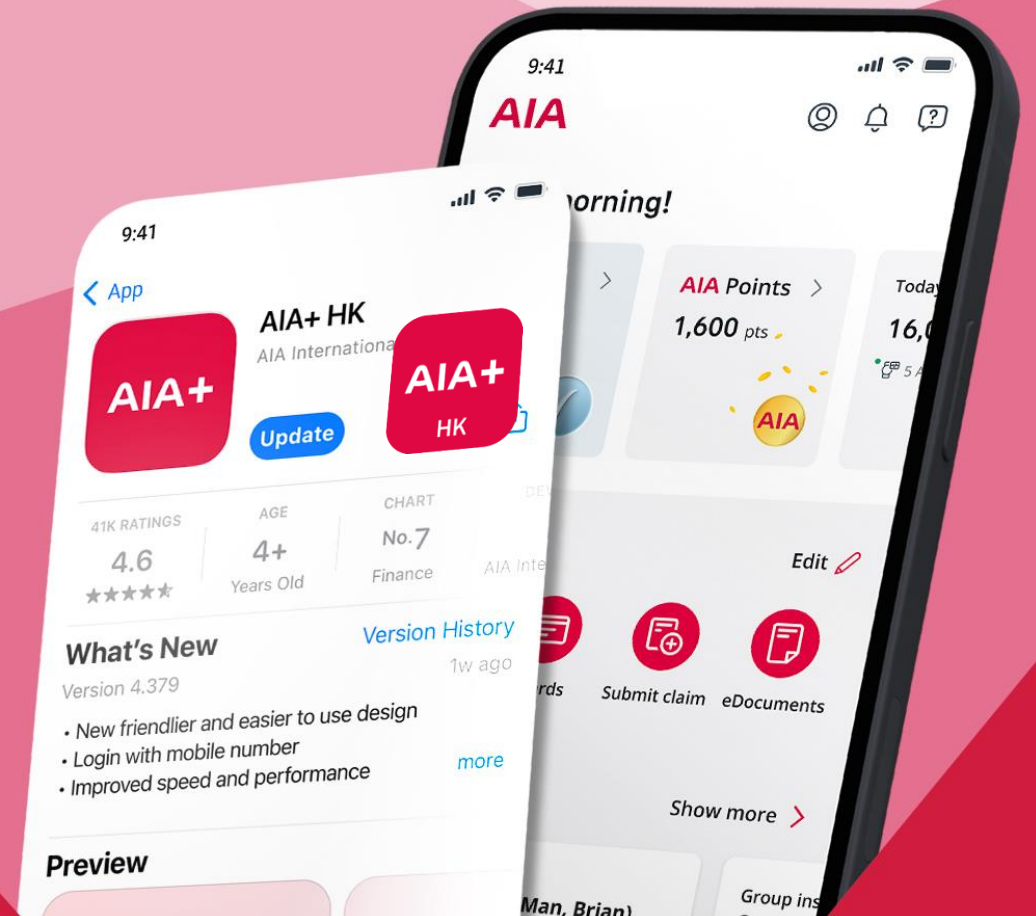
HEALTHIER, LONGER, BETTER LIVES

AIA+

Group Insurance – Dependents User Guide

The content shown in this guide is for illustration purposes only.
It might not represent the current version of the mobile app.



Last Updated: 31 Jul 2025

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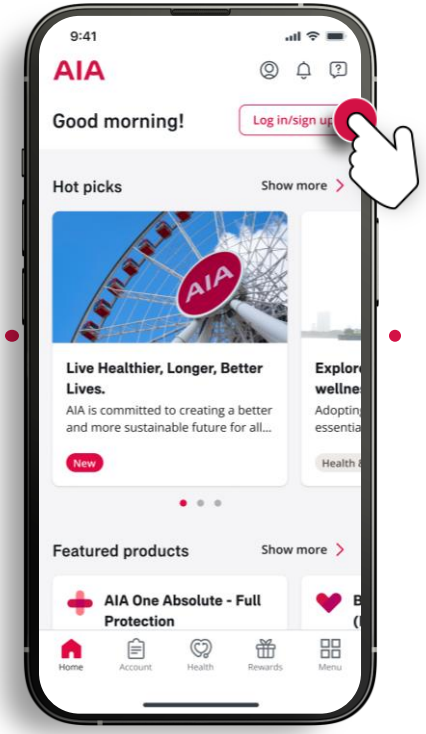
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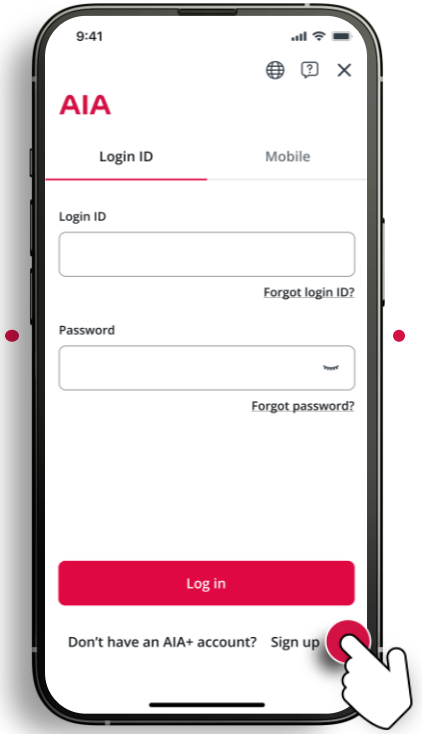
Change the communication preference on the AIA+ 22

New user registration

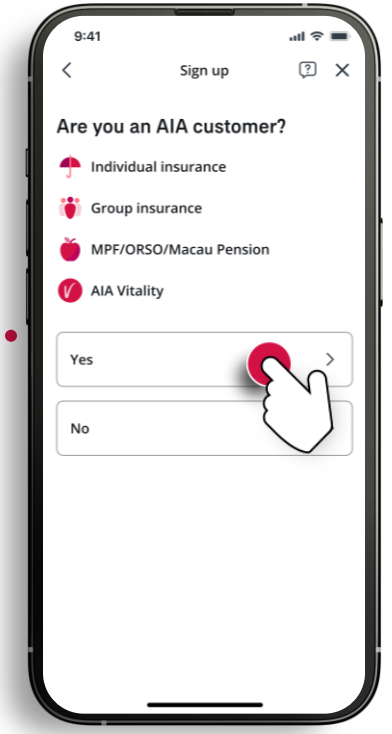
01 Click “Log in/sign up” on AIA+ homepage



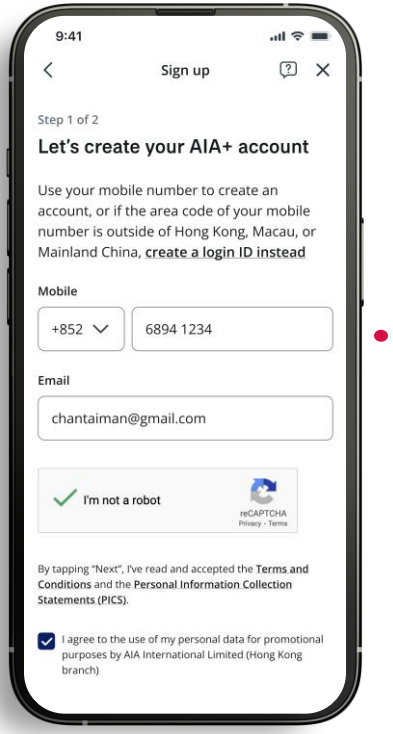
02 Click “Sign up”



