

# AIA Connect e-Document



# Contents

Please tap the page you would like to view:

**Introduction of “e-Document”** 3

## **How to use “e-Document”**

Individual policy account 4

MPF / ORSO / Macau Pension account 8

Group Insurance (Employee Benefits) account 12

## **Find downloaded e-Documents**

Apple mobile users 16

Android mobile users 18

Desktop users 20

- With “e-Document”, AIA customers can access not just MPF / ORSO / Macau Pension statements and documents, but also Individual policy account and Group Insurance member account documents.
- The latest e-Documents are available in the AIA Connect mobile app and web portal. Customers who wish to download the documents from AIA Connect must sign up for Multi-Factor Authentication (MFA) for better protection of the documents.

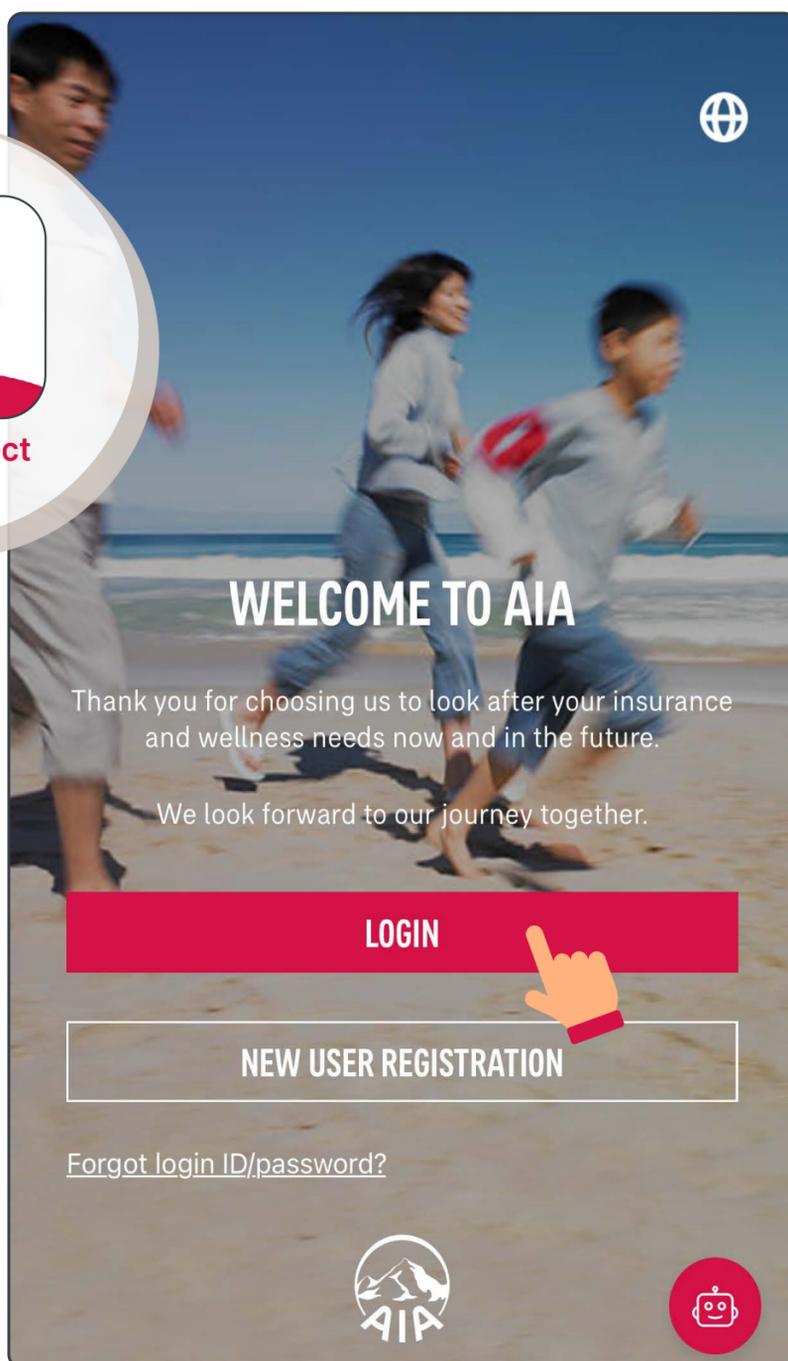
Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

# Individual policy account

## 1 /6 Log in to AIA Connect



Note: Under Multi-Factor Authentication (MFA), users need to log in with the correct login ID and password, as well as the One-Time-Passcode (OTP) received via SMS/email. Mobile app users who have enabled biometrics login can log in with their fingerprint, Face ID or Touch ID.

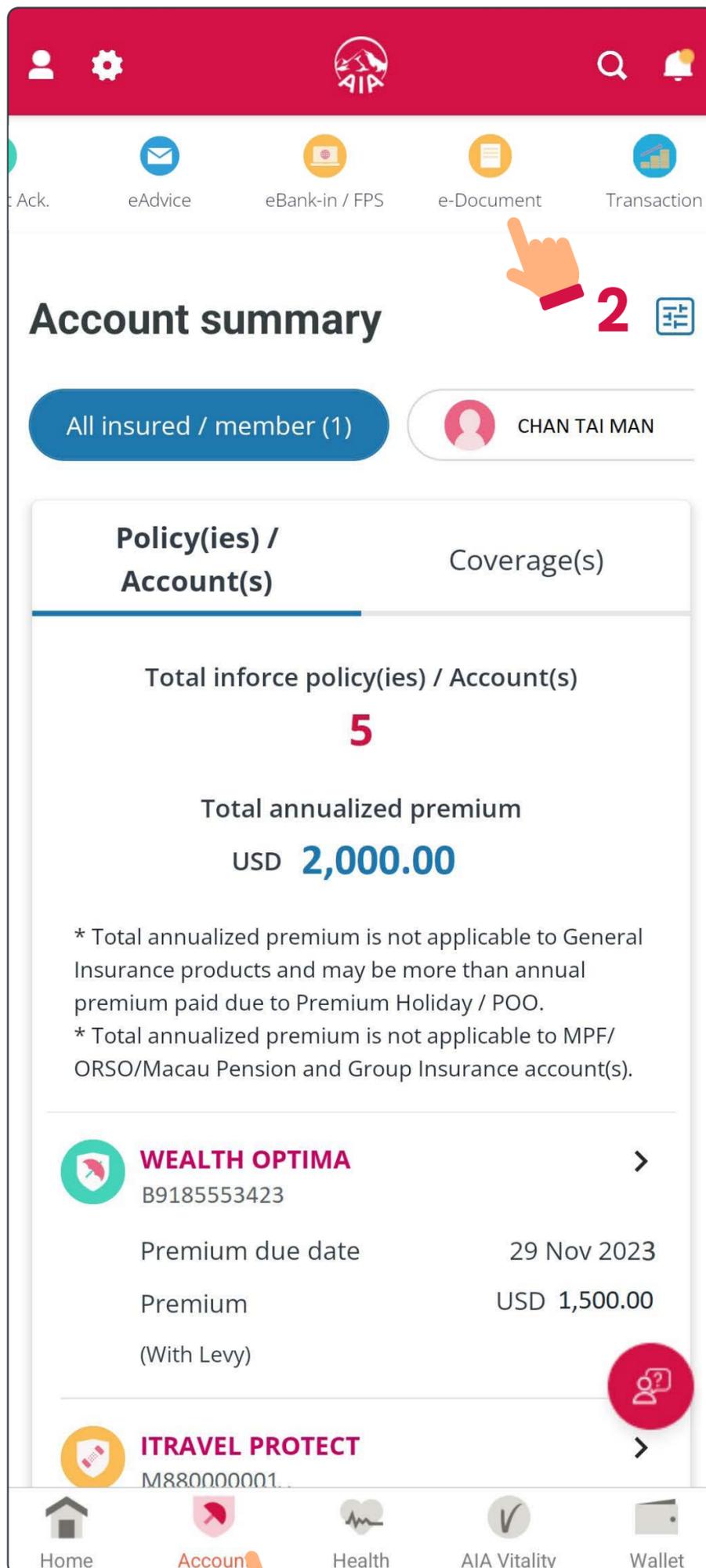
Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

