MY AIA
How to register

Updated in September 2021
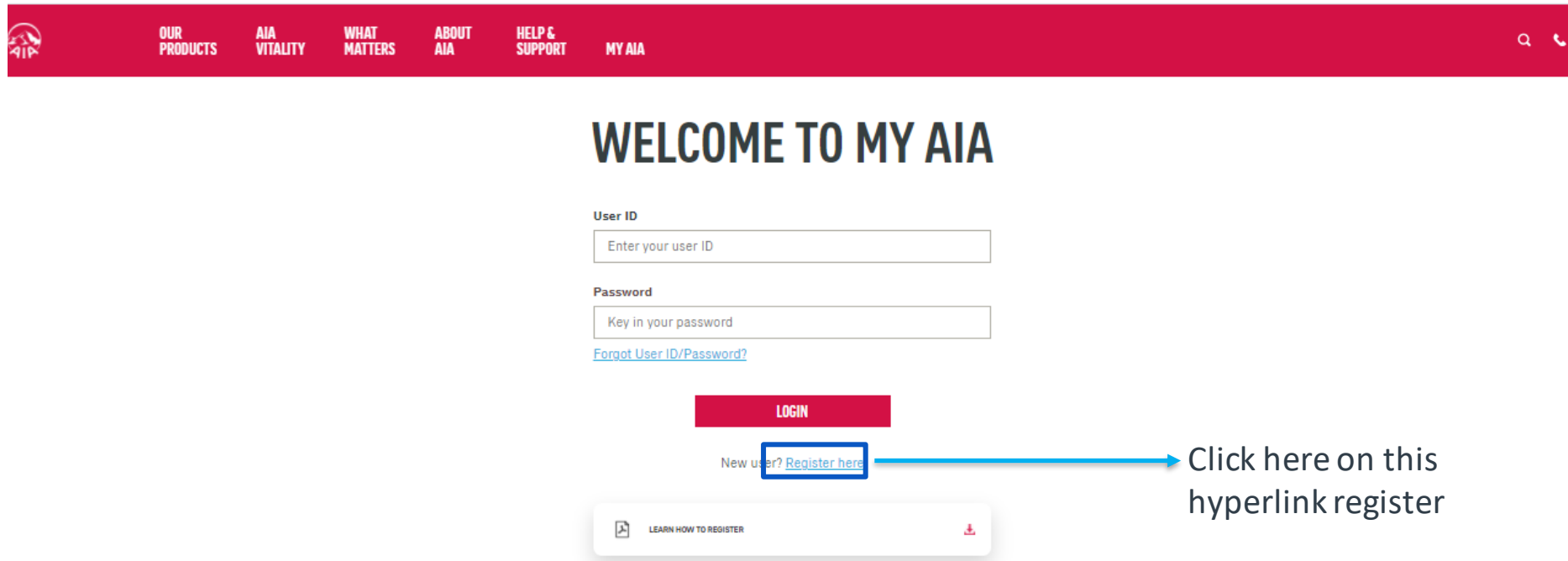
The content of this User Guide will be updated from time to time.

Steps For **Registration**

Welcome to MY AIA

Note

All policy roles (Owner, Insured, Covered Member, Payor) can register as MY AIA user.
However, some information / pages are accessible based on policy role(s) of the policy.

Steps For **Registration**

Step 1. Register for MY AIA

Key in Policy / Certificate / Account / Membership Number

Key in NRIC / Company Reg No / Other – based on policy roles

Steps For **Registration**

Step 2. Create your My AIA profile

Create your Online Profile and click Next.

Steps For Registration

Step 3. Mobile Number Verification

Almost There...

WE JUST NEED TO MAKE SURE IT'S YOU!

We've sent a 6-digit OTP to your mobile number.

+9989XXXX999

If this is not your number, please check here to change

Please enter the OTP to proceed.

OTP has expired or did not receive one?

Resend OTP in 00:00

PREVIOUS   NEXT

If the registered mobile number is incorrect, Click on the here hyperlink to edit your mobile number. (Step 3A)

Verify if the registered mobile number is correct for you to receive the 6-digit verification code.

Then, key in OTP.

Steps For **Registration**

Step 3A. Mobile Number Verification

MOBILE NUMBER VERIFICATION

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

Verification question 1
What is your payment frequency? i.e. monthly, quarterly, semi annually, annually or one time

(MONTHLY) (QUARTERLY) (ONE TIME) (SEMI ANNUALLY) (ANNUALLY)

Verification question 2
Please provide policy owner's identification number for verification.

Enter answer

PREVIOUS   **NEXT**

Answer the 2 verification questions correctly:

1. The payment frequency of the policy used for this registration

Key in

2. Owner identification number that is required for verification

Steps For **Registration**

Step 3A. Add Your Mobile Number

ADD YOUR MOBILE NUMBER

Please key in your mobile number.

