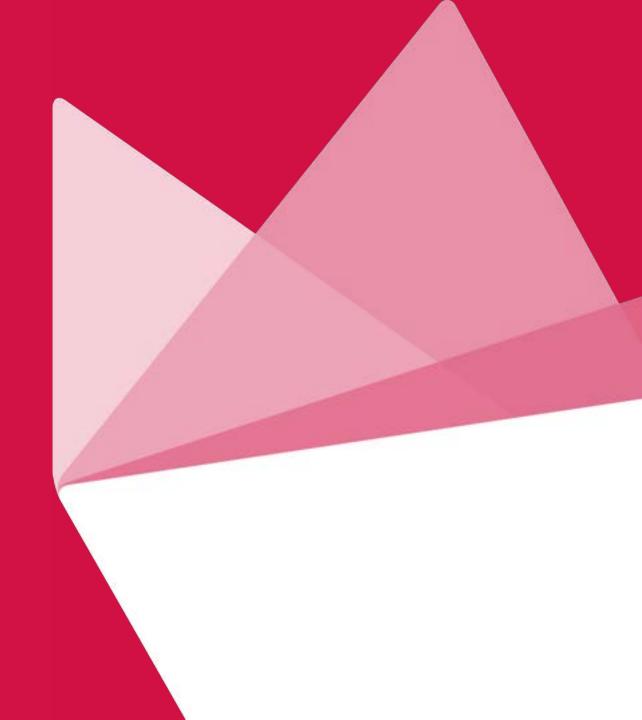


# My AIA app User Guide

**Updated in April 2023** 

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

AIA confidential and proprietary information. Not for distribution.





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MY AIA APP

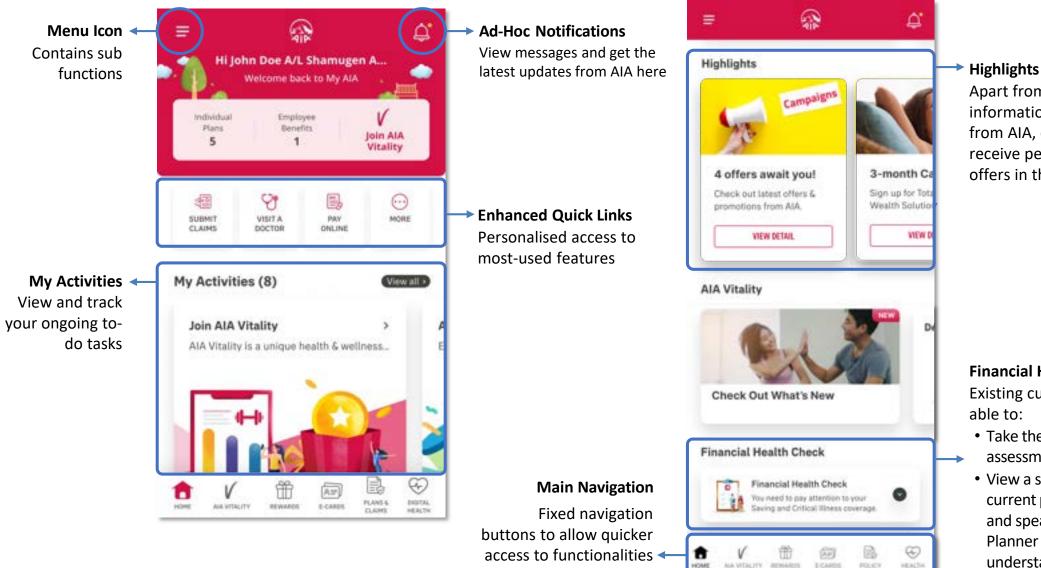
MY AIA APP

## FUNCTIONS OVERVIEW

Functions Overview



## **FUNCTIONS OVERVIEW**



for customers

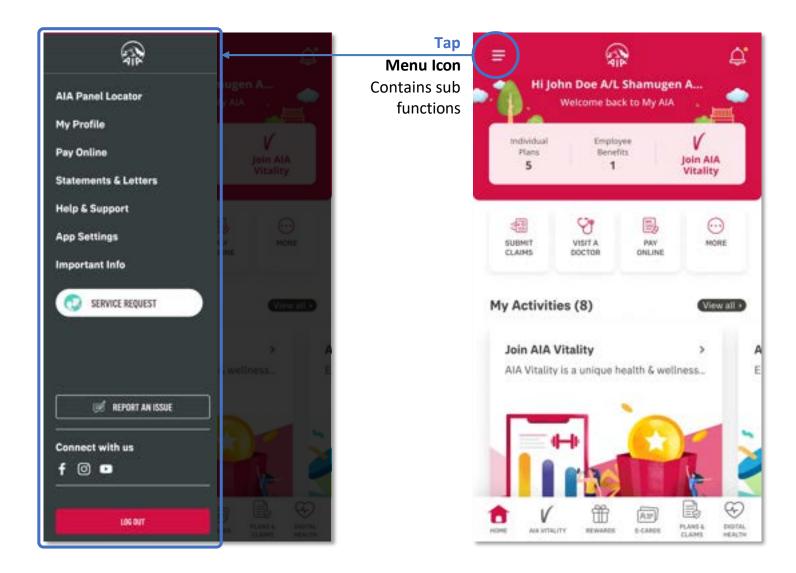
Apart from latest information and updates from AIA, customers will receive personalised offers in this section

**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

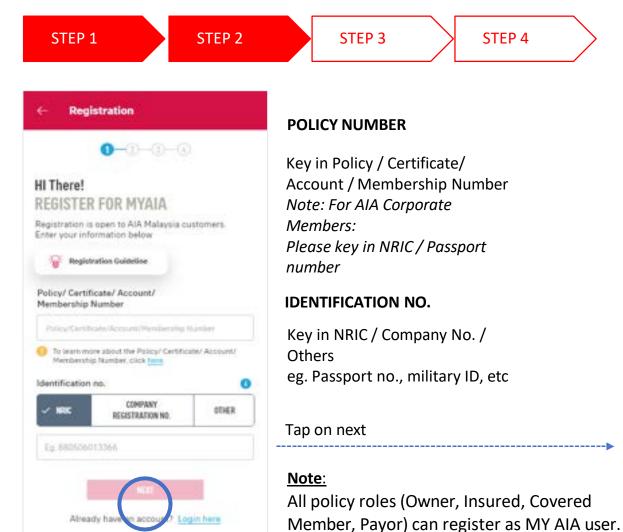


## **ENTRY POINT** REGISTRATION

100 A		
Welcome to My /	AIA	
User ID		
Password		
Forget Password		
	LOGIN	
New u	s v? <u>Sion up here</u>	
AlA Vitality Ham	bership Card	>
R Find Your Neares	t Panel Providers &	,

Tap on the "Register here" to proceed

## **STEPS** FOR REGISTRATION



policy.

However, some information / pages are

accessible based on the policy role(s) of the

<- Registration	CREATE ONLINE PROFILE
<b>⊘_0</b> _3_⊗	CREATE ONLINE PROFILE
Almost Done! CREATE YOUR AIA IDENTITY	1. Key in User ID
Use this login information to access My AIA in future	<ol> <li>Key in Password</li> <li>Key in Password again to</li> </ol>
Registered as Individual	Confirm Password
Policy/Centificate/Account/	4. Key in Email
Hambership Number	-
30001912	5. Check boxes to agree to
NRCro	Terms of Use
80102314123402	Terms of Use
USER ID	
Kenture 0	
O To least more about the user IC cock term	
Password Dise Password	
0	
Persianyiti helory ( 8 limes)	
<ul> <li>Ad want 8 characters minimum</li> </ul>	
+ Al wash I uppercase character	
Releast t special character	
· No contain common character sequence ( eg. Abor 123)	
<ul> <li>No contain more than 2 repeating characters ( eg. ana/111)</li> </ul>	
<ul> <li>System should also vulnishe that entered pasiason elevate not contact of any arring of the User ID Eq.1 User5-Devel, province-Devel123 Eq.2 User5-Devel, province-Devel123 Eq.2 User5-Devel, province-Devel23</li> </ul>	
Email Address	
Enter enal	
These read and agree to ALKs Terms of Use.	
2 have agree to the Harbertog convert Herbertog	
PERVILE	Tap To STEP 3

#### **CREATE ONLINE PROFILE**

- Key in User ID 1.
- 2. Key in Password
- 3. Key in Password again to Confirm Password
- Key in Email 4.

## **STEPS** FOR REGISTRATION

STEP 2

STEP 4

← Registration

STEP 1

0-0-0-0

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

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

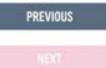
#### +6010XXXX689

If this is not your number, please check here to change.

Please enter the OTP to proceed.

Enter OTF

OTP has expired or did not receive one? Resend OTP in 00:00



#### **VERIFY YOUR INFORMATION**

Confirming information.

STEP 3

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 here to answer our 5 sec survey to help us serve you better.

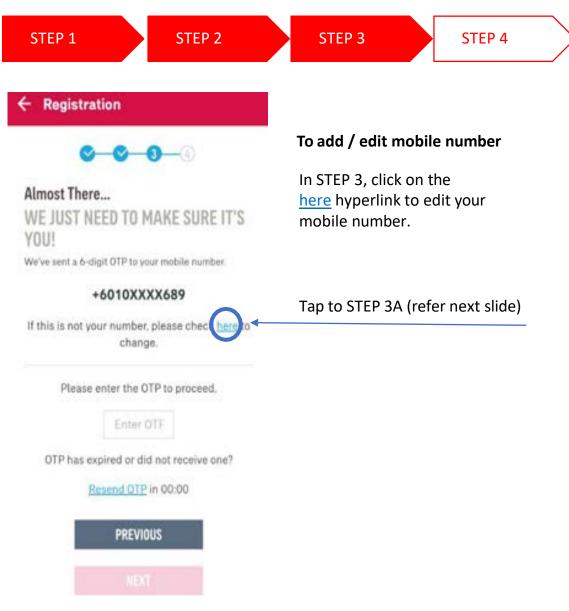


### COMPLETED

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** 

**STEP 4** 

#### REGISTRATION

STEP 1

### MOBILE NUMBER VERIFICATION

STEP 2

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

#### Verification question 1

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





### Verification question 2

Please provide policy owner's identification number for verification.

480905085121 PREVIOUS

NEXT

#### **UPDATE / EDIT MOBILE NO.**

Answer the 2 verification questions correctly.

Tap on next

\_\_\_\_\_

Owner identification number is required for verification.

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

## Registration ← ADD YOUR MOBILE NUMBER Please key in your mobile number Mobile number Malaysia (60) 165678246 Manage customer's expectation need to go through the Patca flow. PREVIOUS CONFIRM

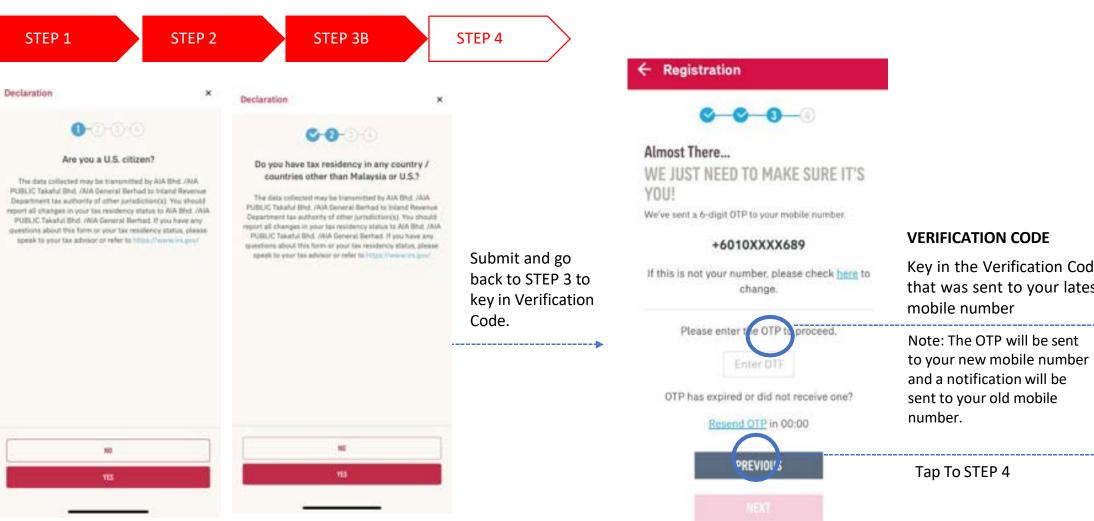
#### **UPDATE YOUR MOBILE NO.**

Select your country code.

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

#### Tap to STEP 3B

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



#### **VERIFICATION CODE**

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

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

Tap To STEP 4

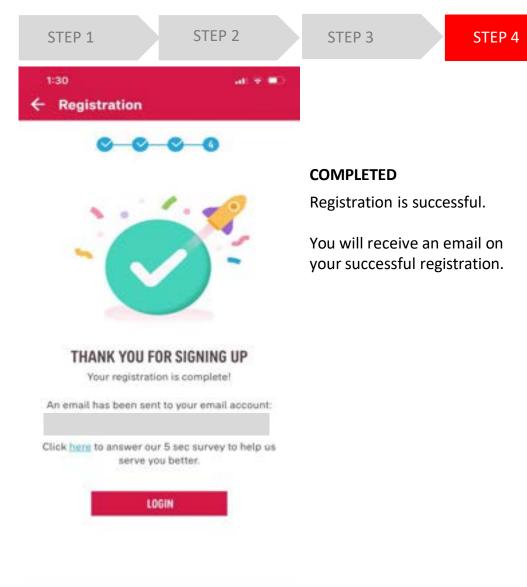
#### **FATCA & CRS DECLARATION**

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

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

Other than owner role, the contact details will be updated on the MY AIA profile only.

## **STEPS** FOR REGISTRATION



## **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.

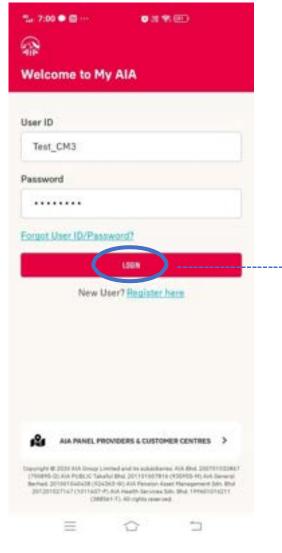
MY AIA APP

## FIRST TIME LOGIN

- Entry point
- Steps for first time login



## **ENTRY POINT** FIRST TIME LOGIN



#### LOGIN PAGE Key in User ID & Password

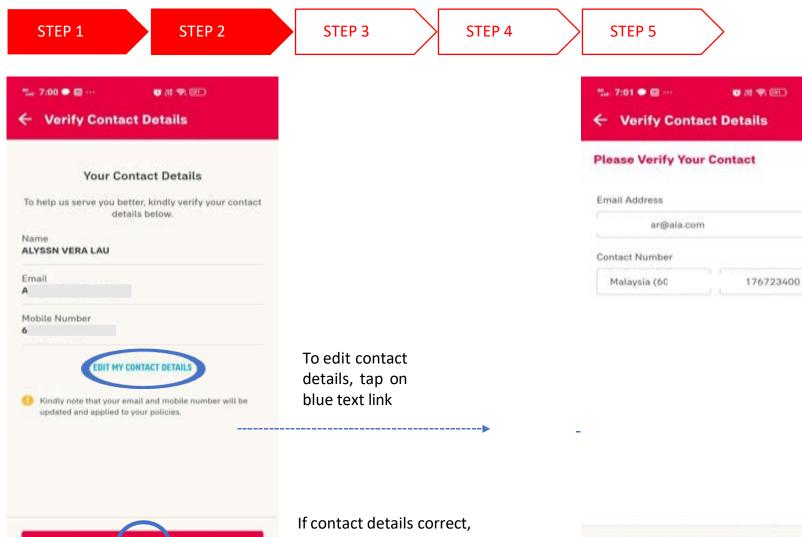
#### <u>Note</u>

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

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

Tap To Login

## **STEPS** FOR FIRST TIME LOGIN



#### **EDIT CONTACT DETAILS**

×

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

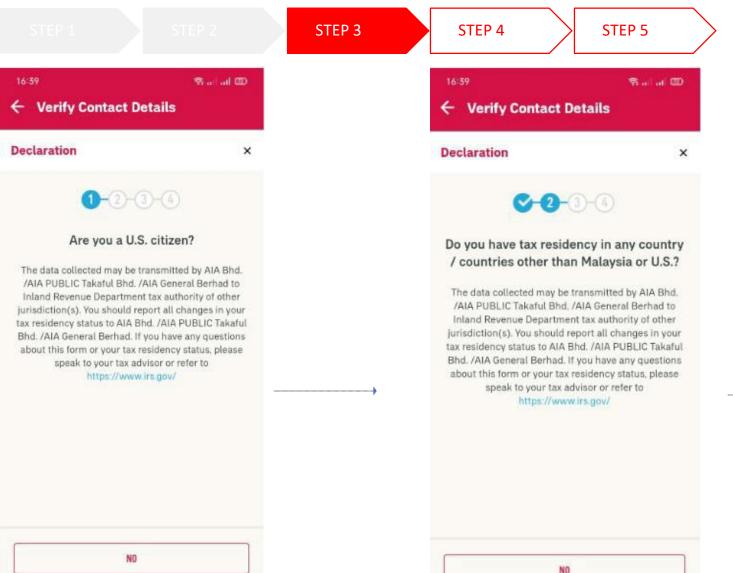
03



click Next to main dashboard



## **STEPS** TO FIRST TIME LOGIN



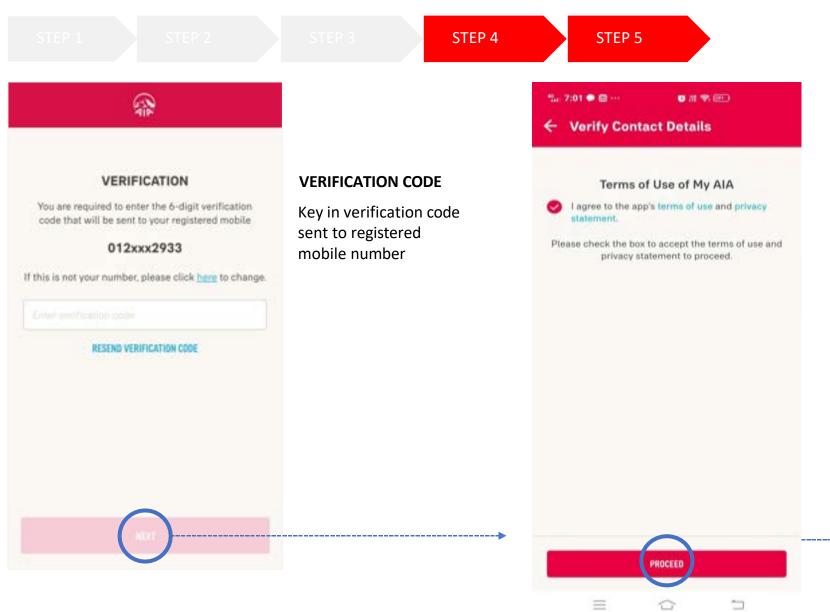
YES

#### **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

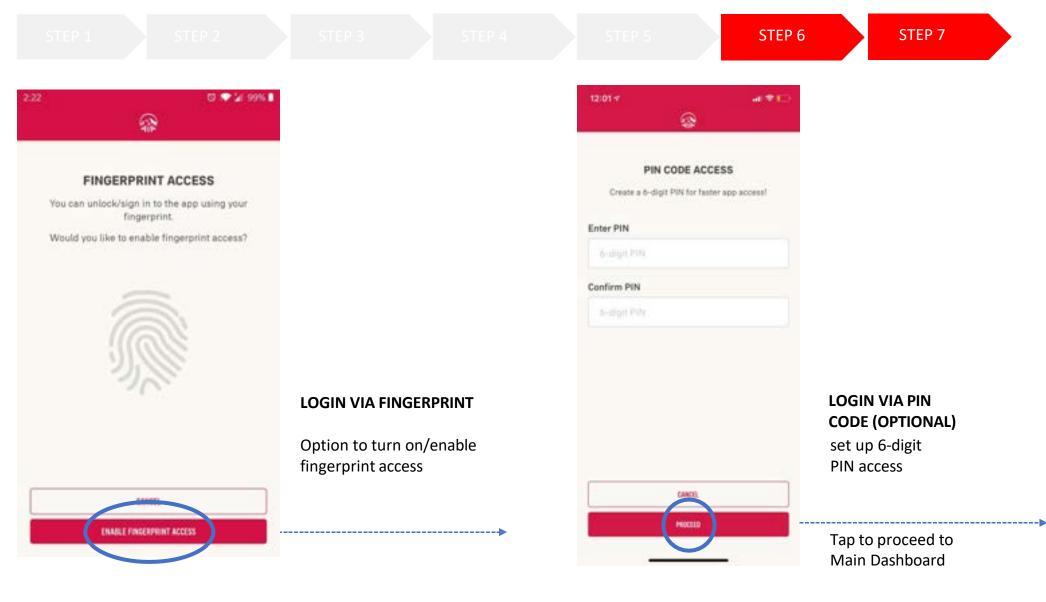
## **STEPS** TO FIRST TIME LOGIN



#### **TERMS & CONDITION**

Check on the box to continue with login process

## **STEPS** TO FIRST TIME LOGIN





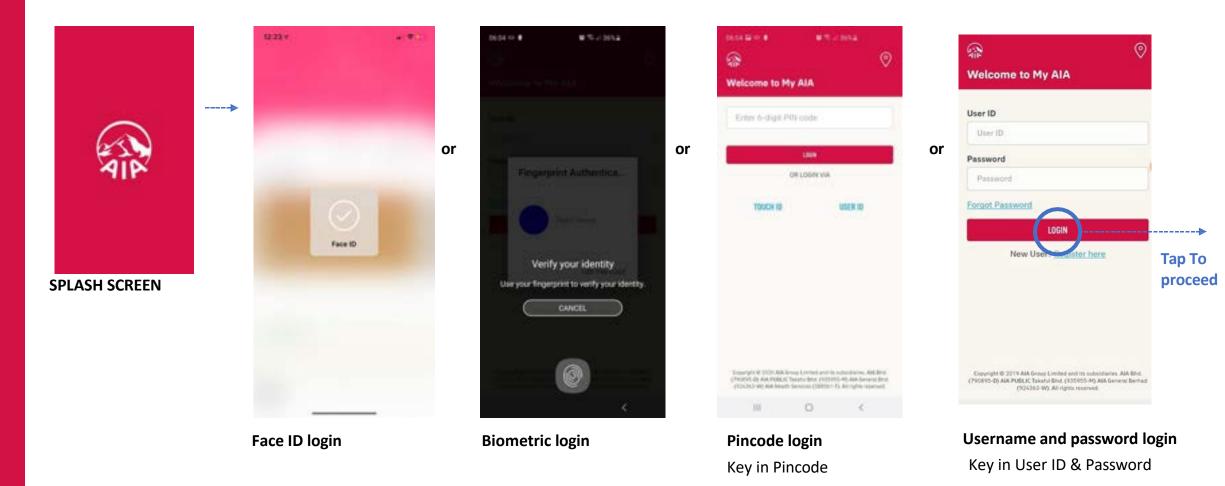
## SUBSEQUENT LOGIN

• Steps for subsequent login

• Forgotten User ID & Password



## ENTRY POINT LOGIN



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

		0-0-0
User ID User ID Password Password Forgot Password LOGIN New User? Register here	Tap To proceed	Comparison of the following information to retrieve your user ID or password      Identification No.      Identification
Copyright © 2019 AMA Group Limited and its subsidiaries. AMA Bhd. (790819-0) AMA PUBLIC Takaful Bhd. (925935-49) AMA General Berty (924355-49) AM rights meanwed.	d	Don't have an eccount? <u>Replater now</u>

#### 1 ← HY AIA 0-0-0 **RETRIEVE USER ID** AND PASSWORD Please enter the following to retrieve your user ID or password -------\_\_\_\_\_ Drink Send my User ID and Password ---i 60000000000 Email (cXXXXXXXXXXXn@aia.som) Note: Click Contact If your e-mail / mobile number Us in the event if is no longer valid, please Contact Us user's registered email/mobile number is no PREVIOUS longer valid NEXT

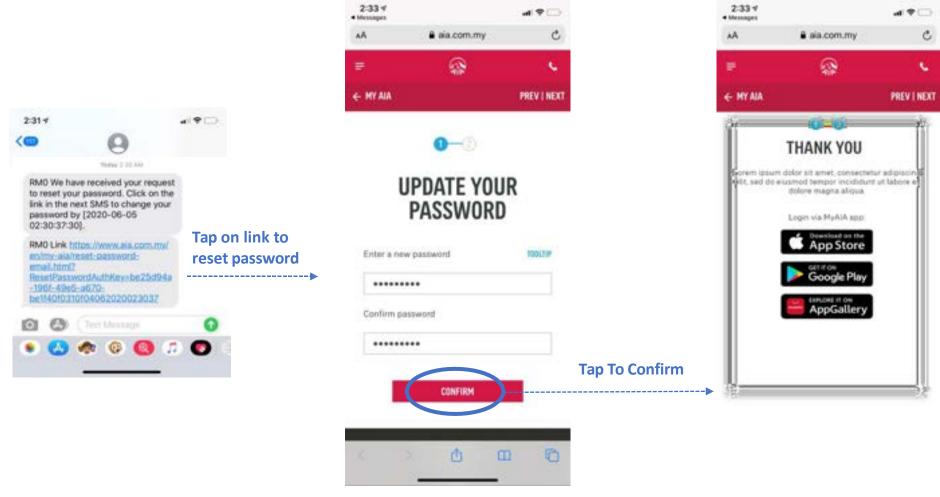
#### **Option to receive password link**

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

#### Key in Identification No

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

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



MY AIA APP

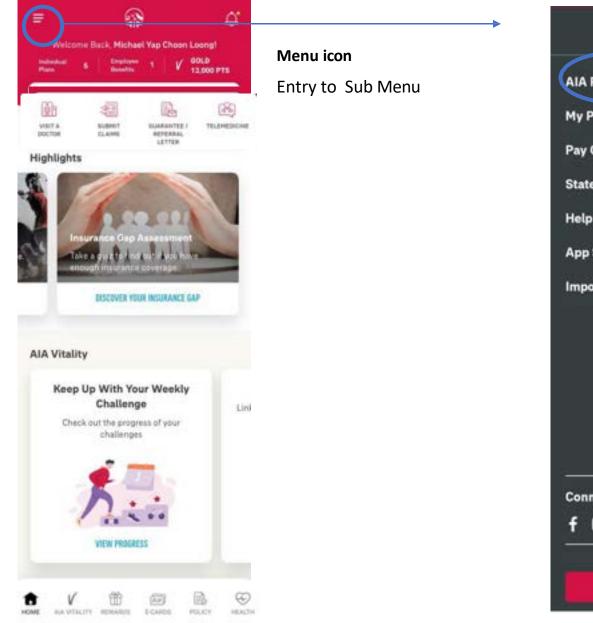
05

MY AIA APP

## PANEL LOCATOR

- Entry point
- View AIA Panel Locator

## ENTRY POINT PANEL LOCATOR

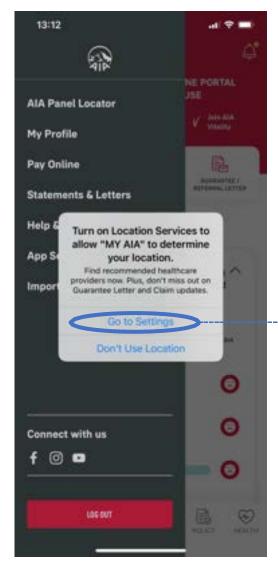


-AIA Panel Locator My Profile Pay Online Statements & Letters Help & Support App Settings Important Info Connect with us 0 🕨 LOG OUT

Entry Point AIA Panel Locator

### **VIEW** AIA PANEL LOCATOR

Android



Тар

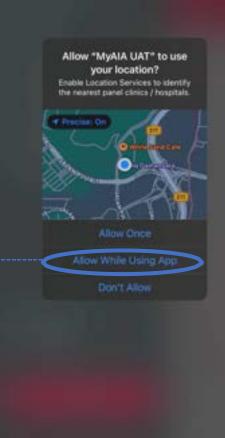
----

#### **Activate location**

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

Allow \*Mys your Enable Locatio the reasest pa

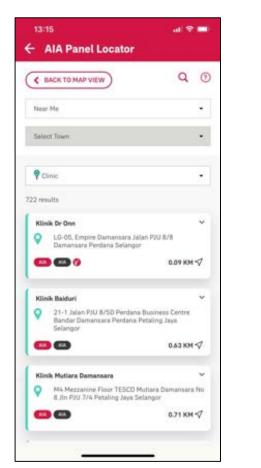
Tap



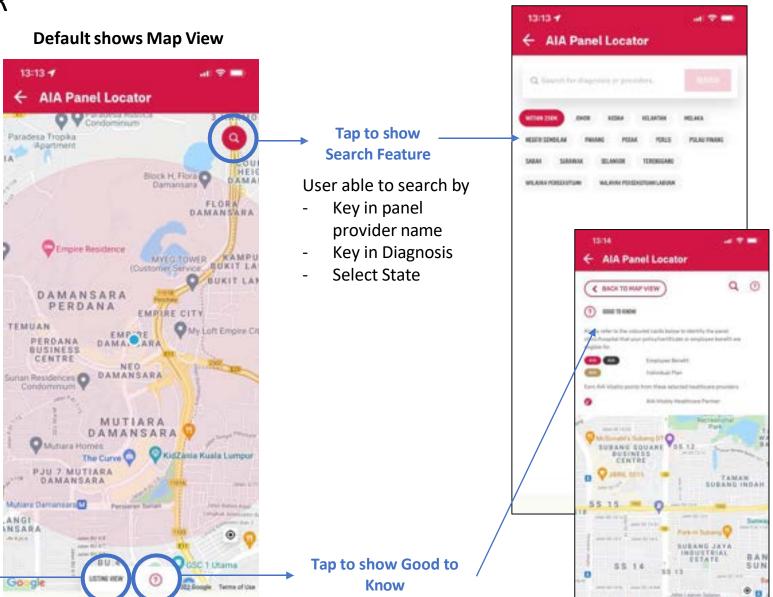
iOS

at 🕆 🚥

### **VIEW** AIA PANEL LOCATOR



Tap to show List View



Goigle

UNITED INTER-

0

All Hangle . Serve of Line

MY AIA APP

## **LIST VIEW** AIA PANEL LOCATOR

13:15	al 🗢 🚍	
BACK TO MAP VIEW	Q (0)	
Near Me		
Select Town	•	
P Clinic		Choose Type of Provider
P Clinic		
24 Hours Clinic		List View
<ul> <li>Hospital</li> <li>Platinum Hospital</li> </ul>		Displays
AlA Customer Centres		- Pane
P Ambulatory Care Centre		- Addr
Dental		- Polic
<ul> <li>21-1 Jalan PJU 8/5D Perdana I Bandar Damansara Perdana Pi Selangor</li> </ul>		- Dista
<b>•••</b>	0.63 KM 🗸	
Klinik Mutiara Damansara	~	
M4 Mezzanine Floor TESCO Mi B Jin PJU 7/4 Petaling Jaya Sel		
<b>••</b>	0.71 КМ 🗸	

	13:15	₹ ■	Tap to go	13:15	? <b>-</b>
	BACK TO MAP VIEW	•	back to Map View	C BACK TO MAP VIEW Q	•
Choose Type of Provider	♥ Clinic 722 results	•	Tap for Panel Details	P Clinic Klinik Dr Onn	•
List View Displays - Panel Name - Address - Policy Entitlement - Distance (KM)	Klinik Dr One         I.G-05, Empire Damansara Jalan PJU 8/8         Damansara Perdana Selangor         Image: Selangor	× M√ ra No		<ul> <li>LG-05. Empire Damantara Jalan PJU 8/8 Damansara Perdana Selangor</li> <li>0377311535</li> <li>MON-FRI: 9AM-6PM SAT: 9AM-1PM SUN: CLOSED PHOLEDW: CLOSED</li> <li>REI (1990) (</li></ul>	0.6

## **SEARCH VIEW** AIA PANEL LOCATOR

#### 13:13 al 🕆 🗖 AIA Panel Locator C Cancer SEARCH WITHIN 25AM shate **ETTAR KTLANTER** HELAKA PSLAU PINANE NEDER STREELAN PERIS **HERAK** PANER SELANGOR SABAH SARAAA TEREMOLAN WEATER PERSERUTURE **ENDERGYDIAN LABORE** DIAGNOSIS

Breast Cancer Cancer in Other Body Parts (Brain, Eye, Thyroid, and Others) or Cancer Metastasis Cancer in Other Body Parts (Dvary, Testis, Kidney, and Others) Colorectal Cancer Lung Cancer Oral Cancer Prestate Cancer

#### HEALTHCARE PROVIDERS

bei results terret. Ptraké selenthajáns. DIAGNOSES BODY PART

94 republic former. Photosic seguritic again.

#### **Search Feature**

13:13

Type in the diagnosis or provider name Select the state

### List of diagnosis appears based on search term

K BACK TO MAP VIEW	Q (
Selangor	
Select Town	
All	
esults	
Subang Jaya Medical Centre O 1, Jalan SS 12/1A Petaling Jay	
000	9.93 KM 💎
Beacon Hospital	
No. 1, Jalan 215, Sekayen 51 F Selangor	Petaling Java
<del>(11)</del> (11)	8.76 KM √
Sunway Medical Centre	~
No. 6, Jalan Lagoon Selatan B Petaling Jaya Selangor	andar Sunway
<b>— — —</b>	11.09 KM √

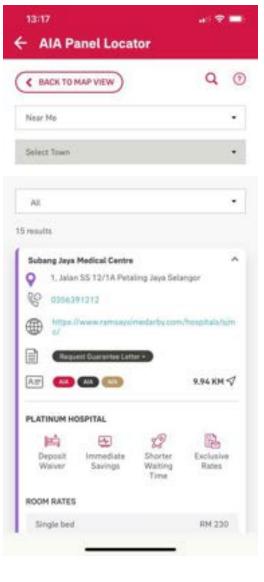
#### Search Results

al 🕆 🗖

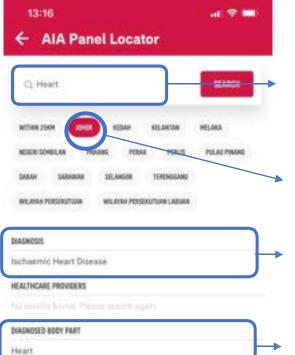
List of recommended providers based on the diagnosis

Tap for information of the Panel

\_\_\_\_\_



## **SEARCH VIEW** AIA PANEL LOCATOR



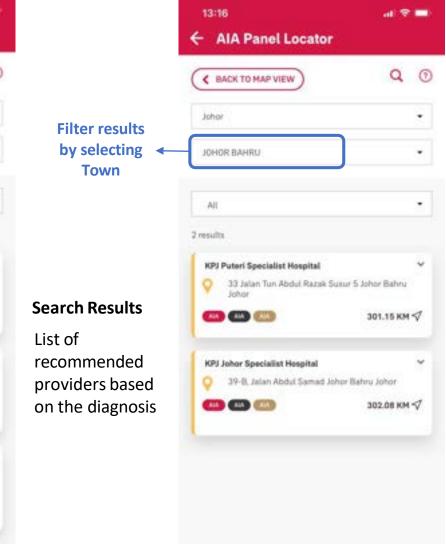
## **Search Feature** Type in the

diagnosis or provider name Select the state List of diagnosis appears based

appears based on search term

List of diagnosed body part appears based on search term

13:16 ← AIA Panel Locator	al 😤 💻
BACK TO MAP VIEW	Q (0
Johor	•
Select Town	٠
All	
6 results	
Pantai Hospital Batu Pahat Q. 95, Jalan Bintang 1 Taman Ko Pahat Johor	🗸
<b></b>	207.74 КМ 🗸
Columbia Asia Hospital Iskandar P Pensiaran Afiat Taman Kesiha Johor	
	292.93 КМ 💎
Gleneagles Medini	v
2, Jalan Medini Utara 4 Medin Puteri Johor	i Iskandar Iskandar
<b>(11)</b> (11)	296.66 KM 💎



MY AIA APP

## INBOX MESSAGES

- Entry point
- Steps to view inbox messages



## **ENTRY POINT** INBOX MESSAGES

Plans.	Banel	125	12,000 PTS
VISIT A DOCTOR	SUBMIT CLAIMS	GUARANTES / REPERSAL LETTER	TELEHEDICINE
nancial	Health Ch	eck	
			~
	your	eed to pay atte Accident and ( s coverage.	
TAKE /	ISSESSMENT	VIEW FULL	REPORT
ghlights			

purchase of personal accident

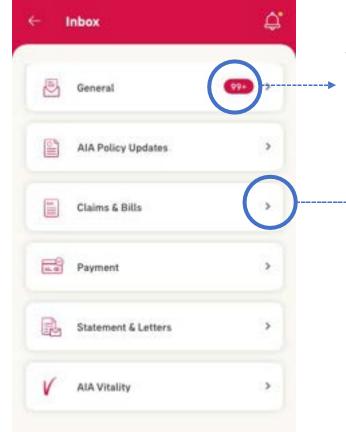
insurance

purc

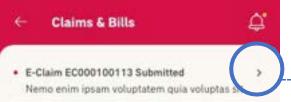
insu

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
- 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

5

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

#### Claims & Bills

### ×

#### DELETE

### E-Claim EC000100110 Submitted

Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequentur 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

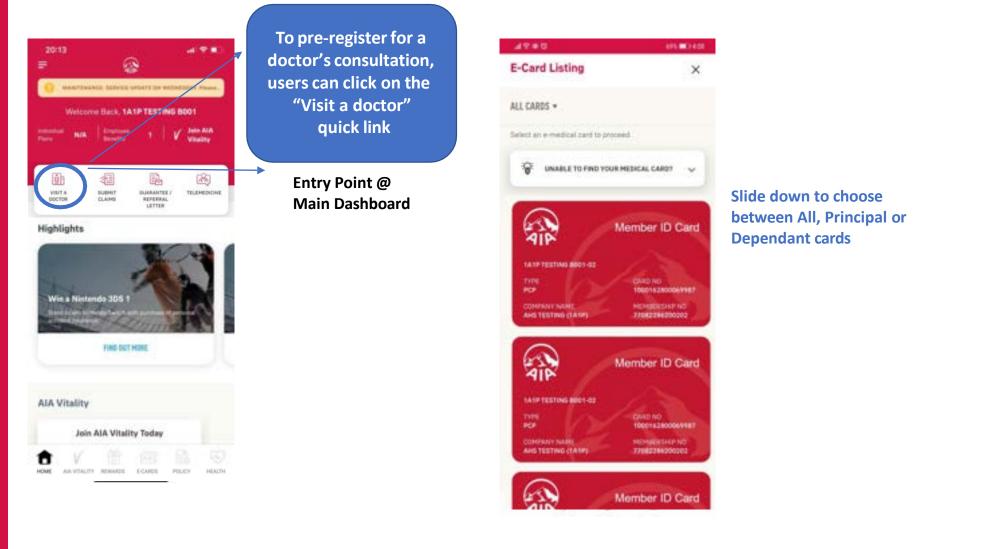
## PRE-REGISTRATION @ PANEL CLINICS / VISIT A DOCTOR

Applicable for AIA Corporate Members only

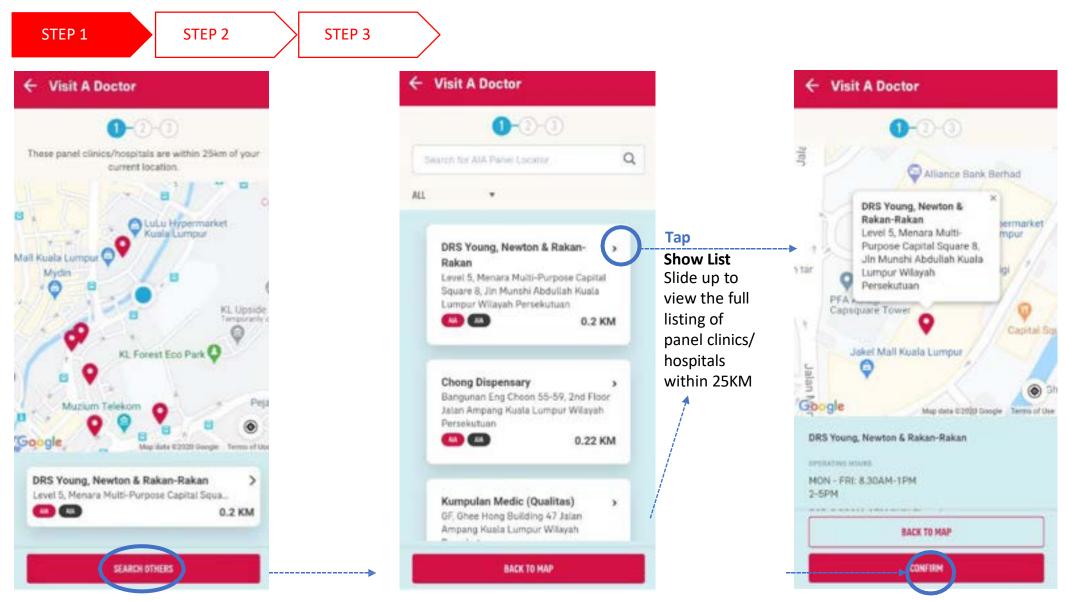
- Entry Point for Pre-registration
- Steps for Pre-registration
- Entry Point Panel Visit
- View your Past and Active Panel Visit



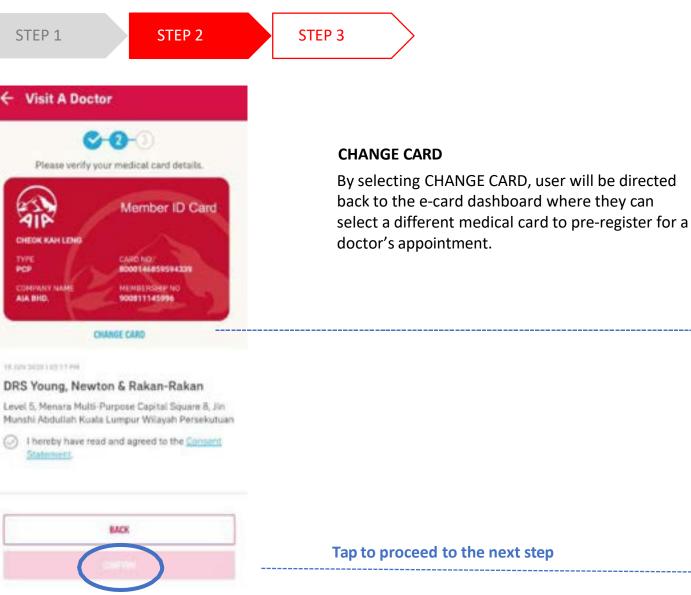
## **ENTRY POINT** FOR PRE-REGISTRATION/ VISIT A DOCTOR

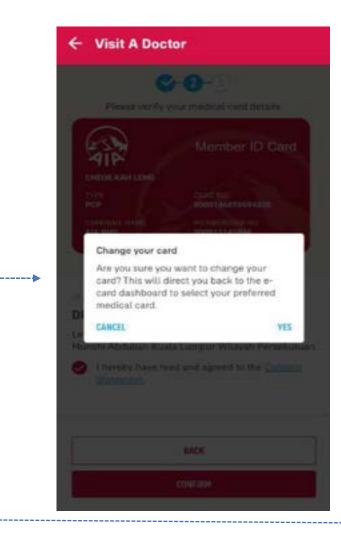


## **STEPS** FOR PRE-REGISTRATION/ VISIT A DOCTOR

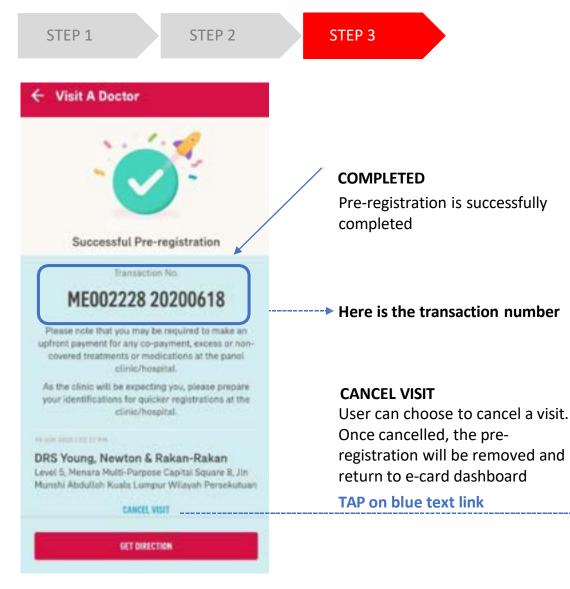


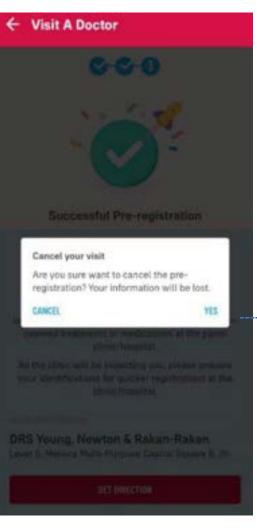
## **STEPS** FOR PRE-REGISTRATION/ VISIT A DOCTOR





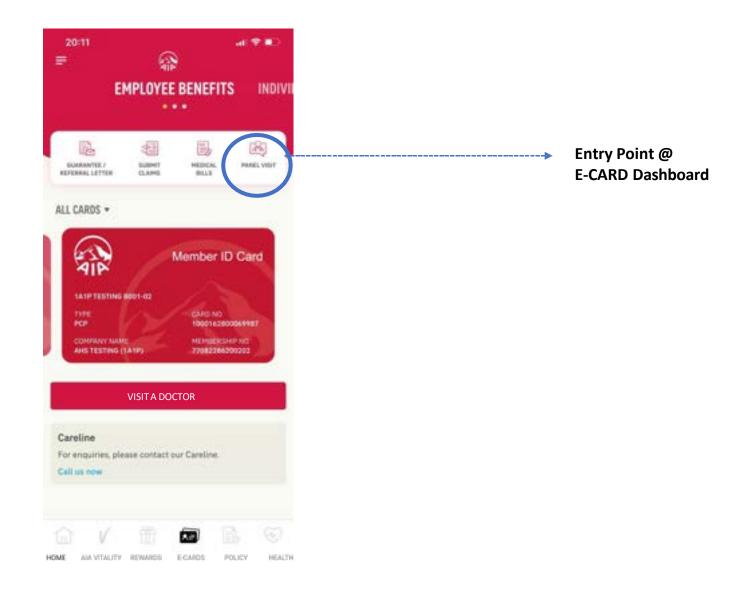
## **STEPS** FOR PRE-REGISTRATION/ VISIT A DOCTOR





TAP TO RETURN TO THE E-CARD DASHBOARD

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



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

20:17 ♥ ■⊃ ← Panel Visit		20:17 ← Panel Visit	al 🕈 🌓		
CURRENT PANEL VISIT		Current Panel Visit	×		
CSD ONE APP ONE PORTAL TAKAFUL EMPLOYEE THIRTY PROCESS	Tap to view the details	Successful Pre-reg	gistration	Summary	20:17 Current Panel Visit
		Transaction N ME000007 202 Please note that you may be requir payment for any co-payment, ex treatments or medications at the	200519 red ta make an upfront cess or non-covered panel clinic/heapital.	View the panel visit pre-registration details	Successful Pre-registrat ME000007 202005
		As the clinic will be expecting you identifications for quicker registration to my contraction for quicker registration <b>Chong Dispensary</b> Bangunan Eng Cheen SE-SP, 2nd Flor Lumpur Wilayah Persekutuan	ns at the clinic/hospital.		Pieces note that you take be required to in provident for any co-payment, excess or leastness or resolutions at the piece of As the clinic will be respecting you, prever short fluctures for spicitier registrations at th Directions Unling Apple Maps
		CANCEL VIDT		Display navigation app options	Google Maps Waze
					Close

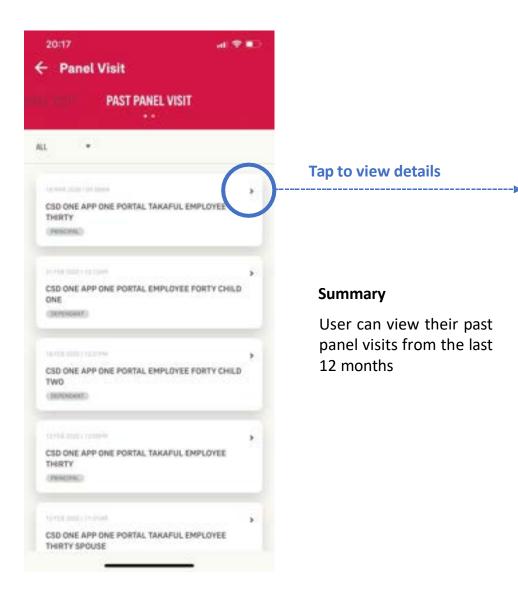
.....