# Individual policy account

**2**/<sub>6</sub> Select “Account”, then select “e-Document”.



Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

## Individual policy account

**3**<sub>/6</sub> Make sure you have selected “Individual Life”. Select the relevant information, then tap “Search”.

Account Overview Ins. Portfolio Withdrawal Policy Loan

**INDIVIDUAL LIFE**  
MPF/ORSO/MACAU PENSION  
GROUP INSURANCE

Policy Number [Clear All](#)  
B360528811

Date Period  
Last 12 months

Category  
Statement & eAdvice

**SEARCH**

### Options included:

- Statement & eAdvice
- Claims
- Policy Future Illustration
- Endorsement

**4**<sub>/6</sub> Select the document you wish to view and/or download

**INDIVIDUAL LIFE**  
MPF/ORSO/MACAU PENSION  
GROUP INSURANCE

Policy Number [Clear All](#)  
B8XXXXXX40

Date Period  
Last 12 months

Category  
Statement & eAdvice

**SEARCH**

Subject	Detail
Anniversary Statement - Client copy	
29 Nov 2022	
Change of Address / Telephone Number	
18 Nov 2022	

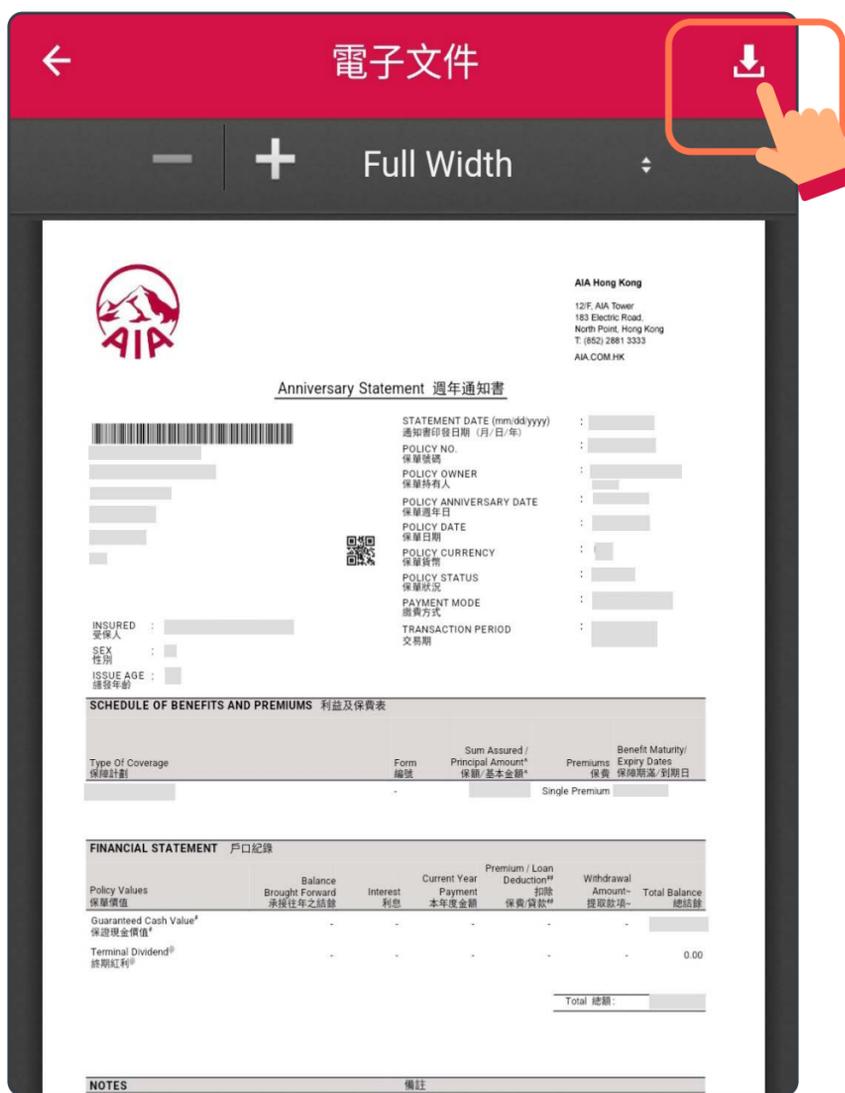
Individual policy account

MPF / ORSO / Macau Pension account

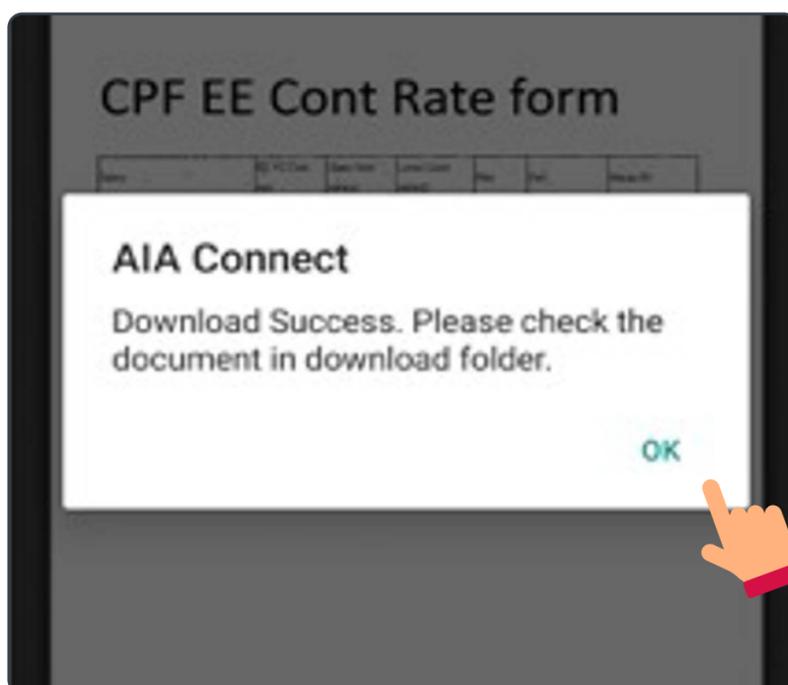
Group Insurance (Employee Benefits) account

