

# 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.





#### **01** FUNCTIONS OVERVIEW

<u>Slide 3 - 5</u>

**02** REGISTRATION

<u>Slide 6 - 14</u>

**03** FIRST TIME LOGIN

<u>Slide 15 - 20</u>

04 SUBSEQUENT LOGIN

Slide 21 - 24

**05** PANEL LOCATOR

<u>Slide 25 - 31</u>

**06** INBOX MESSAGES

<u>Slide 32 - 34</u>

CORPORATE MEMBER 07 PRE-REGISTRATION @ PANEL CLINICS/ VISIT A DOCTOR

Slide 35 - 42

08 MEDICAL BILL

Slide 43 - 45

**09** EMPLOYEE BENEFITS & UTILISATION

Slide 46 - 51

10 DIGITAL HEALTH (CORPORATE) Slide 52 - 79 11 PANEL RATING

Slide 80 - 86

CORPORATE MEMBER & INDIVIDUAL 12 GUARANTEE/ REFERRAL LETTER Slide 87 - 124

**13** SUBMIT E-CLAIMS Slide 125- 148

INDIVIDUAL 14 INDIVIDUAL POLICIES Slide 149 -176

**15** ONLINE PAYMENT

Slide 177 -181

16 DIGITAL HEALTH (INDIVIDUAL)

Slide 182-209

**AIA VITALITY** 

**17** AIA VITALITY DASHBOARD OVERVIEW

Slide 210-211

**18** AIA VITALITY ASSESSMENT

Slide 212-223

**19 LINK DEVICES/APPS** 

Slide 224-229

**20** AIA VITALITY WEEKLY CHALLENGES

Slide 230-232

**<u>21 E-CARD</u>** 

Slide 233-236

22 REWARDS

Slide 237-245

FINANCIAL HEALTH CHECK 23 FINANCIAL HEALTH CHECK (FHC) Slide 246-271

MY AIA APP

MY AIA APP

# FUNCTIONS OVERVIEW

Functions Overview



## **FUNCTIONS OVERVIEW**



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.

<u>menu</u>

### **FUNCTIONS OVERVIEW**



## REGISTRATION

- Entry point
- Steps to Register



## **ENTRY POINT** REGISTRATION

Welco	ome to My AIA	
User ID		
Passwor	rd	
Eorget P	Password	
	1059	
	Lowin	
	New usin? Sign up here	
	AIA Vitality Hembership Card	>
iŝi	Find Your Nearest Panel Providers & Customer Centres	>

Tap on the "Register here" to proceed

## **STEPS** FOR REGISTRATION



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

	<u> </u>	
<b>४−२</b> −3−4	CRE/	ATE ONLIN
Almost Done!	1.	Key in U
CREATE YOUR AIA IDENTITY		Key in D
Use this login information to access My AIA in future	2.	Key in Pa
	3.	Key in Pa
Registered as		Confirm
Individual	л	KovinE
Policy/Certificate/Account/	4.	кеутпе
30001912	5.	Check be
NBIC no		Tarmaa
80102314123402		Terms of
ISER ID		
Enter user ID		
<ul> <li>Password history ( 8 times)</li> </ul>		
At least 8 characters minimum     At least 1 lowercase character     At least 1 uppercase character     At least 1 special character     At least 1 special character     No contain common character sequence (eg: Abc/123)     No contain more than 2 repeating characters (eg: aaa/111)     System should also validate that entered password should     not consist of any string of the User ID.     Ga1: UserID-David; password-David123     Eg2: UserID-David; password-1David23     Eg3: UserID-David99, password-1David23		
At least 8 characters minimum     At least 1 lowercase character     At least 1 uppercase character     At least 1 special character     At least 1 special character     No contain common character sequence (eg. Abc/123)     No contain more than 2 repeating characters (eg. aaa/111)     System should also validate that entered password should     not consist of any string of the User ID.     Eg1: UserID-David; password-David23     Eg2: UserID-David; password-1David23     Eg3: UserID-David99, password-1David23     mail Address		
<ul> <li>At least 8 characters minimum At least 1 lowercase character</li> <li>At least 1 uppercase character</li> <li>At least 1 special character</li> <li>No contain common character sequence (eg. Abc/123)</li> <li>No contain more than 2 repeating characters (eg. aa/111)</li> <li>System should also validate that entered password should not consist of any string of the User ID. Eg1: UserID-David; password-David123</li> <li>Eg2: UserID-David; password-1David23</li> <li>Eg3: UserID-David; password-1David23</li> <li>Email Address</li> </ul>		
At least 8 characters minimum     At least 1 lowercase character     At least 1 uppercase character     At least 1 special character     At least 1 special character     No contain common character sequence (eg. Abc/123)     No contain more than 2 repeating characters (eg. aaa/111)     System should also validate that entered password should     not consist of any string of the User ID.     Ga1: UserID-David; password-David23     Eg3: UserID-David; password-David23     Eg3: UserID-David; password-1David23     Email Address     Enter email		
<ul> <li>At least 8 characters minimum</li> <li>At least 1 lowerciase character</li> <li>At least 1 uppercase character</li> <li>At least 1 special character</li> <li>No contain common character sequence (eg. Abc/123)</li> <li>No contain more than 2 repeating characters (eg. aaa/111)</li> <li>System should also validate that entered password should not consist of any string of the User ID.</li> <li>Eg1: UserID-David; password-David 123</li> <li>Eg3: UserID-David; password-1David 23</li> <li>Email Address</li> <li>Enter email</li> <li>I have read and agree to AIA's Terms of Use.</li> <li>I have agree to the Marketing consent Marketing.</li> </ul>		
<ul> <li>At least 8 characters minimum</li> <li>At least 1 lowercase character</li> <li>At least 1 uppercase character</li> <li>At least 1 special character</li> <li>At least 1 special character</li> <li>No contain common character sequence (eg. Abc/123)</li> <li>No contain more than 2 repeating characters (eg. aaa/111)</li> <li>System should also validate that entered password should not consist of any string of the User 10.</li> <li>Eg1: UserID-David, password-David123</li> <li>Eg3: UserID-David, password-1David23</li> <li>Eg3: UserID-David, password-1David23</li> </ul>		

#### TE ONLINE PROFILE

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

\_\_\_\_\_

## **STEPS** FOR REGISTRATION

 STEP 1
 STEP 2
 STEP 3

 ←
 Registration
 VERIFY YO

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

#### +6010XXXX689

If this is not your number, please check <u>here</u> to change.

Please enter the OTP to proceed.

Enter OTF

OTP has expired or did not receive one?

Resend OTP in 00:00



#### VERIFY YOUR INFORMATION

STEP 4

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 <u>here</u> – STEP2A

#### **VERIFICATION CODE**

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





THANK YOU FOR SIGNING UP Your registration is complete!

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

Click <u>here</u> to answer our 5 sec survey to help us serve you better.



## COMPLETED

Registration is successful.

You will receive an email on your successful registration.

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



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

STEP 3A

**UPDATE / EDIT MOBILE NO.** 

Owner identification number is

Answer the 2 verification

required for verification.

is used for this registration.

questions correctly.

**STEP 4** 

#### ← REGISTRATION

STEP 1

### MOBILE NUMBER

STEP 2

### VERIFICATION

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

#### Verification guestion 1

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



### ONE TIME

SEMI ANNUALLY ANNUALLY

#### Verification question 2

Please provide policy owner's identification number for verification.

480905085121 PREVIOUS Tap on next NEXT \_\_\_\_\_

## Registration $\leftarrow$ ADD YOUR MOBILE NUMBER Please key in your mobile number Mobile number Malaysia (60) 165678246 Manage customer's expectation need to go through the Fatca flow. PREVIOUS The payment frequency of the policy 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)



#### **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.

## 02

An email has been sent to your email account:

Click <u>here</u> to answer our 5 sec survey to help us serve you better.

THANK YOU FOR SIGNING UP Your registration is complete!



## **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.

MY AIA APP

# FIRST TIME LOGIN

- Entry point
- Steps for first time login



## **ENTRY POINT** FIRST TIME LOGIN



LOGIN PAGE Key in User ID & Password

MY AIA APP

## **STEPS** FOR FIRST TIME LOGIN



#### EDIT CONTACT DETAILS

×

 $\equiv$ 

 $\bigcirc$ 

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

YES



YES

#### **FATCA/CRS** Declaration

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

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

## **STEPS** TO FIRST TIME LOGIN



**TERMS & CONDITION** 

Check on the box to continue with login process

## **STEPS** TO FIRST TIME LOGIN





MY AIA APP

# SUBSEQUENT LOGIN

• Steps for subsequent login

• Forgotten User ID & Password



## **ENTRY POINT** LOGIN



04

MY AIA APP

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

्रि Welcome to My AIA		12:59 ৵I ຈ ← Forgot Password	= ♀ ♥ ♥ ♥ ♥ ♥ ♥ ♥ ♥ ♥ ♥ ♥ ♥ ♥ ♥ ♥ ♥ ♥ ♥	
User ID Password Password LOGIN New User? Register here	Tap To proceed	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	<section-header>         ✓ ✓ ✓ ✓         CETEREVE USER DS DS DS D</section-header>	Done  XXXXXXXXXn@aia.som) IS (+6012-XXXX024)
Copyright © 2019 AIA Group Limited and its subsidiaries. AIA Bhd. (790895-D) AIA PUBLIC Takaful Bhd. (935955-M) AIA General Berhad (924363-W). All rights reserved.		Key in Identification No	Option to receive password link	

NRIC, Company reg.no or select

Others to key in passport no., old IC

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

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



Received SMS / Email

Key in new Password

MY AIA APP

05

MY AIA APP

## PANEL LOCATOR

- Entry point
- View AIA Panel Locator

#### menu

05

MY AIA APP

## ENTRY POINT PANEL LOCATOR



### **VIEW** AIA PANEL LOCATOR

Android



Тар

\_\_\_\_

#### **Activate location**

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

Allow "MyAIA UAT" to use your location? Enable Location Services to identify the nearest panel clinics / hospitals. ✓ Precise: On Tap Allow While Using App

iOS

...l 穼 🔲

### **VIEW** AIA PANEL LOCATOR



Tap to show List View



KESAS

Google

LISTING VIEW

0

022 Google Terms of Use

menu

MY AIA APP

## **LIST VIEW** AIA PANEL LOCATOR

< BACK TO MAP VIEW	<b>Q</b> ⑦	
Near Me	•	
Select Town	•	
		Choos
♥ Clinic	•	→ Type
		Provid
♥ Clinic		
24 Hours Clinic		List Vie
💡 Hospital		
💡 Platinum Hospital		Displa
P AIA Customer Centres		- Pa
P Ambulatory Care Centre		- Ac
💡 Dental		- Pc
21-1 Jalan PJU 8/5D Perdana B Bandar Damansara Perdana Pe Selangor	usiness Centre taling Jaya	- Di
AIA AIA	0.63 KM 🗸	
Klinik Mutiara Damansara	~	
<ul> <li>M4 Mezzanine Floor TESCO Mu</li> <li>8 Jln PJU 7/4 Petaling Jaya Sela</li> </ul>	tiara Damansara No angor	
	0.71 КМ 🗸	

	13:15	al 🗢 🗖	Tap to go	13:15	al 🗢 🗩
	BACK TO MAP VIEW	<b>Q</b> ⑦	back to Map View	Rear Me	Q (?)
	Near Me	•		Select Town	•
oose oe of	Clinic			P Clinic	•
vider	722 results		Tap for Panel Details	Klinik Dr Onn O LG-05, Empire Damansara Jalan PJ	NU 8/8
<b>View</b> plays	Klinik Dr Onn Q LG-05, Empire Damansara Jalan Damansara Perdana Selangor	PJU 8/8		Damansara Perdana Selangor	
Panel Name Address		0.09 КМ 🗸		SAT: 9AM-1PM SUN: CLOSED P/HOLIDAY: CLOSED	
Policy Entitlement Distance (KM)	Klinik Baiduri 21-1 Jalan PJU 8/5D Perdana Bu Bandar Damansara Perdana Pet Selangor	vusiness Centre aling Jaya			0.09 KM 🗸
		0.63 KM 🗸		10% off clinic's published rates for Health Preventive Vaccinations Valid for AIA Vitality members and all AIA Present eccerd to get offer. Self-nav only	n Screenings & customers.
	Klinik Mutiara Damansara M4 Mezzanine Floor TESCO Mut 8 Jln PJU 7/4 Petaling Jaya Selar	↔ iara Damansara No ngor		ADDITIONAL INFORMATION AIA Vitality members may submit health of My AIA app to earn up to 6000 AIA Vitalit	check results in y points
		0.71 КМ 🗸			

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



#### Search Featur

Type in the diagnosis or provider nam Select the

## diagnosis appears base on search ter

#### DIAGNOSED BODY PART

← AIA Panel Locator		Search Re
BACK TO MAP VIEW	<b>Q</b> ⑦	List of
Selangor		providers
Select Town		based on diagnosis
All	•	
3 results		Tap for
Subang Jaya Medical Centre 1, Jalan SS 12/1A Petaling Jaya	<b>↔</b> Selangor	information of the Par
AIA AIA	9.93 KM 🐬 📑	
Beacon Hospital	*	
No. 1, Jalan 215, Seksyen 51 Pet Selangor	aling Jaya	
AIA AIA AIA	8.76 KM 🗸	

