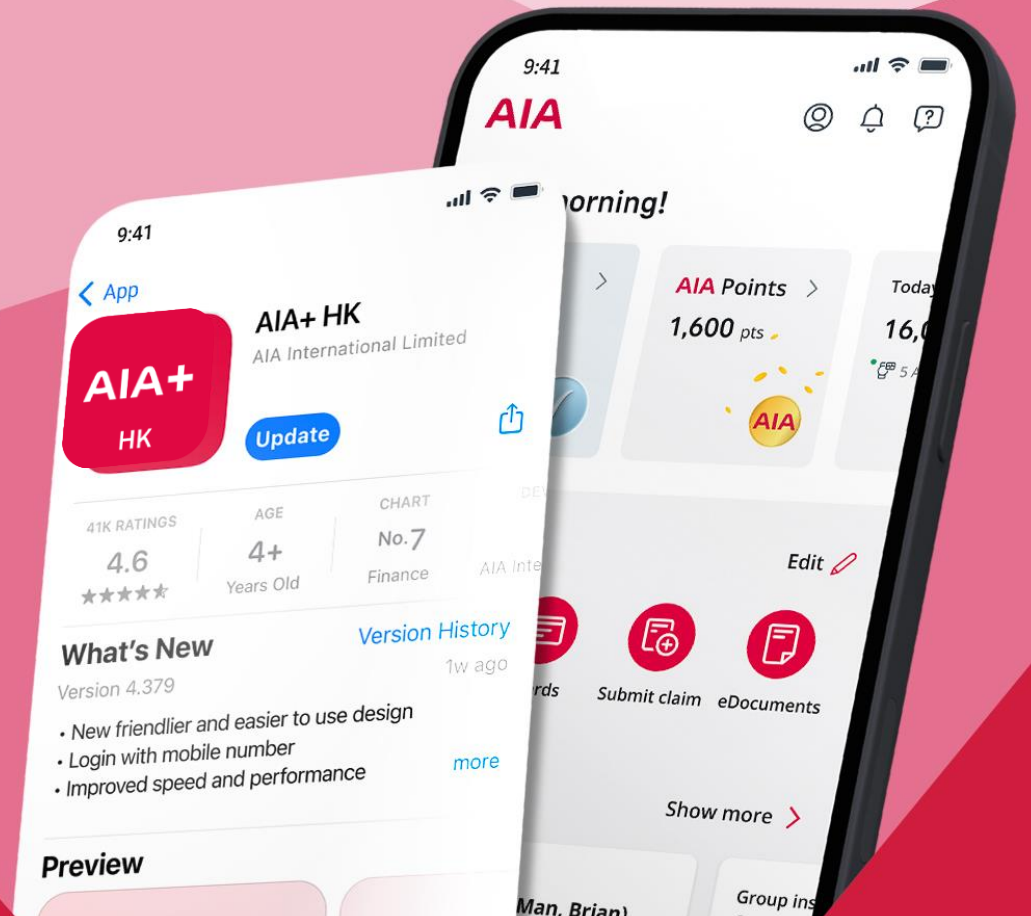
HEALTHIER, LONGER, BETTER LIVES

AIA+ 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: 25 Nov 2025

Menu – User Login, Registration & Profile Settings

1. Download & Install

a. New Users

New users download and install AIA+ at App Store 5
New users download and Install AIA+ at Google Play 7
New users download and install AIA+ via WeChat 9
New users download APK file and install AIA+ 12
New users download and install AIA+ at Huawei AppGallery 14

b. Existing Users

Existing users download and install AIA+ at App Store 16
Existing users download and install AIA+ at Google Play 18
Existing users download and install AIA+ via WeChat 20
Existing users download APK file and install AIA+ 23
Existing users download and install AIA+ at Huawei AppGallery 25

2. Login & Registration

New user registration 27
Existing customer first-time login to AIA+ 31
Forgot login ID 34
Forgot password 36
Change mobile ID 38
Switch to login by mobile number 40

3. Profile & Settings

Update contact details 42
Change the communication preference on the AIA+ 44
Change the language of the AIA+ 46

Menu – Policies & Accounts, Claims & Payment

4. Policies & Accounts

Link individual policies or accounts 47
Link group policies or pension accounts 50
Combine accounts 53
Overview of policies or accounts 55
Switch the investment options (Individual insurance) 56
Investment Calendar (Individual insurance – Policy service) 58
Check fund details and perform portfolio rebalancing (MPF) 61
Check fund details and perform portfolio rebalancing (ORSO and Macau Pension) 62
Browse eDocuments 65
Check the investment summary 67
Receive the policy benefits via FPS or eBank-in (Individual insurance) 68
Manage your beneficiaries (Individual insurance) 70
Apply for withdrawal (Individual insurance) 72
Apply for policy loan (Individual insurance) 74
Browse eCards 76
Set-up autopay (Individual insurance) 78
Acknowledge policy contract 80

5. Claims & Payment

Submit eClaim application (Individual insurance) 82
Submit eClaim application (Group insurance) 84
Check the claim status 86
Submit pre-approval application (Applicable to all AIA individual medical plans) 87
Pay medical shortfall (Group insurance) 90
Registration for eClaim payment methods (Individual insurance) 92
Settle the premium payment with FPS (Individual insurance) 95
Settle the premium payment with credit card (Individual insurance) 96
Settle the premium payment at 7-Eleven (Individual insurance) 97

Menu – Health, Rewards

6. Health

a. AIA Vitality

Link devices 98
Activate AIA Vitality membership for group insurance account 101
Change AIA Vitality membership 103
Complete AIA Vitality assessment 104
Join challenges of AIA Vitality to earn points 106
Add AIA Vitality friends 108

b. Other Health Services

Find doctor to make appointment 112

Special scenario

New users cannot register AIA+ by mobile number 128
Existing customers cannot register AIA+ by mobile number 131

7. Rewards

a. AIA Vitality Points & Rewards

Redeem my Rewards of AIA Vitality 115

b. AIA Points

Earn AIA Points 117
Redeem or use AIA Points 120
Transfer AIA Points to family members and friends 122

c. ePremium Coupon

Transfer the ePremium coupons 124
Check the balance of ePremium coupons 127

New users download and install AIA+ at App Store

01 Scan the QR code to download and install AIA+ , or else you can search “AIA+ HK” at “App Store”

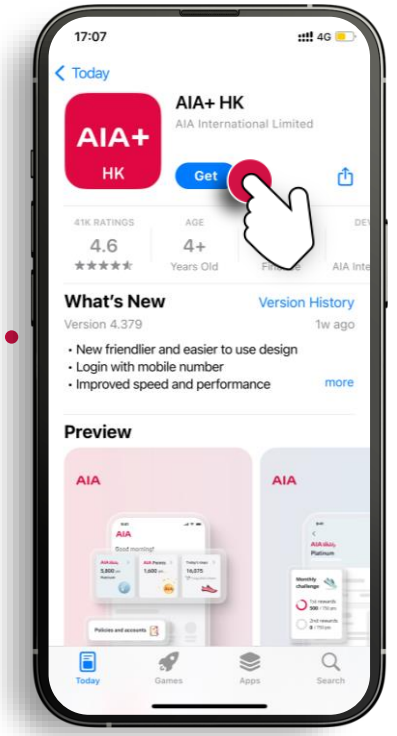
Download on the App Store

GET IT ON Google Play

Download APK File

AIA+ HK

02 After reaching “App Store”, click "Get"



03 Open “AIA+ HK”

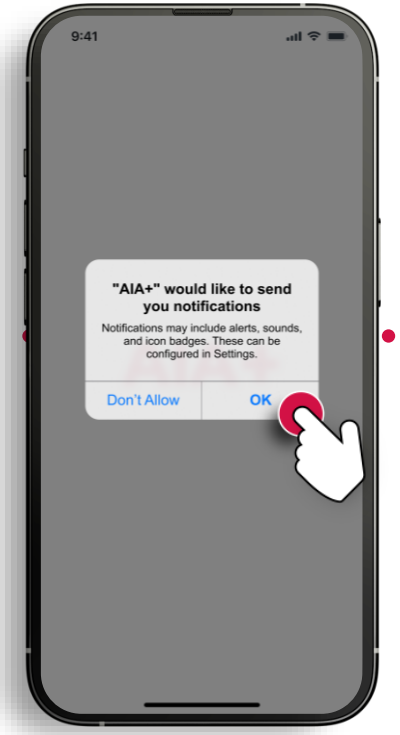


New users download and install AIA+ at App Store

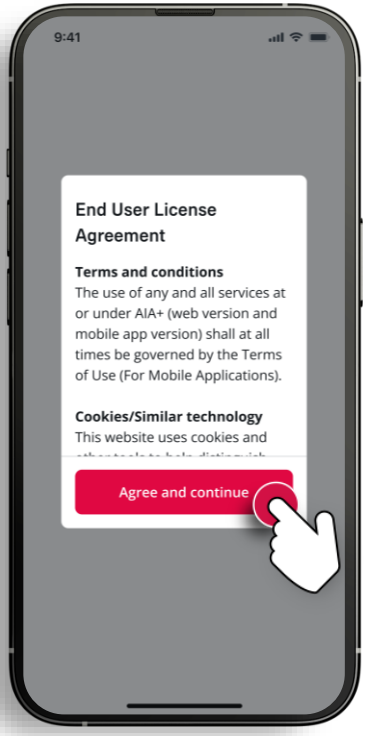
04 You will reach this AIA+ loading page



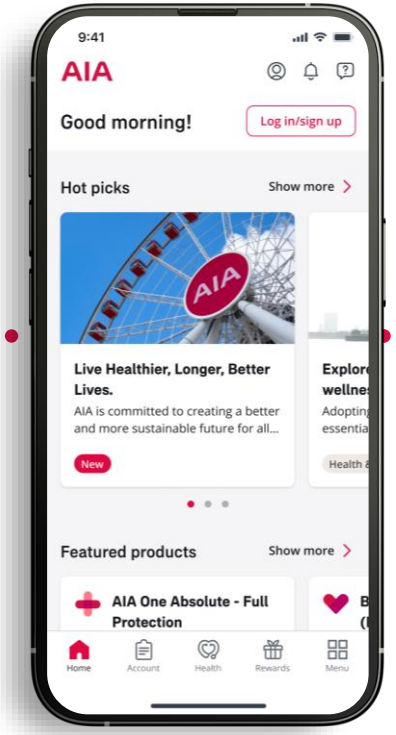
05 Select whether you would like to receive notifications



06 "End User License Agreement" is shown, please read and click "Agree and continue"



07 You will be redirected to AIA+ homepage



New users download and install AIA+ at Google Play

01 Scan the QR code to download and install AIA+ , or else you can search “AIA+ HK” at “Google Play”

Download on the App Store

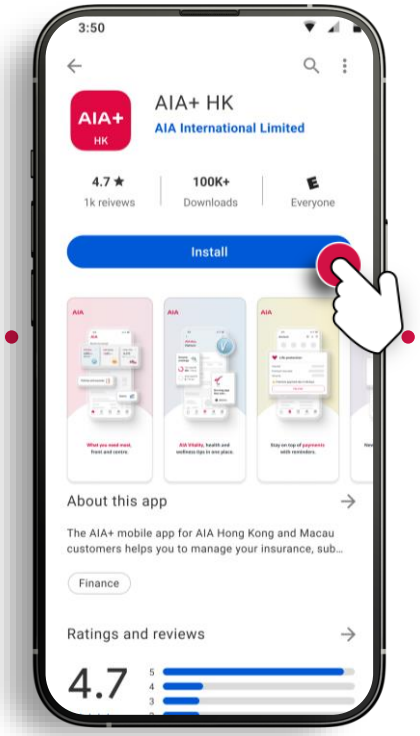
GET IT ON Google Play

Download APK File

AIA+ HK



02 After reaching “Google Play”, click “Install”



03 Open “AIA+ HK”

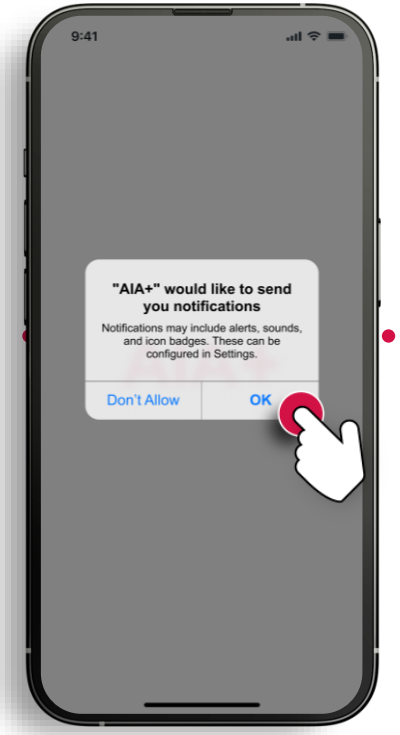


New users download and install AIA+ at Google Play

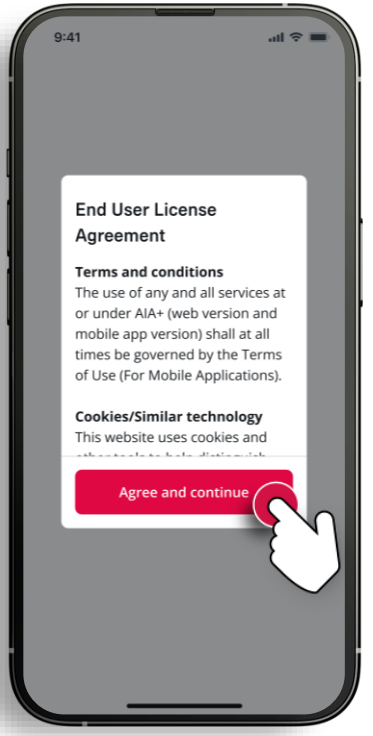
04 You will reach this AIA+ loading page



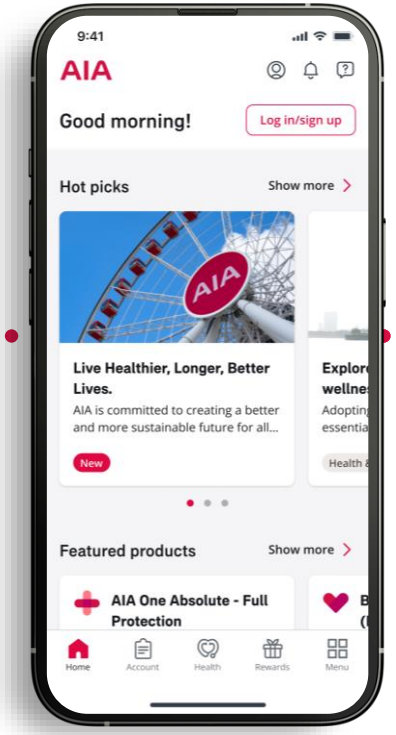
05 Select whether you would like to receive notifications



06 "End User License Agreement" is shown, please read and click "Agree and continue"



07 You will be redirected to AIA+ homepage



New users download and install AIA+ via WeChat

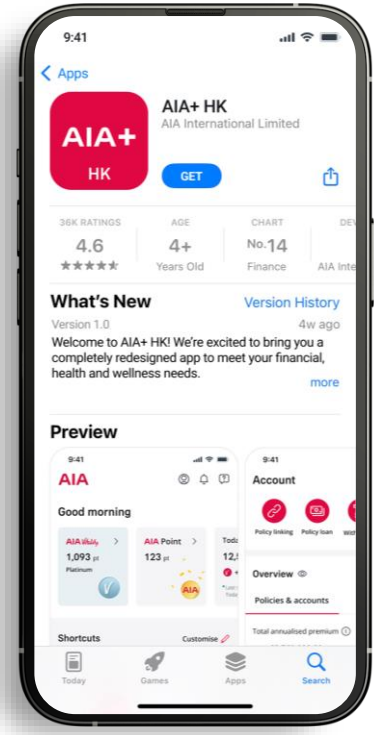
01 Open WeChat, enter our account “香港友邦保險”, and click “AIA+ 手机程式”



02 Click “下载AIA+”



03 Click “GET” after you reach the app store



New users download and install AIA+ via WeChat

04 Or you can click “下载APK安装包”



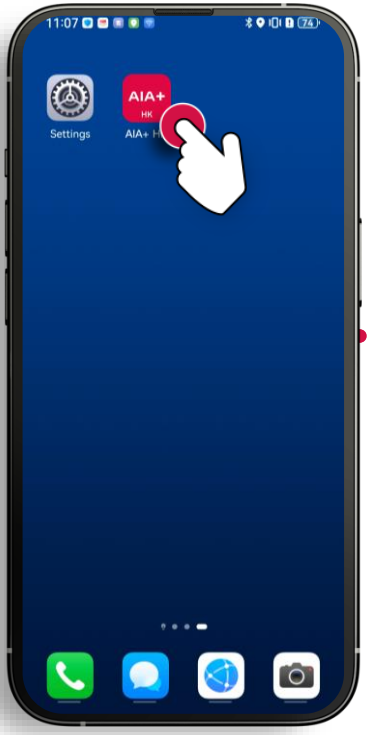
05 Click to open in browser



06 Click “Download APK File”



07 Once installed , you can open “AIA+ HK”



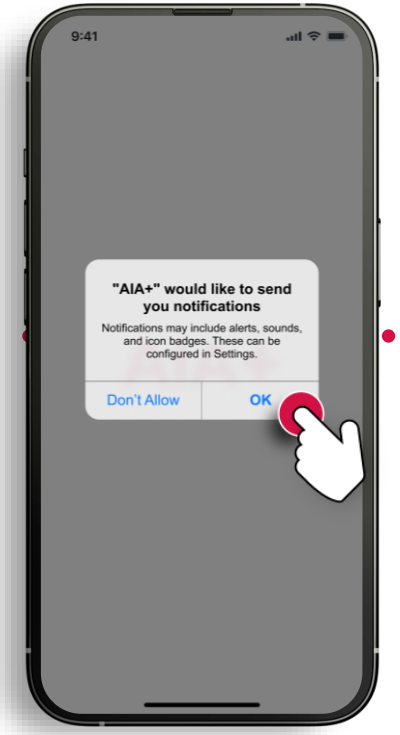
Back to menu

New users download and install AIA+ via WeChat

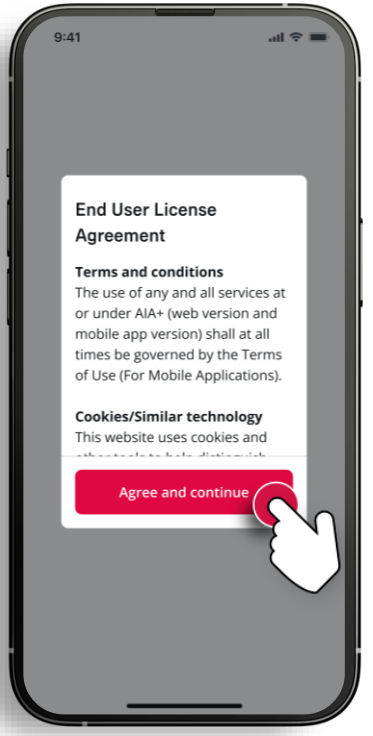
08 You will reach this AIA+ loading page



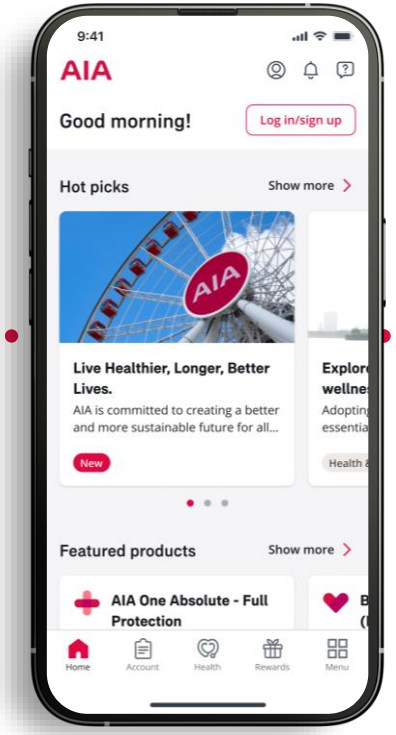
09 Select whether you would like to receive notifications



10 "End User License Agreement" is shown, please read and click "Agree and continue"



11 You will be redirected to AIA+ homepage



New users download APK file and install AIA+

01 Scan the QR code to download and install AIA+ , or else you can click “Download APK File”

02 Click “Download anyway”

03 Click “Install”

04 Once installed , you can open “AIA+ HK”

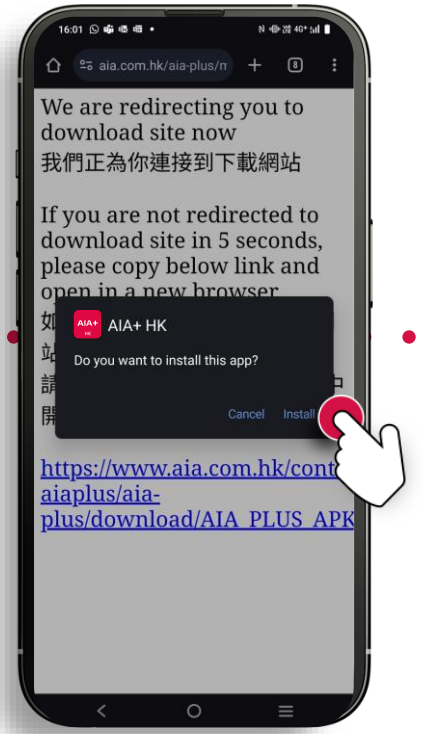
Download on the App Store

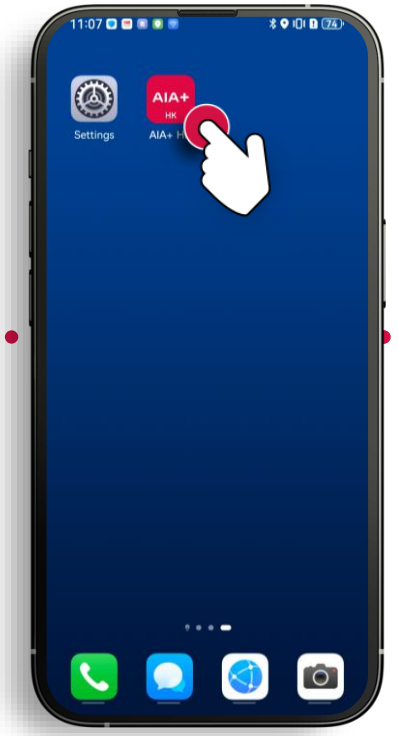
GET IT ON Google Play

Download APK File

AIA+ HK







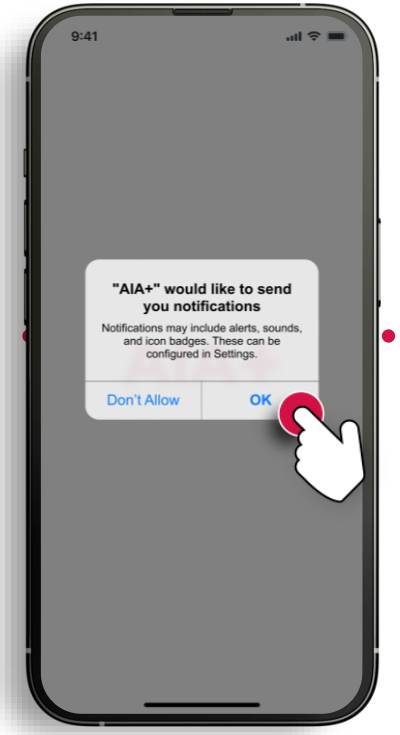
Back to menu

New users download APK file and install AIA+

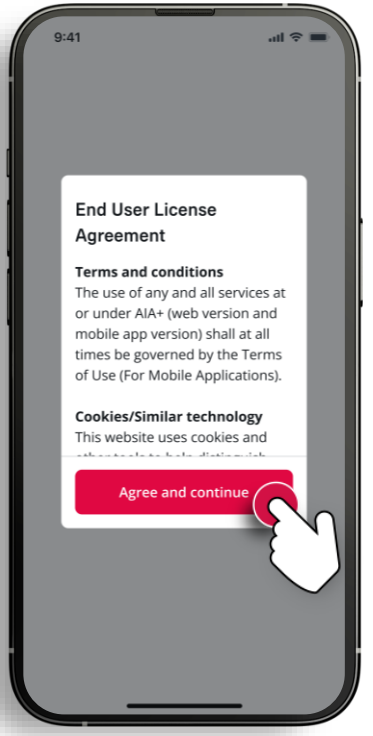
05 You will reach this AIA+ loading page



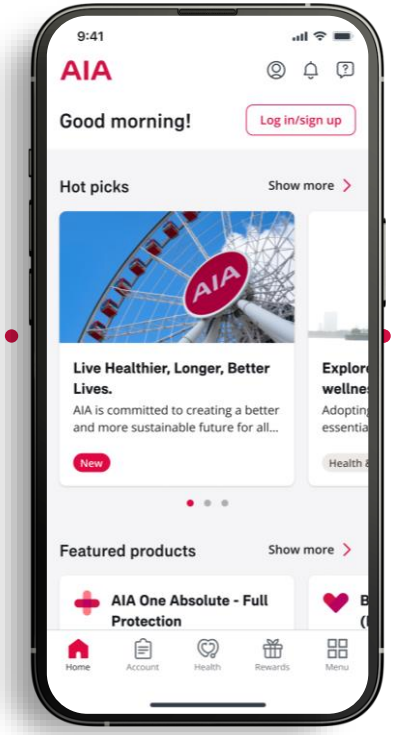
06 Select whether you would like to receive notifications



07 "End User License Agreement" is shown, please read and click "Agree and continue"



08 You will be redirected to AIA+ homepage



Back to menu

New users download and install AIA+ at Huawei AppGallery

01 Scan the QR code to download and install AIA+ , or else you can search “AIA+ HK” at “AppGallery”

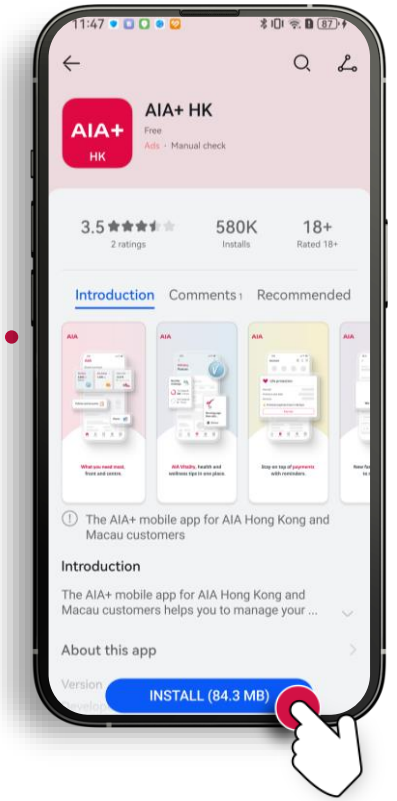
Download on the App Store

GET IT ON Google Play

Download APK File

AIA+ HK

02 After reaching “AppGallery”, click “INSTALL”



03 Open “AIA+ HK”



*AIA+ is available in Huawei AppGallery in October 2024.

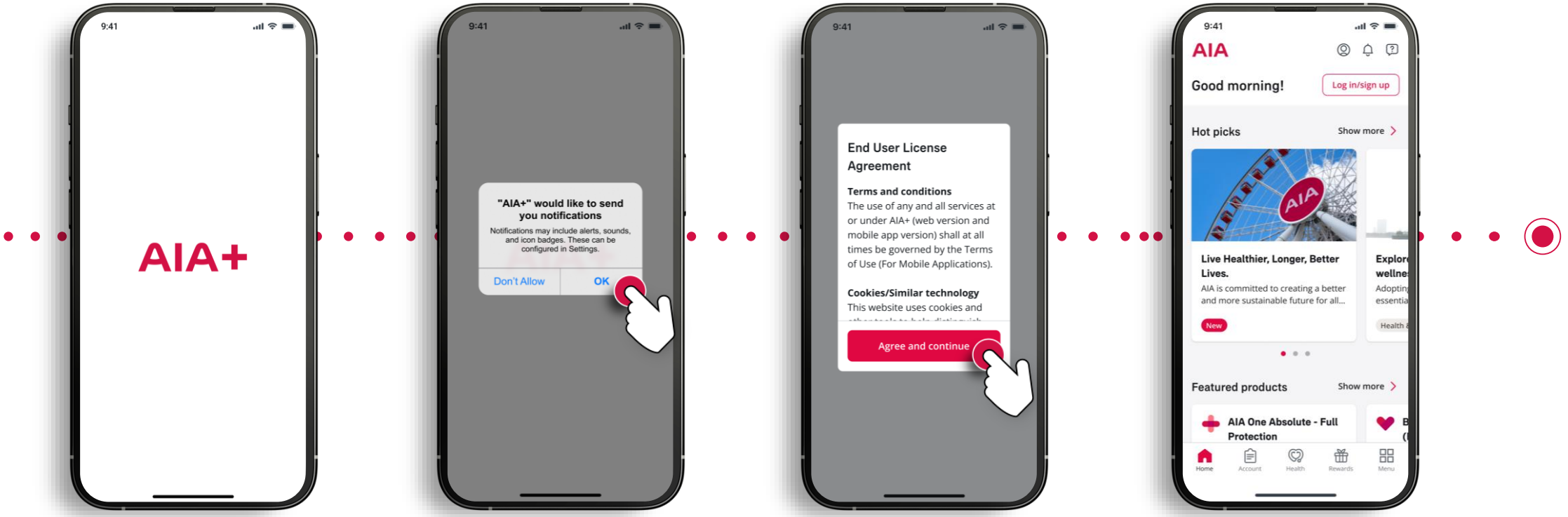
New users download and install AIA+ at Huawei AppGallery

04 You will reach this AIA+ loading page

05 Select whether you would like to receive notifications

06 "End User License Agreement" is shown, please read and click "Agree and continue"

07 You will be redirected to AIA+ homepage



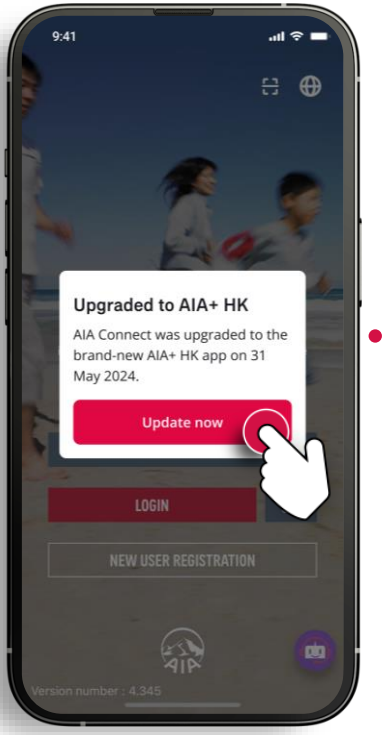
*AIA+ is available in Huawei AppGallery in October 2024.

Existing users download and install AIA+ at App Store

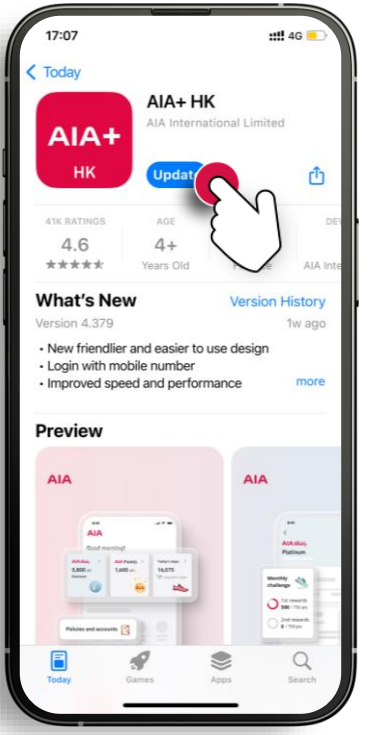
01 Open “AIA Connect”



02 After the upgrade reminder is shown, please click “Update now”



03 Go to App Store to update “AIA Connect” to “AIA+ HK”



04 Open “AIA+ HK”

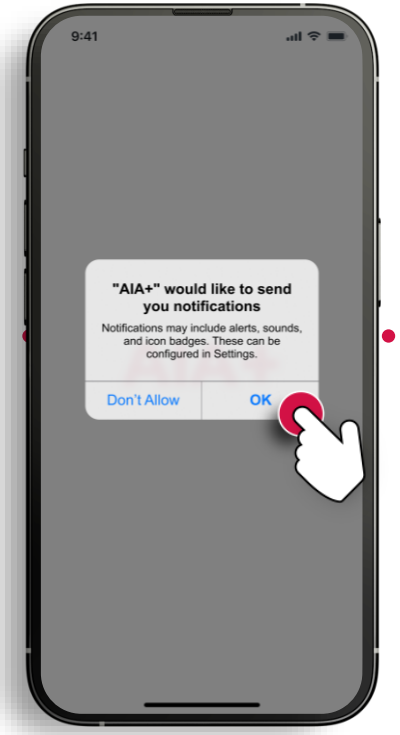


Existing users download and install AIA+ at App Store

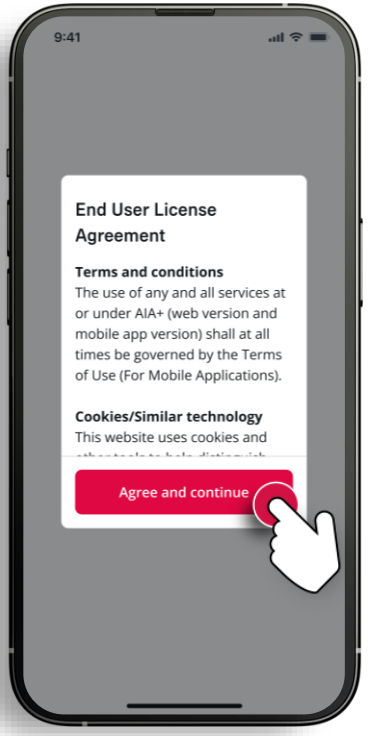
05 You will reach this AIA+ loading page



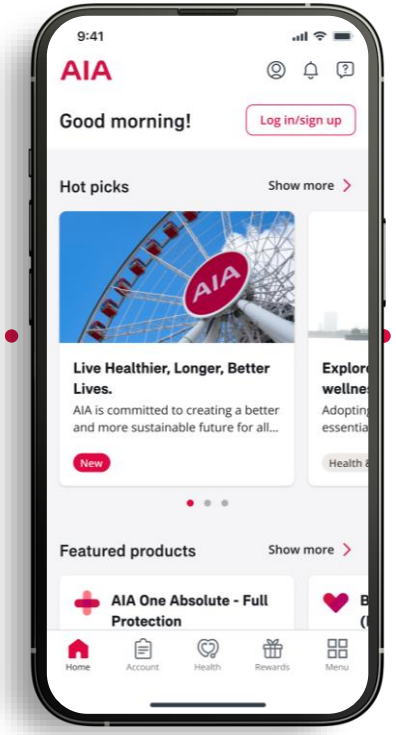
06 Select whether you would like to receive notifications



07 "End User License Agreement" is shown, please read and click "Agree and continue"



08 You will be redirected to AIA+ homepage



Existing users download and install AIA+ at Google Play

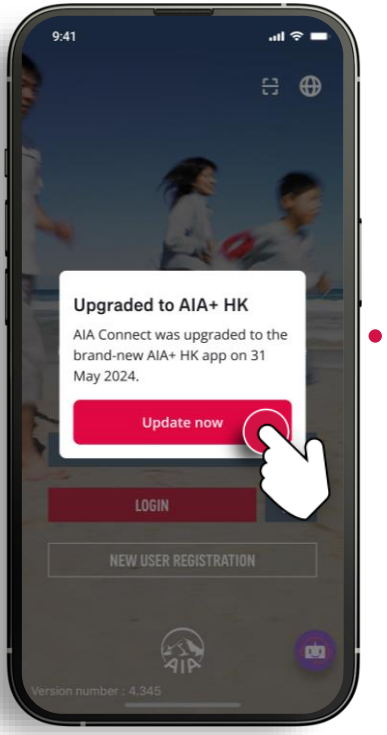
01 Open “AIA Connect”

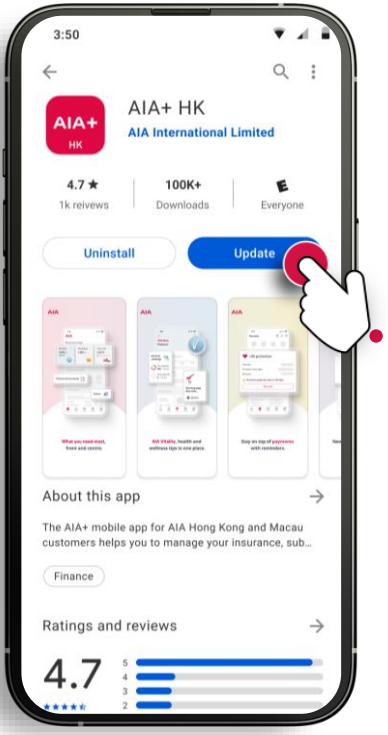
02 After the upgrade reminder is shown, please click “Update now”

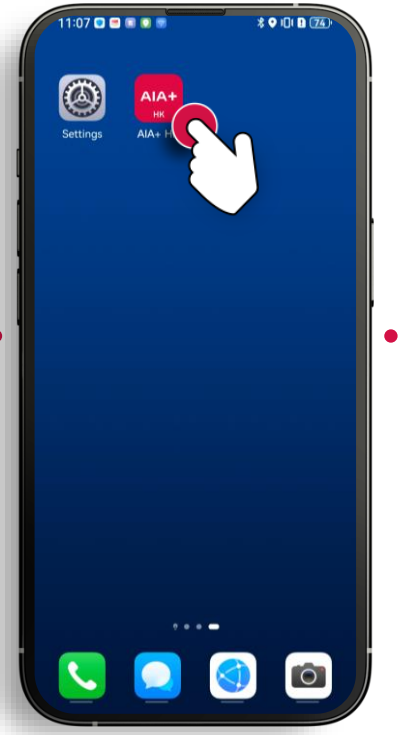
03 Go to “Google Play” to update "AIA Connect“ to “AIA+ HK”

04 Open “AIA+ HK”









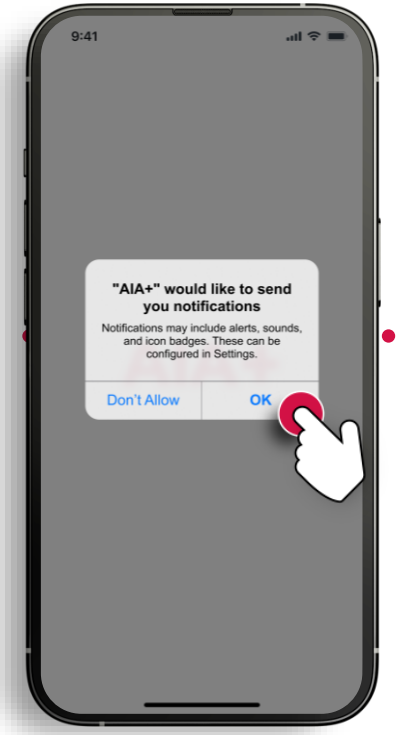
Back to menu

Existing users download and install AIA+ at Google Play

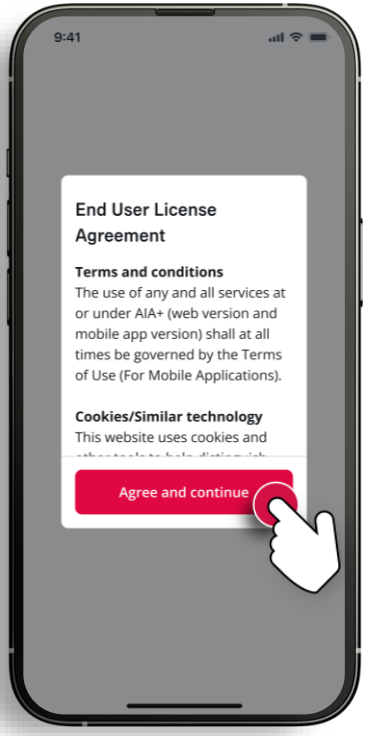
05 You will reach this AIA+ loading page



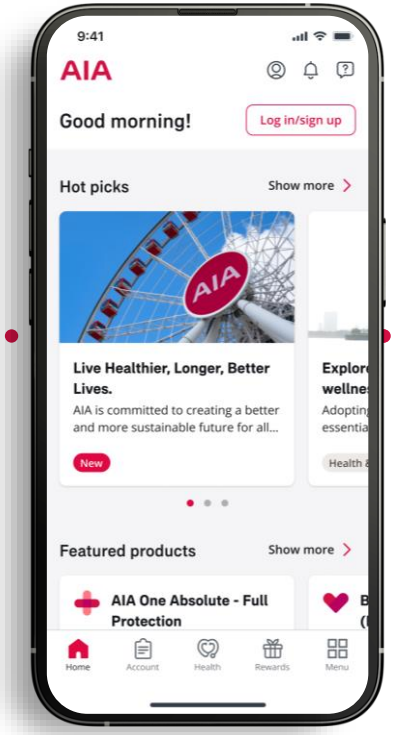
06 Select whether you would like to receive notifications



07 "End User License Agreement" is shown, please read and click "Agree and continue"



08 You will be redirected to AIA+ homepage



Existing users download and install AIA+ via WeChat

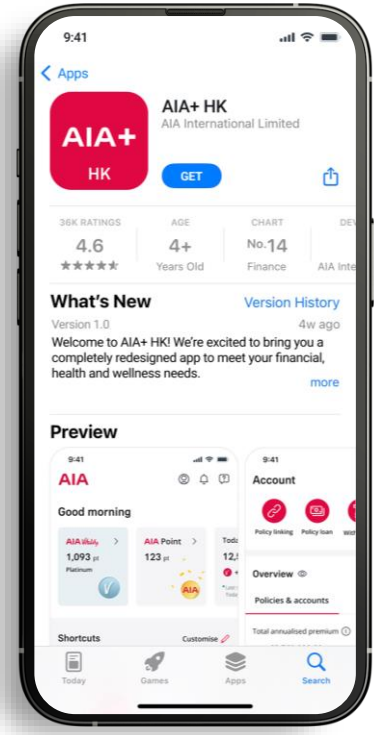
01 Open WeChat, enter our account “香港友邦保險”, and click “AIA+ 手机程式”



02 Click “下载AIA+”



03 Click “GET” after you reach the app store



Existing users download and install AIA+ via WeChat

04 Or you can click “下载APK安装包”

05 Click to open in browser

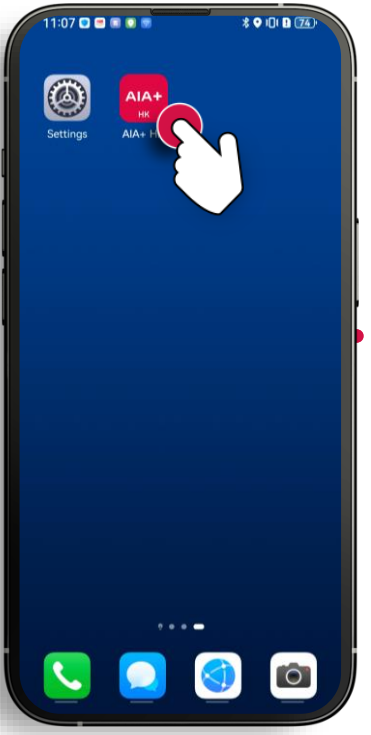
06 Click “Download APK File”

07 Once installed , you can open “AIA+ HK”









Existing users download and install AIA+ via WeChat

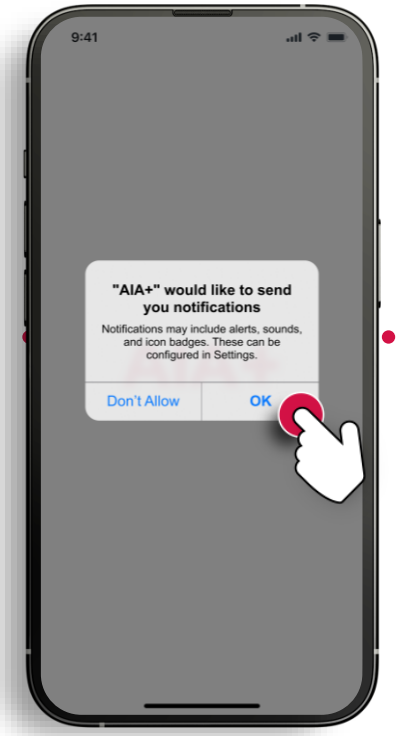
08 You will reach this AIA+ loading page

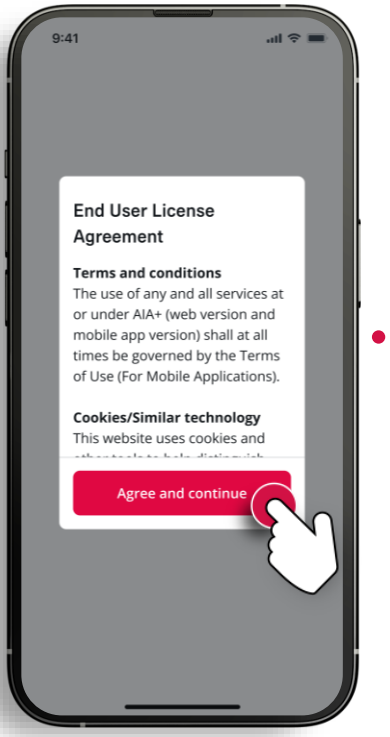
09 Select whether you would like to receive notifications

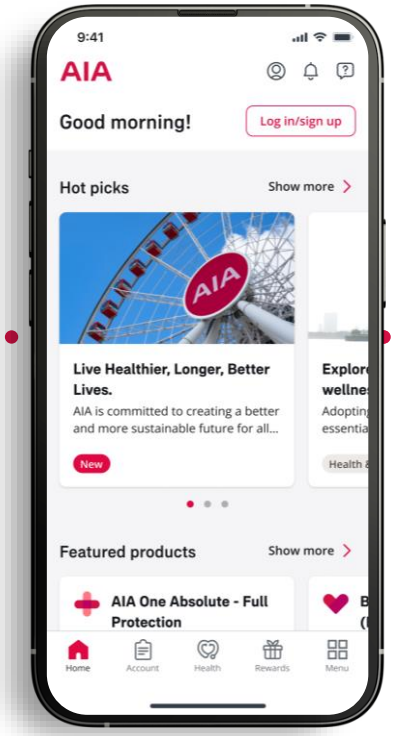
10 "End User License Agreement" is shown, please read and click "Agree and continue"

11 You will be redirected to AIA+ homepage









Existing users download APK file and install AIA+

01 Scan the QR code to download and install AIA+ , or else you can click “Download APK File”

02 Click “Download anyway”

03 Click “Install”

04 Once installed , you can open “AIA+ HK”

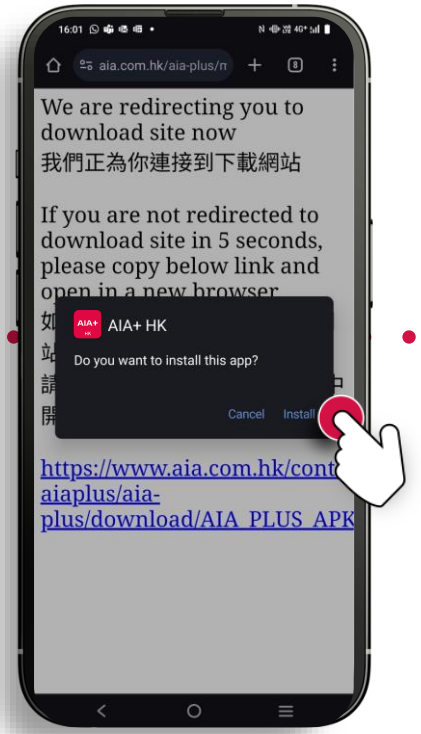
Download on the App Store

GET IT ON Google Play

Download APK File

AIA+ HK





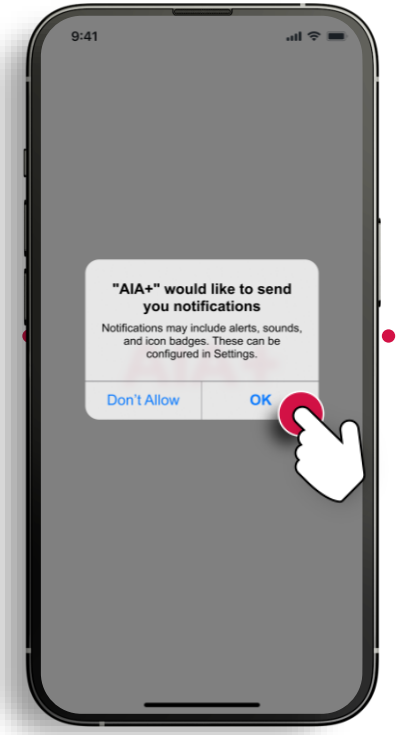


Existing users download APK file and install AIA+

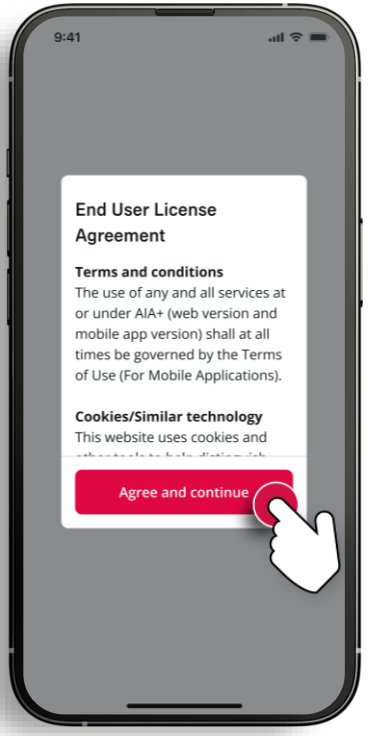
05 You will reach this AIA+ loading page



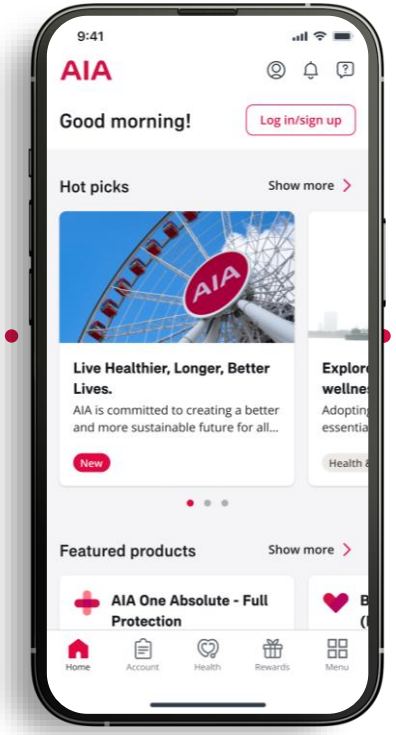
06 Select whether you would like to receive notifications



07 "End User License Agreement" is shown, please read and click "Agree and continue"



08 You will be redirected to AIA+ homepage

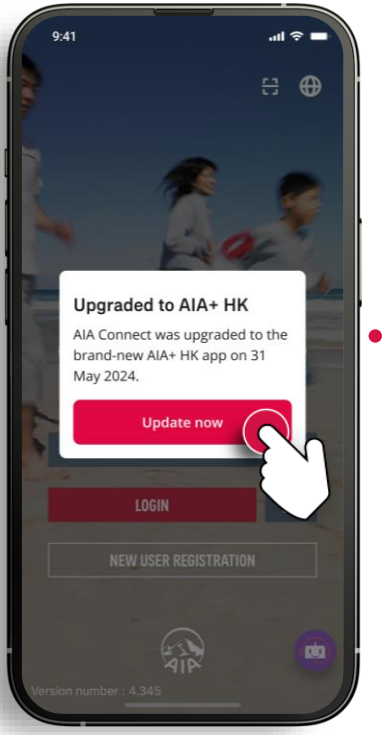


Existing users download and install AIA+ at Huawei AppGallery

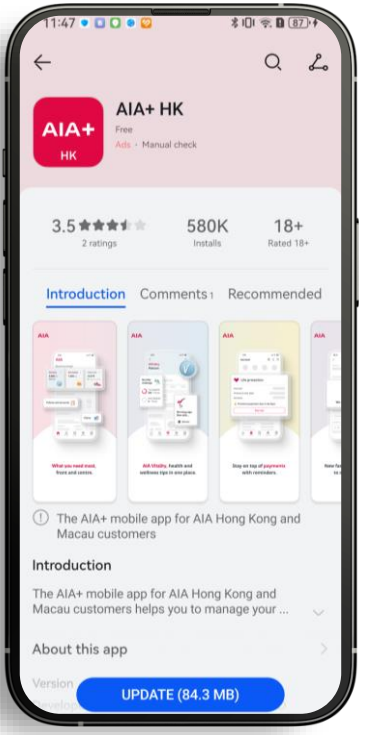
01 Open “AIA Connect”



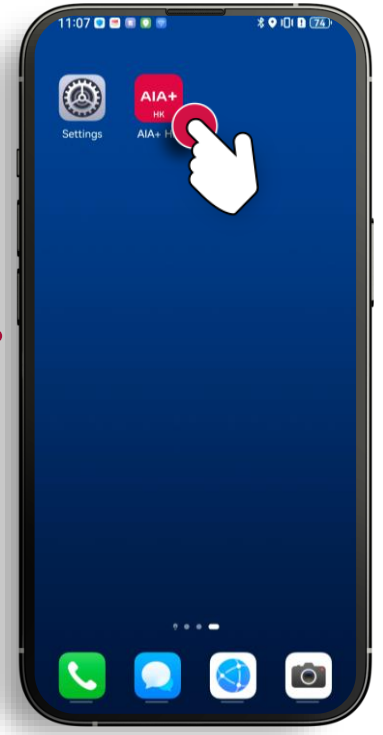
02 After the upgrade reminder is shown, please click “Update now”



03 Go to “AppGallery” to update “AIA Connect” to “AIA+ HK”



04 Open “AIA+ HK”



*AIA+ is available in Huawei AppGallery in October 2024.