Mobile Number

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

| Malaysia (60) | ▼ |

Eg. 123456789

ⓘ You are required to declare your tax residency status after adding your mobile number.

PREVIOUS   **NEXT**

Select your country code

Key in your mobile number based on policy roles

Steps For **Registration**

Step 3A. CRS & FATCA Declaration

Complete the FATCA & CRS declaration to proceed (for owner role only)
Other roles do not need to go through FATCA & CRS declaration

Steps For **Registration**

Step 3 Verify Identity

Confirming information.
Verify if the registered mobile number is correct for you to receive the 6-digit verification code. Key in OTP and click Next.

For owner role only, the contact details will be updated on their respective individual policies + MY AIA profile.
Other than owner role, the contact details will be updated on the MY AIA profile only

Steps For **Registration**

Step 4. Confirmation Page
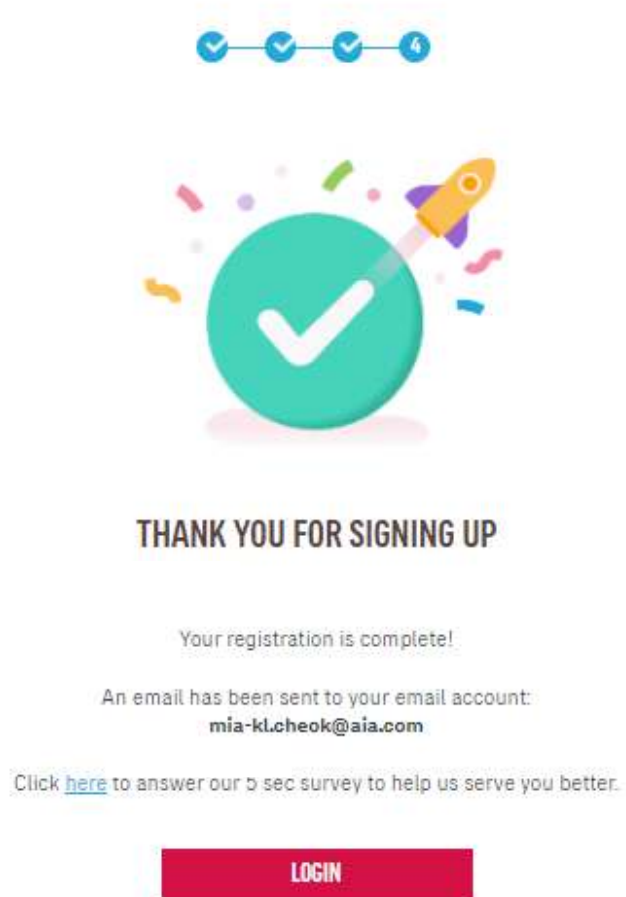
Registration is successful. You can now log in to your account.

You will receive an email on your successful registration.

Steps For First Time Login

Step 1. Login Page

Enter user id & password, click Login

Note
All policy roles (Owner, Insured, Covered Member, Payor) can register as MY AIA user.
However, some information/pages are accessible based on policy role(s) of the policy.