No. 5, Jalan Lagoon Selatan Bandar Sunway

11.09 KM 🗸

Petaling Jaya Selangor

AIA AIA AIA

0

#### 13:17 .... 🗢 🗔 ← AIA Panel Locator Q ? **K** BACK TO MAP VIEW Near Me . Select Town All -15 results Subang Jaya Medical Centre ~ 1, Jalan SS 12/1A Petaling Jaya Selangor 0 Re 0356391212 https://www.ramsaysimedarby.com/hospitals/sjm Request Guarantee Letter > R≡ AIA AIA AIA 9.94 KM 🗸 PLATINUM HOSPITAL R -2 Phi -Deposit Immediate Shorter Exclusive Waiver Savings Waiting Rates Time **ROOM RATES** Single bed RM 230

\_\_\_\_\_

## **SEARCH VIEW** AIA PANEL LOCATOR



DIAGNOSED BODY PART Heart 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

#### 13:16 ← AIA Panel Locator Q **K** BACK TO MAP VIEW Johor • Select Town -All 6 results Pantai Hospital Batu Pahat 0 9S, Jalan Bintang 1 Taman Koperasi Bahagia Batu Pahat Johor 207.74 KM 🗸 AIA AIA AIA Columbia Asia Hospital Iskandar Puteri V Persiaran Afiat Taman Kesihatan Afiat Nusajaya 0 Johor AIA AIA AIA 292.93 KM 🗸 **Gleneagles Medini** 0 2. Jalan Medini Utara 4 Medini Iskandar Iskandar Puteri Johor AIA AIA AIA 296.66 KM 🗸



MY AIA APP

# INBOX MESSAGES

- Entry point
- Steps to view inbox messages



## **ENTRY POINT** INBOX MESSAGES

=	é	(A)	4
Welcom	e Back, Micl	hael Yap Choor	n Loong!
Individual Plans	5 Emplo Benefi	yee 1   √ si	GOLD 12,000 PTS
VISIT A DOCTOR	SUBMIT CLAIMS	GUARANTEE / REFERRAL LETTER	TELEMEDICINE
Financial I	Health Ch	eck	
			~
	You n your / Illnes	eed to pay atte Accident and C s coverage.	ntion to Critical
TAKE A	SSESSMENT	VIEW FULL	REPORT
Highlights			
Win A Ni	ntendo Sw	itch	Win
Stand to v	vin Nintendo of personal a	Switch with	Stan
insurance	-		insu

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



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

>

>

>

>

3

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

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

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

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

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

#### **Claims & Bills**

×

DELETE

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

#### E-Claim EC000100110 Submitted

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

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

07

## PRE-REGISTRATION @ PANEL CLINICS / VISIT A DOCTOR

Applicable for AIA Corporate Members only

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



## **ENTRY POINT** FOR PRE-REGISTRATION/ VISIT A DOCTOR


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



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





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





#### **TAP TO RETURN TO THE E-CARD DASHBOARD** -----

07

## **ENTRY POINT** YOUR PAST AND ACTIVE PANEL VISIT



07

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

20:17 🗢 🗩		20:17 ← Panel Visit	al 🗢 🗈	
CURRENT PANEL VISIT PAST PAI		Current Panel Visit	×	
19 MAY 2020 I DB:16PM CSD ONE APP ONE PORTAL TAKAFUL EMPLOYEE THIRTY PRINCIPAL	Tap to view the details	Successful Pre-registrat	tion	Summany
		Transaction No. <b>MEODOOOT 202005</b> Please note that you may be required to m payment for any co-payment, excess or treatments or medications at the panel of As the clinic will be expecting you, please identifications for quicker registrations at the	519 nake an upfront non-covered linic/hospital. e prepare your ne clinic/hospital.	View the panel visit pre-registration details
		19 May 2020 [ 08:16PM <b>Chong Dispensary</b> Bangunan Eng Choon 55-59, 2nd Floor Jalan Lumpur Wilayah Persekutuan <b>CANCEL VISIT</b> <b>GET DIRECTION</b>	Ampang Kuala	Display navigation app options



Close

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





Tap to view the medical bill for this panel visit

\_\_\_\_\_

To be continued @ Medical Bill Module

MY AIA APP

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** 



AIA VITALITY REWARDS

HOME

E-CARDS

POLICY

HEALTH

Option B: Entry Point @ PLAN & CLAIM DASHBOARD

08

## **VIEW** YOUR MEDICAL BILL

¥

ALL

				Medical Bill	×
20:15 Medical Bill	al 🗟	•		Transaction ID Chong Dispensary Bangunan Eng Choon 55-59, 2nd Floor Kuala Lumpur Wilayah Persekutuan	ME000001 20200318
LL <b>-</b>			<b>Summary</b> Will show the full medical bill	TE MAR 2020 LOP 424M CSD ONE APP ONE PORTAL TAKAFUL THIRTY Card No. 40004628	EMPLOYEE
18 MAR 2020   09:43AM	(	<b>,</b> )		Medical Bill Summary	
CSD ONE APP ONE PORTAL THIRTY	. TAKAFUL EMPLOYEE			Covered by insurance policy/takaful certificate:	RM 45.00
Transaction ID	000001			Amount paid by patient	RM 0
				Total	RM 45.00
21 FEB 2020   10:40AM		>			
Chong Dispensary				Itemized Statement	
CSD ONE APP ONE PORTAL ONE	- EMPLOYEE FORTY CHILD	)		Backache Medical Certificate Issued	0
Transaction ID	000002			Consultation	RM 15.00
18 FEB 2020   12:55PM		>		Medication	RM 10.00
Chong Dispensary				Paracetamol Tablet 500mg	RM 10.00
CSD ONE APP ONE PORTAL TWO	- EMPLOYEE FORTY CHILD	)		Unit : TABLET   Dosage : 500mg Quantity : 10   Unit Price : RM 1.00	
Transaction ID	000003			Procedures	RM 20.00
				Dennis Denistant	PM 10.00
12 FEB 2020   12:11PM		>		Unit : Procedure   Quantity : 1   Unit Price : RM 10.00	RM 10.00
Chong Dispensary				Nebulizer ( Procedure only)	RM 10.00
CSD ONE APP ONE PORTAL THIRTY SPOUSE	TAKAFUL EMPLOYEE			Unit : Procedure   Quantity : 1   Unit Price : RM 10.00	
Transaction ID	000003			If you did not perform this transaction, pleas mvalaspnetwork@aia.com	e email
					_

20:15

← Medical Bill

# EMPLOYEE BENEFITS & UTILISATION

Applicable for AIA Corporate Members only

- Entry point
- View your Employee Benefit



g

# **ENTRY POINT** EMPLOYEE BENEFIT & UTILISATION



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

# **VIEW** YOUR EMPLOYEE BENEFIT & UTILISATION



# **VIEW** YOUR EMPLOYEE BENEFIT & UTILISATION

**Employee Benefit Summary** 

Full summary of policy details

as well as employee and

dependant's basic info

÷	¢.
Preferred Care Polic PCP	y
Policy No.	30001912
Policy Owner	Michael Yap Choon
Company Name	ABC Company
Staff/Employee No.	8841712
Company Effective Date	12-APR-2018
Bank Name	CITIBANK
Account No.	XXXX XXXX XXXX
Email Address	micheal.yap@company.c om
Who Does It Cover?	



#### Continued

#### Who Does It Cover? EMPLOYEE DETAILS Michael Yap Choon Loong > EMPLOYEE Identification No. 801023141234 Date of Birth 23-0CT-1980 VIEW PANEL CLINIC SPOUSE DETAILS Belle Ng > SPOUSE Membership ID 80102314123401 Date of Birth 10-NOV-1980 \* 8= 8= VIEW MANAGE UNLINK PANEL CLINIC MEDICAL CARD MEDICAL CARD CHILD DETAILS Yap Hooi Woon > CHILD Membership ID 80102314123401 Date of Birth 10-NOV-1980 Belle Ng Assign to \*\*\*\* へ売 8= VIEW MANAGE UNLINK PANEL CLINIC MEDICAL CARD MEDICAL CARD

#### Tap to view benefit & utilisation

-------

MY AIA APP

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



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

		<u> </u>				Chong Dispensary	00001
ST 7 DAYS 🔻		=		Claimant Name		Bangunan Eng Choon 55-59, 2nd Ampang, 50450, Kuala Lumpur .	Floor, Jalan
		$\bigcirc$	Filter based on	Michael Yap Choon Loong	•	21 APP 2019 [ 08-00AM	
			- Claimant's Name	Product		Michael Yap Choon Loong	
15-APR-2019		>	- Type of benefit	Dental Benefits	•	Card No. XXXXXXX	XXXX
Michael Yap Cho	oon Loong						
Product	Dental Benefits					Bill Summary	
Jsage Amount	RM160.00					Covered by insurance policy	RM 45
Provider	Drs Young Newton Dan Rakan-rakan					Patient to Pay	RM (
						Total	RM 45
15-APR-2019		5				Itemized Statement	
Ching Boon Ling	3	$\mathbf{U}$		Tap to v	view medical bill	Fever / Cough / Cold / Flu Medical Certificate	
Product	<b>Optical Benefits</b>						
	RM260.00					Consultation	RM 15
Usage Amount						Medication	RM 30
Usage Amount Provider	KLINIK RASA SAYANG						
Usage Amount Provider	KLINIK RASA SAYANG					<b>Paracetamol</b> Unit : TAB   Dosage : 500mg Quantity : 10   Unit Price : RM 1.00	RM 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



AIA confidential and proprietary information. Not for distribution.

# **ENTRY POINT TO DIGITAL HEALTH**



# ENTRY POINT TO DIGITAL HEALTH



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

**Digital Health Services** 



X

#### **Corporate Member**

Company Name

The second
Select your company

#### My Information



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



Please fill in all the information

# DIGITAL HEALTH 02: Part 1 - Request for Consultation



AIA confidential and proprietary information. Not for distribution.

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

**STEP 1 STEP 2 STEP 3 STEP 4** 📲 4G 🗖 16:56 16:57 📲 4G 🔲 16:57 📲 4G 🗖 **Digital Health** Our Doctors ← ← AMC DOCTORS -Have a question about your health? Chat with Tap on a doctor our panel doctors now Q to find out more. to view their CHAT HISTORY profile Dr. Jim Alton 0 Dr. Jim Alton \*\*\*\* GP Healthcare professional English, Mandarin, Bahasa Malaysia Last seen online @ 25-11-2020 at 04:57 PM 0 Specialty amc? alpro GP Dr. Doctor User Alpro Pharmacist, **AMC Doctors Operating Hours** Nutritionist & Tap on Doctors **General Practitioner** Online Hours:: 08:00 AM Dietitian card to see the Last seen online @ 02-11-2020 at 12:56 PM Credentials MBBS list of available **E-Prescription** doctors 2 Education Dr. Dr. Mario University of Kingsmen Family Medicine and QA On long term medication, and need a > <u>0</u> refill? Consult with a healthcare Languages professional for a prescription. Last seen online @ 30-10-2020 at 06:56 PM English, Mandarin, Bahasa Malaysia Once you have decided on the About Me > .... Dr. Khong Mei Hua doctor, Tap "Request **REQUEST CHAT NOW Profile & Settings** HealthChat (Mon-Fri 9am-2pm) chat now" 

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



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



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

📲 4G 🗖

8

Tapping on the notification will bring you to the chatroom



10

MY AIA APP

# DIGITAL HEALTH 03: Part 2 - Chat Features



AIA confidential and proprietary information. Not for distribution.

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



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

10

10

MY AIA APP

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



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

**STEP 1** 

# DIGITAL HEALTH: Part 2 – Chat Features

STEP 3

STEP 4

STEP 2

10

MY AIA APP



.... 🕆 🗖 🔒 doxy.me 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.



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



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

Tap on "**Doctor's Profile**" to view the doctors personal information

Hi

8:27 PM

14

16

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

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

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

# DIGITAL HEALTH – 04: ePrescription & Delivery Method



AIA confidential and proprietary information. Not for distribution.

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



Tap "Choose Delivery Method"

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



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

16:35

STEP 1

STEP 3

-5

**STEP 2** 

STEP 4



E-Prescription Update #6312 : Dear valued customer, thank you for ordering medication(s) from us. We will process your prescrip....



#### Success

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



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



📲 4G 🔲

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

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



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



10

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



10

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



# DIGITAL HEALTH – 05: Notifications



AIA confidential and proprietary information. Not for distribution.
#### **DIGITAL HEALTH: Notifications**



## DIGITAL HEALTH – 06: Profile Management & Settings



AIA confidential and proprietary information. Not for distribution.

