



HEALTHIER, LONGER,
BETTER LIVES

MY AIA Portal User Guide

Updated in April 2023

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

AIA confidential and proprietary information. Not for distribution.



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AIA confidential and proprietary information. Not for distribution.





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Main Dashboard

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

Entry Point Main Dashboard



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

The image shows a screenshot of the AIA Main Dashboard post-login mega menu. The navigation bar at the top includes the AIA logo, 'OUR PRODUCTS', 'WHAT MATTERS', 'ABOUT AIA', 'HELP & SUPPORT', and 'MY AIA'. The mega menu is open, displaying several options. A blue oval highlights the 'MAIN DASHBOARD' button, with a dashed arrow pointing to the text 'Click to go to the dashboard'. A red box highlights the 'MY REWARDS' option, with a dashed arrow pointing to the text 'NEW Quick links for AIA Vitality & My Rewards'. Another red box highlights the 'AIA VITALITY' option, with a dashed arrow pointing to the same text. The mega menu also includes 'WELCOME MEDICONNECT TESTING EMPLOYEE ONE', 'LOG OUT', 'PAY ONLINE', 'MY PLANS & CLAIMS', 'MY PROFILE', 'STATEMENTS & LETTERS', 'DIRECTORIES & GUIDES', and 'ABOUT MY AIA CUSTOMER APP'.

WELCOME MEDICONNECT TESTING EMPLOYEE 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.

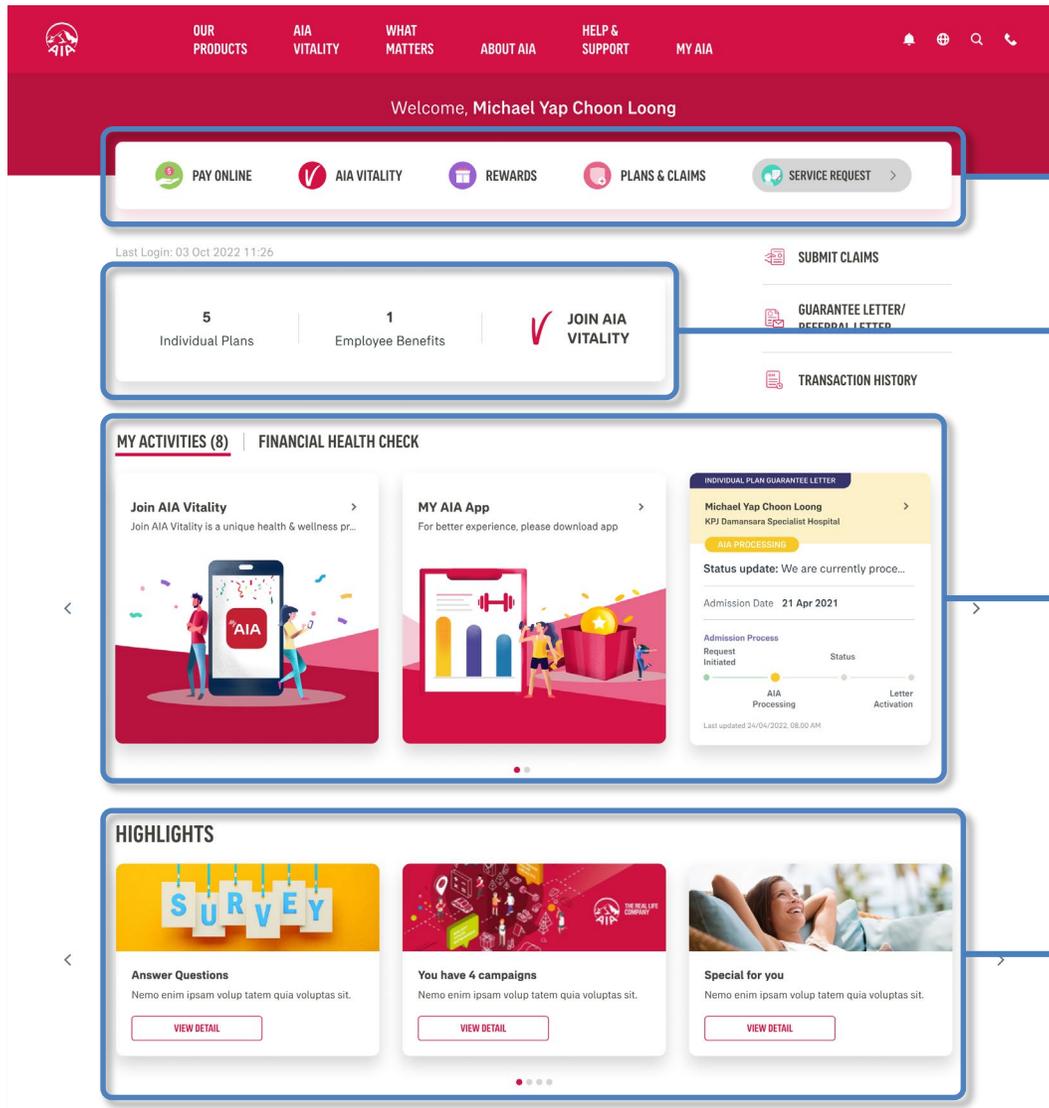
MY REWARDS
Claim and learn more about AIA Vitality and other rewards offered especially for you.

MY PROFILE ▶
STATEMENTS & LETTERS ▶
DIRECTORIES & GUIDES ▶
ABOUT MY AIA CUSTOMER APP ▶

Click to go to the dashboard

NEW Quick links for AIA Vitality & My Rewards

Main Dashboard – Post Login



Quick links to different module pages

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

1. View and track your ongoing to-do tasks
2. Access your Financial Health Check summary

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



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2

Inbox Message

- Entry point
- Steps to view inbox messages

Entry Point Inbox Messages

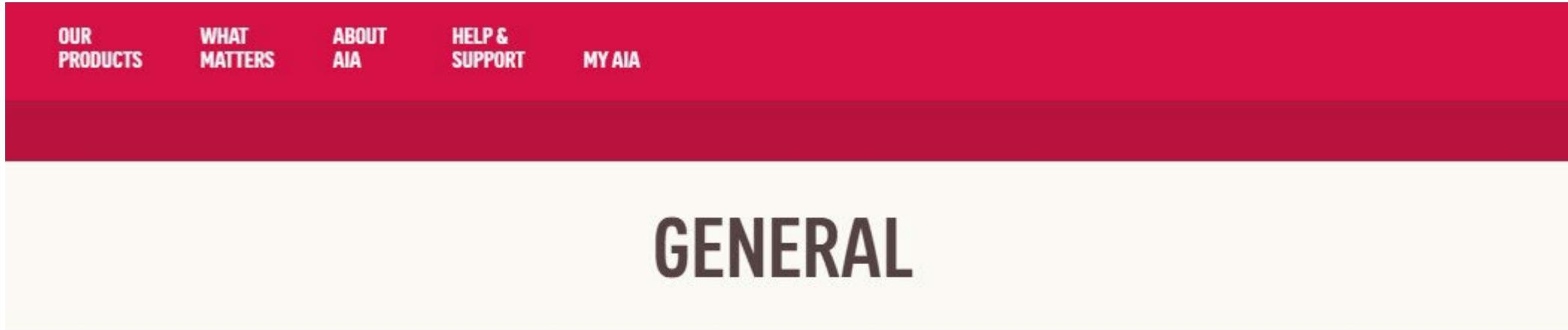
The screenshot shows the AIA mobile app dashboard. At the top, a red navigation bar contains the AIA logo and menu items: OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. A notification bell icon is circled in blue, with a dashed arrow pointing to it from the text "Tap on the bell icon to view inbox". Below the navigation bar, a white banner displays "Welcome back, Chee Wui Keng". A secondary navigation bar includes buttons for PAY ONLINE, AIA VITALITY, REWARDS, and MY PLANS & CLAIMS. The main content area shows "Last Login: 12 Nov 2020 11:22" and a grid of cards: "9 Individual Plans", "N/A Employee Benefits", and "JOIN AIA VITALITY". To the right, there are links for "SUBMIT CLAIMS", "GUARANTEE / REFERRAL LETTER", and "TRANSACTION HISTORY". The "FINANCIAL HEALTH CHECK" section features a progress bar for "YOUR COVERAGE" and "PEOPLE-LIKE-YOU AT AIA". The progress bar shows: Life RM 600,000 (full bar), Medical RM 0 (empty bar), Accident RM 50,000 (partial bar), and Critical Illness RM 0 (empty bar). Each bar has a red sad face icon to its right. Below the progress bar, there are buttons for "CONTINUE" and "VIEW COVERAGE SUMMARY".

View Inbox Messages

The screenshot displays the AIA user dashboard for Chee Wui Keng. The top navigation bar is red and contains the AIA logo, menu items (OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, MY AIA), and a notification bell icon with a red counter showing '8'. A dropdown menu is open from the notification bell, listing categories such as GENERAL, MY POLICY UPDATES, MY CLAIMS & BILLS, MY PAYMENT, MY STATEMENTS & LETTERS, and AIA VITALITY. A blue circle highlights the '8' counter in the notification bell. Below the navigation bar, the dashboard shows a welcome message, quick links for PAY ONLINE, AIA VITALITY, REWARDS, and MY PLANS & CLAIMS, and a summary card with 9 Individual Plans and N/A Employee Benefits. A 'FINANCIAL HEALTH CHECK' section is visible at the bottom.

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

View Inbox Messages



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

1-5 of 12 < 1 Of 3 >



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

Take an assessment

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



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...



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)



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3

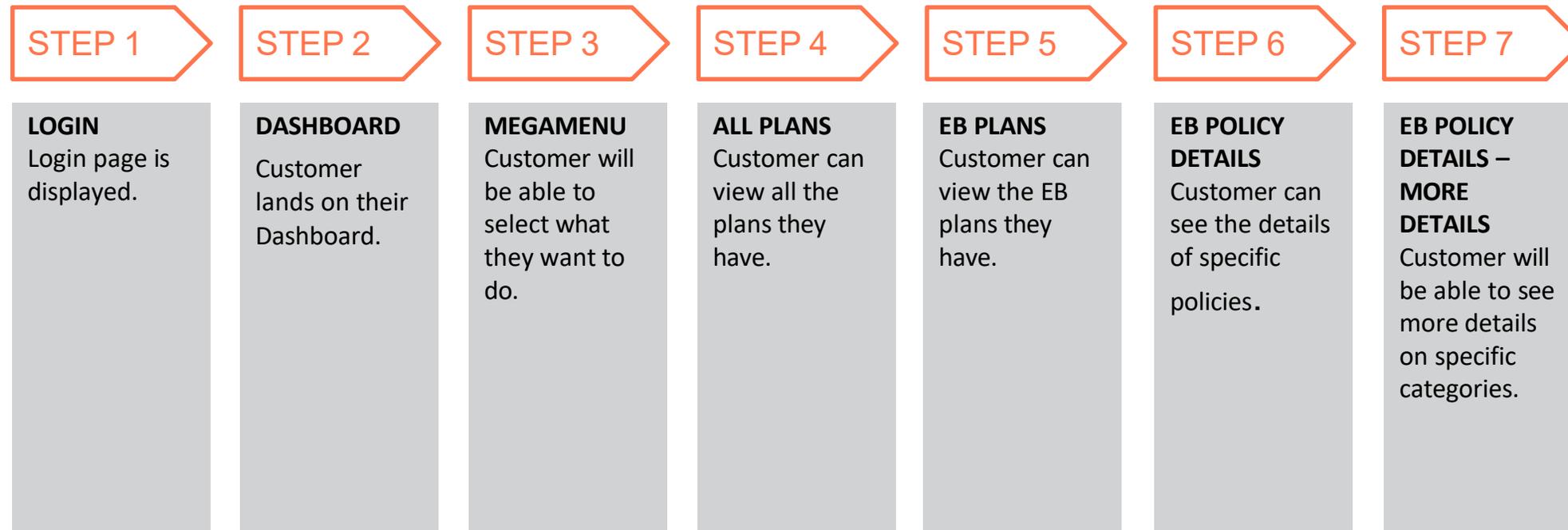
Customer Portal: Employee Benefits

- 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, health, 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



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



MY PLANS & CLAIMS
Access your policy and claim information.

Click My Plans & Claims



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

- MY PROFILE ▶**
- STATEMENTS & LETTERS ▶**
- DIRECTORIES & GUIDES ▶**
- ABOUT MY AIA CUSTOMER APP ▶**

FINANCIAL HEALTH CHECK

FINANCIAL HEALTH COVERAGE

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

VIEW ALL

Select View All

EMPLOYEE BENEFITS POLICY
EBP

PREFERRED CARE POLICY
PCP

Policy No.: 20004268

Policy No.: 30002496

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



PREFERRED CARE POLICY
PCP

Person Covered MYAIA TESTING ONE	Policy No. 30002496	Staff/Employee No. N/A
	Policy Effective Date 01 Jan 2021	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 >
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Select View Details

Step 7: View EB Policy Details ~ More Details



MYAIA TESTING ONE

EMPLOYEE

- DENTAL BENEFIT
- GENERAL PRACTITIONER
- MEDICAL EXAMINATION
- HOSPITAL & SURGICAL-BASE

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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Individual Policy Details

- Steps for Registration
- Steps For First Time Login
- Main Dashboard

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](#)

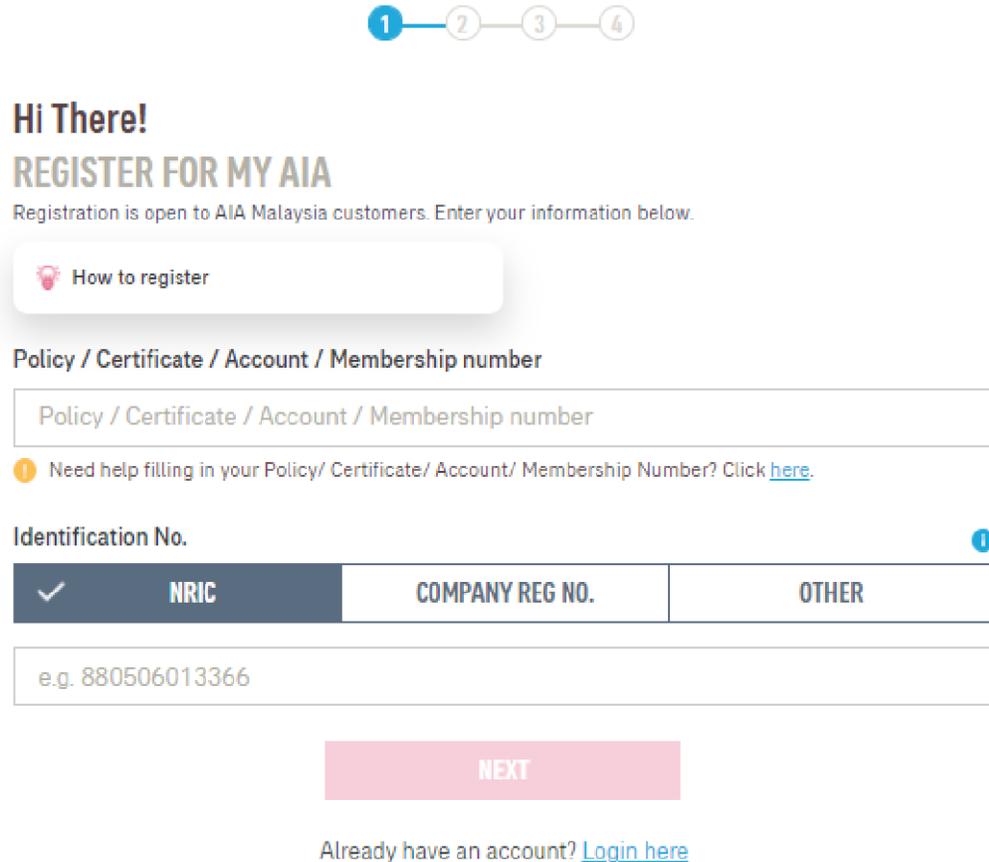
Click here on this hyperlink register

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



The registration form is titled "Hi There! REGISTER FOR MY AIA". It includes a progress indicator with four steps, where step 1 is active. Below the title, there is a sub-header "REGISTER FOR MY AIA" and a note: "Registration is open to AIA Malaysia customers. Enter your information below." A button labeled "How to register" is present. The main form fields are: "Policy / Certificate / Account / Membership number" (with a placeholder text), "Identification No." (with a dropdown menu showing "NRIC" selected, "COMPANY REG NO.", and "OTHER" options), and a text input field with a placeholder "e.g. 880506013366". A "NEXT" button is at the bottom, and a link "Already have an account? Login here" is below it.

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

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

Identification No. ⓘ

✓	NRIC	COMPANY REG NO.	OTHER
---	------	-----------------	-------

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 a registration form titled "Next Up! CREATE YOUR USER ID". The form is part of a multi-step process, with step 2 highlighted. The form contains the following fields and sections:

- Register as:** Individual
- Policy/Certificate/Account/ Membership Number:** PA000120
- NRIC no:** 950615025992
- User ID:** A text input field with a placeholder "Enter user ID".
- Password:** A text input field with a placeholder "Enter password" and a "Show Password" checkbox. Below the field, there are instructions: "Your password must:" followed by a list of requirements:
 - Have at least 9 characters with an 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:** A text input field with a placeholder "Enter email".
- Agreements:** Two checkboxes with links: "I have read and agree to AIA's [Terms of Use](#)" and "I agree to the [marketing consent statement](#)".
- Navigation:** "PREVIOUS" and "NEXT" buttons.

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.

Enter answer

PREVIOUS

NEXT

Answer the 2 verification questions correctly:

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

Key in

2. Owner identification number that is required for verification

Steps For Registration

Step 3A. Add Your Mobile Number

ADD YOUR MOBILE NUMBER

Please key in your mobile number.

Mobile Number

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

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

PREVIOUS

NEXT

Select your country code

Key in your mobile number based on policy roles

Steps For Registration

Step 3A. CRS & FATCA Declaration



ARE YOU A U.S. CITIZEN?

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

NO YES

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



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

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

NO YES

Steps For Registration

Step 3 Verify Identity



Almost There...

WE JUST NEED TO MAKE SURE IT'S YOU!

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

+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.

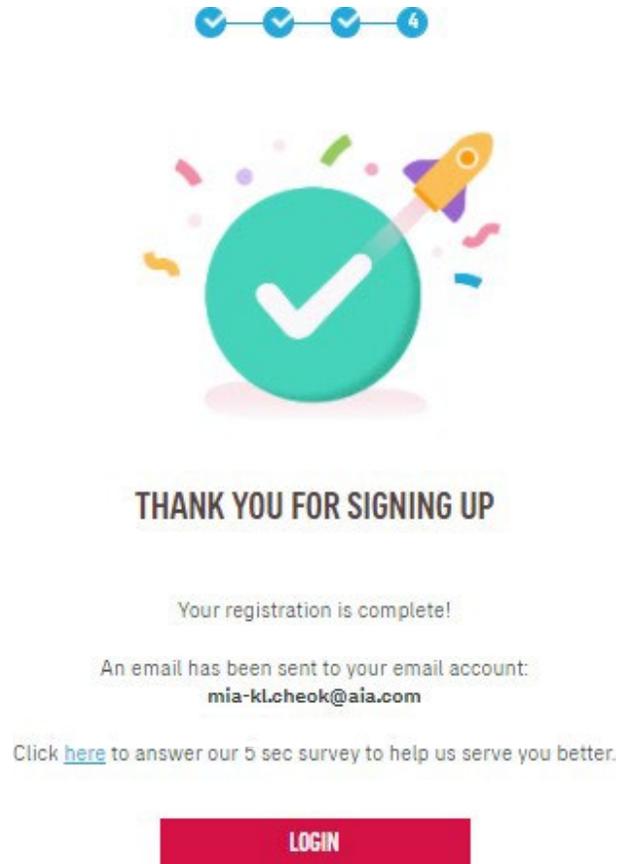
Verify if the registered mobile number is correct for you to receive the 6-digit verification code. Key in OTP and click Next. Note: The OTP will be sent to your new mobile number and a notification will be sent to your old mobile number.

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



YOUR CONTACT DETAILS

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

Name

Email

Mobile Number

[EDIT MY CONTACT DETAILS](#)

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

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

[NEXT](#)

Verify Contact Details

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

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

Steps For First Time Login

Step 3. Edit Details



EDIT YOUR CONTACT DETAILS

Name

Email

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

Malaysia 60

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

Enter email & mobile number, then click Next.

Steps For First Time Login

Step 4. CRS & FATCA Declaration

DECLARATION

1 2 3 4

ARE YOU A U.S. CITIZEN?

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

NO YES

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

DECLARATION

1 2 3 4

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

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

NO YES

Steps For First Time Login

Step 4. Verify Identity

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

VERIFICATION

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

+6014XXXX782

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

***** **VERIFY**

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

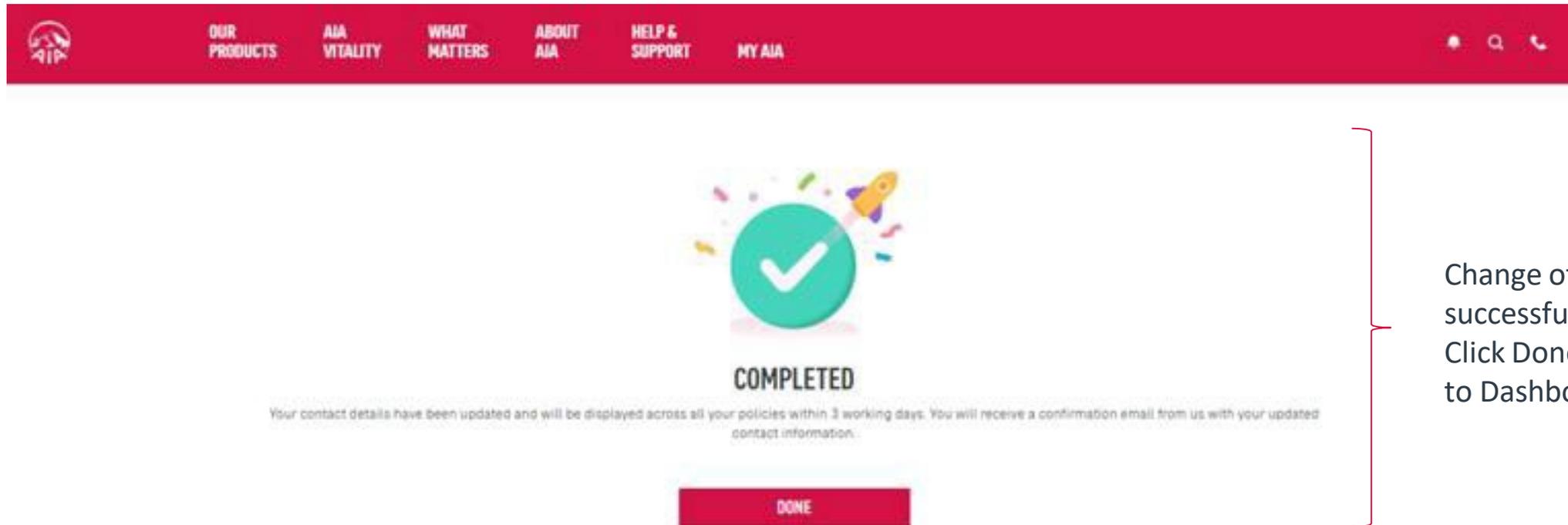
I agree to My AIA's [terms of use](#) and [privacy statement](#).

NEXT

Type in OTP, click verify and Next.
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

The screenshot displays the AIA Main Dashboard with the following sections:

- Attention Bar:** A yellow banner at the top with the text "ATTENTION: Mandatory App Update By 15 Feb 2021" and a "VIEW DETAILS" link.
- Welcome Message:** A red bar with the text "Welcome back, [Name]".
- Navigation:** A row of four buttons: "PAY ONLINE", "AIA VITALITY", "REWARDS", and "MY PLANS & CLAIMS".
- User Info:** A section showing "Last Login: 21 Jan 2021 04:58".
- Policy Summary:** A row of three cards: "30 Individual Plans", "N/A Employee Benefits", and "JOIN AIA VITALITY".
- Service Links:** A vertical list of links: "SUBMIT CLAIMS", "GUARANTEE / REFERRAL LETTER", and "TRANSACTION HISTORY".
- Financial Health Check:** A large section titled "FINANCIAL HEALTH CHECK" comparing "YOUR COVERAGE" to "PEOPLE-LIKE-YOU AT AIA". It lists: Life RM 14,670,000, Medical RM 200,000, Accident RM 0, Critical Illness RM 10,290,000, and Savings RM 5,000. A note states: "Looks like your Accident and Medical coverage may need some attention." with links for "REVIEW YOUR COVERAGE" and "VIEW COVERAGE SUMMARY".
- Highlights:** A carousel of three promotional cards: "DEBIT CARD EXPIRING IN 2021", "Savings & Investment SAVIN INVEST", and "YAY WITH AIA POSITIVE LIFESTYLE CHANGES FOR POSITIVE RETURNS".

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

Main Dashboard - View Policy Count

The screenshot displays the AIA Main Dashboard. 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 welcome message reads "Welcome back, [redacted]". Below this is a white navigation bar with icons for PAY ONLINE, AIA VITALITY, REWARDS, and MY PLANS & CLAIMS. A "Last Login: 12 Nov 2020 11:22" timestamp is visible. The main content area features a grid of cards: "9 Individual Plans" (circled in blue), "N/A Employee Benefits", and "JOIN AIA VITALITY". To the right, a vertical menu includes "SUBMIT CLAIMS", "GUARANTEE / REFERRAL LETTER", and "TRANSACTION HISTORY". A blue dashed arrow points from the "9 Individual Plans" card to the explanatory text on the right. Below the grid is a "FINANCIAL HEALTH CHECK" section with a "CONTINUE" button and a "VIEW COVERAGE SUMMARY" button. The "VIEW COVERAGE SUMMARY" section compares "YOUR COVERAGE" to "PEOPLE-LIKE-YOU AT AIA" with the following data:

Category	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)

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

The screenshot shows the AIA 'My Plans & Claims' interface. At the top, there's a red navigation bar with 'DASHBOARD' and 'AIA'. The main heading is 'MY PLANS & CLAIMS', with sub-sections for 'INDIVIDUAL PLANS (3)' and 'EMPLOYEE BENEFITS (0)'. A horizontal menu contains four items: 'PAY ONLINE', 'SUBMIT CLAIM', 'CLAIMS HISTORY', and 'STATEMENTS & LETTERS'. Below this are three policy cards. The first card, 'A-Life Signature Beyond', shows a 'Life Protection' plan with roles: POLICY OWNER, INSURED, PAYOR, and CORRESPONDENCE. The second card, 'A-Life Med Regular', shows a 'Medical Protection' plan with roles: POLICY OWNER, INSURED, COVERED MEMBER, PAYOR, and CORRESPONDENCE. The third card, 'A-LifeLink', shows a 'Life Protection' plan with roles: POLICY OWNER, INSURED, COVERED MEMBER, PAYOR, and CORRESPONDENCE. A red dot at the bottom indicates a note: '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.'

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

Policy role is displayed in policy card

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

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

<p>A-Life Signature Plus One Spec Life Protection INSURED</p> <p>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:</p>	<p>A-Life Signature Life Protection INSURED</p> <p>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</p>	<p>A-Life Signature 2 Life Protection INSURED</p> <p>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</p>
<p>A-Life Signature 2 Life Protection INSURED</p> <p>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:</p>	<p>A-Life Signature 2 Life Protection POLICY OWNER INSURED PAYOR CORRESPONDENCE</p> <p>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:</p>	<p>A-Life Signature 2 Life Protection POLICY OWNER INSURED PAYOR CORRESPONDENCE</p> <p>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:</p>

Policy Card Details Based On Policy Role



VIEW ALL POLICIES

FILTER BY
Policy Status

ALL

ADVANCED FILTER
Insured Name

ALL

CLEAR ALL

Note:

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

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:

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 screenshot displays a MediPlus policy card. At the top left is the MediPlus logo (a red shield with a white cross) and the text "MediPlus" in bold, with "Medical Protection" underneath. To the right of the logo is a right-pointing chevron. Below the logo and text are six role buttons: "POLICY OWNER", "INSURED", "PAYOR", "COVERED MEMBER", "CORRESPONDENCE", and "TRUSTEE". The "COVERED MEMBER" button is highlighted in a darker shade. Below the role buttons is a horizontal line. Underneath 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:".