03 Please choose "Yes" because you are an AIA customer

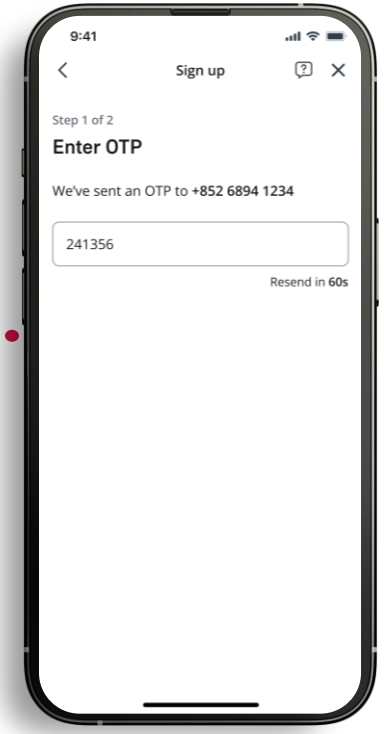


04 Fill in your mobile number and email

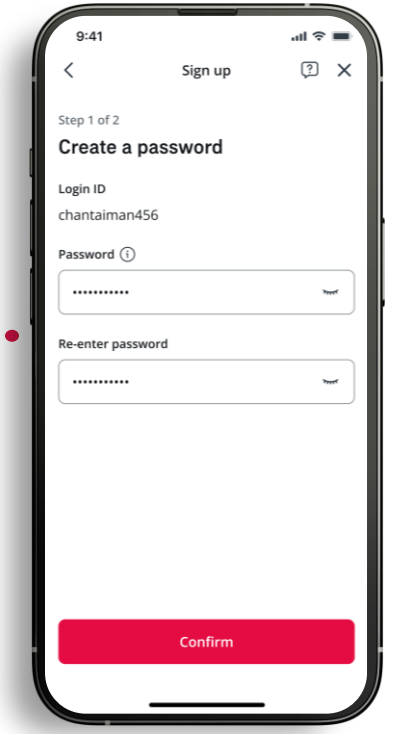


New user registration

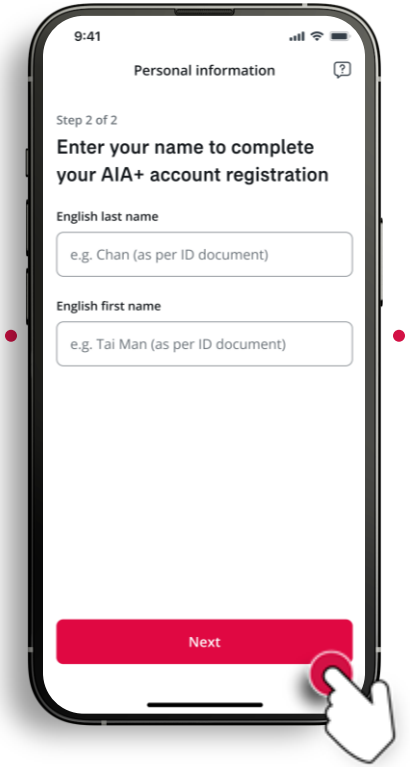
05 Enter the one-time passcodes (OTP) after receiving



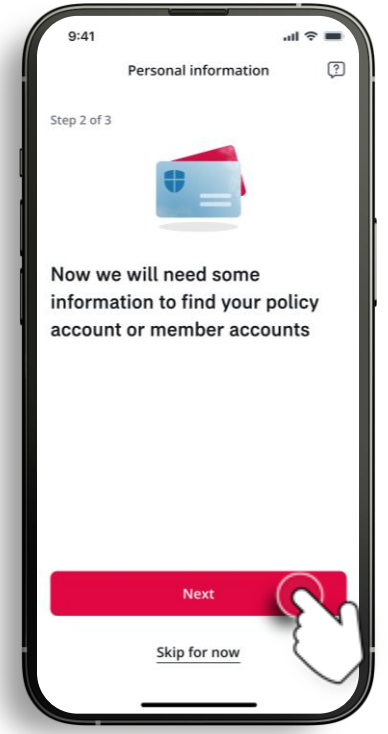
06 Create a password



07 Enter your name to fully complete AIA+ registration.



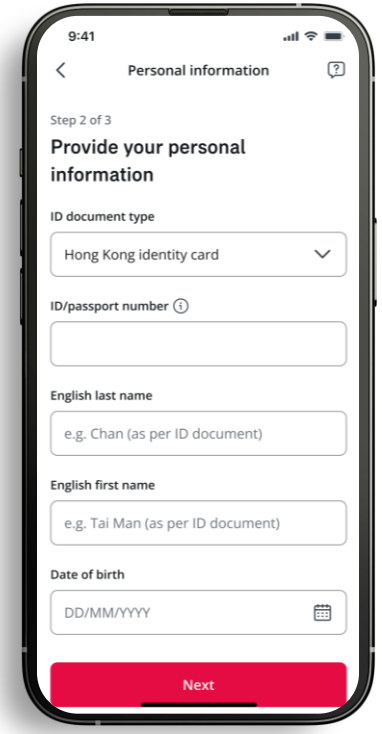
08 If you are an AIA customer and click "Yes" on the screen of step 03, you will be asked to provide more information to find your policy or account.



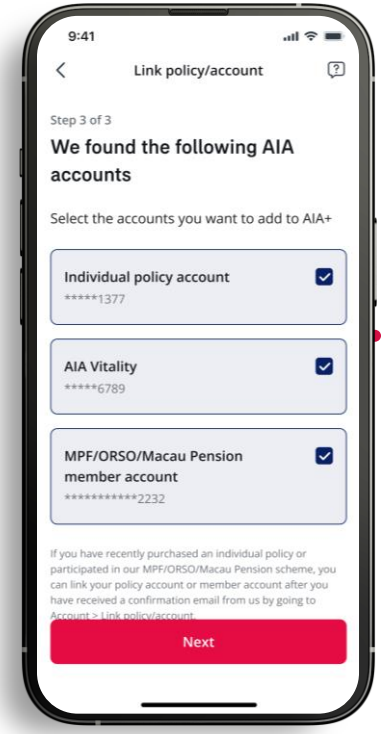
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New user registration

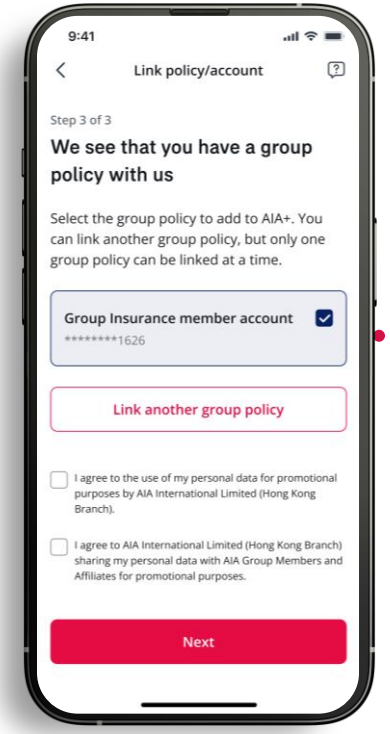
09 Provide the personal information to find your policy account or member account



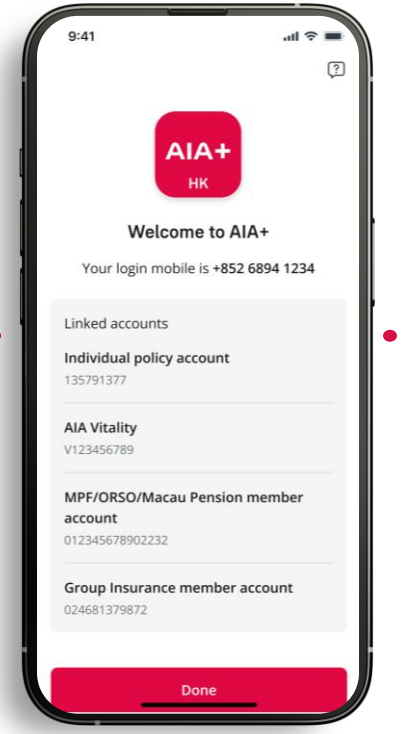
10 Your accounts are shown



11 Your group policy is shown as well (only one group account can be linked at a time, if want to link another account, please delink existing account first and link another account, or register new account)



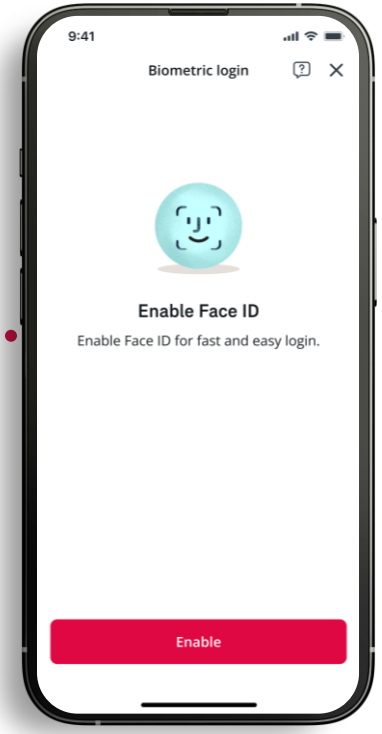
12 Your policies or accounts are linked



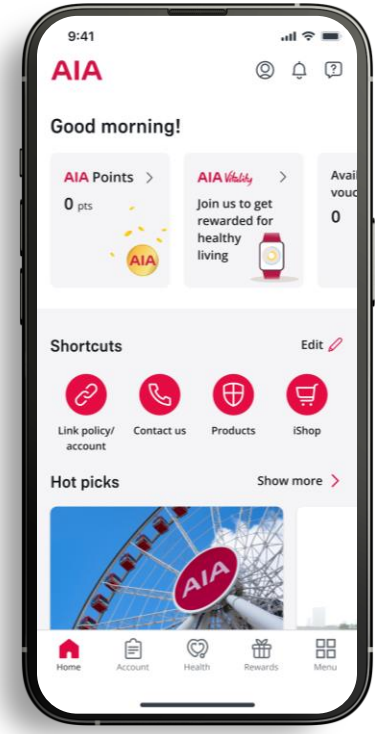
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New user registration

