



User Guide **MY AIA Portal** (Dependant invites)

Corporate Solutions

Jan 2020



Sharing/Linking a Medical Step by Step : Principal registration



MY AIA

Find links to the portals of your choice.

CUSTOMER

Login ►

EMPLOYEE BENEFITS

AIA @MyService

For members without an account you can tap on the register button below.

LOGIN TO MY AIA

User ID

Enter user ID

Password

Enter password

Registered members can proceed to log right in to MY AIA.

LOGIN

[Forgot your user ID/password?](#)

Don't have an account? [Register now](#)

If you are an **AIA Vitality** member, [register here](#).

Sharing/Linking a Medical Step by Step



AIA



WELCOME OH TEK [REDACTED]

[My Claims](#) | [MY STATEMENTS & LETTERS](#) | [My Profile](#) | [Log Out](#)

Last Log in date: 2017/08/24 18:49:52

ANNOUNCEMENTS

WELCOME

Welcome to My AIA, new customer portal where you can view your coverage details and also perform some policy changes via online.

E-PAYMENT

(Payment) is a mode of payment for Life Policy claim payments to your convenient way.

FREE BENEFITS (1)

MY PLANS (1)



PREFERRED CARE POLICY >

PCP

Policy No: [REDACTED]

Policy Owner: *****BHD

Company Name: *****BHD

Staff/Employee No: [REDACTED]

Effective From: 01-Jan-2017

Member will need to tap on the respective policy they would like to share medical cards to.

EMPLOYEE BENEFIT



PREFERRED CARE POLICY PCP

Policy No: [REDACTED]
Policy Owner: *****
Company Name: *****
Staff/Employee No: A00000
Effective From: 01-Jan-2017

Sharing/Linking a Medical Step by Step



AIA



PREFERRED CARE POLICY

PCP

Policy No

Company effective date

Policy Owner
*****BHD

WHAT DOES THIS PLAN

YOUR REIMBURSEMENT

YOUR MEMBER AND P

MEDICAL CARD DEPEND



MEDICAL CARD DEPENDANT MANAGEMENT

- COLLAPSE



KH00

X UNLINK MEDICAL CARD

Membership ID

Date of Birth

Medical Card linked to dependent. [Click here to view details.](#)



OH WIN

+ ASSIGN TO MEDICAL CARD

Membership ID

Date of Birth

You can assign this dependent to your Medical Card. [Show me how](#)



Membership ID

Date of Birth

You can assign this dependent to your Medical Card. [Show me how](#)

Scroll down to the bottom and under "Medical Card Dependant Management" is where you can invite and share medical cards with spouses, children and even guardians.

Sharing/Linking a Medical Step by Step



PREFERRED CARE POLICY

PCP

Policy No

Company effective date
01-JAN-2017

Policy Owner
*****BHD

Employee No.

Company Name
*****BHD

EMPLOYEE BENEFIT HISTORY

The status of the dependent is reflected here. Whether they have been invited or completed registration.

To invite a dependant all you need to do is tap this button and follow the steps.

+ ASSIGN TO MEDICAL CARD

WHAT DOES THIS PLAN COVER?

YOUR REIMBURSEMENT METHOD

YOUR MEMBER AND PANEL CLINIC

MEDICAL CARD DEPENDENT MANAGEMENT



OH WIN

Membership ID

Date of Birth



KHOO YIN

Membership ID

You can assign this dependent to your Medical Card. [Show me how](#)

Medical Card linked to dependent. [Click here to view details.](#)



OH WIN

+ ASSIGN TO MEDICAL CARD

Membership ID

Date of Birth

You can assign this dependent to your Medical Card. [Show me how](#)

Sharing/Linking a Medical Step by Step



KH00 [redacted]

X UNLINK MEDICAL CARD

Membership ID

Date of Birth

Medical Card linked to dependent. [Click here to view details.](#)

This status shows the member has successfully registered with the invite sent to them



OH WIN [redacted]

+ ASSIGN TO MEDICAL CARD

Membership ID

Date of Birth

You can assign this dependent to your Medical Card. [Show me how](#)

This status shows that the dependent has not been invited.



OH KIT [redacted]

X CANCEL INVITE

Membership ID

Date of Birth

Assigned to

VIKNE [redacted]
KH00 [redacted]
GUARDIAN TEST

[View pending invite to Medical Card.](#)

This status shows that the dependant has been invited but has not completed the activation process yet.

