

# MY AIA

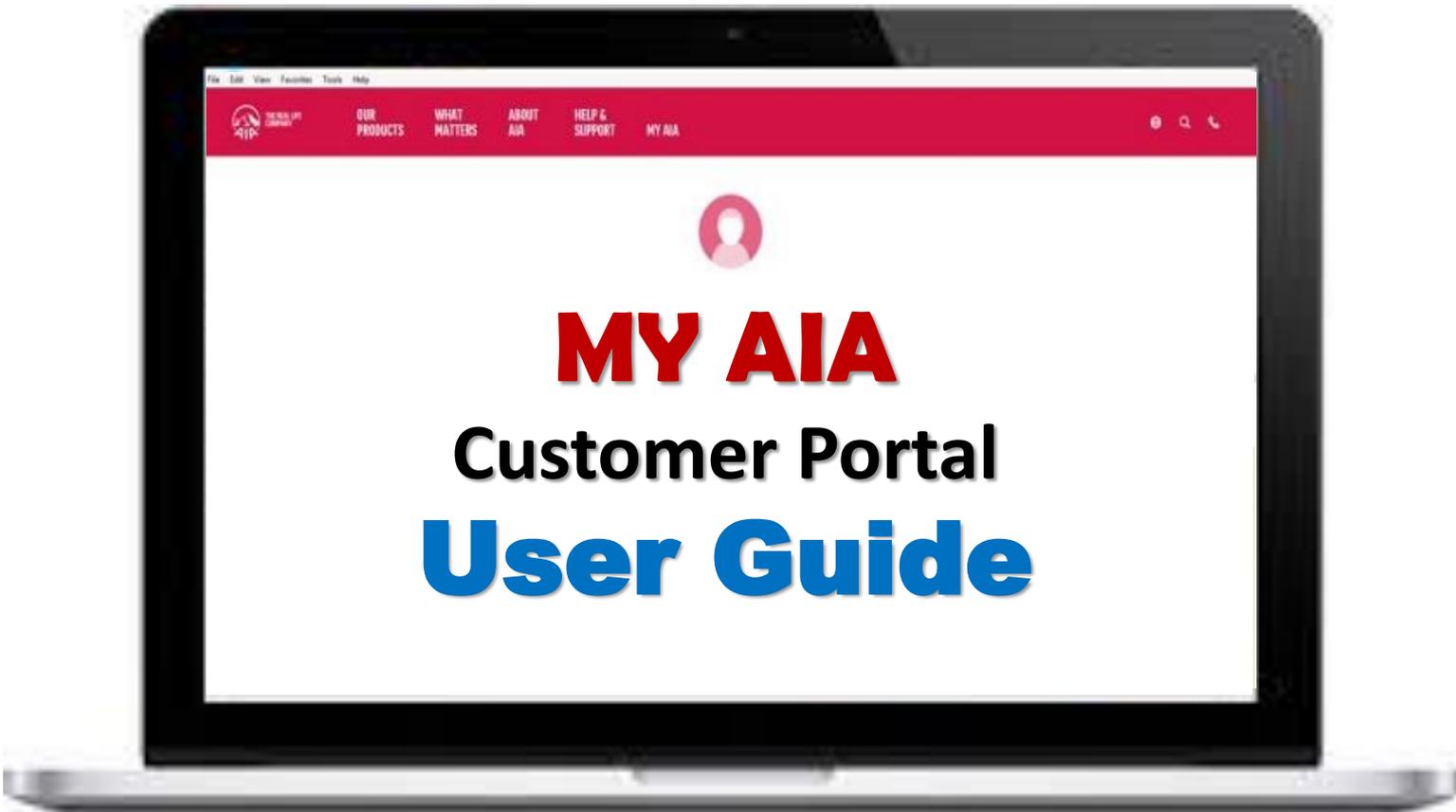
## CUSTOMER PORTAL

Jan 2020



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OUR PRODUCTS

WHAT MATTERS

ABOUT AIA

HELP & SUPPORT

MY AIA



# MY AIA

## Customer Portal

# User Guide



HEALTHIER. LONGER.  
BETTER LIVES

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## Scenario Listing

This User Guide will cover the following scenarios. All the scenarios listed below describe the available actions that a customer can perform in the self-service portal.

### Registration:

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01	My AIA account registration for Individual / Employee Benefits (EB)	
02	My AIA account registration for Individual / Employee Benefits (EB) (update mobile number)	

### Retrieve username and password:

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03	Retrieval of My AIA username and password	

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# 01

## MY AIA ACCOUNT REGISTRATION FOR INDIVIDUAL/ EMPLOYEE BENEFITS (EB)



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# 01 INTRODUCTION

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The next few slides will cover the following scenario for  
**My AIA Account Registration for Individual/ Employee Benefits.**

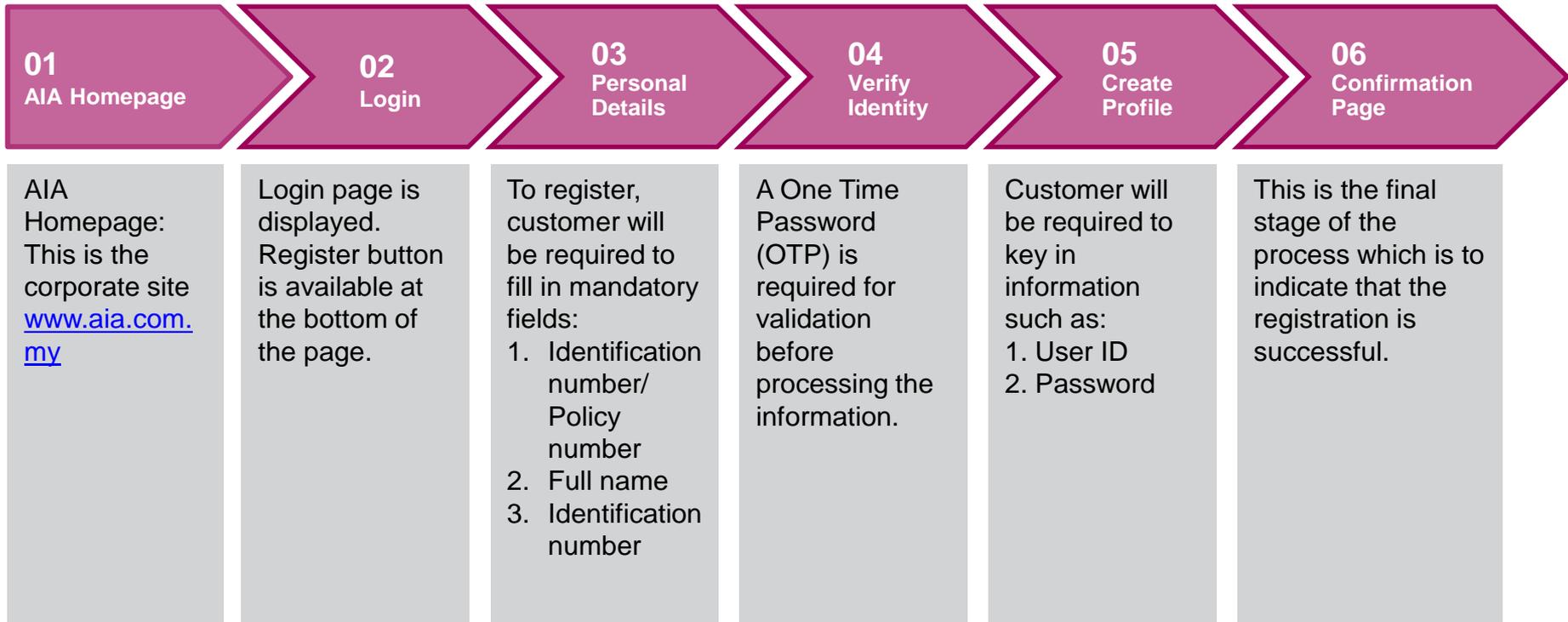
The scenario assumes that the customer is an existing customer or has recently purchased a policy with AIA but does not have an online account to perform self-service actions.

This guide will cover the Registration Process from the beginning to the end.

# 02 PAGE FLOW



The page flow describes the customer's user journey.



# 03 STEP-BY-STEP GUIDE



## 1. AIA Homepage



**1** Select CUSTOMER to Login

# 03 STEP-BY-STEP GUIDE



## 2. Login



### LOGIN TO MY AIA

User ID

Password

**LOGIN**

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

**1** Click on Register now

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

**1**

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

# 03 STEP-BY-STEP GUIDE



## 3. Personal Details

1 2 3 4

### REGISTER FOR MY AIA

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

I am registering as

1  INDIVIDUAL  COMPANY

Identification no.

NEW NRIC  OTHER 3

Policy / Certificate / Account / Membership number TOOLTIP

2

NEXT 4

- 1 Select Individual
- 2 Type in NRIC/Policy No
- 3 Select Identification Type: NRIC or Others and type in identification
- 4 Click Next

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

## 03 STEP-BY-STEP GUIDE



1. At the Log In page, select CUSTOMER and login.
2. Type your NRIC/Passport/AIA Member Card in uppercase characters (A-Z).
3. For Membership no., key in your NRIC. For foreigners, under Membership no. key in your Passport No. and select OTHERS under Identification. Foreigners will be also required to key in their Date of Birth.
4. All information will need to match the member profile in G400 in order to be successful.

# 03 STEP-BY-STEP GUIDE



## 4. Verify Identity



### VERIFY YOUR INFORMATION

Please confirm your information below. Call us at 1300-88-1899 if there are any errors.

Registered as	Individual
Policy / Certificate / Account / Membership number	700707107979
Full name	PHN MOBILE TESTING EMPLOYEE TWO
NRIC no.	700707107979

Please enter the 6-digit verification code that has been sent to your registered mobile number  
**Not available.**

Not available as not registered with policy, please click [here](#) to input your mobile number

**1** Click Here to insert Mobile Phone number



# 03 STEP-BY-STEP GUIDE



## 5. Verification



### MOBILE NO. VERIFICATION

Please answer the following questions to proceed with your registration

**Verification question 1**

What is your member ID? i.e. 123456123456

1

830317145973

**Verification question 2**

What is your Date of Birth? i.e. <DD/MM/YYYY> 23/04/2016

2

13/03/1983

1

Type in verification answer No.1

2

Type in verification answer No.2

3

Click Next

PREVIOUS

NEXT

3

# 03 STEP-BY-STEP GUIDE



## 6. Update Mobile Number

# ADD YOUR MOBILE NUMBER

Please key in your mobile number

Mobile number

1 Malaysia (60)

2 162116859

PREVIOUS

3 NEXT

- 1 Select country code
- 2 Enter mobile number
- 3 Click Next
- 4 Do ensure mobile number inputted follows the correct format, example for Malaysian mobile number member do not need to include 0 in front of their number as Malaysia country code is +60

# 03 STEP-BY-STEP GUIDE



**DECLARATION**

1 — 2 — 3 — 4

## ARE YOU A U.S. PERSON?

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

**1** NO **2** YES

- 1** Click No if you are not a US Person
- 2** Click Yes if you are a US citizen. You will need to complete FATCA related forms and will be required to walk into the nearest AIA Branch

# 03 STEP-BY-STEP GUIDE



DECLARATION

1 2 3 4

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

The data collected may be transmitted by AIA Bhd. /AIA PUBLIC Takaful Bhd. to the inland Revenue Department for transfer to the tax authority of another jurisdiction(s). You should report all changes in your tax residency status to AIA Bhd. /AIA PUBLIC Takaful Bhd. If you have any questions about this form or defining your tax residency status, please speak to your tax advisor or refer to the OECD CRS Portal at <http://oecd.org/tax/automatic-exchange/>.

