

# AIA Connect Group Insurance (Employee Benefits) Account



AIA Connect

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Please tap the page you would like to view:

## New user registration and login

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Note: Switching the Group Insurance (Employee Benefits) account (from employer A to employer B) involves [unlinking the old group insurance account \(page 24\)](#) and then [linking the new account \(page 15\)](#). For assistance, please call our hotline at (852) 2200 6333 (Hong Kong) / 0800516 (Macau).

- Register an account in AIA Connect
- Log in to AIA Connect

# Register an account in AIA Connect

- 1/6
- Scan the QR code or tap the links below to download



or



AppGallery: HK and Macau users



Register an account in AIA Connect

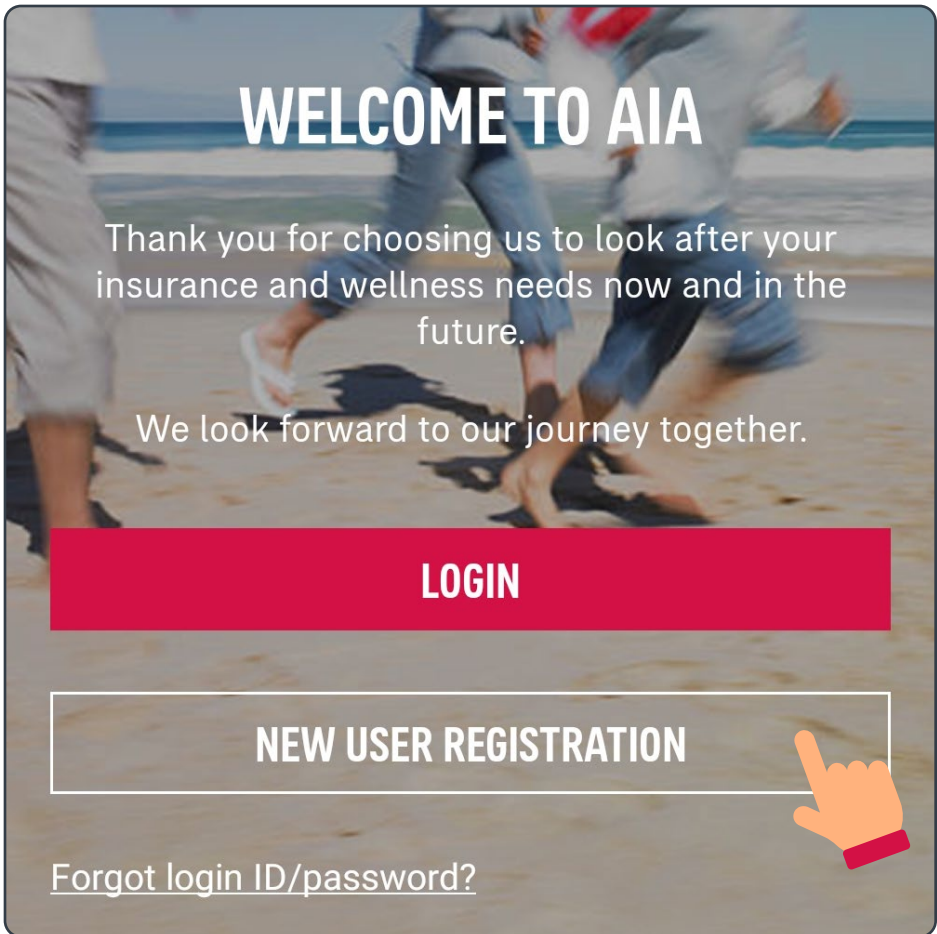
Log in to AIA Connect

# Register an account in AIA Connect

2

/6

Open the AIA Connect mobile app, then select “New user registration” on the title page.



3

/6

Enter the email address and mobile phone number you will use to register, then select “Confirm”.

BEFORE WE START

Please let us know the mobile and email you’ll use to register.

Email\*

Enter email address

Mobile\*

+852 HO... ▼

Enter phone number

\*Mandatory input

CONFIRM

Register an account in AIA Connect

Log in to AIA Connect

# Register an account in AIA Connect

4

6

Fill out the registration form including your AIA Easy Login ID, password and personal information. Read and accept the terms and conditions, then select “Submit”.

AIA Easy Login ID

peter.chan

Password

Enter Password

Confirm Password

Confirm Password

CONTACT DETAILS

Last Name

Enter last name

First Name

Enter first name

By pressing the submit button below, you confirm that you have read and understood, and you agree with the [Terms of Use](#) and [AIA Personal Information Collection Statement Pertaining to Potential Customer’s Sign Up for User Account](#).

Direct promotional and marketing materials  
We would like to obtain your consent for sending the latest AIA promotions or offers to you. If you do not agree to doing so, please uncheck the box below.

☐

*I agree with the provision, use and transfer of my personal data for direct marketing purposes in accordance with [AIA Personal Information Collections Statement Pertaining to Potential Customer’s Sign Up for User Account](#).*

SUBMIT

CANCEL

AIA Connect – Group Insurance (Employee Benefits) Account

5

Register an account in AIA Connect

Log in to AIA Connect

# Register an account in AIA Connect

5/6

Enter the One-Time-Passcode (OTP) you received via SMS, then select “Confirm”.

One-Time-Passcode (OTP) has been sent to you. It may take awhile, thanks for your patience.

+852 9\*\*\* \*\*56

RESEND(56)

One-Time-Passcode (OTP)

XXX XXX

No OTP received? Please double check if the mobile is correct, and then try 'Resend'.

CONFIRM

6/6

You may log in to AIA Connect with your AIA Easy Login ID and password now

### CONGRATULATIONS!

You've created your AIA Easy Login ID. Use it to login AIA Connect now.

Your AIA Easy Login ID  
**peter.chan**

After logged in, system will guide you to link up other AIA accounts, if any. If you skip it, you can do it later with 'Account Maintenance' feature.

ACCESS AIA CONNECT



Register an account in AIA Connect

Log in to AIA Connect

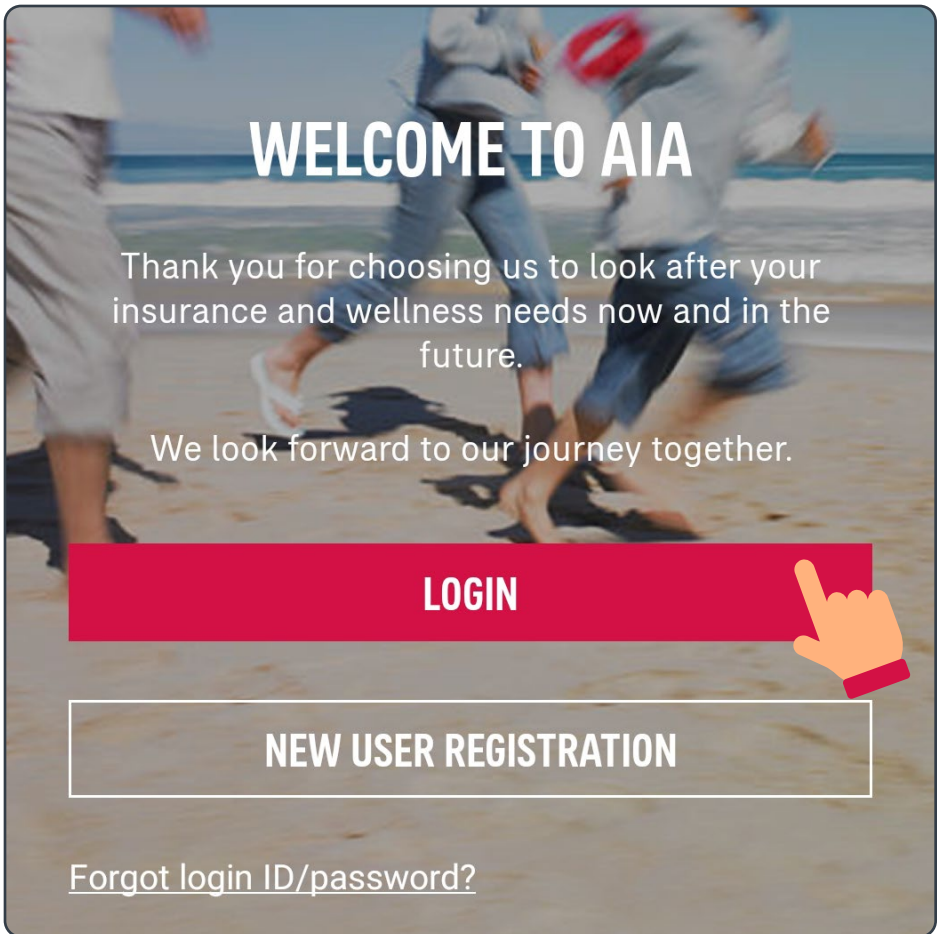
# Log in to AIA Connect

1/9

Open the AIA Connect mobile app, then select “Login” on the title page.

