



HEALTHIER, LONGER,
BETTER LIVES

AIA+ Web User Guide

0000084272 NANYANG TECHNOLOGICAL UNIVERSITY

Updated 08 Aug 2025

This guide is for illustration purpose only. The actual look & content may differ subject to your insurance coverage & eligibility with us & the device(s) used.



AIA+ Content

01 LET'S GET STARTED

[Account setup](#)
[Link your polic\(ies\)](#)
[Login to AIA+](#)

02 KEY AIA+ FUNCTIONS

[Dashboard](#)
[Portfolio](#)
[Jumper page](#)

03 YOUR PROFILE

[Personal Information](#)
[eDocuments](#)
[Marketing consent](#)
[Notification](#)



AIA+ Content

04 YOU'RE COVERED

[Policy list](#)

[Coverage](#)

[Benefits](#)

[Important task](#)

05 YOUR CLAIMS

[Submit claim](#)

[Claim history](#)

06 HEALTH360

[Think Well](#)



AIA+ Content

07

LET US HELP

[Contact us](#)

08

OTHERS

[Information library](#)
[Common Terms](#)

TOUCH GESTURE



Select



Scroll



Swipe Left / Right



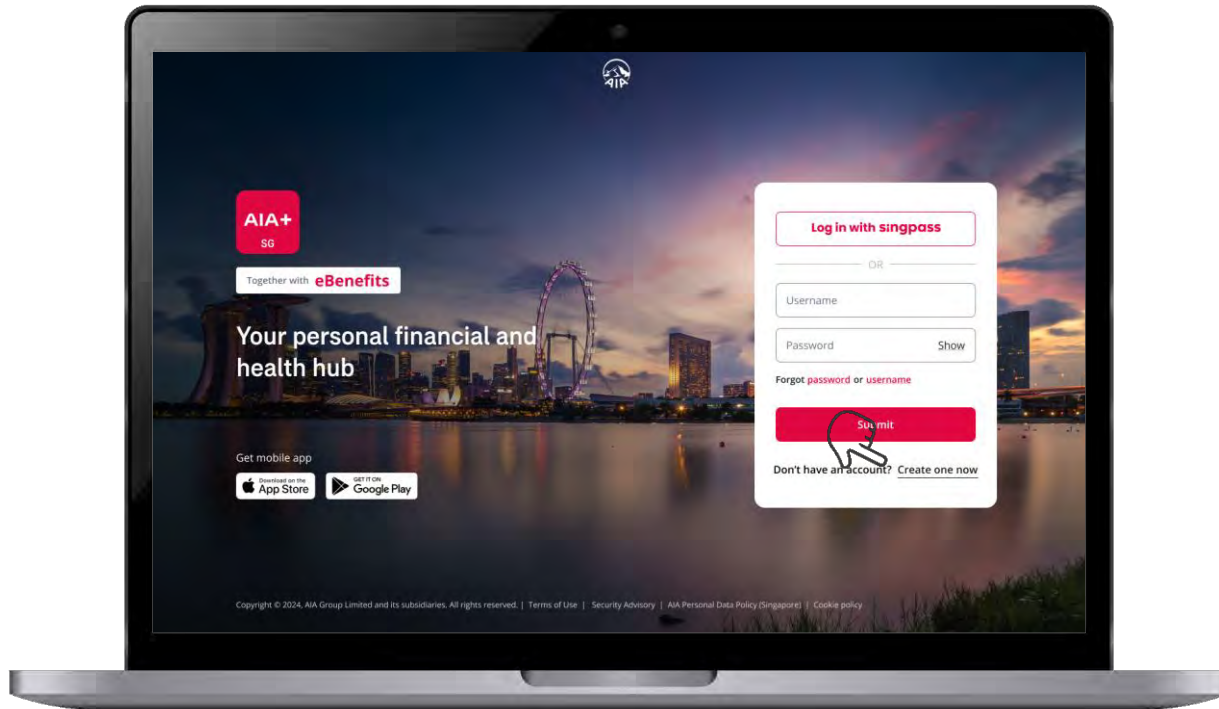
HEALTHIER, LONGER,
BETTER LIVES

Let's Get Started



[Account setup](#) | [Link your polic\(ies\)](#) | [Login to AIA+](#)

Account setup

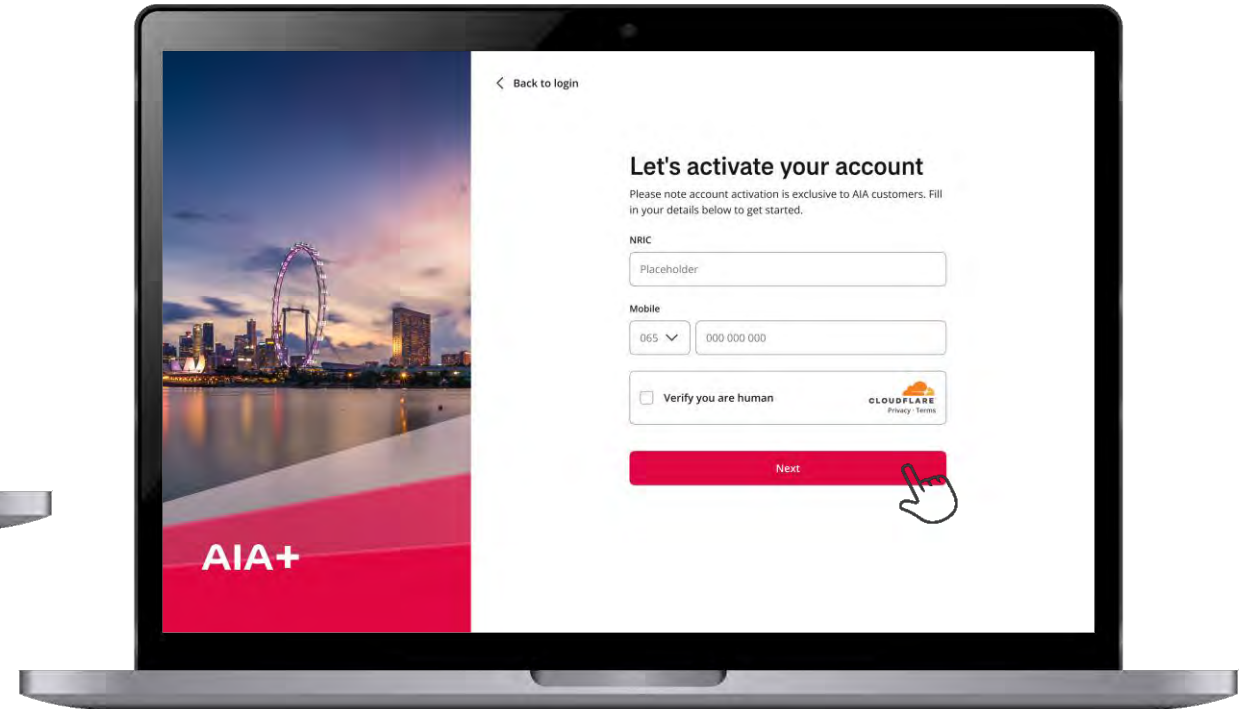


01

Select Create one now

02

Activate your account



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

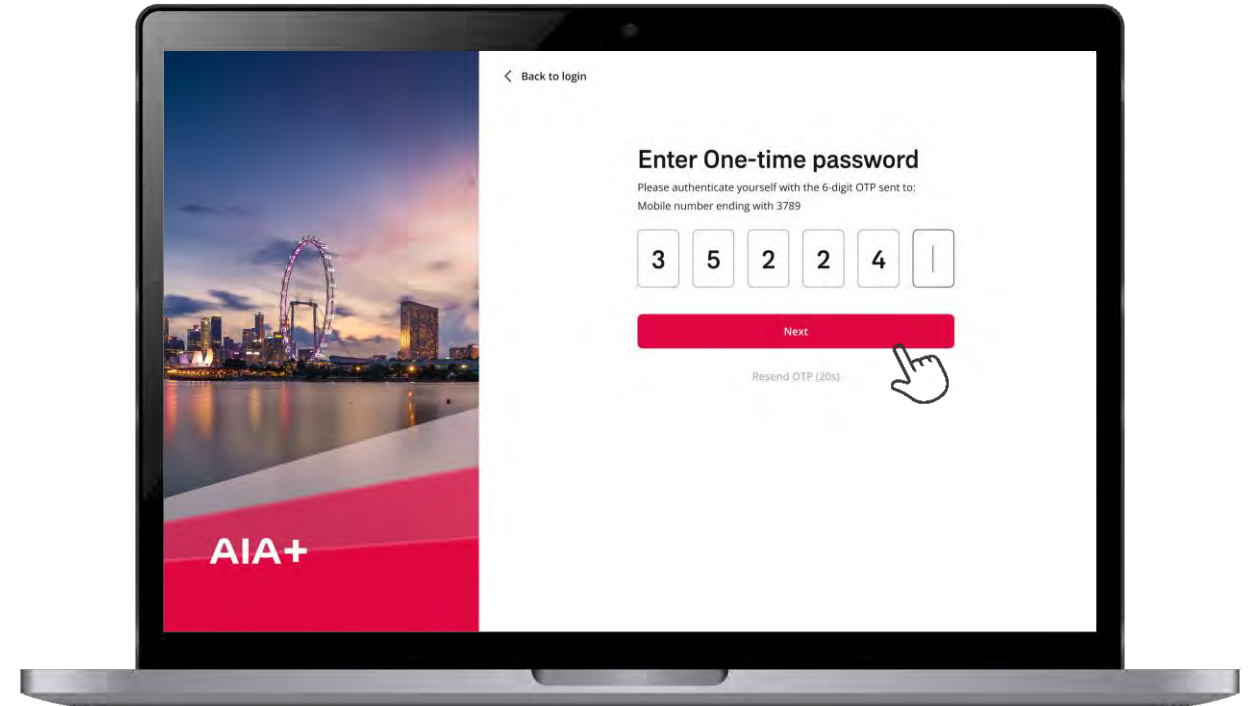
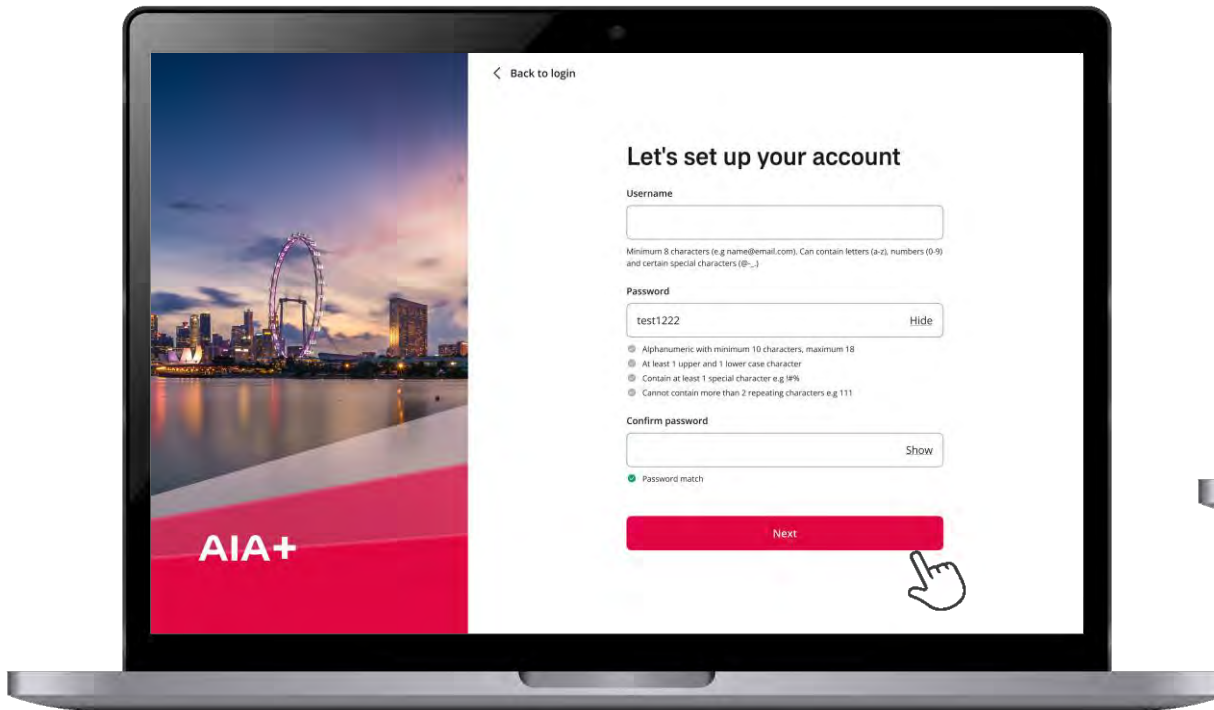
[Others](#)



Account setup

03

Setup your account



04

Enter your One Time Password (OTP)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

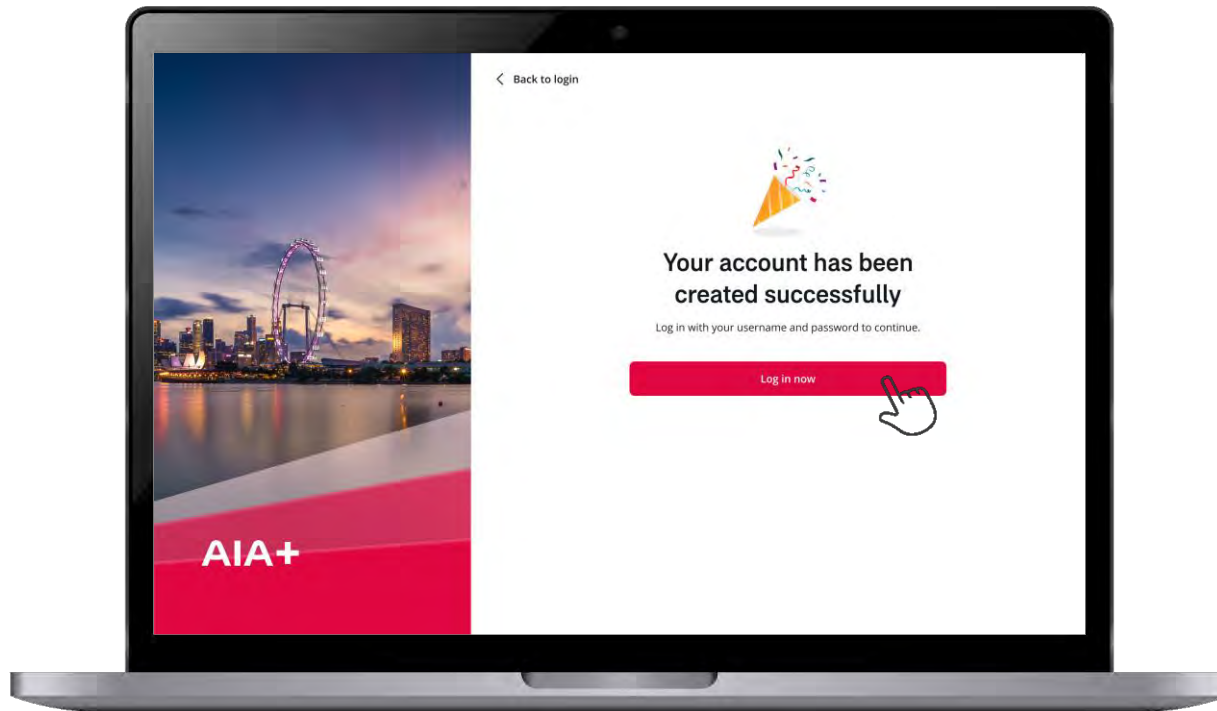
[Health 360](#)

[Let Us Help](#)

[Others](#)



Account setup



05

You have successfully created your account



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

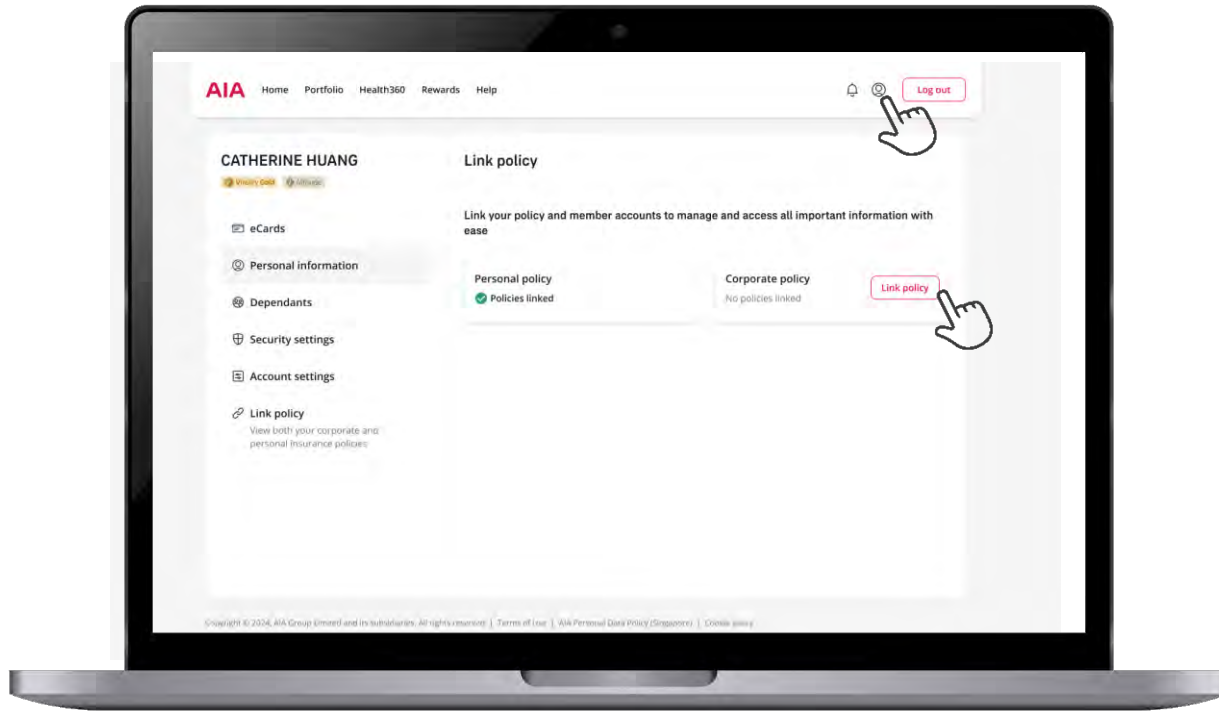
[Health 360](#)

[Let Us Help](#)

[Others](#)



Link your polic(ies) – Corporate



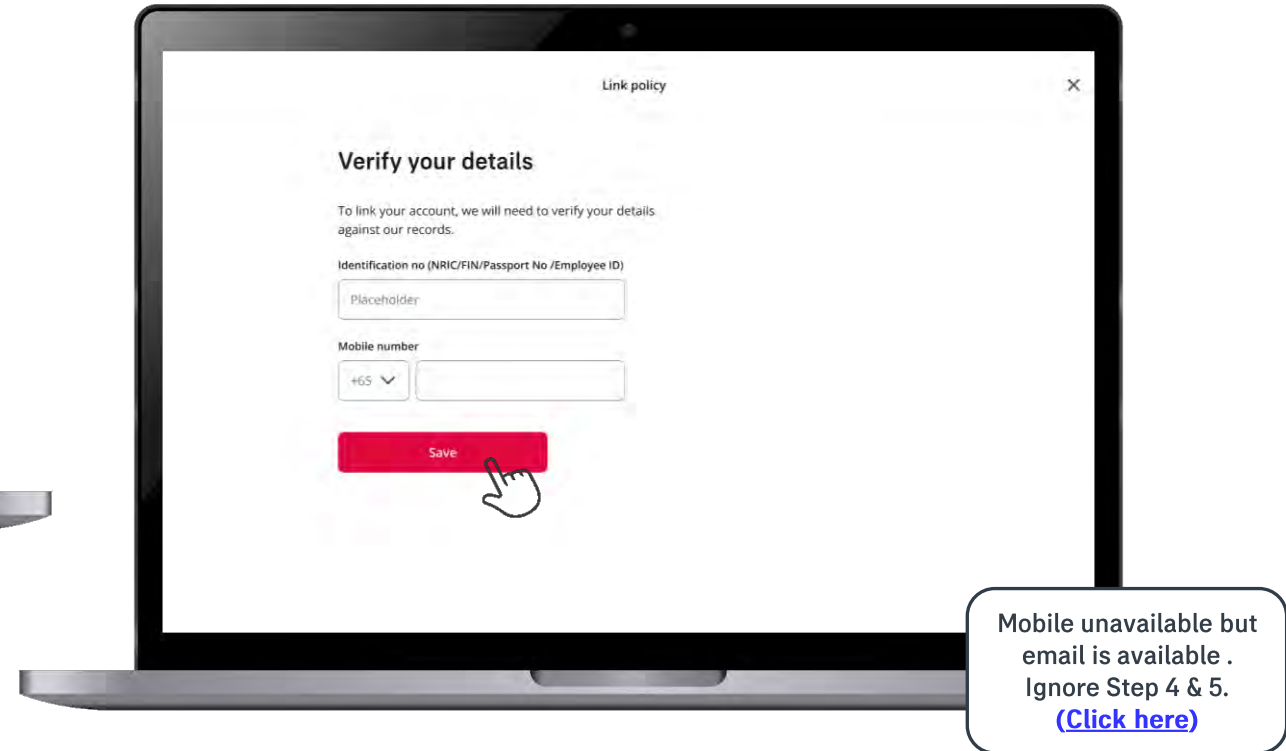
01

Link your corporate policy

02

Let us know who you are

Note: If you have issues linking your Corporate Policies, you may want to try your Employee ID



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

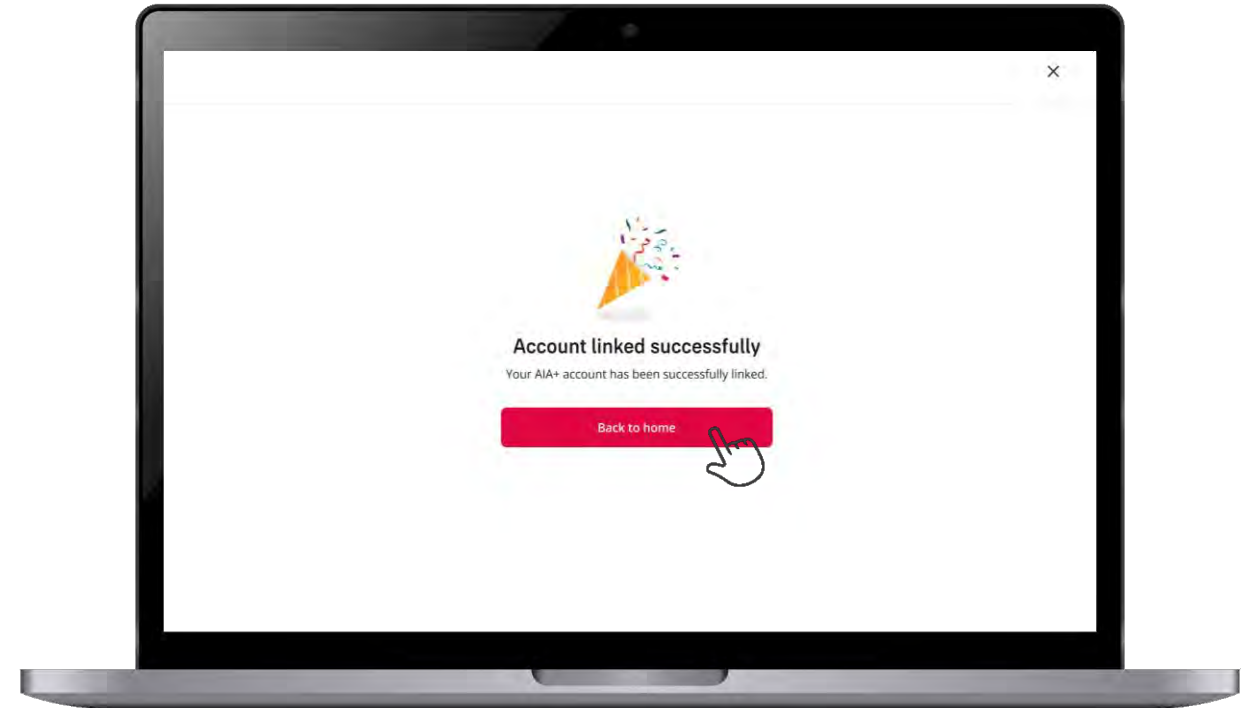
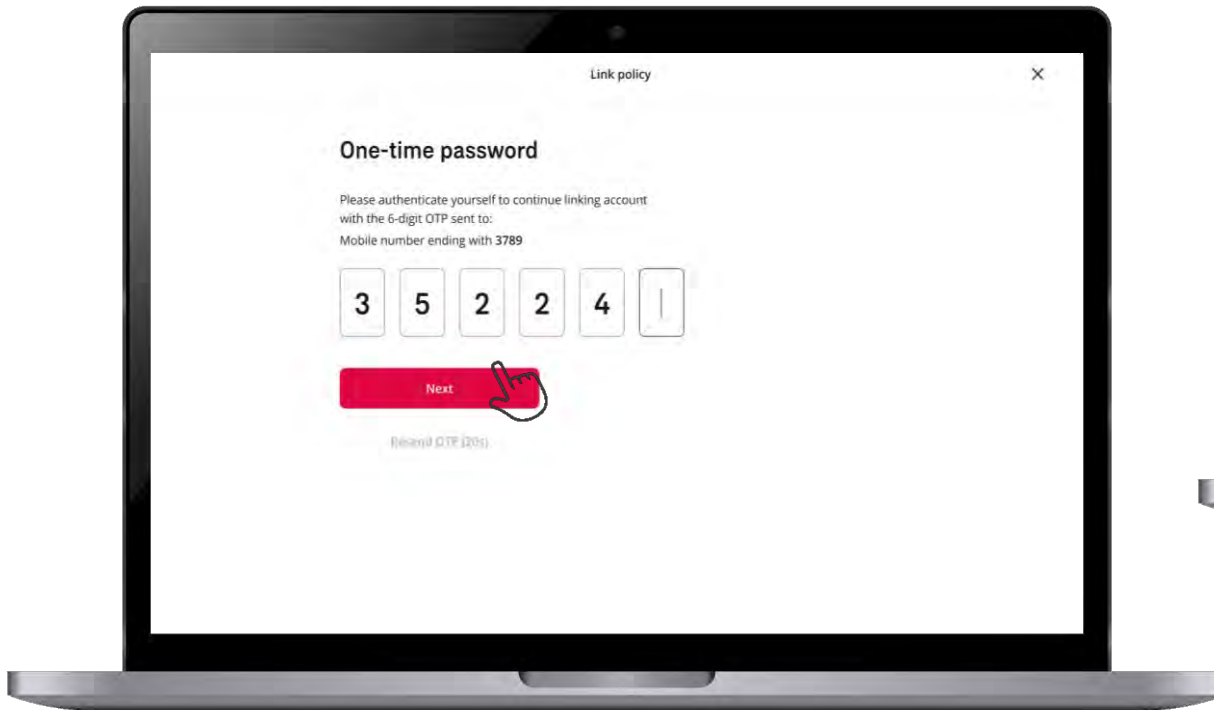
[Others](#)



Link your polic(ies) – Corporate

03

Enter your One Time Password (OTP)



04

You have successfully linked your account



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

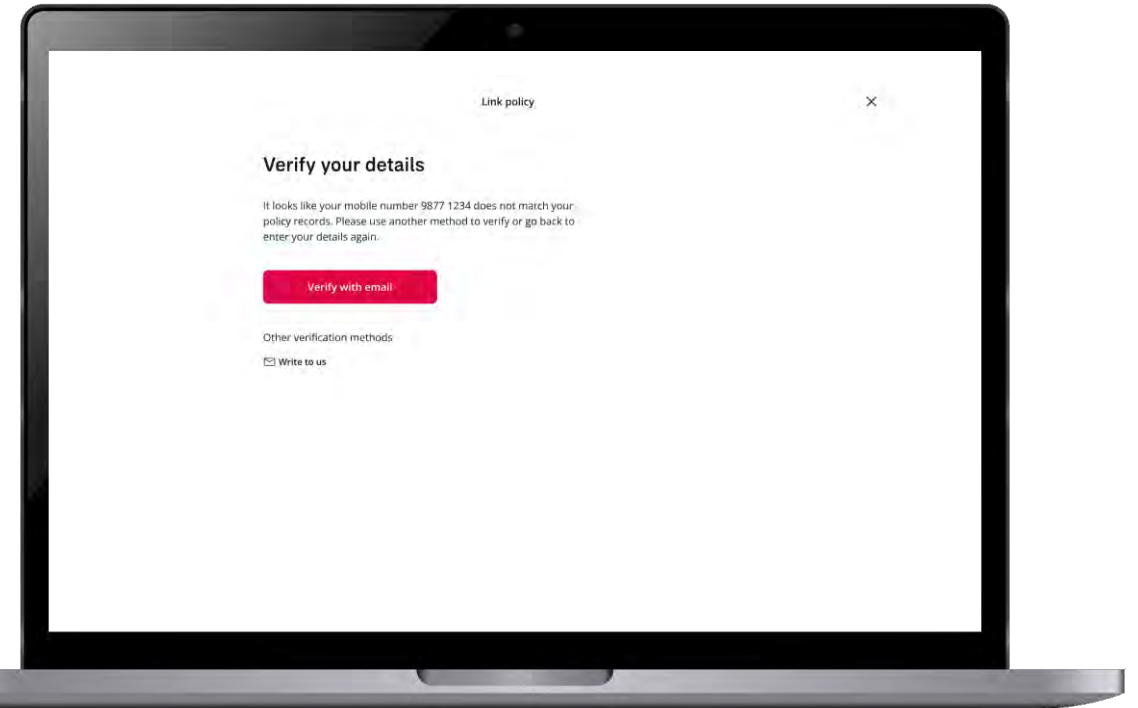
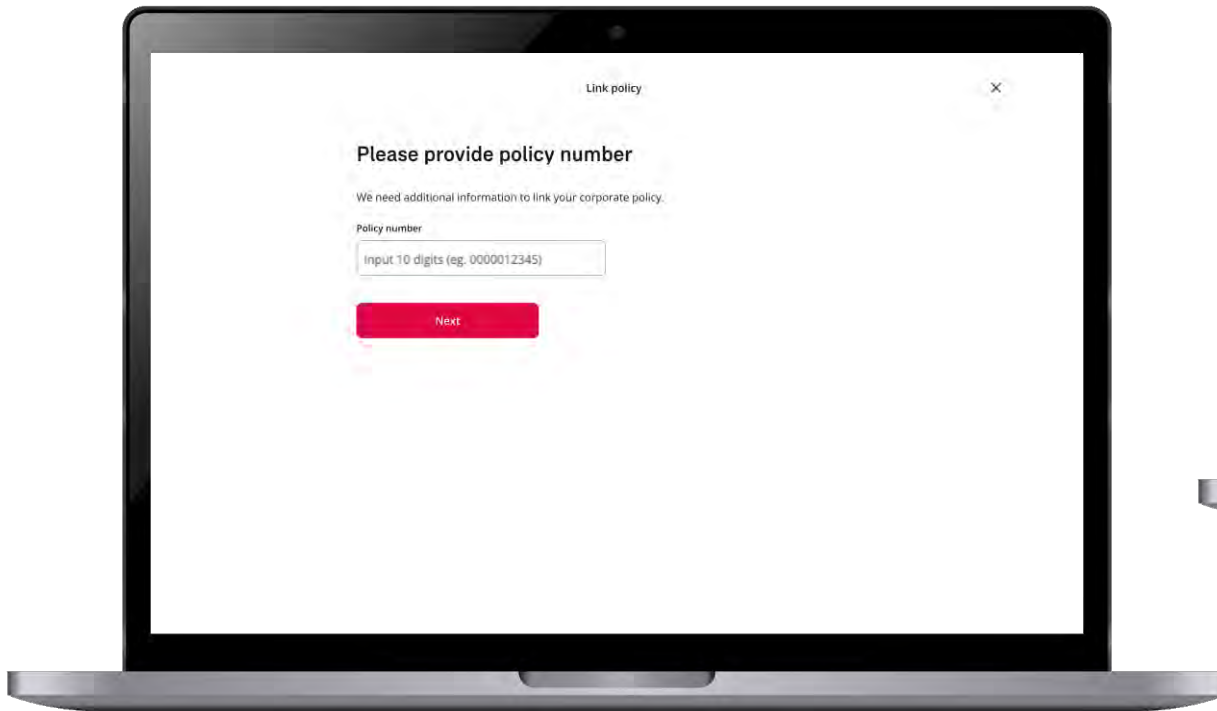
[Others](#)



Link your polic(ies) – Corporate

03

Please provide your policy number
(e.g. 0000012345)



04

Mobile Number mismatch to verify with email address



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

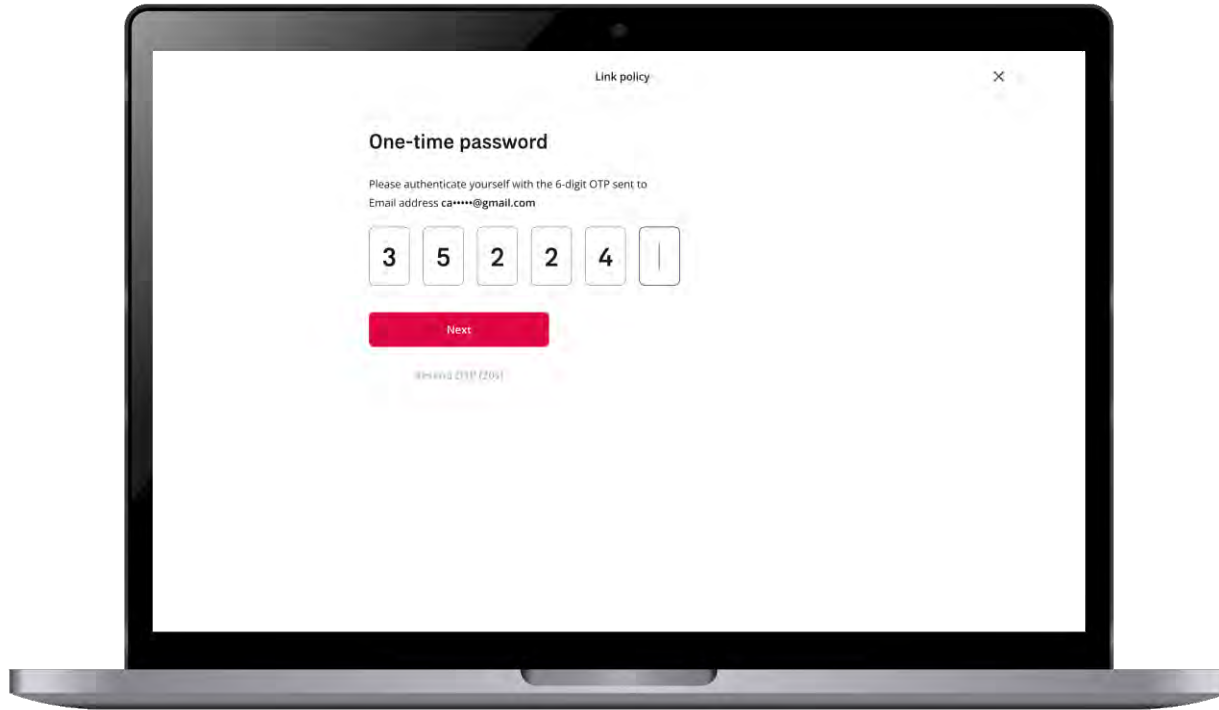
[Health 360](#)

[Let Us Help](#)

[Others](#)



Link your polic(ies) – Corporate

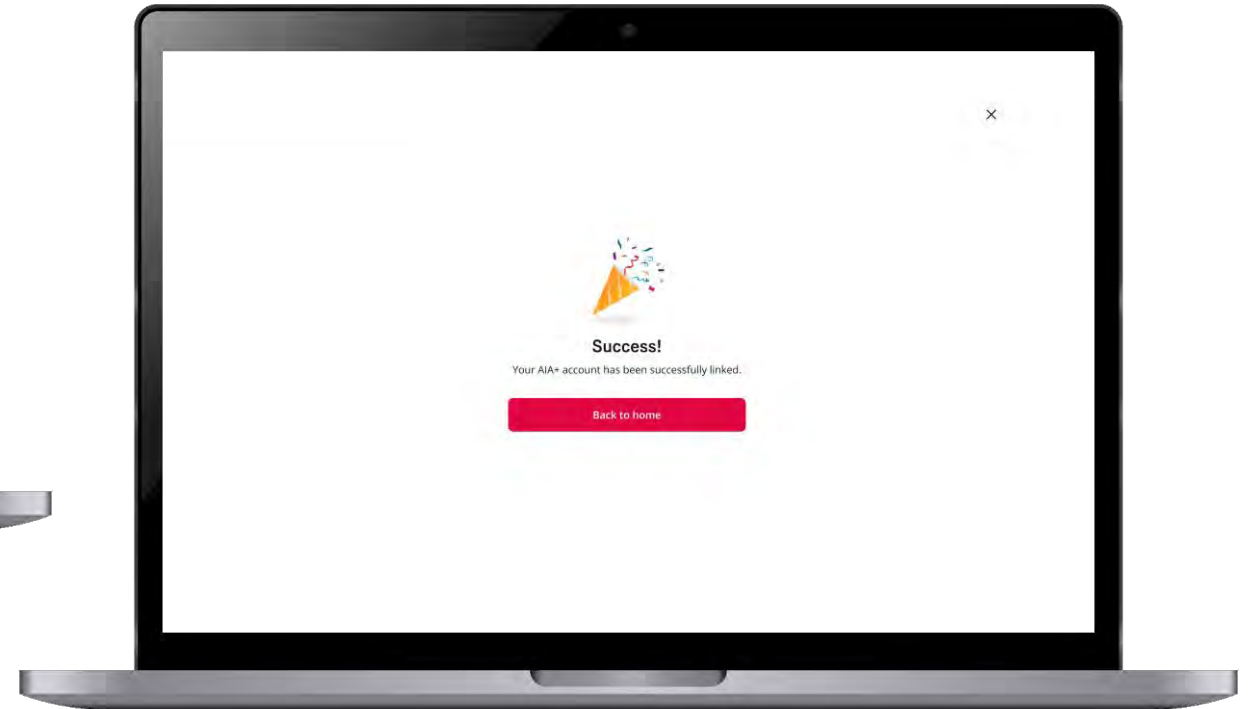


05

Enter your One Time Password (OTP)

06

You have successfully linked your account



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

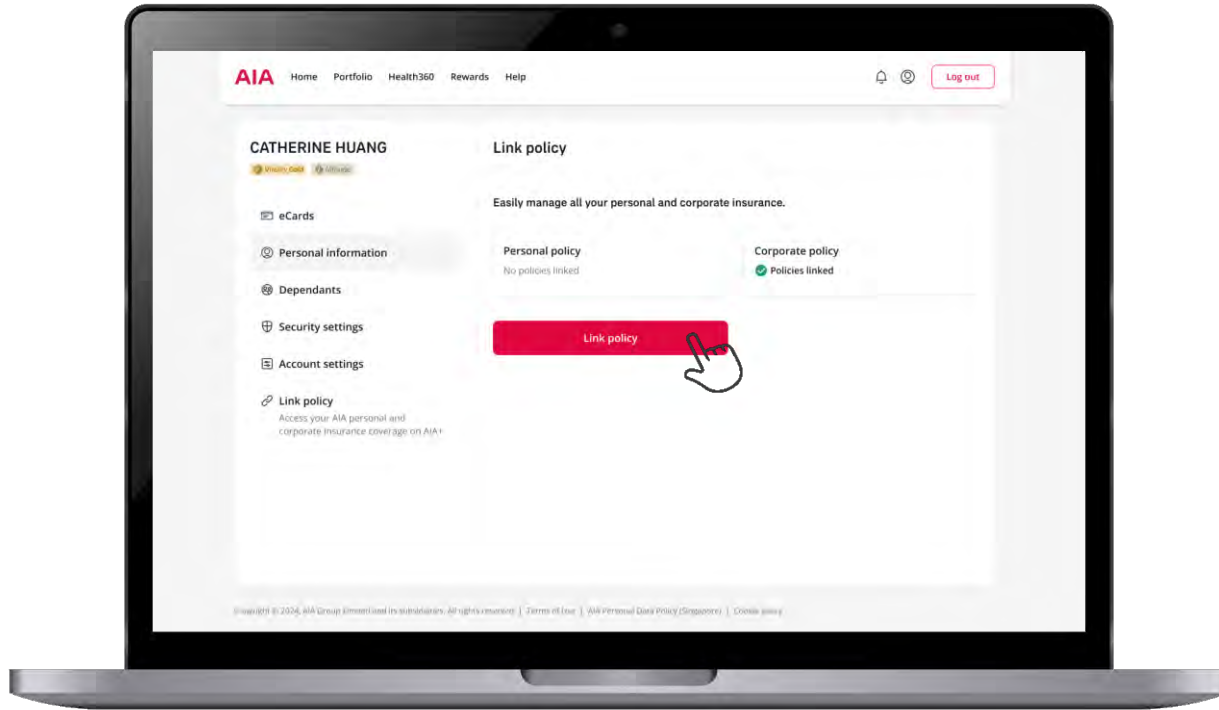
[Health 360](#)

[Let Us Help](#)

[Others](#)



