

AIA Connect

Account Maintenance



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* Switching the Group Insurance (Employee Benefits) account (from employer A to employer B) involves [unlinking the old group insurance account \(page 28\)](#) and then [linking the new account \(page 16\)](#). For assistance, please call our hotline at (852) 2200 6333 (Hong Kong) / 0800516 (Macau).

1. After registering an Easy Login ID, new AIA customers can bind their Individual Policy account, Group Insurance (Employee Benefits) account, MPF / ORSO / Macau Pension account, and/or AIA Vitality member account via “Account Maintenance”.
2. Existing AIA Connect users can also use “Account Maintenance”. It can be accessed via the AIA Connect homepage or “Profile > Account Maintenance”.
3. System would first ask what account type you need to bind. Please follow the instructions, then enter your personal information and complete the One-Time-Passcode (OTP) verification to bind your account.
4. If no accounts are found based on the personal information you provided, the system will notify you. Potential reasons include:
 - The information provided is incorrect; or
 - the information provided does not match any record in AIA’s system; or
 - the personal information stored in your AIA accounts is different; or
 - some Group Insurance member accounts do not contain important personal information (e.g. your HKID number).

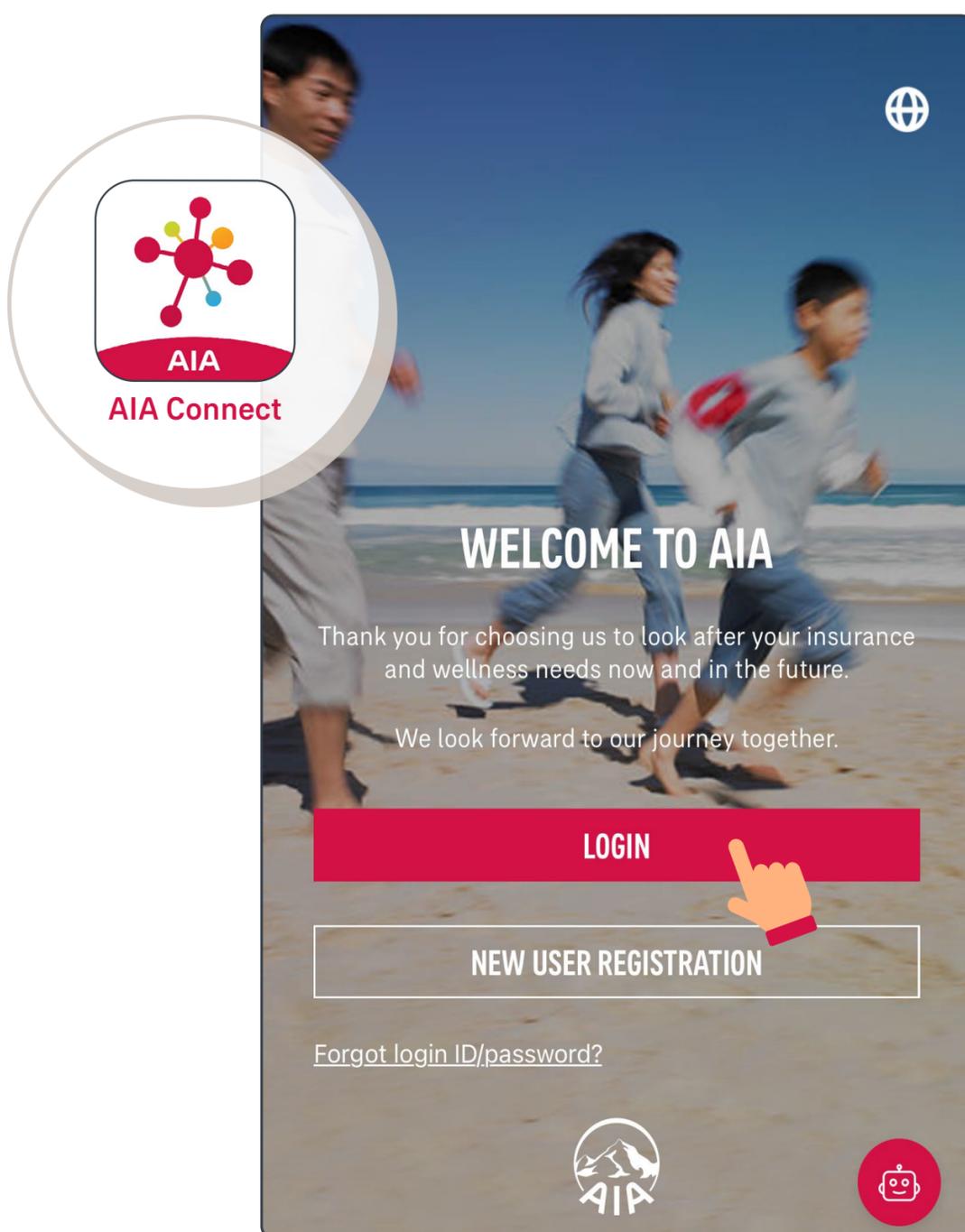
Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

Individual policy account

1/8 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.

