



HEALTHIER, LONGER,
BETTER LIVES

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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01

MY AIA APP

FUNCTIONS OVERVIEW

- Functions Overview



FUNCTIONS OVERVIEW

Menu Icon

Contains sub functions



Ad-Hoc Notifications

View messages and get the latest updates from AIA here

Enhanced Quick Links

Personalised access to most-used features



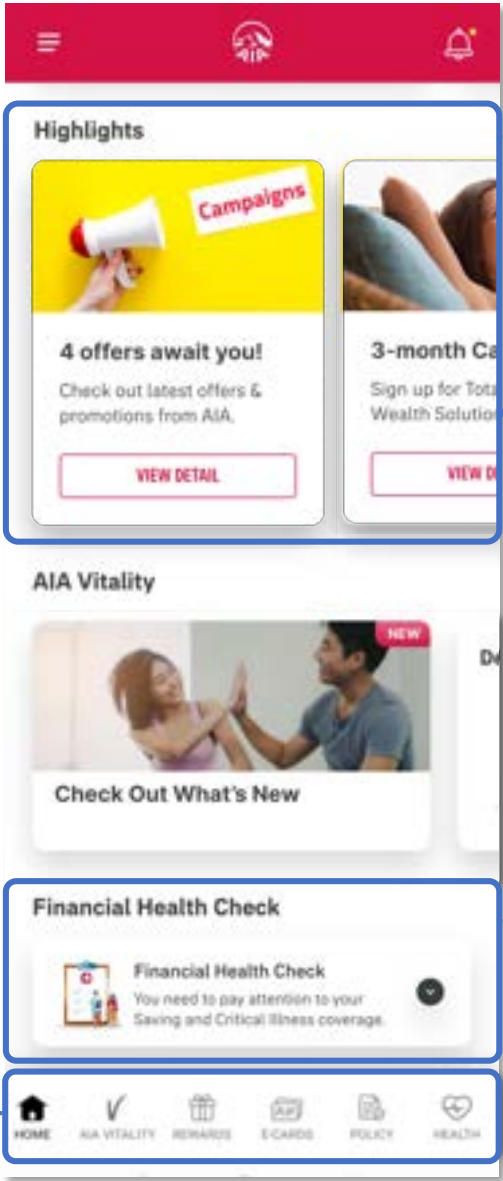
My Activities

View and track your ongoing to-do tasks



Main Navigation

Fixed navigation buttons to allow quicker access to functionalities for customers



Highlights

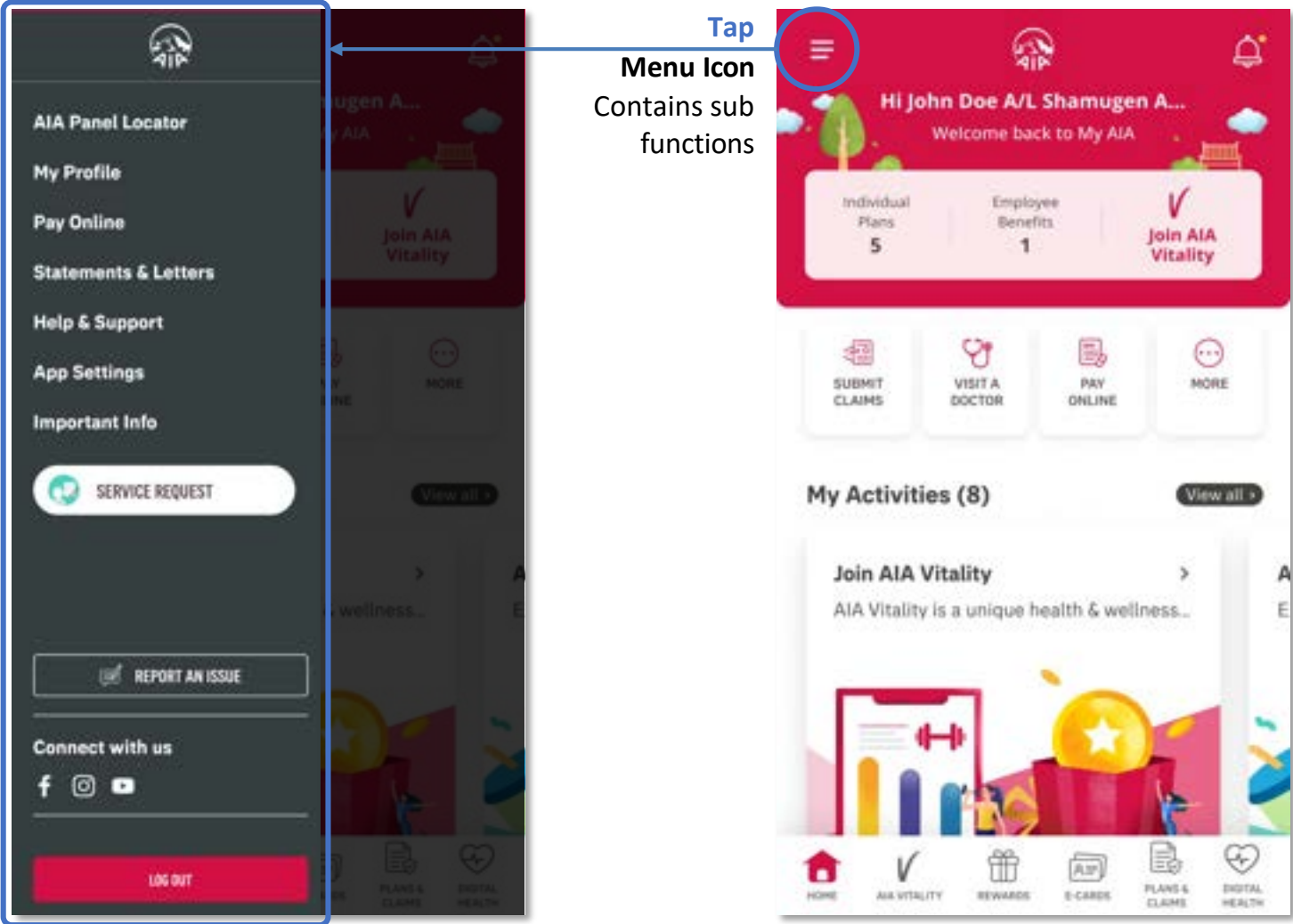
Apart from latest information and updates from AIA, customers will receive personalised offers in this section

Financial Health Check

Existing customers are able to:

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

FUNCTIONS OVERVIEW

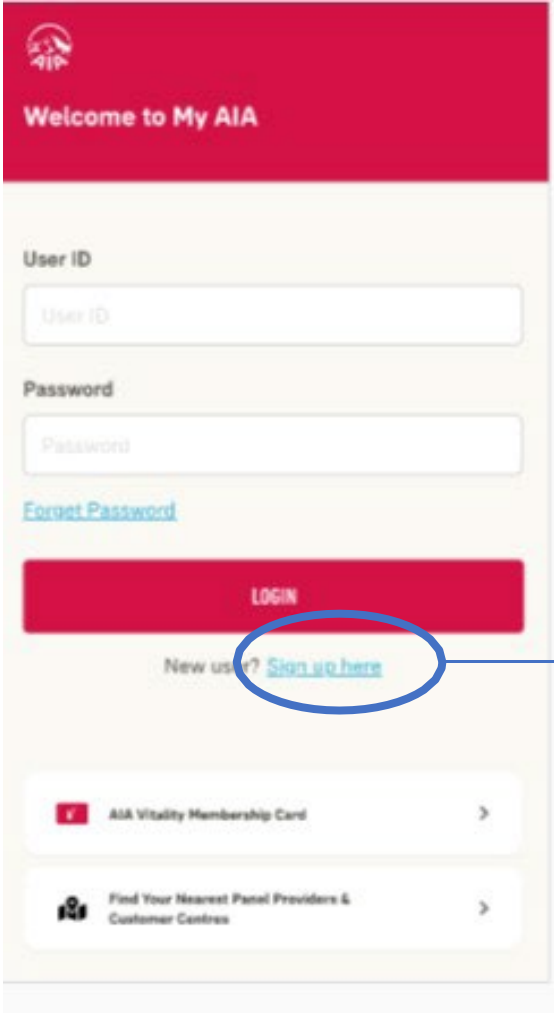


02

REGISTRATION

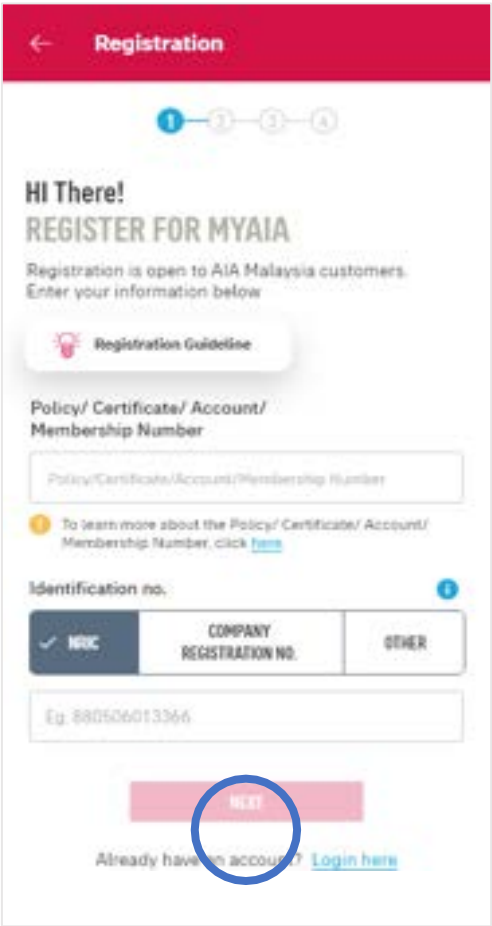
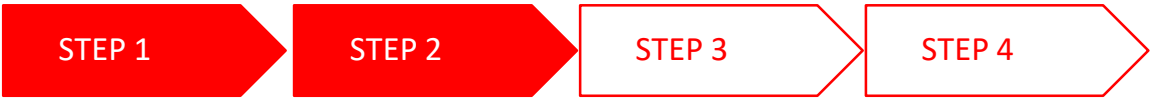
- Entry point
- Steps to Register

ENTRY POINT REGISTRATION



Tap on the “Register here” to proceed

STEPS FOR REGISTRATION



POLICY NUMBER

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

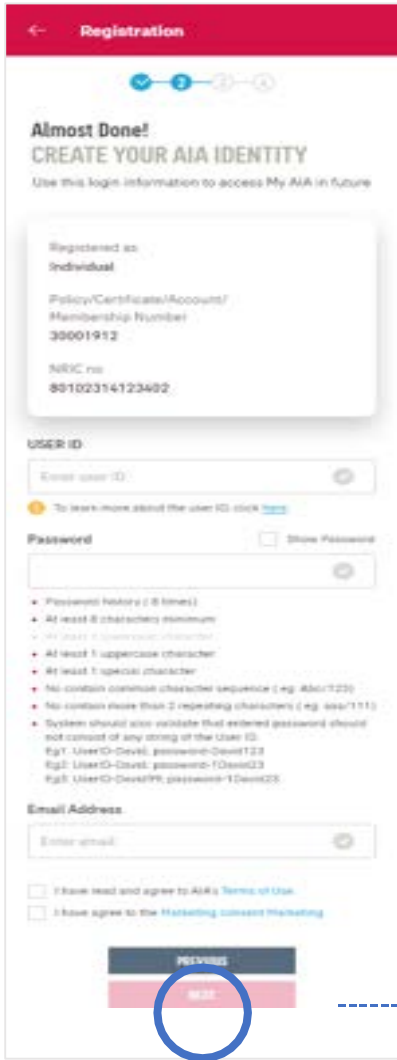
IDENTIFICATION NO.

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

Tap on next

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

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



CREATE ONLINE PROFILE

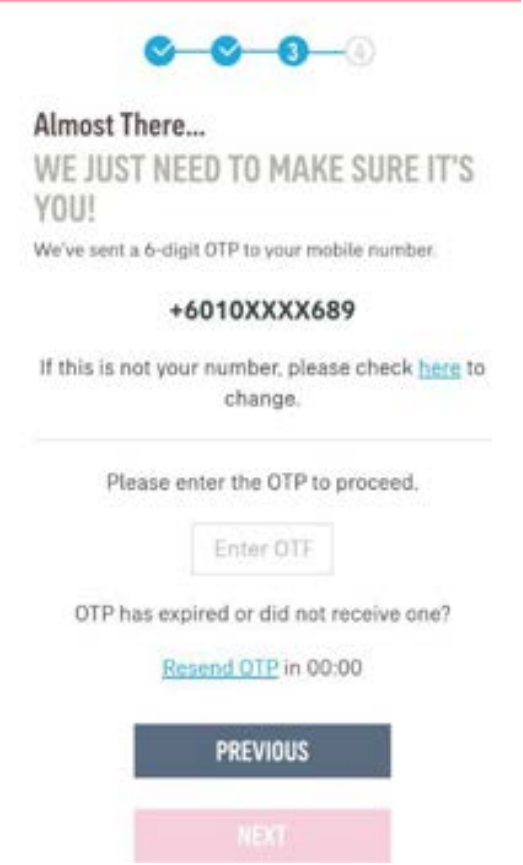
1. Key in User ID
2. Key in Password
3. Key in Password again to
Confirm Password
4. Key in Email
5. Check boxes to agree to
Terms of Use

Tap To STEP 3

STEPS FOR REGISTRATION



← Registration



VERIFY YOUR INFORMATION

Confirming information.

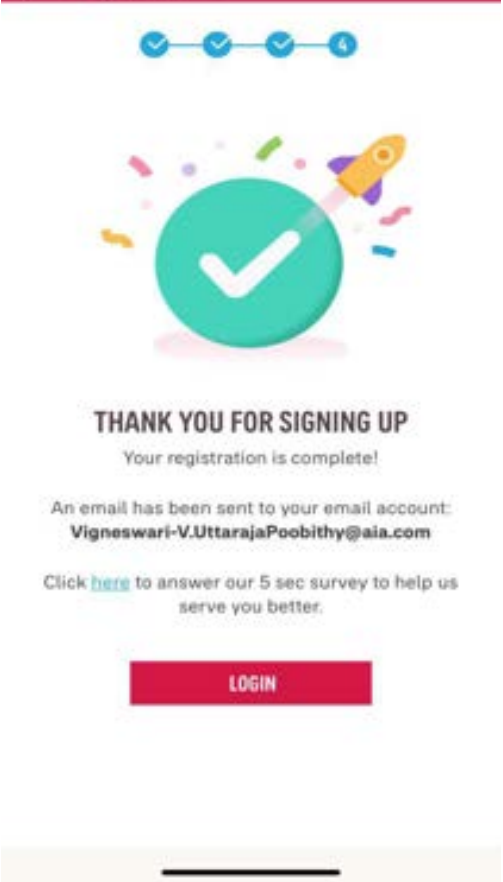
Please verify if the registered mobile number is correct for you to receive the 6-digit verification code.

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

VERIFICATION CODE

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

← Registration



COMPLETED

Registration is successful.

You will receive an email on your successful registration.

STEPS FOR REGISTRATION (EDIT/ ADD CONTACT)



← Registration

✓

✓

3

4

Almost There...

WE JUST NEED TO MAKE SURE IT'S YOU!

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

+6010XXXX689

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

Please enter the OTP to proceed.

Enter OTP

OTP has expired or did not receive one?

[Resend OTP](#) in 00:00

PREVIOUS

NEXT

To add / edit mobile number

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

Tap to STEP 3A (refer next slide)

STEPS FOR REGISTRATION (EDIT/ ADD CONTACT)



UPDATE / EDIT MOBILE NO.

Answer the 2 verification questions correctly.

Owner identification number is required for verification.

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

Tap on next

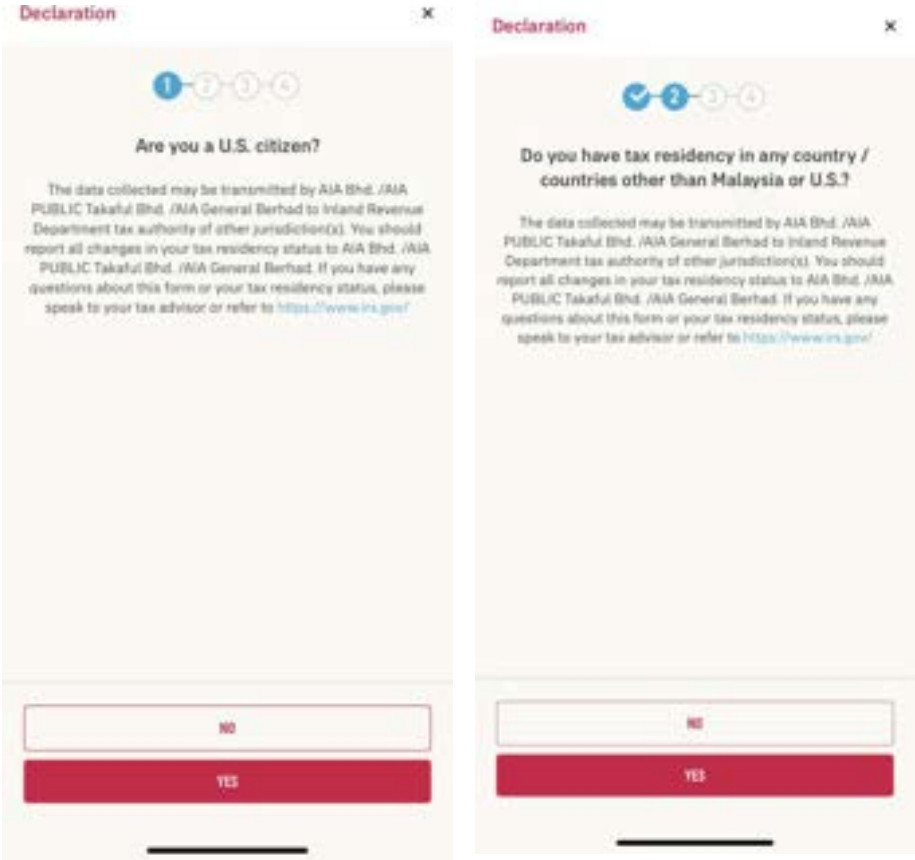
UPDATE YOUR MOBILE NO.

Select your country code.

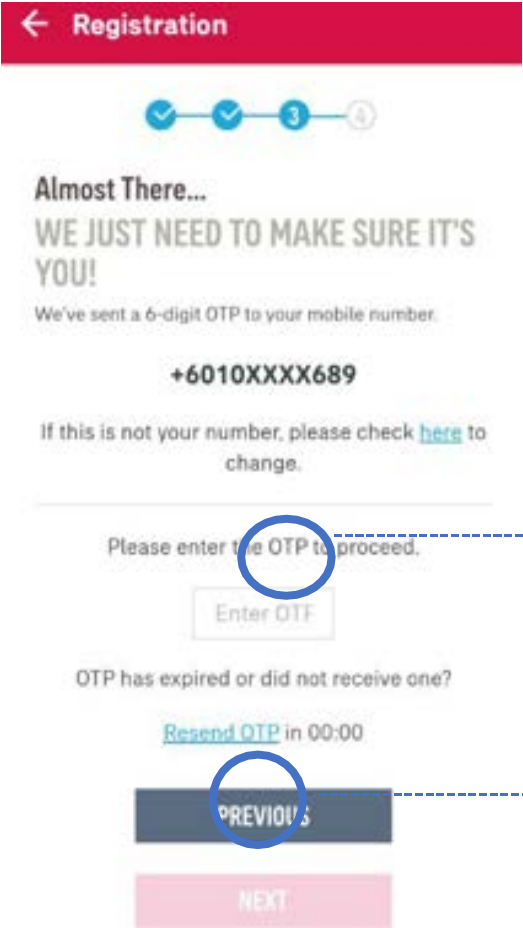
Key in your mobile no.
e.g. if your mobile no. is 012 1231234, key in 12 1231234

Tap to STEP 3B

STEPS FOR REGISTRATION (FATCA)



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



VERIFICATION CODE

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

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

Tap To STEP 4

FATCA & CRS DECLARATION

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

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

STEPS FOR REGISTRATION

STEP 1

STEP 2

STEP 3

STEP 4

1:30


← Registration

✓

✓

✓

4



THANK YOU FOR SIGNING UP

Your registration is complete!

An email has been sent to your email account:

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

LOGIN

COMPLETED

Registration is successful.

You will receive an email on your successful registration.

STEPS OF REGISTRATION FOR EXISTING MY AIA USERS

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

03

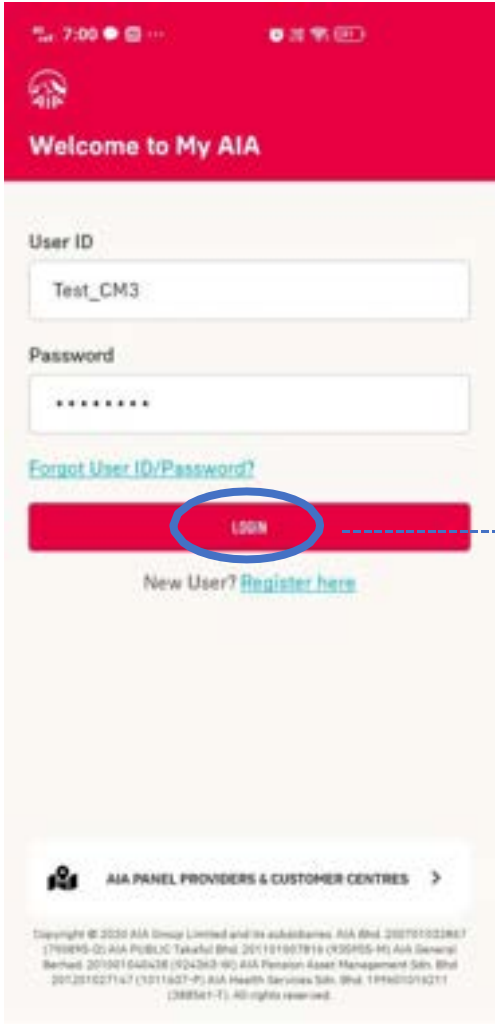
MY AIA APP

FIRST TIME LOGIN

- Entry point
- Steps for first time login



ENTRY POINT FIRST TIME LOGIN



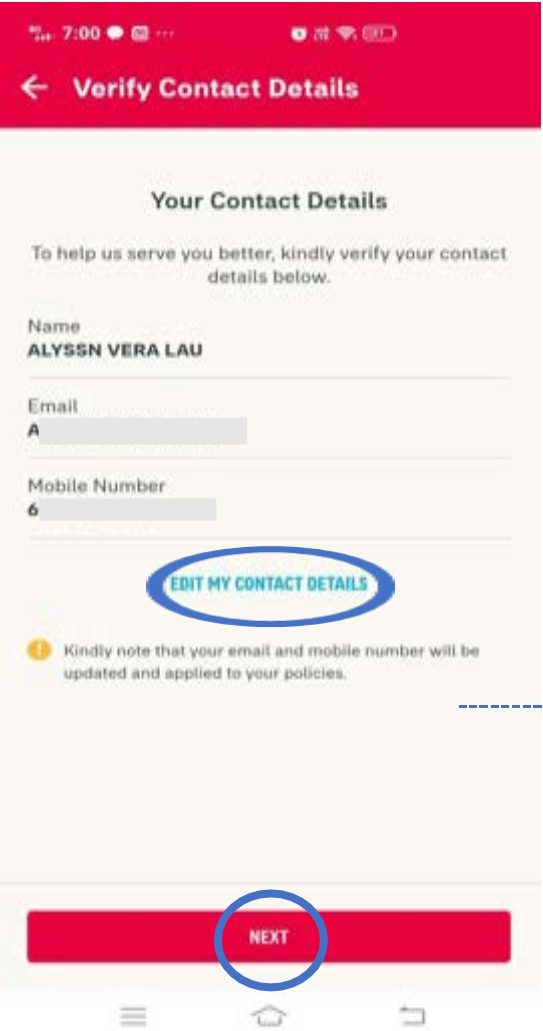
Note
All policy roles (Owner, Insured, Covered Member, Payor) can login to MY AIA App.

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

Tap To Login

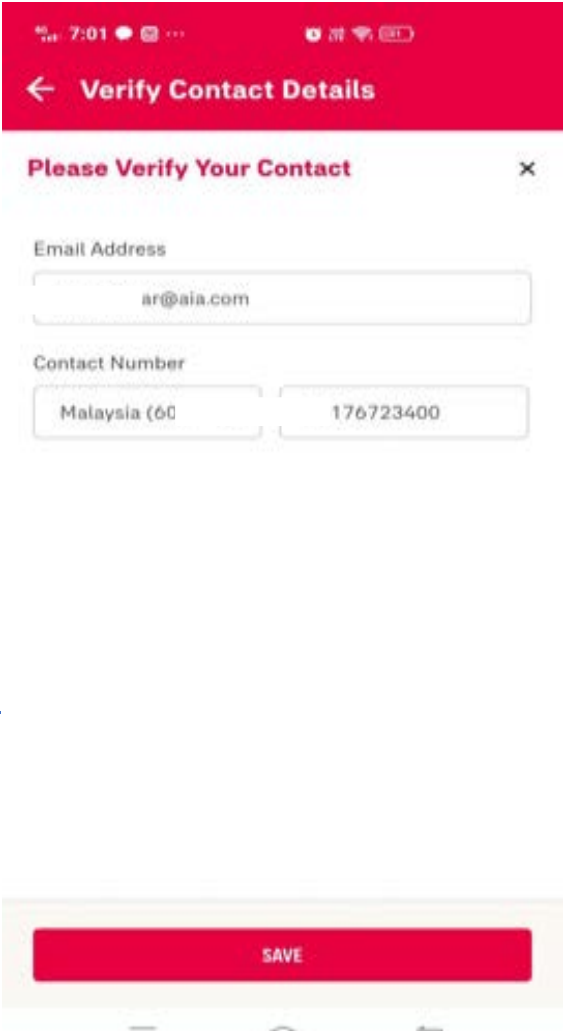
LOGIN PAGE
Key in User ID & Password

STEPS FOR FIRST TIME LOGIN



To edit contact details, tap on blue text link

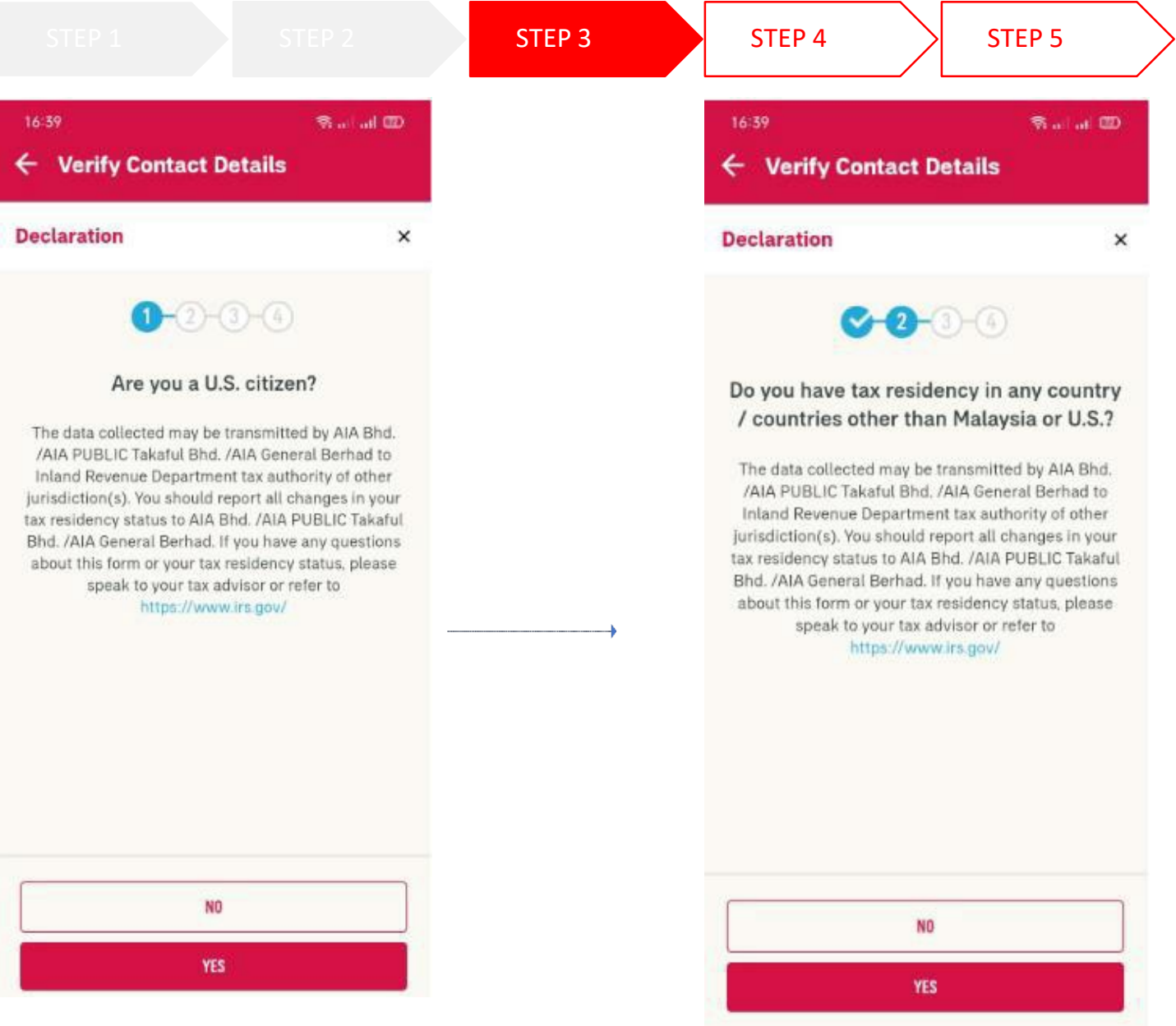
If contact details correct, click Next to main dashboard



EDIT CONTACT DETAILS

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

STEPS TO FIRST TIME LOGIN

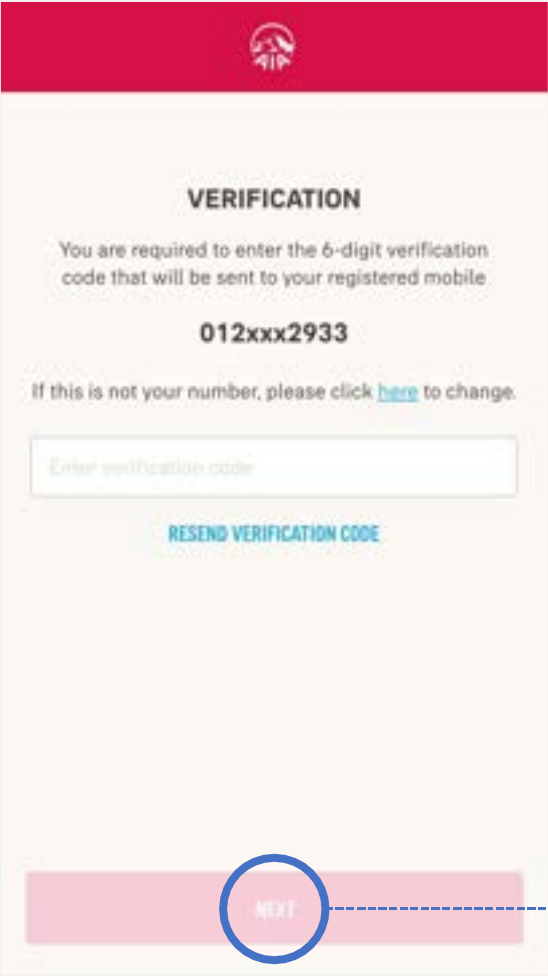


FATCA/CRS Declaration

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

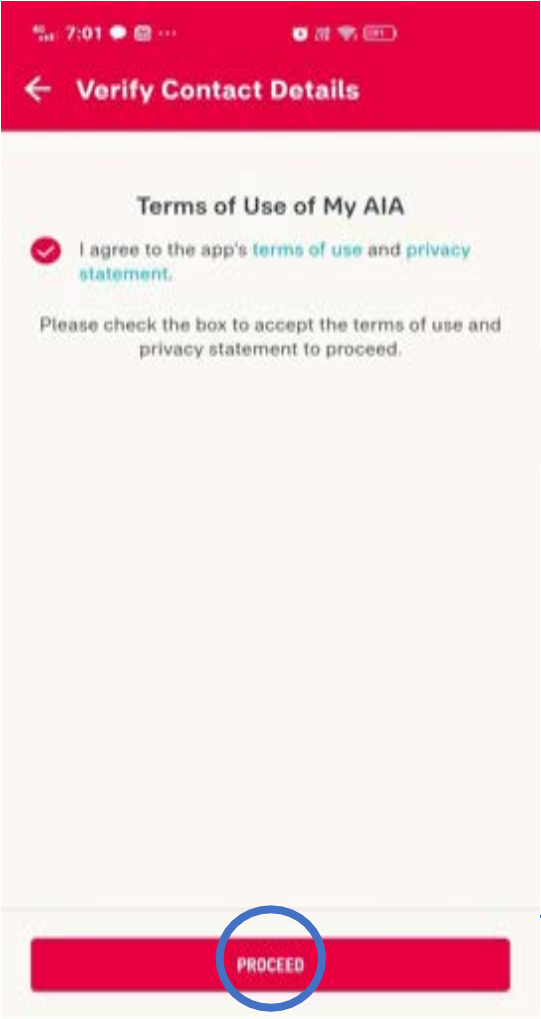
For owner role only, the contact details will be updated into their respective individual policies besides MY AIA profile
Other than owner role, the contact details will only be updated into MY AIA profile

STEPS TO FIRST TIME LOGIN



VERIFICATION CODE

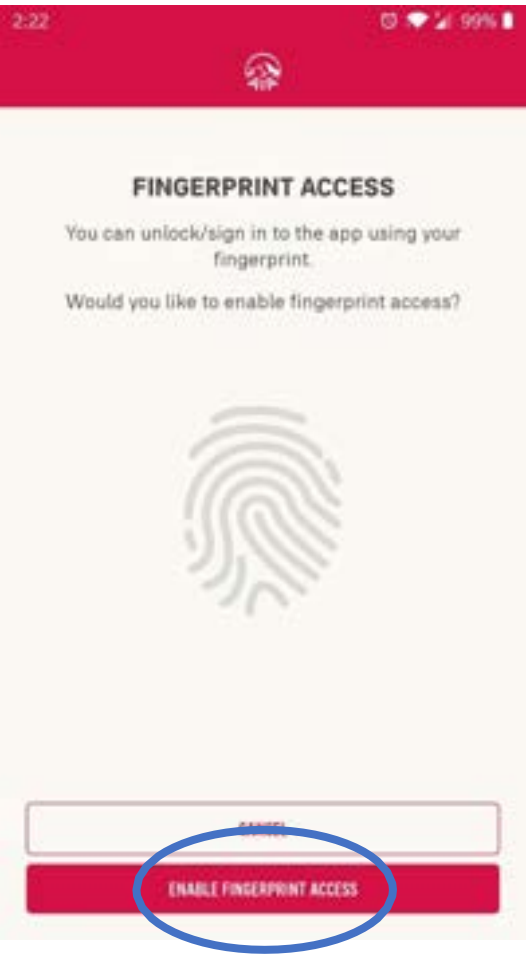
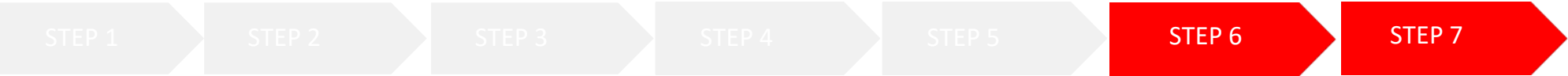
Key in verification code sent to registered mobile number



TERMS & CONDITION

Check on the box to continue with login process

STEPS TO FIRST TIME LOGIN



LOGIN VIA FINGERPRINT

Option to turn on/enable fingerprint access



LOGIN VIA PIN CODE (OPTIONAL)

set up 6-digit PIN access

Tap to proceed to Main Dashboard

04

MY AIA APP

SUBSEQUENT LOGIN

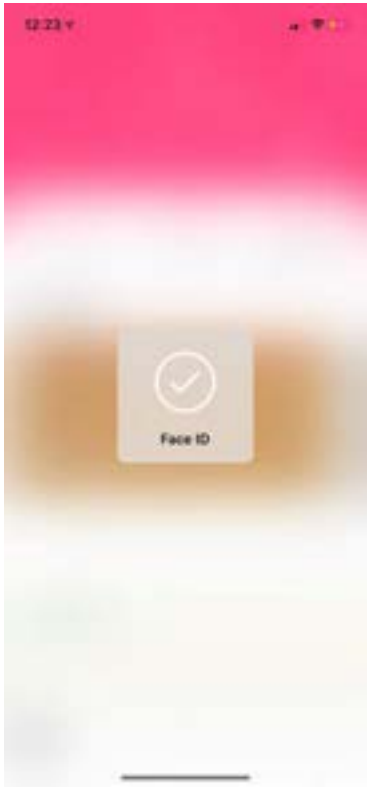
- Steps for subsequent login
- Forgotten User ID & Password



ENTRY POINT LOGIN

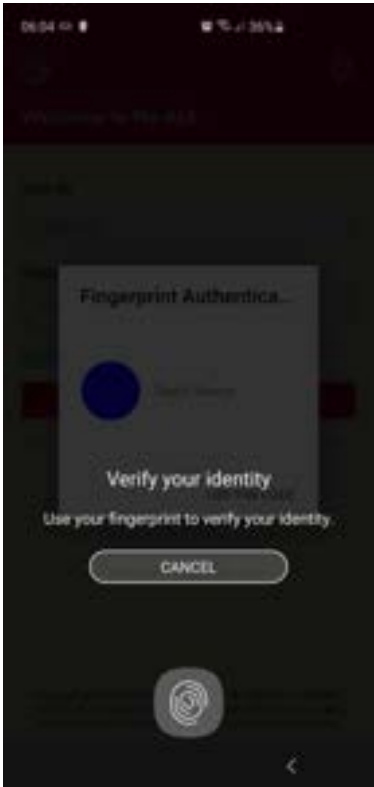


SPLASH SCREEN



Face ID login

or



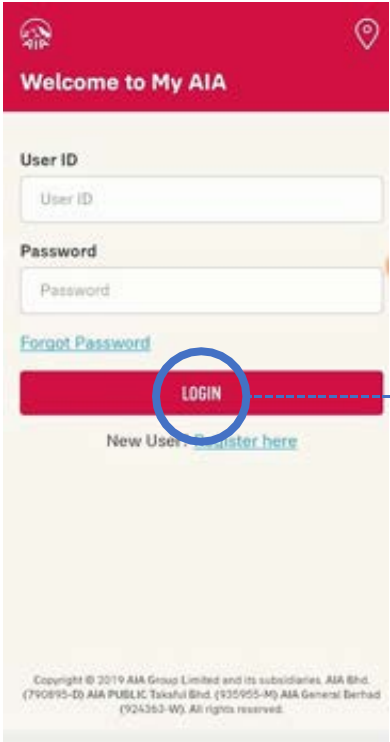
Biometric login

or



Pincode login
Key in Pincode

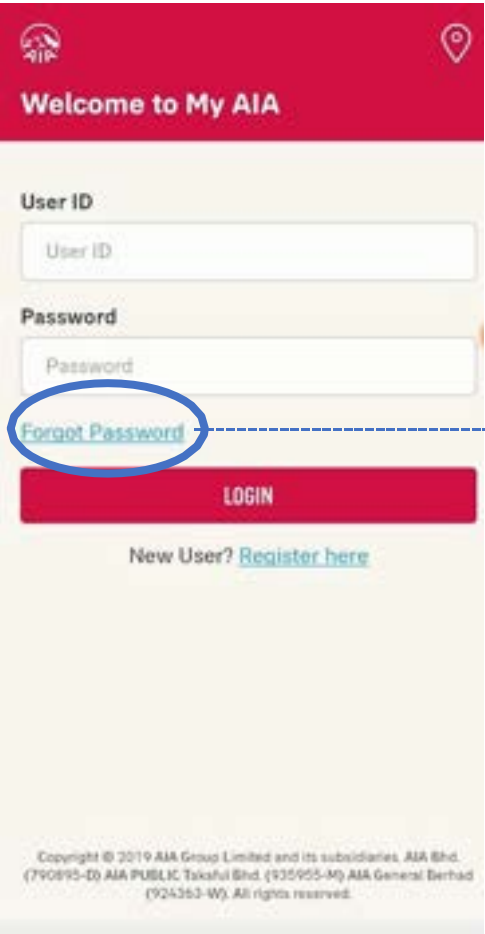
or



Username and password login
Key in User ID & Password

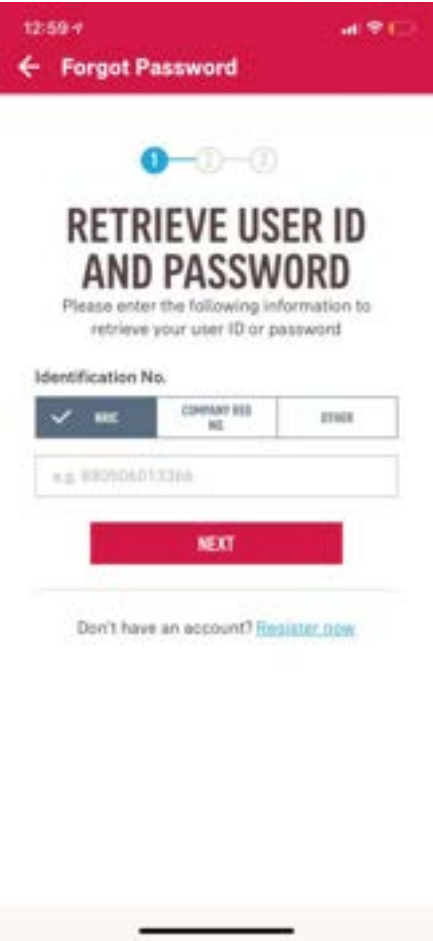
Tap To proceed

ENTRY POINT LOGIN – FORGOT USER ID & PASSWORD



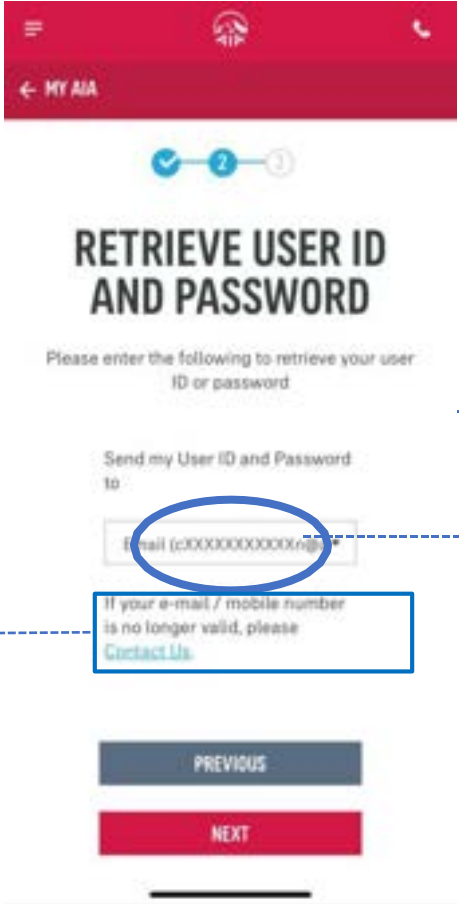
LOGIN PAGE

Tap To proceed



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

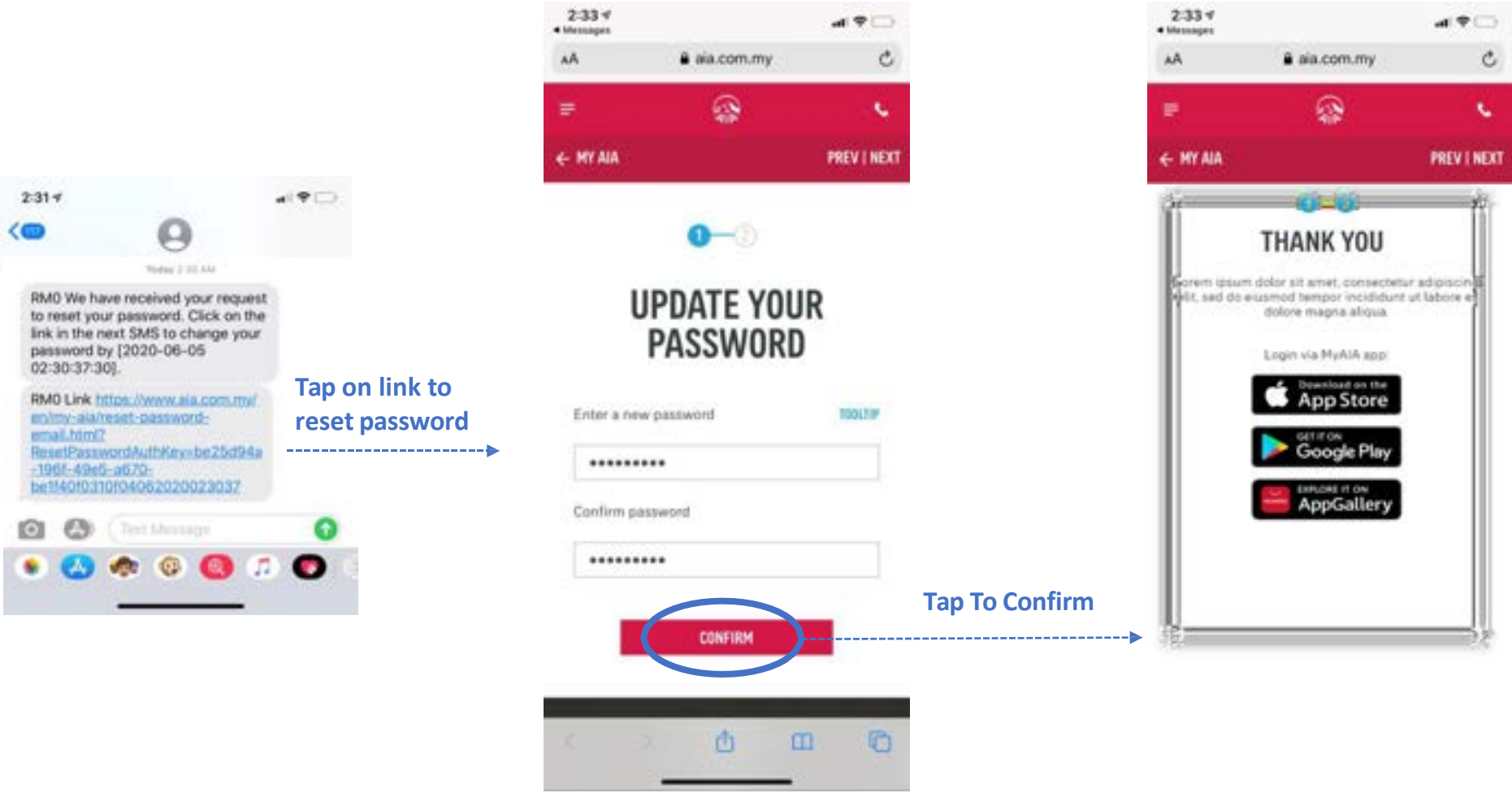
Note: Click Contact Us in the event if user's registered email/mobile number is no longer valid



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



ENTRY POINT LOGIN – FORGOT USER ID & PASSWORD



Received SMS / Email

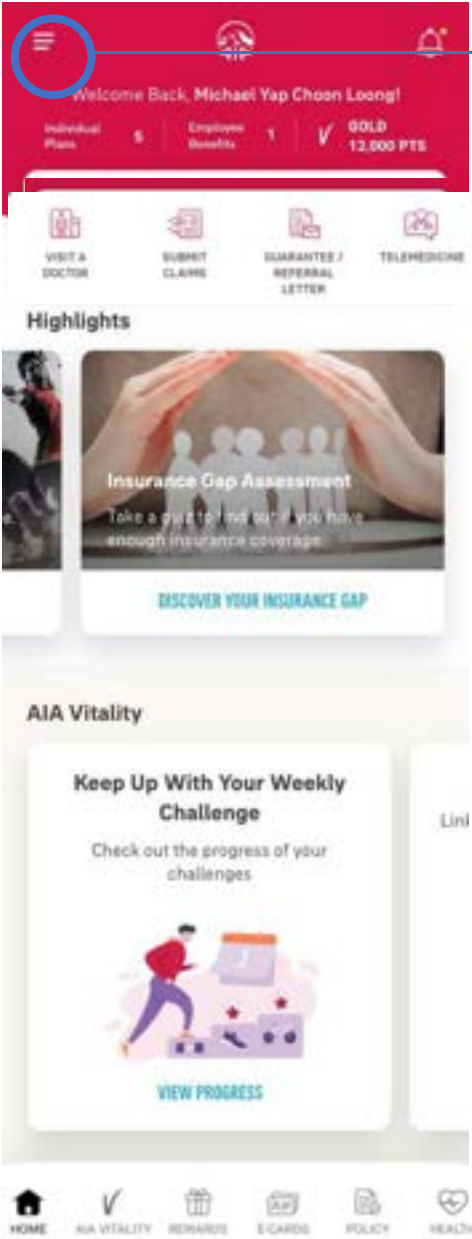
Key in new Password

PANEL LOCATOR

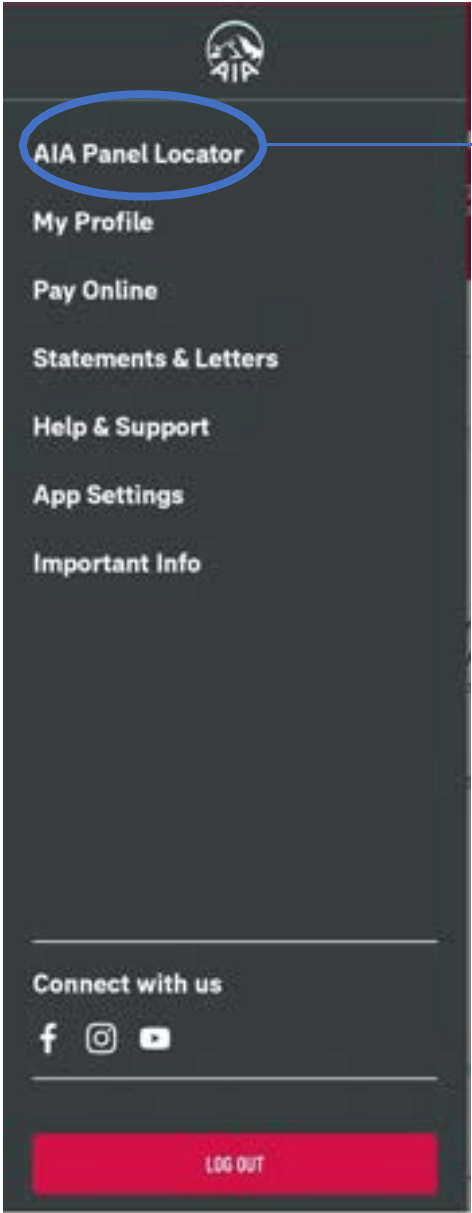
- Entry point
- View AIA Panel Locator



ENTRY POINT PANEL LOCATOR



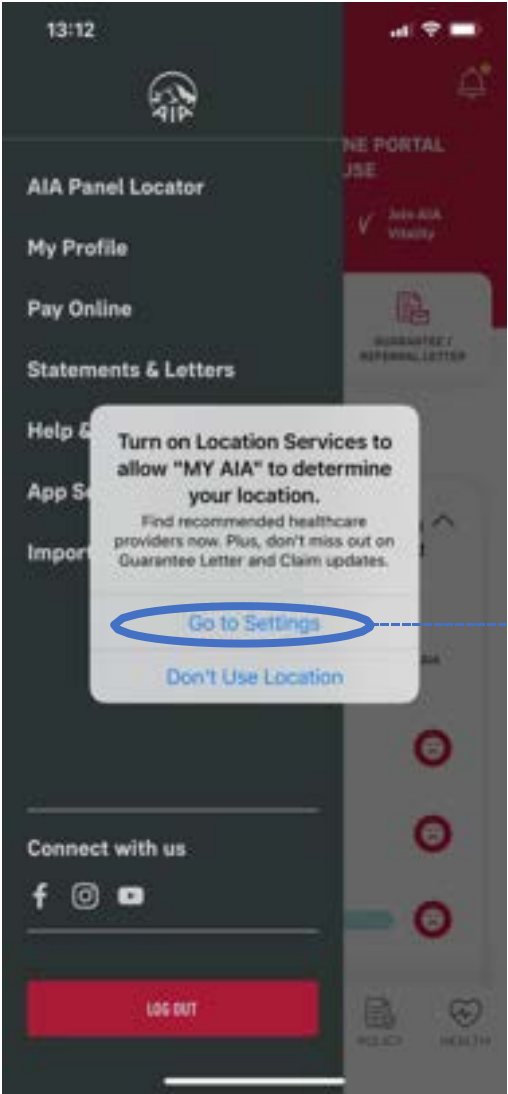
Menu icon
Entry to Sub Menu



Entry Point
AIA Panel Locator

VIEW AIA PANEL LOCATOR

Android

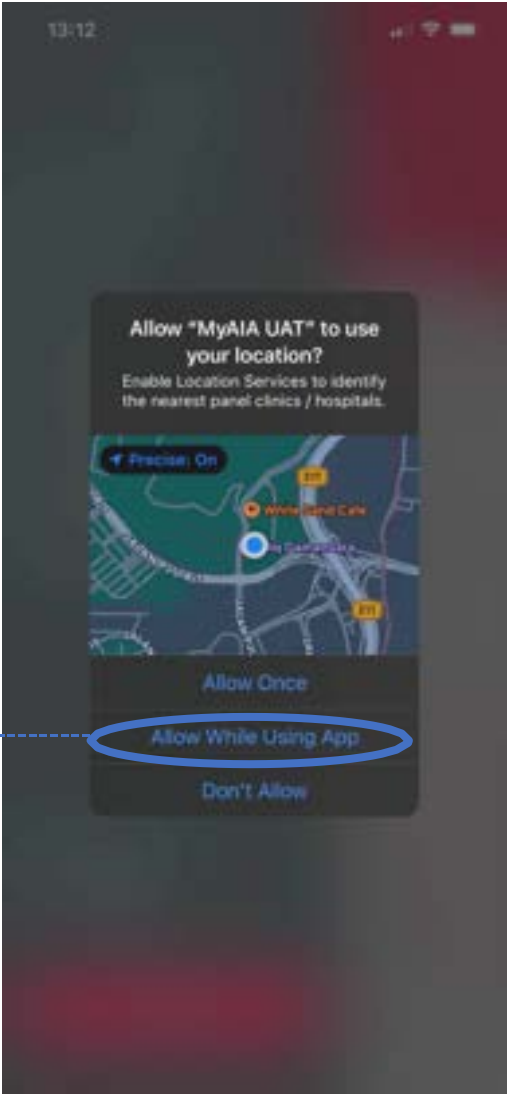


Tap

Activate location

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

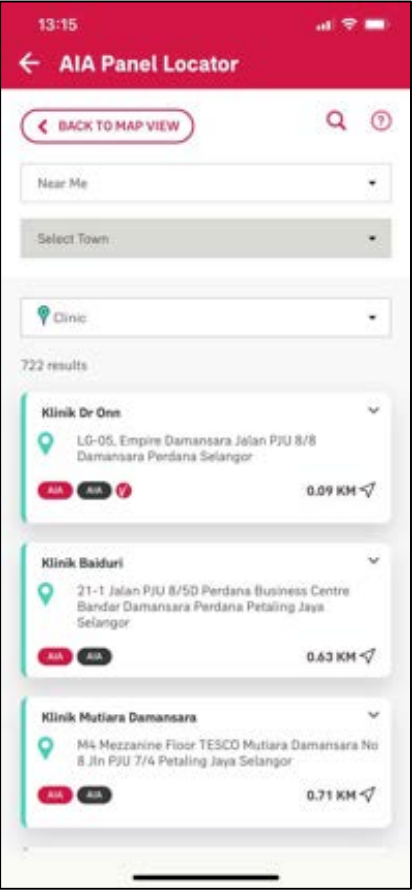
iOS



Tap

VIEW AIA PANEL LOCATOR

Default shows Map View



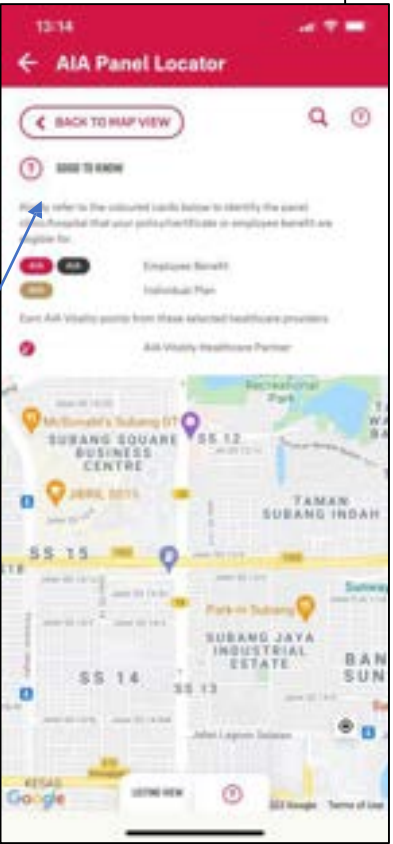
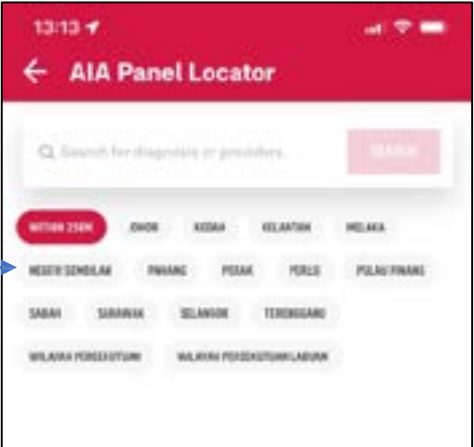
Tap to show List View



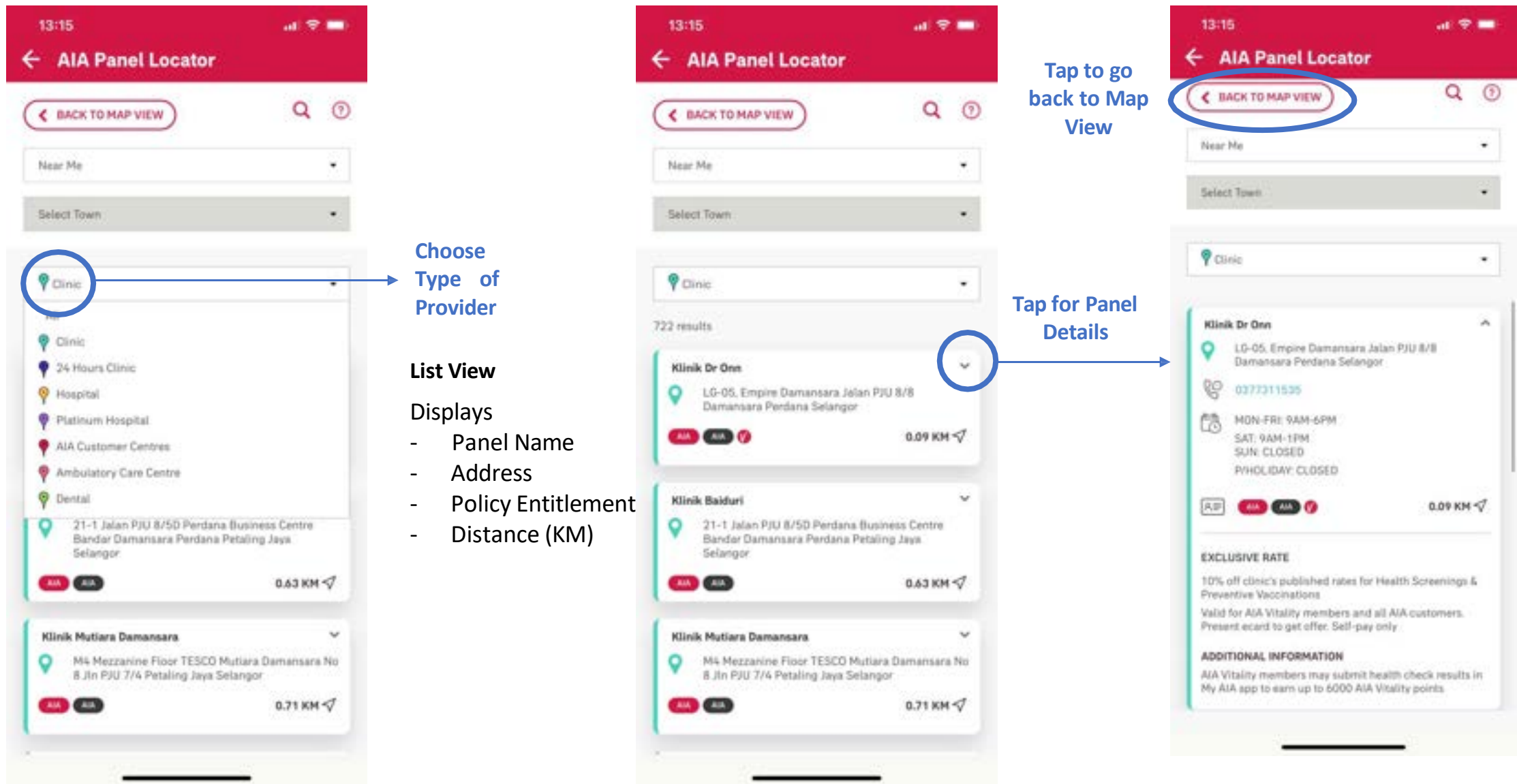
Tap to show Search Feature

User able to search by

- Key in panel provider name
- Key in Diagnosis
- Select State

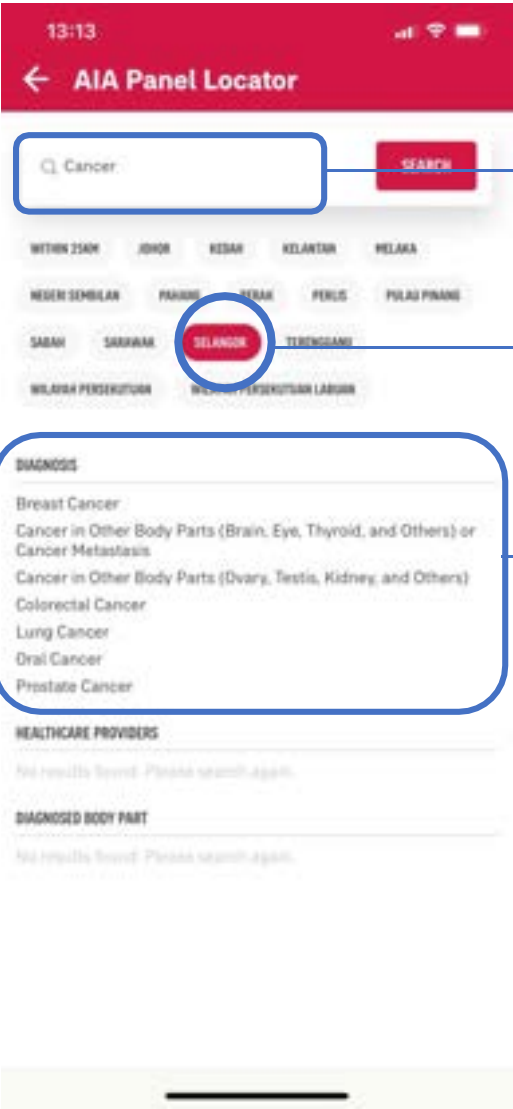


Tap to show Good to Know



SEARCH VIEW

AIA PANEL LOCATOR

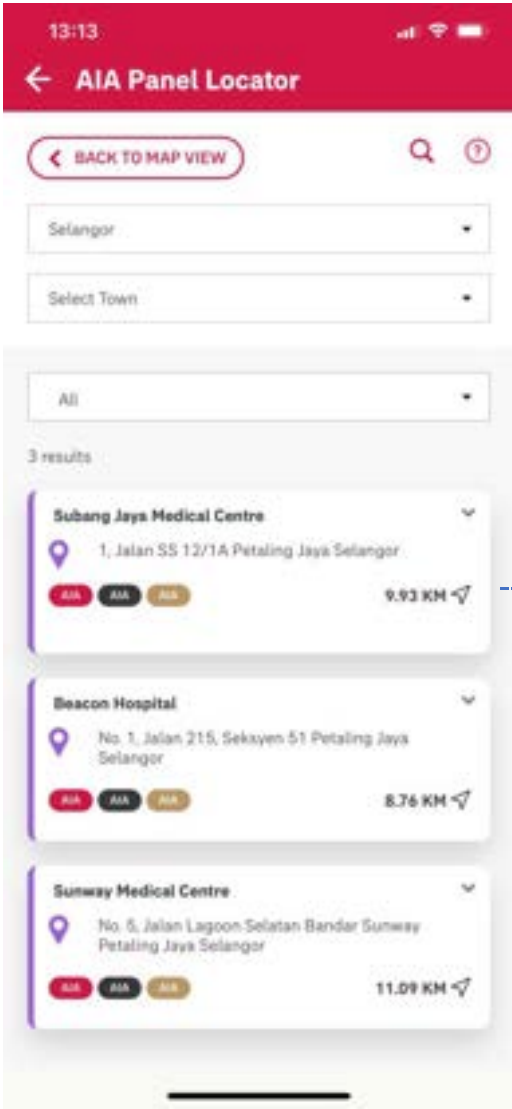


Search Feature

Type in the diagnosis or provider name

Select the state

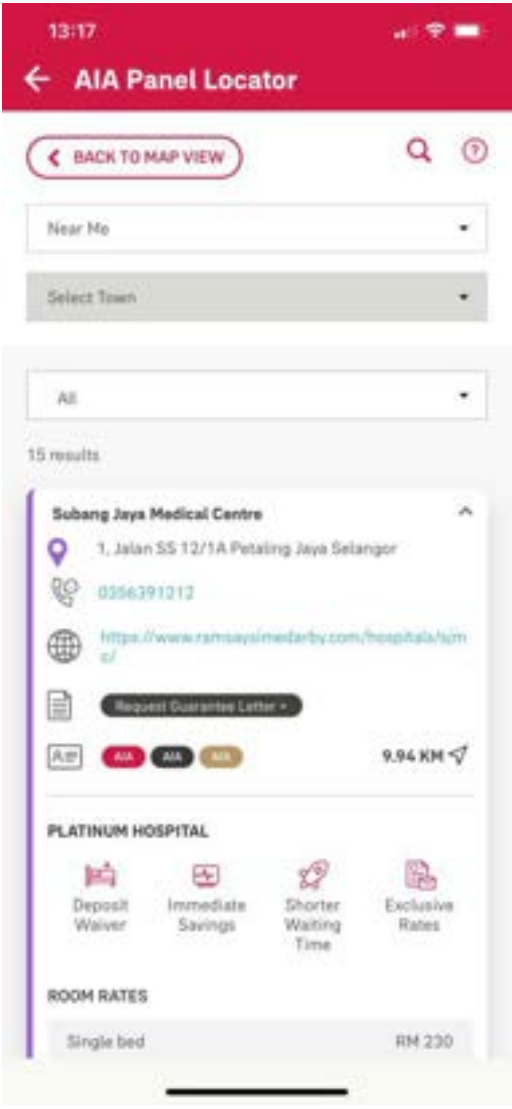
List of diagnosis appears based on search term



Search Results

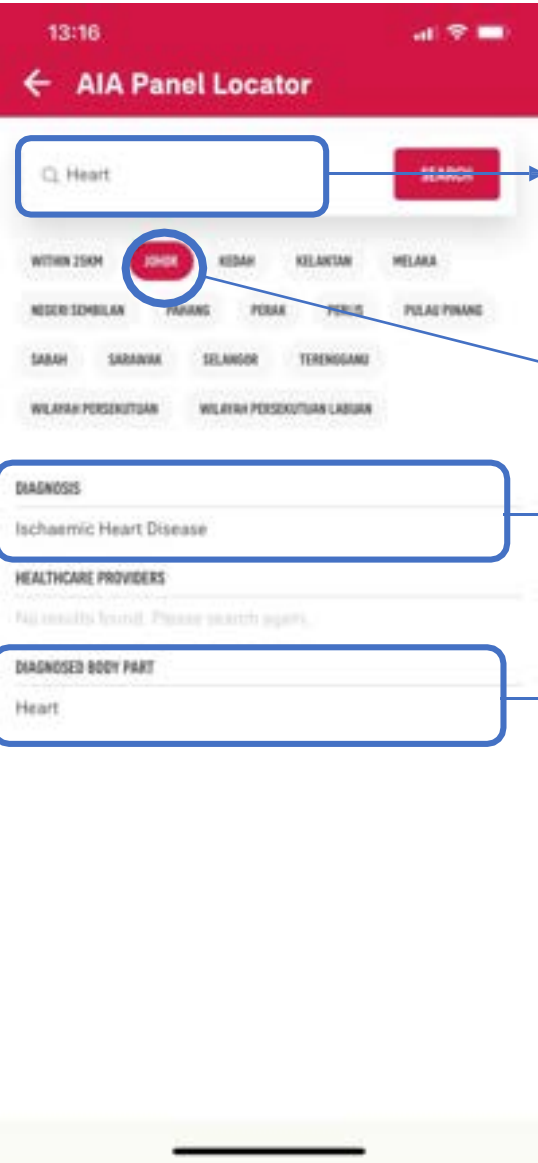
List of recommended providers based on the diagnosis

Tap for information of the Panel



SEARCH VIEW

AIA PANEL LOCATOR



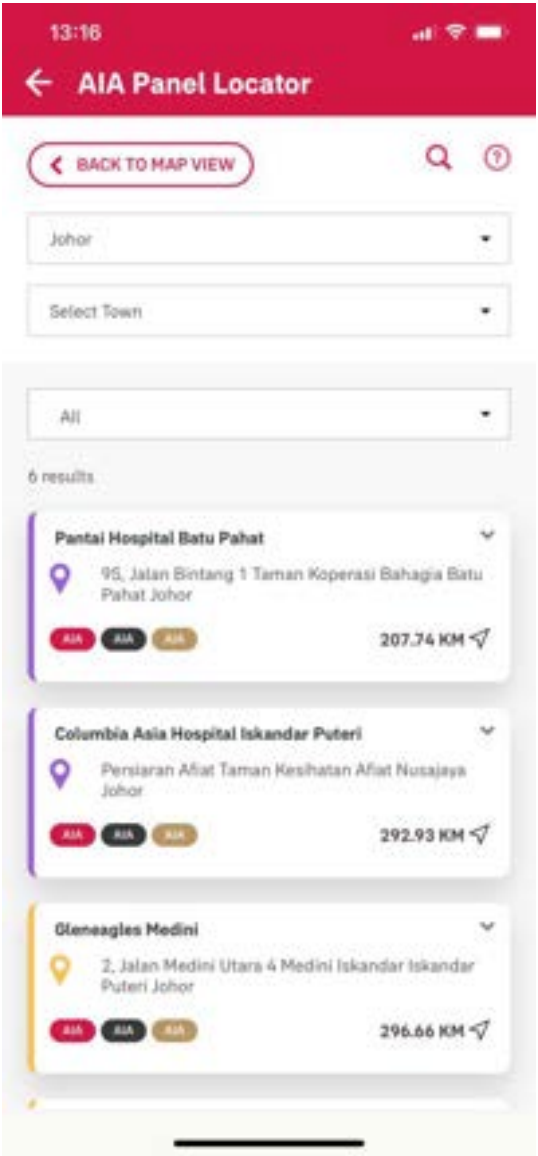
Search Feature

Type in the diagnosis or provider name

Select the state

List of diagnosis appears based on search term

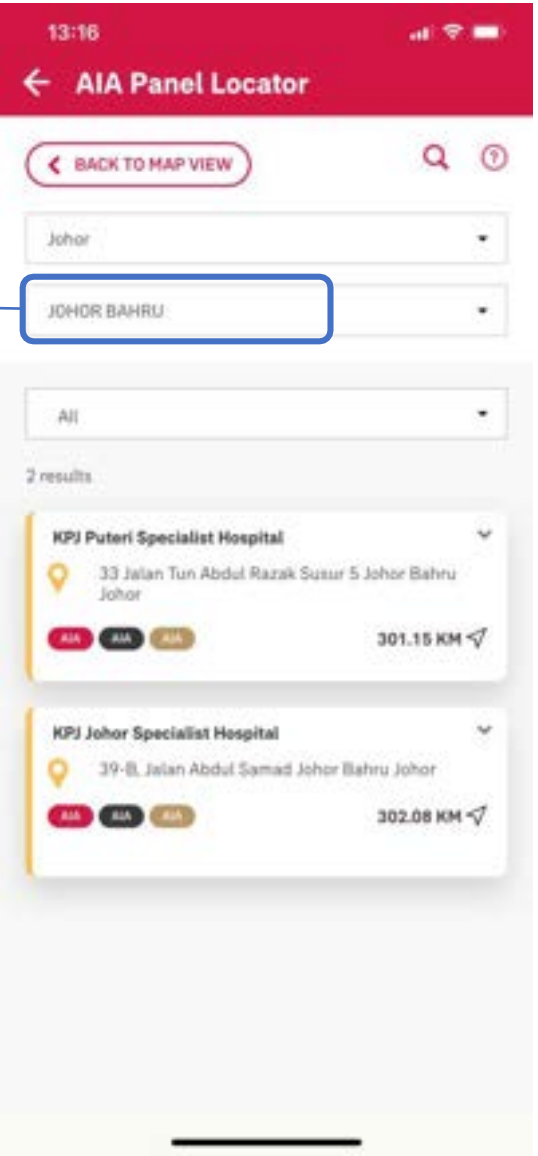
List of diagnosed body part appears based on search term



Filter results by selecting Town

Search Results

List of recommended providers based on the diagnosis



06

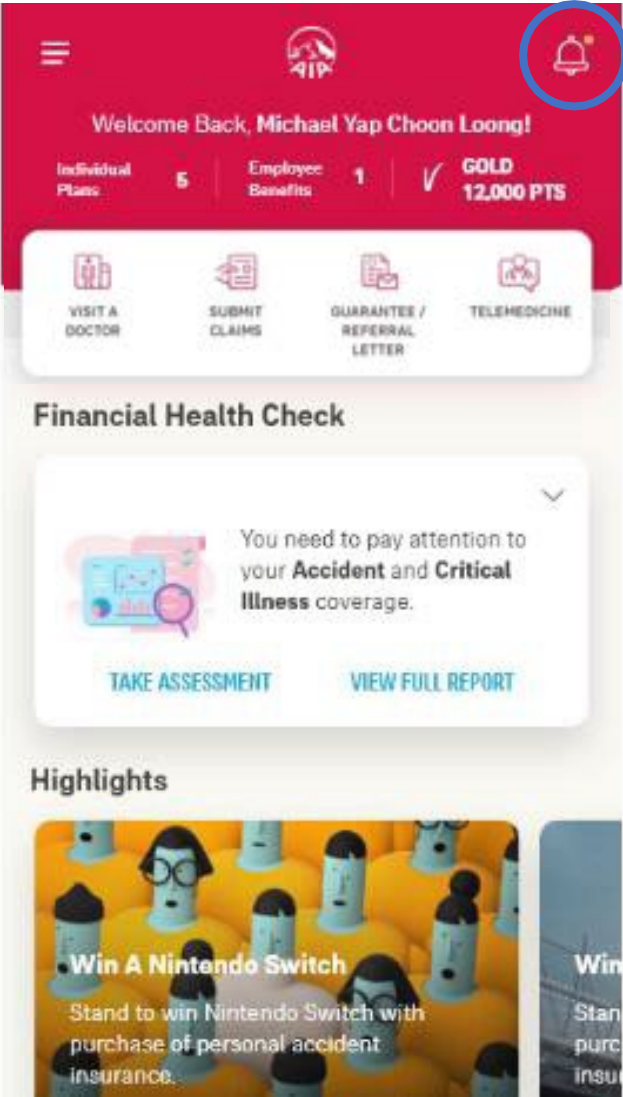
MY AIA APP

INBOX MESSAGES

- Entry point
- Steps to view inbox messages

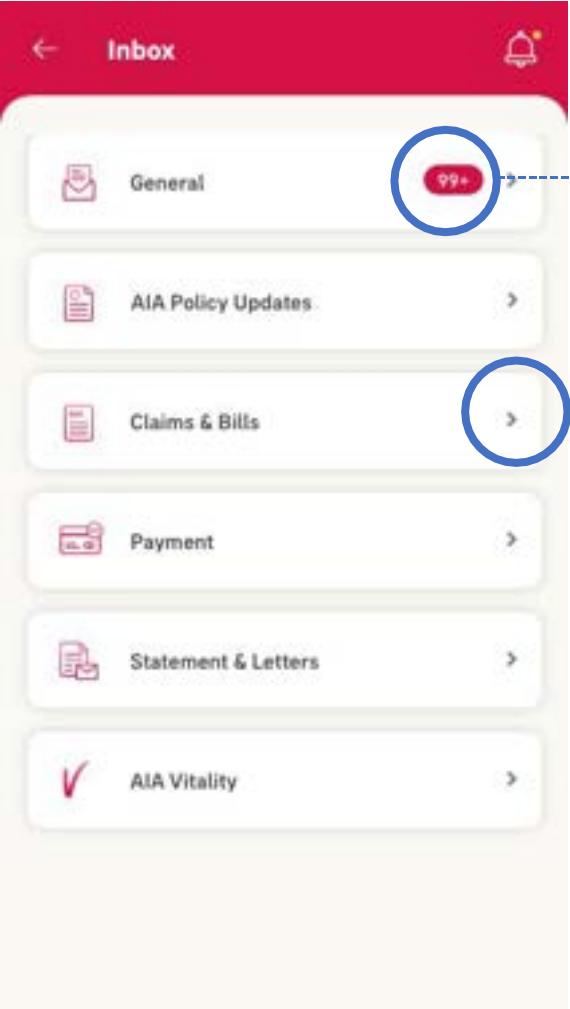


ENTRY POINT INBOX MESSAGES

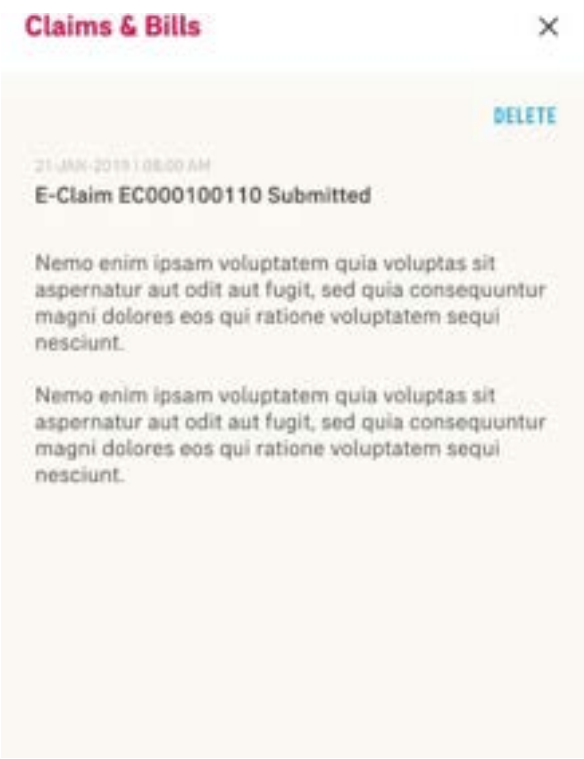
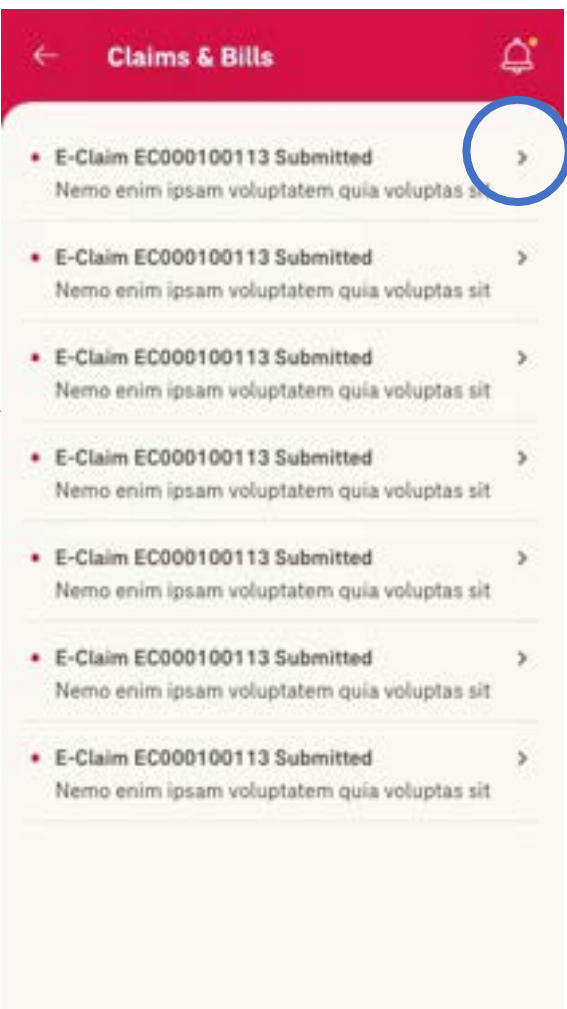


Tap on the bell icon to view inbox

VIEW INBOX MESSAGES



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



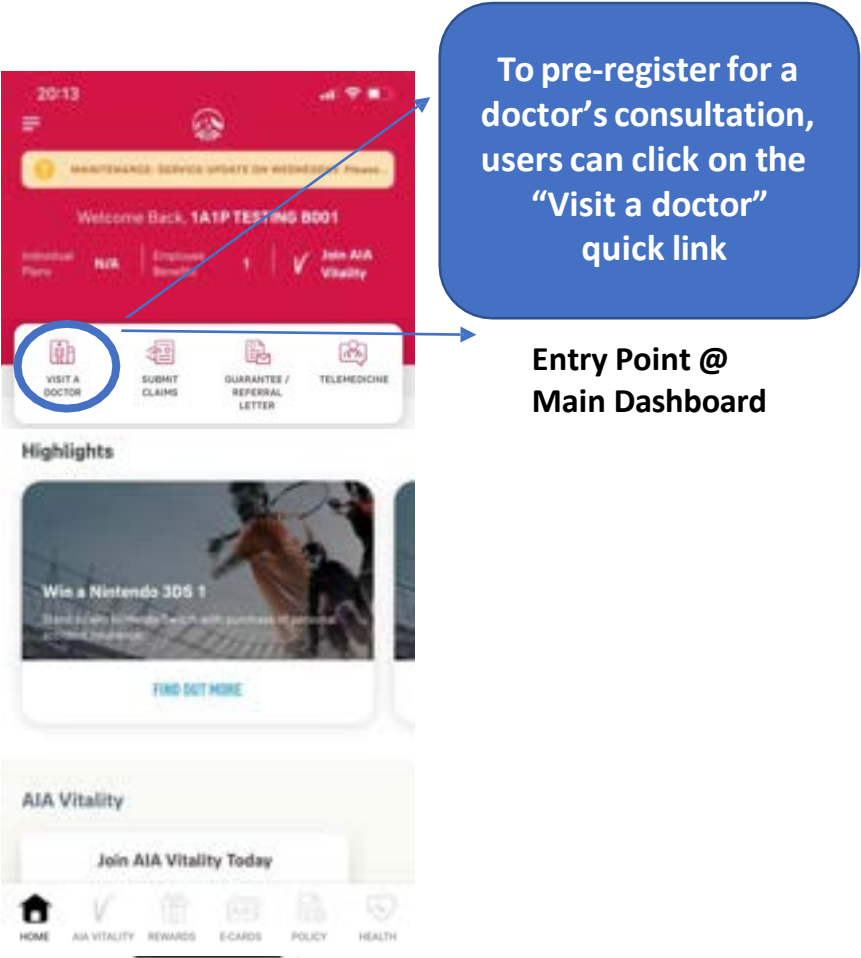
PRE- REGISTRATION @ PANEL CLINICS / VISIT A DOCTOR

Applicable for AIA Corporate Members
only

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



ENTRY POINT FOR PRE-REGISTRATION/ VISIT A DOCTOR



Slide down to choose between All, Principal or Dependant cards

STEPS FOR PRE-REGISTRATION/ VISIT A DOCTOR



← Visit A Doctor

1-2-3

These panel clinics/hospitals are within 25km of your current location.

LuLu Hypermarket Kuala Lumpur

Mail Kuala Lumpur

Mydin

KL Upside

KL Forest Eco Park

Muzium Telekom

Peja

DRS Young, Newton & Rakan-Rakan

Level 5, Menara Multi-Purpose Capital Squa...

0.2 KM

SEARCH OTHERS

← Visit A Doctor

1-2-3

Search for AIA Panel Locator

ALL

DRS Young, Newton & Rakan-Rakan

Level 5, Menara Multi-Purpose Capital Square 8, Jin Munshi Abdullah Kuala Lumpur Wilayah Persekutuan

0.2 KM

Chong Dispensary

Bangunan Eng Cheon 55-59, 2nd Floor Jalan Ampang Kuala Lumpur Wilayah Persekutuan

0.22 KM

Kumpulan Medic (Qualitas)

GF, Ghee Hong Building 47 Jalan Ampang Kuala Lumpur Wilayah

BACK TO MAP

Tap

Show List

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

← Visit A Doctor

1-2-3

Alliance Bank Berhad

DRS Young, Newton & Rakan-Rakan

Level 5, Menara Multi-Purpose Capital Square 8, Jin Munshi Abdullah Kuala Lumpur Wilayah Persekutuan

PFA Capsquare Tower

Jaket Mall Kuala Lumpur

Capital Squ

DRS Young, Newton & Rakan-Rakan

OPERATING HOURS

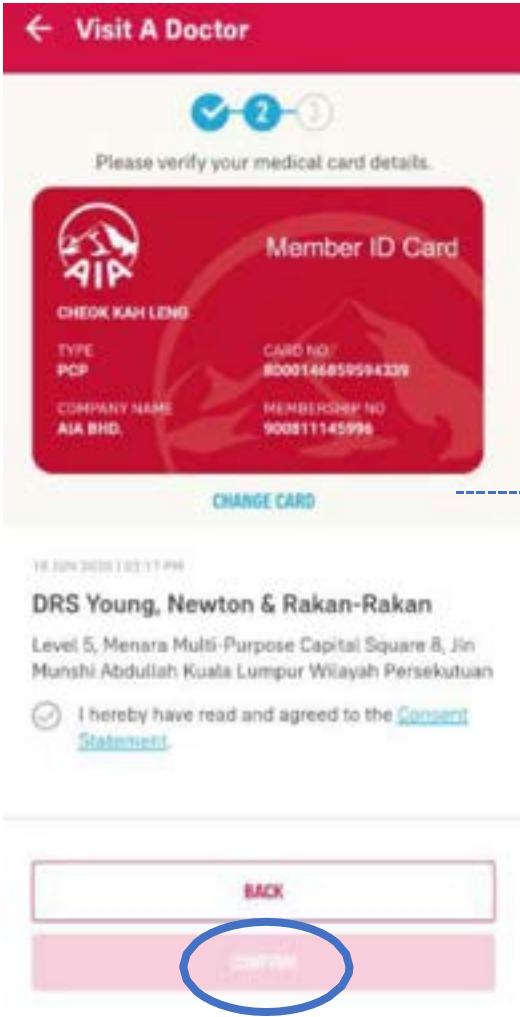
MON - FRI: 8.30AM-1PM

2-5PM

BACK TO MAP

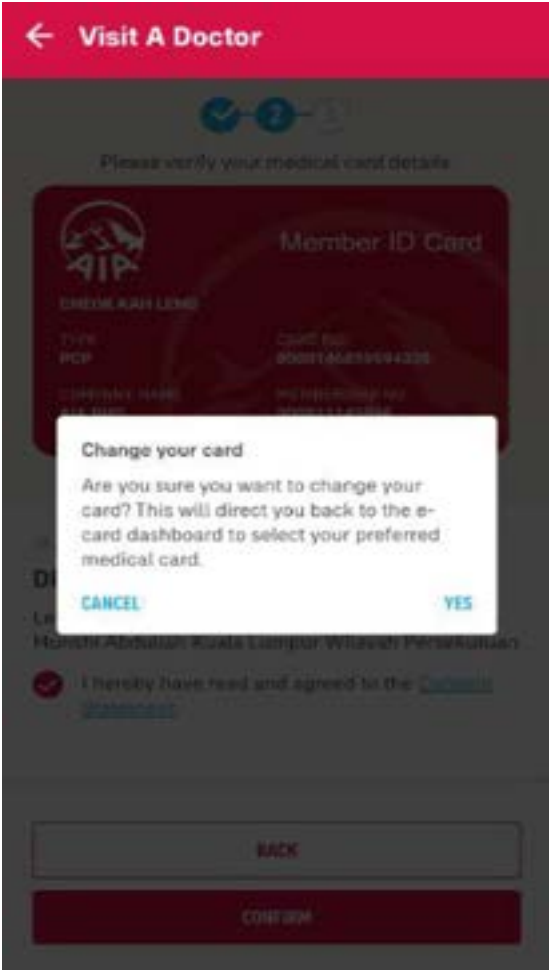
CONFIRM

STEPS FOR PRE-REGISTRATION/ VISIT A DOCTOR



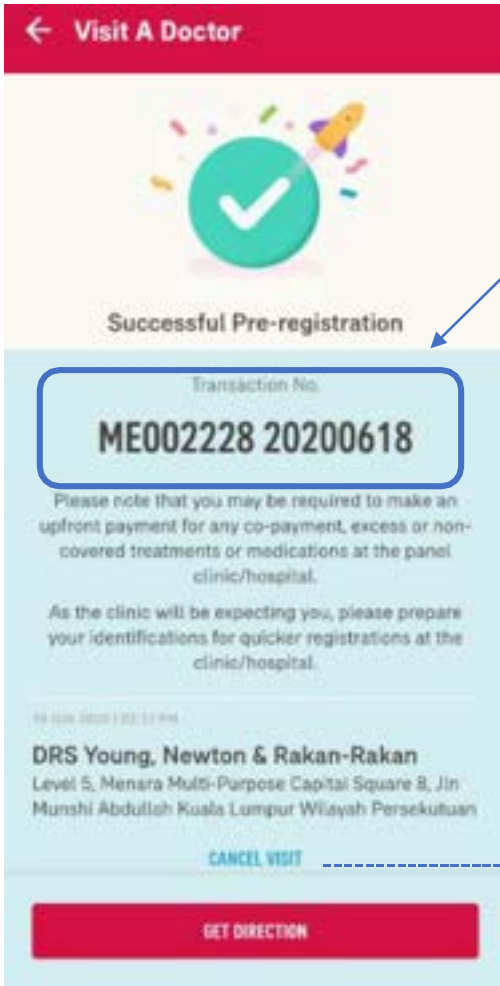
CHANGE CARD

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



Tap to proceed to the next step

STEPS FOR PRE-REGISTRATION/ VISIT A DOCTOR

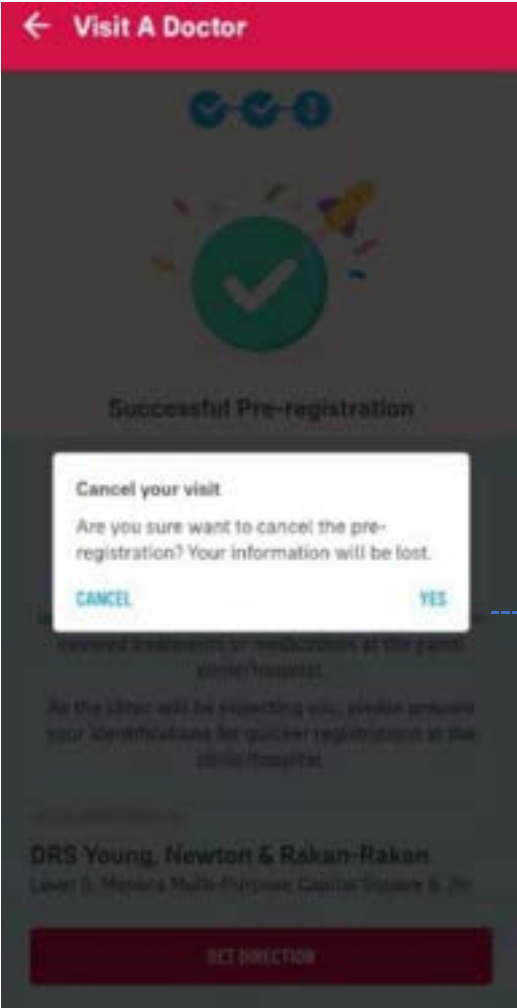


COMPLETED
Pre-registration is successfully completed

Here is the transaction number

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

TAP on blue text link



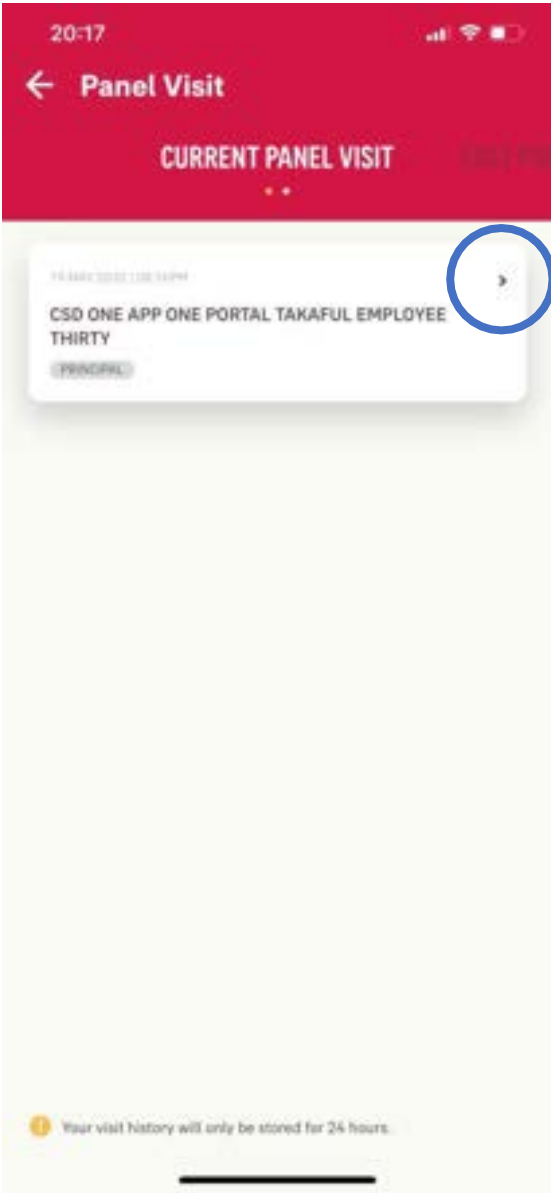
TAP TO RETURN TO THE E-CARD DASHBOARD

ENTRY POINT YOUR PAST AND ACTIVE PANEL VISIT

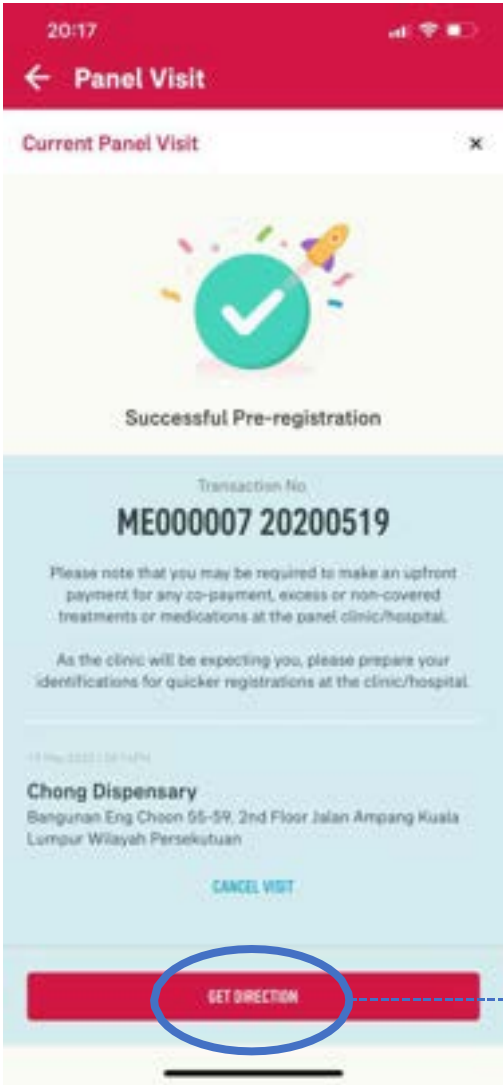


Entry Point @
E-CARD Dashboard

VIEW YOUR PAST AND ACTIVE PANEL VISIT



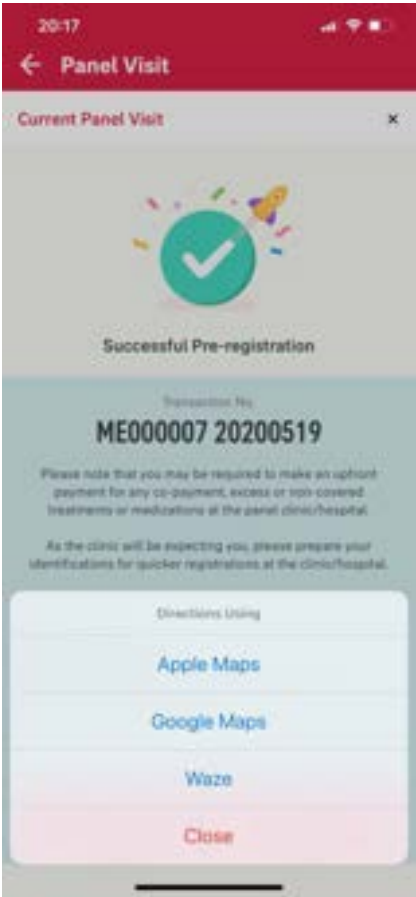
Tap to view the details



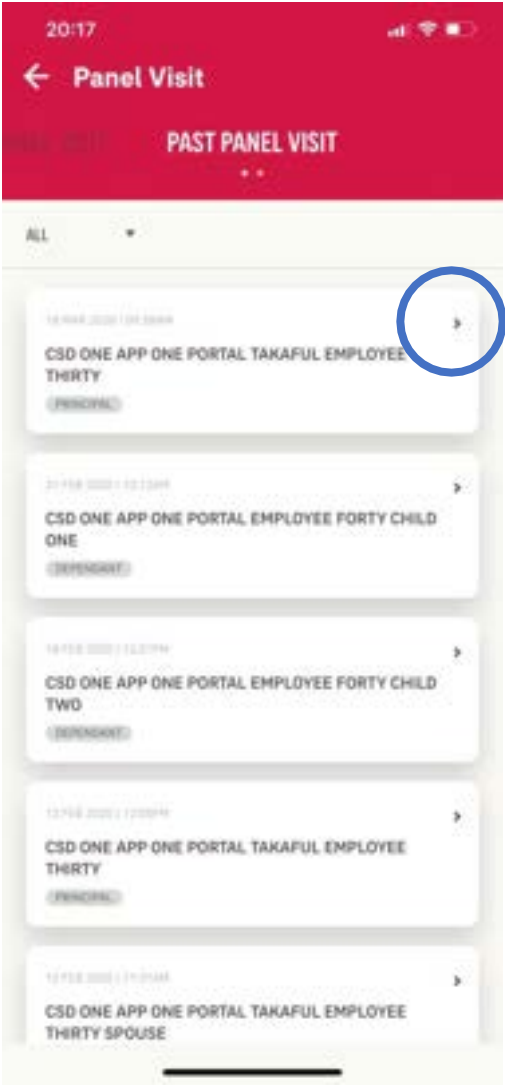
Summary

View the panel visit pre-registration details

Display navigation app options

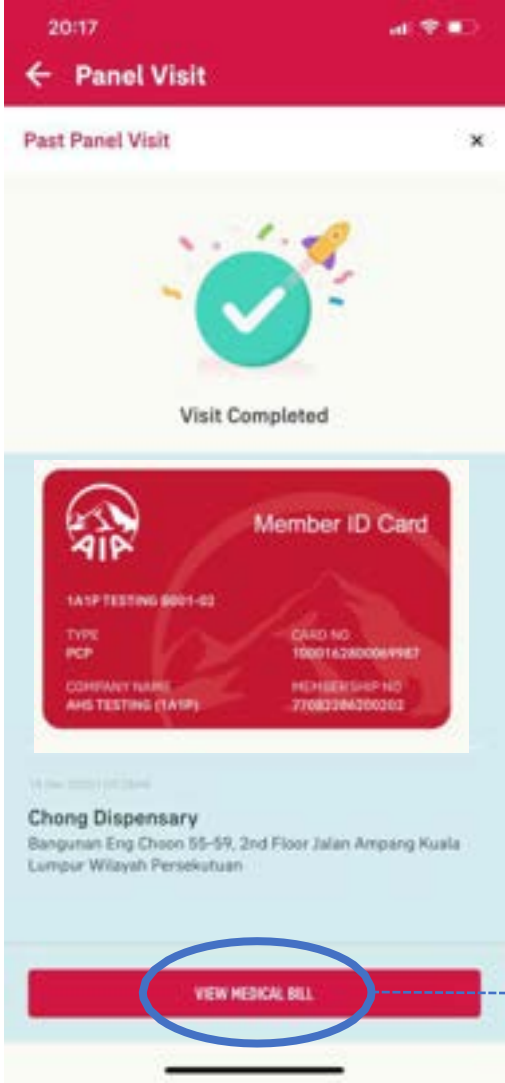


VIEW YOUR PAST AND ACTIVE PANEL VISIT



Tap to view details

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



Tap to view the medical bill for this panel visit

To be continued @
Medical Bill Module

08

MY AIA APP

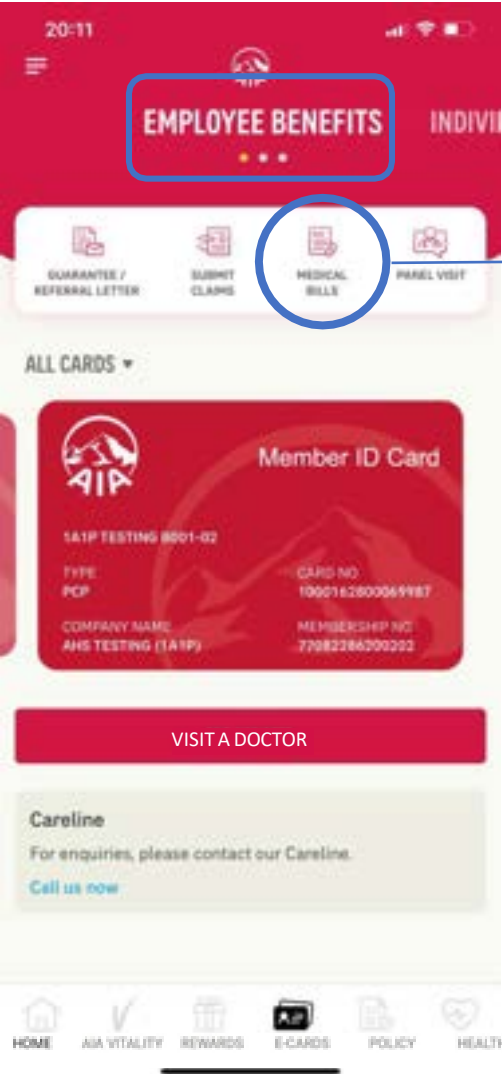
MEDICAL BILL

Applicable for
AIA Corporate Members
only

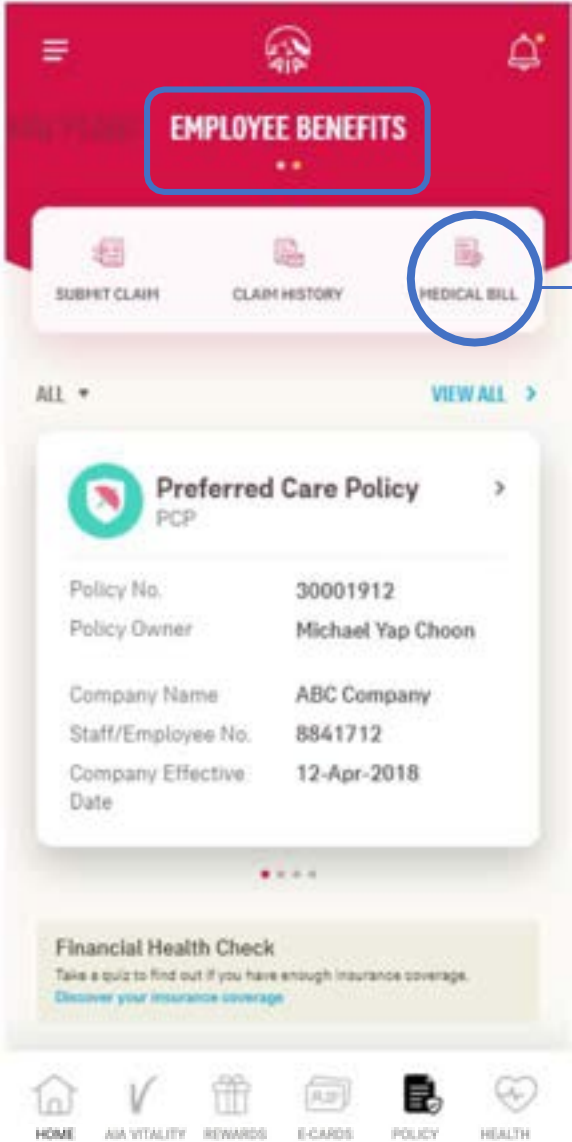
- Entry point
- View Medical Bill



ENTRY POINT MEDICAL BILL

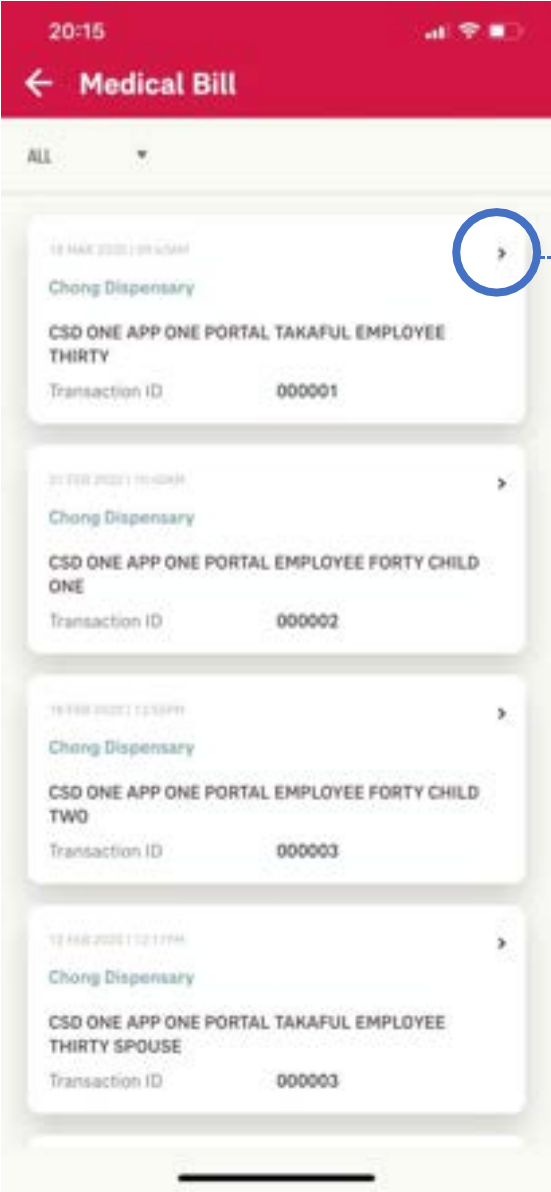


Option A:
Entry Point @
E-CARD DASHBOARD



Option B:
Entry Point @
PLAN & CLAIM
DASHBOARD

VIEW YOUR MEDICAL BILL



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



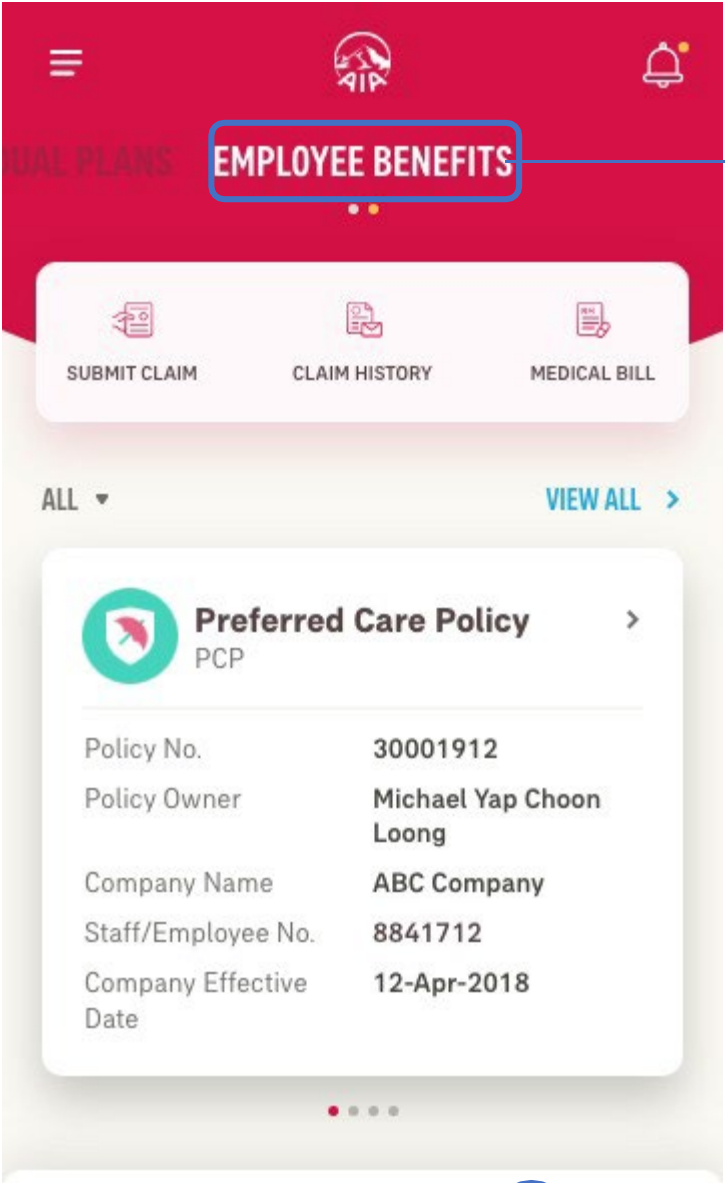
EMPLOYEE BENEFITS & UTILISATION

Applicable for AIA Corporate
Members only

- Entry point
- View your Employee Benefit



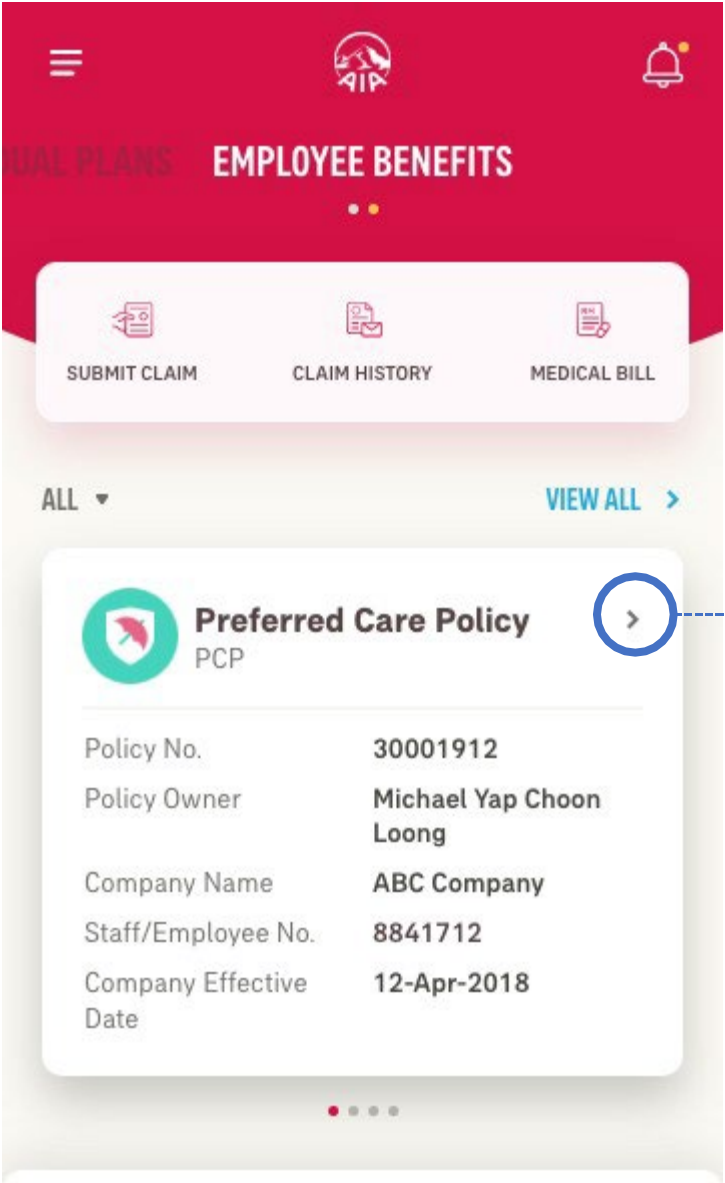
ENTRY POINT EMPLOYEE BENEFIT & UTILISATION



