



# WELCOME TO AIA

Thank you for choosing us to look after your insurance and wellness needs now and in the future.

We look forward to our journey together.

[LOGIN](#)

[NEW USER REGISTRATION](#)

[Forgot login ID/password?](#)





## BEFORE WE START

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

Email\*

Mobile\*

\*Mandatory input

**CONFIRM**





# REGISTER FOR AIA EASY LOGIN ID

Please fill out the form below:

AIA Easy Login ID

E.g. petersmith

Password

Enter Password



\*Please add a Half-width characters e.g. , : ;

Confirm Password

Confirm Password



## CONTACT DETAILS

Last Name

Enter last name

First Name

Enter first name

Mobile

+853 M/▼





## REGISTER FOR AIA EASY LOGIN ID

Last Name

First Name

Mobile

Email

The mobile number and email address we collect from you above will only be used in processing your registration for AIA Easy Login ID or resetting password. We will not update respective personal information for any of your policies or accounts with us.

I have read and accepted the [Terms of Use \(For Mobile Applications\)](#), [Terms & Conditions for AIA Connect](#) and [Privacy Statement](#).





# VERIFY YOUR MOBILE NUMBER

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

+853 6\*\*\* \*\*89

RESEND(58)

One-Time-Passcode (OTP)

XXX XXX

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

**CONFIRM**





## REGISTER FOR AIA EASY LOGIN ID



# CONGRATULATIONS!

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

Your AIA Easy Login ID

~~XXXXXXXXXX~~

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](#)





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**NEW USER REGISTRATION**

[Forgot login ID/password?](#)





# LOGIN AIA CONNECT

LOGIN ID 

PASSWORD

[Forgot login ID/password?](#)

**LOGIN**



# VERIFY YOUR IDENTITY

## 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.

**AIA will never send OTP emails/SMS that contain an embedded hyperlink for login. Please do not click any hyperlink.**

**CONFIRM**

CANCEL



# VERIFY YOUR IDENTITY

## VERIFY YOUR IDENTITY

OTP will be sent to the mobile number below.  
Are you ready?

Mobile

**+85363\*\*\*\*89**

SEND OTP

CANCEL



# VERIFY YOUR IDENTITY

## VERIFY YOUR IDENTITY

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

Mobile

**+85363\*\*\*\*89**

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.

CANCEL





# AIA CONNECT

The use of any and all services at or under AIA Connect (web version and mobile app version) shall at all times be governed by the [Terms of Use \(For Mobile Applications\)](#), [Terms & Conditions for AIA Connect](#) and [AIA Privacy Statement / Personal Information Collection Statement](#).

Please refer [here](#) for the detailed terms and conditions for various services.

I have read, understood and agreed to the Terms & Conditions above.

**AGREE**

**DISAGREE**



# AIA CONNECT

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Please refer [here](#) for the detailed terms and conditions for various services.

I have read, understood and agreed to the Terms & Conditions above.

**AGREE**

**DISAGREE**



## 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**



### Phishing Alert

AIA will never send One-Time-Passcode (OTP) emails/SMS that contain a hyperlink for login. Please do not click any hyperlink.



### AIA Connect

Learn more about features of this new designed mobile app



Home



Account



Health



AIA Vitality



Wallet



# ACCOUNT MAINTENANCE



Profile



FAQ



Settings



Account Maintenance

Your AIA Easy Login ID

**gaozhuotong**



**Individual policy account**

[Link](#)



**MPF / ORSO / Macau Pension member account**

[Link](#)



**Group Insurance member account**

[Link](#)





## ACCOUNT MAINTENANCE

## ACCOUNT MAINTENANCE

Do you have another active AIA Easy Login linked with Group Insurance that you would like to merge to this account?

**YES****NO**

**Pension member account**

[Link](#)

**Group Insurance member account**

[Link](#)



# VERIFY YOUR IDENTITY

We need a few details in order to verify your identity in group insurance

\*Mandatory input

Last Name\*

(CHAN)

\*Capital letters

Date of Birth\*

(DD / MM / YYYY)

|   |               |
|---|---------------|
|  MEMBER ID | POLICY NUMBER |
|---|---------------|

Insured member ID\* 



SUBMIT



# ACCOUNT MAINTENANCE

Last Name\*

(CHAN)

Date of Birth\*

(DD / MM / YYYY)

|           |   |
|-----------|---|
| MEMBER ID | <input checked="" type="checkbox"/> POLICY NUMBER |
|-----------|---|

Policy number\* [Wemust > Me > Group insurance](#)

Certification number\*

**SUBMIT**

CONFIRM

HOME





## 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

### 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



**ACCOUNT MAINTENANCE** Agree**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](#) > [SUBMIT](#)**SUBMIT****CONFIRM****HOME**



## YOUR LOGIN ID HAS BEEN UPDATED

## Your Login ID has been updated

In order to view the additional policies and/or accounts binded to your Easy Login ID, please login again.

