

## **My AIA App**

### **Frequently Asked Questions (FAQs)**

#### **GENERAL**

**1. What is the My AIA mobile application?**

The My AIA mobile application (My AIA App) is a mobile customer app that allows you to access medical care through eMedical Card, view policy information such as benefits and utilization (for principal member only) receive your referral letter, letter of guarantee, medical bill and get claims updates on the go.

**2. Who can use the My AIA App?**

If you are a My AIA user, you can login to My AIA mobile application using your existing My AIA User ID and password. If you are not a My AIA user yet, you may register online at [www.aia.com.my](http://www.aia.com.my)

**3. What are the requirements to download and install the My AIA App?**

You will need to have an iPhone that runs on iOS 10 and above or an Android mobile device that runs on Android 4.4 and above.

**4. Where can I download the My AIA App?**

You can download the My AIA App from Apple App Store or Google Play on your mobile device.

**5. Is there a cost involved if I download the My AIA App?**

No, there is no cost involved and the My AIA App can be downloaded for free. However, data charges may apply based on your individual data plan. Please refer to your telecommunication provider for further information on data charges.

**6. Do I need an internet connection to use My AIA App?**

Yes, you will need an internet connection to use My AIA App.

**7. Is the My AIA App secure?**

Yes, we use the latest encryption technology and security in the application. We would like to remind you not to reveal your User ID or Password to anyone. It's best if you memorize your password and not write it down. If you notice any irregularities or unauthorised transactions in your My AIA App, please call AIA Customer Contact Centre at 1300-88-1899 (for AIA Bhd. customers) or 1300-88-8922 (for AIA PUBLIC Takaful Bhd. customers).

**8. Can I use my friend's phone to login to My AIA App?**

Yes, as long as your friend's phone has the My AIA App installed.

**9. Can I login to My AIA website and My AIA App at the same time?**

No, you can only login to either one of these channels at a time.

**10. Can I use the My AIA App on a jail broken or rooted mobile device?**

As a security precaution, jail broken and/or rooted mobile devices are not able to access the My AIA App.

**11. Where can I view the user guide?**

Tap the menu/hamburger icon > tap on Tutorial.

**12. Who should I contact if I have any queries?**

My AIA App technical issues: Call 1300 88 1899 (for AIA Bhd. customers) or 1300-88-8922 (for AIA PUBLIC Takaful Bhd. customers).

Member enrolment status: Call 1300 88 1899 (for AIA Bhd. customers) or 1300-88-8922 (for AIA PUBLIC Takaful Bhd. customers) or email to [my.customer@aia.com](mailto:my.customer@aia.com)

Other HR related matters: Your account manager, broker or agent.

**REGISTRATION**

**13. How do I register for MY AIA account?**

Log on to My AIA on the [aia.com.my](http://aia.com.my) website and click [Register now](#).

**14. Why can't I log in to in the MY AIA portal?**

You may need to change the browser you are using Chrome/IE. Please also check your company's internet access and firewall. You may try using your own internet connection / hotspot.

**15. What are the User Name and Password requirement?**

Please see 'Important Notes' section on the requirement.

**16. What if I forgot my user ID and password? Unsure that you have registered an AIA account before?**

Log on to the My AIA website and click [Forgot your user ID/password?](#) Key in your Full Name and Membership Number. A temporary password will be sent to your mobile no./ email. Log on to My AIA website again, key in your ID and temporary password. After log in, the page will prompt you to change password.

**17. How can I change my password?**

Log on to My AIA website > Click on My Profile then click on Change password on the Online Profile.

**18. How can I change my email address?**

Log on to My AIA website > Click on My Profile then click on Edit at Contact Information to change your email address.

**19. How can I change my phone number?**

Log on to My AIA website > Click on My Profile then click on Edit at Contact Information to change your phone number.

**20. Can I register more than 1 phone number?**

No. You are only able to register 1 phone number.

**21. How do I allow access to eMedical Cards for my dependants or assign access to a guardian for a dependant child?**

Please refer to the My AIA App User Guide for a step-by-step guide.

In summary: Log on to My AIA website > Click on My Profile > Click on Medical Card Dependant Management > Click on the Employee Benefit Policy > Click on +Expand

- To add access to eMedical card for a registered dependant, select “+ Assign to Medical Card” and complete the required information
- To add guardian, select “+ Add & Assign Guardian” and complete the required information

An invitation via email will be sent to the email address provided. The link provided in the email which will direct to the My AIA website log in page.

1. For new users, click [Register now](#). Once the registration is complete, the dependant/guardian can then download the MY AIA App, using the same user ID and password to log in
2. For existing users of My AIA, the dependant/guardian can proceed to download the My AIA App and log in using the same user ID and password

The dependant/guardian will then be able to view the assigned cards on their My AIA App.

**22. My dependant is having difficulty registering on MY AIA. The error message is “We can’t find a match for the user ID and password combination you entered. Please try again”. What do I do?**

When a dependant is registering on My AIA, please use the dependant’s own IC number (without the dash) as the User ID.

However, for a principal cardholder, he/she can use their preferred User ID (whether alphabetical, numerical or alphanumeric).

**23. How do I remove access to eMedical Cards for my dependants or to a guardian whom I have assigned earlier?**

Log on to My AIA website > Click on My Profile > Click on Medical Card Dependant Management > Click on Preferred Care Policy > Click on +Expand

- To remove access to eMedical card for a registered dependant, select “x Unlink Medical Card”
- To remove guardian, click on the “DELETE” button.

