AIA Connect / 友聯繫

Online Payment User Guide

Scan to download (support both iPhone & Android devices)

https://aiaprod.appgreen.com/AIA-Connect.html

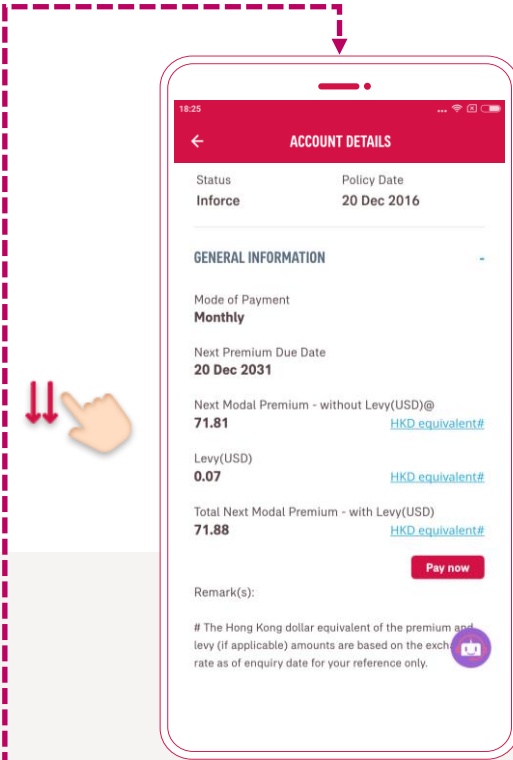**Remark : Visit Individuals Help & Support - Premium Payment Channels for the details.**
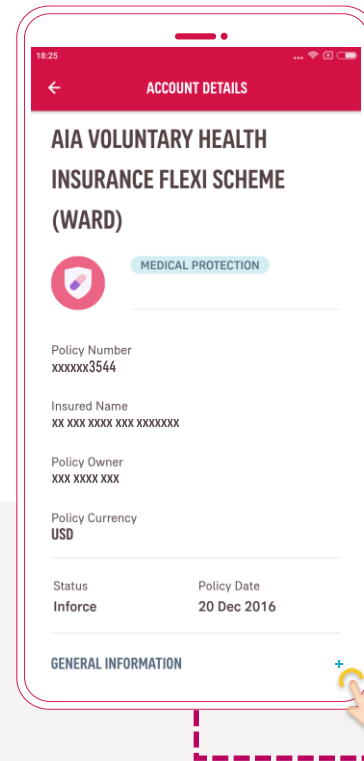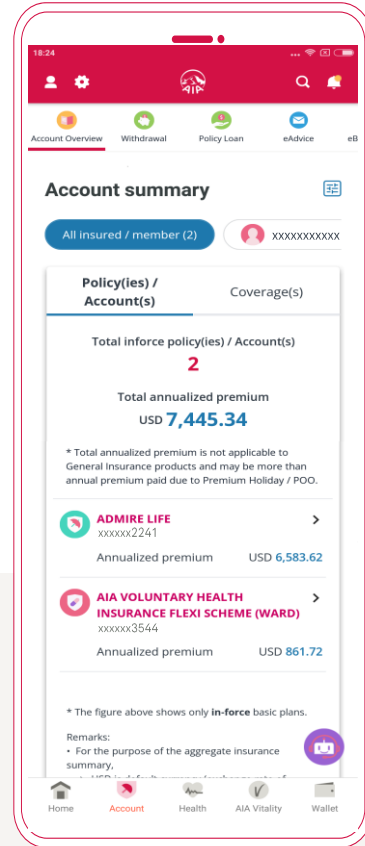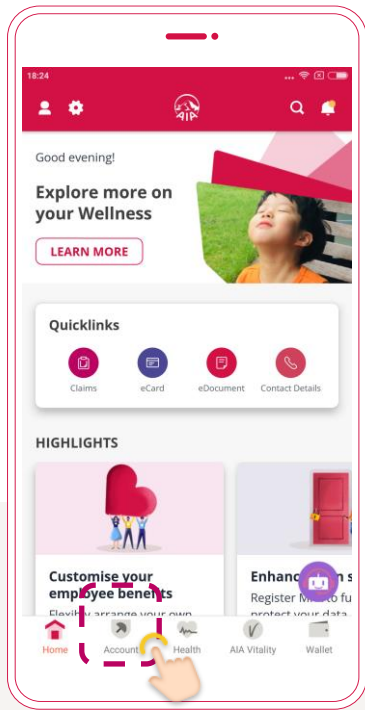
Online Payment Overview
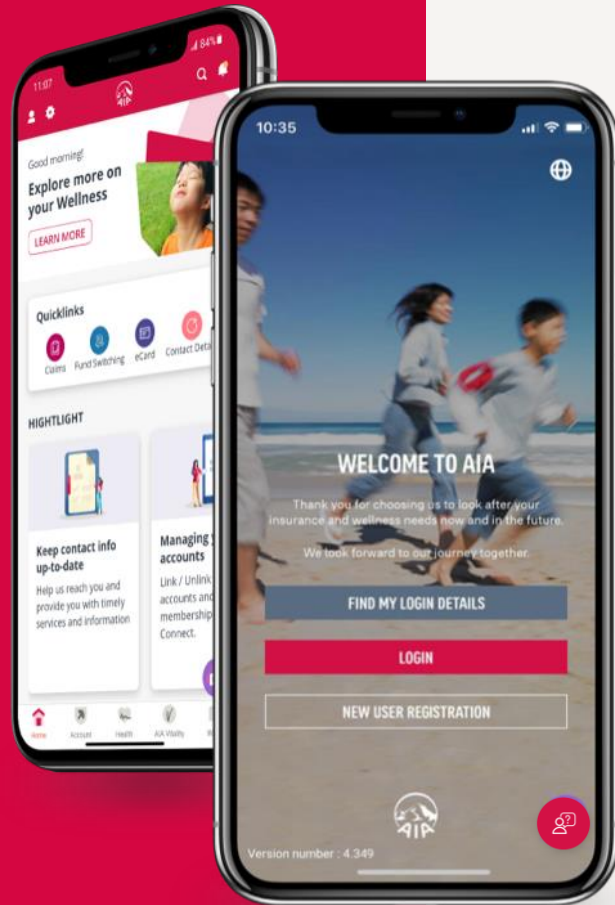
1. **Account Summary**