Link your polic(ies) - Life

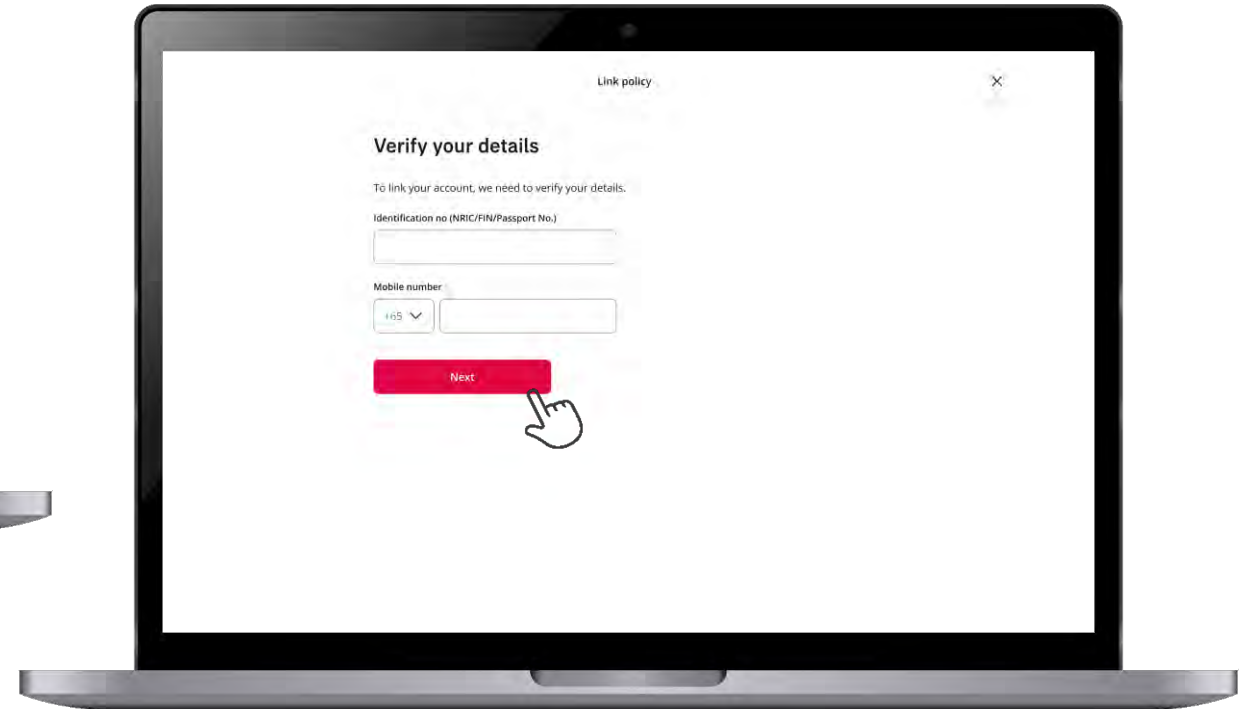


01

Link your Life policy

02

Let us know who you are
(Skip to Step 4 if NRIC / DOB / Mobile Match)



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

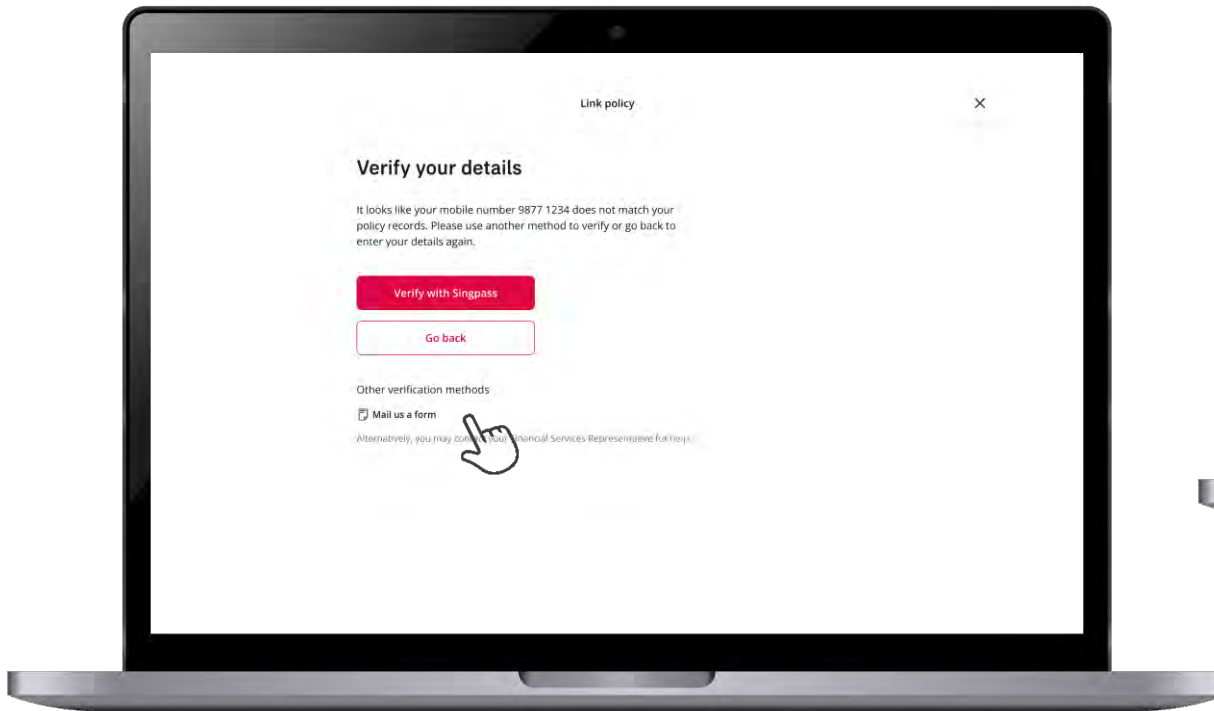
[Others](#)



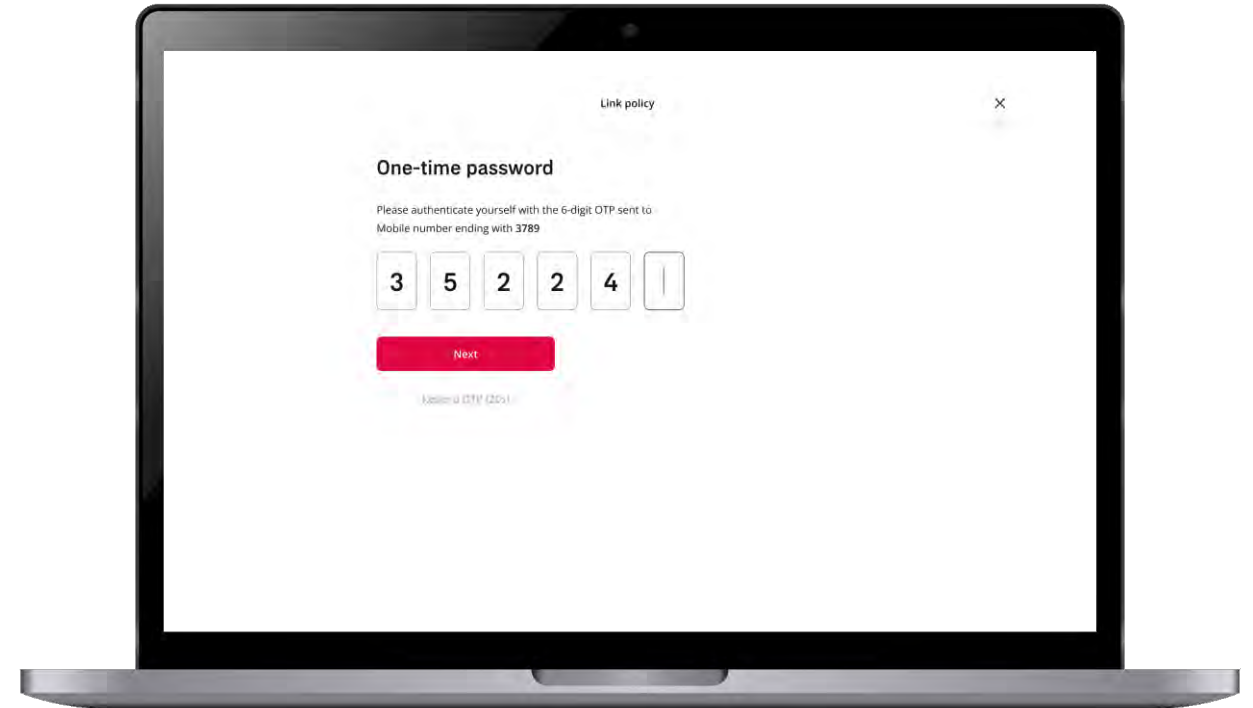
Link your polic(ies) - Life

03

Verify with Singpass



If your details does not match, verify using Singpass



04

Enter your One Time Password (OTP)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

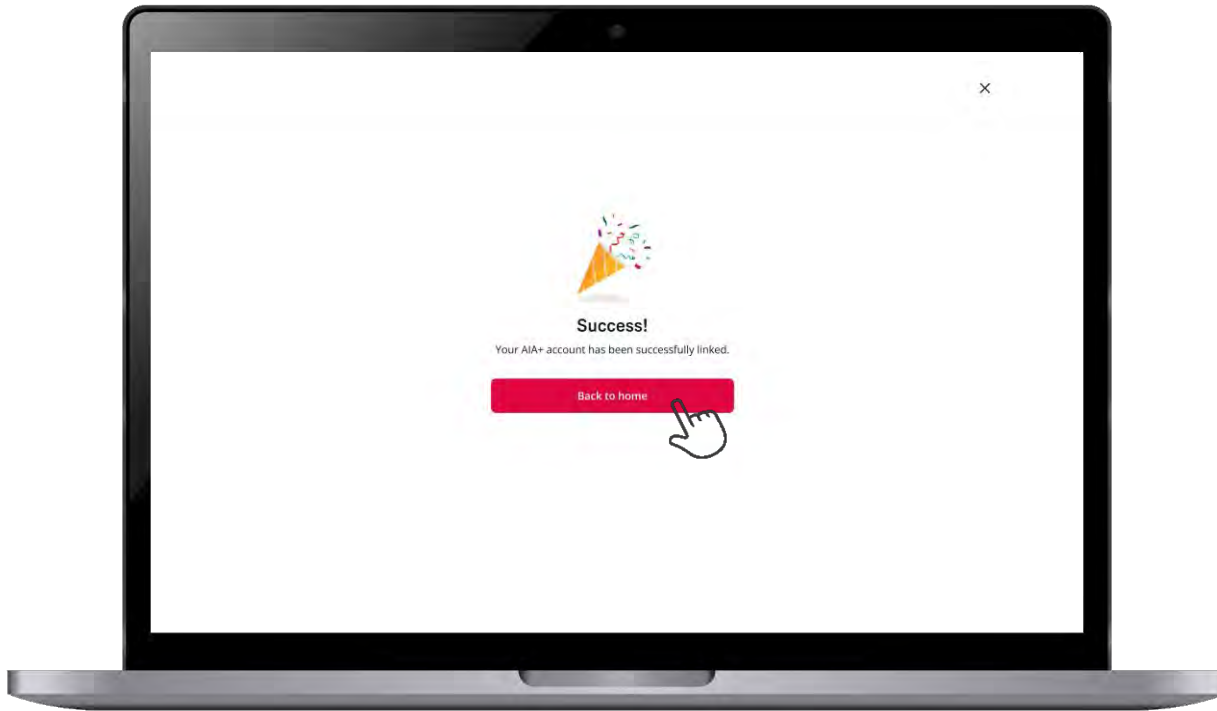
[Health 360](#)

[Let Us Help](#)

[Others](#)



Link your polic(ies) - Life



05

You have successfully linked your account



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

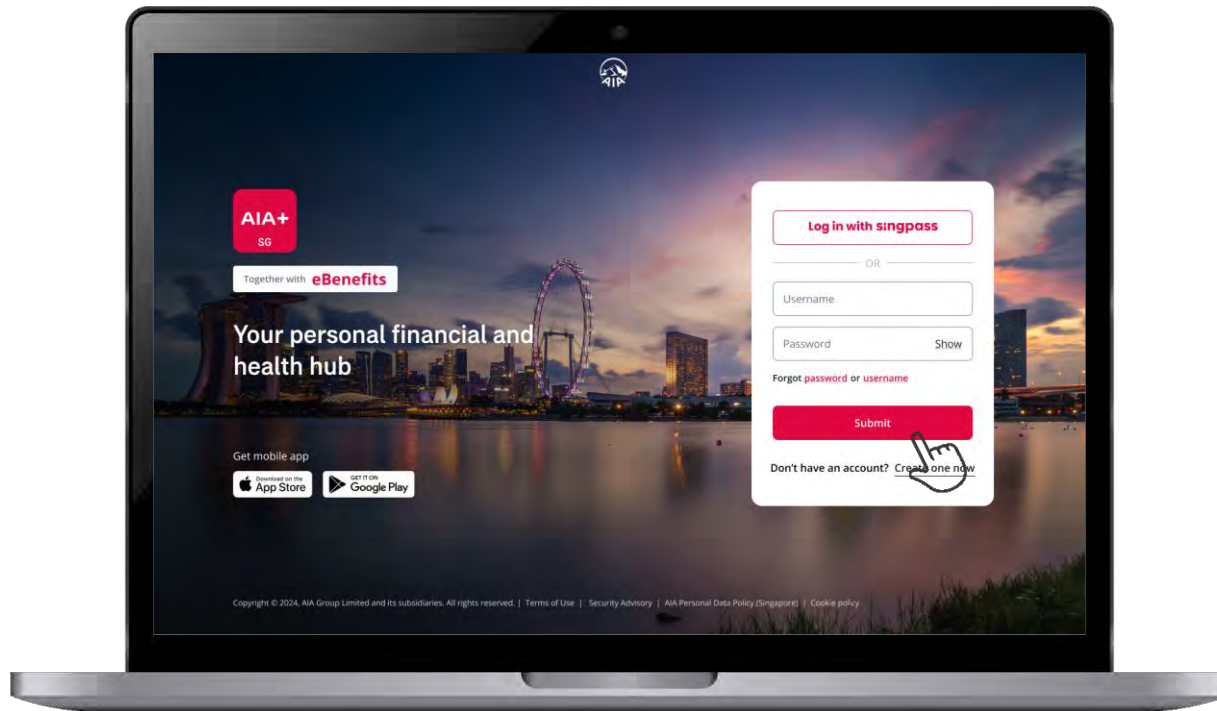
[Health 360](#)

[Let Us Help](#)

[Others](#)



Login to AIA+



01

Convenient login with your username & password or Singpass

 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

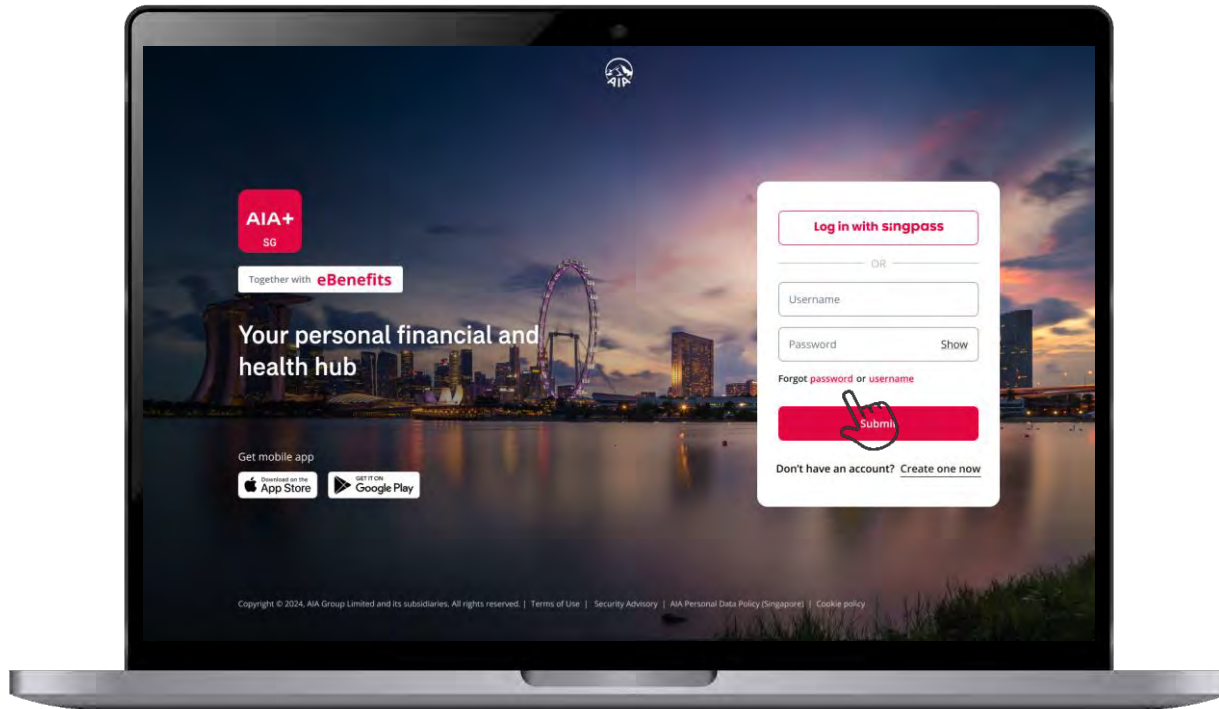
[Health 360](#)

[Let Us Help](#)

[Others](#)



Login to AIA+ (Forgot Password)

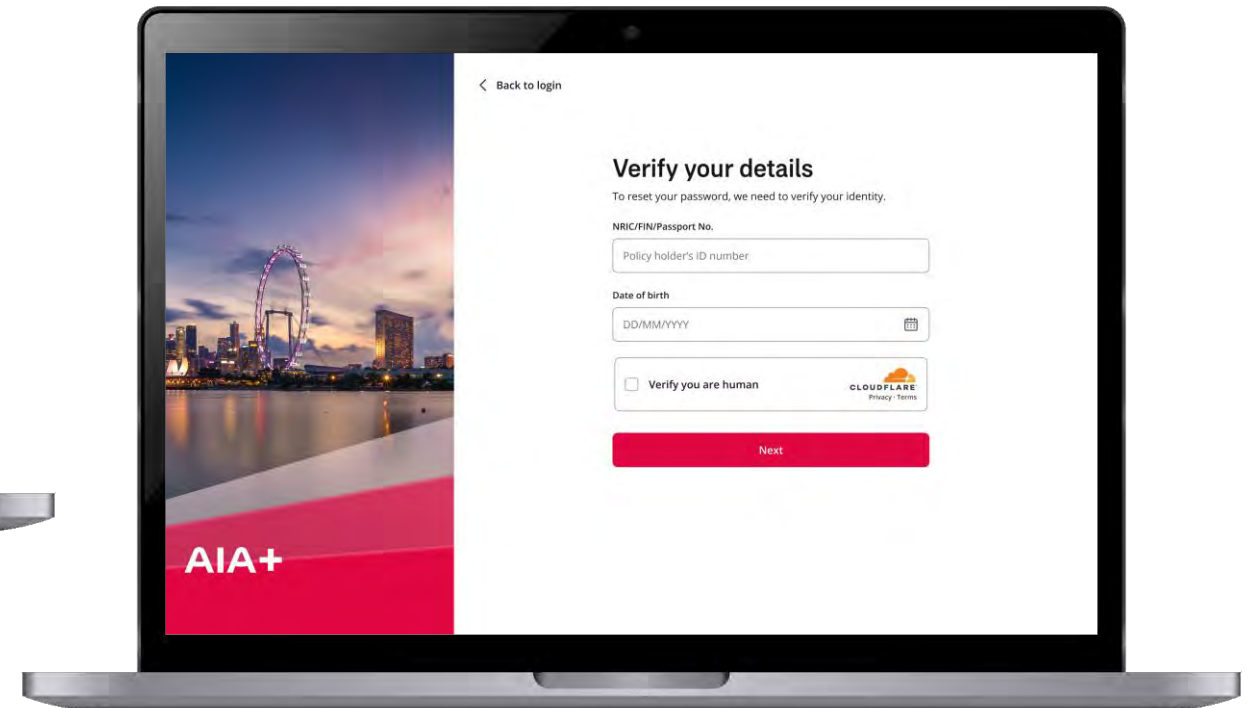


01

Select Forget password

02

Key in your details for verification



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

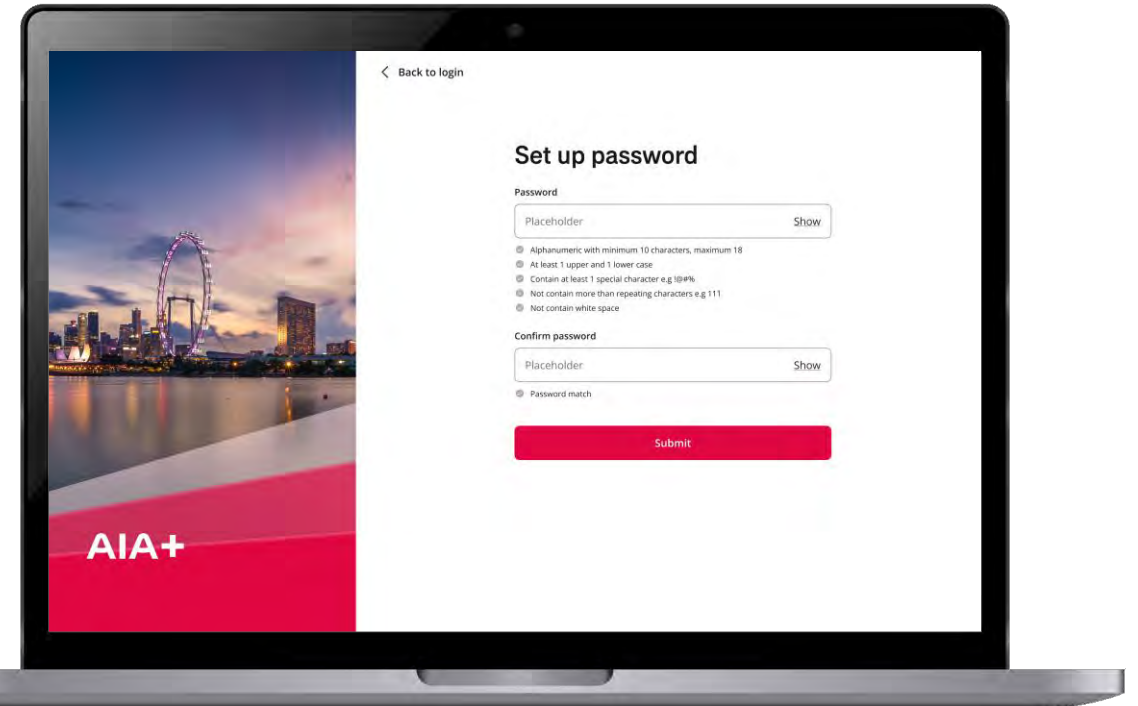
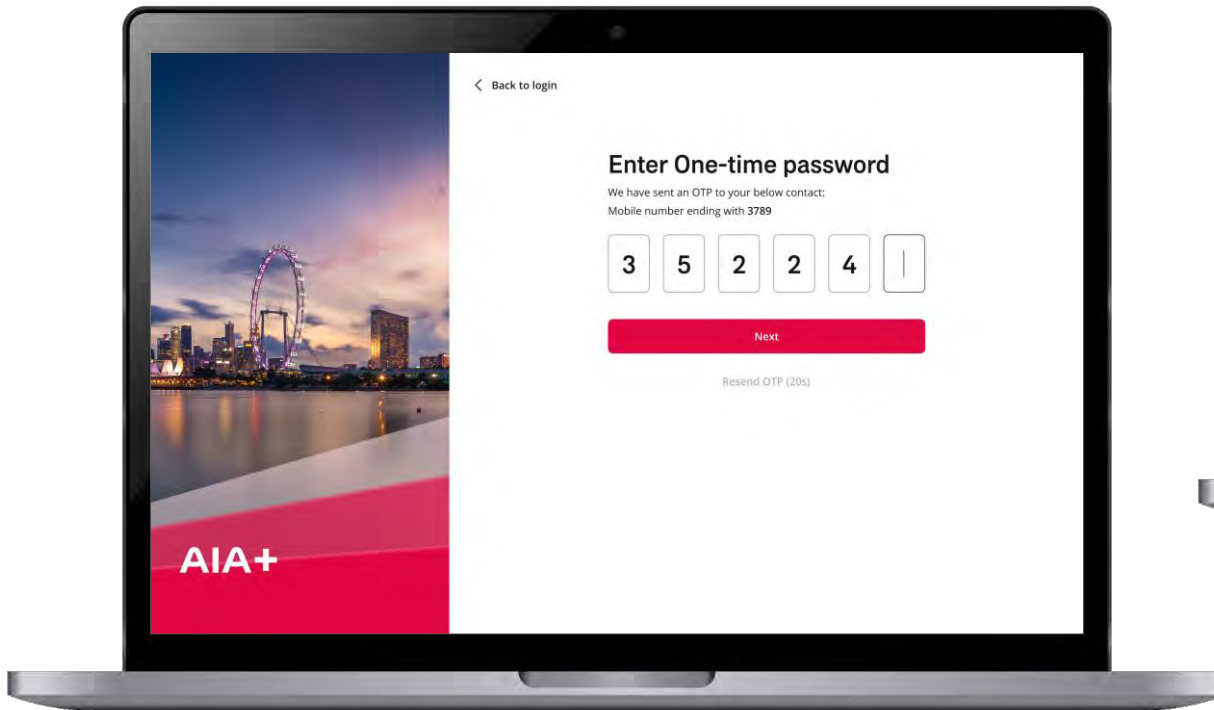
[Others](#)



Login to AIA+ (Forgot Password)

03

Enter your One Time Password (OTP)



04

Setup your new password

 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

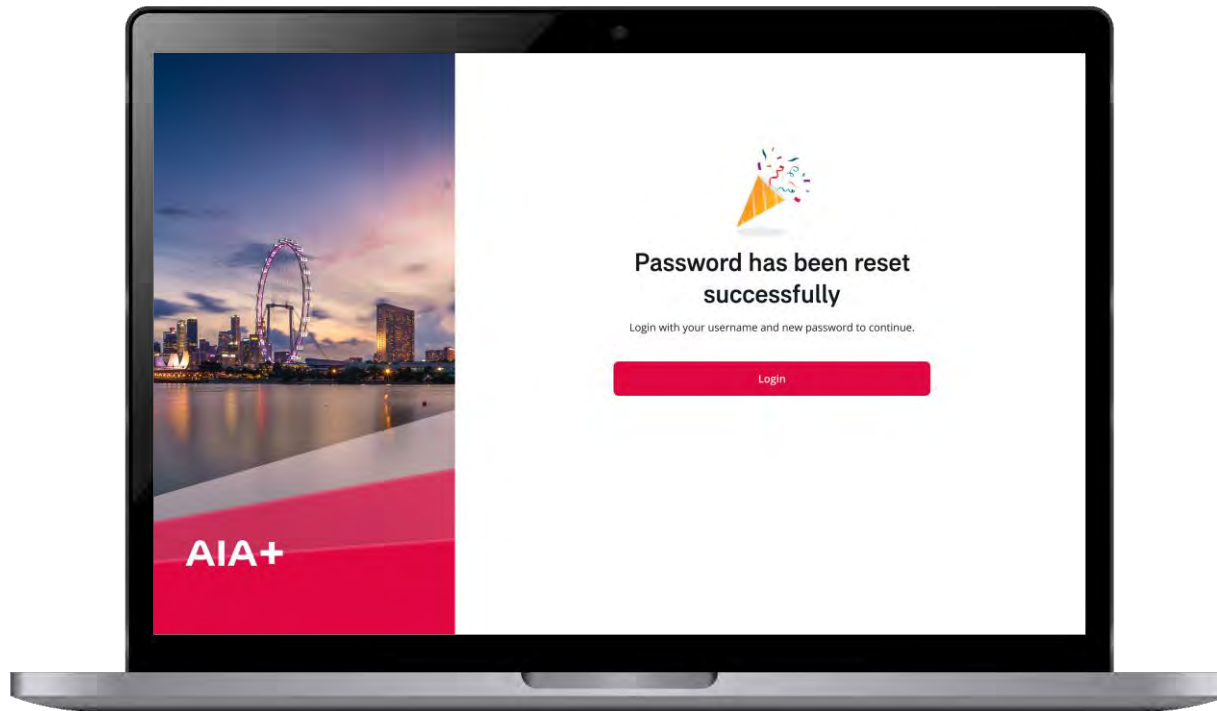
[Health 360](#)

[Let Us Help](#)

[Others](#)



Login to AIA+ (Forgot Password)



05

Your password have been reset



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

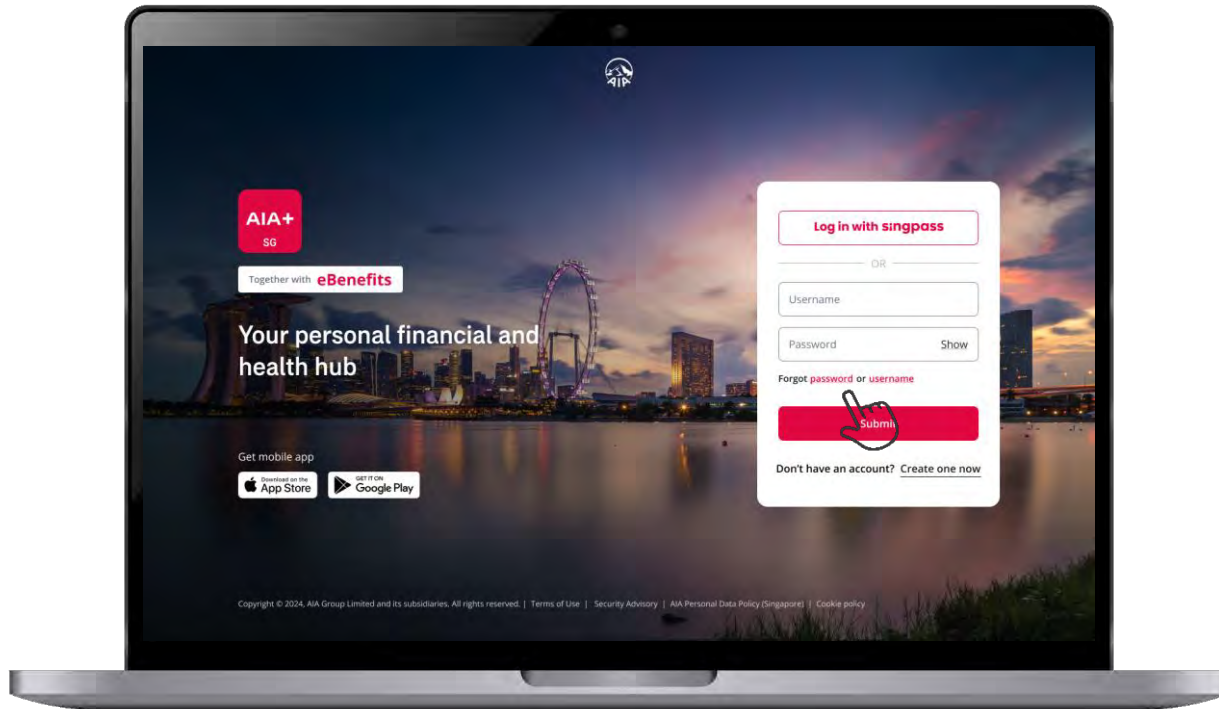
[Health 360](#)

[Let Us Help](#)

[Others](#)



Login to AIA+ (Forgot Username)

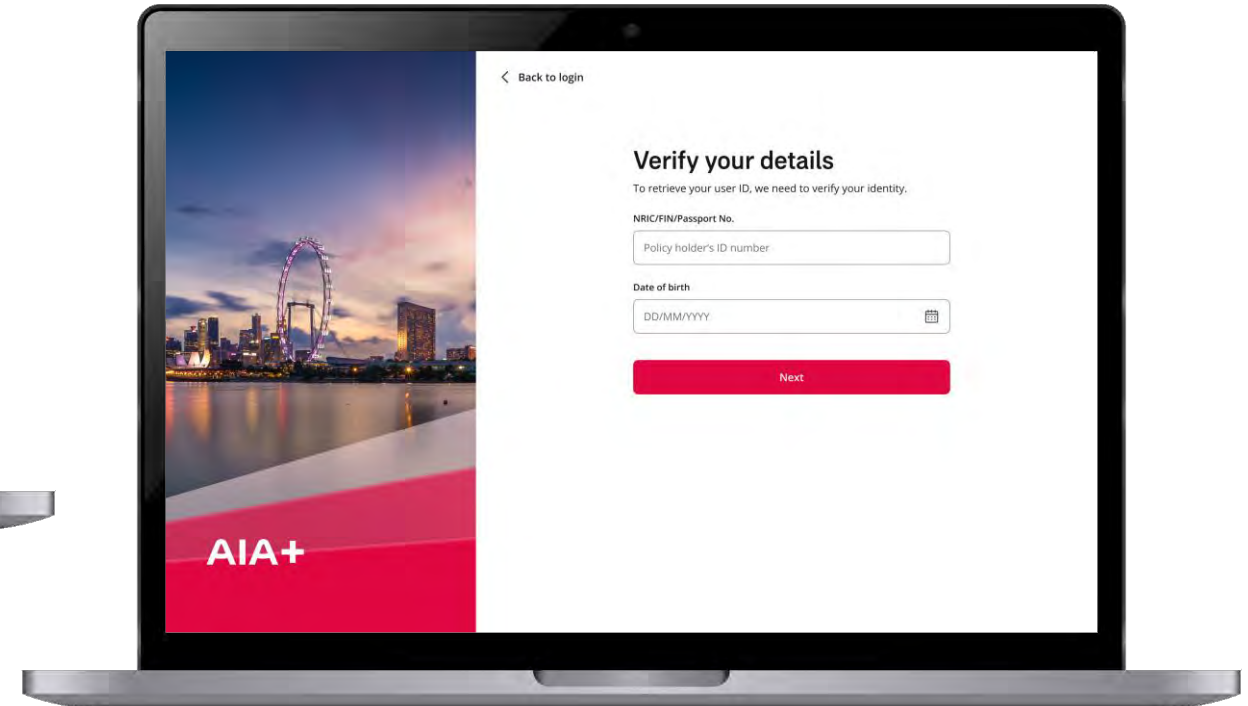


01

Select Forget username

02

Key in your details for verification



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

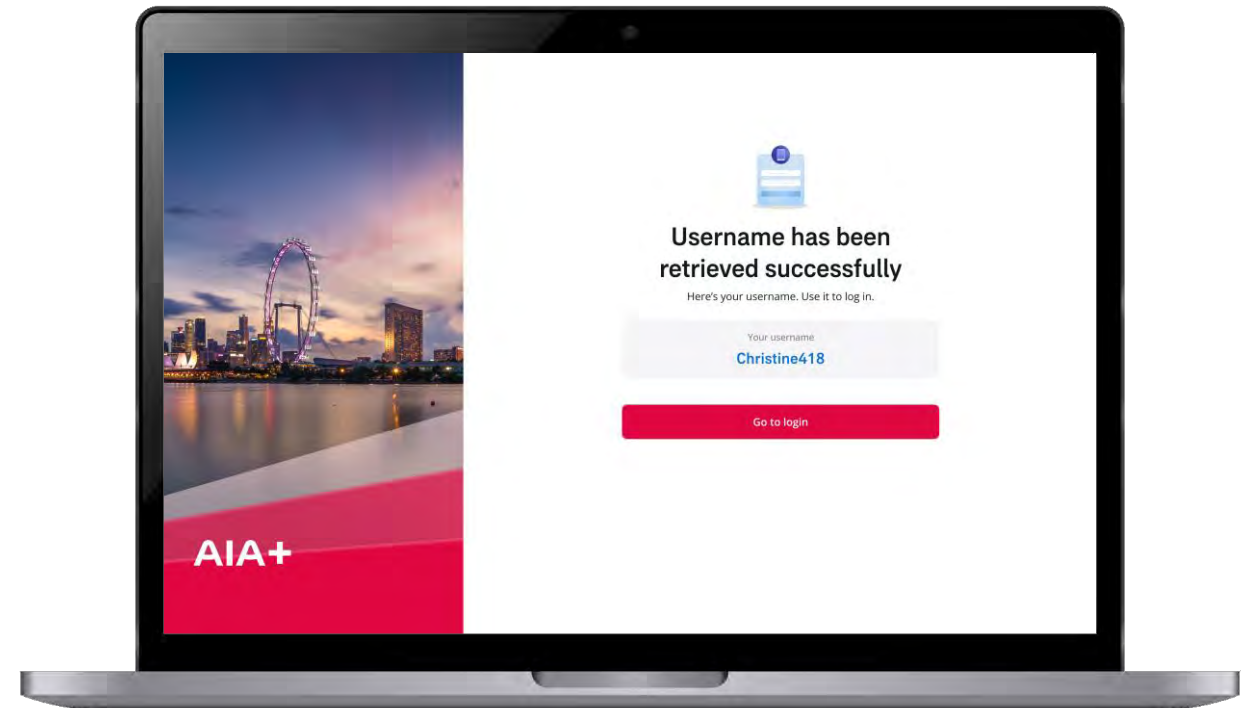
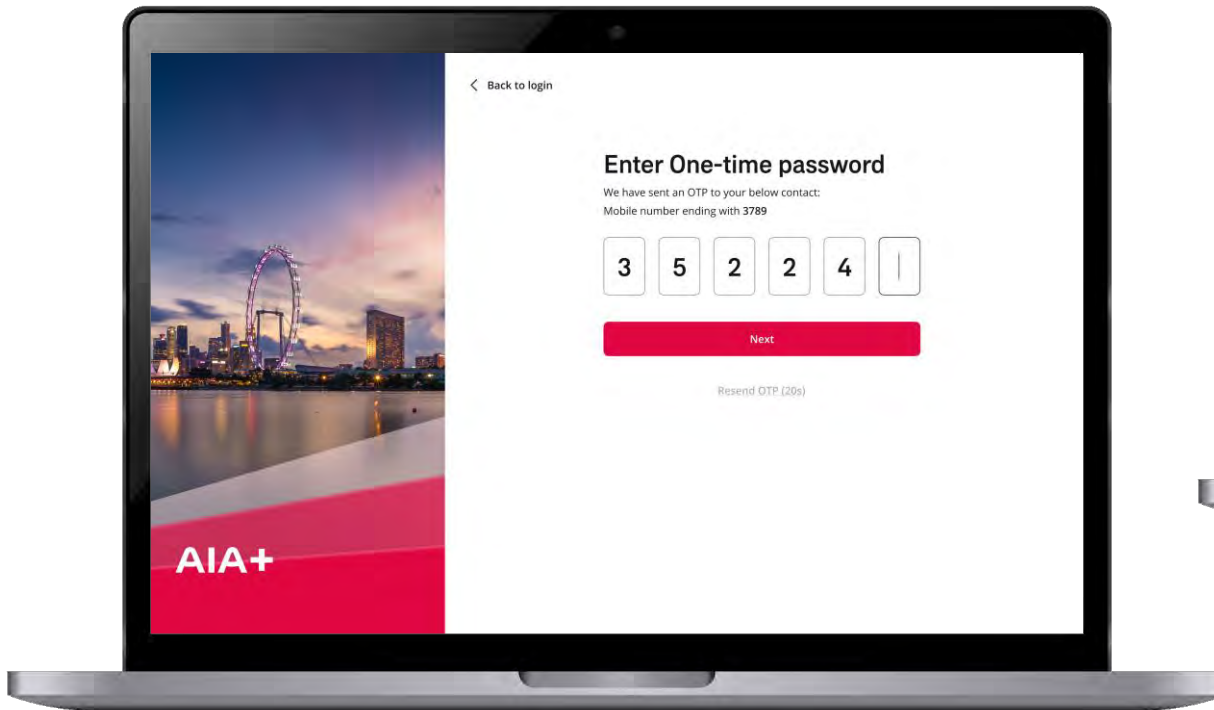
[Others](#)



Login to AIA+ (Forgot Username)

03

Enter your One Time Password (OTP)



04

You have successfully retrieved your username



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)





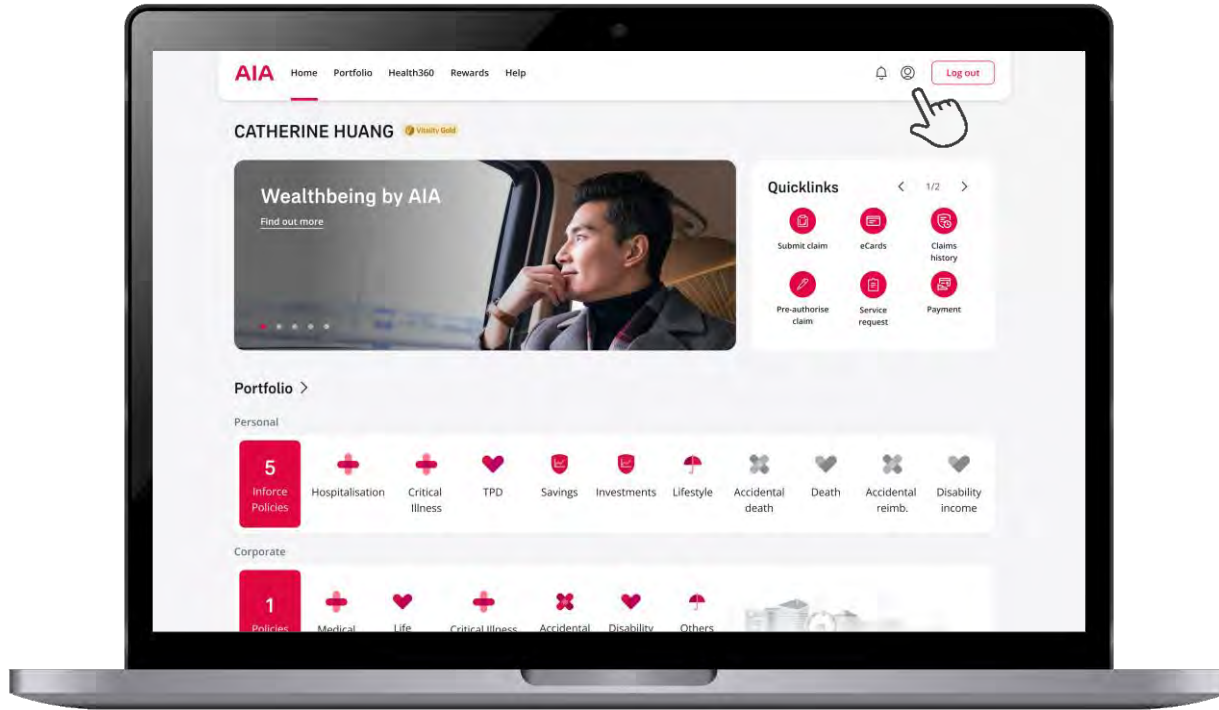
HEALTHIER, LONGER,
BETTER LIVES

Your Profile



[Personal Information](#) | [eCard](#) | [eDocuments](#) | [Grant dependant access](#) | [Marketing consent](#) | [Notification](#)