The dependant/guardian will no longer be able to view the assigned cards on their My AIA App.

**24. How do I access to my medical care if either internet connection in my mobile phone or at AIA panel is not available?**

You can present your physical medical card for the visit. However, if you don’t have either card available, you may proceed to pay first and proceed for claim reimbursement.

**25. I did not receive any One-Time-Password (OTP) despite several requests?**

The OTP will be sent to the mobile number registered in your My AIA account. Please ensure the mobile number provided is correct. Sometimes due to telecommunication network related issues sending of OTP will be slow. Please also ensure that you have not blocked the short code number 66300 and 68886.

Tip: Once you have selected your Country code e.g. Malaysia (60), you only have to key in your mobile number without the 0 in front, e.g. mobile number is 01x-xxx xxxx, you just need to key in 1x-xxx xxxx.

**26. Why am I not able to log in?**

- Please ensure your mobile phone has an internet connection
- Please ensure you have registered on MY AIA
- Please check if you have keyed-in the correct ID and Password
- Please close the app and log in again. You may need to restart your mobile phone

If you are still not able to log in, please contact our Customer Contact Centre at 1300 88 1899 (for AIA Bhd. customers) or 1300-88-8922 (for AIA PUBLIC Takaful Bhd. customers).

**27. While registering an error message appears: 'We are unable to proceed with your account registration. Please call our care line at 1300 88 1899 to complete your registration.'**

You may already have an existing account as a AIA member or vitality. Your IC has been used to register in AIA portal. Click [Forgot your user ID/password](#)

**28. Can I disable/enable the push notification?**

Yes. You are able to disable/enable the notification via App Setting > Notifications.

**29. Can I disable/enable the location function?**

Yes. You are able to disable/enable my location via App Setting > Permissions.

**eMEDICAL CARD:**

**30. Why can't I find my medical card in the list?**

If you are a newly registered member, the system requires up to 2 weeks to reflect your new status after your HR department submits your application. If the problem persists, please call our Customer Contact Centre at 1300-88-1899 (for AIA Bhd. customers) or 1300-88-8922 (for AIA PUBLIC Takaful Bhd. customers).

**31. Why can't I find my dependant's medical card in the list?**

If you are not the Principal cardholder (the Employee), you can only view your own card. To view the medical cards for your dependants, the Principal cardholder needs to assign the dependants to you.

**32. Why do I have more than 1 card appearing in the list?**

If you are the Principal cardholder (the Employee), you are able to view all your dependants' cards in your My AIA App.

**33. Why is my spouse not able to view her policy details?**

Only the Principal cardholder (the Employee) is able to view the policy details.

**34. What if the clinic states that they do not accept the eMedical Card?**

Kindly write to us at [my.aiagpnetwork@aia.com](mailto:my.aiagpnetwork@aia.com)

State the clinic name/location/time/date and issue faced. As soon as complaint is filed, the GP team will reach out to the doctor on the same day to understand, address and re-educate the clinic. The team will forward the findings to you.

**PRE-REGISTER:**

**35. Why am I not able to pre-register?**

Please ensure your GPS/ Location access is enabled.

Please ensure the panel clinic you wish to pre-register is within a 500m radius of your current location.

**36. Why does my panel clinic not appear in the map for me to pre-register?**

Please ensure your GPS/ Location access is enabled.

**37. Why do I have to pre-register?**

Pre-registering allows you to notify the clinics in advance of your visit. This enables a speedier registration process. Please note this is not the process of booking a time slot to see the doctor.

**38. Can I cancel after I have pre-registered to visit a specific clinic?**

Yes, you can still cancel after completing the pre-registration.

**39. What should I do if I have pre-registered the wrong clinic?**

You can cancel the wrong pre-registration and perform a new pre-registration at the clinic that you wish to go to.

**40. Can I skip the pre-registration and go straight to the counter?**

Pre-registration is to fast track the registration process at the clinic, therefore we require members to pre-register before going to the clinic.

**41. I have pre-registered but why isn't my record showing at the clinic?**

The clinics will resolve this at their end and administer treatment to the patient.

**42. How do I know if my pre-registration is successful?**

You can check on your My AIA App. Tap the hamburger icon > tap on Pre-registered visits, a successful pre-registration will show under 'Active'.

**43. Can I still proceed with treatment if there's a pop-up message stating 'no specialist coverage' / 'exceeded limit' ....?**

Yes, you can proceed with the treatment at your own cost as it will not be covered under your medical card.

**REFERRAL LETTER:**

**44. Where do I view my referral letter?**

Tap the hamburger icon, then tap on Referral letters.

**REQUEST FOR LETTER OF GUARANTEE (eLOG):**

**45. How do I request for a Letter of Guarantee (LOG) via My AIA App?**

You may click on Contact and call our Guarantee Letter Hotline to request for a Letter of Guarantee.

**46. Where do I view my LOG?**

You are able to view your eLOG on the My AIA App. Tap the hamburger icon > tap on Guarantee letters > select the hospital you are at.

**MEDICAL BILL:**

**47. What is the medical bill for?**

Medical bill allows you to view details of your previous treatment e.g. the cost, itemize bill, clinic details etc.

**CLAIMS:**

**48. Where can I view my claims history?**

Log on to My AIA > click My Claims > click Employee Claim > Claim Utilisation.

**49. Why is my recent claim not showing?**

The claim record will be updated within 48 hours of a claim being recorded/processed.