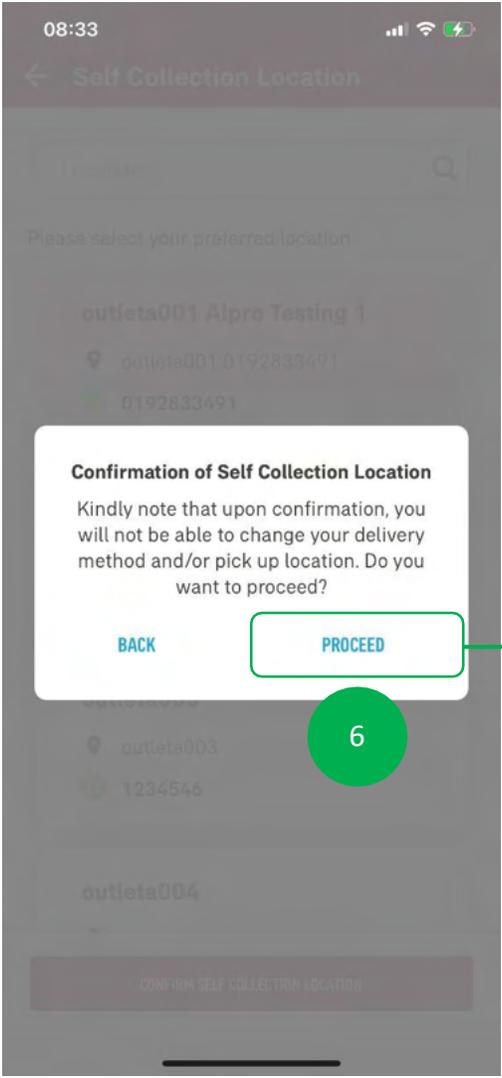
Tap “**Confirm Self Collection Location**” to continue

DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)

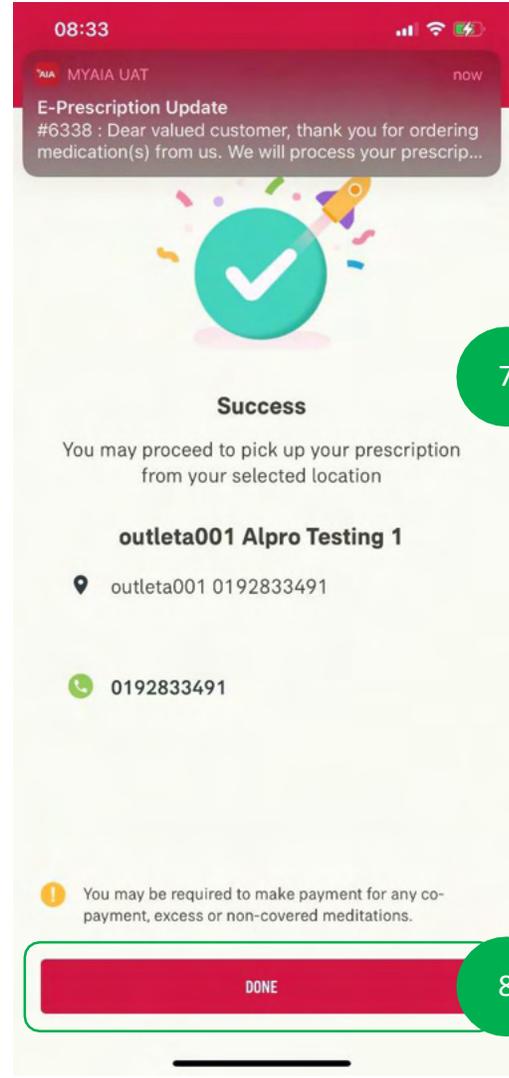


16

MY AIA APP



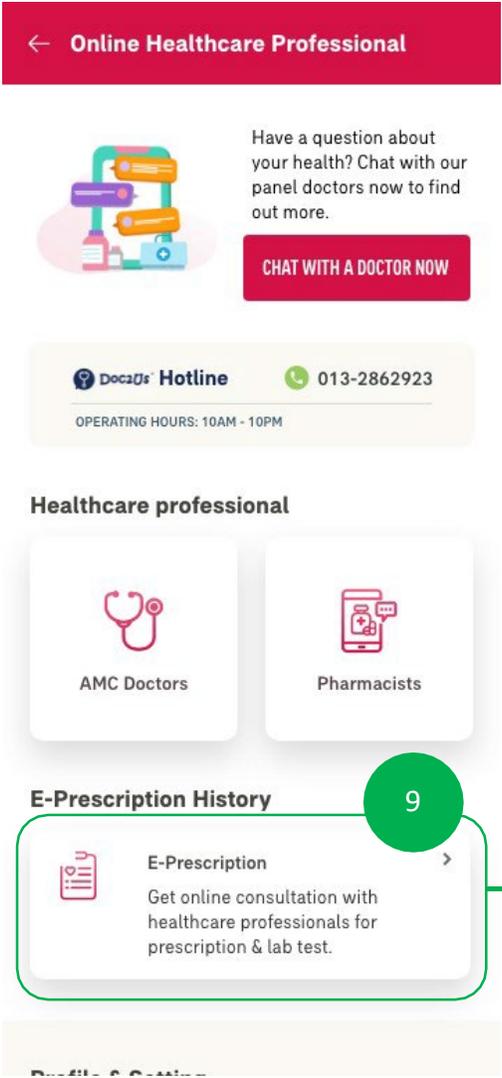
A pop-up message to confirm the location selected or to continue tap **“Proceed”**



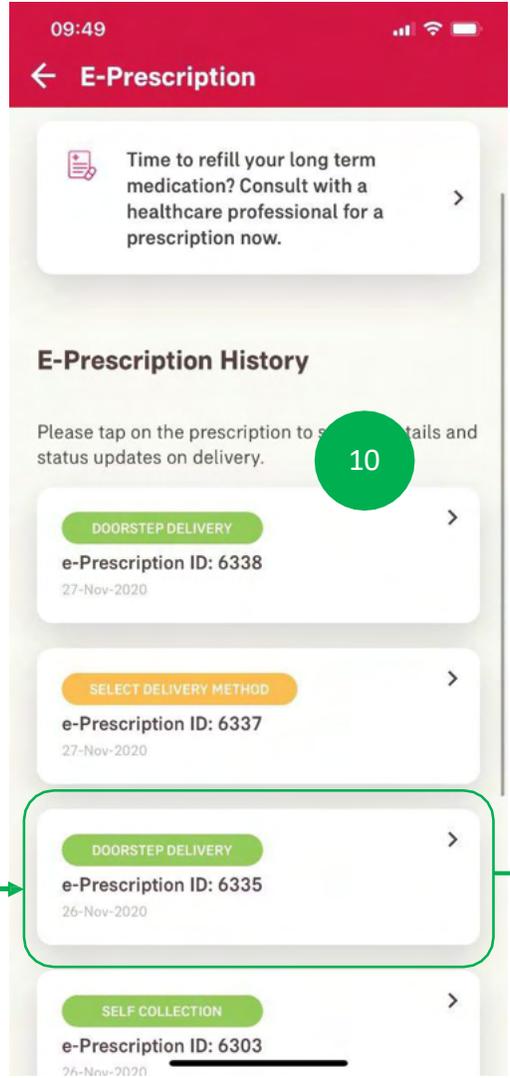
You will receive a confirmation screen with the details.

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

DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)

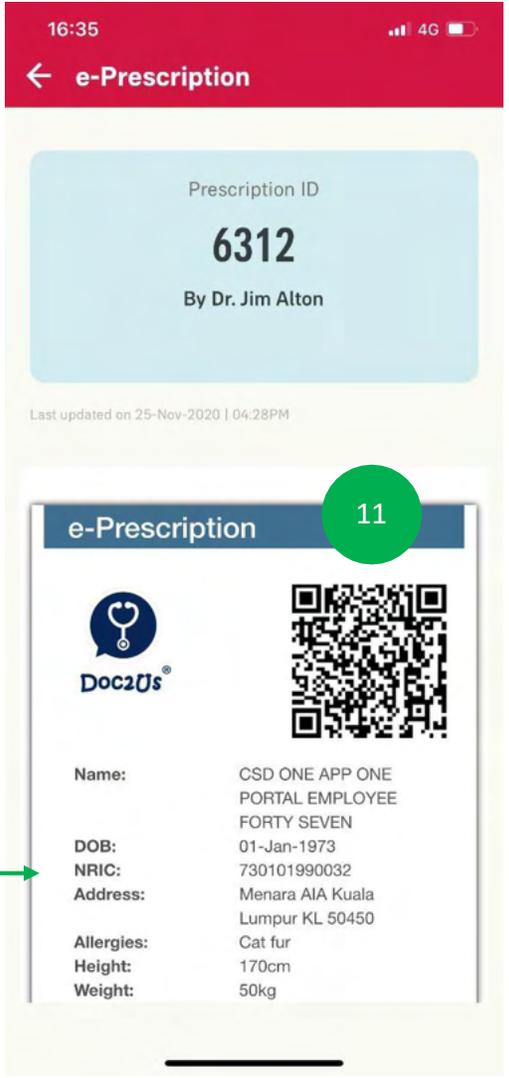


To view ePrescriptions tap on this card below the E-Prescription title



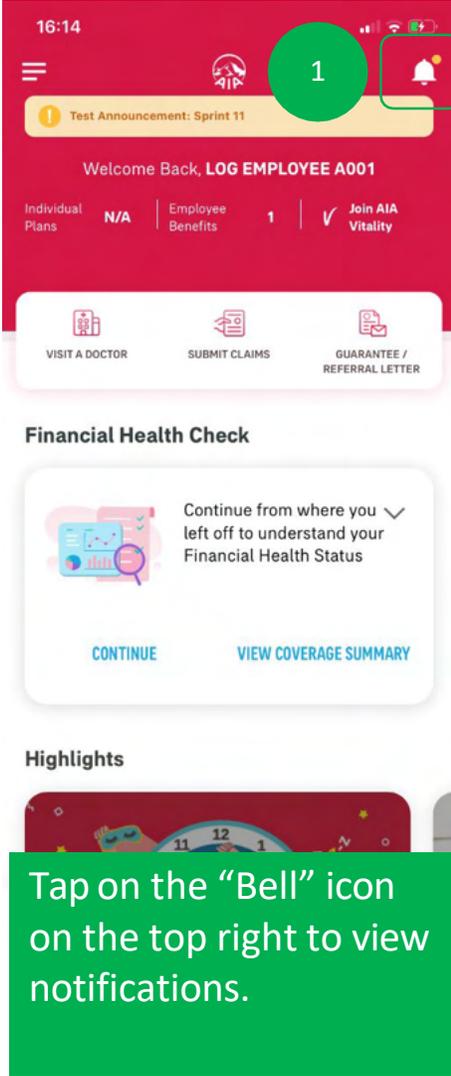
You can view past and current ePrescriptions here. Tap on one to show the details

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

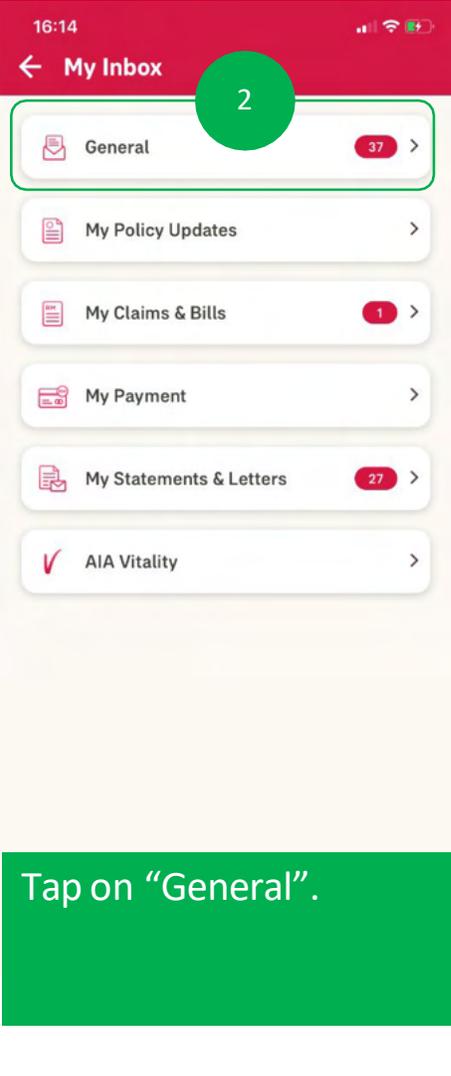


- **DIGITAL HEALTH –**
- **05: Notifications**

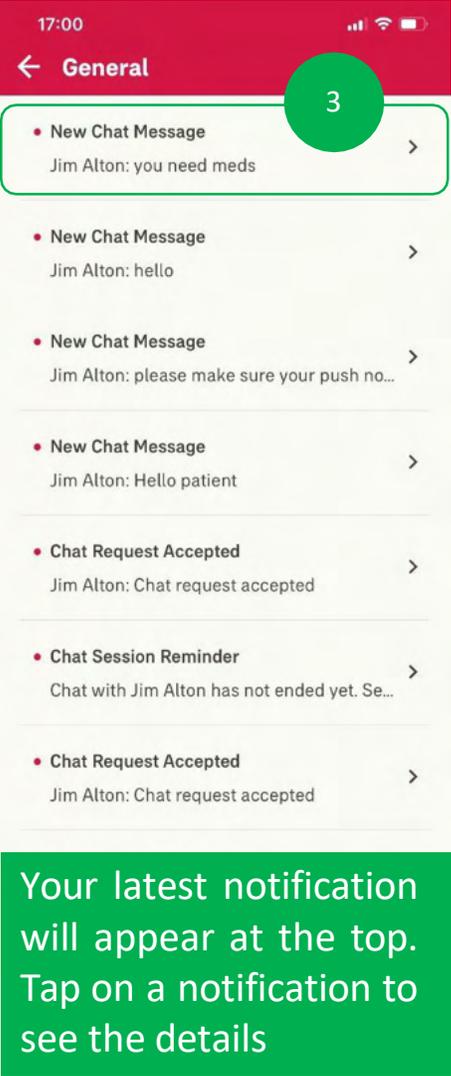
DIGITAL HEALTH: Notifications



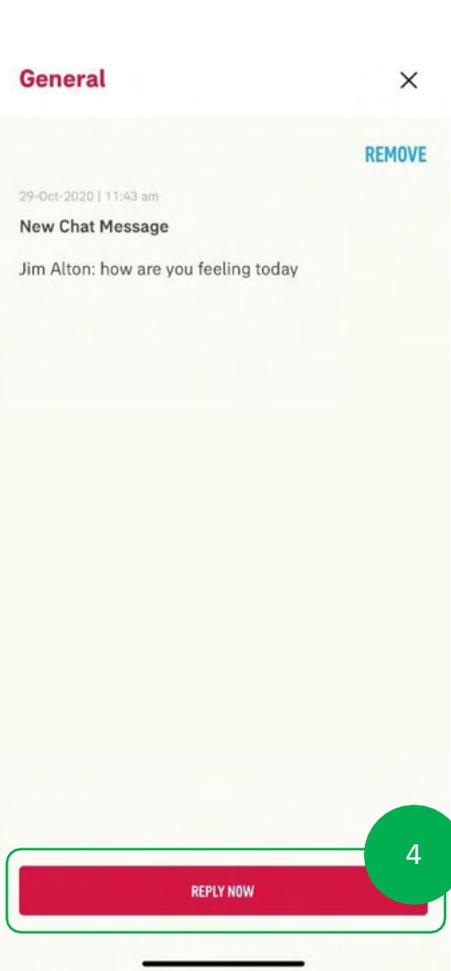
Tap on the "Bell" icon on the top right to view notifications.



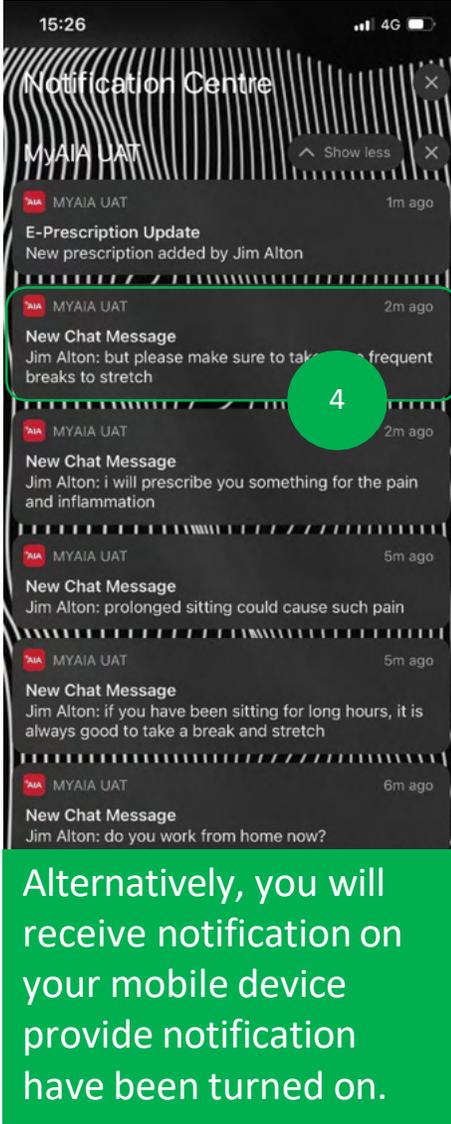
Tap on "General".



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



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



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

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

DIGITAL HEALTH: Profile Management & Settings

STEP 1

STEP 2

STEP 3

STEP 4

← Online Healthcare Professional

Scroll to the bottom to view your Profile & Settings cards



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

CHAT WITH A DOCTOR NOW

Doc2Us Hotline 013-2862923
OPERATING HOURS: 10AM - 10PM

Healthcare professional



AMC Doctors



Pharmacists

E-Prescription History



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

Profile & Setting

Biodata > De

Profile & Settings

Biodata >

| | |
|----------------|--------------|
| Weight | Height |
| 100 KG | 0 CM |
| Blood Pressure | Heart Rate |
| mmHg | 0 bpm |

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

Profile & Settings

Delivery Details EDIT

Contact Number
0169361969

Address
Menara AIA, New Address Kuala Lumpur KL 50450

Profile & Settings

My Transactions >

RECENT TRANSACTIONS

| | | |
|---|------------------------|-------------|
|  | Dr. Mandy Phang | RM 0 |
| | 27 Nov 2020 8:24 AM | |

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

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

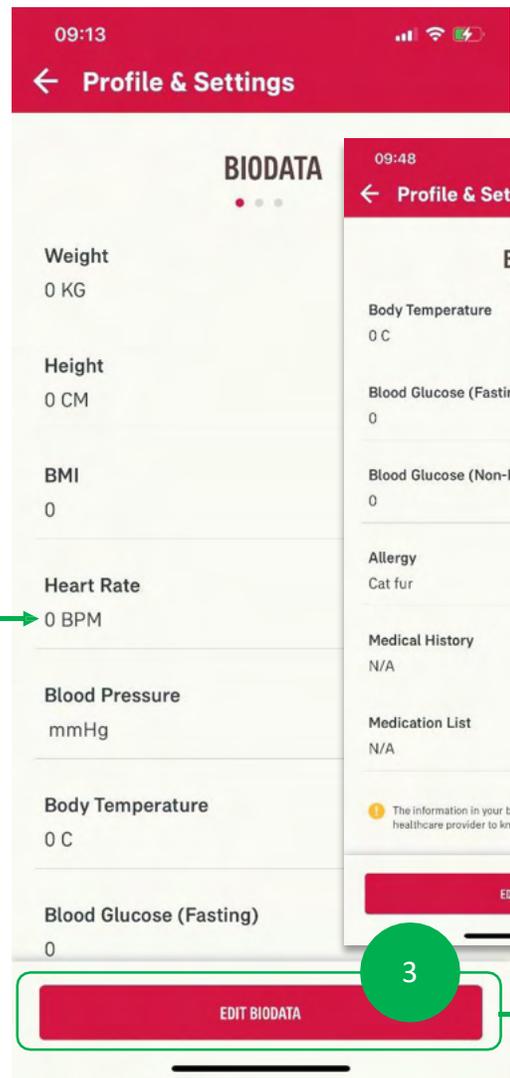
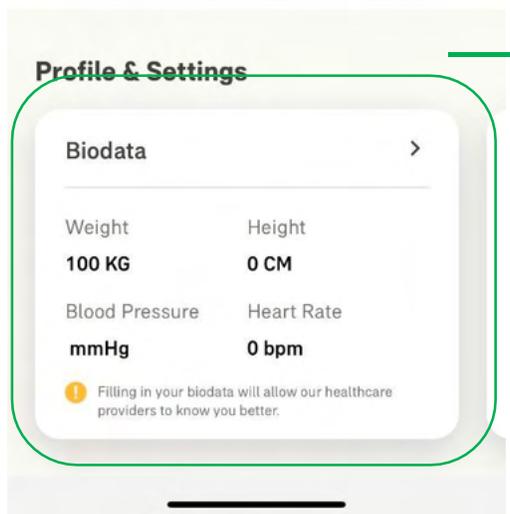
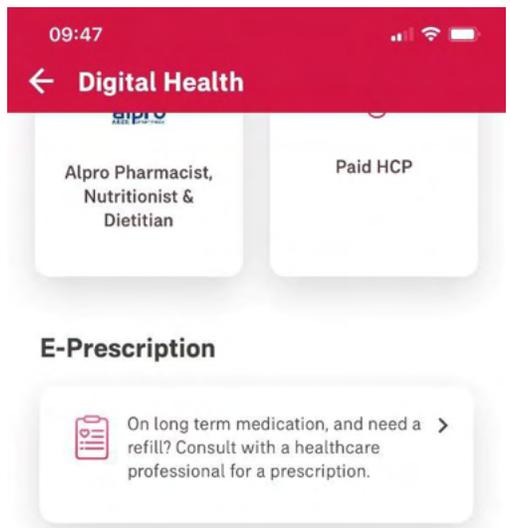
DIGITAL HEALTH: Profile Management & Settings

STEP 1

STEP 2

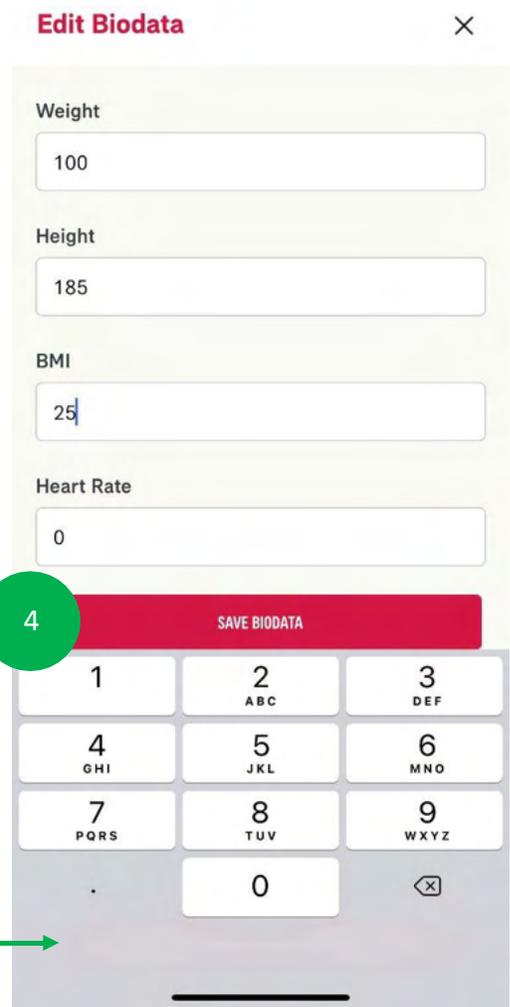
STEP 3

STEP 4



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

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

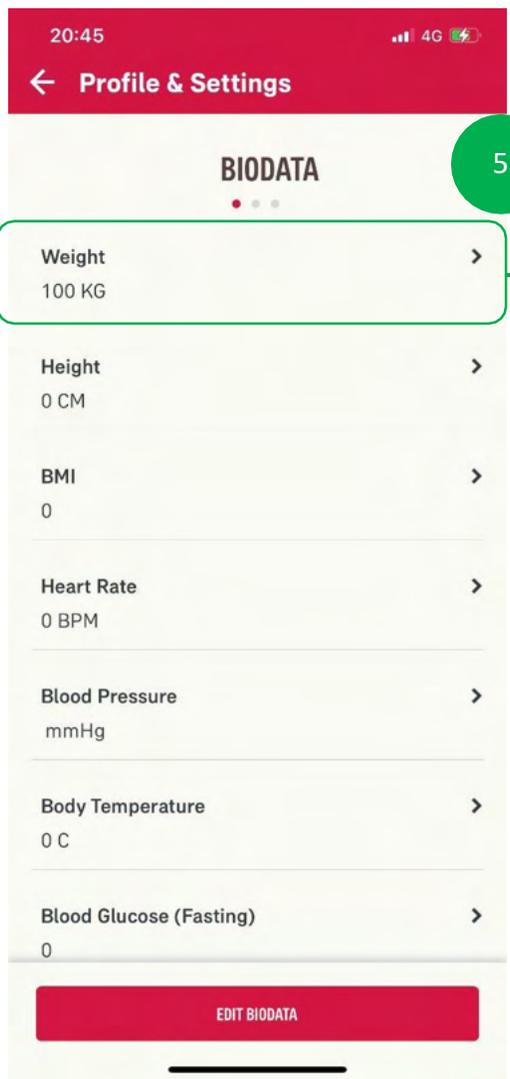


16

MY AIA APP

Tap on the card or arrow to interact with the card

DIGITAL HEALTH: Profile Management & Settings



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



You will return to the updated biodata screen

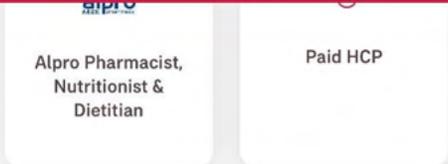
DIGITAL HEALTH: Profile Management & Settings

STEP 1

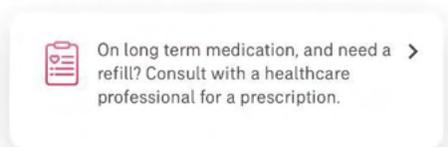
STEP 2

STEP 3

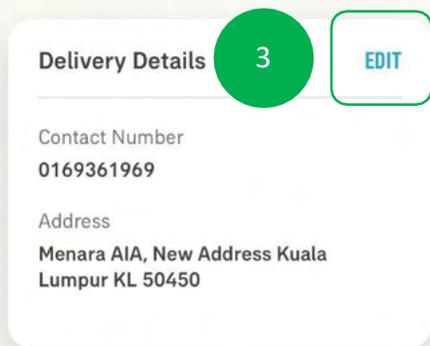
STEP 4



E-Prescription



Profile & Settings



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



Contact Number

01234567890

Delivery Details

Current address

Menara AIA, New Address Kuala Lumpur KL 50450

Update New Address

Wisma AIA

State

Kuala Lumpur

City

KL

Postcode

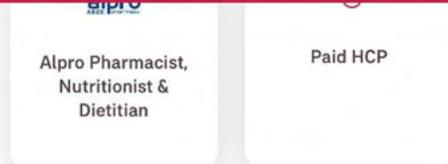
50450

4

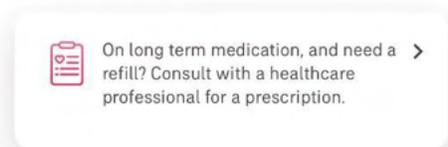
SAVE ADDRESS

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

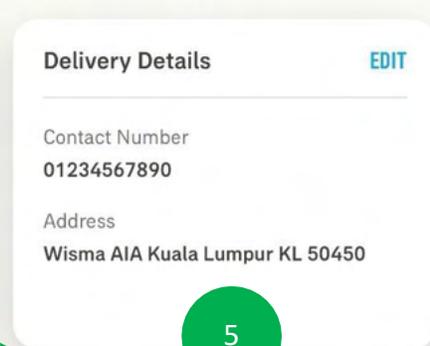
Update the respective fields. Tap on "Save Address" to confirm



E-Prescription

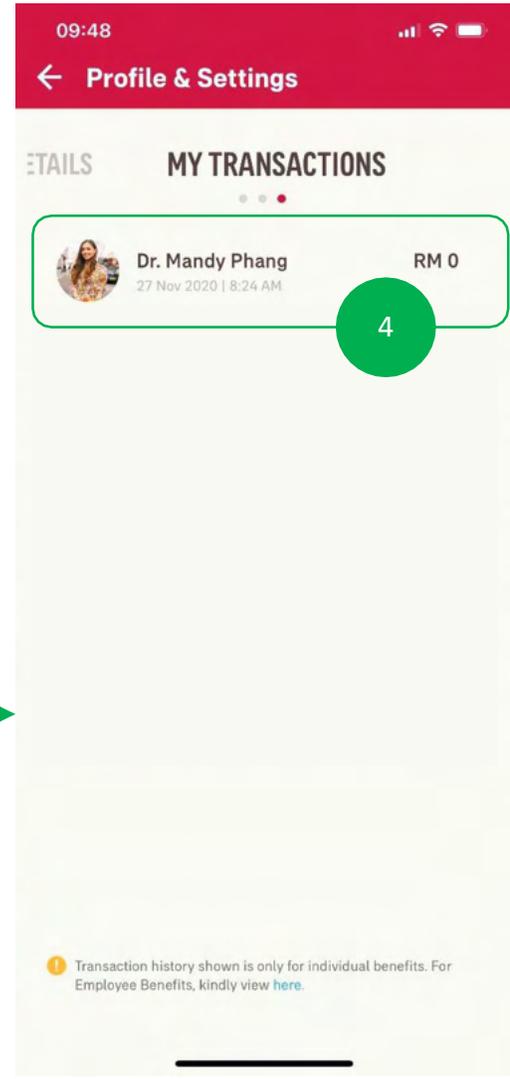
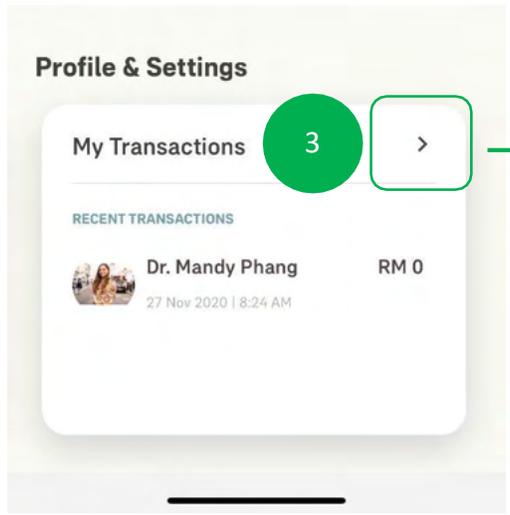
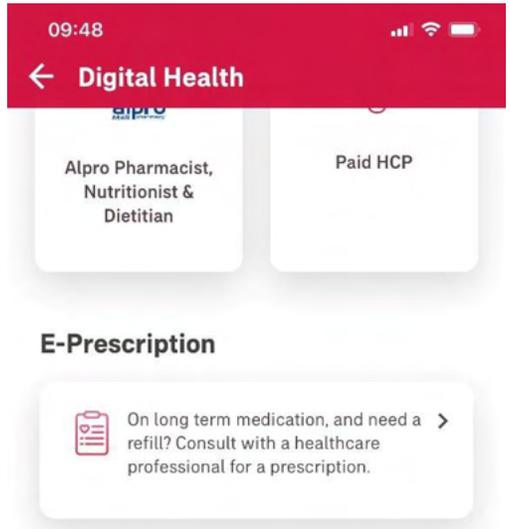


