



HEALTHIER, LONGER,
BETTER LIVES

CUSTOMER PORTAL

Jan 2020



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01

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



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1.1 INTRODUCTION



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

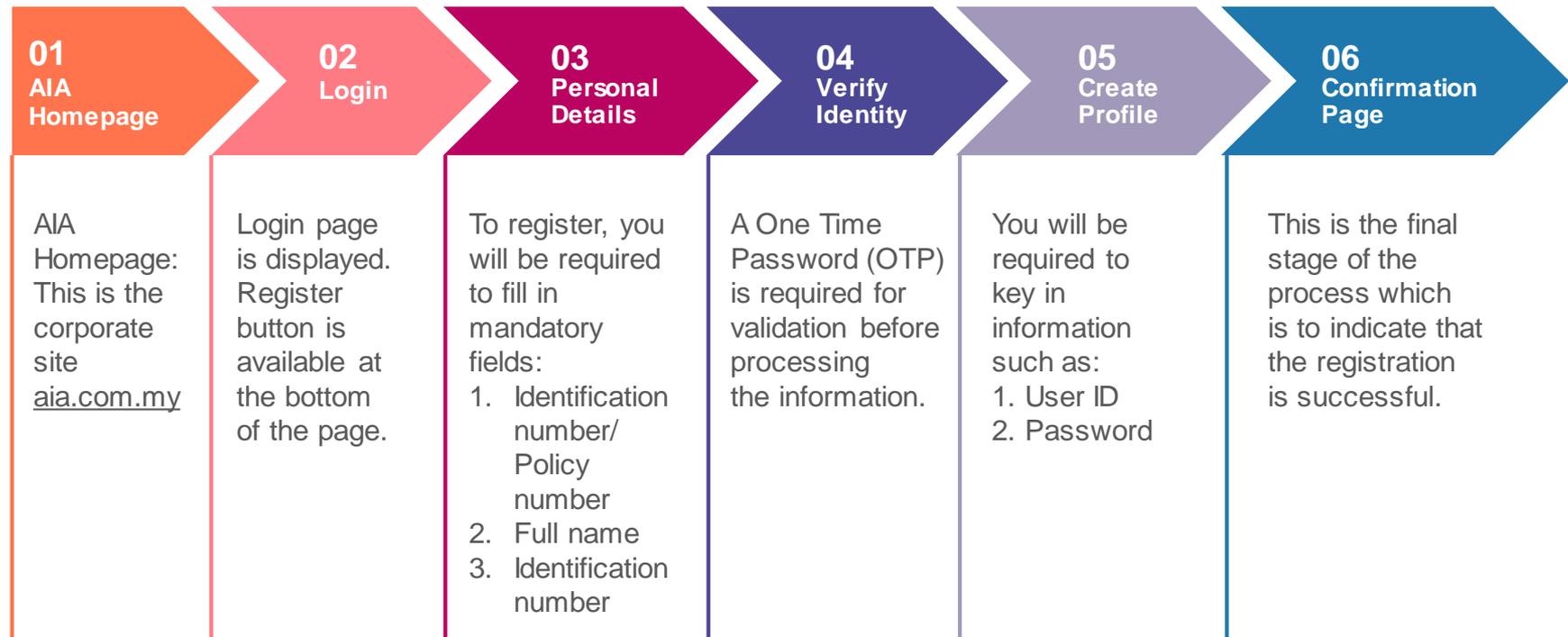
The scenario assumes that you are an existing customer or have recently purchased a policy with AIA but do not have an online account to perform self-service actions.

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

1.2 PAGE FLOW



The page flow describes your user journey.



1.3 STEP-BY-STEP GUIDE



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1. AIA Homepage

1 Select CUSTOMER PORTAL to Register

The screenshot shows the AIA website homepage. At the top is a dark red navigation bar with the AIA logo on the left and five menu items: 'OUR PRODUCTS', 'WHAT MATTERS', 'ABOUT AIA', 'HELP & SUPPORT', and 'MY AIA'. Below the navigation bar, there is a promotional section for 'THE NEW MY AIA APP'. On the left, there is an image of the app box and a smartphone displaying the app interface. To the right of the app image, there are two main options: 'CUSTOMER PORTAL' and 'CORPORATE PORTAL'. The 'CUSTOMER PORTAL' section includes a blue arrow with the number '1' pointing to 'REGISTER' and 'LOGIN' links. The 'CORPORATE PORTAL' section includes a 'LOGIN' link. Below the app promotion, there are three buttons for downloading the app: 'GET IT ON Google Play', 'Available on the App Store', and 'EXPLORE IT ON AppGallery'.

THE NEW MY AIA APP



CUSTOMER PORTAL

Manage your AIA and employee benefits plan.

1

[REGISTER](#)

[LOGIN](#)



CORPORATE PORTAL

For HR personnel and intermediaries to manage the company's employee benefits portfolio effectively.