**1** NO **2** YES

- 1 Click No if you do not have
- 2 Yes if you have worked abroad and will be required to follow the steps and declare

# 03 STEP-BY-STEP GUIDE



## 9. Verify Identity

Please enter the 6-digit verification code that has been sent to your registered mobile number  
**+6012-XXXX710.**

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

[Resend verification code](#)

**1**

**VERIFY** **2**

**PREVIOUS**

**NEXT** **3**

**1** Type in OTP

**2** Click Verify

**3** Click Next

# 03 STEP-BY-STEP GUIDE



## 10. Create Profile

### CREATE YOUR ONLINE PROFILE

Use this login information to access My AIA in future.

User ID

**1**

Password TOOLTIP

**2**

Confirm password

**3**

E-mail address

**4**

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](#)

- 1** Create User ID
- 2** Type in a secure password
- 3** Repeat the same password
- 4** Click Submit

PREVIOUS

SUBMIT

## 03 STEP-BY-STEP GUIDE



1. Do advise members to not input space in the username and to not use their name for their username.
2. Ensure that your password fulfills the criteria below:
  - Cannot contain user ID
  - Minimum password length is 8 characters
  - Contains characters from the 4 following categories:
    - English uppercase characters (A-Z)
    - English lowercase characters (a-z)
    - Numerals (0-9)
    - Special characters i.e. ~'!@#\$%^&\*()-

# 03 STEP-BY-STEP GUIDE



## 9. Confirmation Page



**1** Registration successful. You can now login to your account.



### THANK YOU FOR SIGNING UP

Your registration is complete!

An email has been sent to your email account:  
[aichien@test.com](mailto:aichien@test.com)

**1** LOGIN

## 03 STEP-BY-STEP GUIDE



### Potential reasons unable to complete registration

1. Chrome/IE/Firefox web browser version not up to date.
2. Company PC/Laptop or office Internet is secured – request user to use their mobile device with mobile data (not office wifi)
3. Ensure Capslock/Numlock is not turned on.
4. Does the member have any other AIA policies? If yes did they register already?
5. If still unable to register the member please call 1300 88 1899 for assistance.

# 02

## RETRIEVAL OF MY AIA USERNAME AND PASSWORD



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# 01 INTRODUCTION

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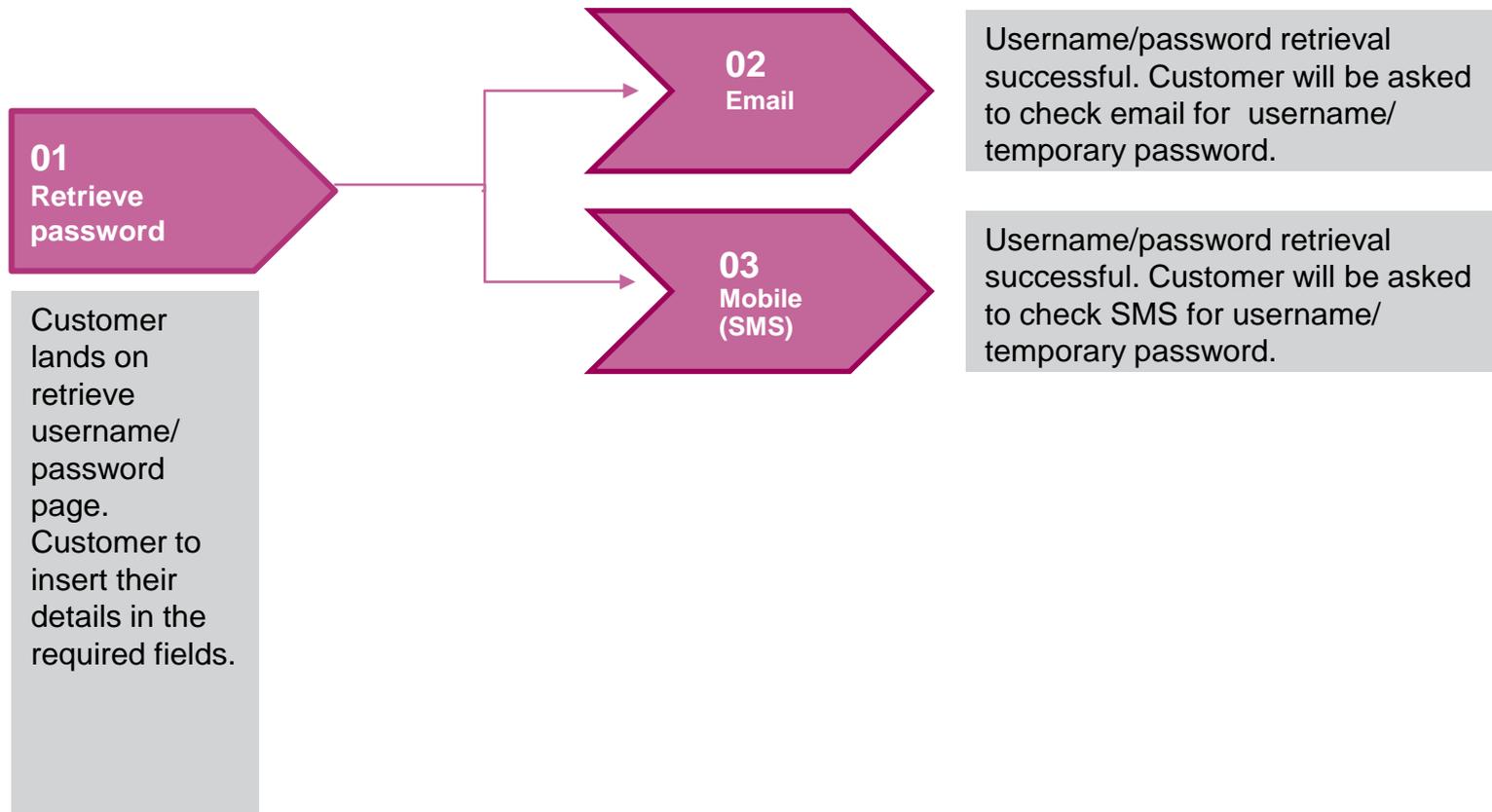


In cases where customers cannot remember their **username** or **password**, this guide serves to explain the steps on how to retrieve their username and password.

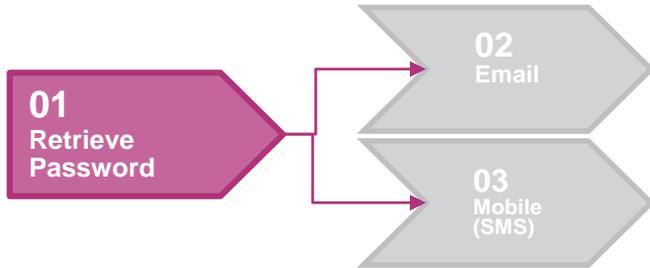
## 02 PAGE FLOW



The page flow describes the customer's user journey.



# 03 STEP-BY-STEP GUIDE



## RETRIEVE USER ID AND PASSWORD

Please enter the following information to retrieve your user ID or password

1  INDIVIDUAL  COMPANY

Identification no.

NRIC  OTHERS 2

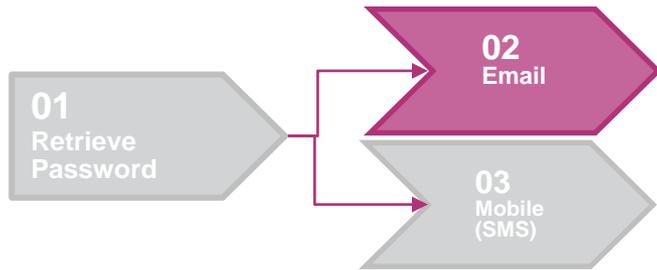
3

NEXT 4

- 1 Select Individual
- 2 Select Identification Type: NRIC or Others
- 3 Type in NRIC/ Passport number
- 4 Click Next

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

# 03 STEP-BY-STEP GUIDE



## RETRIEVE USER ID AND PASSWORD

Please enter the following to retrieve your user ID or password

1

Send my User ID and Password to

If your e-mail / mobile number is no longer valid, please [Contact Us](#).

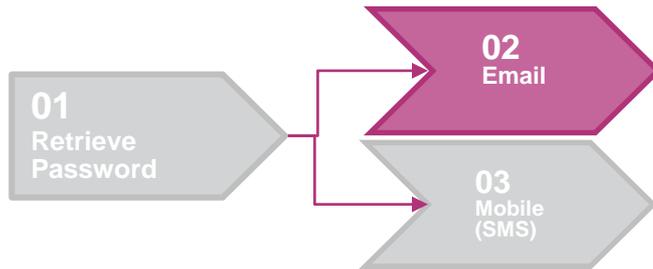
PREVIOUS

NEXT

2

- 1 Select Email or Mobile
- 2 Click Next

## 03 STEP-BY-STEP GUIDE



1

Check email.

# RETRIEVE USER ID AND PASSWORD

We have sent a reset password link to your registered email **C\*\*\*\*\*m@aia.com** associated to your account. The link is valid for 24 hours.

# 03 STEP-BY-STEP GUIDE



Dear Edmund [REDACTED]

Your user ID is [REDACTED]

Click on the link below within 24 hours (before 2018-03-30 16:53:06) to change your password.

["http://www.aia.com.my/en/my-aia/reset-password-email.html?ResetPasswordAuthKey=dfba925a-9841-4a6b-a6ff-b49f1f0ab39a29032018165306"](http://www.aia.com.my/en/my-aia/reset-password-email.html?ResetPasswordAuthKey=dfba925a-9841-4a6b-a6ff-b49f1f0ab39a29032018165306)



Alternatively, you may copy and paste the link onto the address bar of your web browser.

If you have any questions, please contact us at:

AIA Bhd - 1300 88 1899

AIA PUBLIC Takaful Bhd. - 1300 88 8922

Our office hours are:

Monday to Thursday 8.30am - 5.30pm

Friday 8.30am - 4.30pm

Thank you and enjoy your experience with My AIA.

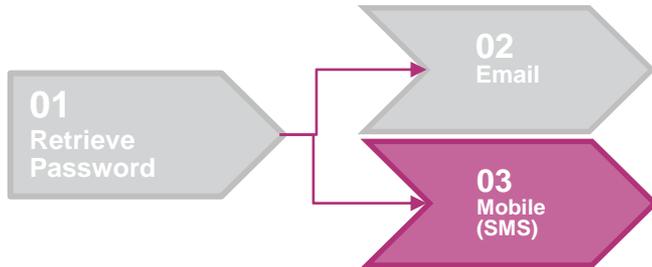


1 Click on the link.



2 Insert your new password

## 03 STEP-BY-STEP GUIDE



1

Check SMS and click on the link to create new password



# RETRIEVE USER ID AND PASSWORD

We have sent a reset password link to your registered mobile phone number **6\*\*\*\*\*8** associated to your account. The link is valid for 24 hours.