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

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



Total investment-linked fund value
RM 10,589.00

AIA DANA BON

[VIEW DETAILS](#)

CLIENT DETAILS

INSURED **COVERED MEMBER**

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

Agent ID [REDACTED] **Contact details** [REDACTED]

View Policy Details (Medical plan) – Owner Role

Note:
Owner have full access to policy info details

AIA



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

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**

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

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.)

WHAT DOES IT COVER?



Insured / Covered Member

Dropdown to view if have more than one covered member ←

IN FORCE PREMIUM PAYING

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

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.)

Effective Date	28 OCT 2007	Expiry Date	28 OCT 2044
Premium	RM 4,196.50	Premium Cease Date	28 OCT 2044 1
Hospital Room and Board		RM 180.00	
Deductible Amount		RM 50.00	

View Policy Details – Insured Role



This screenshot displays the 'A-LifeLink' policy details for an insured role. The policy is titled 'A-LifeLink Life Protection' and is currently 'IN FORCE PREMIUM PAYING'. The coverage amount is RM 306,000.00. The policy number is redacted. The premium due date is 27 JAN 2016, and the premium due amount is RM 1,000.00 (including a government tax of RM 0.00). The insured's name is also redacted. The coverage period is from 27 JUL 2013 to 27 JUL 2072. The auto extension coverage term indicator is 'N/A'.

This screenshot shows the 'WHAT DOES IT COVER?' section for the 'ALL1 A-LifeLink' policy, which is 'IN FORCE PREMIUM PAYING'. The coverage amount is RM 204,000.00. The effective date is 27 JUL 2013, and the expiry date is 27 JUL 2072. The premium is RM 400.00, and the premium cease date is 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

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.)

Certificate No. [REDACTED]

Contribution Due Date
30 NOV 2033

Contribution Due Amount
RM 622.00
(Inc. Govt. Tax RM 0.00)

Insured [REDACTED]

Coverage Period
FROM 31 JUL 2014 - 31 JUL 2079

Auto Extension Coverage Term Indicator ⓘ
N/A

WHAT DOES IT COVER?

TKF A-LIFE MED REGULAR-i

Insured / Covered Member [Dropdown menu]

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.)

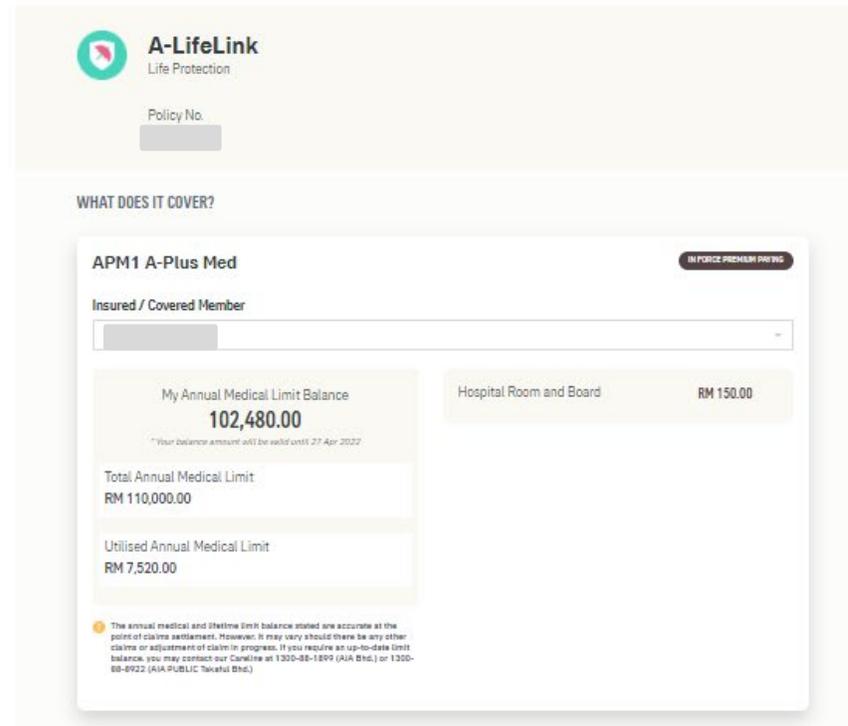
IN FORCE CONTRIBUTION PAYING

Dropdown to view if have more than one covered member

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

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:

Both owner and payor roles can click and view payment history and online payment in transaction history page

View Rider Details - Health Wallet

The screenshot displays the 'A-Plus Health' policy details page. At the top right, there is a status indicator 'IN FORCE PREMIUM PAYING'. Below the policy name, there is a dropdown menu for 'Insured / Covered Member'. The main content area is divided into two columns. The left column shows the 'My Annual Medical Limit Balance' as 1,700,000.00, with a note that the balance is valid until 18 Jul 2022. Below this, it shows the 'Total Annual Medical Limit' as RM 1,700,000.00 and the 'Utilised Annual Medical Limit' as RM 0.00. The right column shows the 'Effective Date' as 19 JUN 2022 and the 'Expiry Date' as 19 JUL 2085. Below these, it shows the 'Premium' as RM 0.00 and the 'Premium Cease Date' as 19 JUL 2085. There are two dropdown menus for 'Hospital Room and Board' (set to RM 600.00) and 'Deductible Amount' (set to RM 0.00). A disclaimer note is present at the bottom left of the main content area. At the bottom of the page, there are two buttons: 'MY HEALTH WALLET' and 'MY HEALTH REWARDS'. A blue dashed arrow points from the 'MY HEALTH WALLET' button to the list of instructions below.

- 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

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 <small>* Your balance amount will be valid until 18 Jul 2022</small>	Effective Date 19 JUN 2022	Expiry Date 19 JUL 2085
Total Annual Medical Limit RM 1,700,000.00	Premium RM 0.00	Premium Cease Date ⓘ 19 JUL 2085
Utilised Annual Medical Limit RM 0.00	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		Deductible Amount You need to Pay RM 300
	AIA will waive your Deductible Amount (if any) upon hospital admission, depending on your AIA Vitality status.		
	HOSPITAL ROOM AND BOARD BENEFIT UPGRADE		Percentage (%) of the increase to Hospital Room and Board Benefit Amount No Upgrade
	AIA will auto upgrade your Hospital Room and Board Benefit amount upon hospital admission, depending on your AIA Vitality status.		
	HEALTH WALLET BOOSTER		Percentage (%) of the increase to the Total Health Wallet Amount 0%
	AIA will increase your Health Wallet amount every year, depending on your AIA Vitality status.		

Scroll down to view your Health Rewards benefits

View Rider Details -Your AIA Vitality Booster Details

WHAT DOES IT COVER?

Vitality Wealth Booster Details

IN POLICY PREMIUM INVOICE

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

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

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

← MY PLANS - INDIVIDUAL

AIA

TAKAFUL SYAMIL - MED (RME2) IN FORCE CONTRIBUTION PROFILE

Insured / Covered Member

ANNUAL MEDICAL LIMIT	LIFETIME LIMIT
My Annual Medical Limit Balance RM 30,380.00 <small>* Your balance amount will be valid until 19 Jul 2023</small>	
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	

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



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 LIMITLIFETIME 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

← 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

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.)

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



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 Takafu 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 VIEW POLICY PREMIUM PAYMENT

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

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 Takafu Bhd.)

APM1 A-Plus Med VIEW POLICY PREMIUM PAYMENT

Insured / Covered Member

Policy No.

ANNUAL MEDICAL LIMIT **LIFETIME LIMIT**

My Lifetime Limit Balance
RM 142,490.00

Total Lifetime Limit
RM 300,000.00

Utilised Lifetime Limit
RM 57,510.00

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 Takafu 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) / Medicovert 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

IN FORCE PREMIUM PAYING

Coverage Amount
RM 0.00

Effective Date
05 JUL 2000

Expiry Date
05 JUL 2019

Premium
RM 17.23

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.

- 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 900,000.00
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: 06 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. [REDACTED]

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

UPDATE PAYMENT DETAILS

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

WHAT DOES IT COVER?

A-LifeLink 2 IN FORCE PREMIUM PAYING

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

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

The screenshot shows the AIA My Plans & Claims dashboard. At the top, there is a 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 'DASHBOARD' button. The main heading is 'MY PLANS & CLAIMS', with sub-sections for 'INDIVIDUAL PLANS (5)' and 'EMPLOYEE BENEFITS (0)'. A secondary navigation bar contains 'PAY ONLINE', 'SUBMIT CLAIM', 'CLAIMS HISTORY', and 'STATEMENTS & LETTERS'. Three policy cards are displayed:

- PB CI Protector** (Critical Illness Protection): Roles include Policy Owner, Insured, Payor, and Correspondence. Status: In force Premium Paying. Premium Due Date: 12 May 2024. Premium Due Amount: RM 1,248.00. Coverage Amount: RM 100,000.00.
- A-Life Med Regular** (Medical Protection): Roles include Policy Owner, Insured, Covered Member, Payor, and Correspondence. Status: In force Premium Paying. Premium Due Date: 10 Jan 2020. Premium Due Amount: RM 85.61. Medical Limit/Year: RM 500,000.00.
- A-Life Wealth Care** (Life Protection): Roles include Policy Owner, Insured, Payor, and Correspondence. Status: In force Premium Paying. Premium Due Date: 09 May 2020. Premium Due Amount: RM 6,200.00. Coverage Amount: RM 500,000.00.

Combined medical limit displayed in policy card

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

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

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.)

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 i

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.)

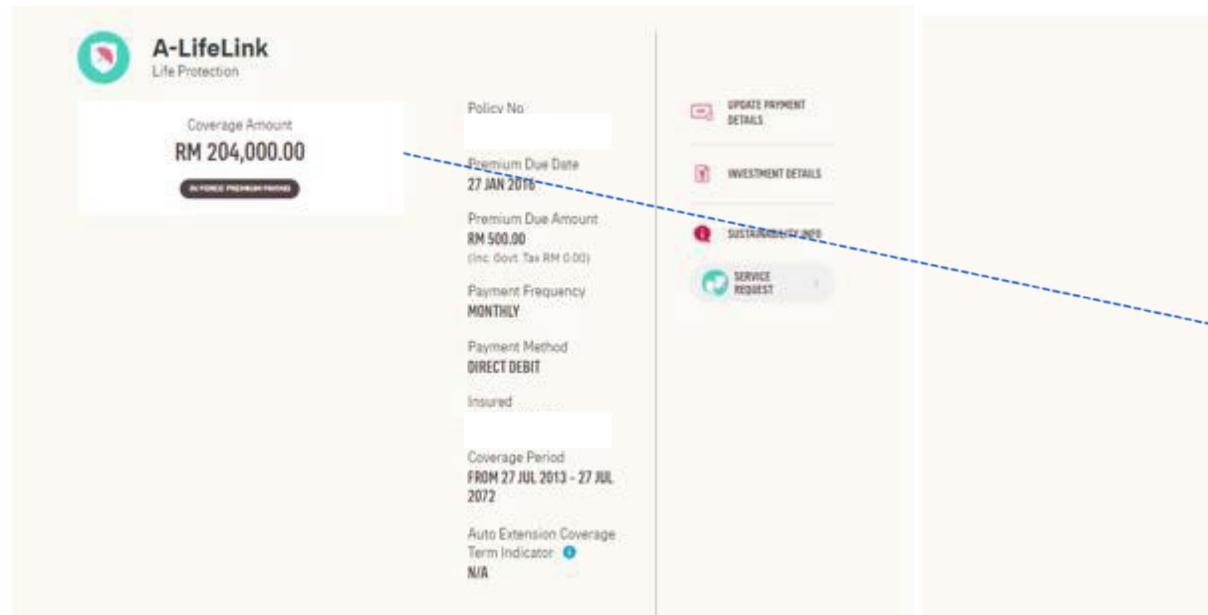
At rider details, only owner and insured roles can view the combine medical limit amount and breakdown

View Current Sum Assured

The screenshot shows the AIA mobile app interface. At the top is a red navigation bar with the AIA logo and menu items: OUR PRODUCTS, AIA VITALITY, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. Below this is a dark red bar with a back arrow and the word 'DASHBOARD'. The main content area has a light beige background with the heading 'MY PLANS & CLAIMS' and sub-headings 'INDIVIDUAL PLANS (3)' and 'EMPLOYEE BENEFITS (0)'. A white bar contains three icons: 'PAY ONLINE', 'CLAIMS HISTORY', and 'STATEMENTS & LETTERS'. A 'VIEW ALL' link is on the right. Three policy cards are displayed: 'CRITICAL COVER' (Critical Illness Protection, INSURED), 'MediPlus' (Medical Protection, INSURED, COVERED MEMBER), and 'HOSPITAL INCOME' (Income Protection, INSURED, COVERED MEMBER). Each card shows policy details like Policy No., Status, Premium Due Date, Premium Due Amount, Coverage Amount, and Insured. A blue dashed arrow points from the 'Coverage Amount: RM 22,000.00' in the CRITICAL COVER card to the right. A disclaimer at the bottom states: '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



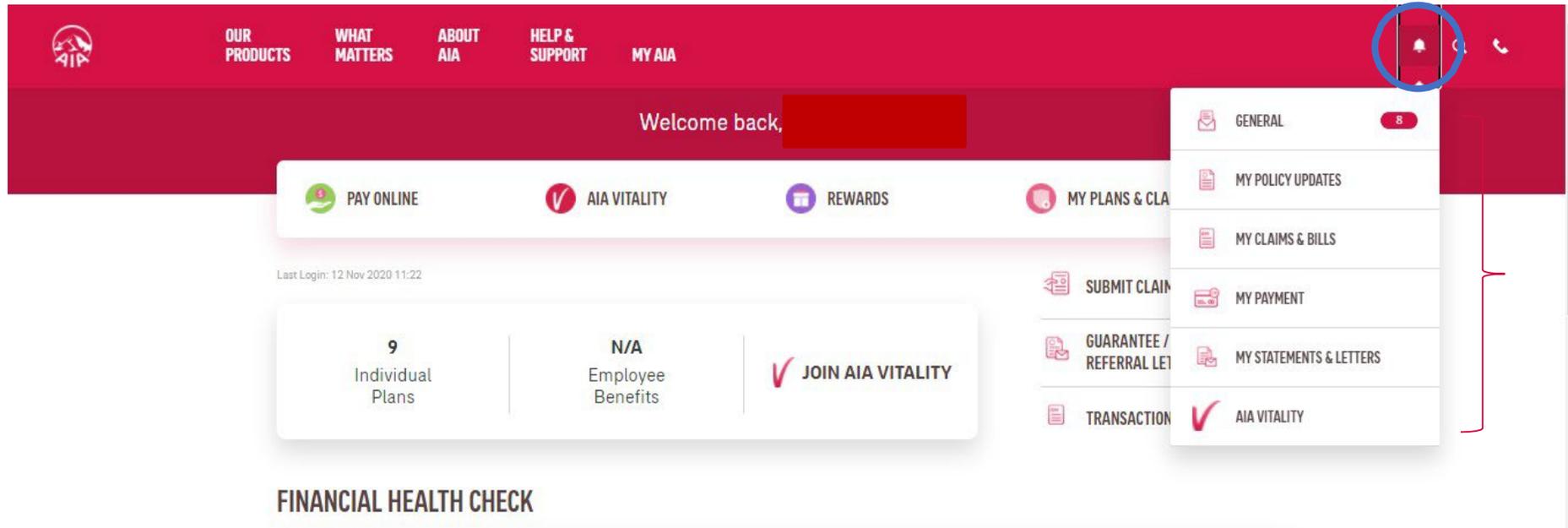
- Current sum assured displayed in policy details
- Only owner and insured roles can view current sum assured in policy details

VIEW YOUR NOTIFICATIONS

The screenshot shows the AIA user dashboard. 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, a search icon, and a phone icon. The bell icon is circled in blue. Below the navigation bar, a white banner displays the user's name, "Welcome back, Chee Wui Keng", and a red profile picture placeholder. Underneath, there are four main service tiles: PAY ONLINE, AIA VITALITY, REWARDS, and MY PLANS & CLAIMS. A "Last Login: 12 Nov 2020 11:22" message is visible. To the right, there are three more service tiles: SUBMIT CLAIMS, GUARANTEE / REFERRAL LETTER, and TRANSACTION HISTORY. Below these, a summary card shows "9 Individual Plans", "N/A Employee Benefits", and a "JOIN AIA VITALITY" button. The bottom section is titled "FINANCIAL HEALTH CHECK" and contains a "YOUR COVERAGE" comparison chart. The chart compares the user's coverage with "PEOPLE-LIKE-YOU AT AIA" across four categories: Life (RM 600,000), Medical (RM 0), Accident (RM 50,000), and Critical Illness (RM 0). Each category has a progress bar and a red sad face icon indicating a gap or low coverage.

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.

Navigation bar with AIA logo, menu items: OUR PRODUCTS, AIA VITALITY, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, MY AIA, and utility icons (notifications, search, phone). A secondary bar contains a back arrow and the text 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

OUR PRODUCTS WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

← DASHBOARD

MY PAYMENTS

My Profile | My Payments | Medical Card Dependant Management | Transaction History

Overview | Make A Payment | View Transaction History

Search by person covered

PERSON COVERED: CADENCE TAN YU XI

A-LIFELINK STAFF

Premium amount	Due Date	CHANGE PAYMENT CYCLE
RM 150.00	20-APR-2021	UPDATE CREDIT CARD
MALAYAN BANKING BHD	Payment Cycle	
XXXX XXXX XXXX 5882	MONTHLY	

Transaction 2: Change your premium / contribution payment frequency

OUR PRODUCTS WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

← DASHBOARD

MY PAYMENTS

My Profile | My Payments | Medical Card Dependant Management | Transaction History

Overview | Make A Payment | View Transaction History

Search by person covered e.g. Michael Chong

PERSON COVERED: CADENCE TAN YU XI

A-LIFELINK STAFF

Premium amount	Due Date	CHANGE PAYMENT CYCLE
RM 150.00	20-APR-2021	UPDATE CREDIT CARD
MALAYAN BANKING BHD	Payment Cycle	
XXXX XXXX XXXX 5882	MONTHLY	

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

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

MAVERICK 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

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:
Please Input

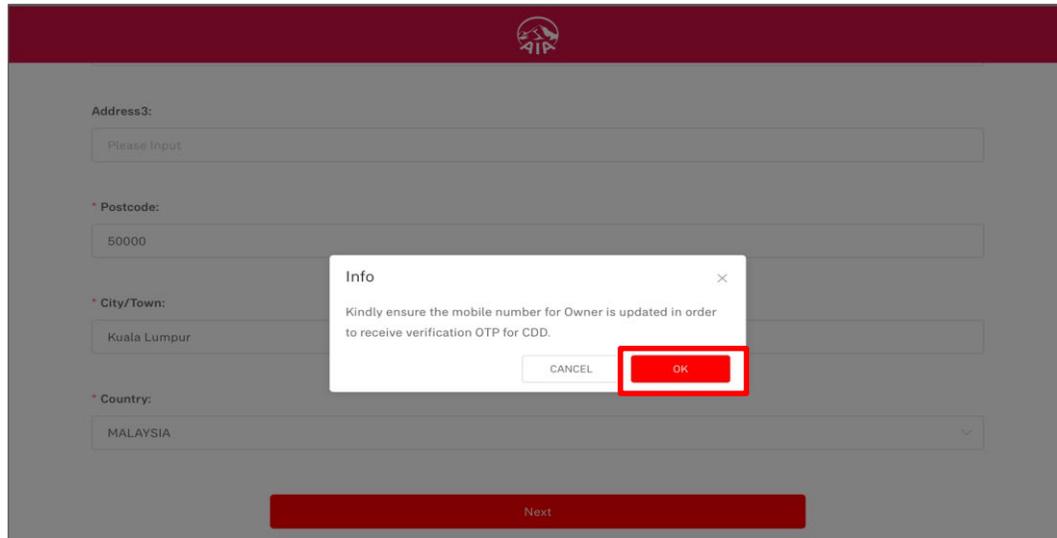
Step 1 :

Click “Proceed”

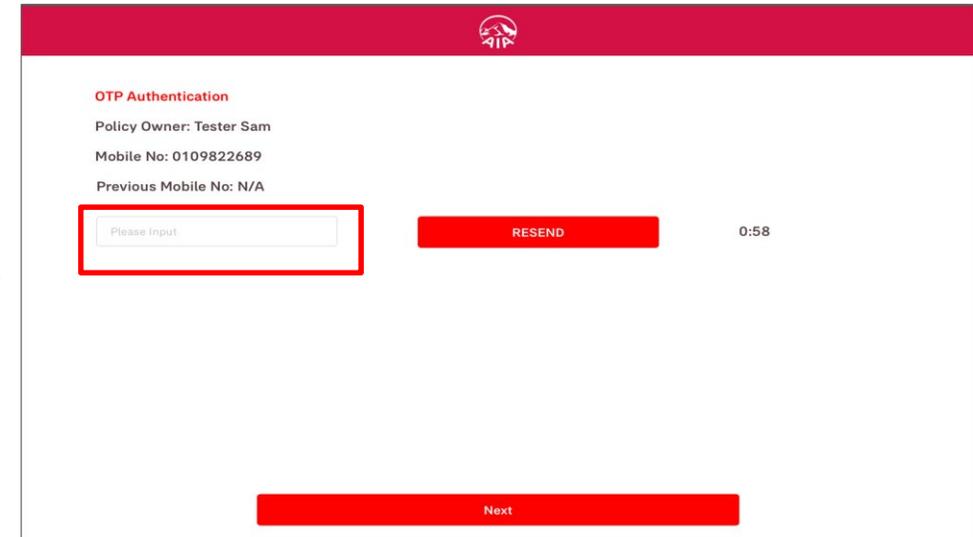
Step 2 :

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

Customer Due Diligence



The screenshot shows a form with the following fields: Address3 (Please Input), Postcode (50000), City/Town (Kuala Lumpur), and Country (MALAYSIA). An information alert is displayed in the center, stating: "Info: Kindly ensure the mobile number for Owner is updated in order to receive verification OTP for CDD." The alert has "CANCEL" and "OK" buttons, with the "OK" button highlighted by a red box. A "Next" button is visible at the bottom of the form.



The screenshot shows the "OTP Authentication" screen. It displays the following information: Policy Owner: Tester Sam, Mobile No: 0109822689, and Previous Mobile No: N/A. There is an input field for the OTP (Please Input) highlighted with a red box, a "RESEND" button, and a timer showing "0:58". A "Next" button is located at the bottom of the screen.

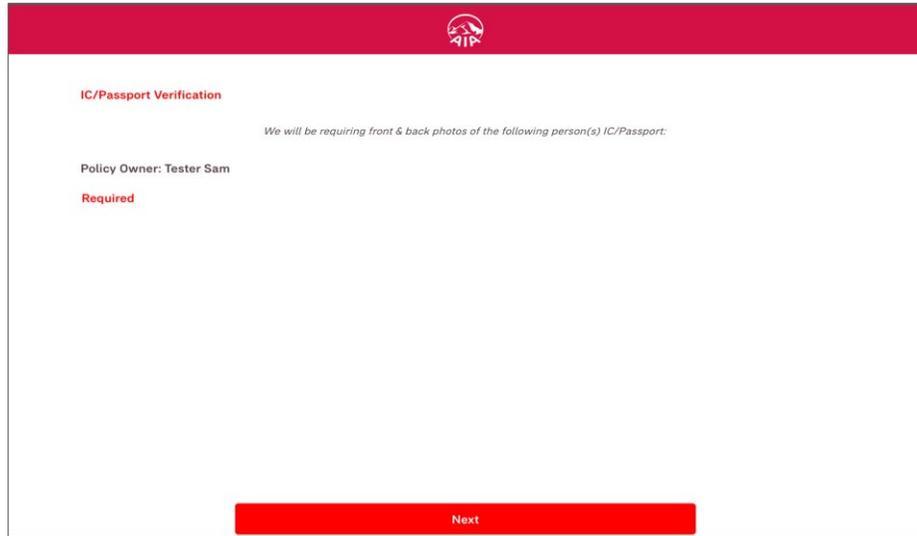
Step 3:

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

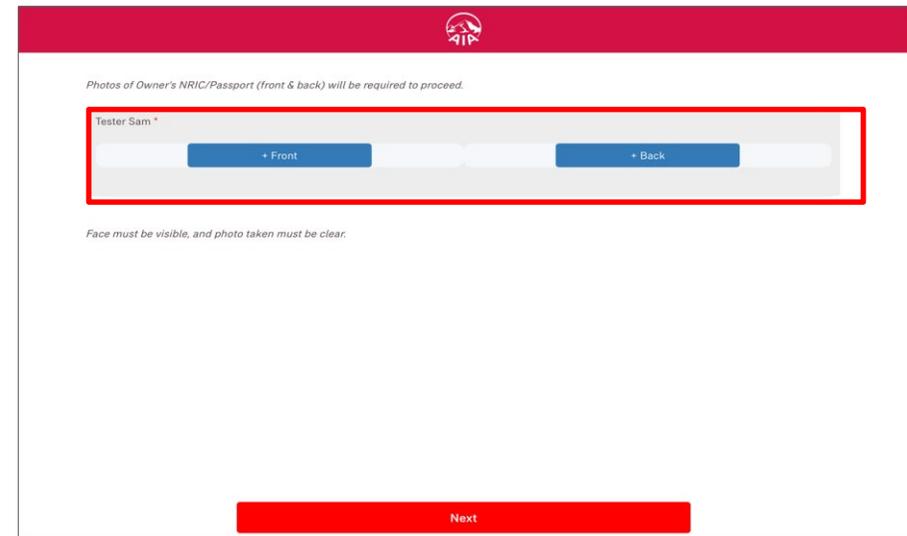
Step 4:

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

Customer Due Diligence



The screenshot shows a red header with the AIA logo. Below it, the text reads "IC/Passport Verification". A sub-header states, "We will be requiring front & back photos of the following person(s) IC/Passport:". The policy owner is listed as "Tester Sam". A red "Required" label is present. At the bottom, there is a red "Next" button.



The screenshot shows a red header with the AIA logo. Below it, the text reads "Photos of Owner's NRIC/Passport (front & back) will be required to proceed.". The policy owner is listed as "Tester Sam". There are two buttons labeled "+ Front" and "+ Back" for photo upload. A red box highlights these buttons. Below the buttons, the text reads "Face must be visible, and photo taken must be clear.". At the bottom, there is a red "Next" button.

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: 843.50KB

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

Next

Detailed description: This screenshot shows a web interface for uploading documents. At the top, there is a red header with the AIA logo. Below it, a message states that photos of the owner's NRIC or passport (front and back) are required. The user is identified as 'Tester Sam *'. There are two columns for document uploads: 'Front' and 'Back'. Each column shows a preview of a document (an NRIC card) and a blue button with a trash icon, which is highlighted with a red box. Below the previews, there are file size indicators: 'File size: 529.57KB' for the front and 'File size: 843.50KB' for the back. A note below the uploads states 'Face must be visible, and photo taken must be clear.' At the bottom, there is a red 'Next' button.

VERIFICATION COMPLETED

Thank you for submitting the required documents.

