HEALTHIER, LONGER, BETTER LIVES

MY AIA
How to register

Updated in September 2021

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

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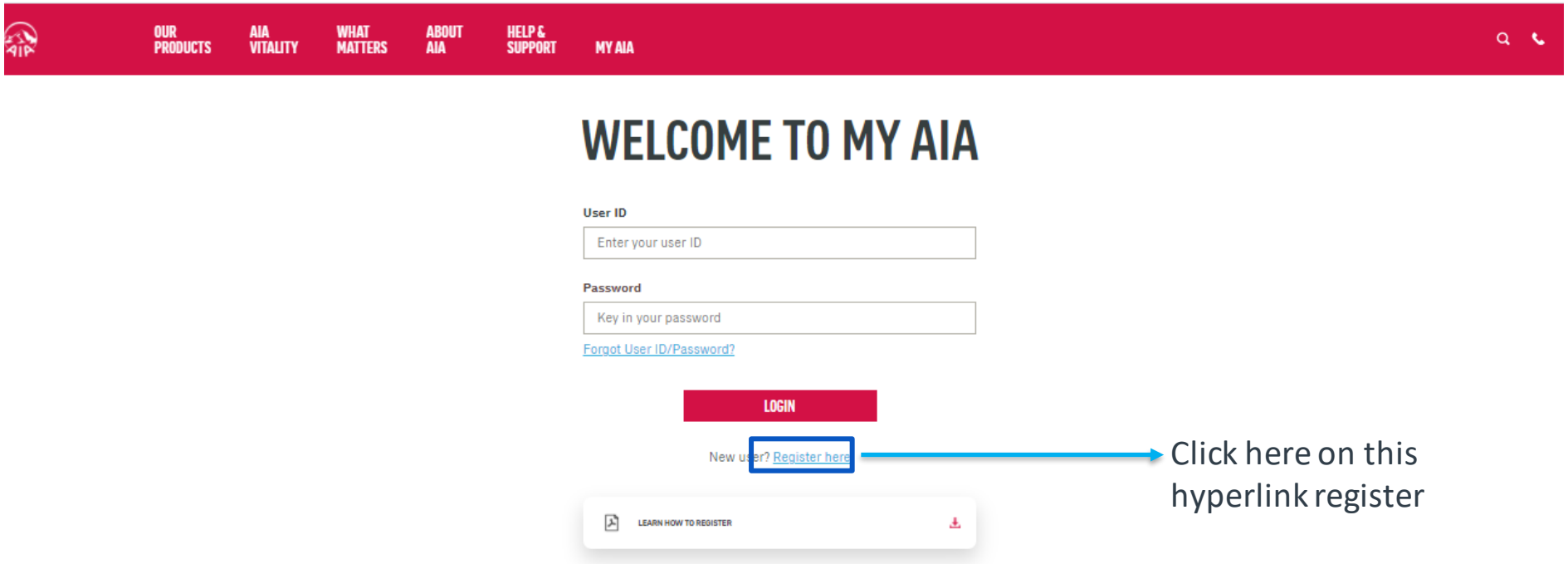
Steps For **Registration**

Welcome to MY AIA



Note

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

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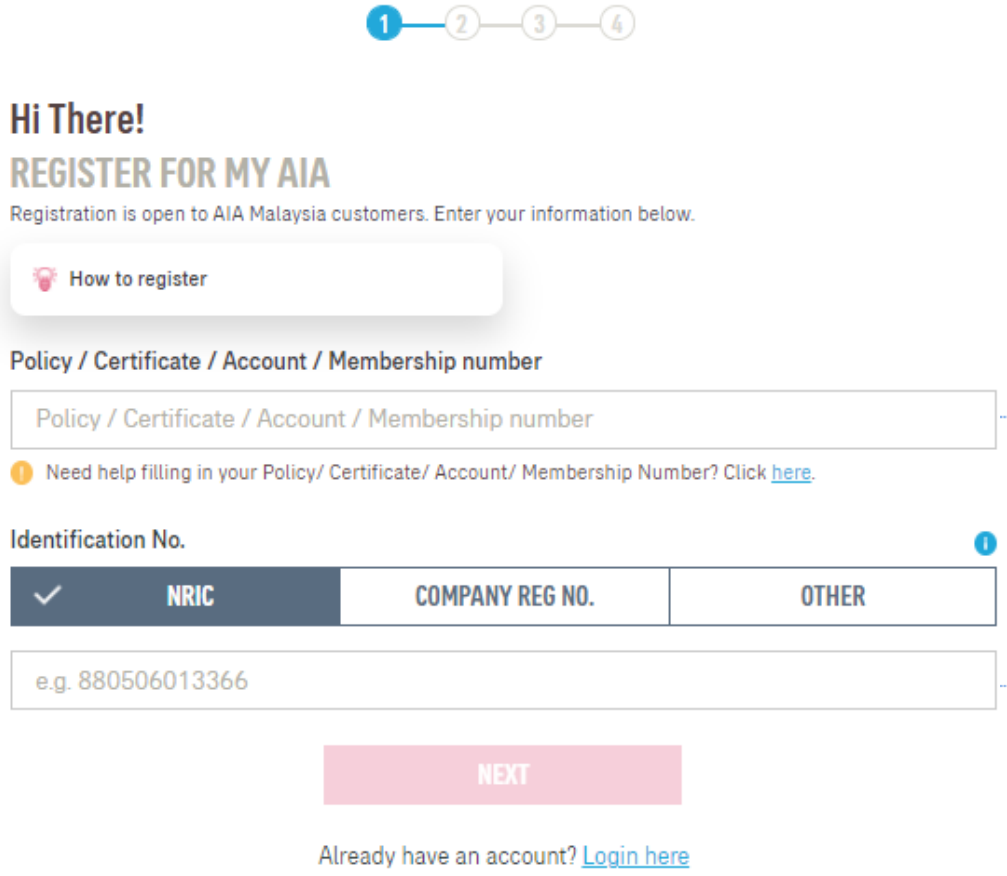
Steps For **Registration**

