

AIA Connect

Individual Policy Account



AIA

AIA Connect

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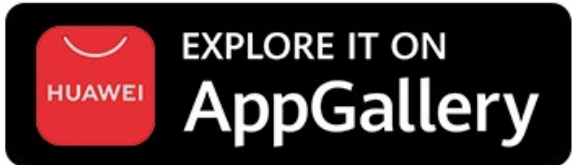
- Register an account in AIA Connect
- Log in to AIA Connect

Register an account in AIA Connect

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



or

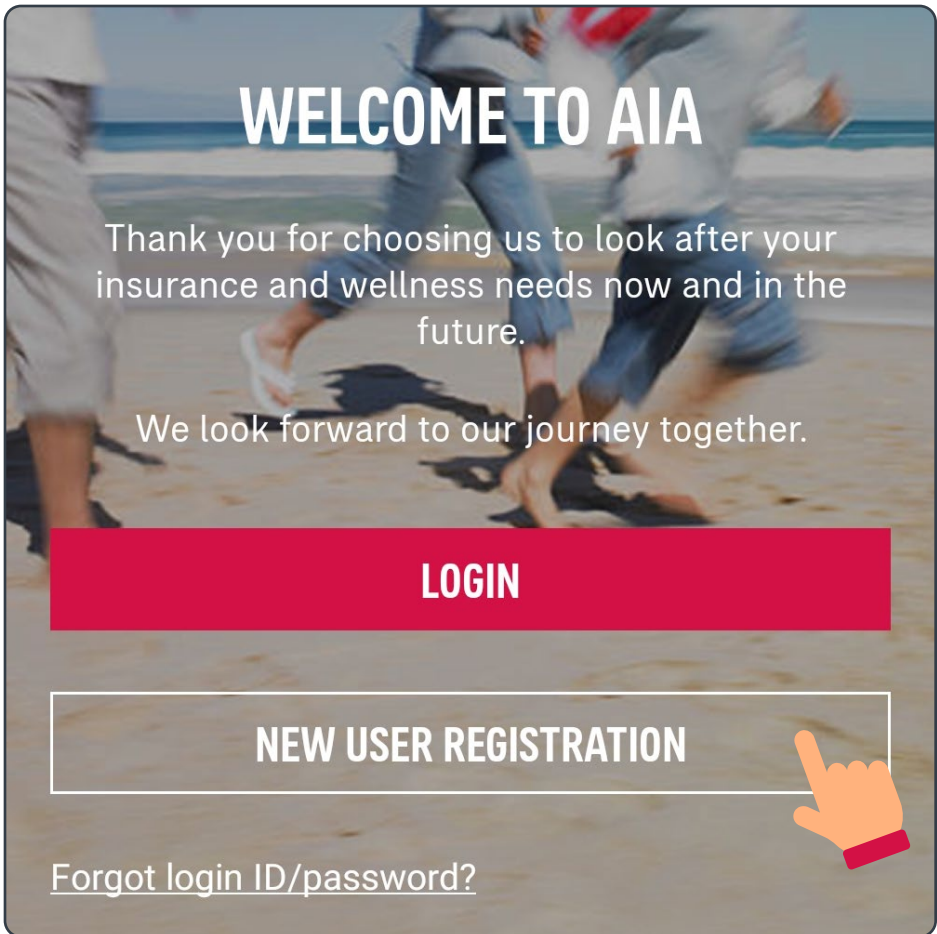


AppGallery: HK and Macau users