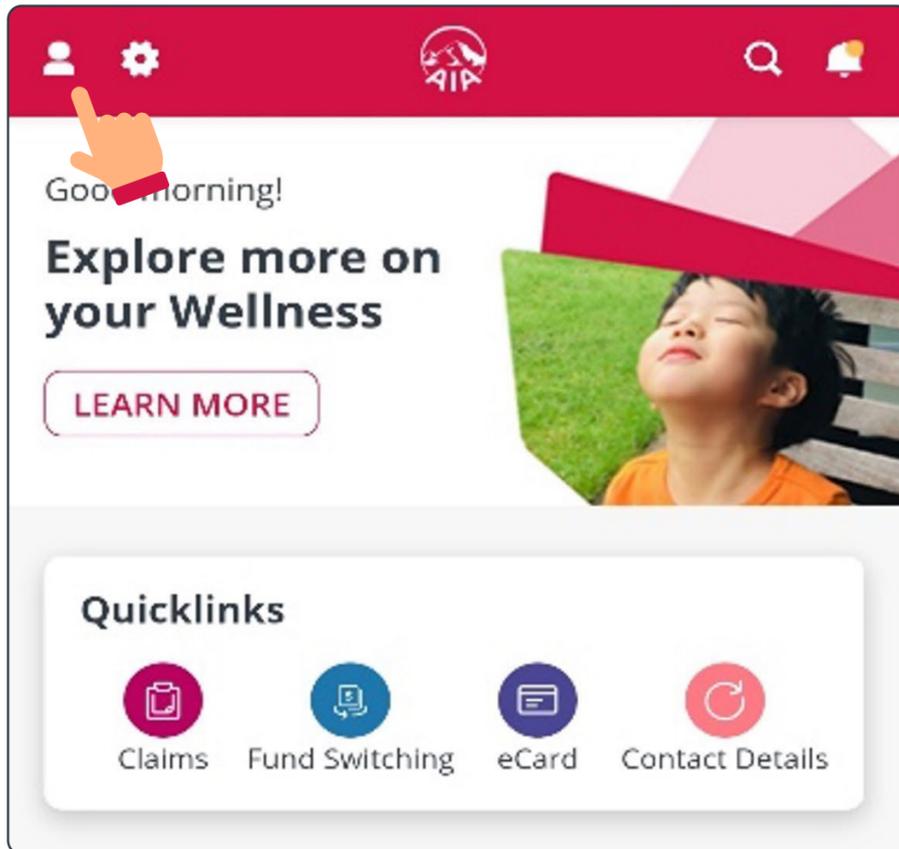
Individual policy account

MPF / ORSO / Macau Pension account

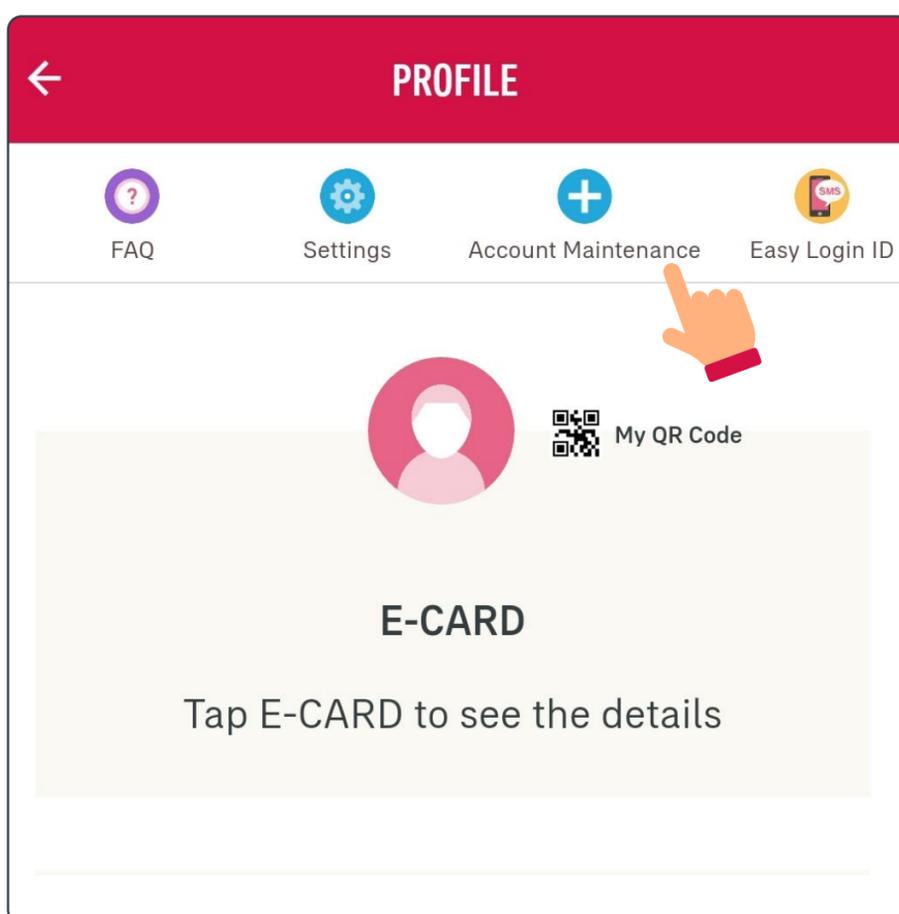
Group Insurance (Employee Benefits) account

Individual policy account

2/₈ Select the “profile” icon in the top left corner



3/₈ Select “Account Maintenance”



Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

Individual policy account

4/₈ Select “Individual policy account”

Your AIA Easy Login ID
peter.chan

 **Individual policy account** [Link](#)

 **MPF / ORSO / Macau Pension member account** [Link](#)

 **Group Insurance member account** [Link](#)

5/₈ The system may ask you to provide your personal information

VERIFICATION

We will need some additional information from you to link.

*Mandatory input.

ID card no./ Passport no.*

Date of birth (DD/MM/YYYY)*

NEXT

Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

Individual policy account

6_{/8} If a matched account is found, please enter the information required for verification (if you see another page, please go to **1**_{/3} on [page 25](#)).

AIA EASY LOGIN ID

BINDING OF INDIVIDUAL POLICY ACCOUNT

You can verify your ownership of the account with either:

1. your personal ID (ID card / passport number, date of birth, mobile phone number, etc.), or
2. login ID and password of the account that you are going to bind

BY PERSONAL

BY LOGIN ID

Enter Date of birth

DD / MM / YYYY

Please key in one of the following

Enter HKID card Number

HKID card Name (e.g. : A123456(7) input A1234567)

Enter passport number or other identity document number



If you have an AIA MPF / OROS / Macau Pension and/or an Employee Benefits member account, you must verify each of them to link them to your AIA Connect account.

Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

Individual policy account

7 /8 Complete the OTP verification with the mobile phone registered at AIA to continue

Select any mobile phone number and click Verify

+8:▼ 91XXXX56 **VERIFY**

The system will automatically retrieve your mobile phone number from our database according to your input. Please [contact us](#) if your mobile phone number is not correct.

Enter verification code in the SMS

XXXXXX

Please be aware that this OTP will also be the IVRS PIN.

I have read, understand and agree the Terms and Conditions of OTP Service.

NEXT



CONGRATULATIONS!

You have successfully registered your login ID to your existing AIA EASY LOGIN.

Your AIA EASY LOGIN ID below has permanently replaced the previous login ID(s) of the registered account(s).

AIA EASY LOGIN ID:
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CONTINUE



Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

Individual policy account

8 /8 When you log in to AIA Connect again, you will be able to view your policies and have access to various services.

Account summary ☰

All insured / member (1)

CHAN TAI MAN

Policy(ies) / Account(s)	Coverage(s)
Total inforce policy(ies) / Account(s) 5	
Total annualized premium USD 2,000.00	
* Total annualized premium is not applicable to General Insurance products and may be more than annual premium paid due to Premium Holiday / POO. * Total annualized premium is not applicable to MPF/ORSO/Macau Pension and Group Insurance account(s).	
<div style="display: flex; align-items: center;"> <div> <p>WEALTH OPTIMA</p> <p>B9185553423</p> </div> <div style="margin-left: auto; align-self: center;">></div> </div>	<div style="margin-bottom: 10px;"> <p>Premium due date</p> <p style="text-align: right;">29 Nov 2023</p> </div> <div> <p>Premium</p> <p style="text-align: right;">USD 1,500.00</p> <p>(With Levy)</p> </div>
<div style="display: flex; align-items: center;"> <div> <p>ITRAVEL PROTECT</p> <p>M880000001</p> </div> <div style="margin-left: auto; align-self: center;">></div> </div>	