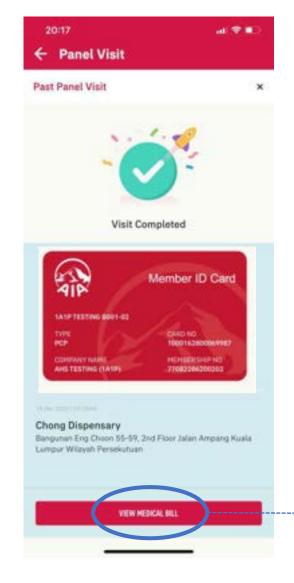
h covered crhespital repare plant Scientingshal

07

Hour visit history will only be stored for 24 hours.

## **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

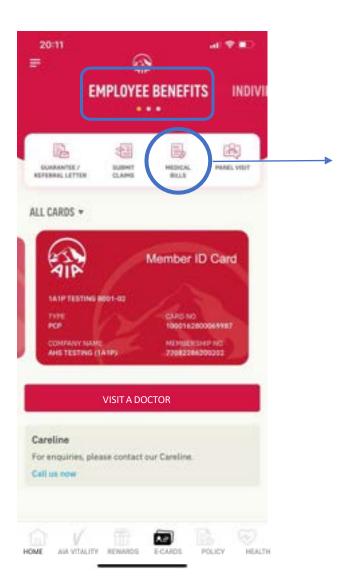
# MEDICAL BILL

Applicable for AIA Corporate Members only

- Entry point
- View Medical Bill



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



**Option A:** 

Entry Point @

**E-CARD DASHBOARD** 

-Ċ. = **EMPLOYEE BENEFITS** 1 2 **Option B:** SUBPRT CLAIM CLAIM HISTORY HEDICAL BILL Entry Point @ **PLAN & CLAIM** DASHBOARD ALL \* VIEW ALL 2 **Preferred Care Policy** > PCP Policy No. 30001912 Policy Owner Michael Yap Choon ABC Company Company Name Staff/Employee No. 8841712 Company Effective 12-Apr-2018 Date .... Financial Health Check Take a quiz to find out if you have enough insurance coverage. Discover your insurance unverage œ R. AIA VITALITY REWARDS. E-CARDS POLICY HEALTH HOME

## **VIEW** YOUR MEDICAL BILL

			Medical Bill	
20:15	al 🕈 🗊		Transaction (2) Dring Disamenty Barrigunan Ang Chaine (2)-39, 2nd Failer Barlingunan Lutters: Wilcosh Petratechan	Jalan Ariyang
ALL •		<b>Summary</b> Will show the full medical bill details based on the visit	CLID ONE APP ONE PORTAL TANAPUL E THEFY Card Hu. 40004630	
Chong Dispensary		}	Medical Bill Summary	
CSD ONE APP ONE PORTAL TAKAFUL EMI THIRTY	PLOYEE		Covered by Insurance pelocyTakahal certificate:	RM 454
Transaction ID 000001			Amount paid by palant	104
AND THE PERIOD IN COMP.	*		Test	RM 45.0
Chong Dispensary	,		Itemized Statement	
CSD ONE APP ONE PORTAL EMPLOYEE FO	DRTY CHILD		Backastre Medical Carificate Issued	
Transaction ID 000002			Consultation	891 154
38.000 SU22 (12.2040			Helister .	84110
Chorg Dispensary CSD ONE APP ONE PORTAL EMPLOYEE FO	ARTY CHILD		Paracetamal Tablet 500mg (mot. TellsLT1 broaspe: 500mg Quertity: 101 Over Paul, RM 1,00	804 10.
TW0 Transaction ID 000003				
			Presslares	RM 20.0
12 668 2020 112 1794	>		Designe Repid text Cent: Presentaris I Downthy: 11 Unit Press: BM 15:00	894 52.0
Chong Dispensary CSD ONE APP ONE PORTAL TAKAFUL EMI	PLOYEE		Andralizer (Precedure only) Stat: Precedure ) Searrity, 11544 Prece. Am 18:00	894.120
THIRTY SPOUSE Transaction ID 000003			T pro dia na patient fina managementa pasar	

......

Medical Bill

# EMPLOYEE BENEFITS & UTILISATION

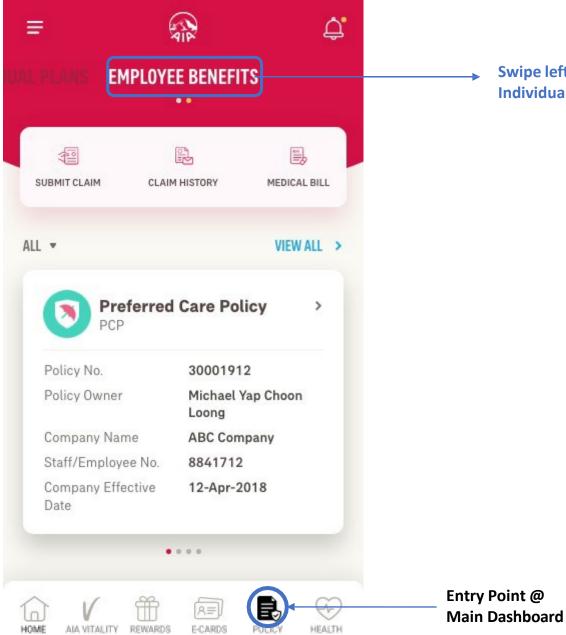
Applicable for AIA Corporate Members only

- Entry point
- View your Employee Benefit

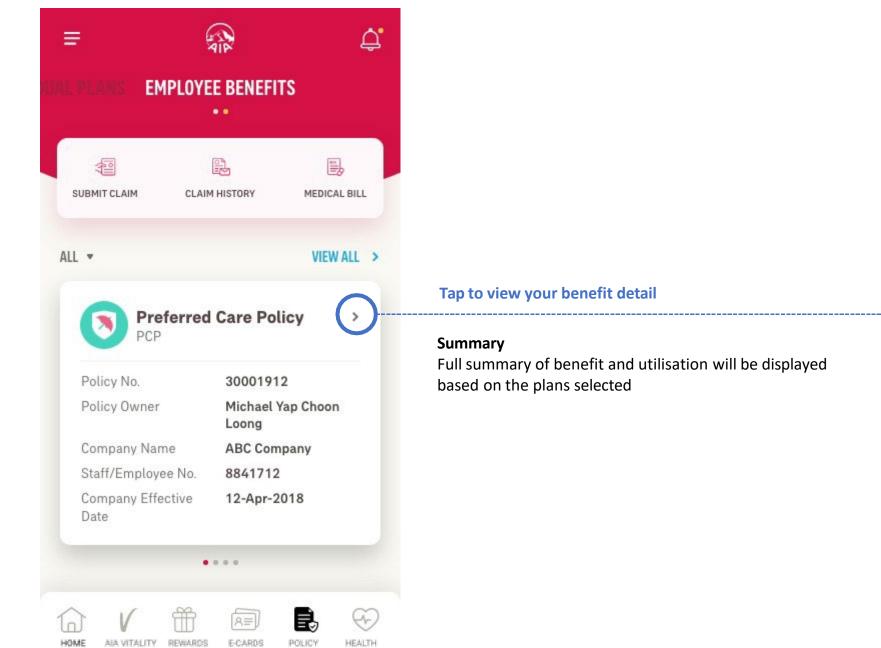


g

## **ENTRY POINT** EMPLOYEE BENEFIT & UTILISATION



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

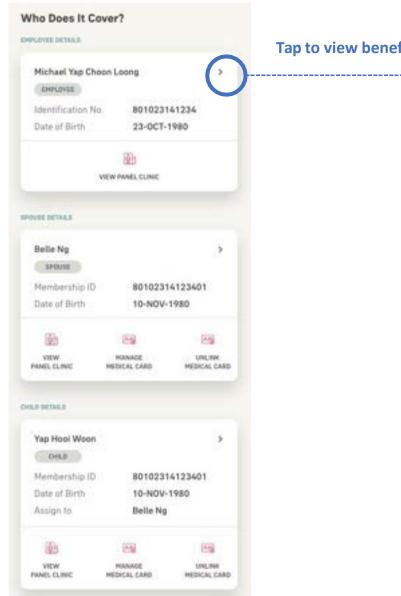


Preferred Care Polic CP	F <b>Y</b>			
Policy No.	30001912			
Policy Owner	Michael Yap Choo	n		
Company Name	ABC Company 8841712			
Staff/Employee No.				
Company Effective Date	12-APR-2018			
Bank Name	CITIBANK			
Account No.	XXXX XXXX XXXX			
mail Address	micheal.yap@company.c om			
Who Does It Cover?				
Michael Yap Choon Lo	ong	2		
Identification No.	801023141234			
	23-0CT-1980			

**Employee Benefit Summary** 

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

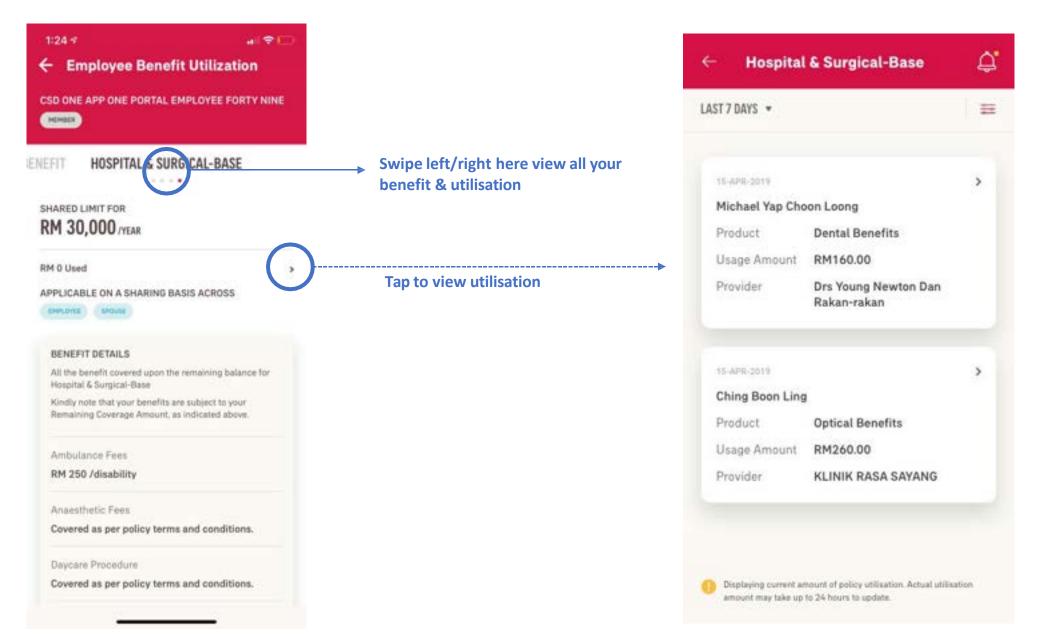
#### Continued



#### Tap to view benefit & utilisation

Bells No.

09



Hospital	& Surgical-Base	¢.		Filter	×	Transaction ID	-
				Claimant Name		Chong Dispensery Biangunan Eng Choon 55-59, 2nd	Elour Islan
ST 7 DAYS 👻			Filter based on	Michael Yap Choon Loong	•	Ampang, 50450, Kuala Lumpor	
			- Claimant's Name	Product		Michael Yap Choon Loong	
(S-APR-2019		>	- Type of benefit	Dental Benefits	•	Card No. XXXXXXX	00000
Michael Yap Cho						1000	
Product	Dental Benefits					Bill Summary	
Jsage Amount	RM160.00					Covered by insurance policy	RM 45.00
Provider	Drs Young Newton Dan Rakan-rakan					Patient to Pay	RM 0.00
						Total	RM 45.00
15-APR-2019		6				Itemized Statement	
Ching Boon Ling	1	$\mathbf{U}$		Tap to vie	ew medical bill	Fever / Cough / Cold / Flu Medical Certificate	0
Product	Optical Benefits						
Usage Amount	RM260.00					Consultation	RM 15.00
Provider	KLINIK RASA SAYANG					Medication	RM 30.00
						Paracetamol Unit: TAB I Docage : 500mg Quantity : 10 I Unit Price : RM 1.0	RM 10.00
						Clarinase Tab Unit : TAB   Distage : Per Tablet	RM 30.00
	nount of policy utilisation. Actual utili to 24 hours to update.	uation				Fyre det tel perform fra Vangerium, pinner programmer fallen unt	anal

09

# DIGITAL HEALTH

Applicable for AIA Corporate Members only

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



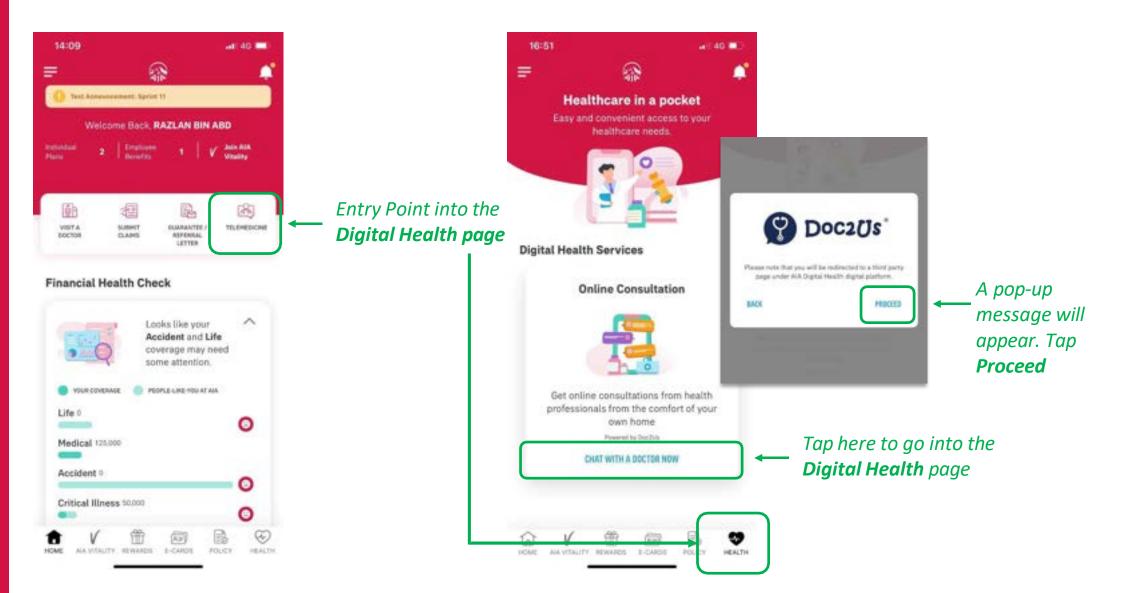
## DIGITAL HEALTH 01: Entry Point to Digital Health



AIA confidential and proprietary information. Not for distribution.

#### <u>menu</u>

## **ENTRY POINT TO DIGITAL HEALTH**

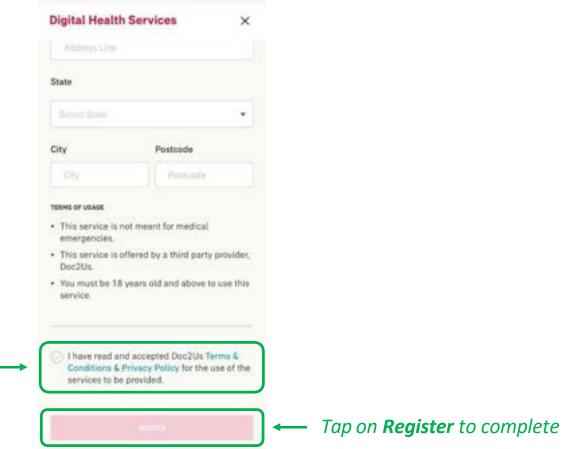


#### menu

## **ENTRY POINT TO DIGITAL HEALTH**

**Digital Health Services** × Registration Please key in your information to access Doc2Us services **Corporate Member Company Name** My Information Full Name Mobile No. Email NRIC/Passport Number

## State City 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

10

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

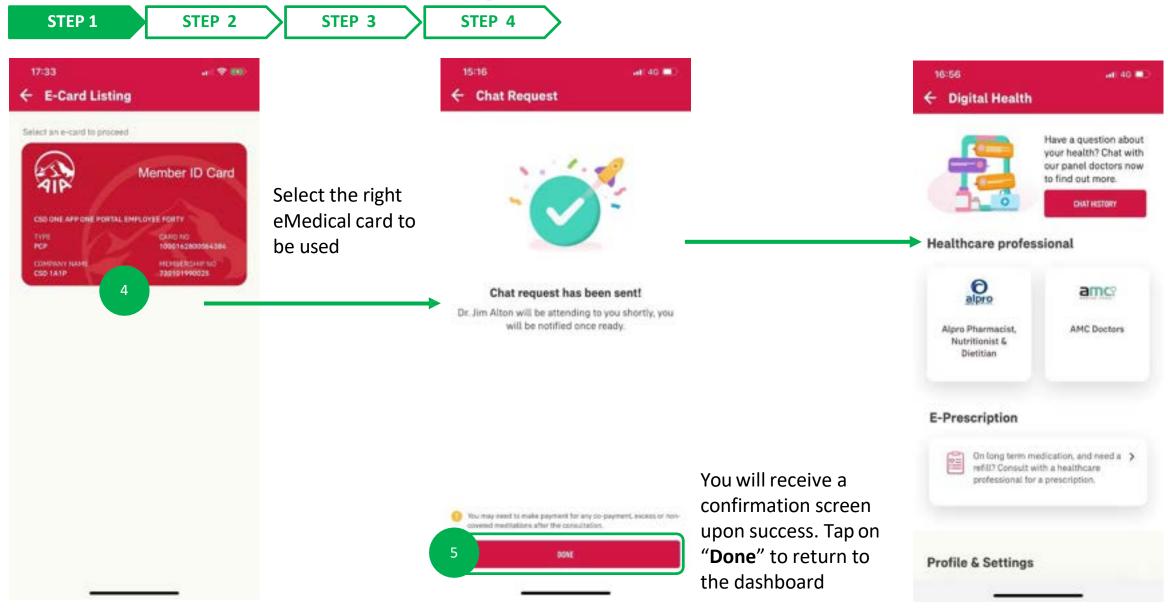


AIA confidential and proprietary information. Not for distribution.

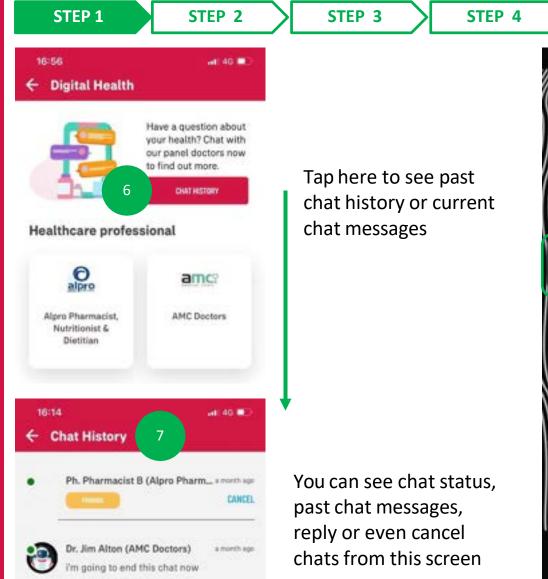
## DIGITAL HEALTH: Part 1- Request for Consultation

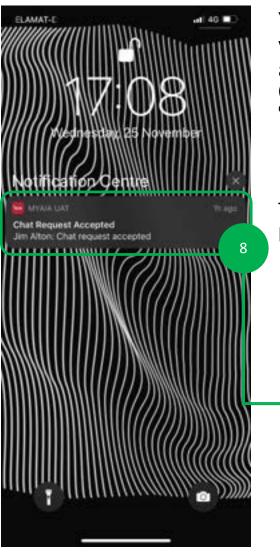
**STEP 1 STEP 2** STEP 3 **STEP 4** 16:56 at: 40 🔲 16:57 at: 40 🔳 16:57 at 40 🔳 **Digital Health** Our Doctors 4 AMC DOCTORS \* Have a guestion about your health? Chat with Tap on a doctor our panel doctors now Q to find out more. to view their CHAT HISTORY profile Dr. Jim Alton 0 Dr. Jim Alton \* \* \* \* Healthcare professional English, Mandarin, Bahasa Malaysia Last wear telline () 25-11-2020 or 045-7 PH alpro Specialty amc 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 Credentials MBBS list of available E-Prescription doctors Education 2 Dr. Dr. Mario University of Kingsmen Family Medicine and QA On long term medication, and need a > refill? Consult with a healthcare Languages professional for a prescription. Last seat: prime @ 30-10-3010 or (8-58-374 English, Mandarin, Bahasa Malaysia Once you have decided on the About Me > • Cak Dr. Khong Mei Hua doctor, Tap "Request 3 REQUEST CHAT NOW HealthChat (Mon-Fri 9am-2pm) **Profile & Settings** chat now" 

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



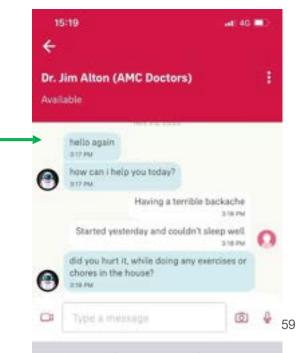
## **DIGITAL HEALTH: Part 1- Request for Consultation**





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

Tapping on the notification will bring you to the chatroom

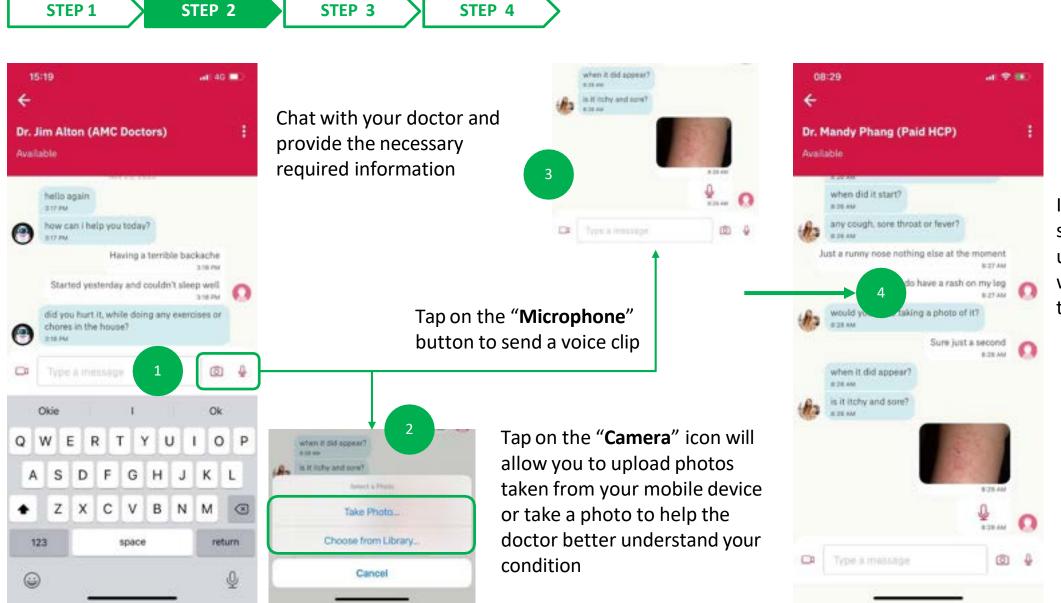




AIA confidential and proprietary information. Not for distribution.

10

MY AIA APP

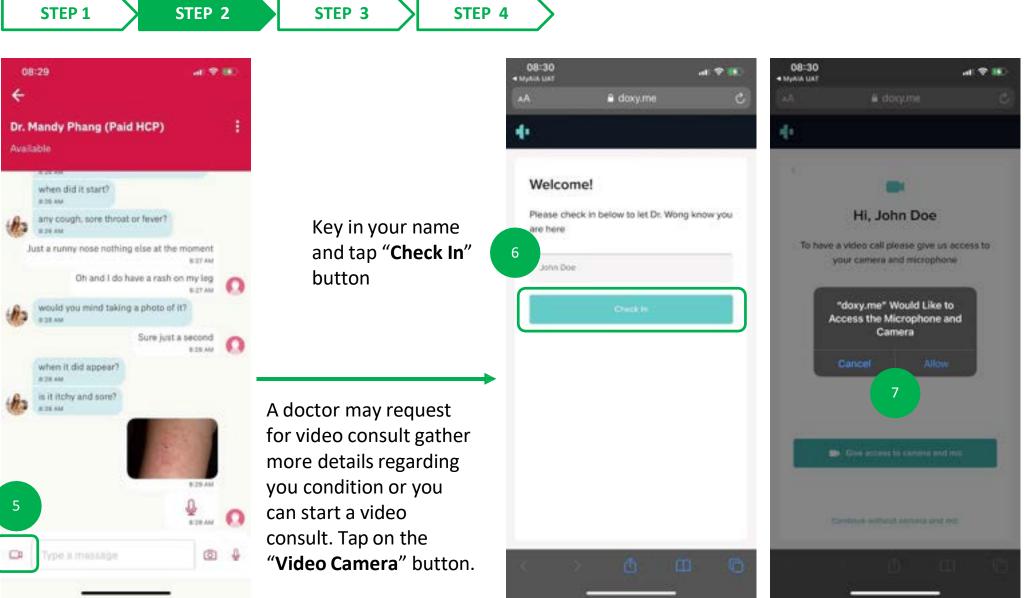


If it has been successfully uploaded, it will appear in the chatroom

menu

10

MY AIA APP



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

STEP 3

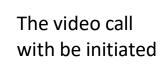
STEP 2

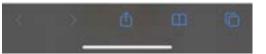
# STEP 1

a doxy.me

Finalizing connection, please stand by









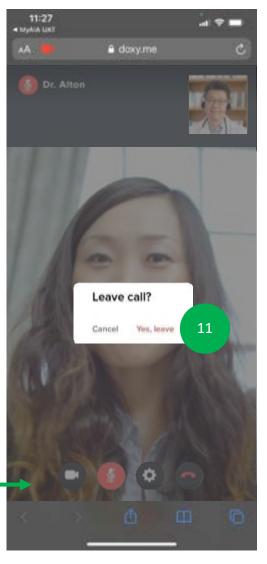
STEP 4

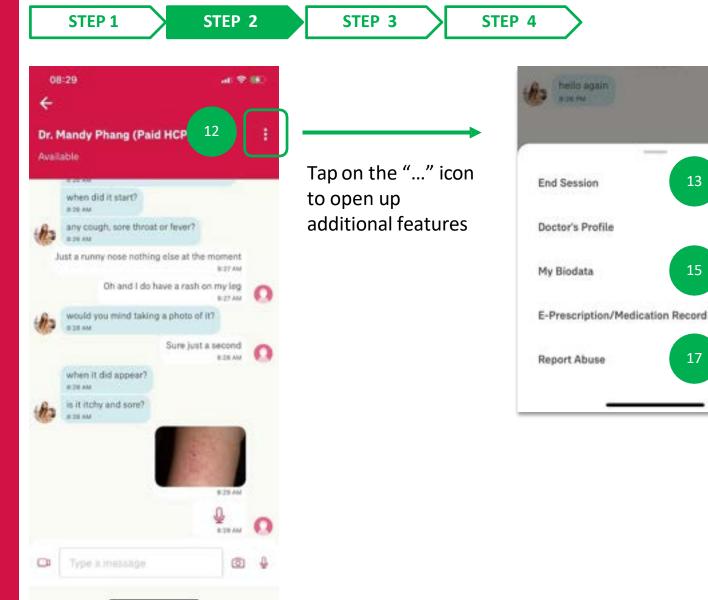
Chat with your doctor and provide the necessary required information

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

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

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





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

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

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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

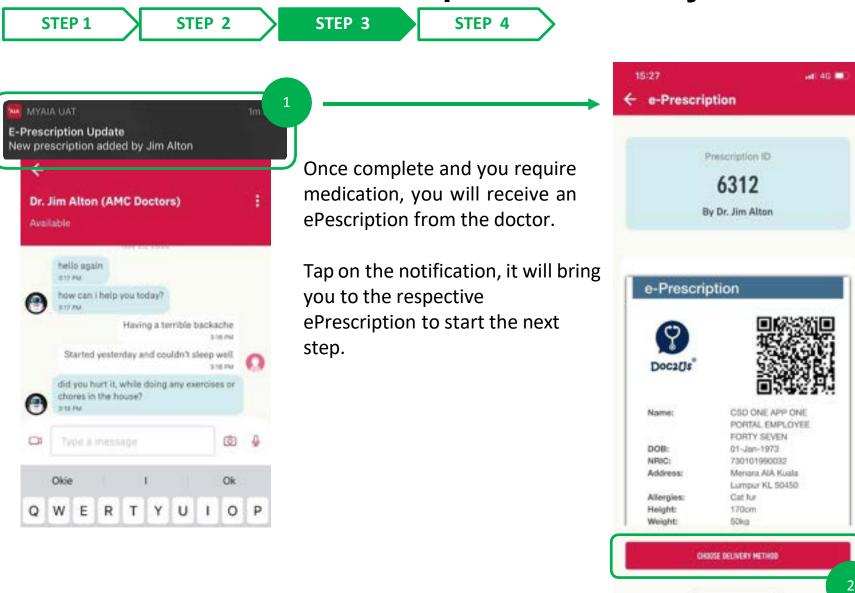
## **DIGITAL HEALTH –**

## 04: ePrescription & Delivery Method



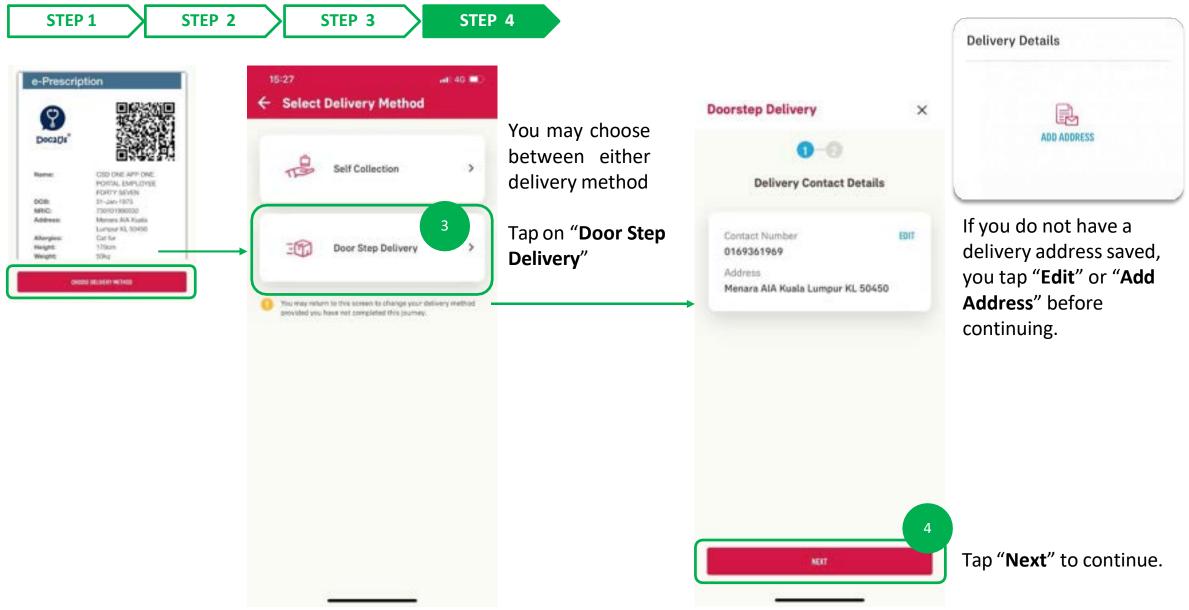
AIA confidential and proprietary information. Not for distribution.

## 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

**STEP 2** 

STEP 4

E-Prescription Update
 E-Prescription Update
 E-S12: Dear valued customer, thank you for ordering
 medication(s) from us. We will process your prescrip.

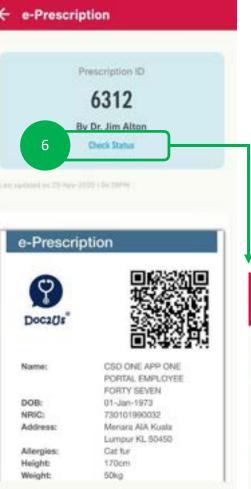


Success

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.



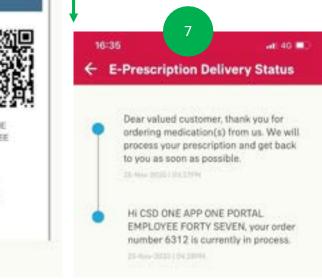
You will receive a confirmation once complete. Tap on the "**Notification**" to proceed to the ePrescription screen



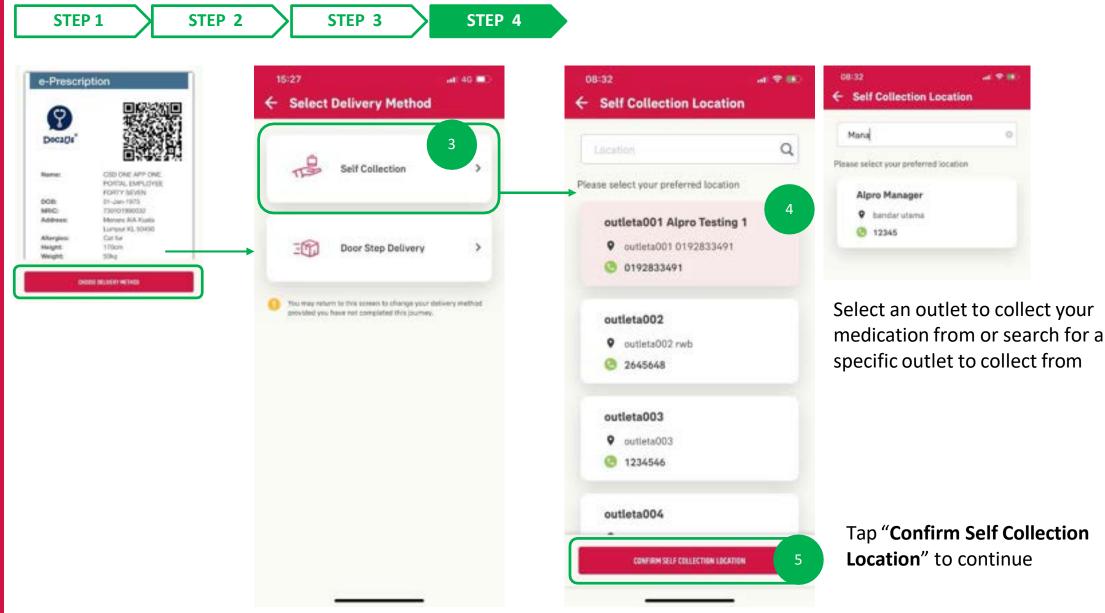
at: 40 🔳

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

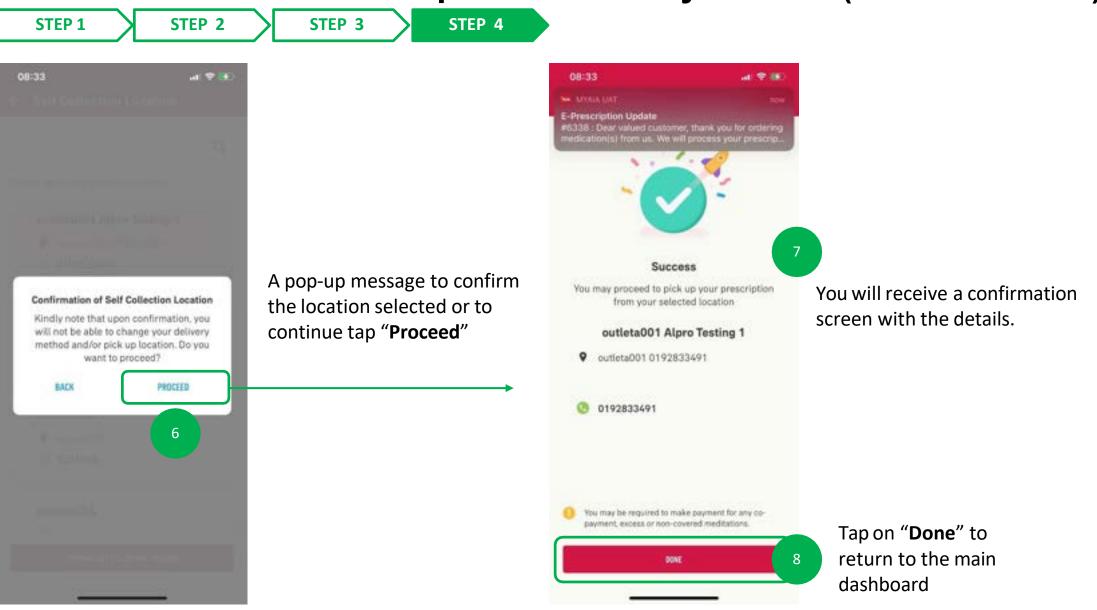
You will be able to see updates on delivery status here and also receive notification on your app



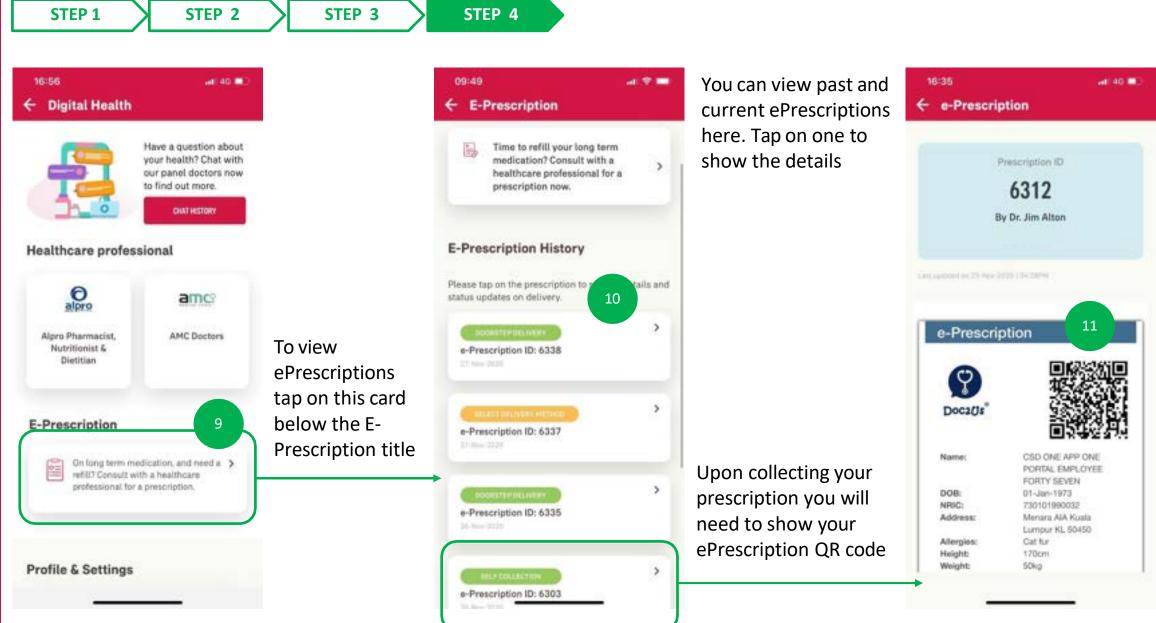
## DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)



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



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



10

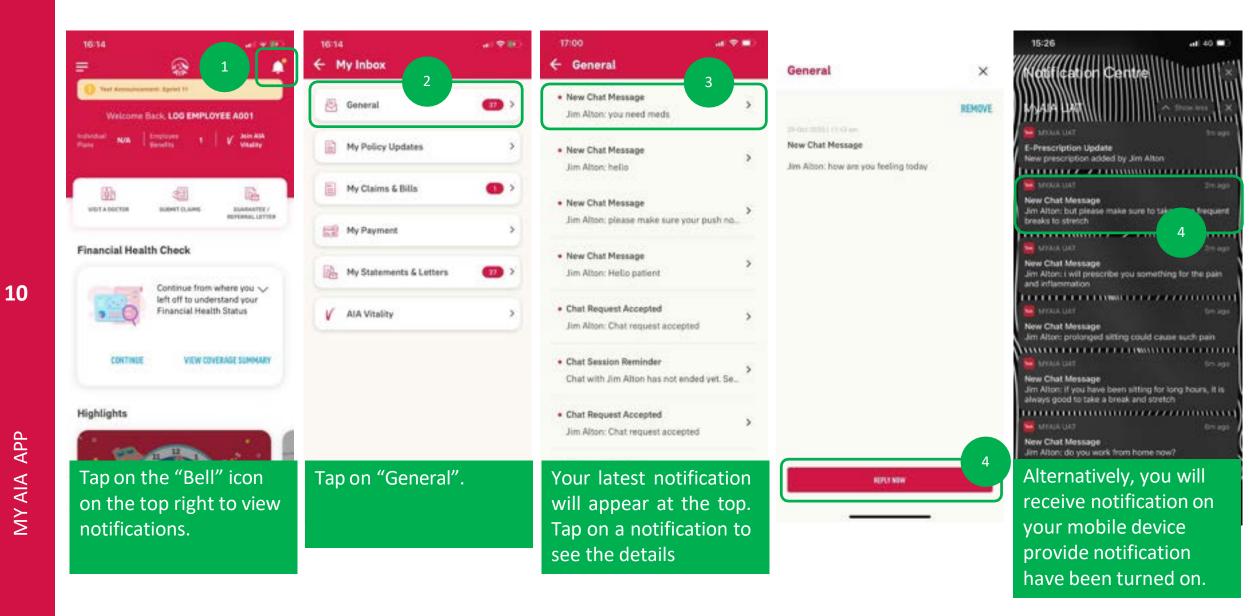
MY AIA APP

## DIGITAL HEALTH – 05: Notifications



AIA confidential and proprietary information. Not for distribution.

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

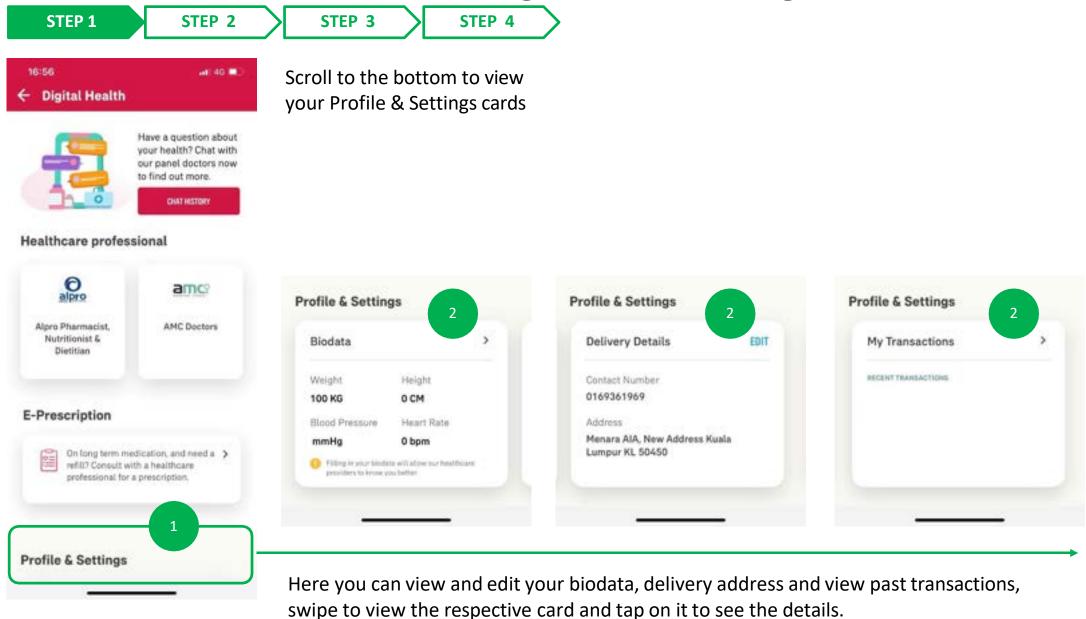


## **DIGITAL HEALTH –**

## **06: Profile Management & Settings**

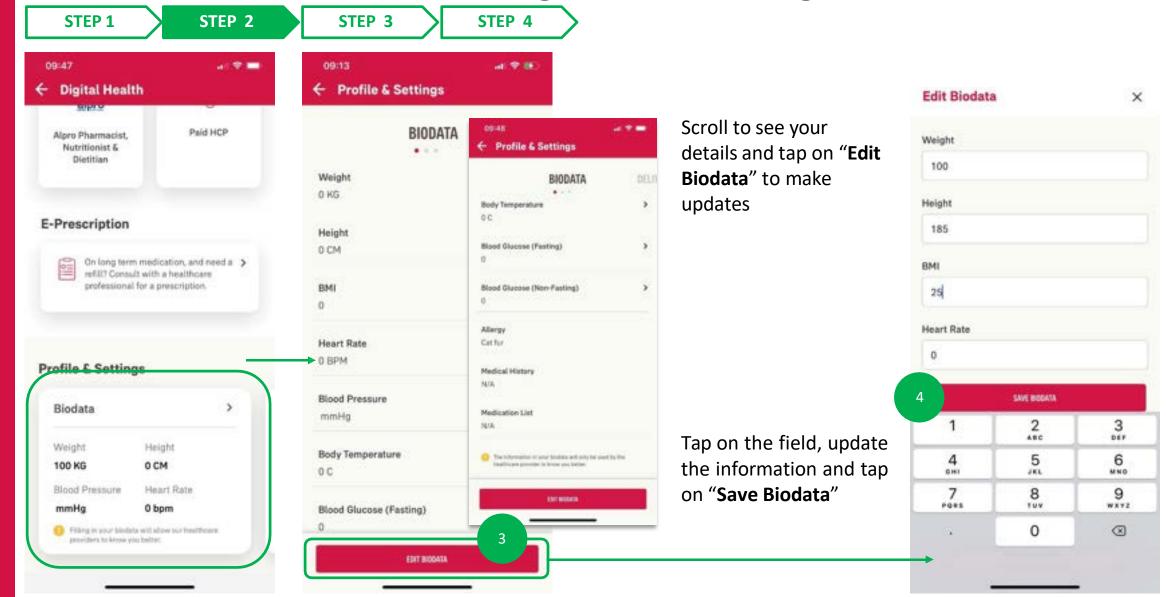


AIA confidential and proprietary information. Not for distribution.