CONTINUE WITH YOUR TRANSACTION

Detailed description: This screenshot shows the completion screen of the CDD verification process. At the top, there is a red header with the AIA logo. The main content area features a green checkmark icon with a rocket and confetti, followed by the text 'VERIFICATION COMPLETED' and 'Thank you for submitting the required documents.' At the bottom, there is a red button labeled 'CONTINUE WITH YOUR TRANSACTION', which is highlighted with a red box.

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.



HEALTHIER, LONGER,
BETTER LIVES

5

Submit Service Requests

- Edit Profile (Personal Details, Address, Occupation)
- Change Payment Frequency
- Change Payment Method (Credit/Debit Card)
- Update Direct Credit Instruction (Bank Account for e-Payment)
- Reinstatement

Edit Profile

(Personal Details, Address, Occupation)



SERVICE REQUEST – Edit Profile



Click “Service Request”, select the policy/certificate to proceed, then click “Next”

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

Policy No.	Policy Status	Owner Name	Payor Name	Insured Name	Premium Amount (RM)	Premium Due Date
A12345678	In Force - Premium Paying	Customer 001	Customer 001	Customer 002	3,600.00	12-Dec-2020
A12345678	In Force - Premium Paying	Customer 001	Customer 001	Customer 002	3,600	12-Dec-2020

NEXT

SERVICE REQUEST – Edit Profile



Select “Edit Profile” and the contact to be edited, then click “Next”

PLEASE SELECT SERVICE REQUEST

EDIT PROFILE

EDIT PERSONAL DETAILS CHANGE OF ADDRESS CHANGE OF OCCUPATION

Please select a contact you would like to edit

Customer 001 Policy Owner, Payor, Insured

CHANGE PAYMENT FREQUENCY CHANGE PAYMENT METHOD

UPDATE DIRECT CREDIT INSTRUCTION

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

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

A-LIFE INFINITE
Life Protection

Policy No.	A12345678
Policy Status	In Force Premium Paying
Premium Amount (RM)	23,800.00
Premium Due Date	10 Jan 2020
Payment Frequency	Monthly

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

Policy Owner
Customer 001

Insured
Customer 001

Payor
Customer 001

NEXT

SERVICE REQUEST – Edit Profile



Update profile details, then click “Next”

- Personal Details
- Correspondence Address
- Residential Address
- Occupation

EDIT PROFILE EXIT

1 EDIT PROFILE 2 APPLY CHANGES

FOR POLICY OWNER, INSURED & 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* Date Of Birth* NRIC/Passport No.*
Please note that any corrections made to the Date Of Birth may affect the premium/contribution amount & transaction/family charges.

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

Gender* Email Address Mobile No.*
Please note that any changes made to the gender selection may affect the premium/contribution amount & transaction/family charges. Please key in a valid e-mail address (e.g. user123@gmail.com). Select your country code and key in your mobile number using the format: e.g. 101234567890. ##(00)### Please provide policy owner's mobile number.

Home Tel No. Office Tel No.
Select your country code and key in your home telephone number using the format: e.g. 12345678. Select your country code and key in your office telephone number using the format: e.g. 12345678.

Correspondence Address

Address #1* Address #2 Address #3
Country* Postcode* City/State*

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* Address #2 Address #3
Country* Postcode* City/State*

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* Nature Of Business*
Name Of Employer*

PREVIOUS **NEXT**

SERVICE REQUEST – Edit Profile



Upload the required documents for the change requests, then click “Next”

UPLOAD DOCUMENTS

POLICY OWNER, INSURED, 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 PDF, JPG, JPEG or PNG file format, no larger than 5MB.
- Please ensure the image uploaded is clear, visible and in colour.

NRIC - Front
PDF, JPG, JPEG or PNG file format, no larger than 5MB.

NRIC - Back
PDF, JPG, JPEG or PNG file format, no larger than 5MB.

NRIC1.pdf

NRIC2.pdf

PREVIOUS

NEXT

SERVICE REQUEST – Edit Profile



Review summary details and click “Next”, then click “Agree and Submit” after reading the terms & conditions

SUMMARY REVIEW [EXIT]

POLICY INFORMATION [SEE MORE]

Policy No. A1234567	Plan Name A-LIFE INFINITE	Policy Status IN FORCE PREMIUM PAYING
------------------------	------------------------------	--

EDIT PROFILE

POLICY OWNER, INSURED, 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 Customer 001	Date of Birth 12 Oct 1980	NRIC/Passport 123456121234
Race Malay	Marital Status Divorced	Nationality Malaysia
Gender Female	Email Address customer001@hotmail.com	Mobile No. [EDITED] 0101234567
Home Tel No. -	Office Tel No. -	

UPLOAD DOCUMENTS

Uploaded Document

POLICY OWNER, INSURED, PAYOR

NRIC

NRIC - Front
NRIC1.pdf

NRIC - Back
NRIC2.pdf

AUTHENTICATION

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

Customer 001
POLICY OWNER

Email Address
Customer
001@hotmail.com

Mobile No.
0101234567

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

[CANCEL] [NEXT]

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/ retakafal 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 form 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.

[DECLINE] [AGREE & SUBMIT]

SERVICE REQUEST – Edit Profile



Key in OTP code and click “Verify”, then click “Next”

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

POLICY OWNER
CUSTOMER 1

✓ OTP NOW | OTP LATER

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone 60109822689

6-digit OTP Code

482591 | VERIFY

You can request a new code after 02:25 mins

EXIT

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

POLICY OWNER
CUSTOMER 1

✓ OTP NOW | OTP LATER

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone 60109822689

6-digit OTP Code

482591 | VERIFIED

EXIT

REQUEST SUBMITTED

Transaction ID: MT202301130854411667147484

Service request is submitted successfully!

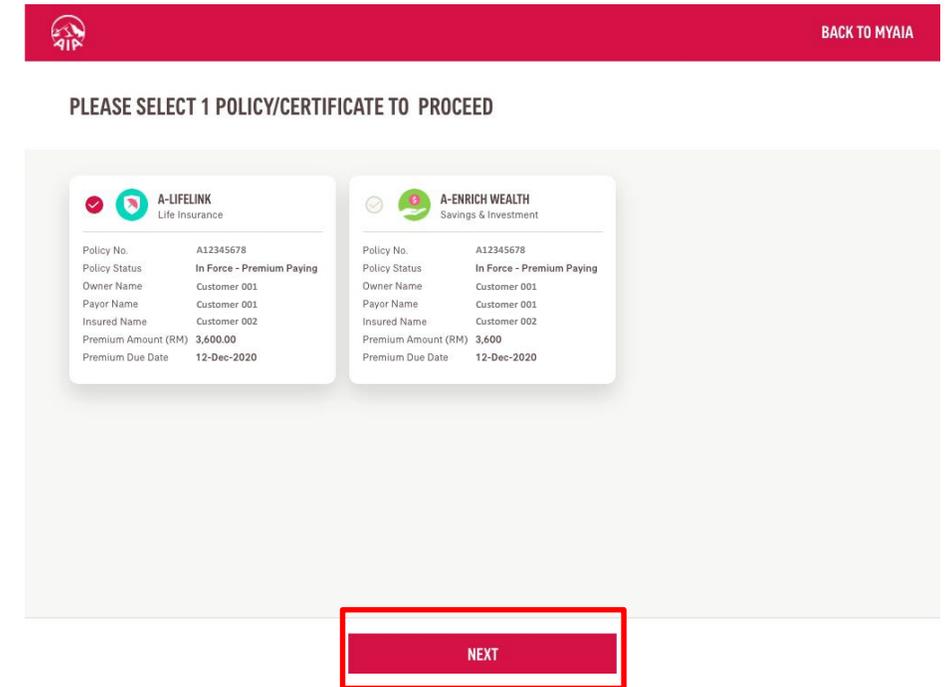
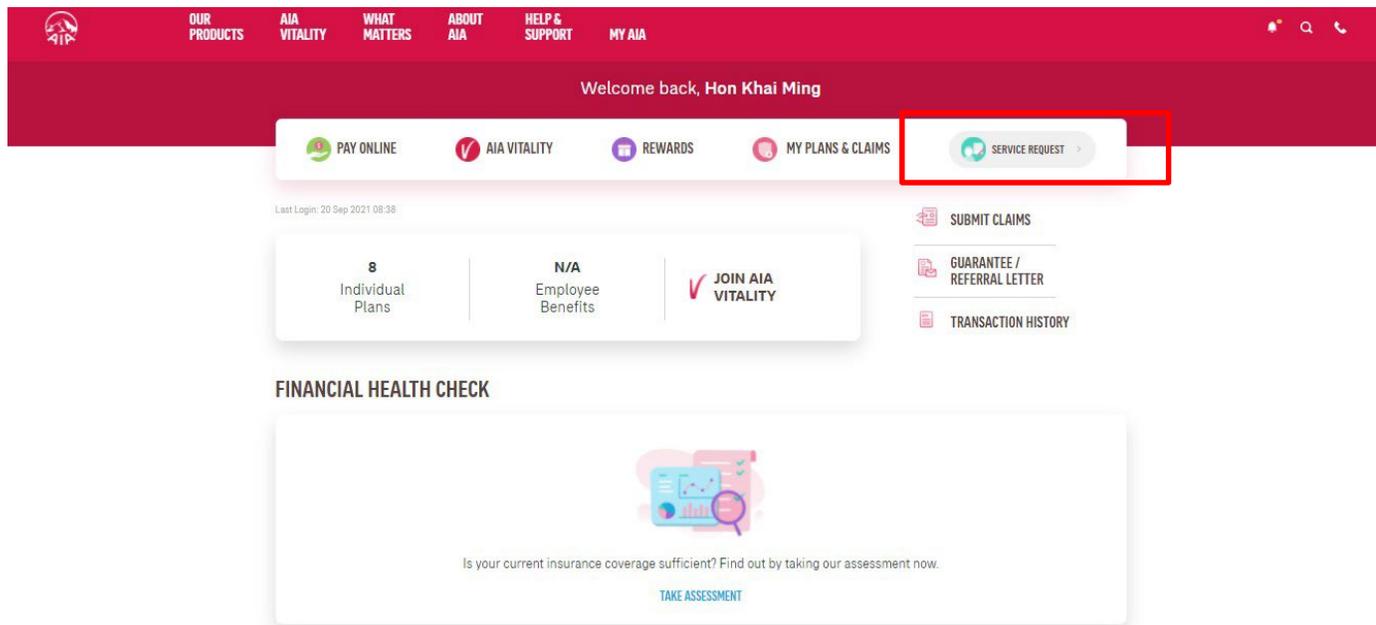
Change Payment Frequency



SERVICE REQUEST – Change Payment Frequency



Click “Service Request”, select the policy/certificate to proceed, then click “Next”



SERVICE REQUEST – Change Payment Frequency



Select “Change Payment Frequency” and Click “Next”

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

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

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

A-LIFE WEALTH BUILDER
Life Protection

Policy No.	1234567890
Policy Status	In Force Premium Paying
Premium Amount (RM)	2,000.00
Premium Due Date	12 Feb 2023
Payment Frequency	Half-Yearly

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

Policy Owner
CUSTOMER 1

Insured
CUSTOMER 1

Payor
CUSTOMER 1

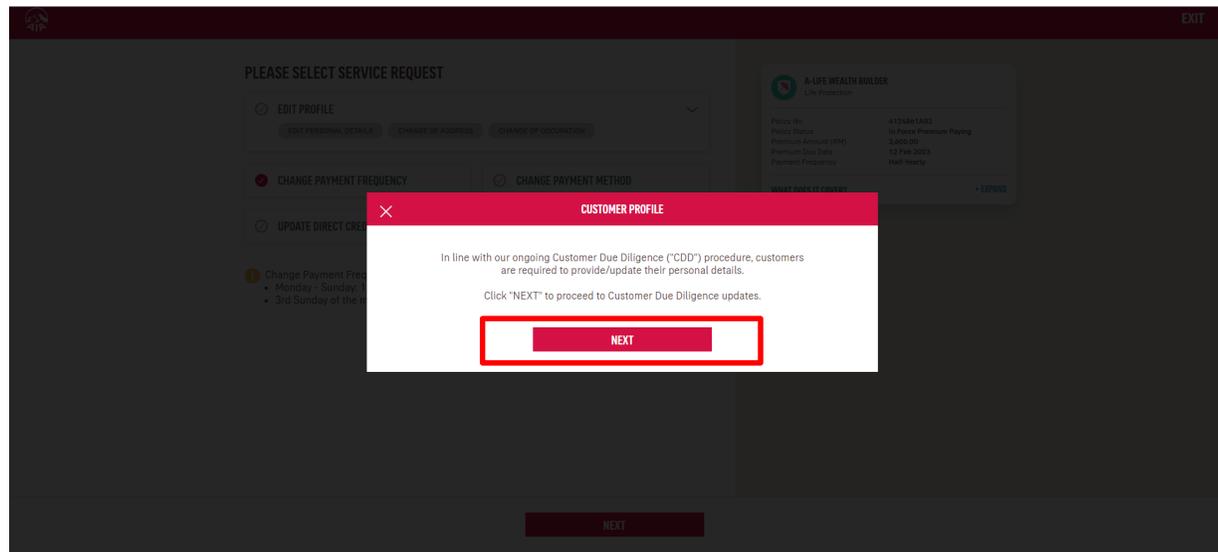
NEXT

SERVICE REQUEST – Change Payment Frequency



Click “Next” to view Customer Due Diligence (CDD) details

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



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 Customer 001	NRIC/Passport 123456121234	Date of Birth 15 Jul 1980
Race Malay	Marital Status Married	Nationality Malaysia
Gender Male	Email Address Customer001@hotmail.com	Mobile No. 0101234567
Home Tel No. -	Office Tel No. -	

Correspondence Address		
Address#1 -	Address#2 BUKIT JELUTONG	Address#3 -
Country Malaysia	Postcode 40150	City, State SHAH ALAM

Residential Address		
Address#1 -	Address#2 BUKIT JELUTONG	Address#3 -
Country Malaysia	Postcode -	City, State SHAH ALAM

Occupation		
Occupation Industry Aviation - Commercial	Occupation Pilot & Crew Of Other Airlines Or Private Company - No Special Hazards	Name of Employer ABC
Nature of Business HHOJ		



SERVICE REQUEST – Change Payment Frequency



Select the “New Payment Frequency” and click “Next”

Confirm total remittance amount and click “Next”

CHANGE PAYMENT FREQUENCY

1 CHANGE OF PAYMENT FREQUENCY 2 REMITTANCE

Policy Details

Current Payment Frequency HALF-YEARLY	Current Premium Due Date 12 Feb 2023	Current Premium Amount (RM) 2,600.00 <small>Incl. Govt Tax RM 0.00</small>
--	---	--

Select new payment frequency

i This policy/certificate does not qualify for **Monthly** due to Direct Billing. If you wish to change the payment frequency, kindly change your payment method to Direct Debit (Credit/Debit Card).

New Payment Frequency
ANNUALLY

New Premium Due Date 12 Aug 2023	New Premium Amount (RM) 5,200.00 <small>Incl. Govt Tax RM 0.00</small>
-------------------------------------	--

PREVIOUS NEXT

CHANGE PAYMENT FREQUENCY

✓ 1 CHANGE OF PAYMENT FREQUENCY 2 REMITTANCE

Premium Remittance

i For the change of payment frequency to take effect, please remit total outstanding amount below (incl. Govt Tax, if any) and your next premium due date will be **12 Aug 2023**.

Total Remittance Amount (RM)
2,600.00
Incl. Govt Tax RM 0.00

PREVIOUS NEXT

SERVICE REQUEST – Change Payment Frequency



Review summary details and click “Next”, then click “Agree and Submit” after reading the terms & conditions

EXIT

SUMMARY REVIEW

POLICY INFORMATION SEE MORE

Policy No. A1234567	Plan Name A LIFE WEALTH BUILDER	Policy Status IN FORCE PREMIUM PAYING
------------------------	------------------------------------	--

CHANGE PAYMENT FREQUENCY

Current Payment Frequency

Current Payment Frequency Half-Yearly	Current Premium Due Date 12 Feb 2023	Current Premium Amount (RM) 2,600.00 <small>Incl Gov Tax RM 0.00</small>
--	---	--

New Payment Frequency

New Payment Frequency Annually EDITED	New Premium Due Date 12 Aug 2023	New Premium Amount (RM) 5,200.00 <small>Incl Gov Tax RM 0.00</small>
--	-------------------------------------	--

Remittance Amount

Remittance Amount (RM) 2,600.00 <small>Incl Gov Tax RM 0.00</small>

AUTHENTICATION

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

Customer 001
POLICY OWNER

Email Address	Customer 001@theaia.com
Mobile No.	0101234567

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

ONE TIME PAYMENT

Total Change Payment Frequency Outstanding Premium (RM)	2,600.00
Incl. Gov Tax (RM)	0.00
Total to be Paid (RM)	2,600.00

1 You will be directed to our payment platform partner, Pay@ to complete the payment after the submission authentication.

CANCEL
NEXT

EXIT

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.

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.

DECLINE
AGREE & SUBMIT

SERVICE REQUEST – Change Payment Frequency



Key in OTP code and click “Verify”, then click “Next”



OTP AUTHENTICATION

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

POLICY OWNER
CUSTOMER 001

✓ OTP NOW OTP LATER

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone 60109822689

6-digit OTP Code

VERIFY

You can request a new code after 02:15 mins



OTP AUTHENTICATION

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

POLICY OWNER
CUSTOMER 001

✓ OTP NOW OTP LATER

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone 60109822689

6-digit OTP Code

VERIFIED

NEXT

NEXT

SERVICE REQUEST – Change Payment Frequency



Confirm payment amount, check the declaration box and click “Next”, then click “Leave” to proceed to payment

PAYMENT

Amount To Be Paid (RM)

4124861A02	2,600.00
------------	----------

Total to be Paid (RM)
Incl. Govt Tax & Stamp Duty (if any)

2,600.00

Payment Option: Credit Card

[VIEW SUMMARY >](#)

Declaration

I hereby acknowledge that I am the named Policy Owner/Payor/Contributor of the above Policies/Certificates.

NEXT

Leave site?
Changes you made may not be saved.

Leave Cancel

PAYMENT

Amount To Be Paid (RM)

4124861A02	2,600.00
------------	----------

Total to be Paid (RM)
Incl. Govt Tax & Stamp Duty (if any)

2,600.00

Payment Option: Credit Card

[VIEW SUMMARY >](#)

Declaration

I hereby acknowledge that I am the named Policy Owner/Payor/Contributor of the above Policies/Certificates.

NEXT

SERVICE REQUEST – Change Payment Frequency



Key in credit card details and check the 2 boxes to proceed with pre-authorization of credit card, then click “OK”

Key in the OTP sent to the registered mobile

The image shows a sequence of three screenshots from a web browser. The first screenshot is a confirmation dialog box titled "Confirm pre-authorize on your credit card?" with "OK" and "Cancel" buttons. The "OK" button is highlighted with a red box. The background shows a "Payment Summary" table with details like "Total Amount MYR 1.00" and "Payment To Ipay88 Test Account - AIA".

The second screenshot shows a credit card payment form with fields for "Credit Card Number", "Expiry Date", "Card Issuing Bank", and "MSOS Code". Two checkboxes are checked: "I authorize AIA BHD to debit the above net charges from my credit card" and "I have read and agree to [Pay88 Privacy Statement](#)". A "PROCEED" button is highlighted with a red box. A yellow Maybank VISA overlay is positioned over the form, titled "Complete this purchase" and asking for the "One-Time MSOS Code sent to your registered mobile +6012xxx3966 in 04min.58sec.". The overlay lists transaction details: Merchant Name: MYAIA, Amount: MYR 1.00, Date: 18 Aug 2022, and Maybank Card Number: XXXX XXXX XXXX 8580. The MSOS Code field is also highlighted with a red box.

The third screenshot shows a "THANK YOU" confirmation page with a green checkmark icon. It states "The payment is successful and your request is submitted." and provides transaction details: Transaction ID: MY202201201120026174711874, Amount Paid: RM2,600.00, and Reference No: MYEVA0000076053.

Service request is submitted successfully!

Change Payment Method

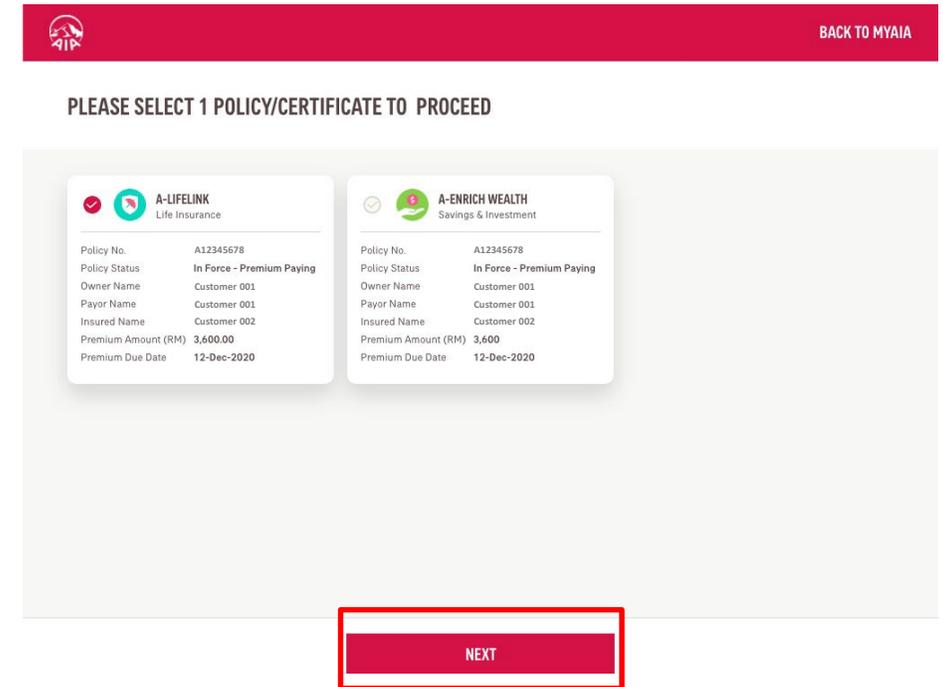
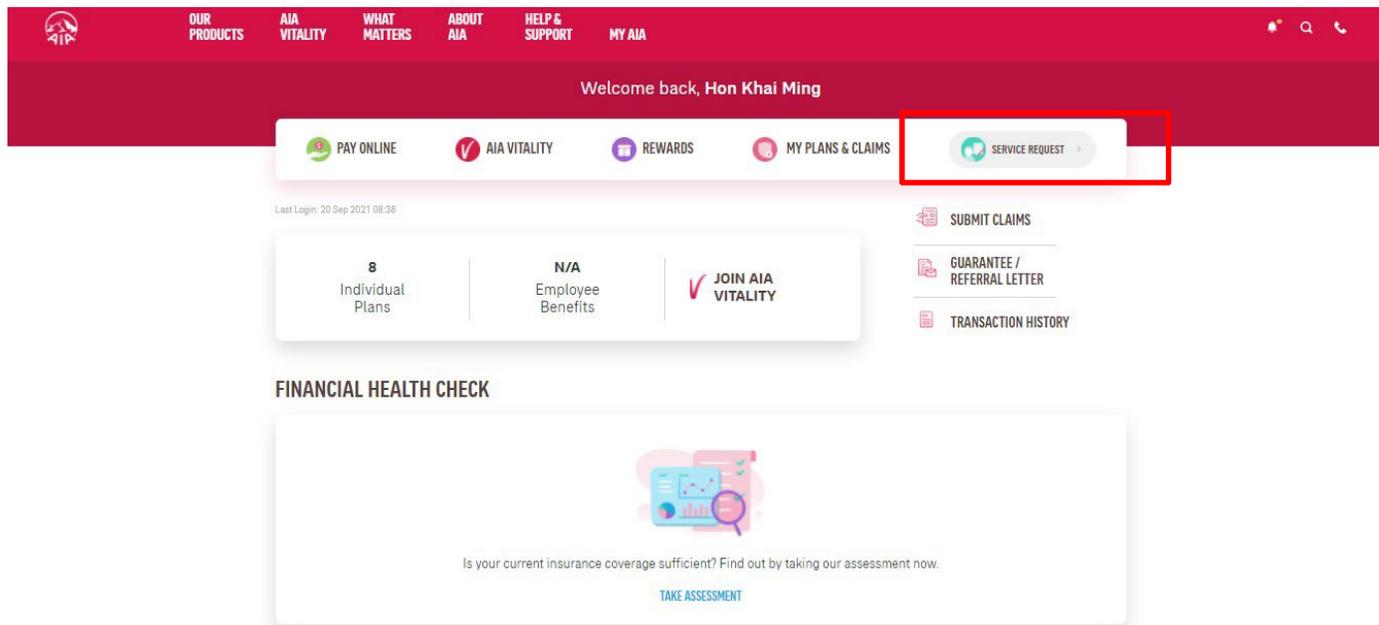
(Credit/Debit Card)



SERVICE REQUEST – Update Credit Card



Click “Service Request”, select the policy/certificate to proceed, then click “Next”



SERVICE REQUEST – Update Credit Card



Select “Change Payment Method” and Click “Next”

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

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

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

A-LIFE INFINITE
Life Protection

Policy No.	1234567890
Policy Status	In Force Premium Paying
Premium Amount (RM)	23,800.00
Premium Due Date	10 Jan 2020
Payment Frequency	Monthly

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

Policy Owner
CUSTOMER 1

Insured
CUSTOMER 1

Payor
CUSTOMER 1

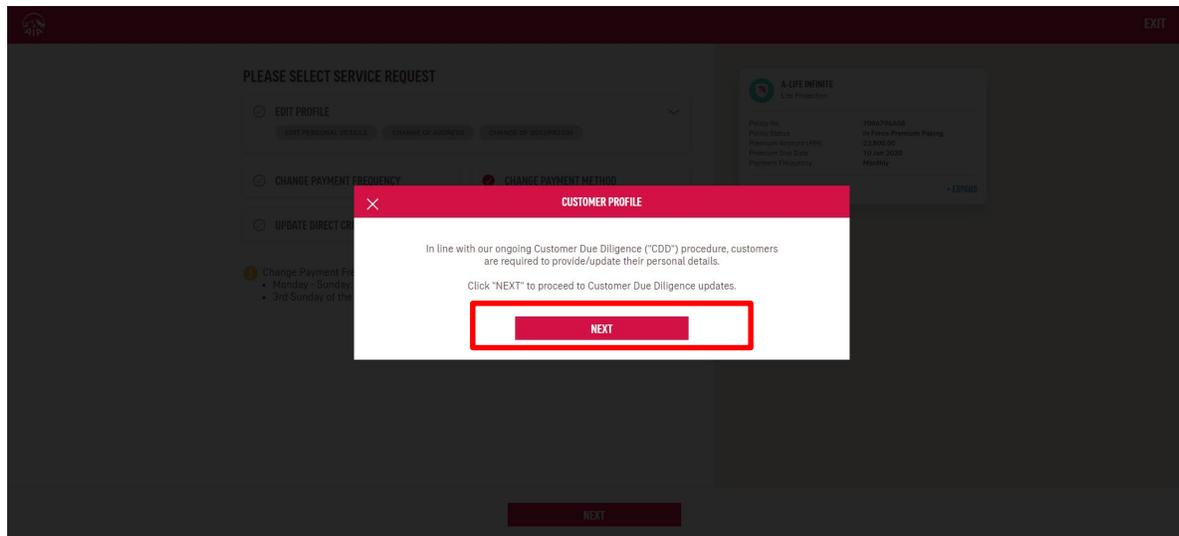
NEXT

SERVICE REQUEST – Update Credit Card



Click “Next” to view Customer Due Diligence (CDD) details

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



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 Customer 001	NRIC/Passport 123456121234	Date of Birth 12 Oct 1980
Race Malay	Marital Status Divorced	Nationality Malaysia
Gender Female	Email Address Customer001@hotmail.com	Mobile No. 0101234567
Home Tel No. -	Office Tel No. -	

Correspondence Address		
Address#1 Country Malaysia	Address#2 CHEMOR Postcode 31200	Address#3 - City, State PERAK

Residential Address		
Address#1 Country Malaysia	Address#2 - Postcode	Address#3 - City, State wjhbfuiwbi

Occupation		
Occupation Industry Advertising	Occupation Art Director, Producer	Name of Employer ADMIN
Nature of Business ADMIN		



SERVICE REQUEST – Update Credit Card



Select New Direct debit (Credit/Debit Card) and Click “Next”

EXIT

CHANGE PAYMENT METHOD

Policy Details

Current Payment Method	Current Payment Details
Direct Debit	XXXXXXXXXXXX7104

Please select your new payment method.

