AIA Connect
e-Document

AIA

AIA Connect

WELCOME TO
AIA CONNECT

HEALTHIER. LONGER.
BETTER LIVES

Contents

Please tap the page you would like to view:

- 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.
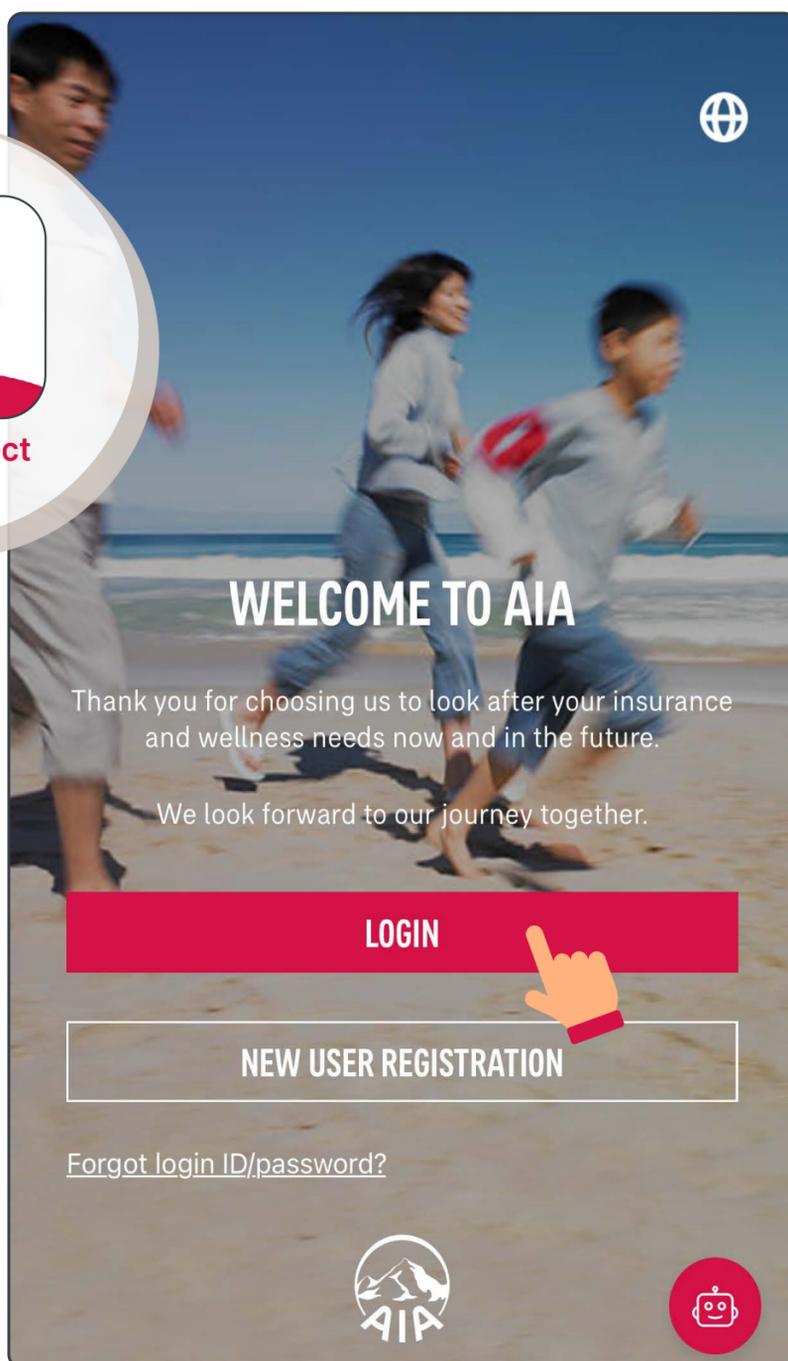
Individual policy account	MPF / ORSO / Macau Pension account	Group Insurance (Employee Benefits) account