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

menu



Tap on the card or arrow to interact with the card

menu

10

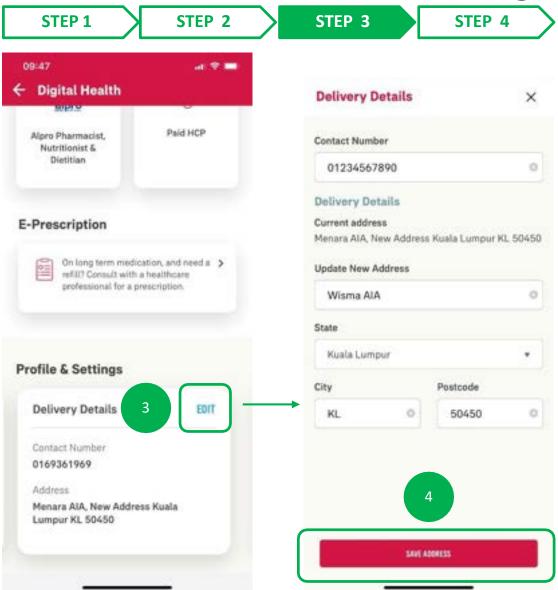
MY AIA APP

20:45 Profile & Settings	at: 40.880		Weight	×
BIODATA	5		24.0us-2020	100 K
Weight 100 KG	>		•	
Height D CM	*	You can tap on the specific field to see the past updates of your	24 Nov. 2000	100 K
BMI D	>	biodata		
Heart Rate D BPM	>			
Blood Pressure mmHg	>			
Body Temperature D C	>			
Blood Glucose (Fasting) 0	>			
EDIT BIODATA			EDITION	10ATA

10

menu

updated biodata screen



09:48 at 😤 💳 **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

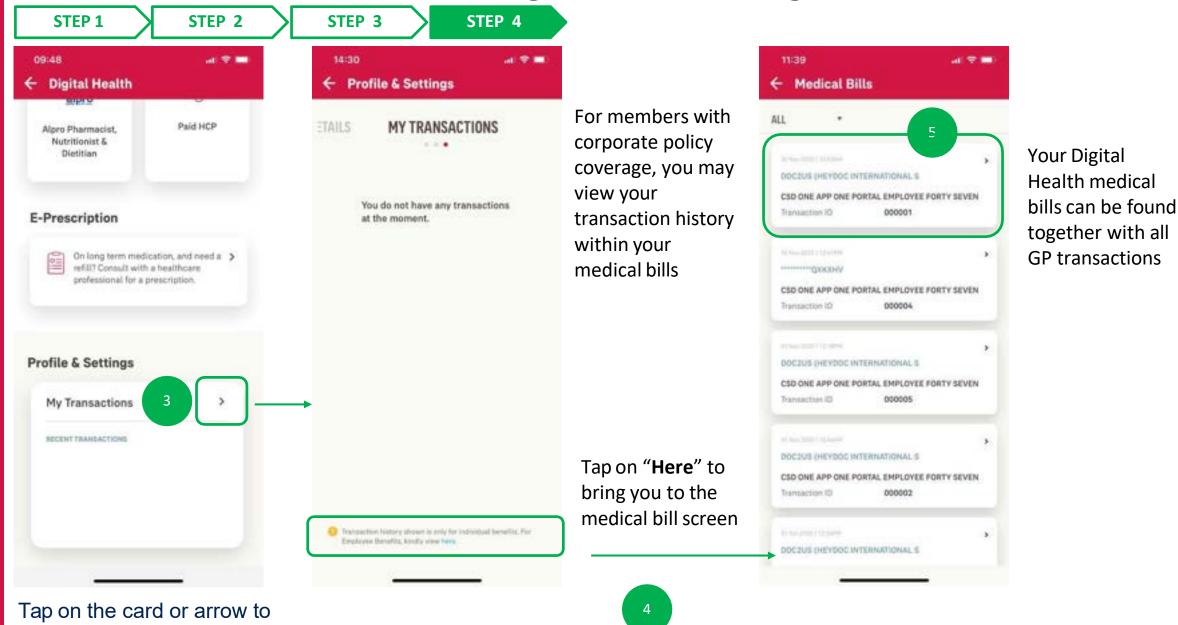
Your updated address will be reflected on the Profile & Settings screen

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

<u>menu</u>

10

MY AIA APP



10

menu

interact with the card

MY AIA APP

11

# PANEL RATING

- Entry Point
- Rate Experience

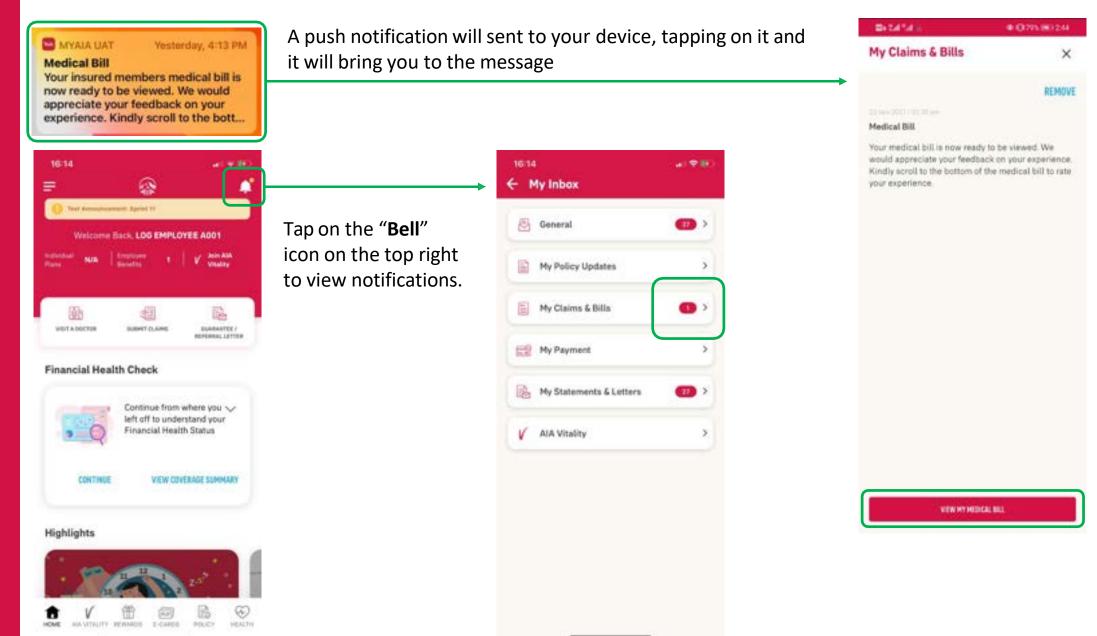


# DIGITAL HEALTH 01: Entry Point to Panel Rating



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#### ENTRY POINT TO PANEL RATING



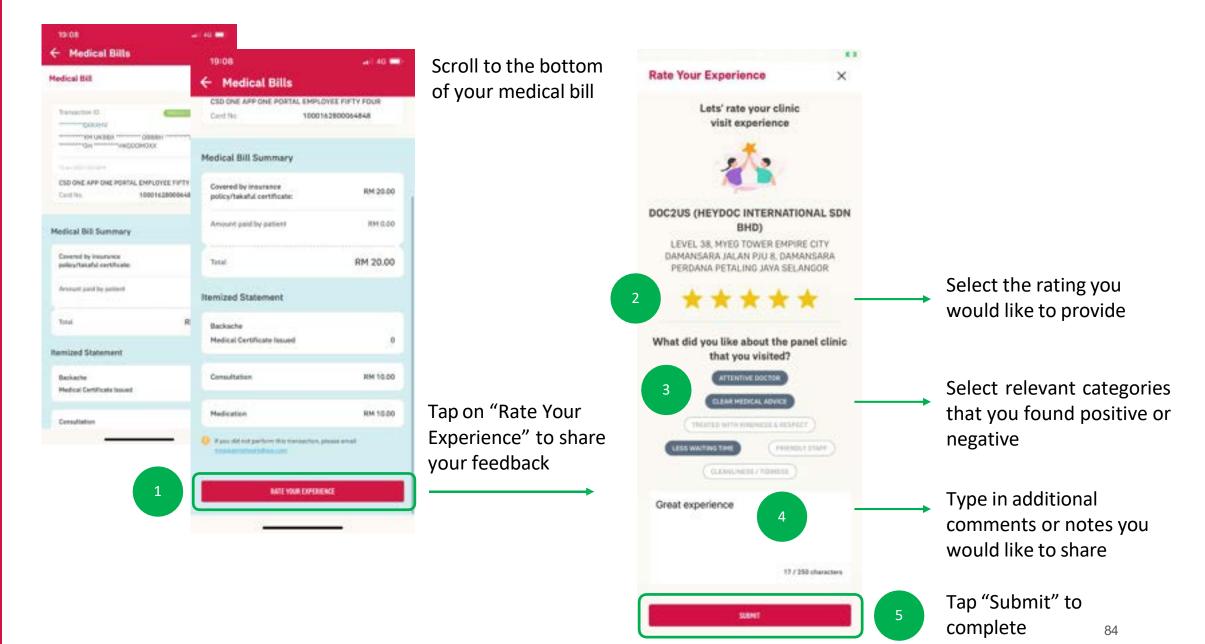
menu

# DIGITAL HEALTH 02: Part 1 – Rating Your Experience



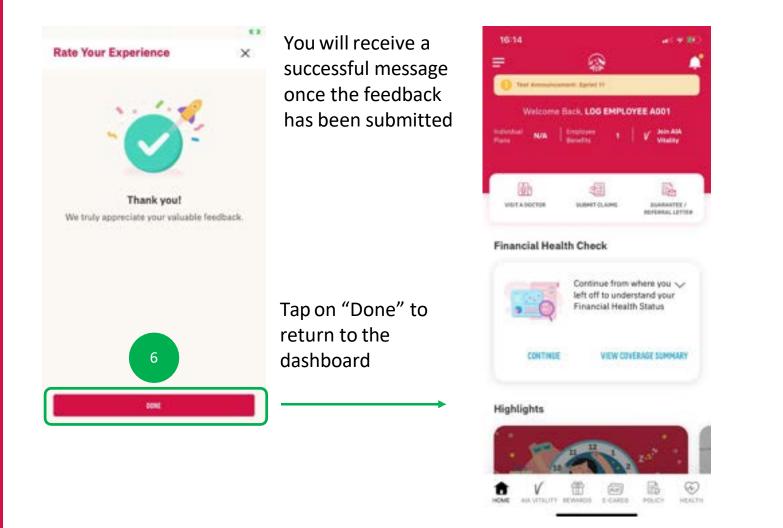
AIA confidential and proprietary information. Not for distribution.

#### **RATING YOUR EXPERIENCE**



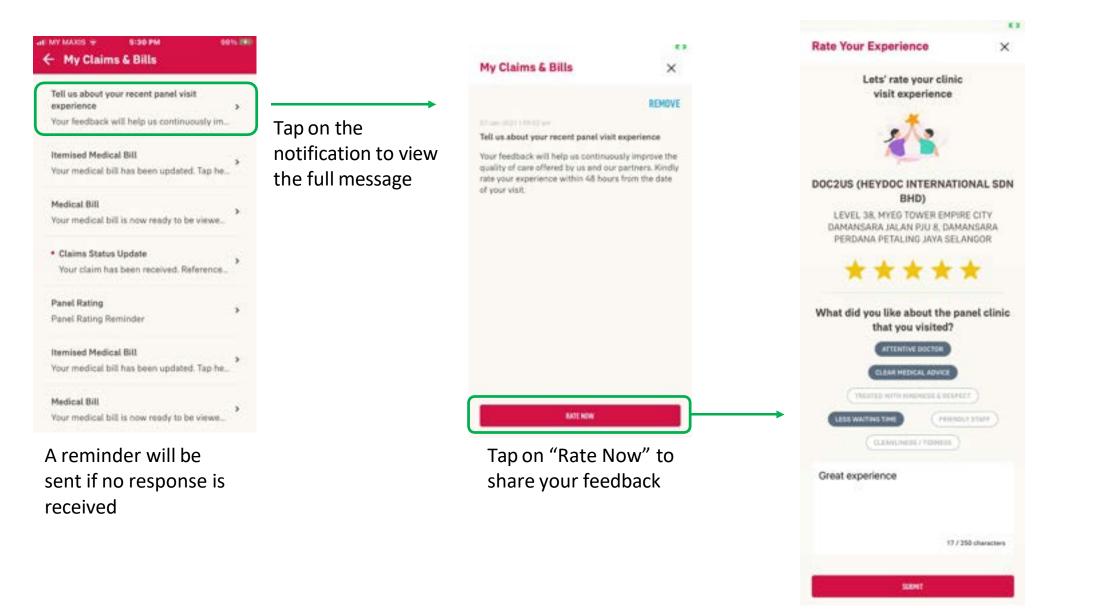
menu

#### **RATING YOUR EXPERIENCE**



11

#### **RATING YOUR EXPERIENCE**



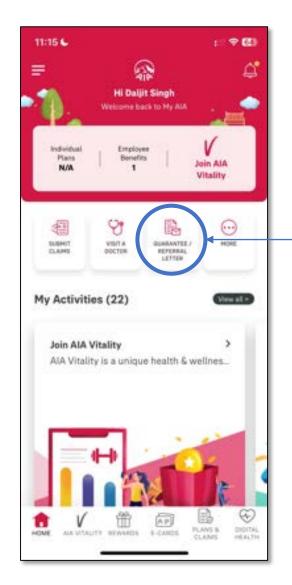
# GUARANTEE / REFERRAL LETTER

Applicable for AIA Corporate Members only

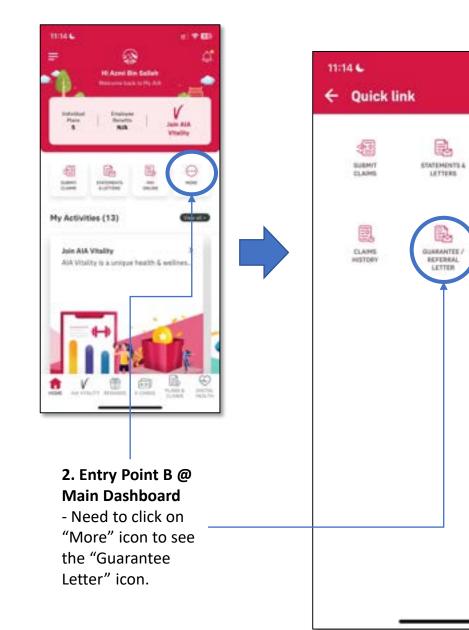
- Entry point
- Request for GL
- Notifications
- GL Request Status



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



 Entry Point A @
 Main Dashboard
 Can click on the "Guarantee Letter" icon on the homepage.



H \* 60

3

PRE

ONLINE

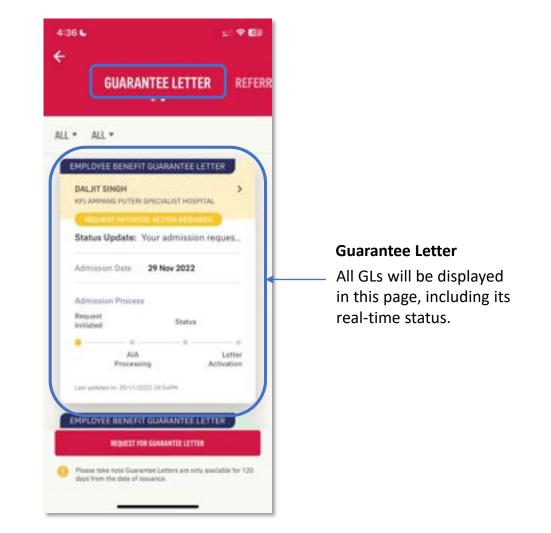
•

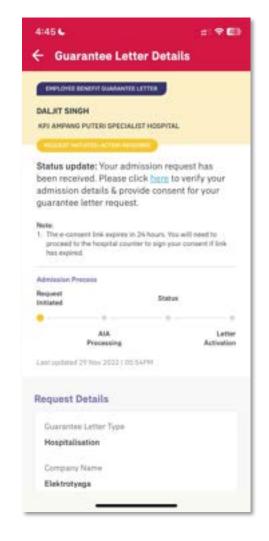
MI

WALLET

#### <u>menu</u>

#### **VIEW** STATUS OF GUARANTEE LETTER REQUEST





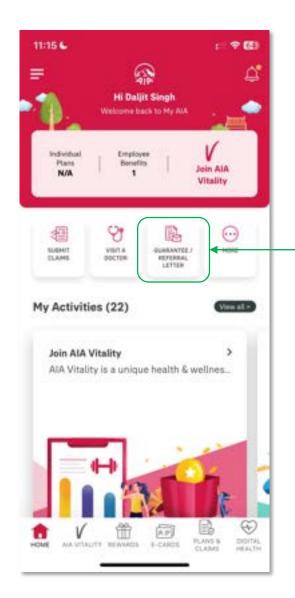
# **REQUEST FOR GUARANTEE LETTER –**

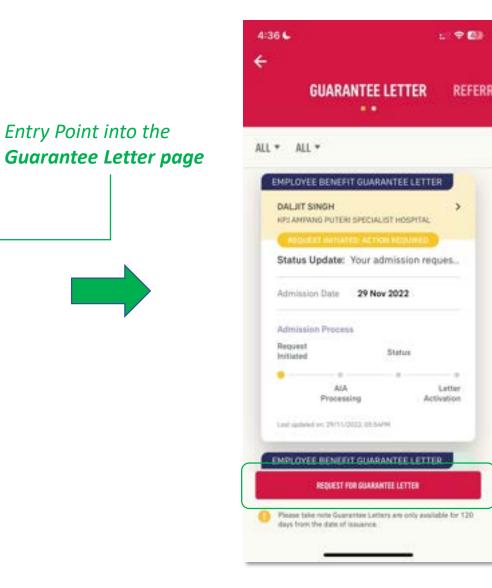
### **01: Entry Point to Request for GL**



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





Click here to go into the Request for Guarantee Letter page

menu

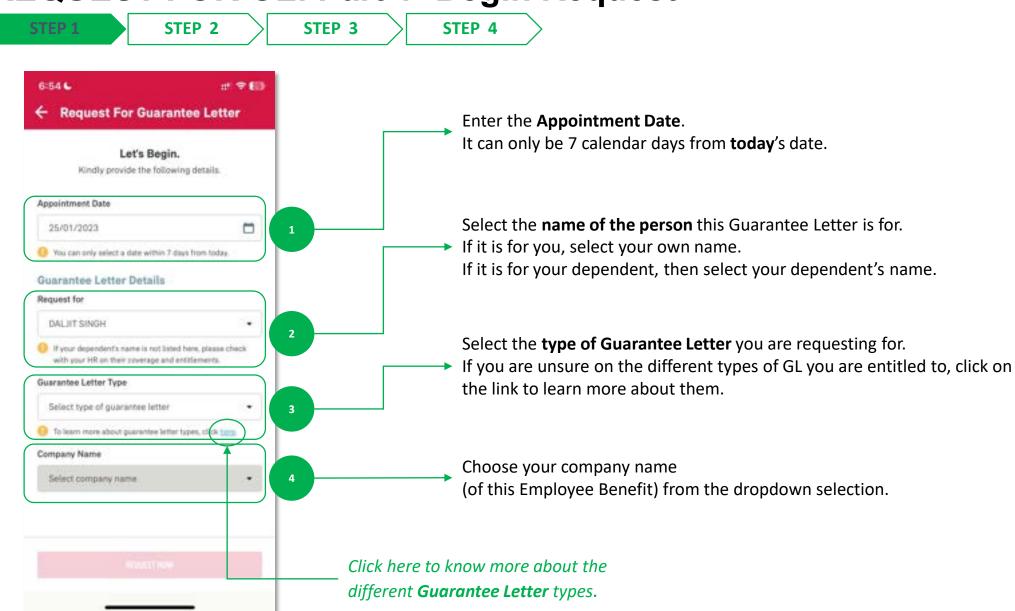
## **REQUEST FOR GUARANTEE LETTER –**

**02: Part 1- Begin Request** 



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



menu

**Online Form for Guarantee Letter request** 

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

	STEP 1	STEP 2	>	STEP 3		STEP 4	
23 <del>(</del>	Request For Gua	না কাঞ্চ rantee Letter	0 1				
Gua	arantee Letter Types	9	×				
	Letters of Guarantee ar nefit's coverage and lim						
0	Specialist Care Outpatient Visit with the Spec consultation.	cialist Doctor for					
0	Post Hospitalisation For Post Hospitalisation cons Doctor(s) who treated you du is for Outpatient Visit(s) after from the hospital.	ring hospital admission. Thi		<ul> <li>Click o</li> </ul>	n the	radio bu	tton for the selection
0	Collection of Medication For collection of medication of from the doctor, whereby the without a visit to see the doct	medication is required but					
0	Health Screening Routine Health Screening / N	fedical Checkup.					
0	Maternity / Pre & Post Natal For maternity / pre & post nat						
0	Government Hospital For Inpatient Admission at Ge Ministry of Health (Kementer KKM)						
	SIR.			6	→ C	lick on "s	SELECT" to continue.

selection of the GL type.

Info page for the Guarantee Letter types

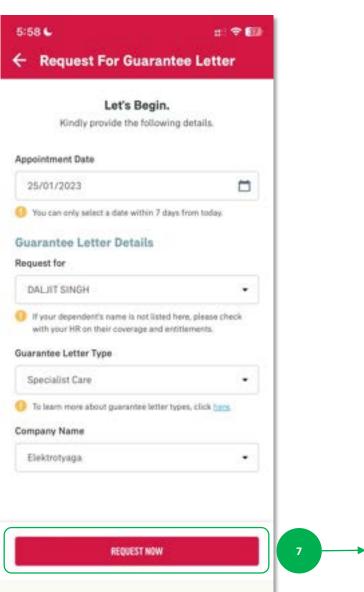
<u>menu</u>

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

STEP 2

**STEP 1** 

STEP 3



STEP 4

Review the details, then click on
"REQUEST NOW" to continue with the GL Request.

12

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



AIA confidential and proprietary information. Not for distribution.

STEP 1	STEP 2	STEP 3 STEP 4
		11:47 <b>6</b> 명한 전문
		← Request For Guarantee Letter
		<b>1</b> -2-3-6
		Fill In Your Request Details
		Specialist Care Details
		Requestor Name DALJIT SINGH
		My Visitation Details
		Request New / Previous SPGL visit for this request
		REQUEST NEW PREVIOUS SPGL
		Healthcare Provider Name
		The holdstall modest sense find inclusion is Q
		Doctor's Name
		Q
		I agree that my personal information collected
		PREVIOUS

Select the Reason for Visit for this request.

- Click "Request New" if this is your first time to see the Specialist for this diagnosis
- or if this is a follow-up appointment, click on "Previous SPGL" (will be explained in Part 3).

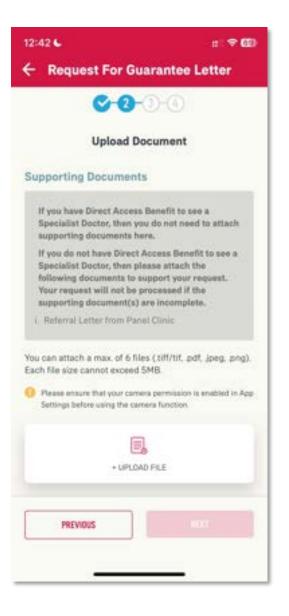
	12:08 € := ♥ 🖬 ← Request For Guarantee Letter	
	Fill In Your Request Details	
	Specialist Care Details	
	Requestor Name DALJIT SINGH	
	Medical Center Details	Select the name of the hospital / medical centre that you are going to.
	Healthcare Provider Name ARA DAMANSARA MEDICAL CENTRE, X Q, LOT 2 JALAN LAPANGAN TERBANG,	You can type the name to speed up your search.
	Doctor's Name	Choose the name of the doctor
	CHOO GIM HOOI × Q	that you are referred to.
11	agree that my personal information collected here is provided with my consent and held by AIA Bhd. AIA PUBLIC Takaful Bhd, and AIA Health Services Sdn. Bhd. to be used to process my request and health claims. I understand that the claims payment will only be made for all covered medical treatment and services under the	Tick here to agree to the disclaimer statement.
	programme. PREVIOUS NEXT	<sup>12</sup> Only after you have ticked on the box, you can click on "NEXT" to proceed. If you wish to amend your request so far, click on "PREVIOUS".

STEP 4

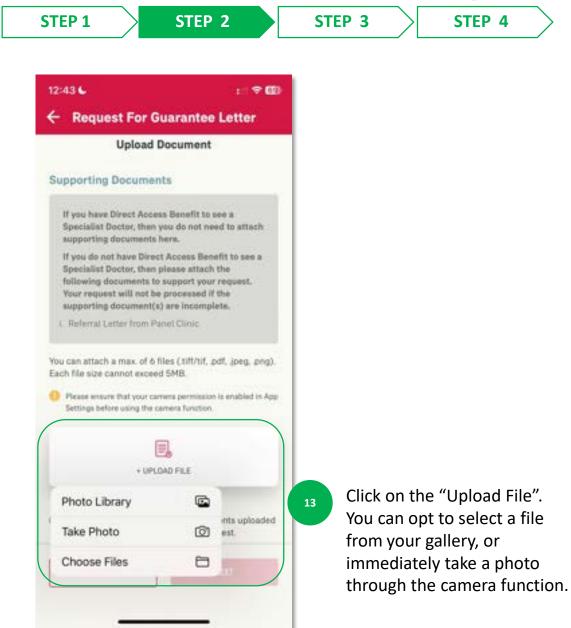
STEP 1

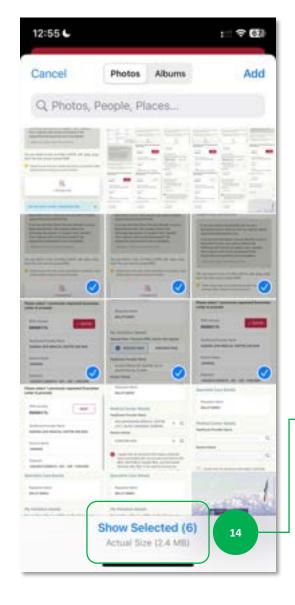
STEP 2

STEP 3

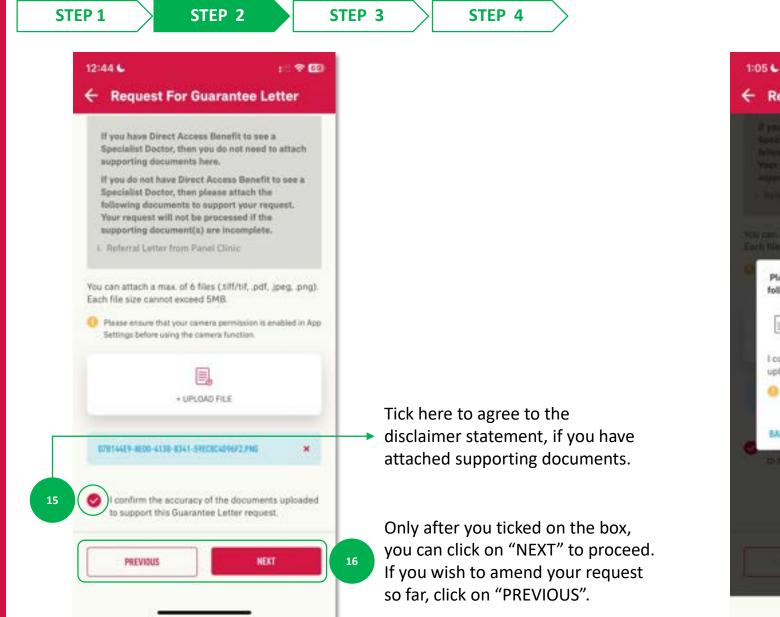


If you do not have Direct Access benefit to see the doctor, then you need to attach the supporting document(s) as stated here, for your request to be processed.



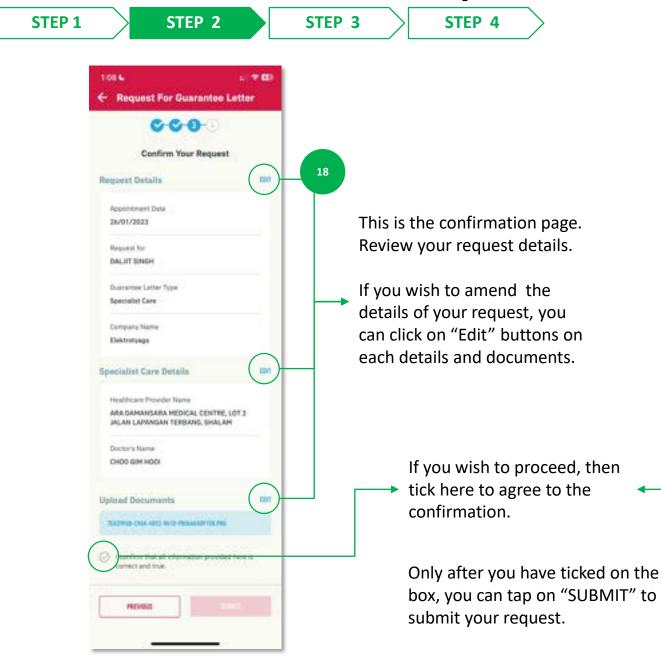


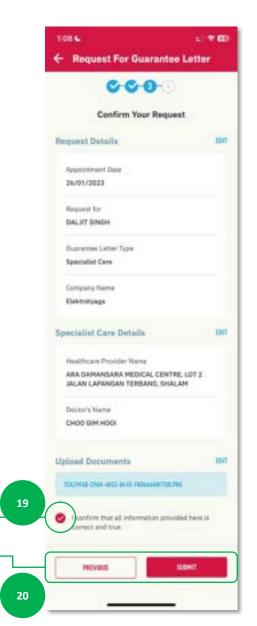
You can upload up to 6 documents. If the individual file size is too big, then you can opt to resize it.



10 2 60 **Request For Guarantee Letter** Please check if you have submitted the following required documents: Referral Letter from Panel Clinic I confirm that all the required documents are uploaded correctly. Not required to submit if you have Direct. Access Benefit. CONFIRM BACK 17

Click on "CONFIRM" to confirm that all required documents are uploaded accordingly.





		$\neg$	
STEP 2	STEP 3		S

STEP 4 0.78 Request For Guarantee Letter 0000 Completed You require to Surrowse Little have been submitted taccessfully and will be presented. You may show your conterner latter majorit under the Gasturine / Roberts etter santan within the eniphoses tenant section in the 446 fore Elumentes Letter Defails Request Datalla Approximately Date 38/91/3025 Report for DALIF SMOH Disputise Letter Tape **Specialtel Care** Company Name Electrolyage **Execution Care Details** Healthian Provider Name ARA DAIMENDARA MEDICAL CENTRE. UCT 2 JALAN LARRAGEN TENBAND 50AL 478 (Dector) & Marrie CHOO GAN HOOK **Upland Dataments** TAXTER OVER 4813 IN THE PROPERTY PAGE

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

STEP 1

# REQUEST FOR GUARANTEE LETTER – 04: Part 3 for Specialist Care, Follow Up Visit



AIA confidential and proprietary information. Not for distribution.

STEP 1	STEP 2	STEP 3	STEP 4	$\rangle$	
			9:35 € ← Request For G	ःः 🗢 🖾 Guarantee Letter	
				P-(1)-(1) Request Details	
			Requestor Name DALJIT SINGH		
			My Visitation Details Request New / Previous St REQUEST NEW		<ul> <li>Select the Reason for Visit for this request.</li> <li>Click on "Previous SPGL".</li> </ul>
			Please select 1 previou Letter to proceed.	usly requested Guarantee	
			SPGL Number R0000174	SELECT	
			Healthcare Provider Na		

12

1 STEP 2 STEP 3	STEP 4	
	9:35 <b>L</b> 👘 🐨 🖽	
	← Request For Guarantee Letter	
	Please select 1 previously requested Guarantee Letter to proceed.	
	SPGL Number R0000174	Select one (1) previously requested Guarantee Letter.
	Healthcare Provider Name SUBANG JAYA MEDICAL CENTRE SDN BHD	
	Doctor's Name AMARAN	
	Diagnosis CAS202212000510 - 001 - UAT - CHOLERA	
	10 Services Sdn. Bhd, to be used to process my request and health claims. I understand that the claims payment will only be made for all covered medical treatment and services under the programme.	Tick here to agree to the disclaimer statement.
		Only after you have ticked on the disclaimer statement, you can click on "NEXT" to proceed. If you wish to amend your request so far, click on "PREVIOUS".

12

**STEP** 

STEP 4

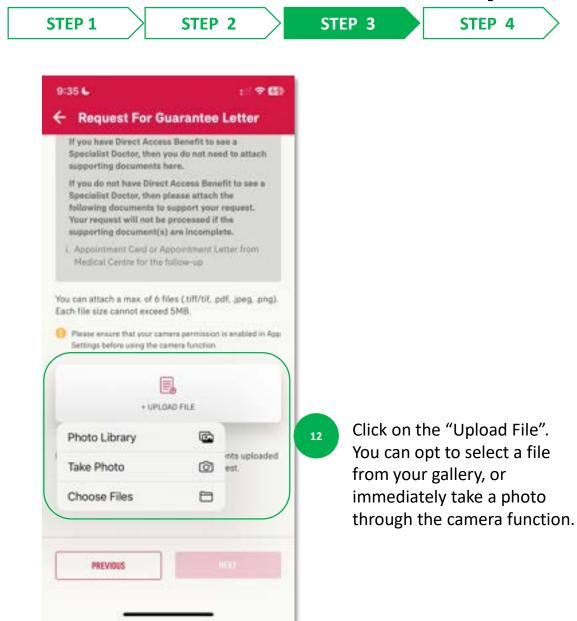
STEP 1

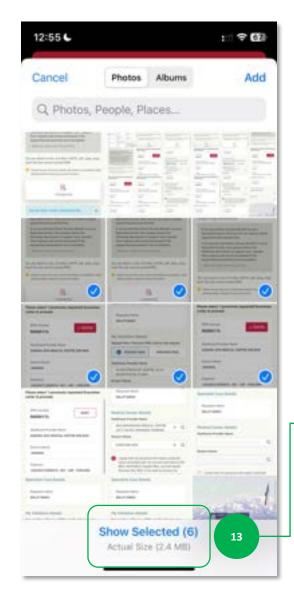
STEP 2

STEP 3

9:35 🖕 11 🗢 🖽 Request For Guarantee Letter C-Q-0-0 **Upload Document** Supporting Documents If you have Direct Access Benefit to see a Specialist Doctor, then you do not need to attach supporting documents here. If you do not have Direct Access Benefit to see a Specialist Doctor, then please attach the following documents to support your request. Your request will not be processed if the supporting document(s) are incomplete. L Appointment Card or Appointment Letter from Medical Centre for the follow-up You can attach a max of 6 files (tiff/tif, pdl, jpeg, png). Each file size cannot exceed 5MB. Please ensure that your camera permission is enabled in App Settings before using the camera function. + UPLOAD FILE PREVIOUS

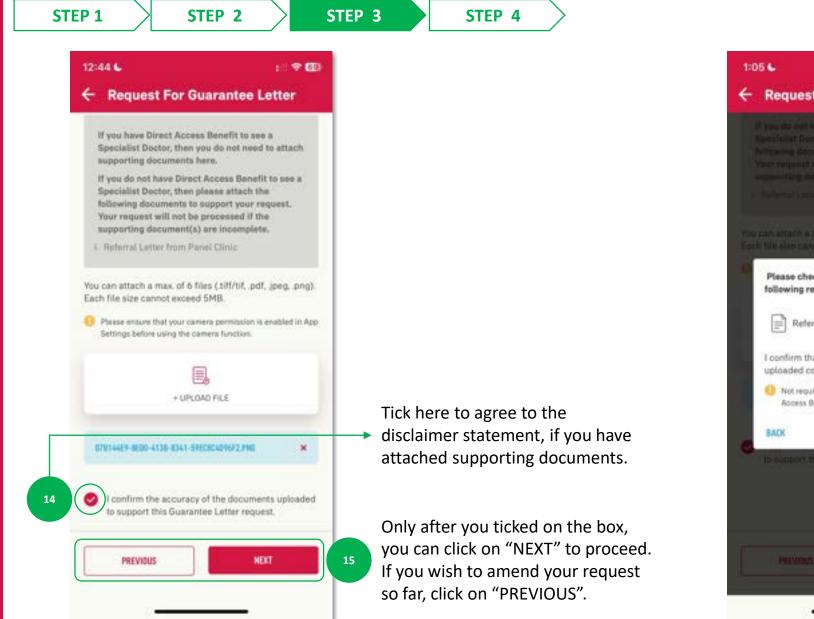
If you do not have Direct Access benefit to see the doctor, then you need to attach the supporting document(s) as stated here, for your request to be processed.

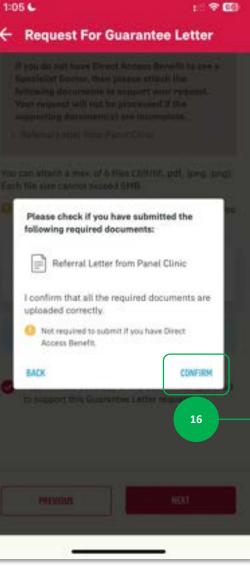




You can upload up to 6 documents. If the individual file size is too big, then you can opt to resize it.

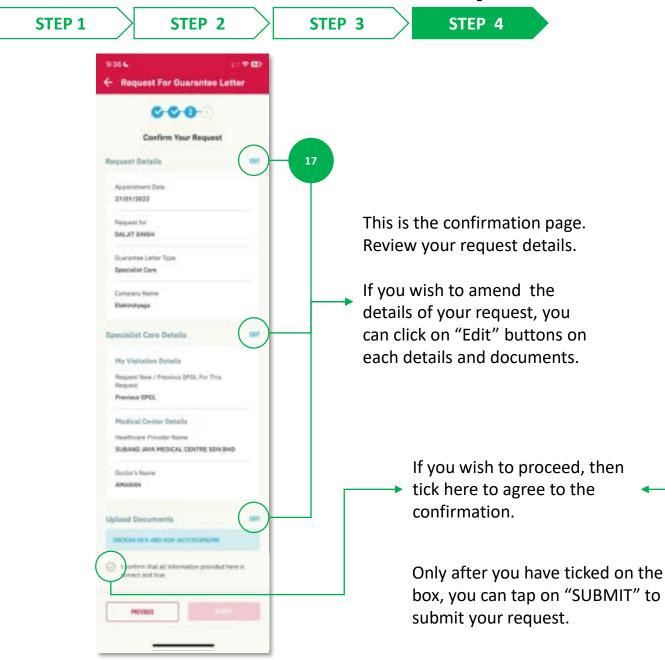
#### REQUEST FOR GL: Part 3 - Specialist Care, Follow Up

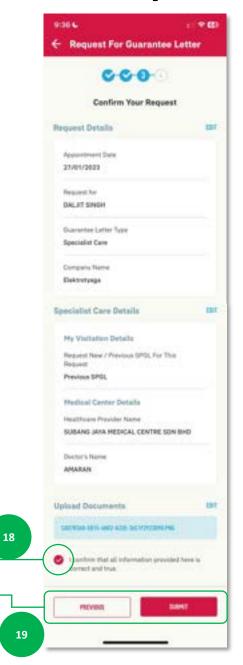




Click on "CONFIRM" to confirm that all required documents are uploaded accordingly.

#### REQUEST FOR GL: Part 3 - Specialist Care, Follow Up





menu

#### **REQUEST FOR GL: Part 3 - Specialist Care, Follow Up**

**STEP 1 STEP 2 STEP 3** 



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

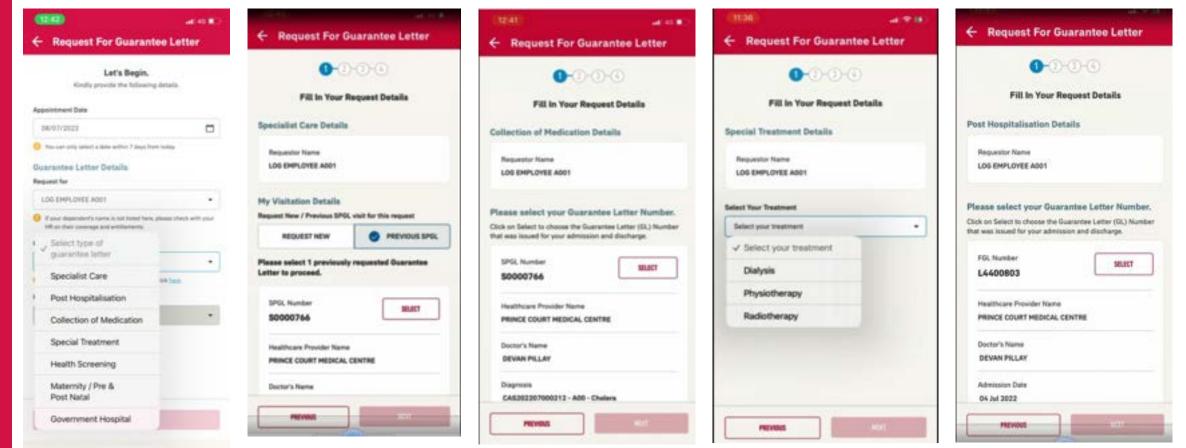
12

## **REQUEST FOR GL**

This "Follow Up" request with previous history is applicable for below GL types:

- Specialist Care Follow Up
- Collection of Medication
- Special Treatment Dialysis, Physiotherapy, Radiotherapy
- Post Hospitalisation

Only if there is a valid previous GL and fulfilling the criteria, will be shown in the dropdown selection.

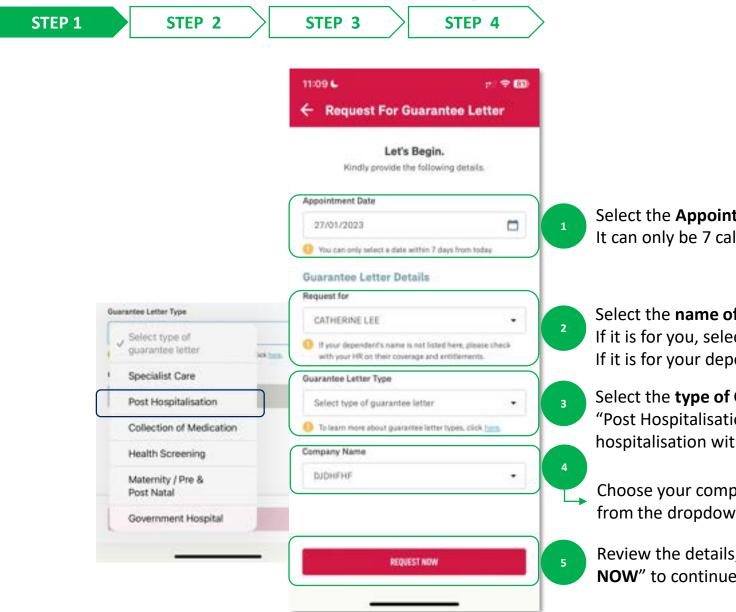


menu

## **REQUEST FOR GUARANTEE LETTER –** 05: Post Hospitalisation GL (NEW)



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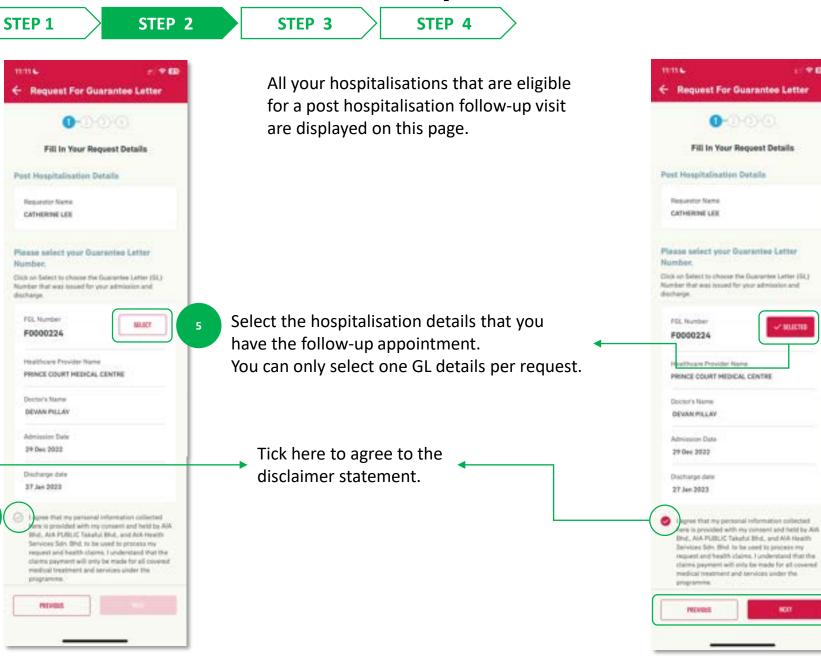
Select the **Appointment Date**. It can only be 7 calendar days from **today**'s date.

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. "Post Hospitalisation" is available in the dropdown, only if you have a valid hospitalisation within the eligible follow-up period.

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

Review the details, then click on "**REQUEST NOW**" to continue with the GL Request.



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

\* ED

STEP 1

STEP 3

**STEP 2** 

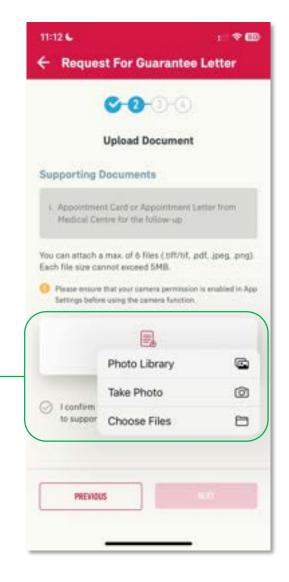
STEP 4

11:12 6 := \* B **Request For Guarantee Letter** ÷ 6-0-0-0 **Upload Document** Supporting Documents 6 Appointment Card or Appointment Letter from Medical Centre for the follow-up You can attach a max of 6 files (.tiff/tif,.pdf,.ipeg,.png). Each file size cannot exceed 5MB. Please ensure that your samera permassion is enabled in App. Settings before using the camera function. + UPLOAD FILE I confirm the accuracy of the documents uploaded to support this Guarantee Letter request. PREVIOUS

It is mandatory to attach the image of the appointment card or letter of the follow-up visit.

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

8



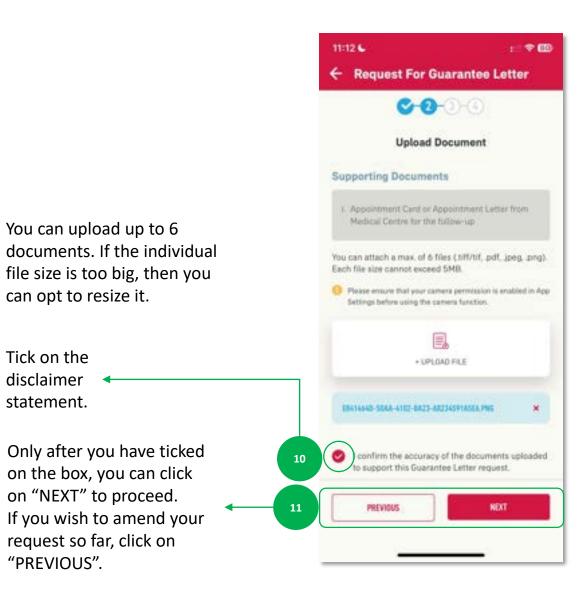
**STEP 3** 

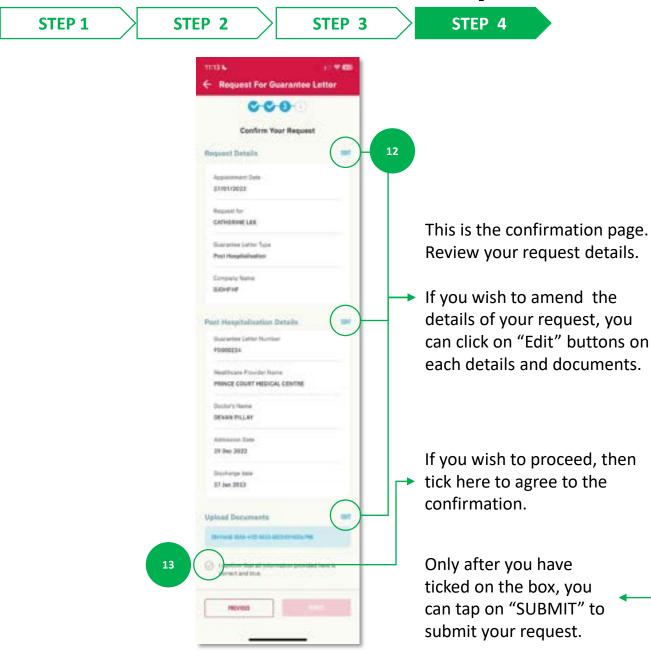
STEP 1

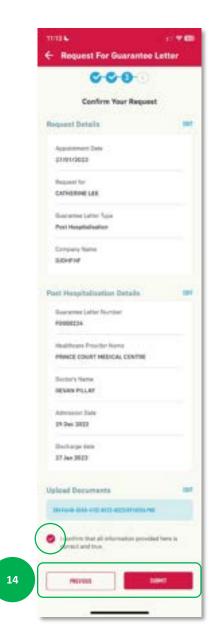
**STEP 2** 

STEP 4

11:12 6 : \* 00 Cancel Photos Albums Add Q. Photos, People, Places... ---location of ---------100.00 manual literature whereas the Annual Advances of the Owner, Name last later -And I -----------1.000 ---------------Read of the Sec. 1 -----International Property Name Sec. 1 Sec. 1 Suma in Show Selected (1) 9 Actual Size (234 K8).







#### **REQUEST FOR GL: Post Hospitalisation** <u>menu</u>

STEP 4 **STEP 2 STEP 3** 12144 Request For Guarantee Letter 0000 Completed! Your request for Guarantee Letter has been submitted nextensifully and will be presented. Now rom vites your guarantee latter request order the Guarantee / thefenal Latter section action the employee benefit section in the app. View Guarantee Letter Details Request Details Assurement Date 12/01/2022 Named In-LOD EMPLOYEE ADD! Disenances Latter Type Post Neophalipation Company Name LOG TESTING Post Hospitalisation Details Sustantes Letter Norther 14704834 Healthcare Provider Name CHANGE BYTHER HOMEOHODOR Administra Date 29 Beg-2021 Discharge chest 33 Nev 2021 Uplead Documents INVESTIGATION AND ADDRESS OF THE REPORT OF THE PARTY OF THE REPORT OF TH

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

**STEP 1** 

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

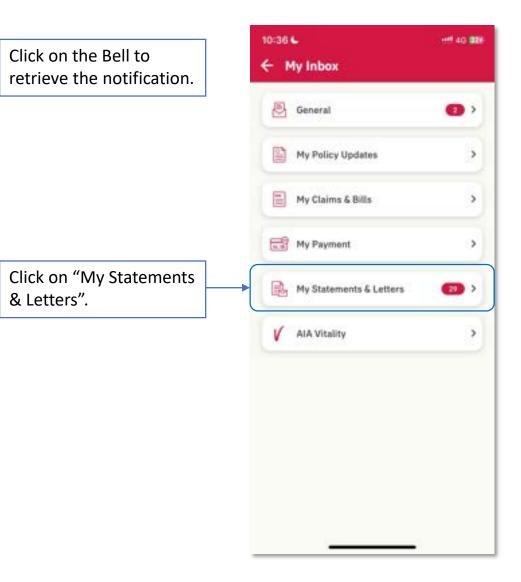


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Push Notification is sent throughout the GL request journey.



