



User Guide MY AIA Portal (Dependant invites)

Corporate Solutions

Jan 2019



Sharing/Linking a Medical Step by Step : Principal registration



OUR
PRODUCTS

WHAT
MATTERS

ABOUT
AIA

MY AIA

Find links to the portals of your
choice.

CUSTOMER

Login ▶

EMPLOYEE BENEFITS

AIA @MyService

LOGIN TO MY AIA

User ID

Enter user ID

Password

Enter password

LOGIN

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

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

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

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

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

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 your life Policy claim payments to your convenient way.

FREE BENEFITS (1)

PREFERRED CARE POLICY >



PCP

Policy No: [REDACTED]

Policy Owner: *****BHD

Company Name: *****BHD

Staff/Employee No: [REDACTED]

Effective From: 01-Jan-2017

MY PLANS (1)

EMPLOYEE BENEFIT



PREFERRED CARE POLICY

PCP

Policy No: [REDACTED]
Policy Owner: *****
Company Name: *****
Staff/Employee No: A0000
Effective From: 01-Jan-2017

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

Sharing/Linking a Medical Step by Step



AIA



PREFERRED CARE POLICY

PCP

Policy No

Company effective date

Policy Owner
*****BHD

WHAT DOES THIS PLA

YOUR REIMBURSEMEN

YOUR MEMBER AND P

MEDICAL CARD DEPE



MEDICAL CARD DEPENDENT 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



AIA



PREFERRED CARE POLICY

PCP

Policy No

Employee No.

Company effective date
01-JAN-2017

Company Name
*****BHD

Policy Owner
*****BHD

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

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

WHAT DOES THIS PLAN COVER?

YOUR REIMBURSEMENT METHOD

YOUR MEMBER AND PANEL CLINICIAN

MEDICAL CARD DEPENDENT MANAGEMENT



OH WIN

Membership ID

Date of Birth



KHOO YIN

Membership ID

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



OH WIN

Membership ID

Date of Birth

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

Sharing/Linking a Medical Step by Step



KHOO [redacted]

X UNLINK MEDICAL CARD

Membership ID

Date of Birth

[redacted]

[redacted]

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

[redacted]

[redacted]

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

[redacted]

[redacted]

Assigned to

VIKNES [redacted]
KHOO [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.

X

UNLINKMEDICAL CARD

You have requested to unlink this dependant from

POLICY NO : [Redacted] 5 PREFERRED CARE POLICY

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

CANCEL SAVE


Sharing/Linking a Medical (Dependant) Step by Step



 **KHOO** 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](#)

 **OH KIT**

Membership ID Date of Birth

Assigned to

VIKNESH
KHOO
GUARDIAN TEST


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

To invite a dependent click on the "Assign To Medical Card" button

ASSIGN DEPENDENT TO MEDICAL CARD

1 2

DEPENDANT DETAILS

 **OH WI**
Membership ID 04 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 policies below :

PREFERRED CARE POLICY

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 dependant 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

