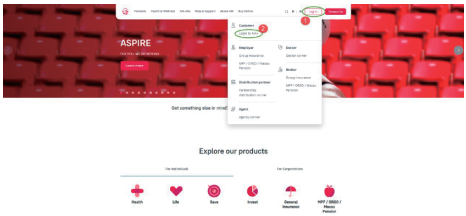
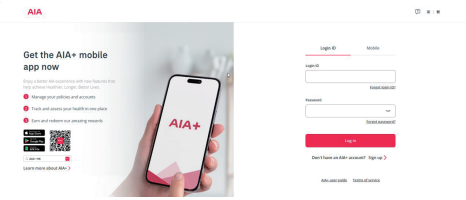
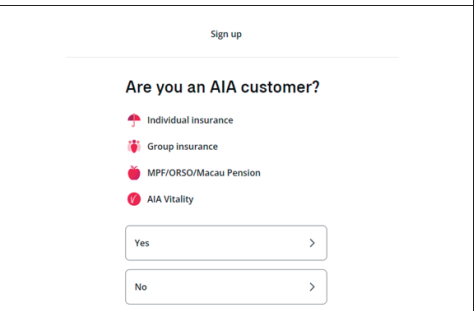
HEALTHIER, LONGER, BETTER LIVES

AIA Employee Benefits Online Service User Guide - Employee

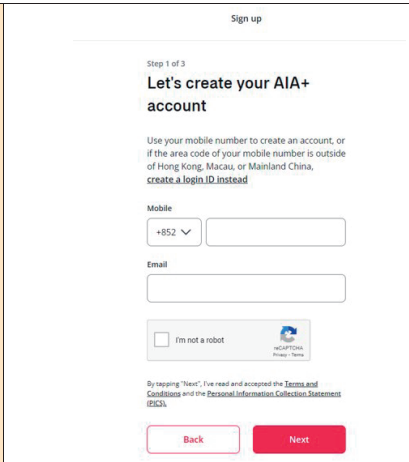
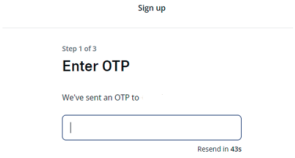
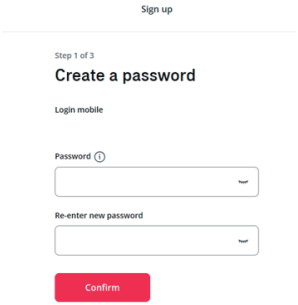
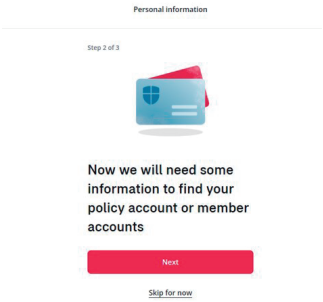
AIA Employee Benefits Online Service can allow employees to access their policy information and manage claims etc. with ease and convenient.

New Member Registration and Login

You can access to the employee benefits page from **aia.com.hk**. Select **Login** > **Customer** > **Login to AIA+** to center the login page.

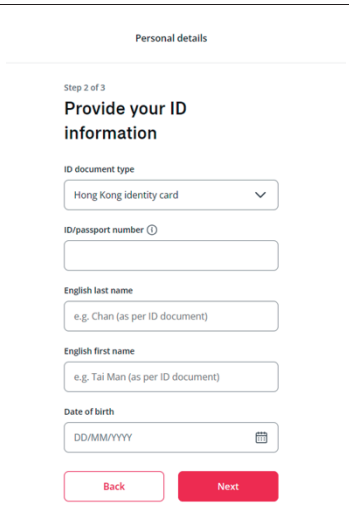
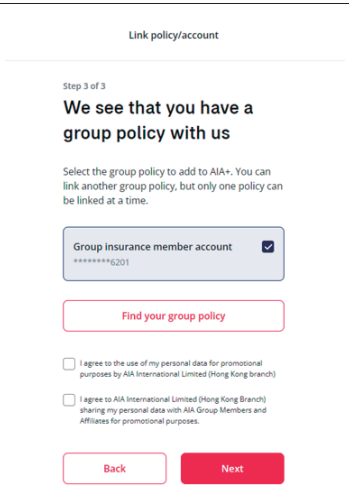
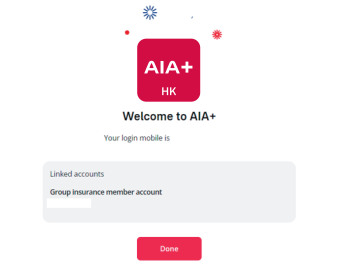
1. Tap "**Login**" 2. Tap "**Login to AIA+**" under "Customer"	
3. Click "**Don't have an AIA+ account? Sign up>**" on the login page.	
4. Select "**Yes**" as an AIA customer	