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.
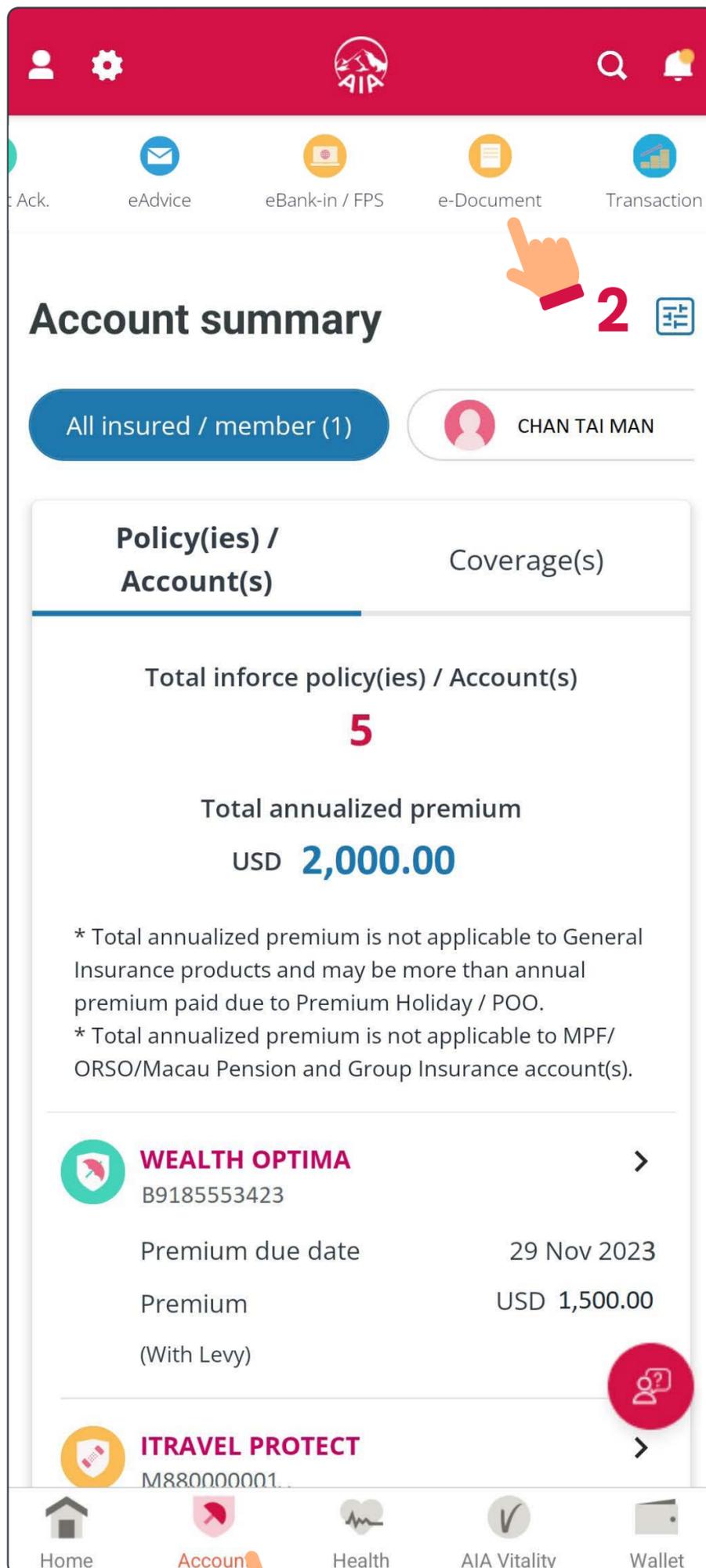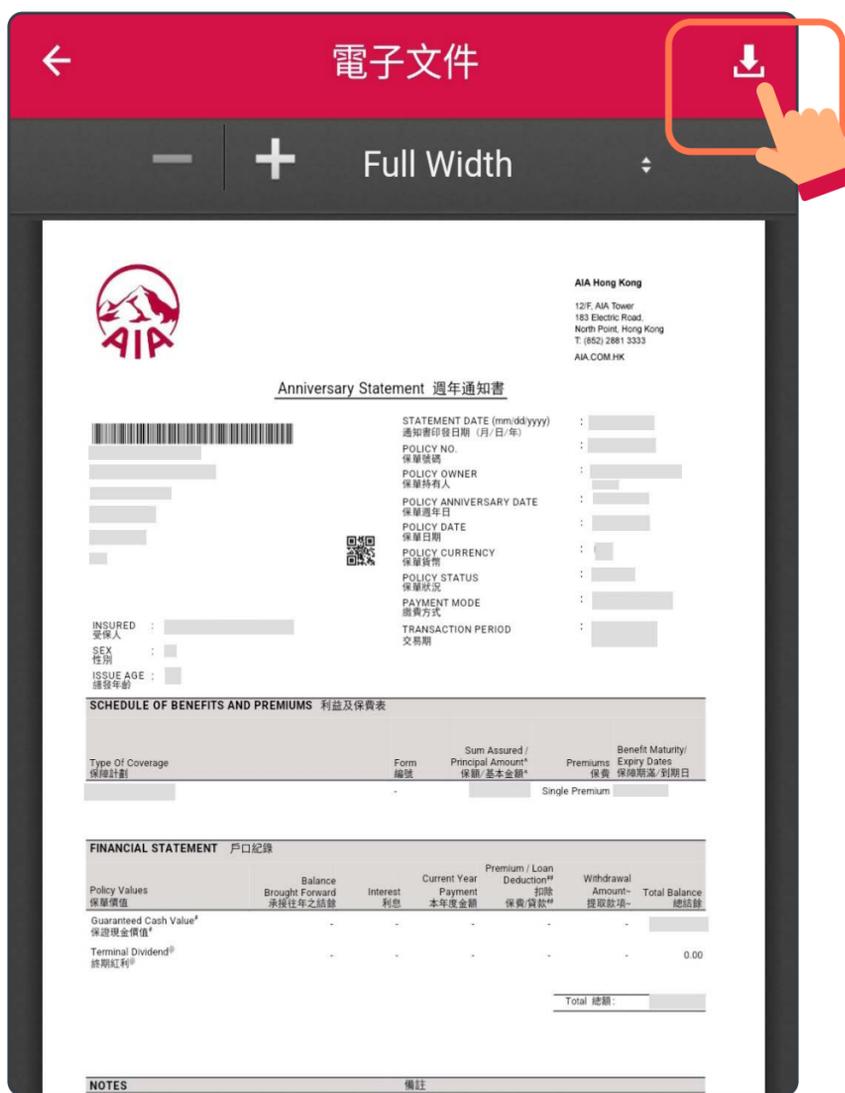
| Individual policy account | MPF / ORSO / Macau Pension account | Group Insurance (Employee Benefits) account |

Individual policy account

2/6 Select "Account", then select "e-Document".

Individual policy account	MPF / ORSO / Macau Pension account	Group Insurance (Employee Benefits) account

Individual policy account

3/6 Make sure you have selected "Individual Life". Select the relevant information, then tap "Search".

Options included:

Statement & eAdvice	⦿
Claims	○
Policy Future Illustration	○
Endorsement	○

4/6 Select the document you wish to view and/or download

Individual policy account

5/6 After you have found the document, you may tap the upper right icon to download it if needed.