# 03

## FIRST TIME LOGIN



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# 01 INTRODUCTION

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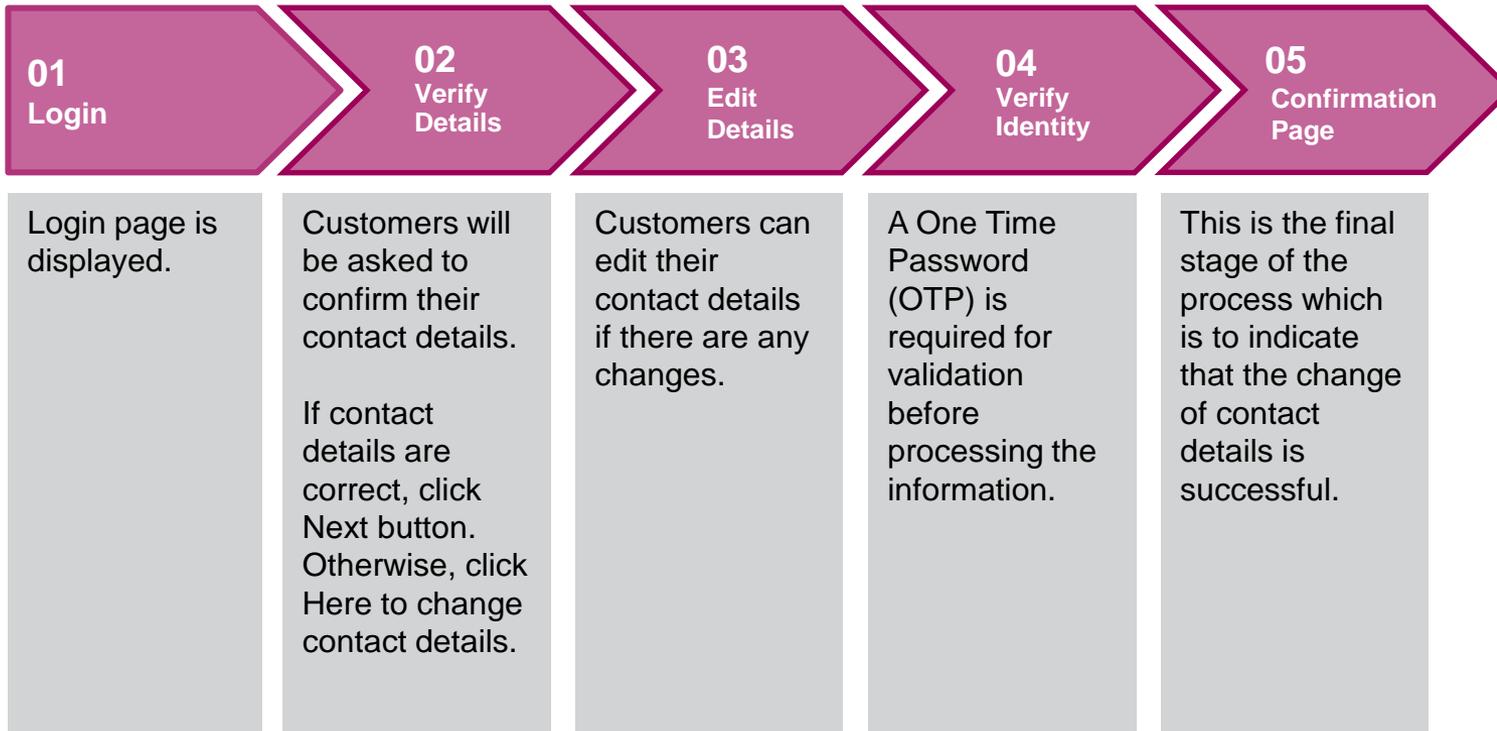
For 1<sup>st</sup> time My AIA users, they will need to verify their account. A page will be displayed to display their name, email and mobile number. If all information are correct, the customer can click the Next button to proceed further.

If the details are incorrect, the customer may change their details.

# 02 PAGE FLOW



The page flow describes the customer's user journey.



# 03 STEP-BY-STEP GUIDE



## 1. Login

# LOGIN TO MY AIA

User ID

**1**

Password

**2**

**3**

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

- 1** Enter User ID
- 2** Enter password
- 3** Click Login

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

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

# 03 STEP-BY-STEP GUIDE



## 2. Verify Details

### PLEASE VERIFY YOUR CONTACT DETAILS

Please review and confirm your contact details.

Name	<input type="text"/>
E-mail	<input type="text"/> om
Mobile number	<input type="text"/>

Please click [here](#) if you need to update the contact details above.

Please note that upon clicking Next, the email and mobile no shown above will be applied to all the policies that belongs to you as a policy owner.

- 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.
- By creating an account, I have read and agree to AIA's [Terms of Use](#)

NEXT

- 1** Select checkbox for marketing option (optional)
- 2** Select checkbox for Terms of Use (PDPA)
- 3** Click Next if details are correct. Next page will be dashboard
- 4** Click Here if details are incorrect

3

# 03 STEP-BY-STEP GUIDE



## 3. Edit Details

### ADD/EDIT YOUR CONTACT DETAILS

Please key in your current mobile number and e-mail address.

Name

Mobile number

E-mail address

Please note that the e-mail and mobile number shown above will be applied to all the policies that belongs to you as a policy owner once transaction is successful.

- 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.
- By creating an account, I have read and agree to AIA's [Terms of Use](#)

PREVIOUS

NEXT

5

- 1 Enter mobile number
- 2 Enter e-mail address
- 3 Select checkbox for marketing option (optional)
- 4 Select checkbox for Terms of Use (PDPA)
- 5 Click Next

# 03 STEP-BY-STEP GUIDE



## 4. Verify Identity

Please enter the 6-digit verification code that has been sent to your registered mobile number +6012-XXXX710.

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

[Resend verification code](#)

1

2

- 1 Type in OTP
- 2 Click Verify
- 3 Click Next

PREVIOUS

NEXT

3

# 03 STEP-BY-STEP GUIDE



## 5. Confirmation Page

- 1 Change of contact details successful. Close to return to Dashboard.

# THANK YOU

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum

CLOSE

# 04

## LOGIN FOR EXISTING USER



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# 01 INTRODUCTION

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For existing My AIA users, they will be required to verify their account once again as there is a change in platform (i.e. from the old AMS account to the new My AIA account). A page will be displayed to show their name, email and mobile number. If all information are correct, the customer can click the Next button to proceed further.

will just need to click the Next button.

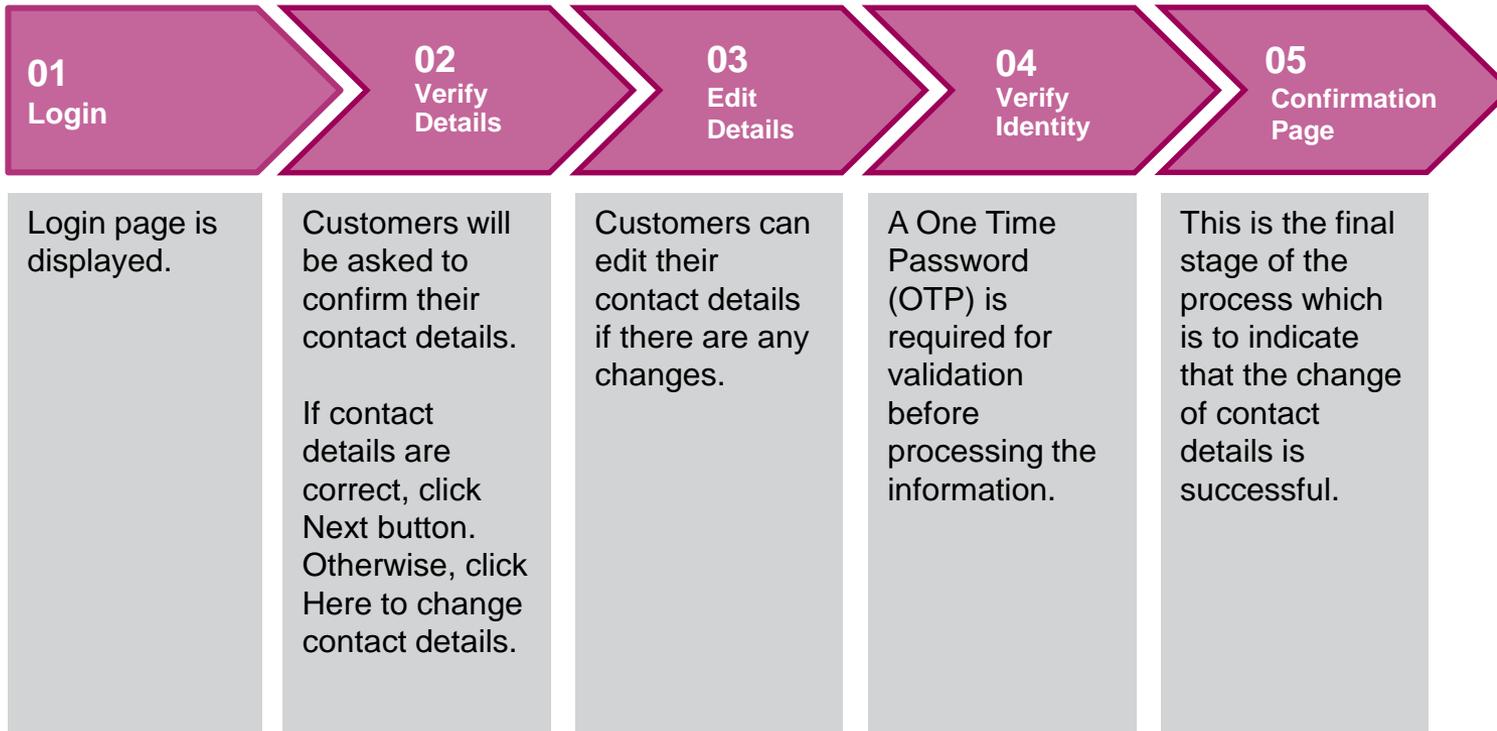
If the details are incorrect, the customer may change their details.

At this point, they will need to accept the new Terms of Use and the PDPA clause.

# 02 PAGE FLOW



The page flow describes the customer's user journey.



# 03 STEP-BY-STEP GUIDE



## 1. Login

# LOGIN TO MY AIA

User ID

1

Enter user ID

Password

2

Enter password

LOGIN

3

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

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

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

1

Enter User ID

2

Enter password

3

Click Login

# 03 STEP-BY-STEP GUIDE



## 2. Verify Details

### PLEASE VERIFY YOUR CONTACT DETAILS

Please review and confirm your contact details.

Name	<input type="text" value="JEN"/>
E-mail	<input type="text" value="jen@cust.com"/>
Mobile number	<input type="text" value="0"/>

Please click [here](#) if you need to update the contact details above.

Please note that upon clicking Next, the email and mobile no shown above will be applied to all the policies that belongs to you as a policy owner.

1

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.

2

By creating an account, I have read and agree to AIA's [Terms of Use](#)

NEXT

3

- 1 Select checkbox for marketing option (optional)
- 2 Select checkbox for Terms of Use (PDPA)
- 3 Click Next if details are correct. Next page will be dashboard
- 4 Click Here if details are incorrect

# 03 STEP-BY-STEP GUIDE



## 3. Edit Details

### ADD/EDIT YOUR CONTACT DETAILS

Please key in your current mobile number and e-mail address.

Name

Mobile number

E-mail address

Please note that the e-mail and mobile number shown above will be applied to all the policies that belongs to you as a policy owner once transaction is successful.

3

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.

4

By creating an account, I have read and agree to AIA's [Terms of Use](#)

PREVIOUS

NEXT

5

- 1 Enter mobile number
- 2 Enter e-mail address
- 3 Select checkbox for marketing option (optional)
- 4 Select checkbox for Terms of Use (PDPA)
- 5 Click Next

# 03 STEP-BY-STEP GUIDE



## 4. Verify Identity

Please enter the 6-digit verification code that has been sent to your registered mobile number +6012-XXXX710.

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

[Resend verification code](#)

1

2

- 1 Type in OTP
- 2 Click Verify
- 3 Click Next

PREVIOUS

NEXT

3

# 03 STEP-BY-STEP GUIDE



## 5. Confirmation Page

- 1 Change of contact details successful. Close to return to Dashboard.