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

Entry Point @ Main Dashboard

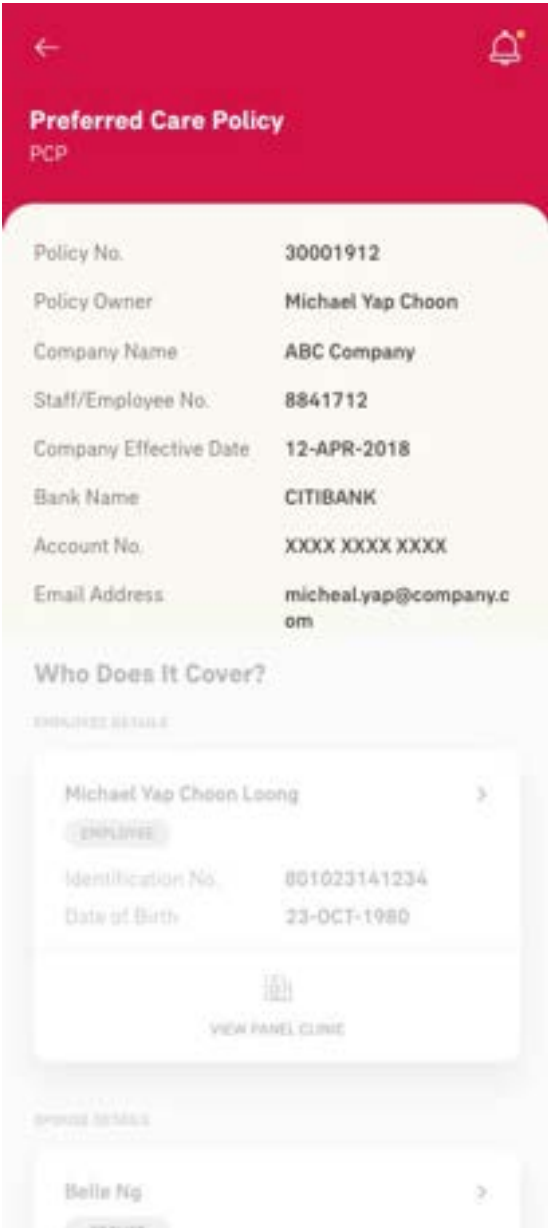
VIEW YOUR EMPLOYEE BENEFIT & UTILISATION



Tap to view your benefit detail

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

VIEW YOUR EMPLOYEE BENEFIT & UTILISATION



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

Continued

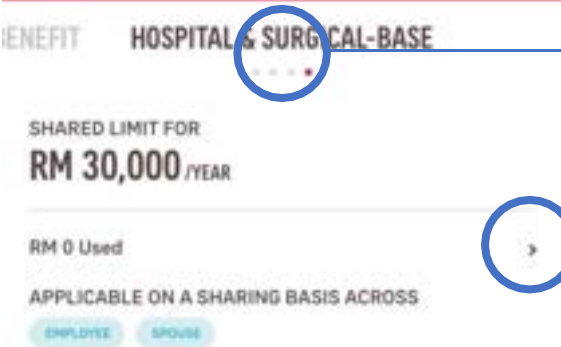


Tap to view benefit & utilisation

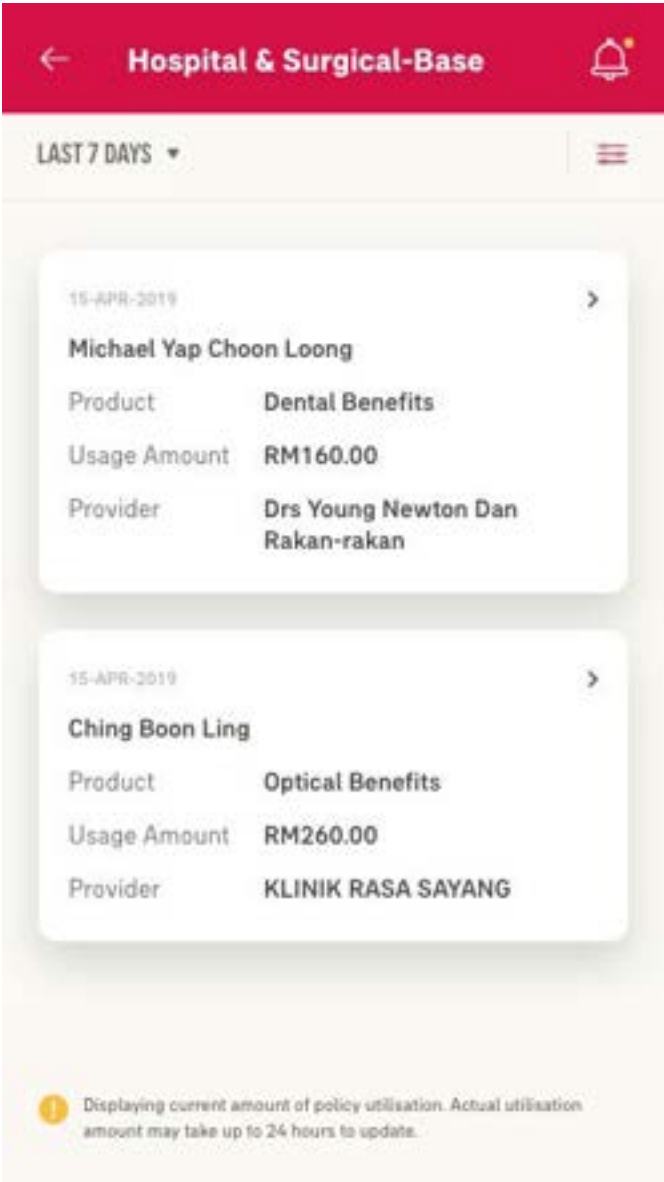
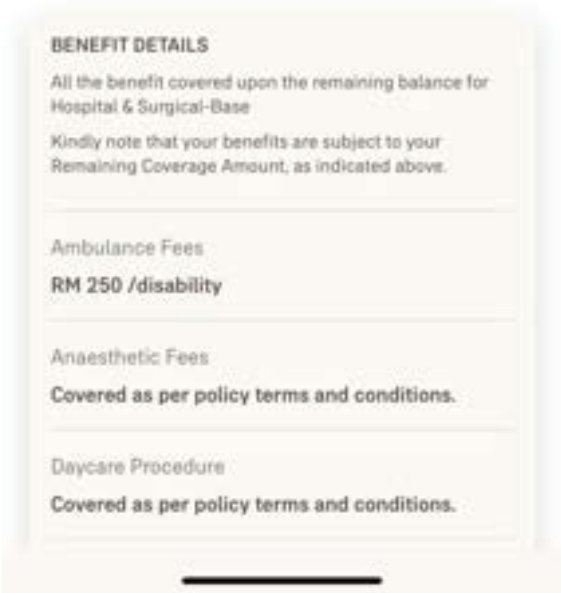
VIEW YOUR EMPLOYEE BENEFIT & UTILISATION



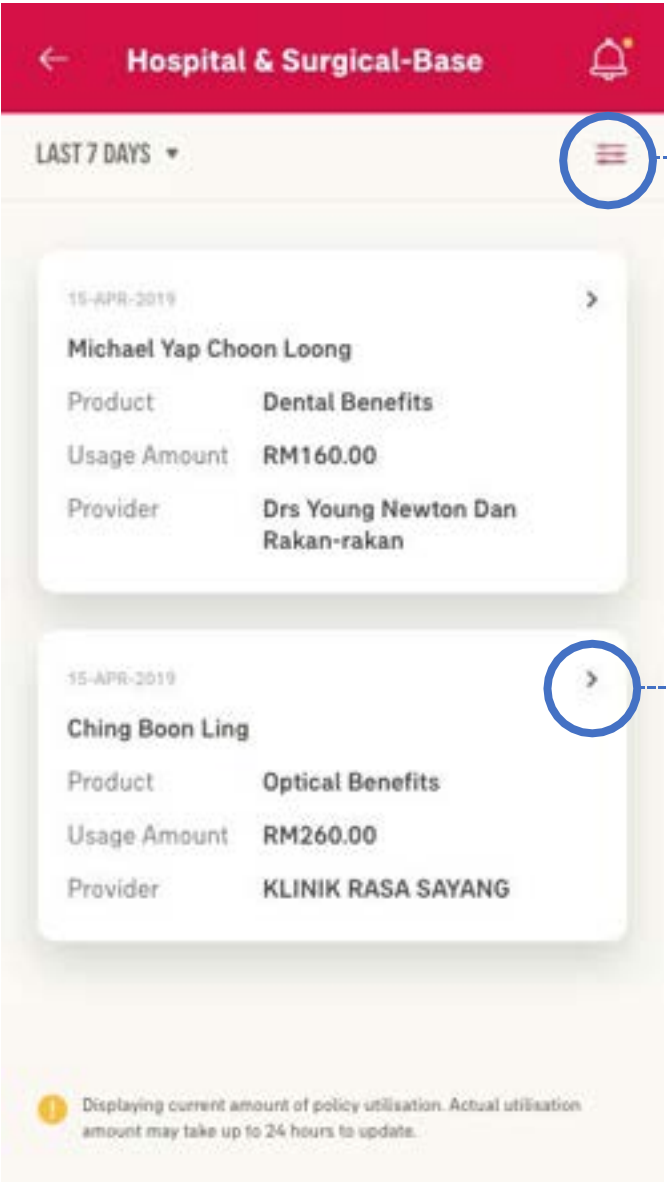
Swipe left/right here view all your benefit & utilisation



Tap to view utilisation

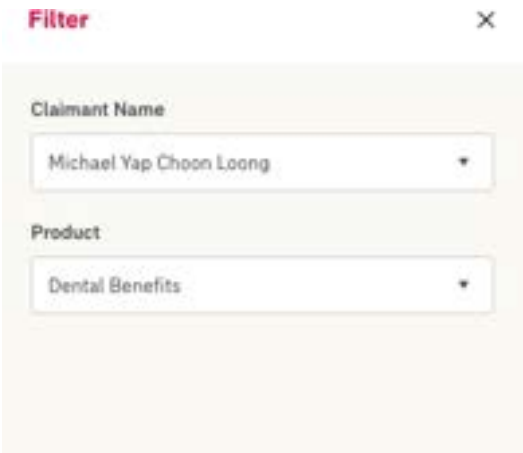


VIEW YOUR EMPLOYEE BENEFIT & UTILISATION



Filter based on

- Claimant's Name
- Type of benefit



Tap to view medical bill



DIGITAL HEALTH

Applicable for AIA Corporate
Members only

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



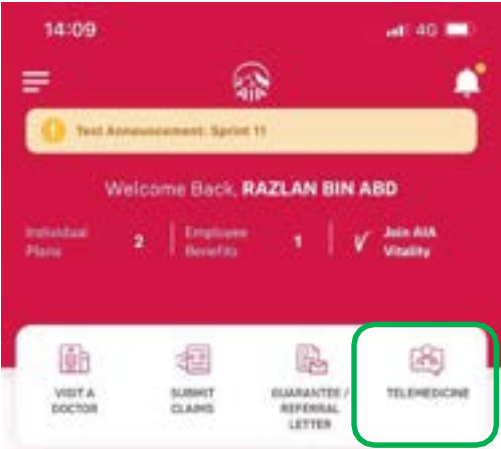
DIGITAL HEALTH

01: Entry Point to Digital Health

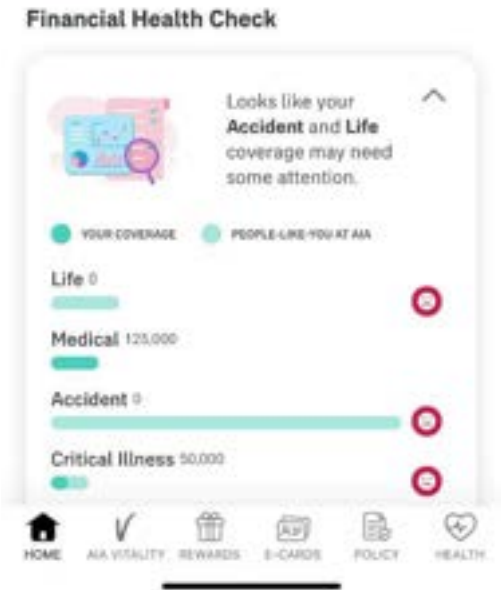
ENTRY POINT TO DIGITAL HEALTH

10

MY AIA APP



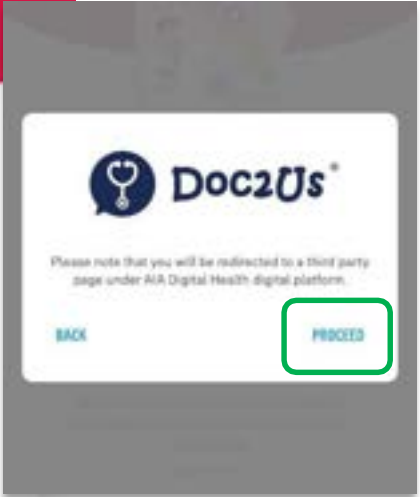
Entry Point into the Digital Health page



Digital Health Services

Online Consultation

CHAT WITH A DOCTOR NOW



A pop-up message will appear. Tap Proceed


Tap here to go into the Digital Health page

ENTRY POINT TO DIGITAL HEALTH

Digital Health Services

Registration

Please key in your information to access Doc2Us services



Corporate Member

Company Name

Select your company

My Information

Full Name

As per NRIC

Mobile No.

e.g. 0123456789

Email

e.g. name@email.com

NRIC/Passport Number

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



Digital Health Services

Address Line

State

Select State

City

Postcode

City

Postcode

TERMS OF USAGE

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

☒ I have read and accepted Doc2Us Terms & Conditions & Privacy Policy for the use of the services to be provided.

Register

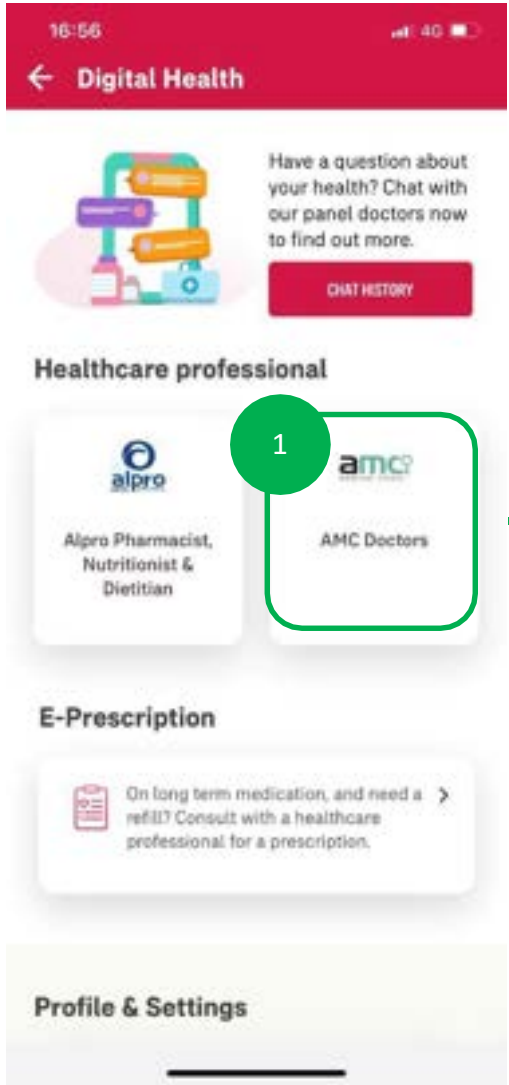
Tap on **Register** to complete

Please fill in all the information

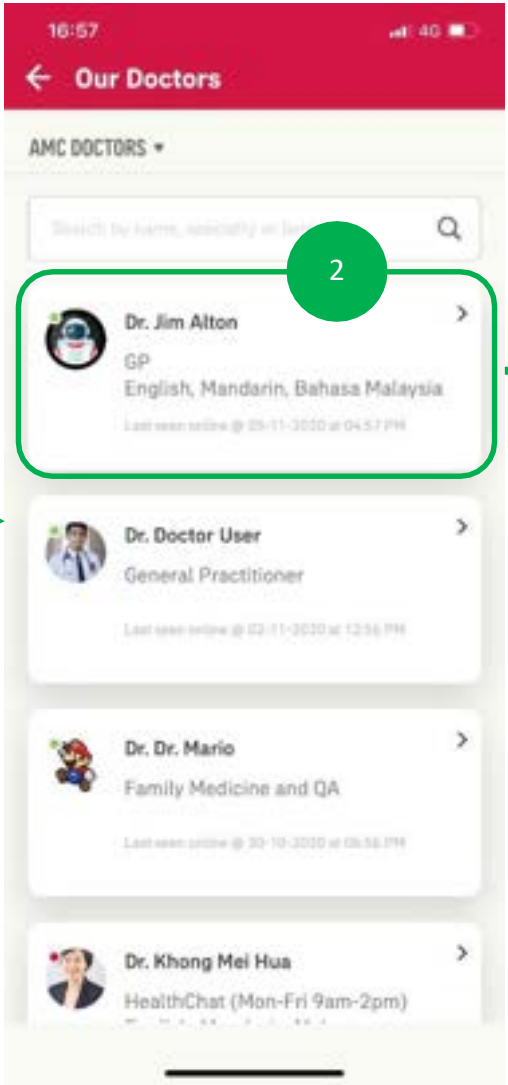
DIGITAL HEALTH

02: Part 1 - Request for Consultation

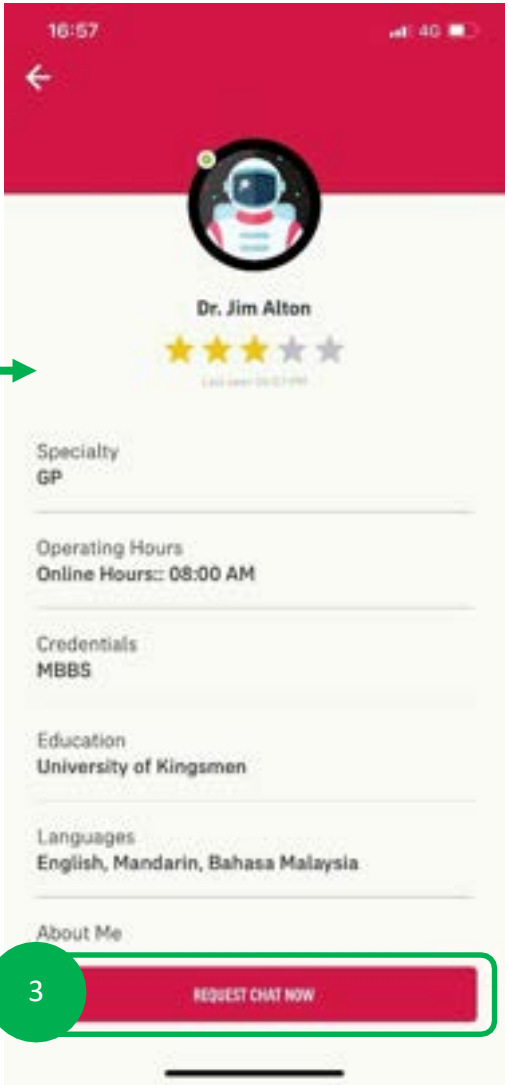
DIGITAL HEALTH: Part 1- Request for Consultation



Tap on Doctors card to see the list of available doctors

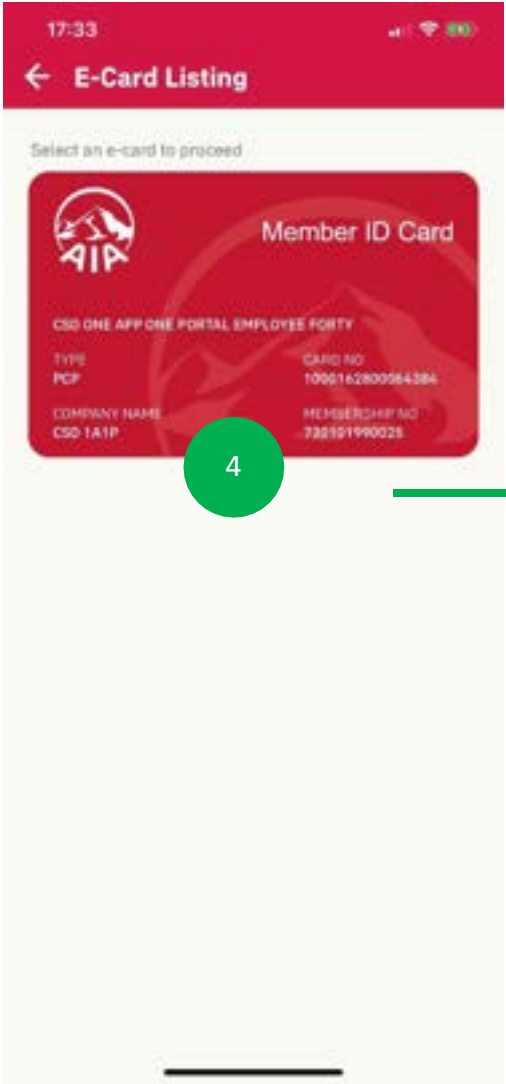


Tap on a doctor to view their profile

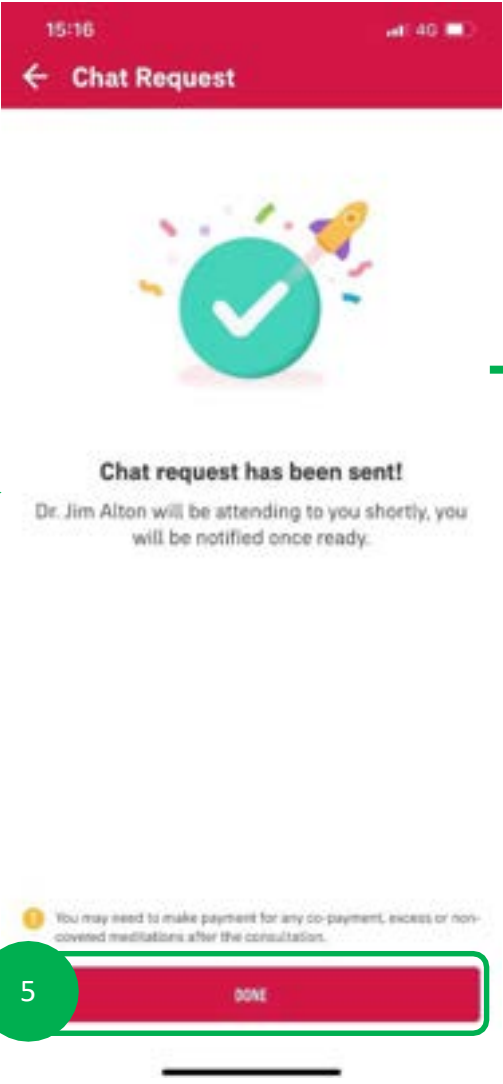


Once you have decided on the doctor, Tap “Request chat now”

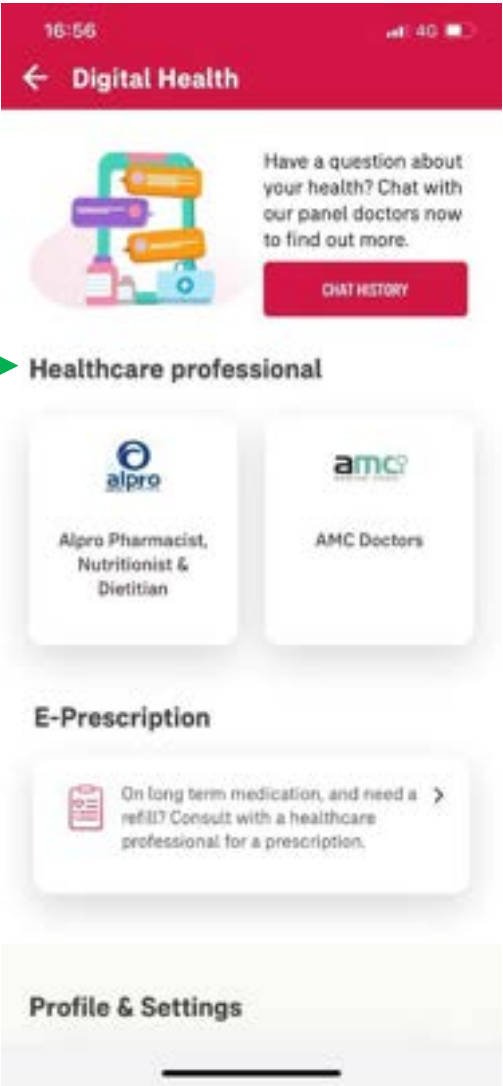
DIGITAL HEALTH: Part 1- Request for Consultation



Select the right eMedical card to be used



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



DIGITAL HEALTH: Part 1- Request for Consultation



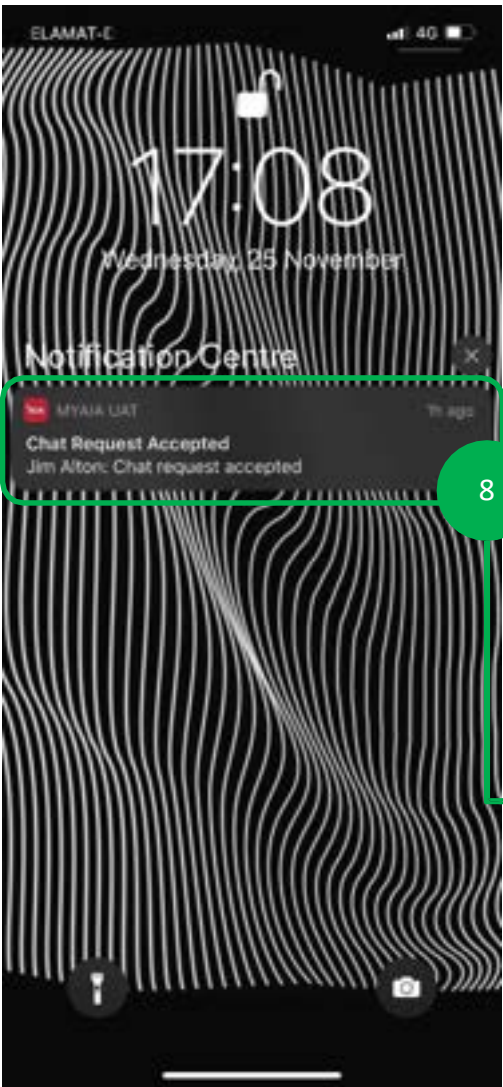
6

Tap here to see past chat history or current chat messages



7

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



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

Tapping on the notification will bring you to the chatroom

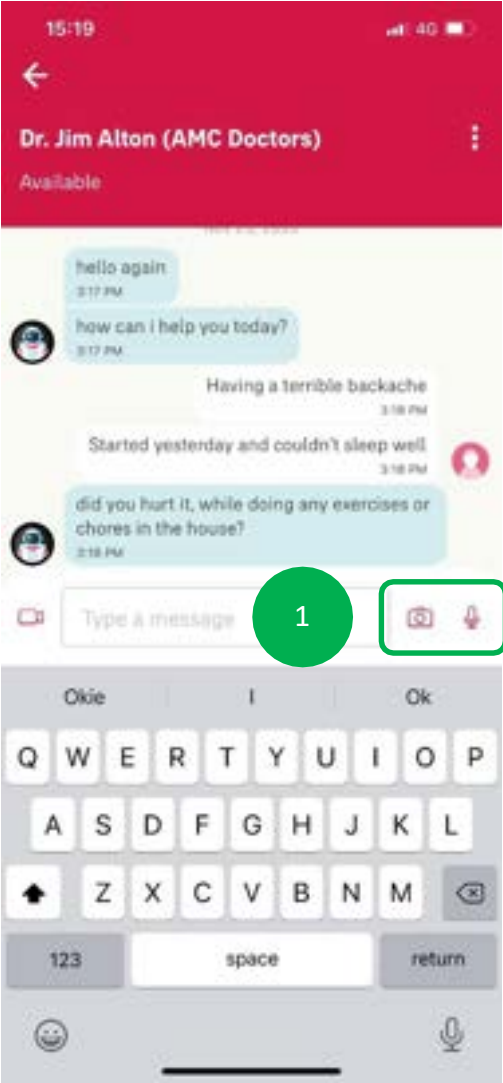


DIGITAL HEALTH

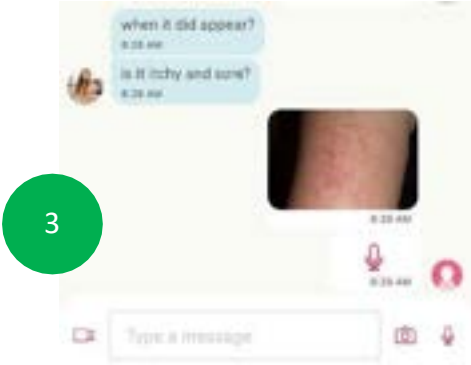
03: Part 2 - Chat Features

DIGITAL HEALTH: Part 2 – Chat Features

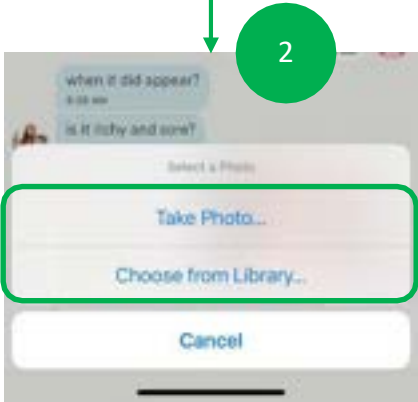
- STEP 1
- STEP 2
- STEP 3
- STEP 4



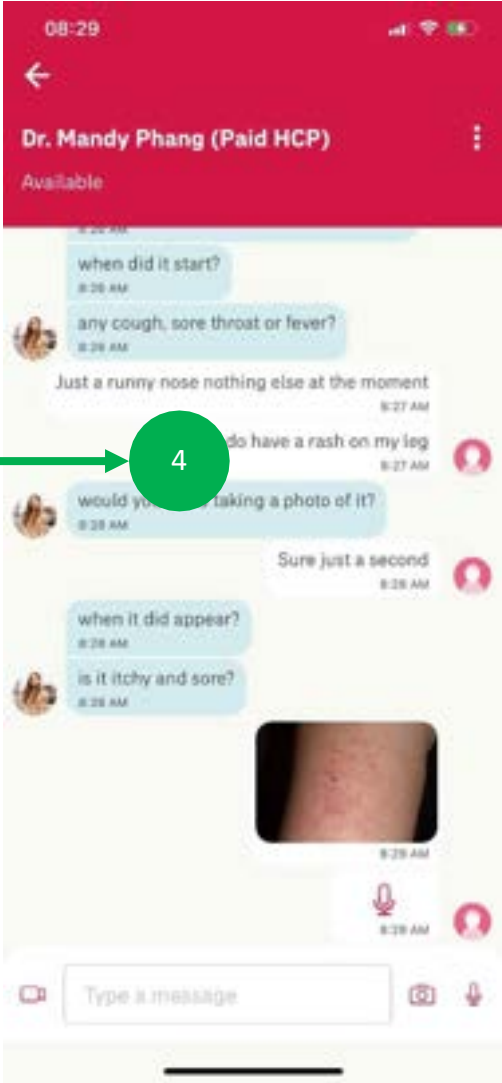
Chat with your doctor and provide the necessary required information



Tap on the “Microphone” button to send a voice clip



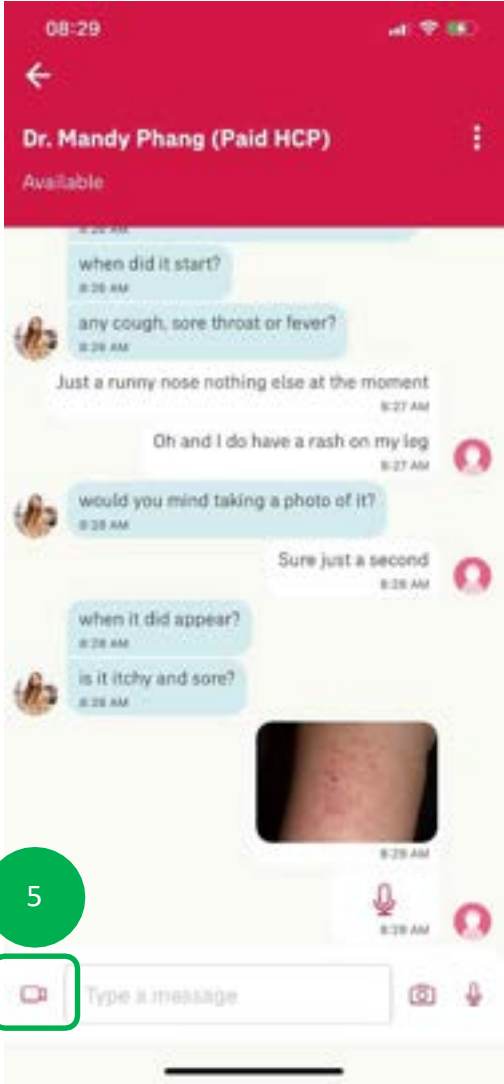
Tap on the “Camera” icon will allow you to upload photos taken from your mobile device or take a photo to help the doctor better understand your condition



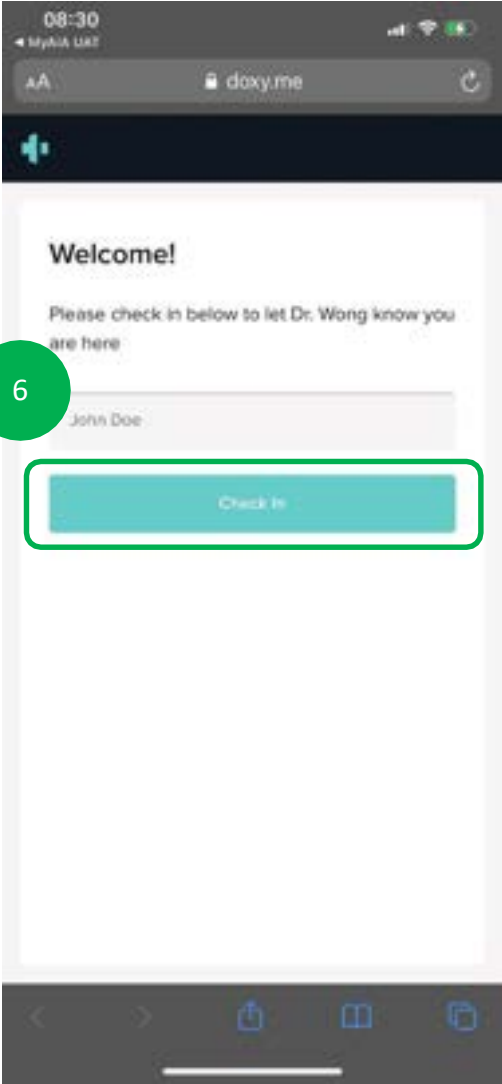
If it has been successfully uploaded, it will appear in the chatroom

DIGITAL HEALTH: Part 2 – Chat Features

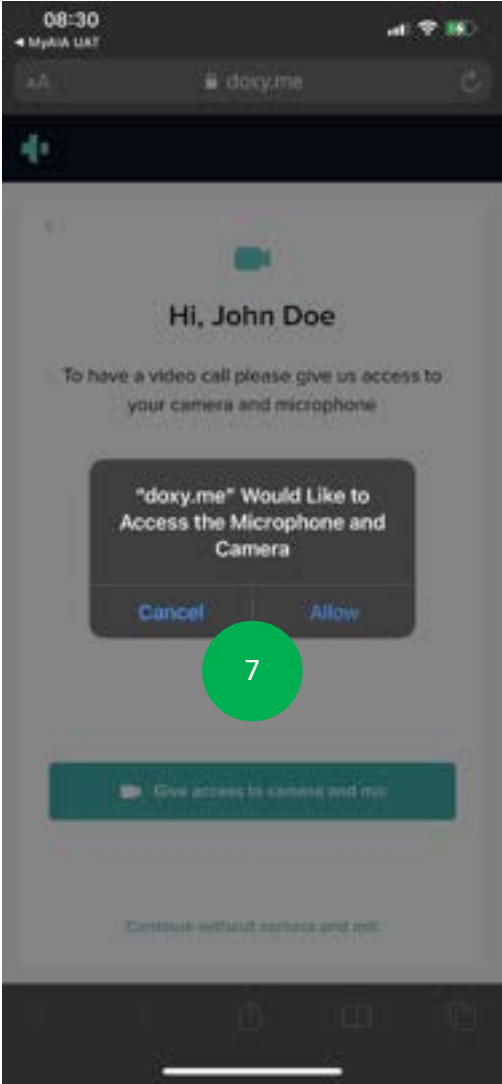
- STEP 1
- STEP 2
- STEP 3
- STEP 4



Key in your name and tap “Check In” button



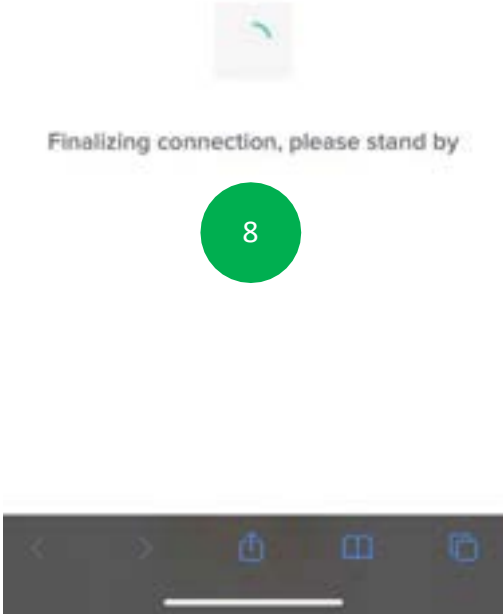
A doctor may request for video consult gather more details regarding you condition or you can start a video consult. Tap on the “Video Camera” button.



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

DIGITAL HEALTH: Part 2 – Chat Features

- STEP 1
- STEP 2
- STEP 3
- STEP 4



The video call with be initiated

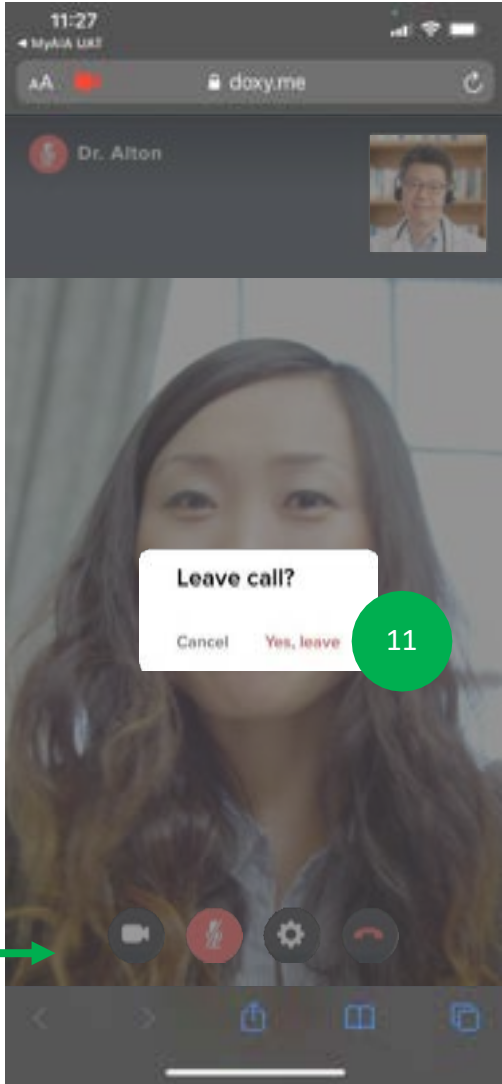


Chat with your doctor and provide the necessary required information

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

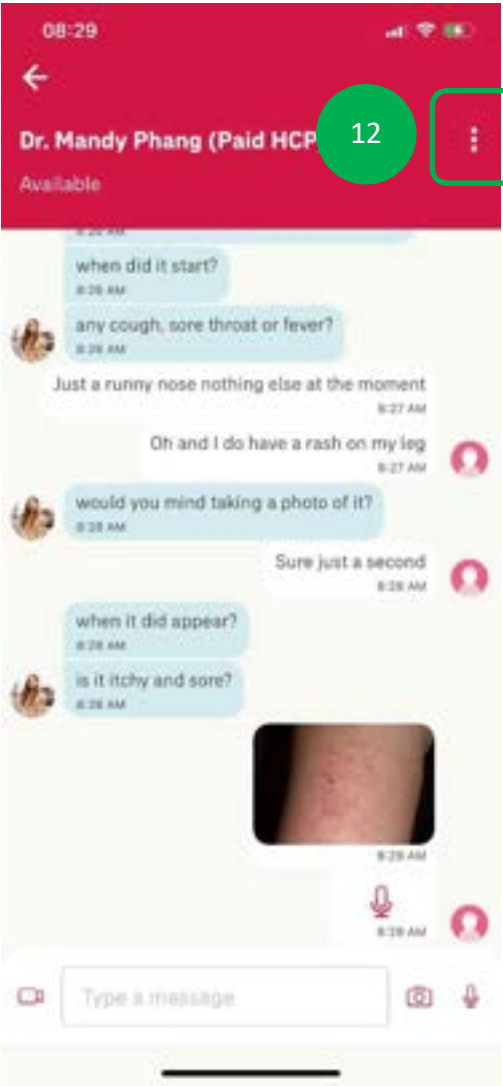
As this is third party service, you will need to reopen your My AIA app to view your ePrescription should the doctor have prescribed medication.

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

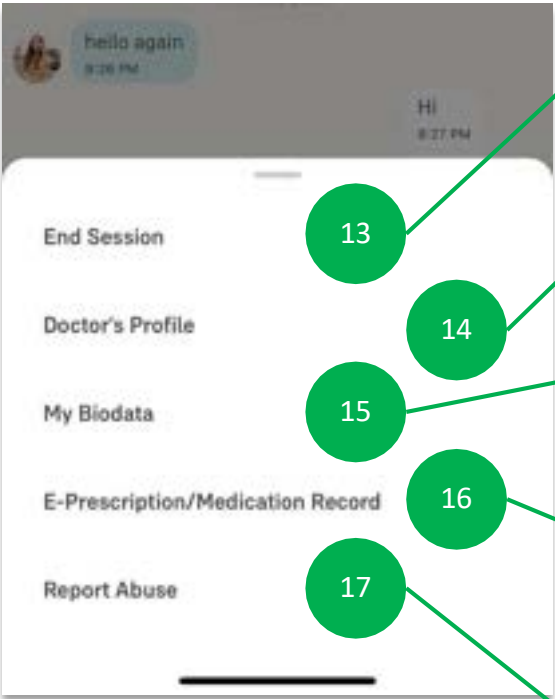


DIGITAL HEALTH: Part 2 – Chat Features

- STEP 1
- STEP 2
- STEP 3
- STEP 4



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



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

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

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

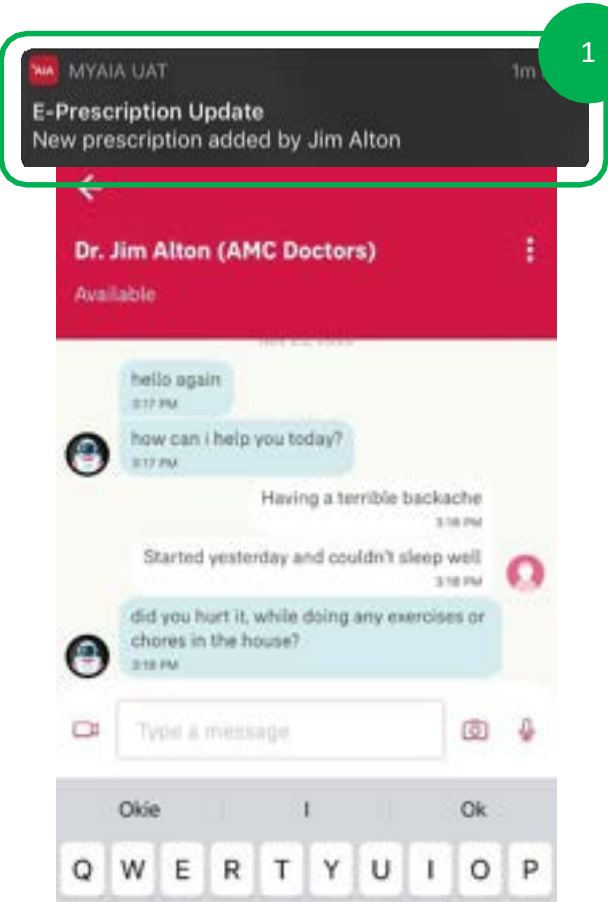
Tapping “**E-Prescription/Medication Record**” to view current and past prescriptions from this doctor

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

DIGITAL HEALTH –

04: ePrescription & Delivery Method

DIGITAL HEALTH: ePrescription & Delivery Method



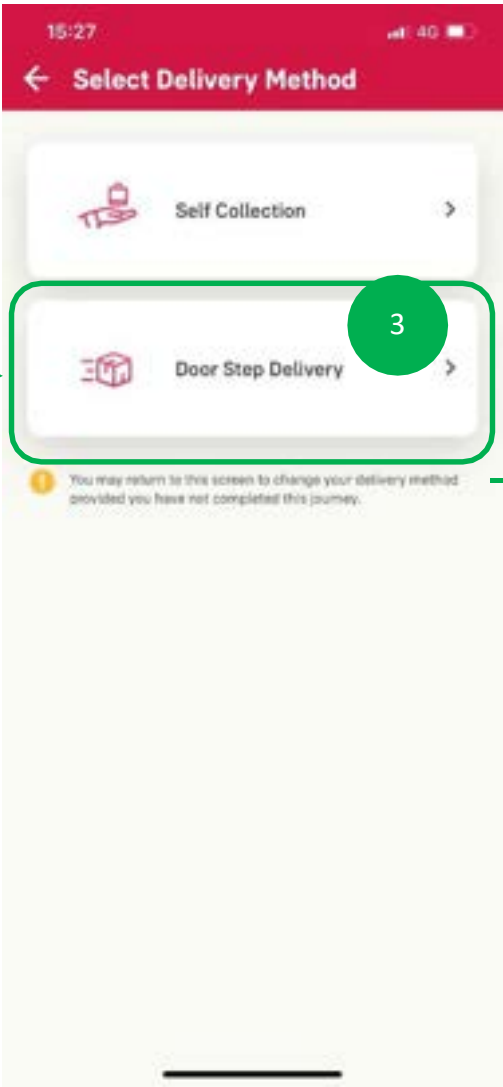
Once complete and you require medication, you will receive an ePrescription from the doctor.

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



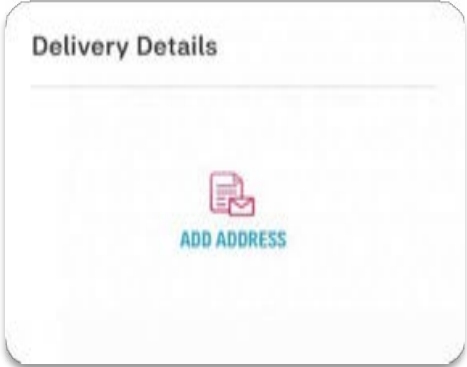
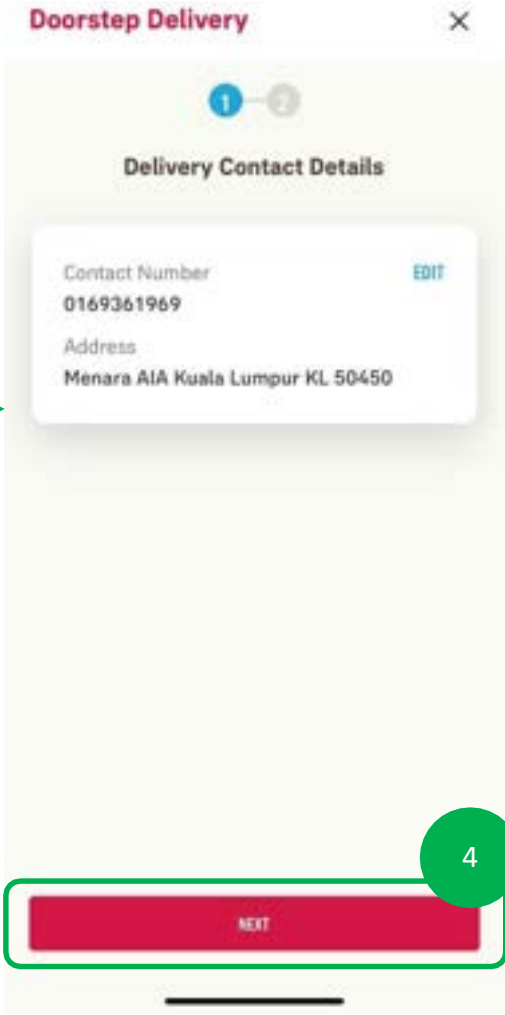
Tap “Choose Delivery Method”

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



You may choose between either delivery method

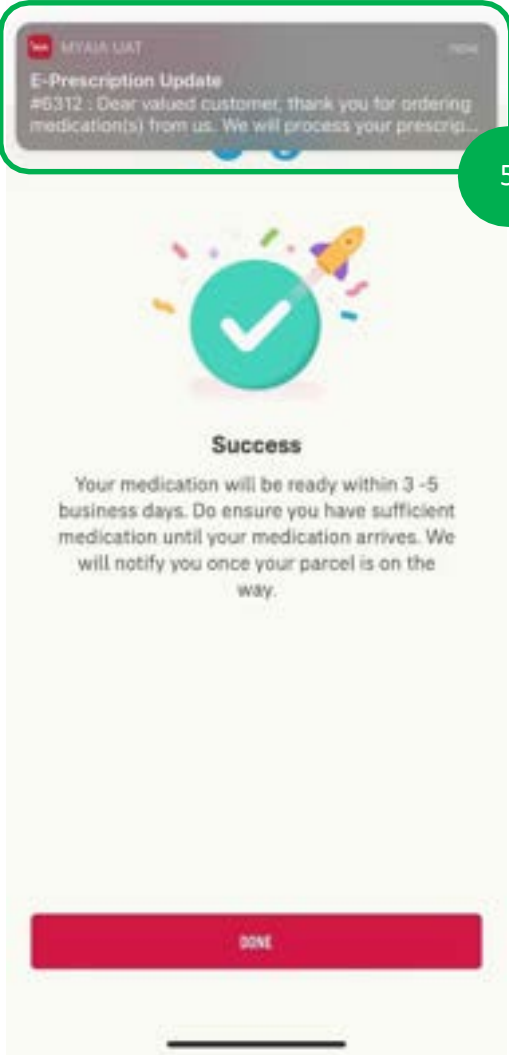
Tap on “**Door Step Delivery**”



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

Tap “**Next**” to continue.

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

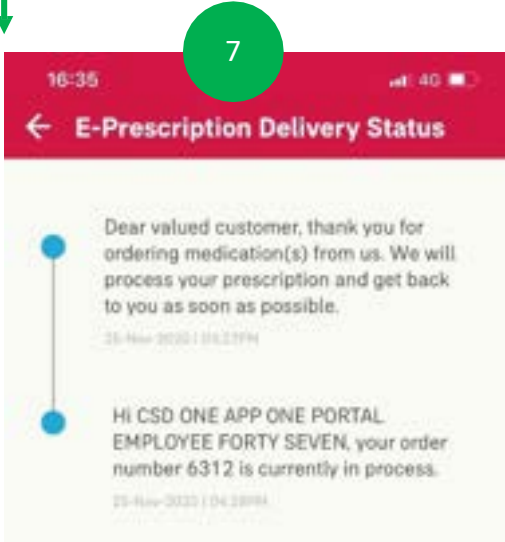


You will receive a confirmation once complete. Tap on the “**Notification**” to proceed to the ePrescription screen

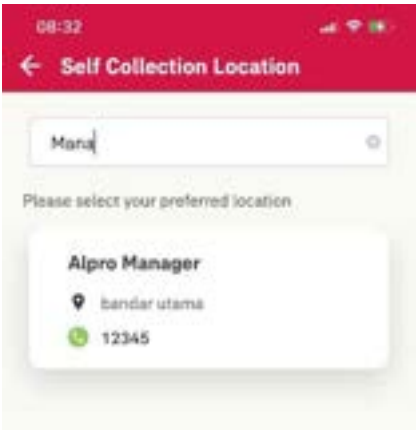
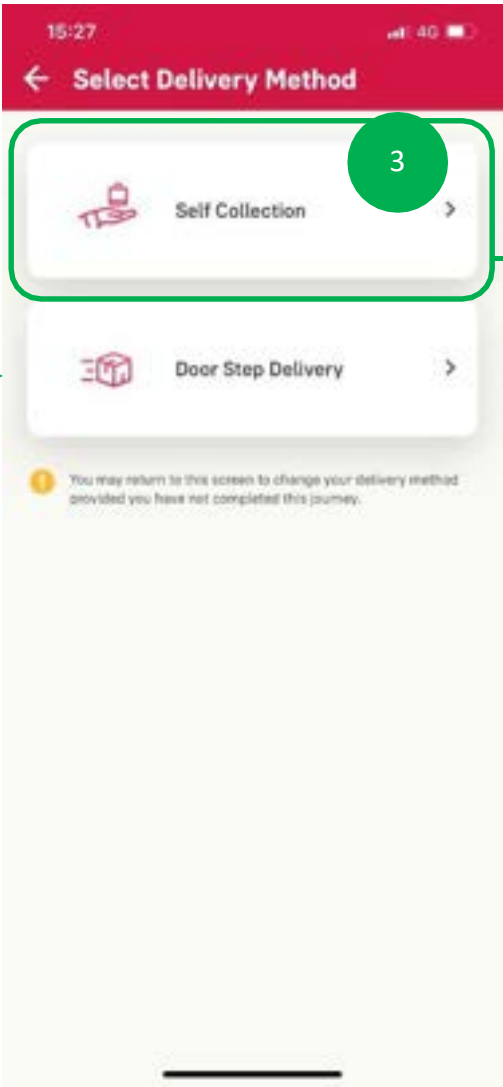


If there are updates regarding your delivery, you can tap on the “**Check status**” on the prescription to see the details

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



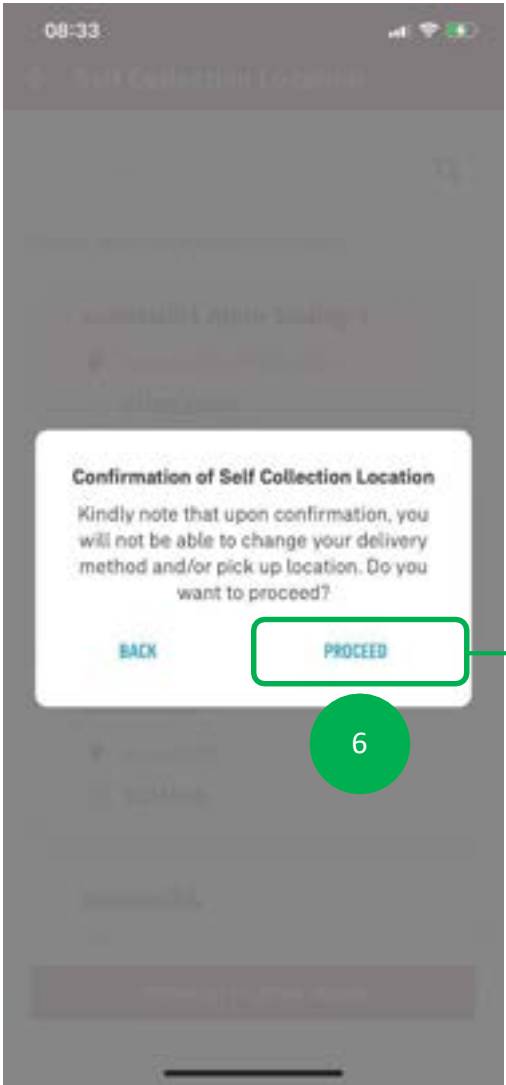
DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)



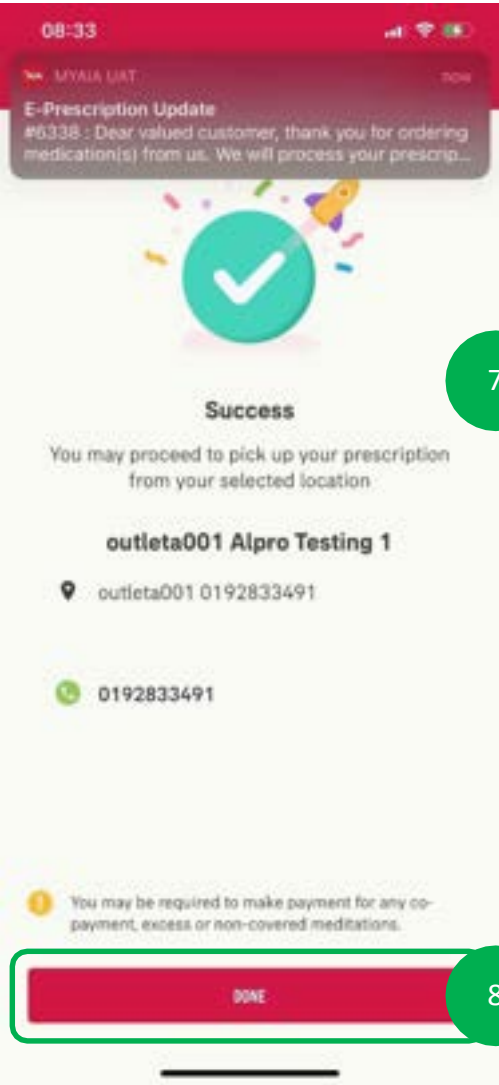
Select an outlet to collect your medication from or search for a specific outlet to collect from

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

DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)



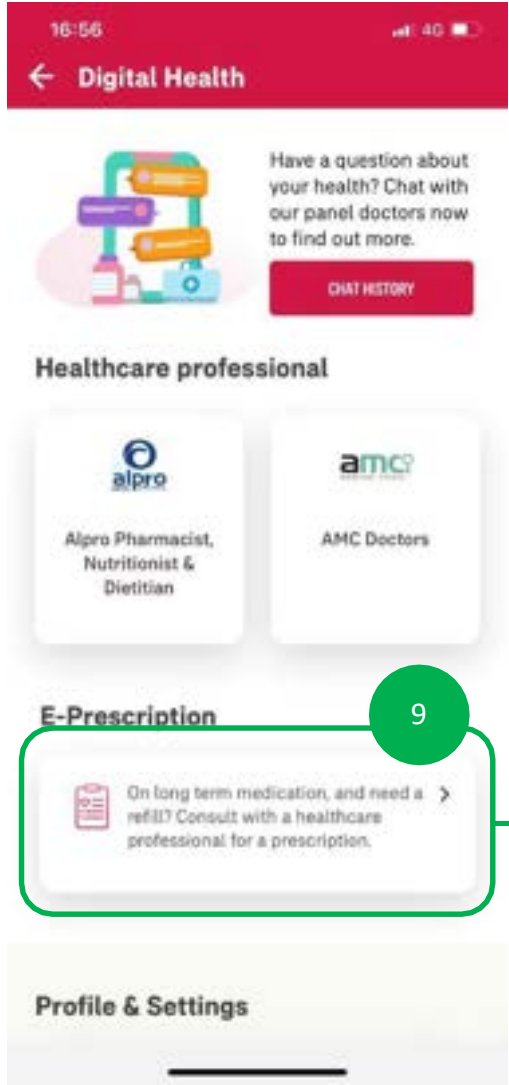
A pop-up message to confirm the location selected or to continue tap **“Proceed”**



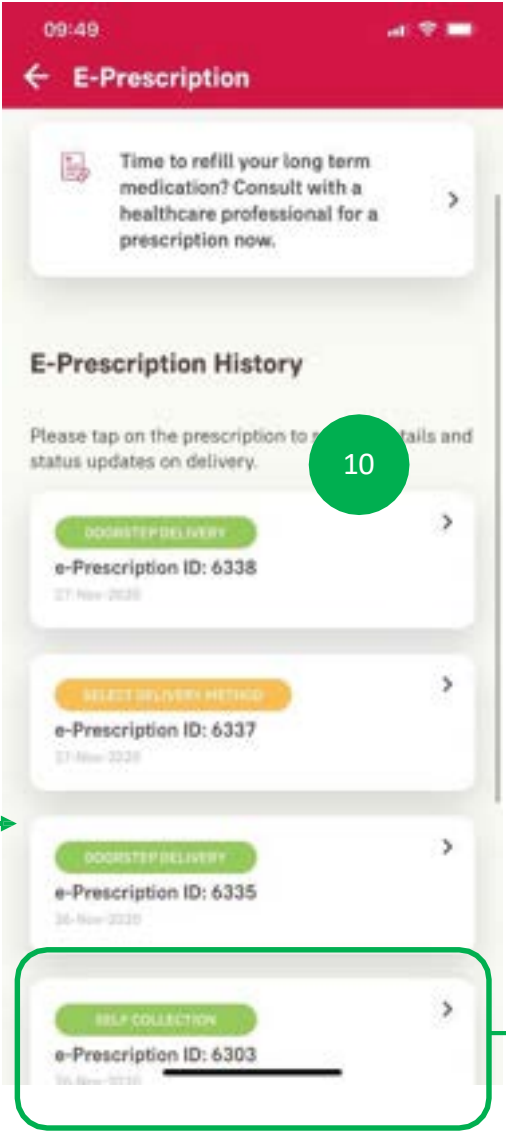
You will receive a confirmation screen with the details.

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

DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)



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



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

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



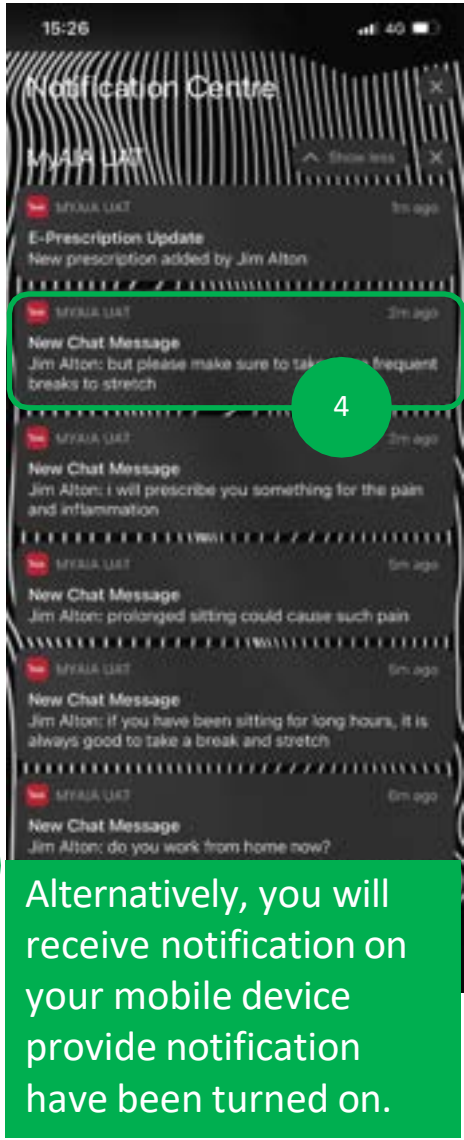
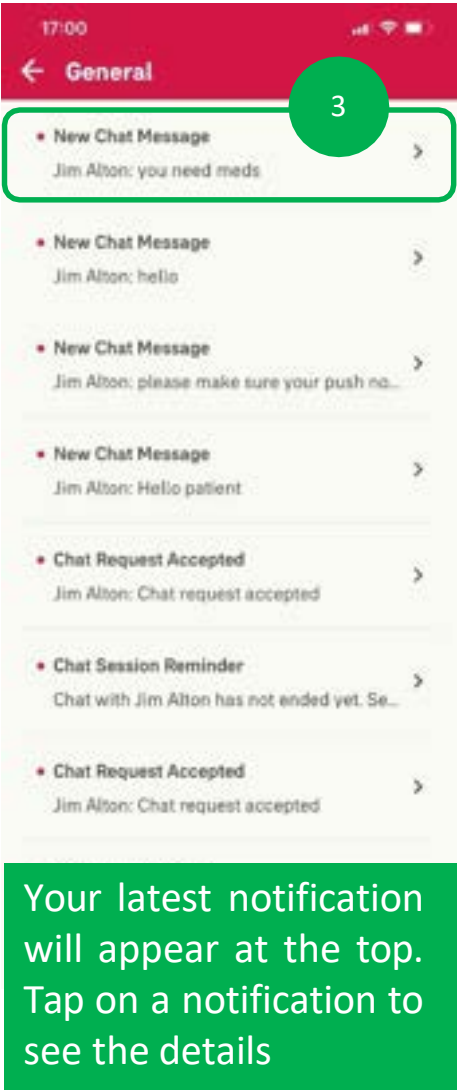
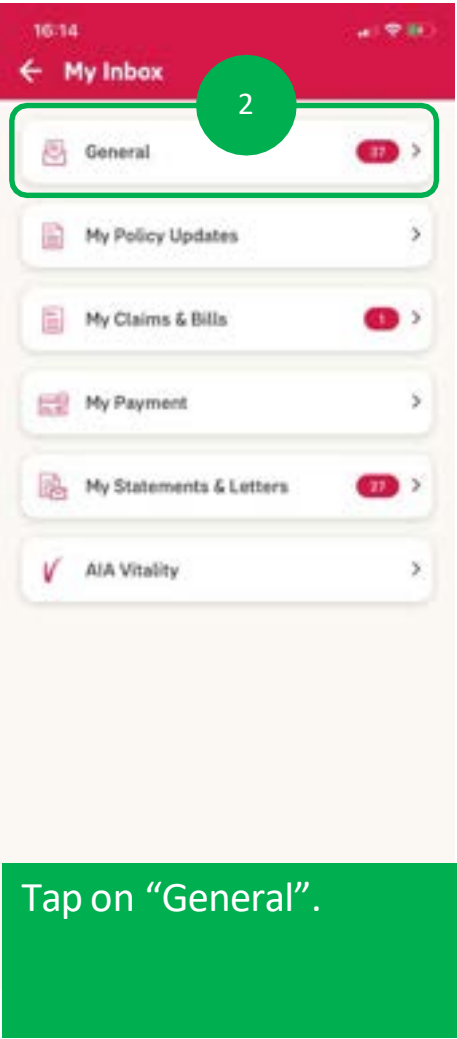
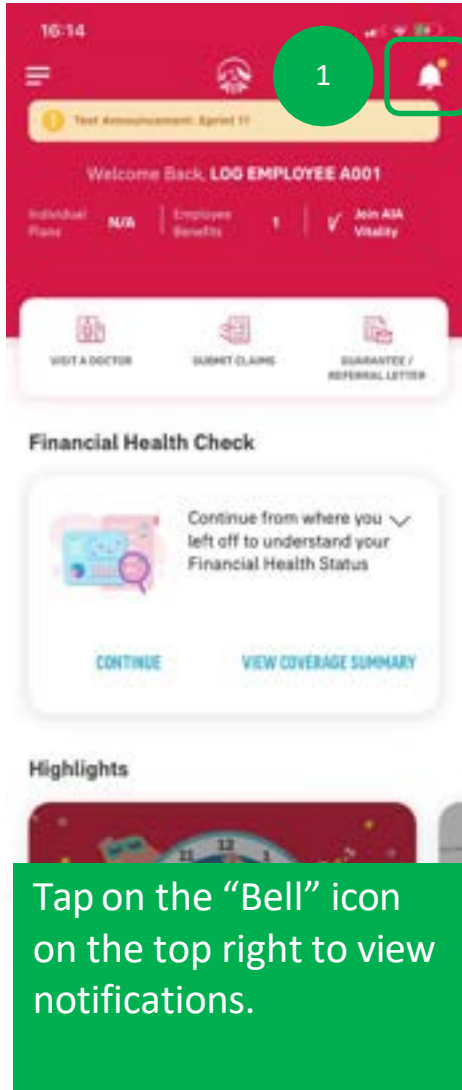
DIGITAL HEALTH –

05: Notifications

DIGITAL HEALTH: Notifications

10

MY AIA APP

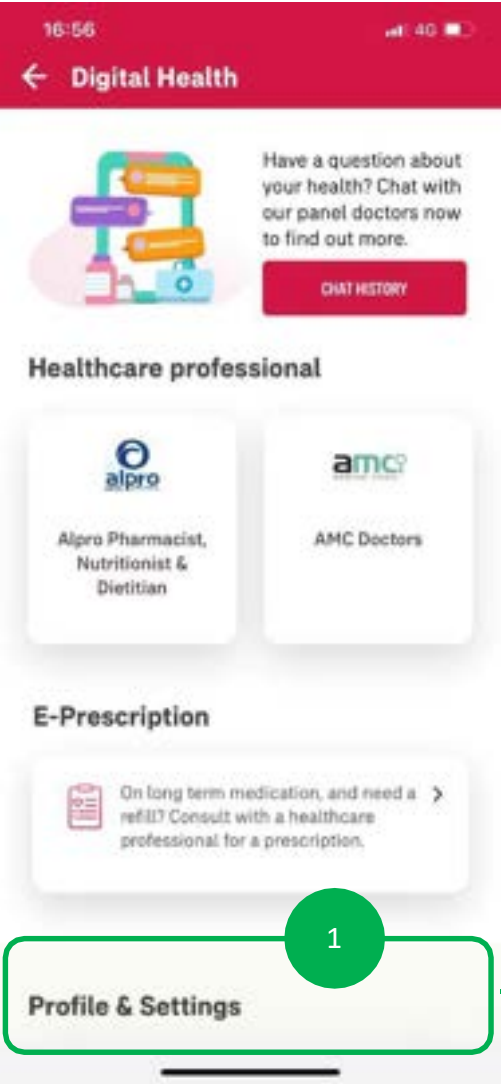


DIGITAL HEALTH –

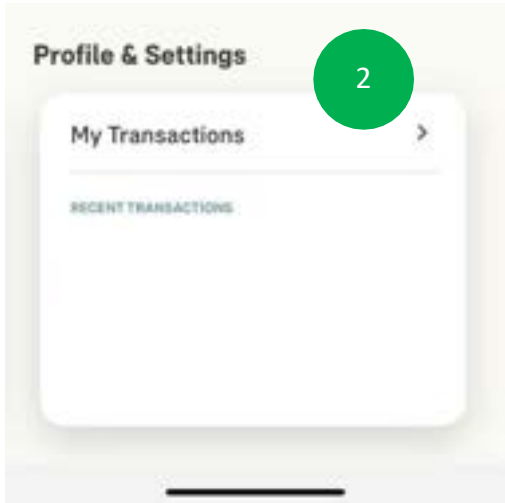
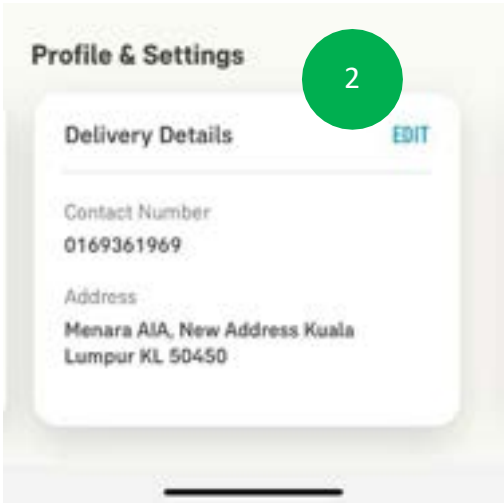
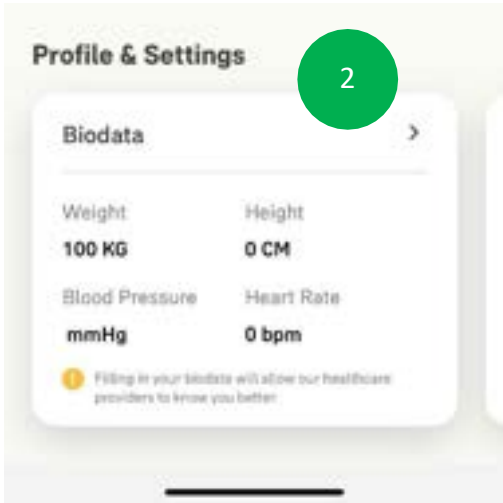
06: Profile Management & Settings

DIGITAL HEALTH: Profile Management & Settings

- STEP 1
- STEP 2
- STEP 3
- STEP 4



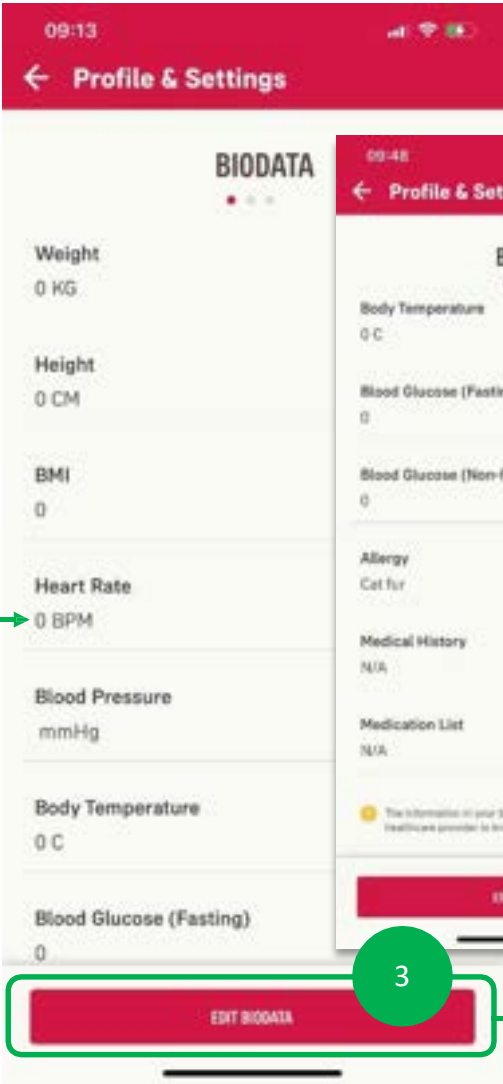
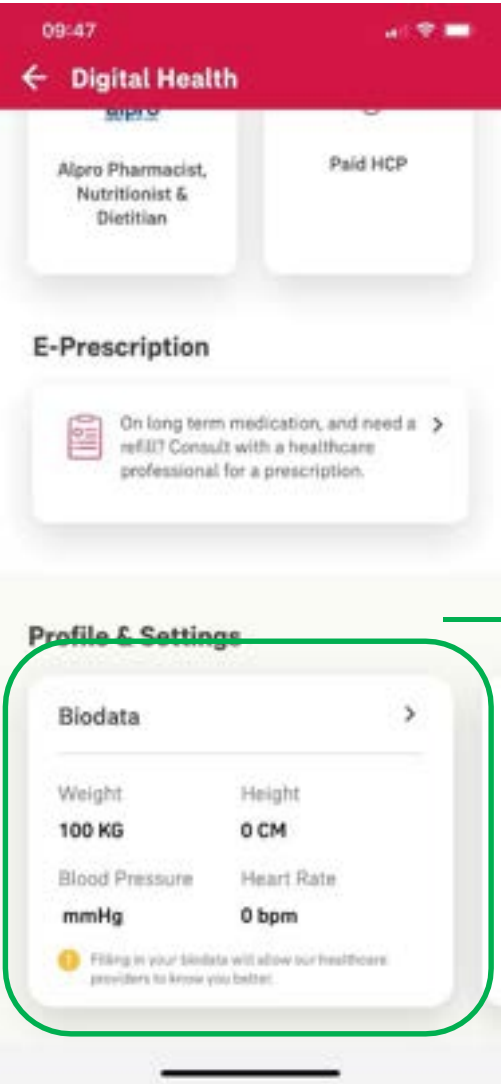
Scroll to the bottom to view your Profile & Settings cards



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

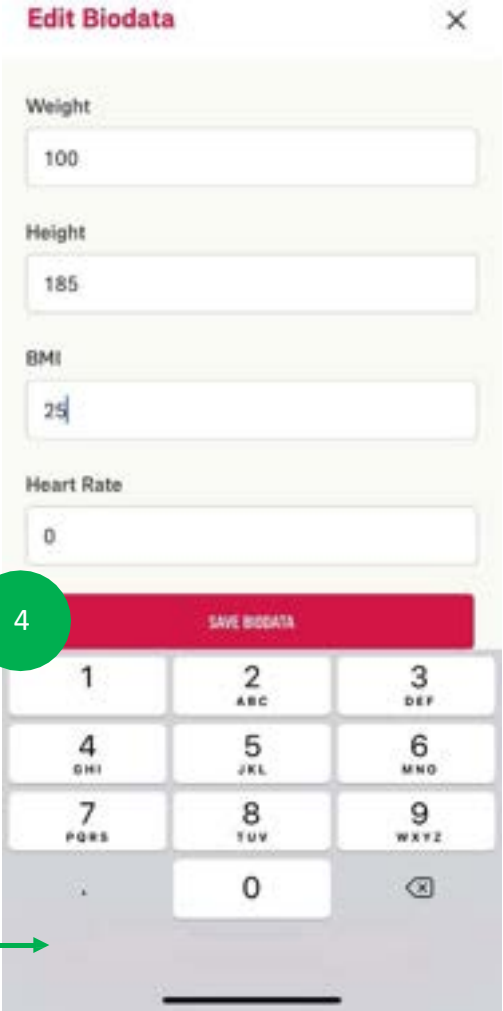
*If you are covered under a corporate solutions policy, your transactions history will be visible under your medical bills

DIGITAL HEALTH: Profile Management & Settings



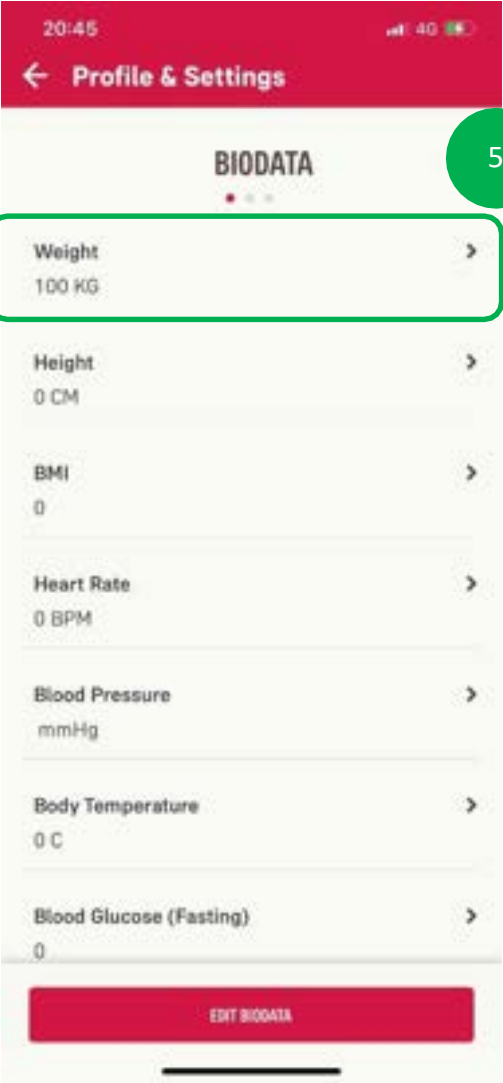
Scroll to see your details and tap on “**Edit Biodata**” to make updates

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



Tap on the card or arrow to interact with the card

DIGITAL HEALTH: Profile Management & Settings



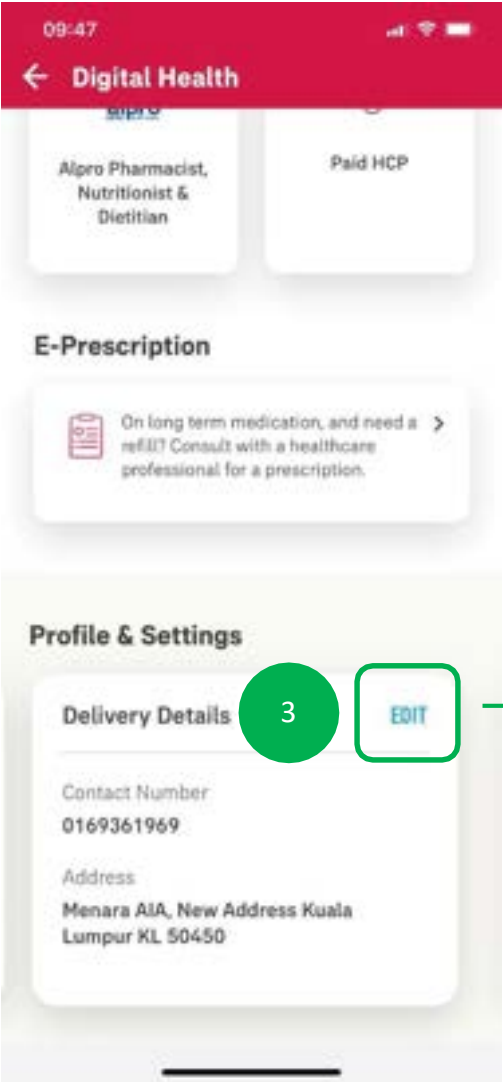
You can tap on the specific field to see the past updates of your biodata



You will return to the updated biodata screen

DIGITAL HEALTH: Profile Management & Settings

- STEP 1
- STEP 2
- STEP 3
- STEP 4



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

Delivery Details

Contact Number

01234567890

Delivery Details

Current address

Menara AIA, New Address Kuala Lumpur KL 50450

Update New Address

Wisma AIA

State

Kuala Lumpur

City

KL

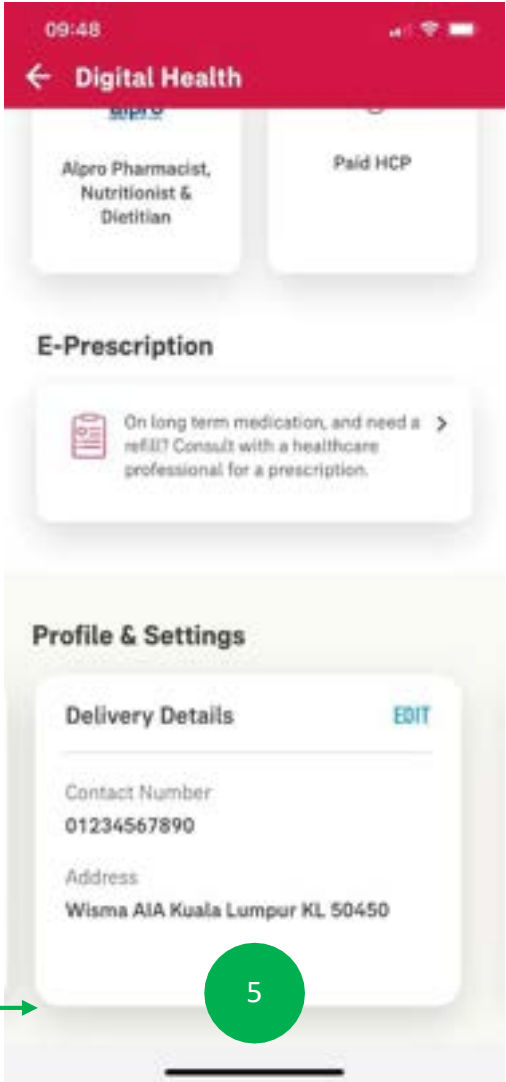
Postcode

50450

SAVE ADDRESS

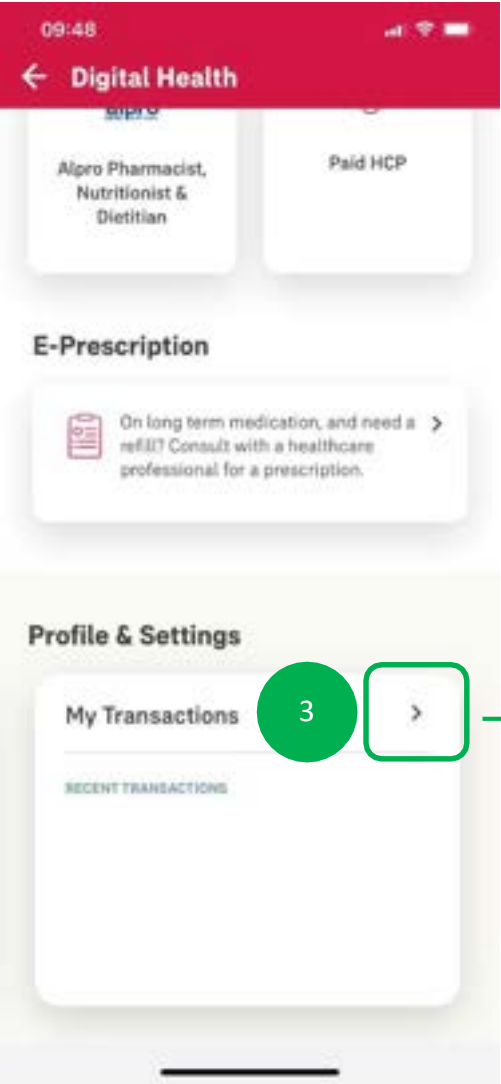
Your past addressed will be displayed for reference (should you have saved one previously)

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

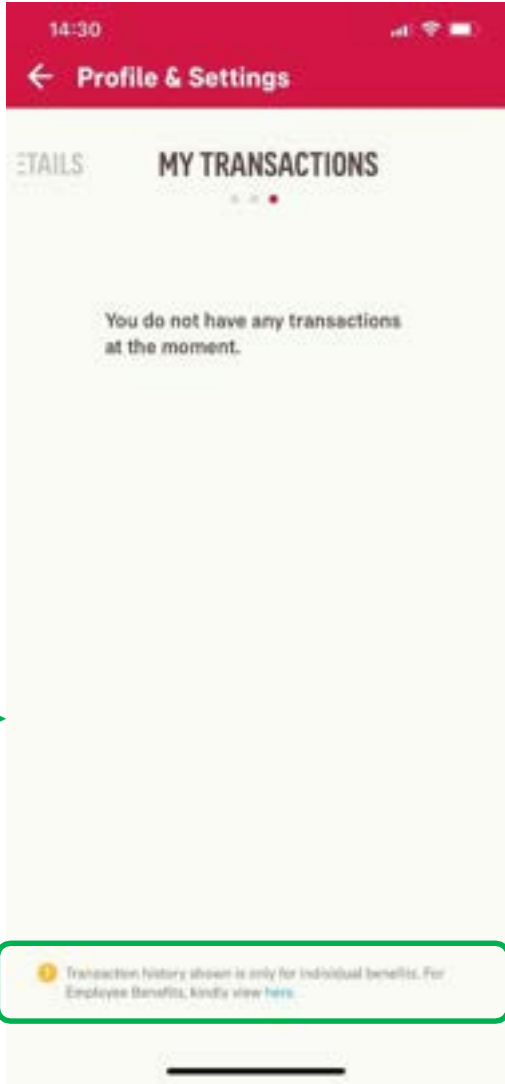


Your updated address will be reflected on the Profile & Settings screen

DIGITAL HEALTH: Profile Management & Settings

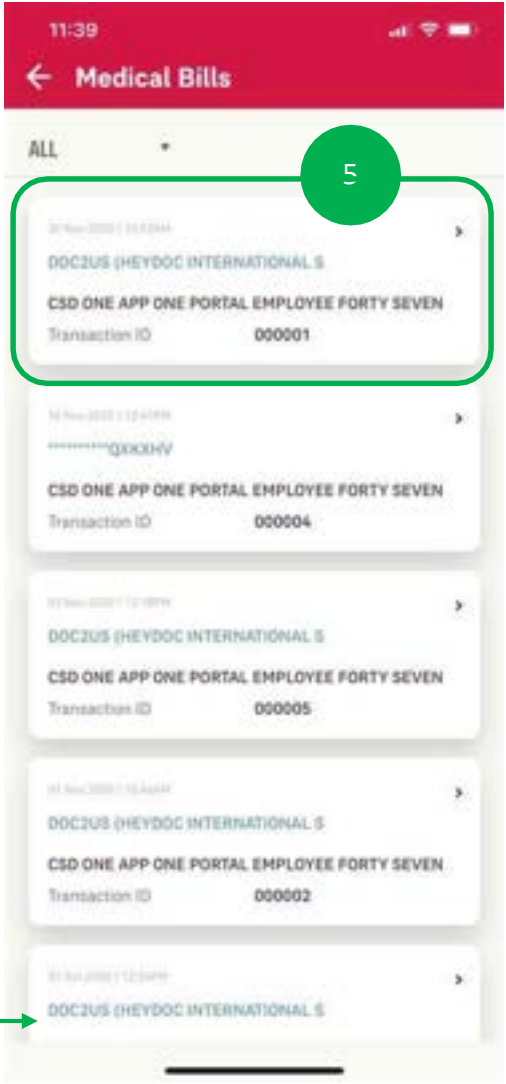


Tap on the card or arrow to interact with the card



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

Tap on “**Here**” to bring you to the medical bill screen



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

PANEL RATING

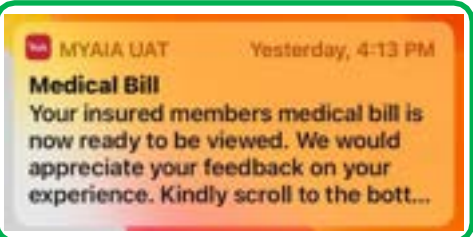
- Entry Point
- Rate Experience



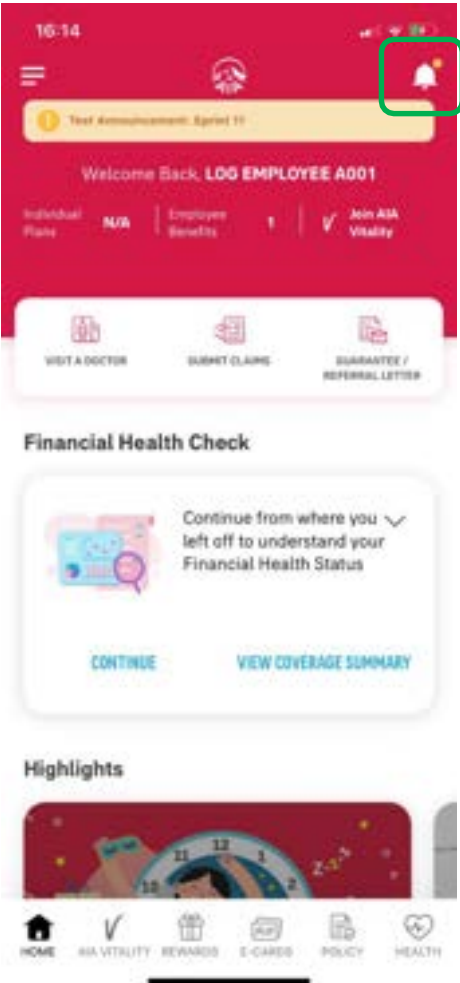
DIGITAL HEALTH

01: Entry Point to Panel Rating

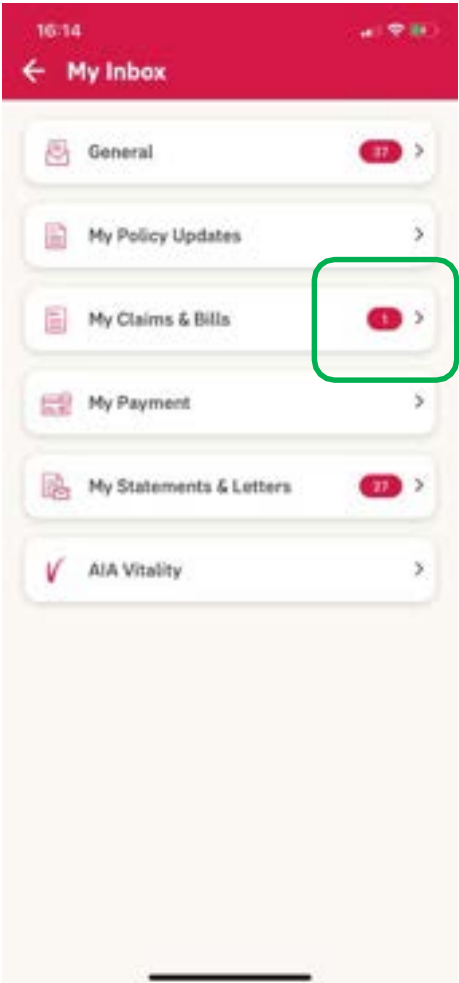
ENTRY POINT TO PANEL RATING



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



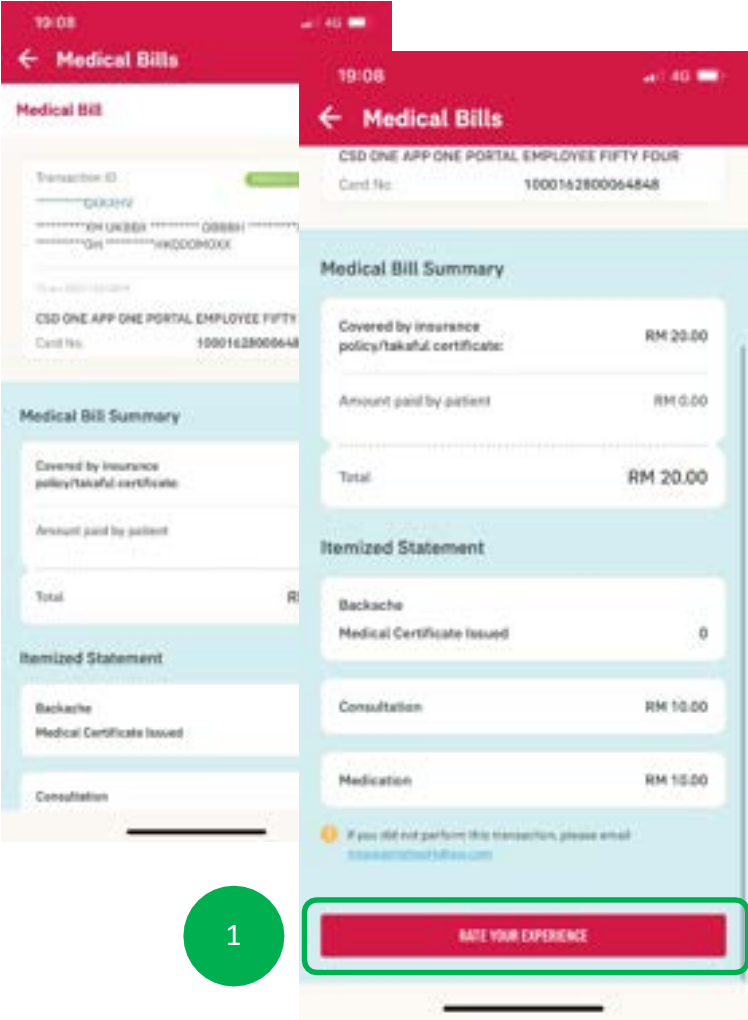
Tap on the “Bell” icon on the top right to view notifications.