Existing users download and install AIA+ at Huawei AppGallery

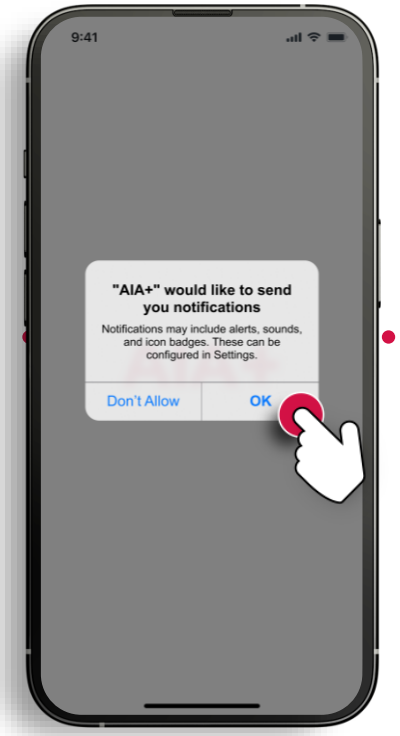
05 You will reach this AIA+ loading page

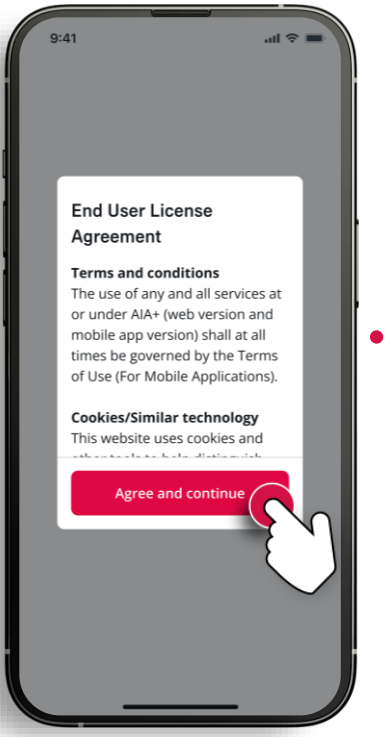
06 Select whether you would like to receive notifications

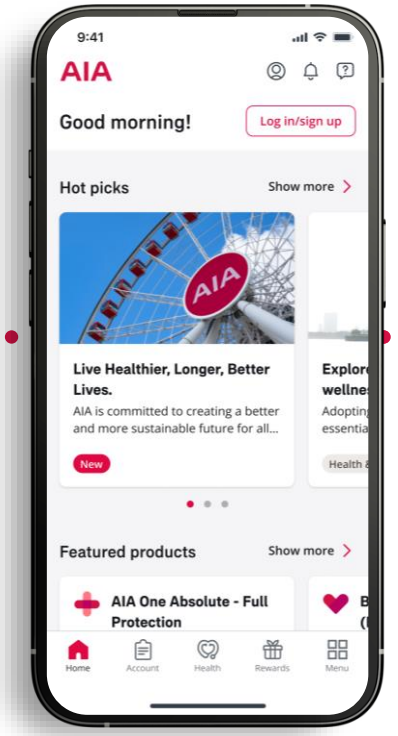
07 "End User License Agreement" is shown, please read and click "Agree and continue"

08 You will be redirected to AIA+ homepage









*AIA+ is available in Huawei AppGallery in October 2024.

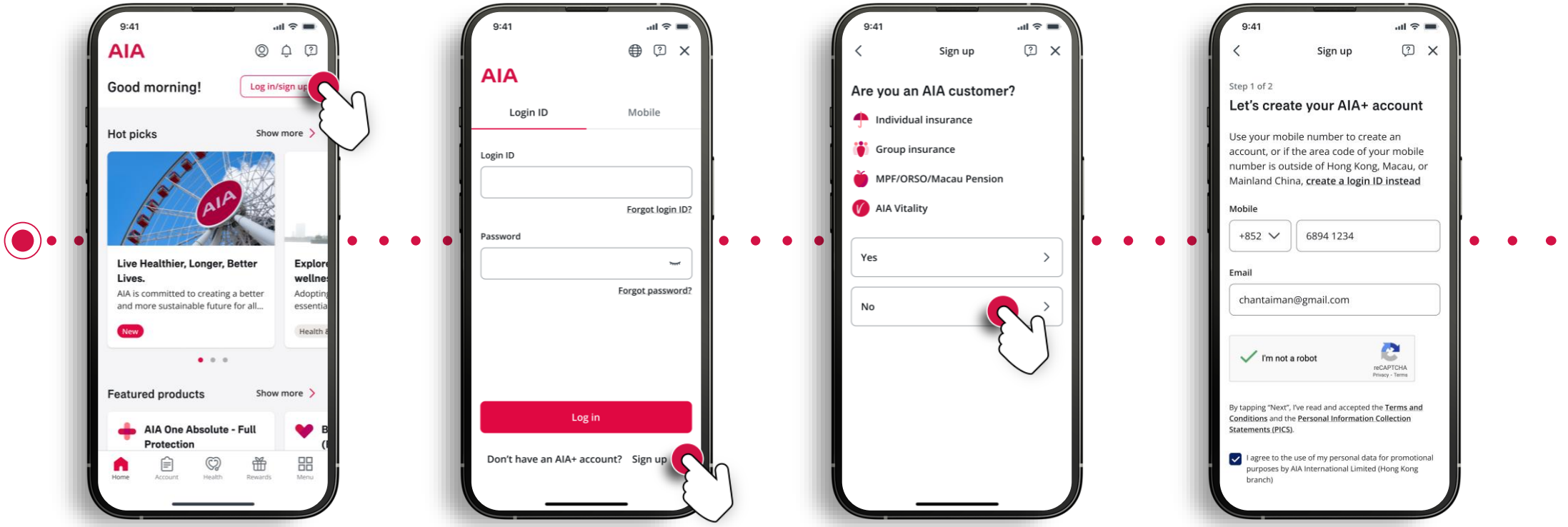
New user registration

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

02 Click “Sign up”

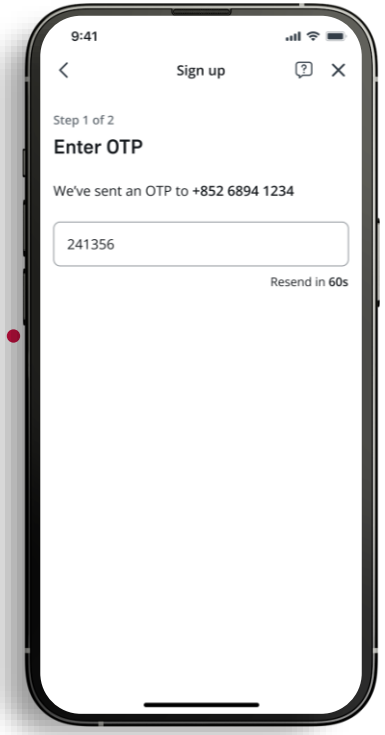
03 Choose “No” if you are not an AIA customer (If you are an AIA customer, choose “Yes” and refer to step 08 on next page)

04 Fill in your mobile number and email

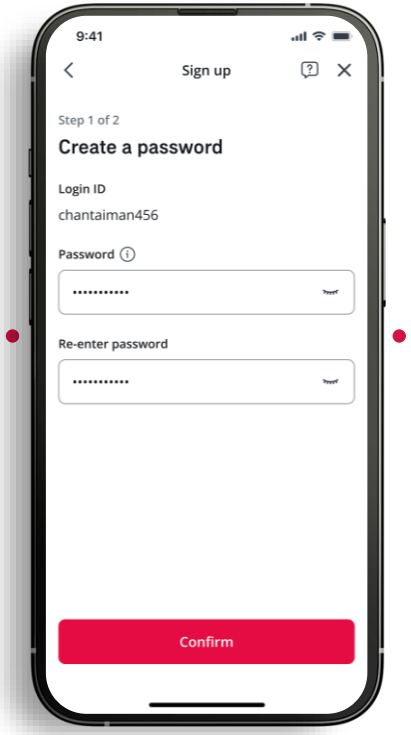


New user registration

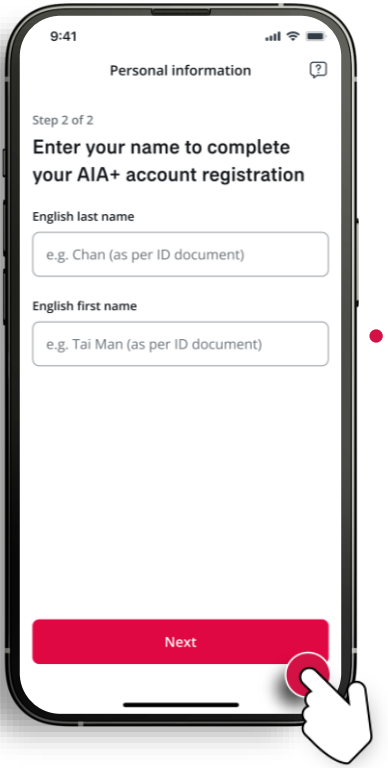
05 Enter the one-time passcodes (OTP) after receiving



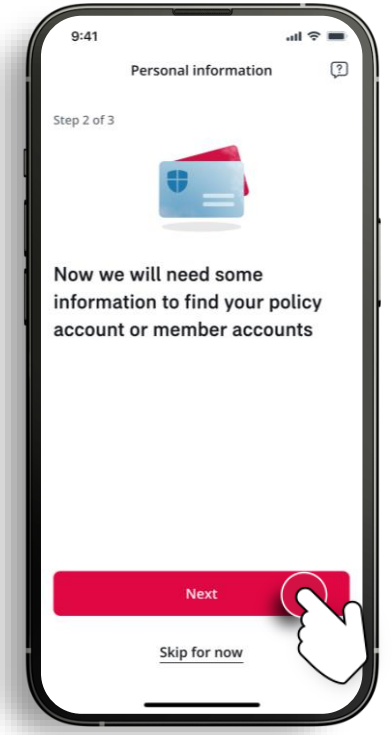
06 Create a password



07 Enter your name to fully complete AIA+ registration.



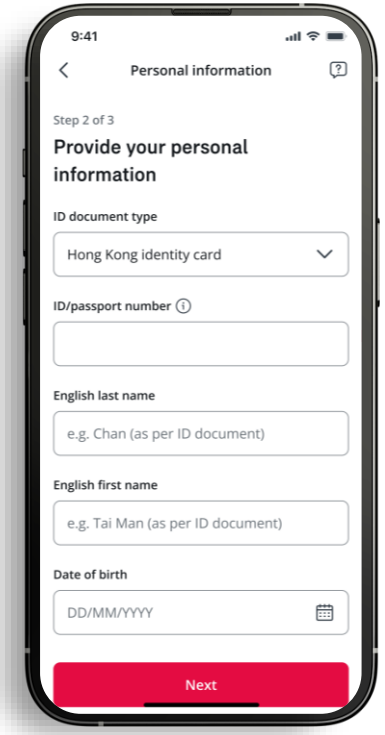
08 If you are an AIA customer and click "Yes" on the screen of step 03, you will be asked to provide more information to find your policy or account.



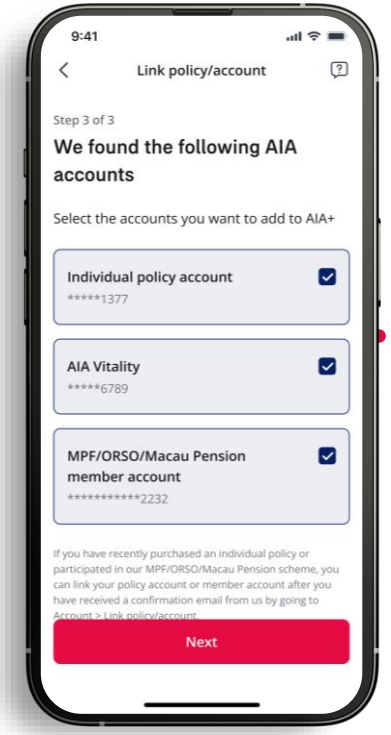
Back to menu

New user registration

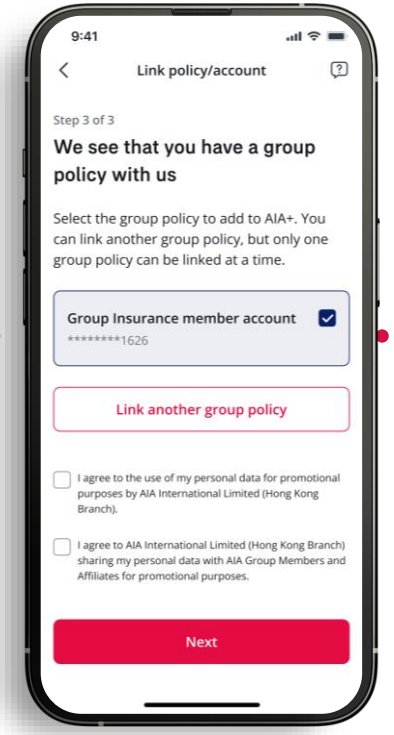
09 Provide the personal information to find your policy account or member account



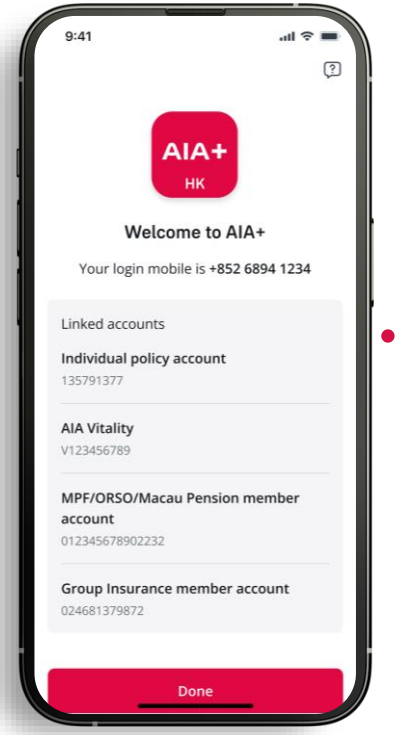
10 Your accounts are shown



11 Your group policy is shown as well



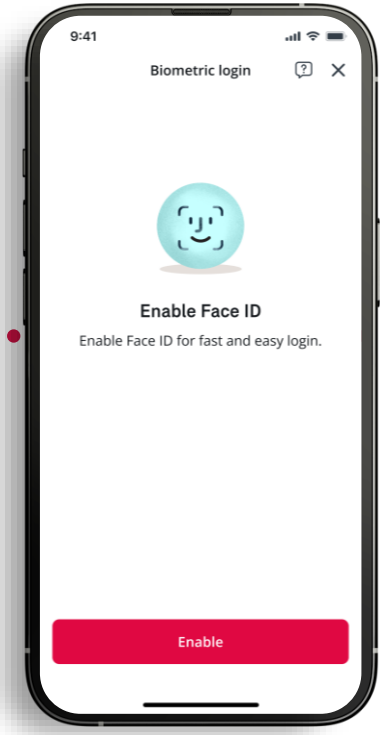
12 Your policies or accounts are linked



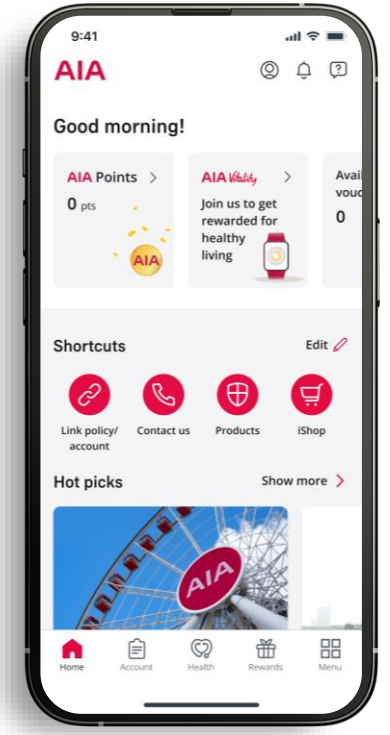
Back to menu

New user registration

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

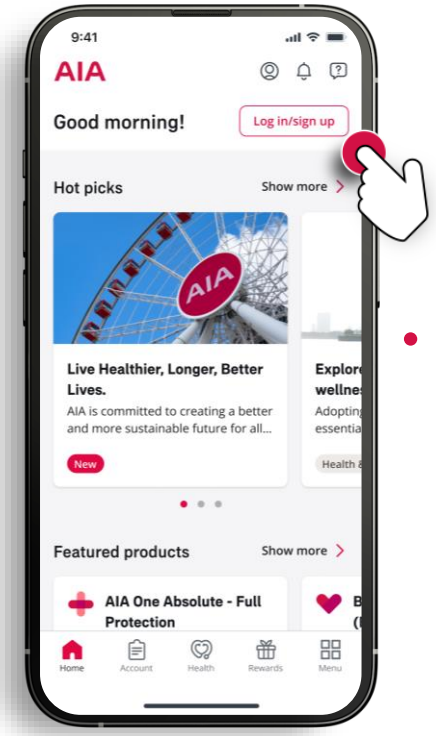


14 Login successfully after enabling Face ID

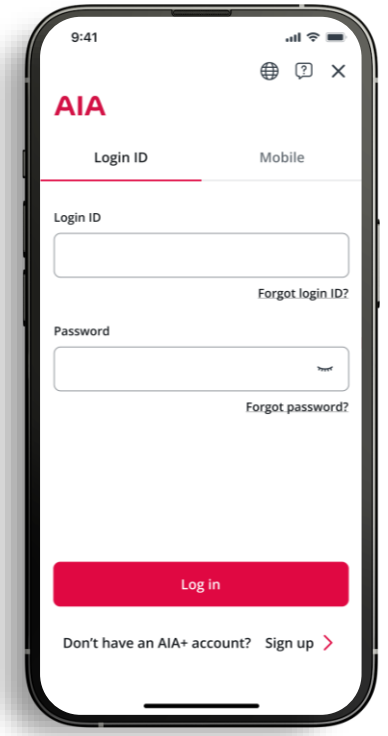


Existing customer first-time login to AIA+ (Login ID or Mobile)

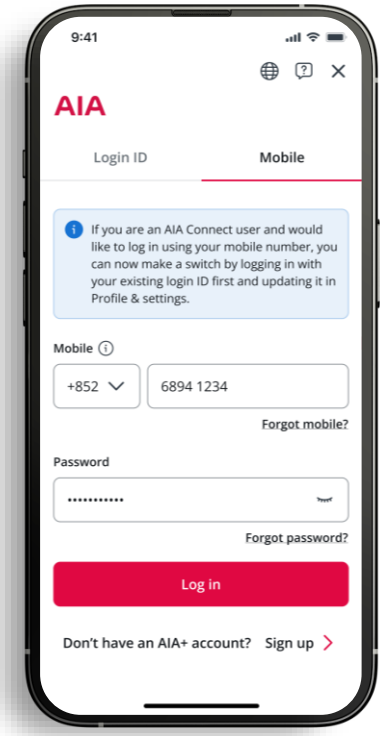
01 Click “Log in/sign up” on AIA+ homepage



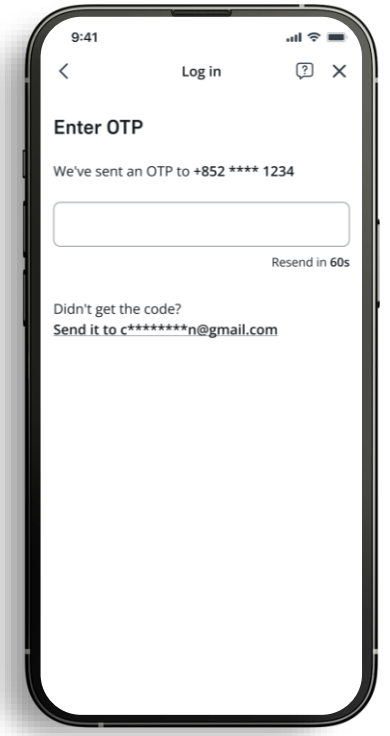
02 If you are using Login ID to login, enter the respective info. (Next, refer to step 04)



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



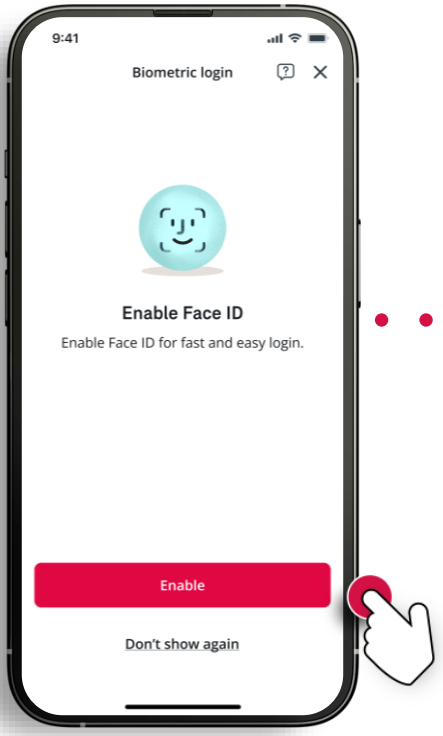
Existing customer first-time login to AIA+ (Login ID or Mobile)

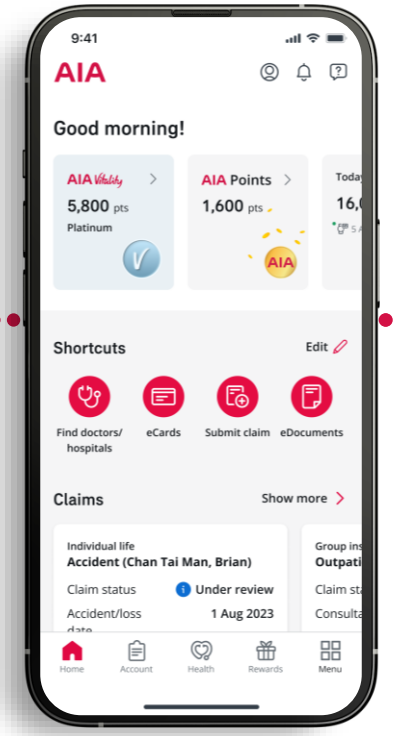
05 Enter the OTP sent to your email address

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

07 Log in successfully

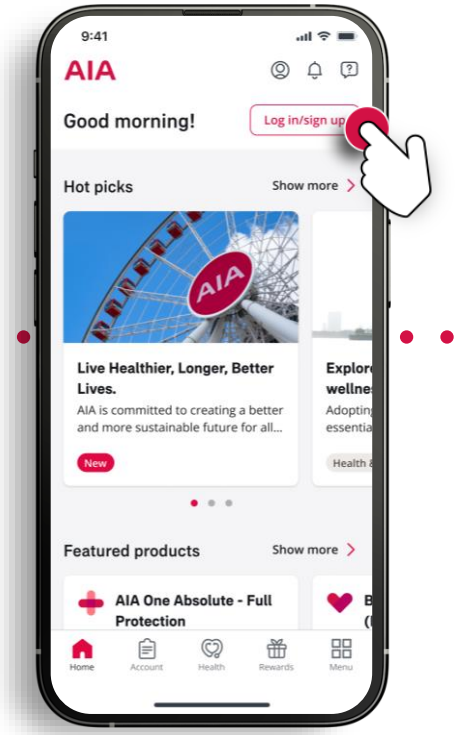




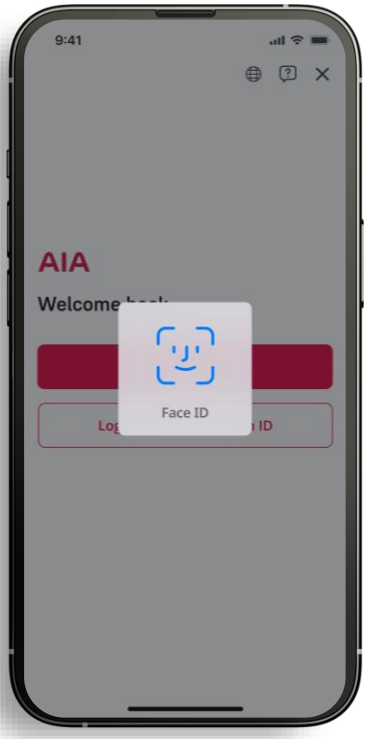


Existing customer first-time login to AIA+ (Face ID)

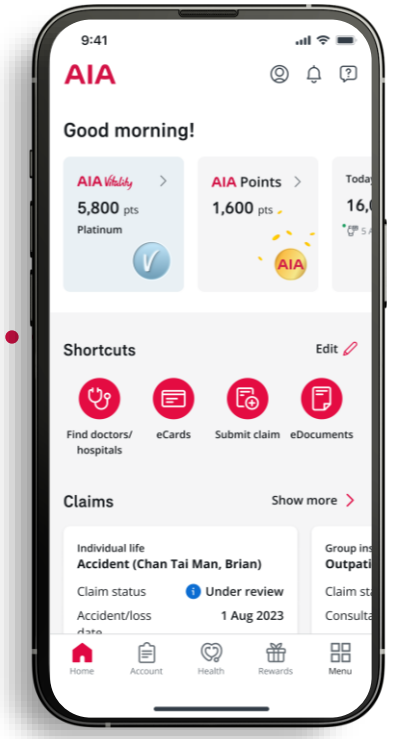
01 Click “Log in/sign up” on AIA+ homepage



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



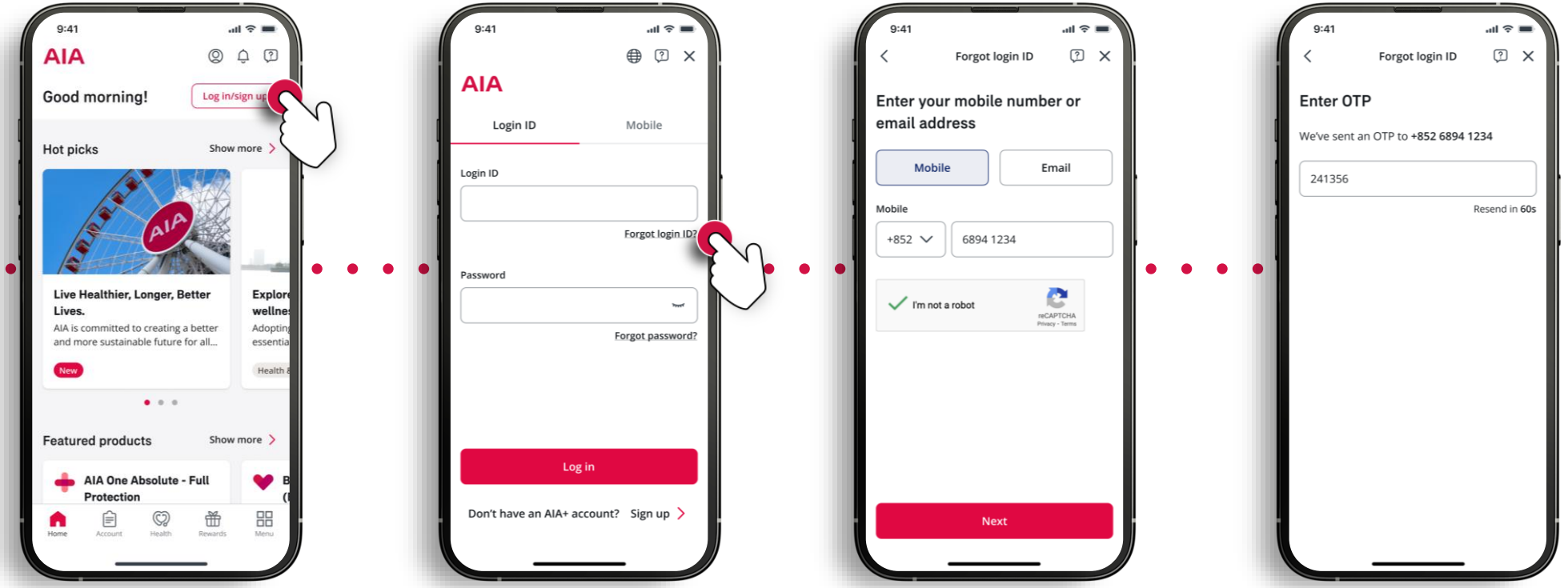
Forgot login ID

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

02 Click “Forgot login ID?”

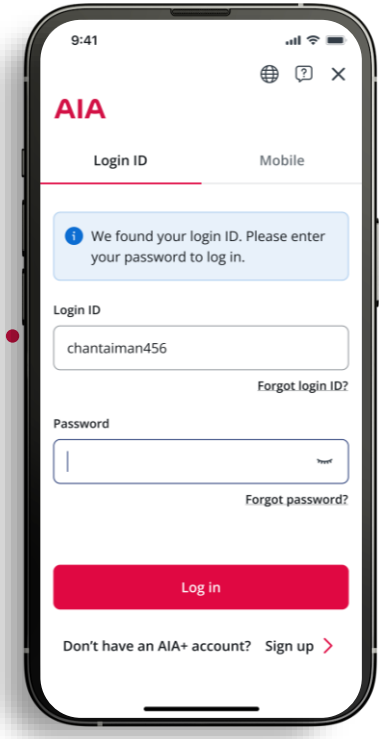
03 Fill in your mobile number or email address

04 Enter the OTP after receiving

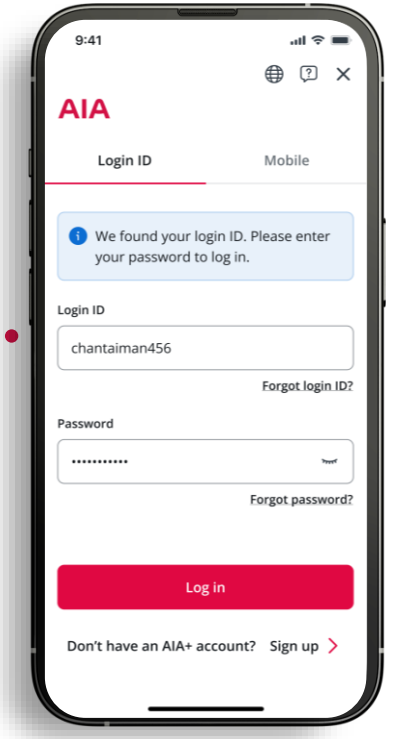


Forgot login ID

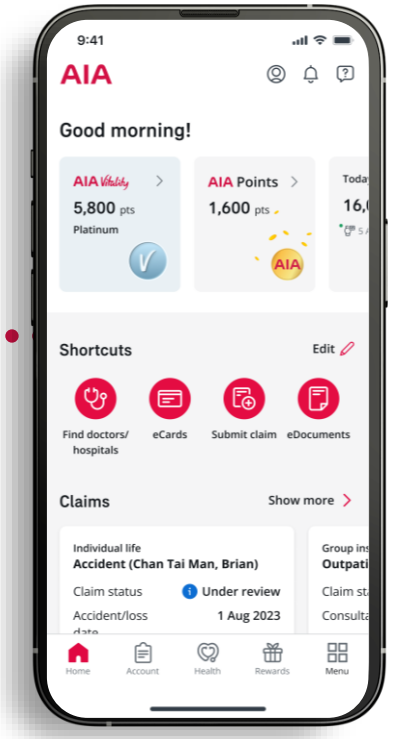
05 Your login ID has been found



06 Enter login ID and password



07 Log in successfully



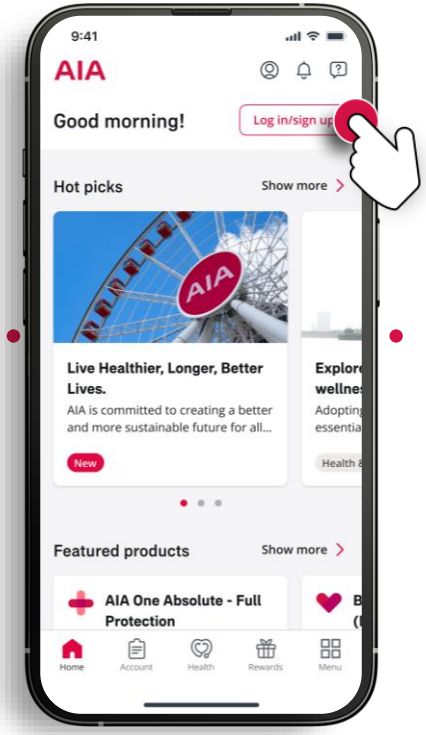
Forgot password

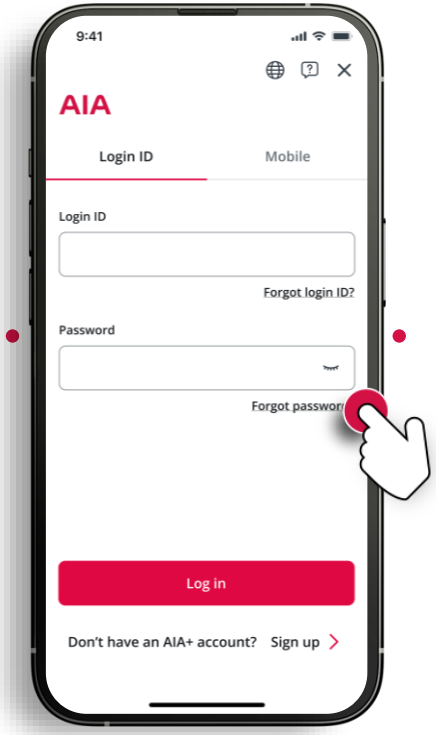
01 Click “Log in/sign up” on AIA+ homepage

02 Click “Forgot password?”

03 Fill in your mobile number or login ID

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









Forgot password

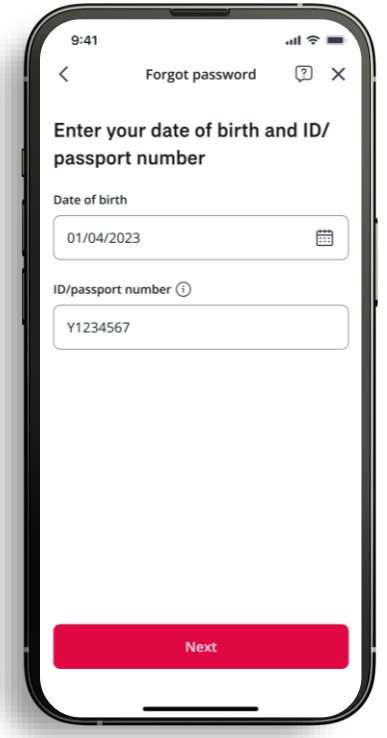
05 Enter the OTP sent to your email address

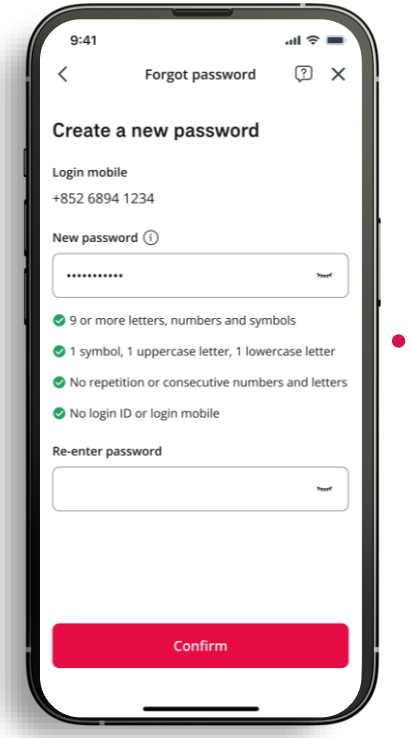
06 Enter your date of birth and ID/ passport number

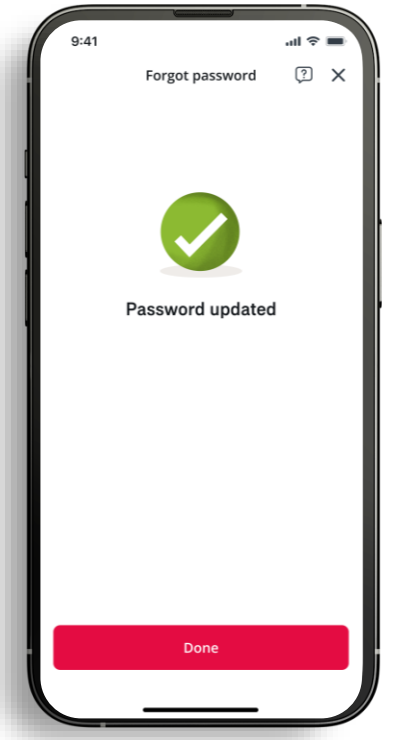
07 Create a new password

08 After updating the password, you can log in again



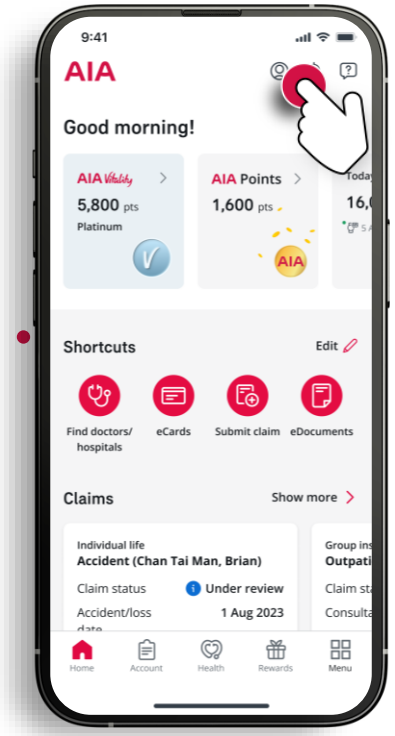




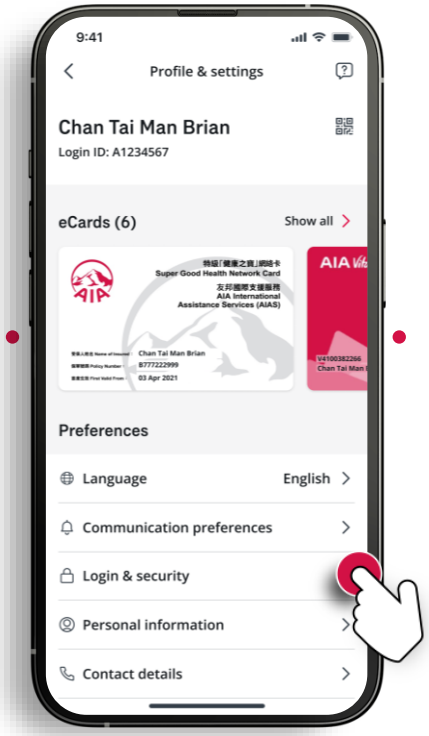


Change mobile ID

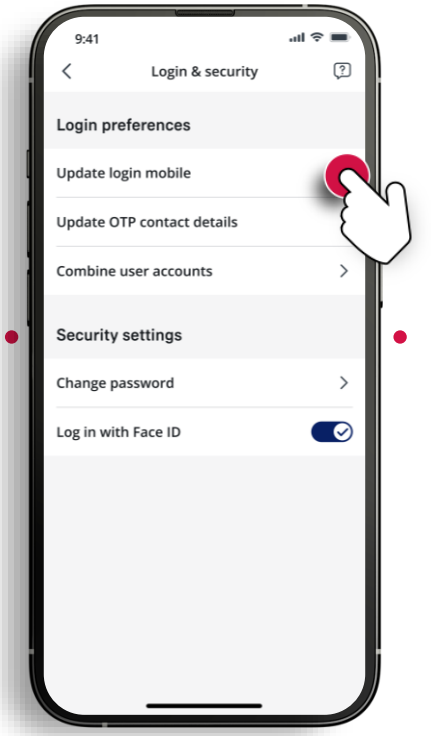
01 Click “Profile & settings” on AIA+ homepage after login



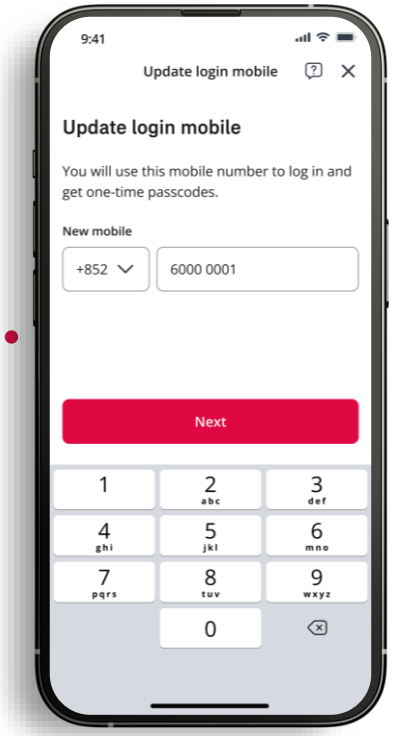
02 Choose “Login & security” in “Profile & settings” page



03 Click “Update login mobile”



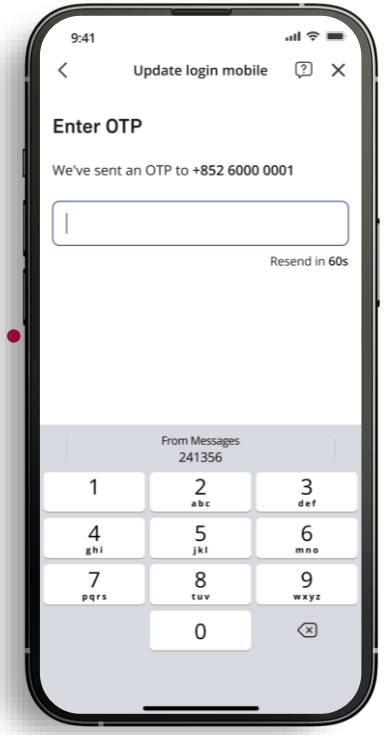
04 Fill in your mobile number



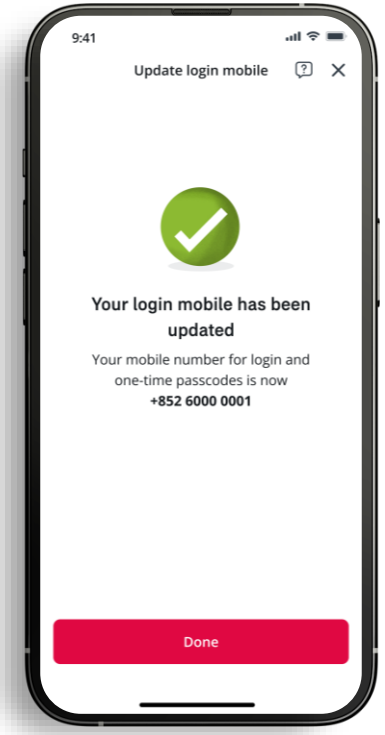
Back to menu

Change mobile ID

05 Enter the OTP after receiving

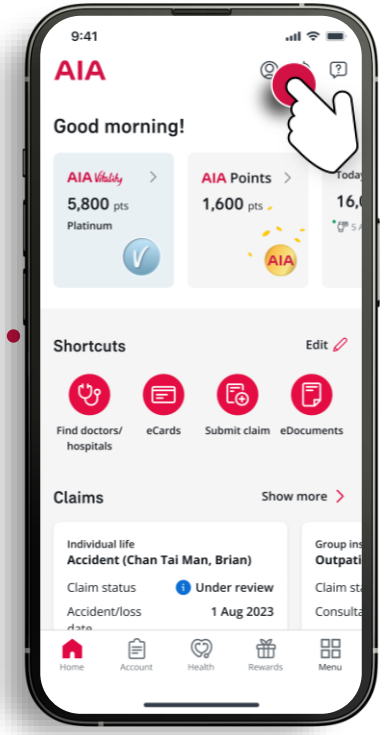


06 Update login mobile number successfully

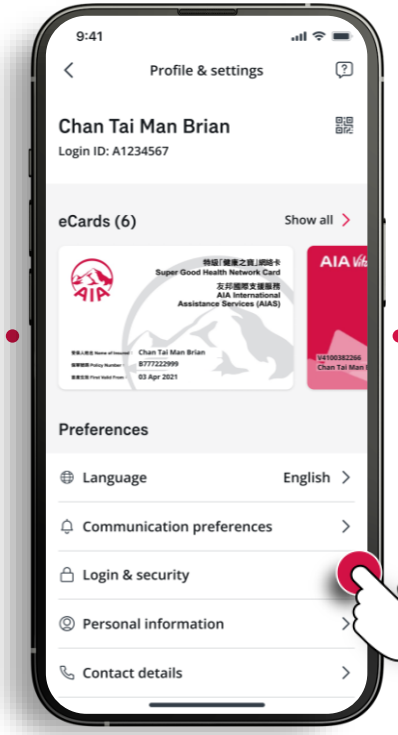


Switch to login by mobile number

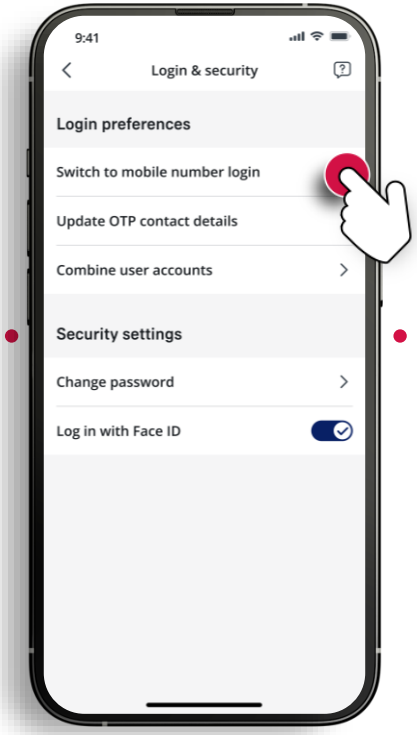
01 Click “Profile & settings” on AIA+ homepage after login



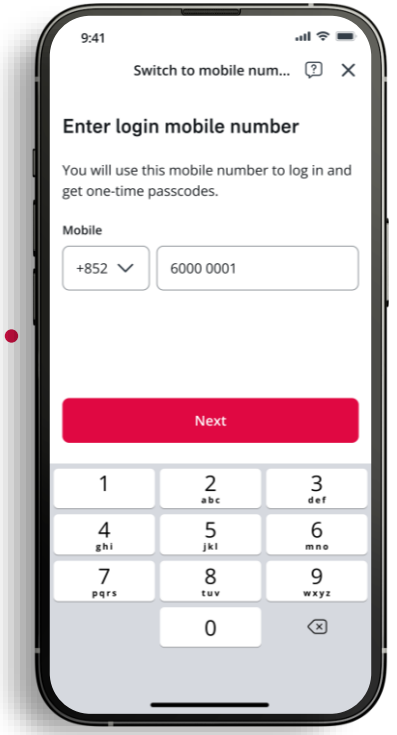
02 Choose “Login & security” in “Profile & settings” page



03 Click “Switch to mobile number login”

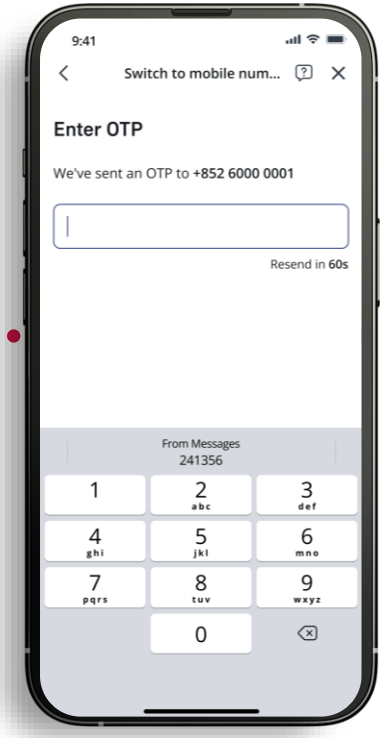


04 Fill in your login mobile number

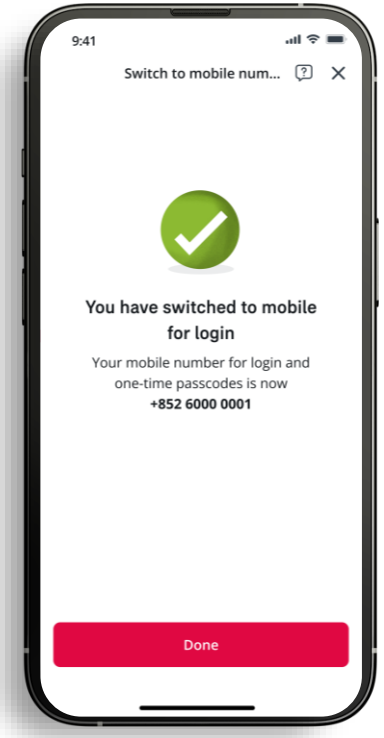


Switch to login by mobile number

05 Enter the OTP after receiving

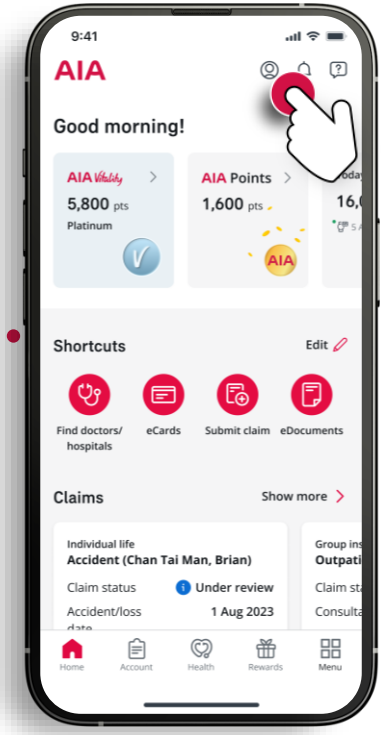


06 Switched to mobile login successfully

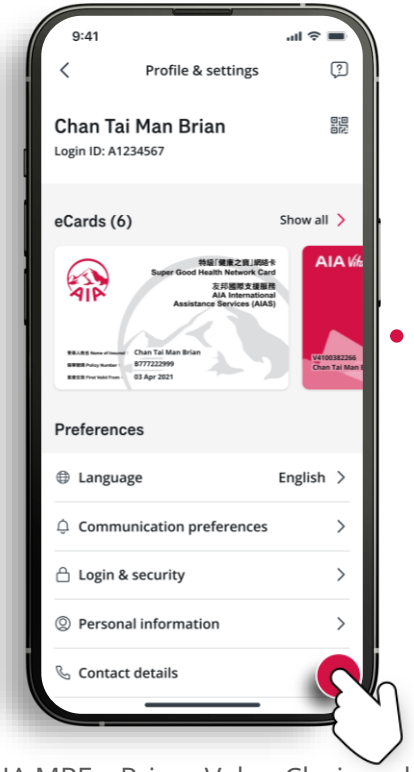


Update contact details

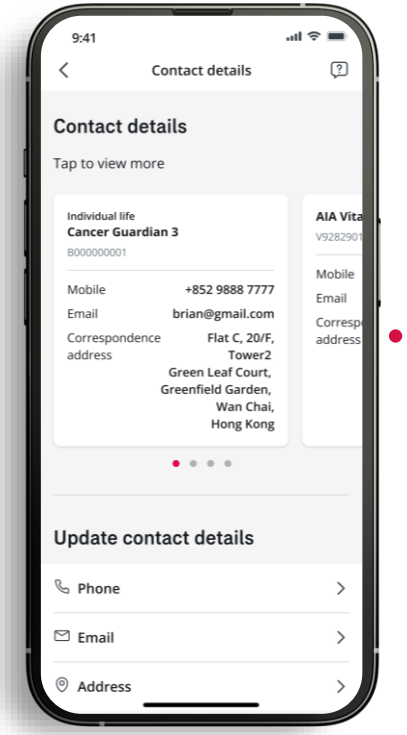
01 Click “Profile & settings” on AIA+ homepage



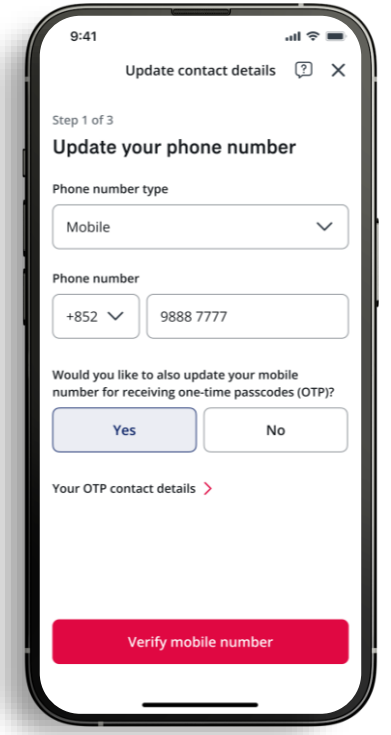
02 Choose “Contact details” in “Profile & settings” page



03 In the section of “Update contact details”, choose the details you would like to update



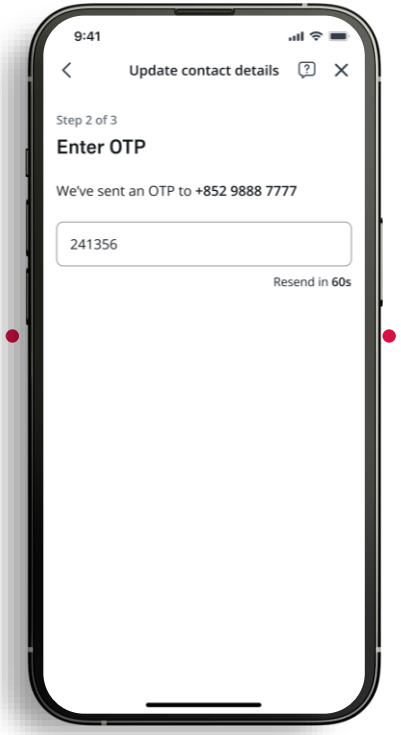
04 Take the example of updating phone number, fill in the required info and click “Verify mobile number”



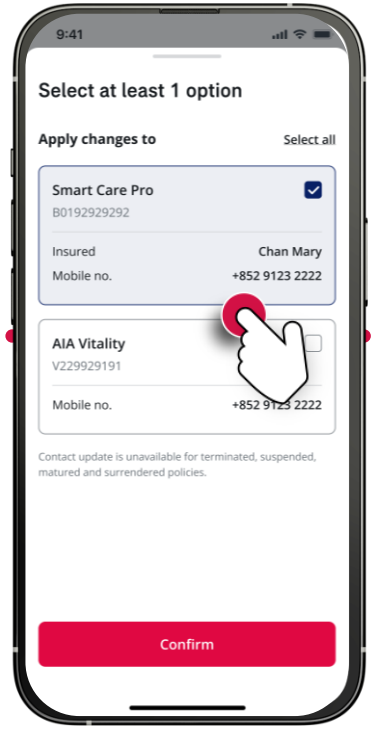
Please note: to update your contact details for AIA MPF – Prime Value Choice, please submit your instructions via the eMPF Web Portal https://portal.empf.org.hk/login or eMPF Mobile App.

