

# AIA EASY LOGIN USER GUIDE

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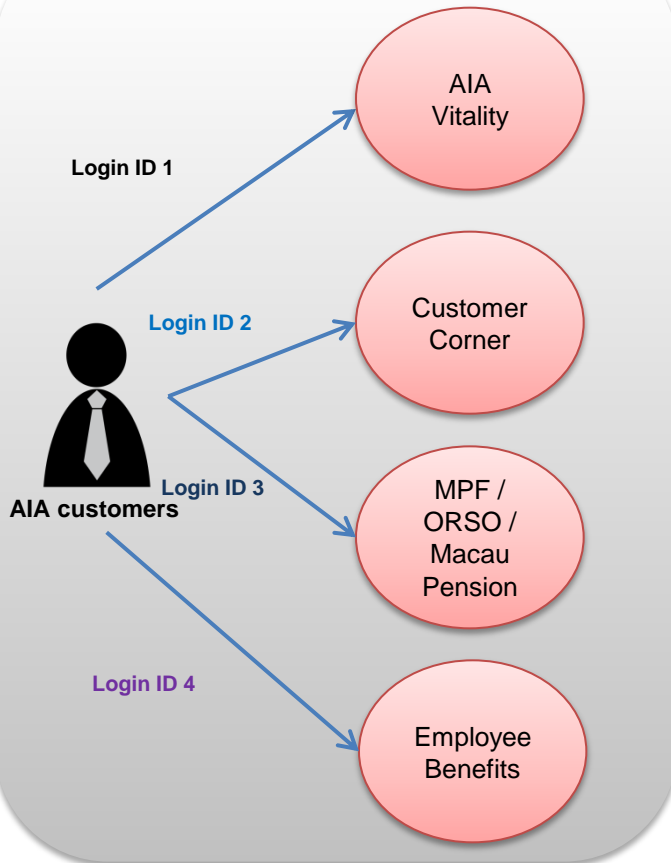


# WHAT IS AIA EASY LOGIN?



AIA EASY LOGIN is a one-stop login platform for members of the following AIA portals. It allows you to manage your AIA online accounts conveniently

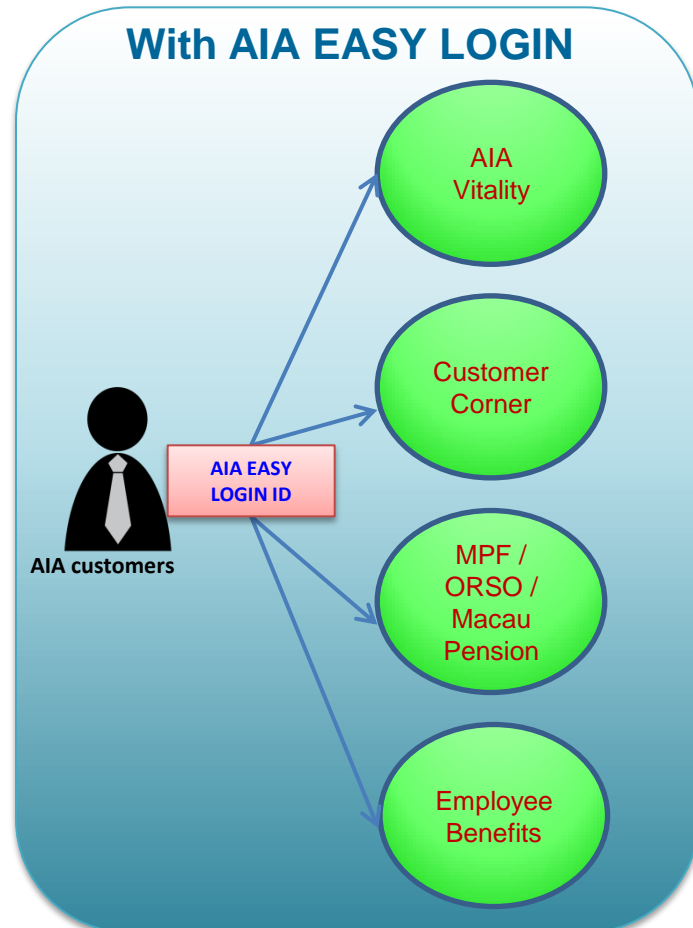
## Without AIA EASY LOGIN



**AIA customers need to memorize different login IDs/passwords to the respective online accounts**

VS

## With AIA EASY LOGIN



**AIA customers can use same set of login ID/password to manage their all registered online accounts**

# STEPS TO REGISTER AIA EASY LOGIN SERVICE



1. Login

2. Register AIA EASY LOGIN

3. Validate account ownership

4. Create AIA EASY LOGIN account

5. Complete



## Log in to AIA Vitality

Customer Number (CN) / User ID:

0123456

Personal Identification Number (PIN) / Password:

●●●●●●



By clicking "Log in", you confirm that you have read and understood the Terms and Conditions and Personal Information Collection Statement of the AIA Vitality Programme.

