



HEALTHIER, LONGER,
BETTER LIVES

MY AIA

How to register

Updated in September 2021

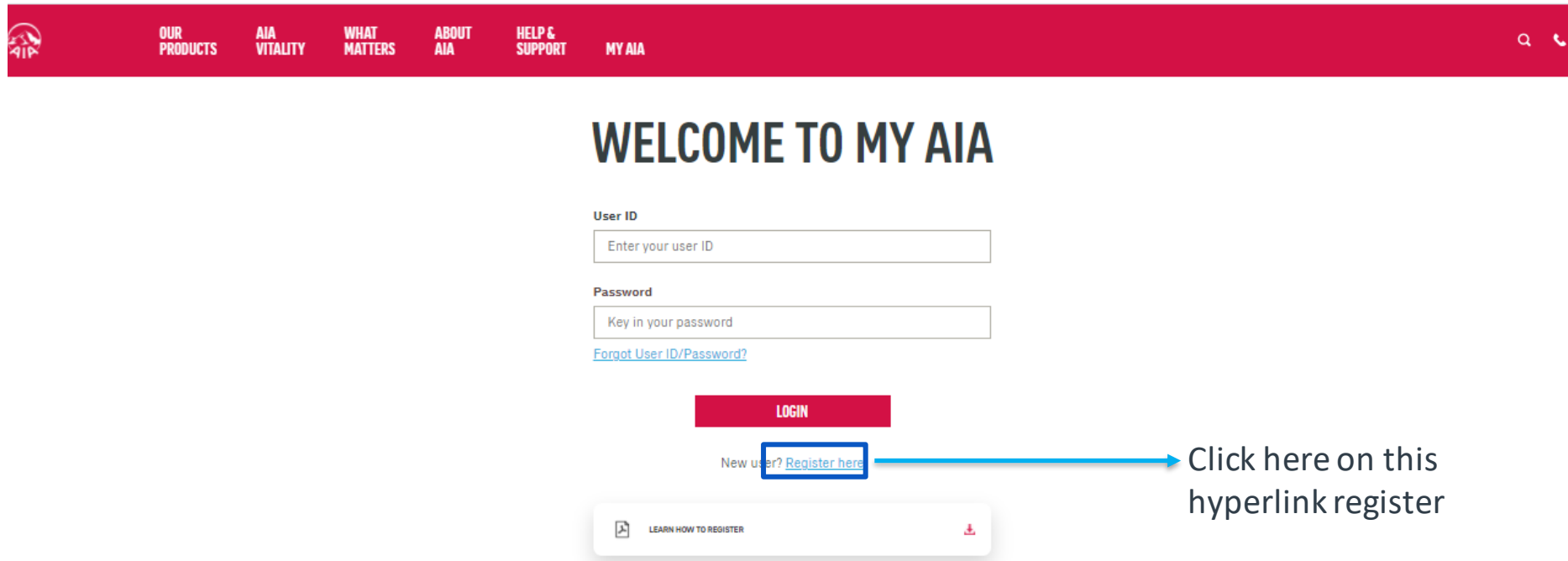
The content of this User Guide will be updated from time to time.

AIA confidential and proprietary information. Not for distribution.



Steps For Registration

Welcome to MY AIA



The screenshot shows the MY AIA login interface. At the top is a red navigation bar with the AIA logo and menu items: OUR PRODUCTS, AIA VITALITY, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. Below the navigation bar, the heading "WELCOME TO MY AIA" is displayed. The login form includes a "User ID" field with the placeholder text "Enter your user ID", a "Password" field with the placeholder text "Key in your password", and a blue hyperlink "Forgot User ID/Password?". A red "LOGIN" button is positioned below the password field. Underneath the login button, the text "New user? Register here" is displayed, with "Register here" enclosed in a blue box. A blue arrow points from this box to the right, towards the text "Click here on this hyperlink register". At the bottom of the form is a white button with a document icon, the text "LEARN HOW TO REGISTER", and a red download icon.

Click here on this hyperlink register

Note

All policy roles (Owner, Insured, Covered Member, Payor) can register as MY AIA user. However, some information / pages are accessible based on policy role(s) of the policy.



