



HEALTHIER, LONGER,
BETTER LIVES

MY AIA Portal User Guide

Updated on 8 Jan 2021

The content of this User Guide will be updated from time to time.

AIA confidential and proprietary information. Not for distribution.



Section

- 1 **Main Dashboard**
- 2 **Inbox Message**
- 3 **Employee Benefit & Utilisation**
- 4 **FHC Assessment**
- 5 **Individual Policy Details**
- 6 **Vitality**





HEALTHIER, LONGER,
BETTER LIVES

1

Main Dashboard

- Entry point
- Pre & Post Login Mega Menu
- New interface of Main Dashboard

ENTRY POINT MAIN DASHBOARD

MY AIA

Manage your AIA plans, employee benefits, stay healthy with AIA Vitality, and access healthcare services.



CUSTOMER PORTAL

Manage your AIA plans, employee benefits, stay healthy with AIA Vitality, and access healthcare services.

[REGISTER ▶](#)

[LOGIN ▶](#)

Register if you are new to the My AIA portal / Login if you are an existing My AIA User

CORPORATE PORTAL

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

[LOGIN ▶](#)



MAIN DASHBOARD – POST LOGIN MEGA MENU

The screenshot shows the AIA post-login mega menu. At the top is a red navigation bar with the AIA logo and menu items: OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. The MY AIA menu is expanded, showing a welcome message for a Mediconnect testing employee, a 'MAIN DASHBOARD' button circled in blue, and a 'LOG OUT' link. Below the welcome message, there are four main service tiles: 'PAY ONLINE', 'MY PLANS & CLAIMS', 'AIA VITALITY', and 'MY REWARDS'. The 'AIA VITALITY' and 'MY REWARDS' tiles are highlighted with red boxes. A dashed blue arrow points from the 'AIA VITALITY' tile to the text 'NEW Quick links for AIA Vitality & My Rewards'. Another dashed blue arrow points from the 'MY REWARDS' tile to the same text. On the right side of the mega menu, there are links for 'MY PROFILE', 'STATEMENTS & LETTERS', 'DIRECTORIES & GUIDES', and 'ABOUT MY AIA CUSTOMER APP'. A red 'X' icon is in the top right corner of the mega menu.

WELCOME MEDICONNECT TESTING EMPLOYEE ONE

Access your policy information and perform your service transactions here.

MAIN DASHBOARD

LOG OUT ▶

PAY ONLINE
Make one-off premium/contribution payments.

MY PLANS & CLAIMS
Access your policy and claim information.

AIA VITALITY
Check your AIA Vitality Points and Status, learn how to earn more points, view our partner's benefits, and more.

MY REWARDS
Claim and learn more about AIA Vitality and other rewards offered especially for you.

MY PROFILE ▶

STATEMENTS & LETTERS ▶

DIRECTORIES & GUIDES ▶

ABOUT MY AIA CUSTOMER APP ▶

NEW Quick links for AIA Vitality & My Rewards



MAIN DASHBOARD – POST LOGIN

MY AIA

1 Test Announcement: Sprint 11 [VIEW DETAILS](#)

Welcome back, **Medconnect Testing Employee One**

[PAY ONLINE](#) [AIA VITALITY](#) [REWARDS](#) [MY PLANS & CLAIMS](#)

Last Login: 03 Dec 2020 10:04

[SUBMIT CLAIMS](#)
[GUARANTEE / REFERRAL LETTER](#)
[TRANSACTION HISTORY](#)

N/A Individual Plans | 2 Employee Benefits | SILVER 12,000 PTS

FINANCIAL HEALTH CHECK

YOUR COVERAGE | PEOPLE-LIKE YOU AT AIA

Life RM 3,445
Medical RM 34,555
Accident RM 345,555
Critical Illness RM 345,555
Savings RM 3,455

Last Updated: 20 Oct 2020

HIGHLIGHTS

- Win A Nintendo Switch
- Get Active with AIA Music Run 2019
- Insurance Gap Assessment

Announcement section, Tap “VIEW DETAILS” to view the announcement details

Quick links to different module page

View your policy number (in forced policies only) and Vitality point status

Financial Health Check Result Summary

This section highlights the latest news, customer campaigns, articles etc





HEALTHIER, LONGER,
BETTER LIVES

2

Inbox Message

- Entry point
- Steps to view inbox messages

ENTRY POINT INBOX MESSAGES

The screenshot shows the AIA mobile app interface. At the top is a dark red navigation bar with the AIA logo on the left and menu items: OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. On the right side of this bar, a bell icon is circled in blue, with a dashed arrow pointing to it from the text 'Tap on the bell icon to view inbox'. Below the navigation bar is a white banner with the text 'Welcome back, Chee Wui Keng'. Underneath this banner is a row of four service tiles: 'PAY ONLINE' with a green checkmark icon, 'AIA VITALITY' with a red checkmark icon, 'REWARDS' with a purple icon, and 'MY PLANS & CLAIMS' with a red icon. Below these tiles, the text 'Last Login: 12 Nov 2020 11:22' is visible. The main content area features three white boxes: '9 Individual Plans', 'N/A Employee Benefits', and a red 'JOIN AIA VITALITY' button. To the right of these boxes are three more service tiles: 'SUBMIT CLAIMS', 'GUARANTEE / REFERRAL LETTER', and 'TRANSACTION HISTORY'. At the bottom of the dashboard is a 'FINANCIAL HEALTH CHECK' section. It includes an illustration of a person with a magnifying glass over a document, the text 'Continue from where you left off to understand your Financial Health Status.', and two buttons: 'CONTINUE' and 'VIEW COVERAGE SUMMARY'. To the right of this section is a comparison table for 'YOUR COVERAGE' and 'PEOPLE-LIKE-YOU AT AIA'. The table lists four categories: Life (RM 600,000), Medical (RM 0), Accident (RM 50,000), and Critical Illness (RM 0). Each category has a progress bar and a red sad face icon.

Tap on the bell icon to view inbox



VIEW INBOX MESSAGES

The screenshot displays the AIA user interface. At the top, a red navigation bar contains the AIA logo and menu items: OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. Below this, a dark red banner says "Welcome back, Chee Wui Keng". A secondary navigation bar includes "PAY ONLINE", "AIA VITALITY", "REWARDS", and "MY PLANS & CLAIMS". A "Last Login: 12 Nov 2020 11:22" timestamp is visible. A central dashboard shows "9 Individual Plans", "N/A Employee Benefits", and a "JOIN AIA VITALITY" button. On the right, a dropdown menu lists categories: GENERAL (with a red circle around the number 8), MY POLICY UPDATES, MY CLAIMS & BILLS, MY PAYMENT, MY STATEMENTS & LETTERS, and AIA VITALITY. Below the dashboard is a "FINANCIAL HEALTH CHECK" section.

Message counter
The counter indicates how many unread messages you have in each message category



VIEW INBOX MESSAGES



New Message Indicator This indicates new/unread messages you have in each message category



You've completed the Financial Health Check!

Great! Understanding your protection needs is the first step to ensuring you are adequately covered. For more details, we recommend that you review your results with your Life Planner and retake th...



Click to view message details

Take an assessment

Complete your Financial Health Check today and find out how much coverage you need.



You've completed the Financial Health Check!

Great! Understanding your protection needs is the first step to ensuring you are adequately covered. For more details, we recommend that you review your results with your Life Planner and retake th...



VIEW MESSAGE DETAILS

× CLOSE

REMOVE

06 Nov 2020 | 02:48PM

You've completed the Financial Health Check!

Great! Understanding your protection needs is the first step to ensuring you are adequately covered. For more details, we recommend that you review your results with your Life Planner and retake the Financial Health Check assessment whenever you achieve another milestone in life to ensure your protection needs are met. Due to overwhelming response, our 10,000 vouchers have been fully redeemed. But we still have something special for you! Every 5th customer who completes the assessment will be rewarded with a RM10 TnG e-Wallet credit. We are now validating your eligibility for the reward. Once it is confirmed, you will be notified within 5 days via a MyAIA App Notification.

VIEW MESSAGES DETAILS – FOR APP ONLY PAGES

← DASHBOARD

ALL YOUR WELL BEING NEEDS, ALL IN ONE APP

Life Lagi Better with the new My AIA app. Download the new My AIA app to manage all your well being needs with a touch of a button.



GET IT ON
Google Play



Download on the
App Store



Download on
AppGallery



Prompt to download My AIA App to access App Only Module

Example: AIA Vitality Rewards, E-Cards Listing page etc. (Refer slide.10 for details)





HEALTHIER, LONGER,
BETTER LIVES

3

Customer Portal: Employee Benefits

- Main Dashboard
- Steps to view policy details
- View Benefits Utilisation

Main Dashboard

The dashboard features a red header with the AIA logo and navigation links: OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. On the right, there are icons for notifications, search, and contact. Below the header, a white bar displays the user's name: "Welcome back, Csd Sprint Eleven Conv Employee Three".

A secondary navigation bar contains four main sections: PAY ONLINE (with a dollar sign icon), AIA VITALITY (with a checkmark icon), REWARDS (with a gift icon), and MY PLANS & CLAIMS (with a document icon).

Below this bar, the text "Last Login: 07 Dec 2020 03:44" is visible. The main content area is divided into two columns. The left column shows "N/A Individual Plans" and "1 Employee Benefits" (the latter is circled in blue). The right column contains three options: "SUBMIT CLAIMS" (with a document icon), "GUARANTEE / REFERRAL LETTER" (with a document icon), and "TRANSACTION HISTORY" (with a list icon). A blue dashed arrow points from the "1 Employee Benefits" section to the "GUARANTEE / REFERRAL LETTER" option.

At the bottom, there is a section titled "FINANCIAL HEALTH CHECK" with a placeholder area containing a colorful icon of a person and charts.

Click to view EB Policy



VIEW Policy Details

INDIVIDUAL PLANS (0)

EMPLOYEE BENEFITS (1)



SUBMIT CLAIMS



CLAIMS HISTORY



STATEMENTS & LETTERS

[VIEW ALL](#)



**PREFERRED CARE
POLICY**

PCP

Policy No.: 30002410

Person Covered: CSD SPRINT ELEVEN CONV
EMPLOYEE THREE

Company Name: CSD 1A1P

Staff/Employee No.: N/A

Company Effective Date: 01 Jan 2021

Click to view
details



VIEW Policy Details



PREFERRED CARE POLICY

PCP

Person Covered
CSD SPRINT ELEVEN CONV
EMPLOYEE THREE

Policy No.
30002410

Staff/Employee No.
N/A

Policy Effective Date
01 Jan 2021

Company Name
CSD 1A1P

WHO IS COVERED IN MY POLICY

EMPLOYEE DETAILS

CSD SPRINT ELEVEN CONV EMPLOYEE THREE

EMPLOYEE

Identification No.
910315448814

Date of Birth
15 MAR 1991

[VIEW DETAILS ▶](#)



[VIEW AIA PANEL CLINICS ▶](#)

Click to view
Benefits

Click to view Selected
Panel Clinic (if applicable)



VIEW & ASSIGN Dependents/Guardian

SPOUSE DETAILS

SPOUSE ONE SPOUSE	Identification No. 91031544881402	Date of Birth 18 JUN 1985	VIEW DETAILS ▶
VIEW AIA PANEL CLINICS ▶	ASSIGN DEPENDANT TO MEDICAL CARD ▶	VIEW DETAILS ▶	

Click to assign card to dependents

CHILD DETAILS

CHILD ONE CHILD	Membership ID 91031544881403	Date of Birth 19 JUN 2010	VIEW DETAILS ▶
VIEW AIA PANEL CLINICS ▶	ASSIGN DEPENDANT TO MEDICAL CARD ▶	VIEW DETAILS ▶	

Click to view Dependent Benefits

GUARDIAN DETAILS

Add and assign a guardian to accompany your child to AIA Panel

[+ ADD / ASSIGN GUARDIAN](#)

Click to Add/Assign Guardian



VIEW Benefits Utilisation

CSD SPRINT ELEVEN CONV EMPLOYEE TWO

EMPLOYEE

HOSPITAL & SURGICAL-
BASE

ACUTE GP

SPECIALIST CARE

Vitality

Click to view Benefits

Individual Limit For
RM 35,000 /DISABILITY

Total Amount Used
RM 0.00 USED
[VIEW DETAILS >](#)

Applicable To
EMPLOYEE

Click to view Utilisation

BENEFIT DETAILS

All the benefit covered for Hospital & Surgical-Base, subject to the balance of your Coverage Amount.

Ambulance Fees

Covered as per policy terms and conditions.

Anaesthetic Fees

Covered as per policy terms and conditions.



VIEW Benefits Utilisation

Emergency Out Patient Trmt

RM 100 / DISABILITY

EMERGENCY EVACUATION BENEFITS

Covered as per policy terms and conditions.

GH Daily Cash Allowance

RM 50 / DAY , 180 DAYS / VISIT

Hosp Misc Svc/Supplies & Svc

Covered as per policy terms and conditions.