Step 1. Register for MY AIA



Key in Policy / Certificate / Account / Membership Number

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

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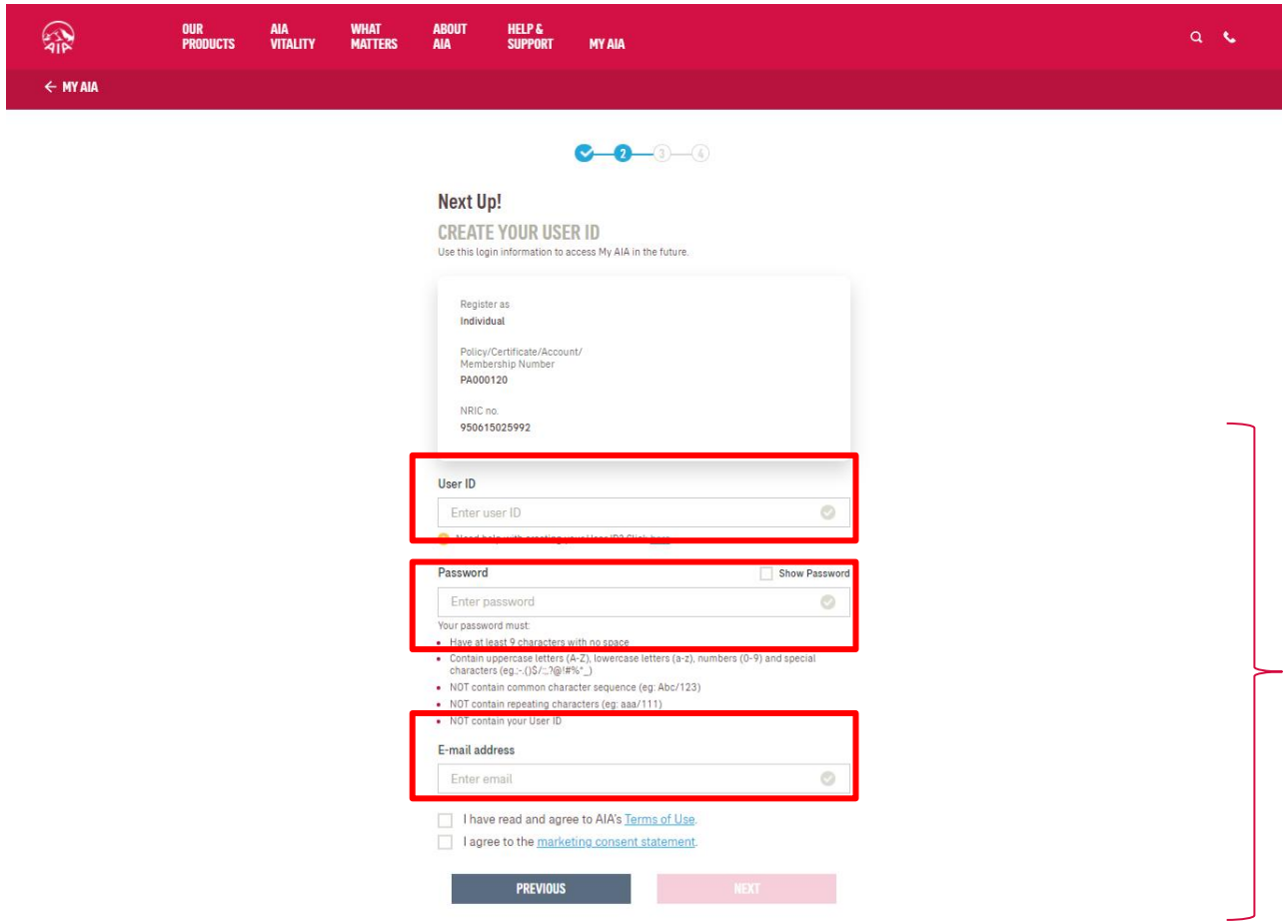
Steps For **Registration**

Step 2. Create your My AIA profile



Create your Online Profile and click Next.