NOTIFICATION

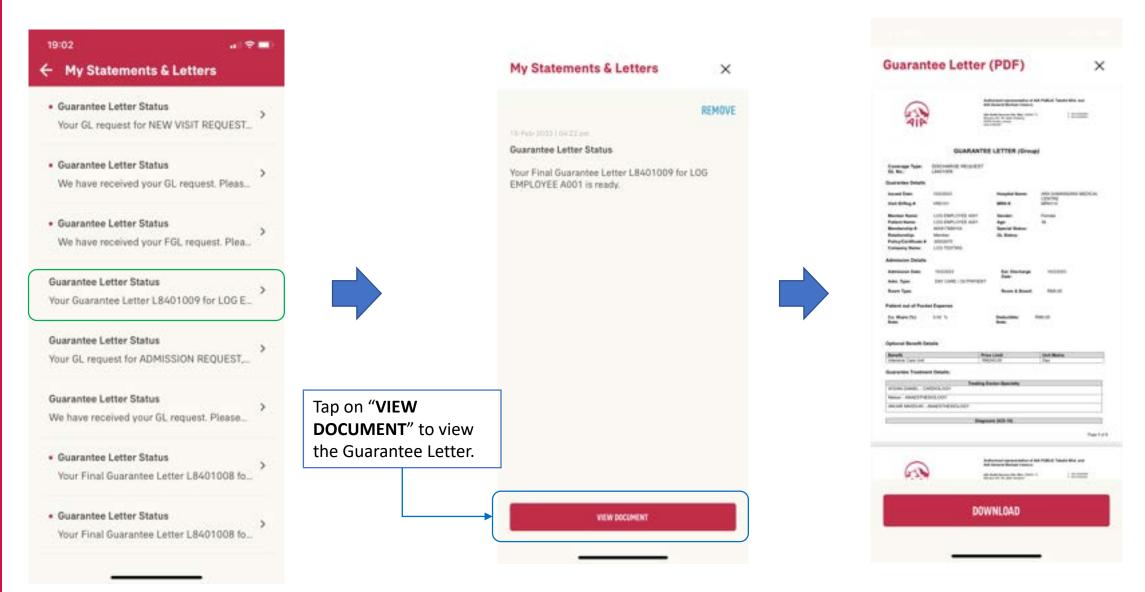


#### Push Notification is sent when the request has been successfully submitted. **NOTIFICATION** 10:37 6 HI 40 828 My Statements & Letters ← My Statements & Letters × Your latest notification **Guarantee Letter Status** REMOVE will be on the top. We have received your GL request. Please n ... **Guarantee Letter Status Guarantee Letter Status** We have received your GL request. Please note that We have received your GL request. Please n ... your GL approval is subject to benefits T&C. We will update you on the status soon. **Guarantee Letter Status** Your Final Guarantee Letter R0000173 for... Guarantee Letter Status We have received your FGL request. Plea... Guarantee Letter Status Your Guarantee Letter R0000174 for DAL **Guarantee Letter Status** Your GL request for NEW VISIT REQUEST, h ... Guarantee Letter Status We have received your GL request. Pleas... Guarantee Letter Status 5 We have received your FGL request. Plea...

The notification for confirmation of receipt of request.

NOTIFICATION

Push Notification is sent until the GL decision is made (eg approved). It is also sent for GL Activation (where applicable) and to view the guarantee letter.



cause.

#### NOTIFICATION

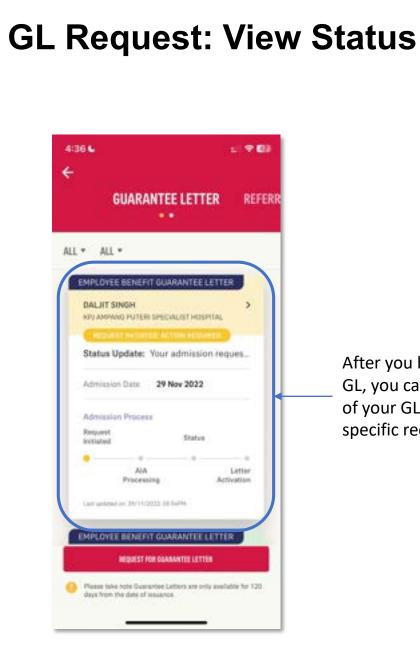
Push Notification is also sent to inform on other statuses within the GL journey, e.g. when the GL has been pre-approved, when there is pending information that is required from the medical provider, or when the GL declined /cancelled.

					#1				
My Statements & Letters	×	My Statements & Letters	×	My Statements & Letters	×	My Statements & Letters	×	My Statements & Letters	×
	REMOVE		REMOVE		REMOVE		REMOVE		REMOVE
Guarantee Letter Status		Guarantee Letter Status		Guarantee Letter Status		Guarantee Letter Status		14-444-3023   73-34-am Guarantee Letter Status	
Your GL request for MEDICAL CHECK-U SCREENING REQUEST, has been pre ap Please proceed to Here the LOG before the 07-04-2023 for acti-	proved.	We have sent a request to SPECIALIST HOSPITAL for feedback on y request. Processing of your GL request w upon receiving the feedback from the ho are sorry for the inconvenience that this	vill resume spital. We	We have received the feedback form HOSPITAL on request. Your request will resume proces as possible. We thank you for your patient	your GL sing as soon	We have received a cancellation request request from proceeded with the request. Please com hospital for more information with regar matter TO	act the	Your guarantee letter request has been o to 30 days waiting period. Guarantee Let is only available in MyAIA App.	

## **REQUEST FOR GUARANTEE LETTER –** 08: GL Request Status

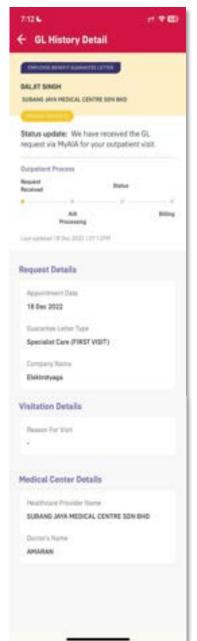


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After you have requested for GL, you can view the status of your GL by clicking on the specific request card.

You can see the details of the GL request status after you clicked on the specific card.



menu

## GL Request Status: Part 1 – Request Initiated

Right after request has been submitted, you can see card with amber colour and status of "**Request Initiated**".

Carlord Brief Colorer	NULLETING .
DALLET SINGH	
BUBANG JANA HEDICAL CE	KTHE SON BHD
Status update: We have request via HyAGA for	
Outpatient Process	
Request	Ratur
Received	
	- <sup>1</sup>
Processing	8 <i>w</i>
Last up for all 19 (top 2001)	17.1294
Request Details	
Appointment Date	
18.0m 2022	
Susantes Letter Type	
Specialist Care (FIRST	VIDIT)
Company Name	
Elektrotyaga	
Visitation Details	
Resson For Vall	
3	
Medical Center Det	ala
Heathcare Provider 19	
SUBANG JANA MEDICA	AL CENTRE SON EHD
Deitor's Name	
Destor's Name AMARAN	

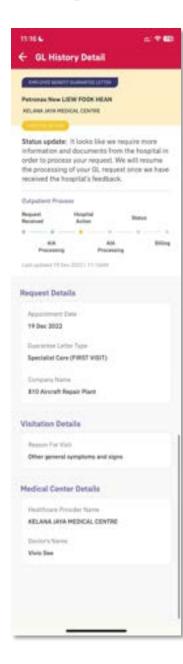
## **GL Request Status: Part 2 – AIA Processing**

After request is initiated, bubble no. 2 with "**AIA Processing**" will turn to amber after AIA have processed the request.

725 € ← GL History Detail	a: 🕈 🖽
Description apparent automotion Latter	
DALIT SINGH SUBANE MYA HEDICAL CONTRE SON OND	
Status update: We are currently proce your GL request and will provide you a status update soon.	
Gutpatient Process.	
Received Distor	
a Ask Proceeding	story
1994 - 0040449 (12 June 2022 ) III 19899	
Request Details	
Appointment Date	
18 Gen 2022	
Guarantee Latter Type Specialist Care (FIRST VISIT)	
Congramy Name	
Klaktretyspe	
Visitation Details	
Basson For Viatt	
Medical Center Details	
Healthcare Provider Name	
SUBANO JAYA MEDICAL CENTRE SDN BR	0
Doctor's Name	
AMARAN	

#### **GL** Request Status: Part 3 – Hospital Action

If deferment is needed from AIA to the hospital, for example, if AIA requires more information about the GL request from the hospital, the third bubble of "**Hospital Action**" will turn to amber.



#### <u>nenu</u>

#### GL Request Status: Part 3 – Status: Approved

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After it is approved, you need to proceed to the hospital to activate the GL within 30 days.

"Approved".

You can view your Guarantee Letter by clicking on the "**VIEW GUARANTEE LETTER**" button on the bottom of the page.

If the GL request is approved,

the "**Status**" bubble will turn to green, and it will change to

GL History Detail	← GL History Detail
	Contraction of the second second
Description of the particular states of the second states states states of the second states of the second states	CONTRACTOR DESIGNATION COMPANY OF COMPANY
ALIT SINGH	Petronas New LIEW FOOK HEAN
LIBRING JAVA HEDICAL CENTRE SON BHD	RELANA JAVA MEDICAL CENTRE
Contract of the second s	(COD)
Balow update: We are pleased to inform you hat your GL request has been approved. Please voceed to the hospital to activate your GL within the next 30 days.	Status update: We are pleased to inform you that your GL request has been approved. Please proceed to the tospital to activate your GL within the next 30 days.
Adjustment Process	Dutyatient Presents
ingunal Approved	Registed Merginal Agground Received Action Agground
	8 8 8 8 8 8
AlA Billing Processing	Ask Ask Billing Processing Pressesing
en politikai 19 bas 2023   19 plant	Loss quantal (1 See 2021) (1 (2009)
equest Details	Request Details
Appirement Dam	Apportament Data
18 Dec 2022	19 Dec 2022
Guerannee Letter Type Reecialist Care (FIRST VISIT)	Examining Letter Type Epocialist Care (FIRET VISIT)
denomina cana o inter e anti-	approach on a prove the p
Company Netter	Company Name
Dektrolyage	810 Amongh Repair Plant
isitation Details	Visitation Details
Reserv for Vall	Research Fair Visit
UAZ - CHOLERA	Other general symptoms and signs
fedical Canter Details	Medical Center Details
Heatheare Previder Name	Healthcare Provider Name
SUBAND MAIN MEDICAL CENTRE SON BHD	KELANA JUNA MEDICAL CENTRE
	1
Distan's Name	Destor's Norma
AMARAN	Vivio See
VEW BARANCELETTER	VIEW GUARANTEE LETTER



If you wish to download the GL, you can do so by clicking on the "**DOWNLOAD**" button at the bottom.

#### **GL** Request Status: Part 4 – Status: Declined

If the GL request is declined, the "**Status**" bubble will turn to red, and it will change to "**Declined**".

← GL History Detail
-
Control Report Frances ( 1997)
CATHERINE LEE
INTO DATABASE APPECIAL OF HEAPYTAL 1 (MILLING)
and the second second second second second
Status update: We report to inform you that your GL request has been sinclined. Please rate to the declined letter have for more information.
Adminuteri Pysione
Regard Hinging Declined
8 8 8 8 8 8
All All John Presenting Autoation
Last summed 17 Sec. B221100 South
Remarks 1. HORE THAN & DELVERY
S. HORE THINK & DEDIVERT
Request Details
Buarantee Letter Sube
Maternity Inpatient
Company Nama
LOUI
Hespitalisation Details
Baasan For Admission
Encounter for full-term ancomplicated delivery
Administration Date
17 fee: 2022
Discharge Date
1.000
CONTRACTOR S
Hedical Center Details
Healthcare Provider Narias
RPU DAMANDARA SPECIALIST HOSPITAL
Destar's Name
Restruit Testi One

## SUBMIT e-CLAIMS

#### Corporate e-Claims

- Steps to submit Corporate eClaim
- Notifications
- View Corporate Claim History
- Submit Pending Documents

#### Individual e-Claims

- Steps to submit Individual Policy eClaim
- Notifications
- View Individual Claim History
- View Correspondence Documents Page
- Submit Pending Documents



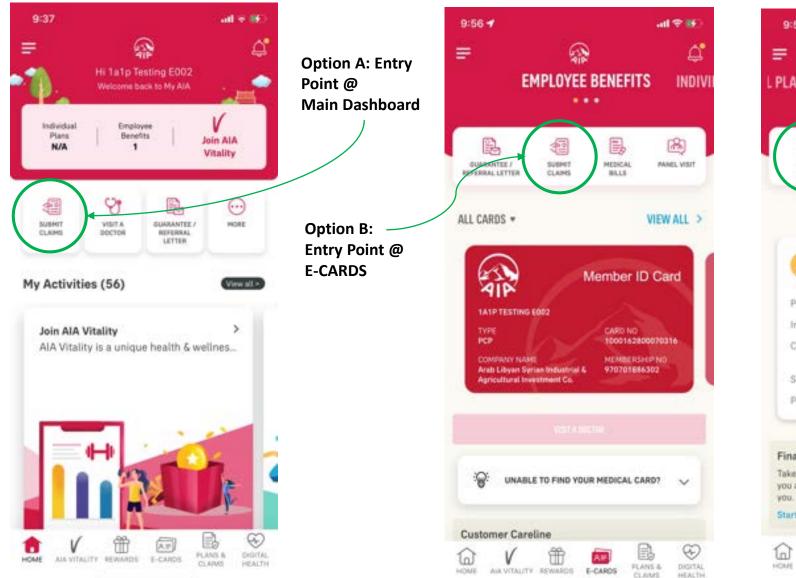
## **CORPORATE eCLAIMS –**

## **Claims Submission**



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



9:55 ad 😤 👀 ≙ F **EMPLOYEE BENEFITS** L PLANS ••• **Option C:** Entry Point @ SUBNIT CLAIMS YESTORY CLAIMS BULLS PLANS & **CLAIMS** VIEW ALL > PREFERRED CARE POLICY 111 PCP Policy No. 30002442 Insured 1a1p Testing E002 Company Name Arab Libyan Syrian Industrial & Agricultur... Staff/Employee No. N/A Policy Effective Date 01 Jan 2022 **Financial Health Check** Take this assessment to understand how well protected you are based on your needs, and against people like you. Start now

AP

ALA VITALITY REWARDS E-CARDS

[n]

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OVDITAL.

HEALTH

PLANS &

CLAIMS

#### **Claims Submission** STEP 1 STEP 2 **STEP 3 STEP 4 STEP 5** 20:16 🔳 🗭 ~ H R C CO × 74 6 CEL 2.2.0 Submit A New Claim Submit A New Claim 4 Filling a claim is easy. Let's get started. Guideline × HOW TO SUBMIT AN EMPLOYEE BENEFITS CLAIM HOW TO SUBMIT EMPLOYEE BENEFITS CLAIM Supporting Documents Before starting your claim Kindly ensure that all documents are **Claim Details** complete before submitting. Please submission, you can view check the documents required in Date of Visit Step 2. the guideline on know 01/09/2021 how to submit a claim. Submit NRIC / Passport 8.9 In line with our customer due Claimant's Name diligence procedure, the front view of your NRIC / Passport is EMPLOYEE TEST TK B004 . mandatory. Please refer to your HR if your dependant's name is not Complete what is required for Claim 周 listed here. Submission Key in all the required into to Claim Type prevent your claim from being declined. General Practitioner WHICH DOCUMENTS ARE REQUIRED 0 **Company Name** Select your Claim Type to identify the required MEDICONNECT TESTING FOR DENTAL CASH ... • documents. Note: All claim types are available for selection. Please refer to the policy details page to verify I have read and agreed to terms & conditions. your benefit eligibility before claim submission. Claim Type NEXT Select claim type -

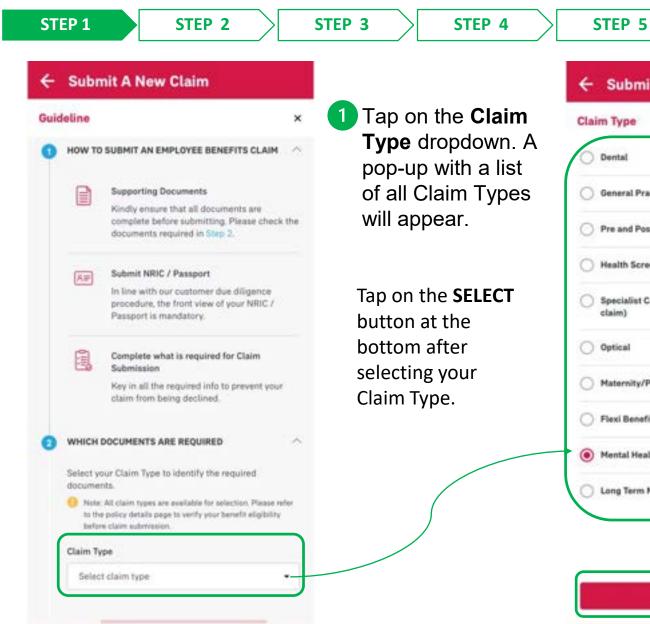
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#### **Claims Submission**



- Su	bmit	A Ne	ew Cl	aim

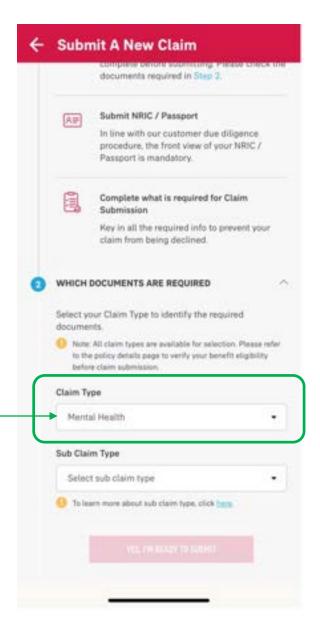
×

Claim Type			
0	Dental		
0	General Practitioner		
0	Pre and Post Hospitalisation/Hospitalisation/Daycare		
0	Health Screening		
0	Specialist Care (to exclude pre and post hospitalisation claim)		
0	Optical		
0	Maternity/Pre and Post Natal		
0	Flexi Benefits		

SELECT

Mental Health

Long Term Medication



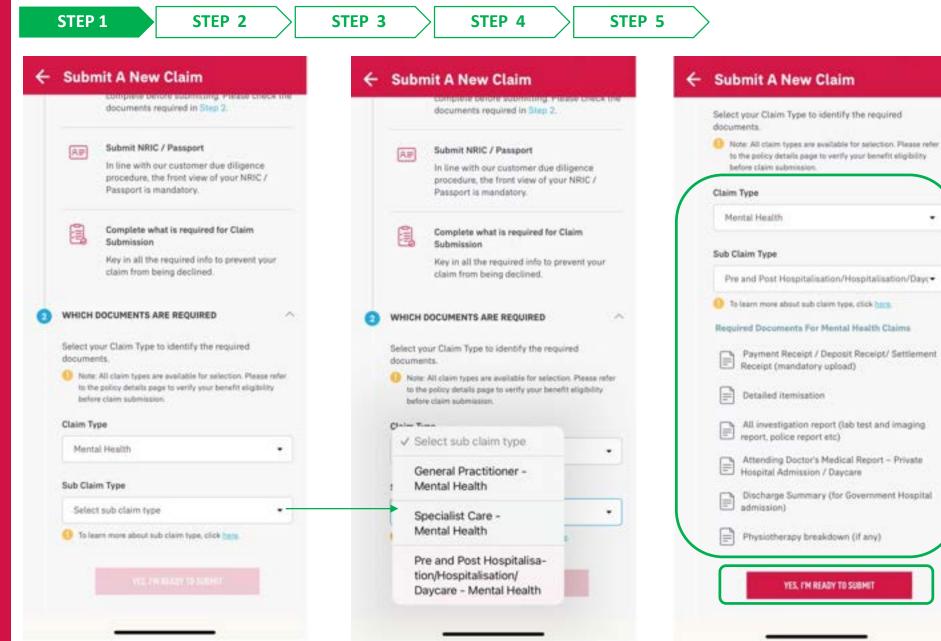
menu

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**MY AIA** 

#### **Claims Submission**



#### Select the **Sub** Claim Type from the dropdown list.

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

.

Tap on the button at the bottom once you are ready to begin your claim submission.

← Submit A New Claim	← Submit A New Claim	← Submit A New Claim	2	•
How TO SUBMIT EMPLOYEE BENEFITS CLAIM  Claim Details Date of Visit  11/11/2022  Claimant's Name  SIGNATURE CARD TESTING ONE  Please refer to your HR if your dependent's name is not listed here  Claim Type  Mental Health  Sub Claim Type  Pre and Post Hospitalisation/Hospitalisation/Daycare - 1  To learn more about sub claim type, claik tem	Claim Type Dental General Practitioner Pre and Post Hospitalisation/Hospitalisation/Daycare Health Screening Specialist Care (to exclude pre and post hospitalisation claim) Optical Haternity/Dec and Post Natal Flexi Benefits	<ul> <li>Sub Claim Type</li> <li>Ceneral Practitioner - Mental Health General Practitioner visit for mental health related issues: encompassing emotional and psychological aspects, and overall social well-being.</li> <li>Specialist Care - Mental Health Outpatient Specialist visit for mental health related issues; encompassing emotional and psychological aspects, and overall social well-being.</li> <li>Pre and Post Hospitalisation/Hospitalisation/Daycare - Mental Health Pre and Post Hospitalisation/Hospitalisation/Daycare suisit for mental health related issues; encompassing emotional and psychological aspects, and overall social well-being.</li> </ul>	3	<ul> <li>details:</li> <li>1. Date of Visit</li> <li>2. Claimant's Nam</li> <li>3. Claim Type &amp; Sub Claim Type &amp; Sub Claim Type (if any)</li> <li>4. Company Name</li> <li>Tick the T&amp;C disclaimer and tap on NEXT to continue.</li> </ul>
Company Name	Mental Health			
DSM NUTRITIONAL PRODUCTS MALAYSIA SDN. BHD.     Anve read and agreed to terms. 5 conditions I authorise any institution or individual that has any records or knowledge of my health and medical history to disclose such information to AIA Bhd. / AIA PUBLIC Takaful Bhd. or its representative.	Cong Term Medication			

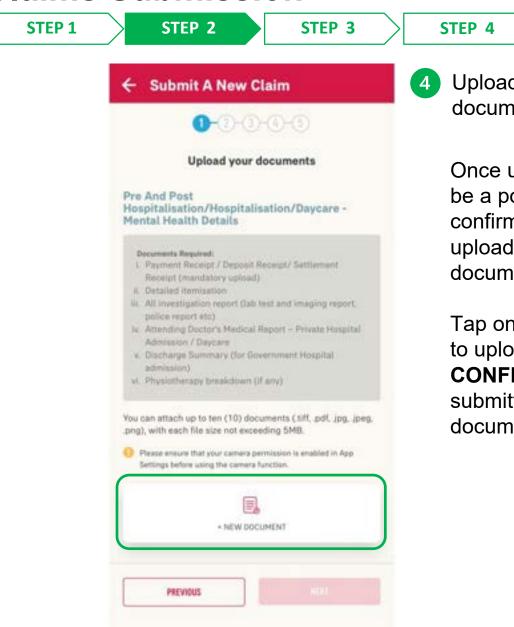
13

<u>menu</u>

# MY AIA APP



## **Claims Submission**



Upload the relevant documents for the claim.

**STEP 5** 

Once uploaded, there will be a pop-up for you to confirm that you have uploaded the required documents.

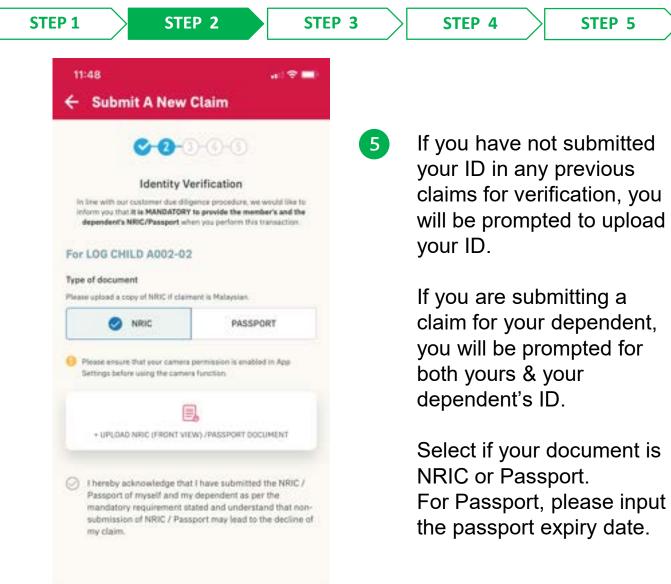
Tap on **BACK** if you need to upload more or **CONFIRM** if you have submitted all required documents.

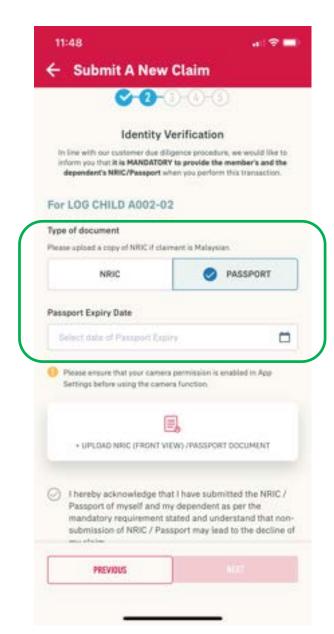
#### Submit A New Claim Please check if you have submitted the following required documents: Payment Receipt / Deposit Receipt/ E Settlement Receipt (mandatory upload) Detailed itemisation = All investigation report (lab test and All investigation report (all test -imaging report, police report etc) Attending Doctor's Medical Report -Private Hospital Admission / Daycare **Discharge Summary (for Government** Hospital admission) Physiotherapy breakdown (if any) I confirm that all the required documents are uploaded correctly. BACK CONFIRM



## **Claims Submission**

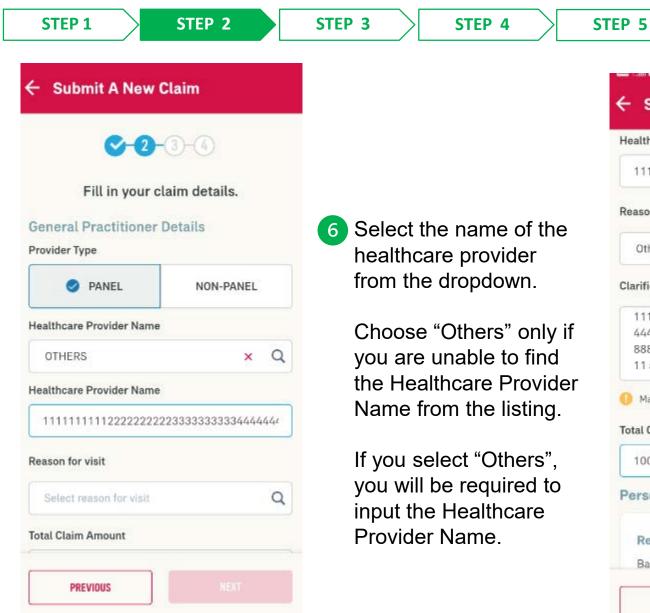
PREVIOUS





**STEP 5** 

## **Claims Submission**



#### ← Submit A New Claim

#### Healthcare Provider Name

1111111112222222233333333334444444

× Q

NEXT

#### Reason for visit

Others

Clarification for Reason for Visit

Max 120 Characters
Total Claim Amount
100
Personal Information
Reimbursement Details
Bank Name

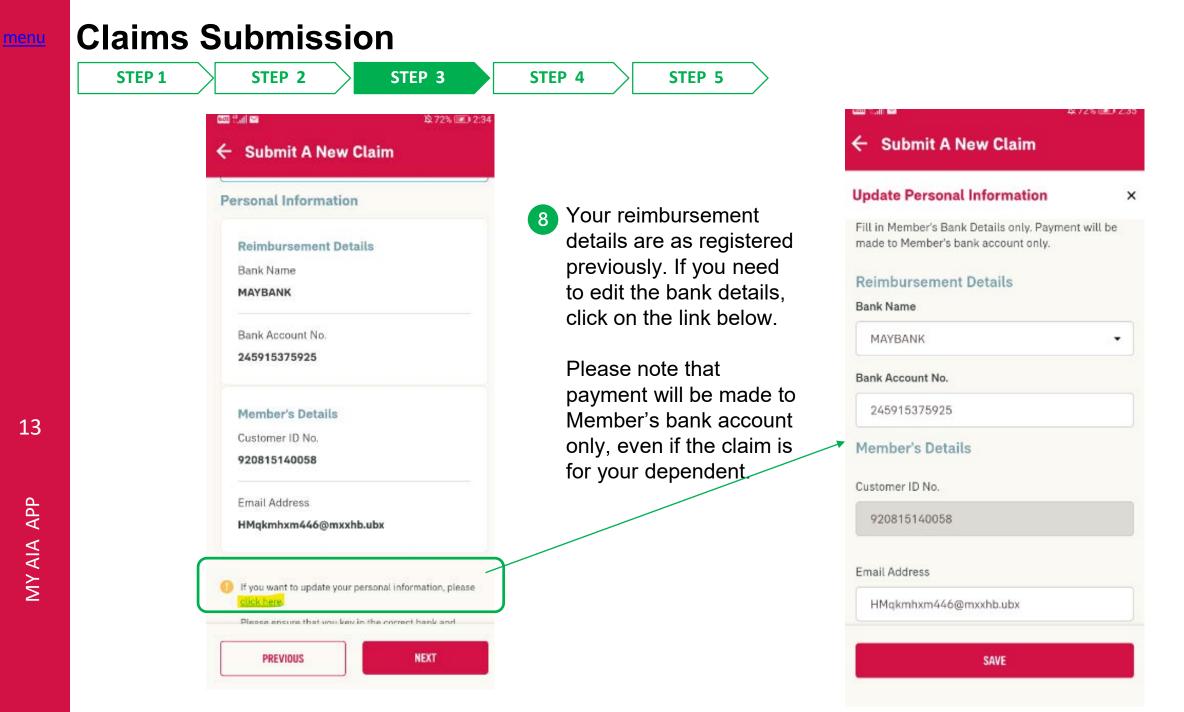
PREVIOUS

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.

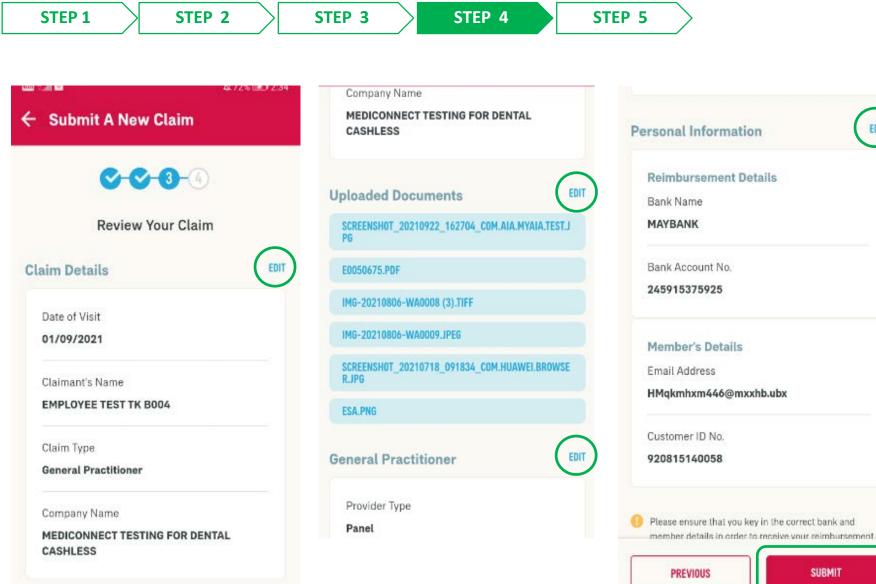
If you select "Others", you will be required to input some clarification on your visit (diagnosis).

#### 13



menu

## **Claims Submission**

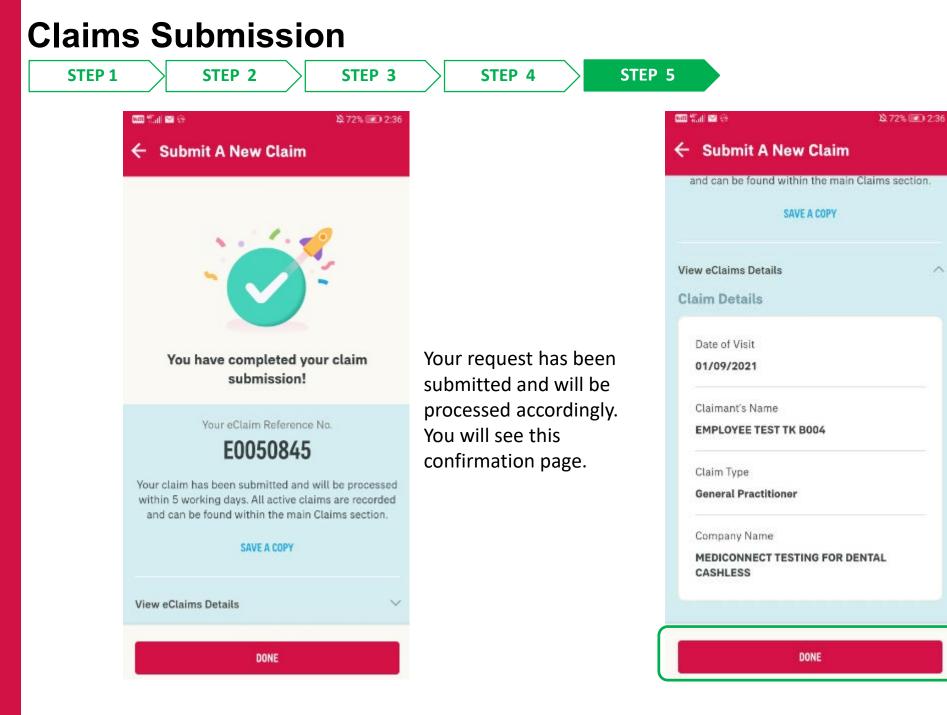


EDIT Personal Information **Reimbursement Details** Bank Name MAYBANK Bank Account No. 245915375925 Member's Details Email Address HMqkmhxm446@mxxhb.ubx Customer ID No. 920815140058 Please ensure that you key in the correct bank and

PREVIOUS SUBMIT 9 Review your claim details.

> If there are any edits to be made, tap on EDIT and it will bring you back to that specific page.

Tap on **SUBMIT** to submit your claim.



Tap on **DONE** to return to entry point.

menu

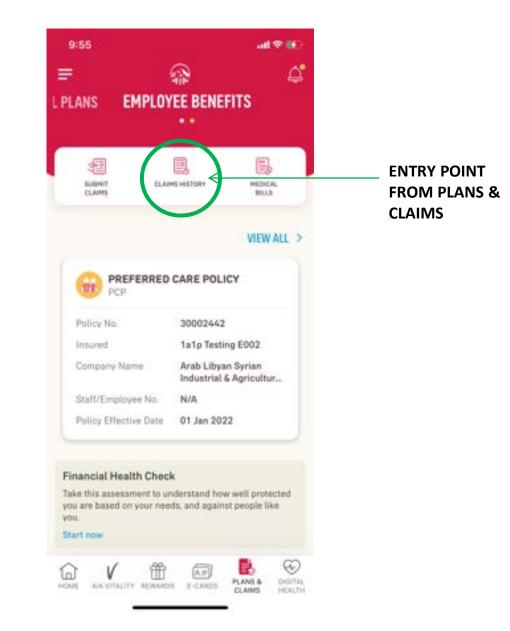
# CORPORATE eCLAIMS –

**Claims History** 



AIA confidential and proprietary information. Not for distribution.

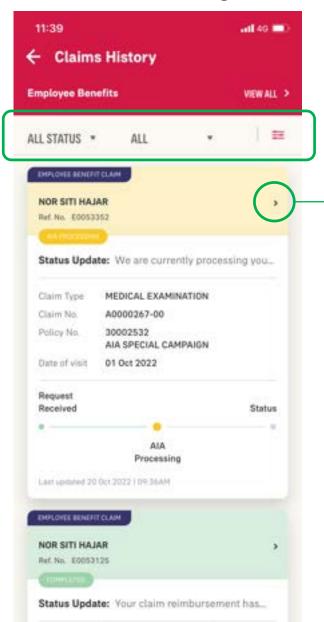
#### **ENTRY POINT** FOR CLAIMS HISTORY



<u>menu</u>

#### <u>menu</u>

#### **Claims History**



You can filter your search criteria here.

#### Tap to view your claim details.

Request		
	ALA	
	Processing	

Status Update: We are currently processing your claim

submission and will provide you with a status update

at 40 🖿

×

Status

Total Claim Amount

#### **Claim Details**

11:42

**Claims Details** 

NOR SITI HAJAR

Ref. No. E0053352

500m.

Claims History

Claim No. A0000267-00

Policy No.

30002532 | AIA SPECIAL CAMPAIGN

Company Name

ABC

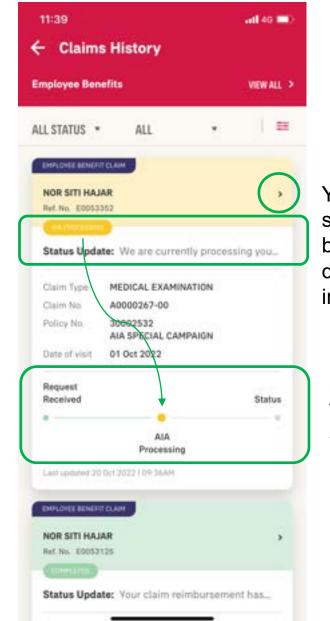
Date of Visit

01 Oct 2022

11:42	atl 46 🖿
← Claims History	
Processing	
Last updated 20 Oct 2022   09.354M	
Claim Details	
Claim No.	
A0000267-00	
Policy No.	
30002532   AIA SPECIAL CAMPAIGN	
Company Name	
ABC	
Date of Visit	
01 Oct 2022	
My Claims Summary	
MEDICAL EXAMINATION	
Claim Amount	RM-
Approved Amount	PENDING
Medical Leave/ Hospitalisation	1.51

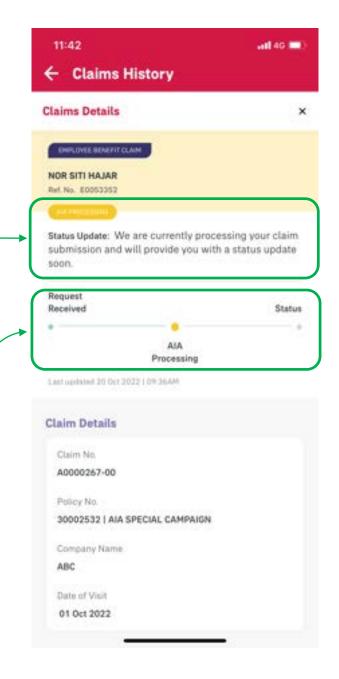
RM -

### Claims History – Status Update



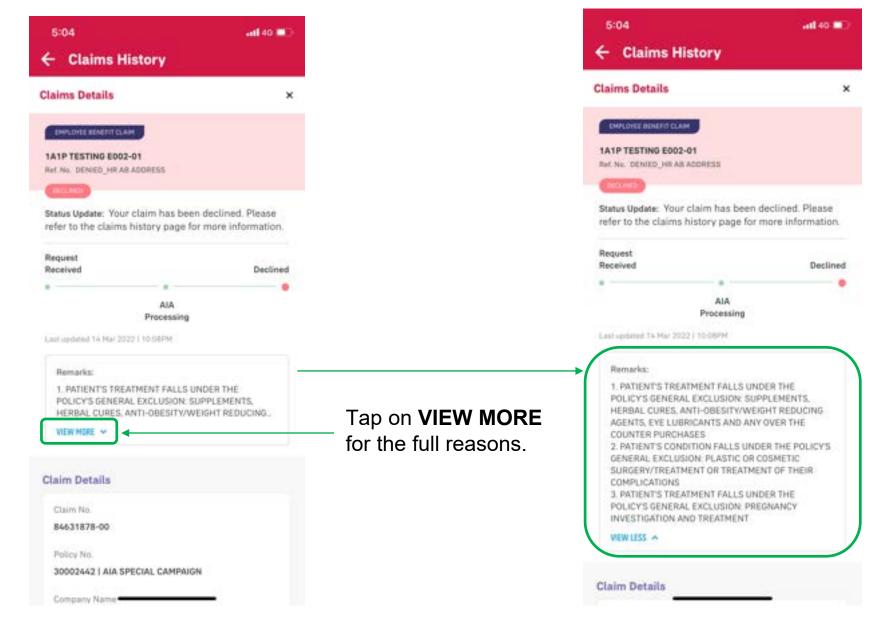
You can view your claim status here. Click forward button to view full description of status update in Claims Details page.

Status tracking map with current claim status highlighted.



### Claims History – Status Update

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



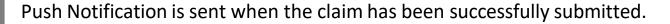
## **CORPORATE eCLAIMS – Notifications**

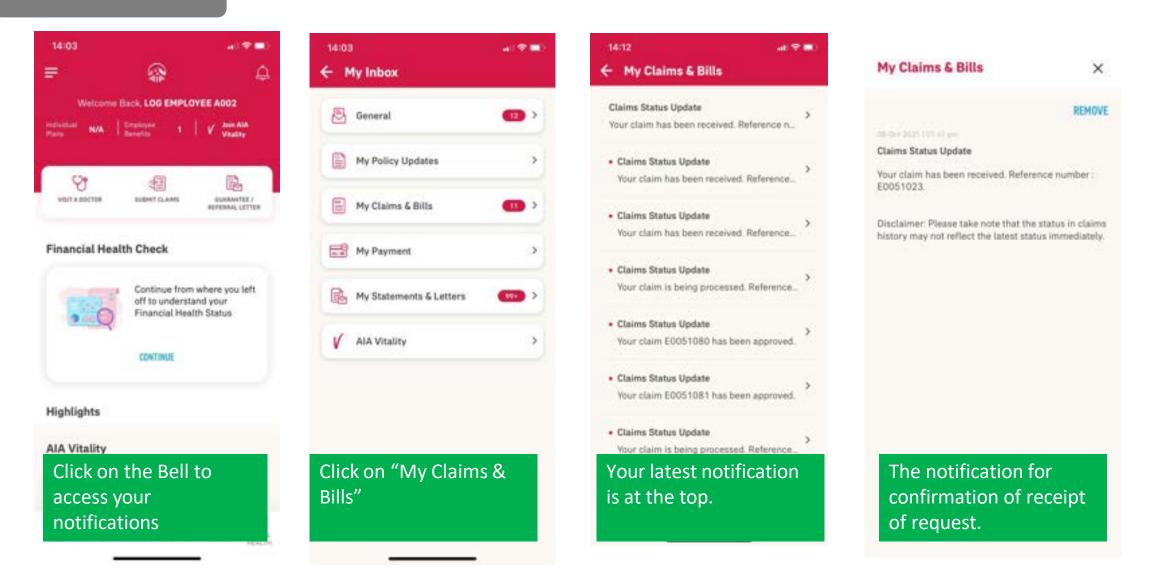


AIA confidential and proprietary information. Not for distribution.

#### **Notifications**

**NOTIFICATION 1** 





#### **Notifications** <u>menu</u>

## NOTIFICATION 2

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

REMOVE

My Claims & Bills	×	My Claims & Bills	×
	REMOVE		REMOVE
01-min-20221 09:00 am		12 Nov-2021   11 Hz pm	
Claims Status Update		Claims Status Update	
Your claim E0051312 has been appro	ved.	We are sorry to inform you that submission E0051113 has been	your claim n rejected.
Disclaimer: Please take note that the s history may not reflect the latest statu		Disclaimer: Please take note th history may not reflect the late:	
VIEW MY CLAIMS		VEW MY CLAIM	6

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

#### My Claims & Bills

#### REMOVE

X

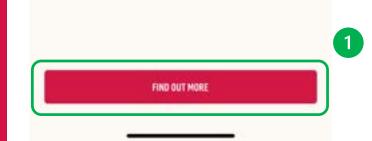
#### 24-Dec-2021 | 02:57 pm

#### Claim Submission : Action Required

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 Details within 14 days from now. If you provided incorrect or insufficient documents for your claim, you will receive a notification for "Action Required". 4:07

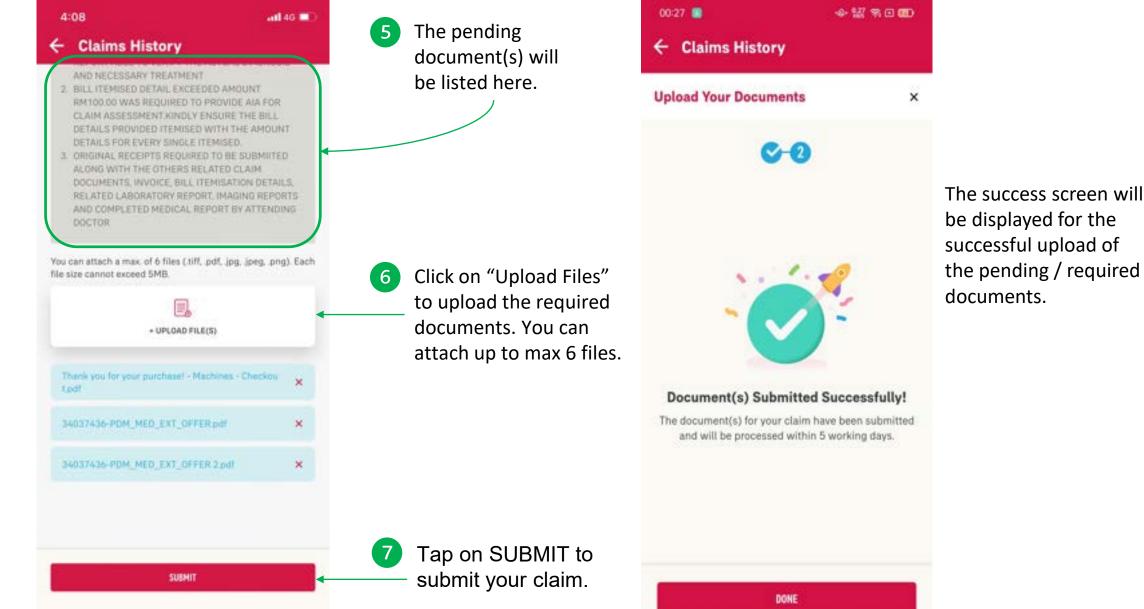
**Claims History Claims Details** × The Claim Status will 2 EMPLOYEE BENEFIT CLAIM be "CUSTOMER 1A1P TESTING E002 ACTION". Ref. No. E0053511 Status Update: It looks like we require more information and documents from you in order to process your claim. Refer to your claims history page for more information on what you need to submit Request Customer Received Action Status AIA ALA Processing Processing Last updated 14 Dec 2022 | OB-53AM Remarks: 3 Click on "VIEW 1. LABORATORY REPORT REQUIRED FOR THE CLAIM ASSESSMENT AS THE TREATMENT DONE WAS MORE" for the full REQUIRED CLAIM ASSESSMENT BASED ON THE. VIEW MORE V reasons. **Claim Details** 4 Click on "Submit Claim No. Pending Documents" SUBMIT PENDING DOCUMENTS to proceed.

all 40 -



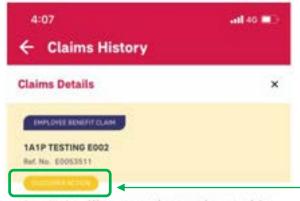
Tap on "Find Out More" to know more about the action required.

#### **Submit Pending Document** menu



be displayed for the successful upload of the pending / required documents.

#### **Submit Pending Document**



Status Update: We are currently processing your claim submission and will provide you with a status update soon.



Remarks:

1. LABORATORY REPORT REQUIRED FOR THE CLAIM ASSESSMENT AS THE TREATMENT DONE WAS REQUIRED CLAIM ASSESSMENT BASED ON THE...

VIEW MORE ~

**Claim Details** 

Claim No.

84631878-00

Company Name®

Policy No.

30002442 | AIA SPECIAL CAMPAIGN

Once the pending documents have been submitted, the Claim Status on the Claims History page will change to "AIA Processing".

