

“AIA CONNECT” USER GUIDE



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AIA Corporate Solutions
— Your Pension and Group Insurance Partner



HEALTHIER, LONGER,
BETTER LIVES

“AIA CONNECT”

“AIA Connect” lets you manage your AIA accounts within one app, from MPF/ORSO/Macau Pension, group insurance and individual life insurance to AIA Vitality. It allows you to check your account balance, change your investment portfolio and obtain important information easily anytime, anywhere.



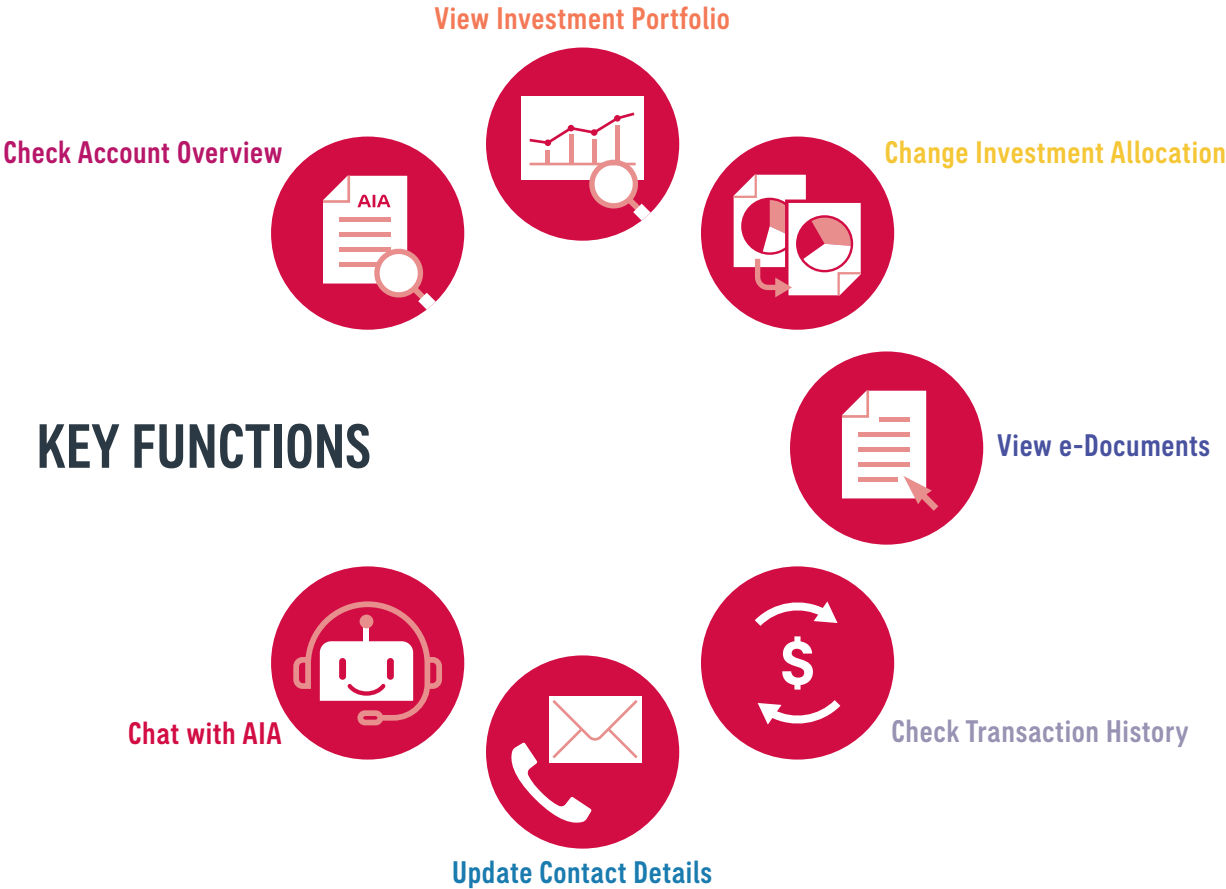
Search for "AIA Connect"
on the App Store or on Google Play

or

Scan this QR code



KEY FUNCTIONS							
Log In	Check Account Overview	View Investment Portfolio	Change Investment Allocation	View e-Documents	Check Transaction History	Update Contact Details	Chat with AIA