Register an account in AIA Connect

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

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

- 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

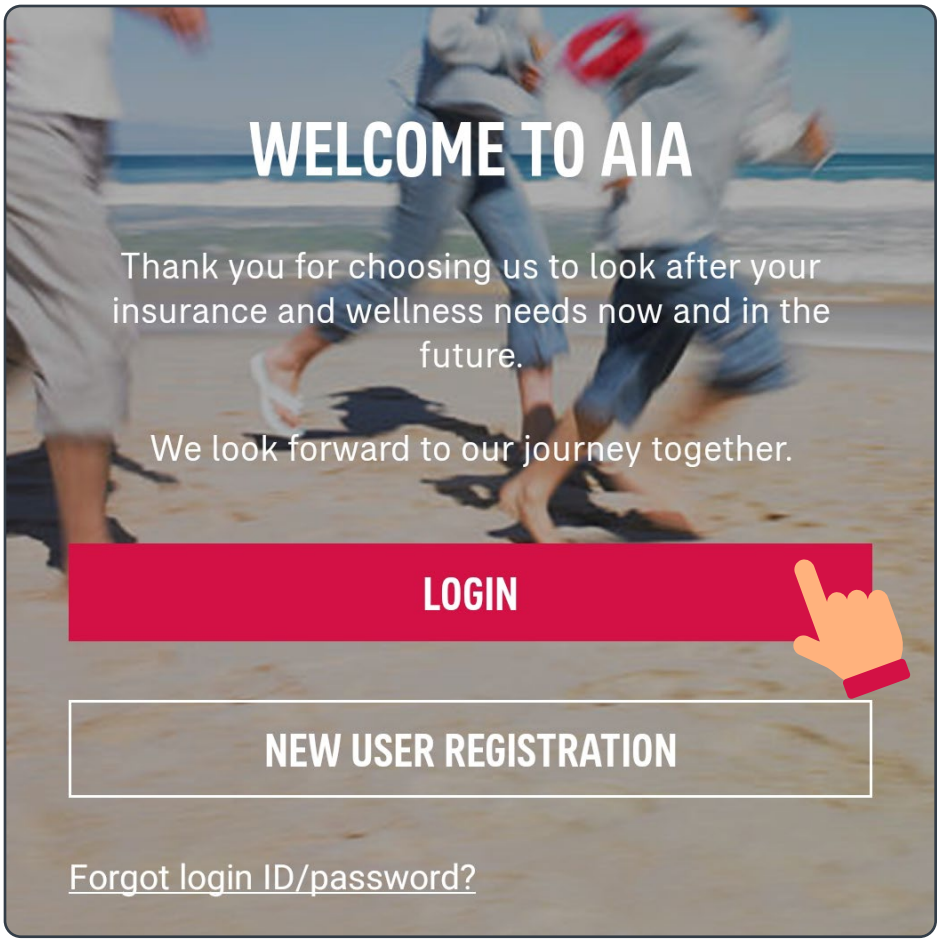
Log in to AIA Connect

1/9

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

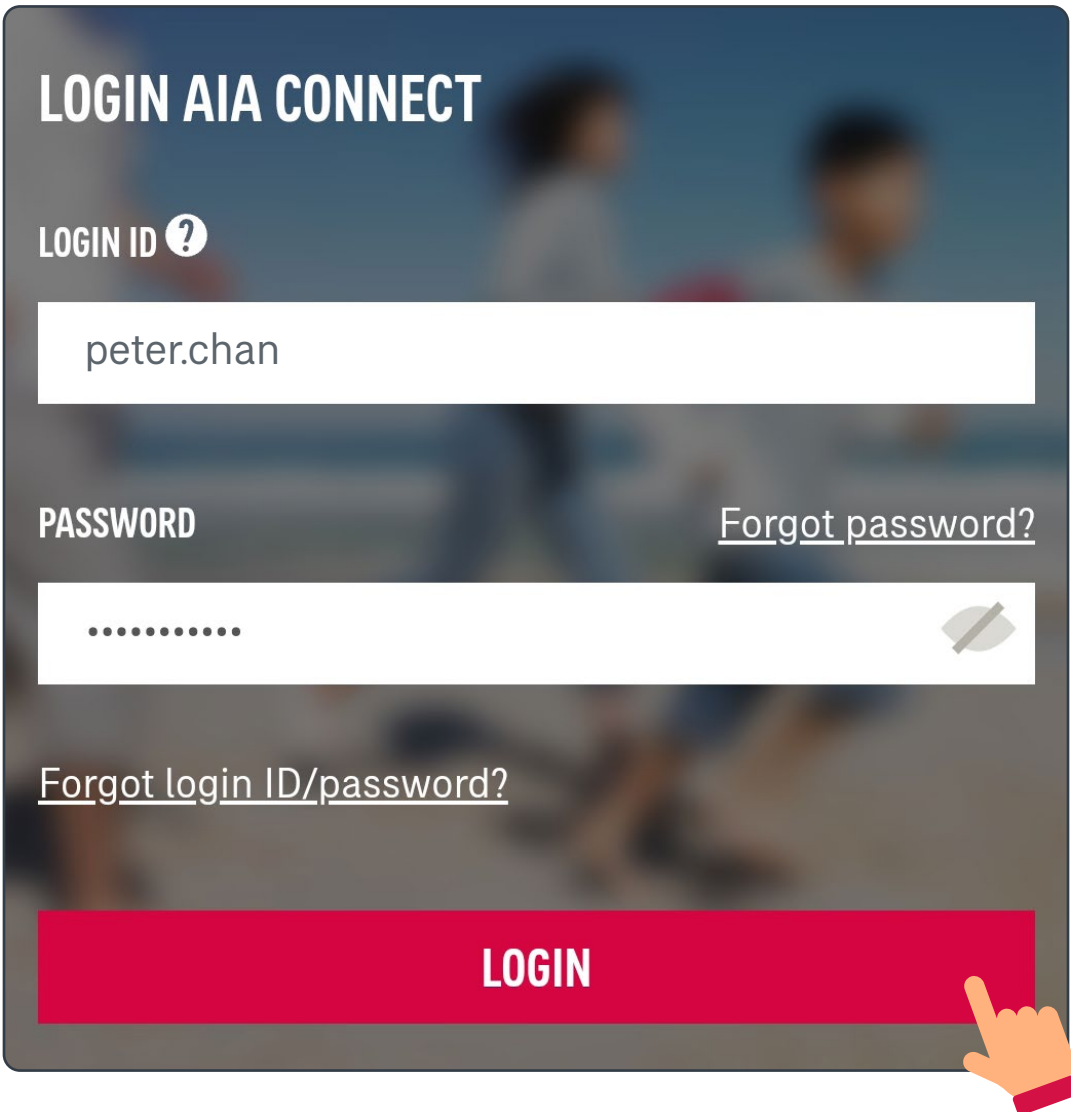