Profile & Settings



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

DIGITAL HEALTH: Profile Management & Settings



Your transaction records can be found here

Tap on the card or arrow to interact with the card

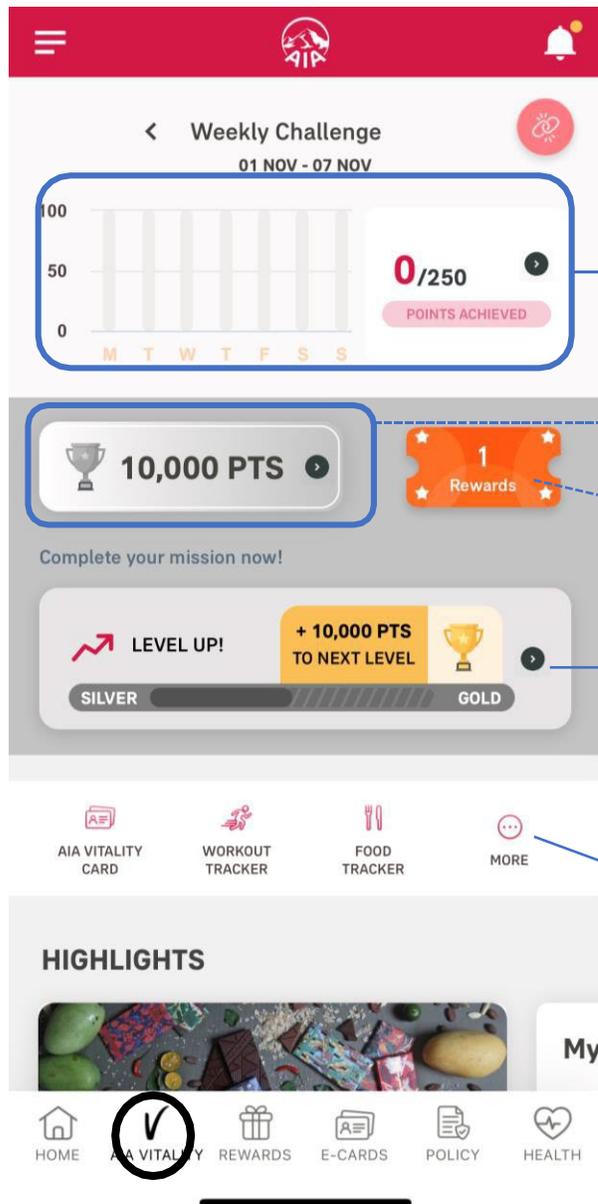
AIA Vitality

DASHBOARD OVERVIEW

- AIA Vitality dashboard overview



AIA VITALITY DASHBOARD OVERVIEW



Weekly Challenge Progress

Tap to view Points & status

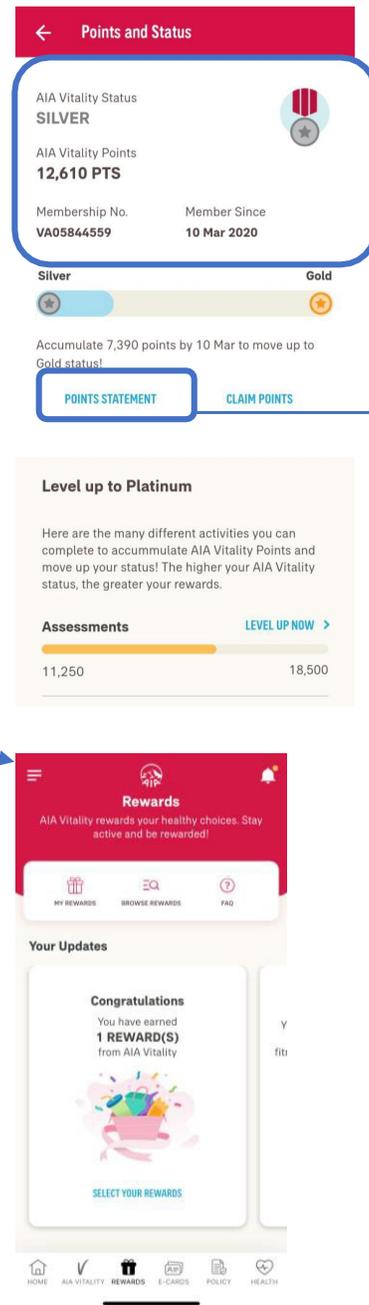
Tap to view Rewards

Level Up Dashboard

This displays the personalised Level Up dashboard of activities to be done by the member

Quick Links

This provides quick accessibility to some of the functions in Vitality



AIA Vitality Membership details

Point statement (for current membership year only)

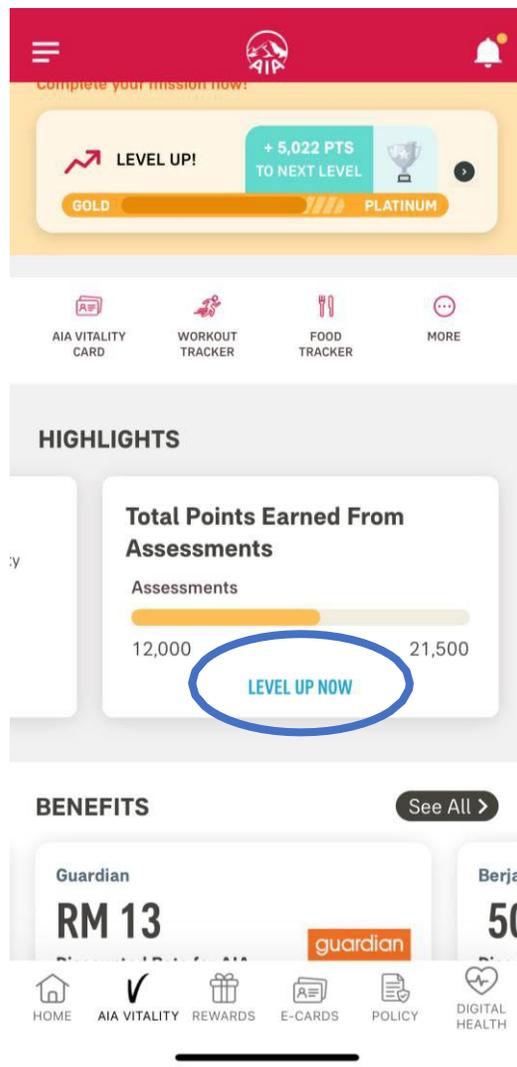
AIA Vitality

ASSESSMENTS

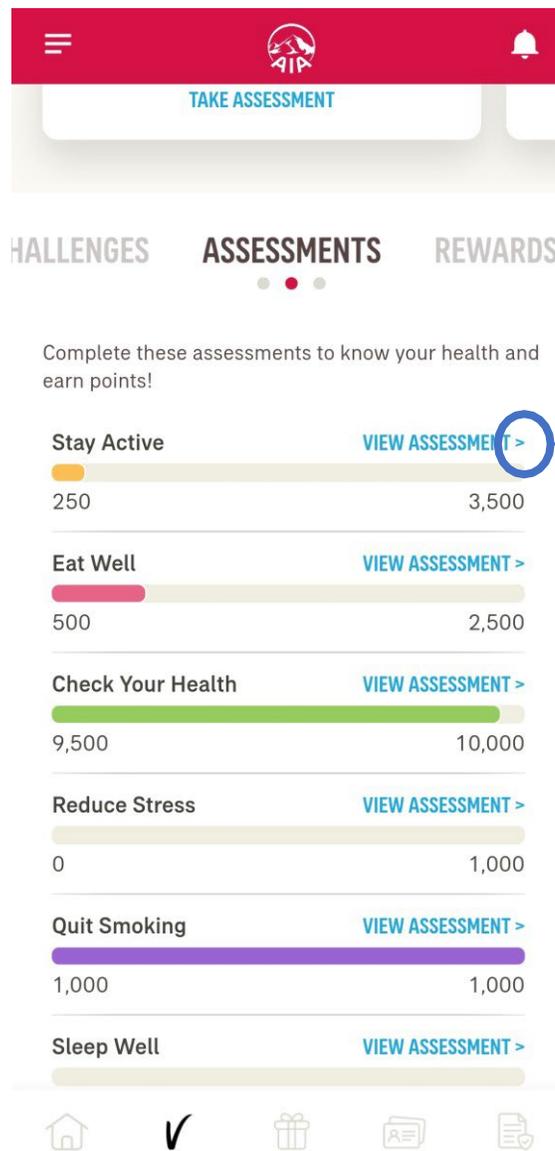
- Entry points
- Completing your assessments



ENTRY POINT 1 AIA VITALITY ASSESSMENTS



Scroll down to view more info



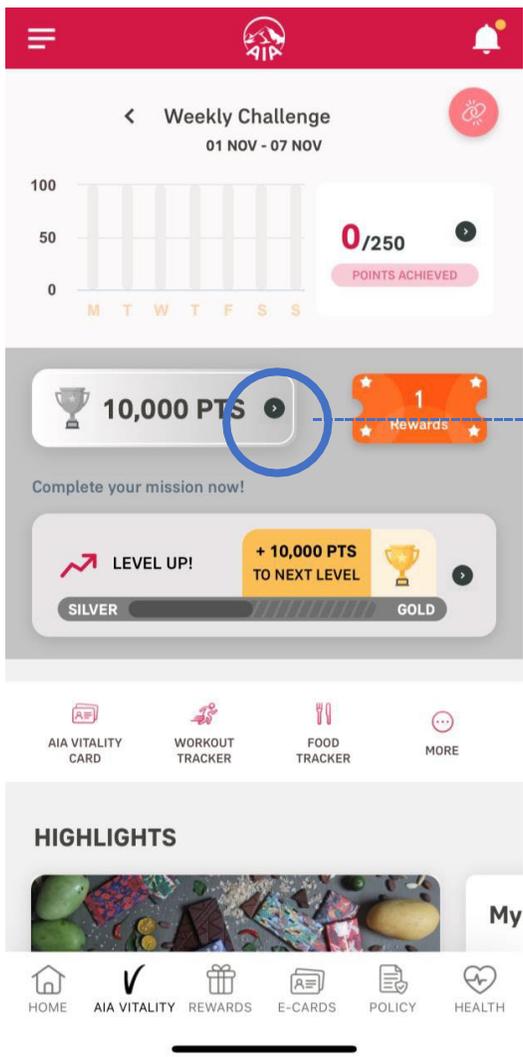
Tap to view details of the assessment

AIA Vitality Assessments

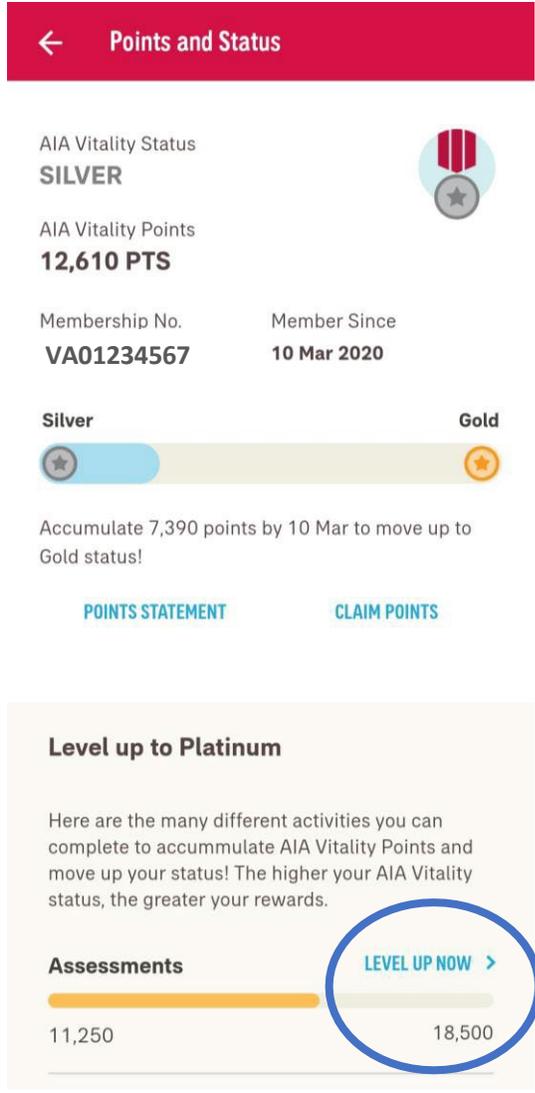
The summary shows the total points earned from the individual assessments, as well as completion rate of each of the assessments

Complete all the assessments to earn more points to level up

ENTRY POINT 2 AIA VITALITY ASSESSMENTS



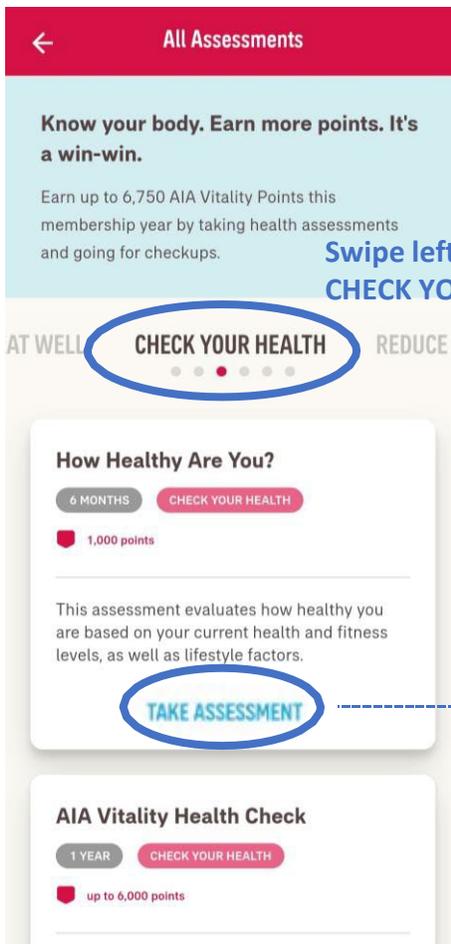
Tap to view Points & status



Tap here to choose which assessment to complete

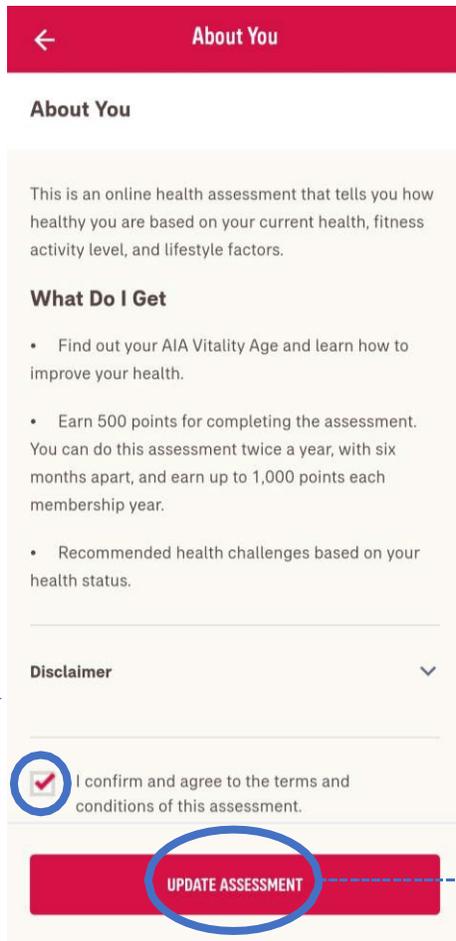
COMPLETE YOUR ASSESSMENTS – ABOUT YOU ASSESSMENT

These are only examples of the few common assessments:



Swipe left for CHECK YOUR HEALTH

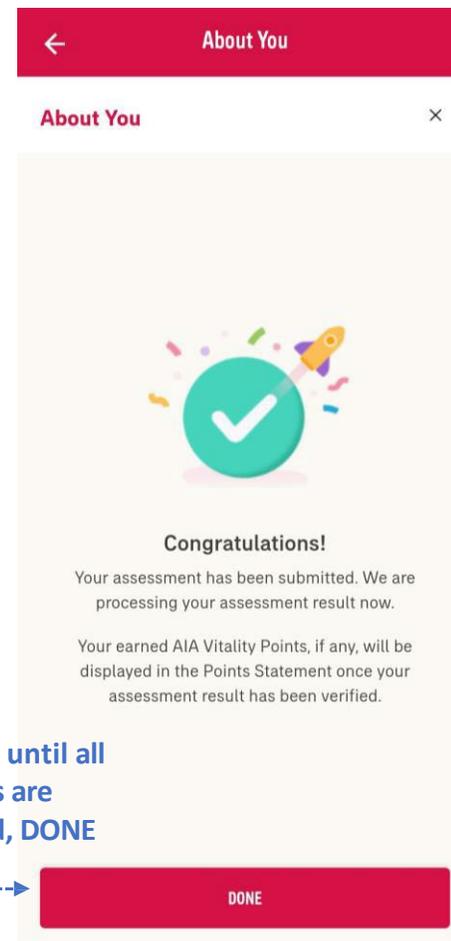
Tap for more details



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

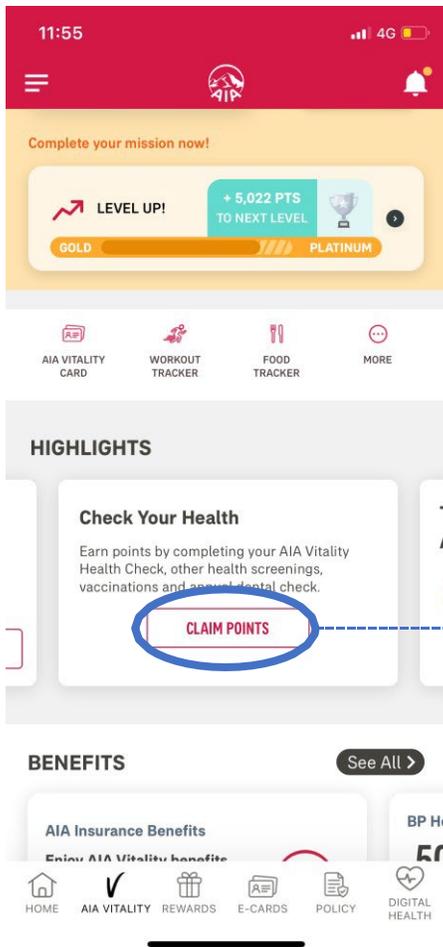


Tap NEXT until all questions are answered, DONE

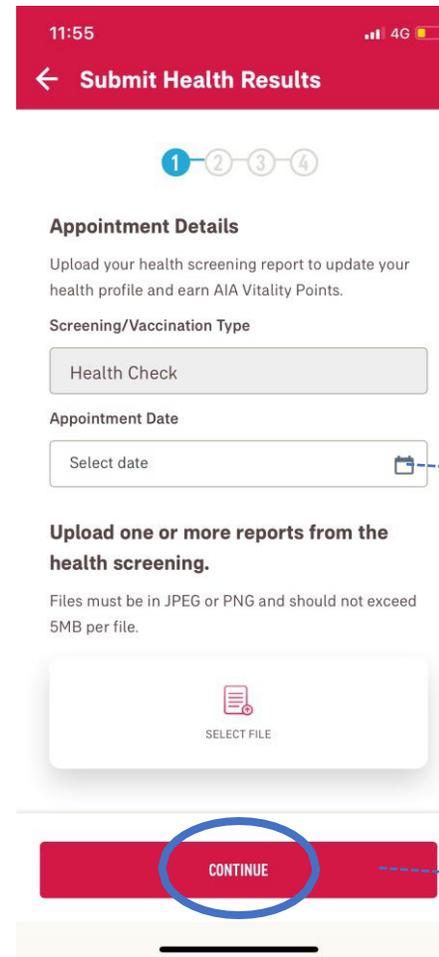
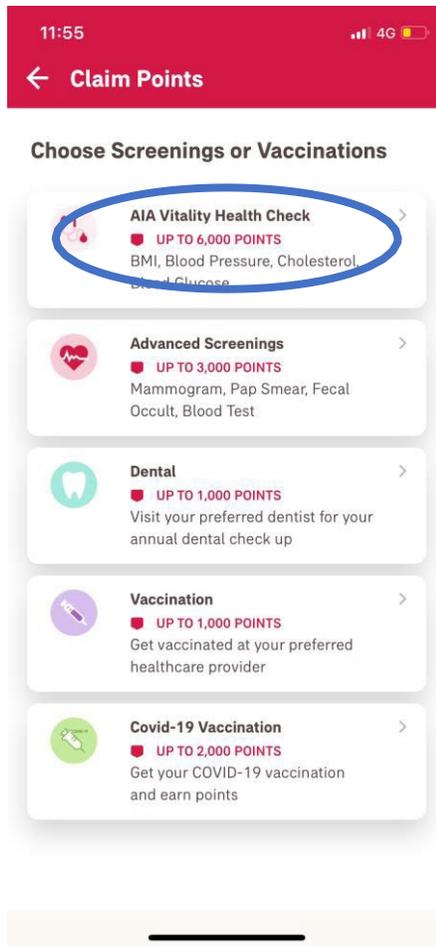


COMPLETE YOUR ASSESSMENTS – AIA VITALITY HEALTH CHECK (ENTRY POINT 1)

These are only example of the few common assessments:



Tap 'Claim Points' from the AIAV dashboard

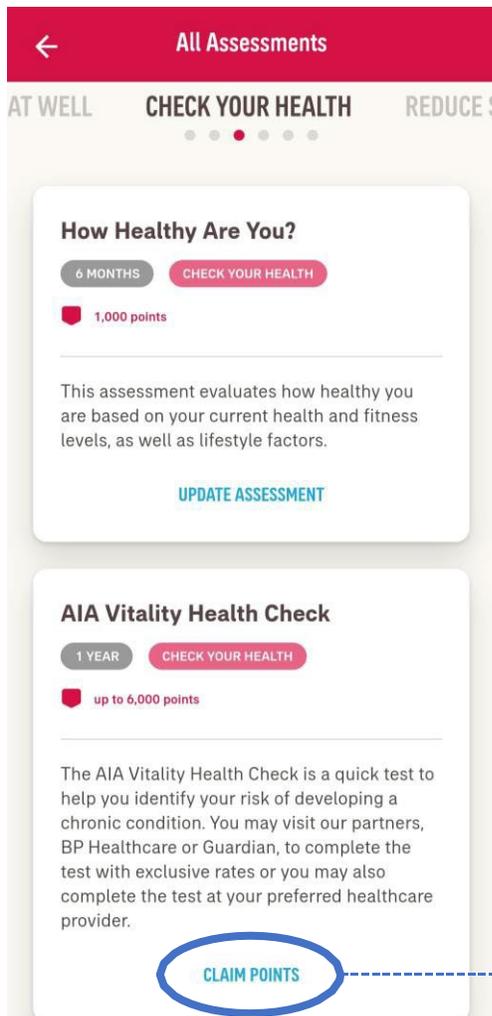


Tap to key in appointment details & upload report(s)

Continue to key in health results and Submit.

COMPLETE YOUR ASSESSMENTS – AIA VITALITY HEALTH CHECK (ENTRY POINT 2)

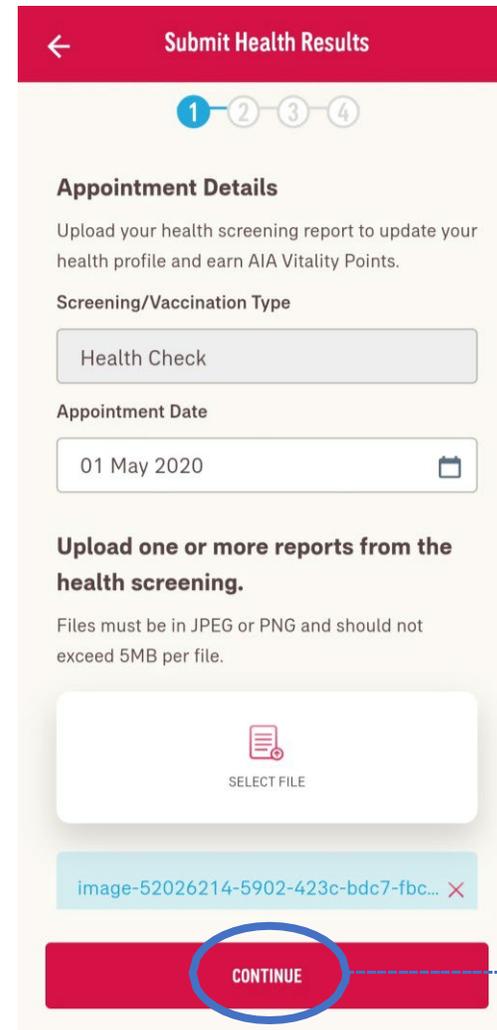
These are only example of the few common assessments:



Tap to submit health results and claim point



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



Continue to key in health results

COMPLETE YOUR ASSESSMENTS – AIA VITALITY HEALTH CHECK (ENTRY POINT 2)

ABOUT YOU ASSESSMENT

AIA VITALITY HEALTH CHECK

VACCINATIONS

AIA VITALITY FITNESS ASSESSMENT

Key in all relevant results

Submit Health Results

1 2 3 4

Health Check
Enter the results as recorded in your screening reports.