# Individual policy account

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**6**<sub>/16</sub> The document will be saved to your device once the download is complete



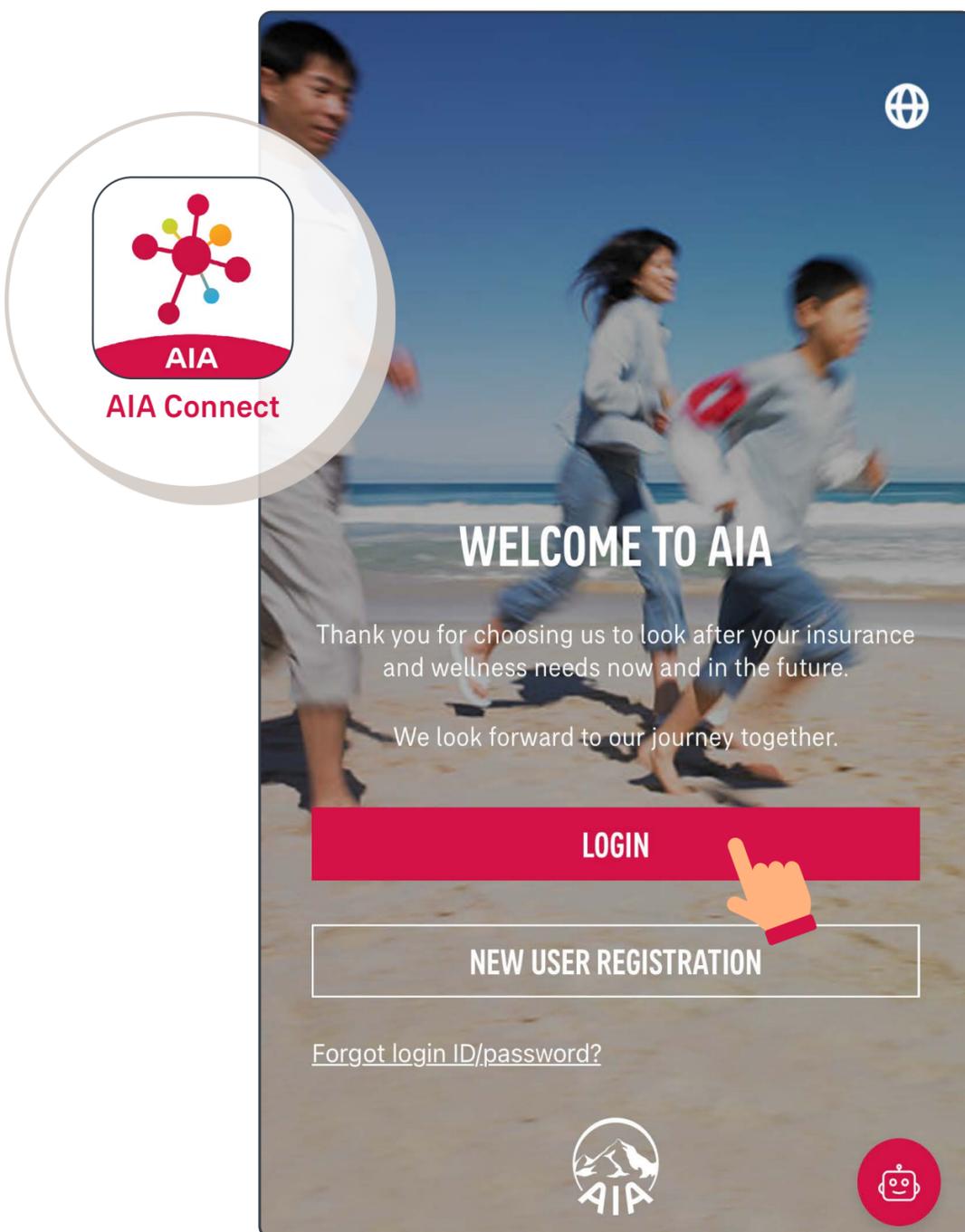
Individual policy  
account

**MPF / ORSO / Macau  
Pension account**

Group Insurance  
(Employee Benefits)  
account

## MPF / ORSO / Macau Pension account

### 1 /6 Log in to AIA Connect



Note: Under Multi-Factor Authentication (MFA), users need to log in with the correct login ID and password, as well as the One-Time-Passcode (OTP) received via SMS/email. Mobile app users who have enabled biometrics login can log in with their fingerprint, Face ID or Touch ID.