Sharing/Linking a Medical Step by Step



OH WINNY

Membership ID

[Redacted]

Date of Birth

[Redacted]

[View pending invite](#) to Medical Card.

X CANCEL INVITE

Member cancel or unlink a dependant medical card at any time. This remove the medical card from their mobile app if successfully link previously.



UNLINKMEDICAL CARD

You have requested to unlink this dependent from

POLICY NO : [Redacted] IS PREFERRED CARE POLICY


If you unlink this dependent, you will need to re-link the dependent again if you want to link this dependent to the medical card for this policy

CANCEL

SAVE

Sharing/Linking a Medical (Dependant) Step by Step






KH00 [redacted]

X UNLINK MEDICAL CARD

Membership ID [redacted] Date of Birth [redacted]

Medical Card linked to dependent. [Click here to view details.](#)




OH WIN [redacted]

Membership ID [redacted] Date of Birth [redacted]

[+ ASSIGN TO MEDICAL CARD](#)

You can assign this dependent to your Medical Card. [Show me how](#)



OH KIT [redacted]

Membership ID [redacted] Date of Birth [redacted]

Assigned to

[VIKNESH](#) [redacted]
[KH00](#) [redacted]
[GUARDIAN TEST](#)

[View pending invite](#) to Medical Card.

DEPENDANT DETAILS

OH WI [redacted]

Membership ID [redacted]04 Date of Birth [redacted]

Please ensure that the dependent details provided are accurate and up to date :

Child Identification Number : [TOOLTIP](#) [redacted] Child Mobile Number : [redacted]

Child Email : [redacted]

The changes above will apply to all of the policies below :

PREFERRED CARE POLICY [redacted]

[CANCEL](#) [CONFIRM](#)

Sharing/Linking a Medical (Dependant) Step by Step



ASSIGN DEPENDENT TO MEDICAL CARD



ASSIGN DEPENDENT TO MEDICAL CARD

1 2

DEPENDANT DETAILS



OH WIN

Membership ID

Date of Birth

Please ensure that the dependent details provided are accurate and up to date :

Child Identification
Number :

TOOLTIP

Child Mobile Number :

Child Email :

The changes above will apply to all of the pol

PREFERRED CARE POLICY

CANCEL

CONFIRM

Upon completion, member will see the confirmation page and the invite will be sent to the stated email address.

1 2

CONFIRMATION

The invite email has been sent to :



OH WIN

Membership ID

Date of Birth

Identification Number

Mobile Number

Email

Please ensure that you have informed the invited person to complete the activation process, as the invite is only valid for 7 days.

Click CLOSE to go back to your My AIA page.

CLOSE

Member is required to fill up all the information on screen before being able to proceed. Insert Dependent IC/PP.

Sharing/Linking a Medical (Dependant) Step by Step



ASSIGN DEPENDENT TO MEDICAL CARD

1 2

CONFIRMATION

The invite email has been sent to [redacted] my



OH WIN [redacted]

Membership ID

Identification Number

Email

Please ensure that you have informed the invited person to complete the activation process, as the invite is only valid for 7 days.

Click CLOSE to go back to your My AIA page.

CLOSE



Wed 8/30/2017 9:17 AM

noreply@aia.com

Update Medical Card Child Dependent

To

Dear Chuck Norris,

MyAIA user OH TEK [redacted] has invited you to join MyAIA to view policy information and access your eMer

Click on this link to register <http://wwwuat2.aia.com.my/content/my-testing/en/my-aia/claim-harmonization-reg-type=2&PreRegAuthKey=OZIFXvXDqv84KohNlwFDYXZ+oriKvRufD0q2cw1HSEtjhWDLRAjgXsfKcM3DJH79N6Ga0>

The following children medical access have been placed under your care

- OH MING [redacted]

Thank you and enjoy your experience with MyAIA.

Upon successful invite, the dependant will receive an email. Depending on the dependant's profile, different emails will be sent to them. Please ensure they complete the process within 7 days. If not a new invite will need to be resent.