Body Mass Index (BMI)

Height

cm m

Weight
 kg

Waist Circumference

SUBMIT

Review all information then submit

Submit Health Results

1 2 3 4

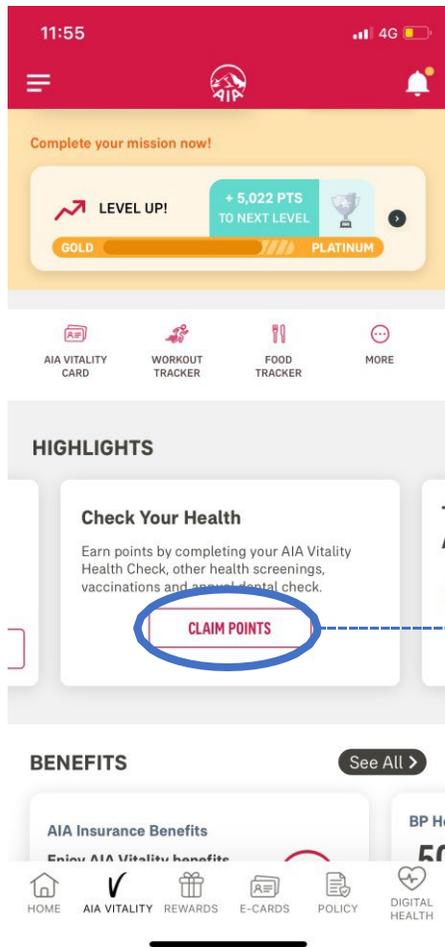


Your Submission Is Successful

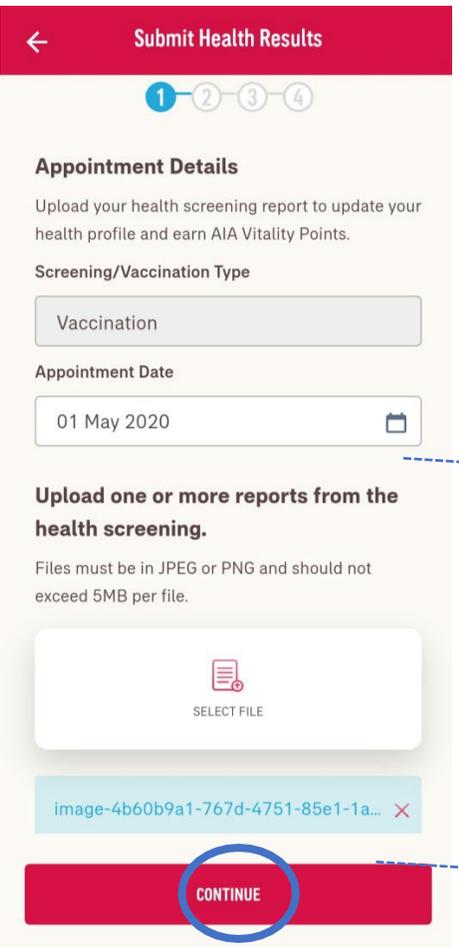
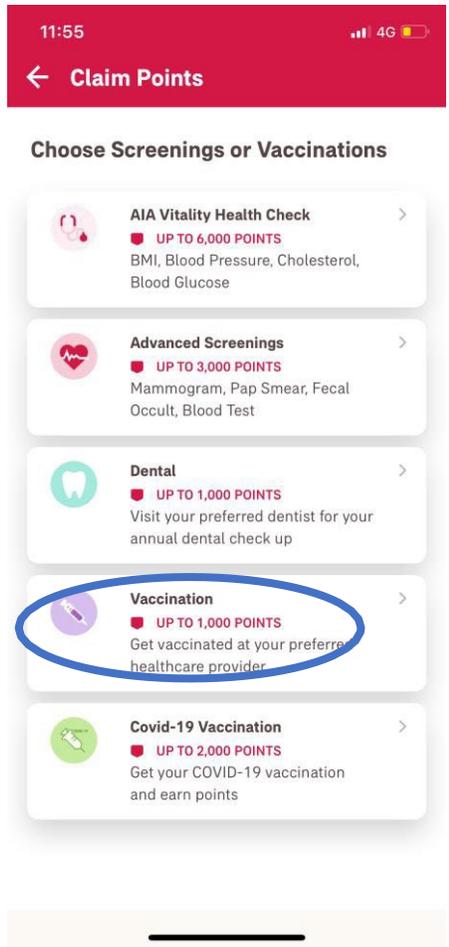
EXIT

COMPLETE YOUR ASSESSMENTS – VACCINATIONS (ENTRY POINT 1)

These are only example of the few common assessments:



Tap 'Claim Points' from the AIAV dashboard

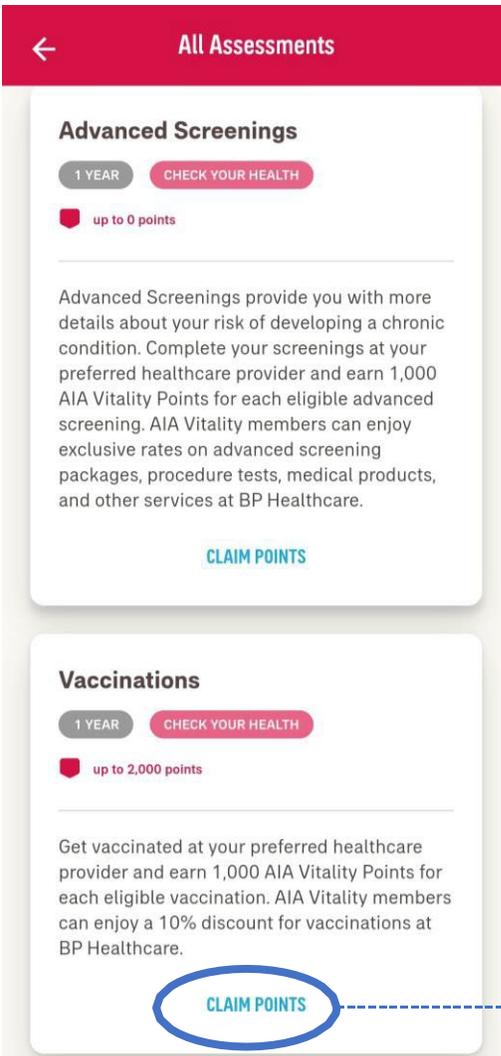


Tap to key in appointment details & upload report(s)

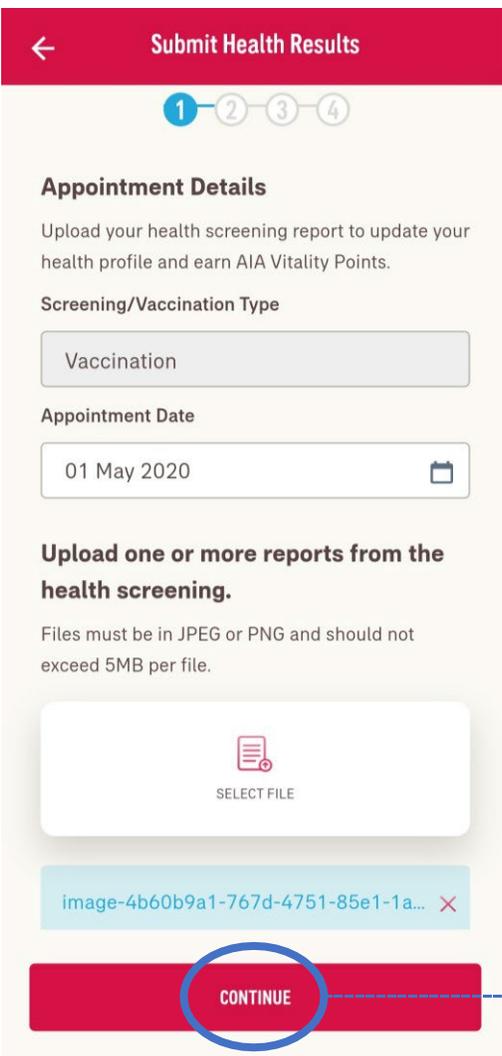
Tap to review the submission then submit

COMPLETE YOUR ASSESSMENTS – VACCINATIONS (ENTRY POINT 2)

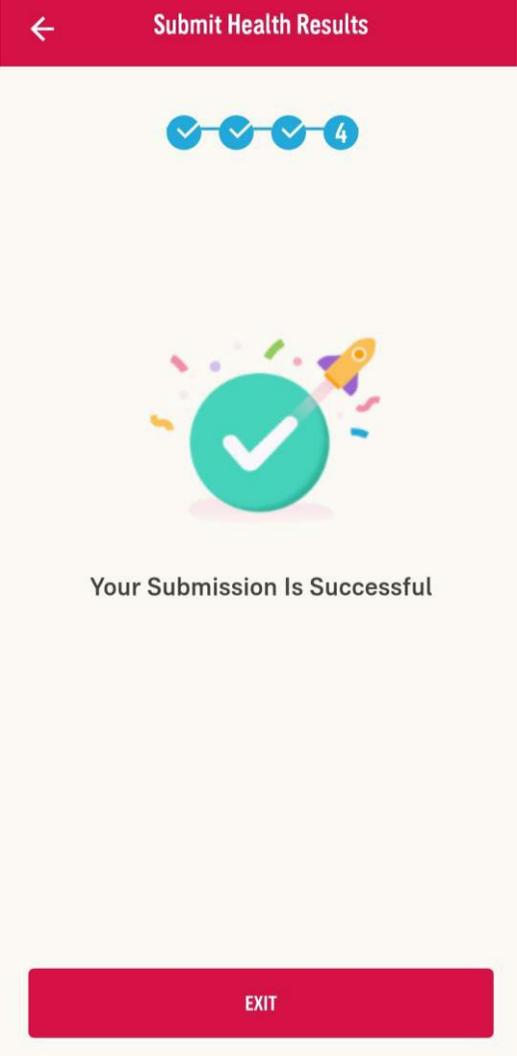
These are only example of the few common assessments:



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



Tap to review the submission then submit



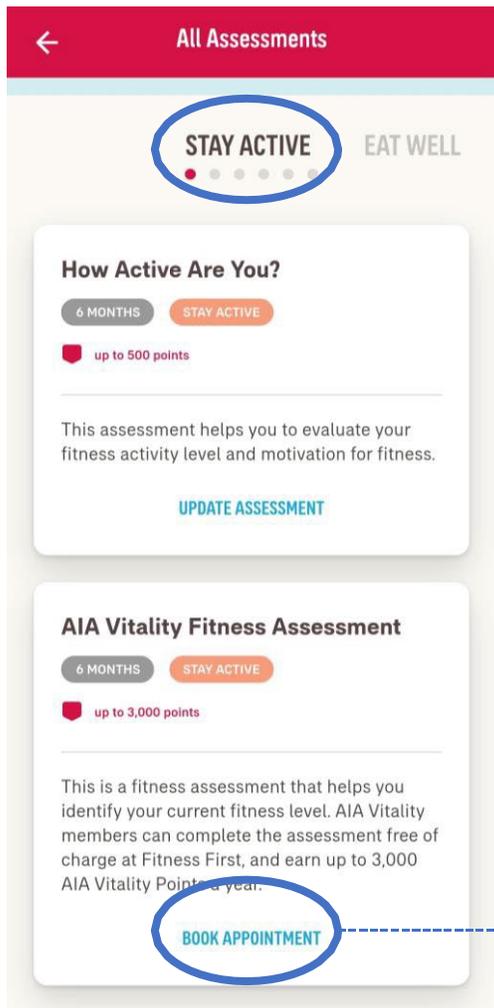
COMPLETE YOUR FITNESS ASSESSMENTS – AIA VITALITY FITNESS ASSESSMENT

ABOUT YOU ASSESSMENT

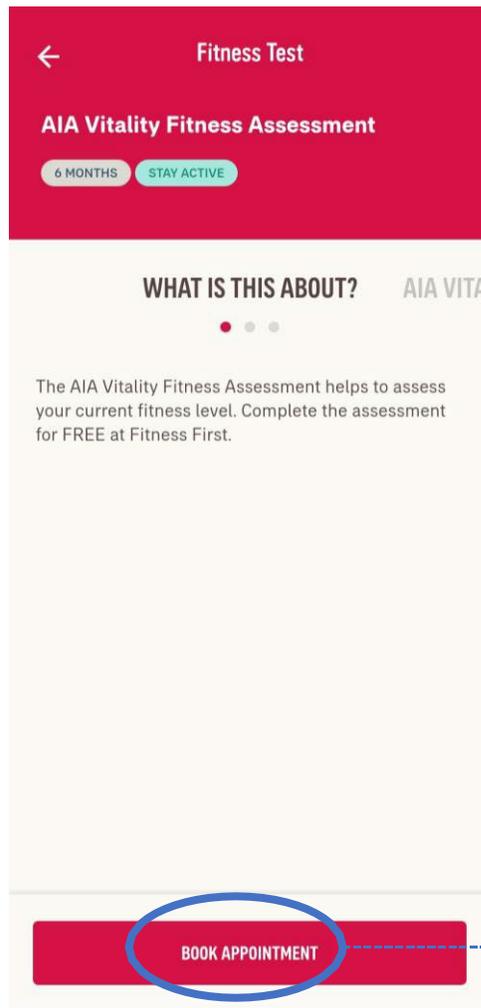
AIA VITALITY HEALTH CHECK

VACCINATIONS

AIA VITALITY FITNESS ASSESSMENT

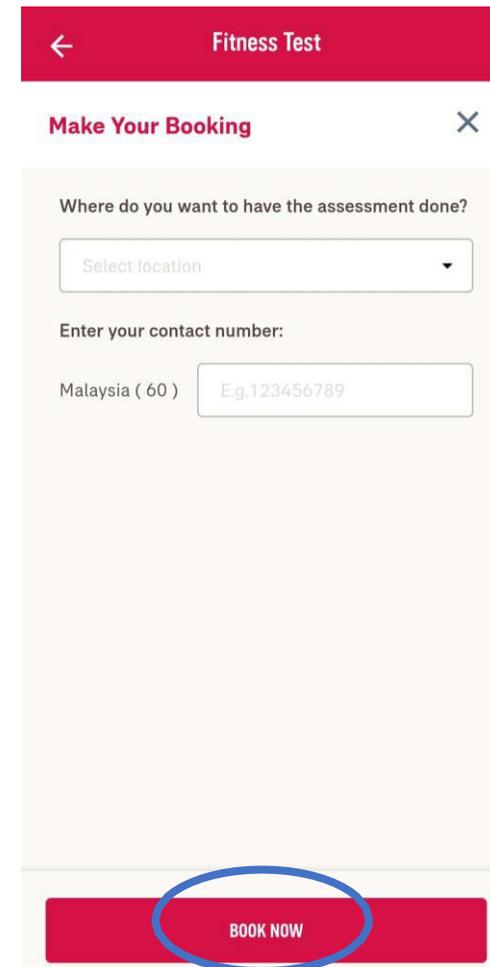


Tap for more details and to book an appointment



Fill up form accordingly

Tap "BOOK APPOINTMENT"

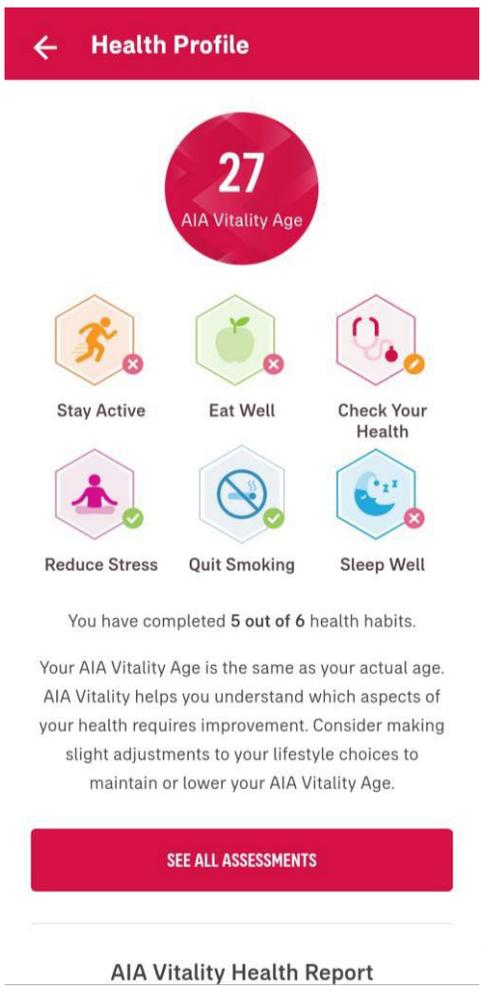
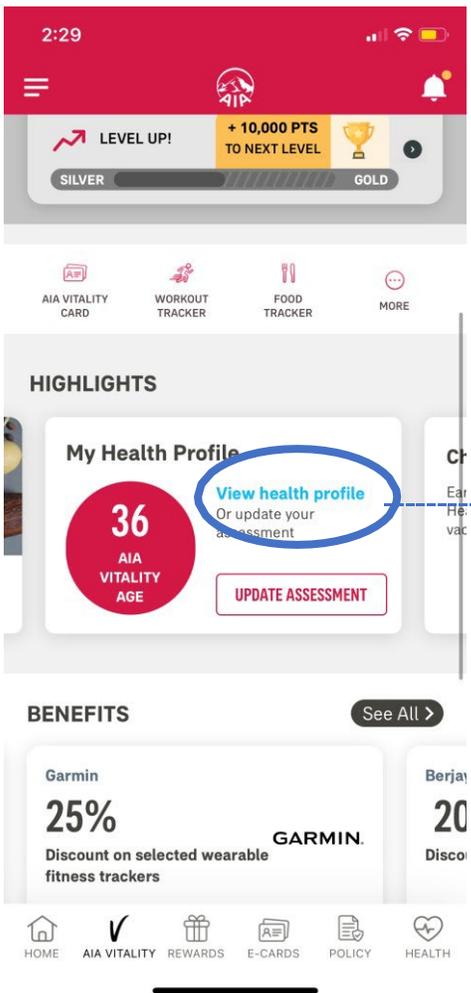


Tap "BOOK NOW" to confirm your booking. You will be contacted by Fitness First and your points will be uploaded by Fitness First after you have completed your fitness assessment

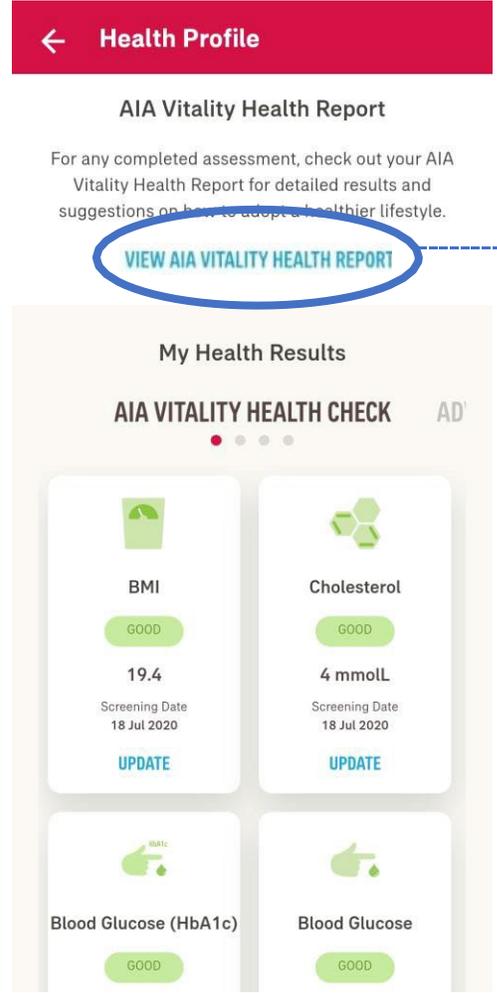
VIEW YOUR HEALTH PROFILE / ASSESSMENT RESULTS

VIEW HEALTH PROFILE

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

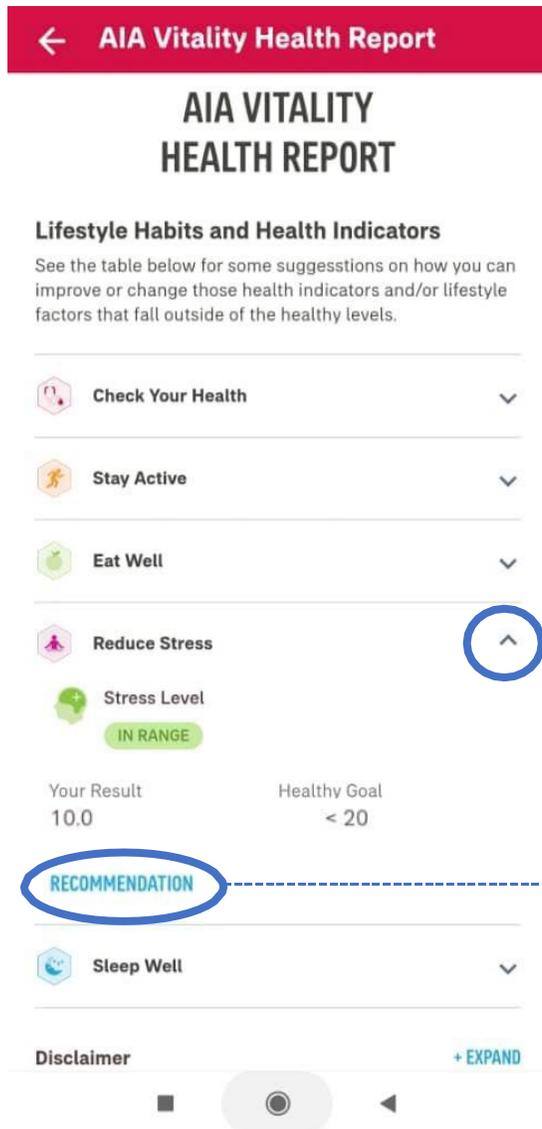


Scroll down



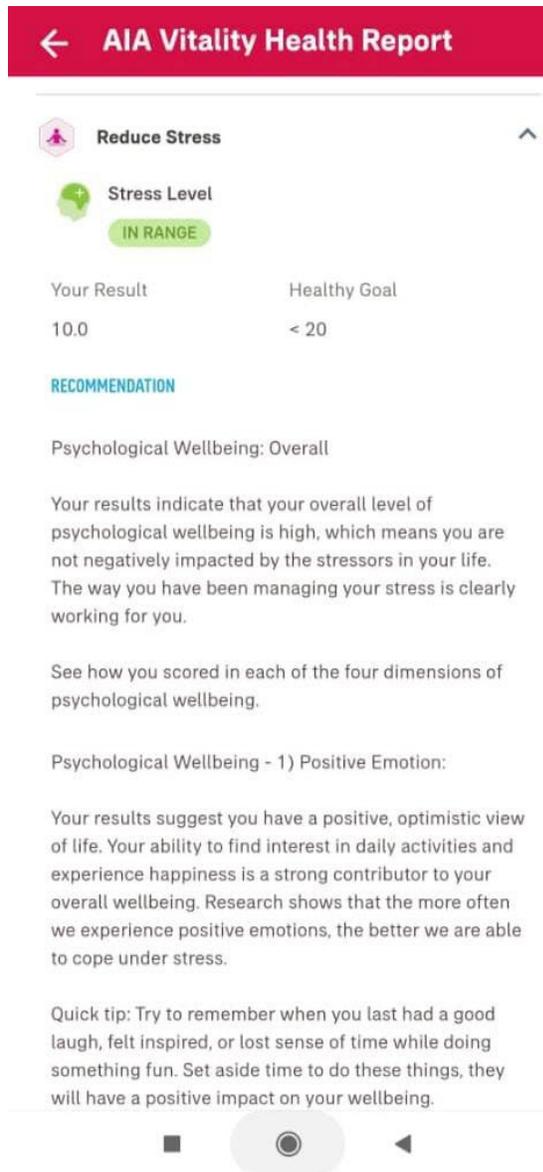
For detailed health report / suggestions

VIEW YOUR HEALTH PROFILE / ASSESSMENT RESULTS



To expand

RECOMMENDATION



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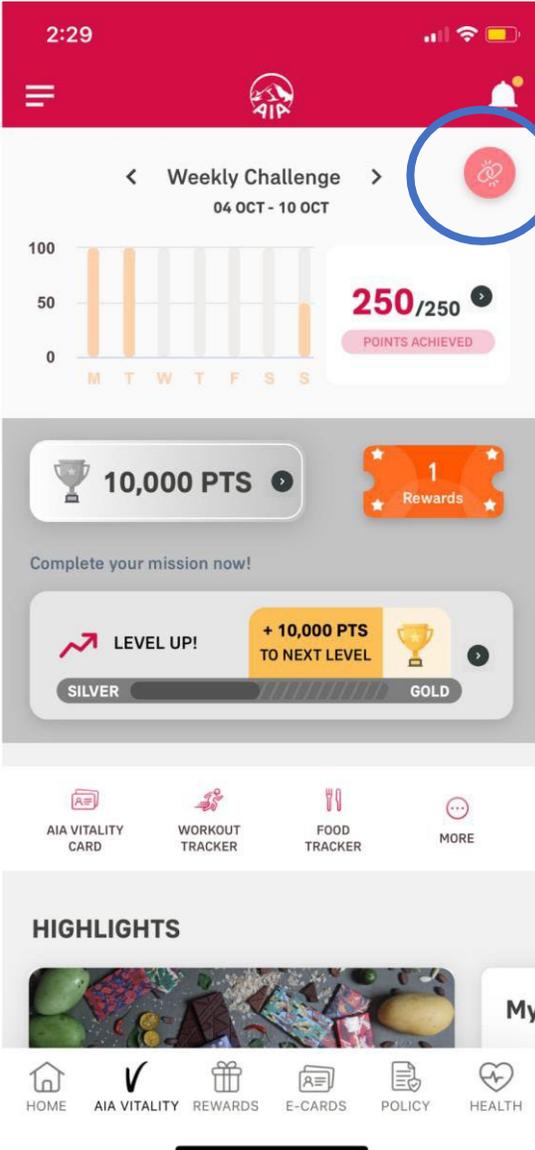
MY AIA APP

LINK DEVICES /APPS

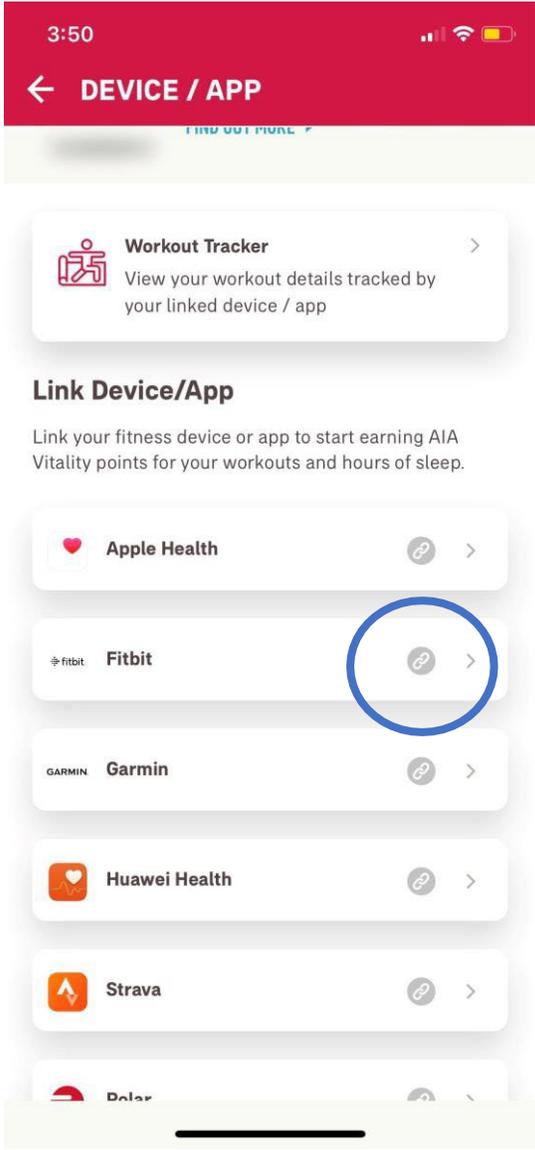
- List of Devices/Apps
- Linking a Device/App
- Self-Help Guide



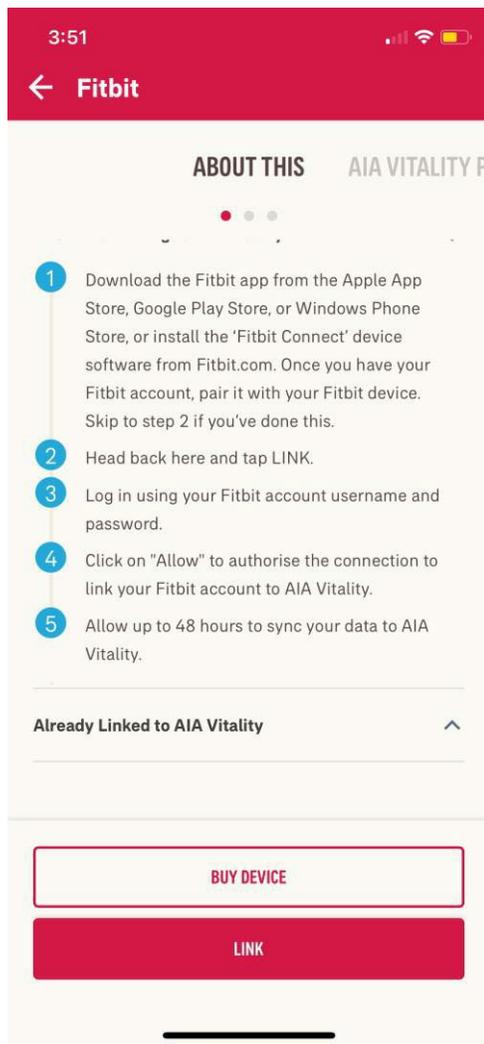
LIST OF AIA VITALITY COMPATIBLE FITNESS DEVICES/APP



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

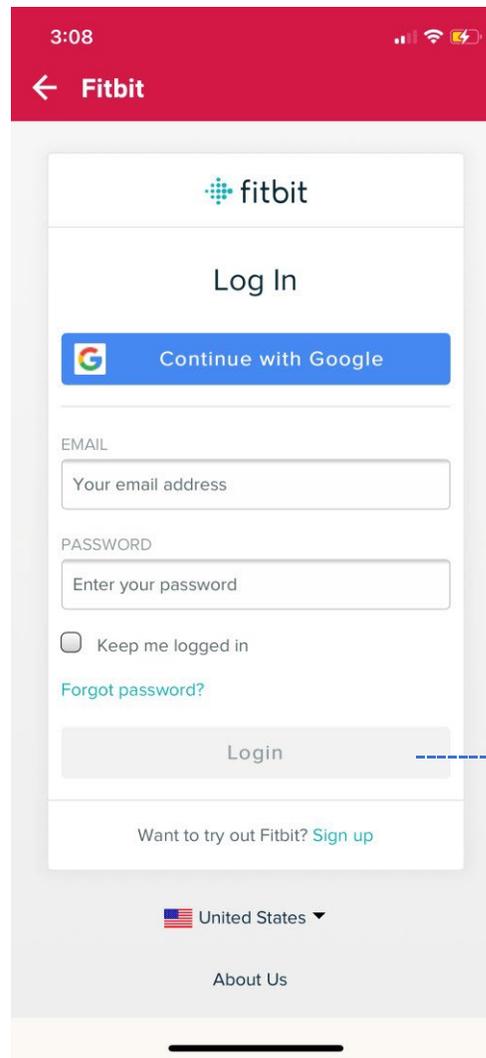


LINKING A DEVICE/APP



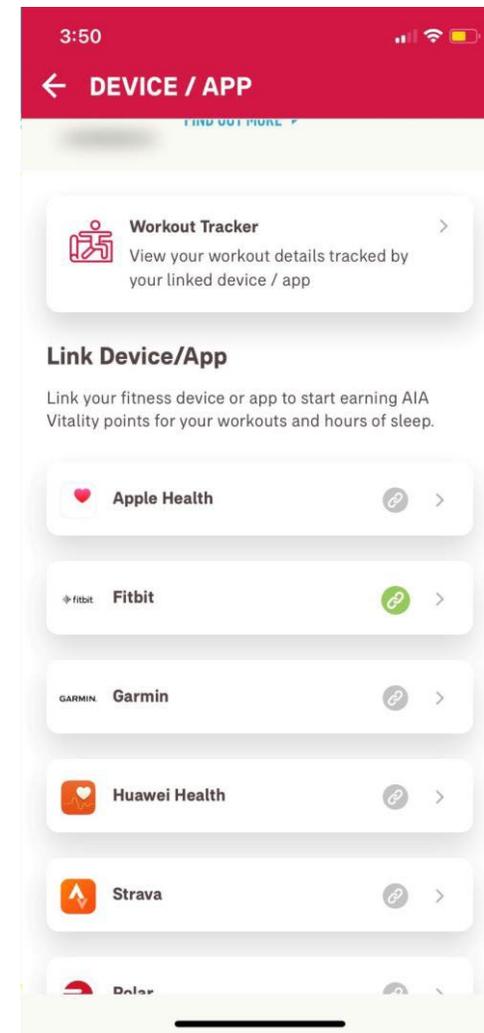
LINK

Select your preferred fitness device / app



DATA SHARING PERMISSION

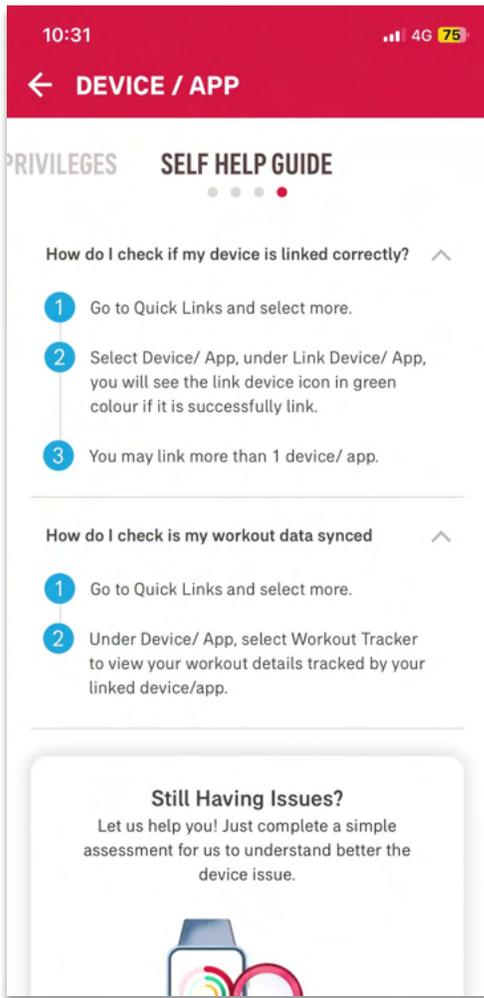
Sign in to your fitness device / app account to allow data sharing