[Forgot CN / User ID](#) | [Forgot PIN / Password](#)

Log in

Log into any one of the following portals:

1. AIA Vitality
2. Customer Corner
3. MPF/ORSO/Macau Pension
4. Employee Benefits

# STEPS TO REGISTER AIA EASY LOGIN SERVICE



To provide you with improved service, we have introduced AIA EASY LOGIN so you can access all customer portals with just one login.

Do you want to register for this now?

2. Click "REGISTER NOW"

**REGISTER NOW** REGISTER LATER

# STEPS TO REGISTER AIA EASY LOGIN SERVICE



1. Login

2. Register AIA EASY LOGIN

3. Validate account ownership

4. Create AIA EASY LOGIN account

5. Complete

## METHOD 1 – By Personal ID

✓ BY PERSONAL ID

BY USER ID

1. Click "BY PERSONAL ID"

Enter Date of birth

dd mm yyyy

2. Enter your Date of Birth and HKID card number / passport number

Please key in one of the following

Enter HKID card Number

A12345

3. Click "SHOW THE AVAILABLE MOBILE PHONE NUMBER(S)..." to search the mobile phone number from your customer record.

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

Enter passport number

SHOW THE AVAILABLE MOBILE PHONE NUMBER(S)...

4. Select a mobile phone number and click "VERIFY" button to obtain a verification code

Select any mobile phone number and click Verify

+852 62XXXX41

VERIFY

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

5. Enter the verification code and click "NEXT"

Enter verification code in the SMS

AIA EASY LOGIN: Your verification code is LAJG 09:31

NEXT

CANCEL

## METHOD 2 – By User ID / Password

1 2 3

### ACCOUNT OWNERSHIP IDENTIFICATION

#### REGISTER YOUR MPF/ORSO/MACAU PENSION ACCOUNT

You can only register accounts owned by you. Please read the [Personal Data Collection Statement](#) carefully before you start.

You can verify your ownership of the account with either:

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

BY PERSONAL ID

✓ BY USER ID

1. Click "BY USER ID"

Enter login ID of MPF/ORSO/Macau Pension account (Forget [MPF/ORSO/Macau Pension](#) account login ID)

1234567

2. Enter Login ID and password of the portal that to be linked up and click "NEXT"

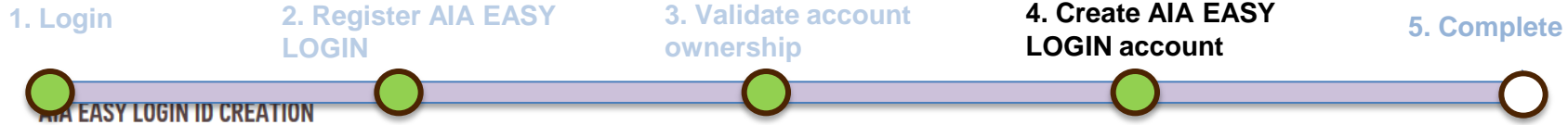
Enter Login password of MPF/ORSO/Macau Pension account (password)

.....

NEXT

CANCEL

# STEPS TO REGISTER AIA EASY LOGIN SERVICE



## REGISTER YOUR MPF/ORSO/MACAU PENSION ACCOUNT

After registration, you will have an AIA EASY LOGIN ID and password for your accounts. This will permanently replace the old IDs.

Select your AIA EASY LOGIN ID.

Same as my Customer Corner ID

Same as my MPF/ORSO/Macau Pension ID

A new login ID

Important: AIA EASY LOGIN ID must:

1. Start with a letter from alphabetic (A-Z, a-z)
2. Be between 6 and 20 characters
3. Use alphabetic (A-Z), number (0-9), dot (.), hyphen (-) and/or underscore(\_) only

### 1. Select a Login ID for your AIA EASY LOGIN account.

A valid AIA EASY LOGIN ID must:

- start with an alphabet (A-Z, a-z)
- be between 6 and 20 characters
- only contain alphabet (A-Z), number (0-9), dot (.), hyphen (-) and/or underscore(\_)

Create a password for your AIA EASY LOGIN account

Confirm your password

Mobile phone number for AIA EASY LOGIN password resetting

+852

Email address for AIA EASY LOGIN password resetting

### 2. Enter and re-confirm password for AIA EASY LOGIN account.

A valid AIA EASY LOGIN password must:

- contain minimum 8 characters
- contain at least 1 non-alphabet character such as number (0-9) or special character (~@%&\*~+=^)
- be a non-dictionary word, e.g. not "hello"
- contain an irregular sequence, e.g. not 123456 or ABCDEF
- not contain repeat characters, e.g. not AAAAAA or 888888

### 3. Enter mobile phone number and/or email address for future password reset

The mobile phone number and / or email address above are used to issue AIA EASY LOGIN related messages and reset your password if you forget it. This will not update the contact phone number or email address in your respective AIA customer accounts.