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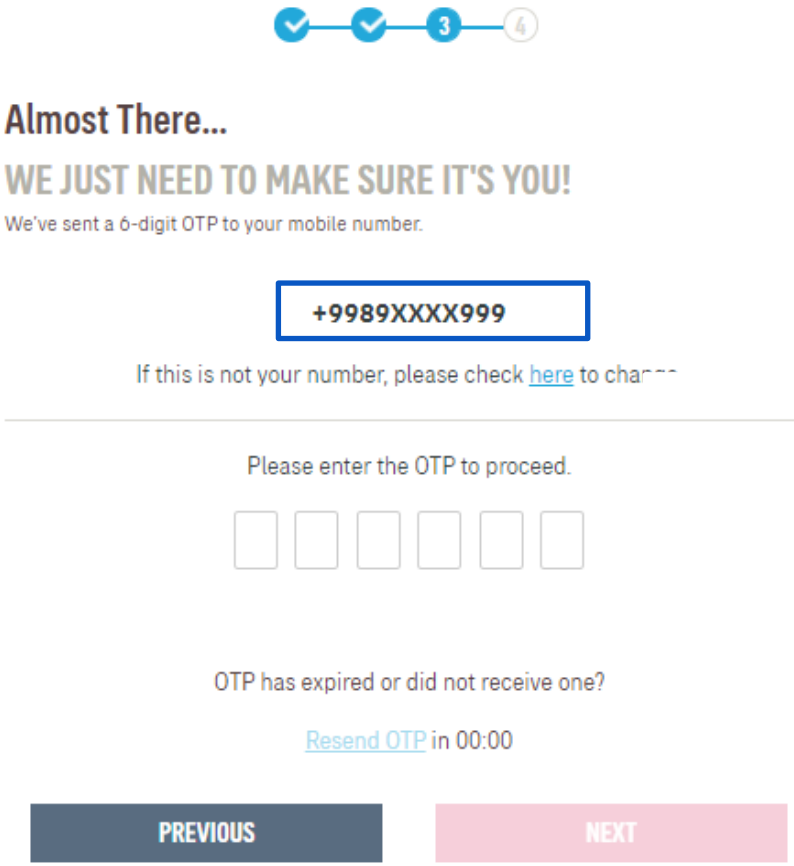
Steps For **Registration**

Step 3. Mobile Number Verification



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

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

Then, key in OTP.

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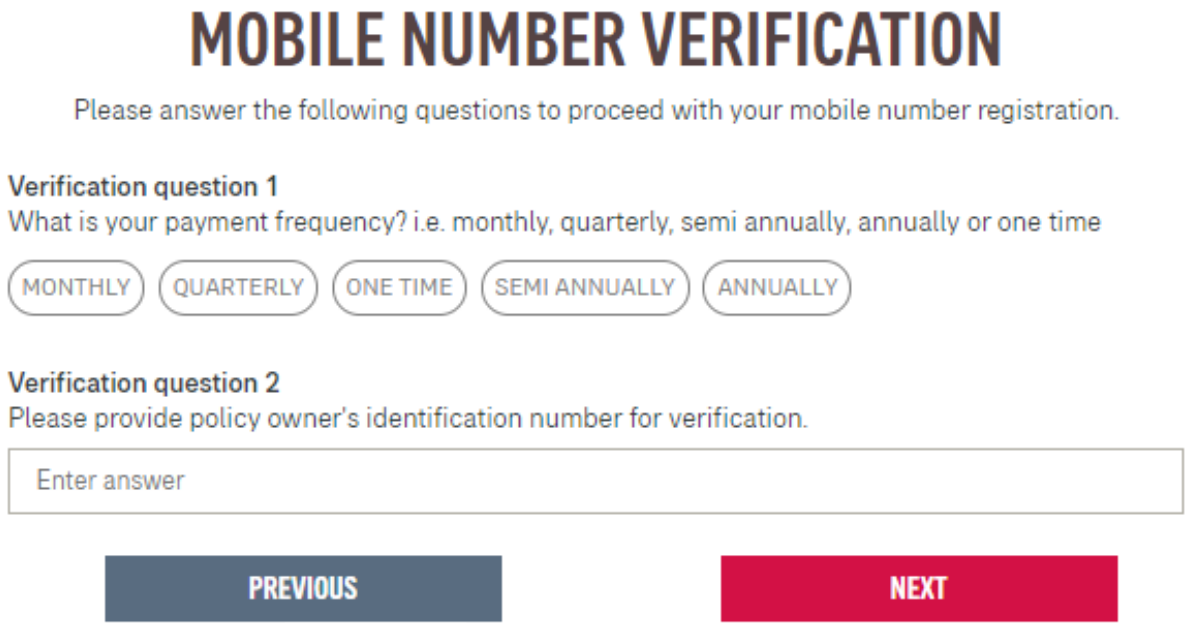
Steps For **Registration**