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



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**



Tap on the card or arrow to interact with the card

10

MY AIA APP

### DIGITAL HEALTH: Profile Management & Settings

20:45	<b>.ıt</b>   4G 🗭		Weight	×
BIODATA	5		24-Nov-2020	100 KG
Weight 100 KG	>		•	
Height 0 CM	>	You can tap on the specific field to see the	24-Nov-2020	100 KG
<b>BMI</b> 0	>	biodata		
Heart Rate 0 BPM	>			
Blood Pressure mmHg	>			
Body Temperature 0 C	>			
Blood Glucose (Fasting) 0	>			
EDIT BIODATA			EDIT BIO	DATA

10

updated biodata screen

10

MY AIA APP

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



09:48 all 🗢 🗖 **Digital Health** Paid HCP Alpro Pharmacist. Nutritionist & Dietitian **E-Prescription** On long term medication, and need a > refill? Consult with a healthcare professional for a prescription. **Profile & Settings Delivery Details** EDIT Contact Number 01234567890 Address Wisma AIA Kuala Lumpur KL 50450 5

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

Tap on the card or "**Edit**" button

to interact with the card

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

09:48 ← Digital Health	.d ♀ ■)	<sup>14:30</sup> ← Profile & Set	ul ବ ∎ tings		11:39 ? ■ ← Medical Bills	
Alpro Pharmacist, Nutritionist & Dietitian	Paid HCP	ETAILS MY TR	ANSACTIONS	For members with corporate policy coverage, you may	ALL • 5	Your Digital Health medical
E-Prescription		You do not hav at the momen	ve any transactions t.	transaction history	CSD ONE APP ONE PORTAL EMPLOYEE FORTY SEVEN Transaction ID 000001	bills can be foun
On long term medica refill? Consult with a professional for a pre	ation, and need a <b>&gt;</b> healthcare escription.			within your medical bills	16 Nov 2020   12:41PM 	together with all GP transactions
Profile & Settings My Transactions	3 ,	<b>→</b>			01 Nov 2020 [12:18PM DOC2US (HEYDOC INTERNATIONAL S CSD ONE APP ONE PORTAL EMPLOYEE FORTY SEVEN Transaction ID 000005	
RECENT TRANSACTIONS				Tap on " <b>Here</b> " to bring you to the	DI Nov 2020   10 46AM DOC2US (HEYDOC INTERNATIONAL S CSD ONE APP ONE PORTAL EMPLOYEE FORTY SEVEN Transaction ID 000002	
		Transaction history shown	is only for individual benefits. For	medical bill screen	31 Oct 2020   12:24PM	

interact with the card

MY AIA APP

11

# PANEL RATING

- Entry Point
- Rate Experience



# DIGITAL HEALTH 01: Entry Point to Panel Rating



AIA confidential and proprietary information. Not for distribution.

#### ENTRY POINT TO PANEL RATING



menu

# DIGITAL HEALTH 02: Part 1 – Rating Your Experience



AIA confidential and proprietary information. Not for distribution.

#### **Menu** RATING YOUR EXPERIENCE



11

MY AIA APP

#### **RATING YOUR EXPERIENCE**



85

11

MY AIA APP

### **RATING YOUR EXPERIENCE**



# GUARANTEE / REFERRAL LETTER

Applicable for AIA Corporate Members only

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



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



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

	- 106 A		Guarantee Letter	
÷	Ć.			
GUARANTEE	LETTER REFERRAL		And the set	Methodia ( party participants approximately of Add Bac Methodia ( party participant) ( participant) ( participant)
			Register — Life and and Content — Reality & Policies And State Market & Reality of General Ten Res	Manusante Inc. 62012710008 Canthype 80000296 15222424
AST 7 DAYS 💌			week/bite         100.011           Ammin         100.011           weight         100.011           Ammin         100.011           weight         100.011           Ammin         100.011           weight         100.011           Ammin         100.011           Weight         100.011           Weight         100.011           Weight         100.011           Weight         100.011	Hannan Kalan Juliu ni Tabana Nuny ni Tabana
21 APR 2019   08:00AM	$\bigcirc$		Nexture Service Researcher Disearcher Descaled Christian (er verbinde) The services is and initial profession (finds parties a revealed and wave) (223 alles for seal rest in Transfer (est, finds) parties to be adjusted for datapet for the rest and all on the	The roles (10) a subject the Cop Subjects (periods All (b)) represents the Spinist transmis- plement to any attention, if which the Spinist transmission (b) and the Spinist transmission at the Spinist transmission at response to the Contracts.
KPJ Damansara Specialist I	Hospital	Guarantee Letter	The Latter of Data Water DOED 4011 CO1499, for Mohering sensing Columns & Aysen Affreigh on Anton (Inneg) 24 January 1998, Latter State (Inneg) 24 January 1998, Data Barris, Registra Concentrate Houses and Barri Carl	Terrare and the second se
Reference No.	L3589493	Issued guarantee letter will be		
21 APR 2019   08:00AM	>	snown based on visitation	Next prior. The next wants DNL * is a more than a more pairs and a more pairs and a more than the theory of the dDL * compared to the set of the dDL more pairs and the dDL more than the dDL more pairs and the dDL more than the dDL more than the dDL more and the dDL more than the dDL more than the dDL more and the dDL more than the dDL more than the dDL more and the dDL more than the dDL more than the dDL more and the dDL more and the dDL more than the dDL more than the dDL more and the dDL more and the dDL more than the dDL more and the dDL more and the dDL more and the dDL more than the dDL more and the dDL more and the dDL more and the dDL more and the dDL more and the dDL more and	The state of the s
KPJ Damansara Specialist I	Hospital			
Reference No.	L3589492		This lacks of "Energiese instant's a strainful when 14 kapp from one of team they be fulfilled. In the basis when the fulfilled energy is strainformed when each the transmission of team the strainful fill defined there are the analysis of the definition of the strainformed assessed the analysis of the definition of the strainformed assessed	Die onieiten Path Pfurter of Geneties erd resorting

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

← Ô		← Referral Letter	¢.
NTEE LETTER REFERRAL LETTER		21 APR 2019   12:33PM 000123	
21 APR 2019   08:00AM KPJ Damansara Specialist Hospital Klinik Utama Michael Yap Choon Loong Reference No. 000123	Referral Letter Referral letter will be shown based on visitation	Patient's Name <b>Michael Yap Choon Loong</b> Provisional Diagnosis <b>Neck Pain. Kindly review and for further</b>	
21 APR 2019   08:00AM KPJ Damansara Specialist Hospital Klinik Utama Michael Yap Choon Loong Reference No. 000123 Instruction of the tapp for 120 days after the date of insurance		To Rozman Bin Md Idrus, KPJ Damansara Specialist Hospital Department Orthopaedic From Ng Kok Ngai	

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



AIA confidential and proprietary information. Not for distribution.

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





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

# **REQUEST FOR GUARANTEE LETTER –**

**02: Part 1- Begin Request** 



AIA confidential and proprietary information. Not for distribution.

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



**Online Form for Guarantee Letter 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.

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

43	📲 🗐 4G 🔲		21:22	
Request For Gua	rantee Letter		← Request For	Guarantee Letter
rantee Letter Types .etters of Guarantee ar efit's coverage and limi	× e subject to your it.		Kindly provide	's Begin. the following details.
<b>Specialist Care</b> Outpatient Visit with the Spec consultation.	ialist Doctor for		Appointment Date	
Post Hespitalisation			30/04/2021	
For Post Hospitalisation const Doctor(s) who treated you du	ultation with Specialist ring hospital admission. This		You can only select a date w	ithin 7 days from today.
s for Outpatient Visit(s) after from the hospital.	you have been discharged		Guarantee Letter Deta	ails
Collection of Medication		5	Request for	
For collection of medication o from the doctor, whereby the without a visit to see the doct	nly, with the prescription medication is required but or		LOG EMPLOYEE A001	•
Physiotherany		Click on the radio b	utton If your dependent's name is	not listed here, please check with your
Physiotherapy to treat and aid injury, if recommended by the	d recovery of the illness or e treating doctor (Specialist).	for the selection of	the Guarantee Letter Type	
Freatment	anuarad human hanafit	GL type.	Select type of guarantee	letter -
ncluding: I. Imaging Request from the t	reating doctor (Specialist) -		To learn more about guaran	tee letter types, click <u>here</u> .
for any MRI (Magnetic Reso (Computed Tomography) So	nance Imaging) or CT can.		Company Name	
3. Cancer Therapy Treatment -	- including Radiotherapy.		Select company name	•
Health Screening Routine Health Screening / M	1edical Checkup.		<b>^</b> V	Done
Maternity / Pre & Post Natal For maternity / pre & post na	tal care by an obstetrician.			
Government Hospital For Inpatient Admission at G	overnment Hospital under			
Ministry of Health (Kementer KKM).	rian Kesihatan Malaysia -		Spec	ialist Care
		Tap on "SELECT" t	Collection	n of Medication
SELEC	Т			atment

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

**STEP 1** 

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

21:22
← Request For Guarantee Letter
Let's Begin. Kindly provide the following details.
Appointment Date
30/04/2021
<ol> <li>You can only select a date within 7 days from today.</li> </ol>
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 -
<ul> <li>To learn more about guarantee letter types, click <u>here</u>.</li> <li>Company Name</li> </ul>
LOG TESTING -

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



12

MY AIA APP

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

16:00			16:09	
← Request For Guara	antee Letter			-(3)-(4)
<b>1</b> -2-3 Specialist Care Details	-4	9	Specialist Care Details Reason For Visit	0.0
Reason For Visit			Select reason for visit	
Select reason for visit		Visit for this request.	My Visitation Details First time/ Follow up visit for	this request
First time/ Follow up visit for this rec	quest		FIRST TIME	FOLLOW-UP
FIRST TIME	FOLLOW-UP		Learn what is defined as "FIRS	T TIME" and "FOLLOW-UP"
Learn what is defined as "FIRST TIME" Medical Centre Details	and "FOLLOW-UP" <u>here</u> .		Medical Centre Details Provider's Name	
Provider's Name			The hospital/ medical cent	
	you are referred Q		Doctor's Name	
Doctor's Name			key in/search preferred doo	
	ame Q			
I agree that my personal information provided with my consent and h AIA Health Services Sdn. Bhd. ( process my request and health of claims payment will only the mark	ation collected here is held by AIA Bhd. (AIA) or AHS) to be used to claims. I understand that do for all covered medical		As Bac	thatis thma :kache
claims payment witt only be mad	de for all covered medical		Bron	nchitis
PREVIOUS			Cuts/Wou Dep	ind/Scalding ression

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

•

Q

Q

Done

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

**STEP 4** 



Only if "Specialist Care" 12 GL Type is selected, then there is a section "My  $\bigcirc$ Visitation Details" to be

13

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

If you are unsure what is "First Time" or "Follow-Up", click on the link to learn

Click here to know more about the "First Time" and



SELECT

.11 🗢 🚮

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



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

	STEP 2	SIEP 3	SIEP
16:09	ail 🗢	<b>B</b>	
← Request For Gu	arantee Letter		
1-2-	3-4		
Specialist Care Details Reason For Visit			
Bronchitis		•	
My Visitation Details			
First time/ Follow up visit for th	FOLLOW-UP		
Learn what is defined as "FIRST	TIME" and "FOLLOW-UP" here.	_	
Referred by			
Key in the clinic name that prov	ided your Referral Letter.	14	
key in/search clinic name		Only if "	'First Time" is
key in/search clinic name Medical Centre Details		Only if " selected	'First Time" is d, then there
key in/search clinic name Medical Centre Details Provider's Name		Only if " selected new fiel	'First Time" is d, then there d "Referred I
key in/search clinic name Medical Centre Details Provider's Name The hospital/ medical centre	that you are referred	Only if " selected new fiel	'First Time" is d, then there ld "Referred I
key in/search clinic name Medical Centre Details Provider's Name The hospital/ medical centre Doctor's Name	that you are referred	Only if " selected new fiel to be fil	'First Time" is d, then there ld "Referred I led up.
key in/search clinic name Medical Centre Details Provider's Name The hospital/ medical centre Doctor's Name key in/search preferred doct	that you are referred	Only if " selected new fiel to be fil This fiel	'First Time" is d, then there ld "Referred I led up. d will not be
key in/search clinic name Medical Centre Details Provider's Name The hospital/ medical centre Doctor's Name key in/search preferred doct PREVIOUS	that you are referred or's name	<ul> <li>Only if " selected new fiel to be fil</li> <li>This fiel displaye is select</li> </ul>	'First Time" i d, then there ld "Referred led up. d will not be ed if "Follow-

12

MY AIA APP



space

return

Ŷ

15

123

3

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

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

16:10			/L	
← Reque	est For Guarantee I	_etter		
Learn what is on the clinic of the clinic	defined as "FIRST TIME" and "FOLLC name that provided your Refer	DW-UP" <u>here</u> . ral Letter.		
	A, ADDRESS 1, undefined	×Q		
Medical Cent Provider's Name	tre Details		16	
Pan		Q	Select the	name of the
PANTAI HOS BUKIT PANT	SPITAL KUALA LUMPUR, 8, Ji TAI, KUALA LUMPUR	ALAN	hospital /	medical cent
	DICAL CENTRE, TESTING, und	defined	You can ty	ire going to. mo the name
I agree that provided w AIA Health process my claims payr treatment a	t my personal information colle ith my consent and held by AIA Services Sdn. Bhd. (AHS) to be y request and health claims. I un ment will only be made for all c and services under the program	cted here is A Bhd. (AIA) or e used to inderstand that covered medical o.	speed up	your search.
<b>^</b> ~		Done		
q w e	r t y u	i o p		
a s	d f g h j	k I		
☆ Z	x c v b n	m 🗵		

Specialist Care Details Reason For Visit		
Bronchitis		•
My Visitation Details First time/ Follow up visit for this request		
FIRST TIME FOLLOW	V-UP	
	14.5	Q
KLINIK LINDA, ADDRESS 1, undefined	×	
KLINIK LINDA, ADDRESS 1, undefined Medical Centre Details Provider's Name PANTAI HOSPITAL KUALA LUMPUR, 8, JALAN BUKIT PANTAI, KUALA LUMPUR	×	Q
KLINIK LINDA, ADDRESS 1, undefined Medical Centre Details Provider's Name PANTAI HOSPITAL KUALA LUMPUR, 8, JALAN BUKIT PANTAI, KUALA LUMPUR Doctor's Name	×	Q
KLINIK LINDA, ADDRESS 1, undefined Medical Centre Details Provider's Name PANTAI HOSPITAL KUALA LUMPUR, 8, JALAN BUKIT PANTAI, KUALA LUMPUR Doctor's Name 	×	9

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

**STEP 1** 

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

STEP 3

STEP 4

Tick here to agree to the disclaimer statement.