Update contact details

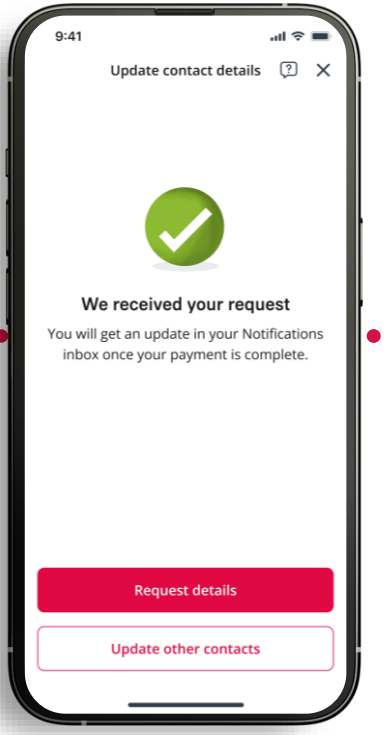
05 Enter the OTP after receiving



06 After checking and confirming the details, select the item you would like to apply changes to



07 Request successfully submitted



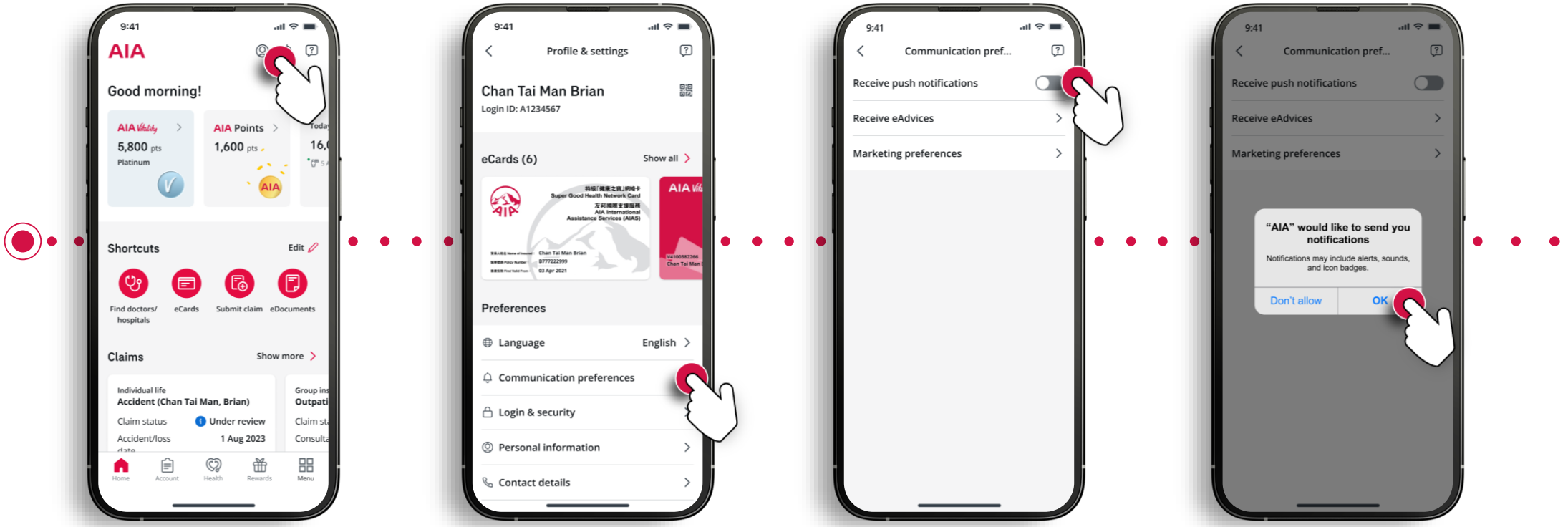
Change the communication preference on the AIA+

01 Click “Profile & settings” on AIA+ homepage

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

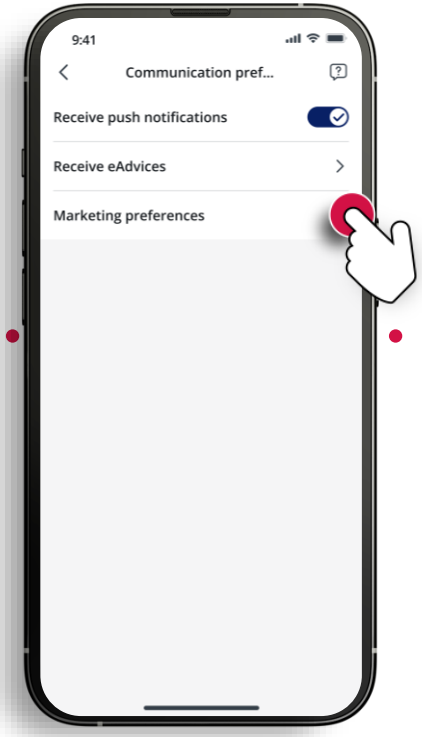
03 Click “Receive push notifications”

04 Click “OK”

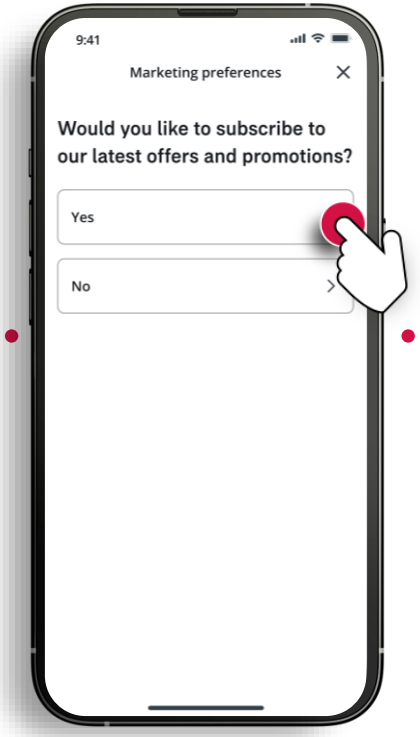


Change the communication preference on the AIA+

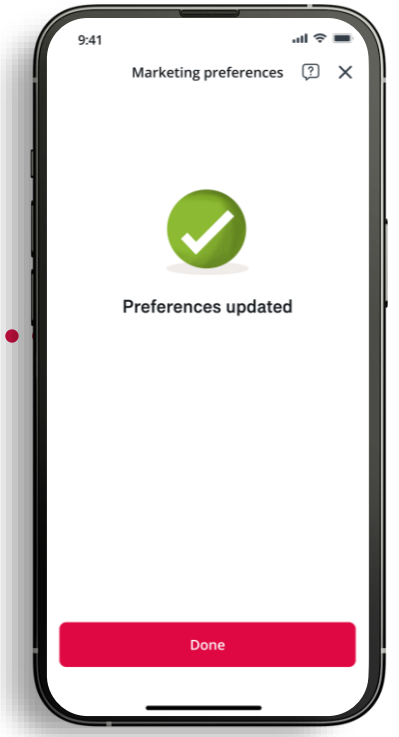
05 Tap “Marketing preferences”



06 Click “Yes”

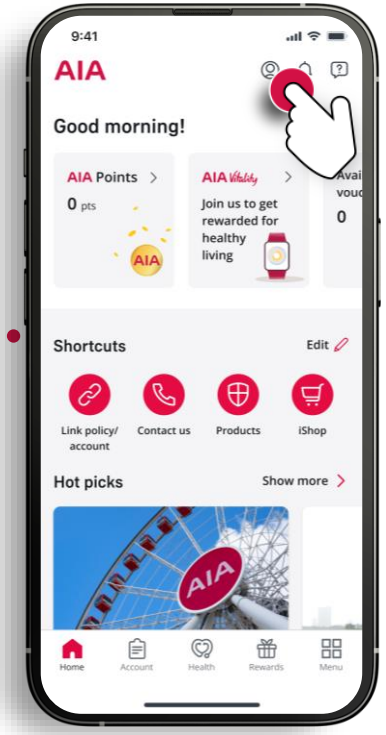


07 Preferences updated

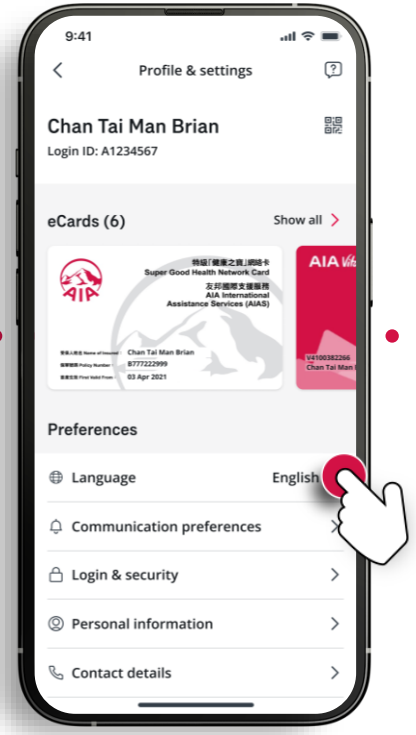


Change the language of the AIA+

01 Click “Profile & settings” on AIA+ homepage



02 Click “Language”



03 Select the language you would like to change



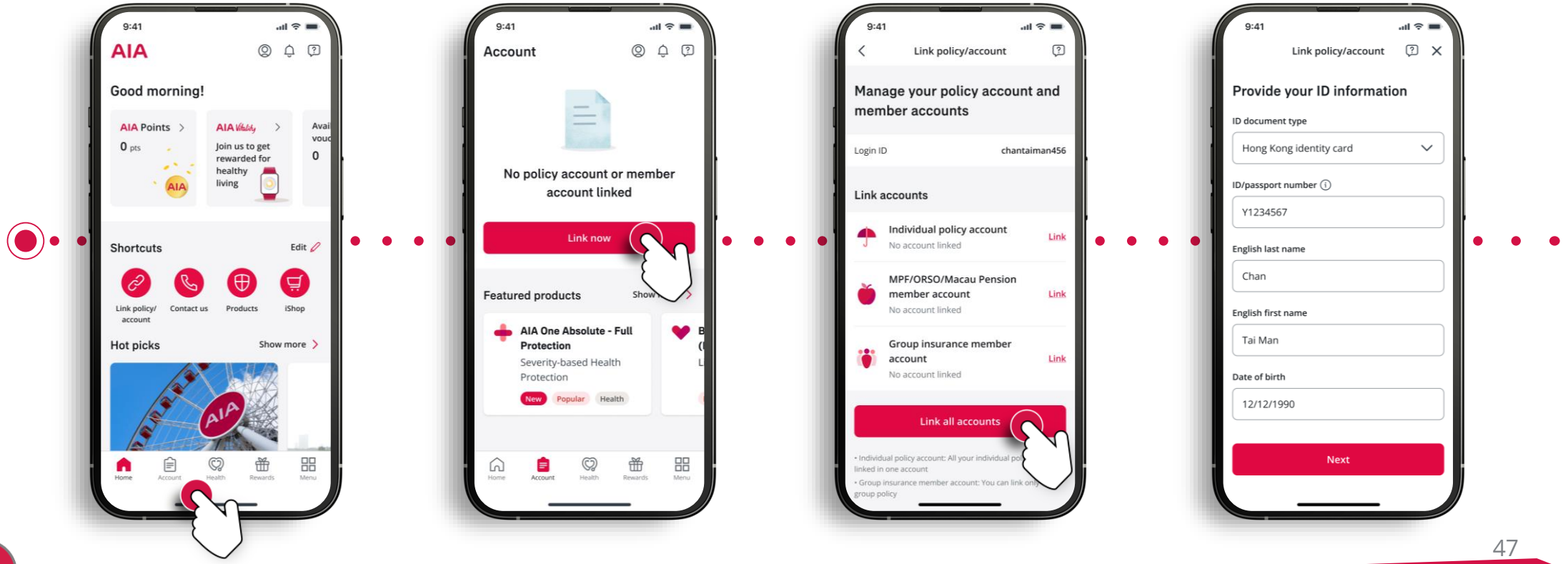
Link individual policies or accounts

01 Choose “Account” on AIA+ homepage

02 Click “Link now”

03 Manage your policy account and member accounts

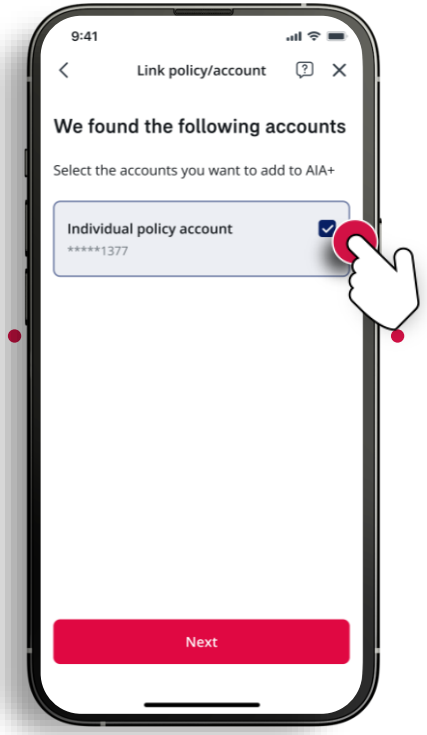
04 Provide your ID/ passport number, English full name and date of birth



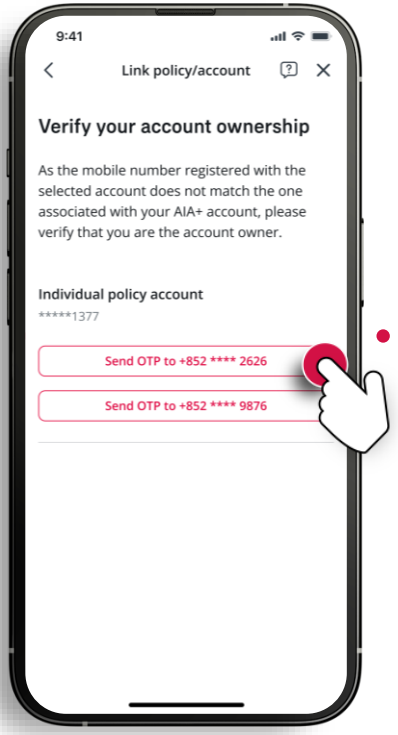
Back to menu

Link individual policies or accounts

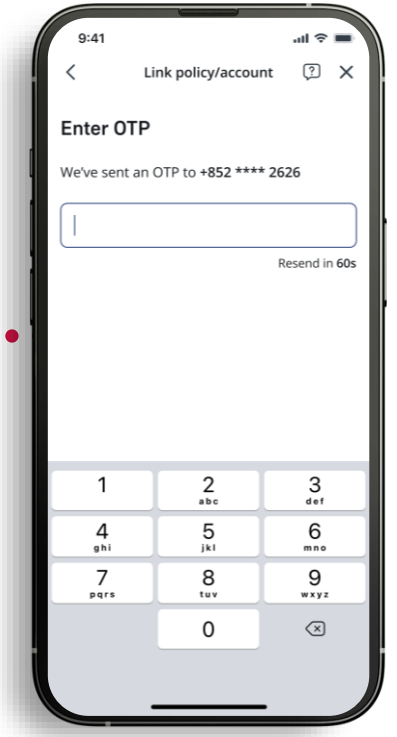
05 Click the individual policy account that you would like to link



06 Select a phone number to receive OTP

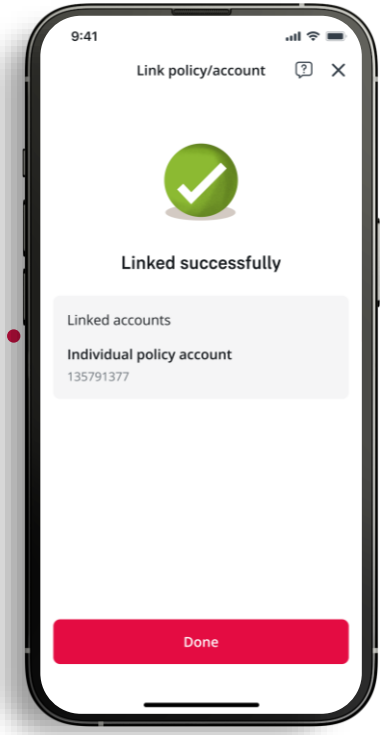


07 Enter the OTP after receiving

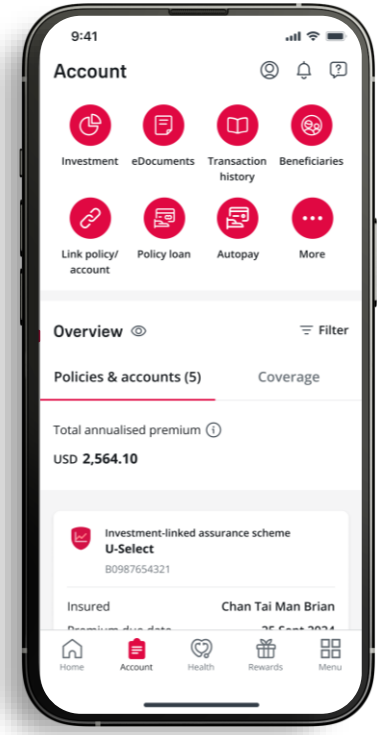


Link individual policies or accounts

08 Linked successfully



09 The linked policies and accounts are shown on the page



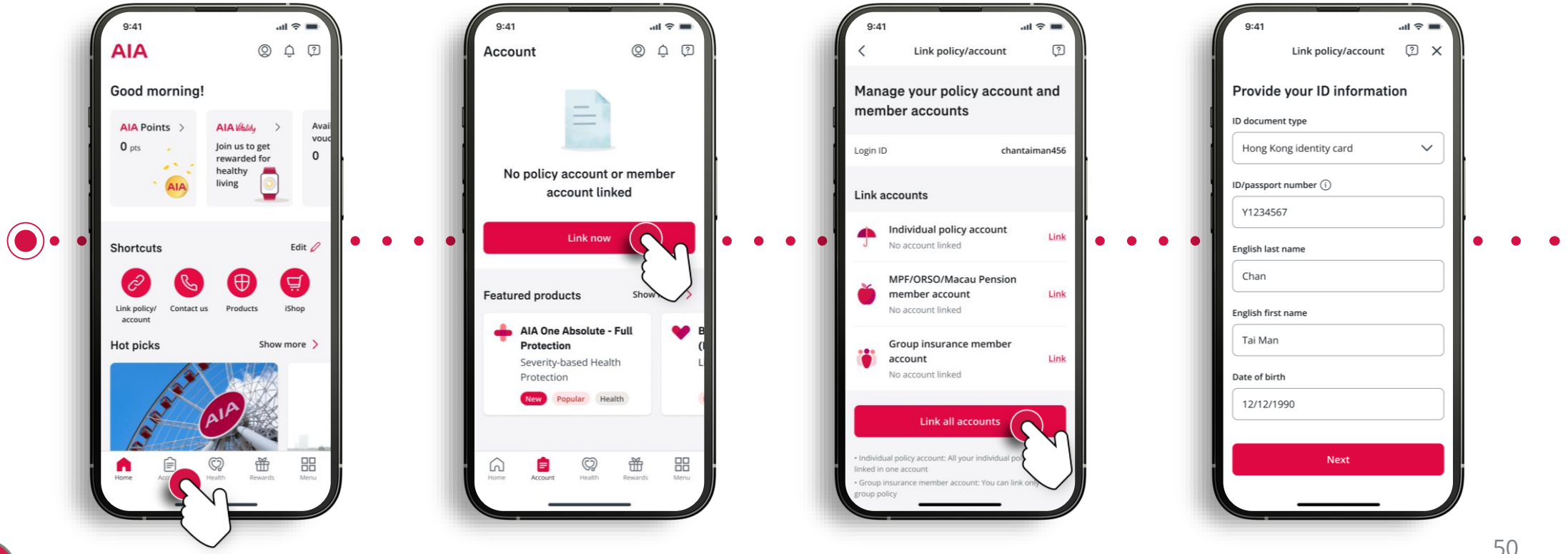
Link group policies or pension accounts

01 Choose “Account” on AIA+ homepage

02 Click “Link now”

03 Manage your policy account and member accounts

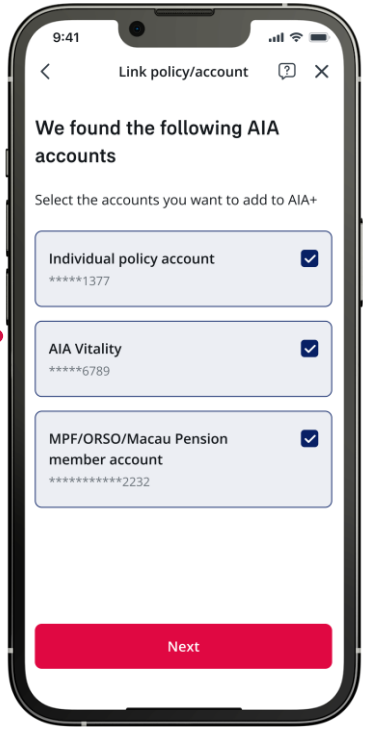
04 Provide your ID/ passport number, English full name and date of birth



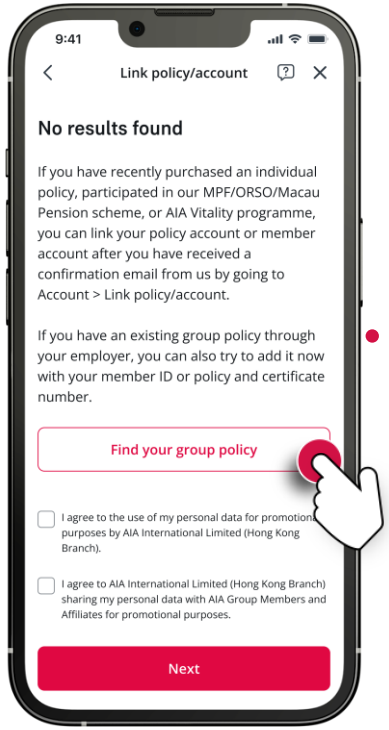
Back to menu

Link group policies or pension accounts

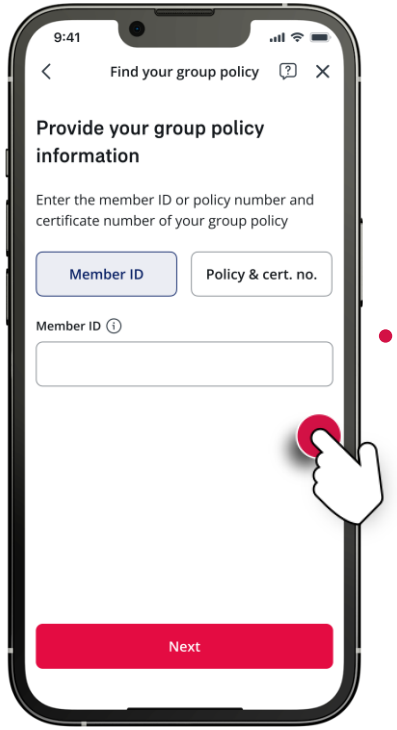
05 Your following AIA accounts will be shown



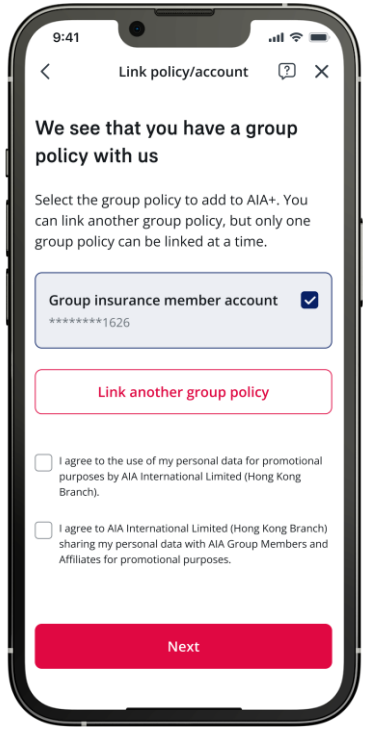
06 If your group policy was not shown, click "Find your group policy"



07 Enter your member ID or policy & cert. no. to find your group policy



08 Your group policy will then be shown



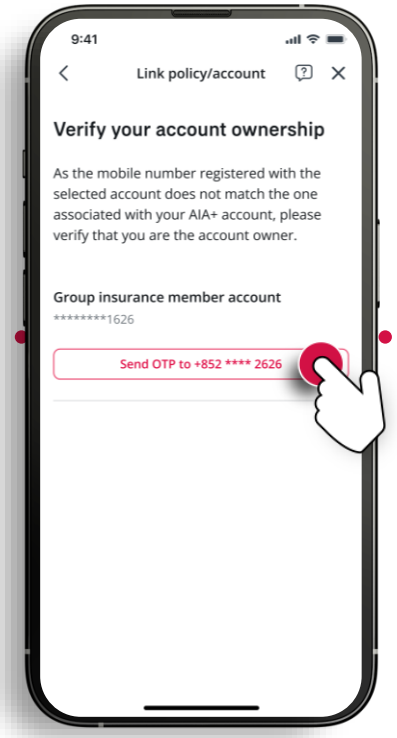
Link group policies or pension accounts

09 Click send OTP to your mobile number (If applicable)

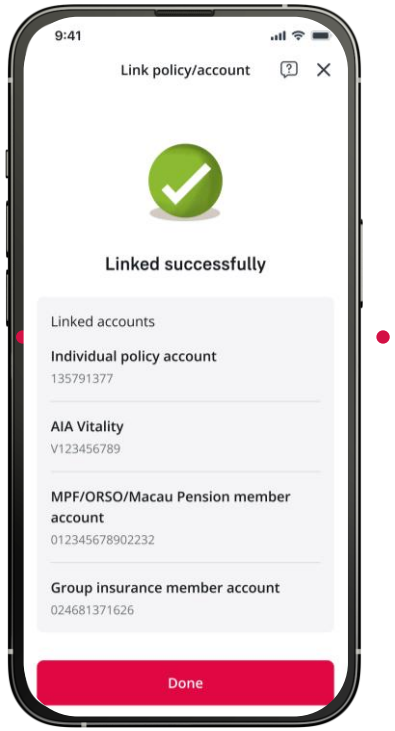
10 Enter the OTP after receiving

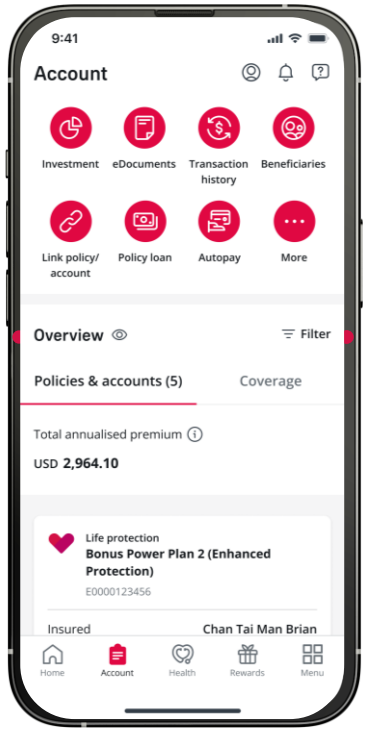
11 Linked successfully

12 The linked policies and accounts are shown on the page









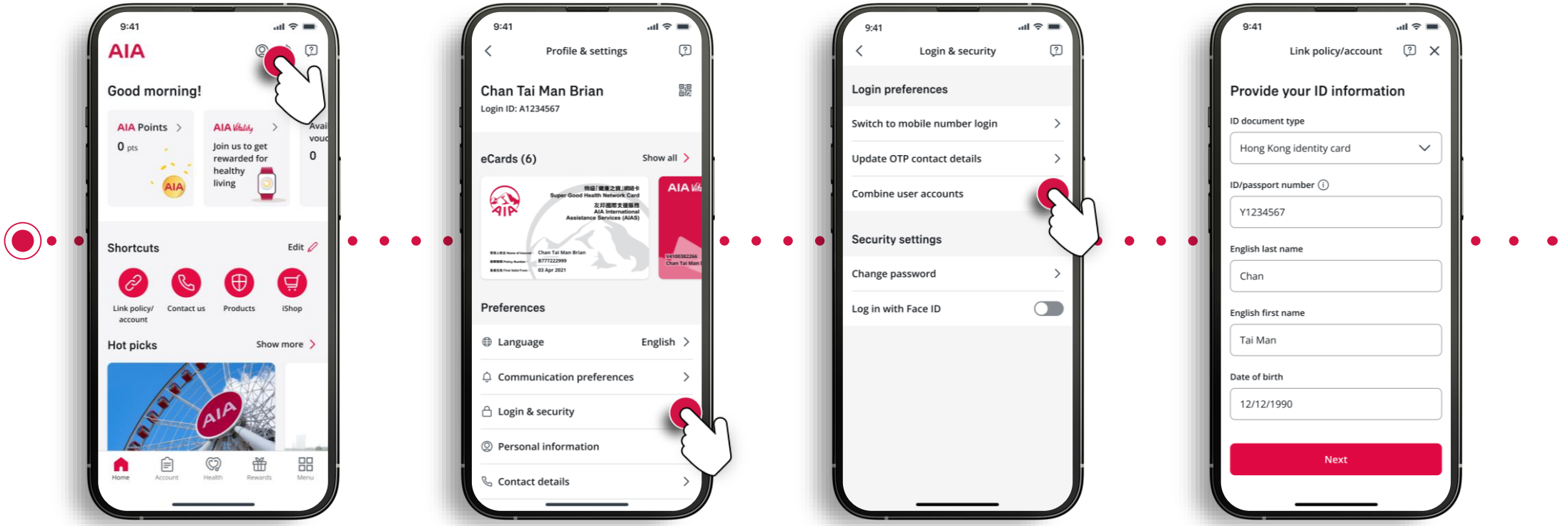
Combine accounts

01 Click “Profile & settings” on AIA+ homepage

02 Choose “Login & security” in “Profile & settings” page

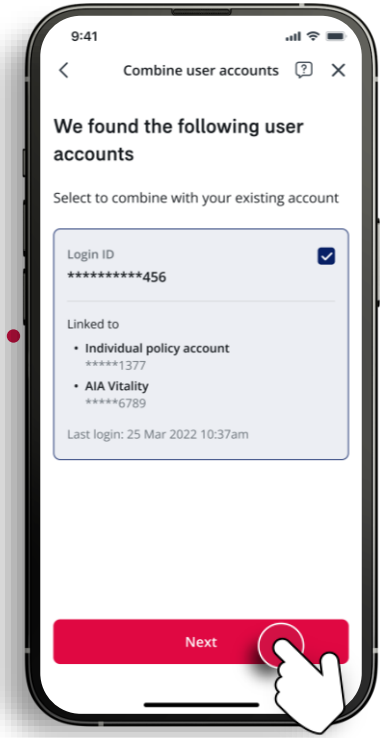
03 Click “Combine user accounts”

04 Fill in your personal information

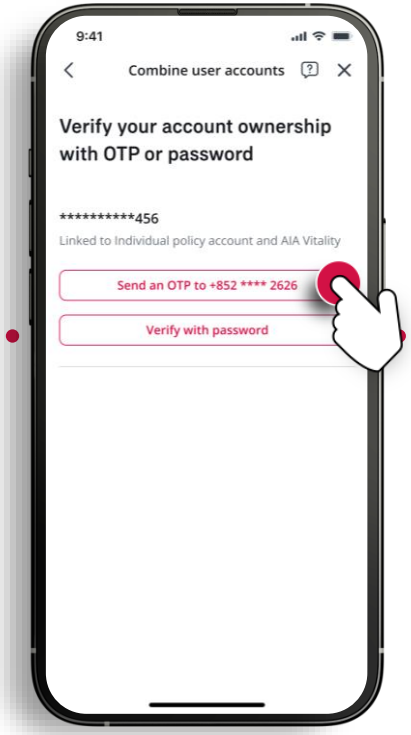


Combine accounts

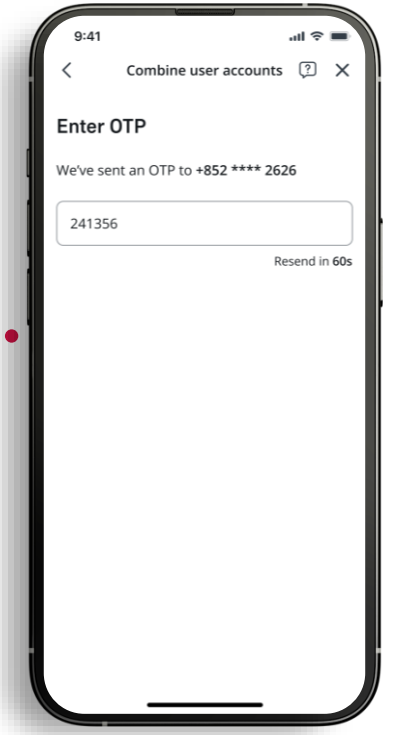
05 Select the accounts you want to combine into AIA+



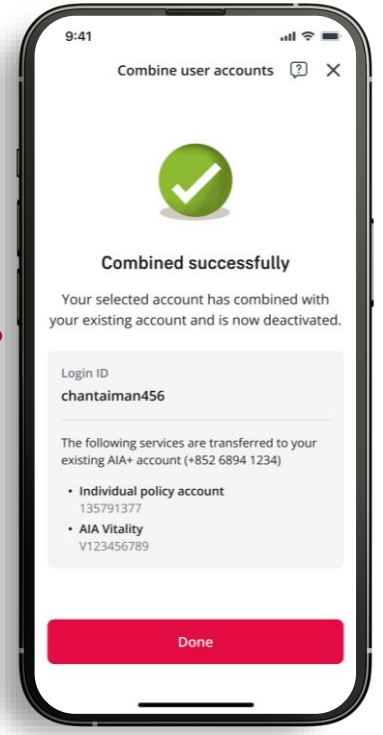
06 Choose to verify account with OTP or password



07 Enter the OTP after receiving



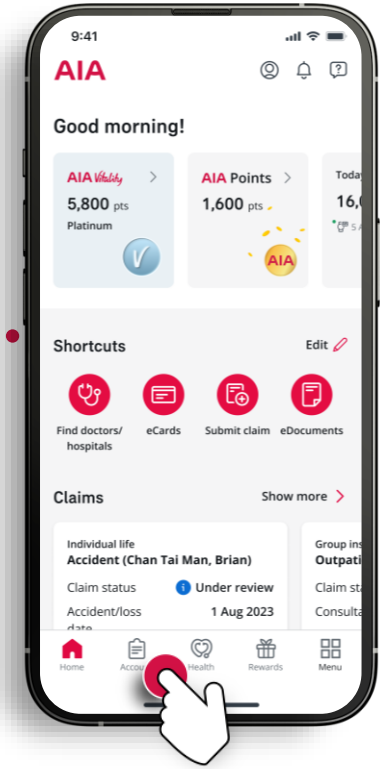
08 Combined successfully



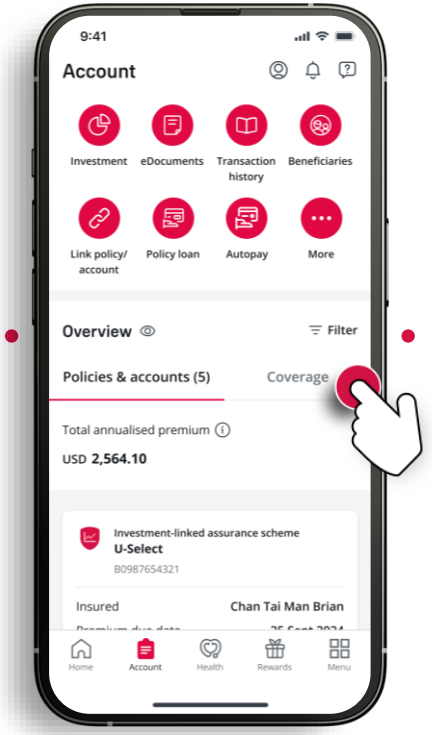
Back to menu

Overview of policies or accounts

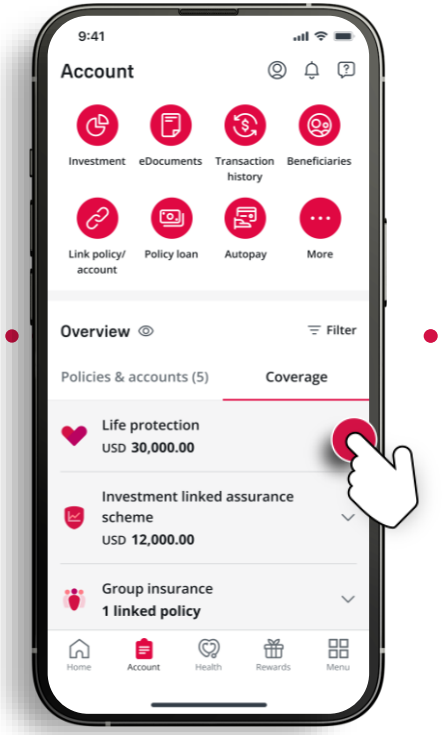
01 Click “Account” On AIA+ homepage



02 Choose “Coverage” in “Overview” section

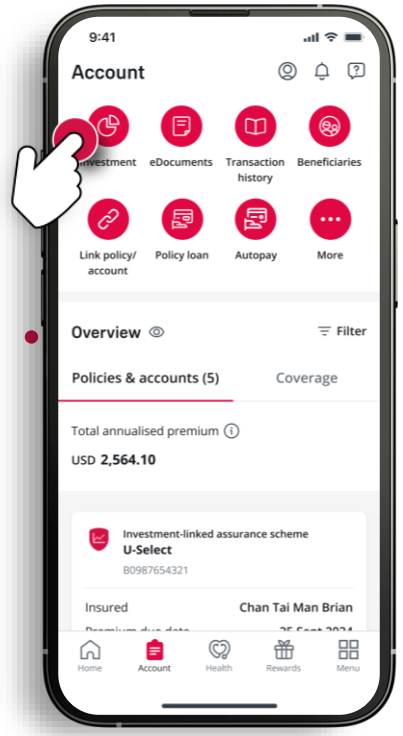


03 Select a policy to see an overview

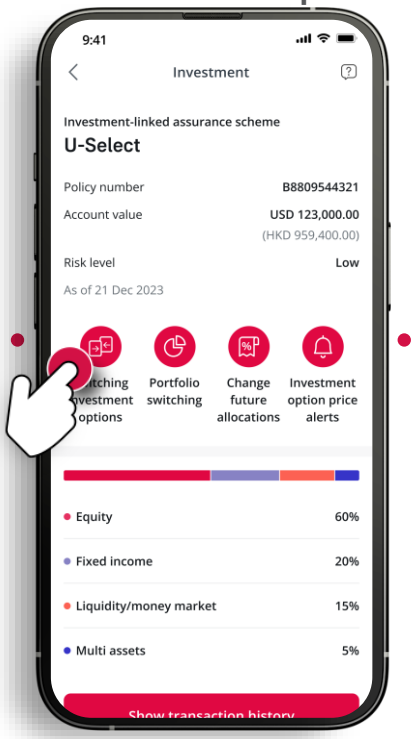


Switch the investment options (Individual insurance)

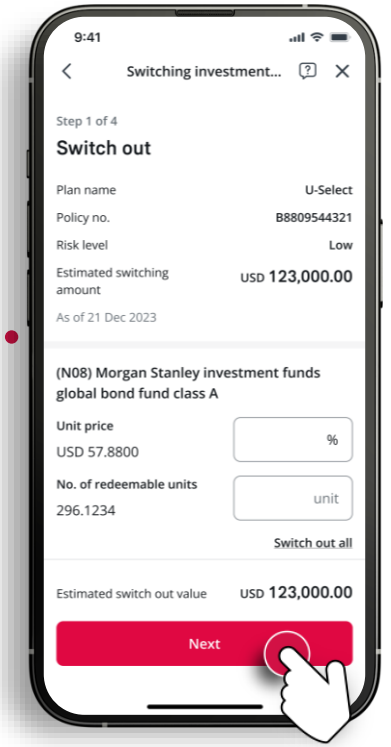
01 Select "Investment" on "Account" page



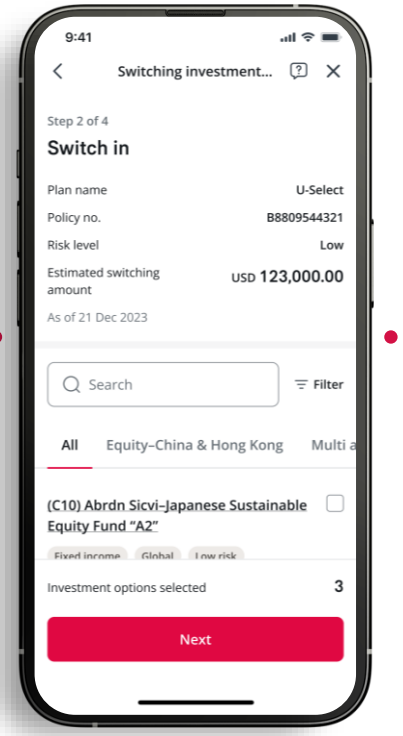
02 Select policy that needed to switch investment options, then click "Switching investment options"



03 Enter the percentage you would like to switch out for the selected investment option, then click "Next"

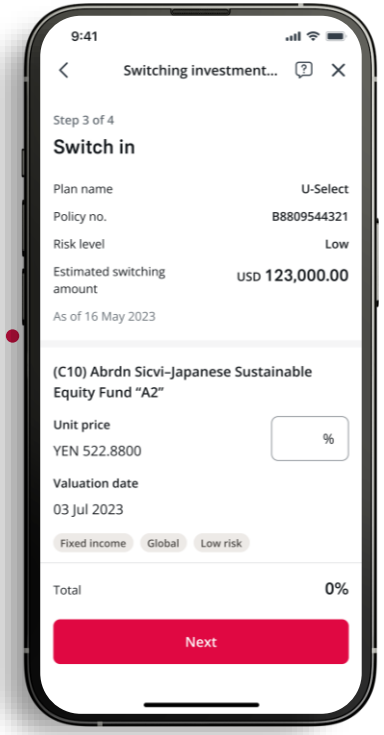


04 Select the investment options you would like to switch in

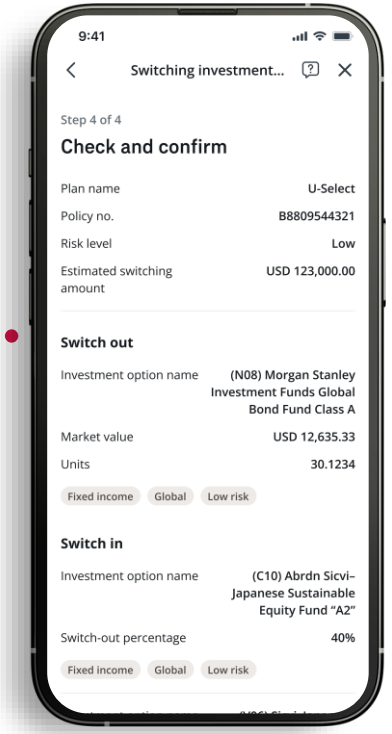


Switch the investment options (Individual insurance)

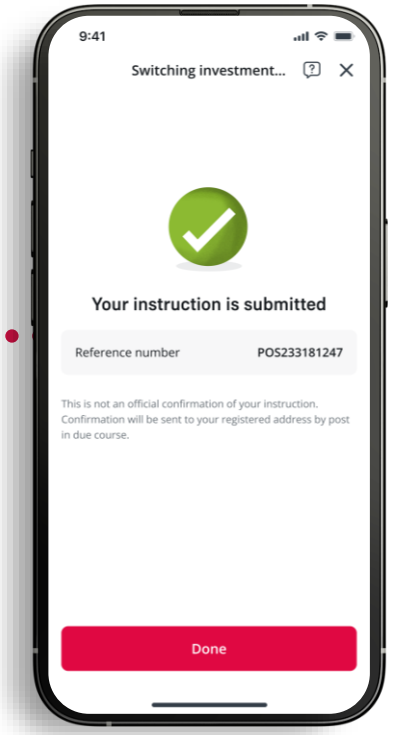
05 Enter the percentage you would like to switch in for each selected investment option