Step 3A. Mobile Number Verification



Answer the 2 verification questions correctly:

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

Key in

2. Owner identification number that is required for verification

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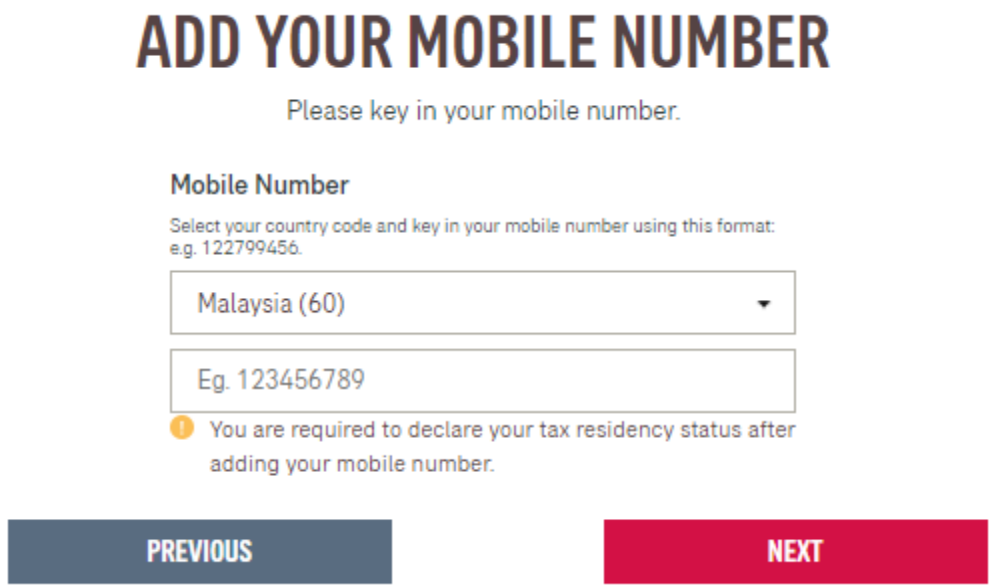
Steps For **Registration**

Step 3A. Add Your Mobile Number



Select your country code

Key in your mobile number based on policy roles

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Steps For **Registration**

Step 3A. CRS & FATCA Declaration

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

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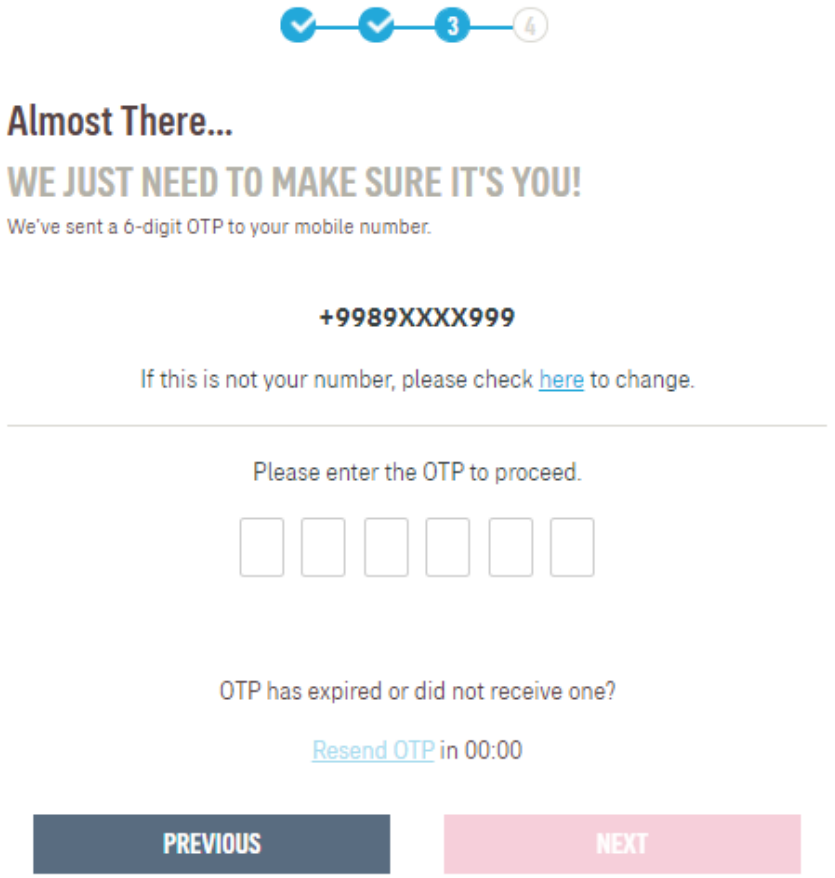
Steps For **Registration**