Direct Billing

- Payment can be made via MY AIA & 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 Payor of this policy
- We only accept Visa or Master card

PREVIOUS

NEXT

SERVICE REQUEST – Update Credit Card



Review summary details and click “Next”, then click “Agree and Submit” after reading the terms & conditions

EXIT

SUMMARY REVIEW

[+ SEE MORE](#)

POLICY INFORMATION		
Policy No. A1234567	Plan Name A-LIFE INFINITE	Policy Status IN FORCE PREMIUM PAYING

CHANGE PAYMENT METHOD

New Payment Method (EDITED)

New Direct Debit (Credit/Debit Card)

New Credit/Debit Card Details

! You will be directed to update new credit card screen to proceed with changing payment method.

UPLOAD DOCUMENTS

Uploaded Document

POLICY OWNER, INSURED, PAYOR

NRIC

NRIC - Front
NRIC1.pdf

NRIC - Back
NRIC2.pdf

AUTHENTICATION

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

Customer 001
POLICY OWNER

Email Address: Customer 001@hotmail.com

Mobile No.: 0101234567

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

CANCEL

NEXT

EXIT

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 regulatory authorities, 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/retailful operators, claims investigation companies, industry associations/federations and credit reporting agencies) for the purpose of (a) processing this product and service and to communicate with you for such purposes. I/We understand that I/We have a 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 the 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/my/aia-app.html> to learn more.)

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

Important Note:
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Change Payment Method

Declaration And Authorization

I/We understand and agree that any personal information collected or held by AIA (whether contained in this application or otherwise obtained) may be held, used and disclosed by AIA to individuals/organization related to and associated with AIA or any selected third party (within or outside of Malaysia, including but not limited to reinsurance companies, claims investigation companies and industry associations/federations) for the purpose of processing this application and providing subsequent services for this and other financial products and services and to communicate with you for such purposes. I/We understand that I/We have a 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 the AIA Customer Service Centres. Alternatively, you can also register and download the My AIA app to perform these requests at your convenience. Visit <https://www.aia.com.my/en/my/aia-app.html> to learn more.

I hereby acknowledge that I have reviewed the Sustainability Quotation and understand the impact of the changes requested to the sustainability of my policy. *Only applicable for investment-linked policies. AIA is not able to process your request for change if this declaration is not selected.

I/We hereby request that the policy be changed in accordance with the above particulars with the understanding and agreement that AIA's letter or endorsement to me confirming that the changes requested are granted, or modified, or we shall from part of the policy/contract with effect from the date stated within, except for changes in method of payment and premium holiday option. I/We further agree that any request for change or addition or benefits shall not take effect by reason of any monies paid or on account of any receipt issued, until the request has been approved by an authorised officer of AIA. This form and the Endorsement (if any) will be attached to and shall form part of the Policy Contract after it is accepted and approved by AIA.

Any amendments in this form must be countersigned by the Owner/Trustee/Assignee's full signature. If I/We understand that Multi Critical Life Riders, if applicable, do not have cash value at any time and if premiums are not received within the grace period, these riders will terminate without any value.

I/We understand and agree that any personal information collected or held by AIA Bhd (whether contained in this application or otherwise obtained, including through credit reporting agencies) may be held, used and disclosed by AIA to individuals/organization related to and associated with AIA or any selected third party (within or outside of Malaysia, including but not limited to reinsurance companies, claims investigation companies and industry associations/federations) for the purpose of (a) processing this application (b) providing subsequent services for this (c) for AIA risk matching and (d) to review and advise on my/our coverage with AIA. I/We understand that I/We have a 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 the AIA Customer Service Centres. Alternatively, you can also register and download the My AIA app to perform these requests at your convenience. Visit <https://www.aia.com.my/en/my/aia-app.html> to learn more.

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Terms And Conditions

In consideration of AIA agreeing to accept my authorization to debit my Visa/MasterCard card to pay insurance premium(s), I expressly agree to the following terms and conditions:

- I authorize AIA to debit my Visa/MasterCard card for payment of insurance premium(s) for the given policy number(s).
- The premium amount will be automatically debited to my Visa/MasterCard card on scheduled deduction dates as determined by AIA.
- I shall accept full responsibility for all the transactions arising from the use of this Visa/MasterCard card for payment of premium(s).
- AIA shall not be held responsible or liable for any claims, loss, damage, costs and expenses arising from the successful processing of the debit or the unsuccessful processing of the debit due to exceeding credit limit, malfunction of system, electricity failure and any other factors beyond the control of AIA.
- AIA is only responsible for making arrangements to debit my Visa/MasterCard card through the Card Centre as authorized by me. Therefore, I shall be responsible for resolving any problems or dispute arising from the processing/ debiting with my Visa/MasterCard centre.
- I will ensure that AIA is notified in writing of any changes, loss or replacement of my Visa/MasterCard card or cancellation of this authorization at least one month before the next premium(s) due. Such changes or cancellations will only become effective after AIA has duly acknowledged receipt of such notification.
- Benefits will not be issued for premium payments made through the AutoDebit facility. I will refer to my Visa/MasterCard card statement for confirmation of payments.
- This authorization will remain effective for the protection of AIA notwithstanding my death, incapacity or revocation of this authorization by any other means until written notice of discontinuance of the same is received from a legal representative of my estate or a duly appointed guardian in the case may be by AIA.
- AIA is under no obligation to submit, effect or attempt to effect any auto-debit instructions unless there is sufficient available credit limit in my Visa/MasterCard card account at the time the payment is due. I am solely responsible for ensuring sufficient credit is available at all times in my Visa/MasterCard card account to meet this auto-debit payment instruction that I have authorized.
- AIA may at any time terminate this Visa/MasterCard auto-debit arrangement without assigning any reason by giving me one month's notice in writing.
- In the event that any moneys are refunded by AIA for any reason, is authorized to refund the moneys to me or the Policyowner and shall thereafter be discharged from all obligations pertaining to the same. Should any dispute arise, both the Policyowner and myself shall refer to each other for remedies and resolutions.
- This authorization shall remain binding upon me until AIA receipt of my written notification to cancel the authorization. AIA is entitled to disallow any debit from my Visa / MasterCard card upon notice of my death or bankruptcy.
- I hereby agree to indemnify and keep AIA indemnified against any claims, losses, damage costs and expenses which AIA may suffer or incur arising from my authorization to debit my Visa/MasterCard card as above.
- Premium payments that are payable will be considered as paid only upon successful processing of the debit by the Card Centre.
- Insurance protection shall only commence from the date of approval of the application subject to full modal premium(s) being paid. However, for Motor policy, insurance protection shall commence when the cover note is issued.
- I hereby agree that in addition to my premium, a stamp duty of RM10 is payable to the Government for Accident & Health policies. This stamp duty is payable each one on my policy anniversary.

DECLINE

AGREE & DEBIT

SERVICE REQUEST – Update Credit Card



Key in OTP code and click “Verify”, then click “Next”

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

POLICY OWNER
CUSTOMER 001

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone 60109822689

6-digit OTP Code

339886 **VERIFY** You can request a new code after 02:32 mins

NEXT

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

POLICY OWNER
CUSTOMER 001

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone 60109822689

6-digit OTP Code

339886 **VERIFIED**

NEXT

SERVICE REQUEST – Update Credit Card



Key in credit card details and check the 2 boxes to proceed with pre-authorization of credit card, then click “OK”

Key in the OTP sent to the registered mobile

The image shows three sequential screenshots of the service request process:

- First Screenshot:** A web browser window showing a payment summary and a form for credit card details. The form includes fields for Credit Card Number, Expiry Date, Card Issuing Bank, Name on Card, CVC/CVV2, and Card Issuing Country. Two checkboxes are checked: "I authorize AIA BHD to debit the above net charges from my credit card" and "I have read and agree to [AIA] Privacy Statement". A red box highlights the form fields, and another red box highlights the "PROCEED" button at the bottom.
- Second Screenshot:** A Maybank VISA mobile app overlay titled "Complete this purchase". It prompts the user to "Enter the One-Time MSOS Code sent to your registered mobile +6012xxx3966 in 04min.58sec.". The merchant name is MYAIA, the amount is MYR 1.00, and the date is 18 Aug 2022. The MSOS Code field is highlighted with a red box. A red arrow points from this screenshot to the next one.
- Third Screenshot:** A confirmation screen with a green checkmark and the text "REQUEST SUBMITTED". Below it, the transaction ID is displayed: "Transaction ID: MT2023011308564411667147484".

Service request is submitted successfully!

Update Direct Credit Instruction

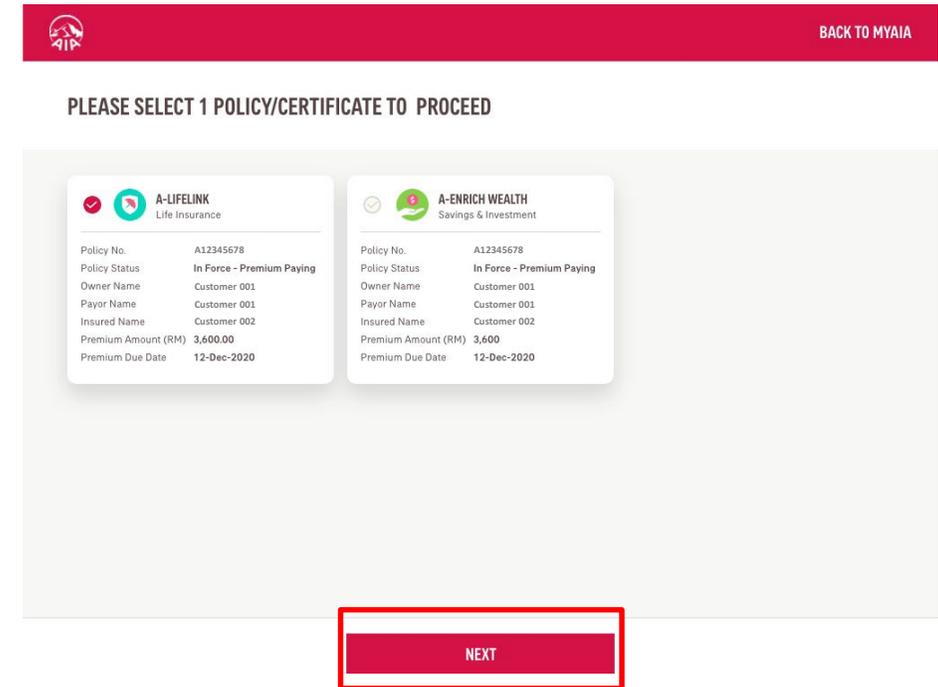
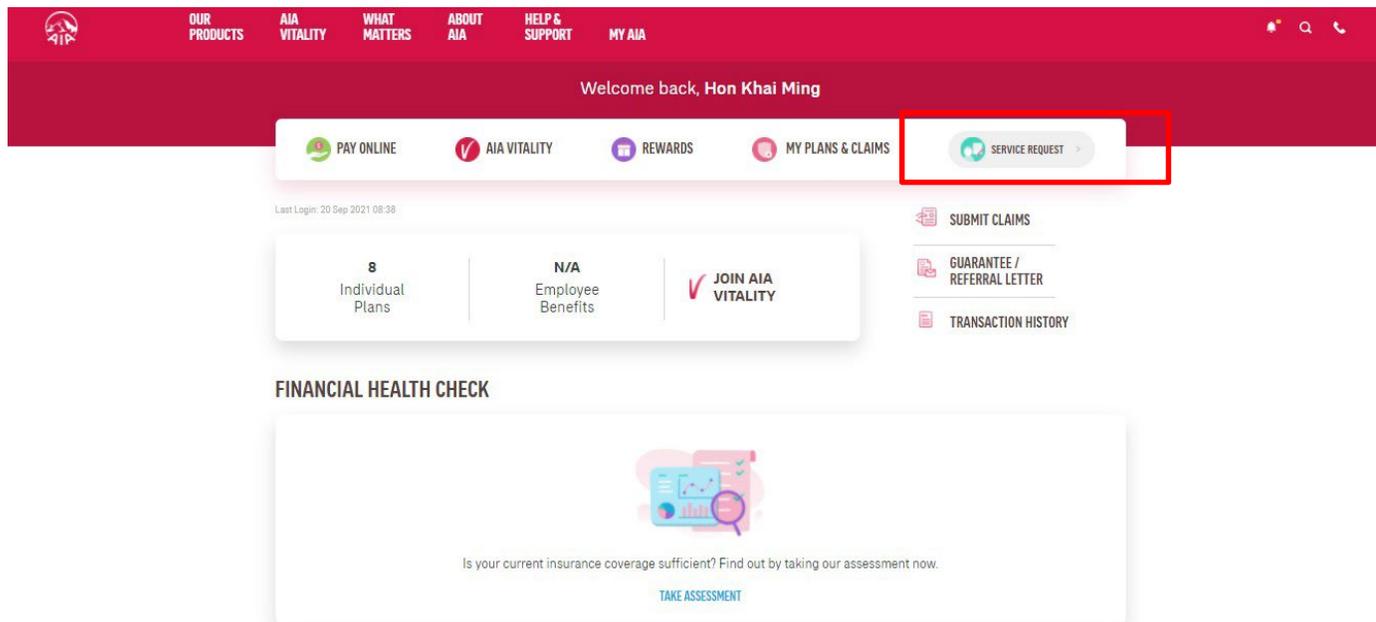
(Bank Account for e-Payment)



SERVICE REQUEST – Update Direct Credit Instruction



Click “Service Request”, select the policy/certificate to proceed, then click “Next”



SERVICE REQUEST – Update Direct Credit Instruction



Select “Update Direct Credit Instruction, then click “Next”

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**

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

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

A-LIFE WEALTH BUILDER
Life Protection

Policy No.	A1234567
Policy Status	In Force Premium Paying
Premium Amount (RM)	466.67
Premium Due Date	12 Feb 2023
Payment Frequency	Monthly

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

Policy Owner
Customer 001

Insured
Customer 001

2nd Life Insured
Customer 002

Payor
Customer 001

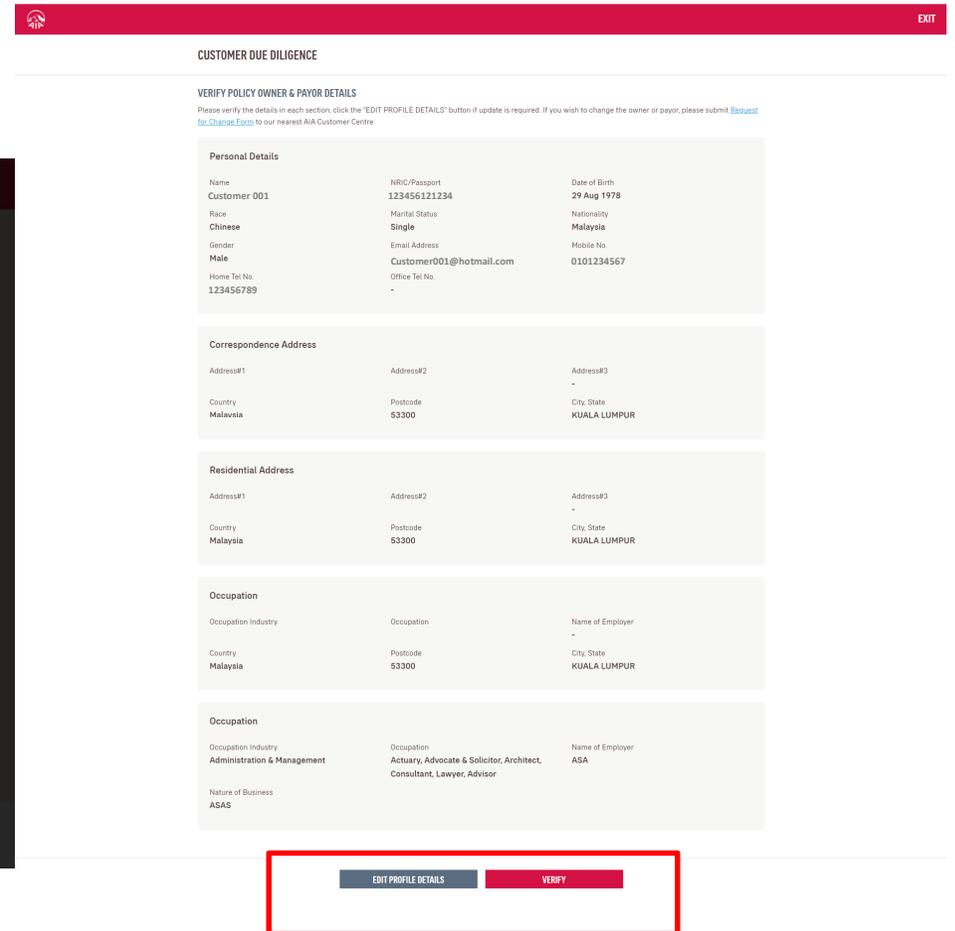
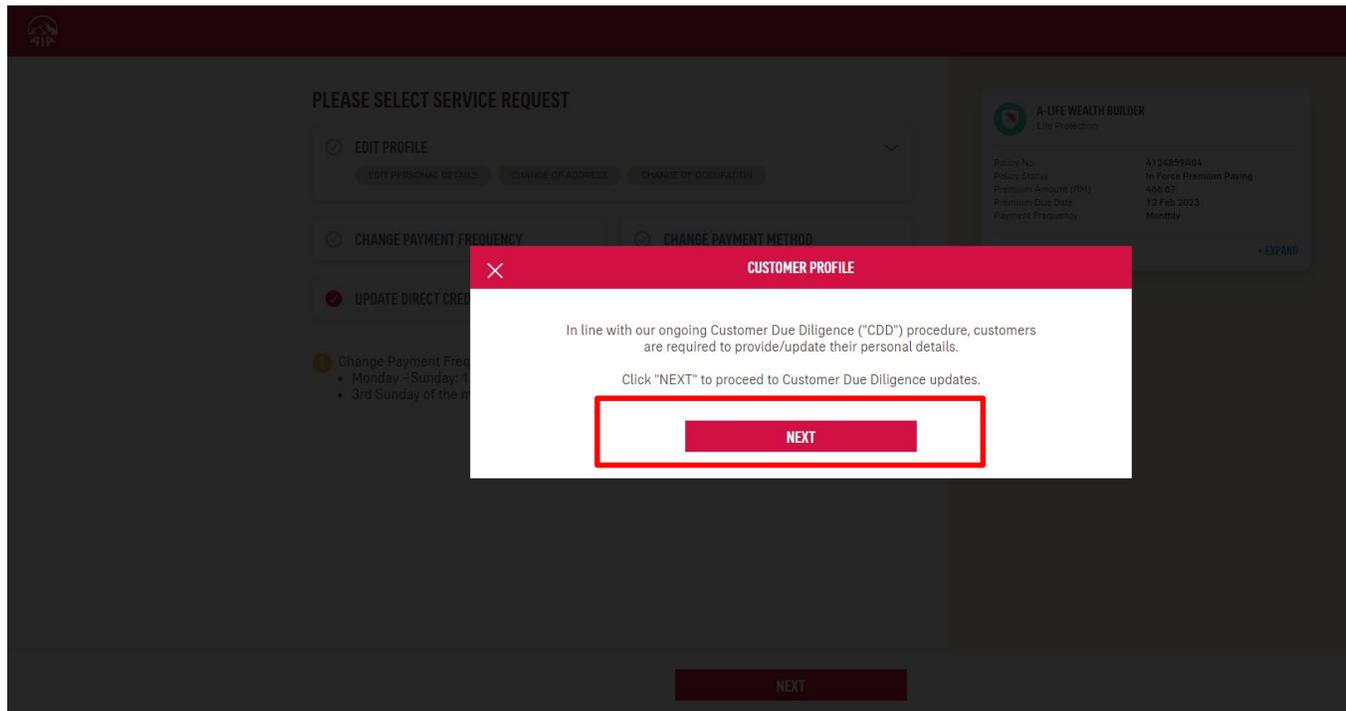
NEXT

SERVICE REQUEST – Update Direct Credit Instruction



Click “Next” to view Customer Due Diligence (CDD) details

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



SERVICE REQUEST – Update Direct Credit Instruction



Update Bank account details and select other policies (if required), then click “Next”

UPDATE DIRECT CREDIT INSTRUCTION

Manage Bank Account Details
Please update your bank details

Please ensure that the IC and name displayed are the same as the IC and name details for your Bank Account to avoid any failures in Direct Credit.

Bank Name: PUBLIC BANK BERHAD
Type of Account: Saving Account
Bank Account No.:

Apply To Other Policies/Certificates?
Apply these changes to the following policies/certificates:

- EXCELCARE (TERM TO AGE 70)
Insured Name: Customer 001
Bank Name: -
Bank Account No: -
- EXCELCARE (TERM TO AGE 70)
Insured Name: Customer 001
Bank Name: -
Bank Account No: -
- ANNIVERSARY LIFE PLAN
Insured Name: Customer 001
Bank Name: -
Bank Account No: -
- TERM
Insured Name: Customer 001
Bank Name: -
Bank Account No: -

• Please be informed that policies/certificates which fall under the Civil Law Act 1956 (CLA) are not displayed above. Please perform update for CLA policies separately.
• By applying changes to your other policies/certificates, your existing bank account details will be updated with the new changes, kindly login to your My AIA account for further details.

PREVIOUS **NEXT**

SERVICE REQUEST – Update Direct Credit Instruction



Review summary details and click “Next”, then click “Agree and Submit” after reading the terms & conditions

SUMMARY REVIEW

POLICY INFORMATION

Policy No. A1234567	Plan Name A-LIFE WEALTH BUILDER	Policy Status IN FORCE PREMIUM PAYING
------------------------	------------------------------------	--

UPDATE DIRECT CREDIT INSTRUCTION

Manage Bank Account Details

Bank Name PUBLIC BANK BERHAD	Type of Account Saving Account	Bank Account No. 1234567
---------------------------------	-----------------------------------	-----------------------------

Apply to Other Policies/Certificates

Apply these changes to the following policies/certificates:

- 2 Policies/Certificates

EXCEL CARE (TERM TO AGE 70) A1234567	EXCEL CARE (TERM TO AGE 70) A1234567
Owner Name Customer 001	Owner Name Customer 001
Insured Name Customer 001	Insured Name Customer 001

UPLOAD DOCUMENTS

Uploaded Document

POLICY OWNER, INSURED, PAYOR

NRIC

NRIC - Front
NRIC1.pdf

NRIC - Back
NRIC2.pdf

AUTHENTICATION

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

Customer 001 POLICY OWNER
Email Address 001@hotmail.com
Mobile No. 0101234567

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

CANCEL **NEXT**

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 Takatul 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/ retakatul 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 form 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.

Update Direct Credit Instruction

Declaration And Authorisation

I/We agree that AIA accepts this instruction upon the following conditions:

- I understand that AIA relies on the information given by me and I agree to indemnify AIA if it suffers any losses arising from this authorisation.
- I/We am/are responsible to notify AIA in writing immediately of any changes in my/our bank account number. The notice shall take effect on the date of receipt by AIA.
- This instruction shall remain binding upon me/us until AIA's receipt of my/our written notification to cancel the instruction.
- AIA reserves the right to levy a reasonable charge on the above instruction. I/We hereby agree that AIA is entitled from time to time to vary such charges to carry out the above instruction.
- Any fee(s) imposed by the bank for this service shall be fully borne by me.
- AIA reserves the right at any time:
 - Without prior notice to discontinue, interrupt, withdraw or suspend this service as it deems fit and without assigning any reason whatsoever and AIA shall not be held liable for any loss or damage which may be suffered by me/us as a result of such action by AIA.
 - To add, delete or amend any of the above conditions. Such amendments shall become effective on such date as AIA may elect to adopt and the continued use of this service by me/us shall constitute my/our acceptance of the said amendments.
 - To issue a maturity cheque directly to me and send it to my correspondence address as per the records of AIA in the event the information provided above is incorrect, incomplete and/or otherwise not possible due to no fault of AIA, to process this request.
- I/We understand and agree that any personal information collected or held by AIA Bhd. (whether contained in this application 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 reinsurance companies, claims investigation companies and industry associations/federations) for the purpose of (a) processing this application; (b) providing subsequent service for this; (c) for AIA data matching; and (d) to review and advice on my/our coverage with AIA. I/We understand that I/we have a 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 Centre.

Important Note:
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8. If there are trustees being appointed under Section 23 of Civil Law Act 1956, I/We must provide a joint account under the names of the trustees.

DECLINE **AGREE & SUBMIT**

SERVICE REQUEST – Update Direct Credit Instruction



Key in OTP code and click “Verify”, then click “Next”



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

POLICY OWNER
CUSTOMER 001

OTP NOW | OTP LATER

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone 60109822689

6-digit OTP Code

036276 **VERIFY** You can request a new code after 02:23 mins



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

POLICY OWNER
CUSTOMER 001

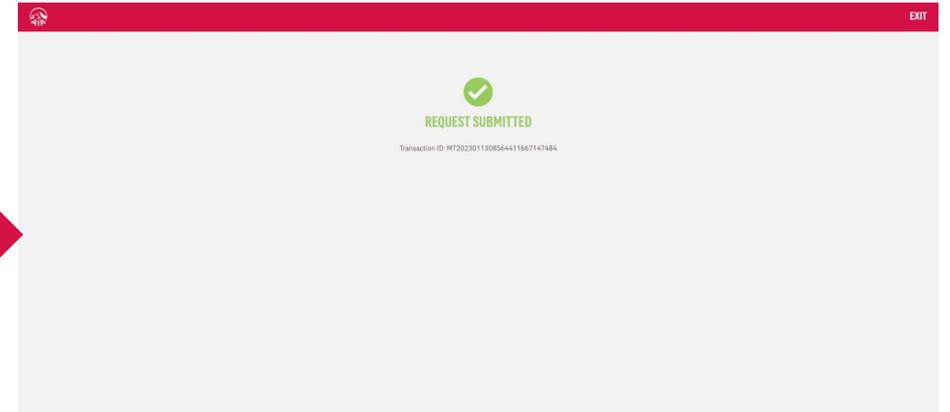
OTP NOW | OTP LATER

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone 60109822689

6-digit OTP Code

036276 **VERIFIED**



Service request is submitted successfully!

