

GROUP INSURANCE

“AIA CONNECT” USER GUIDE



View e-copy

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 group insurance, individual life insurance and MPF/ORS0/Macau Pension to AIA Vitality. It allows you to check policy information, manage claims 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	Use eCard	Find a Doctor & Hospital	Submit a Claim	Check Claim Status	Check & Pay Shortfall Amount	Update Contact Details	Chat with AIA



Log In

Check
Account
Overview

Use eCard

Find a Doctor
& Hospital

Submit a Claim

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Shortfall
AmountUpdate
Contact Details

Chat with AIA

Log In

Existing user:**1 →**

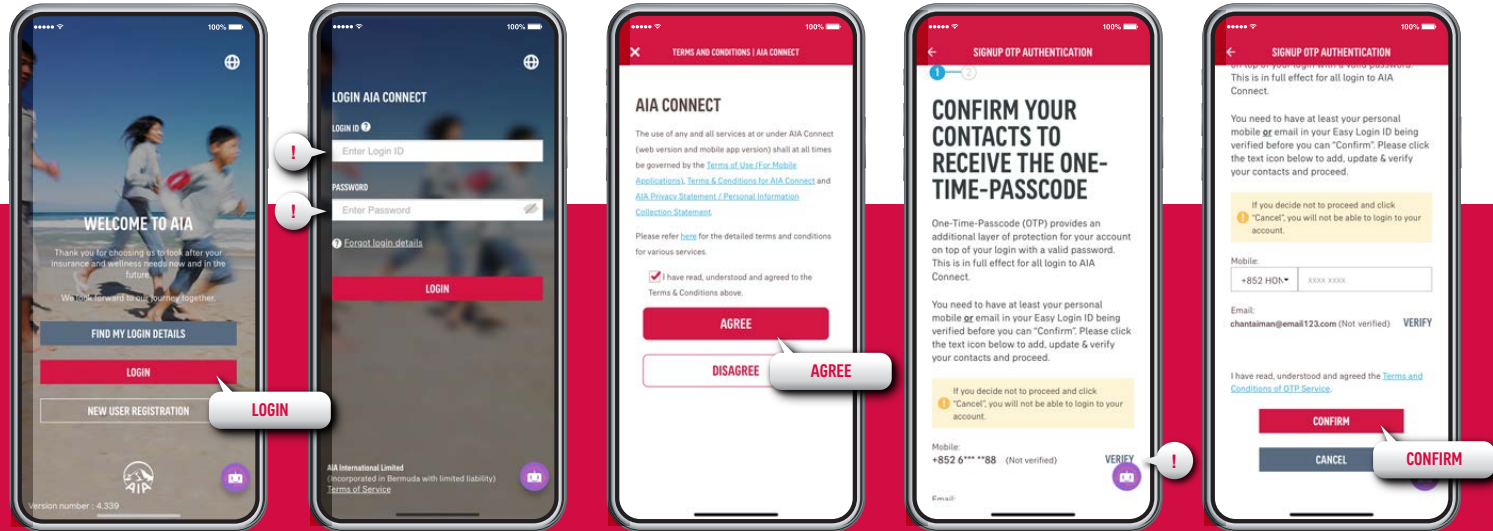
Tap "Login" on the login screen. Enter your "AIA EASY LOGIN" ID and password, then tap "Login"

2 →

Tap the checkbox to accept the terms and conditions, then tap "Agree"

3 →

Tap "Verify" to confirm or update your mobile no. or email address (if applicable), then tap "Confirm"



Log In

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Find a Doctor
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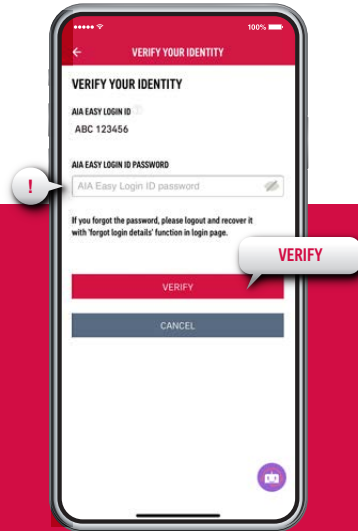
Submit a Claim

