



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.



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Select



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Swipe Left / Right



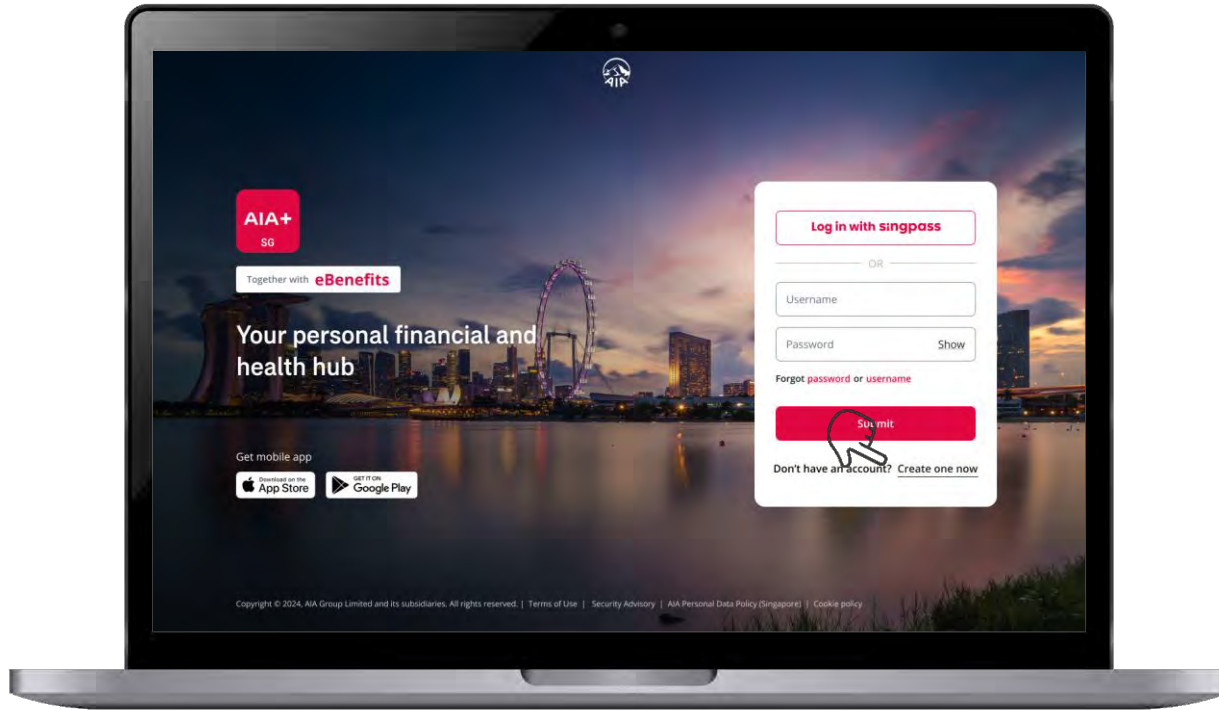
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Let's Get Started