Personal Information

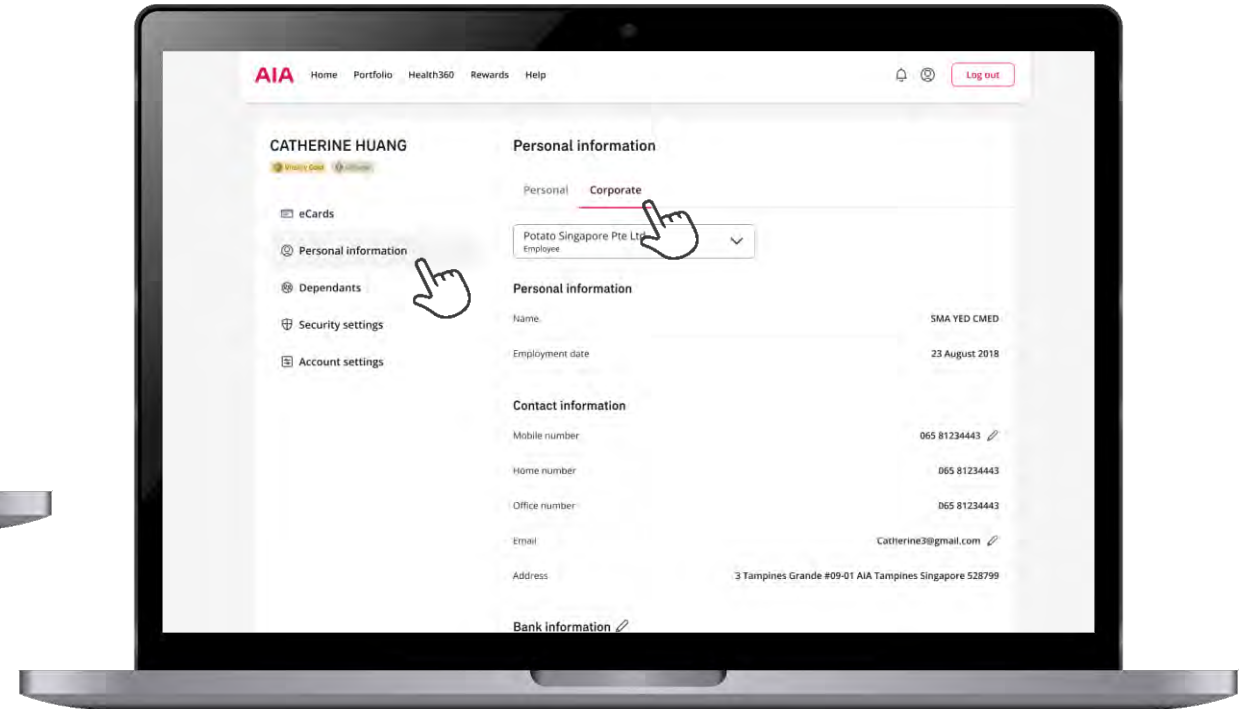


01

Under [Dashboard](#) Select Profile Icon

02

Select Personal information > Corporate



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

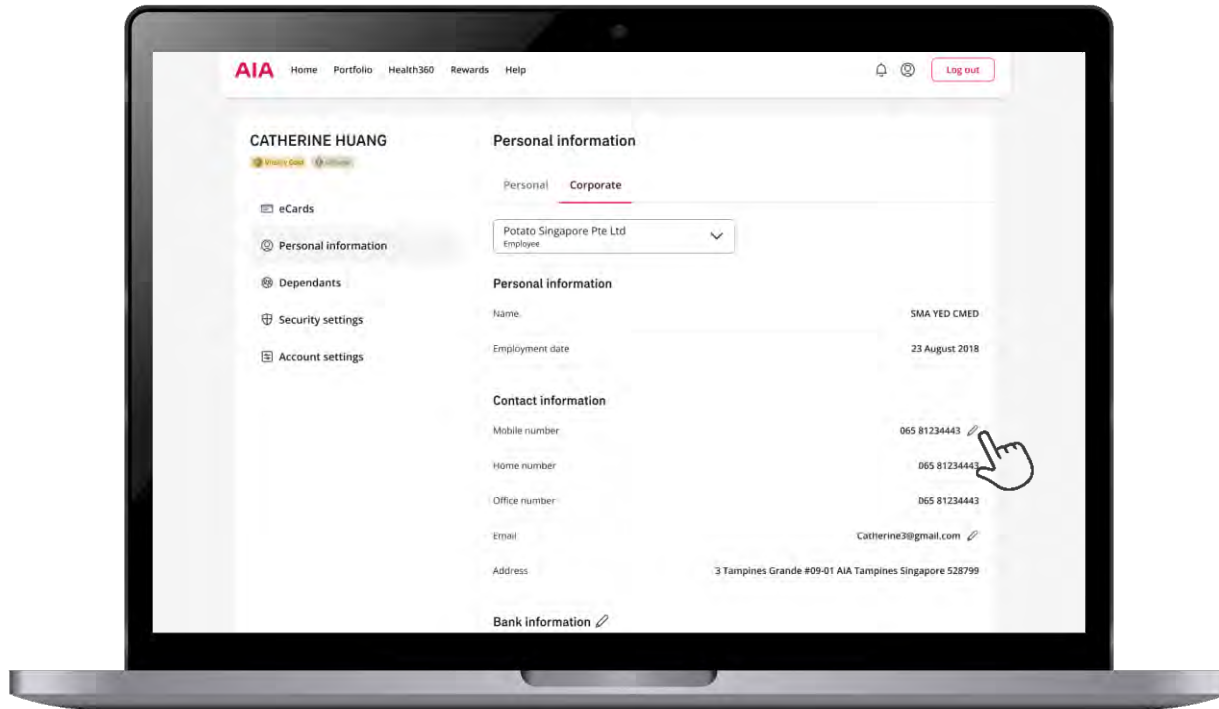
[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)

Personal Information (change mobile number)

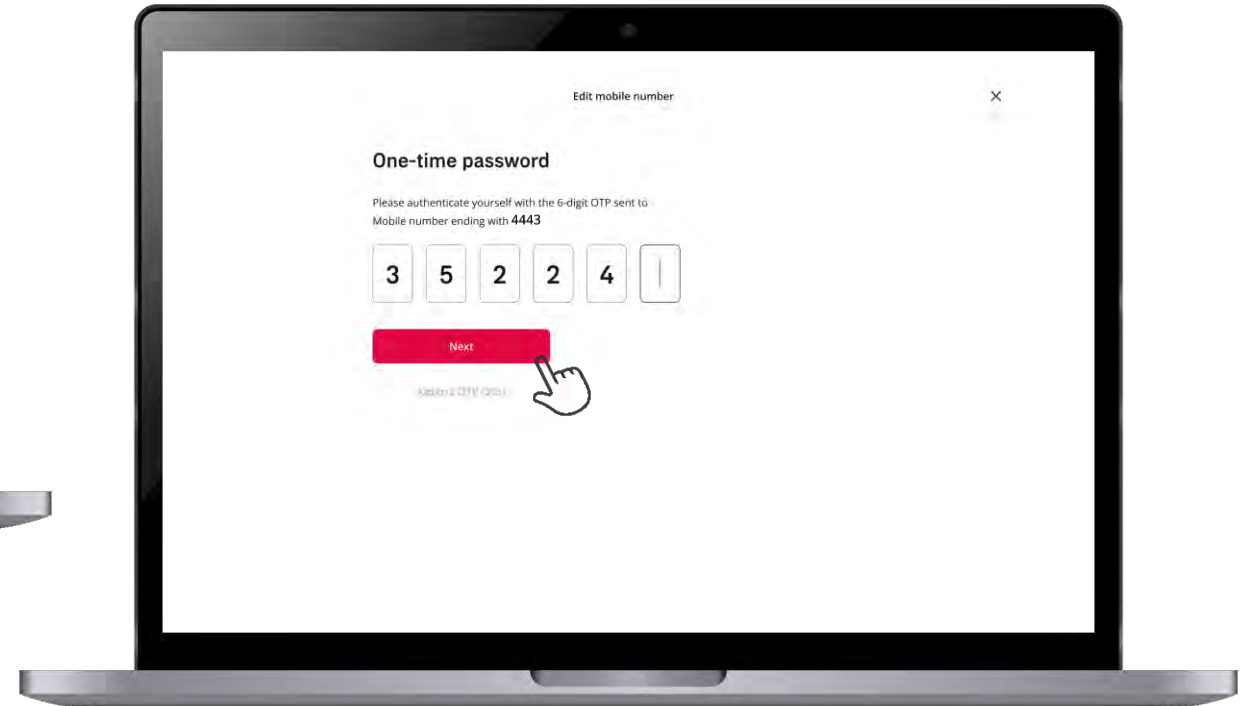


03

Select the pencil icon to change your mobile number

3a)

Enter your One Time Password (OTP)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

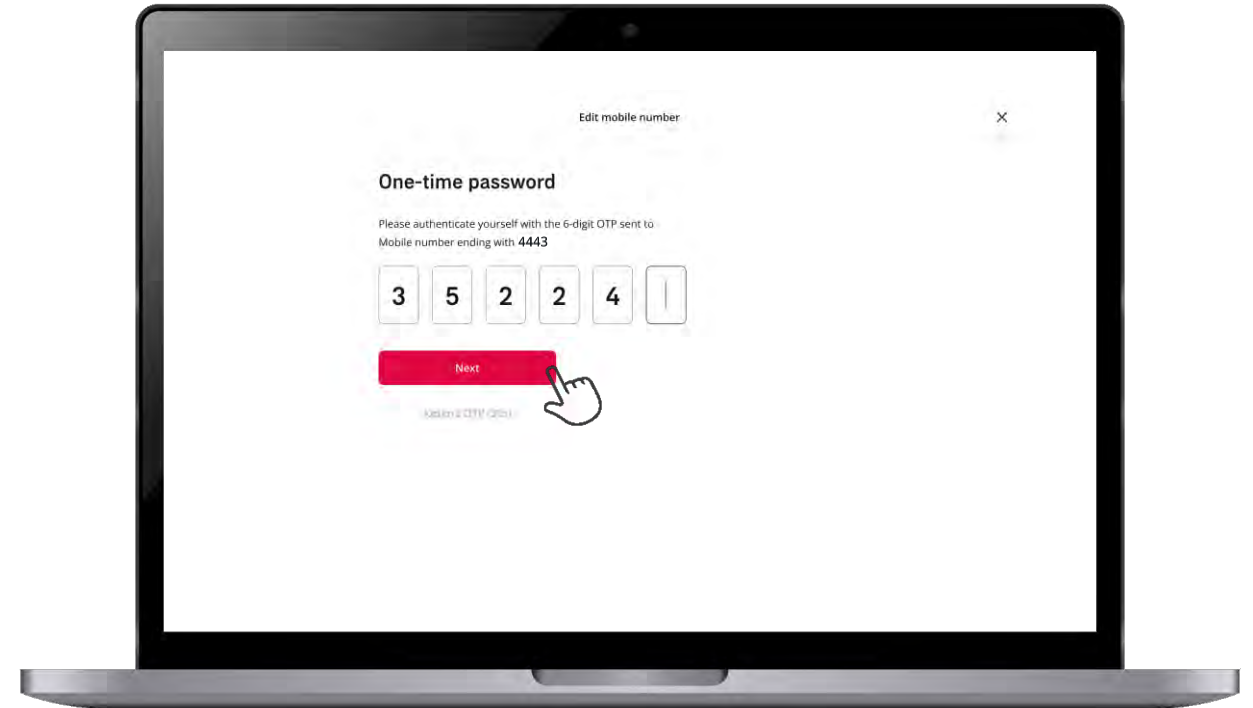
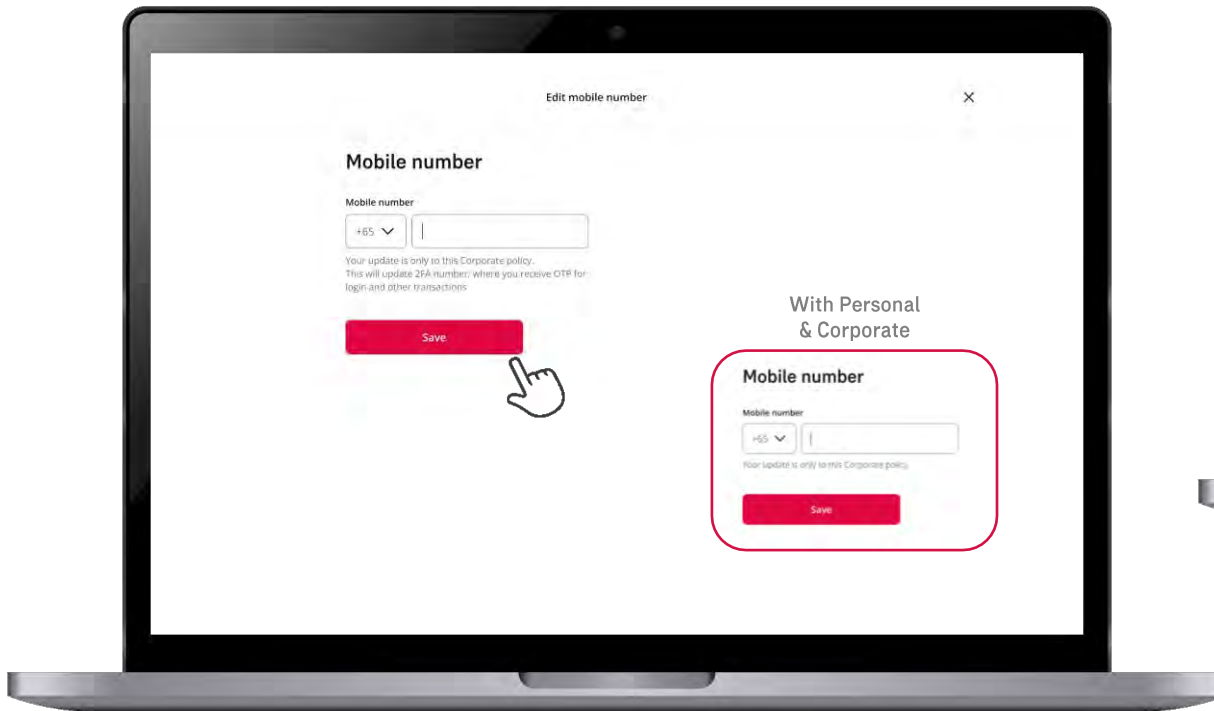
[Let Us Help](#)

[Others](#)



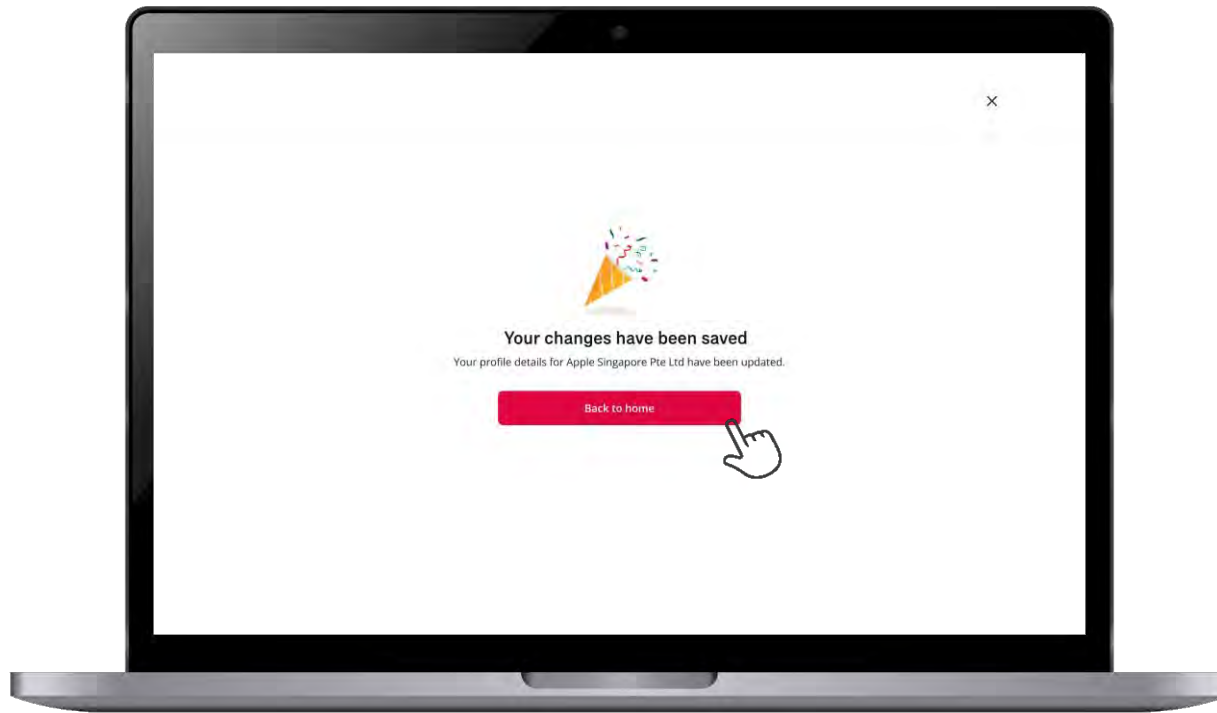
Personal Information (change mobile number)

3b) Enter your new mobile number



3c) Enter your New One Time Password (OTP)

Personal Information (change mobile number)



3d)

You have successfully changed your mobile number



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

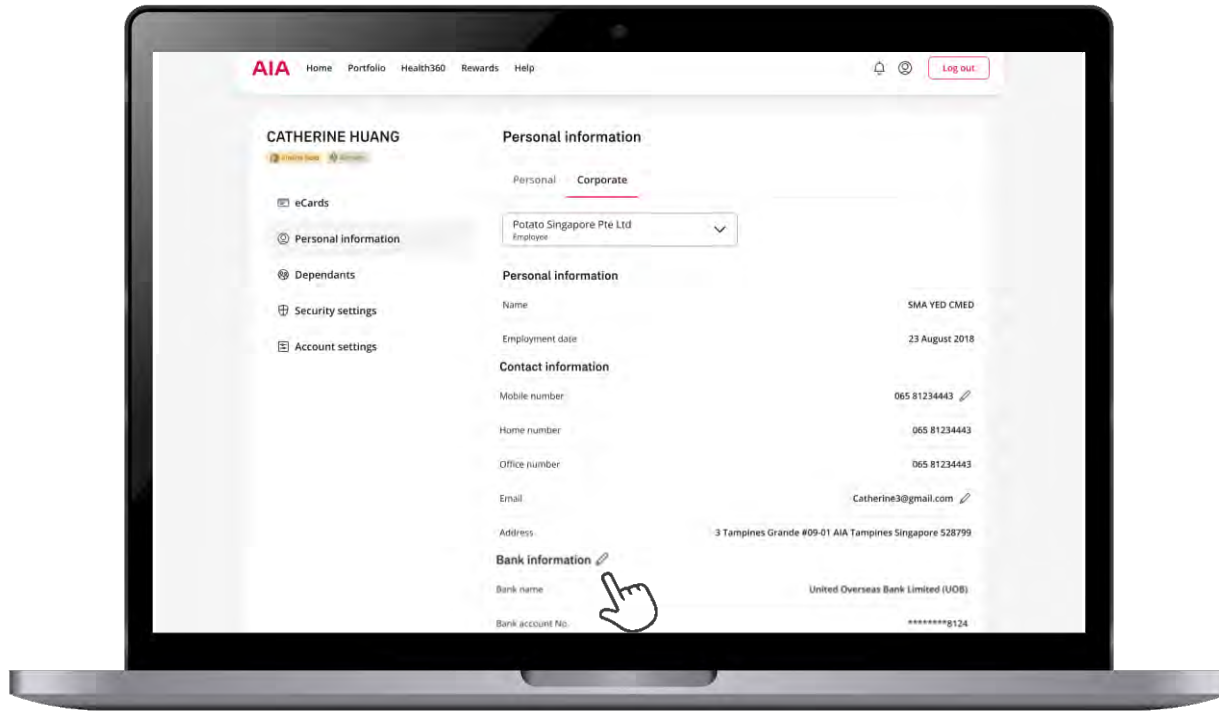
[Health 360](#)

[Let Us Help](#)

[Others](#)



Personal Information (change bank information)

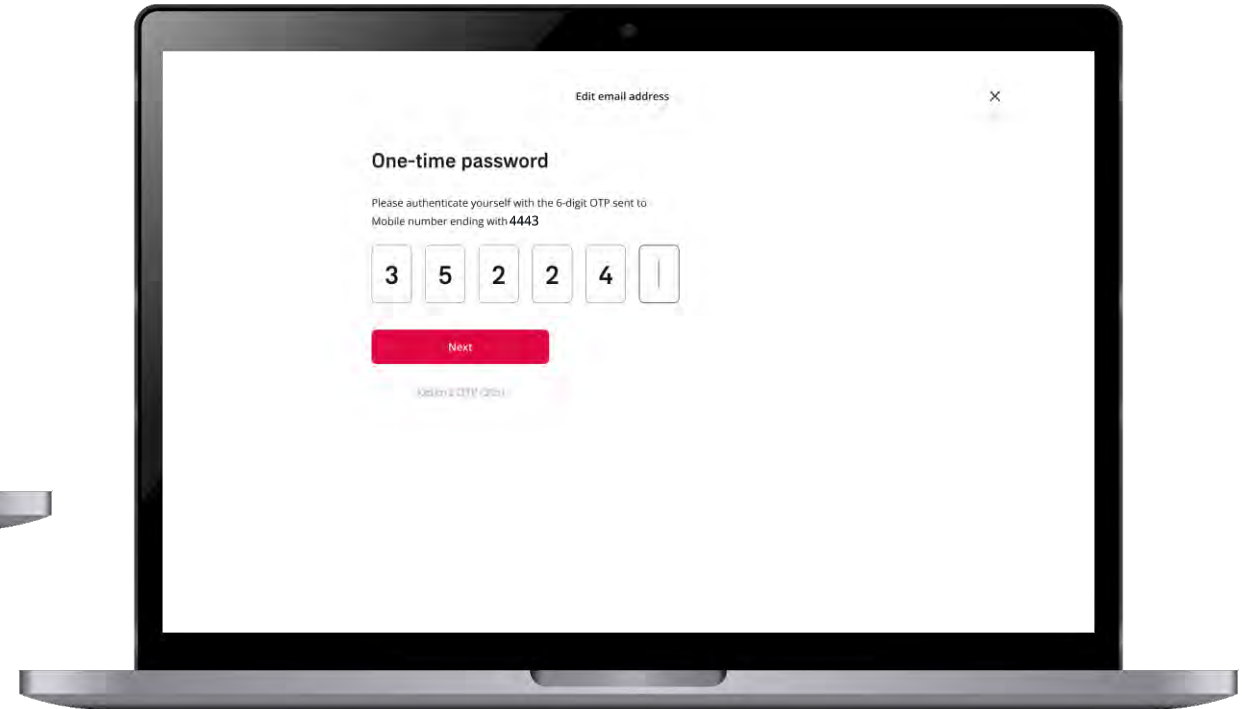


05

Select the pencil icon to change your bank information

5a)

Enter your One Time Password (OTP)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)



Personal Information (change bank information)

5b) Enter your new bank information

Bank information

Bank account No.
065 81238124

Please omit dashes or spaces

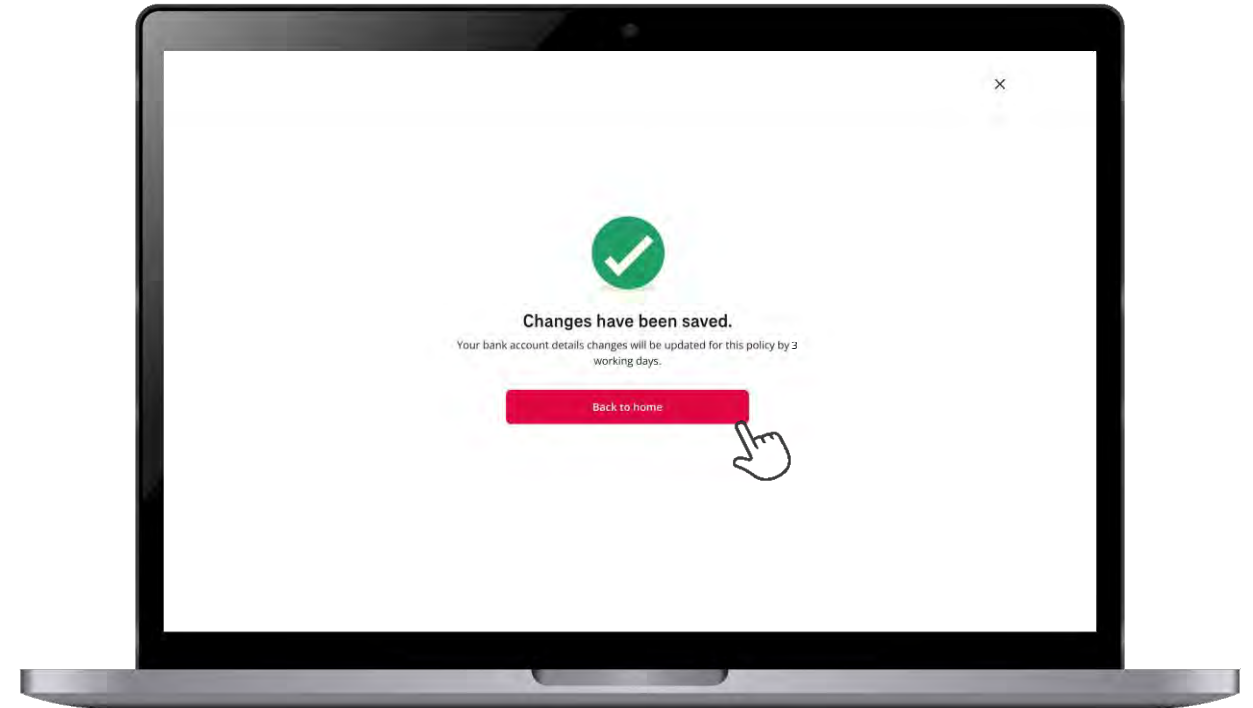
How would you like to identify the bank?
☒ Branch code ☐ SWIFT code

Bank name
United Overseas Bank Ltd

Bank branch code
068

Note: Changes made to your bank account details may take up to 3 working days to be processed. During this time, claim reimbursements will be paid to the previous bank account or Payflow-NB/CFTs, where applicable.

Save



5c) You have successfully changed your bank information



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

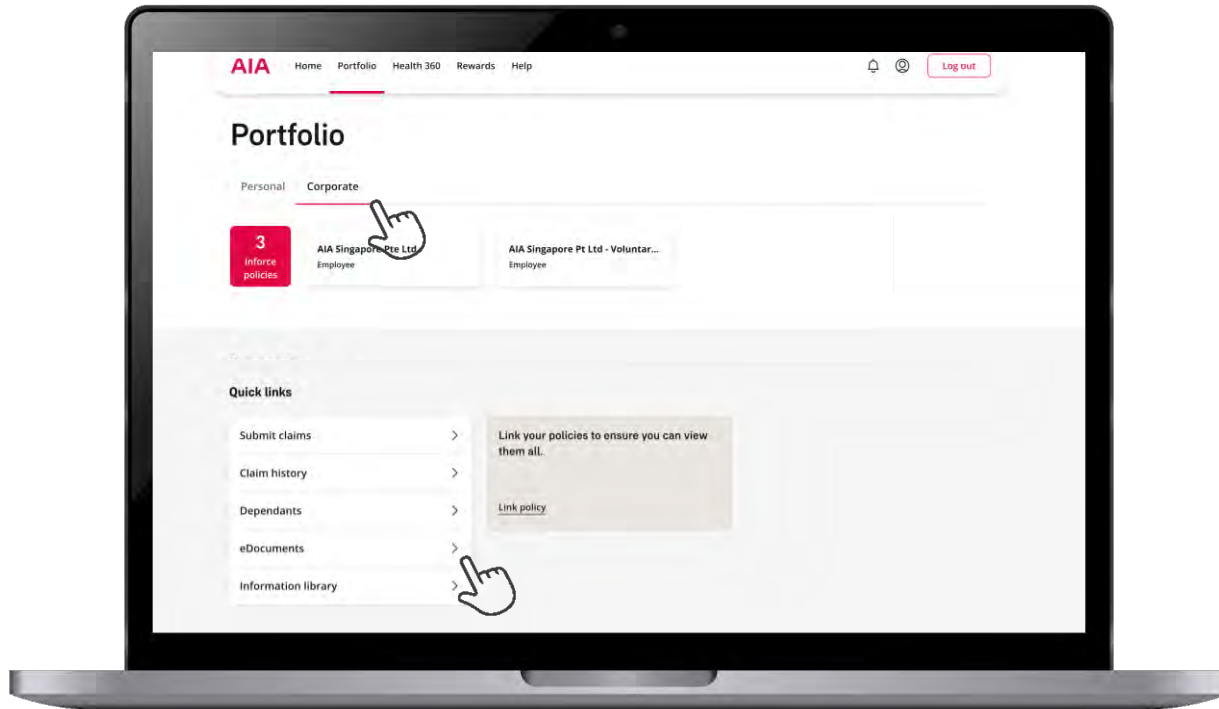
[Health 360](#)

[Let Us Help](#)

[Others](#)

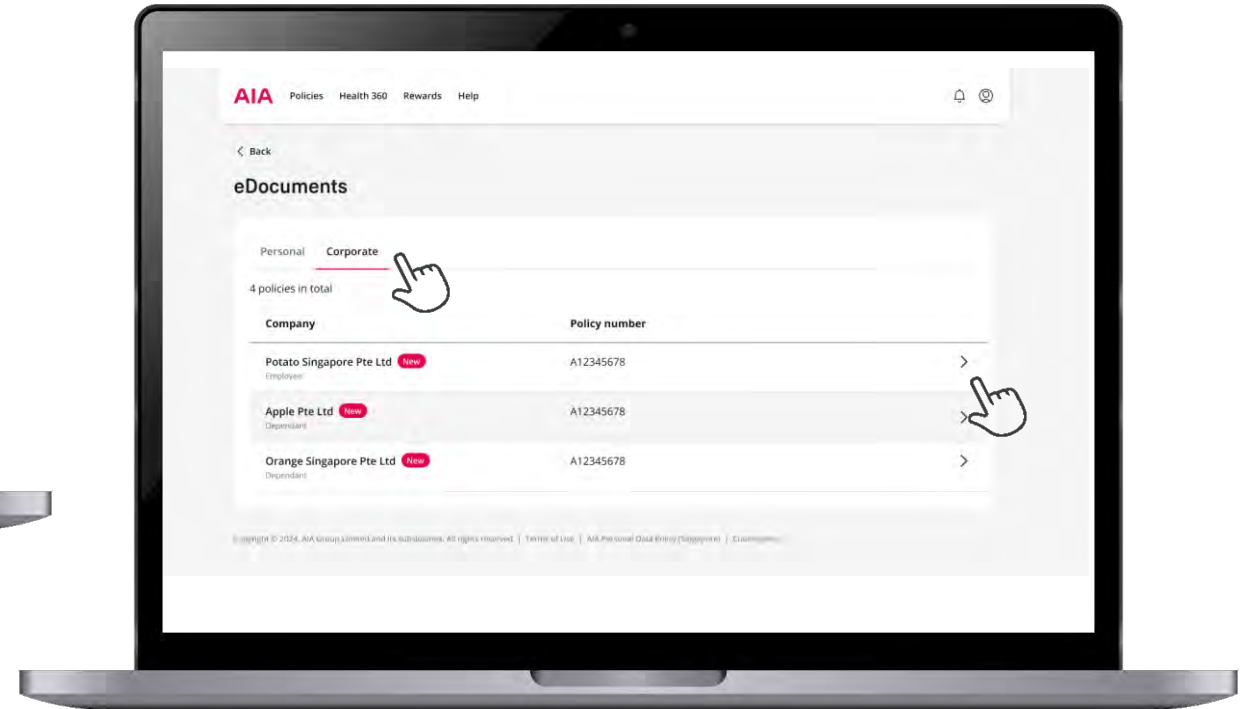


eDocuments



01 Under [Portfolio](#) (eDocuments), Select Corporate & scroll to Quick links to access eDocuments

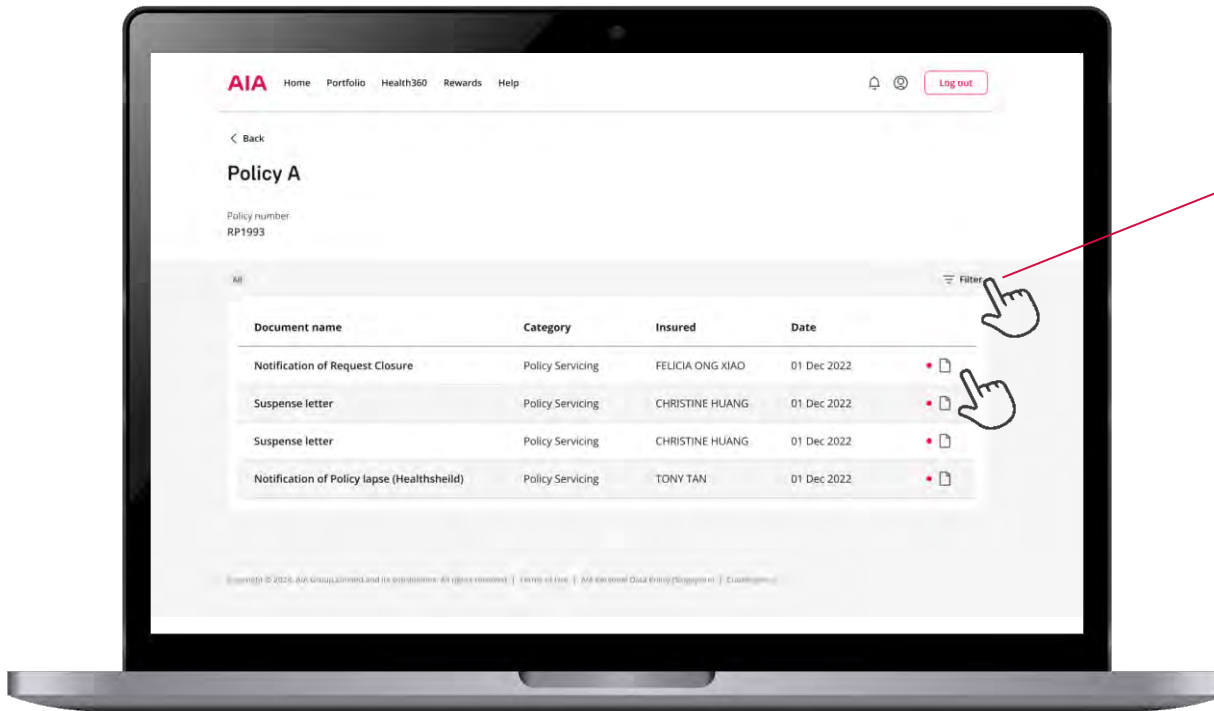
02 List of your Corporate eDocuments. Select for more details



eDocuments

03

Your Corporate eDocuments Details. Select to Filter or Select to view more details and/or download.