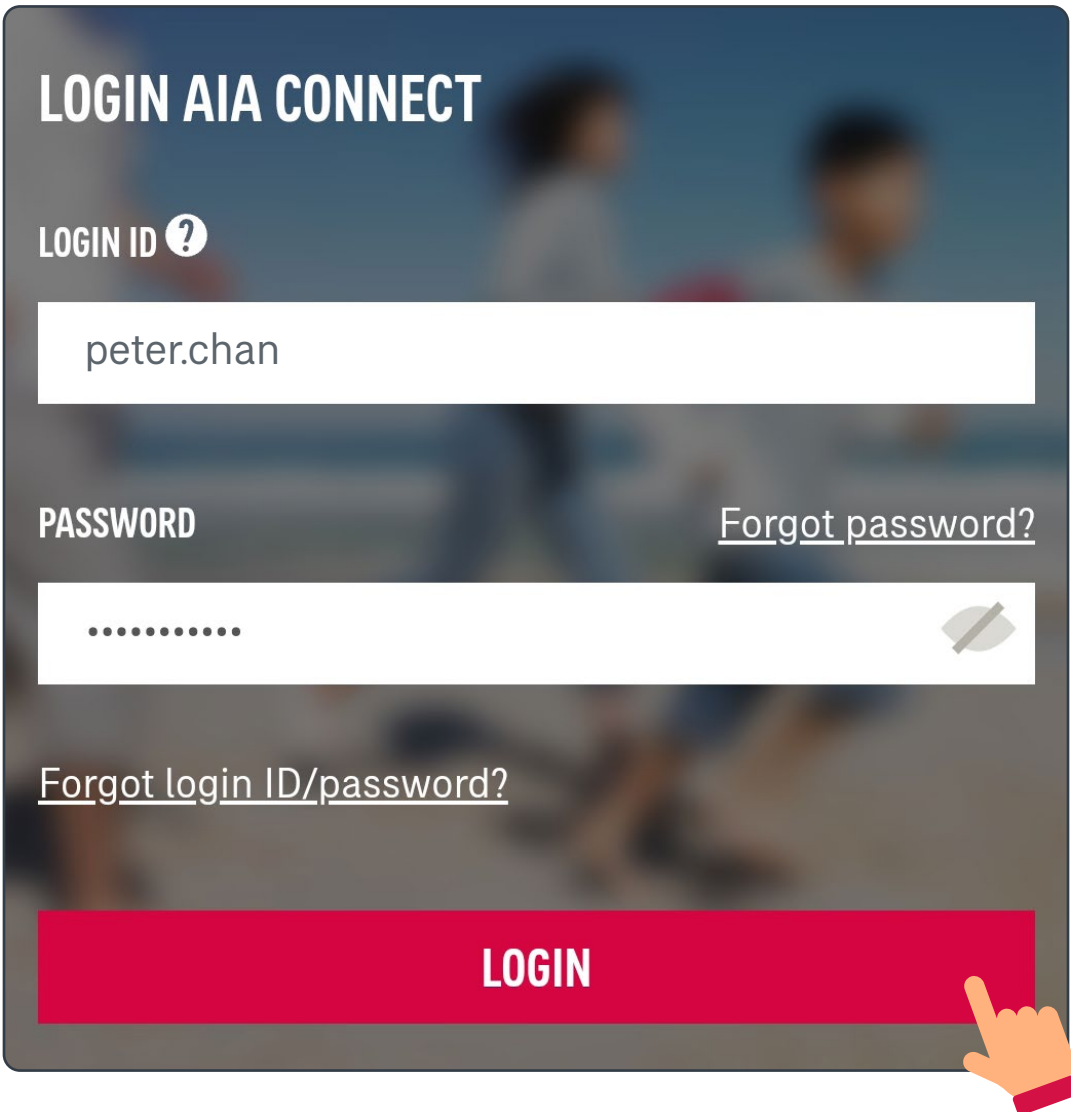


AIA Connect



2/9

Enter your login ID and password



Register an account in AIA Connect

Log in to AIA Connect

# Log in to AIA Connect

## 3/9 Select a way to receive your One-Time-Passcode (OTP)

**VERIFY YOUR IDENTITY**

Please select a preferred way to receive One-Time-Passcode (OTP) to login

Mobile

☒

Email

☐

I have read, understood and agreed the [Terms and Conditions of OTP Service](#).

Reminder: If you select mobile to receive the OTP, please ensure the reception is good and your device setting does not filter out OTP message.

## 4/9 Enter the OTP you received via SMS or email

**VERIFY YOUR IDENTITY**

One-Time-Passcode (OTP) has been sent.

Mobile

**+852 91\*\* \*\*56**

One-Time-Passcode (OTP)

No OTP received? [Resend](#)

Reminder: If you still failed to receive the OTP after click “resend”, as an alternative, we suggest you to retry using email. Click “cancel” to re-login and select email to proceed.



Register an account in AIA Connect

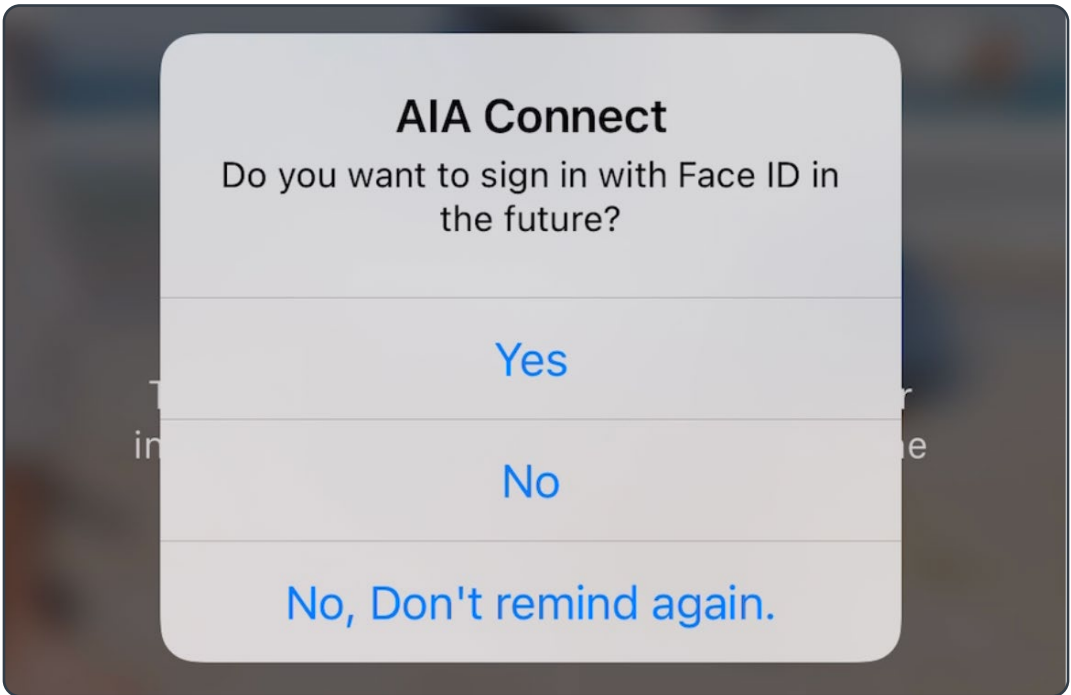
Log in to AIA Connect

# Log in to AIA Connect

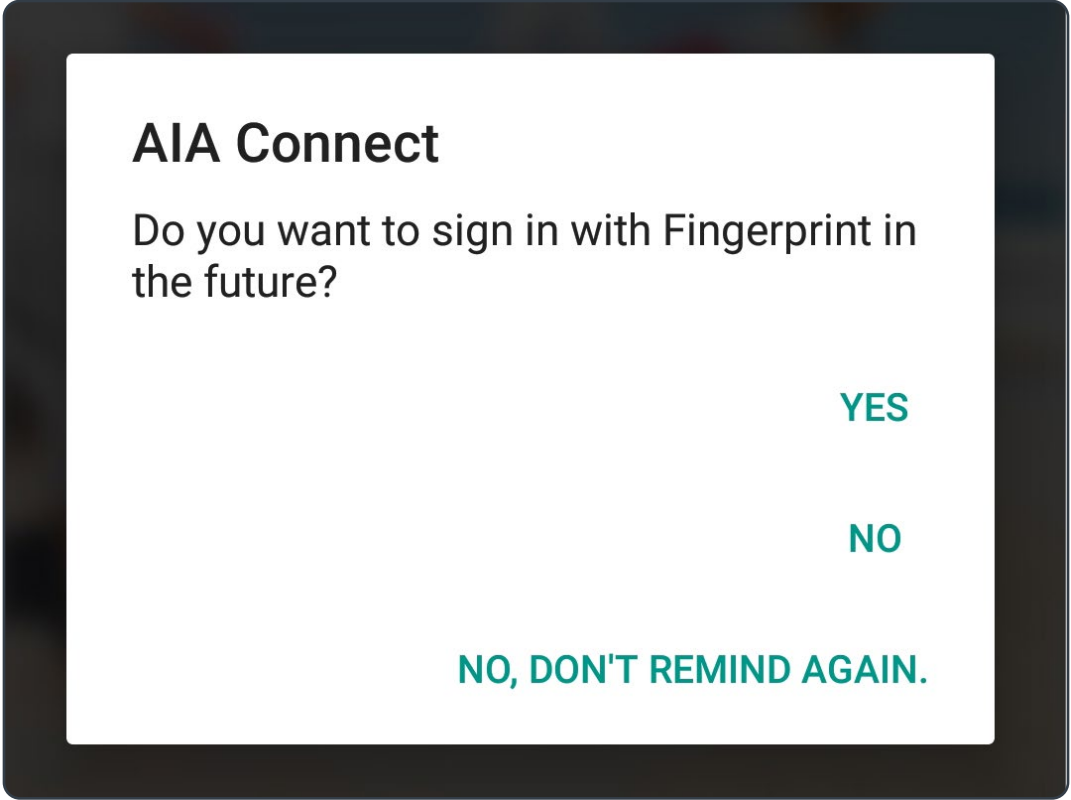
5/9

Select “Yes” if you wish to log in with Face ID, Touch ID or fingerprint authentication; if not, please skip step 6.