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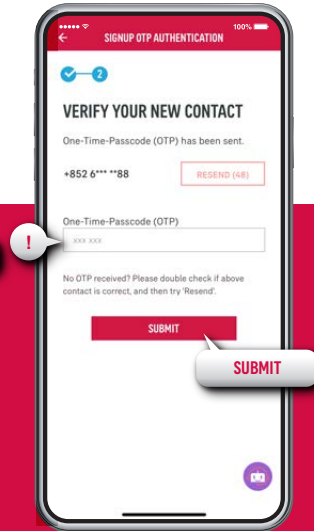
4 →

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



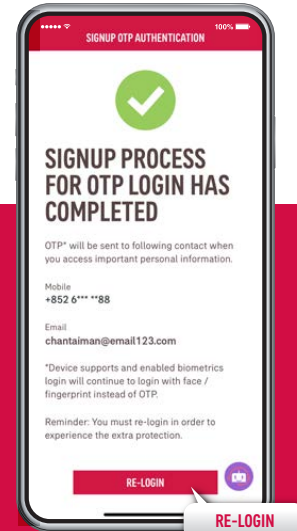
5 →

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



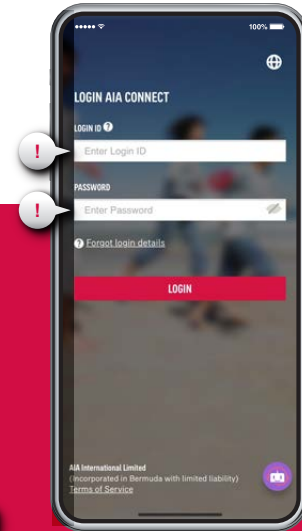
6 →

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



Log In

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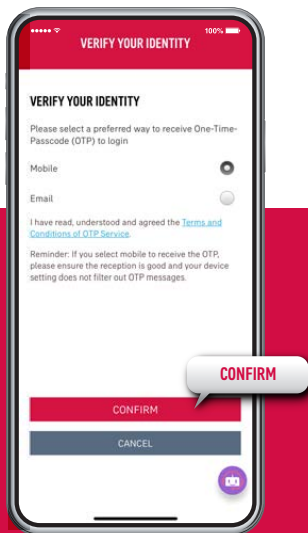
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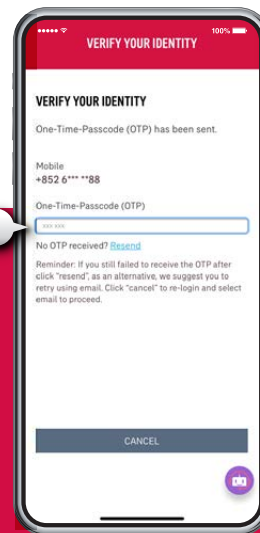
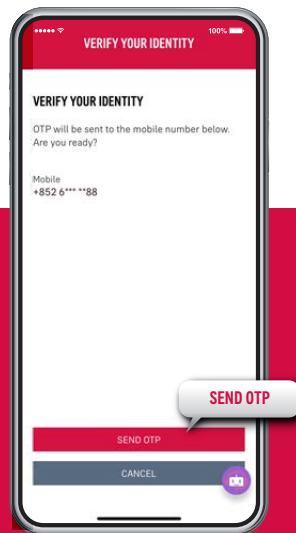
8 →

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 "New User Registration" button on the login screen, enter your email address and mobile no., then tap "Confirm"