13 Tap “Enable” if you would like to login by biometric login



14 Login successfully after enabling Face ID



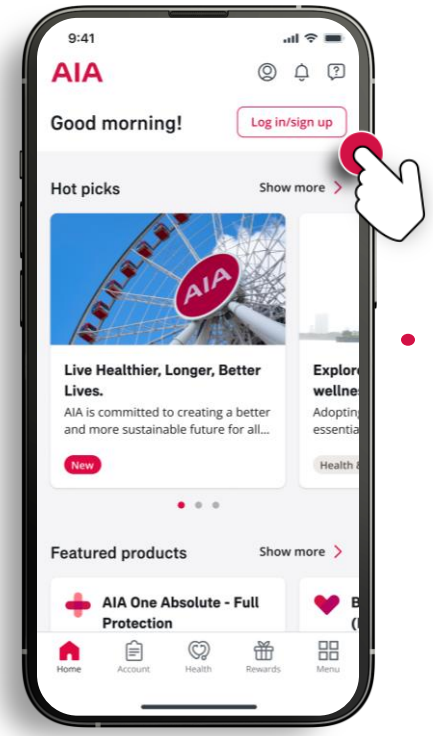
Existing customer first-time login to AIA+ (Login ID or Mobile)

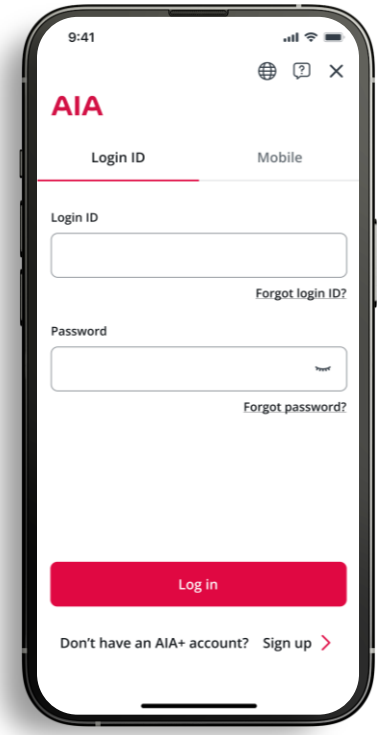
01 Click “Log in/sign up” on AIA+ homepage

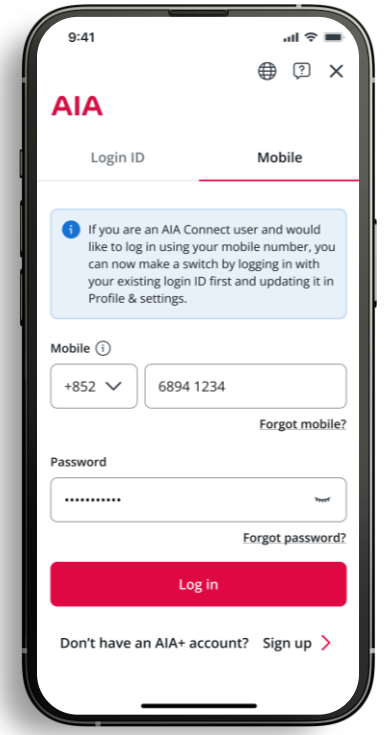
02 If you are using Login ID to login, enter the respective info. (Next, refer to step 04)

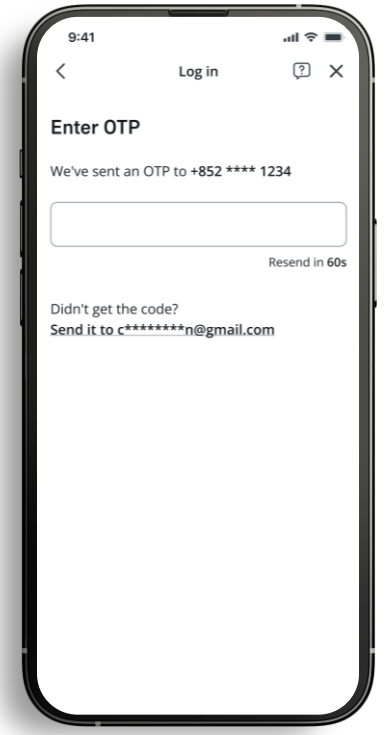
03 If you are using mobile number to login, enter the respective info.

04 Enter the OTP sent to your mobile number, or choose to receive it via email









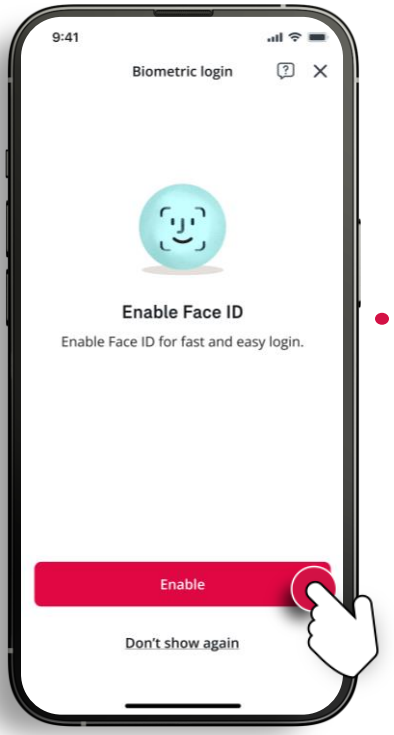
Existing customer first-time login to AIA+ (Login ID or Mobile)

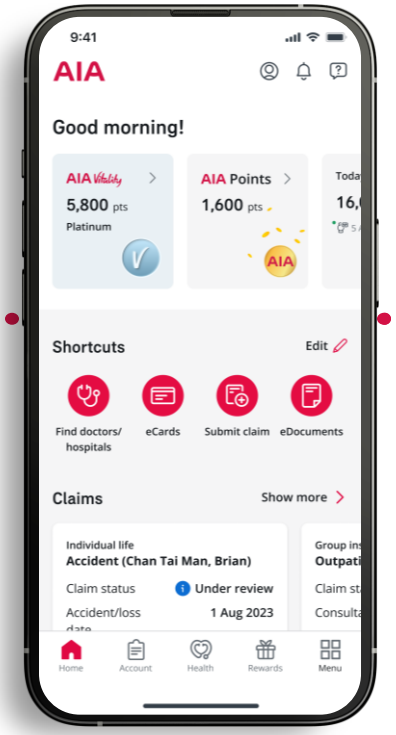
05 Enter the OTP sent to your email address

06 You can enable Face ID if you have not for faster login

07 Log in successfully



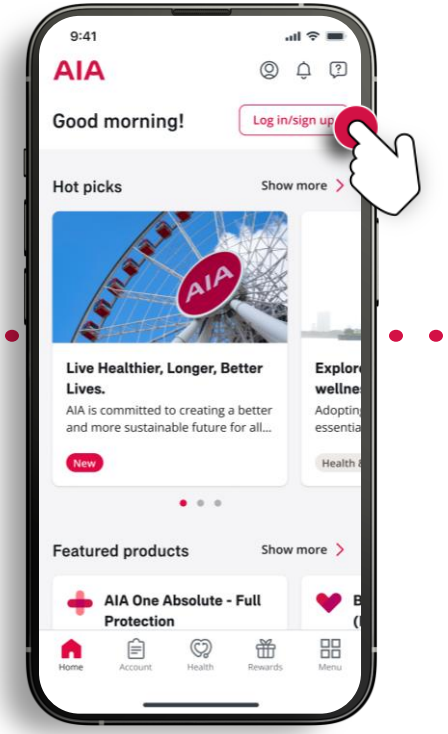




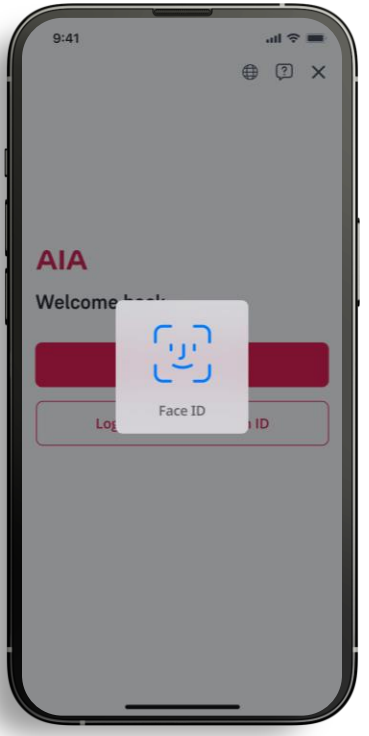
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Existing customer first-time login to AIA+ (Face ID)