## iPhone users



## Android phone users



Register an account in AIA Connect

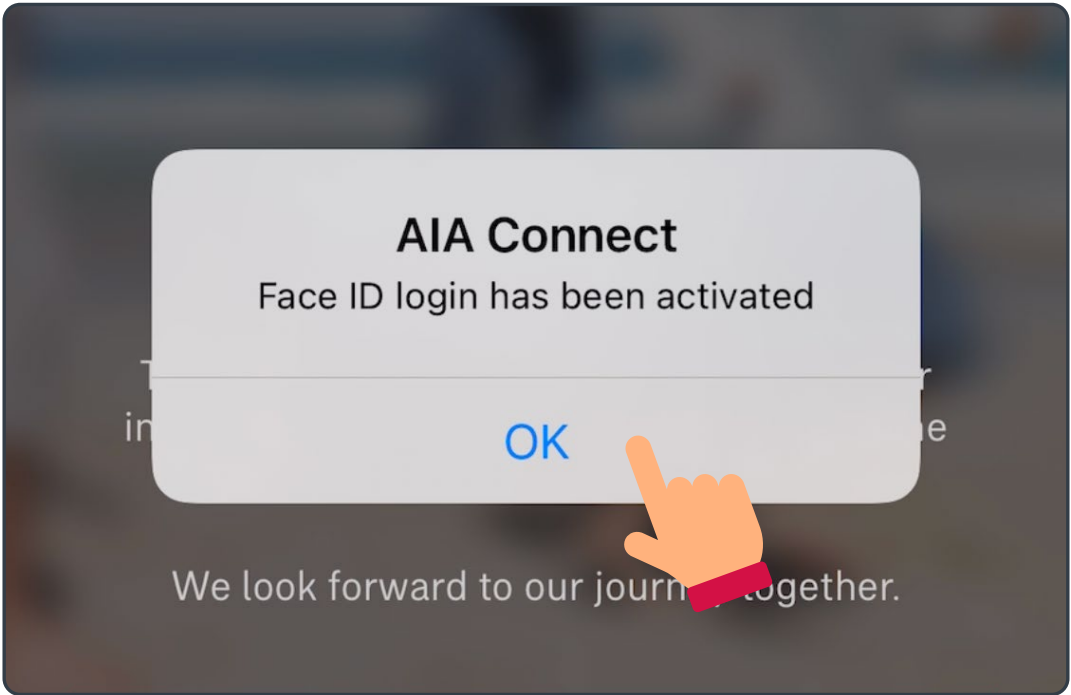
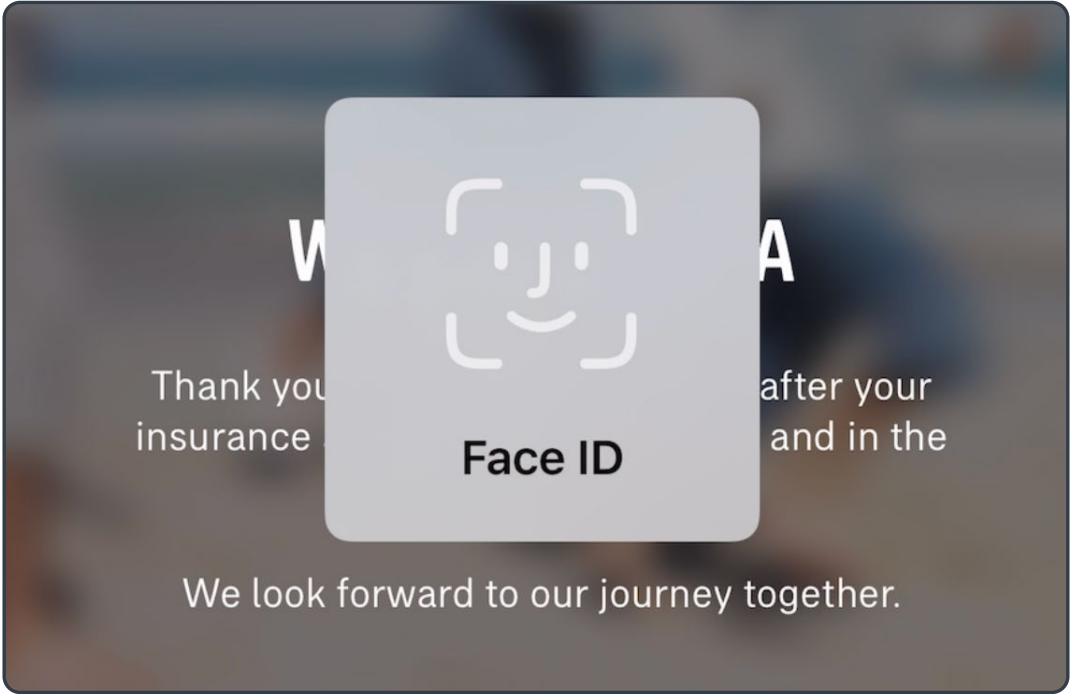
Log in to AIA Connect

# Log in to AIA Connect

6

/9

iPhone users can follow the instructions to activate biometrics login by Face ID or Touch ID

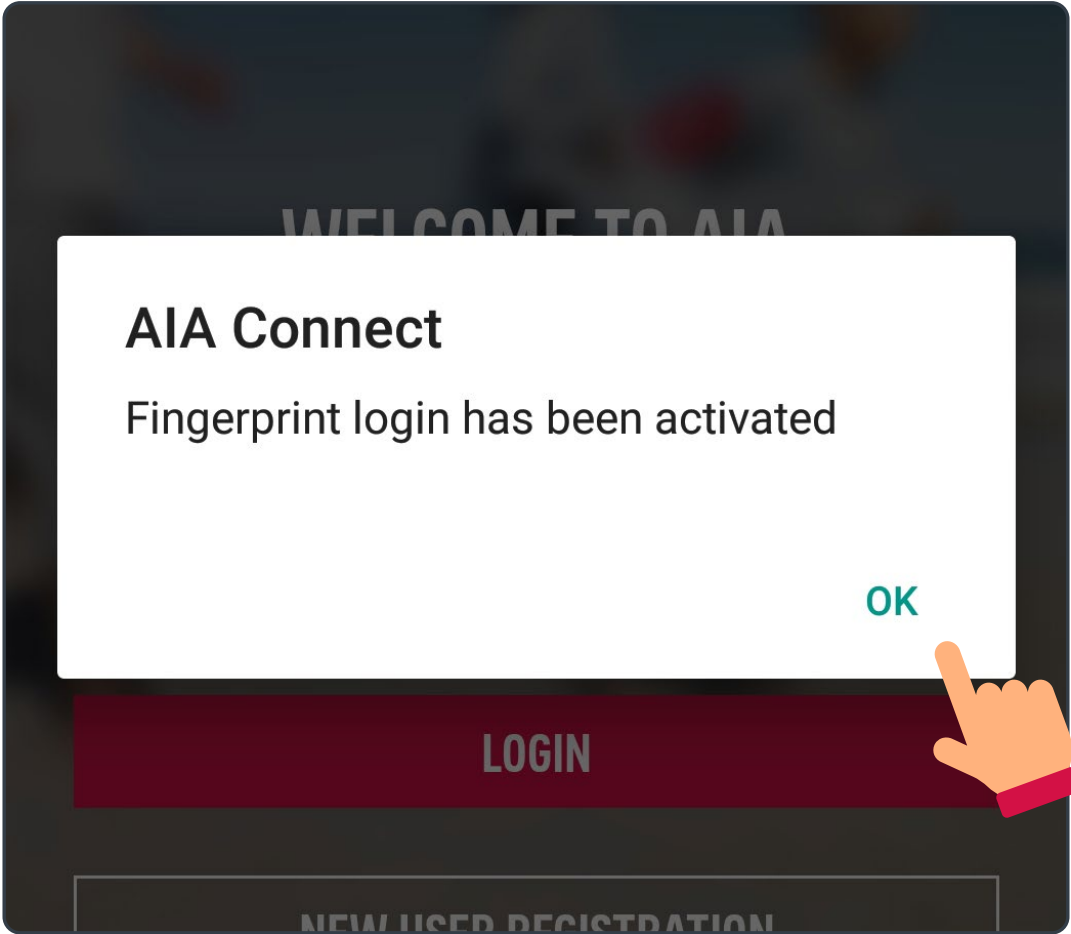
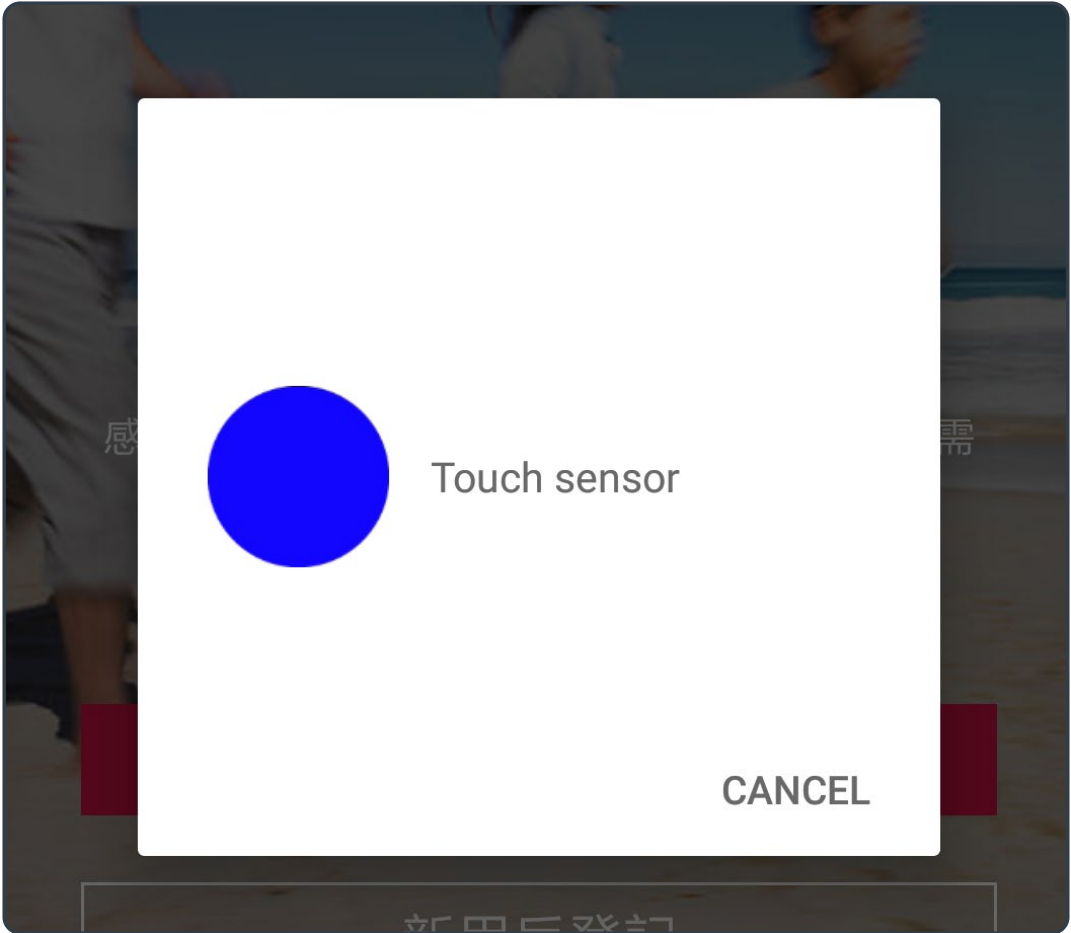


Register an account in AIA Connect

Log in to AIA Connect

# Log in to AIA Connect

6<sub>/9</sub> (Cont.) Android phone users can follow the instructions to activate fingerprint login





- Register an account in AIA Connect
- Log in to AIA Connect

# Log in to AIA Connect

7/9 Upon successful login, please read and agree with the terms and conditions.

The use of AIA Connect (web version and mobile application version) shall at all times be governed by the [Terms of Use](#), [Terms & Conditions for AIA Connect](#), [AIA Privacy Statements / Personal Information Collection Statements](#).

☒ *By ticking the box, I have read, understood and agree to the terms & conditions and statements above.*

AGREE

DISAGREE

8/9 During your first login, the system will ask if you would like to link your policy. If yes, please select “Start” and go to [page 17](#); if not, please select “Skip”.