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5. Enter "**phone number**" and "**email address**", tick "**i'm not a robot**", then click "**Next**".	
6. Enter the One- Time- Passcode (OTP) sent to your mobile no.	
7. Create a password and click "**Confirm**" to continue	
8. Click "**Next**"	

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9. Enter "**ID/passport number, name, date of birth**", then click "**Next**".	
10. Click "**Next**"	
11. Click "**done**"	

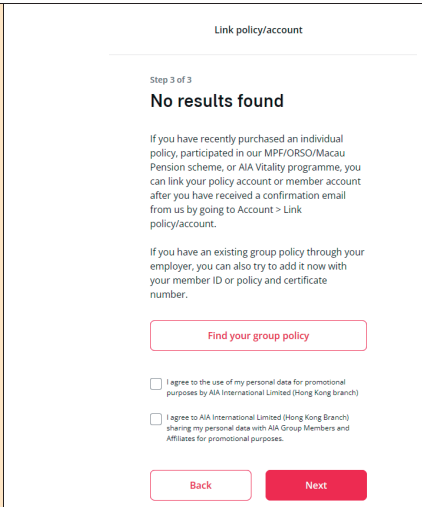
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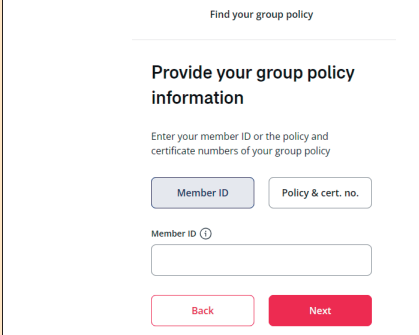
Special scenario

If you cannot find your group policy.

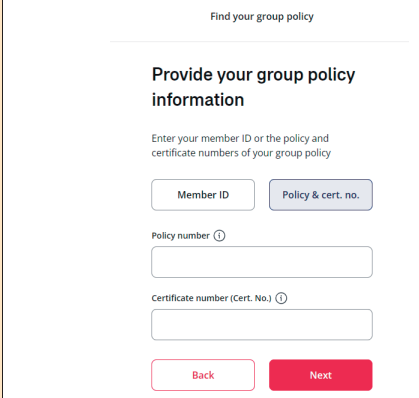
1. Click "**Find your group policy**", then click "**Next**"



2a. Select and enter "**Member ID**", then click "**Next**".

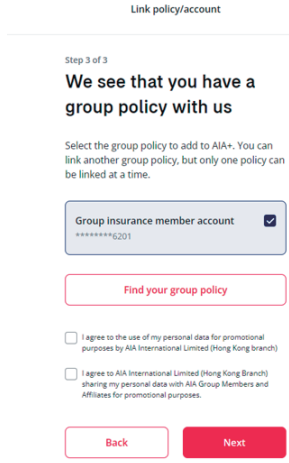
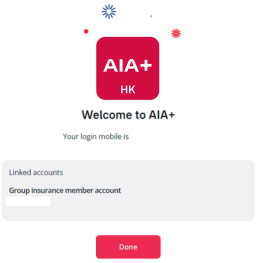


2b. Select and enter "**Policy & cert. no.**", then click "**Next**".



Remarks:

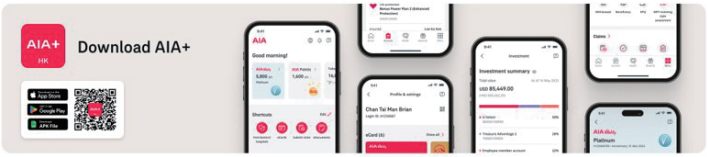
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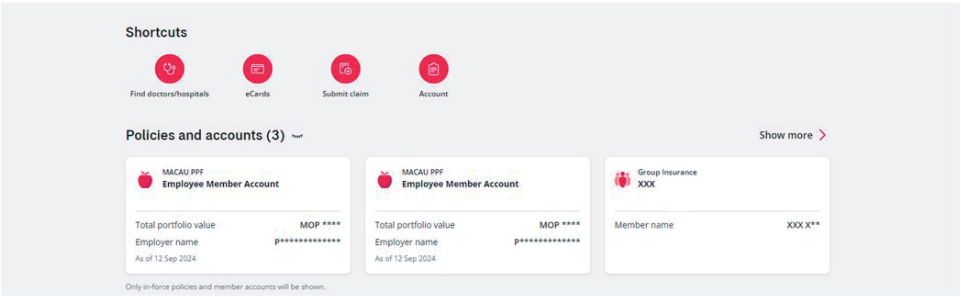
3. Click "**Next**"	
4. Click "**done**"	

After Login

You can now view all your AIA accounts, including Employee Benefits accounts, MPF/ORSO/Macau Pension accounts, AIA Vitality accounts and your individual policy accounts.