KEY FUNCTIONS

Log In

Check
Account
Overview

View
Investment
Portfolio

Change
Investment
Allocation

View
e-Documents

Check
Transaction
History

Update
Contact Details

Chat with AIA

Log In

Existing user:

1 →

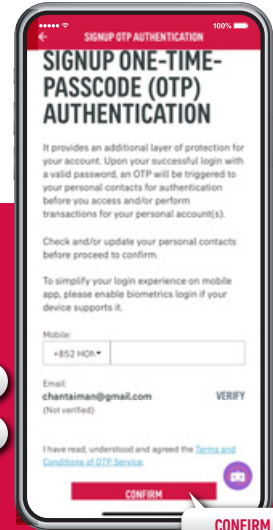
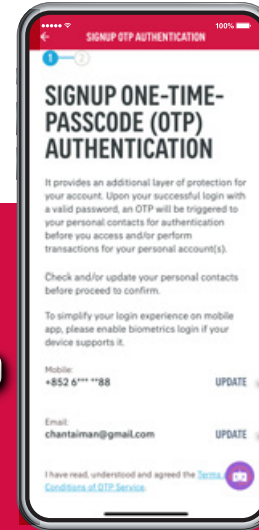
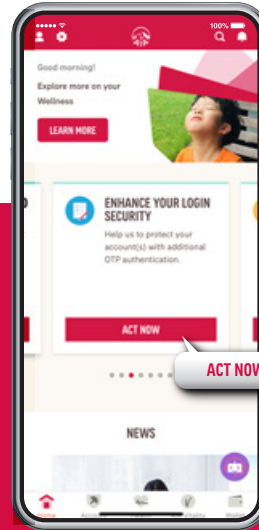
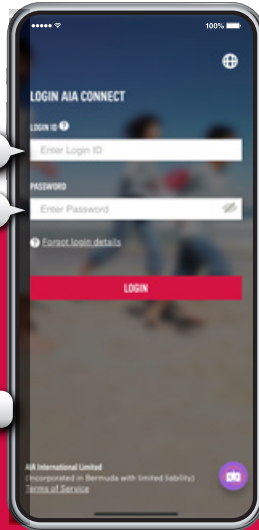
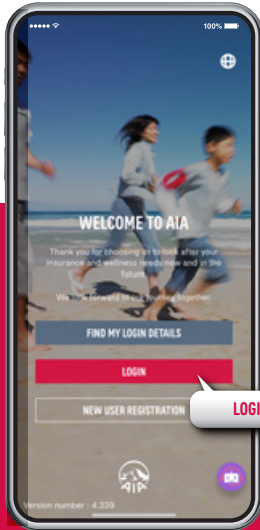
Tap "Login" on the login screen. Enter your "AIA EASY LOGIN" ID and password, then tap "Login"

2 →

Tap "Act Now" on "Enhance Your Login Security" card

3 →

Click "UPDATE" to update your mobile no. or email address, if applicable, then tap "Confirm"



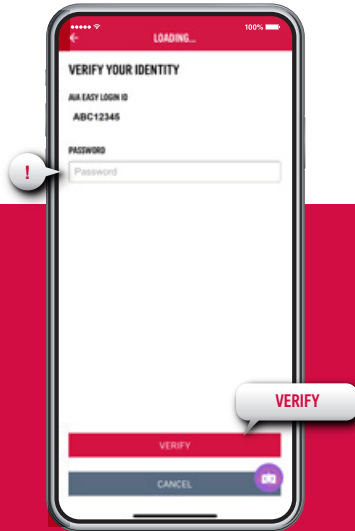
Log In

Check
Account
OverviewView
Investment
PortfolioChange
Investment
AllocationView
e-DocumentsCheck
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Chat with AIA

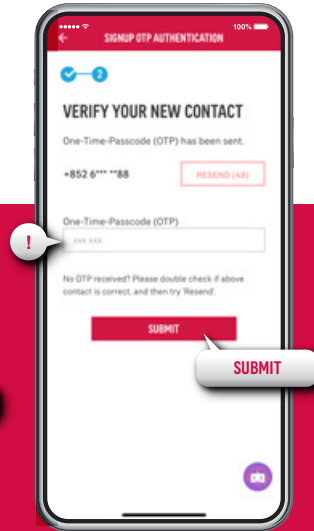
4 →

Input your "AIA EASY LOGIN" password, then tap "Verify"