MANAGE YOUR EASY LOGIN ID

Your Login ID does not contain any customer policies or accounts. We will guide you how to link your active policies / member accounts to this Easy Login ID. Click 'Start' to proceed.

Reminder: For new AIA Customer who just submitted a policy application and got the QR code, please click 'Skip' and use 'Connect New Policy' in homepage to link up the application to Easy Login ID.

START

SKIP

OR

MANAGE YOUR EASY LOGIN ID

Your Login ID does not contain any customer policies or accounts. We will guide you how to link your active policies / member accounts to this Easy Login ID. Click 'Start' to proceed.

Reminder: For new AIA Customer who just submitted a policy application and got the QR code, please click 'Skip' and use 'Connect New Policy' in homepage to link up the application to Easy Login ID.

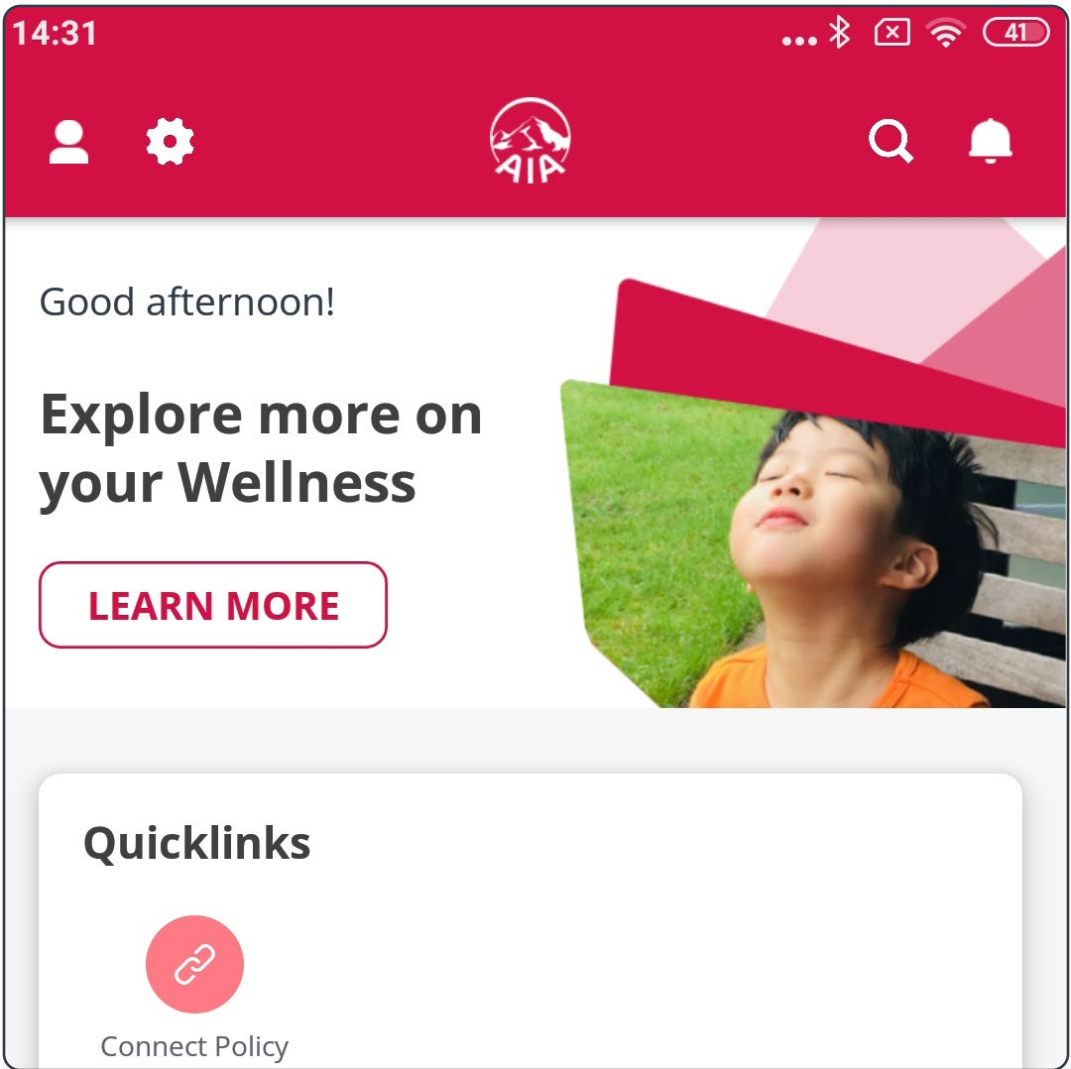
START

SKIP

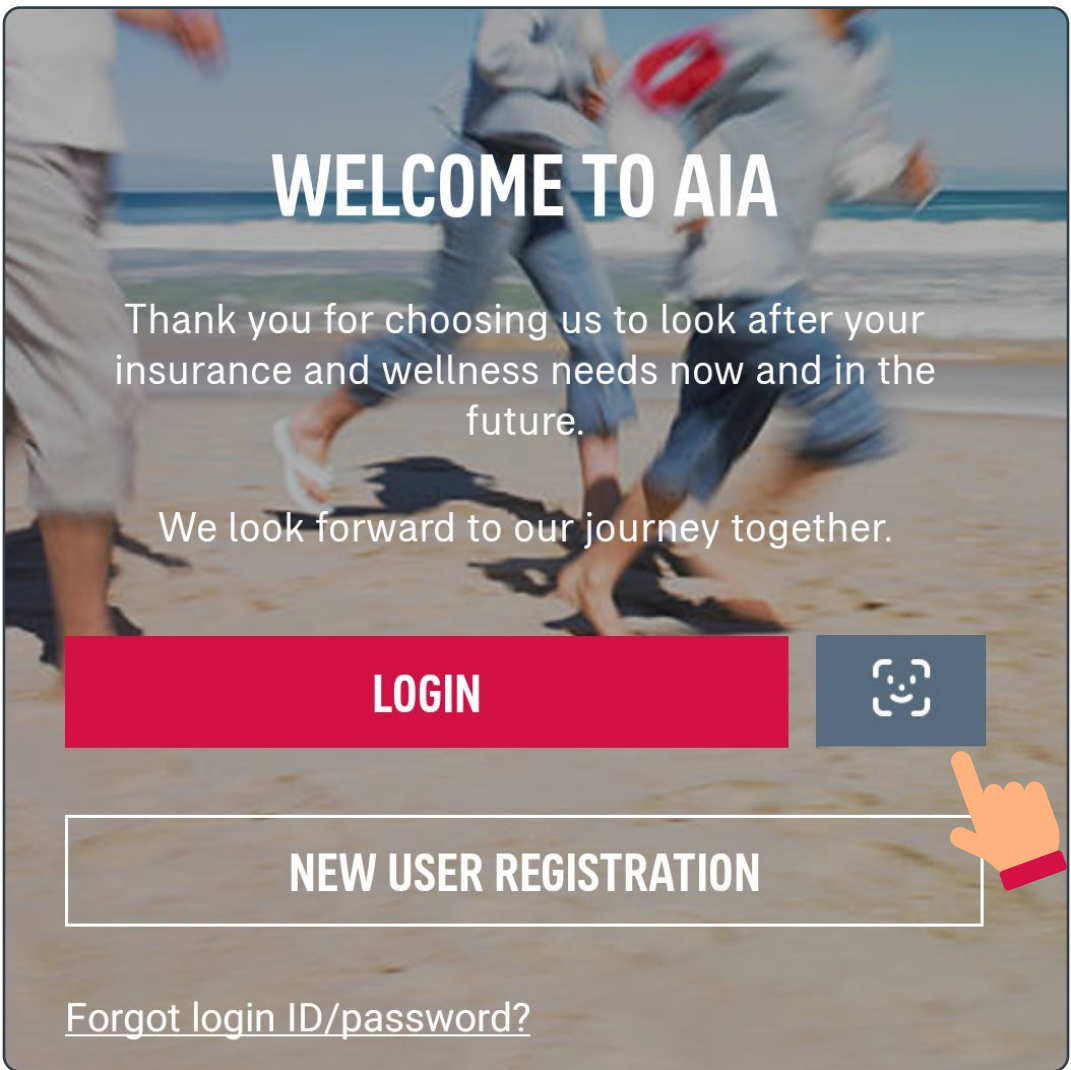
- Register an account in AIA Connect
- Log in to AIA Connect

# Log in to AIA Connect

9/9 After completing the previous steps, you may log in to AIA Connect.



Once Face ID or Touch ID login is activated, iPhone users may select the same login method during every login in the future.