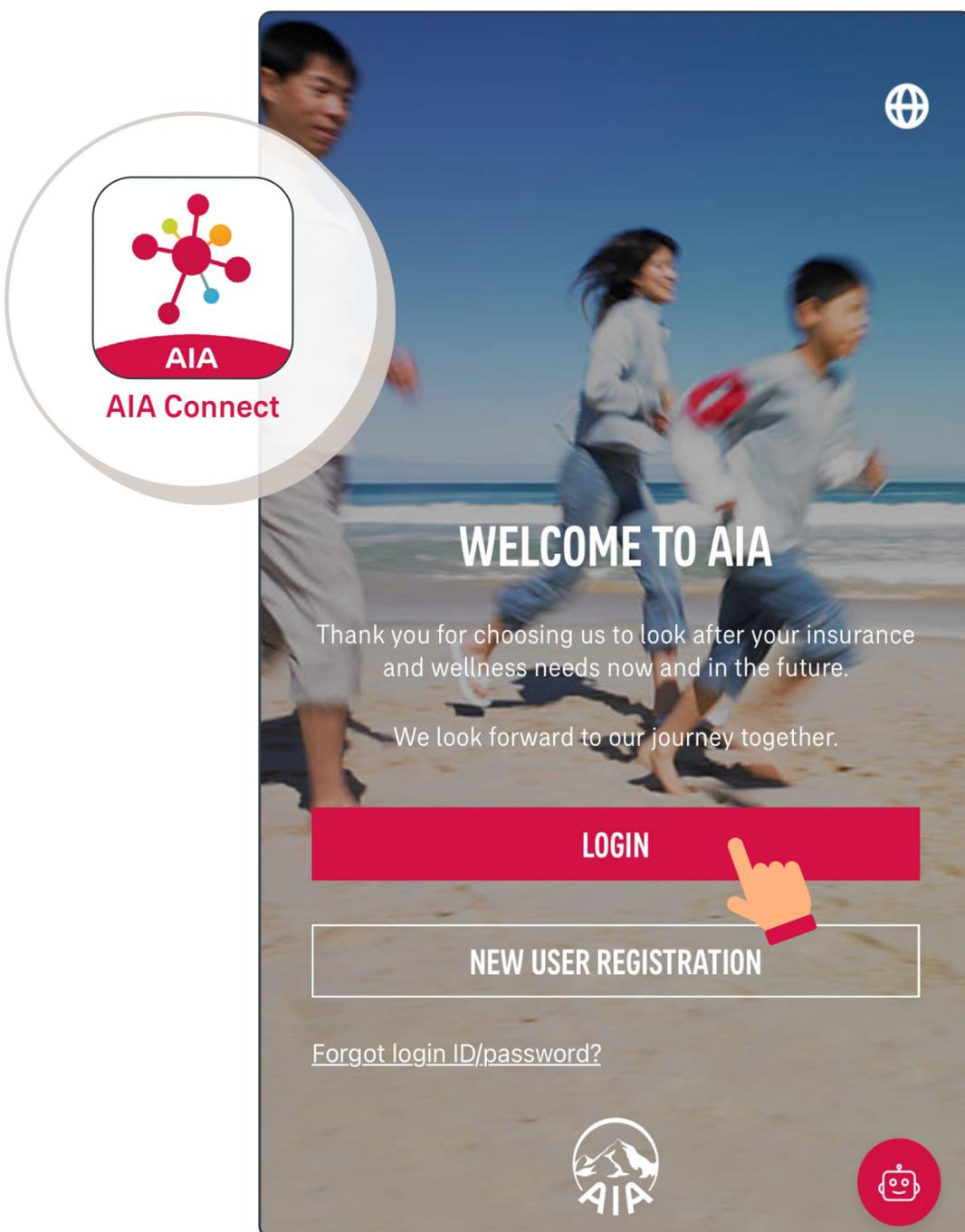
Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

MPF / ORSO / Macau Pension account

1 /8 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.

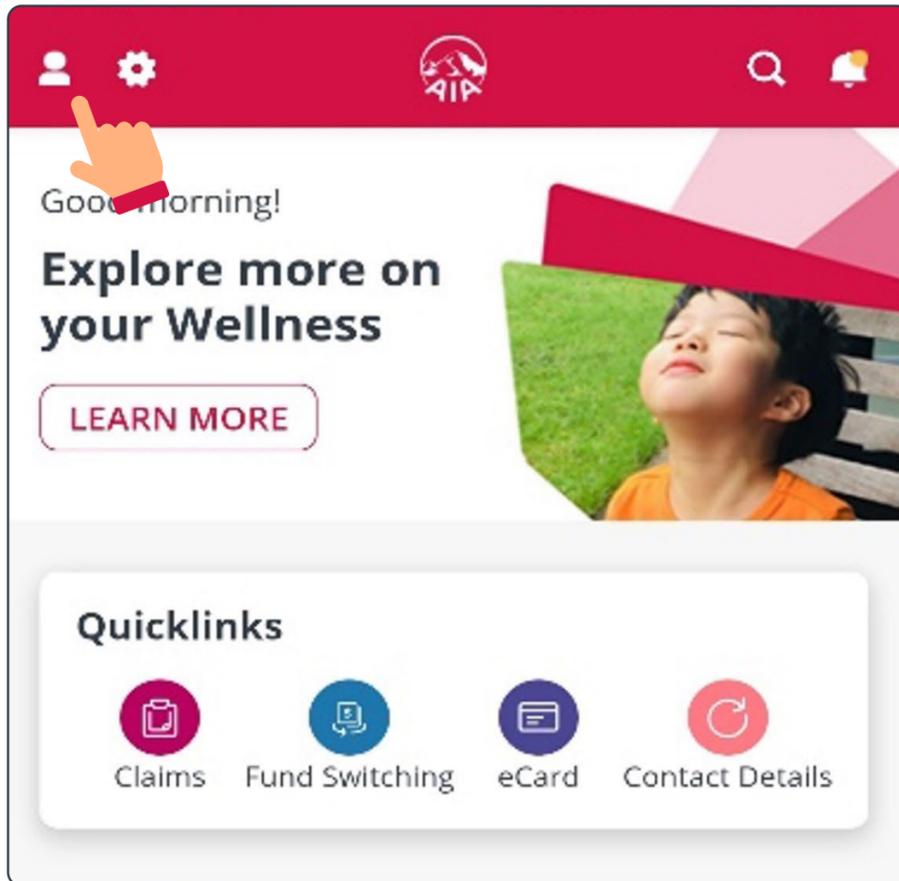
Individual policy account

MPF / ORSO / Macau Pension account

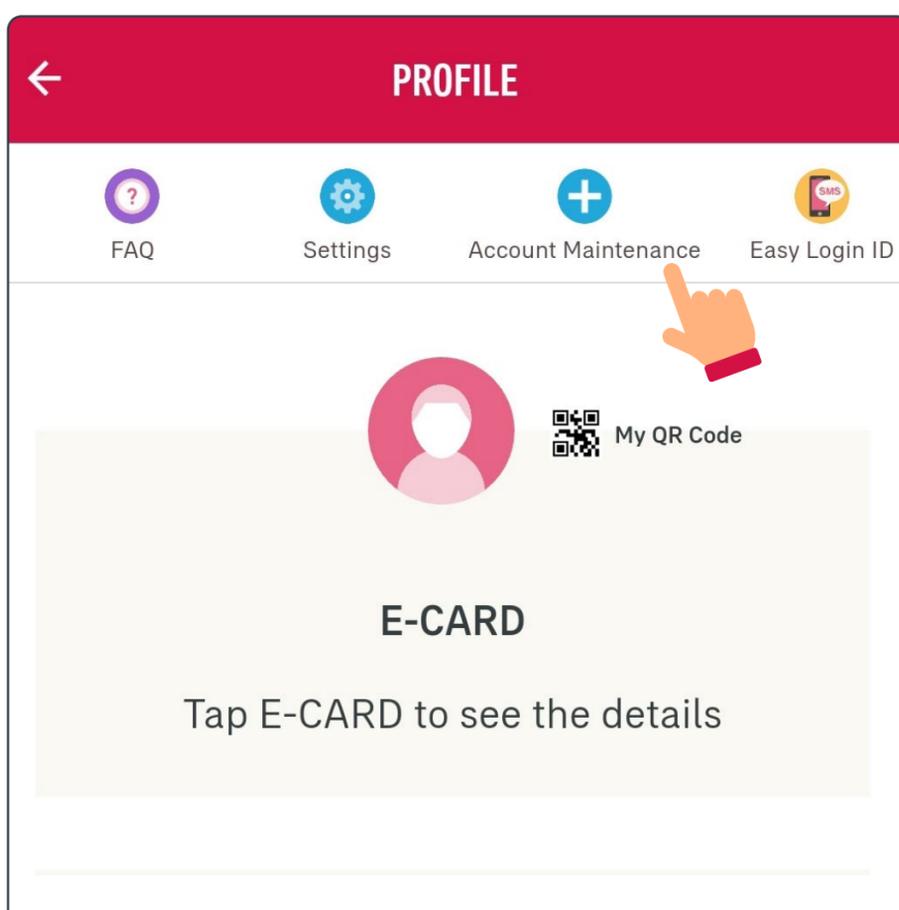
Group Insurance (Employee Benefits) account