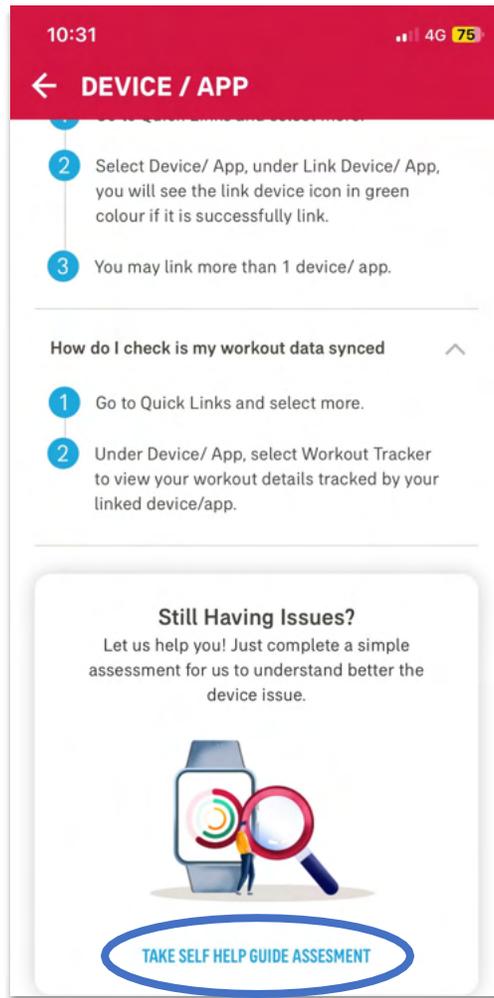
SUCCESSFULLY LINKED

When device is successfully linked, the greyed out link icon will turn green

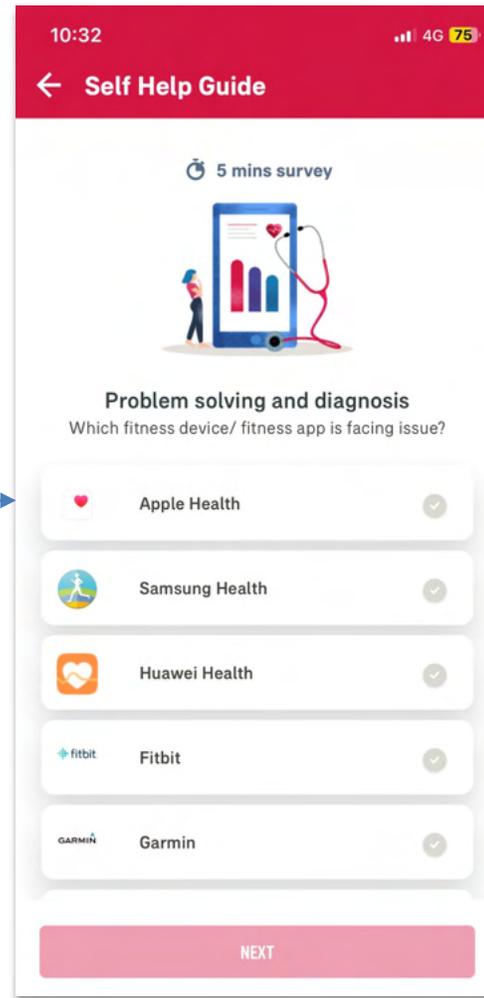
SELF-HELP GUIDE FOR LINKING/SYNCING ISSUE



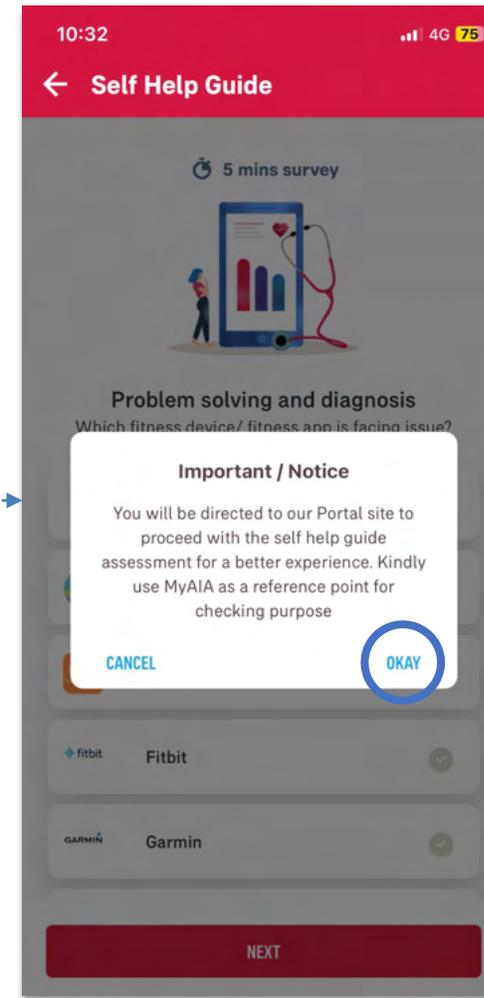
Under the Device/App page, swipe left for 'Self Help Guide'



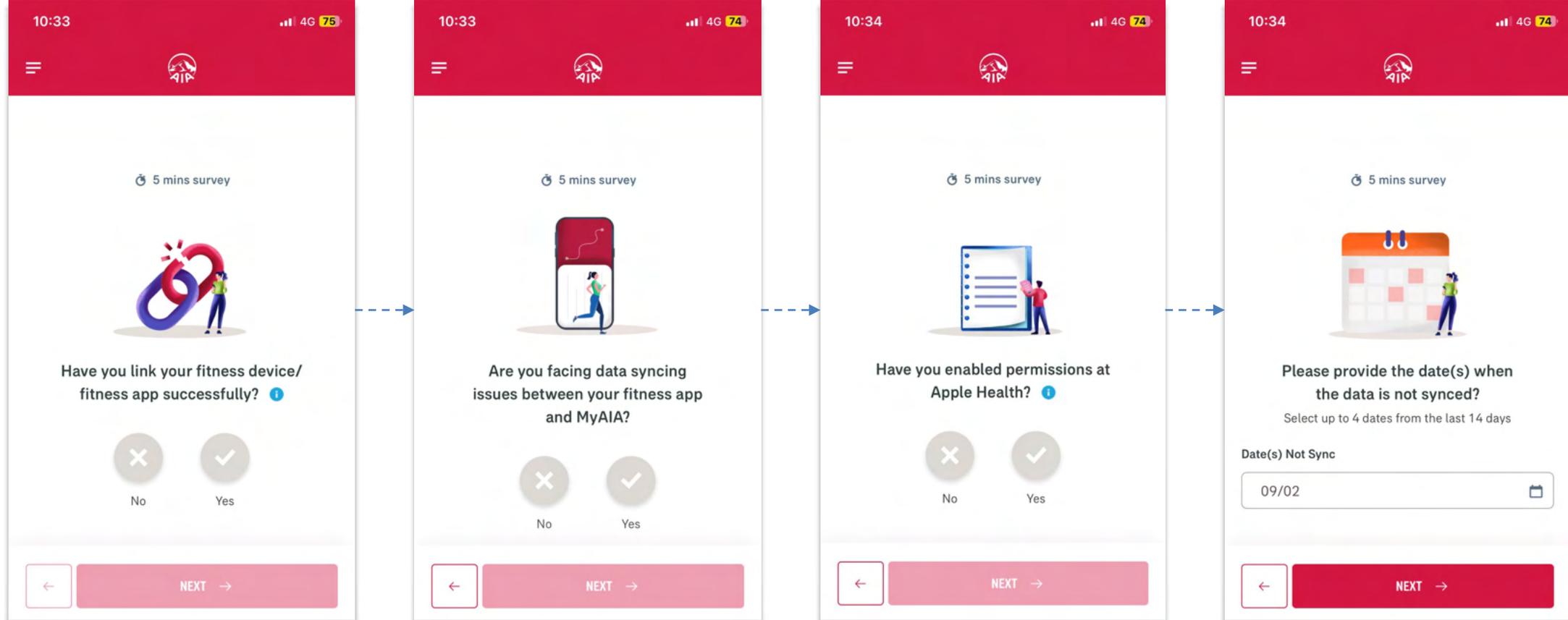
Tap on 'Take Self Help Guide Assessment' to troubleshoot your linking/syncing issue



Select your device/fitness app, then click 'Okay' to start the assessment

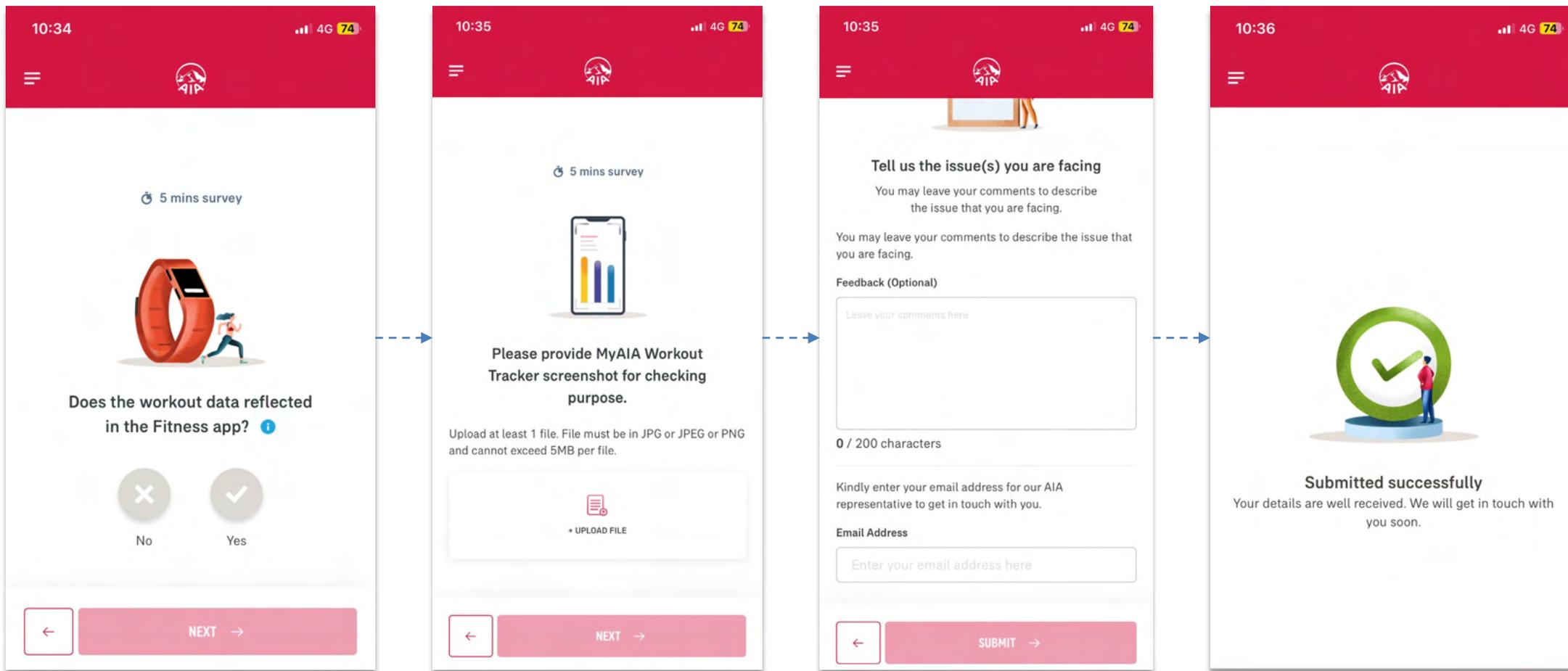


SELF-HELP GUIDE FOR LINKING/SYNCING ISSUE



Complete the self-assessment

SELF-HELP GUIDE FOR LINKING/SYNCING ISSUE



If the issue you are facing is not resolved, you can submit your details (screenshots, feedback and e-mail address) and an AIA representative will get in touch with you

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MY AIA APP

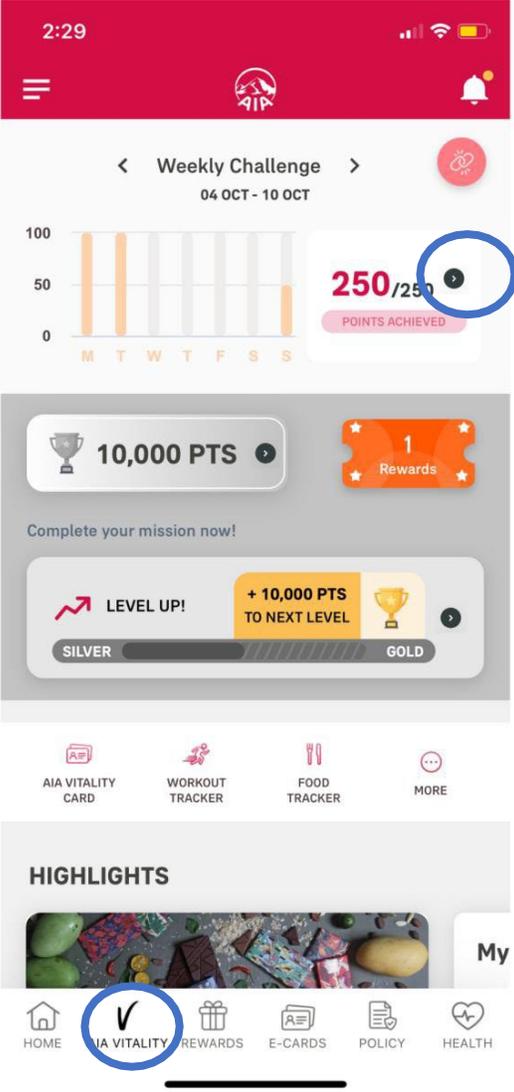
AIA *Vitality*

WEEKLY CHALLENGES

- Entry Point
- Track your Weekly Challenge



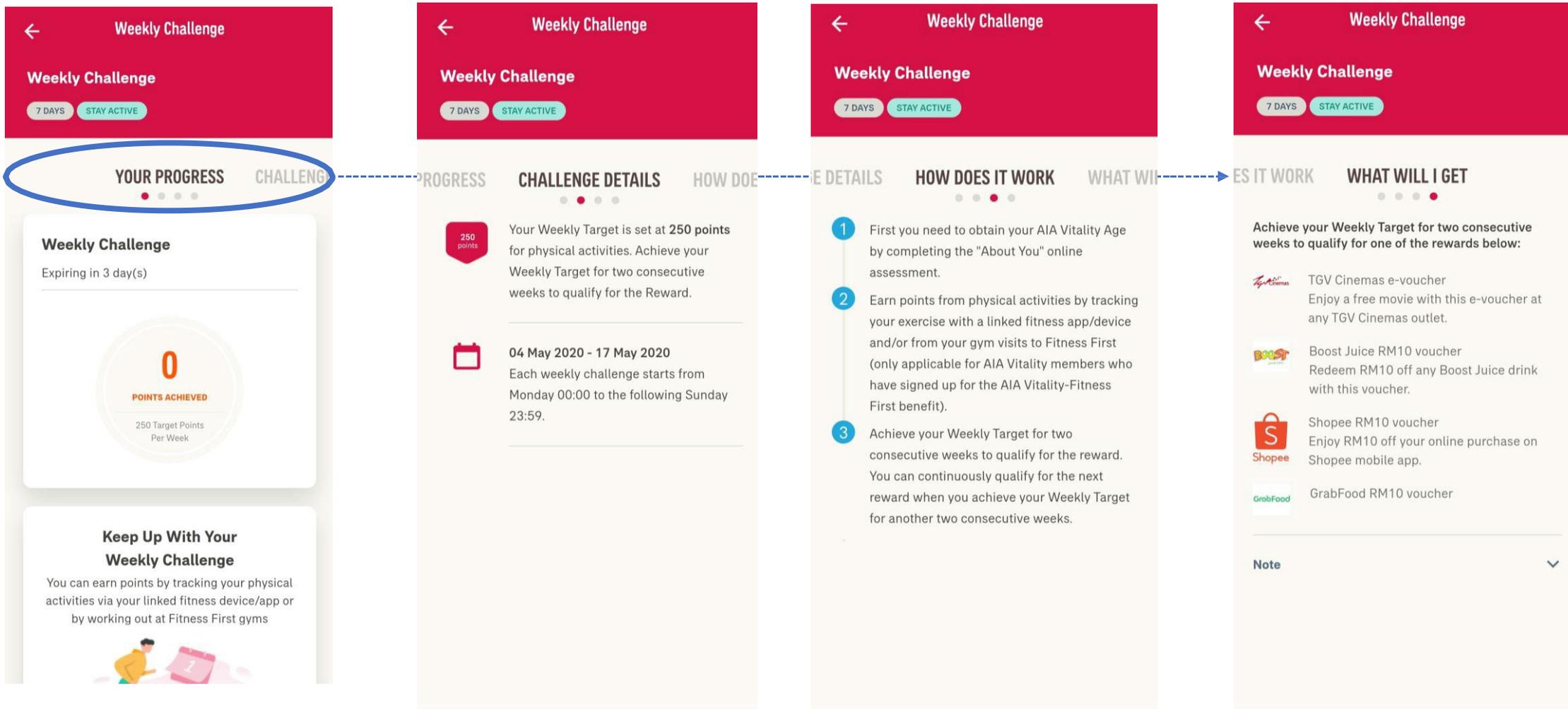
ENTRY POINT AIA VITALITY WEEKLY CHALLENGE



Tap this icon on the AIA Vitality dashboard

VIEW YOUR AIA VITALITY WEEKLY CHALLENGE

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



AIA Vitality

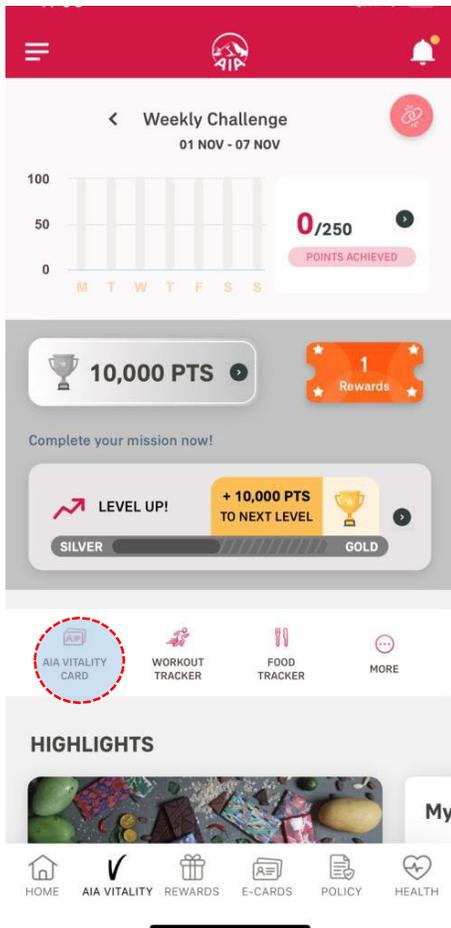
E-CARD

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

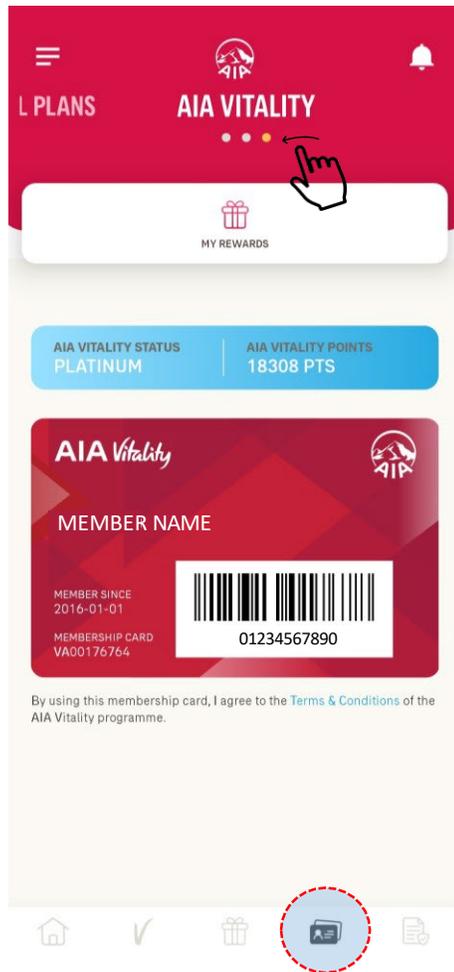


LOCATE YOUR E-CARD

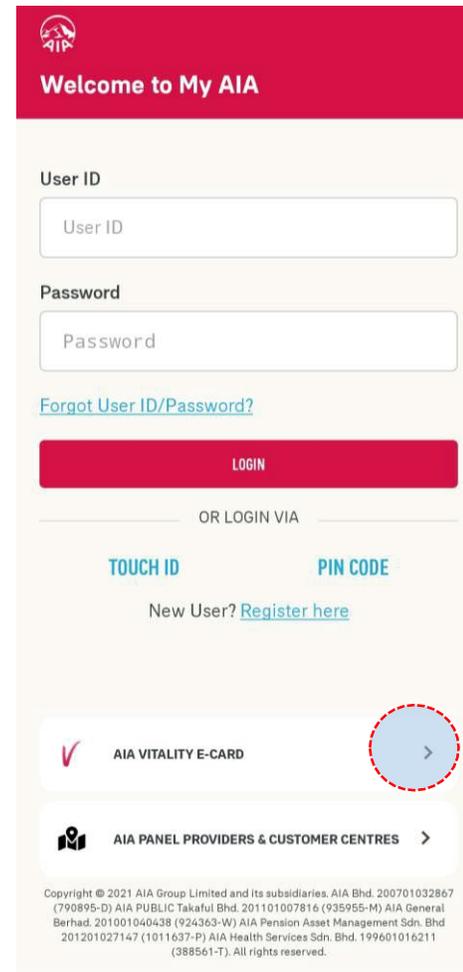
Option 1. Via AIA Vitality Dashboard



Option 2. Via E-CARDS



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



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

WHERE CAN YOU USE YOUR E-CARD?

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



10% off HealthyFood™
(fresh fruits and vegetables)



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



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



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



Free AIA Vitality Health Check at
participating Guardian pharmacies
nationwide (prior appointment required)

VIEW YOUR HEALTHYFOOD™ PURCHASES

ofile Earn points by completing your AIA Vitality Health Check, other health screenings, vaccinations and annual dental check. CLAIM POINTS

BENEFITS See All >

AIA Insurance Benefits
Enjoy AIA Vitality benefits with selected insurance plans

Berjaya 15% Discount

ARTICLES See All >

Eating for the environment
When we think about greenhouse gases, gas emissions from mega factories and vehicles often come to mind.

HOME AIA VITALITY REWARDS E-CARDS POLICY DIGITAL HEALTH

Partner Benefits

Your AIA Vitality Status **Silver**

Bronze Silver Gold Platinum

Status Benefits

AIA VITALITY INTEGRATED PRODUCT BENEFITS
Enjoy extra benefits on selected insurance/takaful plans

BERJAYA HOTELS
Up to **20%** Discount on hotel stays

Member's Benefits

GUARDIAN
RM **3** Discounted Rate For AIA Vitality Express Health Check

JAYA GROCER
10% Discount On HealthyFood™

Jaya Grocer

ABOUT THIS BENEFIT AIA VITALITY

Enjoy 10% discount on HealthyFood™ (fresh fruits and vegetables) at all Jaya Grocer, Central Mart, and Hock Choon supermarkets. Plus, earn 1 AIA Vitality Point for every RM1 spent on HealthyFood™.

VIEW HEALTHYFOOD™ SPEND

HealthyFood™ Spend

May 2020 0 points
Balance of HealthyFood™ Limit: RM 0
HealthyFood™ Total Spend: RM 0
Your Savings: RM 0

Apr 2020 0 points
Balance of HealthyFood™ Limit: RM 0
HealthyFood™ Total Spend: RM 0
Your Savings: RM 0

Mar 2020 0 points
Balance of HealthyFood™ Limit: RM 0
HealthyFood™ Total Spend: RM 0
Your Savings: RM 0

VIEW POINT STATEMENTS

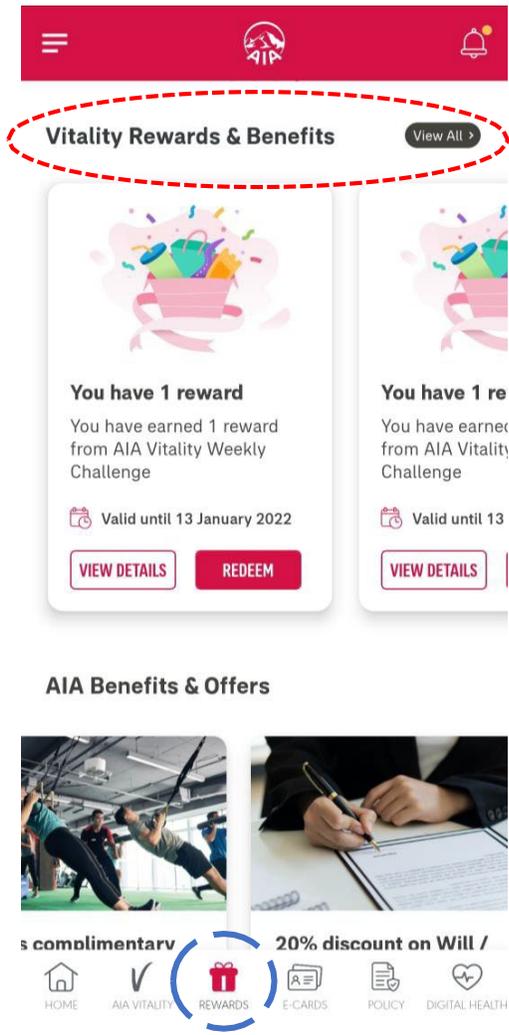
AIA Vitality

REWARDS

- Browse and Search Rewards
- View and Redeem Earned Rewards
- My Wallet
- Use Earned Rewards
- View and Redeem Personalised Rewards

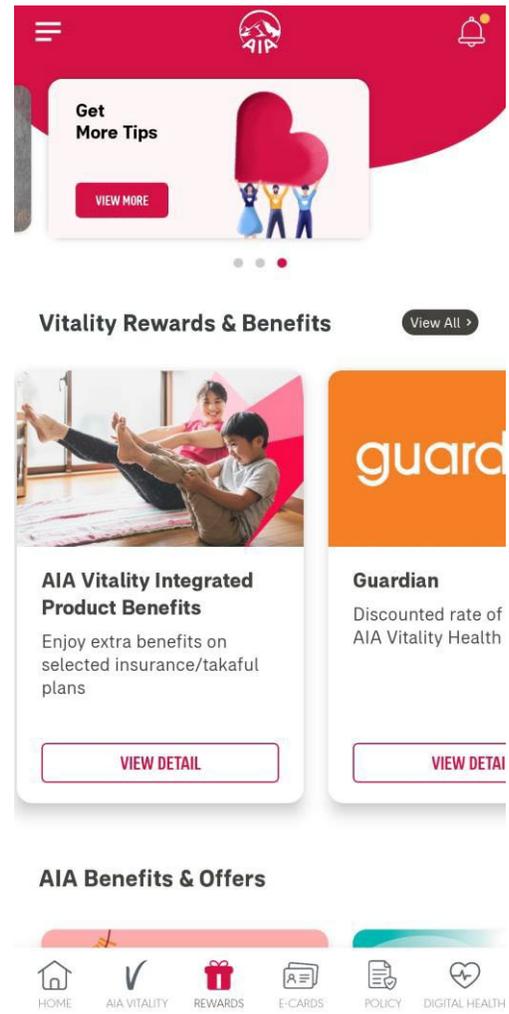


BROWSE REWARDS



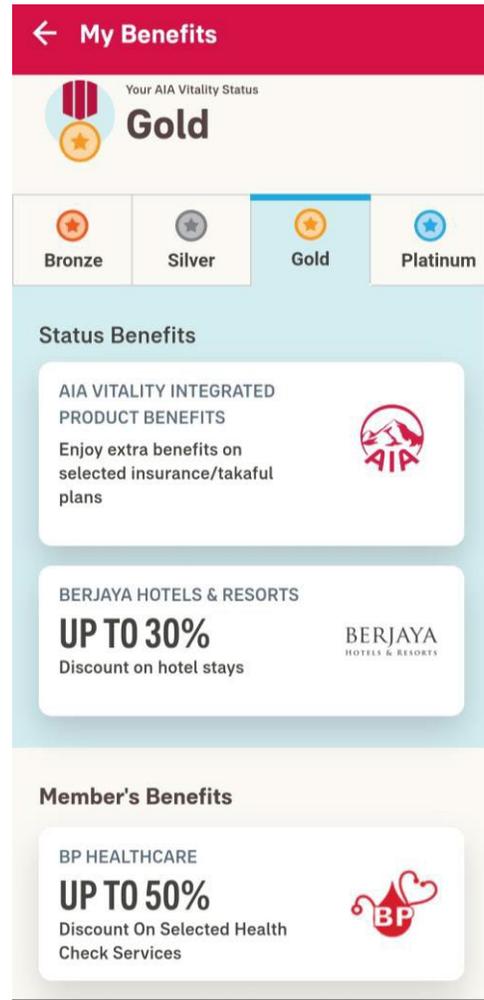
REWARDS DASHBOARD

Browse the **Vitality Rewards & Benefits** section to view all your Vitality rewards & benefits