# THANK YOU

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum

CLOSE 

# 05

## VIEW POLICY DETAILS FOR EMPLOYEE BENEFITS



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# 01 INTRODUCTION

---

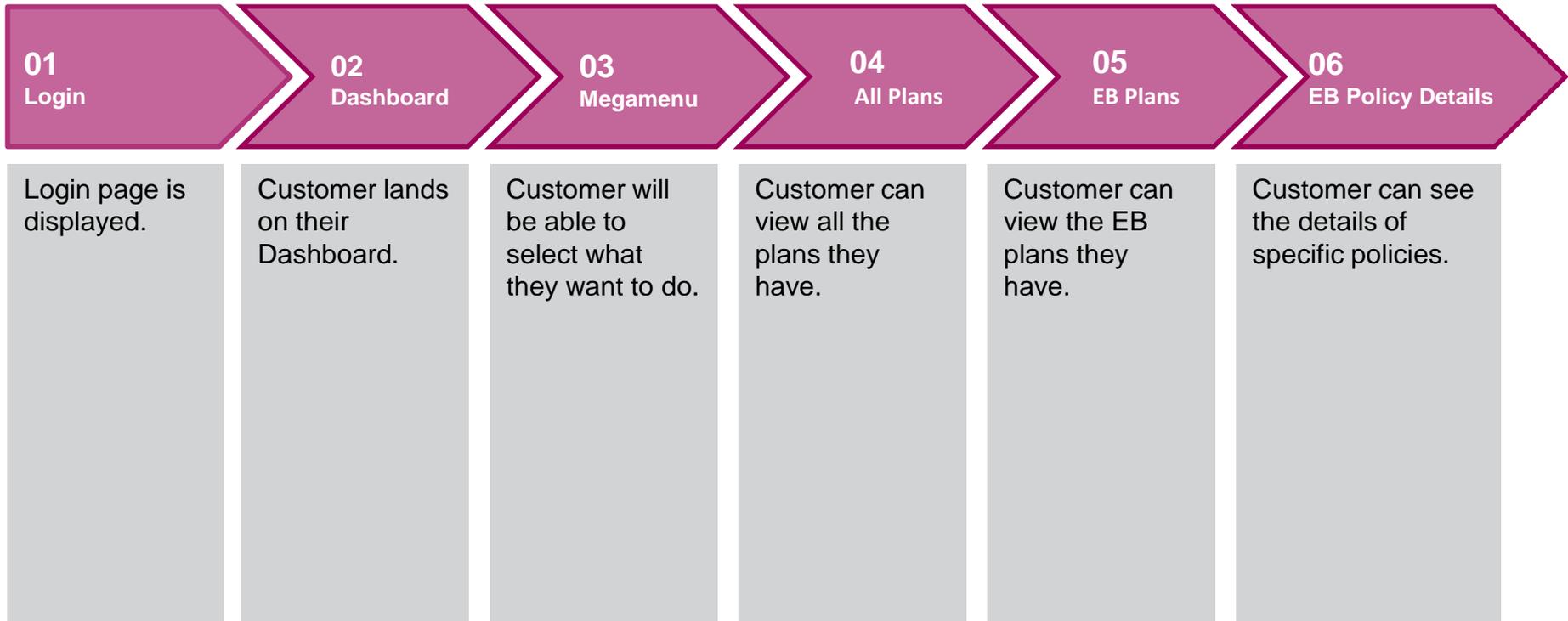


For customers' convenience, they can choose to view the details of their Employee Benefits online by following the simple steps as explained below.

# 02 PAGE FLOW



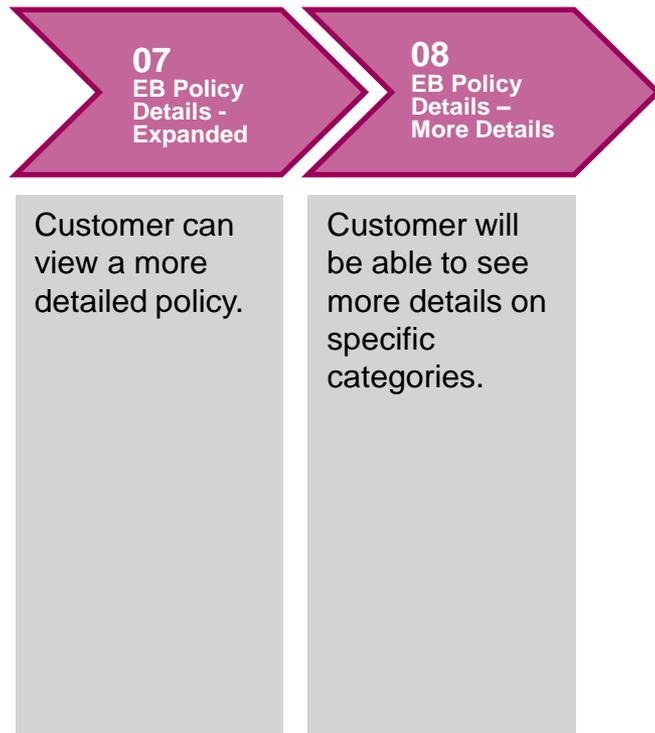
The page flow describes the customer's user journey.



## 02 PAGE FLOW



The page flow describes the customer's user journey.



# 03 STEP-BY-STEP GUIDE



## 1. Login

# LOGIN TO MY AIA

User ID

**1**

Password

**2**

**3**

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

- 1** Enter User ID
- 2** Enter password
- 3** Click Login

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

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

# 03 STEP-BY-STEP GUIDE



## 2. Dashboard



WELCOME, CHAN [REDACTED]  
Last Logged In date: 2016/12/07 14:20:19  
PAY ONLINE | MY CLAIMS | MY STATEMENTS & LETTERS | MY PROFILE | LOG OUT

1 Click See All Plans

**ANNOUNCEMENT**

- SYSTEM UPGRADE
- RELOCATION OF JOHOR BAHRU CUSTOMER CENTRES

**MY PLANS (3)** [REVIEW ALL PLANS](#) **1**

**INDIVIDUAL PLANS (1)**

- A-LIFELINK**  
Conventional  
Policy No: RT08711A  
Status: In Force - Premium Paying  
Premium Start Date: 2020/07/16  
Premium Stop Amount: RM 250.00  
Coverage Amount: RM 200,000.00  
Person Covered: MARGIE BOO TENG SHIEN

**EMPLOYEE BENEFITS (2)**

- EMPLOYEE BENEFITS POLICY**  
ESP  
Policy No: 22009920  
Policy Owner: VOLVO MALAYSIA SON BHD  
Company Name: VOLVO MALAYSIA SON BHD  
BHD  
Staff Employee No: C1666  
Effective From: 2016/01/01
- PREFERRED CARE POLICY**  
PUP  
Policy No: 20001644  
Policy Owner: VOLVO MALAYSIA SON BHD  
Company Name: VOLVO MALAYSIA SON BHD  
BHD  
Staff Employee No: C1666  
Effective From: 2016/01/01

# 03 STEP-BY-STEP GUIDE



## 3. Megamenu



### WELCOME CHAN YEN NEE

Access and manage your coverage, claims and more.

[MY AIA](#) ▶  
[LOG OUT](#) ▶

**PAY ONLINE**  
Renew your insurance online.

**MY PROFILE**  
View or change your profile information.

**MY PLANS**  
View your individual policies, coverage, benefits, and manage your policy online.



**DIRECTORIES & GUIDES**  
Need a form? Have questions on how to file your claim? You may find the answer here.

**MY CLAIMS**  
View your claims status, claims transaction history, claims utilisation and your available balance.

# 03 STEP-BY-STEP GUIDE



## 4. All Plans

# 03 STEP-BY-STEP GUIDE



## 5. EB Plans



**1** Select More Details

### EMPLOYEE BENEFITS



#### EMPLOYEE BENEFITS POLICY

[More detail](#)

Policy no: [REDACTED]  
Policy owner: [REDACTED] AYSIA SDN BHD  
Company Name: [REDACTED] AYSIA SDN BHD

Employee No: [REDACTED]  
Effective From: [REDACTED]



#### PREFERRED CARE POLICY

[More detail](#)

Policy no: [REDACTED]  
Policy owner: [REDACTED] AYSIA SDN BHD  
Company Name: [REDACTED] AYSIA SDN BHD

Employee No: [REDACTED]  
Effective From: [REDACTED]

**1**

# 03 STEP-BY-STEP GUIDE



## 6. EB Policy Details



**1** Click Expand



### PREFERRED CARE POLICY

PCP

Policy No  
[REDACTED]

Employee No.  
[REDACTED]

UPDATE BANK ACCOUNT DETAILS

Effective Date  
[REDACTED]

Company Name  
[REDACTED] AYSIA SDN BHD

EMPLOYEE BENEFIT HISTORY

Policy Owner

SDN BHD

WHAT DOES THIS PLAN COVER? [+ EXPAND](#) **1**

YOUR REIMBURSEMENT METHOD [+ EXPAND](#)

YOUR MEMBER AND PANEL CLINIC DETAILS [+ EXPAND](#)

# 03 STEP-BY-STEP GUIDE



## 7. EB Policy Details - Expanded



### PREFERRED CARE POLICY

PCP

Policy No.   
Effective Date   
Policy Owner: **SDN BHD**

Employee No.   
Company Name: **SDN BHD**

- UPDATE BANK ACCOUNT DETAILS
- EMPLOYEE BENEFIT HISTORY

**1** Select More Details

WHAT DOES THIS PLAN COVER? [- COLLAPSE](#)

**CHAN YEN NEE**

Plan Description	Proposed sum assured	Accepted sum assured
<b>18KS SCREENING PROGRAM</b>	RM 0	RM 0
<b>COMPASSIONATE/REPATRIATION</b>	RM 0	RM 0
<b>GENERAL PRACTITIONER</b>	RM 0	RM 0
<b>HOSPITAL &amp; SURGICAL-BASE</b>	RM 0	RM 0

**1**

# 03 STEP-BY-STEP GUIDE



## 8. EB Policy Details – More Details

[View Policy Details](#)



### GENERAL PRACTITIONER

#### HOW MUCH CAN I CLAIM?

Total coverage of up to

**RM 0.00/AS CHARGE**

Consultation Charges

**RM 0.00/ AS CHARGE**

Hepatitis B Vaccinations

**RM 0.00/ AS CHARGE**

Lab Test/Diagnostic Services

**RM 0.00/ AS CHARGE**

MMR

**RM 0.00/ AS CHARGE**

Out-Patient Procedure

**RM 0.00/ AS CHARGE**

Outpatient Medication

**RM 0.00/ AS CHARGE**

Overseas Treatment GP

**RM 40.00/ VISIT**

Rubella Vaccine

**RM 0.00/ AS CHARGE**

Supply



# 06

## CHANGE CONTACT INFORMATION THROUGH ONLINE PROFILE



[Return to Table  
of Contents](#)