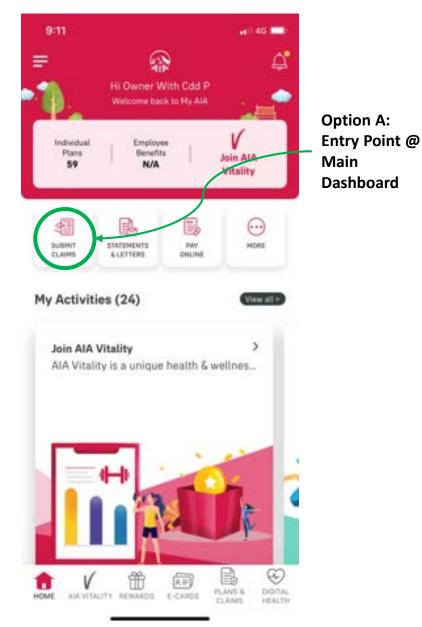
13

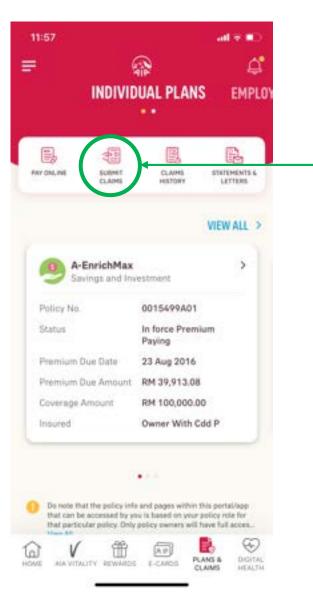
## INDIVIDUAL eCLAIMS – Claims Submission



AIA confidential and proprietary information. Not for distribution.

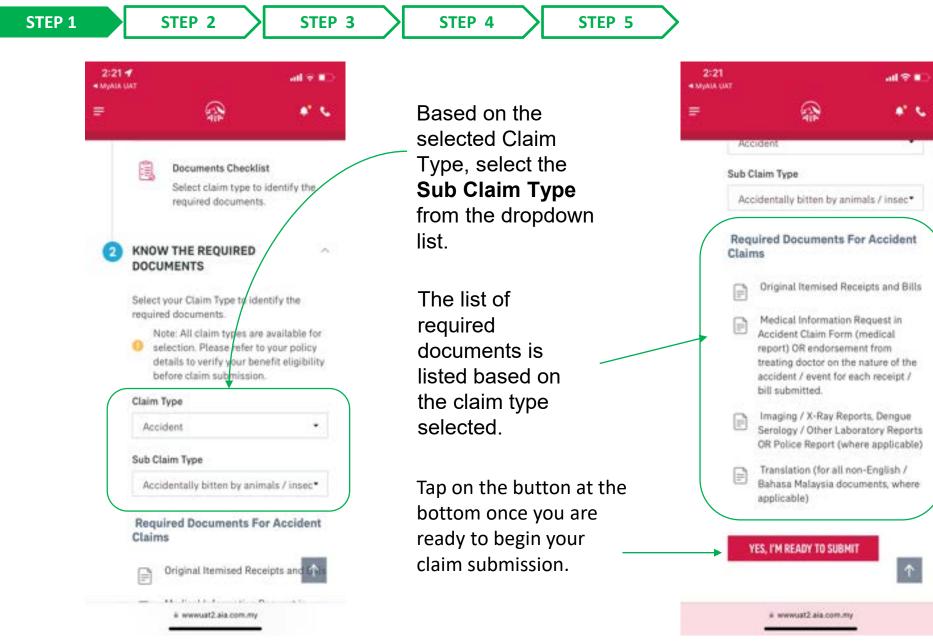
#### **ENTRY POINT** FOR SUBMITTING e-CLAIM





Option B: Entry Point @ PLANS & CLAIMS

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LET'S BEGIN			× CLOSE	
SIMPLE GUIDELINE FOR YOUR CLA	ums 3		<b>`</b>	GOOD-TO-KNOW
My Claim Details		Before starting your		IFY YOUR APPLICATION
Claim Type Select claim type		claim submission, you can view the		Claim Receipt Max 5 receipts per submission.
Second country you		guideline on how to submit a claim.		Supporting Documents Kindly ensure that all documents are complete before you submit it online. Please check the documents required in step 2.
			(AP)	Submit NRIC / Passport Kindly upload the front view of your NRIC/passport upon submission. If the owner of the policy is not the insured/covered member, kindly upload both the NRIC/passport of the policy
AA 🗎 www.uat2.aia.com.	my C		AA	a www.uat2.aia.com.my

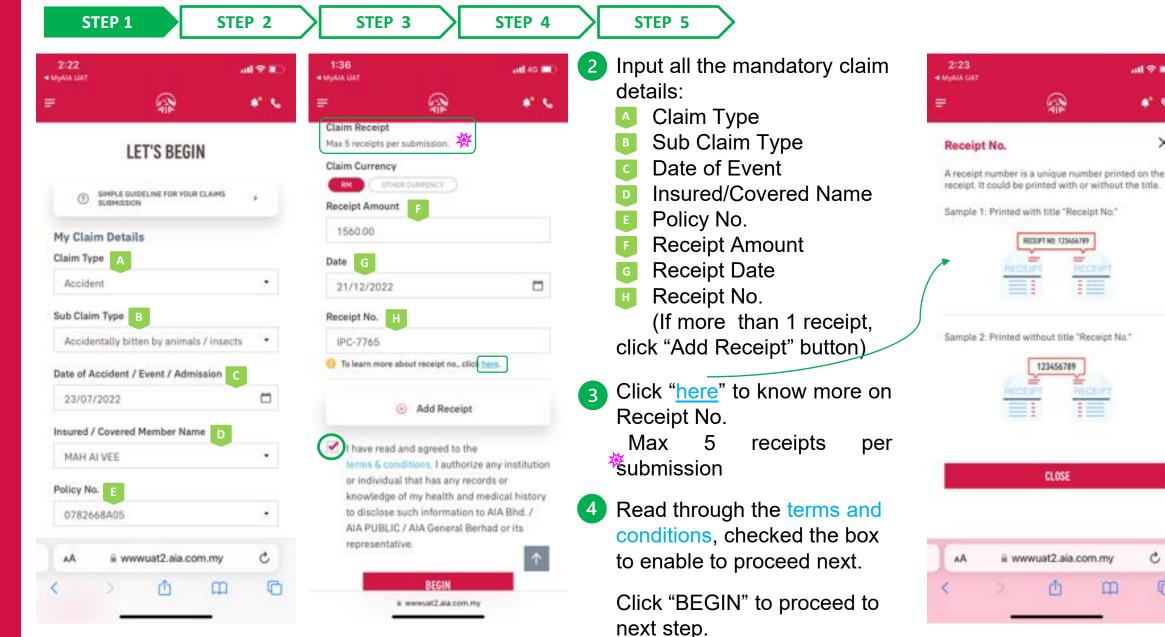


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АРР

**MY AIA** 

### **SUBMIT** Individual Claim



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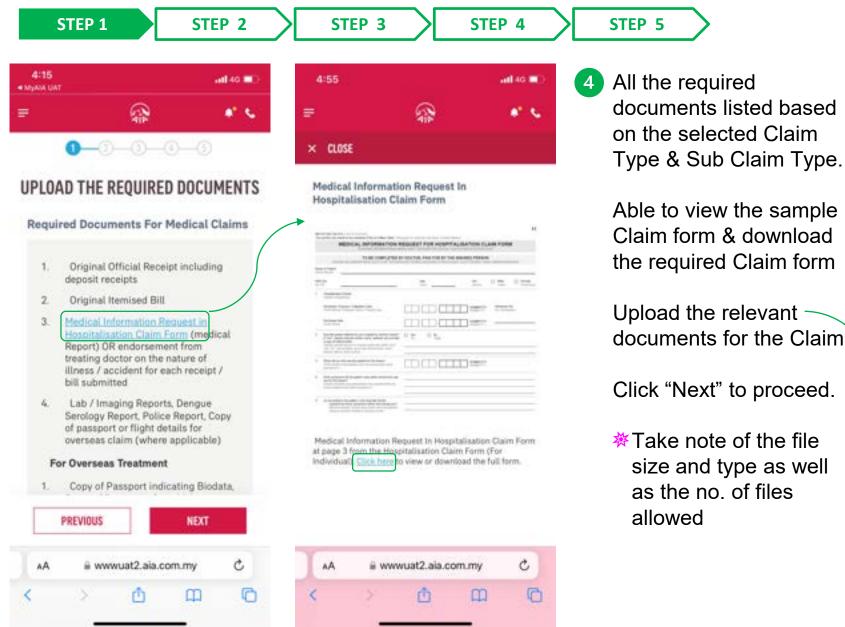
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123456789

CLOSE



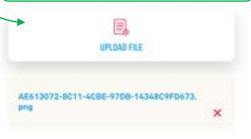
 MyAlA UAT documents listed based on the selected Claim of passport or flight details for overseas claim (where applicable) Type & Sub Claim Type. For Overseas Treatment Copy of Passport indicating Biodata, Able to view the sample Dates of Departure from Malaysia and Arrival Overseas or Copy of Claim form & download

4:16

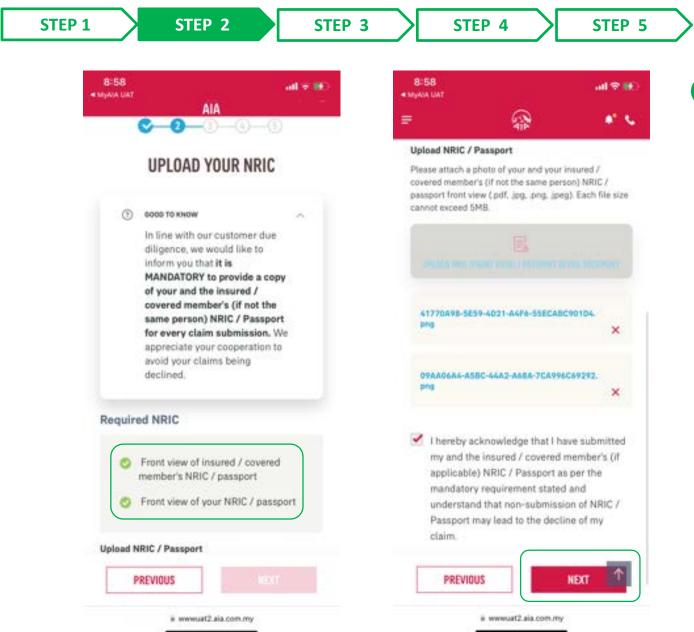
Flight Ticket / Boarding Pass Translation (for all non-English / Bahasa Malaysia documents, where applicable) **Document Upload** You can attach a max. of 25 files (.pdf, .jpg, .png, 💥 jpeg). Total file size cannot exceed 50MB.

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PREVIOUS	NEXT 📫



5 If the Insured/Covered member is a different person, please ensure the Insured/Covered Member's NRIC is uploaded as well.

"Checked" the acknowledgement and then click "NEXT" to proceed.

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	MY DETAILS		CIMB BANK	вно	•
			Account No.	В	
Cause of	t Claim Details		6678965436	7954	
Accide	ent		My Details	D No.	
	t Details (POLICY OW)	0/250 characters	8310010150 Email Addr	50	
Bank Nan			yunkoin.yee		
Account #	IANK BHD No. 654367954	-	Mobile Pho 6016375592	2017-0-1210 	
PI	REVIOUS	EXT	AllA will not be h inscourate. You	at all details are keyed in o e your claim payment acco eld responsible if the detail may update your email add i your My Profile page.	rding to your policy is provided are

6 Input the claim details (subject to the selected Claim Type).

Input the Payment Details:

- Bank Name
- Account No.

✤ Take note on payment details only for policy owner.

Do ensure the information under My Details are accurate. You may read through the note on how your email or mobile phone no. can be updated.

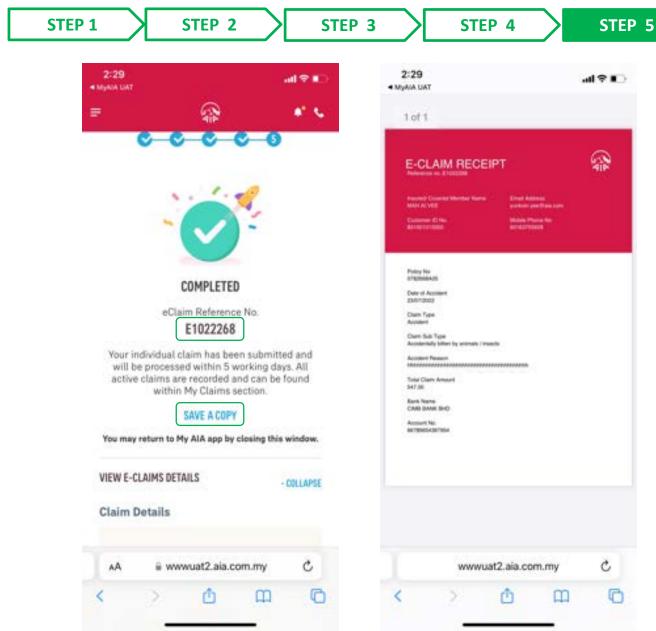
Click "NEXT" to proceed to next step.

10:20 • MyANA UAT	10:20	<b>₹</b> 14
= ∰ *` <b>`</b>	Uploaded Documents	EDIT
0-0-0	25779D3D-6002-4209-8797-D0A5ADA1833C.png	i .
REVIEW MY CLAIM	Uploaded NRIC / Passport	EDIT
Claim Details	C9360089-07A4-4F3F-9296-81070098C7A3.pmg	
	FF530839-7201-4464-8F80-8358A0F5A050.png	
Claim Type Medical	Payment Details	EDIT
Sub-Claim Type Hospitalisation / Day Care Procedure	Bank Name CIMB BANK BHD	
Date of Accident 01/12/2022	Account No. 66789654367954	
Insured / Covered Member Name SEREEN CHUA GEOK BEE		
	My Details	
Policy No. W842282714	Customer ID No.	
PREVIOUS	720118015570	
AA 🖩 www.uat2.aia.com.my Č	PREVIOUS	1
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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.

7

8 Click "NEXT" to submit your claim.



 9 Your request has been submitted and will be processed accordingly.
 You will see this confirmation page with eClaim Reference No. as reference number.

You may also click "SAVE A COPY" to download an eClaim Receipt with details of the claim that you have just submitted.

Once you are done, to close off this browser/window to return to the MyAIA.

13

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

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

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

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

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

Title	Selection	Description
Sub Claim Type	Health Screening / Vaccination	As it is
(Health Wallet)	Congenital Conditions / Plastic or Cosmetic Surgery due to Accident or Cancer	As it is
	Mobility and Hearing Support / Recovery Care for Cancer, Stroke and Heart Attack	As it is
	Mental Health Benefit	As it is
Date of Event	Date of Admission/Procedure (Medical)	Date admitted to hospital/for outpatient surgery
	Date of Accident/Event/Admission (Accident)	Date of accident or event/admission covered under this plan
	Date of Accident/Event (Travel PA)	Date of accident or event covered under this plan
	Date of Procedure/Event (Health Wallet)	Date of outpatient surgery or screening/ vaccination/support purchase/consultation event
Insured/ Covered Member Name	The customer in which the claim event is filed upon for this claim submission. Please do not select the owner's name if the claim event does not belong to the owner.	

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

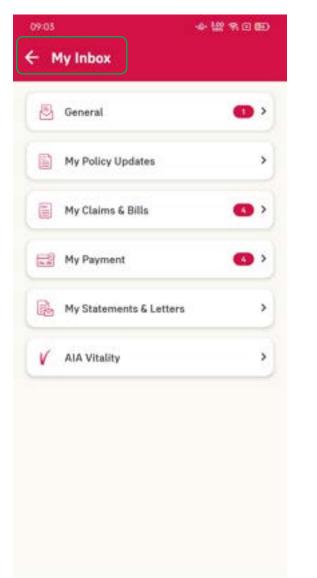
Title	Description
Policy No	Select the relevant policy no. that you would like to make your claim on. If you have selected a claim type which do not match with your policy benefit coverage, the intended policy no. will not appear for selection.
Any empty fields or terms and conditions not acknowledged (V)	The "next page" button will be dimmed, or you can not proceed to the next page.

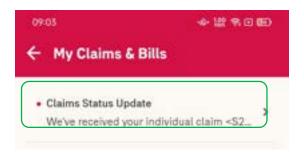
## INDIVIDUAL eCLAIMS – Notifications



AIA confidential and proprietary information. Not for distribution.

### **SUBMIT** Individual Claim (Push Notification)





Once your claim has been registered, you will receive a push notification in "My Inbox" -> "My Claims & Bills" that your claim is received by AIA.

Similarly, whenever there is any change in the status of your claim, you will receive similar push notification

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

### **SUBMIT** Individual Claim (Push Notification)

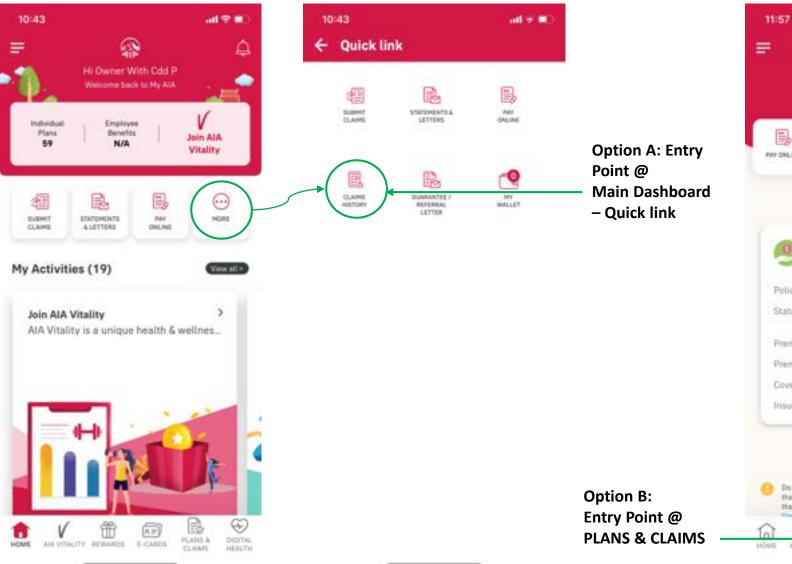
Title	Description
" We've received your individual claim (PN;CN)	AIA has received and registered your claim
" Your claim request for (PN;CN) requires additional documents."	Your claim is pending. Please submit the required documents for processing. Your claim history will indicate as "In Progress".
"Your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

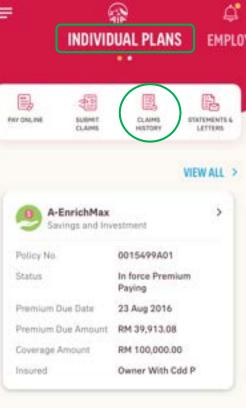
## INDIVIDUAL eCLAIMS – Claims History



AIA confidential and proprietary information. Not for distribution.

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





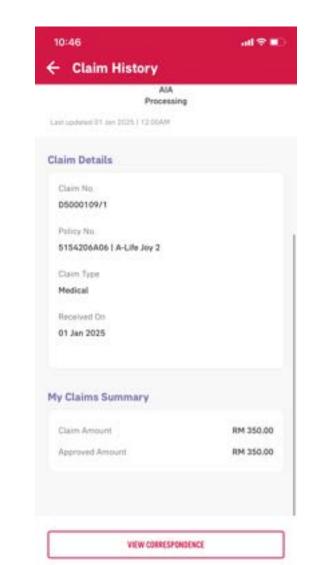
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on B: Point @ IS & CLAIMS HOME ALA VITALITY BEWARDS E-CARGE (CLAME)

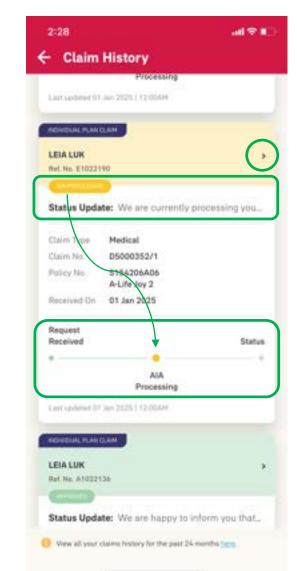
#### **VIEW** Individual Claim History

ndividual Plans	VIEW ALL >	Vou con filtor vour	Claim Details	
ALL STATUS • ALL	• =	You can filter your search criteria here.	HOMOLAL FLAN CLAIM	
LEIA LUK Ref. No. 41502136	<b>_</b> -		Ref. No. A1022136	
Status Update: We are happy to in	from one that	Click to view	Status Update: We are happy to inform you that you claim has been approved.	
Claim Type Medical	norm you triat	your Claims <b>details</b> .	Request Appr	
Claim No. 05000109/1 Policy No. 5154206A06 A-Life Joy 2			AIA Processing	
Received On 01 Jan 2025			Last updated 03 Jan 2025 ( 12:00494	
Request Received	Approved		Claim Details	
AIA Processing			Claim No. D5000109/1	
Last sentend 01 des 2025 I 12 004M			Policy No. 5154206A06   A-Life Joy 2	
LEIA LUK			Claim Type Medical	
Ref. No	×		Predicas	



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#### **VIEW** Individual Claim History



You can view your claim status here. Click forward button to view full description of status update in Claims Details page

Status tracking map with current claim status highlighted.

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Claim History	
laim Details	×
HOWDLAL PLAN GLAIM	
LEIA LUK Ref. No. E1022190	
(addressing)	
Status Update: We are curren claim submission and will pro update icon.	
Request Received	Status
•	
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AlA Processi	ing
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Process Last uphaned 01 Les 2020 ( 12:00AM Remarks: TESTING ON REMARKS IN MY2	1
Process Last updated 01 Jan 2029 (123004M Remarks: TESTING ON REMARKS IN MY2	1
Process Last uphaned 01 Les 2020 I 12:00AM Remarks: TESTING ON REMARKS IN MYA	1
Processi Last updated 01 Jan 2020   12:00AM Remarks: TESTING ON REMARKS IN MY/ Claim Details Claim No.	1
Processi Last optimed 01 lies 2020 (11202AM Remarks: TESTING ON REMARKS IN MY/ Claim Details Claim No. D5000352/1	1

#### **VIEW** Individual Claim History & Correspondence

Claim H	listory
laim Details	6
HOWOLAL PLAN CU	
LEIA LUK	
Ref. No. A1022136	
Net. No. A1022136	We are happy to inform you that your
Status Update: 1 Claim has been a	We are happy to inform you that your approved.
Status Update: 1	
Ref. No. A 1022136 Control Status Update: 1 Claim has been a Request	approved.
Ref. No. A 1022136 Control Status Update: 1 Claim has been a Request	approved.
Ref. No. A 1022136 Control Status Update: 1 Claim has been a Request	Approved.

You may click on "View Correspondence" to view\* 1. Approval letter and detailed/ breakdown settlement of the approved claim

2. Decline letter for rejected claim

3. Pending letter for claim requiring further info

\* Supported claim type/benefit only

10:46 ← Claim History	ant © ∎⊃	PreviewPDF	×
Claims Documents	×		
Click below to download your copy of settle documenta:	ment/claims		
Settlement Table		<image/> <image/> <text><text><text><text><text><text><text><text><text><text></text></text></text></text></text></text></text></text></text></text>	uniter of the facety contact on any of the cost of the facety of the spirit of the cost of the facety spirit or cost (address) because of the

VIEW CORRESPONDENCE

Claim No. 05000109/1

Pplicy No.

Claim Type Medical

5154206A06 | A-Life Joy 2

## INDIVIDUAL eCLAIMS – Submit Pending Document

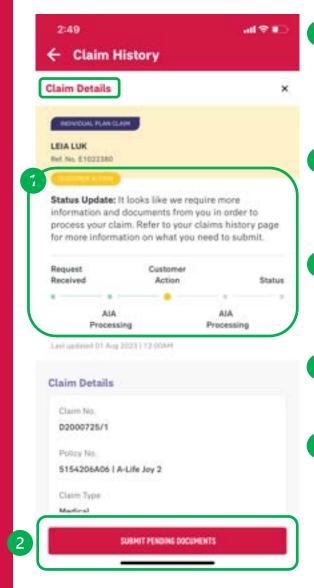


AIA confidential and proprietary information. Not for distribution.

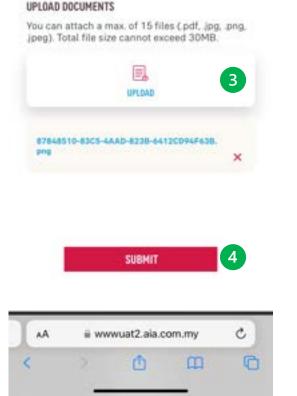
13

MY AIA APP

#### **SUBMIT** Pending Document



- 1 For claim with "CUSTOMER ACTION" Status, you may submit your reply in Claim Details screen.
- Click on "Submit Pending Documents" to proceed with submission.
- 3 SiClick on "Upload Files" to upload the required documents.
- 4 Click on "SUBMIT" to complete the submission.
  - The success screen will be displayed for the successful submission.



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SUBMIT PENDING DOCUMENTS

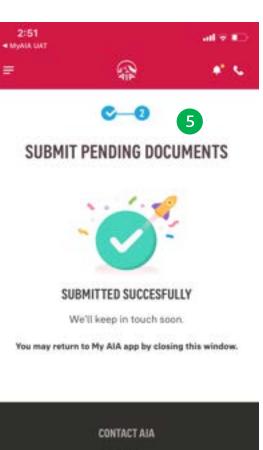
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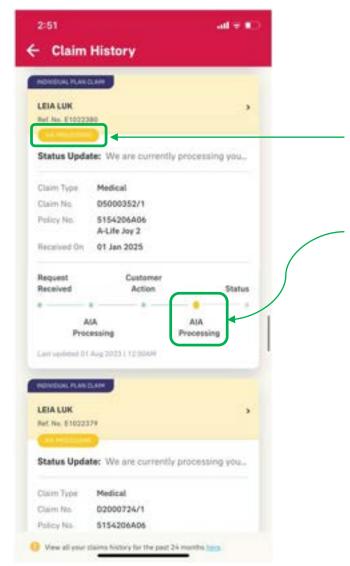
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#### **SUBMIT** Pending Document



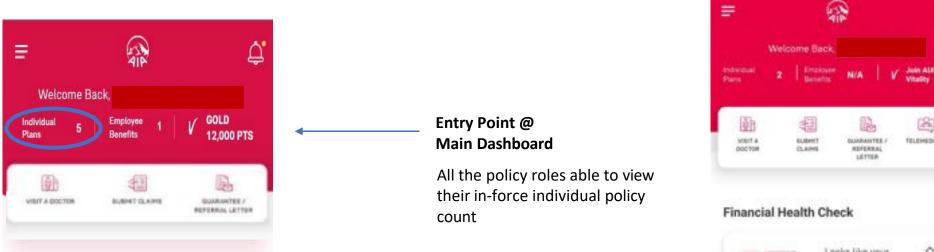
Once the submission of pending documents in processing, the Claim Status on the Claims History page will update to "AIA Processing".

# INDIVIDUAL POLICIES

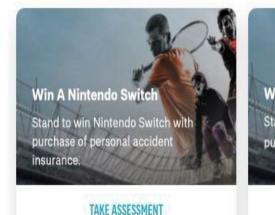
- Entry point
- Steps to view your individual policies
- View your e-medical card
- View your notifications
- View Customer Careline



### **ENTRY POINT INDIVIDUAL POLICIES**

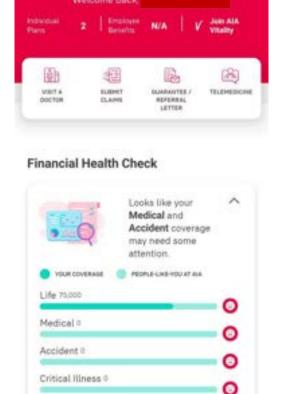


#### Highlights



Bottom navigation

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



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

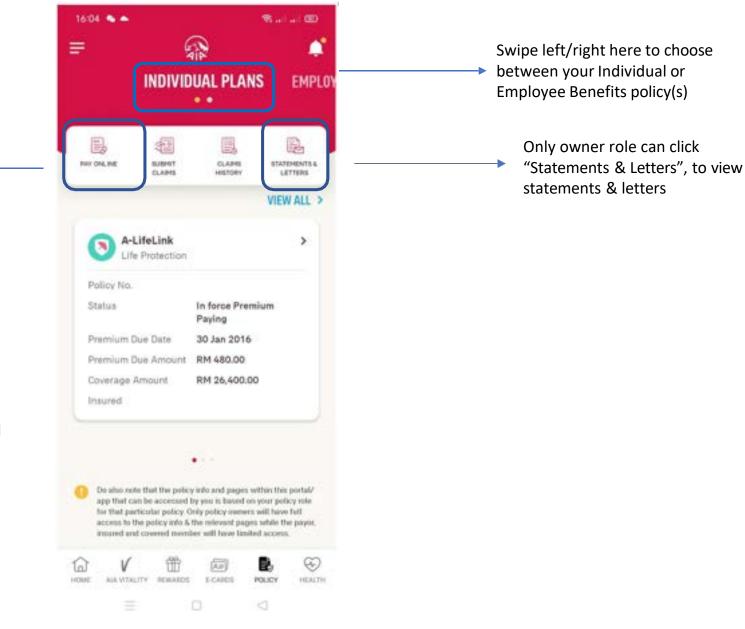
Both owner and payor roles can click "Pay Online", and

make a payment

Note:

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

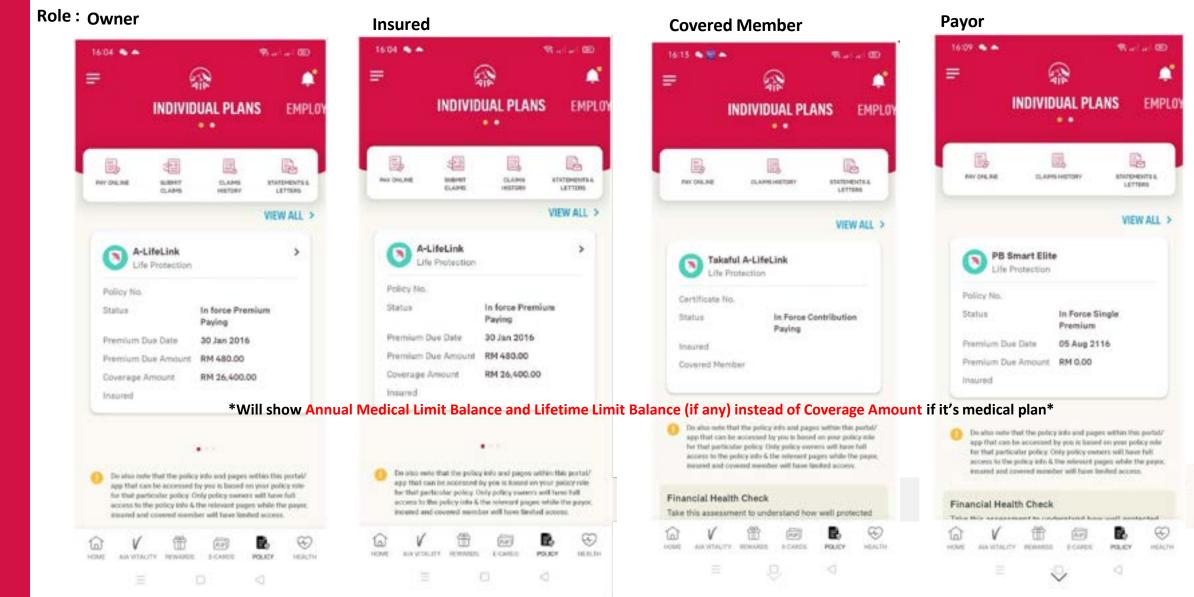
Other than owner role has limited access to the individual policy modules



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

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

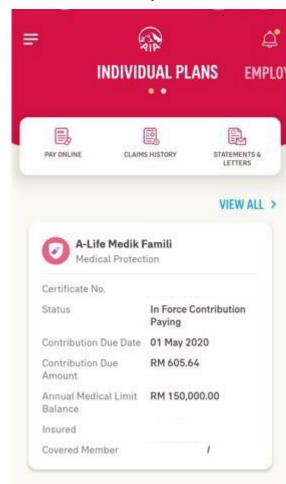
- Only owner role has full access to the policy details
- Only owner and insured role can click on policy card to go to the policy details page



#### **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



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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**

INDIVIC	DUAL PLANS	EMPL
6, 41	e.	P.
NV ONLINE SUBHIT DLAME		ATTENDA
	VIE	WALL
A-Life Signati	ure PlusOne Spec	>
Policy No.		
Status	In force Premium Paying	
Premium Due Date	11 Jan 2018	
Premium Due Amount	RM 17,221.60	
Coverage Amount	RM 950,000.00	
Insured		
	•	
app that can be accessed for that particular policy ( access to the policy who is	cy info and pages within the try yea is based on your po Only policy owners with hav i the relevant pages while t ober with have landed access	licty role let fulli fae prepor,
		1.000

Tap here to view all policies

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

		×		
A-Life Signature P Life Protection	lusOne Spec	>		
Policy No.				
Status	In force Premium Paying			
Insured				
A-Life Signature Life Protection	(	>	Top to view policy date	
Policy No.			Tap to view policy deta	1115
Status	In force Premium Paying			
Insured	New			
A-Life Signature 2 Life Protection		>		
Policy No.				
Status	In force Premium Paying			
Insured				

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

Scroll down

to view

more info

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

Owner have full access to policy info details

Scroll down

to view

more info

<ul> <li>Policy Details</li> <li>INCOME PLAN Savings and Investm</li> </ul>	ø
My Cove	erage Amount
	0,000.00
POLICY INFO	
IN FORCE PREMIUM PA	NYING
Policy No.	
Premium Due Date	
04 May 2016	
Premium Due Amo	unt
RM 19,378.00	
(Inc. Govt. Tax RM 0.0	0)
Payment Frequence	W.
Annuality	

#### ← Policy Details Payment Method **Direct Debit** Insured Coverage Period From 04 May 2000 - 04 May 2052 Automatic Premium Loan RM 138.86 Policy Loan RM 22,497.39 Auto Extension Coverage Term Indicator N/A VIEW LESS A What Does It Cover? AETNA INCOME PLAN 10 Coverage Amount RM 200,000.00 0 $\bigtriangledown$

What Does It Cove	r?	
AETNA INCOME PLAN	10	,
Coverage Amount	RM 200,000.00	
COMPLIMENTARY LIV	ING WOP	,
Coverage Amount	RM 200,000.00	
EAPWP ON WL		,
Coverage Amount	RM 200,000.00	
Client Details	VIEW DETAIL	s
NOMINEE		
4 0		

← Policy Details

## **VIEW YOUR INDIVIDUAL POLICIES**

## (Insured role)

<ul> <li>Policy Details</li> <li>A-LifeLink</li> <li>Life Protection</li> </ul>	ല്
My Coverage Amount RM 306,000.00	
POLICY INFO INFORCE FRESHUM RAVING 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 From 27 Jul 2013 - 27 Jul 2072 Auto Extension Coverage Term Indicator N/A	

<u>Note</u>:

Insured role has limited access in policy info details

Scroll down to view

more info

Vhat Does It Cover?	1	
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	100000
Annual Medical Limit Balance	RM 105,000.00
AHE1 A-PLUS HOSPIN	COMEEXTRA
Coverage Amount	RM 200.00
ECI1 A-PLUS EARLY C	RITICALCARE
Coverage Amount	RM 50,000.0
A-PLUS SAVER	
Coverage Amount	RM 0.00
A-PLUS WAIVEREX:B	ASIC+APS
Coverage Amount	RM 1,000.00
The annual medical and lifeti	
accurate at the point of claim vary should there be any othe	

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WEW LESS A

#### **VIEW TRANSACTION HISTORY**



## TRANSACTION HISTORY

Payment History	Online Paymen
manufacture in the second s	

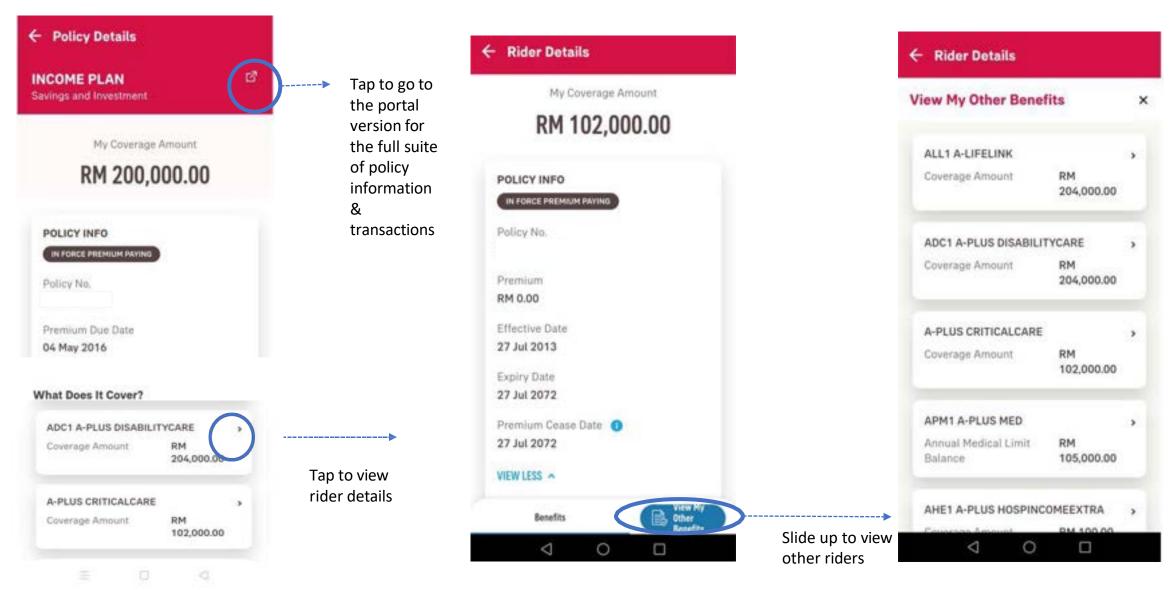
-	
Select th	e transaction year
Delege (II	re transaction year
-	

#### 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)

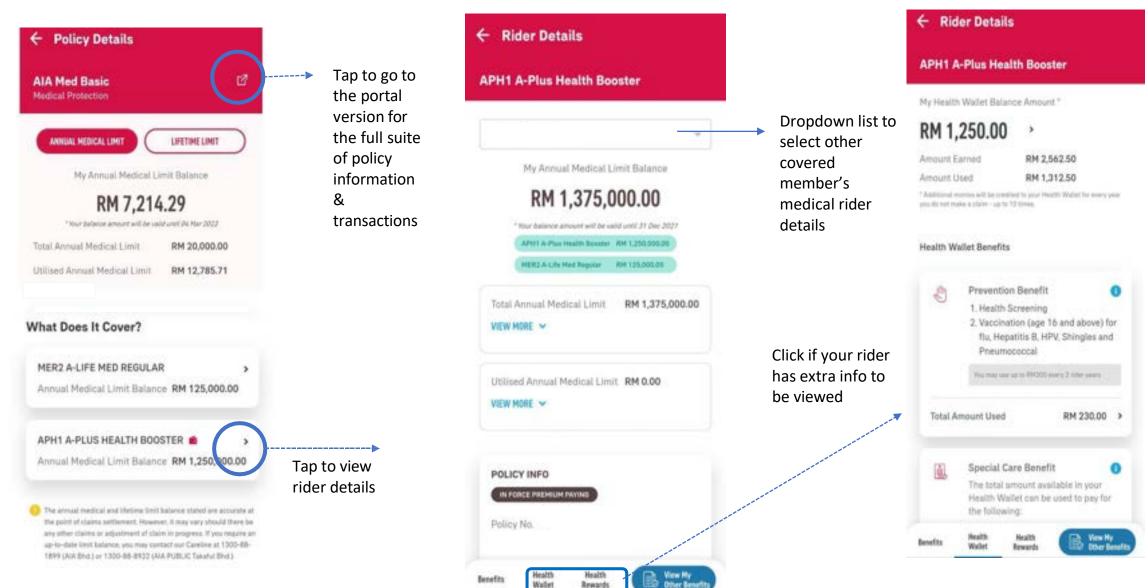


<u>menu</u>

#### <u>menu</u>

#### **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.

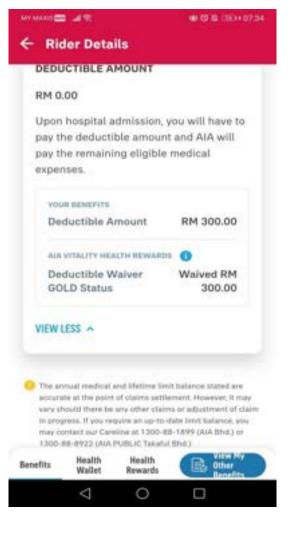
## VIEW YOUR HEALTH WALLET DETAILS

## (applicable for owner role only)

Gradiene area area area area area area area a	Tap to view earned and	← Health Wallet Histo EARNED HIS		Swipe left to view spent history	← Health Wallet Hist	
My Health Wallet Amount RM 1,250.00 Amount Earned RM 2,562.50	spent history	Total Amount E RM 2,562			Total Amount	
Amount Used RM 1,312.50 * Additional montes 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	
Prevention Benefit    1. Health Screening		Health Wallet Booster	RM 0.00		Recovery and Support Benefit	RM 0,00
<ol> <li>Vaccination (age 16 and above) for flu, Hepatitis B, HPV,</li> </ol>		ALA VITALITY HEALTH REWARDS			Mental Health Benefit	
Shingles and Pneumococcal		Health Wallet Booster BRONZE Status	RM 0.00		Protect Boost	
You may use up to RHSDD every 2 rider years		Total Amount	RM 1,250.00		Please note that the information al hours to update.	vive may take up to 48
Total Amount Lised RM 230.00 V Benefits Health Health Rewards Cherry Cherry		Please note that the information ab hours to update.	ove may take up to 48			
		0 Þ			⊲ 0	0

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

<u> </u>			
HOSP	TAL ROO	M AND BO	ARD
Daily	Room and	i Board	
RM 3	00.00		
YOU	R BENEFITS		
	om And B	oard	RM
An	ount		200.00 per day
	VITALITY NE	ALTH REWARD	
	with the state	ALL IN HE WARRING	Upgraded by
Ro	om & Boar	rd	50%
	nefit Upgr		RM 100.00
GO	LD Status		per day
VIEW	ESS o		
DEDU	CTIBLE A	MOUNT	
RM 0	00		
Benefits	Health	Health	Other



## **VIEW YOUR HEALTH REWARDS DETAILS**

### (applicable for owner role only)

erseant are erseant of a second of a seco		← Rider Details	⊕ @ 8, (3)+0735		erecen⊞ at € ← Rider Det	and a con-
APH1 A-Plus Health Booster		APH1 A-Plus Health E	looster		Hosp Upgr	ital Room and Board ade
My Health Wallet Amount RM 1,250.00 Amount Earned RM 2,562.50		HE HA VIMETTY STATUS GOLD			hosp upon	vill auto upgrade your ital room and board benefit hospital admission, nding on your AIA Vitality IS.
Amount Used RM 1,312.50 <sup>4</sup> Additional monies will be credited to your Health Wallet for every year you do not make a claim - up to 10 times.					Upgraded by	50% RM 100.00 per da
Health Wallet Benefits		My Benefits Under Health R	ewards		This i credi	th Wallet Boosters is a reward to boost the ts in the Health Wallet. The
<ul> <li>Prevention Benefit</li> <li>1. Health Screening</li> <li>2. Vaccination (age 16 and above) for flu, Hepatitis B, HPV,</li> </ul>		Deductible Waive     AIA will waive the     amount (if any),	deductible epending on	Scroll down	your	entage (%) will be based on AIA Vitality Status every cal rider year. Additional 5% o
Shingles and Pneumococcal You may use up to RH300 every 2 rider years	Click to view	your AIA Vitality S hospital admissio Waived		to view more info	Ennoemen	your Health Walle Amoun
Total Amount Lised PM 230.00 Benefits Health Rewards Reventer	Heath Rewards	Benefits Health Health	R, Other		HOW MY HEALTH Benefits Health Wallet	Health Rewards
		0 0	Bearfits		4	

B TO 12 (3E)+07:35

RM 100.00 per day

Additional 5% of your Health Wallet

Amount

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

## (applicable for owner role only)

		How My Health Rewards Work? ×	Silver RM 150 Bronze RM 300
y Benefits Under Health Rewards			Bronze RH 304
Deductible Waiver     AIA will waive the deductible amou     (if any), depending on your AIA Vita     Status upon hospital admission.		Deductible Walver     AIA will waive the deductible amount     (If any), depending on your AIA Vitality     Status upon hospital admission.  Platinum RM 0	Hospital Room and Board Upgrade AlA will auto upgrade your hospital room and board benefit upon hospital admission, depending on your AlA Vitality Status.
Nonpital Room and Board Upgrade	<i>v</i>	(Defactible Associat is hely and ref) Gold RM 0	Platinum Upgrade by 100%
AIA will auto upgrade your hospital		(Defaction Annual is hits entered) Silver RM 150	Gold Upgraded by 50%
room and board benefit upon hospi admission, depending on your AIA Vitably Status.	tai	Bronze RM 300	Silver No Upgrad Bronze No Upgrad
Health Wallet Boosters This is a reward to boost the credit: the Health Wallet. The percentage will be based on your AIA Vitality Status every medical rider year.		Hospital Room and Board Upgrade AIA will auto upgrade your hospital room and board benefit upon hospital admission, depending on your AIA Vitality Status.	Health Wallet Booster 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.
	rewards	Platinum Upgrade by 100%	Platinum Increase by 109
W MY HEALTH REWARDS WORK?		Gold Upgraded by 50%	Gold Increase by 59
		Silver No Upgrade	Silver 09
Please note that the information above may take or	10.48	Bronze No Upgrade	Bronze 01

Weiter an CD

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

A-Life Wealth Premier		What Does It Cover?			Vitality Wealth Booster
Life Protection My Coverage Amount RM 4,000,000.00	Scroll down to view more info	VITALITY WEALTH BOOS Vitality Wealth Booster Amount	STER > RM 152,000.00	Swipe left	Vitality Wealth Booster Amount Vitality Wealth Booster Amount Vitality Wealth Booster Percentage 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
What Does It Cover?		A-PLUS CI GUARD Coverage Amount	> RM 4,000,000.00		AIA Vitality Benefit Status PLATINUM Vitality Wealth Booster Effective Date
VITALITY WEALTH BOOSTER >		PMCM BENEFIT(FREE D	UMMY RIDER) >		21 Aug 2021 Benefits View My Other Benefits

down

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

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

A-LifeJoy Life Protection	ď	
Policy No.		
Status	In force Premium Paying	
Coverage Amount	RM 160,000.00	
Premium Due Date	19 May 2021	
Premium Due Amount	RM 11,340.00 (Inc. Govt. Tas RH 0.00)	
Payment Method	Direct Billing (Cash)	
Payment Frequency	Half-yearly	
insured		
Auto Extension Coverage Term Indicator	N/A	
What Does It Cove	n	Tap to view
A-PLUS HEALTH		details
Medical Limit /Year	RM 500.000.00	
A-PLUS SCHOLARSA	VER >	
Coverage Amount	RM 0.00	

POLICY INFO	
IN FORCE PREMIUM PAYING	
Policy No.	
Premium	
RM 226.00	
VIEW MORE 🛩	
HOSPITAL ROOM AND BOARD	
HOSPITAL ROOM AND BOARD Daily Room and Board RM 300.00	
Daily Room and Board	Tap to view Room & Bo Deductible amount
Daily Room and Board RM 300.00	
Daily Room and Board RM 300.00 VIEW MORE Y	
Daily Room and Board RM 300.00 VIEW MORE V DEDUCTIBLE AMOUNT	

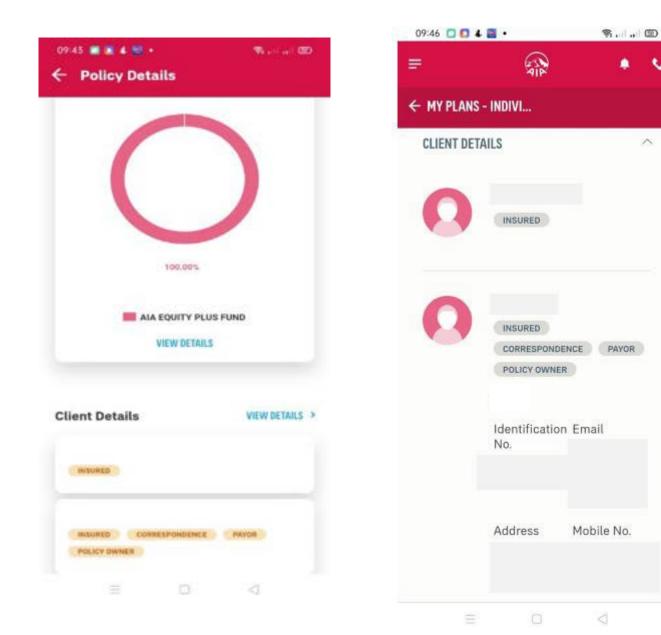
## VIEW YOUR RIDER DETAILS (CO PAY) (applicable for owner only)

Effect	ive Date			
05 Jul	2000			
Expiry	Date			
05 Jul	2019			
Premi	um Cease	Date 0		
05 Jul	2019			
VIEW L	ESS 🔿			
co - F	YAY O			
Perce	ntage			
10%				
pay 1	hospital a 9% of the 19 the rem ses.	total med	ical bill a	nd AlA
NEW L	ESS 🔿			
	Benefits		B	Vew Hy Other

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

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# **VIEW PROMO TOP-UP COVERAGE**

**Policy Details** 

A-LifeLink 2

Life Protection

POLICY INFO

Policy No.