Reinstatement



SERVICE REQUEST – Reinstatement



Click “Service Request”, select the policy/certificate to proceed, then click “Next”

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

Welcome back, Customer 001

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		A-ENRICH WEALTH Savings & Investment	
Policy No.	A12345678	Policy No.	A12345678
Policy Status	In Force - Premium Paying	Policy Status	In Force - Premium Paying
Owner Name	Customer 001	Owner Name	Customer 001
Payor Name	Customer 001	Payor Name	Customer 001
Insured Name	Customer 002	Insured Name	Customer 002
Premium Amount (RM)	3,600.00	Premium Amount (RM)	3,600
Premium Due Date	12-Dec-2020	Premium Due Date	12-Dec-2020

NEXT

SERVICE REQUEST – Reinstatement



Select “Reinstatement” and click “Next”

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

GROUP HEALTH PLAN (VOLUNTARY)
Medical Protection

Policy No. A12345678
Policy Status Lapsed
Premium Amount (RM) 3,188.08
Premium Due Date 01 Jan 2023
Payment Frequency Annually

WHAT DOES IT COVER? + EXPAND

Policy Owner
Customer 001

Insured
Customer 001

Payor
Customer 001

Covered Member
Customer 001

NEXT

SERVICE REQUEST – Reinstatement



Click “Next” to view Customer Due Diligence (CDD) details

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

EXIT

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

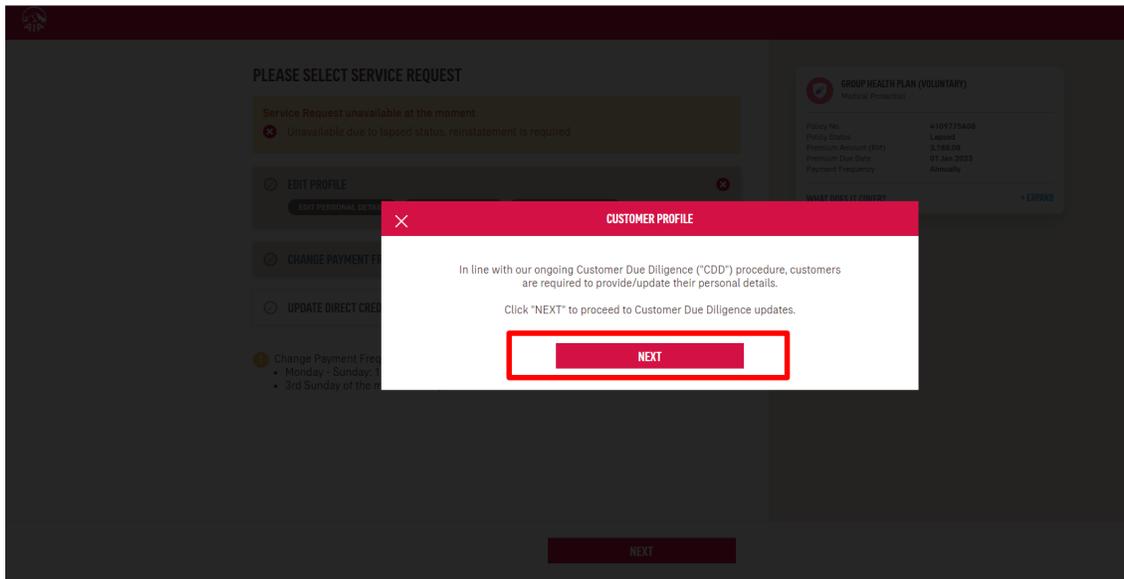
Personal Details		
Name Customer 001	NRIC/Passport 123456121234	Date of Birth 15 Jul 1980
Race Malay	Marital Status Married	Nationality Malaysia
Gender Male	Email Address Customer001@hotmail.com	Mobile No. 0101234567
Home Tel No. -	Office Tel No. -	

Correspondence Address		
Address#1 -	Address#2 -	Address#3 -
Country Malaysia	Postcode 40150	City, State SHAH ALAM

Residential Address		
Address#1 -	Address#2 BUKIT JELUTONG	Address#3 -
Country Malaysia	Postcode 40150	City, State SHAH ALAM

Occupation		
Occupation Industry Aviation - Commercial	Occupation Pilot & Crew Of Other Airlines Or Private Company - No Special Hazards	Name of Employer ABC
Nature of Business HHOIJ		

EDIT PROFILE DETAILS
VERIFY



SERVICE REQUEST – Reinstatement



Check the reinstatement quotation and click “Next”

EXIT

REINSTATEMENT

Policy Details

Lapsed Date
05 Jan 2030

Reinstatement Quotation

Reinstatement Quotation Date
20 Jan 2023

Reinstatement Cost

Reinstatement Cost	Amount (RM)
Outstanding Premium Amount	3,188.08
Government Tax	191.28
Total Reinstatement Cost (RM)	3,379.36

i Reinstatement value quoted are as of 20 Jan 2023.
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.

PREVIOUS **NEXT**

SERVICE REQUEST – Reinstatement



Review summary details and click “Next”, then click “Agree and Submit” after reading the terms & conditions

EXIT

SUMMARY REVIEW

POLICY INFORMATION [SEE MORE](#)

Policy No. A12345678	Plan Name GROUP HEALTH PLAN (VOLUNTARY)	Policy Status LAPSED
-------------------------	--	-------------------------

REINSTATEMENT

Policy Details

Lapsed Date
05 Jan 2020

Reinstatement Quotation

Reinstatement Quotation Date 20 Jan 2023	Total Reinstatement Cost (RM) 3,379.36
---	---

Breakdown Of Reinstatement Cost

Reinstatement Cost	Amount (RM)
Outstanding Premium Amount	3,188.08
Government Tax	191.28
Total Reinstatement Cost (RM)	3,379.36

AUTHENTICATION

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

TEST GHI MIN AGE OWNER B
POLICY OWNER

Email Address: Customer
000@indomail.com

Mobile No.: 0101234567

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

ONE TIME PAYMENT

Total Reinstatement Cost (RM)	3,379.36
Incl. Govt Tax (RM)	191.28
Total to be Paid (RM)	3,379.36

One Time Payment You will be directed to our payment platform partner, iPay88 to complete the payment after the submission authentication.

CANCEL
NEXT

EXIT

TERMS & CONDITIONS

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

Customer Due Diligence

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Reinstatement

Declaration And Authorisation

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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 form 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.

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DECLINE
AGREE & SUBMIT

SERVICE REQUEST – Reinstatement



Key in OTP code and click “Verify”, then click “Next”



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

POLICY OWNER
TEST GHI MIN AGE OWNER B

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone 60109822689

6-digit OTP Code

823771

You can request a new code after 02:20 mins



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

POLICY OWNER
TEST GHI MIN AGE OWNER B

Provide the OTP code now

Please enter the 6-digit OTP code sent to phone 60109822689

6-digit OTP Code

823771

SERVICE REQUEST – Reinstatement



Confirm payment amount, check the declaration box and click “Next”, then click “Leave” to proceed to payment

PAYMENT

Amount To Be Paid (RM)

A1234567	3,379.36
Total to be Paid (RM) Incl. Govt Tax & Stamp Duty (if any)	3,379.36

Payment Option: Credit Card

[VIEW SUMMARY >](#)

Declaration

I hereby acknowledge that I am the named Policy Owner/Payor/Contributor of the above Policies/Certificates.

NEXT

Leave site?
Changes you made may not be saved.

Leave Cancel

PAYMENT

Amount To Be Paid (RM)

A1234567	3,379.36
Total to be Paid (RM) Incl. Govt Tax & Stamp Duty (if any)	3,379.36

Payment Option: Credit Card

[VIEW SUMMARY >](#)

Declaration

I hereby acknowledge that I am the named Policy Owner/Payor/Contributor of the above Policies/Certificates.

NEXT

SERVICE REQUEST – Reinstatement



Key in credit card details and check the 2 boxes to proceed with pre-authorization of credit card, then click “OK”

Key in the OTP sent to the registered mobile

payment.ipay88.com.my says
Confirm pre-authorize on your credit card?
OK Cancel

Payment Summary
Total Amount MYR 1.00
Payment To Ipay88 Test Account - AIA
Reference No/Payment ID MYEAD00000C
Description UpdateCreditCard

Timeout in : 03:48

Credit Card Number
Expiry Date 9 2025
Card Issuing Bank Public Bank
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](#)

Name on Card
CVC/CVV2
Card Issuing Country Malaysia

Merchant Name : MYAIA
Amount : MYR 1.00
Date : 18 Aug 2022
Maybank Card Number : XXXX XXXX XXXX 8580
MSOS Code : [Redacted]

Complete this purchase
Enter the One-Time MSOS Code sent to your registered mobile +6012xxx3966 in 04min.58sec.

Cancel Resend Code Submit

THANK YOU
Transaction ID: MT2022012015024160128591230
The payment is successful and your request is submitted.
Amount Paid: RM13,379.34
Reference No: MYEVA00000076064
You may close this browser.

Service request is submitted successfully!



HEALTHIER, LONGER,
BETTER LIVES

6

Submit Individual Claims

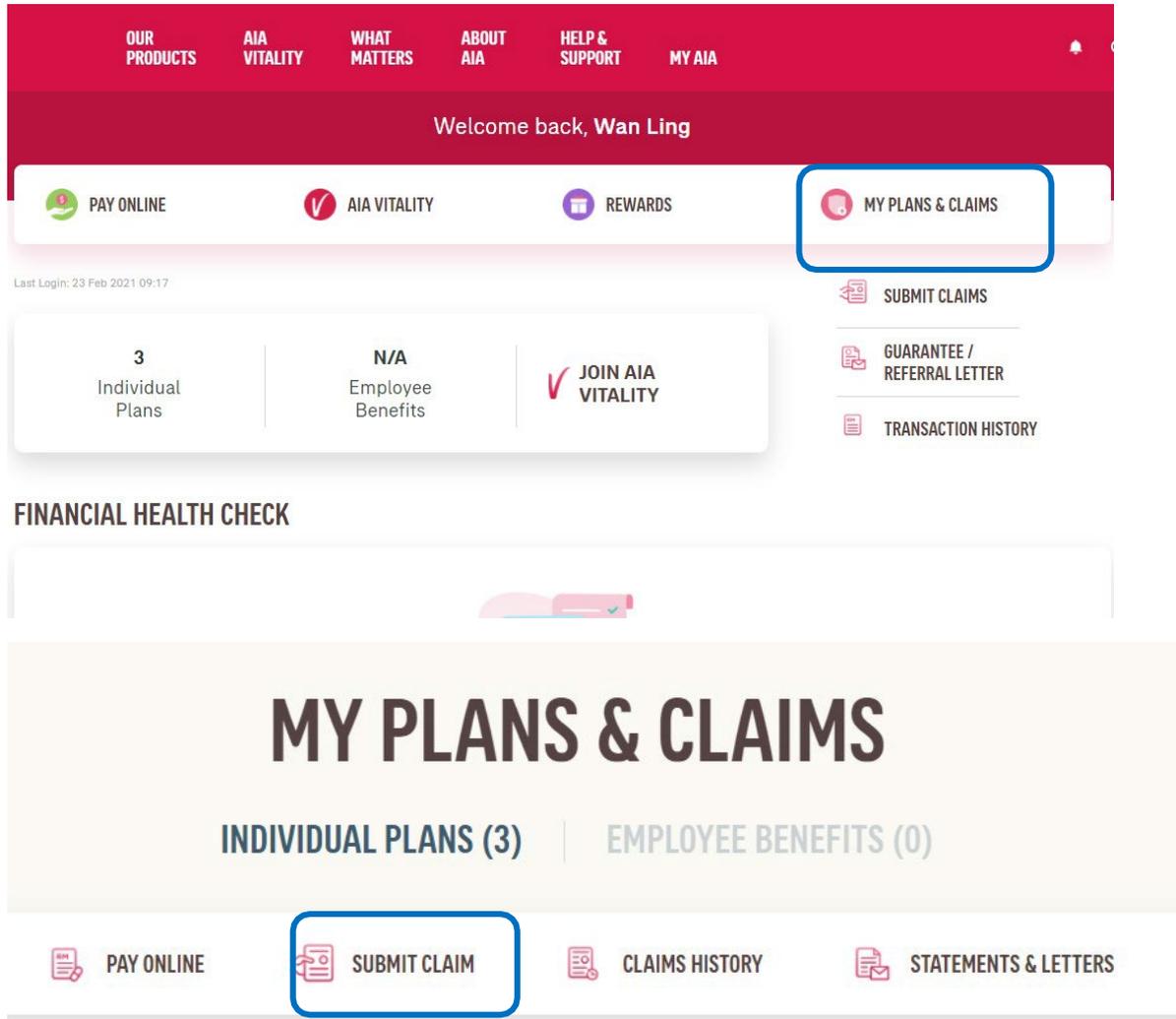
- Submit Claims
- Check Claim History and Status
- Submit Pending Claims

SUBMIT Individual Claim (Dashboard View)

The screenshot shows the AIA dashboard 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'. Below this is a white bar with the user's name 'Welcome back, Kway Chin Ferng'. A secondary navigation bar contains 'PAY ONLINE', 'AIA VITALITY', 'REWARDS', and 'MY PLANS & CLAIMS'. The main content area shows 'Last Login: 24 Feb 2021 04:42' and a summary card with '1 Individual Plans', 'N/A Employee Benefits', and a 'JOIN AIA VITALITY' button. On the right, a sidebar menu is visible with 'SUBMIT CLAIMS', 'INDIVIDUAL PLANS', and 'EMPLOYEE BENEFITS'. The 'SUBMIT CLAIMS' and 'INDIVIDUAL PLANS' items are highlighted with a blue border.

- 1) Click “Submit Claims”
- 2) Select “Individual Plans”

SUBMIT Individual Claim (My Plans & Claims View)



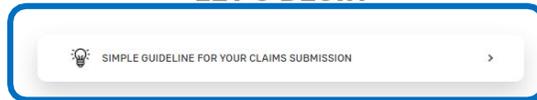
- 1) Click on “My Plans & Claims”
- 2) Click “Submit Claims”

AIA confidential and proprietary information. Not for distribution.

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



LET'S BEGIN



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



GOOD-TO-KNOW

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
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
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)

Policy No.

E

0095719A06

Claim Amount

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

RM

OTHER CURRENCY

335

F

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)



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.

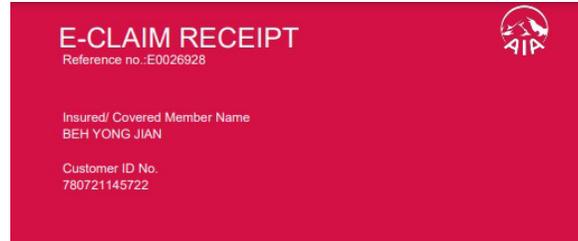
SAVE A COPY

VIEW E-CLAIMS DETAILS

- COLLAPSE

Claim Details

DONE



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)

The screenshot shows the AIA Vitality website interface. At the top, there is a navigation bar with links: OUR PRODUCTS, AIA VITALITY, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. A notification bell icon is circled in red in the top right corner. Below the navigation bar, a welcome message reads "Welcome back, Wan Ling". There are three main action buttons: PAY ONLINE, AIA VITALITY, and REWARDS. A dropdown menu is open, showing options: GENERAL (1), MY POLICY UPDATES, MY CLAIMS & BILLS (highlighted with a blue circle), MY PAYMENT (3), MY STATEMENTS & LETTERS (5), and AIA VITALITY. Below the dropdown, there are three cards: "3 Individual Plans", "N/A Employee Benefits", and "JOIN AIA VITALITY". At the bottom of the page, a section titled "MY CLAIMS & BILLS" contains a notification titled "Claims Status Update" with the text "We've received your individual claim <7061587A07 ; ZZ003250>" circled in blue.

- 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 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

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

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

VIEW Individual Claim History

MY CLAIMS

Personal Claims

Employee Claim

- 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.

Select a name

ZAHARAH BINTI MASTAM

Select a year

All

All

2021

2020

2019

- 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

ACTIVE CLAIMS

+ EXPAND

PAST CLAIMS

+ EXPAND

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

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



MEDICAL

IN PROGRESS

This claim was received on 28-Dec-2025

Claimed for

Certificate number

**ZAHARAH BINTI
MASTAM**

T550766933



CLAIM DETAILS

VIEW Your Individual Claim History – Claim Details Page

ZAHARAH BINTI MASTAM'S CLAIM

Personal Accident claims

Certificate number

T550766933

Claim number

C5103876/1

 [VIEW CORRESPONDENCE](#)

Received on

30-DEC-2025

Last updated on

29-DEC-2025

CLAIM STATUS



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

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

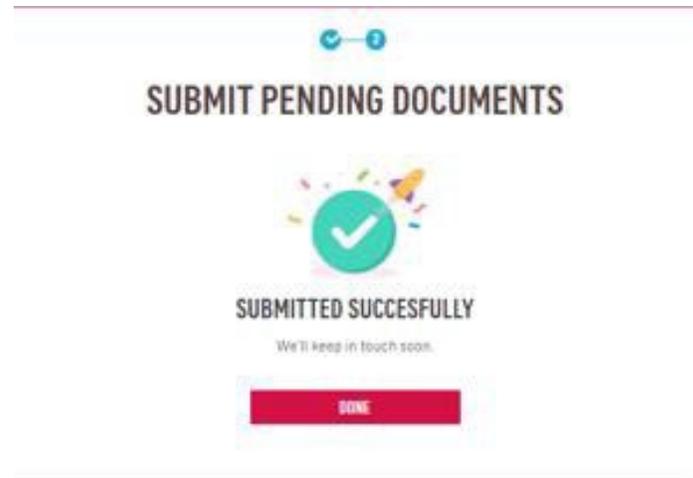
You can attach a max. of 15 files (.pdf, .jpg, .png, .jpeg). Total file size cannot exceed 30MB.


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.



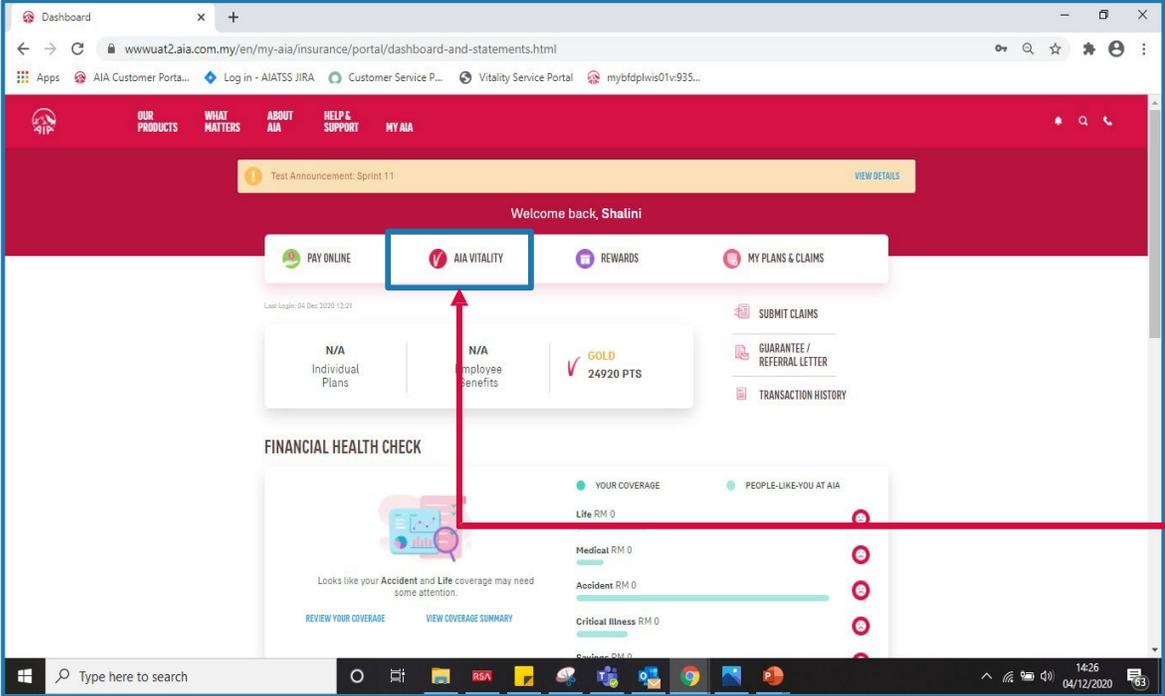
HEALTHIER, LONGER,
BETTER LIVES

7

AIA Vitality

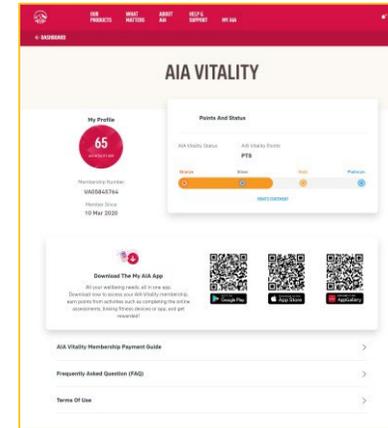
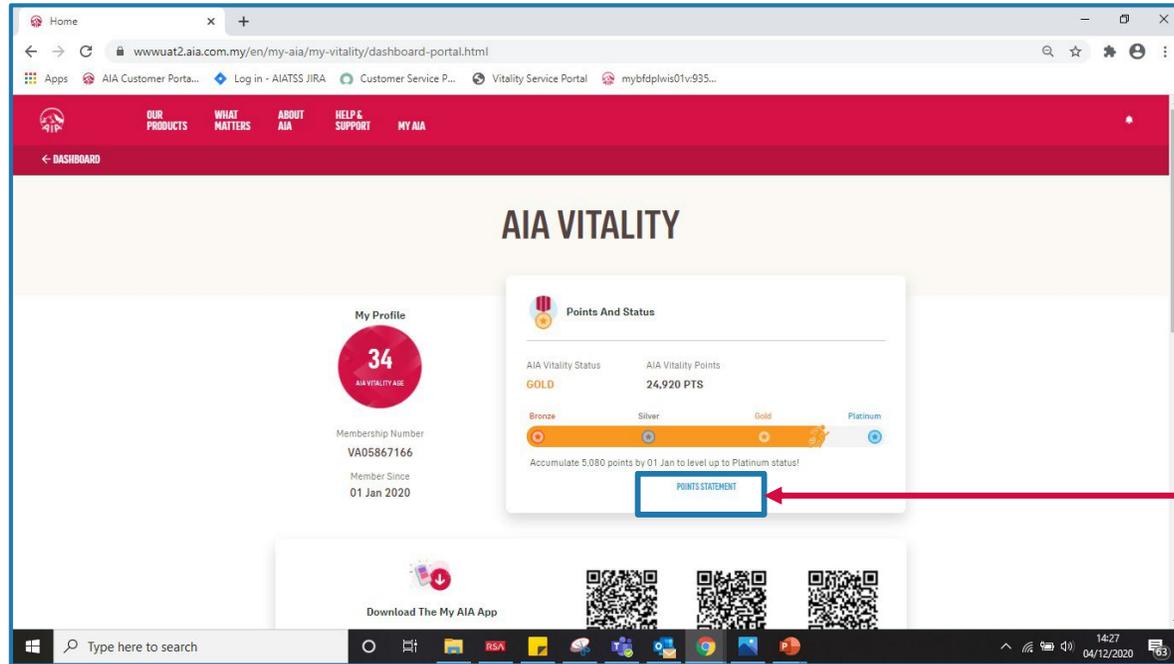
- Main Dashboard
- Point Statement
- Health Report

Main Dashboard



Click 'AIA VITALITY'

AIAV Dashboard



Links to open new tab:

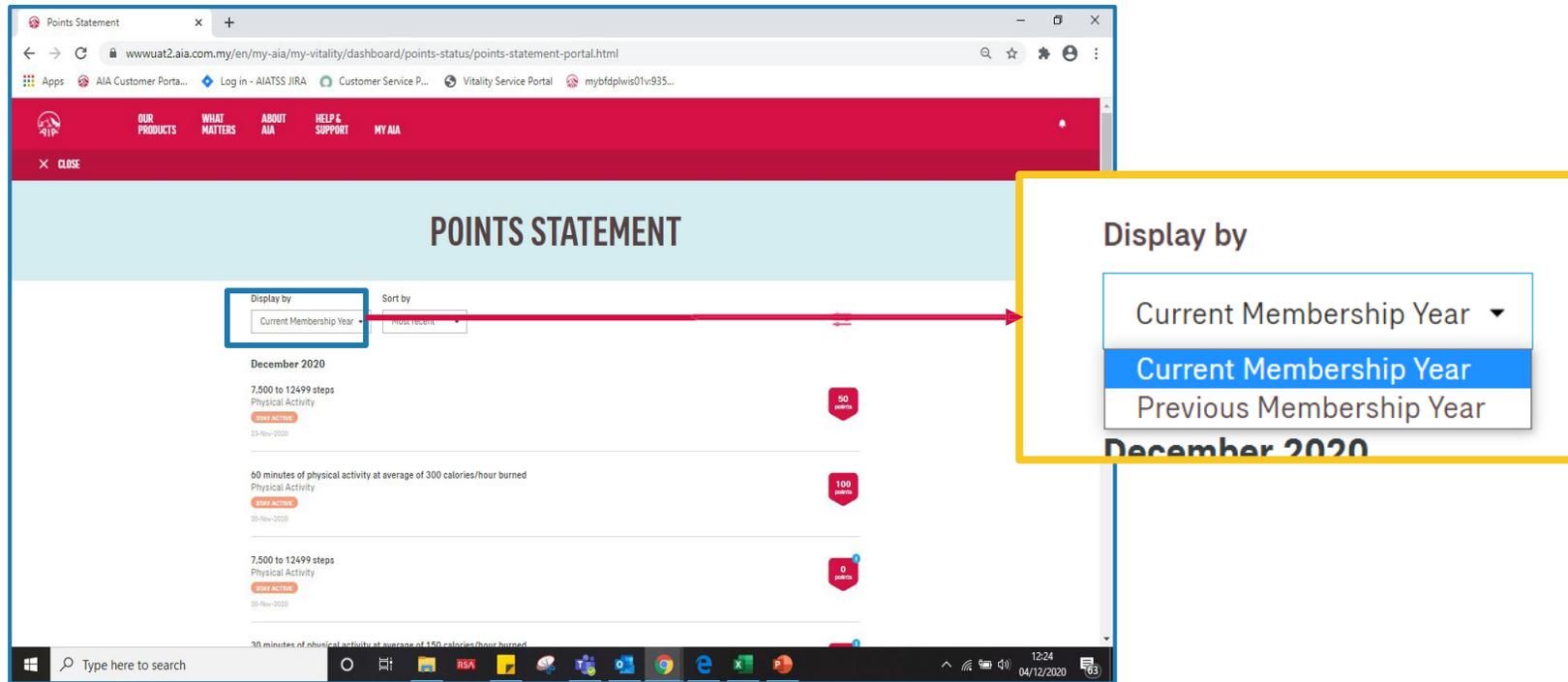
- Payment Guide
- FAQ
- Terms of Uses

Click on the
'POINTS STATEMENT'

Filters, Sorts and Previous Membership Year

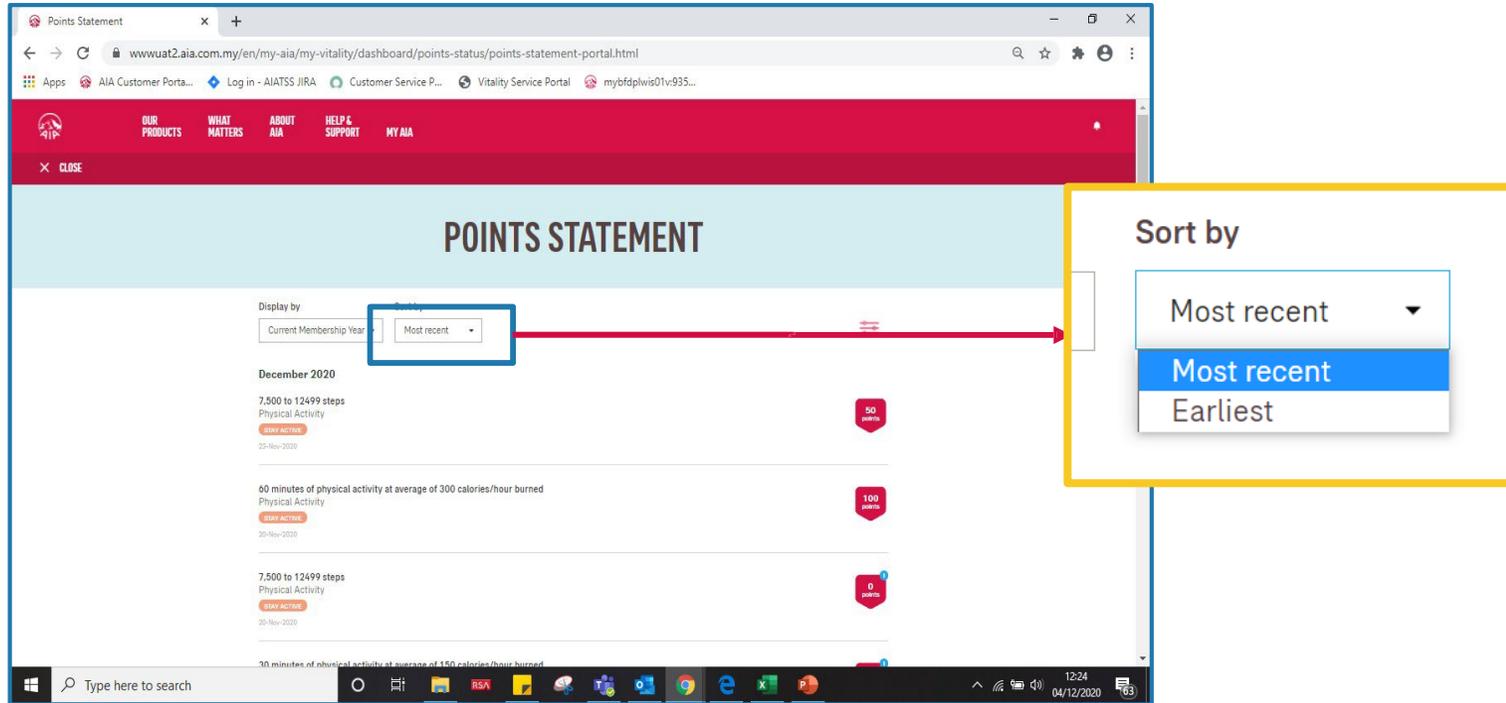
The screenshot shows a web browser window displaying the AIA Points Statement portal. The page title is "POINTS STATEMENT". Below the title, there are two dropdown menus: "Display by" (set to "Current Membership Year") and "Sort by" (set to "Most recent"). To the right of these menus is a hamburger menu icon. The main content area shows a list of activity entries for "December 2020", each with a "VIEW ACTIVITY" button and a points badge (e.g., 50 points, 100 points, 0 points). Three red callout boxes on the right side of the image are connected to the interface by red lines: "Year" points to the "Display by" dropdown, "Filter" points to the hamburger menu icon, and "Sort" points to the "Sort by" dropdown. The browser's address bar shows the URL: wwwuat2.aia.com.my/en/my-ai-a/my-vitality/dashboard/points-status/points-statement-portal.html. The Windows taskbar at the bottom shows the date as 04/12/2020 and the time as 12:24.