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Account setup

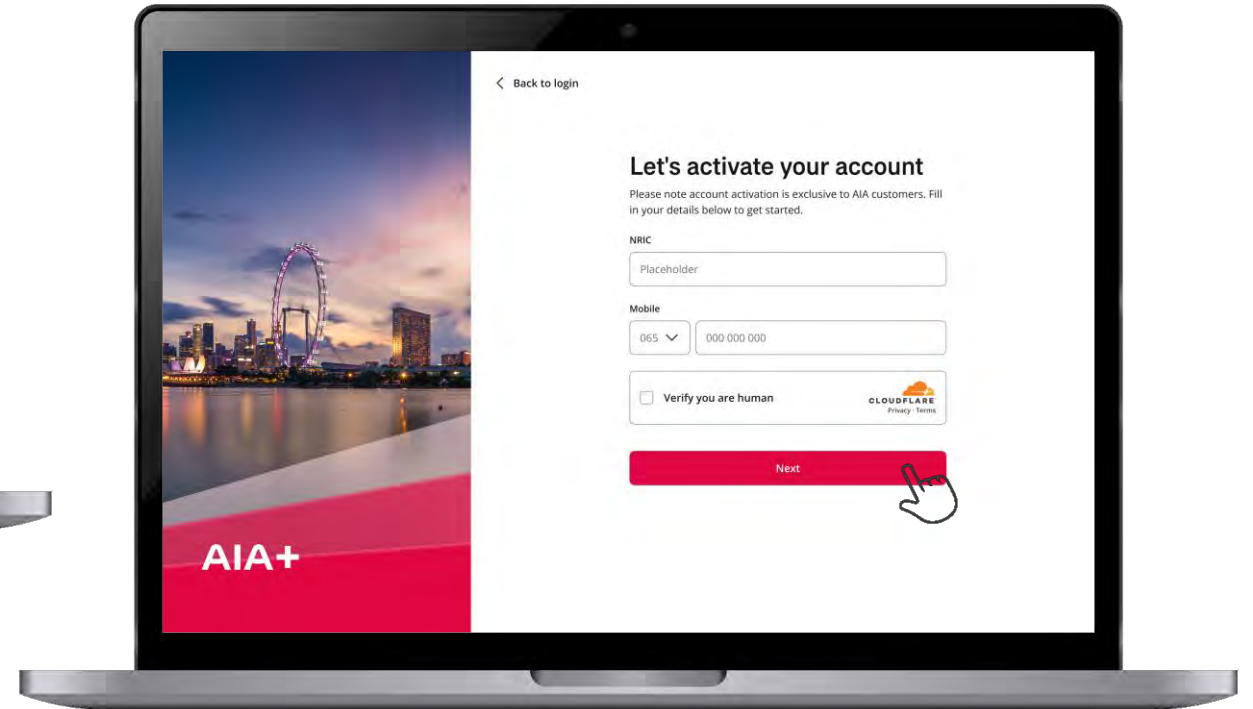


01

Select Create one now

02

Activate your account



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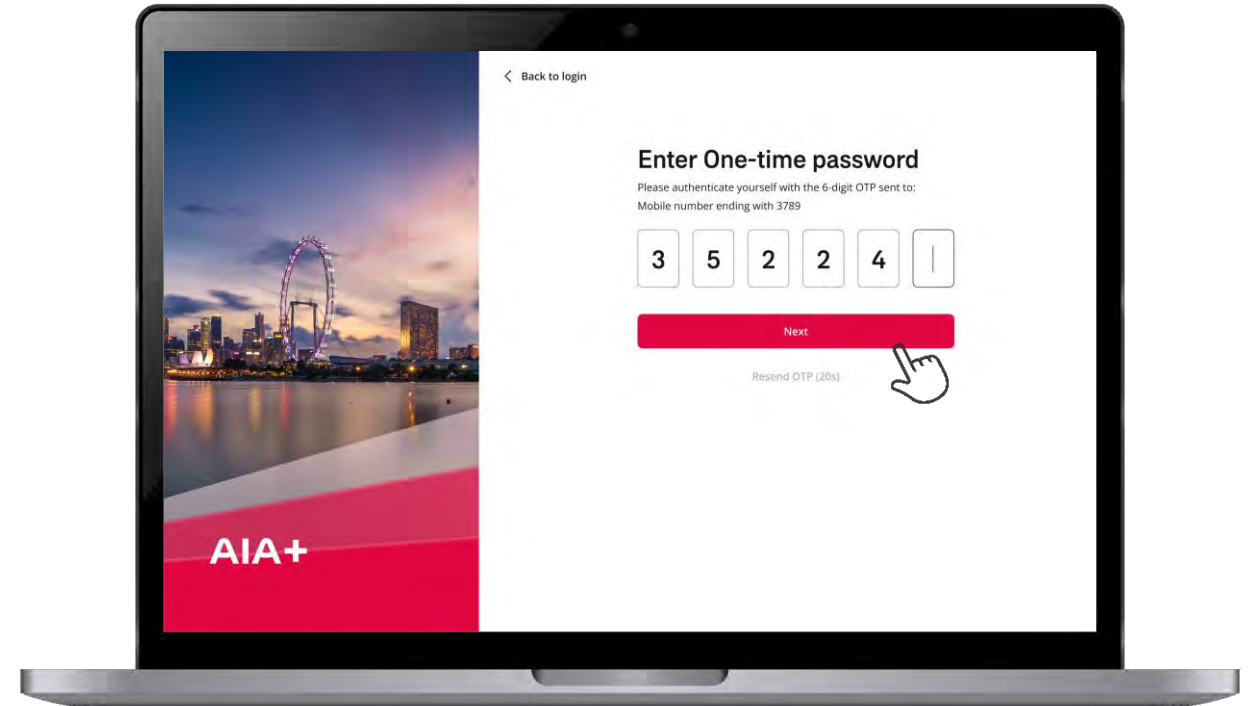