Insured

VIEW MORE ~

A-LIFELINK 2

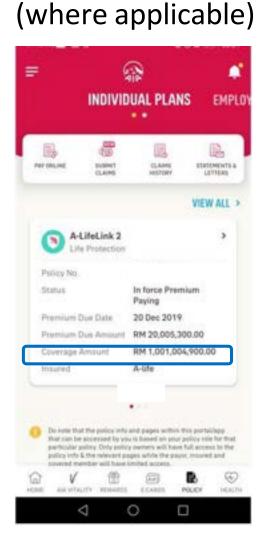
What Does It Cover?

Δ

A-life

IN FORCE PREMIUM PAYING

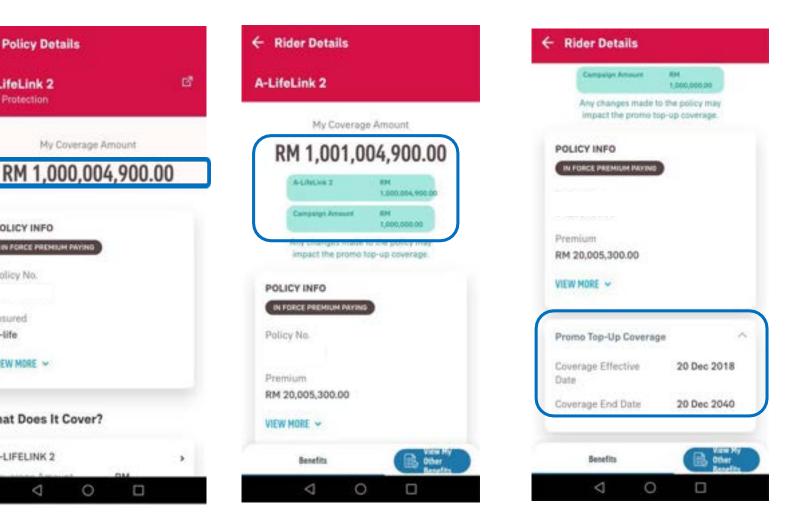
←



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.

0

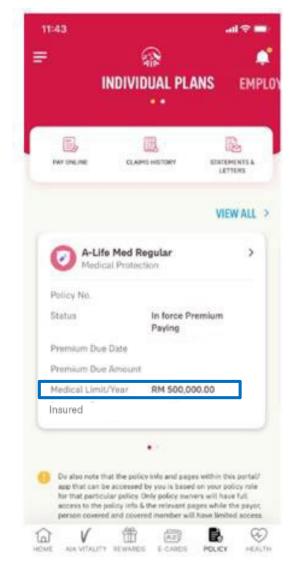


At rider details, only owner role can view the coverage amount combined with promo top-up coverage amount, coverage effective date and coverage end date.

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.

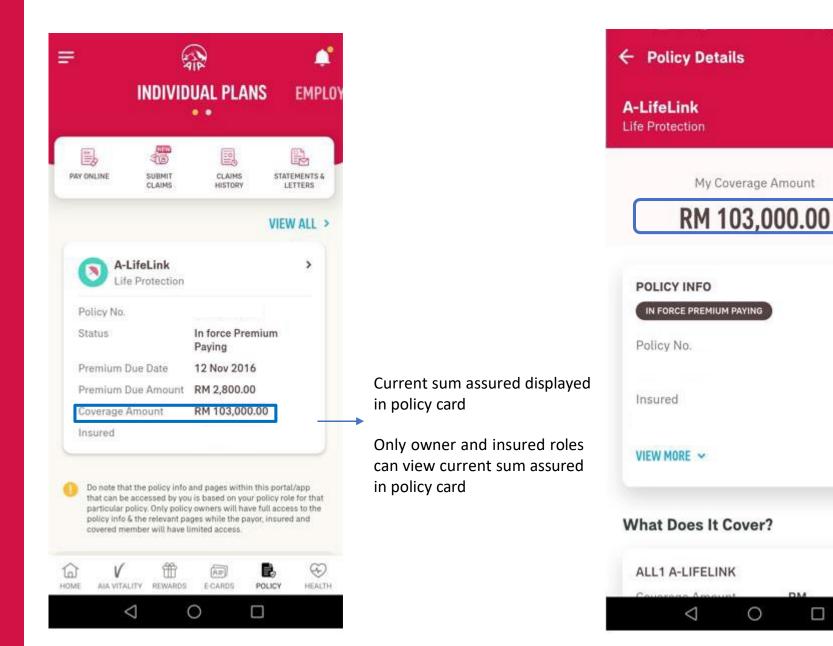
A-Life Med Regular Medical Protection	්	M
My Annual Medica	Limit Balance	
RM 500,0		
MER2 A-Life Med Regular	RM 100,000.00	
APH1 A-Plus Health Booster	RM 400,000.00	
This amount includes MER2 A-Lif Plus Health Booster. Please refer 1	e Med Regular and APH1 A- o What Does It Cover section	
Plus Health Booster. Please refer to below for the breakdown	e Med Regular and APH1 A- o What Does It Cover section	
Plus Health Booster. Please refer t	e Med Regular and APH1 A- o What Does It Cover section	
Plus Health Booster. Please refer to below for the breakdow POLICY INFO	e Med Regular and APH1 A- o What Does It Cover section	
Plus Health Booster, Please refer before for the breakdow POLICY INFO IN FORCE PREMIUM PAYING	e Med Regular and APH1 A- o What Does It Cover section	Constraint

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

1ER2 A-Life Med Re	gular
	×
My Annual Medical	Limit Balance
RM 500,0	00.00
* Your balance amount will be	and a second second second
MER2 A-Life Hed Regula	100,000.00
APH1 A-Plus Health Booster	RIM 400,000.00
Total Annual Medical Lin	12420222222
VIEW MORE ~	500,000.00
Utilised Annual Medical Limit	FIM 0.00
VIEW MORE ~	

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

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



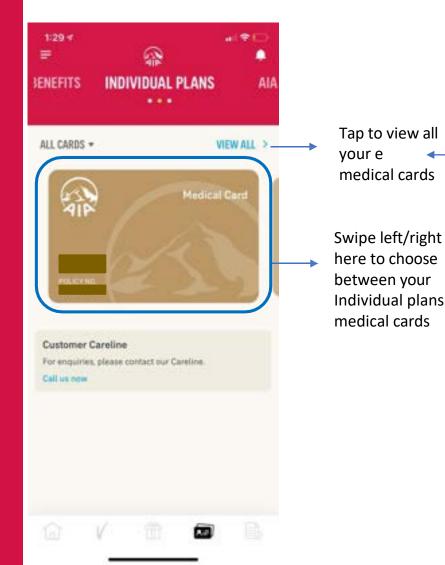
Current sum assured displayed in policy details

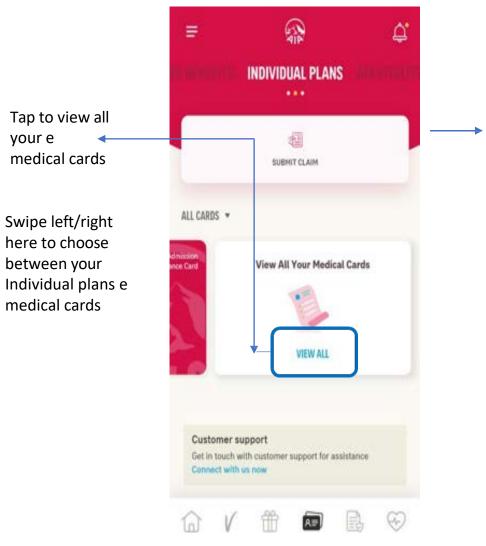
R

>

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

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

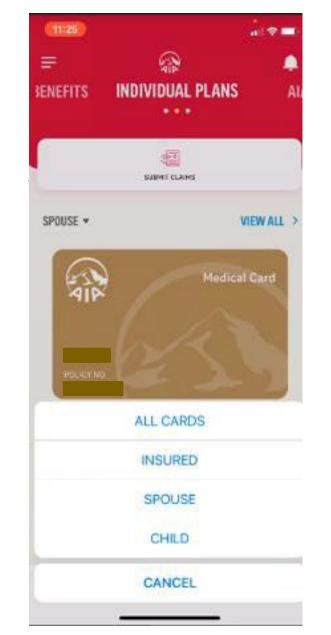






Tap to view your e medical card rider details & health wallet, if applicable

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



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

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

MY AIA APP

#### **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.

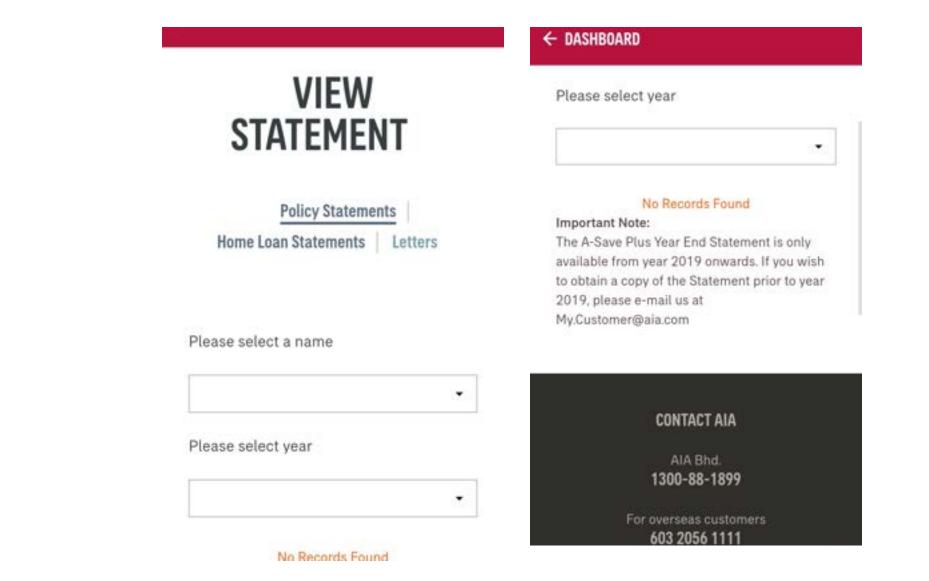
Kindly be informed that there is no record/policy/certificate found for the transaction and/or based on your policy role, you are not permitted to view the information on this page. If you are not the policy owner, please refer to the policy owner for policy details.

#### Note :

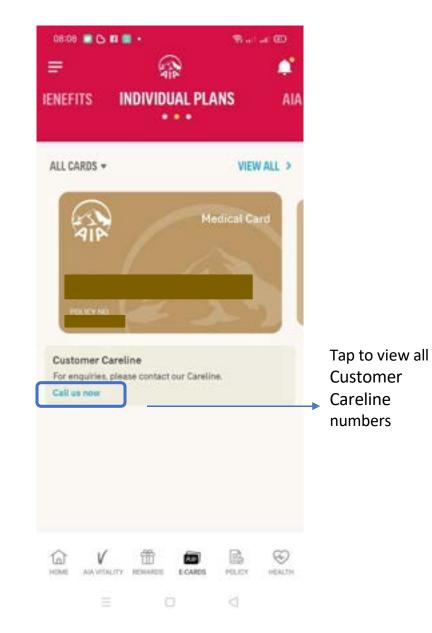
- The Pay Online facility is only available for Life Insurance policies & Family Takaful certificates with Inforce Premium Paying & Inforce SVE status as well as AIA Vitality membership fees for Individual & Corporate memberships.
- For Family Takaful certificates, contributions can only be made in advance 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.

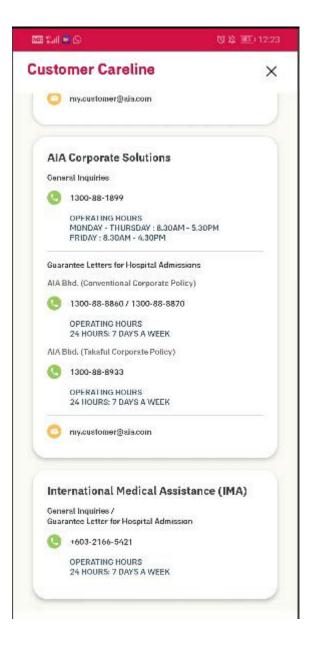
#### **VIEW YOUR INDIVIDUAL POLICIES – OTHER ROLES**

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**



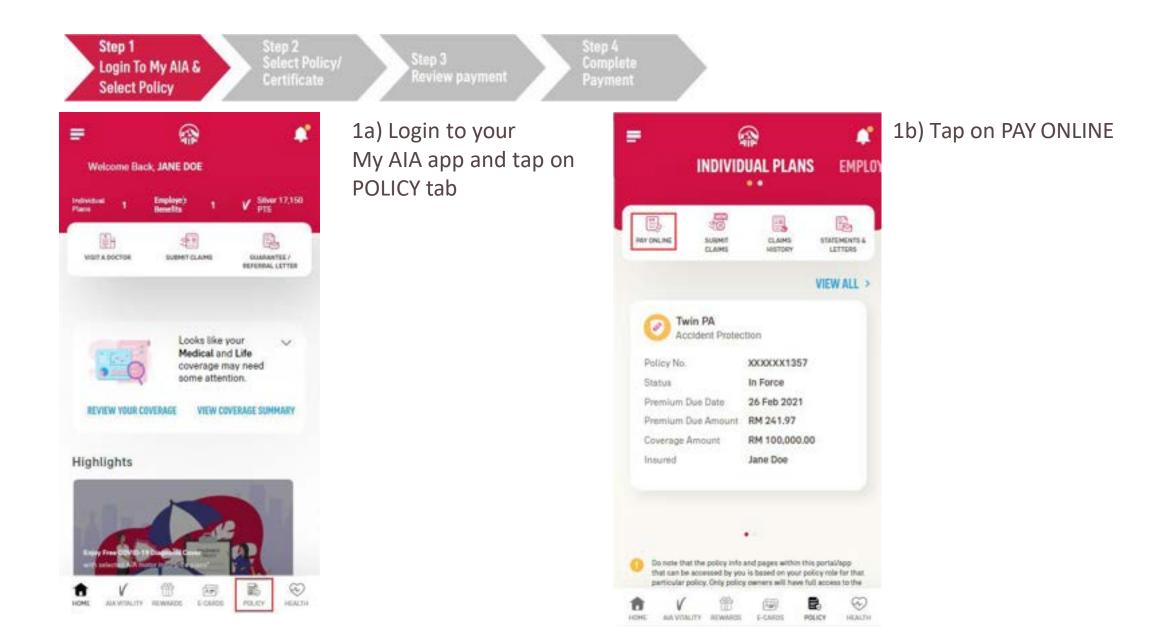


MY AIA APP

# ONLINE PAYMENT

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





# MAKE A PAYMENT

0-2-3

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



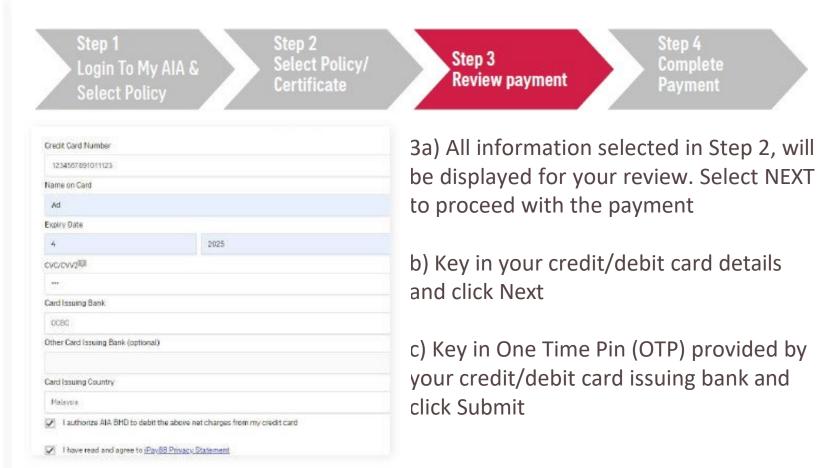


2a) Check the box(es) of relevant policy/certificate/Automatic Premium Loan/Policy Loan/AIA Vitality membership that you would like to make payment(s) for.

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

#### REVIEW YOUR PAYMENT Please review the policies you have selected for payment YOUR PAYMENT SELECTION PERSONAL ACCIDENT -PERSONAL Policy No.: PAXXXXXXXXXXX Insured Jane Doe Premium Amount: RM 263.94 Payment Frequency: HALF-YEARLY Current Due Amount: RM 263.94 pine, Startig Duty & Divit, Tax) **0** Advanced Payments Total Amount RM 263.94 Please disable your pop-up blocker before proceeding. Grand Total RM 263.94



NEXT



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)

0 Advanced Payments

Current Due Amount:

Total Amount

RM 263.94



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

# DIGITAL HEALTH for INDIVIDUAL

Applicable for Medical Plans/Riders only

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



## • DIGITAL HEALTH

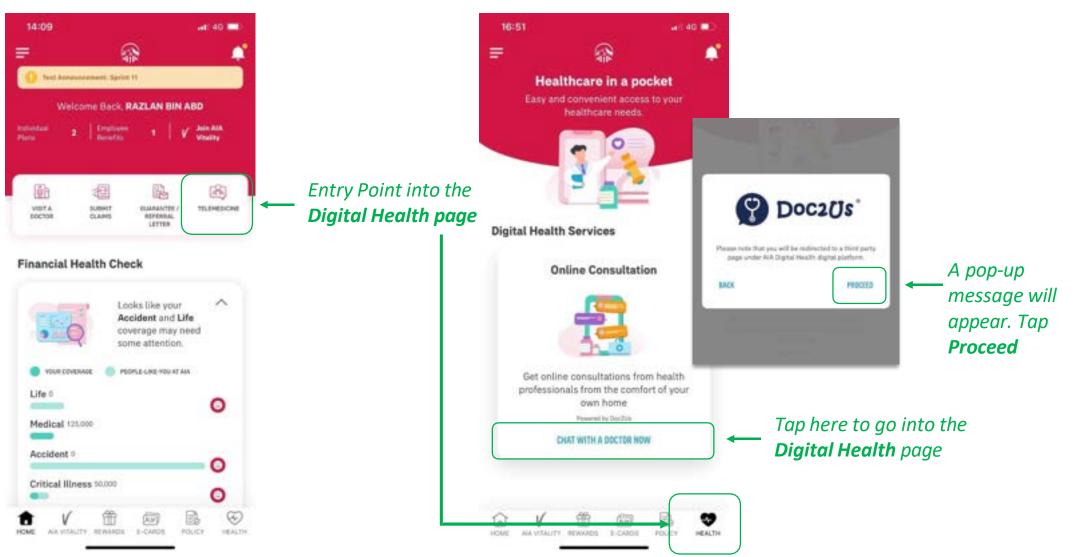
## • 01: Entry Point to Digital Health



AIA confidential and proprietary information. Not for distribution.



# **ENTRY POINT TO DIGITAL HEALTH**



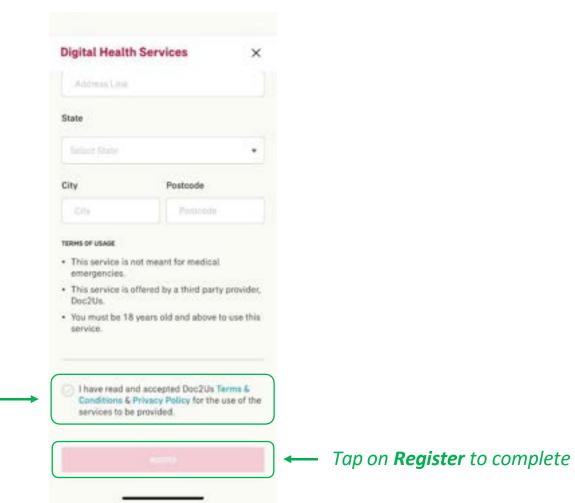
16

#### menu

# **ENTRY POINT TO DIGITAL HEALTH**

Digital Health Services	×
Registration	
Please key in your information to access Doc2Us services	X
My Information	
Full Name	
As per WRIC	
Mobile No.	
#9.0123456789	
Email	On
a.g. name@email.com	cor
NRIC/Passport Number	to
eg.900112233344	ter
Gender	the
-	be

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

16

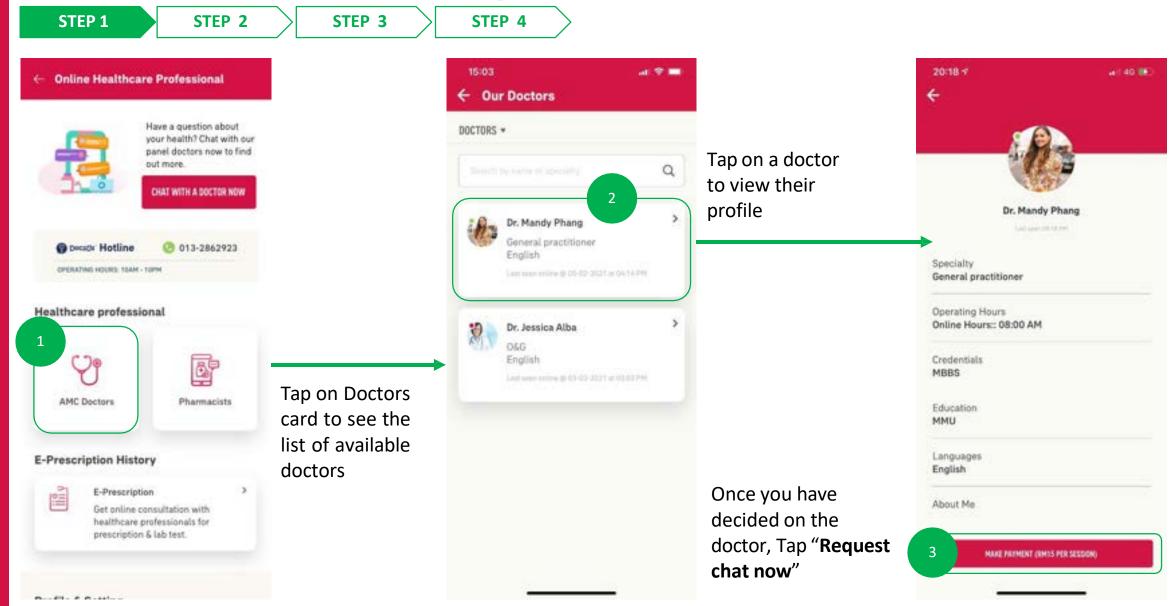
# • DIGITAL HEALTH

# • 02: Part 1 - Request for Consultation



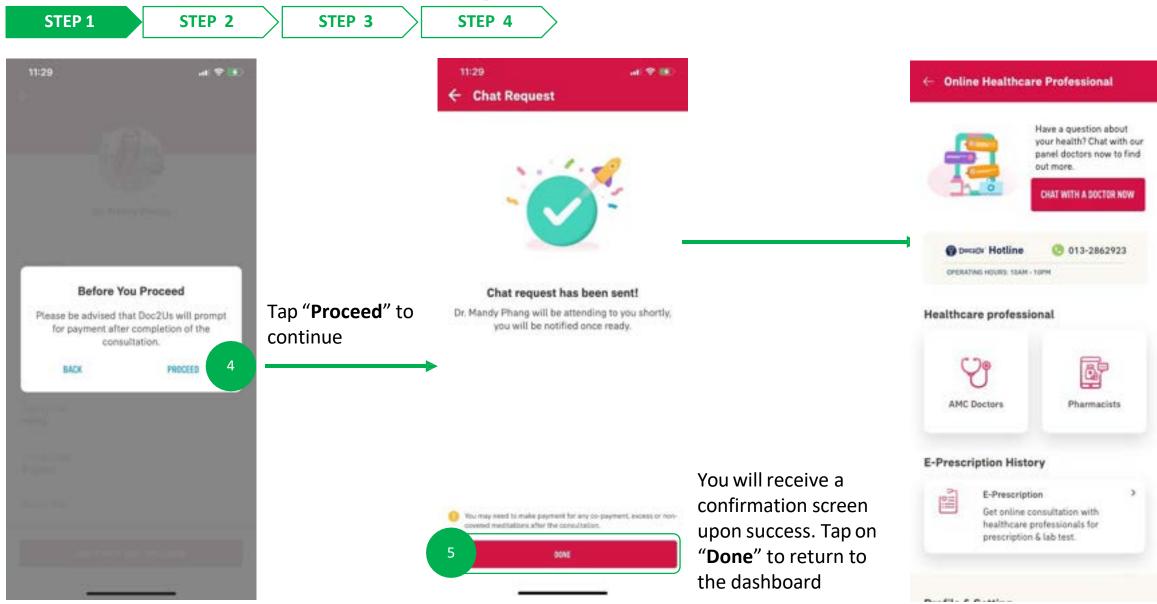
AIA confidential and proprietary information. Not for distribution.

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



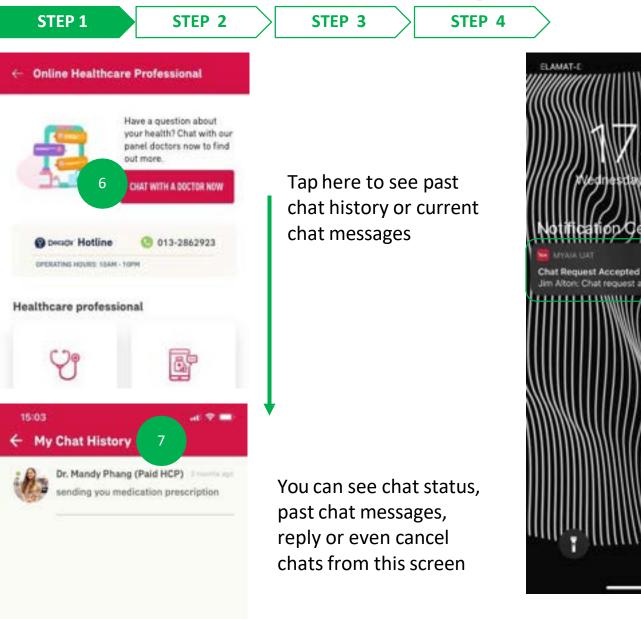
16

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



16

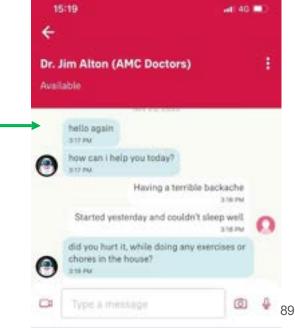
## **DIGITAL HEALTH: Part 1- Request for Consultation**



 Example C
 Image: Contract of the contract of th

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

Tapping on the notification will bring you to the chatroom

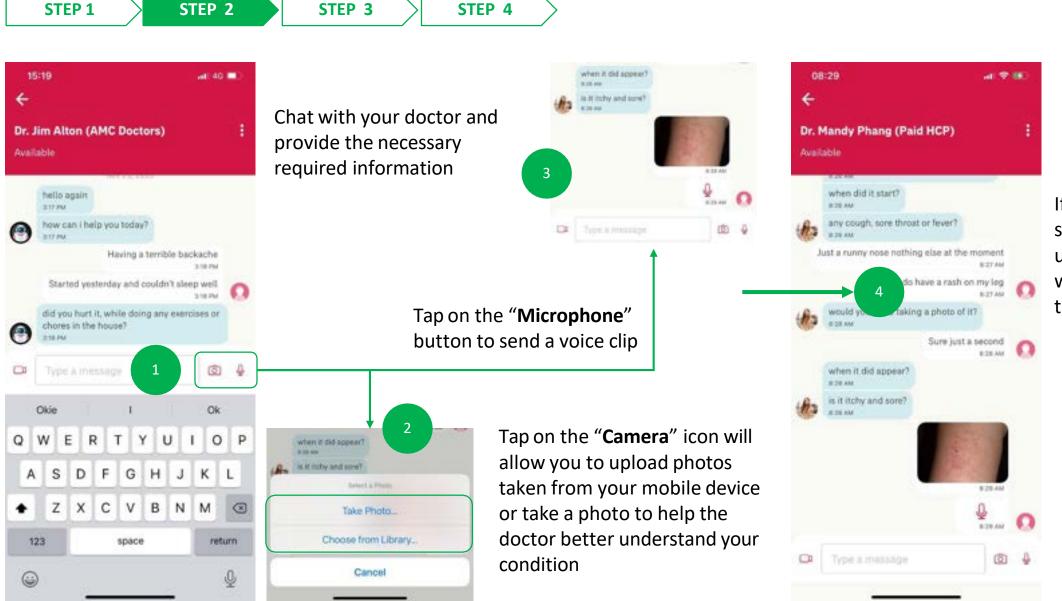


# • DIGITAL HEALTH

# • 03: Part 2 - Chat Features



AIA confidential and proprietary information. Not for distribution.



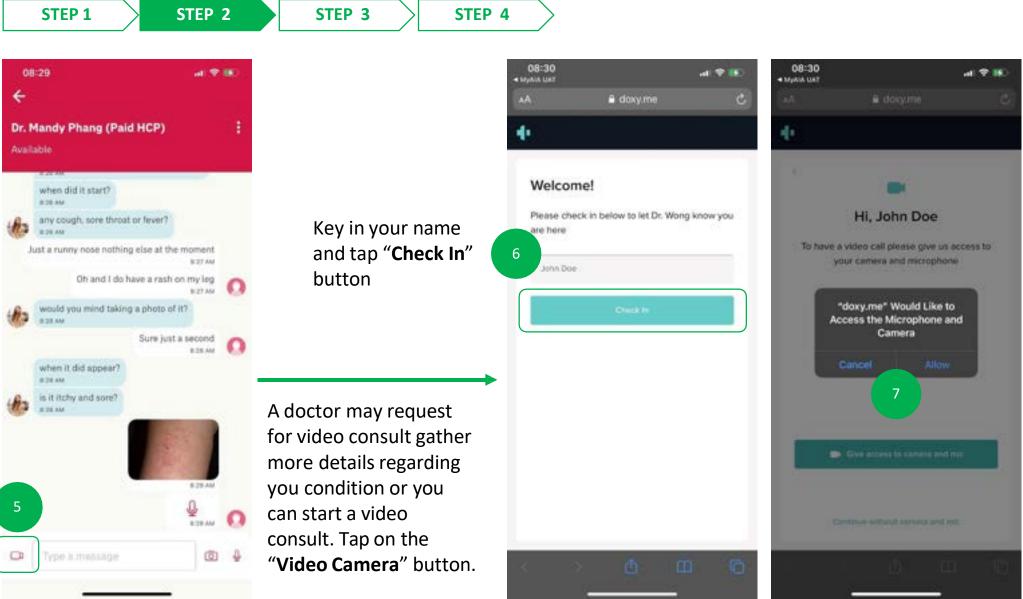
If it has been successfully uploaded, it will appear in the chatroom

16

menu

16

MY AIA APP

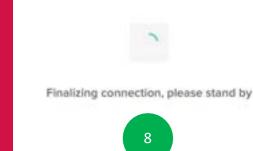


Please make sure you "**Allow**" the settings to speak to and view the doctor

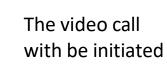
STEP 3

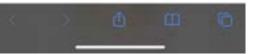
STEP	1	STEP 2
11:25 • MyANA UKT		a 🕈 🗰
4A .	🛢 doxy.me	6

menu











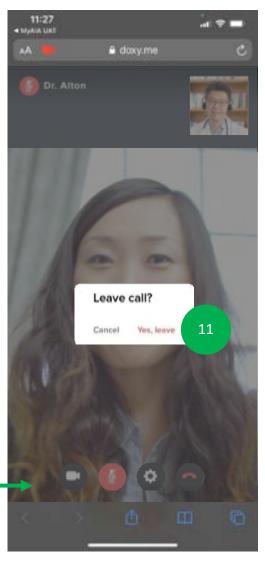
STEP 4

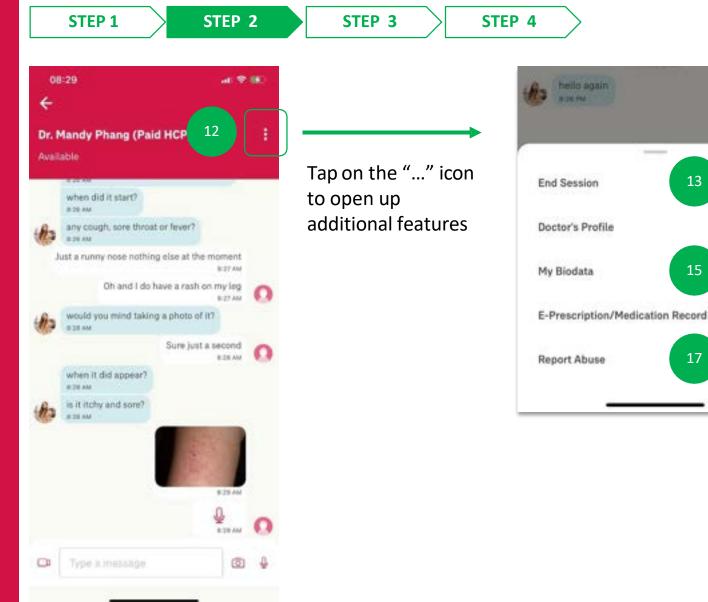
Chat with your doctor and provide the necessary required information

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.





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

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

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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

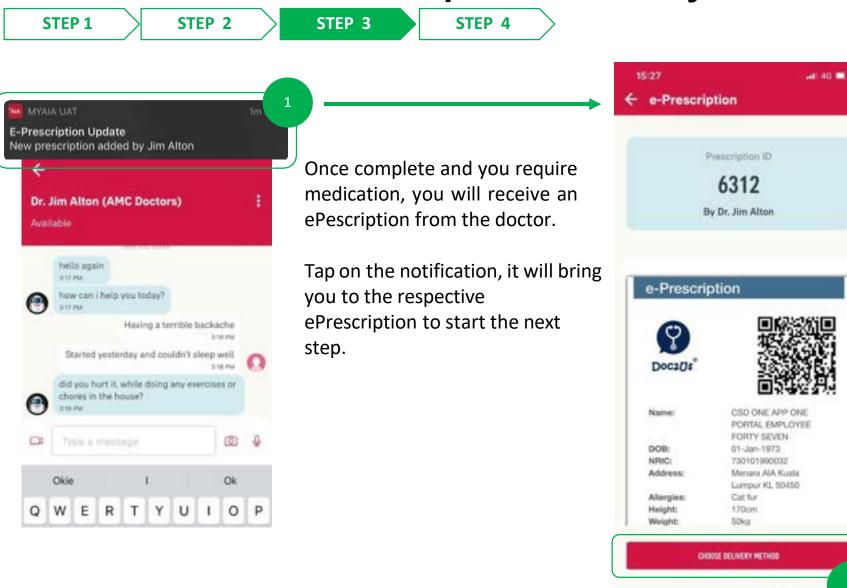
By tapping on "**Report Abuse**" you can email a complaint regard the service

- DIGITAL HEALTH -
- 04: ePrescription & Delivery Method



AIA confidential and proprietary information. Not for distribution.

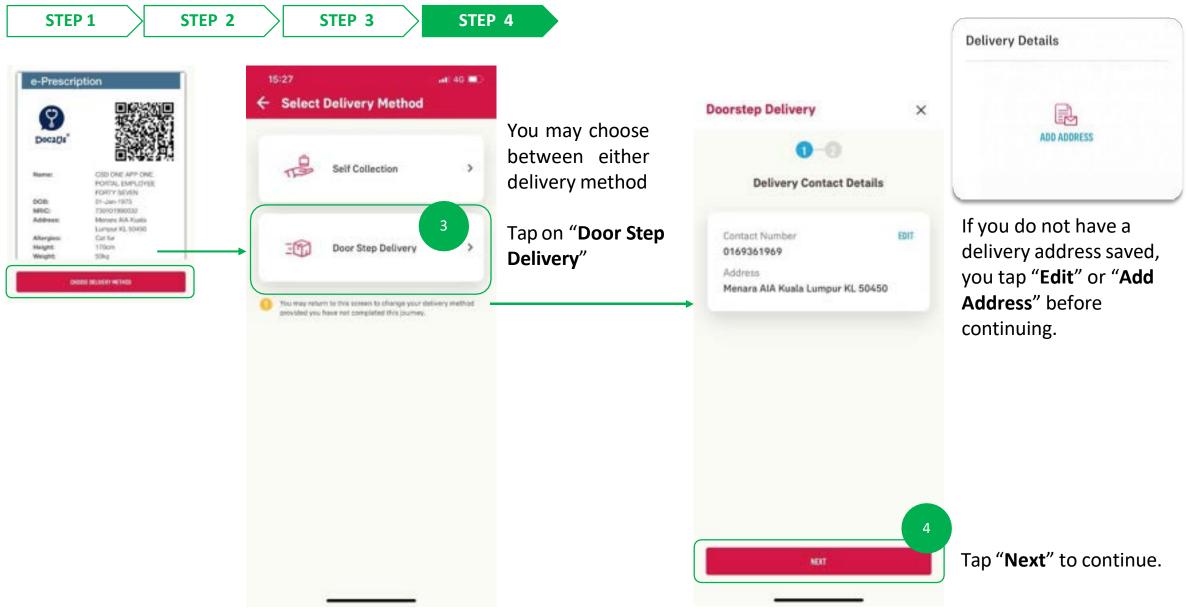
#### DIGITAL HEALTH: ePrescription & Delivery Method



Tap "Choose Delivery Method"

2

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



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

16:35

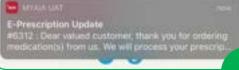
STEP 1

STEP 2

5

**STEP 3** 

STEP 4





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.



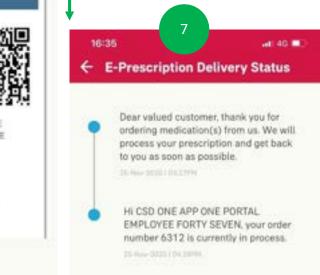
You will receive a confirmation once complete. Tap on the "**Notification**" to proceed to the ePrescription screen



at: 40 🔳

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

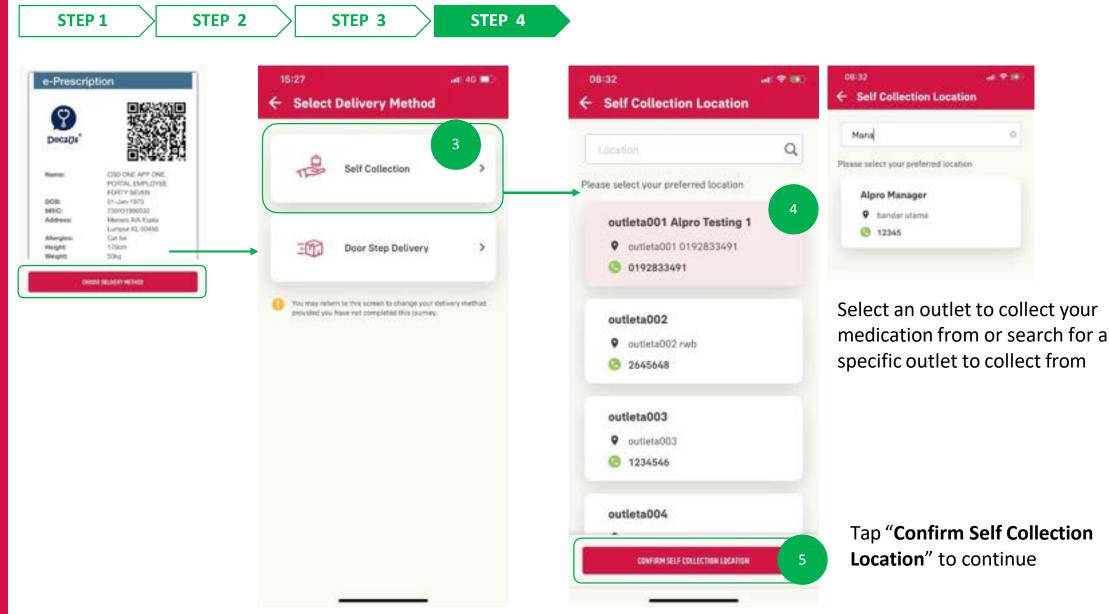


#### DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)

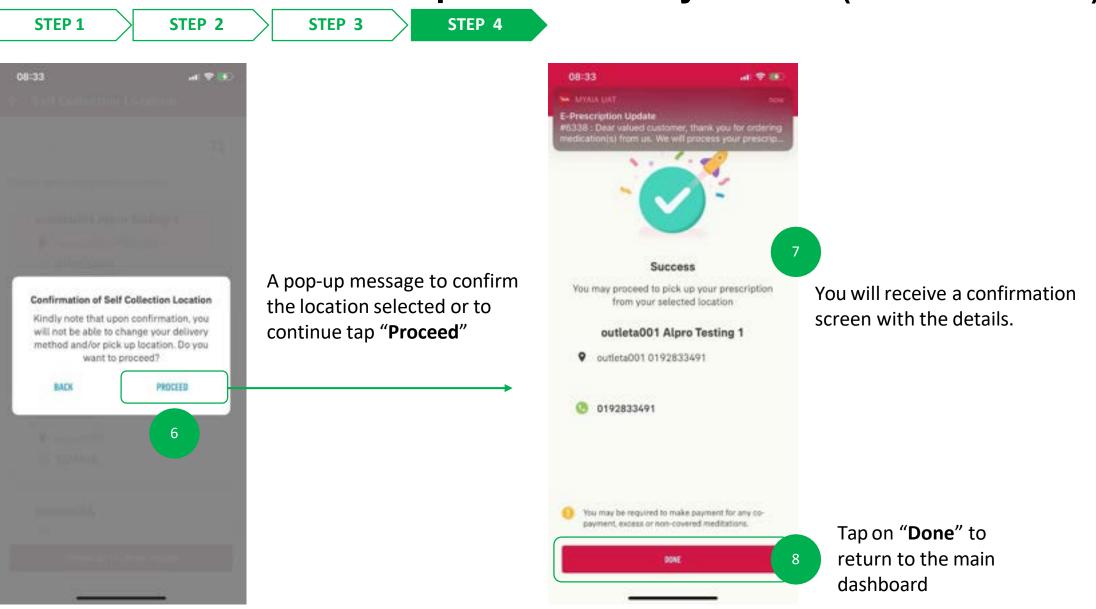
menu

16

MY AIA APP

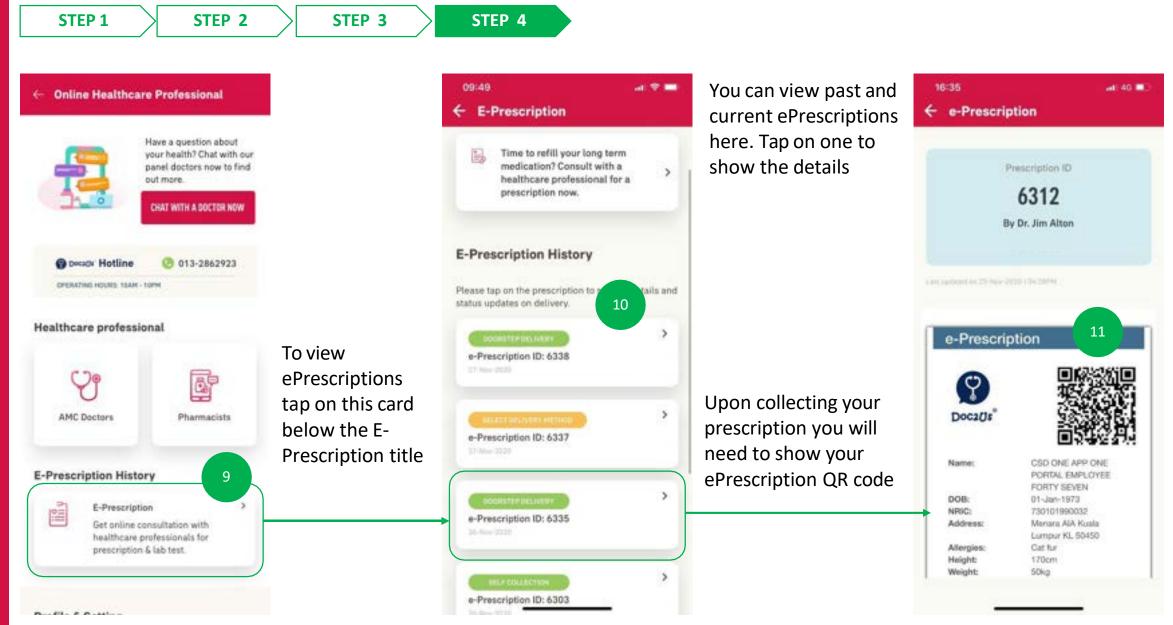


#### DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)



#### menu

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

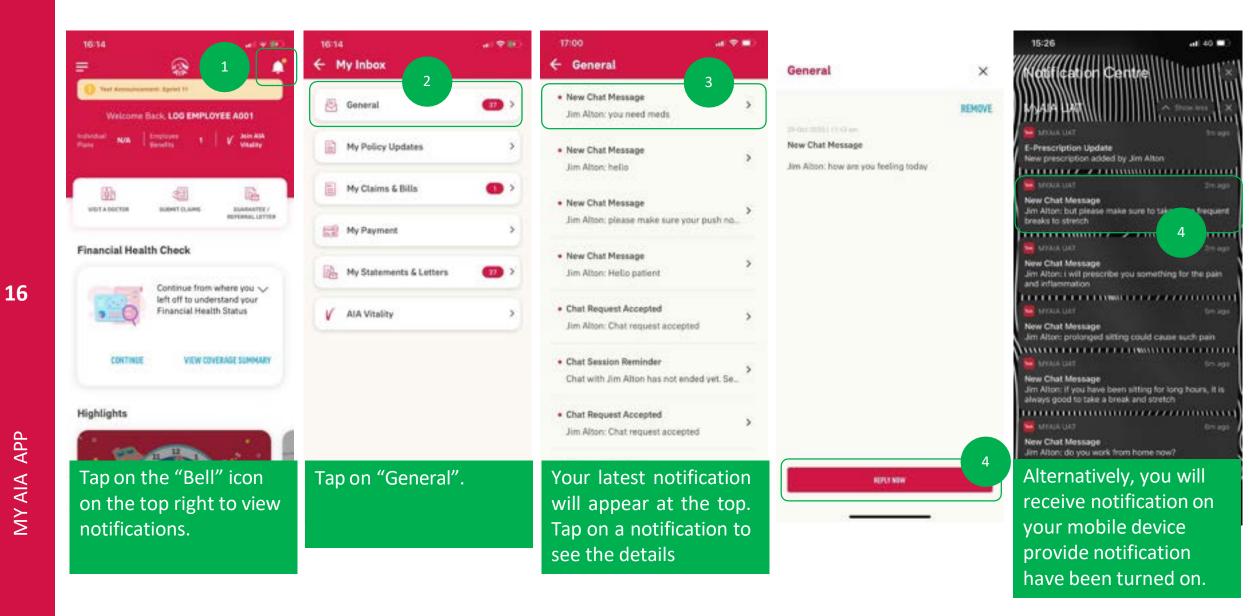


- DIGITAL HEALTH -
- 05: Notifications



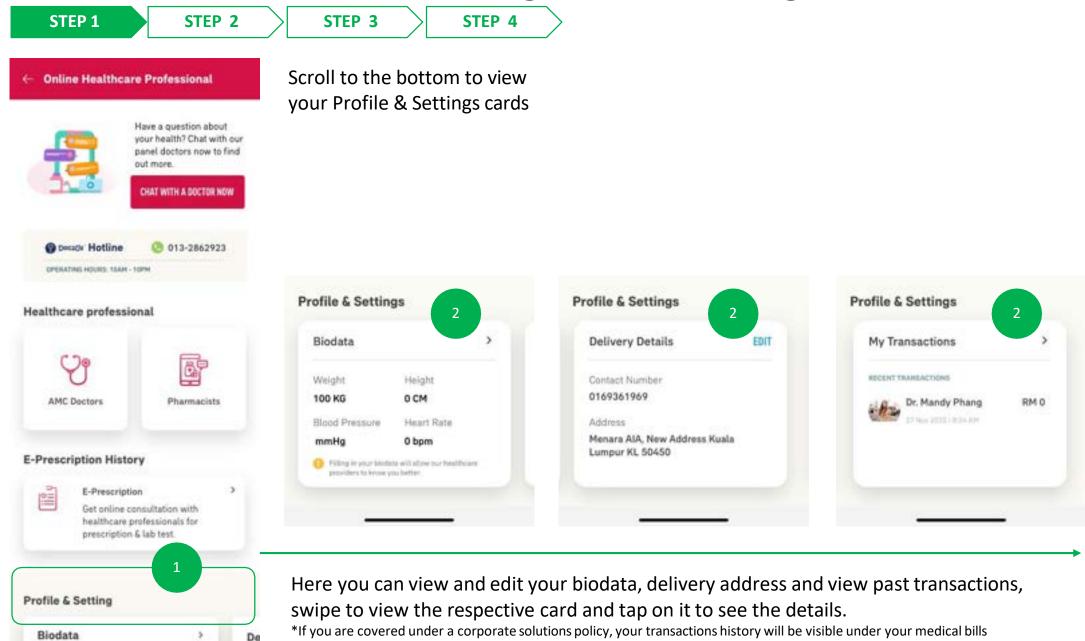
AIA confidential and proprietary information. Not for distribution.