Current / Previous Membership Year



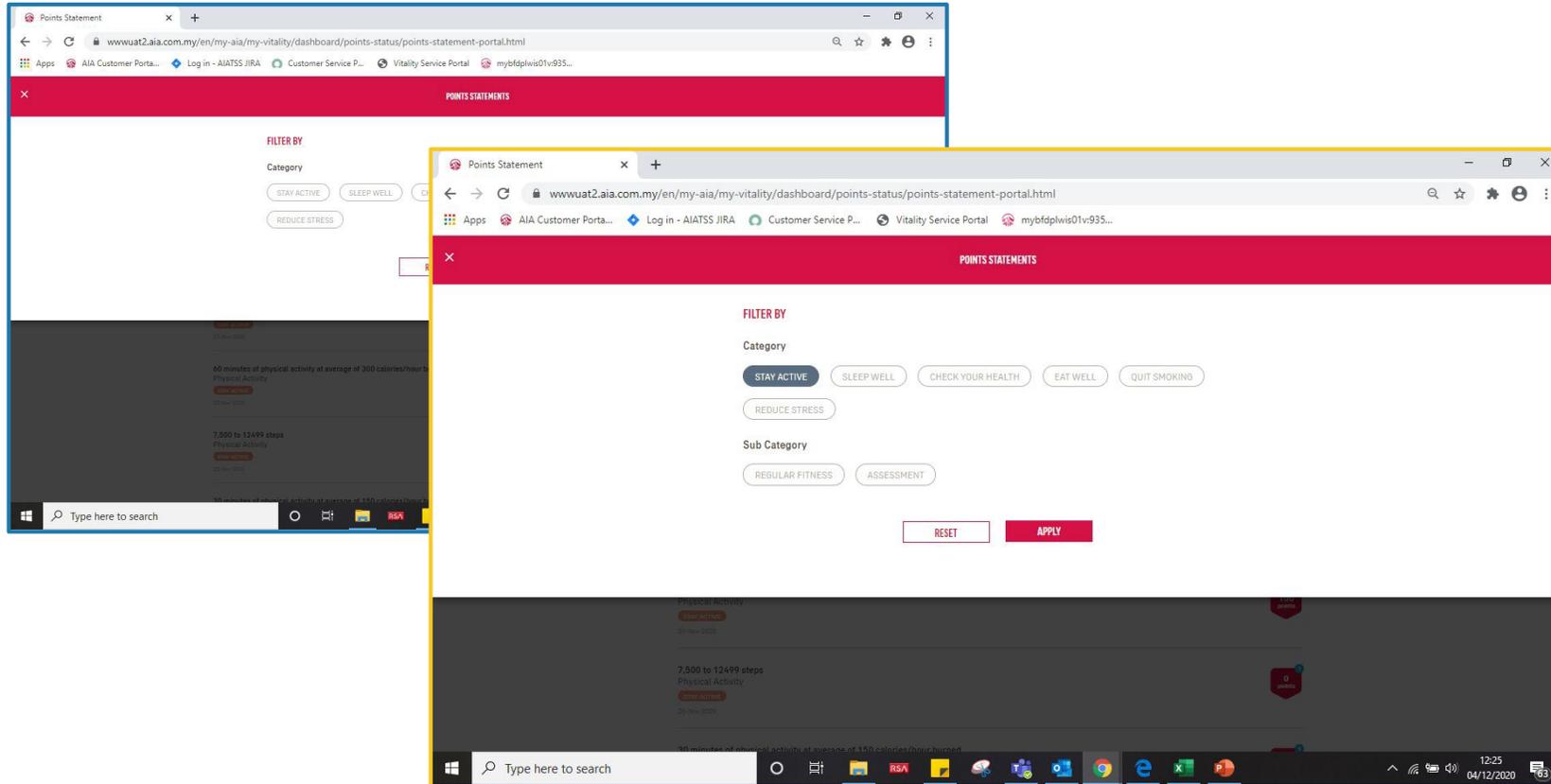
- Allow member to view his Points Statement of current or previous membership year
- NOT current or previous calendar year

Current / Previous Membership Year



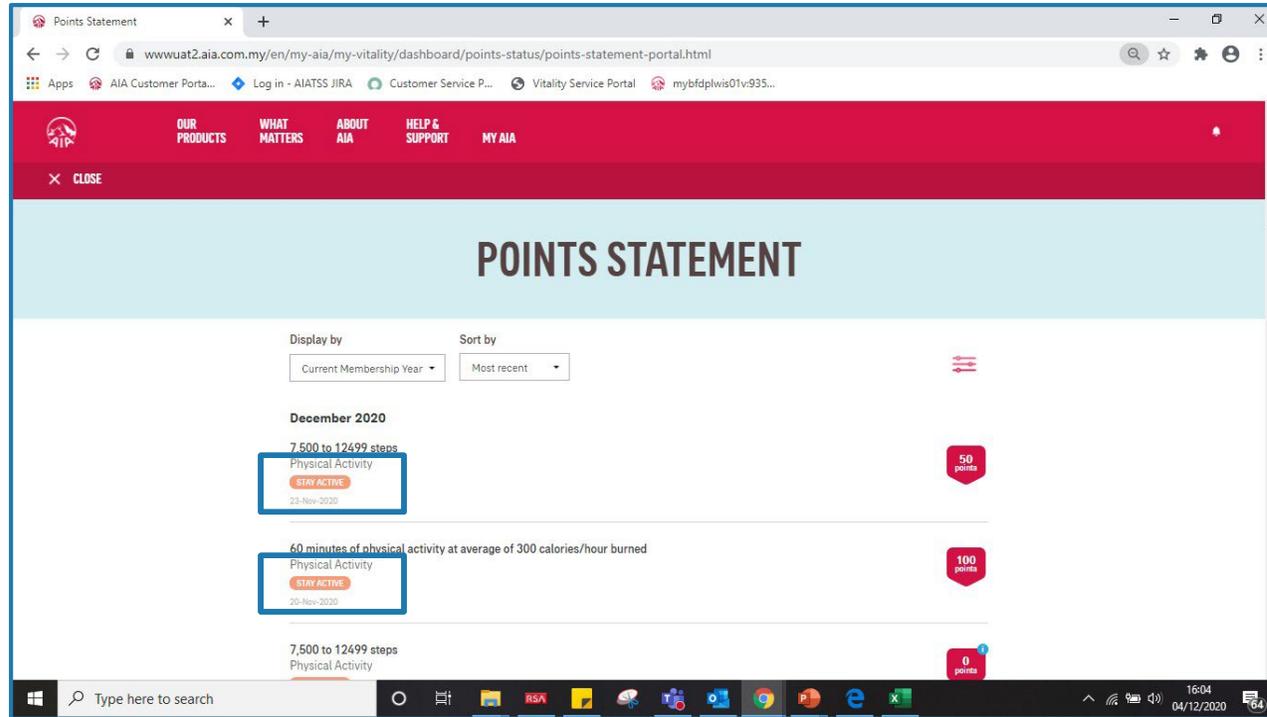
- Allow member to sort his Points Statement in “Most Recent” or “Earliest”
- Sorting is within the selected membership year.

Filters



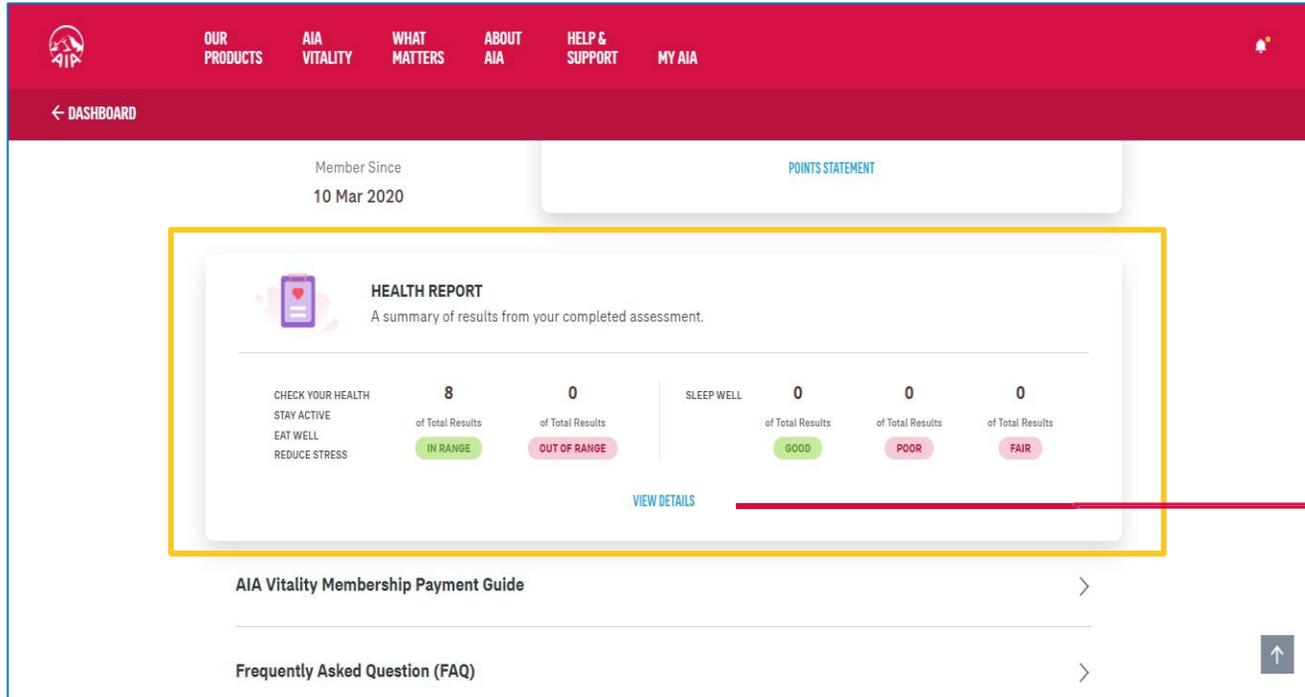
- Allow member to filter by:
 - Main category only
 - Main category + its's sub-categories
- Sample Steps:
 1. Click on one of the **'CATEGORY'**. eg: **'STAY ACTIVE'**
 2. **'SUB-CATEGORY'** will be shown after click on **'CATEGORY'**
 3. Click on one of the **'CATEGORY'**. eg: **'REGULAR FITNESS'**

Filter Result

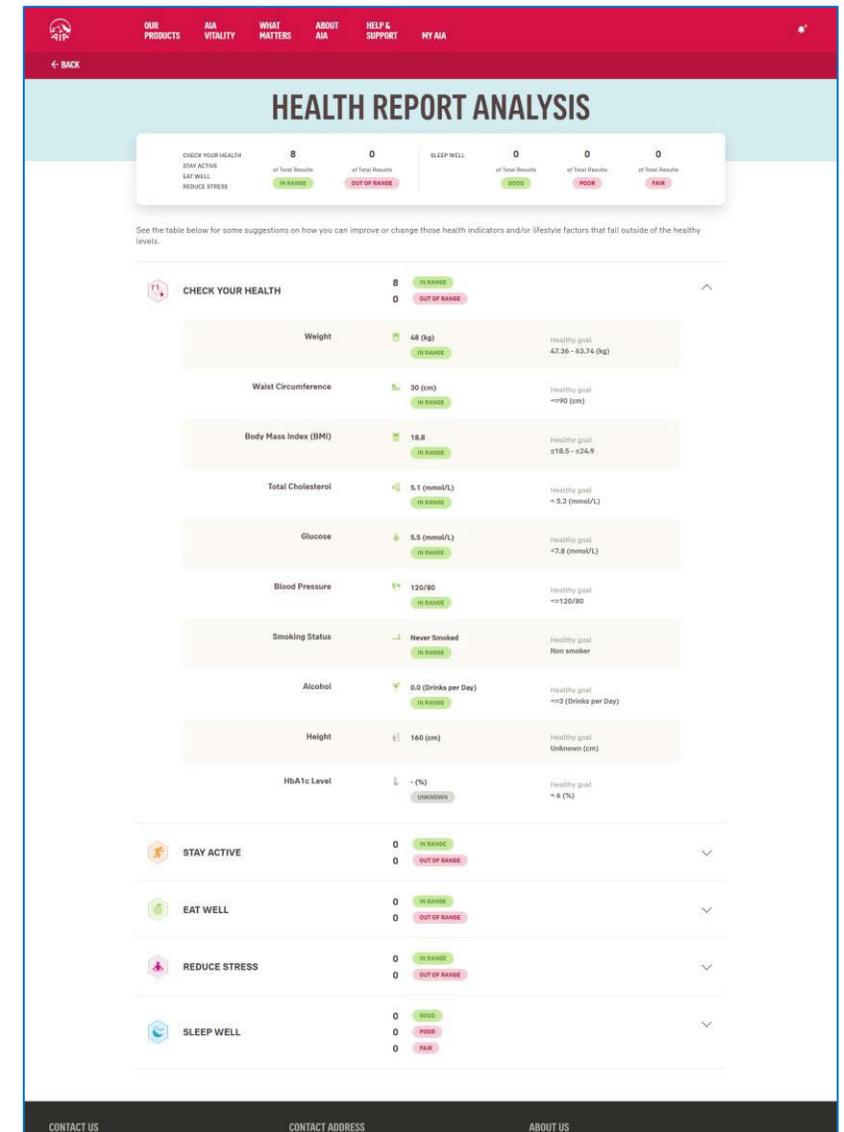


POINTS STATEMENT shows only
STAY ACTIVE
+
REGULAR FITNESS

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

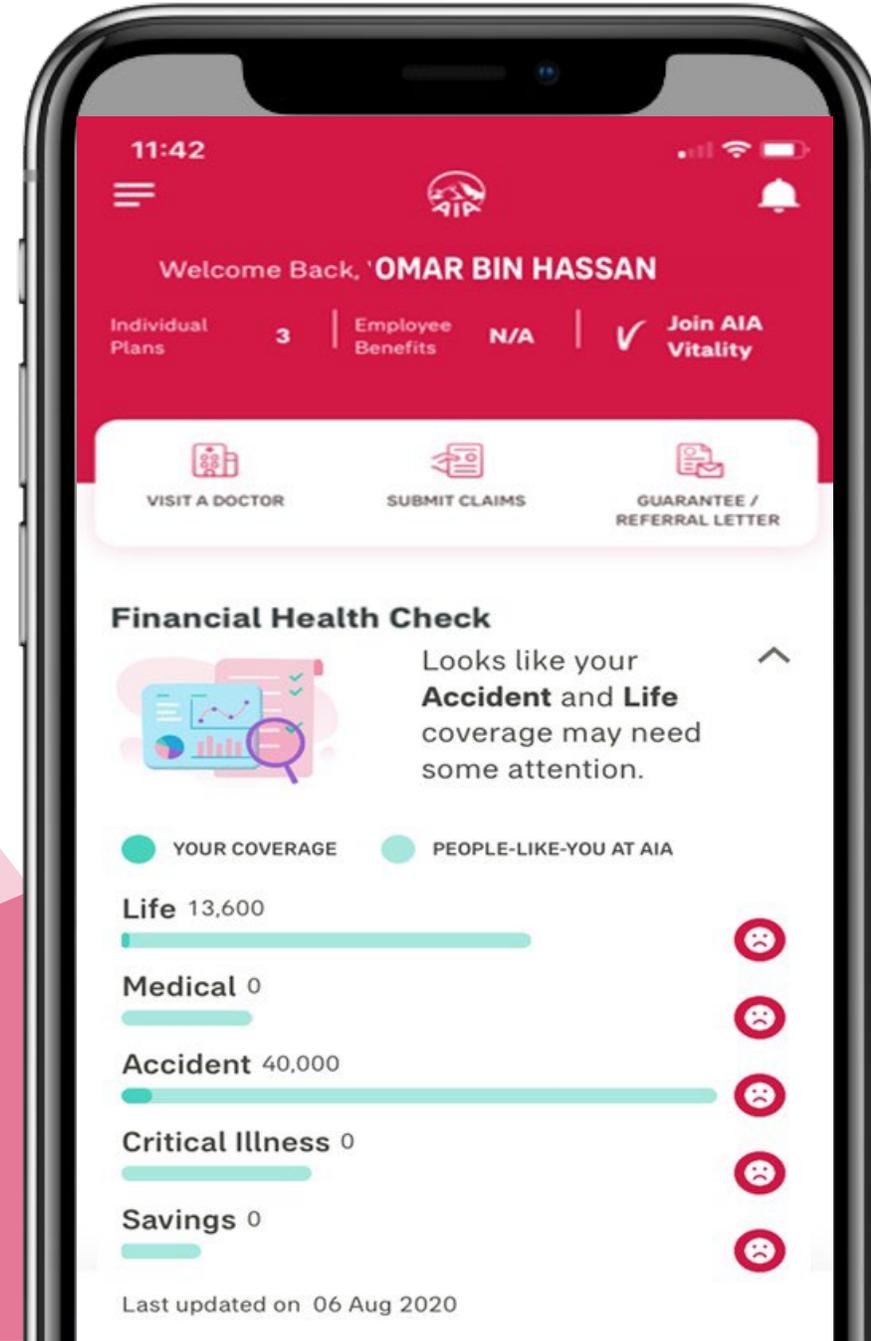


HEALTHIER, LONGER,
BETTER LIVES

8

Financial Health Check

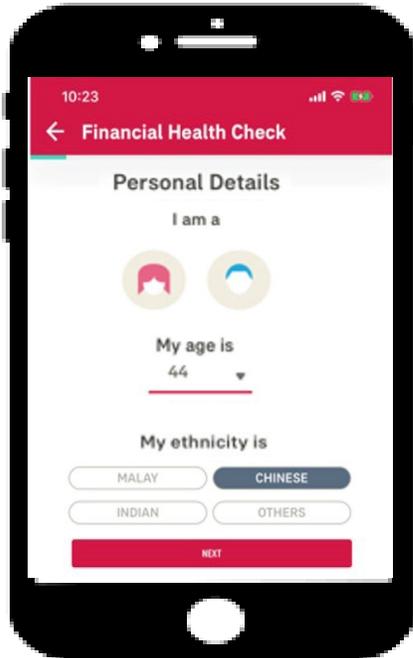
- What is Financial Health Check
- Getting Started with Assessment
- View Results
- View All Life Stages Profile
- How To Talk to Life Planner



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



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



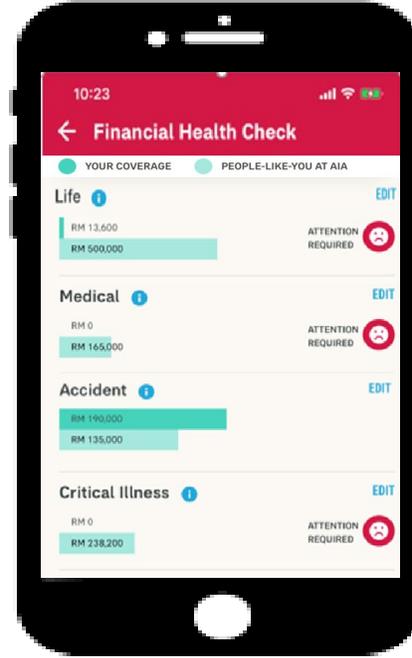
Financial Info:
Monthly Income,
Spend on Insurance /
Takaful



Insurance Info:
Current Insurance
Coverage with Other
Ins Co

AIA confidential and proprietary information. Not for distribution.

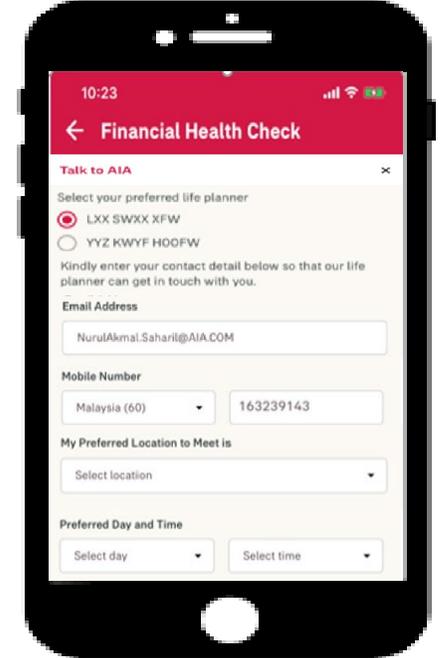
2 Find out more on whether **my coverage** is sufficient & my **life stage profile**



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.

3 I can choose to **Talk to AIA** to find out more (*my latest inforce agent will be displayed at the top*)



Coverage Gap ✓



Life Stage Profile ✓



Talk to Life Planner ✓



Hot Leads

Financial Health Check – Best Practices (How)

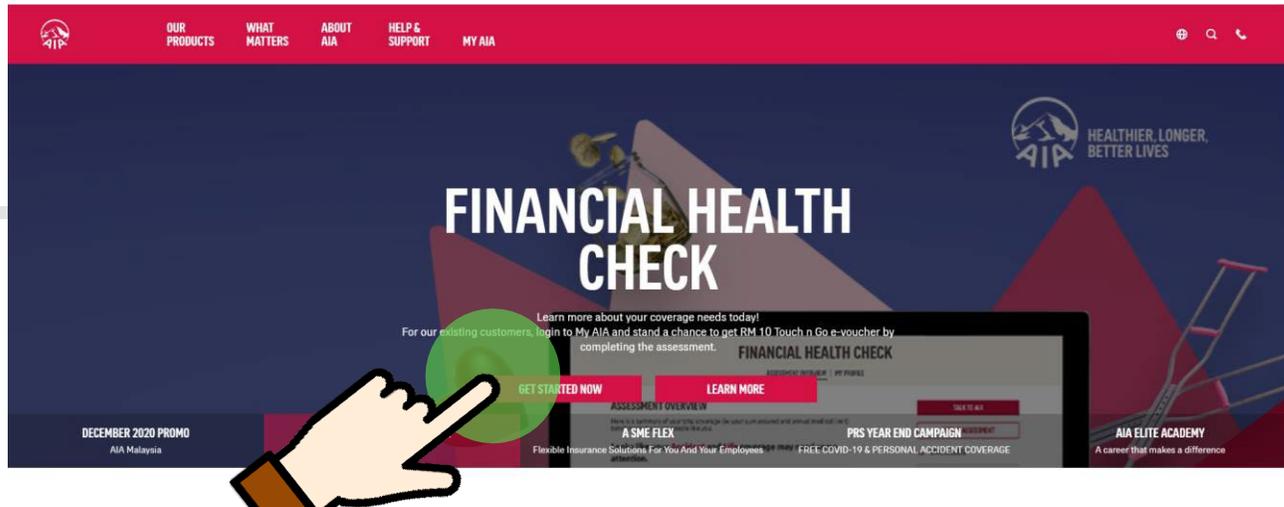


You should complete the FHC at least once a year. Your life stage will change over time and may have different life goals hence will have different insurance needs

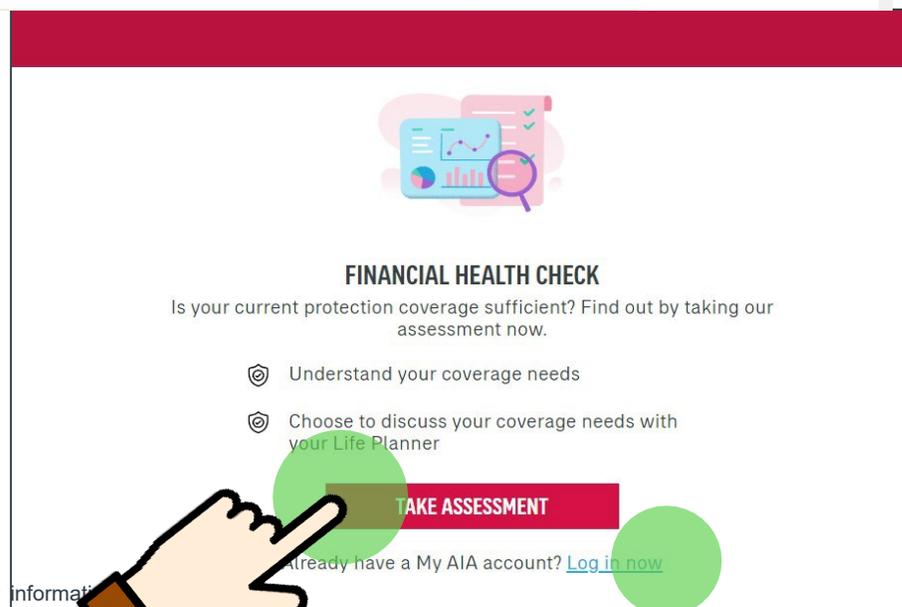
The FHC will take no more than 10 minutes and will help you have a clearer picture on your insurance needs



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

SUBMIT CLAIMS

2
Individual
Plans

3
Employee
Benefits

0 PTS

GUARANTEE /
REFERRAL LETTER

TRANSACTION HISTORY

FINANCIAL HEALTH CHECK



AIA confidential and proprietary information. Not for distribution.