[LOGIN](#)

DOWNLOAD NOW



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2. Login

1

Click on Register now

OUR
PRODUCTS

WHAT
MATTERS

ABOUT
AIA

HELP &
SUPPORT

MY AIA
LOGIN

WELCOME TO MY AIA

User ID

Password

[Forgot User ID/Password?](#)

LOGIN

New user? [Register here](#)

1



LEARN HOW TO REGISTER



1.3 STEP-BY-STEP GUIDE



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3. Personal Details



REGISTER FOR MY AIA

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

1 Policy / Certificate / Account / Membership number TOOLTIP

2 Identification No. TOOLTIP

| | | |
|--|--|--------------------------------|
| <input checked="" type="checkbox"/> NRIC | <input type="checkbox"/> COMPANY REG NO. | <input type="checkbox"/> OTHER |
|--|--|--------------------------------|

- 1** Type in Policy No / Certificate / Account / Membership number
- 2** Select Identification Type: NRIC / Company Registration No or Others
- 3** Click Next

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

NEXT **3**

1.3 STEP-BY-STEP GUIDE



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3. Personal Details

TIPS

1. Type your **NRIC/Passport/AIA Member Card** in **uppercase characters (A-Z)**.
2. For **Membership no, key in your NRIC**.
For foreigners, key in your Passport No. under Membership no. Next select OTHERS under Identification and key in your date of birth
3. All information will need to match the original information that you have provided to AIA

1.3 STEP-BY-STEP GUIDE



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4. Verification

Verify Details /
Change Number



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 1193256A

NRIC no. 640805106087

1 Click Here to insert Mobile
Phone number

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

No mobile number found

Please click [here](#) to **1** your number

PREVIOUS

NEXT

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4. Verification



MOBILE NO. VERIFICATION

Please answer the following questions to proceed with your mobile number registration.

Verification question 1

What is your identification number?

1

640805106087

Verification question 2

What is your payment frequency? i.e. monthly, quarterly, semi annually, annually or one time

2

annually

PREVIOUS

NEXT

3

1

Type in verification answer No.1

2

Type in verification answer No.2

3

Click Next

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4. Verification



ADD YOUR MOBILE NUMBER

Please key in your mobile number.

Mobile Number

1 Malaysia (60)

2 1126625411

3

PREVIOUS NEXT

1 Select country code

2 Enter mobile number
TIP: Do ensure the mobile number you have keyed in follows the right format, example for Malaysian mobile number, you do not need to include 0 in front of your number as Malaysia country code is +60

3 Click Next

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4. Verification

Update
Mobile Number

DECLARATION

1 2 3 4

ARE YOU A U.S. CITIZEN?

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

1 NO YES **2**

1

Click No if you are not a US citizen

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

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4. Verification



DECLARATION

1 2 3 4

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

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

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

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4. Verification



Registered as Individual

Policy / Certificate / Account / Membership number 1193256A

NRIC no. 640805106087

FATCA DECLARATION

Declaration NO

CRS DECLARATION

Declaration NO

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

+6011XXXXX411

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

02:17 mins
You can re-send the code after 3 minutes

1 [.....]

PREVIOUS

NEXT

2

1 Type in OTP

2 Click Next

1.3 STEP-BY-STEP GUIDE



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5. Create Profile



CREATE YOUR ONLINE PROFILE

Use this login information to access My AIA in future.

1 User ID TOOLTIP

2 Password TOOLTIP

3 Confirm password

E-mail address

- I have read and agree to AIA's [Terms of Use](#).
- I agree to the [marketing consent statement](#).

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

1.3 STEP-BY-STEP GUIDE



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5. Create Profile

TIPS:

1. Do not input space in the username and do not use your name as the 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. ~'!@#\$%^&*()-

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6. Confirmation Page

OUR PRODUCTS WHAT MATTERS KEY MOMENTS ABOUT AIA HELP & SUPPORT MY AIA

← MY AIA

✓ ✓ ✓ 4

THANK YOU FOR SIGNING UP

Your registration is complete!

An email has been sent to your email account:
aichien@test.com

1 LOGIN

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

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6. Confirmation Page

Potential reasons you are **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

FIRST TIME LOGIN



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2.1 INTRODUCTION



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For 1st time My AIA users,

you will need to **verify your account.**

A page will be displayed to display your **name, email and mobile number.** If all the information are correct, the customer can click the Next button to proceed further.