AIA Connect



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

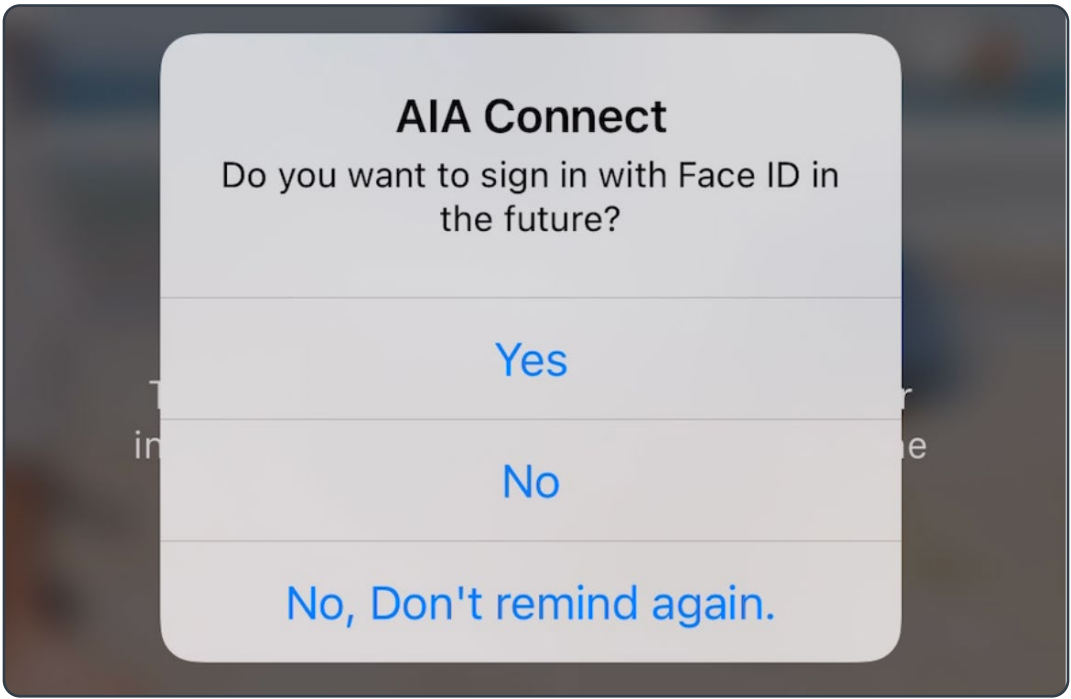
Log in to AIA Connect

Log in to AIA Connect

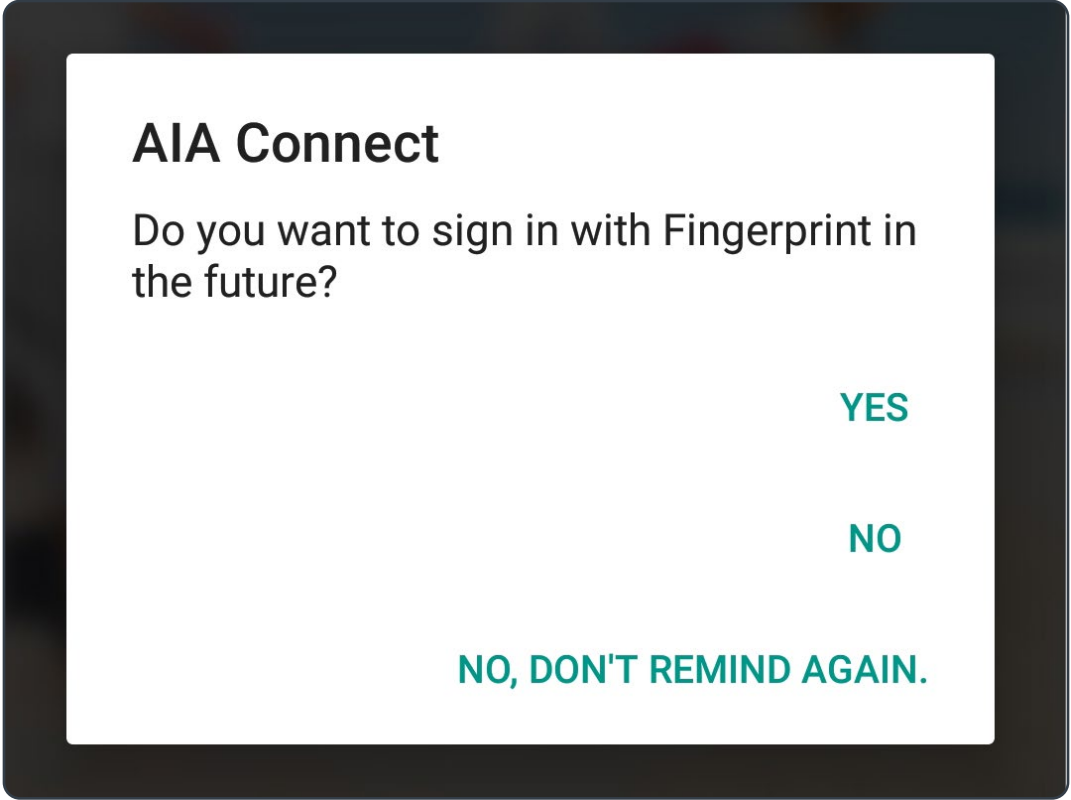
5/9

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



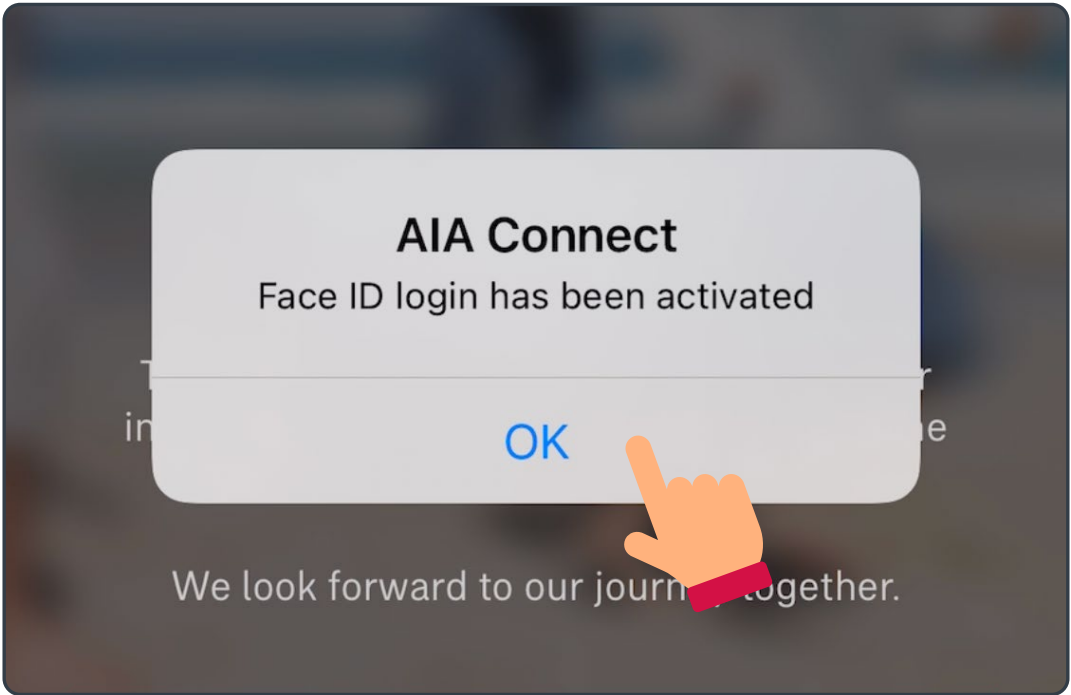
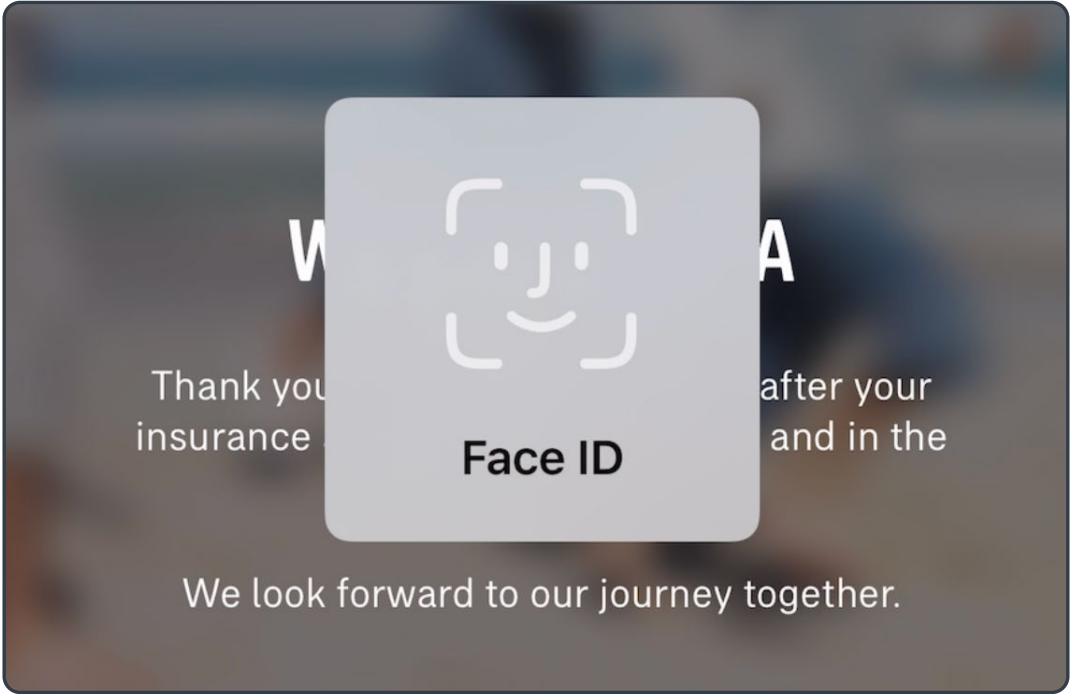
Register an account in AIA Connect