2. Tap the “Review Your Coverage” button to begin the assessment

My Personal Details

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

PERSONAL DETAILS

I am a

My age is

My ethnicity is

MALAY CHINESE INDIAN OTHERS

NEXT

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, there is a progress bar with five steps: 'ABOUT ME', 'MARITAL STATUS & FAMILY MEMBERS', 'MY LIFE STAGE', 'MY FINANCIAL STATUS', and 'DONE'. The 'MARITAL STATUS & FAMILY MEMBERS' step is currently active, indicated by a red bar under it. Below the progress bar, the title 'MY FAMILY' is centered. Underneath, the text 'I am currently' is followed by four buttons: 'SINGLE', 'MARRIED', 'WIDOWED', and 'DIVORCED'. Below these buttons, the text 'How many children do you have and how old are they?' is displayed. A button with a plus sign and a person icon, labeled '+ ADD CHILD', is positioned below the text. At the bottom of the form, there are two buttons: 'PREVIOUS' and 'NEXT'. A hand icon is pointing to 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 highlighted in red. Below the progress bar, the question is: 'WHICH OF THE FOLLOWING SCENARIOS CONCERN YOU?'. There is an illustration of a couple sitting on a bed with green money falling around them. Below the illustration, the text reads: 'In the event of **hospitalisation**, I am not worried about paying for medical expenses that exceed 50% of my monthly salary.' Below this text is a scale of five circles, numbered 1 to 5. Under circle 1 is 'Strongly Disagree' and under circle 5 is 'Strongly Agree'. At the bottom of the form are two buttons: 'PREVIOUS' and 'NEXT'. A hand icon is pointing at the 'NEXT' button.

My Finances

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

MY FINANCES

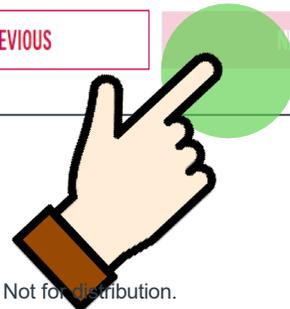
My monthly income is

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

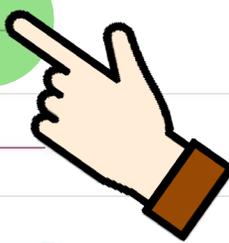
My Finances

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	<input type="text" value="0"/>
<small>Payout amount received upon death or total permanent disability (TPD).</small>		
Medical	RM	<input type="text" value="0"/>
<small>Annual limit for hospitalisation expenses.</small>		
Accident	RM	<input type="text" value="0"/>
<small>Payout amount received upon death or total permanent disability (TPD) due to an accident.</small>		
Critical Illness	RM	<input type="text" value="0"/>
<small>Payout amount received upon diagnosis of critical diseases such as cancer etc.</small>		
Savings	RM	<input type="text" value="0"/>
<small>The total premium / contribution amount paid to date for any existing Endowment plans</small>		



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.

FINANCIAL HEALTH CHECK

ASSESSMENT OVERVIEW | MY PROFILE

ASSESSMENT OVERVIEW

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

Looks like your **Medical and **Accident** coverage may need some attention.**

GOOD TO KNOW

TAP THE COVERAGE BAR TO VIEW MORE DETAILS

- YOUR COVERAGE**
Your total payout amount (ie; sum assured or sum covered) / medical annual limit (AIA and non-AIA).
- PEOPLE-LIKE-YOU AT AIA**
AIA customers who have demographic profiles similar to yours.

TALK TO AIA

RETAKE ASSESSMENT

SAVE RESULTS

SHARE WITH A FRIEND

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

Life	RM 100,000 RM 328,450	ATTENTION REQUIRED
Medical	RM 500,000 RM 1,500,000	ATTENTION REQUIRED
Accident	RM 100,000 RM 582,500	ATTENTION REQUIRED
Critical Illness	RM 50,000 RM 293,000	ATTENTION REQUIRED
Savings	RM 0 RM 100,000	ATTENTION REQUIRED



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

RETAKE 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 FRIENDS

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

SAVE RESULTS

My Financial Health Check Results

DOWNLOAD PDF

Or

Send my Financial Health Check results to my email address:

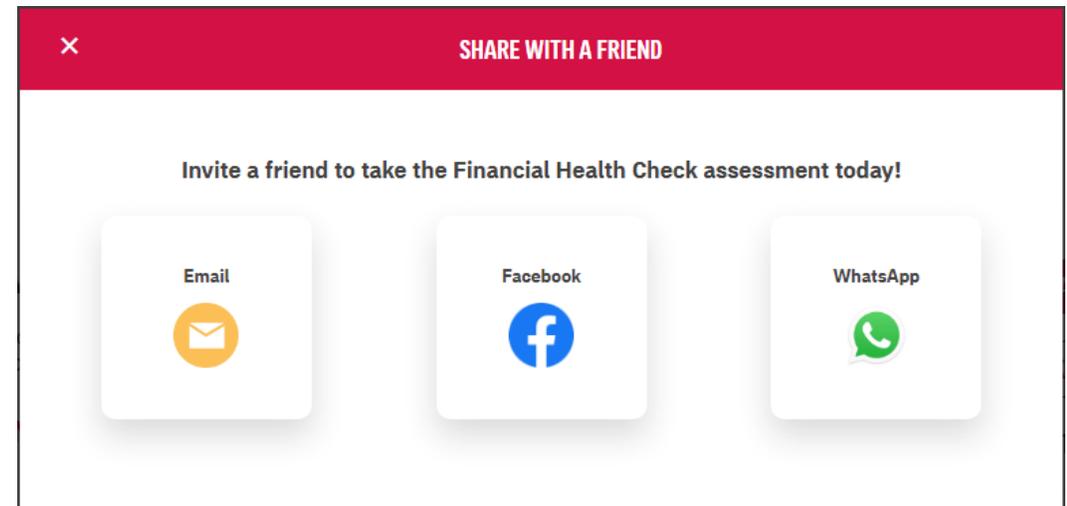
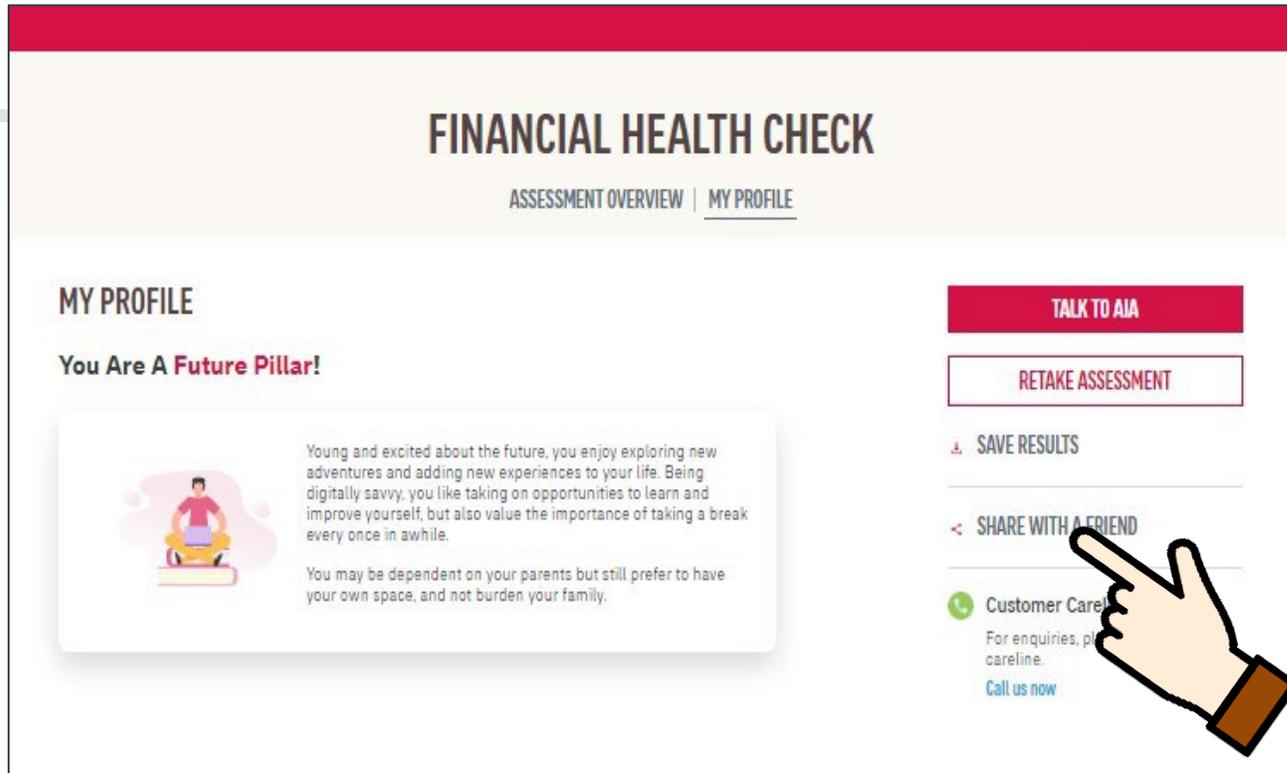
Enter email **SEND**

AIA confidential and proprietary information. Not for distribution.

How to share FHC with my Friends?

7

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



AIA confidential and proprietary information. Not for distribution.

FHC: Talk to an AIA Life Planner



I want to talk to AIA
to find out more

FINANCIAL HEALTH CHECK

ASSESSMENT OVERVIEW | MY PROFILE

ASSESSMENT OVERVIEW

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

Looks like your **Medical** and **Accident** coverage may need some attention.

GOOD TO KNOW

TAP THE COVERAGE BAR TO VIEW MORE DETAILS

- YOUR COVERAGE**
Your total payout amount (ie; sum assured or sum covered) / medical annual limit (AIA and non-AIA).
- PEOPLE-LIKE-YOU AT AIA**
AIA customers who have demographic profiles similar to yours.

WITH A FRIEND

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



Category	Your Coverage	People-Like-You at AIA	Status
Life	RM 100,000 RM 328,450		ATTENTION REQUIRED
Medical	RM 500,000 RM 1,500,000		ATTENTION REQUIRED
Accident	RM 100,000 RM 582,500		ATTENTION REQUIRED
Critical Illness	RM 50,000 RM 293,000		ATTENTION REQUIRED
Savings	RM 0 RM 100,000		ATTENTION REQUIRED

7

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

I want to talk to AIA to find out more

TALK TO AIA

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

- TFEW TFQFW KOK
- Financial Executive (Public Bank)

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

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



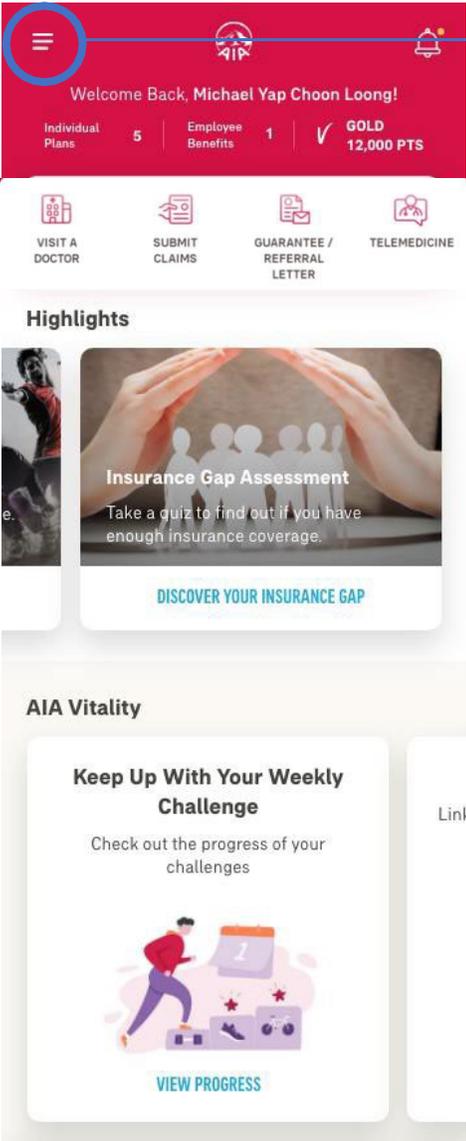
HEALTHIER, LONGER,
BETTER LIVES

9

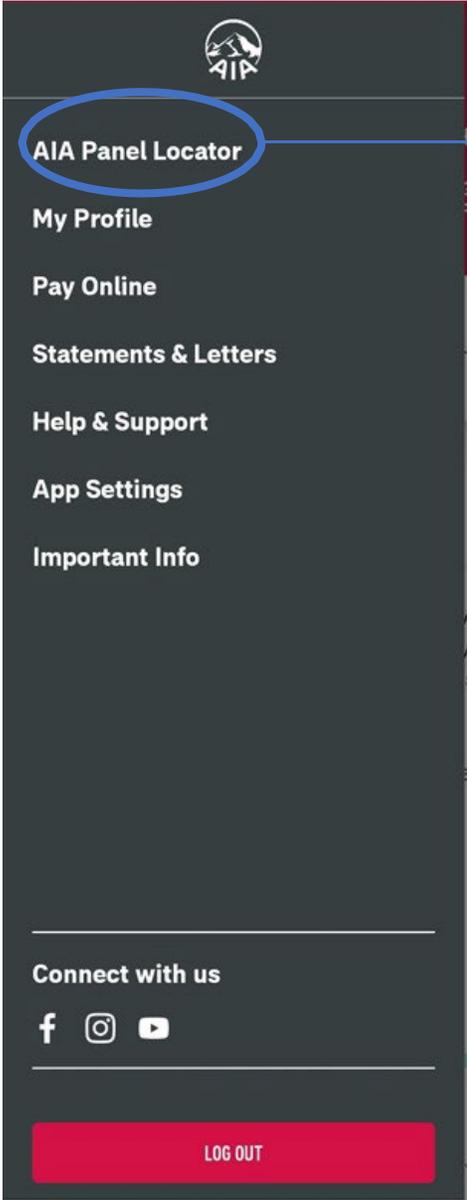
PANEL LOCATOR

- Entry point
- View AIA Panel Locator

ENTRY POINT PANEL LOCATOR



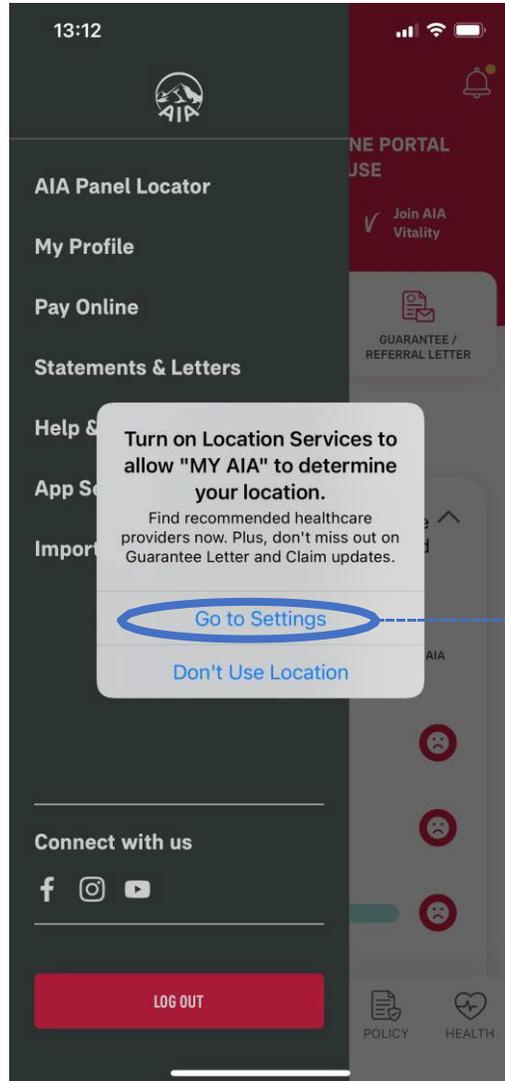
Menu icon
Entry to Sub Menu



Entry Point
AIA Panel Locator

VIEW AIA PANEL LOCATOR

Android



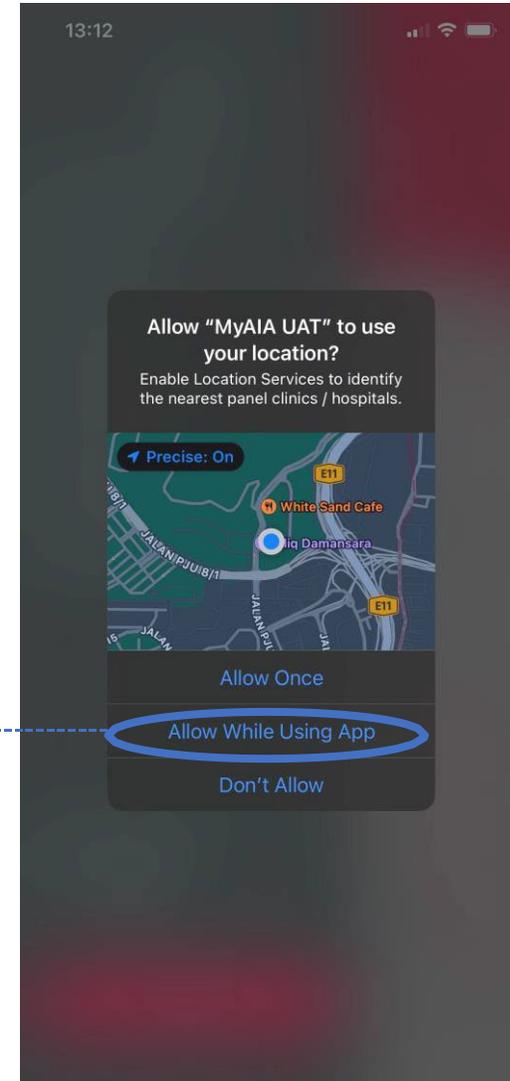
Tap

Activate location

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

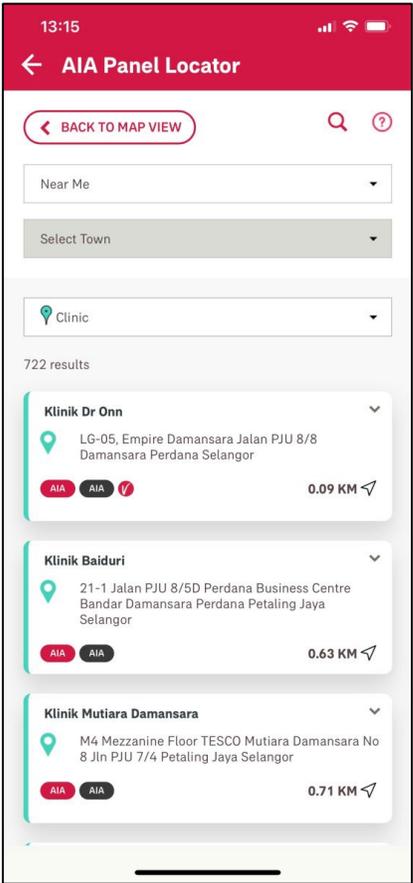
Tap

iOS



VIEW AIA PANEL LOCATOR

Default shows Map View

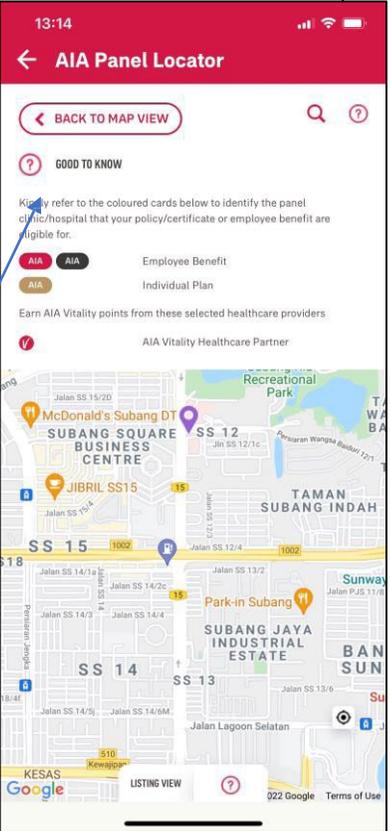
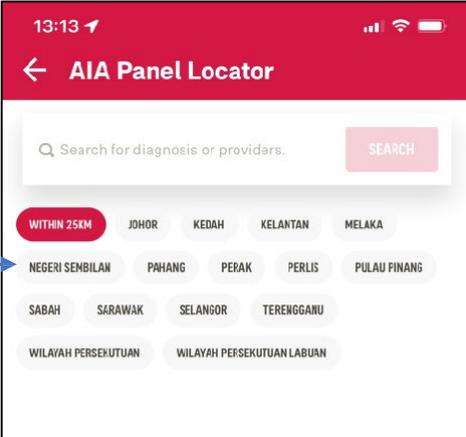


Tap to show List View



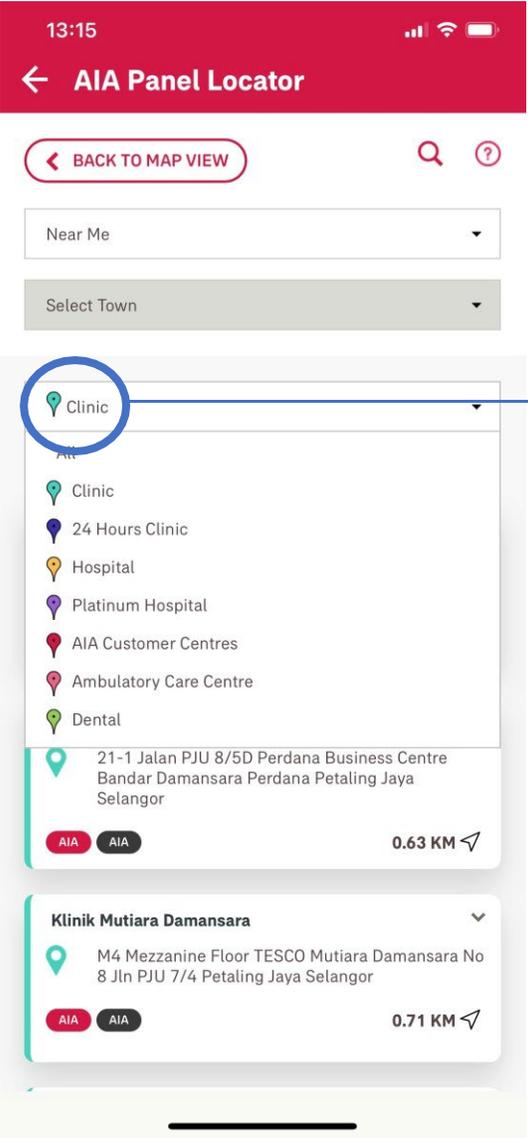
Tap to show Search Feature

- User able to search by
- Key in panel provider name
 - Key in Diagnosis
 - Select State