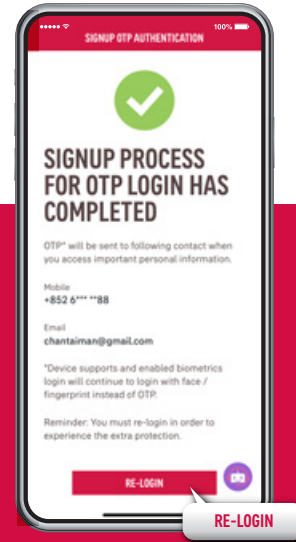
5 →

Enter the One-Time Passcode ("OTP") we sent to your mobile or email, then tap "Submit"



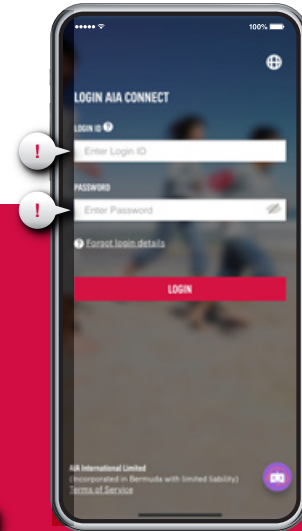
6 →

OTP Login registration is completed. Tap "Re-login" to log in



7 →

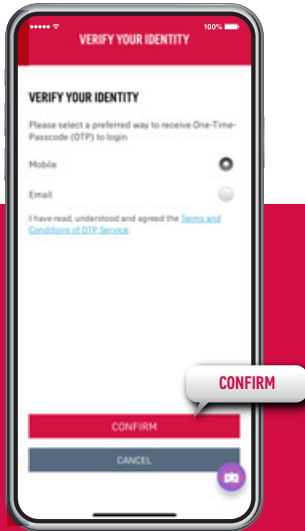
On the login screen, log in with your "AIA EASY LOGIN" ID and password



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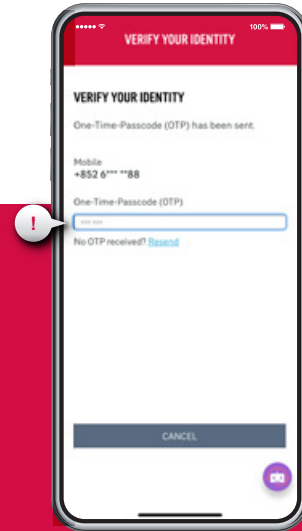
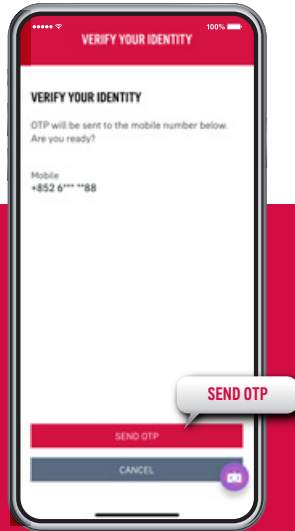
8 →

Select mobile or email to receive the “OTP” and tap “Confirm”



9 •

Tap “Send OTP” and a “OTP” will be sent to your mobile or email. Input the “OTP” we sent you to log in.



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Log In

New user:

1 →

Tap the "New User Registration" button on the login screen then tap "Register Now"