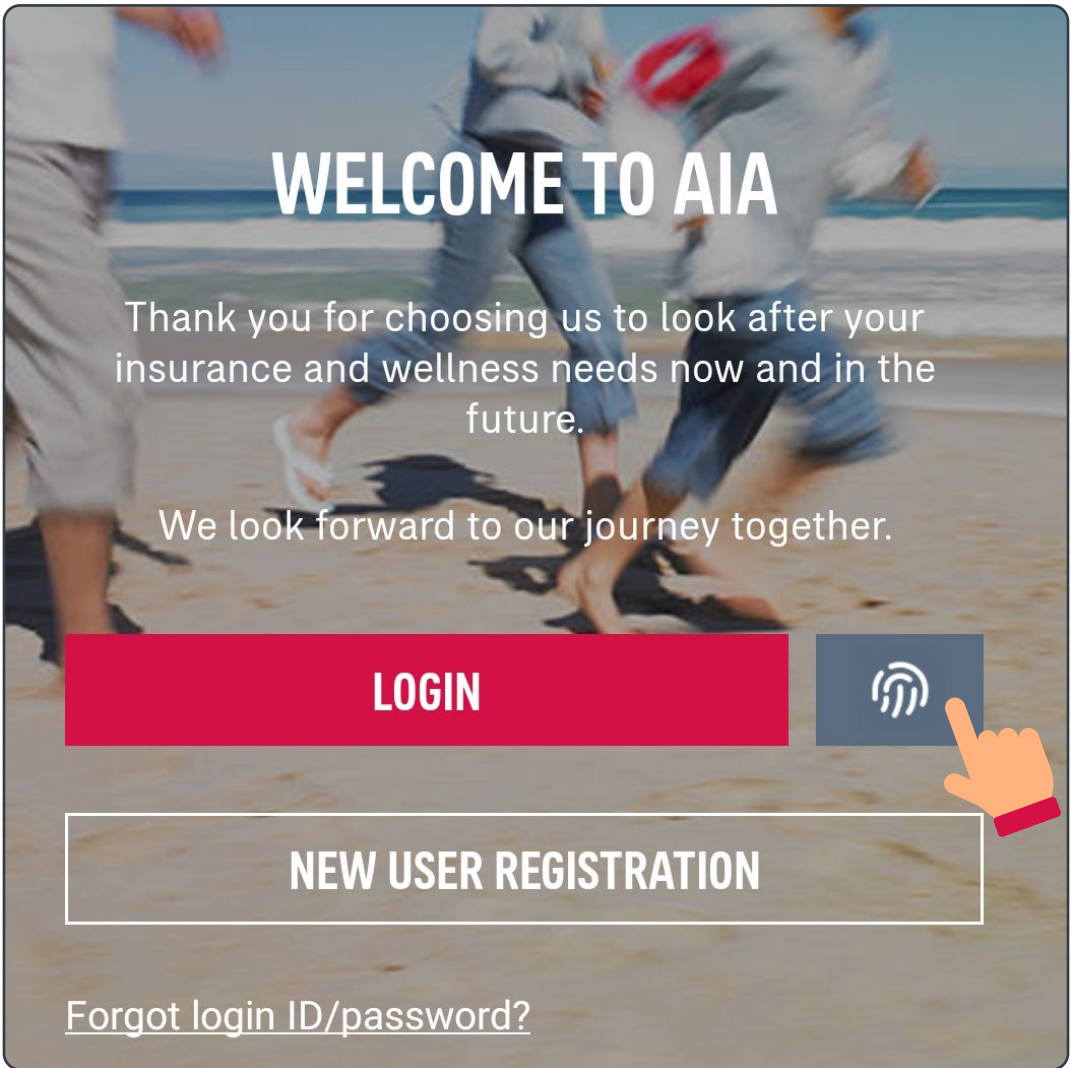
Register an account in AIA Connect

Log in to AIA Connect

# Log in to AIA Connect

9/9  
(Cont.)

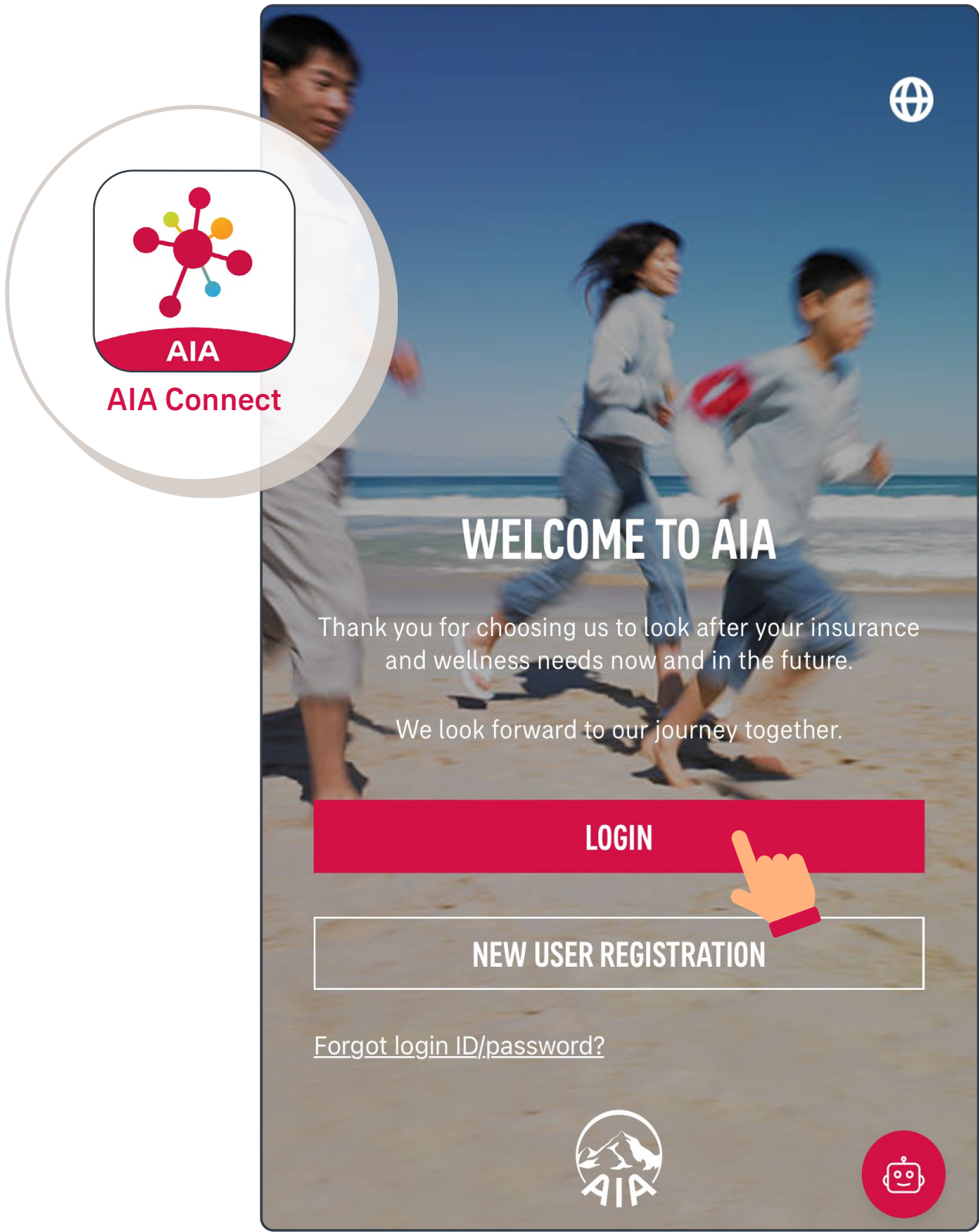
Once fingerprint login is activated, Android phone users may select the same login method during every login in the future.