MPF / ORSO / Macau Pension account

2_{/8} Select the “profile” icon in the top left corner



3_{/8} Select “Account Maintenance”



Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

MPF / ORSO / Macau Pension account

4/₈ Select “MPF / ORSO / Macau Pension account”

Your AIA Easy Login ID
peter.chan

-  Individual policy account [Link](#)
-  **MPF / ORSO / Macau Pension member account** [Link](#)
-  Group Insurance member account [Link](#)

5/₈ The system may ask you to provide your personal information

VERIFICATION

We will need some additional information from you to link.

*Mandatory input.

ID card no./ Passport no.*

Date of birth (DD/MM/YYYY)*

NEXT

Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

MPF / ORSO / Macau Pension account

6_{/8} If a matched account is found, please enter the information required for verification (if you see another page, please go to **1**_{/3} on [page 25](#)).

AIA EASY LOGIN ID

BINDING OF MPF/ORSO/MACAU PENSION MEMBER ACCOUNT

You can verify your ownership of the account with either:

1. your personal ID (ID card / passport number, date of birth, mobile phone number, etc.), or
2. login ID and password of the account that you are going to bind

BY PERSONAL **BY LOGIN ID**

Enter Date of birth

DD / MM / YYYY

Please key in one of the following

Enter HKID card Number

HKID card Name (e.g. : A123456(7) input A1234567)

Enter passport number or other identity document number



If you have an AIA Individual Policy and/or an Employee Benefits member account, you must verify each of them to link them to your AIA Connect account.

Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

MPF / ORSO / Macau Pension account

7 /8 Complete the OTP verification with the mobile phone registered at AIA to continue

Select any mobile phone number and click Verify

+8:▼

91XXXX56

VERIFY

The system will automatically retrieve your mobile phone number from our database according to your input.

Please [contact us](#) if your mobile phone number is not correct.

Enter verification code in the SMS

XXXXXX

Please be aware that this OTP will also be the IVRS PIN.

I have read, understand and agree the Terms and Conditions of OTP Service.

NEXT

CONGRATULATIONS!

You have successfully registered your login ID to your existing AIA EASY LOGIN.

Your AIA EASY LOGIN ID below has permanently replaced the previous login ID(s) of the registered account(s).

AIA EASY LOGIN ID:

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CONTINUE

Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

MPF / ORSO / Macau Pension account

8/8

When you log in to AIA Connect again, you will be able to view your policies and have access to various services.

Account summary ☰

All insured / member (1)

CHAN TAI MAN

Policy(ies) / Account(s)	Coverage(s)
Total inforce policy(ies) / Account(s) 5	
Total annualized premium USD 2,000.00	
<small>* Total annualized premium is not applicable to General Insurance products and may be more than annual premium paid due to Premium Holiday / POO. * Total annualized premium is not applicable to MPF/ORSO/Macau Pension and Group Insurance account(s).</small>	
<div style="display: flex; align-items: center;"> <div> <p>WEALTH OPTIMA</p> <p>B9185553423</p> </div> <div style="margin-left: auto; align-self: center;">></div> </div>	<div style="margin-bottom: 10px;"> <p>Premium due date</p> <p style="text-align: right;">29 Nov 2023</p> </div> <div> <p>Premium</p> <p style="text-align: right;">USD 1,500.00</p> <p>(With Levy)</p> </div>
<div style="display: flex; align-items: center;"> <div> <p>ITRAVEL PROTECT</p> <p>M880000001</p> </div> <div style="margin-left: auto; align-self: center;">></div> </div>	<div style="text-align: right; margin-top: 10px;"> </div>

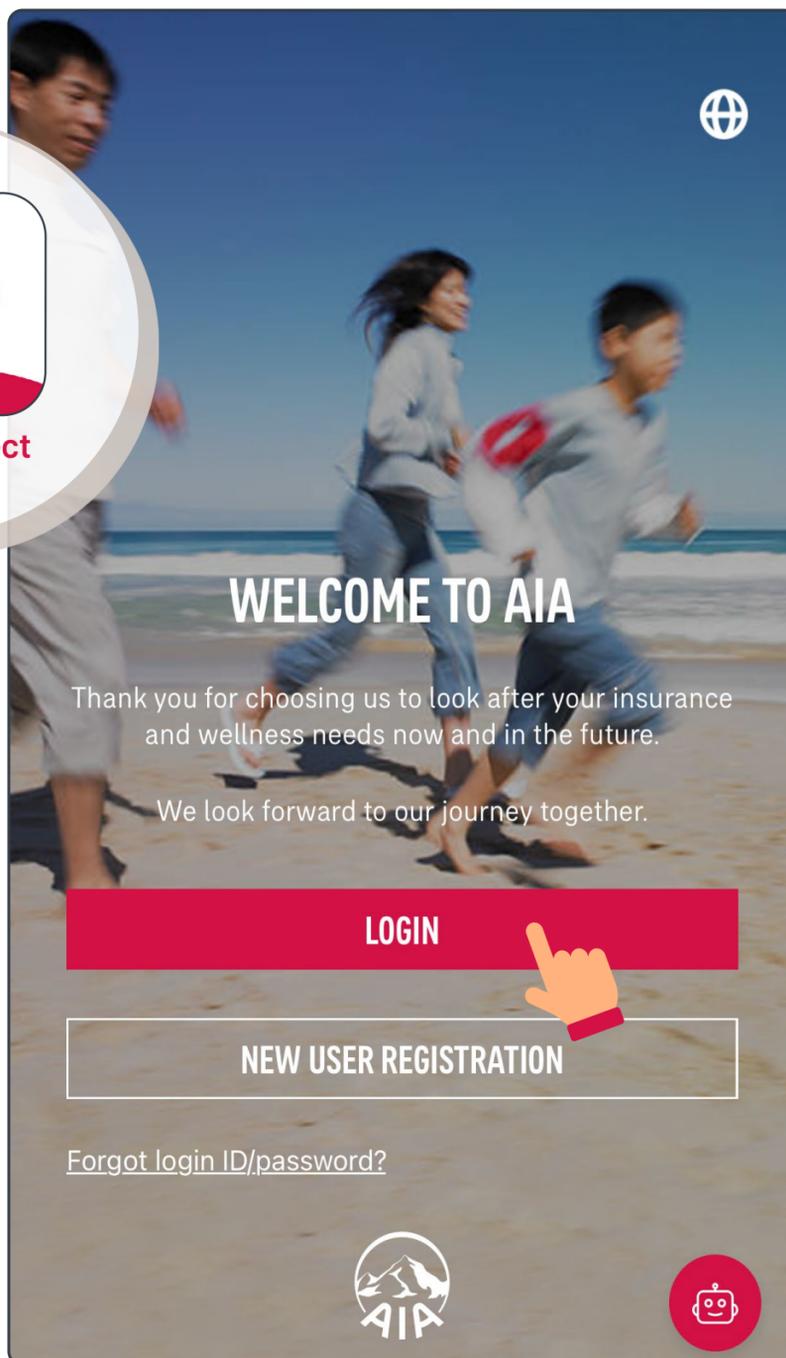
Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

