



HEALTHIER, LONGER,
BETTER LIVES

MY AIA Portal User Guide

Updated in March 2022

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

AIA confidential and proprietary information. Not for distribution.



Section

- 1 **Main Dashboard**
- 2 **Inbox Message**
- 3 **Employee Benefit & Utilisation**
- 4 **Individual Policy Details**
- 5 **Submit Individual Claims**
- 6 **Vitality**
- 7 **Financial Health Check**
- 8 **Panel Locator**









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BETTER LIVES


1

Main Dashboard

- Entry point
- Pre & Post Login Mega Menu
- New interface of Main Dashboard


Entry Point Main Dashboard




[OUR PRODUCTS](#)[WHAT MATTERS](#)[ABOUT AIA](#)[HELP & SUPPORT](#)[MY AIA](#)




MY AIA

Manage your AIA plans, employee benefits, stay healthy with AIA Vitality, and access healthcare services.









CUSTOMER PORTAL

Manage your AIA plans, employee benefits, stay healthy with AIA Vitality, and access healthcare services.

[REGISTER ▶](#)[LOGIN ▶](#)



Register if you are new to the My AIA portal / **Login** if you are an existing My AIA User




CORPORATE PORTAL

For HR personnel and Intermediaries to manage the company's employee benefits portfolio effectively.

[LOGIN ▶](#)



Main Dashboard – Post Login Mega Menu






OUR PRODUCTS

WHAT MATTERS

ABOUT AIA

HELP & SUPPORT

MY AIA




WELCOME MEDICONNECT TESTING EMPLOYEE ONE

Access your policy information and perform your service transactions here.

MAIN DASHBOARD


LOG OUT ▶

Click to go to the dashboard




PAY ONLINE

Make one-off premium/contribution payments.




MY PLANS & CLAIMS

Access your policy and claim information.



AIA VITALITY

Check your AIA Vitality Points and Status, learn how to earn more points, view our partner's benefits, and more.



MY REWARDS

Claim and learn more about AIA Vitality and other rewards offered especially for you.

NEW Quick links for AIA Vitality & My Rewards

MY PROFILE ▶

STATEMENTS & LETTERS ▶

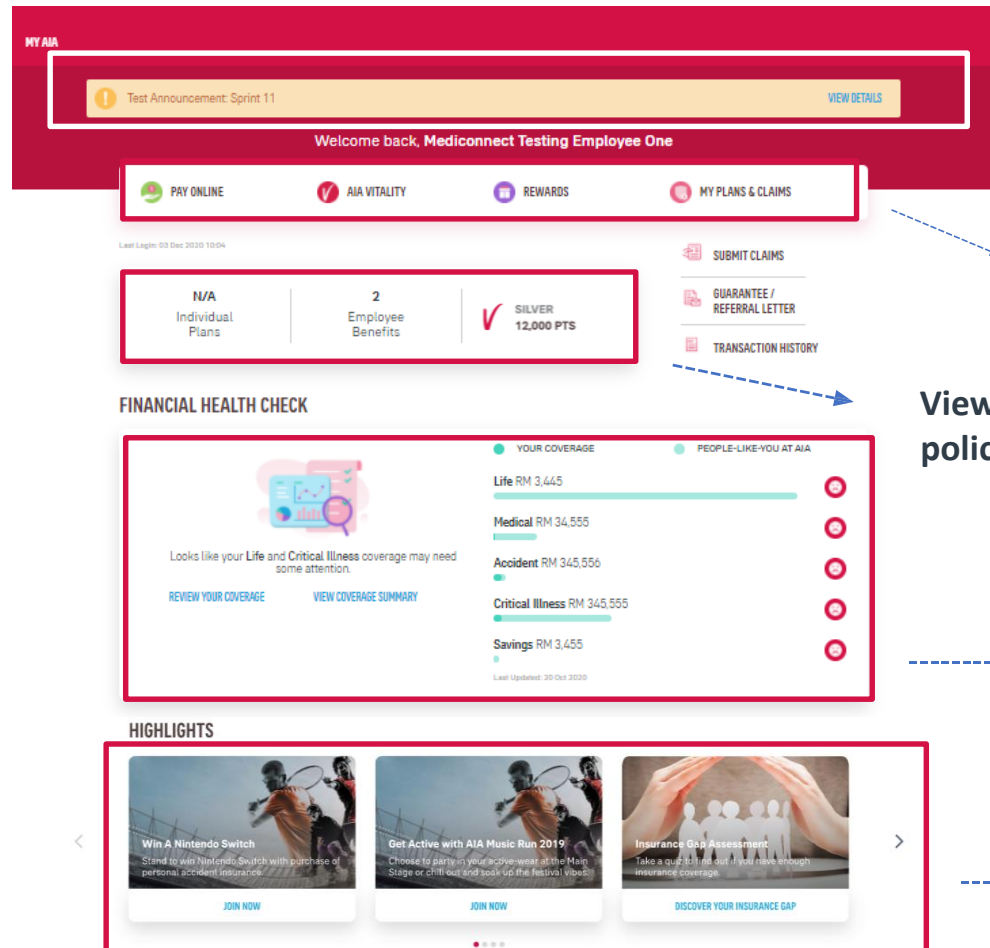
DIRECTORIES & GUIDES ▶

ABOUT MY AIA CUSTOMER APP ▶

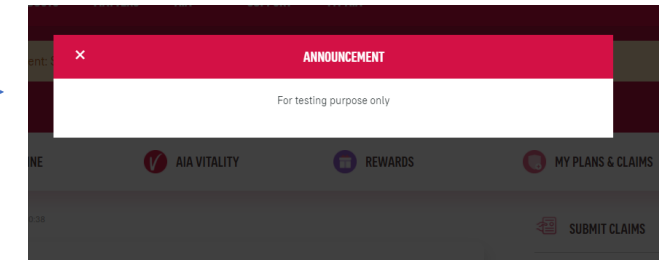
5

AIA confidential and proprietary information. Not for distribution.

Main Dashboard – Post Login



Announcement section,
Tap “VIEW DETAILS” to
view the announcement
details



Quick links to different
module page

View your policy number (in forced
policies only) and Vitality point status

Financial Health Check
Result Summary

This section highlights the
latest news, customer
campaigns, articles etc



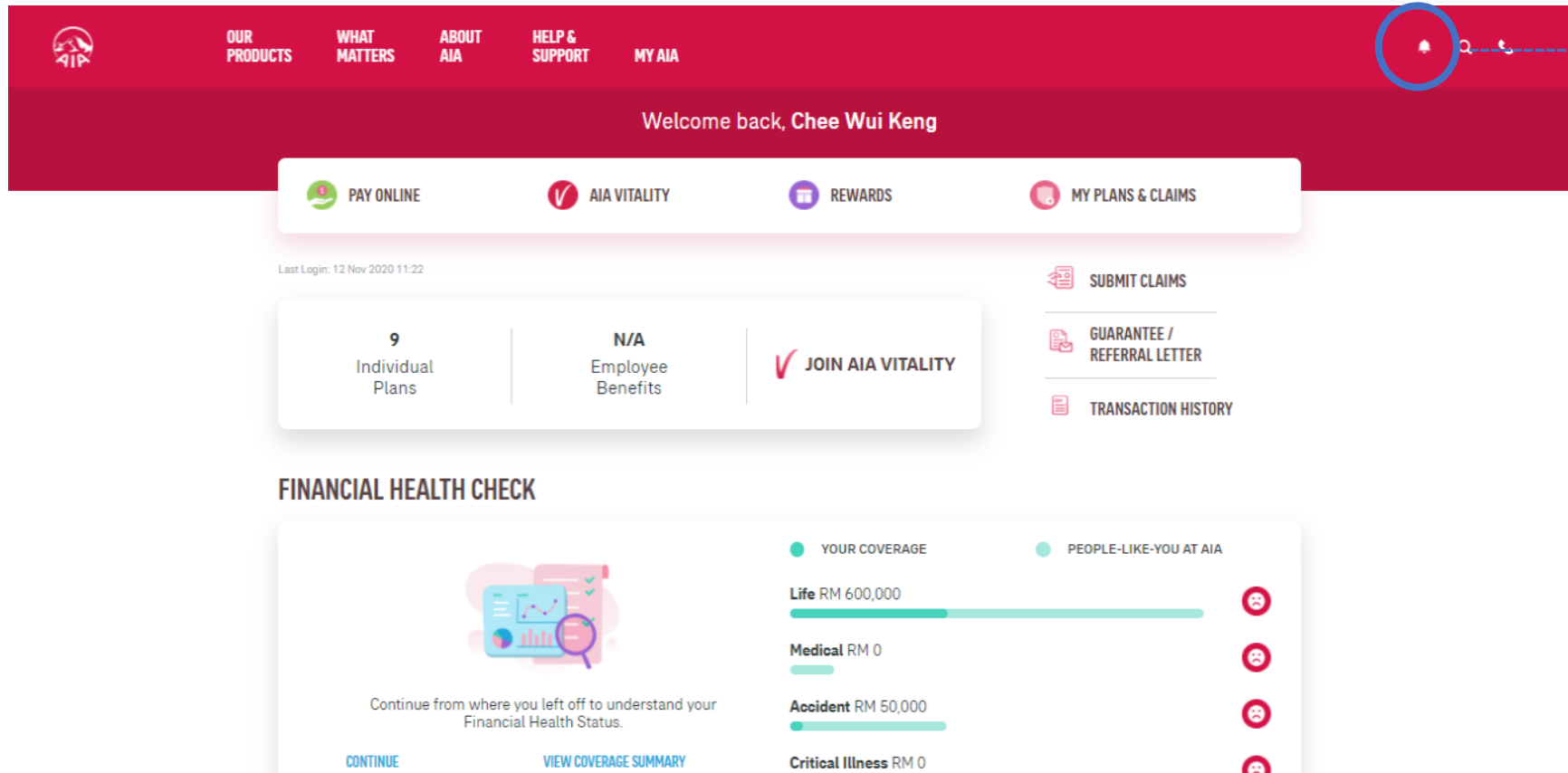
HEALTHIER, LONGER,
BETTER LIVES

2

Inbox Message

- Entry point
- Steps to view inbox messages

Entry Point Inbox Messages



The screenshot shows the AIA mobile app interface. At the top, a red navigation bar contains the AIA logo and menu items: OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. A bell icon for notifications is circled in blue in the top right corner. A dashed blue arrow points from the bell icon to the text "Tap on the bell icon to view inbox". Below the navigation bar, a white banner displays "Welcome back, Chee Wui Keng". Underneath, a row of four white buttons with red icons is shown: PAY ONLINE, AIA VITALITY, REWARDS, and MY PLANS & CLAIMS. Below this, a white box contains the text "Last Login: 12 Nov 2020 11:22". To the right of this box, a list of links with red icons is visible: SUBMIT CLAIMS, GUARANTEE / REFERRAL LETTER, and TRANSACTION HISTORY. In the center, a white box displays "9 Individual Plans", "N/A Employee Benefits", and a red "JOIN AIA VITALITY" button. Below this, a section titled "FINANCIAL HEALTH CHECK" features a graphic of a magnifying glass over a document. To the right of the graphic, a table compares "YOUR COVERAGE" with "PEOPLE-LIKE-YOU AT AIA". The table has four rows: Life (RM 600,000), Medical (RM 0), Accident (RM 50,000), and Critical Illness (RM 0). Each row shows a progress bar and a red sad face icon.

OUR PRODUCTS WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

Welcome back, Chee Wui Keng

PAY ONLINE AIA VITALITY REWARDS MY PLANS & CLAIMS

Last Login: 12 Nov 2020 11:22

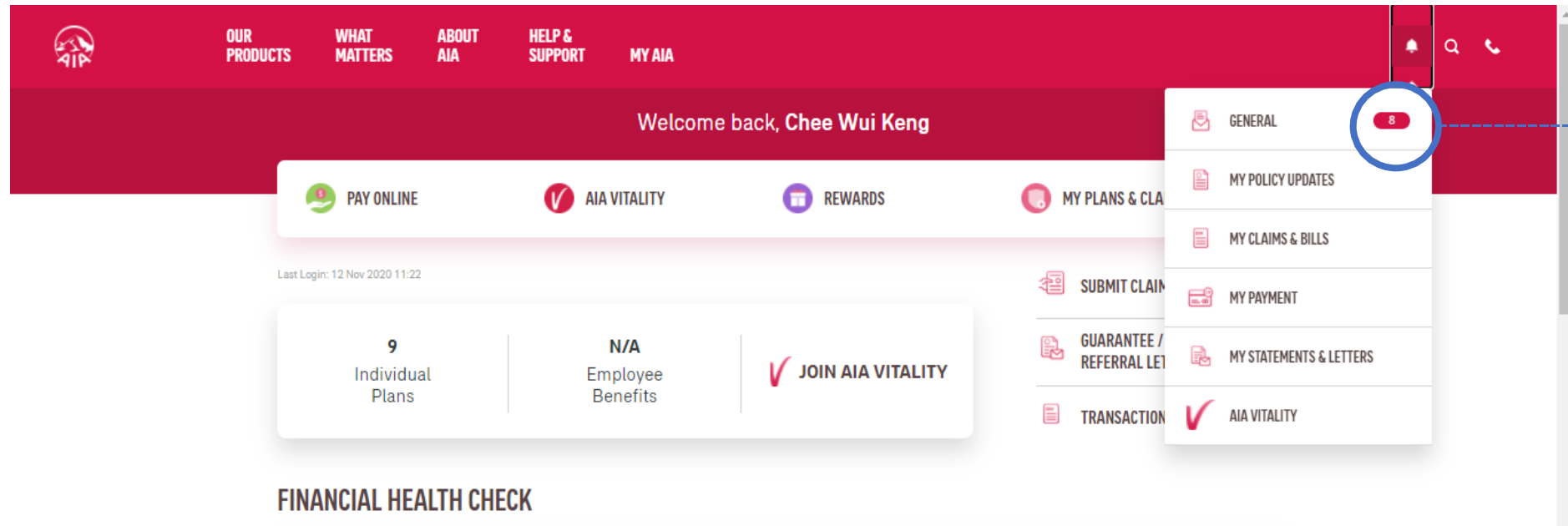
9 Individual Plans N/A Employee Benefits JOIN AIA VITALITY

SUBMIT CLAIMS GUARANTEE / REFERRAL LETTER TRANSACTION HISTORY

FINANCIAL HEALTH CHECK

YOUR COVERAGE	PEOPLE-LIKE-YOU AT AIA
Life RM 600,000	
Medical RM 0	
Accident RM 50,000	
Critical Illness RM 0	

View Inbox Messages



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



View Inbox Messages

OUR PRODUCTSWHAT MATTERSABOUT AIAHELP & SUPPORTMY AIA

GENERAL

New Message Indicator This indicates new/unread messages you have in each message category

1-5 of 121Of 3

NEW

You've completed the Financial Health Check!

Great! Understanding your protection needs is the first step to ensuring you are adequately covered. For more details, we recommend that you review your results with your Life Planner and retake th...

Take an assessment

Complete your Financial Health Check today and find out how much coverage you need.

NEW

You've completed the Financial Health Check!

Great! Understanding your protection needs is the first step to ensuring you are adequately covered. For more details, we recommend that you review your results with your Life Planner and retake th...

>

>

>

Click to view message details



View Message Details

× CLOSE

REMOVE

06 Nov 2020 | 02:48PM

You've completed the Financial Health Check!



Great! Understanding your protection needs is the first step to ensuring you are adequately covered. For more details, we recommend that you review your results with your Life Planner and retake the Financial Health Check assessment whenever you achieve another milestone in life to ensure your protection needs are met. Due to overwhelming response, our 10,000 vouchers have been fully redeemed. But we still have something special for you! Every 5th customer who completes the assessment will be rewarded with a RM10 TnG e-Wallet credit. We are now validating your eligibility for the reward. Once it is confirmed, you will be notified within 5 days via a MyAIA App Notification.

VIEW MESSAGES DETAILS – FOR APP ONLY PAGES

← DASHBOARD

ALL YOUR WELL BEING NEEDS, ALL IN ONE APP

Life Lagi Better with the new My AIA app. Download the new My AIA app to manage all your well being needs with a touch of a button.



Prompt to download My AIA App to access App Only Module

Example: AIA Vitality Rewards, E-Cards Listing page etc. (Refer slide.10 for details)



HEALTHIER, LONGER,
BETTER LIVES

3

Customer Portal: Employee Benefits

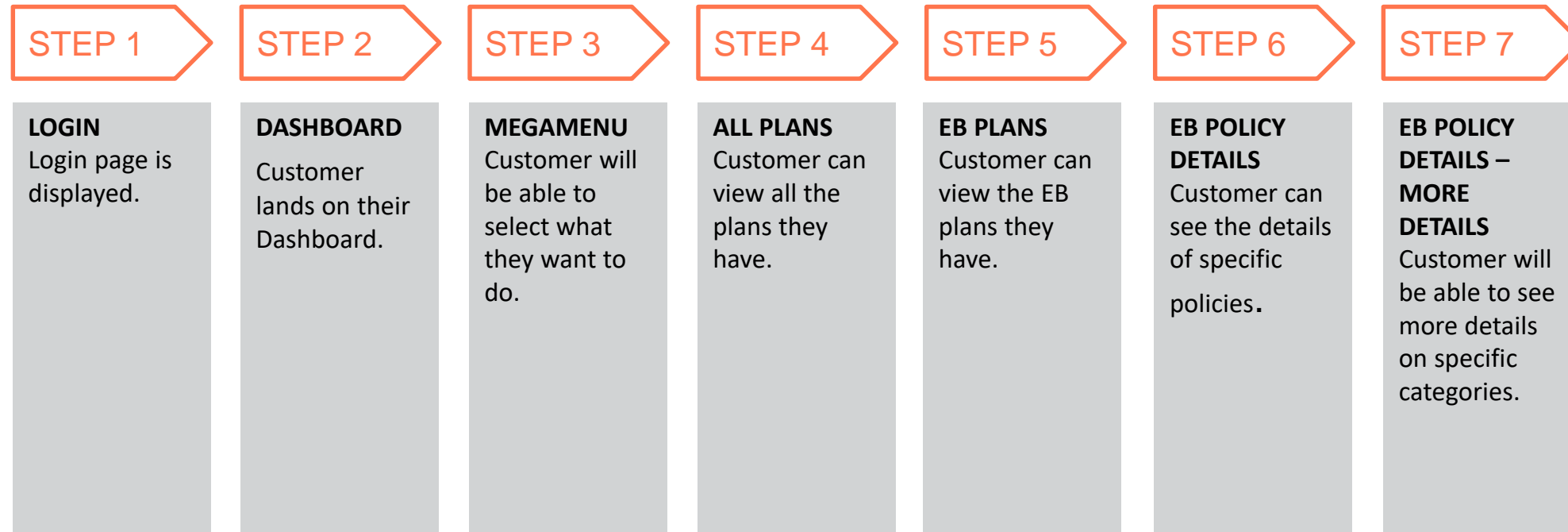
- Steps to view policy details

Introduction

For customers' convenience, they can choose to view the details of their Employee Benefits online by following the simple steps as explained below.




Page Flow




Step 1: Login



Employee benefits, vitality, and access






CUSTOMER PORTAL

Manage your AIA plans, employee benefits, stay healthy with AIA Vitality, and access healthcare services.

REGISTER ▶

LOGIN ▶



WELCOME TO MY AIA

User ID

→ **Enter User ID**

Password

→ **Enter password**

[Forgot User ID/Password?](#)

LOGIN


 → **Click Login**

New user? [Register here](#)







Step 2: View Dashboard







[OUR PRODUCTS](#)[WHAT MATTERS](#)[ABOUT AIA](#)[HELP & SUPPORT](#)[MY AIA](#)





ATTENTION: Mandatory App Update By 15 Feb 2021[VIEW DETAILS](#)

Welcome back, Myaia Testing One

PAY ONLINE

AIA VITALITY


REWARDS


MY PLANS & CLAIMS


Last Login: 25 Jan 2021 06:05


3
Individual Plans

1
Employee Benefits

GOLD
5460 PTS

SUBMIT CLAIMS

GUARANTEE /
REFERRAL LETTER

TRANSACTION HISTORY


FINANCIAL HEALTH CHECK

Click My Plans & Claims






Step 3: View Mega Menu





[OUR PRODUCTS](#)[AIA VITALITY](#)[WHAT MATTERS](#)[ABOUT AIA](#)[HELP & SUPPORT](#)[MY AIA](#)




WELCOME MYAIA TESTING ONE


Access your policy information and perform your service transactions here.

MAIN DASHBOARD


[LOG OUT](#)

**PAY ONLINE**


Make one-off premium/contribution payments.

**MY PLANS & CLAIMS**

Access your policy and claim information.

**AIA VITALITY**

Check your AIA Vitality Points and Status, learn how to earn more points, view our partner's benefits, and more.

**MY REWARDS**

Claim and learn more about AIA Vitality and other rewards offered especially for you.

Click My Plans & Claims

MY PROFILE

STATEMENTS & LETTERS

DIRECTORIES & GUIDES

ABOUT MY AIA CUSTOMER APP


FINANCIAL HEALTH CHECK

☒ FINANCIAL HEALTH COVERAGE




17 AIA

Step 4: View All Plans





[OUR PRODUCTS](#)[AIA VITALITY](#)[WHAT MATTERS](#)[ABOUT AIA](#)[HELP & SUPPORT](#)[MY AIA](#)



[← DASHBOARD](#)

MY PLANS & CLAIMS

INDIVIDUAL PLANS (0)


EMPLOYEE BENEFITS (2)

Select Employee Benefits

SUBMIT CLAIMS


CLAIMS HISTORY

STATEMENTS & LETTERS



EMPLOYEE BENEFITS POLICY
EBP

Policy No.: 20004268




PREFERRED CARE POLICY
PCP

Policy No.: 30002496

VIEW ALL

Select View All



Step 5: View EB Plans





[OUR PRODUCTS](#)[AIA VITALITY](#)[WHAT MATTERS](#)[ABOUT AIA](#)[HELP & SUPPORT](#)[MY AIA](#)



[× CLOSE](#)

VIEW ALL POLICIES



EMPLOYEE BENEFITS POLICY
EBP

Policy No.: 20004268
Policy Owner: MYAIA TESTING ONE
Company Name: MYAIA-PUSH NOTIFICATIONS TESTING
Staff/Employee No.: N/A
Company Effective Date: 01 Jan 2021



PREFERRED CARE POLICY
PCP


Policy No.: 30002496
Policy Owner: MYAIA TESTING ONE
Company Name: MYAIA-PUSH NOTIFICATIONS TESTING
Staff/Employee No.: N/A
Company Effective Date: 01 Jan 2021

**Select the Policy to view**



Step 6: View EB Policy Details






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

⬅ MY PLANS - EMPLOYEE

🔔 🔍 📞

POLICY DETAILS



PREFERRED CARE POLICY
PCP

Person Covered
MYAIA TESTING ONE

Policy No.
30002496

Policy Effective Date
01 Jan 2021

Staff/Employee No.
N/A

Company Name
MYAIA-PUSH NOTIFICATIONS TESTING

WHO IS COVERED IN MY POLICY

EMPLOYEE DETAILS

MYAIA TESTING ONE
EMPLOYEE

Identification No.
760813101122

Date of Birth
13 AUG 1976

VIEW DETAILS >

Select View Details



Step 7: View EB Policy Details ~ More Details



MYAIA TESTING ONE

EMPLOYEE



Select Benefit to View Details

Individual Limit For
RM 800 /YEAR

Total Amount Used
RM 0.00 USED
[VIEW DETAILS >](#)

Applicable To
EMPLOYEE

BENEFIT DETAILS

All the benefit covered for Dental Benefit, subject to the balance of your Coverage Amount.

Additional Tooth Extracted

Covered as per policy terms and conditions.

Complex Treatment

Covered as per policy terms and conditions.

Crown/ Cap

Covered as per policy terms and conditions.

Dental Consultation





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5

Individual Policy Details

- Steps for Registration
- Steps For First Time Login
- Main Dashboard
- View Policy Details
- Auto Debit
- Online Payment
- Change Payment Cycle
- Change Contact Details

Steps For Registration

Welcome to MY AIA

WELCOME TO MY AIA

User ID
Enter your user ID

Password
Key in your password

[Forgot User ID/Password?](#)

LOGIN

New user? [Register here](#)

LEARN HOW TO REGISTER

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

1

2

3

4

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

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

Identification No. **i**

✓	NRIC	COMPANY REG NO.	OTHER
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e.g. 880506013366

NEXT

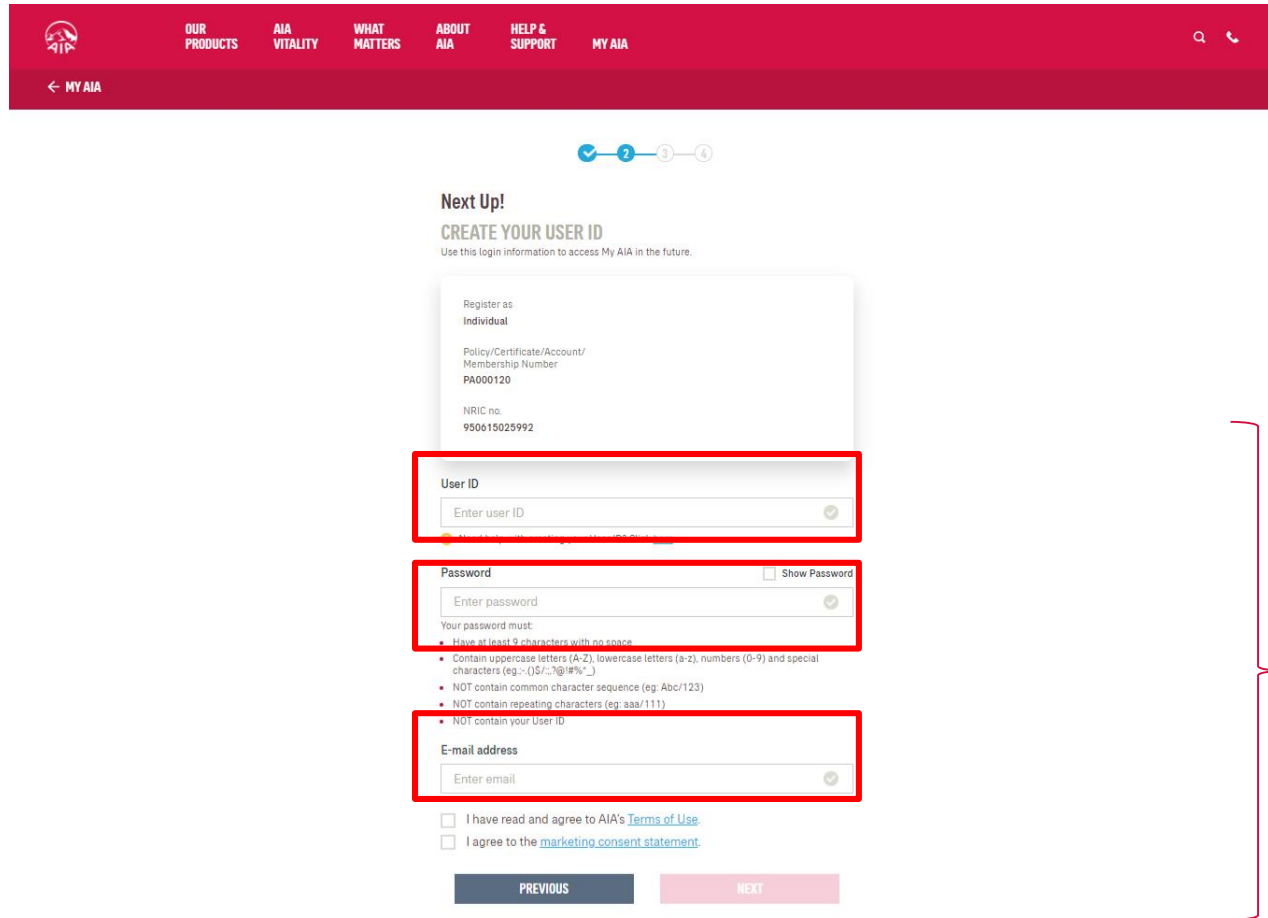
Already have an account? [Login here](#)

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 is a red navigation bar with the AIA logo and links for 'OUR PRODUCTS', 'AIA VITALITY', 'WHAT MATTERS', 'ABOUT AIA', 'HELP & SUPPORT', and 'MY AIA'. Below this is a dark red bar with a back arrow and 'MY AIA' text. The main content area has a progress indicator with four steps, where step 2 is active. The heading 'Next Up!' is followed by 'CREATE YOUR USER ID' and a subtext 'Use this login information to access My AIA in the future.' The registration form is divided into two sections. The first section, 'Register as Individual', shows pre-filled information: 'Policy/Certificate/Account/ Membership Number PA000120' and 'NRIC no. 950615025992'. The second section contains three input fields, each with a red border: 'User ID' (placeholder 'Enter user ID'), 'Password' (placeholder 'Enter password', with a 'Show Password' toggle), and 'E-mail address' (placeholder 'Enter email'). Below these fields are two checkboxes for terms and conditions, and 'PREVIOUS' and 'NEXT' buttons at the bottom.

Next Up!

CREATE YOUR USER ID

Use this login information to access My AIA in the future.

Register as
Individual

Policy/Certificate/Account/
Membership Number
PA000120

NRIC no.
950615025992

User ID

Enter user ID

Password ☐ Show Password

Enter password

Your password must:

- Have at least 8 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)
- NOT contain your User ID

E-mail address

Enter email

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

☐ I agree to the [marketing consent statement](#).

PREVIOUS NEXT

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.

+6010XXXX689

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

Please enter the OTP to proceed.

Enter OTP

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.

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.

Malaysia (60)

Eg. 123456789

 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

The screenshot shows a red header bar with a close button (X) and the word 'DECLARATION'. Below the header is a progress indicator with four steps: 1 (active), 2, 3, and 4. The main question is 'ARE YOU A U.S. CITIZEN?'. Below the question is a disclaimer: '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.irs.gov/>'. At the bottom are two buttons: 'NO' (grey) and 'YES' (red).

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

The screenshot shows a red header bar with a close button (X) and the word 'DECLARATION'. Below the header is a progress indicator with four steps: 1, 2 (active), 3, and 4. The main question is 'DO YOU HAVE TAX RESIDENCY IN ANY COUNTRY / COUNTRIES OTHER THAN MALAYSIA OR U.S.?'. Below the question is a disclaimer: '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.irs.gov/>'. At the bottom are two buttons: 'NO' (grey) and 'YES' (red).

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.

+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

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

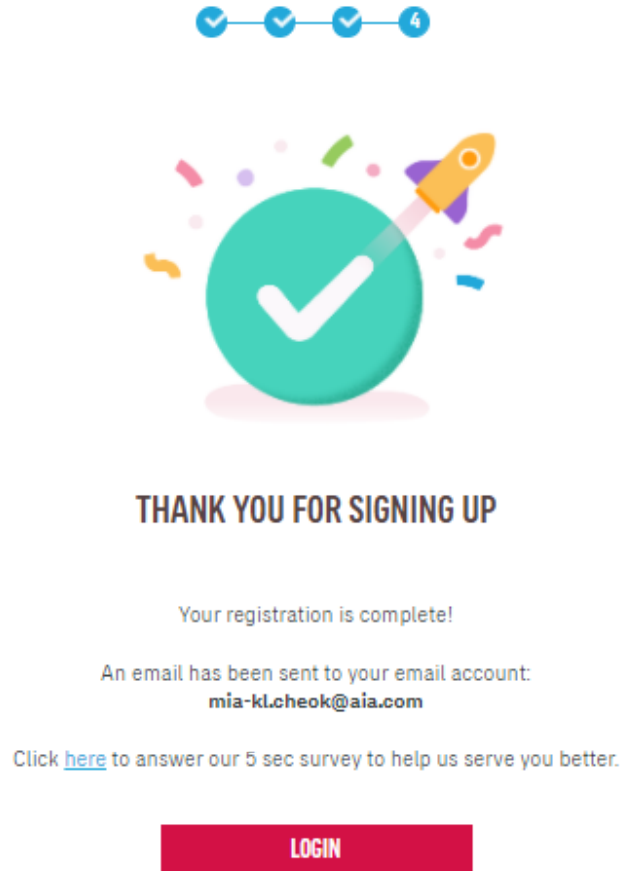
For owner role only, the contact details will be updated on their respective individual policies + MY AIA profile.

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
Bel_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



OUR PRODUCTS




AIA VITALITY

WHAT MATTERS

ABOUT AIA

HELP & SUPPORT

MY AIA



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

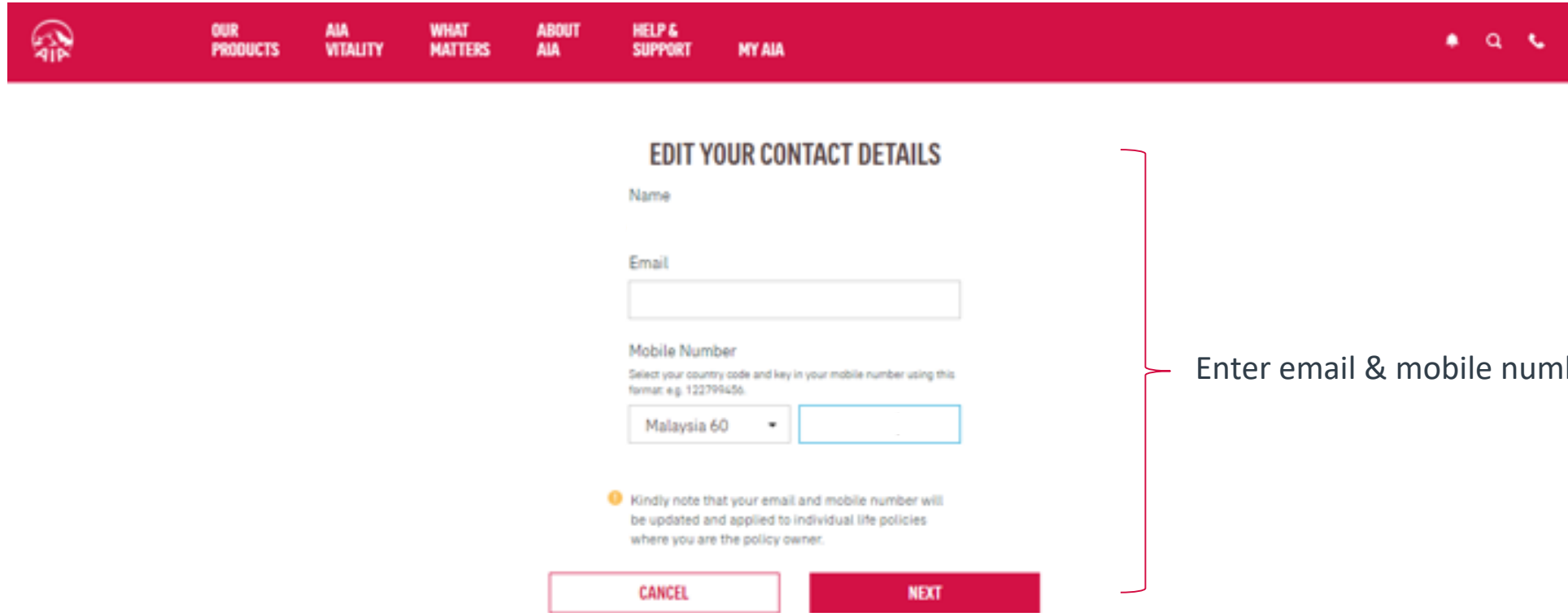
Click here to add/edit if contact details are incorrect and proceed to Step 3

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



Steps For First Time Login

Step 3. Edit Details



The screenshot shows the AIA website's 'EDIT YOUR CONTACT DETAILS' form. The form is titled 'EDIT YOUR CONTACT DETAILS' and contains the following fields:

- Name**: A text input field.
- Email**: A text input field.
- Mobile Number**: A section with a dropdown menu for country code (currently set to 'Malaysia 60') and a text input field for the mobile number. Below this, a note states: 'Select your country code and key in your mobile number using this format: e.g. 122799456.'

Below the form fields, there is a note: 'Kindly note that your email and mobile number will be updated and applied to individual life policies where you are the policy owner.'

At the bottom of the form, there are two buttons: 'CANCEL' and 'NEXT'.

A red bracket on the right side of the form indicates the instruction: 'Enter email & mobile number, then click Next.'

Steps For First Time Login

Step 4. CRS & FATCA Declaration



The screenshot shows a red header bar with a close button (X) and the word 'DECLARATION'. Below the header is a progress indicator with four steps: 1 (active), 2, 3, and 4. The main question is 'ARE YOU A U.S. CITIZEN?'. Below the question is a disclaimer: '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.irs.gov/>'. At the bottom are two buttons: 'NO' (grey) and 'YES' (red).

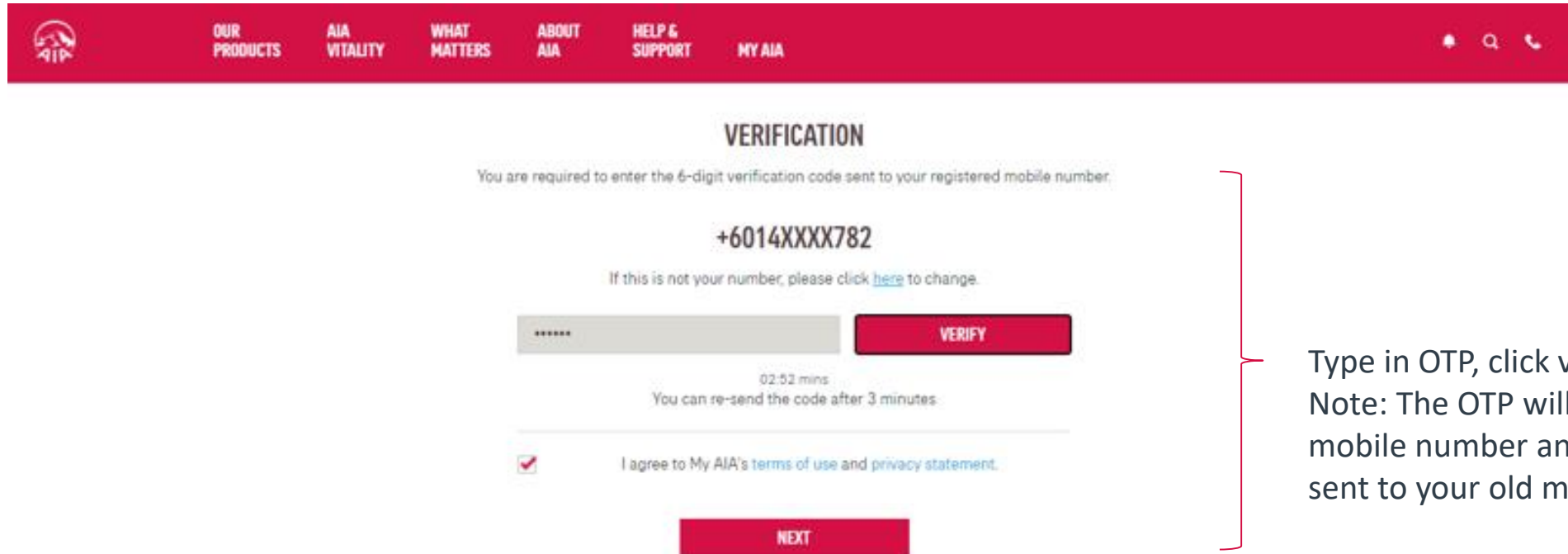
Complete the FATCA & CRS declaration to proceed (for owner role only)
Other roles need not go through FATCA & CRS declaration



The screenshot shows a red header bar with a close button (X) and the word 'DECLARATION'. Below the header is a progress indicator with four steps: 1, 2 (active), 3, and 4. The main question is 'DO YOU HAVE TAX RESIDENCY IN ANY COUNTRY / COUNTRIES OTHER THAN MALAYSIA OR U.S.?'. Below the question is a disclaimer: '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.irs.gov/>'. At the bottom are two buttons: 'NO' (grey) and 'YES' (red).