# Link “Group Insurance (Employee Benefits) account” to AIA Connect

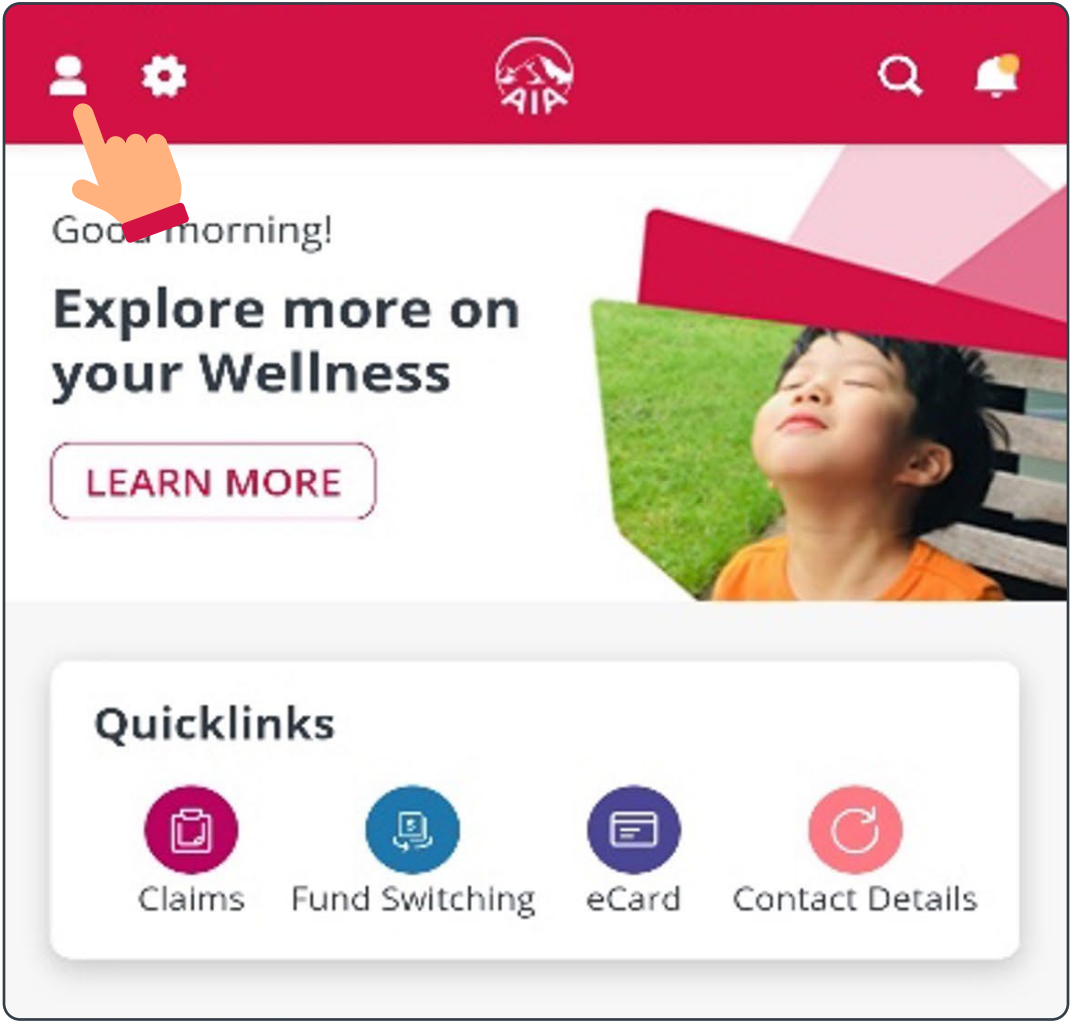
## 1/9 Log in to AIA Connect



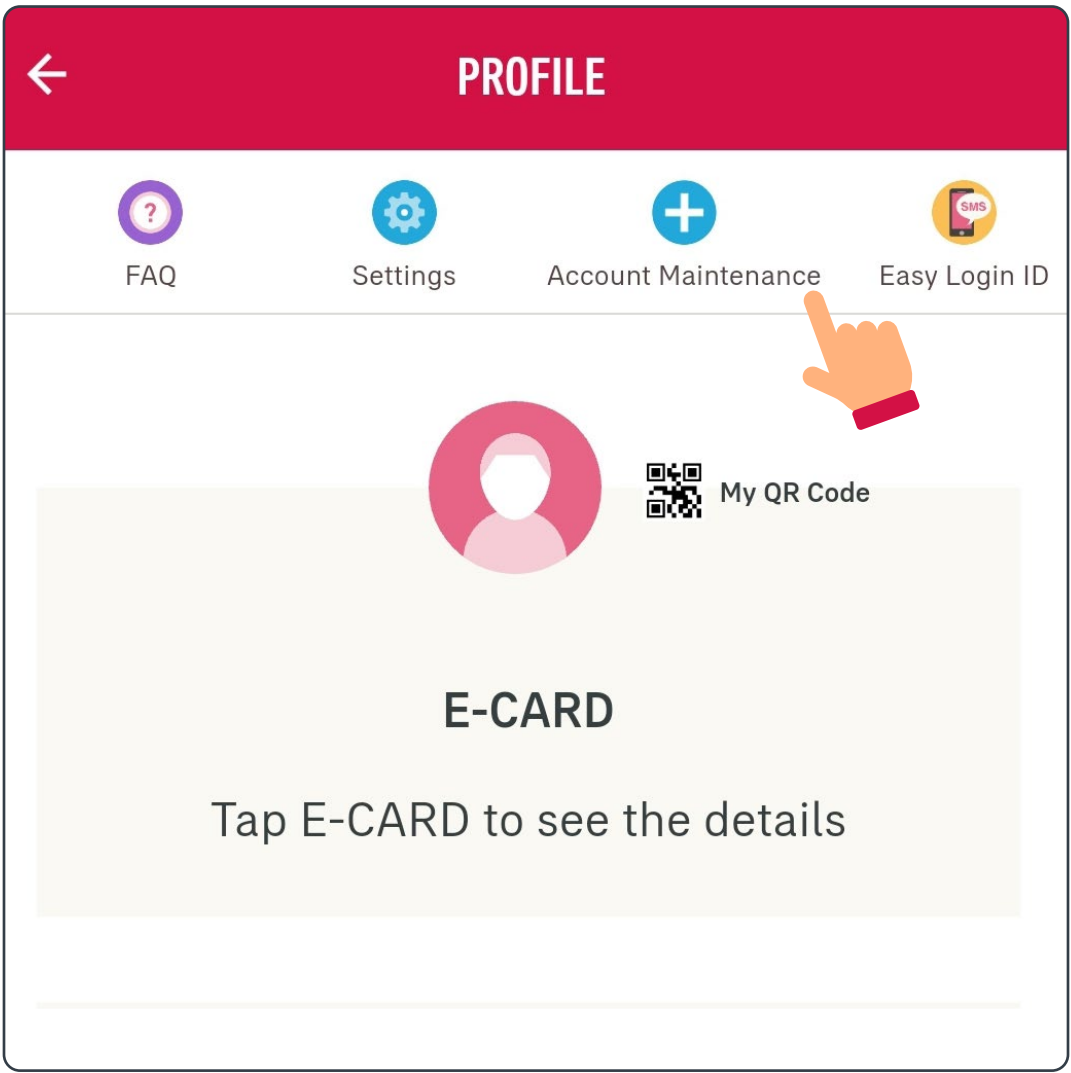
Note: Under Multi-Factor Authentication (MFA), users need to log in with the correct login ID and password, as well as the One-Time-Passcode (OTP) received via SMS/email. Mobile app users who have enabled biometrics login can log in with their fingerprint, Face ID or Touch ID.

# Link “Group Insurance (Employee Benefits) account” to AIA Connect

**2**<sub>/9</sub> Select the “profile” icon in the top left corner

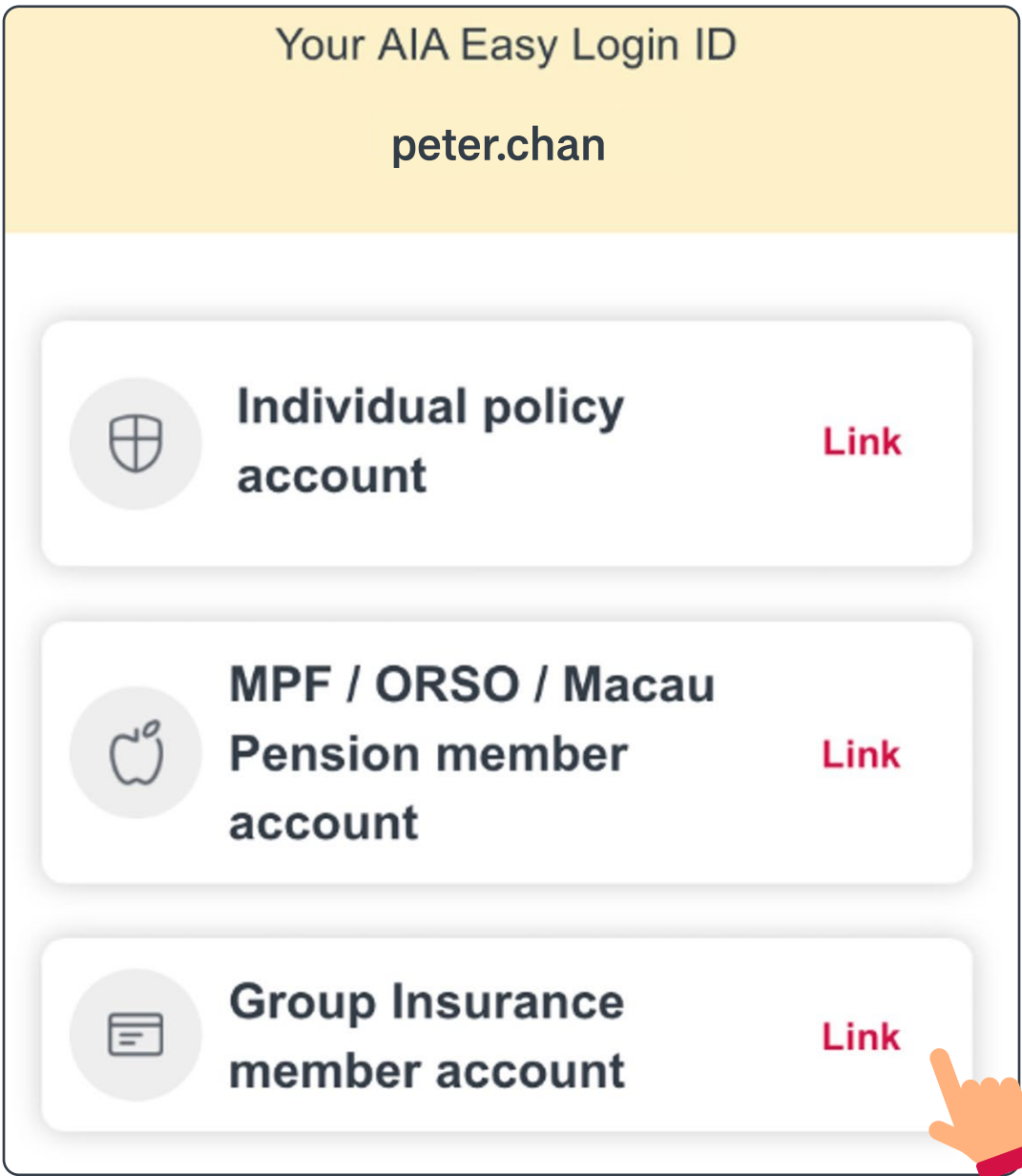


**3**<sub>/9</sub> Select “Account Maintenance”

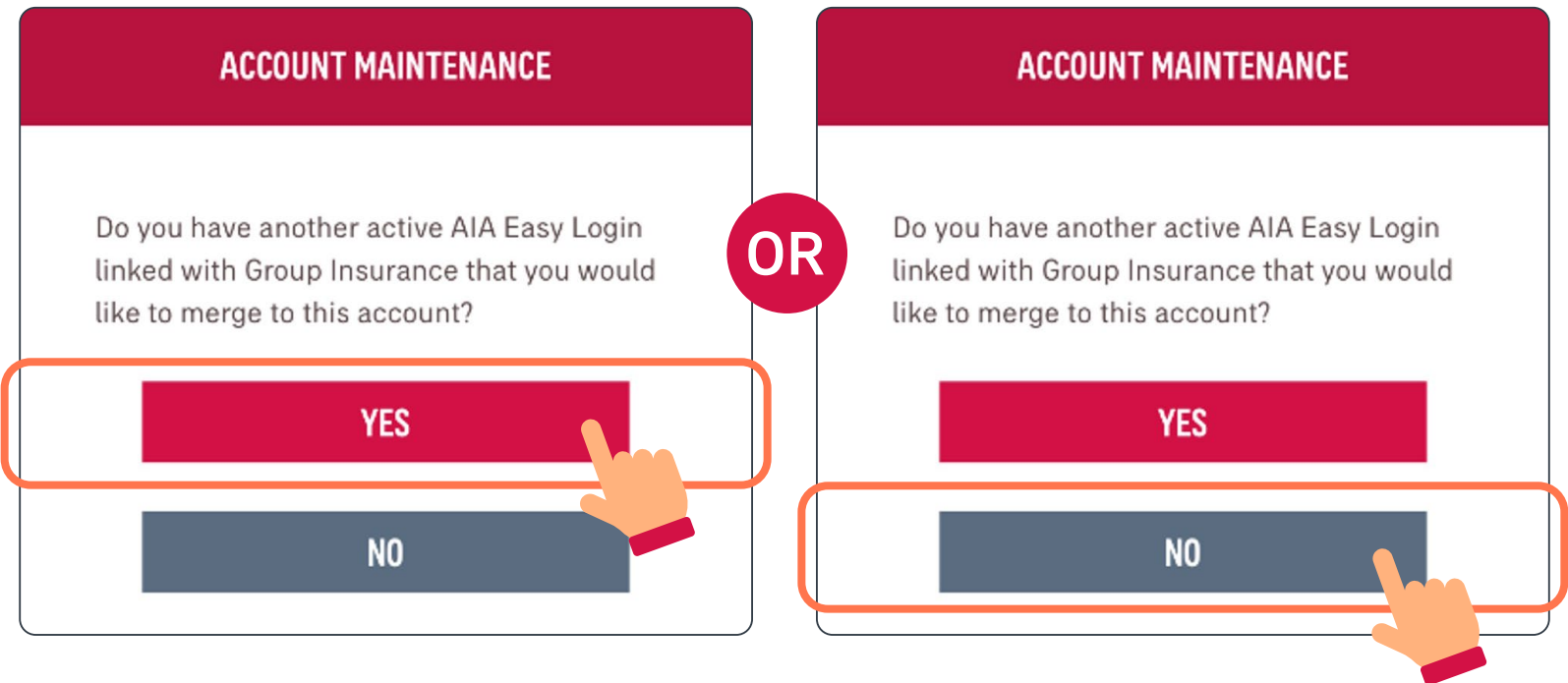


# Link “Group Insurance (Employee Benefits) account” to AIA Connect

**4**<sub>/9</sub> Select “Group Insurance (Employee Benefits) account”



**5**<sub>/9</sub> 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 21](#).





# Link “Group Insurance (Employee Benefits) account” to AIA Connect

**6**<sub>/9</sub> 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**<sub>/9</sub> 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

peter.chan

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.