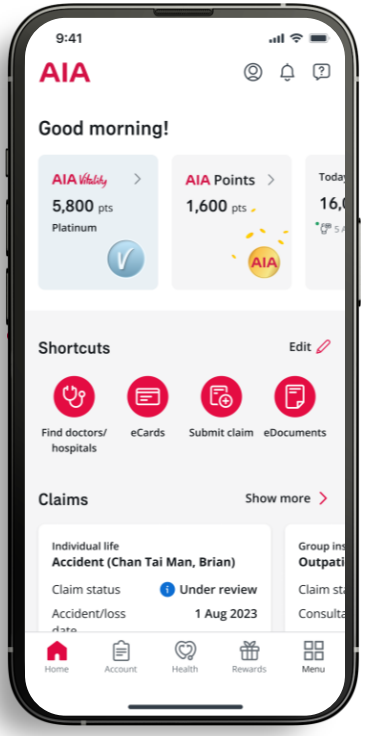
01 Click “Log in/sign up” on AIA+ homepage



02 If you have enabled Face ID at “AIA Connect”, you can continue using; or else, you can use your current login ID and password to log in

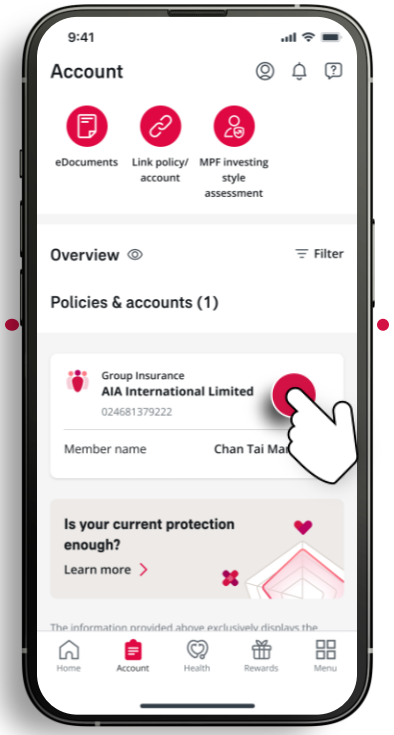


03 Log in successfully

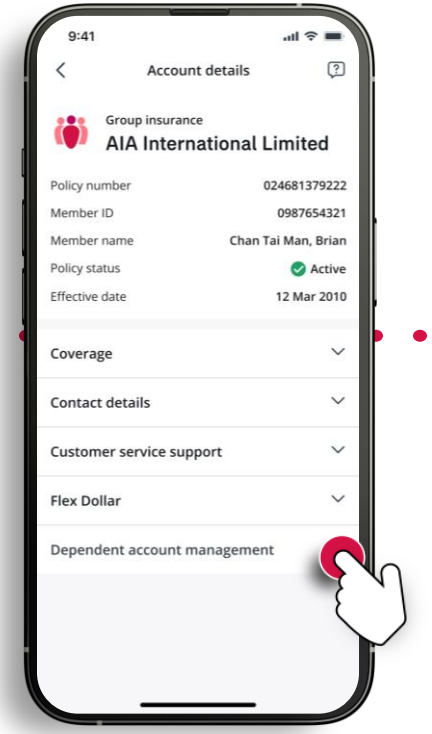


Grant access to dependents (Only applicable for Group Insurance member)

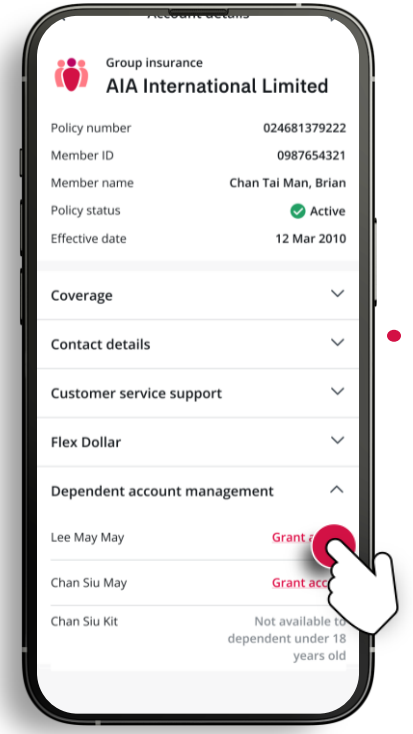
01 Choose “Group Insurance” Card on AIA+ account page



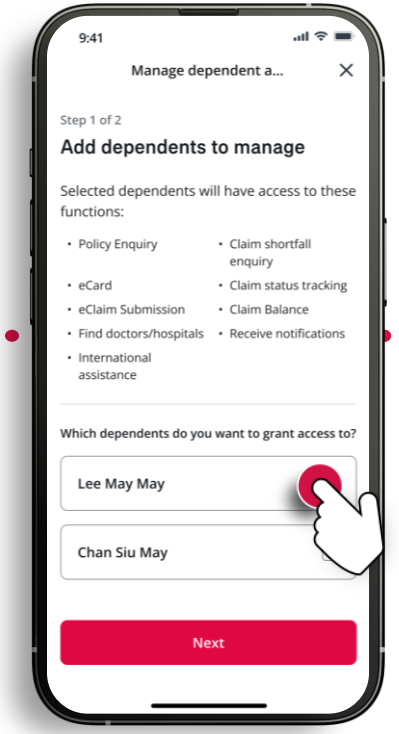
02 Choose “Dependent account management” in “Account details” page



03 Click “Grant access”



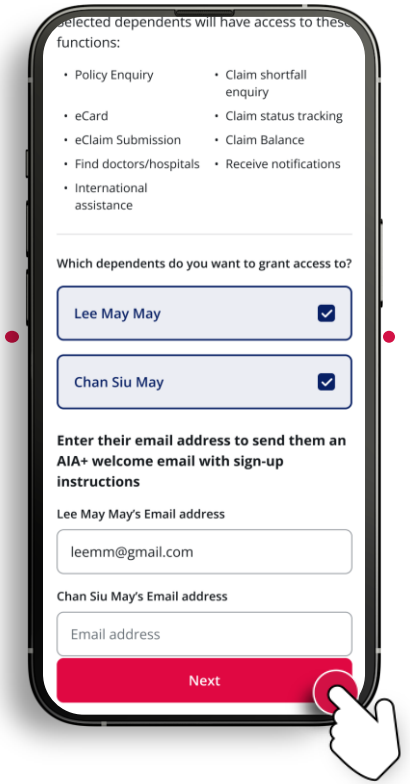
04 Choose the dependents you would like to grant access to



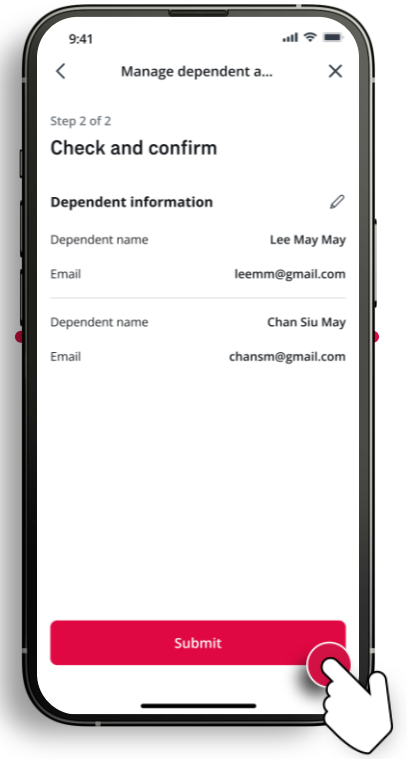
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Grant access to dependents (Only applicable for Group Insurance member)

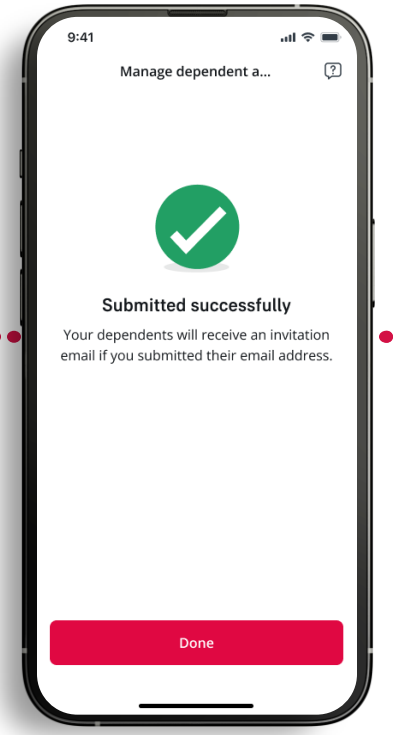
05 Click “Next”