2 →

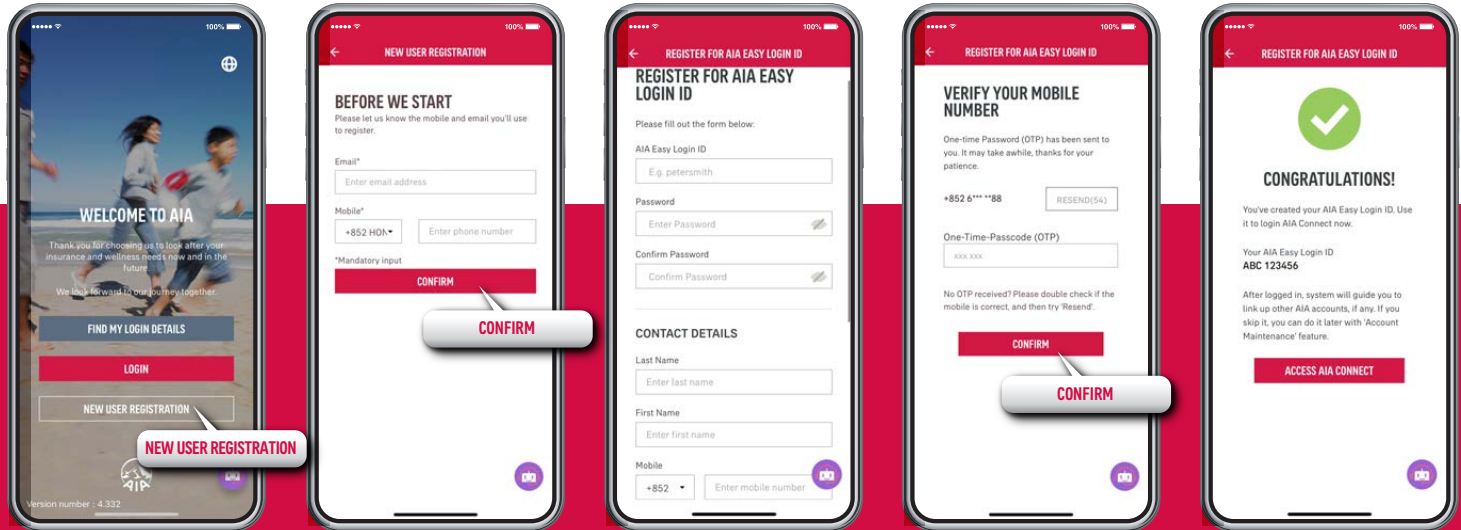
Enter your personal information to create an "AIA EASY LOGIN" ID and password

3 →

Enter the One-Time-Passcode ("OTP") which will be sent to your mobile no., then tap "Confirm" to continue

4 →

You've created your "AIA EASY LOGIN" ID



KEY FUNCTIONS

Log In

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Check Claim Status

Check & Pay Shortfall Amount

Update Contact Details

Chat with AIA

5 →

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

6 →

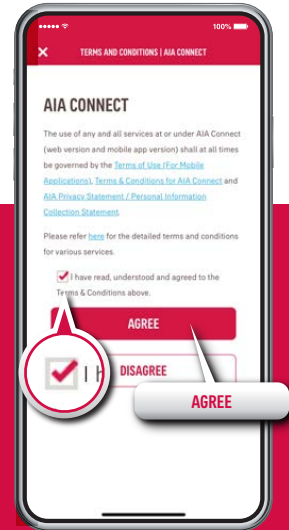
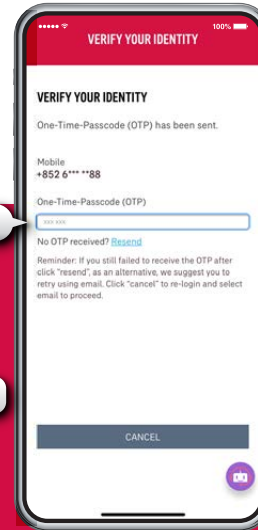
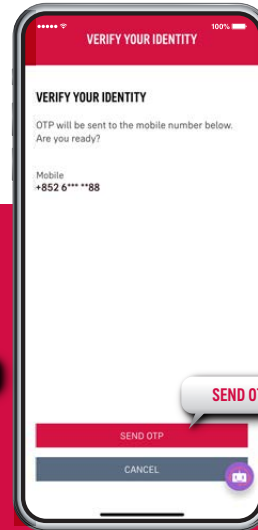
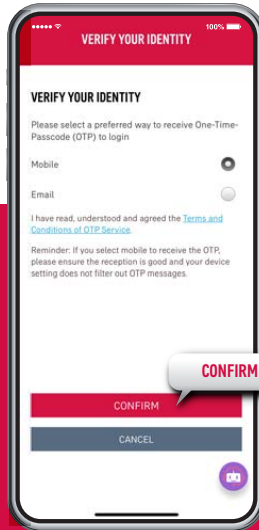
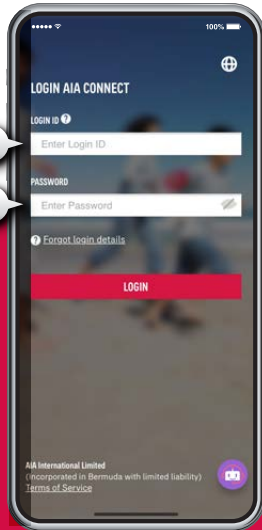
Select mobile or email to receive the “OTP” and tap “Confirm”