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



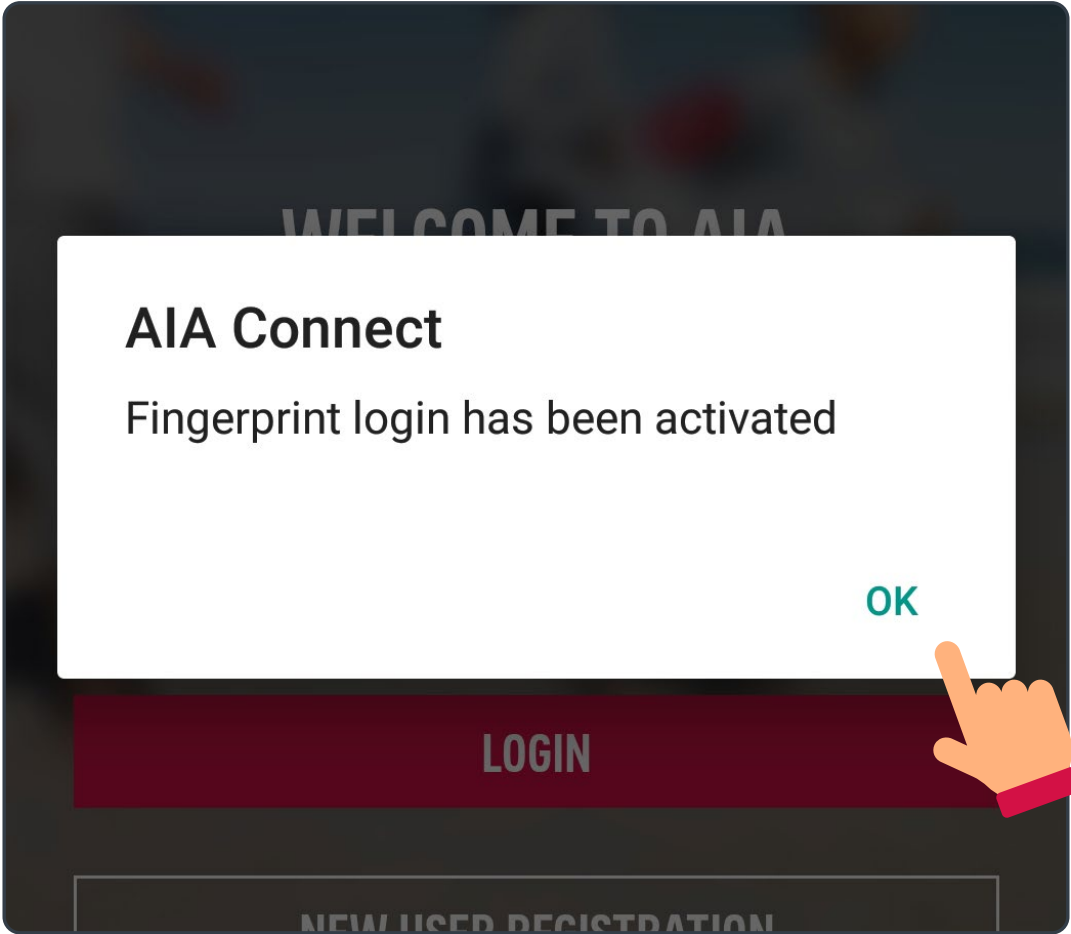
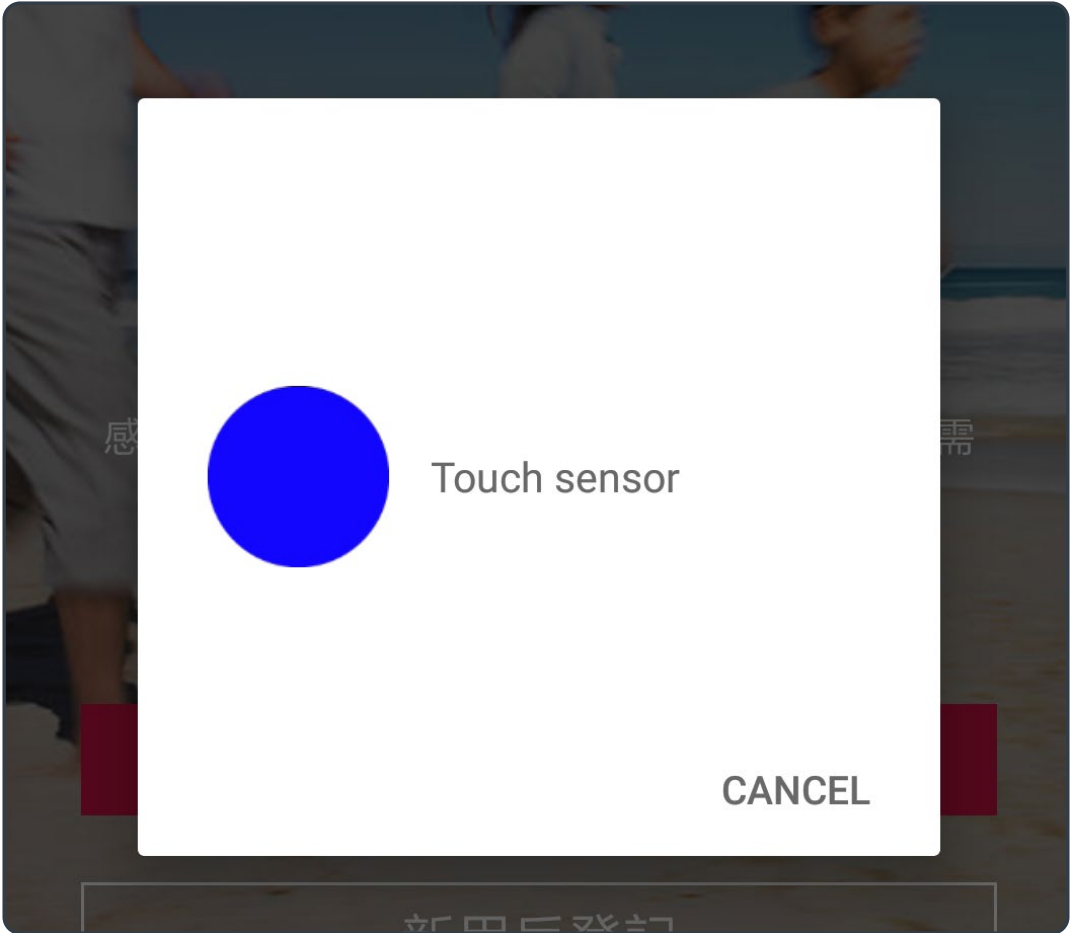
Register an account in AIA Connect