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

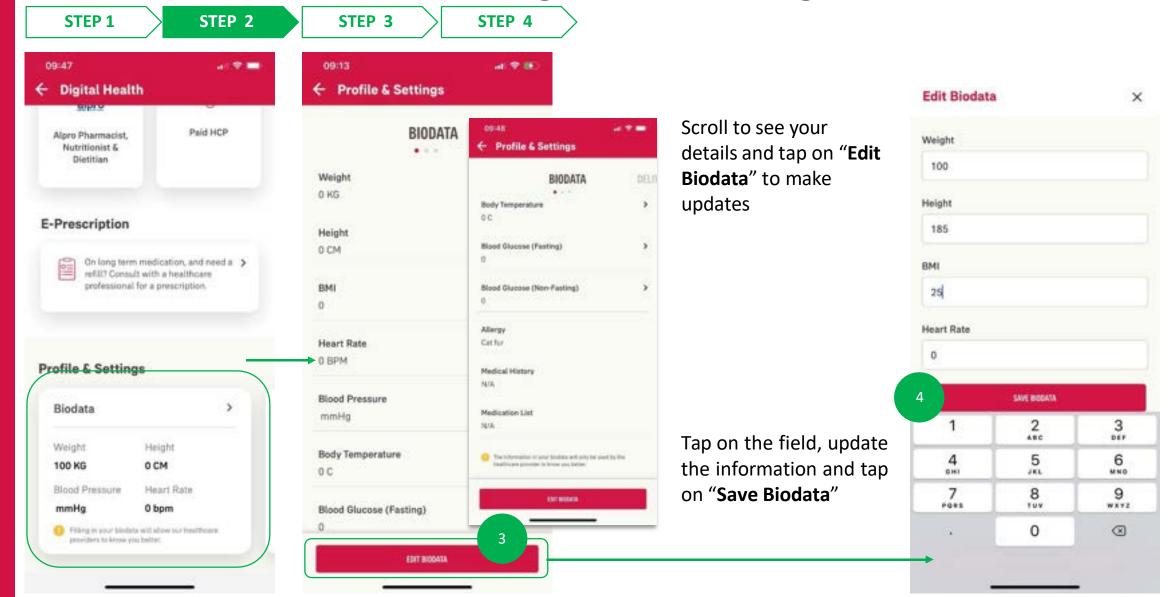


- DIGITAL HEALTH -
- O6: Profile Management & Settings





16



Tap on the card or arrow to interact with the card

menu

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**MY AIA** 

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		past updates of your biodata	*
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			ose (Fasting)
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<u>menu</u>

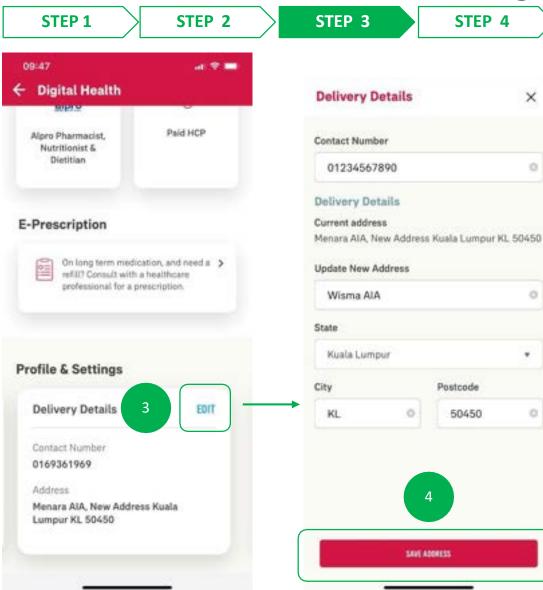
updated biodata screen

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displayed for reference	E-Prescription	
(should you have saved one previously)	On long term medic reflU? Consult with a professional for a pr	
	Profile & Settings	
Update the	Delivery Details	EDIT
	Contact Number	
respective fields.	01234567890	
Tap on " <b>Save</b>	10000000	
Address" to	Address Wisma AIA Kuala Lumpu	r KL 50450
confirm		

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

Your updated

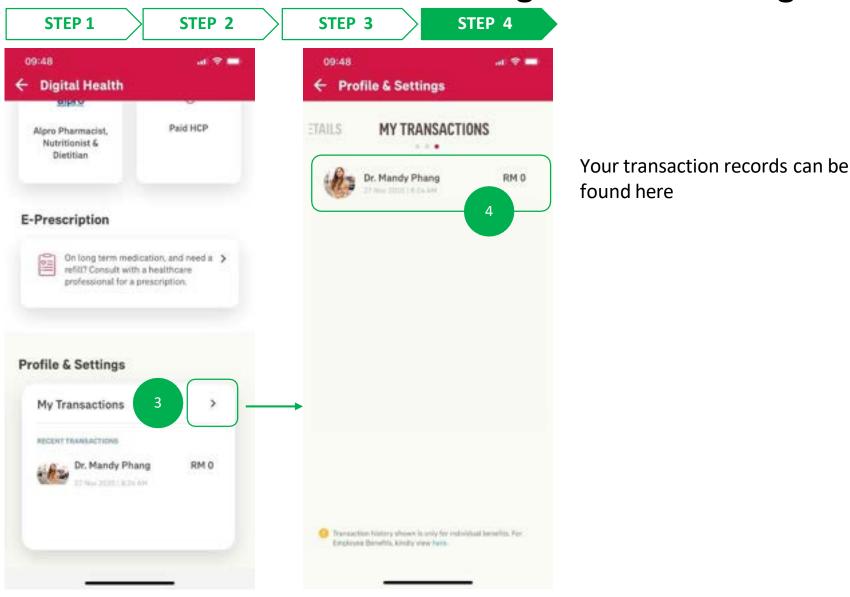
screen

address will be

reflected on the

Profile & Settings

MY AIA APP



Tap on the card or arrow to interact with the card

<u>menu</u>

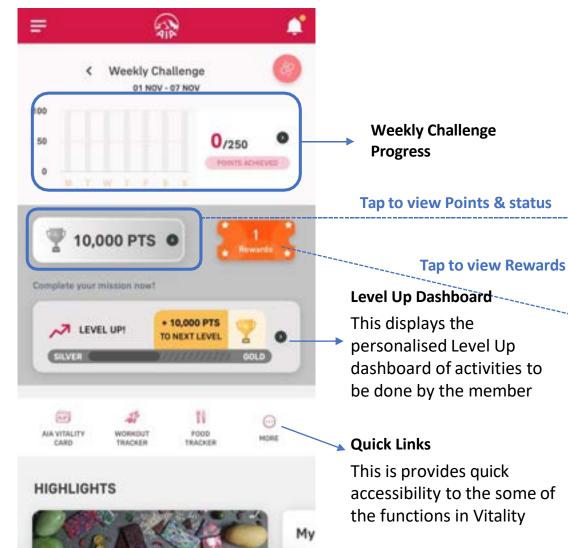
17

# AIA Vitality DASHBOARD OVERVIEW

AIA Vitality dashboard overview



#### AIA VITALITY DASHBOARD OVERVIEW



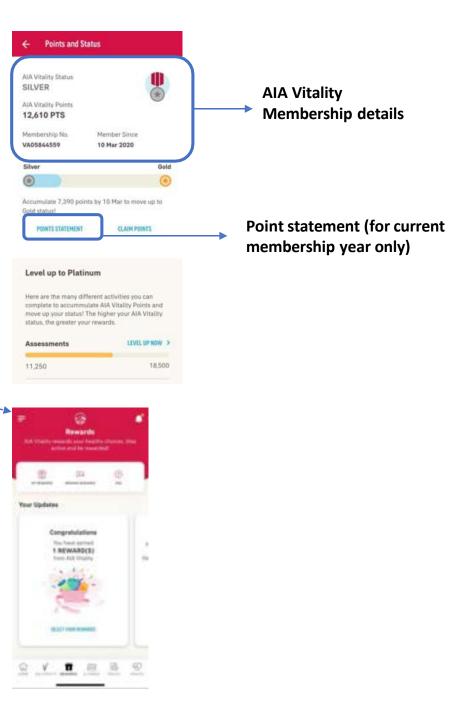
(Ap)

POLICY

REWARDS E-CARDS

3

HEALTH



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18

# AIA Vitality ASSESSMENTS

- Entry points
- Completing your assessments





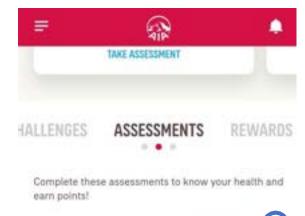
#### **ENTRY POINT 1** AIA VITALITY ASSESSMENTS

Scroll down

to view

more info

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ANA VITALITI CARD	ар Маккат Таксел	11 FOOD TRACHER	Ю
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BENEFI		EVEL UP NOW	See All >
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Stay Active VIEW ASSESSMI 250 3,500 Eat Well VIEW ASSESSMENT > 2,500 500 **Check Your Health** VIEW ASSESSMENT > 9,500 10,000 Reduce Stress VIEW ASSESSMENT > 0 1,000 Quit Smoking VIEW ASSESSMENT > 1.000 1,000 Sleep Well VIEW ASSESSMENT > V

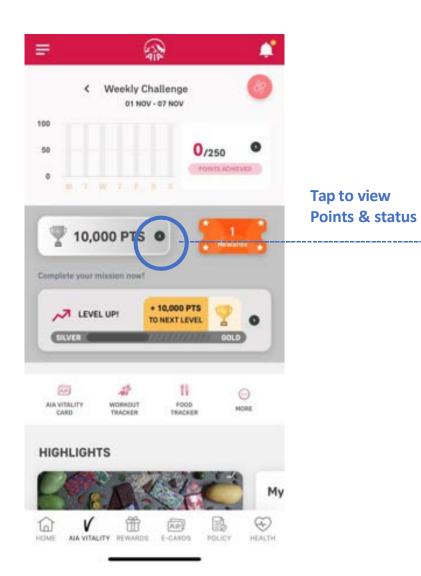
# Tap to view details of the assessment

#### **AIA Vitality Assessments**

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

Complete all the assessments to earn more points to level up

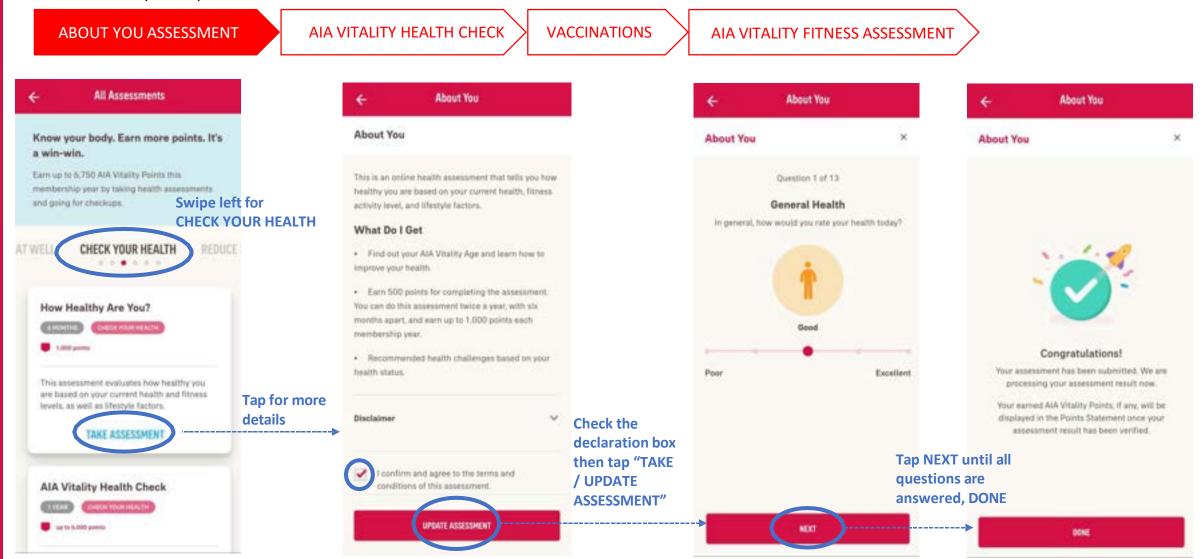
#### ENTRY POINT 2 AIA VITALITY ASSESSMENTS



AIA Vitality Status SILVER AIA Vitality Points 12,610 PTS Membership No. Member Since VA01234567 10 Mar 2020 Silver Cold Cold Silver Cold Cold Status Member Since LAIM POINTS CLAIM POINTS CLAIM POINTS		atus	
Ala Vitality Points 12,610 PTS Membership No. Member Since VA01234567 10 Mar 2020 Silver Gold Co Accumulate 7,390 points by 10 Mar to move up to Cold status! POINTS STATEMENT CLAIM POINTS Level up to Platinum Here are the many different activities you can complete to accummulate AIA Vitality Points and move up your status! The higher your AIA Vitality			
12,610 PTS Membership No. Member Since VA01234567 10 Mar 2020 Silver Gold Co Accumulate 7,390 points by 10 Mar to move up to Cold status! MONTS STATEMENT CLAIM POINTS Level up to Platinum Here are the many different activities you can complete to accummulate AIA Vitality Points and move up your status! The higher your AIA Vitality	SILVER		
12,610 PTS Membership No. Member Since VA01234567 10 Mar 2020 Silver Gold Co Accumulate 7,390 points by 10 Mar to move up to Cold status! MONTS STATEMENT CLAIM POINTS Level up to Platinum Here are the many different activities you can complete to accummulate AIA Vitality Points and move up your status! The higher your AIA Vitality	AIA Vitality Points		
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Here are the many different activities you can complete to accummulate AIA Vitality Points and move up your status! The higher your AIA Vitality			
Here are the many different activities you can complete to accummulate AIA Vitality Points and move up your status! The higher your AIA Vitality	Gold status!	CLAIM POINTS	
complete to accummulate AIA Vitality Points and move up your status! The higher your AIA Vitality	Gold status!	CLAIM POINTS	
	Gold status! POINTS STATEMENT		
Assessments   LEVEL UP NOW	Gold status! POINTS STATEMENT Level up to Platin Here are the many diff complete to accummu move up your status! T	um erent activities you can late AIA Vitality Points and he higher your AIA Vitality	

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

These are only examples of the few common assessments:

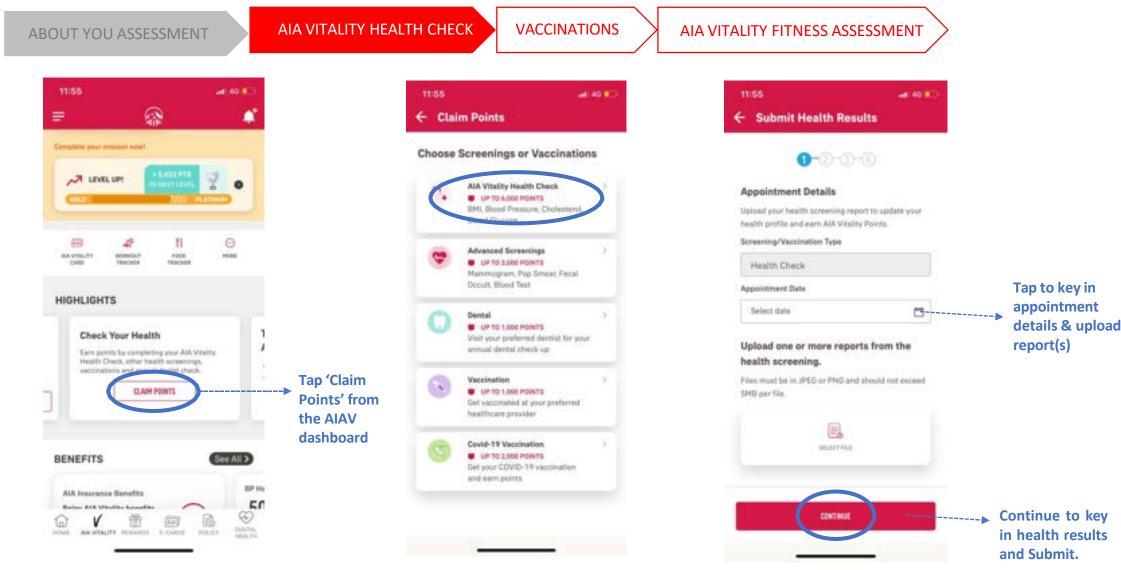


18

MY AIA APP

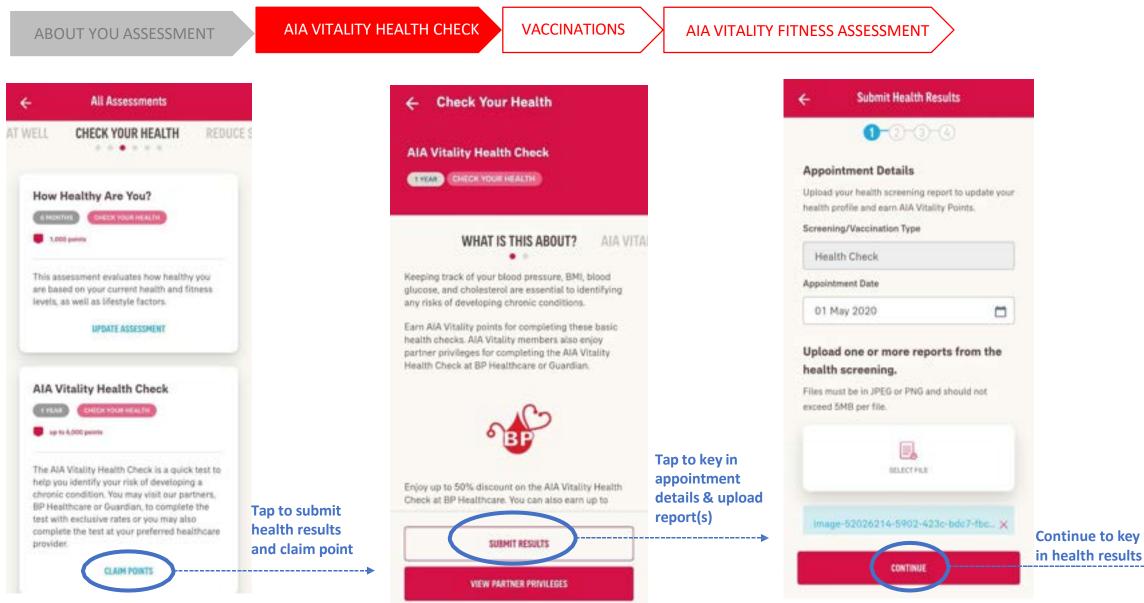
#### **COMPLETE** YOUR ASSESSMENTS – AIA VITALITY HEALTH CHECK (ENTRY POINT 1)

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:



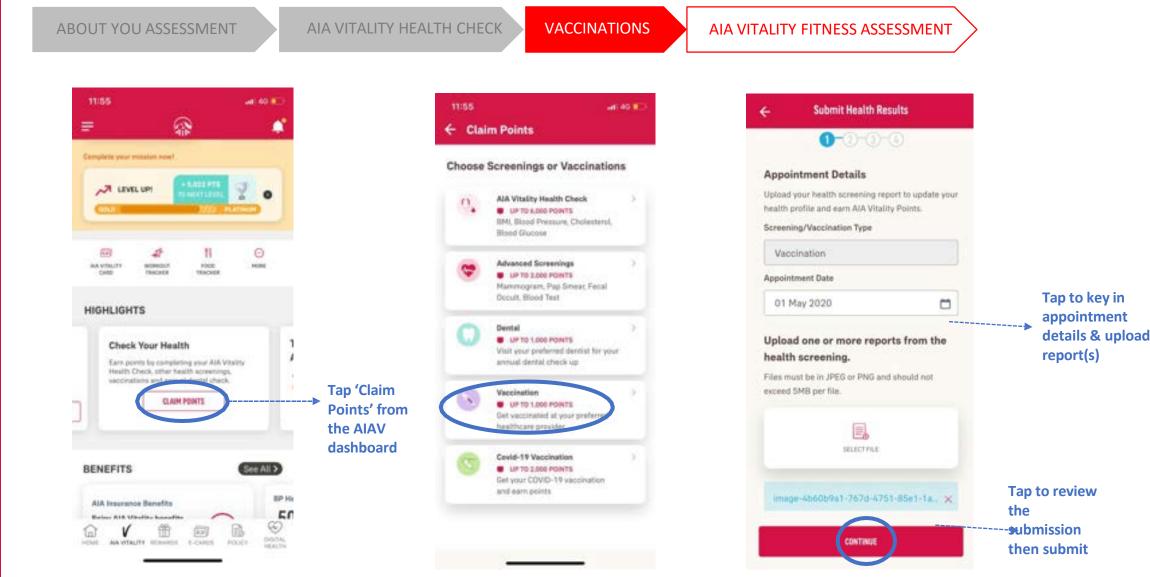
18

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

VACCINATIONS **AIA VITALITY HEALTH CHECK** ABOUT YOU ASSESSMENT AIA VITALITY FITNESS ASSESSMENT Submit Health Results Submit Health Results + 4 S-2-3-4 V-V-V-0 **Health Check** Enter the results as recorded in your screening reports. Key in all Body Mass Index (BMI) 1 relevant results Height Enter height Your Submission Is Successful V cm . Weight Enter-weight kg. Walst Circumference Enter waist circumference **Review all** information then submit -----EXIT

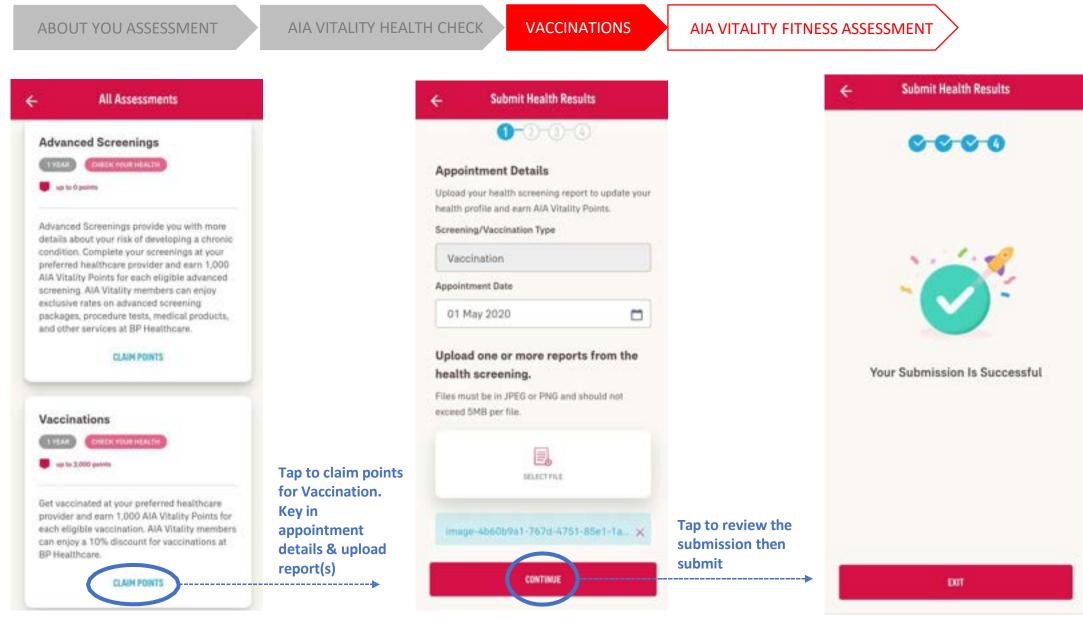
#### **COMPLETE** YOUR ASSESSMENTS – VACCINATIONS (ENTRY POINT 1)

These are only example of the few common assessments:

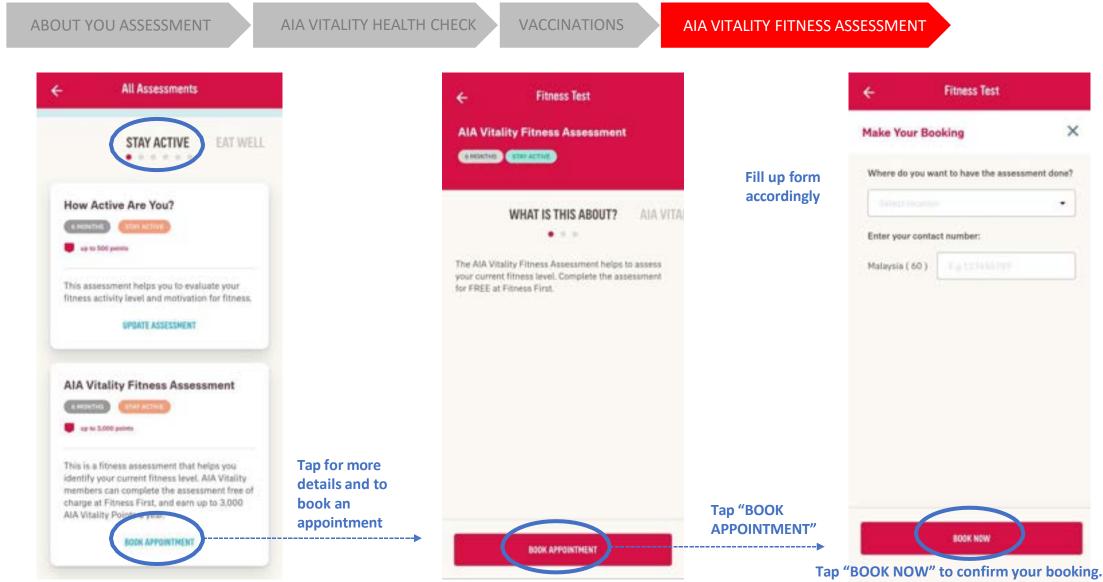


## **COMPLETE** YOUR ASSESSMENTS – VACCINATIONS (ENTRY POINT 2)

These are only example of the few common assessments:



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

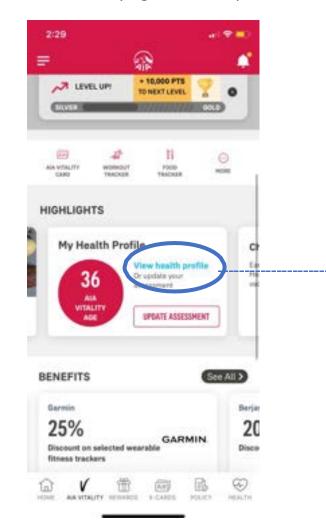


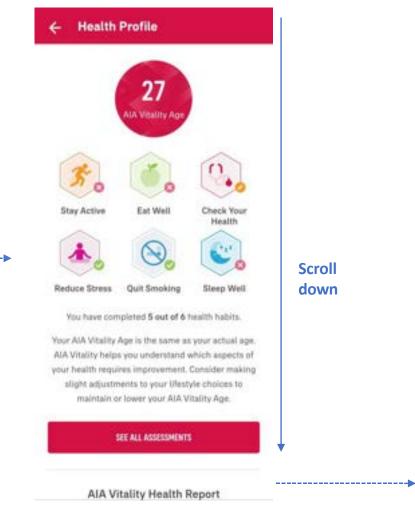
Tap "BOOK NOW" to confirm your booking. You will be contacted by Fitness First and your points will be uploaded by Fitness First after you have completed your fitness assessment

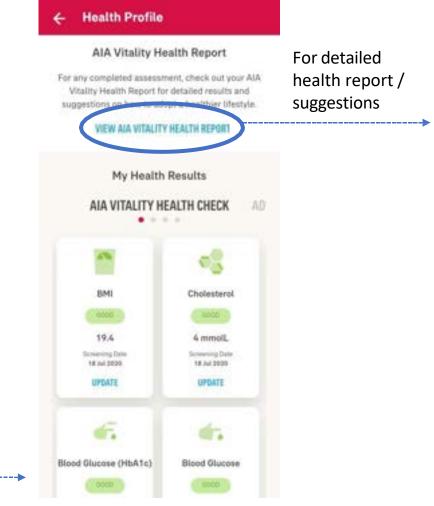
## **VIEW** YOUR HEALTH PROFILE / ASSESSMENT RESULTS

#### **VIEW HEALTH PROFILE**

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







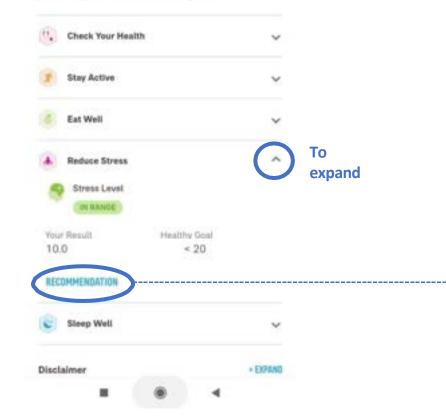
## **VIEW** YOUR HEALTH PROFILE / ASSESSMENT RESULTS

### ← 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.





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

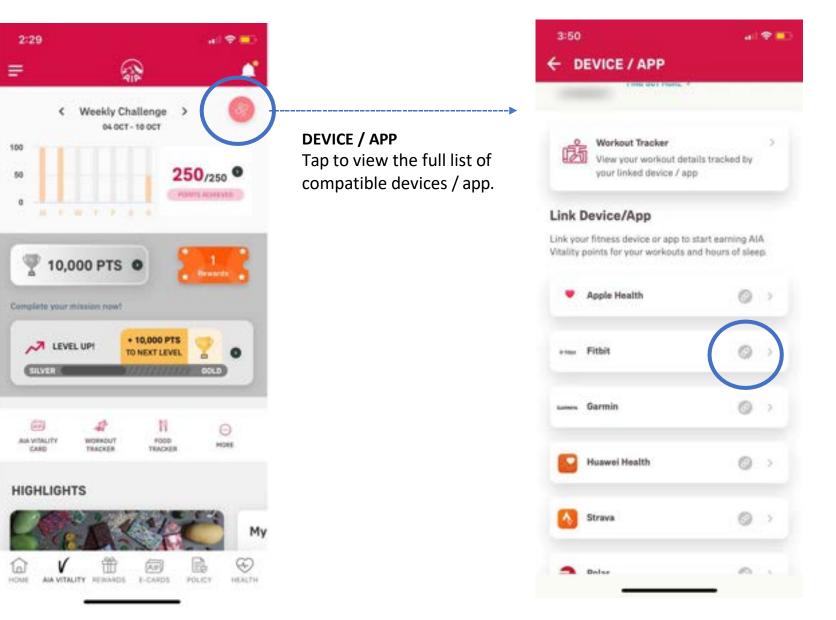
# LINK DEVICES /APPS

### List of Devices/Apps

- Linking a Device/App
- Self-Help Guide

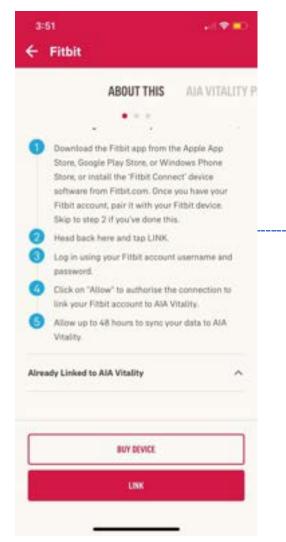


## LIST OF AIA VITALITY COMPATIBLE FITNESS DEVICES/APP



<u>menu</u>

## **LINKING** A DEVICE/APP



#### LINK

Select your preferred fitness device / app

+ fitbit	
Log In	
G Continue with Goo	gle
MAL	
Your email address	
ASSWORD	
Enter your password	
Keep me logged in	
Forgot password?	
Login	
Want to try out Fitbit? Sign	up
United States *	
About Us	

#### DATA SHARING PERMISSION

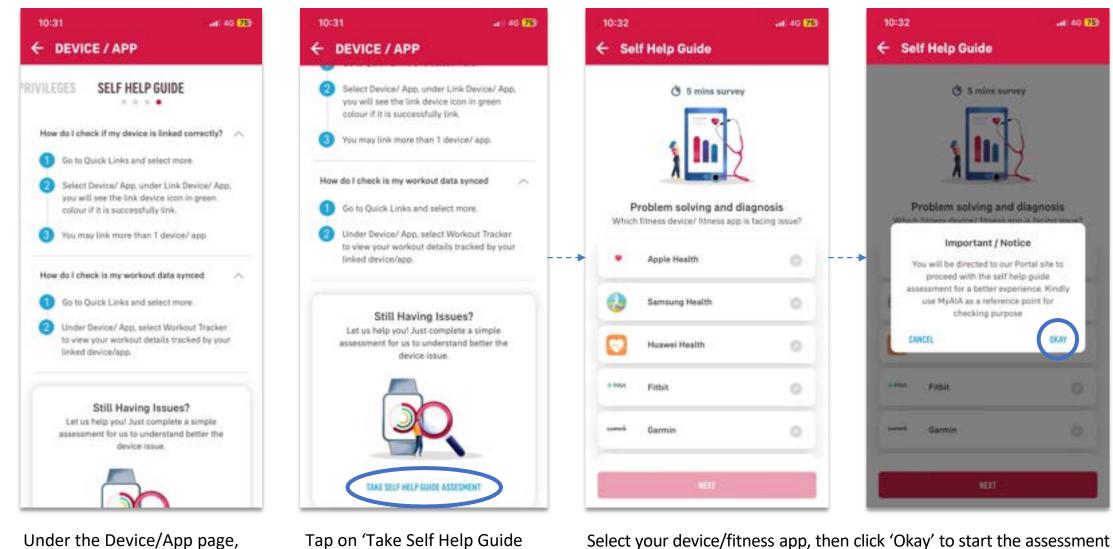
Sign in to your fitness device / app account to allow data sharing

100	2	
€ I	DEVICE / APP	
đ	Workout Tracker View your workout det your linked device / ap	
Link	Device/App	
	our fitness device or app to points for your workouts a	
	A	
-	Apple Health	0
+104	Fitbit	0
****	Fitbit	0
	Fitbit Garmin	0
	Garmin	0
		<ul> <li></li> <li></li></ul>
	Garmin	0
	Garmin Huawei Health	0

#### SUCCESSFULLY LINKED

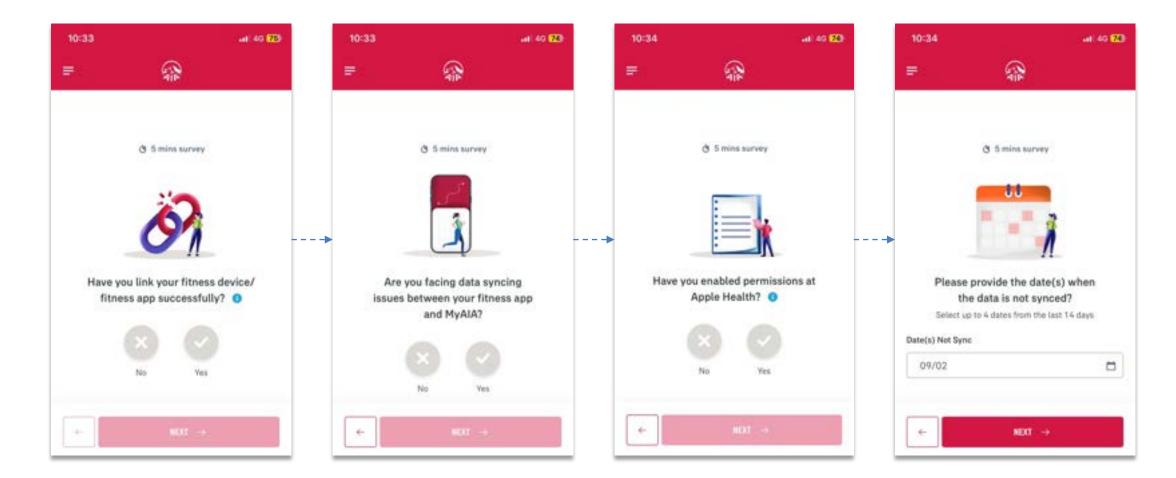
When device is successfully linked, the greyed out link icon will turn green

## 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

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© 5 mins surv Constitution Does the workout dat in the Fitness ap	ta reflected op? •	Trackers	Smins survey      Single Survey      Single Survey      orovide MyAIA Workout      screenshot for checking     purpose.      In out be in JPG or JPEG or PNG      SMB per file.      In out PNA      SMB = 18      SMB = 18	 You may lease your you are facing. Feedback (Optional) 0 / 200 characters Kindly enter your en representative to ge Email Address		noribe		Submitted successful re well received. We will ge 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

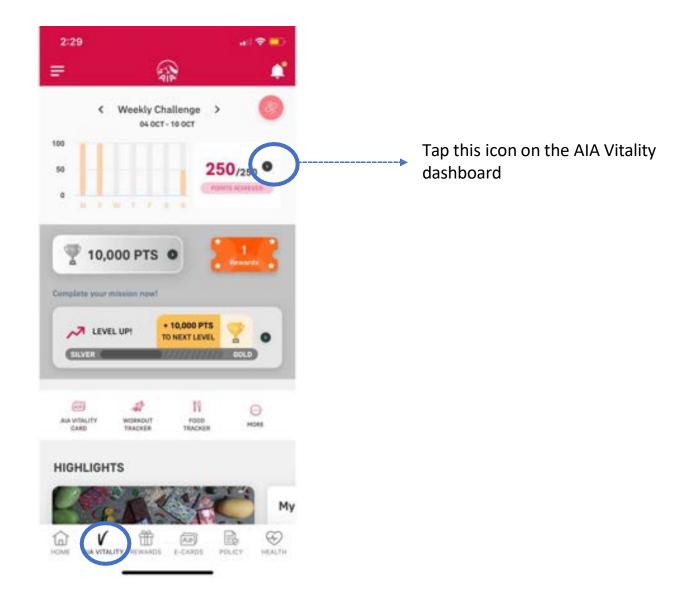
MY AIA APP

# AIA Vitality WEEKLY CHALLENGES

- Entry Point
- Track your Weekly Challenge

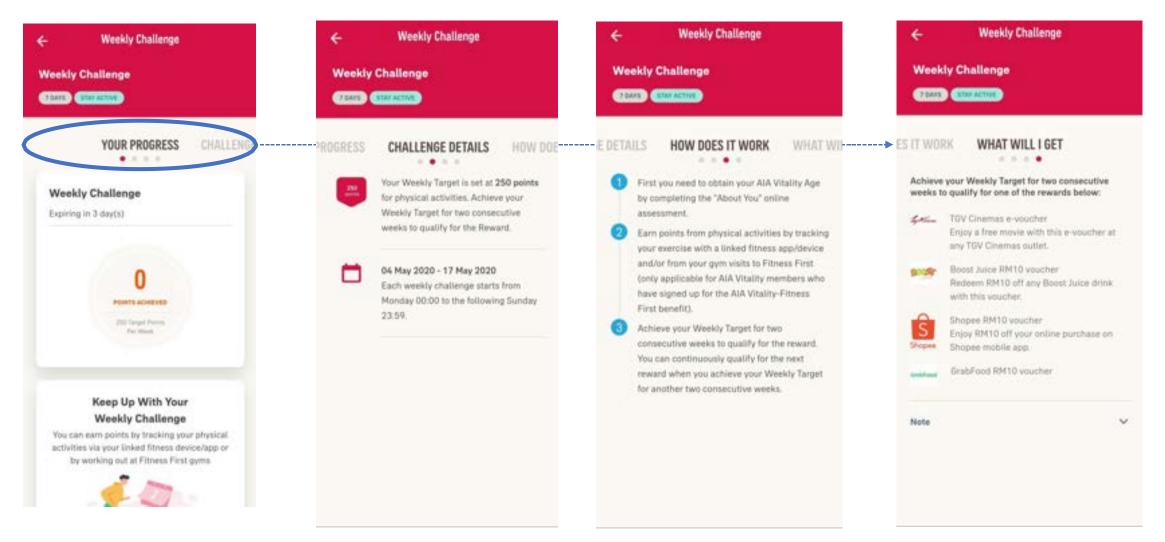


## ENTRY POINT AIA VITALITY WEEKLY CHALLENGE



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

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



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# AIA Vitality E-CARD

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



## LOCATE YOUR E-CARD

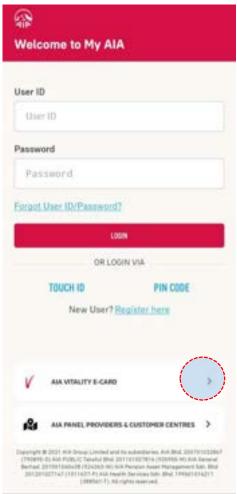
### **Option 1. Via AIA Vitality Dashboard**



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



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



You can access AIA Vitality E-CARD even when you are offline!

Just ensure this is not your first time login, and you have enabled quick login access such as fingerprint, Face ID, or pin 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.

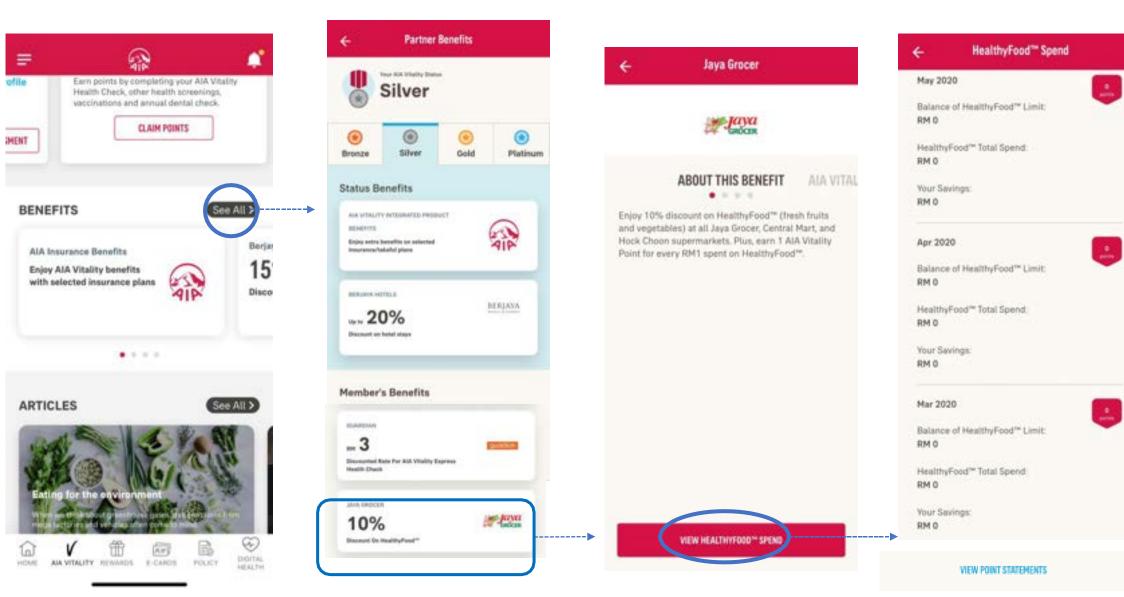


Save up **to 55%** on Fitness First Full Access gym packages.



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

## VIEW YOUR HEALTHYFOOD™ PURCHASES



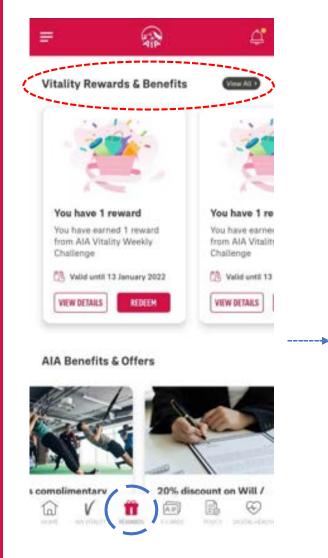
22

# AIA Vitality REWARDS

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



## **BROWSE REWARDS**



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

### = Get More Tips VER NOR . . . Vitality Rewards & Benefits View ALD guard Guardian AIA Vitality Integrated **Product Benefits** Discounted rate of AIA Vitality Health Enjoy extra benefits on ---selected insurance/takaful plans VIEW DETAIL VEW DETAIL AIA Benefits & Offers Ð lni п

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

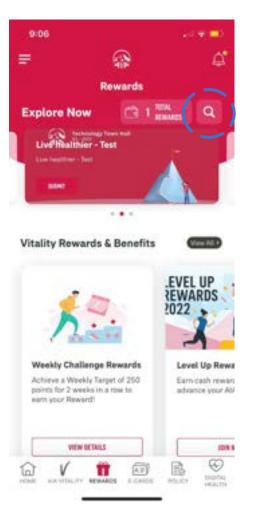
appliance.

<b>m</b>	Nur AA Visity Stetu		_	GUARDIAN	
	Gold			RM 3 Discounted Rate For AIA Vitality Express Health Check	guardiar
Bronze	(i) Silver	Gold	Platinum	JAYA GROCER	
itatus B	enefits			10% Discount On HealthyFood**	and party
1000	LITY INTEGRAT T BENEFITS	ED		FITNESS FIRST	
	tra benefits on insurance/taka	ful	AIR	UP TO 55% Discount On Full Access Gym Packages	Frank
BERJAY	HOTELS & RES	ORTS		FITBIT	
	0 30% on hotel stays	BI	RJAYA	25% Discount On Selected Wearable Fitness Trackers	💠 fitbi
				GARMIN	
dember'	s Benefits			25%	GARMIN
0.000	THCARE		B	Discount On Selected Wearable Fitness Trackers	
	On Selected He	alth	BP	REEBOK	
PUBER 3				25%	Reebo

#### VIEW BENEFITS BY STATUS You can check on the membe

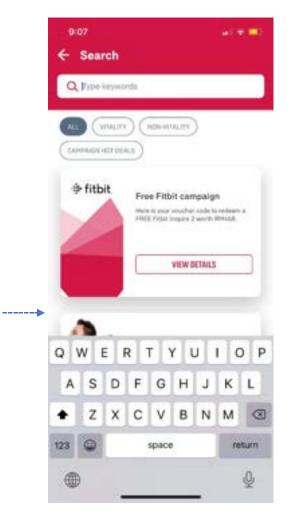
MY AIA APP

## **SEARCH REWARDS**

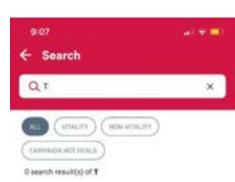


#### CLICK ON MAGNIFYING GLASS ICON TO SEARCH

To search rewards, click on this icon

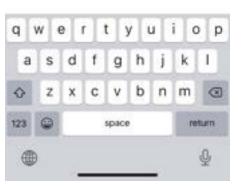


Type in the key words associated with the reward

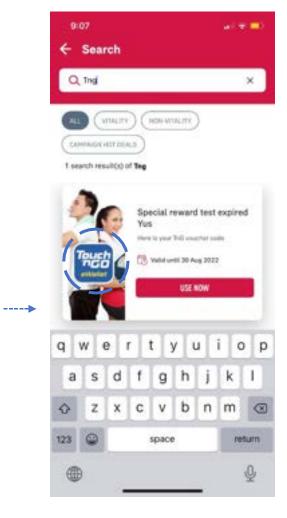


Please enter at least 3 characters to search.

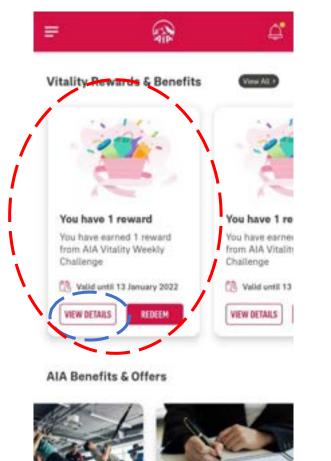
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Type at least 3 characters to retrieve the reward



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

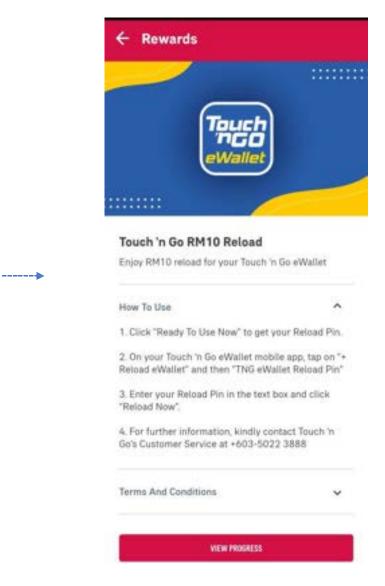


20% discount on Will /

E

X Check out all the rewards up for grab Touch 'n Go Teuc! > RM10 Reload Jaya Grocer Java GROCER > **RM10** Voucher GrabFood Grob 3 RM10 Voucher Food Shopee > **RM10** Voucher **VIEW DETAIL** VIEW DETAIL

Select the reward you would like to know more about



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

s complimentary

**REWARD DETAILS** 

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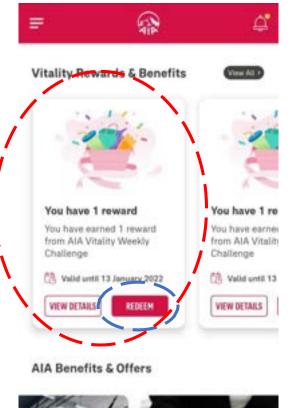
NUMBER OF

details, click on View Details.