7 →

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

8 →

Tap the checkbox to accept the terms and conditions, then tap “Agree”



Log In

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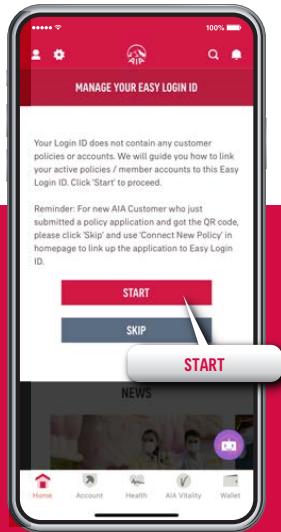
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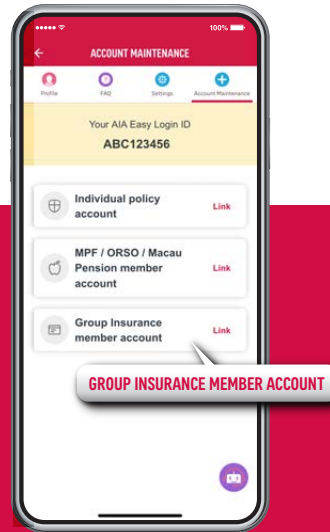
9 →

Tap "Start" to continue



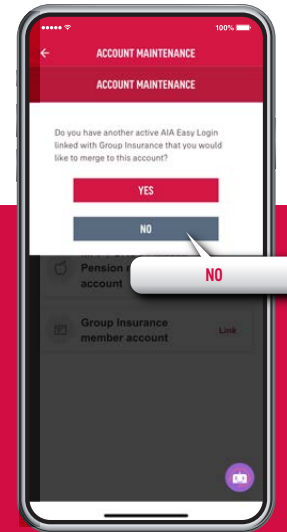
10 →

Tap "Group Insurance member account"



11 →

Tap "No" to proceed



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12 →

Enter the information required to link up your "Group Insurance member account". Tap "Submit", then tap "Confirm" to acknowledge Personal Information Collection Statement and other details

13 •

You have successfully linked your "Group Insurance member account" with your "AIA EASY LOGIN" ID

ACCOUNT MAINTENANCE

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 POLICY NUMBER

Insured member ID*

SUBMIT

ACCOUNT MAINTENANCE

PERSONAL DATA COLLECTION AND USE

I / We confirm that I / We have read and understood the AIA Personal Information Collection Statement (Insurance, MPF/ORSO/Macau Pension, AIA Vitality).

I / We declare and agree that any personal data and other information relating to me / us or my / our policy(ies) or investments contained in this application or collected, obtained, compiled or held by the Company by any means from time to time may be collected and utilized in accordance with the AIA PIC. I / We acknowledge and consent to the transfer of my personal data outside of Hong Kong (for policies issued in Hong Kong) or Macau (for policies issued in Macau), as the case may be, for the purposes and to the types of transferee as set out in the AIA PIC.

☒ Agree

ACCOUNT MAINTENANCE

DIRECT PROMOTIONAL AND MARKETING MATERIALS

I / We confirm that I / We have read and understood the AIA Personal Information Collection Statement (Insurance, MPF/ORSO/Macau Pension, AIA Vitality).

I / We agree to the provision and use of my / our personal data for direct marketing purposes in accordance with the AIA PIC. I / We acknowledge and consent to the transfer of my / our personal data outside of Hong Kong (for policies issued in Hong Kong) or Macau (for policies issued in 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.

SUBMIT

CONFIRM

HOME

ACCOUNT MAINTENANCE

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 accounts.

AIA EASY LOGIN ID:

ABC 123456

CONTINUE

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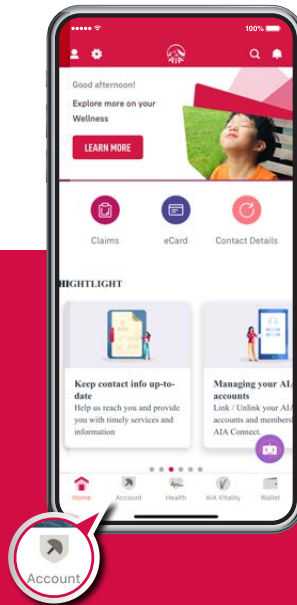
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Check Account Overview