Filter

Received in

From To

[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

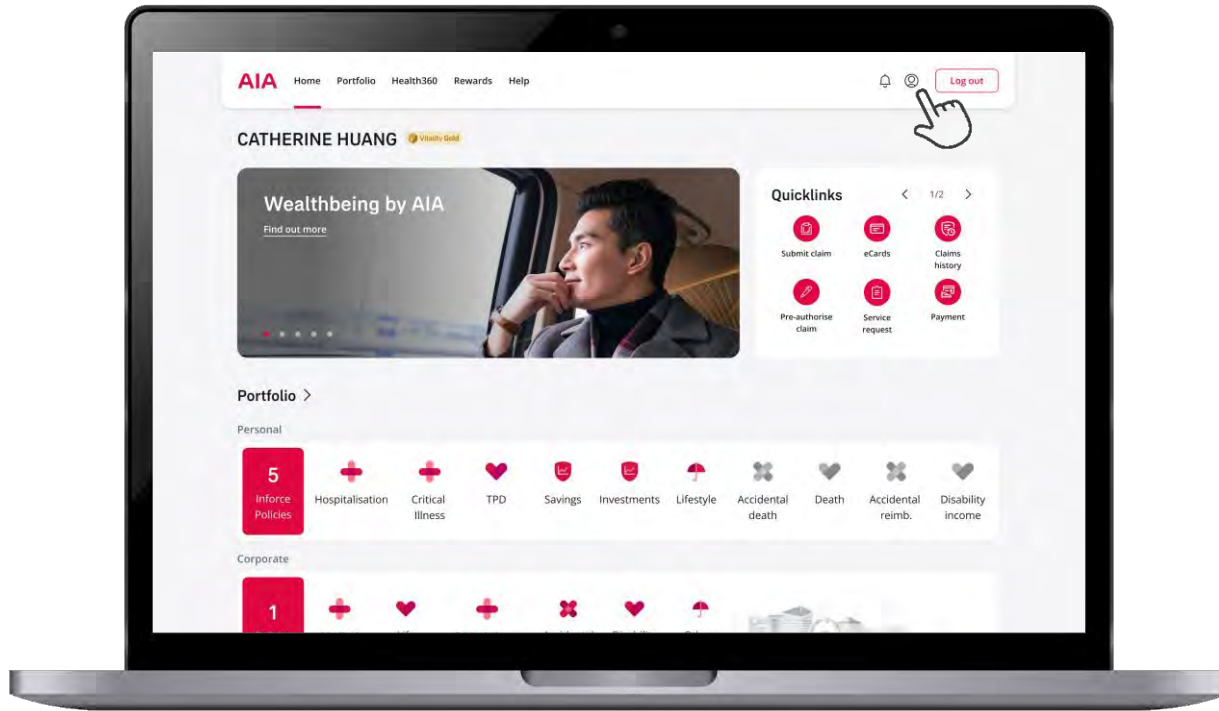
[Health 360](#)

[Let Us Help](#)

[Others](#)



Marketing consent

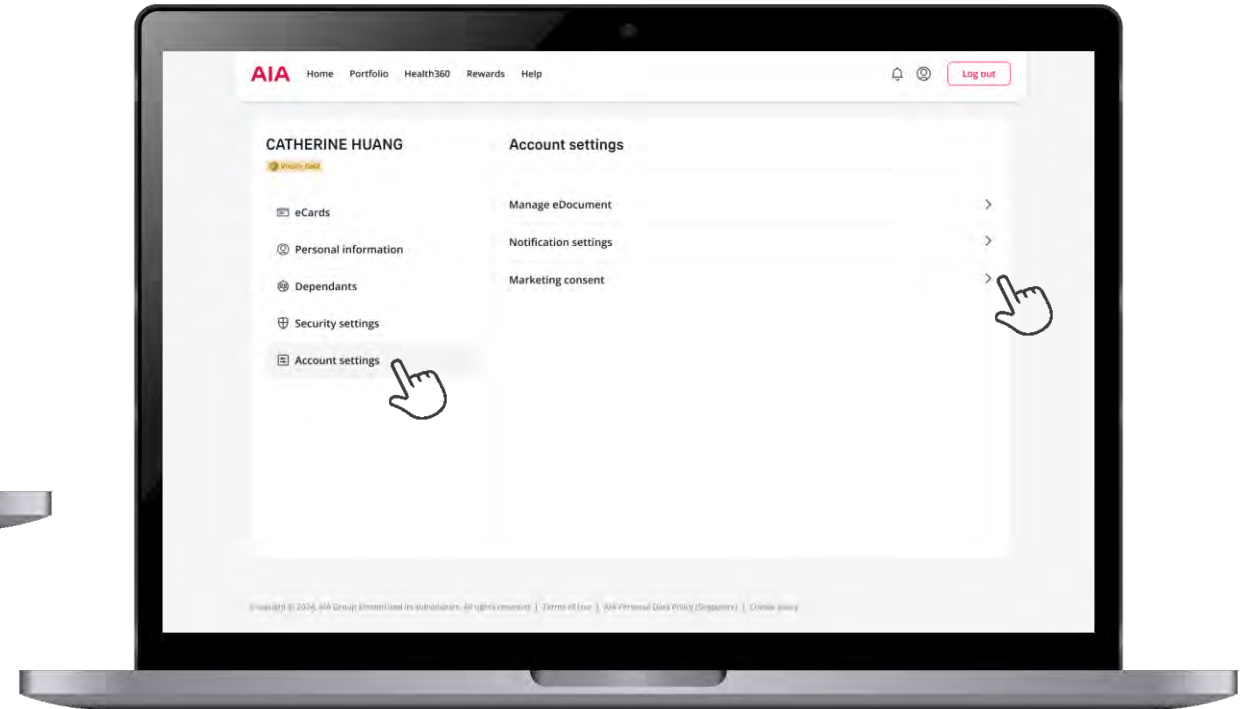


01

Under [Dashboard](#) Select Profile Icon

02

Select Account settings & Marketing consent



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

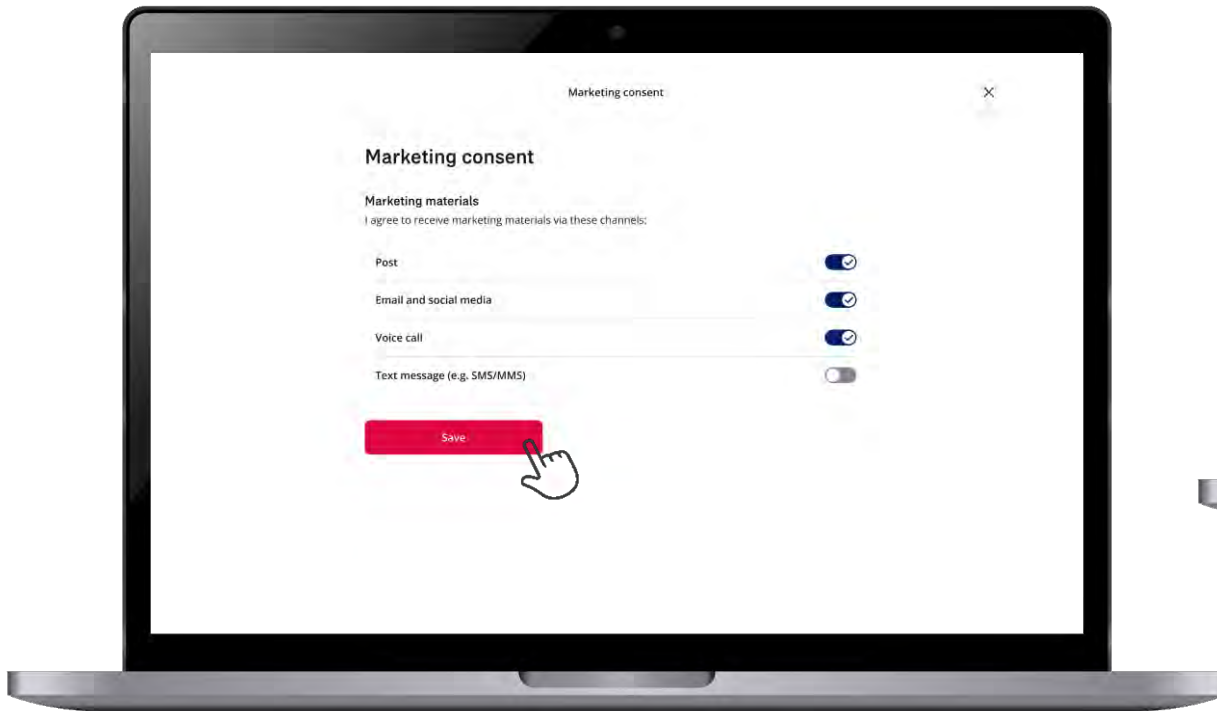
[Others](#)



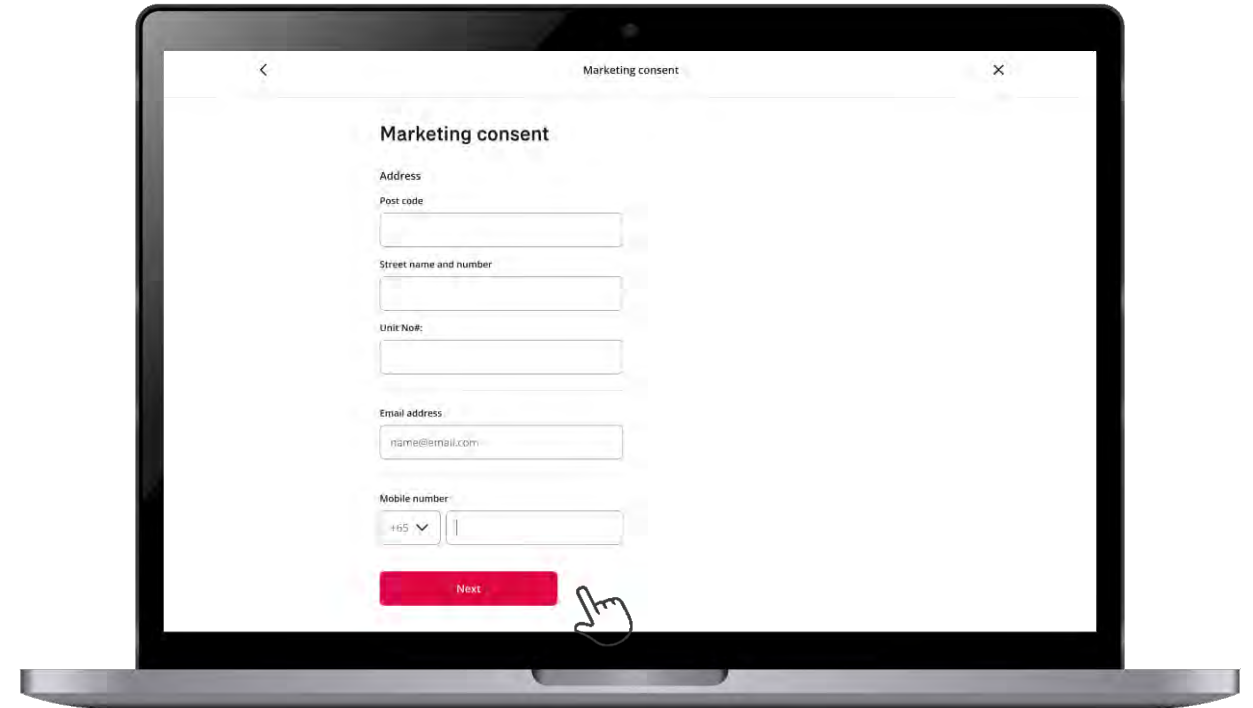
Marketing consent

03

Let us know your preferred communication



The laptop screen shows a 'Marketing consent' form. At the top, it says 'Marketing consent' with a close button. Below that, 'Marketing materials' is followed by 'I agree to receive marketing materials via these channels:'. There are four options with toggle switches: 'Post' (checked), 'Email and social media' (checked), 'Voice call' (checked), and 'Text message (e.g. SMS/MMS)' (unchecked). A red 'Save' button is at the bottom, with a hand icon pointing to it.



The laptop screen shows a 'Marketing consent' form. At the top, it says 'Marketing consent' with a close button. Below that, there are input fields for 'Address', 'Post code', 'Street name and number', 'Unit No#', 'Email address' (with 'name@email.com' entered), and 'Mobile number' (with a dropdown for '+65' and a field for the number). A red 'Next' button is at the bottom, with a hand icon pointing to it.

04

Let us know your details (Pure Corporate)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

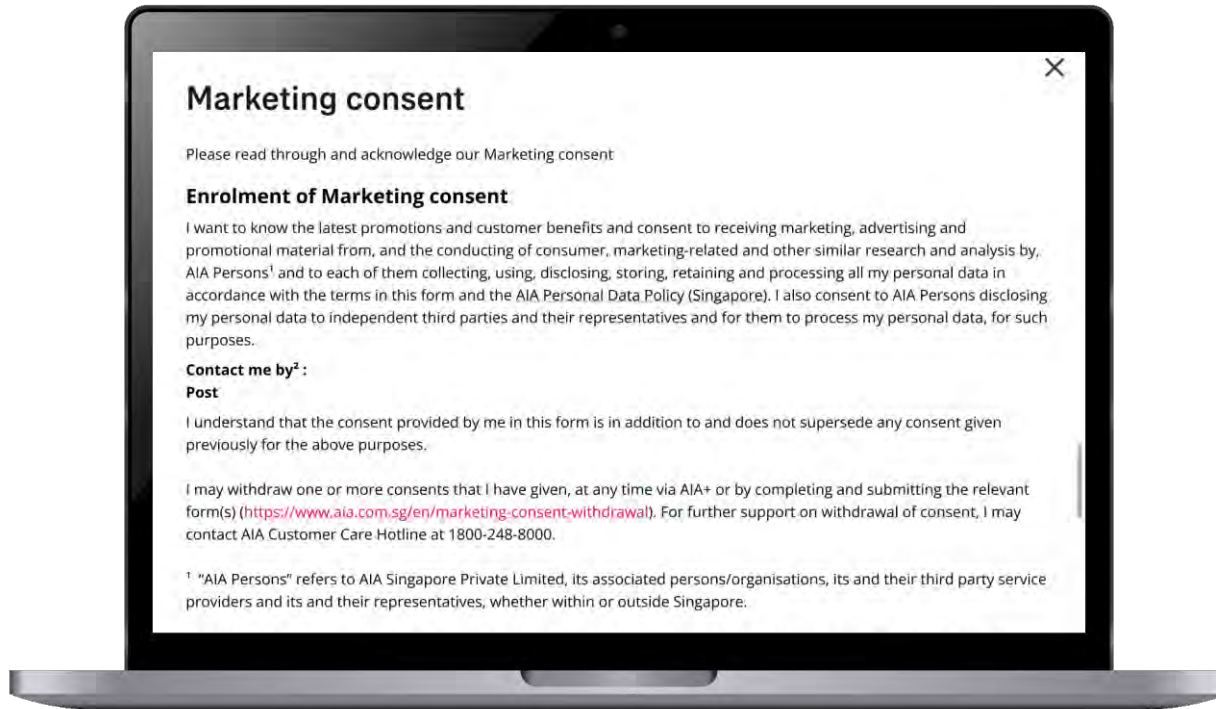
[Health 360](#)

[Let Us Help](#)

[Others](#)

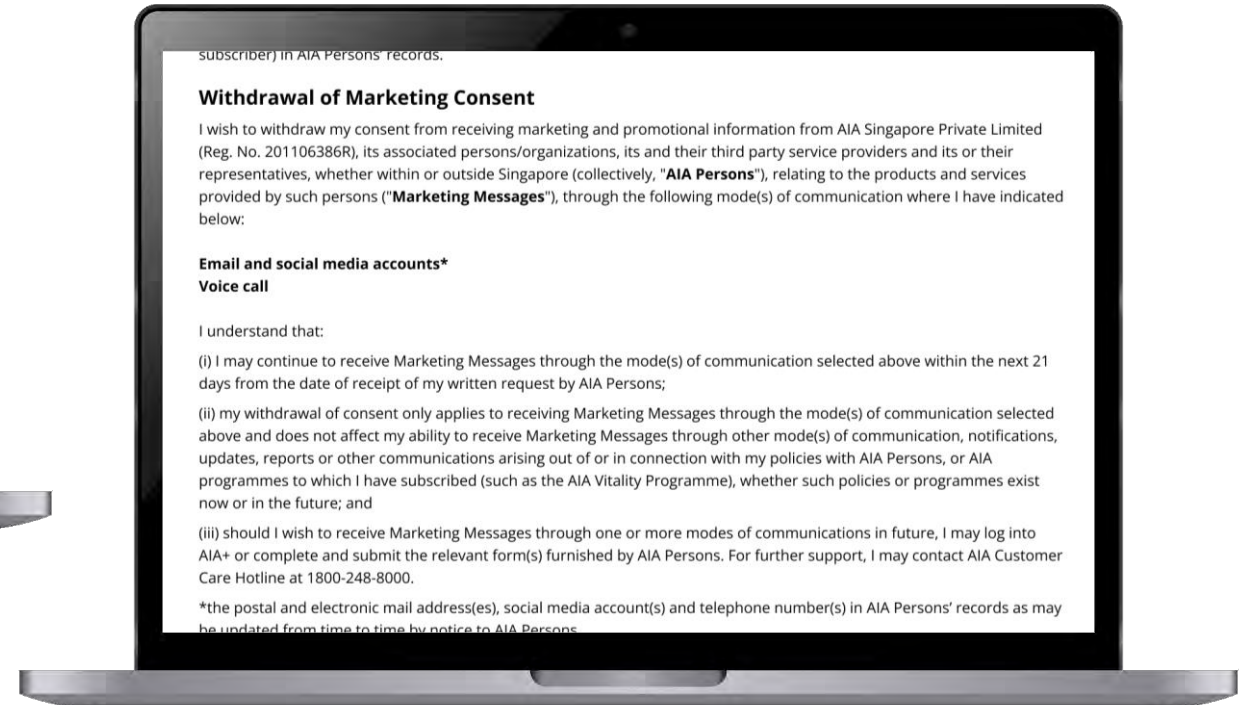


Marketing consent



05

Giving / Withdrawing consent



Contents

Let's Get Started

Key AIA+ Functions

Your Profile

You're Covered

Your Claims

Health 360

Let Us Help

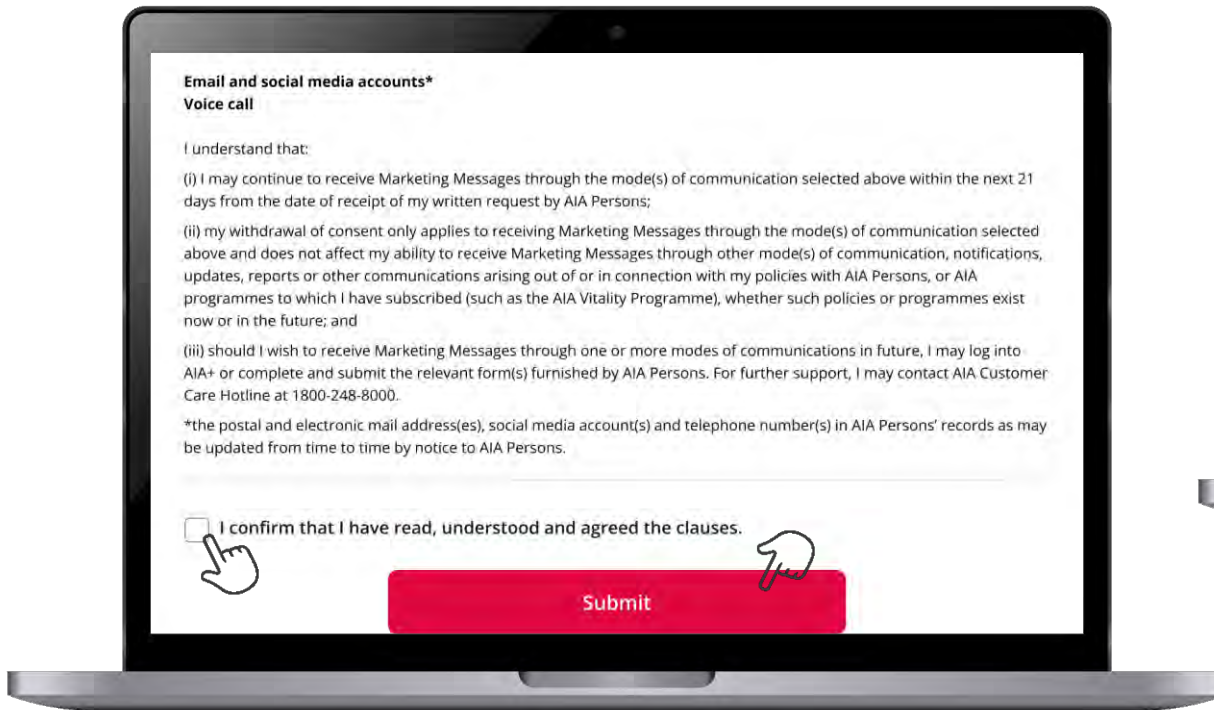
Others



Marketing consent

06

Giving / Withdrawing consent



Email and social media accounts*
Voice call

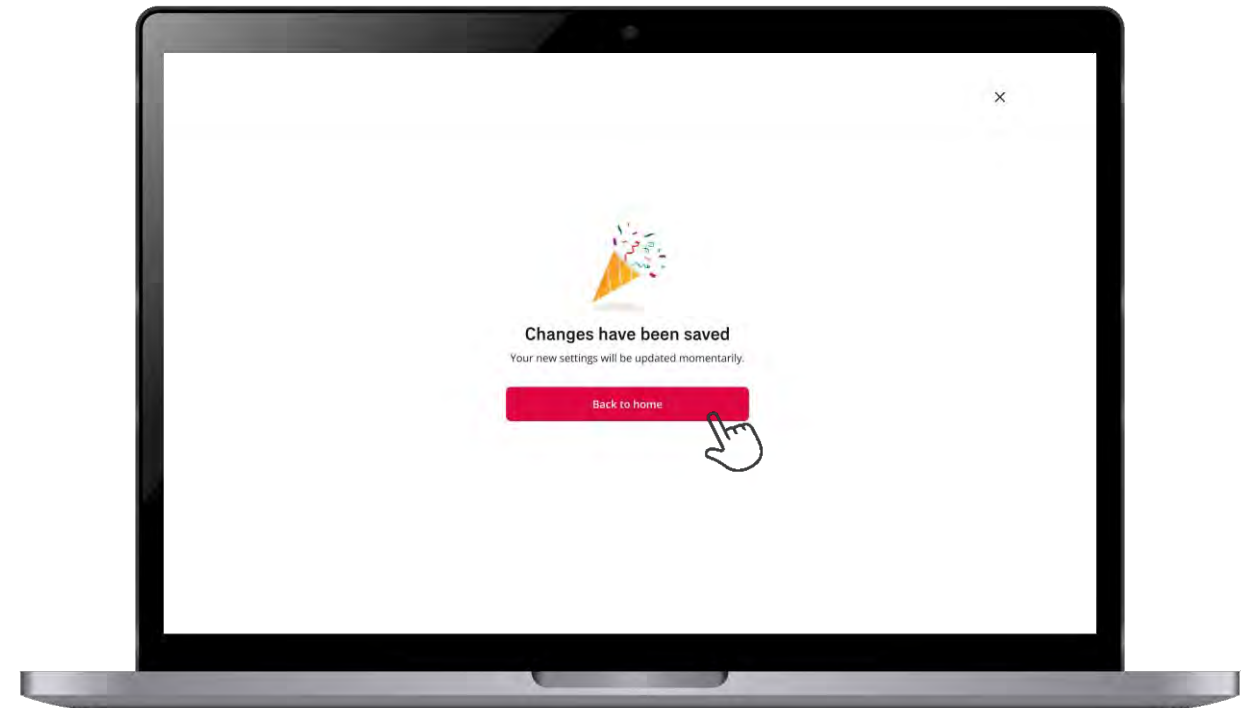
I understand that:

- (i) I may continue to receive Marketing Messages through the mode(s) of communication selected above within the next 21 days from the date of receipt of my written request by AIA Persons;
- (ii) my withdrawal of consent only applies to receiving Marketing Messages through the mode(s) of communication selected above and does not affect my ability to receive Marketing Messages through other mode(s) of communication, notifications, updates, reports or other communications arising out of or in connection with my policies with AIA Persons, or AIA programmes to which I have subscribed (such as the AIA Vitality Programme), whether such policies or programmes exist now or in the future; and
- (iii) should I wish to receive Marketing Messages through one or more modes of communications in future, I may log into AIA+ or complete and submit the relevant form(s) furnished by AIA Persons. For further support, I may contact AIA Customer Care Hotline at 1800-248-8000.

*the postal and electronic mail address(es), social media account(s) and telephone number(s) in AIA Persons' records as may be updated from time to time by notice to AIA Persons.

☐ I confirm that I have read, understood and agreed the clauses.

Submit



07

You have given / withdrawn your consent



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

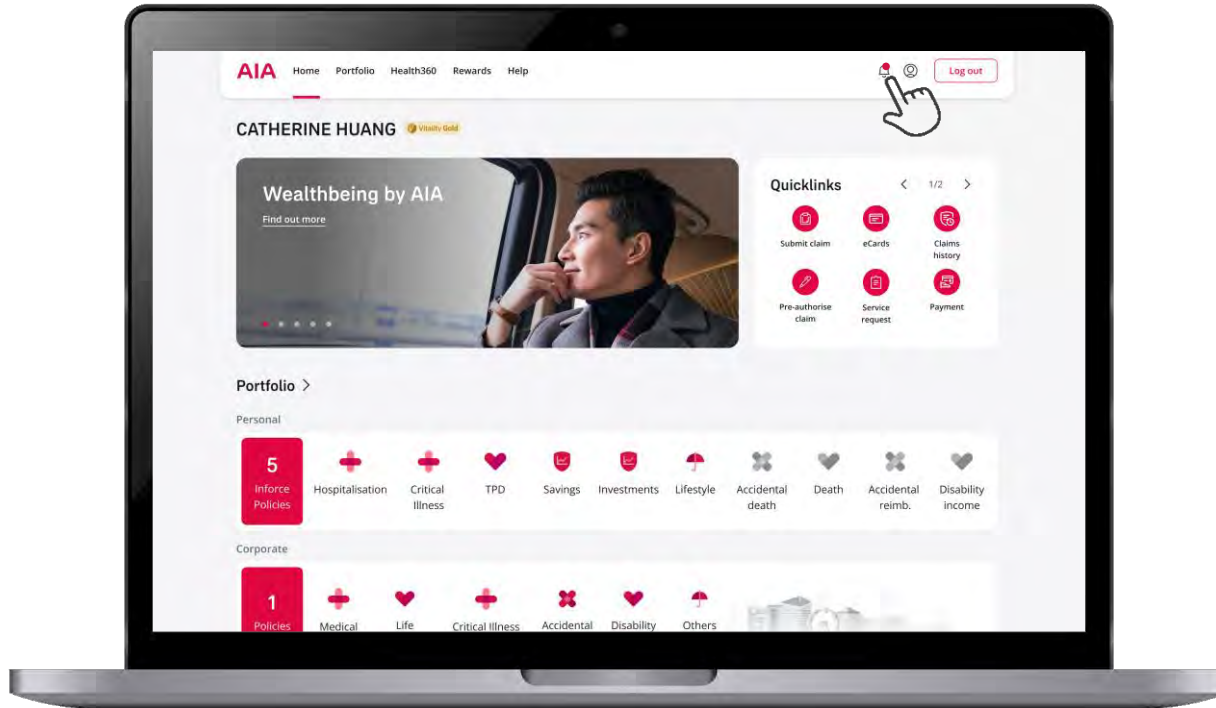
[Health 360](#)

[Let Us Help](#)

[Others](#)



Notification

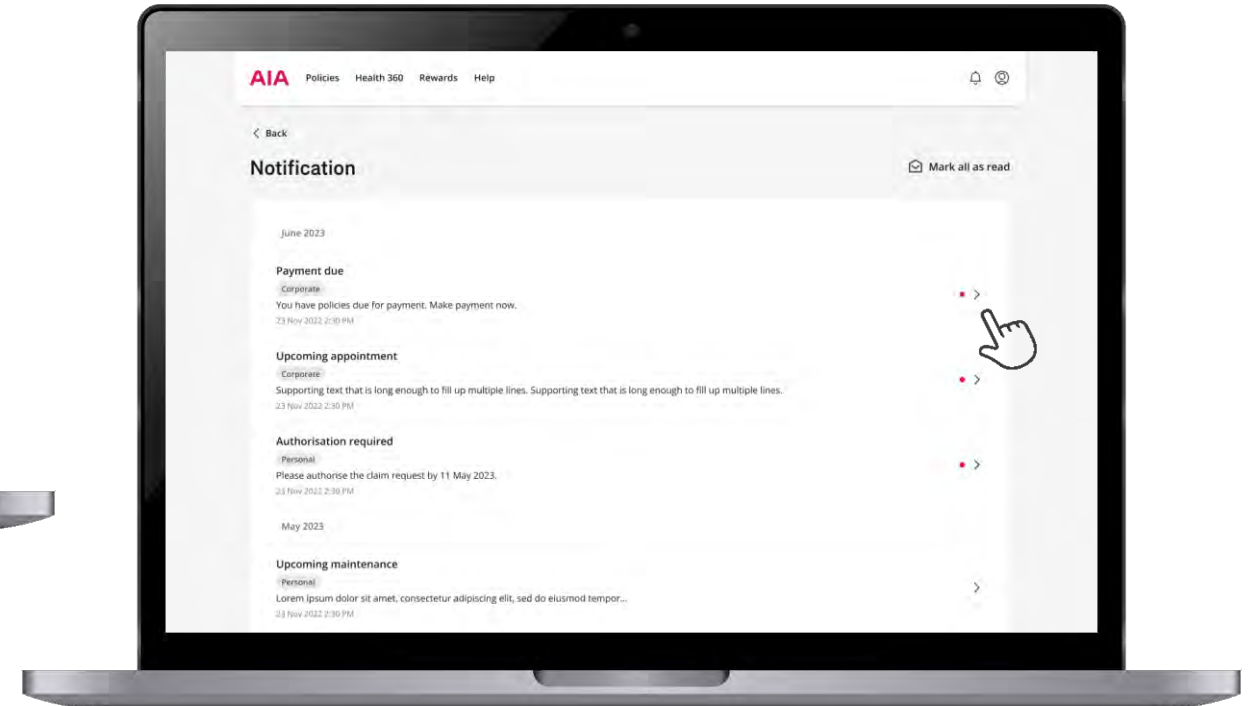


01

Under [Dashboard](#) Select Notification Bell Icon

02

Your notification summary



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)





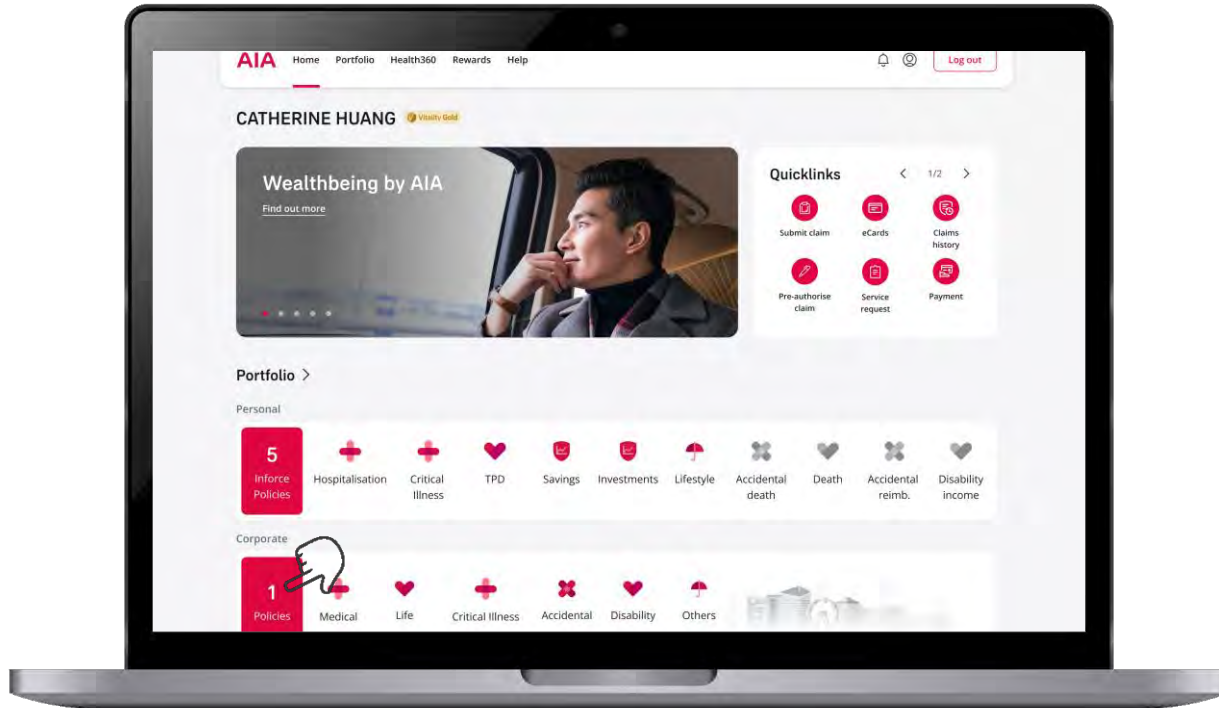
HEALTHIER, LONGER,
BETTER LIVES

You're Covered



[Policy list](#) | [Coverage](#) | [Benefits](#) | [eHDF](#) | [Important task](#)

Policy list

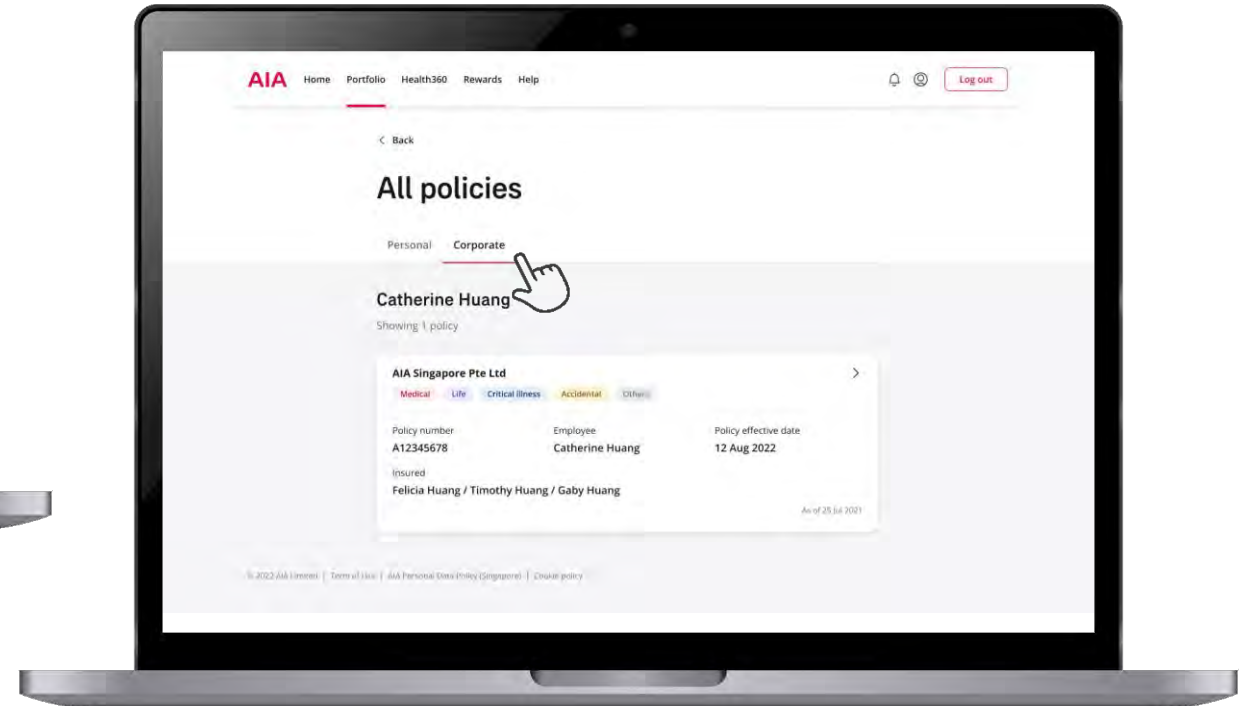


01

Under [Dashboard](#), Select Number of Policies

02

Corporate policy list



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

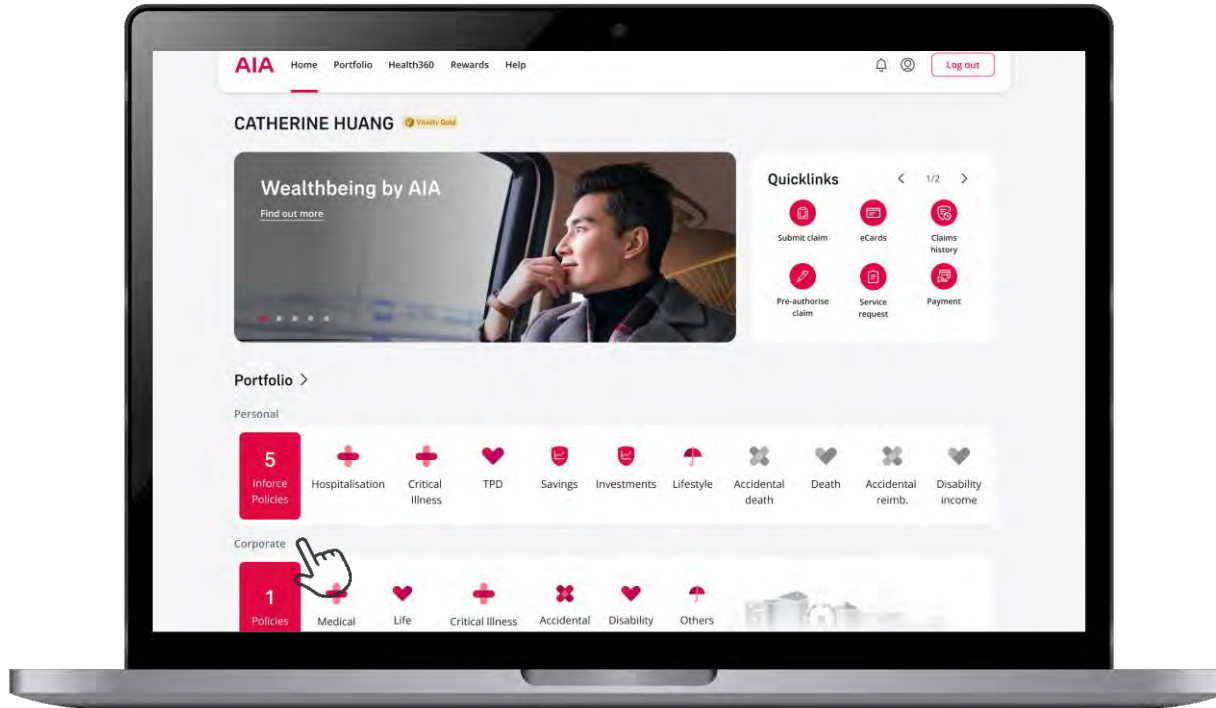
[Health 360](#)

[Let Us Help](#)

[Others](#)



Coverage

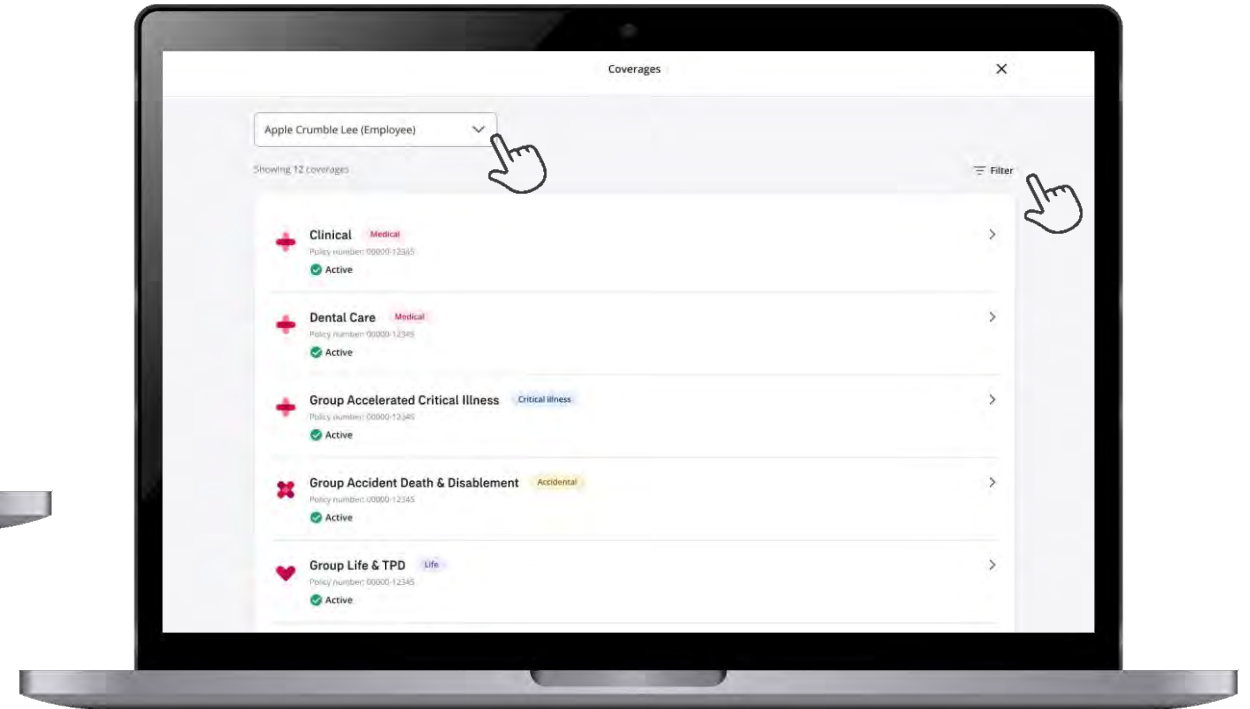


01

Under [Dashboard](#), Select Coverage

02

List of coverages by client & by insured (Filter where required)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

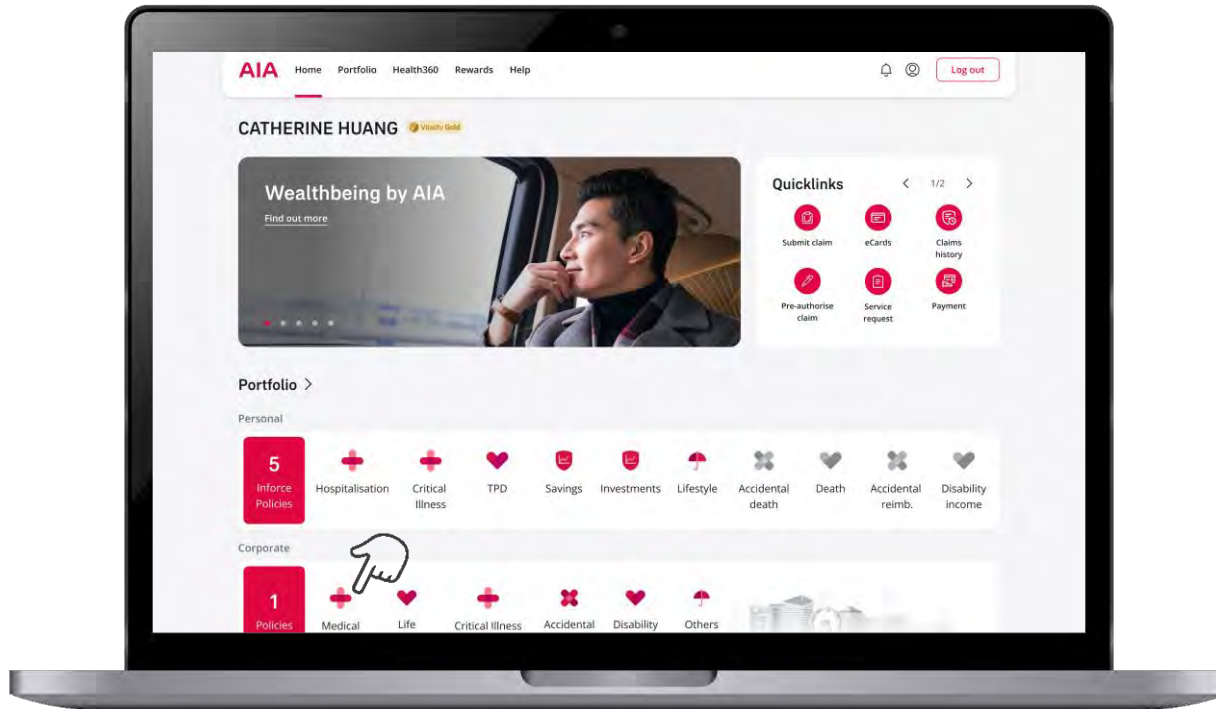
[Health 360](#)

[Let Us Help](#)

[Others](#)