Intensive Care Unit

RM 240 / DAY , 30 DAYS / VISIT

Intensive Care Unit shared limit with Hospital Room & Board up to 180 Days / visit

In Hospital Physician Visit

180 DAYS / VISIT

Medical Report

RM 80 / DISABILITY

Out-Patient Accidental Trtm

RM 2,500 / DISABILITY



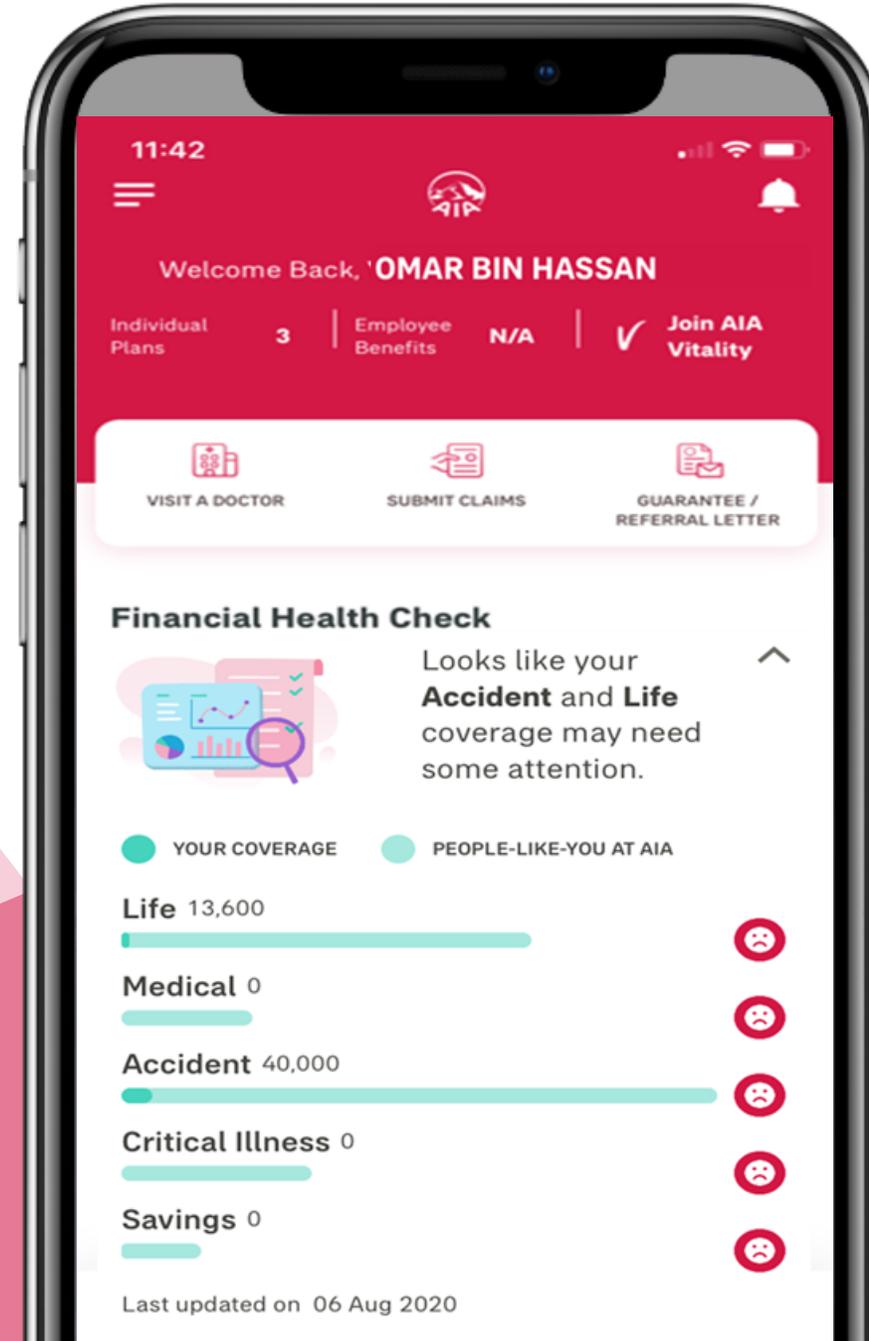


HEALTHIER, LONGER,
BETTER LIVES

4

Financial Health Check

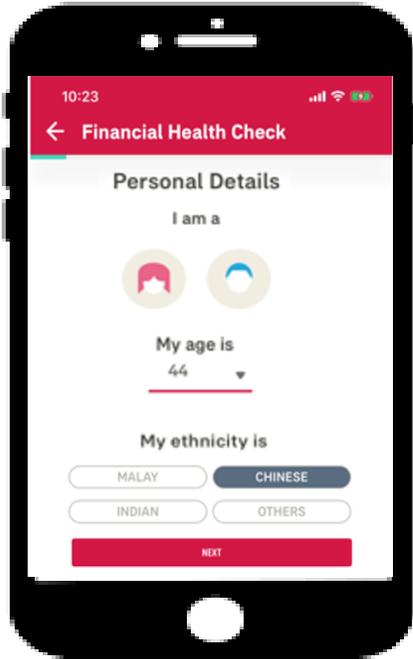
- What is Financial Health Check
- Getting Started with Assessment
- View Results
- View All Life Stages Profile
- How To Talk to Life Planner



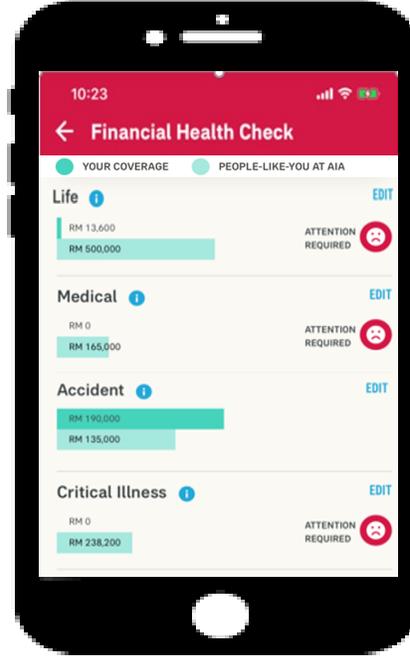
Financial Health Check (FHC)

FHC is an online assessment that enables individuals to complete a self-assessment on their **financial preparedness to meet major life events** in simple 3 steps:

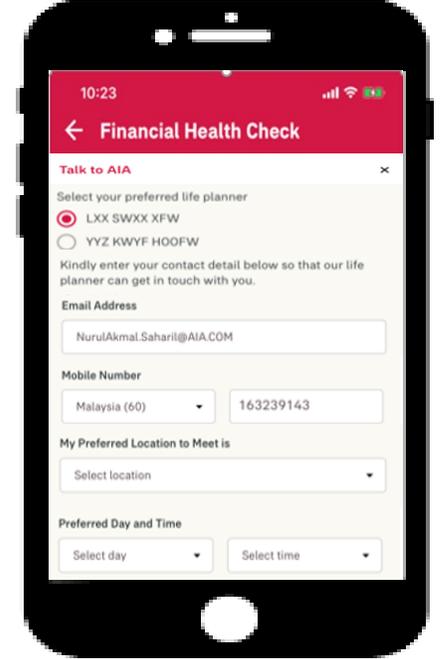
1 Answering a series of **short questions** about myself



2 Find out more on whether **my coverage** is sufficient & my **life stage profile**



3 I can choose to **Talk to AIA** to find out more (my latest inforce agent will be displayed at the top)



Personal Info:
Age, Gender,
Ethnicity, Marital,
Children



Financial Info:
Monthly Income,
Spend on Insurance /
Takaful



Insurance Info:
Current Insurance
Coverage with Other
Ins Co

AIA confidential and proprietary information. Not for distribution.



You Are A Nest Builder!

With a household full of energy, you are going through life with excitement and anticipation with your children. With young minds to enrich and needs to fulfill, your financial responsibilities have increased.

Coverage Gap ✓ + Life Stage Profile ✓ + Talk to Life Planner ✓
=

Hot Leads

Financial Health Check – Best Practices (How)



You should complete the FHC at least once a year. Your life stage will change over time and may have different life goals hence will have different insurance needs

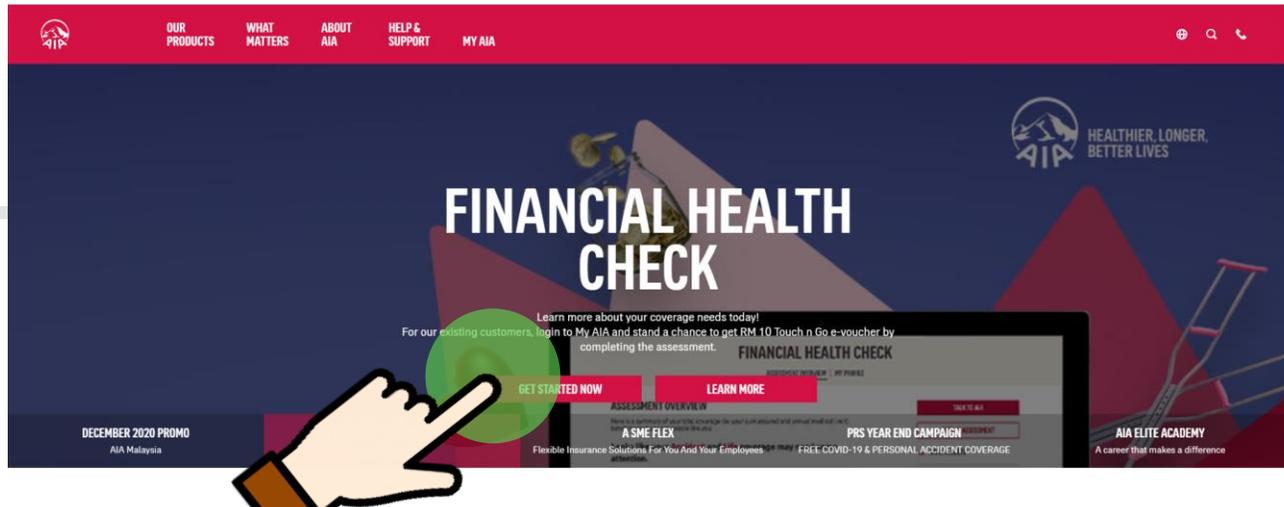
The FHC will take no more than 10 minutes and will help you have a clearer picture on your insurance needs



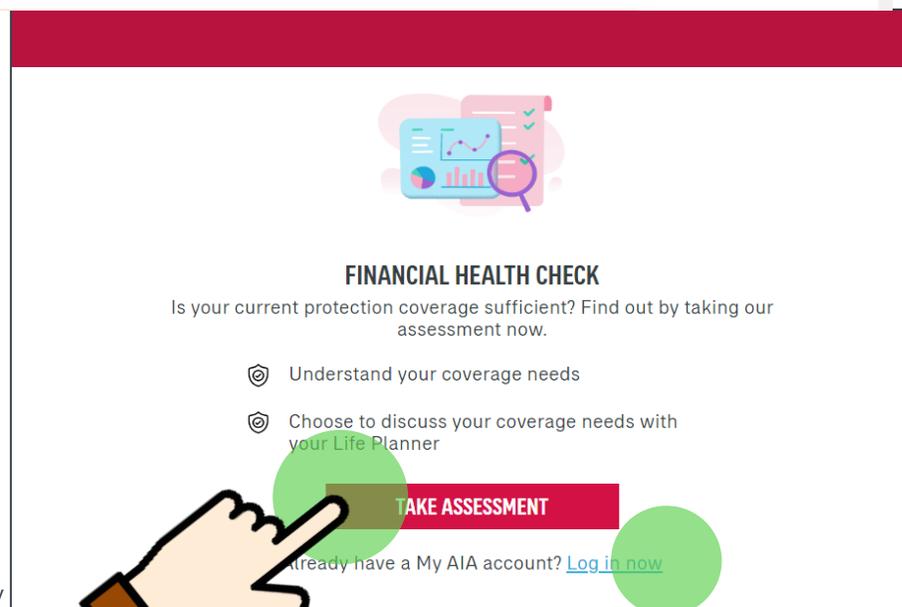
Getting started with Financial Health Check



How to start (New Customer)



1. From AIA portal landing page banner, hover to Financial Health Check and click **Get Started Now**. Then click **Take Assessment** to begin



2. If you are an existing customer, you can choose to log in with your My AIA account



How to start (AIA Customer)

1

1. For existing My AIA users, key in your My AIA User ID and password, then click on the “Login” button

WELCOME TO MY AIA

User ID

Enter your user ID

Password

Key in your password

[Forgot User ID/Password?](#)

An unexpected error has occurred, please try again.