STEP 2

Bronchitis			•
ly Visitation Details			- 81
irst time/ Follow up visit for this r	request		
FIRST TIME	FOLLO	W-UP	
Learn what is defined as "FIRST TIM	IE" and "FOLLO	W-UP" <u>her</u>	<u>e</u> .
Referred by Key in the clinic name that provide	d your Referi	al Letter.	
KLINIK LINDA, ADDRESS 1, und	defined	×	Q
Doctor's Name		~	0
Lagrantian that my same aligned	motion colle	×	Q
I agree that my personal infor provided with my consent and AIA Health Services Sdn. Bhd process my request and healt claims payment will only be m treatment and services under	mation colle d held by AIA (AHS) to be h claims. I un nade for all c the program	Cted here Bhd. (All used to nderstand overed m	A) or I that edical
DDFUIQUO		NEXT -	

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

STEP 1

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

**STEP 2** 

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** menu

	STEP 1	STEP 2		STEP 3	STEP 4
1	16:11		🕈 🕑		
	← Request Fo	r Guarantee Le	etter		
	Uplo	ad Document			
	Supporting Docume	ents			
	If you have Direct Acc Doctor, then you do n documents here.	cess Benefit to see a Spe ot need to attach suppor	ecialist rting		
	If you do not have Dir Specialist Doctor, the documents to suppor not be processed if th incomplete.	ect Access Benefit to se n please attach the follo t your request. Your request supporting document	ee a owing uest will (s) are		
	i. Referral Letter from	Panel Clinic		20	
	You can attach a max. of file size cannot exceed 51	6 files (.tiff/tif, .pdf, .jpeg, MB.	, .png). Each	Click on the	e "Upload File".
	Please ensure that your of Settings before using the setting the se	camera permission is enable e camera function.	d in App		•
		UPLOAD FILE		You can opt from your ہو immediatel	t to select a file gallery, or y take a photo
	I confirm the accura support this Guaran	acy of the documents up tee Letter request.	loaded to	through the function.	e camera
	PREVIOUS	NEX	Π		

Photos	All Photos	Done
	ener 😗 Mass som erste tadhest a diese auf här 7 daga from testing.	Rectar into telept adate activity 7 date from hydro.
Reference No. L4704520	Company Name	Company Name
mant attest to ment	Select company name  *	LOG TESTING
	Guseantee Letter Details	Guarantee Letter Details
Raference No. L4704515	Request for	Request for
	Request for	LOG EMPLOYEE ADDI
30 CCT 2020-1 % 20PM	E pair-dependents name local failed here, please check with one till as their strenge and collifiancess.	8 Parar dependent's turne is not listed here, please check with fill as their coverage and artifications.
Belevence his 14704514	Guerantee Letter Type	Guaruntee Letter Type
	Select type of guarantee latter •	Select type of guarantee letter
-1007-2009(13:3244 3	O To learn more about guarantee letter types, slick have	Or hope more alread parameter lafter types, click type
Outpatient Wait with the Specialist Doctor for	C Britshine	
CO-School School	Physiotherapy to beat and aid recovery of the lifests or integration of the strategies of the lifests of the lifest of the strategies of	The car only talked a data within 7 days from today
Collection of Medication For collection of medication only with the prescription		Company Name
from the doctor, whereas the medication is required but without a visit to see the doctor.	For any outpatient treatment covered by your benafit,	Los Horiso
Bultherer	including 1. Imaging Request from the Imating doctor (Specializ) -	Guarantee Letter Details
Physiotherapy to breat and aid recovery of the illness or injury. If recommended he the insuling doctor (Concision)	Computed Tomography] Scan.	LOG EMPLOYEE AIR!
	3. Cancer Therapy Teatment - including Dremotherapy & Redetherapy	· Front dependently same is not initial here, phone shads with
For any outpatient treatment assored by your barrefit.		idligat their country and prediaments
<ol> <li>Imaging Request from the treating dector (Specialist) – Imaging Request –</li></ol>	<ul> <li>Insulta Excessing / Medical Orechup</li> </ul>	Counterfield Carter Type
(Computed Tomography) Scan. 2. Dialysis teatment.	Anterested Benefit	Name and shad assume being have and been
3. Cancer Therapy Treatment - including Cherrotherape & Builtetherape	For artematal care by an obabilitician.	- contrast and harden and date (pp 22)
Select reason for visit	Select reason for wait	Brondhille
ly Visitation Details	My Visitation Details	My Visitation Details
int time/ Fallew up wait for this request	First time/ Follow up viait for this request	First time/ Fallew up visit for this request
PIRST TIME FOLLOW-UP	FIRST TIME FOLLOW-UP	PIRST TIME FOLLOW-UP
	Rectary losses and losses and losses and losses	kep extension rame Medical Contre Details Product Rame
		The bingibil readeat some thit you are whiled
<ul> <li>Farma that musclement advantation reflected have in Branchille.</li> </ul>	-	Madical Cantra Datalia
by Visitation Details	Ray in the clinic name that provided your Referral Letter.	Provider's Name
rat time/ Follow up visit for this request	xi Q	74
FIRST TIME FOLLOW-UP	KLINEK KETA, BA SIG AN ANIMANG, undefront KLINEK AZNZAH, 102 JALAN BELIMBING, KAJANG	PANTRENOSPITAL VIJELE LUMPLE, B. MLAN BUNIT PRIVING KURLE LUMPLE
Leave shall a defined as "TIRLE TIME" and "CLLCM-OP" task	KLINK BETTY, 55 JALAN SERUL INC, undefined	TAIPAN MEDICAL CENTRE, TESTING, undefined
Indical Centre Details	REINER SETTA PL NO 33 JALAN SRI BINTANG,	<ul> <li>Lagree that my personal information collected here provided with my consent and held by AlA that (Al)</li> </ul>
The base of a reactive care and also are referred Q	undefined KLINIK LINDA, ADDRESS 1, undefined	AlA Health Services Gdn. Bhd. (AHC) to be used to process my request and health claims. I understand
actor's Name	-	claims payment will only be made for all onvered m treatment and senalties, under the avairant,
P	∧ ∨ Dere	A ~
	qwertyui op	qwertyuio
Tables that the hericle of information reflected here is proving the	Bendvik +	Cannot all a defined in TASE SHE and TOUCHARD
ly Visitation Details	My Visitation Details	Referred by
rut time/ Follow up visit for this request	First time/ Follow up wait for this request	Key is the clinic name that provided your Referrer, atter
PIRST TIME FOLLOW-UP	FIRST TIME FOLLOW-UP	PLINE LINDA, ADDRESS 1, undefined X
Later what is defined as "Filly Tank" and "FOLLOW-OP" later	Convertient a defined as "TEET THE" and "TELLOW GP" targe	Hedical Centre Details
efformed by	Referred las	Provider's Name
HUNK LINCA ADDRESS Lundefred # 0	tay in the close name that provided your furthers Links	BURIT PRATIAL HURLA LUNION
	and the second second second	Dector's Name
ledical Centre Details	Medical Centre Details	
PRIVING HOSPITAL REAL ALLMPUR & PLAN	Provider's Inside Provider's Inside Provider's Inside	O I agree that my ensured information collected here
BURIT PRADAL RUNLA LUMPER	BURT PANTAL RUALA LUMPUR	All Health Tervices Ddv. Bhd. (AHE) to be used to
If you have Direct Access Benefit to see a Epocialist Ductor, then you do not need to attach supporting		
documents have.		$\neg$
		V

All Photos	Image Size	
Large		
Medium		
Small		<ul> <li></li> </ul>
Actual Size		

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

**STEP 1** 

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

**STEP 4** 

STEP 3

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

STEP 2

		-		200 C
~ '	equest Fo	or Guara	ntee Lettei	ß
If yo Spec docu not b inco	I do not have Dir ialist Doctor, the ments to suppor e processed if th mplete.	rect Access B en please atta rt your reques he supporting	enefit to see a ch the following st. Your request w document(s) are	vill 9
i. Ref	erral Letter from	Panel Clinic		
You can file size	attach a max. of cannot exceed 5	6 files (.tiff/ti MB.	f, .pdf, .jpeg, .png)	. Each
Plea Setti	se ensure that your ngs before using th	camera permiss e camera functi	sion is enabled in Ap on.	p
		+ UPLOAD FILE		
5B3C	AA2E-83C2-494	D-A0E8-8496	5B35B3A4.jpeg	×
2E6A	DF2F-B1F3-4DB	3C-BCC4-D4A	D05A3C2B8.jpeg	×
I co su	onfirm the accura oport this Guarar	acy of the doc ntee Letter rec	uments uploaded quest.	l to
	PREVIOUS		NEXT	

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

12

MY AIA APP

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

STEP 4

STEP 1 STE	Р 2	STEP 3		STEP 4
16:13 २ कि ← Request For Guarantee Letter	This is t	he confirm	ation	page.
Confirm Your Request Request Details Appointment Date 30/11/2020 Company Name LOG TESTING	Review your request details. If you wish to amend the detai of your request, click on "PREVIOUS" to go back to			
Request for LOG EMPLOYEE A001 Guarantee Letter Type Specialist Care Reason For Visit Bronchitis	previou If you w here to	is screens. vish to proc agree to th	eed, t e con	hen tick firmatio
First time/ Follow up visit for this request First Time Referred by KLINIK LINDA, ADDRESS 1, undefined Provider Name	1	0		
PANTAI HOSPITAL KUALA LUMPUR, 8, JALAN BUKIT PANTAI, KUALA LUMPUR Doctor's Name				
Supporting Documents 583CAA2E-83C2-494D-A0E8-84965835B3A4.jpeg 2E6ADF2F-B1F3-4DBC-BCC4-D4AD05A3C2B8.jpes O I confirm that all information provided here is correct and				
true. 2 PREVIOUS NEXT	3			

	16:13 🔐 🕈 👀
	← Request For Guarantee Letter
mation page.	<b>O-O-O</b> -0
	Confirm Your Request
uest details.	Request Details
nend the details	
click on	30/11/2020
	Company Name
SO DACK LO	LOG TESTING
	Request for
	Guarantee Letter Type Specialist Care
oceed, then tick	Reason For Visit
the confirmation.	Bronchitis
	First time/ Follow up visit for this request
	First Time
	Referred by KLINIK LINDA, ADDRESS 1, undefined
	Provider Name
	PANTAI HOSPITAL KUALA LUMPUR, 8, JALAN BUKIT PANTAI, KUALA LUMPUR
	Doctor's Name
	5B3CAA2E-83C2-494D-A0E8-84965B35B3A4.jpeg
	2E6ADF2F-B1F3-4DBC-BCC4-D4AD05A3C2B8 jpeg
	I confirm that all information provided here is correct and true.
	PREVIOUS

24

Only after you have ticked on the box, you can tap on "SUBMIT" to submit your request. 106

STEP 1

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

**STEP 4 STEP 2 STEP 3** Request For Guarantee Letter 0-0-0-0 Completed! Your request for Guarantee Letter has been submitted successfully and will be processed. You may view your guarantee letter request under the Guarantee / Referral Letter section within the employee benefit section in the app. View Guarantee Letter Details **Request Details** Appointment Date 30/11/2020 Company Name LOG TESTING Request for LOG EMPLOYEE A001 Guarantee Letter Type **Specialist Care** Reason For Visit Bronchitis First time/ Follow up visit for this request **First Time** Referred by KLINIK LINDA, ADDRESS 1, undefined Provider Name PANTAI HOSPITAL KUALA LUMPUR, 8, JALAN BUKIT PANTAI, KUALA LUMPUR Doctor's Name ......

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


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

STEP 1 STEP 2	STEP 3	STEP 4	•	
15:03 २ টে⊃ ← Request For Guarantee Letter			<sup>15:04</sup> ← Request For Guara	antee Letter
1-2-3-4 Specialist Care Details Reason For Visit Select reason for visit	ع Select the Rea	son for	1-2-3 Specialist Care Details Reason For Visit Select reason for visit	-4
Medical Centre Details Provider's Name	Visit for this re	equest.	Medical Centre Details Provider's Name	
Doctor's Name			Doctor's Name	you are relened
key in/search preferred doctor's name Q				ame Q
✓ I agree that my personal information collected here is provided with my consent and held by AIA Bhd. (AIA) or AIA Health Services Sdn. Bhd. (AHS) to be used to process my request and health claims. I understand that claims payment will only be made for all covered medical treatment and services under the program.			I agree that my personal information provided with my consent and health Services Sdn. Bhd. (aprocess my request and health claims payment will only be mark treatment and services under the services u	ation collected here is teld by AIA Bhd. (AIA) or AHS) to be used to claims. I understand tha de for all covered medic te program.
			$( \land \lor$	Don
			EarDisore Epileps EyeDisore	ier y der
PREVIOUS			Fever/Coug	h/Cold
			FoodPoiso Gastriti Gout	ning s

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.