Log in to AIA Connect

Log in to AIA Connect

6_{/9}
(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.

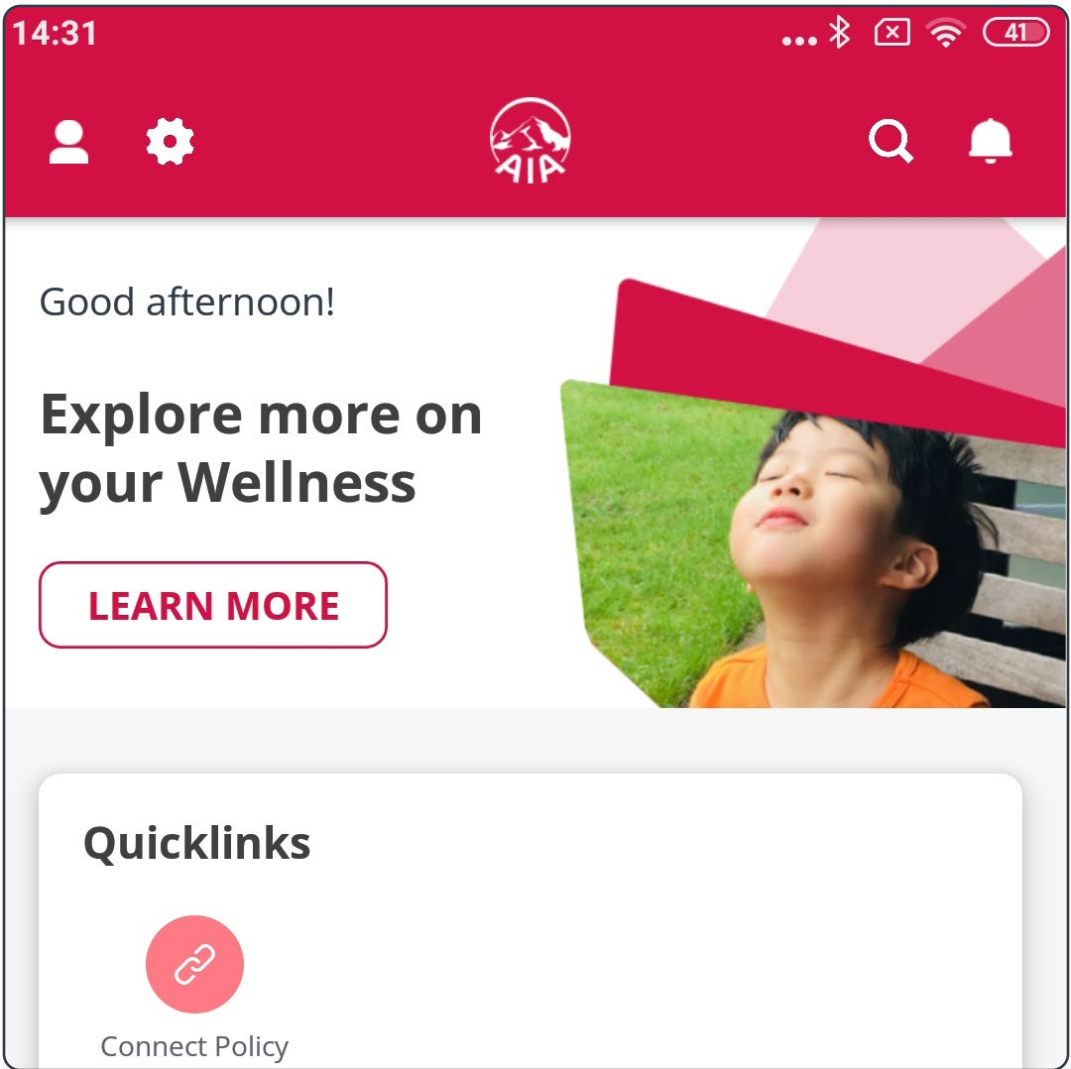
START

SKIP

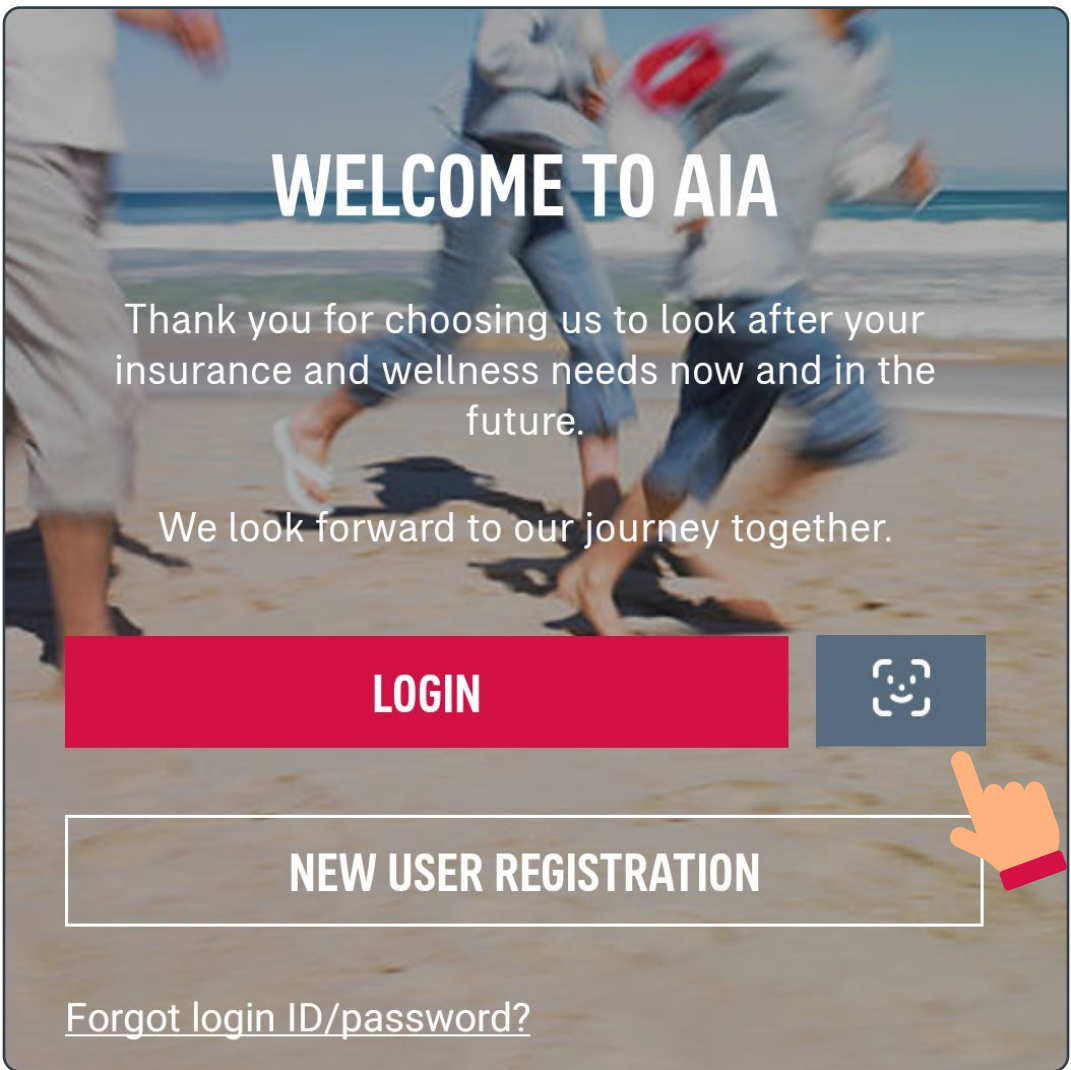
- Register an account in AIA Connect
- Log in to AIA Connect

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.