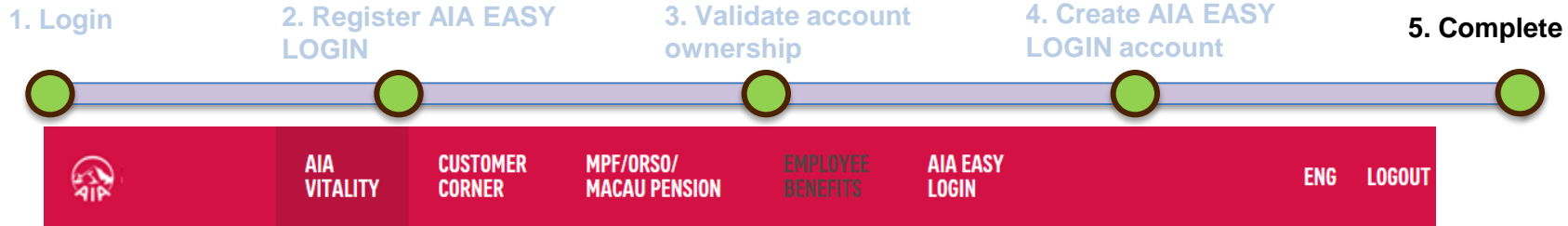
I have read and accepted the [Terms of Use and Privacy Statement](#)

### 4. Read and accept the Terms of Use and Privacy Statement

NEXT

CANCEL

# STEPS TO REGISTER AIA EASY LOGIN SERVICE



## COMPLETION

### REGISTER YOUR MPF/ORSO/MACAU PENSION ACCOUNT

Congratulations! You have successfully registered your Customer Corner and MPF/ORSO/Macau Pension accounts to your AIA EASY LOGIN account.

Your AIA EASY LOGIN ID below permanently replaces the previous login IDs of the registered accounts

AIA EASY LOGIN ID: New\_SSO\_ID

If you have any questions, please [contact us](#).

**CONTINUE**

**You will receive an SMS or email notification:**



Your Customer Corner and MPF/ORSO/Macau Pension accounts have just been registered to our AIA EASY LOGIN service.

12:05

## CONTACT US

[View Details](#)

## ABOUT AIA EASY LOGIN

[User Guide](#)

[FAQ](#)

# ABOUT AIA EASY LOGIN WEB PAGE



This is the first page that you will see after logging into the AIA customer portals

Click this to open the member page if you have an AIA Vitality account

Click this to change password, mobile phone number or email for AIA EASY LOGIN service

Click this to change the webpage language

Click this to logout and return to the login page

The navigation menu is a red horizontal bar containing the following items from left to right: AIA VITALITY, CUSTOMER CORNER, MPF/ORSO/MACAU PENSION, EMPLOYEE BENEFITS, AIA EASY LOGIN, ENG, and LOGOUT. The AIA logo is on the far left. Green arrows point from the callout boxes to the corresponding menu items.

**WELCOME NEW USER**

Click "MORE..." or portal name at the menu bar to open a member page in a new browser window

We have recently developed AIA EASY LOGIN, placing all AIA customer portals into one website. This means you can now access all your accounts with just one login.

All you need to do is to open your AIA EASY LOGIN account and place all your AIA accounts in it. Click "Start Registration" to learn more.

**MY LIFE POLICY**  
CUSTOMER CORNER

MORE...

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Latest Policy: [REDACTED]  
 Insured: [REDACTED]  
 Status: **Others**  
 Policy Date: **2013-06-27**  
 Premium Due Date: **2018-06-27**

**AIA VITALITY ACCOUNT SUMMARY**  
AIA VITALITY

MORE...

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Membership Number: [REDACTED]  
 Member Name: [REDACTED]  
 Membership Status: **Active**  
 Vitality Status: **Bronze**  
 Payment Due Date:  
 Payment Amount Due: **300.00**  
 Membership Anniversary Date:

**MY MPF/ORSO/MACAU PENSION ACCOUNT LIST**  
MPF/ORSO/MACAU PENSION

MORE...

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Plan / Member Account Number: **A0000A** / [REDACTED]  
 Employer Name / Account Type: **PLANNAMEA0000A**  
 Date of Participation: **2000-12-01**

**MY EMPLOYEE BENEFITS ACCOUNT SUMMARY**  
EMPLOYEE BENEFITS

START REGISTRATION

Click "START REGISTRATION" or the portal name in the menu bar to register another account



**SHOULD YOU HAVE ANY QUESTION ABOUT  
AIA EASY LOGIN,  
PLEASE READ [FAQ](#) OR [CONTACT US](#)**