12

"reason for visit" is identified. Click on **Done** once selected.

Scroll through until the

10

12

MY AIA APP

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

STEP 1		ST	EP 2			STEP 3	STEP 4
15:07 C Required Specialist Q Reason For Via Fever/Coug Medical Cee Provider's Nam	Jest For 1- Care Detail sit ph/Cold Intre Detail me HUXB UQXMH HXXO,	Guaran 2)-3-( ls ls	tee L	ail ettei	₹ ₩	11 Select the	e name of the
	XMOXM XQM H HUXB UQXMI HUXB UQXMI HUXB UQXM (HHXXO, *****	4XHX, ***** HQ, ****** 1HQ (F) KS; *****0 ****XVHK, *	*489, *** < VKS,	. HXXX	D, Done	hospital / that you a You can t speed up	medical centre are going to. ype the name to your search.
QWE	ER	ТΥ	U	1 (	D P		
A S	DF	GH	J	к	L		
▲ Z	x c	VB	Ν	Μ	$\langle \times \rangle$		
123		space		re	eturn		
			_		Ŷ		



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

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

STEP 1	TEP 2		STEP 3	STEP 4
15:07	ail S	F 💷		
← Request For Guaran	itee Letter			
1-2-3-(	4			
Reason For Visit				
Fever/Cough/Cold		•		
Medical Centre Details Provider's Name				
**************************************	YKS, ×	Q		
Doctor's Name				
·····XQSHU	×	Q		
I agree that my personal information provided with my consent and hele AIA Health Services Sdn. Bhd. (AH process my request and health cla claims payment will only be made treatment and services under the	on collected here d by AIA Bhd. (AIA IS) to be used to ims. I understand for all covered mo program.	is A) or that edical	Tick here to disclaimer s	agree to th tatement.
PREVIOUS	NEXT			

<b>1</b> -2-3-6			1
Specialist Care Details			
Reason For Visit		•	
Medical Centre Details Provider's Name			L
**************************************	×	Q	
Doctor's Name			
XQSHU	×	Q	
I agree that my personal information col provided with my consent and held by A AIA Health Services Sdn. Bhd. (AHS) to i process my request and health claims. I claims payment will only be made for all treatment and services under the program	lected here IA Bhd. (Al, be used to understand covered m am.	is A) or I that edical	
			14

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

12

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

STEP 3

STEP 1

STEP 2

STEP 4



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

However, if you have the supporting document(s) - referral letter / followup 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** 

15:08 🚛 🕫 🍋		
← Request For Guarantee Letter		
<b>∽-⊙-</b> 3-④	This is the confirmation page.	
Confirm Your Request	Review your request details.	
Request Details	If you wish to amend the	
Appointment Date 05/12/2020	details of your request, click on	
CompanyName	"PREVIOUS" to go back to	
LOG TESTING	previous screens.	
Request for		
LOG EMPLOYEE A003	If you wish to proceed, then	
Guarantee Letter Type Specialist Care	tick here to agree to the	
Passan Farl/isit	confirmation.	
Fever/Cough/Cold	1	
Provider Name		
SHUXB UQXMHQ (F) KSX VKS, XHHXXO,O		
Doctor's Name		
хозни		
I confirm that all information provided here is correct and true.		
PREVIOUS	15	

<b>C−C−3−</b> €		
Confirm Your Request		
quest Details		
Appointment Date 05/12/2020		
Company Name LOG TESTING		
Request for LOG EMPLOYEE A003		
Guarantee Letter Type Specialist Care		
Reason For Visit Fever/Cough/Cold		
Provider Name SHUXB UQXMHQ (F) K WHXXO, WHXXO	ISX VKS,	
Doctor's Name •••••••XQSHU		
I confirm that all information true.	provided here is correct and	
PREVIOUS	NEXT	

all 🕆 📖

<sup>17</sup> Only after you have ticked on the box, you can tap on "SUBMIT" to submit your request. 113

12

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

STEP 4

DONE

**STEP 1 STEP 2** STEP 3 15:08 ← Request For Guarantee Letter 0000 Completed! Your request for Guarantee Letter has been submitted successfully and will be processed. You may view your guarantee letter request under the Guarantee / Referral Letter section within the employee benefit section in the app. View Guarantee Letter Details **Request Details** Appointment Date 05/12/2020 Company Name LOG TESTING Request for LOG EMPLOYEE A003 Guarantee Letter Type **Specialist Care** Reason For Visit Fever/Cough/Cold Provider Name ..... \*\*\*SHUXB UQXMHQ (F) KSX VKS, ..... \*\*\*XHHXXO, \*\*\*\*\*\* Doctor's Name \*\*XQSHU

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

# REQUEST FOR GUARANTEE LETTER – 05: Notifications



AIA confidential and proprietary information. Not for distribution.

**NOTIFICATION 1** 

12

АРР

**MY AIA** 

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



116

Push Notification is sent for both GL Approved and GL Declined. **NOTIFICATION 2 GLAPPROVED** 16:14 . II 🗢 🛃 ← My Statements & Letters **Guarantee Letter My Statements & Letters** × X Guarantee Letter Status REMOVE AIR We have received your Letter of Guarant... **Guarantee Letter Status Guarantee Letter Status** > Your guarantee letter has been declined du... Your Guarantee Letter L4704992 for LOG EMPLOYEE A001 is ready. Guarantee Letter viewing is only available in MyAIA App. **Guarantee Letter Status** Your guarantee letter has been declined du... **Guarantee Letter Status** Your Guarantee Letter is ready. Tap here to ... Medication: One month supply ONLY Reference to other Specialistic are not powered to the Latter of Querentee **Guarantee Letter Status** > We have received your Letter of Guarantee... other should be activated within 5.4 days. from date of as • Guarantee Letter Status > Interth Services We have received your Letter of Guarant... Tap on VIEW to access the Guarantee Letter. Guarantee Letter Status We have received your Letter of Guarant... AIA Guarantee Letter Status > We have received your Letter of Guarant... VIEW

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

12

MY AIA APP

**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



AIA confidential and proprietary information. Not for distribution.

### **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.

> We are unable to submit your guarantee letter request. Please check if you already submitted the request earlier, or try again.

#### REFRESH

#### CANCEL



# REQUEST FOR GUARANTEE LETTER – 07: Error Messages



AIA confidential and proprietary information. Not for distribution.

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

11:20

#### **Common Error Messages**

If you do not have Cashless 1. 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.

Please check your benefit details before requesting for a Guarantee Letter.

To learn more about guarantee letter types, click here.

<ul> <li>Request For Guarantee Let</li> </ul>	ter			
Let's Begin. Kindly provide the following details.				
Appointment Date				
11/04/2021				
You can only select a date within 7 days from today.				
Guarantee Letter Details				
Request for				
LIM TENG PENG	٠			
<ol> <li>If your dependent's name is not listed here, please check</li> </ol>	k with your			

al 🕆 🗖

#### HR on their coverage and entitlements. **Guarantee Letter Type**

Antenatal Benefit

Please check your benefit details before requesting for a Guarantee Letter.

10 To learn more about guarantee letter types, click here.

#### **Company Name**

POL 1-MULTIPLE POLICY SCENARIO

If you do not have Cashless 2. 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.

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.

#### 11:20 ul 🕆 🗖 ← Request For Guarantee Letter Let's Begin. Kindly provide the following details. Appointment Date 11/04/2021 You can only select a date within 7 days from today. **Guarantee Letter Details** Request for LIM TENG PENG If your dependent's name is not listed here, please check with your HR on their coverage and entitlements. **Guarantee Letter Type** Antenatal Benefit Please note that you will have to proceed to pay in advance and submit your claim under the employee benefit section in My AIA. 10 To learn more about guarantee letter types, click here. **Company Name** POL 1-MULTIPLE POLICY SCENARIO

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

22:00

#### **Common Error Messages**

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

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

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

CANCEL



CANCEL

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

#### Letter Type

Select type of guarantee letter

To learn more about guarantee letter types, click here

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

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

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



12

MY AIA APP

# 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**



AIA confidential and proprietary information. Not for distribution.

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

**Option A:** 

Entry

Main

Point @

Dashboard



Win a Nintendo 3DS 1 Stand to win Nintendo Swi FIND OUT MORE **AIA Vitality** Join AIA Vitality Today П

POLICY

HEALTH

AIA VITALITY REWARDS E-CARDS

E-CARD 20:11 3 F **EMPLOYEE BENEFITS** INDIVI 20 (And **GUARANTEE /** SUBMIT MEDICAL PANEL VISIT REFERRAL LETTER CLAIMS BILLS ALL CARDS -AIP Member ID Card 1A1P TESTING B001-02 CARD NO 1000162800069987 COMPANY NAME MEMBERSHIP NO AHS TESTING (1A1P) 77082286200202 **VISITA DOCTOR** Careline For enquiries, please contact our Careline. Call us now ∧≔ HOME AIA VITALITY REWARDS E-CARDS POLICY HEALTH

**Option B:** 



HOME

## **CORPORATE eCLAIMS – Claims Submission**



AIA confidential and proprietary information. Not for distribution.



### **Claims Submission**

STEP 1

STEP 2

**STEP 3** 

STEP 4

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

Filling a claim is easy. Let's get started.		
HOW TO SUBMIT EMPLOYEE BENEFITS	S CLAIM	
Claim Details		
Date of Visit		
01/09/2021		
Claimant's Name		
EMPLOYEE TEST TK B004	•	
Please refer to your HR if your dependant's listed here.	name is not	
Claim Type		
General Practitioner	•	
Company Name		
MEDICONNECT TESTING FOR DENTAI	L CASH 🔻	
I have read and agreed to terms & c	onditions. I	
NEXT		

20:16 🔝 🕟 ·A· 0.32 € I 000 ← Submit A New Claim Guideline × HOW TO SUBMIT AN EMPLOYEE BENEFITS  $\ \ \ \land$  CLAIM **Supporting Documents** Kindly ensure that all documents are complete before submitting. Please check the documents required in Step 2. Submit NRIC / Passport RE 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. WHICH DOCUMENTS ARE REQUIRED  $\wedge$ 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 -

#### **Claims Submission** menu



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.

STEP 1	STEP 2	STEP 3	STE	P 4
← Subr	nit A New Claim	₩74%UMEFZ.20		
Filling a	claim is easy. Let's ge	et started.		
₽ ноw	TO SUBMIT EMPLOYEE BENEFIT	S CLAIM		
Claim De	tails		2	
01/09/20	021		Select the	e clair
Claimant's N	lame		1. Date	of Vis
EMPLOY	EE TEST TK B004	•	2. Claim	ant's
Please re listed her	fer to your HR if your dependant's e.	s name is not	4. Comp	bany N
Claim Type				
Company N	ractitioner	•		
MEDICON	NECT TESTING FOR DENTA	L CASH	3 Tick or	the '
I have	read and agreed to terms & c	conditions. I	and the continu	en ta ue.
	NEXT			

im details:

- isit of the Claim
- 's Name
- be
- Name

T&C disclaimer ap on "NEXT" to

menu

### **Claims Submission**



#### Submit A New Claim

#### FINEW 2000 INTENT

#### ENSHOT\_20210922\_162706\_COM.ALA.MYALA.

#### 0050675 20

Please check if you have submitted the required documents below:

- Receipt Image
- Itemised Bill (for bills above RM80)
- All medical investigation reports (lab test and imaging report)

I have confirm all the documents are uploaded correctly.

#### BACK

#### I have read and understood the dilicinime

CONFIRM

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

0

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.

5

### **Claims Submission**



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.



13

АРР

**MY AIA** 

### **Claims Submission**



#### ← Submit A New Claim

#### Healthcare Provider Name

11111111112222222233333333334444444

Q

×

8

#### Reason for visit

Others

#### Clarification for Reason for Visit



#### Max 120 Characters

#### Total Claim Amount

100

#### Personal Information



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**



······································	× 72% (LEL) 2:35
🗧 Submit A New Claim	
Update Personal Information	×
Fill in Member's Bank Details only. Paymer made to Member's bank account only.	nt will be
Reimbursement Details	
Bank Name	
MAYBANK	1.2
Bank Account No.	
245915375925	
Member's Details	
Customer ID No.	
920815140058	
Email Address	
HMgkmhxm446@mxxhb.ubx	
SAVE	

### **Claims Submission**

- Submit A New Claim		
<b>∽-⊙-3</b> -④	Company Name MEDICONNECT TESTING FOR DENTAL CASHLESS	Personal Information EDIT
Review Your Claim	Uploaded Documents	Reimbursement Details Bank Name MAYBANK
Date of Visit 01/09/2021	E0050675.PDF IMG-20210806-WA0008 (3).TIFF	Bank Account No. 245915375925
Claimant's Name EMPLOYEE TEST TK B004 Claim Type	IMG-20210806-WA0009JPE6 SCREENSHOT_20210718_091834_COM.HUAWEI.BROWSE RJPG	Member's Details Email Address HMqkmhxm446@mxxhb.ubx
Company Name MEDICONNECT TESTING FOR DENTAL	General Practitioner EDIT	Customer ID No. 920815140058
CASHLESS	Provider Type Panel	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.

13

Tap on SUBMIT to submit your claim.