DIGITAL HEALTH

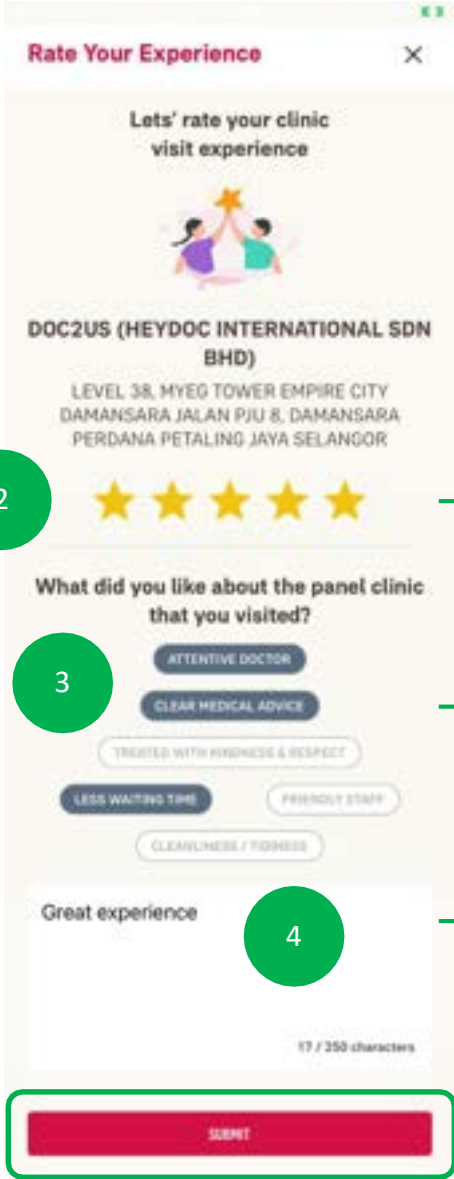
02: Part 1 – Rating Your Experience

RATING YOUR EXPERIENCE



Scroll to the bottom of your medical bill

Tap on “Rate Your Experience” to share your feedback



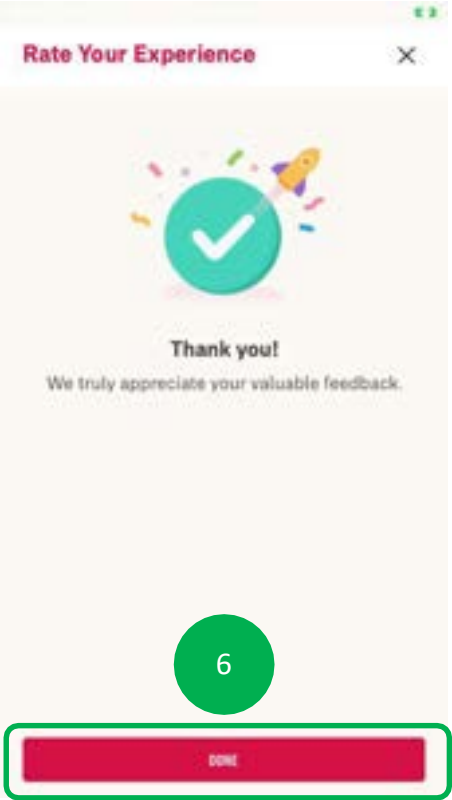
Select the rating you would like to provide

Select relevant categories that you found positive or negative

Type in additional comments or notes you would like to share

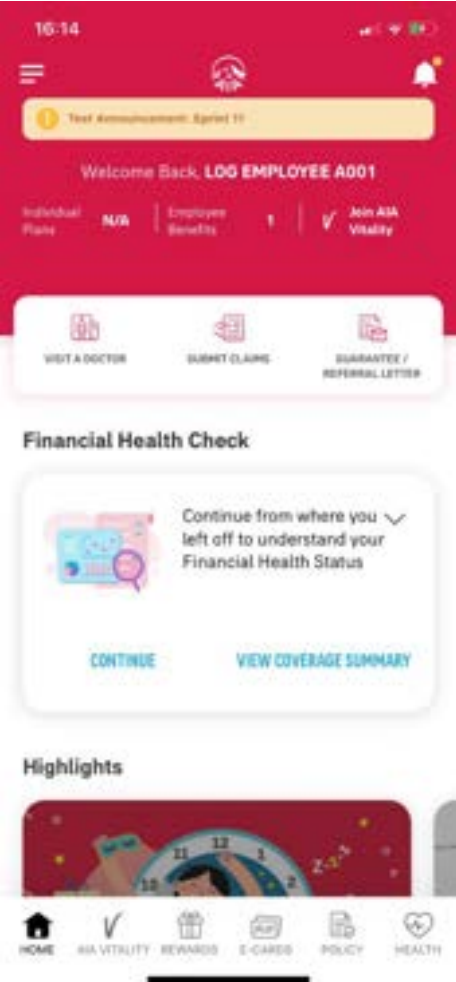
Tap “Submit” to complete

RATING YOUR EXPERIENCE

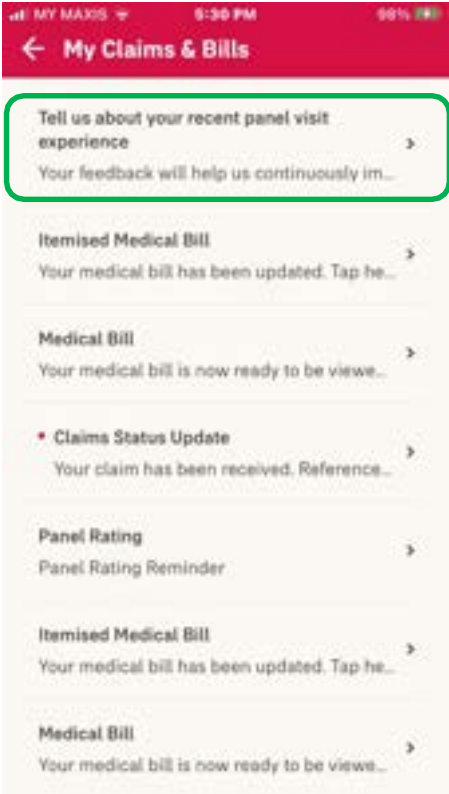


You will receive a successful message once the feedback has been submitted

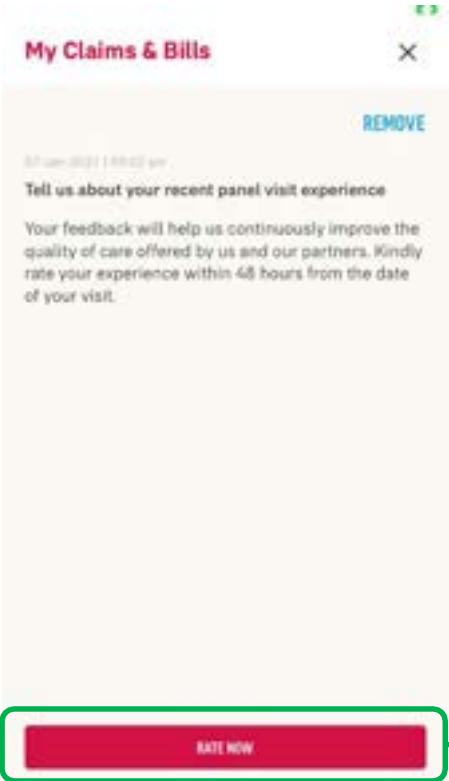
Tap on “Done” to return to the dashboard



RATING YOUR EXPERIENCE



Tap on the notification to view the full message



Tap on "Rate Now" to share your feedback



A reminder will be sent if no response is received

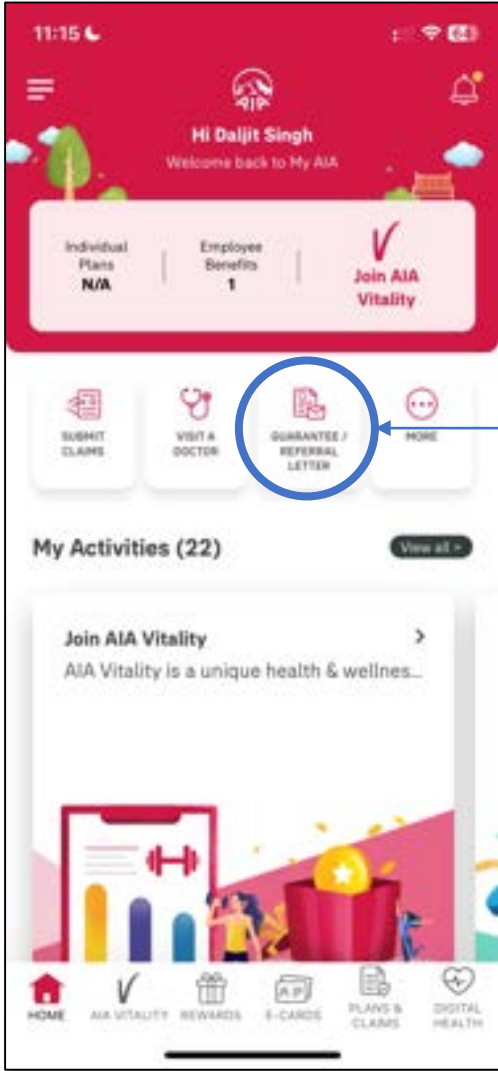
GUARANTEE / REFERRAL LETTER

Applicable for AIA Corporate Members
only

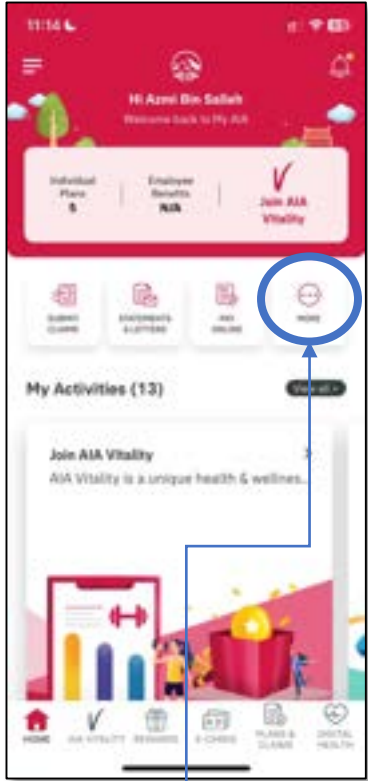
- Entry point
- Request for GL
- Notifications
- GL Request Status



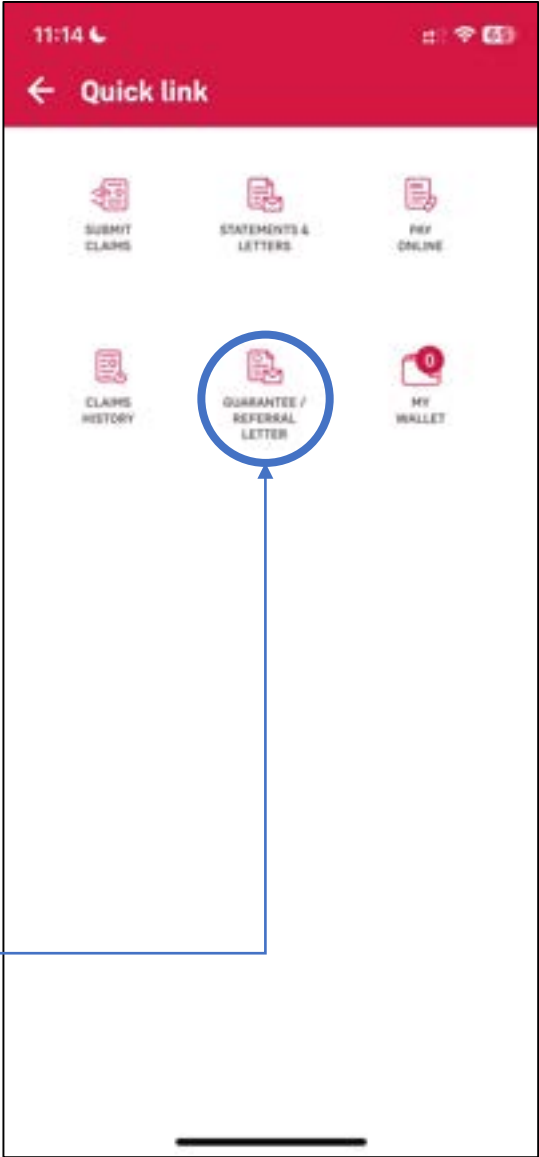
ENTRY POINT GUARANTEE / REFERRAL LETTER



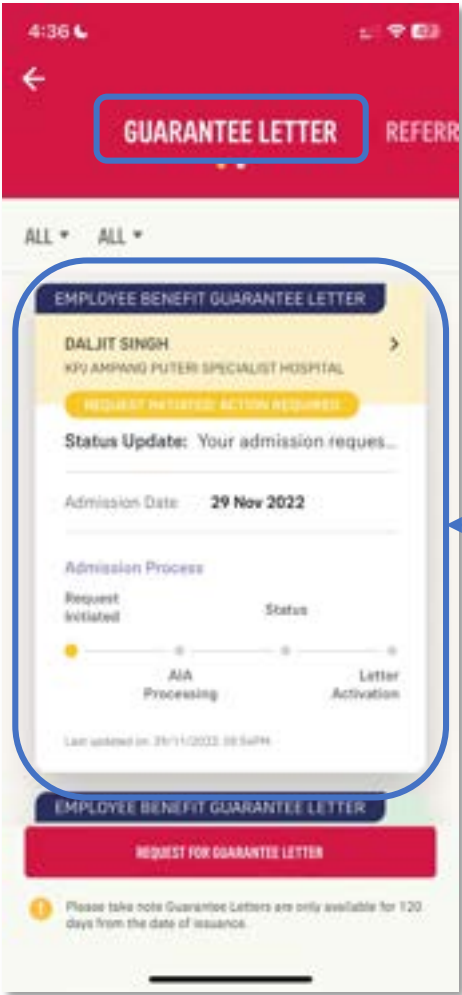
1. Entry Point A @ Main Dashboard
- Can click on the “Guarantee Letter” icon on the homepage.



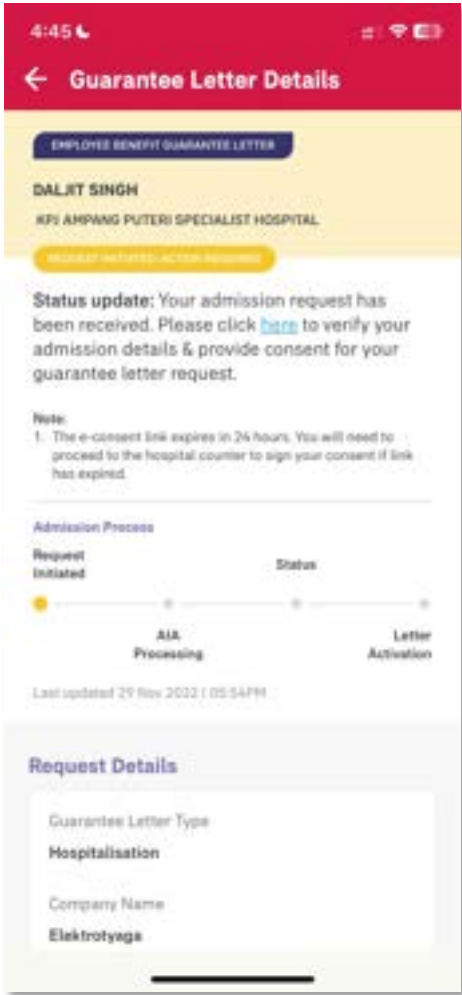
2. Entry Point B @ Main Dashboard
- Need to click on “More” icon to see the “Guarantee Letter” icon.



VIEW STATUS OF GUARANTEE LETTER REQUEST

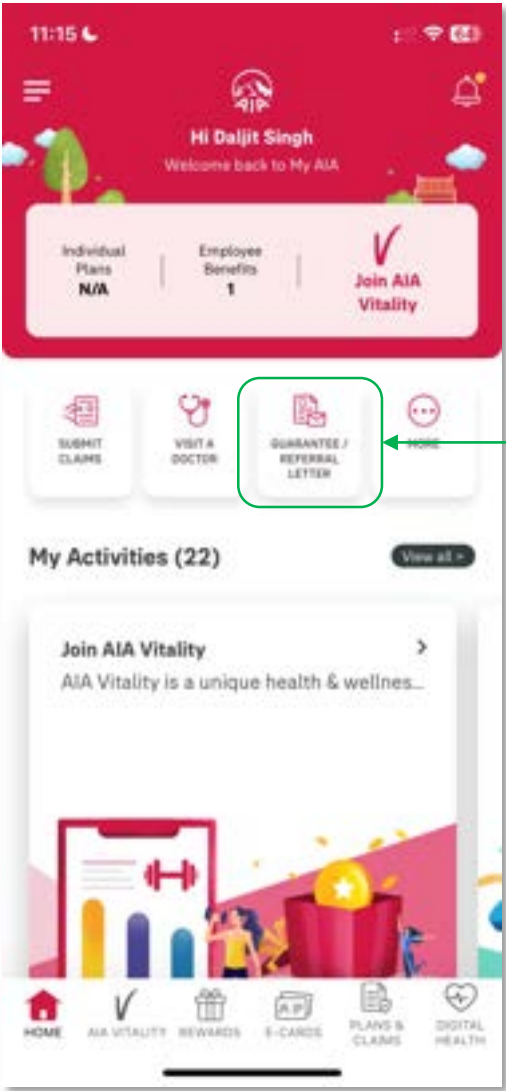


Guarantee Letter
All GLs will be displayed in this page, including its real-time status.

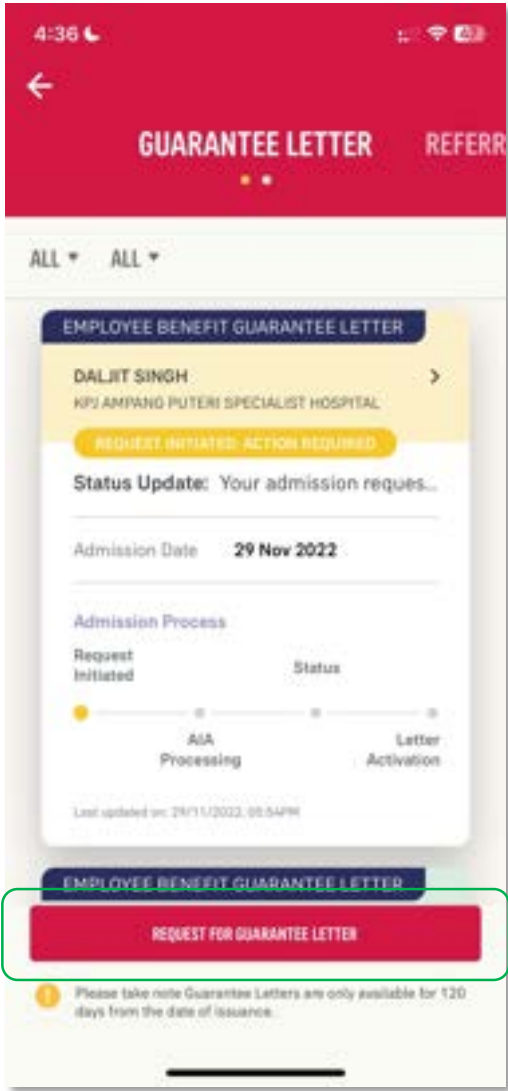
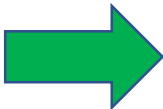


REQUEST FOR GUARANTEE LETTER – 01: Entry Point to Request for GL

ENTRY POINT TO REQUEST FOR GUARANTEE LETTER (GL)



Entry Point into the
Guarantee Letter page



Click here to go into the
Request for Guarantee
Letter page

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

REQUEST FOR GL: Part 1- Begin Request



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

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

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

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

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

Online Form for Guarantee Letter request

REQUEST FOR GL: Part 1- Begin Request



Guarantee Letter Types ✕

All Letters of Guarantee are subject to your benefit's coverage and limit.

- ☐ **Specialist Care**
Outpatient Visit with the Specialist Doctor for consultation.
- ☐ **Post Hospitalisation**
For Post Hospitalisation consultation with Specialist Doctor(s) who treated you during hospital admission. This is for Outpatient Visit(s) after you have been discharged from the hospital.
- ☐ **Collection of Medication**
For collection of medication only, with the prescription from the doctor, whereby the medication is required but without a visit to see the doctor.
- ☐ **Health Screening**
Routine Health Screening / Medical Checkup.
- ☐ **Maternity / Pre & Post Natal**
For maternity / pre & post natal care by an obstetrician.
- ☐ **Government Hospital**
For Inpatient Admission at Government Hospital under Ministry of Health (Kementerian Kesihatan Malaysia - KKM).

SELECT

5

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

6

Click on "SELECT" to continue.

REQUEST FOR GL: Part 1- Begin Request



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

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

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

STEP 1

STEP 2

STEP 3

STEP 4

11:47

Request For Guarantee Letter

1

2

3

4

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 hospital/ medical centre that you are to

Doctor's Name

☒

I agree that my personal information collected

PREVIOUS

NEXT

8

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).

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



12:08

← Request For Guarantee Letter

Fill In Your Request Details

Specialist Care Details

Requestor Name
DALJIT SINGH

Medical Center Details

Healthcare Provider Name
ARA DAMANSARA MEDICAL CENTRE,
LOT 2, JALAN LAPANGAN TERBANG,

Doctor's Name
CHOO GIM HOOI

☒ I 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 programme.

PREVIOUS NEXT

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

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

11 Tick here to agree to the disclaimer statement.

12 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".

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



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

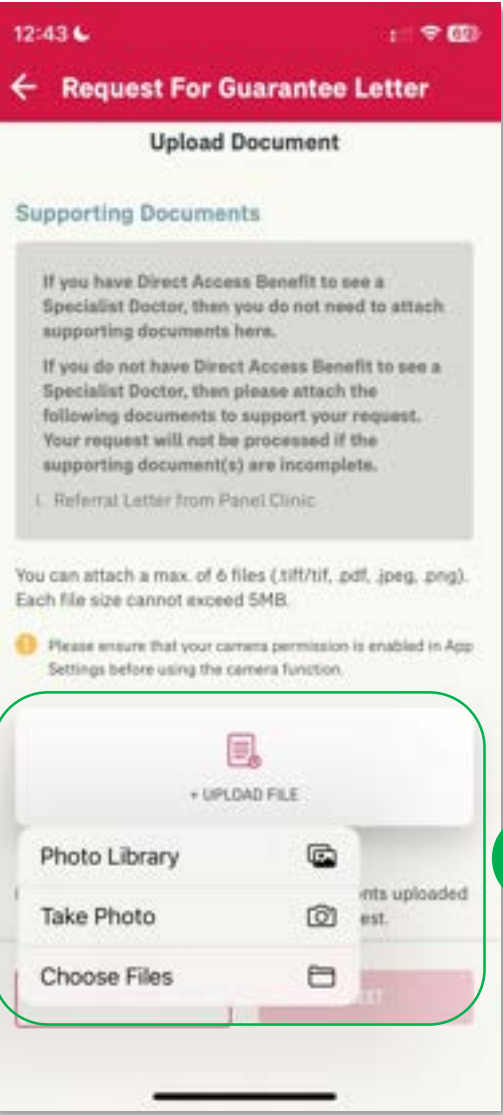
REQUEST FOR GL: Part 2- Specialist Care, First Time

STEP 1

STEP 2

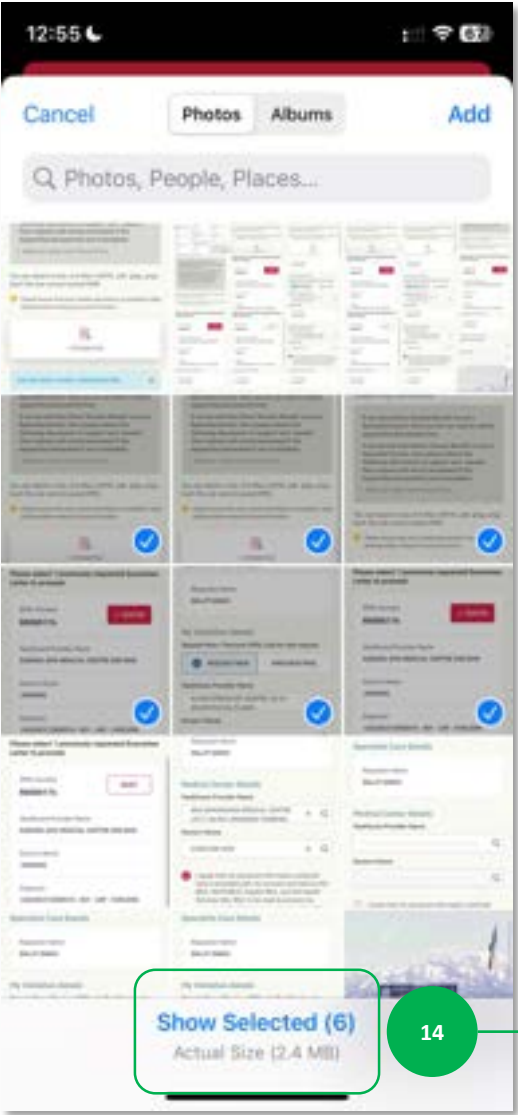
STEP 3

STEP 4



13

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



14

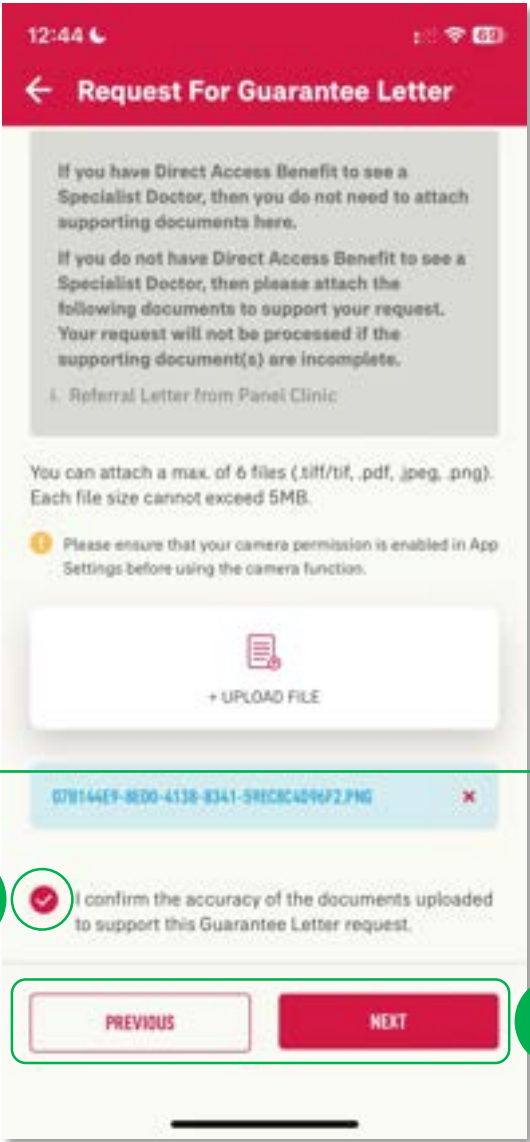
You can upload up to 6 documents. If the individual file size is too big, then you can opt to resize it.

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



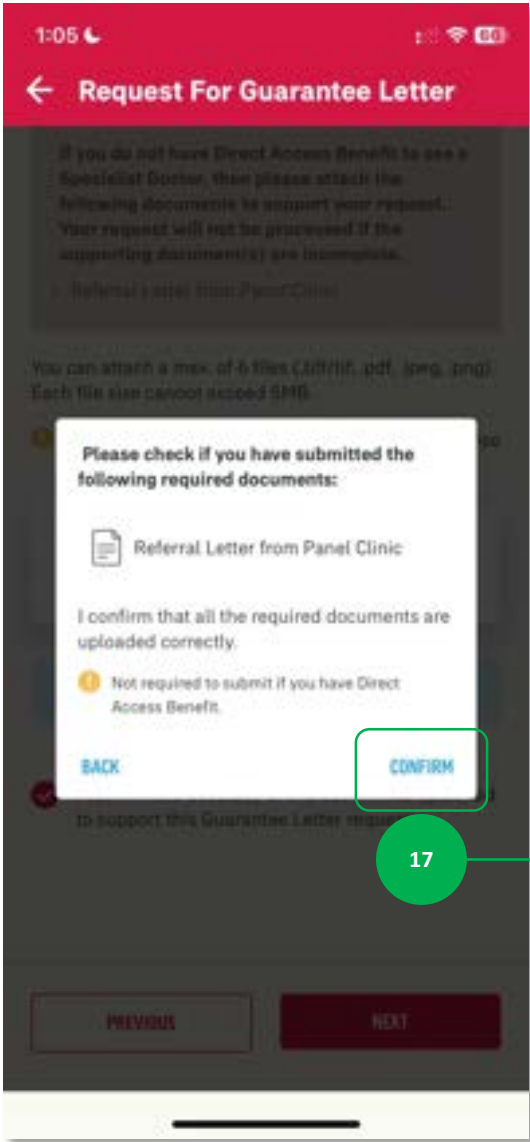
12

MY AIA APP



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

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



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

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



This is the confirmation page.
Review your request details.

If you wish to amend the
details of your request, you
can click on “Edit” buttons on
each details and documents.

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

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

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



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

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

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

STEP 1

STEP 2

STEP 3

STEP 4

9:35

Request For Guarantee Letter

1

2

3

4

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

Please select 1 previously requested Guarantee Letter to proceed.

SPGL Number

R0000174

SELECT

Healthcare Provider Name

PREVIOUS

NEXT

8

Select the Reason for Visit for this request.

- Click on "Previous SPGL".

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



9:35

← Request For Guarantee Letter

Please select 1 previously requested Guarantee Letter to proceed.

SPQL Number
R0000174

Healthcare Provider Name
SUBANG JAYA MEDICAL CENTRE SDN BHD

Doctor's Name
AMARAN

Diagnosis
CAS202212000510 - 001 - UAT - CHOLERA

☒ I 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 programme.

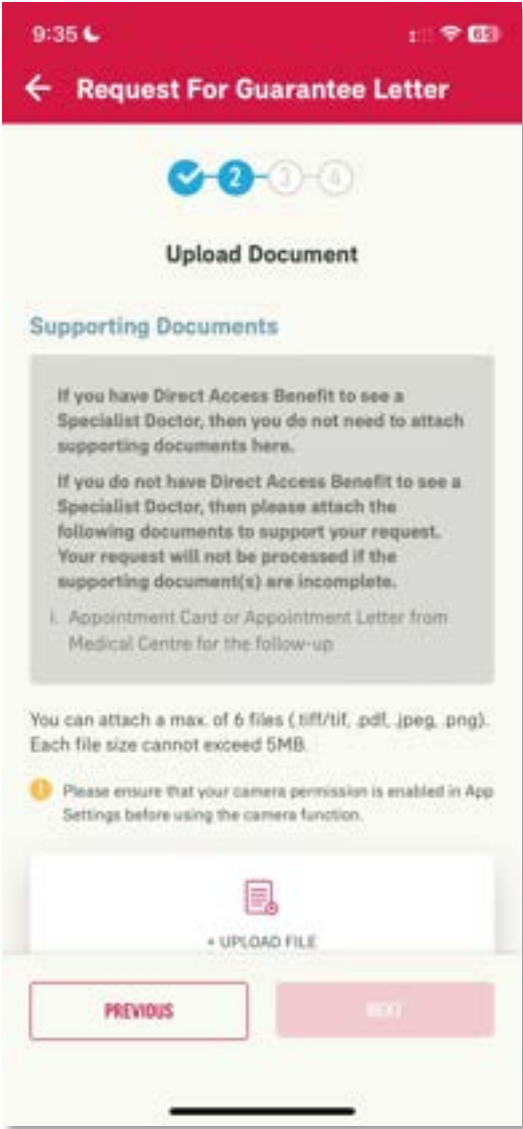
PREVIOUS NEXT

9 Select one (1) previously requested Guarantee Letter.

10 ☒ Tick here to agree to the disclaimer statement.

11 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".

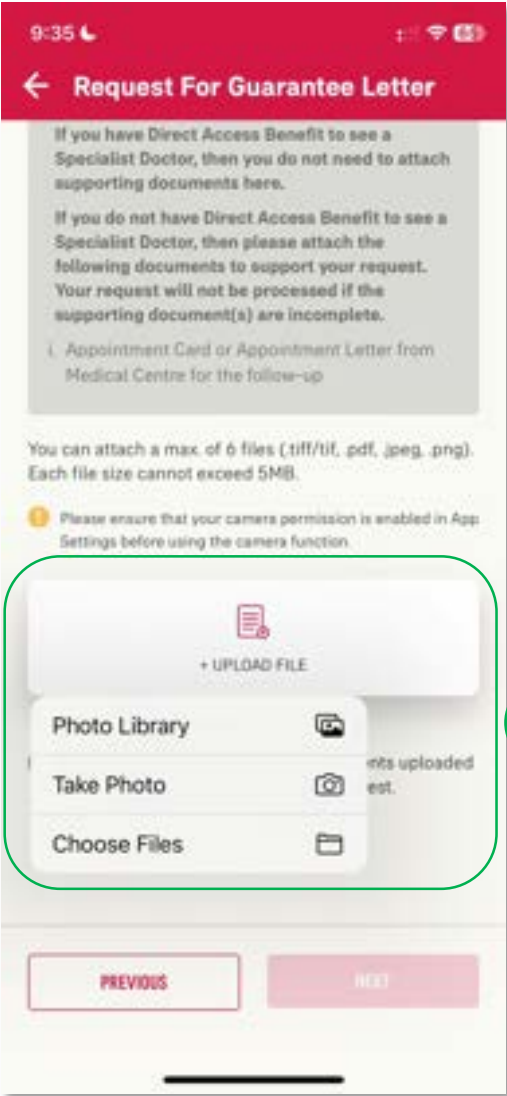
REQUEST FOR GL: Part 3 - Specialist Care, Follow Up



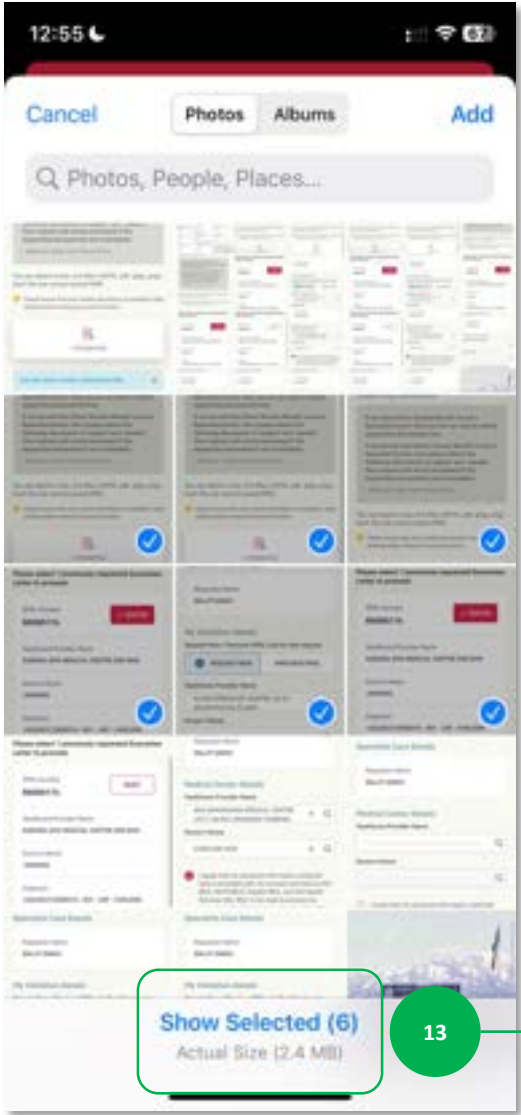
If you do not have Direct Access benefit to see the doctor, then you need to attach the supporting document(s) as stated here, for your request to be processed.

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

- STEP 1
- STEP 2
- STEP 3
- STEP 4



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



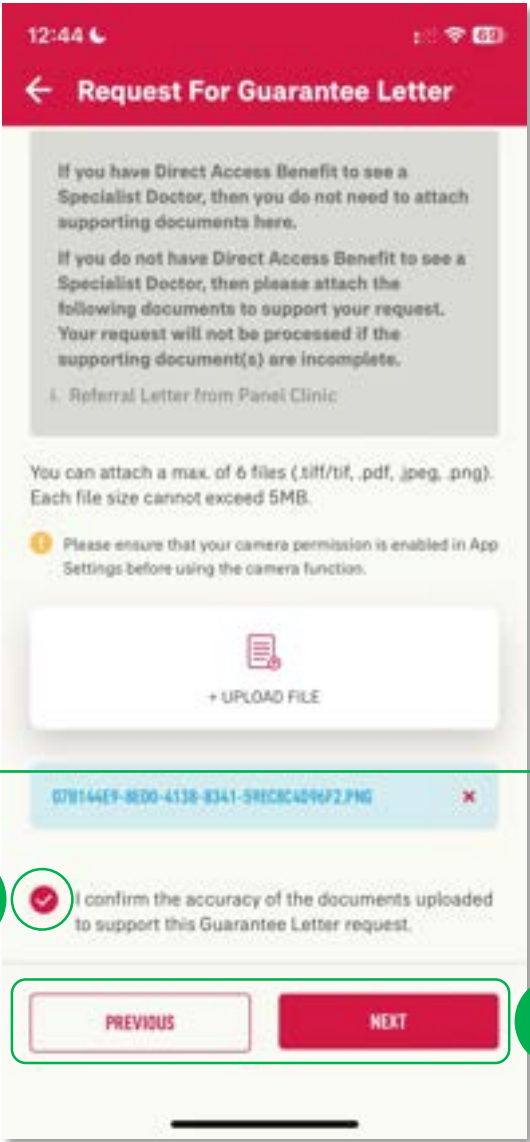
13 You can upload up to 6 documents. If the individual file size is too big, then you can opt to resize it.

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



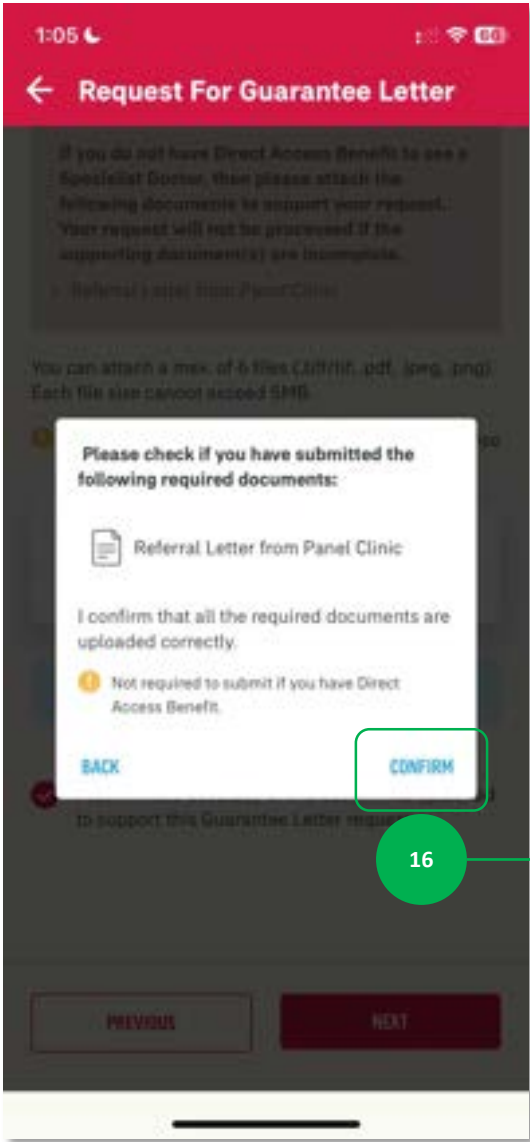
12

MY AIA APP



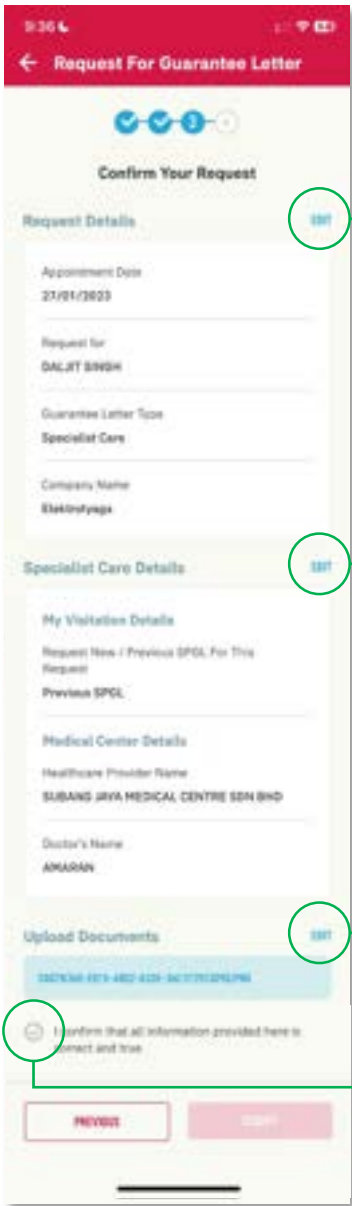
Tick here to agree to the disclaimer statement, if you have attached supporting documents.

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



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

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



17

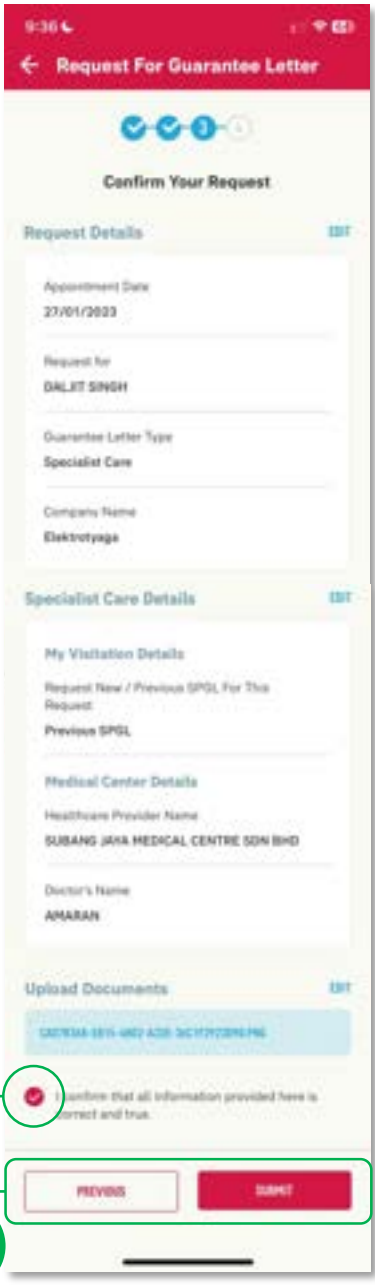
This is the confirmation page.
Review your request details.

If you wish to amend the
details of your request, you
can click on “Edit” buttons on
each details and documents.

Edit

Edit

☐ I confirm that all information provided here is correct and true.



18

☒ I confirm that all information provided here is correct and true.

19

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

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

PREVIOUS

SUBMIT

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



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

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.

Request For Guarantee Letter

Let's Begin.
Kindly provide the following details.

Appointment Date
06/07/2022

Guarantee Letter Details
Request for
LDG EMPLOYEE A001

Select type of guarantee letter
Specialist Care
Post Hospitalisation
Collection of Medication
Special Treatment
Health Screening
Maternity / Pre & Post Natal
Government Hospital

Request For Guarantee Letter

Fill in Your Request Details

Specialist Care Details
Requestor Name
LDG EMPLOYEE A001

My Visitation Details
Request New / Previous SPGL visit for this request
REQUEST NEW PREVIOUS SPGL

Please select 1 previously requested Guarantee Letter to proceed.

SPGL Number
50000766

Healthcare Provider Name
PRINCE COURT MEDICAL CENTRE

Doctor's Name
DEVAN PILLAY

PREVIOUS NEXT

Request For Guarantee Letter

Fill in Your Request Details

Collection of Medication Details
Requestor Name
LDG EMPLOYEE A001

Please select your Guarantee Letter Number.
Click on Select to choose the Guarantee Letter (GL) Number that was issued for your admission and discharge.

SPGL Number
50000766

Healthcare Provider Name
PRINCE COURT MEDICAL CENTRE

Doctor's Name
DEVAN PILLAY

Diagnosis
CAS202207000212 - A00 - Cholera

PREVIOUS NEXT

Request For Guarantee Letter

Fill in Your Request Details

Special Treatment Details
Requestor Name
LDG EMPLOYEE A001

Select Your Treatment
Select your treatment
Dialysis
Physiotherapy
Radiotherapy

PREVIOUS NEXT

Request For Guarantee Letter

Fill in Your Request Details

Post Hospitalisation Details
Requestor Name
LDG EMPLOYEE A001

Please select your Guarantee Letter Number.
Click on Select to choose the Guarantee Letter (GL) Number that was issued for your admission and discharge.

GL Number
L4400803

Healthcare Provider Name
PRINCE COURT MEDICAL CENTRE

Doctor's Name
DEVAN PILLAY

Admission Date
04 Jul 2022

PREVIOUS NEXT

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

REQUEST FOR GL: Post Hospitalisation



- 1 Select the **Appointment Date**.
It can only be 7 calendar days from **today's** date.
- 2 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.
- 3 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.
- 4 Choose your company name (of this Employee Benefit) from the dropdown selection.
- 5 Review the details, then click on "**REQUEST NOW**" to continue with the GL Request.

REQUEST FOR GL: Post Hospitalisation

- STEP 1
- STEP 2
- STEP 3
- STEP 4

11:11

Request For Guarantee Letter

1 2 3 4

Fill In Your Request Details

Post Hospitalisation Details

Requestor Name
CATHERINE LEE

Please select your Guaranteed Letter Number.
Click on Select to choose the Guarantee Letter (GL) Number that was issued for your admission and discharge.

FGL Number
F0000224

SELECT

Healthcare Provider Name
PRINCE COURT MEDICAL CENTRE

Doctor's Name
DEVAN PILLAY

Admission Date
29 Dec 2022

Discharge date
27 Jan 2023

☐ I 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 programme.

PREVIOUS

NEXT

All your hospitalisations that are eligible for a post hospitalisation follow-up visit are displayed on this page.

5 Select the hospitalisation details that you have the follow-up appointment. You can only select one GL details per request.

Tick here to agree to the disclaimer statement.

11:11

Request For Guarantee Letter

1 2 3 4

Fill In Your Request Details

Post Hospitalisation Details

Requestor Name
CATHERINE LEE

Please select your Guaranteed Letter Number.
Click on Select to choose the Guarantee Letter (GL) Number that was issued for your admission and discharge.

FGL Number
F0000224

SELECTED

Healthcare Provider Name
PRINCE COURT MEDICAL CENTRE

Doctor's Name
DEVAN PILLAY

Admission Date
29 Dec 2022

Discharge date
27 Jan 2023

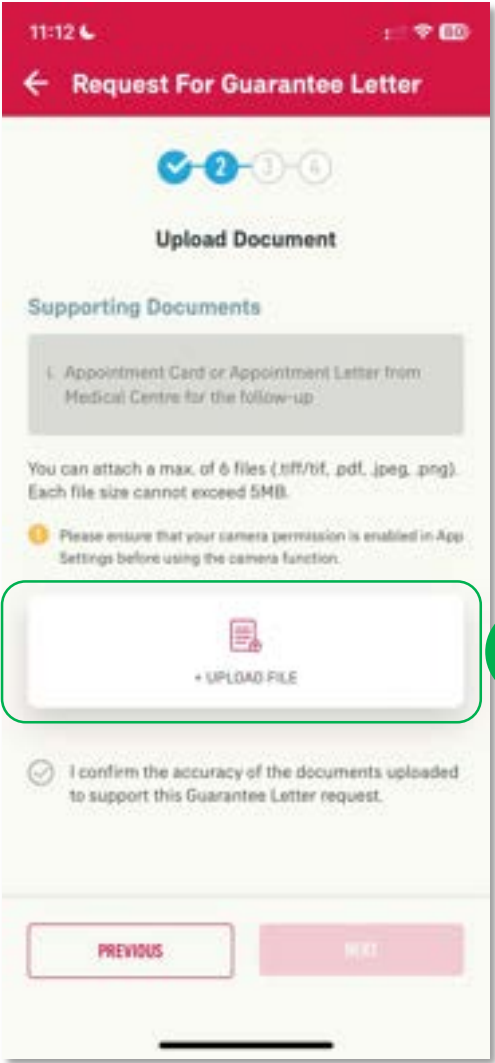
☒ I agree that my personal information collected here is provided with my consent and held by AIA Bhd., AIA PUBLIC Takaful Bhd., and AIA Health Services Sdn. Bhd. to be used to process my request and health claims. I understand that the claims payment will only be made for all covered medical treatment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

PREVIOUS

NEXT

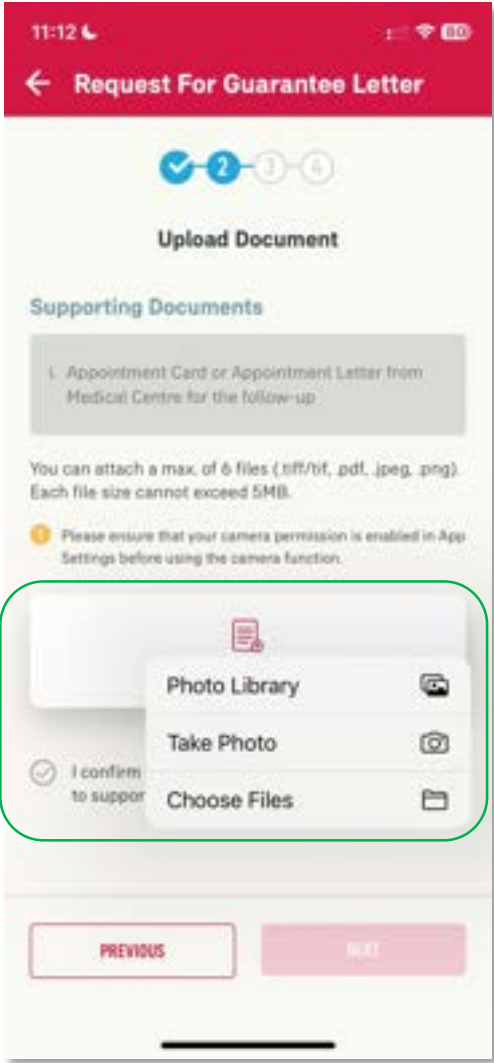
Only after you have ticked on the box, you can click on "NEXT" to proceed. If you wish to amend your request so far, click on "PREVIOUS".

REQUEST FOR GL: Post Hospitalisation

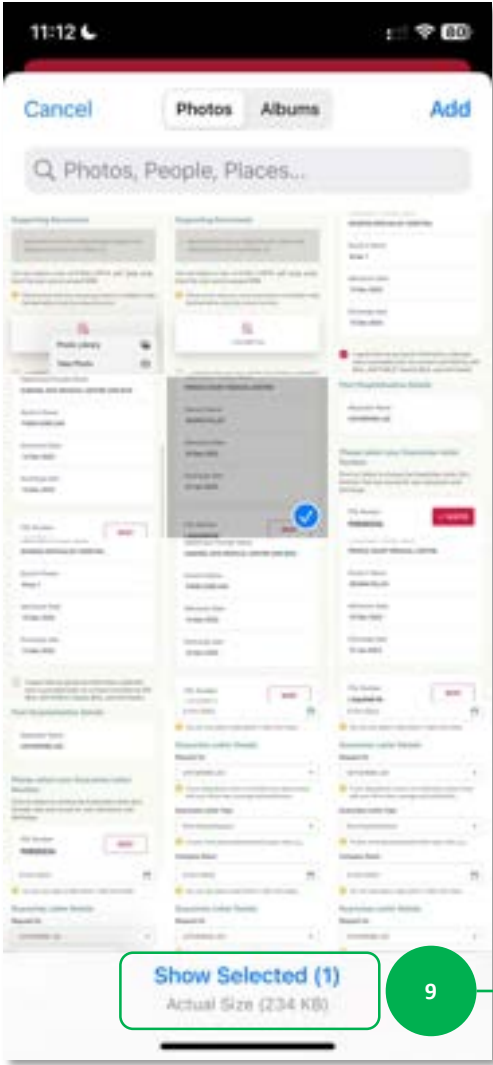


It is mandatory to attach the image of the appointment card or letter of the follow-up visit.

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



REQUEST FOR GL: Post Hospitalisation



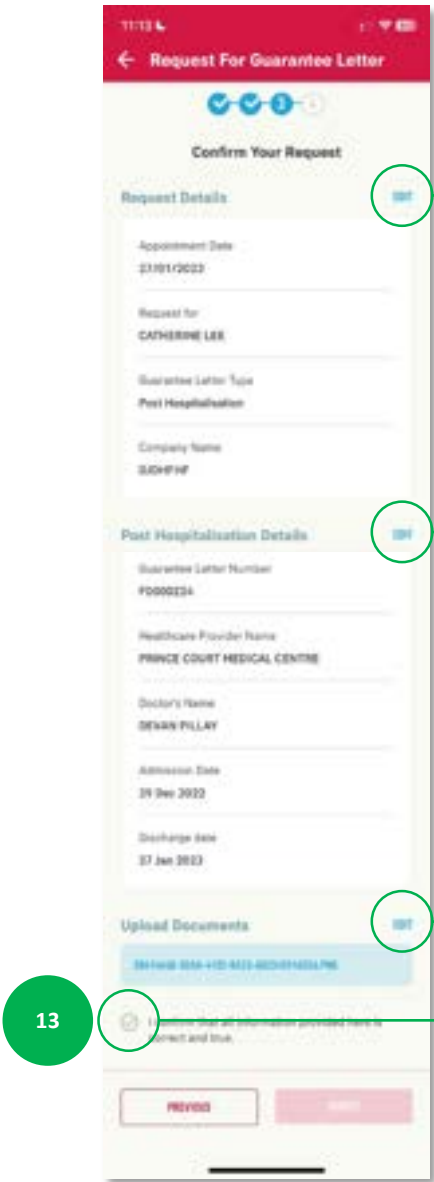
You can upload up to 6 documents. If the individual file size is too big, then you can opt to resize it.

Tick on the disclaimer statement.

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”.



REQUEST FOR GL: Post Hospitalisation



12

This is the confirmation page.
Review your request details.

13

If you wish to amend the
details of your request, you
can click on “Edit” buttons on
each details and documents.

14

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

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



14

REQUEST FOR GL: Post Hospitalisation



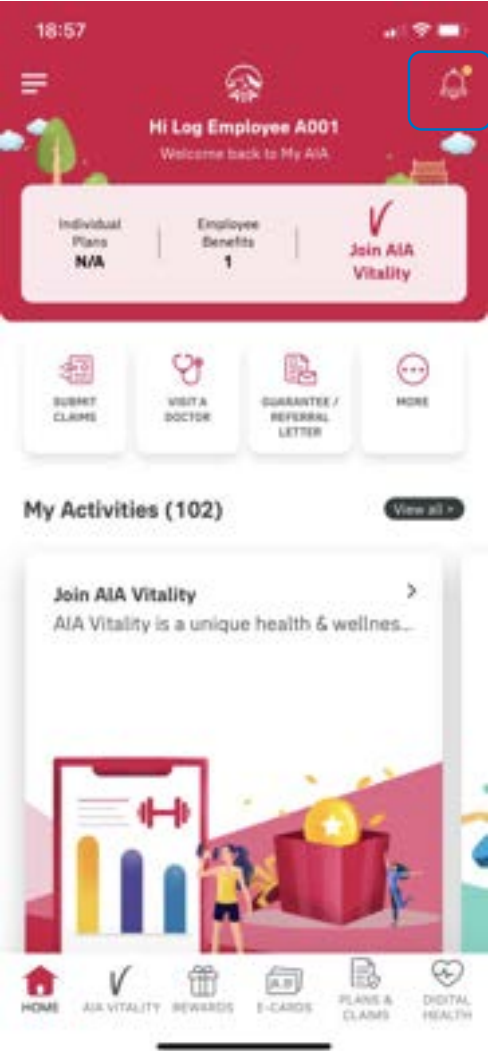
Your request has been submitted and will be processed accordingly.
You will see this confirmation page.

REQUEST FOR GUARANTEE LETTER – 06: Notifications

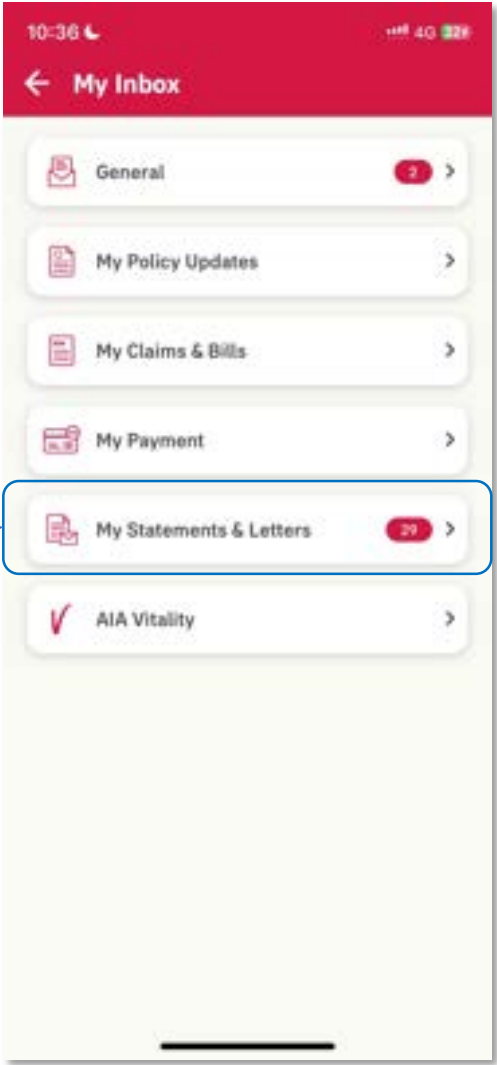
REQUEST FOR GL: Notifications

NOTIFICATION

Push Notification is sent throughout the GL request journey.



Click on the Bell to retrieve the notification.



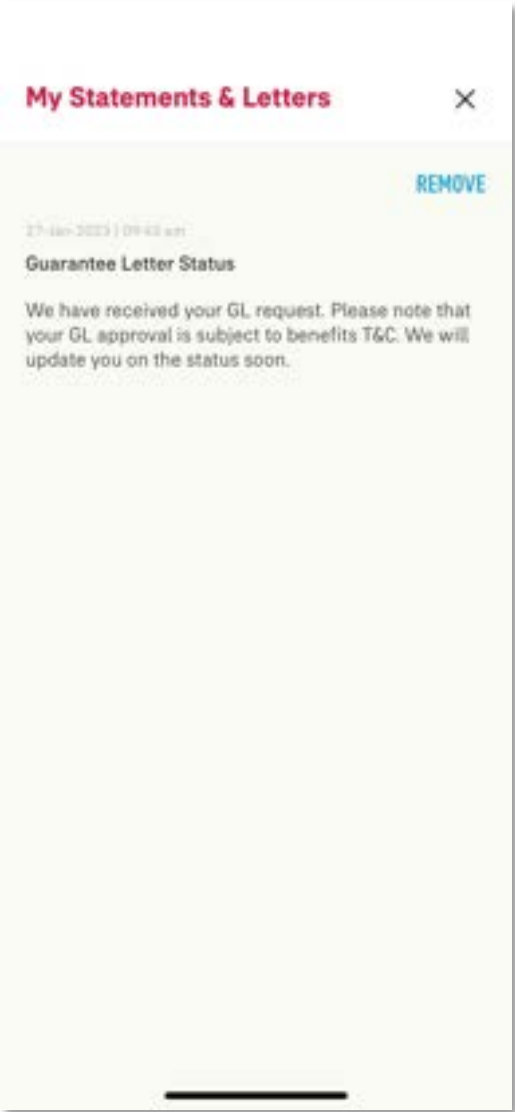
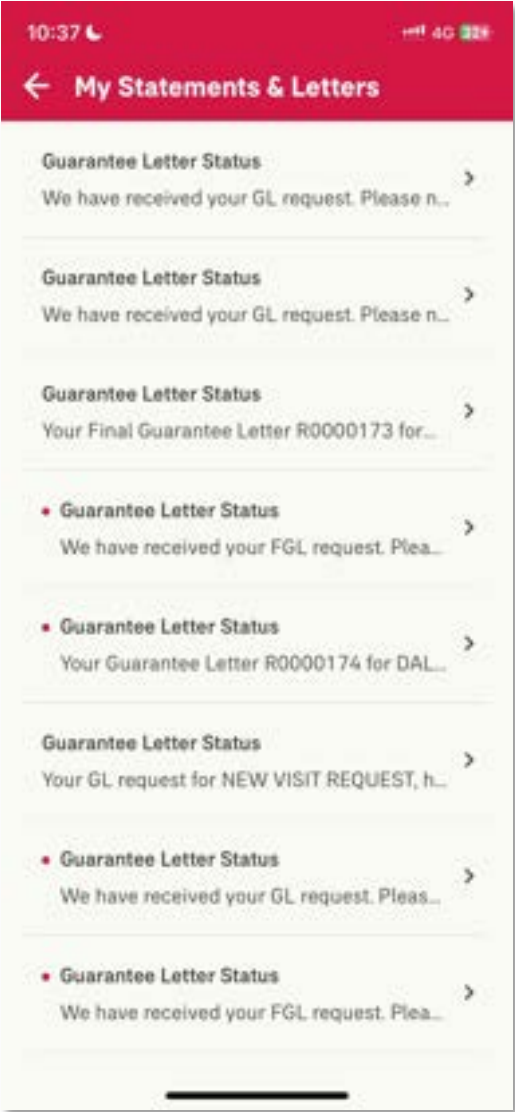
Click on “My Statements & Letters”.

REQUEST FOR GL: Notifications

NOTIFICATION

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

Your latest notification will be on the top.

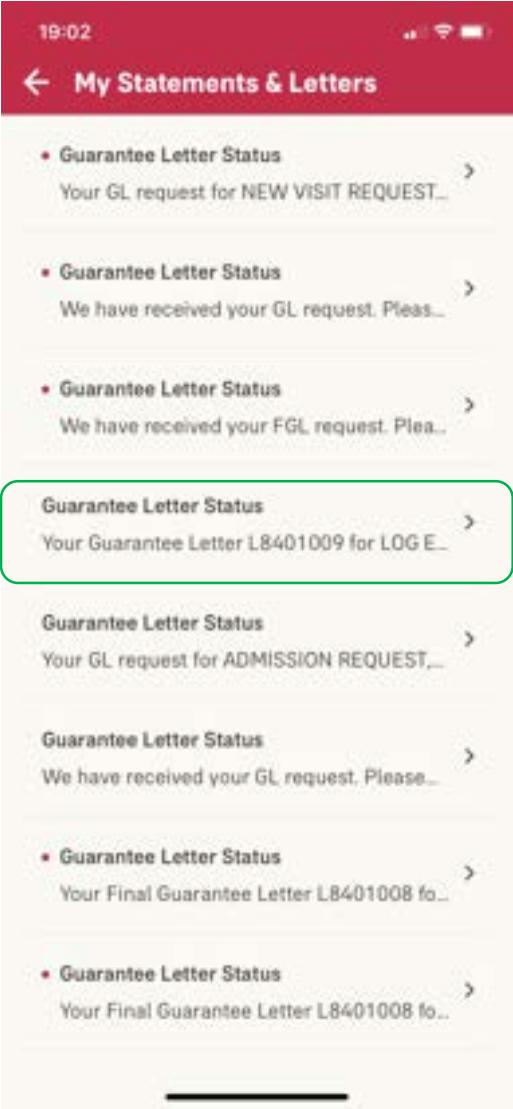


The notification for confirmation of receipt of request.

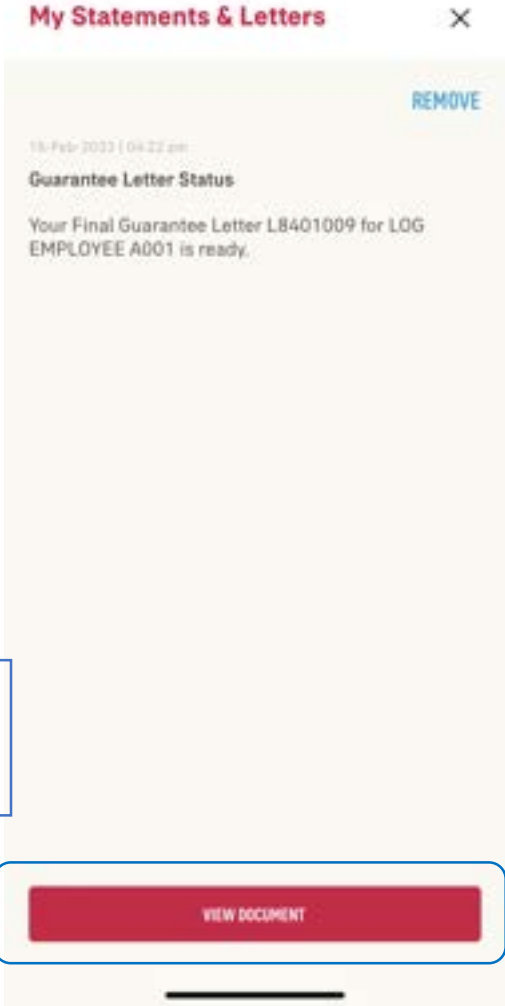
REQUEST FOR GL: Notifications

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.



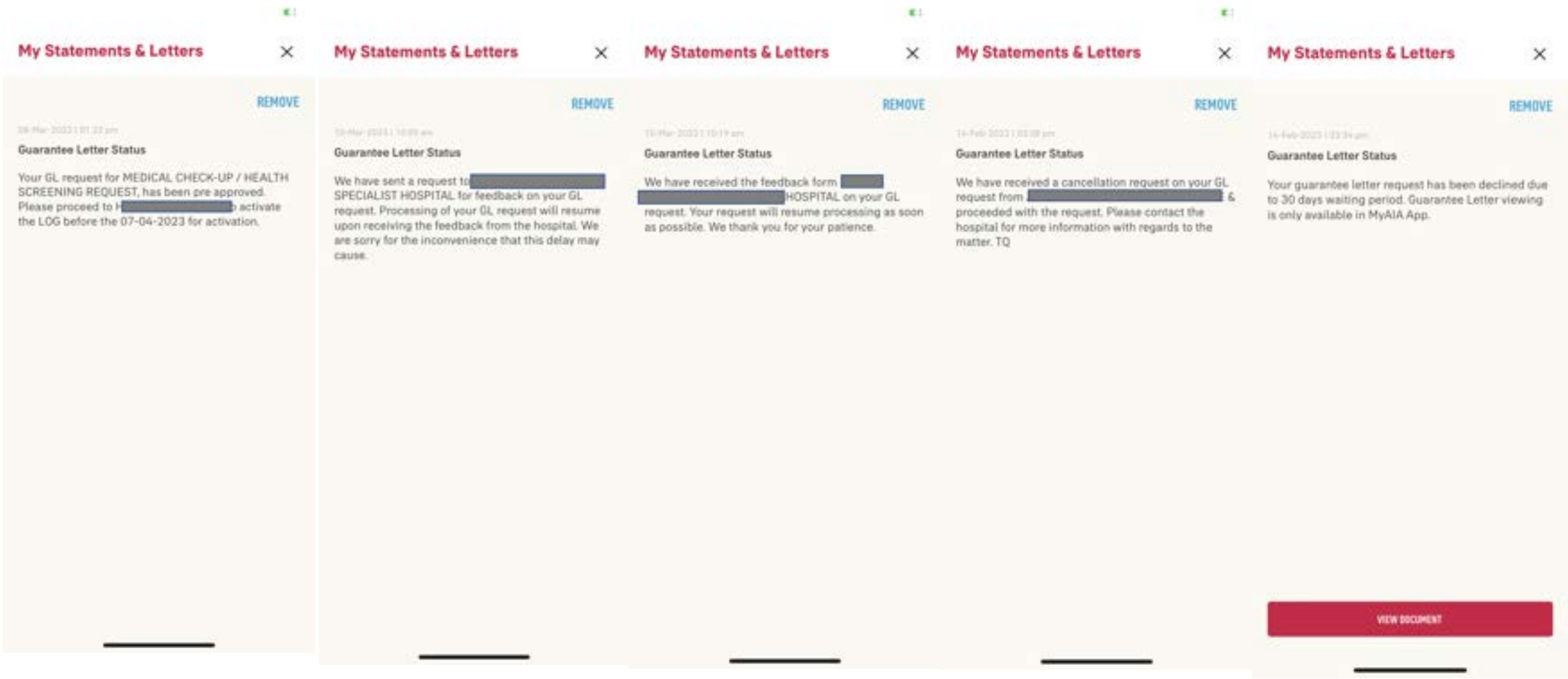
Tap on “**VIEW DOCUMENT**” to view the Guarantee Letter.



REQUEST FOR GL: Notifications

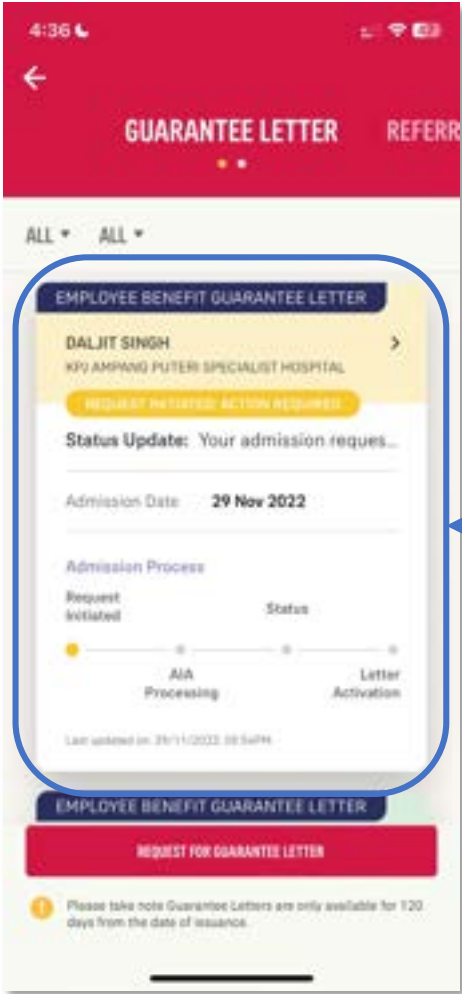
NOTIFICATION

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.



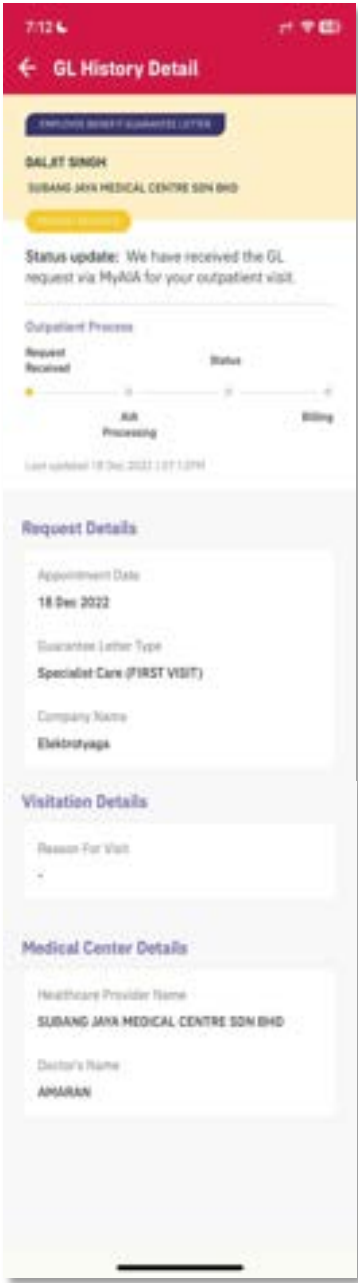
REQUEST FOR GUARANTEE LETTER – 08: GL Request Status

GL Request: View Status



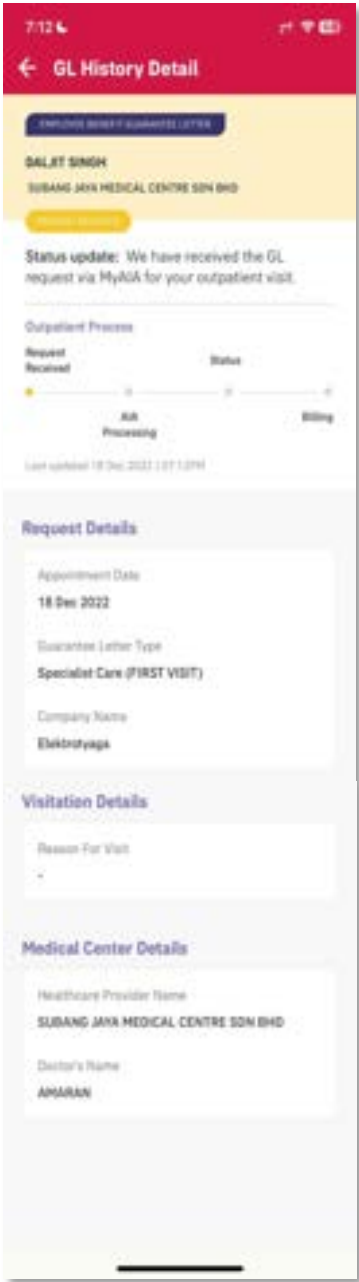
After you have requested for GL, you can view the status of your GL by clicking on the specific request card.

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



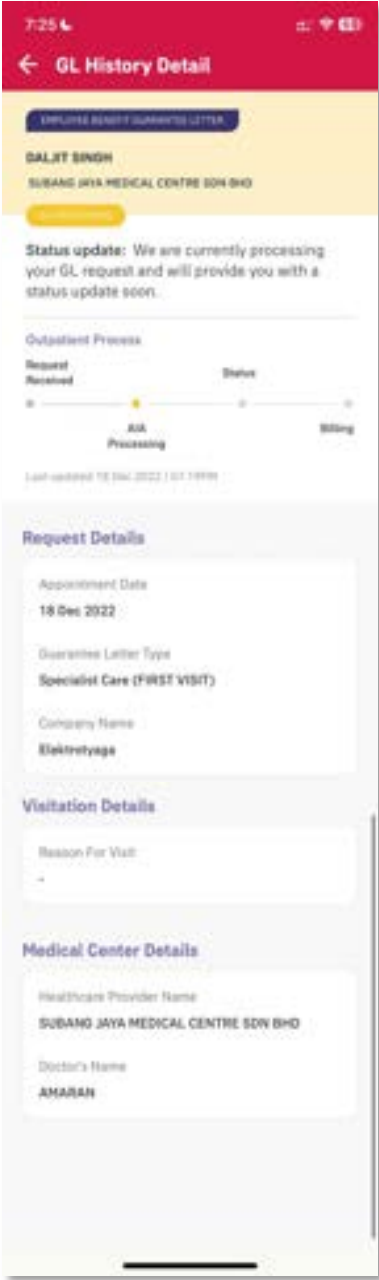
GL Request Status: Part 1 – Request Initiated

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



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.



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.

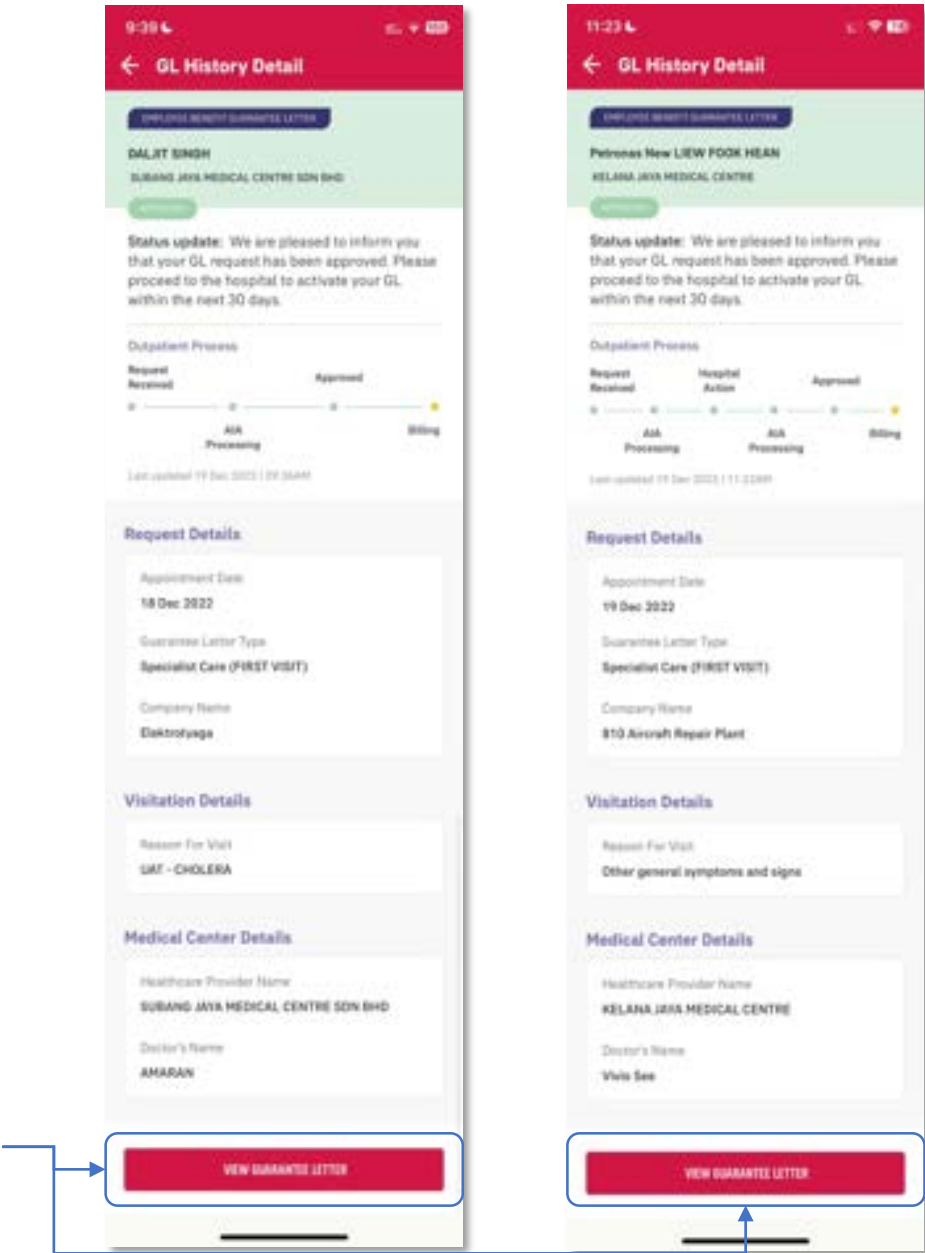


GL Request Status: Part 3 – Status: Approved

If the GL request is approved, the “**Status**” bubble will turn to green, and it will change to “**Approved**”.

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

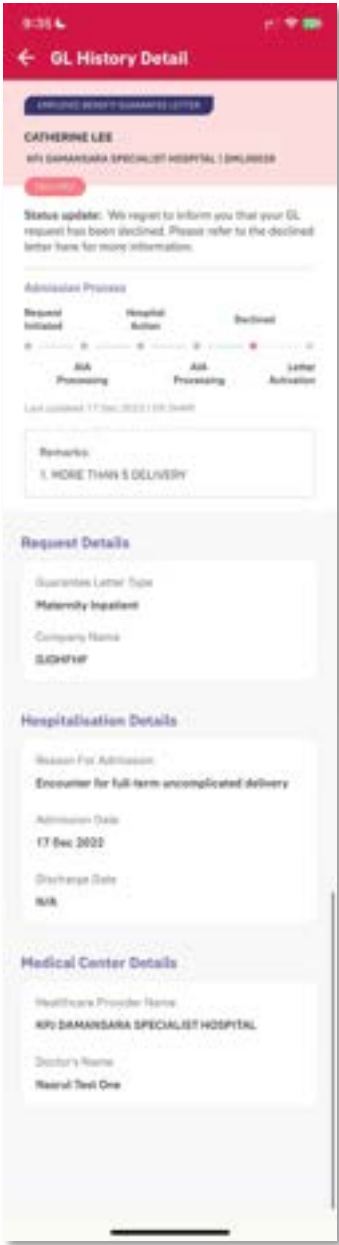
You can view your Guarantee Letter by clicking on the “**VIEW GUARANTEE LETTER**” button on the bottom of the page.



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**”.



SUBMIT e-CLAIMS

Corporate e-Claims

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

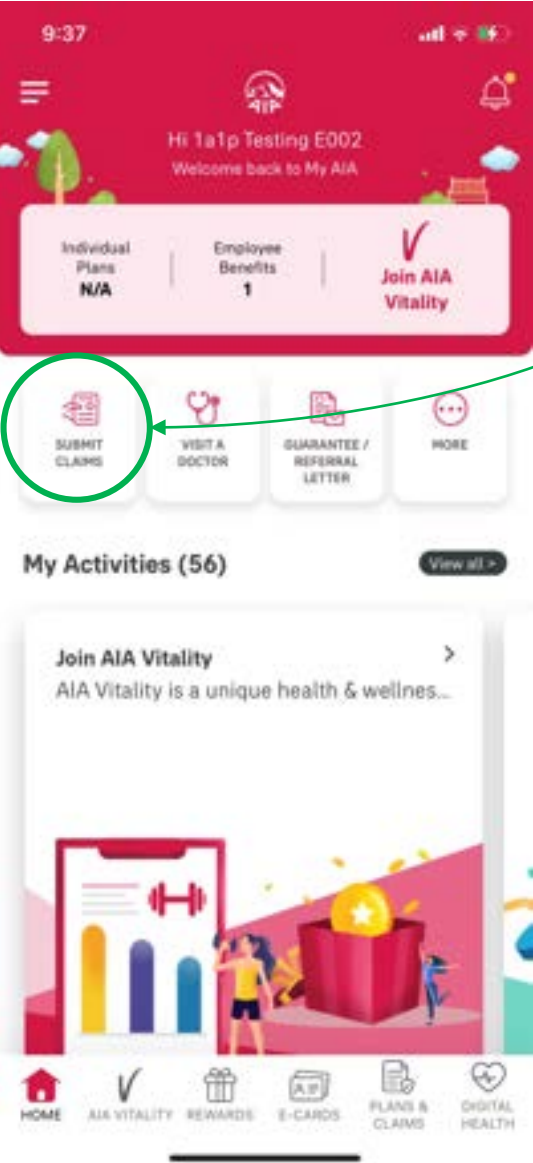
Individual e-Claims

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



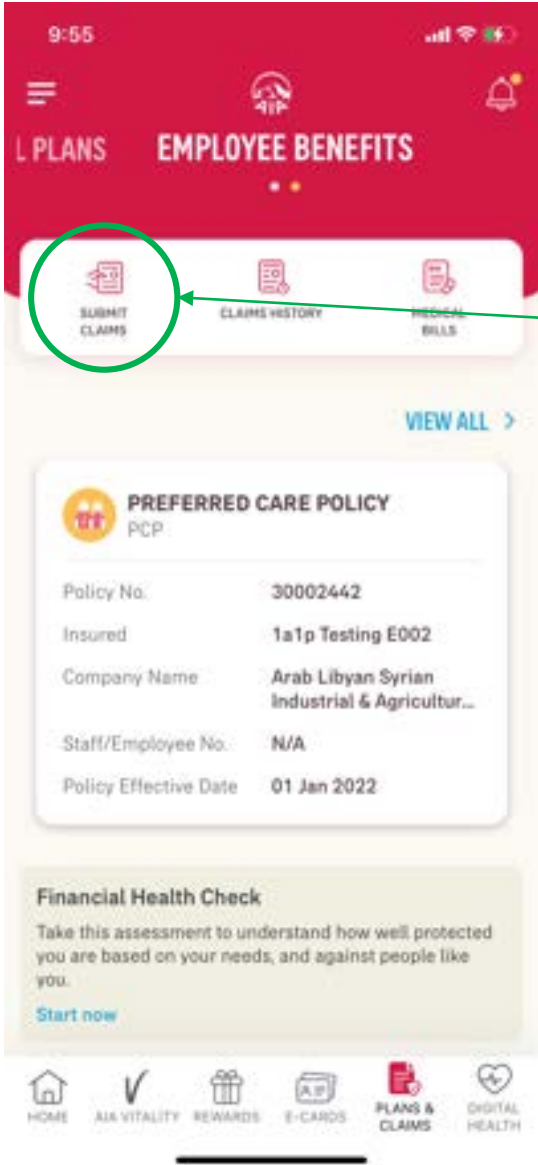
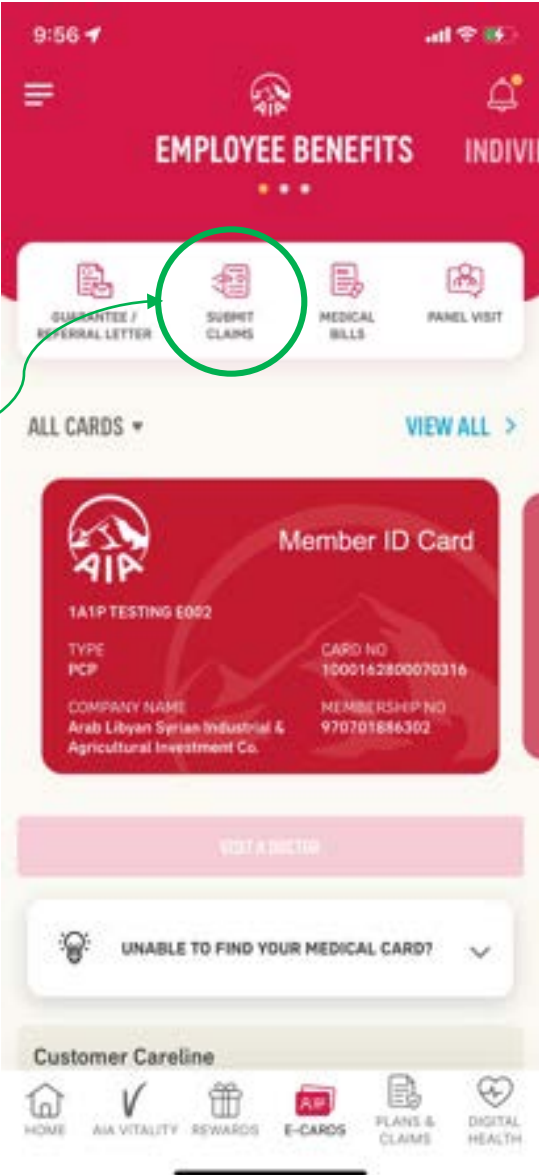
CORPORATE eCLAIMS – Claims Submission

ENTRY POINTS FOR SUBMITTING e-CLAIM



Option A: Entry Point @ Main Dashboard

Option B: Entry Point @ E-CARDS



Option C: Entry Point @ PLANS & CLAIMS

Claims Submission



← Submit A New Claim

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

HOW TO SUBMIT EMPLOYEE BENEFITS CLAIM

Claim Details

Date of Visit

01/09/2021

Claimant's Name

EMPLOYEE TEST TK B004

Please refer to your HR if your dependant's name is not listed here.

Claim Type

General Practitioner

Company Name

MEDICONNECT TESTING FOR DENTAL CASH...

I have read and agreed to [terms & conditions](#).

NEXT

Before starting your claim submission, you can view the guideline on how to submit a claim.

20:16

← Submit A New Claim

Guideline

1 HOW TO SUBMIT AN EMPLOYEE BENEFITS CLAIM

Supporting Documents

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

Submit NRIC / Passport

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

Complete what is required for Claim Submission

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

2 WHICH DOCUMENTS ARE REQUIRED

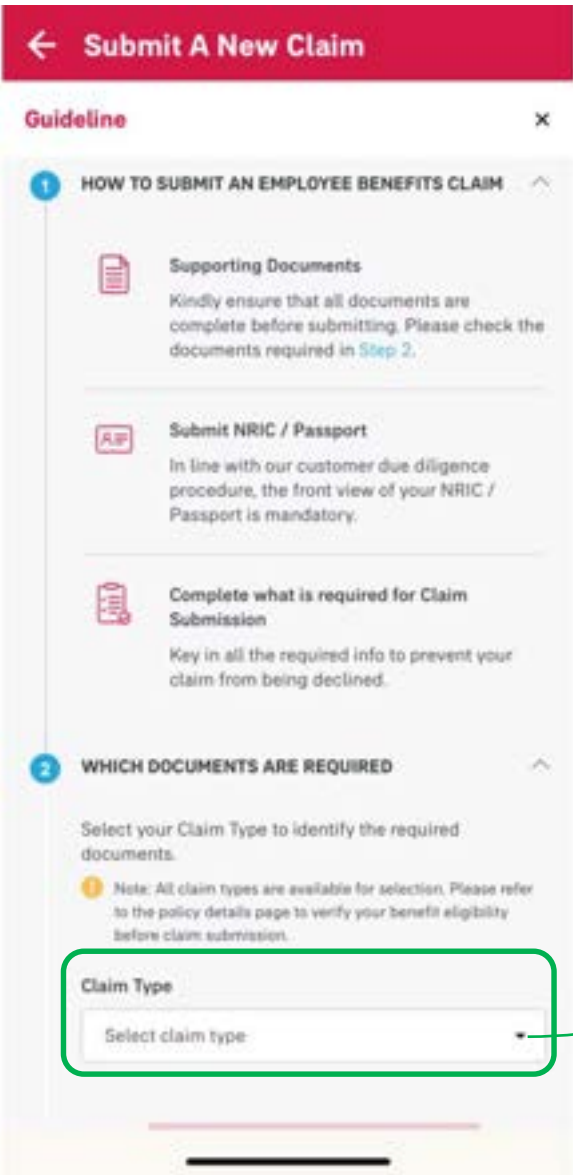
Select your Claim Type to identify the required documents.

