

# TRANSACTION SUBMISSIONS

## STEP BY STEP GUIDE



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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 on the AIA website. At the top, a red navigation bar contains the AIA logo and menu items: 'OUR PRODUCTS', 'WHAT MATTERS', 'ABOUT AIA', 'HELP & SUPPORT' (highlighted with a red box), and 'MY AIA'. Below this, the 'HELP & SUPPORT' page is displayed, featuring sections for 'CONTACT US', 'LOCATE US', 'FAQ', 'IMPORTANT ANNOUNCEMENTS', and 'MY AIA APP'. The 'FORM LIBRARY' link is highlighted with a red box, and a red arrow points from it to a secondary screenshot of the 'FORM LIBRARY' page. This secondary page has a red header with 'HELP & SUPPORT' and 'FORM LIBRARY' and lists various forms such as 'Accident Claim Form', 'Claimant Statement for Life (Company Business)', and 'Credit Life/Child Health 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](mailto:my.customer@aia.com)
- Takaful customers: [my.customer@aiapublic.com.my](mailto:my.customer@aiapublic.com.my)
- Life Planners: [my.assist@aia.com](mailto:my.assist@aia.com)

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