Steps For First Time Login

Step 4. Verify Identity

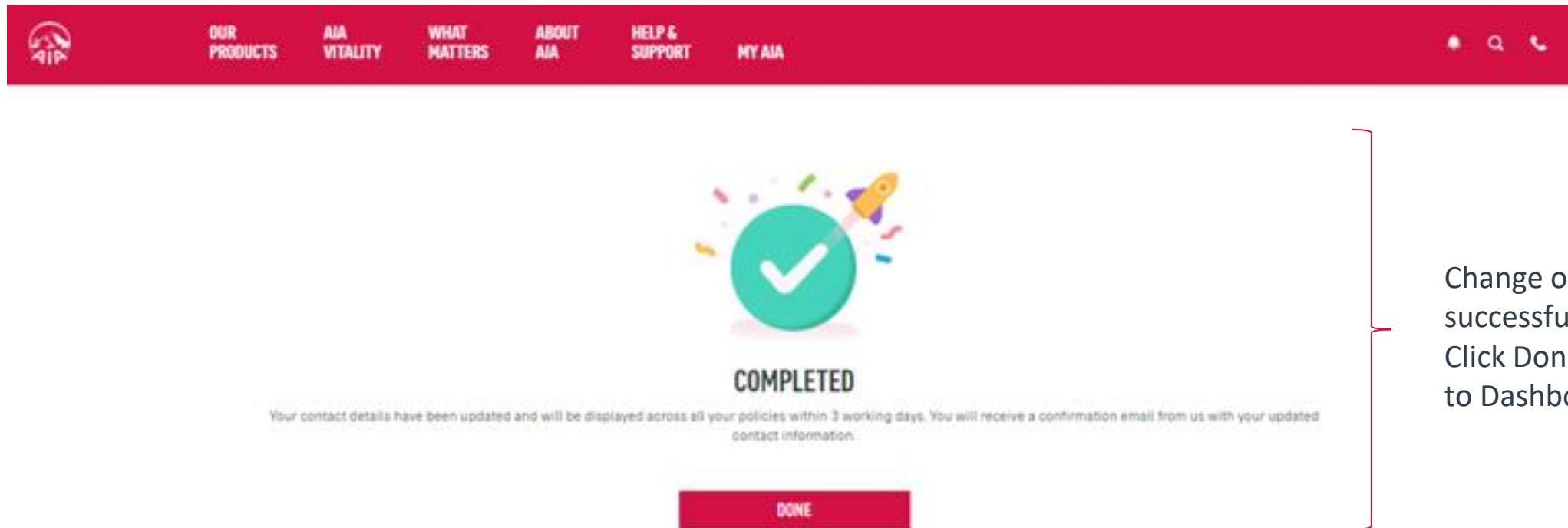


The screenshot shows the AIA verification interface. At the top is a red navigation bar with the AIA logo and links for 'OUR PRODUCTS', 'AIA VITALITY', 'WHAT MATTERS', 'ABOUT AIA', 'HELP & SUPPORT', and 'MY AIA'. The main heading is 'VERIFICATION'. Below it, a message states: 'You are required to enter the 6-digit verification code sent to your registered mobile number.' The phone number '+6014XXXX782' is displayed. A link 'here' is provided for changing the number. A text input field contains six asterisks, followed by a red 'VERIFY' button. A timer shows '02:52 mins' and a message 'You can re-send the code after 3 minutes.' Below this is a checkbox with a red checkmark and the text 'I agree to My AIA's terms of use and privacy statement.' At the bottom is a red 'NEXT' button.

Type in OTP, click verify and Next.
Note: The OTP will be sent to your new mobile number and a notification will be sent to your old mobile number.

Steps For First Time Login

Step 5. Confirmation Page

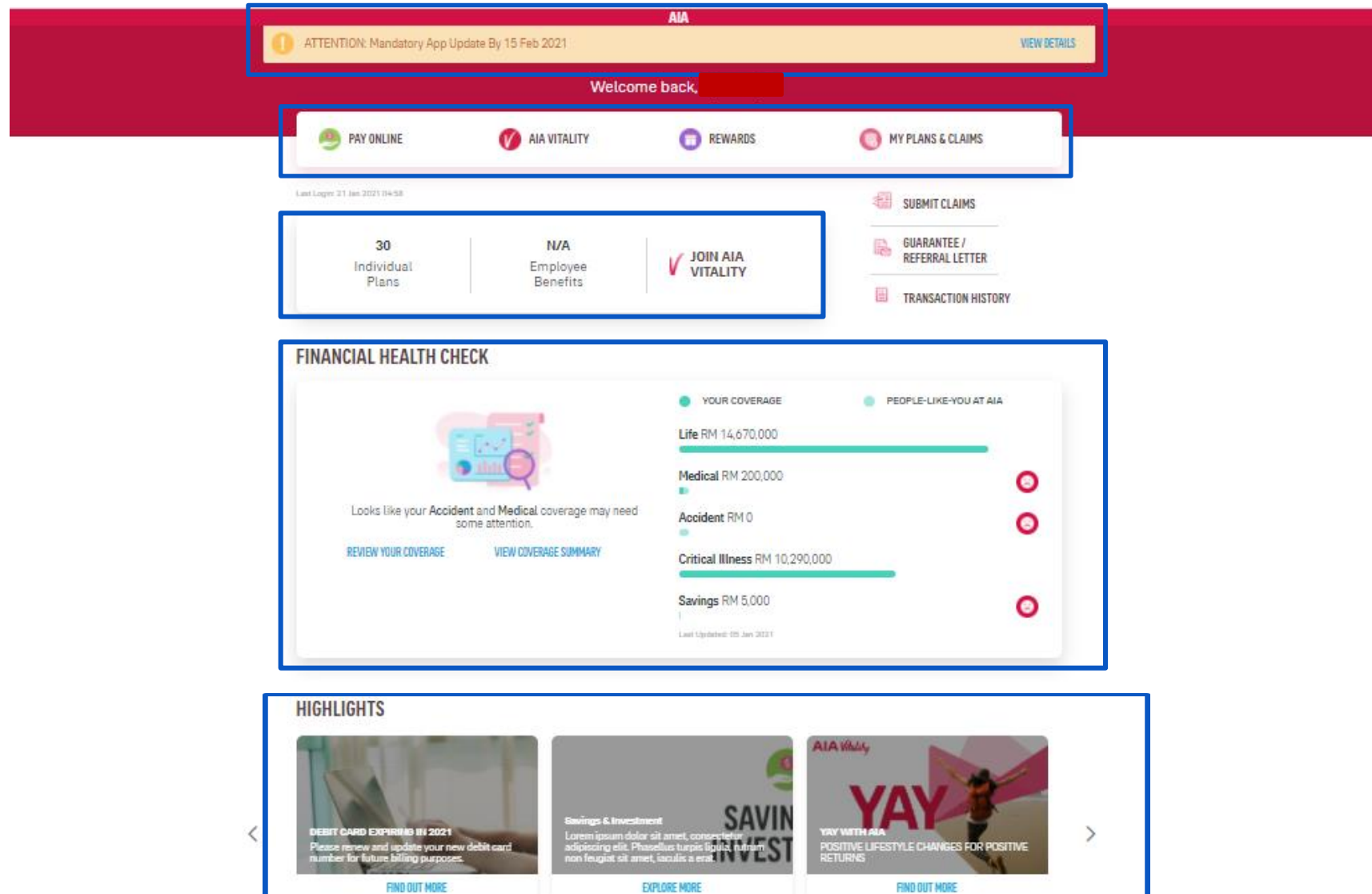


Change of contact details successful.
Click Done and proceed to Dashboard.

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

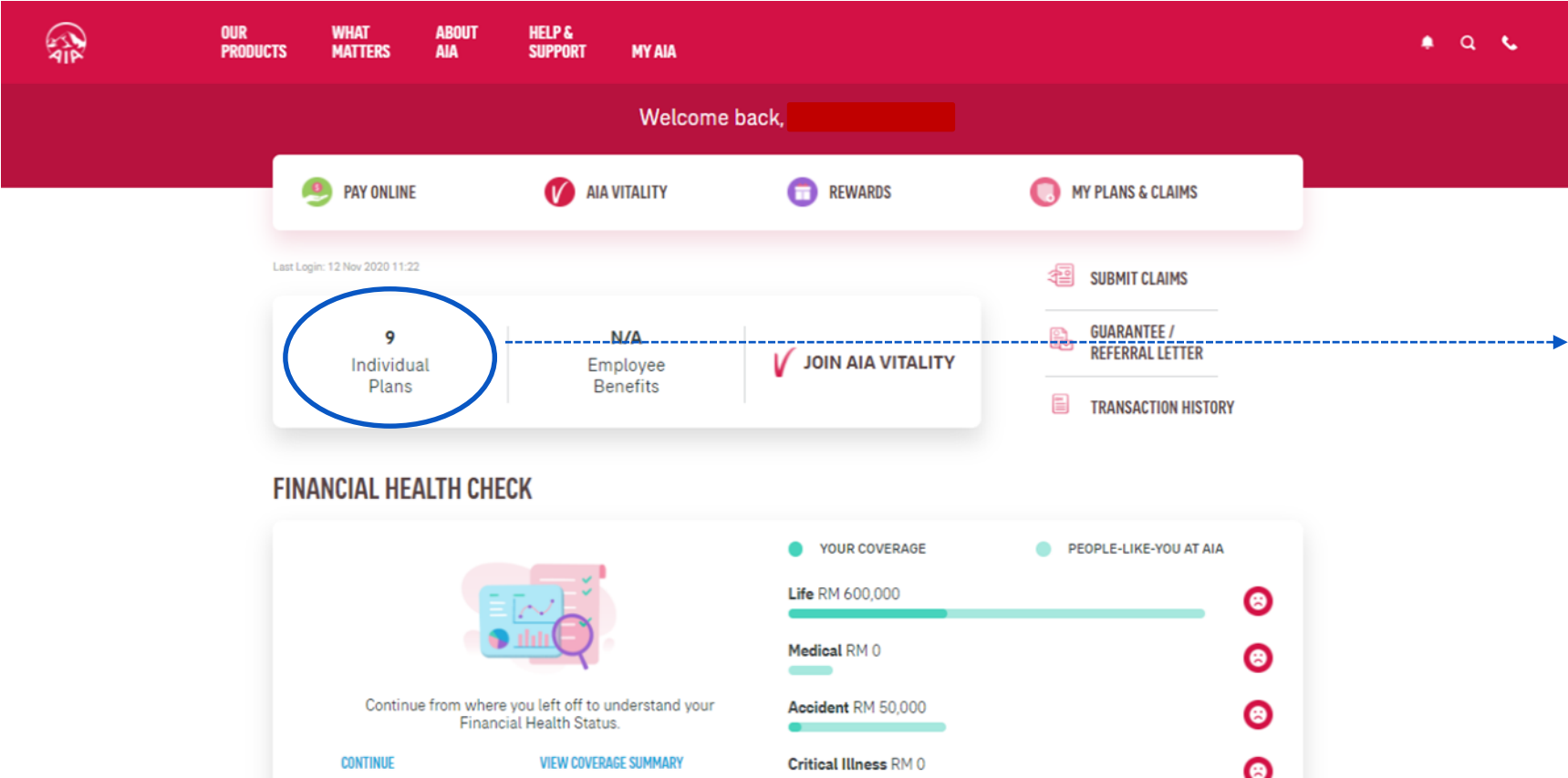
Main Dashboard



All the policy roles (Owner, Insured, Covered Member, Payor) can view all the info in the main dashboard



Main Dashboard - View Policy Count



All the policy roles able to view their in-force individual policy count & click to view policy summary cards



My Plans & Claims

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

Only owner role can click “Pay Online”, and make a payment

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

Policy role is displayed in policy card

Only owner, insured and covered member (for medical plan/rider only) roles can click the policy card and view policy details



My Plans & Claims – View “Good To Know”



GOOD TO KNOW - YOUR POLICY ROLE EXPLAINED

Policy Owner

The person effecting / who has ownership rights in this Policy/Certificate.

Contingent Owner

The person named in the application form or appointed by the Policy Owner who will become the Policy Owner if the Policy Owner dies before the Insured.

Payor

A person or entity that pays the necessary premium to keep the policy in force.

Insured

The person whose life is being covered against the risk under the policy.

Covered Member

A person who is eligible for medical benefits covered under a health plan.

Correspondence

Address in our records for AIA to send or deliver correspondences to you.

Nominee

A person who receives the benefit in case of death of the insured.

Authorised Person

Person assigned by the policy owner to act on behalf.

Beneficial Owner

Individual(s) who ultimately owns or controls a customer and/or the individual on whose behalf a transaction is being conducted. It also includes those individuals who exercise ultimate effective control over a legal entity or legal arrangement).

Note:

All policy roles (Owner, Insured, Covered Member, Payor) can view “Good To Know”



VIEW “View all Policies”

AIA

VIEW ALL POLICIES

FILTER BY
Policy Status
ALL


ADVANCED FILTER
Insured Name
ALL

CLEAR ALL


All the policy roles can filter the policy based on the policy status (Inforced, Lapsed, other status)

All the policy roles can filter the policy based on the insured name


INFORCED

**A-Life Signature Plus One Spec**
Life Protection
INSURED


Policy No:
Status: In force Premium Paying
Premium Due Date: 2018-01-11
Premium Due Amount: RM 17,221.60
Coverage Amount: RM 950,000.00
Insured:

**A-Life Signature**
Life Protection
INSURED


Policy No:
Status: In force Premium Paying
Premium Due Date: 2020-03-04
Premium Due Amount: RM 10,278.50
Coverage Amount: RM 500,000.00
Insured: New

**A-Life Signature 2**
Life Protection
INSURED


Policy No:
Status: In force Premium Paying
Premium Due Date: 2020-07-05
Premium Due Amount: RM 24,642.53
Coverage Amount: RM 500,000.00
Insured: VI

**A-Life Signature 2**
Life Protection
INSURED

Policy No:
Status: In force Premium Paying
Premium Due Date: 2019-08-01
Premium Due Amount: RM 8,371.80
Coverage Amount: RM 500,000.00
Insured:


**A-Life Signature 2**
Life Protection
POLICY OWNER INSURED
PAYOR CORRESPONDENCE

Policy No:
Status: In force Premium Paying
Premium Due Date: 2019-11-06
Premium Due Amount: RM 8,434.58
Coverage Amount: RM 500,000.00
Insured:

**A-Life Signature 2**
Life Protection
POLICY OWNER INSURED
PAYOR CORRESPONDENCE

Policy No:
Status: In force Premium Paying
Premium Due Date: 2019-07-08
Premium Due Amount: RM 46,033.33
Coverage Amount: RM 5,000,000.00
Insured:

Policy Card Details Based On Policy Role



OUR PRODUCTS




AIA VITALITY


WHAT MATTERS

ABOUT AIA

HELP & SUPPORT

MY AIA



 CLOSE

VIEW ALL POLICIES

FILTER BY

Policy Status

ALL


ADVANCED FILTER

Insured Name

ALL

CLEAR ALL

Role: Owner



A-Life Signature 2

Life Protection

POLICY OWNER

INSURED

PAYOR

CORRESPONDENCE

Policy No.:

Status: In force Premium Paying


Premium Due Date: 06 Nov 2019

Premium Due Amount: RM 8,434.58

Coverage Amount: RM 500,000.00

Insured:

Insured



A-Life Signature 2

Life Protection

INSURED

Policy No.:

Status: In force Premium Paying


Premium Due Date: 01 Aug 2019

Premium Due Amount: RM 8,371.80

Coverage Amount: RM 500,000.00

Insured:

Covered Member



A-LifeLink Staff

Life Protection

COVERED MEMBER

Policy No.:


Status: In force Premium Paying

Insured:

Covered Member:

Will show Annual Medical Limit Balance and Lifetime Limit Balance (if applicable) if it's medical plan

Payor



PB Smart Elite

Life Protection

PAYOR

Policy No.:

Status: In Force Single Premium

Premium Due Date: 05 Aug 2116

Premium Due Amount: RM 0.00

Insured:

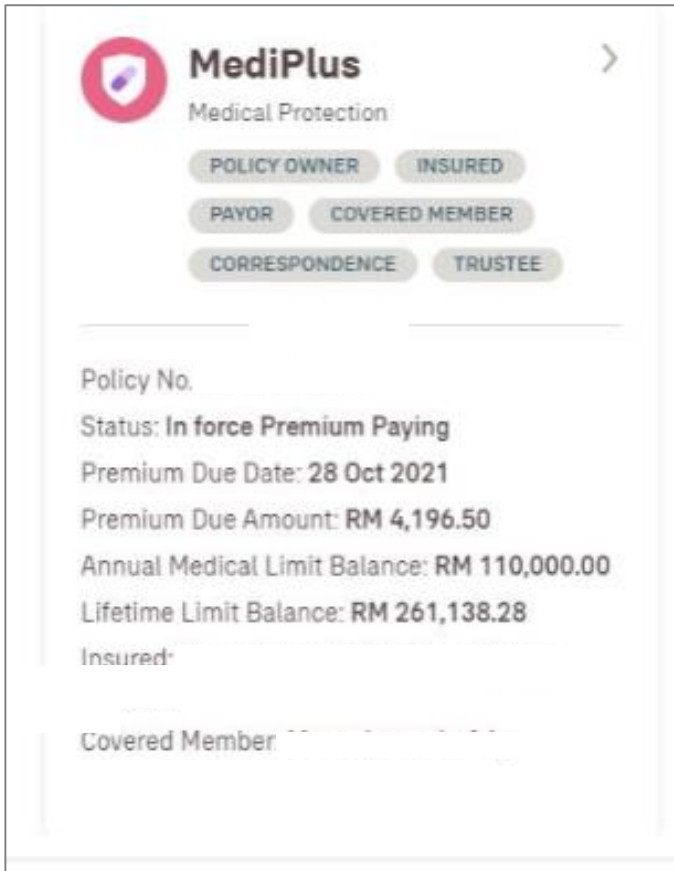
Note:
Only owner, insured and covered member (for medical plan/rider only) roles can click on policy card and go to policy details page

43 AIA confidential and proprietary information. Not for distribution.

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.

Policy Card Details Based On Policy Role

Role : Covered Member + Payor



The image shows a mockup of a MediPlus Medical Protection policy card. At the top left is the MediPlus logo (a red circle with a white shield icon) and the text "MediPlus" in bold, followed by "Medical Protection" in a smaller font. To the right of the logo is a right-pointing chevron. Below the logo, there are six role buttons arranged in two rows: "POLICY OWNER", "INSURED", "PAYOR", "COVERED MEMBER", "CORRESPONDENCE", and "TRUSTEE". The "COVERED MEMBER" button is highlighted with a darker background. Below the role buttons, there is a horizontal line. Under the line, the following information is displayed: "Policy No.", "Status: In force Premium Paying", "Premium Due Date: 28 Oct 2021", "Premium Due Amount: RM 4,196.50", "Annual Medical Limit Balance: RM 110,000.00", "Lifetime Limit Balance: RM 261,138.28", "Insured:", and "Covered Member:". The "Insured:" and "Covered Member:" fields are followed by dashed lines, indicating where names would be entered.

Will show Annual Medical Limit Balance and Lifetime Limit Balance (if applicable) if it's medical plan


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.

View Policy Details – Owner Role

Note:

Owner have full access to policy info details

[← MY PLANS - INDIVIDUAL](#)

**A-LifeLink**
Life Protection

Coverage Amount
RM 204,000.00
IN FORCE PREMIUM PAYING

Policy No.
[REDACTED]

Premium Due Date
27 JAN 2016

Premium Due Amount
RM 500.00
(Inc. Govt. Tax RM 0.00)


Payment Frequency
MONTHLY


Payment Method
DIRECT DEBIT


Insured
[REDACTED]


Coverage Period
FROM 27 JUL 2013 - 27 JUL 2072

Auto Extension Coverage
Term Indicator ⓘ
N/A

 **UPDATE PAYMENT
DETAILS**

 **INVESTMENT DETAILS**

 **SUSTAINABILITY INFO**

 **SERVICE
REQUEST**

WHAT DOES IT COVER?

ALL1 A-LifeLink
IN FORCE PREMIUM PAYING

Coverage Amount
RM 204,000.00


Effective Date
27 JUL 2013

Expiry Date
27 JUL 2072


Premium
RM 400.00

Premium Cease Date ⓘ
27 JUL 2072

MY INVESTMENT PORTFOLIO


**100.00%**

Total investment-linked fund value
RM 10,589.00

 **AIA DANA BON**


VIEW DETAILS

CLIENT DETAILS



[REDACTED]

INSURED **COVERED MEMBER**



[REDACTED]

CORRESPONDENCE **PAYOR** **POLICY OWNER**

EDIT ▶

Identification No.
[REDACTED]

Email
[REDACTED]


Address
SPOUSE ADDRESS 51000 MAL

Mobile No.
[REDACTED]

Office No.
N/A

Home No.
N/A

MY LIFE PLANNER



[REDACTED]

Agent ID

[REDACTED]

Contact details



View Policy Details (Medical plan) – Owner Role

Note:

Owner have full access to policy info details

MediPlus

Medical Protection

ANNUAL MEDICAL LIMIT

LIFETIME LIMIT

My Annual Medical Limit Balance

RM 110,000.00

* Your balance amount will be valid until 27 Oct 2022

Total Annual Medical Limit

RM 110,000.00

Utilised Annual Medical Limit

RM 0.00

IN FORCE PREMIUM PAYING

Policy No.

Premium Due Date

28 OCT 2021

Premium Due Amount

RM 4,196.50

(Inc. Govt. Tax RM 0.00)

Payment Frequency

ANNUALLY

Payment Method

DIRECT BILLING (CASH)

Insured

Coverage Period

FROM 28 OCT 2007 - 28 OCT 2044

Auto Extension Coverage Term Indicator

N/A

UPDATE PAYMENT DETAILS

You may access service request feature to perform transaction below

- Edit Profile
- Change Payment Method
- Change Payment Frequency
- Update Direct Credit Instruction
- Reinstatement

SERVICE REQUEST

MediPlus

ANNUAL MEDICAL LIMIT

LIFETIME LIMIT

My Annual Medical Limit Balance

110,000.00

* Your balance amount will be valid until 27 Oct 2022

Total Annual Medical Limit

RM 110,000.00

Utilised Annual Medical Limit

RM 0.00

WHAT DOES IT COVER?

Dropdown to view if have more than one covered member

IN FORCE PREMIUM PAYING

Insured / Covered Member

Effective Date

28 OCT 2007

Expiry Date

28 OCT 2044

Premium

RM 4,196.50

Premium Cease Date

28 OCT 2044

Hospital Room and Board

RM 180.00

Deductible Amount

RM 50.00

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


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AIA confidential and proprietary information. Not for distribution.

The AIA logo, featuring a stylized mountain peak and the letters 'AIA' in a circular emblem.

View Policy Details – Insured Role



**A-LifeLink**
Life Protection

Coverage Amount

RM 306,000.00

IN FORCE PREMIUM PAYING

Policy No.

Premium Due Date
27 JAN 2016

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

Insured

Coverage Period
FROM 27 JUL 2013 - 27 JUL 2072

Auto Extension Coverage
Term Indicator ⓘ
N/A

WHAT DOES IT COVER?

ALL1 A-LifeLinkIN FORCE PREMIUM PAYING

Coverage Amount

RM 204,000.00

Effective Date
27 JUL 2013

Premium
RM 400.00

Expiry Date
27 JUL 2072


Premium Cease Date ⓘ
27 JUL 2072

Note:
Insured have limited access in
policy info details



View Policy Details (Medical plan) – Insured Role



**TKF A-LIFE MED REGULAR-i**
Medical Protection

My Annual Medical Limit Balance

RM 125,000.00

* Your balance amount will be valid until 30 Jul 2022

Total Annual Medical Limit

RM 125,000.00

Utilised Annual Medical Limit

RM 0.00

IN FORCE CONTRIBUTION PAYING

Certificate No.

Contribution Due Date

30 NOV 2033

Contribution Due Amount


RM 622.00

(Inc. Govt. Tax RM 0.00)


Insured

Coverage Period

FROM 31 JUL 2014 - 31 JUL 2079

Auto Extension Coverage Term Indicator 


N/A

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

WHAT DOES IT COVER?

TKF A-LIFE MED REGULAR-i

Insured / Covered Member

Dropdown to view if have more than one covered member 

IN FORCE CONTRIBUTION PAYING

My Annual Medical Limit Balance

125,000.00

* Your balance amount will be valid until 30 Jul 2022

Total Annual Medical Limit

RM 125,000.00

Utilised Annual Medical Limit

RM 0.00

Effective Date


31 JUL 2014

Expiry Date

31 JUL 2079

Contribution


RM 622.00

Contribution Cease Date 

31 JUL 2079

Hospital Room and Board

RM 200.00

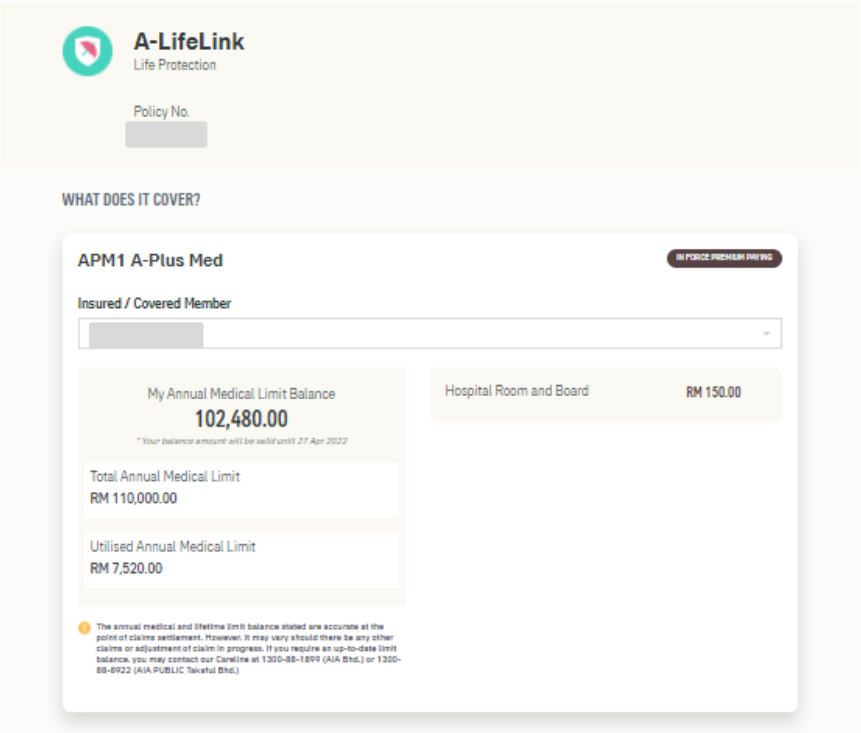
 The annual medical and lifetime limit balance stated are accurate at the point of claims settlement. However, it may vary should there be any other claims or adjustment of claim in progress. If you require an up-to-date limit balance, you may contact our Careline at 1300-88-1899 (AIA Bhd.) or 1300-88-8922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

Note:

Insured have limited access in policy info details



View Policy Details – Covered Member Role



Note:
Covered member can access to own medical rider details only (Annual Limit and Lifetime limit (if any)).



View Transaction History

[← MY PAYMENTS](#)

TRANSACTION HISTORY

[Payment History](#)[Online Payment](#)

Select a policy

Select the transaction year

2018

AMOUNT PAID: RM 15,700.00

Transaction date: 09-Mar-2018

Payment Applied to Premium

A-LIFE SIGNATURE BEYOND

Policy Number :

Person covered:

Due Date: 09-Mar-2018

Due amount: RM 15,700.00

Note:

Only owner role can click and view payment history and online payment in transaction history page

View Rider Details - Health Wallet

A-Plus Health

IN FORCE PREMIUM PAYING

Insured / Covered Member

My Annual Medical Limit Balance

1,700,000.00

* Your balance amount will be valid until 18 Jul 2022

Total Annual Medical Limit

RM 1,700,000.00

Utilised Annual Medical Limit

RM 0.00

Effective Date

19 JUN 2022

Expiry Date

19 JUL 2085

Premium

RM 0.00

Premium Cease Date

19 JUL 2085

Hospital Room and Board

RM 600.00

Deductible Amount

RM 0.00


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

MY HEALTH WALLET ▶

MY HEALTH REWARDS ▶

- At Policy Details page, scroll down to the rider details, click to view your Health Wallet details
- Only owner role can view Health Wallet details.

View My Health Wallet Details



OUR PRODUCTS


WHAT MATTERS

ABOUT AIA

HELP & SUPPORT

MY AIA

← MY POLICY DETAILS



HEALTH WALLET

YOUR HEALTH WALLET AMOUNT*

RM 600.00

Total Amount Earned

RM 2,000.00


Total Amount Used

RM 1,400.00

VIEW TRANSACTION HISTORY ▶

*An amount will be credited to your Health Wallet at the end of the rider year provided that no claims have been made in that particular year, up to a total of 10 times.

WHAT ARE THE BENEFITS OFFERED UNDER THE HEALTH WALLET?



PREVENTION BENEFIT

1. Health Screening

2. Vaccination (age 16 and above) for flu, Hepatitis B, HPV, Shingles and Pneumococcal


You may use up to RM300 every year.

Note: This benefit is not applicable for Plan 150.

Total Amount Used

RM 0.00

>



SPECIAL CARE BENEFIT

The total amount available in your Health Wallet can be used to pay for the following:

1. Congenital Conditions


2. Elective/Plastic/Cosmetic surgery due to accident or cancer.

Note: This benefit is not applicable for Plan 150.

Total Amount Used

RM 0.00

>



RECOVERY AND SUPPORT BENEFIT

Mobility and Hearing Support

The total amount available in your Health Wallet can also be used to pay for external prosthetics as stated below:

1. Artificial limb

2. Hearing aid

Recovery Care

The total amount available in your Health Wallet can also be used to pay for external prosthetics as stated below:

Total Amount Used

RM 0.00

>

Scroll down to view your Health Wallet benefits

View Rider Details – My Health Rewards

A-Plus Health

IN FORCE PREMIUM PAYING

Insured / Covered Member

CHEW SHIUN WEI

My Annual Medical Limit Balance

1,700,000.00

* Your balance amount will be valid until 18 Jul 2022

Total Annual Medical Limit

RM 1,700,000.00

Utilised Annual Medical Limit

RM 0.00

Effective Date

19 JUN 2022

Expiry Date

19 JUL 2085

Premium

RM 0.00

Premium Cease Date

19 JUL 2085

Hospital Room and Board

RM 600.00

Deductible Amount

RM 0.00

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

MY HEALTH WALLET ▶

MY HEALTH REWARDS ▶

- At Policy Details page, scroll down to the rider details, click to view your Health Rewards details
- Only owner role can view Health Rewards details

View My Health Reward Details






AIA Vitality HEALTH REWARDS

ALERT

When you sign-up as an AIA Vitality member, you can earn additional rewards for making healthy choices.

BENEFITS OF HEALTH REWARDS

BRONZE	SILVER	GOLD	PLATINUM
	DEDUCTIBLE WAIVER AIA will waive your Deductible Amount (if any) upon hospital admission, depending on your AIA Vitality status.		Deductible Amount You need to Pay RM 300
	HOSPITAL ROOM AND BOARD BENEFIT UPGRADE AIA will auto upgrade your Hospital Room and Board Benefit amount upon hospital admission, depending on your AIA Vitality status.		Percentage (%) of the increase to Hospital Room and Board Benefit Amount No Upgrade
	HEALTH WALLET BOOSTER AIA will increase your Health Wallet amount every year, depending on your AIA Vitality status.		Percentage (%) of the increase to the Total Health Wallet Amount 0%

Scroll down to view your Health Rewards benefits



View Rider Details -Your AIA Vitality Booster Details

WHAT DOES IT COVER?

Vitality Wealth Booster Details

Vitality Wealth Booster Amount ⓘ
RM 152,000.00

Vitality Wealth Booster Percentage
19%

Vitality Wealth Booster Effective Date
21 AUG 2021

AIA Vitality Membership Status
ACTIVE

AIA Vitality Benefit Status
PLATINUM

Vitality Wealth Booster Maturity Date ⓘ
21 APR 2091

IN FORCE PREMIUM PAYING

Information displayed above is updated as of 21 Aug 2023

View your AIA Vitality Booster details
Only owner role can view AIA Vitality
Booster details

55 AIA confidential and proprietary information. Not for distribution.

The AIA logo, featuring a red circular emblem with a stylized mountain peak and the letters 'AIA' in white.

View Rider Details (Owner login) – Annual Medical Limit/ Hospital Room & Board / Deductible Amount

Annual Medical Limit Balance and Utilised Annual Medical Limit will be display.



AIA

← MY PLANS - INDIVIDUAL

TAKAFUL SYAMIL - MED (RME2) IN FORCE CONTRIBUTION PAYING

Insured / Covered Member

ANNUAL MEDICAL LIMIT LIFETIME LIMIT

My Annual Medical Limit Balance
RM 30,380.00
* Your balance amount will be valid until 19 Jul 2023

Total Annual Medical Limit
RM 40,000.00

Utilised Annual Medical Limit
RM 9,620.00

Effective Date
20 JUL 2017

Expiry Date
20 JUL 2037

Contribution
RM 1,217.64

Contribution Cease Date
20 JUL 2037

Medical Benefit Limit
RM 0.00

Hospital Room and Board
RM 120.00

Deductible Amount
RM 0.00

Hospital Room
Only owner, insured
& covered member
role can view
Hospital Room &
Board amount



Deductible amount
Only owner & insured
role can view
Deductible Amount



View Rider Details (Owner login) – Lifetime Limit

Lifetime Limit
Balance and Utilised
Lifetime Limit will be
displayed.



← MY PLANS - INDIVIDUAL

AIA

TAKAFUL SYAMIL - MED (RME2)

IN FORCE CONTRIBUTION PAYING

Insured / Covered Member

ANNUAL MEDICAL LIMIT

LIFETIME LIMIT

My Lifetime Limit Balance

RM 354,677.50

Total Lifetime Limit

RM 400,000.00

Utilised Lifetime Limit

RM 45,322.50

Effective Date

20 JUL 2017

Expiry Date

20 JUL 2037

Contribution

RM 1,217.64

Contribution Cease Date

20 JUL 2037

Medical Benefit Limit

RM 0.00

Hospital Room and Board

RM 120.00

Deductible Amount

RM 0.00



View Rider Details (Insured login) – Annual Medical Limit/ Hospital Room & Board / Deductible Amount

Annual Medical Limit Balance and Utilised Annual Medical Limit will be display.



← MY PLANS - INDIVIDUAL

AIA

APM1 A-Plus Med

IN FORCE PREMIUM PAYING

Insured / Covered Member

ANNUAL MEDICAL LIMIT

LIFETIME LIMIT

My Annual Medical Limit Balance

75,000.00

* Your balance amount will be valid until 18 Oct 2022

Total Annual Medical Limit

RM 75,000.00

Utilised Annual Medical Limit

RM 0.00

Effective Date

19 OCT 2015

Expiry Date

19 OCT 2102

Premium

RM 0.00

Premium Cease Date

19 OCT 2102

Hospital Room and Board

RM 100.00

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

Hospital Room & Deductible amount Only owner & insured role can view Hospital Room & Board amount



View Rider Details (Insured login) – Lifetime Limit

Lifetime Limit
Balance and Utilised
Lifetime Limit will be
displayed.



← MY PLANS - INDIVIDUAL

AIA

APM1 A-Plus Med

IN FORCE PREMIUM PAYING

Insured / Covered Member

ANNUAL MEDICAL LIMIT

LIFETIME LIMIT

My Lifetime Limit Balance

RM 142,490.00

Total Lifetime Limit

RM 200,000.00

Utilised Lifetime Limit

RM 57,510.00

Effective Date

19 OCT 2015

Expiry Date

19 OCT 2102

Premium

RM 0.00

Premium Cease Date ⓘ

19 OCT 2102

Hospital Room and Board

RM 100.00

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



View Rider Details (Covered member login)– Annual Medical Limit & Lifetime Limit

Note

Covered member can view limited information for rider details

APM1 A-Plus Med

IN FORCE PREMIUM PAYING

Insured / Covered Member

Policy No.

ANNUAL MEDICAL LIMIT

LIFETIME LIMIT

My Annual Medical Limit Balance

RM 75,000.00

* Your balance amount will be valid until 18 Oct 2022

Total Annual Medical Limit

RM 75,000.00

Utilised Annual Medical Limit

RM 0.00

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

APM1 A-Plus Med

IN FORCE PREMIUM PAYING

Insured / Covered Member

Policy No.

ANNUAL MEDICAL LIMIT

LIFETIME LIMIT

My Lifetime Limit Balance

RM 142,490.00

Total Lifetime Limit

RM 200,000.00

Utilised Lifetime Limit

RM 57,510.00

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

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 Rider Details – Co-Pay

TMXYNW MM

Coverage Amount

RM 0.00

Effective Date

05 JUL 2000

Premium

RM 17.23

Expiry Date

05 JUL 2019

Premium Cease Date ⓘ

05 JUL 2019

Deductible Amount

RM 100.00

Co-Pay ⓘ

10% ▲

Upon hospital admission, you will need to pay 10% of the total medical bill and AIA will pay the remaining eligible medical expenses.

IN FORCE PREMIUM PAYING

- Co-Pay display at the bottom of Hospital Room & Board
- Only owner role can view Co-Pay amount



View Promo Top-up Coverage (where applicable)

MY PLANS & CLAIMS

INDIVIDUAL PLANS (3) | EMPLOYEE BENEFITS (0)

PAY ONLINE | CLAIMS HISTORY | STATEMENTS & LETTERS

PB WealthElite 3
Life Protection
INSURED

Policy No.:
Status: In force Premium Paying
Premium Due Date: 25 Dec 2020
Premium Due Amount: RM 7,721.12
Coverage Amount: RM 500,000.00
Insured:

PB WealthElite 3
Life Protection
INSURED

Policy No.:
Status: In force Premium Paying
Premium Due Date: 10 Oct 2020
Premium Due Amount: RM 400.79
Coverage Amount: RM 600,000.00
Insured:

PB WealthElite 3
Life Protection
INSURED

Policy No.:
Status: In force Premium Paying
Premium Due Date: 09 Jan 2021
Premium Due Amount: RM 7,475.21
Coverage Amount: RM 720,000.00
Insured:

A-LifeLink 2
Life Protection

Coverage Amount
RM 1,001,004,900.00
IN FORCE PREMIUM PAYING

Policy No.:
Premium Due Date: 20 DEC 2019
Premium Due Amount: RM 20,005,300.00 (Inc. Govt. Tax RM 0.00)
Payment Frequency: ANNUALLY
Payment Method: DIRECT BILLING (CASH)
Insured: A-LIFE
Coverage Period: FROM 20 DEC 2018 - 20 DEC 2085

WHAT DOES IT COVER?

A-LifeLink 2

Coverage Amount
RM 1,001,004,900.00
A-LifeLink 2: RM 1,000,004,900.00
Promo Top-Up Coverage: RM 1,000,000.00
Any changes made to the policy may impact the promo top-up coverage.