# 01 INTRODUCTION

---

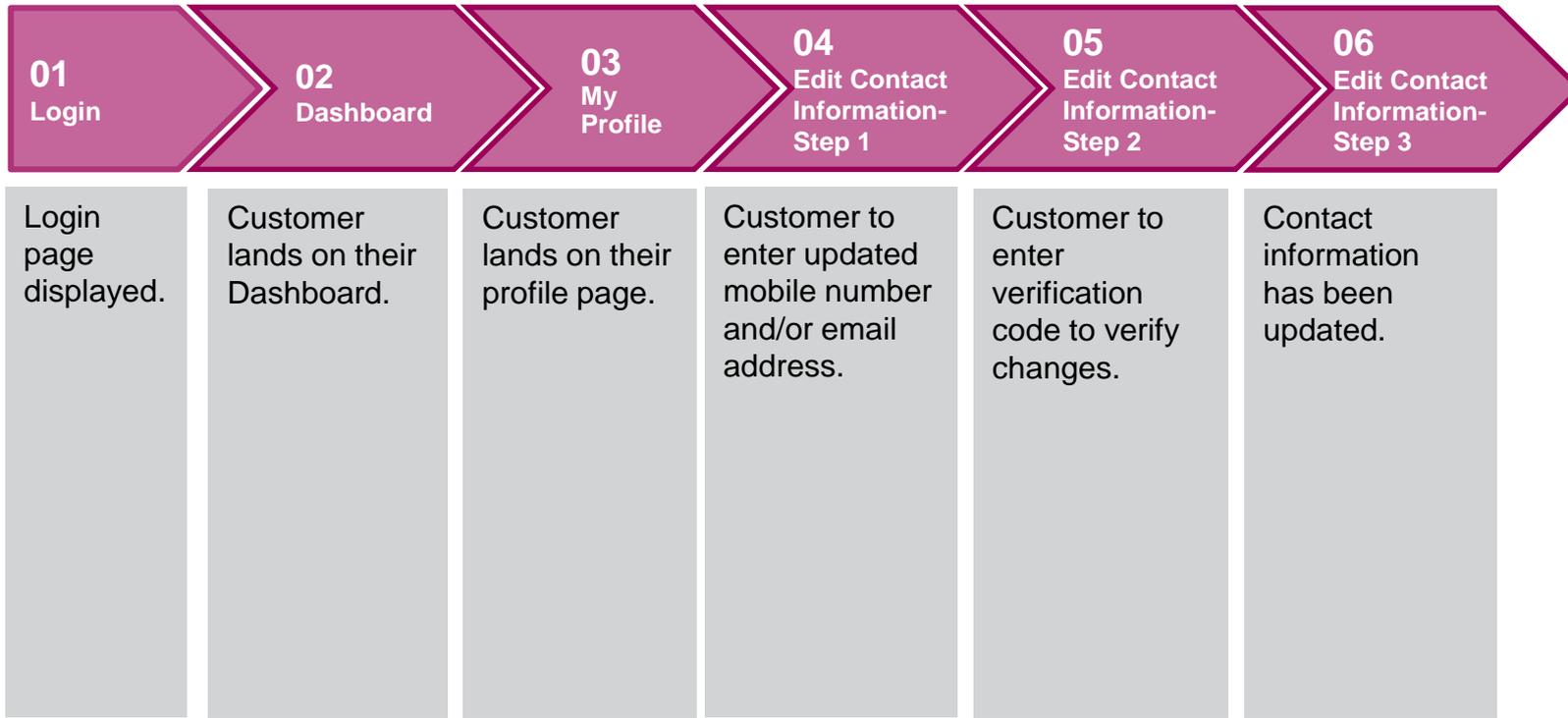


For customer's convenience, they can now change their contact information through their online profile. The slides below explain how to do it.

# 02 PAGE FLOW



The page flow describes the customer's user journey.



# 03 STEP-BY-STEP GUIDE



## 1. Login

# LOGIN TO MY AIA

User ID

**1**

Password

**2**

**3**

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

- 1** Enter User ID
- 2** Enter password
- 3** Click Login

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

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

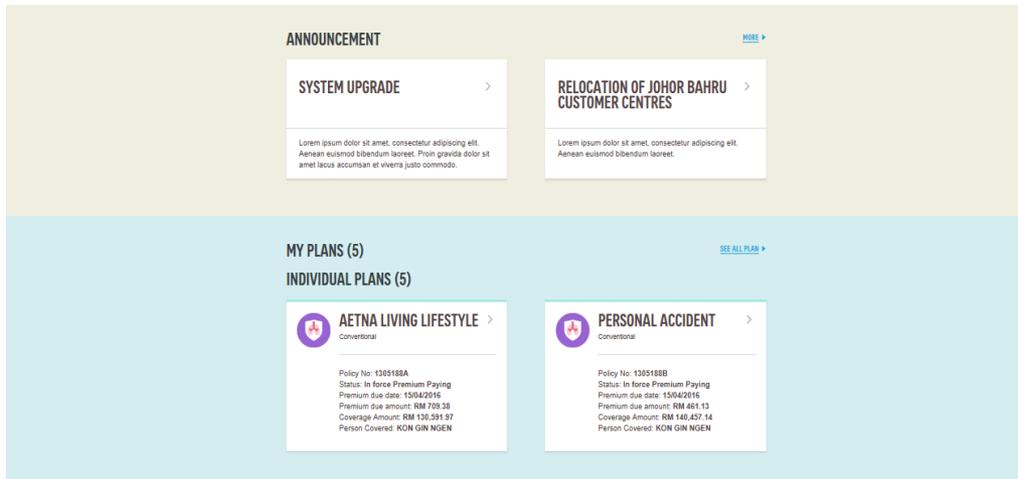
# 03 STEP-BY-STEP GUIDE



## 2. Dashboard



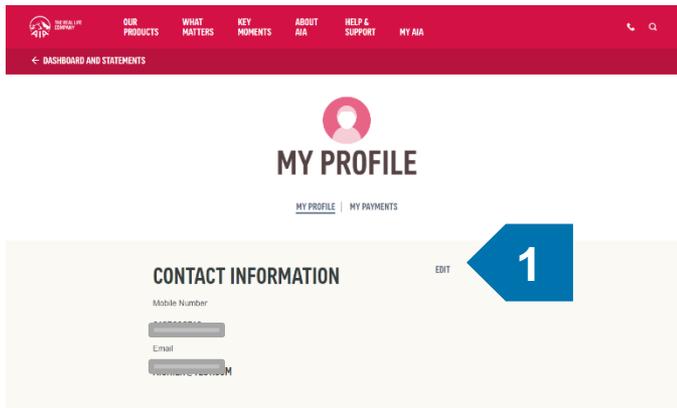
1 Click My Profile



# 03 STEP-BY-STEP GUIDE



## 3. My Profile



**1** Click on Edit

# 03 STEP-BY-STEP GUIDE



## 4. Edit Contact Information – Step 1

✕ EDIT CONTACT INFORMATION

1 2 3

### EDIT CONTACT INFORMATION

Mobile number

**1** Malaysia (60)  **2**

Email address

**3** aiatesting10@mailinator.com

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

**4**

- 1** Select Country
- 2** Enter Mobile number
- 3** Enter Email address
- 4** Click Next

# 03 STEP-BY-STEP GUIDE



## 5. Edit Contact Information – Step 2

**EDIT CONTACT INFORMATION**

New Contact Information

The changes will apply to all of the policies below:

Mobile number

Email address

• A-Life Med Regular 0000839A

We have sent a 6-digit verification code to your phone

016xxx5543

Enter the code below to proceed.

[Resend verification code](#)

**1**

**2**

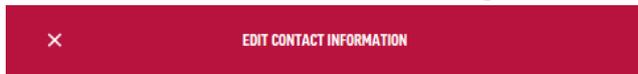
**3**

- 1** Enter Verification Code
- 2** Click Verify
- 3** Click Confirm

# 03 STEP-BY-STEP GUIDE



## 6. Edit Contact Information – Step 3



### CONFIRMATION

**Status: Updated**

These changes will be reflected after 3 working days.

New Contact Information

Mobile number

Email address

The changes will apply to all of the policies below:

- A-Life Med Regular 0000839A



Note:  
We will use these contact details for any correspondence with you about your insurance plans.

- Please kindly note to print a copy for your own reference in the future.
- Updated information will take effect after 3 working days.

**1** Contact information updated. Close the box.

# 07

## UPDATING BANK DETAILS

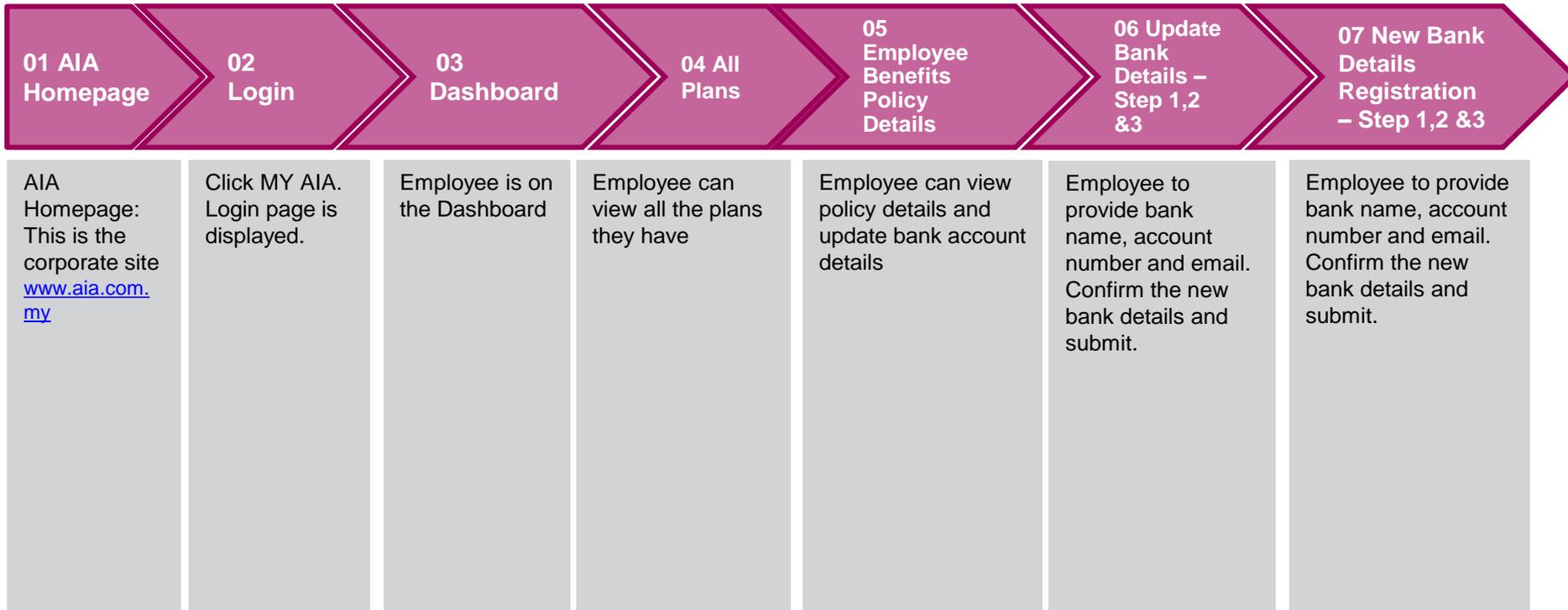


[Return to Table  
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# STEPS



The page flow describes the user's journey.