Dependant Registration:

Dependant **does Not** have MY AIA Account & AIA Policy



Dependant will receive a link in the email. Dependant will click on the link to register.
[\(http://wwwuat2.aia.com.my/content/my-testing/en/my-aia/claim-harmonization-registration.html?type=2&PreRegAuthKey=hpUgpxkrxl3jirsXmD14hfVrWwxadUwLuZEKLis4SWnsIKQE4NbCgUPmzVgsd8bE6DmjC0rpdMaQzDjn1vjwQ==\)](http://wwwuat2.aia.com.my/content/my-testing/en/my-aia/claim-harmonization-registration.html?type=2&PreRegAuthKey=hpUgpxkrxl3jirsXmD14hfVrWwxadUwLuZEKLis4SWnsIKQE4NbCgUPmzVgsd8bE6DmjC0rpdMaQzDjn1vjwQ==) (sample link)



CREATE YOUR ONLINE PROFILE

Dependant will create their online profile.

Use this login information to access My AIA in future.

User ID

Insert Dependent IC/PP as User ID

Password

TOOLTIP

Confirm password

- ☐ I, agree that any personal information collected or held by the Company/Takaful Operator (whether contained in this application or otherwise obtained) may be disclosed by the Company/Takaful Operator to any selected third party for the purposes of cross marketing, direct marketing, and data matching, and to communicate with me for such purposes. I understand that I have a right to obtain access to and to request correction of any personal information held by the Company/Takaful Operator concerning me. Such request can be made to any of the Company's Customer Service Centre.
- ☐ I have read and agree to AIA's [Terms of Use](#)

CONFIRM

Dependant Registration:

Dependant **does Not** have MY AIA Account but has an AIA Policy



Dependant will receive a link in the email. Dependant will click on the link to register.

<https://www.aia.com.my/en/my-aia/registration.html>

(sample link)



REGISTER FOR MY AIA

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

I am registering as

✓	INDIVIDUAL	COMPANY
---	------------	---------

Identification no.

✓	NEW NRIC	OTHER
---	----------	-------

Policy / Certificate / Account /
Membership number

TOOLTIP

e.g. 880506013366

Policy / Certificate / Account / Membership number

NEXT

Dependant will register for their MY AIA account.

- 1) Dependant with Individual Policy Only to insert their AIA policy number.
- 2) Dependant who are employees with EB policy can insert their IC/ID number

Dependant Registration:

Dependant **has MY AIA Account & AIA Policy**



Dependant will receive a link in the email. Dependant will click on the link to register.

<https://www.aia.com.my/en/my-aia/myaia-login.html>

(sample link)



LOGIN TO MY AIA

User ID

Password

LOGIN

[Forgot your user ID/password?](#)

Don't have an account? [Register now](#)

If you are an **AIA** *Visibly* member, [register here](#).

Dependant will log in with their existing User Name & Password

Sharing/Linking a Medical (Guardian) Step by Step



VIKNESH 

X UNLINK MEDICAL CARD

Identification No.

Date of Birth





Medical Card linked to dependent. [Click here to view details.](#)

+ ADD & ASSIGN GUARDIAN

If members dependents do not meet the criteria, the principal can invite a guardian and link the respective medical card with the guardian. To start this process member can click on the “Add & Assign Guardian” button.

CONTACT ADDRESS

Customer Relations Unit

ABOUT US

About AIA Bhd.

AIA.COM

Learn more about AIA Group

Sharing/Linking a Medical (Guardian) Step by Step



ASSIGN GUARDIAN TO MEDICAL CARD



GUARDIAN DETAILS



Guardian Name :

Chuck Norris

Guardian Identification Number :

Guardian Mobile Number :

Guardian Email :

Guardian Date of Birth

22

Feb

The changes above will apply to all of the policies below :

PREFERRED CARE POLICY

CANCEL

NEXT

Member will need to complete all the fields present before being able to proceed to the next page.

Sharing/Linking a Medical (Guardian) Step by Step



ASSIGN GUARDIAN TO MEDICAL CARD



For guardian you will need have atleast 1 dependant link to the guardian in order to sent an invite.

TAG DEPENDENT(S)



CHUCK NORRIS

Identification Number

Email

Date of Birth

Mobile Number

To add a dependant click on the box and a list of applicable dependants will be displayed, next click on the "Add" button

Dependent(s) added to this person :

OH WIN

ADD

OH MING

DELETE

To remove a dependant from the guardian's account simple click on the "Delete" button for the respective dependent

The changes above will apply to all of the policies below :

PREFERRED CARE POLICY

PREVIOUS

CONFIRM

Sharing/Linking a Medical (Guardian) Step by Step



ASSIGN DEPENDENT TO MEDICAL CARD

1 2

CONFIRMATION

The invite email has been sent to [redacted]@my.com.my



OH WINNY

Membership ID

[redacted]

Identification Number

[redacted]

Email

[redacted]@my.com.my

Please ensure that you have informed the invited person to complete the activation process, as the invite is only valid for 7 days.