Effective Date: 20 DEC 2018
Expiry Date: 20 DEC 2085
Premium: RM 20,005,300.00
Premium Cease Date: 20 DEC 2085

Promo Top-Up Coverage

Coverage Effective Date: 06 JUL 2020
Coverage End Date: 06 JUL 2064


Note:
Promo amount combined coverage
Only roles combined top-up amount effective coverage

Coverage amount and
promo top-up coverage
is combined and
displayed

Note:
Promo top-up coverage amount (expired) is not combined to the coverage amount

Only owner and insured roles can view the coverage amount combined with promo top-up coverage amount, coverage effective date and coverage end date

View Combined Medical Limit



OUR PRODUCTS




AIA VITALITY

WHAT MATTERS

ABOUT AIA

HELP & SUPPORT


MY AIA





← DASHBOARD


MY PLANS & CLAIMS

INDIVIDUAL PLANS (5) | EMPLOYEE BENEFITS (0)


 PAY ONLINE

 SUBMIT CLAIM

 CLAIMS HISTORY

 STATEMENTS & LETTERS

VIEW ALL



PB CI Protector

Critical Illness Protection

POLICY OWNERINSURED

PAYORCORRESPONDENCE

Policy No.:


Status: In force Premium Paying

Premium Due Date: 12 May 2024

Premium Due Amount: RM 1,248.00

Coverage Amount: RM 100,000.00

Insured:



A-Life Med Regular

Medical Protection

POLICY OWNERINSURED

COVERED MEMBERPAYOR

CORRESPONDENCE

Policy No.:

Status: In force Premium Paying


Premium Due Date: 10 Jan 2020

Premium Due Amount: RM 85.61

Medical Limit/Year: RM 500,000.00

Insured:

Covered Member:



A-Life Wealth Care

Life Protection

POLICY OWNERINSURED

PAYORCORRESPONDENCE

Policy No.:

Status: In force Premium Paying

Premium Due Date: 09 May 2020

Premium Due Amount: RM 6,200.00

Coverage Amount: RM 500,000.00

Insured:


Combined medical limit displayed in policy card

Only owner and insured roles can view combined medical limit in policy card

64

AIA confidential and proprietary information. Not for distribution.

View Combined Medical Limit



A-Life Med Regular

Medical Protection

My Annual Medical Limit Balance

RM 500,000.00

** Your balance amount will be valid until 23 Jun 2022*

MER2 A-LIFE MED REGULAR RM 100,000.00

APH1 A-PLUS HEALTH BOOSTER RM 400,000.00

This amount is the combination of MER2 A-Life Med Regular and APH1 A-Plus Health Booster. For details, kindly refer to the What Does It Covers section.

IN FORCE PREMIUM PAYING

Policy No. [REDACTED]

Premium Due Date
24 JUN 2021

Premium Due Amount
RM 1,287.00
(Inc. Govt. Tax RM 0.00)

Insured
THAM WAN QI

Coverage Period
FROM 24 JUN 2020 - 24 JUN 2100

Auto Extension Coverage
Term Indicator ⓘ
N/A

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

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

View Combined Medical Limit

WHAT DOES IT COVER?

MER2 A-Life Med Regular

IN FORCE PREMIUM PAYING

Insured / Covered Member

My Annual Medical Limit Balance

RM 500,000.00

* Your balance amount will be valid until 23 Jun 2022

MER2 A-LIFE MED REGULAR RM 100,000.00

APH1 A-PLUS HEALTH BOOSTER RM 400,000.00

Total Annual Medical Limit

RM 500,000.00

Utilised Annual Medical Limit

RM 0.00

Effective Date

24 JUN 2020

Expiry Date

24 JUN 2100

Premium

RM 816.00

Premium Cease Date

24 JUN 2100

Hospital Room and Board

RM 150.00

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

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



View Current Sum Assured

OUR PRODUCTS

AIA VITALITY

WHAT MATTERS

ABOUT AIA

HELP & SUPPORT

MY AIA

← DASHBOARD

MY PLANS & CLAIMS

INDIVIDUAL PLANS (3) | EMPLOYEE BENEFITS (0)

PAY ONLINE

CLAIMS HISTORY

STATEMENTS & LETTERS

[VIEW ALL](#)

CRITICAL COVER

Critical Illness Protection

INSURED

Policy No:

Status: In force Premium Paying

Premium Due Date: 03 Feb 2016

Premium Due Amount: RM 35.90

Coverage Amount: RM 22,000.00

Insured:

MediPlus

Medical Protection

INSURED COVERED MEMBER

Policy No:

Status: In force Premium Paying

Premium Due Date: 03 Feb 2016

Premium Due Amount: RM 81.90

Medical Limit/Year: RM 110,000.00

Insured:

HOSPITAL INCOME

Income Protection

INSURED COVERED MEMBER

Policy No: 6622118004

Status: In force Premium Paying

Premium Due Date: 03 Feb 2016

Premium Due Amount: RM 16.76

Coverage Amount: RM 5,000.00

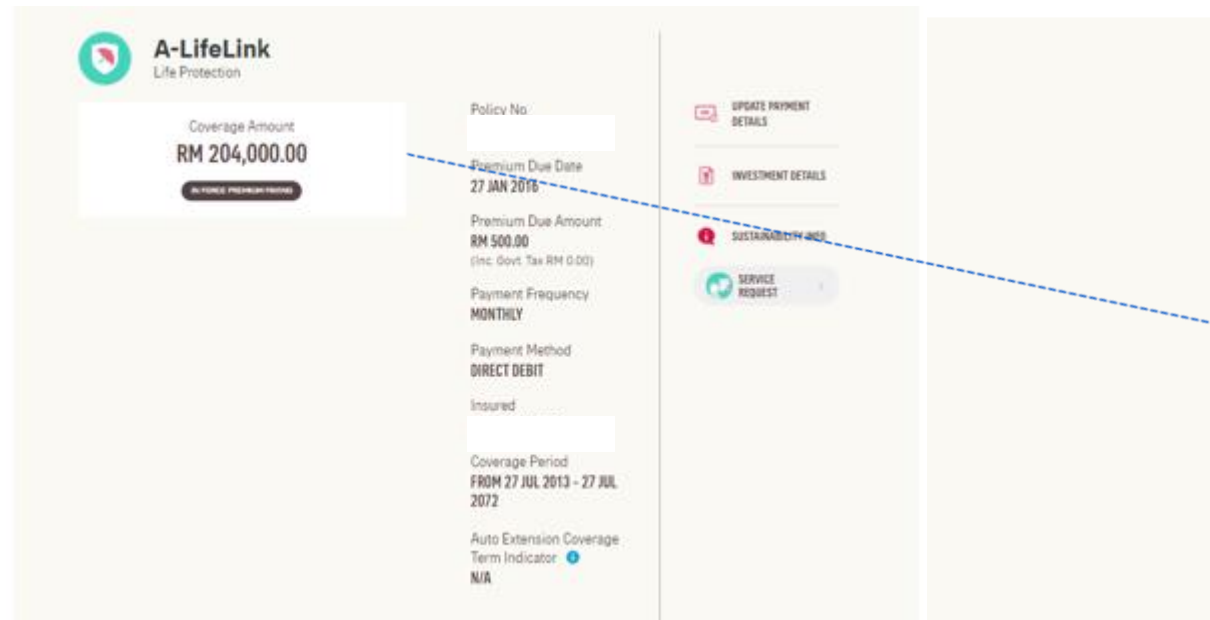
Insured:

Kindly note the total number indicated next to your individual plans is the total number of your in-force policies only.
Do also note that the policy info and pages within this portal/app that can be accessed by you is based on your policy role for that particular policy. Only policy owners will have full access to the policy info & the relevant pages while the payor, insured and covered member will have limited access.

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



View Current Sum Assured



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

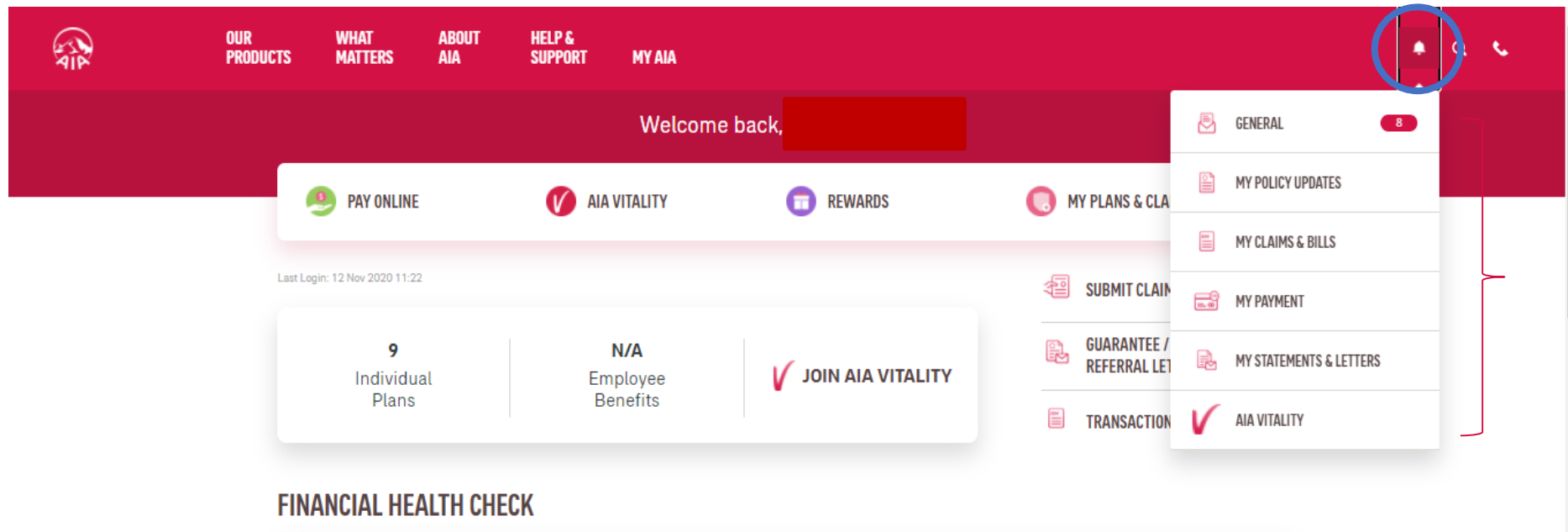
VIEW YOUR NOTIFICATIONS

The screenshot shows the AIA mobile app interface. At the top, there is a red navigation bar with the AIA logo on the left and menu items: OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. On the right side of this bar, there is a bell icon for notifications, which is circled in blue. Below the navigation bar, a white banner displays 'Welcome back, Chee Wui Keng' next to a red profile picture placeholder. Underneath the banner is a white bar with four icons: PAY ONLINE, AIA VITALITY, REWARDS, and MY PLANS & CLAIMS. Below this, a white box shows 'Last Login: 12 Nov 2020 11:22' and three cards: '9 Individual Plans', 'N/A Employee Benefits', and 'JOIN AIA VITALITY'. To the right of these cards is a list of links: SUBMIT CLAIMS, GUARANTEE / REFERRAL LETTER, and TRANSACTION HISTORY. The bottom section is titled 'FINANCIAL HEALTH CHECK' and contains a card with a magnifying glass icon and the text 'Continue from where you left off to understand your Financial Health Status.' Below this text are two buttons: 'CONTINUE' and 'VIEW COVERAGE SUMMARY'. To the right of the card is a comparison table between 'YOUR COVERAGE' and 'PEOPLE-LIKE-YOU AT AIA'.

	YOUR COVERAGE	PEOPLE-LIKE-YOU AT AIA
Life	RM 600,000	Low (sad face icon)
Medical	RM 0	Low (sad face icon)
Accident	RM 50,000	Low (sad face icon)
Critical Illness	RM 0	Low (sad face icon)

Tap on the bell icon to view notification

VIEW YOUR NOTIFICATIONS



Tap to view push notification message

Note:

1. Policy Owner will receive notification messages in all relevant categories, where applicable.
2. Payor, insured or covered member will receive notification messages in selected categories, where applicable.

My Plans & Claims

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



MAKE A PAYMENT

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

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


Note :

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



My Plans & Claims

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.



OUR PRODUCTS




AIA VITALITY

WHAT MATTERS

ABOUT AIA

HELP & SUPPORT

MY AIA



← DASHBOARD

VIEW STATEMENT

Policy Statements

Home Loan Statements

Letters

Please select a name

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



Customer Due Diligence

In line with AIA's Customer Due Diligence (CDD) procedure, you will be required to submit their personal details and a copy of NRIC / Passport (one time only) when you perform the following transactions:

- **Payment for your policy / certificate**
- **Change your premium / contribution payment frequency**
- **Edit your contact information**



Transaction 1: Payment for your policy / certificate

The screenshot shows the AIA MY PAYMENTS dashboard. The header includes navigation links: DASHBOARD, OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. The main heading is "MY PAYMENTS" with sub-links: My Profile, My Payments, Medical Card Dependant Management, and Transaction History. Below this is a search bar labeled "Search by person covered" with a redacted input field. The "PERSON COVERED: CADENCE TAN YU XI" section displays policy details for "A-LIFELINK STAFF". The details include: Premium amount (RM 150.00), Due Date (20-APR-2021), MALAYAN BANKING BHD, and Payment Cycle (MONTHLY). A red box highlights the "CHANGE PAYMENT CYCLE" button, and another red box highlights the "UPDATE CREDIT CARD" button.

Transaction 2: Change your premium / contribution payment frequency

This screenshot is identical to the one for Transaction 1, showing the AIA MY PAYMENTS dashboard with the same navigation, search bar, and policy details for "A-LIFELINK STAFF". The red boxes highlighting the "CHANGE PAYMENT CYCLE" and "UPDATE CREDIT CARD" buttons are also present.

Transaction 3: Edit your contact information (user flow will be differ, refer slide 99-107)

The screenshot shows the AIA MY PAYMENTS dashboard with a "PLEASE SELECT SERVICE REQUEST" modal open. The modal has two tabs: "EDIT PROFILE" (selected) and "CHANGE PAYMENT METHOD". Under "EDIT PROFILE", there are three sub-tabs: "EDIT PERSONAL DETAILS", "CHANGE OF ADDRESS", and "CHANGE OF OCCUPATION". Below these is a text input field labeled "Please select a contact you would like to edit". Two radio buttons are visible: "MARVERICK LEW - Policy Owner, Payor" (selected) and "MICHAEL LEW - Insured". To the right of the modal, the "A-LIFELINK Life Insurance" policy details are displayed, including Policy No. (8001234X108), Policy Status (In Force Premium Paying), Premium Amount (RM) (3,600.00), Premium Due Date (13-Jul-2021), and Payment Cycle (Annually). The "WHAT DOES IT COVER?" section is also visible with a "+ EXPAND" link. The "BACK TO MYAIA" button is in the top right corner.



Customer Due Diligence

×

INTRODUCTION

IDENTITY VERIFICATION

In line with our Customer Due Diligence (CDD) procedure, you are required to submit your personal details and a copy of your NRIC / passport (one time only) when you perform this transaction.

Please be informed that you will be directed to an external site to:

Update your personal info

Upload your identity document (NRIC/Passport*)
*if applicable

Perform OTP verification

Kindly make sure you are using a device with camera function before you update your personal info (NRIC/ passport number, gender, date of birth ,name, nationality). If your device does not have a camera function or you are facing other issues, please contact your [life planner](#) or [visit our customer service centres](#) to submit your change manually.

PROCEED

Customer Due Diligence - Policy Owner

Policy Owner: Tester Sam ⓘ

Policy Payor: Tester Sam

Kindly ensure the mobile number for Owner is up-to-date in order to receive verification OTP for CDD.

* Name:

Tester Sam

* NRIC:

900101051234

Passport No:

Please Input

* Date of Birth:

01/01/1990

Step 1 :

Click “Proceed”

Step 2 :

Policy Owner to verify the Customer Due Diligence info for Policy Owner and Payor.
(Note: Update only if applicable)

75 AIA confidential and proprietary information. Not for distribution.

Customer Due Diligence

Address3:
Please Input

* Postcode:
50000

* City/Town:
Kuala Lumpur

* Country:
MALAYSIA

Info
Kindly ensure the mobile number for Owner is updated in order to receive verification OTP for CDD.
CANCEL OK

Next



OTP Authentication
Policy Owner: Tester Sam
Mobile No: 0109822689
Previous Mobile No: N/A

Please Input

RESEND 0:58

Next

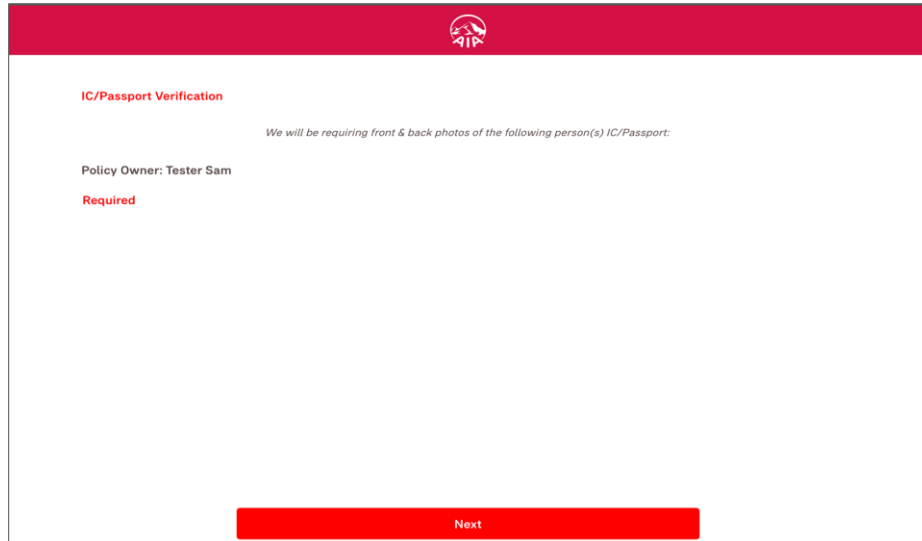
Step 3:

Alert Message to ensure Owner's mobile number is updated to receive OTP.

Step 4:

Key in the OTP (One-Time Password) sent to the Policy Owner's mobile.

Customer Due Diligence



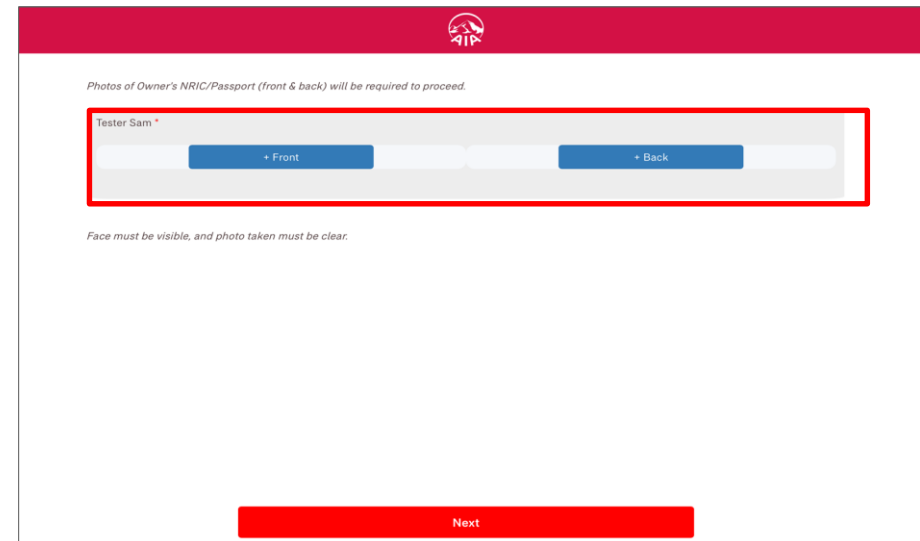
IC/Passport Verification

We will be requiring front & back photos of the following person(s) IC/Passport:

Policy Owner: Tester Sam

Required

Next



Photos of Owner's NRIC/Passport (front & back) will be required to proceed.

Tester Sam *

Front Back

Face must be visible, and photo taken must be clear.

Next

Step 4:

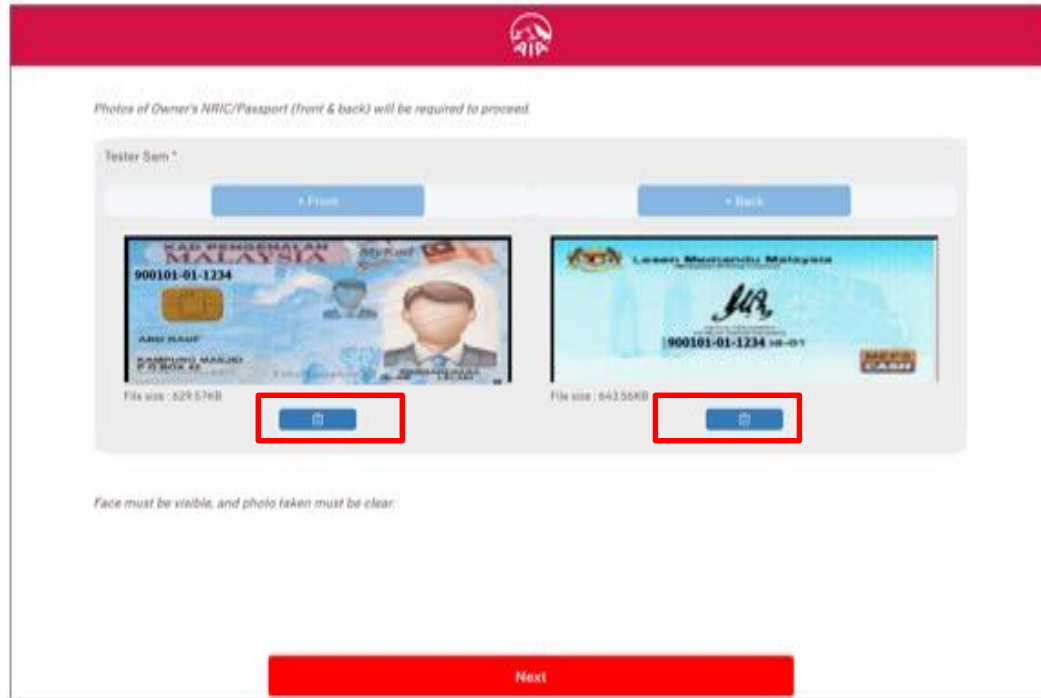
Upload NRIC / Passport (one time only)
if applicable

Step 5:

Click “Front” to take a picture of the front
page of NRIC / Passport

Click “Back” to take a picture of the back
page of NRIC / Passport

Customer Due Diligence



Photos of Owner's NRIC/Passport (front & back) will be required to proceed.

Tester Sam *

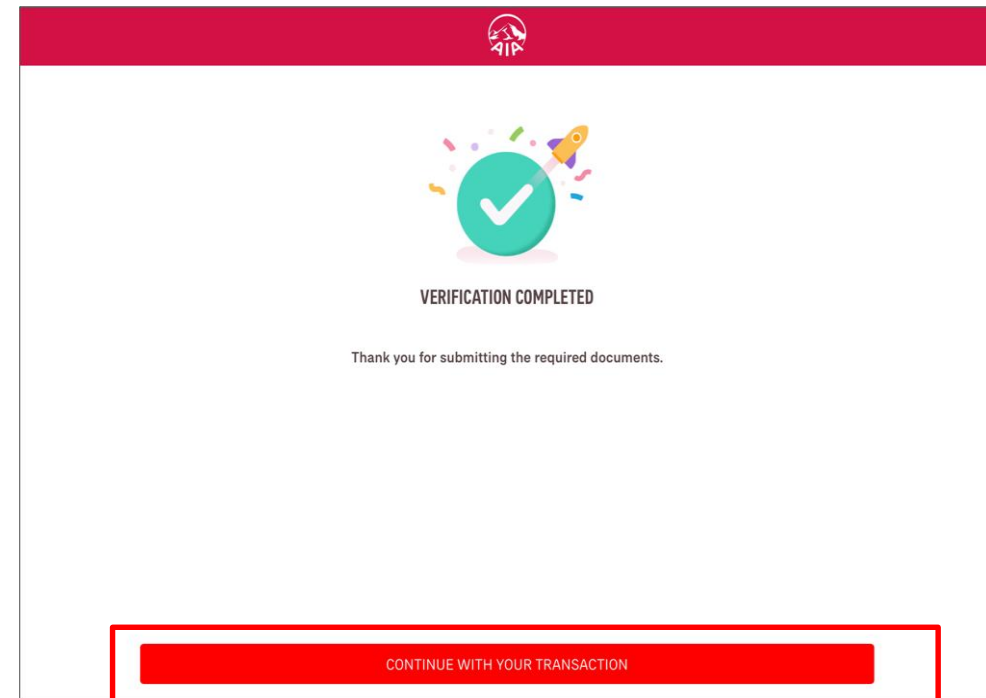
+ Front + Back

File size: 529.57KB

File size: 643.56KB

Face must be visible, and photo taken must be clear.

Next



VERIFICATION COMPLETED

Thank you for submitting the required documents.

CONTINUE WITH YOUR TRANSACTION

Step 6:

Click “Delete” if the front / back page of NRIC / Passport is not usable.

Note: NRIC / Passport details must be visible and clear.

CDD verification is completed!

Continue with your transaction in My AIA.

Auto Debit

Learn how to setup & edit auto debit function to perform payment for your policy / certificate



SERVICE REQUEST – Setup / Change Debit and Credit Card



[OUR PRODUCTS](#)[AIA VITALITY](#)[WHAT MATTERS](#)[ABOUT AIA](#)[HELP & SUPPORT](#)[MY AIA](#)

Welcome back, Hon Khai Ming

PAY ONLINE

AIA VITALITY

REWARDS

MY PLANS & CLAIMS

SERVICE REQUEST

Last Login: 20 Sep 2021 08:38

8 Individual Plans

N/A Employee Benefits

JOIN AIA VITALITY

SUBMIT CLAIMS

GUARANTEE / REFERRAL LETTER

TRANSACTION HISTORY

FINANCIAL HEALTH CHECK

Is your current insurance coverage sufficient? Find out by taking our assessment now.

[TAKE ASSESSMENT](#)

BACK TO MYAIA

PLEASE SELECT 1 POLICY/CERTIFICATE TO PROCEED

A-LIFELINK
Life Insurance

Policy No.	8001234XA08
Policy Status	In Force - Premium Paying
Owner Name	Maverick Lew
Payor Name	Maverick Lew
Insured Name	Michael Lew
Premium Amount (RM)	3,600.00
Premium Due Date	12-Dec-2020

A-ENRICH WEALTH
Savings & Investment

Policy No.	8001234XA08
Policy Status	In Force - Premium Paying
Owner Name	Maverick Lew
Payor Name	Maverick Lew
Insured Name	Michael Lew
Premium Amount (RM)	3,600
Premium Due Date	12-Dec-2020

NEXT

Select applicable policy



SERVICE REQUEST – Setup / Change Debit and Credit Card



BACK TO MYAIA

PLEASE SELECT SERVICE REQUEST

EDIT PROFILE

EDIT PERSONAL DETAILS

CHANGE OF ADDRESS

CHANGE OF OCCUPATION

CHANGE PAYMENT METHOD

Select Change Payment Method

A-LIFELINK
Life Insurance

Policy No.	8001234X108
Policy Status	In Force Premium Paying
Premium Amount (RM)	3,600.00
Premium Due Date	13-Jul-2021
Payment Cycle	Annually

WHAT DOES IT COVER? [+ EXPAND](#)

Policy Owner

MAVERICK LEW

Payor

MAVERICK LEW

Insured

MICHAEL LEW

NEXT



SERVICE REQUEST – Setup / Change Debit and Credit Card





BACK TO MYAIA

CUSTOMER DUE DILIGENCE

VERIFY POLICY OWNER & PAYOR DETAILS

Please verify the details in each section, click the "EDIT PROFILE DETAILS" button if update is required.

! Changes on Name, Date of Birth, NRIC/Passport No., Nationality and Gender might take up to 7 working days to process. Information displayed below may not reflect your recent changes.

Personal Details

Name	NRIC/Passport No.	Date of Birth
Maverick Lew	A12345678	27-Feb-1963
Race	Marital Status	Nationality
Chinese	Married	Malaysia
Gender	Email Address	
Male	-	
Mobile No.	Home Tel No.	Office Tel No.
60122237789	60122237789	60122237789

Correspondence Address

Address #1	Address #2	Address #3
23, Jalan Dato Yusof Shahbudin 23A	Taman Seri Intan	Klang
Country	City/State	Postcode
Malaysia	Shah Alam, Selangor	41200

Occupation

Occupation Industry	Occupation	Name of Employer
Banking	Junior Financial Adviser	Maybank
Nature of Business		
Financial Services		

EDIT PROFILE DETAILS

VERIFY

Click on Edit Profile Details where required, else Click Verify to Proceed



SERVICE REQUEST – Setup / Change Debit and Credit Card



[BACK TO MYAIA](#)

CHANGE PAYMENT METHOD

Policy Details

Current Payment Method
Direct Debit (Credit/Debit Card)

Current Payment Details
xxxx xxxx 1234

Please select your new payment method.

☐ **Direct Billing**

- Payment can be made via MYAIA & JOMPAY facilities
- Non-monthly payment only
- By selecting direct pay, your current auto debit payment arrangement will be cancelled

☒ **New Direct Debit (Credit/Debit Card)**

- The Card member must be the Contributor of this policy
- We only accept Visa or Master card

Select New Direct Debit



Apply To Other Policies?
Apply this changes to the following policies:

Select Applicable policy

☒ **A-PLUS CRITICAL CARE**
111111111A

Insured Name
Premium Amount
Payment Method
Payment Cycle
Payment Details

Brenda Lew

RM 3600.00

Credit Card

Annually

MBB
[**** * 1234]

☒ **FLEX PA**
089A182931

Insured Name
Premium Amount
Payment Method
Payment Cycle
Payment Details

Michael Lew

RM 3600.00

Credit Card

Annually

MBB
[**** * 1234]

☒ **A-ENRICH WEALTH**
123456789F

Insured Name
Premium Amount
Payment Method
Payment Cycle
Payment Details

Maverick Lew

RM 3600.00

Credit Card

Annually

MBB
[**** * 1234]

Please note that changing to a new payment method will result in the cancellation of the existing payment methods for the policies selected.

- Change of payment mode to Direct Pay (Cash/Cheque) is not applicable to policies with Monthly Payment Mode.
- The new credit card billing will be next billing cycle

AIA Vitality

AIA Vitality Membership
1234567A

Would you like to apply the same changes to customer's AIA Vitality Membership?

☒ YES ☐ NO

PREVIOUS


NEXT

Click Next once confirmed

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SERVICE REQUEST – Setup / Change Debit and Credit Card



 **ONLINE PAYMENT**

Payment Summary

Total Amount	MYR 1.00
Payment To	ipay88 Test Account - AIA
Reference No/Payment ID	MYEAD00000022590 / T081923137221
Description	UpdateCreditCard

Timeout in : 04:44

Credit Card Number

Name on Card

Expiry Date

-- / --

CVC/CVV2

Card Issuing Bank

Please Select

Card Issuing Country

Malaysia

Other Card Issuing Bank (optional)

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



☒ I have read and agree to [IPay88 Privacy Statement](#)

Note: "IPAY88-TESTPREAUTH" will be shown on your credit card statement.
Amount: 1.00 will be used for pre-authorization on the credit card. Your credit card will not be charge/capture.

CANCEL

PROCEED

i/3d1/auth/submit?ref=a3NaNkJWSXUJSVh3ZktPU2RKc2I2Zz09



Secure ePay Code has been sent to your registered mobile phone number +6016xxx0928. Please enter the Secure ePay Code to authenticate this payment.

Merchant Name

: IPAY88-TESTPREAUTH

Amount

: MYR 1.00

Transaction Date

: Mon Sep 20 2021
15:56:05 GMT +0800

CIMB Bank VISA No.

: XXXX XXXX XXXX 0051

Secure ePay Code

:


Cancel

Submit

If you do not receive Secure ePay Code within the next few minutes, please click on "Resend Secure ePay Code" button for a new Secure ePay Code.

Resend Secure ePay Code

This information is **not shared** with the Merchant.

 Please contact our Customer Service Hotline at the back of your card for assistance.

Enter Payment Information

Payment is completed in ipay88

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SERVICE REQUEST – Setup / Change Debit and Credit Card



BACK TO MYAIA

SUMMARY REVIEW

POLICY INFORMATION

Policy No.
8001234X108

Plan Name
A-LIFELINK 1

Payment Mode
ANNUALLY

Cross Subsidy
YES

Policy Status
IN FORCE - PREMIUM PAYING

MAVERICK LEW
OWNER

NRIC/Passport No. 720901431117
Gender Male
Smoker No

MICHAEL LEW
INSURED

NRIC/Passport No. 900701431235
Gender Male
Smoker No

CHANGE PAYMENT METHOD

New Payment Method

New Direct Debit (Credit/Debit Card)

Apply To Other Policies/Certificates

Apply these changes to the following policies/certificates:

3 Policies

Owner Name
Maverick Lew

Insured Name
Brenda Lew

Auto Debit
Cancelled

Owner Name
Maverick Lew

Insured Name
Maverick Lew

Auto Debit
Cancelled

Owner Name
Maverick Lew

Insured Name
Maverick Lew

Auto Debit
Cancelled

Apply Changes to AIA Vitality

Changes applied to AIA Vitality Membership VA00012345

Yes

New Credit/Debit Card Details

Remote Authentication link will be sent to Policy Owner to complete his/her new credit card details.

AUTHENTICATION

Contact(s) below are required to provide authentication for this submission

MAVERICK LEW
OWNER

Email Address
mavericklew@email.com

Mobile No.
60122237789

One Time Password (OTP) will be sent via SMS to the registered mobile no.

CANCEL

NEXT

Check Summary Page.

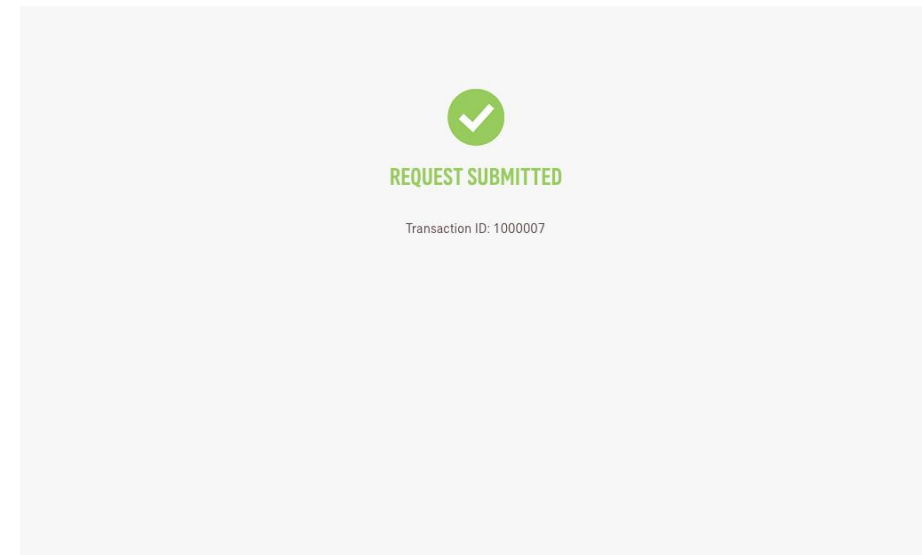
- Customer can proceed to obtain OTP verification once ready

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SERVICE REQUEST – Setup / Change Debit and Credit Card



THANK YOU



Transaction Success.
Customer to receive Email and/or SMS notification

OTP AUTHENTICATION

Please enter the 6-digit OTP code sent to the contacts below.

POLICY OWNER
MOHD AZRIL BIN NAHARUDIN

- Customer can also complete the OTP Verification later which visiting the Transaction History page

Online Payment

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

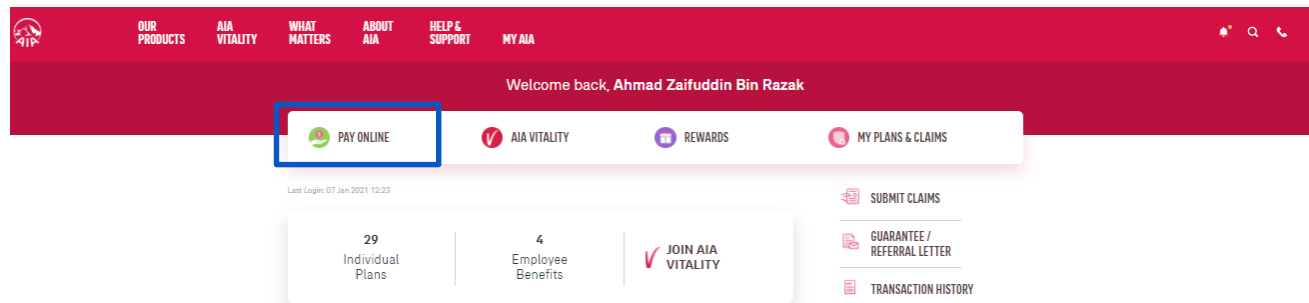


PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA

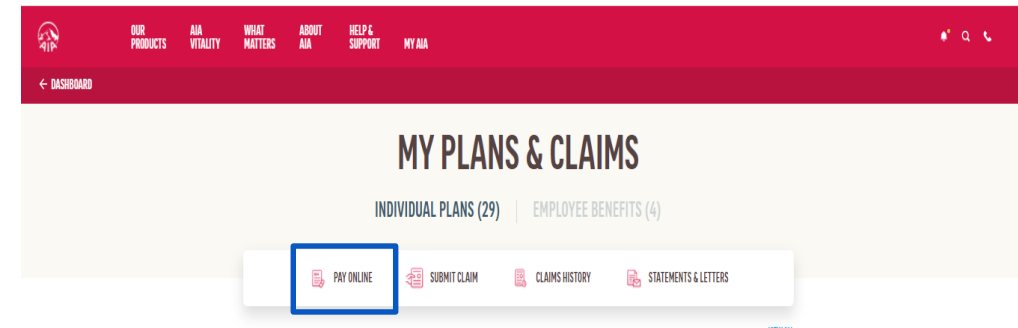


1) Here are 4 ways you can access PAY ONLINE

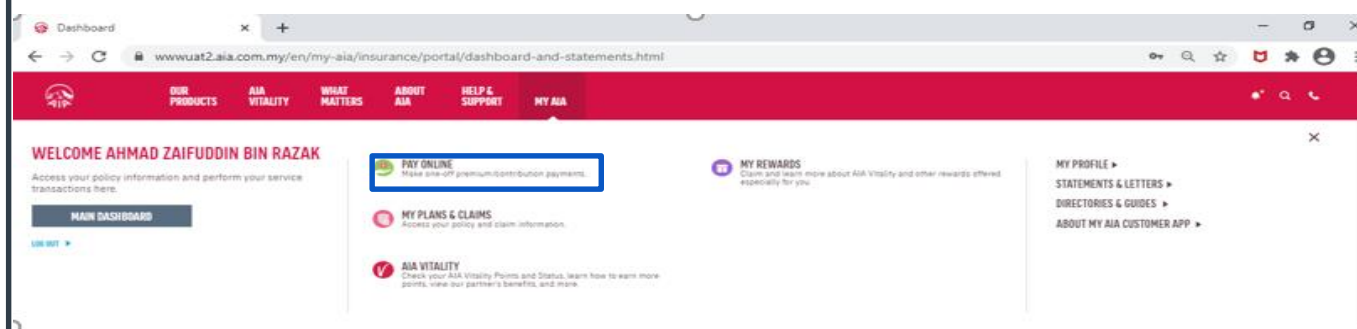
Homepage: Click on “Pay Online”



My Plans & Claims : Click on “Pay Online”



Portal Mega Menu: “Click on Pay Online “




Policy Details: Click on “Make a Payment”



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA





HOW TO
GUIDES

OUR
PRODUCTS

AIA
VITALITY

WHAT
MATTERS

ABOUT AIA

MY AIA

MY PAYMENTS

123

MAKE A PAYMENT

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

AIA VITALITY

AIA Vitality Membership No.: VA06038848

Member Name:
ANG LING DING

Fee/s :
RM 10.00

☐ Current - Due 12-Sep-2023

Select The Number Of Advanced Payments

No Advance Payment

PERSONAL ACCIDENT - PERSONAL

Policy No.: PA73413506

Insured:
MOMO

Premium Amount:
RM 12.12

☐ Current - Due 12 December 2021

Select The Number Of Advanced Payments

No Advance Payment

A-ENRICHGOLD

Policy No.: 0856223A07

Insured:
CHAN POH LENG

Premium Amount:
RM 557.15

Payment Frequency:
MONTHLY

☐ Current - Due 11 January 2016

Select The Number Of Advanced Payments

No Advance Payment

A-LIFE IKHTIAR

Certificate No.: X115843A08

Insured:
BABY ONE

Contribution Amount:
RM 2,697.29

Payment Frequency:
MONTHLY

☐ Current - Due 05 October 2021

Select The Number Of Advanced Payments

No Advance Payment

SUMMARY

Current Due Amount:

RM 10.00

0 Advanced Payments

Total Amount

RM 0.00

Current Due Amount:

RM 12.12
(Inc. Stamp Duty And Govt. Tax)

0 Advanced Payments

Total Amount

RM 0.00

Current Due Amount:

RM 557.15

0 Advanced Payments

Total Amount

RM 0.00

Current Due Amount:

RM 2,697.29

0 Advanced Payments

Total Amount

RM 0.00

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

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PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



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

← MY PAYMENTS

AIA

PERSONAL ACCIDENT - PERSONAL

Policy No.: PA97874406

Insured:
IO TEST

Premium Amount:
RM 237.05

Payment Frequency:
HALF-YEARLY

☒ Current - Due 11 February 2022

Select The Number Of Advanced Payments

1

Current Due Amount:

RM 237.05
(Inc. Govt. Tax)

1 Advanced Payments

11 August 2022

RM 237.05
(Inc. Govt. Tax)

Total Amount

RM 474.10

A-LIFE CANCER360

Policy No.: 4111776A02

Insured:
IO TEST

Premium Amount:
RM 263.94

Payment Frequency:
QUARTERLY

☒ Current - Due 10 May 2022

Select The Number Of Advanced Payments

1

Current Due Amount:

RM 263.94

1 Advanced Payments

10 August 2022

RM 263.94

Total Amount

RM 527.88

A-LIFE CANCER360-I

Certificate No.: X082568A04

Insured:
IO TEST

Contribution Amount:
RM 288.38

Payment Frequency:
QUARTERLY

☒ Current - Due 11 May 2022

Select The Number Of Advanced Payments

2

Current Due Amount:

RM 288.38

2 Advanced Payments

11 August 2022

RM 288.38

11 November 2022

RM 288.38

Total Amount

RM 866.14

GRAND TOTAL

RM 1,867.12

NEXT



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



2c) For the 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 a minimum of RM100

← MY PAYMENTS

1 — 2 — 3

MAKE A PAYMENT

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

☐ **AIA VITALITY**
AIA Vitality Membership No.: XXXXXXXXXXXXXXXX
Member Name: XXXXXXXXXXXXX
Fee/s (including GST): RM 0.00
Due on 26-Aug-2018

Select the number of advanced payments

No Advance Payment

Current RM 10.00

Advanced x 0 RM 0.00

Total RM 0.00

SELECT POLICY

☐ **CRITICAL COVER**
Policy Number: XXXXXXXXXXXXXXXX
Person covered: XXXXXXXXXXXXX
Premium amount: RM 3,080.00
Paid ANNUALLY
Due on 02 March 2018

Select the number of advanced payments

No Advance Payment

Current RM 3,080.00

Advanced x 0 RM 0.00

☒ APL - RM 5,767.96

APL RM 5,767.96

☒ Policy Loan - RM 3,342.81

PL RM 3,342.81

Editable Fields



button.

PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



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



REVIEW YOUR PAYMENT

Please review the policies you have selected for payment.

YOUR PAYMENT SELECTION

PERSONAL ACCIDENT - PERSONAL Policy No.: PA97874406 Insured: IO TEST Premium Amount: RM 237.05 Payment Frequency: HALF-YEARLY Due on 11 February 2022	Current RM 237.05 Advanced x 1 RM 237.05 Total RM 474.10
A-LIFE CANCER360 Policy No.: 4111776A02 Insured: IO TEST Premium Amount: RM 263.94 Payment Frequency: QUARTERLY Due on 10 May 2022	Current RM 263.94 Advanced x 1 RM 263.94 Total RM 527.88
A-LIFE CANCER360-I Certificate No.: X082568A04 Insured: IO TEST Contribution Amount: RM 288.38 Payment Frequency: QUARTERLY Due on 11 May 2022	Current RM 288.38 Advanced x 2 RM 576.76 Total RM 865.14

GRAND TOTAL RM 1,867.12

Please disable your pop-up blocker before proceeding.

PREVIOUS

NEXT



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



Payment Summary

Total Amount	MYR 1,867.12
Payment To	Ipay88 Test Account - AIA
Reference	MYP302363 / T105896342122
No/Payment ID	Make a payment
Description	

Timeout in : 04:59

Credit Card Number

Name on Card

Expiry Date

CVC/CCV2

Card Issuing Bank

YOUR PAYMENT SELECTION

Policy Name	Current	Advanced	Total
PERSONAL ACCIDENT - PERSONAL Policy No: PA97874406 Insured: ID TEST Premium Amount: RM 237.05 Payment Frequency: HALF-YEARLY Due on 11 February 2022	RM 237.05	RM 237.05	RM 474.10
A-LIFE CANCER360 Policy No: 4111776A02 Insured: ID TEST Premium Amount: RM 263.94 Payment Frequency: QUARTERLY Due on 10 May 2022	RM 263.94	RM 263.94	RM 527.88
A-LIFE CANCER360-I Certificate No: X082568A04 Insured: ID TEST Contribution Amount: RM 288.38 Payment Frequency: QUARTERLY Due on 11 May 2022	RM 288.38	RM 576.76	RM 865.14
GRAND TOTAL			RM 1,867.12

PREVIOUS NEXT

- 4) Complete your payment details:
 - (a) Enter your **Visa/Master Debit/Credit Card** details and complete the required fields on the Online Payment Page
 - (b) Next, click **Proceed**
 - (c) You will then need to enter the **One Time Pin (OTP)** provided by your credit card issuing bank to complete the transaction



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



5) You will be directed to the acknowledgement page upon successful payment.
An acknowledgement email and SMS will also be sent to the email address and mobile number saved under “My Profile”



THANK YOU FOR YOUR PAYMENT

Your Transaction ID for this payment is: **MYP302364**

Please review the policy(s) that you have selected for payment. View your transaction history under the Payment History page and download your e-receipt from the View Statement page.

*Payment will reflect in My AIA within the next 2 days.

YOUR PAYMENT SELECTION

PERSONAL ACCIDENT - PERSONAL Policy No.: PA97874406 Insured: IO TEST Premium Amount: RM 237.05 Payment Frequency: HALF-YEARLY Due on 11 February 2022	<table><tr><td>Current</td><td>RM 237.05</td></tr><tr><td>Advanced x 1</td><td>RM 237.05</td></tr><tr><td>Total</td><td>RM 474.10</td></tr></table>	Current	RM 237.05	Advanced x 1	RM 237.05	Total	RM 474.10
Current	RM 237.05						
Advanced x 1	RM 237.05						
Total	RM 474.10						
A-LIFE CANCER360 Policy No.: 4111776A02 Insured: IO TEST Premium Amount: RM 263.94 Payment Frequency: QUARTERLY Due on 10 May 2022	<table><tr><td>Current</td><td>RM 263.94</td></tr><tr><td>Advanced x 1</td><td>RM 263.94</td></tr><tr><td>Total</td><td>RM 527.88</td></tr></table>	Current	RM 263.94	Advanced x 1	RM 263.94	Total	RM 527.88
Current	RM 263.94						
Advanced x 1	RM 263.94						
Total	RM 527.88						
A-LIFE CANCER360-I Certificate No.: X082568A04 Insured: IO TEST Contribution Amount: RM 288.38 Payment Frequency: QUARTERLY Due on 11 May 2022	<table><tr><td>Current</td><td>RM 288.38</td></tr><tr><td>Advanced x 2</td><td>RM 576.76</td></tr><tr><td>Total</td><td>RM 865.14</td></tr></table>	Current	RM 288.38	Advanced x 2	RM 576.76	Total	RM 865.14
Current	RM 288.38						
Advanced x 2	RM 576.76						
Total	RM 865.14						


MAKE ANOTHER PAYMENT






PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



6) To view your transaction history, from the MY AIA Homepage, click on Individual Plans> My Plans & Claims > Select Policy > Update payment details > My Payments > View Transaction History > Online Payment.



[HOW TO GUIDES](#)[OUR PRODUCTS](#)[AIA VITALITY](#)[WHAT MATTERS](#)[ABOUT AIA](#)[MY AIA](#)



[← MY PAYMENTS](#)

TRANSACTION HISTORY

[Payment History](#) | [Online Payment](#)

Select a policy

4111776A02

Select the transaction year

2022



AMOUNT PAID: RM 527.88

Transaction date: 17/02/2022 17:36:21

SUCCESSFUL

Transaction ID: MYP302364

Policy Number : 4111776A02

Person covered : IO TEST

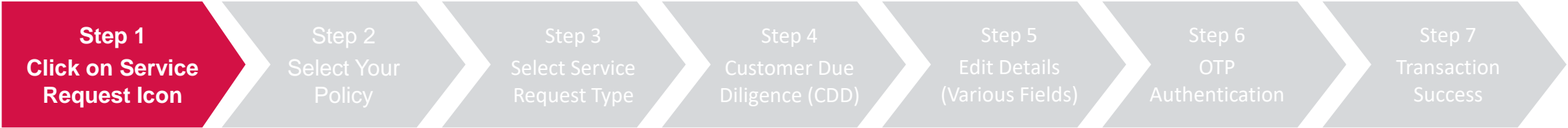


Change Payment Cycle

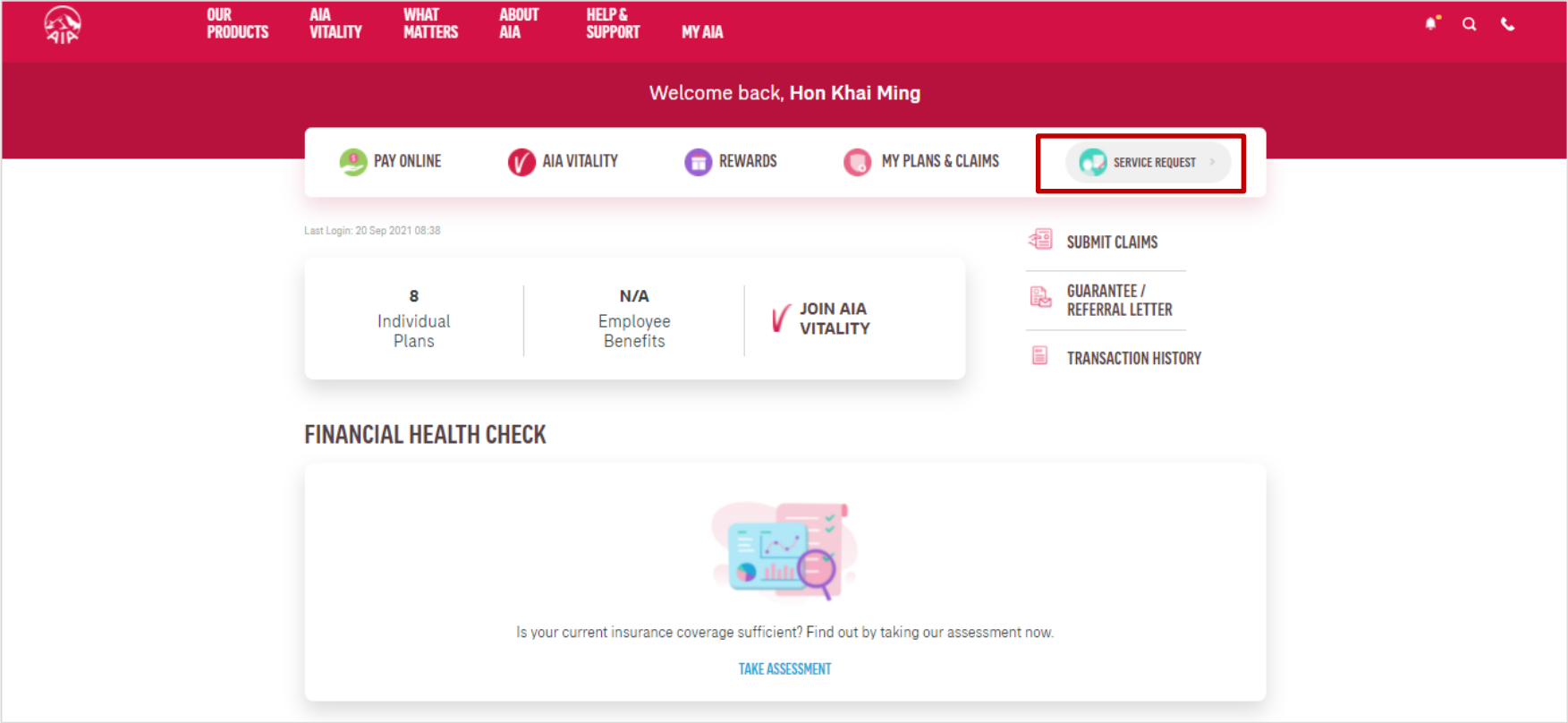
Learn how to change your premium / contribution payment frequency



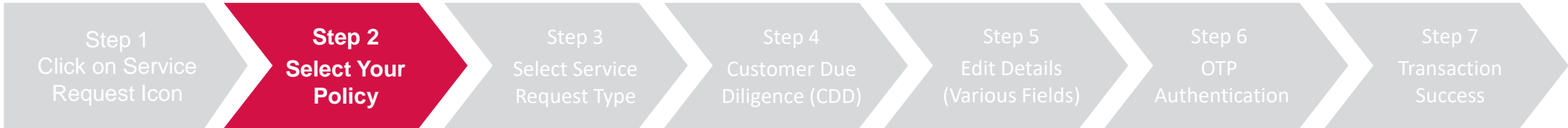
SERVICE REQUEST – Change Payment Frequency




Log in to **My AIA** via the App or Portal





SERVICE REQUEST – Change Payment Frequency





BACK TO MYAIA

PLEASE SELECT 1 POLICY/CERTIFICATE TO PROCEED



A-LIFELINK
Life Insurance

Policy No.	8001234XA08
Policy Status	In Force - Premium Paying
Owner Name	Maverick Lew
Payor Name	Maverick Lew
Insured Name	Michael Lew
Premium Amount (RM)	3,600.00
Premium Due Date	12-Dec-2020



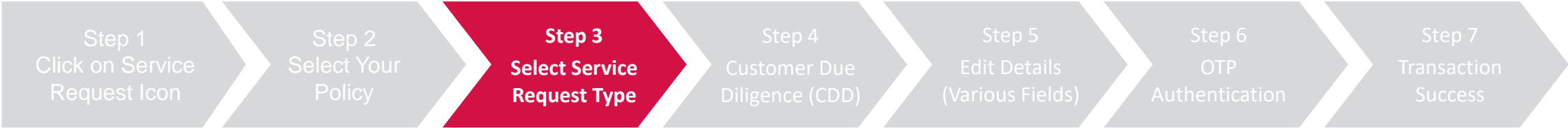
A-ENRICH WEALTH
Savings & Investment

Policy No.	8001234XA08
Policy Status	In Force - Premium Paying
Owner Name	Maverick Lew
Payor Name	Maverick Lew
Insured Name	Michael Lew
Premium Amount (RM)	3,600
Premium Due Date	12-Dec-2020

NEXT



SERVICE REQUEST – Change Payment Frequency



BACK TO MY AIA

PLEASE SELECT SERVICE REQUEST

☒ **EDIT PROFILE**

EDIT PERSONAL DETAILS

CHANGE OF ADDRESS

CHANGE OF OCCUPATION

☒ **CHANGE PAYMENT FREQUENCY**

☐ **CHANGE PAYMENT METHOD**

☒ **UPDATE DIRECT CREDIT INSTRUCTION**

A-ENRICHMAX
Savings and Investment

Policy No.	XXX
Policy Status	In Force Premium Paying
Premium Amount (RM)	XXX
Premium Due Date	XXX
Payment Frequency	Annually

WHAT DOES IT COVER? [+ EXPAND](#)

Policy Owner

ADLIN SUHANA BINTI SAIDON

Assignee

ADLIN SUHANA BINTI SAIDON

Insured

AHMAD 'AZAM BIN SAIDON

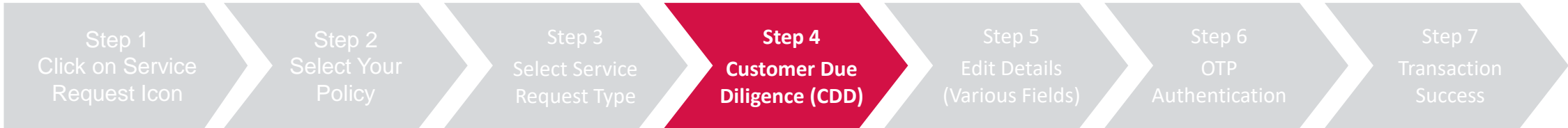
Payor

ADLIN SUHANA BINTI SAIDON

NEXT



SERVICE REQUEST – Change Payment Frequency



BACK TO MYAIA

CUSTOMER DUE DILIGENCE

VERIFY POLICY OWNER <& PAYOR> DETAILS

Please verify the details in each section, click the "EDIT PROFILE DETAILS" button if update is required. If you wish to change the owner or payor, please submit [Request for Change Form](#) to our nearest AIA Customer Centre

! Change display information

Personal Information

Name
Maverick L

Race
Chinese

Gender
Male

Mobile Tel No.
60122237789

Home Tel No.
60122237789

Office Tel No.
60122237789

Correspondence Address

Address #1
23, Jalan Dato Yusof Shahbudin 23A

Address #2
Taman Seri Intan

Address #3
Klang

CUSTOMER PROFILE

In line with our ongoing Customer Due Diligence ("CDD") procedure, customers are required to provide/update their personal details.

Click "NEXT" to proceed to Customer Due Diligence updates.

NEXT

BACK TO MY AIA

CUSTOMER DUE DILIGENCE

VERIFY POLICY OWNER & PAYOR DETAILS

Please verify the details in each section, click the "EDIT PROFILE DETAILS" button if update is required. If you wish to change the owner or payor, please submit [Request for Change Form](#) to our nearest AIA Customer Centre

Personal Details

Name
ADLIN SUHANA BINTI SAIDON

NRIC/Passport
XXX

Date of Birth
XXX

Race
XXX

Marital Status
XXX

Nationality
Malaysia

Gender
Female

Email Address
Sunitha-R.Sunitha@aia.com

Mobile No.
XXX

Home Tel No.
03-41626006

Office Tel No.
03-41491404

Correspondence Address

Address#1
XXX

Address#2
XXX

Address#3
-

Country
Malaysia

Postcode
XXX

City, State
SUBANG JAYA

Residential Address

Address#1
luithrith

Address#2
-

Address#3
-

Country
Malaysia

Postcode
-

City, State
-

Update is required due to mandatory fields being empty/ wrong data format. Please click "edit profile details" to proceed.

Occupation

Occupation Industry
Administration & Management

Occupation
Deputy General Manager (DGM)

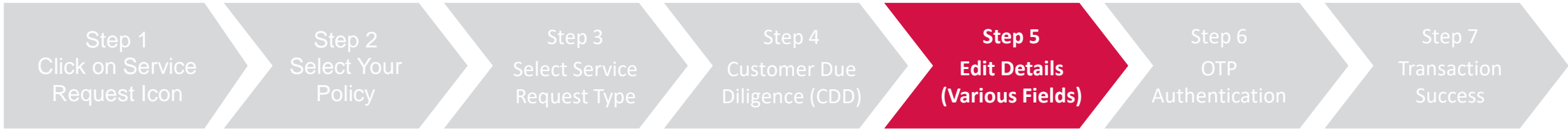
Name of Employer
MOTOROLA SOLUTIONS MALAYSIA SDN BHD

Nature of Business
ELECTRICAL & ELECTRONIC

EDIT PROFILE DETAILS

If prompted / required, click on 'Edit Profile Details' to update the requested mandatory fields

SERVICE REQUEST – Change Payment Frequency



BACK TO MY AIA

EDIT PROFILE

1

2

EDIT PROFILE

APPLY CHANGES

FOR POLICY OWNER & PAYOR

Personal Details

Please note that any changes made to the personal details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.

Name*

ADLIN SUHANA BINTI SAIDON

Date Of Birth*

XXX

Please note that any correction made to the Date Of Birth may affect the premium/contribution amount & insurance/takaful charges.

NRIC/Passport No.*

XXX

Race*

XXX

Marital Status*

XXX

Nationality*

Malaysia

If the country is not available from the list, please click [here](#) for further assistance.

Gender*

Female

Please note that any changes made to the gender selection may affect the premium/contribution amount & insurance/takaful charges.

Email Address

Sunitha-R.Sunitha@aia.com

Please key in a valid e-mail address (e.g. user123@email.com)

Mobile No.*

Please select

XXX

Select your country code and key in your mobile number using this format: e.g. 122788456

IMPORTANT: Please provide policy owner's mobile number.

Home Tel No.

Please select

03-41626006

Select your country code and key in your home telephone number using this format: e.g. 33791456

Office Tel No.

Please select

03-41491404

Select your country code and key in your office telephone number using this format: e.g. 33791456



***Note:** This is where the Customer performs the data entry for the required changes

**Edit / Update
Personal Details,
Address &
Occupation if
required**

Correspondence Address

Address #1*

XXX

Address #2

XXX

Address #3

Please input

Country*

Malaysia

Postcode*

XXX

City, State*

SUBANG JAYA

Residential Address

Please note that any changes on occupation details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.

Same as Correspondence Address

Address #1*

luluthrthith

Address #2

Please input

Address #3

Please input

Country*

Malaysia

Postcode*

Please select

City, State*

Please input

Occupation

Please note that any changes on occupation details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.

Occupation Industry*

Administration & Management

Occupation*

Deputy General Manager (DGM)

Nature Of Business *

ELECTRICAL & ELECTRONIC

Name Of Employer *

MOTOROLA SOLUTIONS MALAYSIA SDN BHD

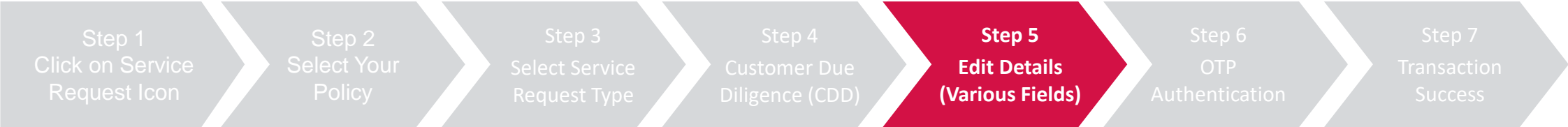
**Proceed to click
'Next' once the
details have been
updated**

PREVIOUS

NEXT

101 AIA confidential and proprietary information. Not for distribution.

SERVICE REQUEST – Change Payment Frequency



[BACK TO MY AIA](#)

CHANGE PAYMENT FREQUENCY

1

CHANGE OF PAYMENT FREQUENCY

2

REMITTANCE

Policy Details

Current Payment Frequency

ANNUALLY

Current Premium Due Date

28 Aug 2016

Current Premium Amount (RM)

50,676.00
Incl. Govt Tax RM 0.00

Select new payment frequency

New Payment Frequency

MONTHLY

New Premium Due Date

28 Aug 2016

New Premium Amount (RM)

4,408.81
Incl. Govt Tax RM 0.00

PREVIOUS

NEXT

Click on the dropdown menu to select the preferred payment frequency: Monthly, Quarterly or Half-Yearly

Select new payment frequency

New Payment Frequency

MONTHLY

MONTHLY

QUARTERLY

HALF-YEARLY

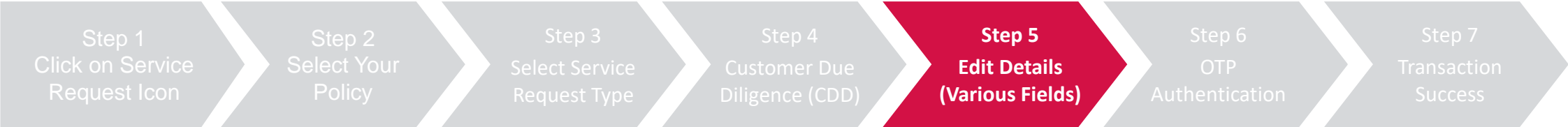
New Premium Amount (RM)


4,408.81
Incl. Govt Tax RM 0.00

Upon selection, click 'Next' to proceed



SERVICE REQUEST – Change Payment Frequency





BACK TO MY AIA

CHANGE PAYMENT FREQUENCY

✓

CHANGE OF PAYMENT FREQUENCY

2

REMITTANCE

Contribution Remittance

!

For the change of payment frequency to take effect, please remit total outstanding amount below (incl. Govt Tax, if any) and your next contribution due date will be **01 Apr 2021**.

Total Remittance Amount (RM)

3,000.00

Incl. Govt Tax RM 0.00

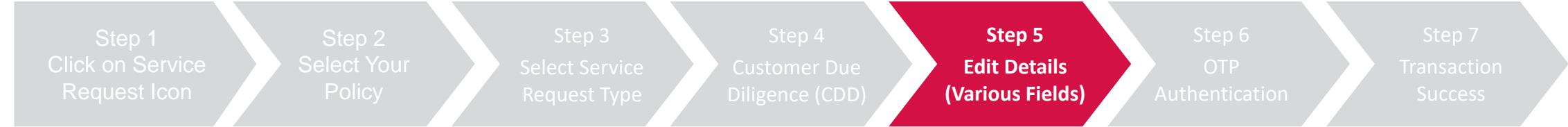
PREVIOUS

NEXT

In some cases, payment will be required for any outstanding amount for the change payment frequency to take effect. Review the details and click 'Next'.



SERVICE REQUEST – Change Payment Frequency



***Note:** This is where the Customer has a summary view of all the changes made

BACK TO MY AIA

SUMMARY REVIEW

POLICY INFORMATION

Policy No. XXX	Plan Name XXX	Policy Status IN FORCE PREMIUM PAYING
Payment Frequency ANNUALLY	Premium Due Date 28 AUG 2016	Cross Subsidy -

AHMAD 'AZAM BIN SAIDON
INSURED

ADLIN SUHANA BINTI SAIDON
ASSIGNEE, POLICY OWNER, PAYOR

NRIC/Passport XXXX	XXXX
Gender MALE	
Smoker NO	

NRIC/Passport XXXX	XXXX
Gender FEMALE	
Smoker -	

EDIT PROFILE

POLICY OWNER, PAYOR

Personal Details

Please note that any changes made to the personal details will be applied to the current policy and ALL policies/certificates under the customer's NRIC/Passport No.

Name ADLIN SUHANA BINTI SAIDON	Date of Birth XXX	NRIC/Passport XXX
Race XXX	Marital Status XXX	Nationality Malaysia
Gender Female	Email Address Sunitha-R.Sunitha@aia.com	Mobile No. XXX
Home Tel No. 603456789	Office Tel No. 6034149140	

Correspondence Address

Address #1 XXX	Address #2 XXXX	Address #3 -
Country Malaysia	Postcode XXXX	City, State SUBANG JAYA

Residential Address

Please note that any changes made to the personal details will be applied to the current policy and ALL policies/certificates under the customer's NRIC/Passport No.

Address #1 iuiuthrthith	Address #2 -	Address #3 -
Country Malaysia	Postcode 01007	City, State KANGAR PERLIS

CHANGE PAYMENT FREQUENCY

Current Payment Frequency

Current Payment Frequency Annually	Current Premium Due Date 28 Aug 2016	Current Premium Amount (RM) XXXX Incl. Govt Tax RM 0.00
---------------------------------------	---	---

New Payment Frequency

New Payment Frequency Monthly	New Premium Due Date 28 Aug 2016	New Premium Amount (RM) XXXX Incl. Govt Tax RM 0.00
----------------------------------	-------------------------------------	---

DECLARATION

Sustainability Quotation Acknowledgement

I hereby acknowledge that I have reviewed the Sustainability Quotation and understand the impact of the changes requested to the sustainability of my certificate.

Note: Please contact our Callcentre at 1300 88 8922, email us at MYCustomer@aia.com or visit the nearest AIA Customer Centres to obtain a copy of the Sustainability Quotation.

AUTHENTICATION

Contact(s) below are required to provide authentication for this submission

NUR AQMA BINTI ABUL AZIZ
CERTIFICATE OWNER

Email Address
PeliY.Fong@aia.com

Mobile No.
60122158912

One Time Password (OTP) will be sent via SMS to the registered mobile no.

ONE TIME PAYMENT

Total Change Payment Frequency Outstanding Contribution (RM)

Incl. Govt Tax (RM)	
Total to be Paid (RM)	3,000.00

Payment link will be sent to complete the payment. Please remit payment within the same day to avoid any delay in processing.

Receive payment link via SMS

Mobile No.
60122158912

Receive payment link via Email

Email Address
PeliY.Fong@aia.com

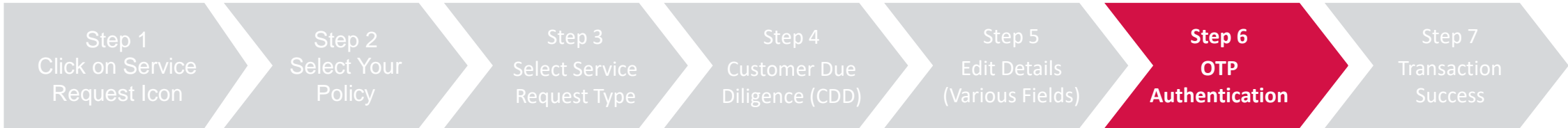
CANCEL

NEXT

***Note:** The 'Edited' box indicates that details for that particular section have been edited / updated

Once the changes have been reviewed and confirmed, click 'Next'

SERVICE REQUEST – Change Payment Frequency



BACK TO MY AIA

TERMS & CONDITIONS

IMPORTANT
Please read these conditions carefully before proceed with the change request submission

Customer Due Diligence

I/We understand and agree that any personal information collected or held by AIA Bhd. / AIA PUBLIC Takaful Bhd. / AIA General Berhad (hereinafter referred to as "AIA") (whether contained in this form or otherwise obtained, including through credit reporting agencies) may be held, used, and disclosed by AIA to individuals/organisations related to and associated with AIA or any selected third party (within or outside of Malaysia, including but not limited to regulators/authorities, reinsurance companies/ retakaful operators, claims investigation companies, industry associations/federations and credit reporting agencies) for the purpose of (a) processing this form; (b) providing subsequent service for this; (c) for AIA data matching; (d) to review and advice on my/our coverage with AIA; and (e) for regulatory and/or statutory compliance purposes. I/We understand that I/we have the right to obtain access to and to request correction of any personal information held by AIA concerning me/us. Such request can be made at any of AIA Customer Service Centres or via My AIA.

(Note: You can register and download My AIA app to perform the request at your convenience. Visit <https://www.aia.com.my/en/myaia-app.html> to learn more.)

I/We hereby request that this policy/certificate be changed in accordance with the above particulars. I/We understand that AIA will issue a letter, endorsement or e-notification to me/us confirming the change has been registered by AIA and it shall from part of the policy/certificate with effect from the date stated within, except for changes in method of payment and premium holiday option. I/We agree that any request for change or addition of benefits shall not take effect by reason of any monies paid or on account of any receipt issued, until the request is approved by an authorised Officer of AIA.

Important Note:
AIA may review and/or update the Privacy Statement from time to time to reflect the changes in law and/or AIA internal policy. For more information on how AIA deals with personal information, please refer to the latest Privacy Statement on our website at www.aia.com.my.

Change Payment Frequency

Declaration And Authorisation

I/We understand and agree that any personal information collected or held by AIA Bhd. / AIA PUBLIC Takaful Bhd. / AIA General Berhad (hereinafter referred to as "AIA") (whether contained in this form or otherwise obtained, including through credit reporting agencies) may be held, used, and disclosed by AIA to individuals/organisations related to and associated with AIA or any selected third party (within or outside of Malaysia, including but not limited to regulators/authorities, reinsurance companies/ retakaful operators, claims investigation companies, industry associations/federations and credit reporting agencies) for the purpose of (a) processing this form; (b) providing subsequent service for this; (c) for AIA data matching; (d) to review and advice on my/our coverage with AIA; and (e) for regulatory and/or statutory compliance purposes. I/We understand that I/we have the right to obtain access to and to request correction of any personal information held by AIA concerning me/us. Such request can be made at any of AIA Customer Service Centres or via My AIA.

(Note: You can register and download My AIA app to perform the request at your convenience. Visit <https://www.aia.com.my/en/myaia-app.html> to learn more.)

I/We hereby request that this policy/certificate be changed in accordance with the above particulars. I/We understand that AIA will issue a letter, endorsement or e-notification to me/us confirming the change has been registered by AIA and it shall from part of the policy/certificate with effect from the date stated within, except for changes in method of payment and premium holiday option. I/We agree that any request for change or addition of benefits shall not take effect by reason of any monies paid or on account of any receipt issued, until the request is approved by an authorised Officer of AIA.

DECLINE AGREE & SUBMIT

BACK TO MY AIA

OTP AUTHENTICATION

Please enter the 6-digit OTP code sent to the contacts below.

POLICY OWNER
ADLIN SUHANA BINTI SAIDON

✓ OTP NOW

OTP LATER

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone 60172831162

6-digit OTP Code

342795

VERIFY

You can request a new code after 01:38 mins

NEXT

Request and key in the OTP and click 'Verify'

Once done, click 'Next'

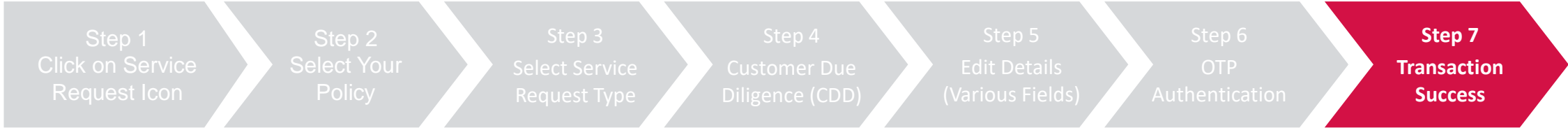
RM0 AIA: Your verification code is: 342795. Requested for Service Request Authentication. Did not request? Call 1 300 88 1899 / 1300 88 8922. TQ.


Sample SMS for OTP

Review Terms & Condition and click 'Agree & Submit' after to proceed




SERVICE REQUEST – Change Payment Frequency




 BACK TO MYAIA

THANK YOU


REQUEST SUBMITTED
Transaction ID: 1000007

Email Notification

Status Update: Service Request MT2021082618013425321694382

 noreply-policyownerservice@aia.com
To: Tharsame Singh, Narvindeer Singh

Dear Valued Customer,

Kindly find below the status of your service request(s) submitted on 26 Aug 2021.


Policy/Certificate Number	Request Type	Status	Status Date
S214221A08	Correspondence Address	Completed	26 August 2021
S214221A08	Change of Mobile No	Completed	26 August 2021
S214221A08	Change of Email	Completed	26 August 2021
S214221A08	Change of Occupation	In Progress	26 August 2021


If you have any further questions, please contact us by:

1. E-mailing your enquiry to My_Customer@aia.com or

2. Calling our Care Line at 1300 88 1899 / 1300 88 8922

SMS Notification


RM0 AIA: We have received yr service request on 24 Aug 2021. Yr Trx No. is MT2021082416112553308689 27. Login to My AIA @ www.aia.com.my for details


RM0 AIA: Yr service request on 24 Aug 2021 for Trx No. MT2021082416112553308689 27 has been resolved. Login to My AIA @ www.aia.com.my for details

Policy Owner will also receive an Email / SMS of:

1. Acknowledgement

2. Confirmation of Status



Change Contact Details


Find out how to edit your contact information



SERVICE REQUEST – Personal Details



Log in to **My AIA** via the App or Portal



[OUR PRODUCTS](#)[AIA VITALITY](#)[WHAT MATTERS](#)[ABOUT AIA](#)[HELP & SUPPORT](#)[MY AIA](#)

Welcome back, Hon Khai Ming

PAY ONLINE

AIA VITALITY

REWARDS

MY PLANS & CLAIMS

SERVICE REQUEST >

Last Login: 20 Sep 2021 08:38

8
Individual Plans

N/A
Employee Benefits


JOIN AIA VITALITY

SUBMIT CLAIMS

GUARANTEE / REFERRAL LETTER

TRANSACTION HISTORY

FINANCIAL HEALTH CHECK



Is your current insurance coverage sufficient? Find out by taking our assessment now.

[TAKE ASSESSMENT](#)





SERVICE REQUEST – Personal Details





BACK TO MYAIA



PLEASE SELECT 1 POLICY/CERTIFICATE TO PROCEED



A-LIFELINK

Life Insurance

Policy No.	8001234XA08
Policy Status	In Force - Premium Paying
Owner Name	Maverick Lew
Payor Name	Maverick Lew
Insured Name	Michael Lew
Premium Amount (RM)	3,600.00
Premium Due Date	12-Dec-2020



A-ENRICH WEALTH

Savings & Investment


Policy No.	8001234XA08
Policy Status	In Force - Premium Paying
Owner Name	Maverick Lew
Payor Name	Maverick Lew
Insured Name	Michael Lew
Premium Amount (RM)	3,600
Premium Due Date	12-Dec-2020

NEXT



SERVICE REQUEST – Personal Details



 BACK TO MYAIA

PLEASE SELECT SERVICE REQUEST

☒ **EDIT PROFILE**


EDIT PERSONAL DETAILS CHANGE OF ADDRESS CHANGE OF OCCUPATION

Please select a contact you would like to edit

☐ **MARVERICK LEW** - Policy Owner, Payor

☒ **MICHAEL LEW** - Insured

☒ **CHANGE PAYMENT METHOD**

 **A-LIFELINK**
Life Insurance

Policy No.	8001234X108
Policy Status	In Force Premium Paying
Premium Amount (RM)	3,600.00
Premium Due Date	13-Jul-2021
Payment Cycle	Annually

WHAT DOES IT COVER?

[+ EXPAND](#)

Policy Owner
MAVERICK LEW

Payor
MAVERICK LEW

Insured
MICHAEL LEW

NEXT



SERVICE REQUEST – Personal Details



BACK TO MYAIA

CUSTOMER DUE DILIGENCE

VERIFY POLICY OWNER <& PAYOR> DETAILS

Please verify the details in each section, click the "EDIT PROFILE DETAILS" button if update is required.

! Changes on Name, Date of Birth, NRIC/Passport No., Nationality and Gender might take up to 7 working days to process. Information displayed below may not reflect your recent changes.

×

CUSTOMER PROFILE

In line with our ongoing Customer Due Diligence ("CDD") procedure, customers are required to provide/update their personal details.

Click "NEXT" to proceed to Customer Due Diligence updates.

NEXT

Personal Details

Name

Maverick L

Race

Chinese

Gender

Male

Mobile Tel No.

60122237789

Home Tel No.

60122237789

Office Tel No.

60122237789

Correspondence Address

Address #1

23, Jalan Dato Yusof Shahbudin 23A

Address #2

Taman Seri Intan

Address #3

Klang

BACK TO MYAIA

CUSTOMER DUE DILIGENCE

VERIFY POLICY OWNER & PAYOR DETAILS

Please verify the details in each section, click the "EDIT PROFILE DETAILS" button if update is required.

! Changes on Name, Date of Birth, NRIC/Passport No., Nationality and Gender might take up to 7 working days to process. Information displayed below may not reflect your recent changes.

Personal Details

Name

Maverick Lew

Race

Chinese

Gender

Male

Mobile No.

60122237789

NRIC/Passport No.

A12345678

Marital Status

Married

Email Address

-

Home Tel No.

60122237789

Date of Birth

27-Feb-1963

Nationality

Malaysia

Office Tel No.

60122237789

Correspondence Address

Address #1

23, Jalan Dato Yusof Shahbudin 23A

Country

Malaysia

Address #2

Taman Seri Intan

City/State

Shah Alam, Selangor

Address #3

Klang

Postcode

41200

Occupation

Occupation Industry

Banking

Nature of Business

Financial Services

Occupation

Junior Financial Adviser

Name of Employer

Maybank

EDIT PROFILE DETAILS

VERIFY

111 AIA confidential and proprietary information. Not for distribution.

Click on Edit Profile Details

SERVICE REQUEST – Personal Details



Verify policy owner / payor details

BACK TO MYAIA

EDIT PROFILE



FOR POLICY OWNER & PAYOR

Personal Details

Edit Personal Details

Please note that any changes made to the personal details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.