2. **Select "7-Eleven" to pay with cash**

3. **Select "Credit card / FPS" to pay**

4. **Supplement : FPS Payment option**

5. **Appendix : Non HKG Issue credit card**

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1. Account Summary

01

Login to AIA Connect and select "Account" from the bottom menu to view your policy(ies) and account(s) in "Account Summary"
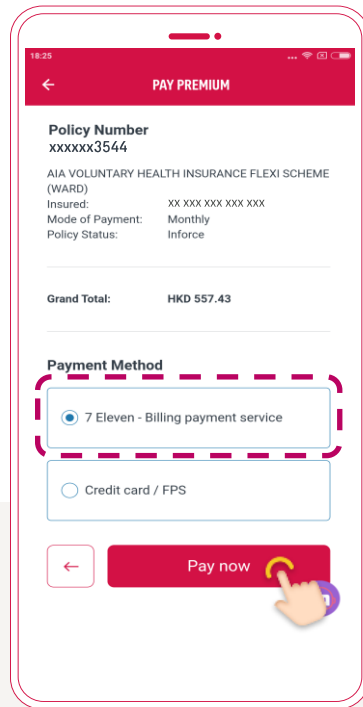
02

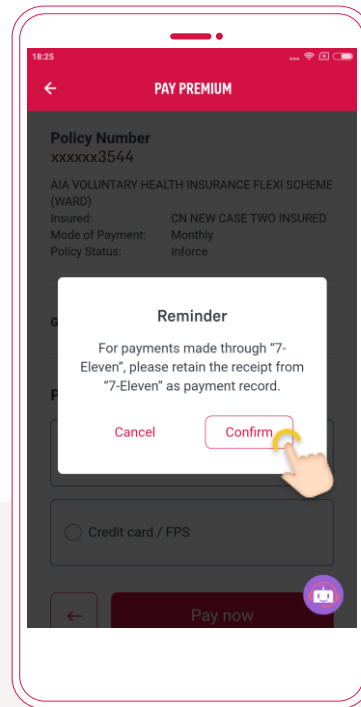Select the policy you would like to view.

