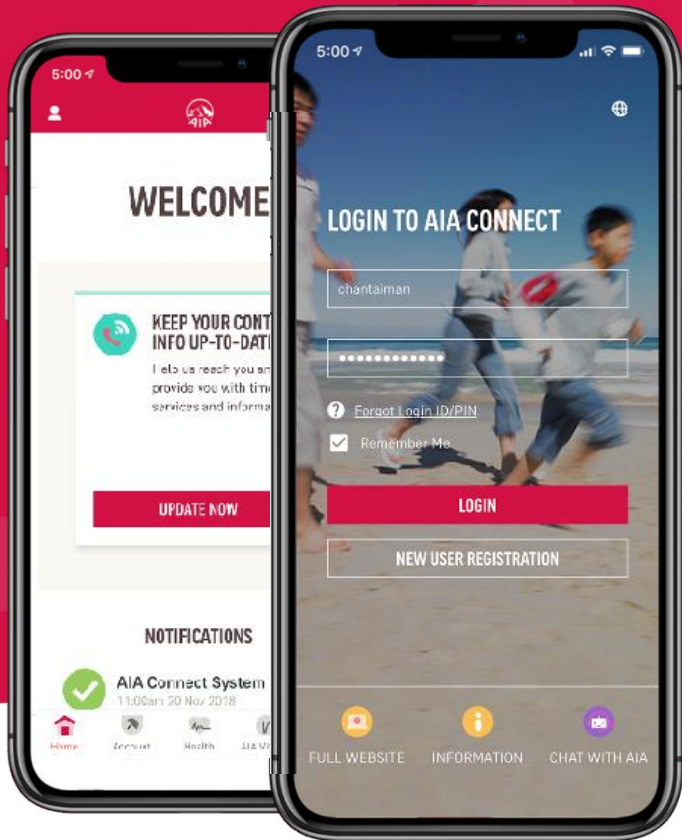


# MPF & Pension Customer: Login “AIA Connect”





## AIA Connect

One app, one Easy Login ID  
to access all your AIA  
accounts



Scan to  
download

# AIA MPF & Pension Customer: Login “AIA Connect”

(A) Customer used “[MPF / ORSO / MACAU Member Portal](#)”