# STEP 01



01 AIA  
Homepage

02 Login

03 Dashboard

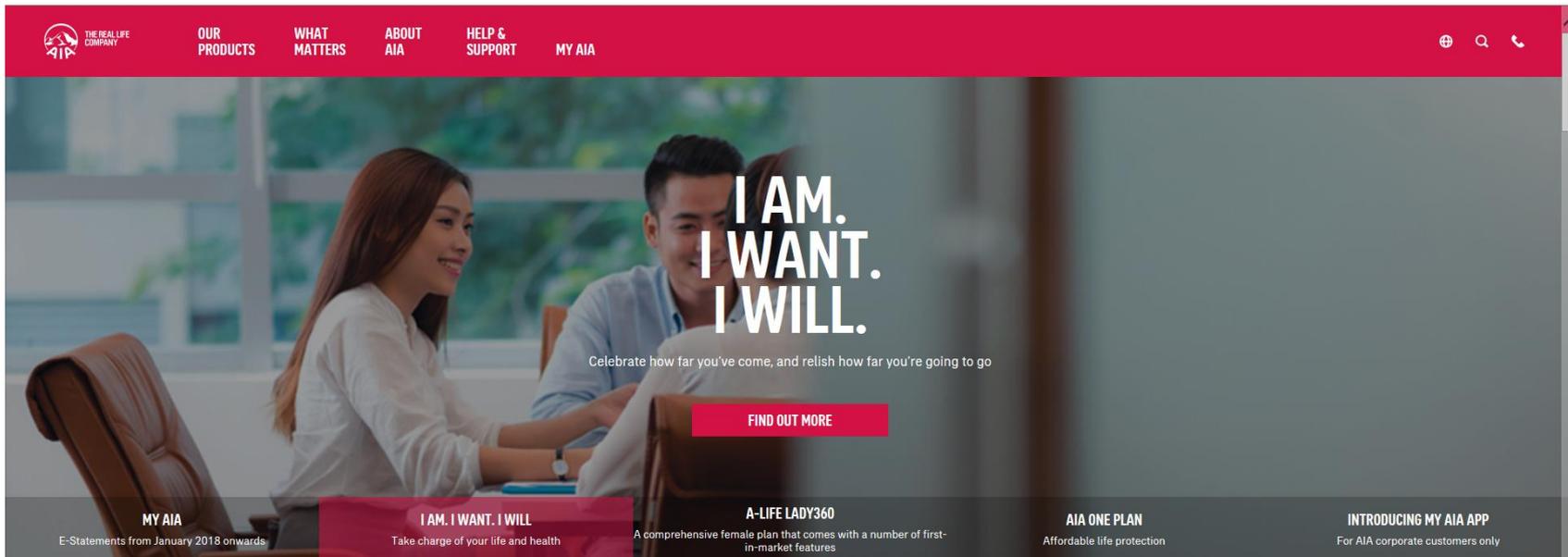
04 All Plans

05 Employee  
Benefits  
Policy Details

06 Update  
Bank Details  
– Step 1,2 &3

07 New Bank  
Details  
Registration –  
Step 1,2 &3

AIA Homepage (aia.com.my)



## WHAT MATTERS

# STEP 02



01 AIA  
Homepage

02 Login

03  
Dashboard

04 All Plans

05 Employee  
Benefits  
Policy Details

06 Update  
Bank Details  
– Step 1,2 &3

07 New Bank  
Details  
Registration –  
Step 1,2 &3

Login

## LOGIN TO MY AIA

User ID

1

Enter user ID

Password

2

Enter password

LOGIN

3

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

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

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

1

Enter User ID

2

Enter Password

3

Click Login

# STEP 03



01 AIA  
Homepage

02 Login

03  
Dashboard

04 All Plans

05 Employee  
Benefits  
Policy Details

06 Update  
Bank Details  
– Step 1,2 &3

07 New Bank  
Details  
Registration –  
Step 1,2 &3

## Dashboard



WELCOME

[My Claims](#) | [My Statements & Letters](#) | [My Profile](#) | [Log Out](#)  
Last Log in date: 2017/11/13 09:58:05

### ANNOUNCEMENTS

#### SYSTEM INTERRUPTION FOR ONLINE PAYMENT

We are upgrading our system as part of our continuous efforts to serve you better. With this upgrade, the Online Payment facility will be temporarily unavailable. Click [here](#) if you would like to make payment. We apologise for any inconvenience caused.

#### BE BETTER WITH AIA VITALITY

Be a better you with AIA Vitality, a health programme that rewards your healthy choices with extra insurance protection, free movie tickets, generous discounts and more! Only RM10 a month. Sign up [HERE](#) today.

### MY PLANS (4)

[SEE ALL PLANS](#)

1

### INDIVIDUAL PLANS (3)



MRTT2  
Takaful



MRTT2  
Takaful



1

Click See All Plans

# STEP 04



01 AIA  
Homepage

02 Login

03  
Dashboard

04 All Plans

05 Employee  
Benefits  
Policy Details

06 Update  
Bank Details  
– Step 1,2 &3

07 New Bank  
Details  
Registration –  
Step 1,2 &3

## All Plans

### MY PLANS

All (4) | Individual Plans (3) | Employee Benefits (1)

1

1

Click on Employee Benefits

2

Select More Details

## EMPLOYEE BENEFITS



### PREFERRED CARE POLICY

[More detail](#) ▶

2

Policy no: .....  
Policy owner: AIA BHD.  
Company name: AIA BHD.

Employee no:  
Company effective date: 01-Jan-2014

# STEP 05



01 AIA  
Homepage

02 Login

03  
Dashboard

04 All Plans

05 Employee  
Benefits  
Policy Details

06 Update  
Bank Details  
– Step 1,2 &3

07 New Bank  
Details  
Registration –  
Step 1,2 &3

## Employee Benefits Policy Details



# PREFERRED CARE POLICY

PCP

Policy No.

Employee No.

Company effective date

01-JAN-2014

Company Name

AIA BHD.

Policy Owner

AIA BHD.

1

Select Update Bank Account Details

UPDATE BANK ACCOUNT  
DETAILS

1

EMPLOYEE BENEFIT HISTORY

SUBMIT NEW CLAIM

WHAT DOES THIS PLAN COVER?

- COLLAPSE

# STEP 06



01 AIA  
Homepage

02 Login

03  
Dashboard

04 All Plans

05 Employee  
Benefits  
Policy Details

06 Update  
Bank Details  
– Step 1,2 &3

07 New Bank  
Details  
Registration –  
Step 1,2 &3

## Update Bank Details – 1

×

UPDATE BANK DETAILS

1 2 3

### UPDATE BANK DETAILS

Bank Name

AFFIN BANK BERHAD

1

Account Number

2

Email Address

3

CANCEL NEXT

4

1 Select Bank Name

2 Enter account Number

3 Enter Email

4 Click Next

# STEP 06



01 AIA  
Homepage

02 Login

03  
Dashboard

04 All Plans

05 Employee  
Benefits  
Policy Details

06 Update  
Bank Details  
– Step 1,2 &3

07 New Bank  
Details  
Registration –  
Step 1,2 &3

## Update Bank Details – 2

UPDATE BANK DETAILS

1 2 3

## CONFIRMATION

**Important note:**  
Please ensure you key in the correct bank details or you may not receive your reimbursements. AIA will not be held responsible if the details you provide are incorrect.

<b>New bank account</b>	<b>Replacing</b>
PUBLIC BANK BERHAD	MAYBANK
[REDACTED]	[REDACTED]

PREVIOUS SUBMIT

1

1

Click Submit

# STEP 06



01 AIA  
Homepage

02 Login

03  
Dashboard

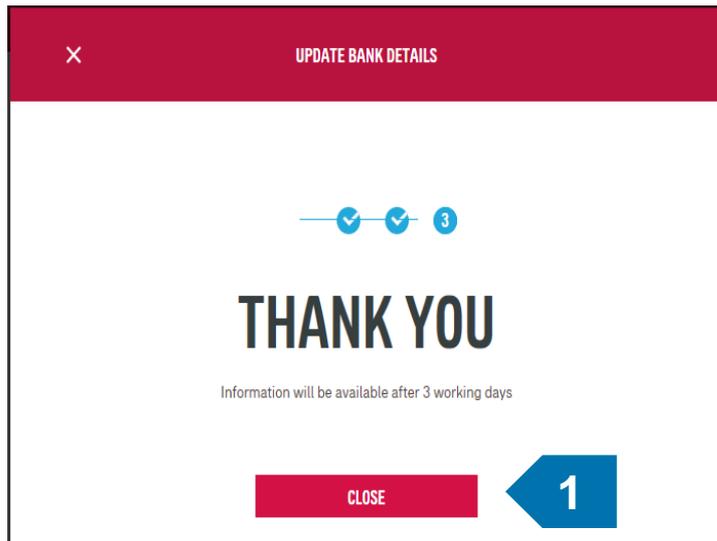
04 All Plans

05 Employee  
Benefits  
Policy Details

06 Update  
Bank Details  
– Step 1,2 &3

07 New Bank  
Details  
Registration –  
Step 1,2 &3

## Update Bank Details – 3



1

Update successful. Click close

# STEP 07



01 AIA  
Homepage

02 Login

03  
Dashboard

04 All Plans

05 Employee  
Benefits  
Policy Details

06 Update  
Bank Details  
– Step 1,2 &3

07 New Bank  
Details  
Registration –  
Step 1,2 &3

## New Bank Details Registration – 1

×

UPDATE BANK DETAILS

1 2 3

## UPDATE BANK DETAILS

Bank Name

AFFIN BANK BERHAD

Account Number

Email Address

CANCEL NEXT

1 Select Bank Name

2 Enter Account Number

3 Enter Email

4 Click Next

# STEP 07



01 AIA  
Homepage

02 Login

03  
Dashboard

04 All Plans

05 Employee  
Benefits  
Policy Details

06 Update  
Bank Details  
– Step 1,2 &3

07 New Bank  
Details  
Registration –  
Step 1,2 &3

## New Bank Details Registration – 2

×

UPDATE BANK DETAILS

1 2 3

## CONFIRMATION

**Important note:**  
Please ensure you key in the correct bank details or you may not receive your reimbursements. AIA will not be held responsible if the details you provide are incorrect.

New bank account      Replacing

PUBLIC BANK BERHAD  
[REDACTED]

PREVIOUS      SUBMIT

1

1

Click Submit

# STEP 07



01 AIA  
Homepage

02 Login

03  
Dashboard

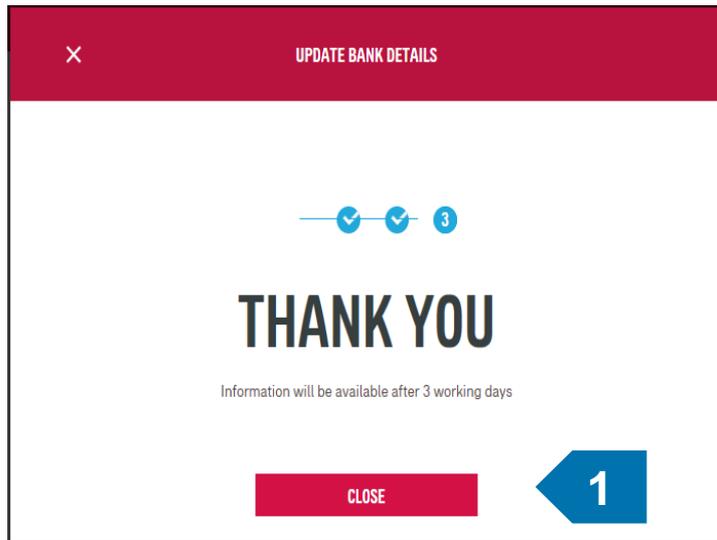
04 All Plans

05 Employee  
Benefits  
Policy Details

06 Update  
Bank Details  
– Step 1,2 &3

07 New Bank  
Details  
Registration –  
Step 1,2 &3

## New Bank Details Registration – 3



1

Update successful. Click close

# 08

## VIEW EMPLOYEE BENEFITS CLAIMS AND CLAIM DETAILS



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of Contents](#)