### menu Claims Submission



SAVE A CO	PPY
ew eClaims Details	~
laim Details	
Date of Visit	
01/09/2021	
Claimant's Name	
EMPLOYEE TEST TK B004	
Claim Type	
General Practitioner	
Company Name	
MEDICONNECT TESTING I CASHLESS	FOR DENTAL

Tap on "DONE" to return to entry point.

# CORPORATE eCLAIMS – Claims History



AIA confidential and proprietary information. Not for distribution.

13

MY AIA APP

### **ENTRY POINT** FOR CLAIMS HISTORY



#### **Financial Health Check**

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

Start now



13

MY AIA APP

### Claims History



#### **Claims History** menu

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

9:03			9:03	and 2
Claims History			← Claims History	
ims Details	×		CSD 1A1P	
Claim No.			Date of Visit	
4630156-00			02 Aug 2021	
Status			Remarks 1. ORIGINAL RECEIPTS REQUIRED ALONG WITH THE OTHERS RELAT DOCUMENTS, INVOICE, BILL ITEM RELATED LABORATORY REPORT, I	TO BE SUBMIITED ED CLAIM ISATION DETAILS, MAGING REPORTS
Claimant's Name CSD ONE APP ONE PORTAL EMPLOYEE SIX	тутwo		AND COMPLETED MEDICAL REPOR DOCTOR 2. BILL ITEMISED DETAIL EXCEEDI RM100.00 WAS REQUIRED TO PRO	ED AMOUNT
Policy No. 30002410   PREFERRED CARE POLICY			ASSESSMENT.KINDLY ENSURE TH PROVIDED ITEMISED WITH THE AU EVERY SINGLE ITEMISED.	E BILL DETAILS MOUNT DETAILS F
eClaim Reference No. EC ONLY			VIEW LESS A	
Company Name			My Claims Summary	
SD 1A1P			SPECIALIST CARE	
Date of Visit			Claim Amount	RM 100
J2 AUG 2021			Approved Amount	RM 0
Remarks I. ORIGINAL RECEIPTS REQUIRED TO BE SU		k on "VIFW MORF" for	Medical Leave/ Hospitalisation	
ALONG WITH THE OTHERS RELATED CLAIN DOCUMENTS, INVOICE, BILL ITEMISATION I	DETAILS, tho	full reasons		
VIEW MORE V	lie		Total Claim Amount	RM 100.

# CORPORATE eCLAIMS – Notifications



AIA confidential and proprietary information. Not for distribution.

### **Menu** Notifications

13

MY AIA APP

**NOTIFICATION 1** 

#### 14:03 14:03 ← My Inbox = Â Welcome Back. LOG EMPLOYEE A002 General Individu Plans Vitality My Policy Updates 會 Y VISIT A DOCTOR SUBMIT CLAIMS GUARANTEE / RM My Claims & Bills REFERRAL LETTER **Financial Health Check** My Payment Continue from where you left R My Statements & Letters off to understand your Financial Health Status AIA Vitality CONTINUE Highlights **AIA Vitality** Click on "My Claims & Click on the Bell to Bills" access your notifications

#### ← My Claims & Bills **Claims Status Update** 12 > Your claim has been received. Reference n... > Claims Status Update Your claim has been received. Reference.. Claims Status Update Your claim has been received. Reference... > Claims Status Update Your claim is being processed. Reference... 99+ > Claims Status Update > Your claim E0051080 has been approved. Claims Status Update Your claim E0051081 has been approved. Claims Status Update Your claim is being processed. Reference.. Your latest notification is at the top.

14:12

ul 🕆 🗖

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



The notification for confirmation of receipt of request.

### Notifications

#### NOTIFICATION 2

#### Push Notification is sent for both Claims Approved and Rejected.

My Claims & Bills	×	My Claims & Bills	×
	REMOVE		REMOVE
01-Jan-2022   09:00 am		12-Nov-2021   11:42 am	
Claims Status Update		Claims Status Update	
Your claim E0051312 has been approved	d.	We are sorry to inform you that your claim submission E0051113 has been rejected.	
Disclaimer: Please take note that the status in claims history may not reflect the latest status immediately.		Disclaimer: Please take note that the status history may not reflect the latest status imn	in claims nediately.
VIEW MY CLAIMS		VIEW MY CLAIMS	

Tap on "View My Claims" to see the details in the Claims history screen.
# **CORPORATE eCLAIMS – Submit Pending Document**



AIA confidential and proprietary information. Not for distribution.

### **Submit Pending Document**

19:12 📲 4G 🗔 **My Claims & Bills** × ← Claims History REMOVE **Claims Details** × **Claim Submission : Action Required** Your claim is pending your further action. Upload the required documents. Kindly upload the required document(s) for your claim to be processed. To check what document(s) are required, go to Claim History page and click on Claim No. Claim Details within 14 days from now. 84630009-00 Status PENDING The Claim Status will Pending your action to upload documents. be "PENDING". Claimant's Name QXDBBVQQ SOXXV XQQ Click on "Upload Policy No. 30002145 | PREFERRED CARE POLICY Document" to proceed. eClaim Reference No. E0051113 **Company Name** \*\*\*\*\*\*\*\*\*VKS 2 Date of Visit 01 Mar 2021 **FIND OUT MORE UPLOAD DOCUMENT(S)** 

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

13

Tap on "Find Out More" to know more about the action required.



### **Menu** Submit Pending Document







Document(s) Submitted Successfully! The document(s) for your claim have been submitted and will be processed within 5 working days. The success screen will be displayed for the successful upload of the pending / required documents.

DONE

### **Submit Pending Document**

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

27 🙂	"\$\$" KB/S 😤 ⊠ 🛄
Claims History	
Claim No.	
4629596-00	
Status	
IN PROGRESS	
laimant's Name	
BIRTHDAY WISH EEA	
Policy No.	
30002468   PREFERRED CAR	E POLICY
eClaim Reference No.	
20050872	
Company Name	
PRODUCTION 30001903	
Date of Visit	
03 Jul 2021	
Claims Summary	
OPTICAL BENEFITS	
Claim Amount	RM 380.00
Approved Amount	PENDING
Medical Leave/ Hospitalisatio	'n
Fotal Claim Amount	RM 380.00
ΞΟ	$\triangleleft$

# INDIVIDUAL POLICIES

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



#### **ENTRY POINT INDIVIDUAL POLICIES**



#### Highlights



#### **Bottom navigation**

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



🕚 Ka 📚 🜆

4G ... 2:08 5 ···

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

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

<u>Note:</u>

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



#### menu

#### **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



#### **VIEW POLICY CARD DETAILS BASED ON POLICY ROLE**

.

Role : Covered Member + Payor



Do 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



 $\triangleleft$ 

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**

08:4	9 💰 💆 🛛 🕯	2		S.a.	a @
=	= 🖓		20		
	Į	NDIVID	UAL PLA	NS	EMPL
[ PAY	ONLINE	SUBMIT CLAMS	CLAIMS HISTORY	STAT	
	<b>A-Life</b> Life Pi	e Signatu rotection	re PlusOne	Spec	~
P S	olicy No. tatus		In force Pro Paying	mium	
P	remium Due	Date	11 Jan 201	8	
р	remlum Due	Amount	RM 17,221.	60	
C	overage Am	ount	RM 950,00	0.00	
Ir	nsured				
			а.		
0	Do also note th app that can b	at the policy e accessed I slar policy. O	v info and pages by you is based nly policy owne	within this on your pol irs will have	portal/ icy role full
T	for that particul access to the p insured and co	oolicy info & wered memb	er will have fin	ited access	r Paikor
6	for that particula coess to the principal coess to the principal coefficient of the principal coefficient of the particular co	oolicy info & wered memb	er will have fin	ited access	Ð

Tap here to view all policies

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

ew All Policie	s	×	
A-Life Signature Life Protection	PlusOne Spec	>	
Policy No.			
Status	In force Premium Paying		
Insured			
A-Life Signature Life Protection		$\overline{\mathbf{O}}$	
Policy No.			Tap to view policy details
Status	In force Premium Paying		
Insured	New		
		-	
A-Life Signature Life Protection	2	>	
Policy No.			
Status	In force Premium Paying		
Insured			

← Policy Details

INCOME PLAN Savings and Investment

POLICY INFO

Policy No.

IN FORCE PREMIUM PAYING

Premium Due Date 04 May 2016

Premium Due Amount RM 19,378.00

(Inc. Govt. Tax RM 0.00)

Payment Frequency

Annually

My Coverage Amount

RM 200,000.00

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

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

Owner have full access to policy info details

Scroll down

to view more info

>

		← Policy Details
		Payment Method
3		Direct Debit
		Insured
		Coverage Period
		From 04 May 2000 - 04 May 2052
		Automatic Premium Loan
		RM 138.86
	Scroll down	Policy Loan
	to view	RM 22,497.39
	more info	Auto Extension Coverage Term Indicator
		N/A
		VIEW LESS 🔦
		What Does It Cover?
		AETNA INCOME PLAN 10
		Coverage Amount RM 200,000.00

What Does It Cove	er?
AETNA INCOME PLA	N 10
Coverage Amount	RM 200,000.00
COMPLIMENTARY LI	VING WOP
Coverage Amount	RM 200,000.00
EAPWP ON WL	,
Coverage Amount	RM 200,000.00
Client Details	VIEW DETAILS
NOMINEE	

### **VIEW YOUR INDIVIDUAL POLICIES**

#### (Insured role)

Policy Details		
A-LifeLink Life Protection	ď	
My Coverage Amount		
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		Scroll down to view more info
Coverage Period <b>From 27 Jul 2013 - 27 Jul 2072</b> Auto Extension Coverage Term Indic	ator	

N/A

VIEW LESS A

<u>Note</u>:

Insured role has limited access in policy info details

Scroll down

to view

more info

← Policy Details		
What Does It Cover?	?	
ALL1 A-LIFELINK		>
Coverage Amount	RM 306,000.00	
ADC1 A-PLUS DISABILI	TYCARE	>
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	

APM1 A-PLUS MED	
Annual Medical Limit Balance	RM 105,000.00
AHE1 A-PLUS HOSPINC	OMEEXTRA
Coverage Amount	RM 200.00
ECI1 A-PLUS EARLY CR	ITICALCARE
Coverage Amount	RM 50,000.00
A-PLUS SAVER	
Coverage Amount	RM 0.00
A-PLUS WAIVEREX:BAS	SIC+APS
Coverage Amount	RM 1,000.00

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.)

0

 $\triangleleft$ 

#### **VIEW TRANSACTION HISTORY**



#### TRANSACTION HISTORY

Payment History	Online Paymen

Selec	t the trar	nsactior	n year	

#### 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)



MY AIA APP

#### **VIEW YOUR RIDER DETAILS (Medical Plan)**

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



#### 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) / Medicover 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)

™ MAXIS 📼 ୷IIରେ ୪୪ ଓ ଅ ଅଣି⊮ 07:34 ← Rider Details		ਆ Maxis ໝ	<b>悠</b> で坠 250++ 07:34 <b>TV</b>	Swipe left to view spent	MY MAXIS 📼 🖃 🔍	歯で発 201+07:35 ory
APH1 A-Plus Health Booster	Tap to view earned and	EARNED HIST	ORY SPENTS	history	NISTORY SPENT HIST	TORY
My Health Wallet Amount RM 1,250.00 Amount Earned RM 2,562.50	spent history	Total Amount Ea	rned .50		Total Amount <b>RM 1,312</b>	Spent 2.50
Amount Used <b>RM 1,312.50</b> * Additional monies will be credited to your Health Wallet for every year you do not make a claim - up to 10 times.		2018 *			2022 *	
Health Wallet Benefits		01 Jan 2018 - 31 Dec 2018			Prevention Benefit	RM 0.00
		Yearly Health Wallet Amount	RM 1.250.00		Special Care Benefit	RM 0.00
Prevention Benefit () 1. Health Screening		Health Wallet Booster	RM 0.00		Recovery and Support Benefit	RM 0.00
2. Vaccination (age 16 and above) for flu Hepatitis B HPV		AIA VITALITY HEALTH REWARDS			Mental Health Benefit	RM 0.00
Shingles and Pneumococcal		BRONZE Status	RM 0.00		Protect Boost	RM 0.00
You may use up to RM300 every 2 rider years		Total Amount F	RM 1,250.00		• Please note that the information at hours to update.	bove may take up to 48
Total Amount Used RM 230 00 > Benefits Health Health Wallet Rewards Renefits		Please note that the information abo hours to update.	ve may take up to 48			
		$\triangleleft$ O			$\bigtriangledown$ $\bigcirc$	

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

MY MAXIS IN ....