Click CLOSE to go back to your My AIA page.

CLOSE



Wed 8/30/2017 9:17 AM

noreply@aia.com

Update Medical Card Child Dependent

To

Dear Chuck Norris,

MyAIA user OH TEK [redacted] has invited you to join MyAIA to view policy information and access your eMer

Click on this link to register <http://wwwuat2.aia.com.my/content/my-testing/en/my-aia/claim-harmonization-reg-type=2&PreRegAuthKey=OZIFXvXDqv84KohNlwFDYXZ+oriKvRufD0q2cw1IHSIEtjhWDLRAjgXsfKcM3DJH79N6Ga0>

The following children medical access have been placed under your care

- OH MING [redacted]

Thank you and enjoy your experience with MyAIA.

Upon successful invite, the guardian will receive an email. Depending on the guardian's profile, different emails will be sent to them. Please ensure they complete the process within 7 days. If not a new invite will need to be resent.

Guardian Registration:

Guardian **does Not** have MY AIA Account & AIA Policy



Guardian will receive a link in the email. Guardian will click on the link to register.
[\(http://wwwuat2.aia.com.my/content/my-testing/en/my-aia/claim-harmonization-registration.html?type=2&PreRegAuthKey=hpUgpxkrxl3jirsXmD14hfVrWwxadUwLuZEKLis4SWnsIKQE4NbCgUPmzVgsd8bE6DmjC0rpdMaQzDjn1vjqwQ==\)](http://wwwuat2.aia.com.my/content/my-testing/en/my-aia/claim-harmonization-registration.html?type=2&PreRegAuthKey=hpUgpxkrxl3jirsXmD14hfVrWwxadUwLuZEKLis4SWnsIKQE4NbCgUPmzVgsd8bE6DmjC0rpdMaQzDjn1vjqwQ==) (sample link)



CREATE YOUR ONLINE PROFILE

Guardian will create their online profile.

Use this login information to access My AIA in future.

User ID

Insert Guardian IC/PP as User ID

Password

TOOLTIP

Confirm password

- ☐ I, agree that any personal information collected or held by the Company/Takaful Operator (whether contained in this application or otherwise obtained) may be disclosed by the Company/Takaful Operator to any selected third party for the purposes of cross marketing, direct marketing, and data matching, and to communicate with me for such purposes. I understand that I have a right to obtain access to and to request correction of any personal information held by the Company/Takaful Operator concerning me. Such request can be made to any of the Company's Customer Service Centre.
- ☐ I have read and agree to AIA's [Terms of Use](#)

CONFIRM

Guardian Registration:

Guardian **does Not** have MY AIA Account but has an AIA Policy



Guardian will receive a link in the email. Guardian will click on the link to register.

<https://www.aia.com.my/en/my-aia/registration.html>

(sample link)



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

I am registering as

✓ INDIVIDUAL	COMPANY
--------------	---------

Identification no.

✓ NEW NRIC	OTHER
------------	-------

Policy / Certificate / Account /
Membership number

TOOLTIP

e.g. 880506013366

Policy / Certificate / Account / Membership number

NEXT

Guardian will register for their MY AIA account. Guardian can insert their AIA policy number or IC number.

Guardian Registration:

Guardian has MY AIA Account & AIA Policy



Guardian will receive a link in the email. Guardian will click on the link to register.

<https://www.aia.com.my/en/my-aia/myaia-login.html>

(sample link)



LOGIN TO MY AIA

User ID

Password

LOGIN

[Forgot your user ID/password?](#)


Don't have an account? [Register now](#)

If you are an **AIA** *Visibly* member, [register here](#).

Guardian will log in with their existing User Name & Password

Sharing/Linking a Medical Step by Step





OH WIN

Membership ID

Date of Birth

[View pending invite to Medical Card.](#)

By clicking on “View Pending Invite” button. This will also allow member to edit any information that was inaccurate during the initial invite or resend expired invites to dependants/guardians

MEDICAL CARD ASSIGNED DETAILS



OH WIN

Identification Number

Email

Date of Birth

Mobile Number

+601

EDIT & RESEND

The dependent has been assigned to :

PREFERRED CARE POLICY