Name*	Date Of Birth*	NRIC/Passport No.*
<input type="text" value="Maverick Lew"/>	<input type="text" value="01-Sep-1972"/>	<input type="text" value="720901-43-1121"/>
<small>Please note that any correction made to the Date of, insurance/takaful charges.</small>		
Race*	Marital Status*	Nationality*
<input type="text" value="Chinese"/>	<input type="text" value="Married"/>	<input type="text" value="Malaysia"/>
<small>If the country is not available from the list, please click here for further assistance.</small>		
Gender*	Email Address	
<input type="text" value="Male"/>	<input type="text" value="marvericklew@email.com"/>	
<small>Please note that any changes made to the gender selection may affect the premium/contribution amount & insurance/takaful charges.</small>		
<small>Please key in a valid e-mail address (e.g: user123@email.com)</small>		
Mobile Tel No.*	Home Tel No.	Office Tel No.
<input type="text" value="Malaysia (60)"/> <input type="text" value="122237789"/>	<input type="text" value="Malaysia (60)"/> <input type="text" value="122237790"/>	<input type="text" value="Malaysia (60)"/> <input type="text" value="122237791"/>

IMPORTANT: Please provide mobile number owned by policy owner



This is where Customer performs the data entry for the required changes

Edit Address

Correspondence Address

A correspondence address is where you send and receive all mail items. You may choose to apply the changes here to other policies on the following step. Fields marked with (*) are mandatory.

Address #1*	Address #2	Address #3
<input type="text" value="32, Jalan Dato Yusof Shahbudin 23A"/>	<input type="text" value="Taman Seri Intan"/>	<input type="text" value="Klang"/>
Country*	Postcode*	City/State*
<input type="text" value="Malaysia"/>	<input type="text" value="41200"/>	<input type="text" value="Klang, Selangor"/>

Edit Occupation

Occupation

Please note that any changes on occupation details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.

Occupation Industry*	Occupation*	Name of Employer*
<input type="text" value="Banking"/>	<input type="text" value="Senior Financial Adviser"/>	<input type="text" value="Maybank"/>
Nature of Business*		
<input type="text" value="Financial Services"/>		


PREVIOUS

NEXT



SERVICE REQUEST – Personal Details





BACK TO MYAIA

EDIT PROFILE

1

2


EDIT PROFILE


APPLY CHANGES

FOR POLICY OWNER & PAYOR

Apply Change Of Correspondence Address To Other Policies/Certificates

Select the policies/certificates that you want to apply the change of correspondence address to.







A-PLUS CRITICAL CARE

078912931A

Owner Name: **Maverick Lew**

Insured Name: **Brenda Lew**







FLEX PA

089A182931

Owner Name: **Maverick Lew**

Insured Name: **Michael Lew**





A-ENRICH WEALTH

0975368A8


Owner Name: **Maverick Lew**

Insured Name: **Maverick Lew**

Apply Changes to AIA Vitality Membership?

AIA Vitality Membership
1234567A

Would you like to apply the same changes to customer's AIA Vitality Membership?

 YES

NO

PREVIOUS

NEXT

Select if change



SERVICE REQUEST – Personal Details



Verify insured details

BACK TO MYAIA

EDIT PROFILE



This is where Customer performs the data entry for the required changes

Edit Occupation

Occupation

Please note that any changes on occupation details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.

Occupation Industry*

Banking

Occupation*

Senior Financial Adviser

Name of Employer*

Maybank

Nature of Business*

Financial Services

PREVIOUS


NEXT

Click Next



SERVICE REQUEST – Personal Details



EXIT


UPLOAD DOCUMENTS

POLICY OWNER & PAYOR

The documents below are required for your change requests. Please do not upload password protected documents.


NRIC*

- Please upload a copy of your document in JPG, PNG or PDF file format, no larger than 5mb.
- Please ensure the image uploaded is clear, visible and in colour.

NRIC-Front


JPG, PNG or PDF file format, no larger than 5MB

UPLOAD

NRIC-Back

JPG, PNG or PDF file format, no larger than 5MB

UPLOAD

 Remote Authentication link will be sent to Policy Owner to upload documents if customer is not present.

PREVIOUSNEXT

Copy of NRIC / valid
Passport is required:

Click ‘Upload’ to take a
photo of the NRIC front and
back.

Click Next



SERVICE REQUEST – Personal Details



[BACK TO MYAIA](#)

SUMMARY REVIEW

Summary Review

POLICY INFORMATION

Policy No.
8001234X108

Plan Name
A-LIFELINK 1

Policy Status
IN FORCE - PREMIUM PAYING

Payment Mode
ANNUALLY

Premium Due Date
31-JUL-2019

Cross Subsidy
YES

MAVERICK LEW
OWNER

NRIC/Passport No. 720901431117
Gender Male
Smoker No

MICHAEL LEW
INSURED

NRIC/Passport No. 900701431235
Gender Male
Smoker No

EDIT PROFILE

POLICY OWNER & PAYOR

Personal Details

Please note that any changes made to the personal details will be applied to the **current policy** and **ALL** policies under the customer's NRIC/Passport No.

Name
Maverick Lew

Date of Birth
01-Sept-1972

NRIC/Passport No.
720901431121

Race
Chinese

Marital Status
Married

Nationality
Malaysian

Gender
Male

Email Address
marvericklew@email.com

Mobile Tel No. **EDITED**
60122237789

Home Tel No.
60122237790

Office Tel No.
60122237791

Correspondence Address

Address #1
32, Jalan Dato Yusof Shahbudin 23A

Address #2
Taman Seri Intan

Address #3
Klang

Country
Malaysia

Postcode
41200

State/City **EDITED**
Klang, Selangor

Apply To Other Policies/Certificates

Apply these changes to the following policies/certificates:

“Edited” indicates there is a change made:
For e.g. mobile number update

Apply To Other Policies/Certificates

Apply these changes to the following policies/certificates:

2 Policies

A-PLUS CRITICAL CARE
078912931A

Owner Name
Maverick Lew

Insured Name
Brenda Lew

FLEX PA
089A182931

Owner Name
Maverick Lew

Insured Name
Maverick Lew

AIA Vitality

Changes Applied on Vitality Membership VA00012345

Yes

Occupation

Please note that any changes on occupation details will be applied to the **current policy** and **ALL** policies under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.

New Occupation Industry
Banking

New Occupation **EDITED**
Senior Financial Adviser

Name of Employer
Maybank

Nature of Business
Financial Services

INSURED

EDIT

Personal Details

Please note that any changes made to the personal details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No.

Name
Michal Lew

Date of Birth
01-Jul-1990

NRIC/Passport No. **EDITED**
900701431235

Race
Chinese

Marital Status
Married

Nationality
Malaysian

Gender
Male

Email Address
michaellaw@email.com

Mobile No.
60122237789

Home Tel No.
60122237789

Office Tel No.
60122237789

Occupation

Please note that any changes on occupation details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No.

New Occupation Industry
Oil & Gas

New Occupation
Drilling Engineer

Name of Employer **EDITED**
Petrnas Carigali

Nature of Business
Oil & Gas Downstream

Indication on Occupation change (For Insured)

(Remember to check Sustainability Quotation declaration)

116

AIA confidential and proprietary information. Not for distribution.

SERVICE REQUEST – Personal Details



Summary Review

DOCUMENTS UPLOAD

Uploaded Document

INSURED

NRIC

NRIC - Front
NRIC-front.jpg

NRIC - Back
NRIC-back.jpg

DECLARATION

Sustainability Quotation Acknowledgement

☒

I hereby acknowledge that I have reviewed the Sustainability Quotation and understand the impact of the changes requested to the sustainability of my policy.

Note: Please contact our Careline at 1300 88 8922 or email us at MY.Customer@aia.com or visit the nearest AIA Customer Centres to obtain a copy of the Sustainability Quotation.

AUTHENTICATION

Contact(s) below are required to provide authentication for this submission

MAVERICK LEW

OWNER

Email Address

mavericklew@email.com

Mobile No.

60122237789

One Time Password (OTP) will be sent via SMS to the registered mobile no.

CANCEL

NEXT


Copy of NRIC front & back uploaded

OTP verification



SERVICE REQUEST – Personal Details



 BACK TO MYAIA

TERMS & CONDITIONS

IMPORTANT
Please read these conditions carefully before proceed with the change request submission

Customer Due Diligence

CDD Form

I/We understand and agree that any personal information collected or held by AIA Bhd. / AIA PUBLIC Takaful Bhd. / AIA General Berhad (hereinafter referred to as "AIA") (whether contained in this form or otherwise obtained, including through credit reporting agencies) may be held, used, and disclosed by AIA to individuals/organisations related to and associated with AIA or any selected third party (within or outside of Malaysia, including but not limited to regulators/authorities, reinsurance companies/ retakaful operators, claims investigation companies, industry associations/federations and credit reporting agencies) for the purpose of (a) processing this form; (b) providing subsequent service for this; (c) for AIA data matching; (d) to review and advice on my/our coverage with AIA; and (e) for regulatory and/or statutory compliance purposes. I/We understand that I/we have the right to obtain access to and to request correction of any personal information held by AIA concerning me/us. Such request can be made to any of AIA's Customer Service Centres.

Important Note:
AIA may review and/or update the Privacy Statement from time to time to reflect the changes in law and/or AIA internal policy. For more information on how AIA deals with personal information, please refer to the latest Privacy Statement on our website at www.aia.com.my.

Update Personal Details


Declaration And Authorisation

I hereby acknowledge that I have reviewed the Sustainability Quotation and understand the impact of the changes requested to the sustainability

DECLINE

AGREE & SUBMIT

Read and agree to T&C

 BACK TO MYAIA

OTP AUTHENTICATION

Please enter the 6-digit OTP code sent to the contacts below.

OWNER
MAVERICK LEW

✓

OTP NOW

OTP LATER

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone **60122237789**

6-digit OTP Code

342795

VERIFY

You can request a new code after **3:00 mins**
[RESEND CODE](#)

NEXT

Request for OTP & Key in

Click next once completed

RM0 AIA: Your verification code is: 342795. Requested for Service Request Authentication. Did not request? Call 1 300 88 1899 / 1300 88 8922. TQ.

Sample SMS for OTP



SERVICE REQUEST – Personal Details





BACK TO MYAIA

THANK YOU





REQUEST SUBMITTED

Transaction ID: 1000007

Email Notification

Status Update: Service Request MT2021082618013425321694382

 noreply-policyownerservice@aia.com
To  Tharsame Singh, Narvindeer Singh

Dear Valued Customer,

Kindly find below the status of your service request(s) submitted on 26 Aug 2021.

Policy/Certificate Number	Request Type	Status	Status Date
S214221A08	Correspondence Address	Completed	26 August 2021
S214221A08	Change of Mobile No	Completed	26 August 2021
S214221A08	Change of Email	Completed	26 August 2021
S214221A08	Change of Occupation	In Progress	26 August 2021

If you have any further questions, please contact us by:

1. E-mailing your enquiry to My.Customer@aia.com or
2. Calling our Care Line at 1300 88 1899 / 1300 88 8922

Policy Owner will also receive an email of:

1. Acknowledgement
2. Confirmation of Status



SERVICE REQUEST – Personal Details





BACK TO MYAIA

THANK YOU



REQUEST SUBMITTED

Transaction ID: 1000007

SMS Notification



RM0 AIA: We have received yr service request on 24 Aug 2021. Yr Trx No. is MT202108241611255330868 927. Login to My AIA @ www.aia.com.my for details



RM0 AIA: Yr service request on 24 Aug 2021 for Trx No. MT202108241611255330868 927 has been resolved. Login to My AIA @ www.aia.com.my for details

Policy Owner will also receive SMS of:

- 1. Acknowledgement
- 2. Confirmation of Status

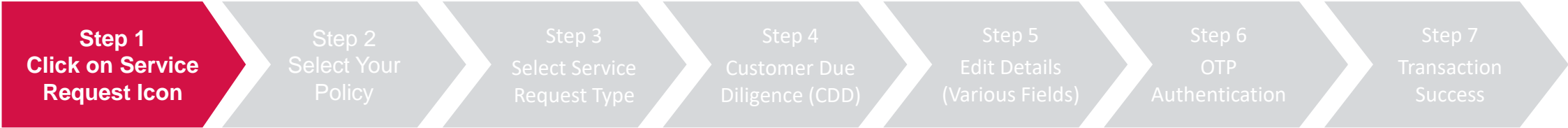


Reinstatement

Find out how to reinstate your policy that has lapsed



SERVICE REQUEST – Reinstatement

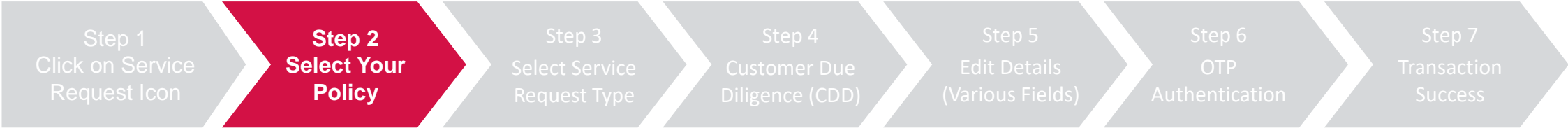


Log in to **My AIA** via the App or Portal

The screenshot displays the My AIA portal interface. At the top, a red navigation bar contains the AIA logo and links for 'OUR PRODUCTS', 'AIA VITALITY', 'WHAT MATTERS', 'ABOUT AIA', 'HELP & SUPPORT', and 'MY AIA'. Below this, a white banner reads 'Welcome back, Hon Khai Ming'. A horizontal menu below the banner includes 'PAY ONLINE', 'AIA VITALITY', 'REWARDS', 'MY PLANS & CLAIMS', and 'SERVICE REQUEST' (which is highlighted with a red box). Below the menu, a white card displays '8 Individual Plans', 'N/A Employee Benefits', and a 'JOIN AIA VITALITY' button. To the right, a sidebar lists 'SUBMIT CLAIMS', 'GUARANTEE / REFERRAL LETTER', and 'TRANSACTION HISTORY'. Below the card, a section titled 'FINANCIAL HEALTH CHECK' features an illustration of a laptop and a magnifying glass, with the text 'Is your current insurance coverage sufficient? Find out by taking our assessment now.' and a 'TAKE ASSESSMENT' button.





SERVICE REQUEST – Reinstatement





BACK TO MYAIA

PLEASE SELECT 1 POLICY/CERTIFICATE TO PROCEED



A-LIFELINK

Life Insurance

Policy No.

8001234XA08

Policy Status

In Force - Premium Paying

Owner Name

Maverick Lew

Payor Name

Maverick Lew

Insured Name



Michael Lew

Premium Amount (RM)

3,600.00

Premium Due Date

12-Dec-2020



A-ENRICH WEALTH

Savings & Investment

Policy No.

8001234XA08

Policy Status

In Force - Premium Paying

Owner Name

Maverick Lew

Payor Name

Maverick Lew

Insured Name

Michael Lew

Premium Amount (RM)

3,600

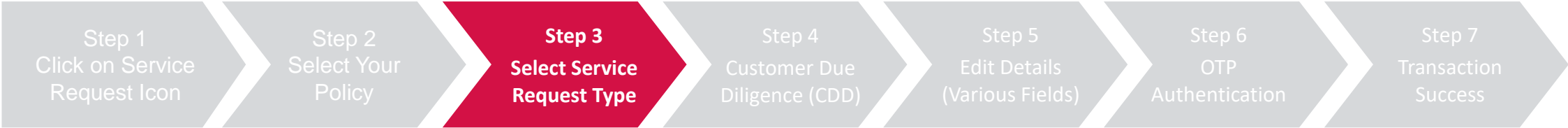
Premium Due Date

12-Dec-2020

NEXT



SERVICE REQUEST – Reinstatement



[BACK TO MY AIA](#)

PLEASE SELECT SERVICE REQUEST

Service Request unavailable at the moment

✖ Unavailable due to lapsed status, reinstatement is required

✔ EDIT PROFILE

EDIT PERSONAL DETAILS

CHANGE OF ADDRESS

CHANGE OF OCCUPATION

✔ CHANGE PAYMENT FREQUENCY

✖

✔ CHANGE PAYMENT METHOD

✖

✔ UPDATE DIRECT CREDIT INSTRUCTION

✔ REINSTATEMENT

⚠ Change Payment Frequency and Reinstatement Service Request are not available:

- Monday - Sunday: 10:00pm - 8:00am
- 3rd Sunday of the month: All day

Certificate No.	R123456789
Certificate Status	Lapsed
Contribution Amount (RM)	75.50
Contribution Due Date	23 Feb 2022
Payment Frequency	Monthly

WHAT DOES IT COVER? [+ EXPAND](#)

Certificate Owner
MAVERICK LEW

Assignee
MICHAEL LEW

Person Covered
MAVERICK LEW

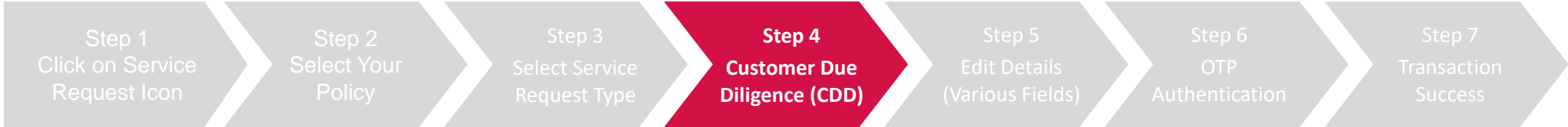
Contributor
MICHAEL LEW

Covered Member
MAVERICK LEW

NEXT



SERVICE REQUEST – Reinstatement



BACK TO MYAIA

CUSTOMER DUE DILIGENCE

VERIFY POLICY OWNER <& PAYOR> DETAILS

Please verify the details in each section, click the "EDIT PROFILE DETAILS" button if update is required. If you wish to change the owner or payor, please submit [Request for Change Form](#) to our nearest AIA Customer Centre

! Change display information

Personal Details

Name
Maverick L

Race
Chinese

Gender
Male

Mobile Tel No.
60122237789

Home Tel No.
60122237789

Office Tel No.
60122237789

Correspondence Address

Address #1
23, Jalan Dato Yusof Shahbudin 23A

Address #2
Taman Seri Intan

Address #3
Klang

CUSTOMER PROFILE

In line with our ongoing Customer Due Diligence ("CDD") procedure, customers are required to provide/update their personal details.

Click "NEXT" to proceed to Customer Due Diligence updates.

NEXT

BACK TO MY AIA

CUSTOMER DUE DILIGENCE

VERIFY POLICY OWNER & PAYOR DETAILS

Please verify the details in each section, click the "EDIT PROFILE DETAILS" button if update is required. If you wish to change the owner or payor, please submit [Request for Change Form](#) to our nearest AIA Customer Centre

Personal Details

Name
ADLIN SUHANA BINTI SAIDON

NRIC/Passport
XXX

Date of Birth
XXX

Race
XXX

Marital Status
XXX

Nationality
Malaysia

Gender
Female

Email Address
Sunitha-R.Sunitha@aia.com

Mobile No.
XXX

Home Tel No.
03-41626006

Office Tel No.
03-41491404

Correspondence Address

Address#1
XXX

Address#2
XXX

Address#3
-

Country
Malaysia

Postcode
XXX

City, State
SUBANG JAYA

Residential Address

Address#1
luithrith

Address#2
-

Address#3
-

Country
Malaysia

Postcode
-

City, State
-

Update is required due to mandatory fields being empty/ wrong data format. Please click "edit profile details" to proceed.

Occupation

Occupation Industry
Administration & Management

Occupation
Deputy General Manager (DGM)

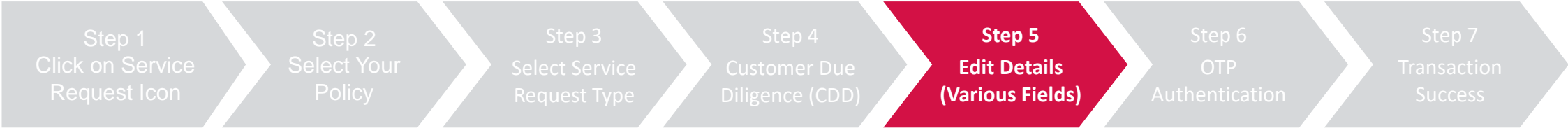
Name of Employer
MOTOROLA SOLUTIONS MALAYSIA SDN BHD

Nature of Business
ELECTRICAL & ELECTRONIC

EDIT PROFILE DETAILS

If prompted / required, click on 'Edit Profile Details' to update the requested mandatory fields

SERVICE REQUEST – Reinstatement



BACK TO MY AIA

EDIT PROFILE

1

2

EDIT PROFILE

APPLY CHANGES

FOR POLICY OWNER & PAYOR

Personal Details

Please note that any changes made to the personal details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.

Name*

ADLIN SUHANA BINTI SAIDON

Date Of Birth*

XXX

Please note that any correction made to the Date Of Birth may affect the premium/contribution amount & insurance/takaful charges.

NRIC/Passport No.*

XXX

Race*

XXX

Marital Status*

XXX

Nationality*

Malaysia

If the country is not available from the list, please click [here](#) for further assistance.

Gender*

Female

Please note that any changes made to the gender selection may affect the premium/contribution amount & insurance/takaful charges.

Email Address

Sunitha-R.Sunitha@aia.com

Please key in a valid e-mail address (e.g. user123@email.com)

Mobile No.*

Please select

XXX

Select your country code and key in your mobile number using this format: e.g. 122788456

IMPORTANT: Please provide policy owner's mobile number.

Home Tel No.

Please select

03-41626006

Select your country code and key in your home telephone number using this format: e.g. 33791456

Office Tel No.

Please select

03-41491404

Select your country code and key in your office telephone number using this format: e.g. 33791456



***Note:** This is where the Customer performs the data entry for the required changes

**Edit / Update
Personal Details,
Address &
Occupation if
required**

Correspondence Address

Address #1*

XXX

Address #2

XXX

Address #3

Please input

Country*

Malaysia

Postcode*

XXX

City, State*

SUBANG JAYA

Residential Address

Please note that any changes on occupation details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.

Same as Correspondence Address

Address #1*

luluthrthith

Address #2

Please input

Address #3

Please input

Country*

Malaysia

Postcode*

Please select

City, State*

Please input

Occupation

Please note that any changes on occupation details will be applied to the **current policy** and **ALL** policies/certificates under the customer's NRIC/Passport No. Fields marked with (*) are mandatory.

Occupation Industry*

Administration & Management

Occupation*

Deputy General Manager (DGM)

Nature Of Business *

ELECTRICAL & ELECTRONIC

Name Of Employer *

MOTOROLA SOLUTIONS MALAYSIA SDN BHD

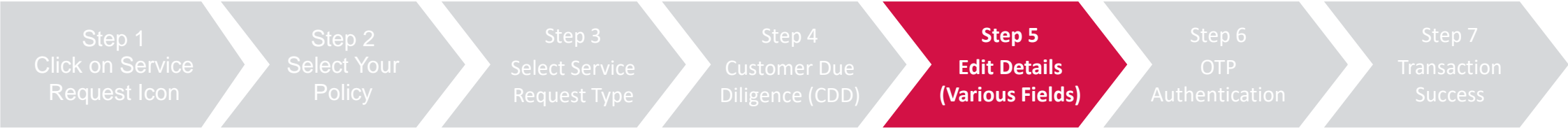
**Proceed to click
'Next' once the
details have been
updated**

PREVIOUS

NEXT

126 AIA confidential and proprietary information. Not for distribution.

SERVICE REQUEST – Reinstatement





BACK TO MY AIA

REINSTATEMENT

Certificate Details

Lapsed Date
17 Jun 2022

Reinstatement Quotation

Reinstatement Quotation Date
15 Mar 2022

Reinstatement Cost

Reinstatement Cost	Amount (RM)
Outstanding Contribution Amount	151.00
Government Tax	0.00
Total Reinstatement Cost (RM)	151.00

- Reinstatement value quoted are as of 15 Mar 2022.
- Please note that the requirements stated in the Guidelines are minimum requirements and general guidelines. After our assessment, we may need to request for further documents as and when needed.
- All expenses due to medical examinations and other medical reports are to be borne by the Policy/Certificate Owner.

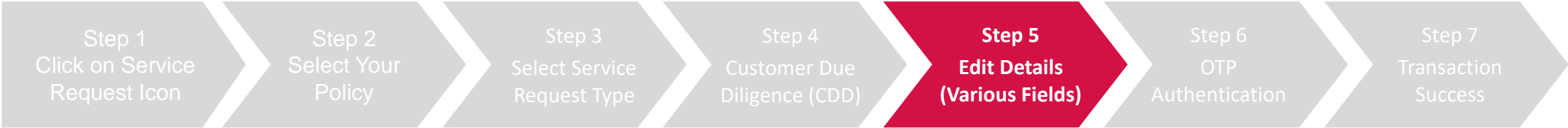
Review details of the reinstatement cost

PREVIOUS

NEXT



SERVICE REQUEST – Reinstatement



***Note:** This is where the Customer has a summary view of all the changes made

BACK TO MY AIA

SUMMARY REVIEW

POLICY INFORMATION

Policy No. XXX	Plan Name XXX	Policy Status IN FORCE PREMIUM PAYING
Payment Frequency ANNUALLY	Premium Due Date 28 AUG 2016	Cross Subsidy -

AHMAD 'AZAM BIN SAIDON
INSURED

ADLIN SUHANA BINTI SAIDON
ASSIGNEE, POLICY OWNER, PAYOR

NRIC/Passport Smoker	XXXX MALE NO
NRIC/Passport Smoker	XXXX FEMALE -

EDIT PROFILE

POLICY OWNER, PAYOR

Personal Details

Please note that any changes made to the personal details will be applied to the current policy and ALL policies/certificates under the customer's NRIC/Passport No.

Name ADLIN SUHANA BINTI SAIDON	Date of Birth XXX	NRIC/Passport XXX
Race XXX	Marital Status XXX	Nationality Malaysia
Gender Female	Email Address Sunitha-R.Sunitha@aia.com	Mobile No. XXX
Home Tel No. 603456789	Office Tel No. 6034149140	

Correspondence Address

Address #1 XXX	Address #2 XXXX	Address #3 -
Country Malaysia	Postcode XXXX	City, State SUBANG JAYA

Residential Address

Please note that any changes made to the personal details will be applied to the current policy and ALL policies/certificates under the customer's NRIC/Passport No.

Address #1 iuiuthrith	Address #2 -	Address #3 -
Country Malaysia	Postcode 01007	City, State KANGAR PERLIS

CHANGE PAYMENT FREQUENCY

Current Payment Frequency

Current Payment Frequency Annually	Current Premium Due Date 28 Aug 2016	Current Premium Amount (RM) XXXX Incl. Govt Tax RM 0.00
---------------------------------------	---	---

New Payment Frequency

New Payment Frequency Monthly	New Premium Due Date 28 Aug 2016	New Premium Amount (RM) XXXX Incl. Govt Tax RM 0.00
----------------------------------	-------------------------------------	---

AUTHENTICATION

Contact(s) below are required to provide authentication for this submission

ISMAIL BIN MD NOR
CERTIFICATE OWNER

Email Address
NADHRAH-N.BINTIOTH
MAN@aia.com

Mobile No.
6012345678

One Time Password (OTP) will be sent via SMS to the registered mobile no.

ONE TIME PAYMENT

Total Reinstatement Cost (RM)	151.00
Incl. Govt Tax (RM)	0.00
Total to be Paid (RM)	

Please note that any changes made to the personal details will be applied to the current policy and ALL policies/certificates under the customer's NRIC/Passport No.

Payment link will be sent to the Contributor to complete the payment. Please remit payment to:

Contributor
MAVERICK LEW

Receive payment link via SMS

Mobile No.
60123456891

Receive payment link via Email

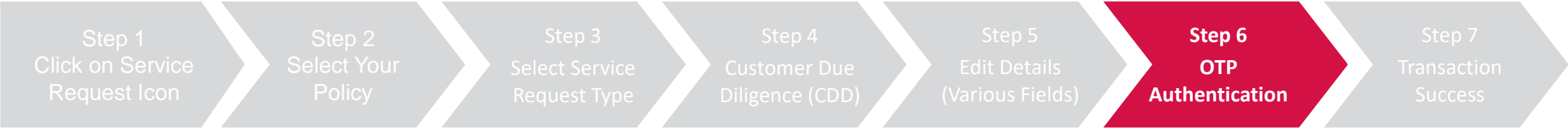
Email Address
Suchitra-S.Gurindapalli@aia.com

CANCEL NEXT

***Note:** The 'Edited' box indicates that details for that particular section have been edited / updated

Once the changes have been reviewed and confirmed, click 'Next'

SERVICE REQUEST – Reinstatement



BACK TO MY AIA

TERMS & CONDITIONS

IMPORTANT
Please read these conditions carefully before proceed with the change request submission

Customer Due Diligence

I/We understand and agree that any personal information collected or held by AIA Bhd. / AIA PUBLIC Takaful Bhd. / AIA General Berhad (hereinafter referred to as "AIA") (whether contained in this form or otherwise obtained, including through credit reporting agencies) may be held, used, and disclosed by AIA to individuals/organisations related to and associated with AIA or any selected third party (within or outside of Malaysia, including but not limited to regulators/authorities, reinsurance companies/ retakaful operators, claims investigation companies, industry associations/federations and credit reporting agencies) for the purpose of (a) processing this form; (b) providing subsequent service for this; (c) for AIA data matching; (d) to review and advice on my/our coverage with AIA; and (e) for regulatory and/or statutory compliance purposes. I/We understand that I/we have the right to obtain access to and to request correction of any personal information held by AIA concerning me/us. Such request can be made at any of AIA Customer Service Centres or via My AIA.

(Note: You can register and download My AIA app to perform the request at your convenience. Visit <https://www.aia.com.my/en/myaia-app.html> to learn more.)

I/We hereby request that this policy/certificate be changed in accordance with the above particulars. I/We understand that AIA will issue a letter, endorsement or e-notification to me/us confirming the change has been registered by AIA and it shall from part of the policy/certificate with effect from the date stated within, except for changes in method of payment and premium holiday option. I/We agree that any request for change or addition of benefits shall not take effect by reason of any monies paid or on account of any receipt issued, until the request is approved by an authorised Officer of AIA.

Important Note:
AIA may review and/or update the Privacy Statement from time to time to reflect the changes in law and/or AIA internal policy. For more information on how AIA deals with personal information, please refer to the latest Privacy Statement on our website at www.aia.com.my.

Reinstatement

Declaration And Authorisation

I/We understand and agree that any personal information collected or held by AIA Bhd. / AIA PUBLIC Takaful Bhd. / AIA General Berhad (hereinafter referred to as "AIA") (whether contained in this form or otherwise obtained, including through credit reporting agencies) may be held, used, and disclosed by AIA to individuals/organisations related to and associated with AIA or any selected third party (within or outside of Malaysia, including but not limited to regulators/authorities, reinsurance companies/ retakaful operators, claims investigation companies, industry associations/federations and credit reporting agencies) for the purpose of (a) processing this form; (b) providing subsequent service for this; (c) for AIA data matching; (d) to review and advice on my/our coverage with AIA; and (e) for regulatory and/or statutory compliance purposes. I/We understand that I/we have the right to obtain access to and to request correction of any personal information held by AIA concerning me/us. Such request can be made at any of AIA Customer Service Centres or via My AIA.

(Note: You can register and download My AIA app to perform the request at your convenience. Visit <https://www.aia.com.my/en/myaia-app.html> to learn more.)

I/We hereby request that this policy/certificate be changed in accordance with the above particulars. I/We understand that AIA will is

DECLINE

AGREE & SUBMIT

Review Terms & Condition and click 'Agree & Submit' after to proceed

BACK TO MY AIA

OTP AUTHENTICATION

Please enter the 6-digit OTP code sent to the contacts below.

POLICY OWNER
ADLIN SUHANA BINTI SAIDON

✓ OTP NOW

OTP LATER

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone 60172831162

6-digit OTP Code

342795

VERIFY

You can request a new code after 01:38 mins

NEXT

Request and key in the OTP and click 'Verify'

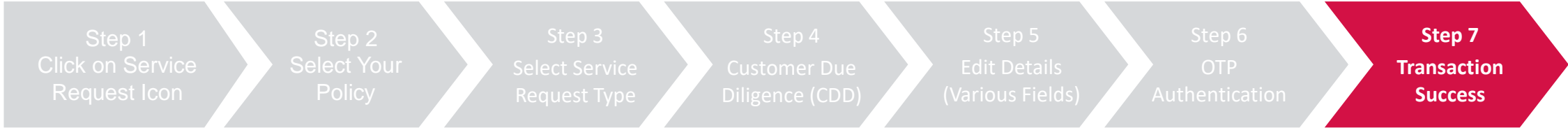
Once done, click 'Next'


RM0 AIA: Your verification code is: 342795. Requested for Service Request Authentication. Did not request? Call 1 300 88 1899 / 1300 88 8922. TQ.

Sample SMS for OTP




SERVICE REQUEST – Reinstatement




 BACK TO MYAIA

THANK YOU


REQUEST SUBMITTED
Transaction ID: 1000007

Email Notification

Status Update: Service Request MT2021082618013425321694382

 noreply-policyownerservice@aia.com
To: Tharsame Singh, Narvindeer Singh

Dear Valued Customer,

Kindly find below the status of your service request(s) submitted on 26 Aug 2021.

Policy/Certificate Number	Request Type	Status	Status Date
S214221A08	Correspondence Address	Completed	26 August 2021
S214221A08	Change of Mobile No	Completed	26 August 2021
S214221A08	Change of Email	Completed	26 August 2021
S214221A08	Change of Occupation	In Progress	26 August 2021

If you have any further questions, please contact us by:

1. E-mailing your enquiry to My_Customer@aia.com or
2. Calling our Care Line at 1300 88 1899 / 1300 88 8922

SMS Notification



RM0 AIA: We have received yr service request on 24 Aug 2021. Yr Trx No. is MT2021082416112553308689 27. Login to My AIA @ www.aia.com.my for details



RM0 AIA: Yr service request on 24 Aug 2021 for Trx No. MT2021082416112553308689 27 has been resolved. Login to My AIA @ www.aia.com.my for details

Policy Owner will also receive an Email / SMS of:

1. Acknowledgement
2. Confirmation of Status





HEALTHIER, LONGER,
BETTER LIVES

5

Submit Individual Claims

- Submit Claims
- Check Claim History and Status
- Submit Pending Claims

SUBMIT Individual Claim (Dashboard View)

The screenshot displays the AIA dashboard interface. At the top, a red navigation bar contains the AIA logo, menu items (OUR PRODUCTS, AIA VITALITY, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, MY AIA), and notification, search, and contact icons. Below the navigation bar, a white banner displays the user's name, "Welcome back, Kway Chin Ferng". Underneath the banner is a row of four white buttons: "PAY ONLINE" (with a green dollar sign icon), "AIA VITALITY" (with a red checkmark icon), "REWARDS" (with a purple gift icon), and "MY PLANS & CLAIMS" (with a red speech bubble icon). Below this row, the text "Last Login: 24 Feb 2021 04:42" is visible. The main content area features a large white card with three sections: "1 Individual Plans", "N/A Employee Benefits", and a "JOIN AIA VITALITY" button with a red checkmark icon. To the right of this card is a vertical stack of three buttons: "SUBMIT CLAIMS" (with a red document icon), "INDIVIDUAL PLANS" (with a red document icon), and "EMPLOYEE BENEFITS" (with a red document icon). The "SUBMIT CLAIMS" button is highlighted with a blue border. Below the main content area, the text "FINANCIAL HEALTH CHECK" is visible.

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

Welcome back, Kway Chin Ferng

PAY ONLINE AIA VITALITY REWARDS MY PLANS & CLAIMS

Last Login: 24 Feb 2021 04:42

1 Individual Plans N/A Employee Benefits JOIN AIA VITALITY

SUBMIT CLAIMS INDIVIDUAL PLANS EMPLOYEE BENEFITS

FINANCIAL HEALTH CHECK

- 1) Click "Submit Claims"
- 2) Select "Individual Plans"



SUBMIT Individual Claim (My Plans & Claims View)

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

Welcome back, Wan Ling

PAY ONLINE AIA VITALITY REWARDS MY PLANS & CLAIMS

Last Login: 23 Feb 2021 09:17

3 Individual Plans N/A Employee Benefits JOIN AIA VITALITY

SUBMIT CLAIMS GUARANTEE / REFERRAL LETTER TRANSACTION HISTORY

FINANCIAL HEALTH CHECK

MY PLANS & CLAIMS

INDIVIDUAL PLANS (3) EMPLOYEE BENEFITS (0)

PAY ONLINE SUBMIT CLAIM CLAIMS HISTORY STATEMENTS & LETTERS


- 1) Click on “My Plans & Claims”
- 2) Click “Submit Claims”



SUBMIT Individual Claim (Guideline/Good-To-Know Page)



LET'S BEGIN

 SIMPLE GUIDELINE FOR YOUR CLAIMS SUBMISSION >

My Claim Details




Claim Type

Select claim type ▼

1) For first time user (on individual claim), click on 'Simple Guideline' on the basic criteria and preparation required before submit in a claim


2) Go through all the guides



- 1 VERIFY YOUR APPLICATION**
-  **Claim Amount**
Max Claim Amount: RM500 (max 3 receipts)
 -  **Supporting Documents**
Kindly ensure that all documents are complete before you submit it online. Please check the documents required in [step 2](#).
 -  **Submit NRIC / Passport**
Kindly upload the front view of your NRIC/passport

SUBMIT Individual Claim (Guideline/Good-To-Know Page)

NRIC/passport of the policy owner and the insured/covered member.

 **Documents Checklist**
Select claim type to identify the required documents.

2 KNOW THE REQUIRED DOCUMENTS

Select claim type to identify the required documents

Claim Type

Select claim type

Select claim type


Medical

Accident

Travel PA

Health Wallet

NRIC/passport of the policy owner and the insured/covered member.

 **Documents Checklist**
Select claim type to identify the required documents.

KNOW THE REQUIRED DOCUMENTS

Select claim type to identify the required documents

Claim Type

Medical

Sub Claim Type

Select sub claim type

Select sub claim type

Hospitalisation / Day Care Procedure

Outpatient before or after Hospitalisation / Day Care Procedure

Outpatient Accident Claim

Outpatient before or after Hospitalisation / Day Care Pro...

Required Documents For Medical Claims

- ✓ Original Itemised Receipts and Bills
- ✓ Medical Information Request in Hospitalisation Claim Form (medical report) OR endorsement from treating doctor on the nature of the illness / accident for each receipt / bill submitted
- ✓ Lab / Imaging Reports, Dengue Serology Report, Police Report, Copy of passport or flight details for overseas claim (where applicable)
- ✓ Translation (for all non-English / Bahasa Malaysia documents, where applicable)

YES, I'M READY TO SUBMIT

3) To know the exact documents required for a specific claim that you want to submit, you may select the “Claim Type” and “Sub Claim Type” to go through the checklist

In this example, the “Medical” Claim Type and “Outpatient..” Sub Claim Type is selected.

4) You may select other “Claim Type” and “Sub Claim Type” if you would like to learn on those as well

5) Once you are ready to submit, click on “Yes, I’m ready..”

SUBMIT Individual Claim (Let's Begin Page)

LET'S BEGIN



SIMPLE GUIDELINE FOR YOUR CLAIMS SUBMISSION



My Claim Details

Claim Type

A

Accident



Sub Claim Type

B

Select sub claim type



Date of Accident / Event / Admission

C

Select date



Insured / Covered Member Name

D

Please select



1) When you are ready to submit, please proceed with the following steps:

- A) Select Claim Type
- B) Select Sub Claim Type
- C) Input Date of Event

(Event description will vary according to Claim Type)

D) Select Insured/Covered Member Name

Refer Glossary Page for detailed description on each field.