Steps For Registration


Step 1. Register for MY AIA



Hi There!

REGISTER FOR MY AIA

Registration is open to AIA Malaysia customers. Enter your information below.

 How to register

Policy / Certificate / Account / Membership number

Policy / Certificate / Account / Membership number

 Need help filling in your Policy/ Certificate/ Account/ Membership Number? Click [here](#).

Identification No. 

<input checked="" type="checkbox"/>	NRIC	COMPANY REG NO.	OTHER
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e.g. 880506013366

NEXT

Already have an account? [Login here](#)

Key in Policy / Certificate / Account / Membership Number

Key in NRIC / Company Reg No / Other – based on policy roles



Steps For Registration

Step 2. Create your My AIA profile

The screenshot shows the AIA website's registration process. At the top, a dark red navigation bar contains the AIA logo and menu items: OUR PRODUCTS, AIA VITALITY, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. Below the navigation bar, a progress indicator shows four steps, with the second step (2) highlighted in blue. The main content area is titled "Next Up! CREATE YOUR USER ID" and includes the instruction: "Use this login information to access My AIA in the future." A summary box displays the user's details: "Register as Individual", "Policy/Certificate/Account/ Membership Number PA000120", and "NRIC no. 950615025992". Below this, three input fields are highlighted with red boxes: "User ID" (with a placeholder "Enter user ID"), "Password" (with a placeholder "Enter password" and a "Show Password" checkbox), and "E-mail address" (with a placeholder "Enter email"). A list of password requirements is provided: "Have at least 9 characters with no space", "Contain uppercase letters (A-Z), lowercase letters (a-z), numbers (0-9) and special characters (eg. !, \$, %, & #, ~, @, /, #, %, ~)", "NOT contain common character sequence (eg. Abc/123)", "NOT contain repeating characters (eg. aaa/111)", and "NOT contain your User ID". At the bottom, there are two checkboxes: "I have read and agree to AIA's [Terms of Use](#)" and "I agree to the [marketing consent statement](#)". Two buttons, "PREVIOUS" and "NEXT", are located at the bottom of the form.

Create your Online Profile and click Next.



Steps For Registration

Step 3. Mobile Number Verification



Almost There...

WE JUST NEED TO MAKE SURE IT'S YOU!

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

+9989XXXX999

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

Please enter the OTP to proceed.

OTP has expired or did not receive one?

[Resend OTP](#) in 00:00

PREVIOUS

NEXT

If the registered mobile number is incorrect, Click on the [here](#) hyperlink to edit your mobile number. (Step 3A)

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

Then, key in OTP.



Steps For Registration

Step 3A. Mobile Number Verification

MOBILE NUMBER VERIFICATION

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

Verification question 1

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

MONTHLY QUARTERLY ONE TIME SEMI ANNUALLY ANNUALLY

Verification question 2

Please provide policy owner's identification number for verification.

Enter answer

PREVIOUS

NEXT

Answer the 2 verification questions correctly:

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

Key in

2. Owner identification number that is required for verification



Steps For Registration


Step 3A. Add Your Mobile Number

ADD YOUR MOBILE NUMBER

Please key in your mobile number.

Mobile Number

Select your country code and key in your mobile number using this format:
e.g. 122799456.

 You are required to declare your tax residency status after adding your mobile number.

PREVIOUS

NEXT

→ Select your country code

→ Key in your mobile number based on policy roles



Steps For Registration

Step 3A. CRS & FATCA Declaration



DECLARATION

1 2 3 4

ARE YOU A U.S. CITIZEN?

The data collected may be transmitted by AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad to Inland Revenue Department tax authority of other jurisdiction(s). You should report all changes in your tax residency status to AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad. If you have any questions about this form or your tax residency status, please speak to your tax advisor or refer to <https://www.aia.com/>

NO YES

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



DECLARATION

1 2 3 4

DO YOU HAVE TAX RESIDENCY IN ANY COUNTRY / COUNTRIES OTHER THAN MALAYSIA OR U.S.?