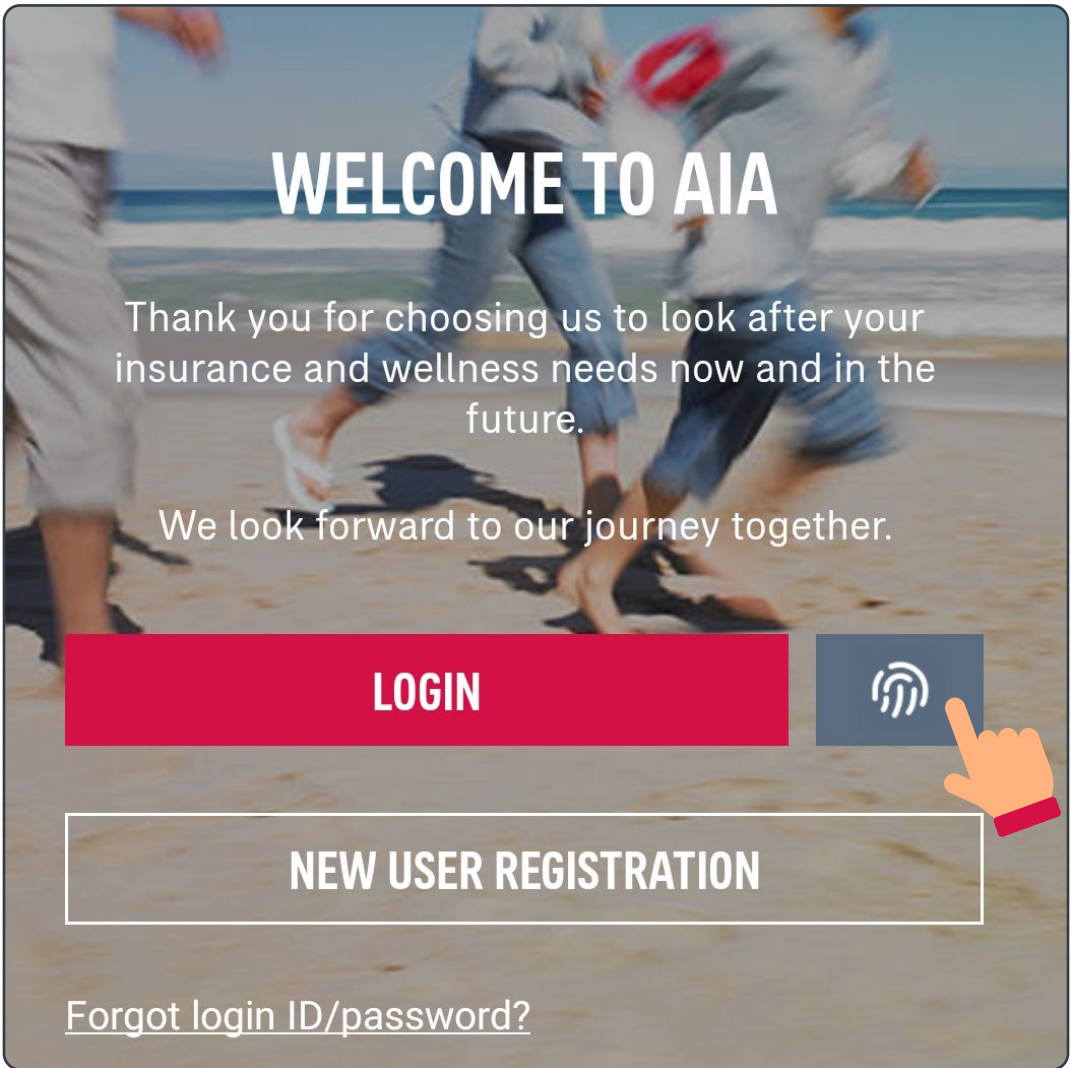
Register an account in AIA Connect

Log in to AIA Connect

Log in to AIA Connect

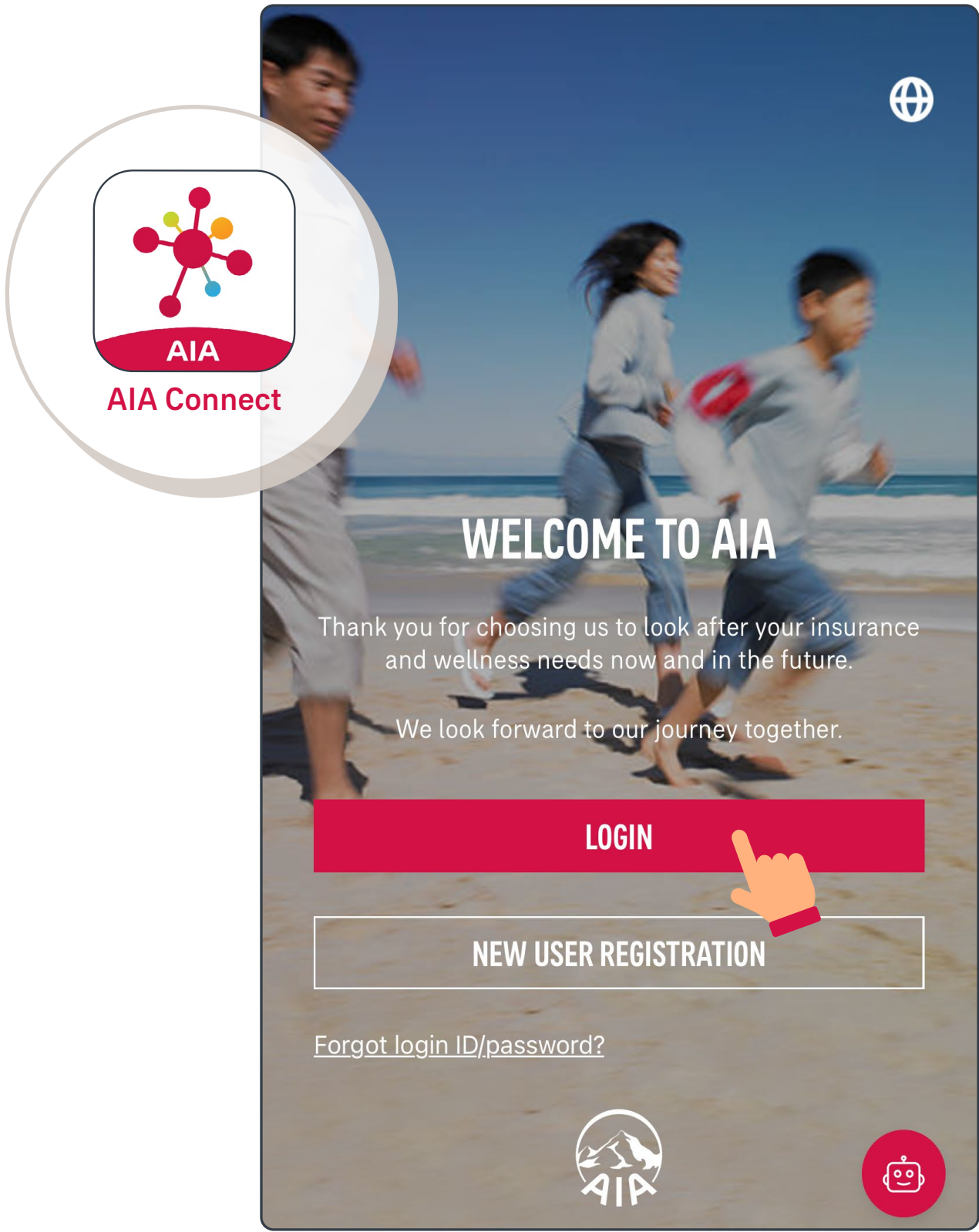
9/9
(Cont.)