Steps For First Time Login

Step 2. Verify Details
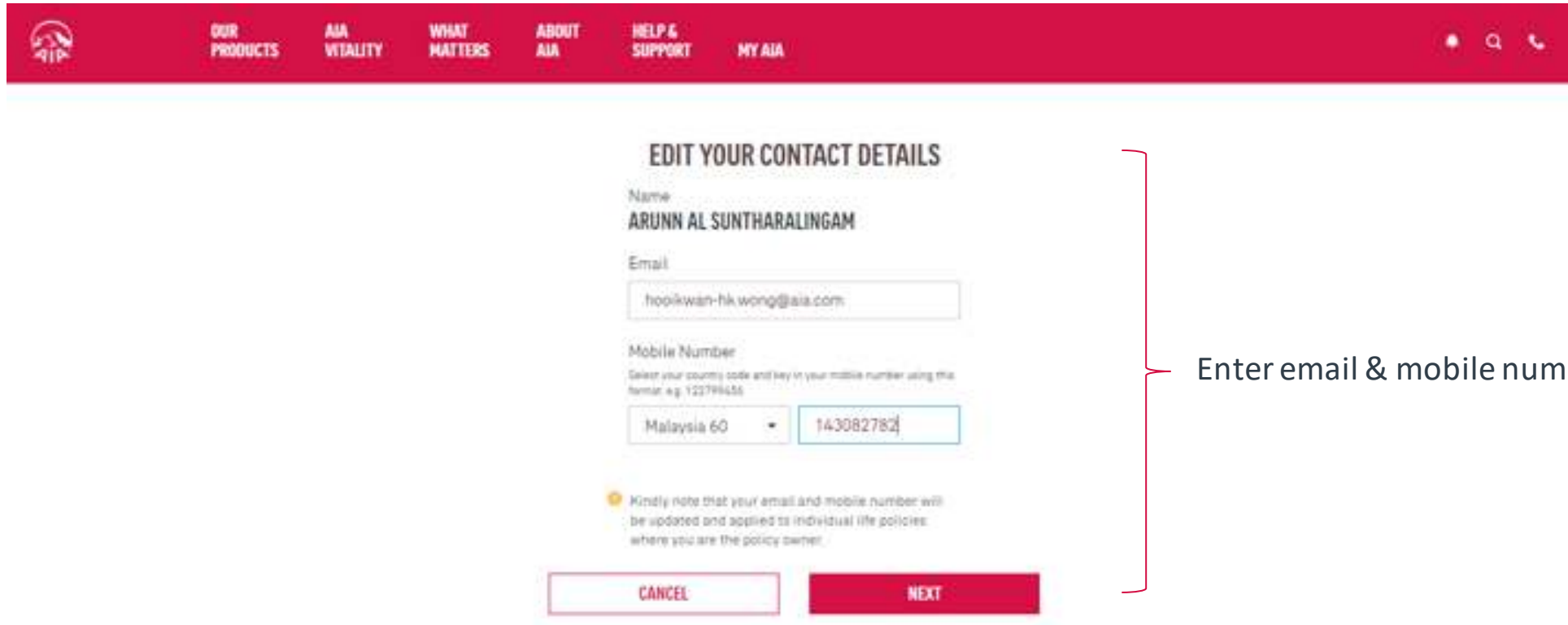

Verify Contact Details

Click here to add/edit
if contact details are incorrect
and proceed to step 3

If contact details correct,
click Next to complete this &
progress to the main dashboard

Steps For First Time Login

Step 3. Edit Details

Enter email & mobile number, then click Next.

Steps For First Time Login

Step 4. CRS & FATCA Declaration

Complete the FATCA & CRS declaration to proceed (for owner role only)
Other roles need not go through FATCA & CRS declaration

Steps For First Time Login
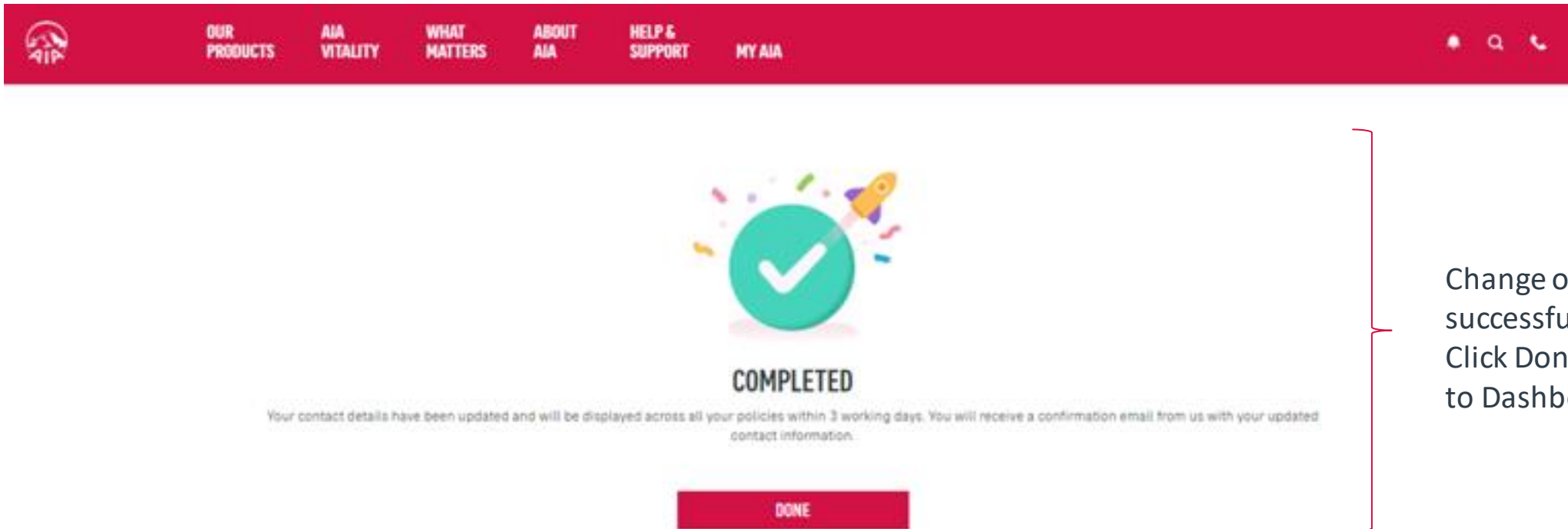
Step 4. Verify Identity

Type in OTP, click verify and Next.

Steps For First Time Login

Step 5. Confirmation Page

Change of contact details successful.
Click Done and proceed to Dashboard.

Note:

1) For owner role only, the contact details will be updated into their respective individual policies besides MY AIA profile

2) Other than owner role, the contact details will only be updated into MY AIA profile