Group Insurance (Employee Benefits) account

1 /9 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.

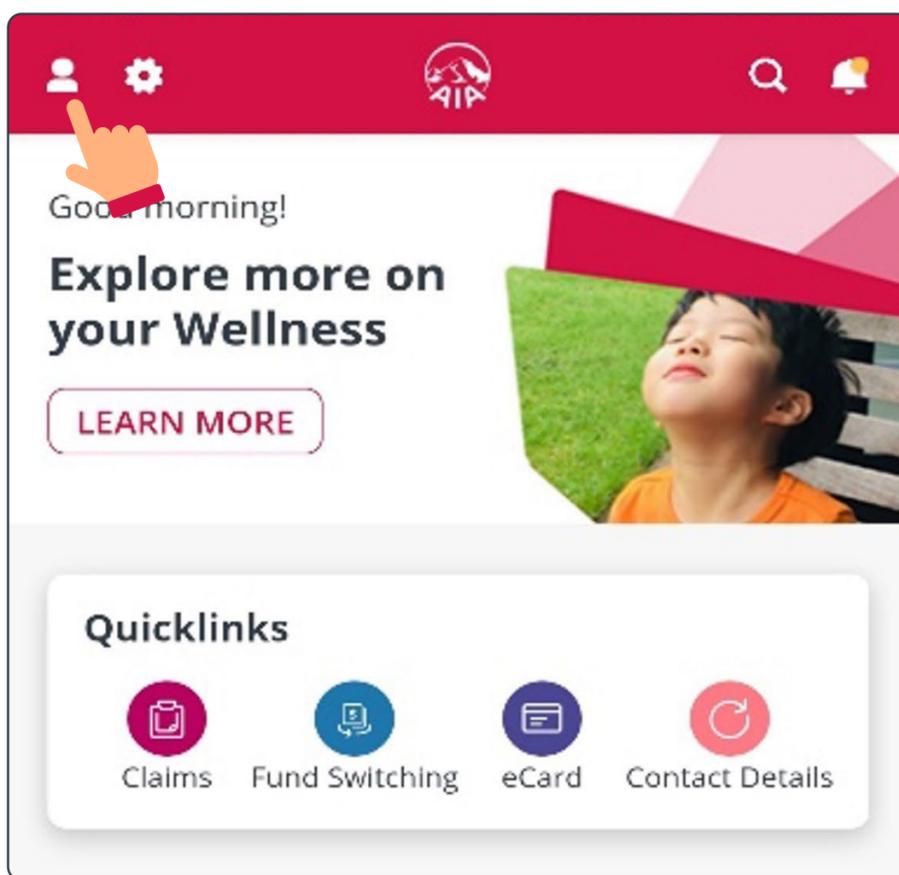
Individual policy account

MPF / ORSO / Macau Pension account

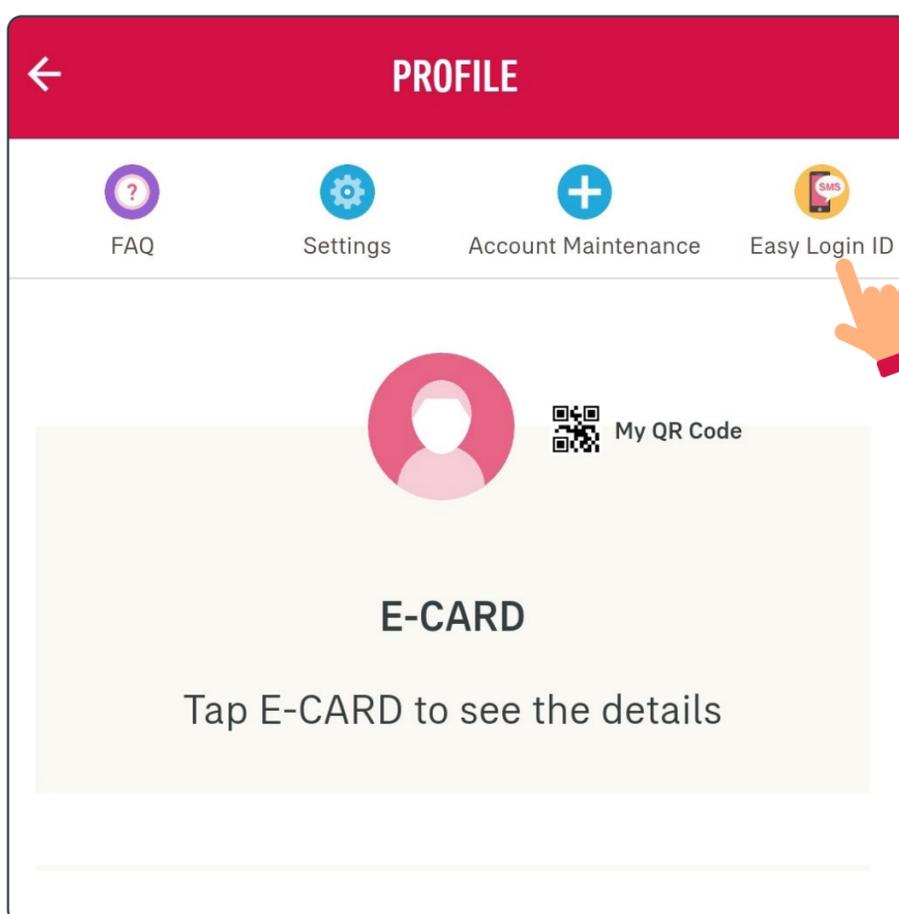
Group Insurance (Employee Benefits) account

Group Insurance (Employee Benefits) account

2_{/9} Select the “profile” icon in the top left corner



3_{/9} Select “Account Maintenance”