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

Claim Type

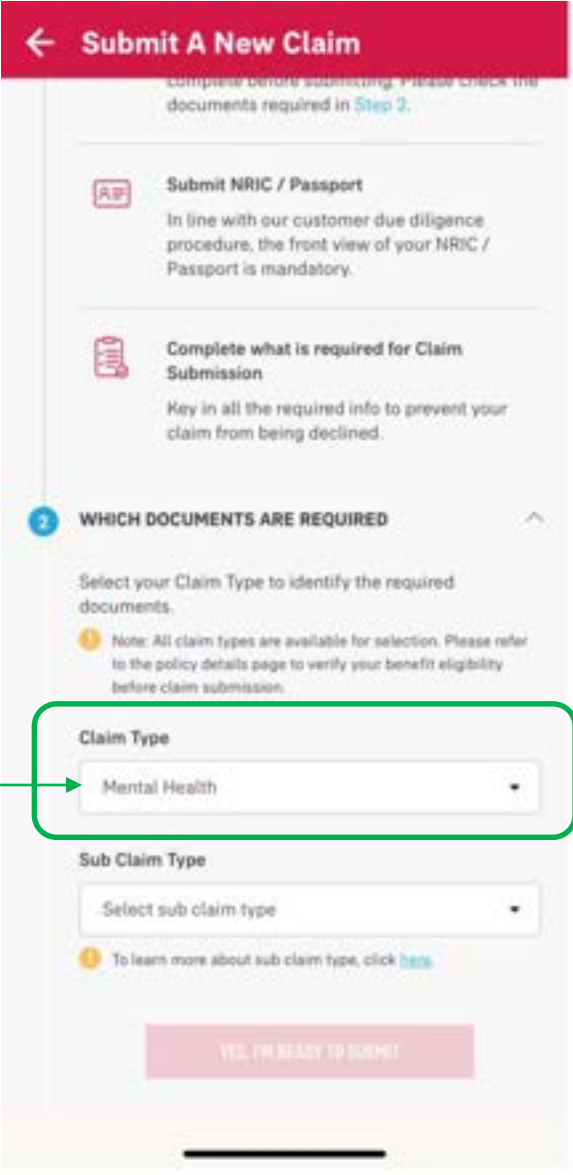
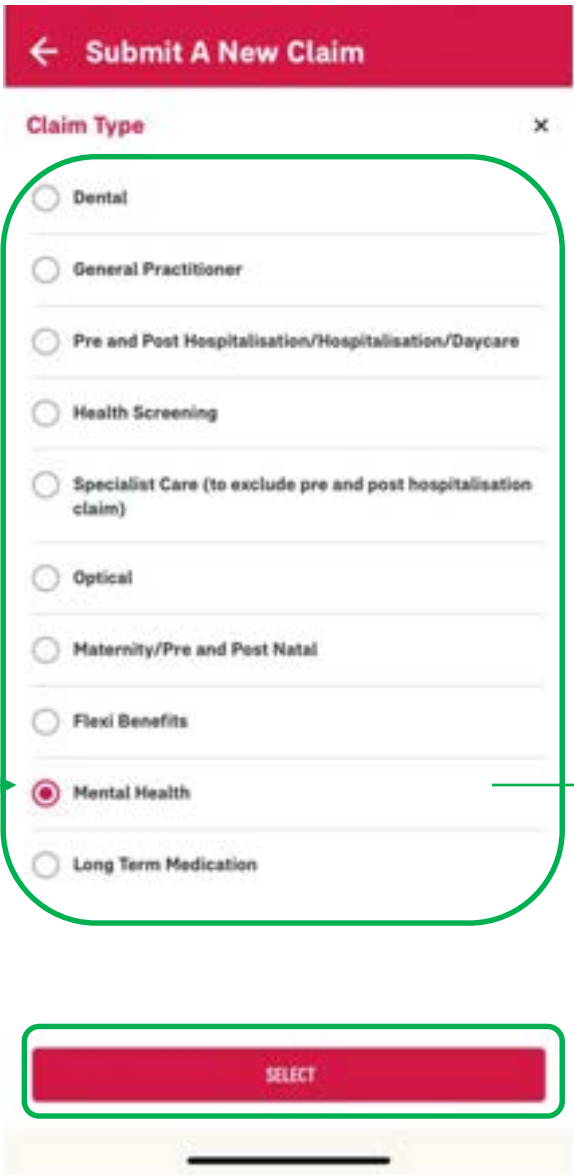
Select claim type

Claims Submission

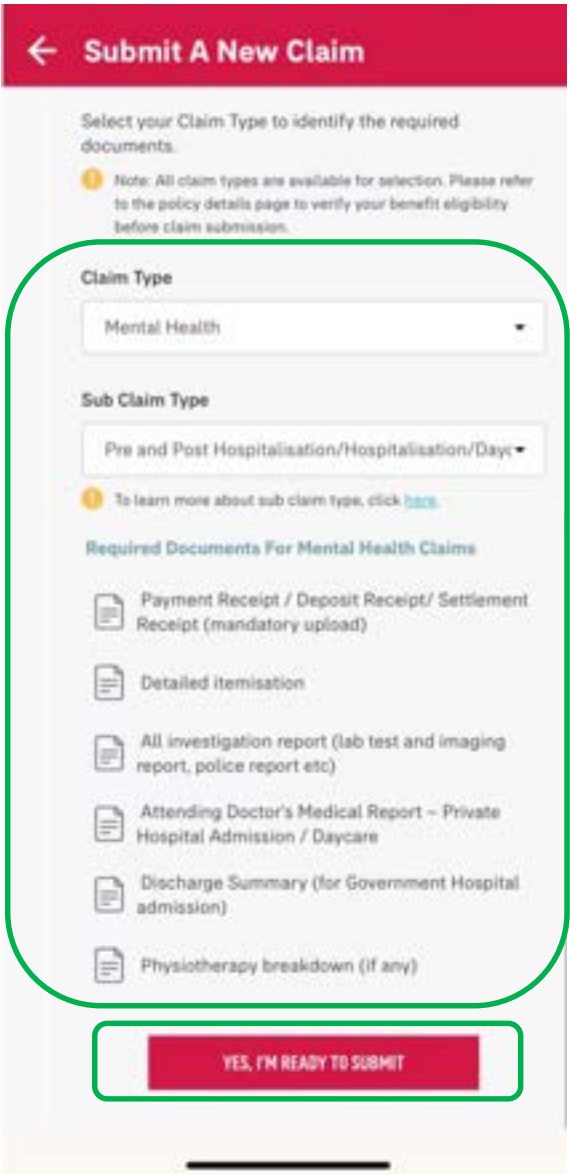
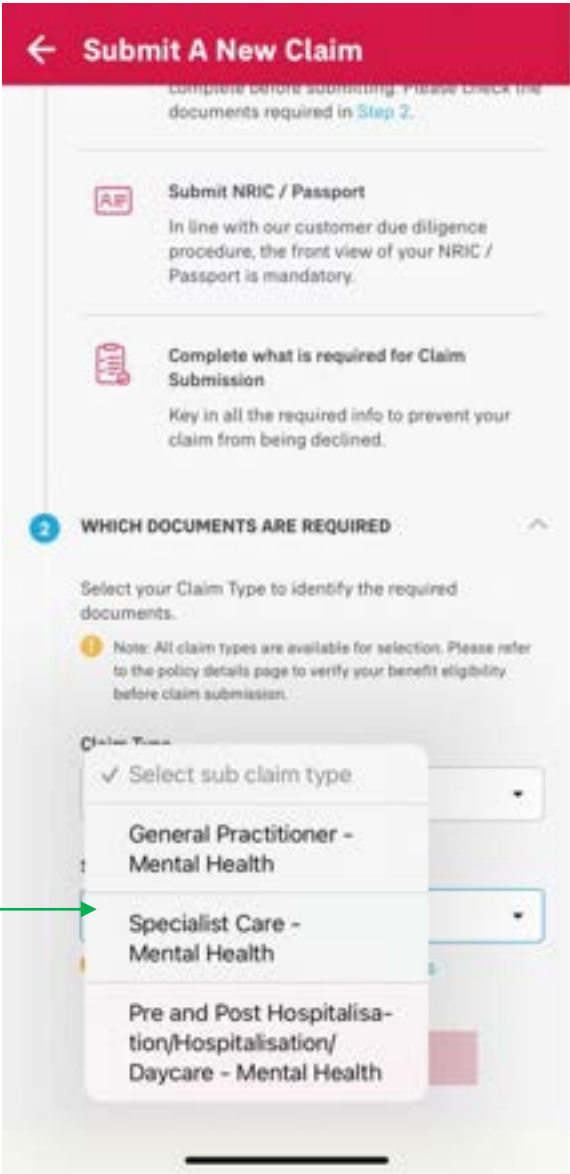
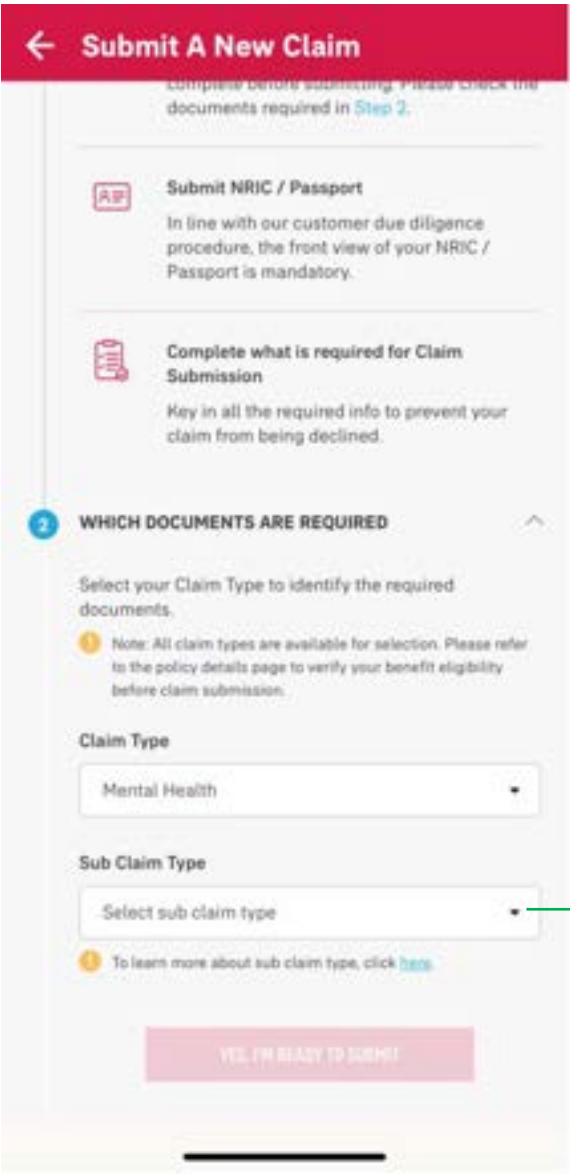


1 Tap on the **Claim Type** dropdown. A pop-up with a list of all Claim Types will appear.

Tap on the **SELECT** button at the bottom after selecting your Claim Type.



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.

Claims Submission

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

← Submit A New Claim

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 dependant's name is not listed here.

Claim Type
Mental Health

Sub Claim Type
Pre and Post Hospitalisation/Hospitalisation/Daycare - I

To learn more about sub claim type, click [here](#)

Company Name
DSM NUTRITIONAL PRODUCTS MALAYSIA SDN. BHD.

☒ I have read and agreed to [terms & 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.

NEXT

← Submit A New Claim

Claim Type

☐ Dental

☐ General Practitioner

☐ Pre and Post Hospitalisation/Hospitalisation/Daycare

☐ Health Screening

☐ Specialist Care (to exclude pre and post hospitalisation claim)

☐ Optical

☐ Maternity/Pre and Post Natal

☐ Flexi Benefits

☒ Mental Health

☐ Long Term Medication

SELECT

← Submit A New Claim

Sub Claim Type

☐ General Practitioner - Mental Health
General Practitioner visit for mental health related issues; encompassing emotional and psychological aspects, and overall social well-being.

☐ Specialist Care - Mental Health
Outpatient Specialist visit for mental health related issues; encompassing emotional and psychological aspects, and overall social well-being.

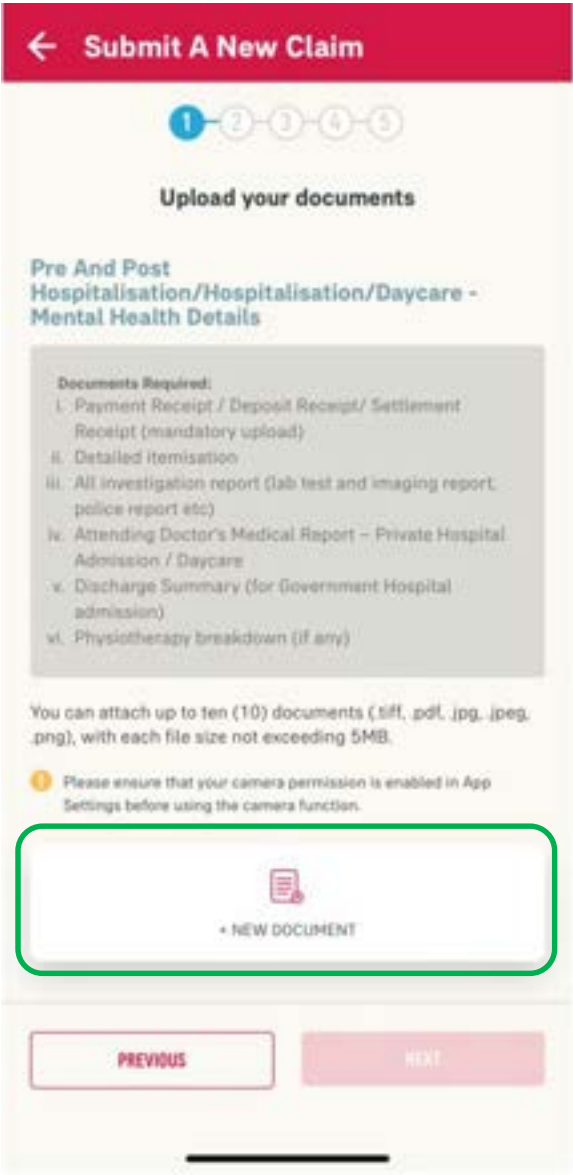
☒ Pre and Post Hospitalisation/Hospitalisation/Daycare - Mental Health
Pre and Post Hospitalisation/ Hospitalisation/Daycare visit for mental health related issues; encompassing emotional and psychological aspects, and overall social well-being.

SELECT

- 2 Enter your claim details:
1. Date of Visit
 2. Claimant's Name
 3. Claim Type & Sub Claim Type (if any)
 4. Company Name

3 Tick the T&C disclaimer and tap on **NEXT** to continue.

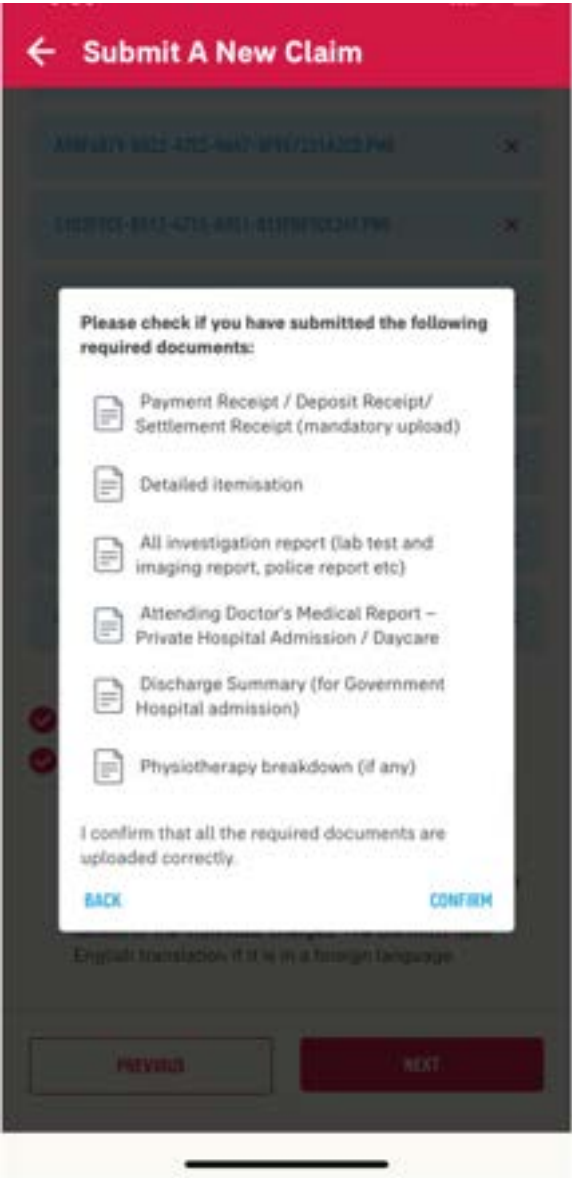
Claims Submission



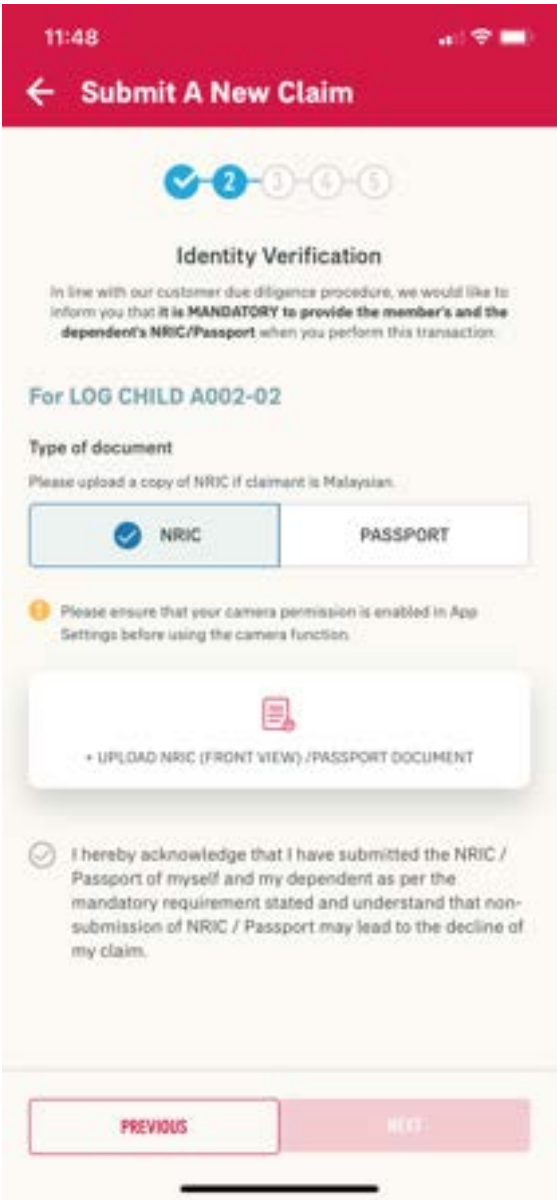
4 Upload the relevant documents for the claim.

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.



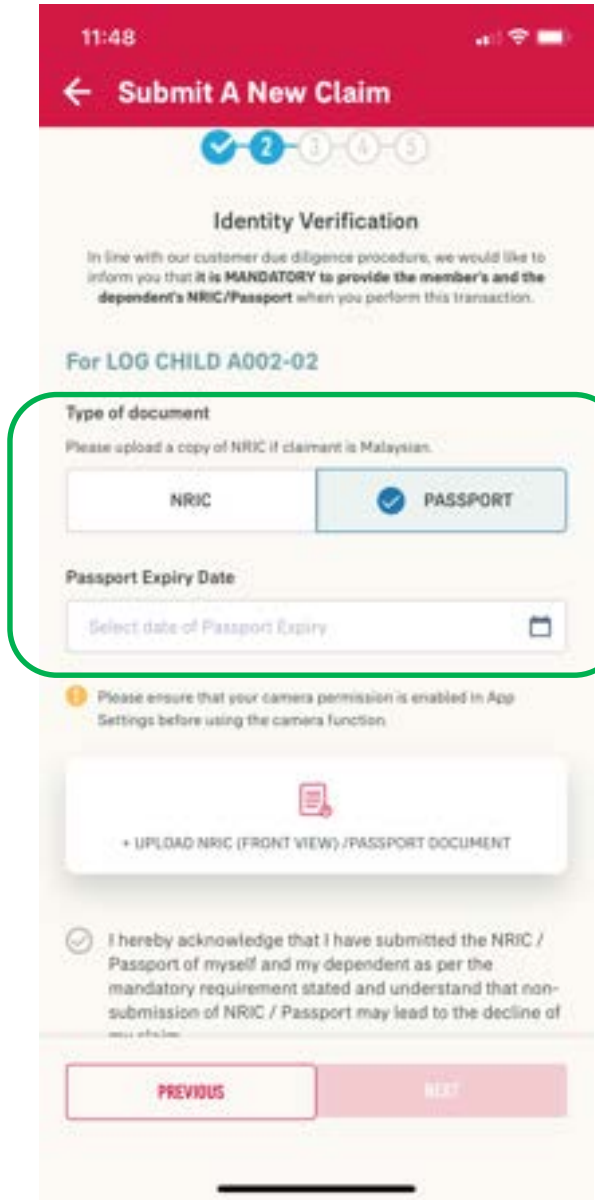
Claims Submission



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

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

Select if your document is NRIC or Passport.
For Passport, please input the passport expiry date.



Claims Submission



← Submit A New Claim

✓

2

3

4

Fill in your claim details.

General Practitioner Details

Provider Type

✓ PANEL

NON-PANEL

Healthcare Provider Name

OTHERS

Healthcare Provider Name

1111111111222222222333333333444444

Reason for visit

Select reason for visit

Total Claim Amount

PREVIOUS

NEXT

6 Select the name of the healthcare provider from the dropdown.

Choose “Others” only if you are unable to find the Healthcare Provider Name from the listing.

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

← Submit A New Claim

Healthcare Provider Name

1111111111222222222333333333444444

Reason for visit

Others

Clarification for Reason for Visit

1111111111222222222333333333444444
444455555555566666666677777777788
8888888899999999900000000011111111
11 ab@#\$%^&*%&

Max 120 Characters

Total Claim Amount

100

Personal Information

Reimbursement Details

Bank Name

PREVIOUS

NEXT

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

Choose “Others” only if you are unable to find the diagnosis from the listing.

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

Claims Submission



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

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

Claims Submission



← Submit A New Claim

✓✓34

Review Your Claim

Claim Details

Date of Visit

01/09/2021

Claimant's Name

EMPLOYEE TEST TK B004

Claim Type

General Practitioner

Company Name

MEDICCONNECT TESTING FOR DENTAL CASHLESS

Company Name

MEDICCONNECT TESTING FOR DENTAL CASHLESS

Uploaded Documents

SCREENSHOT_20210922_162704_COM.AIA.MYAIA.TEST.JPG

E0050675.PDF

IMG-20210806-WA0008 (3).TIFF

IMG-20210806-WA0009.JPEG

SCREENSHOT_20210718_091834_COM.HUAWEI.BROWSE R.JPG

ESA.PNG

General Practitioner

Provider Type

Panel

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 member details in order to receive your reimbursement

PREVIOUS

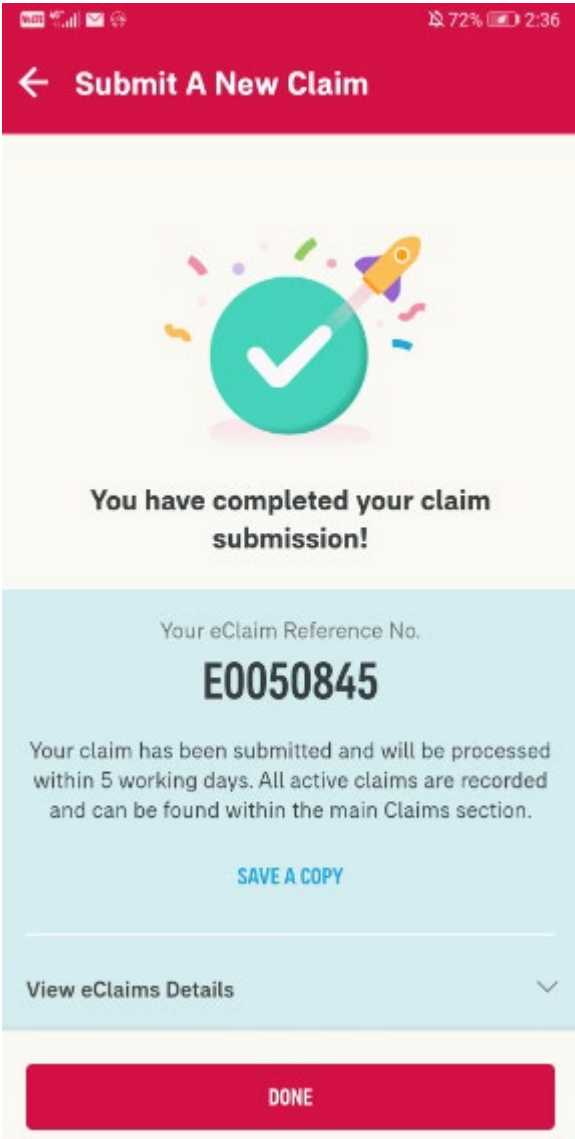
SUBMIT

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.

Claims Submission



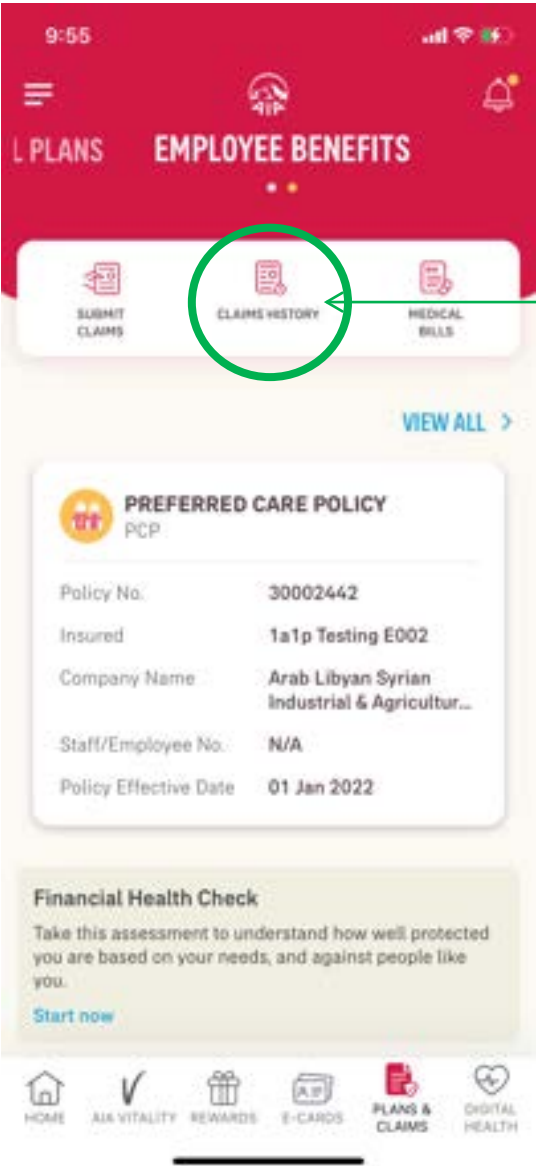
Your request has been submitted and will be processed accordingly. You will see this confirmation page.



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

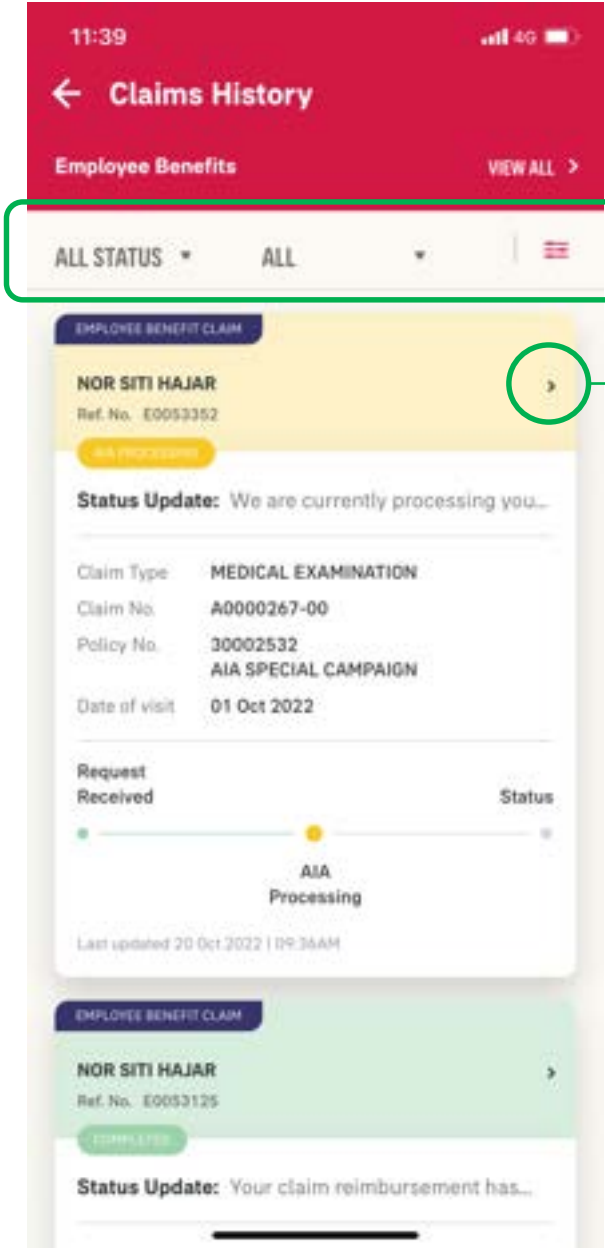
CORPORATE eCLAIMS – Claims History

ENTRY POINT FOR CLAIMS HISTORY



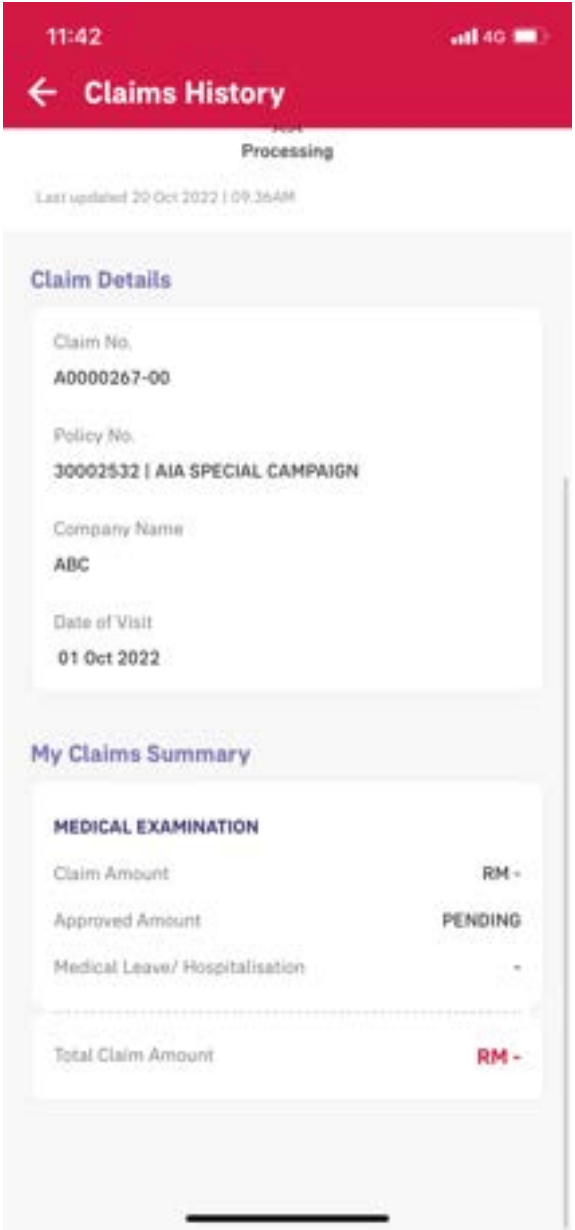
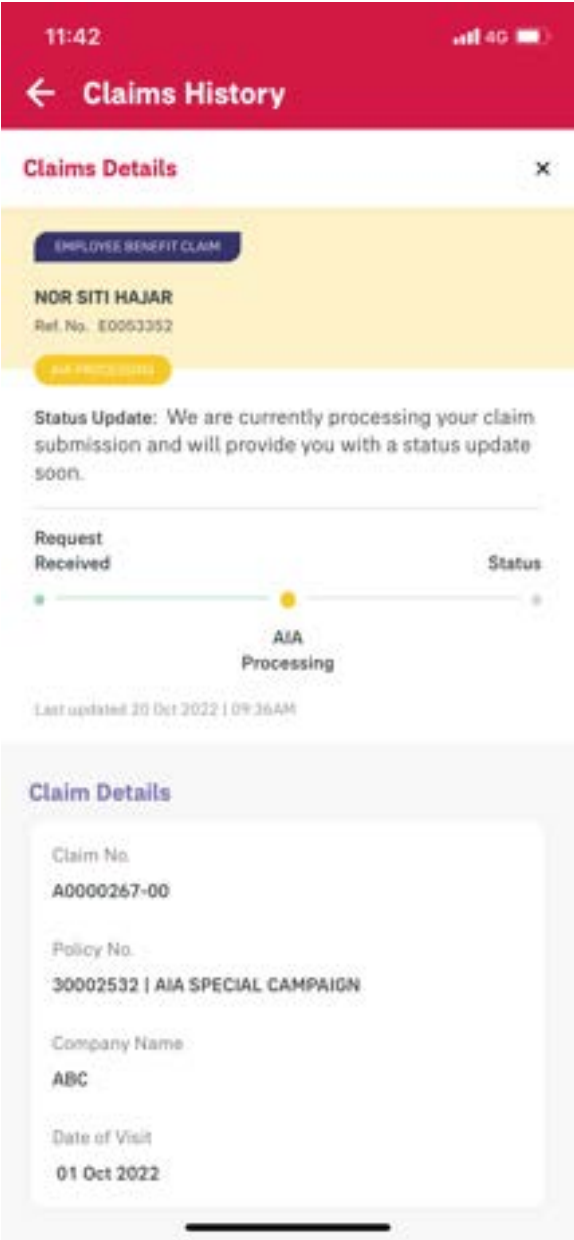
ENTRY POINT
FROM PLANS &
CLAIMS

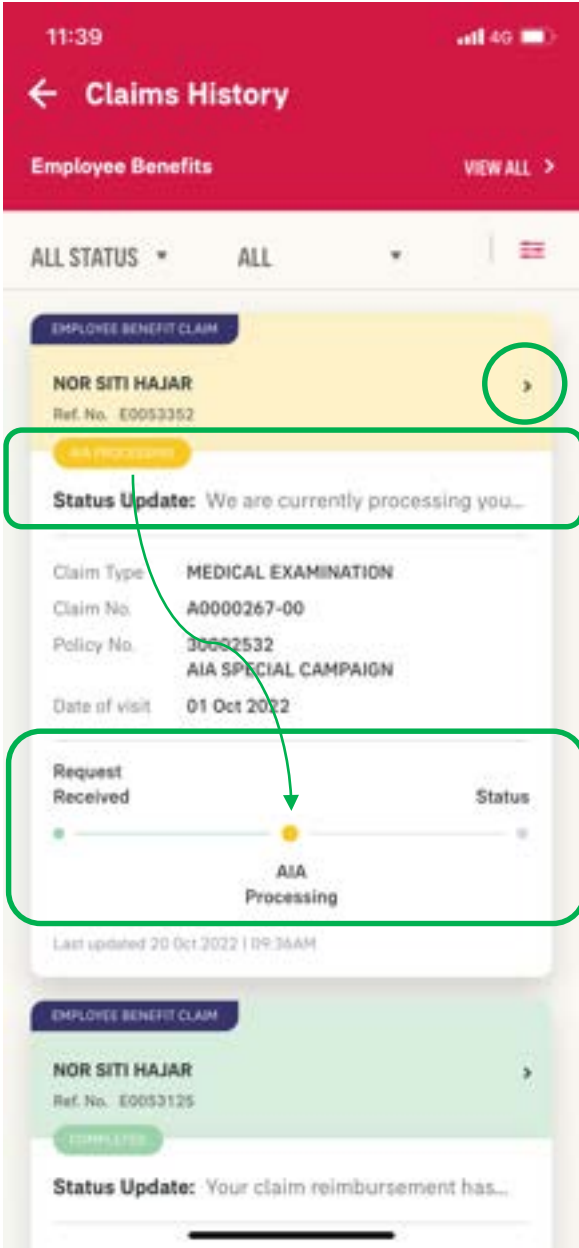
Claims History



You can filter your search criteria here.

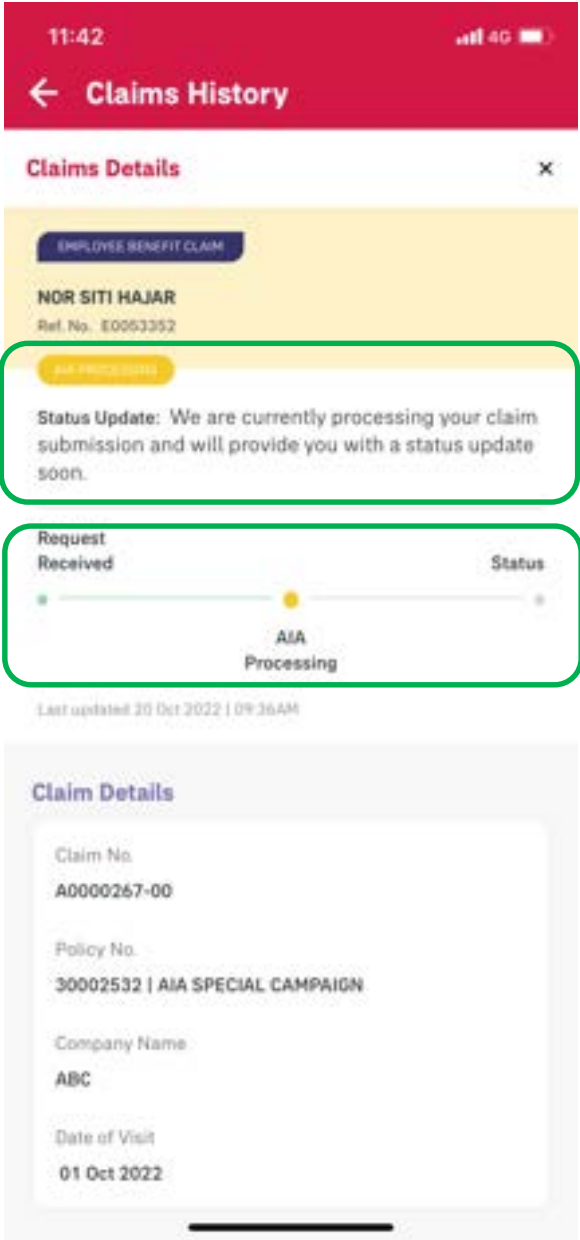
Tap to view your claim details.





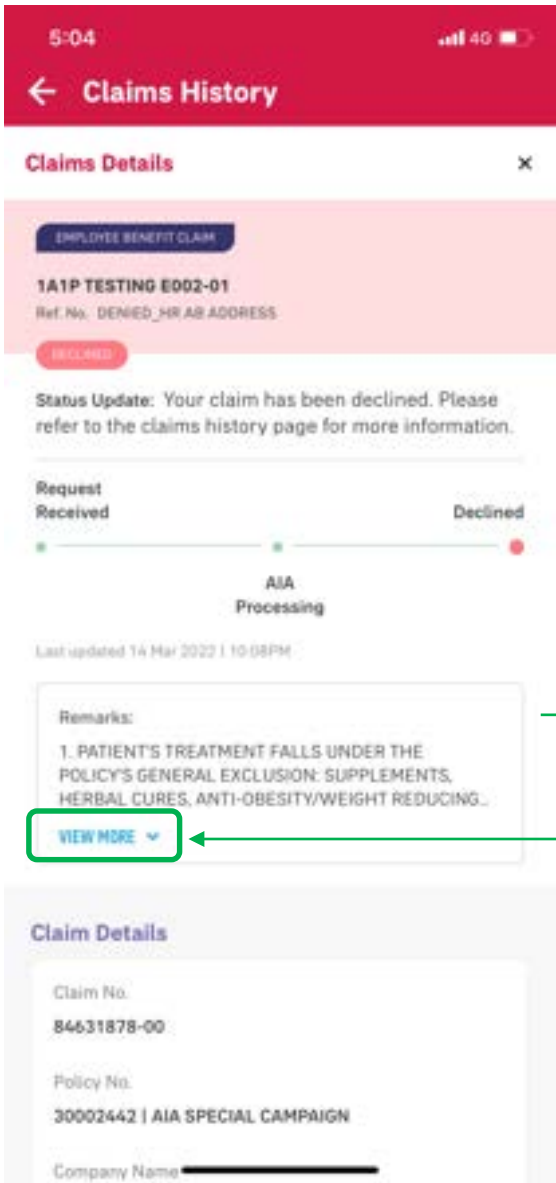
You can view your claim status here. Click forward button to view full description of status update in Claims Details page.

Status tracking map - with current claim status highlighted.

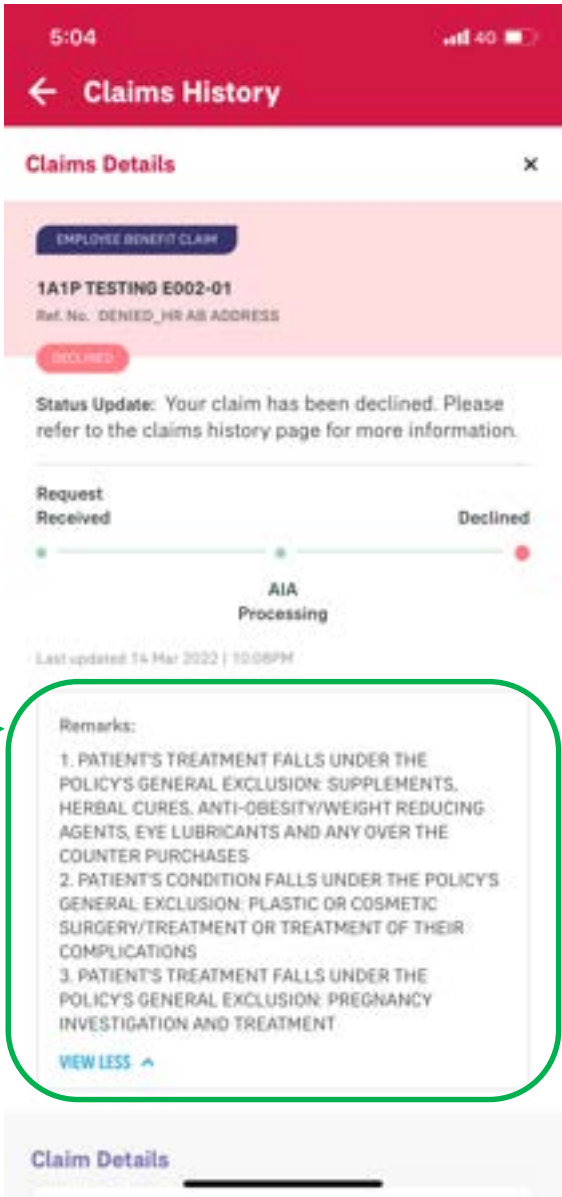


Claims History – Status Update

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



Tap on **VIEW MORE** for the full reasons.

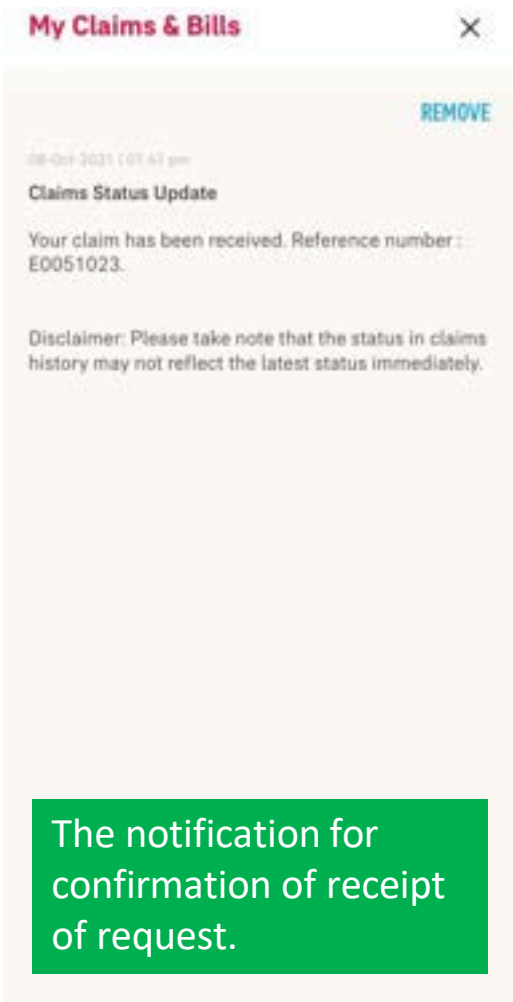
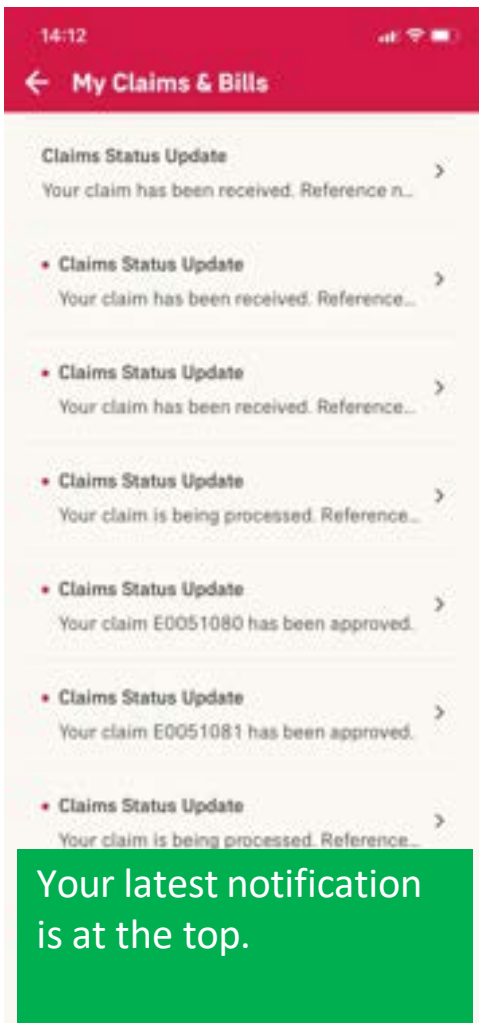
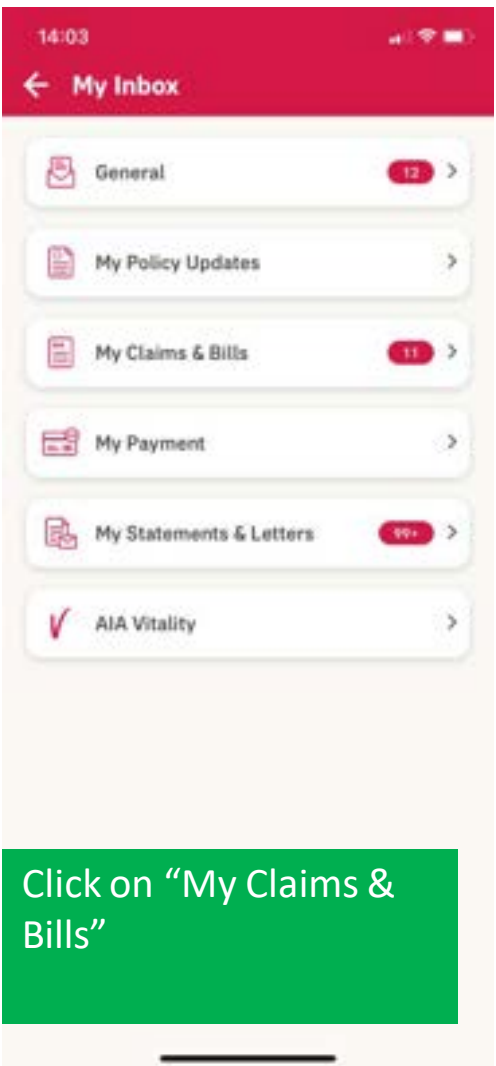


CORPORATE eCLAIMS – Notifications

Notifications

NOTIFICATION 1

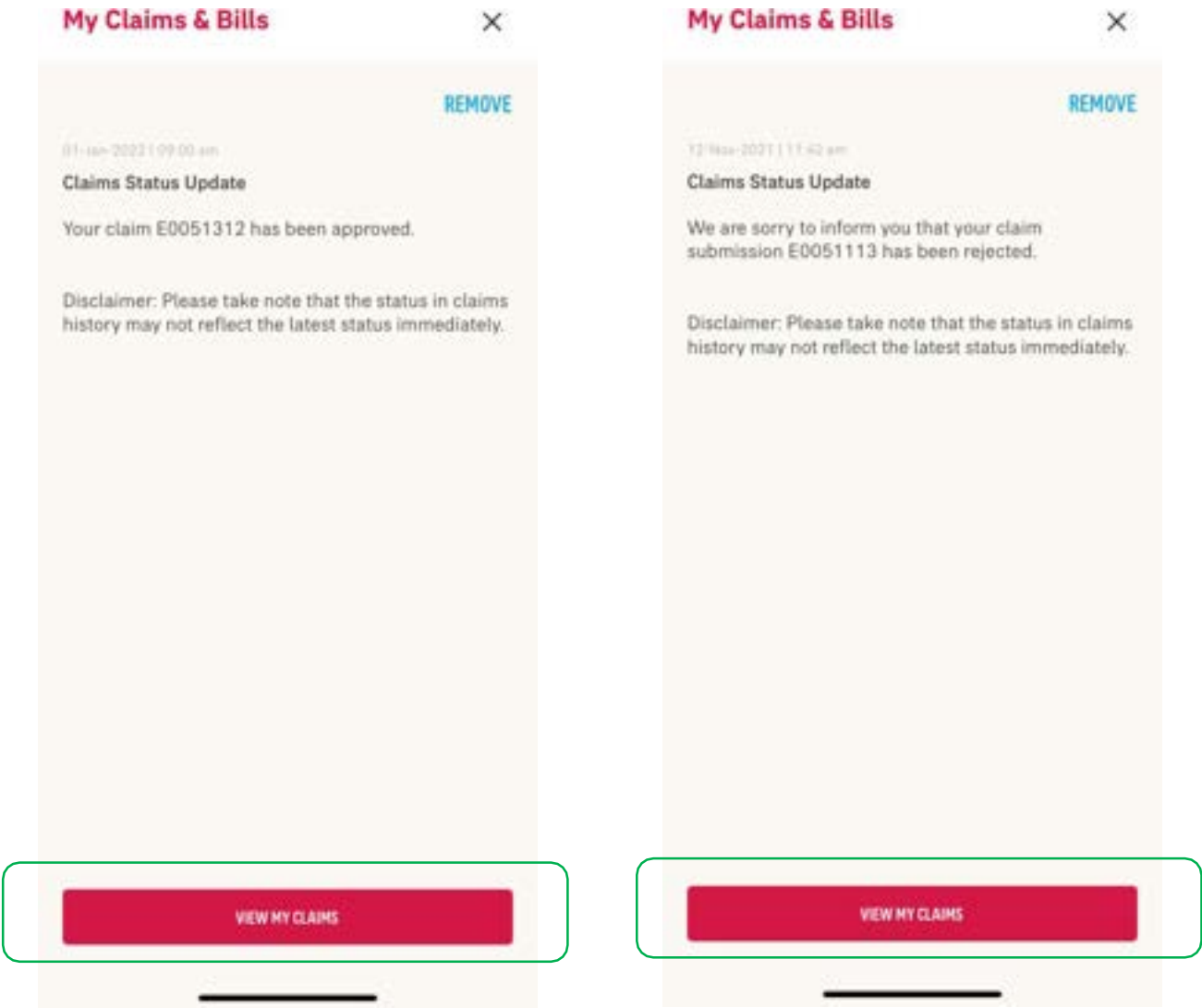
Push Notification is sent when the claim has been successfully submitted.



Notifications

NOTIFICATION 2

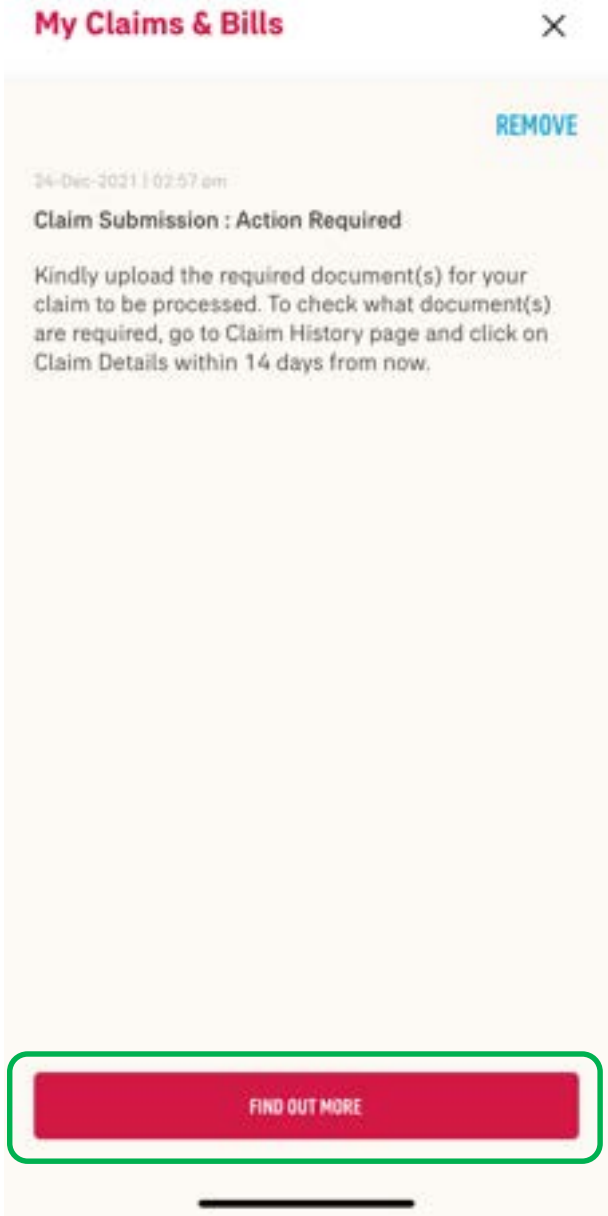
Push Notification is sent for both Claims Approved and Rejected.



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

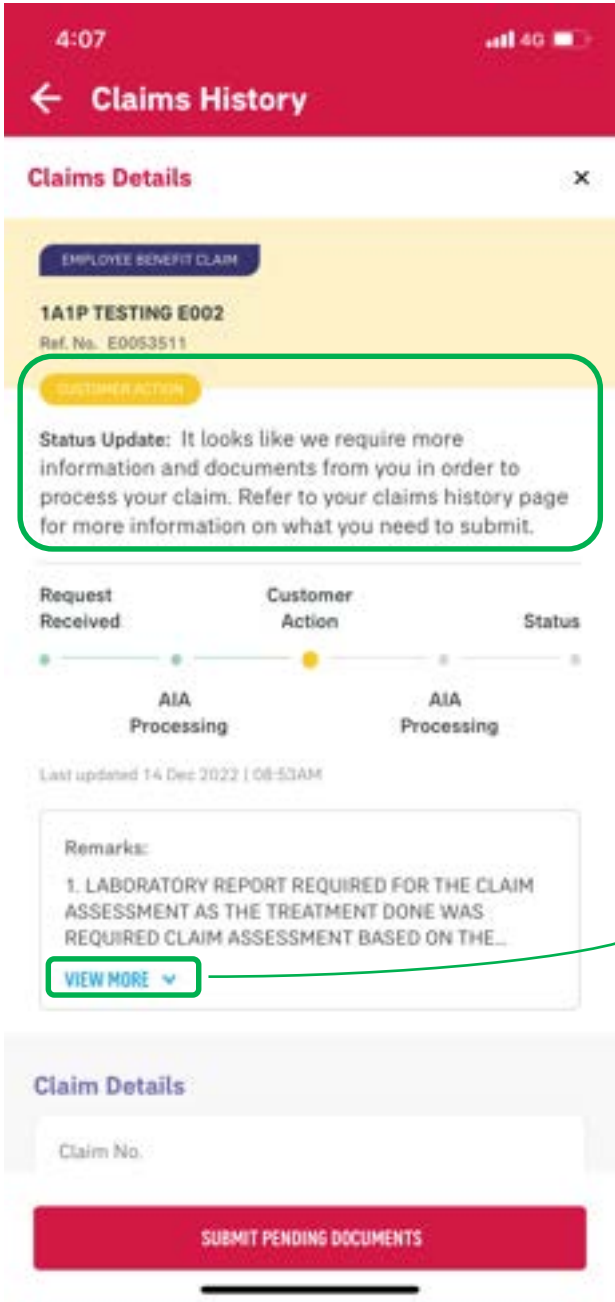
CORPORATE eCLAIMS – Submit Pending Document

Submit Pending Document



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

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

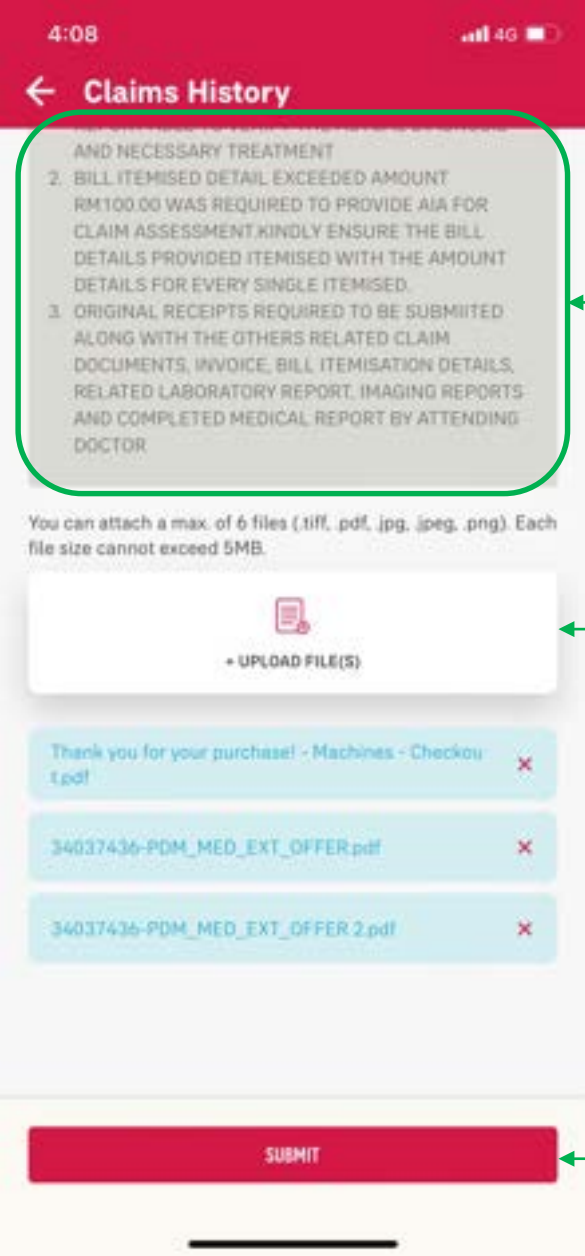


2 The Claim Status will be “CUSTOMER ACTION”.

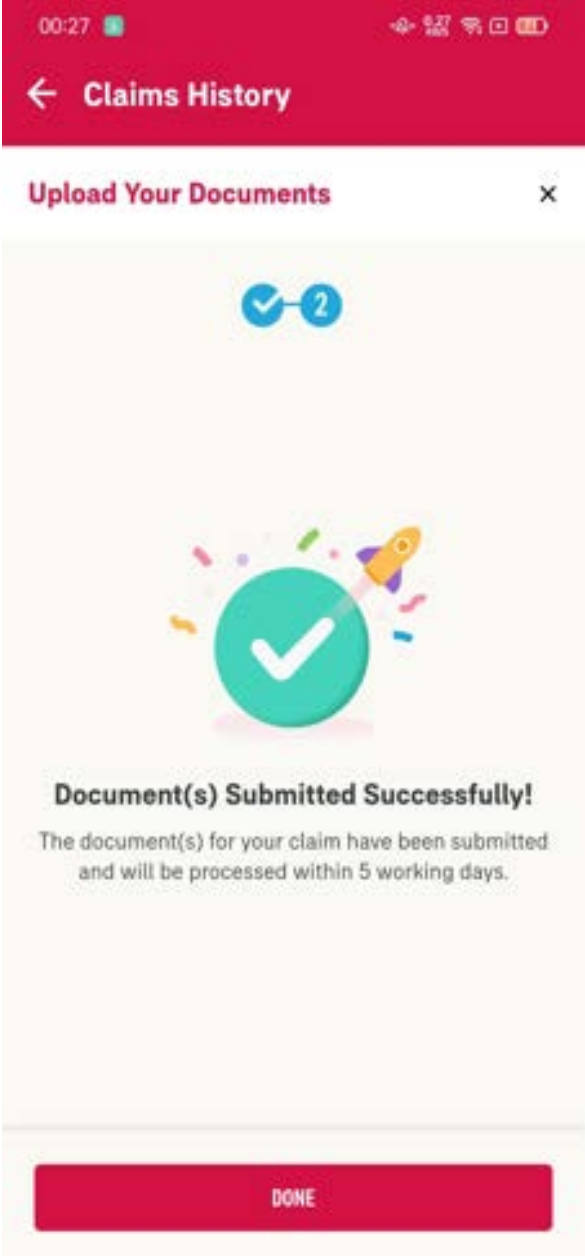
3 Click on “VIEW MORE” for the full reasons.

4 Click on “Submit Pending Documents” to proceed.

Submit Pending Document

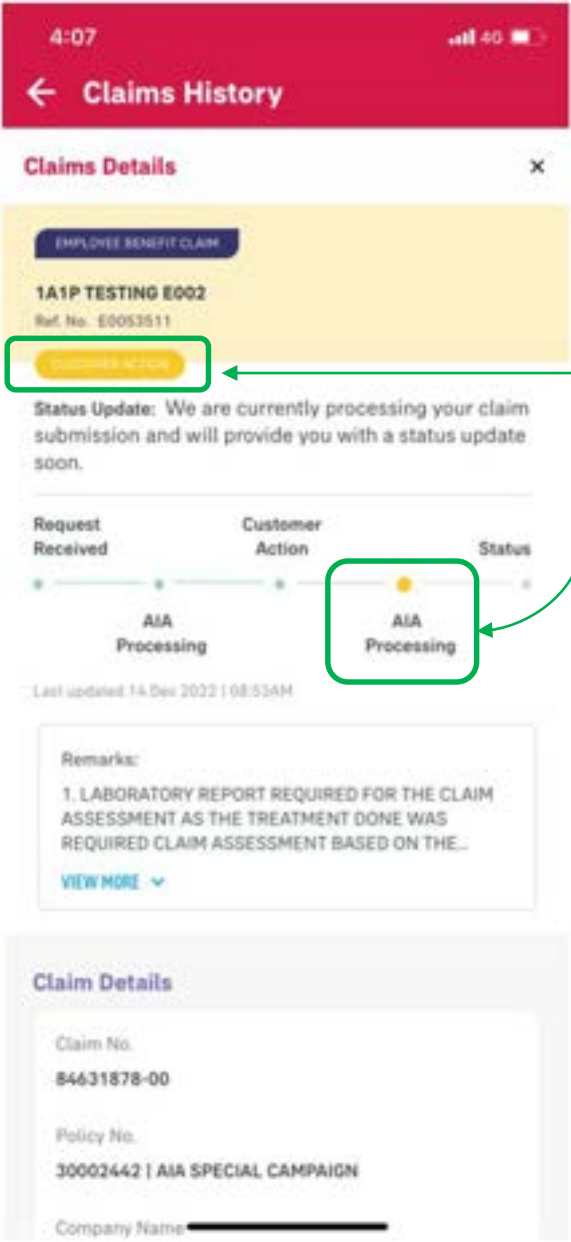


- 5 The pending document(s) will be listed here.
- 6 Click on "Upload Files" to upload the required documents. You can attach up to max 6 files.
- 7 Tap on SUBMIT to submit your claim.



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

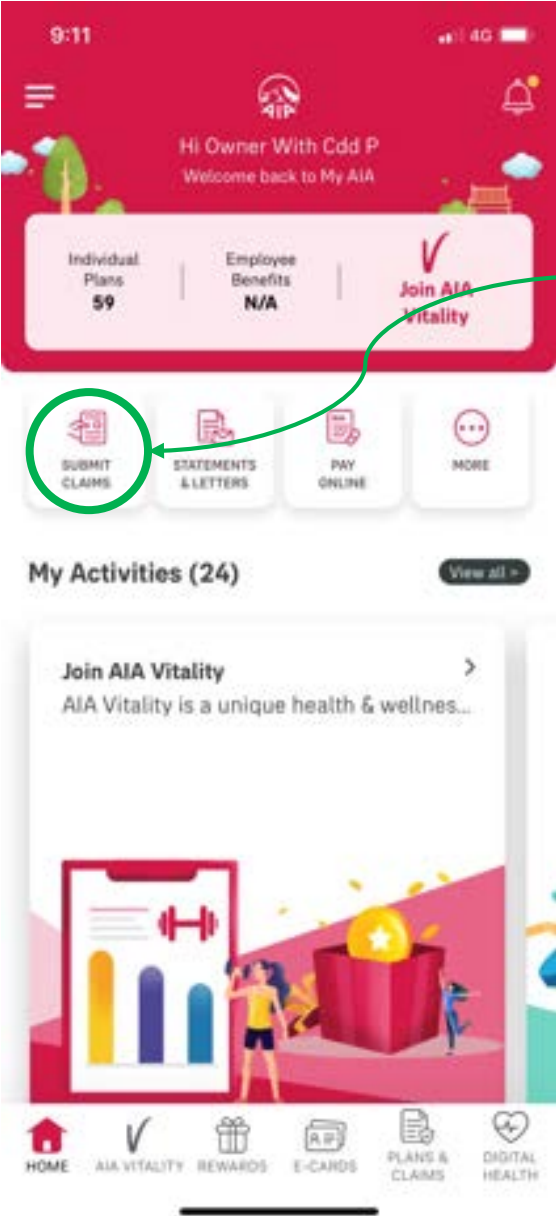
Submit Pending Document



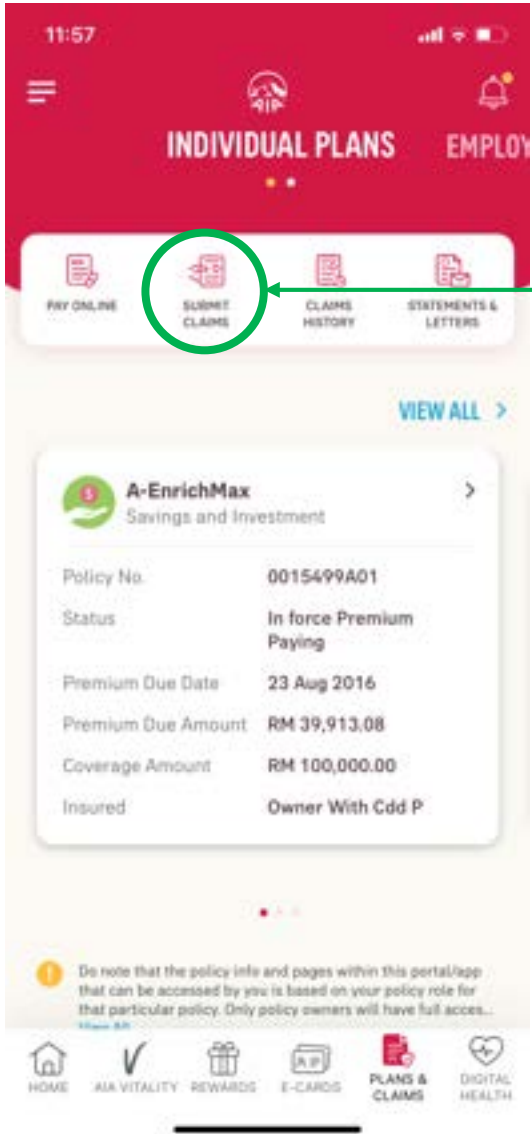
Once the pending documents have been submitted, the Claim Status on the Claims History page will change to “AIA Processing”.

INDIVIDUAL eCLAIMS – Claims Submission

ENTRY POINT FOR SUBMITTING e-CLAIM

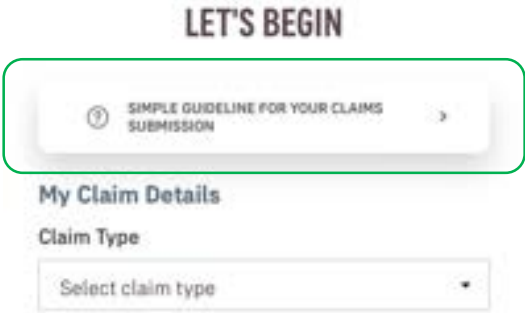


Option A:
Entry Point @
Main
Dashboard

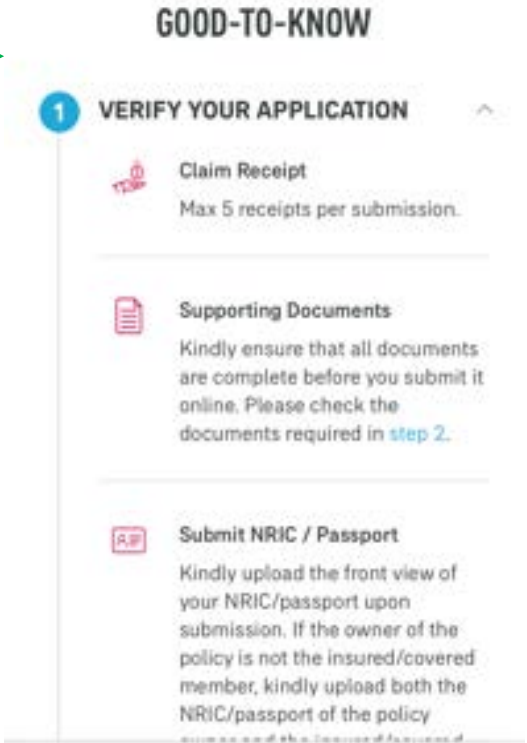


Option B:
Entry Point @
PLANS & CLAIMS

SUBMIT Individual Claim



1 Before starting your claim submission, you can view the guideline on how to submit a claim.



SUBMIT Individual Claim

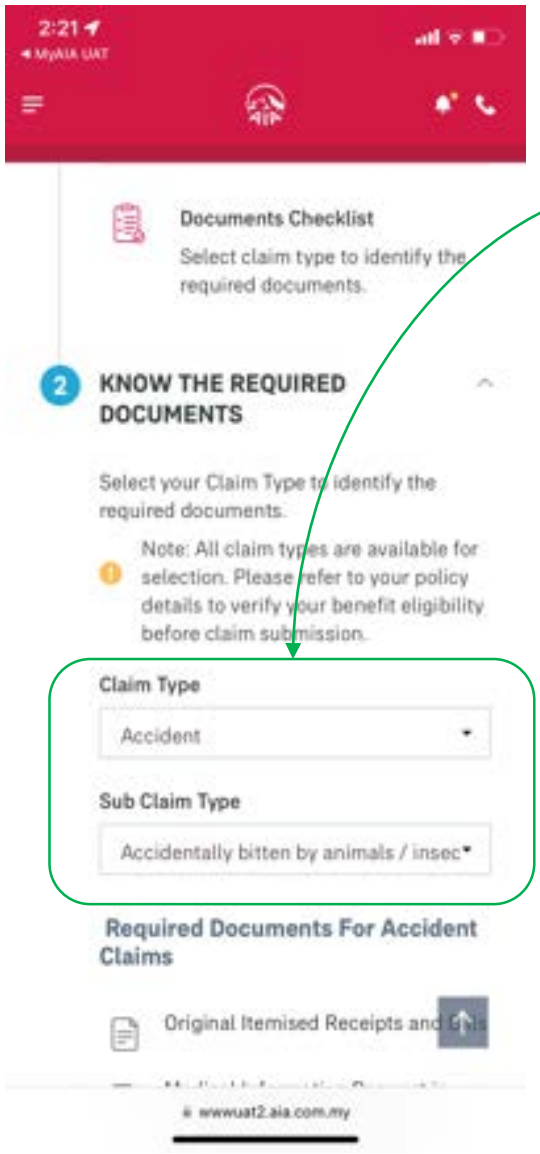
STEP 1

STEP 2

STEP 3

STEP 4

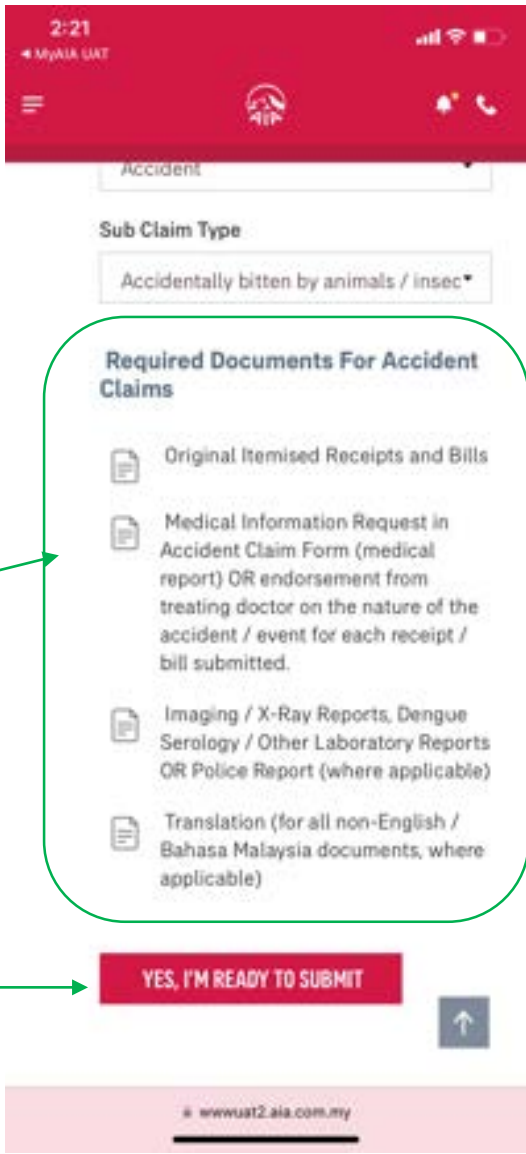
STEP 5



Based on the selected Claim Type, 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.



Required Documents For Accident Claims

- Original Itemised Receipts and Bills
- Medical Information Request in Accident Claim Form (medical report) OR endorsement from treating doctor on the nature of the accident / event for each receipt / bill submitted.
- Imaging / X-Ray Reports, Dengue Serology / Other Laboratory Reports OR Police Report (where applicable)
- Translation (for all non-English / Bahasa Malaysia documents, where applicable)

YES, I'M READY TO SUBMIT

SUBMIT Individual Claim

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

2:22 MyAIA UAT

LET'S BEGIN

SIMPLE GUIDELINE FOR YOUR CLAIMS SUBMISSION

My Claim Details

Claim Type **A**

Accident

Sub Claim Type **B**

Accidentally bitten by animals / insects

Date of Accident / Event / Admission **C**

23/07/2022

Insured / Covered Member Name **D**

MAH AI VEE

Policy No. **E**

0782668A05

AA wwwuat2.aia.com.my

1:36 MyAIA UAT

Claim Receipt

Max 5 receipts per submission.

Claim Currency

RM OTHER CURRENCY

Receipt Amount **F**

1560.00

Date **G**

21/12/2022

Receipt No. **H**

IPC-7765

To learn more about receipt no., click [here](#)

Add Receipt

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

BEGIN

wwwuat2.aia.com.my

2 Input all the mandatory claim details:

- A** Claim Type
- B** Sub Claim Type
- C** Date of Event
- D** Insured/Covered Name
- E** Policy No.
- F** Receipt Amount
- G** Receipt Date
- H** Receipt No.

(If more than 1 receipt, click "Add Receipt" button)

3 Click "[here](#)" to know more on Receipt No.

Max 5 receipts per submission

4 Read through the [terms and conditions](#), checked the box to enable to proceed next.

Click "BEGIN" to proceed to next step.

2:23 MyAIA UAT

Receipt No.

A receipt number is a unique number printed on the receipt. It could be printed with or without the title.

Sample 1: Printed with title "Receipt No."

RECEIPT NO: 123456789

RECEIPT

RECEIPT

Sample 2: Printed without title "Receipt No."

123456789

RECEIPT

RECEIPT

CLOSE

AA wwwuat2.aia.com.my

SUBMIT Individual Claim

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5



UPLOAD THE REQUIRED DOCUMENTS

Required Documents For Medical Claims

1. Original Official Receipt including deposit receipts
2. Original Itemised Bill
3. **Medical Information Request in Hospitalisation Claim Form** (medical Report) OR endorsement from treating doctor on the nature of illness / accident for each receipt / bill submitted
4. Lab / Imaging Reports, Dengue Serology Report, Police Report, Copy of passport or flight details for overseas claim (where applicable)

For Overseas Treatment

1. Copy of Passport indicating Biodata,

PREVIOUS

NEXT



Medical Information Request in Hospitalisation Claim Form

Medical Information Request in Hospitalisation Claim Form at page 3 from the Hospitalisation Claim Form (For Individual) [Click here](#) to view or download the full form.



4 All the required documents listed based on the selected Claim Type & Sub Claim Type.

Able to view the sample Claim form & download the required Claim form

Upload the relevant documents for the Claim

Click "Next" to proceed.

✳️Take note of the file size and type as well as the no. of files allowed



of passport or flight details for overseas claim (where applicable)

For Overseas Treatment

1. Copy of Passport indicating Biodata, Dates of Departure from Malaysia and Arrival Overseas or Copy of Flight Ticket / Boarding Pass
2. 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. ✳️

UPLOAD FILE

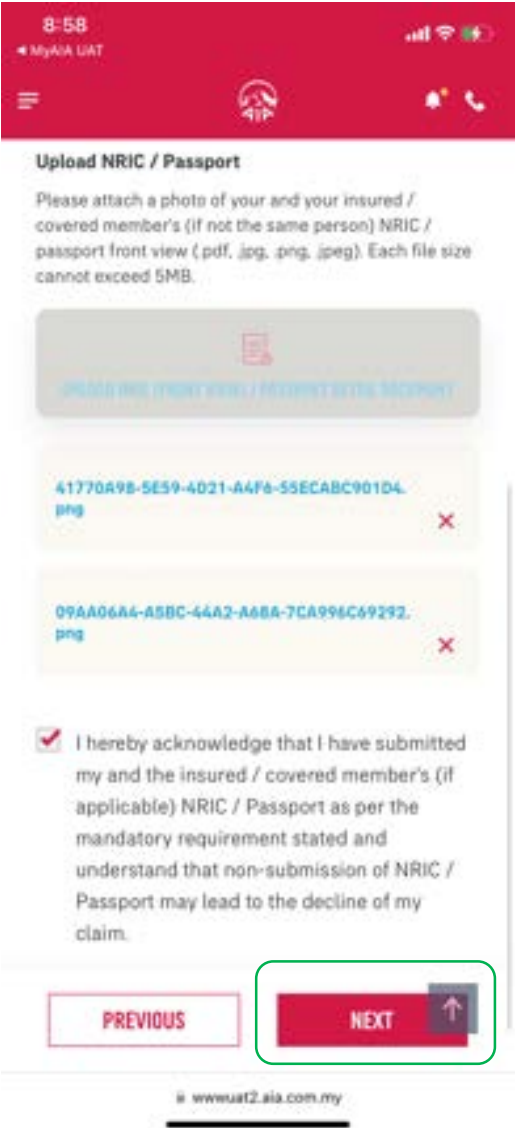
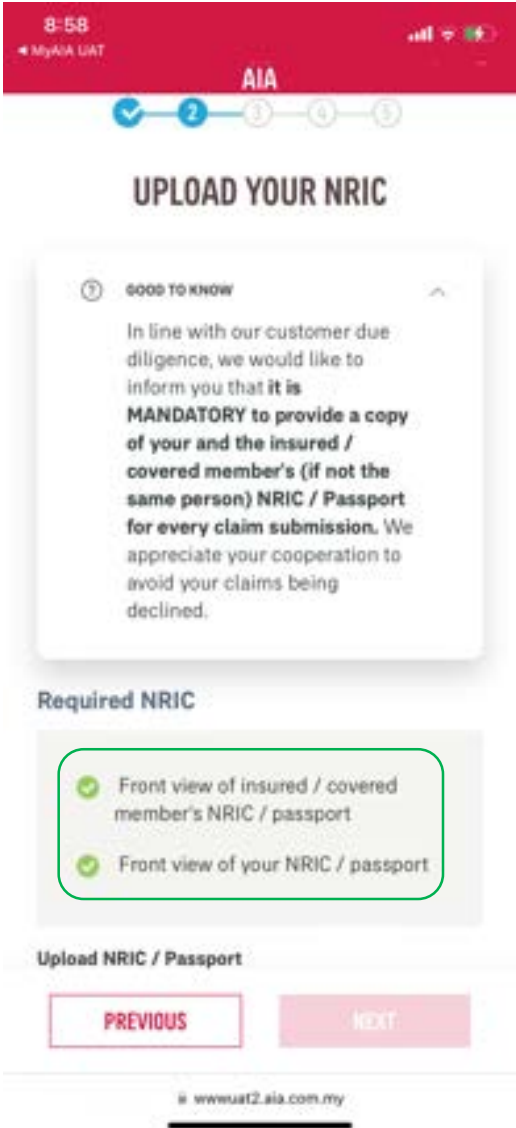
AE613072-8C11-4CBE-97DB-14348C9FD673.png ✕

PREVIOUS

NEXT



SUBMIT Individual Claim



- 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.

SUBMIT Individual Claim



2:28
MyAIA UAT

1 2 3 4 5

MY DETAILS

Accident Claim Details

Cause of Accident

Accident

210 / 250 characters

Payment Details (POLICY OWNER)

Bank Name

CIMB BANK BHD

Account No.

66789654367954

PREVIOUS NEXT

AA wwwuat2.aia.com.my

2:28
MyAIA UAT

Payment Details (POLICY OWNER) *

Bank Name A

CIMB BANK BHD

Account No. B

66789654367954

My Details

Customer ID No.

831001015050

Email Address

yunkoin.yee@aia.com

Mobile Phone No.

60163755928

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

PREVIOUS NEXT

wwwuat2.aia.com.my

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

Input the Payment Details:

A Bank Name

B Account No.

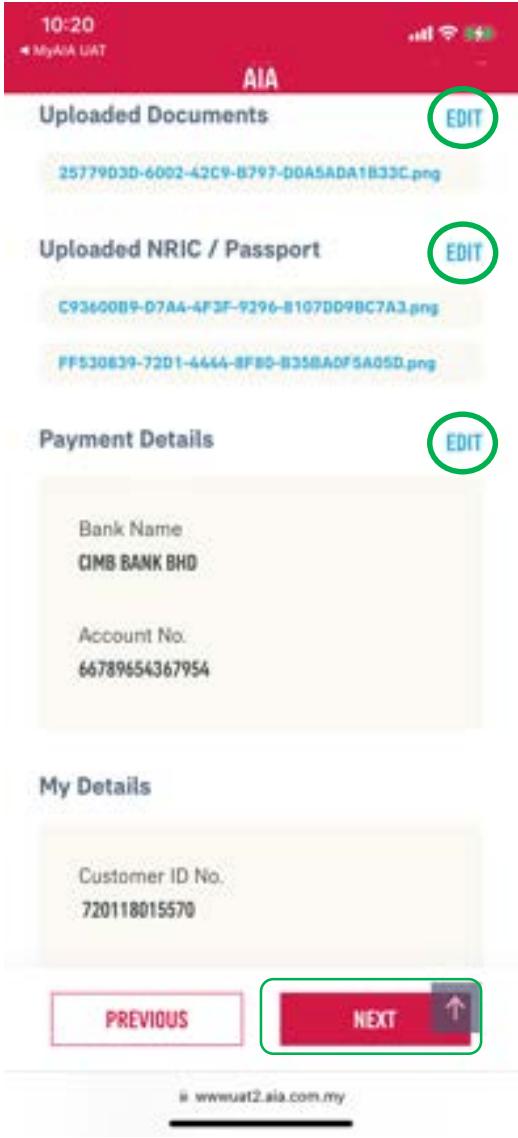
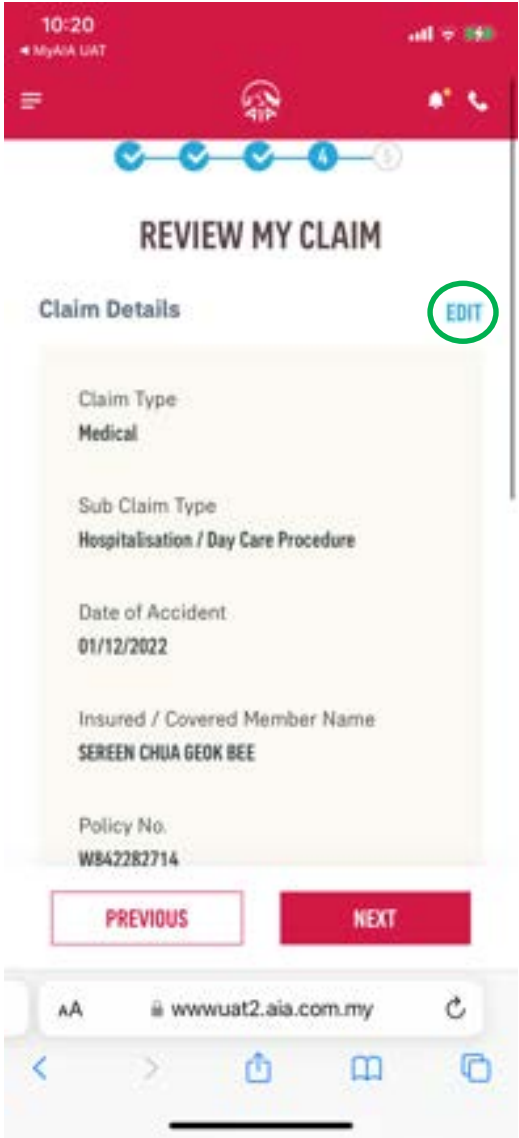
* Take note on payment details only for policy owner.

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.

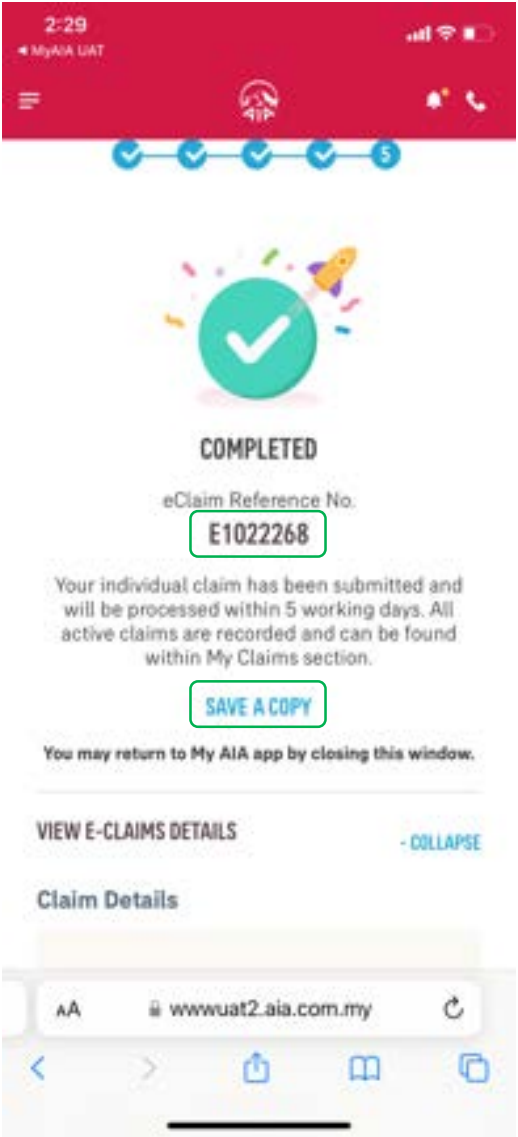
Click “NEXT” to proceed to next step.

SUBMIT Individual Claim



- 7 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.
- 8 Click “NEXT” to submit your claim.

SUBMIT Individual 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.

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

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)

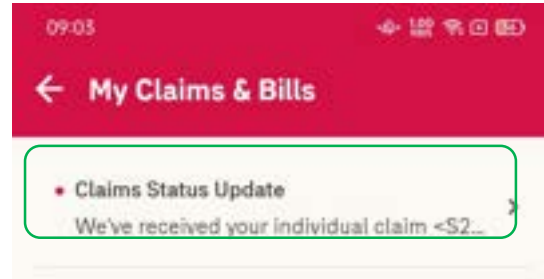
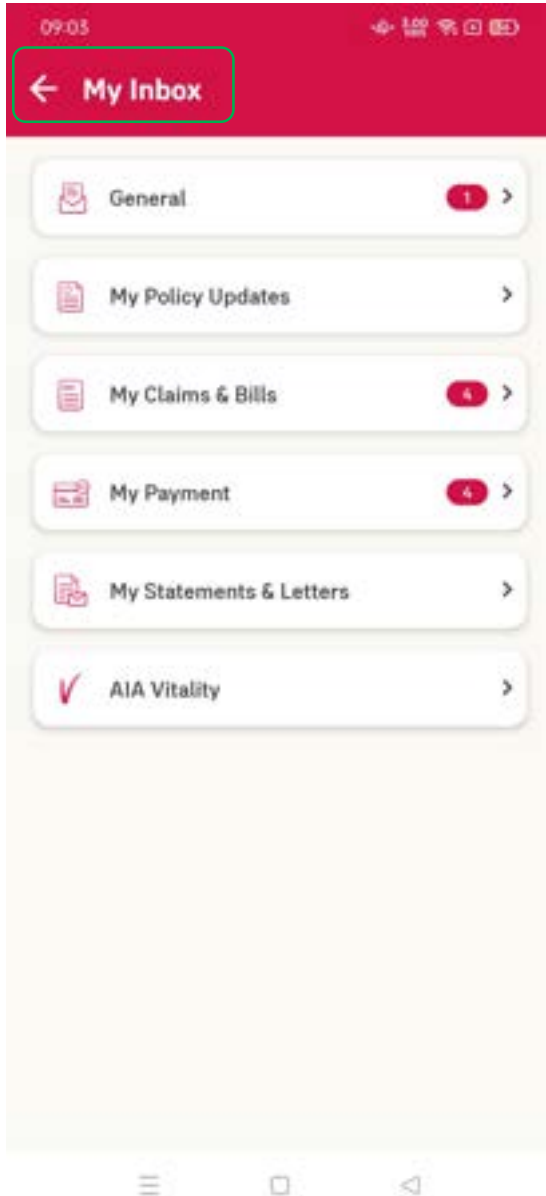
Title	Selection	Description
Sub Claim Type	Health Screening / Vaccination	As it is
(Health Wallet)	Congenital Conditions / Plastic or Cosmetic Surgery due to Accident or Cancer	As it is
	Mobility and Hearing Support / Recovery Care for Cancer, Stroke and Heart Attack	As it is
	Mental Health Benefit	As 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 (√)	The “next page” button will be dimmed, or you can not proceed to the next page.	

INDIVIDUAL eCLAIMS – Notifications

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

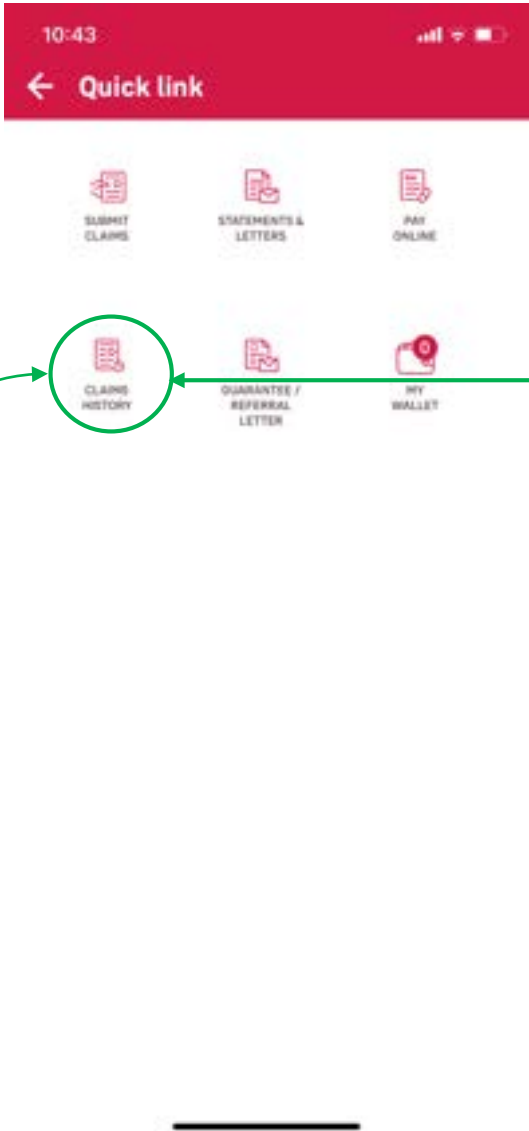
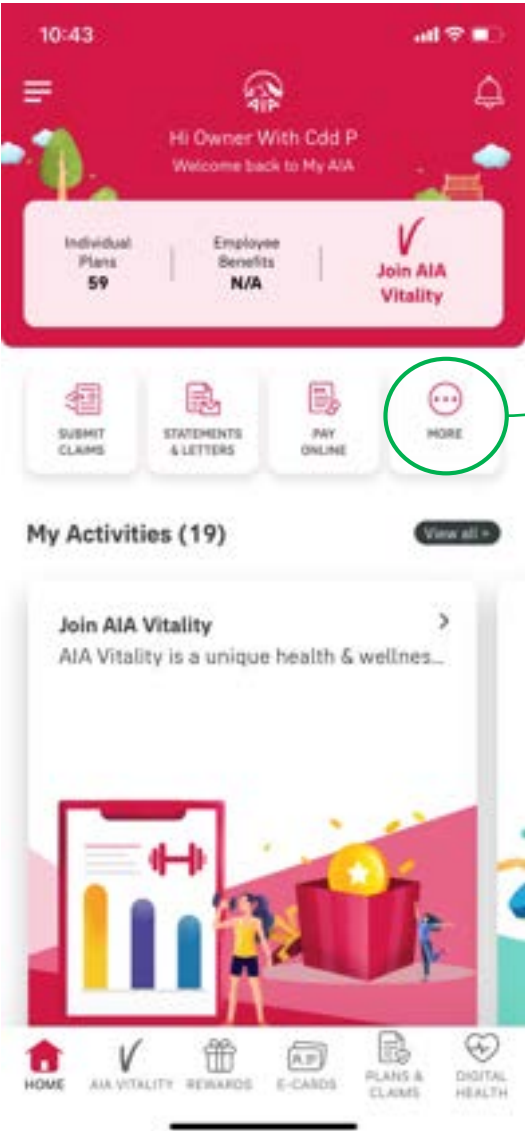
Refer Glossary Page for detailed description on different type of push notification that you may receive.

SUBMIT Individual Claim (Push Notification)

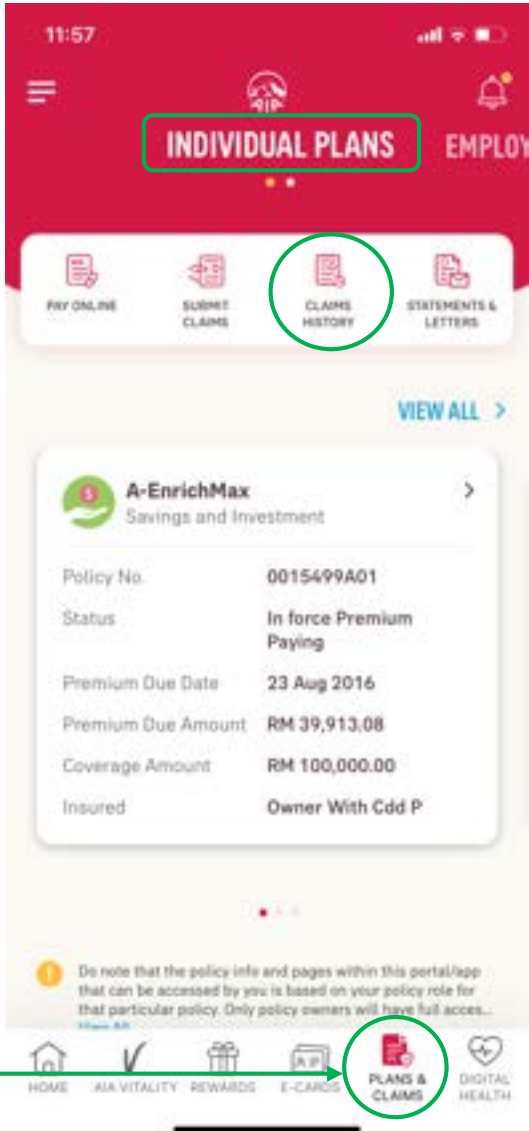
Title	Description
" We've received your individual claim (PN;CN)	AIA has received and registered your claim
" Your claim request for (PN;CN) requires additional documents."	Your claim is pending. Please submit the required documents for processing. Your claim history will indicate as "In Progress".
"Your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

ENTRY POINT FOR CLAIMS HISTORY

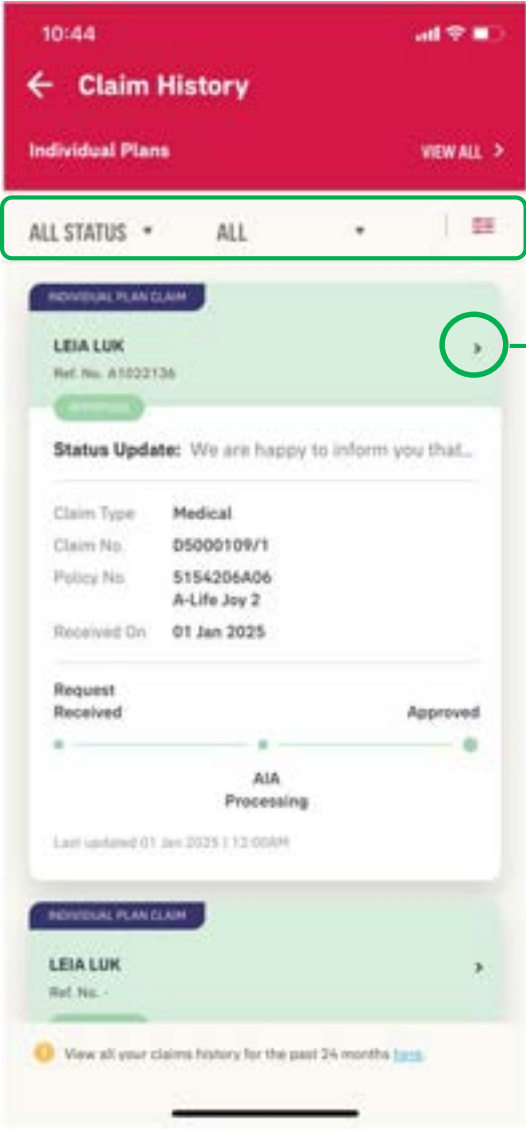


Option A: Entry Point @ Main Dashboard – Quick link



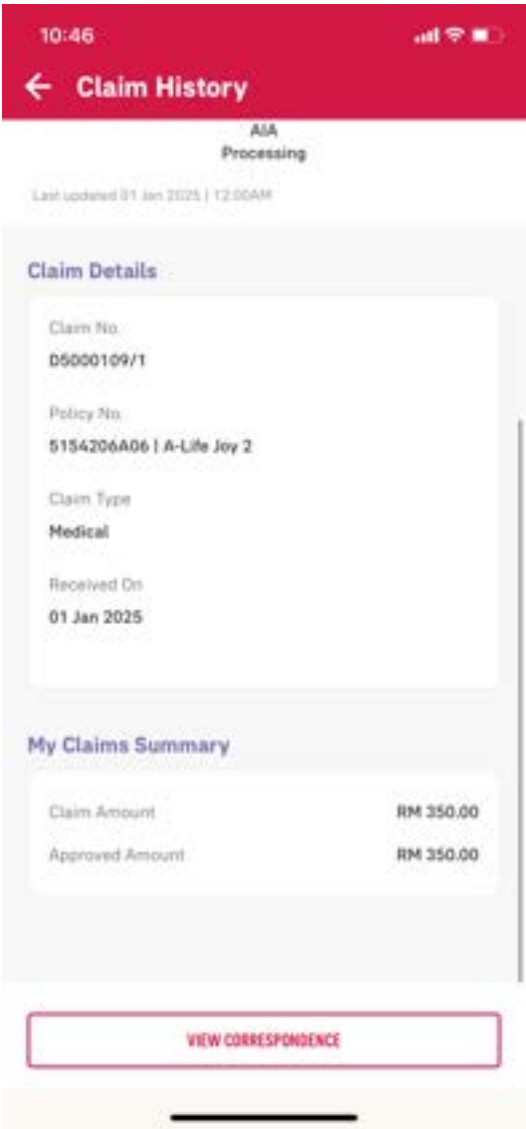
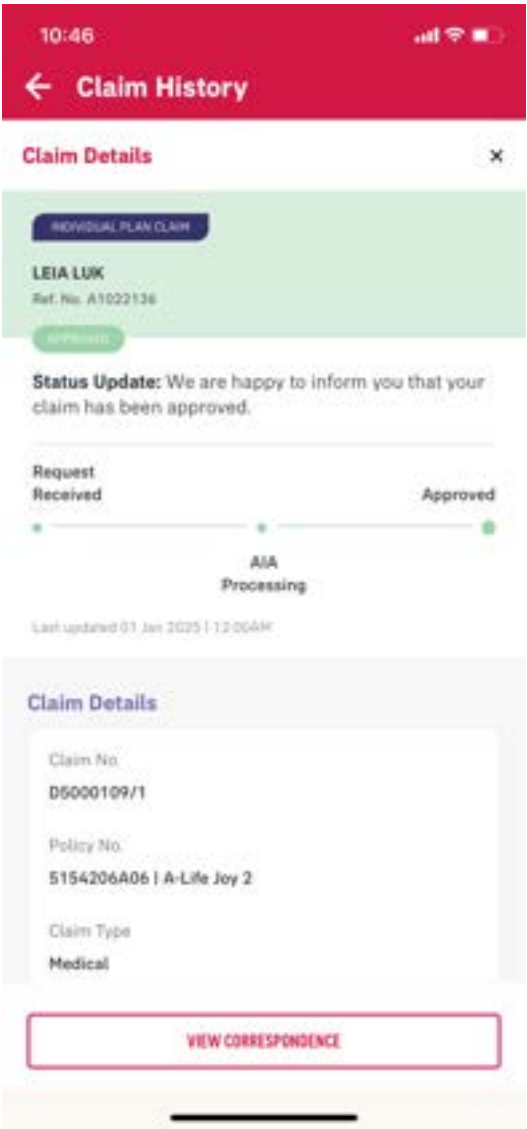
Option B: Entry Point @ PLANS & CLAIMS

VIEW Individual Claim History

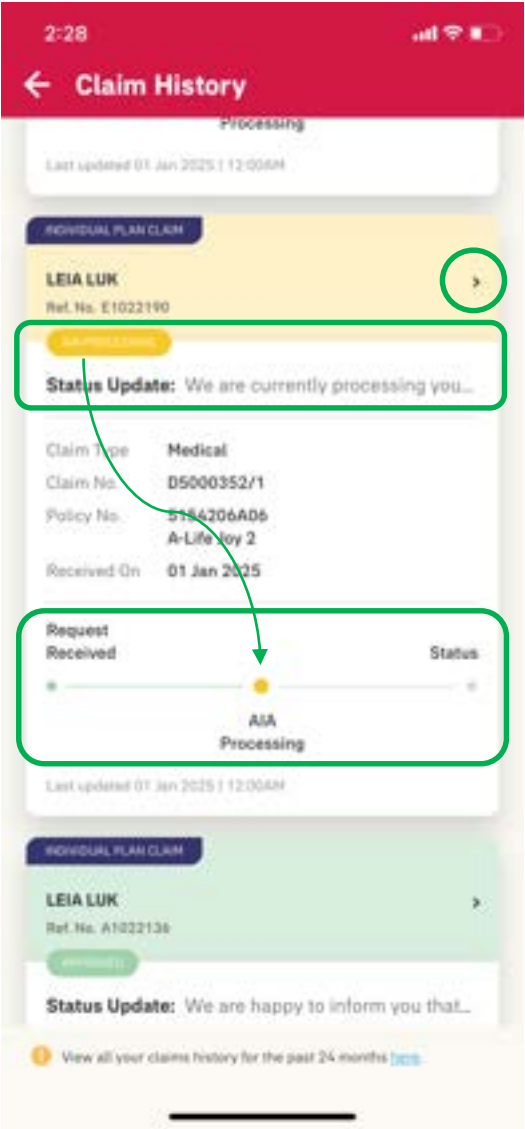


You can filter your search criteria here.