# Link “Group Insurance (Employee Benefits) account” to AIA Connect

**8**<sub>/9</sub> 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

# Link “Group Insurance (Employee Benefits) account” to AIA Connect

9/9

When you log in to AIA Connect again, you will be able to view all of your policies and account details under “Account” tab.

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).

WEALTH OPTIMA

B9185553423

Premium due date29 Nov 2023

Premium (With Levy)USD 1,500.00

ITRAVEL PROTECT

M8800000001

AIA Connect – Group Insurance (Employee Benefits) Account20



# Link “Group Insurance (Employee Benefits) account” to AIA Connect

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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)

☒ MEMBER ID

Insured member ID\* 

7/9

Once the 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.

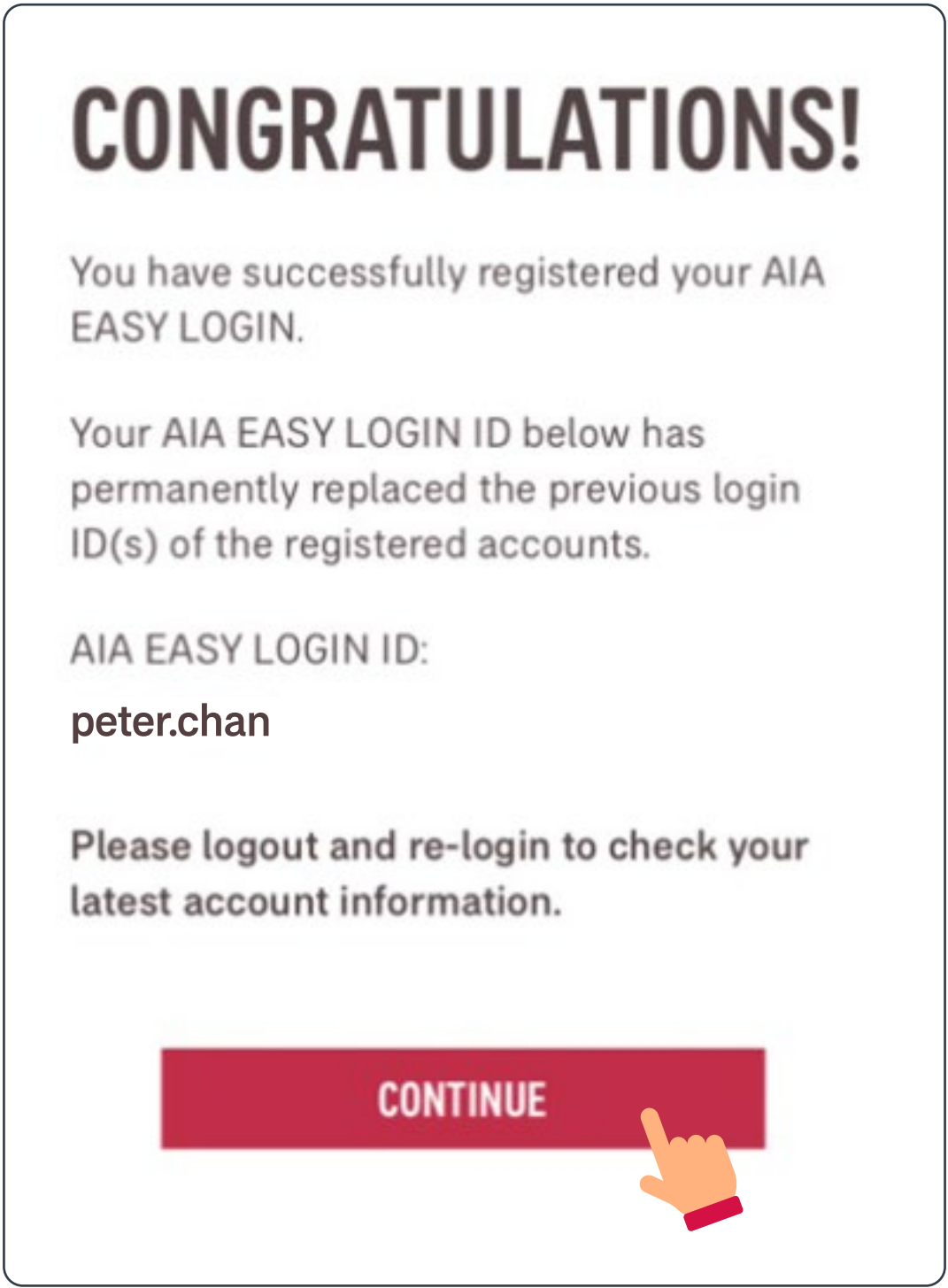
☐ Please click the box on the left ("✓") if you do not agree with the provision, use and transfer of your personal data for direct marketing purposes in accordance with the AIA PIC.

CONFIRM

HOME

# Link “Group Insurance (Employee Benefits) account” to AIA Connect

**8**<sub>/9</sub> 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.

# Link “Group Insurance (Employee Benefits) account” to AIA Connect

9/9

When you log in to AIA Connect again, you will be able to view all of your policies and account details under “Account” tab.

Account summary

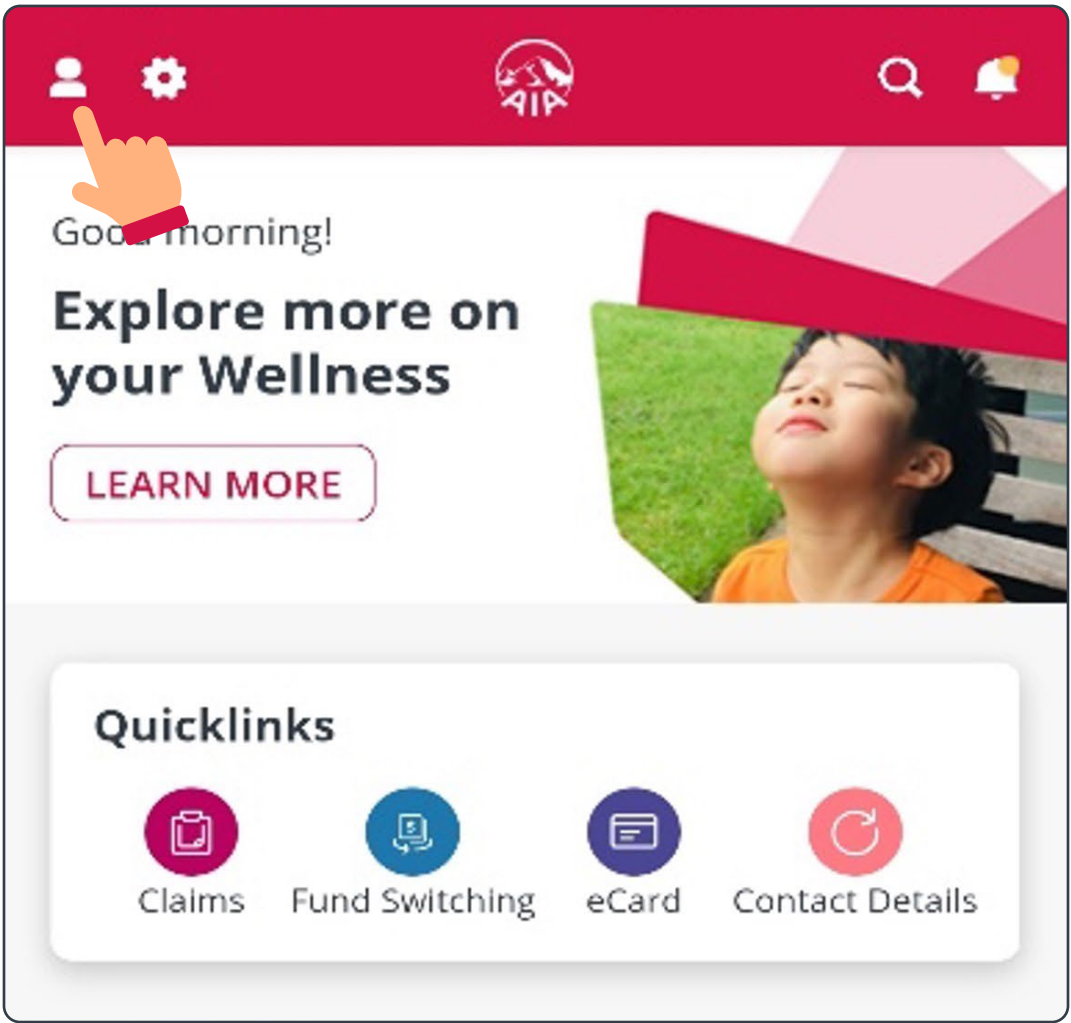
All insured / member (1)