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



Link “Individual policy account” to AIA Connect

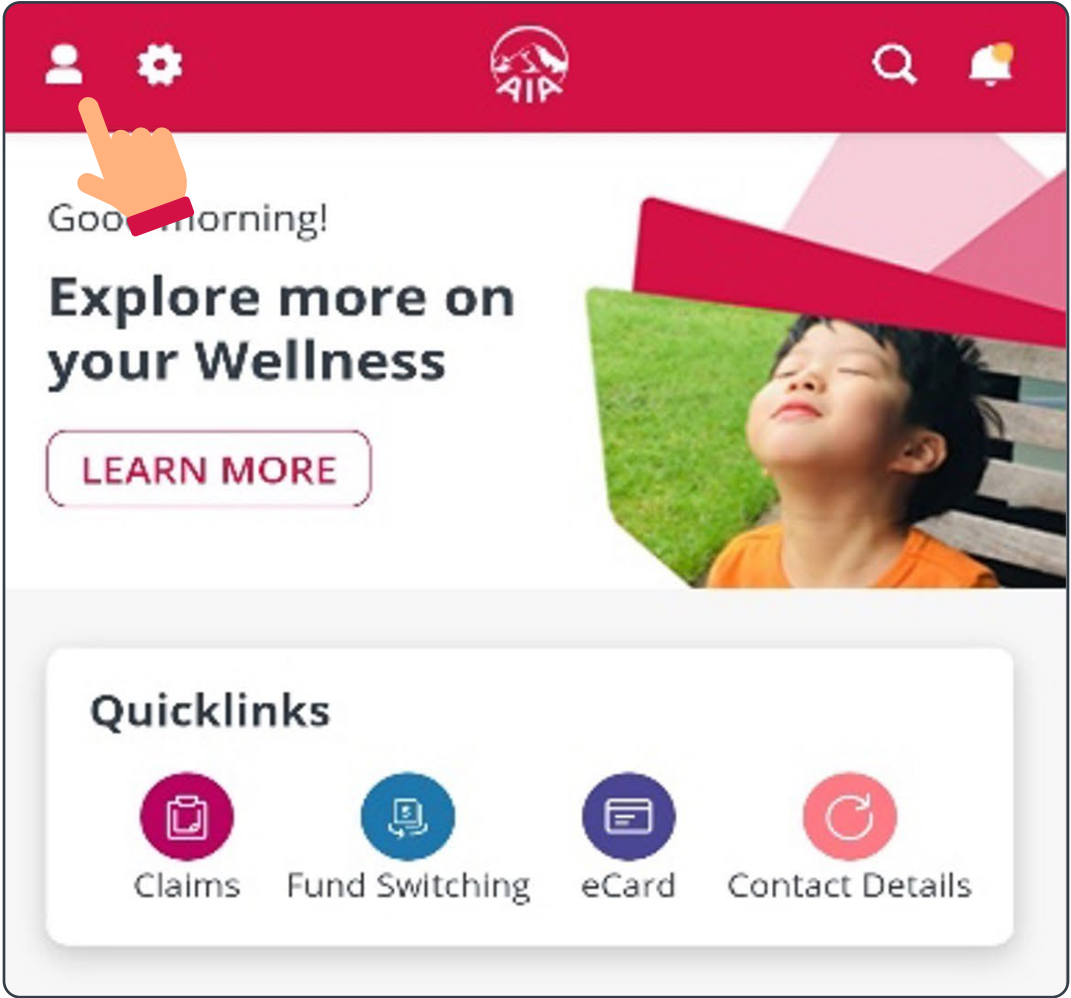
1/8 Log in to AIA Connect



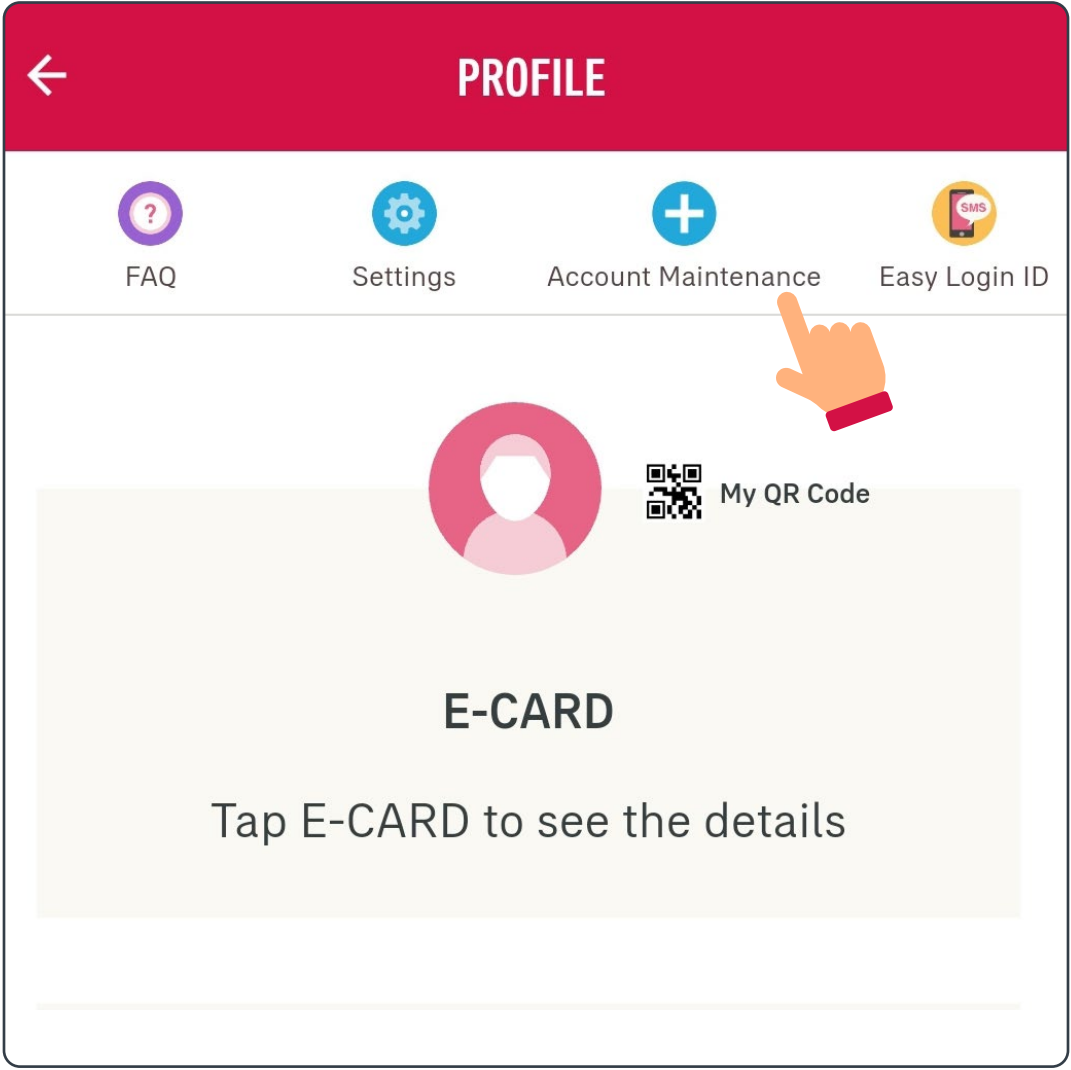
Note: Under Multi-Factor Authentication (MFA), users need to log in with the correct login ID and password, as well as the One-Time-Passcode (OTP) received via SMS/email. Mobile app users who have enabled biometrics login can log in with their fingerprint, Face ID or Touch ID.

Link “Individual policy account” to AIA Connect

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



3_{/8} Select “Account Maintenance”




Link “Individual policy account” to AIA Connect

4_{/8} Select “Individual policy account”


Your AIA Easy Login ID


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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



Link “Individual policy account” to AIA Connect

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 21](#)).

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.

Link “Individual policy account” to AIA Connect

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

I have read, understood and agreed 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:
peter.chan

CONTINUE

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

peter.chan

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:

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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)

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Policy(ies) / Account(s)	Coverage(s)
Total inforce policy(ies) / Account(s)	
5	
Total annualized premium	
USD 2,000.00	
<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>WEALTH OPTIMA</div><div>B9185553423</div></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>ITRAVEL PROTECT</div><div>M880000001</div></div><div></div></div>	