

TRANSACTION SUBMISSIONS

STEP BY STEP GUIDE

NOTE: In accordance with the Movement Control Order (MCO), all of our Customer Centres remains open every Monday – Friday, from 9.30 am – 3.30pm, do contact our Careline or login to the My AIA app or customer portal for payment and policy enquiries.

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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 with several service options: 'CONTACT US', 'LOCATE US', 'FAQ', 'IMPORTANT ANNOUNCEMENTS', 'FORM LIBRARY' (highlighted with a red box), and 'MY AIA APP'. A red arrow points from the 'FORM LIBRARY' link to a detailed view of the 'FORM LIBRARY' page. This page has a red header with 'HELP & SUPPORT' on the left and 'PREV | NEXT' on the right. The main content area is titled 'FORM LIBRARY' and includes sub-sections for 'AIA Bhd.', 'AIA General Berhad', and 'AIA PUBLIC Takaful Bhd.'. Underneath, there are links for 'Claims', 'Home Loan', 'Requests', and 'Others'. The 'Claims' link is underlined, and below it, 'Claims Form' and 'Attending Physician's Statement (APS)' are listed. A list of specific forms follows, each with a red circular icon: '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'.



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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.