2 →

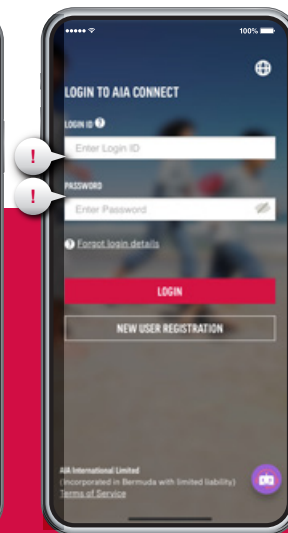
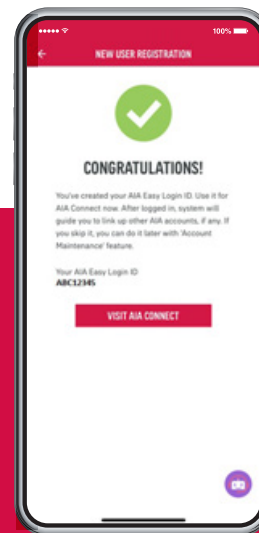
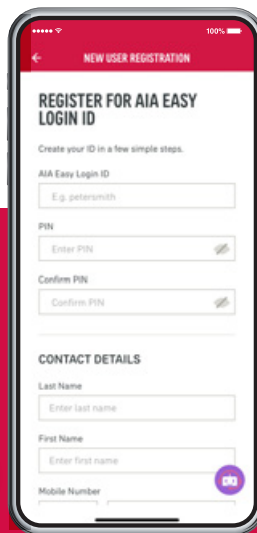
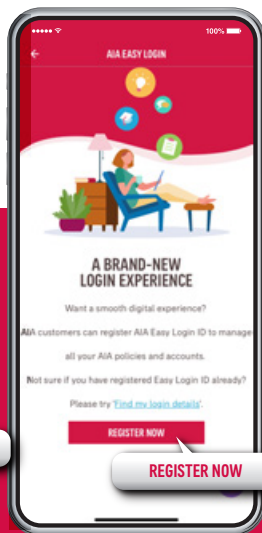
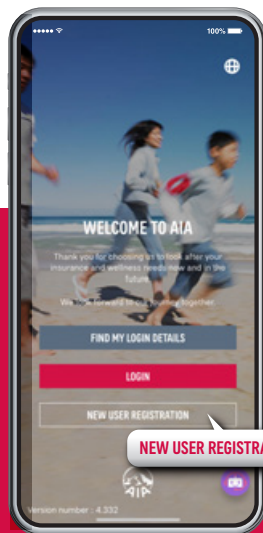
Enter your personal information and create an "AIA EASY LOGIN" ID and password

3 →

You've created your "AIA EASY LOGIN" ID

4 →

On the login screen, log in with your newly created "AIA EASY LOGIN" ID and password



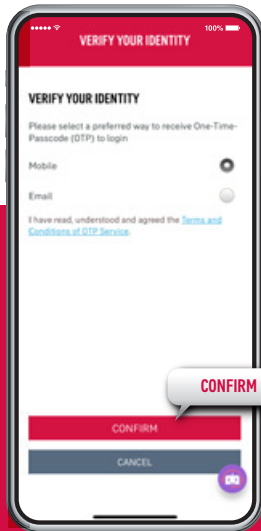
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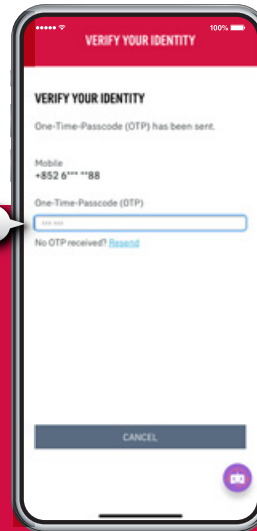
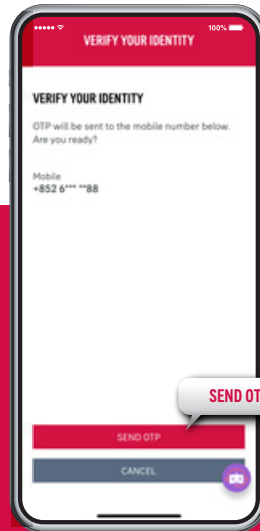
5 →

Select mobile or email to receive the "OTP" and tap "Confirm"



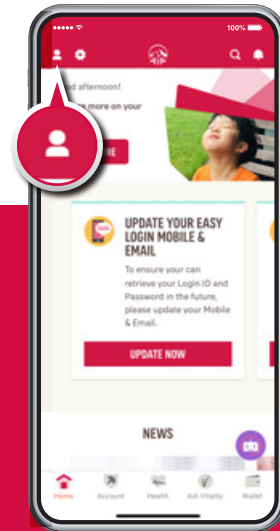
6 →

Tap "Send OTP" and a "OTP" will be sent to your mobile or email. Input the "OTP" we sent you to log in.