# 01 INTRODUCTION

---

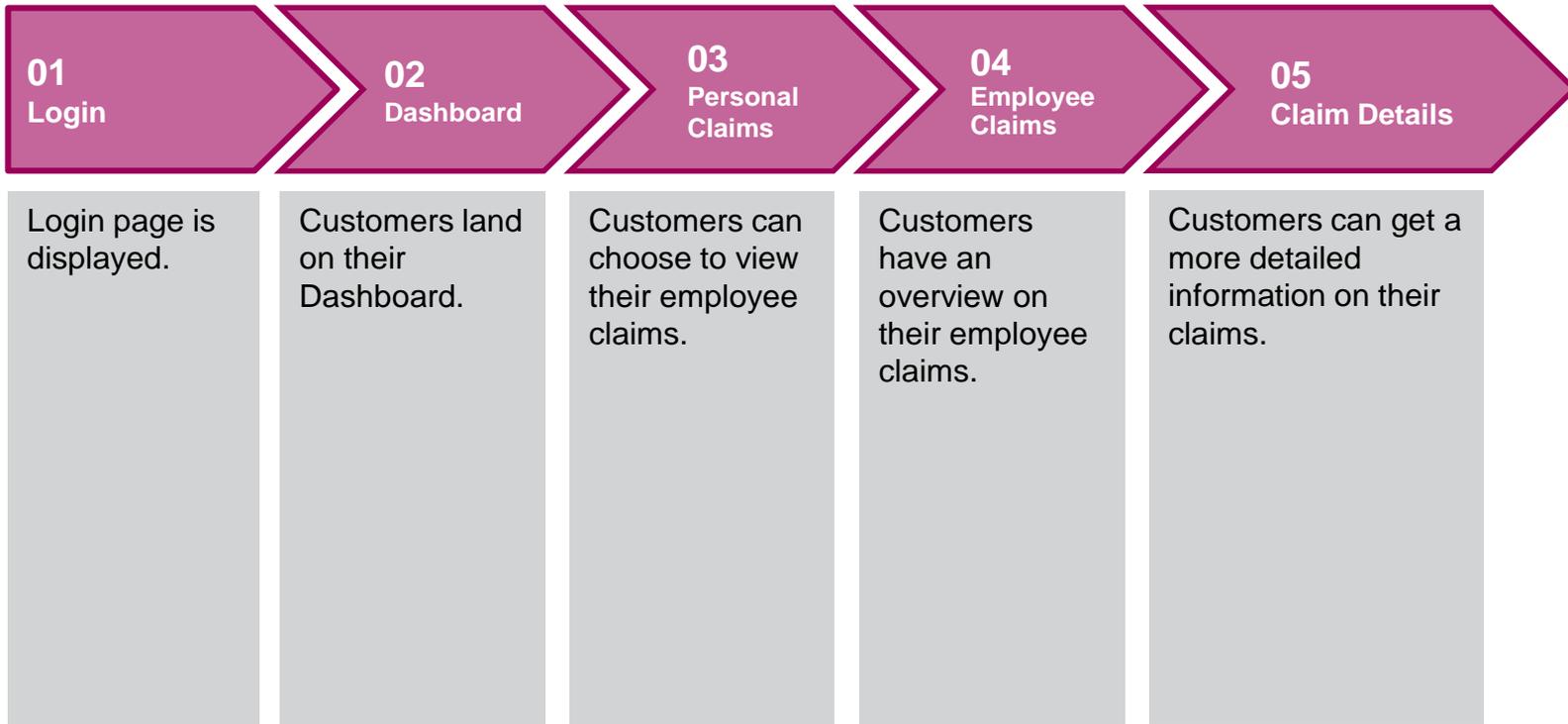


If a customer wish to view their EB claims and claim details, they can do so by referring to the simple steps below.

# 02 PAGE FLOW



The page flow describes the customer's user journey.



# 03 STEP-BY-STEP GUIDE



## 1. Login

# LOGIN TO MY AIA

User ID

**1**

Password

**2**

**3**

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

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

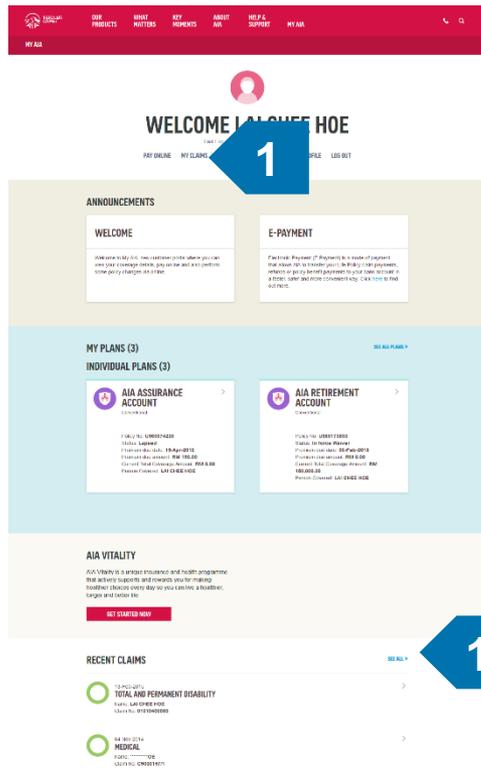
If you are an **AIA Vitality** member, [register here](#).

- 1** Enter User ID
- 2** Enter password
- 3** Click Login

# 03 STEP-BY-STEP GUIDE



## 2. Dashboard



1 Click on My Claims

# 03 STEP-BY-STEP GUIDE



## 3. Personal Claims

**MY CLAIMS**

PERSONAL CLAIMS EMPLOYEE CLAIM

Select a name: All | Select a year: All

**ACTIVE CLAIMS** - COLLAPSE

No records found

**CLAIMS ARCHIVE** - COLLAPSE

- TOTAL AND PERMANENT DISABILITY** COMPLETED | This claim was received on 24-Dec-2014  
Claimed for: LAI CHEE HOE | Policy number: US60173833 | CLAIM DETAILS
- MEDICAL** COMPLETED | This claim was received on 04-May-2014  
Claimed for: \*\*\*\*\*HOE | Policy number: US60173833 | CLAIM DETAILS
- MEDICAL** COMPLETED | This claim was received on 18-May-2014  
Claimed for: LAI CHEE HOE | Policy number: US60173833 | CLAIM DETAILS
- MEDICAL** COMPLETED | This claim was received on 18-May-2014  
Claimed for: LAI CHEE HOE | Policy number: US60173833 | CLAIM DETAILS
- MEDICAL** COMPLETED | This claim was received on 25-Mar-2014

**1** Click Employee Claims

# 03 STEP-BY-STEP GUIDE



## 4. Employee Claims

**MY CLAIMS**  
PERSONAL CLAIMS | EMPLOYEE CLAIM

OVERVIEW | CLAIMS UTILISATION

Select a name: All | Select a year: All

**ACTIVE CLAIMS** - COLLAPSE

Claim ID	Status	Visited on	Claimed for	Policy number	Action
GGP1	APPROVED	07-Dec-2016	JOHNNY BIN SOGUNTO	30001044	<a href="#">CLAIM DETAILS</a>

**CLAIMS ARCHIVE** - COLLAPSE

Claim ID	Status	Visited on	Claimed for	Policy number	Action
GGP1	COMPLETED	17-Oct-2016	JOHNNY BIN SOGUNTO	30001044	<a href="#">CLAIM DETAILS</a>
GGP1	COMPLETED	08-Sep-2016	JOHNNY BIN SOGUNTO	30001044	<a href="#">CLAIM DETAILS</a>

**1** Click Claim Details

# 03 STEP-BY-STEP GUIDE



## 5. Claim Details



[View Claim Details](#)

RECEIVED IN PROGRESS APPROVED COMPLETED

### JOHNNY [REDACTED] CLAIM

GGP1

Policy number	Claim number	<a href="#">PRINT CLAIM SLIP</a>
30001044	92378490-00	
Visited on	Company name	
17-OCT-2016	QBBQB XXBXVKHX KSX VKS	
Remarks		

---

<b>TOTAL CLAIM AMOUNT</b>	<b>RM 62.00</b>
---------------------------	-----------------

---

**GENERAL PRACTITIONER (GGP1)**

Number of days: 1	Claim amount: RM 62.00
	Approved amount: RM 62.00

---

**REIMBURSEMENT INFORMATION**

<b>POLYKLINIK PUBLIC</b>	<b>RM 62.00</b>
Payment Date: 2016-11-08	Paid amount

# 09

## VIEW EMPLOYEE BENEFITS CLAIMS UTILISATION



[Return to Table  
of Contents](#)

# 01 INTRODUCTION

---



When a customer wants to view their EB claims utilisation, all they have to do is follow the steps explained in the slides below.

# 02 PAGE FLOW



The page flow describes the customer's user journey.



# 03 STEP-BY-STEP GUIDE



## 1. Login

# LOGIN TO MY AIA

User ID

1

Password

2

LOGIN

3

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

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

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

1

Enter User ID

2

Enter password

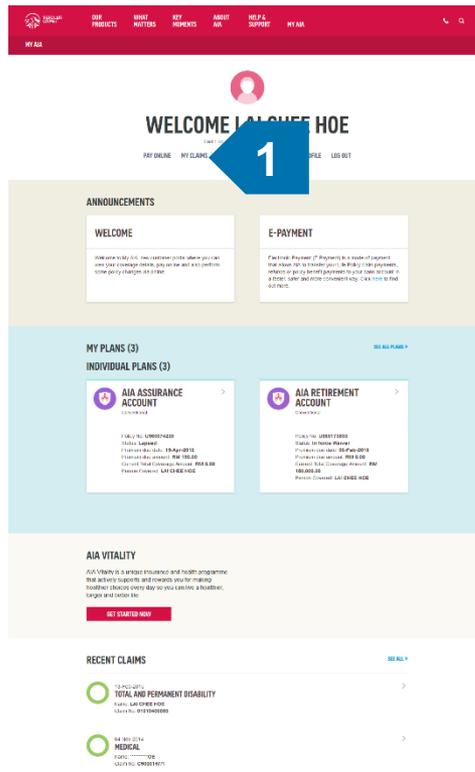
3

Click Login

# 03 STEP-BY-STEP GUIDE



## 2. Dashboard



1 Click on My Claims

# 03 STEP-BY-STEP GUIDE



## 3. Personal Claims

MY CLAIMS

PERSONAL CLAIMS EMPLOYEE CLAIM

Select a name: All | Select a year: All

ACTIVE CLAIMS - COLLAPSE

No records found

CLAIMS ARCHIVE - COLLAPSE

- TOTAL AND PERMANENT DISABILITY** COMPLETED This claim was received on 24-Dec-2014  
Claimed for: LAI CHEE HOE | Policy number: US60173833 | CLAIM DETAILS
- MEDICAL** COMPLETED This claim was received on 04-May-2014  
Claimed for: \*\*\*\*\*HOE | Policy number: US60173833 | CLAIM DETAILS
- MEDICAL** COMPLETED This claim was received on 14-May-2014  
Claimed for: LAI CHEE HOE | Policy number: US60173833 | CLAIM DETAILS
- MEDICAL** COMPLETED This claim was received on 14-May-2014  
Claimed for: LAI CHEE HOE | Policy number: US60173833 | CLAIM DETAILS
- MEDICAL** COMPLETED This claim was received on 25-Mar-2014

1 Click Employee Claims

# 03 STEP-BY-STEP GUIDE



## 4. Employee Claims

Navigation: [OUR PRODUCTS](#) [WHAT MATTERS](#) [KEY MOMENTS](#) [ABOUT AIA](#) [HELP & SUPPORT](#) [MY AIA](#)

← DASHBOARD

### MY CLAIMS

[PERSONAL CLAIMS](#) | [EMPLOYEE CLAIM](#)

[OVERVIEW](#) | [CLAIMS UTILISATION](#) **1**

Select a name:  Select a year:

#### ACTIVE CLAIMS - COLLAPSE

	<b>GGP1</b> <b>APPROVED</b>	Visited on 07-Dec-2016
Claimed for	Policy number	<a href="#">CLAIM DETAILS</a>
JOHNNY BIN SOGUNTO	30001044	

#### CLAIMS ARCHIVE - COLLAPSE

	<b>GGP1</b> <b>COMPLETED</b>	Visited on 17-Dec-2016
Claimed for	Policy number	<a href="#">CLAIM DETAILS</a>
JOHNNY BIN SOGUNTO	30001044	

	<b>GGP1</b> <b>COMPLETED</b>	Visited on 08-Sep-2016
Claimed for	Policy number	<a href="#">CLAIM DETAILS</a>
JOHNNY BIN SOGUNTO	30001044	

**1** Click Claim Utilisation

# 03 STEP-BY-STEP GUIDE



## 5. Claims Utilisation



### MY CLAIMS

PERSONAL CLAIMS | EMPLOYEE CLAIMS

OVERVIEW | CLAIMS UTILISATION

Please start by selecting a policy to check your claims utilisation.