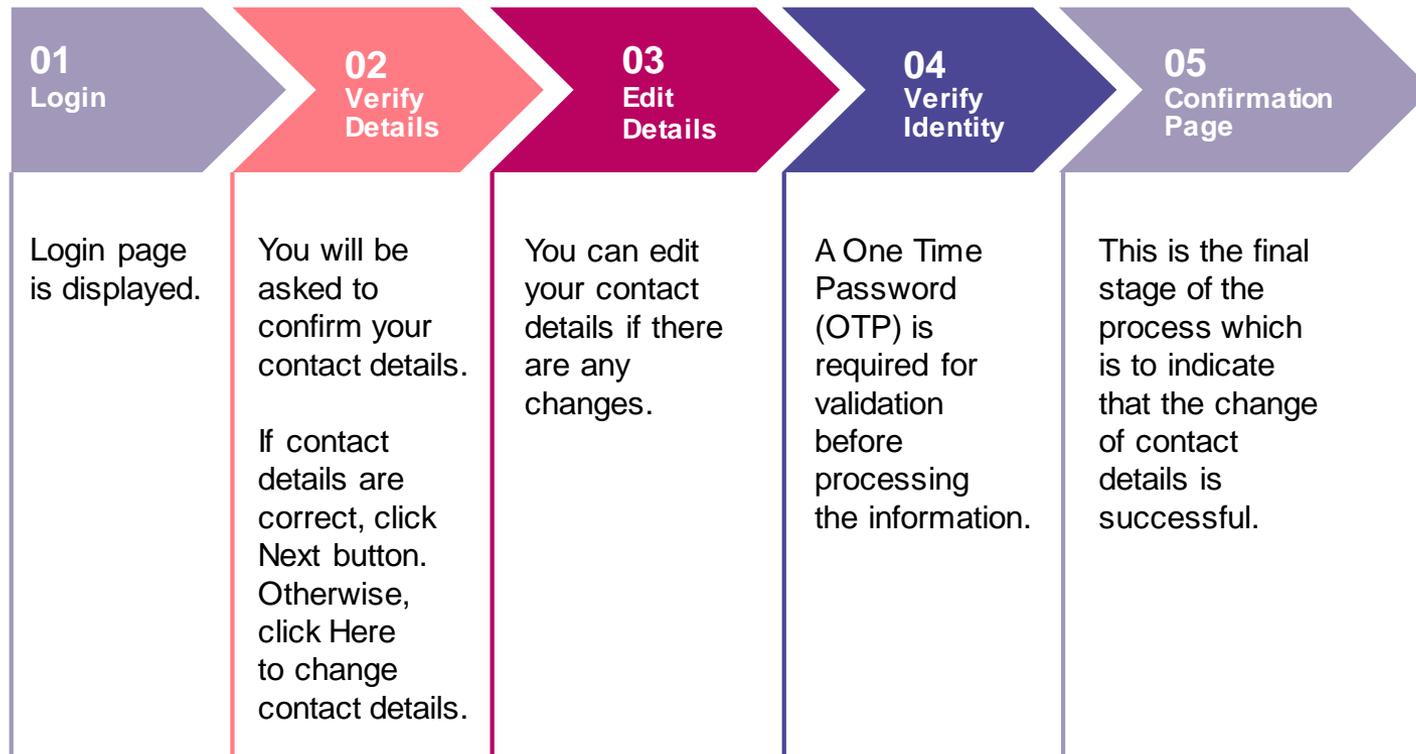
If the details are incorrect, the customer may change their details.

2.2 PAGE FLOW



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The page flow describes your user journey.



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1. Login

LOGIN TO MY AIA

1 User ID
Enter your user ID

2 Password
Key in your password

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

3 LOGIN

New user? [Please register here](#)

 LEARN HOW TO REGISTER >

1 Enter User ID

2 Enter password

3 Click Login

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2. Verify Details

PLEASE VERIFY YOUR CONTACT DETAILS

Please review and confirm your contact details.
If your current email and mobile number are updated, please edit below.

Name

Email

Mobile Number

[EDIT CONTACT DETAILS](#)

3

i Please note that if you changed your email or mobile number above, the details will be applied to all policies that belong to you as a policy owner. Otherwise, click Next to continue.

1

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

2

I agree to the [marketing consent statement](#).

NEXT

4

1

Select checkbox for Terms of Use & Privacy Statement (PDPA)

2

Select checkbox for marketing consent statement (optional)

3

Click Edit Contact Details if details are incorrect

4

Click Next if details are correct. Next page will be dashboard

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3. Edit Details

ADD/EDIT YOUR CONTACT DETAILS

Please key in your current email address and mobile number.

Name

Email

1

Mobile Number

Please Select **2**

i Please note that if you changed your email or mobile number above, the details will be applied to all policies that belong to you as a policy owner. Otherwise, click Next to continue.

3

- 1** Enter e-mail address
- 2** Enter mobile number
- 3** Click Next

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4. Verify Details

VERIFY CONTACT DETAILS

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

6012 3456XXX

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

1 2

02:59
You can re-send the code after 3 minutes

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

4

1 Type in OTP

2 Click Verify

3 Check on My AIA's Terms of Use and Privacy Statement

4 Click Next

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THANK YOU

Your contact details have been updated and the latest information will be displayed in all your policies within 3 working days.
We have send you a confirmation email with your updated details .

1

Change of contact details successful.
Click Done to return to Dashboard.

DONE

1