[RE-LOGIN NOW](#)[CONTINUE](#)



# WELCOME TO AIA

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**LOGIN**



**NEW USER REGISTRATION**

[Forgot login ID/password?](#)



# VERIFY YOUR IDENTITY

## VERIFY YOUR IDENTITY

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

Mobile

**+85363\*\*\*\*89**

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.

CANCEL



# VERIFY YOUR IDENTITY

## VERIFY YOUR IDENTITY

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

Mobile

**+85363\*\*\*\*89**

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.

CANCEL





Good morning!

# Explore more on your Wellness



[LEARN MORE](#)

## Quicklinks



Claims



eCard



eDocument



Contact Details

## HIGHLIGHTS



### Phishing Alert

AIA will never send One-Time-Passcode (OTP) emails/SMS that contain a hyperlink for login. Please do not click any hyperlink.



### Keep contact info up to date

Help us reach you better. Provide your contact info with us to receive our services. [Form](#)



Home



Account



Health



AIA Vitality



Wallet



Doctor & Hospital

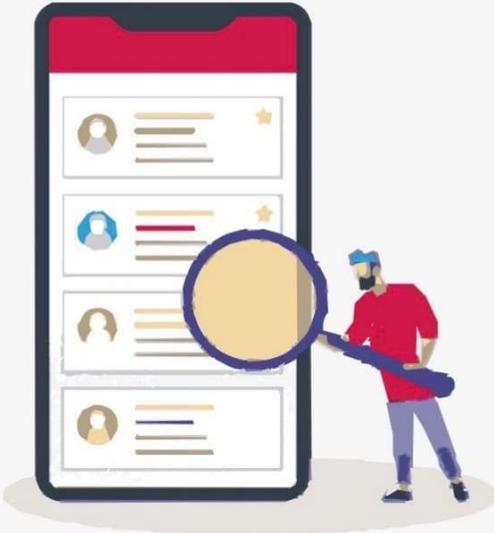


Claim Submission



Claim Status

# Find doctor & hospital



Insured

Please Select

Medical Network

Please select one of the options below to search



Home



Account



Health



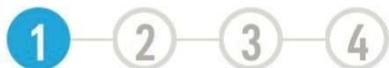
AIA Vitality



Wallet



## CLAIM SUBMISSION



## Tell us a bit about your claim

I want to claim: **Group Policy**

I want to make a claim for

The claim type is **Please select**

\*The final reimbursed amount is subject to your policy's coverage and benefit limits.

**NEXT****BACK**



## Tell us a bit about your claim

I want to claim: **Group Policy**

I want to make a claim for

[Redacted]

Chinese Medical Practitioner

General Practitioner

Medical Check-up

Physiotherapy

Specialist

Vaccination

X-Ray & Laboratory Test (Basic Diagnosis Test)



# CLAIM SUBMISSION



## Tell us more details about your claim

### RECEIPT INFORMATION

Total receipt amount

|     |        |
|-----|--------|
| MOP | Amount |
|-----|--------|

X-Ray & Lab Test fees stated in this receipt (if any)

|     |        |
|-----|--------|
| MOP | Amount |
|-----|--------|

Date of Consultation / Treatment

|               |
|---------------|
| Please select |
|---------------|

Diagnosis

|                                   |
|-----------------------------------|
| Please select or search diagnosis |
|-----------------------------------|

### ADDITIONAL INFORMATION



I have received claim payment from other

## CLAIM SUBMISSION

## Diagnosis

Please select or search diagnosis

Cold, Common cold, Coryza, Flu, Influenza, URI, URTI (Upper Respiratory Tract Infection), Rhinitis, Pharyngitis, Sore throat, Throat discomfort

上呼吸道感染, 流行性感冒, 傷風, 鼻塞, 外感風熱, 內感風寒, 急性鼻咽炎(感冒), 咽炎, 喉嚨痛, 咽痛, 喉痹

Dermatitis, Eczema, Skin allergy, Sunburn  
皮膚炎, 濕疹, 濕瘡, 皮膚濕毒, 皮膚敏感/過敏, 曬斑

Diarrhoea, GE (Gastroenteritis)  
腸胃炎, 腹瀉, 腸胃病, 腸胃不適, 泄瀉

HBP (High Blood Pressure), HT (Hypertension)  
高血壓

Gastritis, Gastric erosion, Dyspepsia, Flatulence, Indigestion, Stomache pain, Vomiting  
胃炎, 痞滿, 胃痞, 胃部不適(胃痛, 胃病, 消化不良, 脾胃不和/虛弱, 積滯)