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

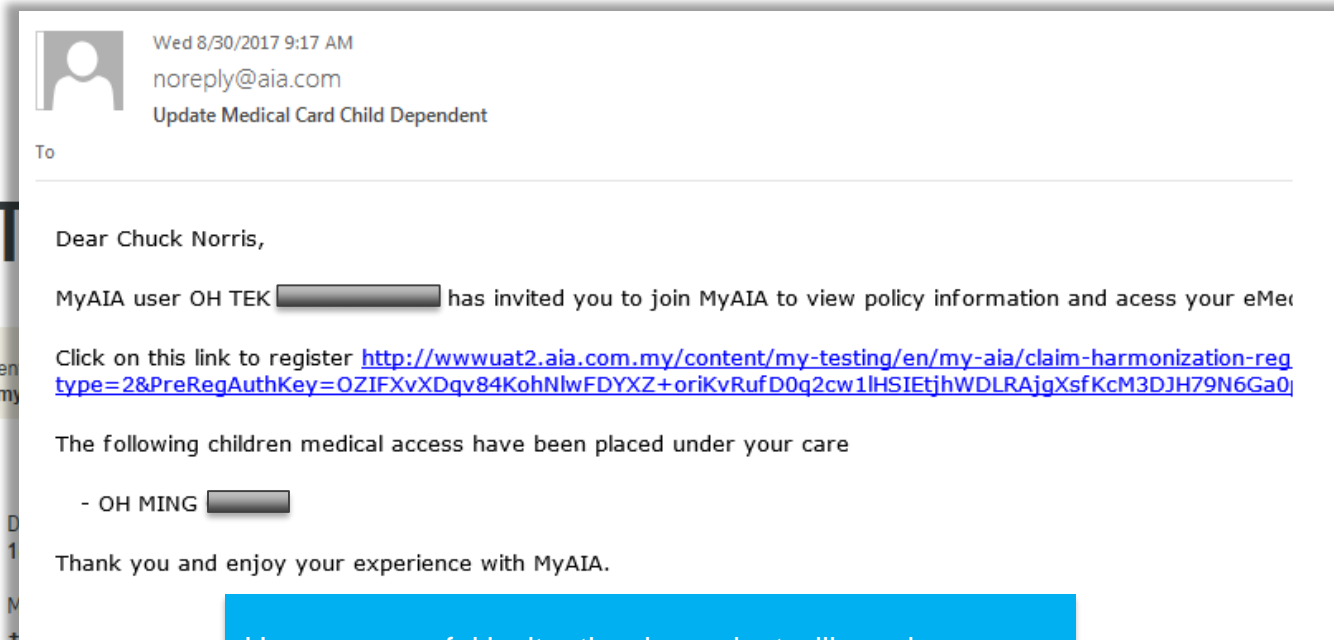


OH WIN [redacted]

Membership ID

Identification Number

Email



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.

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

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=hpUgpxkrxI3jirsXmD14hfVrWwxadUwLuZEKLis4SWnsIKQE4NbCgUPmzVgsd8bE6DmjC0rpdMaQzDjn1vjwQ===> (sample link)

1 — 2

CREATE YOUR ONLINE PROFILE

Dependant will create their online profile.

Use this login information to access My AIA in future.

User ID

Password TOOLTIP

Confirm password

Insert Dependent IC/PP as User ID

- 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.

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

I am registering as

INDIVIDUAL COMPANY

Identification no.

NEW NRIC OTHER

Policy / Certificate / Account / Membership number TOOLTIP

NEXT

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)



OUR
PRODUCTS

WHAT
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ABOUT
AIA

HELP &
SUPPORT

MY AIA



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** ~~USA~~ 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 :

[Redacted]

Guardian Mobile Number :

[Redacted]

Guardian Email :

[Redacted]m

Guardian Date of Birth

22 ▾ Feb ▾ [Redacted] ▾

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

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

PREFERRED CARE POLICY

[Redacted]