Click to view your Claims details.

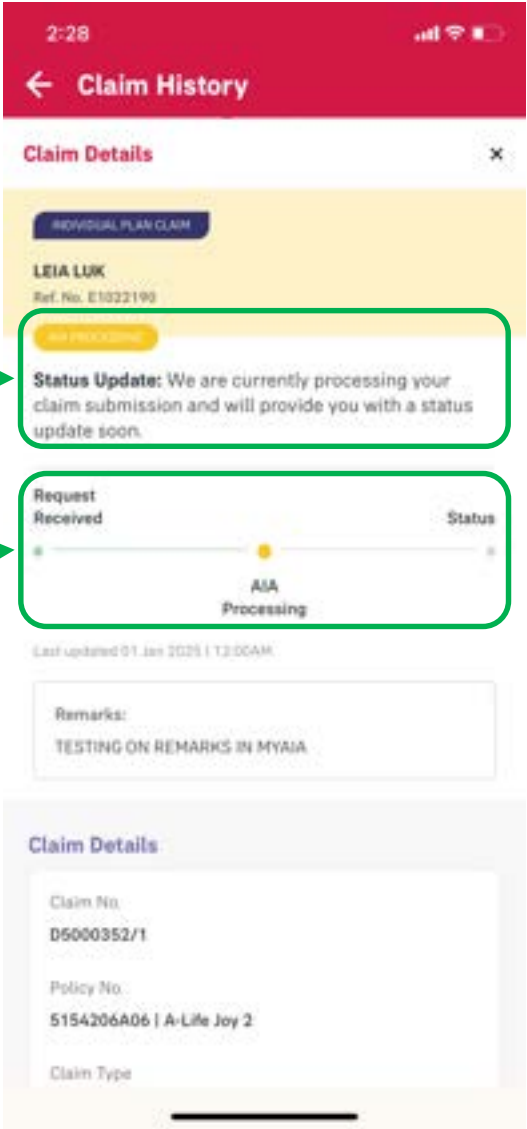


VIEW Individual Claim History

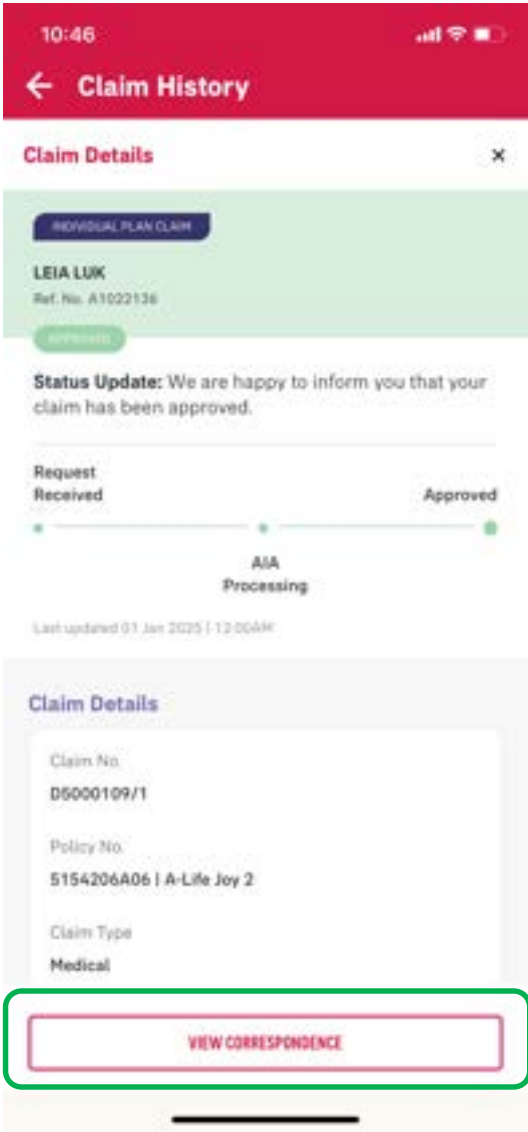


You can view your claim status here. Click forward button to view full description of status update in Claims Details page

Status tracking map - with current claim status highlighted.



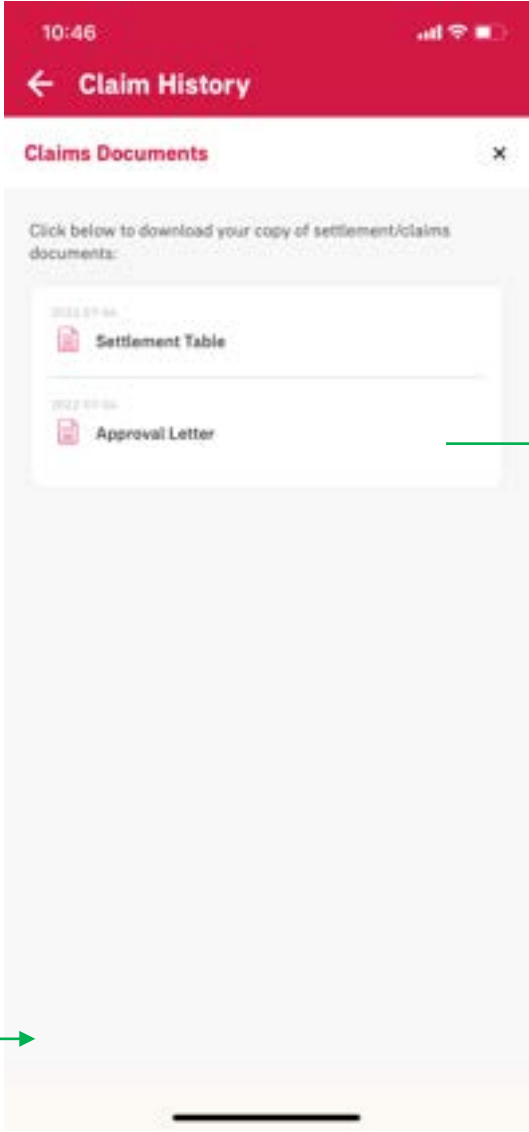
VIEW Individual Claim History & Correspondence



You may click on “View Correspondence” to view*

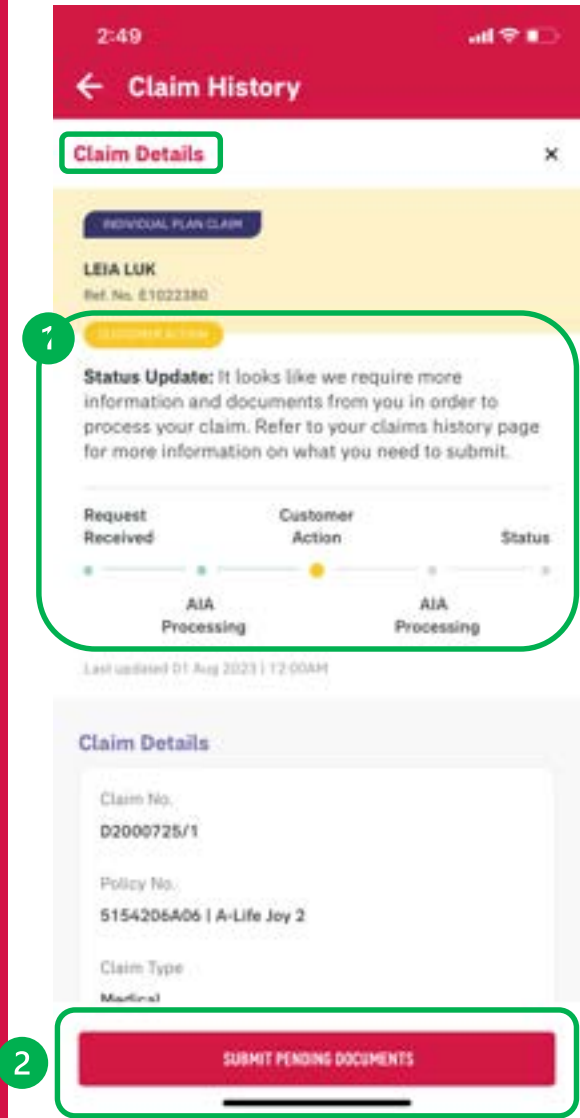
- 1. Approval letter and detailed/ breakdown settlement of the approved claim
- 2. Decline letter for rejected claim
- 3. Pending letter for claim requiring further info

* Supported claim type/benefit only



INDIVIDUAL eCLAIMS – Submit Pending Document

SUBMIT Pending Document



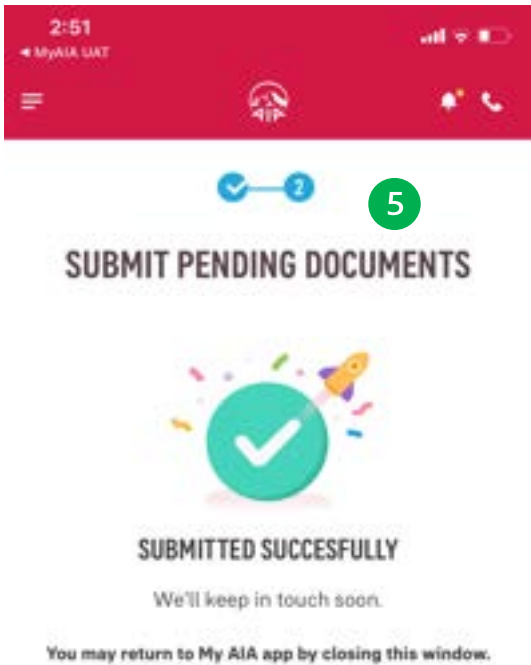
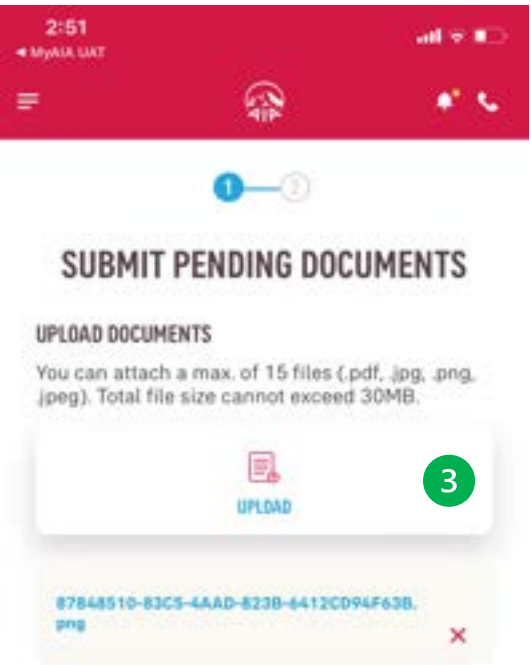
1 For claim with “CUSTOMER ACTION” Status, you may submit your reply in Claim Details screen.

2 Click on “Submit Pending Documents” to proceed with submission.

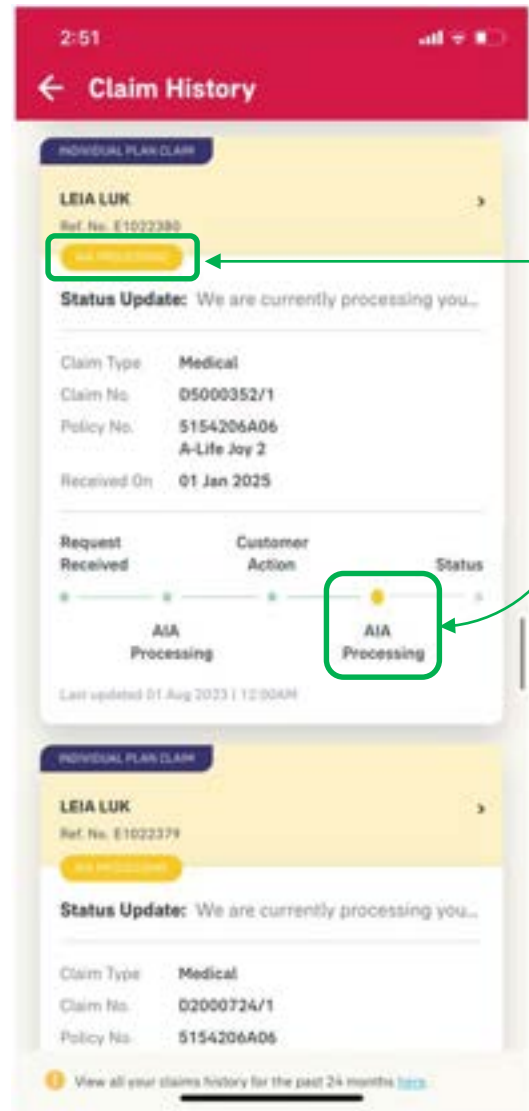
3 SiClick on “Upload Files” to upload the required documents.

4 Click on “SUBMIT” to complete the submission.

5 The success screen will be displayed for the successful submission.



SUBMIT Pending Document



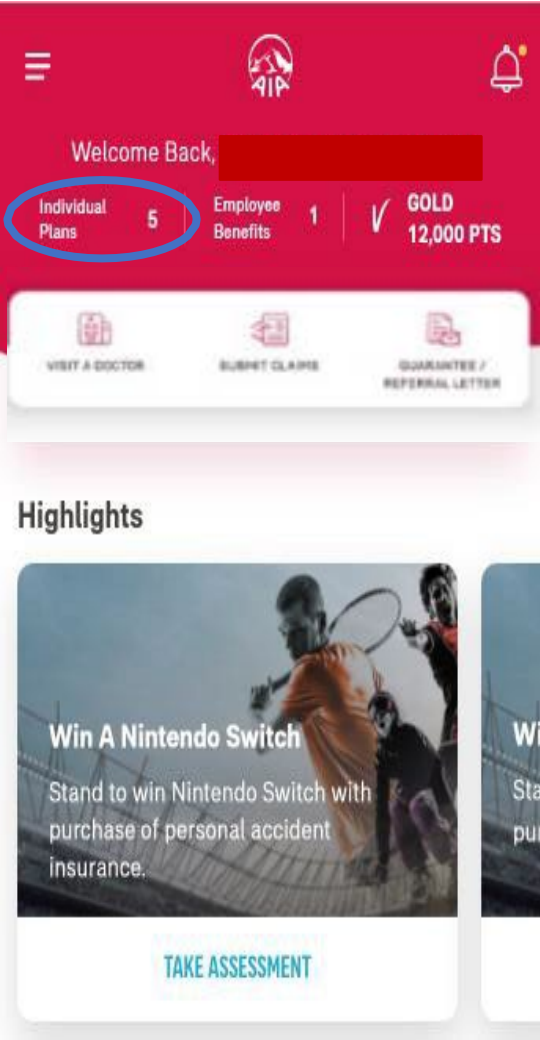
Once the submission of pending documents in processing, the Claim Status on the Claims History page will update to "AIA Processing".

INDIVIDUAL POLICIES

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

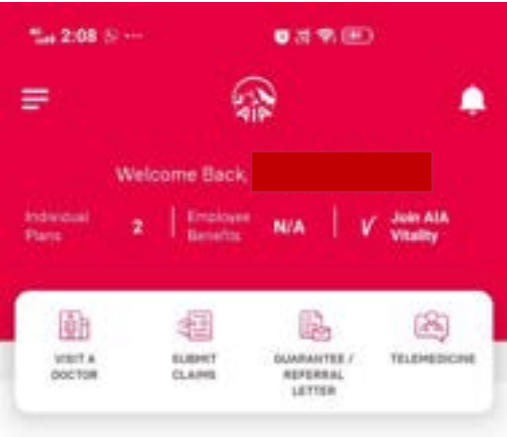


ENTRY POINT INDIVIDUAL POLICIES

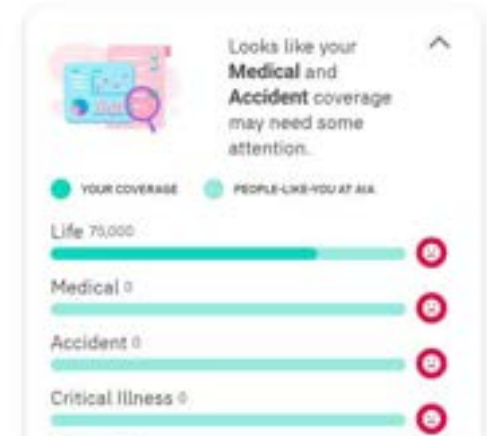


Entry Point @ Main Dashboard

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



Financial Health Check



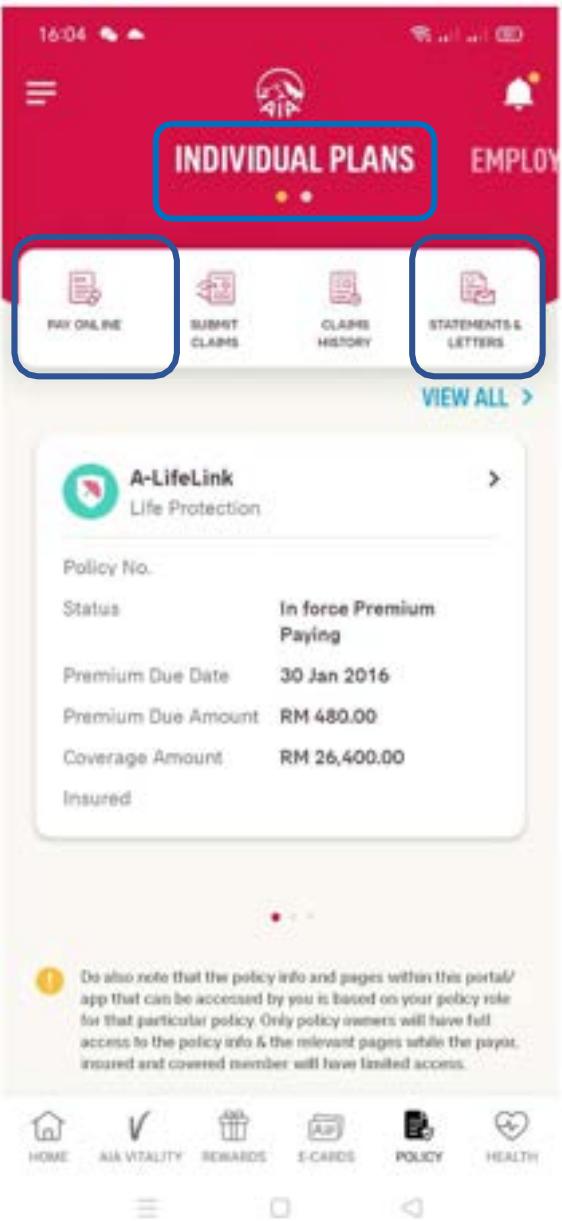
Bottom navigation

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



VIEW YOUR INDIVIDUAL POLICIES

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



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

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

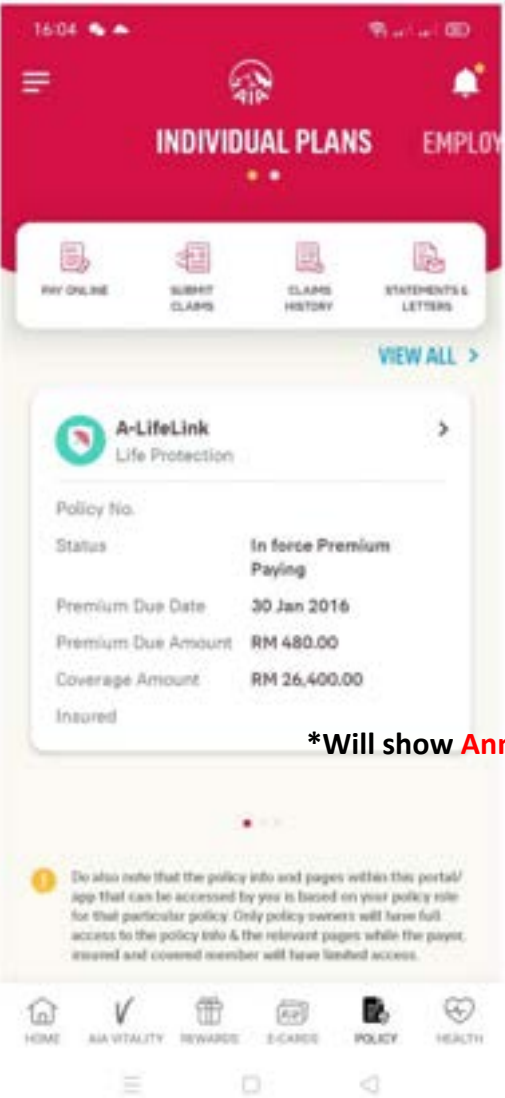
Note:
Access to the Individual policy modules is based on your policy role
Only owner role has full access to all the modules
Other than owner role has limited access to the individual policy modules

VIEW POLICY CARD DETAILS BASED ON POLICY ROLE

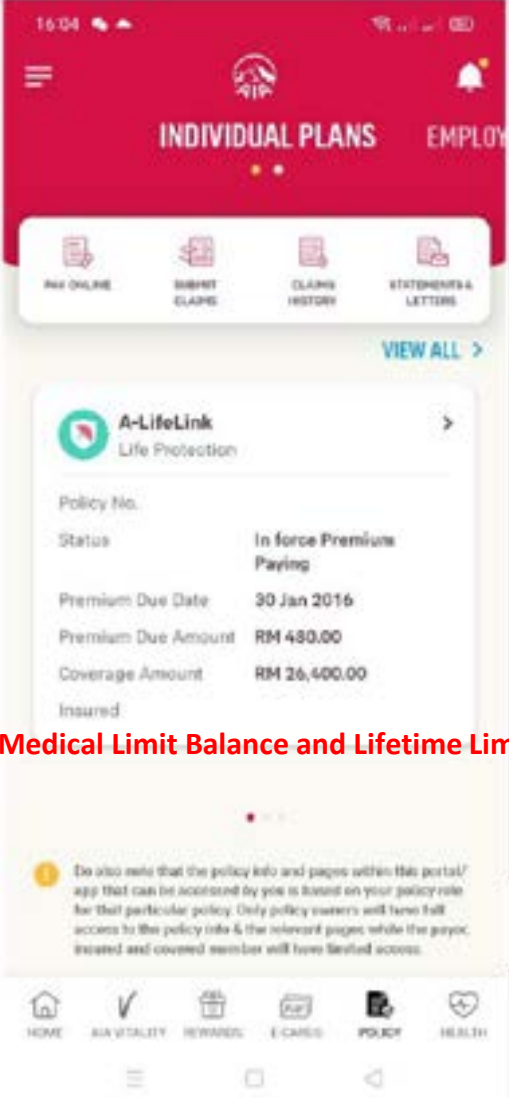
Policy info displayed in the policy card is based on your role for that particular policy:

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

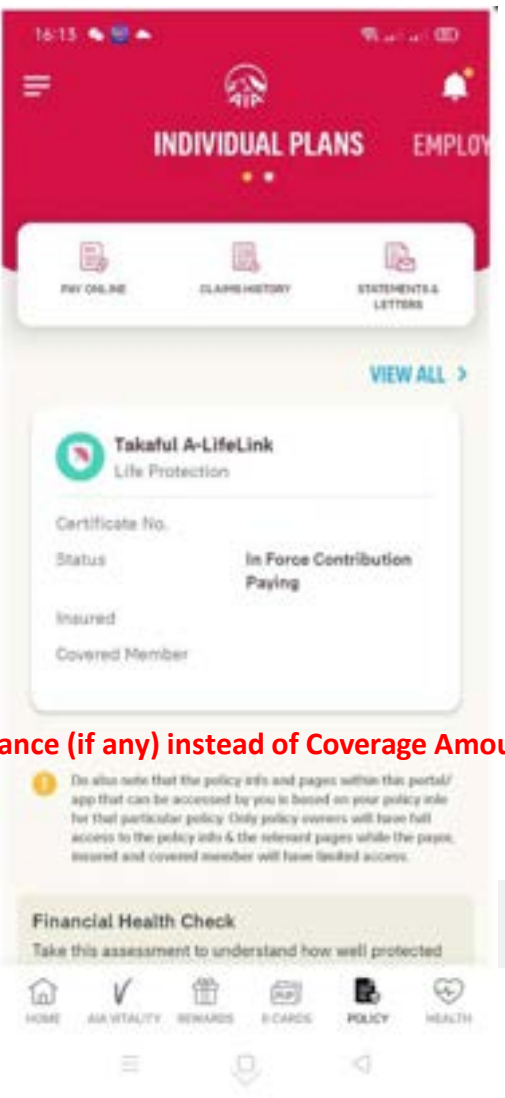
Role : Owner



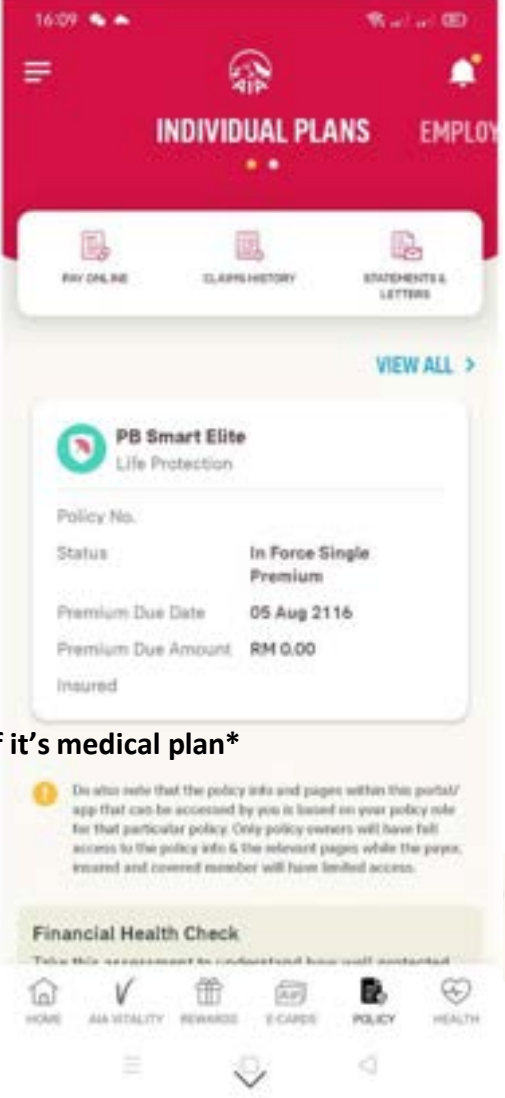
Insured



Covered Member



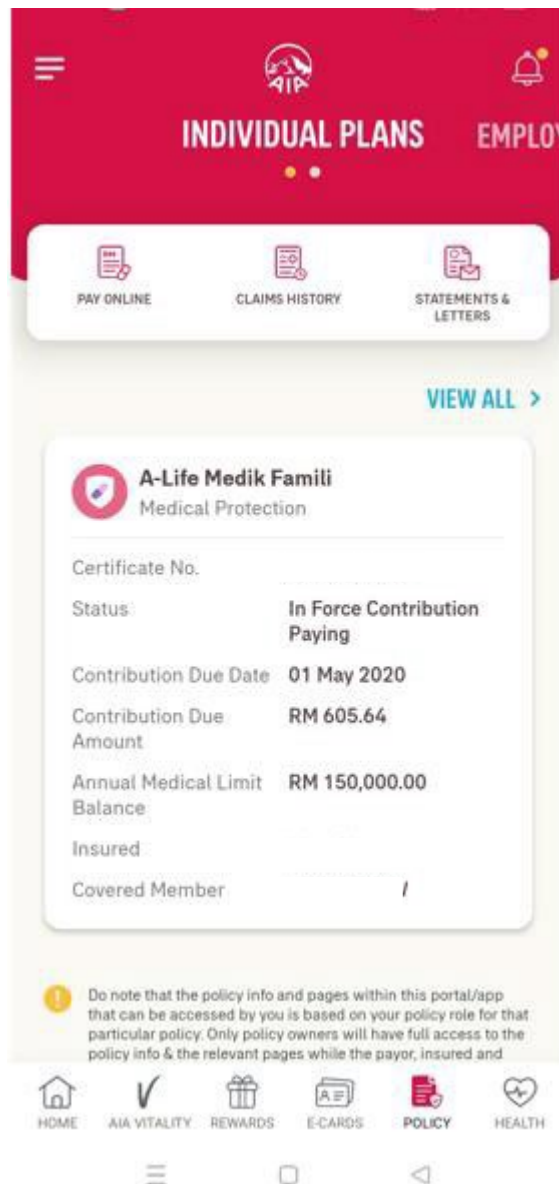
Payor



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

VIEW POLICY CARD DETAILS BASED ON POLICY ROLE

Role : Covered Member + Payor

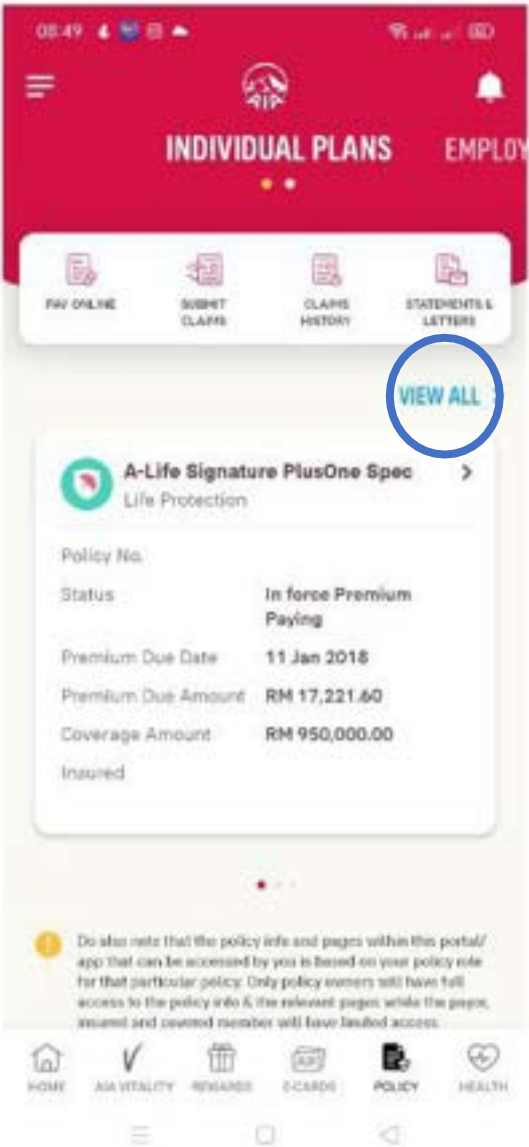


Policy info displayed in the policy card is based on your role for that particular policy:

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

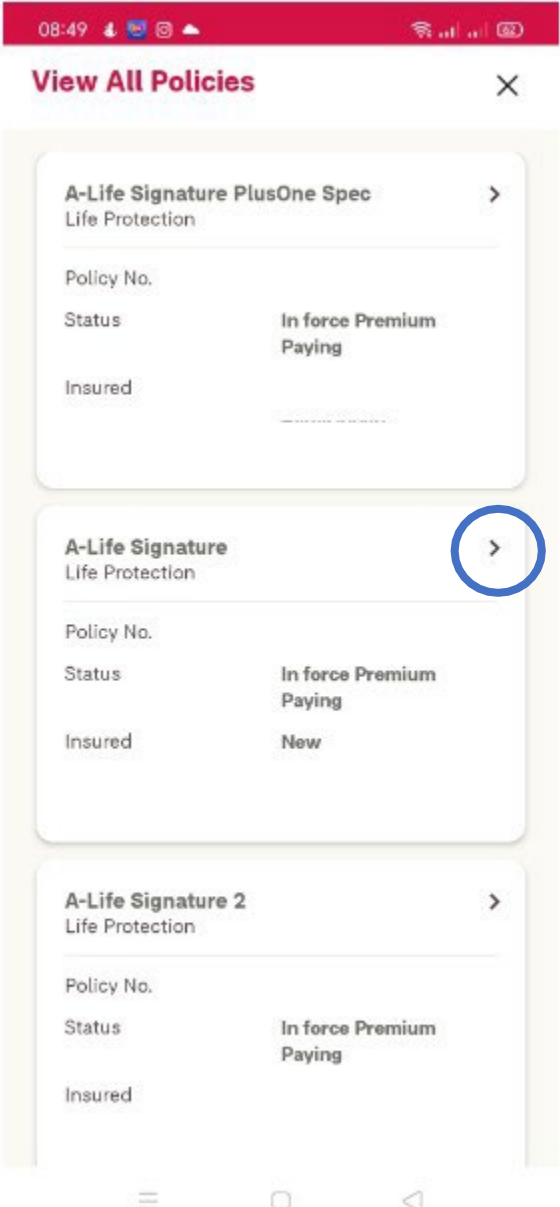
Will show Annual Medical Limit Balance and Lifetime Limit Balance (if any) instead of Coverage Amount if it's medical plan

VIEW ALL YOUR INDIVIDUAL POLICIES



Tap here to view all policies

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

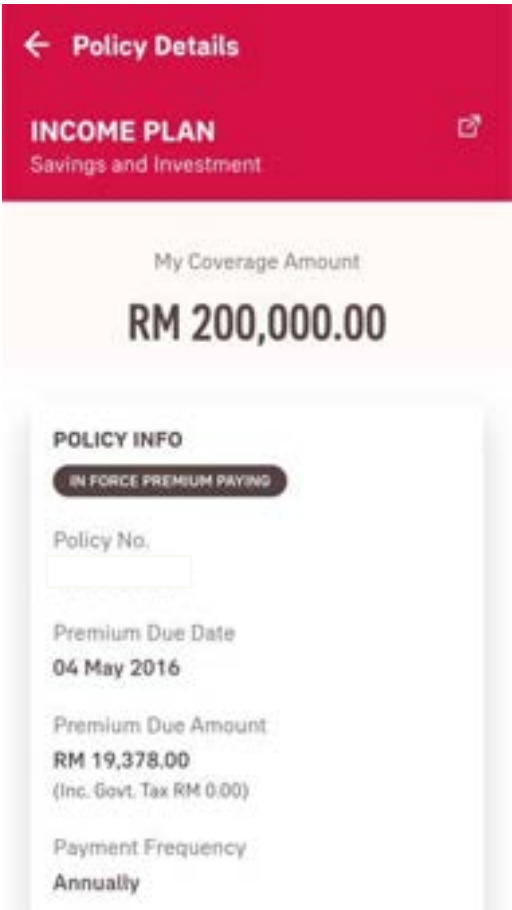


Tap to view policy details

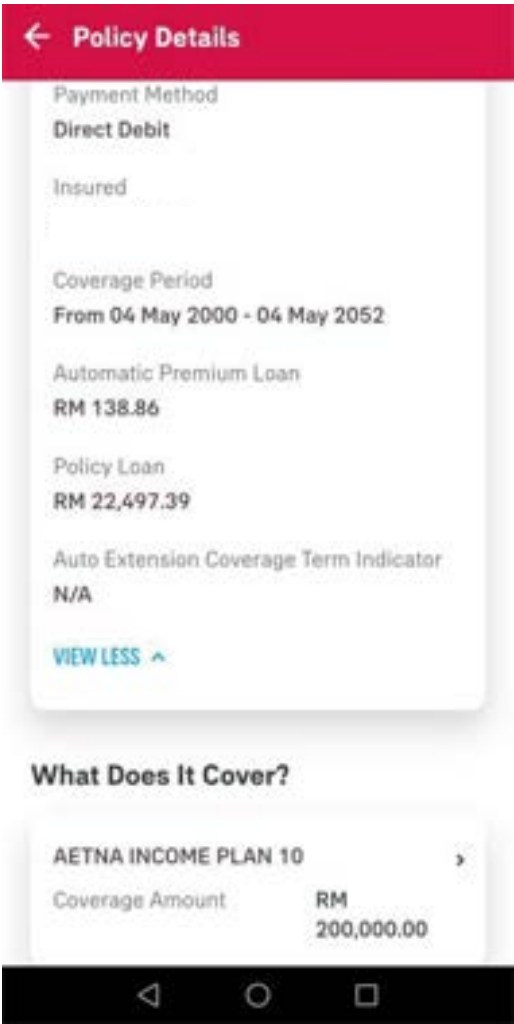
VIEW YOUR INDIVIDUAL POLICIES

(Owner role)

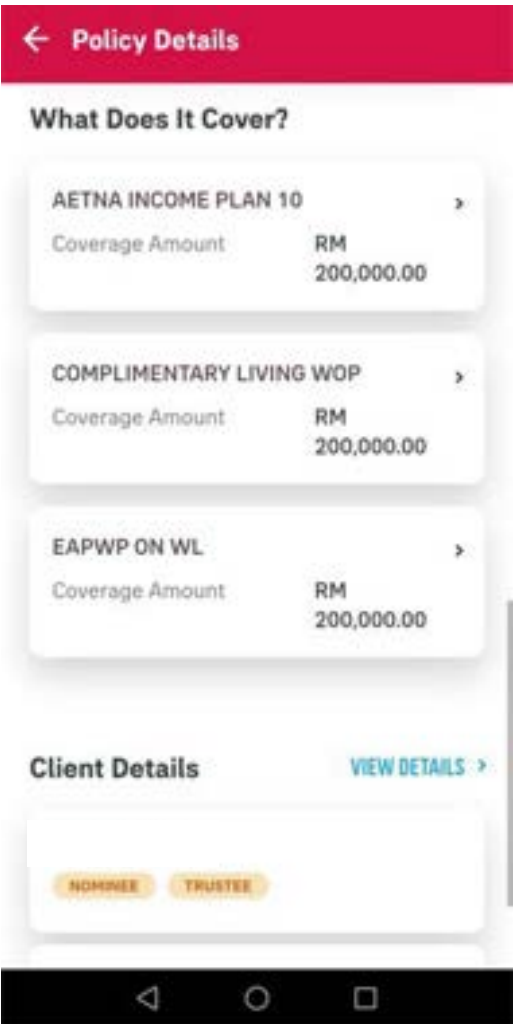
Note:
Owner have full access to policy info details



Scroll down
to view
more info



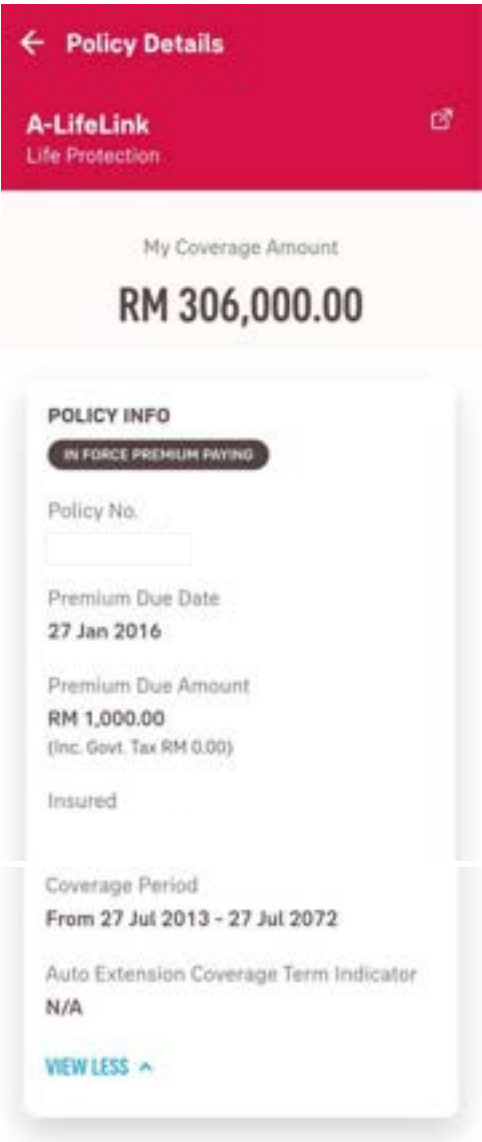
Scroll down
to view
more info



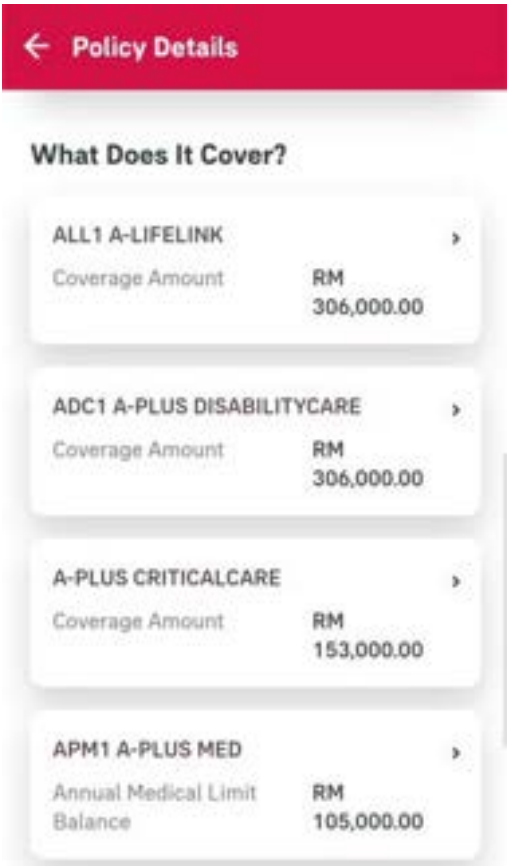
VIEW YOUR INDIVIDUAL POLICIES

(Insured role)

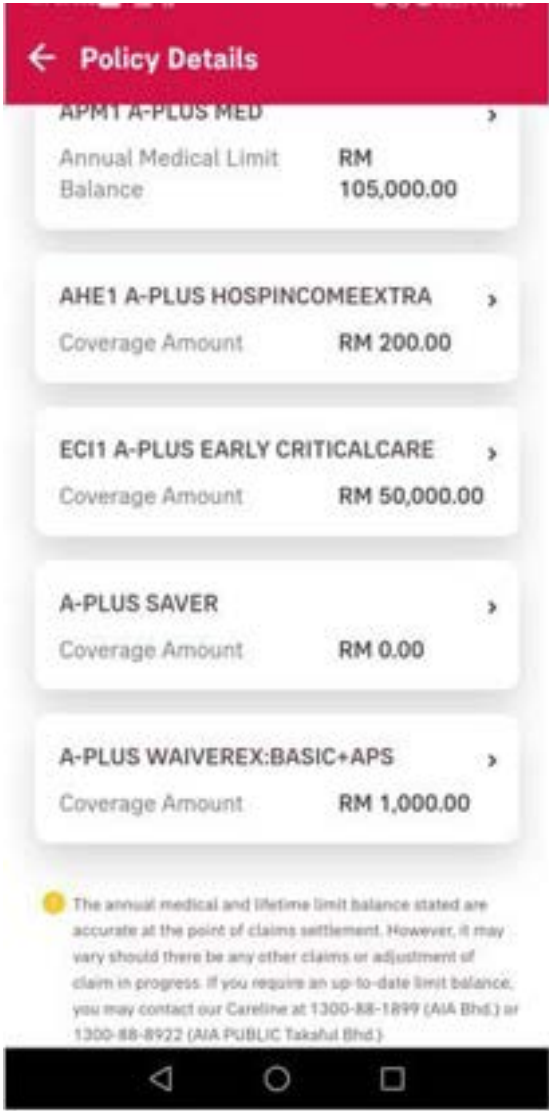
Note:
Insured role has limited access in policy info details



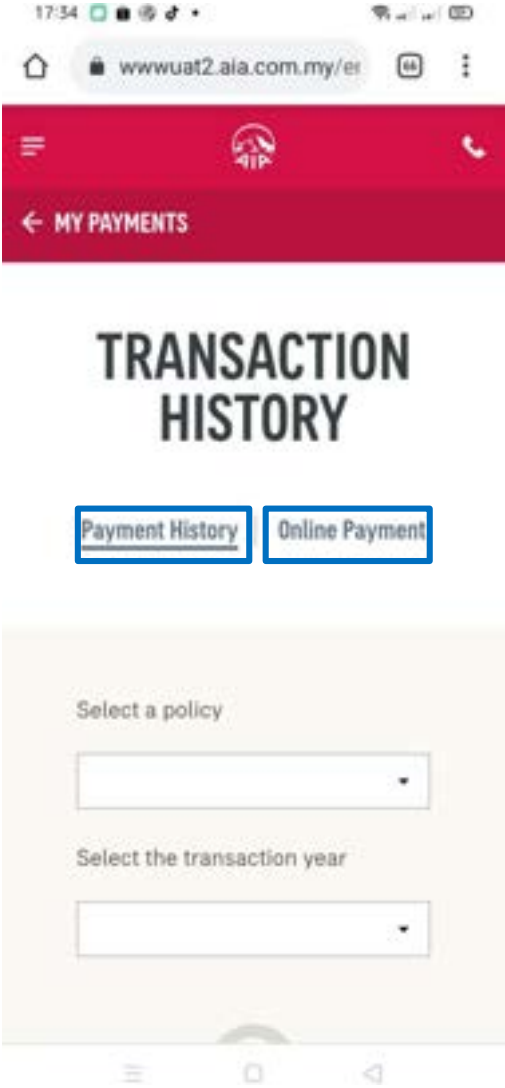
Scroll down
to view
more info



Scroll down
to view
more info



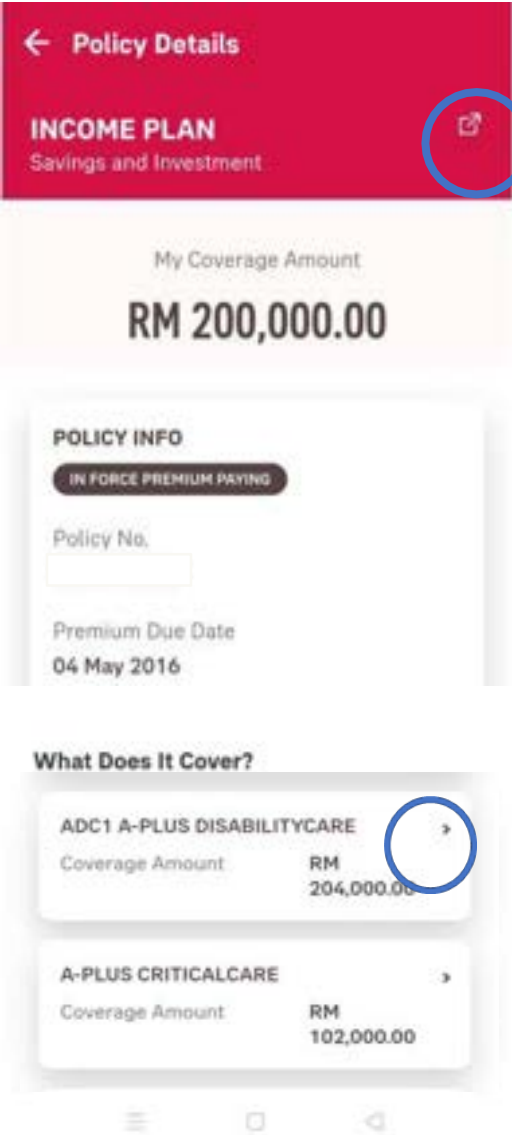
VIEW TRANSACTION HISTORY



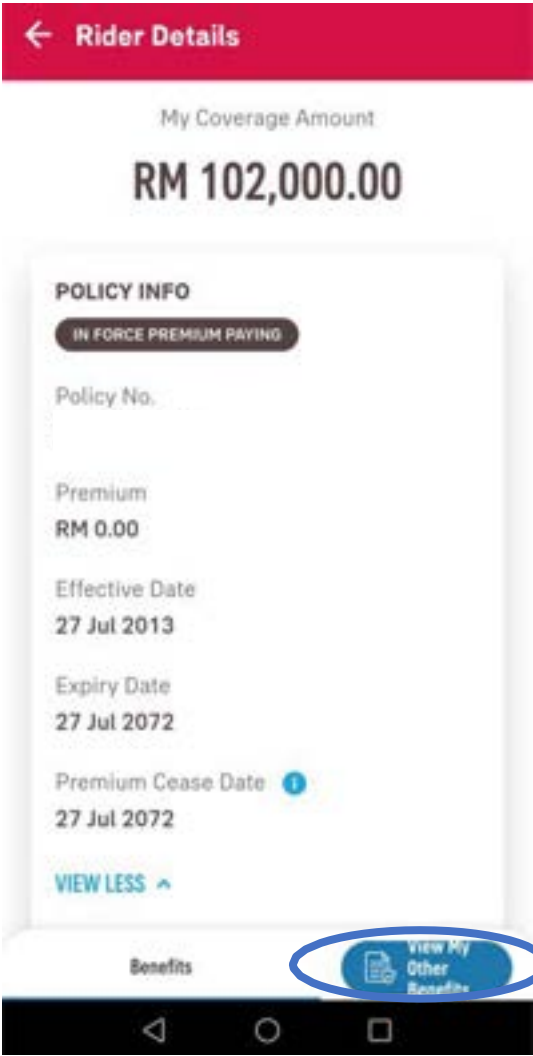
Note:
Both owner and payer roles can click and view payment history and online payment in transaction history page

VIEW YOUR RIDER DETAILS

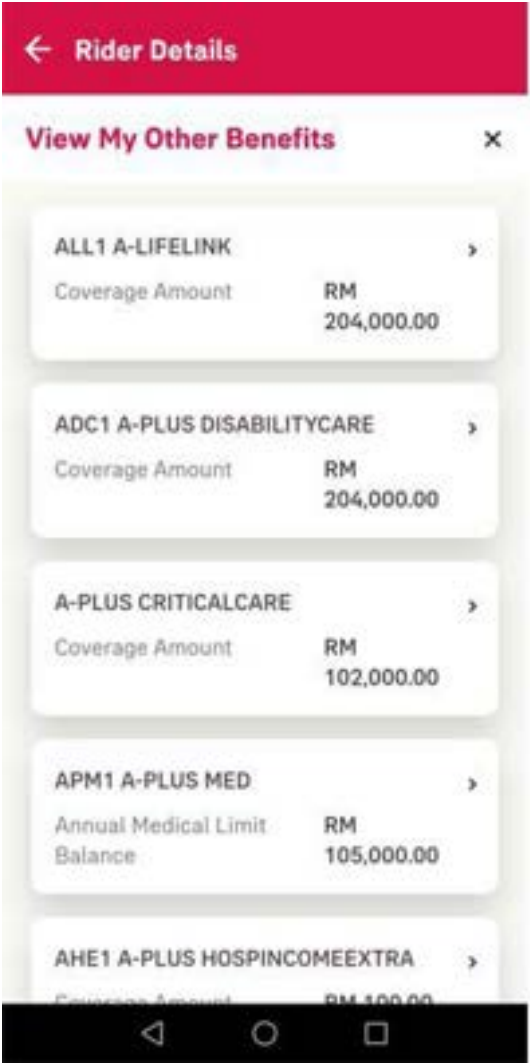
(applicable for owner and insured role only)



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

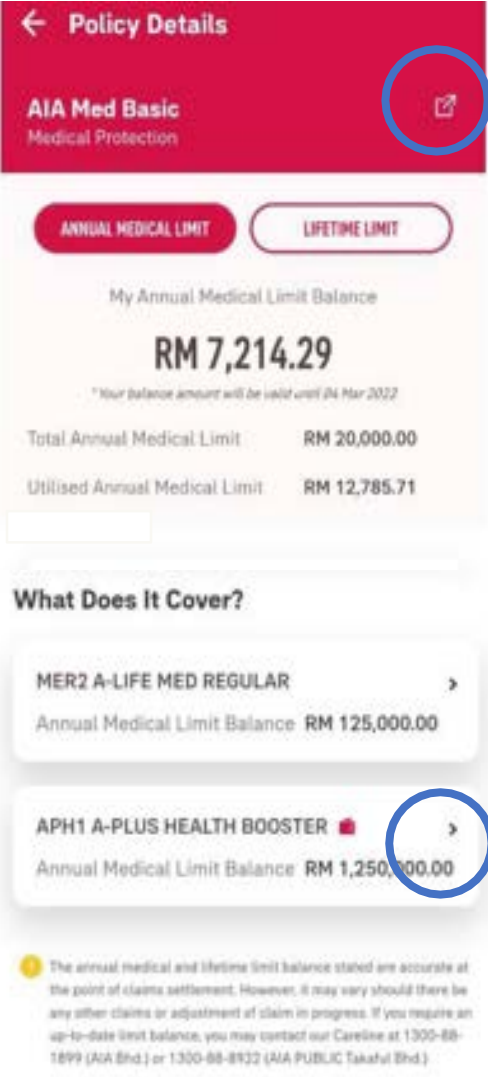


Slide up to view other riders



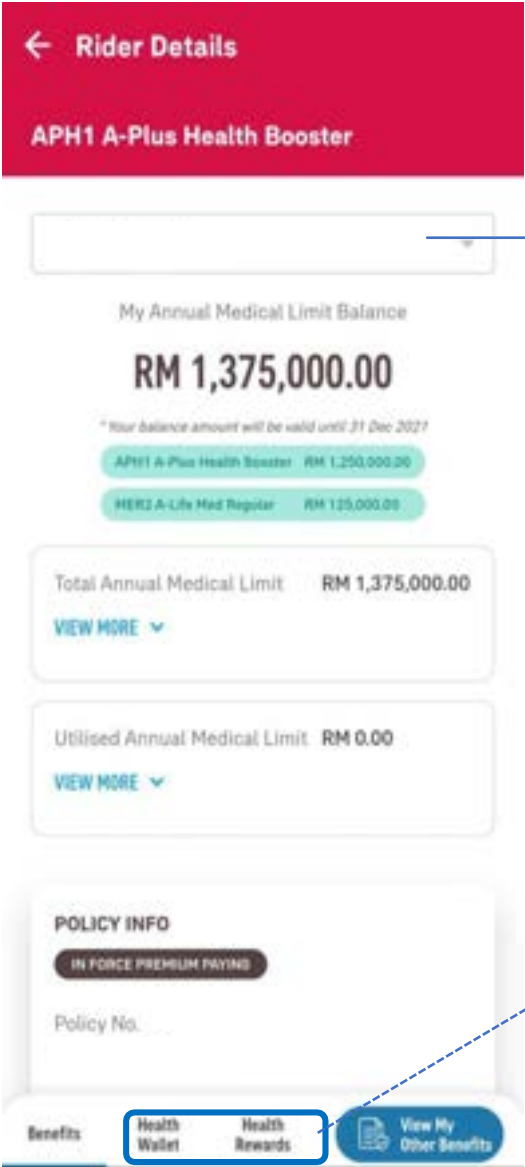
VIEW YOUR RIDER DETAILS (Medical Plan)

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



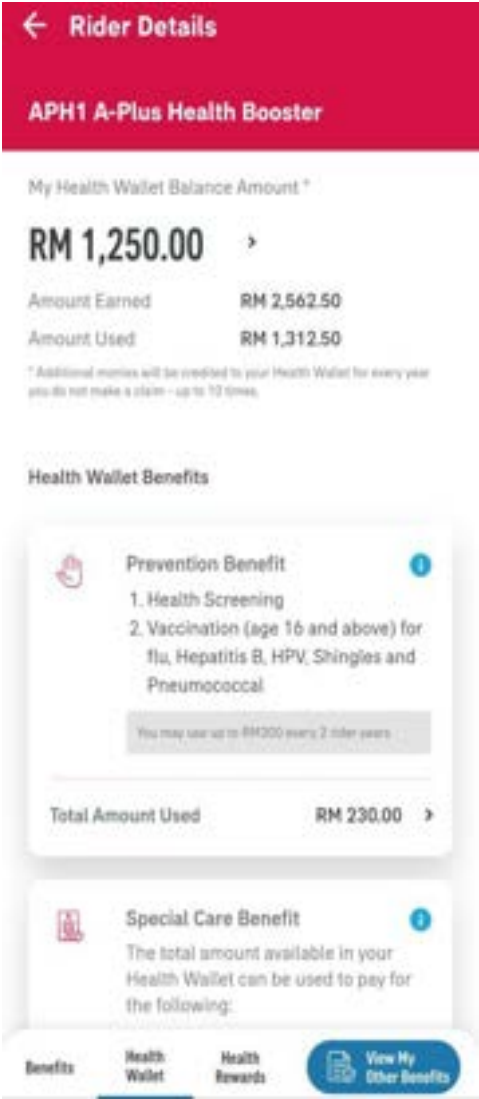
Tap to go to the portal version for the full suite of policy information & transactions

Tap to view rider details



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

Click if your rider has extra info to be viewed

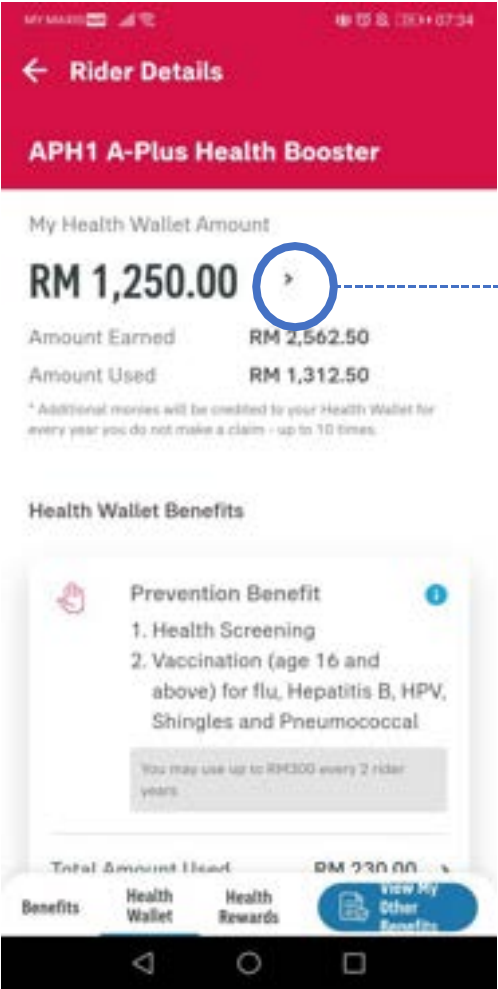


Note:

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

VIEW YOUR HEALTH WALLET DETAILS

(applicable for owner role only)



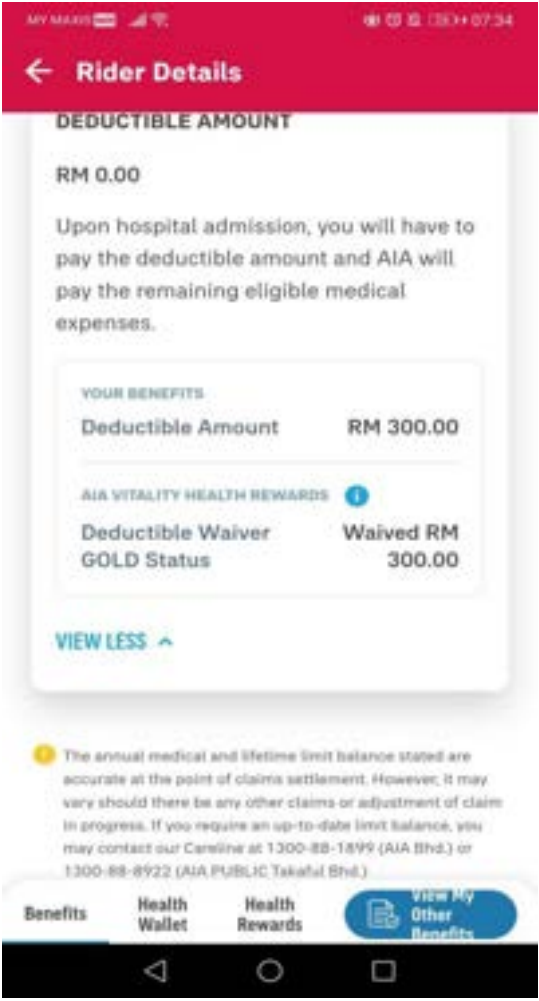
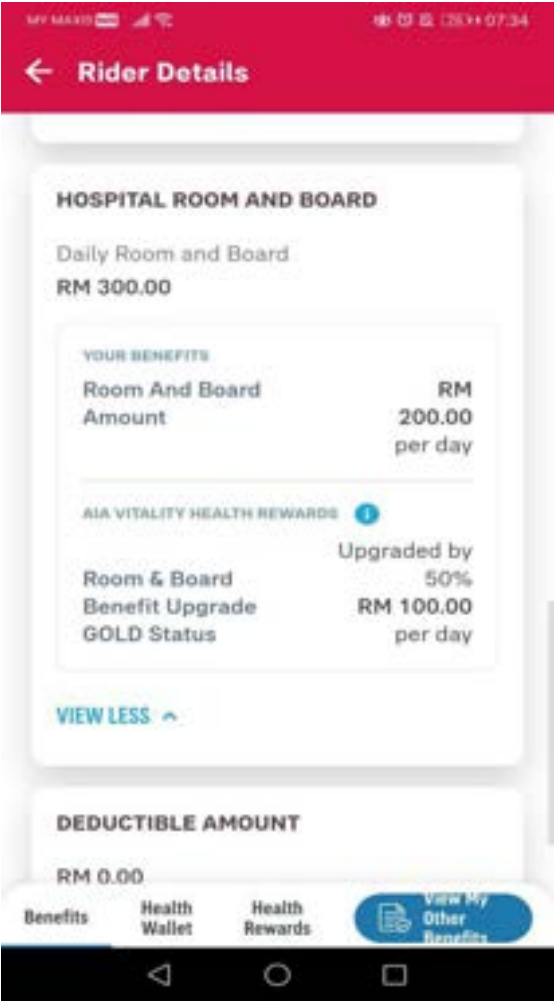
Tap to view earned and spent history



Swipe left to view spent history



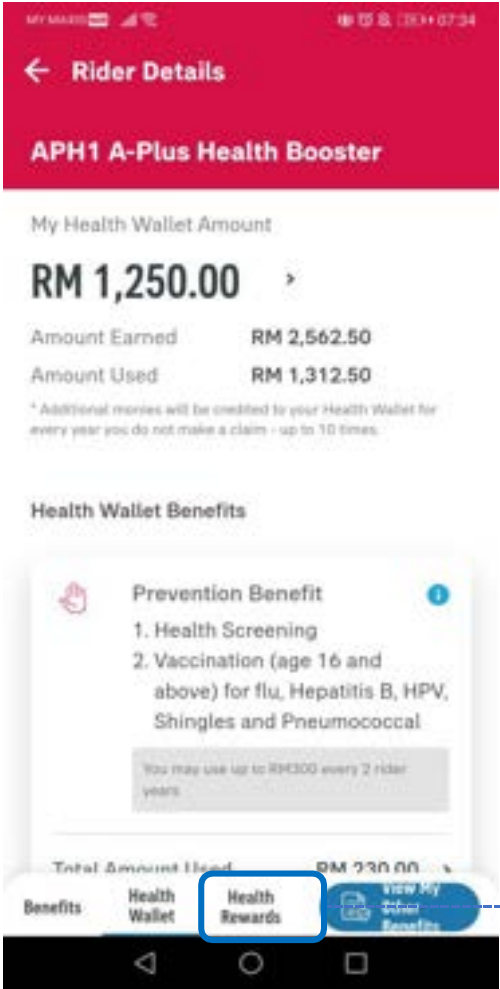
VIEW YOUR RIDER DETAILS (HOSPITAL ROOM & BOARD/ DEDUCTIBLE AMOUNT) (applicable for owner only)



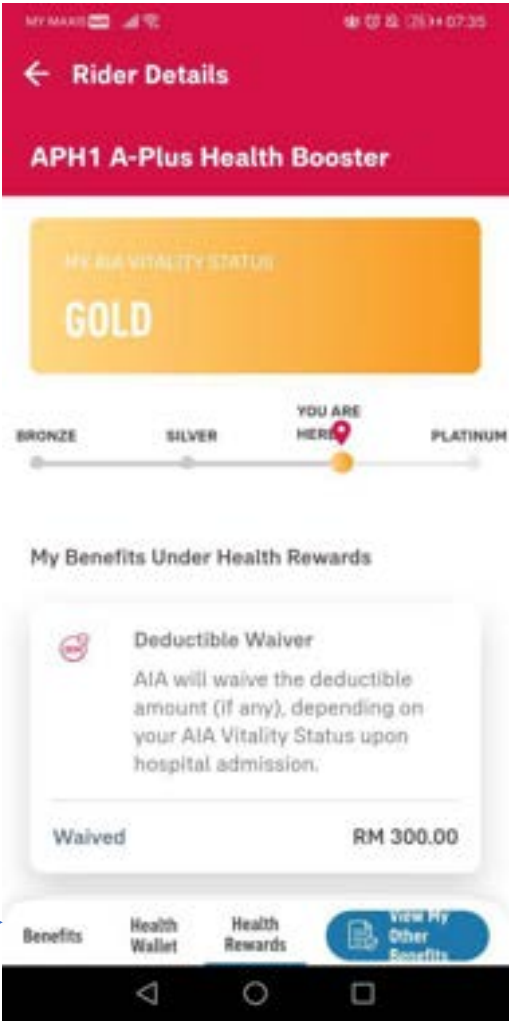
VIEW YOUR HEALTH REWARDS DETAILS

(applicable for owner role only)

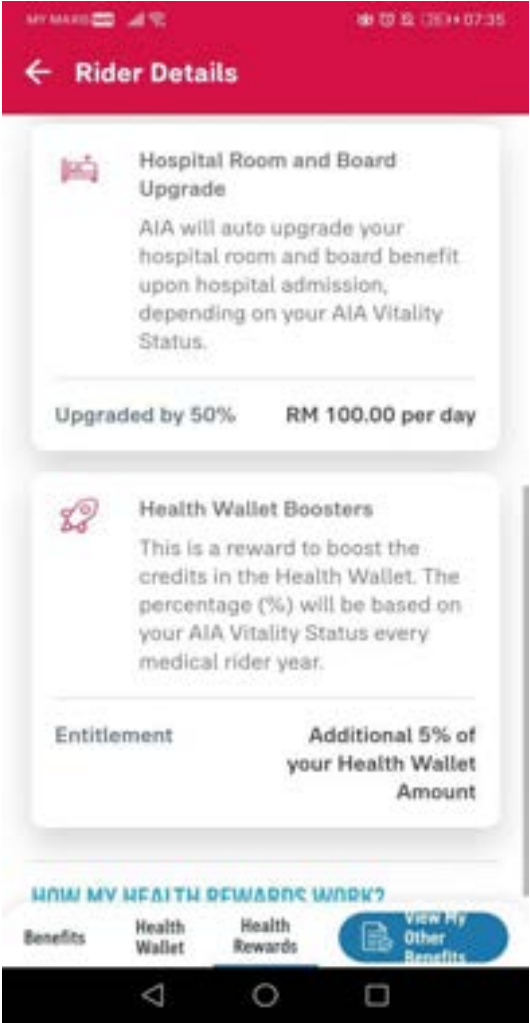
14



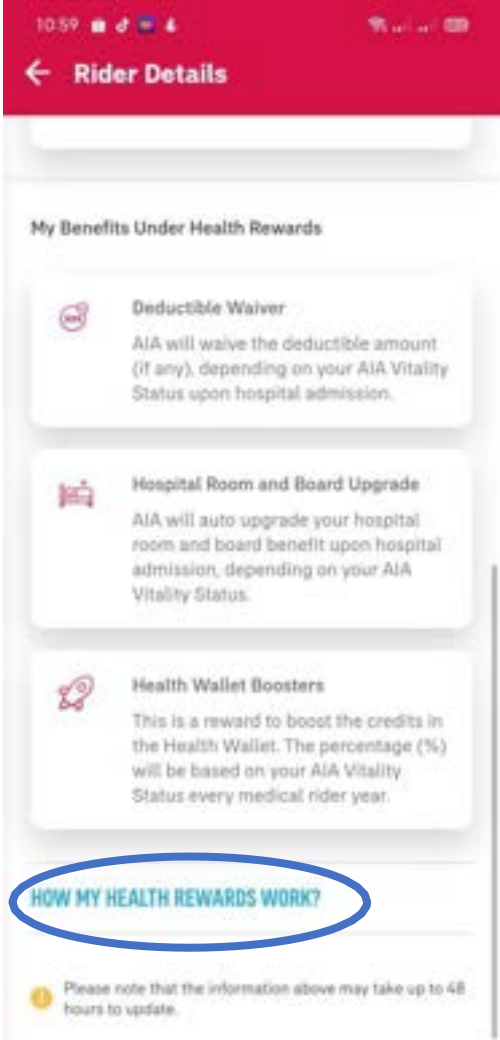
Click to view
Heath Rewards



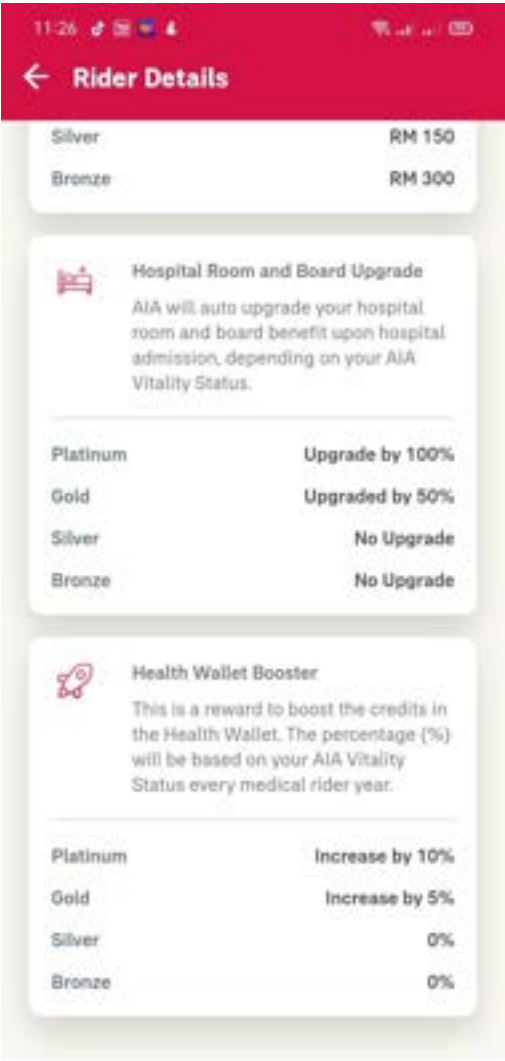
Scroll down
to view
more info



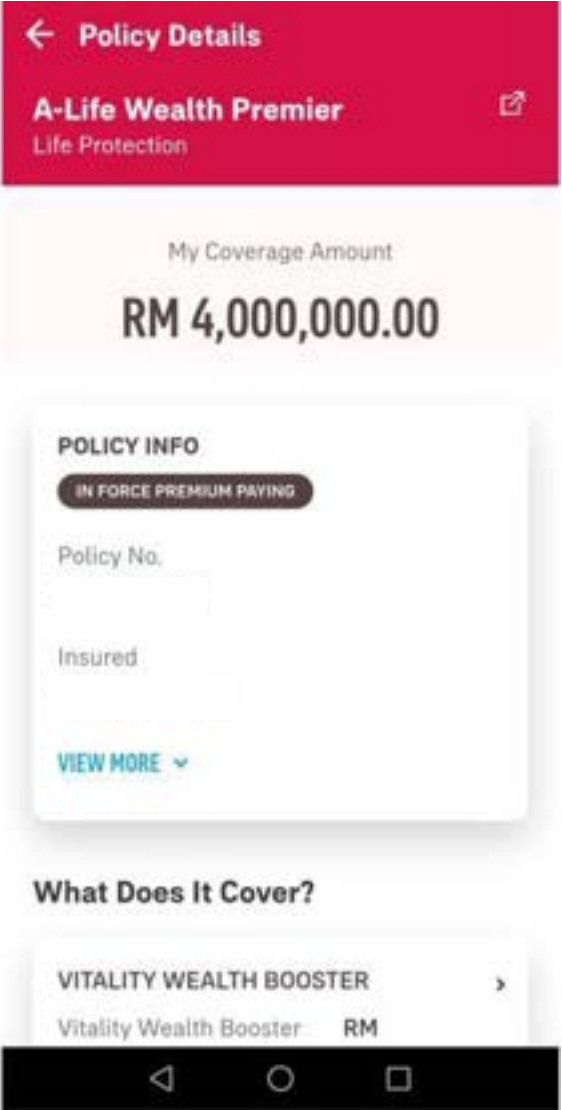
VIEW THE HEALTH REWARDS HOW IT WORKS? (applicable for owner role only)



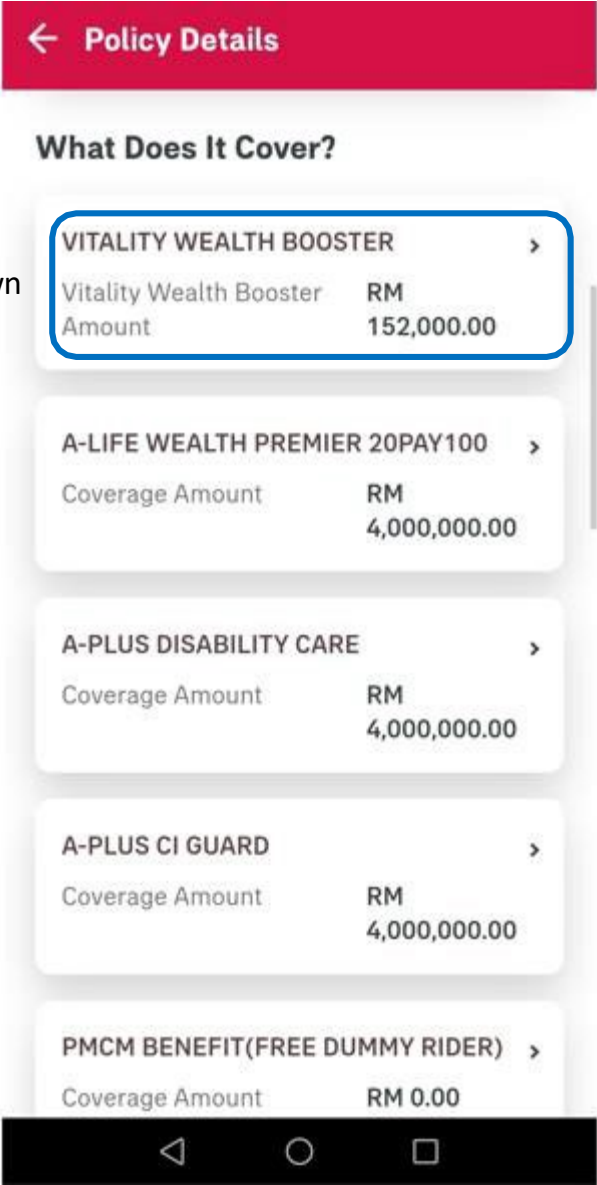
Tap to learn about your rewards



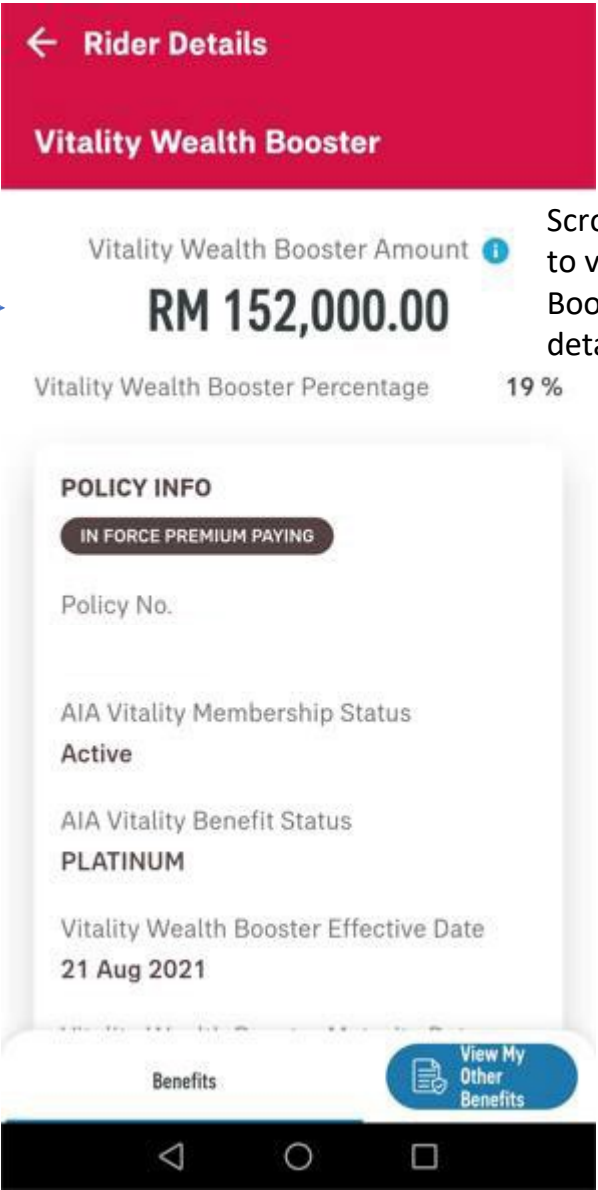
VIEW YOUR RIDER DETAILS – VITALITY BOOSTER DETAILS



Scroll down
to view
more info



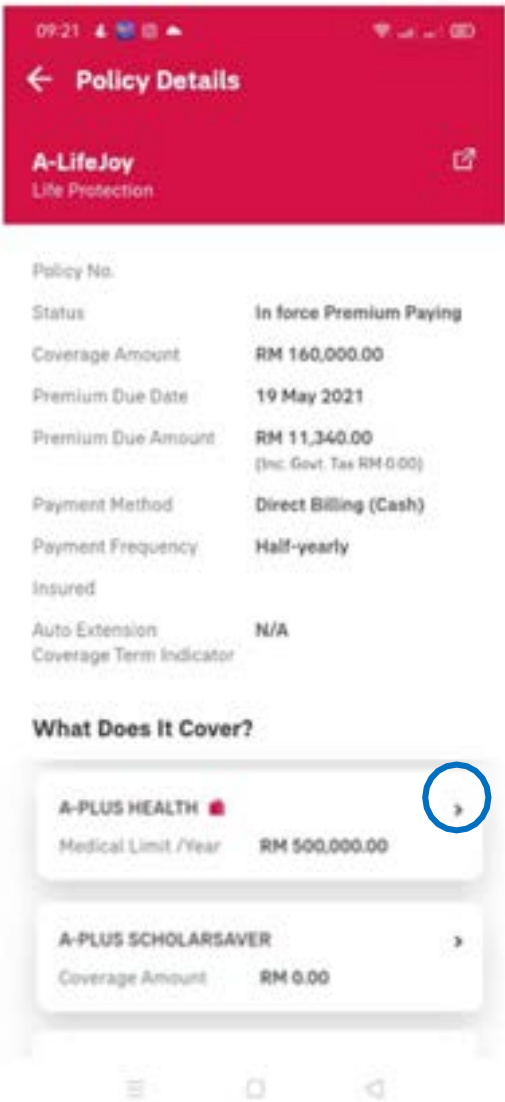
Swipe left



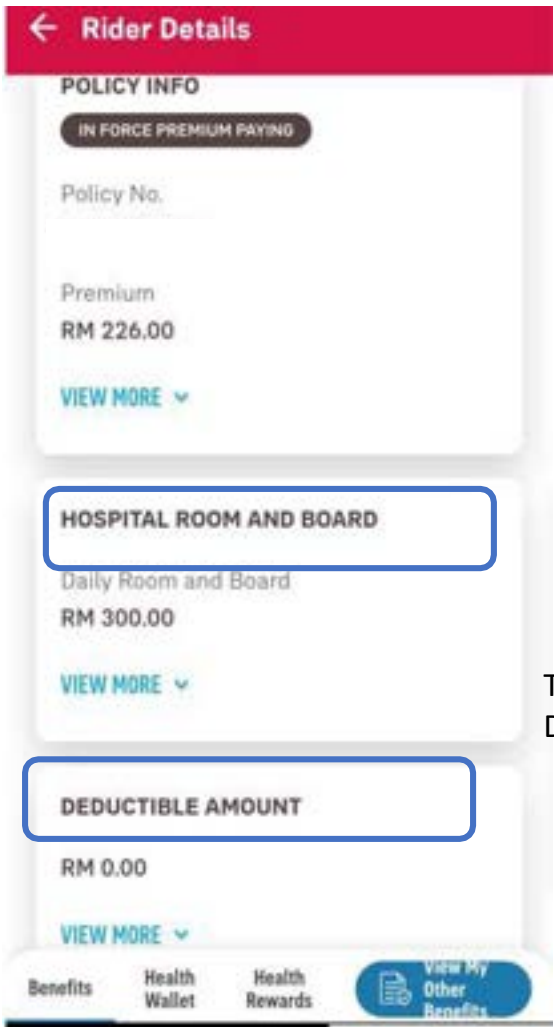
Scroll down
to view
Booster
details

VIEW YOUR RIDER DETAILS

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

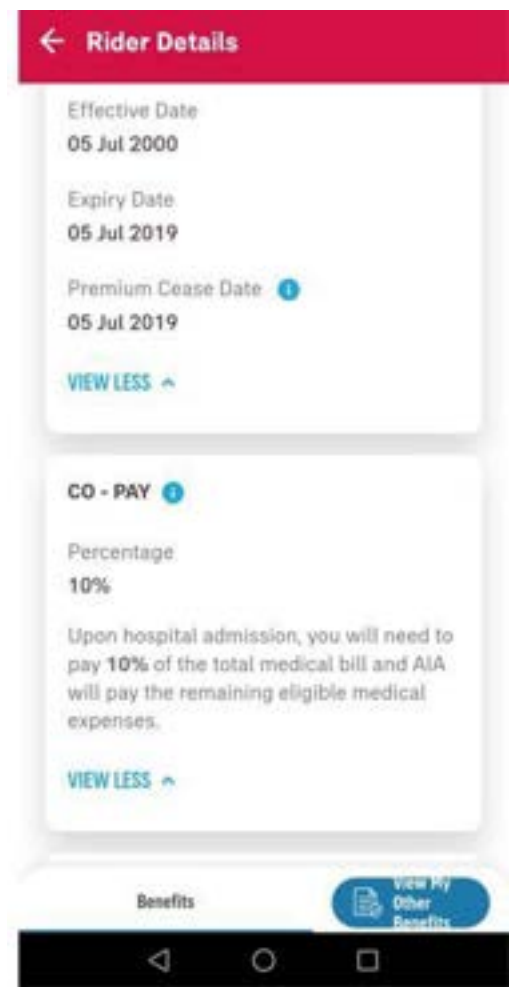


Tap to view details

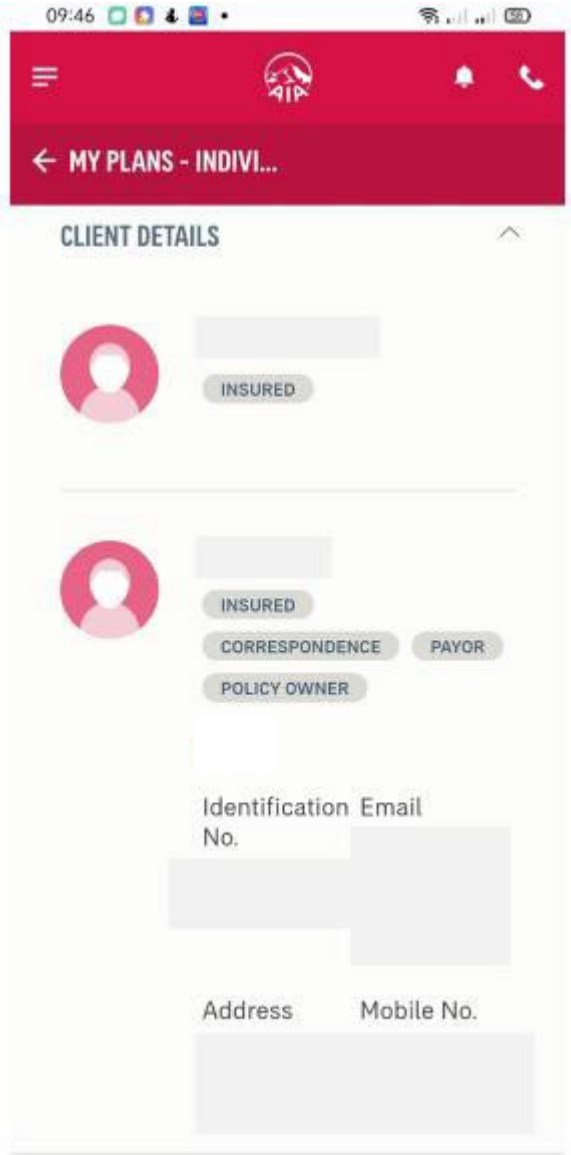
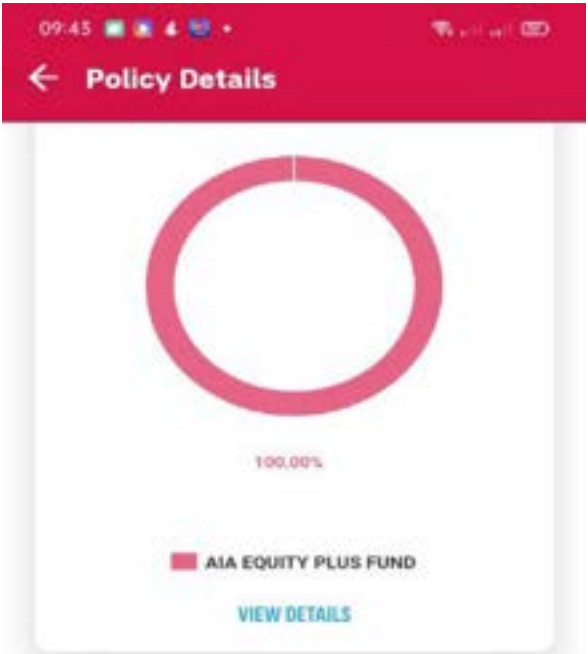


Tap to view Room & Board & Deductible amount

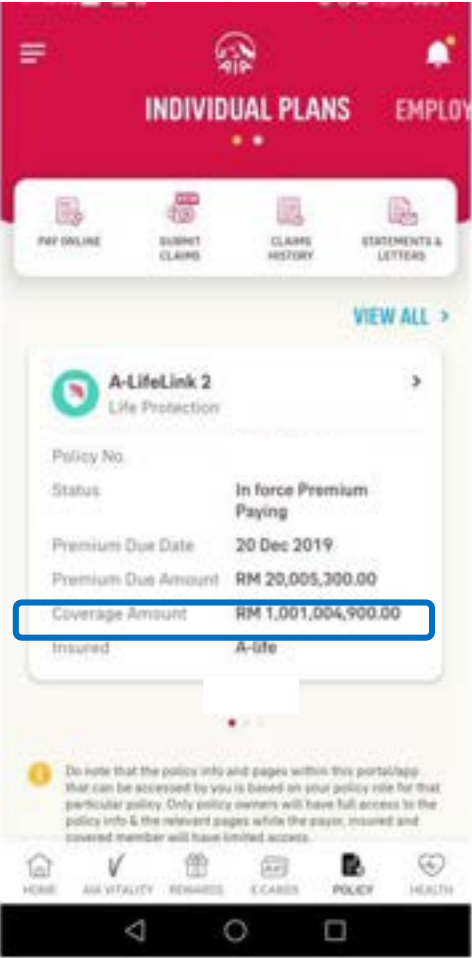
VIEW YOUR RIDER DETAILS (CO PAY) (applicable for owner only)



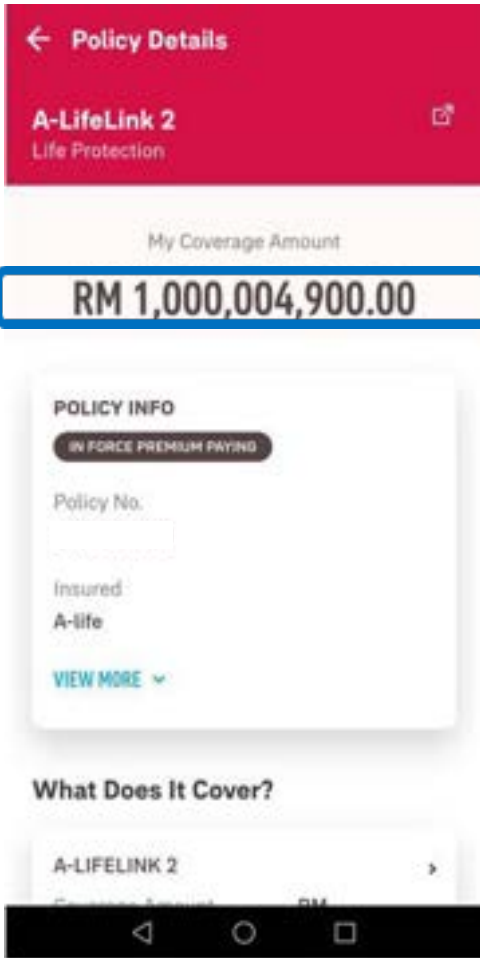
UPDATE CONTACT DETAILS (via CLIENT DETAILS) (applicable for owner only)



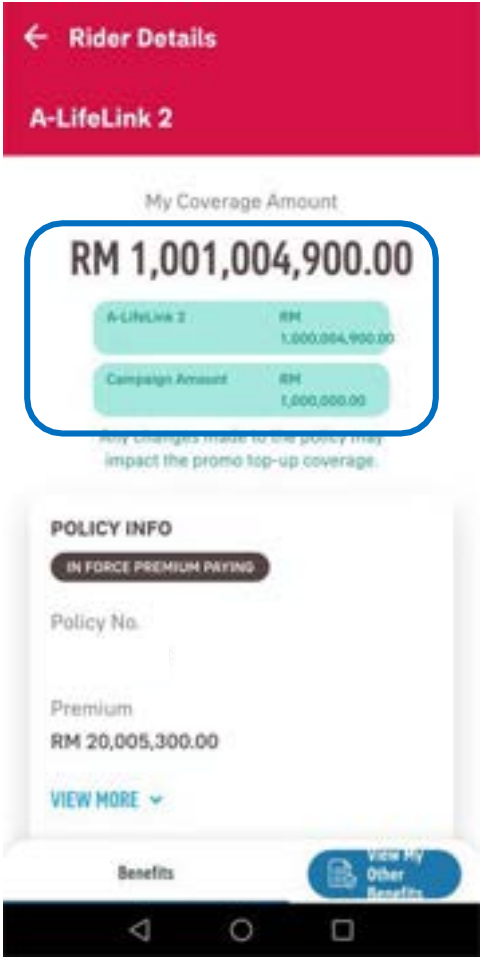
VIEW PROMO TOP-UP COVERAGE (where applicable)



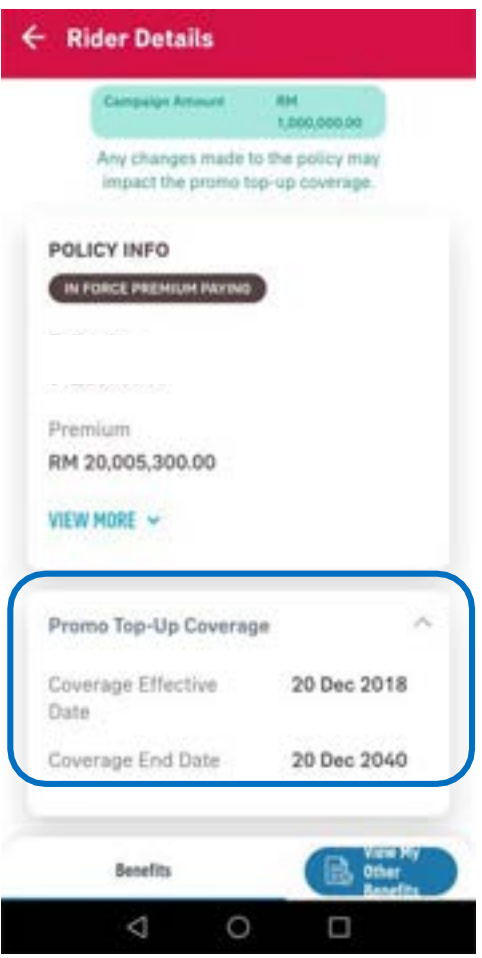
At policy card, only owner and insured roles can view the coverage amount combined with promo top-up coverage amount.



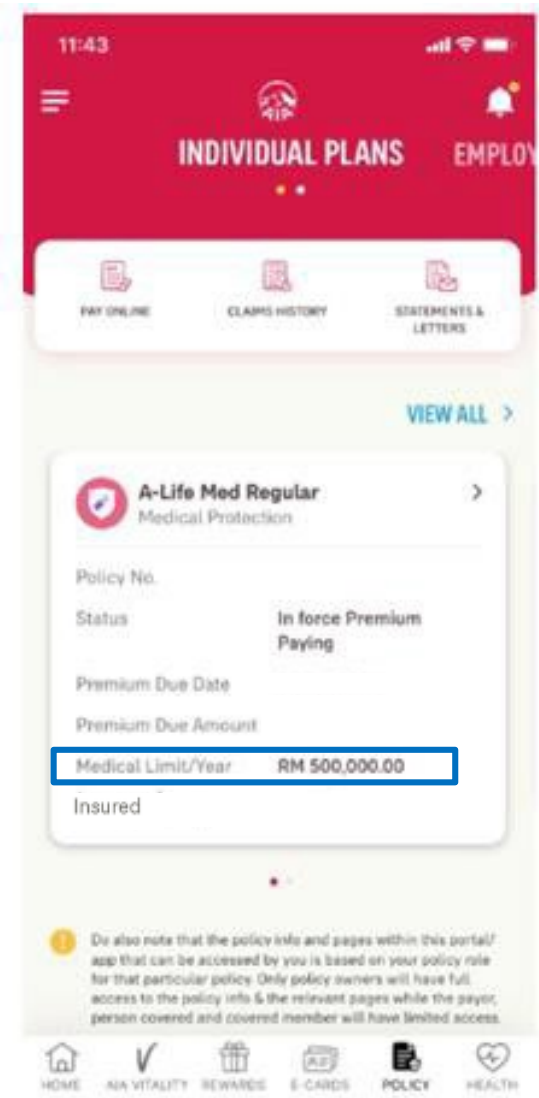
At policy details, only owner and insured roles can view the coverage amount combined with promo top-up coverage amount.



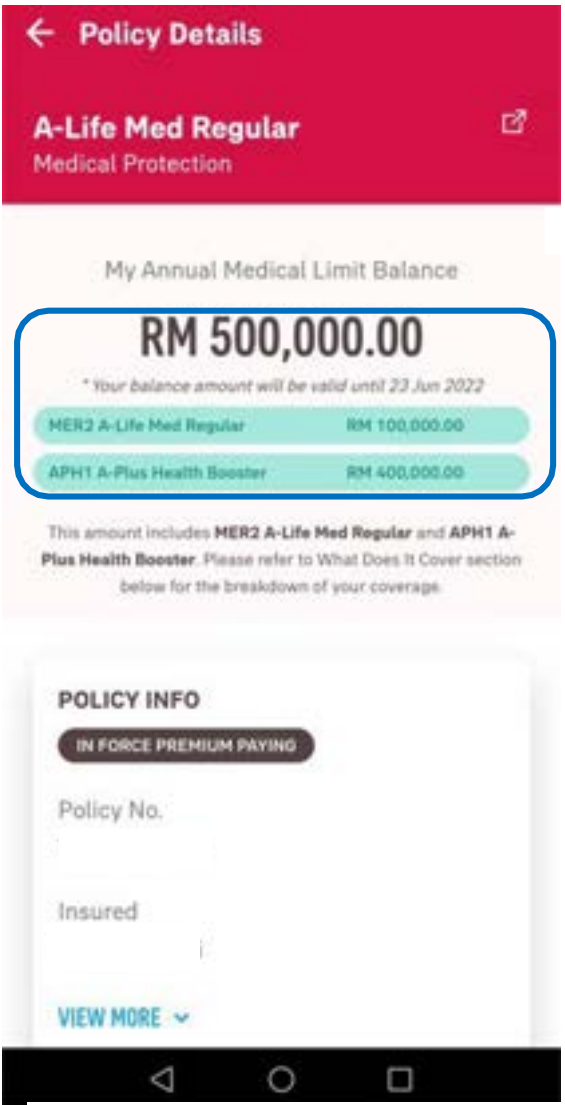
At rider details, only owner role can view the coverage amount combined with promo top-up coverage amount, coverage effective date and coverage end date.
To view the Promo Top-up Coverage details, insured need to go to the portal page.