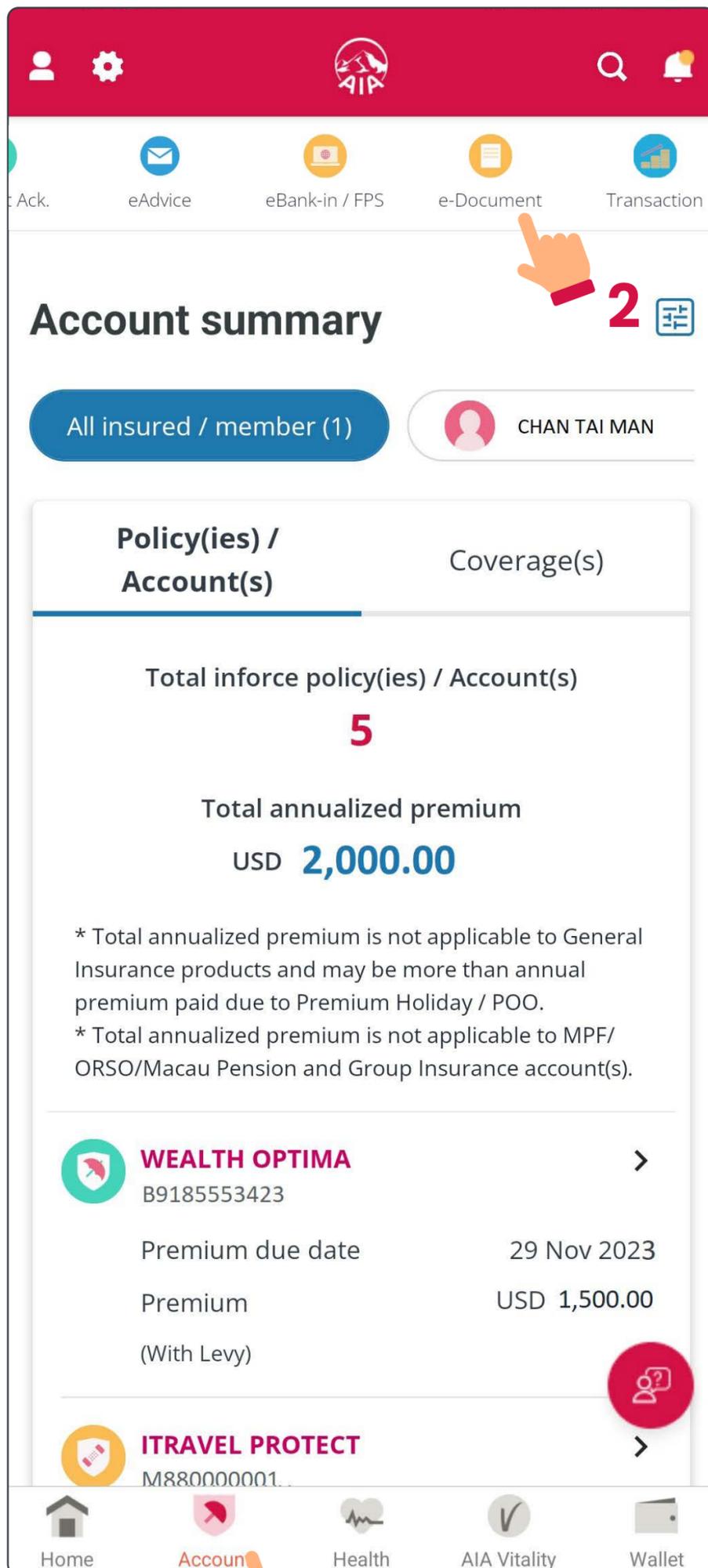
Individual policy account

**MPF / ORSO / Macau Pension account**

Group Insurance (Employee Benefits) account

# MPF / ORSO / Macau Pension account

**2**/<sub>6</sub> Select “Account”, then select “e-Document”.



Individual policy account

**MPF / ORSO / Macau Pension account**

Group Insurance (Employee Benefits) account

## MPF / ORSO / Macau Pension account

**3**<sub>/6</sub> Make sure you have selected “MPF / ORSO / Macau Pension”. Select the relevant information, then tap “Search”.

The screenshot shows the search interface for the MPF/ORSO/Macau Pension account. At the top, there are navigation tabs: Account Overview, Inv. Portfolio, Withdrawal, and Policy Loan. Below these are three main categories: INDIVIDUAL LIFE, **MPF/ORSO/MACAU PENSION** (which is underlined and highlighted), and GROUP INSURANCE. The search form includes a Plan/Member Account Number field with the value CR0012/009999888 and a dropdown menu for (Employee Mem...). Below this is a Date Period dropdown set to Last 12 months, and a Category dropdown set to Statement. A red SEARCH button is at the bottom, with a hand icon pointing to it. A callout box titled "Options included:" is on the right, showing three options: Form Copy (selected with a green radio button), Letter (unselected), and Statement (unselected).

**4**<sub>/6</sub> Select the document you wish to view and/or download

The screenshot shows the search results page. At the top, the same navigation and category structure as in the previous screenshot is visible. The search form fields are filled with: Plan/Member Account Number WJXXXXXXXXXXXXXXXX01 (Employee Mem...), Date Period Last 12 months, and Category Statement. A red SEARCH button is at the bottom. Below the search button, there are two columns: Subject and Detail. A list of search results is shown, with two items highlighted by a red box: "Fund Switching Statement" dated 11 Oct 2022 and "Member Benefit Statement" dated 01 Sep 2022. A hand icon is pointing to a red circular icon with a person symbol at the bottom right of the list.

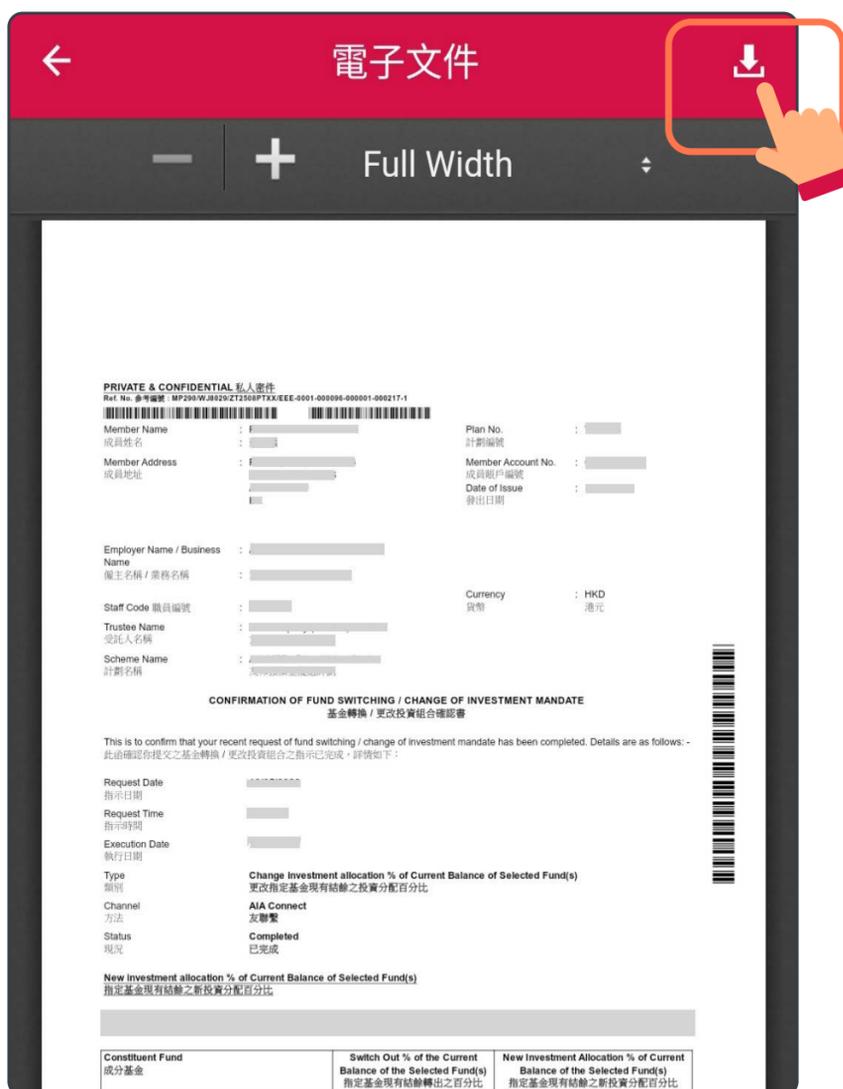
Individual policy account

**MPF / ORSO / Macau Pension account**

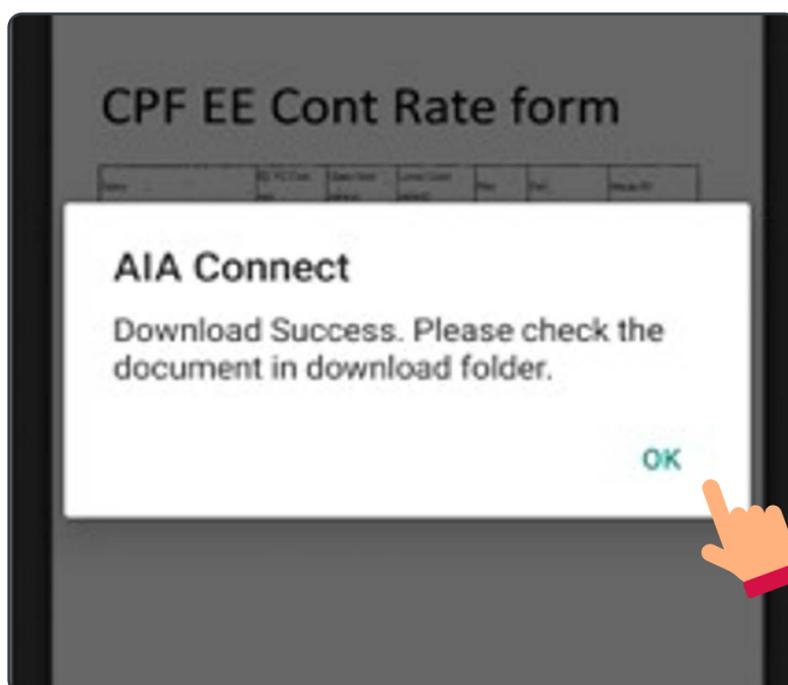
Group Insurance (Employee Benefits) account