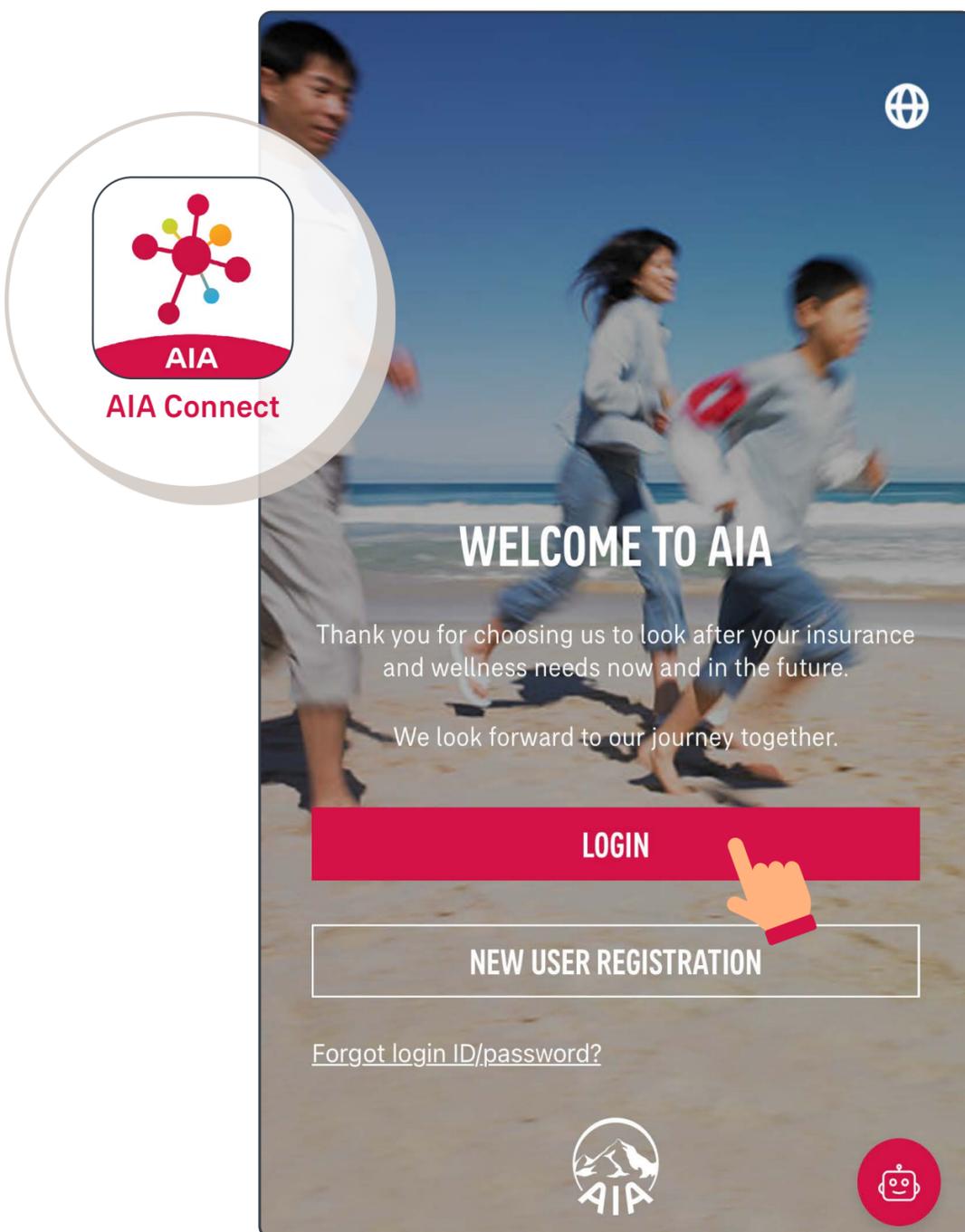## 6/6 The document will be saved to your device once the download is complete

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

AIA Connect

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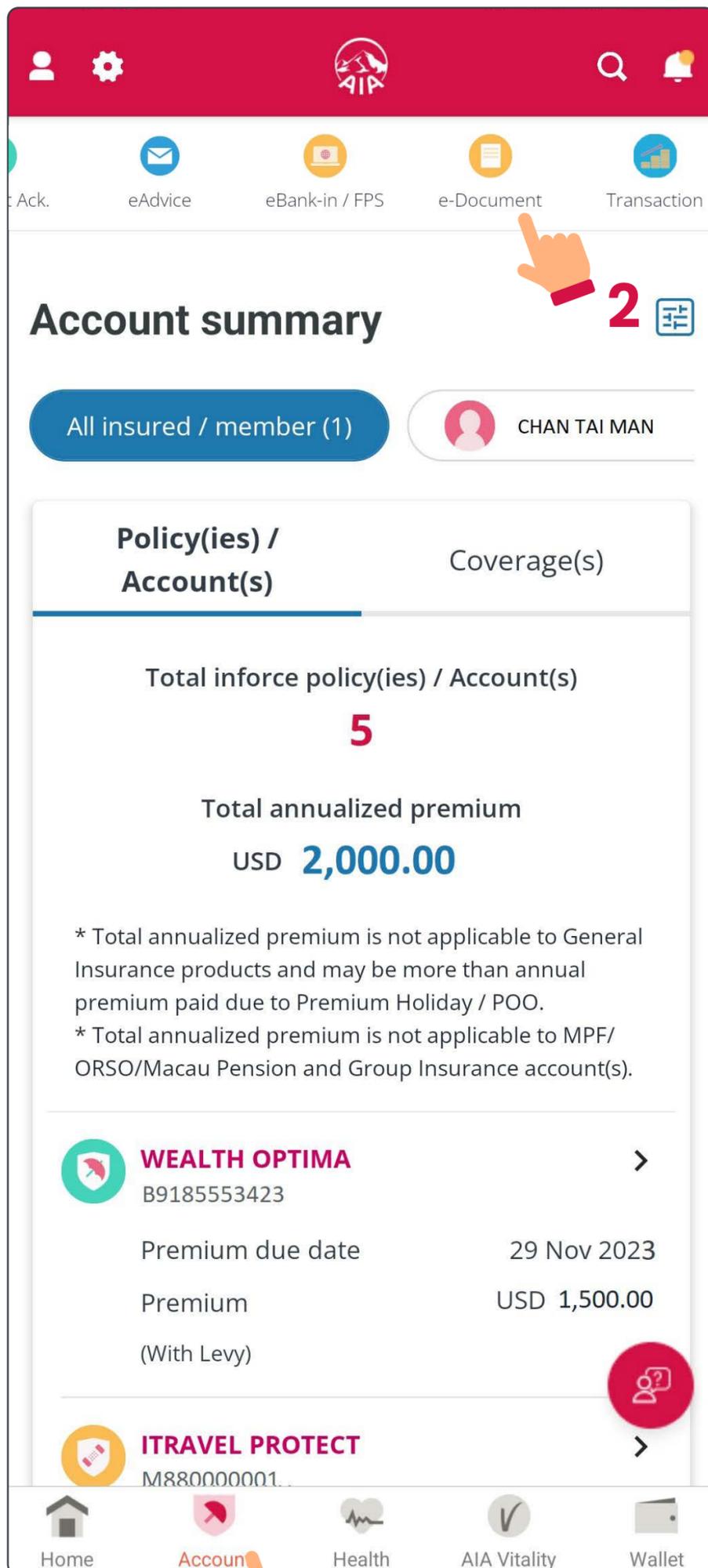
Individual policy account	**MPF / ORSO / Macau Pension account**	Group Insurance (Employee Benefits) account

MPF / ORSO / Macau Pension account

2/6 Select "Account", then select "e-Document".