03

Once you're on the "Account Details" page, go to General Information and click + to expand the section, then select "Pay now" to view payment options.
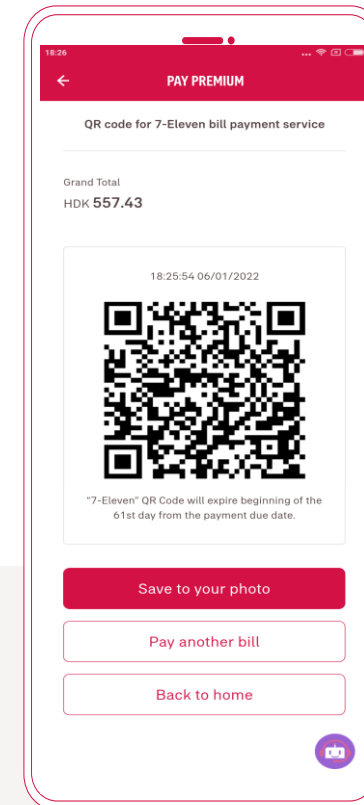
2. Select "7-Eleven" to pay with cash

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01

If you would like to pay at a "7-Eleven", select "7-Eleven" and "Pay now" to pay with cash.

02

A message will appear to remind you to retain your receipt. Read and select "Confirm".
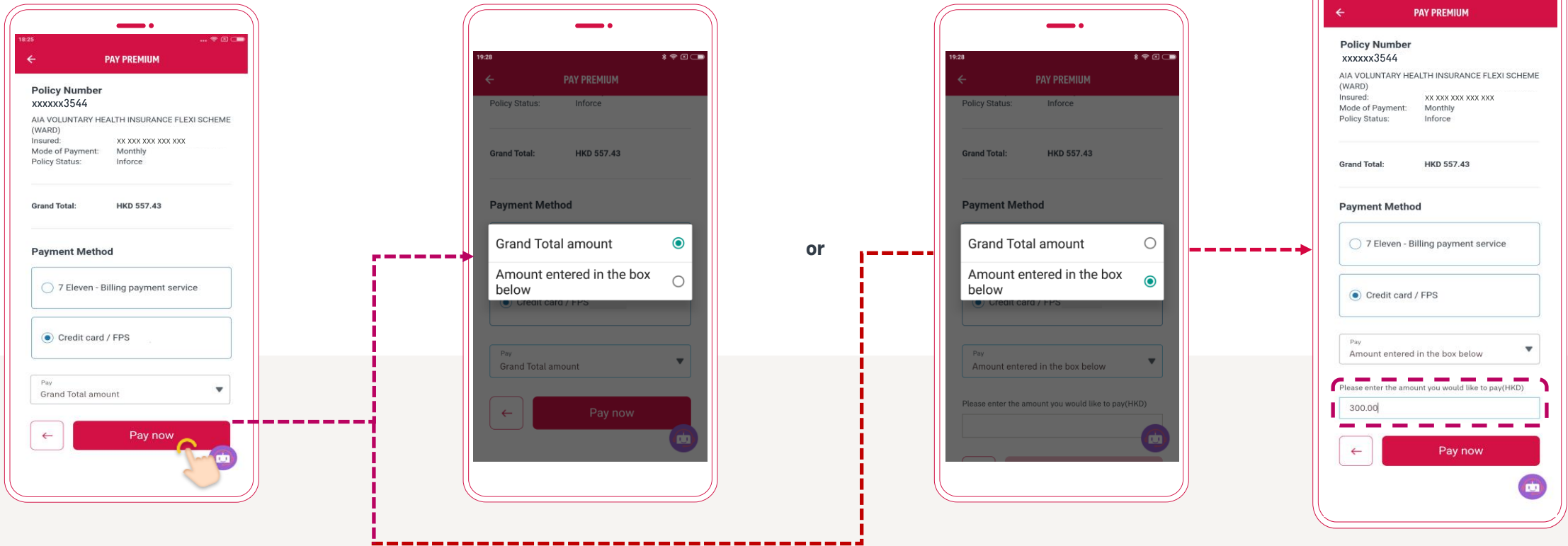
03

A QR code for "7-Eleven" will appear on the screen. You can save this image onto your device to pay later or pay instantly at "7-Eleven".