LOGIN

New user? Register

AIA

Welcome back, *****Khxm

PAY ONLINE

AIA VITALITY

REWARDS

MY PLANS & CLAIMS

Last Login: 07 Sep 2020 04:44

SUBMIT CLAIMS

2
Individual
Plans

3
Employee
Benefits

0 PTS

GUARANTEE /
REFERRAL LETTER

TRANSACTION HISTORY

FINANCIAL HEALTH CHECK



My Personal Details

ABOUT ME MARITAL STATUS & FAMILY MEMBERS MY LIFE STAGE MY FINANCIAL STATUS DONE

PERSONAL DETAILS

I am a

My age is

My ethnicity is

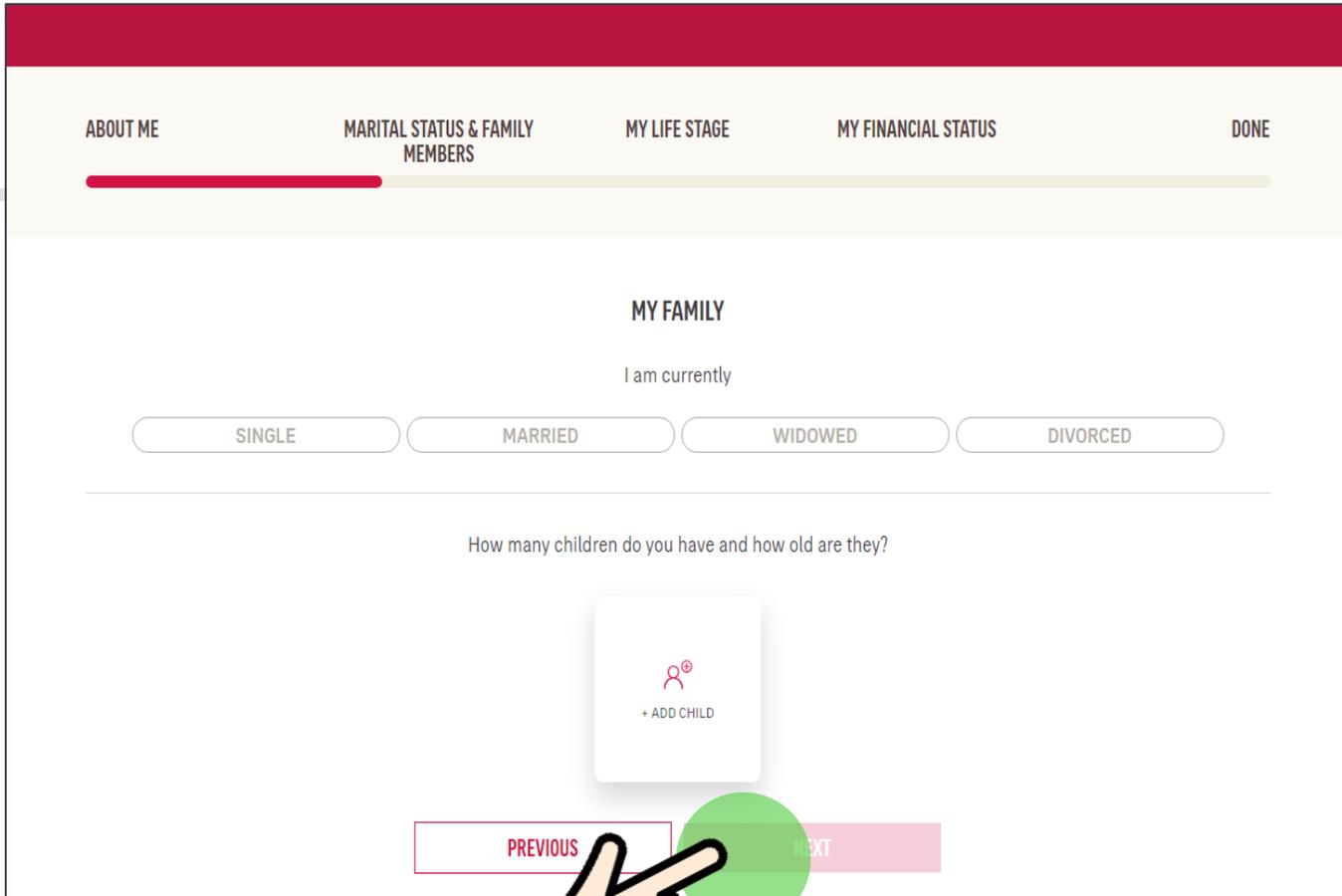
MALAY CHINESE INDIAN OTHERS

NEXT

2

1. Fill up your personal details. For existing customers Gender and Age will be pre-populated
2. After completing all fields, tap **Next**

About My Family



The screenshot shows a mobile application interface for 'About My Family'. At the top, there is a progress bar with five steps: 'ABOUT ME', 'MARITAL STATUS & FAMILY MEMBERS', 'MY LIFE STAGE', 'MY FINANCIAL STATUS', and 'DONE'. The 'MARITAL STATUS & FAMILY MEMBERS' step is currently active, indicated by a red bar under it. Below the progress bar, the title 'MY FAMILY' is centered. Underneath, the text 'I am currently' is followed by four buttons: 'SINGLE', 'MARRIED', 'WIDOWED', and 'DIVORCED'. Below these buttons, the question 'How many children do you have and how old are they?' is displayed. A white button with a red plus sign and a person icon is labeled '+ ADD CHILD'. At the bottom, there are two buttons: 'PREVIOUS' and 'NEXT'. A hand icon is pointing to the 'NEXT' button, which is highlighted with a green circle.

3

Select your marital status and add child(s) details, if applicable

And then add child(s) age

After completing all fields, tap **Next**

Scenarios which concern me most

4

In the next 5 questions, the customers need to Select from a scale of 1 (strongly disagree) to 5 (strongly agree) whether how much each of these scenarios concern you:

Hospitalisation, death/total permanent disability, retirement, accident and critical illness

ABOUT ME MARITAL STATUS & FAMILY MEMBERS MY LIFE STAGE MY FINANCIAL STATUS DONE

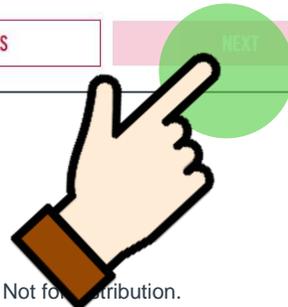
WHICH OF THE FOLLOWING SCENARIOS CONCERN YOU?

In the event of **hospitalisation**, I am not worried about paying for medical expenses that exceed 50% of my monthly salary.

1 2 3 4 5

Strongly Disagree Strongly Agree

PREVIOUS NEXT



My Finances

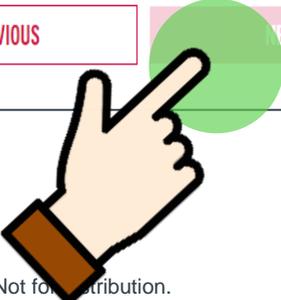
ABOUT ME MARITAL STATUS & FAMILY MEMBERS MY LIFE STAGE MY FINANCIAL STATUS DONE

MY FINANCES

My monthly income is

RM 0 - 1,000	RM 1,001 - 3,000
RM 3,001 - 6,000	RM 6,001 - 15,000
RM 15,001 - 25,000	RM 25,001 - 40,000
RM 40,001 - 60,000	> RM 60,000

PREVIOUS NEXT



5

Select your monthly income range

My Finances

ABOUT ME MARITAL STATUS & FAMILY MEMBERS MY LIFE STAGE MY FINANCIAL STATUS DONE

MY FINANCES

My annual spend on insurance/Takaful for myself is

RM 0 - 500

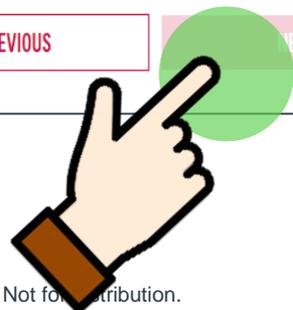
RM 501 - 1,500

RM 1,501 - 4,000

RM 4,001 - 10,000

> RM 10,000

PREVIOUS NEXT



5

Update the total annual premium spend on your insurance/takaful plans with both AIA & other companies



My Finances

ABOUT ME MARITAL STATUS & FAMILY MEMBERS MY LIFE STAGE **MY FINANCIAL STATUS** DONE

MY COVERAGE

Besides AIA, I have insurance / takaful plans with **other companies**. My total coverage / medical limit with **other companies** is

Life	RM	<input type="text" value="0"/>
<small>Payout amount received upon death or total permanent disability (TPD).</small>		
Medical	RM	<input type="text" value="0"/>
<small>Annual limit for hospitalisation expenses.</small>		
Accident	RM	<input type="text" value="0"/>
<small>Payout amount received upon death or total permanent disability (TPD) due to an accident.</small>		
Critical Illness	RM	<input type="text" value="0"/>
<small>Payout amount received upon diagnosis of critical diseases such as cancer etc.</small>		
Savings	RM	<input type="text" value="0"/>
<small>The total premium / contribution amount paid to date for any existing Endowment plans</small>		

1 Enter "0" if you do not have any insurance policies/takaful certificates with other companies

PREVIOUS **DONE**

5

Update your insurance/takaful coverage with other companies to get a more accurate view on your total coverage.

After completing all fields, tap **Done**



FHC: Assessment complete!
View results now



Do I have sufficient coverage?

6

Upon completing the FHC, you will be directed to the assessment overview page where you can compare your coverage with “people-like-you-in-AIA”.

Areas of concern will be indicated with a ‘sad face’ emoticon.

FINANCIAL HEALTH CHECK

ASSESSMENT OVERVIEW | MY PROFILE

ASSESSMENT OVERVIEW

Here is a summary of your total coverage (ie; your sum assured and annual medical limit) benchmarked against people like you.

Looks like your **Medical and **Accident** coverage may need some attention.**

GOOD TO KNOW

TAP THE COVERAGE BAR TO VIEW MORE DETAILS

- YOUR COVERAGE**
Your total payout amount (ie; sum assured or sum covered) / medical annual limit (AIA and non-AIA).
- PEOPLE-LIKE-YOU AT AIA**
AIA customers who have demographic profiles similar to yours.

TALK TO AIA

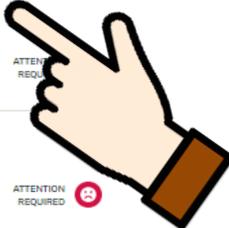
RETAKE ASSESSMENT

SAVE RESULTS

SHARE WITH A FRIEND

Customer Careline
For enquiries, please contact our careline.
[Call us now](#)

Life	RM 100,000 RM 328,450	ATTENTION REQUIRED
Medical	RM 500,000 RM 1,500,000	ATTENTION REQUIRED
Accident	RM 100,000 RM 582,500	ATTENTION REQUIRED
Critical Illness	RM 50,000 RM 293,000	ATTENTION REQUIRED
Savings	RM 0 RM 100,000	ATTENTION REQUIRED



This is Me!

FINANCIAL HEALTH CHECK

ASSESSMENT OVERVIEW | MY PROFILE

MY PROFILE

You Are A **Future Pillar!**



Young and excited about the future, you enjoy exploring new adventures and adding new experiences to your life. Being digitally savvy, you like taking on opportunities to learn and improve yourself, but also value the importance of taking a break every once in awhile.

You may be dependent on your parents but still prefer to have your own space, and not burden your family.



TALK TO AIA

RETAKE ASSESSMENT

SAVE RESULTS

SHARE WITH A FRIEND

Customer Careline

For enquiries, please contact our careline.

[Call us now](#)

7

Tap **My Profile** to view your life stage profile.

The life stage profile is based on your customer demographic selection (Age, Marital Status and Child's information)

How to save my FHC results?

7

Tap **Save Results** to download the results in PDF or have the results emailed

FINANCIAL HEALTH CHECK

ASSESSMENT OVERVIEW | MY PROFILE

MY PROFILE

You Are A Future Pillar!

Young and excited about the future, you enjoy exploring new adventures and adding new experiences to your life. Being digitally savvy, you like taking on opportunities to learn and improve yourself, but also value the importance of taking a break every once in awhile.

You may be dependent on your parents but still prefer to have your own space, and not burden your family.

TALK TO AIA

RETAKE ASSESSMENT

SAVE RESULTS

SHARE WITH FRIENDS

Customer Careline

For enquiries, please contact our careline.
[Call us now](#)

SAVE RESULTS

My Financial Health Check Results

DOWNLOAD PDF

Or

Send my Financial Health Check results to my email address:

Enter email **SEND**



How to share FHC with my Friends?

7

Tap Share with a friend to share FHC link via Email, FB or WhatsApp

FINANCIAL HEALTH CHECK

ASSESSMENT OVERVIEW | MY PROFILE

MY PROFILE

You Are A Future Pillar!

Young and excited about the future, you enjoy exploring new adventures and adding new experiences to your life. Being digitally savvy, you like taking on opportunities to learn and improve yourself, but also value the importance of taking a break every once in awhile.

You may be dependent on your parents but still prefer to have your own space, and not burden your family.

TALK TO AIA

RETAKE ASSESSMENT

SAVE RESULTS

SHARE WITH A FRIEND

Customer Care
For enquiries, please call careline.
[Call us now](#)

SHARE WITH A FRIEND

Invite a friend to take the Financial Health Check assessment today!

Email

Facebook

WhatsApp

FHC: Talk to an AIA Life Planner



I want to talk to AIA to find out more

FINANCIAL HEALTH CHECK

ASSESSMENT OVERVIEW | MY PROFILE

ASSESSMENT OVERVIEW

Here is a summary of your total coverage (ie; your sum assured and annual medical limit) benchmarked against people like you.

Looks like your **Medical** and **Accident** coverage may need some attention.

GOOD TO KNOW

TAP THE COVERAGE BAR TO VIEW MORE DETAILS

- YOUR COVERAGE**
Your total payout amount (ie; sum assured or sum covered) / medical annual limit (AIA and non-AIA).
- PEOPLE-LIKE-YOU AT AIA**
AIA customers who have demographic profiles similar to yours.

TALK TO AIA

WITH A FRIEND

Customer Careline
For enquiries, please contact our careline.
[Call us now](#)

Life

RM 100,000	ATTENTION REQUIRED
RM 328,450	

Medical

RM 500,000	ATTENTION REQUIRED
RM 1,500,000	

Accident

RM 100,000	ATTENTION REQUIRED
RM 582,500	

Critical Illness

RM 50,000	ATTENTION REQUIRED
RM 293,000	

Savings

RM 0	ATTENTION REQUIRED
RM 100,000	

7

Tap on **Talk to AIA** to arrange a meeting with AIA Life Planner



I want to talk to AIA to find out more

TALK TO AIA

Select your preferred AIA representative (Life planner/Financial Executive)

- TFEW TFQFW KOK
- Financial Executive (Public Bank)

Please enter your contact details below so that we can get in touch with you.

Address

NurulAkmal.Saharil@aia.com

Mobile Number

Select your country code and key in your mobile number using this format: e.g. 122799456.