HOSP	ITAL ROC	MAND B	DARD	
RM 30	00.00	Board		
YOU	R BENEFITS			
Roc	om And B	oard	RM	
Am	ount		per day	
AIA	VITALITY HE	ALTH REWAR	DS 🚺	
			Upgraded by	
Roc	om & Boai	rd	50%	
GO	LD Status	aue	per day	
VIEW L	ESS ^			

- Ric	ler Details			
DEDU	ICTIBLE AMO	UNT		
RM 0.	.00			
Upon pay th pay th exper	hospital adm ne deductible ne remaining e nses.	ission, y amount eligible r	ou will I and AIA nedical	nave to A will
YOU	R BENEFITS			
De	ductible Amo	unt	RM 30	00.00
AIA	VITALITY HEALTH	REWARDS	0	
De GO	ductible Waiv LD Status	er	Waive 30	d RM 00.00
The an accura vary sł	LESS A nual medical and li te at the point of cl nould there be any co rress. If you require	fetime limit aims settler other claims an up-to-da	: balance s ment. How s or adjusti ate limit ba	tated are ever, it may ment of claim ılance, you
in prog		+ 1200 00		Bhd.) or
in prog may co 1300-8	ontact our Careline : 38-8922 (AIA PUBL	IC Takaful I	-1899 (AlA Bhd.)	
in prog may co 1300-8 enefits	ontact our Careline ( 38-8922 (AIA PUBL Health H Wallet Re	at 1300-88 IC Takaful I <b>lealth</b> ewards	-1899 (Al/ Bhd.)	View My Other Benefits

to to 12 126 1+ 07:34

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

#### (applicable for owner role only)

MY MAXIS 🔤 .訓奈 💩 び炎 250+07:34		MY MAXIS	I.©.		ෂ් රි දී 26 + 07:35		MY MA	kis <b>mi "il</b> 🗟		ଷ 🛈 🎗 📧 + 07
← Rider Details		← Rid	ler Deta	ils			÷	Rider Deta	ails	
APH1 A-Plus Health Booster		APH1	A-Plus	Health B	ooster		ľ	Hospi Upgra	tal Room a Ide	and Board
My Health Wallet Amount RM 1,250.00 Amount Earned RM 2,562.50		MY A GO	IA VITALITY	' STATUS				AIA w hospit upon depen Status	ill auto upg tal room ar hospital ac nding on yc s.	grade your nd board benefit Imission, our AIA Vitality
Amount Used <b>RM 1,312.50</b> * Additional monies will be credited to your Health Wallet for every year you do not make a claim - up to 10 times.		BRONZE	SILV	Y ER H	DU ARE EREP PLATINUM	I	U	pgraded by 5	50% R	M 100.00 per day
Health Wallet Benefits		My Bene	efits Unde	r Health Re	ewards		8	Healtl This is credit	h Wallet B s a reward s in the He	oosters to boost the salth Wallet. The
Prevention Benefit 1. Health Screening 2. Vaccination (age 16 and above) for flu, Hepatitis B, HPV, Shingles and Pneumococcal		RM	Deduct AIA wil amoun your Al	i <b>ble Waive</b> l waive the t (if any), d A Vitality S	r deductible epending on tatus upon	Scroll down	Er	your A medic	AIA Vitality al rider ye	Status every ar. Additional 5% of
You may use up to RM300 every 2 rider years	Click to view	Waive	hospita ed	l admissio	n. RM 300.00	to view more info			y	our Health Wallet Amount
Total Amount Used     RM 230.00 >       Benefits     Health Wallet     Health Rewards		Benefits	Health Wallet	Health Rewards	View My Other Benefits		Benefi	<mark>Ι MY ΗΓΔΙΤΗ</mark> ts Health Wallet	Health Rewards	View My Other Benefits
			$\bigtriangledown$	0				$\triangleleft$	0	

ở Ô ⋭ 26 I + 07:35

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

#### (applicable for owner role only)

Rid	er Details		← Rider Details		← Rider Detai	ls
			How My Health Rewards Work	k? ×	Silver Bronze	RM 15 RM 30
y Benefit	ts Under Health Rewards Deductible Waiver AIA will waive the deductible amount (if any), depending on your AIA Vitality Status upon hospital admission.		AlA will waive the deducti (if any), depending on you Status upon hospital admi	ble amount ir AIA Vitality ission.	Hospital AIA will a room and admissio Vitality S	Room and Board Upgrade iuto upgrade your hospital I board benefit upon hospital n, depending on your AIA tatus.
	Hospital Room and Board Upgrade AIA will auto upgrade your hospital room and board benefit upon hospital admission, depending on your AIA Vitality Status.		Platinum (Deductible Amou Gold Silver Bronze	RM 0 int is fully waived) RM 0 int is fully waived) RM 150 RM 300	Platinum Gold Silver Bronze	Upgrade by 100% Upgraded by 50% No Upgrade No Upgrade
D	Health Wallet Boosters This is a reward to boost the credits in the Health Wallet. The percentage (%) will be based on your AIA Vitality Status every medical rider year.	Tap to learn about your	Hospital Room and Board AIA will auto upgrade your room and board benefit up admission, depending on y Vitality Status.	<b>Upgrade</b> r hospital pon hospital your AIA	Health W This is a I the Healt will be ba Status ev	<b>'allet Booster</b> reward to boost the credits in h Wallet. The percentage (%) ased on your AIA Vitality rery medical rider year.
Please	EALTH REWARDS WORK?	rewards	> Platinum Upgra Gold Upgra Silver Bronze	ade by 100% aded by 50% No Upgrade No Upgrade	Platinum Gold Silver Bronze	Increase by 10% Increase by 5% 0%

🤶 ..l ..l 💯

#### **VIEW YOUR RIDER DETAILS – VITALITY BOOSTER DETAILS**

← Policy Details		<ul> <li>Policy Details</li> </ul>			← Rider Details
A-Life Wealth Premier		What Does It Cover?			Vitality Wealth Booster
My Coverage Amount <b>RM 4,000,000.00</b>	Scroll down to view more info	VITALITY WEALTH BOOS Vitality Wealth Booster Amount	TER > RM 152,000.00	Swipe left	Vitality Wealth Booster Amount ① RM 152,000.00 Vitality Wealth Booster Percentage
POLICY INFO		A-LIFE WEALTH PREMIE Coverage Amount	R 20PAY100 > RM 4,000,000.00		POLICY INFO
Policy No.		A-PLUS DISABILITY CAR Coverage Amount	E > RM 4,000,000.00		Policy No. AIA Vitality Membership Status Active
VIEW MORE V		A-PLUS CI GUARD Coverage Amount	> RM 4 000 000 00		AIA Vitality Benefit Status PLATINUM Vitality Wealth Booster Effective Date
VITALITY WEALTH BOOSTER > Vitality Wealth Booster RM		PMCM BENEFIT(FREE DU	JMMY RIDER)		21 Aug 2021

Scroll down

to view Booster

details

19%

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

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

			← Rider Details
<ul> <li>Policy Details</li> </ul>			POLICY INFO
A-LifeJoy	ď		IN FORCE PREMIUM PAYING
Life Protection			Policy No.
Policy No.			
Status	In force Premium Paying		Premium
Coverage Amount	RM 160,000.00		RM 226.00
Premium Due Date	19 May 2021		
Premium Due Amount	RM 11,340.00 (Inc. Govt. Tax RM 0.00)		HEW HOLE .
Payment Method	Direct Billing (Cash)		
Payment Frequency	Half-yearly		HOSPITAL ROOM AND BO
Insured			Daily Room and Board
Auto Extension Coverage Term Indicator	N/A		RM 300.00
What Does It Cover	2		VIEW MORE 🛩
What Does it oover		Tap to view	
A-PLUS HEALTH	(,)	details	
Medical Limit /Year	RM 500,000.00		DEDUCTIBLE AMOUNT
			RM 0.00
A-PLUS SCHOLARSA	/ER >		VIEW MORE 🛩
Coverage Amount	RM 0.00		Benefits Health Health Wallet Rewards

Tap to view Room & Board & Deductible amount

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

Effective Date	
05 Jul 2000	
Expiry Date	
05 Jul 2019	
Premium Cease Date	0
05 Jul 2019	
VIEW LESS	
CO - PAY 🕕	
Percentage	
10%	
Upon hospital admiss pay <b>10%</b> of the total r will pay the remaining expenses.	ion, you will need to nedical bill and AIA g eligible medical
VIEW LESS	

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

	09:46 🖸 🚺 🌡 🧮 🔸	S.I) 3
09:43 🔳 🗶 🖉 • 🛛 🖘 🖘 🖘 🖘 🐨	=	•
	← MY PLANS - INDIVI	
	CLIENT DETAILS	~
100.00%		
AIA EQUITY PLUS FUND		
VIEW DETAILS	CORRESPO	NDENCE PAYOR
Client Details VIEW DETAILS >	Identificat	ion Email
INSURED	No.	
	A.44	Mahila Na
INSURED CORRESPONDENCE PAYOR POLICY OWNER	Address	MODILE NO.

### **VIEW PROMO TOP-UP COVERAGE** (where applicable)

A-LifeLink 2

Life Protection

POLICY INFO

Policy No.

Insured

VIEW MORE V

A-LIFELINK 2

 $\triangleleft$ 

A-life



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 topup coverage amount.



At rider details, only owner role can view the coverage amount combined with promo top-up coverage amount, coverage effective date and coverage end date.

To view the Promo Top-up Coverage details, insured need to go to the portal page.

MY AIA APP

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



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

- Policy Details		← Ride
A-Life Med Regular Medical Protection	්	MER2 A
My Annual Medical	l Limit Balance	
RM 500,0 *Your balance amount will be	000.00 valid until 23 Jun 2022	My
MER2 A-Life Med Regular	RM 100,000.00	
APH1 A-Plus Health Booster	RM 400,000.00	* Your b
Plus Health Booster. Please refer t below for the breakdown	o What Does It Cover section n of your coverage.	Total Ar
IN FORCE PREMIUM PAYING		WEW MO
Policy No.		VIEW MO
Insured		Utilised Limit
		VIEW MO
VIEW MORE 🗸		

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

**Details** -Life Med Regular Annual Medical Limit Balance RM 500,000.00 alance amount will be valid until 23 Jun 2022 ER2 A-Life Med Regular RM 100,000.00 H1 A-Plus Health RM 400,000.00 nnual Medical Limit RM 500,000.00 RE V Annual Medical RM 0.00 RE V View My Benefits Other Benefit

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

#### **VIEW CURRENT SUM ASSURED**



Current sum
assured display in policy details
Only owner and
insured roles ca view current su
assured in polic details

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





All Cards X ALL CARDS -Select card for more details Medical Card 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 :

- 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 CUSTOMER CARELINE**





MY AIA APP

# ONLINE PAYMENT

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



#### PAY ONLINE VIA MY AIA APP



#### PAY ONLINE VIA MY AIA APP

## **MAKE A PAYMENT**

1 - 2 - 3

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





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


#### PAY ONLINE VIA MY AIA APP



Your transaction id for this payment is: MYP302364

#### YOUR PAYMENT SELECTION

#### PERSONAL ACCIDENT -PERSONAL

Policy No.: PAXXXXXXXX

Insured Jane Doe

Premium Amount: RM 263.94

Payment Frequency: HALF-YEARLY

> RM 263.94 (Inc. Stamp Duty & Govt. Tax)

O Advanced Payments

Current Due Amount:

Total Amount

RM 263.94



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

MAKE ANOTHER PAYMENT

## DIGITAL HEALTH for INDIVIDUAL

Applicable for Medical Plans/Riders only

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



- DIGITAL HEALTH
- 01: Entry Point to Digital Health



AIA confidential and proprietary information. Not for distribution.

## **ENTRY POINT TO DIGITAL HEALTH**



## **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	Once the form has been
e.g. name@email.com	completed you will need
NRIC/Passport Number	to tap to accept the
eg. 900112233344	terms & conditions and
Gender	the <b>Register</b> button will become active

Please fill in all the information



Tap on **Register** to complete

- DIGITAL HEALTH
- 02: Part 1 Request for Consultation



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

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

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



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



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

4G 🗖

8

Tapping on the notification will bring you to the chatroom



MY AIA APP

- DIGITAL HEALTH
- 03: Part 2 Chat Features



AIA confidential and proprietary information. Not for distribution.

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



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

16

MY AIA APP

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



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

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

STEP 3

# STEP 1

STEP 2

C,

🔒 doxy.me

Finalizing connection, please stand by



The video call with be initiated

< > <u>0</u> m c



**STEP 4** 

Chat with your doctor and provide the necessary required information

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

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

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



16

MY AIA APP

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



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

Tap on "**Doctor's Profile**" to view the doctors personal information

Hi

8:27 PM

14

16

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

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

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

- DIGITAL HEALTH -
- 04: ePrescription & Delivery Method



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



Tap "Choose Delivery Method"

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



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

16:35

STEP 1

5

**STEP 3** 

**STEP 2** 

STEP 4



E-Prescription Update #6312 : Dear valued customer, thank you for ordering medication(s) from us. We will process your prescrip...



#### Success

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



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



📲 4G 🔲

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

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



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



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



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



- DIGITAL HEALTH -
- 05: Notifications



AIA confidential and proprietary information. Not for distribution.

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



- DIGITAL HEALTH -
- O6: Profile Management & Settings



AIA confidential and proprietary information. Not for distribution.