06 Check and confirm

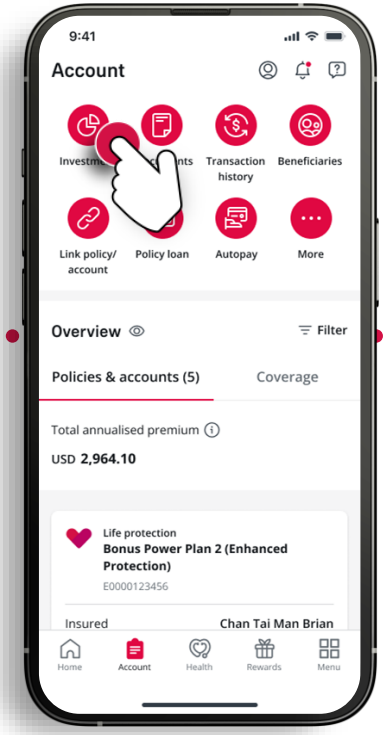


07 Instruction successfully submitted

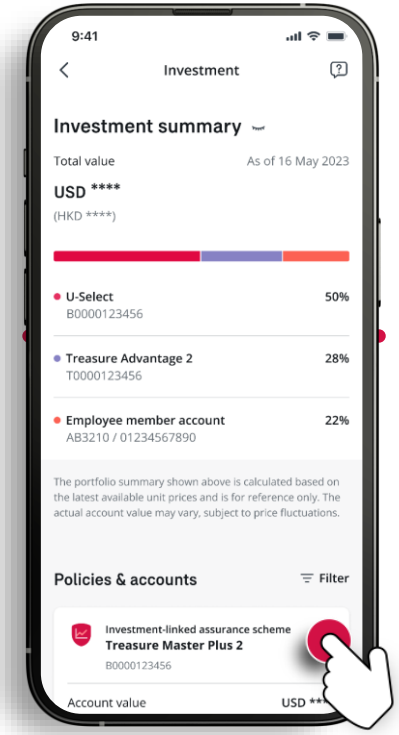


Investment Calendar (Individual insurance – Policy service)

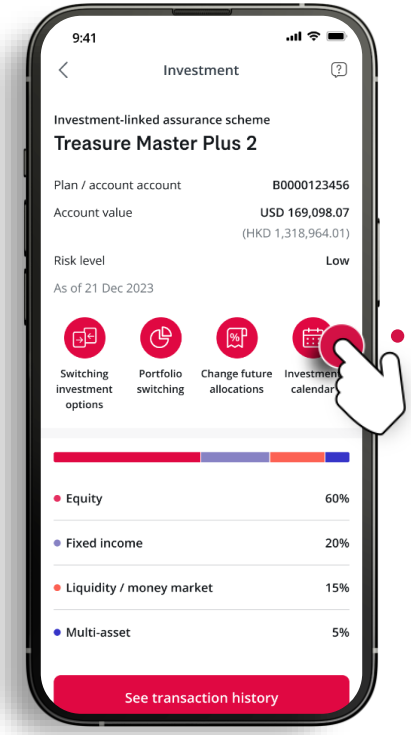
01 Select “Investment” on “Account” page



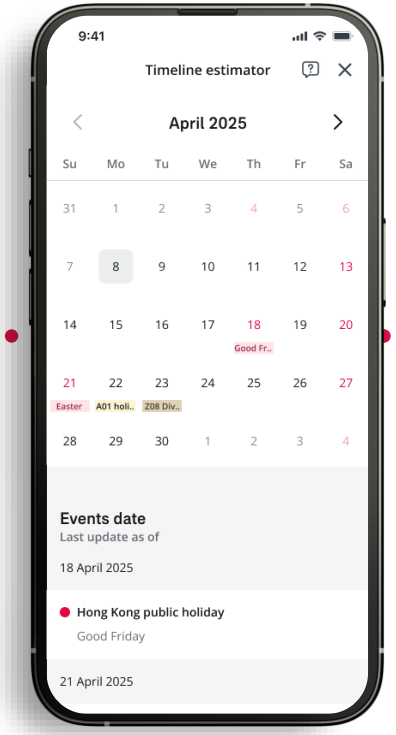
02 Choose the policy under the Investment-Linked Assurance Scheme



03 Click “Investment Calendar”



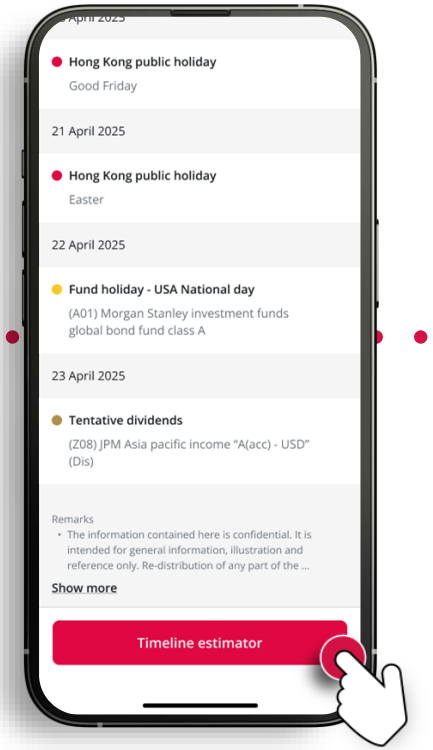
04 Access the Investment Calendar for relevant information



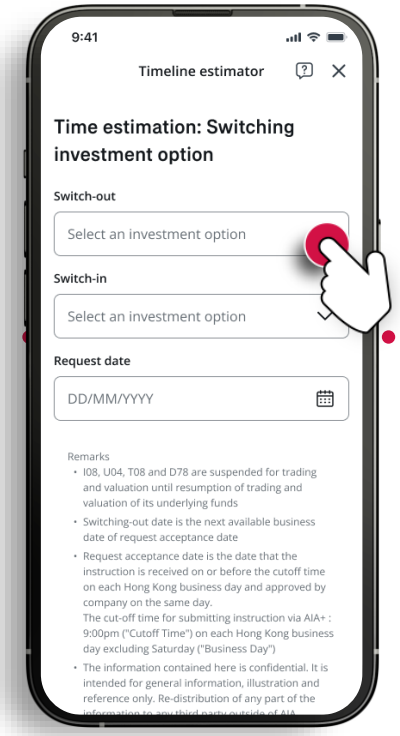
Back to menu

Investment Calendar (Individual insurance – Policy service)

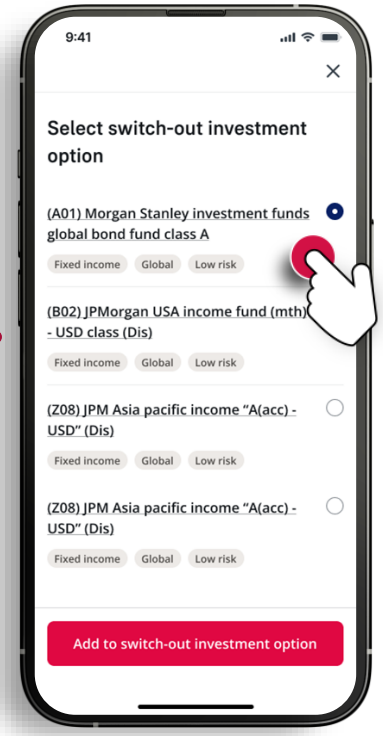
05 Click "Timeline estimator"



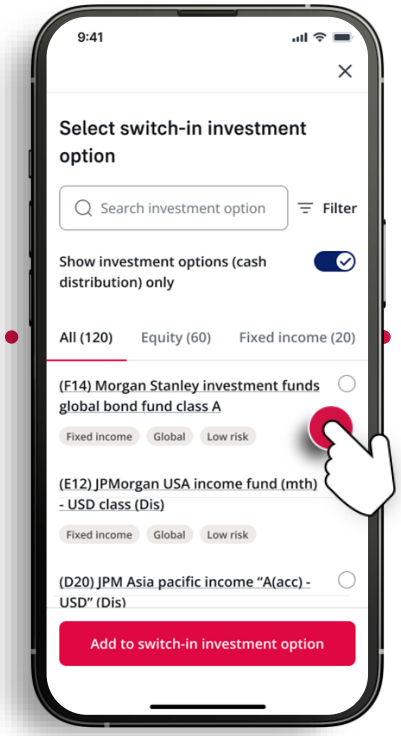
06 Click to provide input to process the timeline estimation



07 Select the switch-out investment option for estimation



08 Select the switch-in investment option for estimation

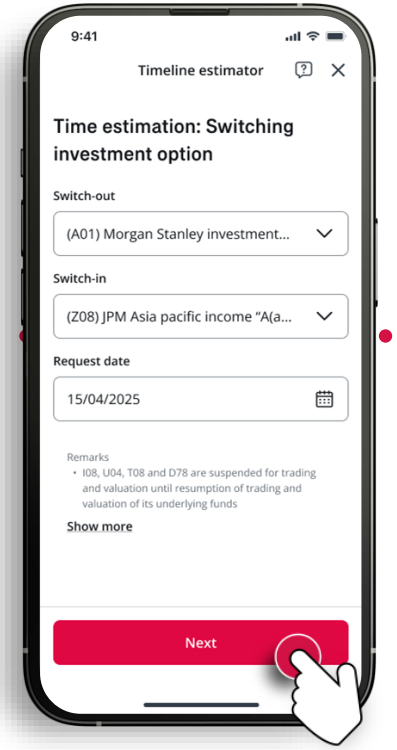


Investment Calendar (Individual insurance – Policy service)

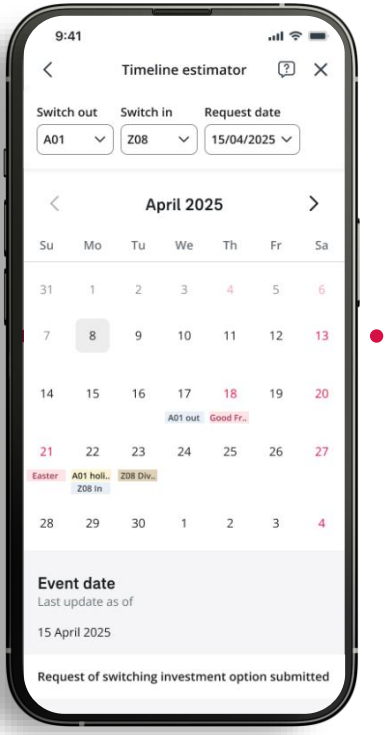
09 Select the request date for timeline estimation



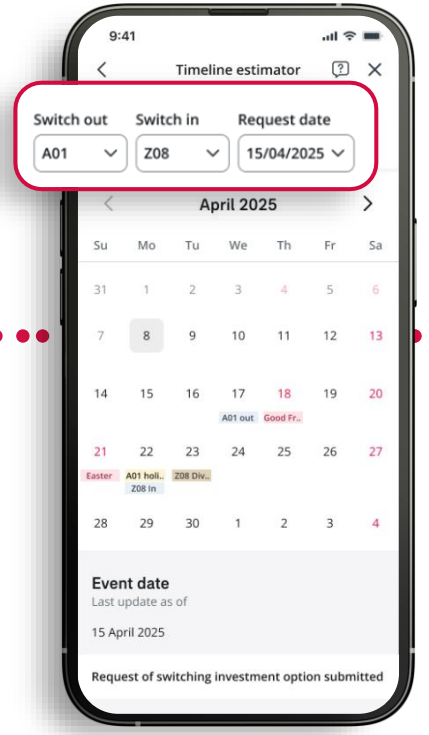
10 Click “Next” to proceed with the estimation and reference



11 View and reference the estimated timeline on the calendar



12 Use the shortcut to change the inputs for another timeline estimation



Back to menu

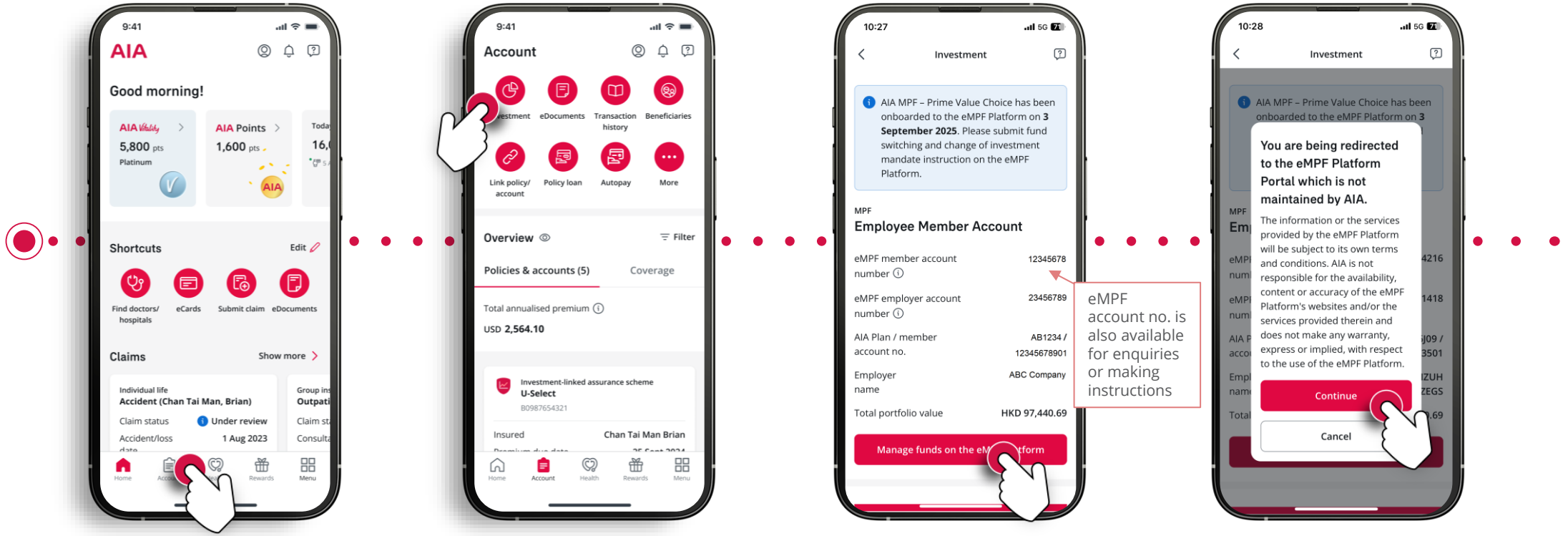
Check fund details and perform portfolio rebalancing (MPF)

01 Click “Account” on AIA+ homepage

02 Click “Investment” on “Account” page

03 Click "Manage funds on the eMPF Platform" under your MPF account on “Investment” page

04 Click "Continue" to redirect to eMPF platform



Please note: AIA+ mobile app provides a seamless access to the eMPF Platform. You need to complete your registration of the eMPF Platform and have a valid account for login to submit fund switching and change of investment mandate instructions.

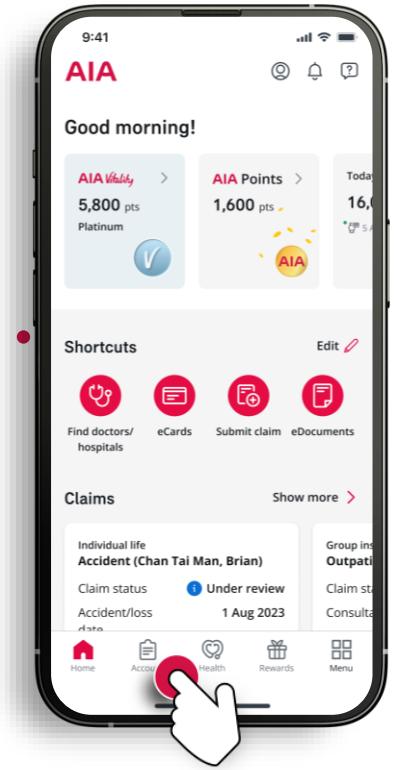
Check fund details and perform portfolio rebalancing (ORSO and Macau Pension)

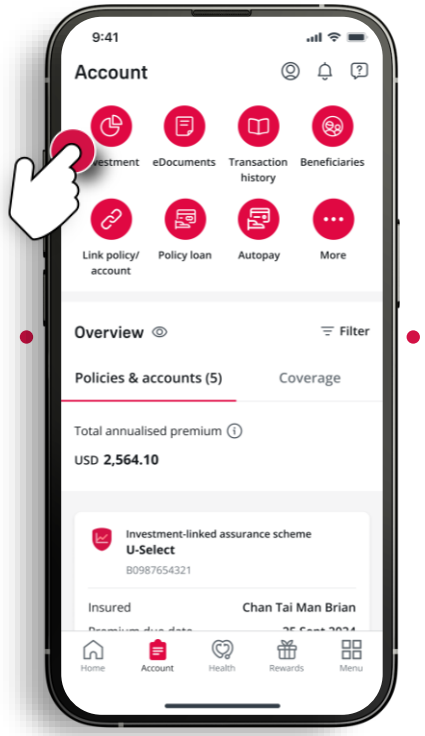
01 Click “Account” on AIA+ homepage

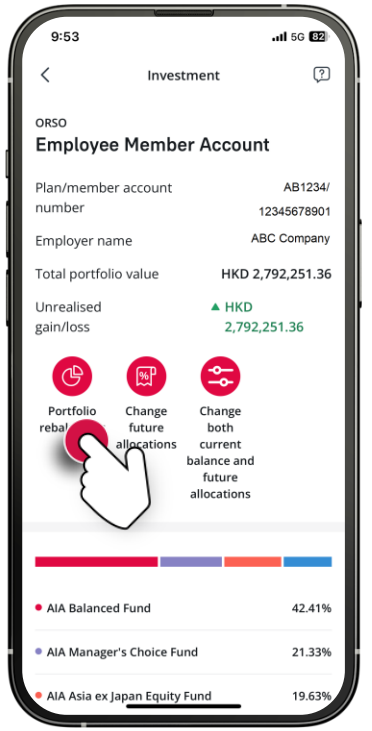
02 Click “Investment” on “Account” page

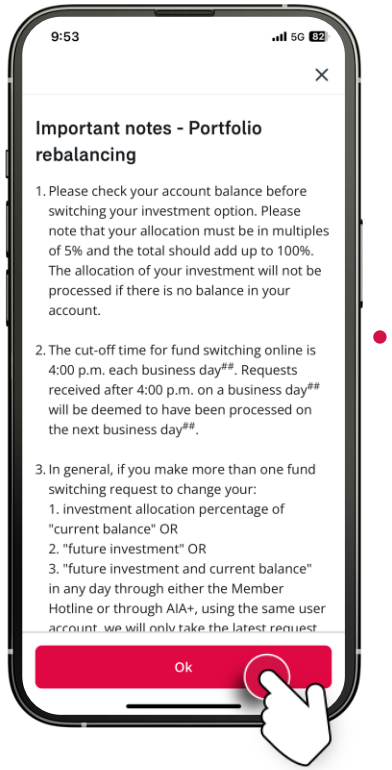
03 Select "Portfolio rebalancing" under your account on "Investment" page

04 Click “OK”





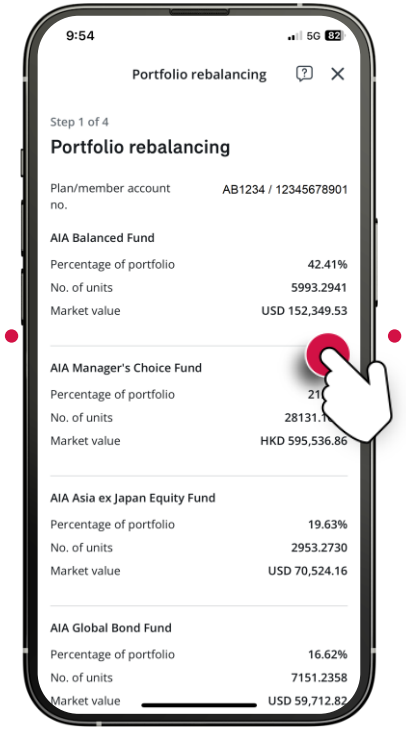




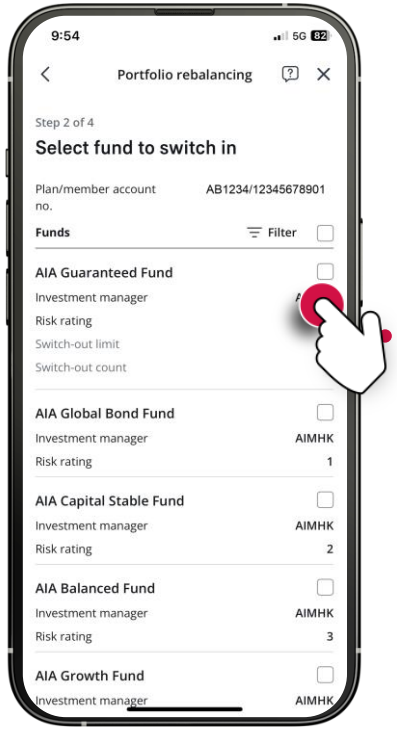
Back to menu

Check fund details and perform portfolio rebalancing (ORSO and Macau Pension)

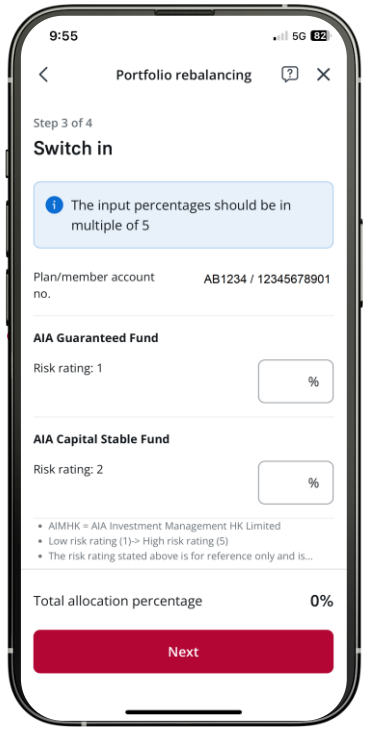
05 Current investment options



06 Select the investment options you would like to switch in

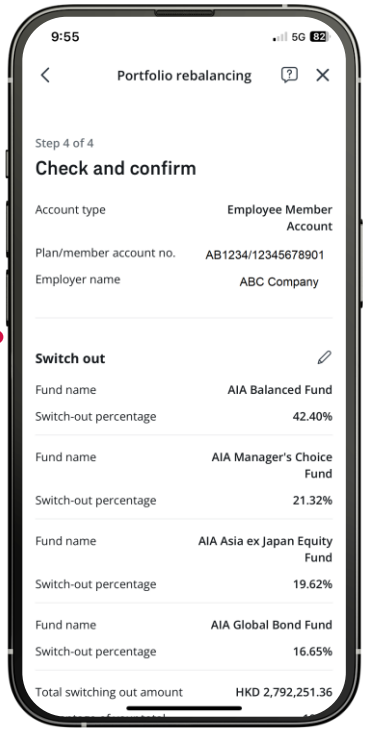


07 Enter the percentage you would like to switch in

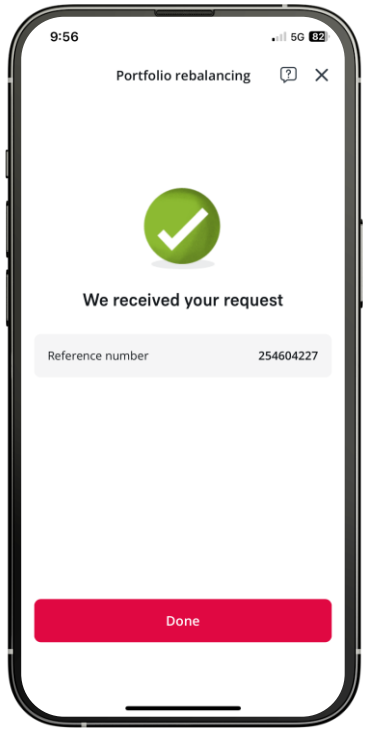


Check fund details and perform portfolio rebalancing (ORSO and Macau Pension)

08 Check and confirm

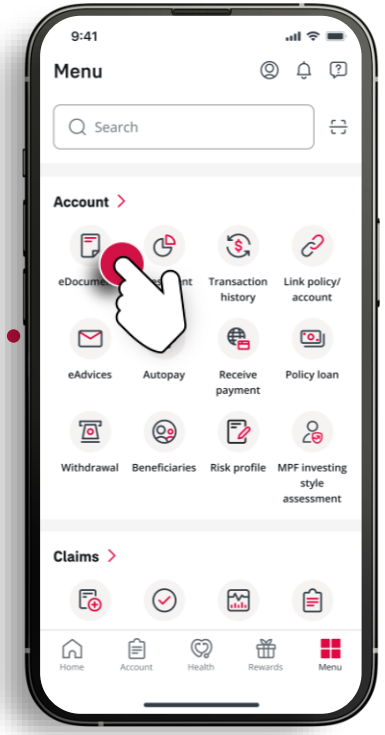


09 Instruction successfully submitted

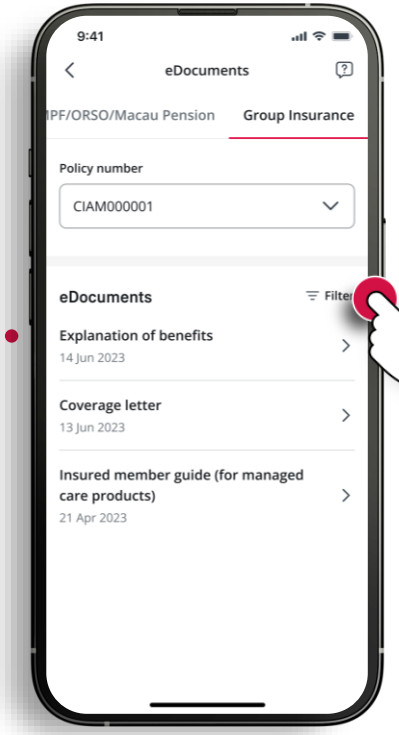


Browse eDocuments

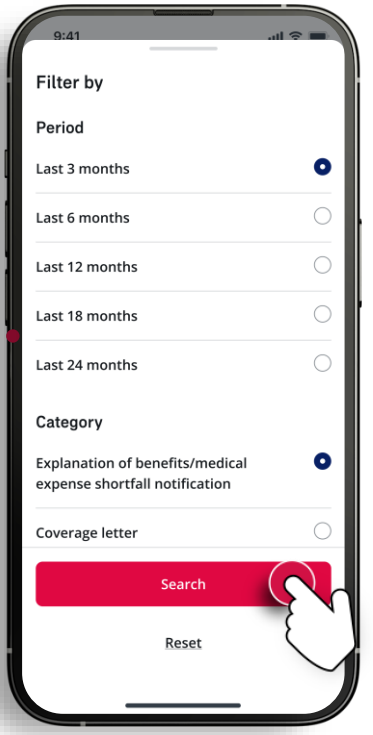
01 Click “eDocuments” on “Menu” at the bottom



02 Choose the policy type and policy number, or you can click “Filter”

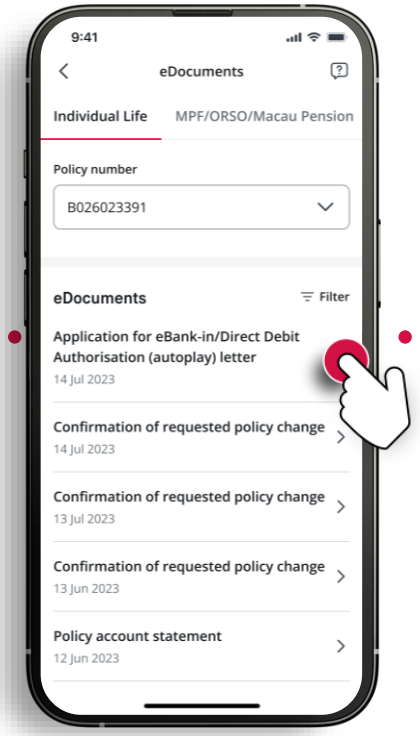


03 Select period, category, then click “Search”, if you clicked “Filter”

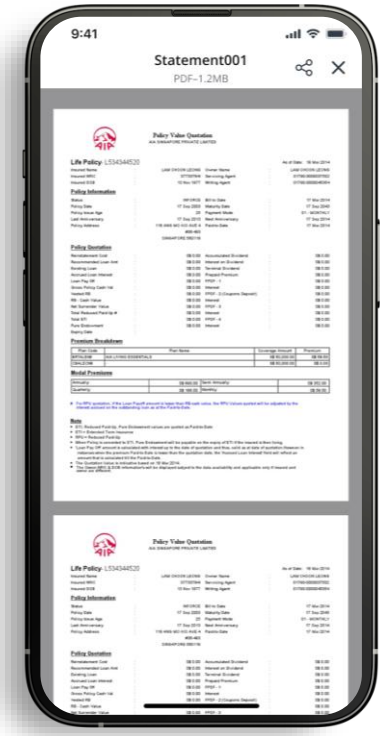


Browse eDocuments

04 Choose the eDocuments that you want to browse

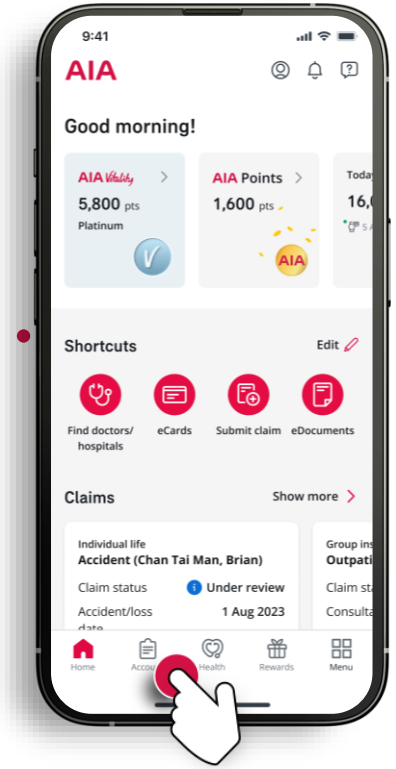


05 You can navigate the eDocuments

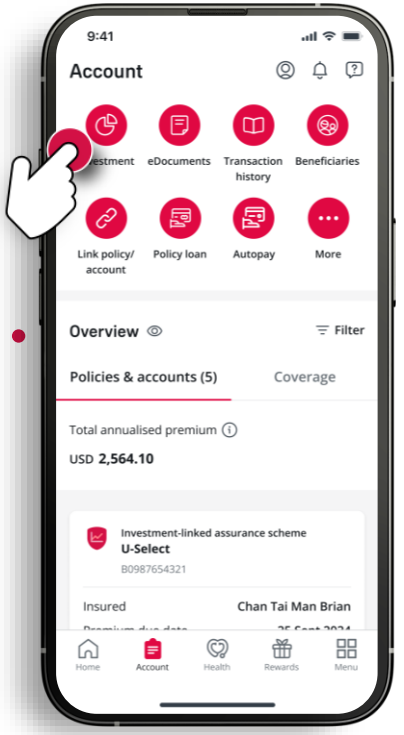


Check the investment summary

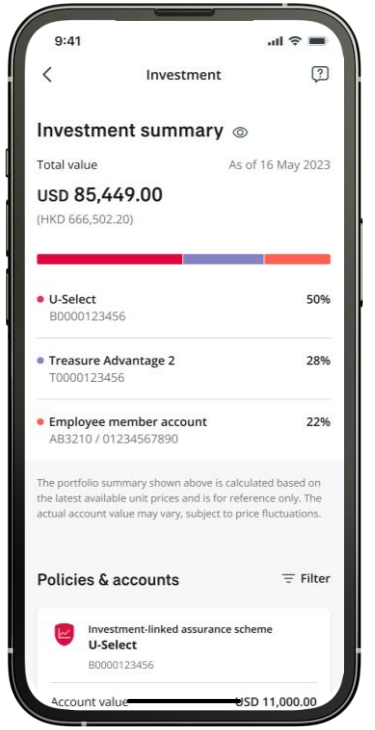
01 Click “Account” on AIA+ homepage



02 Click “Investment” on “Account” page



03 You can check the investment summary



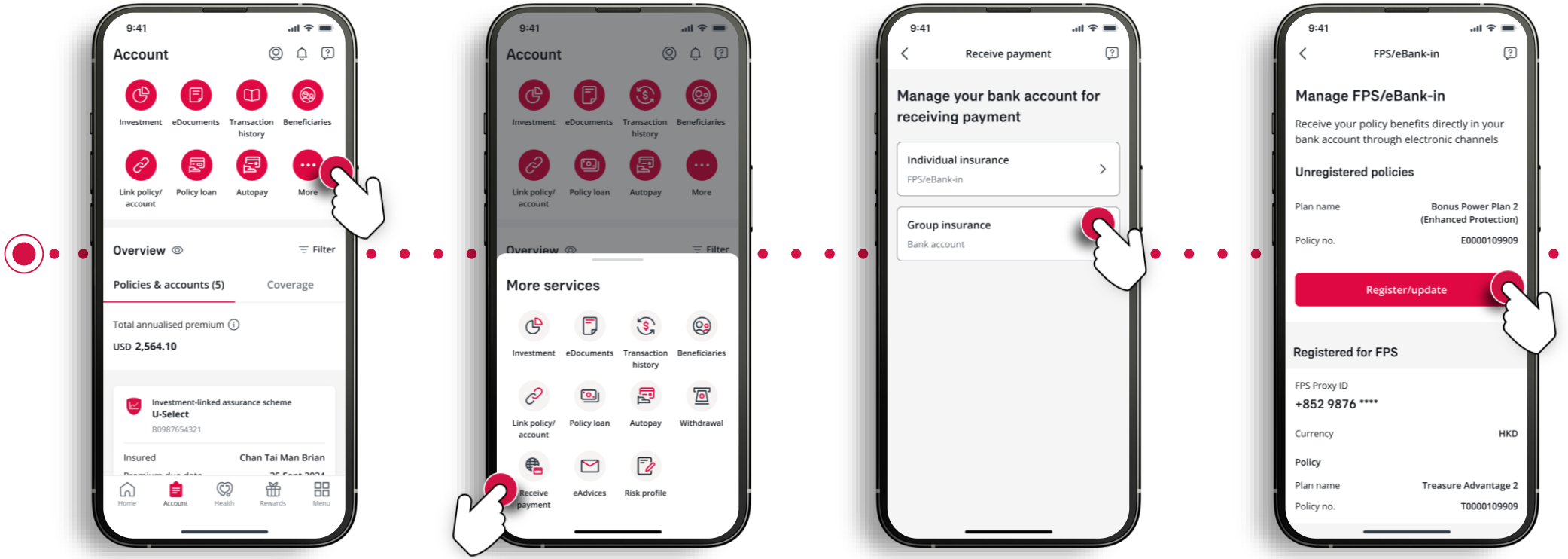
Receive the policy benefits via FPS or eBank-in (Individual insurance)

01 Choose “More” on “Account” page

02 Click “Receive payment”

03 Manage FPS/eBank-in

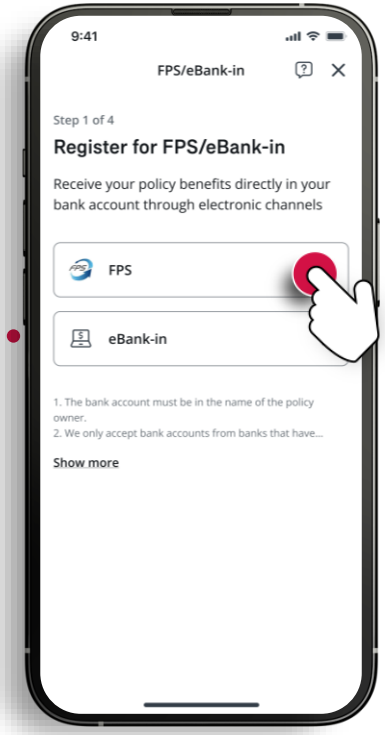
04 Register/update FPS/eBank-in



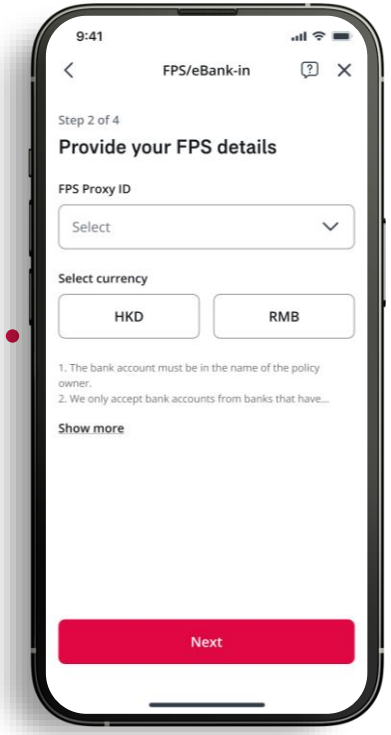
Back to menu

Receive the policy benefits via FPS or eBank-in (Individual insurance)

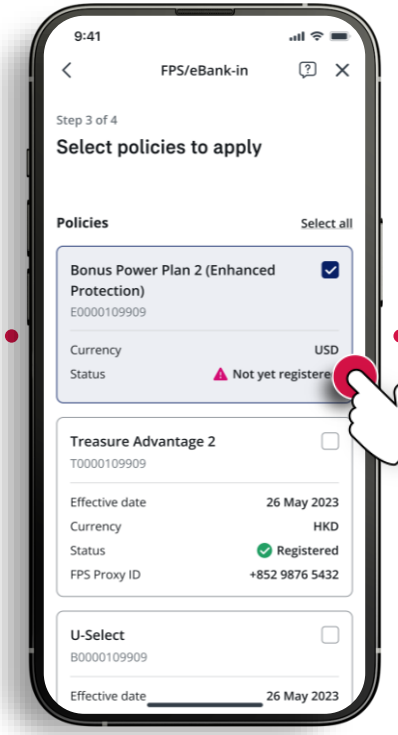
05 Choose “FPS” or “eBank-in”



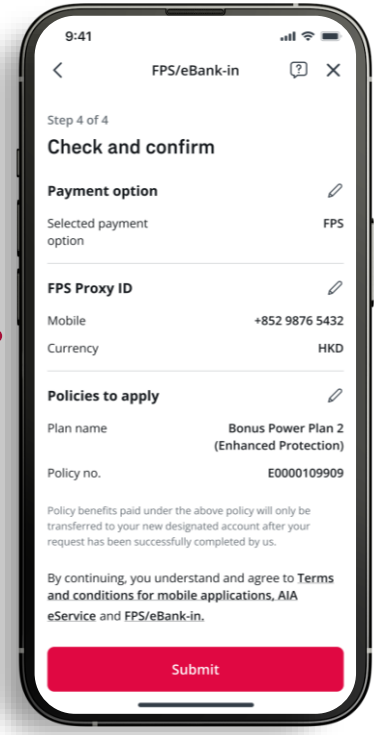
06 If you choose FPS, please provide your FPS details



07 Select policies to apply



08 After checking and confirming, the request is submitted



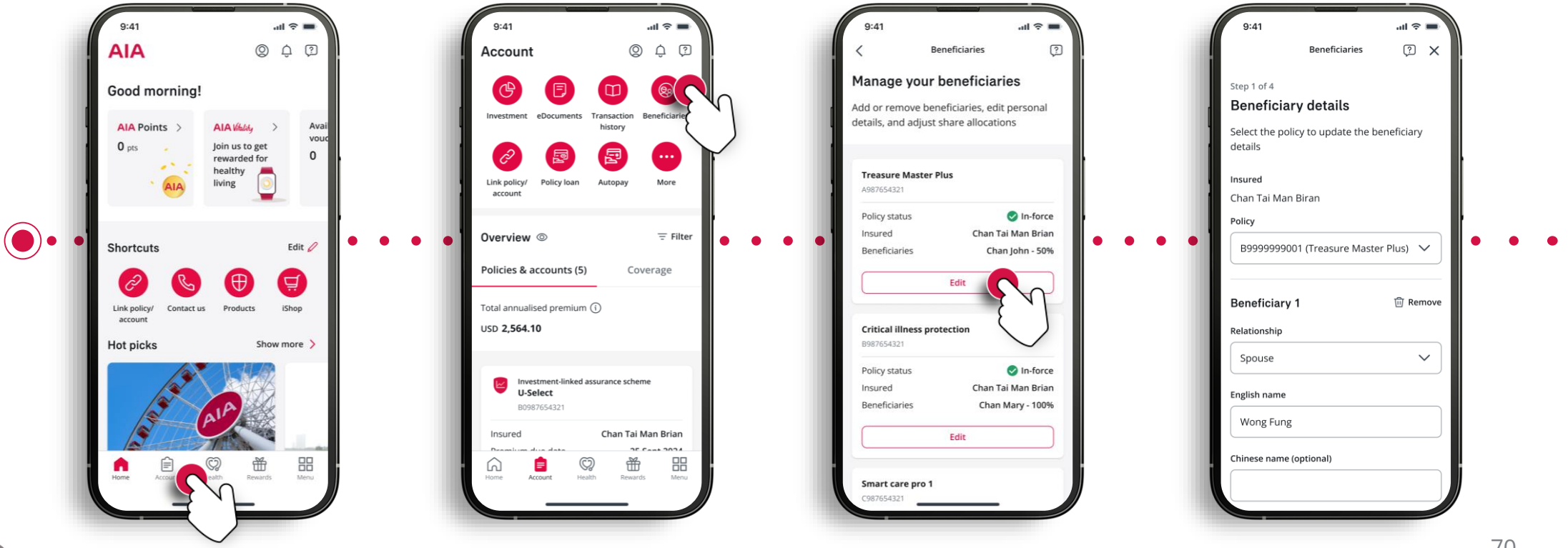
Manage your beneficiaries (Individual insurance)

01 Click “Account” on AIA+ homepage

02 Click “Beneficiaries” on “Account” page

03 Select the policy that you want to manage your beneficiaries

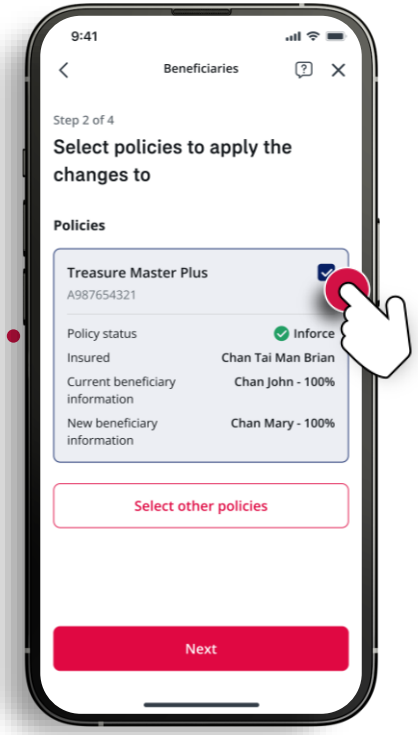
04 Fill in beneficiary details



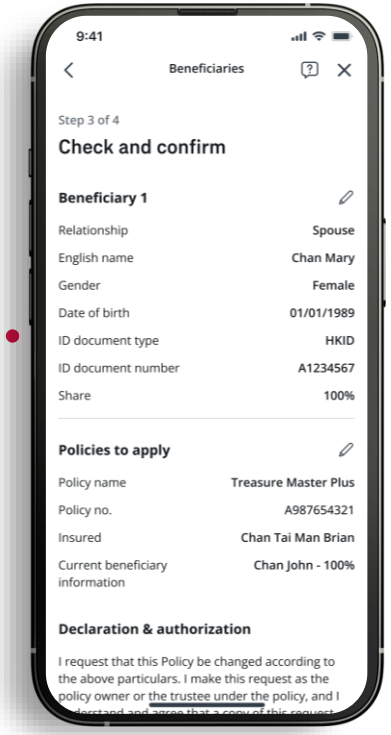
Back to menu

Manage your beneficiaries (Individual insurance)

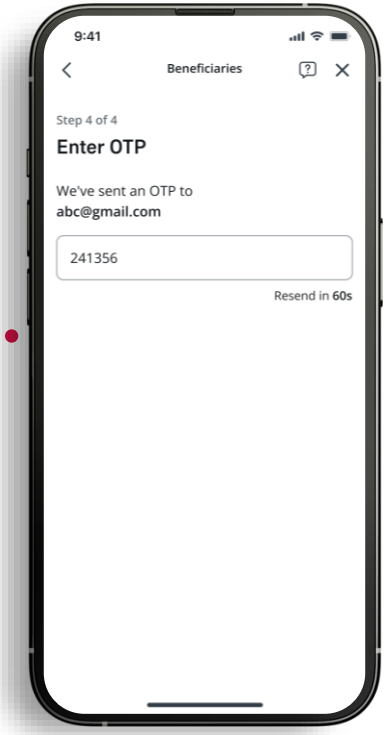
05 Select policies to apply the changes



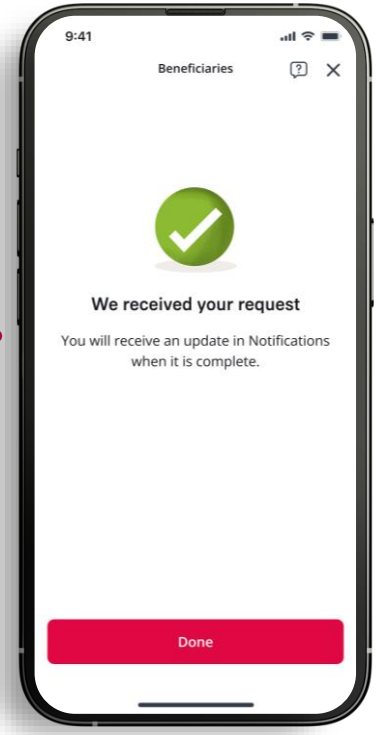
06 Check and confirm



07 Enter the OTP after receiving



08 Request successfully submitted



Back to menu

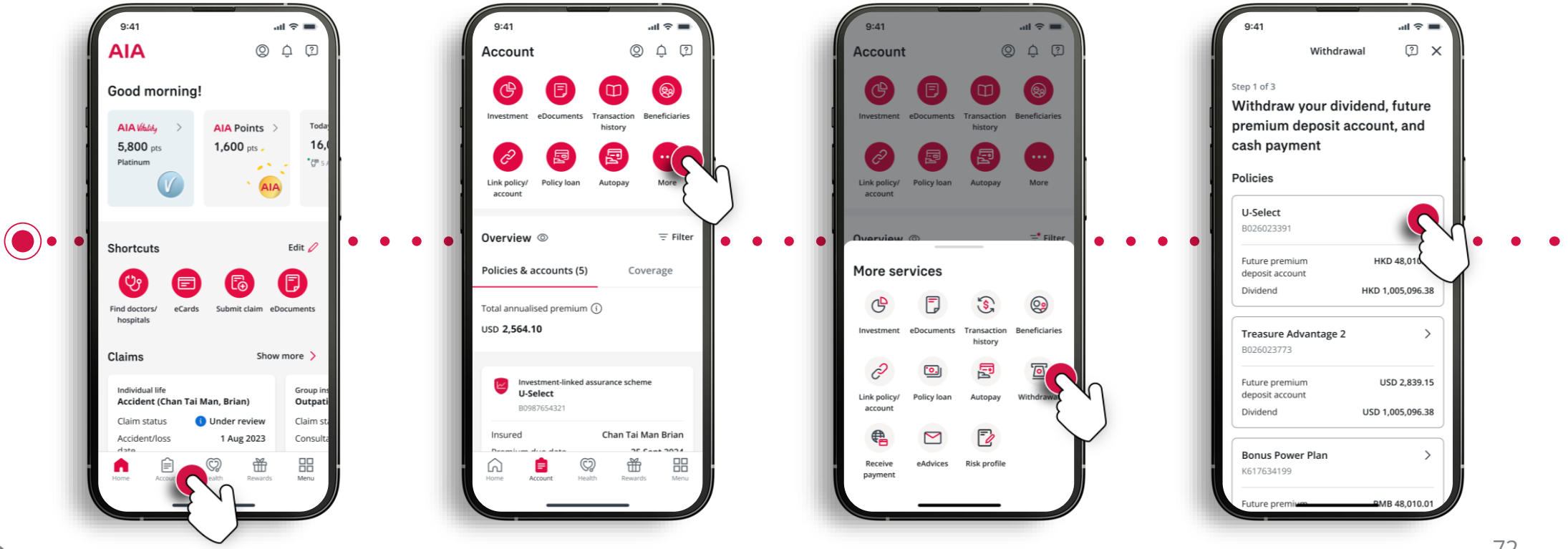
Apply for withdrawal (Individual insurance)

01 Click “Account” on AIA+ homepage

02 Click “More”

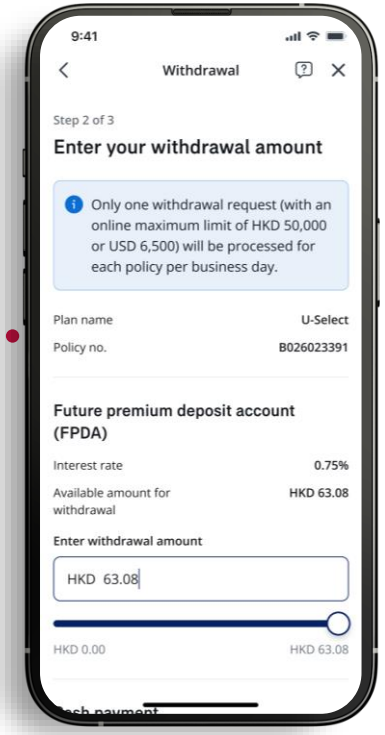
03 Choose “Withdrawal”

04 Select the policy that you want to withdraw money

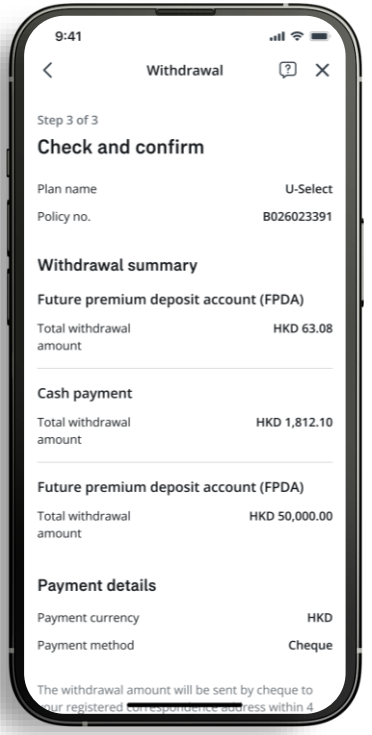


Apply for withdrawal (Individual insurance)