Dyslipidemia, Hypercholesterolemia, Hyperlipidemia, Increase in cholesterol, Lipid disorder  
高脂血症, 高膽固醇血症, 高血脂

\*Choose the similar diagnosis option



## ADDITIONAL INFORMATION



## Upload your claim document(s)

Receipt

Amount

**MOP ~~010~~**

Date of Consultation / Treatment

**18 Sep 2022**

X-Ray & Lab Test Fees

**MOP 0**

**UPLOAD**

**NEXT**

**BACK**





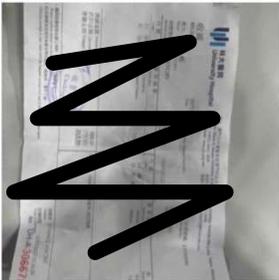
## Upload your claim document(s)

Receipt

Amount  
**MOP 313**

Date of Consultation / Treatment  
**18 Sep 2022**

X-Ray & Lab Test Fees  
**MOP 0**



(1024x1365,  
92.2 KB)

[REMOVE](#)

**UPLOAD**

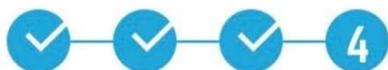
**NEXT**



**BACK**



## CLAIM SUBMISSION



## Please review before submitting

Insured

EDIT

Claim Type

General Practitioner

EDIT

Total receipt amount

MOP 310

EDIT

X-Ray &amp; Lab Test fees stated in this receipt (if any)

MOP 0

EDIT

Date of Consultation / Treatment

18 Sep 2022

EDIT

Diagnosis

Arthralgia, Joint effusion, Shoulder/arm/hand/elbow/wrist/hip/thigh/knee/ankle/foot/leg/joint pain(PFJ)關節滲液, 肩/臂/手/指/肘/腕/臀/大腿/膝/踝/腳/關節痛, 痺證/痛/病, 痛症, 酸痛

EDIT





## CLAIM SUBMISSION

receipt (if any)

MOP 0

EDIT

Date of Consultation / Treatment

18 Sep 2022

EDIT

Diagnosis

Arthralgia, Joint effusion, Shoulder/arm/  
hand/elbow/wrist/hip/thigh/knee/ankle/  
foot/leg/joint pain(PFJ)關節滲液, 肩/臂/  
手/指/肘/腕/臀/大腿/膝/踝/腳/關節痛,  
痺證/痛/病, 痛症, 酸痛

EDIT

I have received claim payment from  
other insurer(s)

EDIT

I will submit claim request to other  
insurer(s)/policy(ies) with this  
receipt

EDIT

## UPLOADED DOCUMENT

## Receipt

EDIT

Date of Consultation / Treatment

18 Sep 2022

X-Ray & Lab Test fees stated in this  
receipt (if any)

MOP 0



EXPAND



## CLAIM SUBMISSION

### Important Notes

Please read carefully before your submission:

- Your eClaim application is subject to claim assessment by AIA.
- You must ensure that all details in this application are true to the best of your knowledge.
- In the meantime, you DO NOT need to submit the original receipt(s) or any supporting document(s) to AIA.



Please be advised to preserve the original receipts of the corresponding medical treatment or service received for 120 days for the purpose of verification upon AIA's request.

The use of eClaims at or under AIA Connect shall at all times be governed by the [Declaration and Authorization](#).

- I/We confirm that I/ we have read, understood and accepted these terms and conditions.

Please click the "Submit" button for your confirmation of the above declaration.

SUBMIT

BACK





## CLAIM SUBMISSION

### Important Notes

Please read carefully before your submission:

- Your eClaim application is subject to claim assessment by AIA.
- You must ensure that all details in this application are true to the best of your knowledge.
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Please click the "Submit" button for your confirmation of the above declaration.

**SUBMIT**

**BACK**



# CLAIM SUBMISSION

## ACKNOWLEDGEMENT

Reference No.:

**[REDACTED]**

Your Claim is received.

You DO NOT need to submit the original receipt(s) or any supporting document(s) to AIA.



Please be advised to preserve the original receipts of the corresponding medical treatment or service received for 120 days for the purpose of verification upon AIA's request.

**DONE**

**SUBMIT ANOTHER CLAIM**