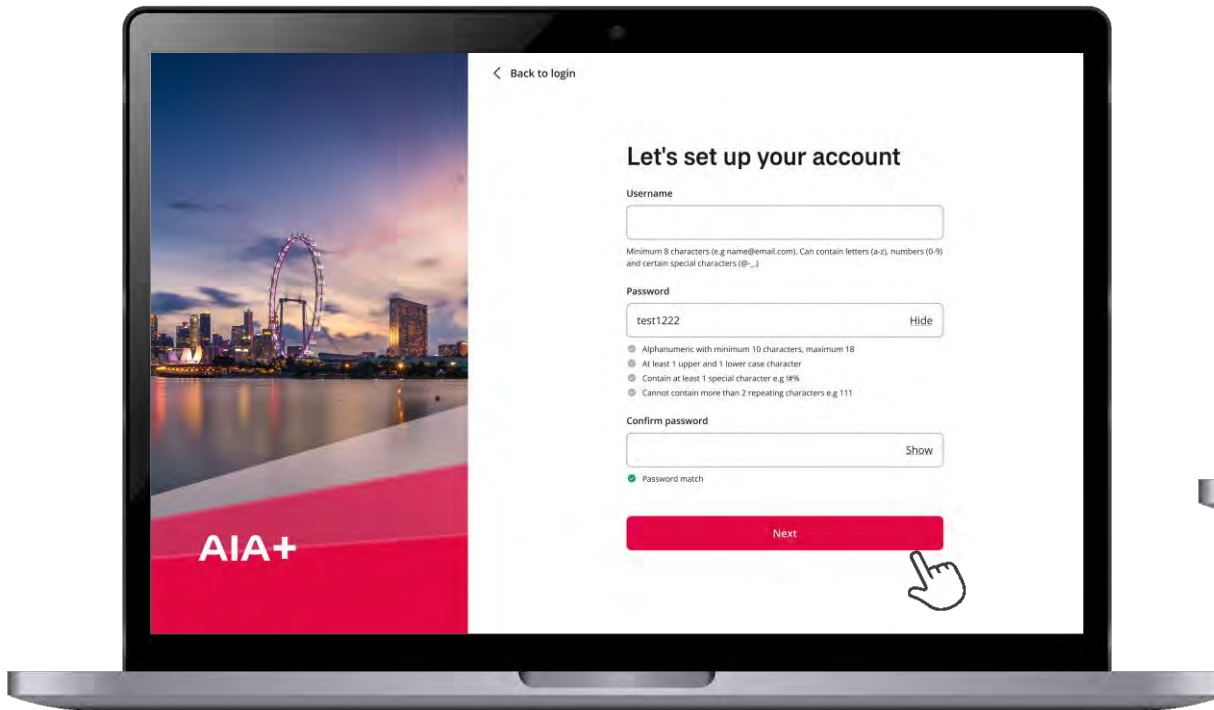
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Account setup

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Setup your account



04

Enter your One Time Password (OTP)