Benefits

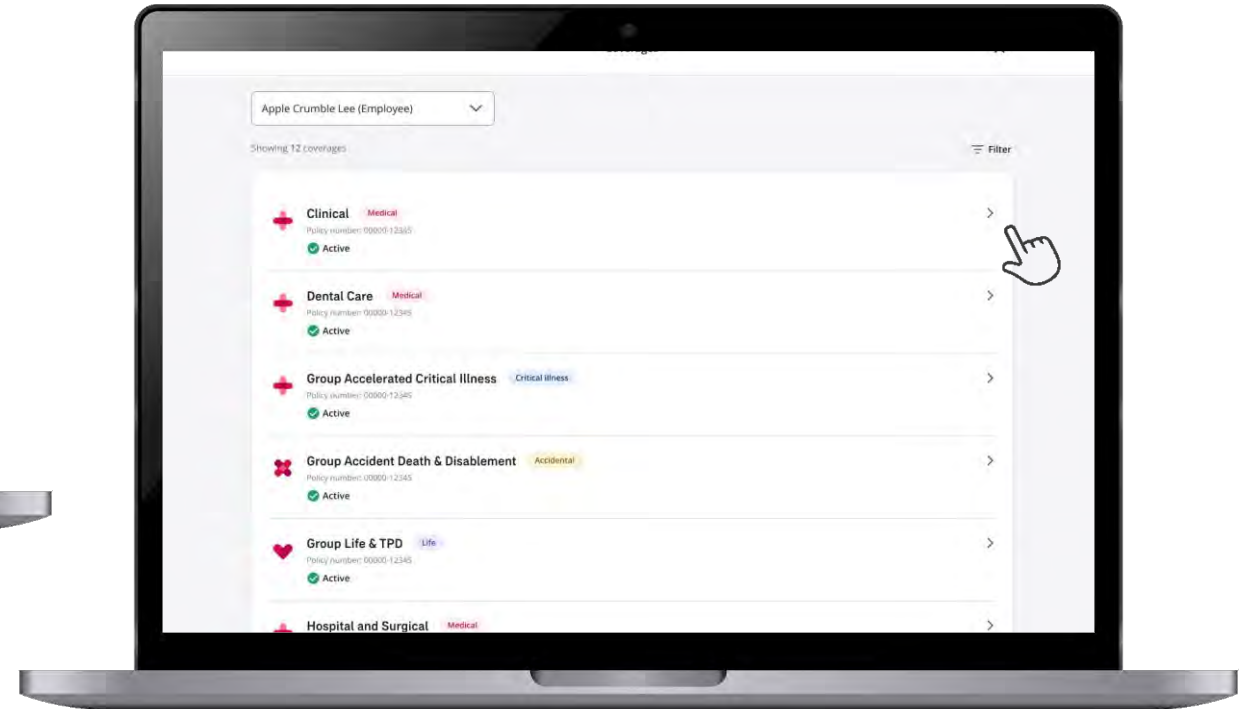


01

Under [Dashboard](#), Select Benefit

02

List of coverages by client & by insured



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

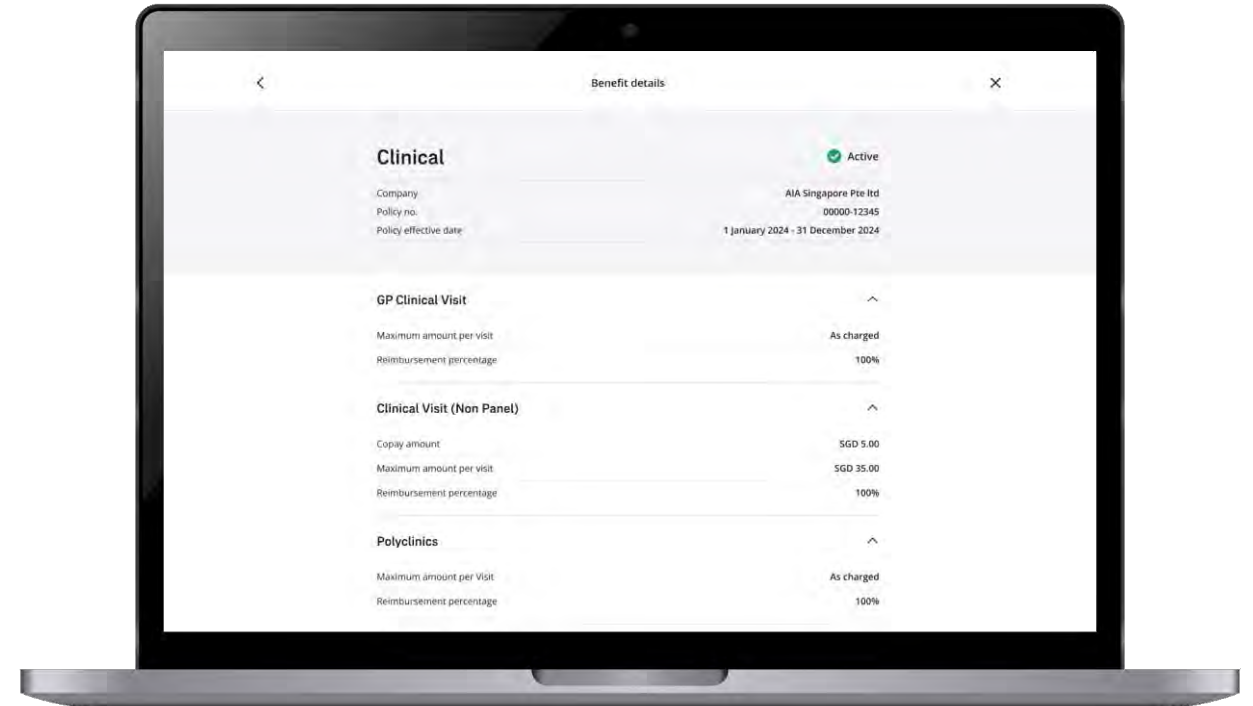
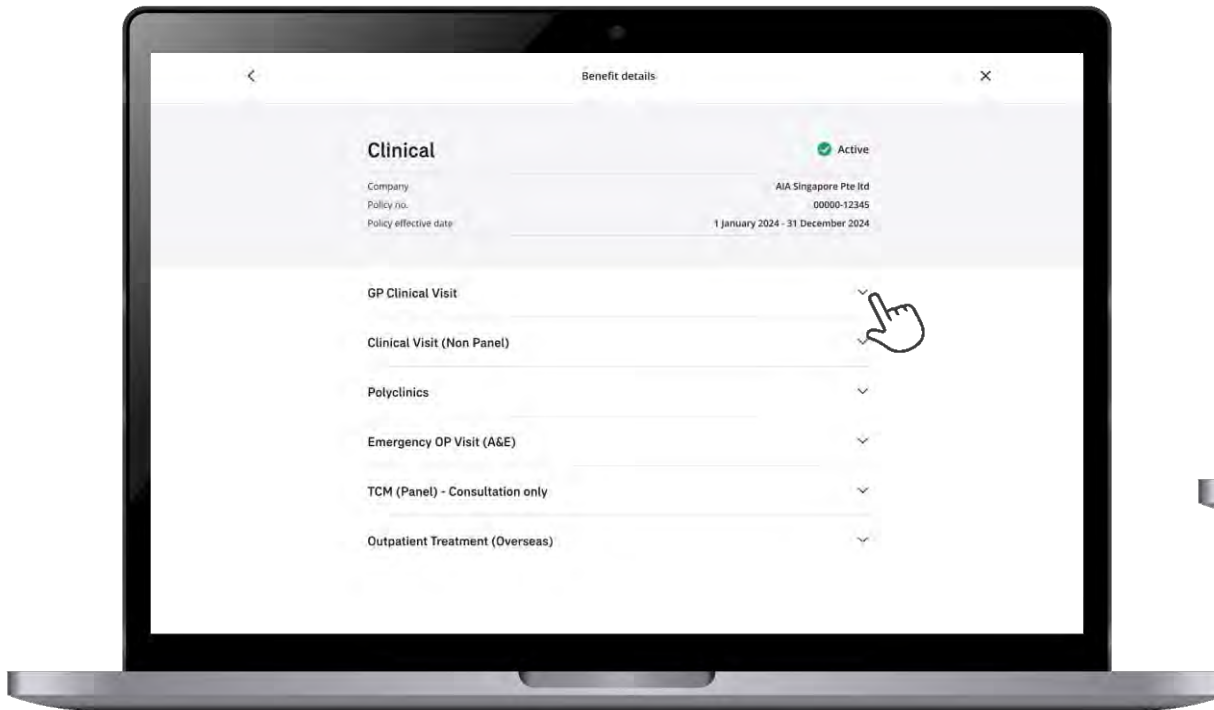
[Others](#)



Benefits

03

Overview of Benefits (expand for more details)



04

Benefit details expanded view



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

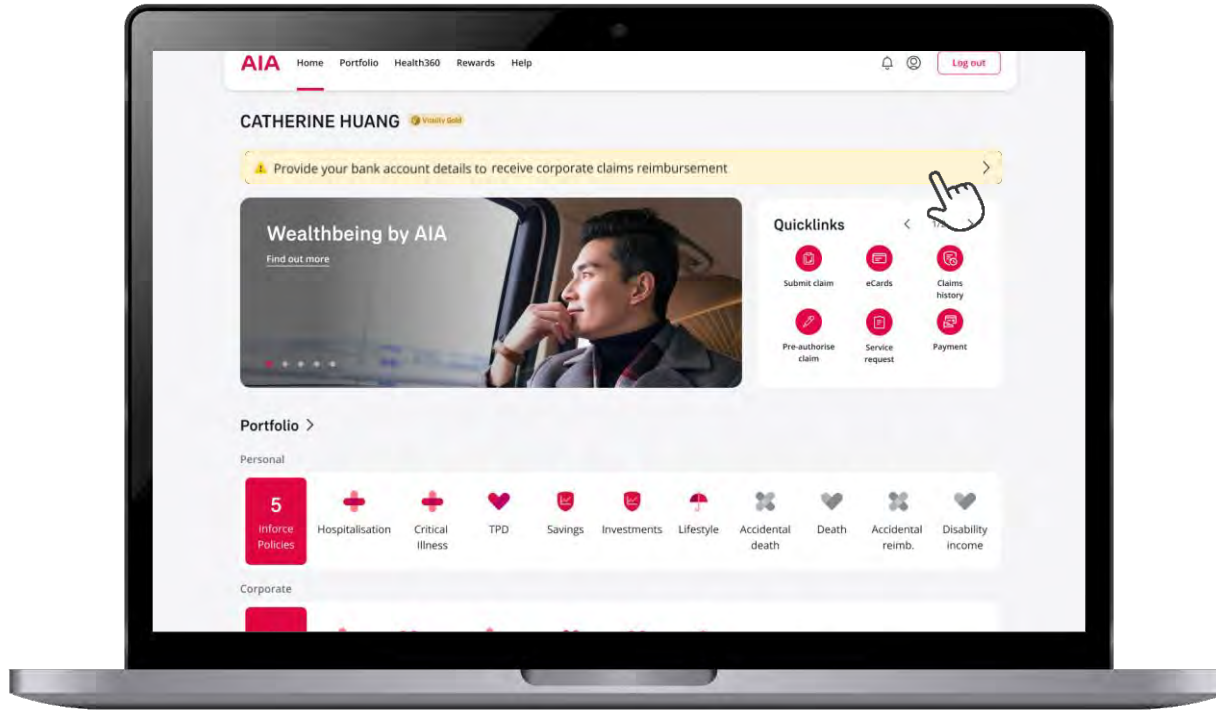
[Health 360](#)

[Let Us Help](#)

[Others](#)



Important task (Profile)

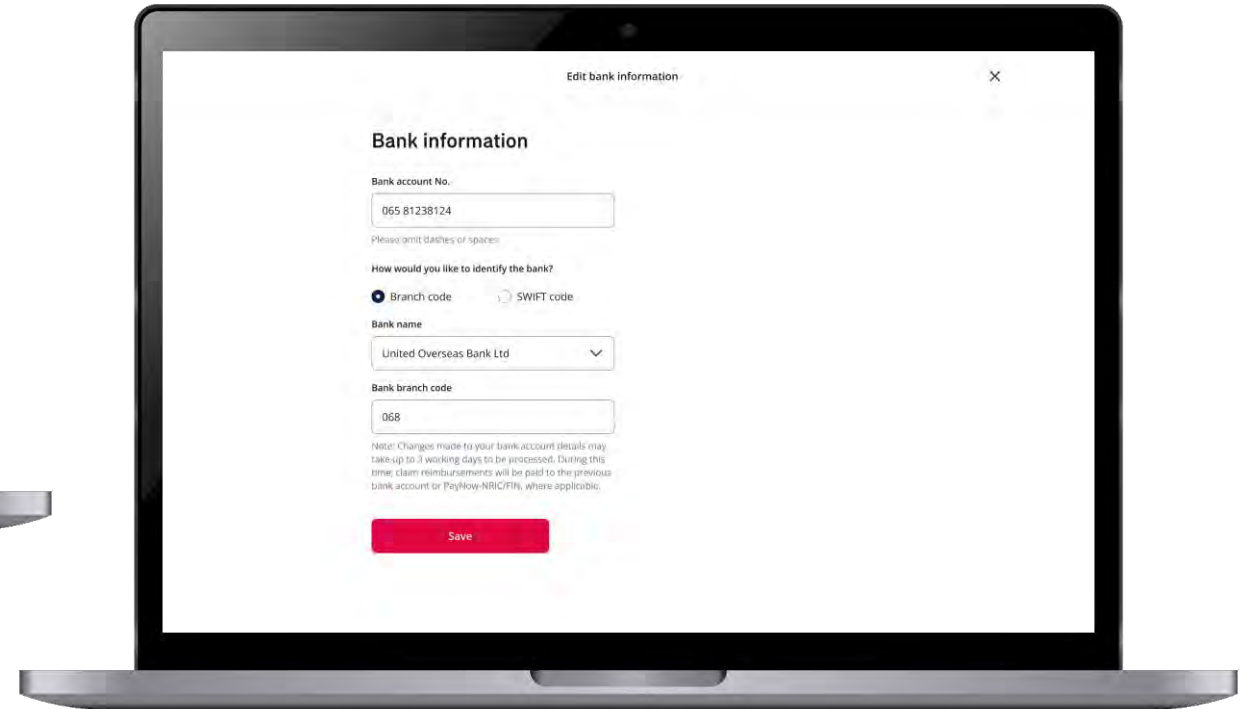


01

Under [Dashboard](#), Select Important Task Banner

02

You will be directed to the [Personal Information](#) flow



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

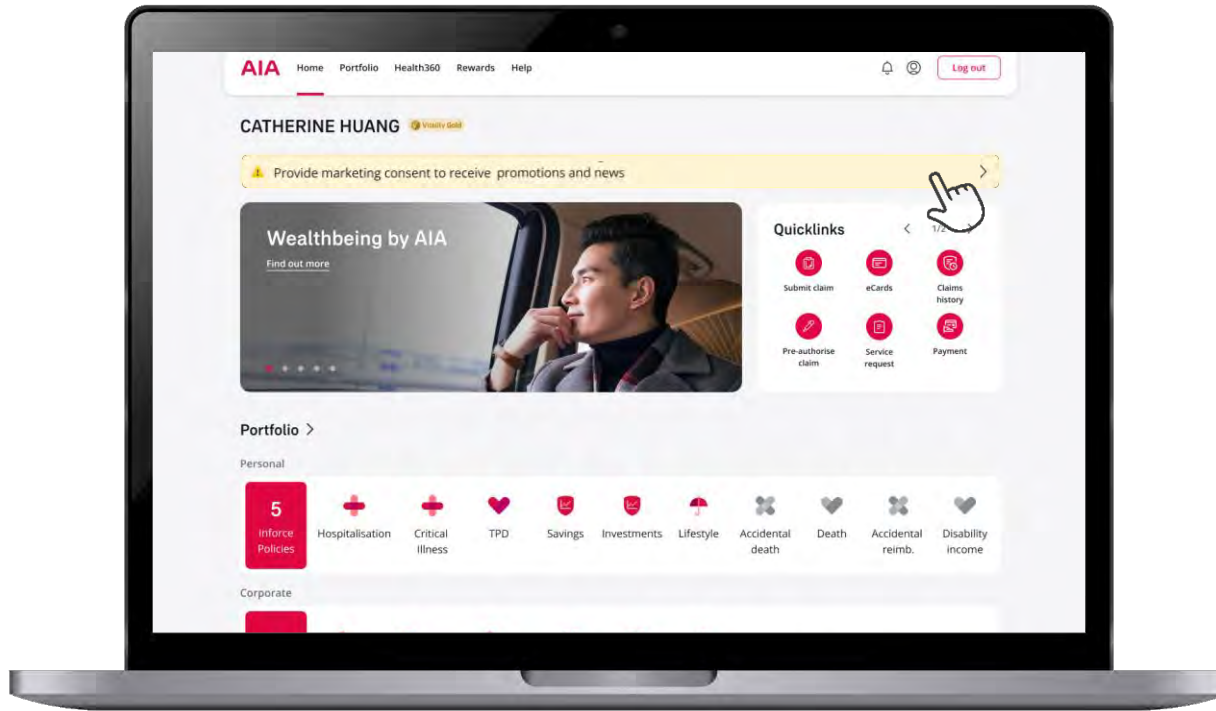
[Health 360](#)

[Let Us Help](#)

[Others](#)



Important task (Personal Information)

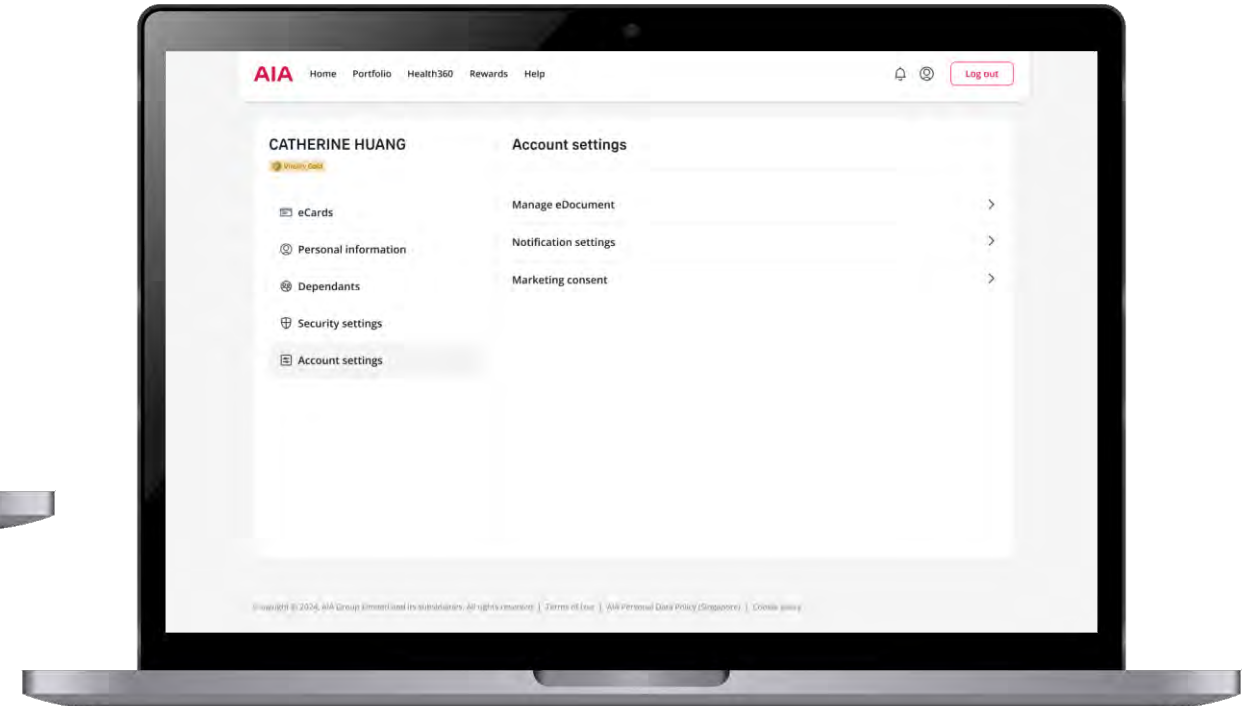


01

Under [Dashboard](#), Select Important Task Banner

02

You will be directed to the [Marketing Consent](#) flow



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)





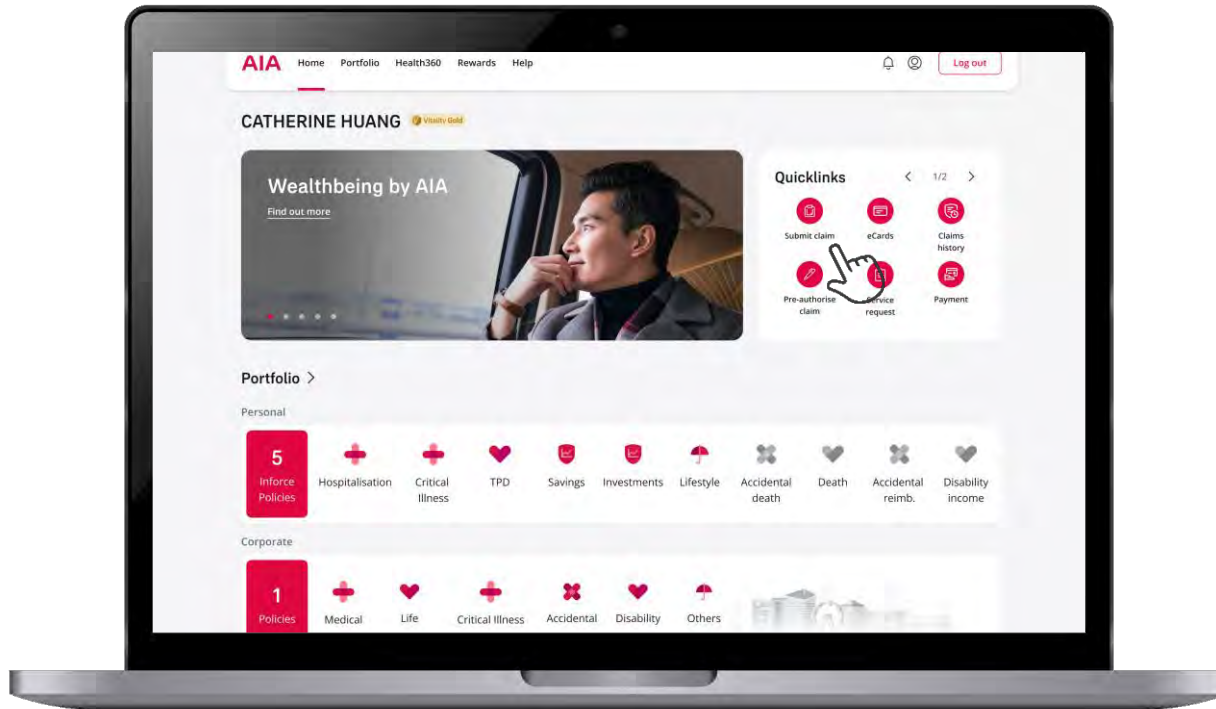
HEALTHIER, LONGER,
BETTER LIVES

Your Claims



[Submit claim](#) | [Claim history](#)

Submit claim

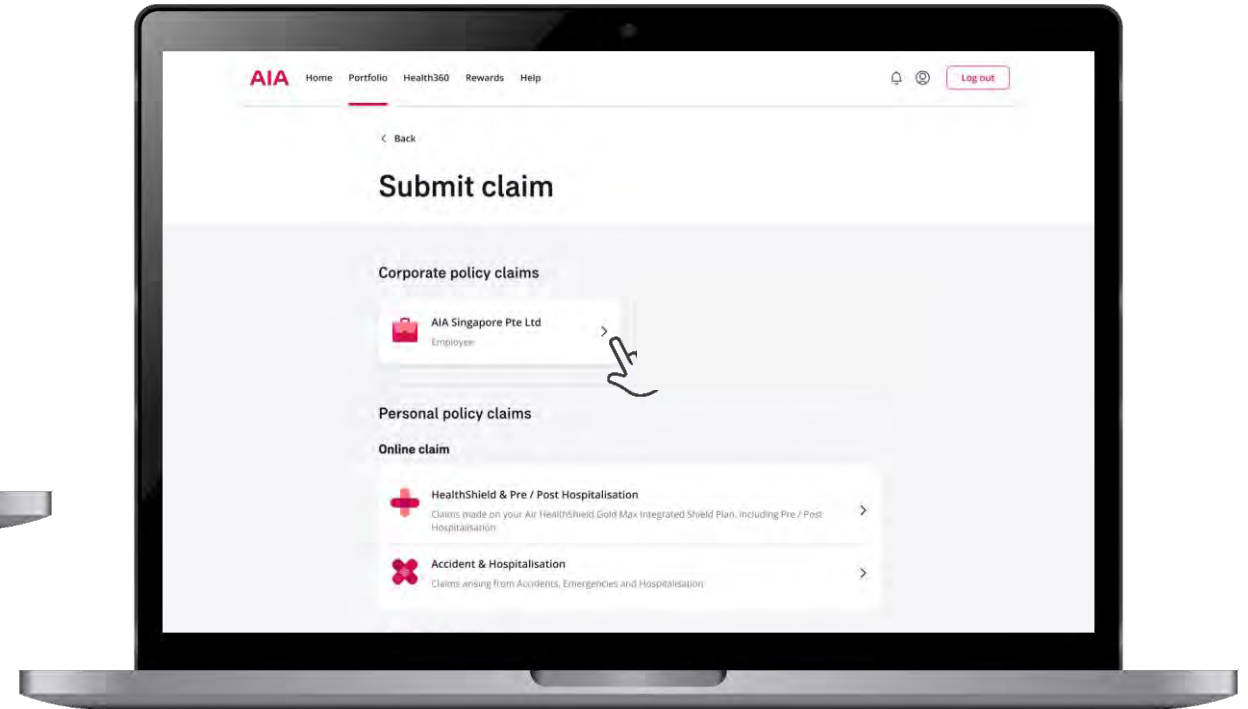


01

Under [Dashboard](#), select Submit Claim

02

Select Client



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

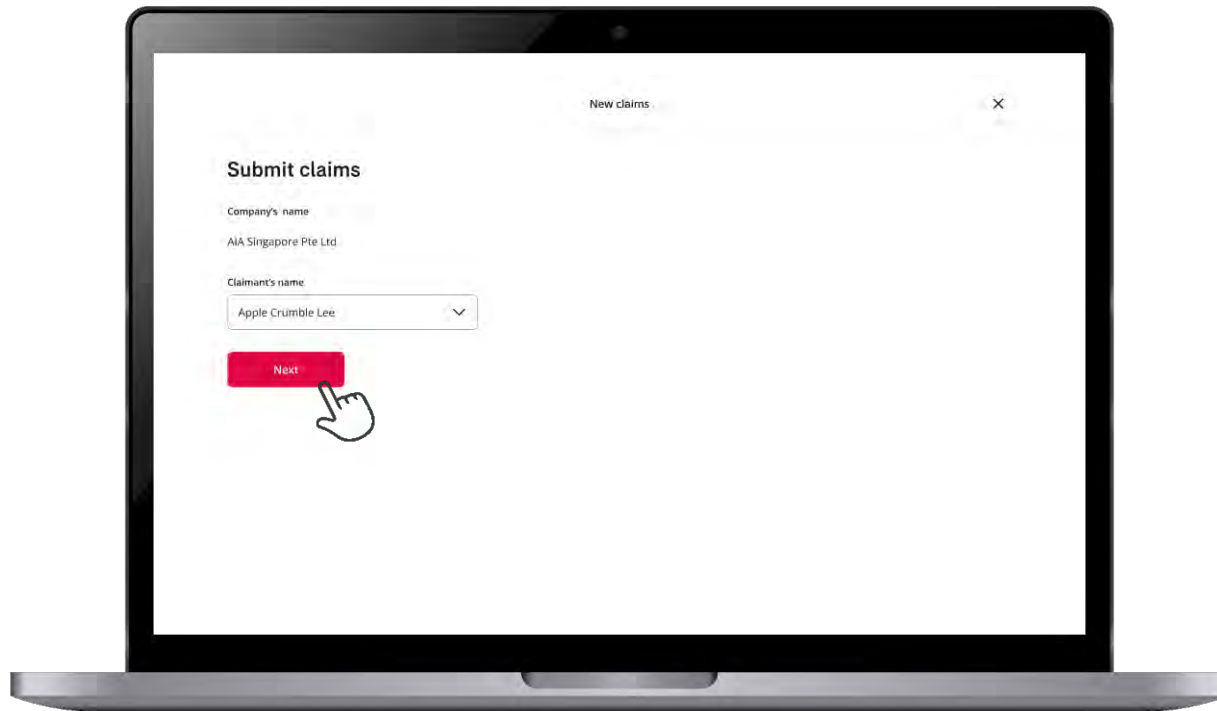
[Health 360](#)

[Let Us Help](#)

[Others](#)



Submit claim



03

Select Claimant

 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)



Submit claim

04

Complete Claim Type (scroll to view more)

New Claim

Step 1 of 4

Claim type

Claimant details

Company name
AIA Singapore

Name
Apple Crumble Lee

Visit / Admission details

Date of Visit / Admission
01/01/2023

Claim / Benefit type

Claim category
Outpatient

Claim type
Specialist Visit

☐ This claim is related to a prior hospitalization and / or surgery.

Name
Apple Crumble Lee

Visit / Admission details

Date of Visit / Admission
01/01/2023

Claim / Benefit type

Claim category
Outpatient

Claim type
Specialist Visit

☐ This claim is related to a prior hospitalization and / or surgery.

Benefit type

SP - Government Hospital (Referral) ☒ SP - Private Hospital (Referral) ☐

X-Ray & Lab Test - Government Hospital (Referral) ☐ X-Ray & Lab Test - Private Hospital (Referral) ☐

Back Next



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)



Submit claim

Step 2 of 4

Claim details

Clinic / Hospitalisation details

Name of clinic / Hospital

@Just Braces Dental Care

Diagnosis details

Diagnosis

Z01.2 Dental examination / checkup / consultation

Diagnosis details / remarks

General checkup

Bill details

Total / Net Amount Payable

SGD 100

Excluding CHAS / subsidies / GST absorbed by the government

☒ I paid GST in the above amount

SGD 8.26

Does your bill show any deduction from MediSave? (Only applicable to Singaporeans/Permanent Residents)

☒ Yes ☐ No

Are you claiming from another insurer/policy (including integrated shield plans)?

☒ Yes ☐ No

Have you received the settlement letter from your third-party insurer?

☒ Yes ☐ No

Select a payment method for this claim

☒ Bank transfer ☐ PayNow via NRIC/FIN

Please provide the bank account details to AIA for update. If there are no bank account details available, then payment will be made via other payment modes, such as PayNow or cheque.

Required documents

Please note that the following documents will be required to complete this submission

- ☐ Bills/Receipts
- ☐ CPF MediSave statement (if applicable). Please refer to FAQ on how to obtain this document.
- ☐ Third-party Settlement letter (if applicable)

Back Next

05

Complete Claim Details (scroll to view more)

[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)



Submit claim

06

Upload Documents (scroll to view more)

Step 3 of 4

Upload documents

Uploads must be in images (JPG/PNG) or PDF format and can not exceed 10MB per submission.

Medical bill / itemised receipt / tax invoice
Please upload the finalised medical bill for the date of visit.

+ Add file

CPF MediSave Statement
(Only applicable to Singaporeans / permanent residents)
CPF Online Statement / MediSave Transaction Statement / MediSave deduction notification
(Please refer to [FAQ](#) on how to obtain the document)

+ Add file

Settlement letter
Please include the settlement letter from any third-party insurer(including integrated shield plan).

+ Add file

Others
Please include referral letters, specialist memo or prescription notes, if any.

+ Add file



CPF MediSave Statement
(Only applicable to Singaporeans / permanent residents)
CPF Online Statement / MediSave Transaction Statement / MediSave deduction notification
(Please refer to [FAQ](#) on how to obtain the document)

+ Add file

Settlement letter
Please include the settlement letter from any third-party insurer(including integrated shield plan).

+ Add file

Others
Please include referral letters, specialist memo or prescription notes, if any.

+ Add file

Uploading documents

- Your claim will not be processed if the uploaded document(s) are not legible.
- Receipts submitted should show the patients name and date of request (dated not more than 90days ago).
- Retain the original document(s) for 180 days after submission.

Back Next



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)



Submit claim

Step 4 of 4

Review

Please ensure the following details are accurate before submission.

Claimant details

Claimant details	Apple Crumble Lee
Company name	AIA Singapore
Policy No.	0000068131
Date of visit / Admission	05 Oct 2023

Claim / Benefit type

Claim category	Outpatient
Claim type	Dental services & treatment
Benefit type	Oral examination

Claim details

Name of clinic / Hospital	@Just Braces Dental Care
Diagnosis	Dental examination / checkup / consultation
Diagnosis details / remarks	General checkup

Total / Net Amount Payable: SGD 100.00



07

Review your details (scroll to view more)

Are you claiming from another insurer / policy (including Integrated Shield Plan)? Yes

Have you received the settlement letter from your third-party insurer? Yes

Payment method Bank transfer

Upload documents

Medical bill / itemised receipt / tax invoice

Invoice.pdf 330 kb	IMG_2156.jpg 330 kb
-----------------------	------------------------

CPF MediSave Statement

IMG_2156.jpg 330 kb

Settlement letter

IMG_2156.jpg 330 kb

Others

IMG_2157.jpg 330 kb	IMG_2158.jpg 330 kb
------------------------	------------------------

☐ I accept [important notes and declaration and authorization](#) on 22 Jan 2024, 06:09 pm.

[Back](#) [Submit](#)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

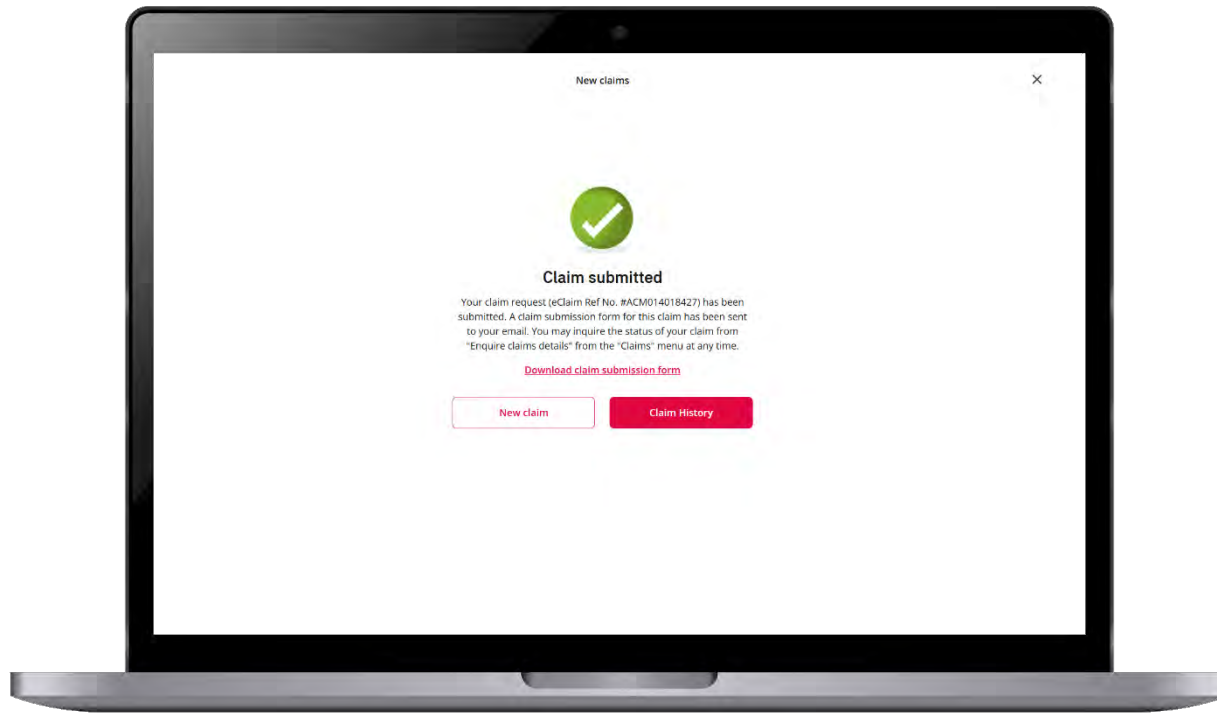
[Health 360](#)

[Let Us Help](#)

[Others](#)



Submit claim



08

You have successfully submitted your claims



Contents

Let's Get Started

Key AIA+ Functions

Your Profile

You're Covered

Your Claims

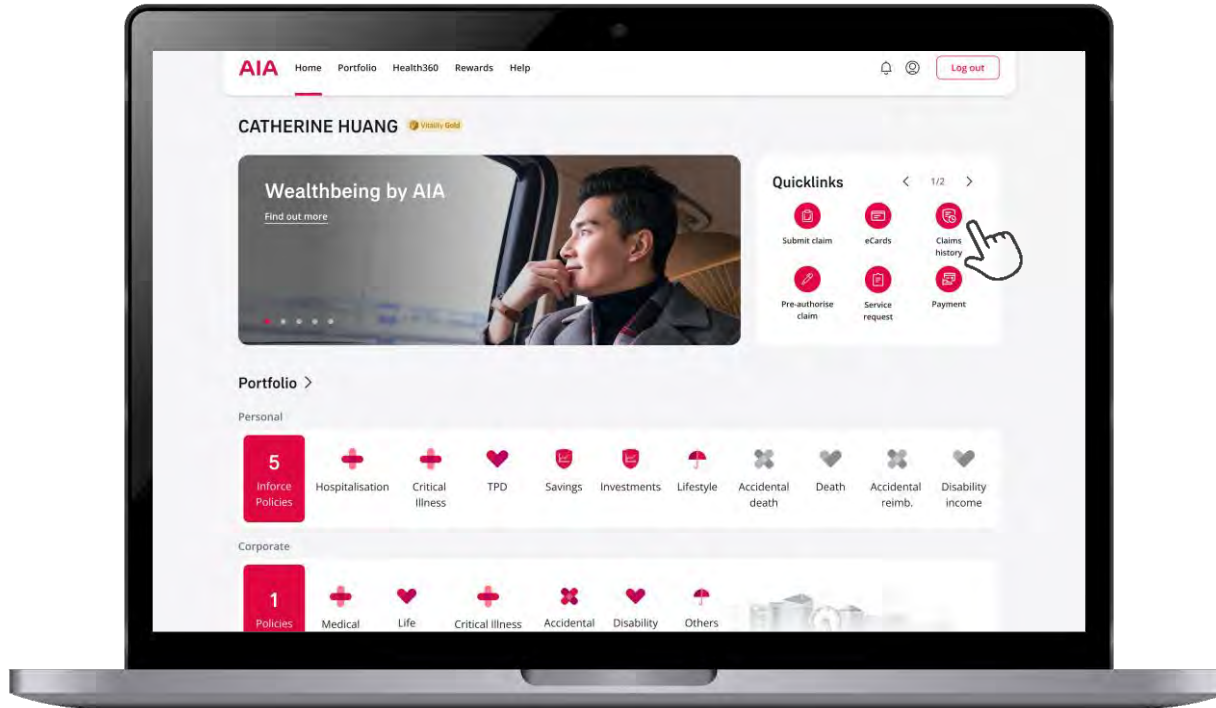
Health 360

Let Us Help

Others



Claim history

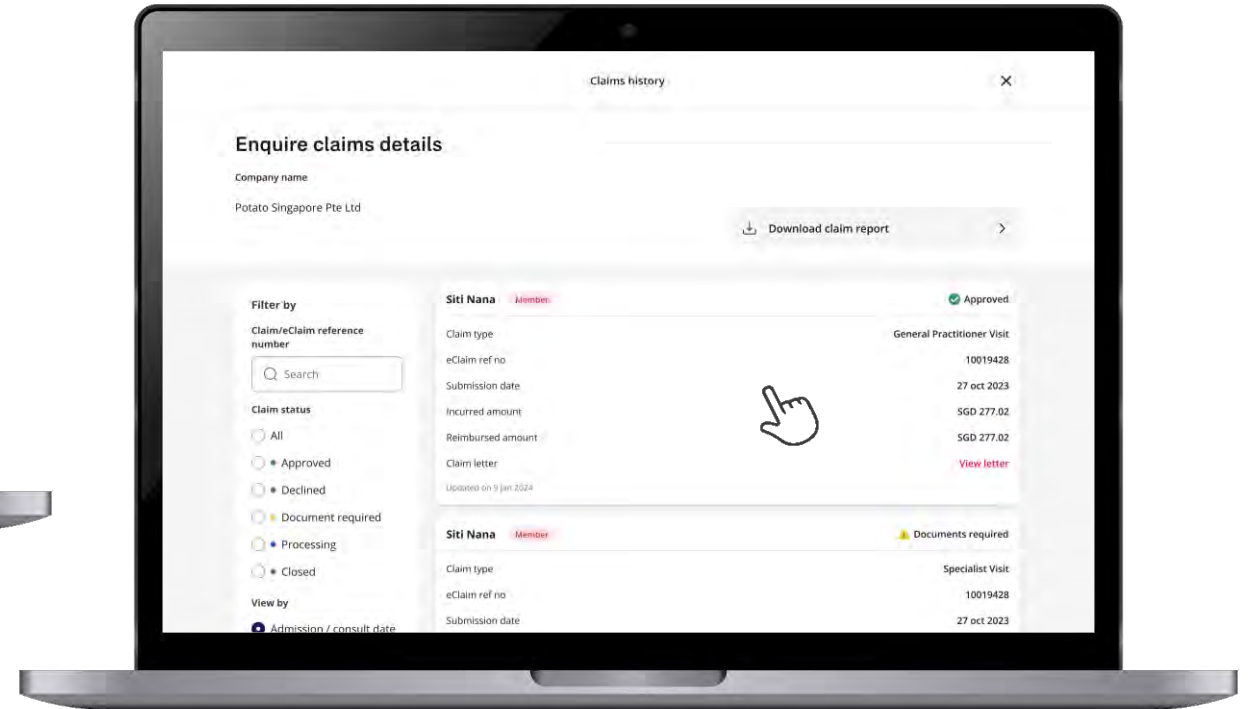


01

Under [Dashboard](#), select Claims history

02

Your claim history
(select individual claims for more details where required)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