06 Click “Submit”



07 Submitted successfully



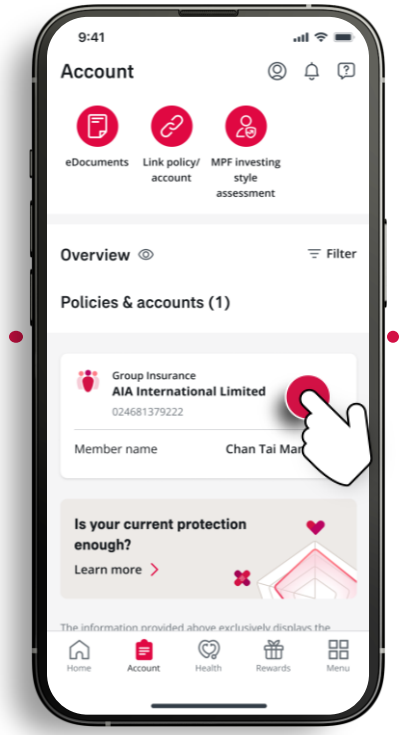
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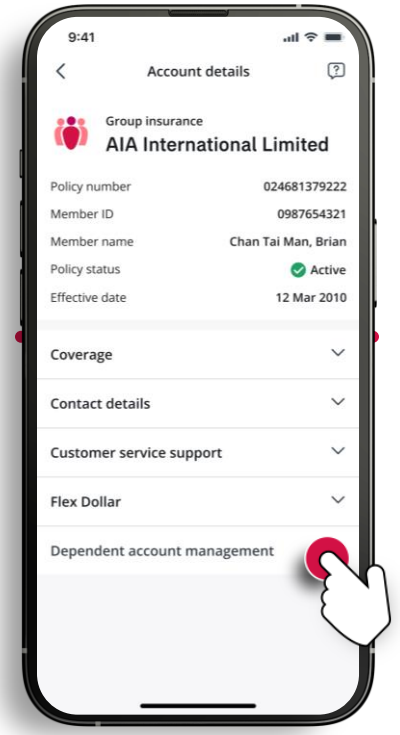
Remove dependents manage access (Only applicable for Group Insurance member)

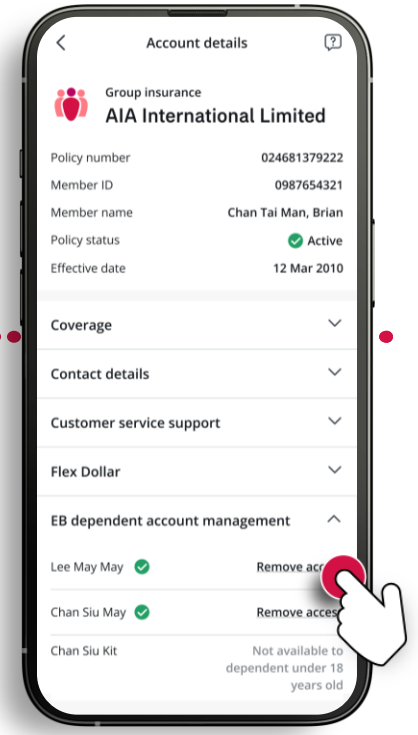
01 Choose “Group Insurance” Card on AIA+ account page

02 Choose “Dependent account management” in “Account details” page

03 Click “Remove access”



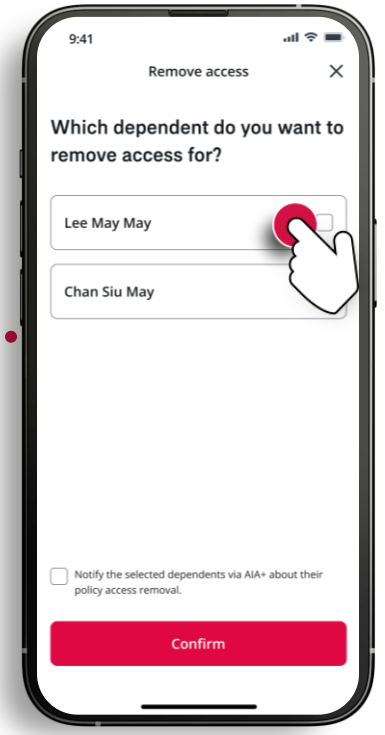




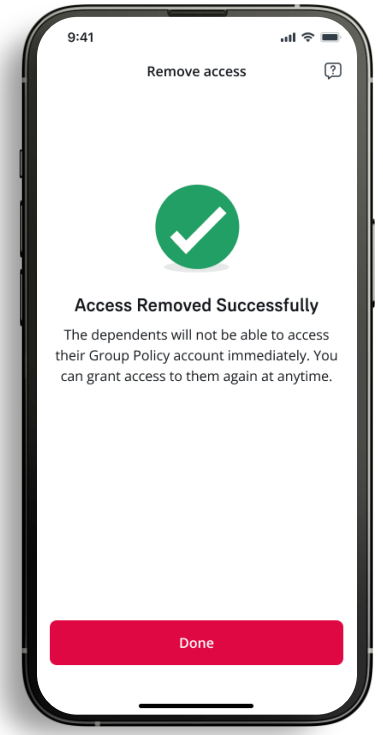
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Remove dependents manage access (Only applicable for Group Insurance member)