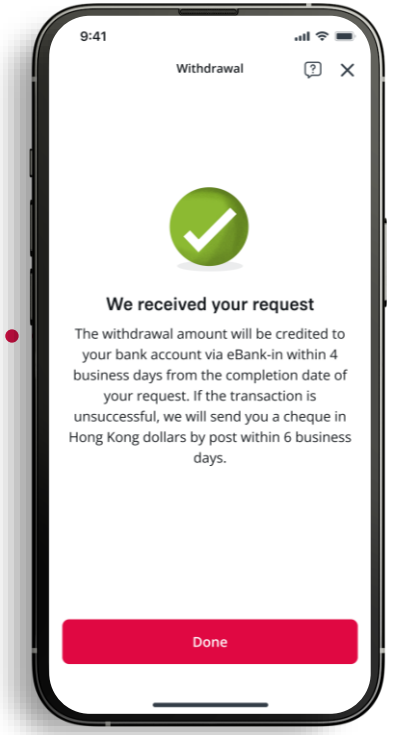
05 Enter the amount to be withdrawn



06 Check and confirm

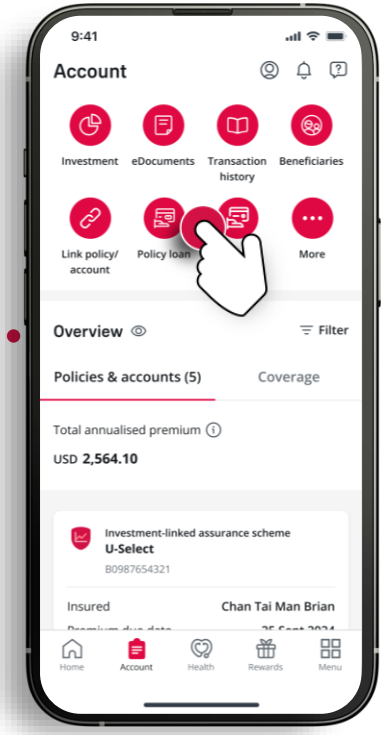


07 Request successfully submitted

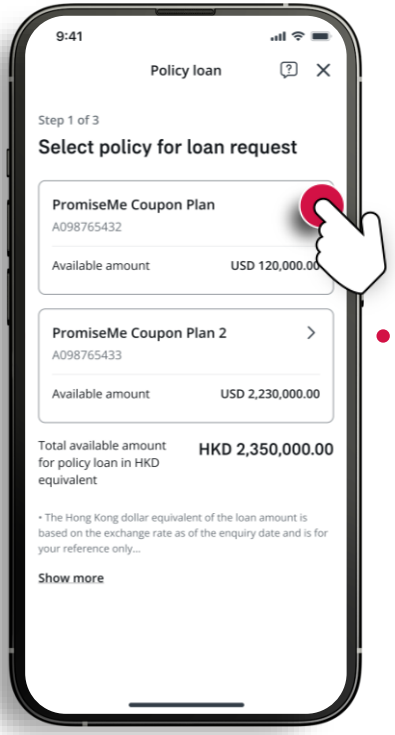


Apply for policy loan (Individual insurance)

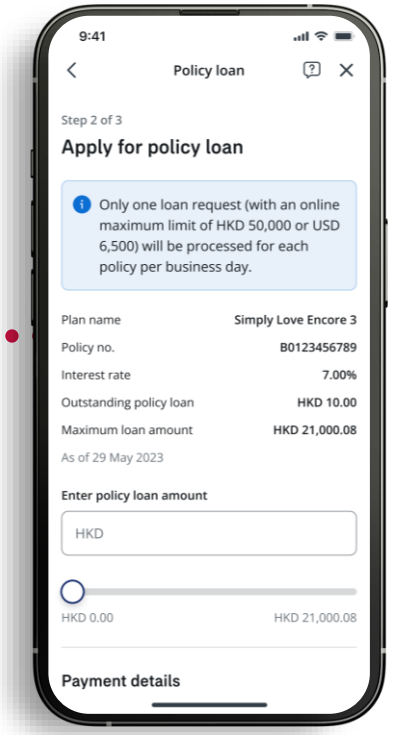
01 Click “Policy loan” on “Account” page



02 Select polices for loan request



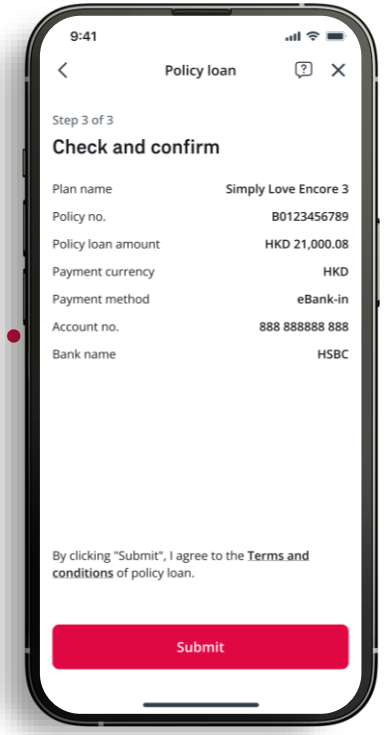
03 Enter policy loan amount



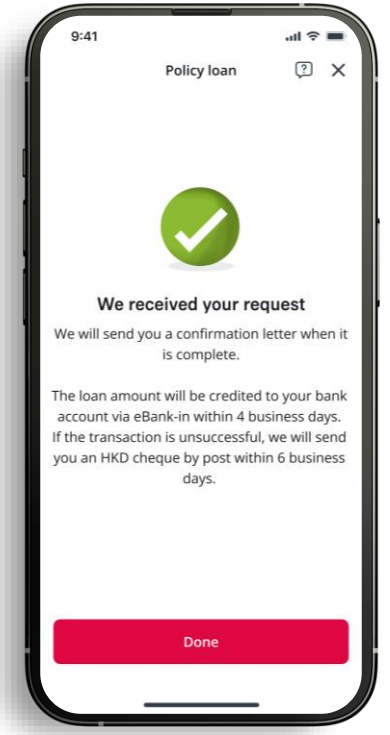
Back to menu

Apply for policy loan (Individual insurance)

04 Check and confirm



05 Submitted policy loan request



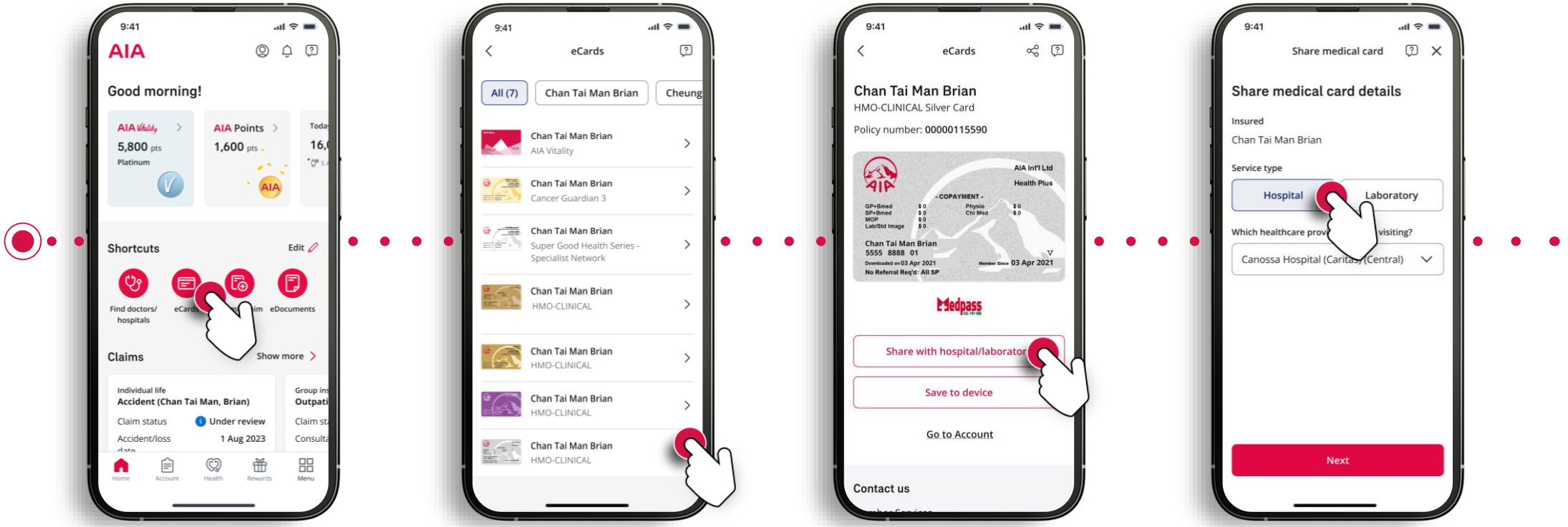
Browse eCards

01 Click “eCard” on AIA+ homepage

02 Click on the eCard you would like to view

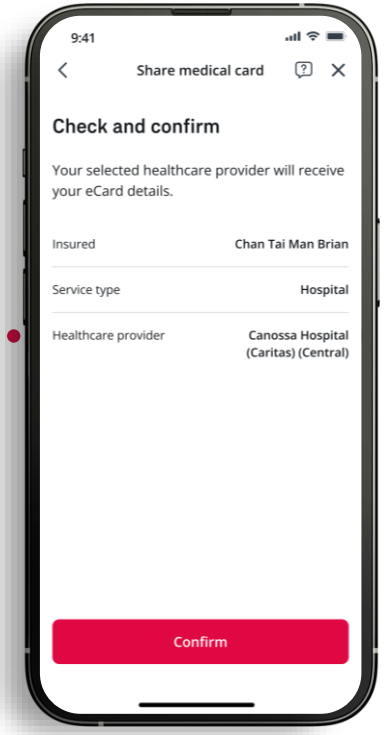
03 Click "Share with hospital/laboratory“ if you would like to share

04 Choose service type

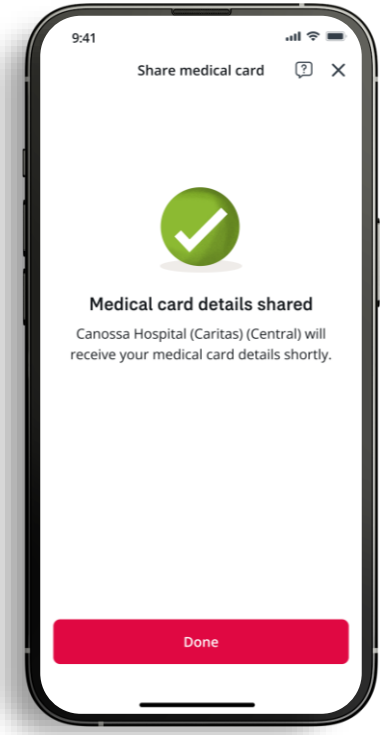


Browse eCards

05 Check and confirm



06 Medical card details shared successfully



Back to menu

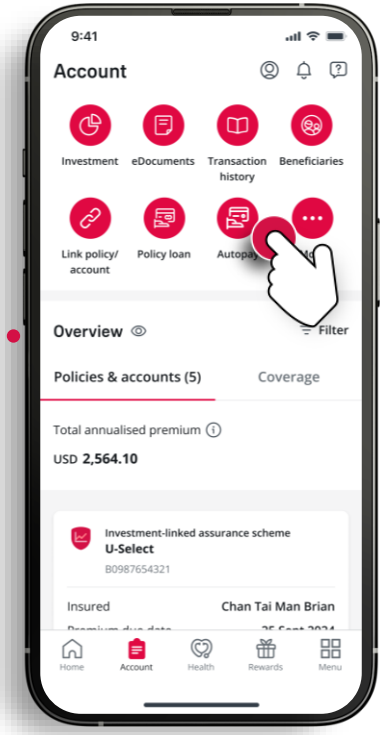
Set-up autopay (Individual insurance)

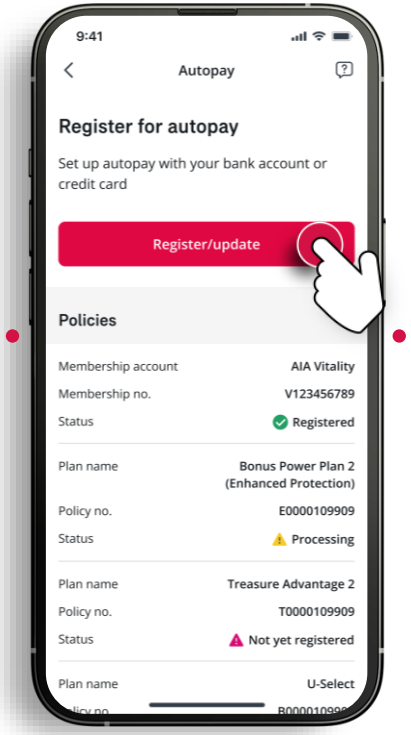
01 Click “Autopay” on “Account” page

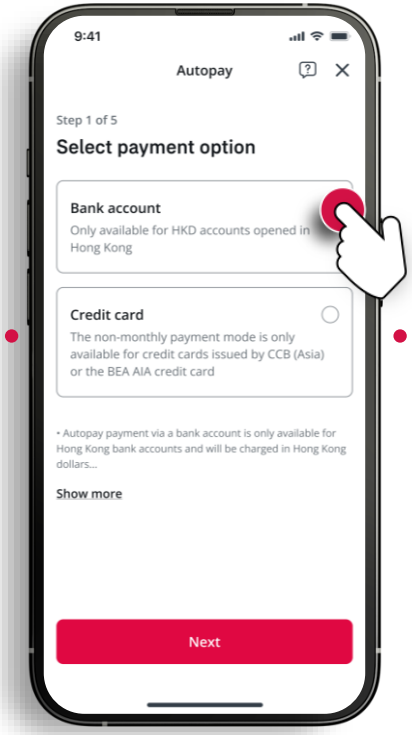
02 Click “Register/ update”

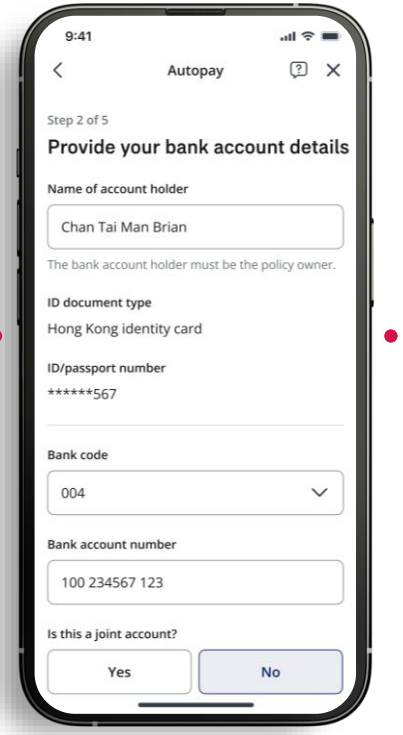
03 Take the method of "Bank account" as an example”

04 Fill in bank account details







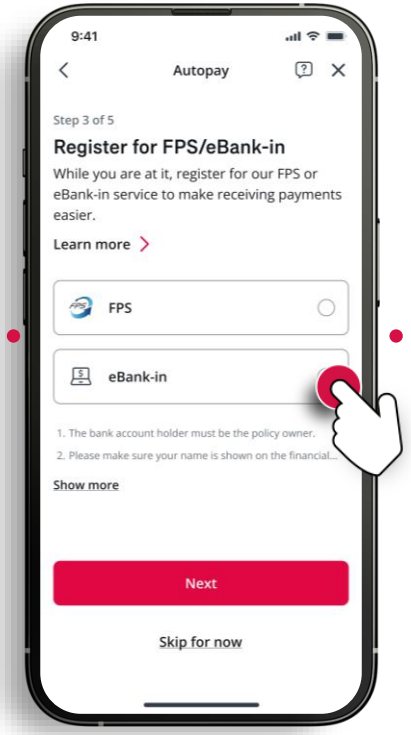


Remark: Applicable to paying AIA Vitality membership fee

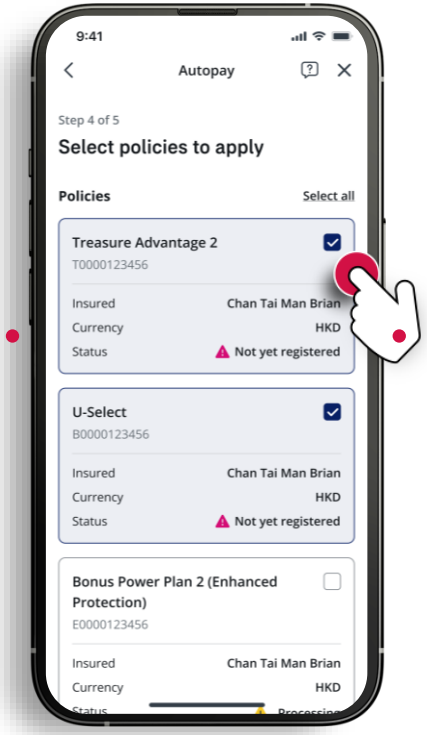
Back to menu

Set-up autopay (Individual insurance)

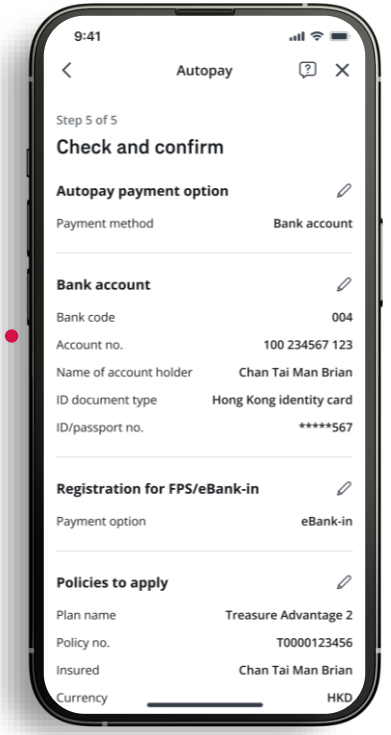
05 You can register for “FPS” or “eBank-in” at the same time to receive policy benefit



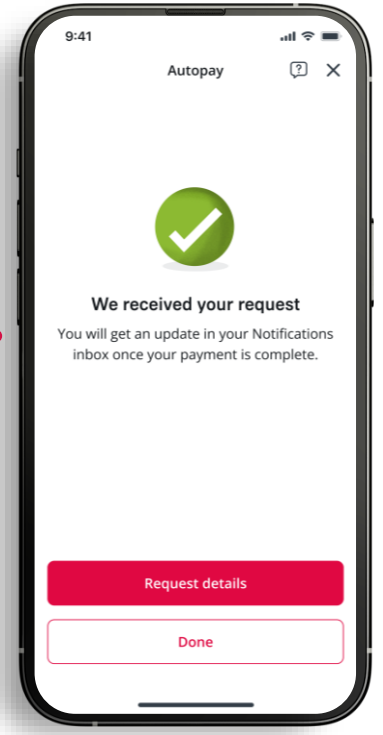
06 Select polices that need to set autopay



07 Check and confirm



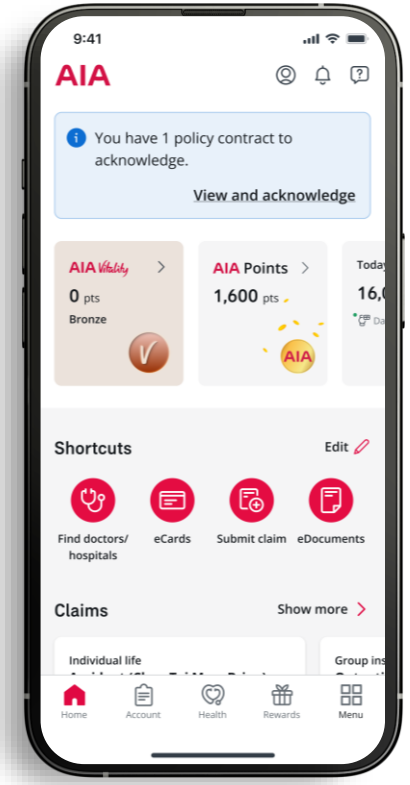
08 Submitted set-up autopay request



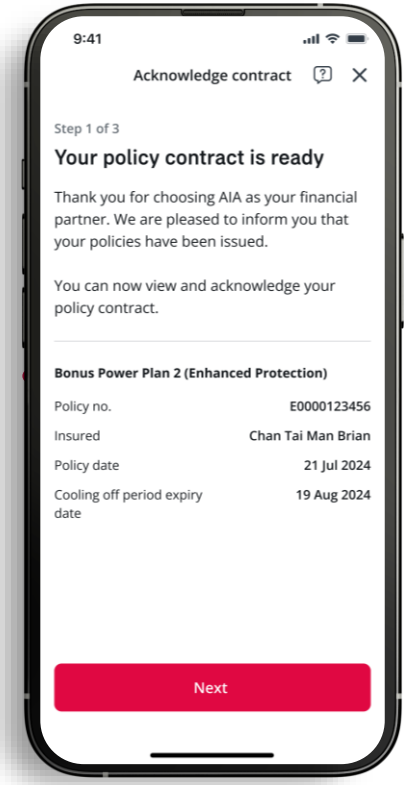
Remark: Applicable to paying AIA Vitality membership fee

Acknowledge policy contract

01 After logging in, you will receive a reminder to view and acknowledge your policy contract



02 Tap “Next”

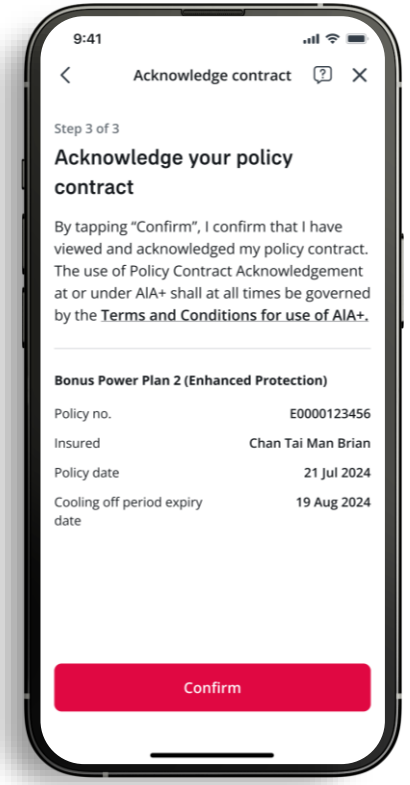


03 Review the contract

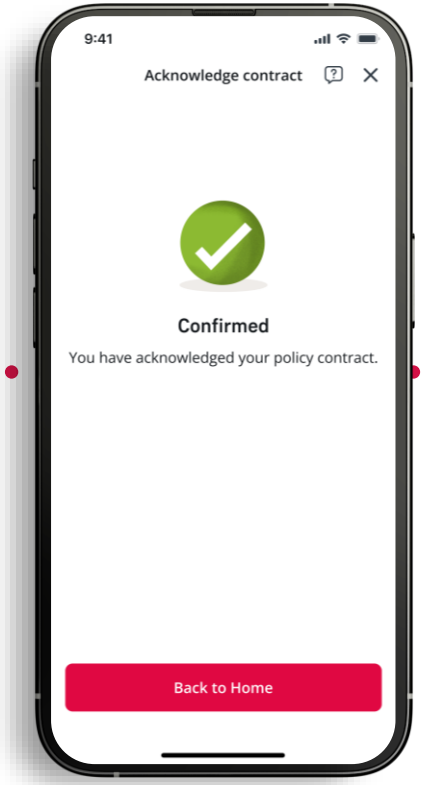


Acknowledge policy contract

04 Check and confirm



05 You have acknowledged your policy contract



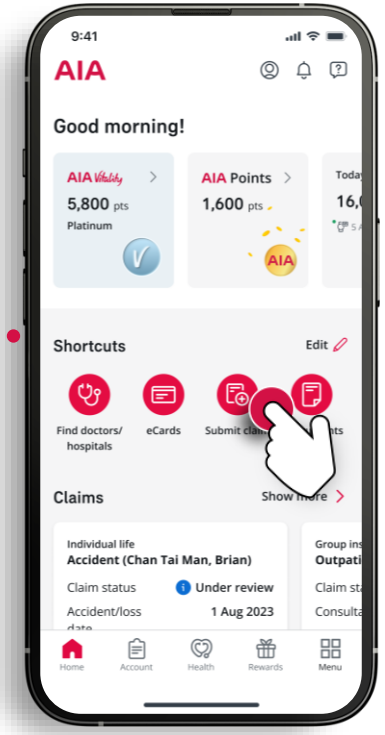
Submit eClaim application (Individual insurance)

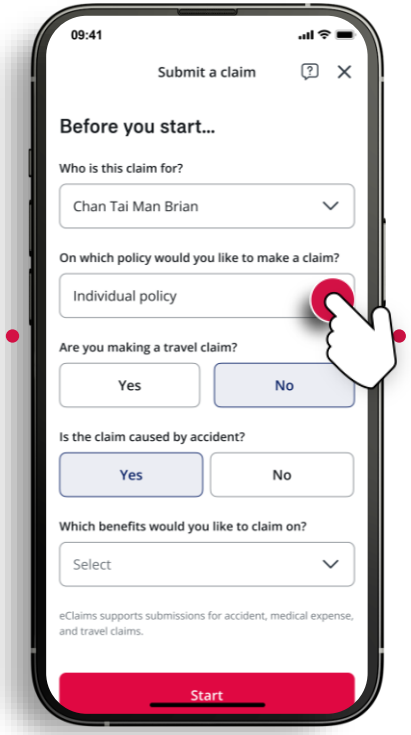
01 Click “Submit claim” on AIA+ homepage

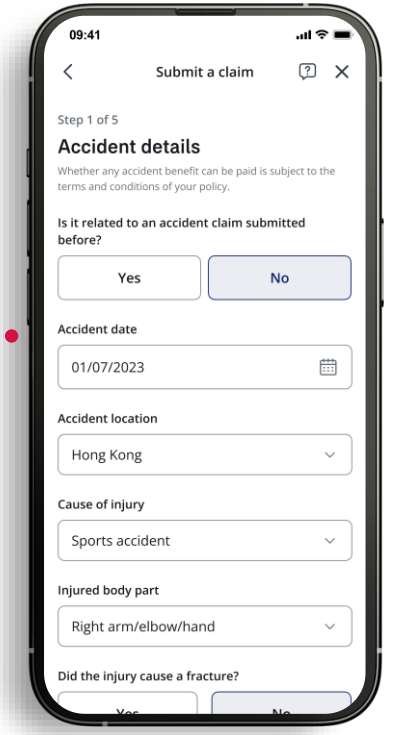
02 Select “Individual policy” and the types of your claim

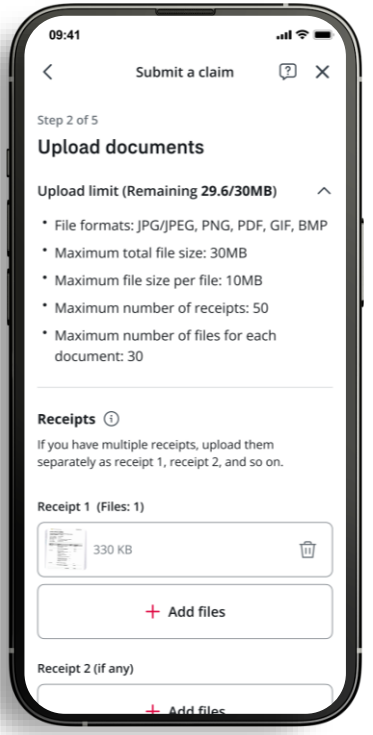
03 Enter claim details

04 Upload documents



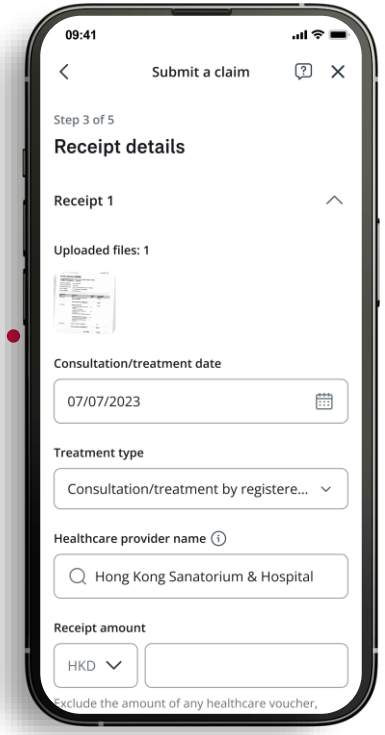




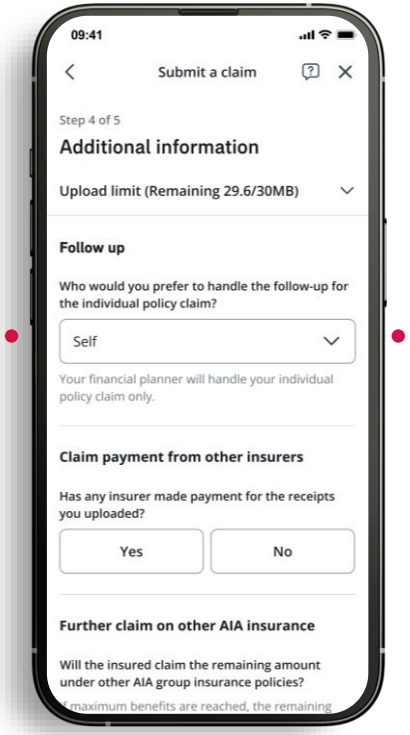


Submit eClaim application (Individual insurance)

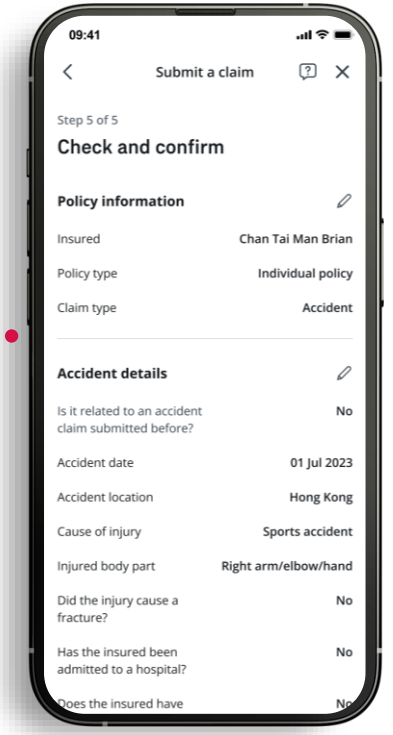
05 Fill in receipt details



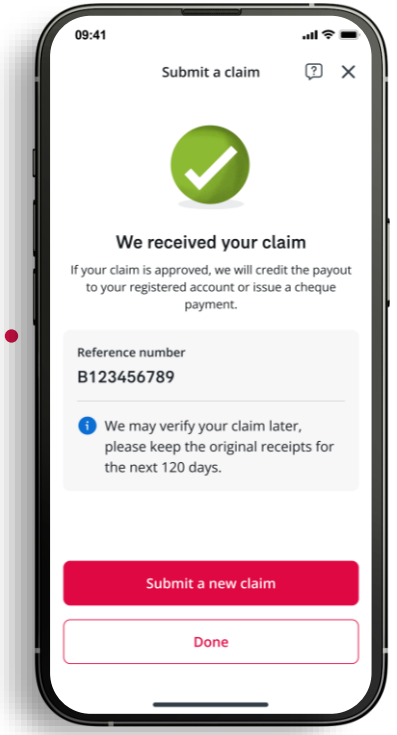
06 Fill in additional information



07 Check and confirm

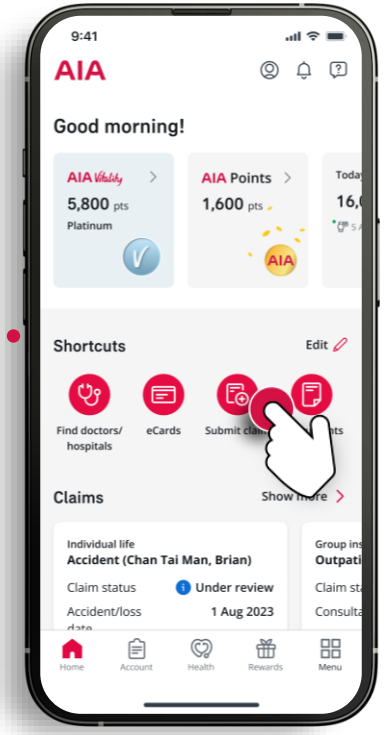


08 Claim successfully submitted

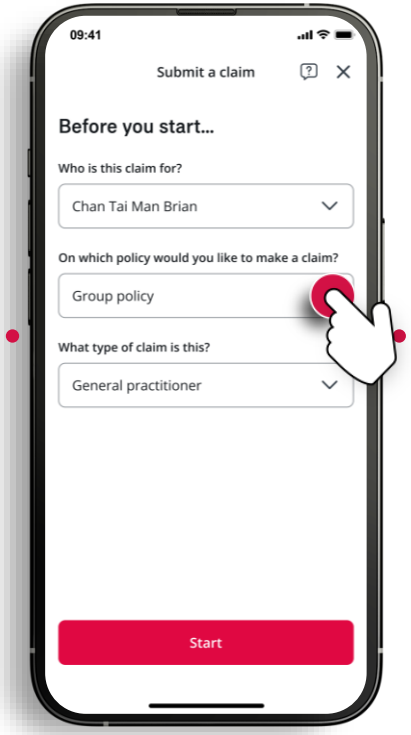


Submit eClaim application (Group insurance)

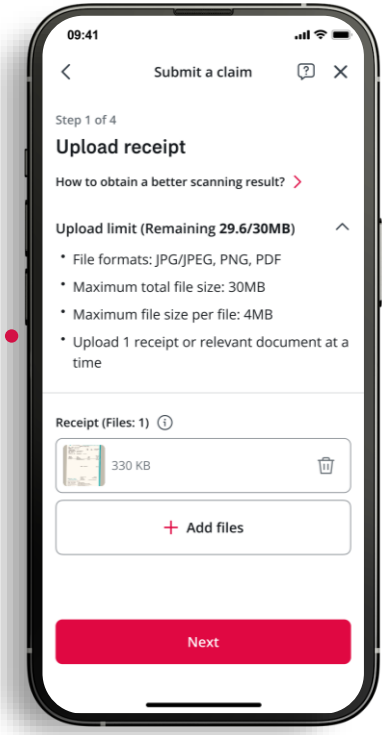
01 Click "Submit claim" on AIA+ homepage



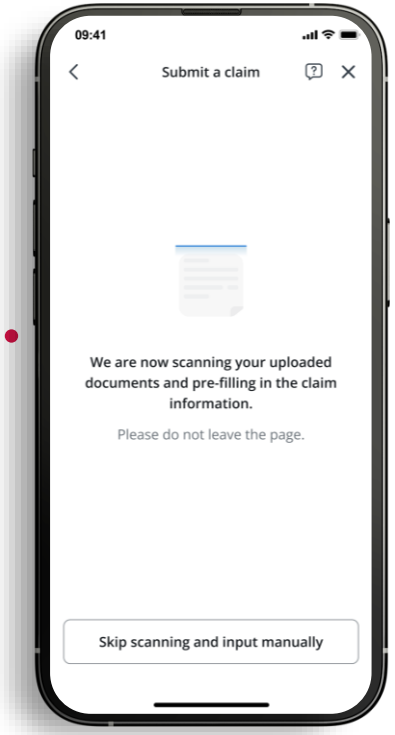
02 Select claimant, group policy and claim type



03 Upload receipt



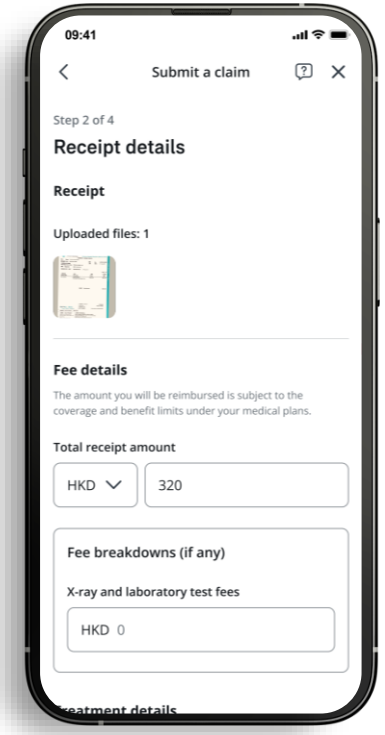
04 Automatically scan documents and pre-fill your claim information



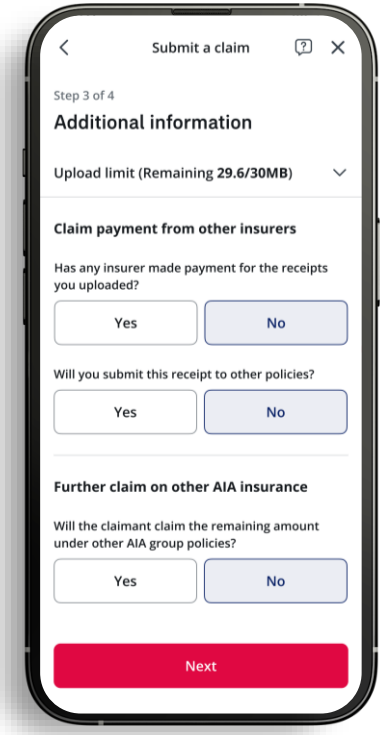
Back to menu

Submit eClaim application (Group insurance)

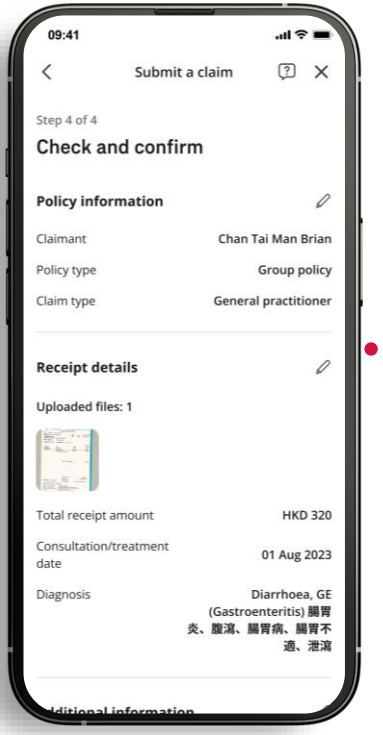
05 Check the pre-filled information. If the automatic scan cannot obtain relevant data, please enter the receipt details manually



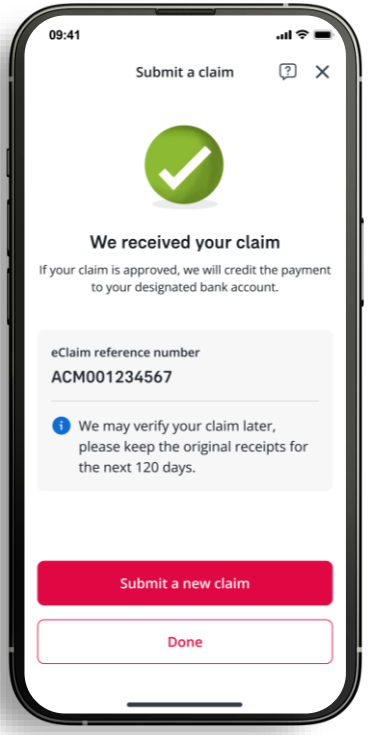
06 Fill in additional information



07 Check and confirm

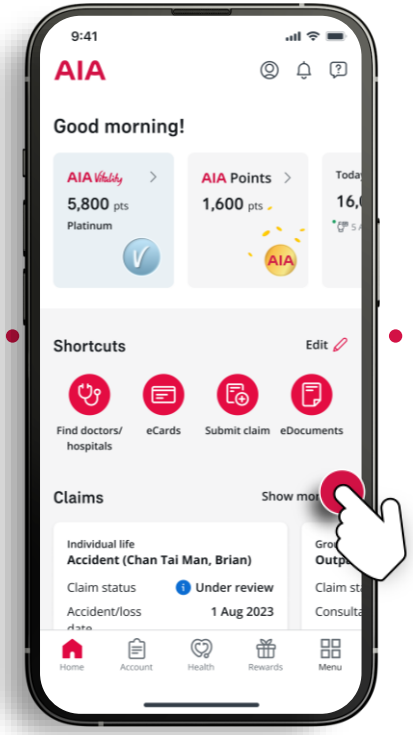


08 Claim successfully submitted

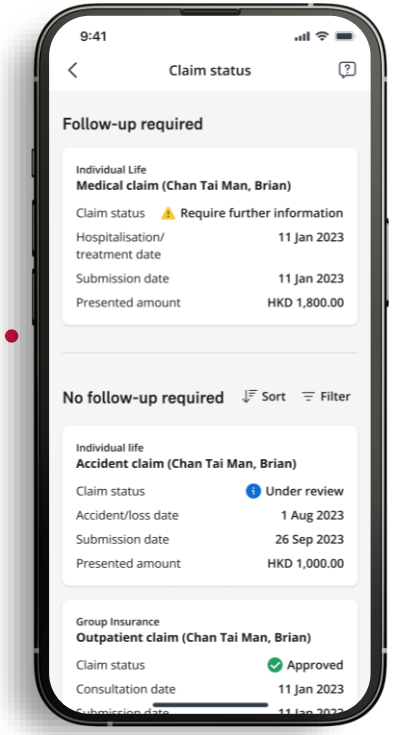


Check the claim status

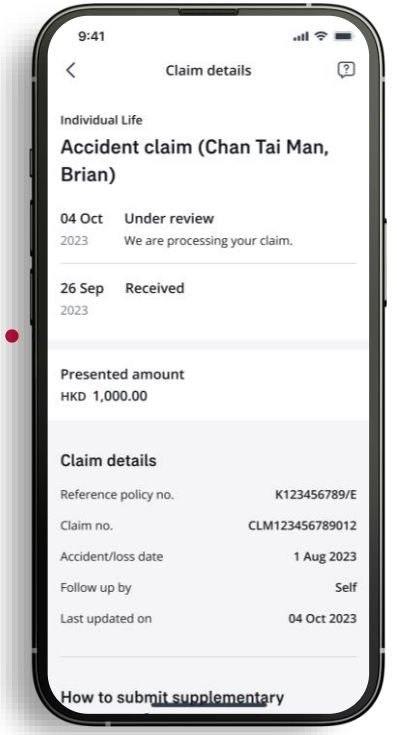
01 Click “Show more” on “Claims” section on AIA+ homepage



02 You can check the claim status



03 Claim status update is reflected



Back to menu

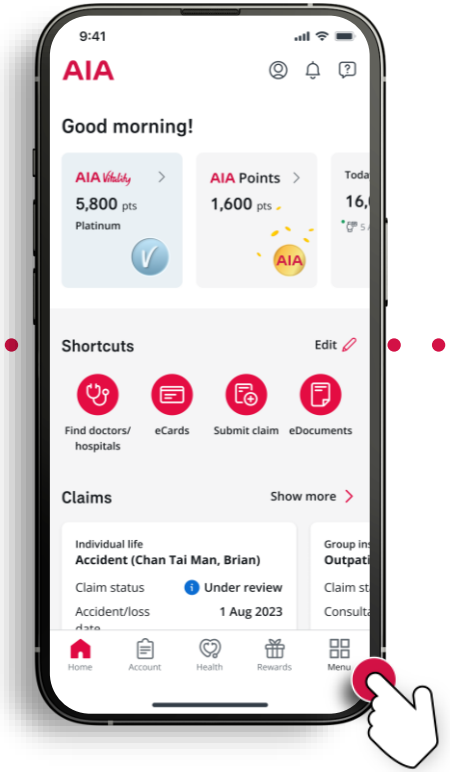
Submit pre-approval application (Applicable to all AIA individual medical plans)

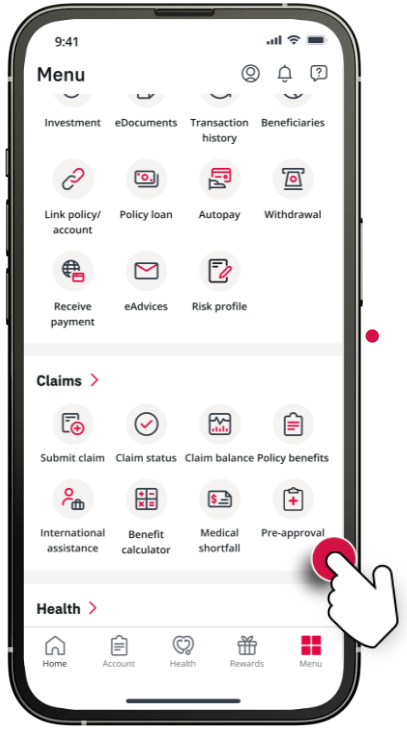
01 Tap "Menu" on AIA+ homepage

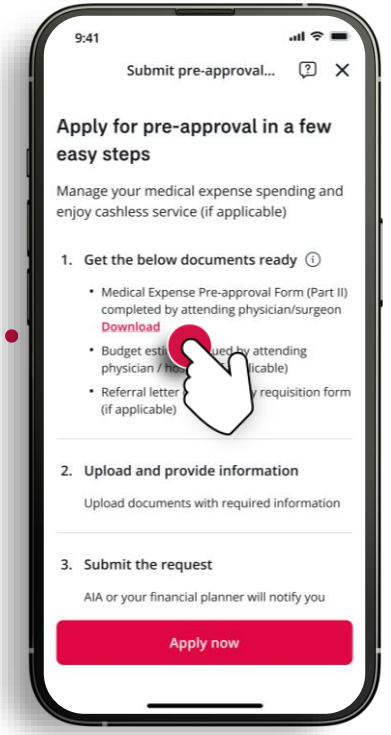
02 Tap "Pre-approval" under "Claims" section

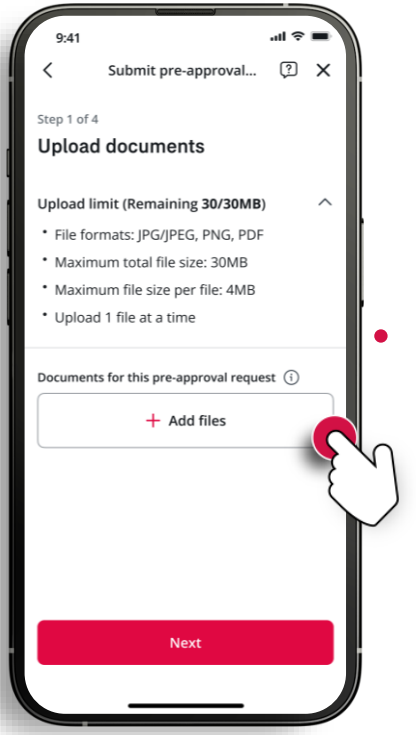
03 Download the pre-approval form and get your documents ready

04 Upload the necessary documents



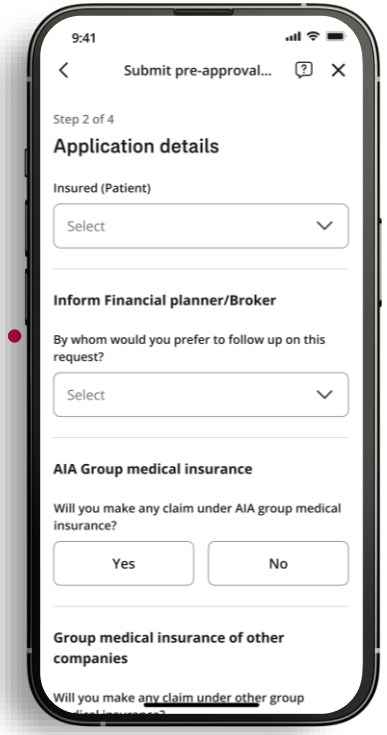




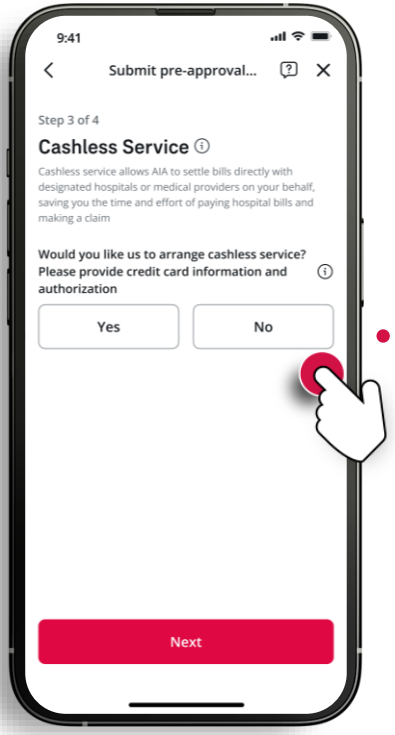


Submit pre-approval application (Applicable to all AIA individual medical plans)

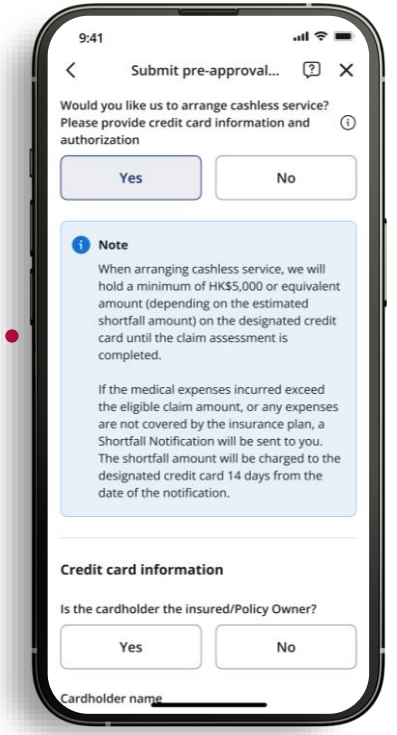
05 Fill in your information



06 Select Cashless Service if you need



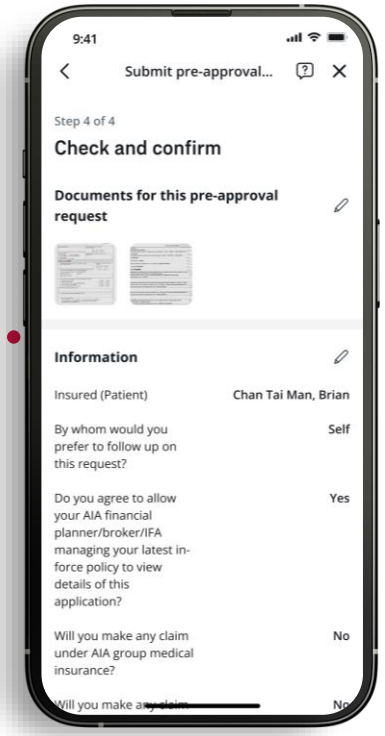
07 If you have selected Cashless Service, input the credit card information and the cardholder's signature