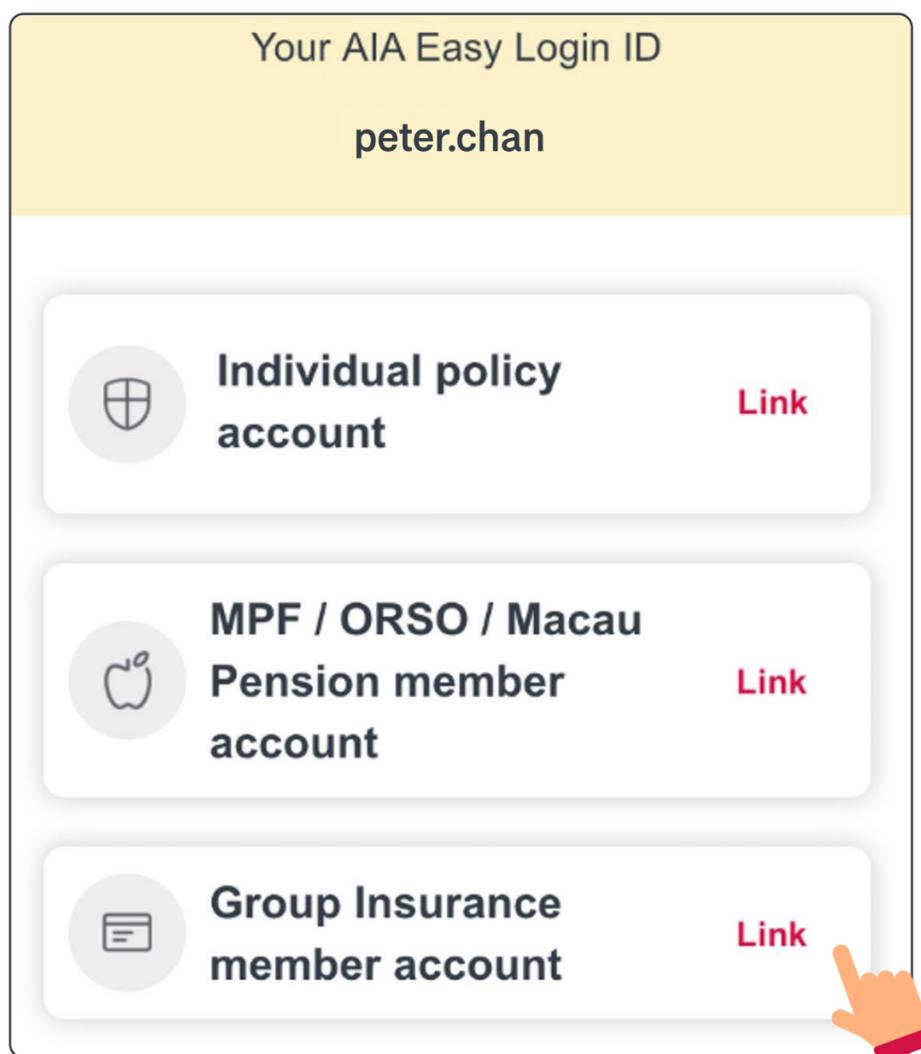
Individual policy account

MPF / ORSO / Macau Pension account

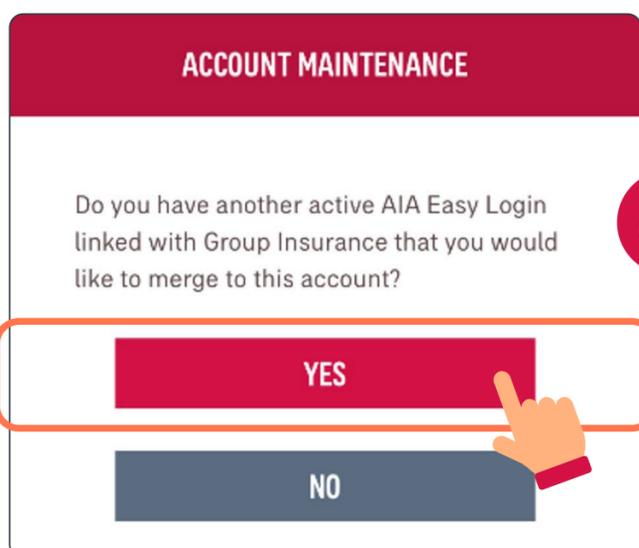
Group Insurance (Employee Benefits) account

Group Insurance (Employee Benefits) account

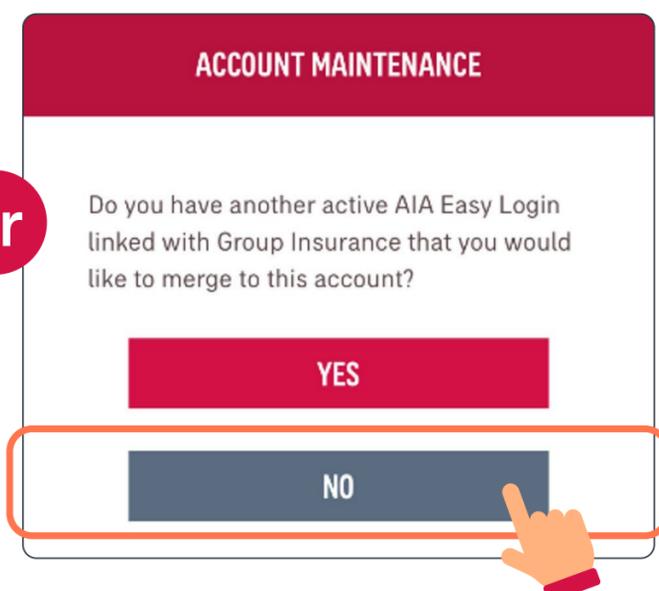
4_{/9} Select “Group Insurance (Employee Benefits) account”



5_{/9} If you wish to merge your account with a group insurance member account that has already been linked to a valid Easy Login ID, select “Yes”. If you wish to link a new group insurance member account, select “No” and then go to [page 22](#).



or



Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

Group Insurance (Employee Benefits) account

6_{/9} The system may ask you to provide your personal information

VERIFICATION

We will need some additional information from you to link.

*Mandatory input.

ID card no./ Passport no.*

Date of birth (DD/MM/YYYY)*

NEXT



7_{/9} If a matching member account is found, the system will ask you if you would like to merge the two AIA Easy Login IDs. Enter the password of this account, then select “Next”.

REGISTER FOR AIA EASY LOGIN ID

AIA EASY LOGIN ACCOUNT OWNERSHIP IDENTIFICATION

You are about to combine your AIA EASY LOGIN Accounts.

AIA EASY LOGIN account

Password

NEXT





If you have an AIA Individual Policy and/or an Employee Benefits member account, you must verify each of them to link them to your AIA Connect account.

Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

Group Insurance (Employee Benefits) account

8_{/9} You must choose one of the two AIA Easy Login IDs for future logins. After you select “Next”, you will see the AIA Easy Login ID you chose.

REGISTER FOR AIA EASY LOGIN ID

COMBINE YOUR AIA EASY LOGIN ACCOUNTS

Please select the AIA EASY LOGIN ID that you want to keep

peter.chan

peter.chan1

NEXT

CANCEL



CONGRATULATIONS!

You have successfully updated your AIA EASY LOGIN.

Your AIA EASY LOGIN ID below is now the only ID for your future login.

AIA EASY LOGIN ID:
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CONTINUE

Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

Group Insurance (Employee Benefits) account

9 /9 When you log in to AIA Connect again, you will be able to view all of your policies and account details under the merged AIA Easy Login ID.