The data collected may be transmitted by AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad to Inland Revenue Department tax authority of other jurisdiction(s). You should report all changes in your tax residency status to AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad. If you have any questions about this form or your tax residency status, please speak to your tax advisor or refer to <https://www.aia.com/>

NO YES



Steps For Registration

Step 3 Verify Identity



Almost There...

WE JUST NEED TO MAKE SURE IT'S YOU!

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

+9989XXXX999

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

Please enter the OTP to proceed.

OTP has expired or did not receive one?

[Resend OTP](#) in 00:00

PREVIOUS **NEXT**

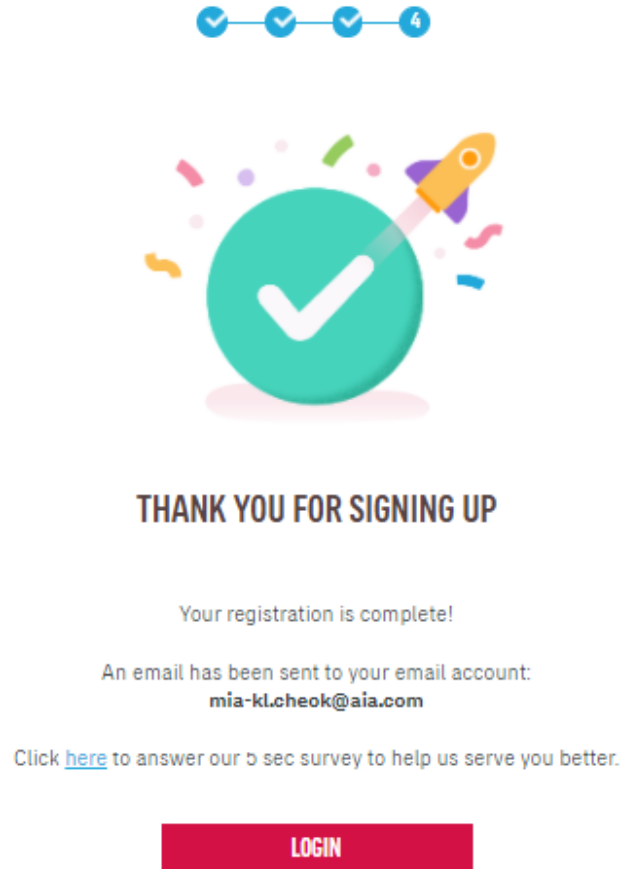
Confirming information.
Verify if the registered mobile number is correct for you to receive the 6-digit verification code. Key in OTP and click Next.

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 4. Confirmation Page



Registration is successful. You can now log in to your account.

You will receive an email on your successful registration.

Steps For First Time Login

Step 1. Login Page

OUR PRODUCTS AIA VITALITY WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

WELCOME TO MY AIA

User ID
Be_27-27

Password

[Forgot User ID/Password?](#)

LOGIN

New user? [Register here](#)

[LEARN HOW TO REGISTER](#)

Enter user id & password, click Login

Note

All policy roles (Owner, Insured, Covered Member, Payor) can register as MY AIA user. However, some information/pages are accessible based on policy role(s) of the policy.



Steps For First Time Login

Step 2. Verify Details



YOUR CONTACT DETAILS


To help us serve you better, kindly verify your contact details below.

Name

Email

Mobile Number

[EDIT MY CONTACT DETAILS](#)

 Kindly note that your email and mobile number will be updated and applied to individual life policies where you are the policy owner.

I have read and agree to My AIA's [Terms of Use](#).

[NEXT](#)

Verify Contact Details

Click here to add/edit if contact details are incorrect and proceed to step 3

If contact details correct, click Next to complete this & progress to the main dashboard



Steps For First Time Login

Step 3. Edit Details

EDIT YOUR CONTACT DETAILS

Name
ARUNN AL SUNTHARALINGAM

Email
hooikwan-hk.wong@aia.com

Mobile Number
Select your country code and key in your mobile number using this format: eg. 122799456.
Malaysia 60 143082782

Kindly note that your email and mobile number will be updated and applied to individual life policies where you are the policy owner.