Malaysia (60)

1123132758

My Preferred Location to Meet is

Select location

Preferred Day and Time

Select day

Select time

SUBMIT

7

For existing customers, you can tap on Talk to AIA to notify your preferred AIA Life Planner or Public Bank Financial Executive (for Public Bank bancassurance holders) that you would like to meet up for a consultation

For non-AIA customers, you can submit your details and an AIA Life Planner will be assigned to you



HEALTHIER, LONGER,
BETTER LIVES

5

Individual Policy Details

- Main Dashboard
- Policy Details
- Auto Debit
- Online Payment
- Change Payment Cycle
- Change Contact Details

Main Dashboard & Entry Point Individual Policies

The screenshot shows the top navigation bar with four main menu items: **PAY ONLINE** (with a green person icon), **AIA VITALITY** (with a red checkmark icon), **REWARDS** (with a purple gift icon), and **MY PLANS & CLAIMS** (with a red document icon). Below the navigation bar, the user's last login is noted as "Last Login: 02 Dec 2020 10:54". The main content area features a central card with three sections: "2 Individual Plans" (circled in blue), "N/A Employee Benefits", and "JOIN AIA VITALITY" (with a red checkmark icon). To the right of this card are three additional menu items: "SUBMIT CLAIMS", "GUARANTEE / REFERRAL LETTER", and "TRANSACTION HISTORY". A blue dashed arrow points from the "2 Individual Plans" section towards the right, indicating the flow to the summary cards.

- View your in-force individual policy count
- Click to view your policy summary cards

FINANCIAL HEALTH CHECK

The Financial Health Check section displays a comparison between the user's current coverage and the coverage of people like them at AIA. On the left, a message states: "Looks like your Life and Critical Illness coverage may need some attention." Below this message are two buttons: "REVIEW YOUR COVERAGE" and "VIEW COVERAGE SUMMARY". The comparison table is as follows:

YOUR COVERAGE	PEOPLE-LIKE-YOU AT AIA
Life RM 0	Low (Sad face icon)
Medical RM 115,000	Low (Sad face icon)
Accident RM 0	Low (Sad face icon)
Critical Illness RM 0	Low (Sad face icon)
Savings RM 0	Low (Sad face icon)

At the bottom of the section, it is noted that the data was "Last Updated: 01 Dec 2020".



My Plan & Claims – Policy Summary Card

MY PLANS & CLAIMS

INDIVIDUAL PLANS (3)

EMPLOYEE BENEFITS (0)

Tap Pay Online to make payment for your individual policies, Vitality membership



PAY ONLINE



CLAIMS HISTORY



STATEMENTS & LETTERS

To view your yearly statements for income tax submission, click Statements & Letters
Then click Policy Statements, select the name & year
Select Premium/Contribution file to view your policy's statement

[VIEW ALL](#)



empower Edu Plan
Savings and Investment



Policy No:
Status: In force Premium Paying
Premium Due Date: 26 Feb 2016
Premium Due Amount: RM 100.00
Coverage Amount: RM 20,000.00
Person Covered:



empower Edu Plan
Savings and Investment



Policy No:
Status: In force Premium Paying
Premium Due Date: 04 Feb 2016
Premium Due Amount: RM 100.00
Coverage Amount: RM 20,000.00
Person Covered:



empower Edu Plan
Savings and Investment



Policy No:
Status: In force Premium Paying
Premium Due Date: 04 Feb 2016
Premium Due Amount: RM 100.00
Coverage Amount: RM 20,000.00
Person Covered:

View your policy summary cards
Click View All to view all your policies

My Plan – View All Policies

← DASHBOARD NEXT

MY PLANS

All (3) | Individual Plans (3) | Employee Benefits (0)

Search by name

INDIVIDUAL PLANS (3)



PB ENDOWMENT PLUS PLAN
Life Insurance [More detail ▶](#)

Policy no:
Status: **Cancel of Inception (CFI)**
Coverage amount: **RM 35,500.00**
Person covered name

Premium due date: **10-Mar-2015**
Premium due amount: **RM 500.00**
(Inc. Govt. Tax RM 0.00)



EXCELCARE PLUS
Life Insurance [More detail ▶](#)

Select to view your policy details



View Your Policy Details

← MY PLANS - INDIVIDUAL

AIA

POLICY DETAILS



A-Life Signature Beyond

Life Protection

Policy No.

[Redacted]

Status

IN FORCE PREMIUM PAYING

Premium Due Date

07 MAY 2018

Premium Due Amount

RM 35,413.22

(Inc. Govt. Tax RM 0.00)

Payment Frequency

QUARTERLY

Payment Method

DIRECT BILLING (CASH)

Coverage Amount

RM 2,000,000.00

Coverage Period

FROM 07 FEB 2018 - 07 FEB 2087

Option to extend your coverage period from 70/80 to 100 years old.

Auto Extension Coverage Term Indicator

M/A



UPDATE PAYMENT DETAILS



UPDATE CONTACT DETAILS



INVESTMENT DETAILS



SUSTAINABILITY INFO

View your policy details & scroll down to view more policy info & rider details

Click on the quick link to proceed the transaction and the page will link to existing MY AIA portal.

View Your Combined Limit For Your Medical Riders (where applicable)

AIA

← MY PLANS - INDIVIDUAL



A-Life Med Regular

Medical Protection

Policy No.

Premium Due Date
02 APR 2020

Payment Frequency
QUARTERLY

Medical Limit/Year
RM 1,375,000.00

This amount is the combination of MER2 A-Life Med Regular and APH1 A-Plus Health Booster. For details, kindly refer to the What Does It Covers section.

Status
IN FORCE PREMIUM PAYING

Premium Due Amount
RM 478.18
(Inc. Govt. Tax RM 0.00)

Payment Method
DIRECT BILLING (CASH)

Coverage Period
FROM 02 JAN 2020 - 02 JAN 2079

UPDATE PAYMENT DETAILS

UPDATE CONTACT DETAILS

MEDICAL CARD REPLACEMENT

View your combine limit for your medical riders where applicable



View Your Rider Details

← MY PLANS - INDIVIDUAL

WHAT DOES IT COVER?

AETNA SAVINGS@AGE 55

Coverage Amount
RM 50,000.00

Status
IN FORCE PREMIUM PAYING

Premium
RM 3,714.00

Refers to the end of your insurance premium / takaful contribution payment term, while Expiry Date above refers to the end of your coverage term.

Effective Date
07 JAN 2000

Expiry Date
07 JAN 2017

Premium Cease Date ⓘ
07 JAN 2017

COMPREHENSIVE TPD

Coverage Amount
RM 50,000.00

Status
IN FORCE PREMIUM PAYING

Effective Date
07 JAN 2000

Expiry Date
07 JAN 2017

Premium Cease Date ⓘ
07 JAN 2017

LWP ON ENDT

Coverage Amount
RM 3,714.00

Status
IN FORCE PREMIUM PAYING

Premium
RM 393.68

Effective Date
07 JAN 2000

Expiry Date
07 JAN 2017

Premium Cease Date ⓘ
07 JAN 2017

View your rider details

- Rider Name
- Coverage Amount / Medical Limit/Year
- Status
- Premium / Contribution
- Effective Date
- Expiry Date
- Premium Cease Date / Contribution Cease Date



View Your Combined Limit As Well As The Breakdown For Each Medical Rider

AIA

← MY PLANS - INDIVIDUAL

WHAT DOES IT COVER?

MER2 A-Life Med Regular

Medical Limit/Year RM 1,375,000.00	Status IN FORCE PREMIUM PAYING	Premium RM 393.98
MER2 A-Life Med Regular: RM 125,000.00		
APH1 A-Plus Health Booster: RM 1,250,000.00		

Effective Date 02 JAN 2020	Expiry Date 02 JAN 2079	Premium Cease Date ⓘ 02 JAN 2079
--------------------------------------	-----------------------------------	--

Deductible Amount	RM 0.00	Hospital Room and Board	RM 200.00
--------------------------	----------------	--------------------------------	------------------

↑

View your combine limit as well as the breakdown for each medical rider



View Your Rider Details (Hospital Room & Board / Deductible Amount)

← MY PLANS - INDIVIDUAL AIA

APM6 PB Health Xtra

Medical Limit/Year RM 2,000,000.00	Status IN FORCE PREMIUM PAYING	Effective Date 01 JAN 2017
Expiry Date 01 JAN 2062	Premium Cease Date ⓘ 01 JAN 2062	

Hospital Room and Board RM 500.00 ^

Daily Room and Board Amount

YOU HAVE SELECTED:

Room And Board Amount RM 500.00 per day

AIA VITALITY HEALTH REWARDS ⓘ

Not Applicable

Deductible Amount RM 300.00 ^

Upon hospital admission, you will have to pay the deductible amount and AIA will pay the remaining eligible medical expenses.

YOU HAVE SELECTED:

Deductible Amount RM 300.00

AIA VITALITY HEALTH REWARDS ⓘ

Not Applicable

Hospital Room & Board display at left hand side (top)

Deductible amount display at right hand side (top)



View Your Rider Details (Co Pay)

AIA

← MY PLANS - INDIVIDUAL

TMXYNW MM

Coverage Amount RM 0.00	Status IN FORCE PREMIUM PAYING	Premium RM 17.23
Effective Date 05 JUL 2000	Expiry Date 05 JUL 2019	Premium Cease Date ⓘ 05 JUL 2019

Hospital Room and Board **RM 500.00** ^

Co-Pay ⓘ **10%** ^

Upon hospital admission, you will have to pay 10% of your total medical bill and AIA will pay the remaining eligible amount.

Co-Pay display at the bottom of Hospital Room & Board



View your AIA Vitality Booster details (where applicable)

Vitality Booster Details		
AIA Vitality Membership Status ACTIVE	AIA Vitality Benefit Status N/A	Vitality Booster Percentage 20%
Vitality Booster Effective Date 20 NOV 2019	Vitality Booster Amount ⓘ RM 1,201.20	Vitality Booster Maturity Date ⓘ 20 NOV 2039

View your AIA Vitality Booster details (where applicable)

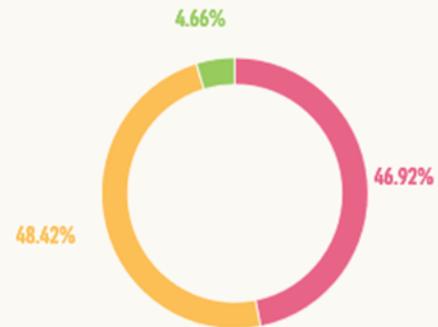


View Your Investment Portfolio

AIA

← MY PLANS - INDIVIDUAL

MY INVESTMENT PORTFOLIO



Total investment-linked fund value
RM 13,241.62

- AIA EQUITY PLUS FUND
- AIA FIXED INCOME FUND
- AIA BALANCED FUND

[VIEW DETAILS](#)

Click view details to view investment details



View Client Details & My Life Planner

CLIENT DETAILS

**VITALI TY FORTY FOUR**
POLICY OWNER PERSON COVERED PAYOR CORRESPONDENCE
[EDIT ▶](#)

Identification No. 850318055336	Email VARALAKSHMI.PALIKALA@AIA.COM	Address ASFSGAF 41200 SELANGOR MAL
Mobile No. 60172486456	Office No. N/A	Home No. N/A

MY LIFE PLANNER

**EOZZYFY DFRXET (FLS)**
Agent ID
D9000

Contact details N/A

Click Edit to update the contact details (client with correspondence role)



View Your Rider Details (My Health Wallet)

APM6 PB Health Xtra

Medical Limit/Year
RM 1,500,000.00

Status
IN FORCE PREMIUM PAYING

Effective Date
01 JAN 2017

Expiry Date
01 JAN 2087

Premium Cease Date
01 JAN 2087

Hospital Room and Board RM ▾

Deductible Amount RM ▾

MY HEALTH WALLET ▶

MY HEALTH REWARDS ▶

At Policy Details page,
scroll down to the rider
details, click to view your
Health Wallet details



View Your Rider Details (My Health Wallet Details)



HEALTH WALLET

YOUR HEALTH WALLET AMOUNT*

RM 600.00

Total Amount Earned
RM 2,000.00

Total Amount Used
RM 1,400.00

[VIEW TRANSACTION HISTORY ▶](#)

*An amount will be credited to your Health Wallet at the end of the rider year provided that no claims have been made in that particular year, up to a total of 10 times.

WHAT ARE THE BENEFITS OFFERED UNDER THE HEALTH WALLET?



PREVENTION BENEFIT

1. Health Screening
2. Vaccination (age 16 and above) for flu, Hepatitis B, HPV, Shingles and Pneumococcal

You may use up to RM300 every year.

Note: This benefit is not applicable for Plan T50.

Total Amount Used
RM 0.00



SPECIAL CARE BENEFIT

- The total amount available in your Health Wallet can be used to pay for the following:
1. Congenital Conditions
 2. Elective/Plastic/Cosmetic surgery due to accident or cancer.

Note: This benefit is not applicable for Plan T50.

Total Amount Used
RM 0.00



RECOVERY AND SUPPORT BENEFIT

- Mobility and Hearing Support
- The total amount available in your Health Wallet can also be used to pay for external prosthetics as stated below:
1. Artificial limb
 2. Hearing aid

Total Amount Used
RM 0.00

Scroll down to view your Health Wallet benefits



View Your Rider Details - My Health Reward

APM6 PB Health Xtra

Medical Limit/Year
RM 1,500,000.00

Status
IN FORCE PREMIUM PAYING

Effective Date
01 JAN 2017

Expiry Date
01 JAN 2087

Premium Cease Date
01 JAN 2087

Hospital Room and Board RM ▾

Deductible Amount RM ▾

MY HEALTH WALLET ▶

MY HEALTH REWARDS ▶

At Policy Details page, scroll down to the rider details, click to view your Health Rewards details

View Your Rider Details - My Health Reward Details



AIA Vitality HEALTH REWARDS

ALERT

When you sign-up as an AIA Vitality member, you can earn additional rewards for making healthy choices.