SUBMIT Individual Claim (Let's Begin Page)

E

Policy No.

0095719A06

F

Claim Amount

You can submit up to 3 receipts with maximum claim amount of RM 500.

RM OTHER CURRENCY

335

02/01/2021

+ 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

1) When you are ready to submit, please proceed with the following steps:

E) Select the Policy No. that you would like to claim on
F) Input the claim amount and date for each receipt. If there is more than 1 receipt, click "Add Receipt"
(Take note of the maximum no. of receipt and amount allowed)

Refer Glossary Page for detailed description on each field.

2) After updating the receipt amount and date, please read through the terms and conditions. If you agree, checked the box

3) Click "Begin" to move to the next page.



SUBMIT Individual Claim (Upload The Required Documents)

UPLOAD THE REQUIRED DOCUMENTS

Required Documents For Medical Claims

- ✓ Original Itemised Receipts and Bills
- ✓ Medical Information Request in Hospitalisation Claim Form (medical report) OR endorsement from treating doctor on the nature of the illness / accident for each receipt / bill submitted
- ✓ Lab / Imaging Reports, Dengue Serology Report, Police Report, Copy of passport or flight details for overseas claim (where applicable)
- ✓ Translation (for all non-English / Bahasa Malaysia documents, where applicable)

PREVIOUS

NEXT

(medical report) OR endorsement from treating doctor on the nature of the illness / accident for each receipt / bill submitted

- ✓ Lab / Imaging Reports, Dengue Serology Report, Police Report, Copy of passport or flight details for overseas claim (where applicable)
- ✓ Translation (for all non-English / Bahasa Malaysia documents, where applicable)

Document Upload

You can attach a max. of 15 files (.pdf, .jpg, .png, .jpeg). Total file size cannot exceed 30MB.



UPLOAD FILE

JPEG_example_flower.jpg



PREVIOUS

NEXT

- 1) Go through each and every requirement
- 2) Upload all required documents as specified
(Take note of the file size and type as well as the no. of files allowed)
- 3) Click “Next”

SUBMIT Individual Claim (Upload NRIC Page)

UPLOAD YOUR NRIC



GOOD TO KNOW

In line with our customer due diligence, we would like to inform you that it is **MANDATORY to provide a copy of your and the insured / covered member's (if not the same person) NRIC / Passport for every claim submission.** We appreciate your cooperation to avoid your claims being declined.

Required NRIC

- ✓ Front view of insured / covered member's NRIC / passport
- ✓ Front view of your NRIC / passport

Upload NRIC / Passport

PREVIOUS

NEXT

✓ Front view of your NRIC / passport

Upload NRIC / Passport

Please attach a photo of your and your insured / covered member's (if not the same person) NRIC / passport front view (.pdf, .jpg, .png, .jpeg). Each file size cannot exceed 5MB.

UPLOAD NRIC (FRONT VIEW) / PASSPORT DETAIL DOCUMENT

E0026786.pdf



Screenshot_2021-02-09-11-40-54-34_258c016ab852b7ae6f2d8b733b50a514.jpg



☒ I hereby acknowledge that I have submitted my and the insured / covered member's (if applicable) NRIC / Passport as per the mandatory requirement stated and understand that non-submission

PREVIOUS

NEXT

- 1) Now, upload your NRIC or passport.
- 2) If the Insured/Covered member is a different person, please ensure the Insured/Covered Member's NRIC is uploaded as well. You will not be able to proceed further if no or only 1 NRIC/passport is uploaded.
- 3) "Checked" the acknowledgement once you are satisfied with the attachment and then click "Next".

SUBMIT Individual Claim (Payment Details Page)

MY DETAILS

Payment Details

Bank Name

BANK OF AMERICA

Account No.

112323|

My Details

Customer ID No.	780721145722
Email Address	N/A
Mobile Phone No.	N/A

! 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.

- 1) Next, select the bank name & input the bank account no that you would like the payment (if any) to be made to you. Do ensure that these info and your ID no. are accurate
- 2) You may read through the note on how your email or mobile phone no. can be updated.
- 3) Once you have verified the info, click “Next”

PREVIOUS

NEXT



SUBMIT Individual Claim (Review My Claim Page)

REVIEW MY CLAIM

Claim Details

EDIT

Claim Type	Medical
Sub Claim Type	Outpatient before or after Hospitalisation / Day Care Procedure
Date of Accident	03/03/2021
Insured / Covered Member Name	BEH YONG JIAN
Policy No.	0095719A06
Total Claim Amount	RM 335

PREVIOUS

NEXT

Uploaded Documents

EDIT

JPEG_example_flower.jpg

Uploaded NRIC / Passport

EDIT

E0026786.pdf

Screenshot_2021-02-09-11-40-54-34_258c016ab852b7ae6f2d8b733b50a514.jpg

Payment Details

EDIT

Bank Name	BANK OF AMERICA
Account No.	112323

My Details

Customer ID No.	780721145722
Email Address	N/A
Mobile Phone No.	N/A

PREVIOUS


NEXT

- 1) The last step before the claim is submitted is to review all the inputs that you have made from the beginning.
- 2) If there is any correction to be made, click on “Edit” on any particular page that change is required. Thereafter, proceed to go “Next” until you reach this “Review My Claim Page” again
- 3) If there is no further changes is required, you may click “Next”
- 4) The claim will then be submitted to AIA



SUBMIT Individual Claim (Completed Page)

✓✓✓✓5



COMPLETED

eClaim Reference No.
E0026928

Your individual claim has been submitted and will be processed within 5 working days. All active claims are recorded and can be found within My Claims section.


SAVE A COPY

VIEW E-CLAIMS DETAILS - COLLAPSE

Claim Details

DONE

E-CLAIM RECEIPT
Reference no.:E0026928



Insured/ Covered Member Name
BEH YONG JIAN

Customer ID No.
780721145722

Policy No
0095719A06

Date of Accident
03/03/2021

Claim Type
Medical

Claim Sub Type
Outpatient before or after Hospitalisation / Day Care Procedure

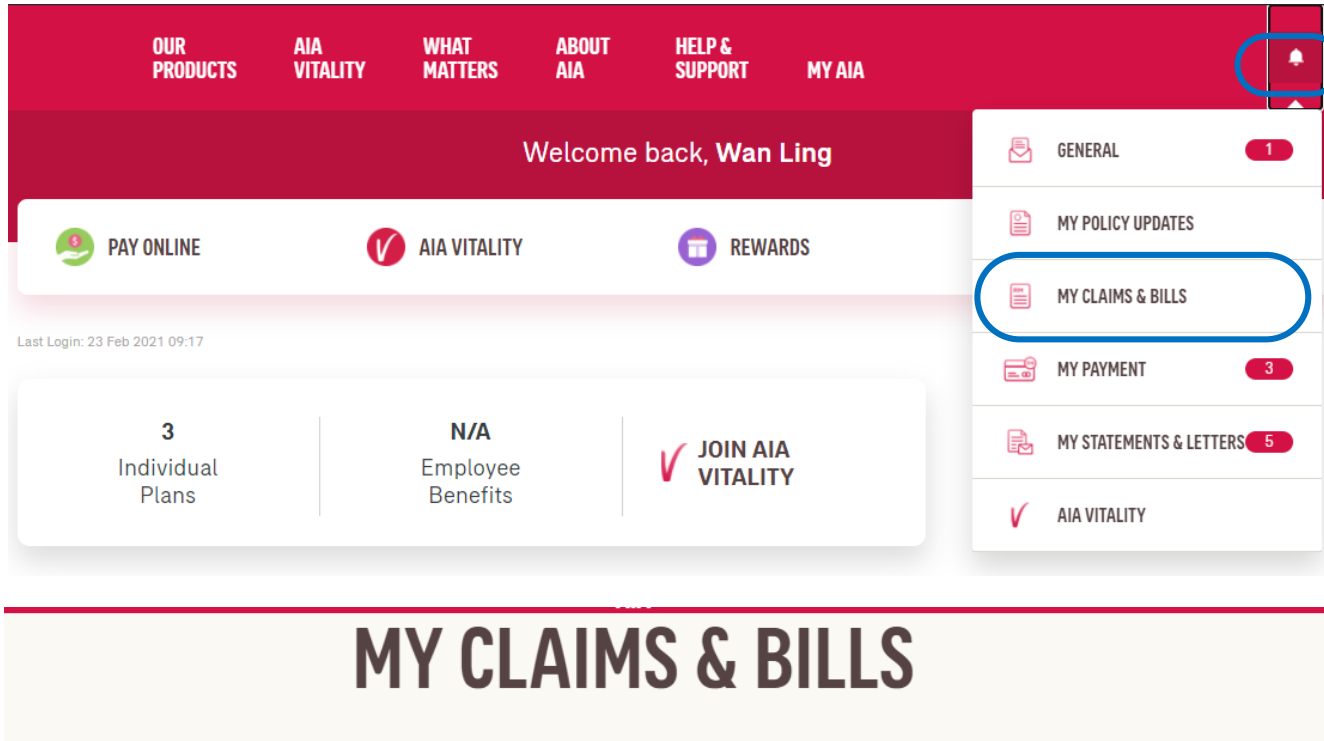
Total Claim Amount
335.00

Bank Name
BANK OF AMERICA

Account No.
112323

- 1) You will land on the “Completed Page” now. Please take note of the e-Claim Reference No and save it for your future reference
- 2) You may also click “Save a Copy” to download an e-Receipt with details of the claim that you have just submitted.
- 3) Click “Done”, once you have captured all required info.

SUBMIT Individual Claim (Push Notification)



- 1) Once your claim has been registered, you will receive a push notification via the “notification bell” -> “My Claims & Bills” that your claim is received by AIA.
- 2) 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.

Claims Status Update

We've received your individual claim <7061587A07 ; ZZ003250>



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)	Outpatient claim before or after 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
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
	Burns/Cut	As it is
	Motor/Non-motor vehicle accident	Accident caused by a moving vehicle

Claims Menu Glossary – Sub Claim Type

Title	Selection	Description
Sub Claim Type	Accidental Fall	As it is
(Accident)	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
	Natural Disaster	As it is
	Sports accident	Sudden traumatic injury caused by playing sports (not due to fatigue or muscle ache)
Sub Claim Type	Medical Expenses	Medical expenses incurred during a covered trip
(Travel PA)	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

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

Claims Menu Glossary – Others

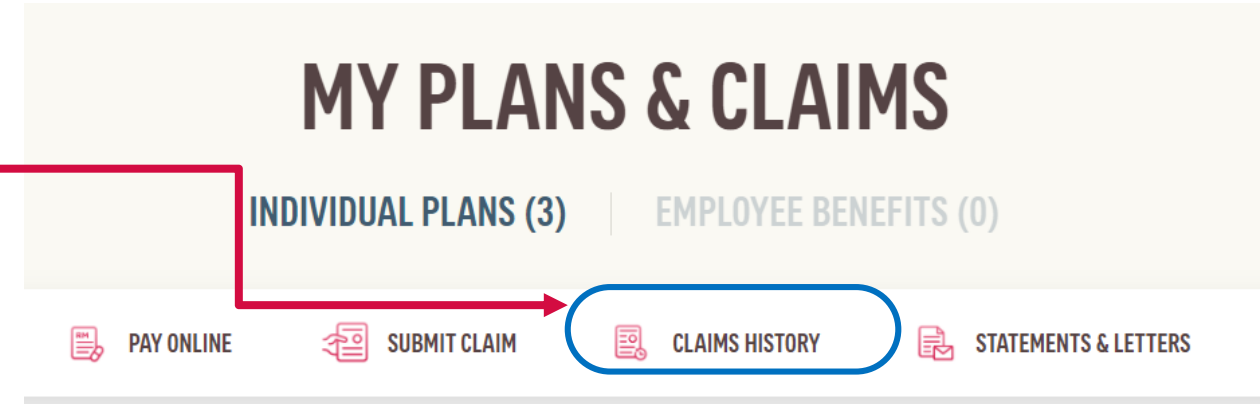
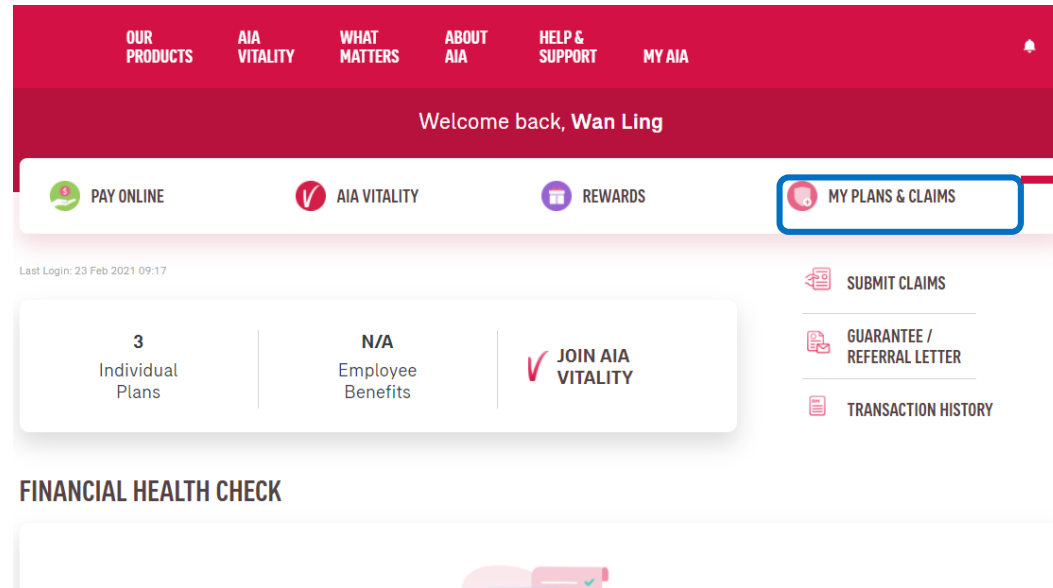
Title	Description
Insured/ Covered Member Name	The customer in which the claim event is filed upon for this claim submission. Please do not select the owner's name if the claim event does not belong to the owner.
Policy No	Select the relevant policy no. that you would like to make your claim on. If you 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.

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



VIEW Individual Claim History



Click “My Plans & Claims” -> “Claims History” to view your individual claims history.

VIEW Individual Claim History

MY CLAIMS

Personal Claims

Employee Claim

Select a name

ZAHARAH BINTI MASTAM

Select a year

All

All

2021

2020

2021

ACTIVE CLAIMS

+ EXPAND

PAST CLAIMS

+ EXPAND

- 1) Ensure that “Personal Claims” is selected (to view Individual Claim History”.
- 2) You may filter the “Name” and “Year” or select “All’ for both fields as to your interest.

- 3) “Active Claims” indicate the current claim in processing whilst “Past Claims” will lead you to all previous claims transactions. Click on the relevant “Expand” button to look into the details of each/selected claim to your interest

VIEW Individual Claim History – Claim Details

ACTIVE CLAIMS

- COLLAPSE



MEDICAL

IN PROGRESS

This claim was received on 30-Dec-2025

Claimed for

Certificate number

ZAHARAH BINTI
MASTAM

T550766933



CLAIM DETAILS



MEDICAL

IN PROGRESS

This claim was received on 28-Dec-2025

Claimed for

Certificate number

ZAHARAH BINTI
MASTAM

T550766933



CLAIM DETAILS

Click on “Claim Details” to view any claims correspondences associated with the selected claim.



VIEW Your Individual Claim History – Claim Details Page

ZAHARAH BINTI MASTAM'S CLAIM

Personal Accident claims

Certificate number

T550766933

Received on

30-DEC-2025

Claim number

C5103876/1

Last updated on

29-DEC-2025

VIEW CORRESPONDENCE

CLAIM STATUS

✓

RECEIVED

✓

IN PROGRESS

✓

COMPLETED

You may click on “View Correspondence” to view*

- a) Approval letter and detailed/breakdown settlement of the approved claim
- b) Decline letter for rejected claim
- c) Pending letter for claim requiring further info

* Supported claim type/benefit only



VIEW Correspondence Documents Page


✕

CORRESPONDENCE DOCUMENTS

CORRESPONDENCE


Click below to download your copy of

25-Jun-2019



SETTLEMENT TABLE

25-Jun-2019



APPROVAL LETTER

CLOSE

Sample view when you click on “View Correspondence”



SUBMIT Pending Claim

ZAHARAH BINTI MASTAM'S CLAIM

Medical claims

Certificate number

T550766933

Received on

30-DEC-2025

Claim number

C5103288/1

Last updated on

30-DEC-2025

! Your claim is pending > your action.

 [VIEW CORRESPONDENCE](#)

SUBMIT PENDING DOCUMENT

CLAIM STATUS



- 1) For claim with “In Progress” Status, you may submit your reply by clicking into the respective claim in Claim History
- 2) Before you submit your reply, you may also view on the claim documents which you are pending.
- 3) Once you have gathered all the required documents, you may then click on “Submit Pending Documents” to proceed with submission.



SUBMIT Pending Claim


1


2

SUBMIT PENDING DOCUMENTS

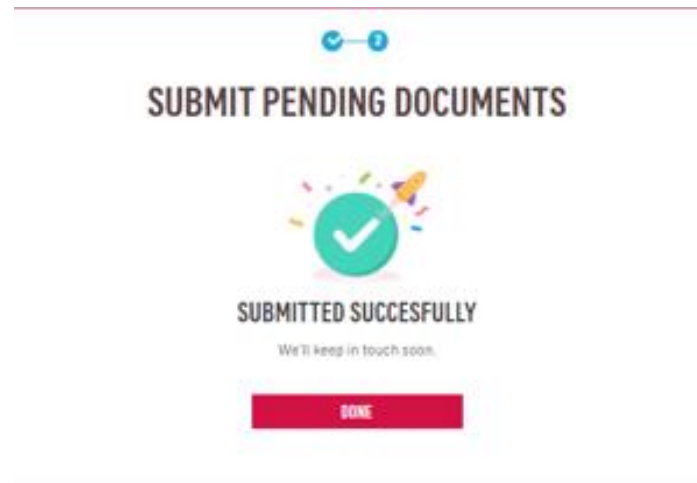
UPLOAD DOCUMENTS

You can attach a max. of 15 files (.pdf, .jpg, .png, .jpeg). Total file size cannot exceed 30MB.


UPLOAD

Screenshot_2021-02-09-11-44-31-30.jpg 

SUBMIT



- 4) Similarly, upload the documents as required and click on “Submit” when you have complete the upload.
- 5) Once this is completed, you will be notified again once the claim is processed.
- 6) Click “Done” to return to the main Dashboard.



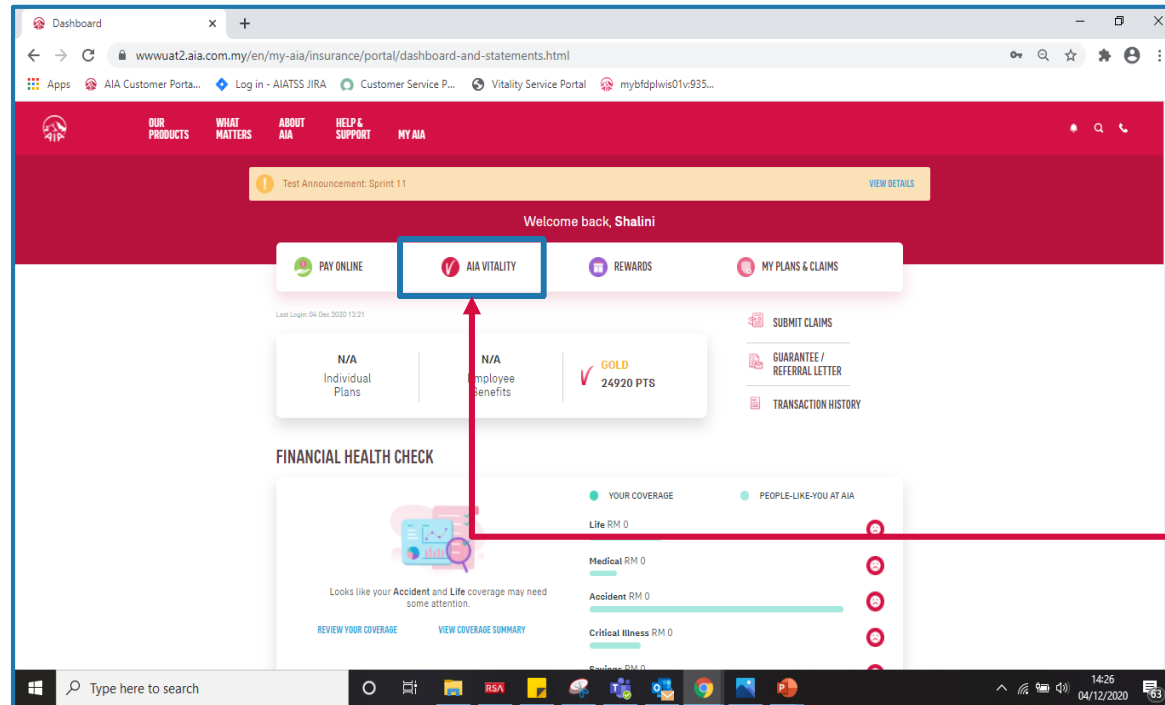
HEALTHIER, LONGER,
BETTER LIVES

6

AIA Vitality

- Main Dashboard
- Point Statement
- Health Report

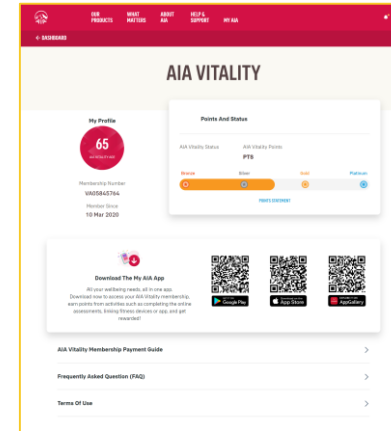
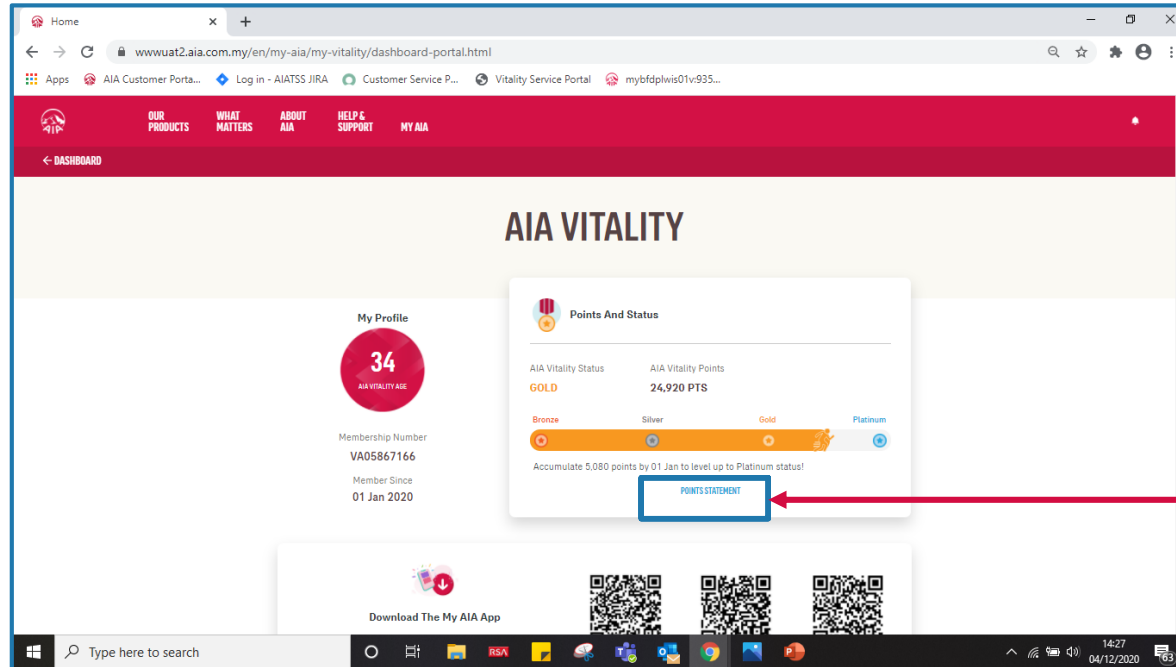
Main Dashboard



Click 'AIA VITALITY'



AIAV Dashboard



Links to open new tab:

- Payment Guide
- FAQ
- Terms of Uses

Click on the
'POINTS STATEMENT'



Filters, Sorts and Previous Membership Year

The screenshot shows the AIA Points Statement portal. A red box labeled 'Year' points to the 'Display by' dropdown menu, which is currently set to 'Current Membership Year'. A red box labeled 'Filter' points to the 'Sort by' dropdown menu, which is currently set to 'Most recent'. A red box labeled 'Sort' points to the 'Filter' icon (three horizontal lines) located to the right of the 'Sort by' dropdown. The main content area displays a list of physical activity records for December 2020, including steps and calories burned, each with a corresponding points value (50, 100, 0).

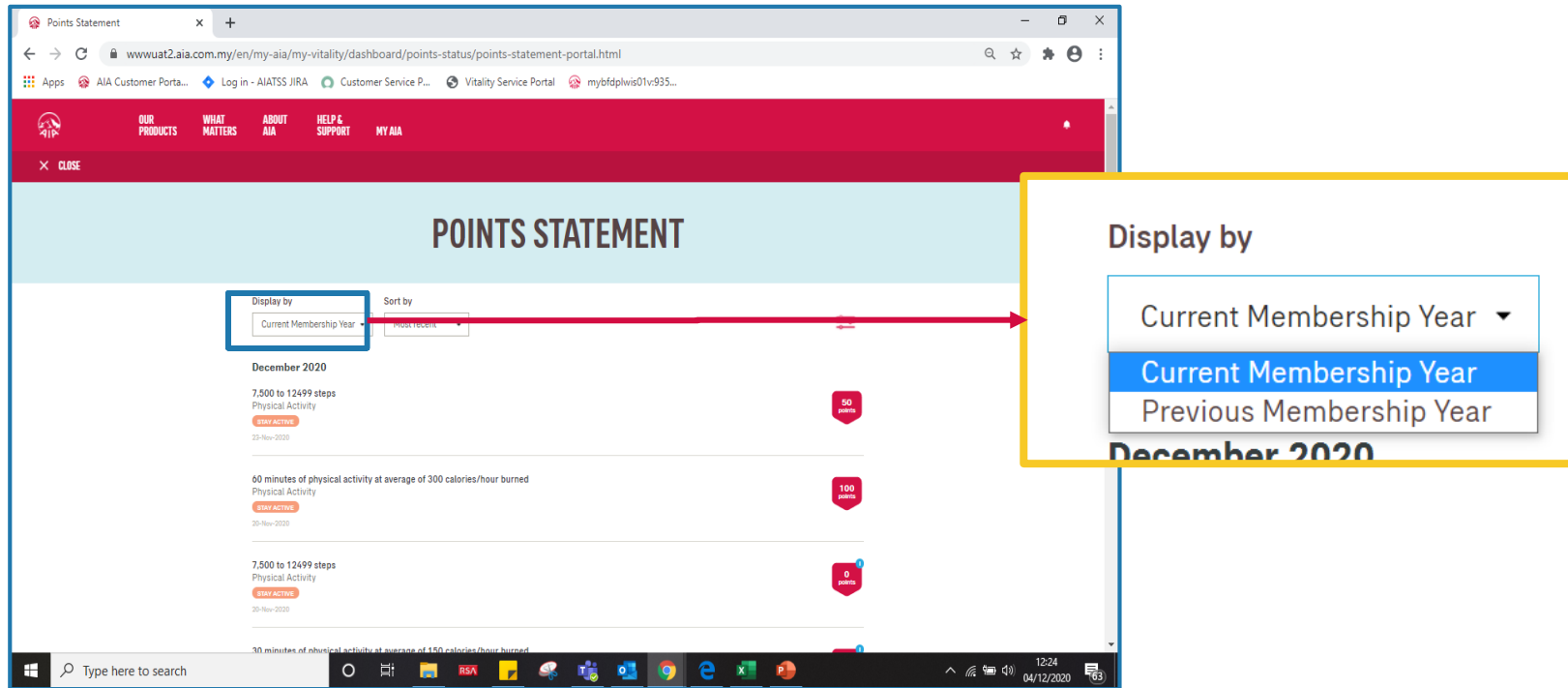
Year

Filter

Sort



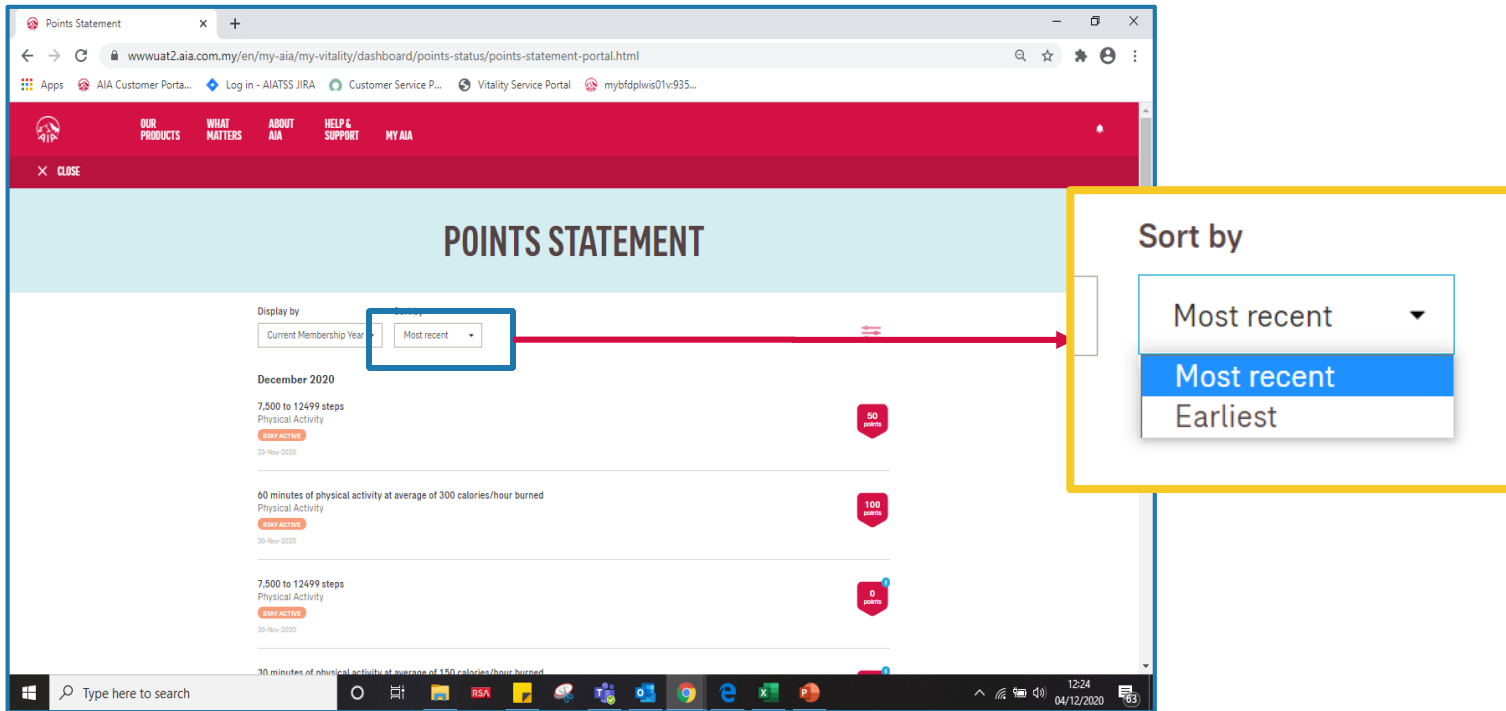
Current / Previous Membership Year



- Allow member to view his Points Statement of current or previous membership year
- NOT current or previous calendar year



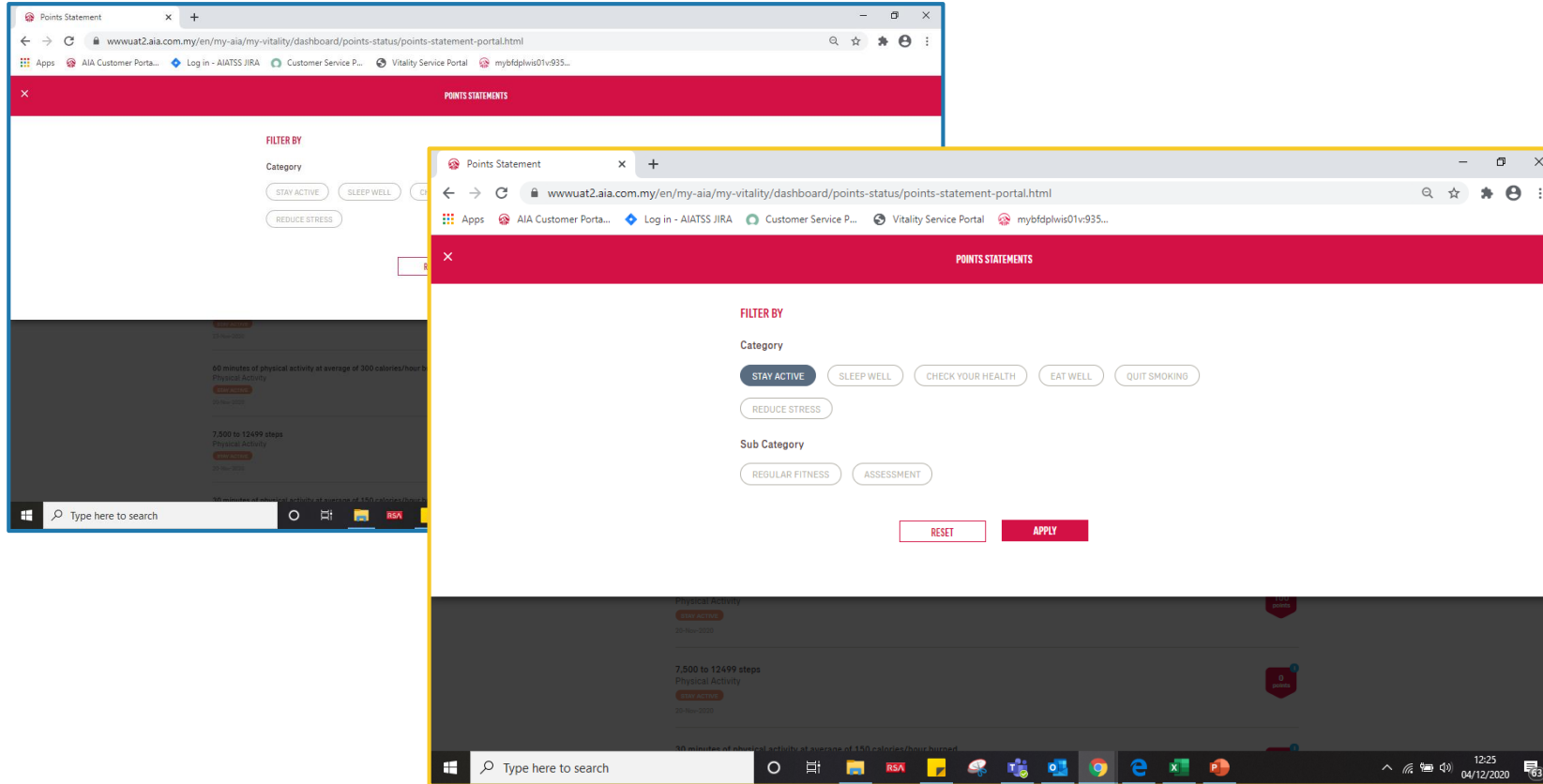
Current / Previous Membership Year



- Allow member to sort his Points Statement in “Most Recent” or “Earliest”
- Sorting is within the selected membership year.