CANCEL **NEXT**

Enter email & mobile number, then click Next.



Steps For First Time Login

Step 4. CRS & FATCA Declaration

DECLARATION

1 2 3 4

ARE YOU A U.S. CITIZEN?

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NO YES

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

DECLARATION

1 2 3 4

DO YOU HAVE TAX RESIDENCY IN ANY COUNTRY / COUNTRIES OTHER THAN MALAYSIA OR U.S.?

The data collected may be transmitted by AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad to Inland Revenue Department tax authority of other jurisdiction(s). You should report all changes in your tax residency status to AIA Bhd. /AIA PUBLIC Takaful Bhd. /AIA General Berhad. If you have any questions about this form or your tax residency status, please speak to your tax advisor or refer to <https://www.aia.com/>

NO YES



Steps For First Time Login

Step 4. Verify Identity

OUR PRODUCTS AIA VITALITY WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

VERIFICATION

You are required to enter the 6-digit verification code sent to your registered mobile number.

+6014XXXX782

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

***** **VERIFY**

02:52 mins
You can re-send the code after 3 minutes.

I agree to My AIA's [terms of use](#) and [privacy statement](#).

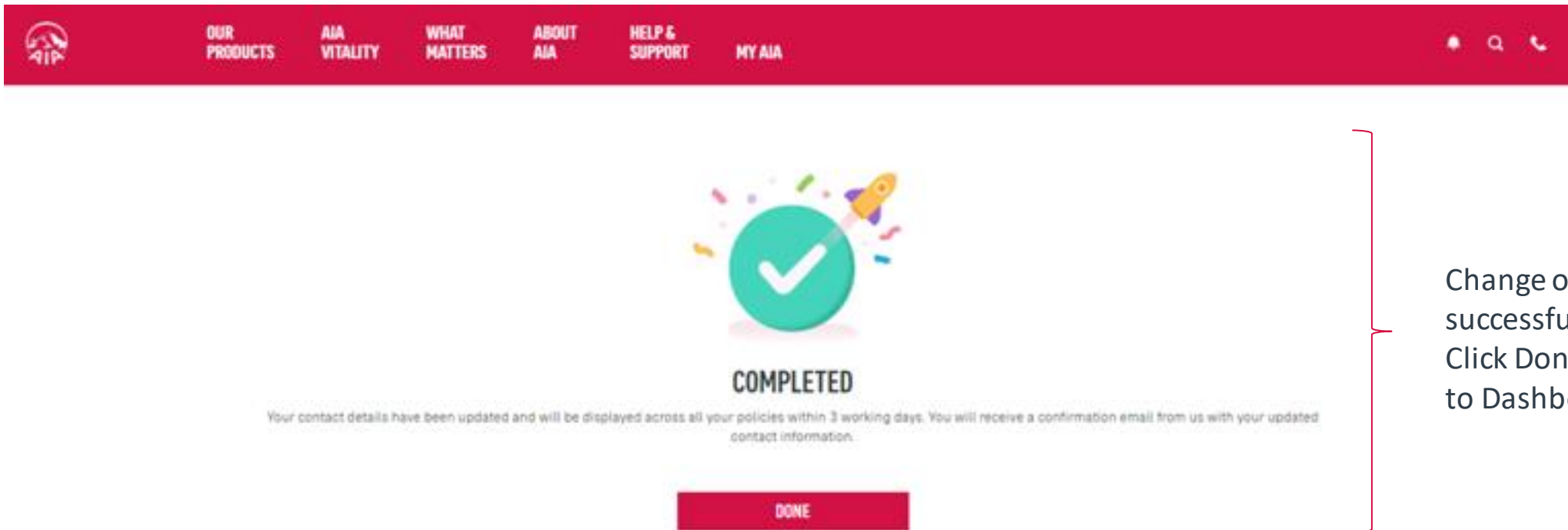
NEXT

Type in OTP, click verify and Next.



Steps For First Time Login

Step 5. Confirmation Page



Change of contact details successful.
Click Done and proceed to Dashboard.

Note:

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