CHAN TAI MAN

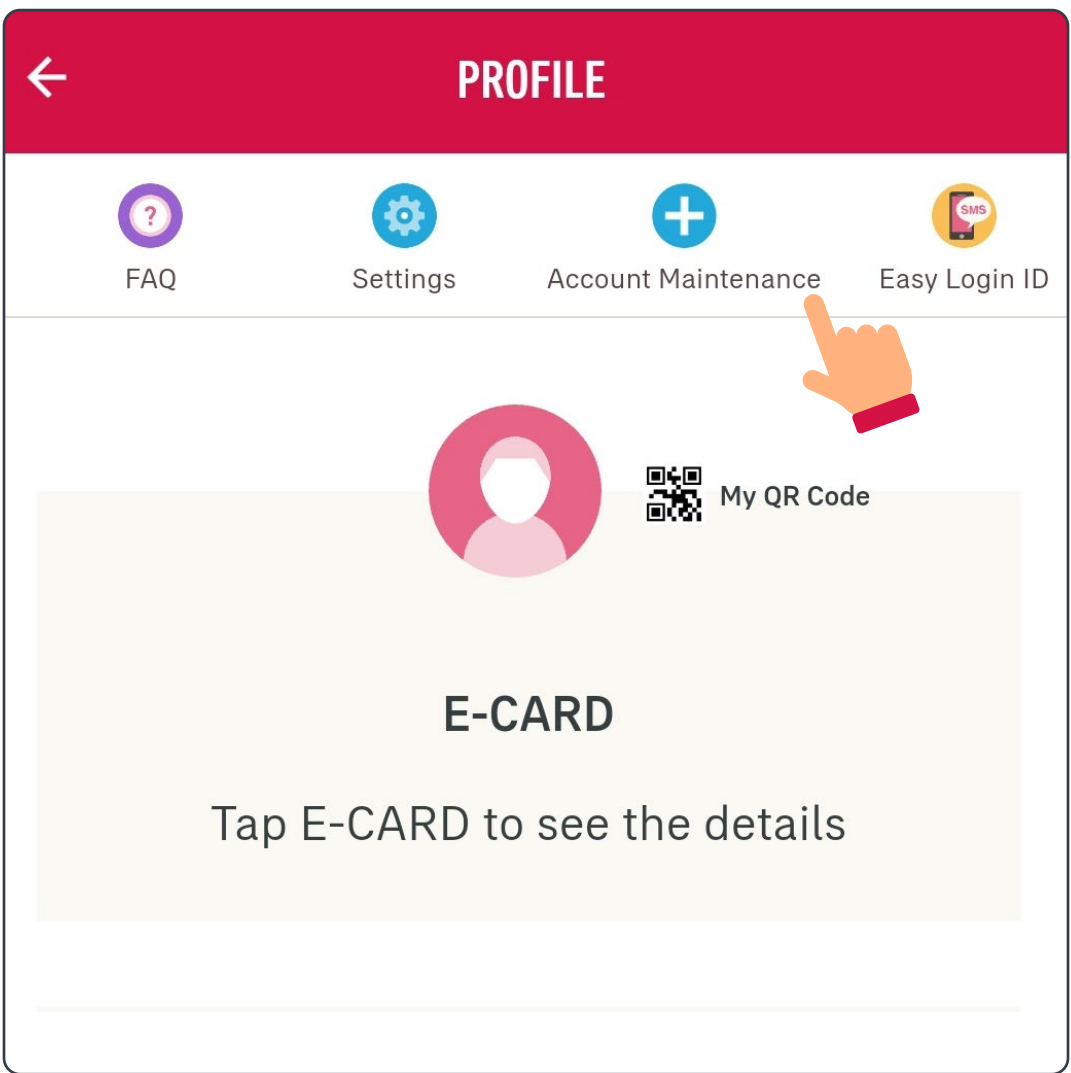
Policy(ies) / Account(s)	Coverage(s)
Total inforce policy(ies) / Account(s) <b>5</b>	
Total annualized premium USD <b>2,000.00</b>	
<div>* Total annualized premium is not applicable to General Insurance products and may be more than annual premium paid due to Premium Holiday / POO.</div> <div>* Total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

# Unlink an account

**1**<sub>/5</sub> Select the “profile” icon in the top left corner



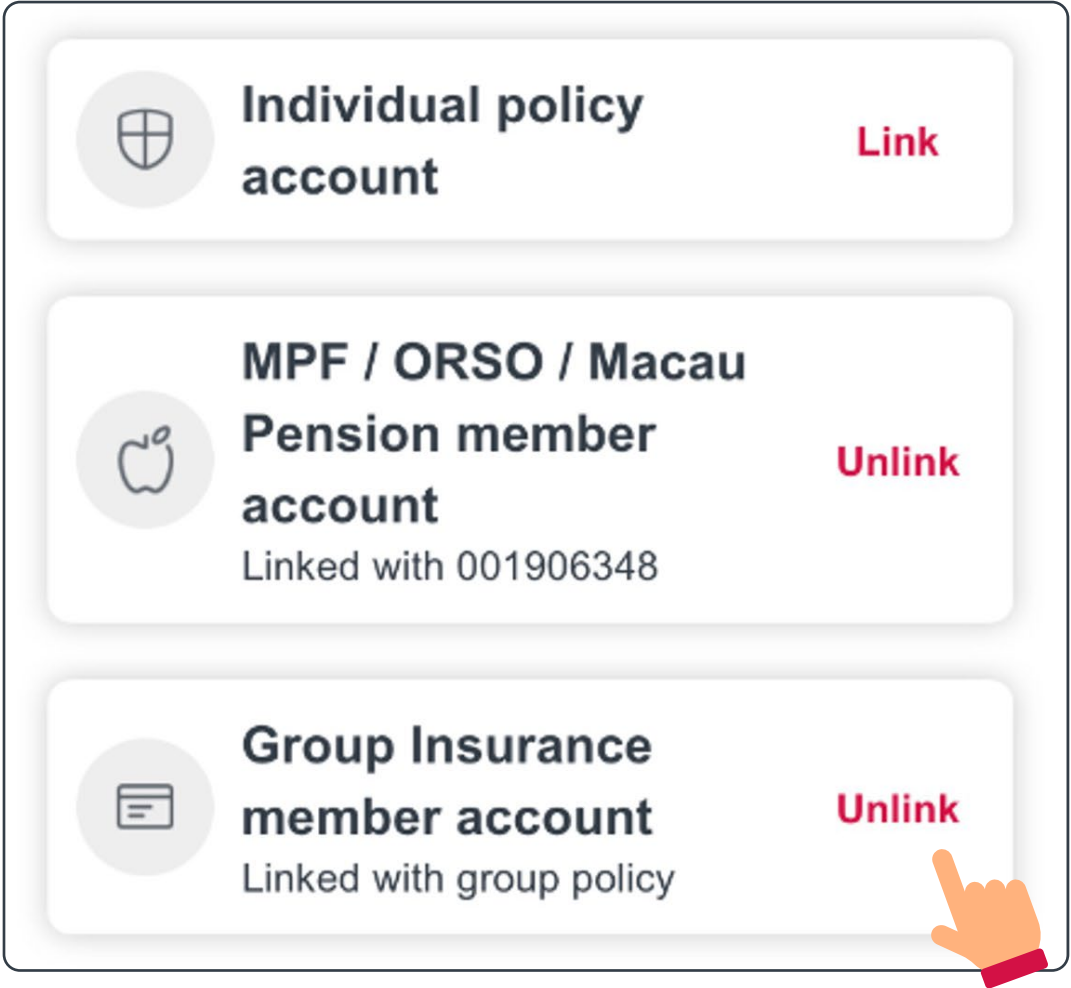
**2**<sub>/5</sub> Select “Account Maintenance”



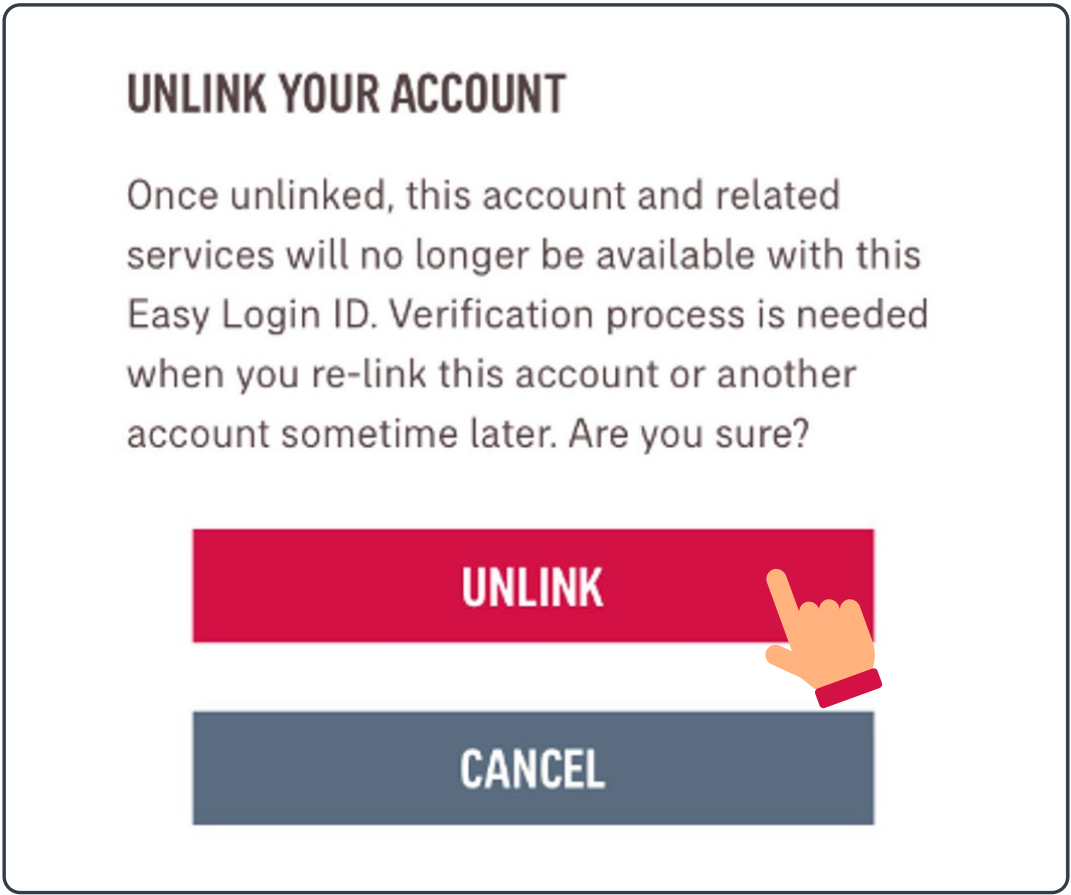


# Unlink an account

**3**<sub>/5</sub> Select “Unlink” on the “Account Maintenance” page



**4**<sub>/5</sub> The system will ask you to confirm your action



# Unlink an account

**5**<sub>/5</sub> 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) <b>5</b>	
Total annualized premium USD <b>2,000.00</b>	
<p>* Total annualized premium is not applicable to General Insurance products and may be more than annual premium paid due to Premium Holiday / POO.</p> <p>* Total annualized premium is not applicable to MPF/ ORSO/Macau Pension and Group Insurance account(s).</p>	
<div><div><div><div></div><div><b>WEALTH OPTIMA</b> B9185553423</div></div><div><div>Premium due date</div><div>29 Nov 2023</div></div><div><div>Premium (With Levy)</div><div>USD 1,500.00</div></div></div><div><div></div><div>&gt;</div></div></div>	
<div><div><div><div></div><div><b>ITRAVEL PROTECT</b> M880000001</div></div><div><div></div><div>&gt;</div></div></div></div> <div><div></div></div>	