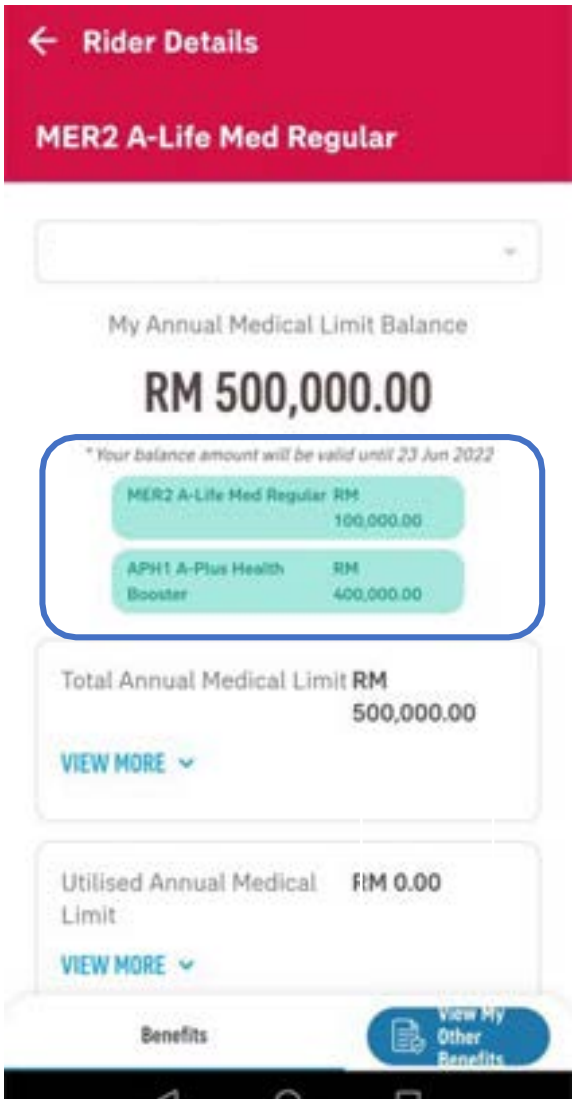
VIEW YOUR COMBINED MEDICAL LIMIT



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

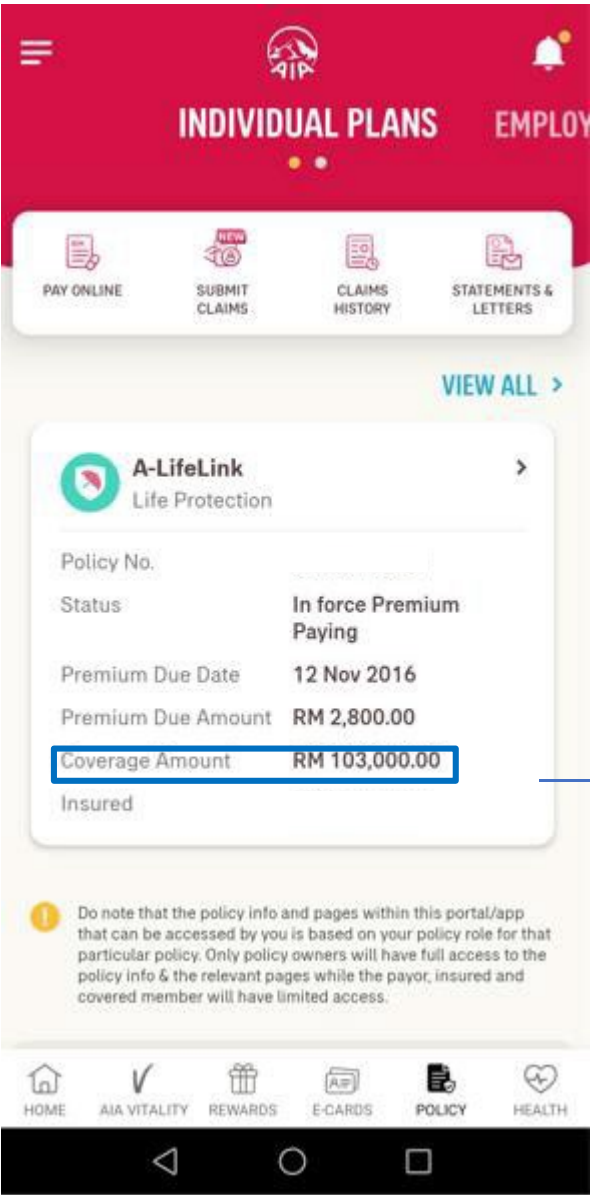


At policy details, only owner and insured role can view the combine medical limit amount and note



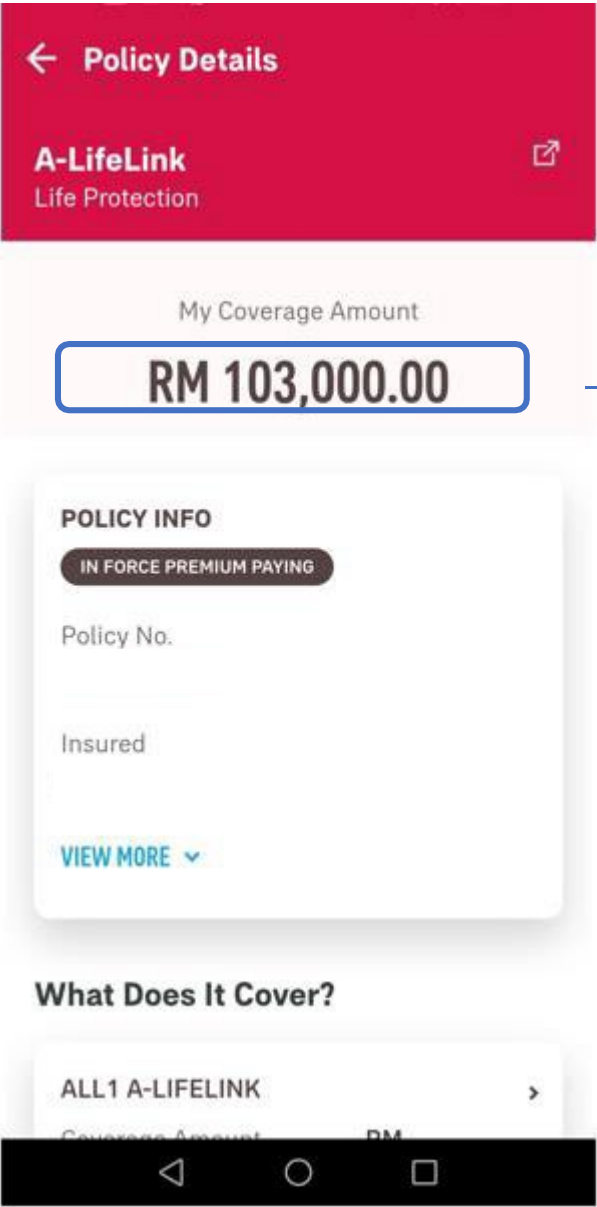
At rider details, only owner role can view the combine medical limit amount and breakdown

VIEW CURRENT SUM ASSURED



Current sum assured displayed in policy card

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

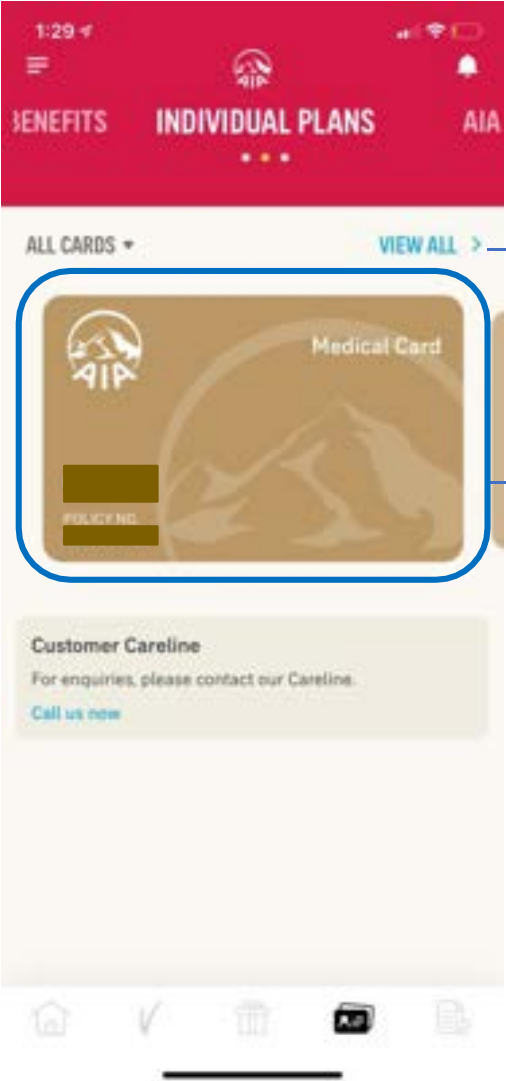


Current sum assured displayed in policy details

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

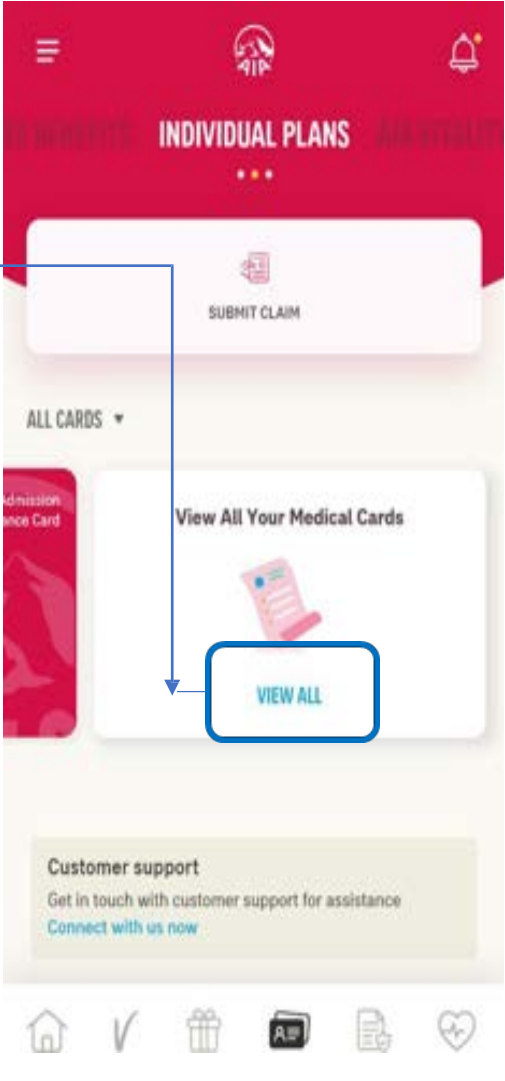
VIEW YOUR E MEDICAL CARD - INDIVIDUAL

14



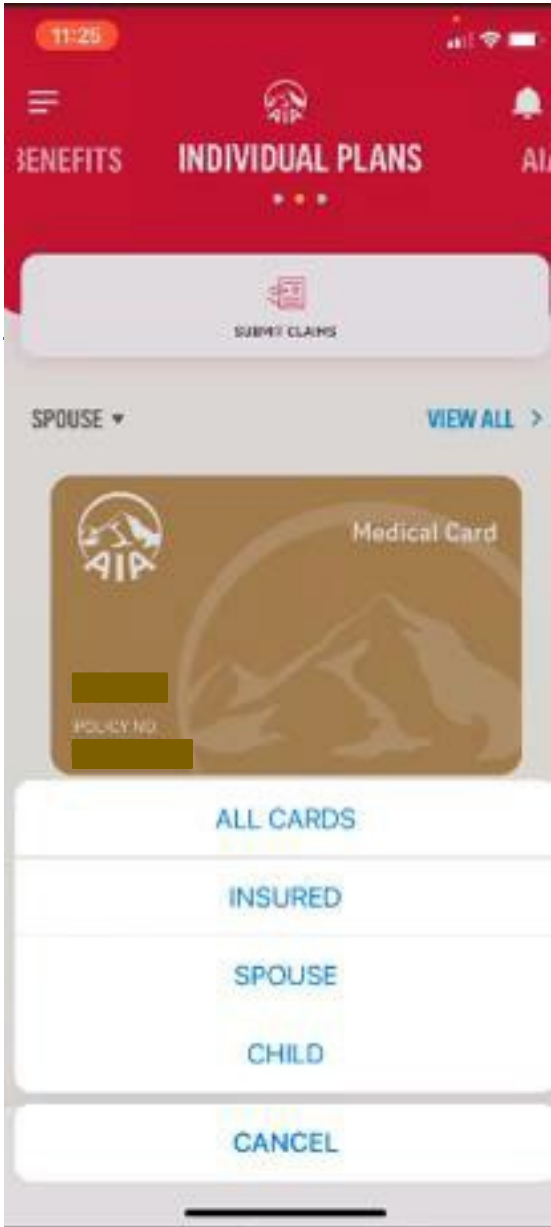
Tap to view all your e medical cards

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



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

VIEW YOUR E MEDICAL CARD - INDIVIDUAL



Note:

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

VIEW YOUR INDIVIDUAL POLICIES – OTHER ROLES

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



Note :

Note :

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



VIEW YOUR INDIVIDUAL POLICIES – OTHER ROLES

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

VIEW STATEMENT

Policy Statements

Home Loan Statements

Letters

Please select a name

Please select year

No Records Found

← DASHBOARD

Please select year

No Records Found

Important Note:

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

CONTACT AIA

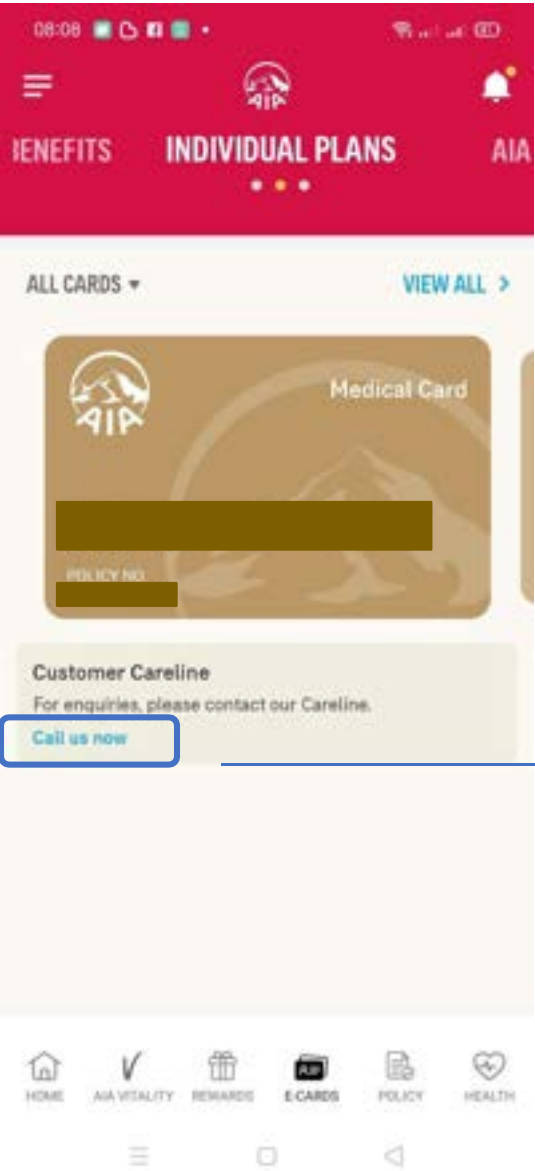
AIA Bhd.

1300-88-1899

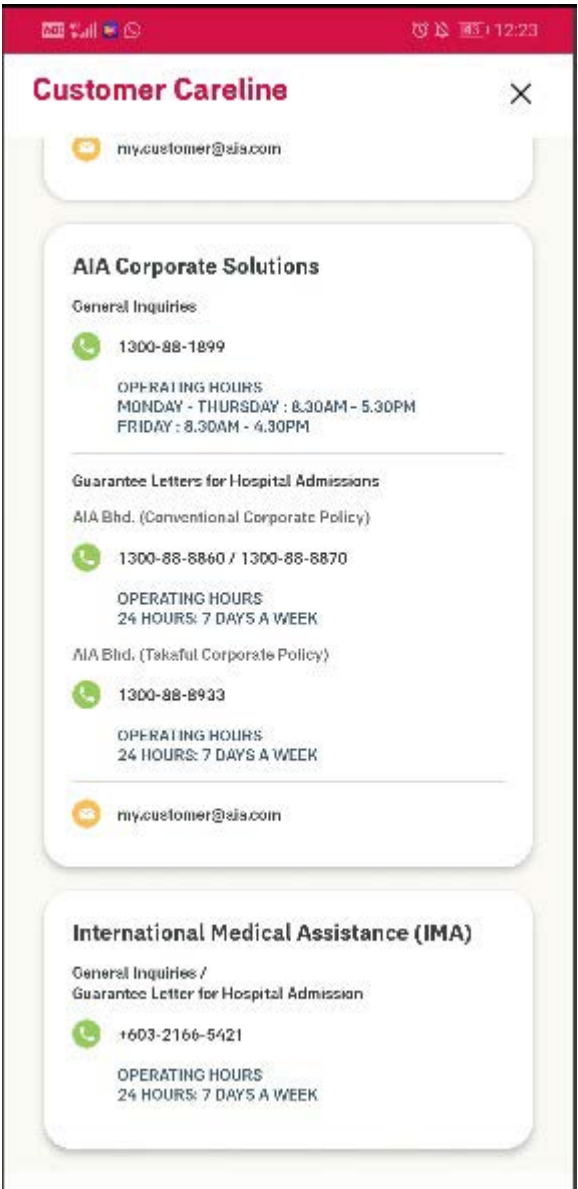
For overseas customers

603 2056 1111

VIEW CUSTOMER CARELINE



Tap to view all
Customer
Careline
numbers

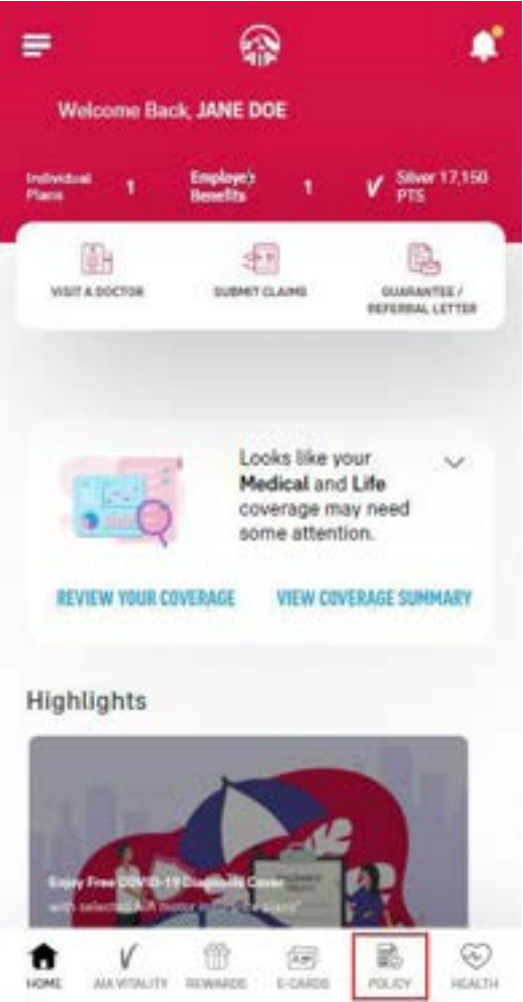


ONLINE PAYMENT

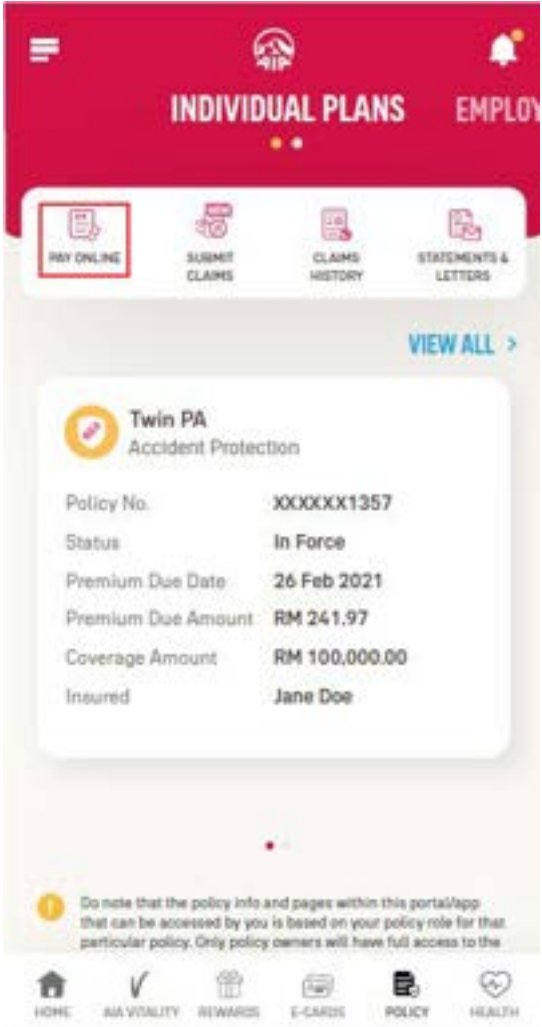
- How to make one off premium / contribution and Vitality membership payments



PAY ONLINE VIA MY AIA APP



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



1b) Tap on PAY ONLINE

PAY ONLINE VIA MY AIA APP

123

MAKE A PAYMENT

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

PERSONAL ACCIDENT - PERSONAL

Policy No.: PAXXXXXXXX

Insured
Jane Doe

Premium Amount:
RM 263.94

Payment Frequency:
HALF-YEARLY

☒ Current - Due 12-Sep-2022

Select The Number Of Advanced Payments

No Advance Payment

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

0 Advanced Payments

Total AmountRM 263.94

Grand TotalRM 263.94

NEXT

```
graph LR; S1[Step 1  
Login To My AIA &  
Select Policy] --> S2[Step 2  
Select Policy/  
Certificate]; S2 --> S3[Step 3  
Review payment]; S3 --> S4[Step 4  
Complete  
Payment];
```

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

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

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

PAY ONLINE VIA MY AIA APP

1234

1234

1234

REVIEW YOUR PAYMENT

Please review the policies you have selected for payment

YOUR PAYMENT SELECTION

PERSONAL ACCIDENT - PERSONAL

Policy No.: PAXXXXXXXX

Insured
Jane Doe

Premium Amount:
RM 263.94

Payment Frequency:
HALF-YEARLY

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

0 Advanced Payments

Total Amount RM 263.94

Please disable your pop-up blocker before proceeding.

Grand Total RM 263.94

NEXT



Credit Card Number

1234567891011123

Name on Card

Ad

Expiry Date

4 2025

CVC/CCV2

Card Issuing Bank

OCBC

Other Card Issuing Bank (optional)

Card Issuing Country

Malaysia

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

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

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

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

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

PAY ONLINE VIA MY AIA APP

3

THANK YOU
FOR YOUR PAYMENT

Your transaction id for this payment is: MYP302364

YOUR PAYMENT SELECTION

PERSONAL ACCIDENT -
PERSONAL

Policy No.: PAXXXXXXXX

Insured
Jane Doe

Premium Amount:
RM 263.94

Payment Frequency:
HALF-YEARLY

Current Due Amount:

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

0 Advanced Payments

Total Amount

RM 263.94

MAKE ANOTHER PAYMENT



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

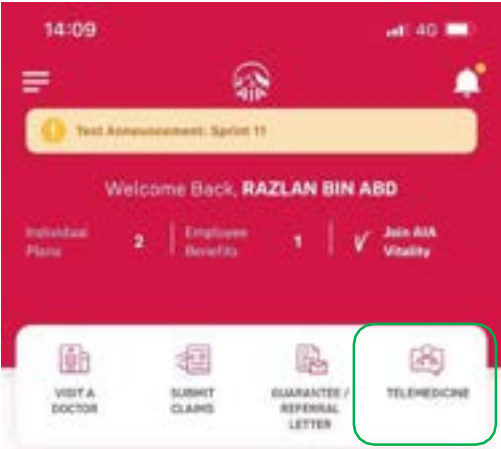


- **DIGITAL HEALTH**
- **01: Entry Point to Digital Health**

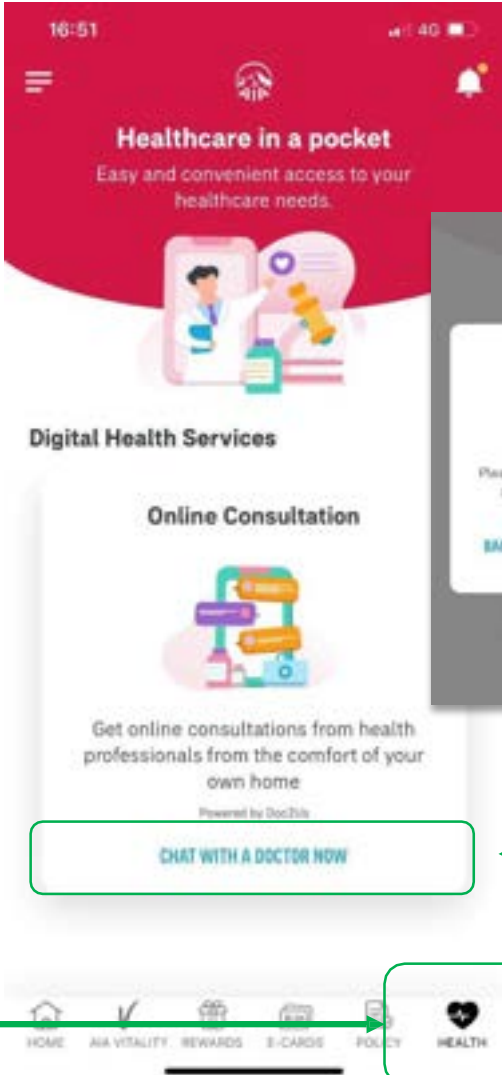
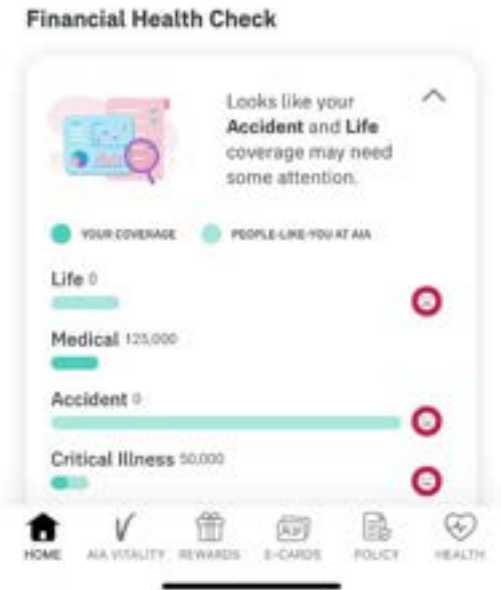
ENTRY POINT TO DIGITAL HEALTH

16

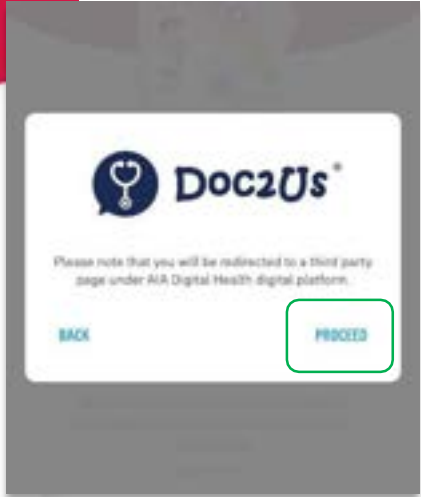
MY AIA APP



Entry Point into the Digital Health page



Tap here to go into the Digital Health page



A pop-up message will appear. Tap Proceed

ENTRY POINT TO DIGITAL HEALTH

Digital Health Services

Registration

Please key in your information to access Doc2Us services

My Information

Full Name

Mobile No.

Email

NRIC/Passport Number

Gender

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

Digital Health Services

Address Line

State

City

Postcode

TERMS OF USAGE

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

Register

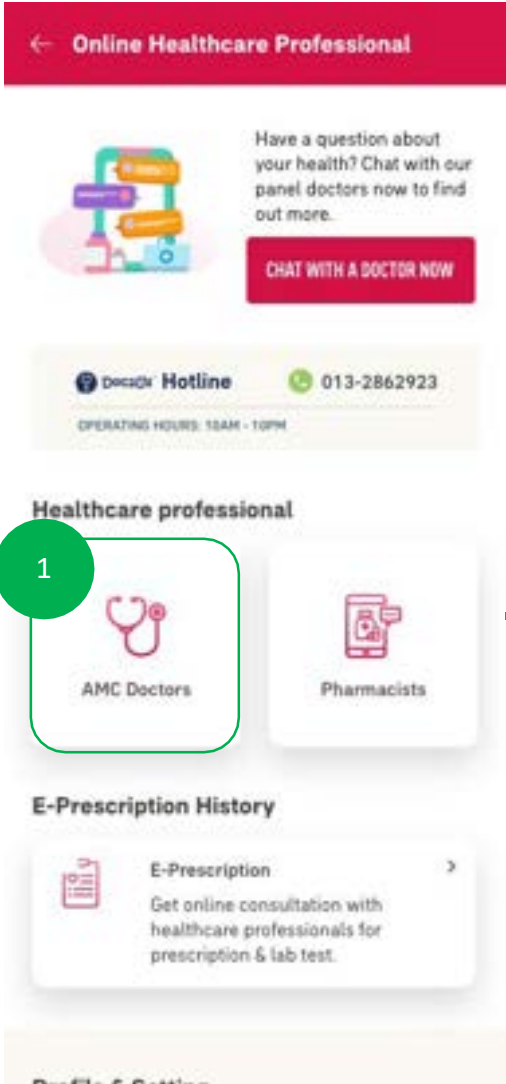
Tap on **Register** to complete

Please fill in all the information

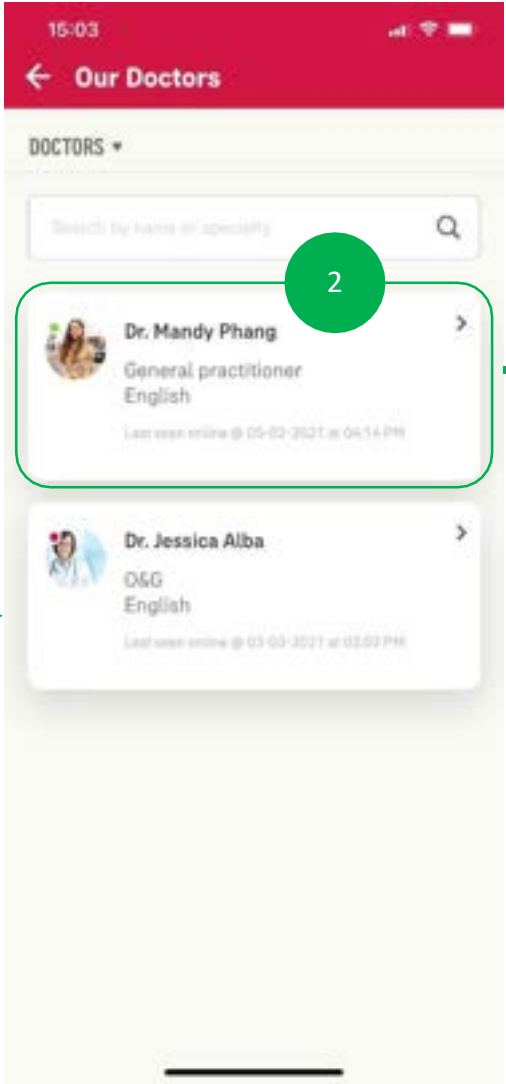
- **DIGITAL HEALTH**
- **02: Part 1 - Request for Consultation**

DIGITAL HEALTH: Part 1- Request for Consultation

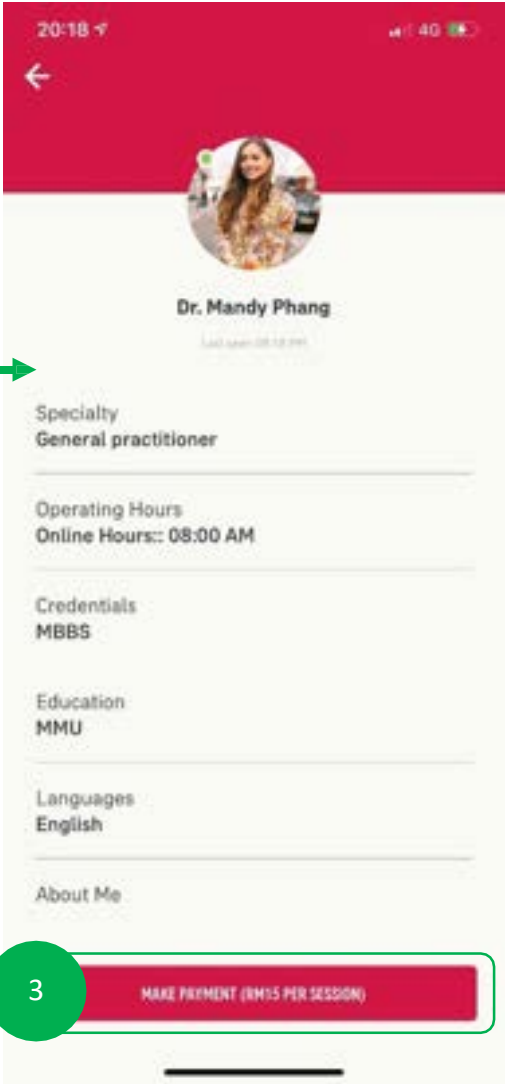
- STEP 1
- STEP 2
- STEP 3
- STEP 4



Tap on Doctors card to see the list of available doctors

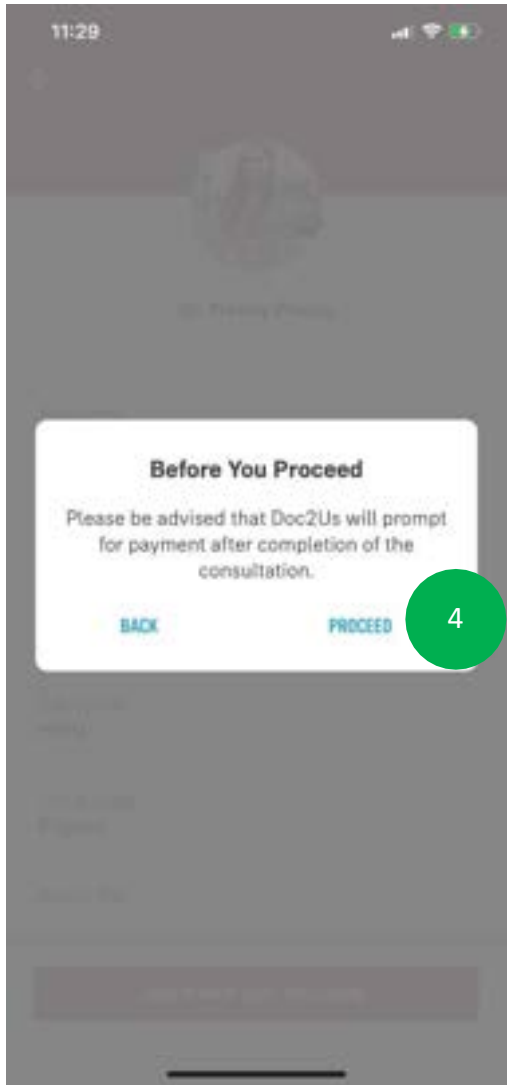


Tap on a doctor to view their profile

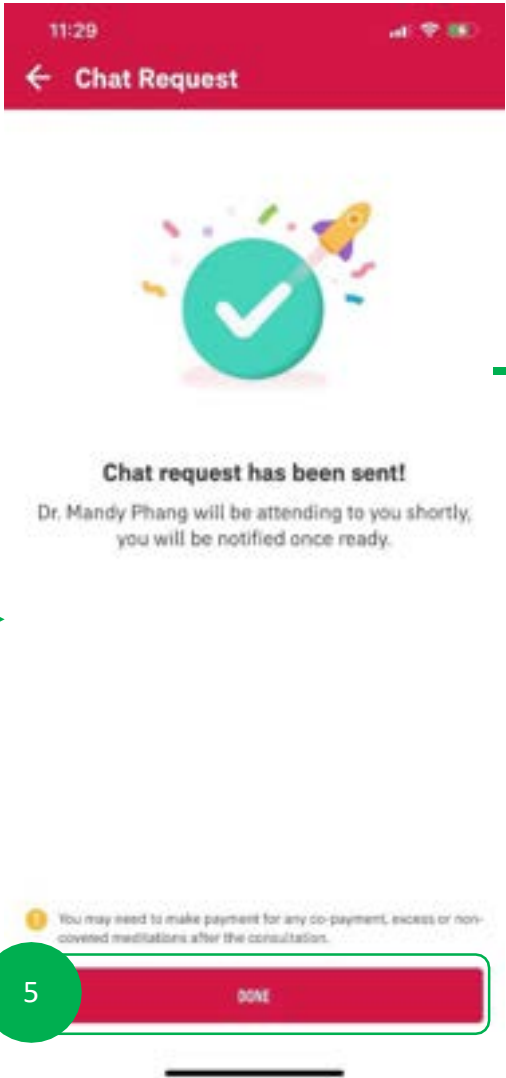


Once you have decided on the doctor, Tap "Request chat now"

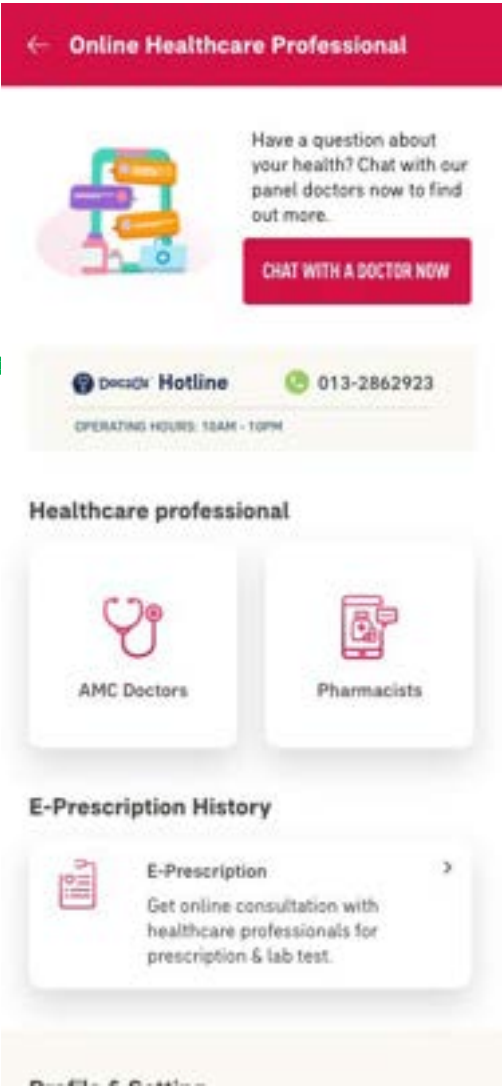
DIGITAL HEALTH: Part 1- Request for Consultation



Tap “Proceed” to continue



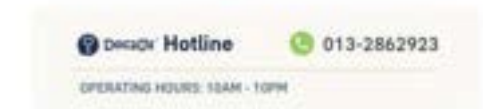
You will receive a confirmation screen upon success. Tap on “Done” to return to the dashboard



DIGITAL HEALTH: Part 1- Request for Consultation



Tap here to see past chat history or current chat messages

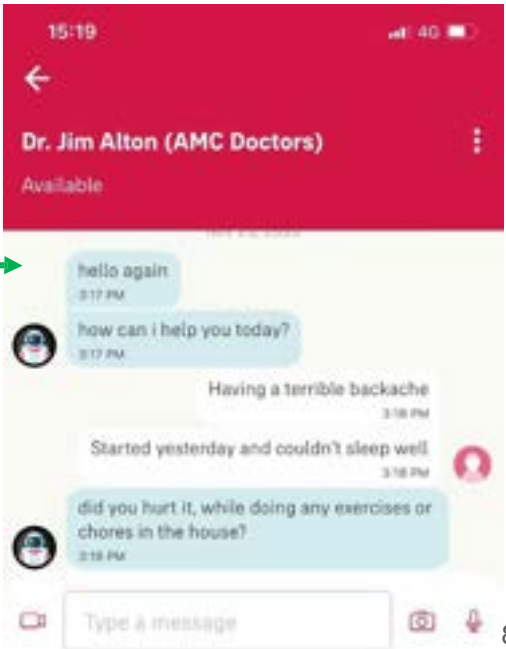


You can see chat status, past chat messages, reply or even cancel chats from this screen



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

Tapping on the notification will bring you to the chatroom



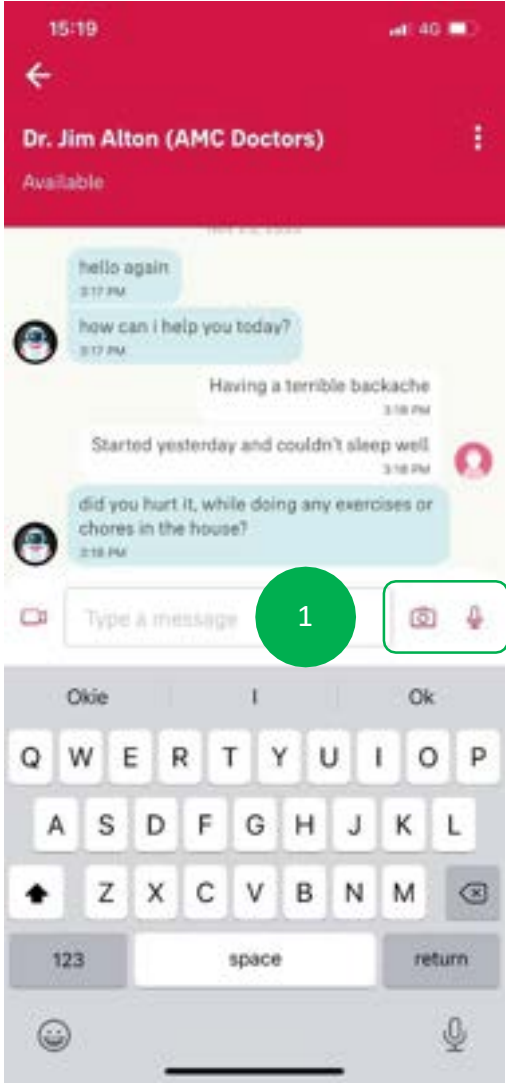
- **DIGITAL HEALTH**
- **03: Part 2 - Chat Features**

DIGITAL HEALTH: Part 2 – Chat Features

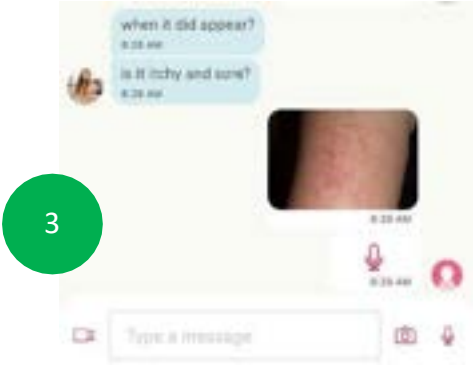
- STEP 1
- STEP 2
- STEP 3
- STEP 4

16

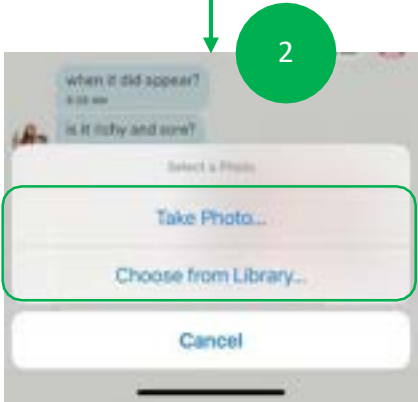
MY AIA APP



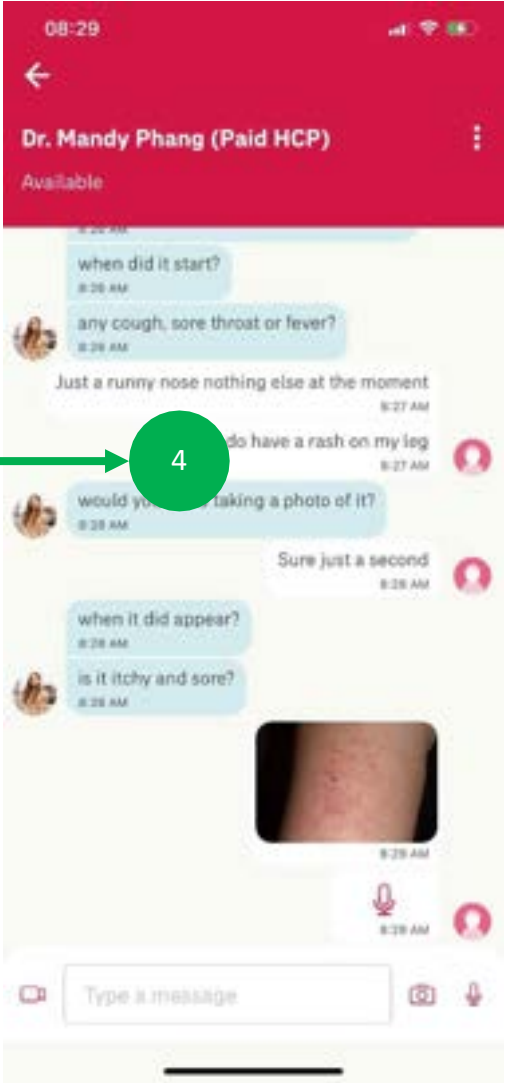
Chat with your doctor and provide the necessary required information



Tap on the “Microphone” button to send a voice clip



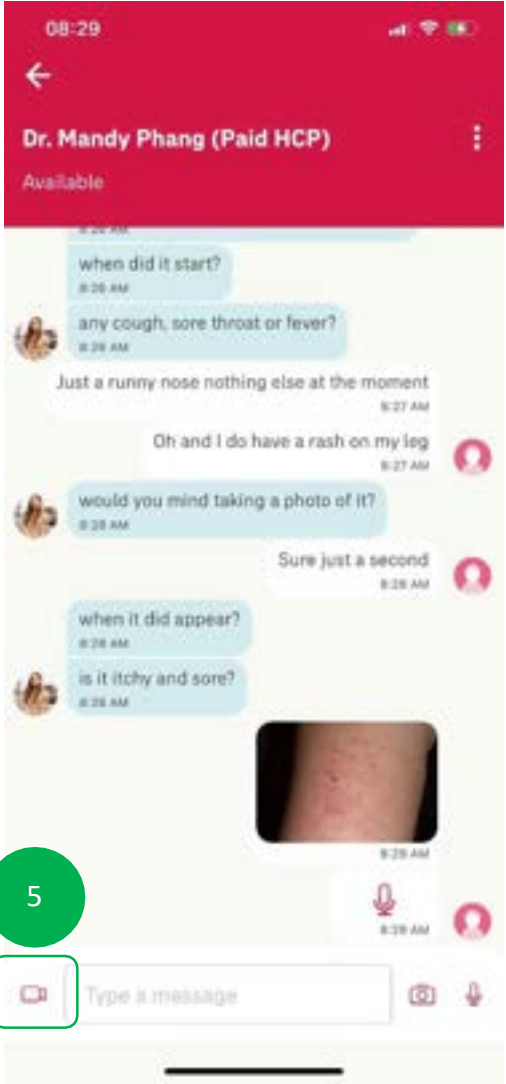
Tap on the “Camera” icon will allow you to upload photos taken from your mobile device or take a photo to help the doctor better understand your condition



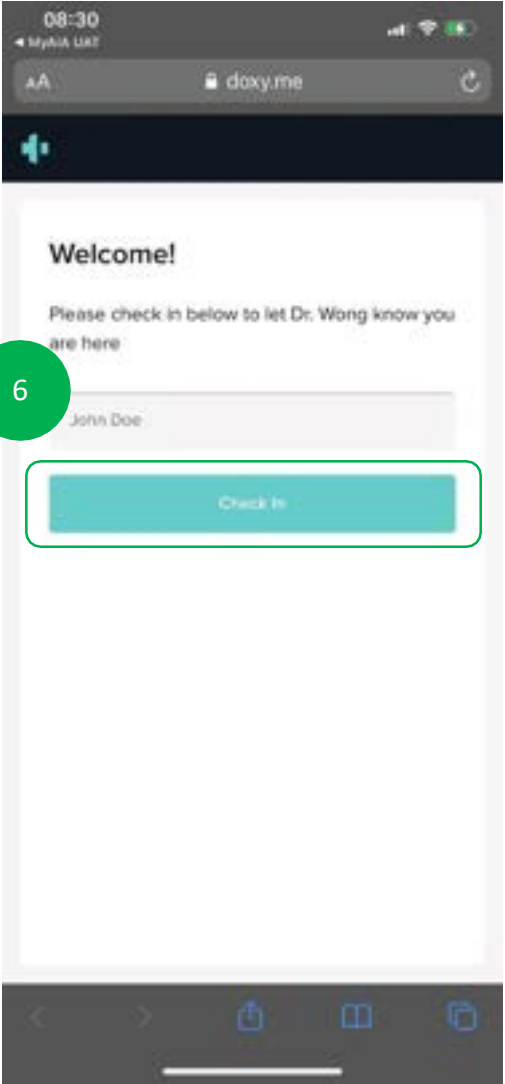
If it has been successfully uploaded, it will appear in the chatroom

DIGITAL HEALTH: Part 2 – Chat Features

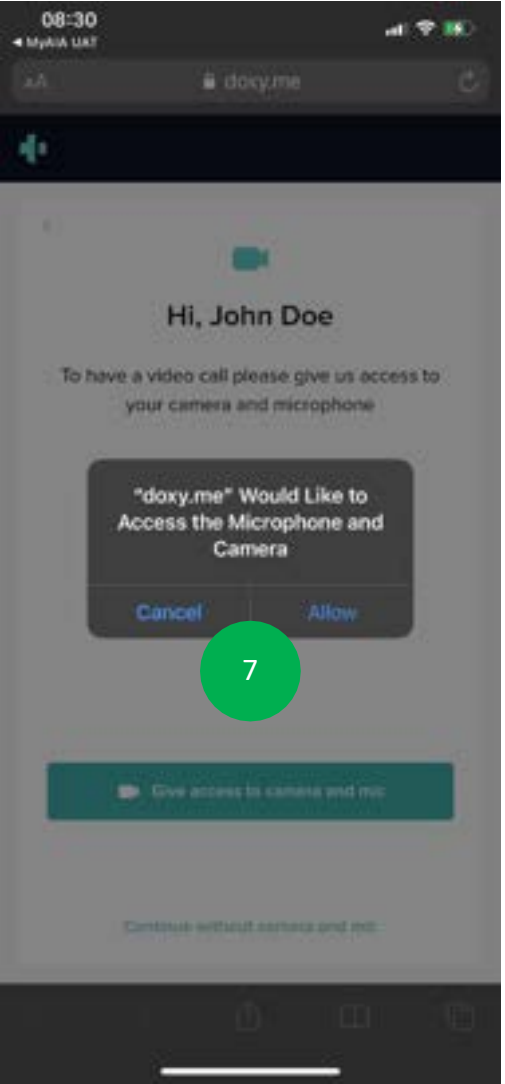
- STEP 1
- STEP 2
- STEP 3
- STEP 4



Key in your name and tap “Check In” button



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



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

DIGITAL HEALTH: Part 2 – Chat Features

STEP 1

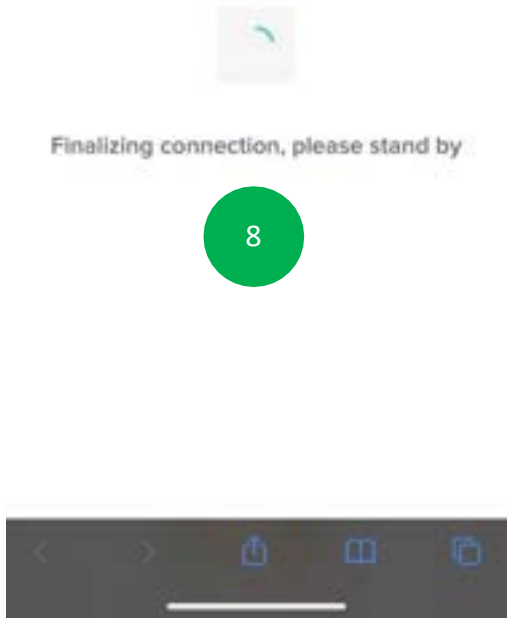
STEP 2

STEP 3

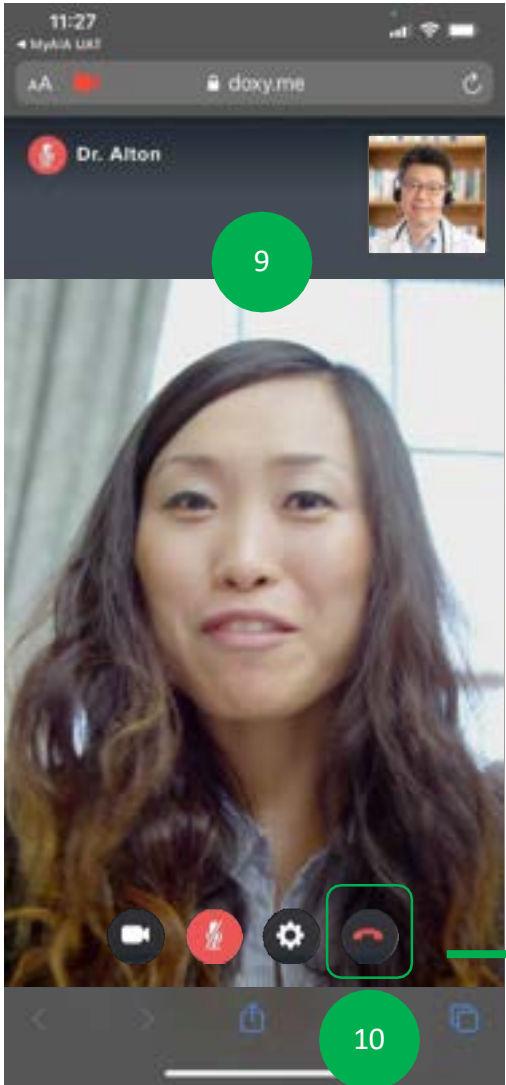
STEP 4

16

MY AIA APP



The video call with be initiated

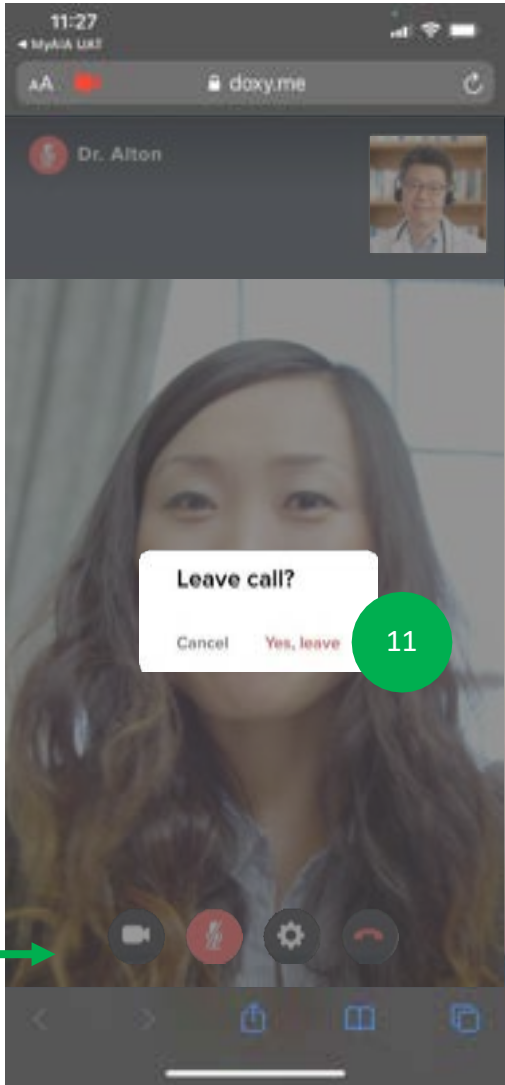


Chat with your doctor and provide the necessary required information

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

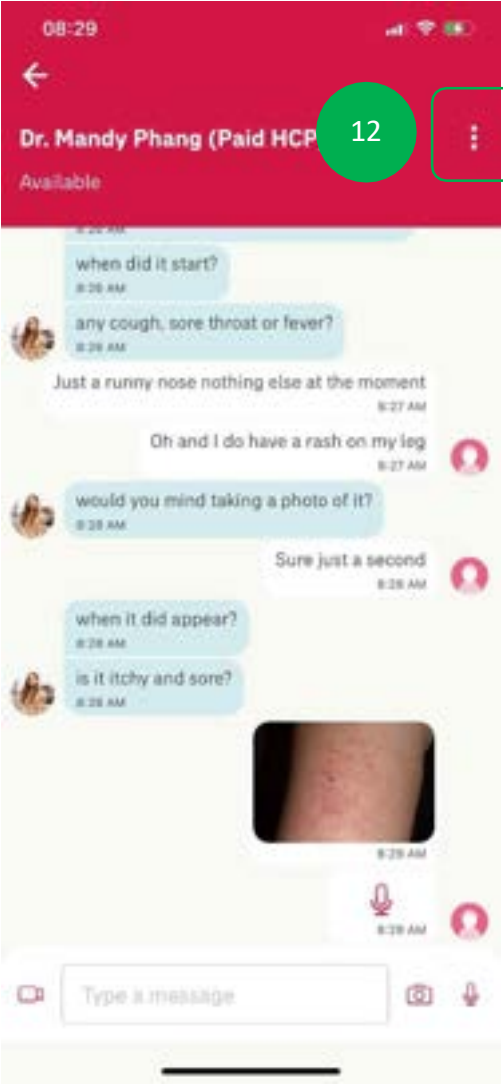
As this is third party service, you will need to reopen your My AIA app to view your ePrescription should the doctor have prescribed medication.

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

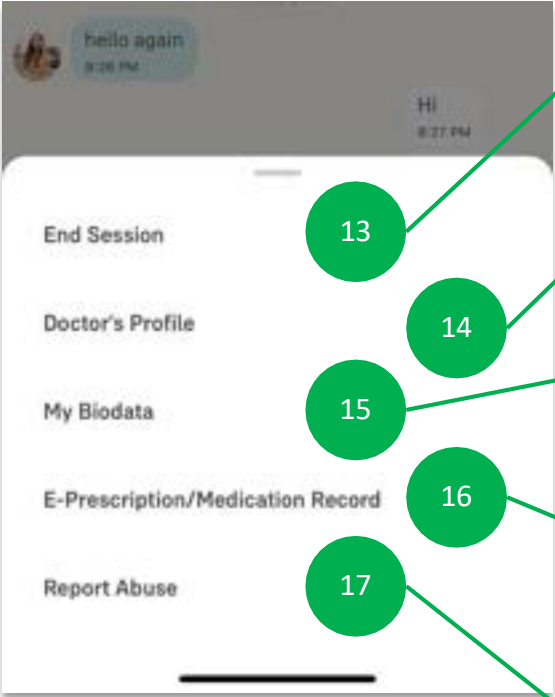


DIGITAL HEALTH: Part 2 – Chat Features

- STEP 1
- STEP 2
- STEP 3
- STEP 4



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



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

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

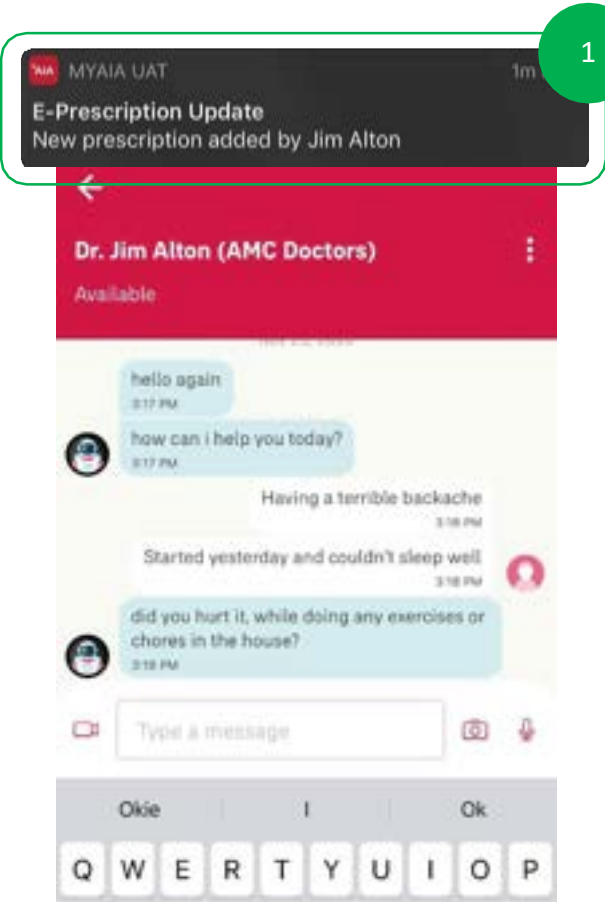
Tap on “**My Biodata**” to manage your personal biometric data such as height, weight, allergies

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

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

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

DIGITAL HEALTH: ePrescription & Delivery Method



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

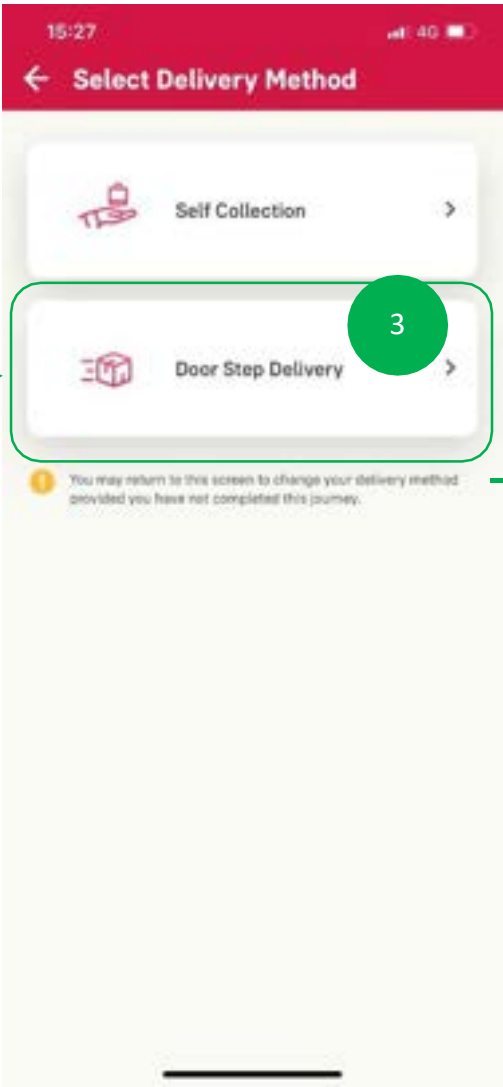
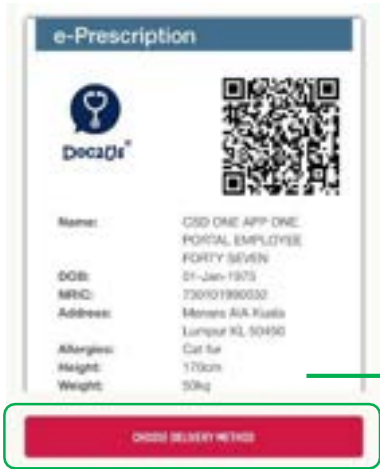
Tap on the notification, it will bring you to the respective ePrescription to start the next step.



Tap “Choose Delivery Method”

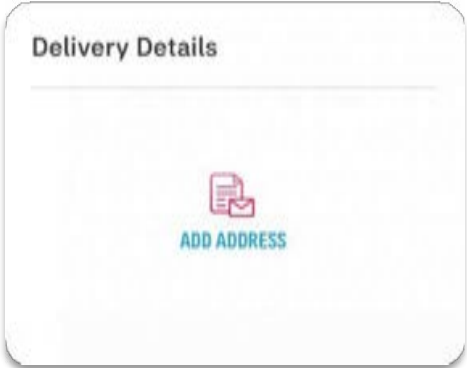
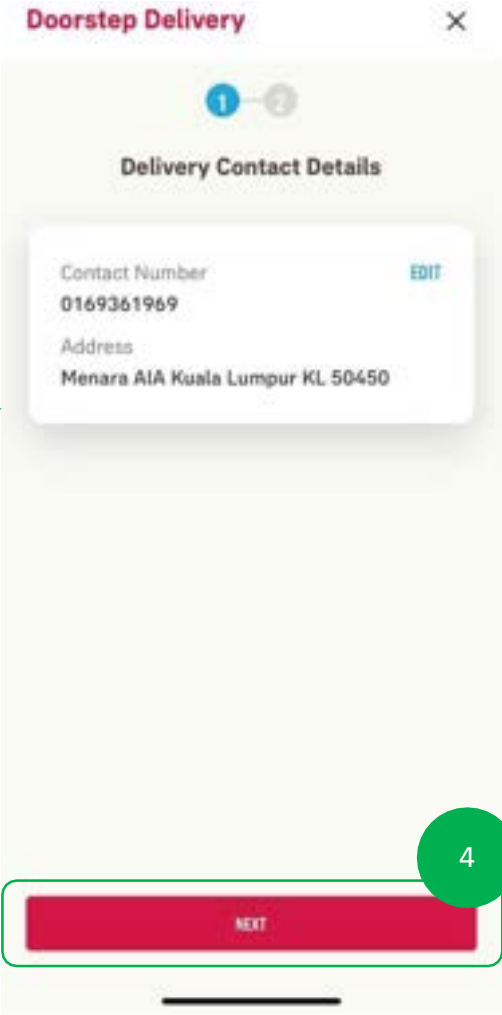
DIGITAL HEALTH: ePrescription & Delivery Method (Door Step Delivery)

- STEP 1
- STEP 2
- STEP 3
- STEP 4



You may choose between either delivery method

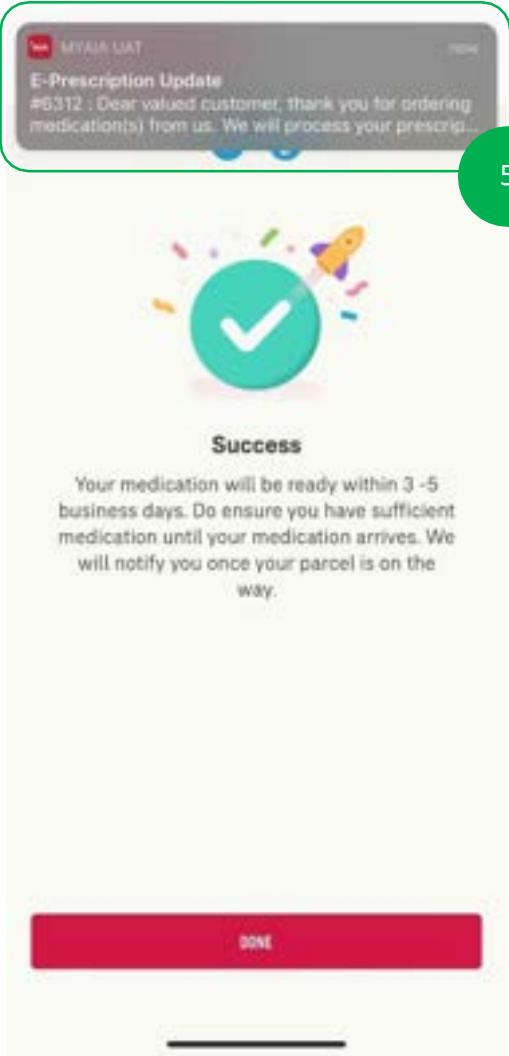
Tap on “**Door Step Delivery**”



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

Tap “**Next**” to continue.

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

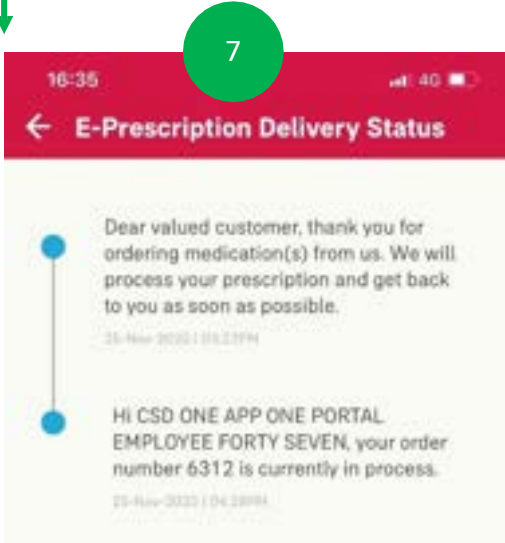


You will receive a confirmation once complete. Tap on the “**Notification**” to proceed to the ePrescription screen



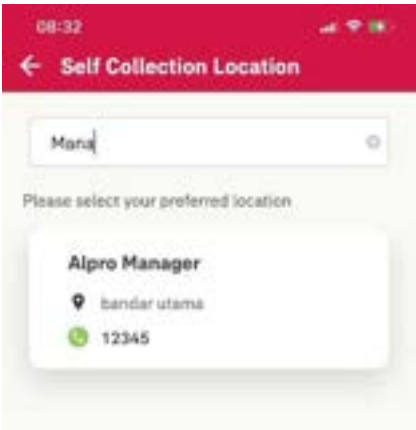
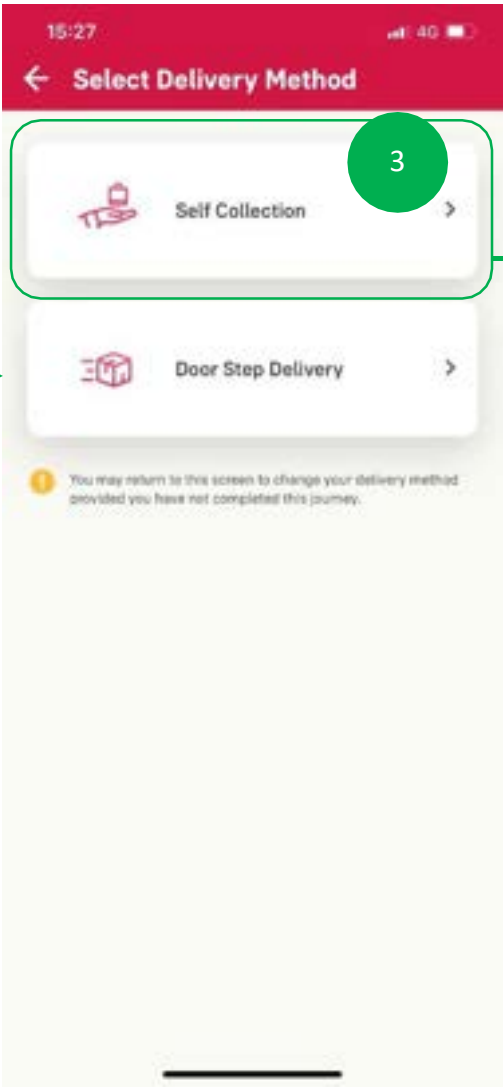
If there are updates regarding your delivery, you can tap on the “**Check status**” on the prescription to see the details

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)

- STEP 1
- STEP 2
- STEP 3
- STEP 4

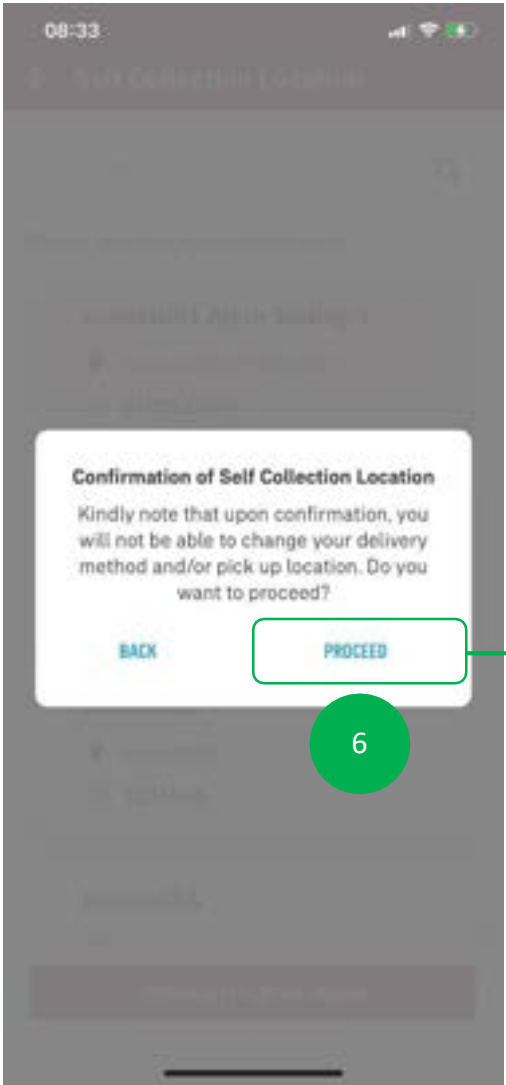


Select an outlet to collect your medication from or search for a specific outlet to collect from

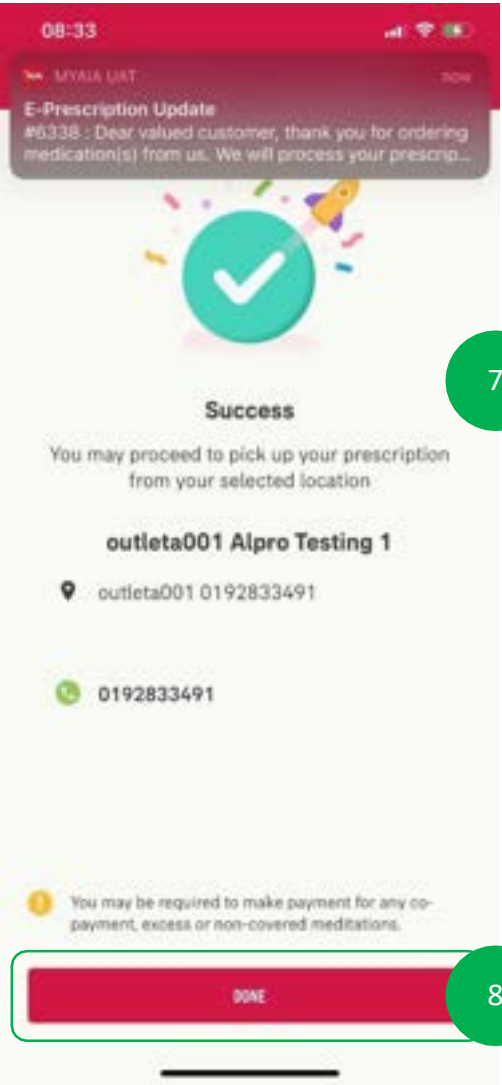
Tap “**Confirm Self Collection Location**” to continue

DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)

- STEP 1
- STEP 2
- STEP 3
- STEP 4



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



You will receive a confirmation screen with the details.

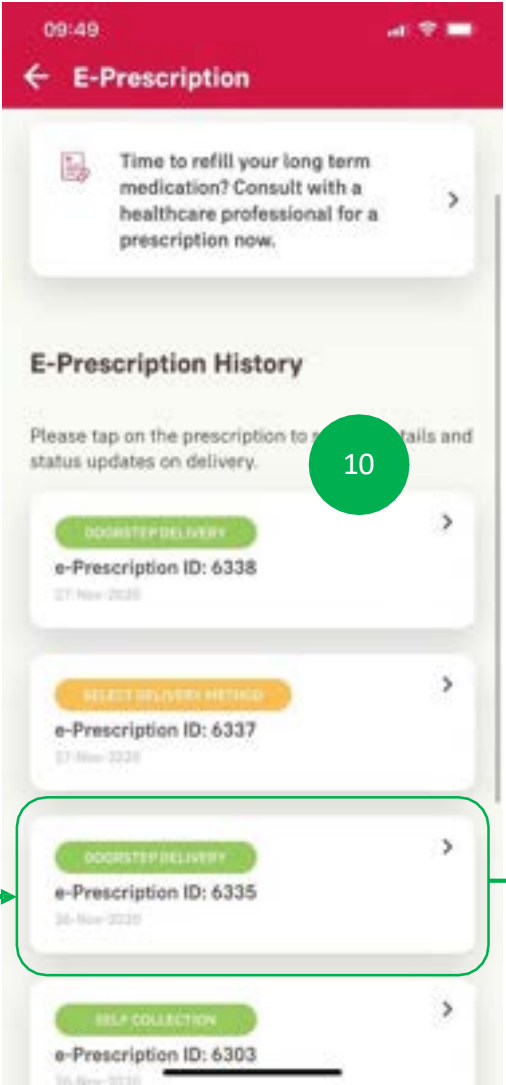
Tap on **“Done”** to return to the main dashboard

DIGITAL HEALTH: ePrescription & Delivery Method (Self Collection)

- STEP 1
- STEP 2
- STEP 3
- STEP 4



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



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



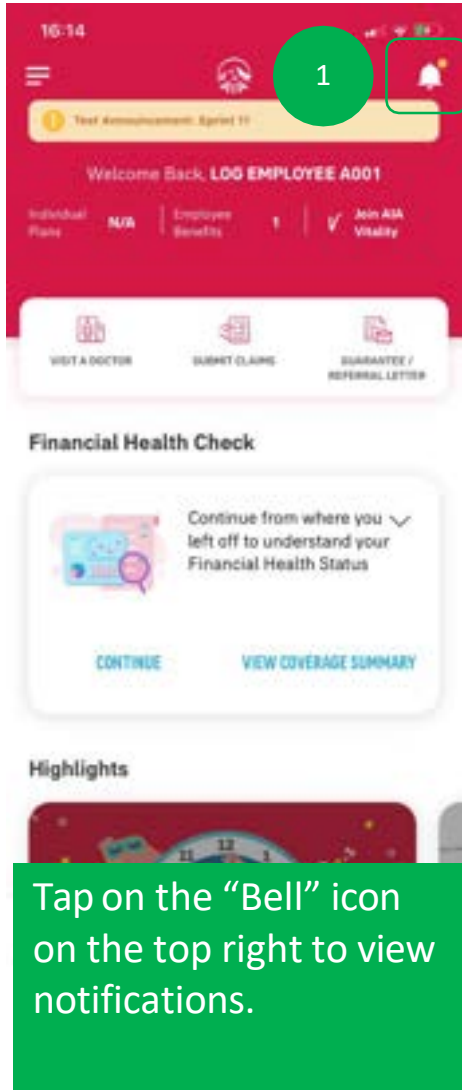
Upon collecting your prescription you will need to show your ePrescription QR code

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

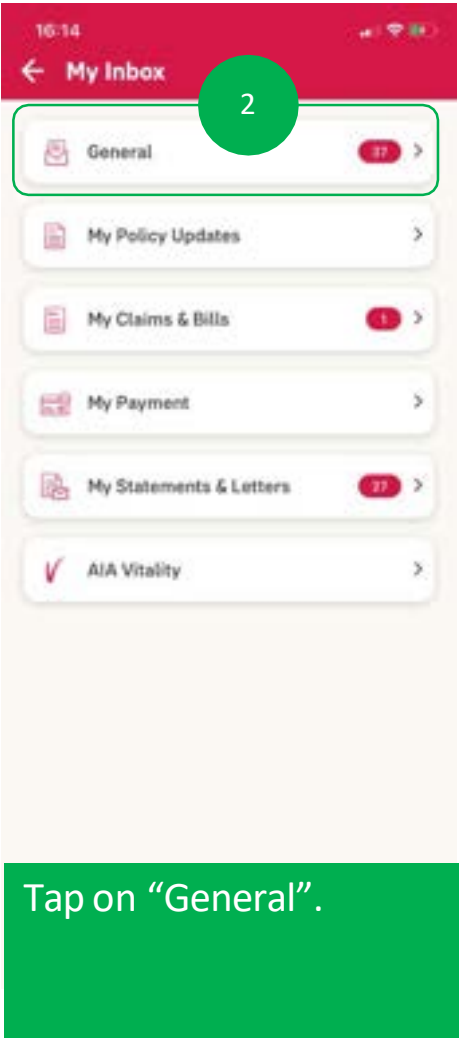
DIGITAL HEALTH: Notifications

16

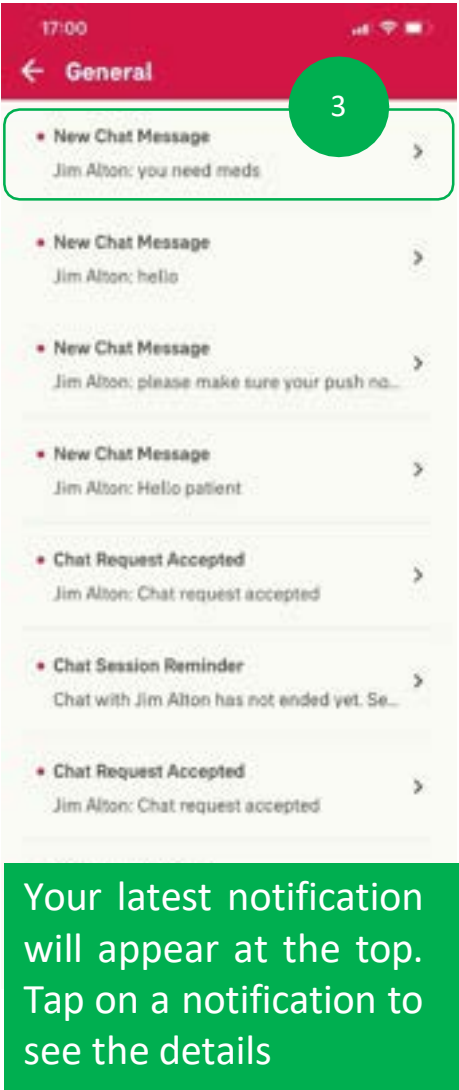
MY AIA APP



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



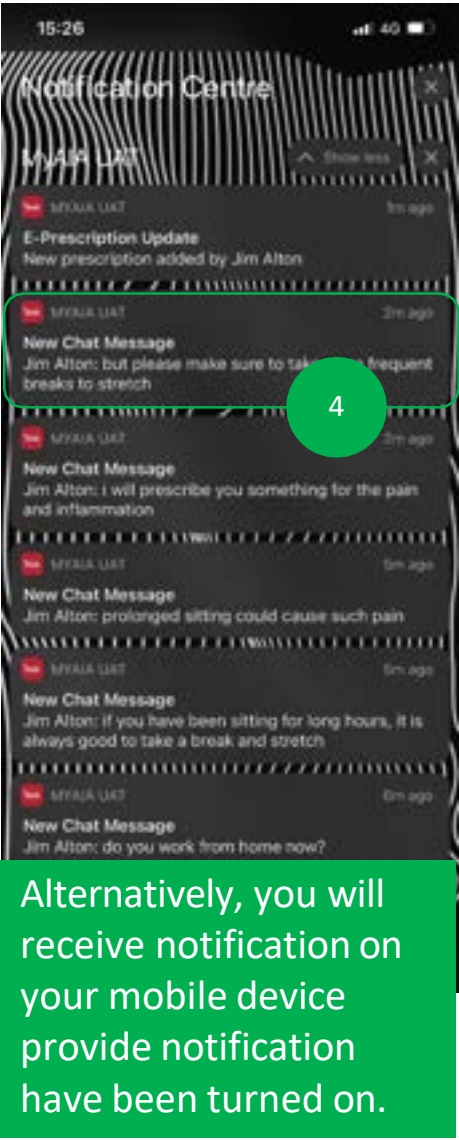
Tap on “General”.



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



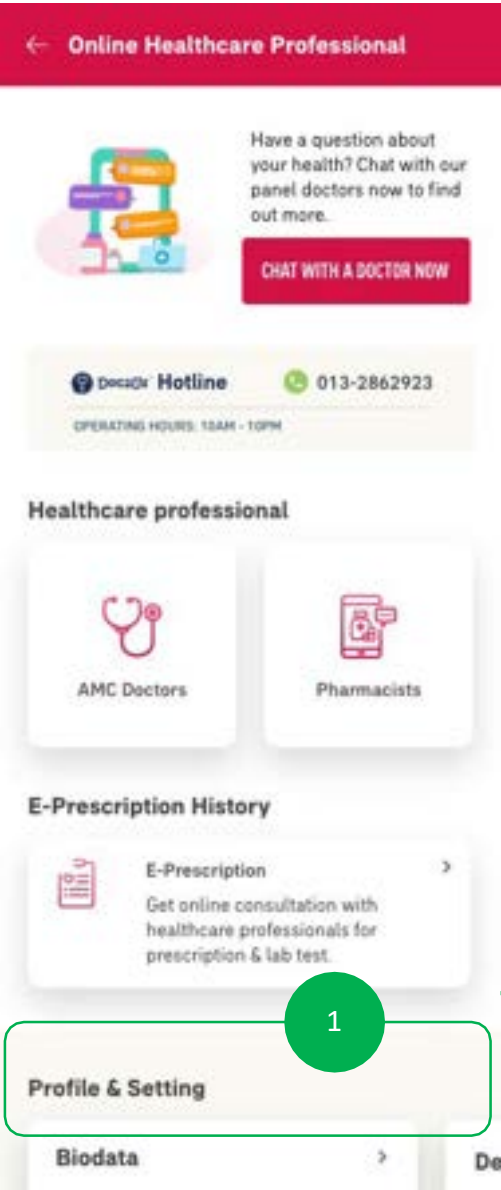
Alternatively, you will receive notification on your mobile device provide notification have been turned on.



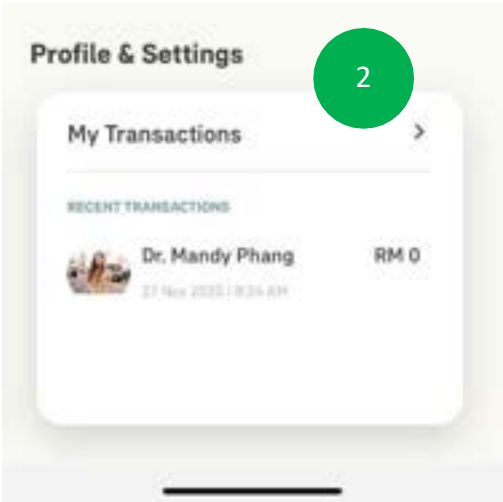
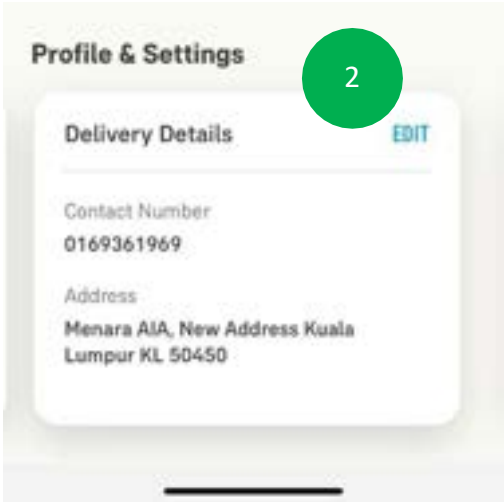
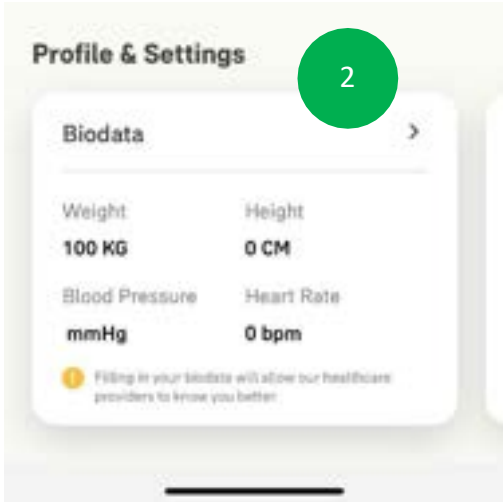
- **DIGITAL HEALTH –**
- **06: Profile Management & Settings**

DIGITAL HEALTH: Profile Management & Settings

- STEP 1
- STEP 2
- STEP 3
- STEP 4



Scroll to the bottom to view your Profile & Settings cards

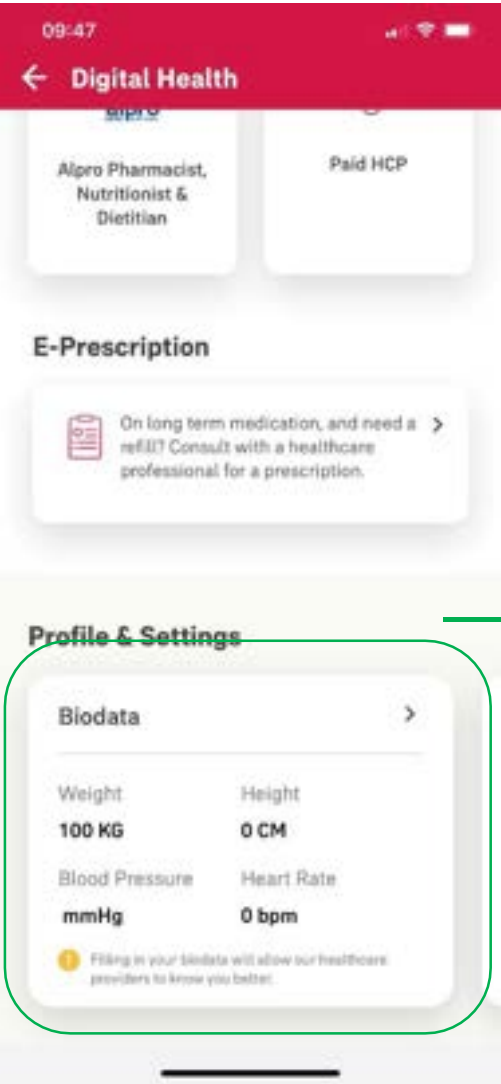


Here you can view and edit your biodata, delivery address and view past transactions, swipe to view the respective card and tap on it to see the details.

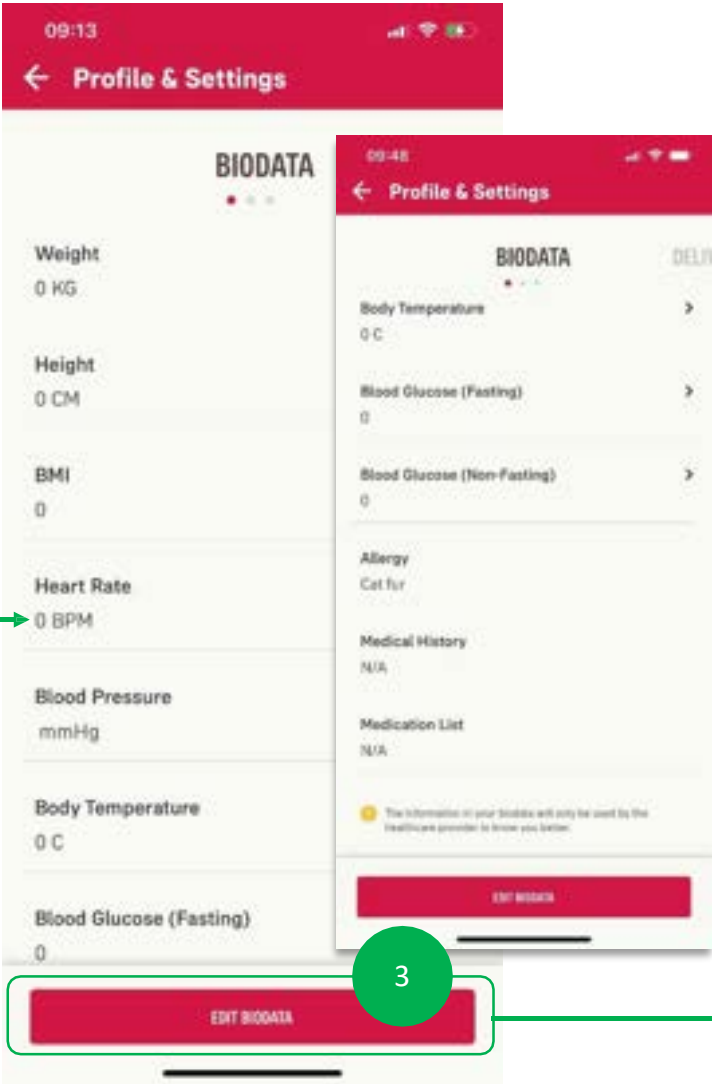
*If you are covered under a corporate solutions policy, your transactions history will be visible under your medical bills

DIGITAL HEALTH: Profile Management & Settings

- STEP 1
- STEP 2
- STEP 3
- STEP 4

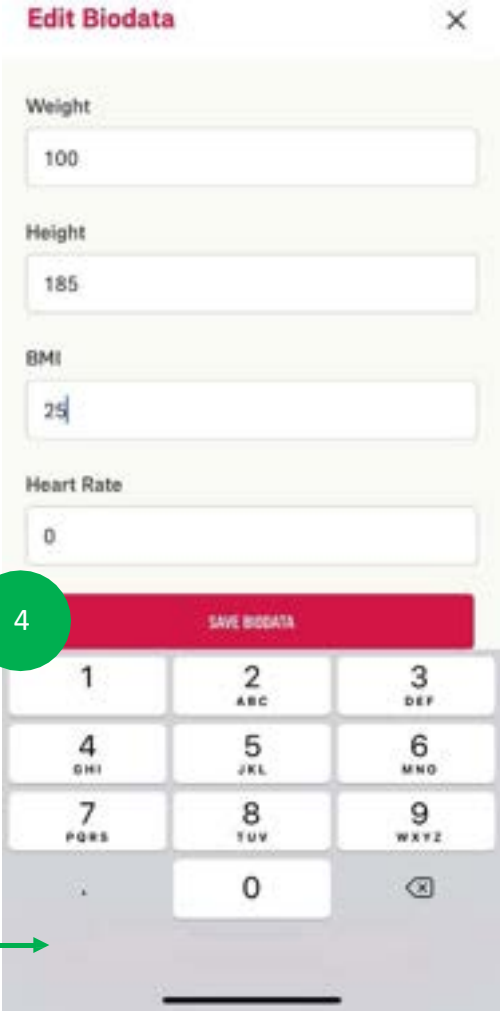


Tap on the card or arrow to interact with the card



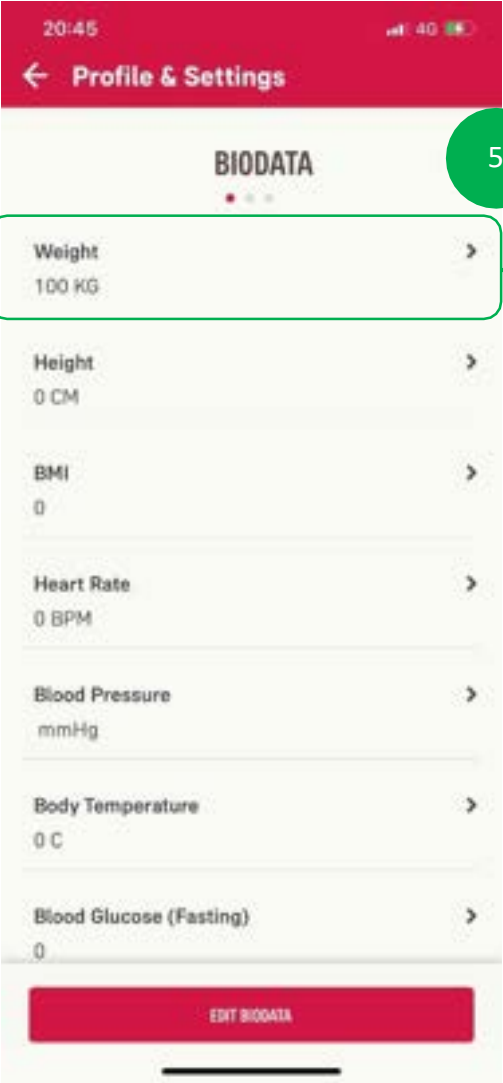
Scroll to see your details and tap on “**Edit Biodata**” to make updates

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



DIGITAL HEALTH: Profile Management & Settings

- STEP 1
- STEP 2
- STEP 3
- STEP 4



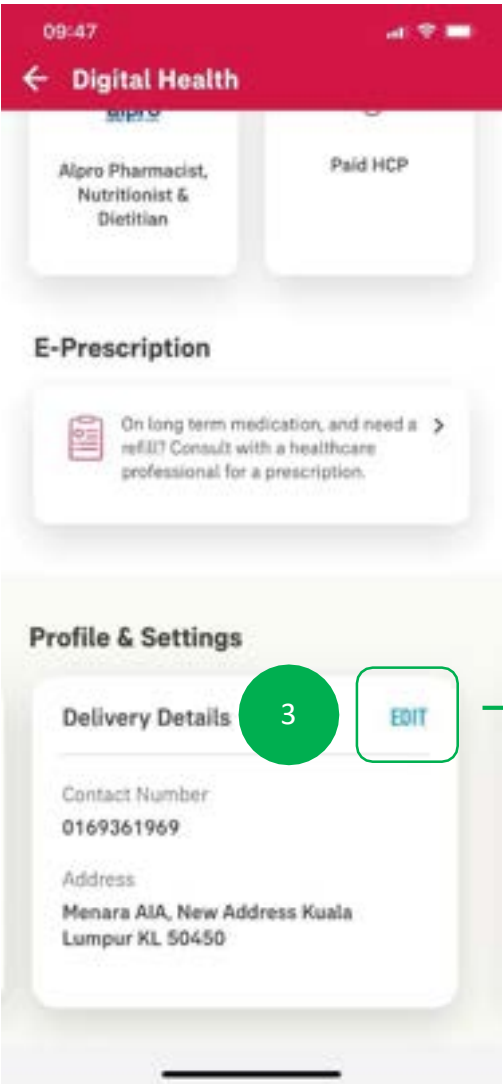
You can tap on the specific field to see the past updates of your biodata



You will return to the updated biodata screen

DIGITAL HEALTH: Profile Management & Settings

- STEP 1
- STEP 2
- STEP 3
- STEP 4



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

Delivery Details

Contact Number
01234567890

Delivery Details
Current address
Menara AIA, New Address Kuala Lumpur KL 50450

Update New Address
Wisma AIA

State
Kuala Lumpur

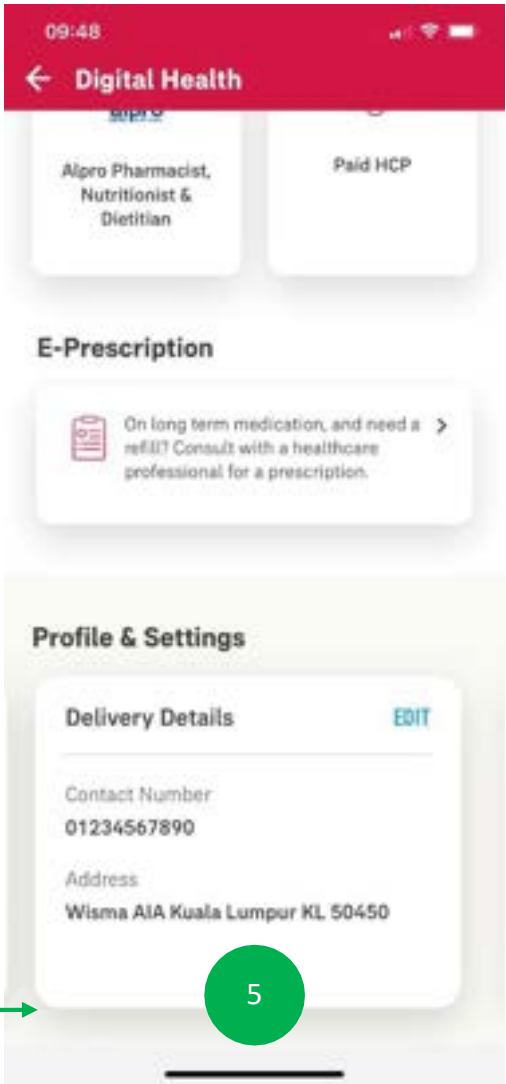
City
KL

Postcode
50450

SAVE ADDRESS

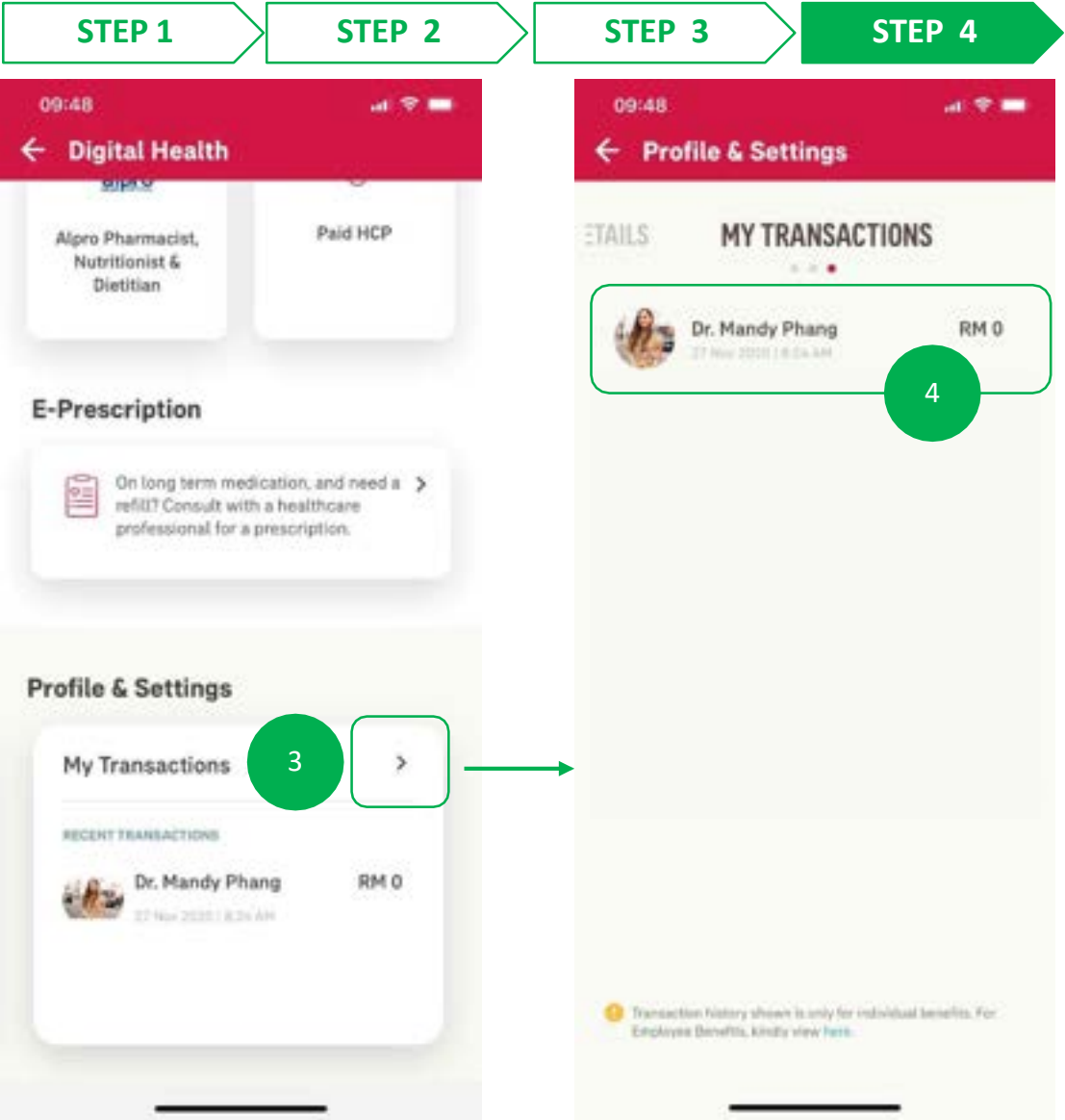
Your past addressed will be displayed for reference (should you have saved one previously)

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



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

DIGITAL HEALTH: Profile Management & Settings



Your transaction records can be found here

Tap on the card or arrow to interact with the card

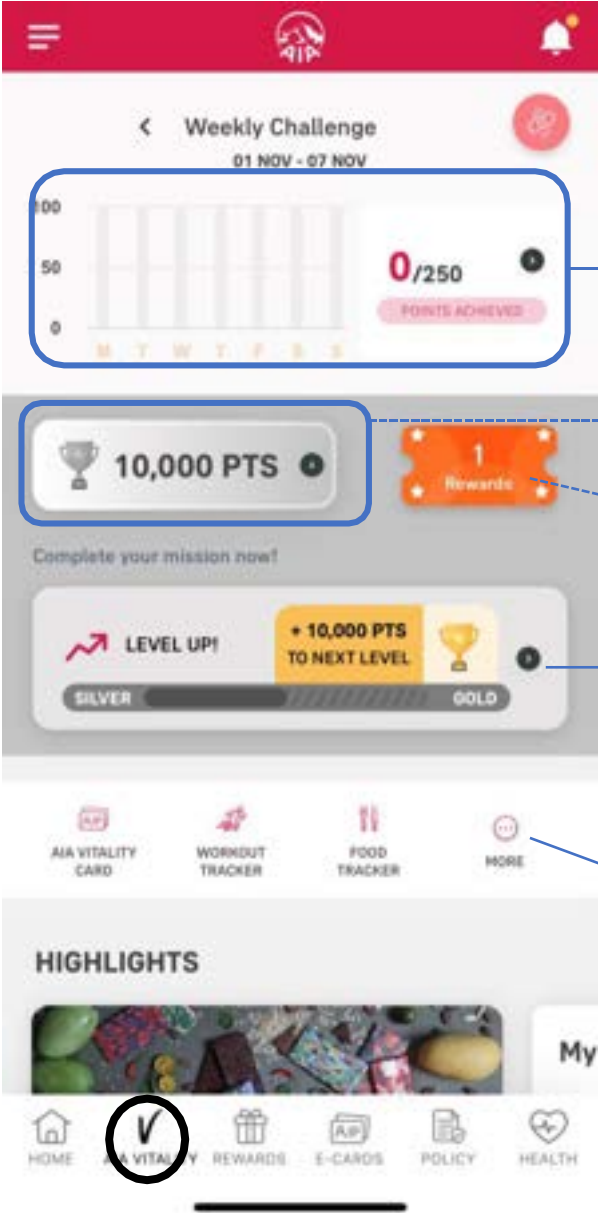
AIA Vitality

DASHBOARD OVERVIEW

- AIA Vitality dashboard overview



AIA VITALITY DASHBOARD OVERVIEW



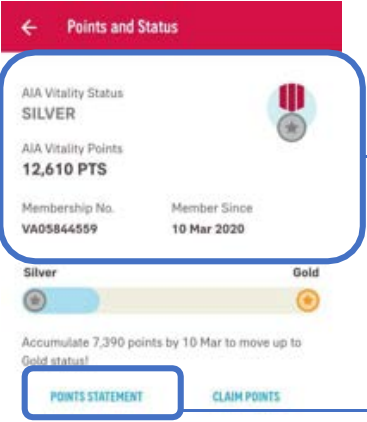
Weekly Challenge Progress

Tap to view Points & status

Tap to view Rewards

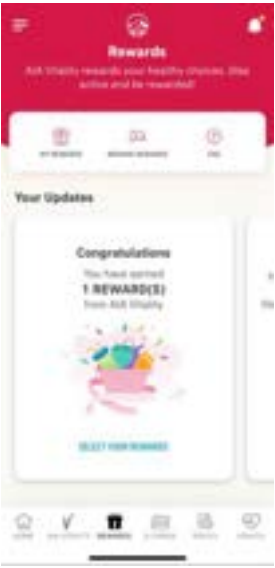
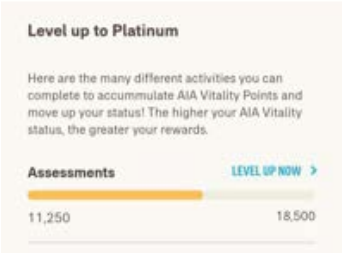
Level Up Dashboard
This displays the personalised Level Up dashboard of activities to be done by the member

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



AIA Vitality Membership details

Point statement (for current membership year only)



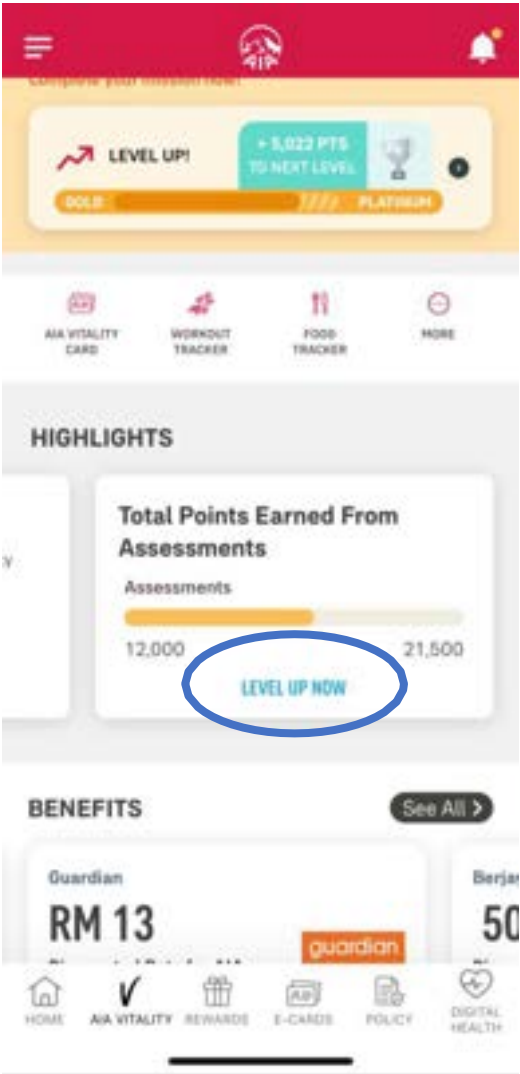
AIA Vitality

ASSESSMENTS

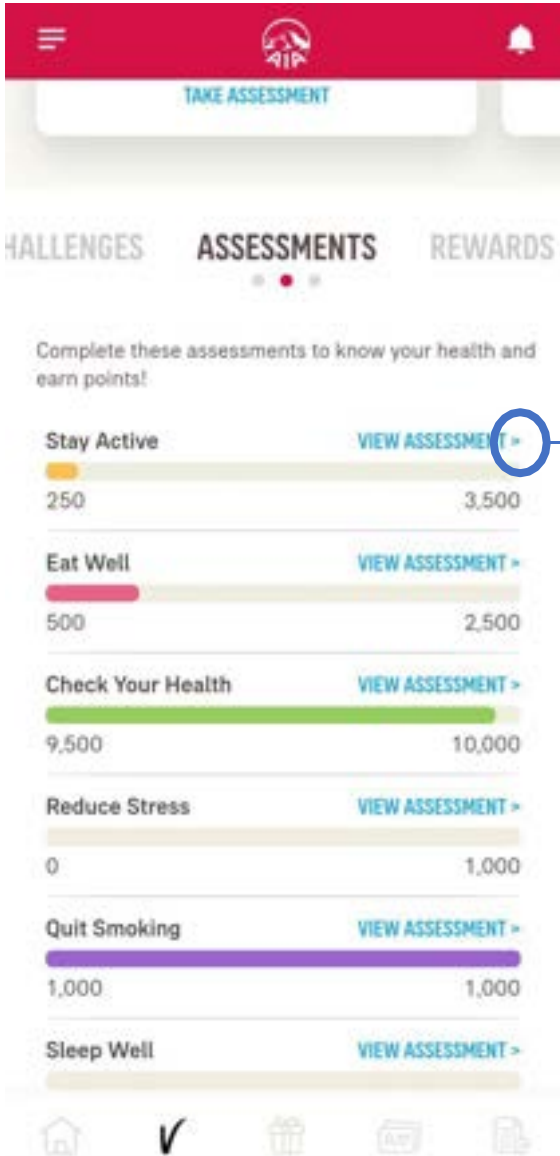
- Entry points
- Completing your assessments



ENTRY POINT 1 AIA VITALITY ASSESSMENTS



Scroll down
to view
more info



Tap to view details of
the assessment

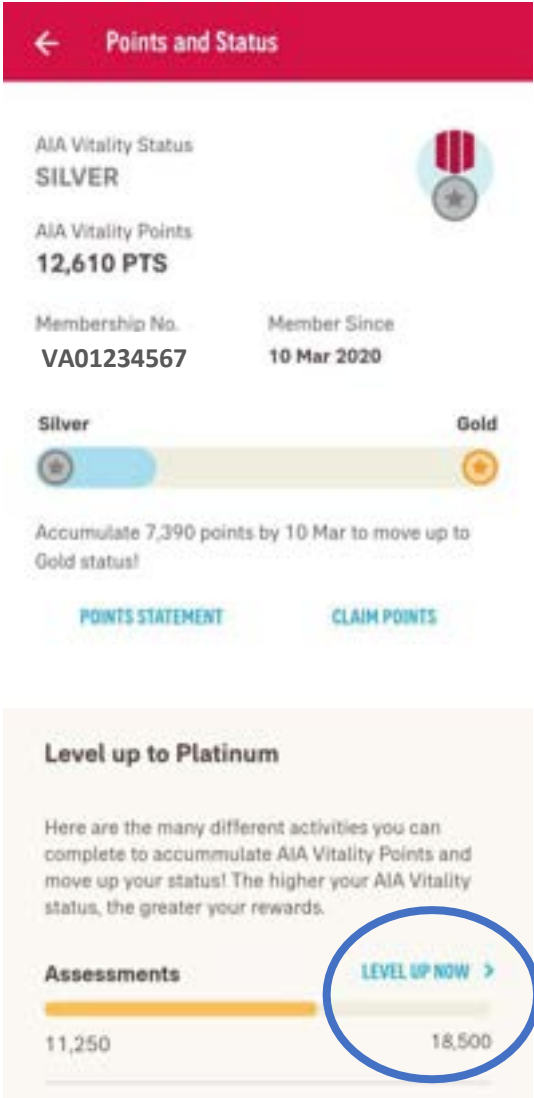
AIA Vitality Assessments
The summary shows the total points earned from the individual assessments, as well as completion rate of each of the assessments

Complete all the assessments to earn more points to level up

ENTRY POINT 2 AIA VITALITY ASSESSMENTS



Tap to view
Points & status



Tap here to choose which
assessment to complete

COMPLETE YOUR ASSESSMENTS – ABOUT YOU ASSESSMENT

These are only examples of the few common assessments:



← All Assessments

Know your body. Earn more points. It's a win-win.