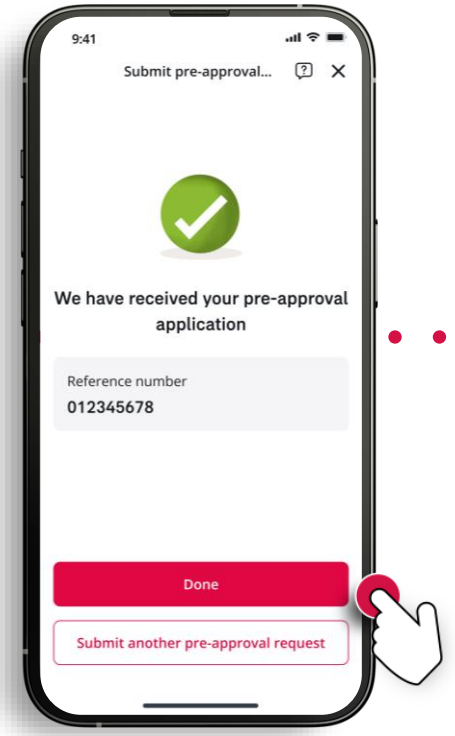
Back to menu

Submit pre-approval application (Applicable to all AIA individual medical plans)

08 Review your application details



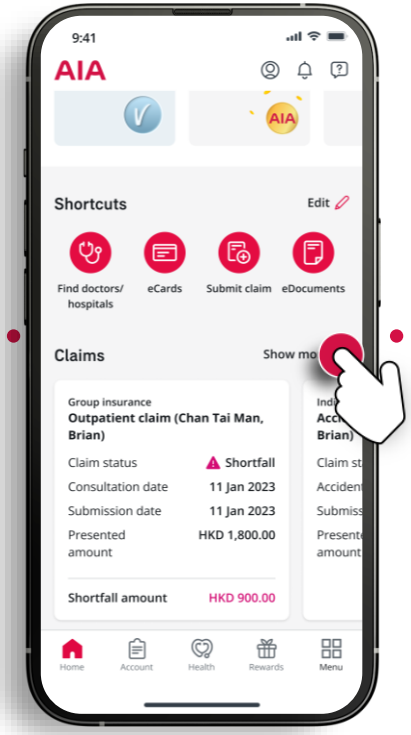
09 Application successfully submitted



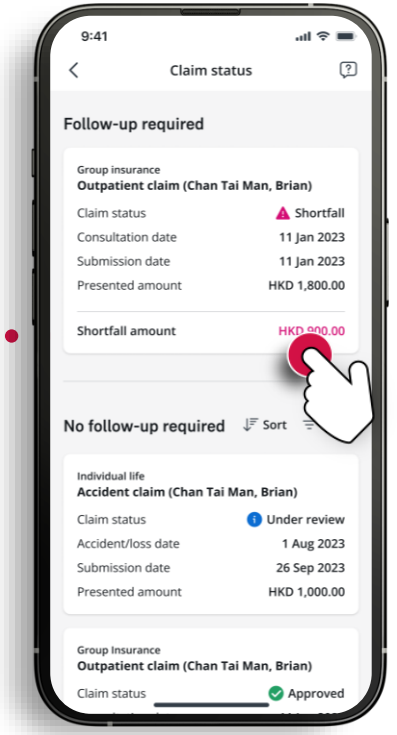
Back to menu

Pay medical shortfall (Group insurance)

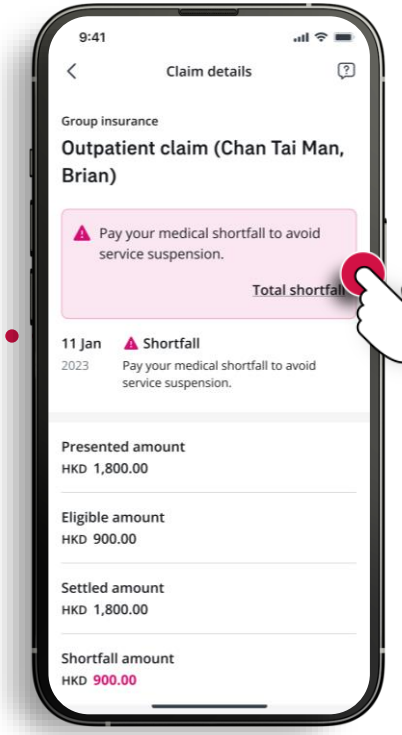
01 Click “Show more” on “Claims” section on AIA+ homepage



02 You can see all the claim records



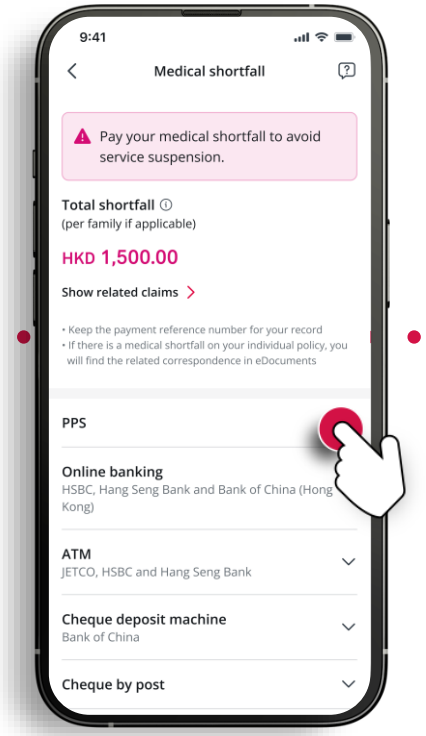
03 Click “Total shortfall” on “Claim details” page



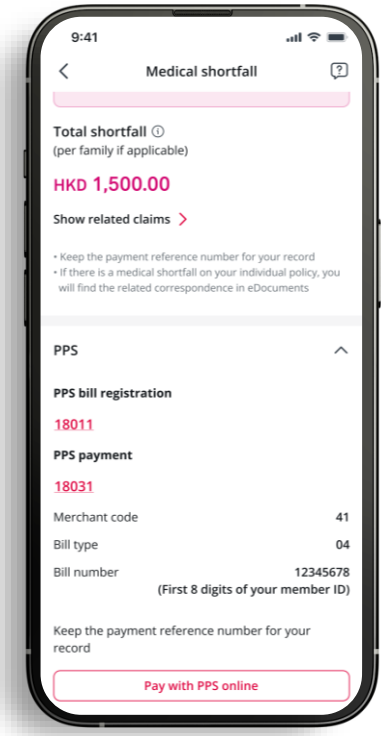
Back to menu

Pay medical shortfall (Group insurance)

04 Check outstanding shortfall and select applicable payment method, e.g., PPS

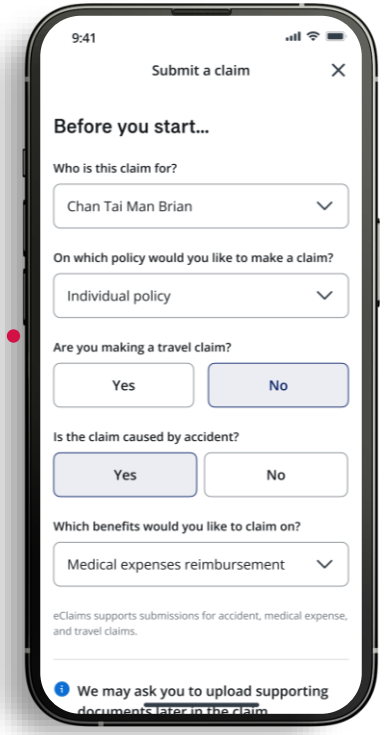


05 Click "Pay with PPS online"

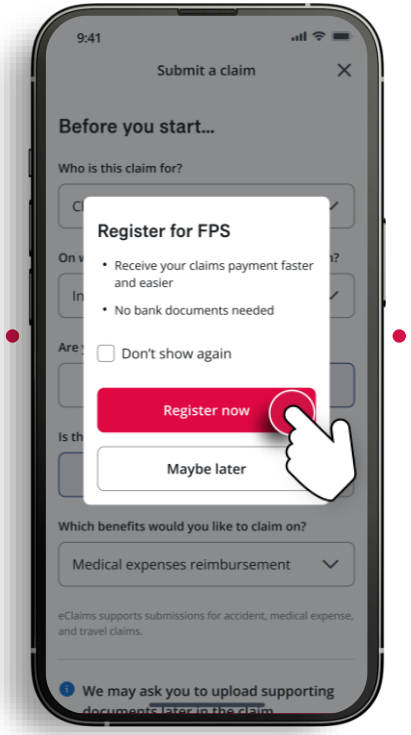


Registration for eClaim payment methods (Individual insurance)

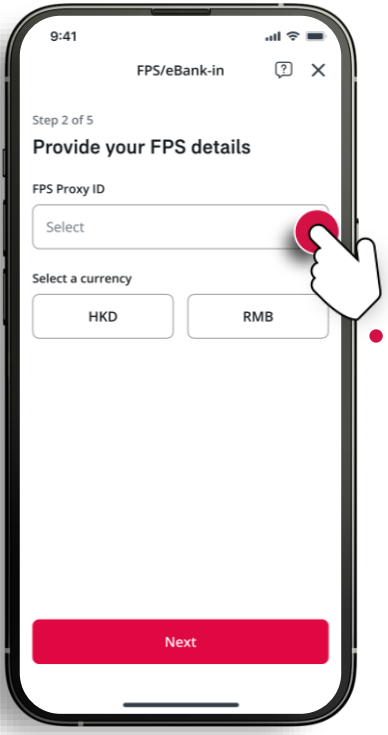
01 You can register for the eClaim payment methods when you start to submit a claim



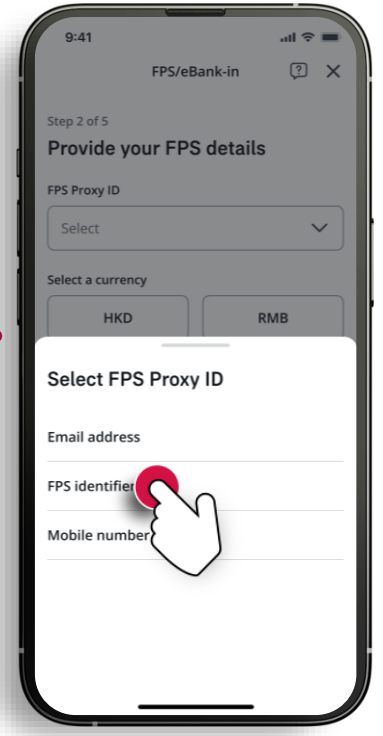
02 Click "Register now"



03 Click "Select" under "FPS Proxy ID"



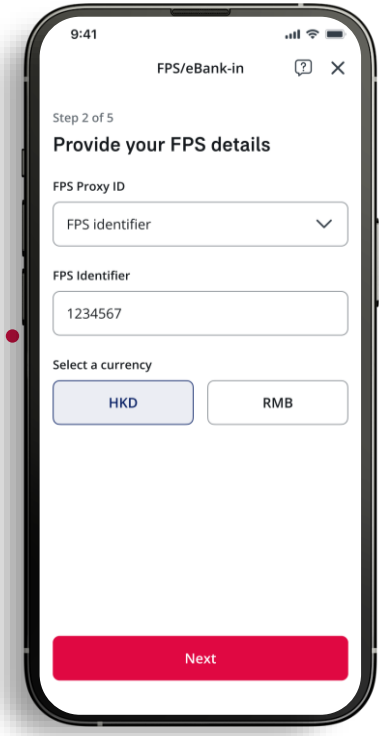
04 Select FPS proxy ID, e.g. "FPS identifier"



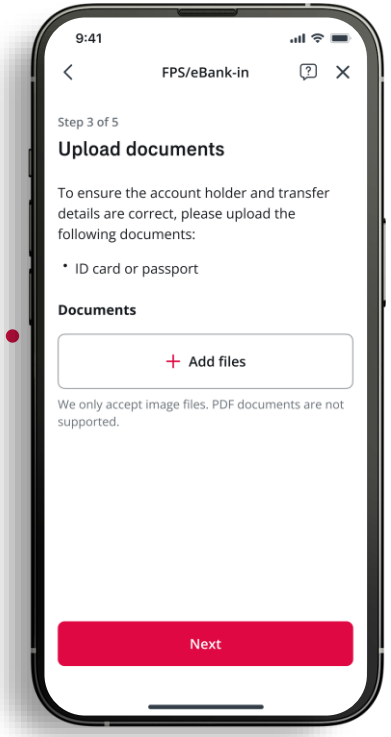
Back to menu

Registration for eClaim payment methods (Individual insurance)

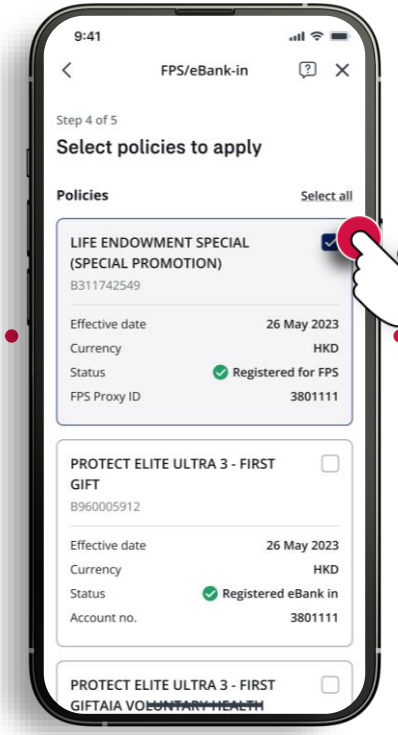
05 Fill in your FPS identifier



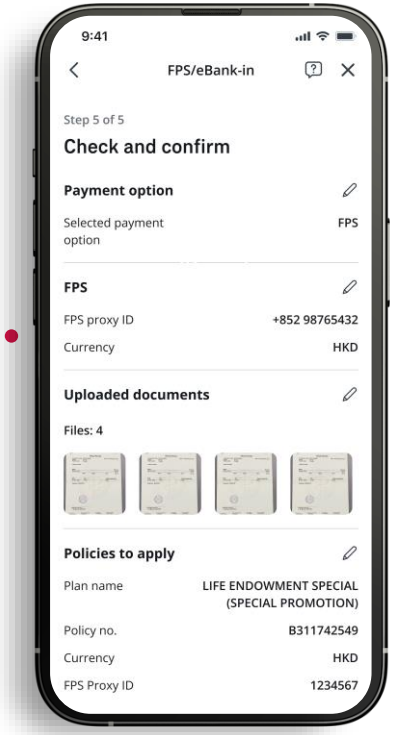
06 Upload documents



07 Select polices to apply payment method



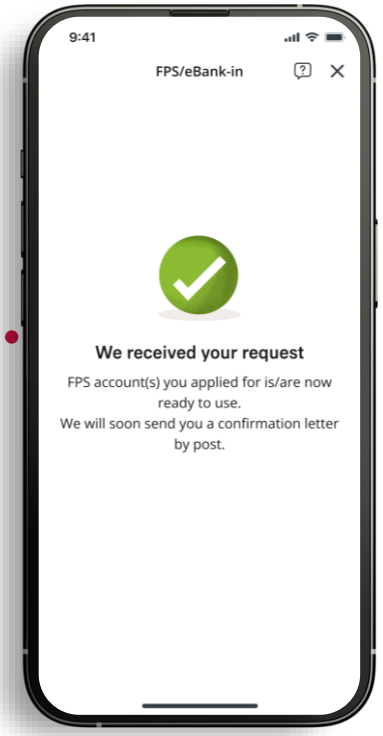
08 Check and confirm



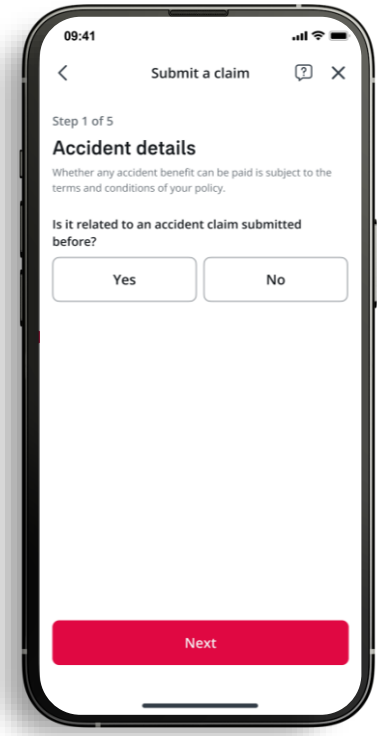
Back to menu

Registration for eClaim payment methods (Individual insurance)

09 Request successfully submitted



10 You will be redirected to "Submit a claim" page



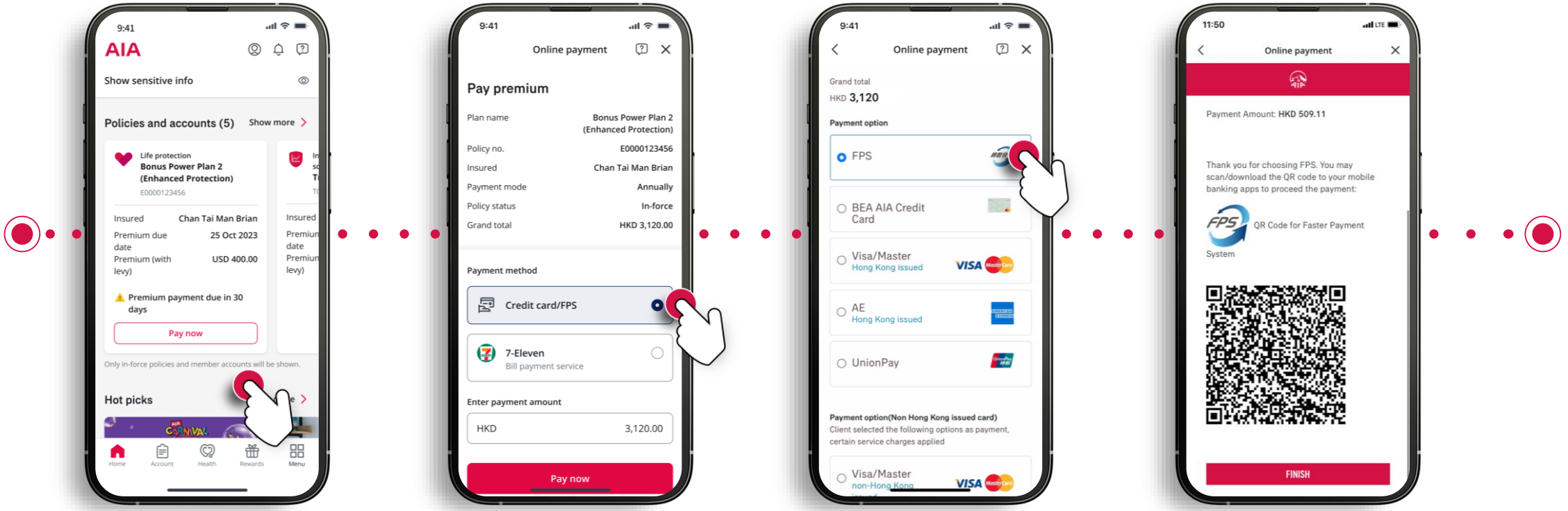
Settle the premium payment with FPS (Individual insurance)

01 Click “Pay now” on “Policy and accounts” section on AIA+ homepage

02 Click “Credit card/FPS”

03 Choose “FPS”

04 Follow the instruction to complete payment



Remark: Applicable to paying AIA Vitality membership fee

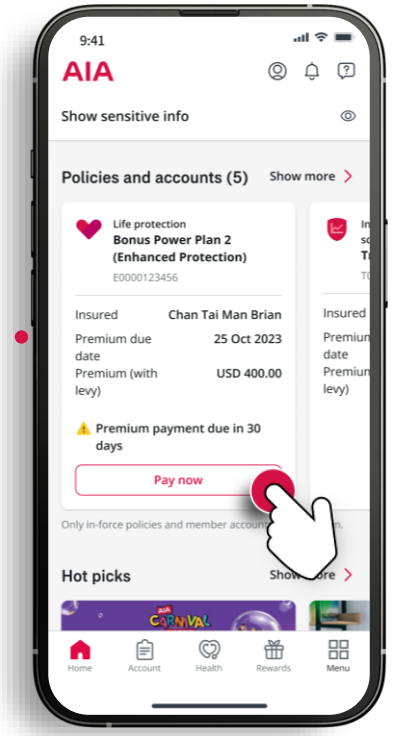
Settle the premium payment with credit card (Individual insurance)

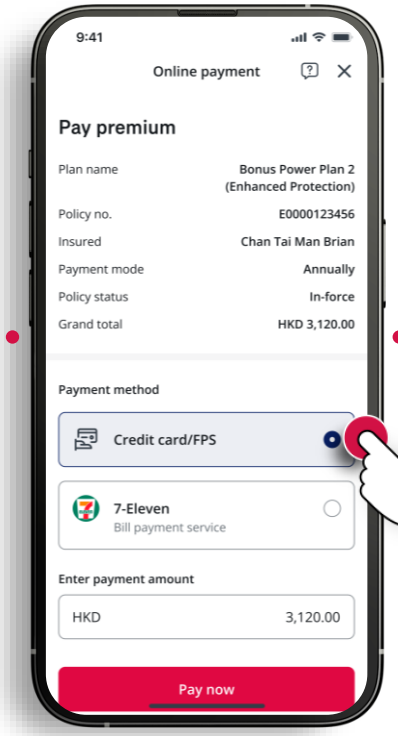
01 Click “Pay now” on “Policy and accounts” section on AIA+ homepage

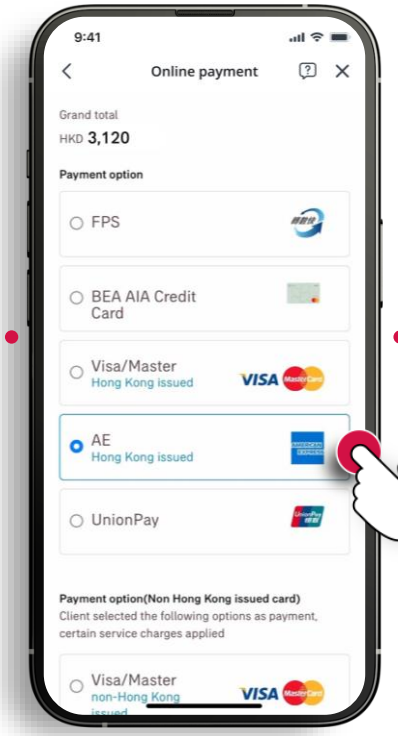
02 Click “Credit card/FPS”

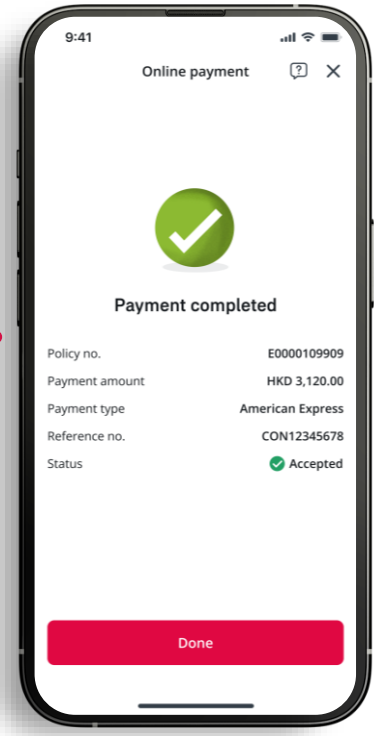
03 Choose your credit card option, and fill in the credit card details to pay

04 Payment completed





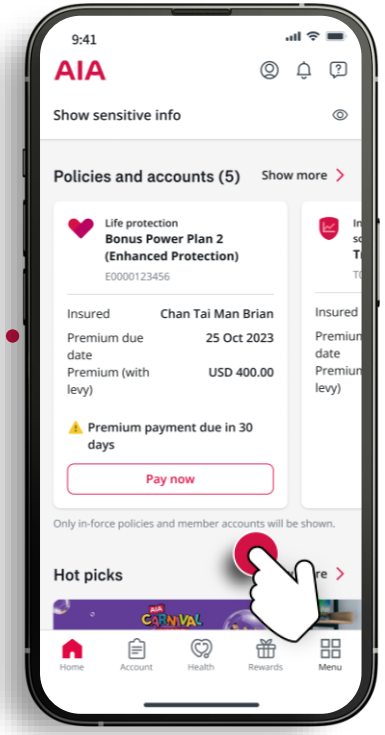




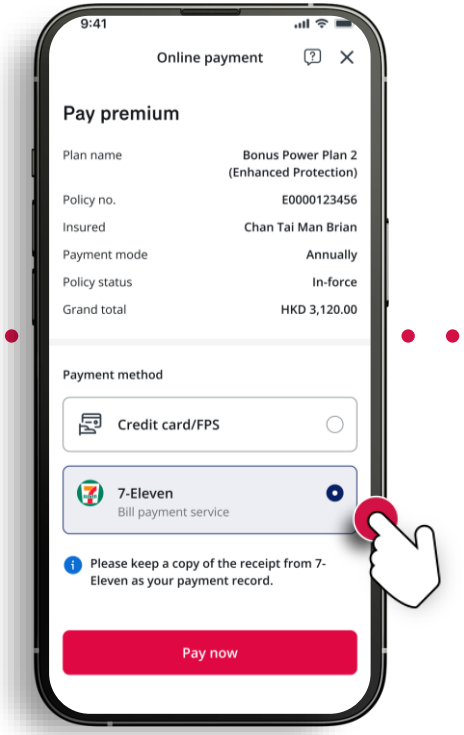
Remark: Applicable to paying AIA Vitality membership fee

Settle the premium payment at 7-Eleven (Individual insurance)

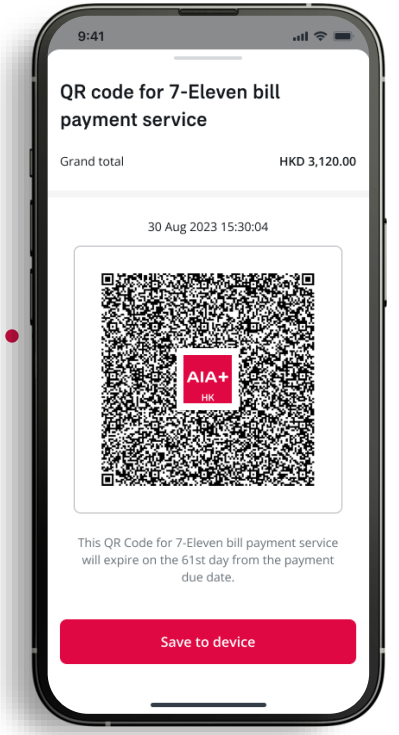
01 Click “Pay now” on “Policy and accounts” section on AIA+ homepage



02 Choose “ 7-Eleven”



03 Show QR code to 7-Eleven when you are paying



Remark: Applicable to paying AIA Vitality membership fee

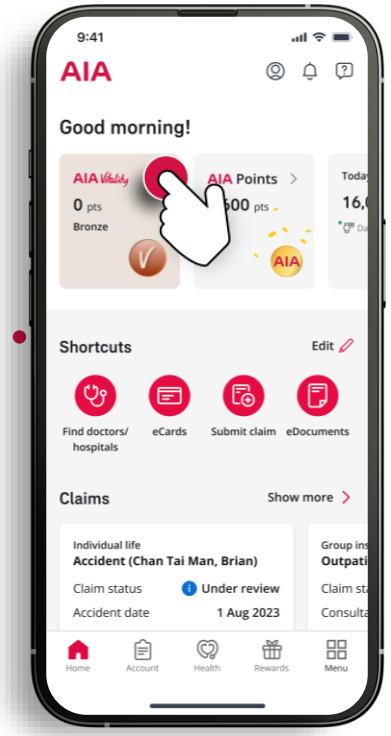
Link devices (iOS system)

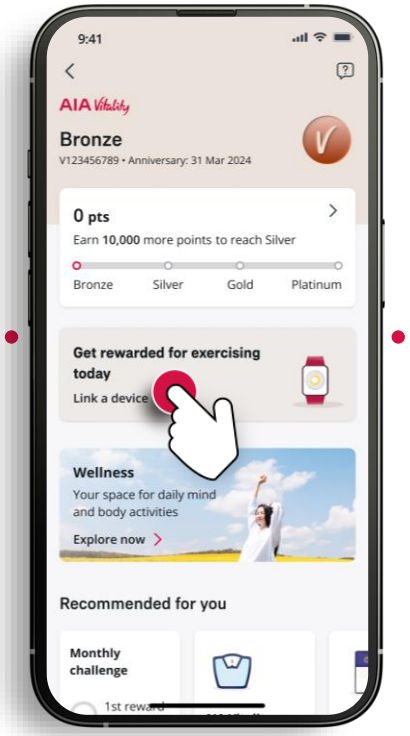
01 Click “AIA Vitality” on AIA+ homepage

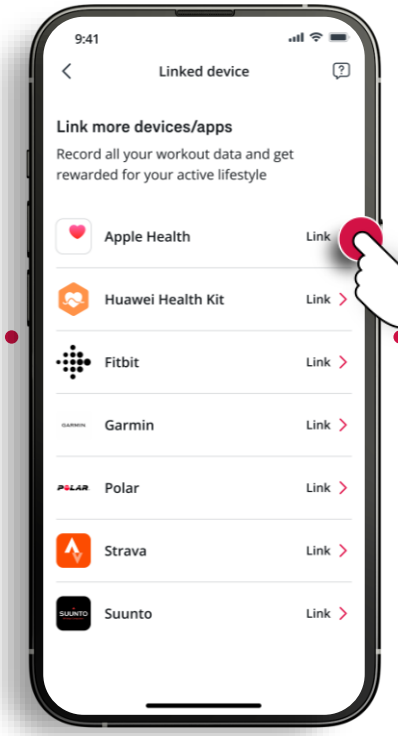
02 On the “AIA Vitality” page, click “Link a device”

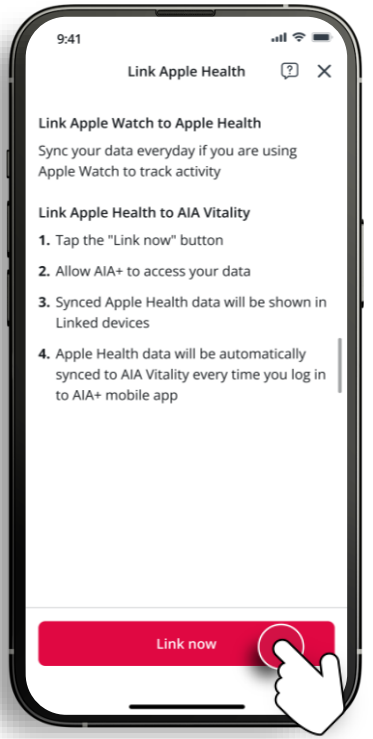
03 Take the example of iOS system, click “Link” on “Apple Health”

04 Click “Link Now”





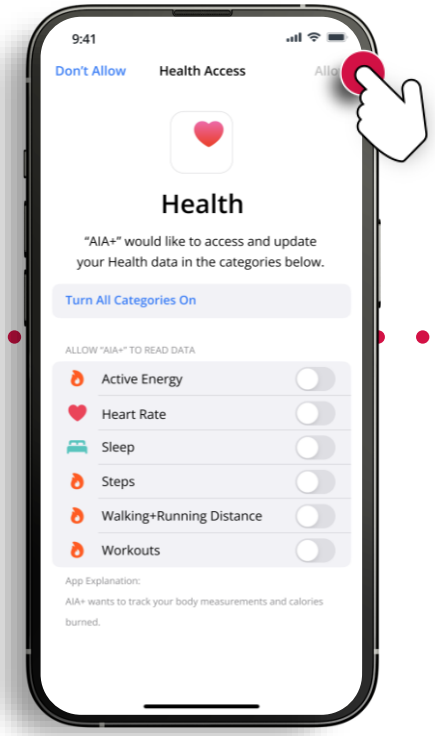




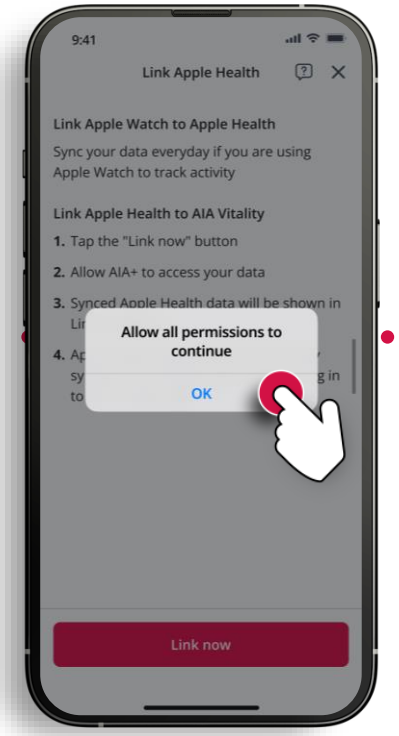
Back to menu

Link devices (iOS system)

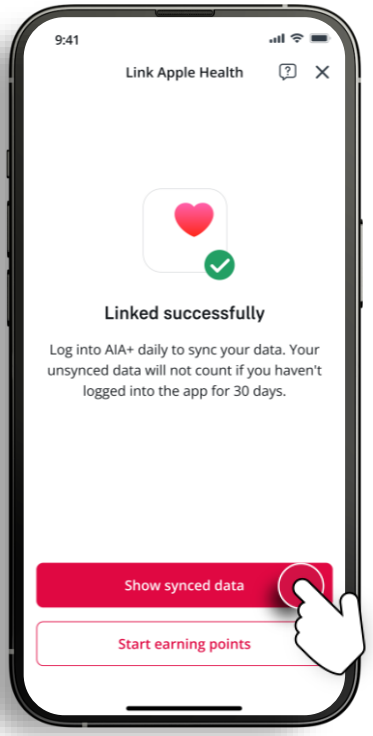
05 Tap “Allow” after select categories



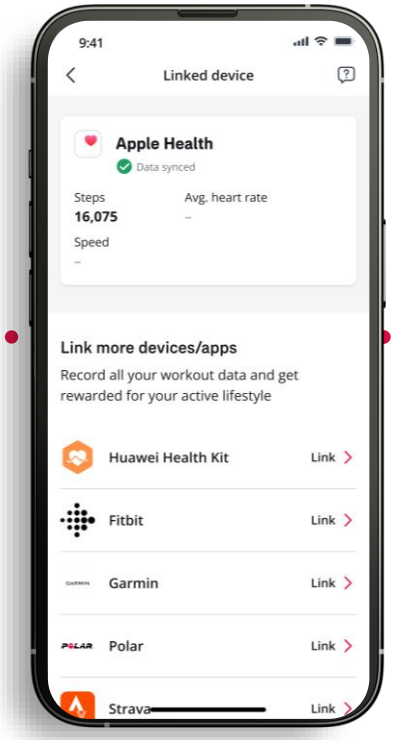
06 Click “OK”



07 Tap “Show synced data”



08 You can check your health data



Back to menu

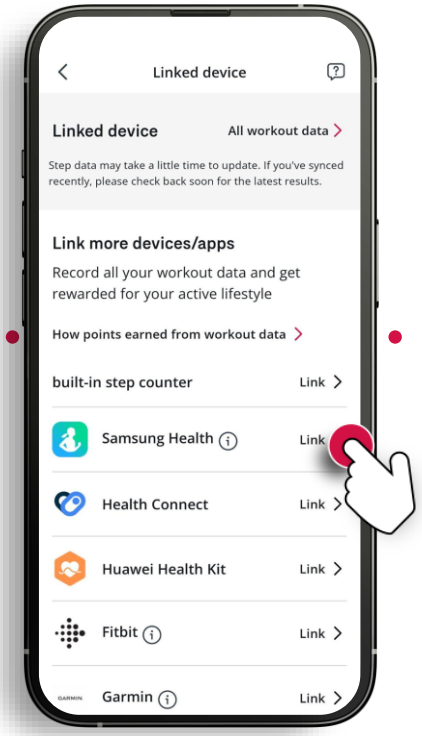
Link devices (Android system)

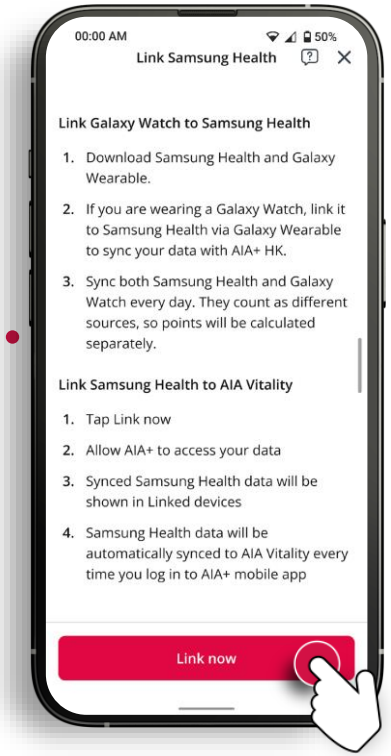
01 Take the example of Android system, click “Link“ on “Samsung Health”

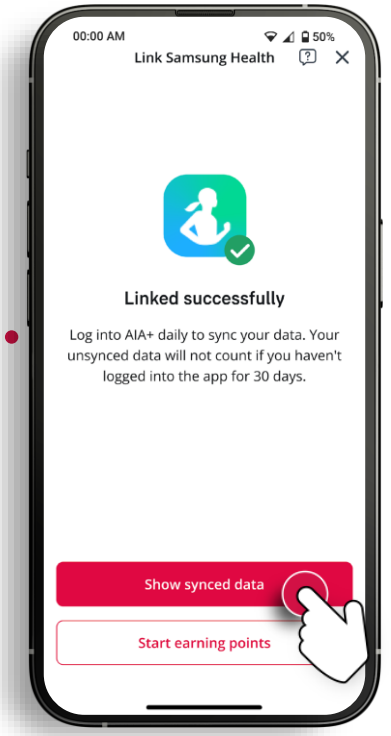
02 Click “Link Now” and allow access data

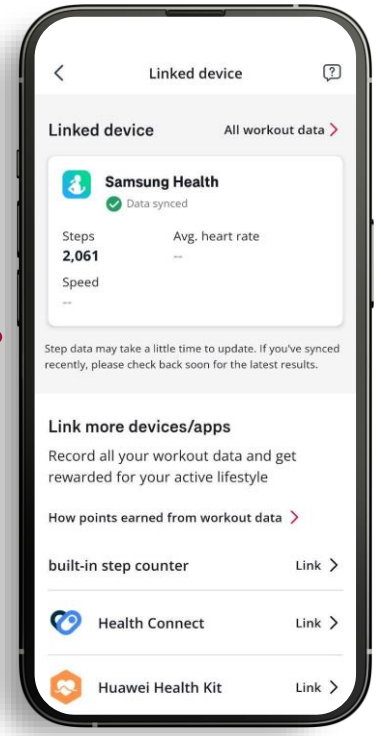
03 After allowing permission automatically return to this page and click “Show synced data”

04 You can check your health data









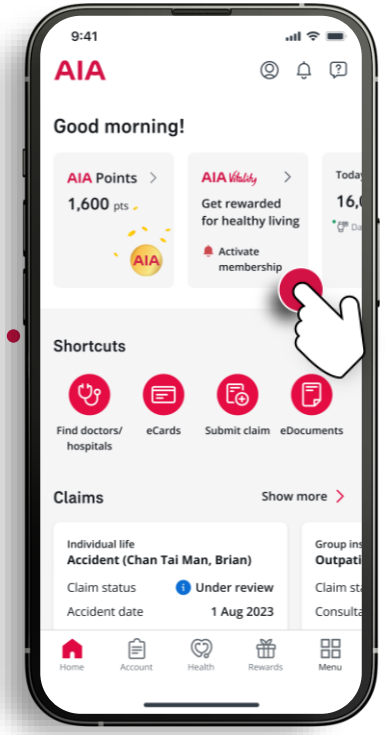
Activate AIA Vitality membership for group insurance account

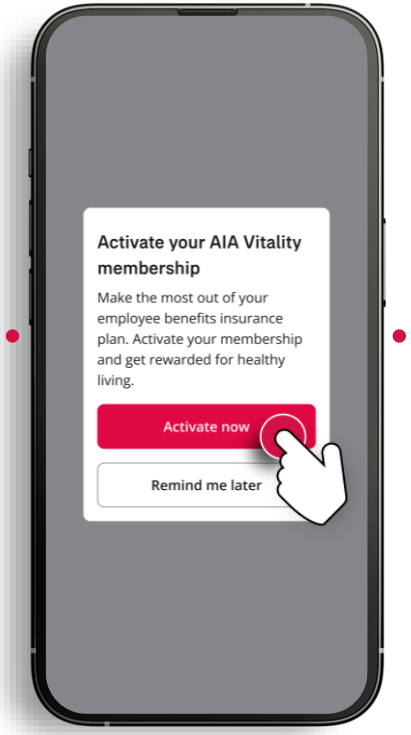
01 After linking your group policy, click "AIA Vitality" on AIA+ homepage

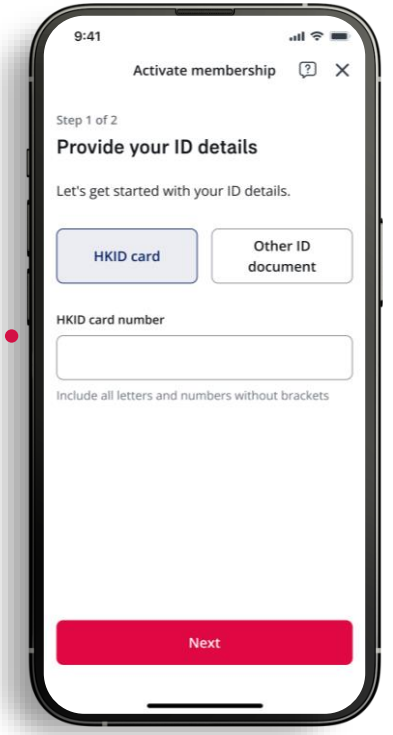
02 Click "Activate now"

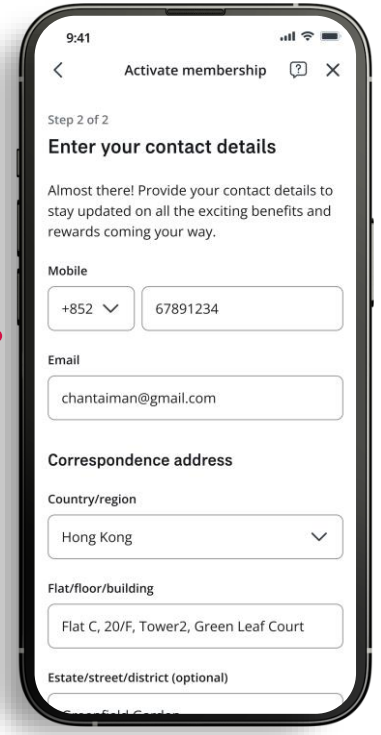
03 Enter ID numbers

04 Enter contact details





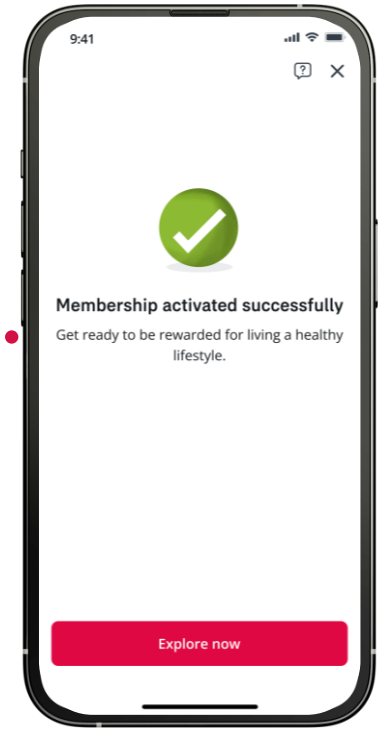




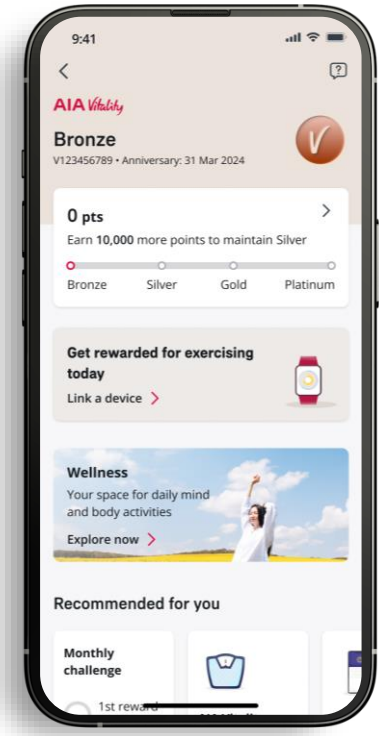
Back to menu

Activate AIA Vitality membership for group insurance account

05 Membership activated successfully

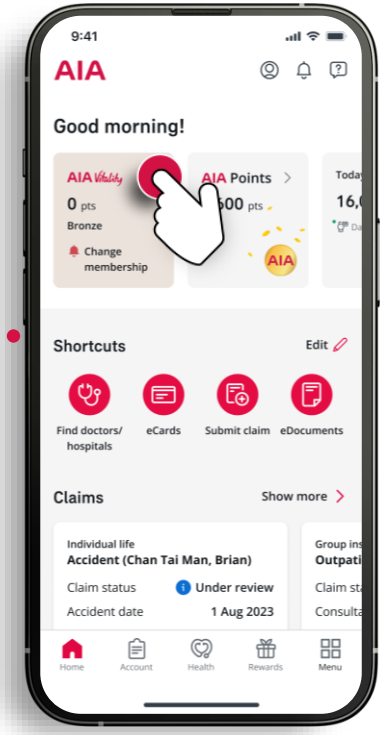


06 You can use AIA Vitality now

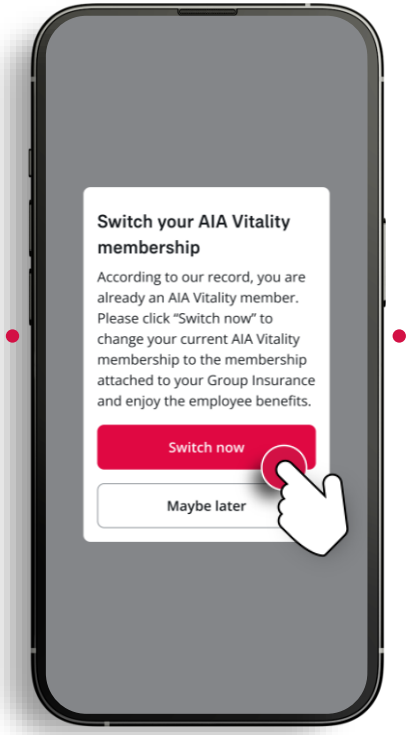


Change AIA Vitality membership

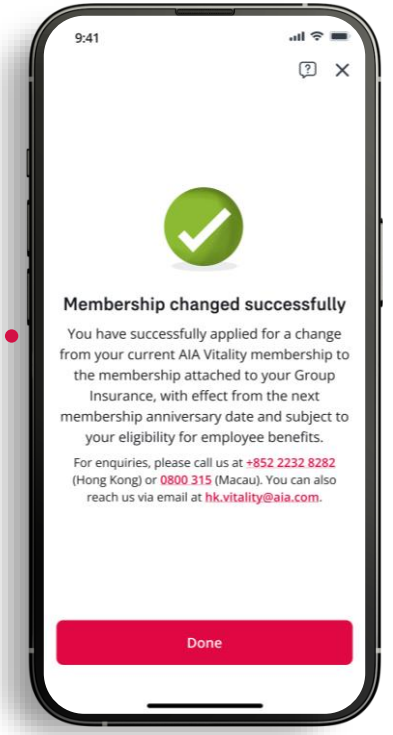
01 If you are eligible to change membership, click "AIA Vitality" on AIA+ homepage



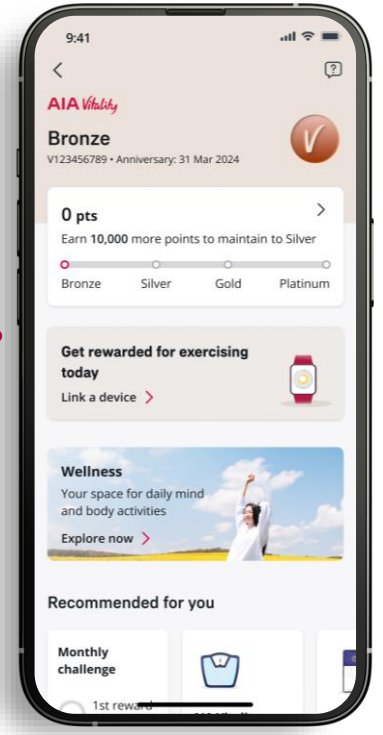
02 Click "Switch now"



03 Membership changed successfully



04 You can use AIA Vitality now



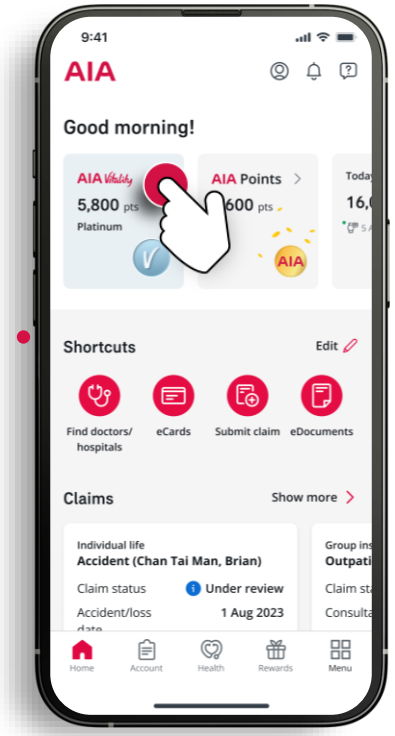
Complete AIA Vitality assessment

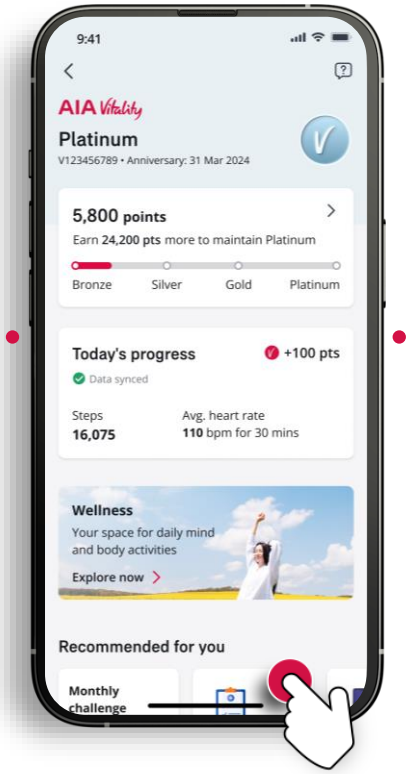
01 Click “AIA Vitality” on AIA+ homepage