Step 3 Verify Identity



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

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

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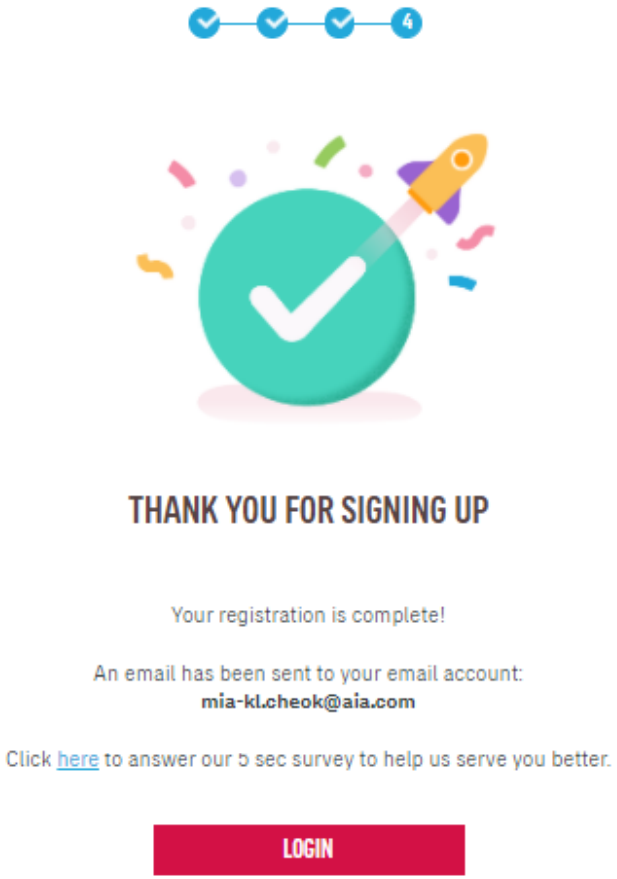
Steps For **Registration**

Step 4. Confirmation Page



Registration is successful. You can now log in to your account.

You will receive an email on your successful registration.

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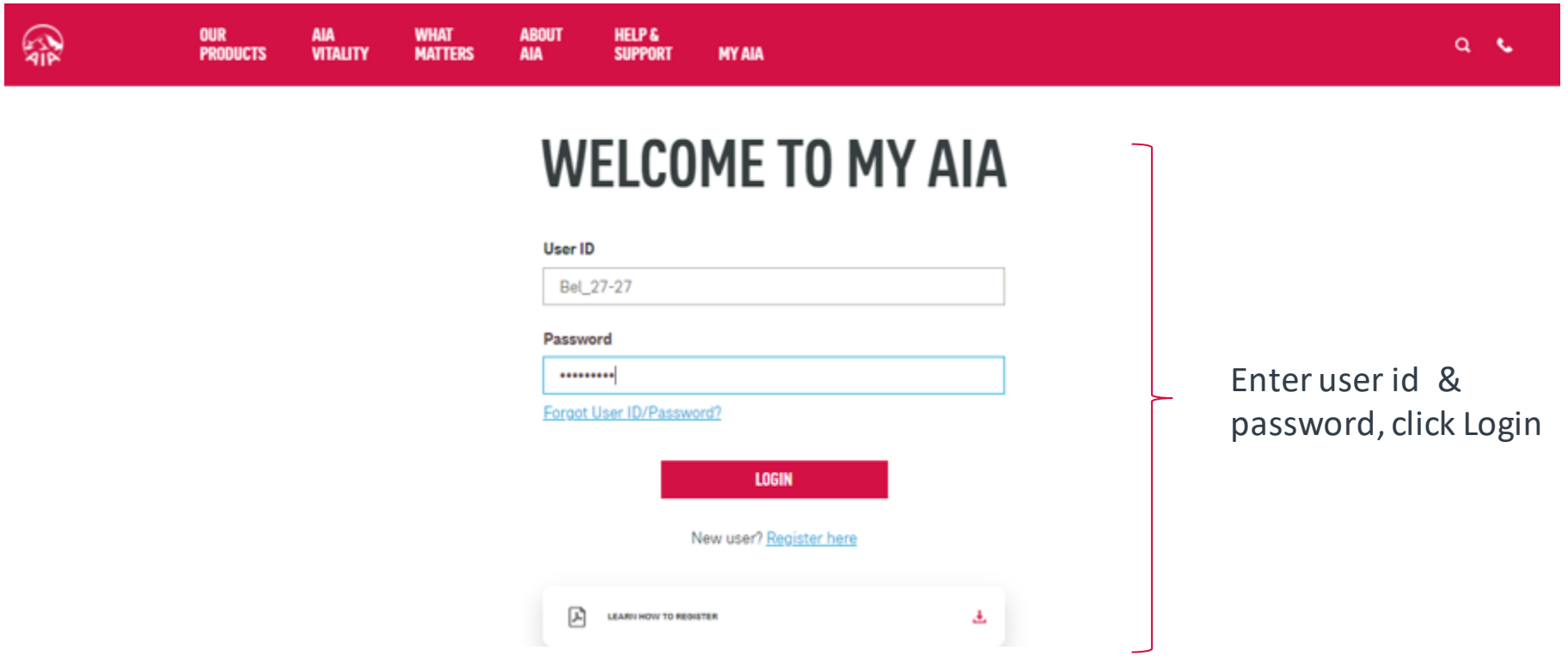
Steps For First Time Login