3. Select "Credit card / FPS" to pay – (1)

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or

01

If you would like to pay by credit card or FPS, select "Credit card / FPS" followed by "Pay now".
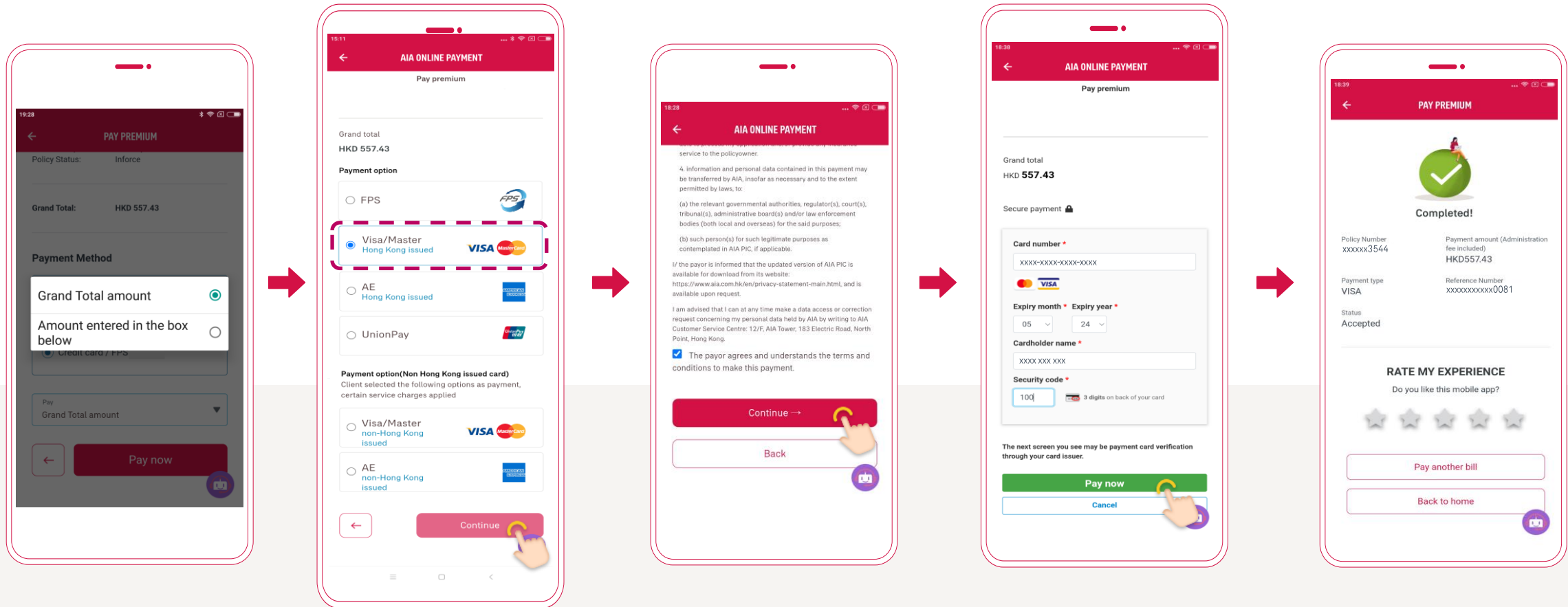
02

You may choose to pay the "Grand Total amount" or "Amount entered in the box below" (an amount you prefer) to proceed with payment.

02

If you have chosen "Amount entered in the box below", enter the desired payment amount in the "Please enter the amount you would like to pay(HKD)" field and select "Pay now".