CANCEL

NEXT

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

Date of Birth

Email

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

OH MING

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].com.my

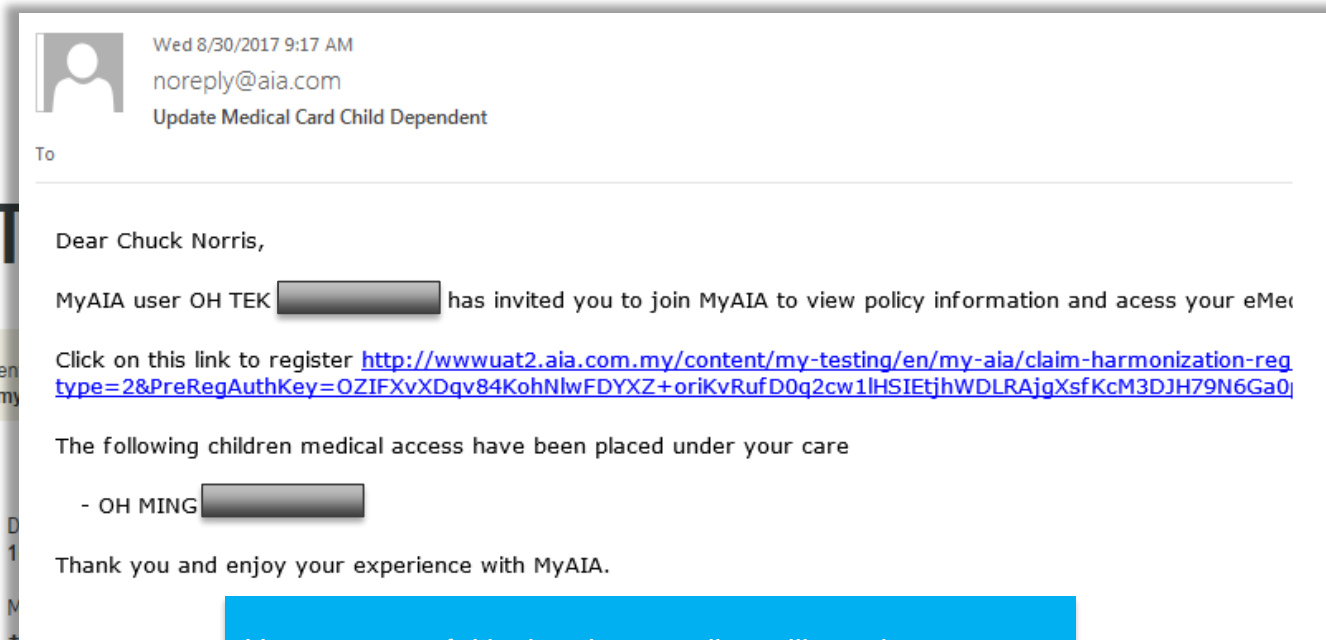


OH WINNY

Membership ID

Identification Number

Email



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.

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

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.
[\(http://wwwuat2.aia.com.my/content/my-testing/en/my-aia/claim-harmonization-registration.html?type=2&PreRegAuthKey=hpUgpkrxI3jrsXmD14hfVrWwxadUwLuZEKLis4SWnsIKQE4NbCgUPmzVgsd8bE6DmjC0rpdMaQzDjn1vjwQ==\)](http://wwwuat2.aia.com.my/content/my-testing/en/my-aia/claim-harmonization-registration.html?type=2&PreRegAuthKey=hpUgpkrxI3jrsXmD14hfVrWwxadUwLuZEKLis4SWnsIKQE4NbCgUPmzVgsd8bE6DmjC0rpdMaQzDjn1vjwQ==) (sample link)

1 — 2

CREATE YOUR ONLINE PROFILE

Guardian will create their online profile.

Use this login information to access My AIA in future.

User ID

Password TOOLTIP

Confirm password

Insert Guardian IC/PP as User ID

- 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)



REGISTER FOR MY AIA

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

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

I am registering as

<input checked="" type="checkbox"/> INDIVIDUAL	<input type="checkbox"/> COMPANY
--	----------------------------------

Identification no.

<input checked="" type="checkbox"/> NEW NRIC	<input type="checkbox"/> OTHER
--	--------------------------------

Policy / Certificate / Account / Membership number TOOLTIP

NEXT

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** ~~USA~~ member, [register here.](#)

Guardian will log in with their existing User Name & Password

Sharing/Linking a Medical Step by Step



A screenshot of a user profile page. On the left, there is a red circular profile icon. To its right, the name 'OH WIN' is displayed above a greyed-out input field. Below the name, there are two fields: 'Membership ID' and 'Date of Birth', both with greyed-out input fields. A blue callout box on the right contains the text: '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'. A blue-bordered box at the bottom left contains the text: 'View pending invite to Medical Card.' with a blue arrow pointing to the 'Date of Birth' field.

MEDICAL CARD ASSIGNED DETAILS

A screenshot of the 'MEDICAL CARD ASSIGNED DETAILS' page. On the left, there is a red circular profile icon. To its right, the name 'OH WIN' is displayed above a greyed-out input field. Below the name, there are four fields: 'Identification Number', 'Date of Birth', 'Email', and 'Mobile Number'. The 'Date of Birth' and 'Mobile Number' fields have greyed-out input fields. The 'Mobile Number' field is partially filled with '+601'. A blue-bordered box at the bottom right contains the text: 'EDIT & RESEND' with a blue arrow pointing to the 'Date of Birth' field.

The dependent has been assigned to :

PREFERRED CARE POLICY