Individual policy account	**MPF / ORSO / Macau Pension account**	Group Insurance (Employee Benefits) account

MPF / ORSO / Macau Pension account

3/6 Make sure you have selected "MPF / ORSO / Macau Pension". Select the relevant information, then tap "Search".

Options included:

Form Copy	⦿
Letter	○
Statement	○

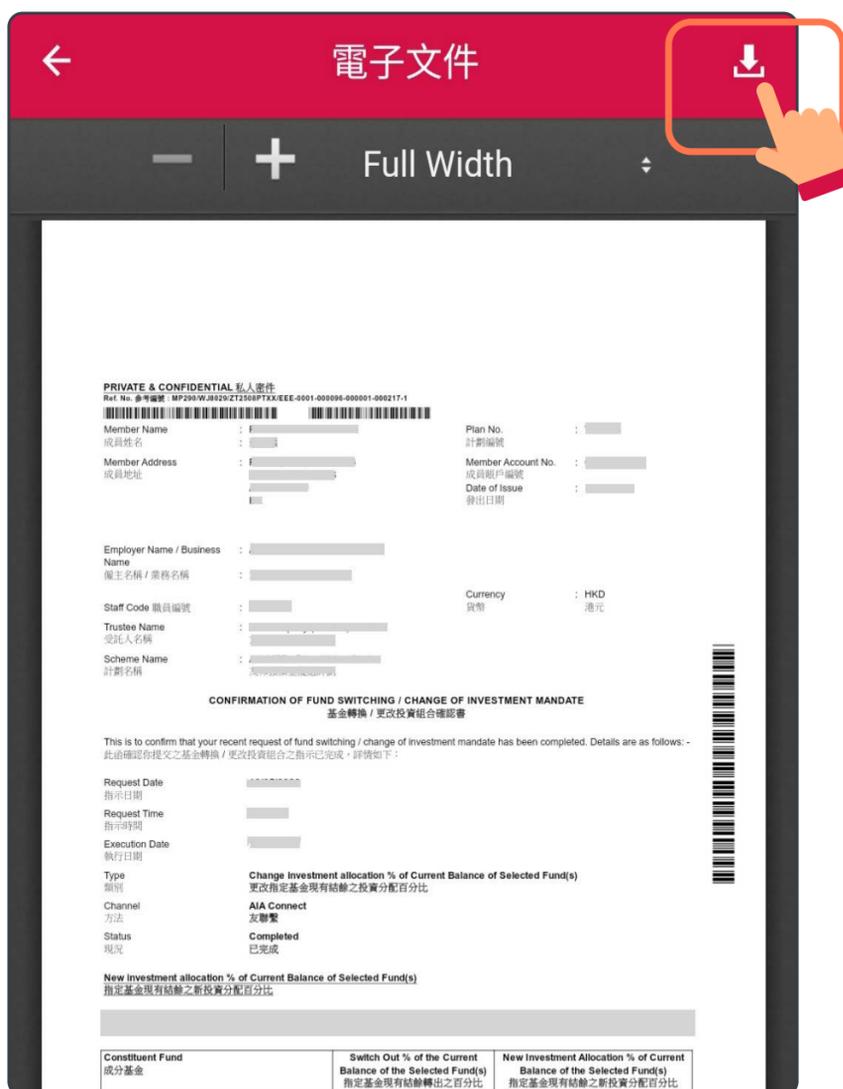**4**/6 Select the document you wish to view and/or download

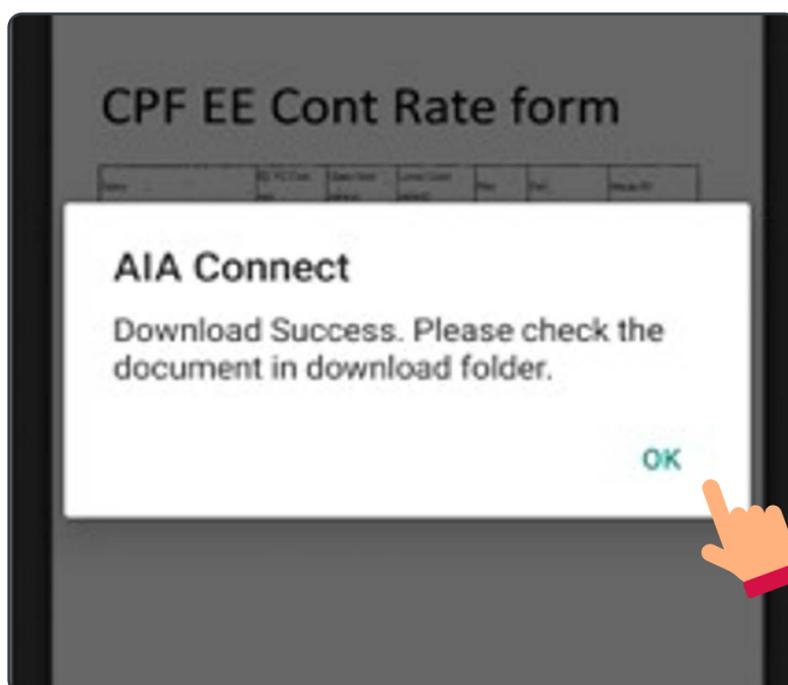| Individual policy account	**MPF / ORSO / Macau Pension account**	Group Insurance (Employee Benefits) account

MPF / ORSO / Macau Pension account

5/6 After you have found the document, you may tap the upper right icon to download it if needed.