## MPF / ORSO / Macau Pension account

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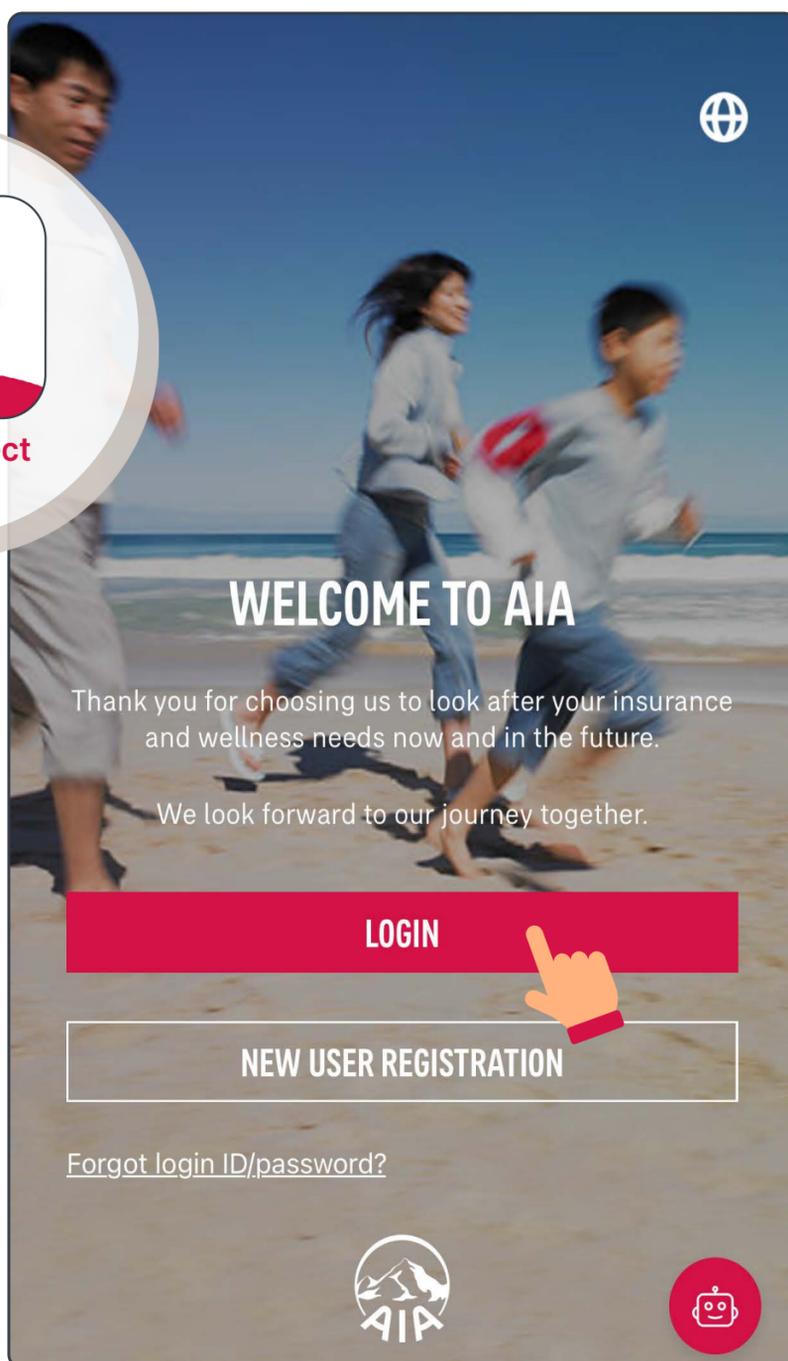
Individual policy account

MPF / ORSO / Macau Pension account

**Group Insurance (Employee Benefits) account**

# Group Insurance (Employee Benefits) account

## 1 /6 Log in to AIA Connect



Note: Under Multi-Factor Authentication (MFA), users need to log in with the correct login ID and password, as well as the One-Time-Passcode (OTP) received via SMS/email. Mobile app users who have enabled biometrics login can log in with their fingerprint, Face ID or Touch ID.