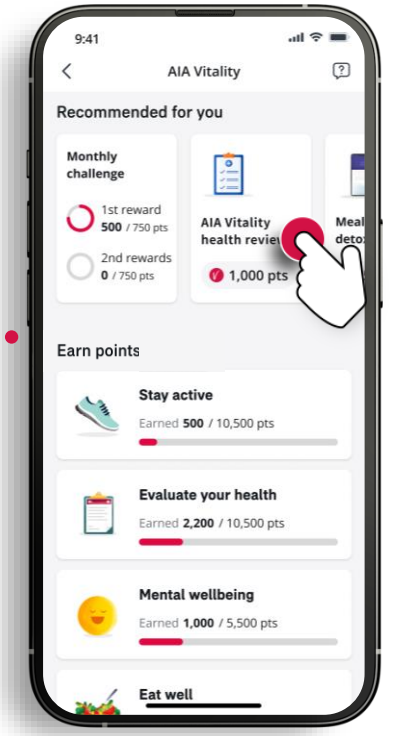
02 Scroll down to “Recommended for you” / “Earn points” on “AIA Vitality” page

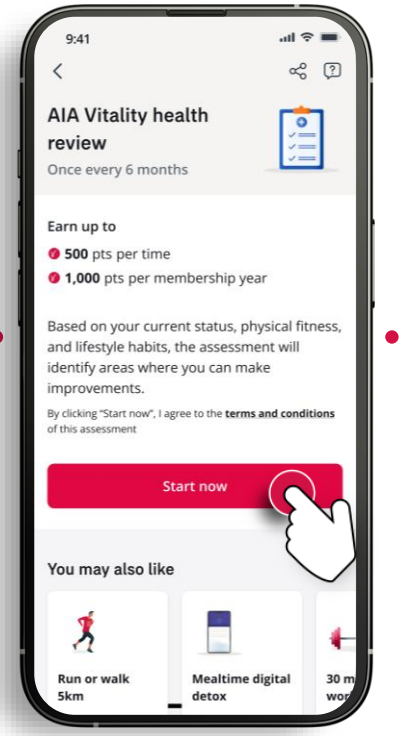
03 Select assessments

04 Tap “Start now”





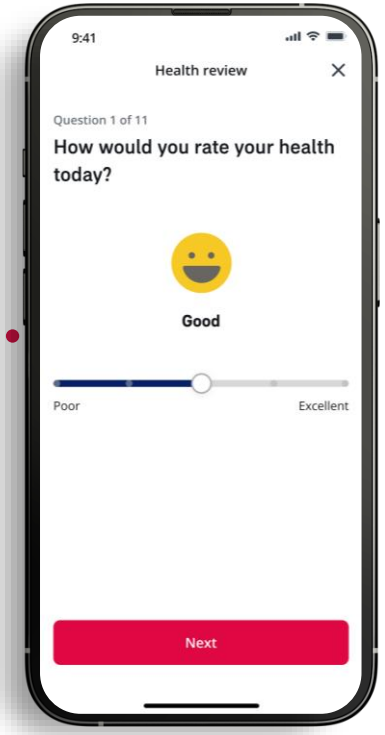




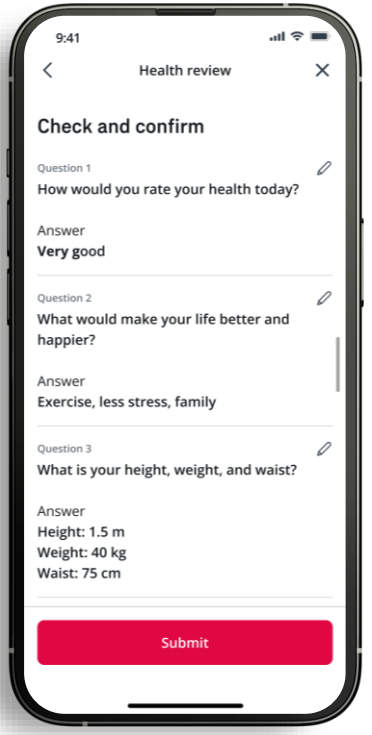
Back to menu

Complete AIA Vitality assessment

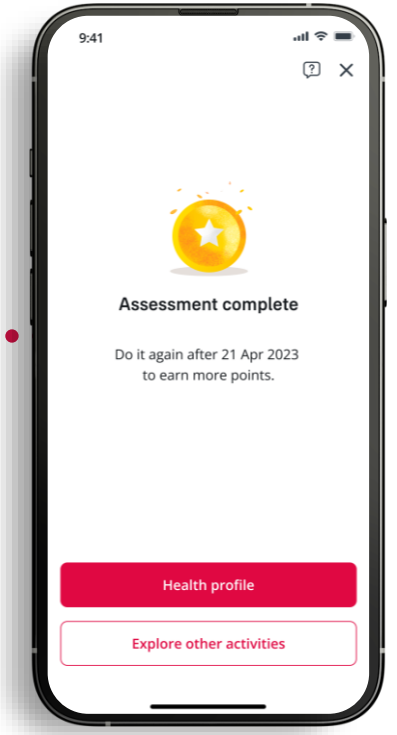
05 Complete assessment questions



06 Check and confirm



07 Assessment completed



Back to menu

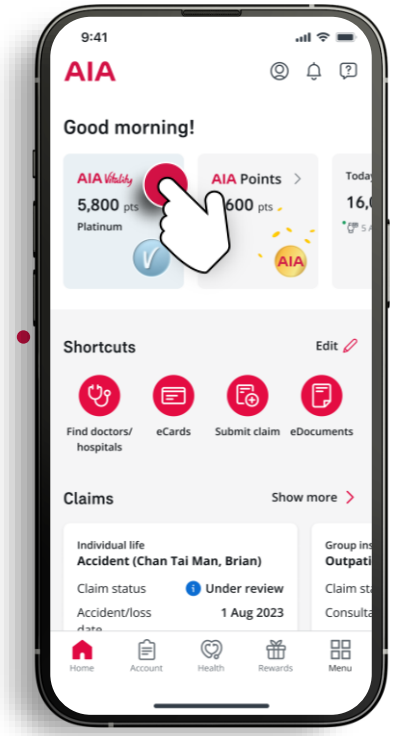
Join challenges of AIA Vitality to earn points

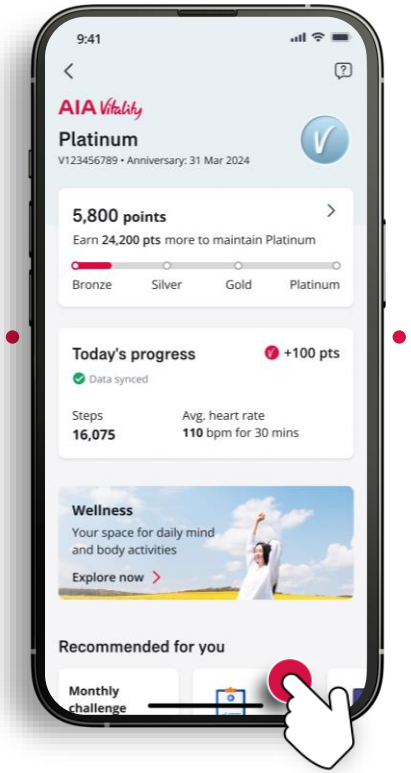
01 Click “AIA Vitality” on AIA+ homepage

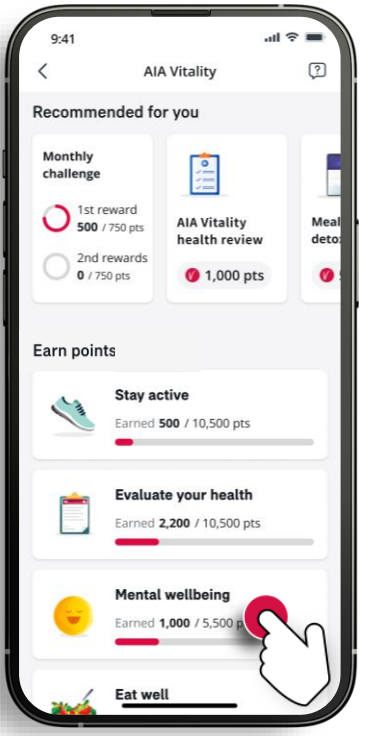
02 Scroll down to “Recommended for you” / “Earn points” on “AIA Vitality” page

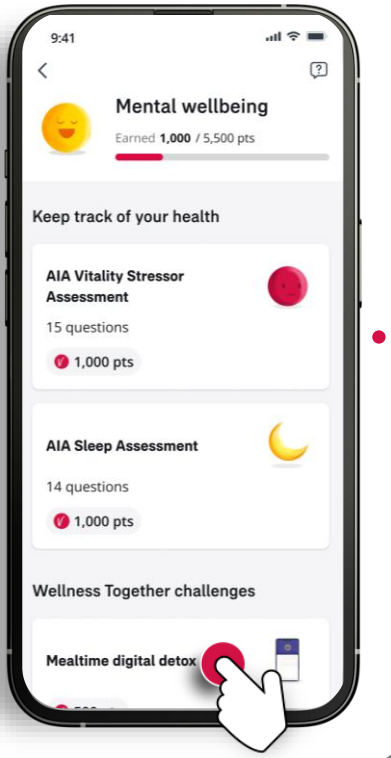
03 Select a challenge, e.g., “Mental wellbeing”

04 Take the example of “Mealtime digital detox”





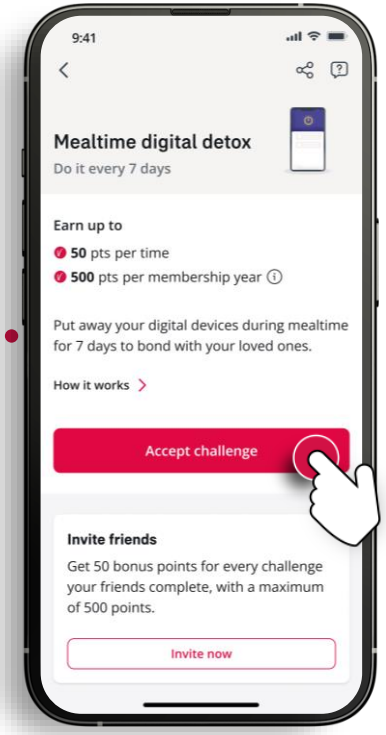




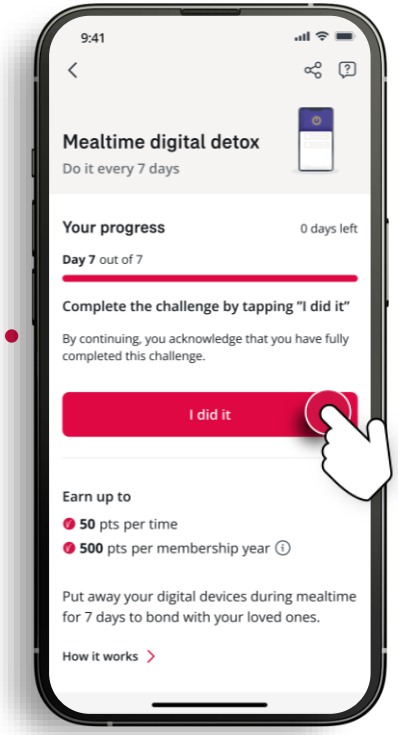
Back to menu

Join challenges of AIA Vitality to earn points

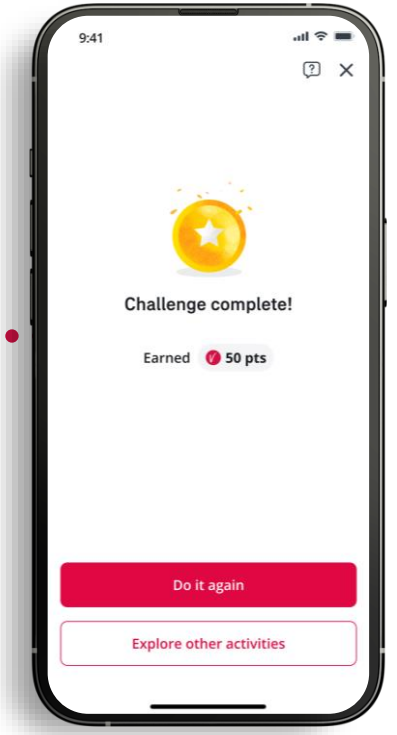
05 Tap “Accept challenge”



06 When you're done with the challenge, go back to the challenge page and tap “I did it”



07 Challenge completed



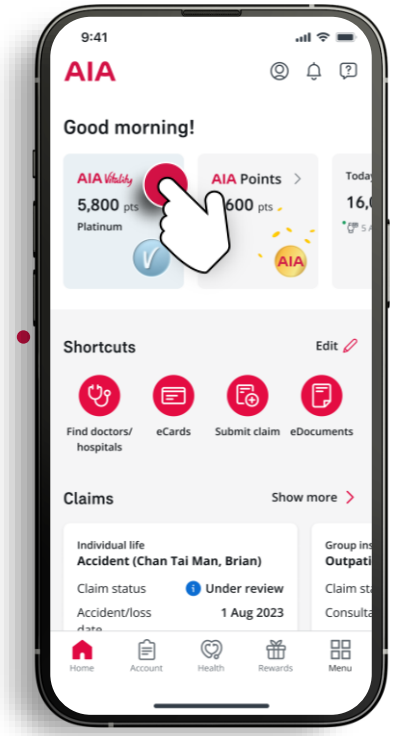
Add AIA Vitality friends (Scan QR code)

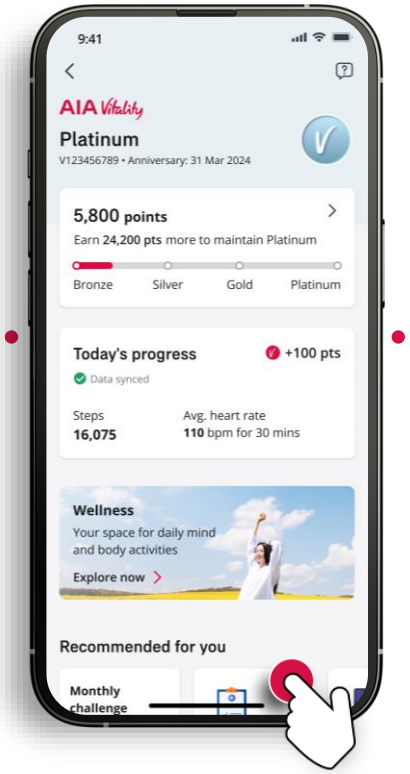
01 Click “AIA Vitality” on AIA+ homepage

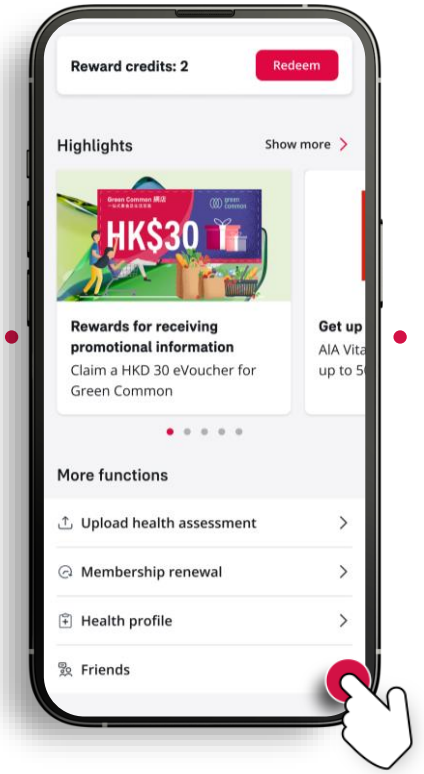
02 Scroll down to the bottom of the “AIA Vitality” page

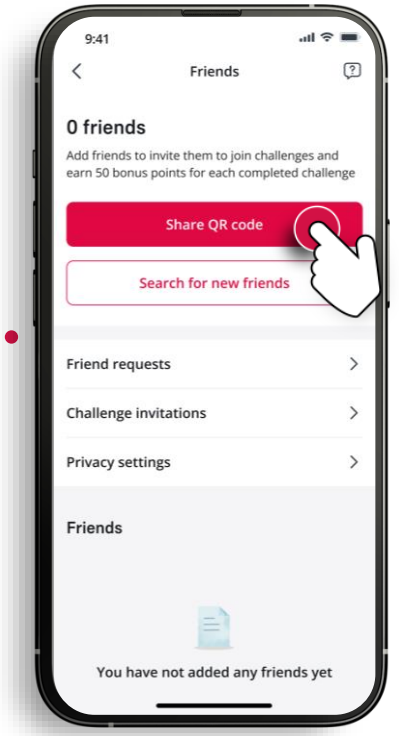
03 Click “Friends” in “More functions” section

04 Select “Share QR code”



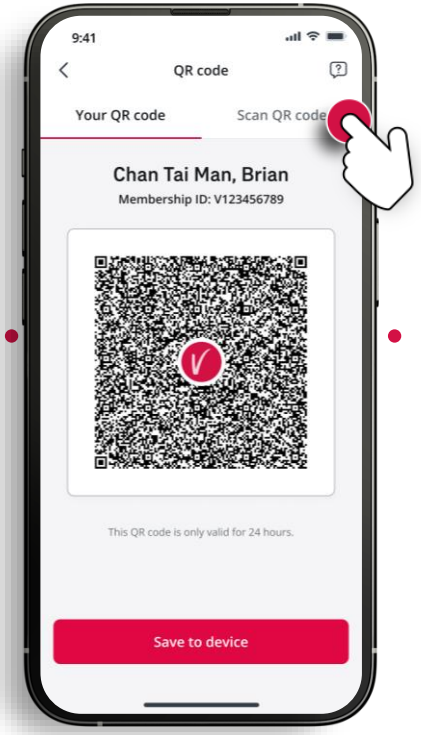






Add AIA Vitality friends (Scan QR code)

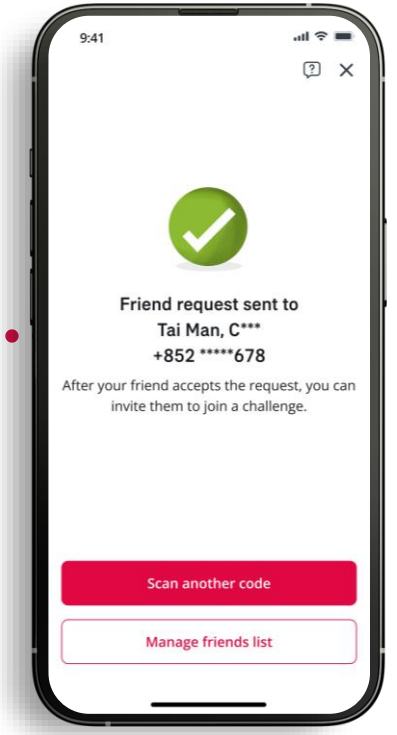
05 Tap “Scan QR code”



06 Scan your friends’ personal QR code, or you can import the image from your device



07 Friend request sent successfully



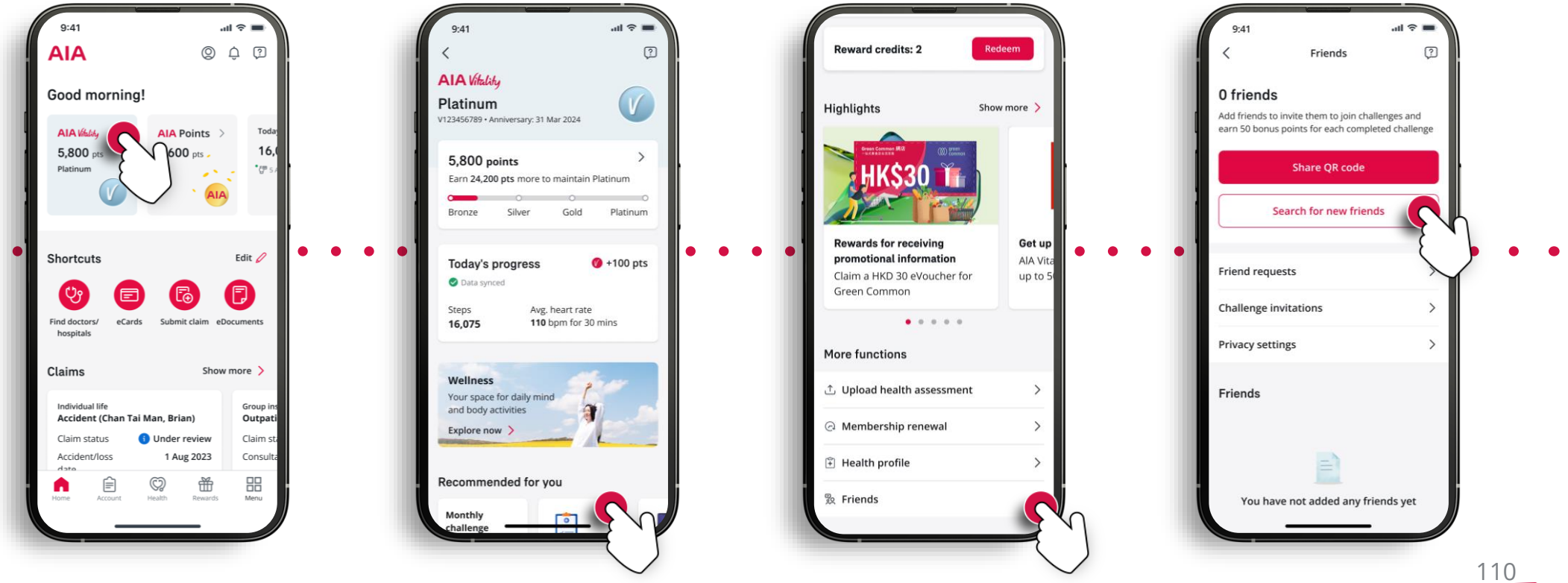
Add AIA Vitality friends (By name or email address)

01 Click “AIA Vitality” on AIA+ homepage

02 Scroll down to the bottom of the “AIA Vitality” page

03 Click “Friends” in “More functions” section

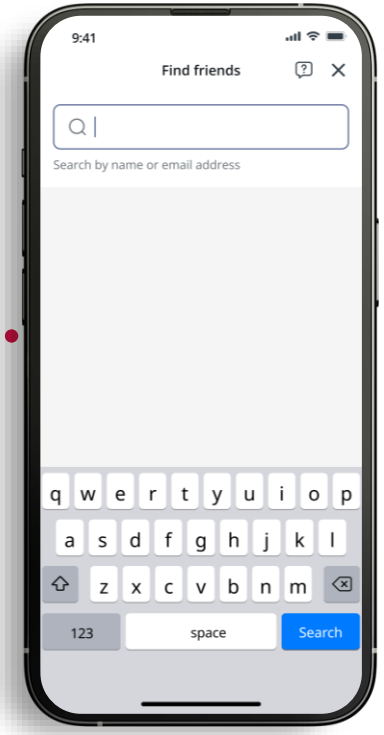
04 Select “Search for new friends”



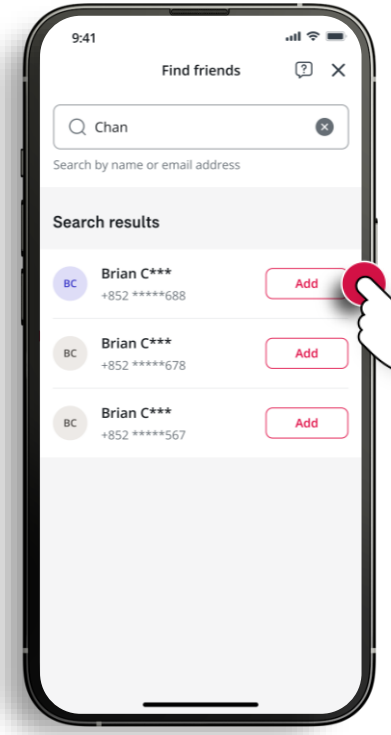
Back to menu

Add AIA Vitality friends (By name or email address)

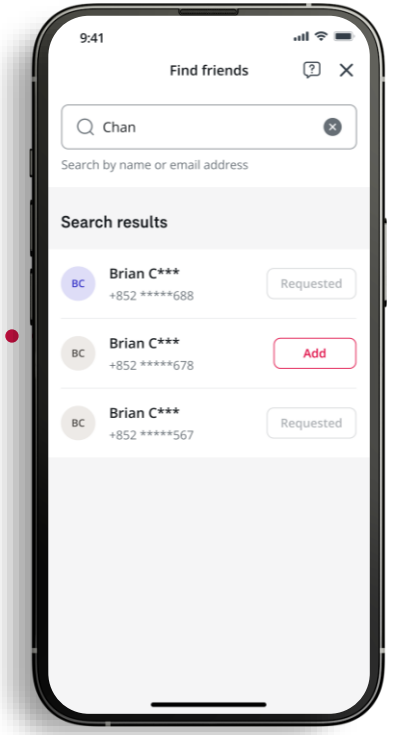
05 Enter your friends name or email address



06 Click “Add”

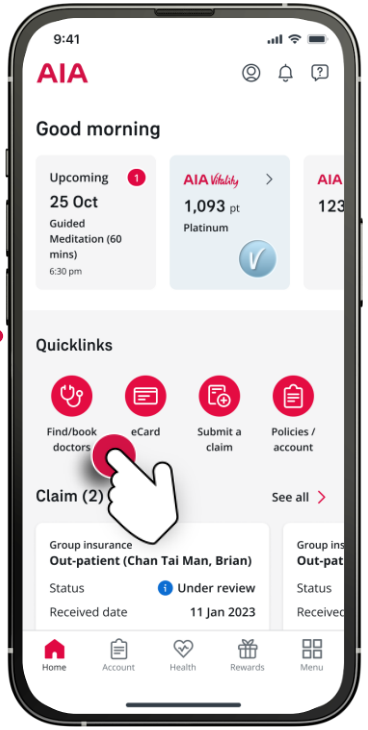


07 Friend request sent successfully

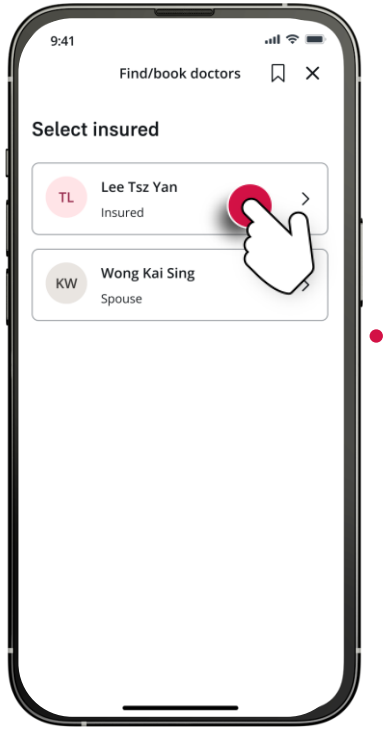


Find doctor to make appointment

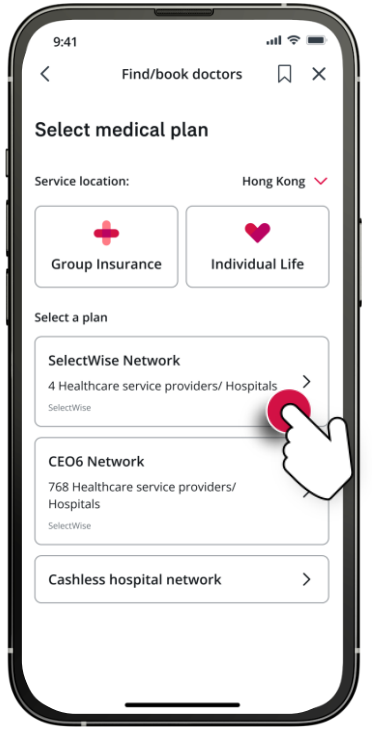
01 Tap “Find/book doctors” on AIA+ homepage



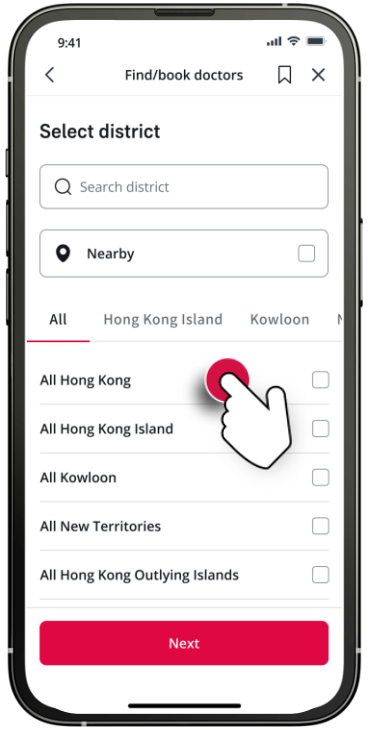
02 Select insured



03 Select medical plan



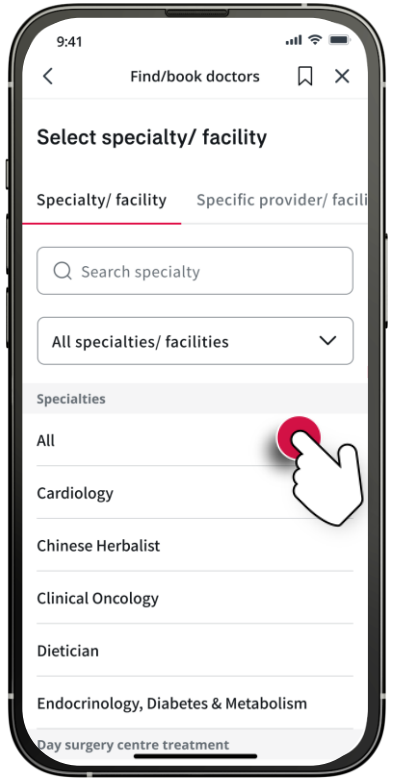
04 Select location



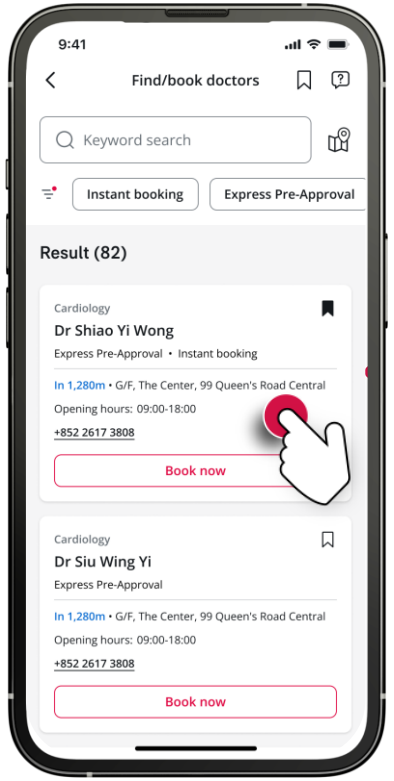
Back to menu

Find doctor to make appointment

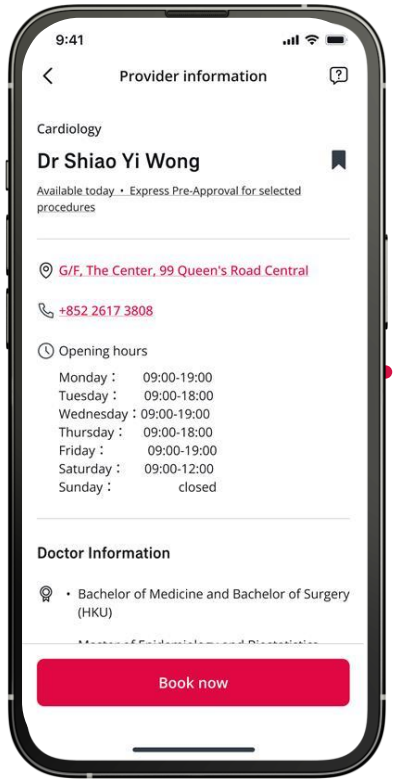
05 Select specialty/facility



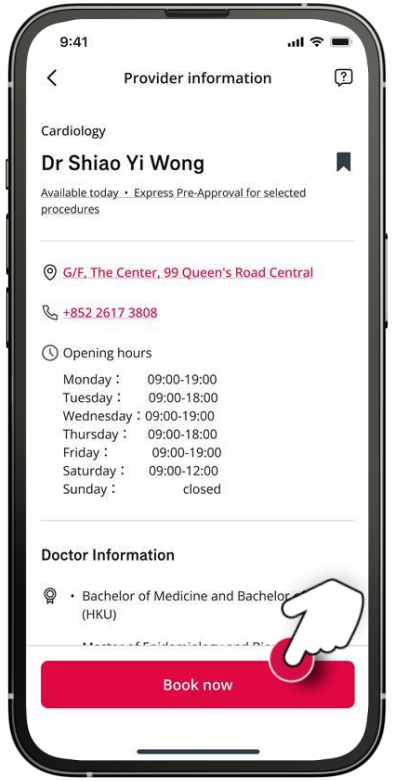
06 Select doctor/hospital



07 View Doctor/Hospital information



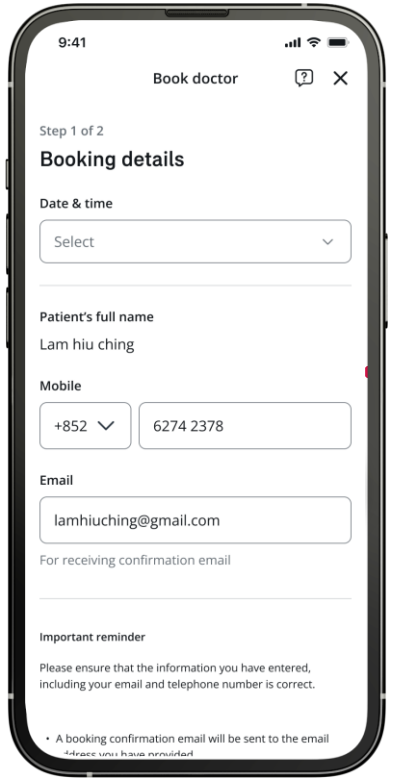
08 Scroll down and tap "Book now"



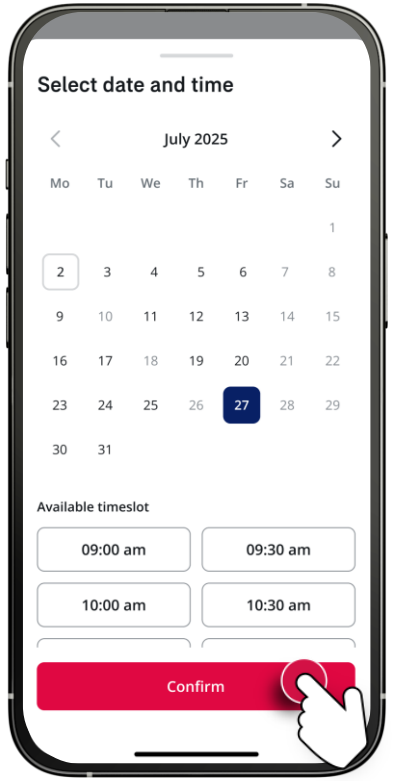
Back to menu

Find doctor to make appointment

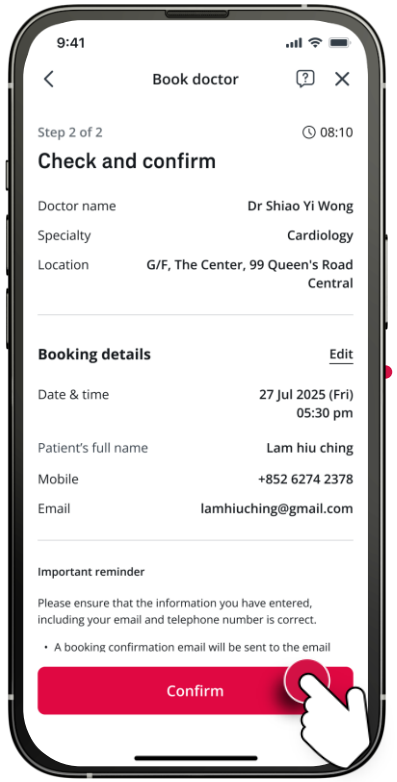
09 Fill in the required information



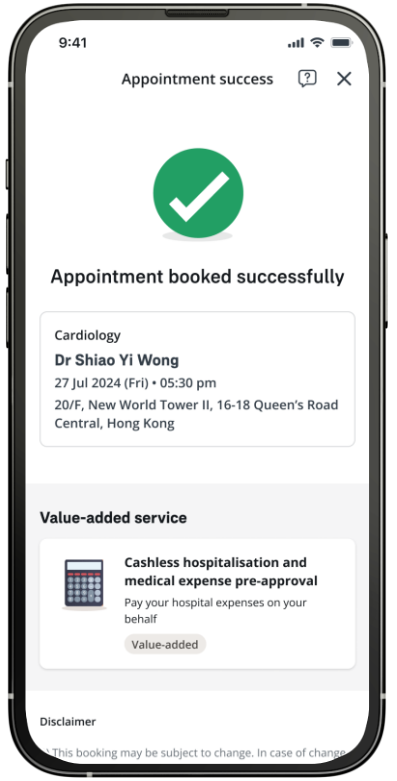
10 Select the date and timeslot



11 Preview the appointment details and tap "Confirm"



12 Booking request was submitted



Back to menu

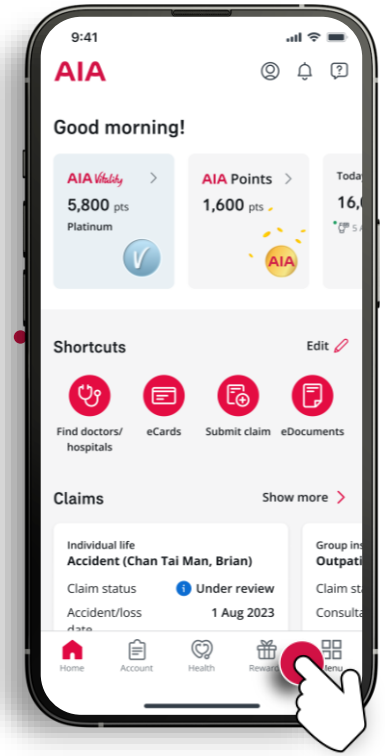
Redeem my rewards of AIA Vitality

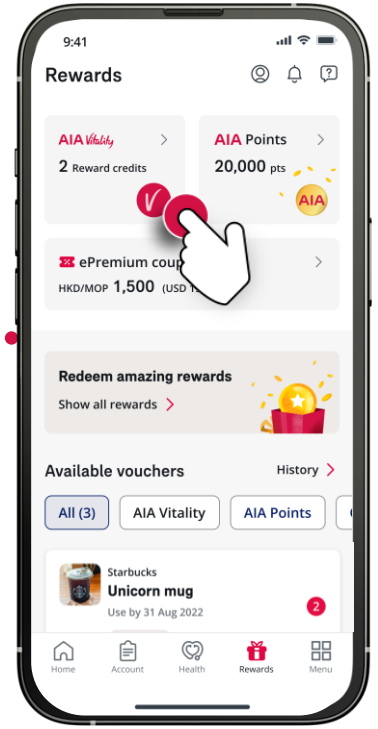
01 Click “Rewards” on AIA+ homepage

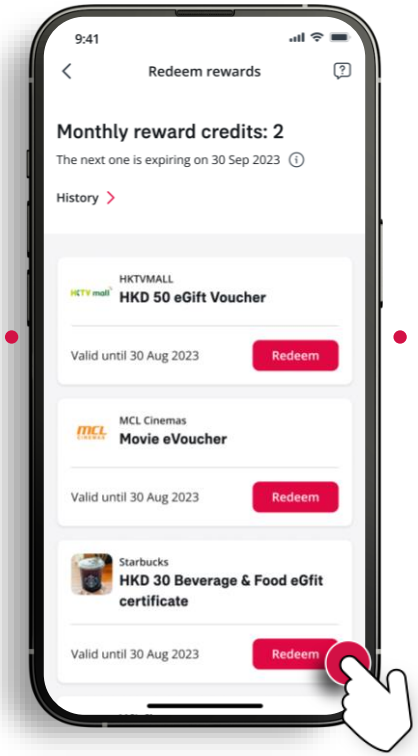
02 Click “AIA Vitality”

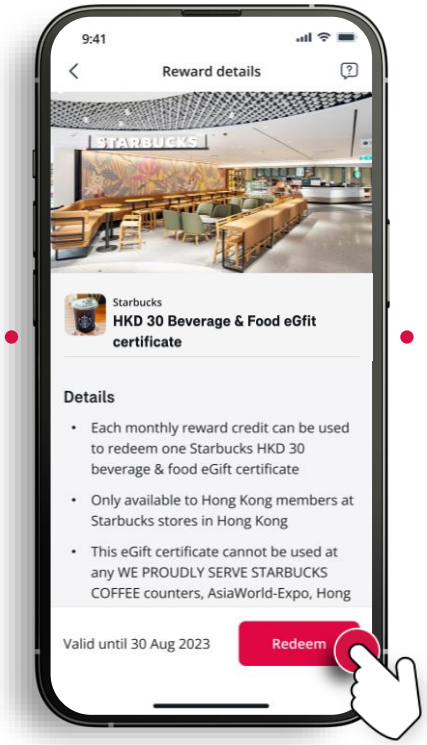
03 Select voucher you would like to redeem

04 Tap “Redeem”





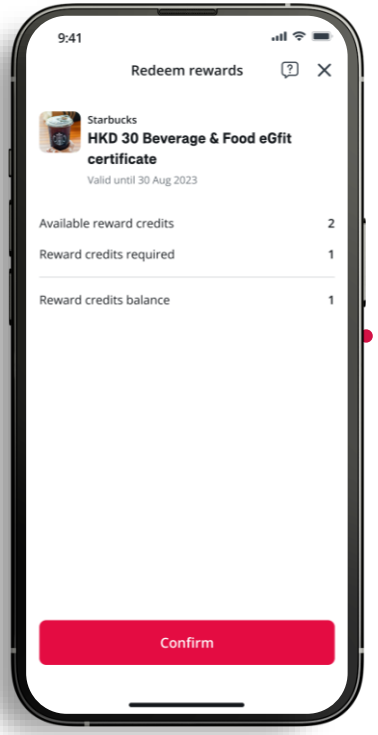




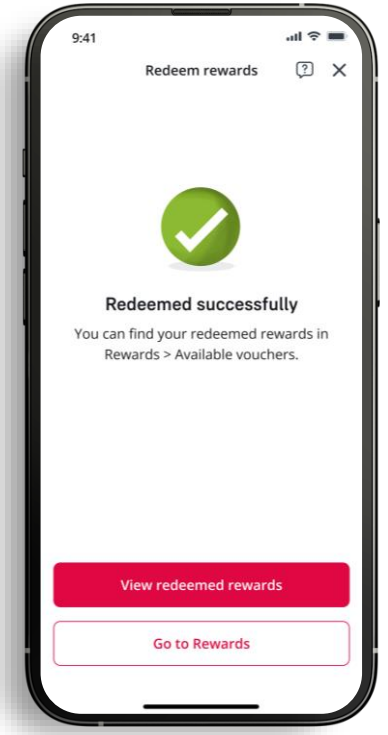
Back to menu

Redeem my rewards of AIA Vitality

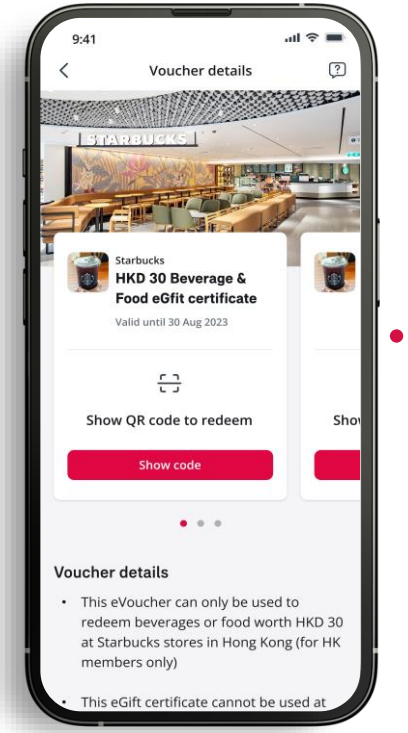
05 Confirm the quantity to redeem, then click “confirm”



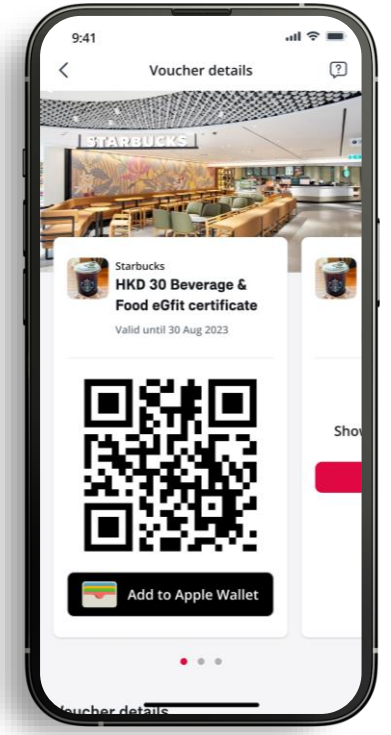
06 Redeemed successfully



07 Click "Show QR code“ / “Show redemption code" in “Voucher details" and redeem the reward according to the redemption method



08 You can also add the voucher to Apple Wallet (or Google Wallet if you are using Android phone)



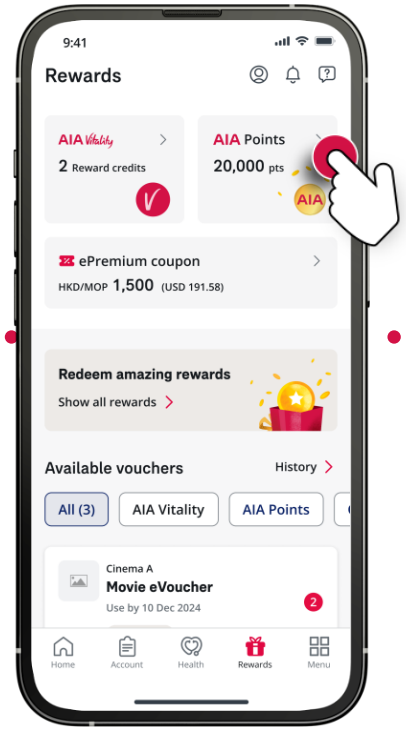
Earn AIA Points

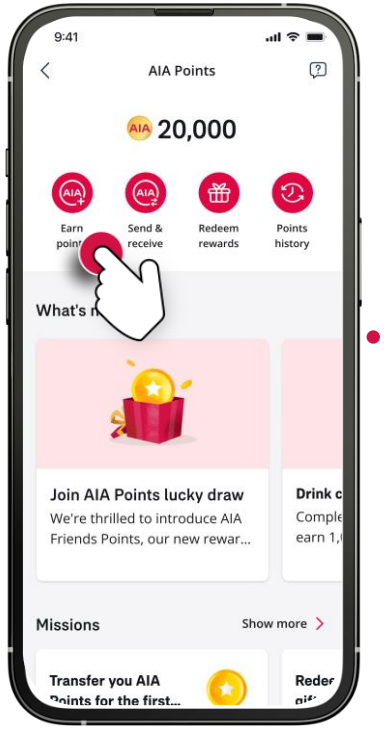
01 On the “Rewards” page, click “AIA Points”

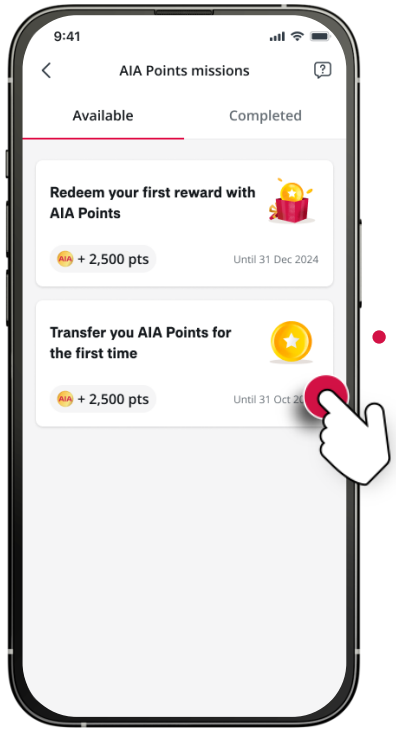
02 Click “Earn points”

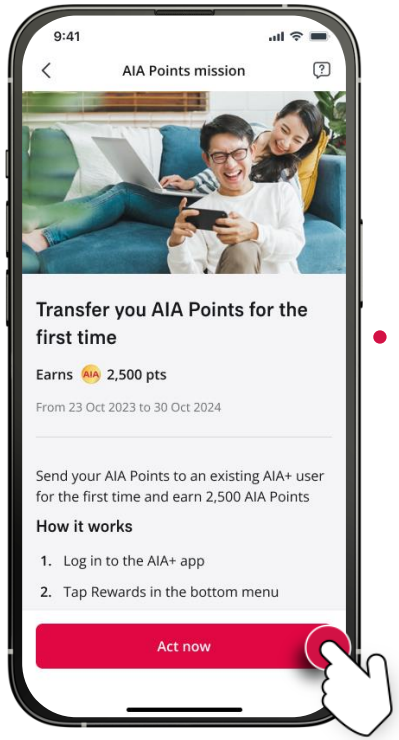
03 Select “Transfer your AIA Points for the first time”

04 Tap “Act now”









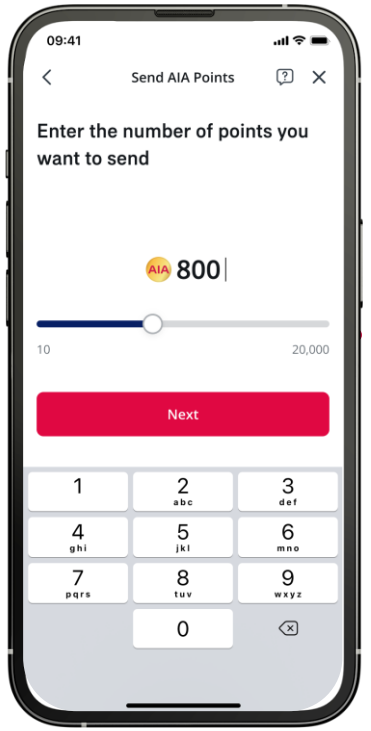
Back to menu

Earn AIA Points

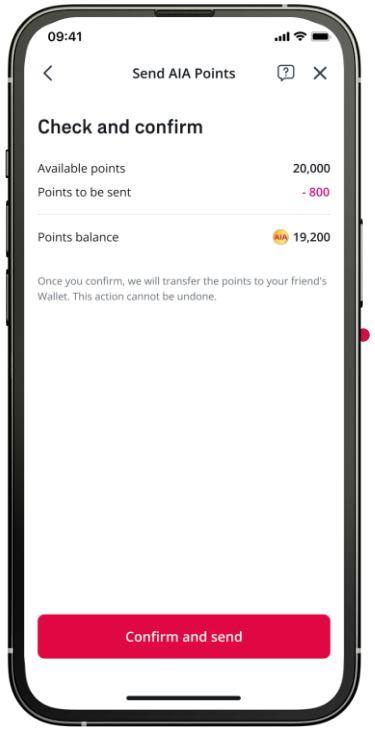
05 Scan the recipient's personal QR code, or you can import the image from your device