05 Choose which dependent you would like to remove and click “Confirm”

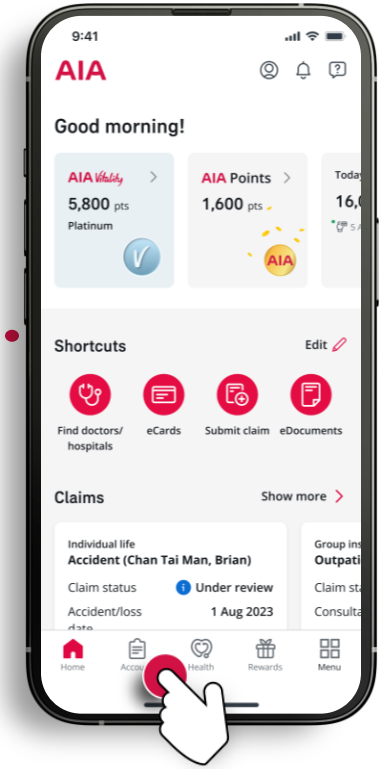


06 Access removed successfully

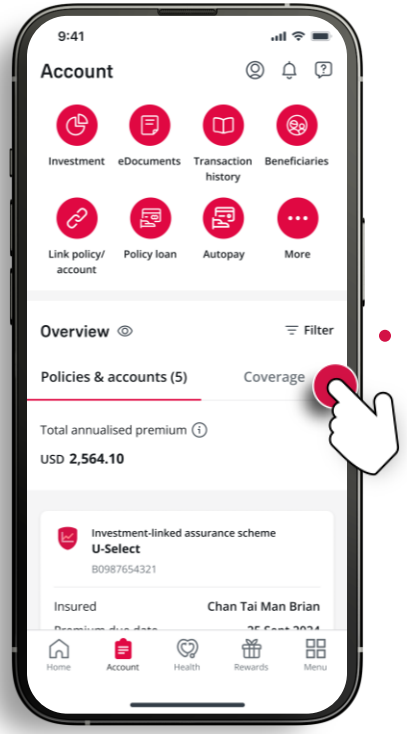


Overview of policies or accounts

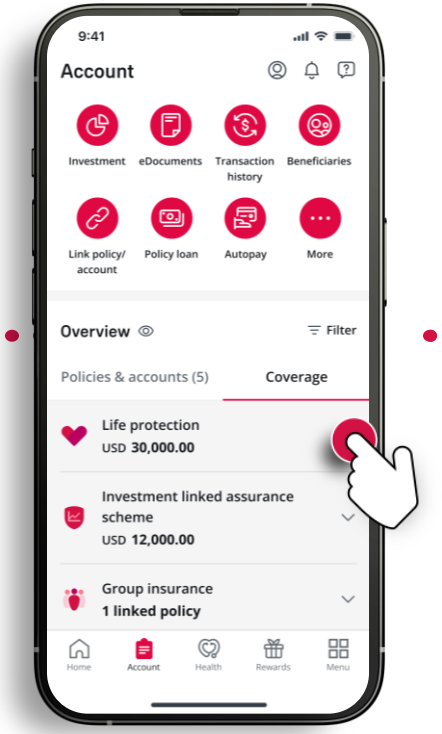
01 Click “Account” On AIA+ homepage



02 Choose “Coverage” in “Overview” section



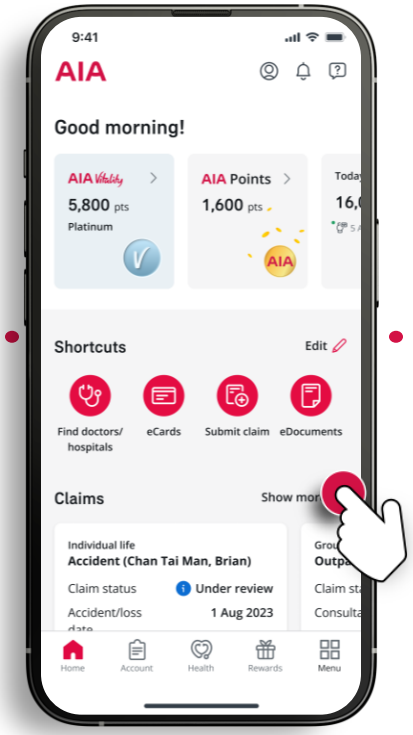
03 Select a policy to see an overview



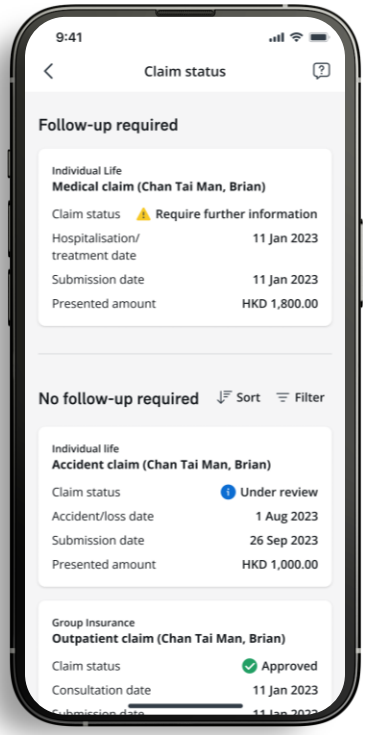
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Check the claim status

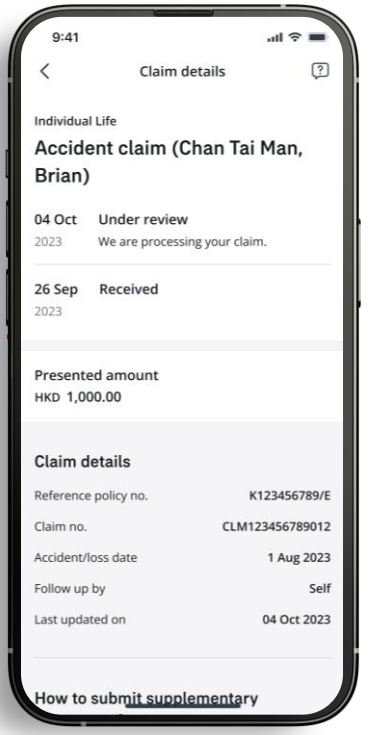
01 Click “Show more” on “Claims” section on AIA+ homepage



02 You can check the claim status

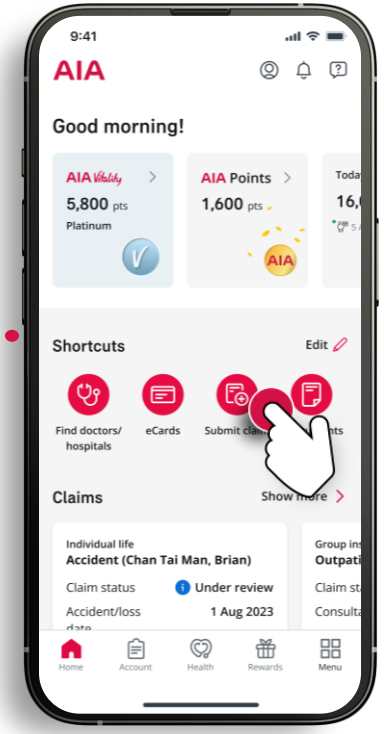


03 Claim status update is reflected

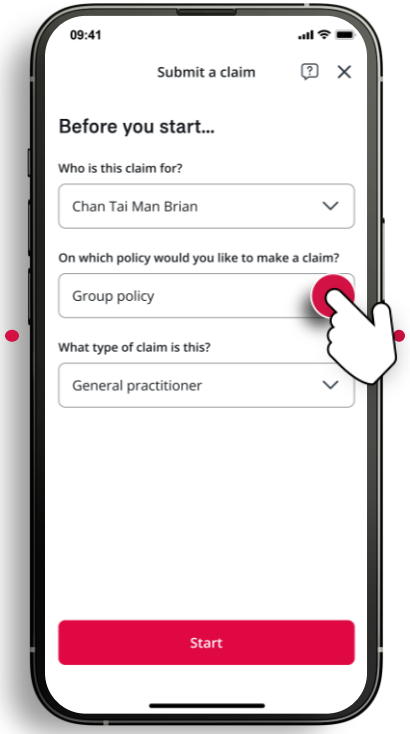


Submit eClaim application (Group insurance)

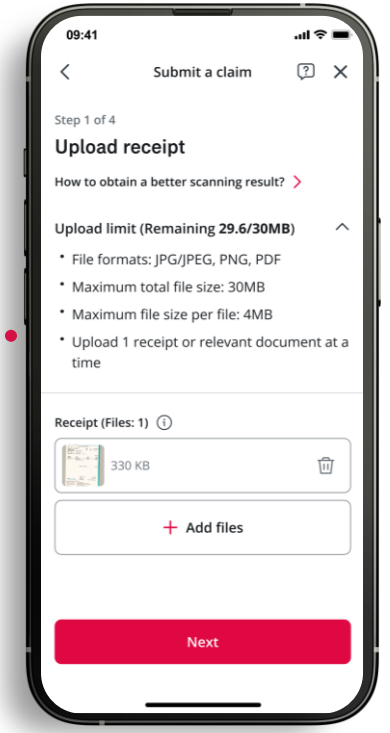
01 Click "Submit claim" on AIA+ homepage



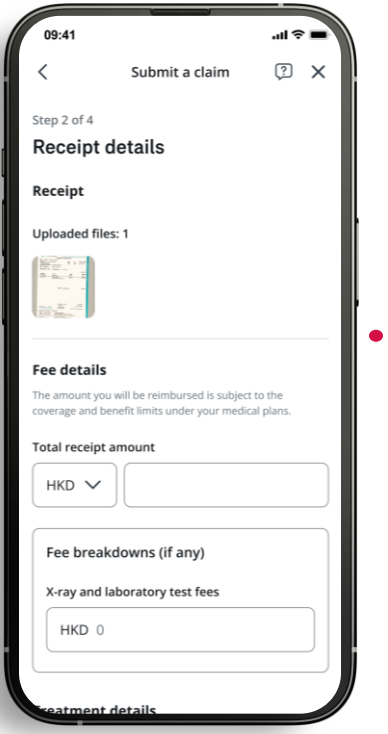
02 Select claimant, group policy and claim type



03 Upload receipt



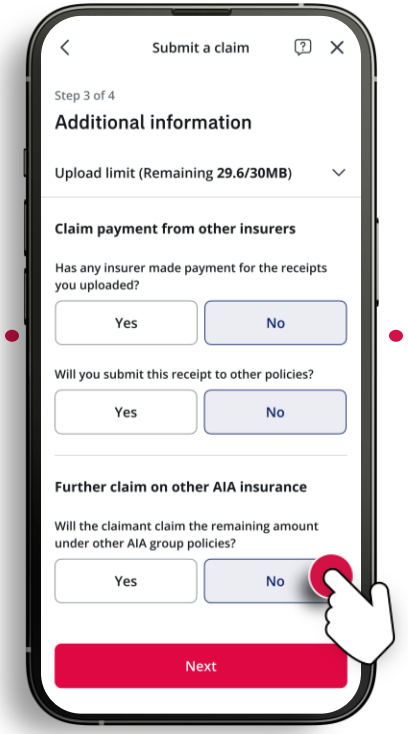
04 Fill in receipt details



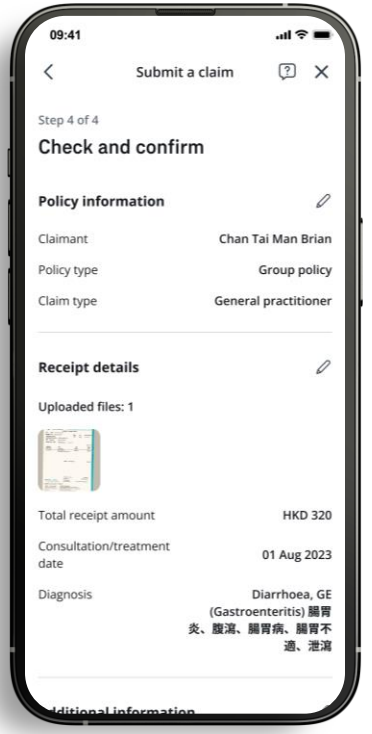
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Submit eClaim application (Group insurance)