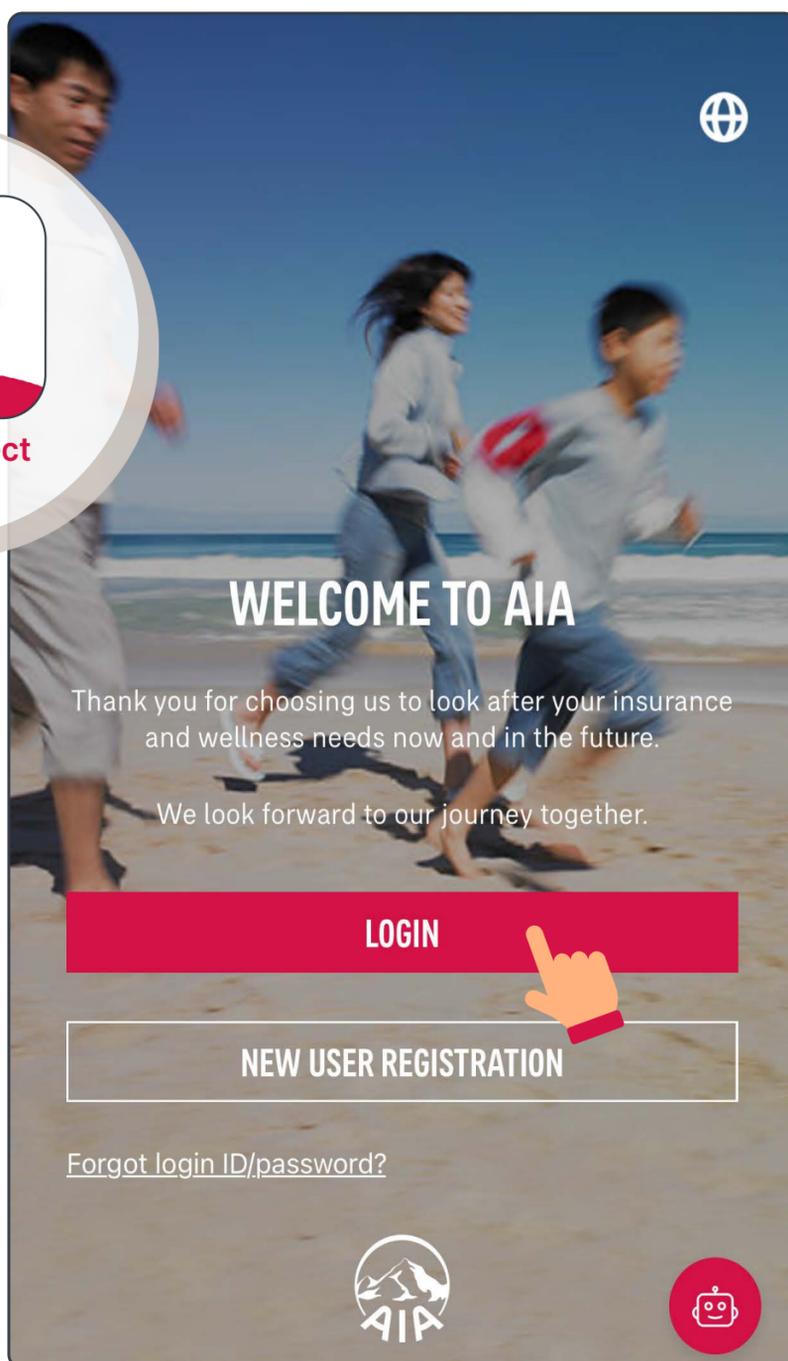**6**/6 The document will be saved to your device once the download is complete

| Individual policy account | MPF / ORSO / Macau Pension account | **Group Insurance (Employee Benefits) account** |

Group Insurance (Employee Benefits) account

1/6   Log in to AIA Connect

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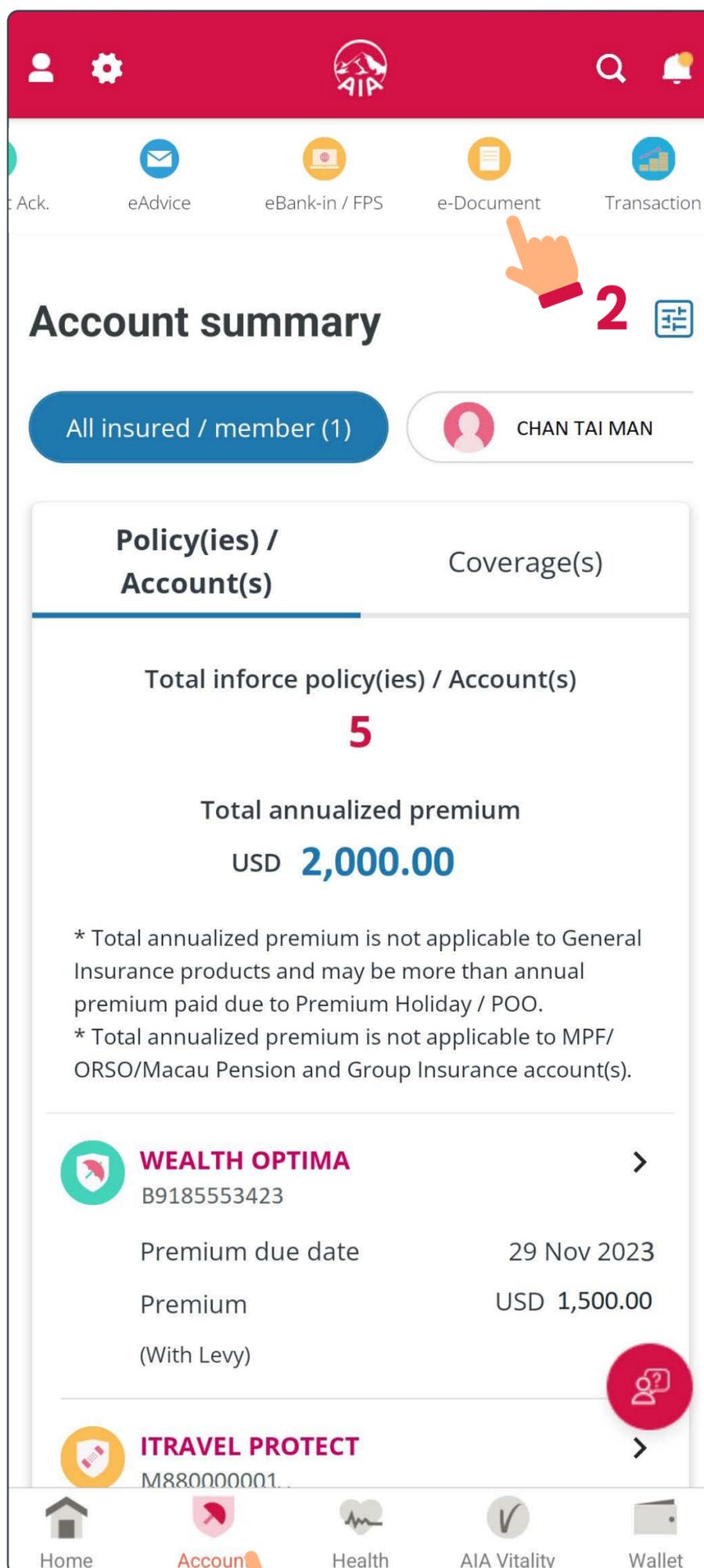
Individual policy account	MPF / ORSO / Macau Pension account	**Group Insurance (Employee Benefits) account**

Group Insurance (Employee Benefits) account

# 2/6 Select "Account", then select "e-Document".

Individual policy account	MPF / ORSO / Macau Pension account	**Group Insurance (Employee Benefits) account**

Group Insurance (Employee Benefits) account

3/6 Make sure you have selected "Group Insurance". Select the relevant information, then tap "Search".