7 →

Tap the profile icon on the top left



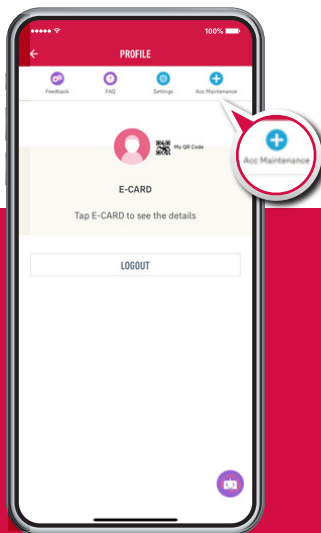
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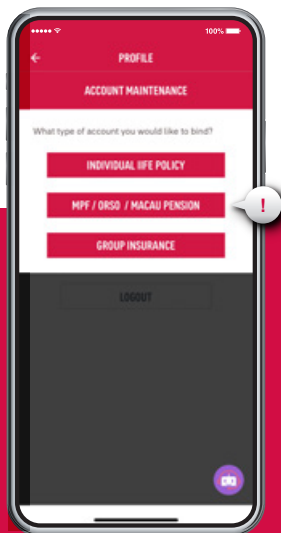
8 →

Tap "Account Maintenance"
on the "Profile" page



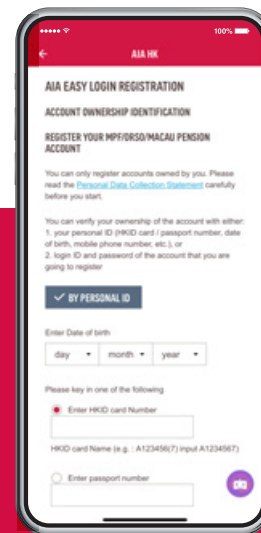
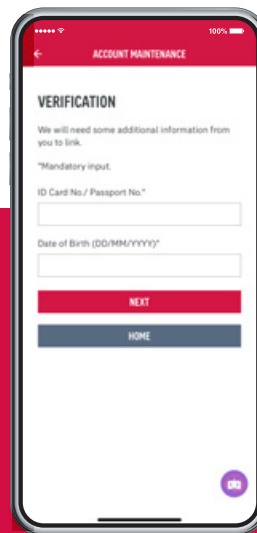
9 →

Tap "MPF/ORSO/Macau
Pension"



10 •

Enter the required information to register your
"AIA MPF/ORSO/Macau Pension" member account



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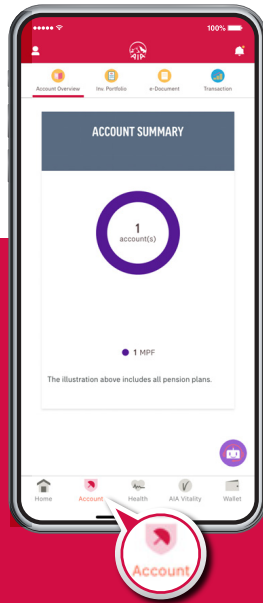
Check Account Overview

1 →

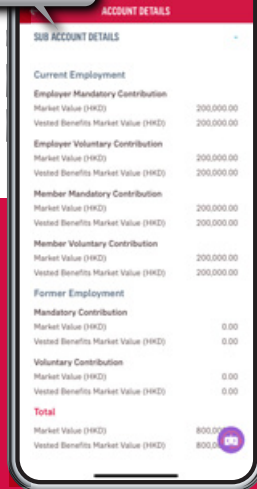
Tap "Account" in the bottom menu

2 •

Select the relevant account, then tap "Sub Account Details"



SUB ACCOUNT DETAILS



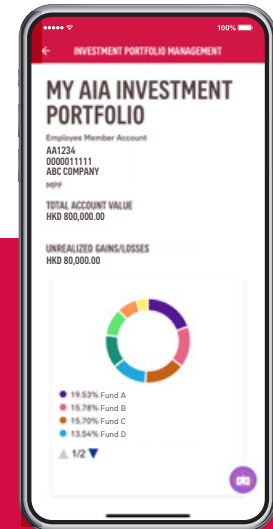
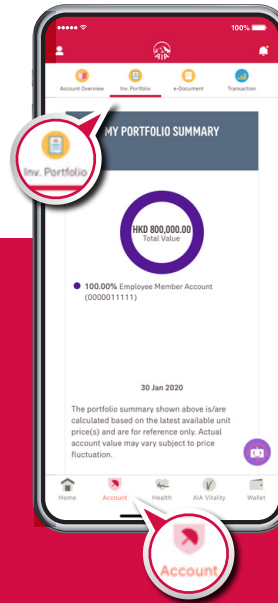
View Investment Portfolio