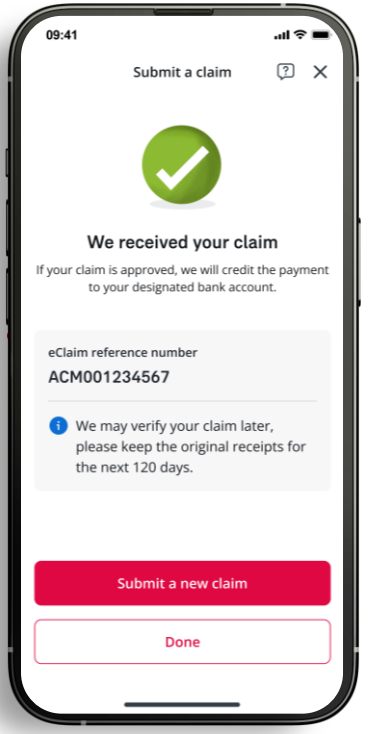
05 Fill in additional information



06 Check and confirm



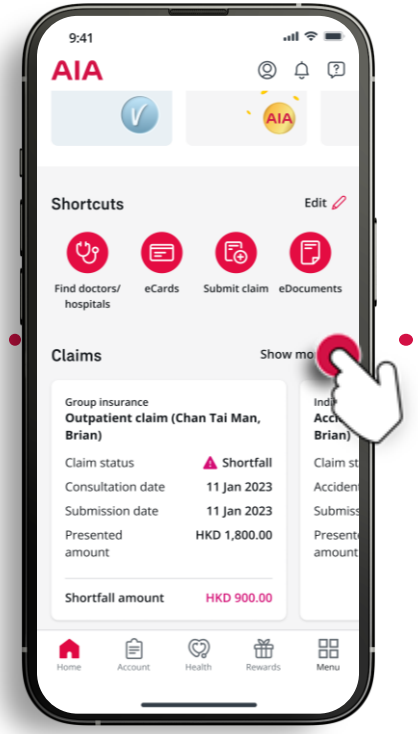
07 Claim successfully submitted



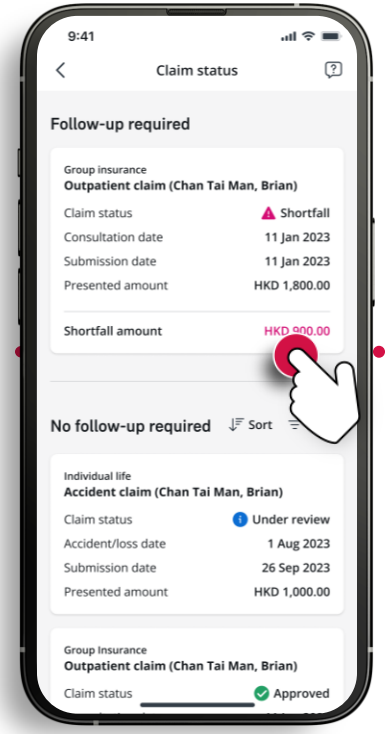
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Enquiry medical shortfall (Group insurance)

01 Click “Show more” on “Claims” section on AIA+ homepage



02 You can see the shortfall (if any) in claim status



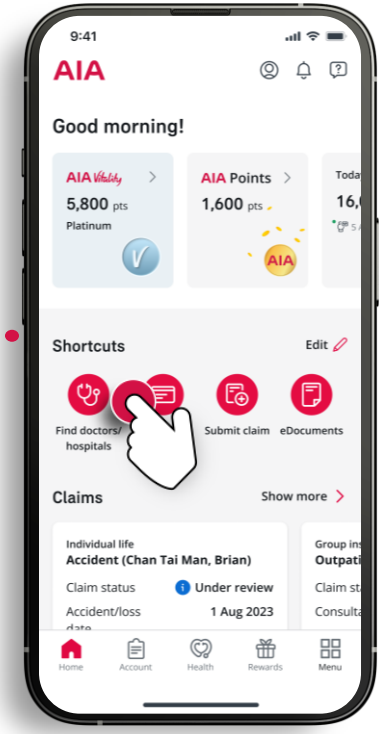
Find doctors or hospitals

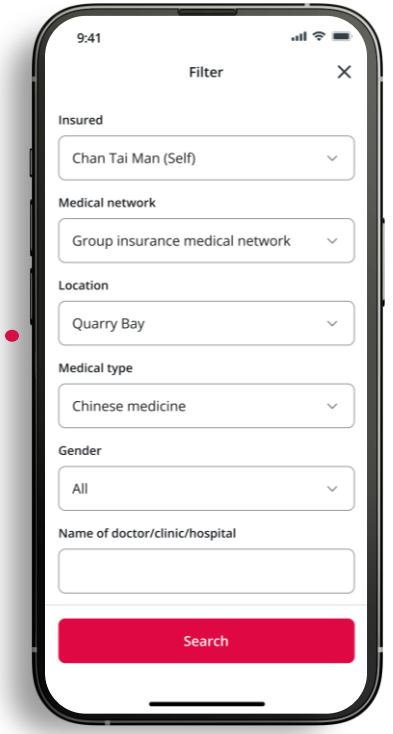
01 Click “Find doctors/ hospitals” on AIA+ homepage

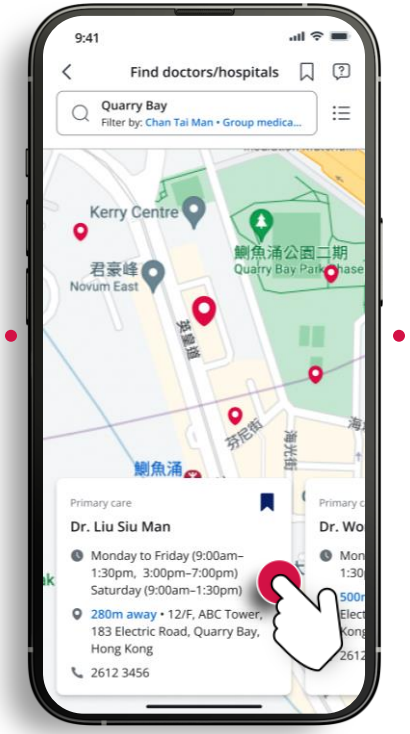
02 Select the medical network, location, and medical type