Account Overview   e-Document

INDIVIDUAL LIFE
MPF/ORSO/MACAU PENSION
GROUP INSURANCE

Policy Number   Clear All
0000015597   ▾

Date Period
Last 12 months   ▾

Category
Claims Letter   ▾

SEARCH

Options included:

Claims Letter	⦿
Coverage Letter	○
e-Guide	○

4/6 Select the document you wish to view and/or download

INDIVIDUAL LIFE
MPF/ORSO/MACAU PENSION
GROUP INSURANCE

Policy Number   Clear All
00XXXXXX95   ▾

Date Period
Last 12 months   ▾

Category
Explanation of Benefits/Medical Expens... ▾

SEARCH

Subject   Detail

Explanation of Benefits
05 Dec 2022

Monthly Explanation of Benefits
26 Nov 2022

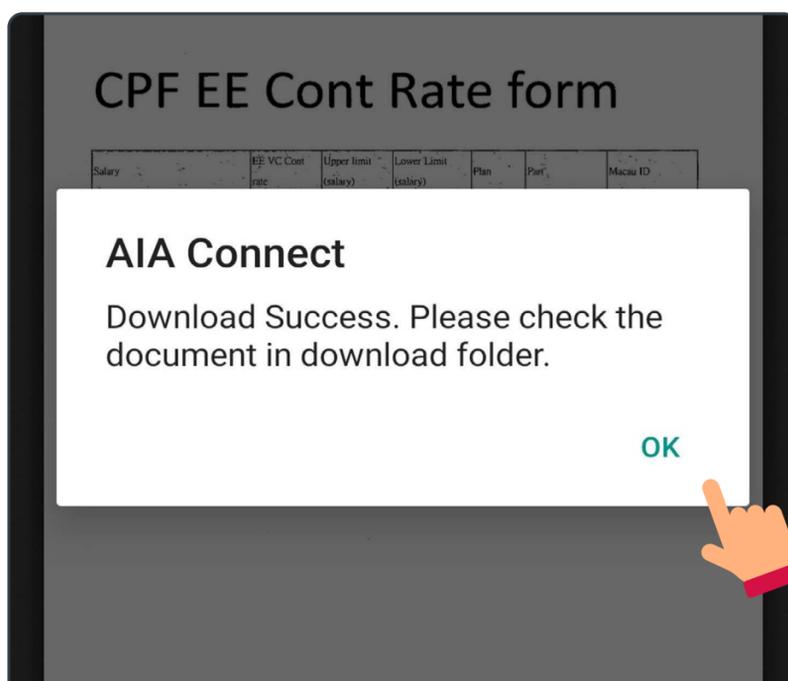# Group Insurance (Employee Benefits) account

5/6 After you have found the document, you may tap the upper right icon to download it if needed.
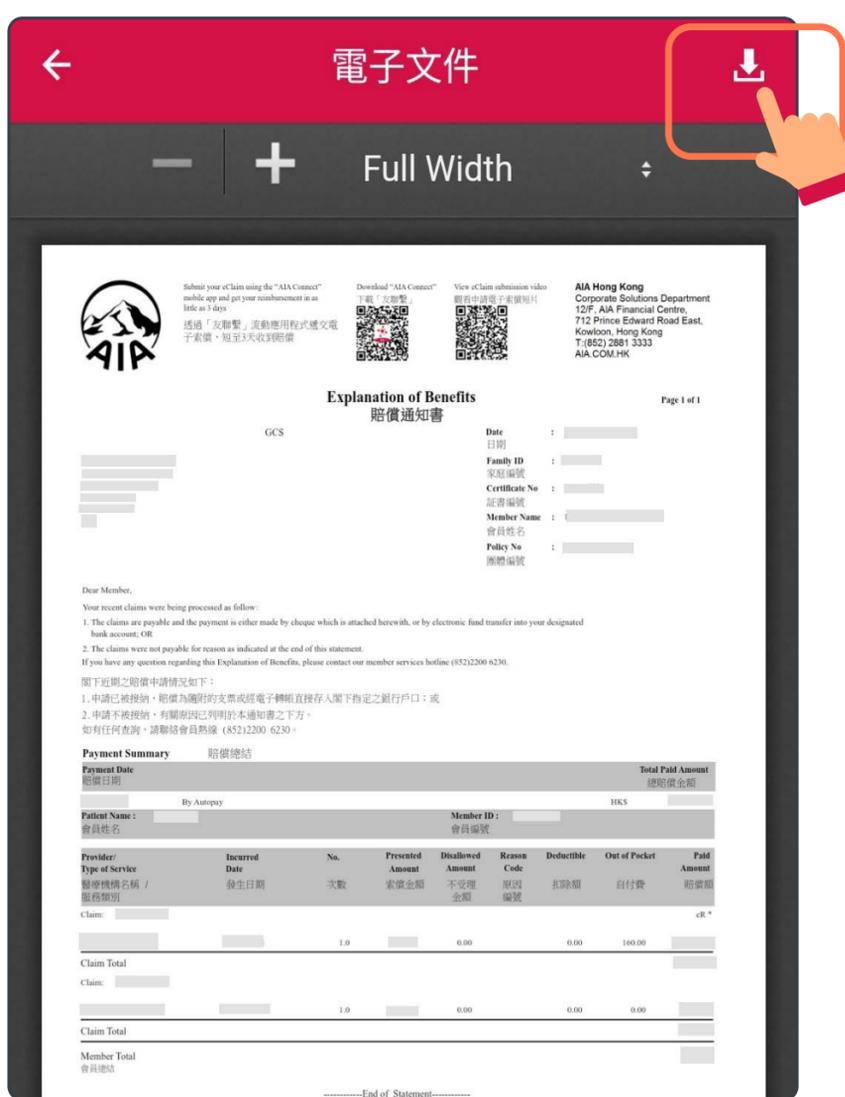
6/6 The document will be saved to your device once the download is complete
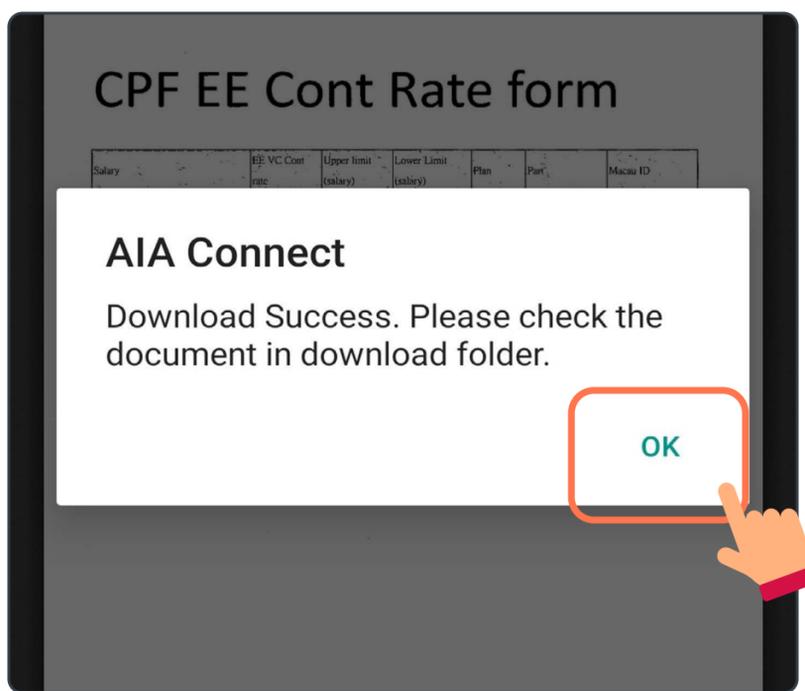
Apple mobile users   Android mobile users   Desktop users