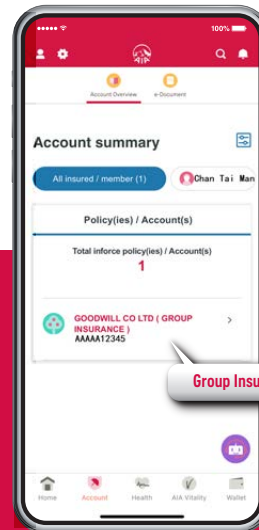
1 →

Tap "Account" in the bottom menu



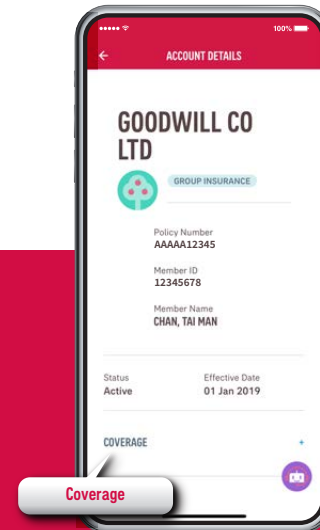
2 →

Tap your group insurance account



3 •

Tap "Coverage" to view your account details



KEY FUNCTIONS

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Check Claim Status

Check & Pay Shortfall Amount

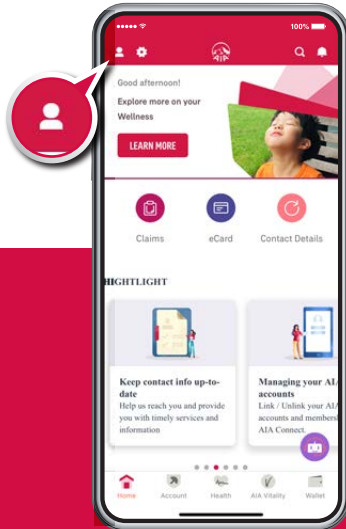
Update Contact Details

Chat with AIA

Use eCard

1 →

Tap the profile icon on the top left corner of the home page when registering at network doctors' clinics, private hospitals or labs



2 →

Then, tap "eCard" for you or your dependant(s) (if applicable)

Note: "Medpass" will be shown on the eCard if your medical plan includes Hospital Deposit Guarantee service in Mainland China



3 →

Tap "Share eCard with hospital / lab"



4 •

Select "Out-patient" or "In-patient" and "Hospital / lab", then tap "Send eCard to hospital / lab" or "Generate QR code to scan" * to complete the registration

* Only applicable to St. Paul's Hospital and St. Teresa's Hospital



(Only applicable for registration at private hospitals or labs in Hong Kong)

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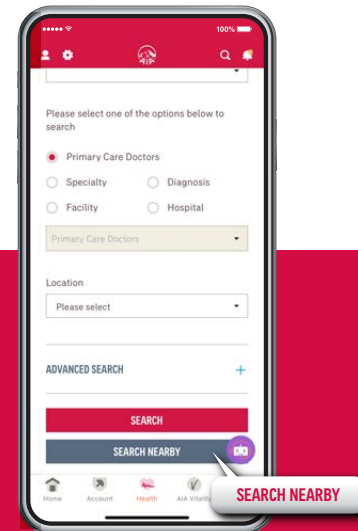
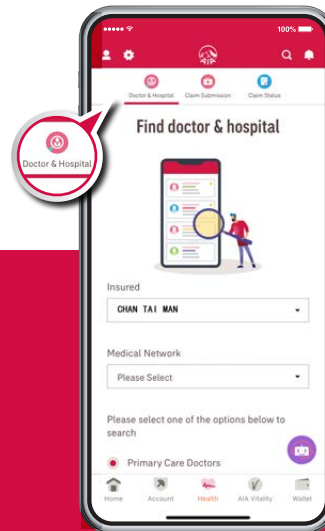
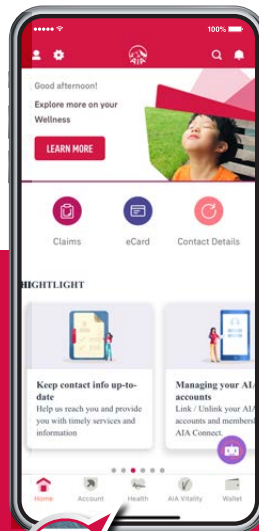
Find a Doctor & Hospital