Step 1. Login Page



Enter user id & password, click Login

Note

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

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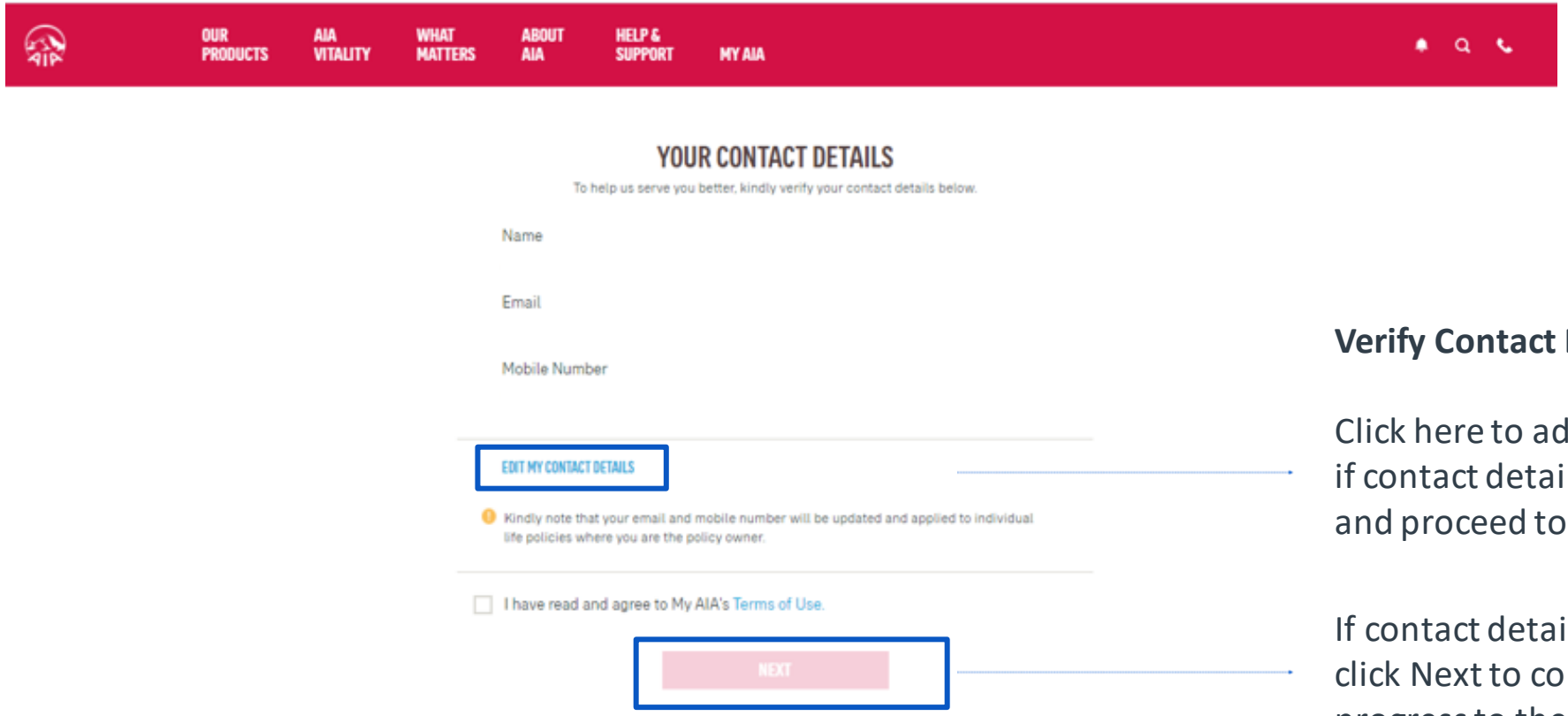
Steps For First Time Login