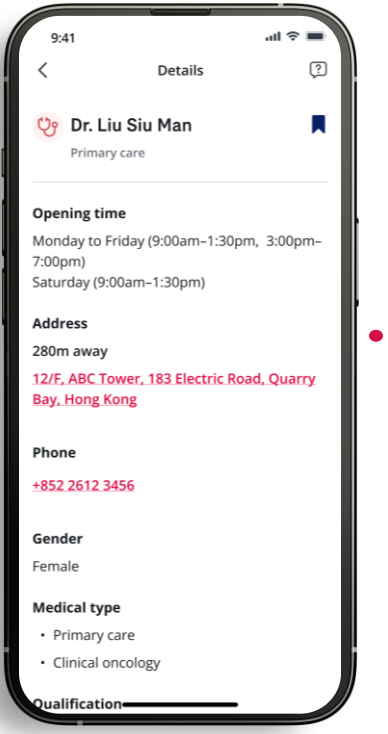
03 Click on the doctor you want to see

04 Check more doctor details









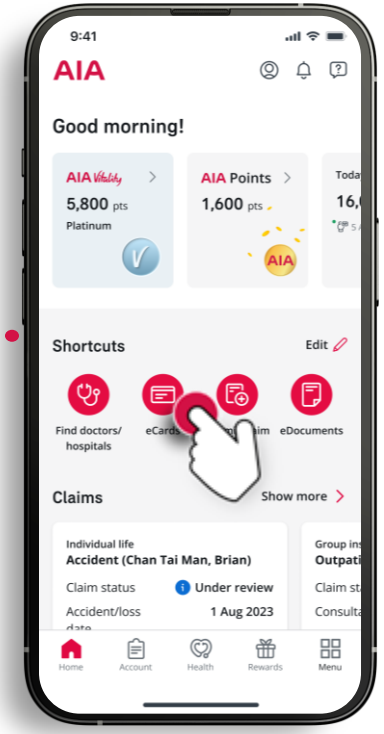
Browse eCards

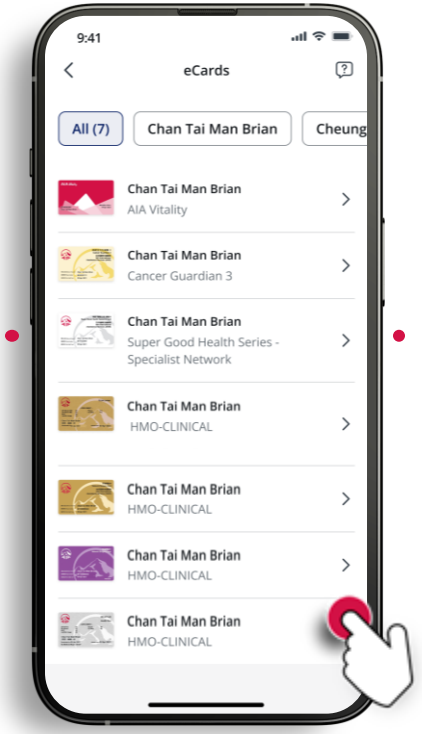
01 Click “eCard” on AIA+ homepage

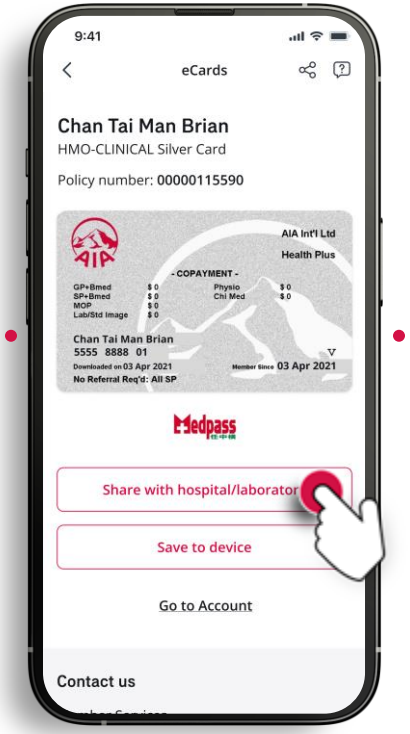
02 Click on the eCard you would like to view

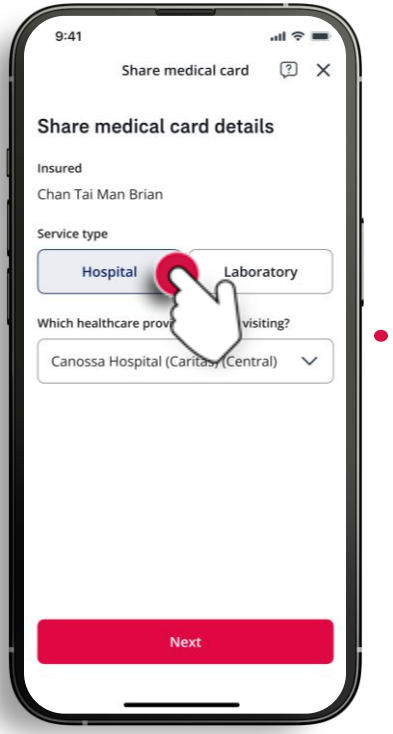
03 Click "Share with hospital/laboratory“ if you would like to share

04 Choose service type





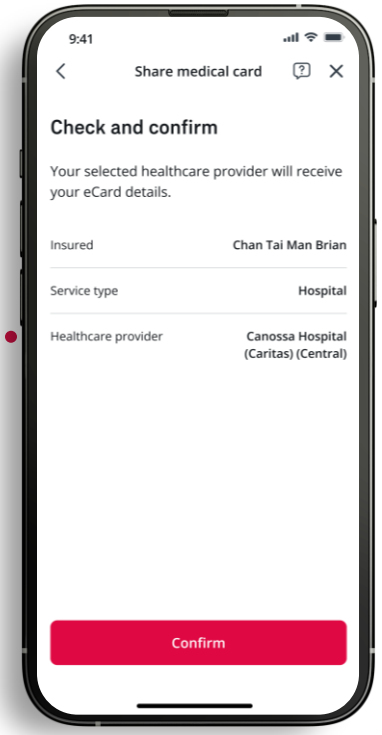




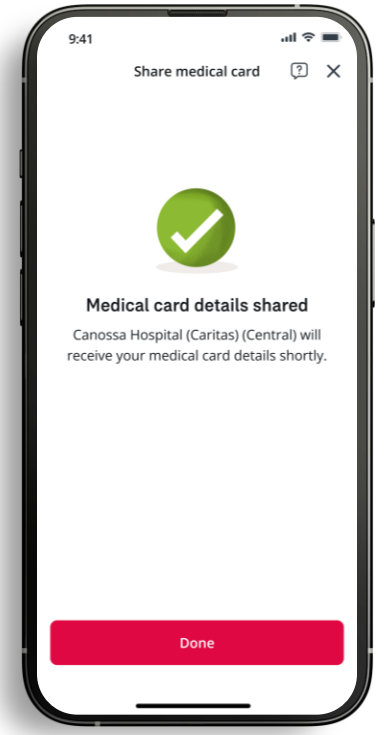
Back to menu

Browse eCards

05 Check and confirm



06 Medical card details shared successfully



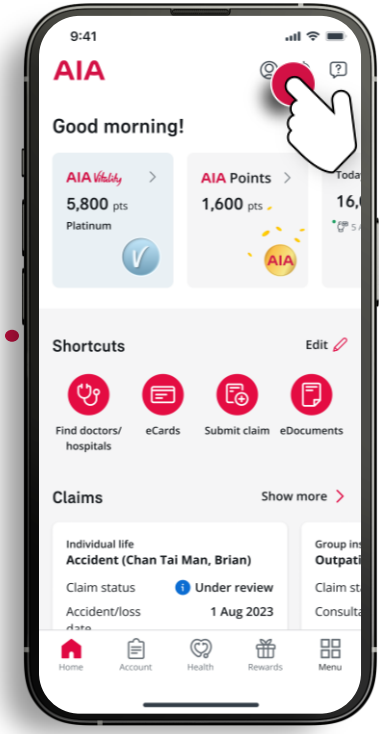
Change the communication preference on the AIA+

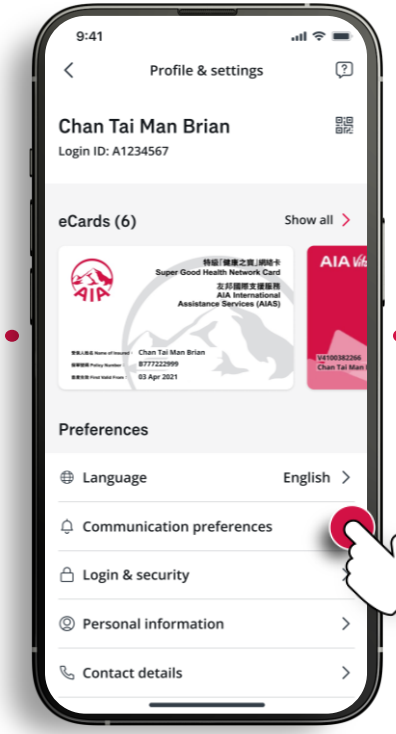
01 Click “Profile & settings” on AIA+ homepage

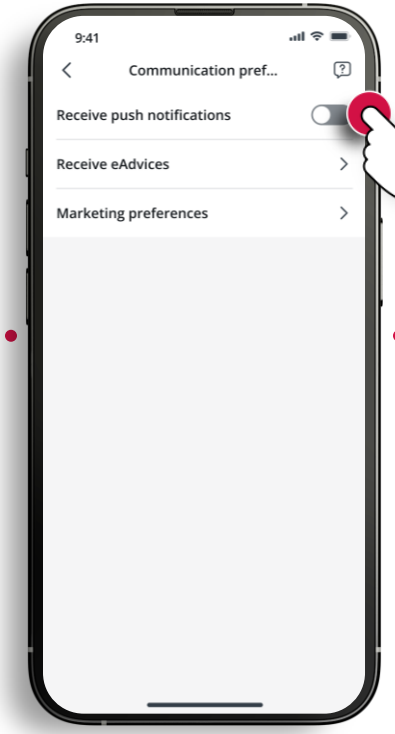
02 Choose “Communication preferences” in “Profile & settings” page

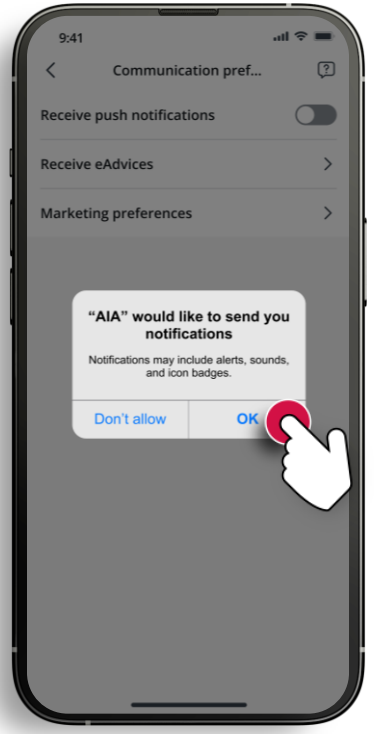
03 Click “Receive push notifications”

04 Click “OK”









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