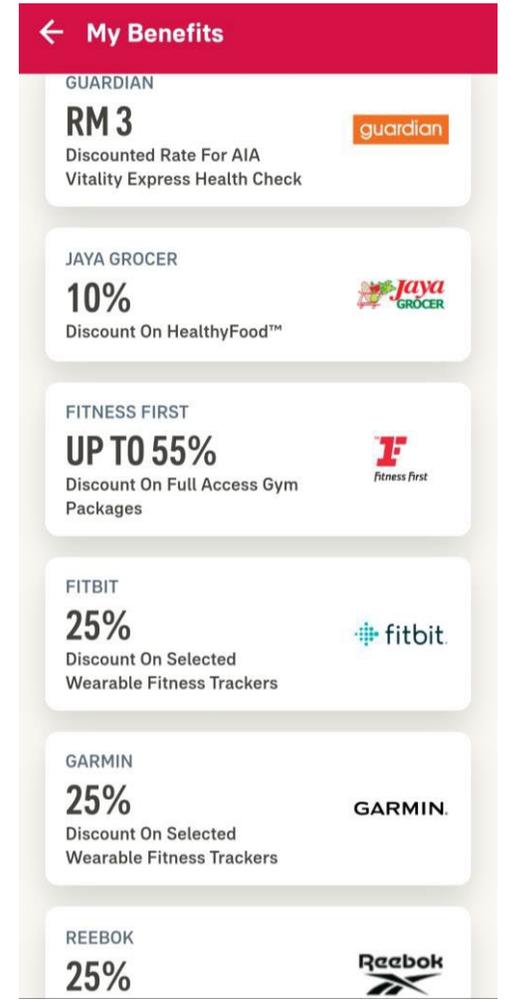
BROWSE REWARDS

You can scroll to the right or choose to VIEW ALL

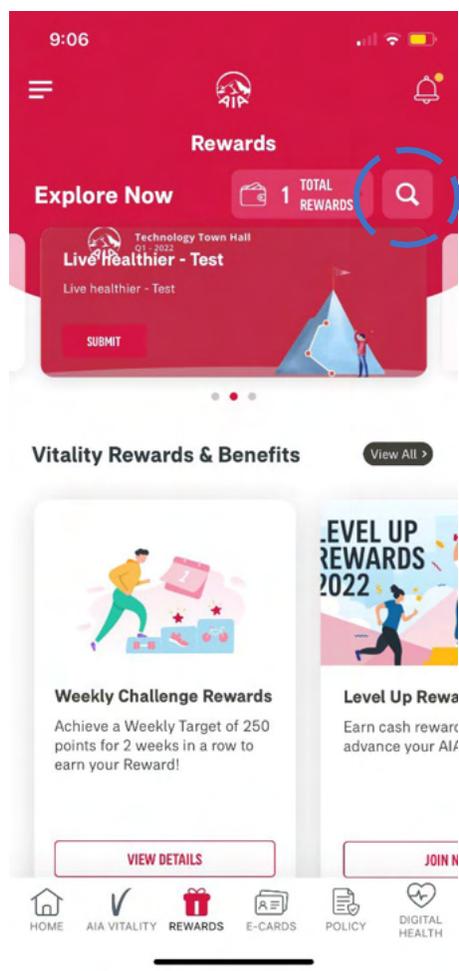


VIEW BENEFITS BY STATUS

You can check on the member's benefits by status

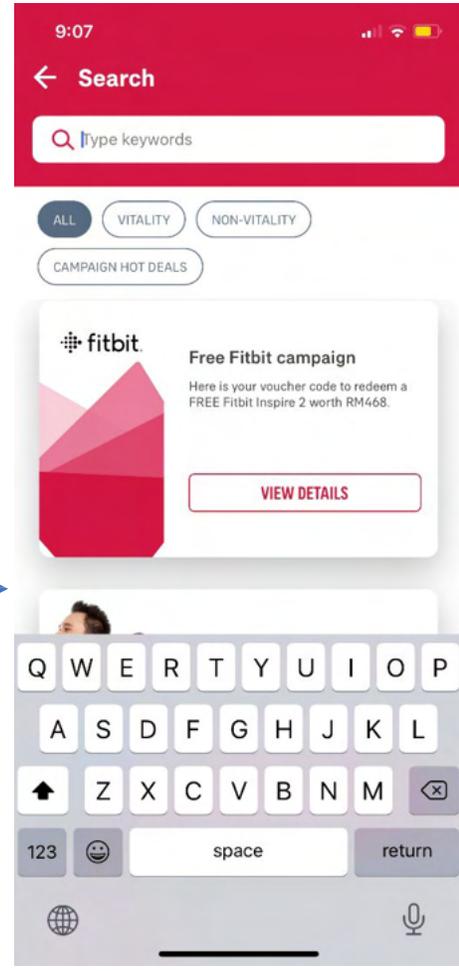


SEARCH REWARDS

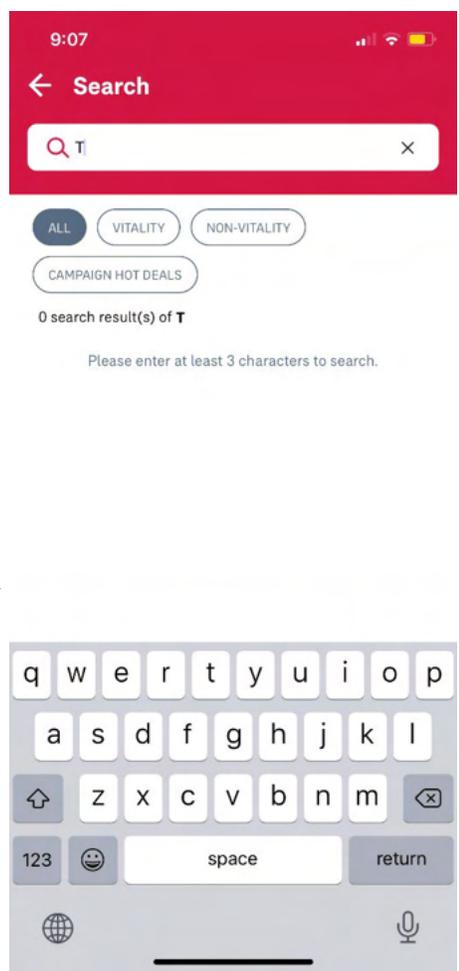


CLICK ON MAGNIFYING GLASS ICON TO SEARCH

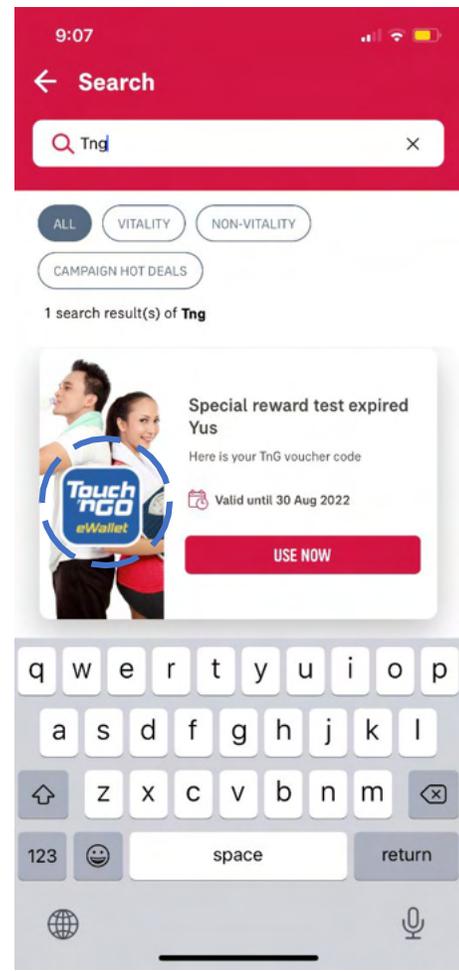
To search rewards, click on this icon



Type in the key words associated with the reward

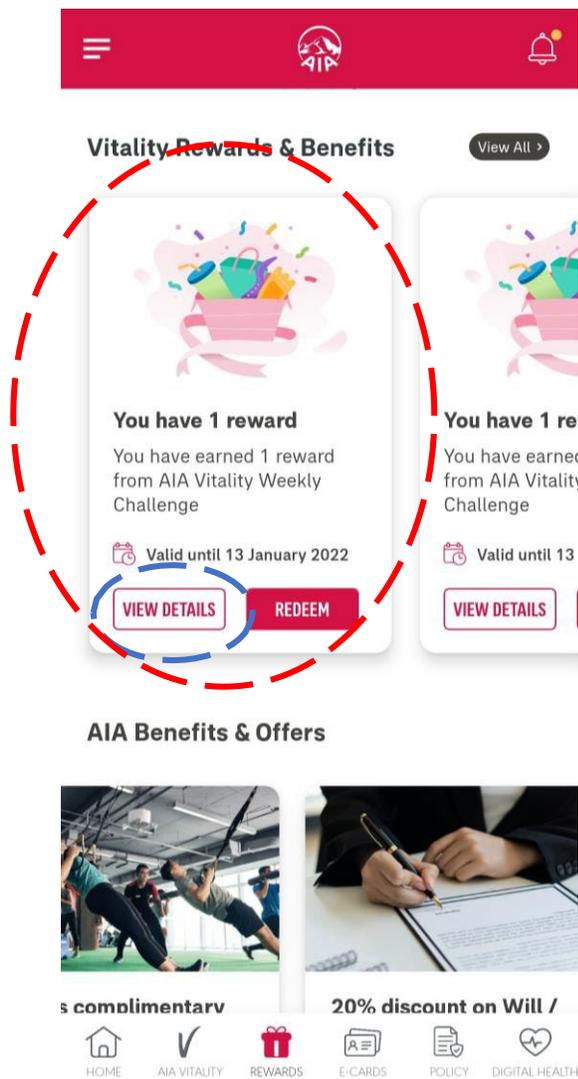


Type at least 3 characters to retrieve the reward



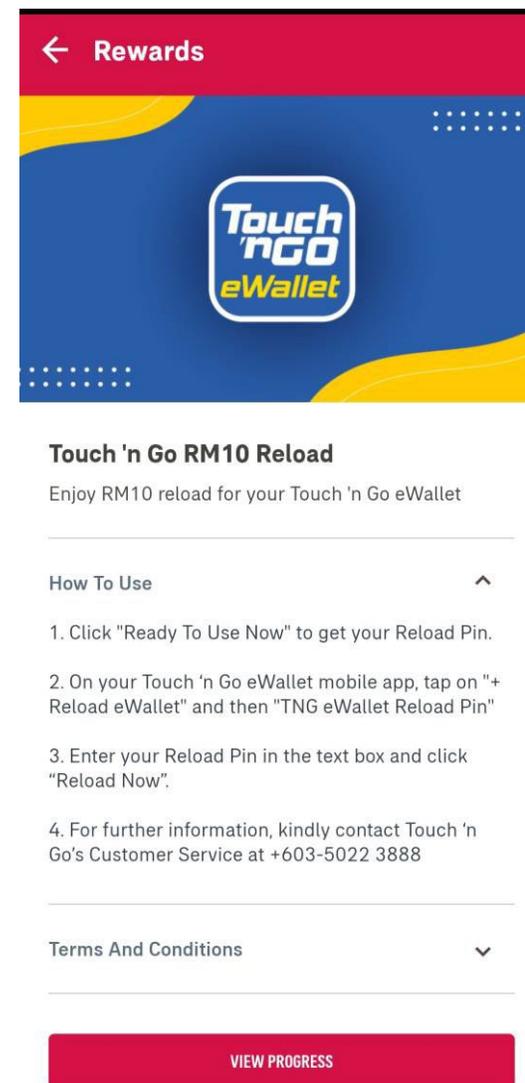
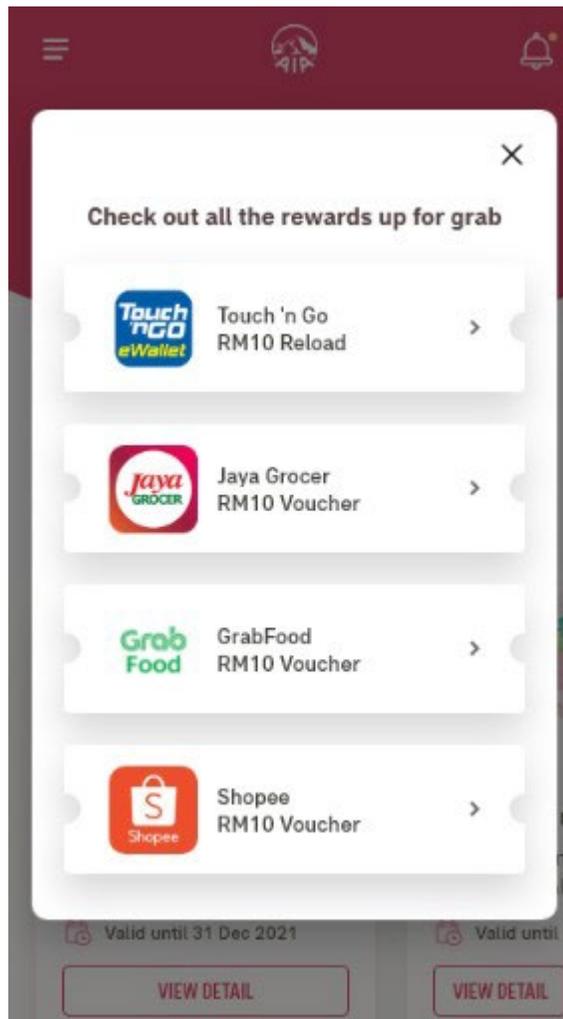
Special reward test expired Yus

HOW TO VIEW YOUR EARNED REWARD DETAILS?



REWARD DETAILS

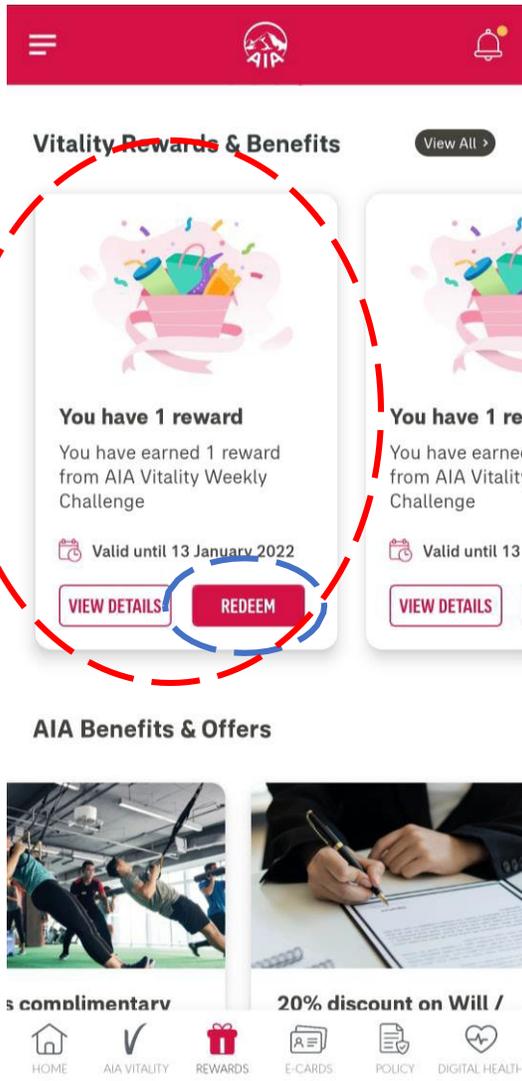
If you would like to view the reward details, click on View Details.



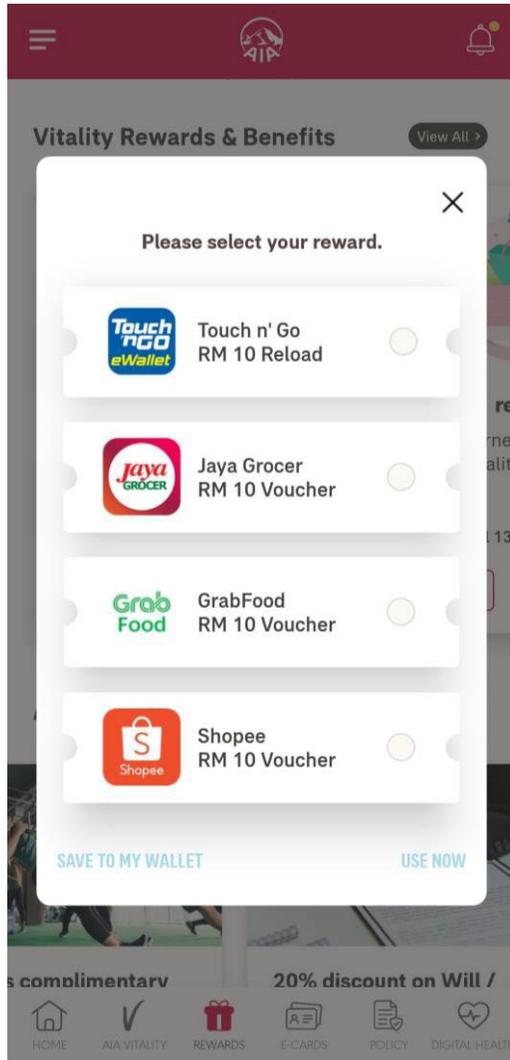
Select the reward you would like to know more about

You can view the details such as How to Use and Terms & Conditions of each reward.

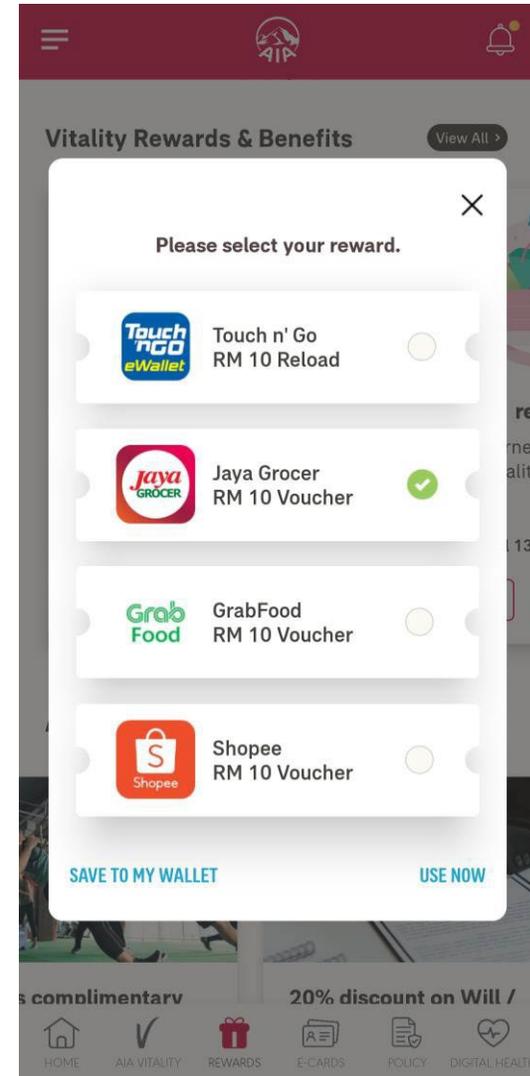
REDEEM WEEKLY CHALLENGE/EARNED REWARDS



Click on REDEEM



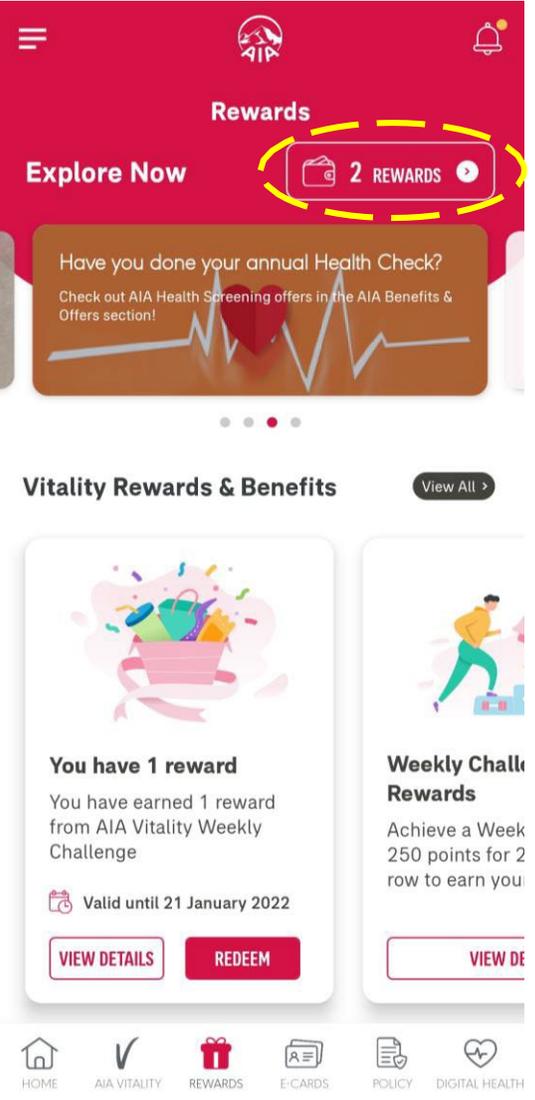
CHOOSE YOUR PREFERRED REWARD from the earned rewards listing



Save to Wallet or Use Now

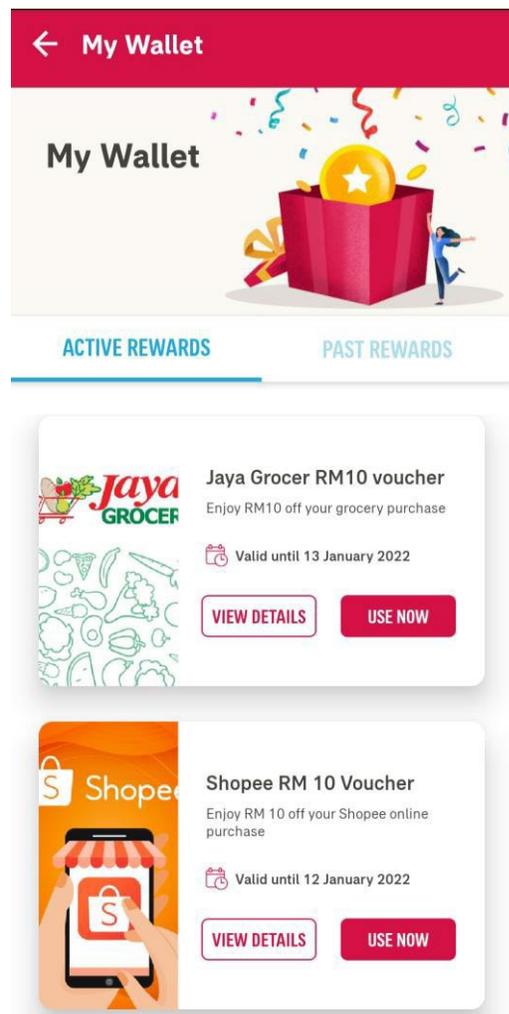
Choose Save to Wallet if you would like to utilise the reward later.

HOW TO USE MY WALLET?



WALLET

You can find your wallet at the top right of the Rewards page



ACTIVE REWARDS

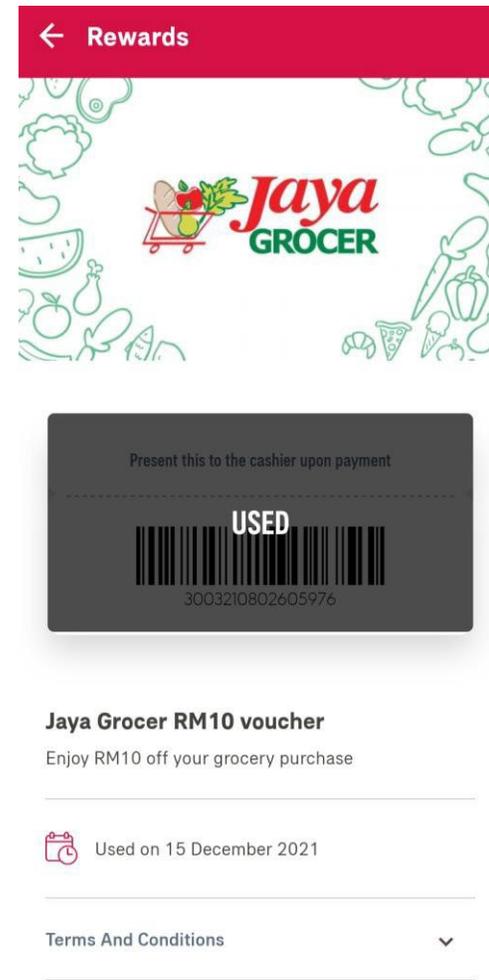
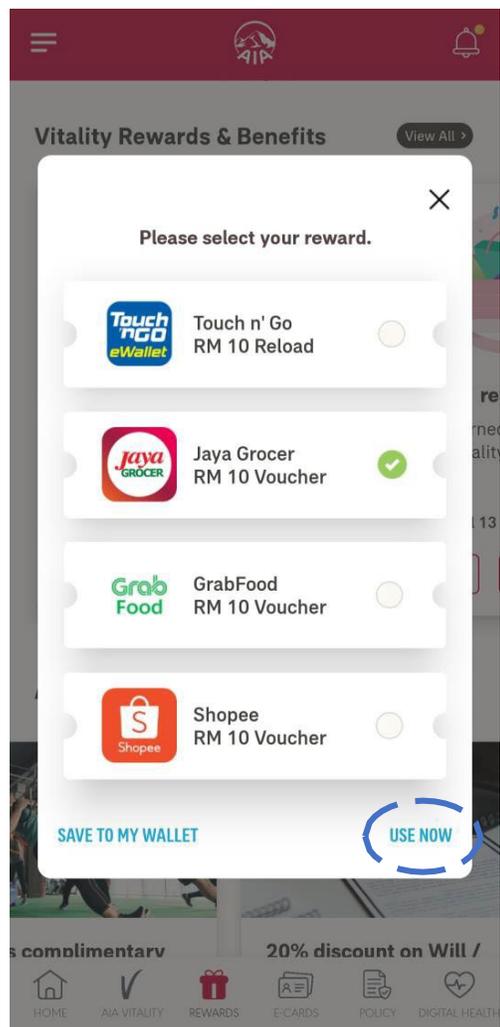
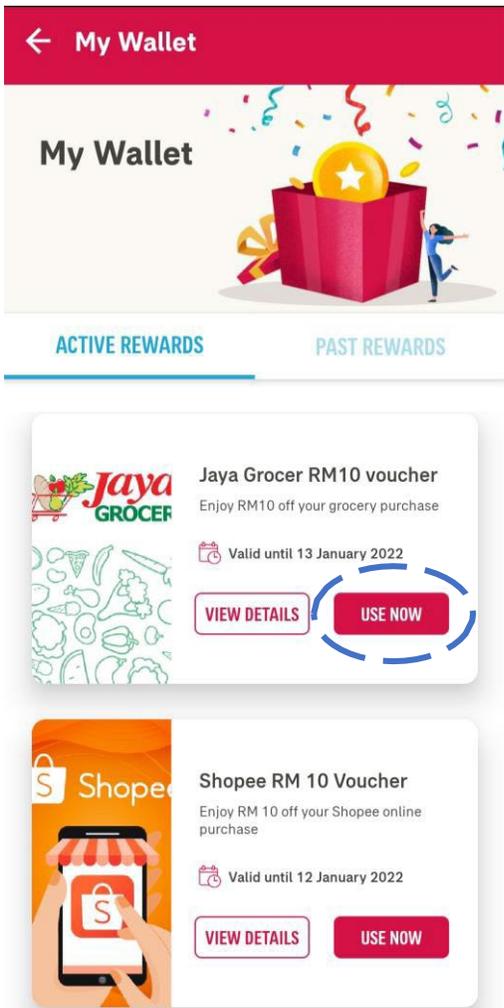
You can find the rewards you've saved to your wallet under the Active Rewards tab



PAST REWARDS

You can find the rewards that have expired or you have used under the Past Rewards tab

HOW TO USE REWARDS



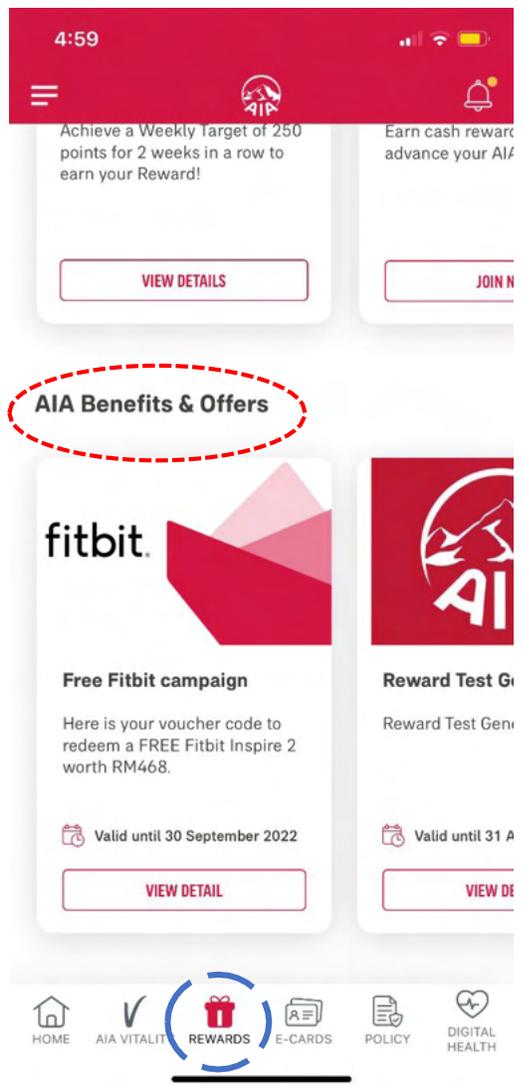
CLICK ON USE NOW

You can click on USE NOW either from the reward you saved in your wallet or from the pop-up where you select your reward