Step 2. Verify Details



Verify Contact Details

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

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

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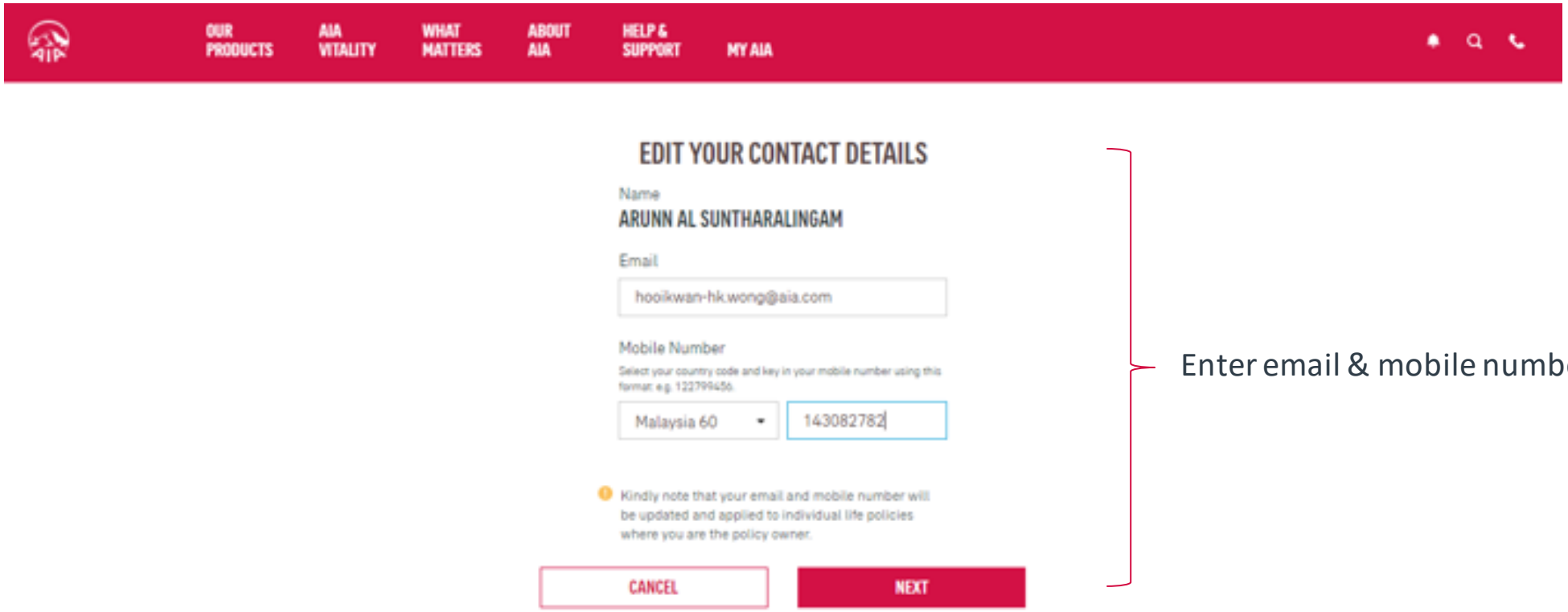
Steps For First Time Login

Step 3. Edit Details



Enter email & mobile number, then click Next.