3. Select "Credit card / FPS" to pay – (2)

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03

Select your preferred payment option followed by "Continue".

04

Check the box after reading the Terms and Conditions and then select "Continue".
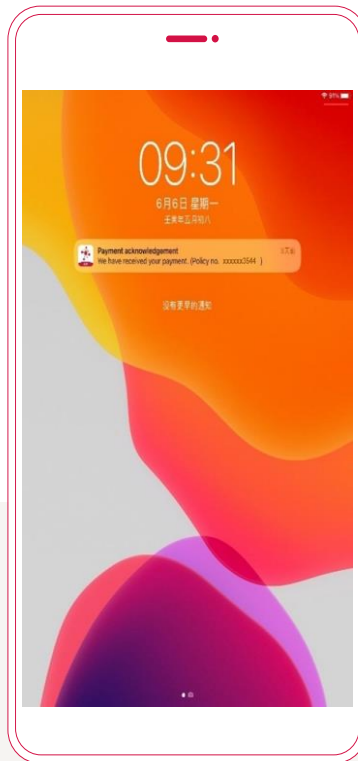
05

Enter your credit card information and then select "Pay now".
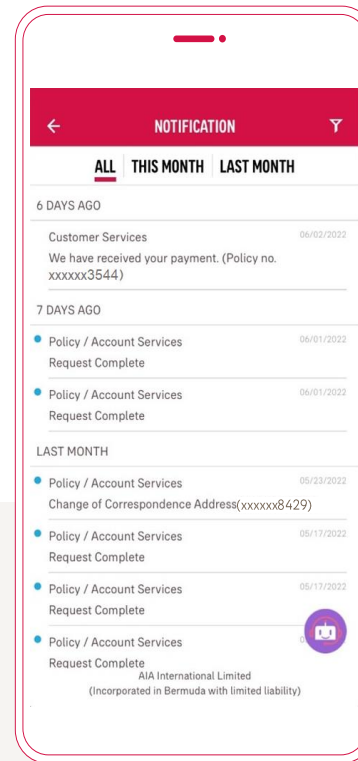
06

Your payment is now done!

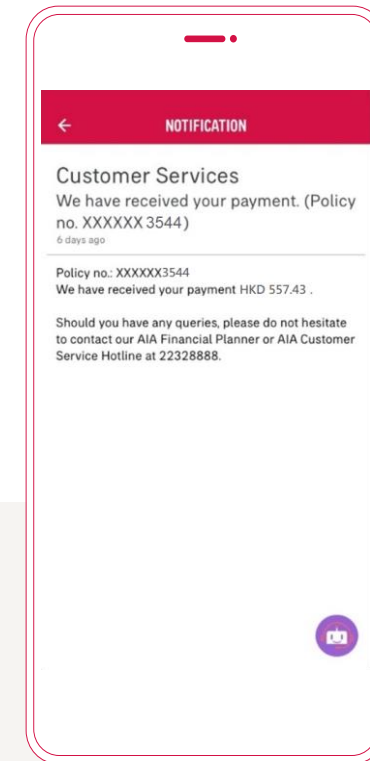# **3.** Select "Credit card / FPS" to pay – (3)

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07

After successfully paying your premium, you will receive an acknowledgement via AIA Connect's app or email notification.