Account summary ☰

All insured / member (1)

CHAN TAI MAN

Policy(ies) / Account(s)	Coverage(s)
Total inforce policy(ies) / Account(s)	
5	
Total annualized premium	
USD 2,000.00	
<small>* Total annualized premium is not applicable to General Insurance products and may be more than annual premium paid due to Premium Holiday / POO. * Total annualized premium is not applicable to MPF/ORSO/Macau Pension and Group Insurance account(s).</small>	
<div style="display: flex; align-items: center;"> <div style="margin-left: 5px;"> WEALTH OPTIMA B9185553423 </div> <div style="margin-left: auto; align-self: center;">></div> </div>	<div style="display: flex; justify-content: space-between; margin-top: 5px;"> Premium due date 29 Nov 2023 </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> Premium (With Levy) USD 1,500.00 </div>
<div style="display: flex; align-items: center;"> <div style="margin-left: 5px;"> ITRAVEL PROTECT M880000001 </div> <div style="margin-left: auto; align-self: center;">></div> </div>	

Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

Group Insurance (Employee Benefits) account

6_{/9} Enter your personal and member information for verification

VERIFY YOUR IDENTITY

We need a few details in order to verify your identity in group insurance

*Mandatory input

Last Name*
(CHAN)

Date of Birth*
(DD / MM / YYYY)

<input checked="" type="checkbox"/> MEMBER ID	POLICY NUMBER
---	---------------

Insured member ID*

7_{/9} Once the matching member information is found, please read and accept the terms and conditions. Then, select “confirm”.

Macau), as the case may be, for direct marketing purposes and to the types of transferee as set out in the AIA PIC.

Please click the box on the left ("✓") if you do not agree with the provision, use and transfer of your personal data for direct marketing purposes in accordance with the AIA PIC.

CONFIRM

HOME

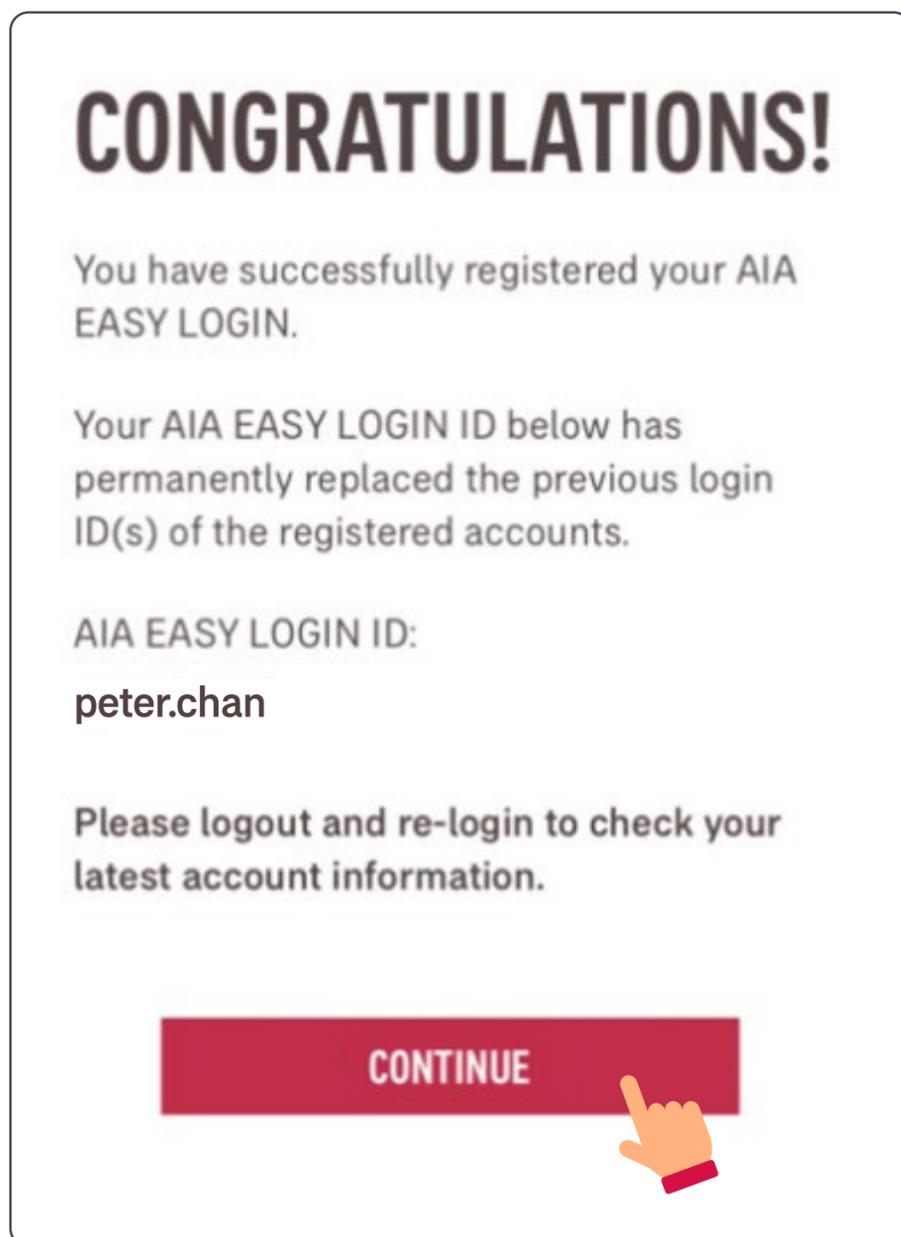
Individual policy
account

MPF / ORSO / Macau
Pension account

**Group Insurance
(Employee Benefits)
account**

Group Insurance (Employee Benefits) account

8_{/9} Upon verification, the system will ask you to continue* or log in again to view and use your employee benefits-related services.



* If your employee benefits include AIA Vitality, you can activate your membership here to start earning points and enjoy the member-exclusive offers.

Individual policy account

MPF / ORSO / Macau Pension account

Group Insurance (Employee Benefits) account

Group Insurance (Employee Benefits) account

9 /9 When you log in to AIA Connect again, you will be able to view all of your policies and account details under the merged AIA Easy Login ID.

Account summary ☰

All insured / member (1)

CHAN TAI MAN

Policy(ies) / Account(s)	Coverage(s)
Total inforce policy(ies) / Account(s) 5	
Total annualized premium USD 2,000.00	
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<div style="display: flex; align-items: center;"> <div> <p style="margin: 0;">WEALTH OPTIMA</p> <p style="margin: 0;">B9185553423</p> </div> <div style="margin-left: auto; color: #0070c0;">></div> </div>	<p style="margin: 0;">Premium due date 29 Nov 2023</p> <p style="margin: 0;">Premium USD 1,500.00</p> <p style="margin: 0;">(With Levy)</p>
<div style="display: flex; align-items: center;"> <div> <p style="margin: 0;">ITRAVEL PROTECT</p> <p style="margin: 0;">M880000001</p> </div> <div style="margin-left: auto; color: #0070c0;">></div> </div>	<div style="text-align: right; margin-bottom: 10px;"> </div>

Merge your AIA Easy Login IDs

1 /3 The system may find another AIA Easy Login ID which matches your personal information. The system will ask you if you would like to merge the two AIA Easy Login IDs. Enter the password of this account, then select “Next”.