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Steps For First Time Login

Step 4. CRS & FATCA Declaration

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

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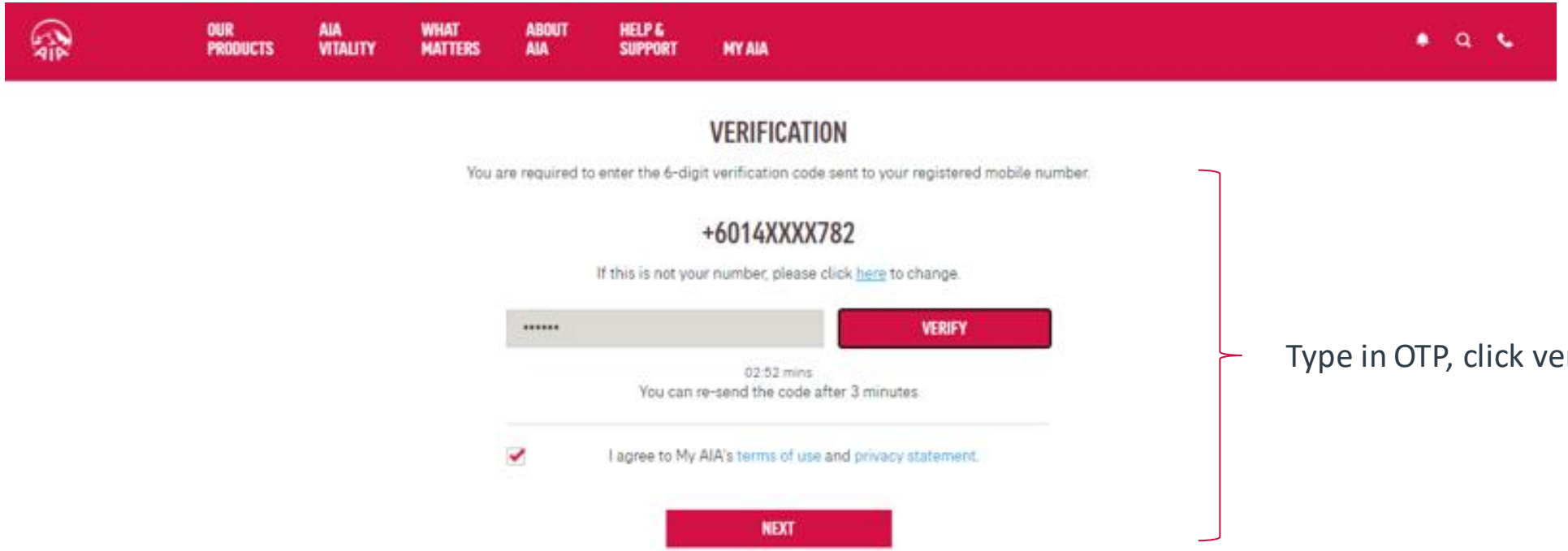
Steps For First Time Login

Step 4. Verify Identity



Type in OTP, click verify and Next.

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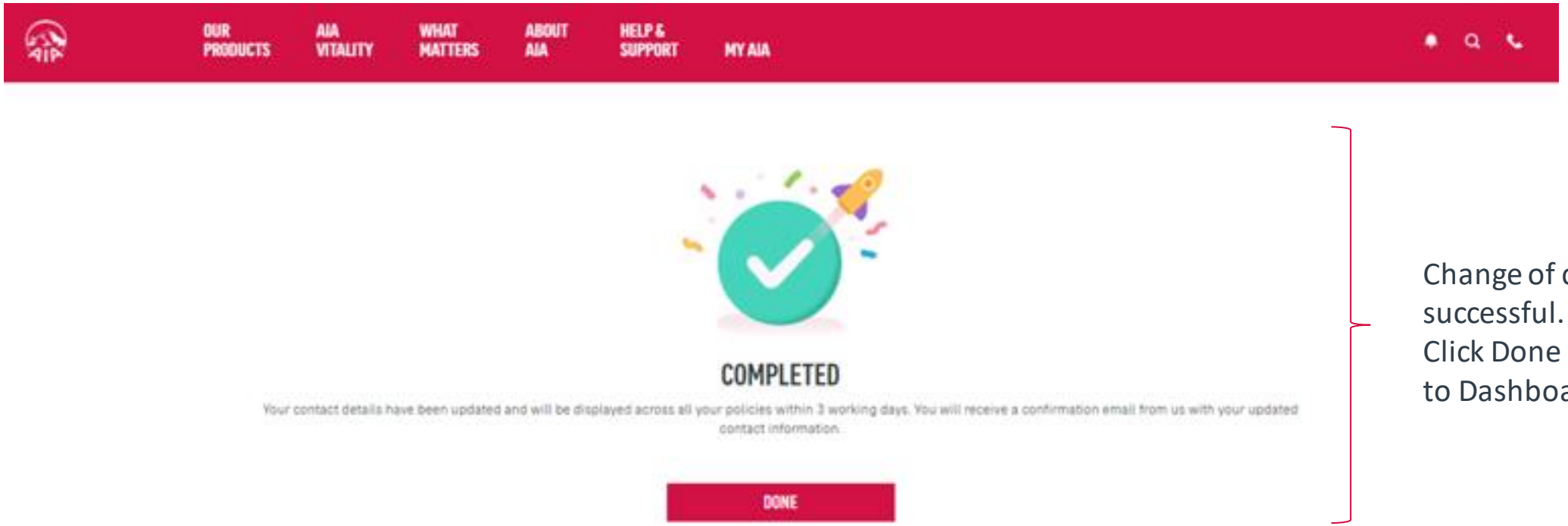
Steps For First Time Login

Step 5. Confirmation Page



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

Note:

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

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