Earn up to 5,750 AIA Vitality Points this membership year by taking health assessments and going for checkups.

AT WELL **CHECK YOUR HEALTH** REDUCE

How Healthy Are You?

6 MONTHS CHECK YOUR HEALTH

1,000 points

This assessment evaluates how healthy you are based on your current health and fitness levels, as well as lifestyle factors.

TAKE ASSESSMENT

AIA Vitality Health Check

1 YEAR CHECK YOUR HEALTH

up to 5,000 points

Swipe left for CHECK YOUR HEALTH

← About You

About You

This is an online health assessment that tells you how healthy you are based on your current health, fitness activity level, and lifestyle factors.

What Do I Get

- Find out your AIA Vitality Age and learn how to improve your health.
- Earn 500 points for completing the assessment. You can do this assessment twice a year, with six months apart, and earn up to 1,000 points each membership year.
- Recommended health challenges based on your health status.

Disclaimer

☒ I confirm and agree to the terms and conditions of this assessment.

UPDATE ASSESSMENT

Tap for more details

← About You

About You

Question 1 of 13

General Health

In general, how would you rate your health today?

Good

Poor Excellent

NEXT

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

← About You

About You

Congratulations!

Your assessment has been submitted. We are processing your assessment result now.

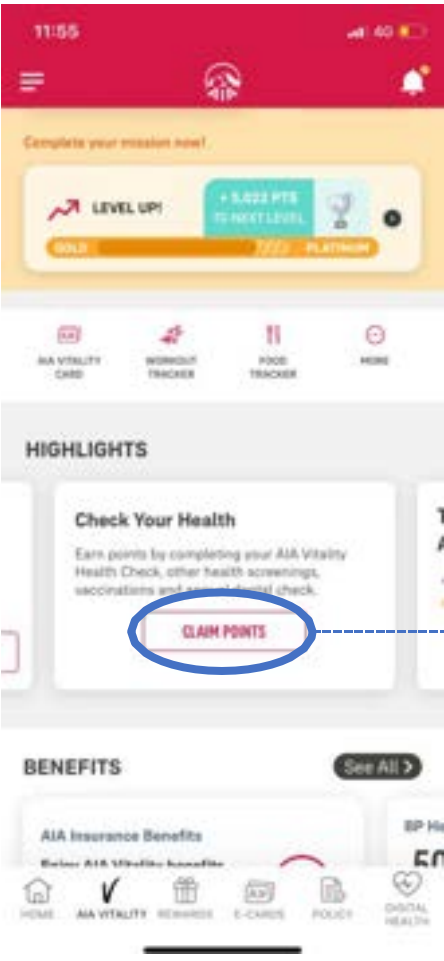
Your earned AIA Vitality Points, if any, will be displayed in the Points Statement once your assessment result has been verified.

DONE

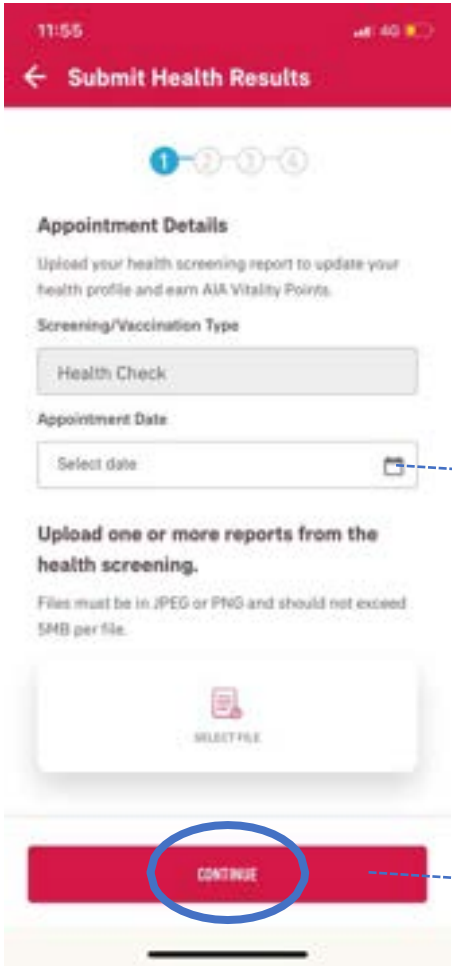
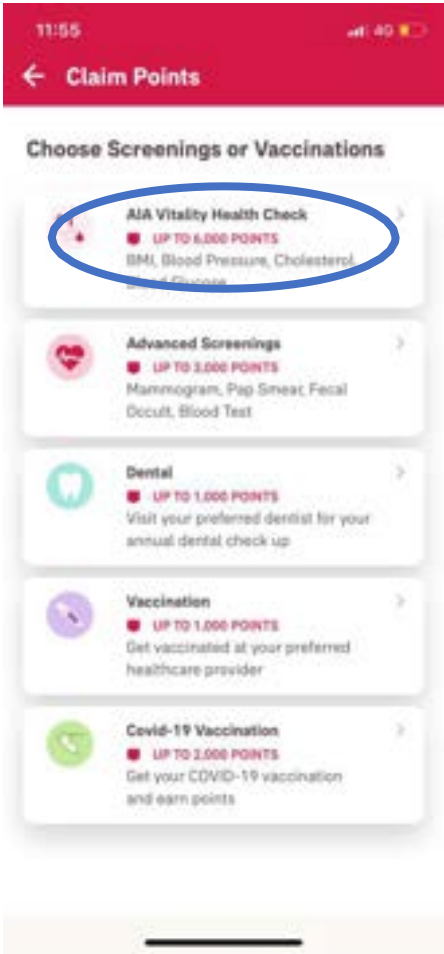
Tap NEXT until all questions are answered, DONE

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

These are only example of the few common assessments:



Tap 'Claim Points' from the AIAV dashboard

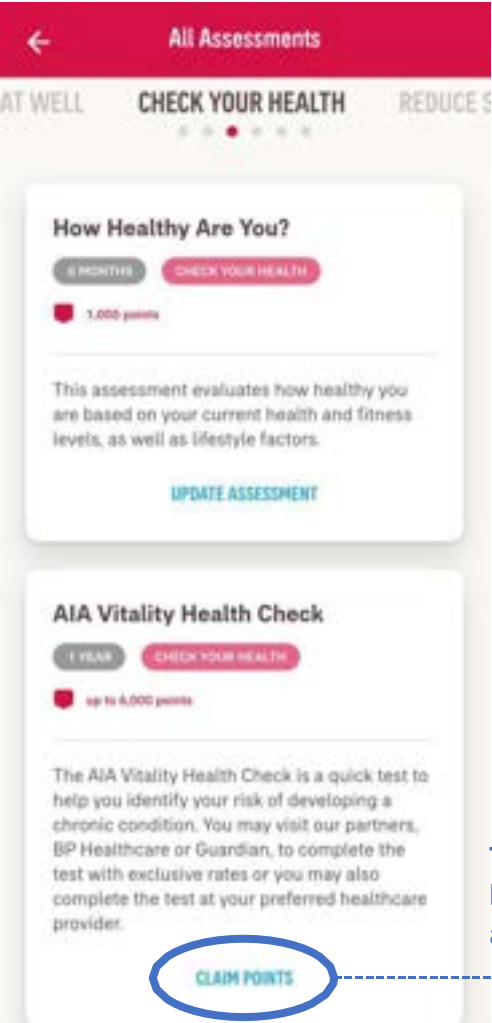


Tap to key in appointment details & upload report(s)

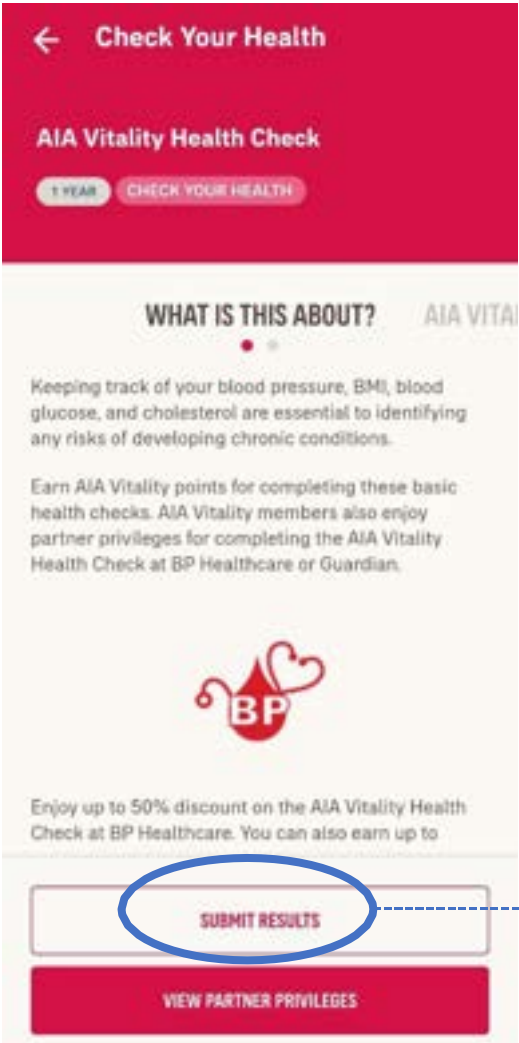
Continue to key in health results and Submit.

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

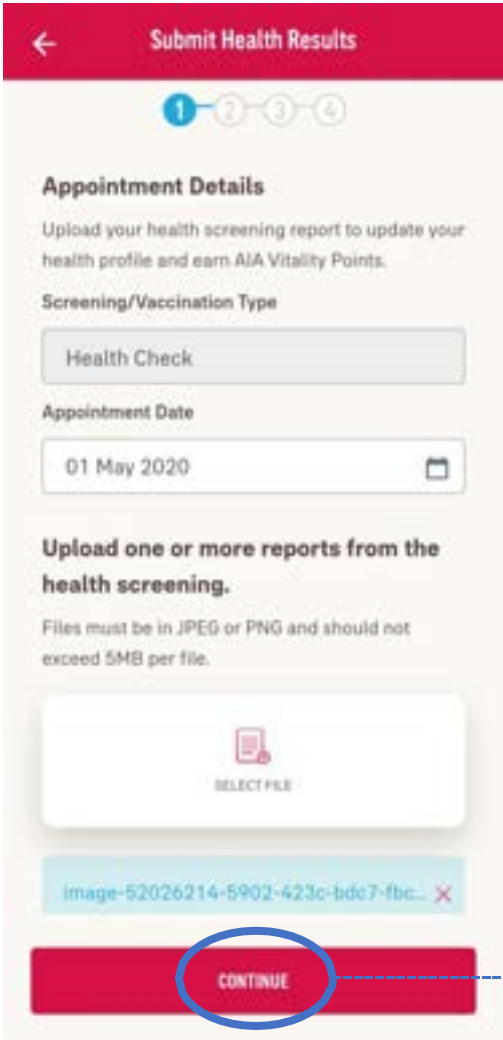
These are only example of the few common assessments:



Tap to submit health results and claim point



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



Continue to key in health results

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



Key in all relevant results

Submit Health Results

Health Check

Enter the results as recorded in your screening reports.

Body Mass Index (BMI)

Height

Enter height

cm

Weight

Enter weight kg

Waist Circumference

Enter waist circumference

SUBMIT

Review all information then submit

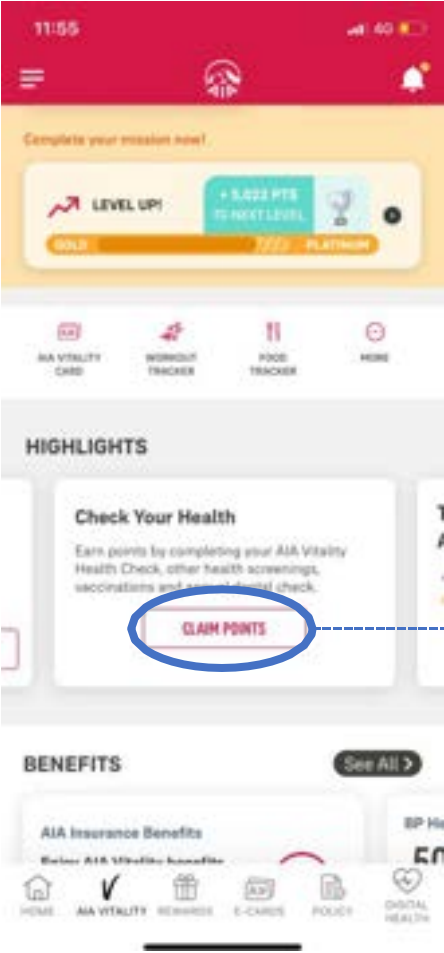
Submit Health Results

Your Submission Is Successful

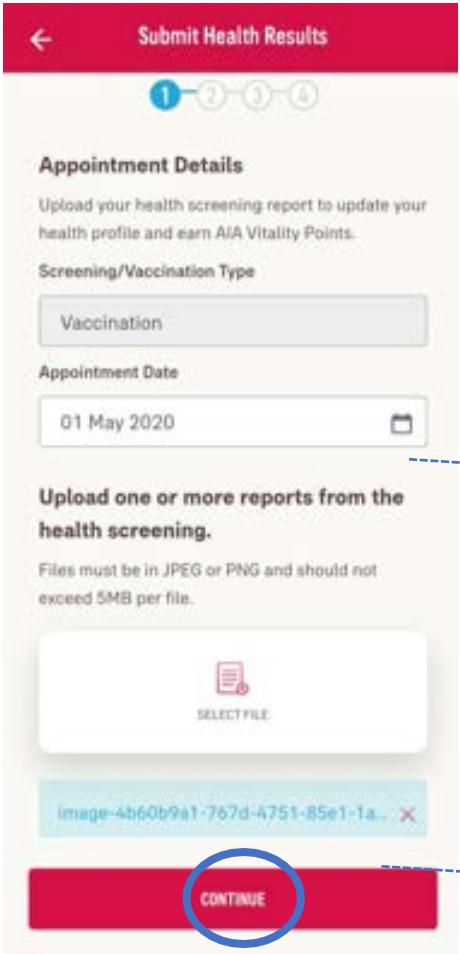
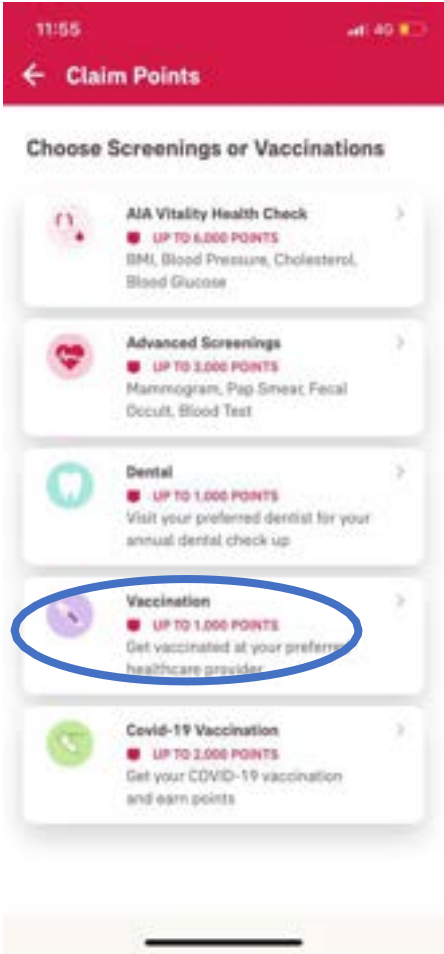
EXIT

COMPLETE YOUR ASSESSMENTS – VACCINATIONS (ENTRY POINT 1)

These are only example of the few common assessments:

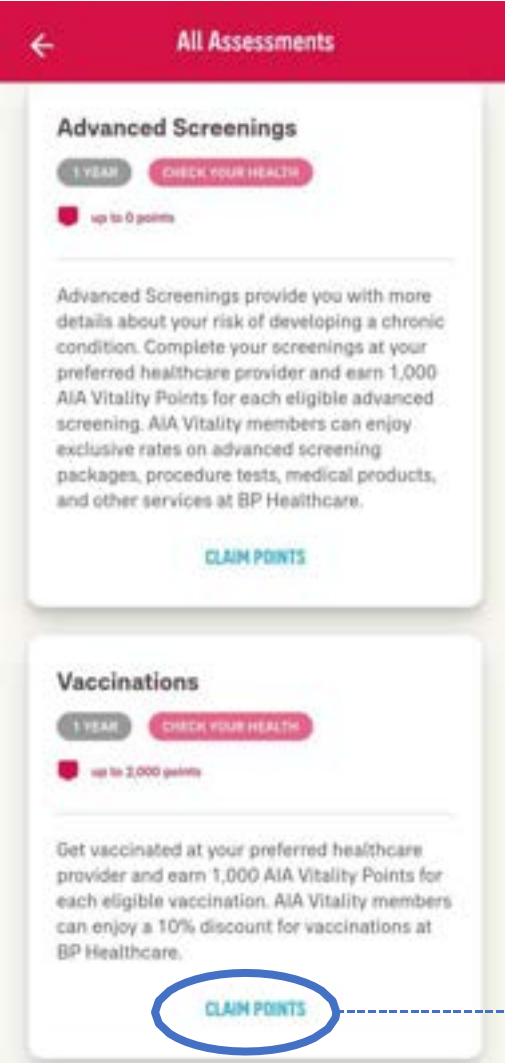


Tap 'Claim Points' from the AIAV dashboard

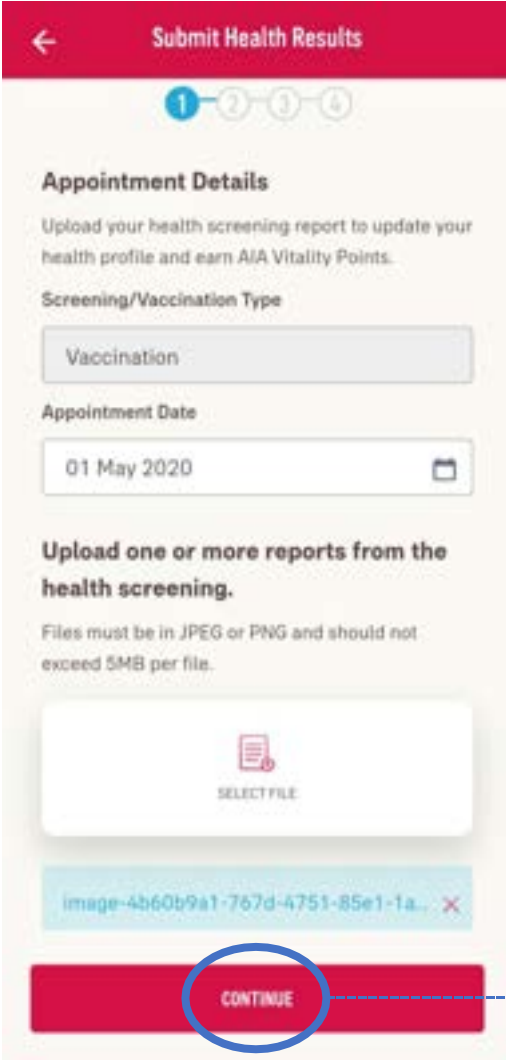


COMPLETE YOUR ASSESSMENTS – VACCINATIONS (ENTRY POINT 2)

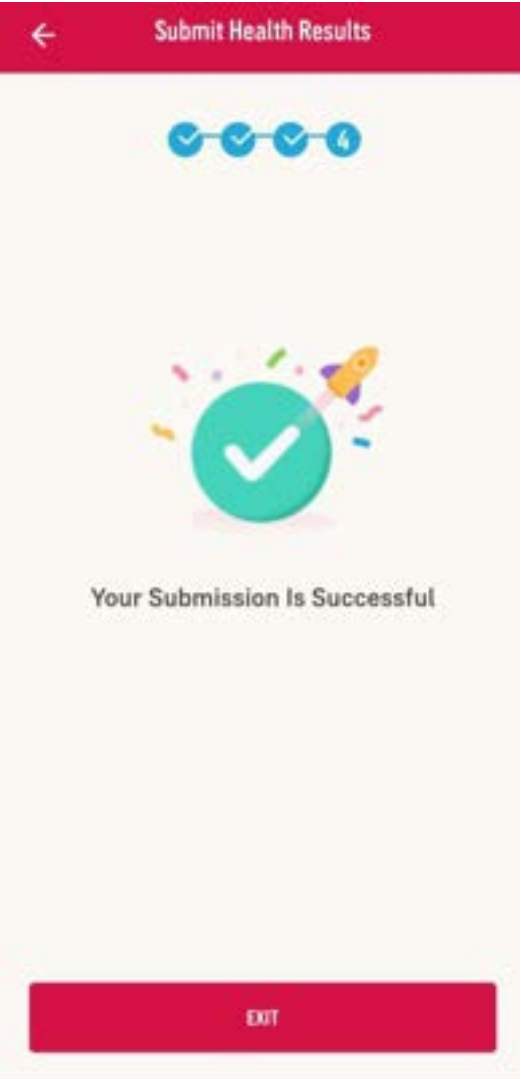
These are only example of the few common assessments:



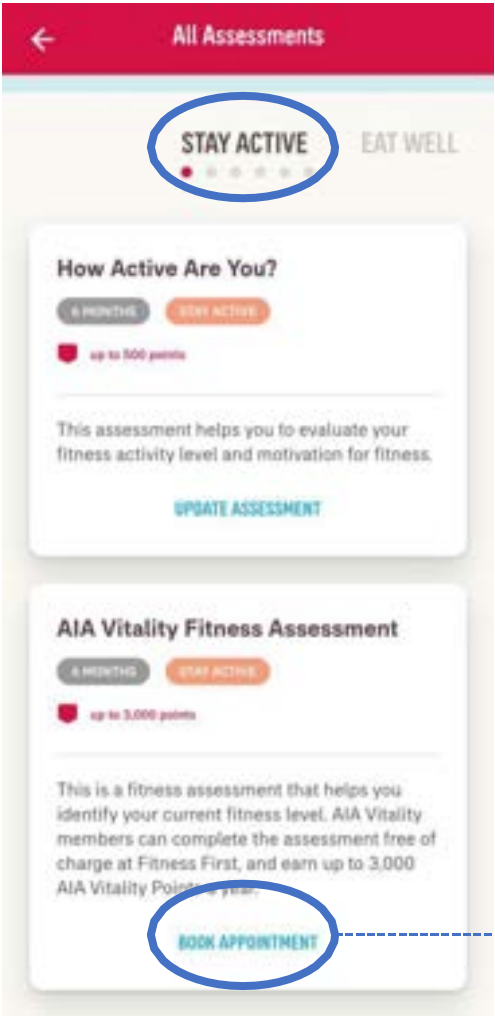
Tap to claim points
for Vaccination.
Key in
appointment
details & upload
report(s)



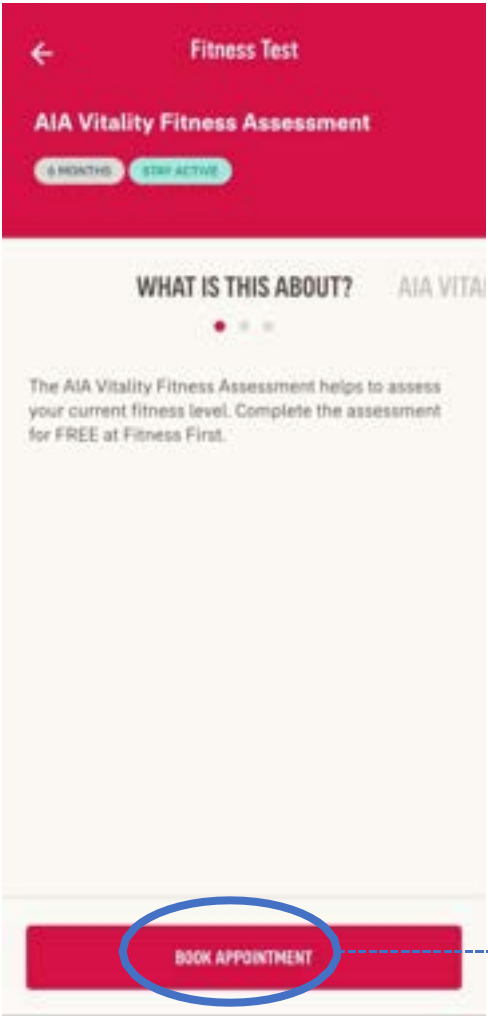
Tap to review the
submission then
submit



COMPLETE YOUR FITNESS ASSESSMENTS – AIA VITALITY FITNESS ASSESSMENT

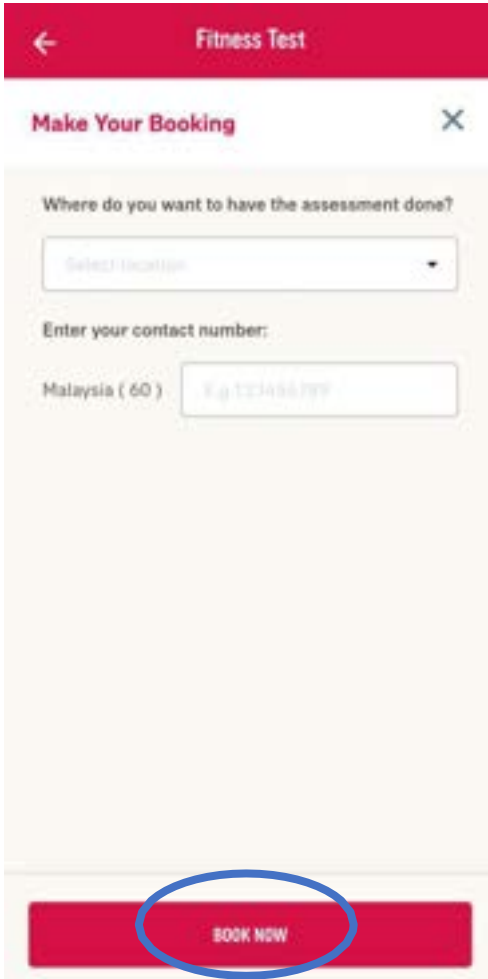


Tap for more details and to book an appointment



Fill up form accordingly

Tap "BOOK APPOINTMENT"

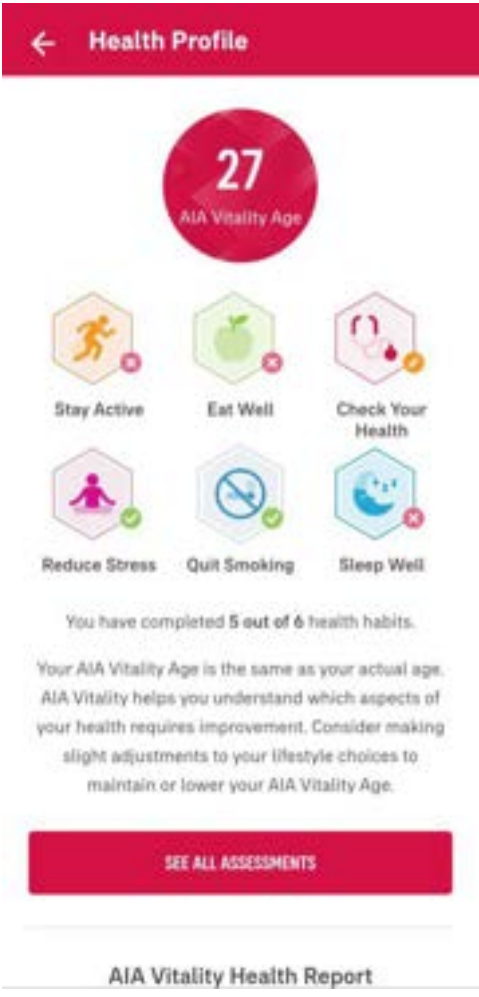
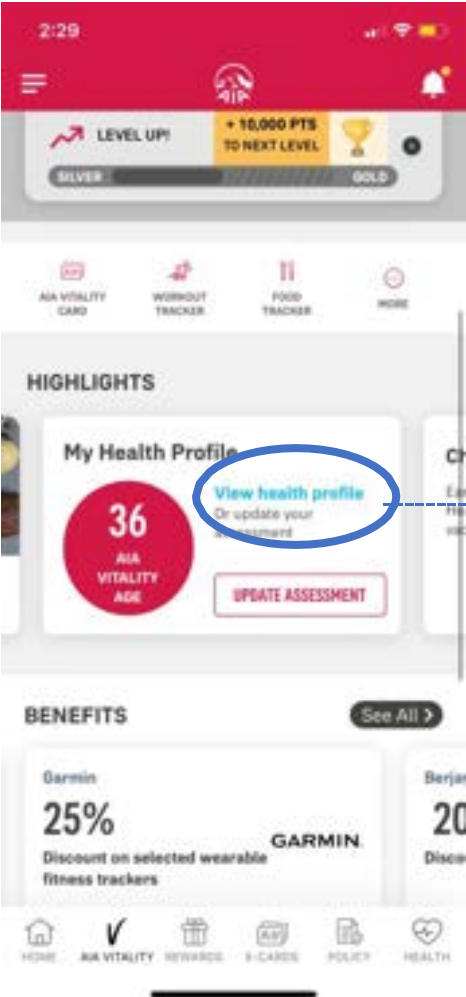


Tap "BOOK NOW" to confirm your booking. You will be contacted by Fitness First and your points will be uploaded by Fitness First after you have completed your fitness assessment

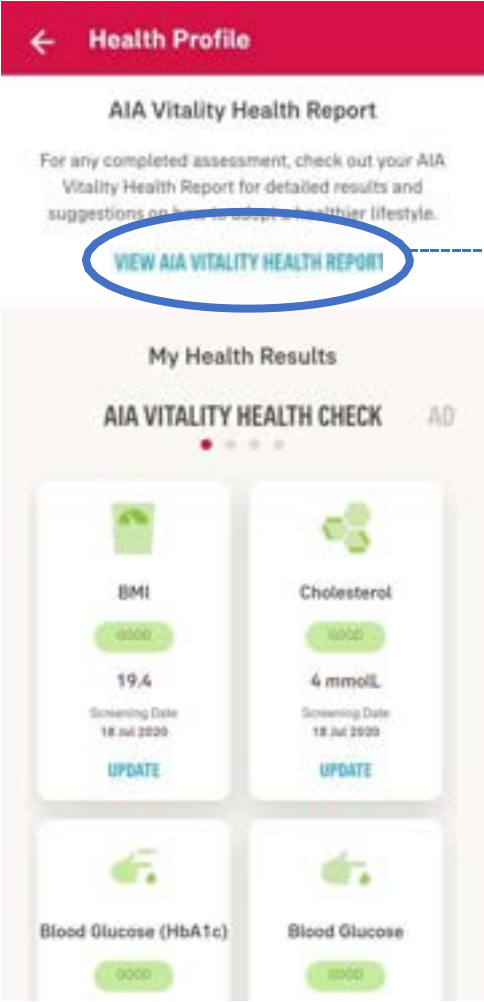
VIEW YOUR HEALTH PROFILE / ASSESSMENT RESULTS

VIEW HEALTH PROFILE

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

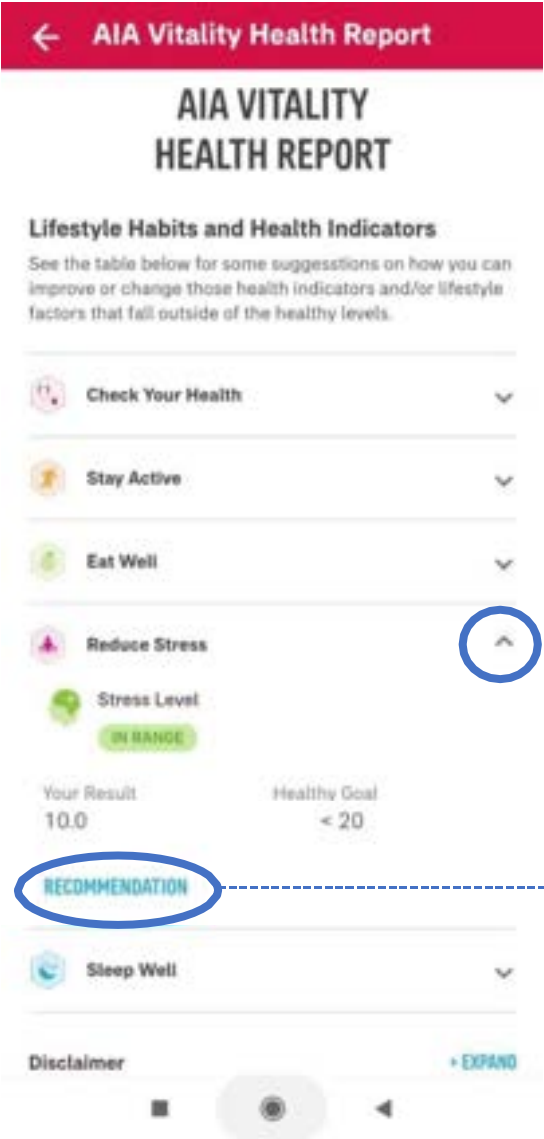


Scroll down

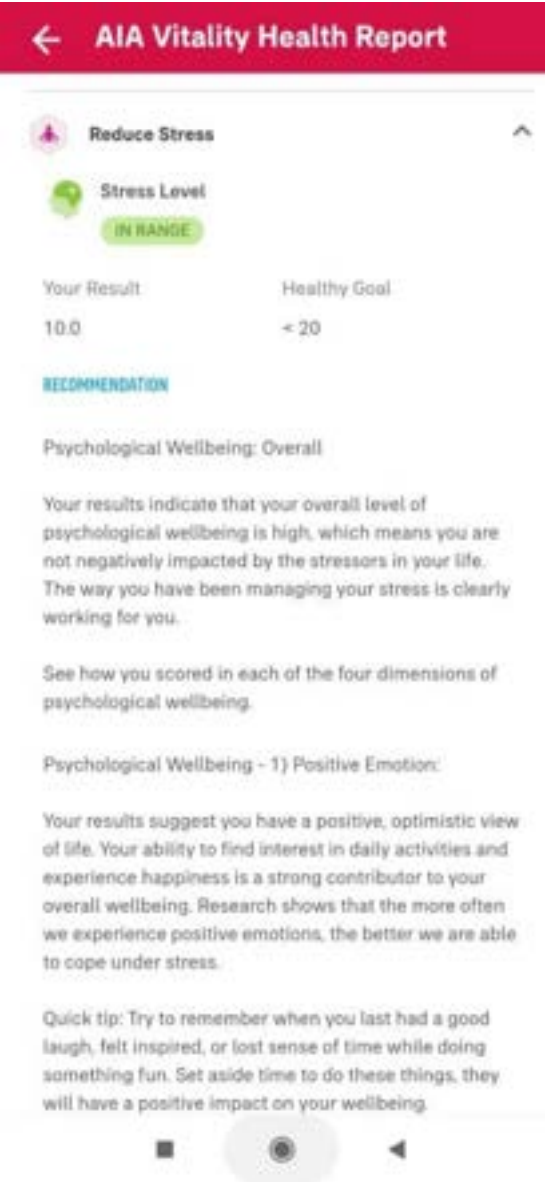


For detailed health report / suggestions

VIEW YOUR HEALTH PROFILE / ASSESSMENT RESULTS



To expand



LINK DEVICES /APPS

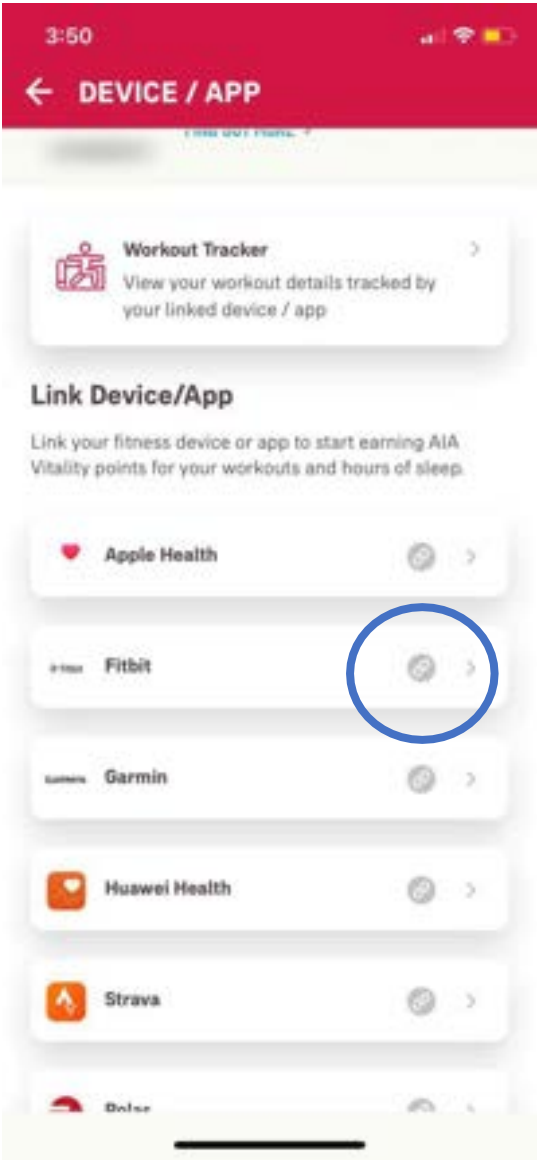
- List of Devices/Apps
- Linking a Device/App
- Self-Help Guide



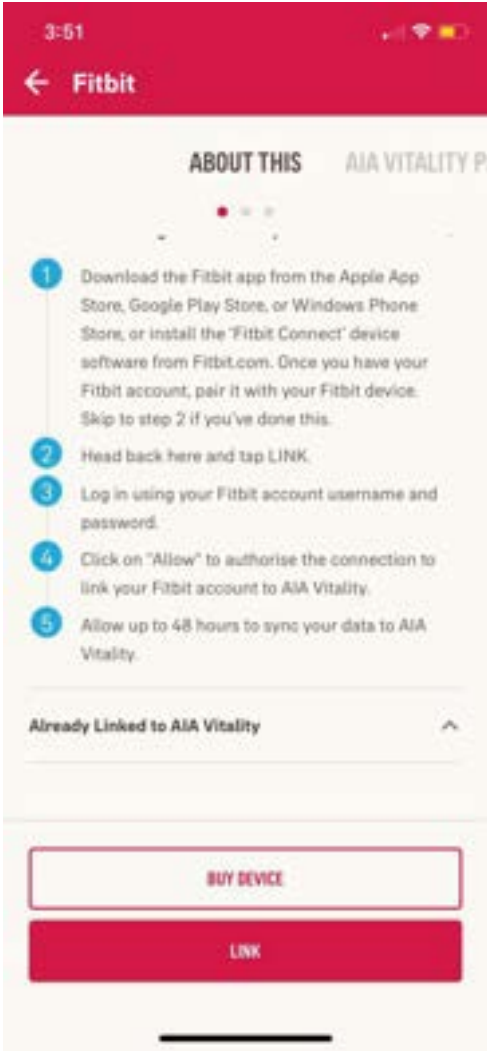
LIST OF AIA VITALITY COMPATIBLE FITNESS DEVICES/APP



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

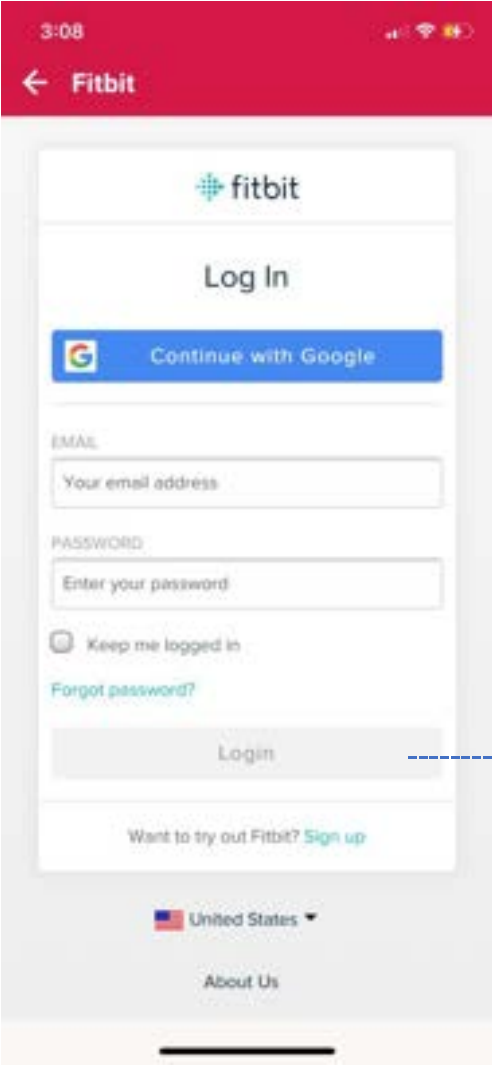


LINKING A DEVICE/APP



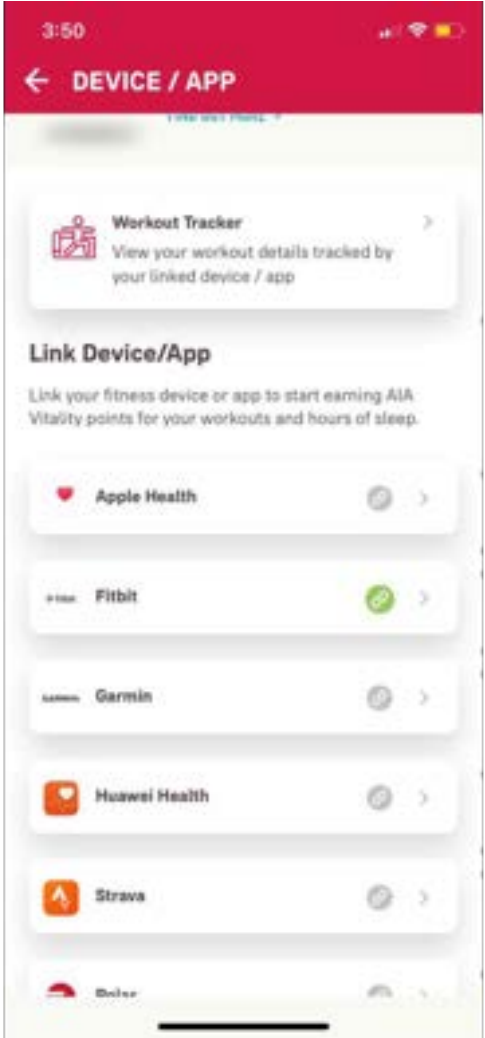
LINK

Select your preferred fitness device / app



DATA SHARING PERMISSION

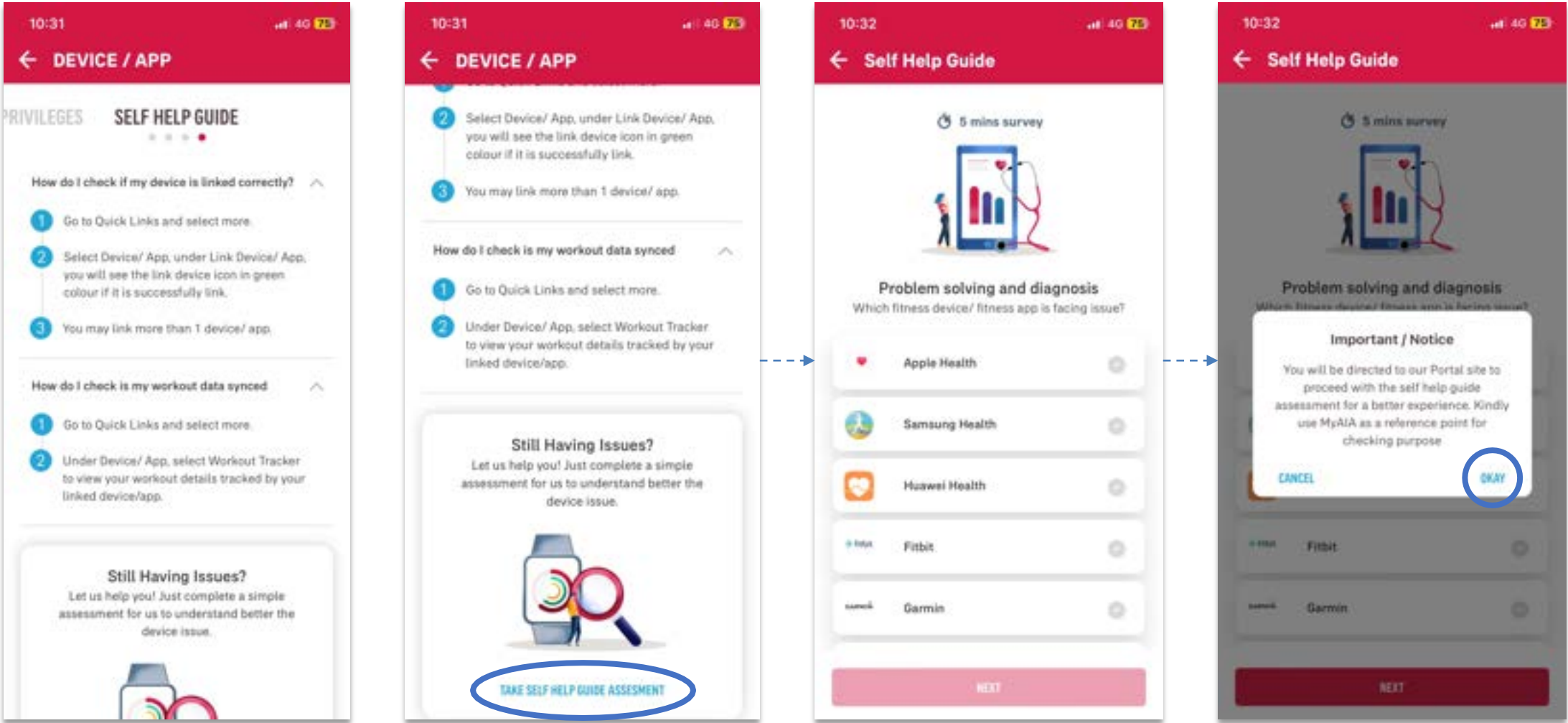
Sign in to your fitness device / app account to allow data sharing



SUCCESSFULLY LINKED

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

SELF-HELP GUIDE FOR LINKING/SYNCING ISSUE

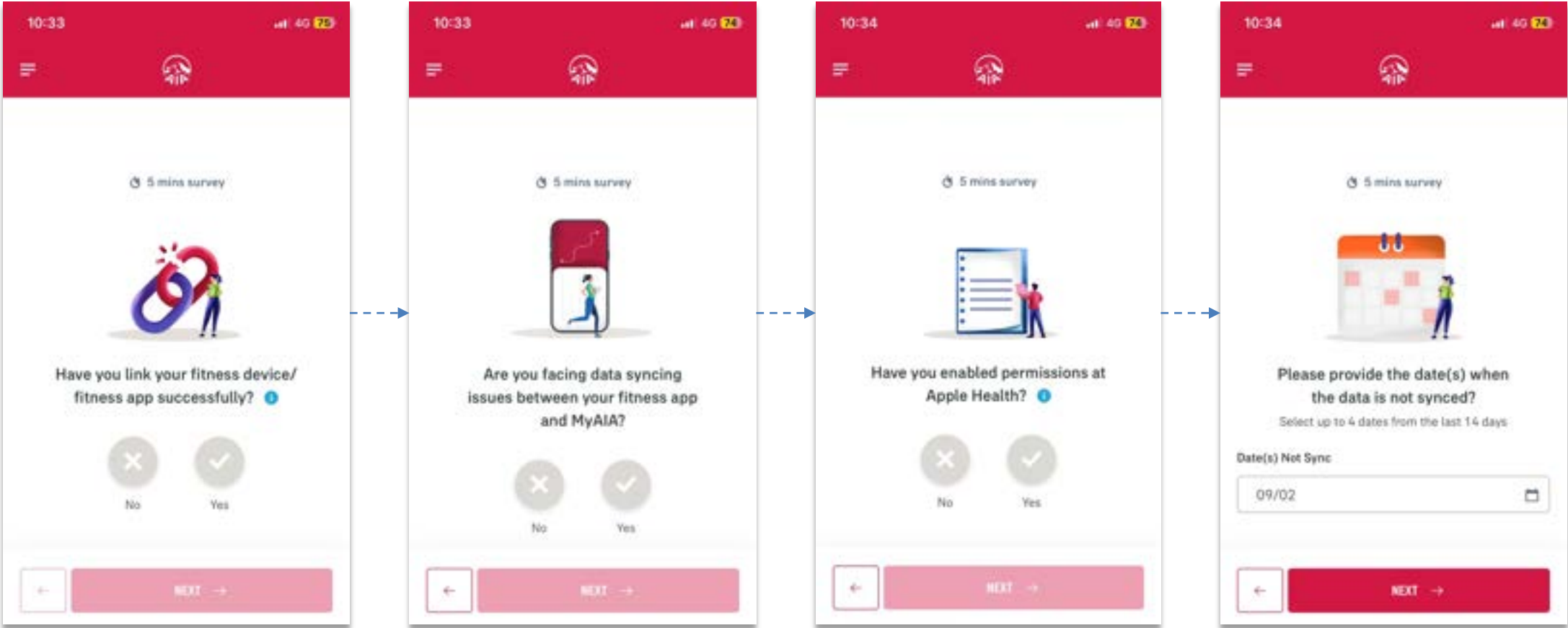


Under the Device/App page, swipe left for 'Self Help Guide'

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

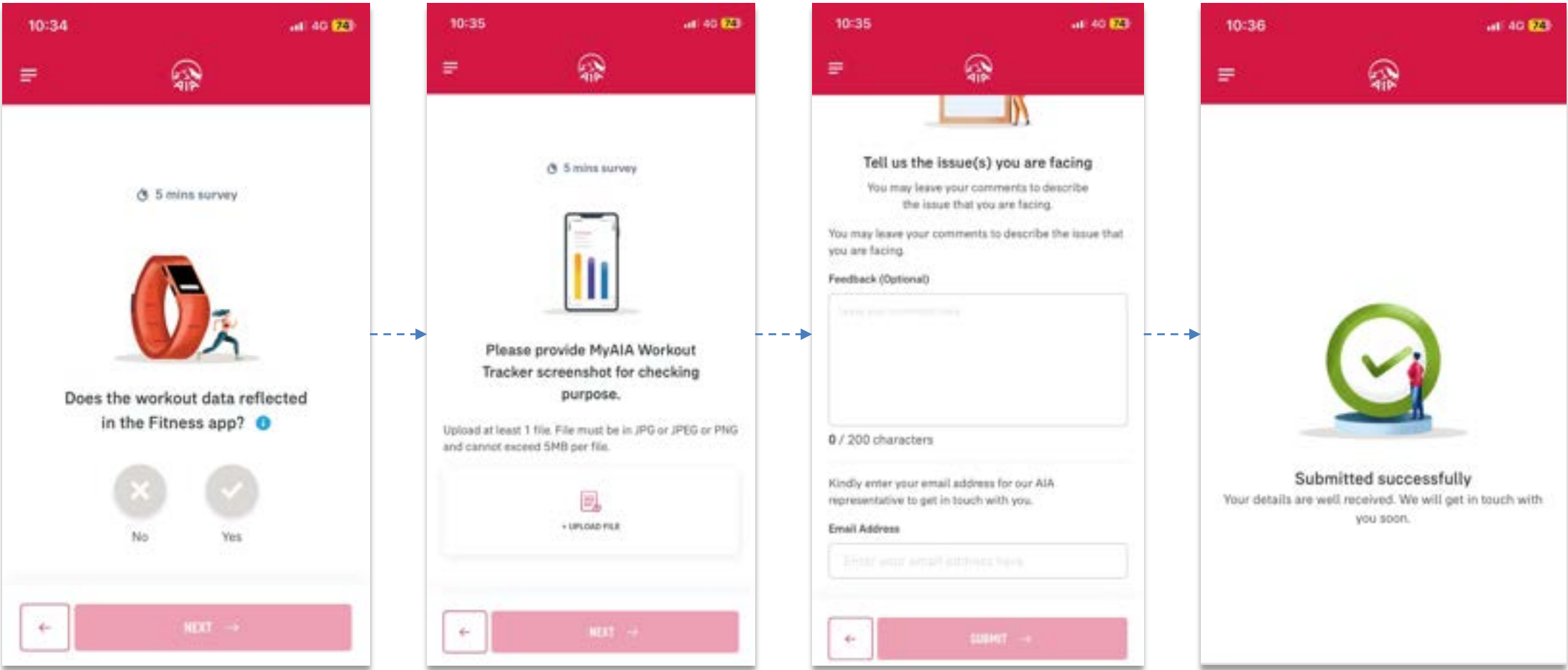
Select your device/fitness app, then click 'Okay' to start the assessment

SELF-HELP GUIDE FOR LINKING/SYNCING ISSUE



Complete the self-assessment

SELF-HELP GUIDE FOR LINKING/SYNCING ISSUE



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

AIA Vitality

WEEKLY CHALLENGES

- Entry Point
- Track your Weekly Challenge



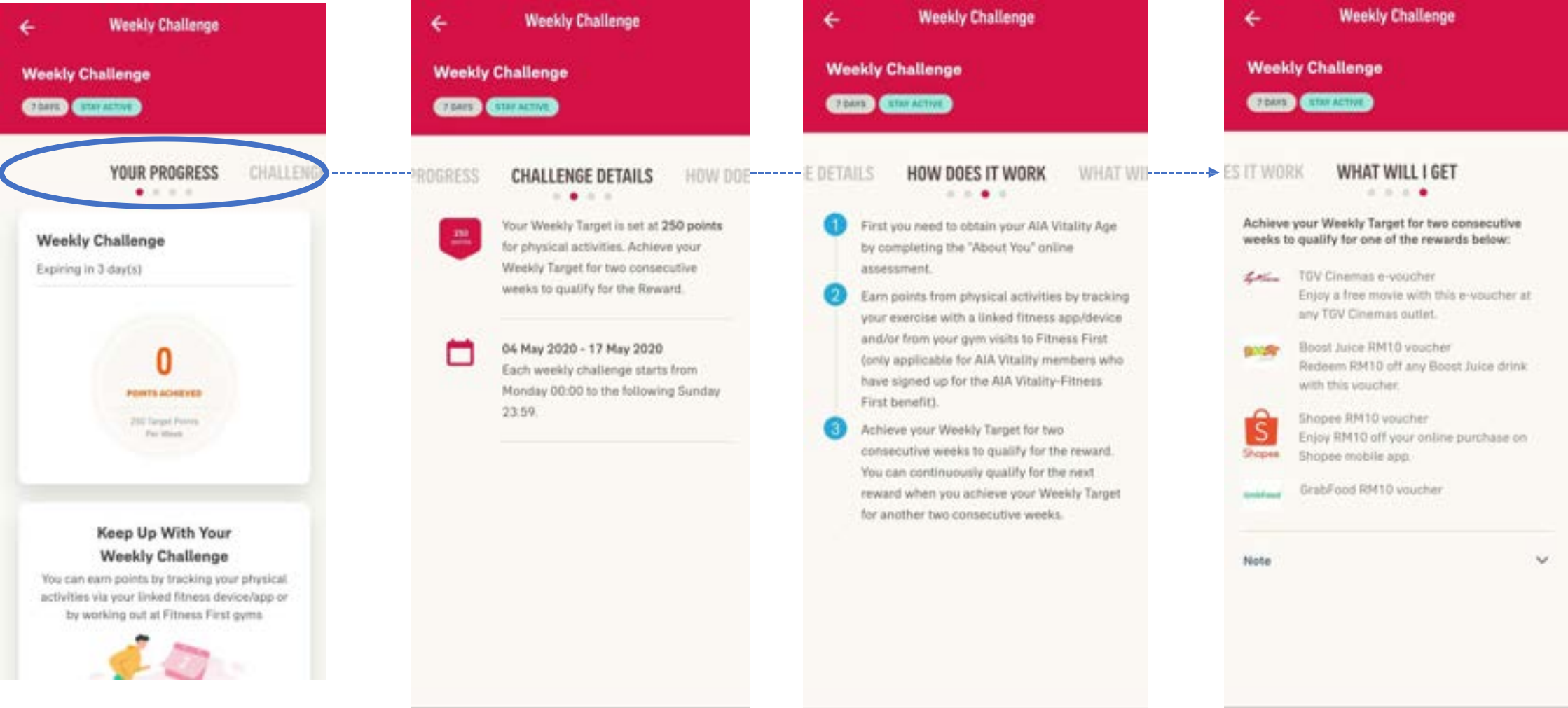
ENTRY POINT AIA VITALITY WEEKLY CHALLENGE



Tap this icon on the AIA Vitality dashboard

VIEW YOUR AIA VITALITY WEEKLY CHALLENGE

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



AIA Vitality

E-CARD

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



LOCATE YOUR E-CARD

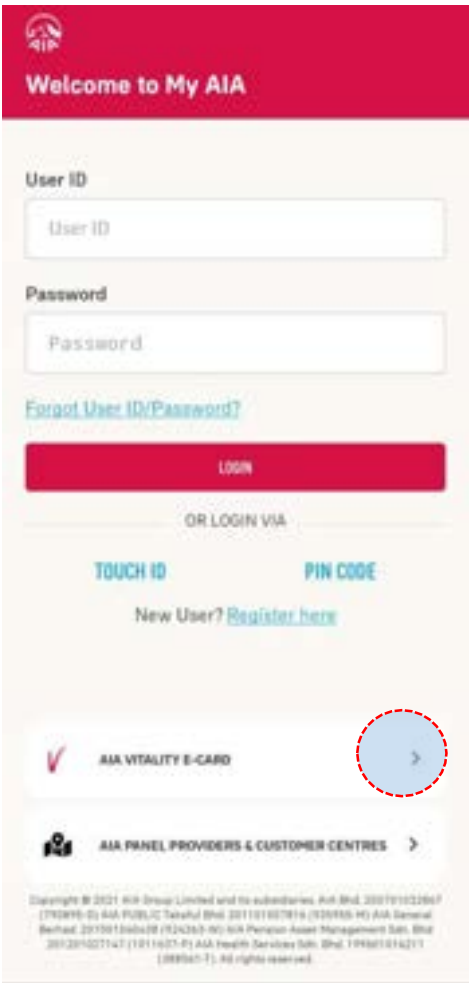
Option 1. Via AIA Vitality Dashboard



Option 2. Via E-CARDS



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



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

WHERE CAN YOU USE YOUR E-CARD?

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



10% off HealthyFood™
(fresh fruits and vegetables)



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



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

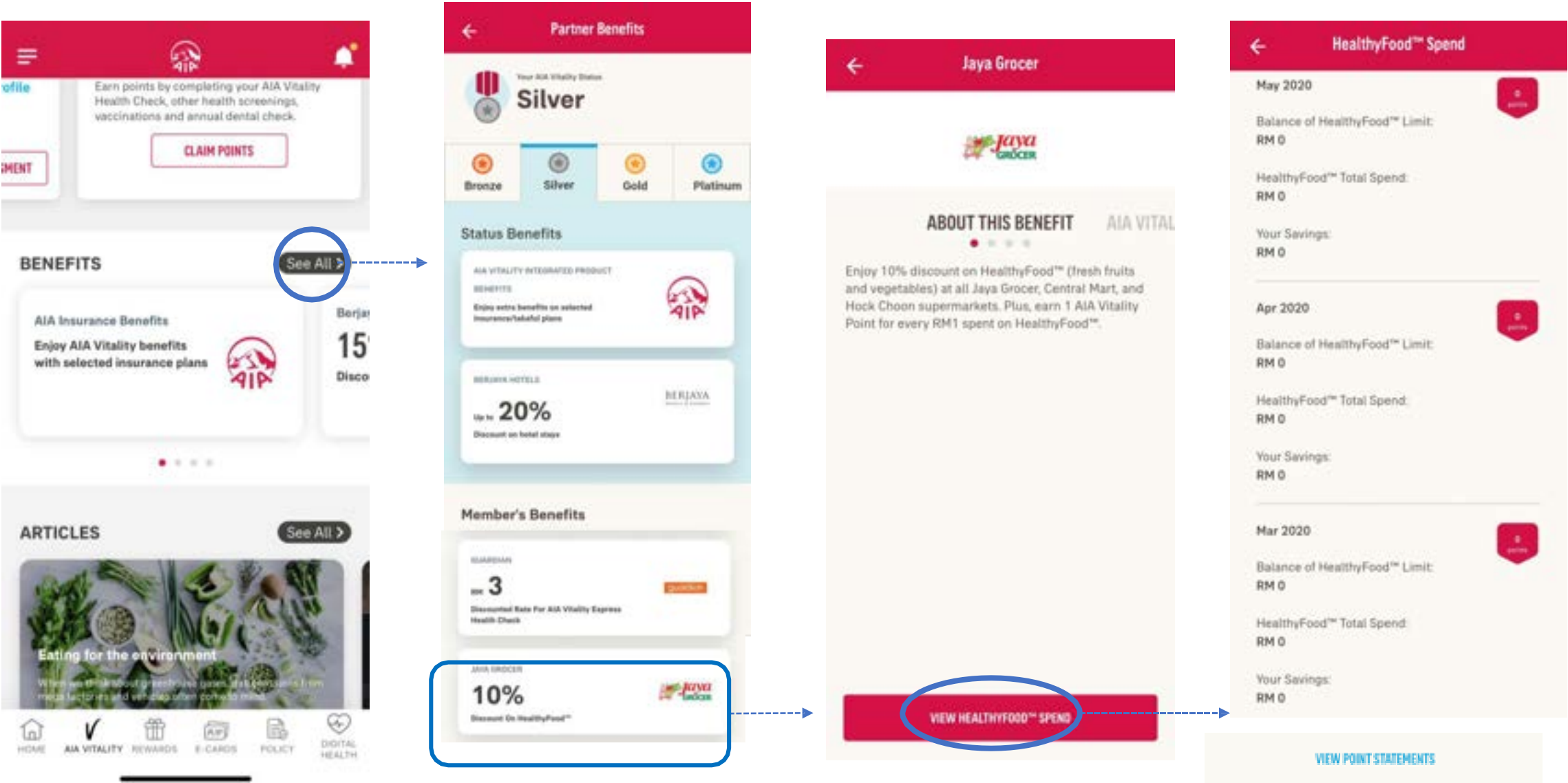


Save up **to 55%** on Fitness First
Full Access gym packages.



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

VIEW YOUR HEALTHYFOOD™ PURCHASES

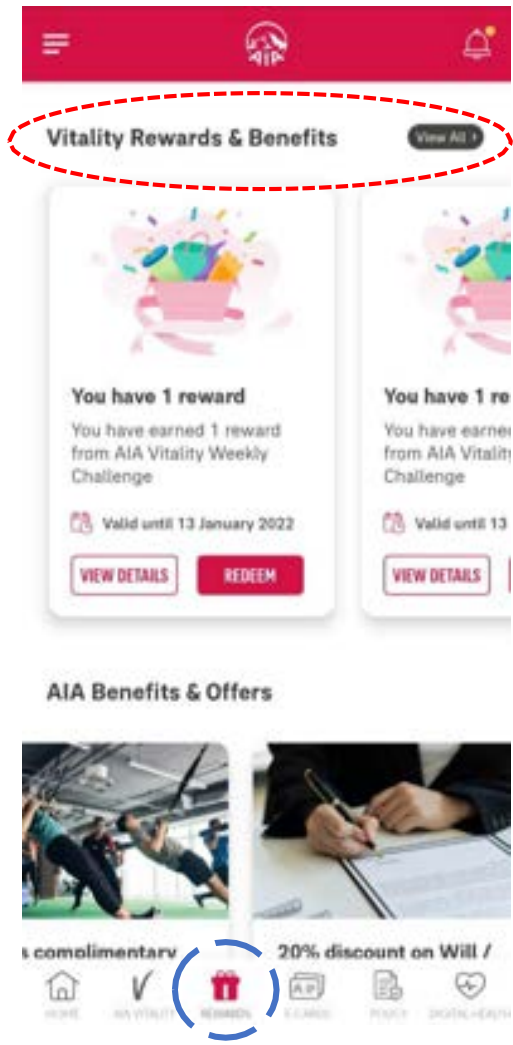


AIA Vitality REWARDS

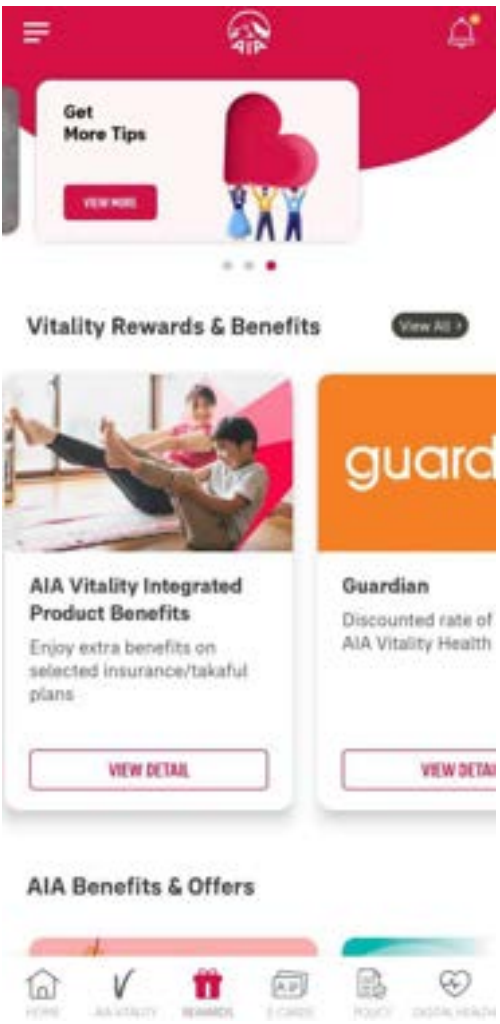
- Browse and Search Rewards
- View and Redeem Earned Rewards
- My Wallet
- Use Earned Rewards
- View and Redeem Personalised Rewards
- View Cashback Campaign Details



BROWSE REWARDS



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

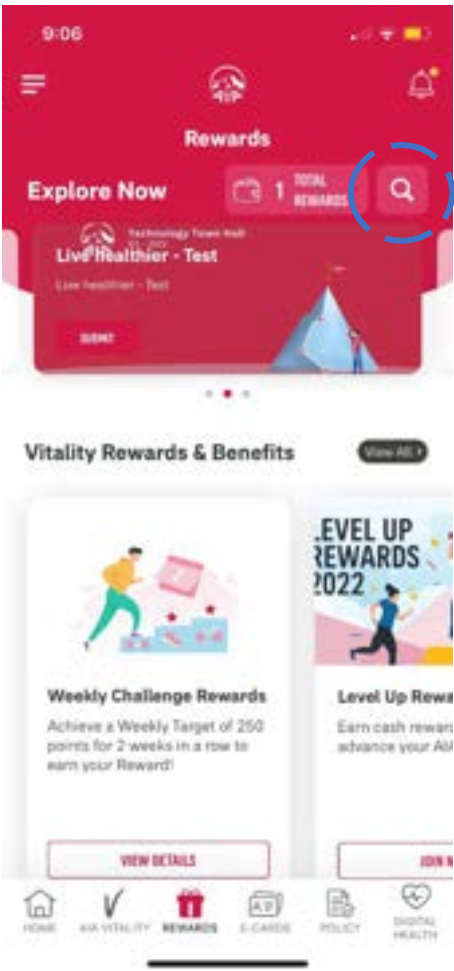


BROWSE REWARDS
You can scroll to the right or choose to VIEW ALL



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

SEARCH REWARDS



**CLICK ON MAGNIFYING GLASS
ICON TO SEARCH**

To search rewards, click on this icon



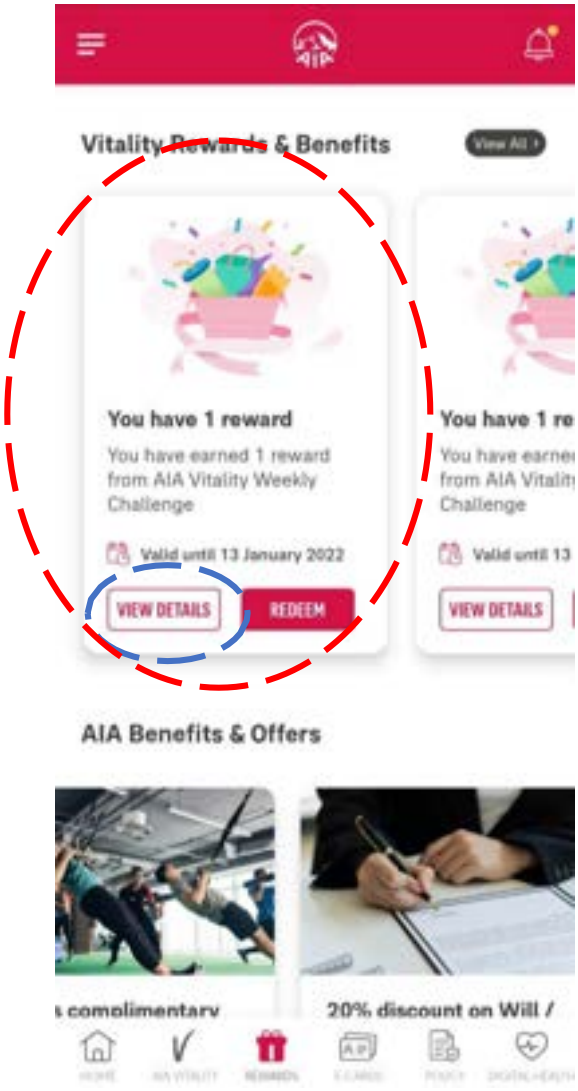
Type in the key words
associated with the reward



Type at least 3 characters to
retrieve the reward

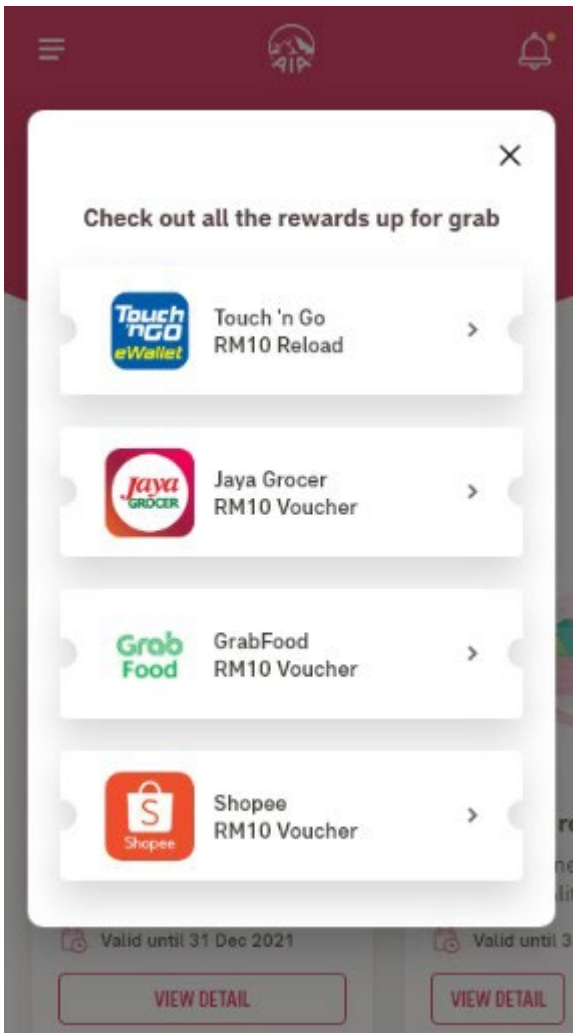


HOW TO VIEW YOUR EARNED REWARD DETAILS?



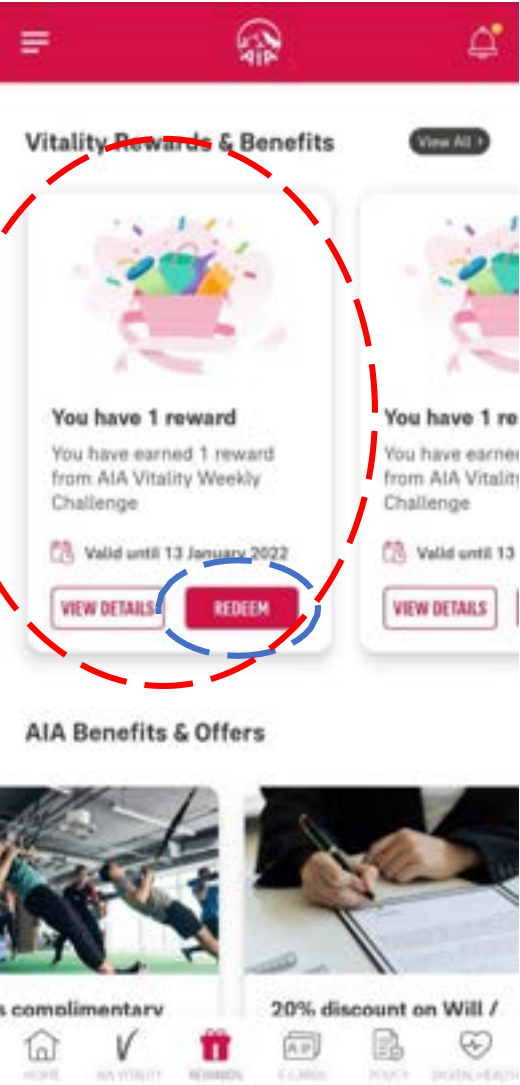
REWARD DETAILS

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

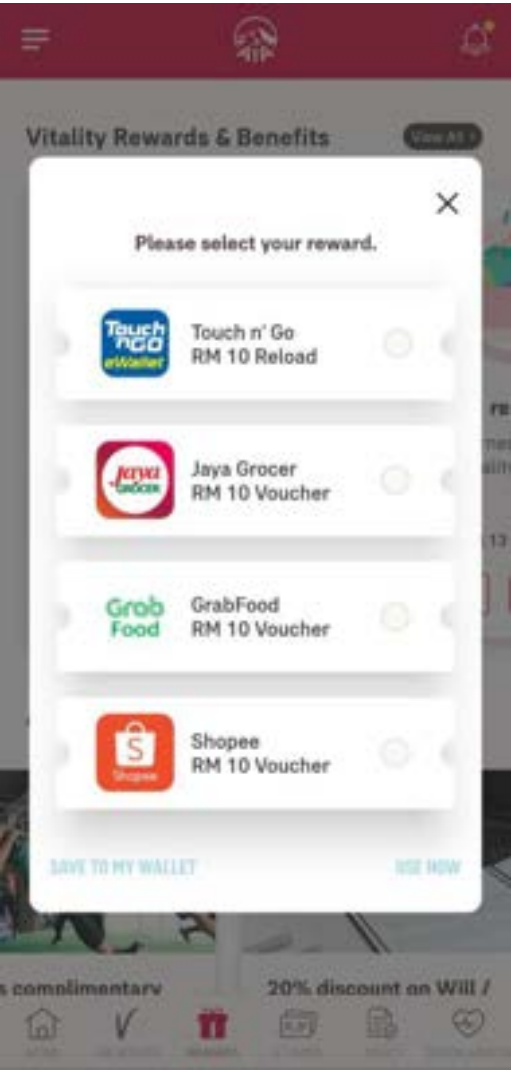


You can view the details such as How to Use and Terms & Conditions of each reward.

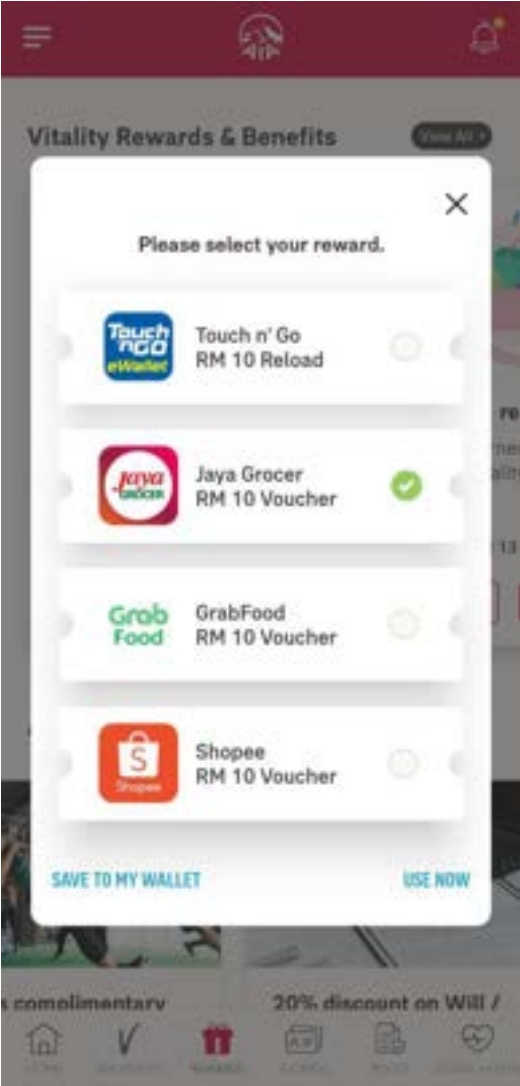
REDEEM WEEKLY CHALLENGE/EARNED REWARDS



Click on REDEEM



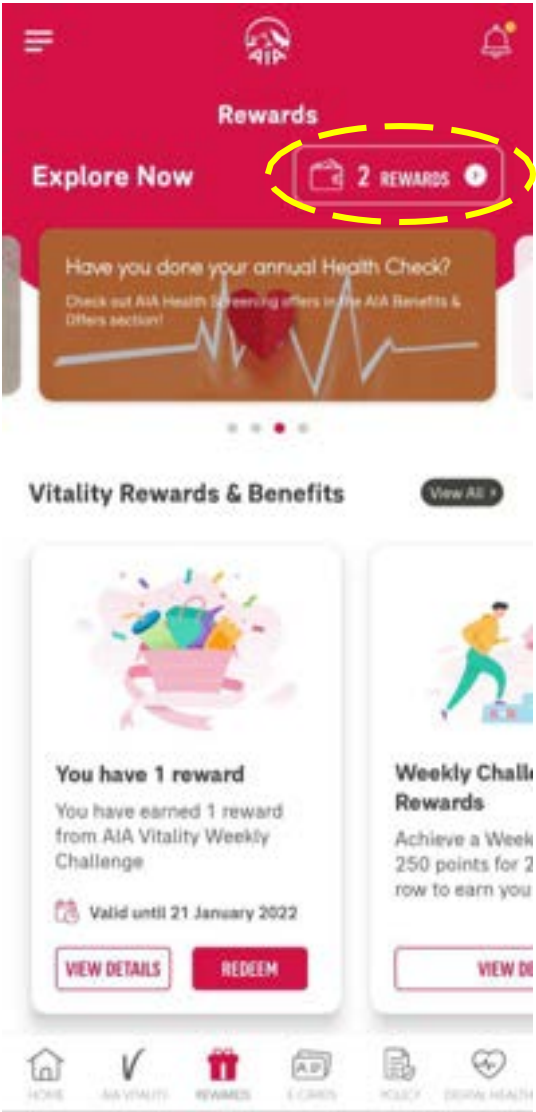
CHOOSE YOUR
PREFERRED REWARD
from the earned rewards listing



Save to Wallet or Use Now

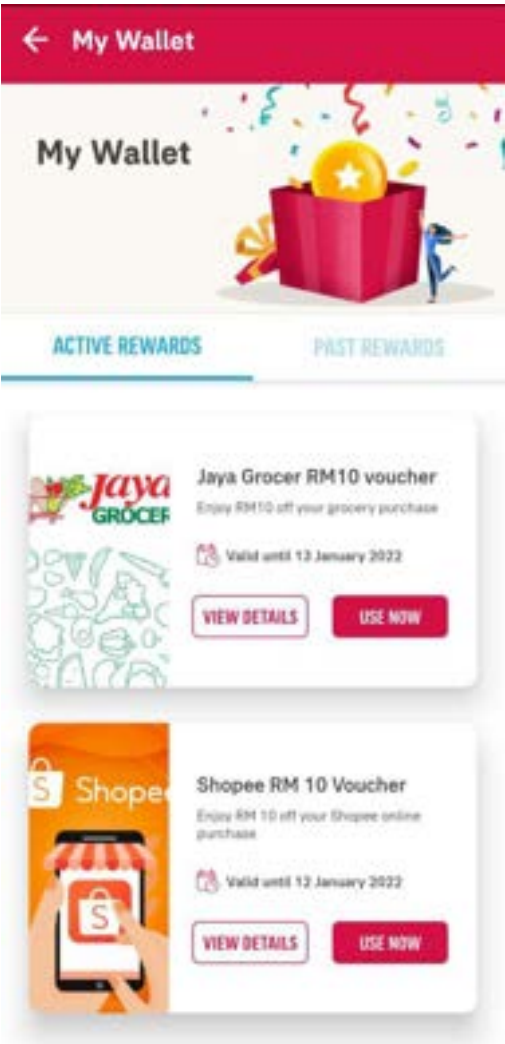
Choose Save to Wallet if you would like to utilise the reward later.

HOW TO USE MY WALLET?