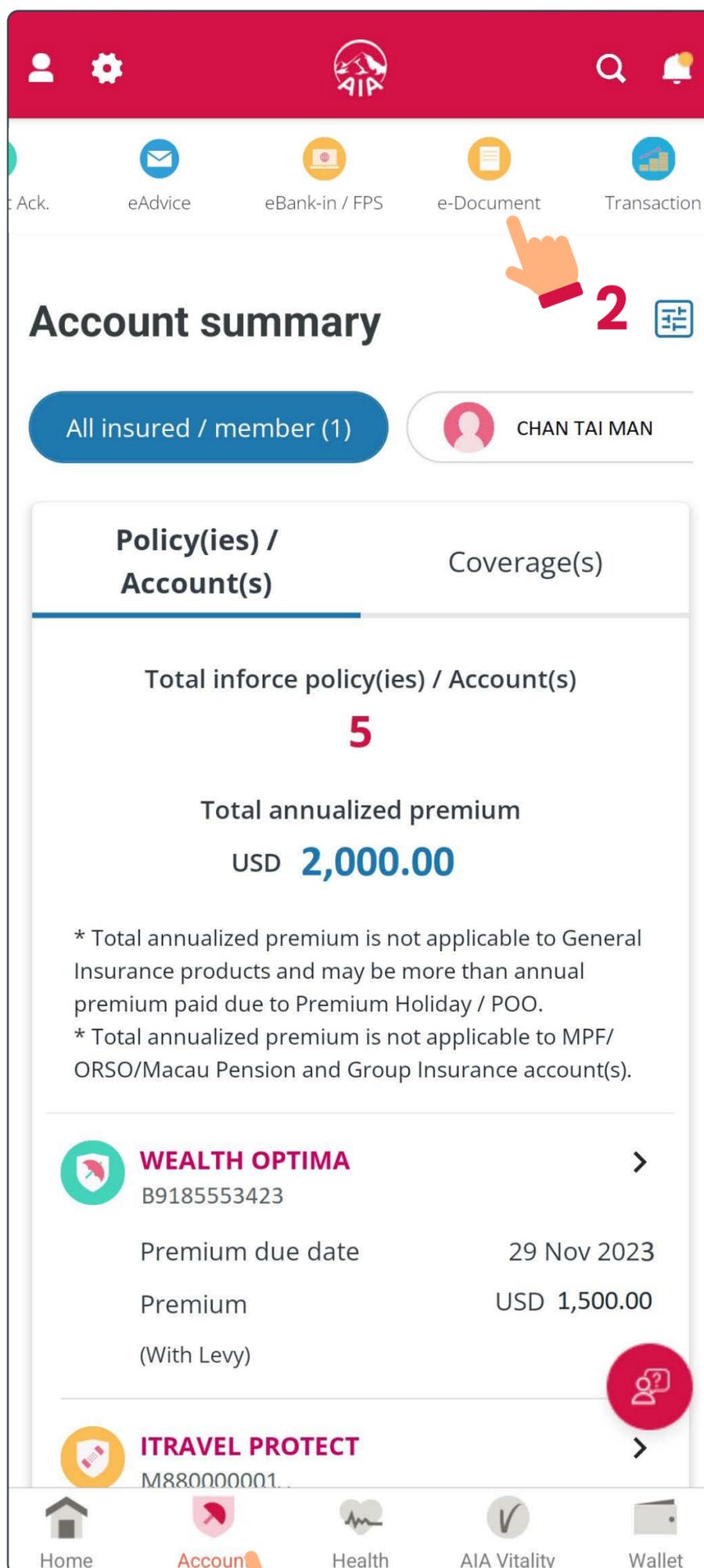
Individual policy account

MPF / ORSO / Macau Pension account

**Group Insurance (Employee Benefits) account**

# Group Insurance (Employee Benefits) account

**2**/<sub>6</sub> Select “Account”, then select “e-Document”.



Individual policy account

MPF / ORSO / Macau Pension account

**Group Insurance (Employee Benefits) account**

## Group Insurance (Employee Benefits) account

**3**<sub>/6</sub> Make sure you have selected “Group Insurance”. Select the relevant information, then tap “Search”.

The screenshot shows the 'e-Document' section of the app. At the top, there are tabs for 'Account Overview' and 'e-Document'. Below this, there are three main categories: 'INDIVIDUAL LIFE', 'MPF/ORSO/MACAU PENSION', and 'GROUP INSURANCE', with 'GROUP INSURANCE' being the selected and underlined option. The search form includes three dropdown menus: 'Policy Number' (with a 'Clear All' link), 'Date Period', and 'Category'. A red box highlights these three dropdowns. To the right, a callout box titled 'Options included:' shows three radio button options: 'Claims Letter' (which is selected), 'Coverage Letter', and 'e-Guide'. At the bottom of the form is a red 'SEARCH' button with a hand icon pointing to it.

**4**<sub>/6</sub> Select the document you wish to view and/or download

The screenshot shows the search results for the 'GROUP INSURANCE' category. The search form at the top is identical to the previous screenshot, but with a different 'Policy Number' (00XXXXXX95) and 'Category' (Explanation of Benefits/Medical Expens...). Below the 'SEARCH' button, there is a table with two columns: 'Subject' and 'Detail'. The table contains two entries: 'Explanation of Benefits' (dated 05 Dec 2022) and 'Monthly Explanation of Benefits' (dated 26 Nov 2022). A red box highlights the 'Monthly Explanation of Benefits' entry, and a hand icon points to a red circular icon with a document symbol next to it.