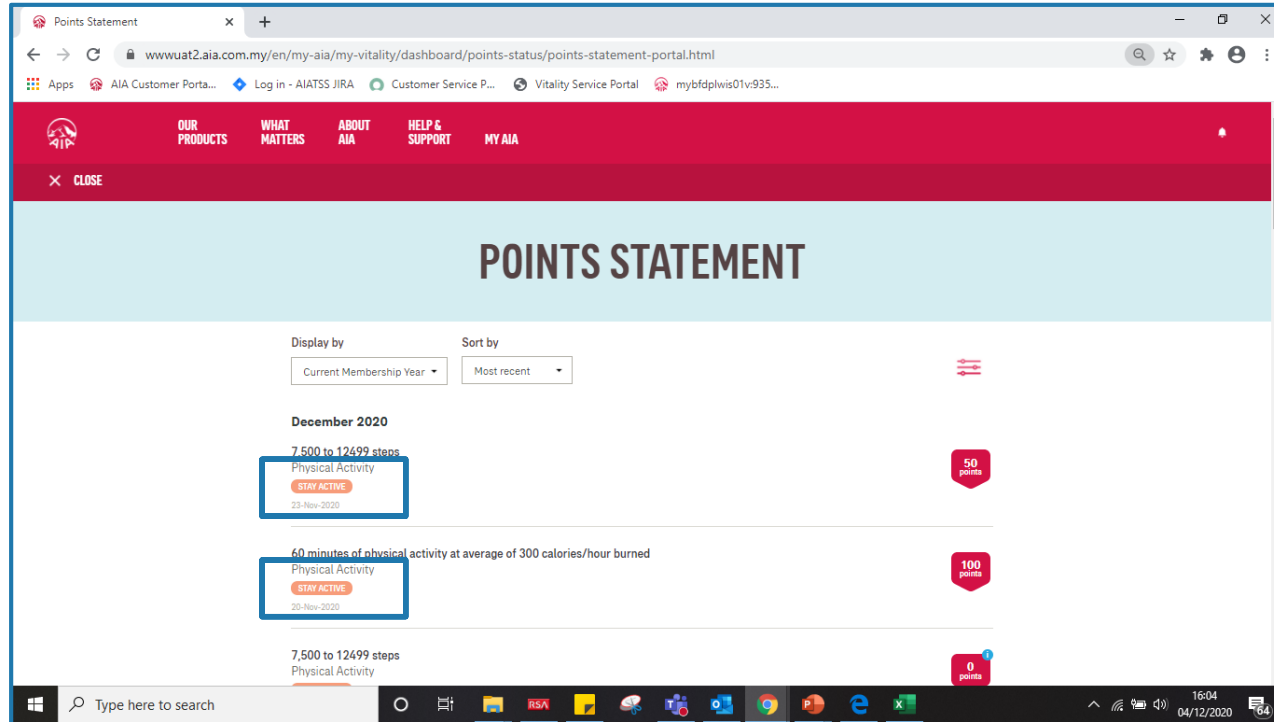
Filters



- Allow member to filter by:
 - Main category only
 - Main category + its's sub-categories
- Sample Steps:
 1. Click on one of the **'CATEGORY'**. eg: **'STAY ACTIVE'**
 2. **'SUB-CATEGORY'** will be shown after click on **'CATEGORY'**
 3. Click on one of the **'CATEGORY'**. eg: **'REGULAR FITNESS'**



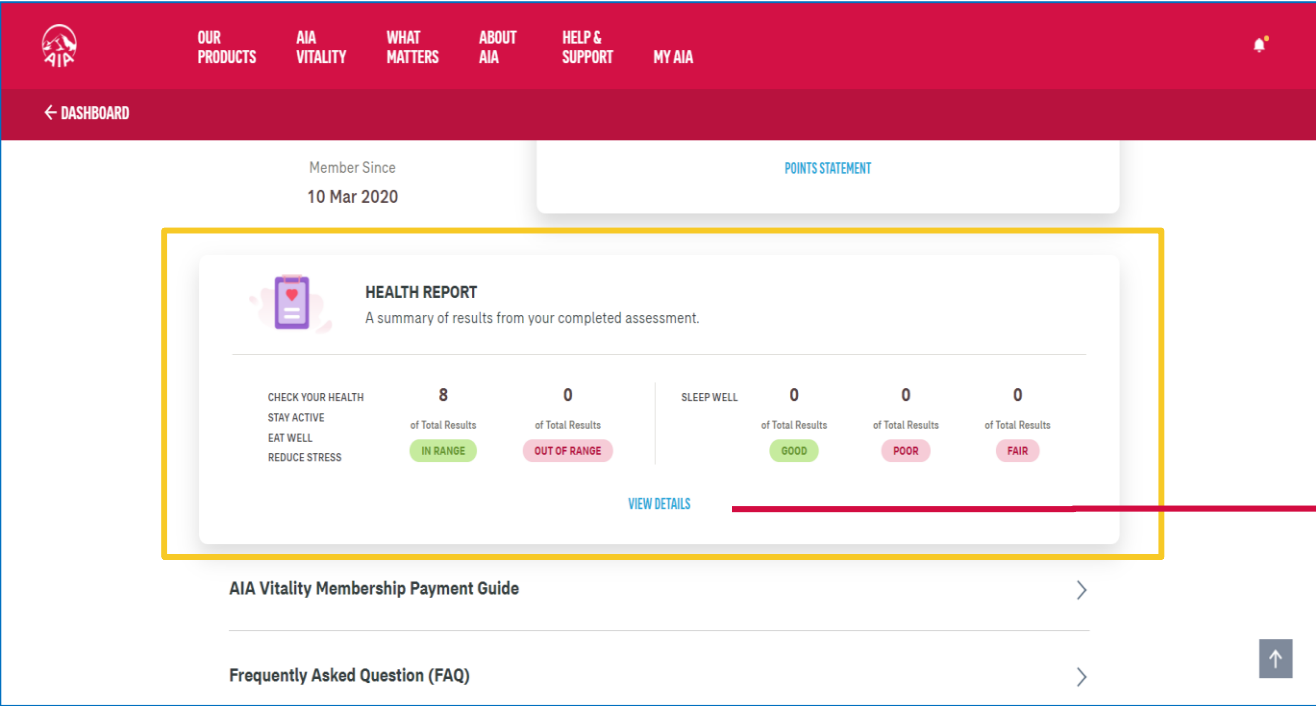
Filter Result



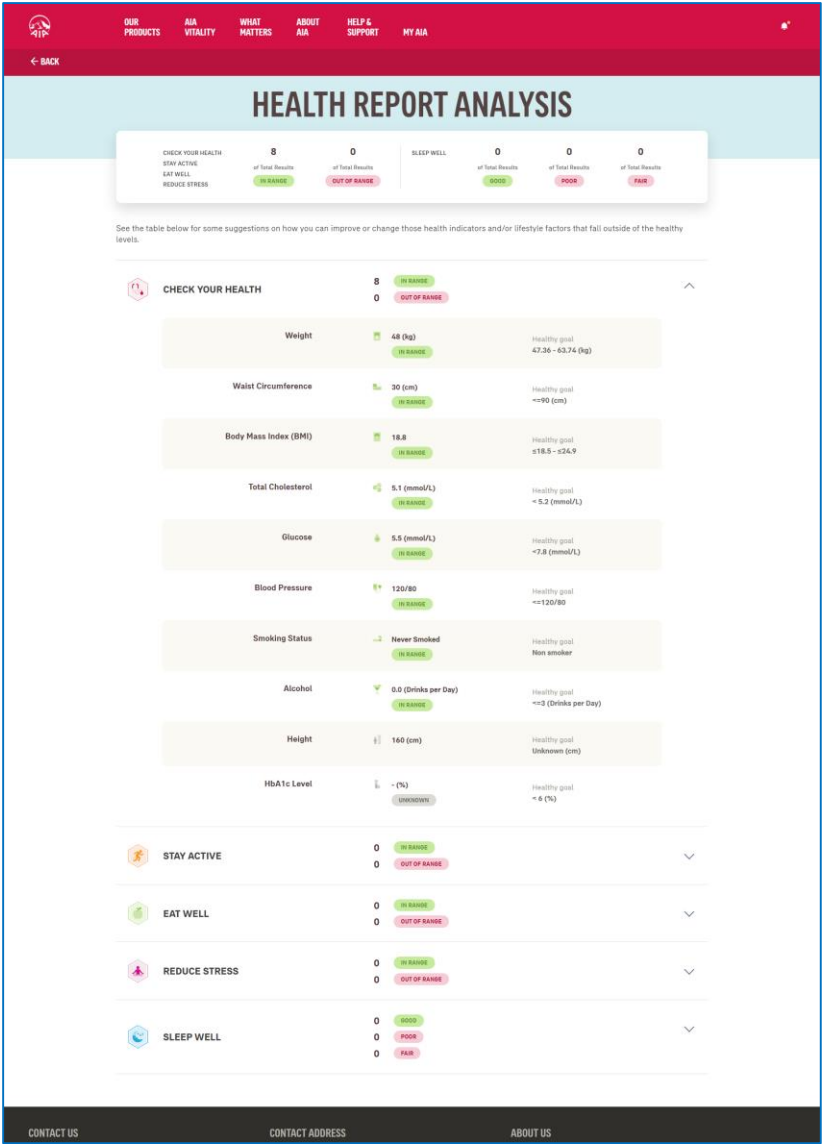
POINTS STATEMENT shows only
STAY ACTIVE
+
REGULAR FITNESS



Health Report



HEALTH REPORT is a new section to show Health Report summary in AIAV dashboard



- To view full Health Report
- Show summary of each category
 - Expand / collapse by category



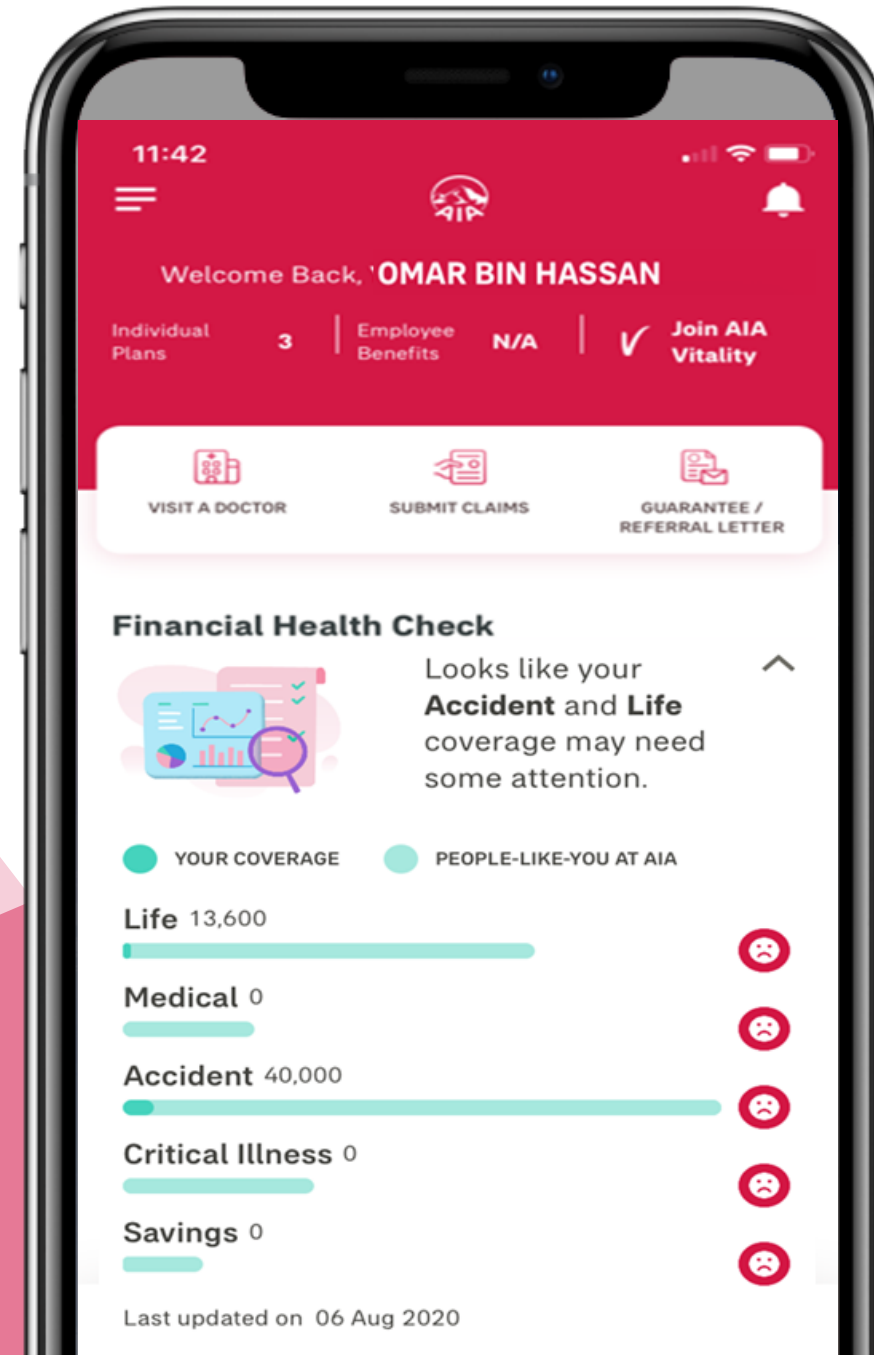


HEALTHIER, LONGER,
BETTER LIVES

7

Financial Health Check

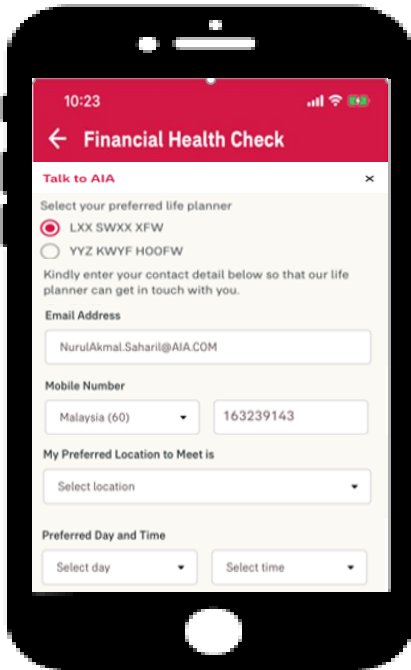
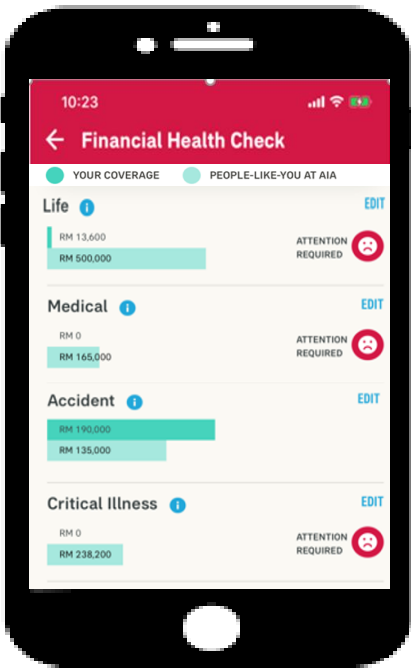
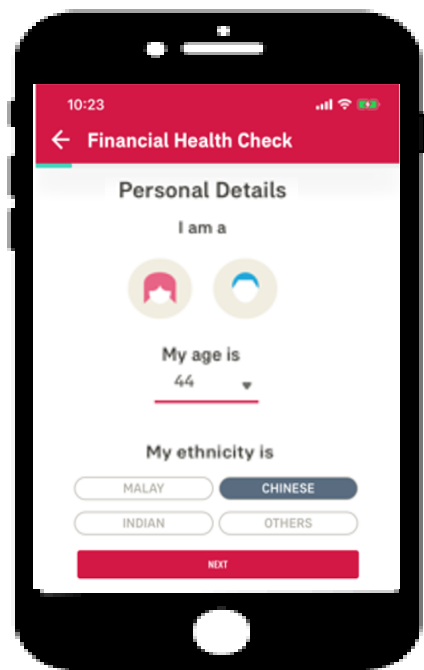
- What is Financial Health Check
- Getting Started with Assessment
- View Results
- View All Life Stages Profile
- How To Talk to Life Planner



Financial Health Check (FHC)

FHC is an online assessment that enables individuals to complete a self-assessment on their **financial preparedness to meet major life events** in simple 3 steps:

- 1 Answering a series of **short questions** about myself
- 2 Find out more on whether **my coverage** is sufficient & my **life stage profile**
- 3 I can choose to **Talk to AIA** to find out more
(my latest inforce agent will be displayed at the top)



Personal Info:
Age, Gender,
Ethnicity, Marital,
Children



Financial Info:
Monthly Income,
Spend on Insurance /
Takaful



Insurance Info:
Current Insurance
Coverage with Other
Ins Co

AIA confidential and proprietary information. Not for distribution.



You Are A Nest Builder!

With a household full of energy, you are going through life with excitement and anticipation with your children. With young minds to enrich and needs to fulfill, your financial responsibilities have increased.

Coverage Gap ✓ + Life Stage Profile ✓ + Talk to Life Planner ✓ =



Financial Health Check – Best Practices (How)

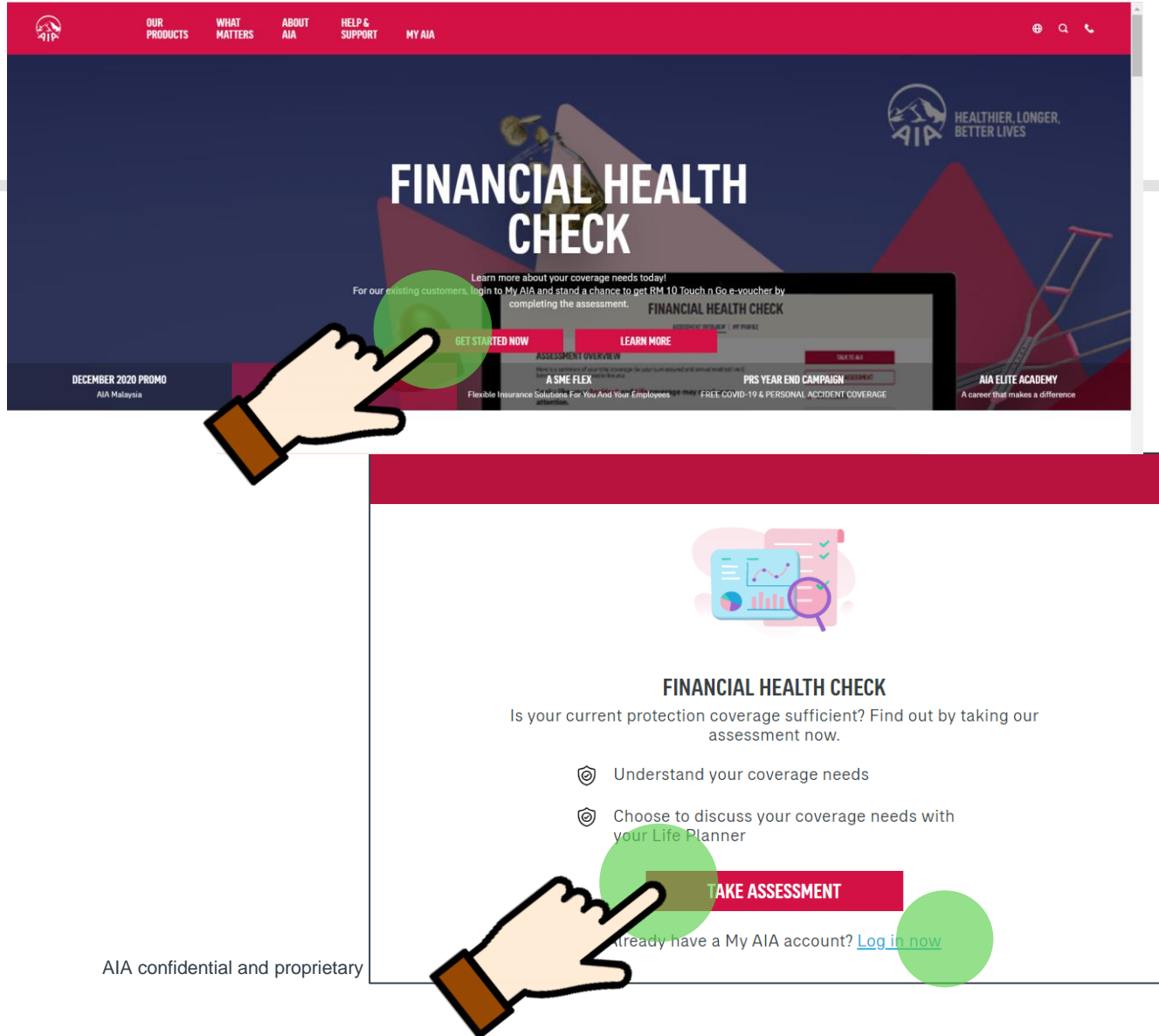


You should complete the FHC at least once a year. Your life stage will change over time and may have different life goals hence will have different insurance needs

The FHC will take no more than 10 minutes and will help you have a clearer picture on your insurance needs



How to start (New Customer)



1. From AIA portal landing page banner, hover to Financial Health Check and click **Get Started Now**. Then click **Take Assessment** to begin

2. If you are an existing customer, you can choose to log in with your My AIA account



How to start (AIA Customer)

1

1. For existing My AIA users, key in your My AIA User ID and password, then click on the “Login” button

WELCOME TO MY AIA

User ID

Enter your user ID

Password

Key in your password

[Forgot User ID/Password?](#)

An unexpected error has occurred, please try again.

LOGIN

New user? [Register](#)

AIA

Welcome back, *****Khxm

PAY ONLINE

AIA VITALITY

REWARDS

MY PLANS & CLAIMS

Last Login: 07 Sep 2020 04:44

2
Individual
Plans

3
Employee
Benefits

✓ 0 PTS

SUBMIT CLAIMS

GUARANTEE /
REFERRAL LETTER

TRANSACTION HISTORY

FINANCIAL HEALTH CHECK

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

[REVIEW YOUR COVERAGE](#)

[VIEW COVERAGE SUMMARY](#)

YOUR COVERAGE

Life RM 0

Medical RM 150,000

Accident RM 0

Critical Illness RM 0

Savings RM 0

Last Updated: 15 Oct 2020

PEOPLE-LIKE-YOU AT AIA



My Personal Details

ABOUT ME MARITAL STATUS & FAMILY MEMBERS MY LIFE STAGE MY FINANCIAL STATUS DONE

PERSONAL DETAILS

I am a

☐ Male ☐ Female

My age is

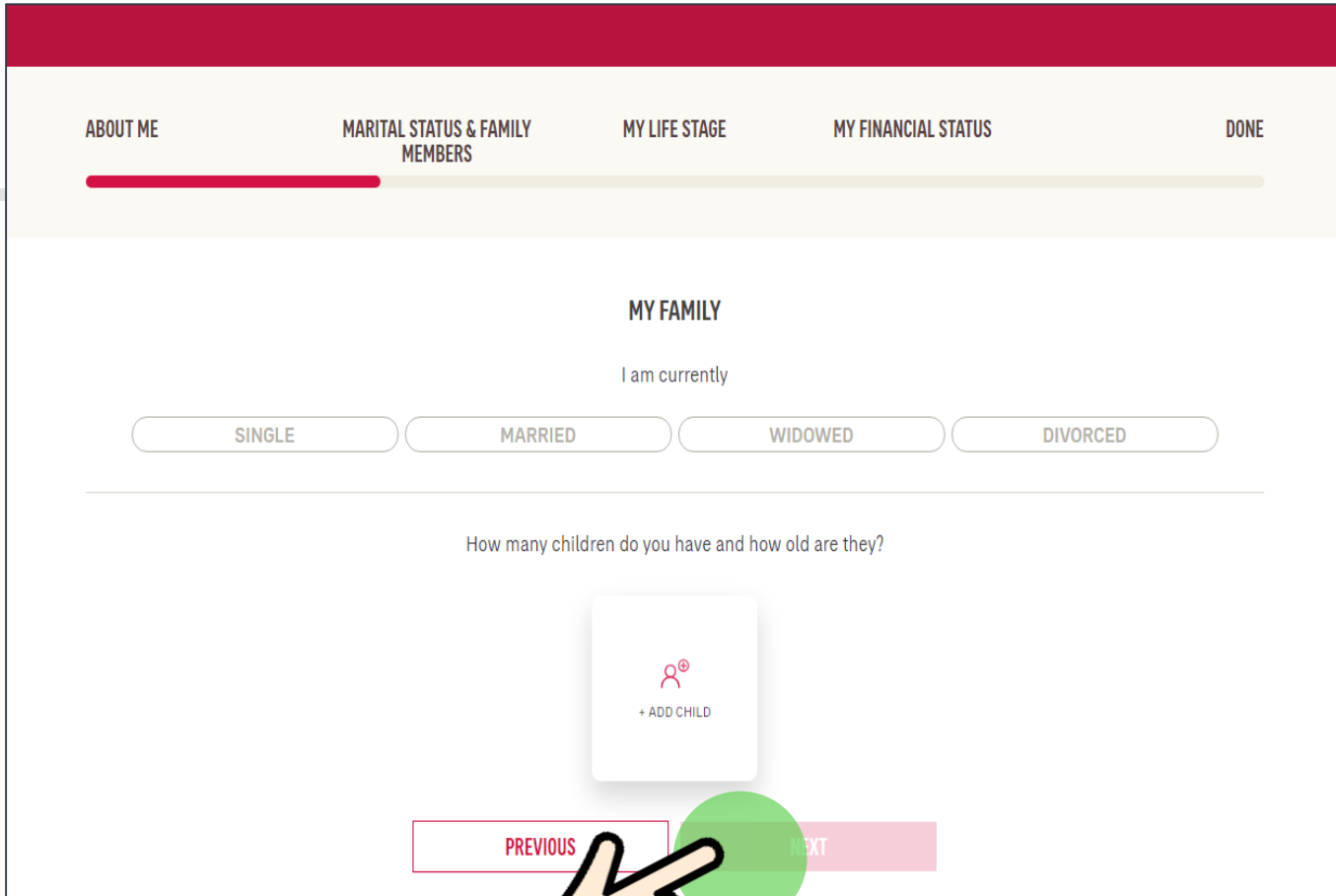
My ethnicity is

☐ MALAY ☐ CHINESE ☐ INDIAN ☐ OTHERS

2

1. Fill up your personal details. For existing customers Gender and Age will be pre-populated
2. After completing all fields, tap **Next**

About My Family



The screenshot shows a mobile application interface for 'About My Family'. At the top, a progress bar highlights the 'MARITAL STATUS & FAMILY MEMBERS' step. Below this, the section 'MY FAMILY' is titled. Under the heading 'I am currently', there are four buttons: 'SINGLE', 'MARRIED', 'WIDOWED', and 'DIVORCED'. Below these buttons, a question asks 'How many children do you have and how old are they?'. A button with a person icon and '+ ADD CHILD' is visible. At the bottom, there are 'PREVIOUS' and 'NEXT' buttons. A hand icon is pointing at the 'NEXT' button, which is highlighted with a green circle.

3

Select your marital status and add child(s) details, if applicable

And then add child(s) age

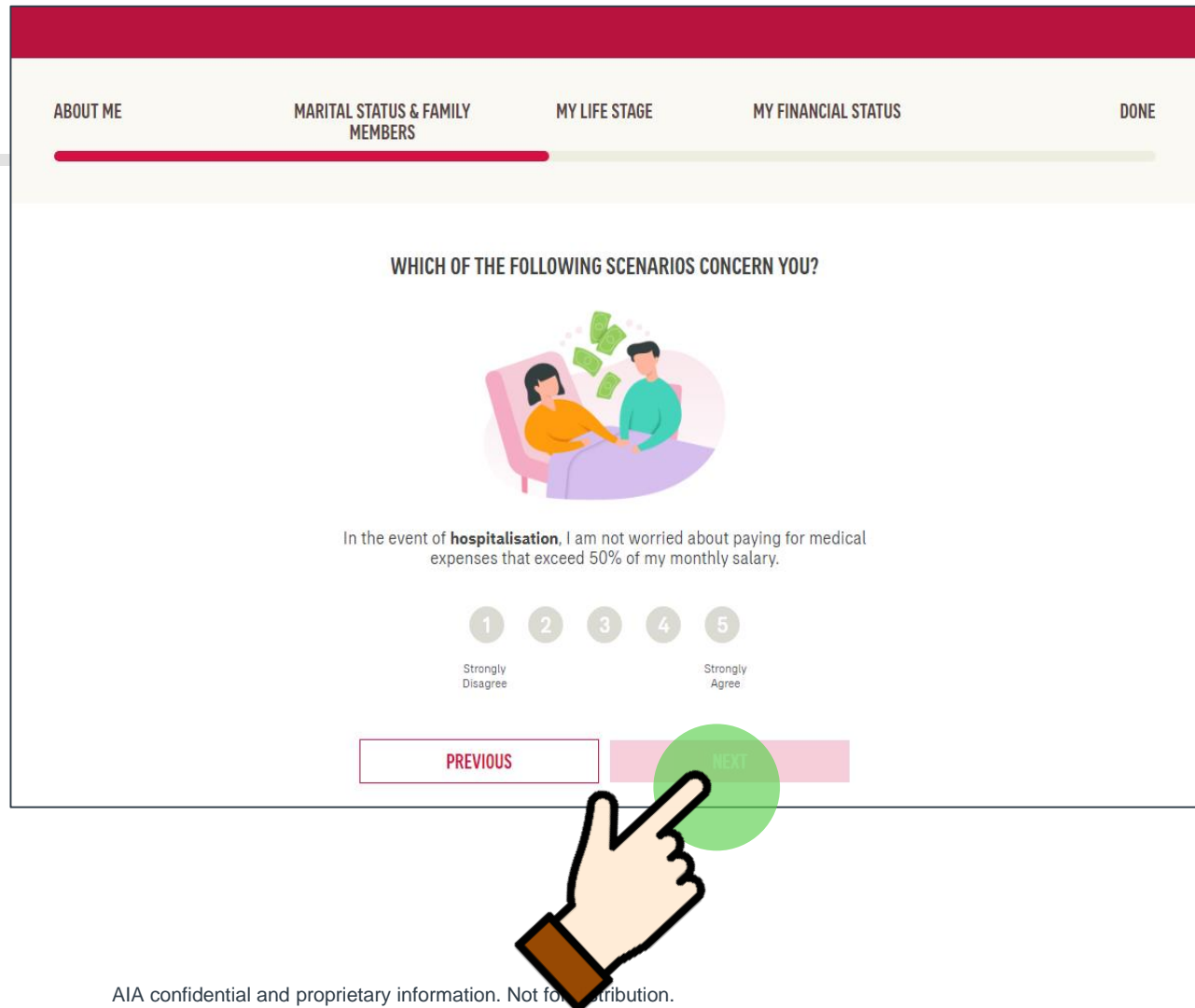
After completing all fields, tap **Next**

Scenarios which concern me most

4

In the next 5 questions, the customers need to Select from a scale of 1 (strongly disagree) to 5 (strongly agree) whether how much each of these scenarios concern you:

Hospitalisation, death/total permanent disability, retirement, accident and critical illness



The screenshot shows a survey interface with a progress bar at the top. The progress bar has five segments: 'ABOUT ME', 'MARITAL STATUS & FAMILY MEMBERS', 'MY LIFE STAGE', 'MY FINANCIAL STATUS', and 'DONE'. The 'MARITAL STATUS & FAMILY MEMBERS' segment is currently active, indicated by a red line. Below the progress bar, the question is: 'WHICH OF THE FOLLOWING SCENARIOS CONCERN YOU?'. An illustration shows a couple sitting on a bed, with green money falling around them. The question text is: 'In the event of **hospitalisation**, I am not worried about paying for medical expenses that exceed 50% of my monthly salary.' Below the question is a scale from 1 to 5. The scale is represented by five circles, each containing a number. Below the circles are the labels 'Strongly Disagree' and 'Strongly Agree'. The 'NEXT' button is highlighted in green, and a hand icon is pointing at it. The 'PREVIOUS' button is in a light pink box.

ABOUT ME MARITAL STATUS & FAMILY MEMBERS MY LIFE STAGE MY FINANCIAL STATUS DONE

WHICH OF THE FOLLOWING SCENARIOS CONCERN YOU?

In the event of **hospitalisation**, I am not worried about paying for medical expenses that exceed 50% of my monthly salary.

1 2 3 4 5

Strongly Disagree Strongly Agree

PREVIOUS NEXT

My Finances

ABOUT ME

MARITAL STATUS & FAMILY MEMBERS

MY LIFE STAGE

MY FINANCIAL STATUS

DONE

MY FINANCES

My monthly income is

RM 0 - 1,000

RM 1,001 - 3,000

RM 3,001 - 6,000

RM 6,001 - 15,000

RM 15,001 - 25,000

RM 25,001 - 40,000

RM 40,001 - 60,000

> RM 60,000

PREVIOUS

NEXT

5

Select your monthly income range



My Finances

ABOUT ME

MARITAL STATUS & FAMILY MEMBERS

MY LIFE STAGE

MY FINANCIAL STATUS

DONE

MY FINANCES

My annual spend on insurance/Takaful for myself is

RM 0 - 500

RM 501 - 1,500

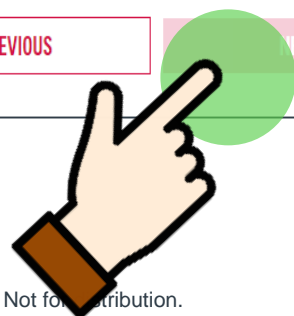
RM 1,501 - 4,000

RM 4,001 - 10,000

> RM 10,000

PREVIOUS

NEXT



5

Update the total annual premium spend on your insurance/takaful plans with both AIA & other companies

My Finances

ABOUT ME

MARITAL STATUS & FAMILY MEMBERS

MY LIFE STAGE

MY FINANCIAL STATUS

DONE

MY COVERAGE

Besides AIA, I have insurance / takaful plans with **other companies**. My total coverage / medical limit with **other companies** is

Life

RM

0

Payout amount received upon death or total permanent disability (TPD).

Medical

RM

0

Annual limit for hospitalisation expenses.

Accident

RM

0

Payout amount received upon death or total permanent disability (TPD) due to an accident.

Critical Illness

RM

0

Payout amount received upon diagnosis of critical diseases such as cancer etc.

Savings

RM

0

The total premium / contribution amount paid to date for any existing Endowment plans

1

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

PREVIOUS

DONE

5

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

After completing all fields, tap **Done**



FHC: Assessment complete!

View results now

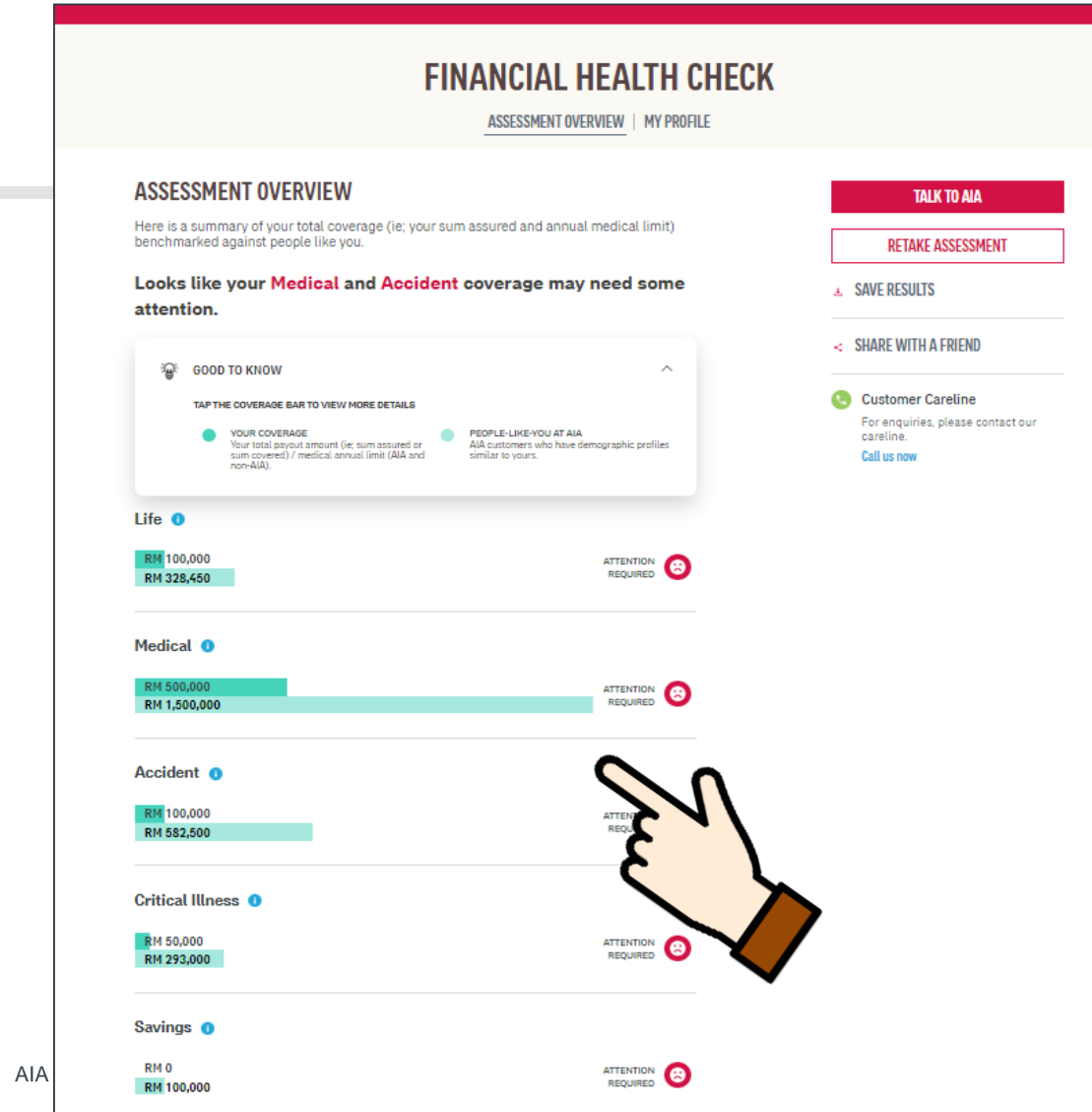


Do I have sufficient coverage?

6

Upon completing the FHC, you will be directed to the assessment overview page where you can compare your coverage with “people-like-you-in-AIA”.

Areas of concern will be indicated with a ‘sad face’ emoticon.



This is Me!

FINANCIAL HEALTH CHECK

ASSESSMENT OVERVIEW | MY PROFILE

MY PROFILE

You Are A **Future Pillar!**



Young and excited about the future, you enjoy exploring new adventures and adding new experiences to your life. Being digitally savvy, you like taking on opportunities to learn and improve yourself, but also value the importance of taking a break every once in awhile.

You may be dependent on your parents but still prefer to have your own space, and not burden your family.

TALK TO AIA

RETAKES ASSESSMENT

SAVE RESULTS

SHARE WITH A FRIEND

Customer Careline

For enquiries, please contact our careline.

[Call us now](#)

7

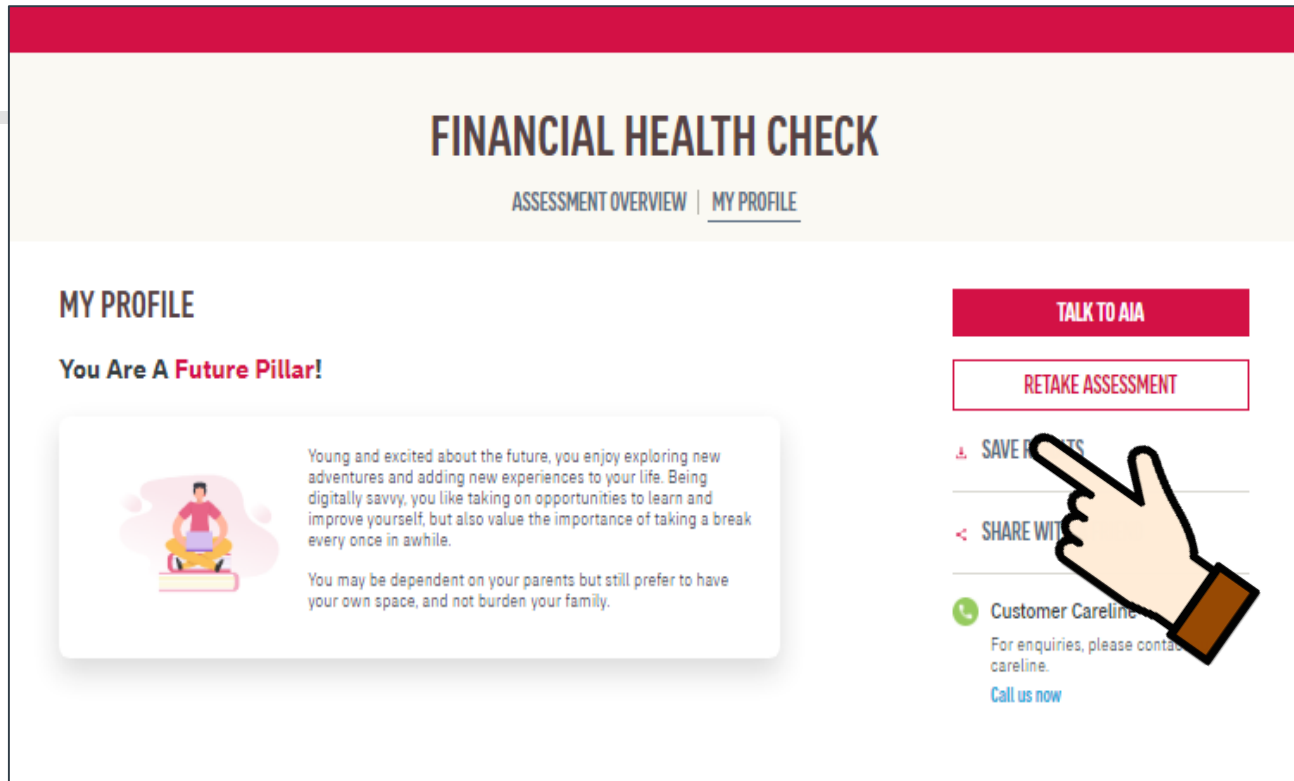
Tap **My Profile** to view your life stage profile.

The life stage profile is based on your customer demographic selection (Age, Marital Status and Child's information)

How to save my FHC results?

7

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



FINANCIAL HEALTH CHECK

ASSESSMENT OVERVIEW | MY PROFILE

MY PROFILE

You Are A Future Pillar!

Young and excited about the future, you enjoy exploring new adventures and adding new experiences to your life. Being digitally savvy, you like taking on opportunities to learn and improve yourself, but also value the importance of taking a break every once in awhile.

You may be dependent on your parents but still prefer to have your own space, and not burden your family.