BENEFITS OF HEALTH REWARDS

BRONZE	SILVER	GOLD	PLATINUM
	DEDUCTIBLE WAIVER		Deductible Amount You need to Pay RM 300
	AIA will waive your Deductible Amount (if any) upon hospital admission, depending on your AIA Vitality status.		
	HOSPITAL ROOM AND BOARD BENEFIT UPGRADE		Percentage (%) of the increase to Hospital Room and Board Benefit Amount: No Upgrade
	AIA will auto upgrade your Hospital Room and Board Benefit amount upon hospital admission, depending on your AIA Vitality status.		
	HEALTH WALLET BOOSTER		Percentage (%) of the increase to the Total Health Wallet Amount: 0%
	AIA will increase your Health Wallet amount every year, depending on your AIA Vitality status.		

Scroll down to view your Health Rewards benefits



Auto Debit

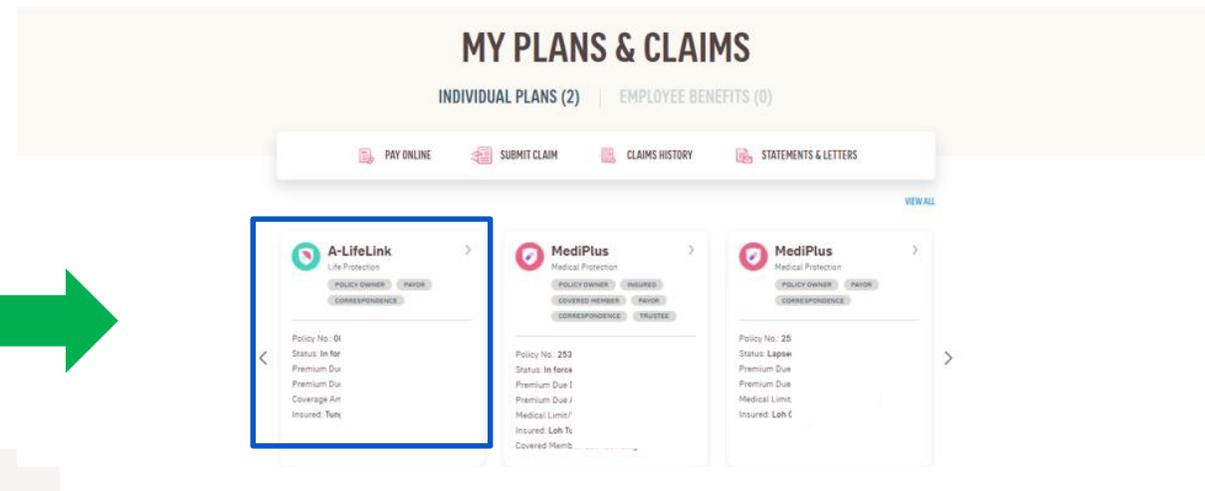
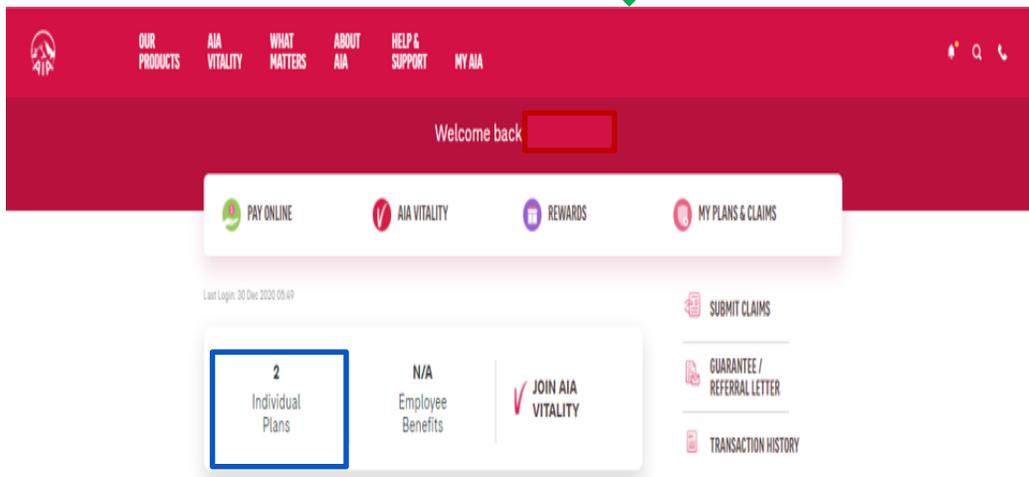
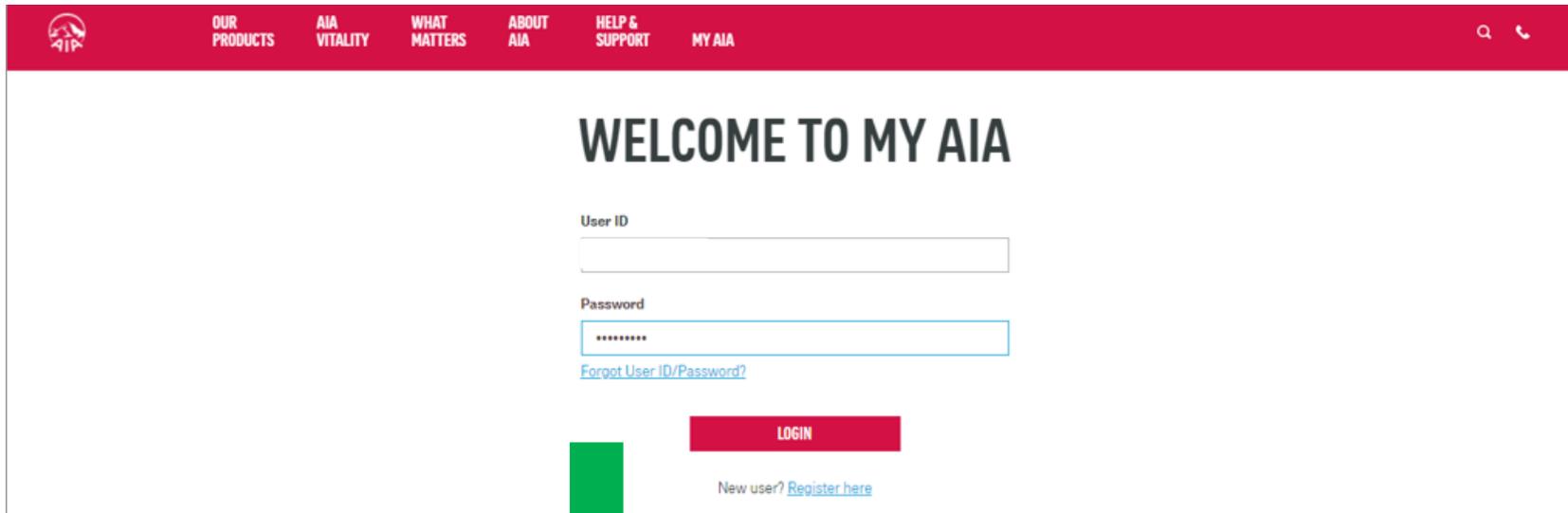
Learn how to setup & edit auto debit function to perform payment for your policy / certificate



AUTO DEBIT SIGN-UP VIA MY AIA



Step 1
After you login to MY AIA, on the Homepage, click on individual plans > MY Plans & Claims > Select policy



AUTO DEBIT SIGN-UP VIA MY AIA

Step 1
Login to
MY AIA

Step 2
Select
Update Payment
Details

Step 3
Select
Policies for
Auto Debit

Step 4
Verification

Step 5
Update
Credit Card
details

← MY PLANS - INDIVIDUAL

POLICY DETAILS

**A-LifeLink**
Life Protection

Policy No.	Status IN FORCE PREMIUM PAYING
Premium Due Date 30 JAN 2016	Premium Due Amount RM 480.00 (Inc. Govt. Tax RM 0.00)
Payment Frequency MONTHLY	Payment Method DIRECT DEBIT
Coverage Amount RM 26,400.00	Coverage Period FROM 30 JUN 2013 - 30 JUN 2071

- 2** UPDATE PAYMENT DETAILS
- UPDATE CONTACT DETAILS
- MEDICAL CARD REPLACEMENT
- INVESTMENT DETAILS
- SUSTAINABILITY INFO

Step **2**
In Policy Details page,
click on Update
Payment Details and
go to My Payments
page. Select the
policy and click
Update Credit Card.

← DASHBOARD

Go to MY Payments page

PERSON COVERED: TUNG SOO WAN



A-LIFELINK

Premium amount
RM 480.00

STANDARD CHARTERED
BANK MALAYS

Due Date
30-JAN-2016

Payment Cycle
MONTHLY

5 CHANGE PAYMENT CYCLE

X UPDATE CREDIT CARD

2



AUTO DEBIT SIGN-UP VIA MY AIA



UPDATE CREDIT CARD

1 2 3

UPDATE CREDIT CARD DETAILS

Select the checkbox to apply this credit card to the policies below:

- A-Life Maxx Renewal**
Policy No.
Person covered name:
- A-Link Link 5**
Policy No.
Person covered name:
- A-Life Signature**
Policy No.
Person covered name:

CANCEL **NEXT**

Note:
Updated payment information will take effect from the next billing cycle onwards.

Step **3**
Your list of policies will be shown in a pop up window. Select the policies that you want to enrol for Auto Debit and click **“NEXT”**

AUTO DEBIT SIGN-UP VIA MY AIA



UPDATE CREDIT CARD

UPDATE CREDIT CARD DETAILS

Policy: A-Life Multi-Restart

Policy: A-Link LINK 2

Policy: A-Life Signature

CANCEL 4 NEXT

Note: Updated payment information will take effect from the next billing cycle onwards.

Step 4

A summary of your selected policies will be shown. Click **"NEXT"** if the information displayed is correct.

AUTO DEBIT SIGN-UP VIA MY AIA



ONLINE PAYMENT

Payment Summary

Total Amount: \$100.00
Payment to: AIA-BND
Reference: 0422164234161024100000000000
Old Payment ID: Update Credit Card
Description:

Timeout in 00:40

Credit Card Number

Name on Card

Expiry Date

CVV/CVC2 #

Card Issuing Bank

Card Issuing Country

Other Card Issuing Details (Optional)

I authorize AIA-BND to debit the above net charges from my credit card

I have read and agree to [AIA's Terms and Conditions](#)

5 CANCEL PROCEED

Step **5**
Update your credit card details and click
“PROCEED”



Online Payment

How to make one off premium / contribution and Vitality membership payments

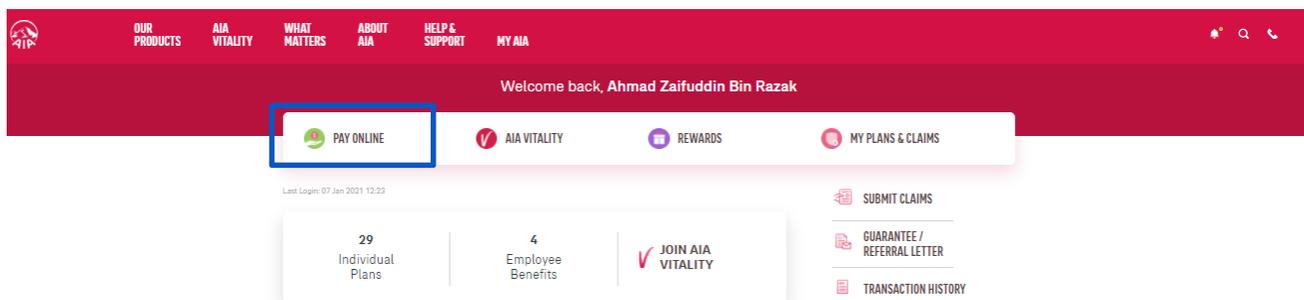


PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA

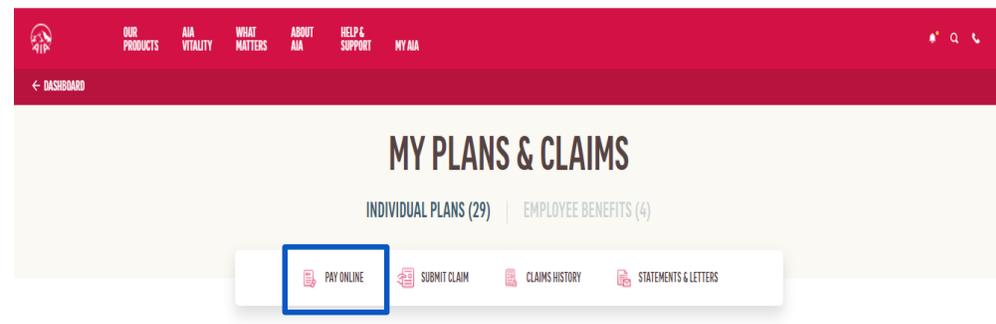


1) Here are 4 ways you can access PAY ONLINE

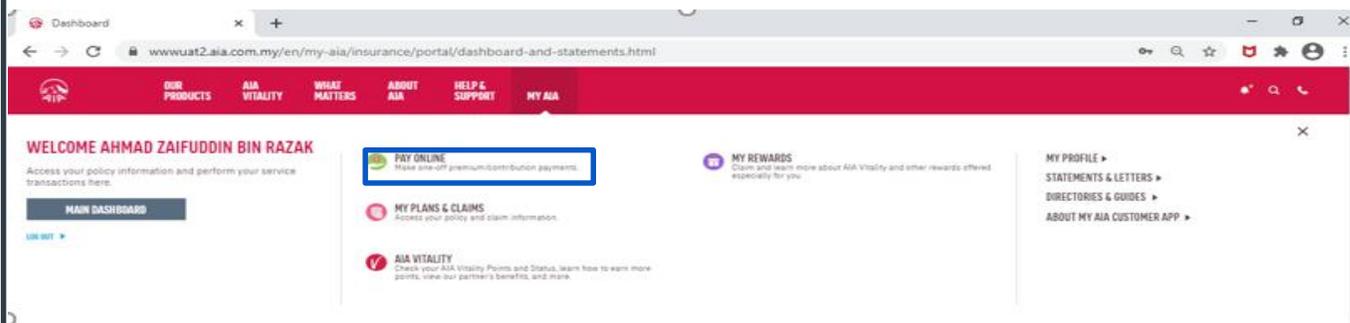
Homepage: Click on “Pay Online”



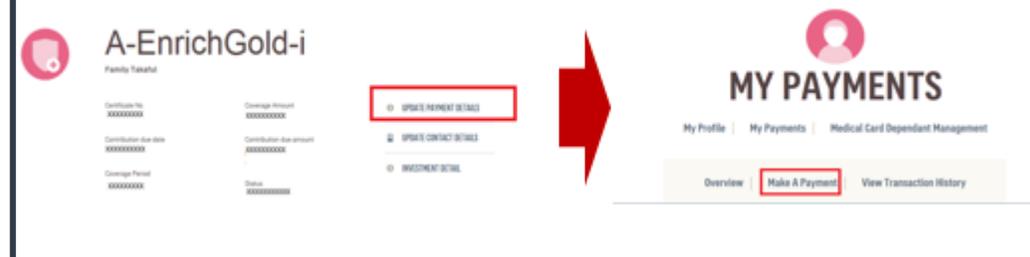
My Plans & Claims : Click on “Pay Online”



Portal Mega Menu: “Click on Pay Online”



Policy Details: Click on “Make a Payment”



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



2a) Check the box(es) of the relevant policy/certificate/Automatic Premium Loan/ Policy Loan/ AIA Vitality membership that you would like to make payment(s) for.