1 →

Tap "Account" in the bottom menu, then tap "Investment Portfolio"

2 •

Select the relevant account to check your investment portfolio



Log In

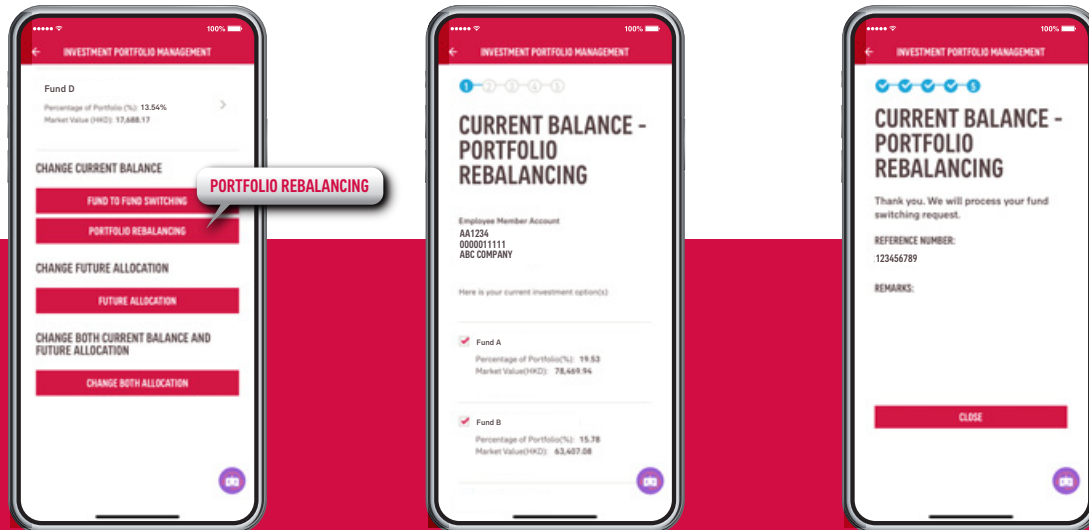
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Change Investment Allocation

1 ●

Select one of the fund switching options in "Investment Portfolio Management" page, then follow the instructions to select the fund(s) and enter the relevant information



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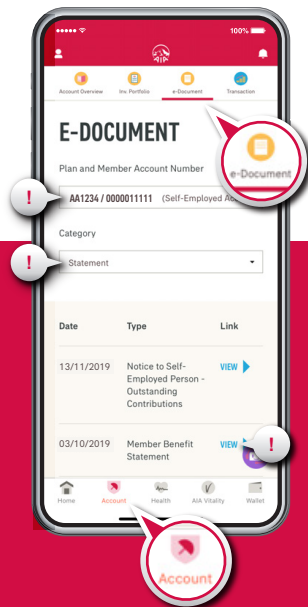
View Documents

1 →

Tap "Account" in the bottom menu. Tap "e-Document". Then, select the relevant account and document category