<b>1</b>	Select a policy	<input type="text" value="20005926"/>	Select a name	<input type="text" value="JOHNNY BIN SOGUNTO"/>	<b>3</b>
	Select limit type	<input type="text" value="Individual"/>	Select a period	<input type="text" value="2016/01/01 - 2016/12/31"/>	
<b>2</b>					<b>4</b>
			<b>SEARCH</b>		<b>5</b>

CLAIMS UTILISED FOR YOUR SELECTION ABOVE

- 1** Select a Policy
- 2** Select Limit Type
- 3** Select a Name
- 4** Select a Period
- 5** Click Search

# 03 STEP-BY-STEP GUIDE



## 5. Claims Utilisation Search Result

### CLAIMS UTILISED FOR YOUR SELECTION ABOVE

DENTAL BENEFIT(GDN1)	RM 0.00	>
GENERAL PRACTITIONER(GGP1)	RM 918.78	>
HOSPITAL & SURGICAL-BASE(GHS1)	RM 6,310.90	>
MEDICAL EXAMINATION(GMEX)	RM 308.00	>
SPECIALIST CARE(GSP1)	RM 147.00	>
GROUP VITALITY(GVIT)	RM 0.00	>
OPTICAL BENEFITS(OPTC)	RM 530.00	>

**TOTAL CLAIMS UTILISED: RM 8,214.68**

# 10

## eCLaim SUBMISSION



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# 01 INTRODUCTION

---



When a customer wants to submit their Claims electronically, all they have to do is follow the steps explained in the slides below.

# 02 PAGE FLOW



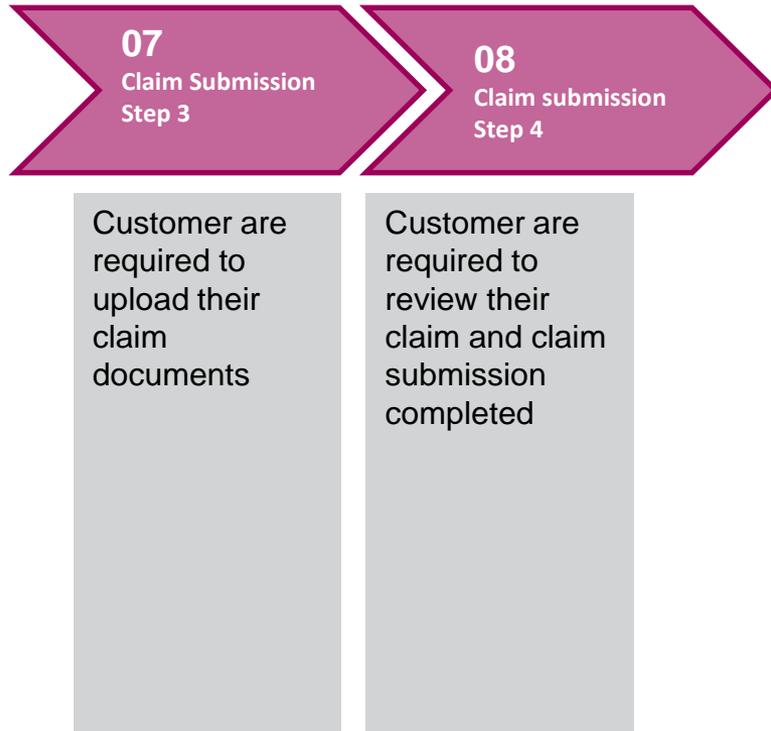
The page flow describes the customer's user journey.



## 02 PAGE FLOW



The page flow describes the customer's user journey.



# 03 STEP-BY-STEP GUIDE



## 1. Login

# LOGIN TO MY AIA

User ID

1

Password

2

3

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

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

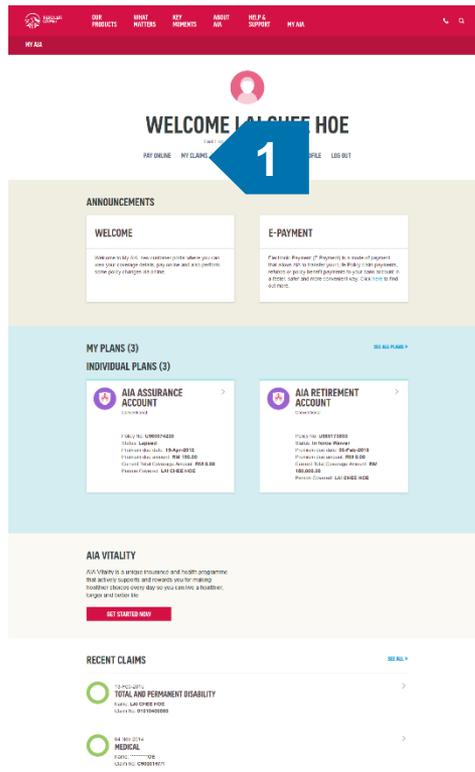
If you are an **AIA Vitality** member, [register here](#).

- 1 Enter User ID
- 2 Enter password
- 3 Click Login

# 03 STEP-BY-STEP GUIDE



## 2. Dashboard



1 Click on My Claims

# 03 STEP-BY-STEP GUIDE



## 3. Personal Claims

MY CLAIMS

PERSONAL CLAIMS EMPLOYEE CLAIM

Select a name: All | Select a year: All

ACTIVE CLAIMS - COLLAPSE

CLAIMS ARCHIVE - COLLAPSE

- TOTAL AND PERMANENT DISABILITY** (COMPLETED) - This claim was received on 24-Dec-2014  
Claimed for: LAI CHEE HOE | Policy number: US60173833 | CLAIM DETAILS
- MEDICAL** (COMPLETED) - This claim was received on 04-May-2014  
Claimed for: \*\*\*\*\*HOE | Policy number: US60173833 | CLAIM DETAILS
- MEDICAL** (COMPLETED) - This claim was received on 18-May-2014  
Claimed for: LAI CHEE HOE | Policy number: US60173833 | CLAIM DETAILS
- MEDICAL** (COMPLETED) - This claim was received on 18-May-2014  
Claimed for: LAI CHEE HOE | Policy number: US60173833 | CLAIM DETAILS
- MEDICAL** (COMPLETED) - This claim was received on 25-Mar-2014

1 Click Employee Claims

# 03 STEP-BY-STEP GUIDE



## 4. Employee Claims

**1** Click Submit New Claim

# 03 STEP-BY-STEP GUIDE



## 5. Select Your Claim Form



- 1 Enter Date of Visit
- 2 Select Claimant Name
- 3 Select Type of Claim
- 4 Select company
- 5 Tick the box
- 6 Click Next

### Terms and Conditions

- a. You are not allowed to submit the same claim to a different insurer / Takaful operator. In the event that we discovered such instance or the claim is fictitious, we have the right to reject the claim and / or proceed with necessary action.
- b. You are required to keep all records, original receipts and other supporting documents in relation to this claim for a period of seven (7) years.
- c. You may be requested by the policy holder (i.e. your employer) / AIA to submit the original record, receipt or other supporting documents for verification or audit purposes. If you failed to do so, AIA reserve the right to reject the claim or request for refund (if payment has been made to you).
- d. The claim submission is considered received by AIA if it is submitted during AIA's official business hour i.e. Monday to Friday between 8.30 am to 5.30 pm. Any claim submission outside AIA official business hour shall be considered receipt on the next official business hour.
- e. You must submit the claim within ninety (90) days from the date of visit.
- f. You must ensure that all information provided is correct and true.

5  I have read and agreed to the above terms and 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. or its representative.

NEXT 6

# 03 STEP-BY-STEP GUIDE



## 6. Fill In Your Claim Details

**FILL IN YOUR CLAIM DETAILS**  
E-claims for employee benefits.

Who are you claiming for  
XBKS XXHV VHX VBKDDH

The company that you are claiming under  
QBQB XXBVBVHX KSK VKS

Date of visit  
15 Sep 2017

Specialist Care (to exclude pre and post hospitalisation claim) claim form

Provider name  
POLIKLINIK & SURGERI HIKM 27 JALAN SELINGSING 4, K...

Reason for visit  
Food Poisoning

Total claim amount (RM)  
222

Your Reimbursement Details

Bank name  
HSBC LEBUW BANGKONG LEBUW FIN

Account number  
123244

Email address  
web@vnet.com

Important note:  
Please ensure that you key in the correct bank details of the employee or you may not receive your reimbursements. AIA will not be held responsible if the details you provide are incorrect. Reimbursement will be made according to your policy.

PREVIOUS NEXT

Only benefits covered by your medical programme will be payable. Please verify your benefits before claim submission.

- 1 Select Provider
- 2 Select Reason for visit
- 3 Enter Claim Amount
- 4 Select Bank
- 5 Enter Bank Account Number
- 6 Enter Email Address
- 7 Click Next

# 03 STEP-BY-STEP GUIDE



## 7. Upload Your Documents

- 1 Click Select Files to upload document
- 2 Tick the Box
- 3 Click Next

Only benefits covered by your medical programme will be payable. Please verify your benefit before claim submission.

# 03 STEP-BY-STEP GUIDE



## 8. Review & Complete Your Claim



### REVIEW YOUR CLAIM

Please review the details of your claim submission below.  
Please make sure that all details are correct and all relevant documents are uploaded.

<b>Patient Details</b>	
Name of patient	XBKS XXXHV VHX VBKXHH
Company name	QBBQB XXBXVKHX KSX VKS
<b>Visit Details</b>	
Type of claim	Specialist Care (to exclude pre and post hospitalisation claim)
Date of visit	15 Sep 2017
Provider name	POLIKLINIK & SURGERI HKM, 27 JALAN SELINGSING 4, KUALA LUMPUR
Reason for visit	Food Poisoning
Total claim amount	RM222
<b>Uploaded Documents</b>	
1. Chrysanthemum.jpg	
<b>Your Reimbursement Details</b>	
Bank name	HONG LEONG BANK/HONG LEONG FIN
Account number	123344
Email address	test@test.com

**Important note:**

Please ensure that you key in the correct bank details of the employee or you may not receive your reimbursements.  
AIA will not be held responsible if the details you provide are incorrect. Reimbursement will be made according to your policy.



### THANK YOU FOR YOUR SUBMISSION

Your eClaim submission has been received and will be reflected in My AIA once processed.

eClaim Reference ID	E0000187
<b>Patient Details</b>	
Name of patient	XBKS XXXHV VHX VBKXHH
Company name	QBBQB XXBXVKHX KSX VKS
<b>Visit Details</b>	
Type of claim	Specialist Care (to exclude pre and post hospitalisation claim)
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- 1 Click Submit
- 2 Click Done to complete your Claim Submission



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