08

You can also view the confirmation of payment in the notification section of AIA Connect.
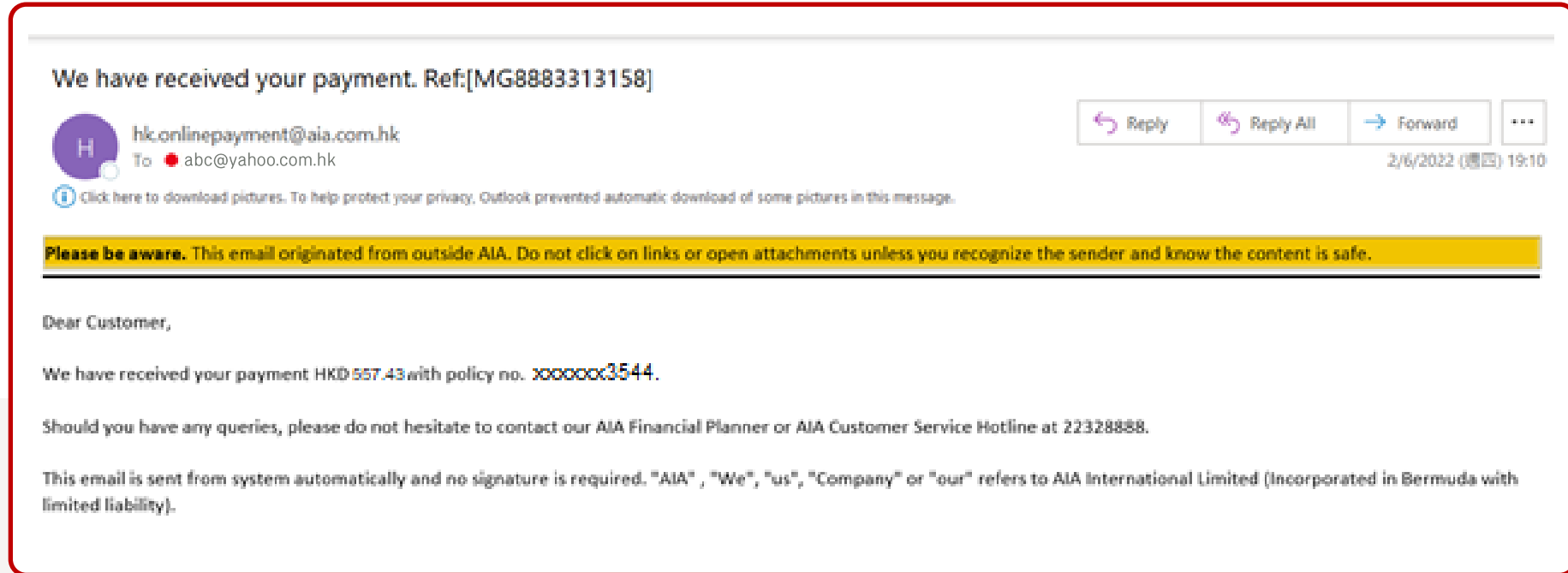
09

Notification detail - Confirmation of payment

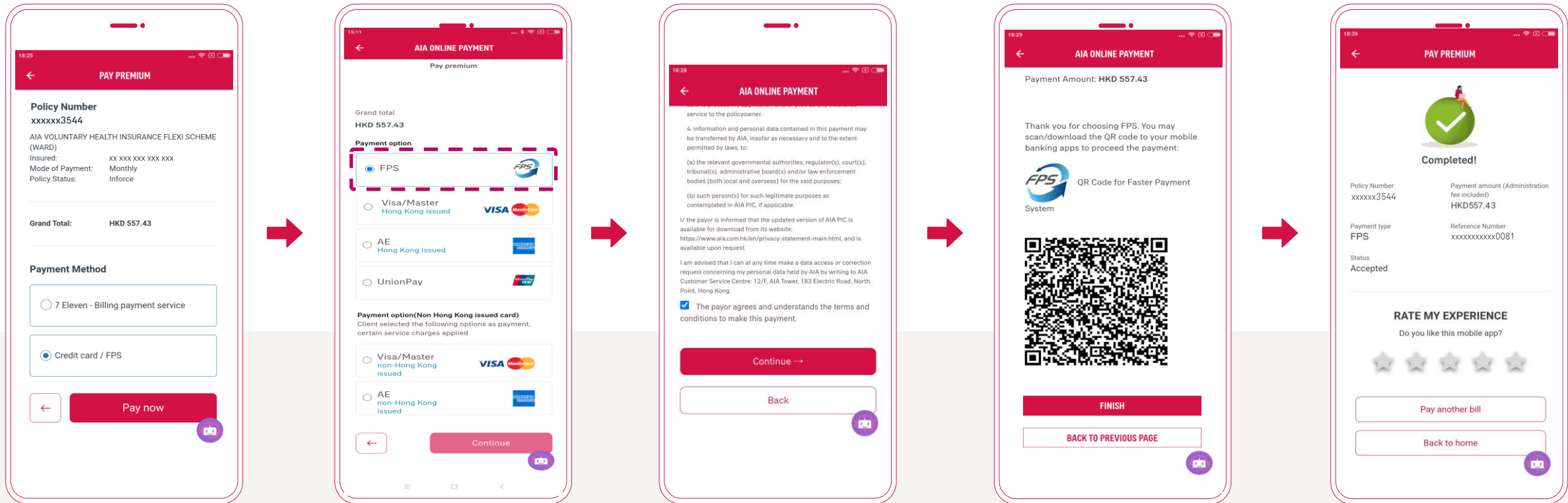# **3.** Select "Credit card / FPS" to pay – (4)