2 •

View your member benefit statement and other documents



Check Transaction History

1 →

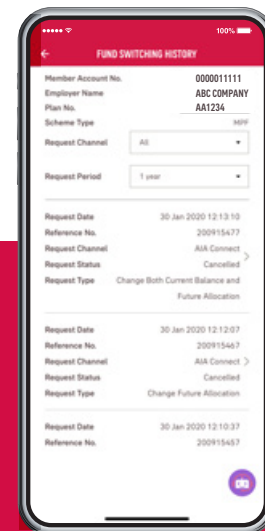
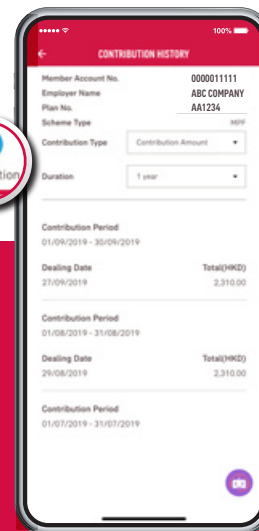
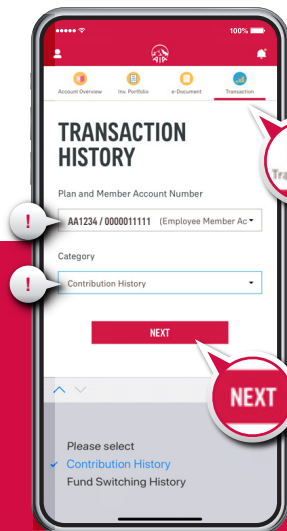
Tap "Account" in the bottom menu, then tap "Transaction". Select the relevant account and transaction category, then tap the "Next" button

2 →

Check your contribution record

3 •

Check your fund switching record



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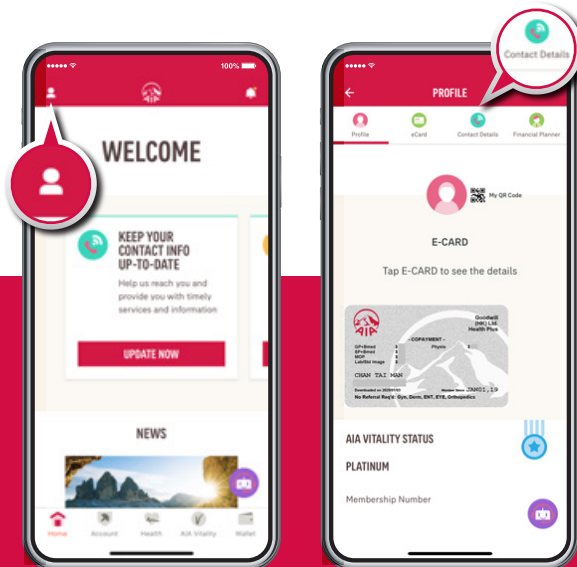
Update Contact Details

1 →

Tap the profile icon on the top left

2 •

Tap "Contact Details", then tap "Update Contacts" to update your personal contact information



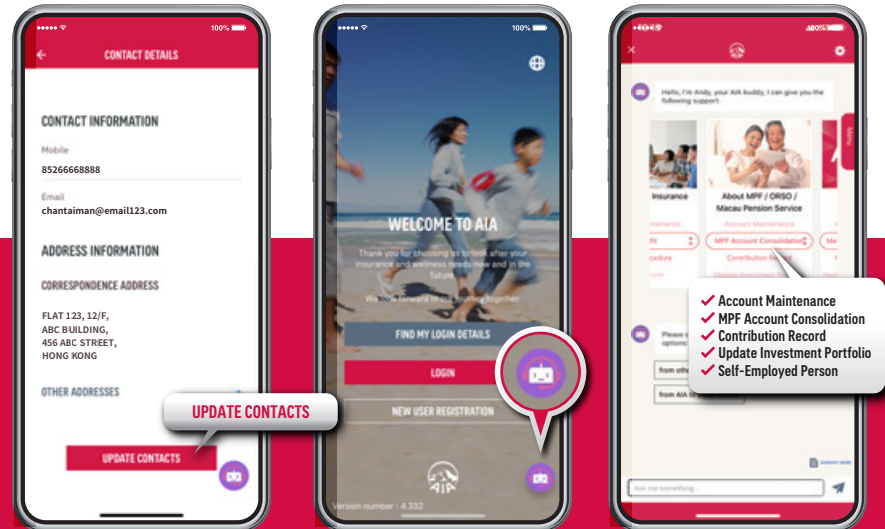
Chat with AIA

1 →

Click "Chat with AIA" icon to chat with "Andy" anytime on your questions about our products and services

2 •

"Andy" will provide instant response to your questions about our MPF/ORSO/Macau Pension



"AIA", "the Company" or "we" herein refers to AIA International Limited (Incorporated in Bermuda with limited liability).

Please contact us for enquiries

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✉ hkmpf.customer@aia.com