(B) Customer not used “[MPF / ORSO / MACAU Member Portal](#)” before

(C) Customer used “AIA Connect” before and forgot the PIN

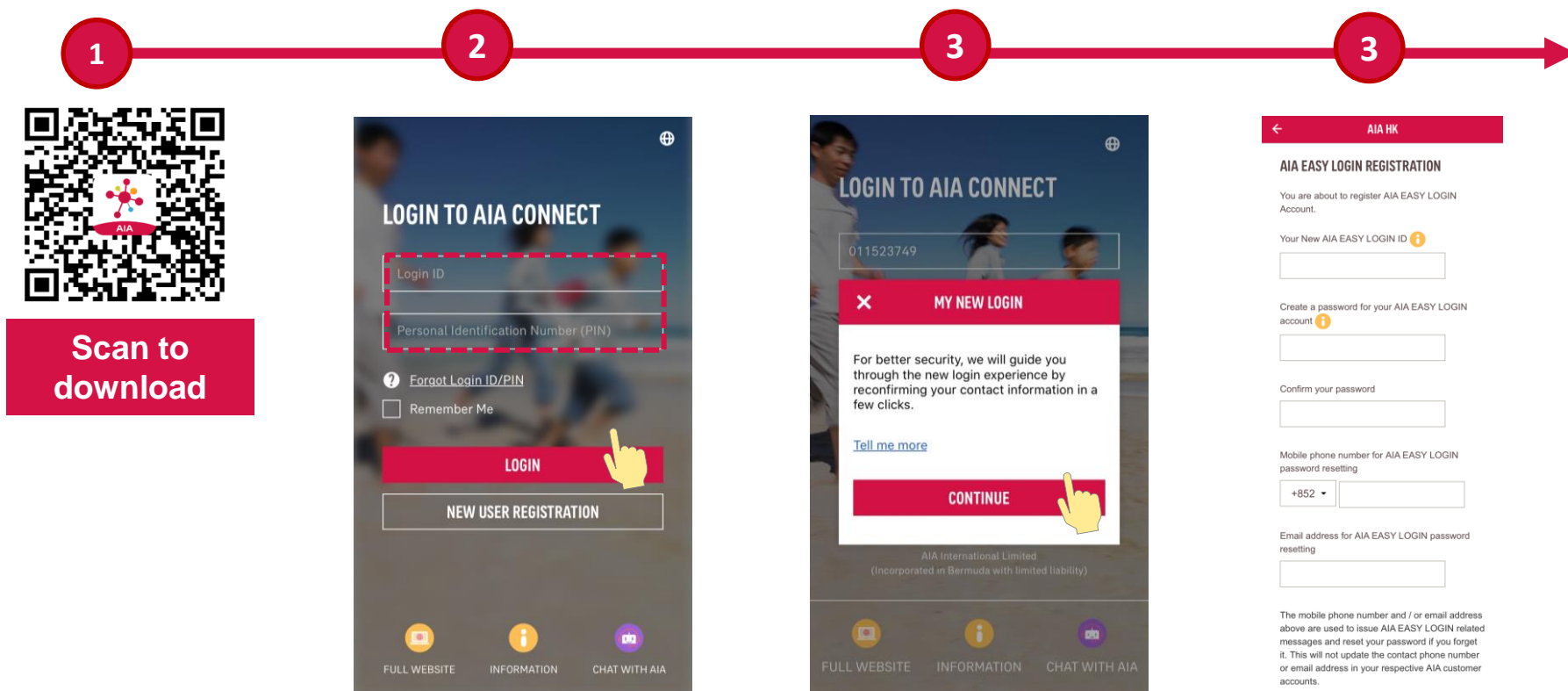


# (A) Customer used “MPF / ORSO / MACAU Member Portal”

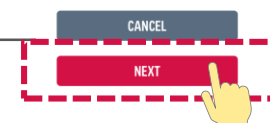
Step - 1 : Scan QR code to download ”AIA Connect”

Step - 2 : In login screen, login with “[MPF / ORSO / MACAU Member Portal](#)” Login ID and PIN

Step - 3 : After logged in, the system will ask you\* to create an “AIA Easy Login ID”. You can then use it to login this App and link up other AIA accounts & policies.



\*If you're using 'Easy Login ID' to login, system will directly bring you to the home page.





# (B) Customer not used "MPF / ORSO / MACAU Member Portal" before (Continued)

Step - 2 : Scan QR code to download "AIA Connect"

Step - 3 : In login screen, login with "[MPF / ORSO / MACAU Member Portal](#)" Login ID and PIN

Step - 4 : After logged in, the system will ask you\* to create an "AIA Easy Login ID". You can then use it to login this App and link up other AIA accounts & policies.



Scan to  
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\*If you're using 'Easy Login ID' to login, system will directly bring you to the home page.



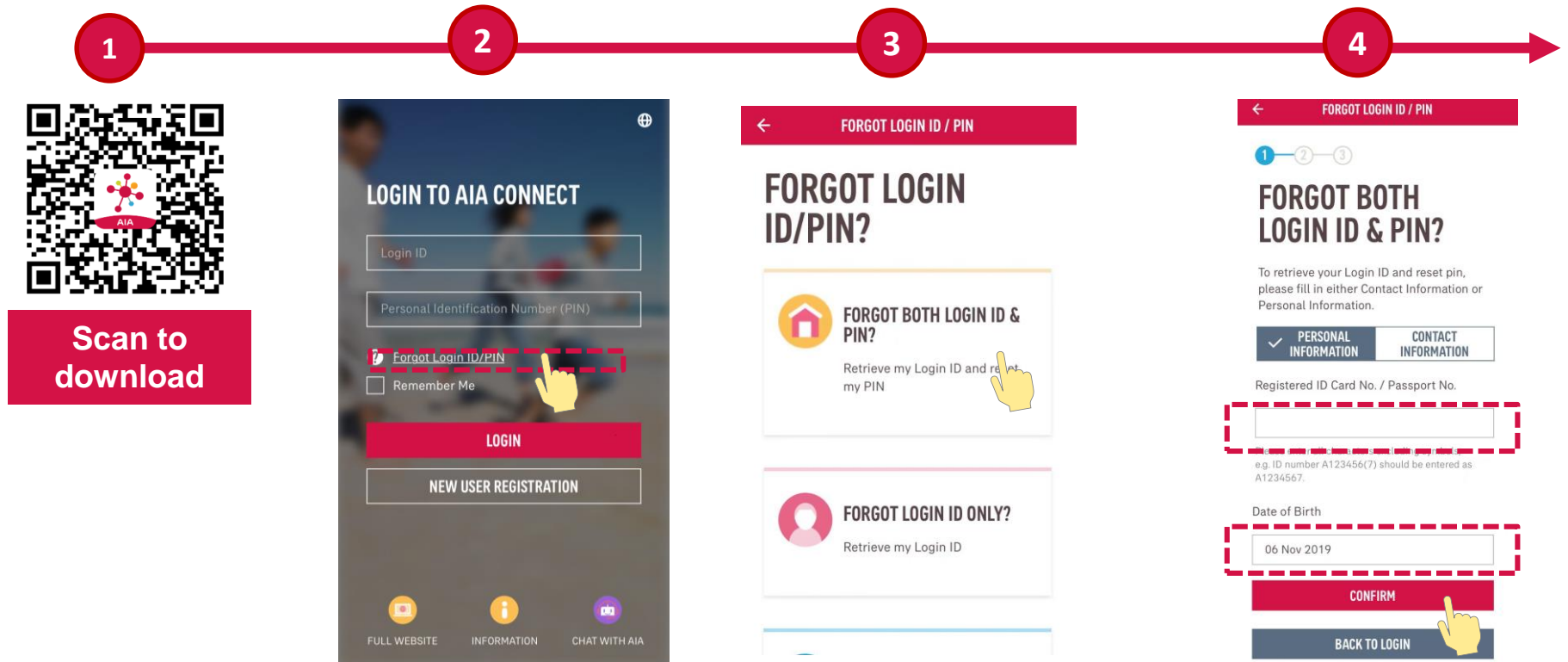
# (C) Customer used “AIA Connect” before and forgot the PIN