← MY PAYMENTS

1-2-3

MAKE A PAYMENT

Please select the policies that you would like to pay for.
You can also pay for your policies in advance.

AIA VITALITY
AIA Vitality Membership No.: XXXXXXXXXXXXXXXX
Member Name: XXXXXXXXXXXXXXXX
Fees (including GST): RM 0.00
Due on 25-Aug-2018

Select the number of advanced payments

Current	RM 10.00
<hr/>	
Advanced x 0	RM 0.00
<hr/>	
Total	RM 0.00

SELECT POLICY

CRITICAL COVER
Policy Number: XXXXXXXXXXXXXXXX
Person covered: xxxxxxxxxxxxxxxx
Premium amount: RM 3,080.00
Paid ANNUALLY
Due on 02 March 2018

Select the number of advanced payments

Current	RM 3,080.00
<hr/>	
Advanced x 0	RM 0.00

APL - RM 5,767.96
 Policy Loan - RM 3,342.81

APL	RM 5,767.96
<hr/>	
PL	RM 3,342.81



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



2b) Select the number of advance payment/contribution from the dropdown list
e.g. If the policy/certificate is on a quarterly payment cycle, selecting 1 Advance Payment means that the advance payment will be made for the next quarter payment cycle

← MY PAYMENTS

1-2-3

MAKE A PAYMENT

Please select the policies that you would like to pay for.
You can also pay for your policies in advance.

AIA VITALITY
AIA Vitality Membership No.: XXXXXXXXXXXXXXXXX
Member Name: XXXXXXXXXXXXXXXX
Fee/s (including GST): RM 0.00
Due on 25-Aug-2018

Select the number of advanced payments

No Advance Payment

Current	RM 10.00
Advanced x 0	RM 0.00
Total	RM 0.00

CRITICAL COVER
Policy Number: XXXXXXXXXXXXXXXXX
Person covered: XXXXXXXXXXXXXXXX
Premium amount: RM 3,080.00
Paid ANNUALLY
Due on 02-March-2018

Select the number of advanced payments

No Advance Payment

1

2

3

4

Current	RM 3,080.00
Advanced x 0	RM 0.00
APL	RM 5,767.96
PL	RM 3,342.81



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



2c) For the repayment of your Automated Premium Loan (APL) and Policy Loan select the respective boxes

You can choose to pay in full or any amount of the APL/Policy Loan, subject to a minimum of RM100

← MY PAYMENTS



MAKE A PAYMENT

Please select the policies that you would like to pay for.
You can also pay for your policies in advance.

AIA VITALITY
AIA Vitality Membership No.: XXXXXXXXXXXXXXXX
Member Name: XXXXXXXXXXXXX
Fee/s (including GST): RM 0.00
Due on 25-Aug-2018

SELECT POLICY

CRITICAL COVER
Policy Number: XXXXXXXXXXXXXXXX
Person covered: XXXXXXXXXXXXX
Premium amount: RM 3,080.00
Paid ANNUALLY
Due on 02-March-2018

Select the number of advanced payments

No Advance Payment

Current	RM 10.00
Advanced x 0	RM 0.00
Total	RM 0.00

Select the number of advanced payments

No Advance Payment

Current	RM 3,080.00
Advanced x 0	RM 0.00

- APL - RM 5,767.96
- Policy Loan - RM 3,342.81

APL	RM 5,767.96
PL	RM 3,342.81

Editable Fields

bution.



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



3) All the information selected in Step 2, will be displayed for your review.
Select Pay Now to proceed with the payment

MY AIA

REVIEW YOUR PAYMENT

Please review the policies you have selected for payment.

YOUR PAYMENT SELECTION		
AIA VITALITY AIA Vitality Membership No.: VA XXXXXXXXX Member name: XXXXXXXXXXXXXXXX Fee/s (including GST) RM 10.00 Due on 28-Aug-2018	Current Advanced + 0 Total	RM 10.00 RM 0.00 RM 10.00
CRITICAL COVER Policy Number: XXXXXXXXXXXXXXXX Person covered name: XXXXXXXXXXXXXXXX Premium amount: RM 3,080.00 Paid ANNUALLY Due on 02 March 2018	Current Advanced + 0 KPL PL Total	RM 3,080.00 RM 0.00 RM 6,357.56 RM 2,342.81 RM 12,190.77
GRAND TOTAL RM 12,200.77		

Please disable your pop-up blocker before proceeding.

PREVIEW

PAY NOW



PAY ONLINE VIA **DEBIT/CREDIT CARD** on My AIA



4) Complete your payment details:

- (a) Enter your **Visa/Master Debit/Credit Card** details and complete the required fields on the Online Payment page
- (b) Next, click **Proceed**
- (c) You will then need to enter the **One Time Pin (OTP)** provided by your credit card issuing bank to complete the transaction



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



- 5) You will be directed to the acknowledgement page upon successful payment. An acknowledgement email and SMS will also be sent to the email address and mobile number saved under “My Profile”

THANK YOU FOR YOUR PAYMENT

Your Transaction ID for this payment is: 16286

Please allow up to 3 working days for your payment to be processed & applied to your policy.

YOUR PAYMENT SELECTION

A-LIFELINK Policy Number: 1000000000000000	Current	RM 000000
Person covered name: XXXXXXXXXXXXXXXX	Advanced to:	RM 000000
Premium amount: RM 0000000000000000		
Paid MONTHLY	Total	RM 000000
Due on 21-Jul-2018		
<hr/>		
TNF A-LIFE MED REGULAR-I Certificate Number: 0000000000000000	Current	RM 000000
Person covered name: XXXXXXXXXXXXXXXX	Advanced to:	RM 000000
Contribution amount: RM 0000000000000000		
Paid Quarterly	Total	RM 00000000
Due on 04-Jan-2019		
<hr/>		
GRAND TOTAL RM		RM 00000000

MAKE AND SEND PAYMENT

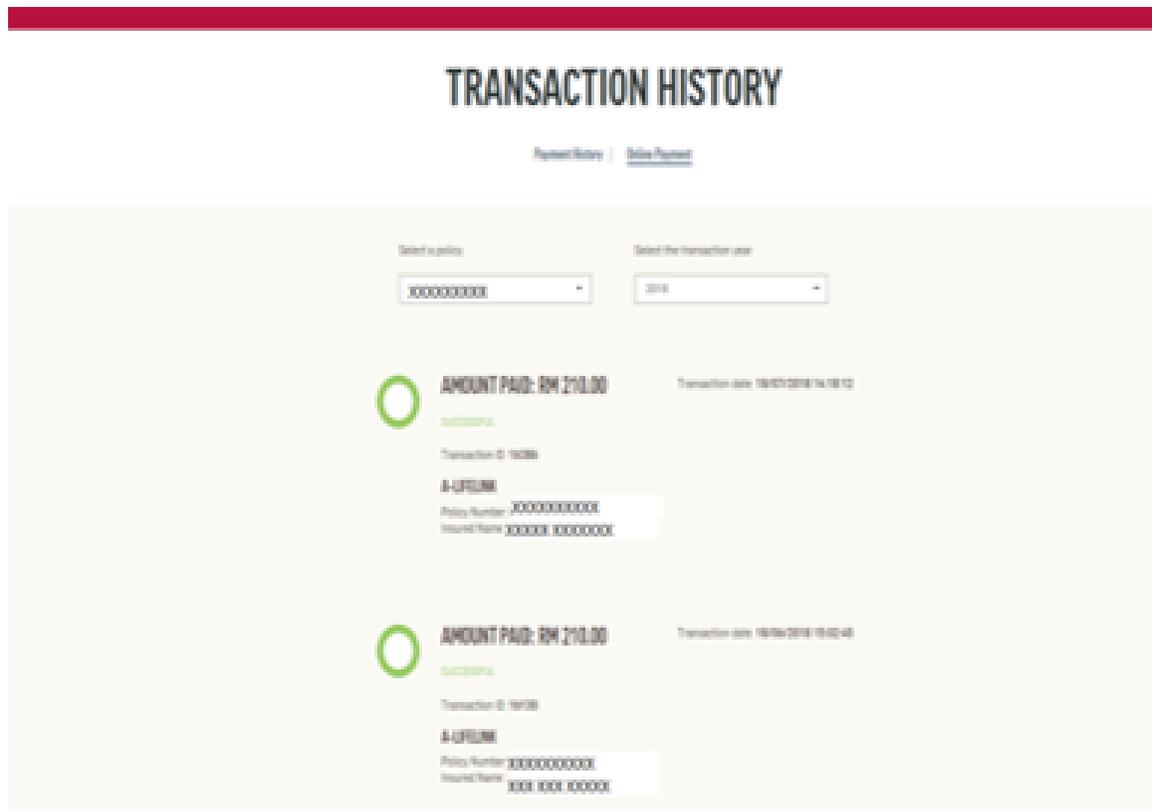
tribution.



PAY ONLINE VIA DEBIT/CREDIT CARD on My AIA



6) To view your transaction history, from the MY AIA Homepage, click on Individual Plans > My Plans & Claims > Select Policy > Update payment details > My Payments > View Transaction History > Online Payment.



Change Payment Cycle

Learn how to change your premium / contribution payment frequency



CHANGE PAYMENT CYCLE via MY AIA



1) After you login to MY AIA, on the Homepage, click on individual plans > MY Plans & Claims > Select policy

OUR PRODUCTS AIA VITALITY WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

WELCOME TO MY AIA

User ID
671225085883

Password

[Forgot User ID/Password?](#)

LOGIN

New user? [Register here](#)



OUR PRODUCTS AIA VITALITY WHAT MATTERS ABOUT AIA HELP & SUPPORT MY AIA

Welcome back, Loh Tuck Sing

PAY ONLINE AIA VITALITY REWARDS MY PLANS & CLAIMS

Last Login: 30 Dec 2020 09:49

2 Individual Plans

N/A Employee Benefits

JOIN AIA VITALITY

SUBMIT CLAIMS

GUARANTEE/REFERRAL LETTER

TRANSACTION HISTORY



MY PLANS & CLAIMS

INDIVIDUAL PLANS (2) | EMPLOYEE BENEFITS (0)

PAY ONLINE SUBMIT CLAIM CLAIMS HISTORY STATEMENTS & LETTERS

VIEW ALL

A-LifeLink
Life Protection
POLICY OWNER PAID
CORRESPONDENCE

Policy No: 0022885A08
Status: In force Premium Paying
Premium Due Date: 30 Jan 2016
Premium Due Amount: RM 480.00
Coverage Amount: RM 26,400.00
Insured: Tung Soo Wan

MediPlus
Medical Protection
POLICY OWNER INSURED
COVERED MEMBER PAID
CORRESPONDENCE TRUSTEE

Policy No: 2533018A05
Status: In force Premium Paying
Premium Due Date: 24 Feb 2016
Premium Due Amount: RM 1,177.00
Medical Limit/Year: RM 110,000.00
Insured: Loh Tuck Sing
Covered Member: Loh Tuck Sing

MediPlus
Medical Protection
POLICY OWNER PAID
CORRESPONDENCE

Policy No: 2533019A02
Status: Lapsed
Premium Due Date: 24 Feb 2015
Premium Due Amount: RM 483.00
Medical Limit/Year: RM 110,000.00
Insured: Loh Ching Yee



CHANGE PAYMENT CYCLE via MY AIA



← MY PLANS - INDIVIDUAL

POLICY DETAILS

A-LifeLink
Life Protection

Policy No. [REDACTED]

Status: **IN FORCE PREMIUM PAYING**

Premium Due Date: **30 JAN 2016**

Premium Due Amount: **RM 480.00**
(Inc. Govt. Tax RM 0.00)

Payment Frequency: **MONTHLY**

Payment Method: **DIRECT DEBIT**

Coverage Amount: **RM 26,400.00**

Coverage Period: **FROM 30 JUN 2013 - 30 JUN 2071**

- UPDATE PAYMENT DETAILS
- UPDATE CONTACT DETAILS
- MEDICAL CARD REPLACEMENT
- INVESTMENT DETAILS
- SUSTAINABILITY INFO

2) Click on Update Payment Details and go to My Payments page. Select the policy and click Change Payment Cycle.