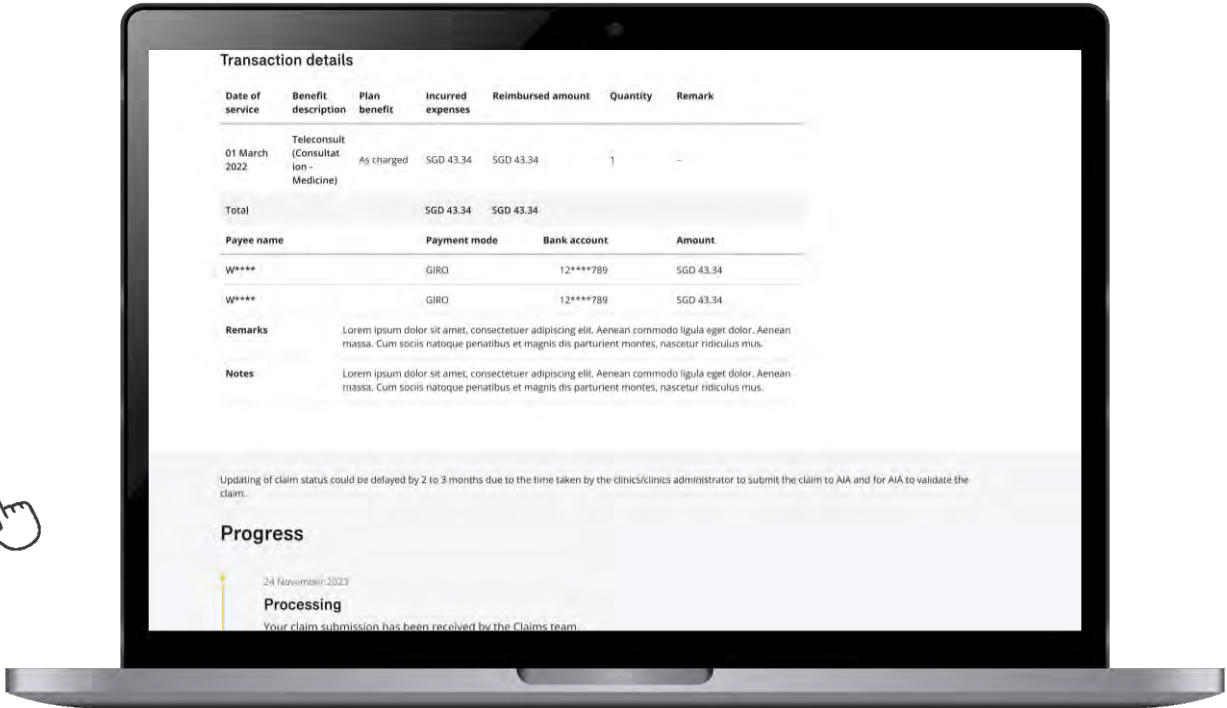
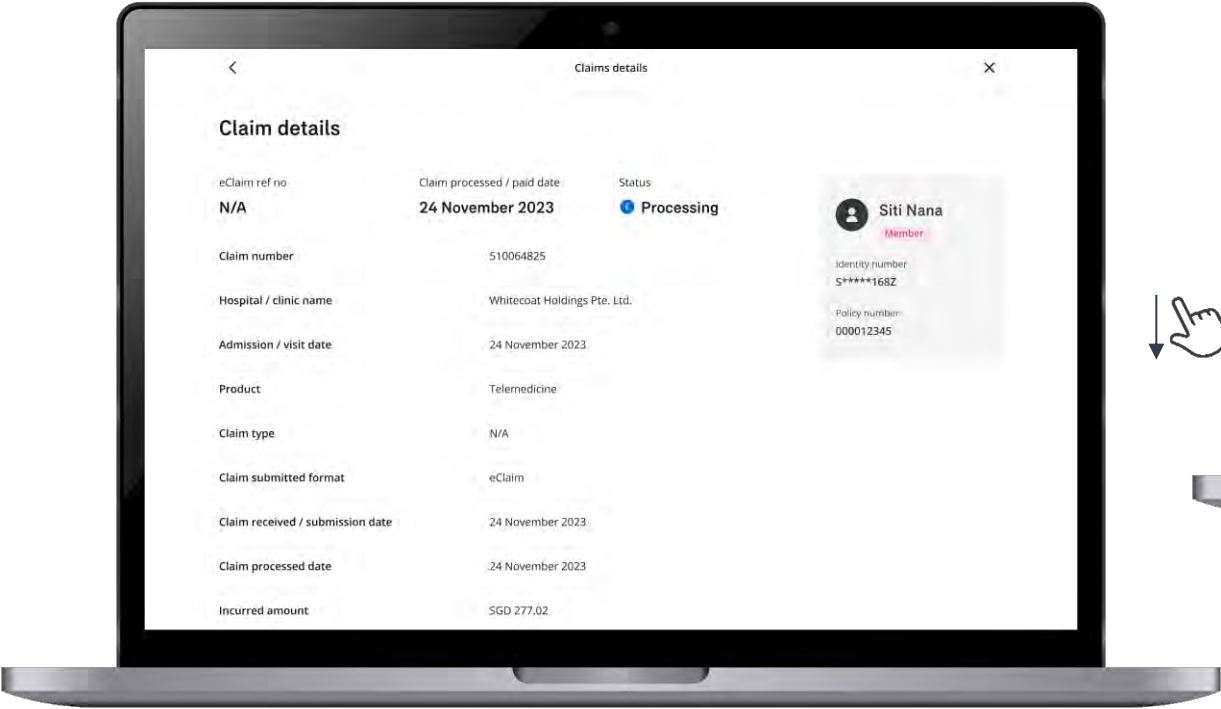
[Let Us Help](#)

[Others](#)



Claim history

03 Claims under processing (scroll for more details)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

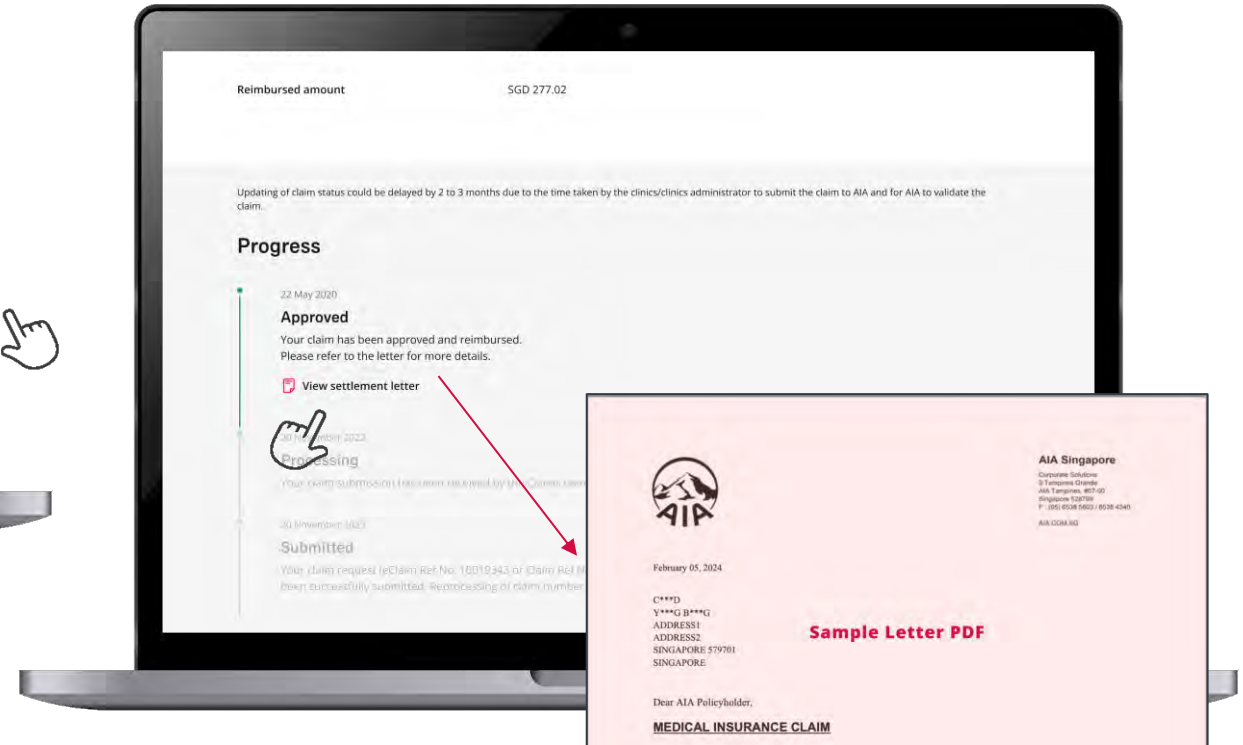
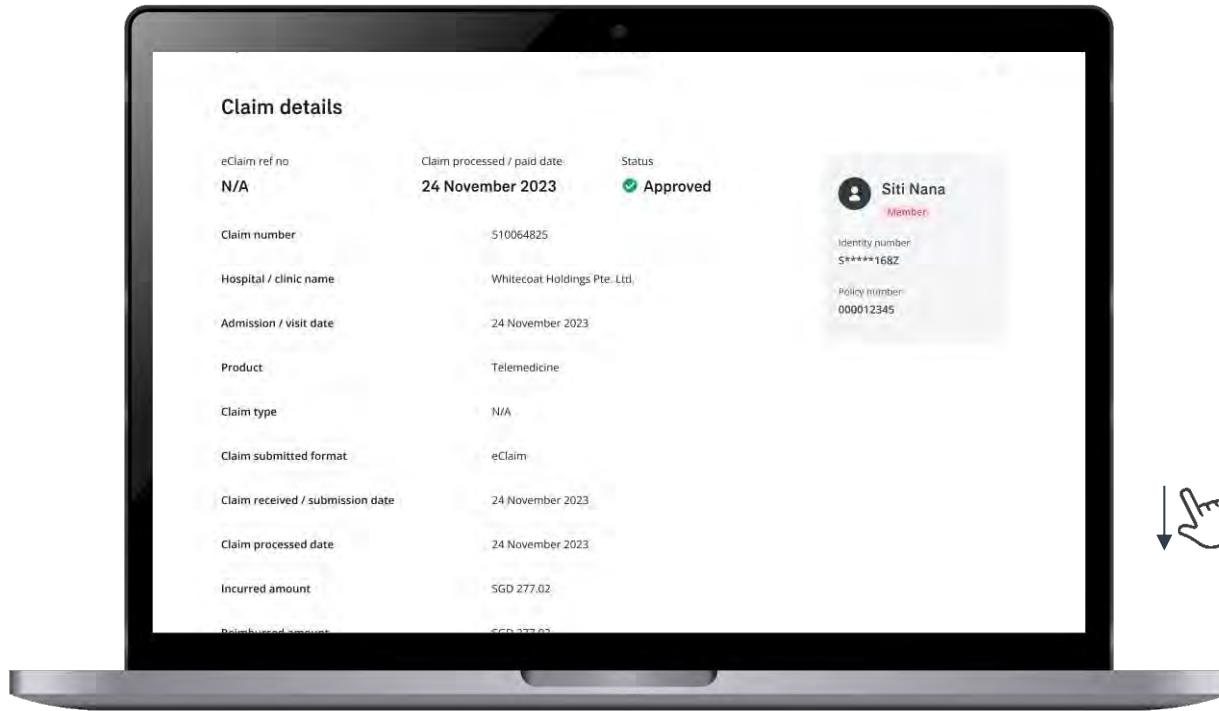
[Health 360](#)

[Let Us Help](#)

[Others](#)



Claim history



04

Claims approved with settlement letter (scroll for more details)

[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

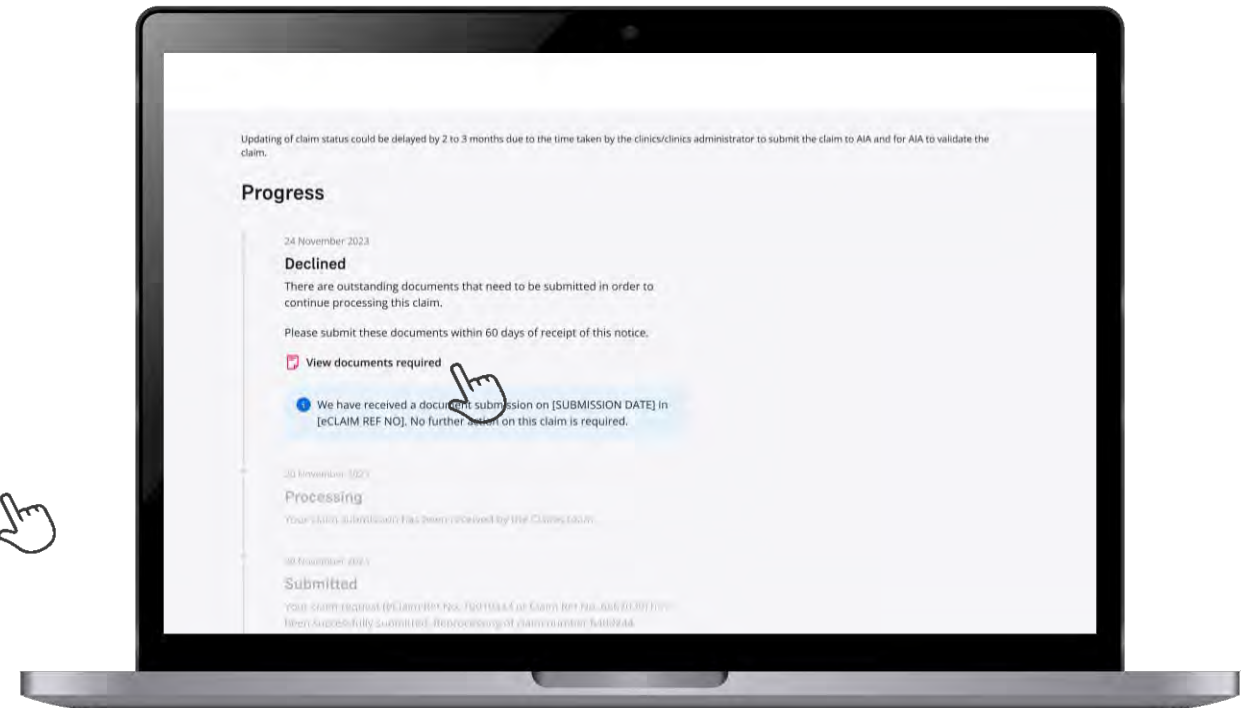
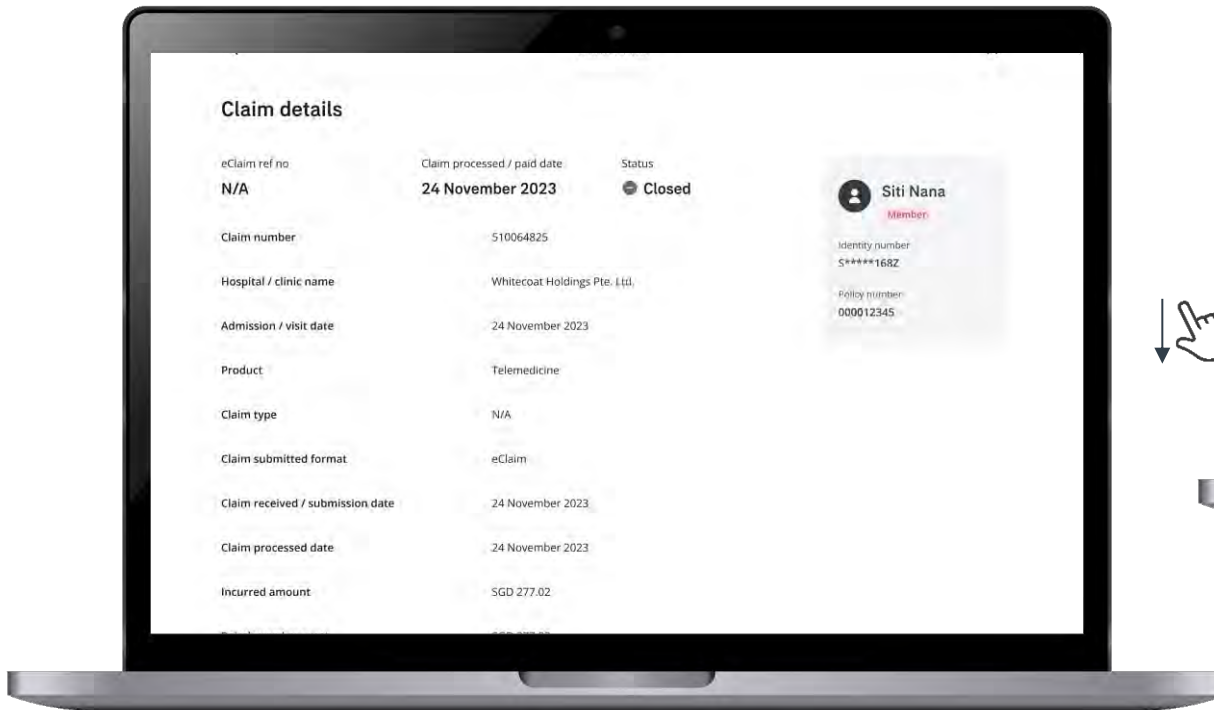
[Others](#)



Claim history

05

Additional documents required (scroll for more details)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

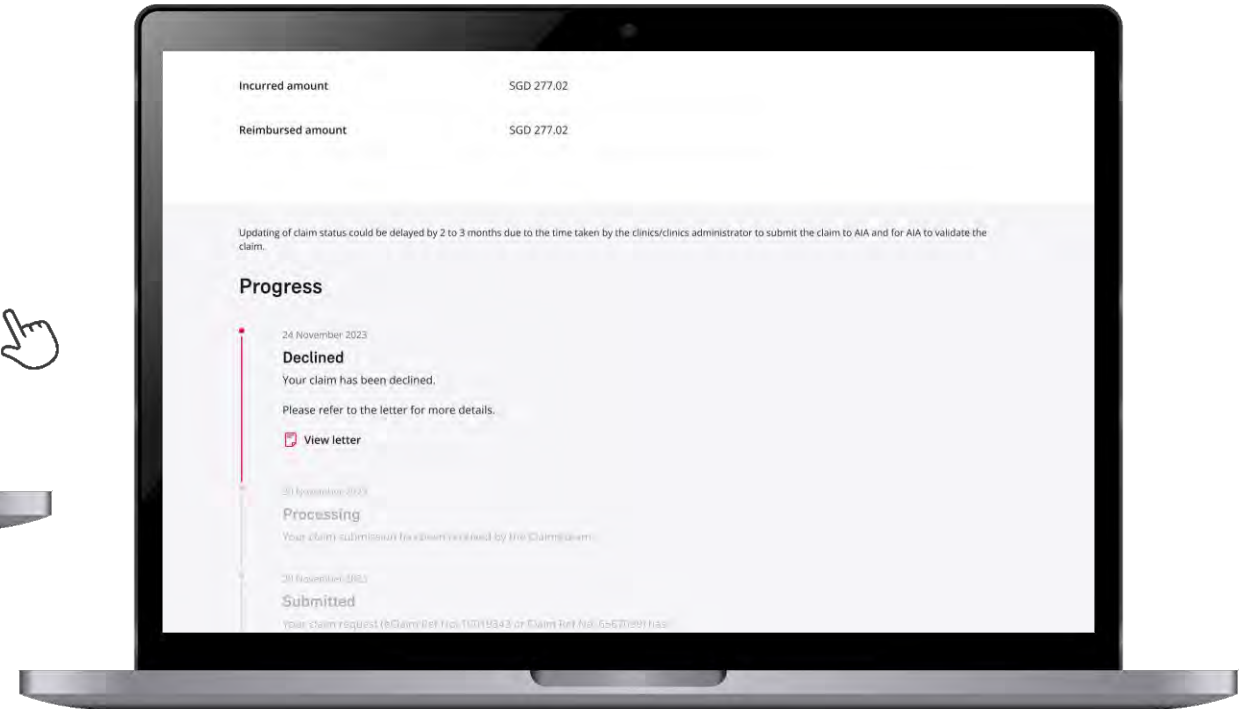
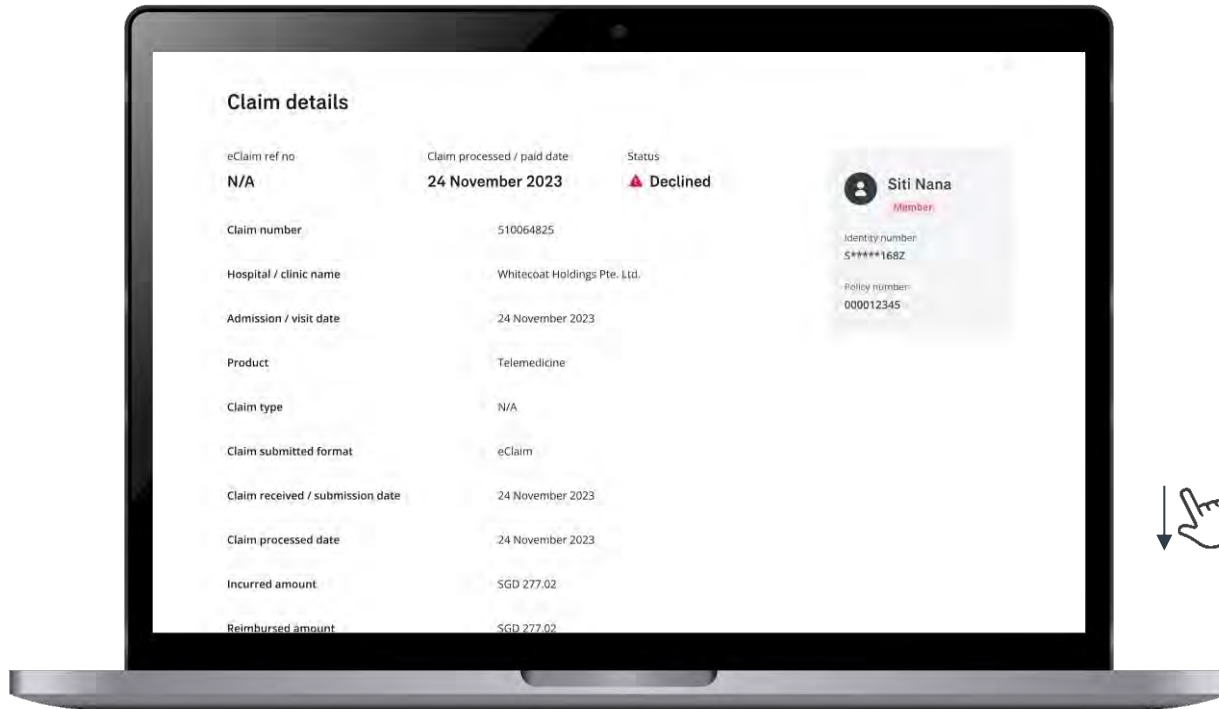
[Health 360](#)

[Let Us Help](#)

[Others](#)



Claim history



06

Claims declined (scroll for more details)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

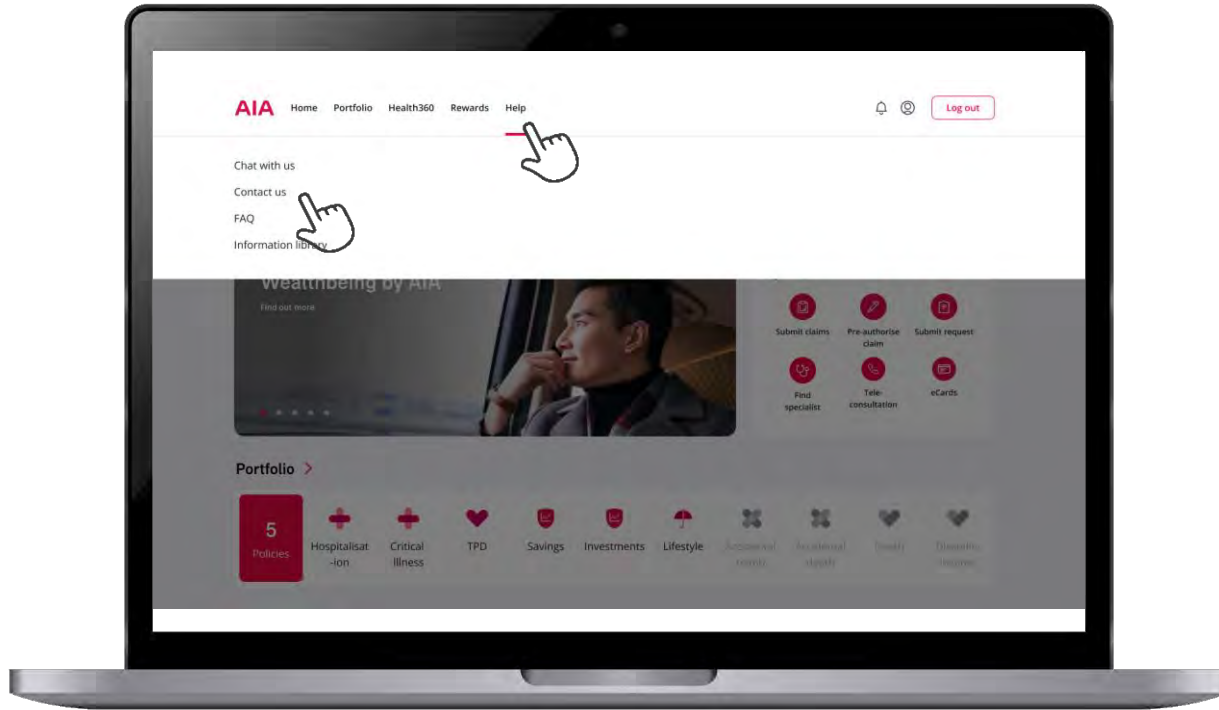
[Health 360](#)

[Let Us Help](#)

[Others](#)



Contact us

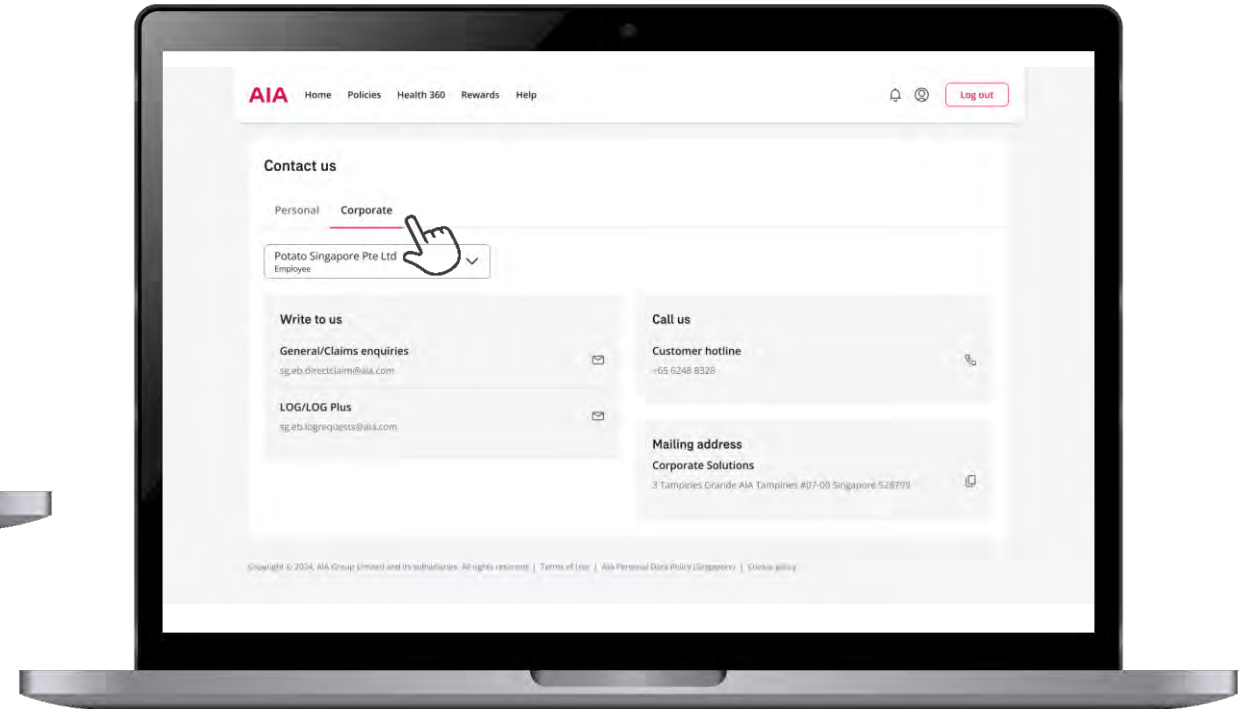


01

Under [Dashboard](#), select Help & Contact us

02

Select Corporate for Corporate Contact Us details



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

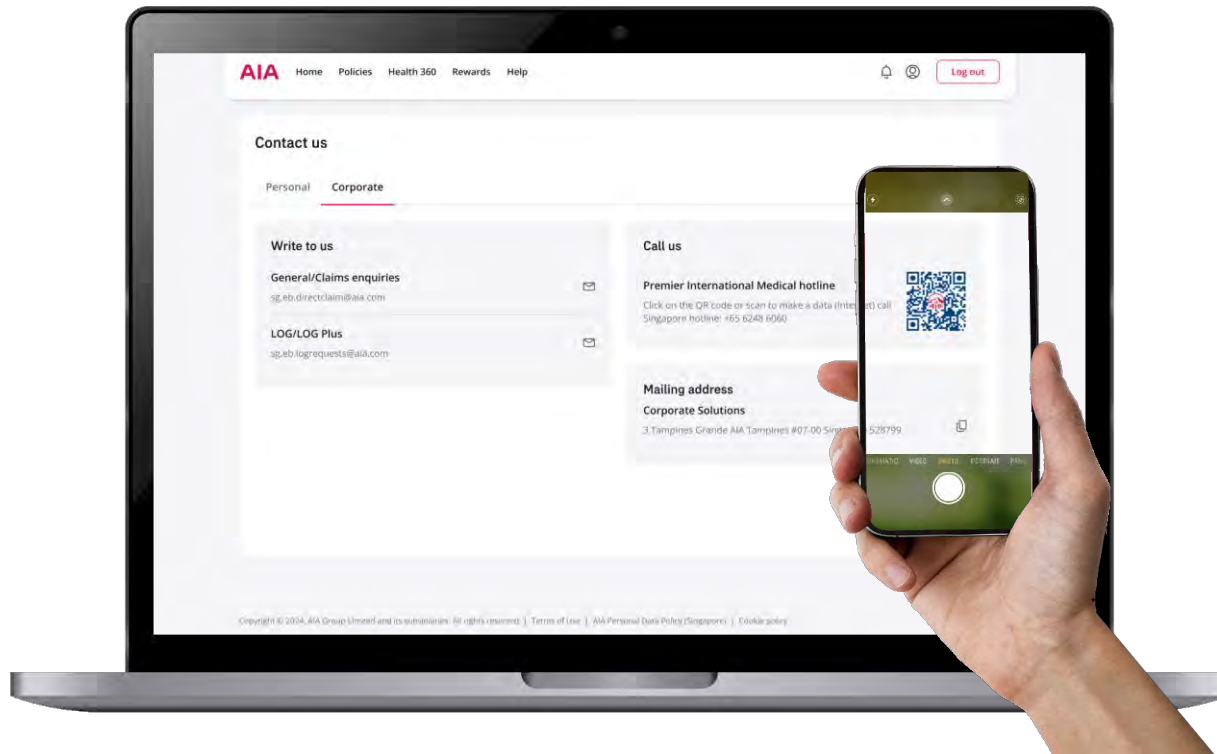
[Health 360](#)

[Let Us Help](#)

[Others](#)



Contact us



03

Web Premier International Medical users may scan a QR code to contact us (where required)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)





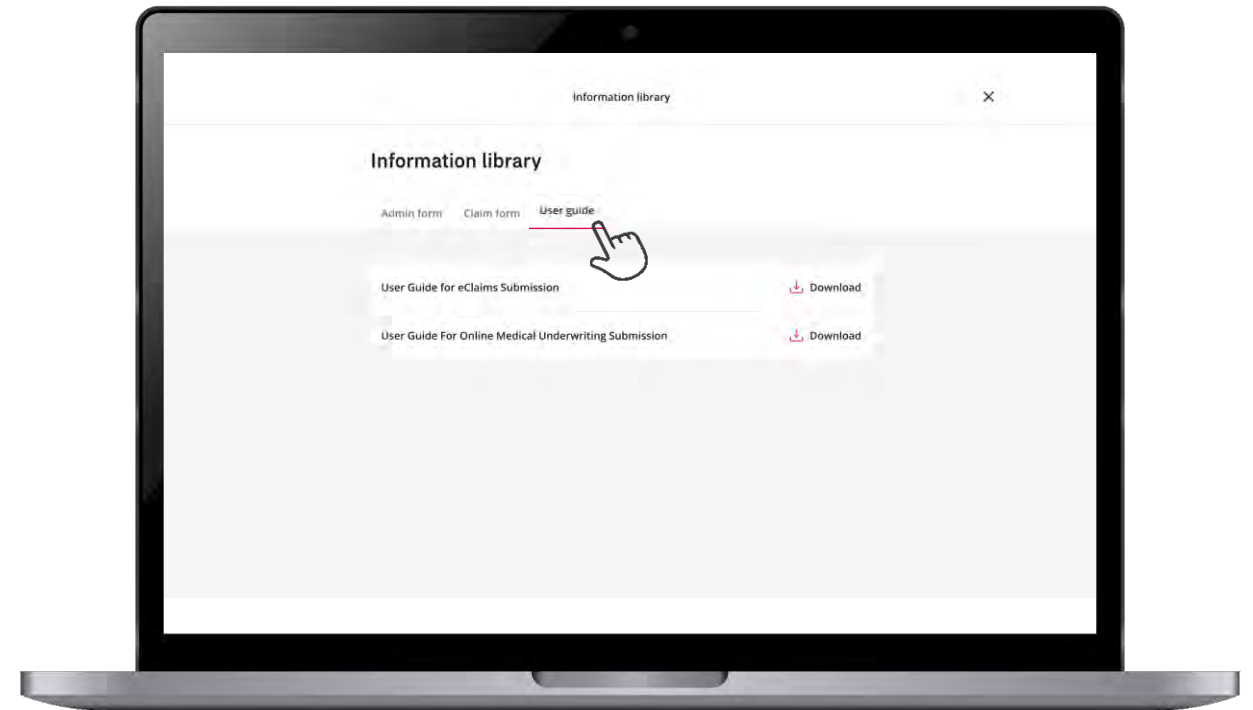
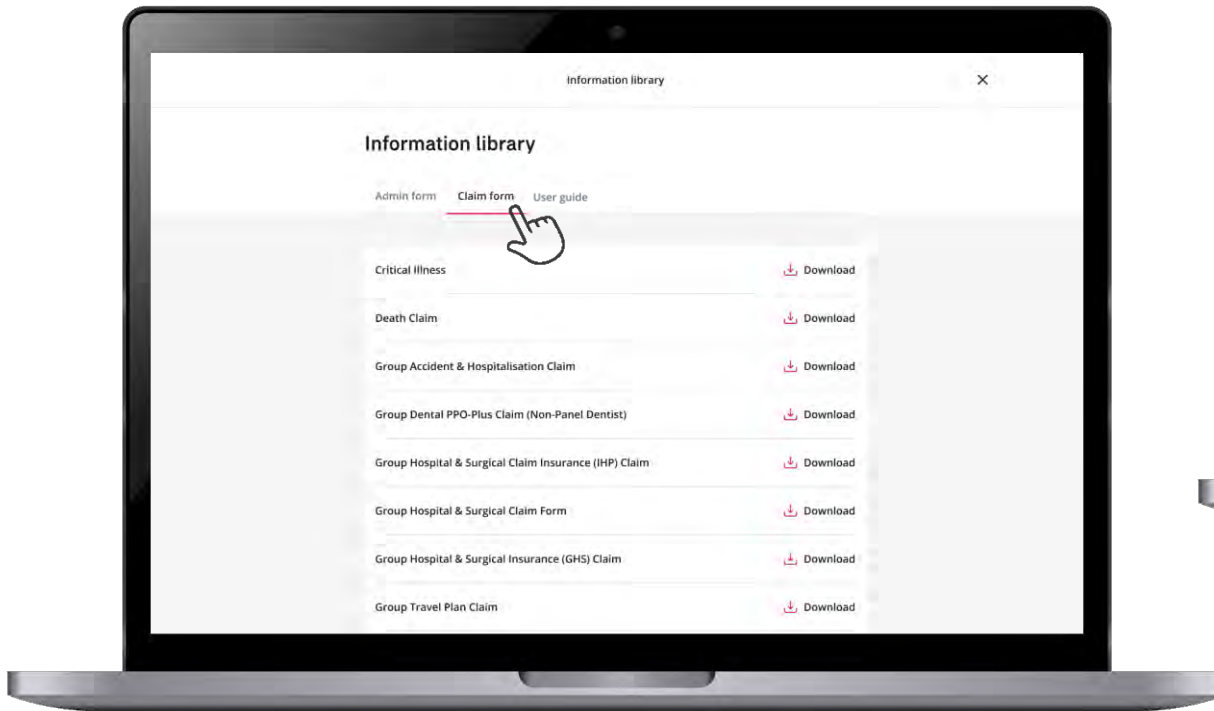
HEALTHIER, LONGER,
BETTER LIVES

Others



Information Library

03 Claims related



04 User guide



HEALTHIER, LONGER,
BETTER LIVES

Thank you



Access
AIA+ now



HEALTHIER, LONGER,
BETTER LIVES

AIA+ App User Guide

0000084272 NANYANG TECHNOLOGICAL UNIVERSITY

Updated 08 Aug 2025

This guide is for illustration purpose only. The actual look & content may differ subject to your insurance coverage & eligibility with us & the device(s) used.



AIA+ Content

01

LET'S GET STARTED

[Download AIA+](#)
[Account setup](#)
[Link your polic\(ies\)](#)
[Login to AIA+](#)

02

KEY AIA+ FUNCTIONS

[Dashboard](#)
[Portfolio](#)
[Jumper page](#)

03

YOUR PROFILE

[Personal Information](#)
[eDocuments](#)
[Marketing consent](#)
[Notification](#)



AIA+ Content

04 YOU'RE COVERED

[Policy list](#)

[Coverage](#)

[Benefits](#)

[Important task](#)

05 YOUR CLAIMS

[Submit claim](#)

[Claim history](#)

06 HEALTH360

[Think Well](#)



AIA+ Content

07

LET US HELP

[Contact us](#)

08

OTHERS

[Information library](#)
[Common Terms](#)

TOUCH GESTURE



Select



Scroll



Swipe Left / Right



HEALTHIER, LONGER,
BETTER LIVES

Let's Get Started



[Download AIA+](#) | [Account setup](#) | [Link your polic\(ies\)](#) | [Login to AIA+](#)

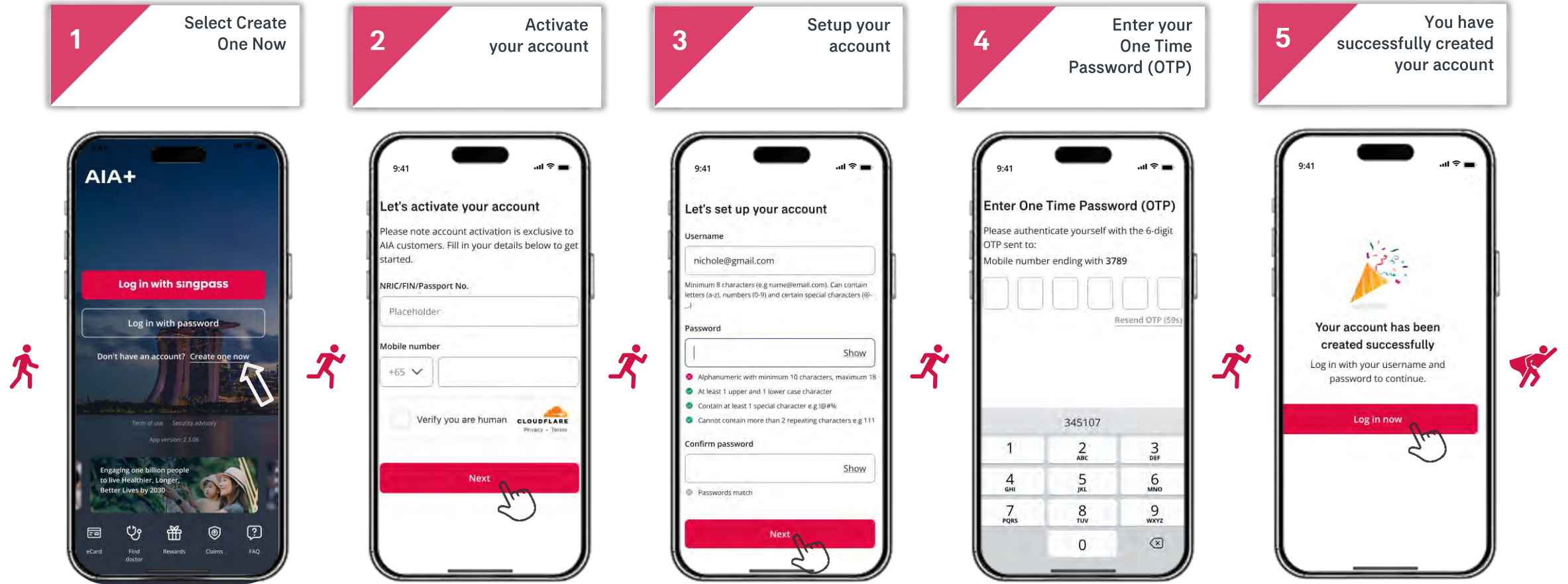
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**Download
now**




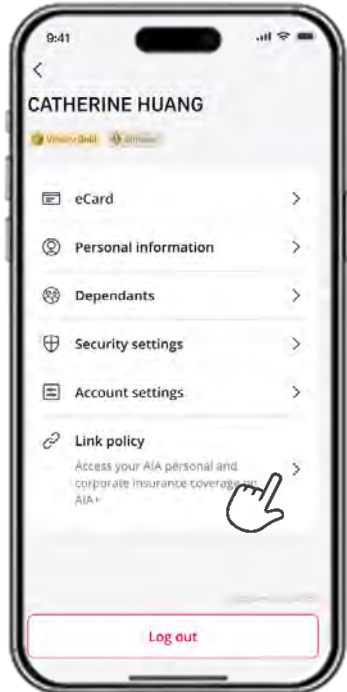
Account setup



Link your polic(ies) – Corporate

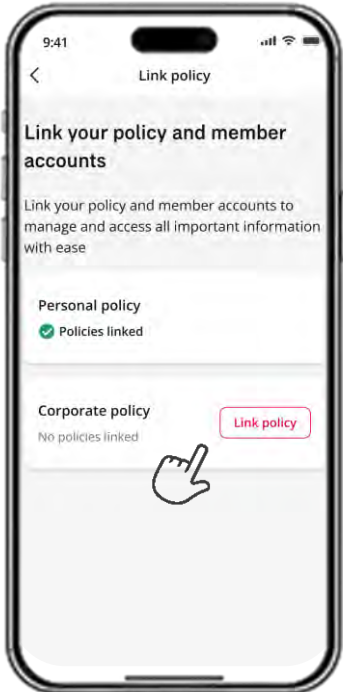
1

Under Dashboard
Select Profile  Icon
and Link policy



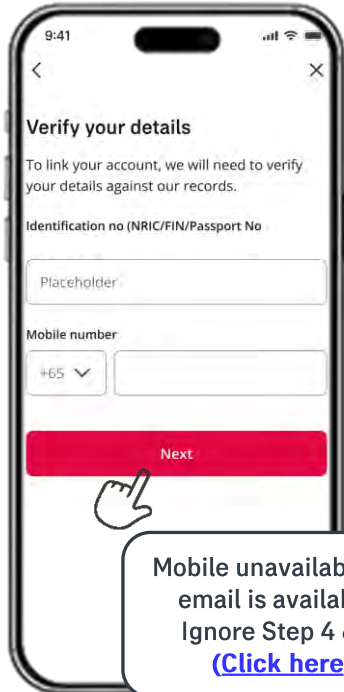
2

Link your
corporate policy



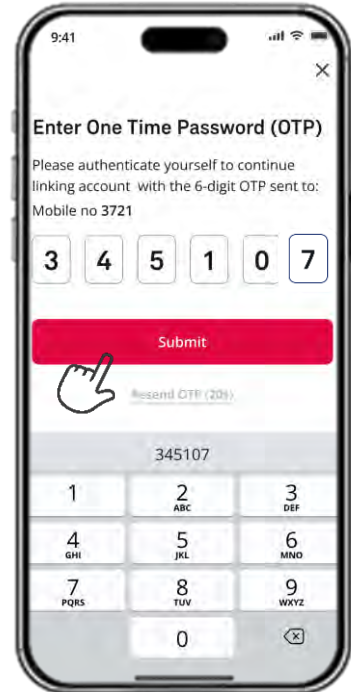
3

Let us know
who you are



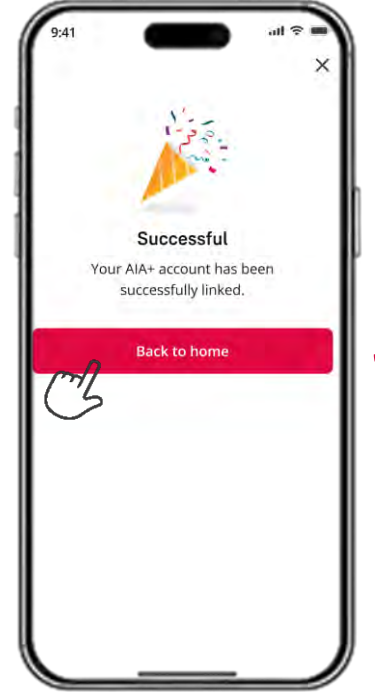
4

Enter your
One Time
Password (OTP)



5

You have
successfully linked
your account



Note: If you have issues linking your Corporate Policies, you may want to try your Employee ID.