WALLET

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



ACTIVE REWARDS

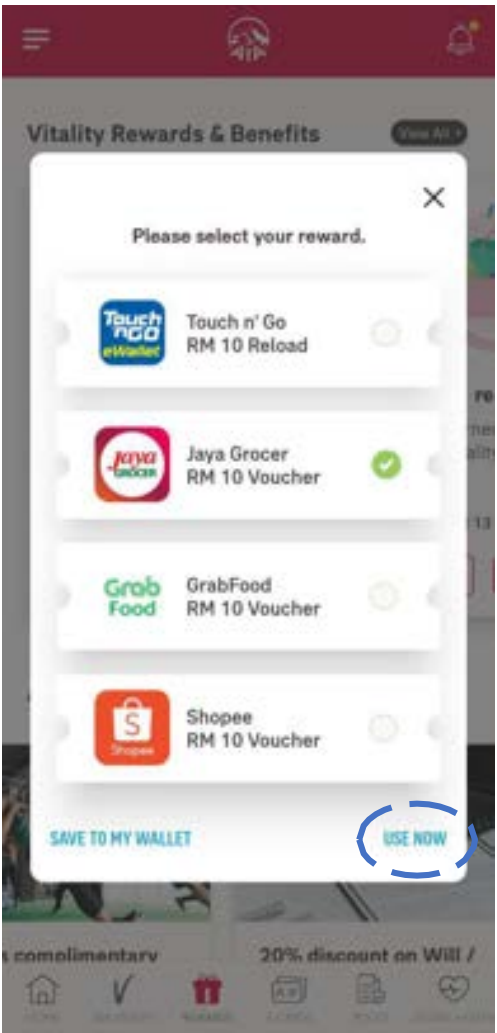
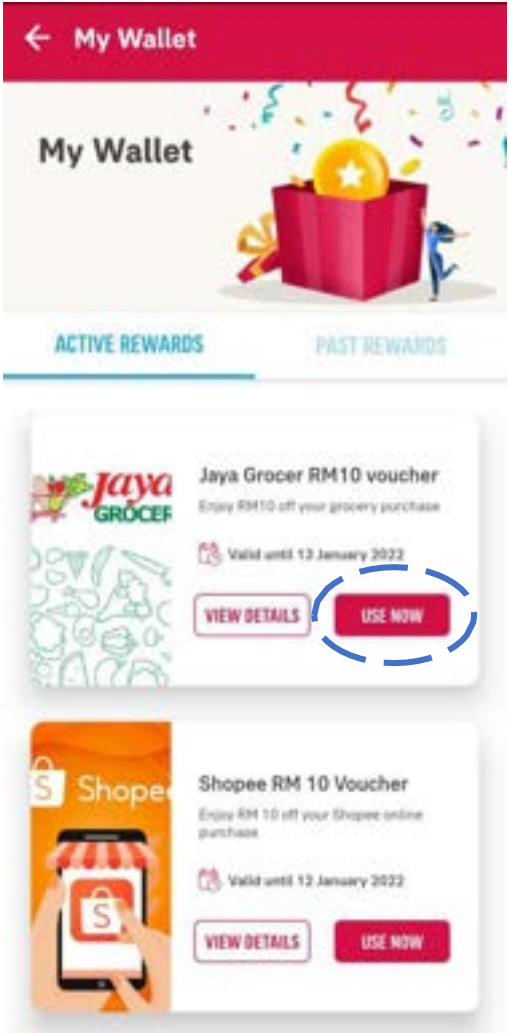
You can find the rewards you've saved to your wallet under the Active Rewards tab



PAST REWARDS

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

HOW TO USE REWARDS



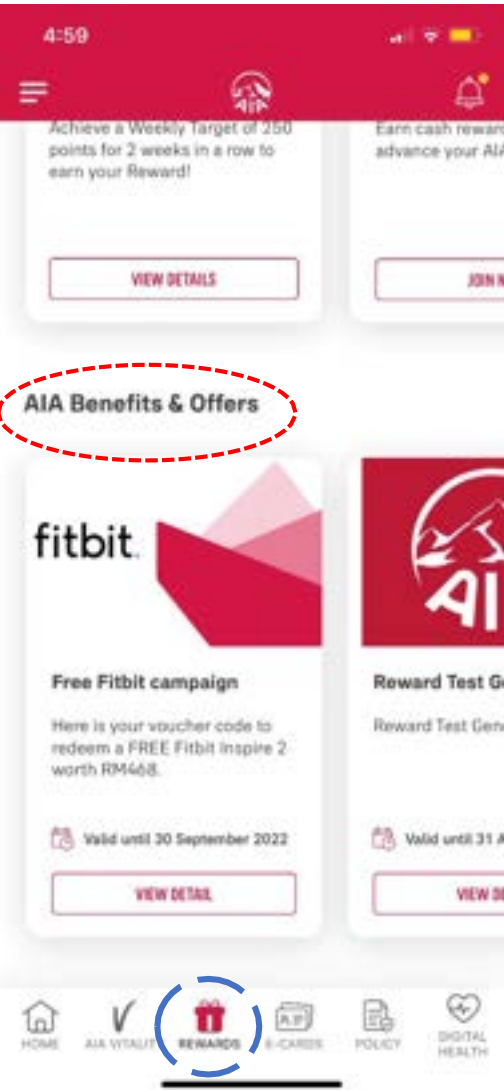
CLICK ON USE NOW

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

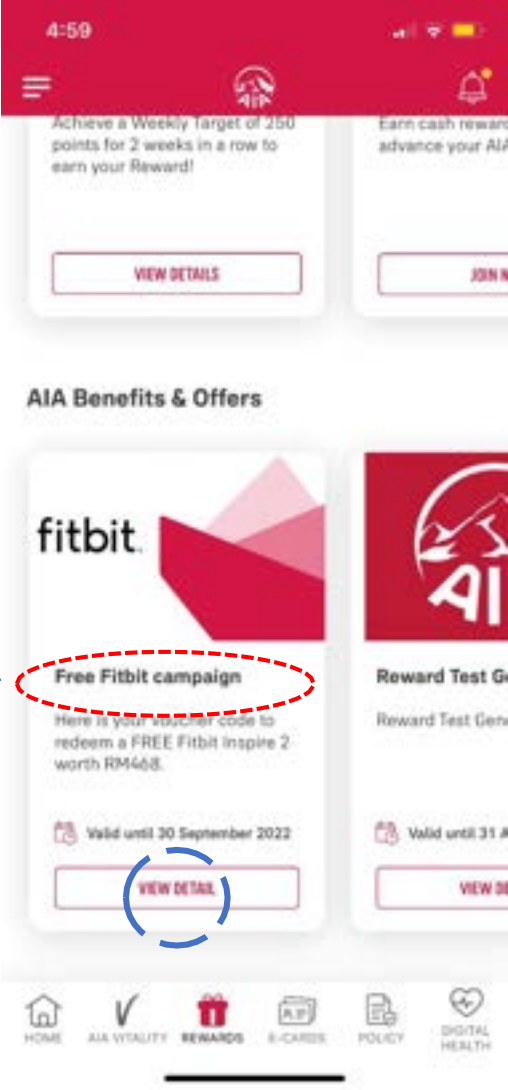
YOU MAY REDEEM THE VOUCHER NOW
Redemption detail, terms and conditions and expiry date will be displayed

Only Swipe After Use after you have redeemed the reward

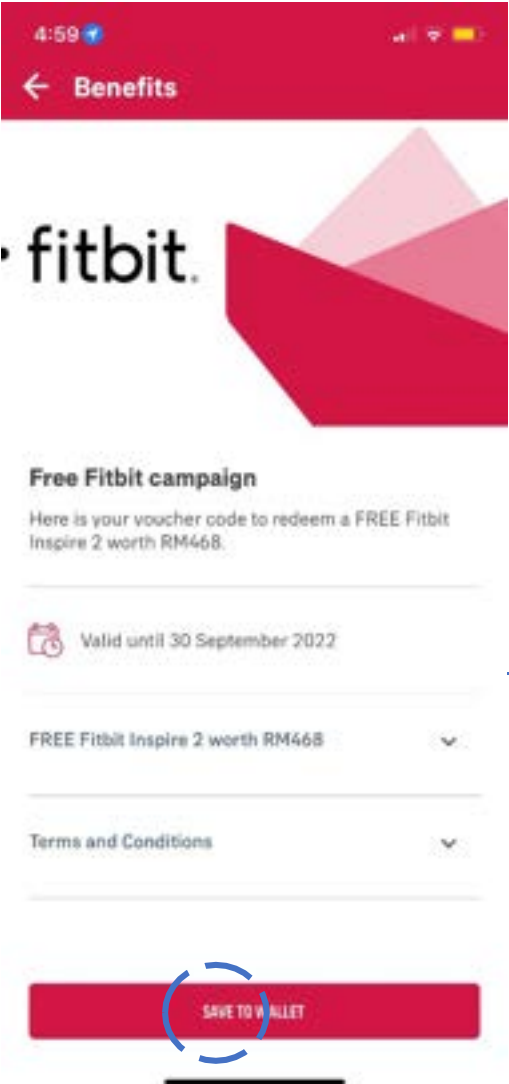
REDEEM UNIQUE PROMO CODES



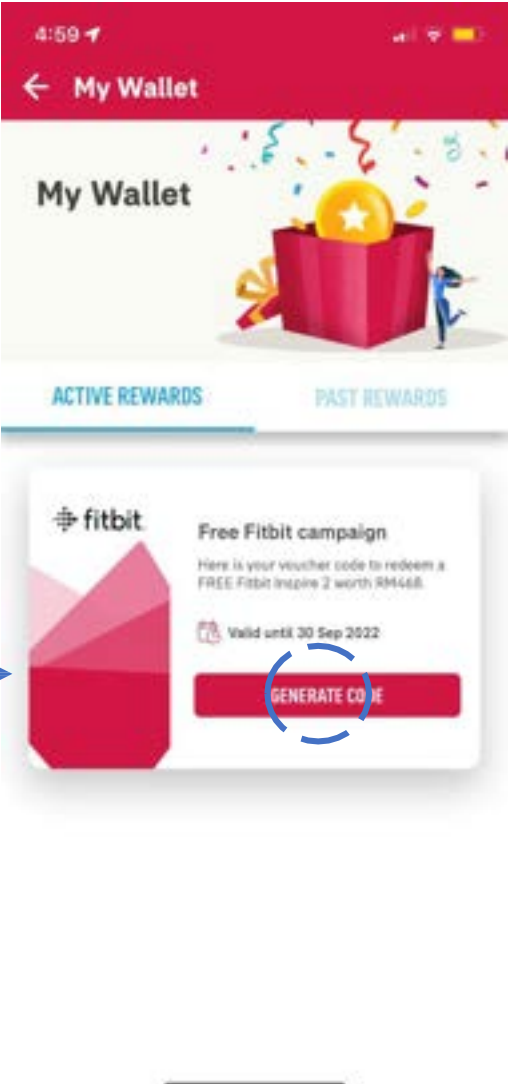
REWARDS DASHBOARD
Browse the **AIA Benefits & Offers** section to view all personalised rewards available for you



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



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



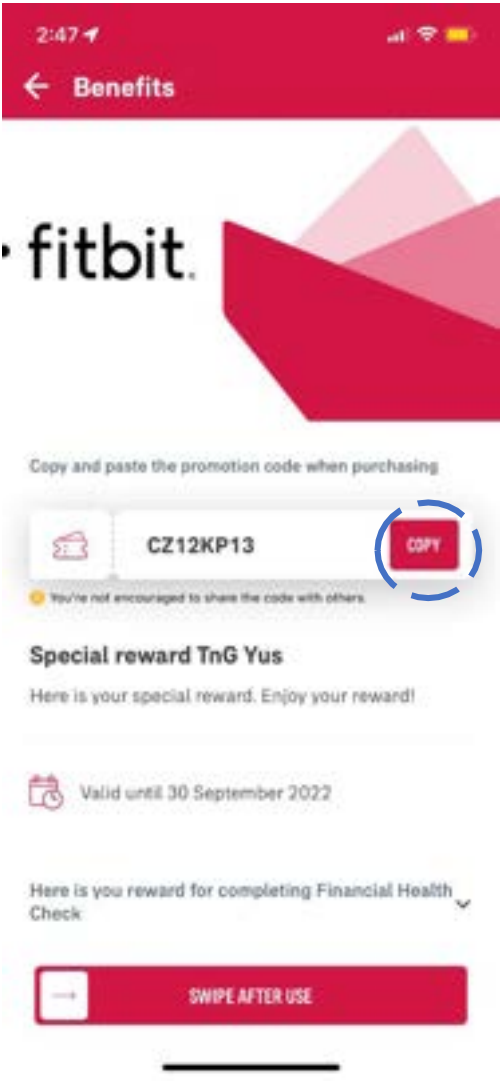
GO TO MY WALLET TO USE REWARD
Under Active Rewards in My Wallet, click GENERATE CODE

REDEEM UNIQUE PROMO CODES

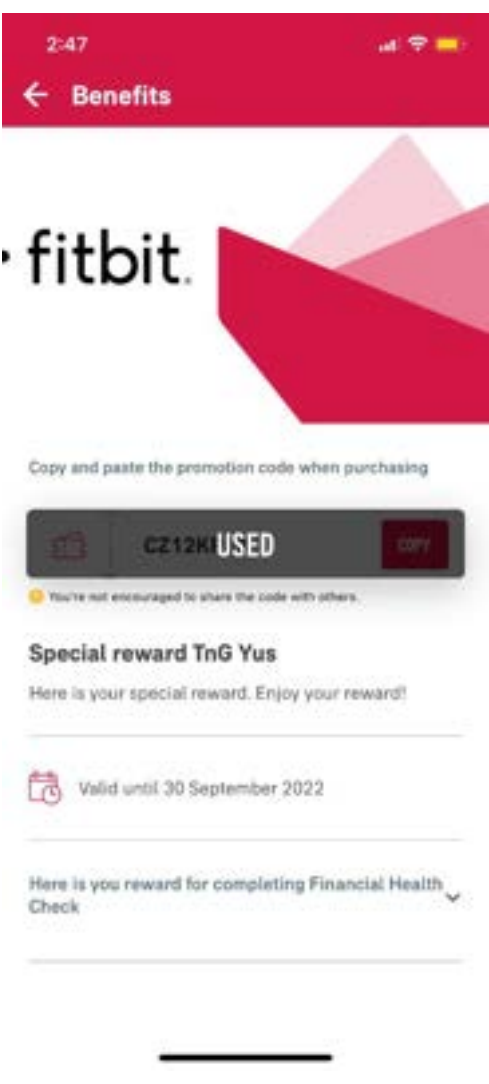
22



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

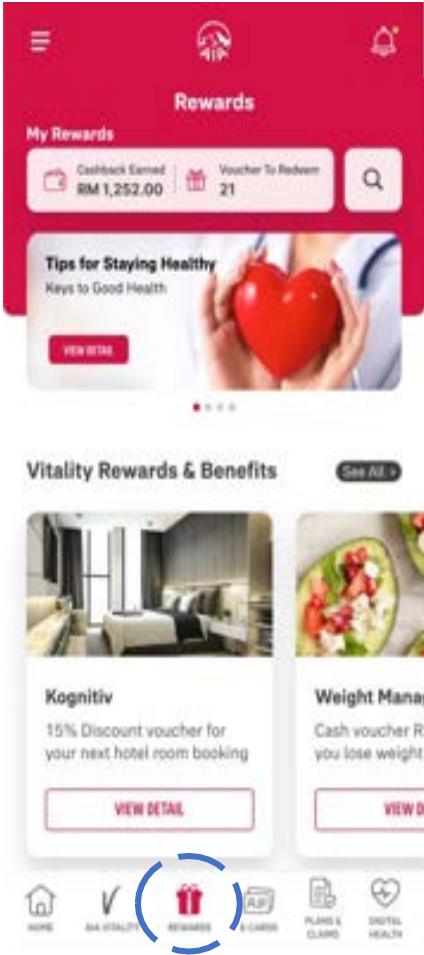


SWIPE AFTER USE after you have redeemed the reward

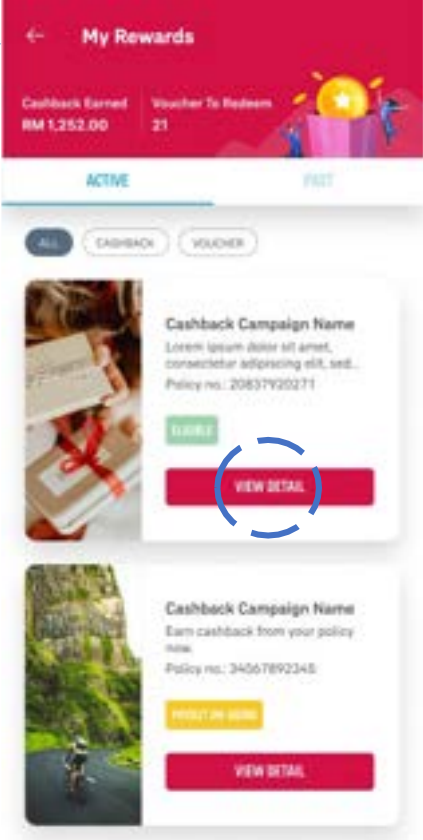


VIEW PAST REWARDS
You can see the rewards redeemed under PAST REWARDS

HOW TO VIEW CASHBACK CAMPAIGN DETAILS (OPTION 1)



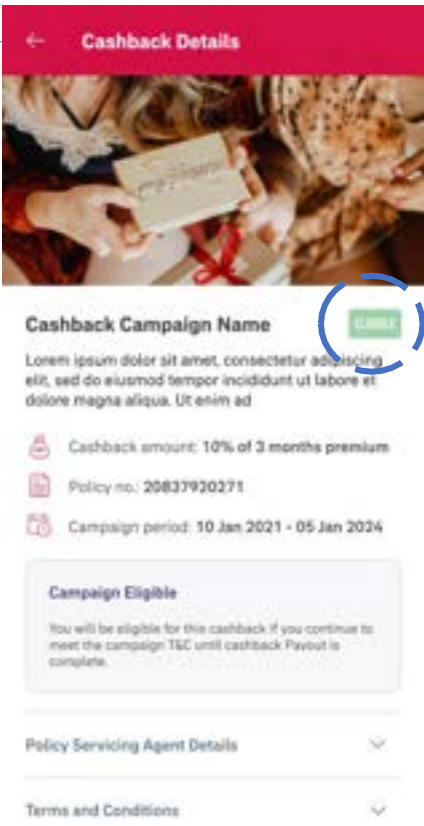
REWARDS DASHBOARD
You will be able to see “Cashback Earned” and “Voucher To Redeem” under the My Rewards section



MY REWARDS
There are 3 categories under the Active tab:

- **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



For **ELIGIBLE** status, the following will be displayed:

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

HOW TO VIEW CASHBACK CAMPAIGN DETAILS (OPTION 1)



For **PAYMENT ON-GOING** status, the following will be displayed:

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



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

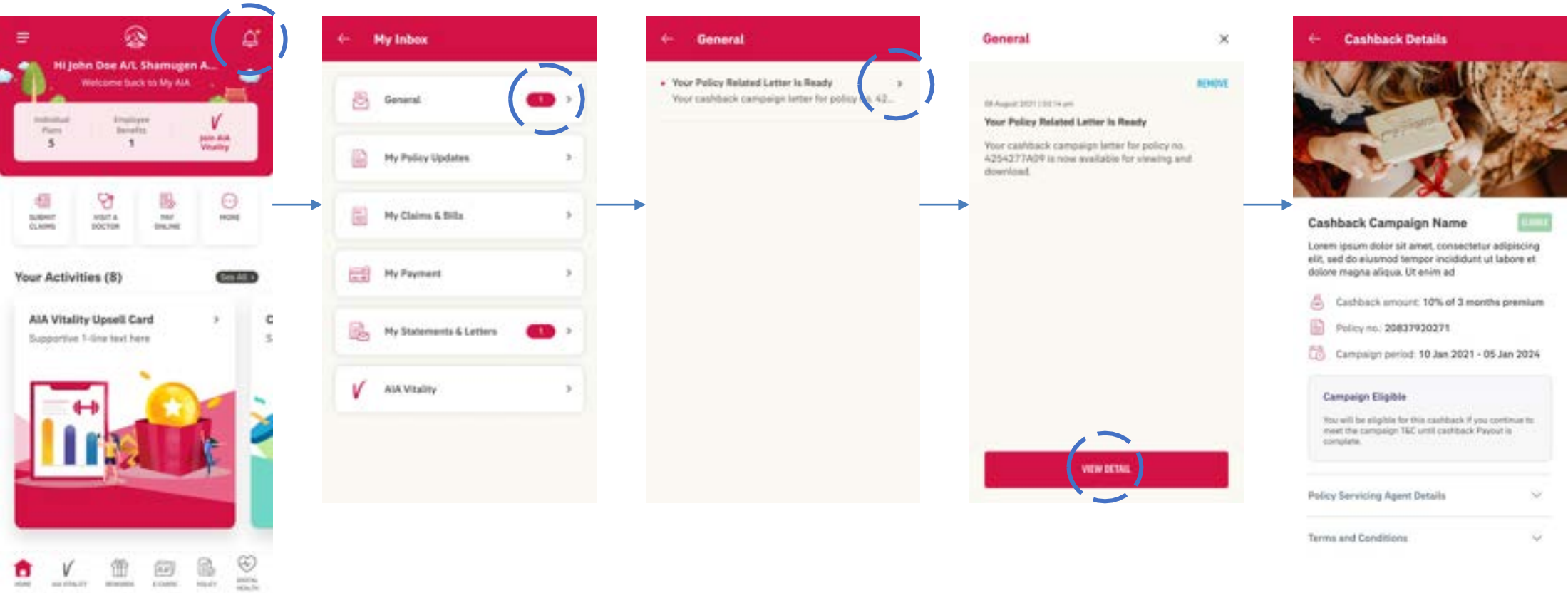
- Cashback amount
- Policy/certificate number
- Campaign period
- Cashback payout details
- Policy servicing agent details
- Terms and conditions



For **NOT ELIGIBLE** status, the following will be displayed:

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

HOW TO VIEW CASHBACK CAMPAIGN DETAILS (OPTION 2)



NOTIFICATION
You will receive a notification if you are eligible for cashback

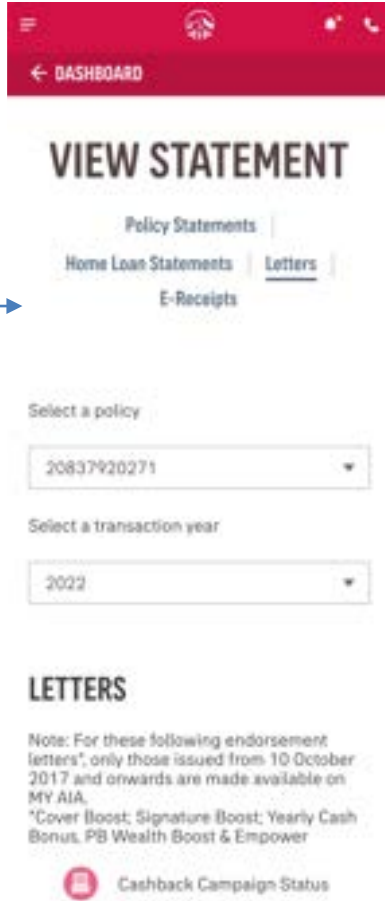
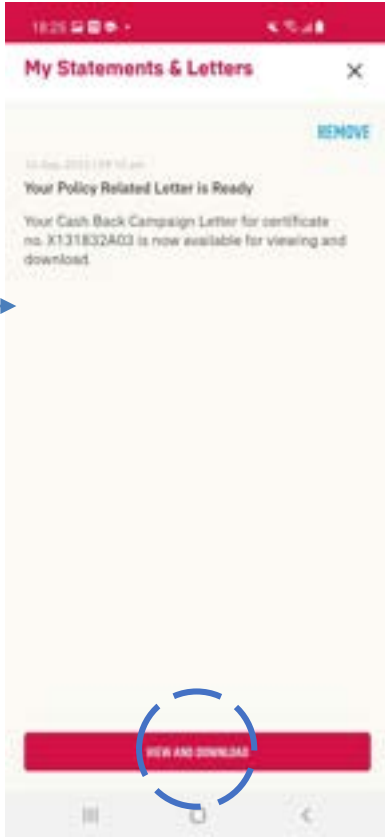
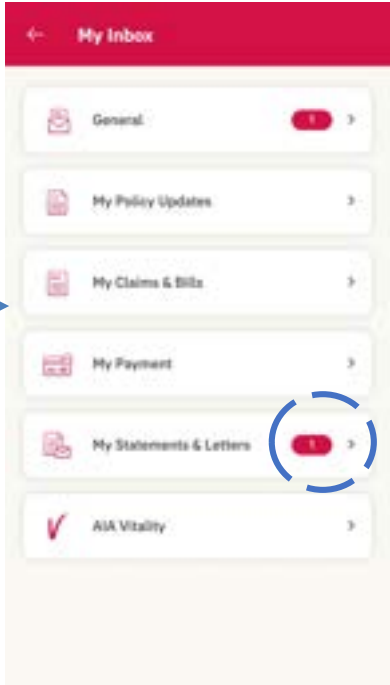
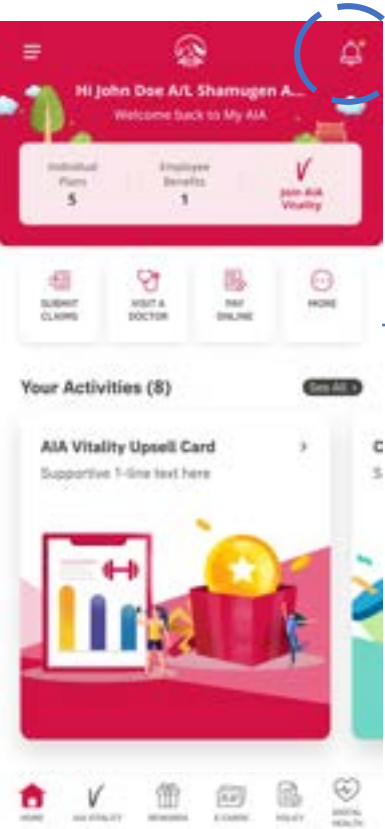
MY INBOX
Tap on **General** to view the cashback campaign notification

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

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

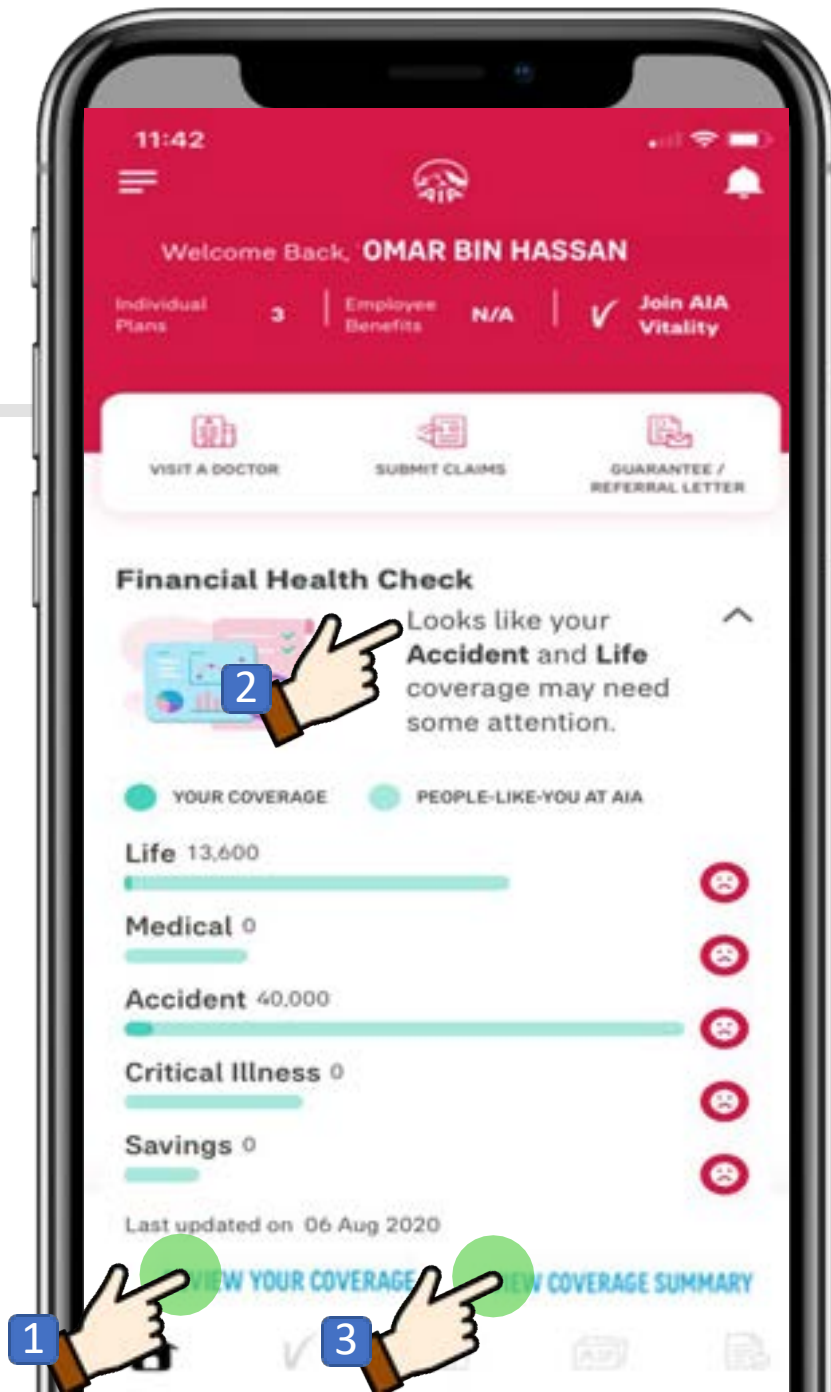
MY STATEMENTS & LETTERS
You will be able to see the status of cashback and policy number. Tap on **VIEW AND DOWNLOAD** to navigate to the View Statement page

VIEW STATEMENT PAGE
Select the relevant policy/certificate and transaction year

FINANCIAL HEALTH CHECK (FHC)



How to start

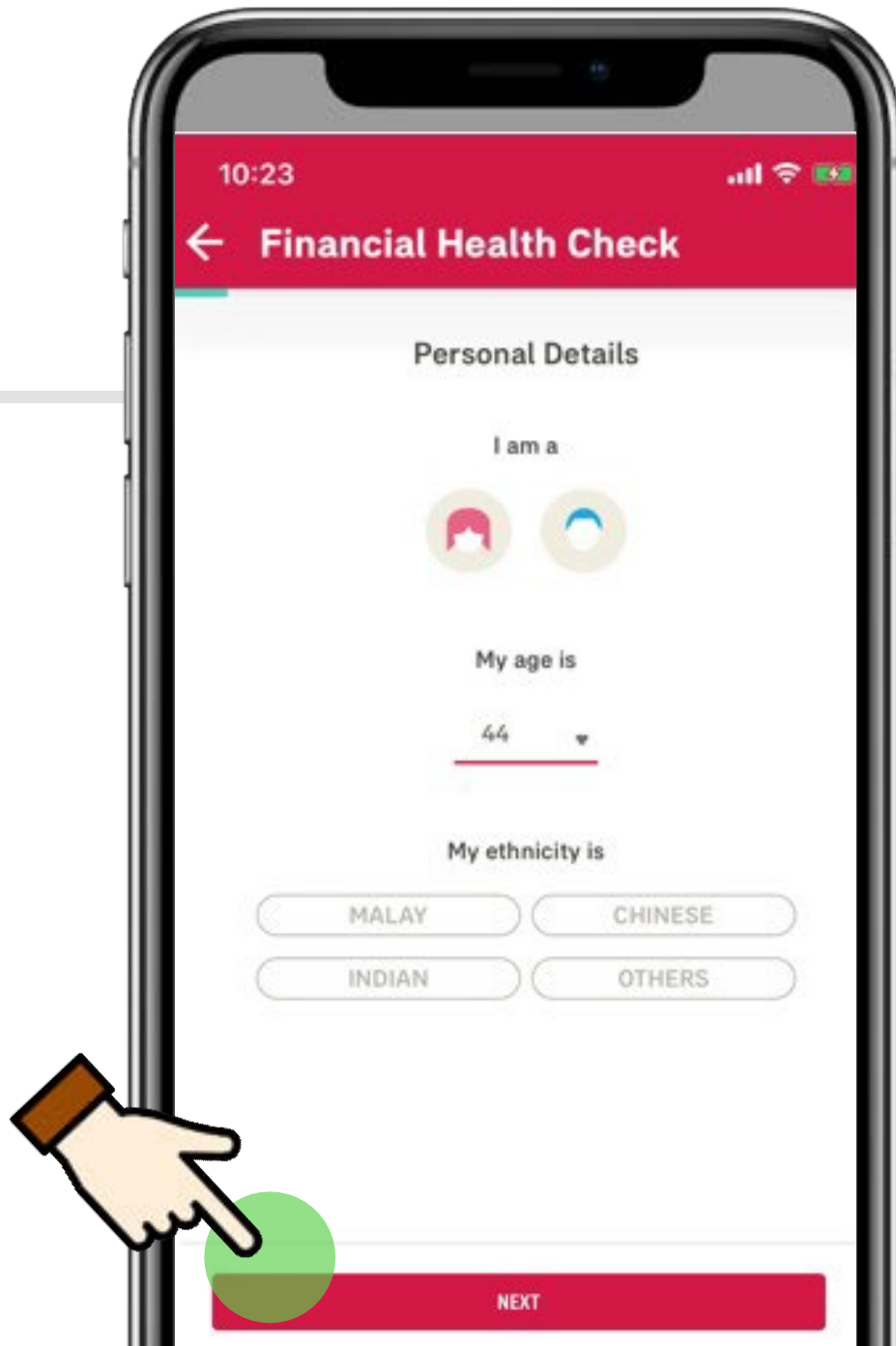


1. Go to My AIA Dashboard. Tap **Review Your Coverage** to begin

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

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

My Personal Details



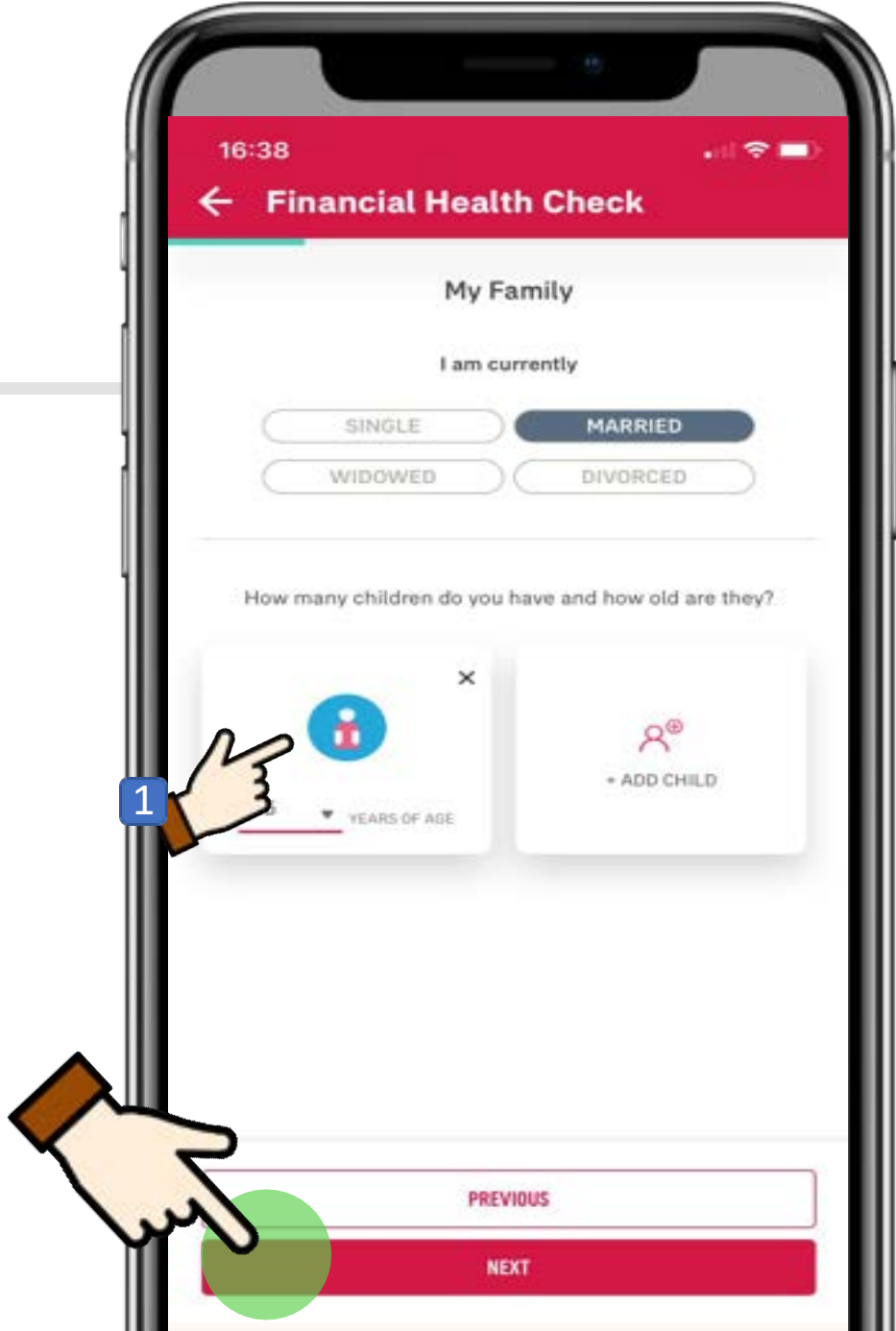
Fill up your Gender, Age and Ethnicity

After completing all fields, tap **Next**

About My Family

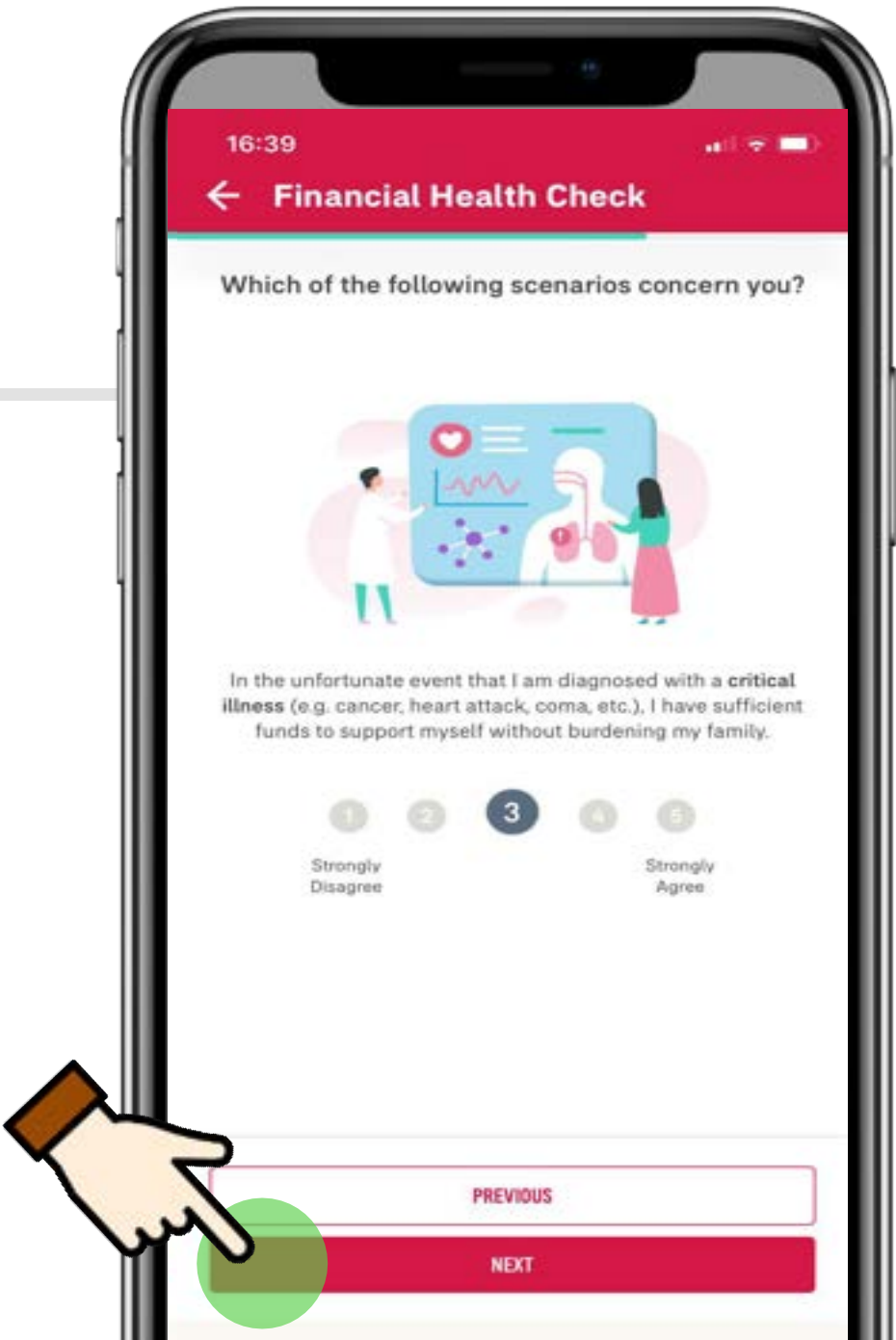


1. Select your marital status
2. Add your child's details



About My Family

- 1. Add your child's age
- 2. After completing all fields, tap **Next**

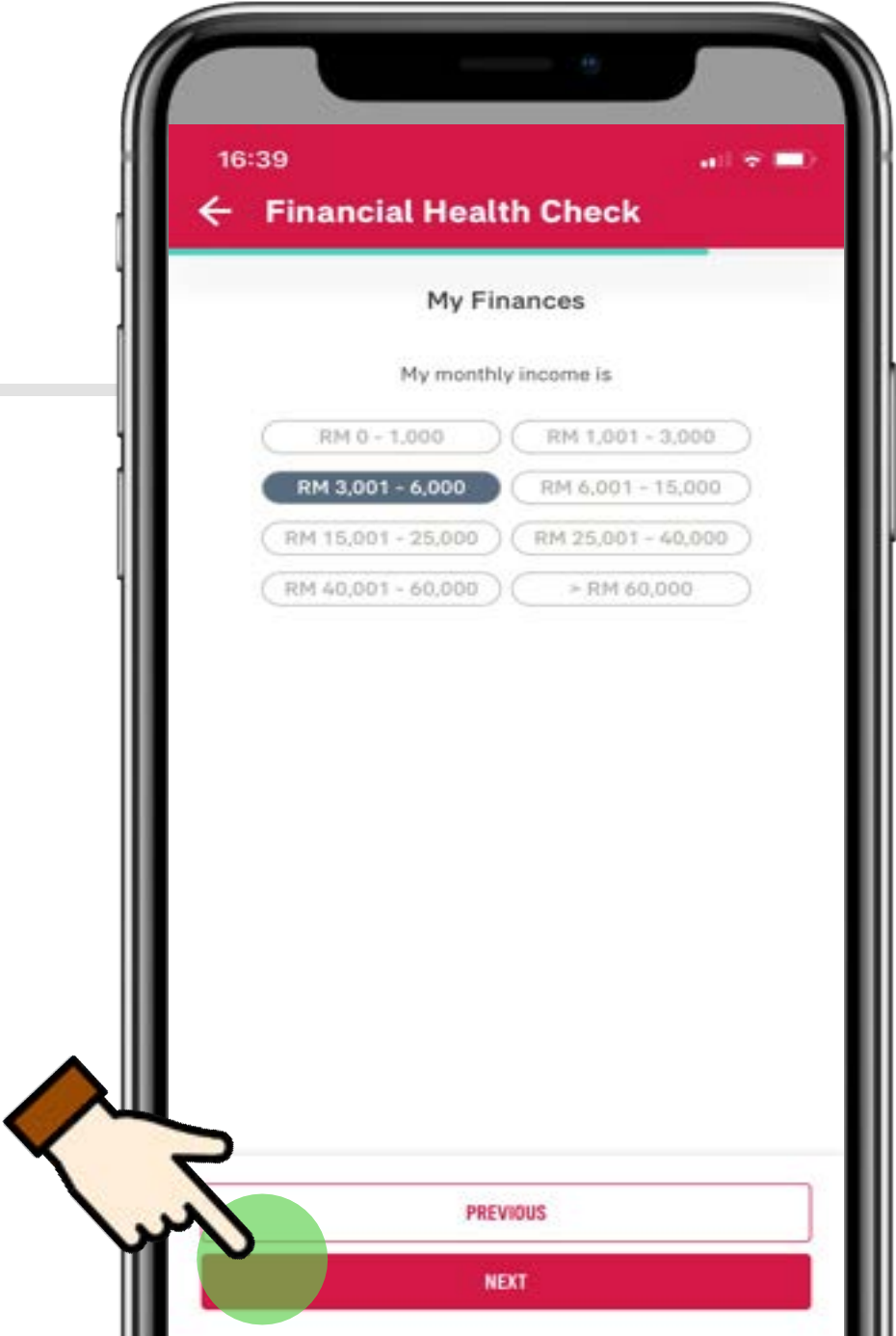


Scenarios which concern me most

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

After completing all fields, tap **Next**

My Finances

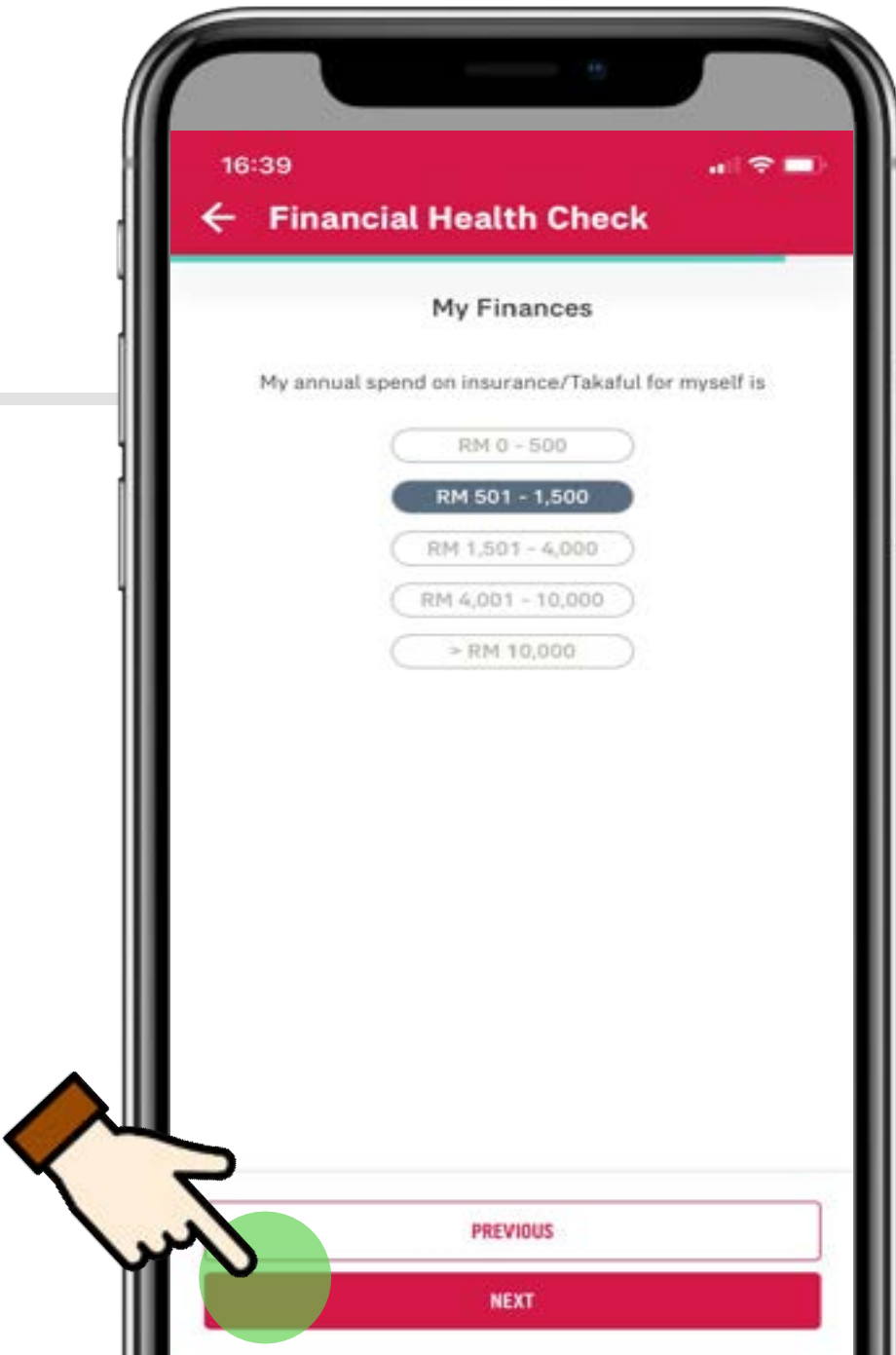


Select your monthly Income range then tap **Next**

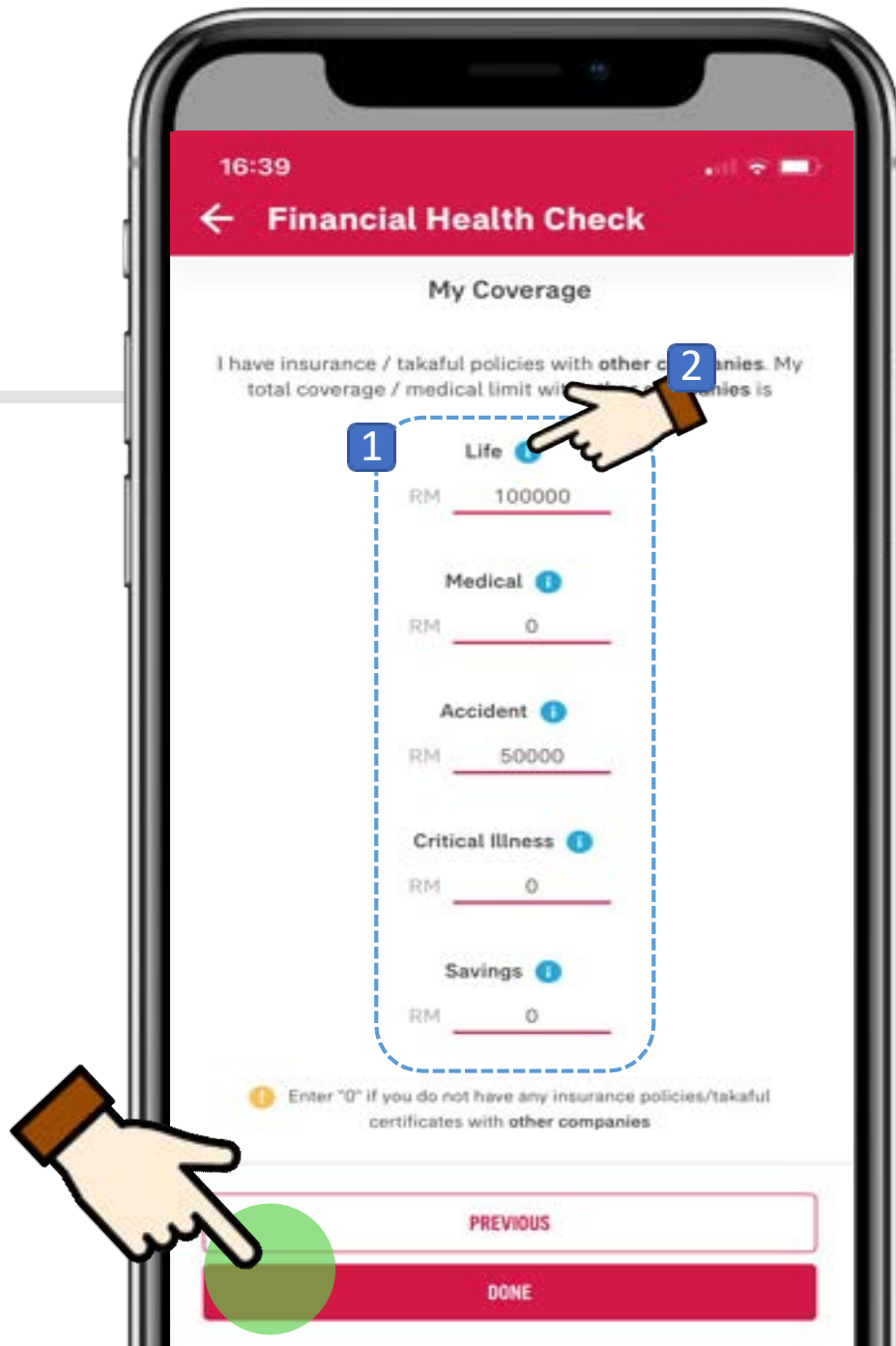
My Finances

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

Then tap **Next**



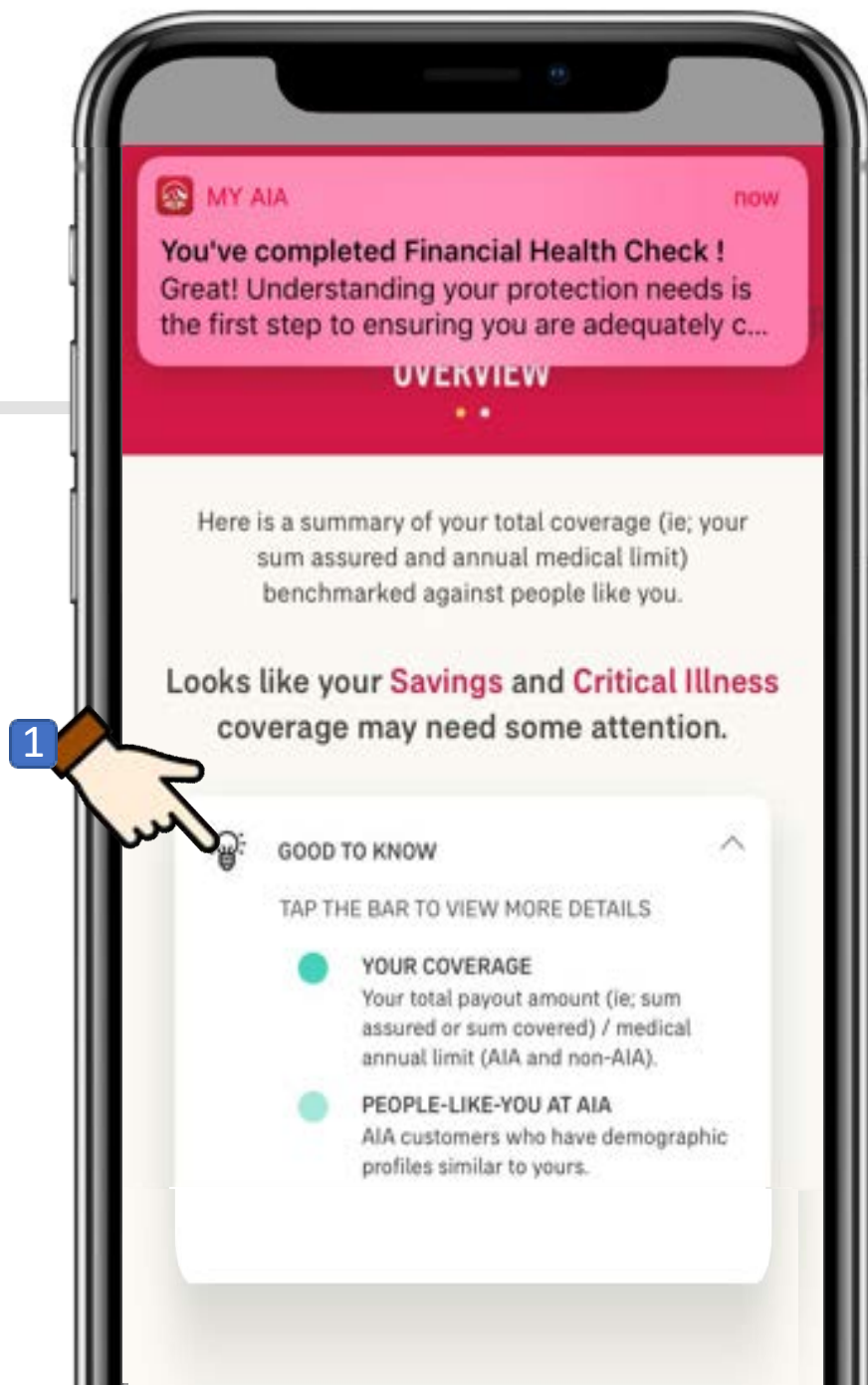
My Coverage



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

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

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

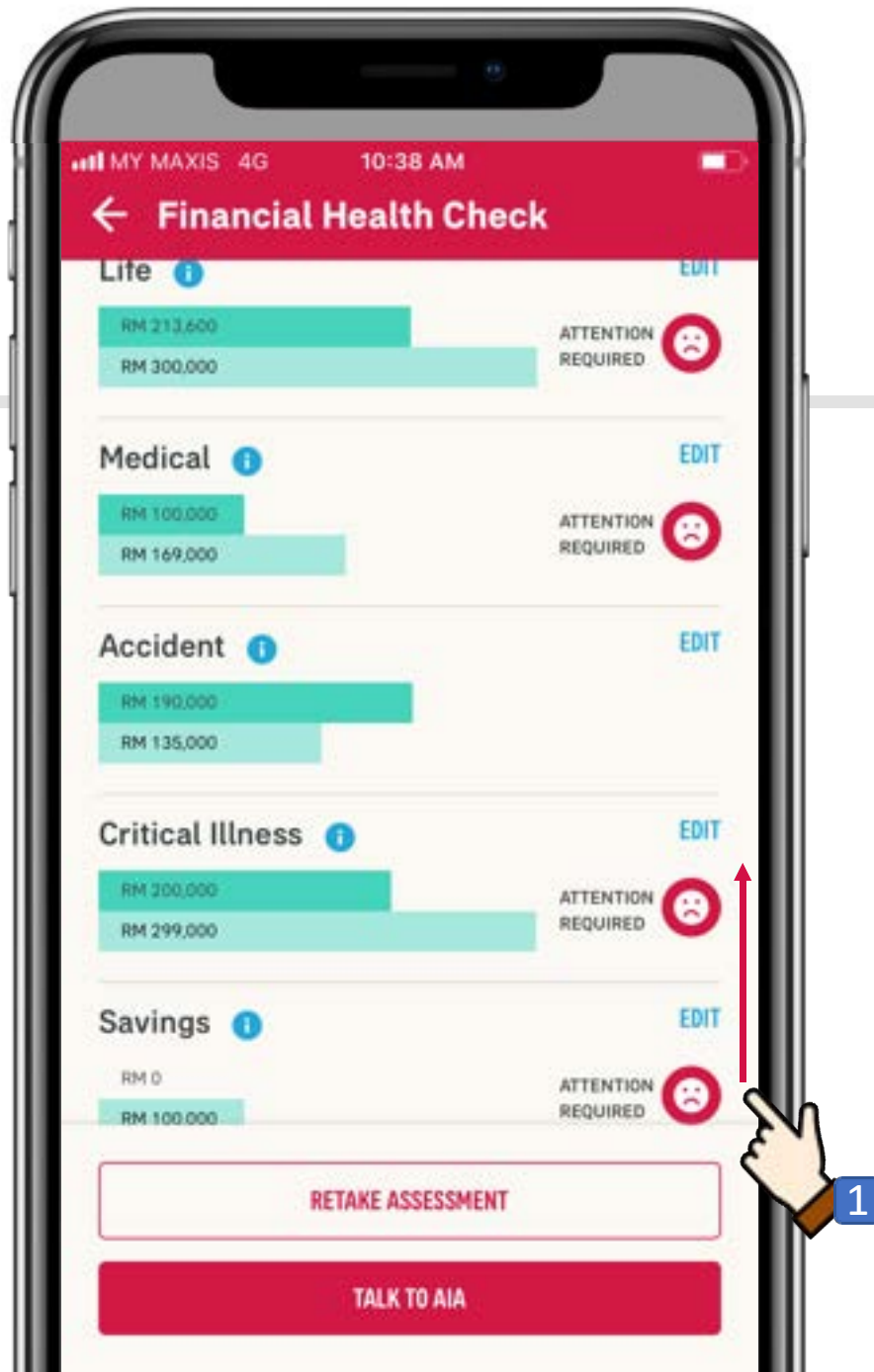


Do I have sufficient coverage?

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

Next, you will be directed to the assessment overview page

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



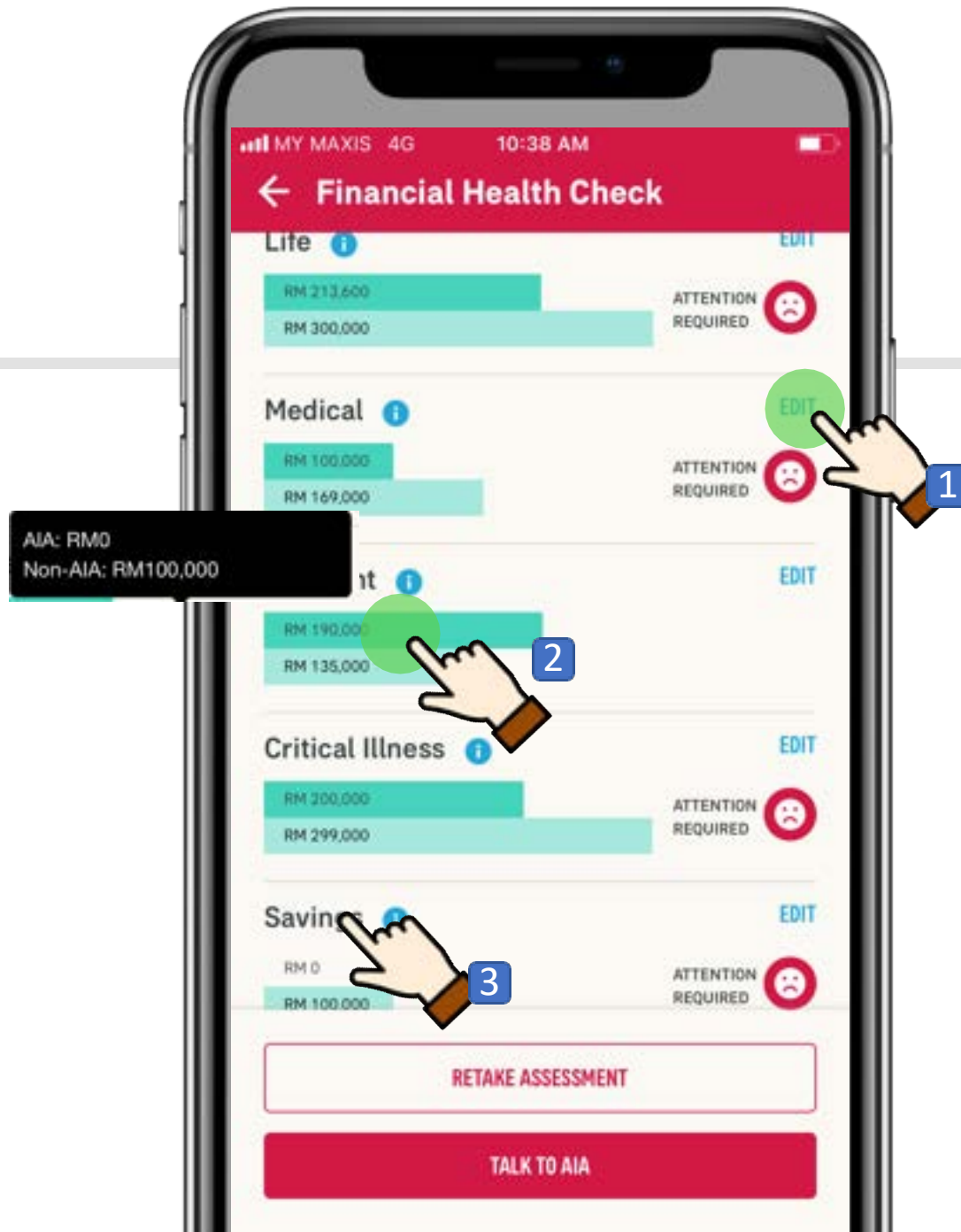
Do I have sufficient coverage?

1. Scroll up

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

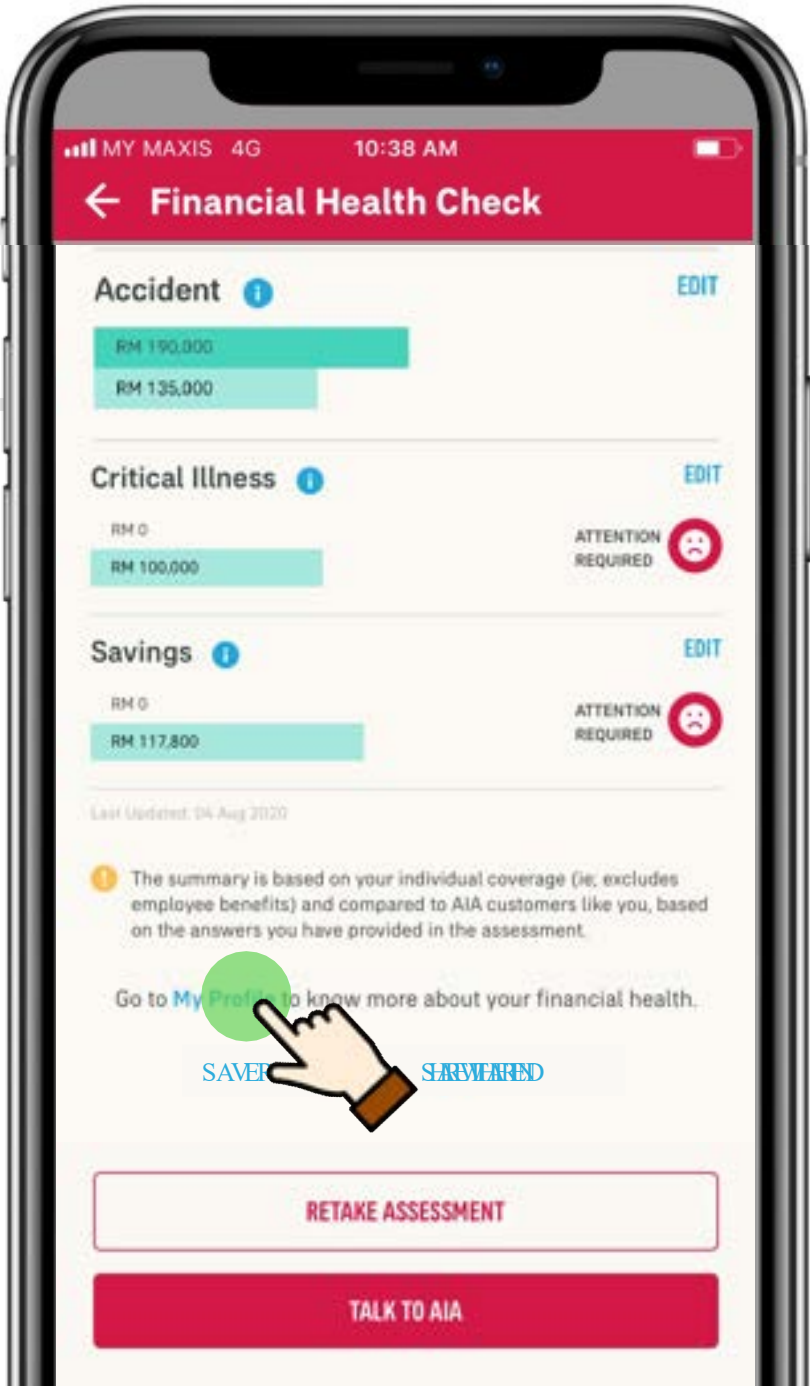
When you see a ‘sad face’ emoticon, this means attention is required

Do I have sufficient coverage?



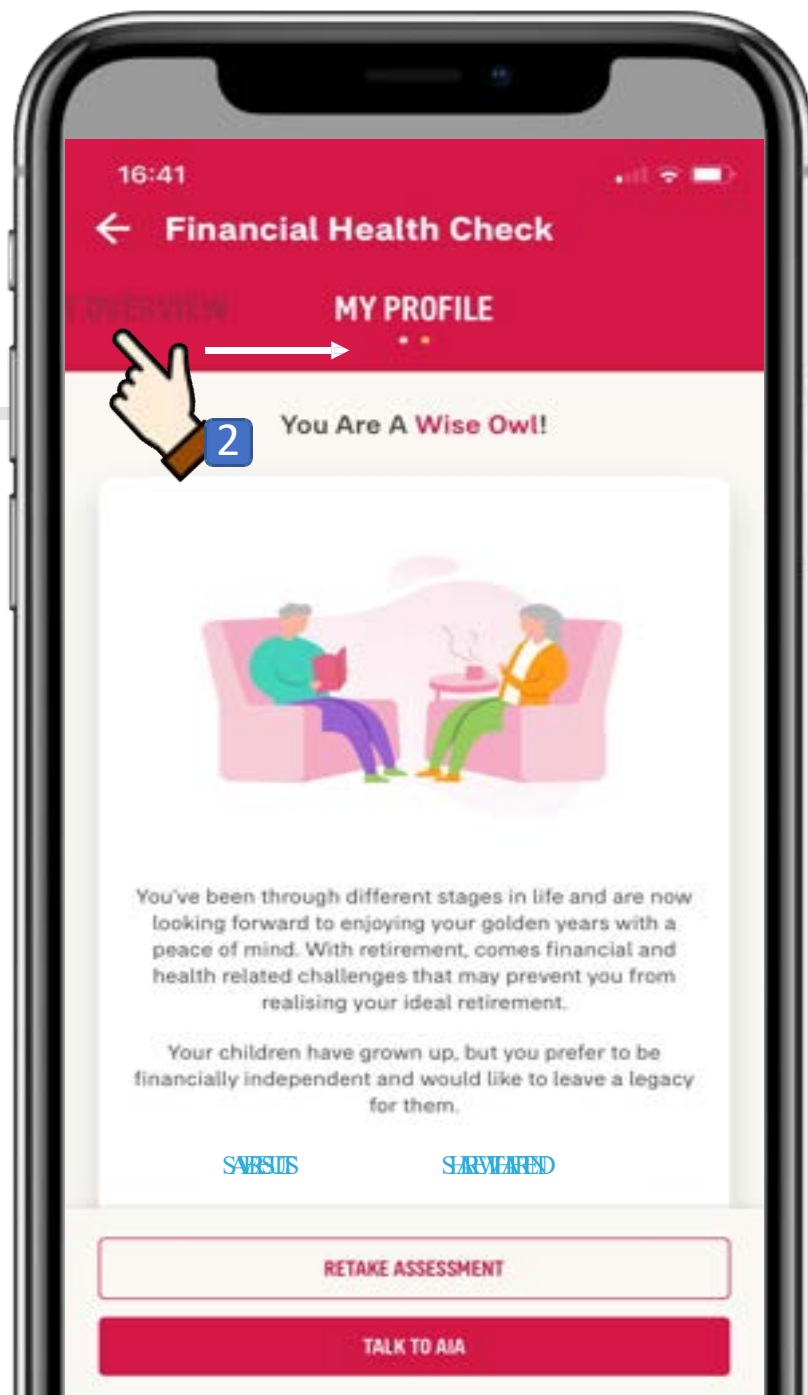
1. Tap on the **EDIT** button to change/update the coverage that you have with other insurance/takaful companies (non AIA coverage)
- 2.FYI: Tap on the darker shade green bar to display your AIA & Non-AIA coverage
- 3.FYI: Savings here refers to the approximate amount of your savings based on your premium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

This is me!

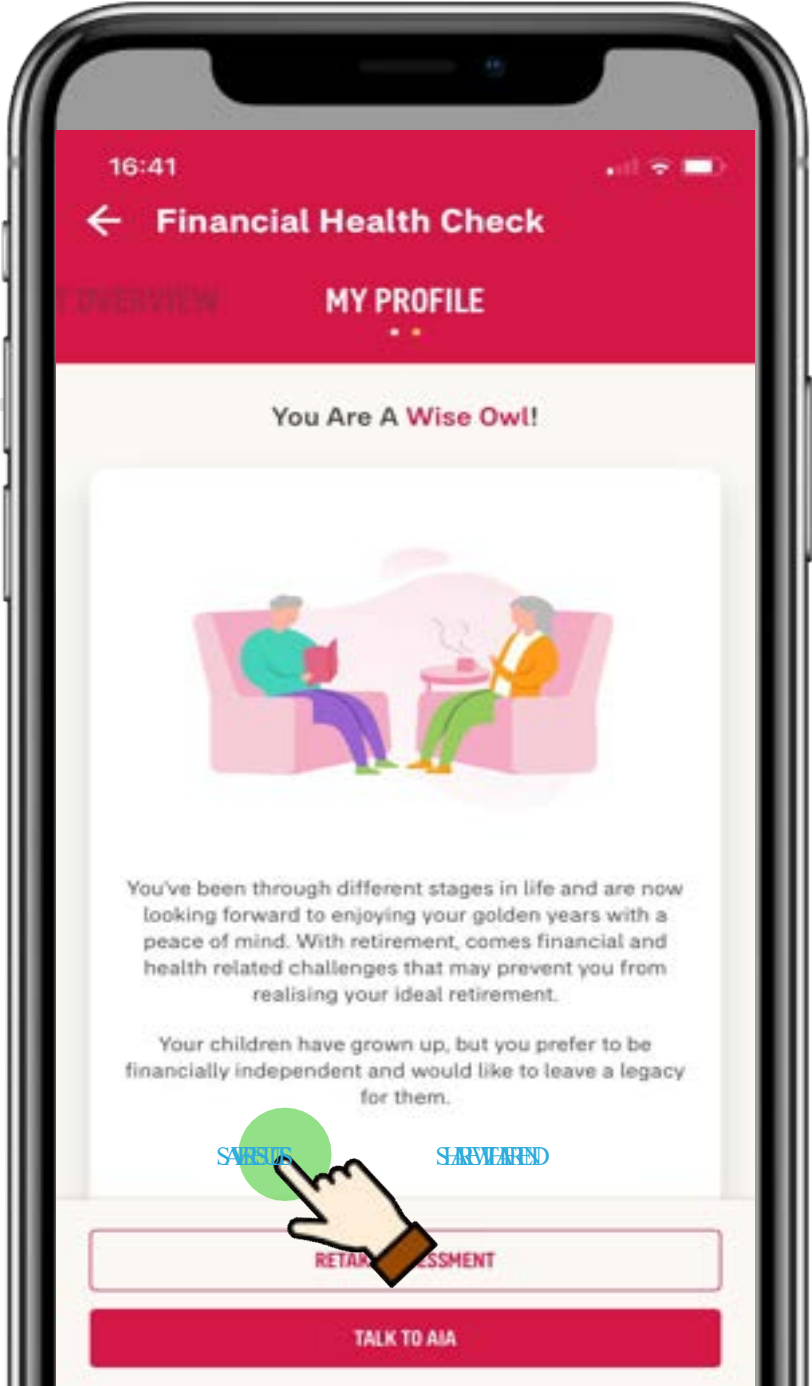


Scroll down and tap **My Profile** to view your life stage profile.

This is Me!

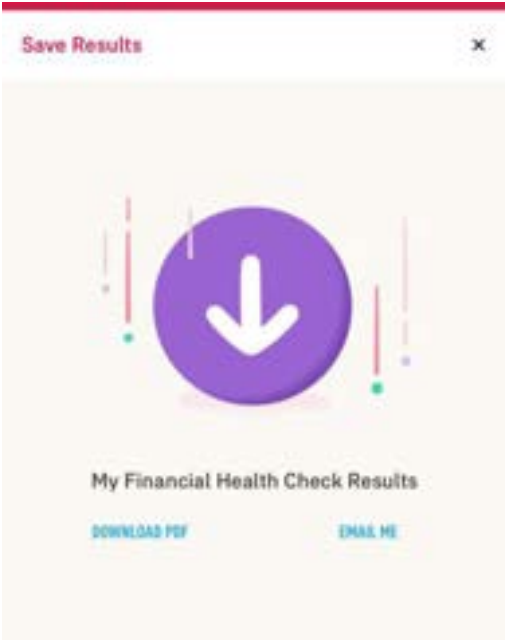


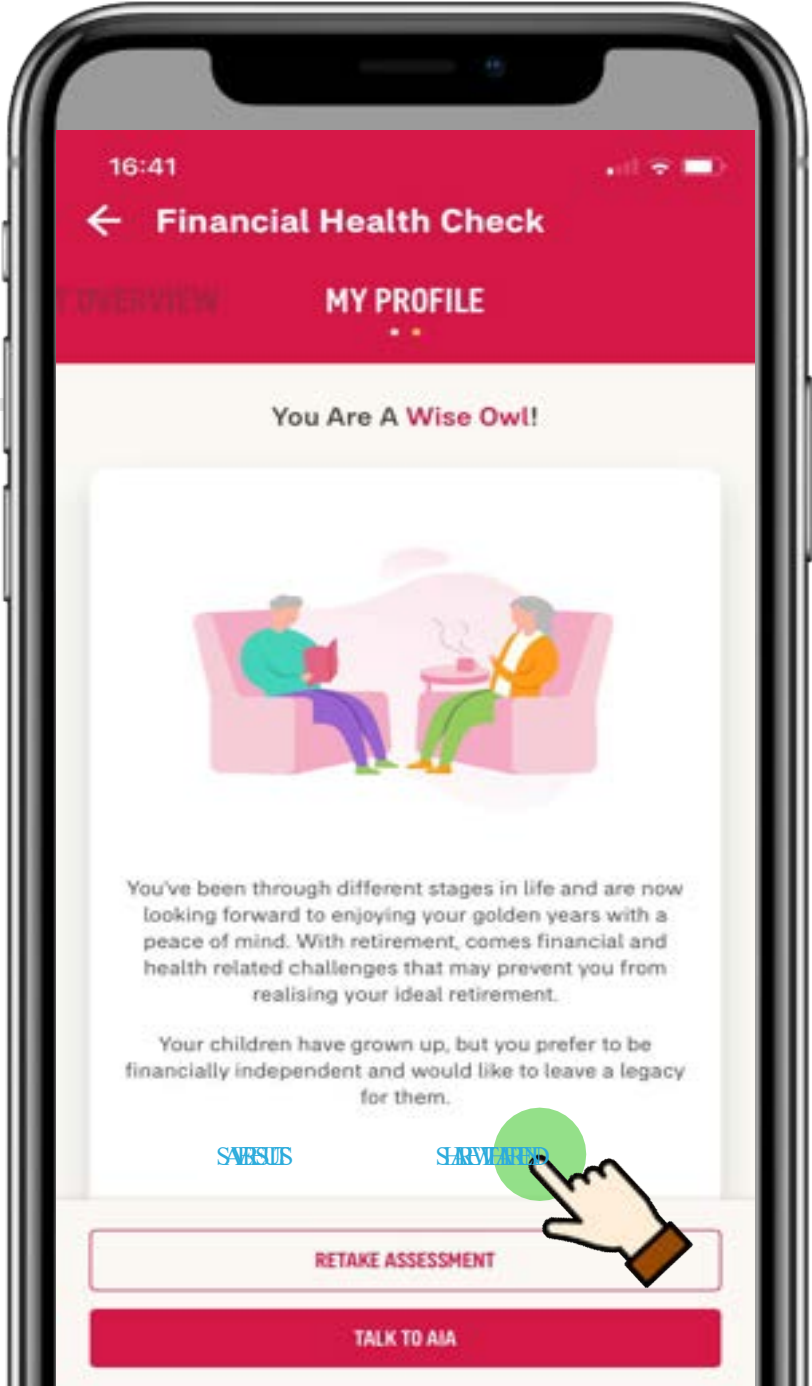
1. Your life stage profile is created based on your demographic (Age, Marital Status and your child's information)
2. To switch view between "My profile" and "Assessment Overview" swipe left / right



How to save my FHC results

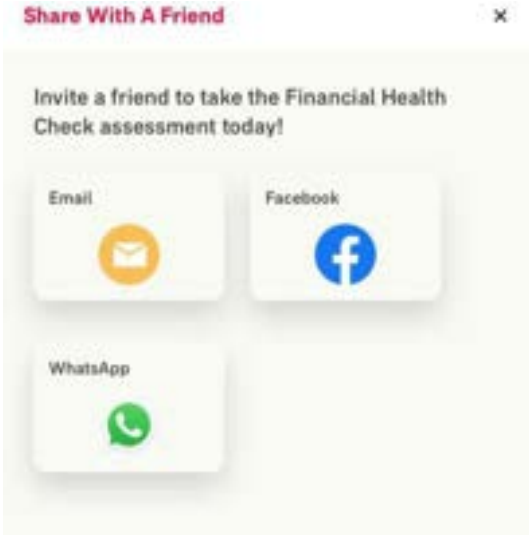
Tap **Save Results** to download the results in PDF or have the results emailed to you





How to share FHC with Friends & Family

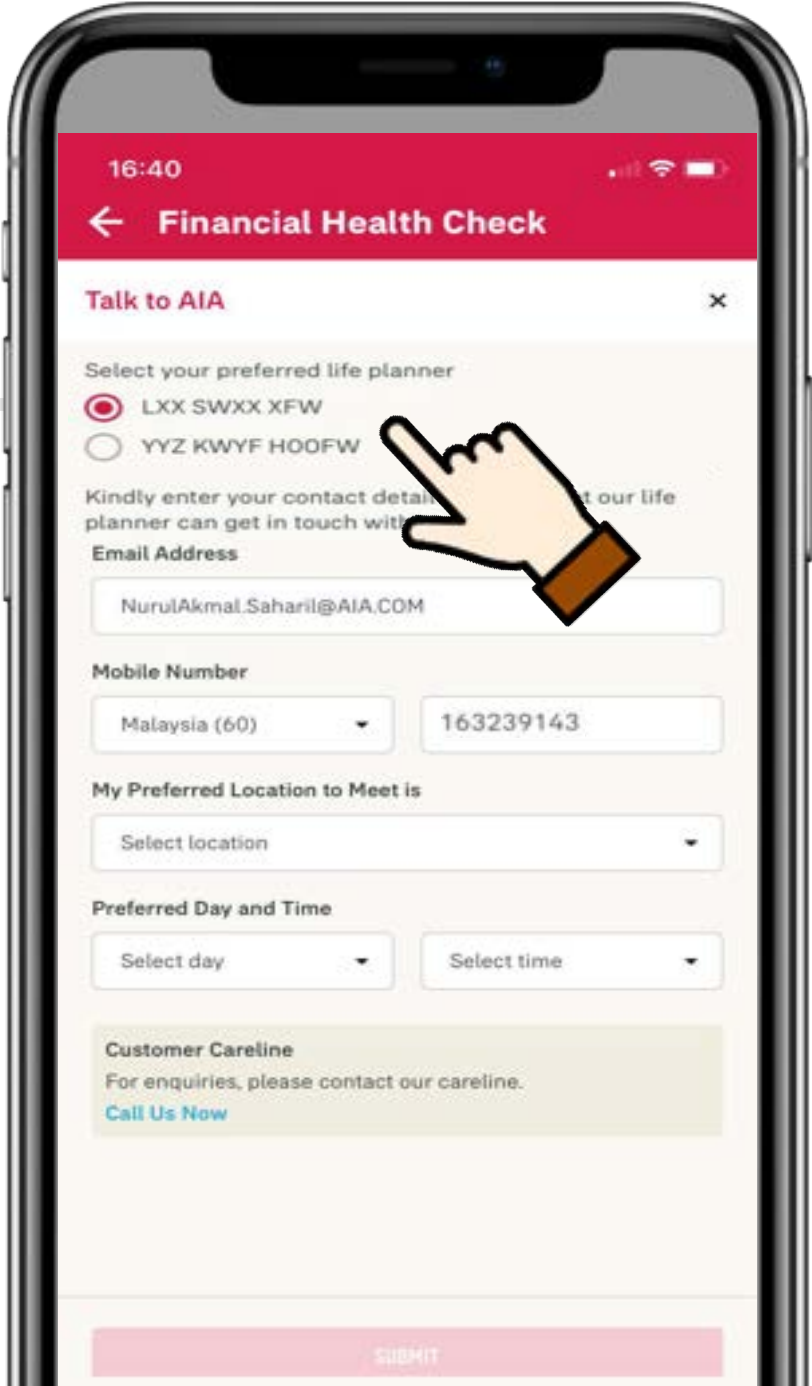
Tap **Share with a friend** to share FHC via Email, Facebook or Whatsapp





I want to talk to AIA
to find out more

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



I want to talk to AIA
to find out more

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

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

16:40

← Financial Health Check

Talk to AIA

Select your preferred life planner

☒ LXX SWXX XFW

☐ YYZ KWYF H00FW

Kindly enter your contact detail below so that our life planner can get in touch with you.

Email Address

NurulAkmal.Saharil@AIA.COM

Mobile Number

Malaysia (60)

16323

My Preferred Location to Meet is

Select location

Preferred Day and Time

Select day

Select time

Customer Careline

For enquiries, please contact our careline.

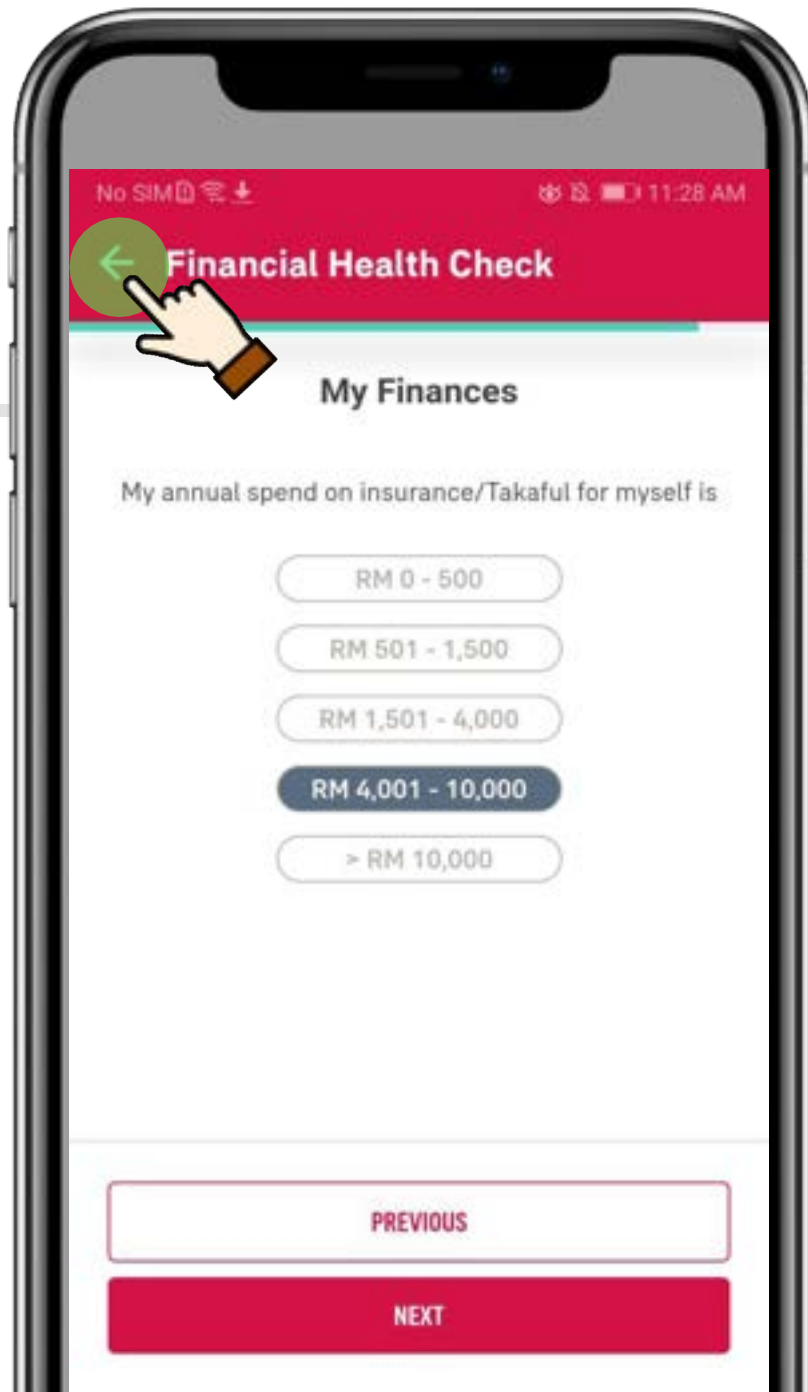
[Call Us Now](#)

SUBMIT

I want to talk to AIA to find out more

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

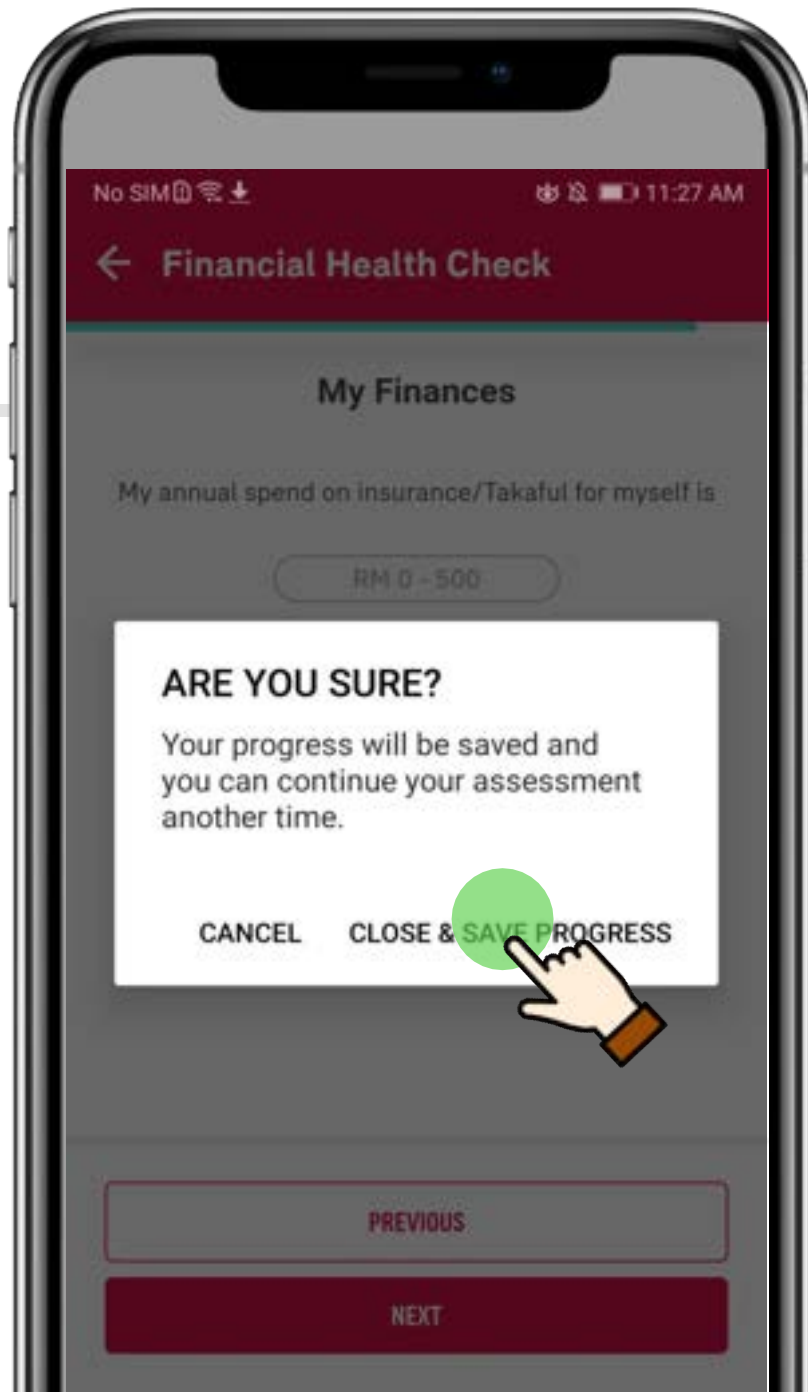
Note: Email address and phone number are pre-populated however, you can still update or change as needed



Can I drop FHC half way

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

Just tap on the back arrow

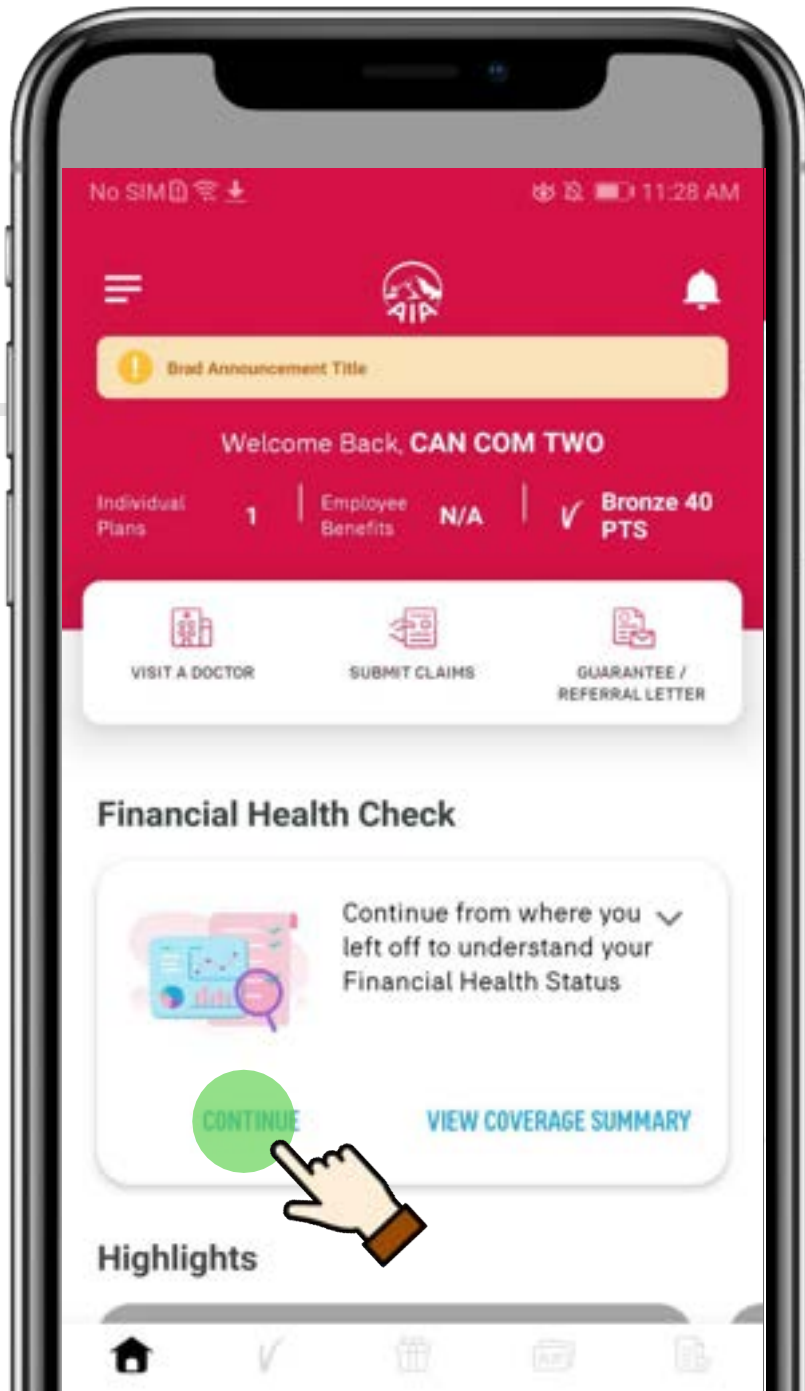


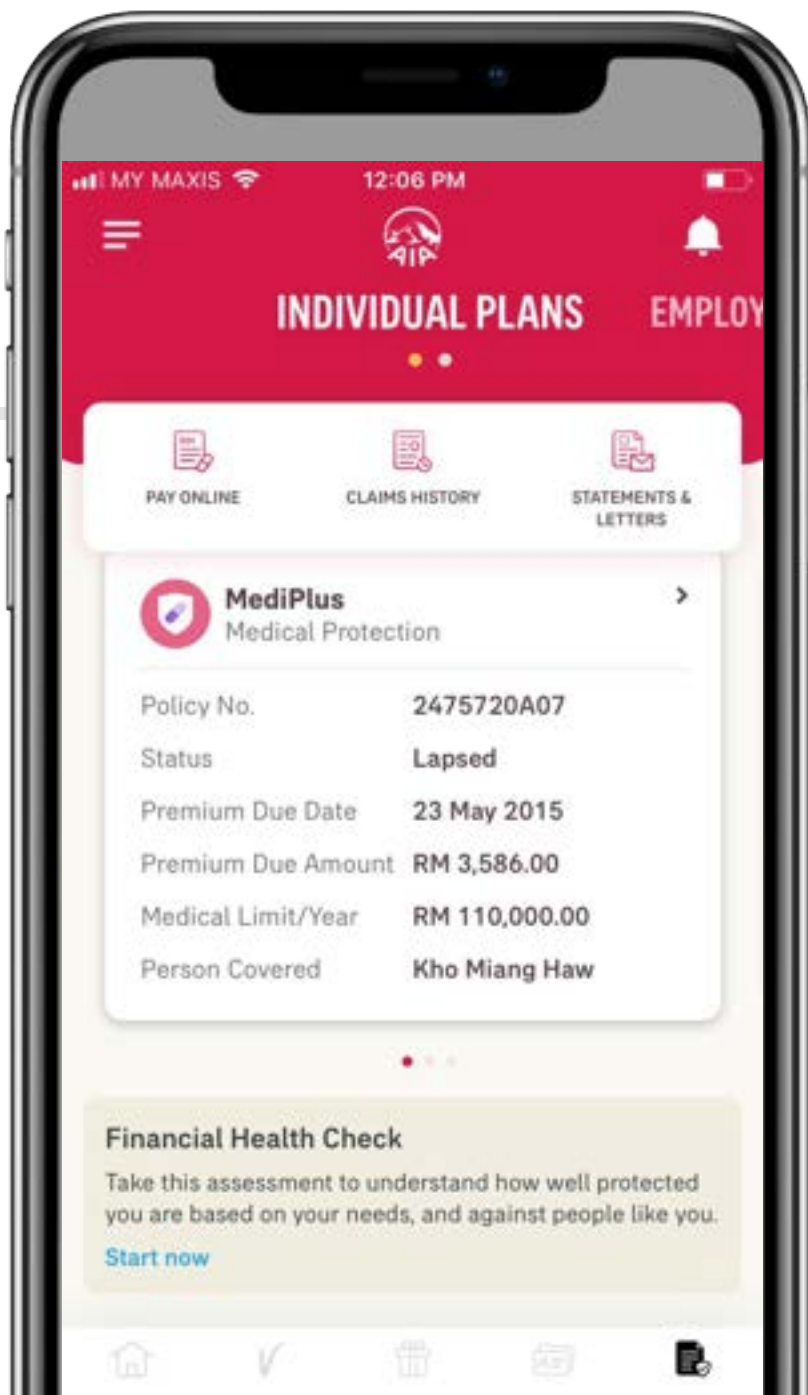
Can I drop FHC half way

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

Can I drop FHC half way

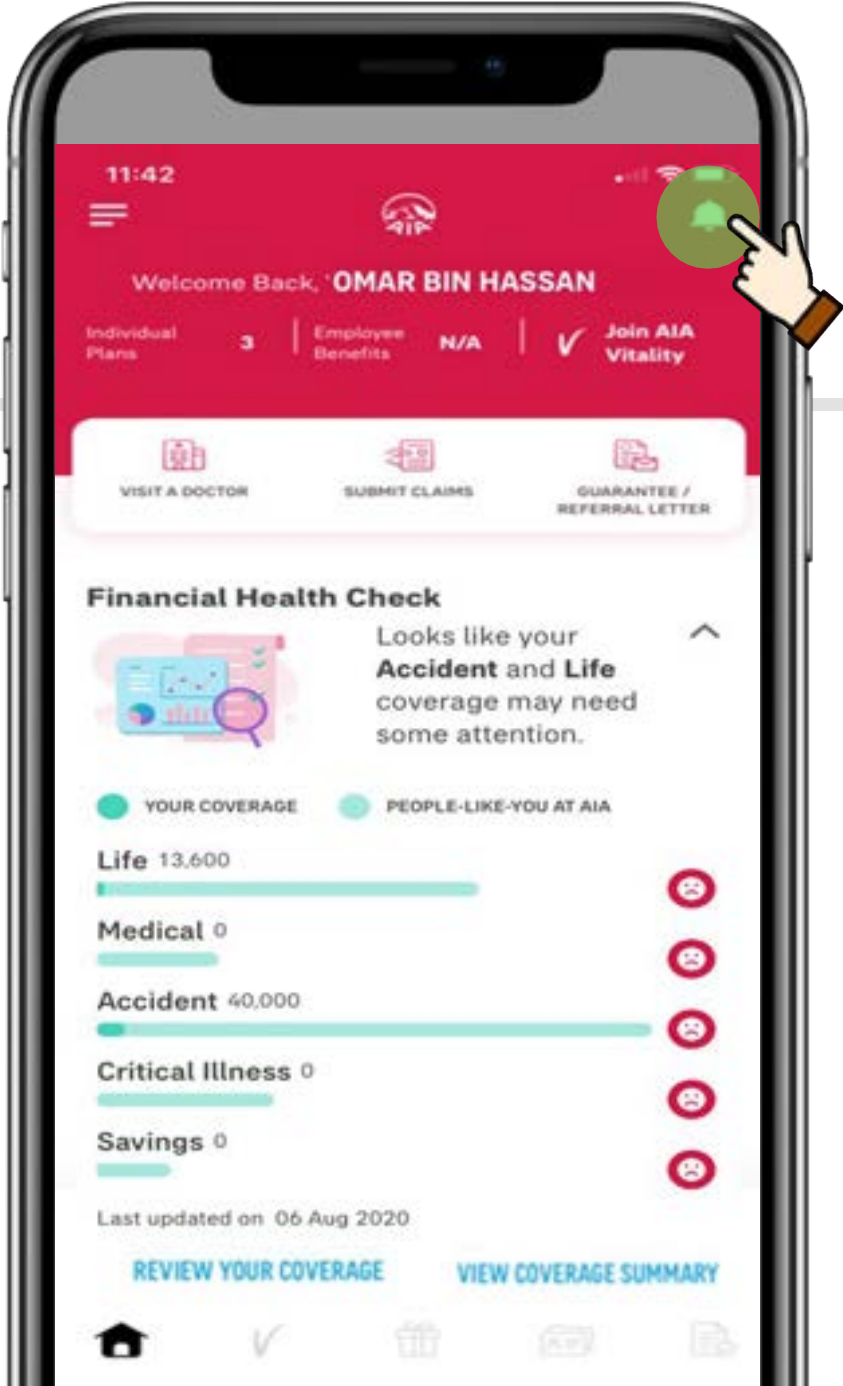
- When you are ready to continue with your FHC assessment, tap CONTINUE to finish off your assessment from where you have stopped





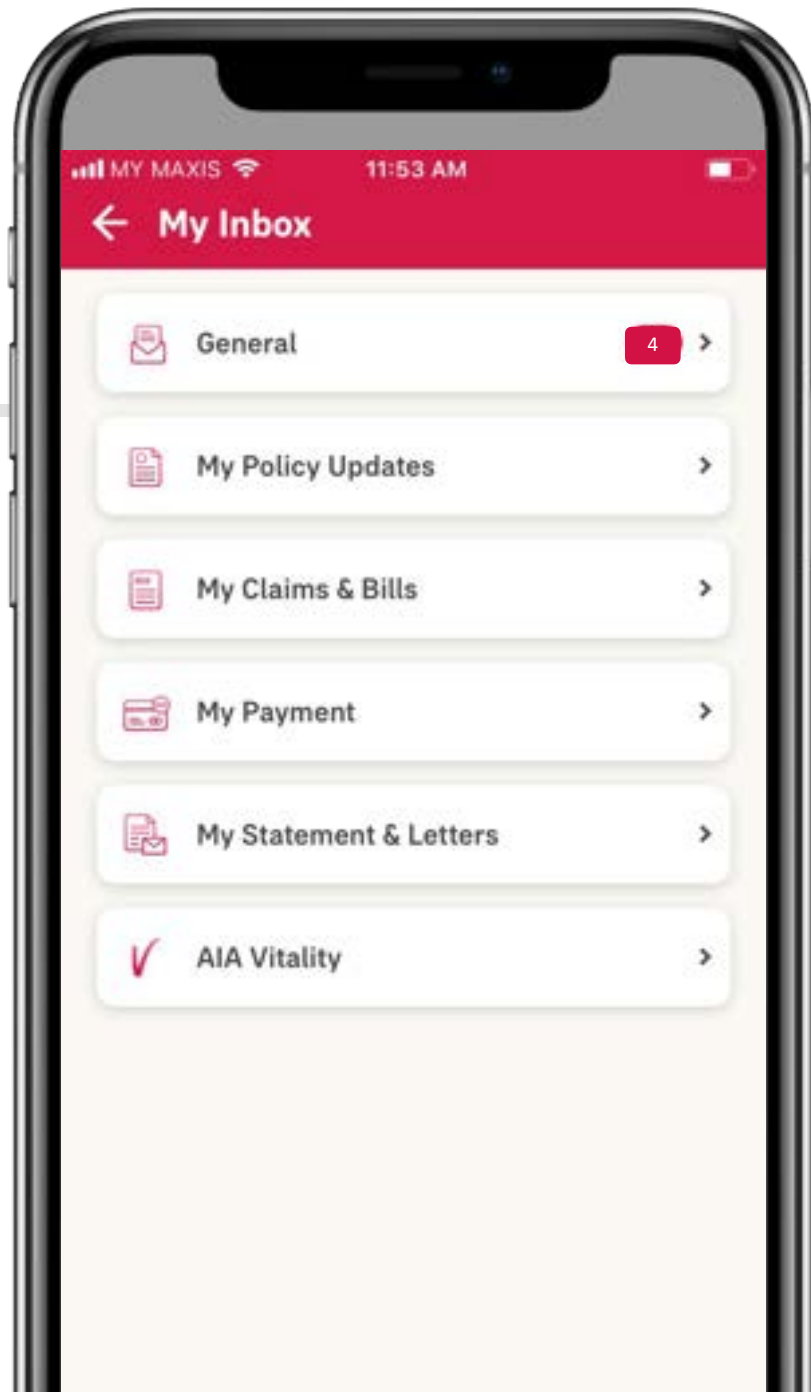
Any other section in the app that I can find FHC

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



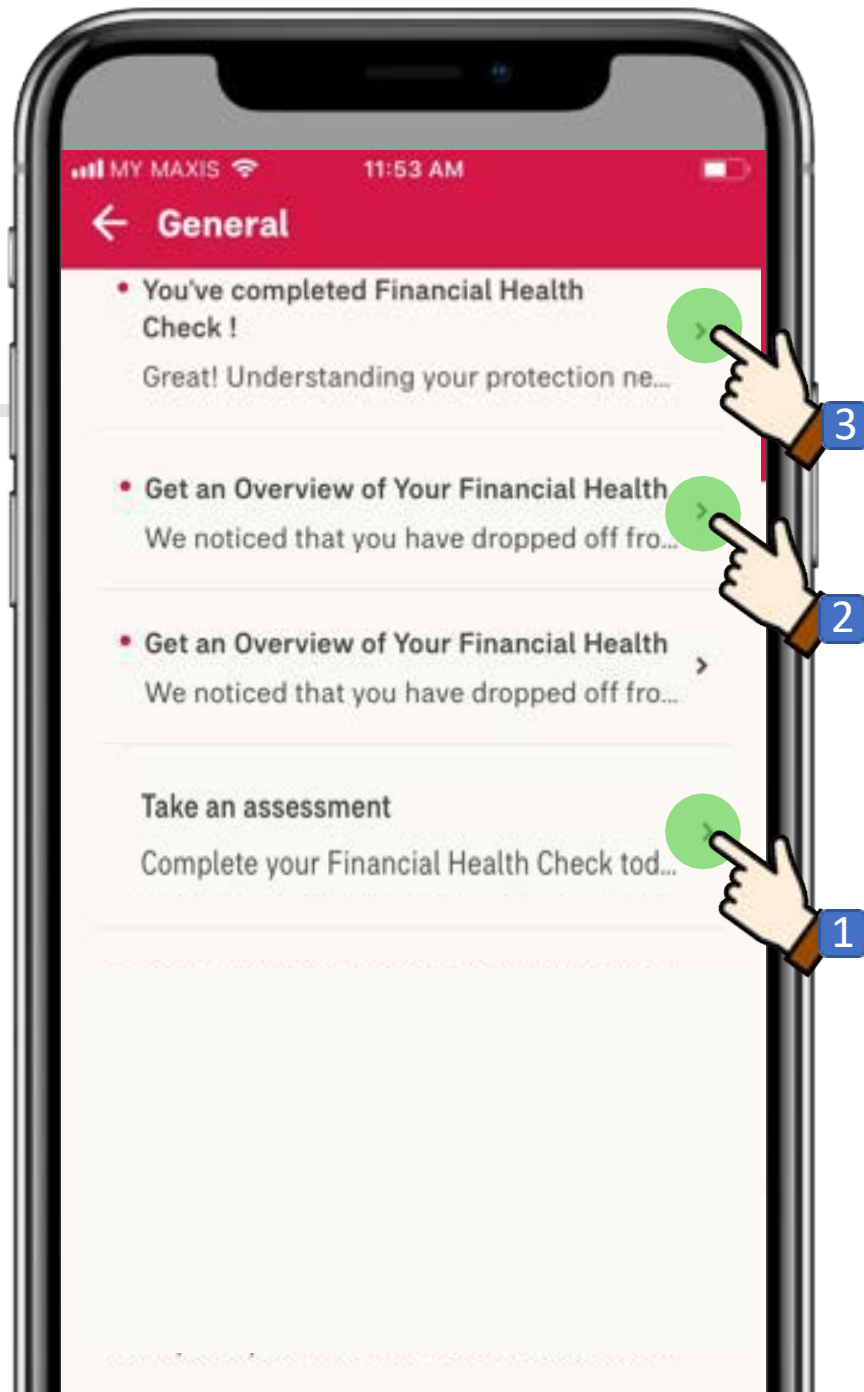
Will I be alerted with
FHC updates in
My Inbox

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



Will I be alerted with
FHC updates in
My Inbox

Go to General to view unread messages



Will I be alerted with FHC updates in My Inbox

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



HEALTHIER, LONGER,
BETTER LIVES

Thank you

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