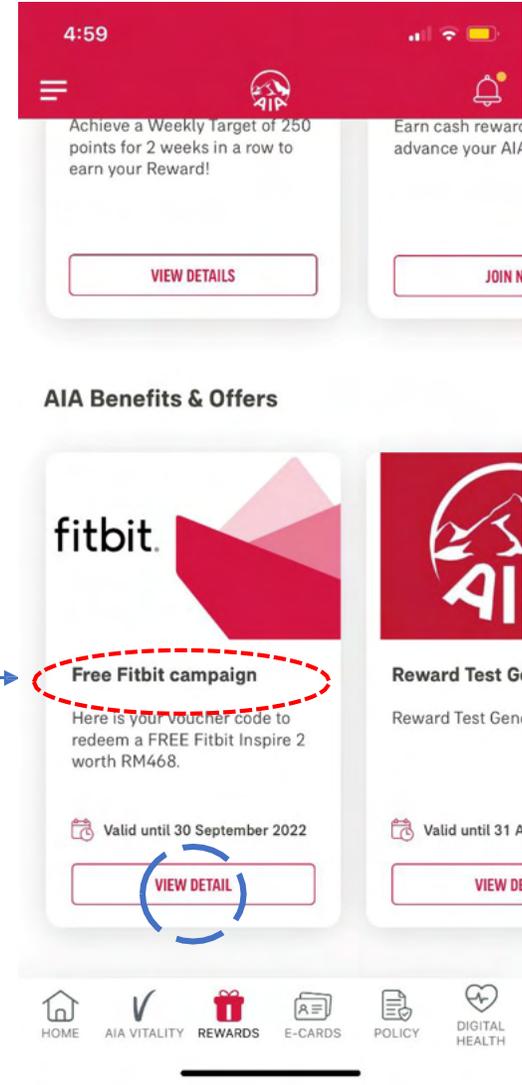
YOU MAY REDEEM THE VOUCHER NOW
Redemption detail, terms and conditions and expiry date will be displayed

Only Swipe After Use after you have redeemed the reward

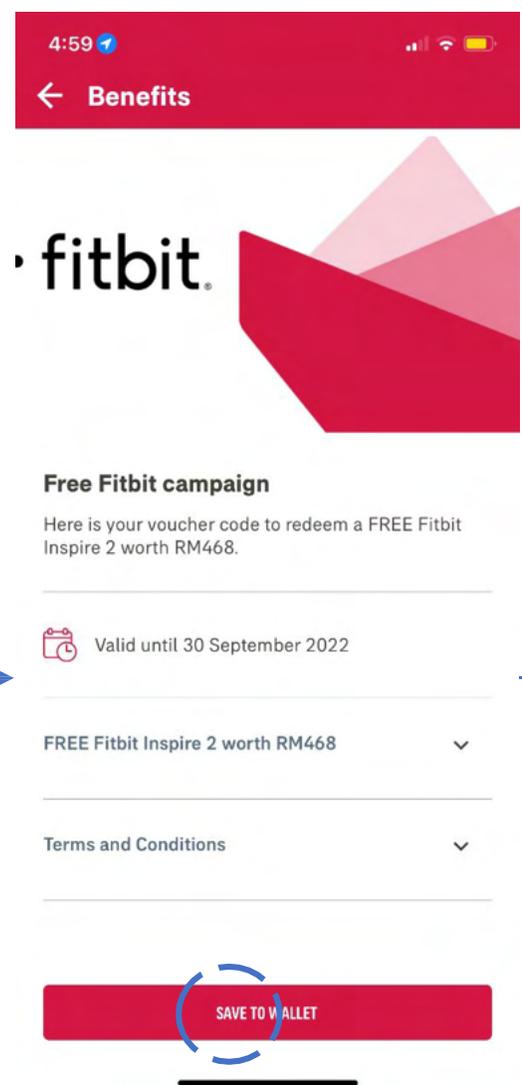
REDEEM UNIQUE PROMO CODES



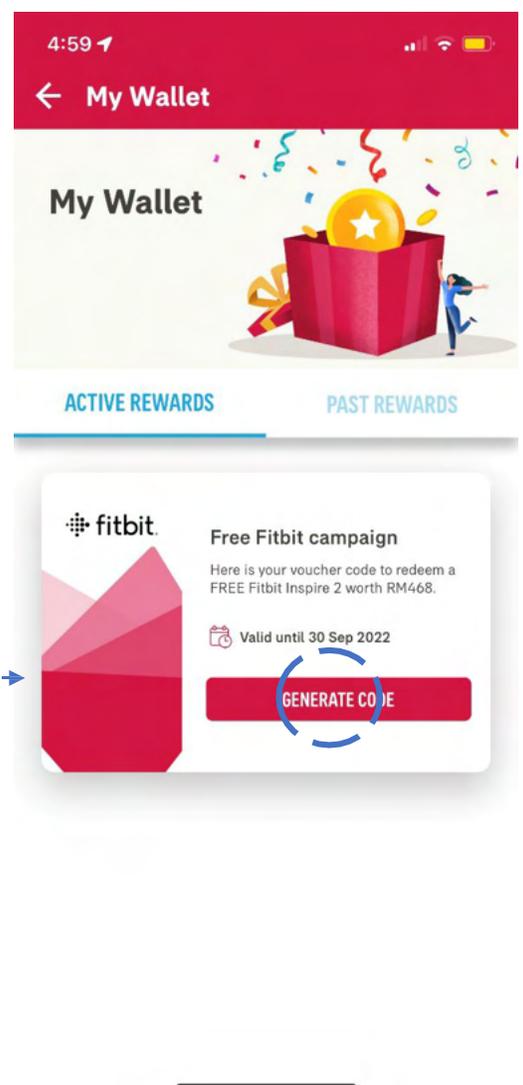
REWARDS DASHBOARD
Browse the **AIA Benefits & Offers section** to view all personalised rewards available for you



SELECT YOUR PERSONALISED REWARD
Your rewards will appear first under AIA Benefits & Offers

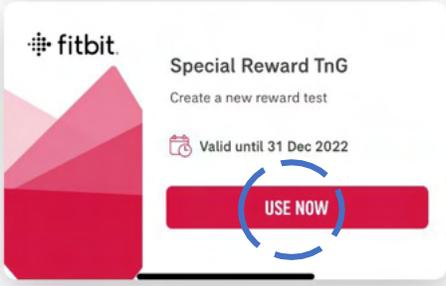
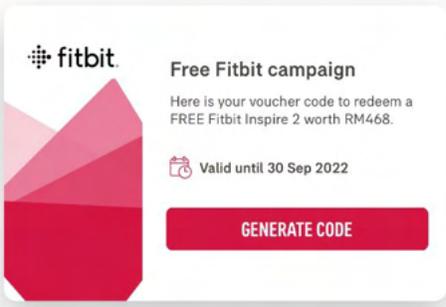
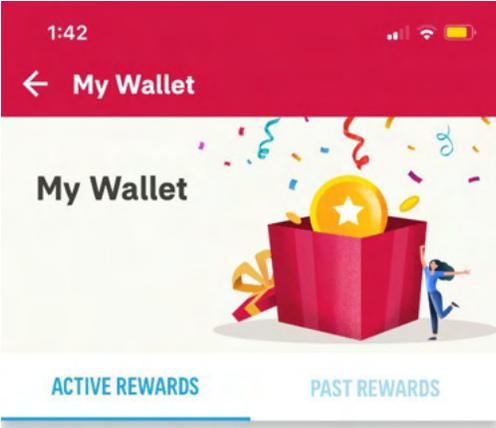


VIEW CONTENT & SAVE TO WALLET
You can check the details of your reward and save it to your wallet

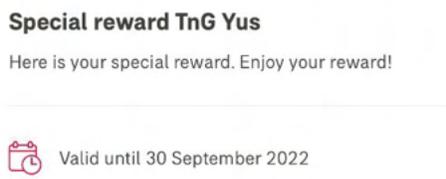
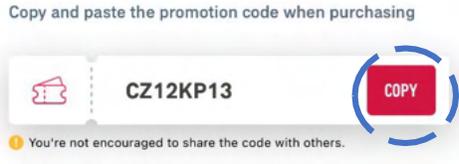
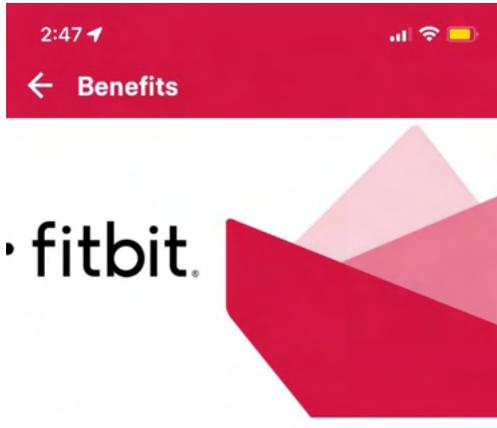


GO TO MY WALLET TO USE REWARD
Under Active Rewards in My Wallet, click **GENERATE CODE**

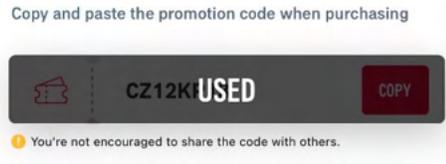
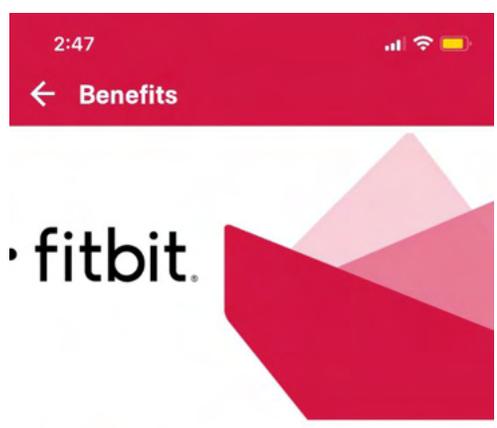
REDEEM UNIQUE PROMO CODES



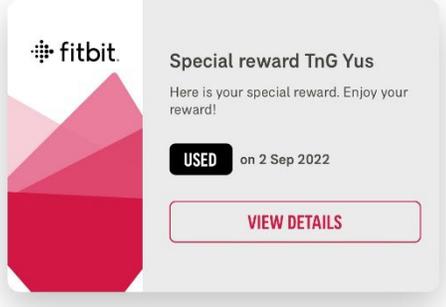
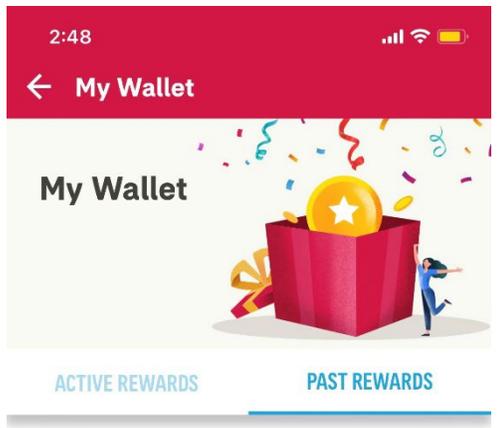
GO TO ACTIVE REWARDS
Click USE NOW on the reward that you have generated the unique code



COPY UNIQUE PROMO CODE
View the details of the reward & copy the unique promo code to use on partner's redemption portal



SWIPE AFTER USE after you have redeemed the reward



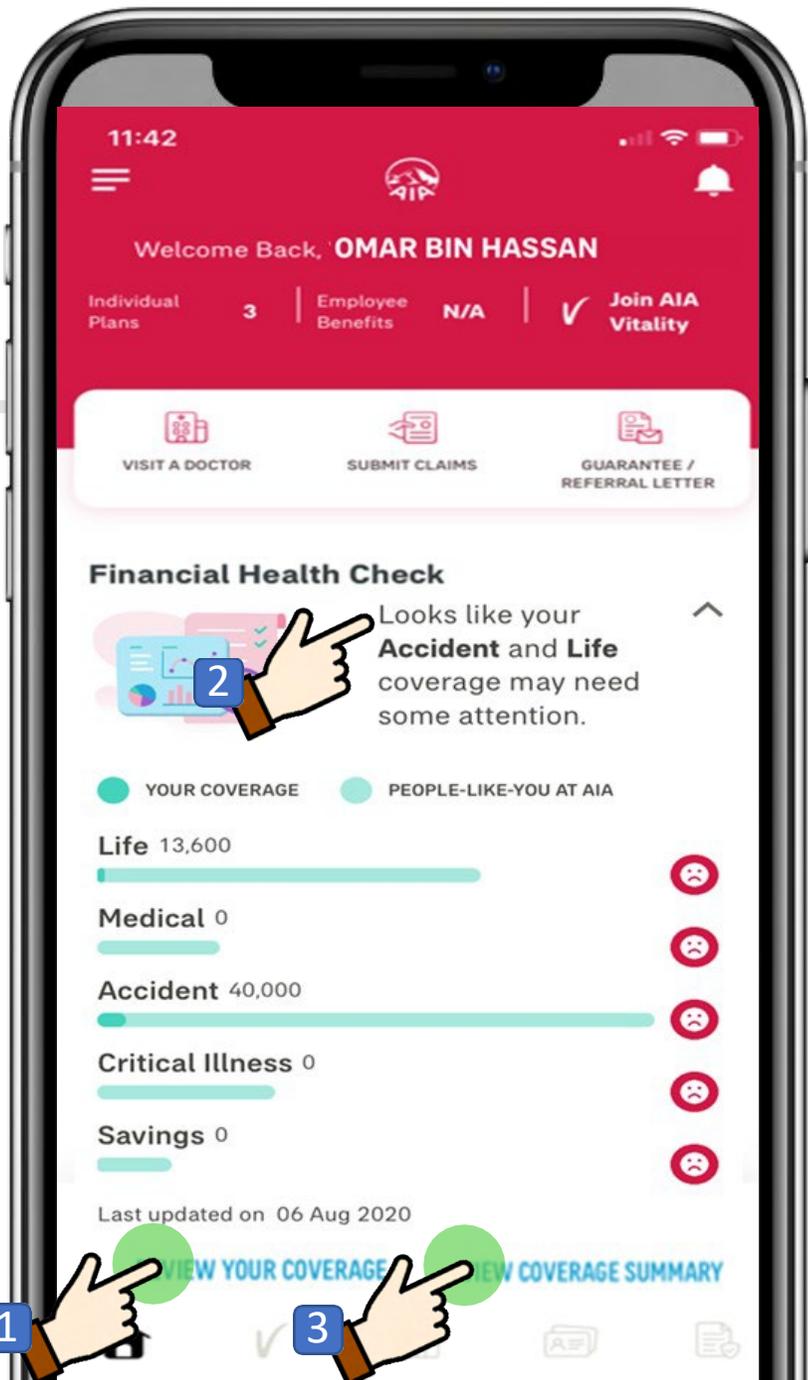
VIEW PAST REWARDS
You can see the rewards redeemed under PAST REWARDS

23

MY AIA APP

FINANCIAL HEALTH CHECK (FHC)



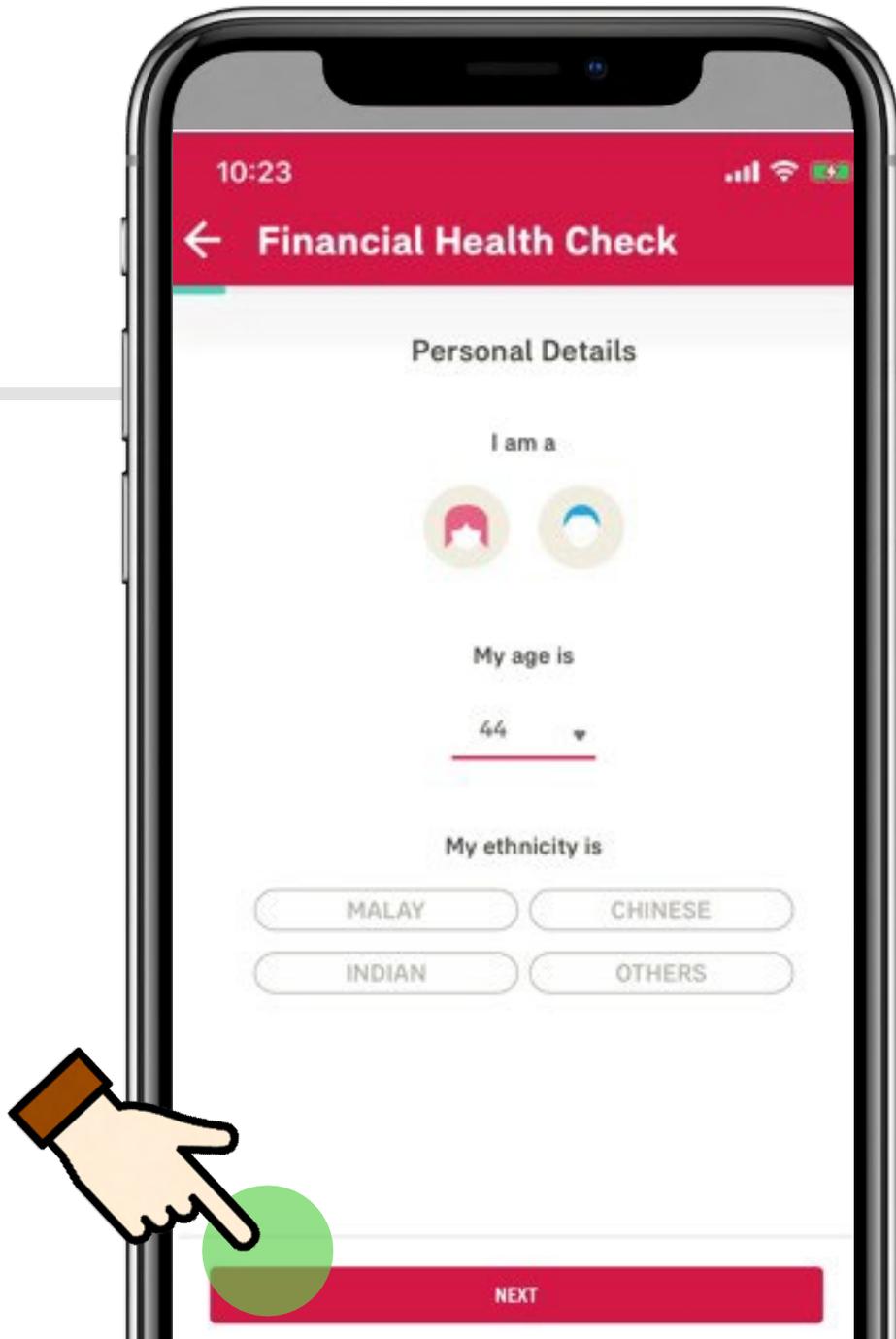


1. Go to My AIA Dashboard. Tap **Review Your Coverage** to begin

2. As a first time user, you will see your top two (2) current coverage which has the largest coverage gap as compared to People-Like-You at AIA

3. Tap **View Coverage Summary** to see a pre-assessment preview done for you using information from your existing AIA policies (*Note: Your marital status, child's info & other non-AIA coverage are not taken into consideration yet at this stage*)

My Personal Details



Fill up your Gender, Age and Ethnicity

After completing all fields, tap **Next**



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

16:38

← Financial Health Check

My Family

I am currently

SINGLE MARRIED

WIDOWED DIVORCED

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

×

YEARS OF AGE

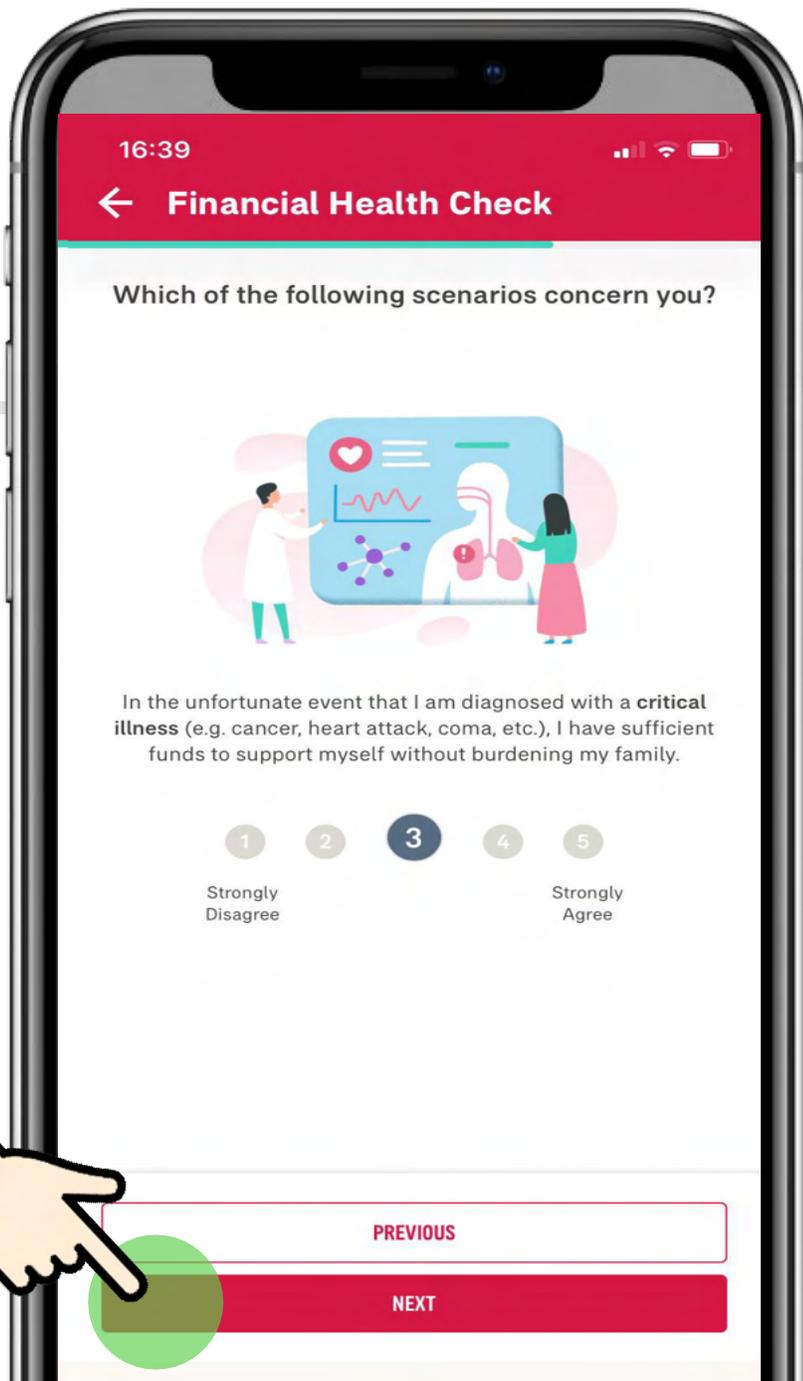
+ ADD CHILD

PREVIOUS

NEXT

1. Add your child's age

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



Scenarios which concern me most

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

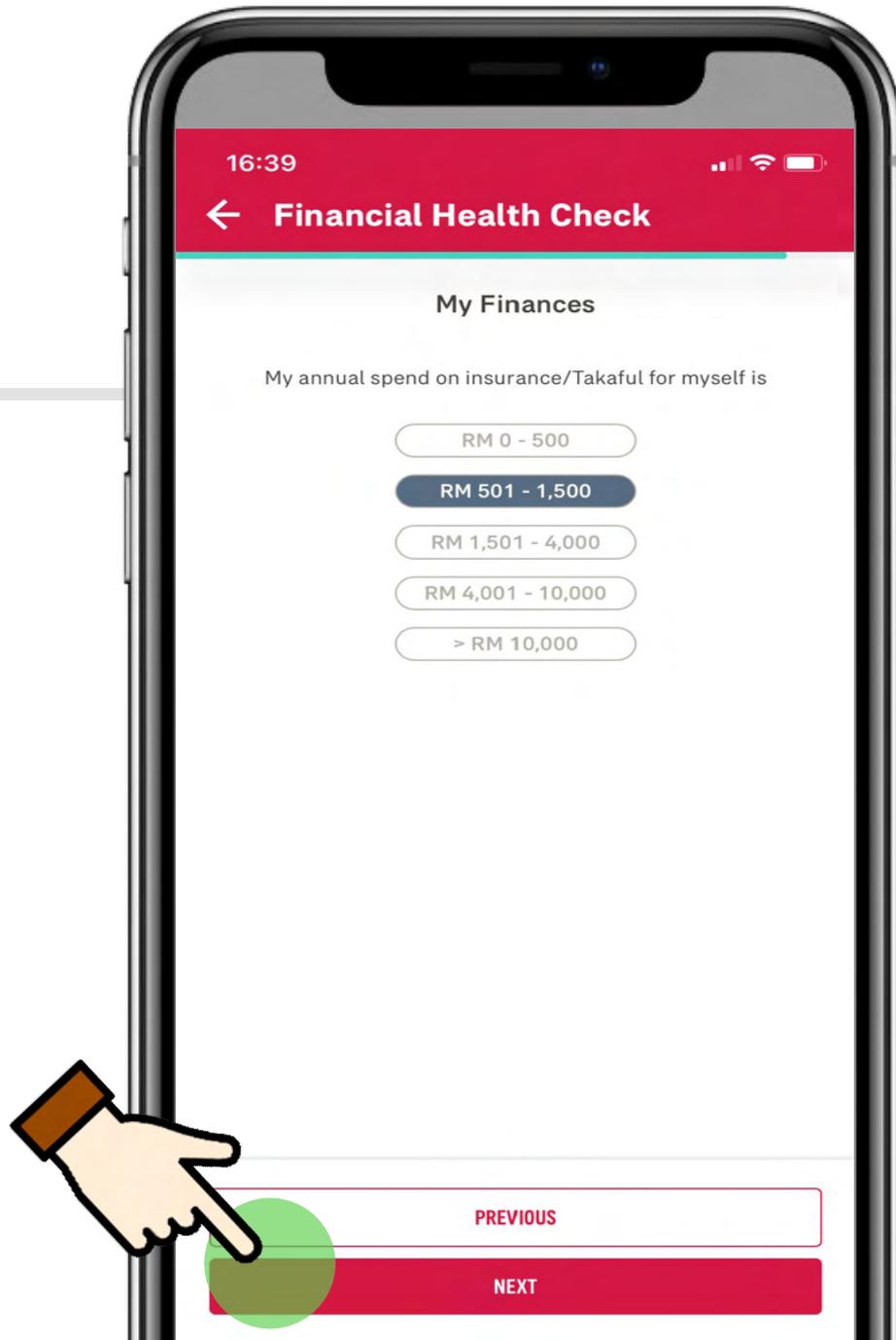
After completing all fields, tap **Next**