16

MY AIA APP

#### DIGITAL HEALTH: Profile Management & Settings



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



Tap on the card or arrow to interact with the card

## DIGITAL HEALTH: Profile Management & Settings

20:45 - Profile & Settings	4G 🐲	Weight	×
BIODATA	5		
Weight	>	24-Nov-2020	100 KG
100 KG Height 0 CM	You can tap on t specific field to	the 24-Nov-2020 see the	100 KG
<b>BMI</b> 0	<ul> <li>biodata</li> </ul>	your	
Heart Rate 0 BPM	>		
Blood Pressure mmHg	>		
Body Temperature 0 C	>		
Blood Glucose (Fasting) 0	>		
EDIT BIODATA			EDIT BIODATA

16

updated biodata screen

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

X

Ø

0

0

**STEP 2 STEP 3 STEP 4 STEP 1** 09:47 al 🗢 🗖 **Digital Health** ← **Delivery Details** Paid HCP Alpro Pharmacist **Contact Number** Nutritionist & Dietitian 01234567890 **Delivery Details E-Prescription** Current address Menara AIA, New Address Kuala Lumpur KL 50450 On long term medication, and need a > Update New Address refill? Consult with a healthcare professional for a prescription. Wisma AIA State Kuala Lumpur **Profile & Settings** City Postcode **Delivery Details** 3 EDIT KL 50450 0 Contact Number 0169361969 Address Menara AIA, New Address Kuala Lumpur KL 50450 SAVE ADDRESS

09:48 all 🗢 🗖 **Digital Health** Paid HCP Alpro Pharmacist. Your past Nutritionist & Dietitian addressed will be displayed for reference **E-Prescription** (should you have saved one previously) On long term medication, and need a > refill? Consult with a healthcare professional for a prescription. **Profile & Settings Delivery Details** EDIT Update the respective fields. Contact Number 01234567890 Tap on "Save Address Address" to Wisma AIA Kuala Lumpur KL 50450 confirm 5

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

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

MY AIA APP

16

MY AIA APP

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



Tap on the card or arrow to interact with the card

17

# AIA Vitality DASHBOARD OVERVIEW

AIA Vitality dashboard overview



#### AIA VITALITY DASHBOARD OVERVIEW





HOME

A VITA

REWARDS

E-CARDS

POLICY

HEALTH

18

# AIA Vitality ASSESSMENTS

- Entry points
- Completing your assessments



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

Scroll down

to view

more info

omptete your	mssion now	A A	¢,
	EL UP!	+ <b>5,022 PTS</b> TO NEXT LEVEL	20
GOED		1840	CATINOP
A=)	18	88	
AIA VITALITY CARD	WORKOUT TRACKER	FOOD	MORE

HIGHLIGHTS

:y



BEN	EFITS			See	e All >
Gua R	ardian M 13		aua	rdian	Berjan
HOME		REWARDS	E-CARDS	POLICY	DIGITAL



Complete these assessments to know your health and earn points!

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

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



← Points and S	tatus
AIA Vitality Status SILVER AIA Vitality Points 12,610 PTS	*
Membership No. VA01234567	Member Since 10 Mar 2020
Silver	Gold
Accumulate 7,390 poi Gold status!	nts by 10 Mar to move up to
POINTS STATEMENT	CLAIM POINTS
Level up to Plati	num
Here are the many di complete to accumm move up your status! status, the greater yo	fferent activities you can ulate AIA Vitality Points and The higher your AIA Vitality rur rewards.
Assessments	

Tap here to choose which assessment to complete

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

These are only examples of the few common assessments:



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

These are only example of the few common assessments:


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

These are only example of the few common assessments:



18

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

**AIA VITALITY HEALTH CHECK** VACCINATIONS ABOUT YOU ASSESSMENT AIA VITALITY FITNESS ASSESSMENT **Submit Health Results Submit Health Results** 4 4 <2-3-4 **Health Check** Enter the results as recorded in your screening reports. Key in all Body Mass Index (BMI)  $\sim$ relevant results Height Enter height Your Submission Is Successful 🗸 cm m Weight Enter weight kg Waist Circumference Enter waist circumferemce **Review all** information then submit -----EXIT

## **COMPLETE** YOUR ASSESSMENTS – VACCINATIONS (ENTRY POINT 1)

These are only example of the few common assessments:



## **COMPLETE** YOUR ASSESSMENTS – VACCINATIONS (ENTRY POINT 2)

These are only example of the few common assessments:



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



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



For detailed

suggestions

health report /

menu

18

MY AIA APP

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

#### ← AIA Vitality Health Report

#### AIA VITALITY HEALTH REPORT

#### Lifestyle Habits and Health Indicators

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



# AIA Vitality Health Report Reduce Stress Stress Level IN RANGE Your Result Healthy Goal 10.0 < 20</li>

#### RECOMMENDATION

#### Psychological Wellbeing: Overall

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

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

Psychological Wellbeing - 1) Positive Emotion:

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

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



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



## LINKING A DEVICE/APP

	ABOUT THIS AIA VITALITY P	
	• • •	
1	Download the Fitbit app from the Apple App Store, Google Play Store, or Windows Phone Store, or install the 'Fitbit Connect' device software from Fitbit.com. Once you have your Fitbit account, pair it with your Fitbit device. Skip to step 2 if you've done this.	
2	Head back here and tap LINK.	
3	Log in using your Fitbit account username and password.	
4	Click on "Allow" to authorise the connection to link your Fitbit account to AIA Vitality.	
5	Allow up to 48 hours to sync your data to AIA Vitality.	
lrea	dy Linked to AIA Vitality	
	BILK DELIGE	

#### LINK

Select your preferred fitness device / app

3:08 ← Fitbit	,,⊪ 중 ☞
. fitbit	
Log In	
<b>G</b> Continue with Go	ogle
EMAIL	
Your email address	
PASSWORD	
Enter your password	
Keep me logged in	
Forgot password?	
Login	•
Want to try out Fitbit? Sign	n up
United States 🔻	
About Us	

#### DATA SHARING PERMISSION

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

€ I			
ß	Workout Tracker View your workout det your linked device / ap	ails tracked by	>
Link	Device/App		
Link yo Vitality	our fitness device or app to points for your workouts a	start earning AIA and hours of slee	A D.
•	Apple Health	Ø	>
+ fitbit	Fitbit	Ø	>
	Garmin	Ø	>
GARMIN			
GARMIN	Huawei Health	0	>
	Huawei Health Strava	Ø	>

#### 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

## **SELF-HELP GUIDE** FOR LINKING/SYNCING ISSUE



Complete the self-assessment

## **SELF-HELP GUIDE** FOR LINKING/SYNCING ISSUE

10:34 .tl 4G 74	10:35	<b>.</b> 11 46 <b>74</b>		10:35	ati 46 🖥	4	10:36	<b>.1</b> 46 <b>74</b>
=	=	AIP.		=	41F		=	
The survey The surv	S 5 1 Please provid Tracker scree pu Upload at least 1 file. File and cannot exceed 5MB p +U	mins survey The MyAIA Workout ashot for checking urpose. must be in JPG or JPEG or PNG per file. IPL OAD FILE	••••	Tell us the issue         You may leave you         the issue the         You may leave your commons         guare facing.         Feedback (Optional)         Leave your comments here         0 / 200 characters         Kindly enter your email as representative to get in to         Email Address         Enter your email ad	UP (S) you are facing ur comments to describe hat you are facing. ments to describe the issue that ddress for our AIA puch with you. dress here SUBMIT →	t ] ]	Your details	VIP         Submitted successfully         s are well received. We will get in touch with you soon.

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

20

MY AIA APP

## AIA Vitality WEEKLY CHALLENGES

- Entry Point
- Track your Weekly Challenge



## ENTRY POINT AIA VITALITY WEEKLY CHALLENGE



## **VIEW** YOUR AIA VITALITY WEEKLY CHALLENGE

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



21

## AIA Vitality E-CARD

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



### LOCATE YOUR E-CARD

#### **Option 1. Via AIA Vitality Dashboard**



#### **Option 2. Via E-CARDS**



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

Welcome to My AIA
User ID
User ID
Password
Password
Forgot User ID/Password?
LOGIN
OR LOGIN VIA
TOUCH ID PIN CODE
New User? Register here
V AIA VITALITY E-CARD
AIA PANEL PROVIDERS & CUSTOMER CENTRES
Copyright © 2021 AIA Group Limited and its subsidiaries. AIA Bhd. 200701032867 (790895-D) AIA PUBLIC Takaful Bhd. 201101007816 (935955-M) AIA General Berhad. 201001040438 (924363-W) AIA Pension Asset Management Sdn. Bhd 201201027147 (1011637-P) AIA Health Services Sdn. Bhd. 199601016211 (388561-T). All rights reserved.



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<sup>™</sup> (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.

**IF** Fitness First



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



## 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

#### ALK A ൧ഀ Ξ Get More Tips VIEW MORE 0 0 0 Vitality Rewards & Benefits View All > guard Guardian **AIA Vitality Integrated Product Benefits** Discounted rate of AIA Vitality Health Enjoy extra benefits on ---selected insurance/takaful plans **VIEW DETAIL VIEW DETAI AIA Benefits & Offers** Ð R= 10 П

**BROWSE REWARDS** You can scroll to the right or choose to VIEW ALL

REWARDS

ALA VITALITY

(- My I	Benefits			← My Benefits	
	Your AIA Vitality Status Gold			GUARDIAN RM 3 Discounted Rate For AIA Vitality Express Health Check	guardic
() Ironze	() Silver	Gold	💌 Platinum	JAYA GROCER	
atus B	enefits			<b>10%</b> Discount On HealthyFood™	GROC
AIA VITA PRODUC Enjoy ex selected plans	LITY INTEGRATE T BENEFITS tra benefits on insurance/takaf	ul	AIP	FITNESS FIRST <b>UP TO 55%</b> Discount On Full Access Gym Packages	Fitness Firs
BERJAYA UPT( Discount	A HOTELS & RESO <b>30%</b> t on hotel stays	DRTS	RJAYA els é resorts	FITBIT <b>25%</b> Discount On Selected Wearable Fitness Trackers	🕂 fitb
ember	's Benefits			garmin 25%	GARMI
BP HEAL	THCARE	C	6	Discount On Selected Wearable Fitness Trackers	
iscount Check So	on Selected Hearing	ð alth	BP	REEBOK	Reebo

### VIEW BENEFITS BY STATUS

You can check on the member's benefits by status

MY AIA APP

22

MY AIA APP

### **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



Please enter at least 3 characters to search.

----



d а S Х Ζ  $\mathbf{\hat{v}}$ . 123 

----

Tng
Special reward test expired Yus Here is your TnG voucher code 🔁 Valid until 30 Aug 2022

NON-VITALITY

**USE NOW** 

all 🕆 📃

×

p

9:07

Q Tng

← Search

VITALITY

CAMPAIGN HOT DEALS

t q W е У u 0 r i f h k g b n m V  $\propto$ С space return Ŷ

Type at least 3 characters to retrieve the reward

#### menu

## **HOW TO** VIEW YOUR EARNED REWARD DETAILS?





-----

#### Select the reward you would like to know more about

Ţ	huch
	Nallet
Touch 'n Go RM10	Reload
Enjoy RM10 reload for	your Touch 'n Go eWallet
How To Use	^
1. Click "Ready To Use I	Now" to get your Reload Pin.
2. On your Touch 'n Go Reload eWallet" and th	eWallet mobile app, tap on " en "TNG eWallet Reload Pin'
3. Enter your Reload Pi "Reload Now".	n in the text box and click
4. For further informati	on, kindly contact Touch 'n at +603-5022 3888
Gos Customer Service	

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

s complimentary 10

20% discount on Will / Ð B R≡ REWARDS

#### **REWARD DETAILS**

AIA VITALITY

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

## **REDEEM** WEEKLY CHALLENGE/EARNED REWARDS



20% discount on Will /

围

A≡.

Π REWARDS  $(\mathcal{F})$ 

**RM 10 Voucher** GrabFood Grab **RM 10 Voucher** Food Shopee S RM 10 Voucher 20% discount on Will / complimentary 

**Vitality Rewards & Benefits** 

Touch nGO

Jaya

Please select your reward.

Touch n' Go

Jaya Grocer

RM 10 Reload

X

**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.

s complimentary

**Click on REDEEM** 

ไป

## HOW TO USE MY 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 menu

## HOW TO USE REWARDS



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







Jaya Grocer RM10 voucher Enjoy RM10 off your grocery purchase

Used on 15 December 2021

**CLICK ON USE NOW** 

#### 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

menu

22

MY AIA APP

## **REDEEM UNIQUE PROMO CODES**



**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

#### REWARDS DASHBOARD Browse the AIA Benefits & Offers

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

#### **REDEEM UNIQUE PROMO CODES** menu



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

ΜΥ ΑΙΑ ΑΡΡ

23

## FINANCIAL HEALTH CHECK (FHC)



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

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

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

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

menu



## **My Personal Details**

## Fill up your Gender, Age and Ethnicity

## After completing all fields, tap Next



## **About My Family**

## 1. Select your marital status

## 2. Add your child's details



## **About My Family**

## 1. Add your child's age

## 2. After completing all fields, tap Next



## Scenarios which concern me most

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

### After completing all fields, tap Next



## **My Finances**

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


### **My Finances**

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

Then tap **Next** 



### My Coverage

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

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

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

### MY AIA

You've completed Financial Health Check ! Great! Understanding your protection needs is the first step to ensuring you are adequately c...

#### UVERVIEW

now

 $\wedge$ 

Here is a summary of your total coverage (ie; your sum assured and annual medical limit) benchmarked against people like you.

Looks like your Savings and Critical Illness coverage may need some attention.

GOOD TO KNOW

TAP THE BAR TO VIEW MORE DETAILS

YOUR COVERAGE Your total payout amount (ie; sum assured or sum covered) / medical annual limit (AIA and non-AIA).

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

# Do I have sufficient coverage?

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

Next, you will be directed to the assessment overview page

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



# Do I have sufficient coverage?

#### 1. Scroll up

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

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



# Do I have sufficient coverage?

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



# 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. for016-3239143 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

23



## Can I drop FHC half way

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

 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



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

Ē,

Start now



# Will I be alerted with FHC updates in My Inbox

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

23



# 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