1 →

Tap "Health" in the bottom menu

2 •

Tap "Doctor" and Hospital", select Insured and Medical Network, then tap "Search Nearby" or select Location, then tap "Search" to search for a doctor and hospital in another location



KEY FUNCTIONS

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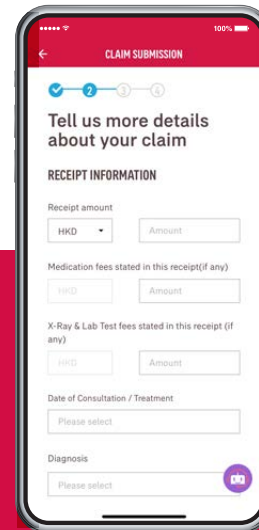
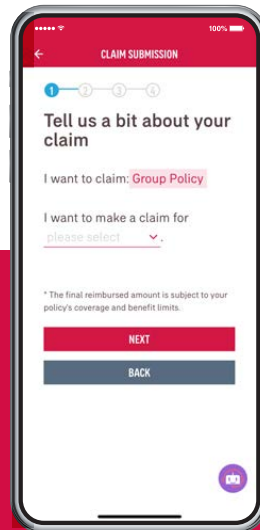
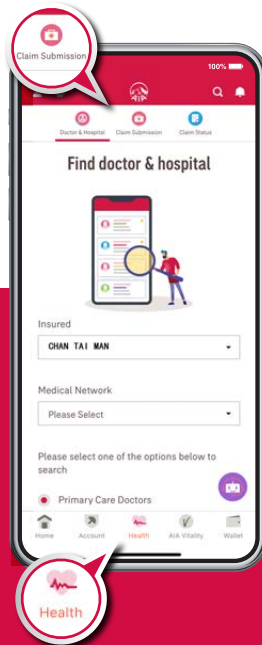
Update Contact Details

Chat with AIA

Submit a Claim

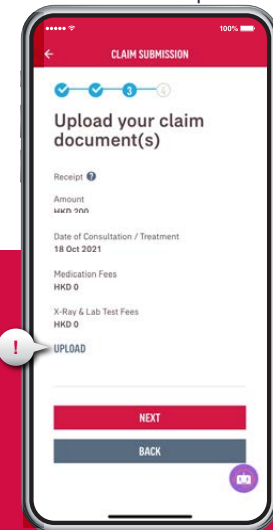
1 →

Tap “Health” in the bottom menu, then tap “Claim Submission” and follow the instructions for entering basic information



2 •

Tap “Upload” and follow the instructions to upload receipt(s) and other supporting document(s). Review your details then tap the “Submit” button to proceed



Alternatively, you can log in “AIA Connect” to submit claims through “AIA Hong Kong” (「香港友邦保險」) WeChat official account by tapping “Claim Service” (保單理賠)

Scan QR code on the left to follow “AIA Hong Kong” WeChat official account

Note: eClaim is only applicable to specified types of claim. The limit on the claim amount is determined by the specific policy(ies). You may refer to “AIA Connect” for information. You do not need to submit the original receipt(s) or any supporting document(s) to AIA. However, please keep the original receipt(s) for the corresponding medical treatment or service for 120 days for the purposes of verification upon AIA's request

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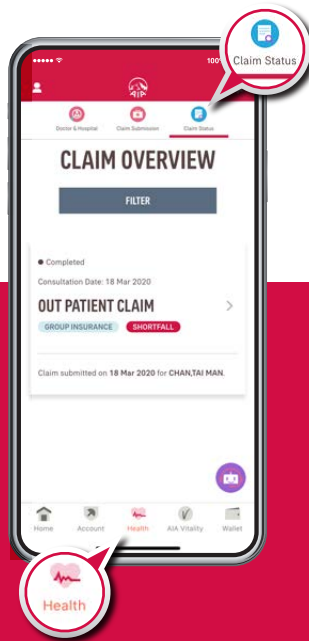
Chat with AIA