My Finances



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

My Finances



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

Then tap **Next**

My Coverage

16:39

← Financial Health Check

My Coverage

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

1

Life *i*

RM 100000

Medical *i*

RM 0

Accident *i*

RM 50000

Critical Illness *i*

RM 0

Savings *i*

RM 0

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

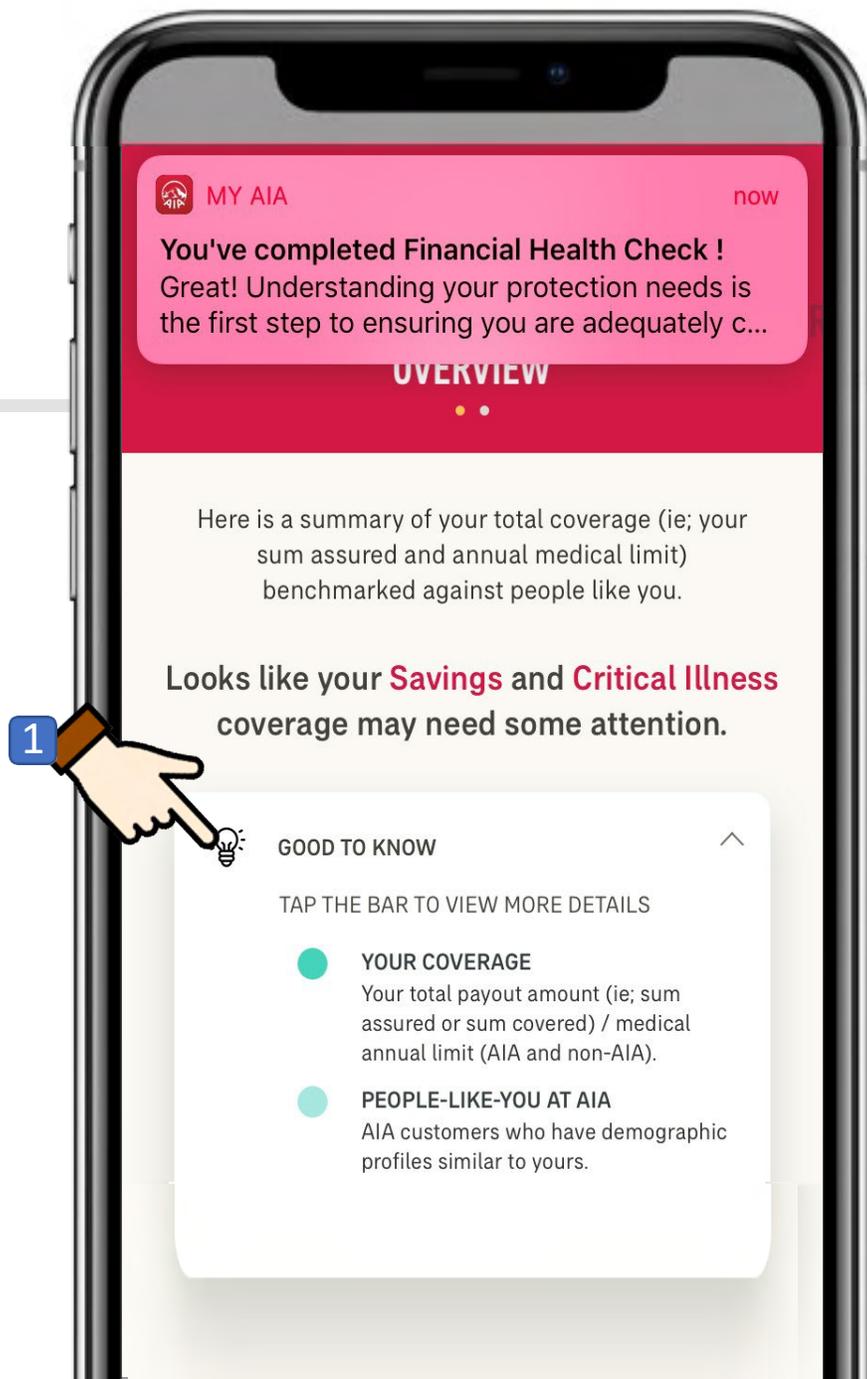
PREVIOUS

DONE

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

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

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

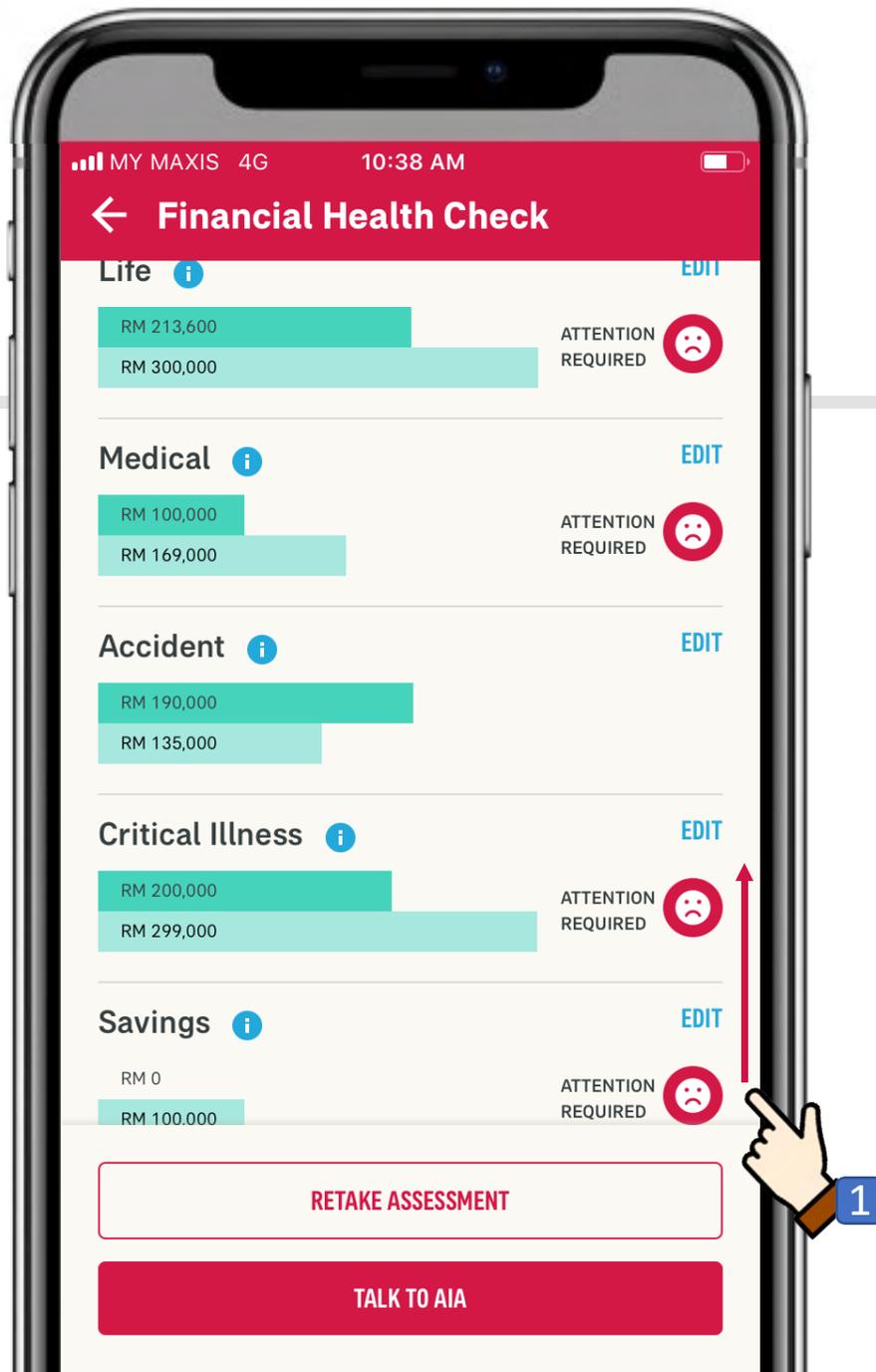


Do I have sufficient coverage?

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

Next, you will be directed to the assessment overview page

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



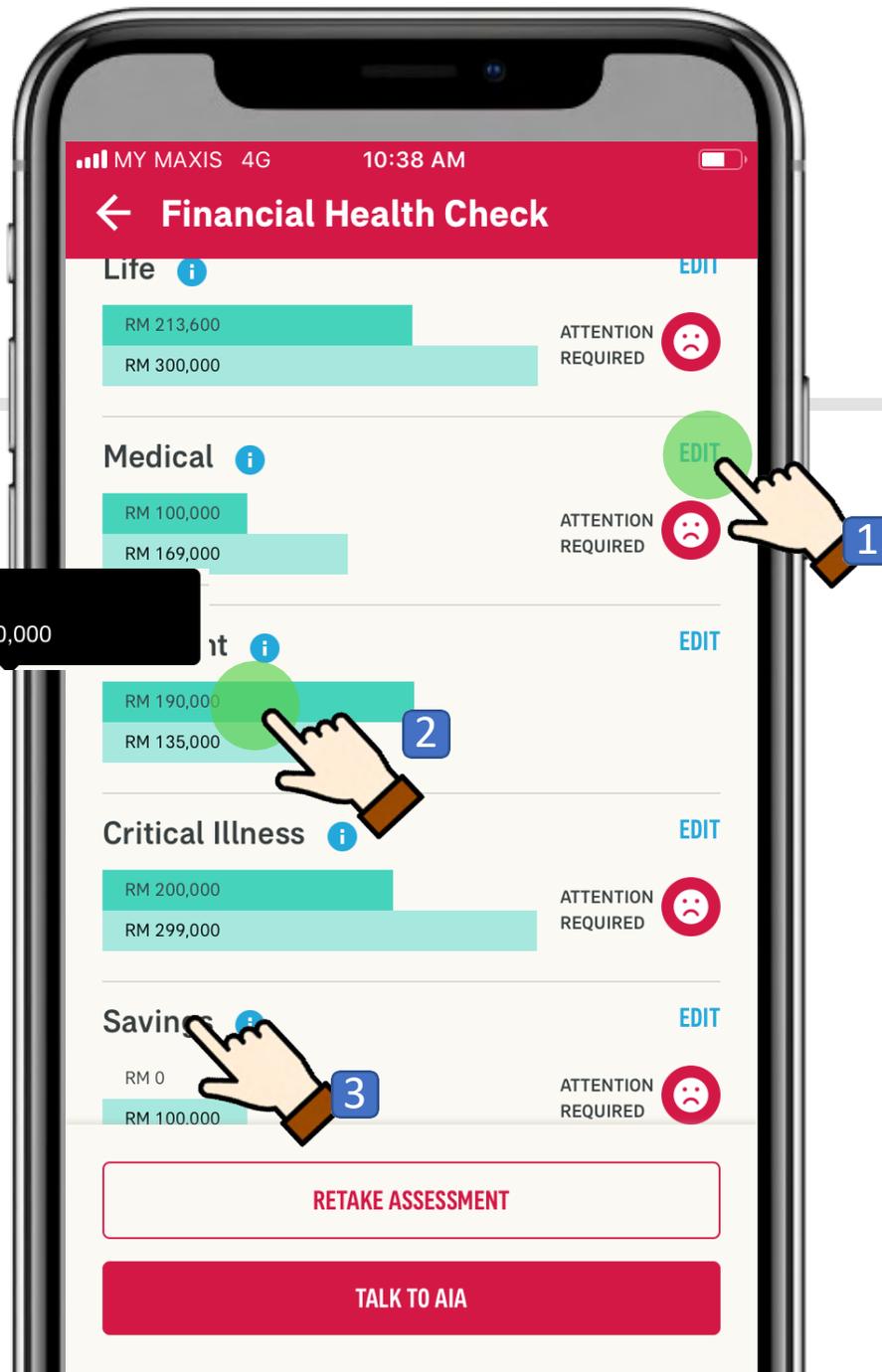
Do I have sufficient coverage?

1. Scroll up

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

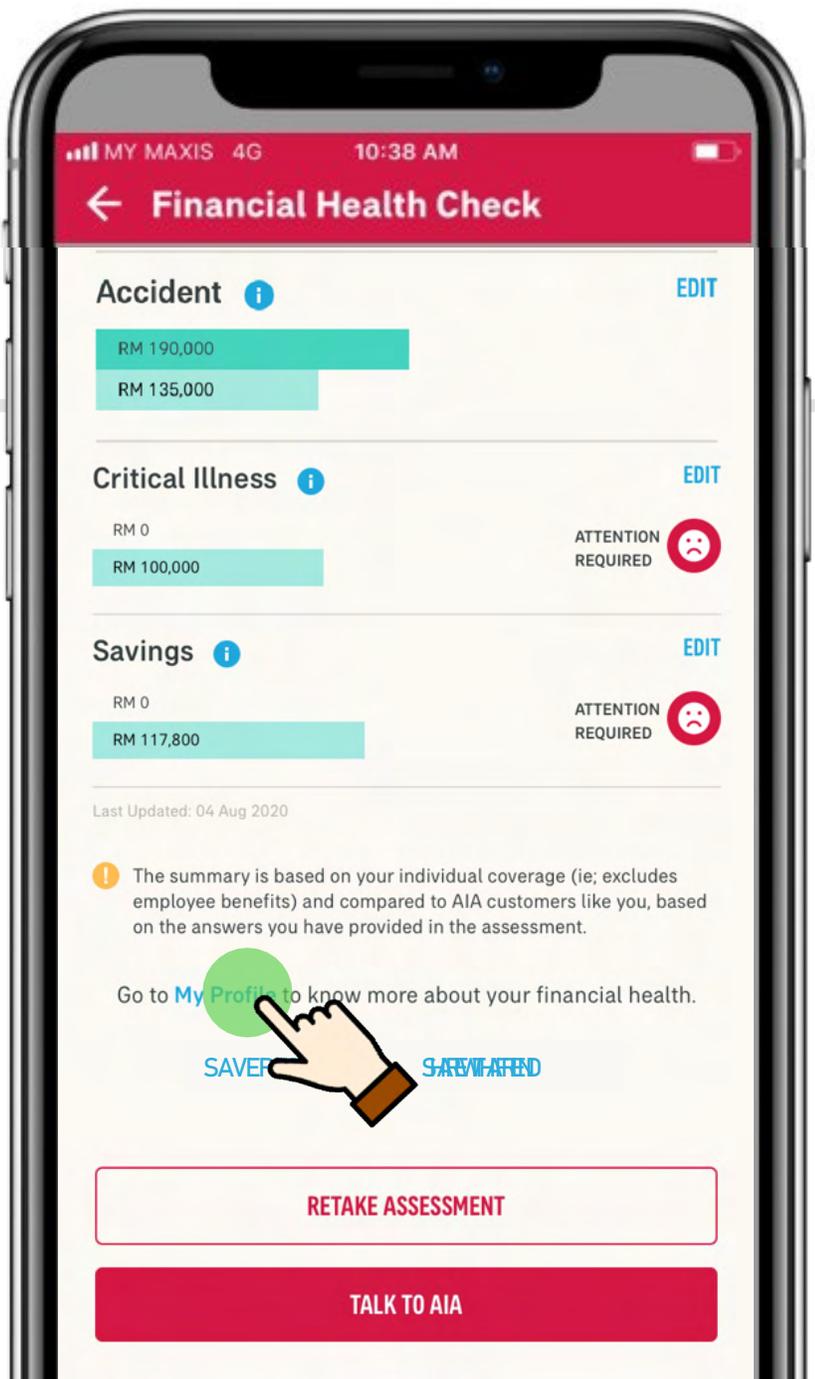
When you see a ‘sad face’ emoticon, this means attention is required

Do I have sufficient coverage?

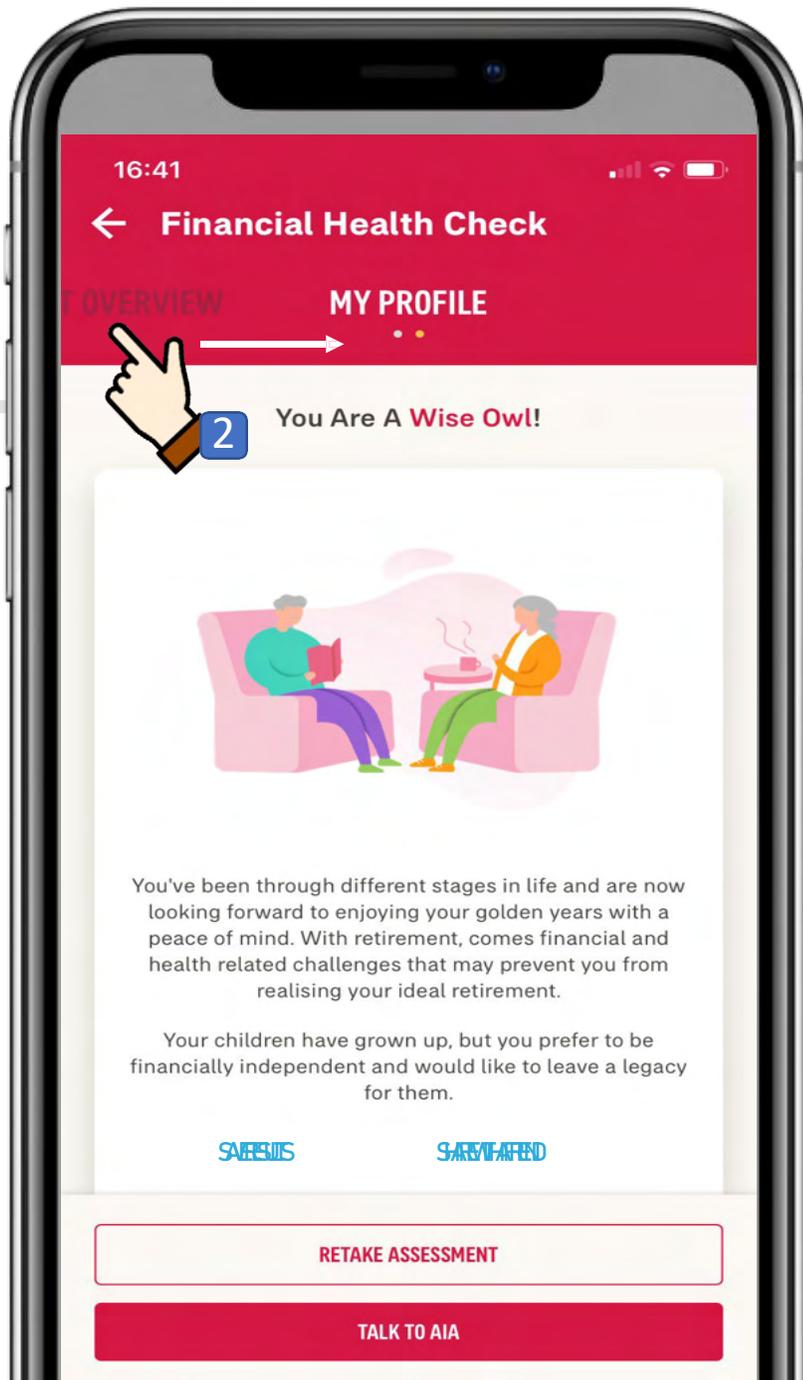


1. Tap on the **EDIT** button to change/update the coverage that you have with other insurance/takaful companies (non AIA coverage)
2. FYI: Tap on the darker shade green bar to display your AIA & Non-AIA coverage
3. FYI: Savings here refers to the approximate amount of your savings based on your premium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

This is me!

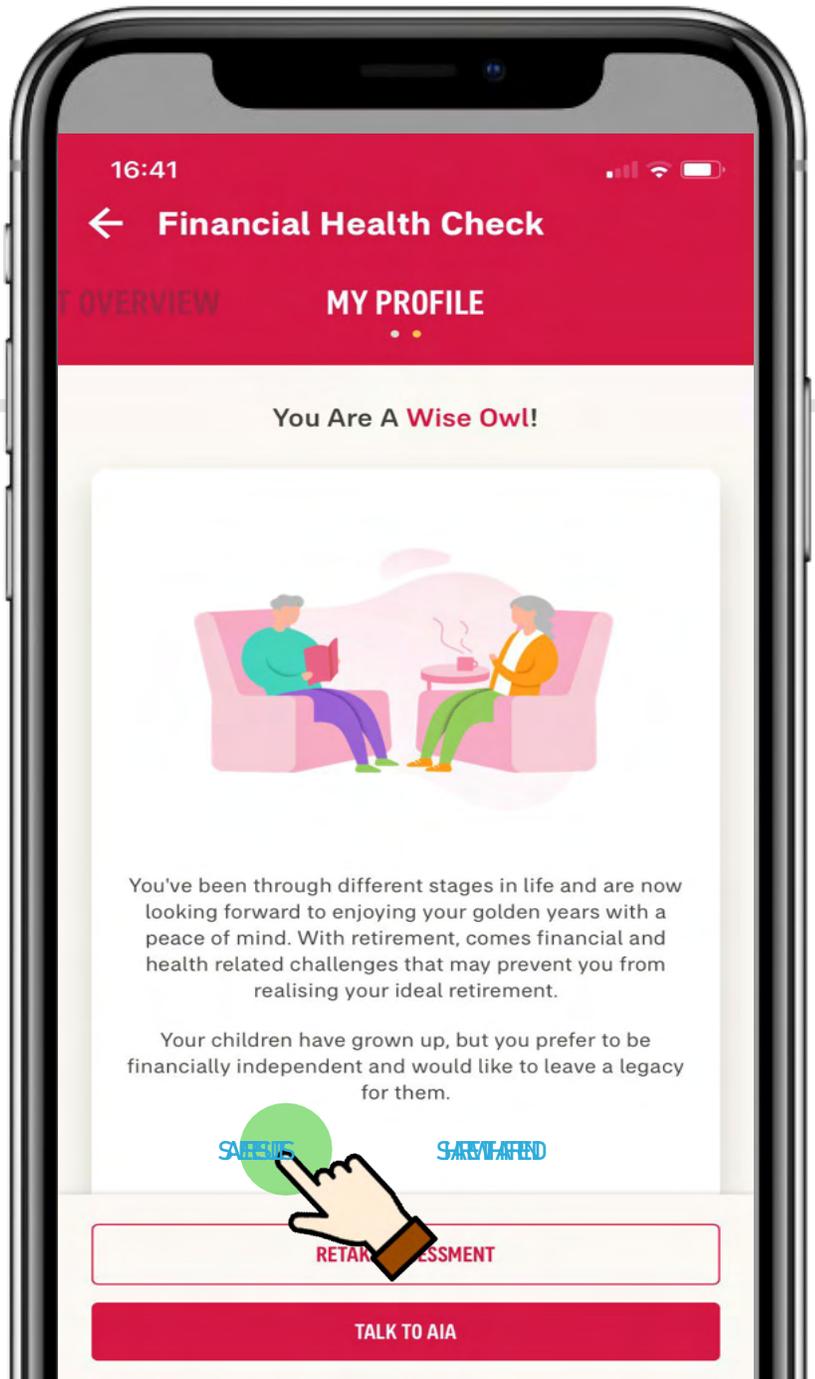


Scroll down and tap **My Profile** to view your life stage profile.



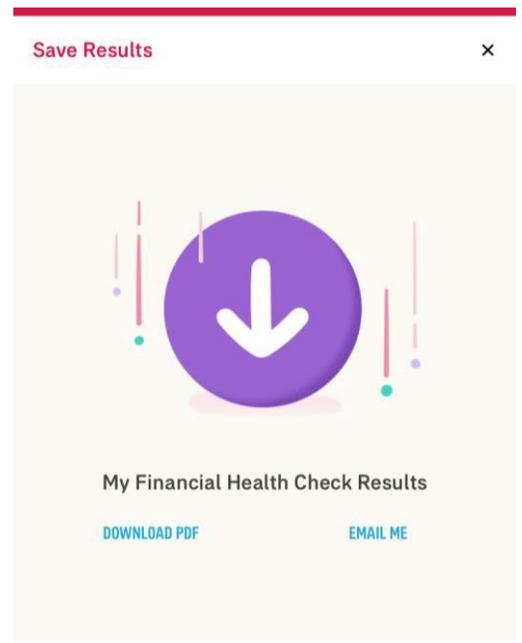
This is Me!

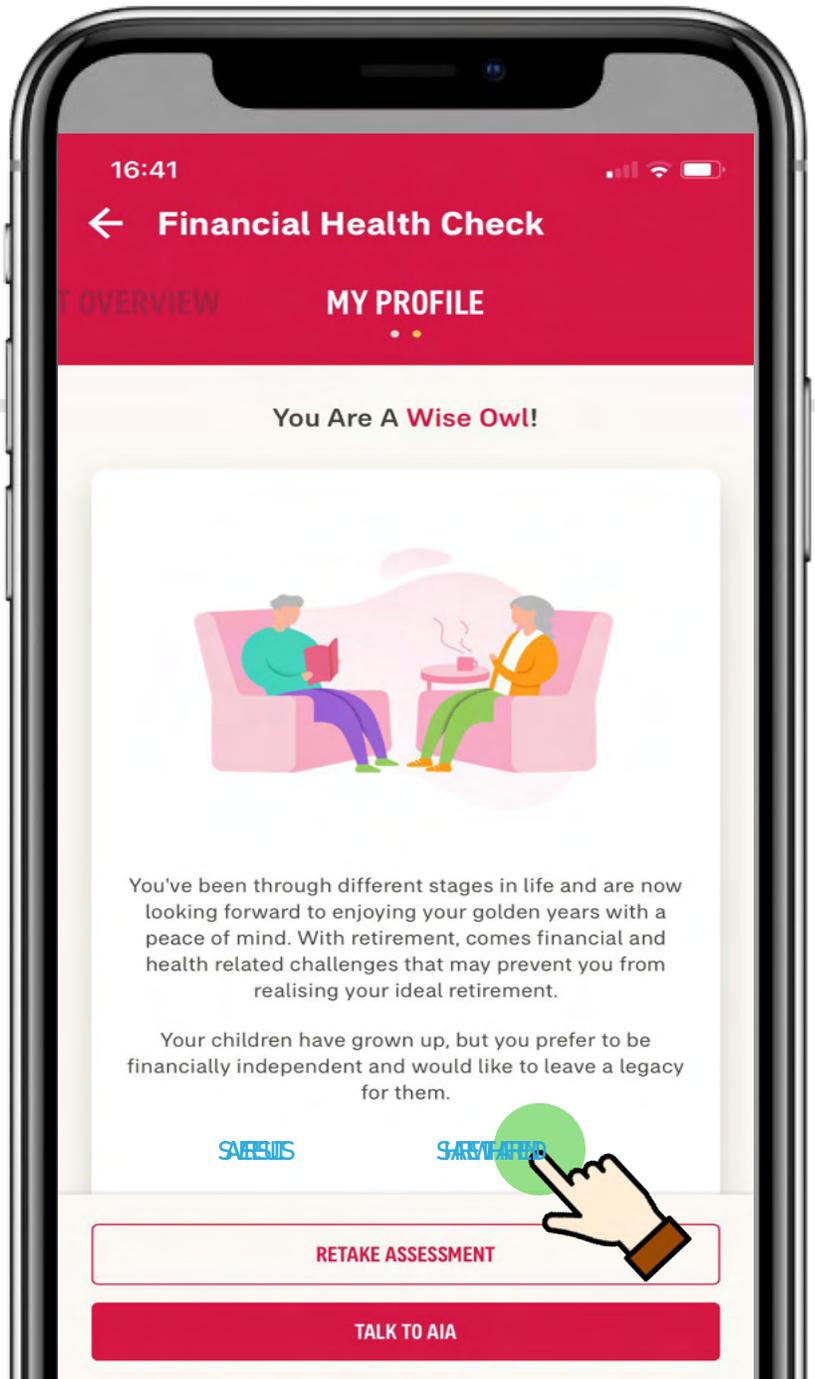
1. Your life stage profile is created based on your demographic (Age, Marital Status and your child's information)
2. To switch view between "My profile" and "Assessment Overview" swipe left / right



How to save my FHC results

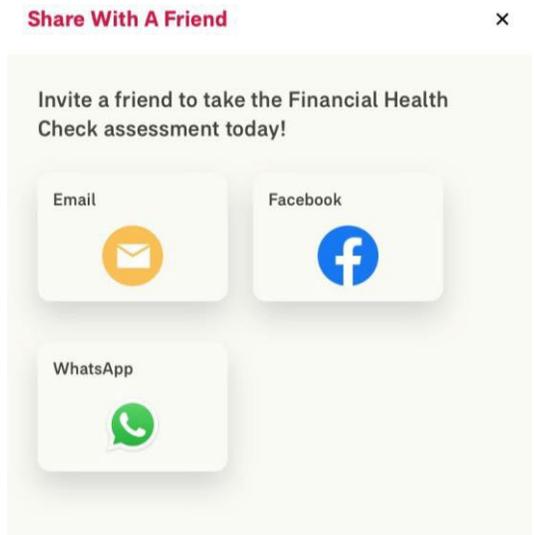
Tap **Save Results** to download the results in PDF or have the results emailed to you

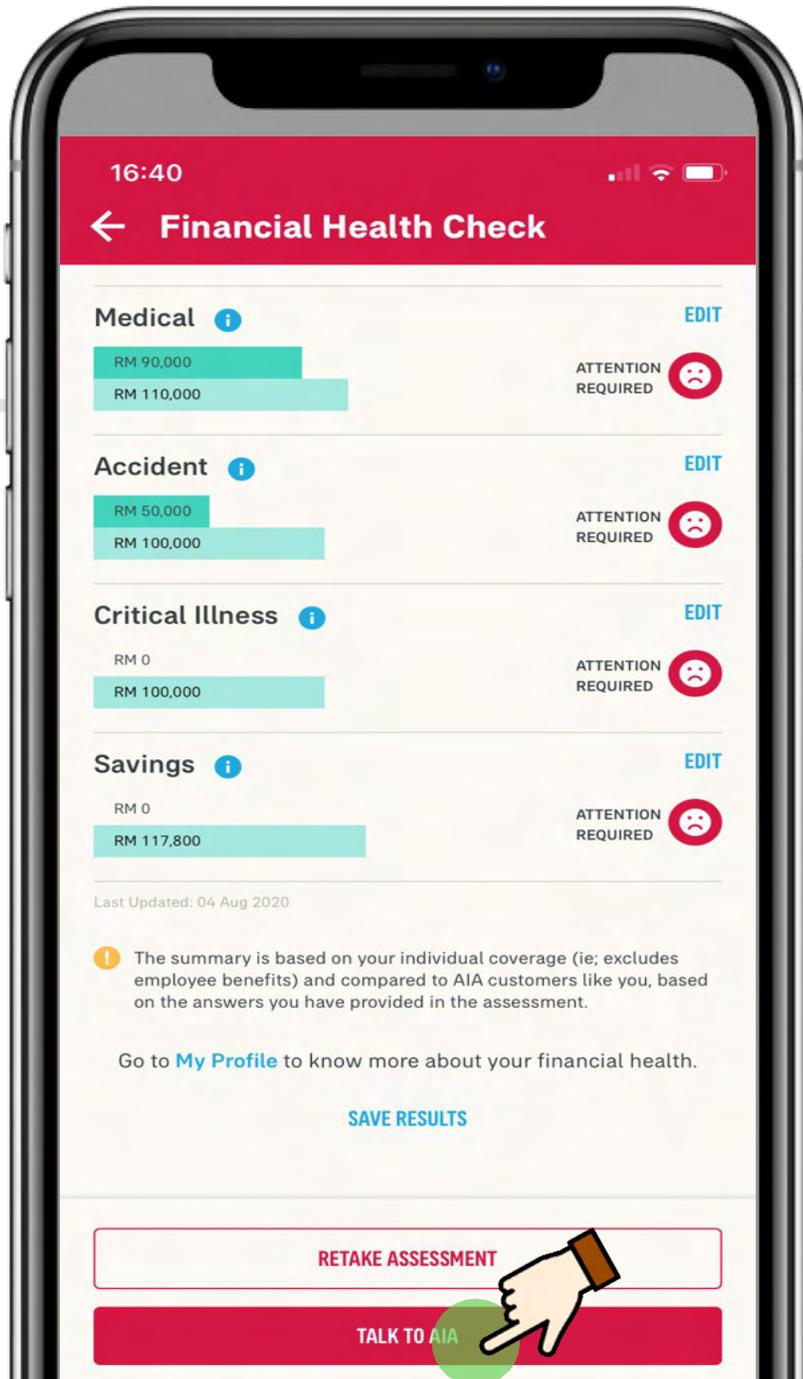




How to share FHC with Friends & Family

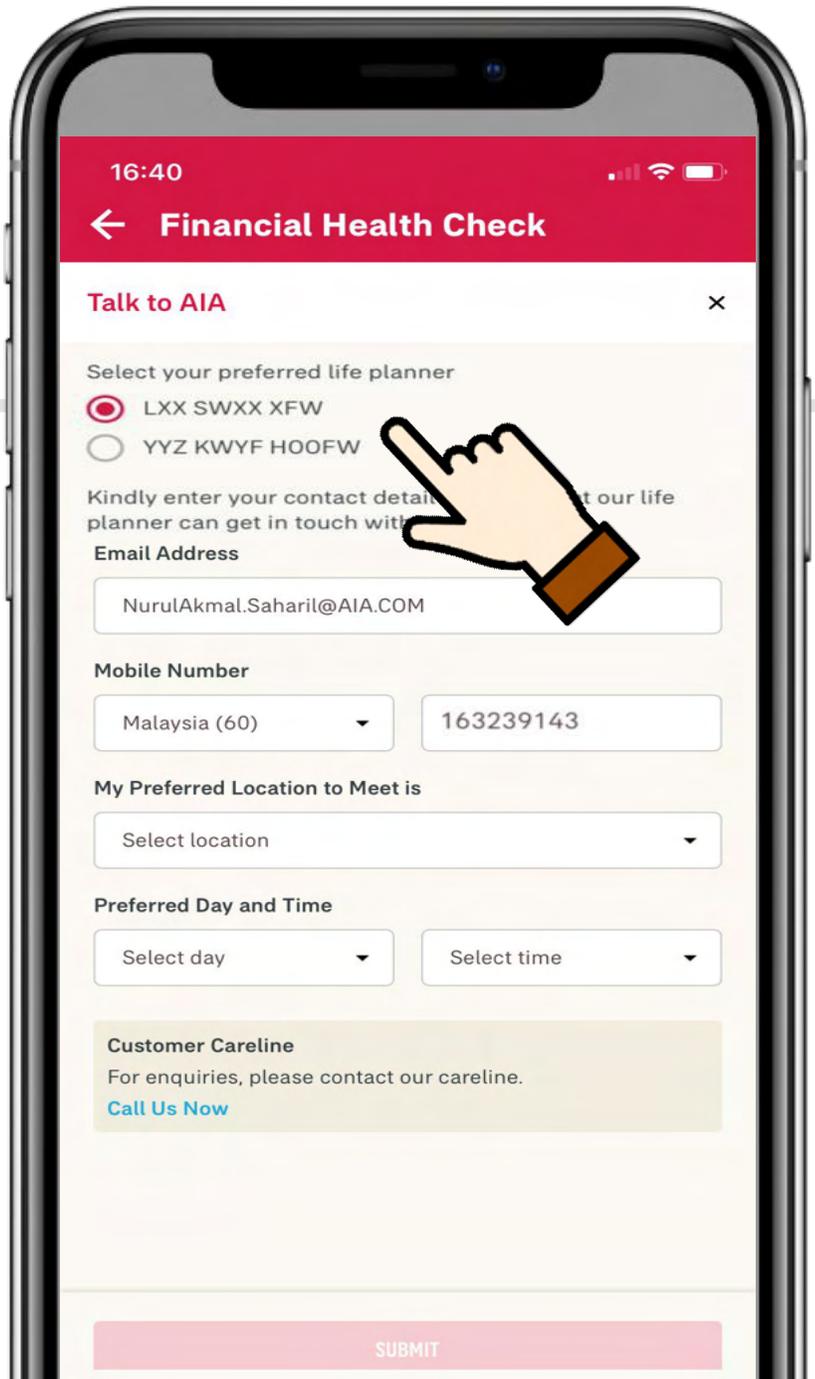
Tap **Share with a friend** to share FHC via Email, Facebook or Whatsapp