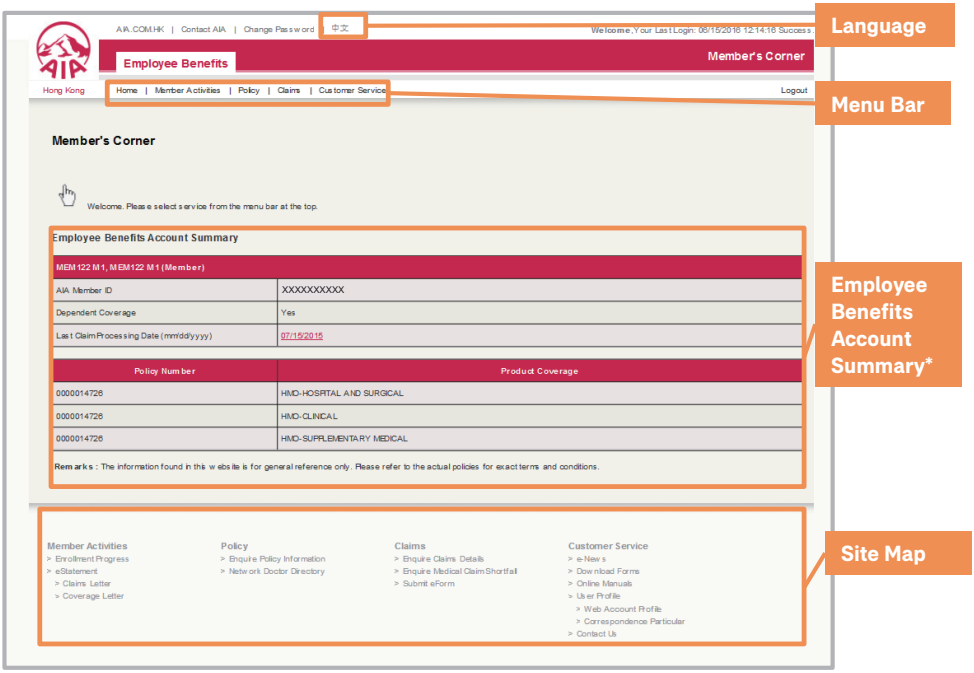




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Core Functions Highlight



* For enquiries about employee benefits, please call our Member Service Hotline on (852) 2200 6333.

1. Member Activities Page

Enrolment Progress: You can view your Group Insurance Enrollment Progress.

eStatement > Claims Letter : you can view / download your explanation of claims and medical expense shortfall notice. Email notification will also be sent to you once the document is ready.

Statement Name	Date
Claims Shortfall Letter	07/15/2015
Claims Shortfall Letter	03/02/2015
Claims Shortfall Letter	02/27/2015
Claims Shortfall Letter	02/26/2015
Claims Shortfall Letter	02/24/2015
Claims Shortfall Letter	02/05/2015

Tips: You are required to enter your date of birth (mmddyyyy) to open the related documents

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2. Policy

Enquire Policy Information: view your and your dependants' (if applicable) policy information.

Network Doctor Directory: enquire and download the doctor list by location, district, specialty or doctor name.

e-Medical Card: View your eCard.

3. Claims

Enquire Claims Details: enquire your claims details in a certain period of time, including status and result.

Enquire Medical Claim Shortfall (if applicable): View outstanding medical expense shortfalls (if applicable; per family level) for you to settle the outstanding shortfall amounts easily

Submit eClaim: Submit eClaim for yourself or your dependants (if applicable)

4. Customer Service

e-News: view latest updates from AIA Hong Kong.

Download Forms: download claim forms and other administration forms.

Online Manuals: Download user manuals, Hospital Daily Room & Board Charges, etc.

User Profile: update your personal particular and manage your profile, such as preferred language, date format, system password, etc. Changes will take effect next time you login.

Contact Us: view the detailed contact information of AIA Corporate Solutions.

PTA001231.1124

Contact Us

If you have any problems using AIA Employee Benefits Online Service, please contact:
AIA Member Services Hotline: (852) 2200 6333 (Hong Kong) or 0800 516 (Macau)
or designated service hotline of your policy as provided in the HealthCard
(collectively known as "Member Hotline")
Monday - Friday: 9:00 a.m. - 5:30 p.m.
Closed on Saturday, Sunday and Public Holidays
Email hk.eb.enquiry@aia.com

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