Apple mobile users

1/4   Once the download is complete, select "OK".
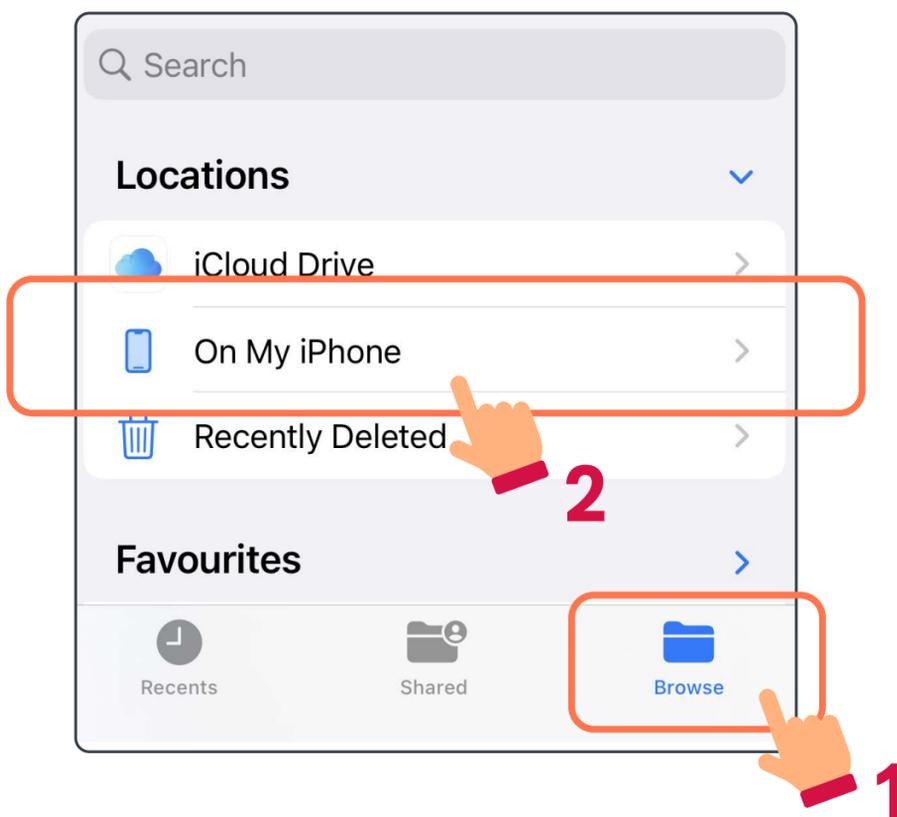