I want to talk to AIA
to find out more

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



I want to talk to AIA to find out more

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

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

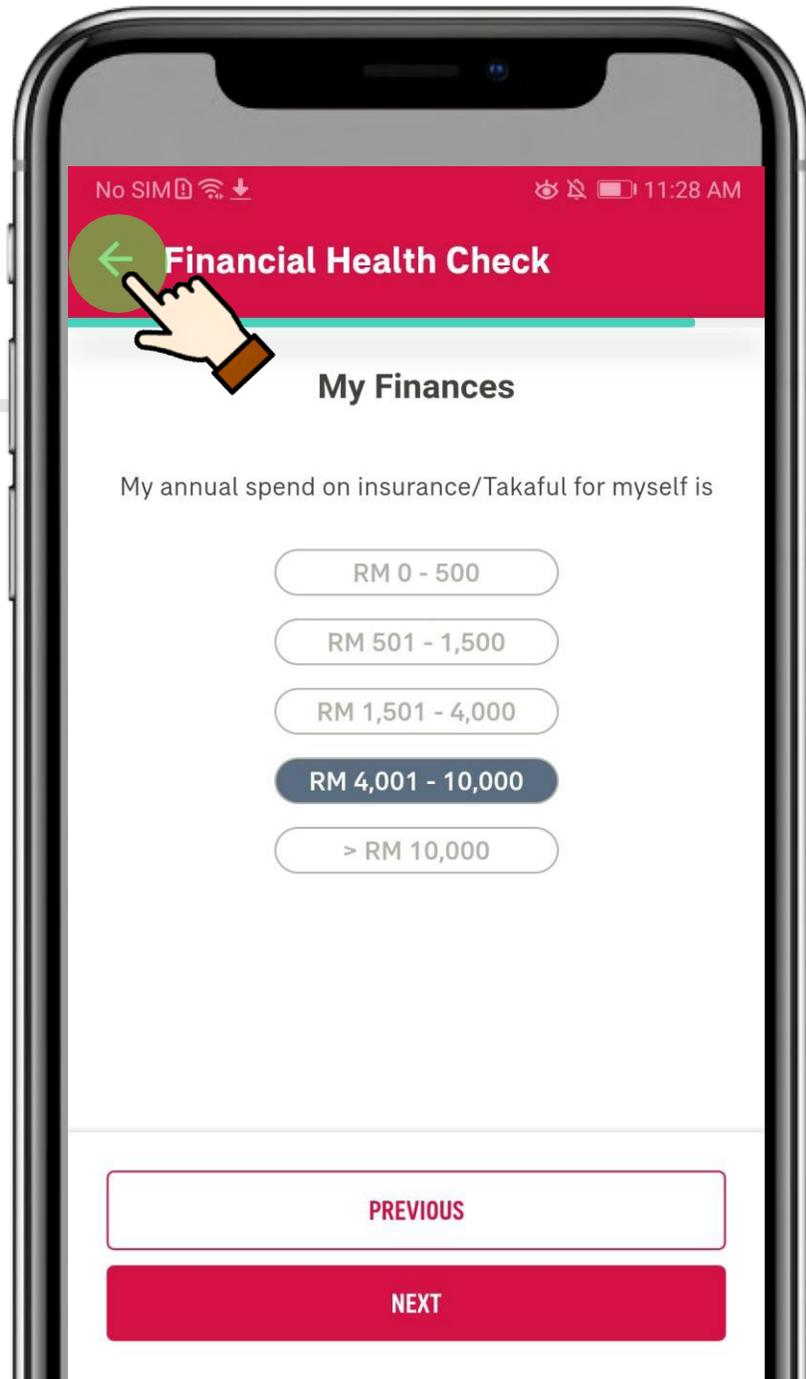
The screenshot shows a mobile app interface for a 'Financial Health Check'. At the top, there's a red header with a back arrow and the text 'Financial Health Check'. Below that, a white box titled 'Talk to AIA' contains the form. The form has several sections: 'Select your preferred life planner' with two radio button options (LXX SWXX XFW and YYZ KWYF HOOFW); a text input field for 'Email Address' containing 'NurulAkmal.Saharil@AIA.COM'; a 'Mobile Number' section with a dropdown for 'Malaysia (60)' and a text input field containing '16323'; a 'My Preferred Location to Meet is' dropdown menu; a 'Preferred Day and Time' section with two dropdown menus for 'Select day' and 'Select time'; and a 'Customer Careline' section with the text 'For enquiries, please contact our careline.' and a blue link 'Call Us Now'. At the bottom, there's a red 'SUBMIT' button. Five numbered hand icons point to the following elements: 1. Email address field, 2. Mobile number input field, 3. Location dropdown, 4. Day and time dropdowns, and 5. Submit button.

I want to talk to AIA to find out more

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

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

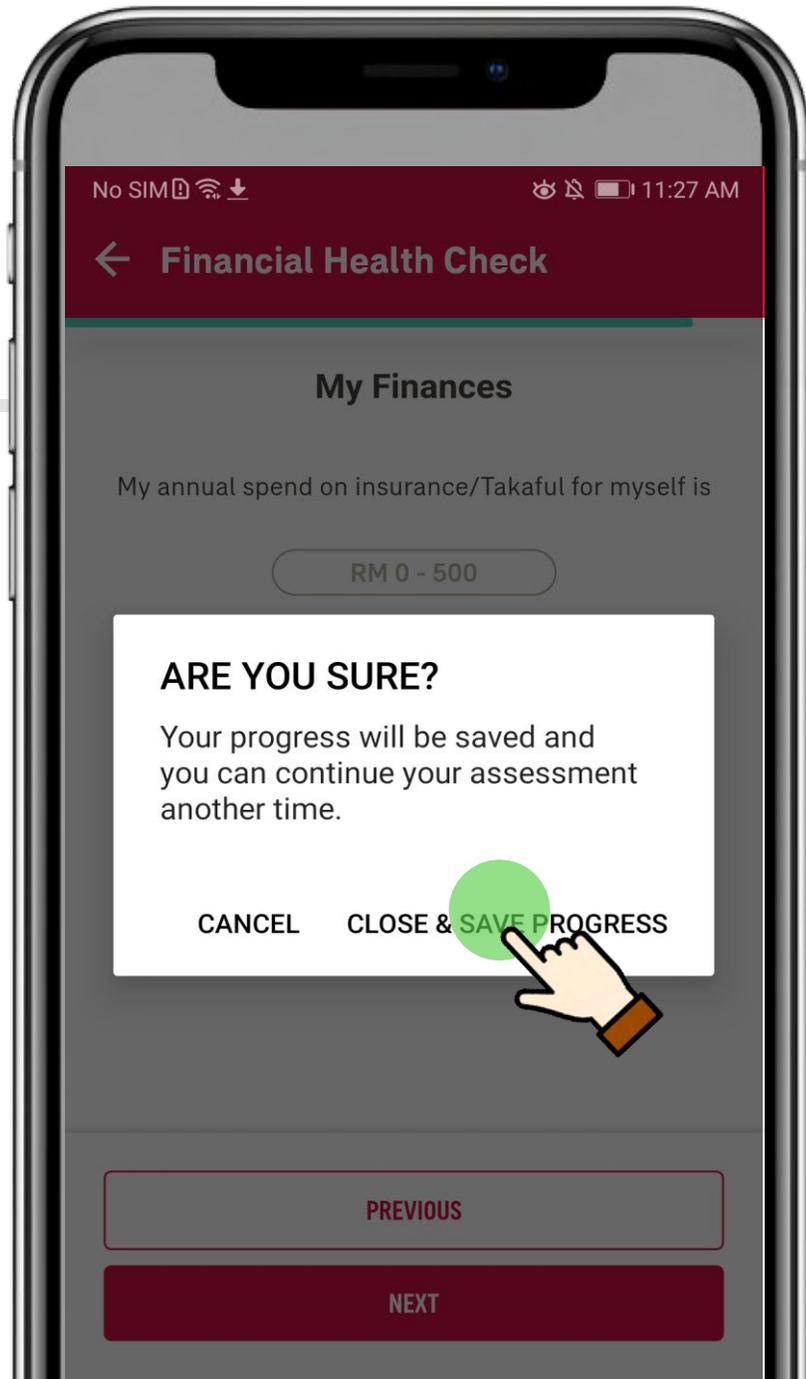
Can I drop FHC half way



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

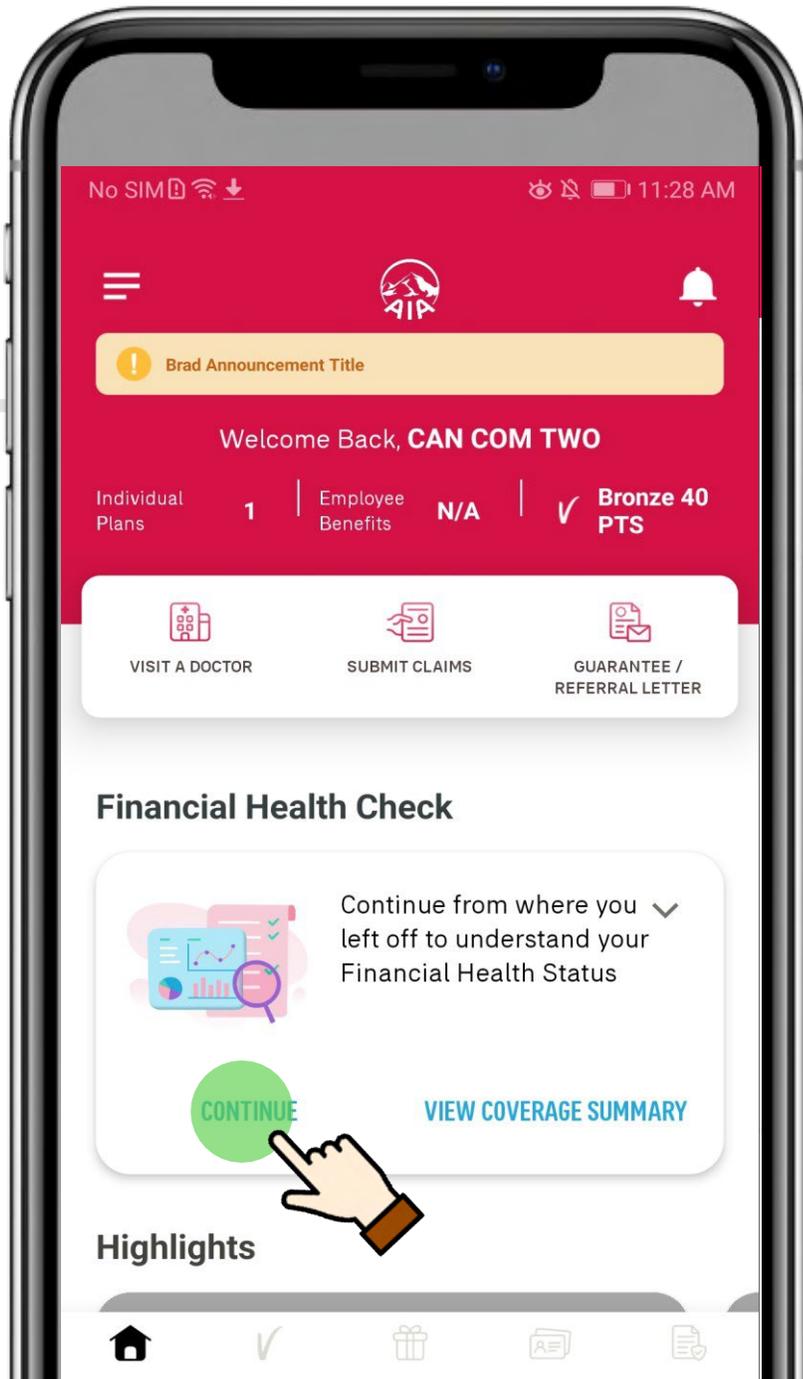
Just tap on the back arrow

Can I drop FHC half way

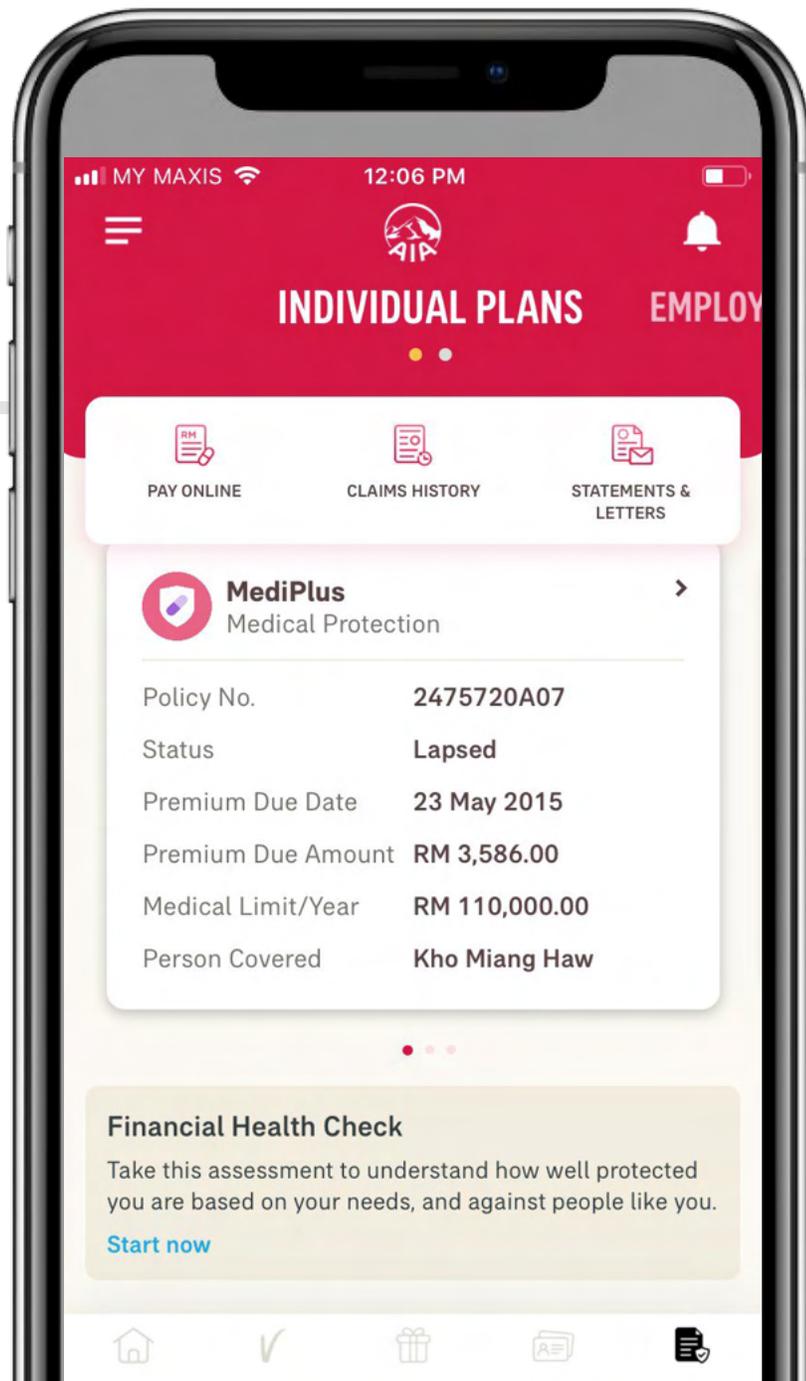


- Tap Close & Save Progress
- You will be brought back to the main dashboard

Can I drop FHC half way

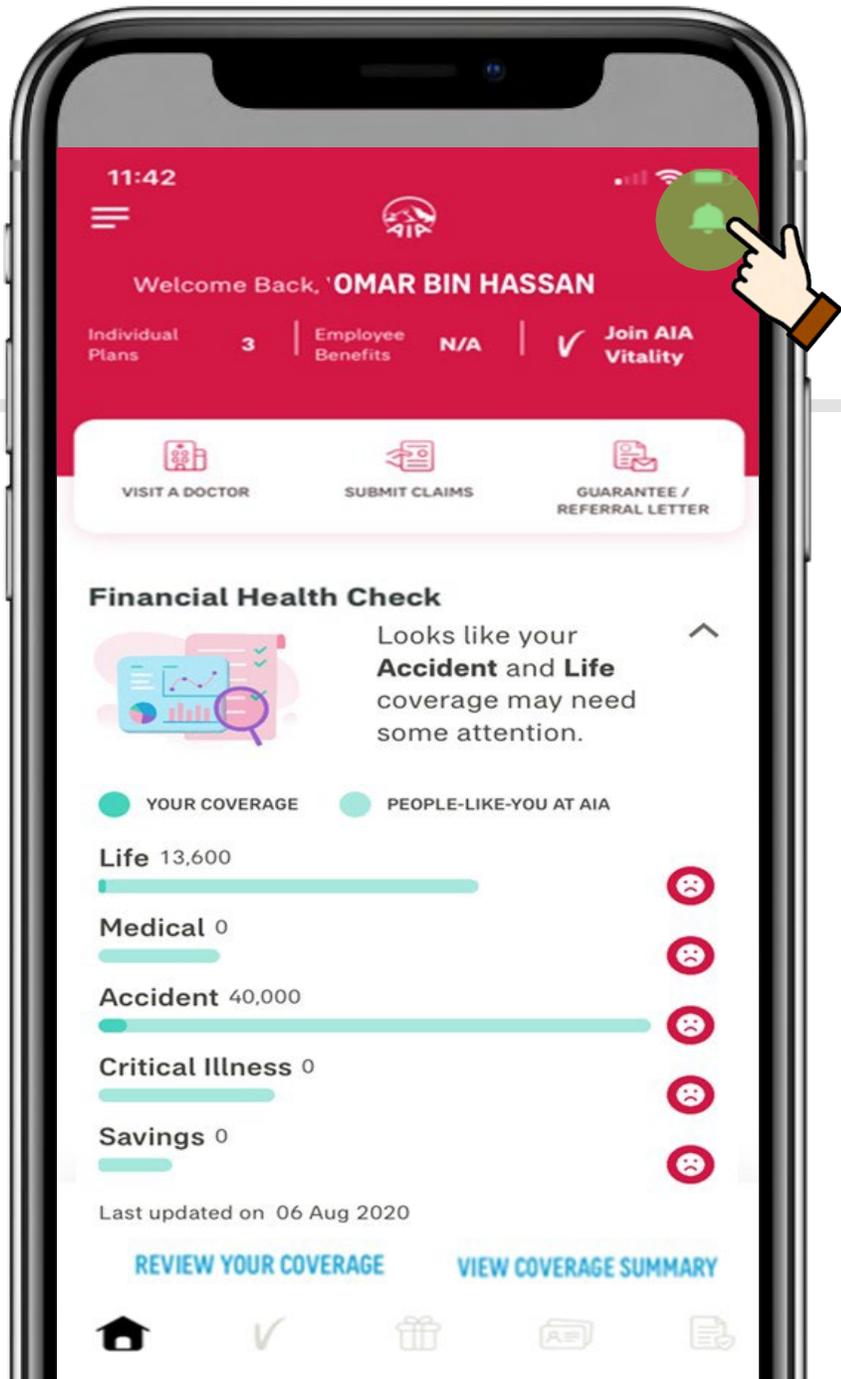


- When you are ready to continue with your FHC assessment, tap CONTINUE to finish off your assessment from where you have stopped



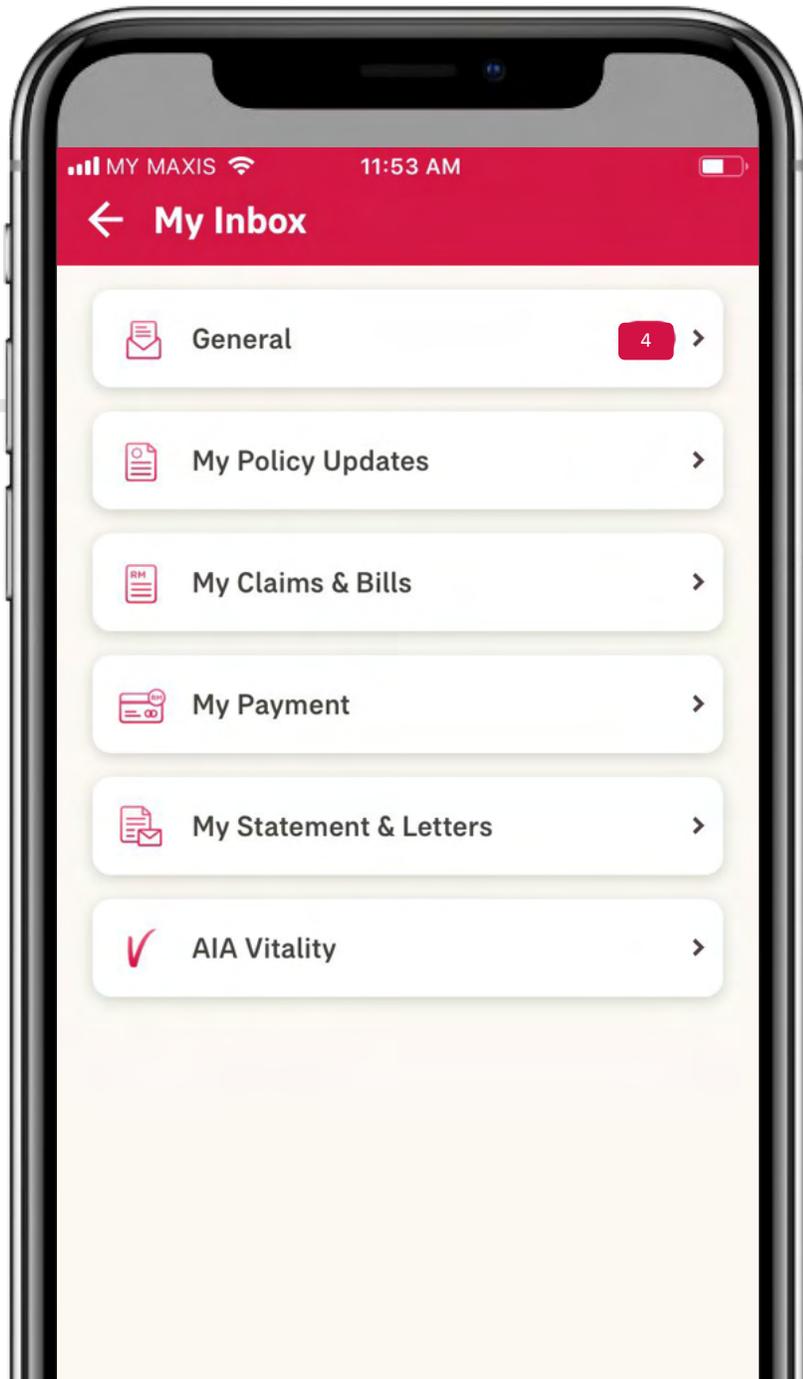
Any other section in
the app that I can
find FHC

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



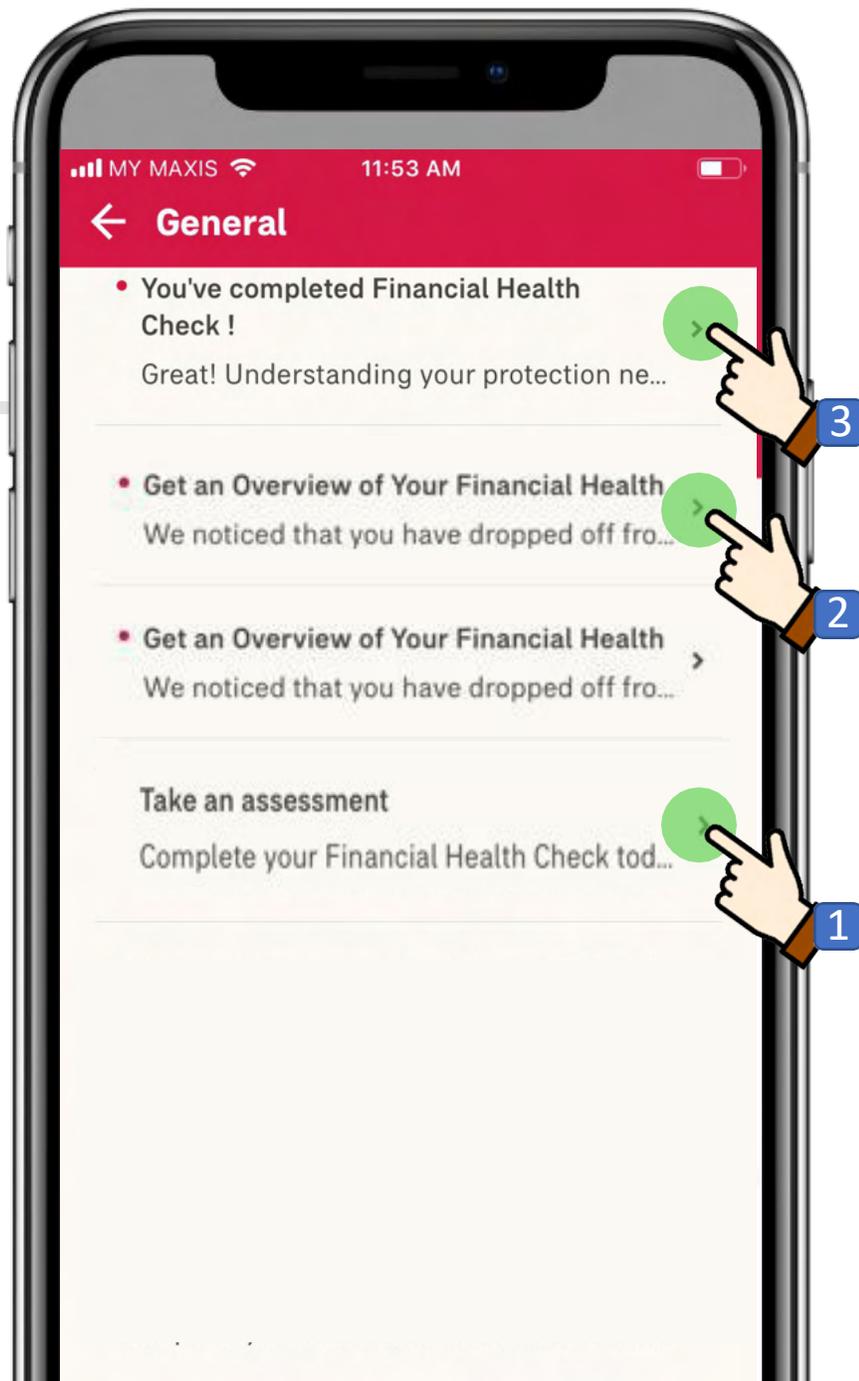
Will I be alerted with FHC updates in My Inbox

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



Will I be alerted with
FHC updates in
My Inbox

Go to General to view unread messages



Will I be alerted with FHC updates in My Inbox

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