REGISTER FOR AIA EASY LOGIN ID

AIA EASY LOGIN ACCOUNT OWNERSHIP IDENTIFICATION

You are about to combine your AIA EASY LOGIN Accounts.

AIA EASY LOGIN account

Password

NEXT

Merge your AIA Easy Login IDs

2^{/3} The system would display the Easy Login IDs which match with your personal information. You must choose one of the two AIA Easy Login IDs for future logins. After you select “Next”, you will see the AIA Easy Login ID you chose.

REGISTER FOR AIA EASY LOGIN ID

COMBINE YOUR AIA EASY LOGIN ACCOUNTS

Please select the AIA EASY LOGIN ID that you want to keep

peter.chan

peter.chan1

NEXT

CANCEL



CONGRATULATIONS!

You have successfully updated your AIA EASY LOGIN.

Your AIA EASY LOGIN ID below is now the only ID for your future login.

AIA EASY LOGIN ID:
peter.chan

CONTINUE

Merge your AIA Easy Login IDs

3_{/3} When you log in to AIA Connect again, you will be able to view all of your policies and account details under the combined AIA Easy Login ID.

Account summary

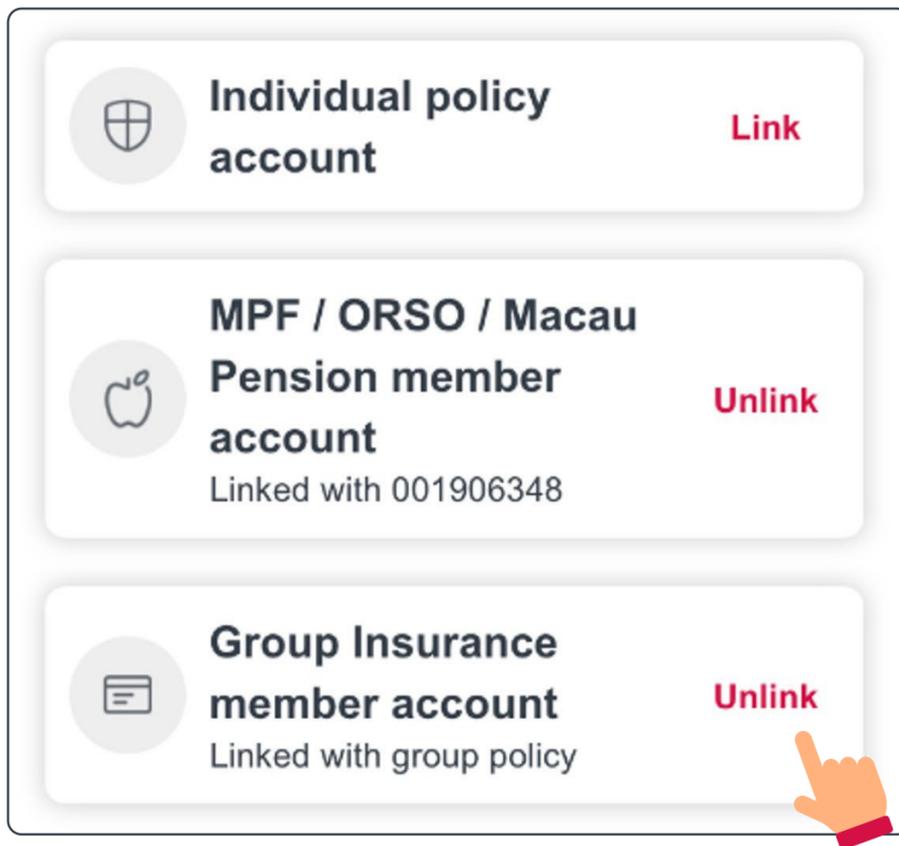
All insured / member (1) CHAN TAI MAN

Policy(ies) / Account(s)	Coverage(s)
Total inforce policy(ies) / Account(s)	
5	
Total annualized premium	
USD 2,000.00	
<small>* Total annualized premium is not applicable to General Insurance products and may be more than annual premium paid due to Premium Holiday / POO.</small>	
<small>* Total annualized premium is not applicable to MPF/ORSO/Macau Pension and Group Insurance account(s).</small>	
 WEALTH OPTIMA B9185553423	>
Premium due date	29 Nov 2023
Premium (With Levy)	USD 1,500.00
 ITRAVEL PROTECT M880000001	>

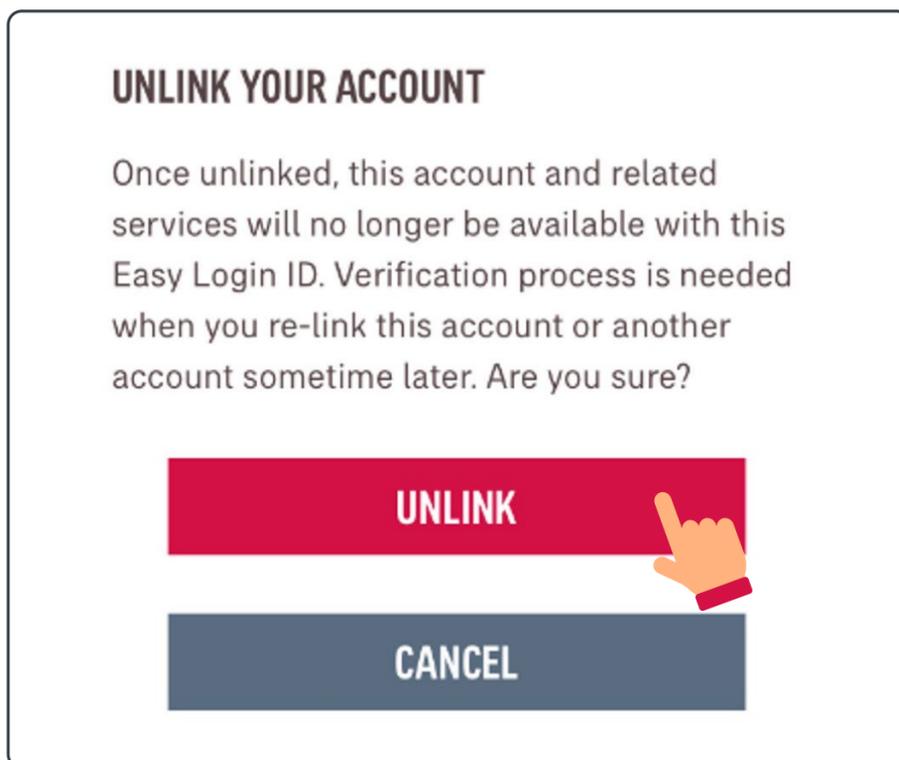


Unlink an account

1_{/3} Select “Unlink” on the “Account Maintenance” page



2_{/3} The system will ask you to confirm your action



Unlink an account

3_{/3} Upon confirmation and re-login, the system will remove the selected account from your AIA Easy Login ID.

Account summary ☰

All insured / member (1)

CHAN TAI MAN

Policy(ies) / Account(s)	Coverage(s)
Total inforce policy(ies) / Account(s)	
5	
Total annualized premium	
USD 2,000.00	
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<div style="margin-left: 5px;"> WEALTH OPTIMA B9185553423 </div> <div style="margin-left: auto; align-self: center;">></div>	
Premium due date	29 Nov 2023
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