Go to MY Payments page

← DASHBOARD

MY PAYMENTS

PERSON COVERED: TUNG SOO WAN

A-LIFELINK

Premium amount: **RM 480.00**

Due Date: **30-JAN-2016**

STANDARD CHARTERED BANK MALAYS

Payment Cycle: **MONTHLY**

XXXX XXXX XXXX 6721

- CHANGE PAYMENT CYCLE
- UPDATE CREDIT CARD



CHANGE PAYMENT CYCLE via MY AIA



3) Select your Preferred Payment Cycle and click 'Next'



CHANGE PAYMENT CYCLE

Plan Name
XXXXXXXXXX

Policy Number:
XXXXXXXXXX

Person Covered
XXXXXXXXXX

Current Payment Cycle
RM 136.60 MONTHLY
Inc. Govt. Tax RM 0.00

Select your preferred payment cycle

- RM 1,532.17 annually Inc. Govt. Tax RM 14.40
- RM 796.72 semi-annually Inc. Govt. Tax RM 7.48
- RM 406.02 quarterly Inc. Govt. Tax RM 3.81

Alternative Payment Cycle
premium amounts will be
listed for selection

NEXT

NOTE: If you change your payment cycle to a longer term payment cycle (eg; from monthly to quarterly), you will need to pay for the additional term's premium/contribution amount.



CHANGE PAYMENT CYCLE via MY AIA



4) Key in the OTP (One Time Password) sent to the mobile number saved under 'My Profile' to verify your changes. You will be directed to the acknowledgement page once your update has been successfully completed.

CHANGE PAYMENT CYCLE

Policy Name: [REDACTED] Policy Number: [REDACTED]

Person Covered: [REDACTED] New Payment Cycle: RM700.72 per semi-annually inclusive of RM7.88 GST

The new payment cycle will apply to the package policies below.

Please enter the 6-digit verification code that has been sent to your registered mobile number +6018 XXXX138

Enter the code below to proceed.

[REDACTED]

VERIFY

PREVIOUS NEXT



CHANGE PAYMENT CYCLE

Status: **Transaction Completed**

Your request to change your payment cycle for this policy has been completed and will be reflected in the next billing cycle.

Your next semi-annually premium of RM700.7 (inclusive of GST) is due on 28 September 2016

Policy Name: [REDACTED] Policy Number: [REDACTED]

Person Covered: [REDACTED] New Payment Cycle: RM700.72 per semi-annually inclusive of RM7.88 GST

CLOSE



CHANGE PAYMENT CYCLE via MY AIA



5) If you have selected a longer term payment cycle, you will be required to pay the additional term's premium/contribution amount. Click on 'Make a Payment' to pay online via Visa/Mastercard Credit Card.

CHANGE PAYMENT CYCLE

Plan Name: [REDACTED] Policy Number: [REDACTED]

Person Covered: [REDACTED] New Payment Cycle: RM 796.72 semi-annually Inc. Govt. Tax RM 7.48

For the change of payment cycle to take effect, please remit total outstanding premium of RM 551.60 (Inc. Govt. Tax, if any) for premium due on [REDACTED]

MAKE A PAYMENT

ONLINE PAYMENT

Payment Summary

Total Amount	MYR 300.00
Payment To	AIA Bhd
Reference	XXXXXXXX
No./Payment ID	Make a payment
Description	

Timeout In : 04:45

Credit Card Number: [REDACTED]

Name on Card: [REDACTED]

Expiry Date: [REDACTED]

Card Issuing Bank: Please Select

Other Card Issuing Bank (optional): [REDACTED]

Card Issuing Country: Malaysia

I authorize AIA BHD to debit the above net charges from my credit card

I have read and agree to [AIA's Privacy Statement](#)

PROCEED

CANCEL

Copyright © 2020 AIA Group Limited and its subsidiaries, AIA Bhd. (1908795-D) AIA PUBLIC Takaful Bhd. (1921953-M), All rights reserved.



CHANGE PAYMENT CYCLE via MY AIA



6) You will be directed to the payment acknowledgement page once your payment has been successfully completed.



CHANGE PAYMENT CYCLE

Status: Transaction Completed

Your request to change your payment cycle for this policy has been completed and will be reflected in the next billing cycle.

Your next semi-annually premium of RM796.72 (inclusive of GST) is due on 09 July 2025

Plan Name A-LifeLink	Policy Number: xxxxxxxxxx
Person Covered xxxxxxxxxx	New Payment Cycle RM796.72 semi-annually inclusive of RM7.48 GST

CLOSE

NOTE: An acknowledgement email and SMS will also be sent to your email address and mobile number saved under "My Profile"



CHANGE PAYMENT CYCLE via MY AIA



7) To view your transaction history, from the MY AIA Homepage, click on Individual Plans > My Plans & Claims > Select Policy > Update Payment Details > My Payments > View Transaction History > Online Payment.

TRANSACTION HISTORY

Payment History | Bill Payment

Select a policy: XXXXXXXXXXXX | Select the transaction year: 2018

AMOUNT PAID: RM 210.00 | Transaction date: 18/04/2018 14:18:12

Transaction ID: 14706

A-LIFETIME

Policy Number: XXXXXXXXXXXX

Insured Name: XXXXX XXXXXXXX

AMOUNT PAID: RM 210.00 | Transaction date: 18/04/2018 14:00:42

Transaction ID: 14706

A-LIFETIME

Policy Number: XXXXXXXXXXXX

Insured Name: XXX XXX XXXXXX



Change Contact Details

Find out how to edit your contact information



UPDATE CONTACT DETAILS via MY AIA



1) After you login to MY AIA, on the Homepage, click on individual plans > MY Plans & Claims > Select policy

User ID: 671225085883

Password: *****

[Forgot User ID/Password?](#)

LOGIN

New user? [Register here](#)



Welcome back, Loh Tuck Sing

PAY ONLINE | AIA VITALITY | REWARDS | MY PLANS & CLAIMS

Individual Plans: 2 | Employee Benefits: N/A | JOIN AIA VITALITY

SUBMIT CLAIMS | GUARANTEE / REFERRAL LETTER | TRANSACTION HISTORY



MY PLANS & CLAIMS

INDIVIDUAL PLANS (2) | EMPLOYEE BENEFITS (0)

PAY ONLINE | SUBMIT CLAIM | CLAIMS HISTORY | STATEMENTS & LETTERS

A-LifeLink Life Protection
Policy No: 0022885A08
Status: In force Premium Paying
Premium Due Date: 30 Jan 2016
Premium Due Amount: RM 480.00
Coverage Amount: RM 26,400.00
Insured: Tung Soo Wan

MediPlus Medical Protection
Policy No: 2533018A05
Status: In force Premium Paying
Premium Due Date: 24 Feb 2016
Premium Due Amount: RM 1,177.00
Medical Limit/Year: RM 110,000.00
Insured: Loh Tuck Sing
Covered Member: Loh Tuck Sing

MediPlus Medical Protection
Policy No: 2533019A02
Status: Lapsed
Premium Due Date: 24 Feb 2015
Premium Due Amount: RM 483.00
Medical Limit/Year: RM 110,000.00
Insured: Loh Ching Yee



UPDATE CONTACT DETAILS via MY AIA



2) You can either select 'Update Contact Details', or scroll down to Client Details, and under Correspondence, click on 'Edit'



A-LifeLink
Life Protection

UZZ883AUB

Status: **IN FORCE PREMIUM PAYING**

Premium Due Date: **30 JAN 2016**

Premium Due Amount: **RM 480.00**
(Inc. Govt. Tax RM 0.00)

Payment Frequency: **MONTHLY**

Payment Method: **DIRECT DEBIT**

Coverage Amount: **RM 26,400.00**

Coverage Period: **FROM 30 JUN 2013 - 30 JUN 2021**

- UPDATE PAYMENT DETAILS
- UPDATE CONTACT DETAILS
- MEDICAL CARD REPLACEMENT
- INVESTMENT DETAILS
- SUSTAINABILITY INFO

← MY PLANS - INDIVIDUAL

CLIENT DETAILS

GAN CHOO HOW

CONTRIBUTOR | CORRESPONDENCE | PERSON COVERED | CERTIFICATE OWNER

EDIT

Identification No: 840507105875 | Email: ALIZA.OMAR@AIA.COM | Address: 177 JALAN TUN RAJAK BUKIT JALIL SRI PETALING 12345 SELANGOR MAL

Mobile No: 60176723400 | Office No: 60402235555 | Home No: 60601234568906



UPDATE CONTACT DETAILS via MY AIA



3) Edit your contact details accordingly, then click 'Next'

EDIT CONTACT DETAILS
MS-KRM-PEND Policy Owner of A Life Signature Beyond #128431900

1 Address (Line 1) 24, JALAN MENTIMUR 1

2 Address (Line 2) TAMAN ANJAS PERANG

3 Address (Line 3) Town/City

4 Country Malaysia

5 State

6 Postcode 81000

7 Mobile number Malaysia (60) 176722640

8 Home number Please select e.g. 123456789

9 Office number Please select e.g. 123456789

10 Email address hockwan-huang@aia.com

11 [NEXT]

Note: Your mobile number and email will be automatically applied across all your policies.

- 1 Type in Address (Line 1)
- 2 Type in Address (Line 2)
- 3 Type in Address (Line 3)
- 4 Type in Country
- 5 Type in State
- 6 Type in Postcode
- 7 Type in Mobile No.
- 8 Type in Home No.
- 9 Type in Office No.
- 10 Type in Email
- 11 Click Next



UPDATE CONTACT DETAILS via MY AIA



4) Check the boxes of the policies/certificates you would like the updated contact details to apply to, then key in the OTP (One Time Password) sent to the mobile number provided to verify your changes. If you did not update your mobile number, the OTP will be sent to the mobile number saved under “My Profile”

1 Select Policy/Certificate

2 Enter OTP Code

3 Click Verify

4 Click Next

- 1** Select Policy/Certificate
- 2** Enter OTP Code
- 3** Click Verify
- 4** Click Next



UPDATE CONTACT DETAILS via MY AIA



5) You will be directed to the acknowledgement page once your update has been successfully completed.

UPDATE CONTACT DETAILS

Status: **Transaction Completed**

Your request to update your contact details has been completed and will be reflected in the next billing cycle.

100 RM PERIL Policy - Cover of A Life Signature Beyond \$100K (\$100)

New contact details

Address: DA JALAN PENTAMEN 1
TAMAN AWANG PERANG
01100, KUALA LUMPUR
MAL

The update will apply to:

A Life Signature Beyond \$100K (\$100)

Your mobile number and email below will be applied across all your policies.