 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

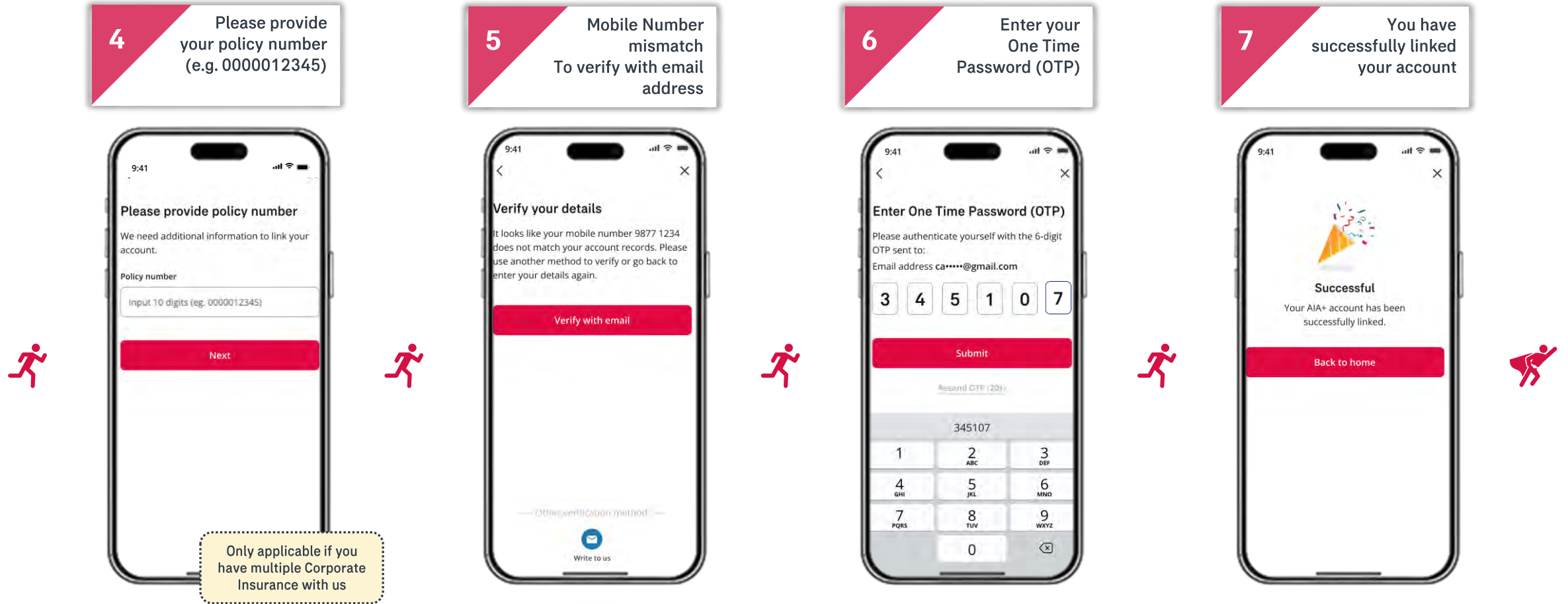
[Health 360](#)

[Let Us Help](#)

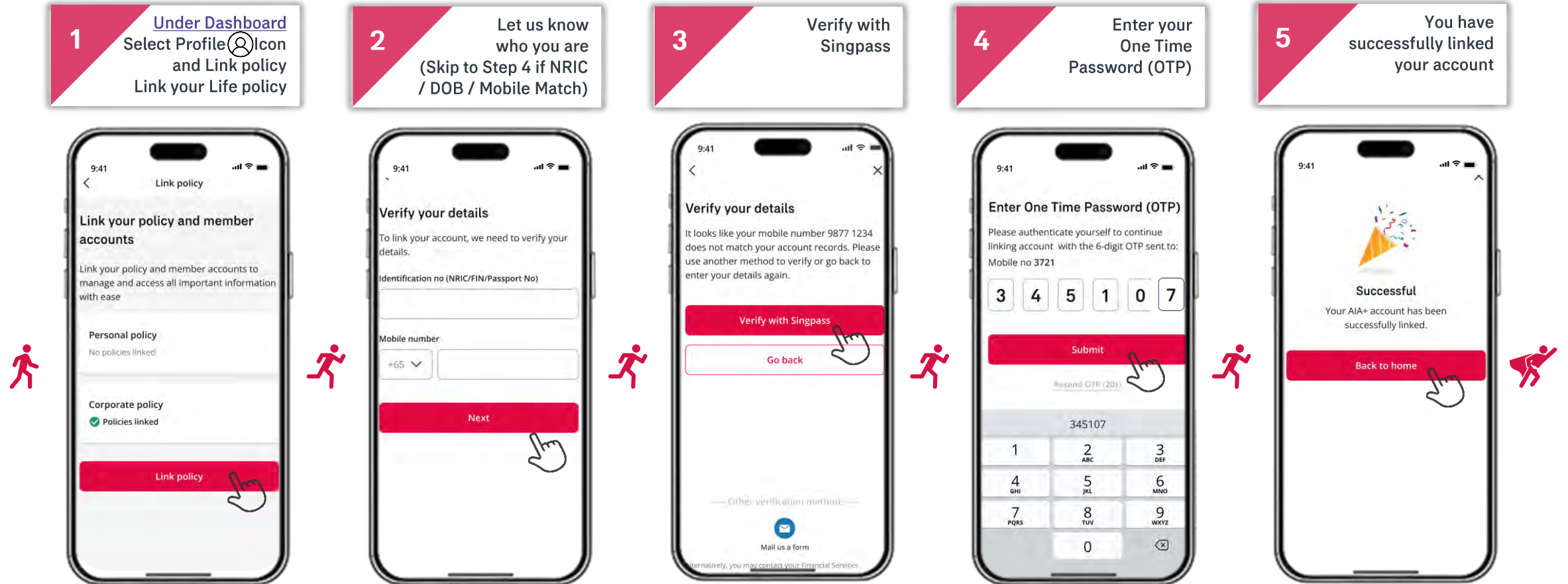
[Others](#)



Link your polic(ies) – Corporate



Link your polic(ies) - Life

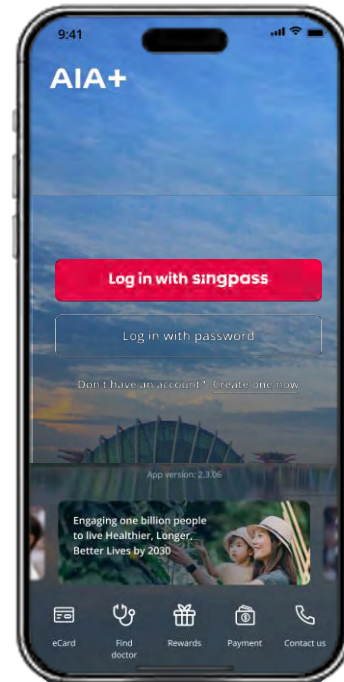
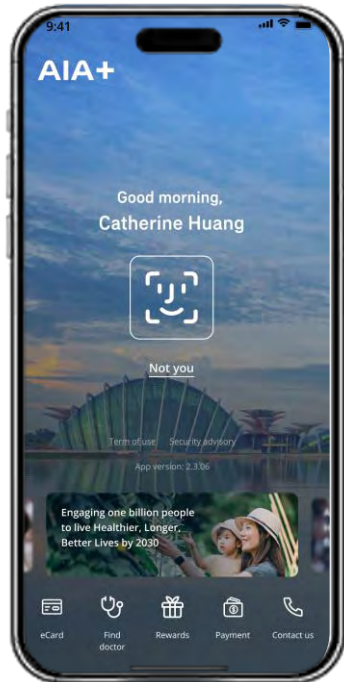


If your details does not match, verify using Singpass

Login to AIA+

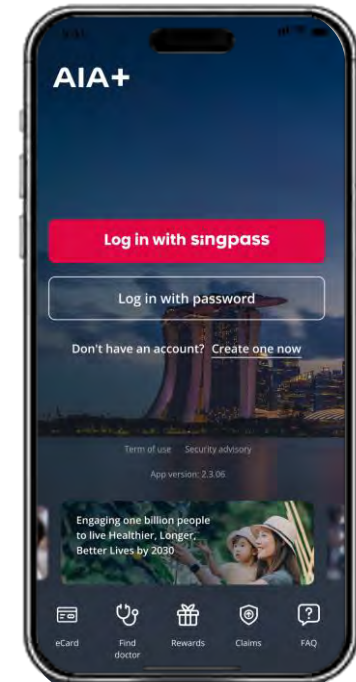
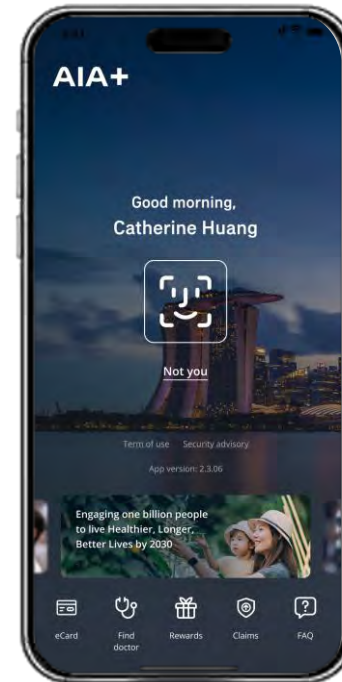
1

Day / Light
Mode
Biometric enabled / Singpass / Password



2

Night / Dark
Mode
Biometric enabled / Singpass / Password



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)

Login to AIA+ (Forgot Password)

1

Select Login with password and Forget password

Log in with password

Username

Placeholder

Password

Placeholder Show

[Forgot password or username](#)

Submit

[Create an account](#)

2

Key in your details for verification

Recover your account


Please provide the following details to proceed.

NRIC/FIN/Passport No.

Placeholder

Date of birth

DD / MM / YYYY

☐ Verify you are human  [Privacy](#) [Terms](#)

Next

3

Enter your One Time Password (OTP)

Enter One Time Password (OTP)

Please authenticate yourself with the 6-digit OTP sent to:

Mobile number ending with 3789

345107

Resend OTP (59s)

1 2 3 4 5 6 7 8 9 0

4

Setup your new password

Set up password

Password

Placeholder Show

- Alphanumeric with minimum 10 characters, maximum 18
- At least 1 upper and 1 lower case character
- Contain at least 1 special character e.g. !@#%
- Not contain more than 2 repeating characters e.g. 111

Confirm password


Placeholder Show

☒ Passwords match

Next

5

Your password have been reset



Your password has been reset successfully

Log in with your username and new password to continue.

Log in now

 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

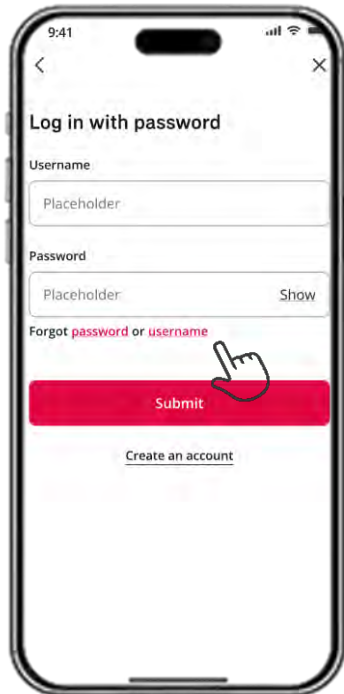

[Others](#)



Login to AIA+ (Forgot Username)

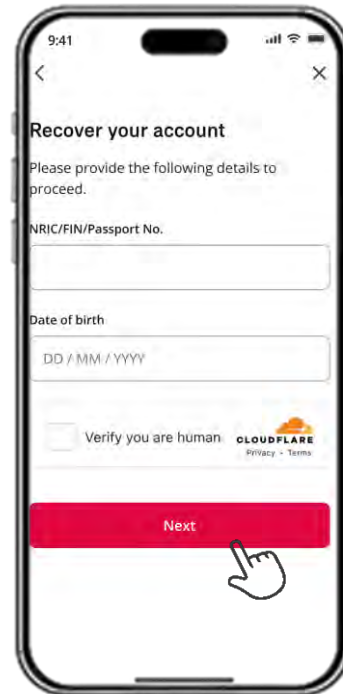

1

Select Login with password and username



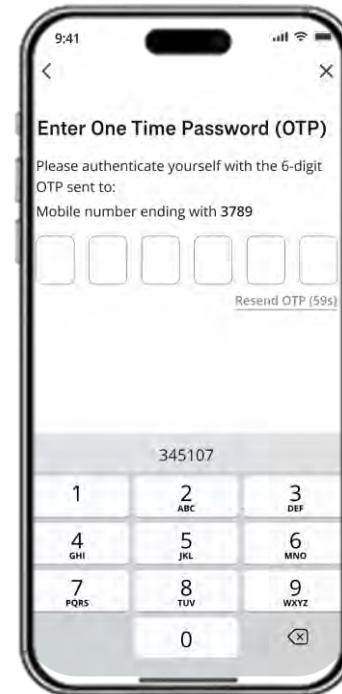

2

Key in your details for verification



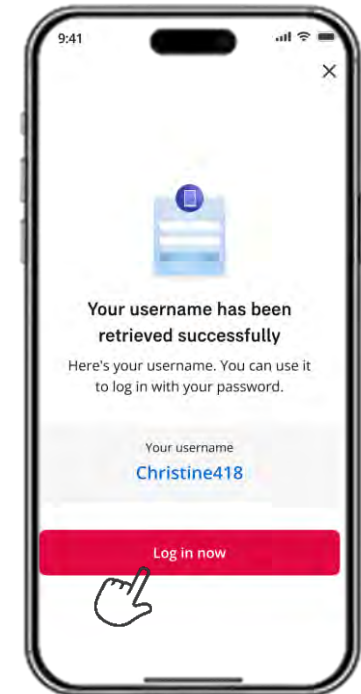

3

Enter your One Time Password (OTP)



4

You have successfully retrieved your username



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)





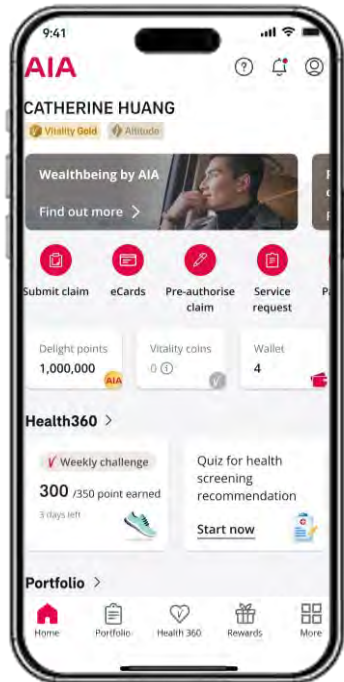
HEALTHIER, LONGER,
BETTER LIVES

Key AIA+ Functions

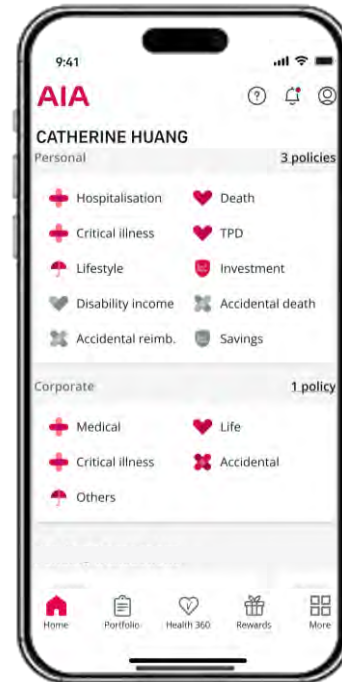


Dashboard

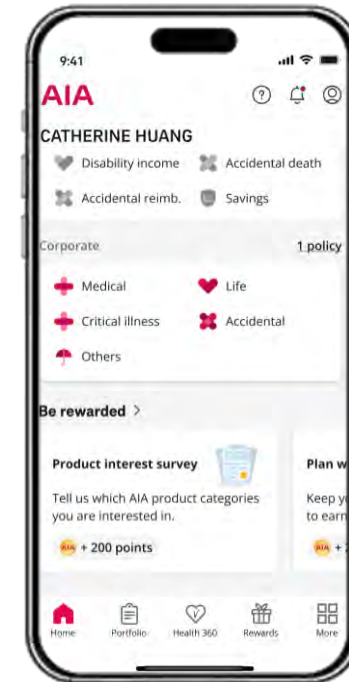
1 Scroll to view
Vitality



2 Scroll to view
Personal
& Corporate



3 Scroll to view
Others
(i.e. Be rewarded etc)



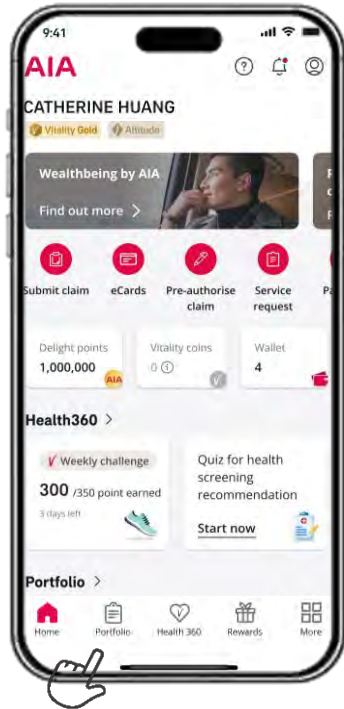
AIA confidential and proprietary information. Not for distribution.



Portfolio

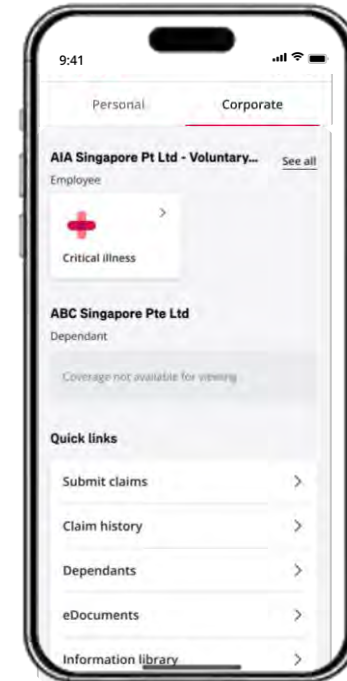
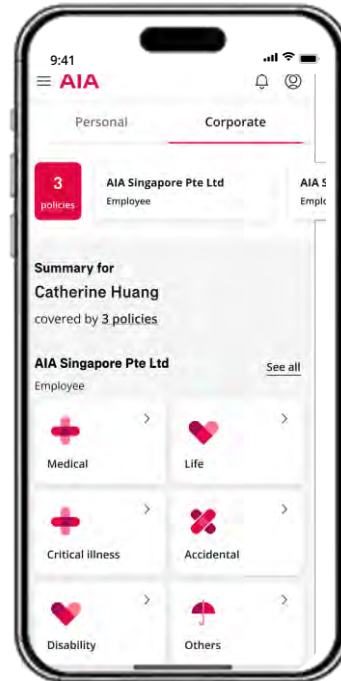
1

Under [Dashboard](#)
Select Portfolio



2

Corporate -
Portfolio



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

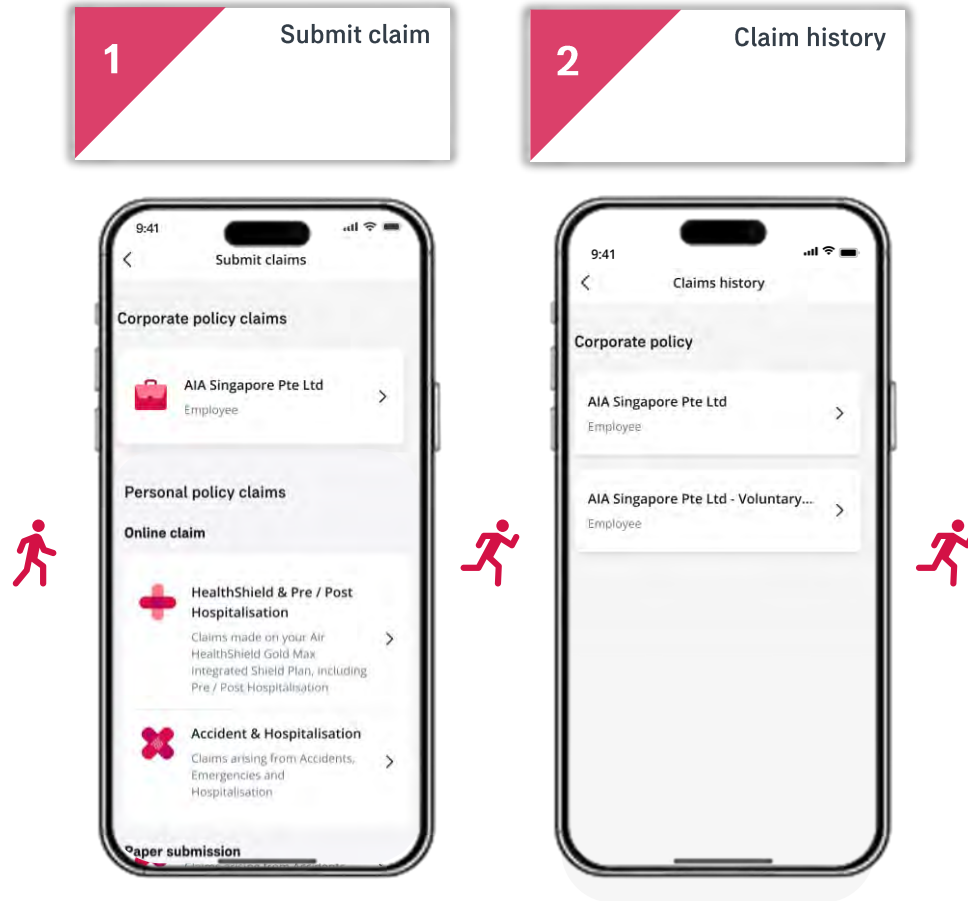
[Health 360](#)

[Let Us Help](#)

[Others](#)



Jumper page (samples)



Note: Jumper page is only applicable for Personal & Corporate or Corporate (multiple clients).





HEALTHIER, LONGER,
BETTER LIVES

Your Profile



[Personal Information](#) | [eCards](#) | [eDocuments](#) | [Grant dependant access](#) | [Marketing consent](#) | [Notification](#)

Personal Information

1

Under Dashboard
Select Profile Icon

2

Select
Personal information

3

Personal -
Personal Information

4

Corporate -
Personal Information

5

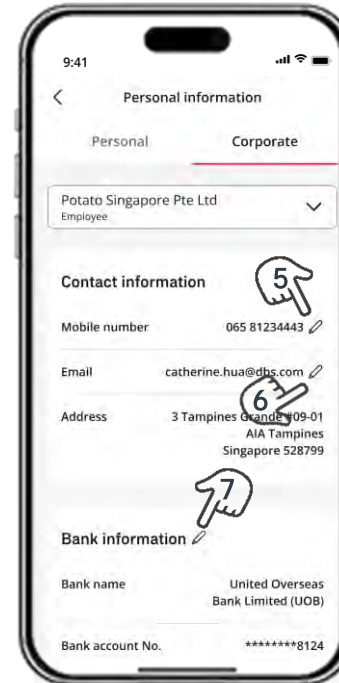
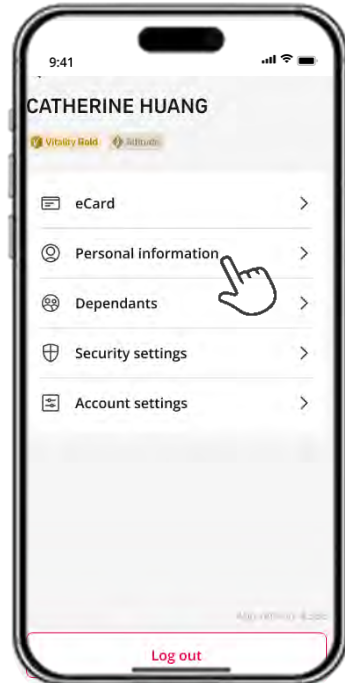
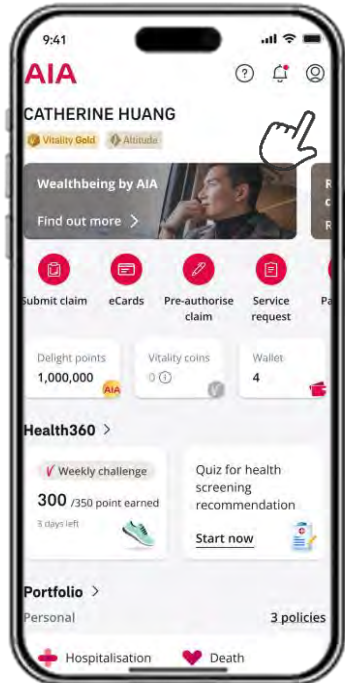
Change
mobile number

6

Change
email address

7

Change
bank information



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

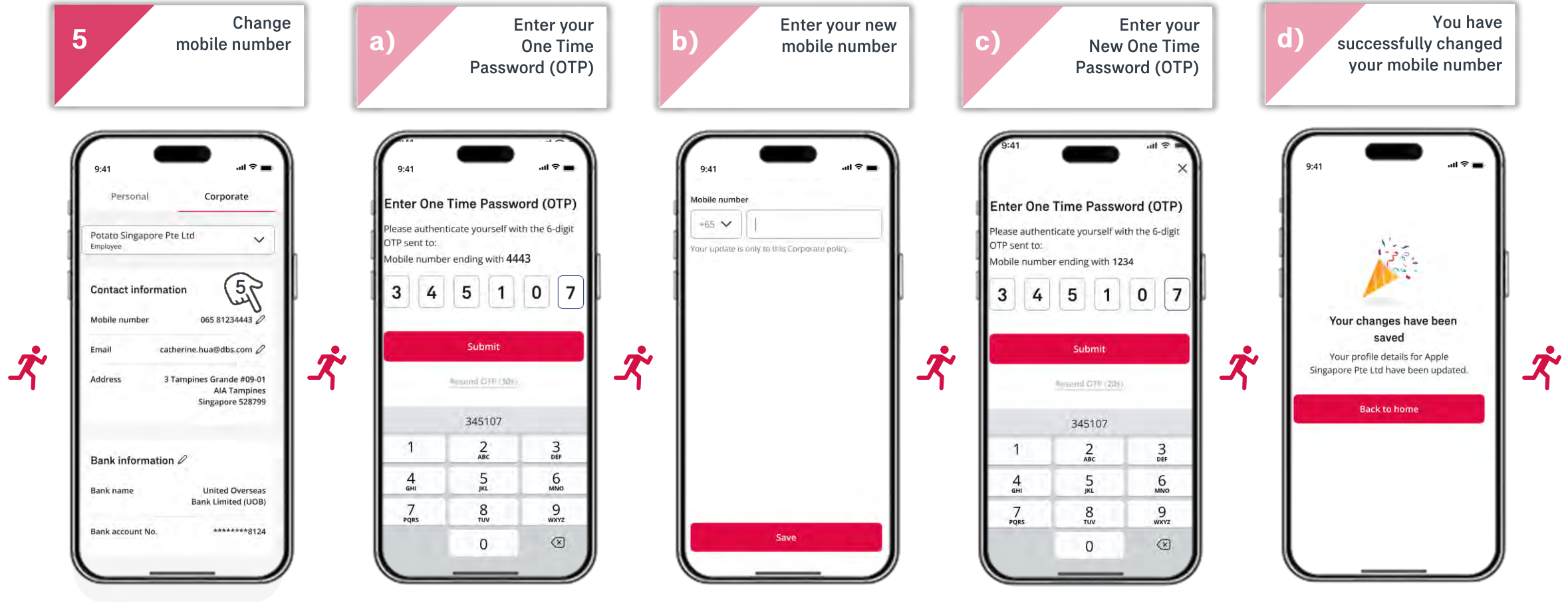
[Health 360](#)

[Let Us Help](#)

[Others](#)



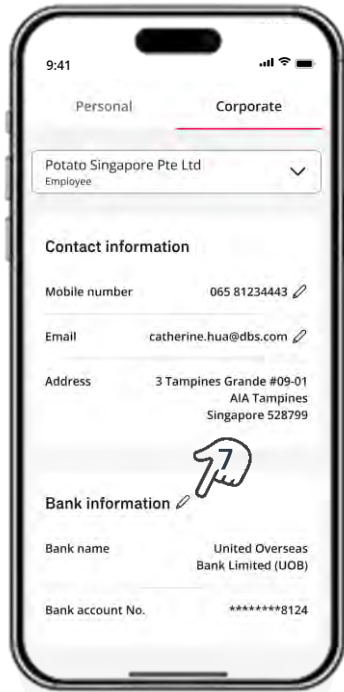

Personal Information (change mobile number)



Personal Information (change Bank Information)

7

Change bank information



Personal Corporate

Potato Singapore Pte Ltd
Employee

Contact information

Mobile number 065 81234443

Email catherine.hua@dbs.com

Address 3 Tampines Grande #09-01
AIA Tampines
Singapore 528799

Bank information

Bank name United Overseas Bank Limited (UOB)

Bank account No. *****8124

a)

Enter your One Time Password (OTP)



Enter One Time Password (OTP)

Please authenticate yourself with the 6-digit OTP sent to:
Mobile number ending with 4443

3 4 5 1 0 7

Submit

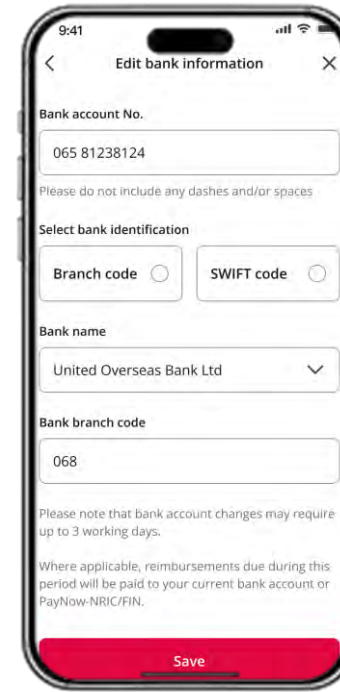

Resend OTP (30s)

345107

1 2 3
4 5 6
7 8 9
0

b)

Enter your new bank information



Edit bank information

Bank account No.
065 81238124

Please do not include any dashes and/or spaces

Select bank identification
Branch code SWIFT code

Bank name
United Overseas Bank Ltd

Bank branch code
068

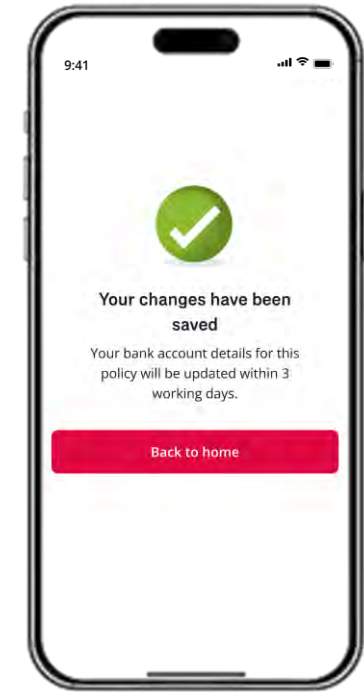

Please note that bank account changes may require up to 3 working days.

Where applicable, reimbursements due during this period will be paid to your current bank account or PayNow-NRIC/FIN.

Save

c)

You have successfully changed your bank information



Your changes have been saved

Your bank account details for this policy will be updated within 3 working days.

Back to home

 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

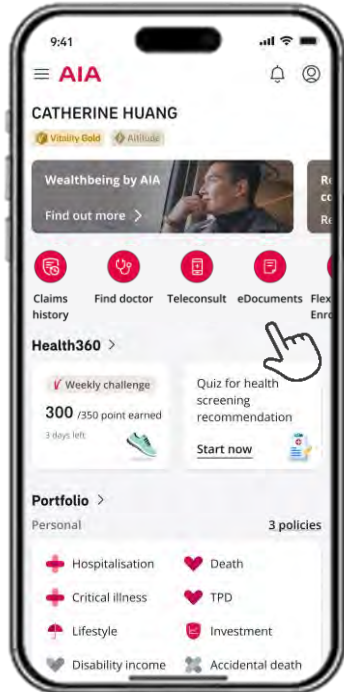
[Others](#)



eDocuments

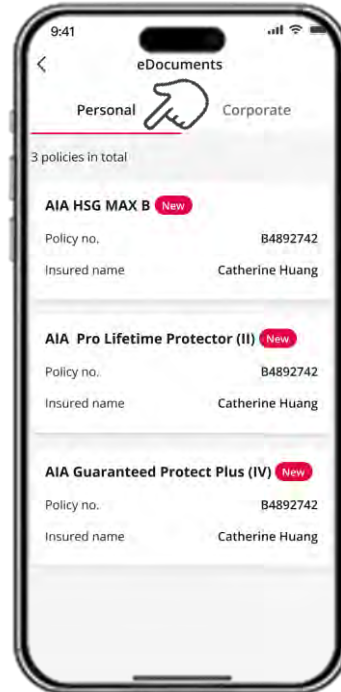
1

Under Dashboard
Swipe left and select
eDocument



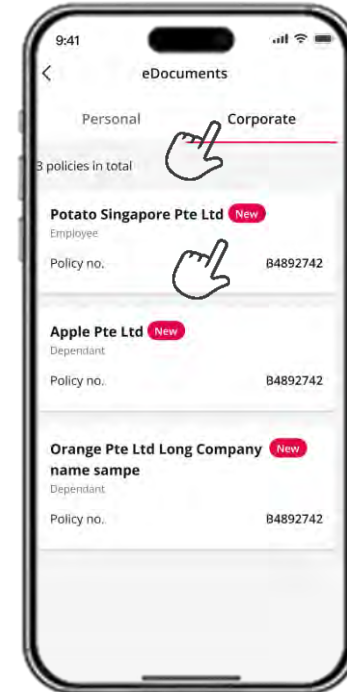
2

Personal –
eDocuments



3

Corporate -
eDocuments



 Contents

Let's Get
Started

Key AIA+
Functions

Your
Profile

You're
Covered

Your
Claims

Health
360

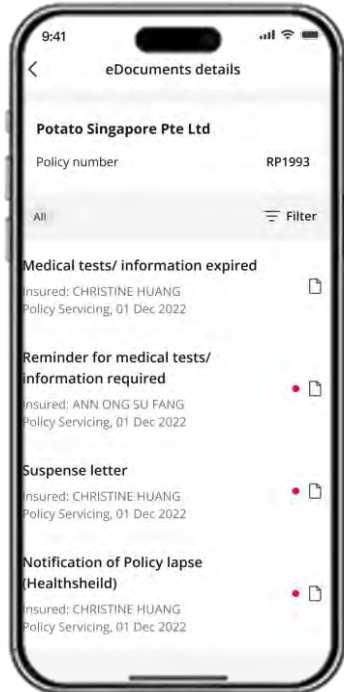
Let Us
Help

Others

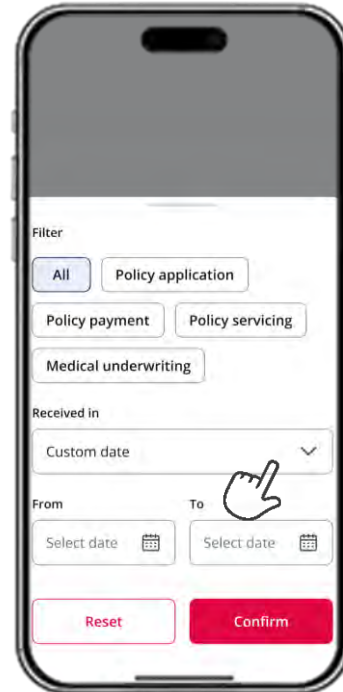


eDocuments

4 eDocuments Details



5 Function - filter eDocuments



6 Function - download eDocuments



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

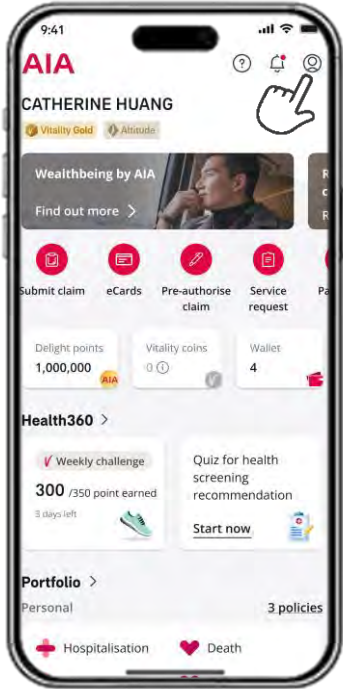
[Others](#)



Marketing consent

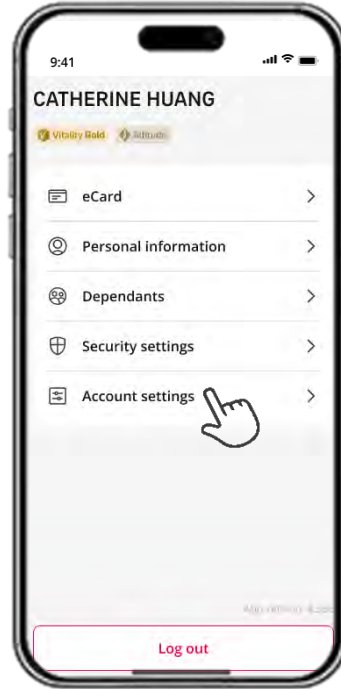
1

Under Dashboard
Select Profile Icon



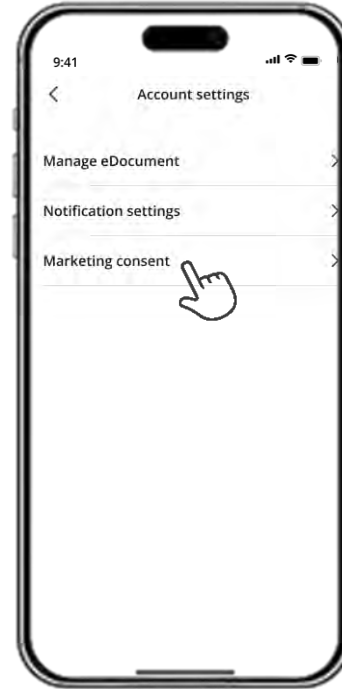
2

Select
Account settings



3

Marketing
consent



4

Let us know
your preferred
communication



 [Contents](#)

[Let's Get
Started](#)

[Key AIA+
Functions](#)

[Your
Profile](#)

[You're
Covered](#)

[Your
Claims](#)

[Health
360](#)

[Let Us
Help](#)

[Others](#)



Marketing consent

5

Let us know
your details
(Pure Corporate)

6

Giving
consent

7

Withdrawing
consent

8

You have given /
withdrawn your
consent

[Contents](#)

[Let's Get
Started](#)

[Key AIA+
Functions](#)

[Your
Profile](#)

[You're
Covered](#)

[Your
Claims](#)

[Health
360](#)

[Let Us
Help](#)