Individual policy account

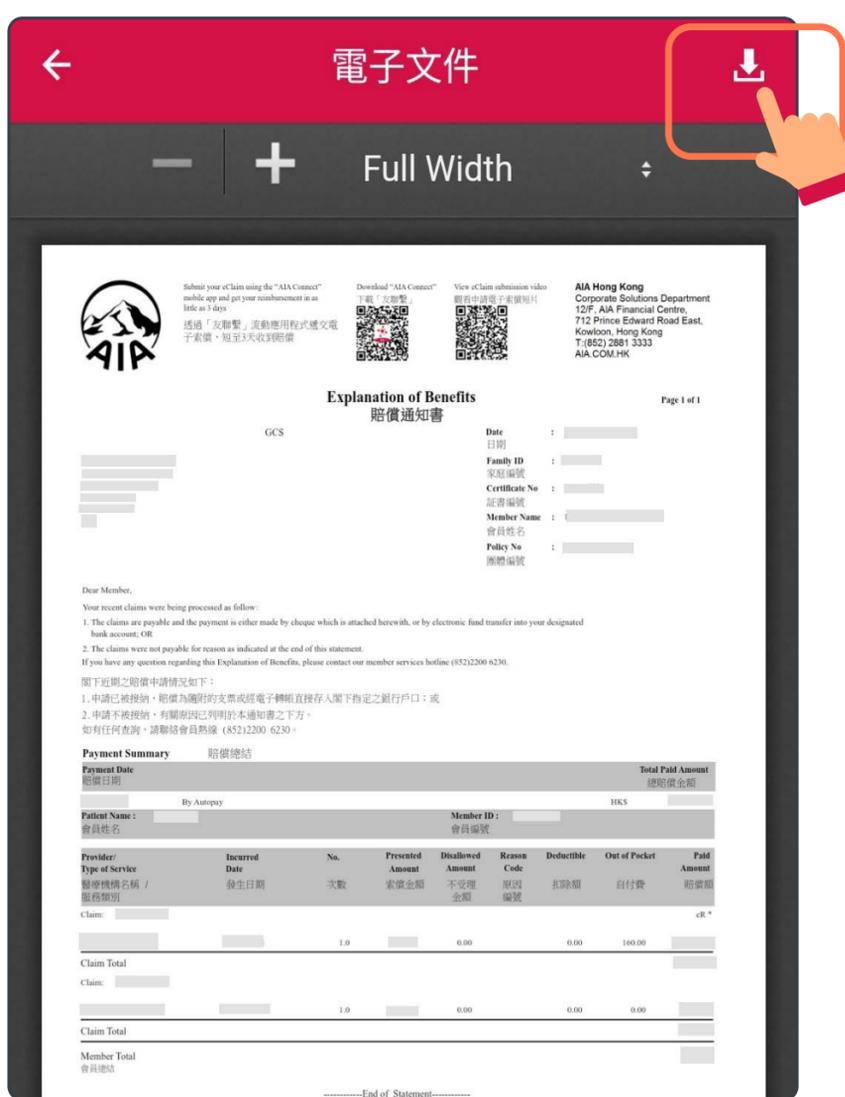
MPF / ORSO / Macau Pension account

**Group Insurance (Employee Benefits) account**

# Group Insurance (Employee Benefits) account

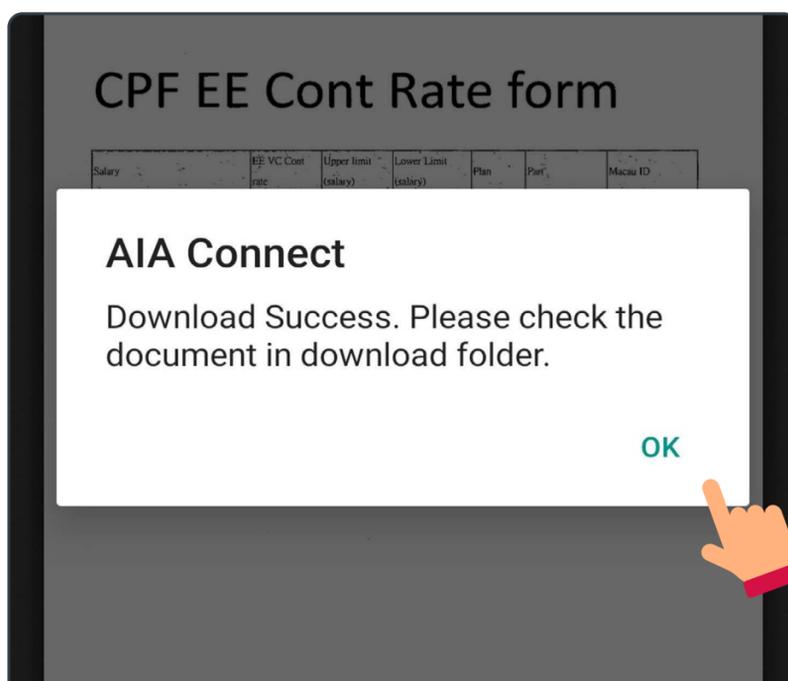
5<sub>/6</sub>

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6<sub>/6</sub>

The document will be saved to your device once the download is complete



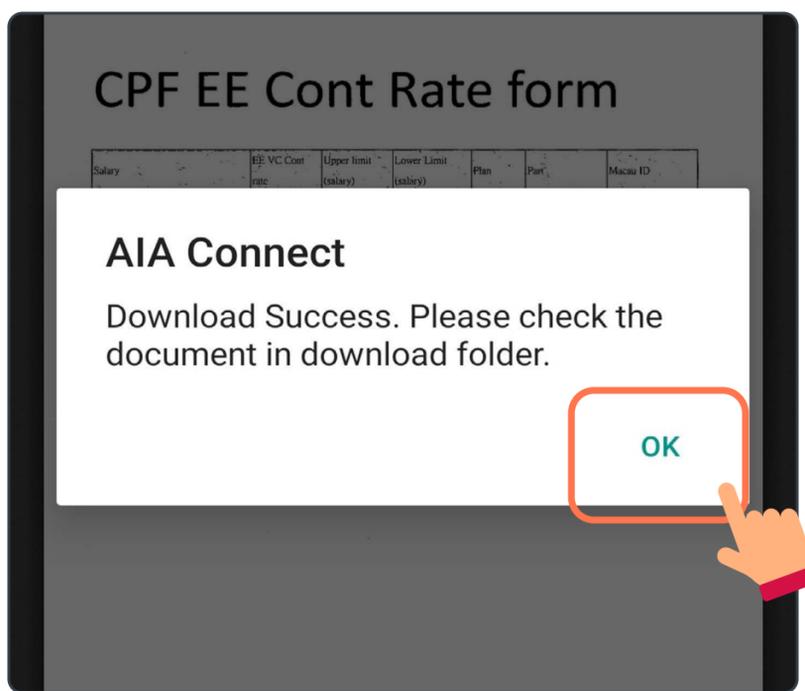
Apple mobile users

Android mobile users

Desktop users

## Apple mobile users

**1** /4 Once the download is complete, select “OK”.



**2** /4 Open “Files” on your phone



Files

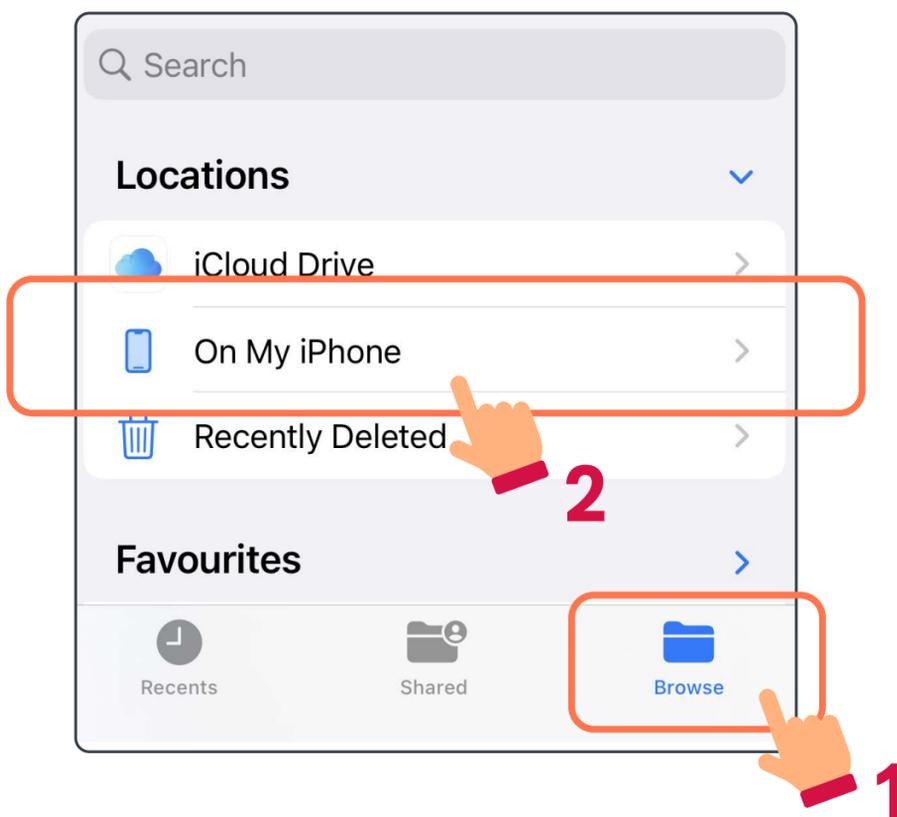
Apple mobile users

Android mobile users

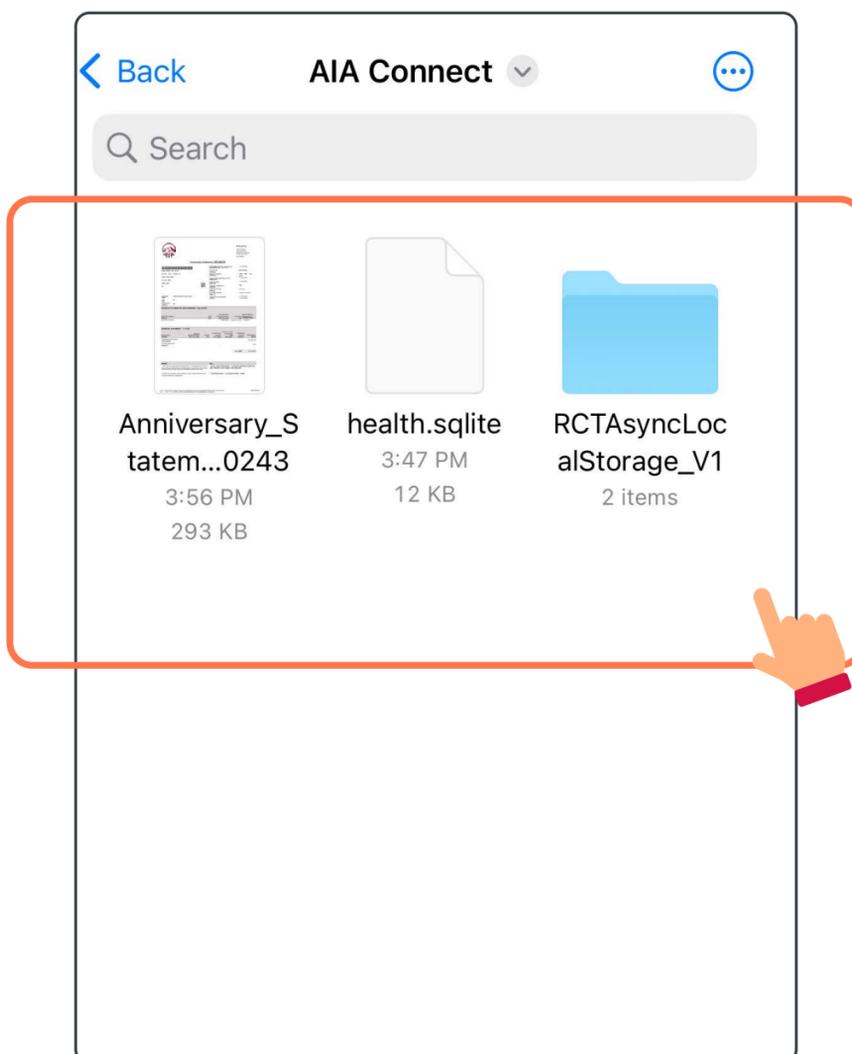
Desktop users