Tap to show Good to Know

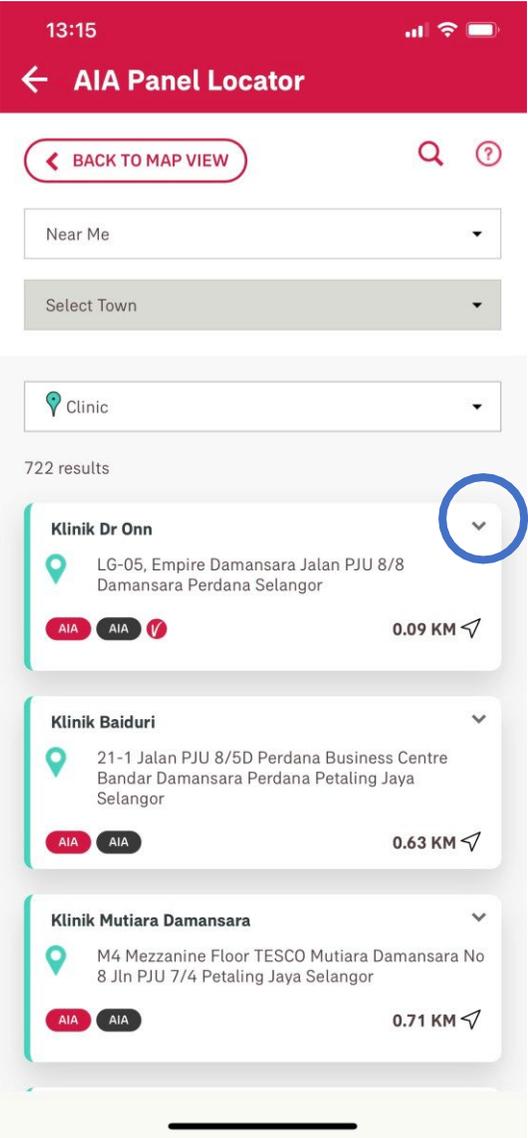
LIST VIEW AIA PANEL LOCATOR



Choose Type of Provider

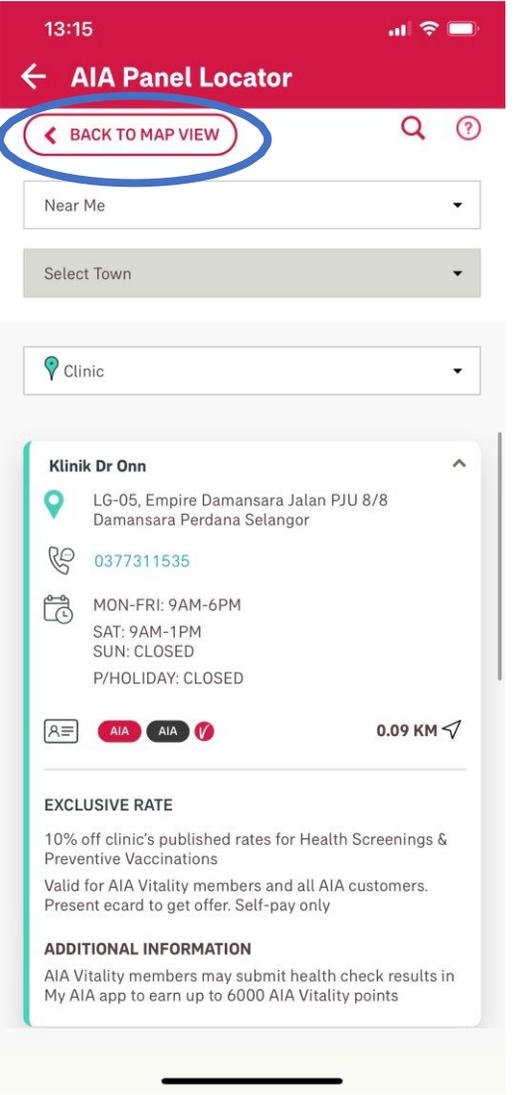
List View Displays

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



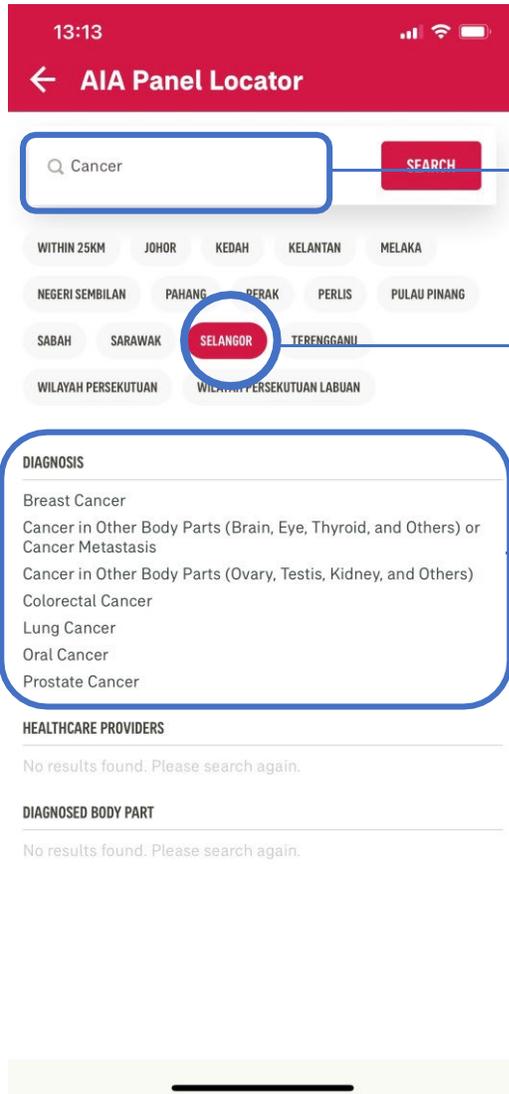
Tap to go back to Map View

Tap for Panel Details



SEARCH VIEW

AIA PANEL LOCATOR

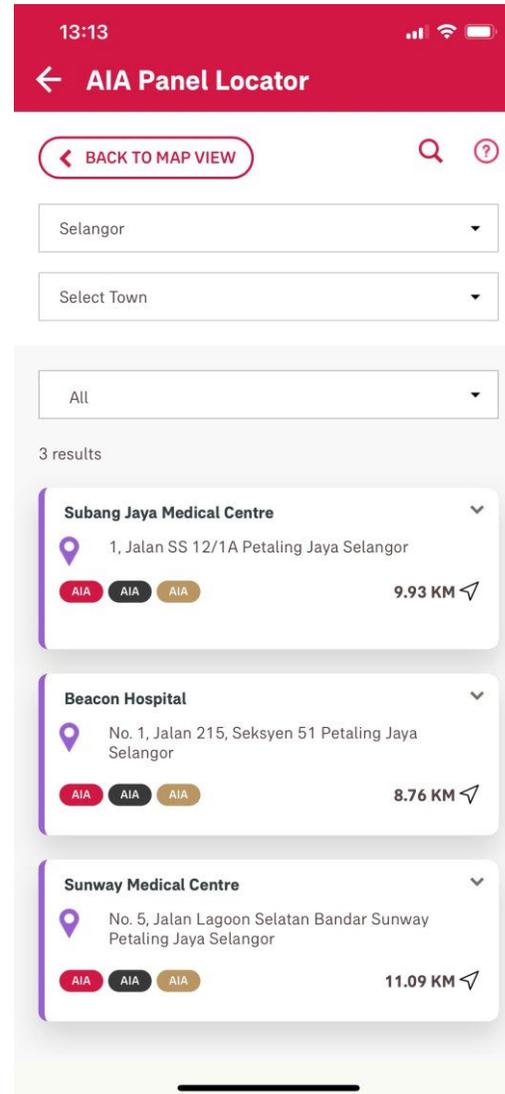


Search Feature

Type in the diagnosis or provider name

Select the state

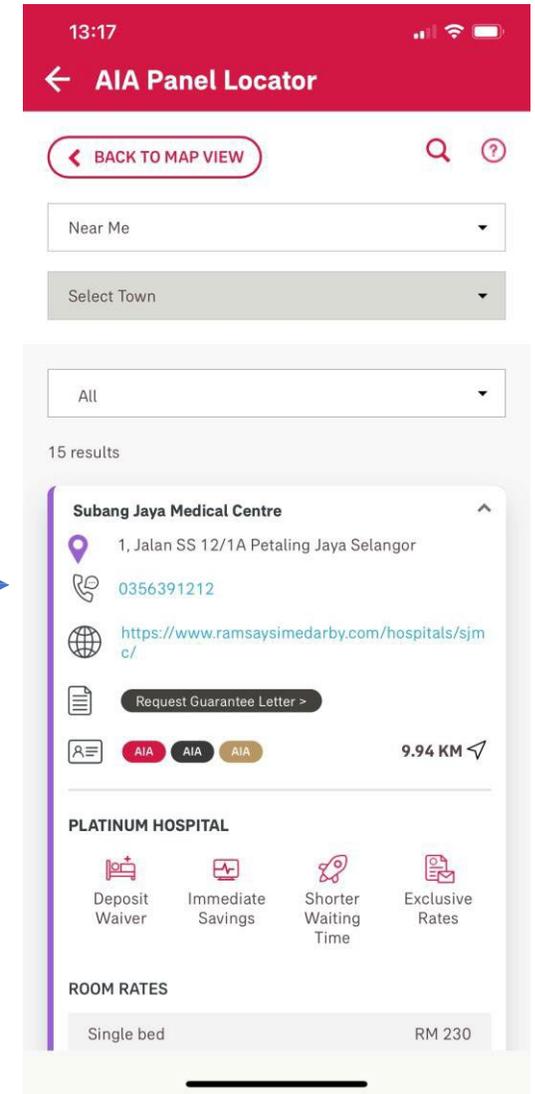
List of diagnosis appears based on search term



Search Results

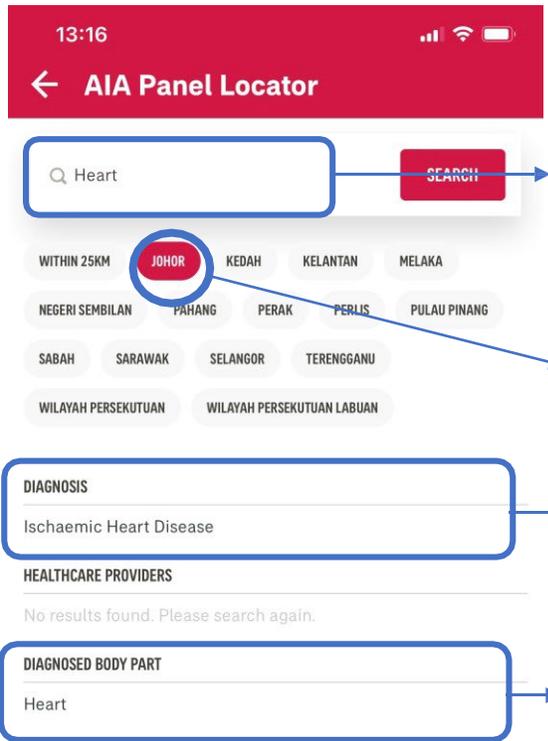
List of recommended providers based on the diagnosis

Tap for information of the Panel



SEARCH VIEW

AIA PANEL LOCATOR



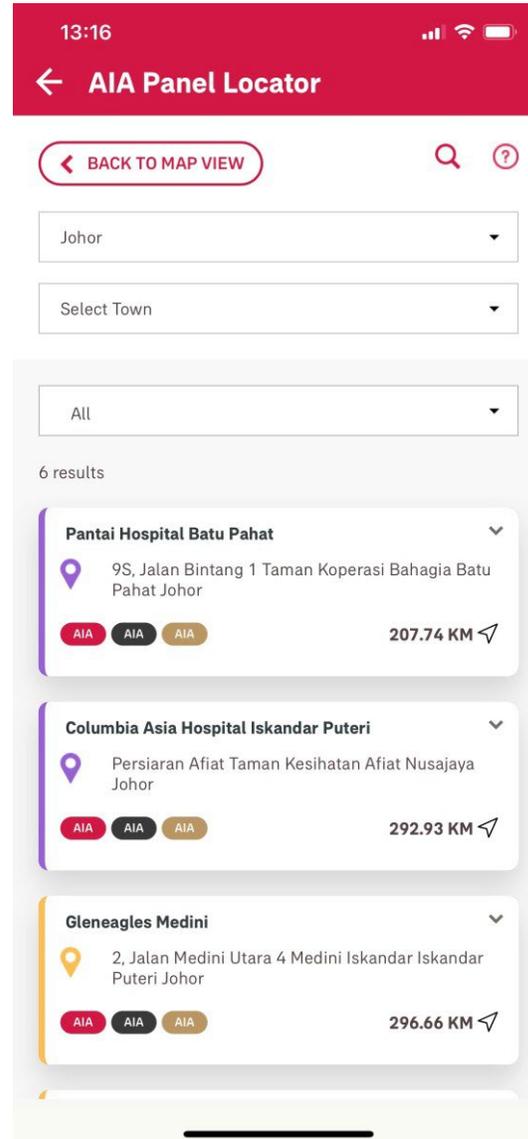
Search Feature

Type in the diagnosis or provider name

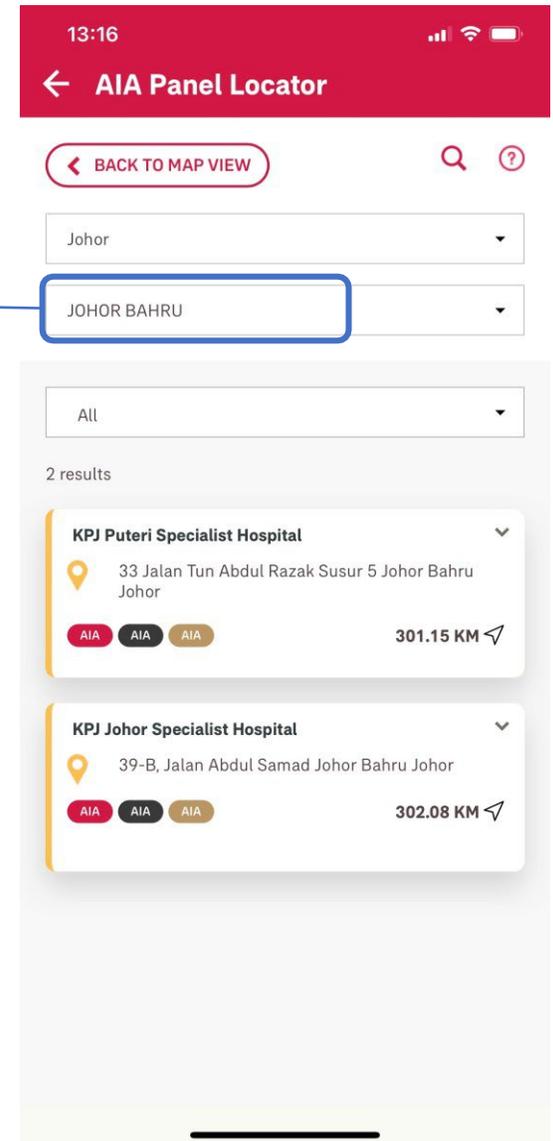
Select the state

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



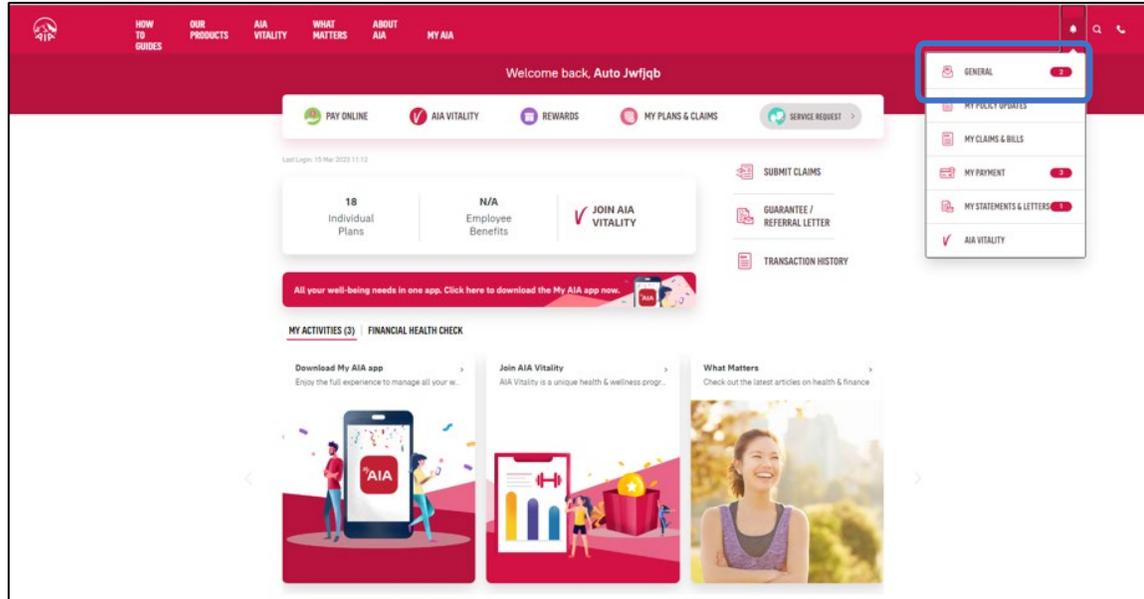
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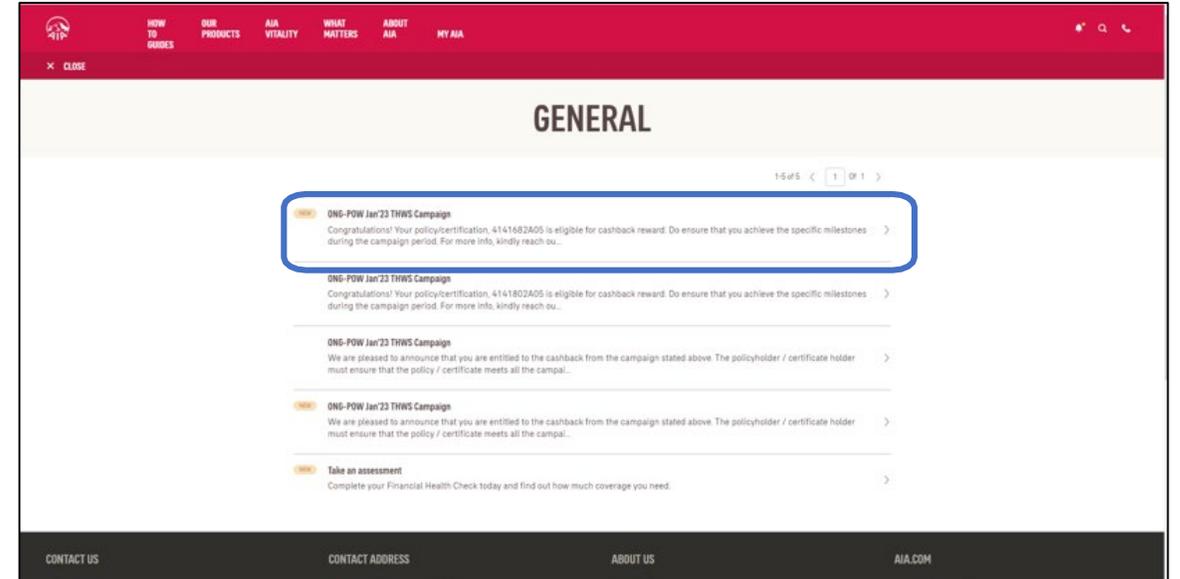
REWARDS

- How to Check Eligibility for Cashback Campaign
- How to Check Payout Status of Cashback Campaign

How to Check Eligibility for Cashback Campaign

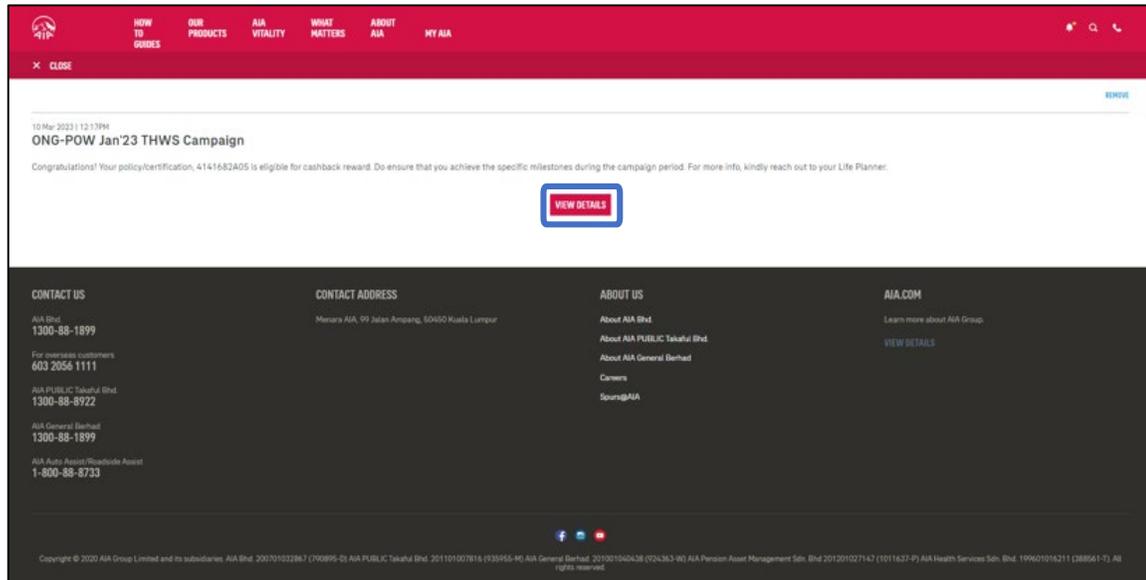


Customers who are eligible for cashback will receive a notification under **General**

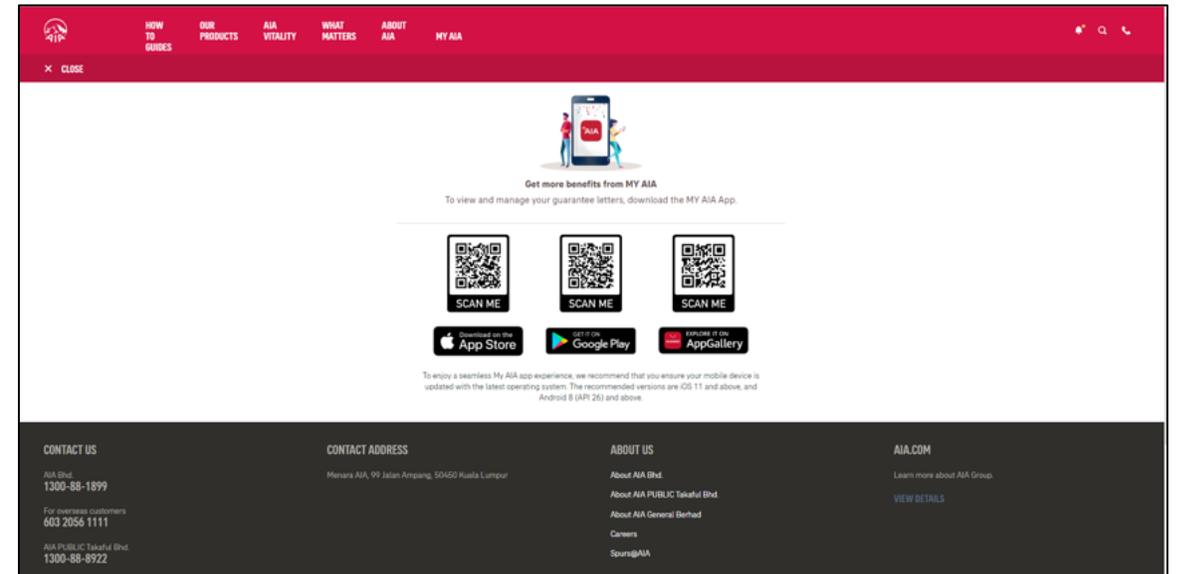


Click on the notification message for more details

How to Check Eligibility for Cashback Campaign

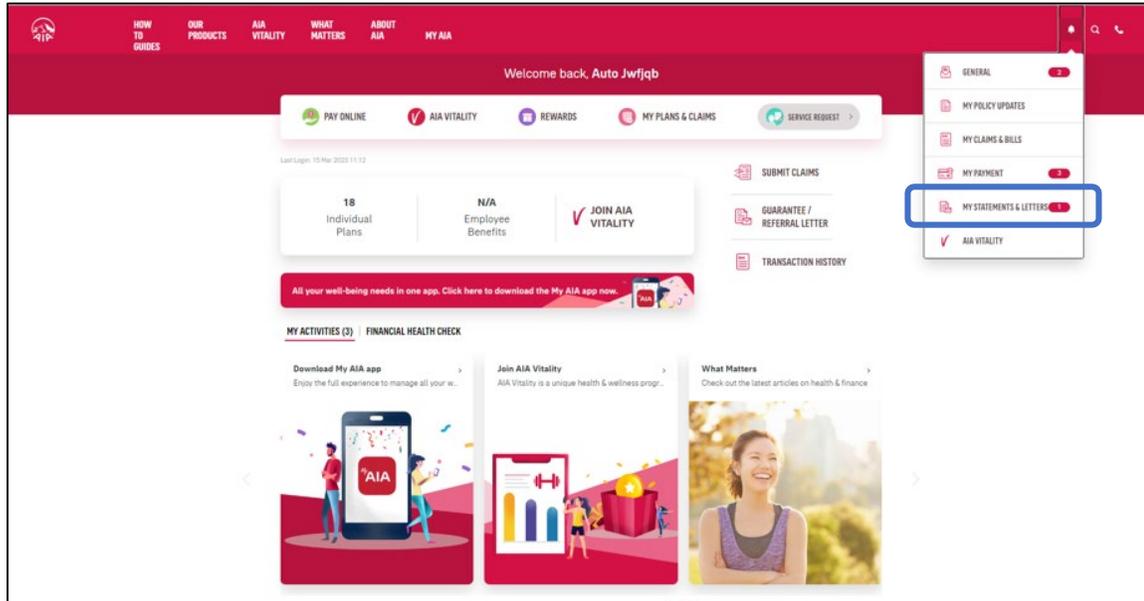


Click on **VIEW DETAILS** to be redirected to the My AIA App download page

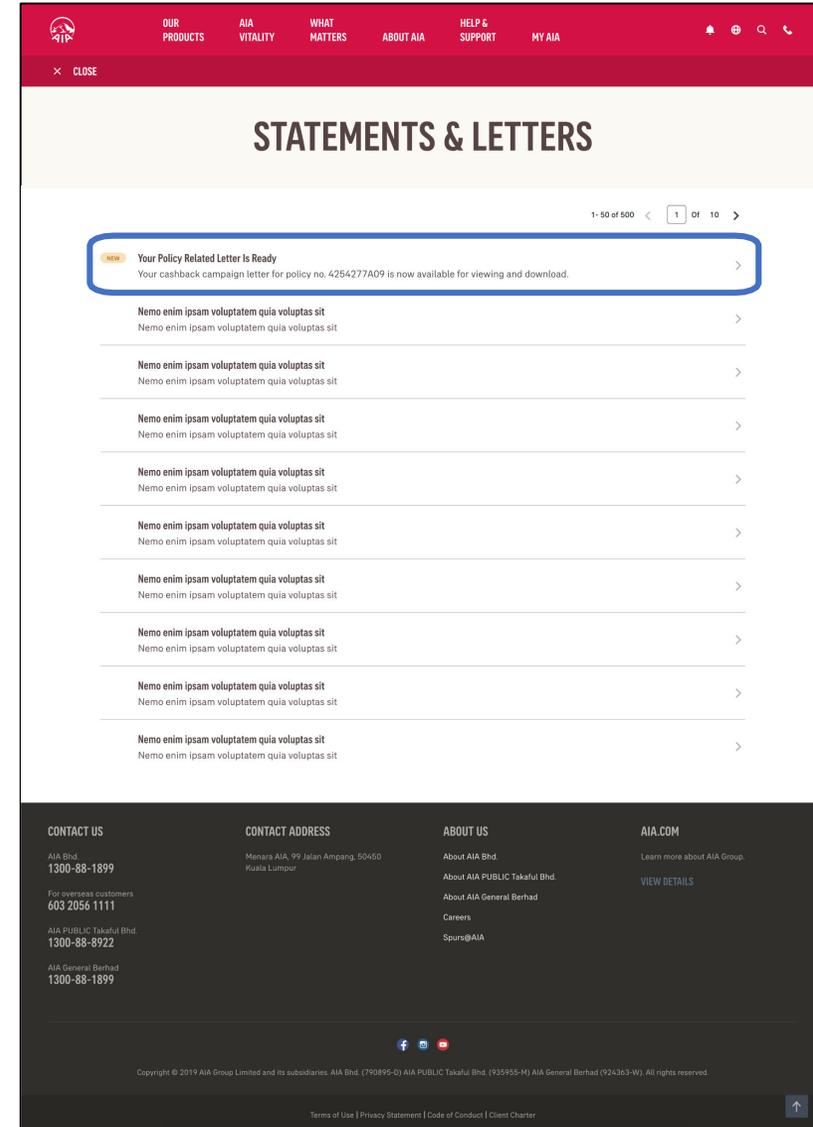


To view your cashback details, download the My AIA App and go to the “Rewards” section of the app

How to Check Payout Status of Cashback Campaign

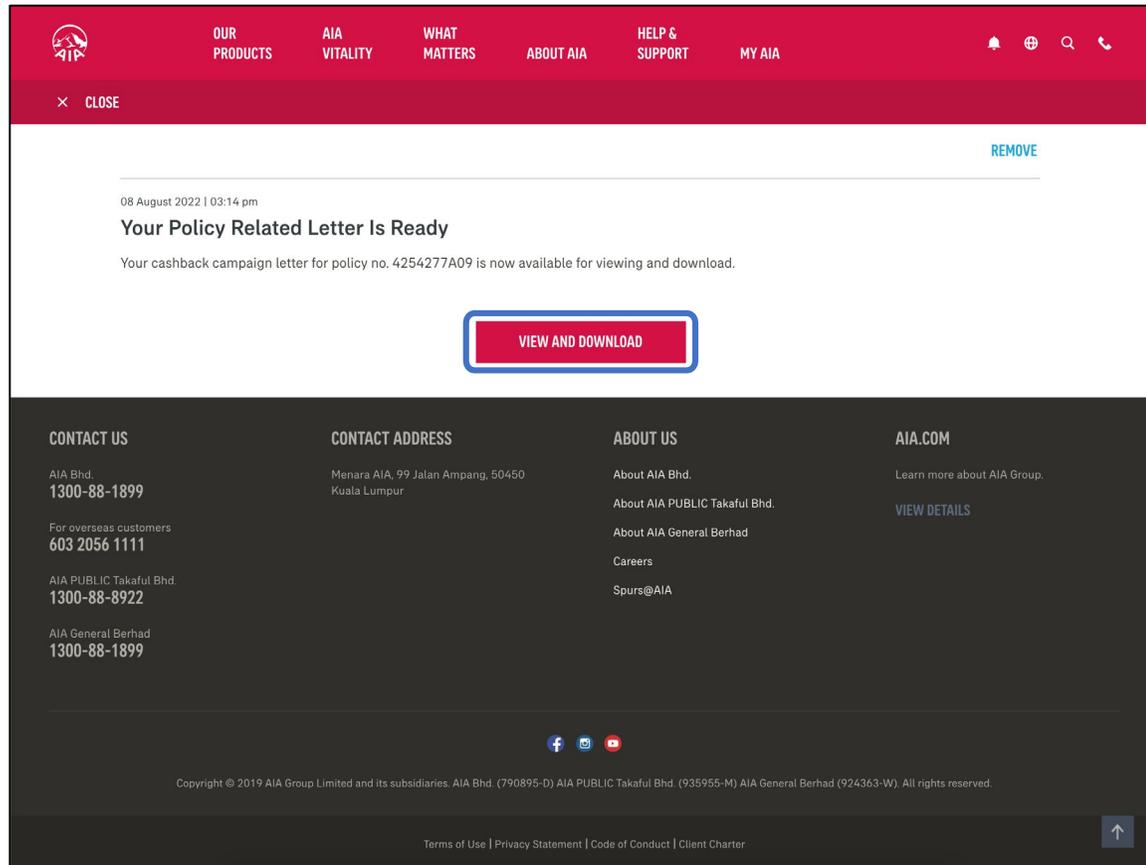


Customers who participated in a cashback campaign with completed cashback payout will receive a notification under **Statements & Letters**



Click on the notification message for more details

How to Check Payout Status of Cashback Campaign



Click on **VIEW AND DOWNLOAD** to navigate to the payout letter



You will be able to see payout details in the letter



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Thank you

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