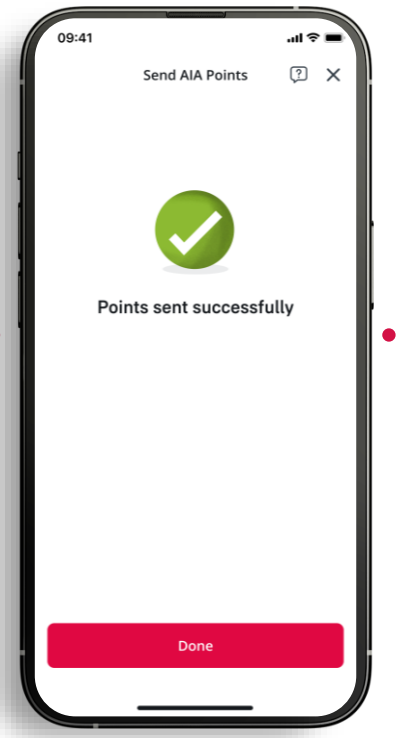
06 Enter the number of points you want to send



07 Check and confirm



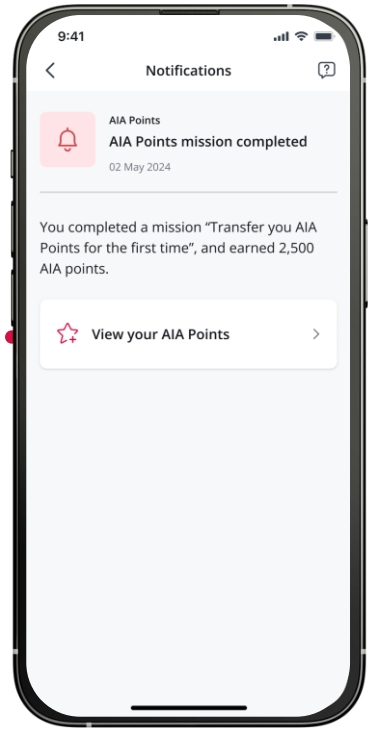
08 Points sent successfully



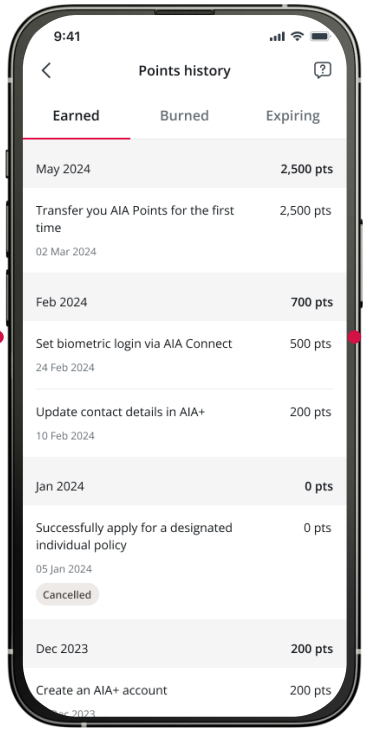
Back to menu

Earn AIA Points

09 You can check the notificati on message for the completion



10 You can also check the points you have earned in "Points history"



Back to menu

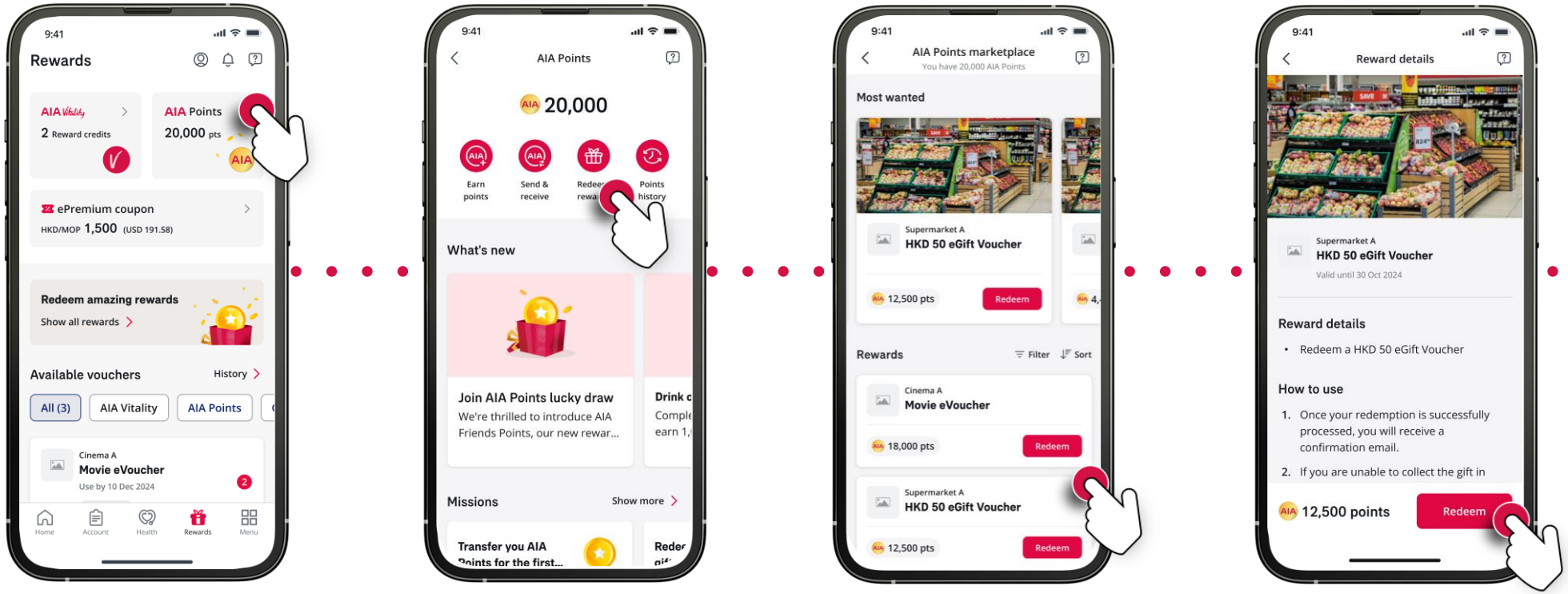
Redeem or use AIA Points

01 On the “Rewards” page, click “AIA Points”

02 Click “Redeem rewards”

03 Choose the reward that you would like to redeem

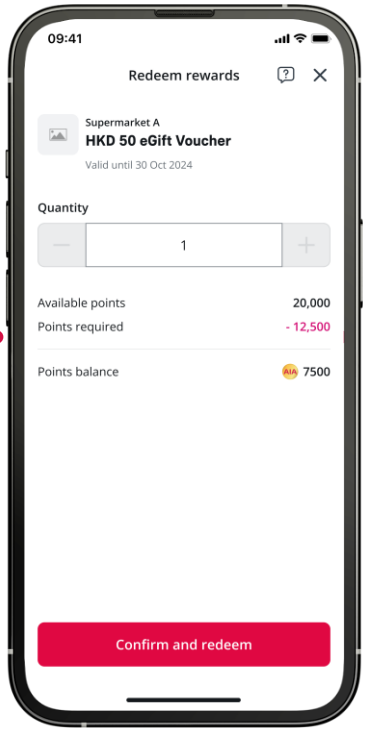
04 Tap “Redeem”



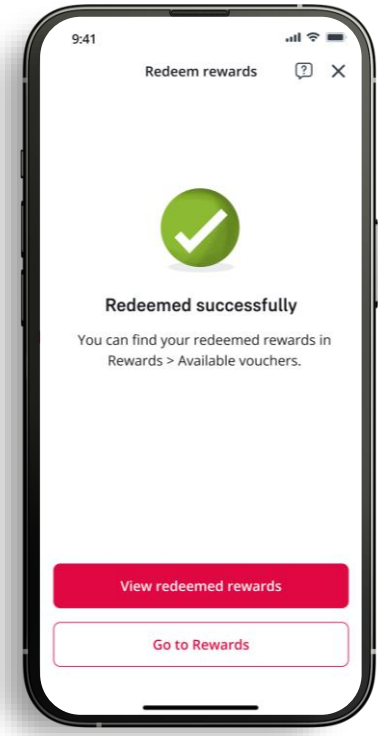
Back to menu

Redeem or use AIA Points

05 Enter the quantity to redeem



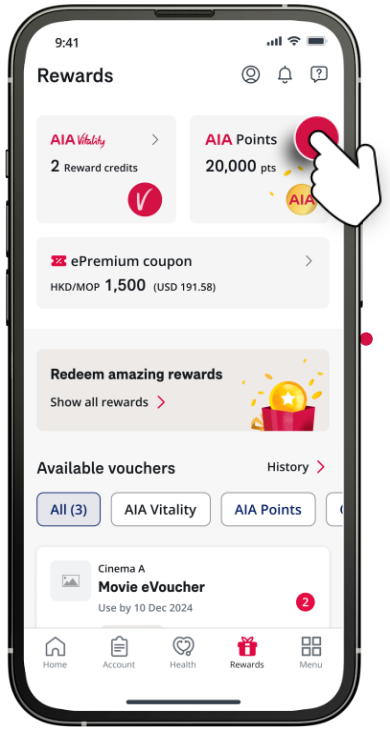
06 Redeemed successfully



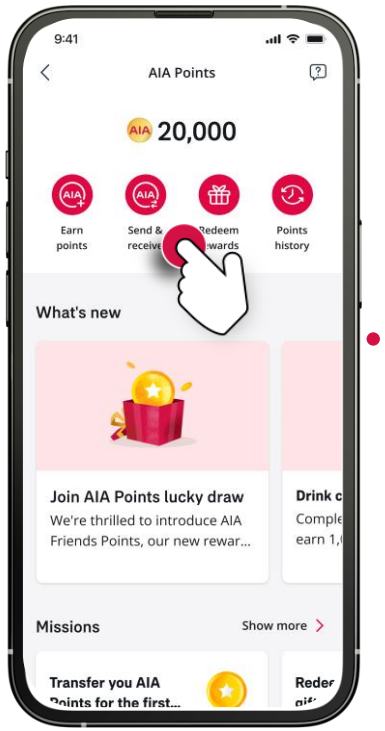
Back to menu

Transfer AIA Points to family members and friends

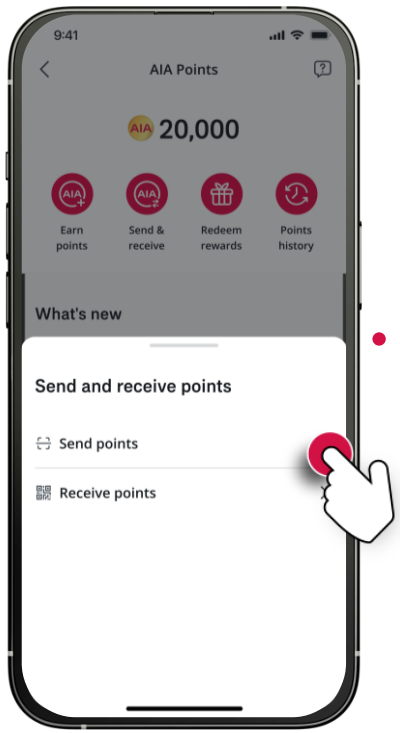
01 On the “Rewards” page, click “AIA Points”



02 Tap “Send points”



03 Take the example of ”Send points”, click “Send points”



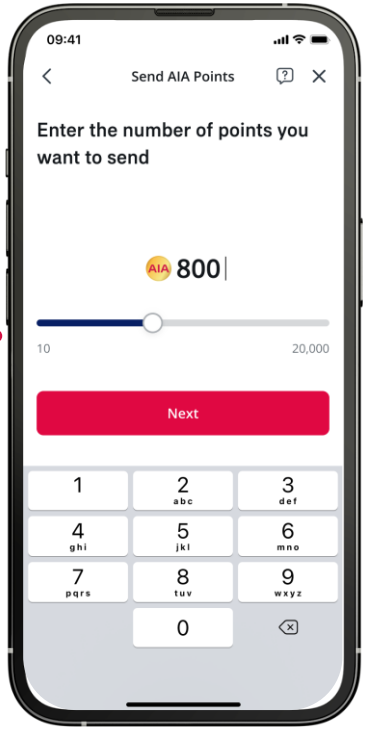
04 Scan the recipient's personal QR code, or you can import the image from your device



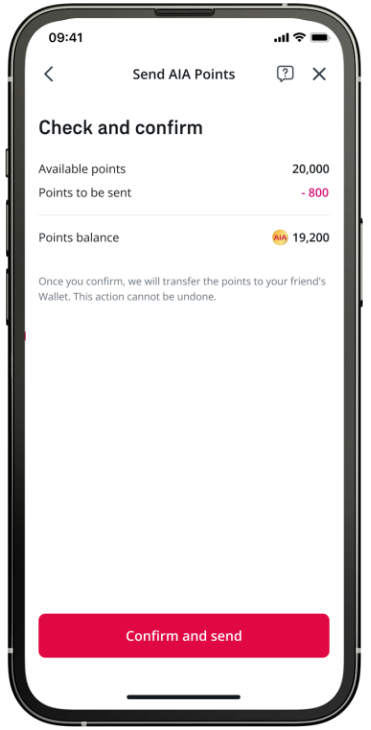
Back to menu

Transfer AIA Points to family members and friends

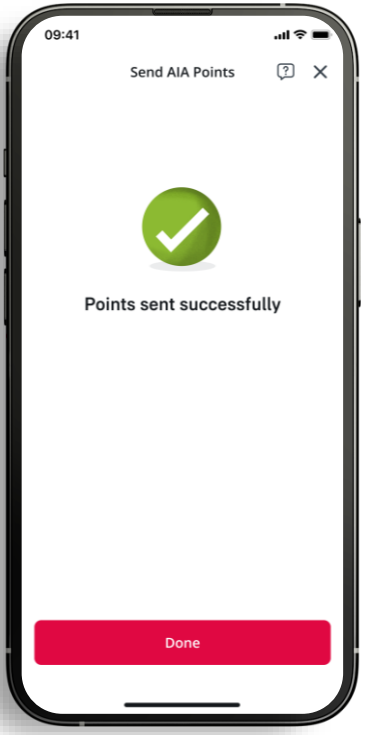
05 Enter the number of points you want to send



06 Check and confirm



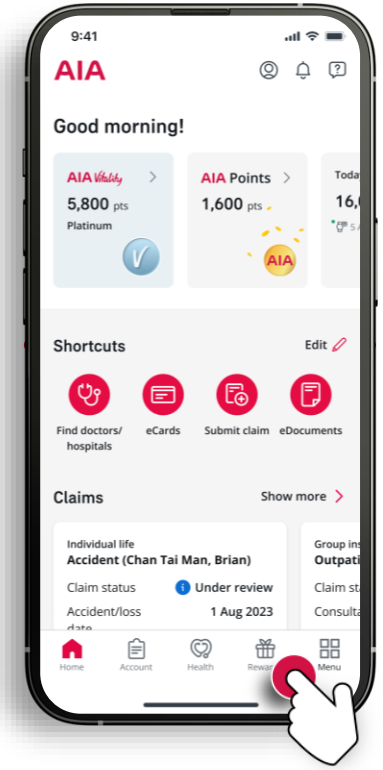
07 Points sent successfully



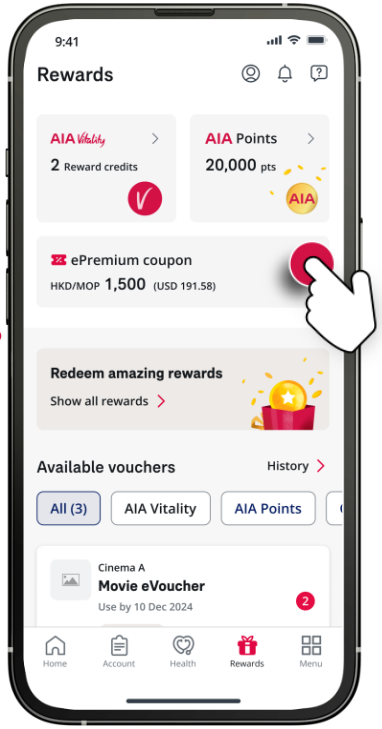
Back to menu

Transfer the ePremium coupons

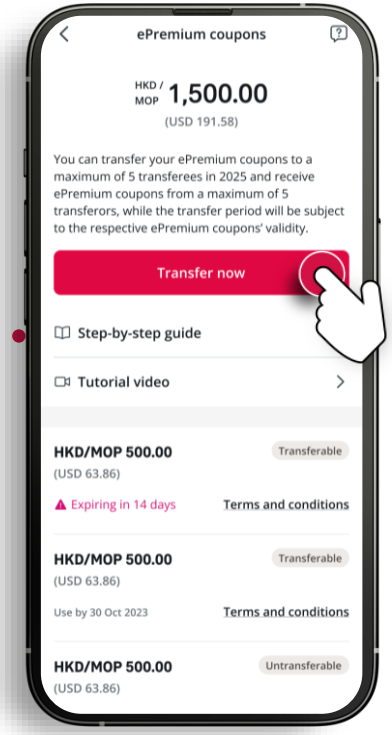
01 Click “Rewards” on AIA+ homepage



02 Click “ePremium coupon”



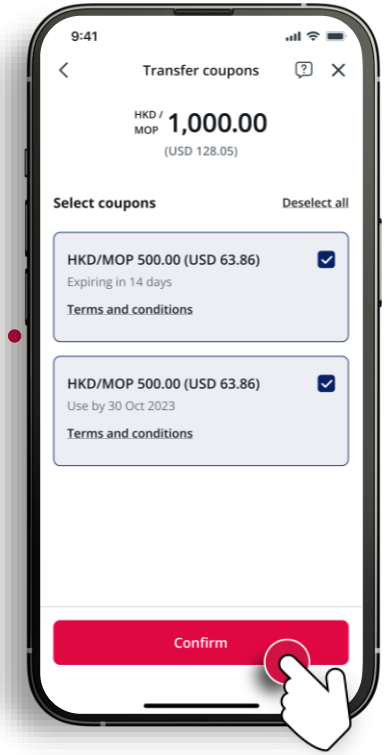
03 Tap “Transfer now”



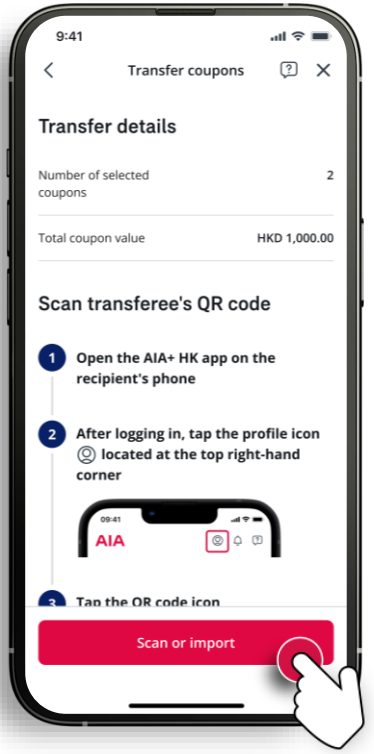
Back to menu

Transfer the ePremium coupons

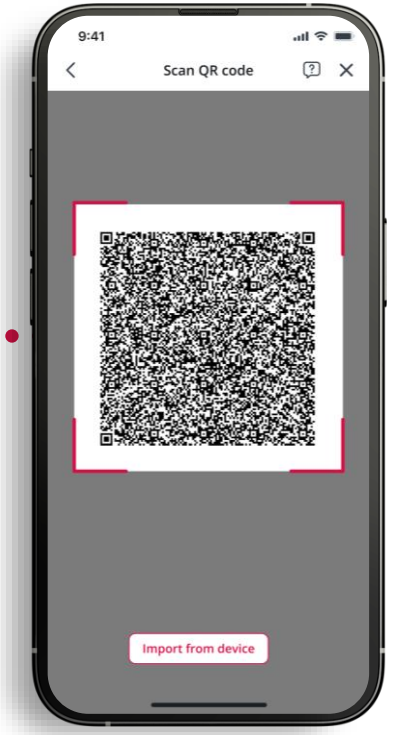
04 Select the coupon(s) you want to transfer and click “Confirm”



05 Tap “Scan or import”



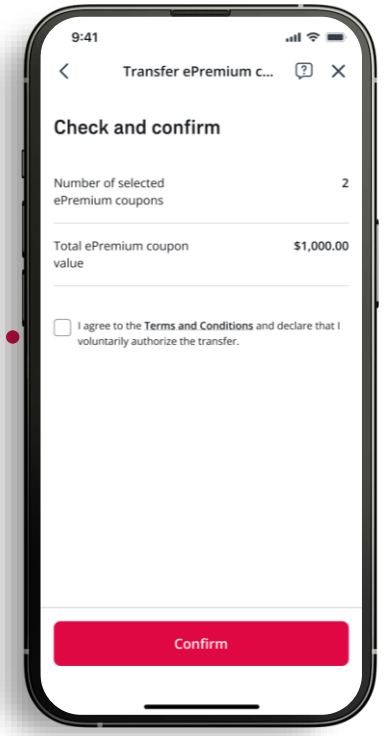
06 Scan the recipient's personal QR code, or you can import the image from your device



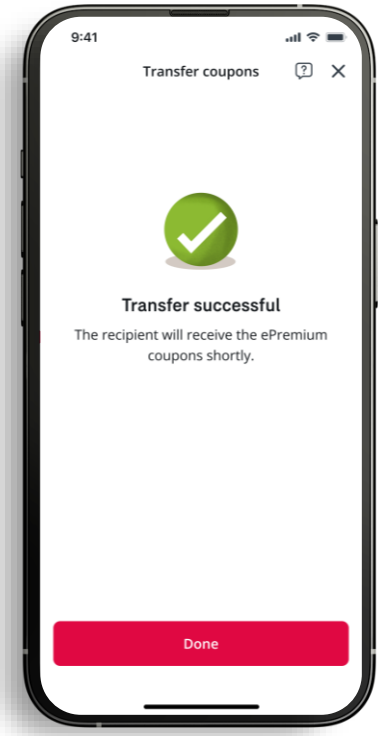
Back to menu

Transfer the ePremium coupons

07 Check and confirm



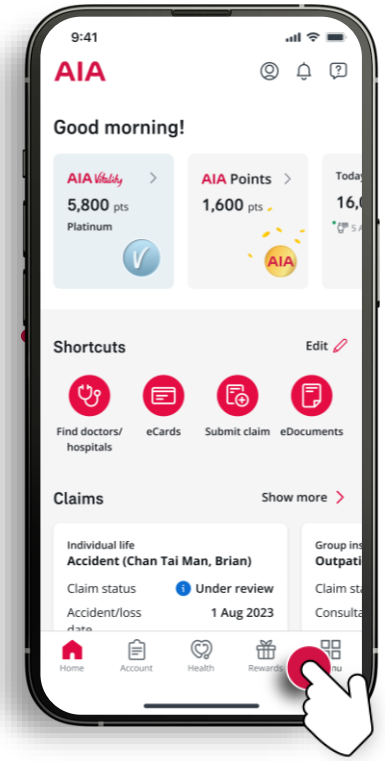
08 Transfer successfully



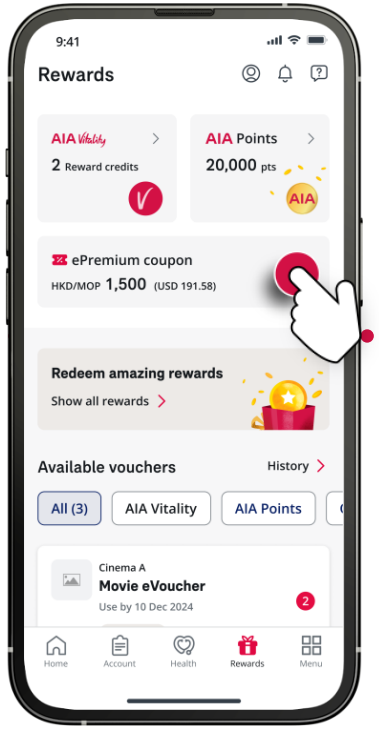
Back to menu

Check the balance of ePremium coupons

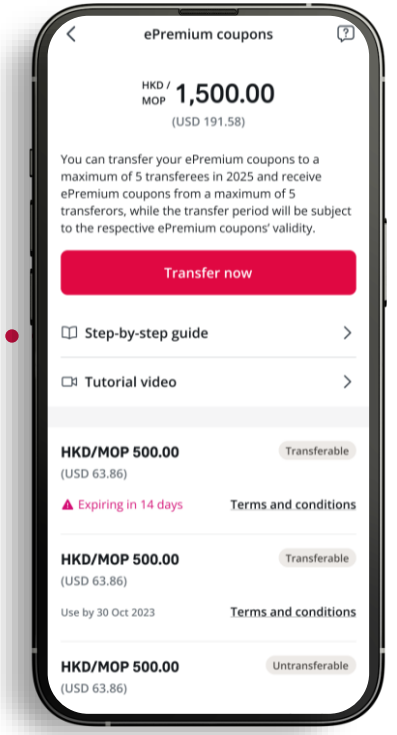
01 Click “Rewards” on AIA+ homepage



02 On the “Rewards” page, select “ePremium coupons”



03 You can check the balance of ePremium coupons



Back to menu

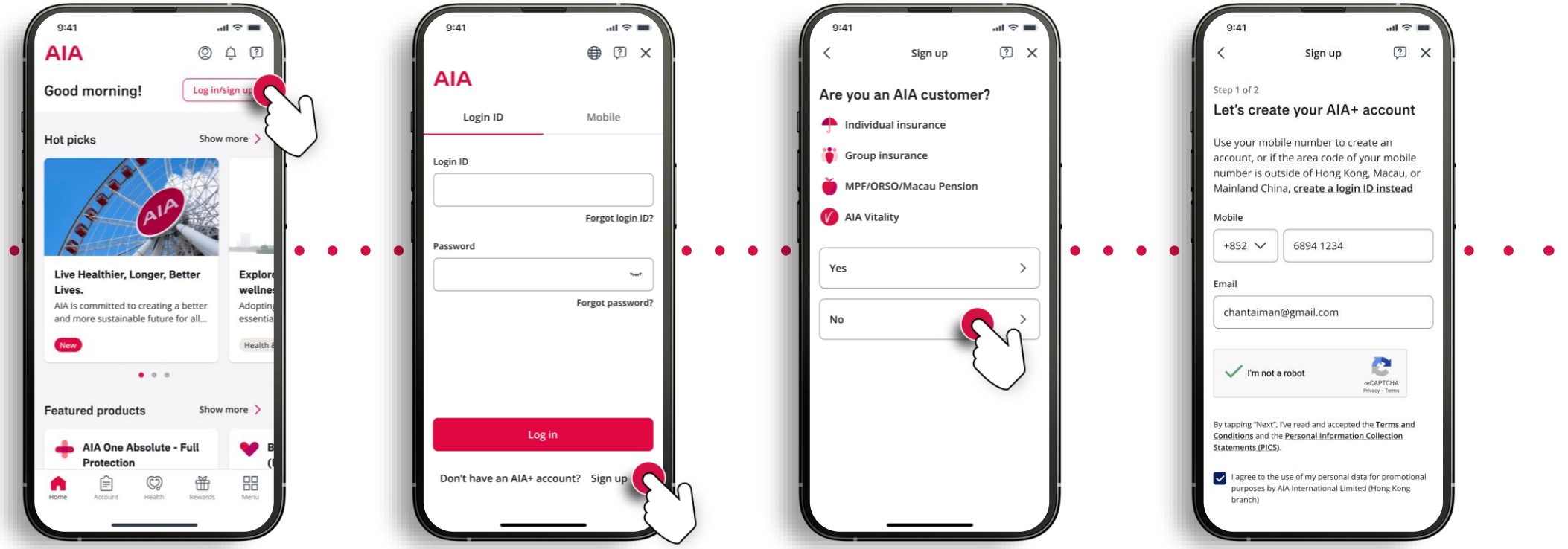
New users cannot register AIA+ by mobile number

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

02 Click “Sign up”

03 Choose “No” if you are not an AIA customer

04 Fill in your mobile number and email



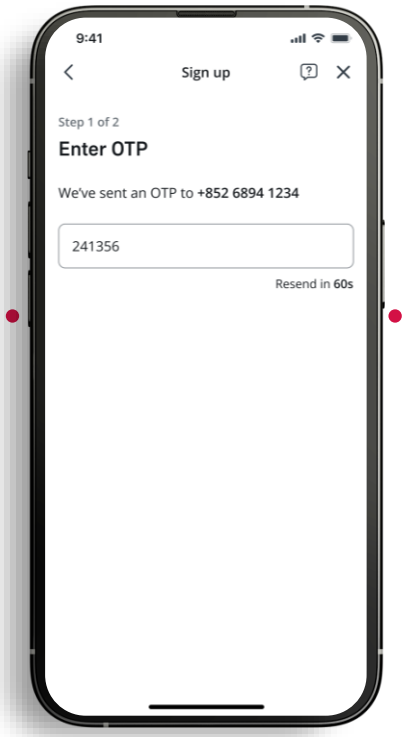
New users cannot register AIA+ by mobile number

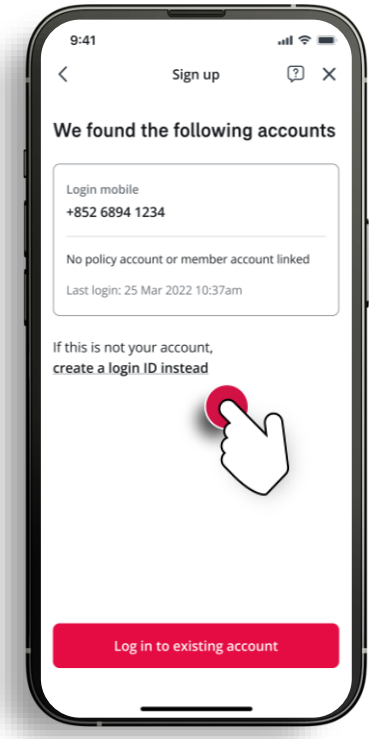
05 Enter the one-time passcodes (OTP) after receiving

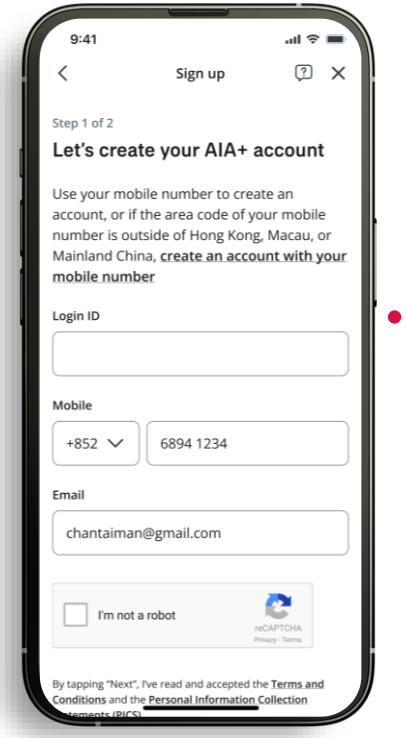
06 If you still could not log in by this mobile number, or you found the “Last login” time does not match, click “create a login ID instead”

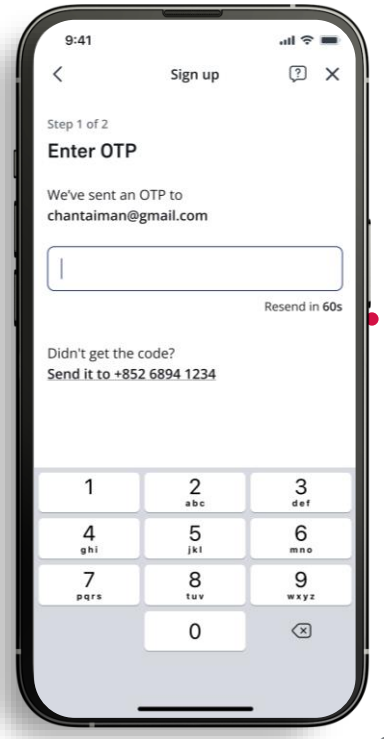
07 Fill in the information to create your AIA+ account

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







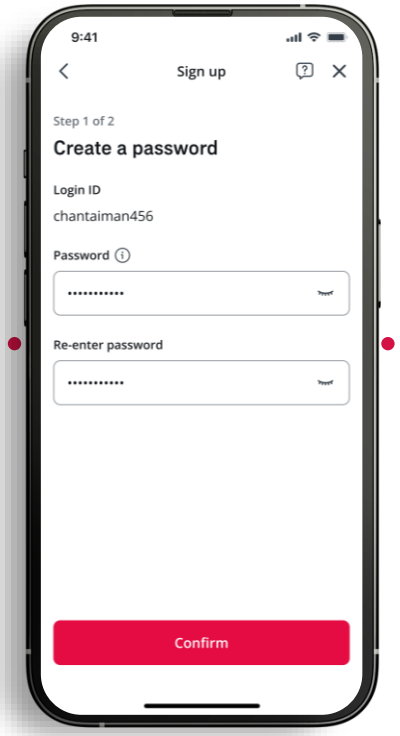


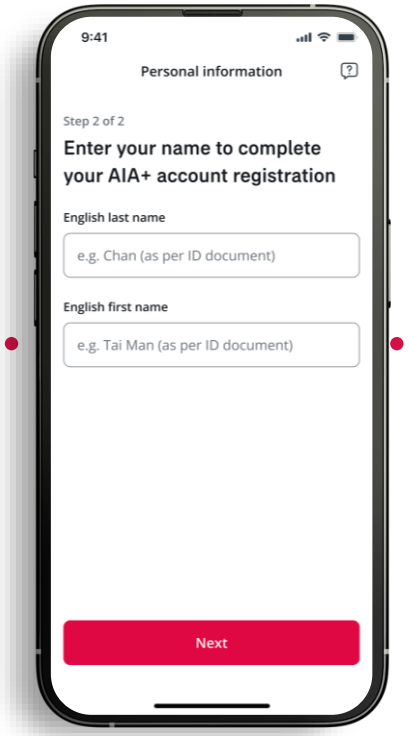
Back to menu

New users cannot register AIA+ by mobile number

09 Create a password

10 Enter your name to fully complete AIA+ registration.





Potential reason of being not able to use the mobile number to register:

- Your mobile number was being used to register AIA mobile app in the past by others.

Suggested actions if you would like to log in by your mobile number:

1. Contact our Customer Service Hotline : (852) 2232 8888
2. State your issues and requests
3. Our Customer Service Representative will try contacting the person who took up the mobile number and ask for the change of mobile number
4. We would follow-up with you on the arrangements

Back to menu

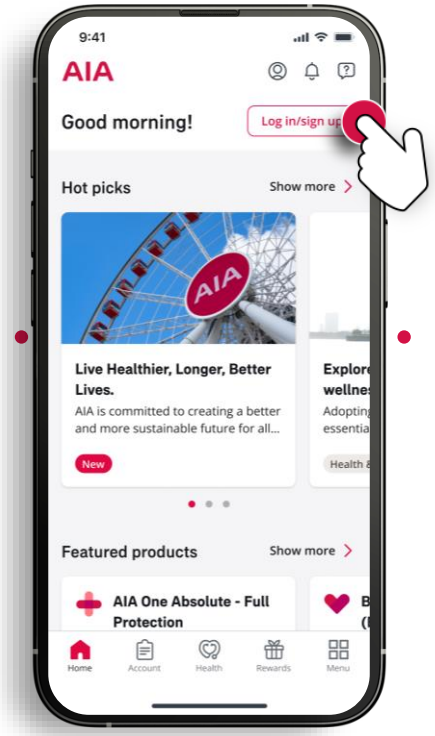
/ Existing customers cannot register AIA+ by mobile number

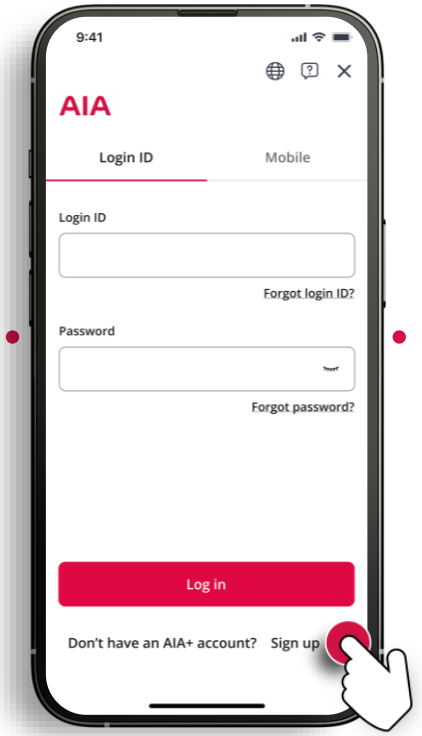
01 / Click “Log in/sign up” on AIA+ homepage

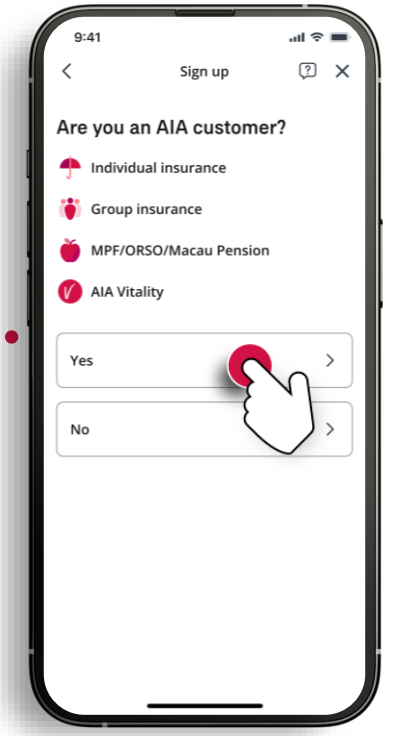
02 / Click “Sign up”

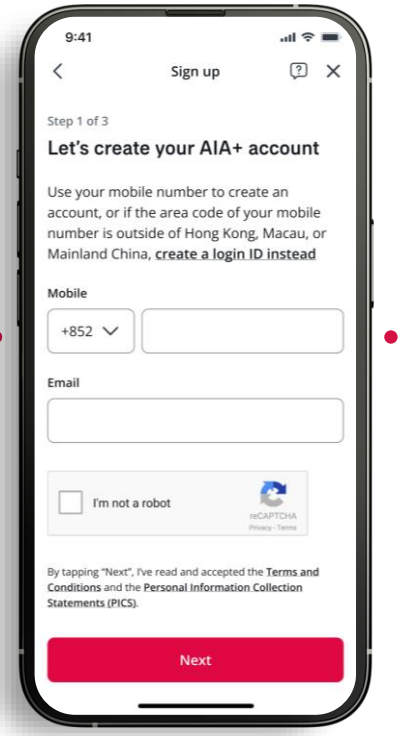
03 / Choose “Yes” if you are an AIA customer

04 / Fill in your mobile number and email









Back to menu

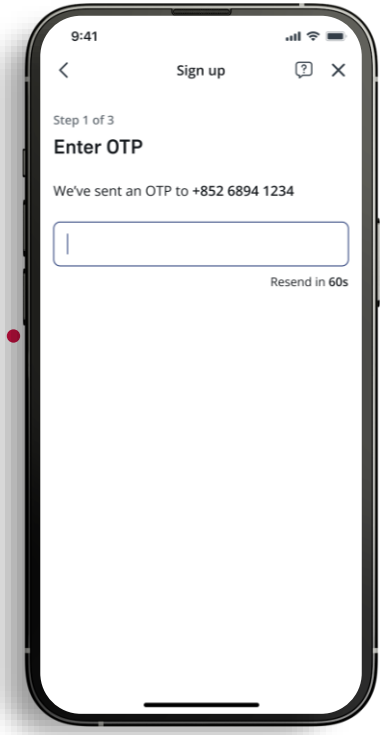
Existing customers cannot register AIA+ by mobile number

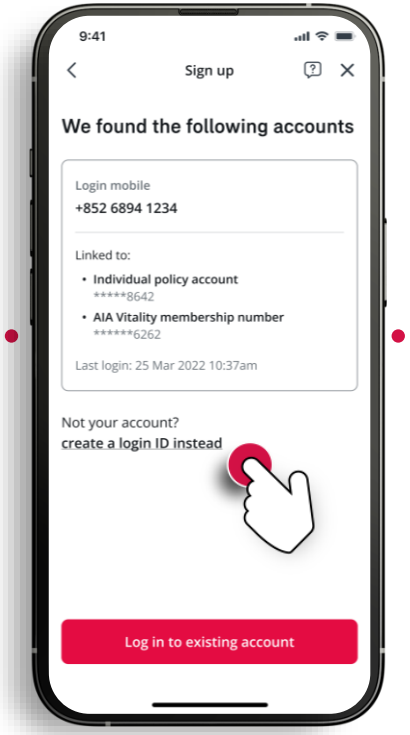
05 Enter the one-time passcodes (OTP) after receiving

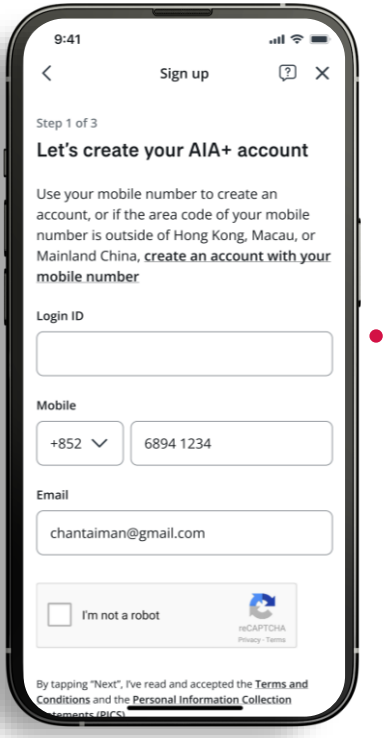
06 If you still could not log in by this mobile number, or you found the "Last login" time does not match, click "create a login ID instead"

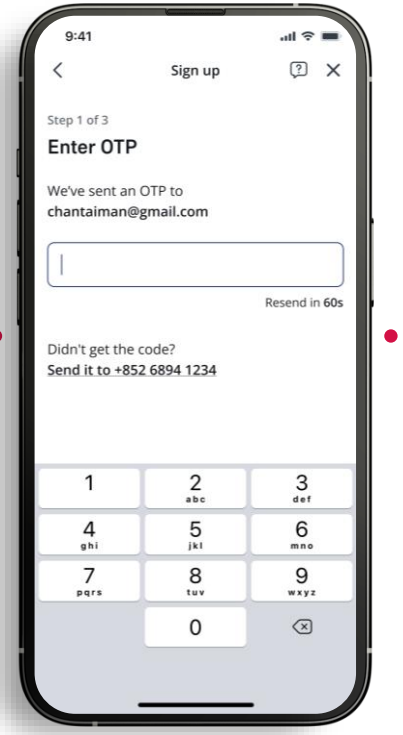
07 Fill in the information to create your AIA+ account

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









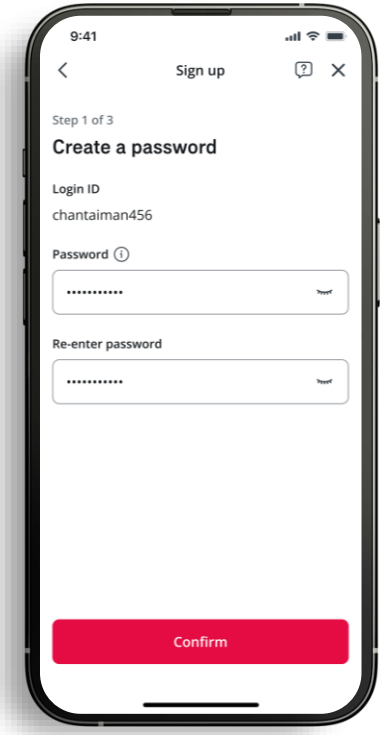
Existing customers cannot register AIA+ by mobile number

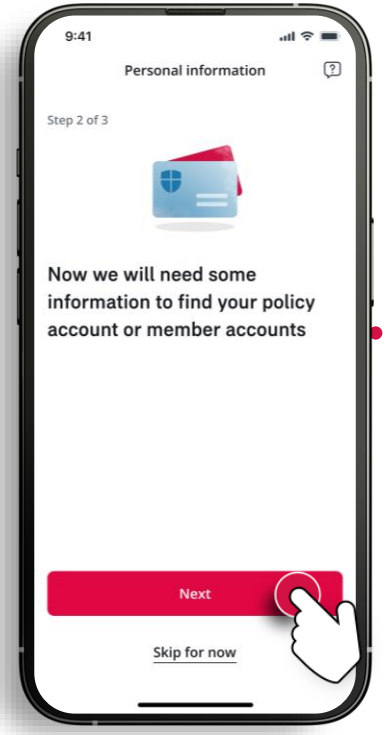
09 Create a password

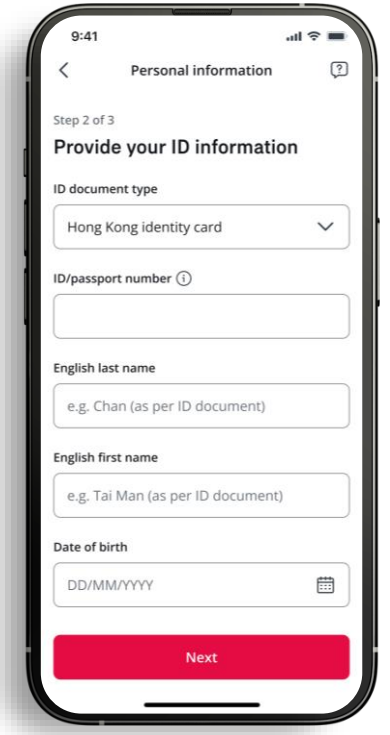
10 You will be asked to provide more information to find your policy or account.

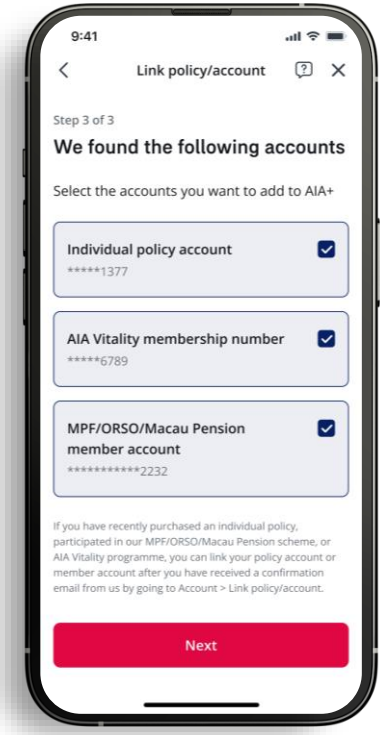
11 Fill in the personal information to find your policy account or member account

12 Your accounts are shown





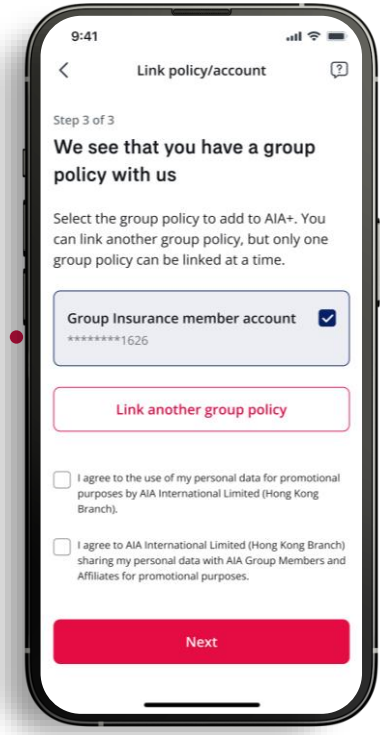




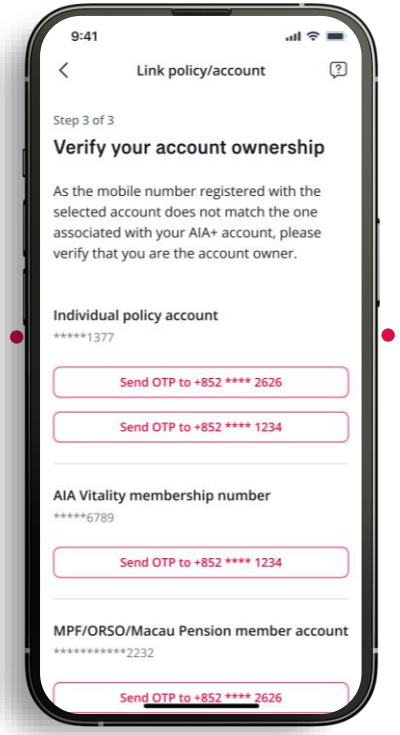
Back to menu

Existing customers cannot register AIA+ by mobile number

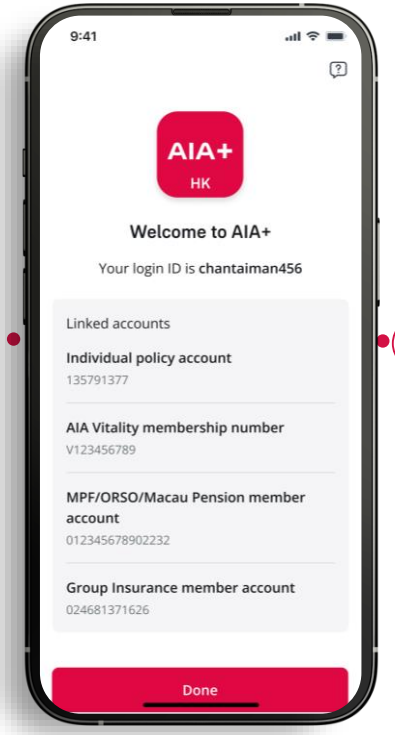
13 Your group policy is shown as well



14 Verify your account ownership



15 You can login to AIA+ by your login ID



Potential reason of being not able to use the mobile number to register:

- Your mobile number was being used to register AIA mobile app in the past by others.

Suggested actions if you would like to log in by your mobile number:

1. Contact our Customer Service Hotline :
   Individual Insurance: (852) 2232 8888
   Group Insurance: (852) 2200 6333
   Pension Account: (852) 2200 6288
2. State your issues and requests
3. Our Customer Service Representative will try contacting the person who took up the mobile number and ask for the change of mobile number
4. We would follow-up with you on the arrangements

Back to menu