If you would like to view the reward

1nl

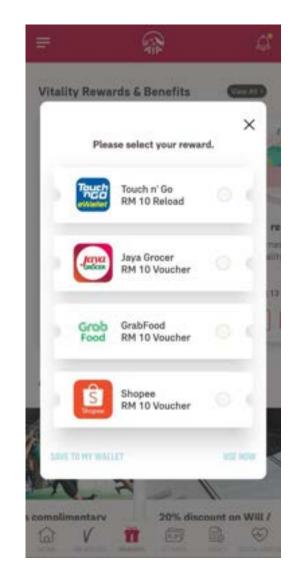
## **REDEEM** WEEKLY CHALLENGE/EARNED REWARDS





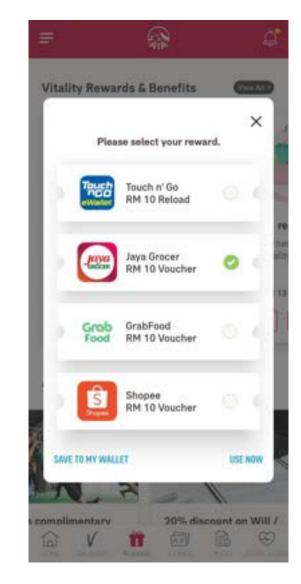
Ð

**Click on REDEEM** 



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#### **CHOOSE YOUR** PREFERRED REWARD from the earned rewards listing



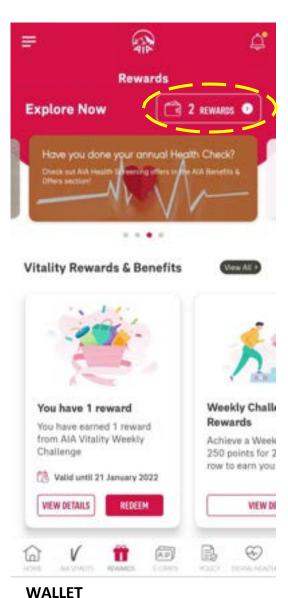
#### Save to Wallet or Use Now

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

MY AIA APP

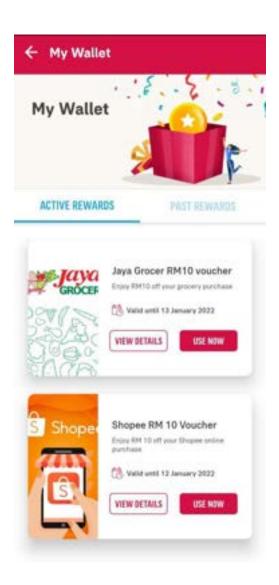


## HOW TO USE MY WALLET?



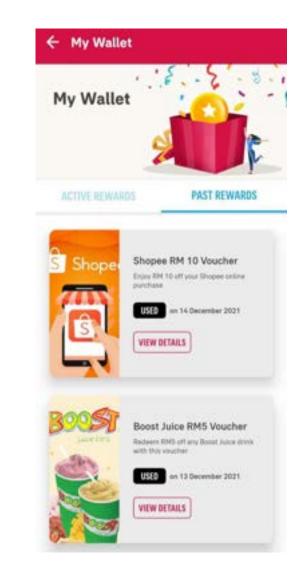
You can find your wallet at the top right

of the Rewards page



#### **ACTIVE REWARDS**

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

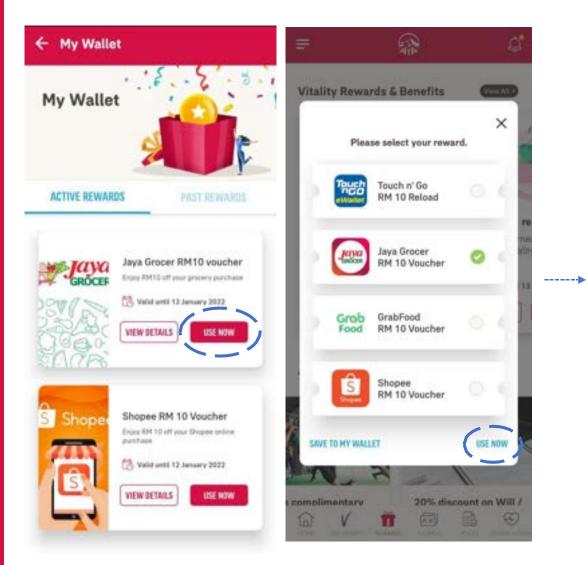


#### **PAST REWARDS**

\_\_\_\_

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

## HOW TO USE REWARDS









Jaya Grocer RM10 voucher Enjoy RM10 off your grocery purchase



#### **CLICK ON USE NOW**

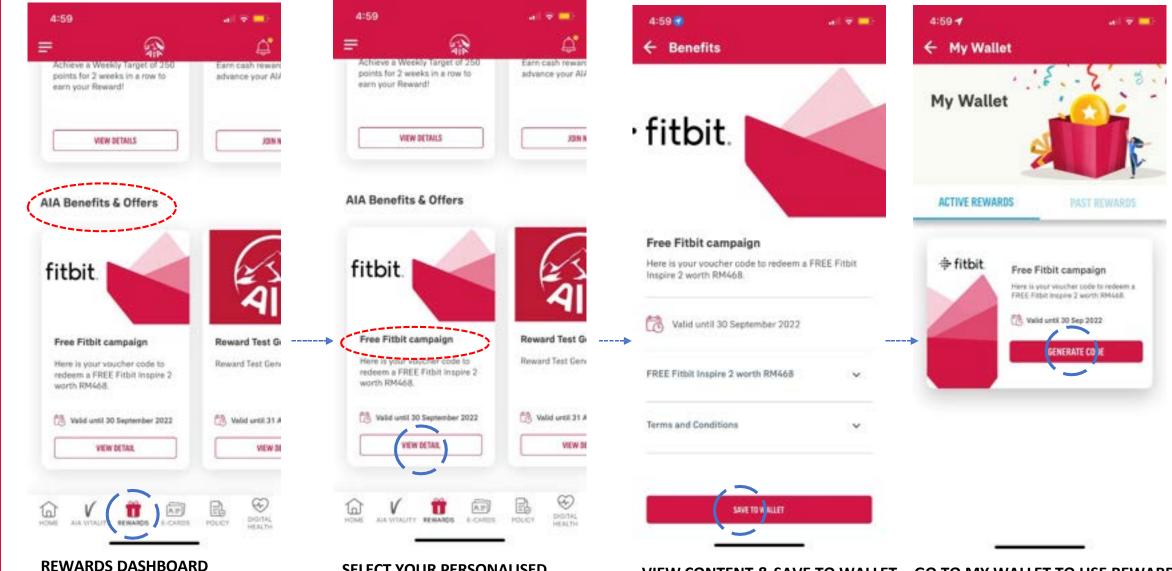
You can click on USE NOW either from the reward you saved in your wallet or from the pop-up where you select your reward

#### YOU MAY REDEEM THE VOUCHER NOW

Redemption detail, terms and conditions and expiry date will be displayed

Only Swipe After Use after you have redeemed the reward

## **REDEEM UNIQUE PROMO CODES**



**VIEW CONTENT & SAVE TO WALLET** 

You can check the details of your

reward and save it to your wallet

#### SELECT YOUR PERSONALISED REWARD

Your rewards will appear first under AIA Benefits & Offers

#### GO TO MY WALLET TO USE REWARD

Under Active Rewards in My Wallet, click GENERATE CODE

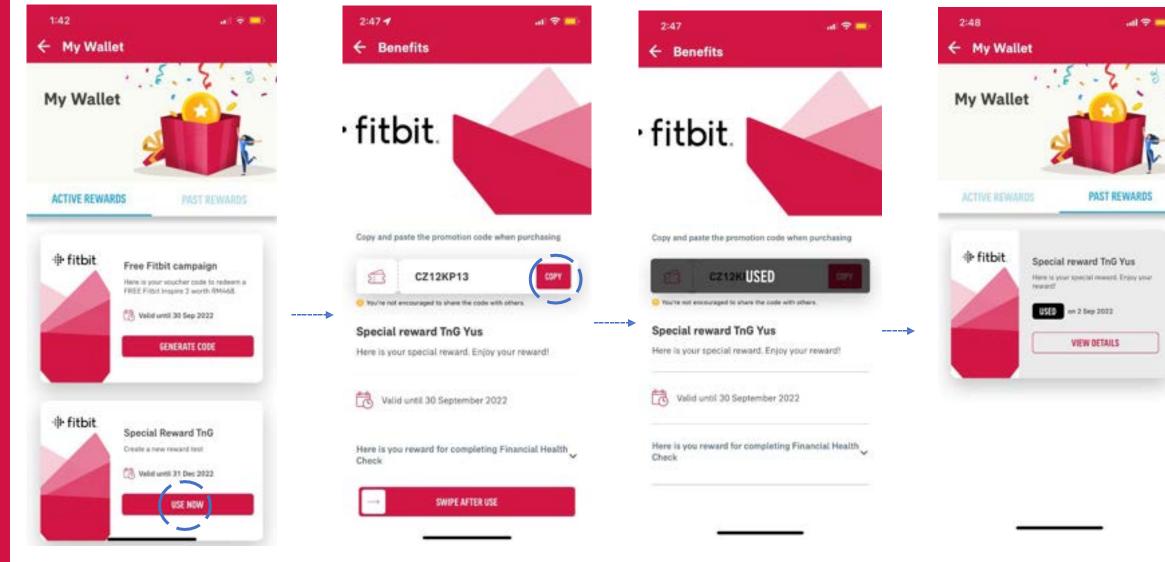
MY AIA APP

Browse the AIA Benefits & Offers

section to view all personalised

rewards available for you

## **REDEEM UNIQUE PROMO CODES**



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

code

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

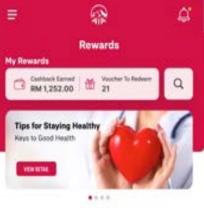
SWIPE AFTER USE after you have redeemed the reward

#### VIEW PAST REWARDS

You can see the rewards redeemed under PAST REWARDS

menu

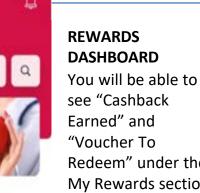
## HOW TO VIEW CASHBACK CAMPAIGN DETAILS (OPTION 1)

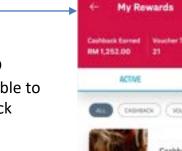


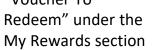
Vitality Rewards & Benefits

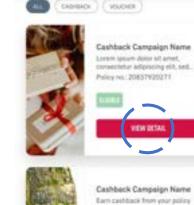


151	Kognitiv 15% Discount voucher for your next hotel room booking				Weight Mar Cash vouche you lose weig		
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10	V 			-			





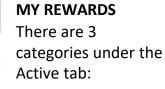






Policy no.: 34567892345

VEW DETAIL



- ALL: All active rewards and vouchers will be displayed.
- CASHBACK: Only cashback rewards with Eligible, Not Eligible, Payout On-going or **Payout Completed** status will be displayed.
- **VOUCHER**: Vitality vouchers will be displayed.

Tap on VIEW DETAIL for more information

#### **Cashback Details**



Cashback Campaign Name Lorem ipsum dolor sit amet, consectetur addissing elit, sed do elusmod tempor incididunt ut labore et dolore magna ali

- 🖨 Cashback
- Policy no.
- Campaign

#### Campaign El

Terms and Conditions

Tou will be eligible for this cashback if you contin- ment the campaign T&C until cashback Payout is complete.	
olicy Servicing Agent Details	×

qua. Ut enim ad	<ul> <li>Policy servicing</li> </ul>
emount: 10% of 3 months premium	agent details
20837920271	Terms and
period: 10 Jan 2021 - 05 Jan 2024	conditions
gible	

For **ELIGIBLE** status,

the following will be

Cashback amount

Policy/certificate

Campaign period

displayed:

number

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<u>menu</u>

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## HOW TO VIEW CASHBACK CAMPAIGN DETAILS (OPTION 1)

#### **Cashback Details**

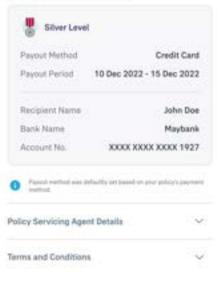


#### Cashback Campaign Name

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- Cashback amount: 10% of 3 months premium 8
- Policy no.: 20837920271
- Campaign period: 10 Jan 2021 05 Jan 2024

#### **Cashback Payout Details**



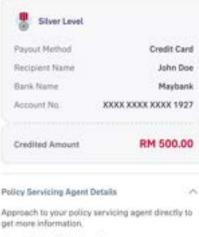
- For PAYMENT ON-GOING status, the following will be displayed:
- Cashback amount
- Policy/certificate number
- Campaign period
- details
- Policy servicing ٠ agent details
- Terms and conditions



Cashback Campaign Name

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- A Cashback amount: 10% of 3 months premium



### For **PAYOUT COMPLETED** status, the following will be displayed:

- Cashback amount
- Policy/certificate number
- Cashback payout details
- Policy servicing agent details
- Terms and conditions



as it DOES NOT must the campaign criteria. Plassa

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elit, sed do eiusmod tempor incididunt ut labore et

contact your AIA Life Planner for more infe.

**Cashback Campaign Name** 

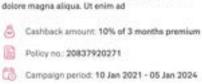
For NOT ELIGIBLE

status, the following will be displayed:

- Cashback amount
- Policy/certificate number
- Campaign period
- Policy servicing agent details
  - Terms and conditions

Policy Servicing Agent Details	~
Terms and Conditions	Ŷ





METELICIELE

Campaign	period	: 10 Jan 2
Policy Servicing	Agent	Details

- Campaign period



- Policy no.: 20837920271 Campaign period: 10 Jan 2021 - 05 Jan 2024

#### **Cashback Payout Details**



O ENAL

get more information

Agent : Richard Lim Kong Yee

Mobile: 0174827300

CALL CALL

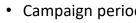
Email: Richard-Iky@ala.com.my

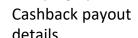
WHATAPPS

menu

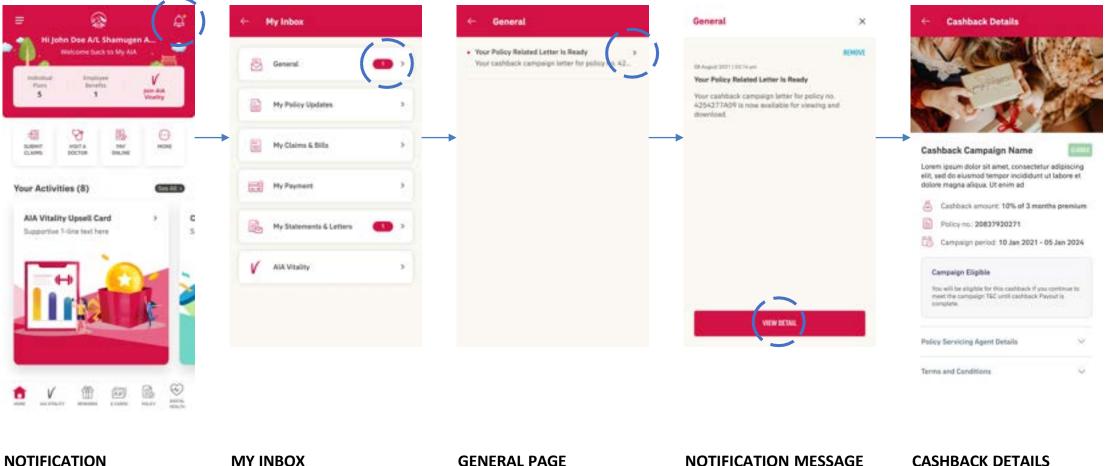
22







## HOW TO VIEW CASHBACK CAMPAIGN DETAILS (OPTION 2)



You will receive a notification if you are eligible for cashback

**MY INBOX** Tap on General to view the cashback campaign notification

#### **GENERAL PAGE**

Tap on the notification to read the message

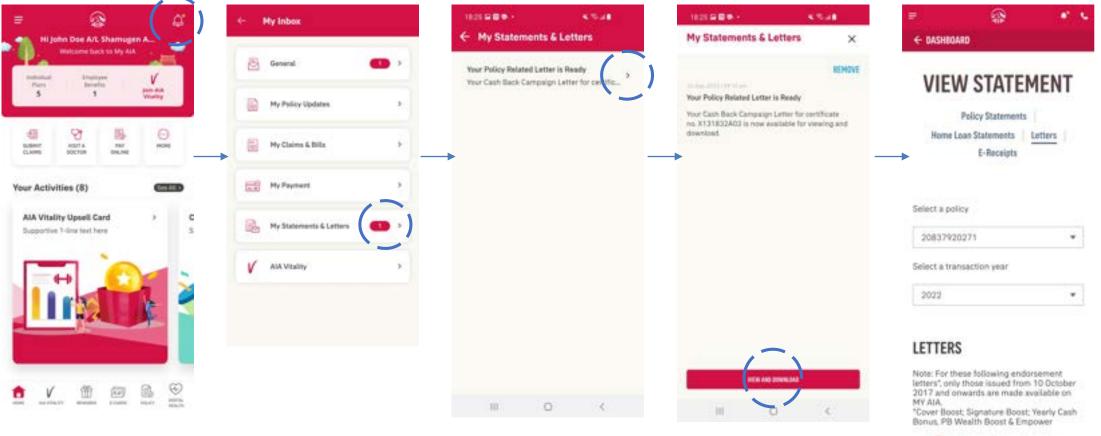
NOTIFICATION MESSAGE Tap on VIEW DETAIL to navigate to the Cashback Details page

#### **CASHBACK DETAILS**

View the details of your cashback here

menu

## HOW TO CHECK PAYOUT STATUS OF CASHBACK CAMPAIGN



#### NOTIFICATION

You will receive a notification upon the completion of cashback payout MY INBOX Tap on My Statements & Letters to view the payout notification

#### MY STATEMENTS & LETTERS

Tap on the notification to read the message

#### MY STATEMENTS & LETTERS

You will be able to see the status of cashback and policy number. Tap on **VIEW AND DOWNLOAD** to navigate to the View Statement page

#### Cashback Campaign Status

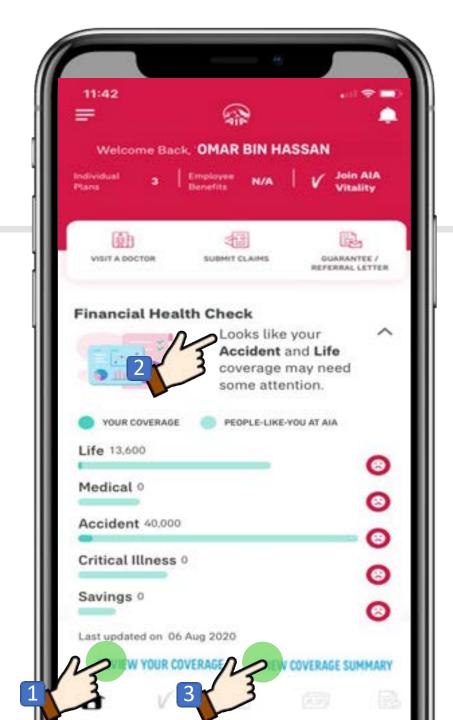
#### VIEW STATEMENT PAGE

Select the relevant policy/certificate and transaction year

<u>menu</u>

# FINANCIAL HEALTH CHECK (FHC)



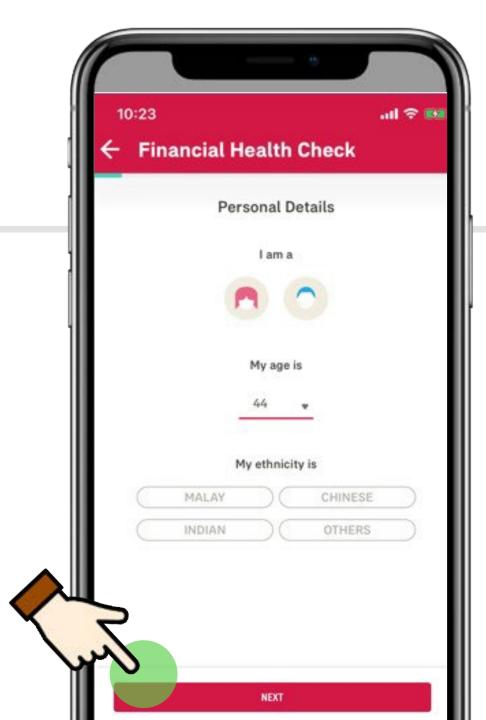


## How to start

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

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

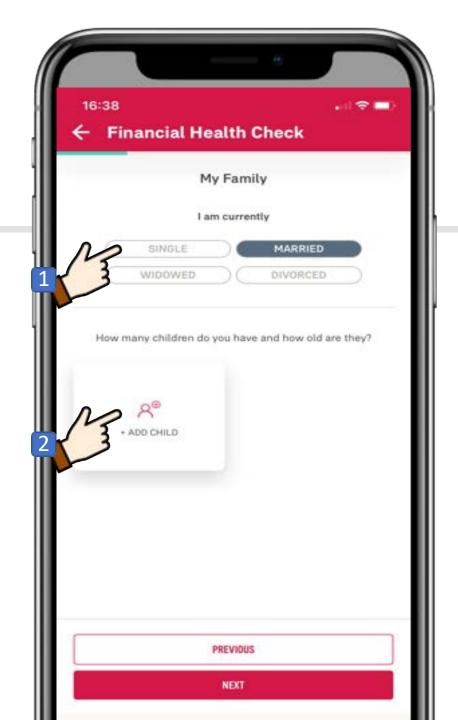
3.Tap View Coverage Summary to see a pre-assessment preview done for you using information from your existing AIA policies (Note: Your marital status, child's info & other non-AIA coverage are not taken into consideration yet at this stage)



## **My Personal Details**

## Fill up your Gender, Age and Ethnicity

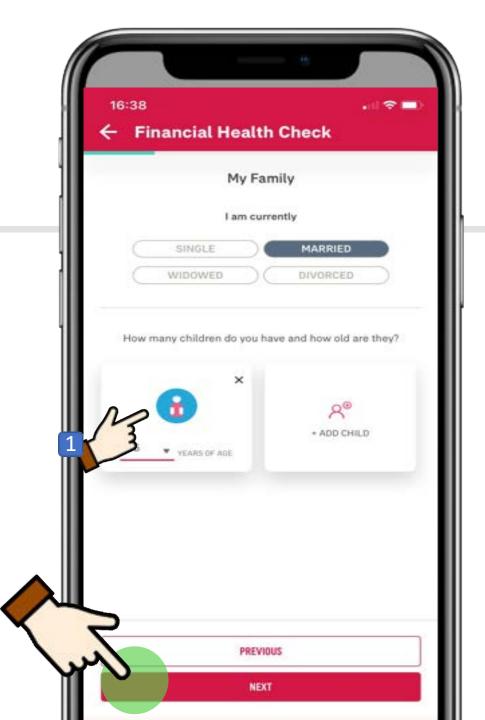
## After completing all fields, tap Next



## **About My Family**

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

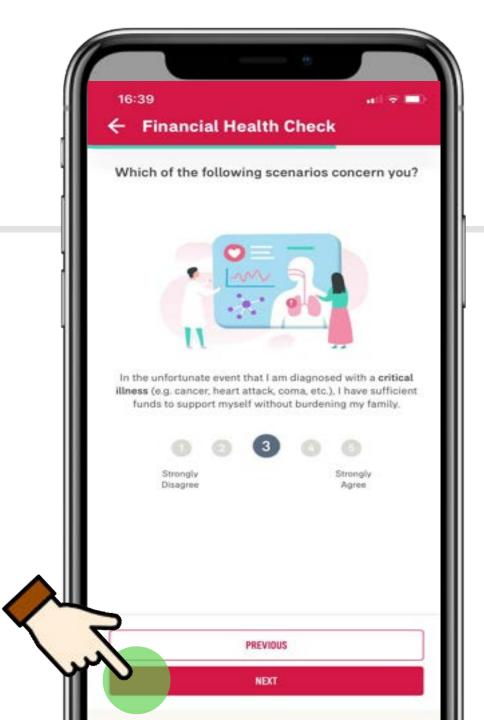
23



## **About My Family**

## 1. Add your child's age

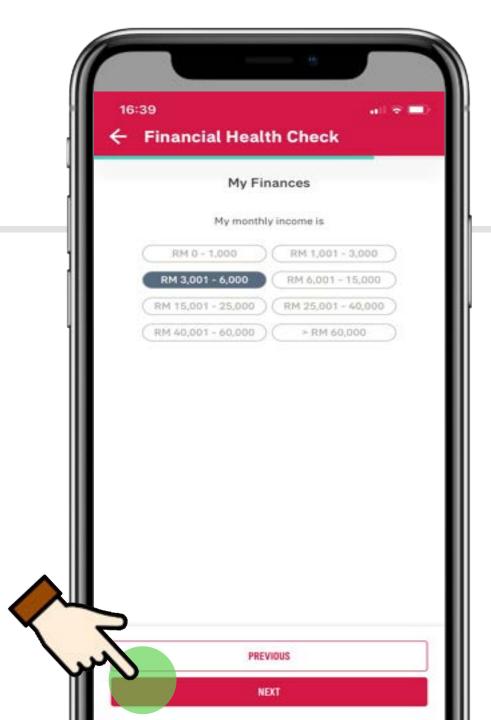
## 2. After completing all fields, tap Next



# 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

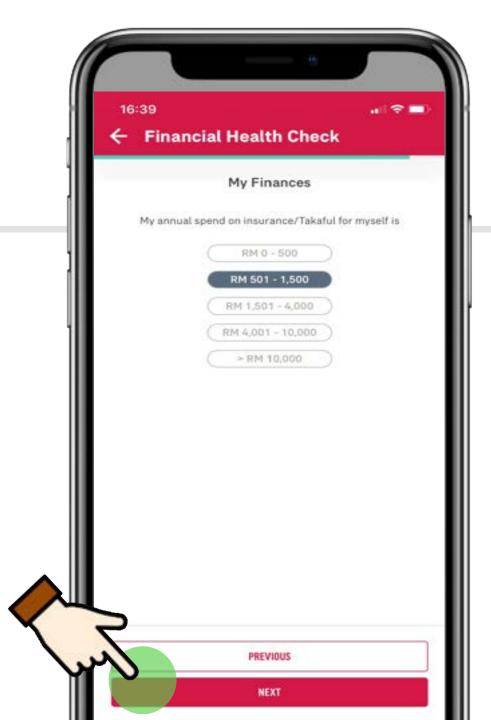
## After completing all fields, tap Next



### **My Finances**

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

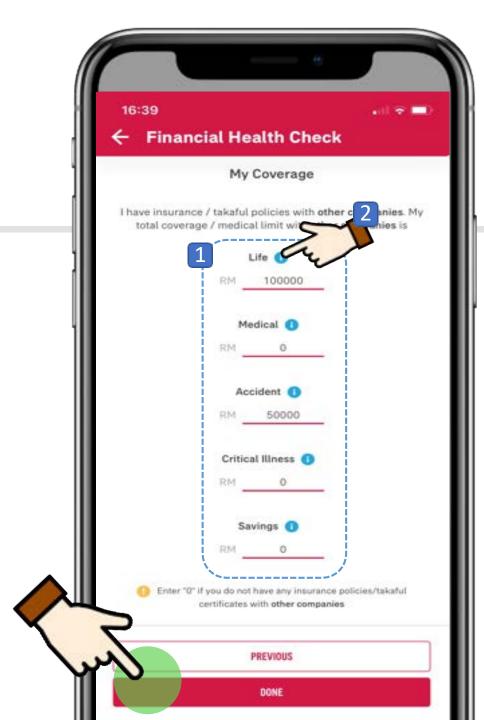
23



### **My Finances**

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

Then tap **Next** 

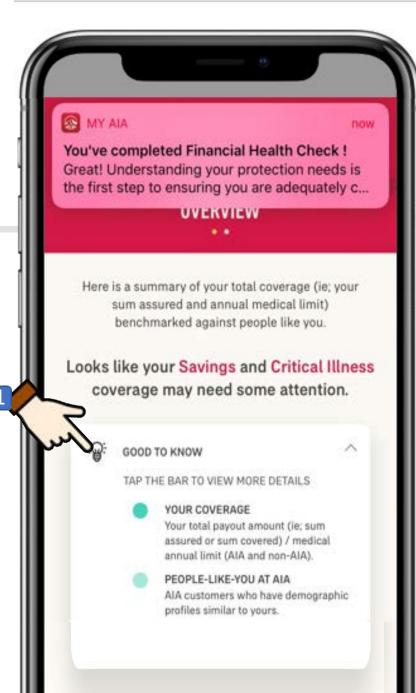


### My Coverage

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

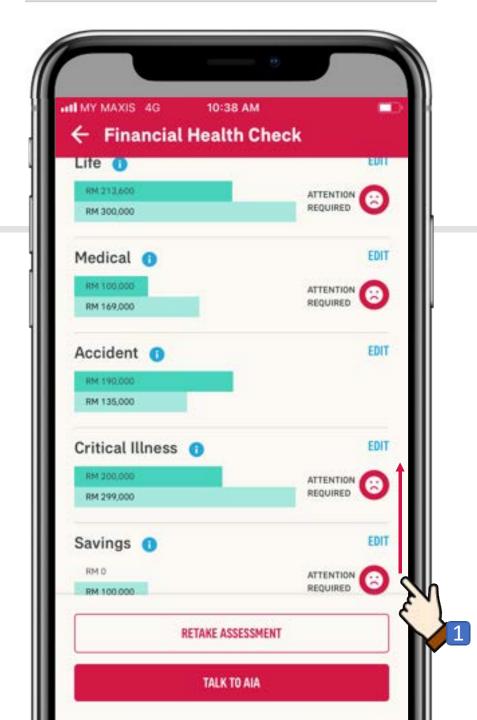


# Do I have sufficient coverage?

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

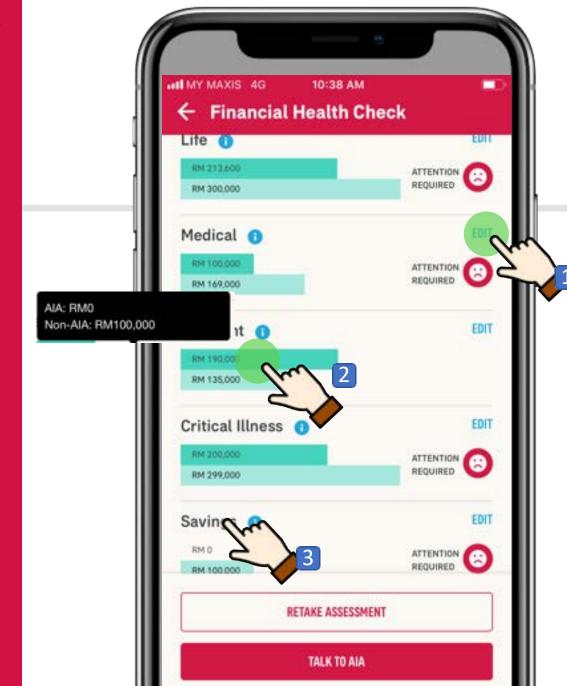


# Do I have sufficient coverage?

#### 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

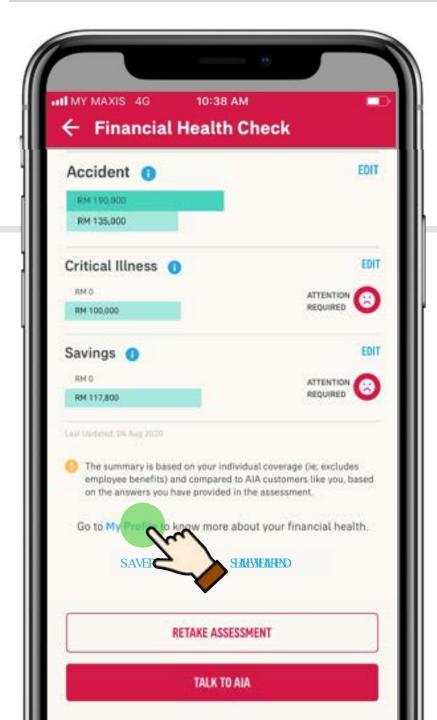


# Do I have sufficient coverage?

1.Tap on the **EDIT** button to change/update the coverage that you have with other insurance/takaful companies (non AIA coverage)

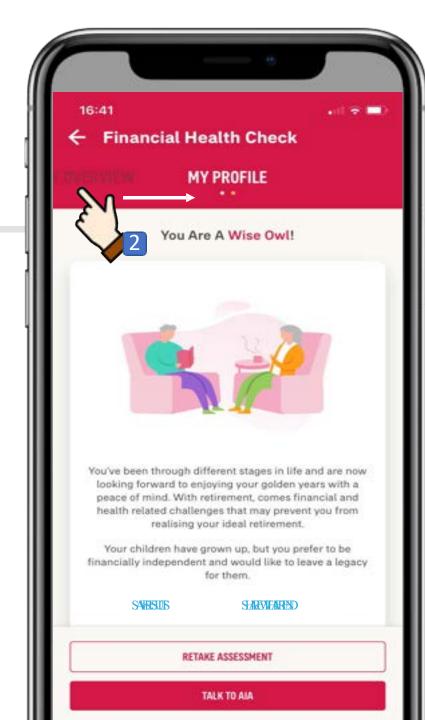
2.FYI: Tap on the darker shade green bar to display your AIA & Non-AIA coverage

3.FYI: Savings here refers to the approximate amount of your savings based on your premium paid for existing endowment plans



### This is me!

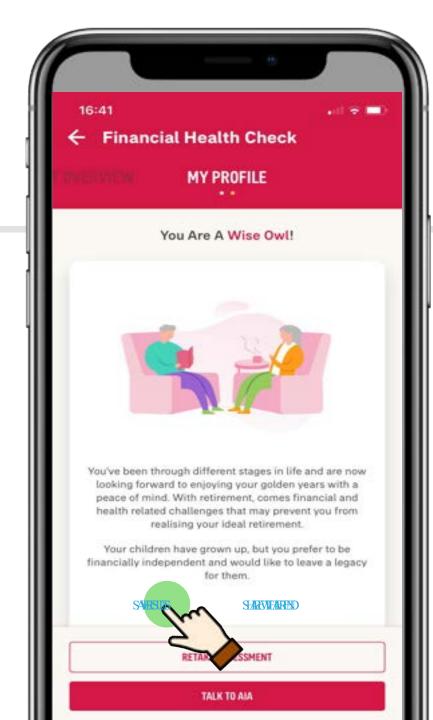
## Scroll down and tap **My Profile** to view your life stage profile.



### This is Me!

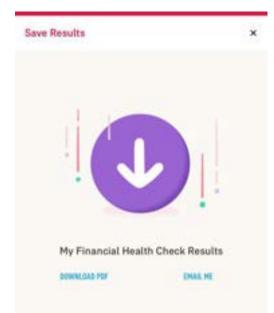
1. Your life stage profile is created based on your demographic (Age, Marital Status and your child's information)

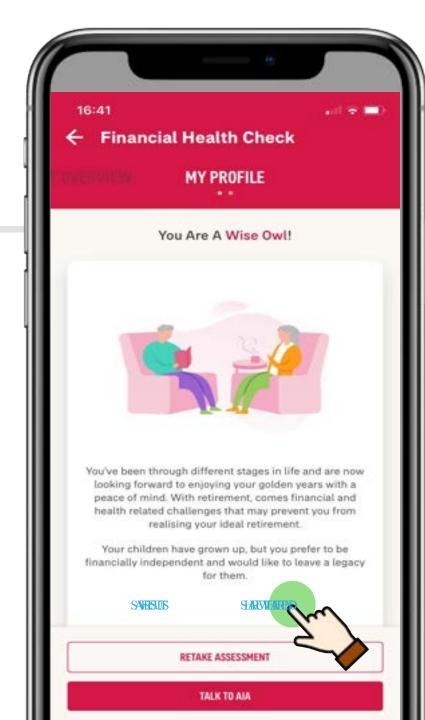
2. To switch view between "My profile" and "Assessment Overview" swipe left / right



# How to save my FHC results

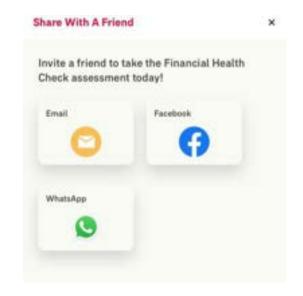
## Tap **Save Results** to download the results in PDF or have the results emailed to you

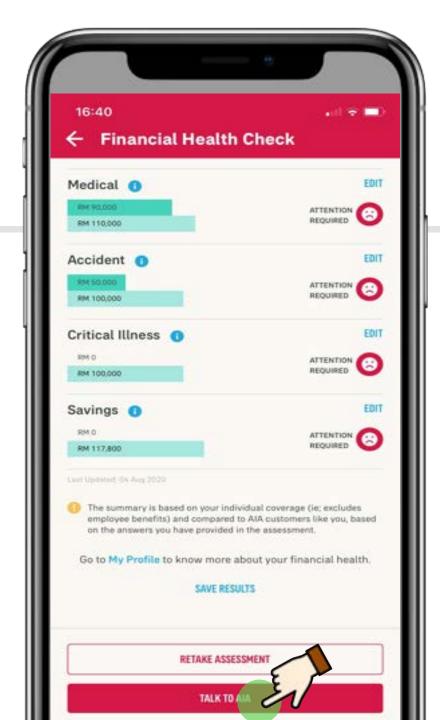




# How to share FHC with Friends & Family

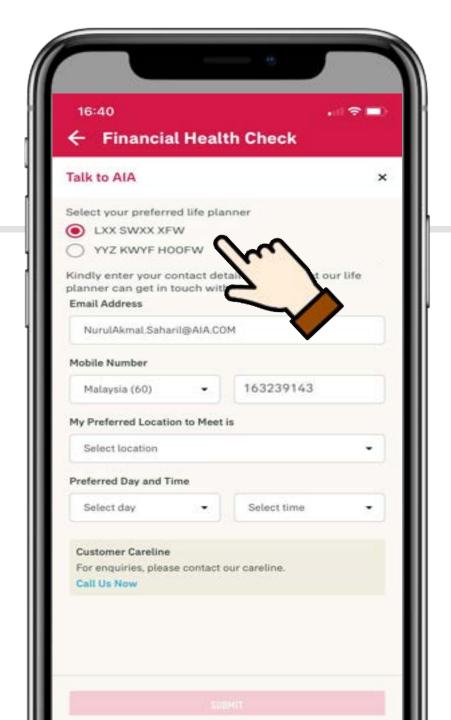
## Tap **Share with a friend** to share FHC via Email, Facebook or Whatsapp





## I want to talk to AIA to find out more

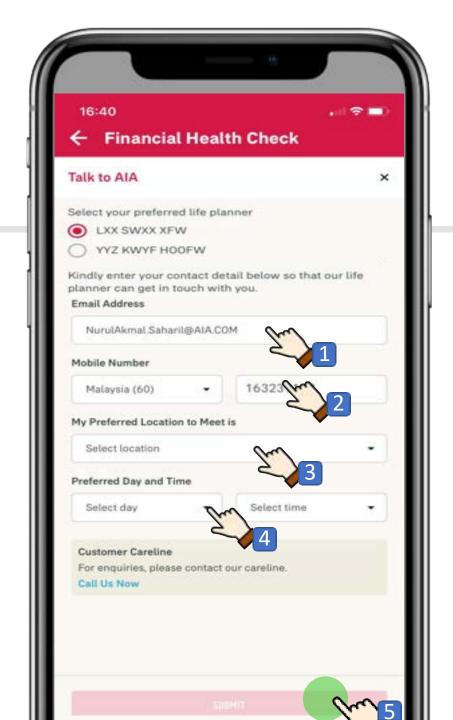
#### Tap on the "Talk to AIA" button so that our AIA Life Planner can contact you



## 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

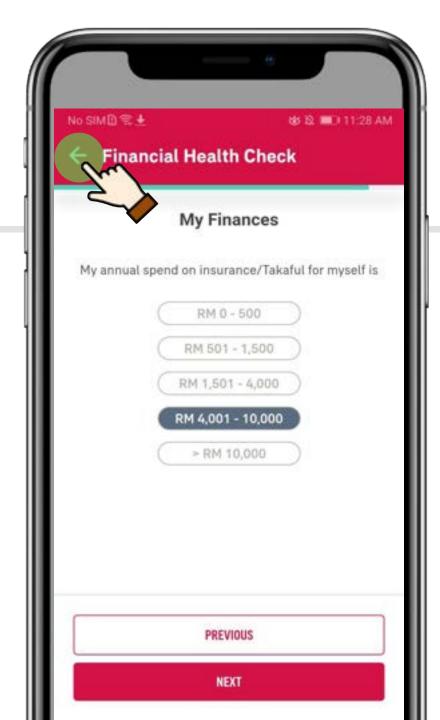
2. Malaysia mobile number starts with(60), so input the following way, i.e. for016-3239143 input as "163239143"

#### 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

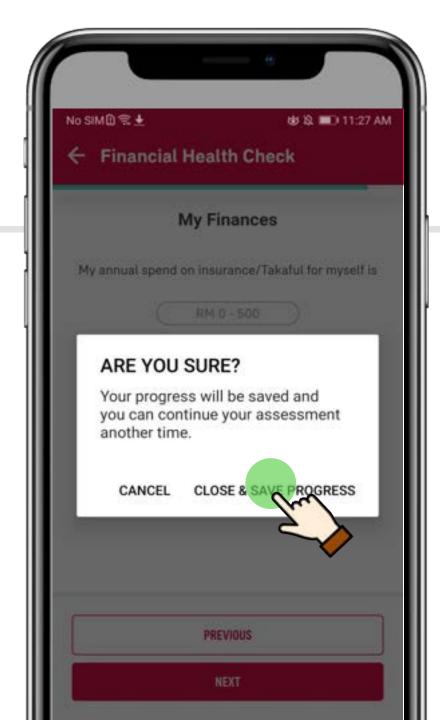


## Can I drop FHC half way

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

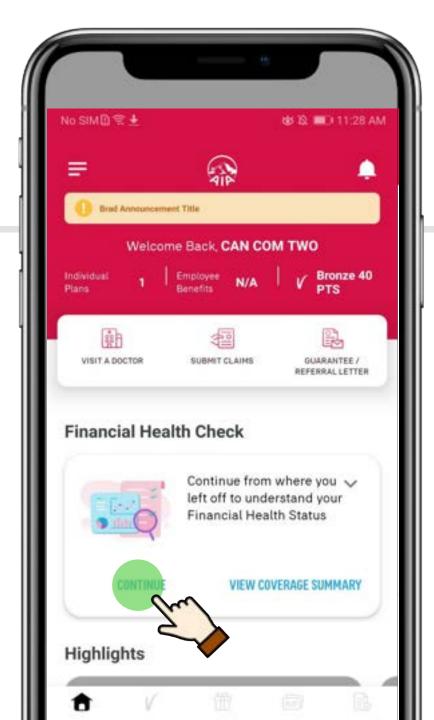
Just tap on the back arrow

MY AIA APP



## Can I drop FHC half way

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



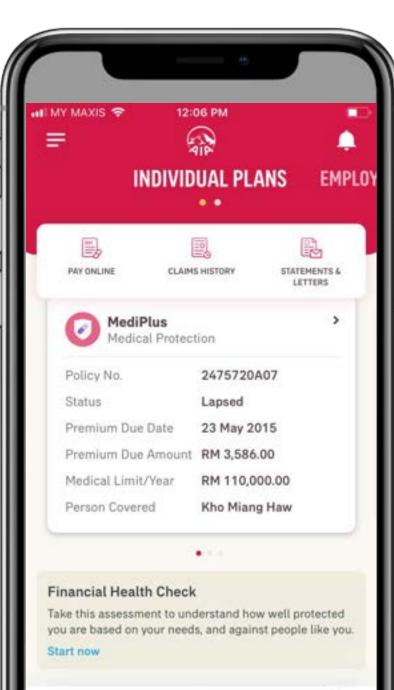
## Can I drop FHC half way

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

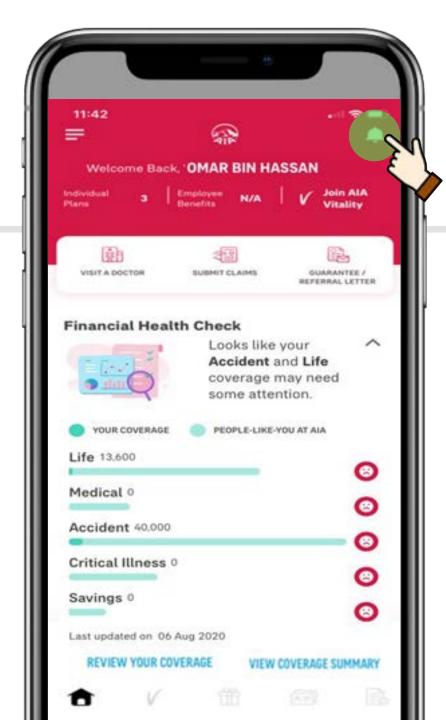
23

## 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

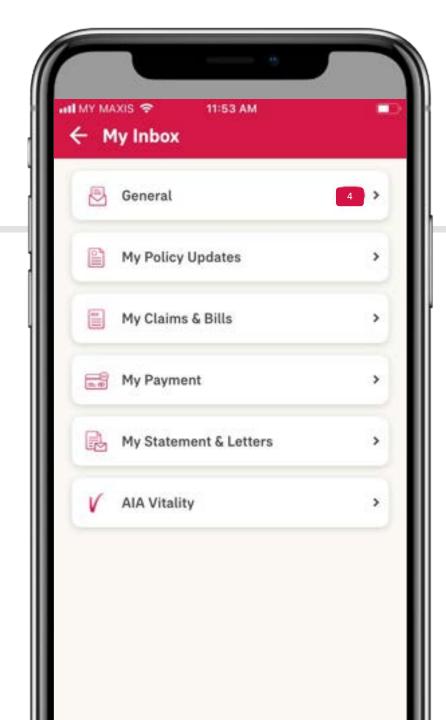


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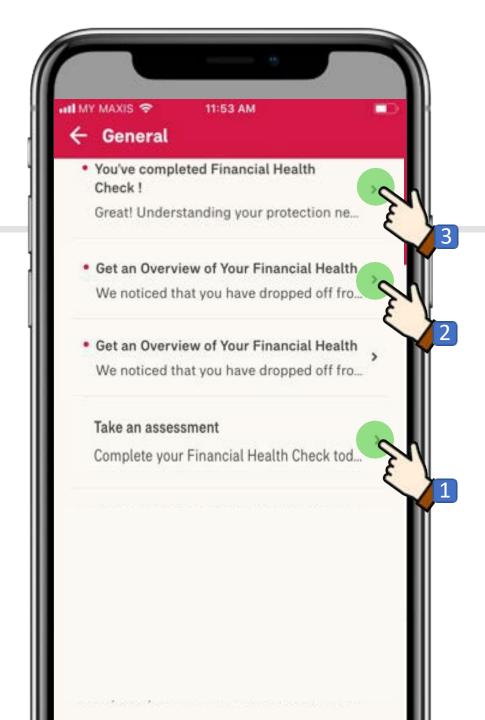
## Will I be alerted with FHC updates in My Inbox

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



## Will I be alerted with FHC updates in My Inbox

Go to General to view unread messages



## Will I be alerted with FHC updates in My Inbox

1.For first timers, there will be a message sent to invite you to start FHC

2.In the event if you want to stop your FHC assessment mid way, a message will also be sent to you

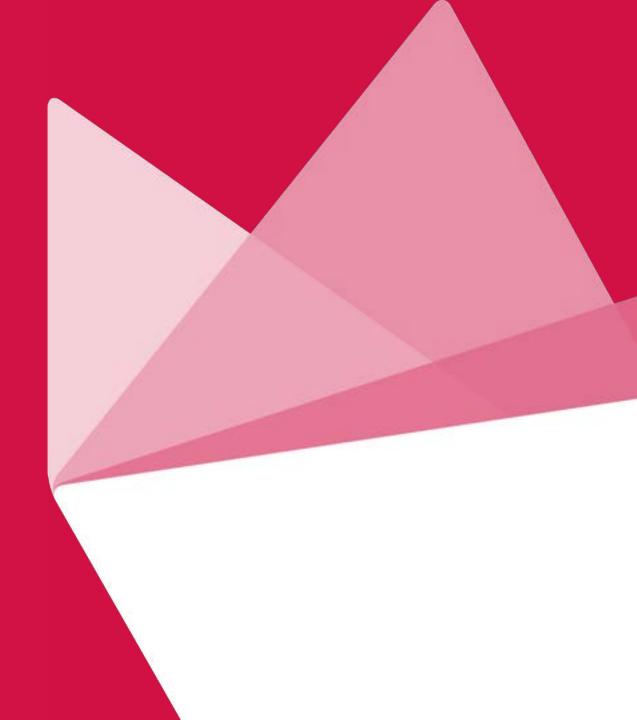
3.Once you have completed your FHC, a message will be sent to guide you on the next step

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## Thank you

If you need any technical assistance, please contact our My AIA Careline at **1-800-88-1899** 



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