2/4   Open "Files" on your phone

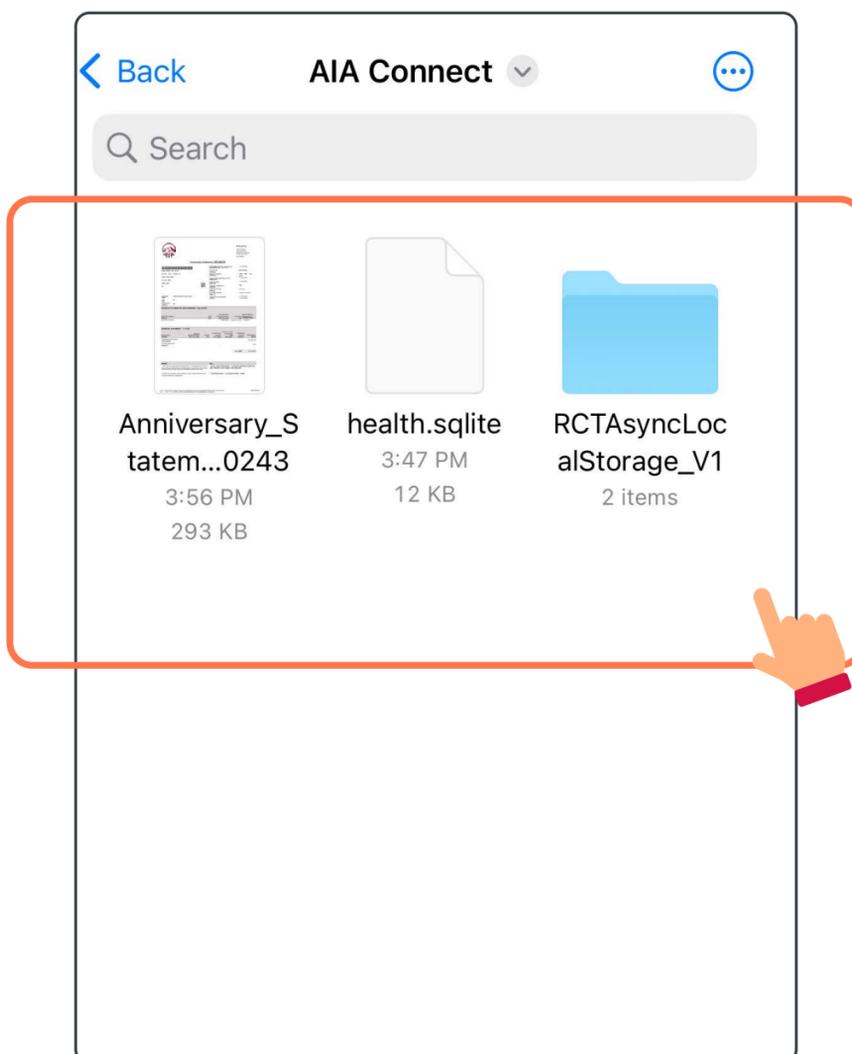

Files

Apple mobile users Android mobile users Desktop users

Apple mobile users

3/4 Tap "Browse", then select "On My iPhone".

4/4 Open the document you wish to view
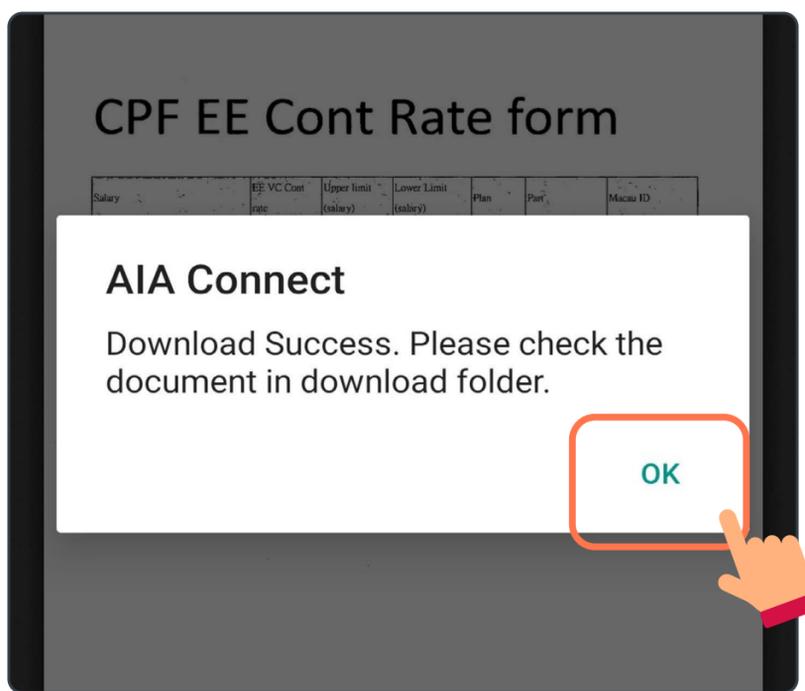
Apple mobile users

Android mobile users

Desktop users

Android mobile users

1 /4 Once the download is complete, select "OK".

2 /4 Select "File Manager" on your phone

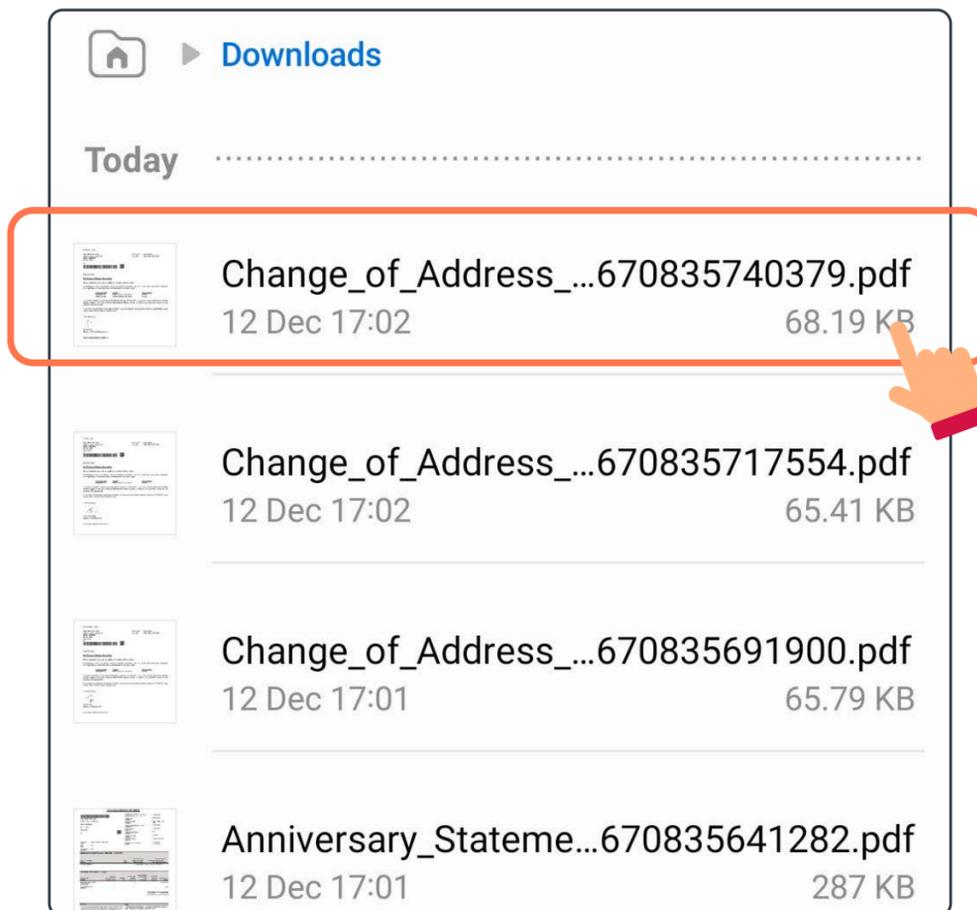File Manager

Apple mobile users	**Android mobile users**	Desktop users

Android mobile users

3/4   Select "Download"

4/4   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".