Mobile no: 011-23220000

Email address: hui@wan-muhammad.com

NETCA DECLARATION

Declaration: No

OKS DECLARATION

Declaration: No

OK





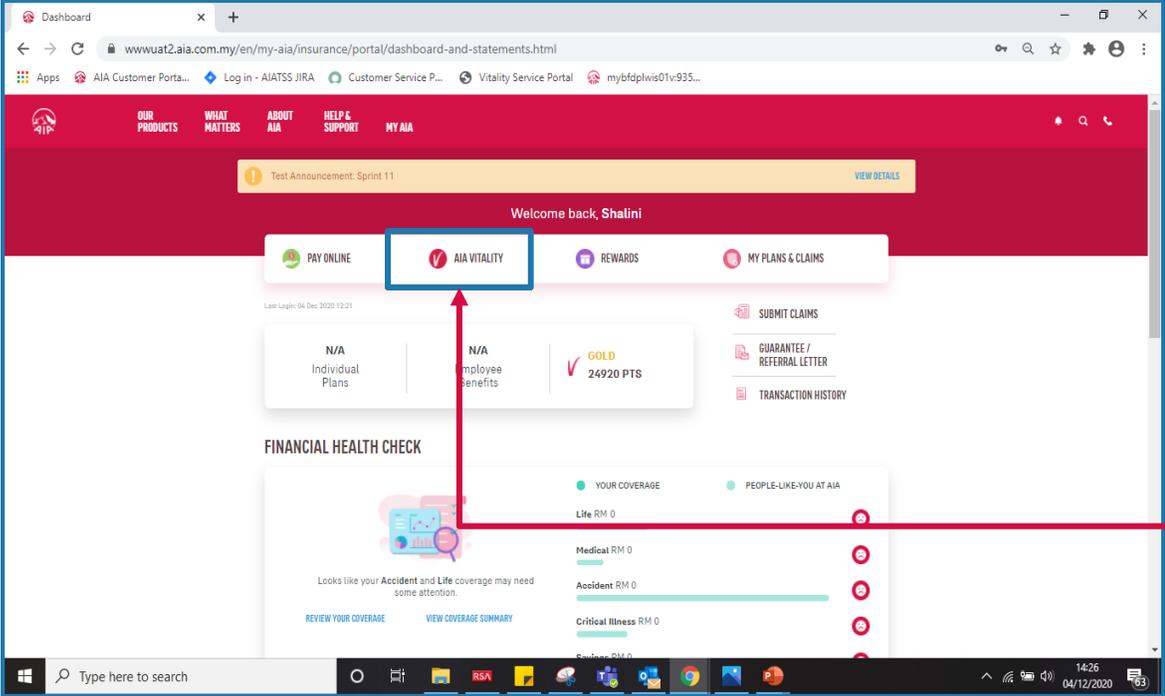
HEALTHIER, LONGER,
BETTER LIVES

6

Vitality

- Main Dashboard
- Point Statement

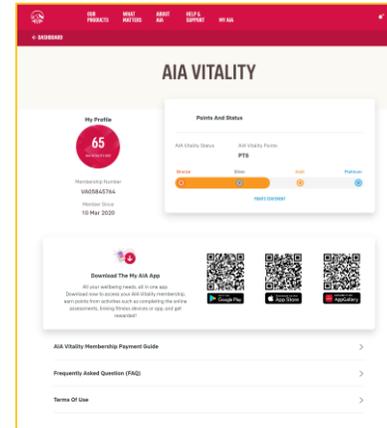
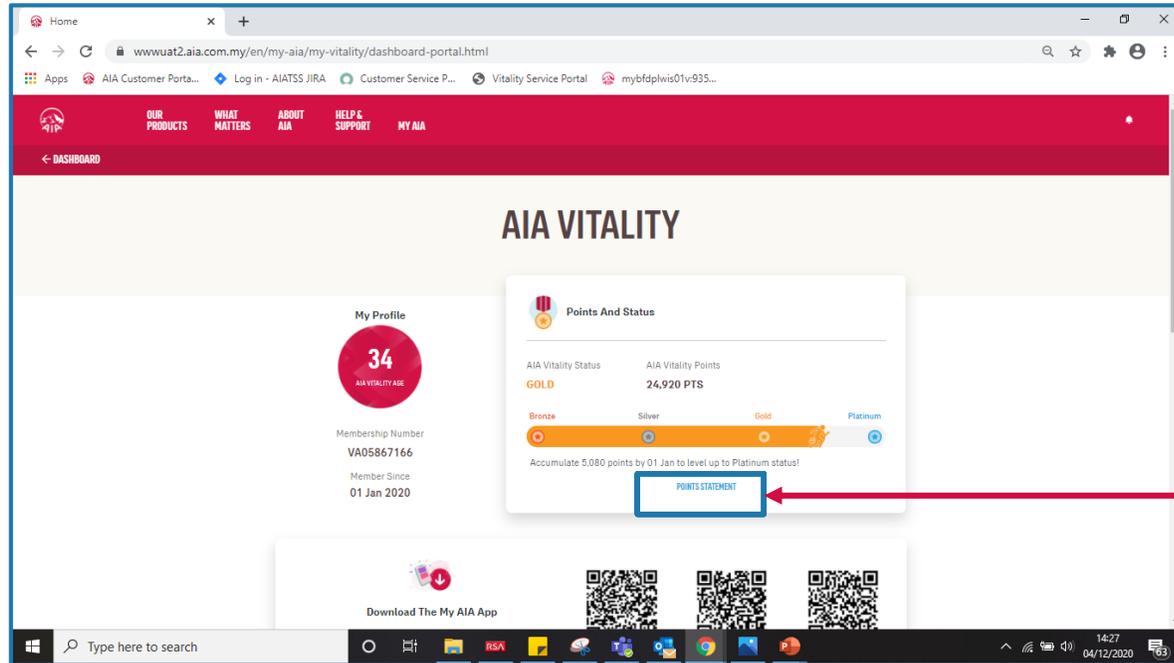
Main Dashboard



Click 'AIA VITALITY'



AIAV Dashboard



Links to open new tab:

- Payment Guide
- FAQ
- Terms of Uses

Click on the
'POINTS STATEMENT'



Filters, Sorts and Previous Membership Year

The screenshot shows the AIA Points Statement portal interface. The browser address bar displays the URL: wwwuat2.aia.com.my/en/my-aia/my-vitality/dashboard/points-status/points-statement-portal.html. The page title is "POINTS STATEMENT".

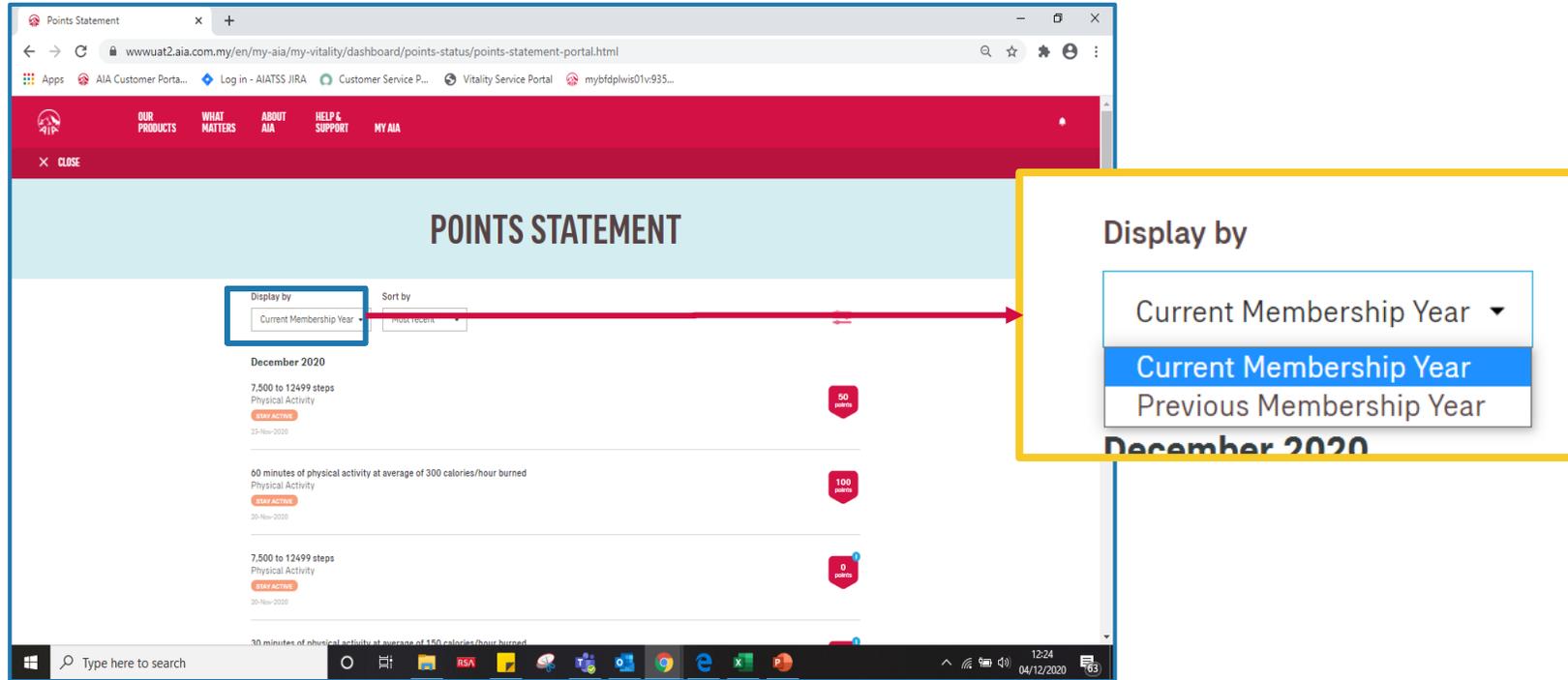
Annotations on the right side of the image point to specific UI elements:

- Year:** Points to the "Display by" dropdown menu, which is currently set to "Current Membership Year".
- Filter:** Points to the hamburger menu icon (three horizontal lines) located to the right of the "Display by" and "Sort by" menus.
- Sort:** Points to the "Sort by" dropdown menu, which is currently set to "Most recent".

The main content area shows a list of activity entries for December 2020, including physical activity steps and minutes, with associated point values (50, 100, 0, 30).



Current / Previous Membership Year



- Allow member to view his Points Statement of current or previous membership year
- NOT current or previous calendar year



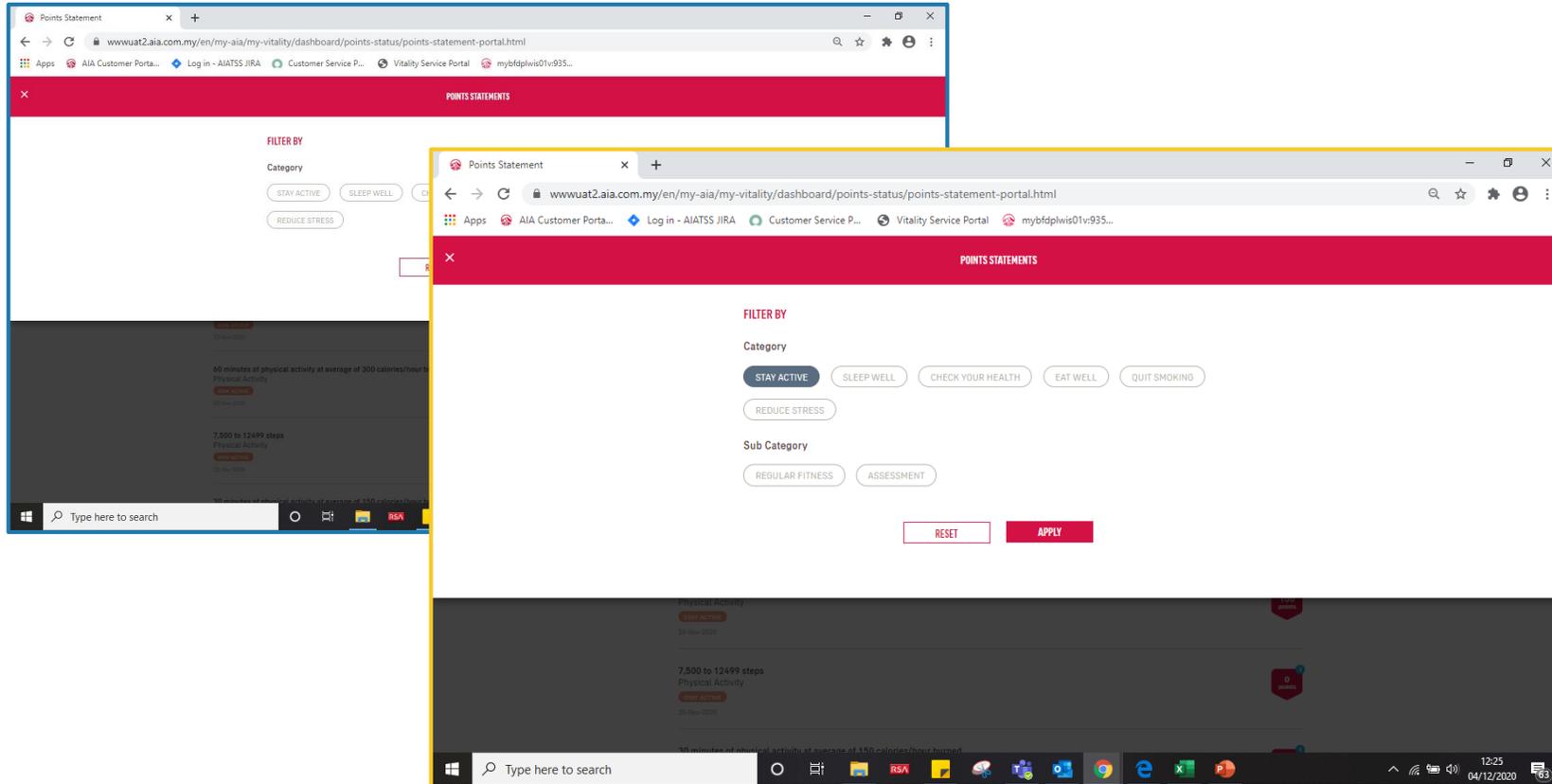
Current / Previous Membership Year

The screenshot displays the AIA Points Statement portal. The main heading is "POINTS STATEMENT". Below it, there is a "Display by" section with a dropdown menu set to "Current Membership Year". A red box highlights the "Most recent" option in this dropdown. A red arrow points from this box to a larger yellow-bordered dropdown menu titled "Sort by". This menu has three options: "Most recent" (with a downward arrow), "Most recent" (highlighted in blue), and "Earliest". The background of the portal shows a list of physical activity entries for December 2020, including "7,500 to 12499 steps" and "60 minutes of physical activity at average of 300 calories/hour burned".

- Allow member to sort his Points Statement in “Most Recent” or “Earliest”
- Sorting is within the selected membership year.



Filters



- Allow member to filter by:
 - Main category only
 - Main category + its's sub-categories
- Sample Steps:
 1. Click on one of the **'CATEGORY'**. eg: **'STAY ACTIVE'**
 2. **'SUB-CATEGORY'** will be shown after click on **'CATEGORY'**
 3. Click on one of the **'CATEGORY'**. eg: **'REGULAR FITNESS'**



Filter Result

The screenshot shows a web browser window displaying the AIA Points Statement portal. The URL is wwwuat2.aia.com.my/en/my-aia/my-vitality/dashboard/points-status/points-statement-portal.html. The page features a red navigation bar with the AIA logo and menu items: OUR PRODUCTS, WHAT MATTERS, ABOUT AIA, HELP & SUPPORT, and MY AIA. Below the navigation bar is a 'CLOSE' button. The main content area is titled 'POINTS STATEMENT' and includes filters for 'Display by' (Current Membership Year) and 'Sort by' (Most recent). The results for December 2020 are listed below:

Activity Description	Points Earned
7,500 to 12499 steps Physical Activity STAY ACTIVE 23-Nov-2020	50 points
60 minutes of physical activity at average of 300 calories/hour burned Physical Activity STAY ACTIVE 29-Nov-2020	100 points
7,500 to 12499 steps Physical Activity	0 points

POINTS STATEMENT shows only
STAY ACTIVE
+
REGULAR FITNESS





HEALTHIER, LONGER,
BETTER LIVES

Thank you

If you need any technical assistance, please contact our My
AIA Careline at **1-800-88-1217**