

TRANSACTION SUBMISSIONS

STEP BY STEP GUIDE

NOTE: In accordance with the Movement Control Order (MCO) our Customer Centres have been temporarily closed, as such, for transactions not available via MYAIA, please submit your transaction forms to us via email for processing:

- i. **For Investment-Linked Policies:** We will continue to observe the cut-off time of 3pm for fund related transactions
- ii. **For Claims Submission:** Kindly retain all the original claims documents submitted via email and submit them to our Customer Centre or via your Life Planner once the MCO has been lifted.
- iii. **PRS and Mortgage transactions:** We apologise as we can only process these transactions once the MCO has been lifted

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Step 1: Select 'Help & Support' from the AIA website, click on 'Form Library', then download and print the relevant form.

The image shows a sequence of steps to access the Form Library on the AIA website. It starts with the main navigation bar where 'HELP & SUPPORT' is highlighted with a red box. Below this, the 'HELP & SUPPORT' page is shown with a red box around the 'FORM LIBRARY' link. A red arrow points from this link to the 'FORM LIBRARY' page. The 'FORM LIBRARY' page has a red box around the 'FORM LIBRARY' header and a red arrow pointing to the 'CLAIMS FORM' link in the navigation menu. Below the navigation menu, a list of forms is displayed, including 'Accident Claim Form', 'Claimant Statement for Life (Corporate Solutions)', 'Claimant's Statement Critical Illness and Female Product Claim (filled by the assured)', 'Claimant's Statement Total and Permanent Disability Claim', 'Credit Life-Critical Illness Claim Form', and 'Critical Illness Claim Form'.

HELP & SUPPORT

We strive to assist you for all your inquiries with high touch customer service.

[CONTACT AIA ▶](#)

CONTACT US
Cannot find the answer in our FAQ section? Contact us now.

LOCATE US
Find us and our panel healthcare partners on Google Map

FAQ
Have a question? You may find the answer here.

IMPORTANT ANNOUNCEMENTS
Useful information for our customers

MY AIA APP
Introducing the My AIA Mobile App for corporate members

FORM LIBRARY
Need a form? Check our form library.

FORM LIBRARY

[AIA Bhd.](#) | [AIA General Berhad](#) | [AIA PUBLIC Takaful Bhd.](#)

[Claims](#) | [Home Loan](#) | [Requests](#) | [Others](#)

[Claims Form](#) | [Attending Physician's Statement \(APS\)](#)

- [Accident Claim Form](#)
- [Claimant Statement for Life \(Corporate Solutions\)](#)
- [Claimant's Statement Critical Illness and Female Product Claim \(filled by the assured\)](#)
- [Claimant's Statement Total and Permanent Disability Claim](#)
- [Credit Life-Critical Illness Claim Form](#)
- [Critical Illness Claim Form](#)



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Step 2: Complete the transaction form, with your signature

Step 3: Snap clear photos of your documents (i.e., your completed form and all applicable receipts)

Kindly take individual photos of each page of the form (if more than 1 page) and individual photos of each receipt.

Step 4: Email your documents to us:

- Individual customers: my.customer@aia.com
- Takaful customers: my.customer@aiapublic.com.my
- Life Planners: my.assist@aia.com

Kindly indicate the purpose of your transaction and your policy number in the email subject title.