## Apple mobile users

**3**<sub>/4</sub> Tap “Browse”, then select “On My iPhone”.



**4**<sub>/4</sub> Open the document you wish to view



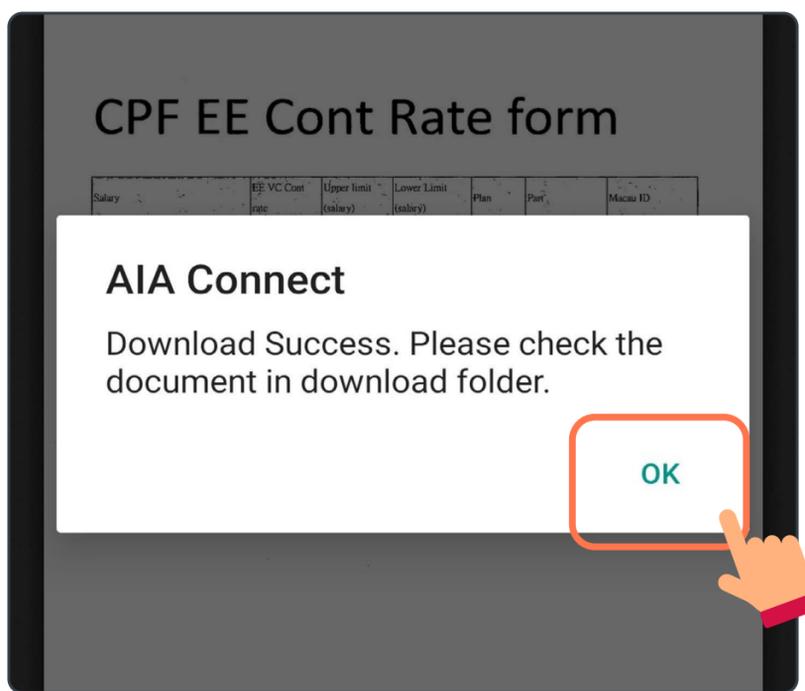
Apple mobile users

**Android mobile users**

Desktop users

## Android mobile users

**1**<sub>/4</sub> Once the download is complete, select “OK”.



**2**<sub>/4</sub> Select “File Manager” on your phone



File Manager

Apple mobile users

**Android mobile users**

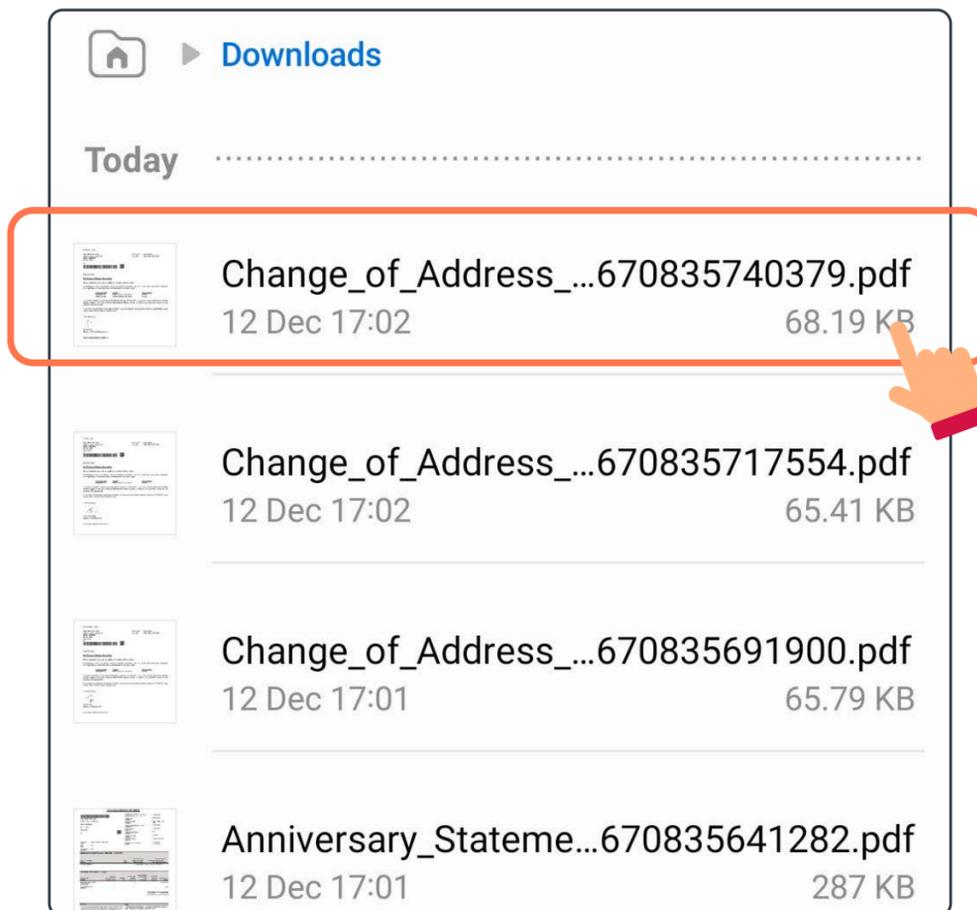
Desktop users

# Android mobile users

**3**<sub>/4</sub> Select “Download”



**4**<sub>/4</sub> Open the document you wish to view



Apple mobile users

Android mobile users

**Desktop users**

## Desktop users

**1** /2 Once you have finished downloading the document via WebPortal, click on the file in the bottom left corner to open it.



**2** /2 You may also find the document under “Downloads”.