TALK TO AIA

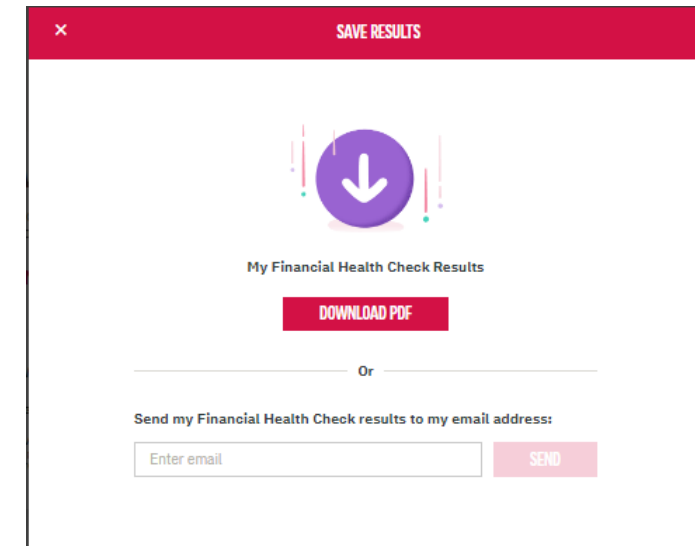
RETAKE ASSESSMENT

SAVE RESULTS

SHARE WITH

Customer Careline

For enquiries, please contact careline.
[Call us now](#)



SAVE RESULTS

My Financial Health Check Results

DOWNLOAD PDF

Or

Send my Financial Health Check results to my email address:

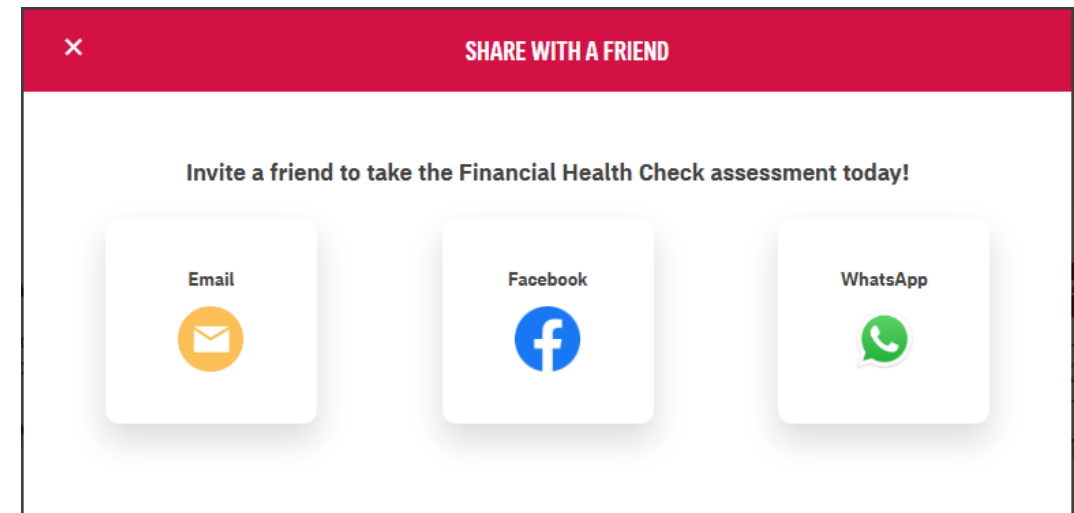
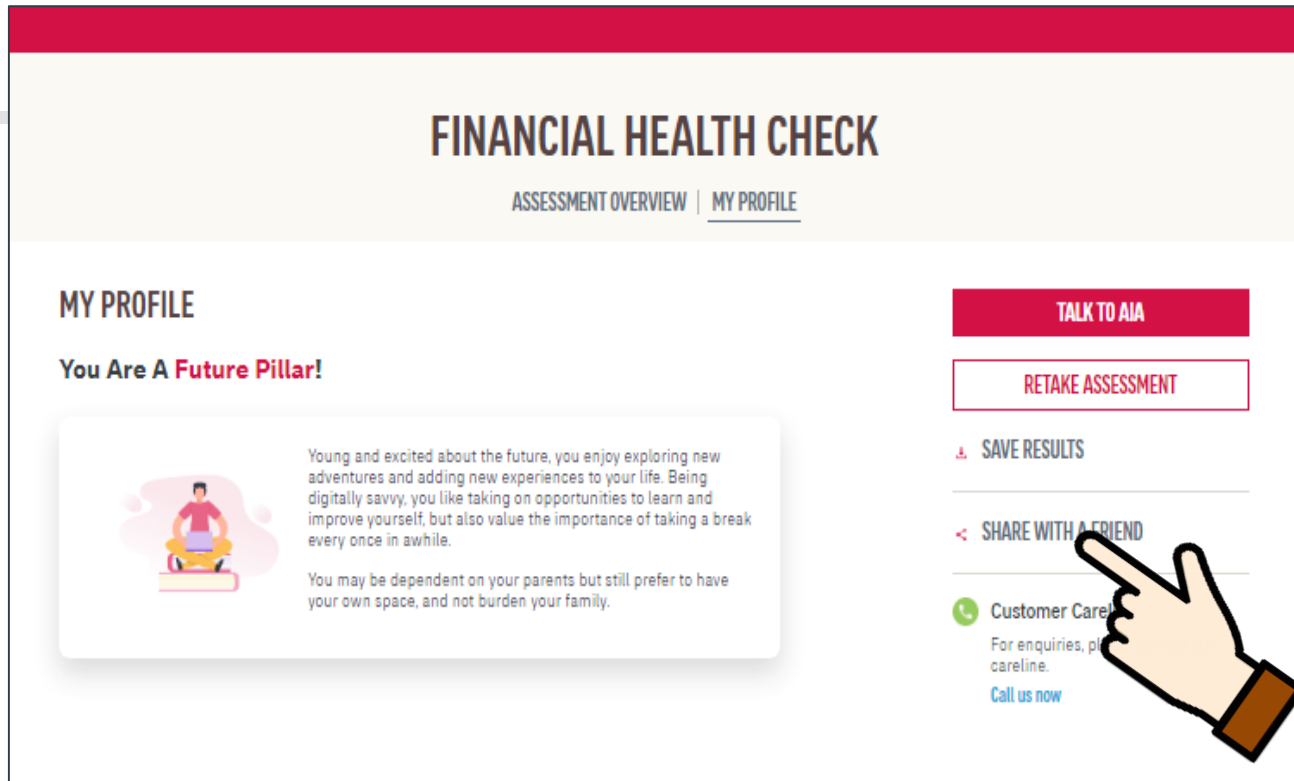
Enter email **SEND**



How to share FHC with my Friends?

7

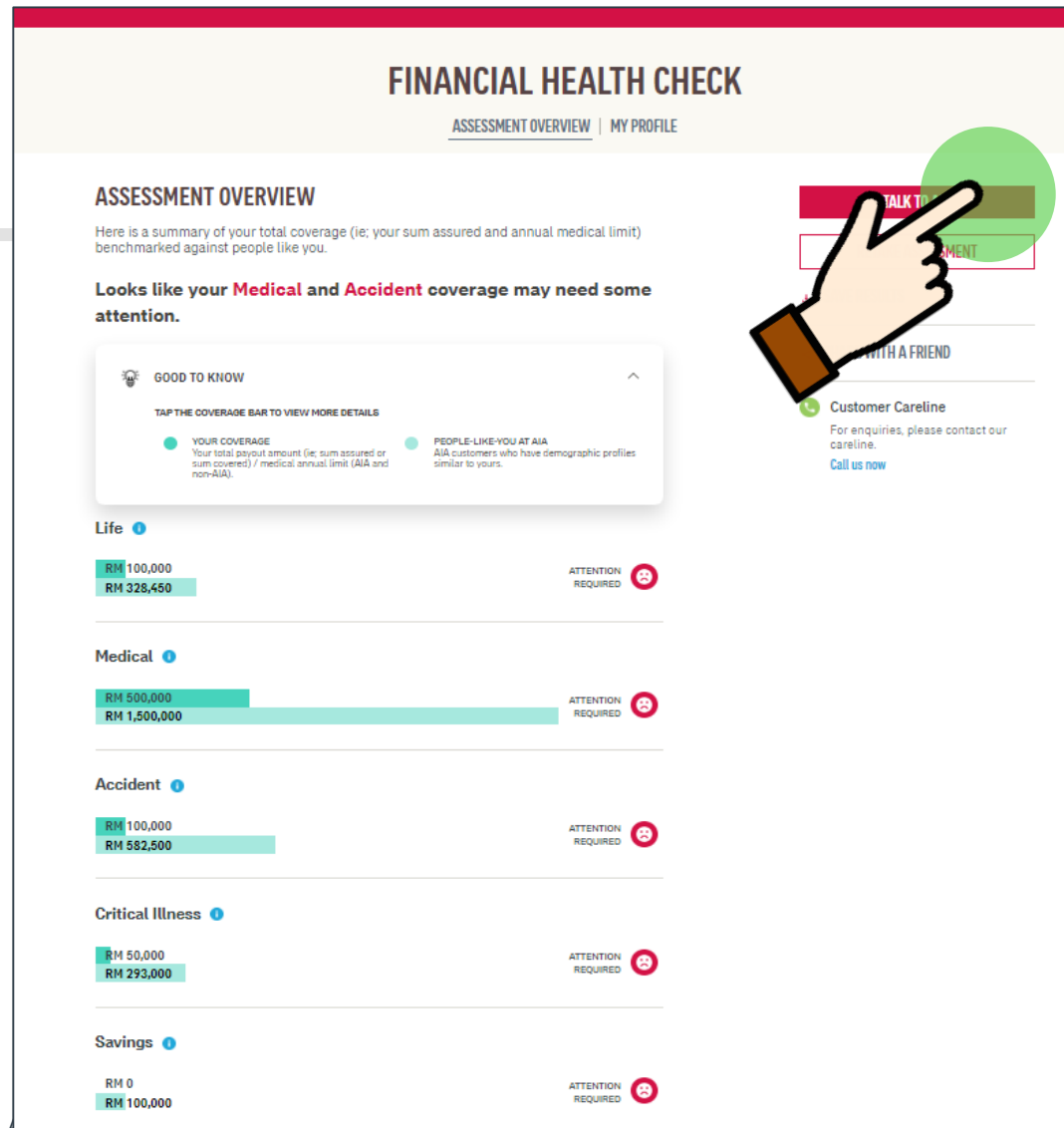
Tap Share with a friend to share FHC link via Email, FB or WhatsApp



FHC: Talk to an AIA Life Planner



I want to talk to AIA to find out more



7

Tap on **Talk to AIA** to arrange a meeting
with AIA Life Planner



I want to talk to AIA to find out more

7

For existing customers, you can tap on Talk to AIA to notify your preferred AIA Life Planner or Public Bank Financial Executive (for Public Bank bancassurance holders) that you would like to meet up for a consultation

For non-AIA customers, you can submit your details and an AIA Life Planner will be assigned to you

TALK TO AIA

Select your preferred AIA representative (Life planner/Financial Executive)

- ☐ TFEW TFOFW KOK
- ☐ Financial Executive (Public Bank)

or, please enter your contact details below so that we can get in touch with you.

Address

NurulAkmal.Saharil@aia.com

Mobile Number

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

Malaysia (60)

1123132758

My Preferred Location to Meet is

Select location

Preferred Day and Time

Select day

Select time

SUBMIT





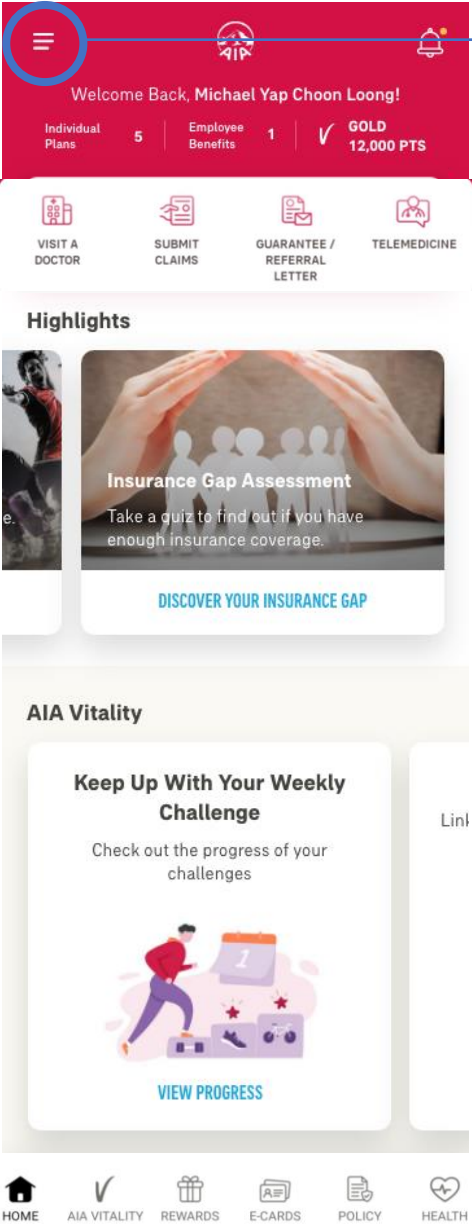
HEALTHIER, LONGER,
BETTER LIVES

8

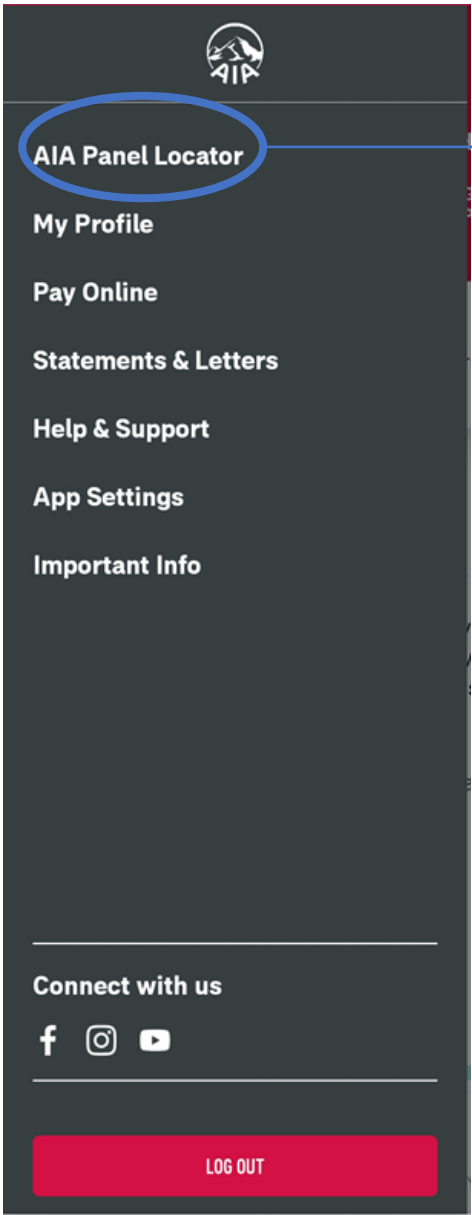
PANEL LOCATOR

- Entry point
- View AIA Panel Locator

ENTRY POINT PANEL LOCATOR



Menu icon
Entry to Sub Menu

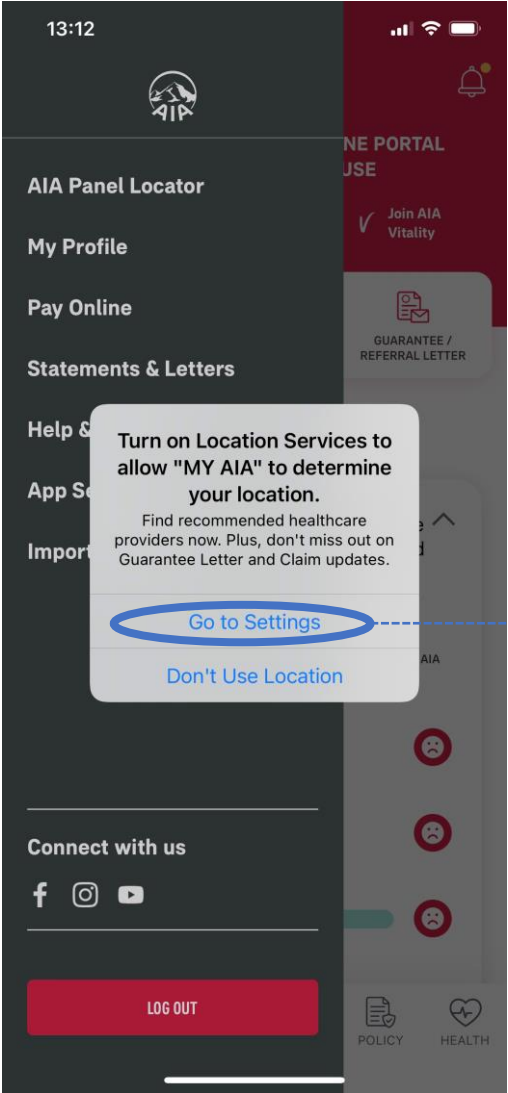


Entry Point
AIA Panel Locator



VIEW AIA PANEL LOCATOR

Android



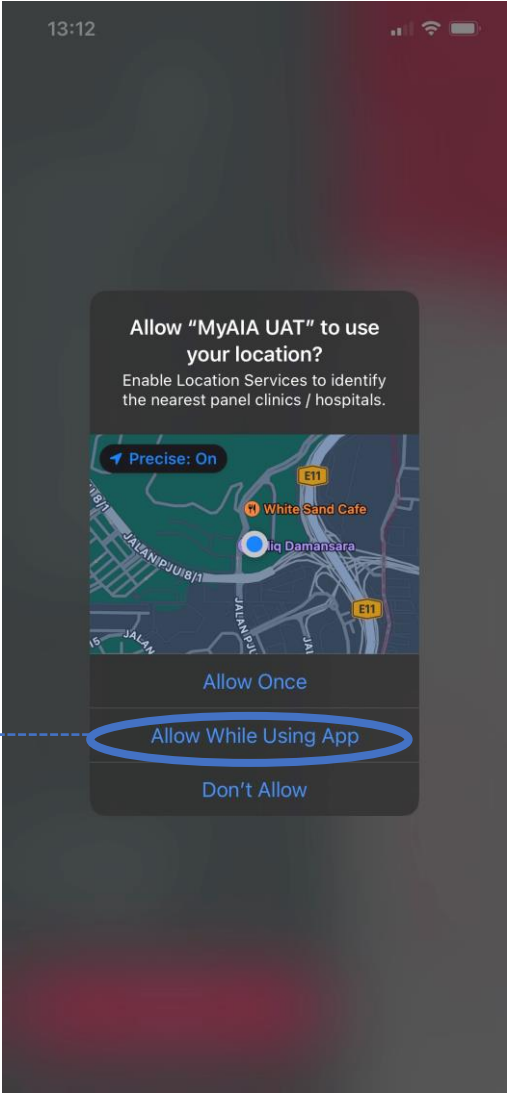
Tap

Activate location

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

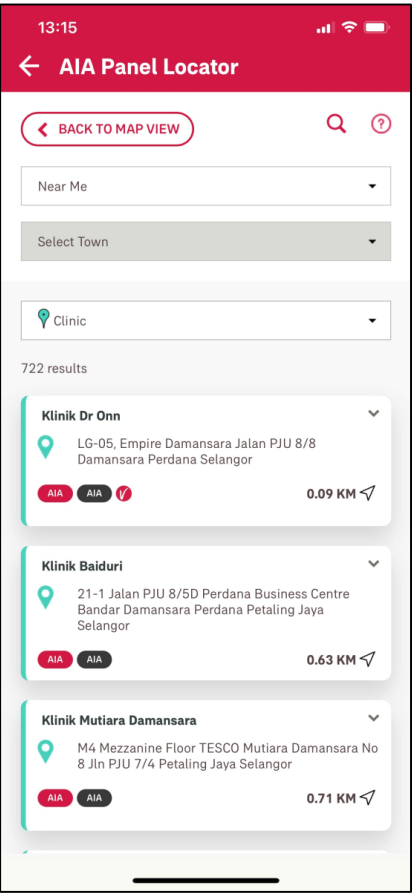
Tap

iOS

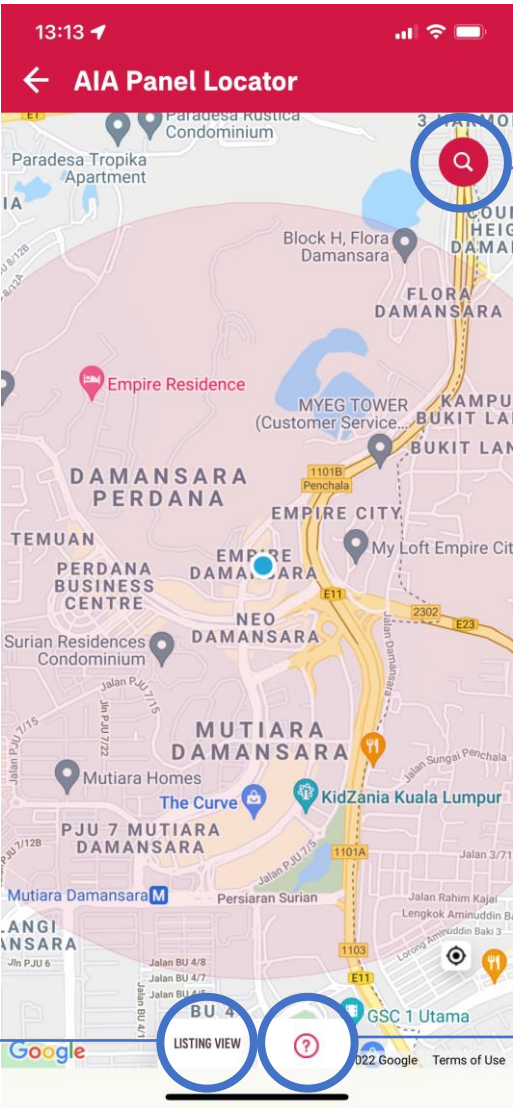


VIEW AIA PANEL LOCATOR

Default shows Map View



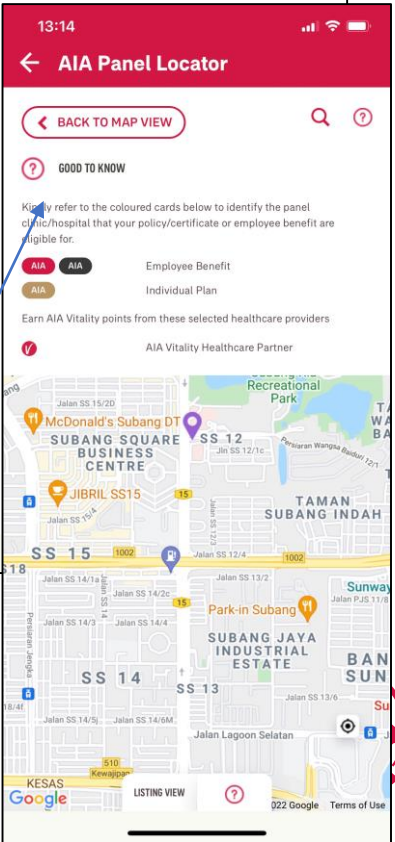
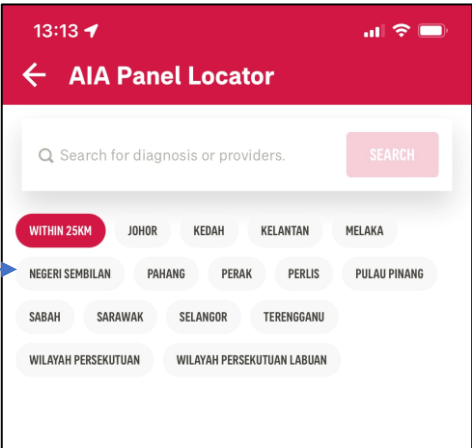
Tap to show List View



Tap to show Search Feature

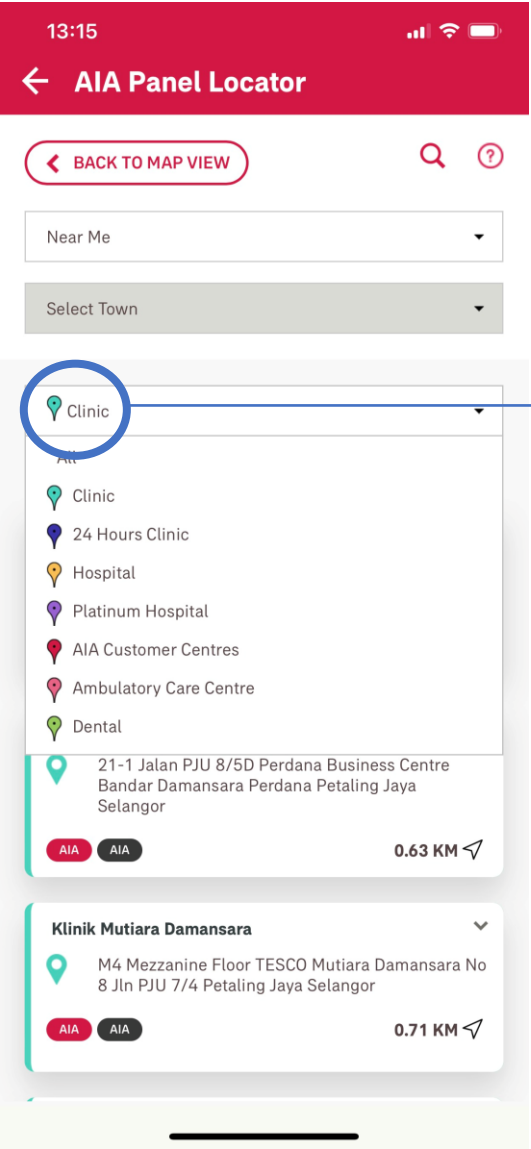
User able to search by

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



Tap to show Good to Know

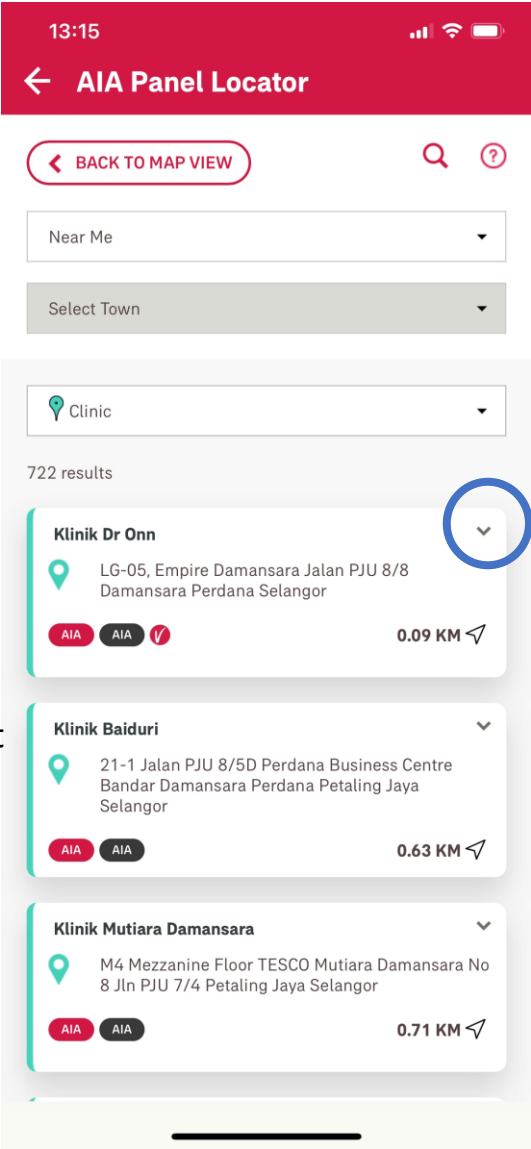
LIST VIEW AIA PANEL LOCATOR



Choose
Type of
Provider

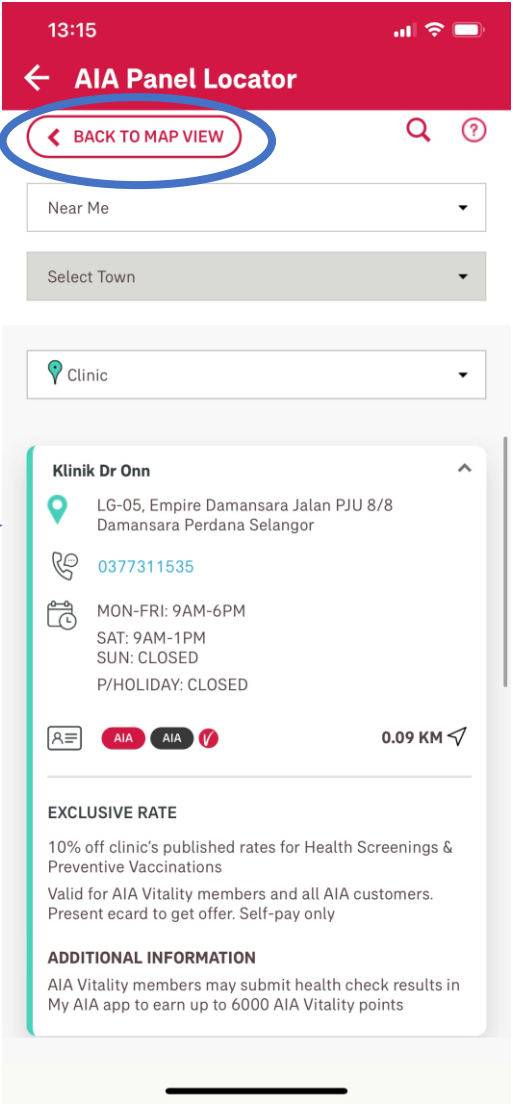
List View
Displays

- Panel Name
- Address
- Policy Entitlement
- Distance (KM)



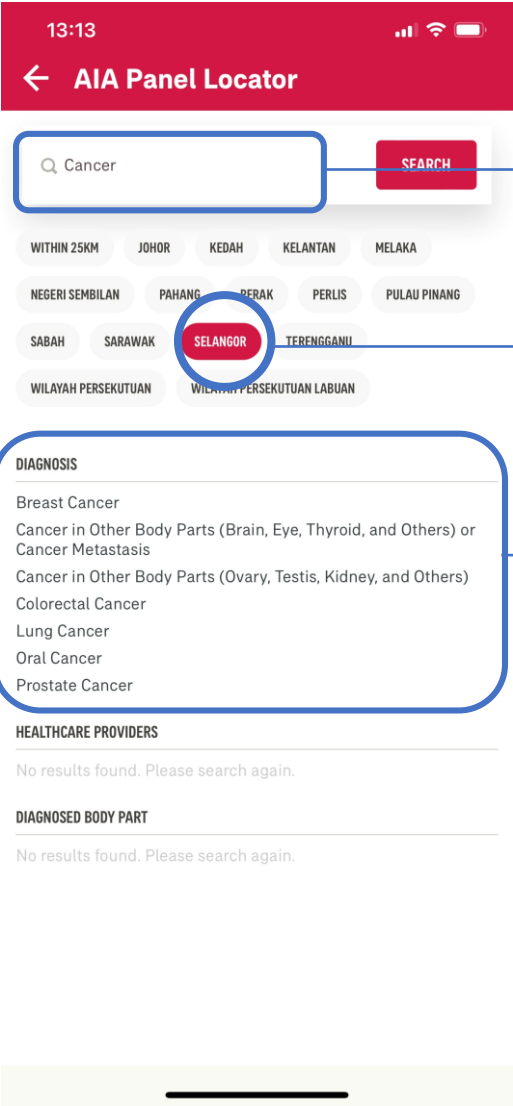
Tap to go
back to Map
View

Tap for Panel
Details



SEARCH VIEW

AIA PANEL LOCATOR

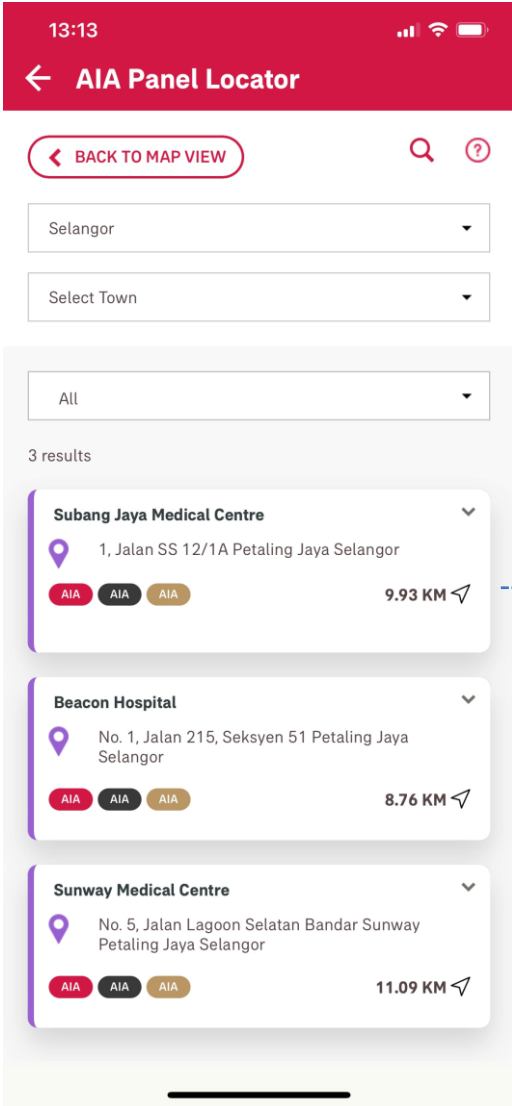


Search Feature

Type in the diagnosis or provider name

Select the state

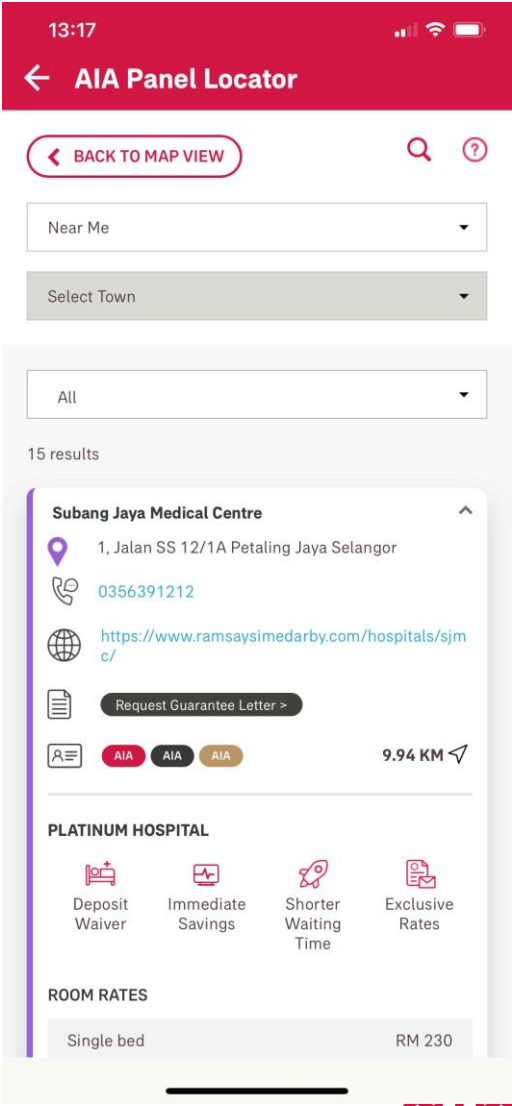
List of diagnosis appears based on search term



Search Results

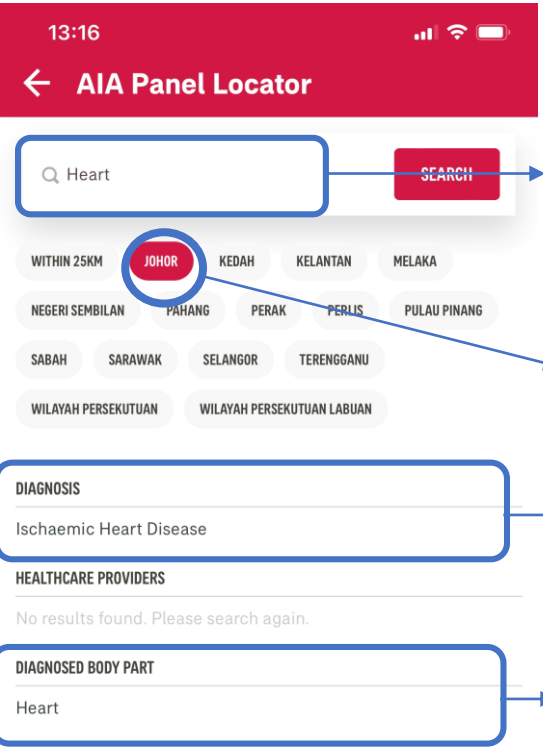
List of recommended providers based on the diagnosis

Tap for information of the Panel



SEARCH VIEW

AIA PANEL LOCATOR



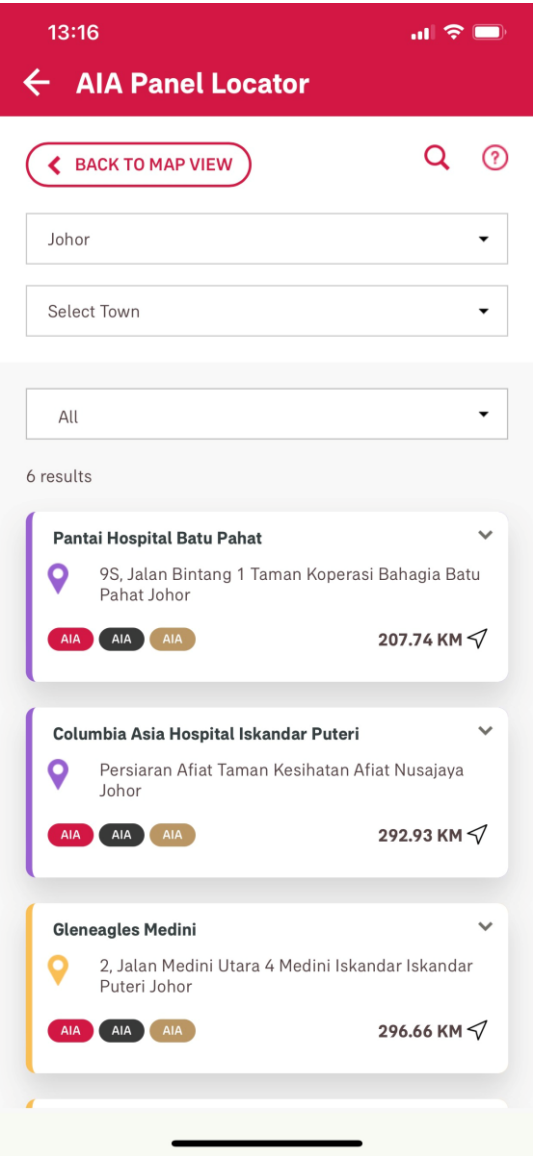
Search Feature

Type in the diagnosis or provider name

Select the state

List of diagnosis appears based on search term

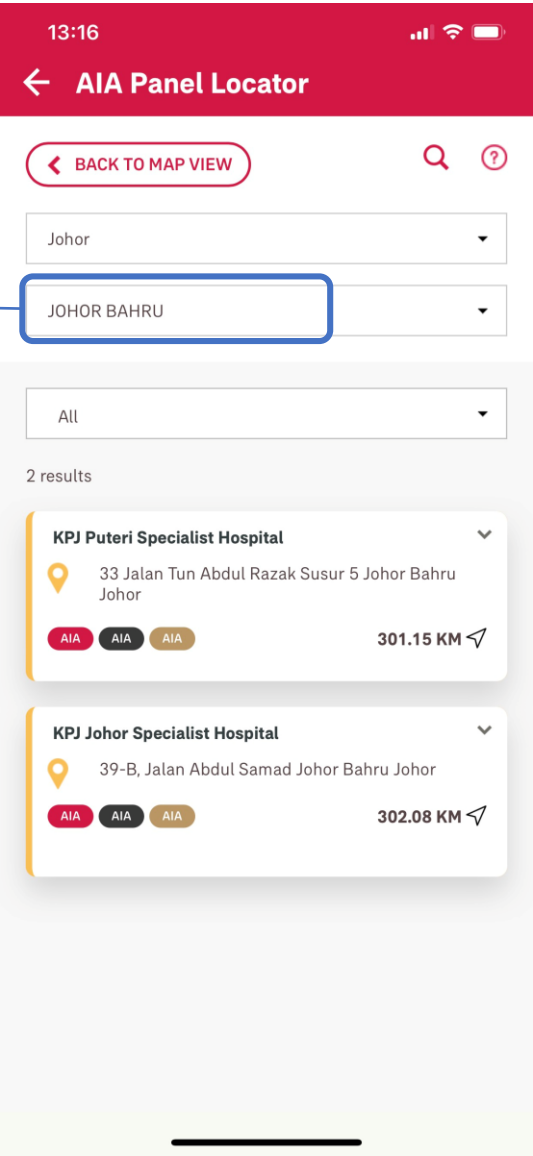
List of diagnosed body part appears based on search term



Filter results by selecting Town

Search Results

List of recommended providers based on the diagnosis





HEALTHIER, LONGER,
BETTER LIVES

Thank you

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