Check Claim Status

Check & Pay Shortfall Amount

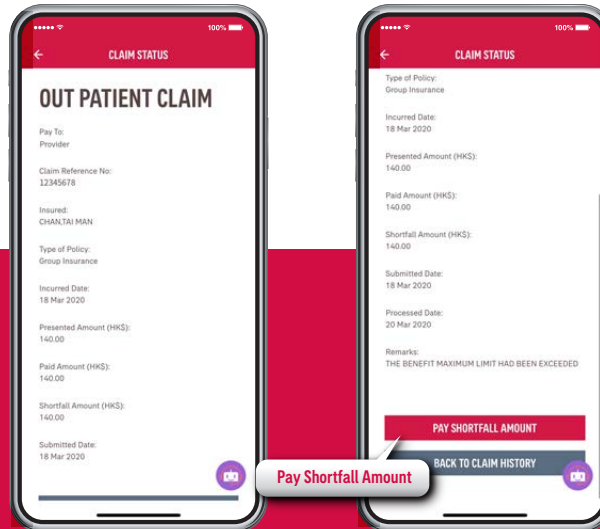
1 →

Tap "Health" in the bottom menu, then tap "Claim Status"



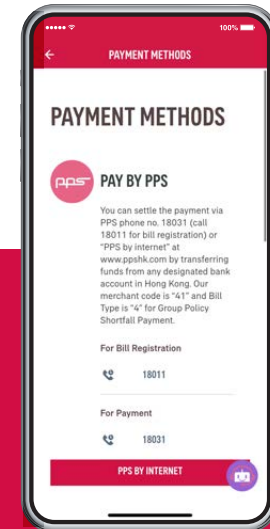
2 →

If there is any shortfall amount, tap "Pay Shortfall Amount"



3 ●

You may settle the medical shortfall amount through PPS or other methods to avoid affecting the continued use of group medical insurance services



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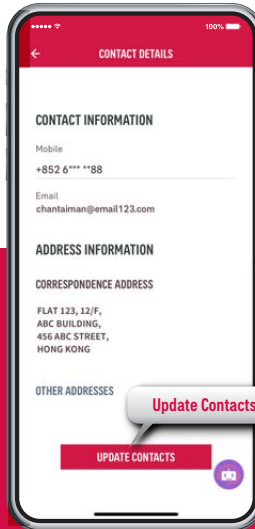
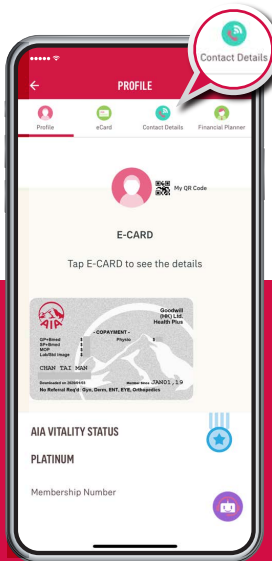
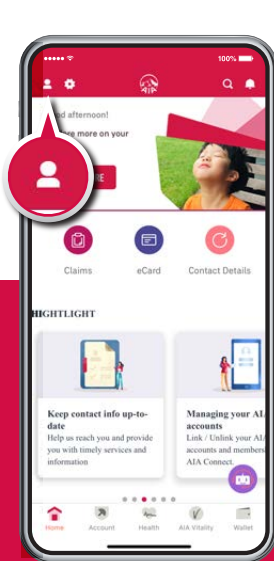
(subject to the plan setting)

1 →

Tap the profile icon on the top left

2 ●

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



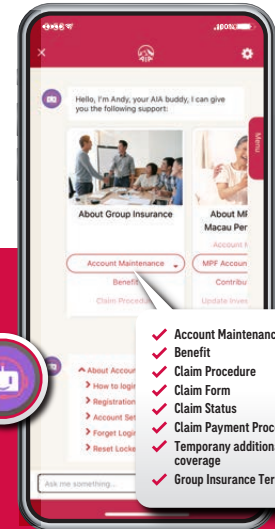
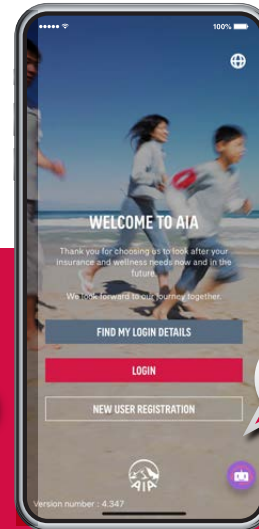
Chat with AIA

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 group insurance



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

Please contact us for enquiries

Hong Kong 2200 6333
Macau 0800 516

aia.com.hk

hk.eb.enquiry@aia.com