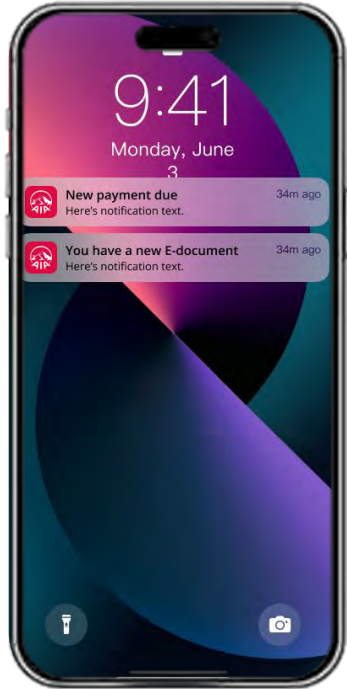
[Others](#)



Notification

1

Lock screen
notification



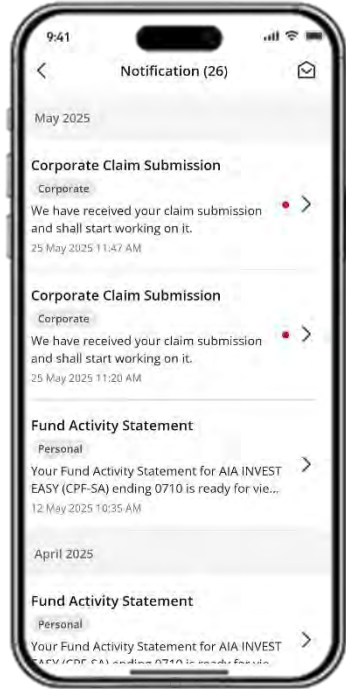
2

Biometric
login



3

Notification
summary



4

Promotional notification
(Sample)



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)





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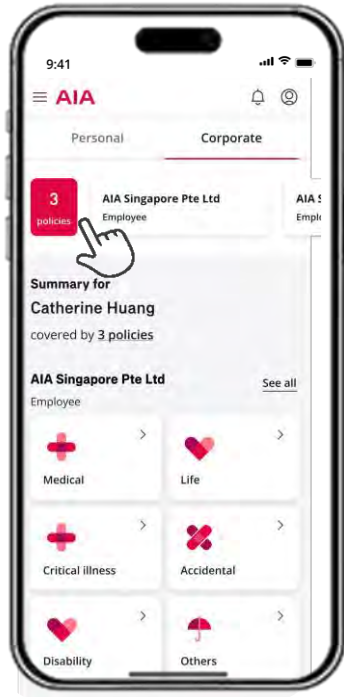
You're Covered



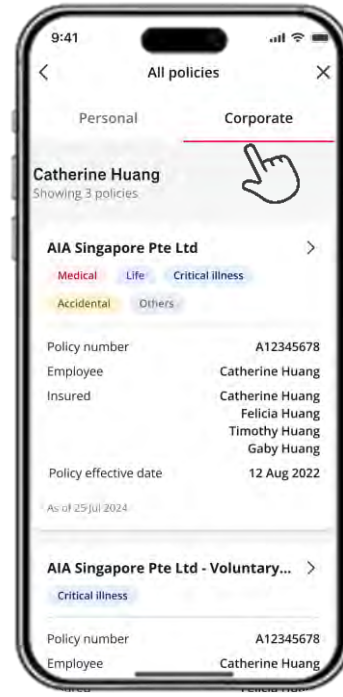
[Policy list](#) | [Coverage](#) | [Benefits](#) | [eHDF](#) | [Important task](#)

Policy list

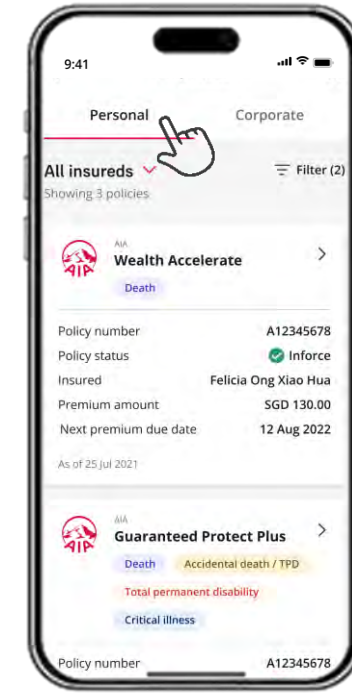
1 Under [Portfolio](#)
Click Polic(ies)



2 Corporate -
Policy list



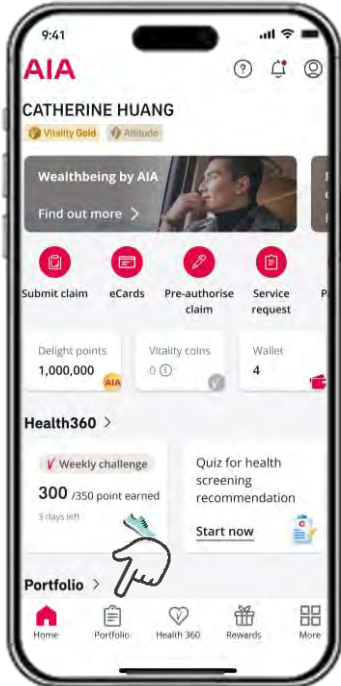
3 Personal -
Policy list



Coverage

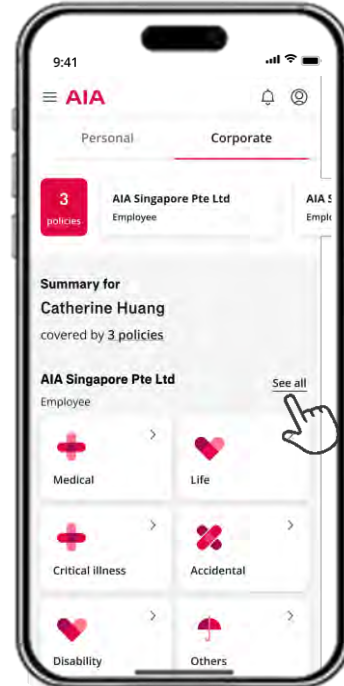
1

Under [Dashboard](#)
Select Portfolio



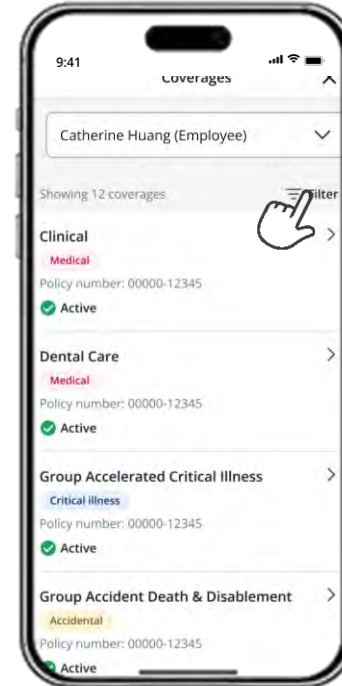
2

Under [Portfolio](#)
Select See all



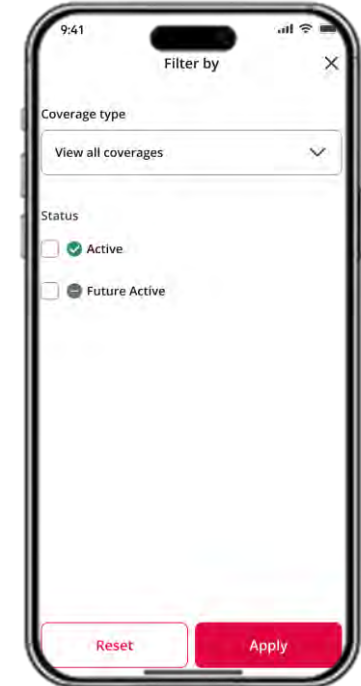
3

List of coverages
by client &
by insured



4

Filter Function



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

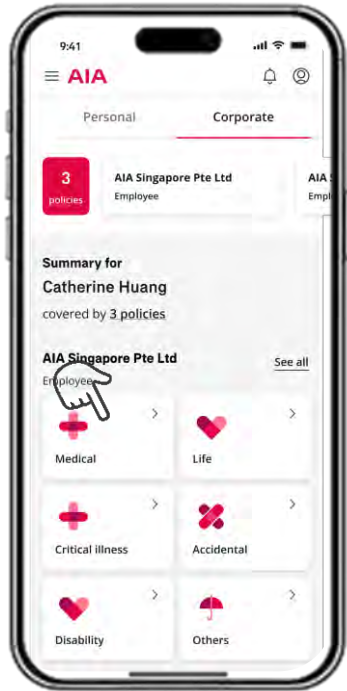
[Others](#)



Benefits

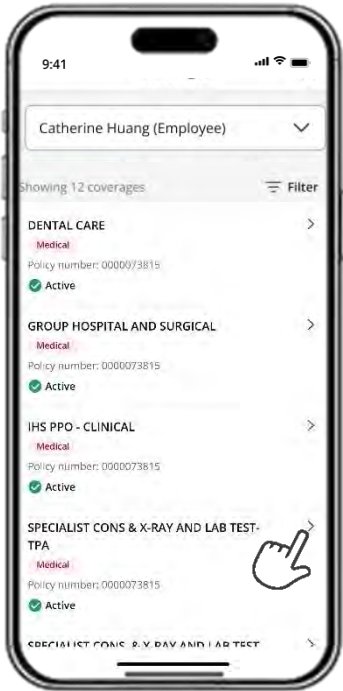
1

Under [Portfolio](#)
Select Coverages



2

Select to see
Benefit details



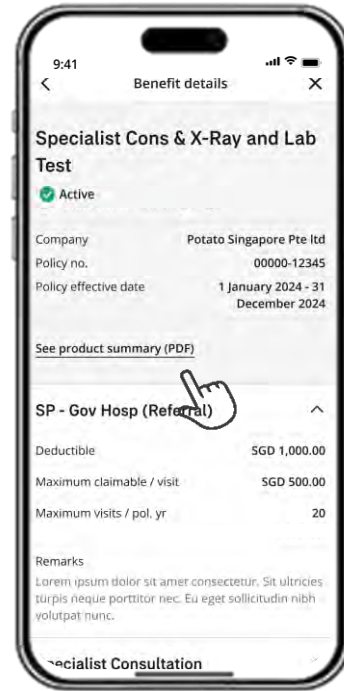
3

Benefit details
overview



4

Benefit details
expanded view



5

Download
function



 [Contents](#)

[Let's Get
Started](#)

[Key AIA+
Functions](#)

[Your
Profile](#)

[You're
Covered](#)

[Your
Claims](#)

[Health
360](#)

[Let Us
Help](#)

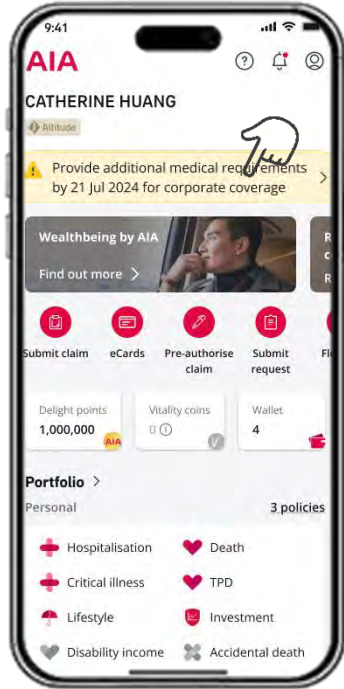
[Others](#)



Important task (eDocuments)

1

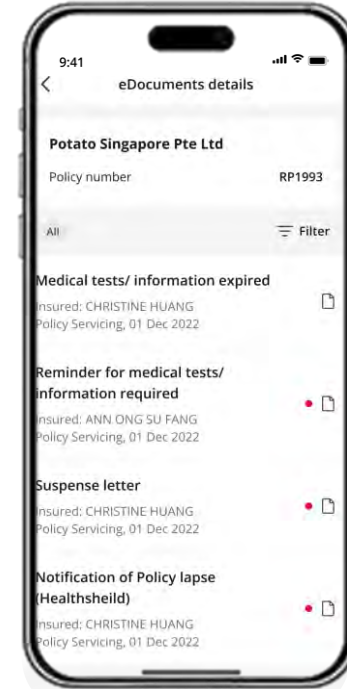
Important task
- Provide additional
Medical requirements



Continue directly
to eDocuments
(refer to
[eDocuments flow](#))

2

[eDocuments](#)
flow



 [Contents](#)

[Let's Get
Started](#)

[Key AIA+
Functions](#)

[Your
Profile](#)

[You're
Covered](#)

[Your
Claims](#)

[Health
360](#)

[Let Us
Help](#)

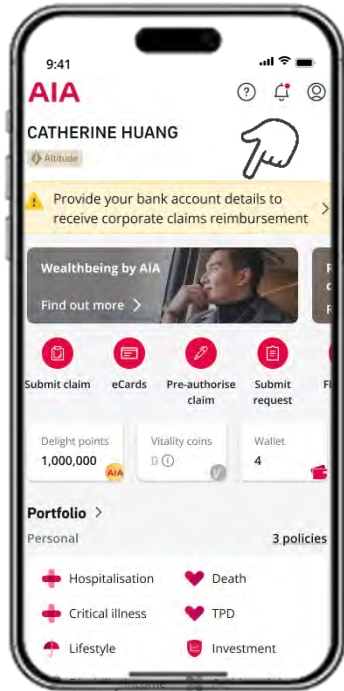
[Others](#)



Important task (Profile)

1

Important task
- Provide bank details

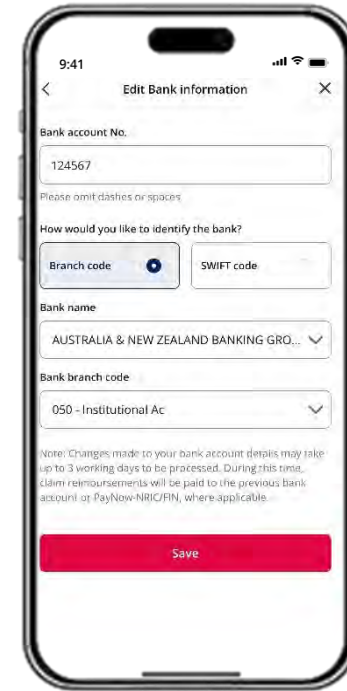


Continue directly
to Profile
(refer to [Personal
Info flow](#))



2

[Personal
Information
flow](#)



 [Contents](#)

[Let's Get
Started](#)

[Key AIA+
Functions](#)

[Your
Profile](#)

[You're
Covered](#)

[Your
Claims](#)

[Health
360](#)

[Let Us
Help](#)

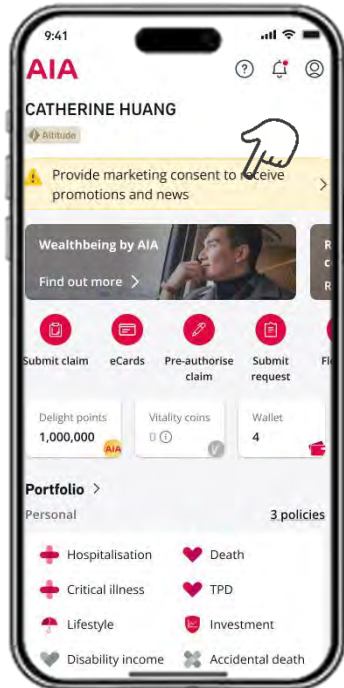
[Others](#)



Important task (Marketing Consent)

1

Important task
- Provide Marketing consent



2

Marketing Consent flow



Continue directly
to Profile
(refer to [Marketing Consent flow](#))

 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)





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Your Claims

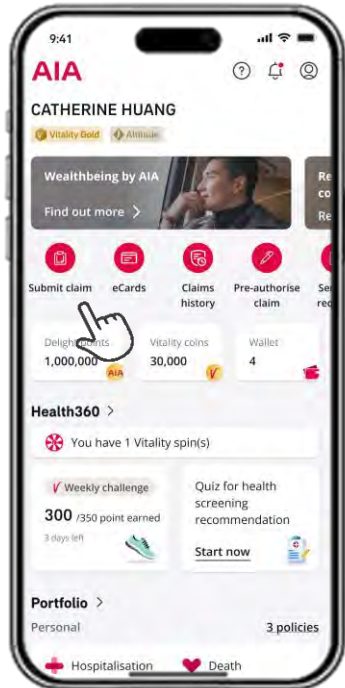


[Submit claim](#) | [Claim history](#)

Submit claim

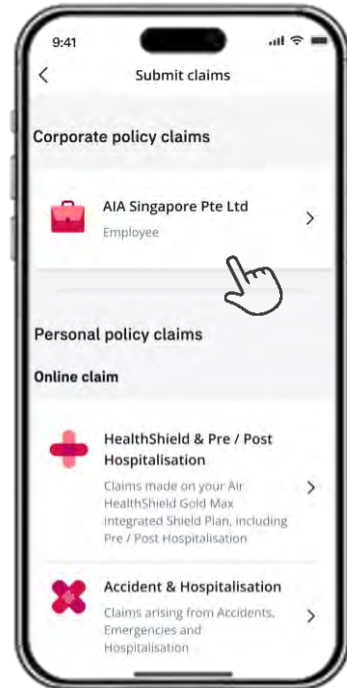
1

Under Dashboard
Select Submit claim



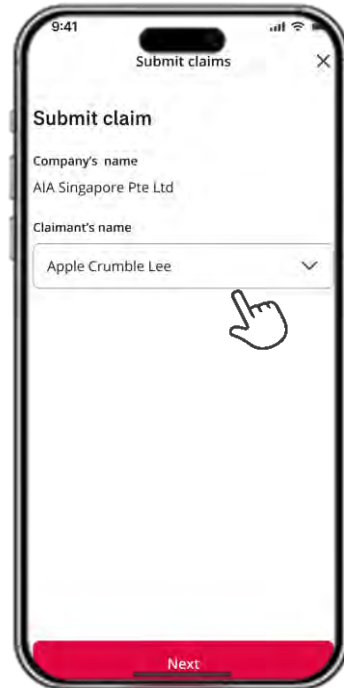
2

Select Client



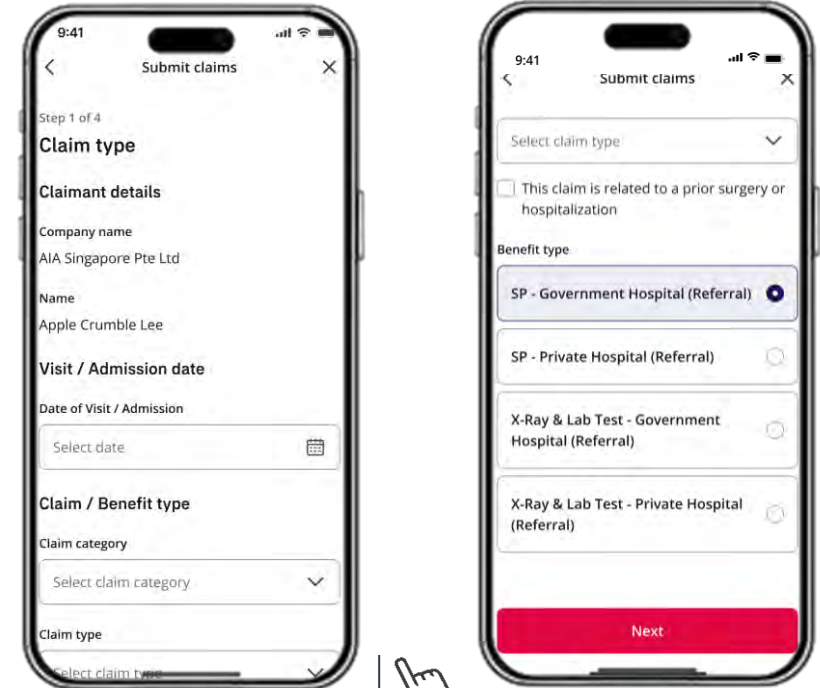
3

Select Claimant



4

Complete
Claim type



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)



Submit claim

5

Complete
Claim details



9:41 Submit claims

Step 2 of 4

Claim details

Clinic/Hospitalisation details

Name of clinic / Hospital

@Just Braces Dental Care

Diagnosis details

Diagnosis

Z01.2 Dental examination/checkup/...

Diagnosis details/remarks

General checkup

11/500

Bill details

Total/Net Amount Payable

SGD 582.00

Excluding CHAS/subsidies/GST absorbed by the government.

☐ I paid GST in the above amount

Does your bill show any deduction from MediSave? (Only applicable to Singaporeans/Permanent Residents)

☐ Yes ☐ No

Are you claiming from another insurer/policy (including integrated shield plans)?

☐ Yes ☐ No

Have you received the settlement letter from your third-party insurer?

☐ Yes ☐ No

Next



9:41 Submit claims

Bill details

Total/Net Amount Payable

SGD 582.00

Excluding CHAS/subsidies/GST absorbed by the government.

☐ I paid GST in the above amount

Does your bill show any deduction from MediSave? (Only applicable to Singaporeans/Permanent Residents)

☐ Yes ☐ No

Are you claiming from another insurer/policy (including integrated shield plans)?

☐ Yes ☐ No

Have you received the settlement letter from your third-party insurer?

☐ Yes ☐ No

Next



9:41 Submit claims

Select payment method

☐ Bank transfer ☐ Paynow via NRIC/FIN

Please provide the bank account details to AIA for update. If there are no bank account details available, then payment will be made via other payment modes, such as PayNow or cheque.

Required documents

Please note that the following documents will be required to complete this submission

- ☐ Bills/Receipts
- ☐ CPF MediSave statement (if applicable). Please refer to FAQ on how to obtain this document.
- ☐ Third-party Settlement letter (if applicable)

Next



6

Upload
documents

9:41 Submit claims

Step 3 of 4

Upload documents

Uploads must be in images (JPG/PNG) or PDF format and can not exceed 10MB per submission.

Medical bill / itemised receipt / tax invoice

Please upload the finalised medical bill for the date of visit.

+ Add file

CPF MediSave Statement

(Only applicable to Singaporeans / permanent residents)

CPF Online Statement / MediSave Transaction Statement / MediSave deduction notification (Please refer to FAQ on how to obtain the document)

+ Add file

Settlement letter

Next

Settlement letter

Please include the settlement letter from any third-party insurer(including integrated shield plan).

+ Add file

Others

Please include referral letters, specialist memo or prescription notes, if any.

+ Add file

Uploading documents

- Your claim will not be processed if the uploaded document(s) are not legible.
- Receipts submitted should show the patients name and date of request (dated not more than 90days ago).
- Retain the original document(s) for 180 days after submission.

Next



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)



Submit claim

7

Review your submission

8

You have successfully submitted your claims



9:41

Step 4 of 4

Review

Please ensure the following details are accurate before submission.

Claimant details

Claimant details Apple Crumble Lee
Company name AIA Singapore Pte Ltd
Policy No. 00000068131
Date of visit / Admission 05 Oct 2023

Claim / Benefit type

Claim category Outpatient
Claim type Dental services & treatment
Benefit type Dental services & treatment

Claim details



9:41

Submit claims

Claim details

Name of clinic / Hospital @Just Braces Dental Care
Diagnosis Dental examination / checkup / consultation
Diagnosis details / remarks General checkup
Total / Net Amount SGD 100.00
Payable (Excluding CHAS / subsidies / GST absorbed by the government)
GST Paid Yes
Does your bill show any deduction from MediSave? (Only applicable to Singaporeans/Permanent Residents) SGD 8.26
Are you claiming from another insurer / policy including Integrated Shield Plan? Yes
Have you received the settlement letter from your third-party insurer? Yes

Payment method Bank transfer



9:41

Submit claims

Payment method Bank transfer

Upload documents

Medical bill / itemised receipt / tax invoice

Invoice.pdf 330 kb
IMG_2156.jpg 330 kb

CPF MediSave Statement

IMG_2156.jpg 330 kb

Settlement letter

IMG_2156.jpg 330 kb

Others

IMG_2157.jpg



9:41

CPF MediSave Statement

IMG_2156.jpg 330 kb

Settlement letter

IMG_2156.jpg 330 kb

Others

IMG_2157.jpg 330 kb
IMG_2158.jpg 330 kb

☐ I accept **important notes and declaration and authorization** on 22 Jan 2024, 06:09 pm.

Submit



9:41

Claim submitted

Your claim request (eClaim Ref ACM010018941) has been submitted. You may inquire on the status of your claim from Claims history at any time.

[Download claim submission form](#)

New claim Claim history



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

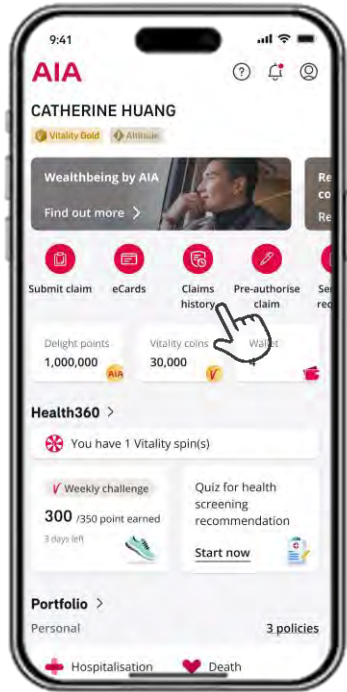
[Others](#)



Claim history

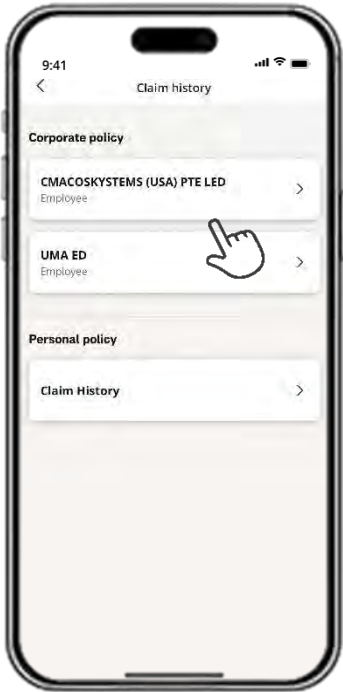
1

Under Dashboard
Select Claims history



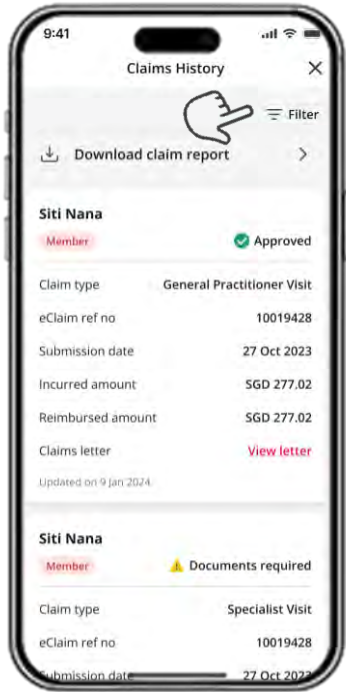
2

Select Client



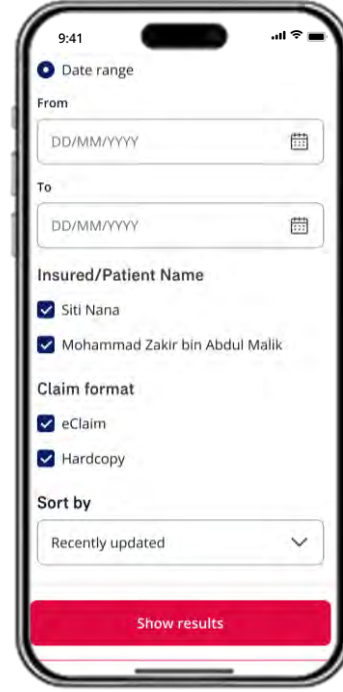
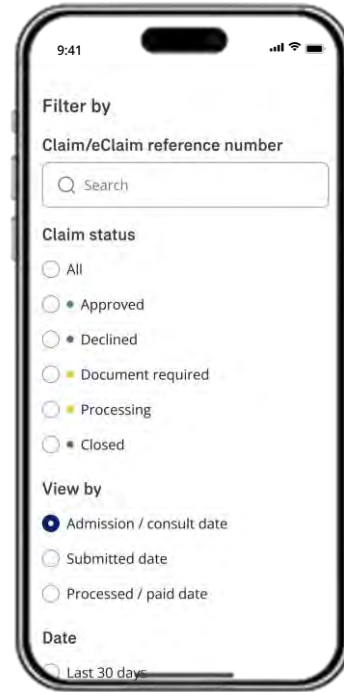
3

List of
claim history
by claimant



4

Filter function
by Claim reference number / Status /
Claim date(s) / Insured / Format & Sort function =



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

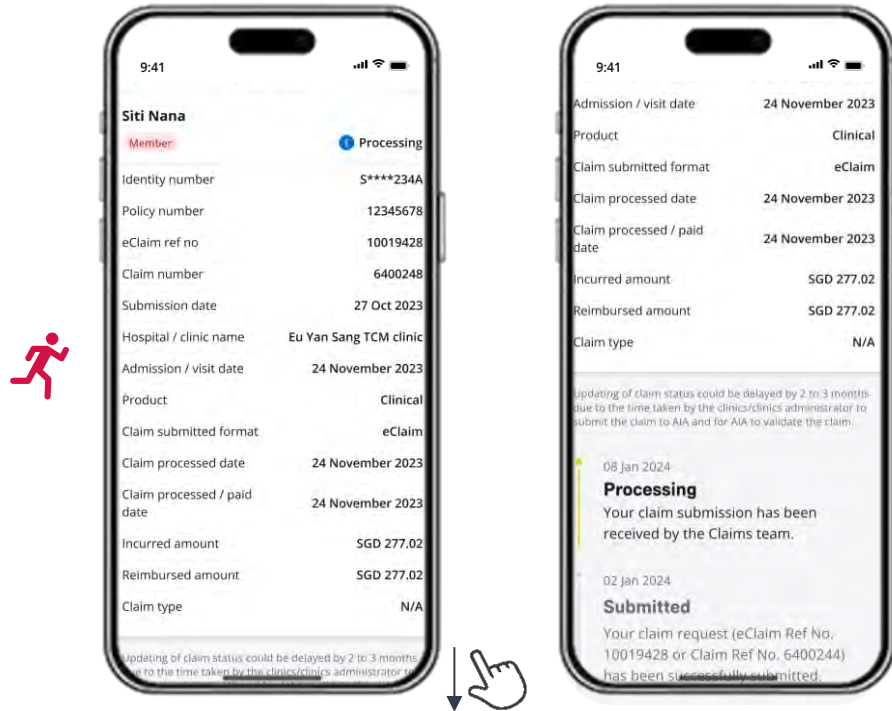
[Others](#)



Claim history

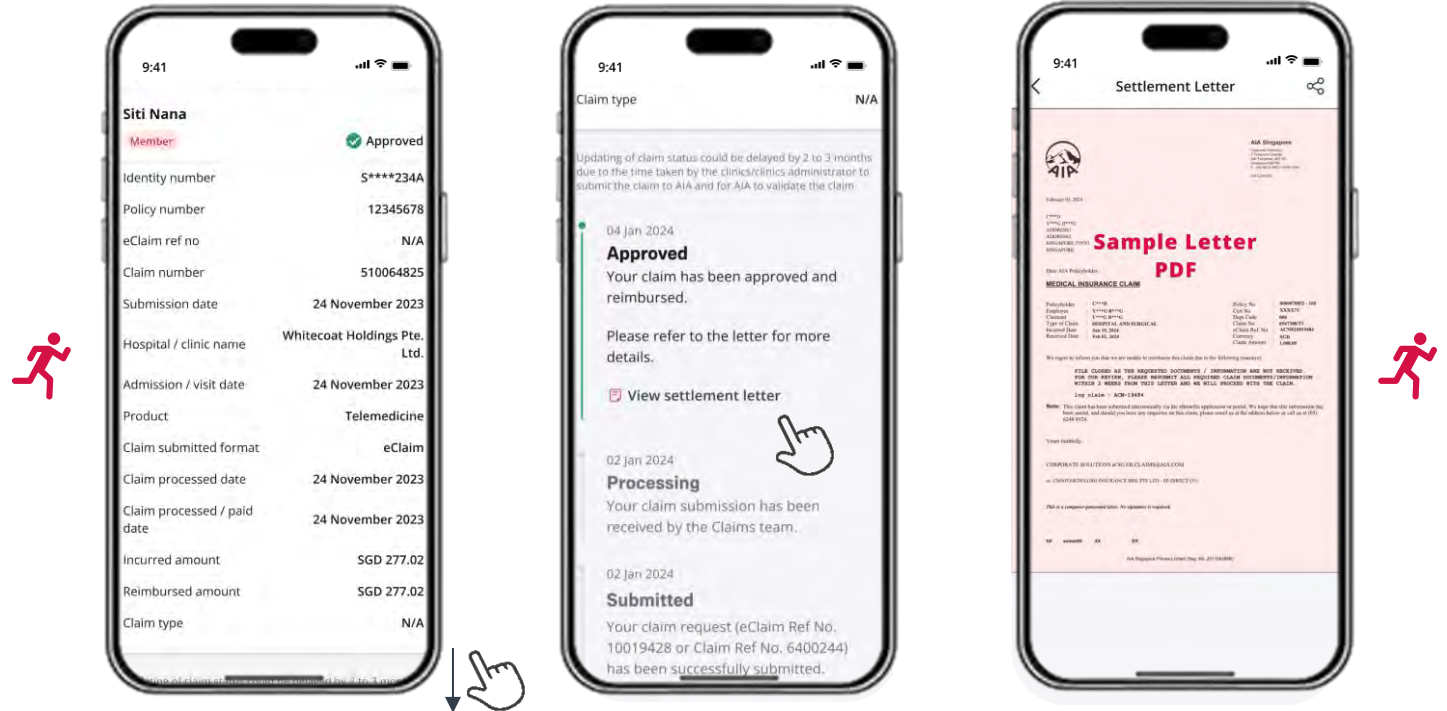
5

Claims under processing



6

Claims approved with settlement letter



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

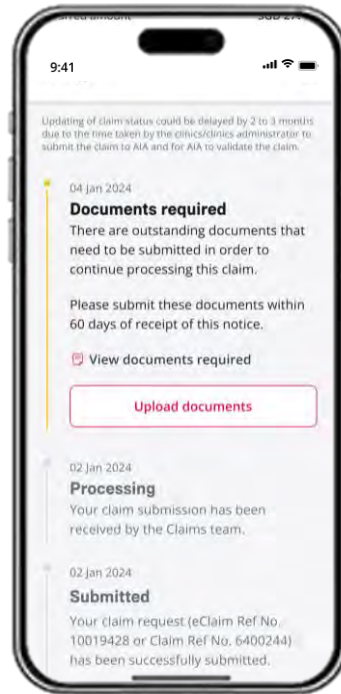
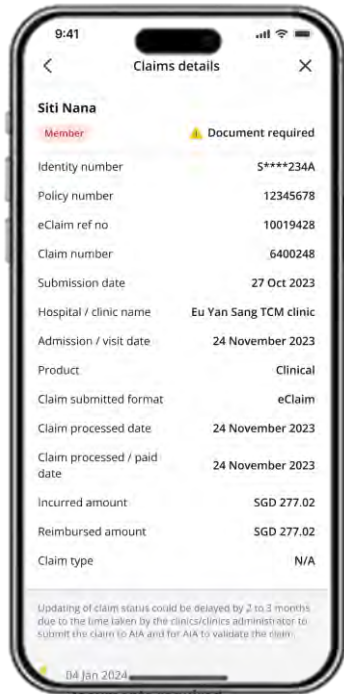
[Others](#)



Claim history

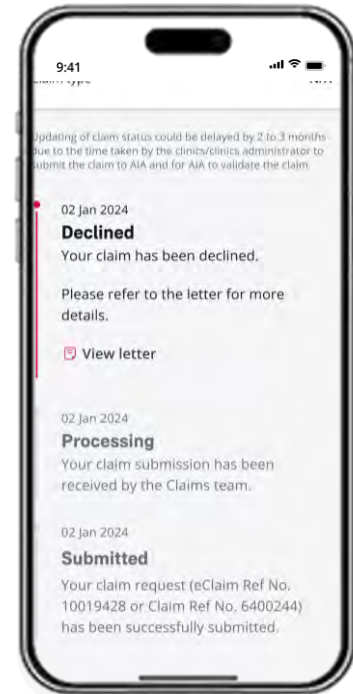
7

Additional documents required



8

Claims declined



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)





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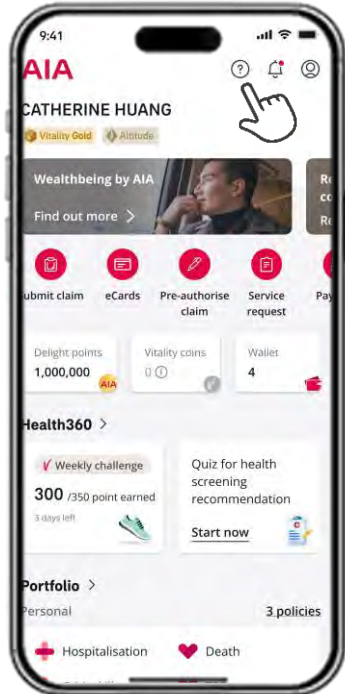


[Contact us](#)

Contact us

1

Under Dashboard
Select  Icon



Chat with MAIA

Guide to Homepage >

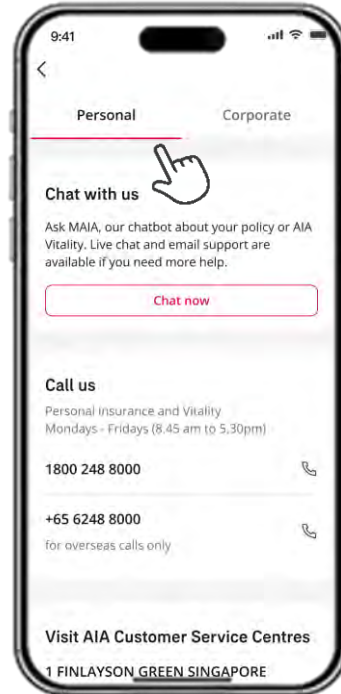
Guide to Health360 >

Contact us >

Link missing policy >

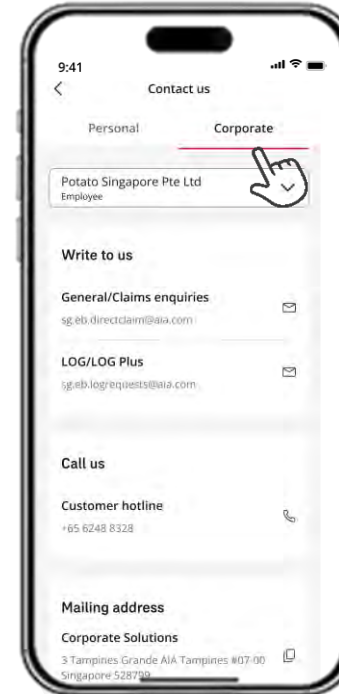
2

Personal -
Contact us



3

Corporate -
Contact us
(non-Premier
International Medical)



 Contents

Let's Get
Started

Key AIA+
Functions

Your
Profile

You're
Covered

Your
Claims

Health
360

Let Us
Help

Others



HEALTHIER, LONGER,
BETTER LIVES

Others



Information Library

1

Under [Dashboard](#)
access [Portfolio](#)
Select Information library

2

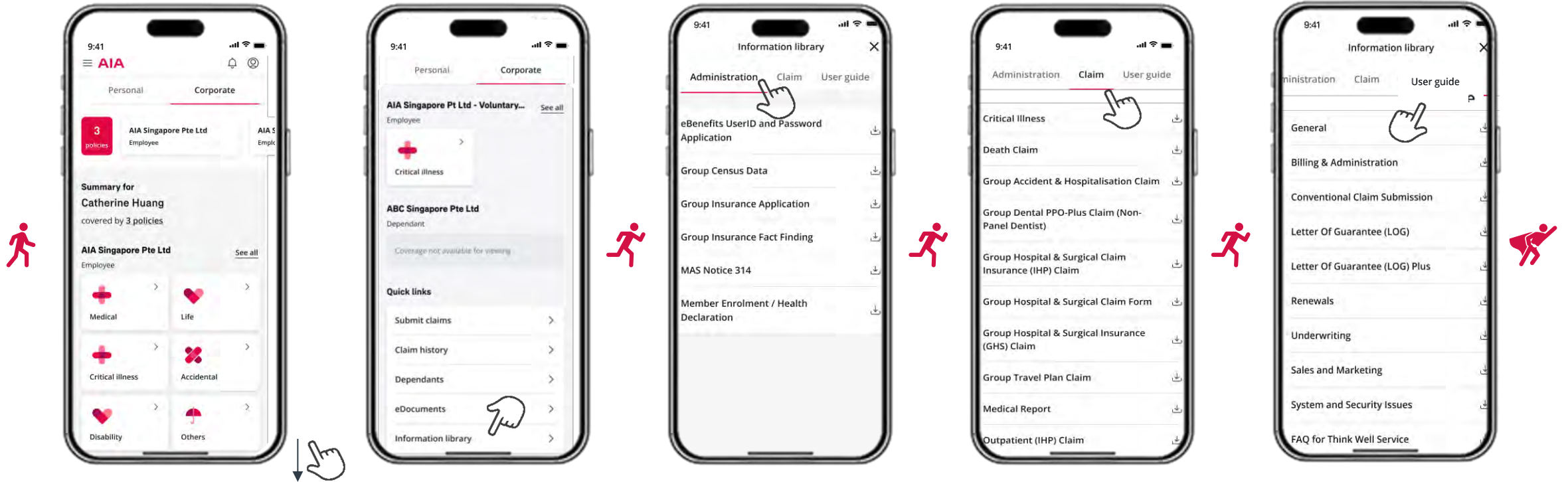
Administration
related

3

Claim
related

4

User
guide



 [Contents](#)

[Let's Get
Started](#)

[Key AIA+
Functions](#)

[Your
Profile](#)

[You're
Covered](#)

[Your
Claims](#)

[Health
360](#)

[Let Us
Help](#)

[Others](#)





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