10

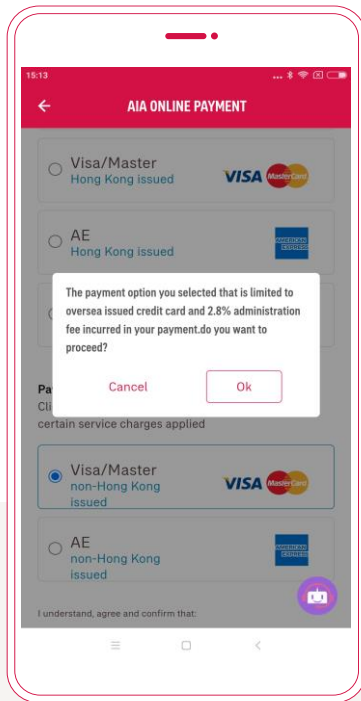Here is an example of the Email acknowledgment –confirmation of payment.

4. Supplement : FPS Payment option

If you prefer to use FPS for payment, you can use corresponding app to scan the FPS QR Code to complete the payment.
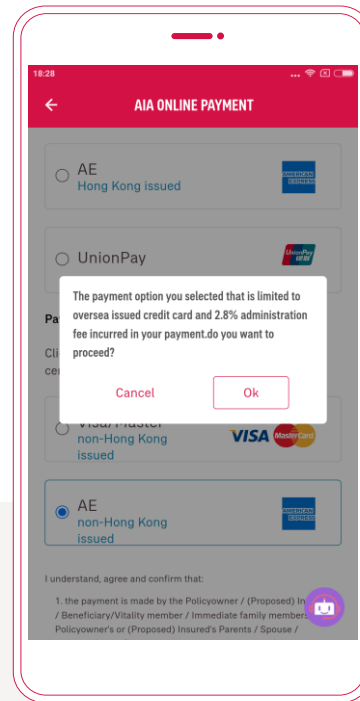
5. Appendix : Non HKG Issue credit card

or

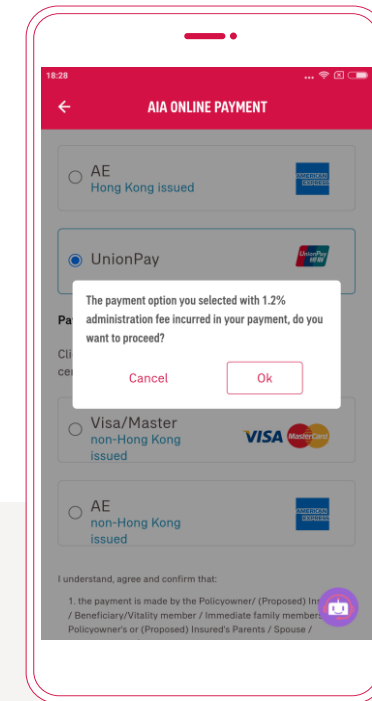or

01

Non HKG Issue : VISA/Mastercard

02

Non HKG Issue : American Express

03

Non HKG Issue : China UnionPay

If you use a non HKG issue's Credit card, a reminder message will remind you that an administration fee will be incurred for the selected payment method. Please read and select "Confirm" to proceed.

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