Step - 1 : Scan QR code to download ”AIA Connect”

Step - 2 : In Login screen, click “Forgot User ID / PIN”

Step - 3 : Select “Forgot Both Login ID & PIN”

Step - 4 : Then type in “ID Card No.” and “Date of Birth”, click “Confirm”

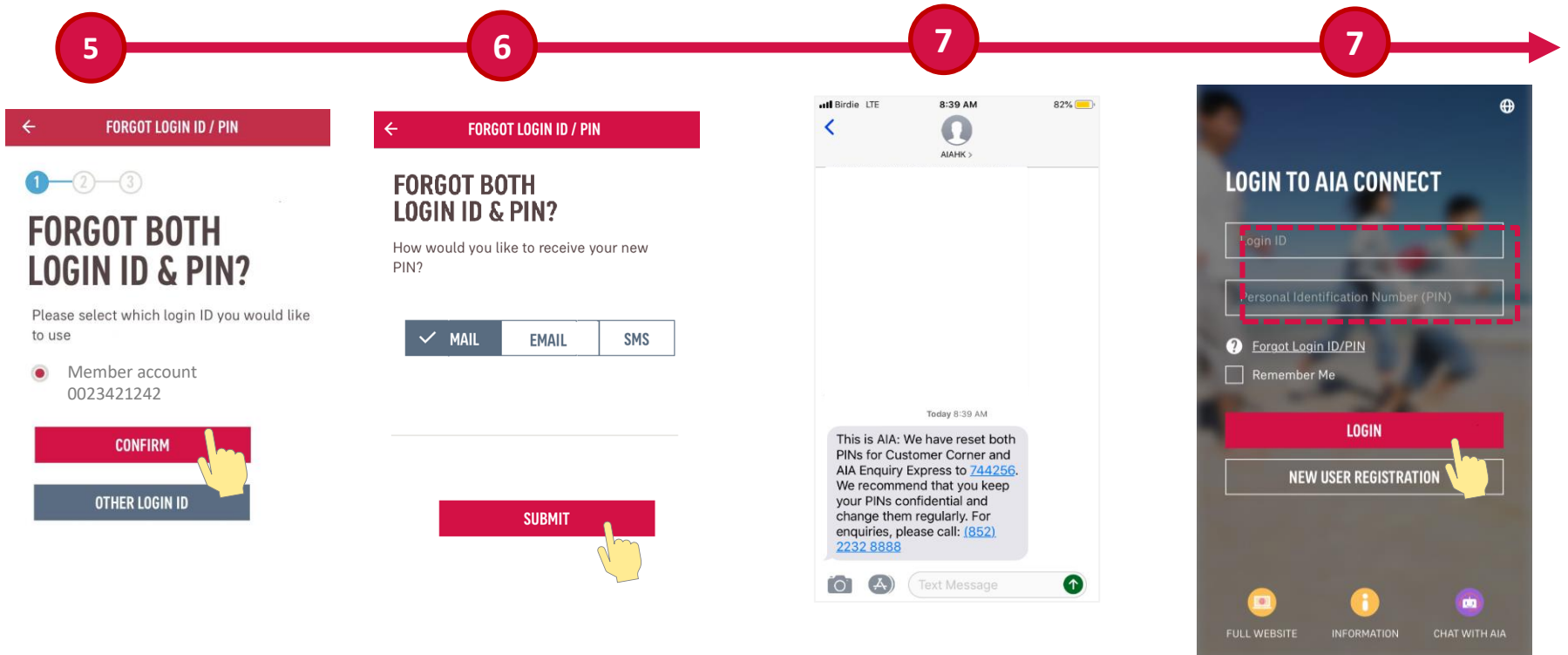


# (C) Customer used “AIA Connect” before and forgot the PIN (Continued)

Step - 5 : Page will list out the account(s), select the right one and click “Confirm”

Step - 6 : Select the way to receive the PIN: Mail / Email\* / SMS\*. Input data and press “Next”

Step - 7 : Use the PIN to login “AIA Connect”. Setup a new PIN and you can use the App



\*Applicable to registered email / mobile number only. For question, please call our hotline number (852) 2200 6288 (HK) / 0800 272 (Macau) • Service hours : Mon - Fri 9:00 am to 9:00 pm; Sat 9:00 am to 1:00 pm; Sun / public holidays: closed.