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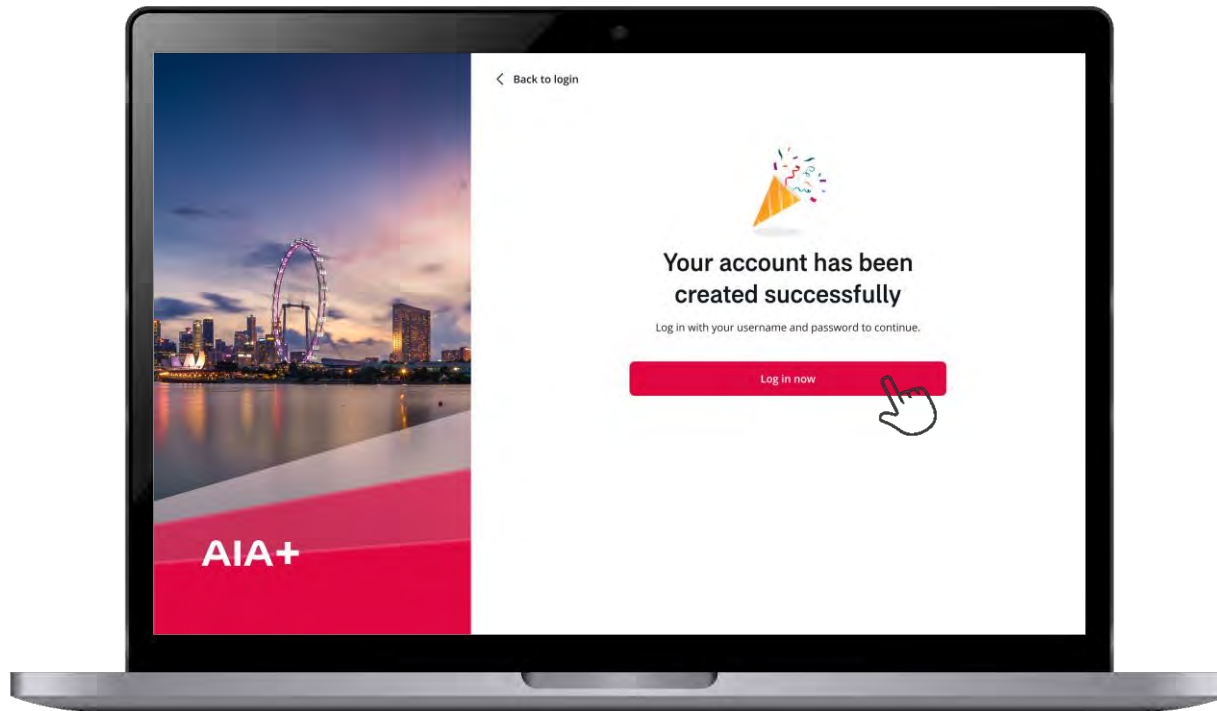
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Account setup



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You have successfully created your account



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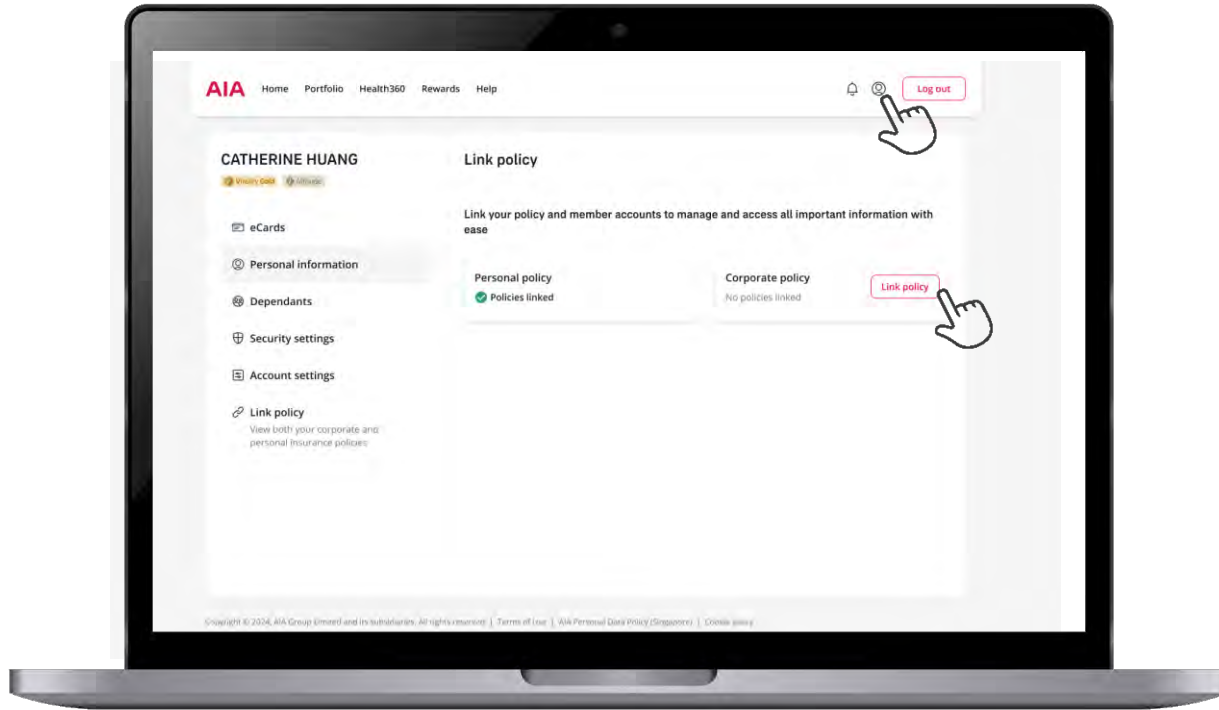
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Link your polic(ies) – Corporate



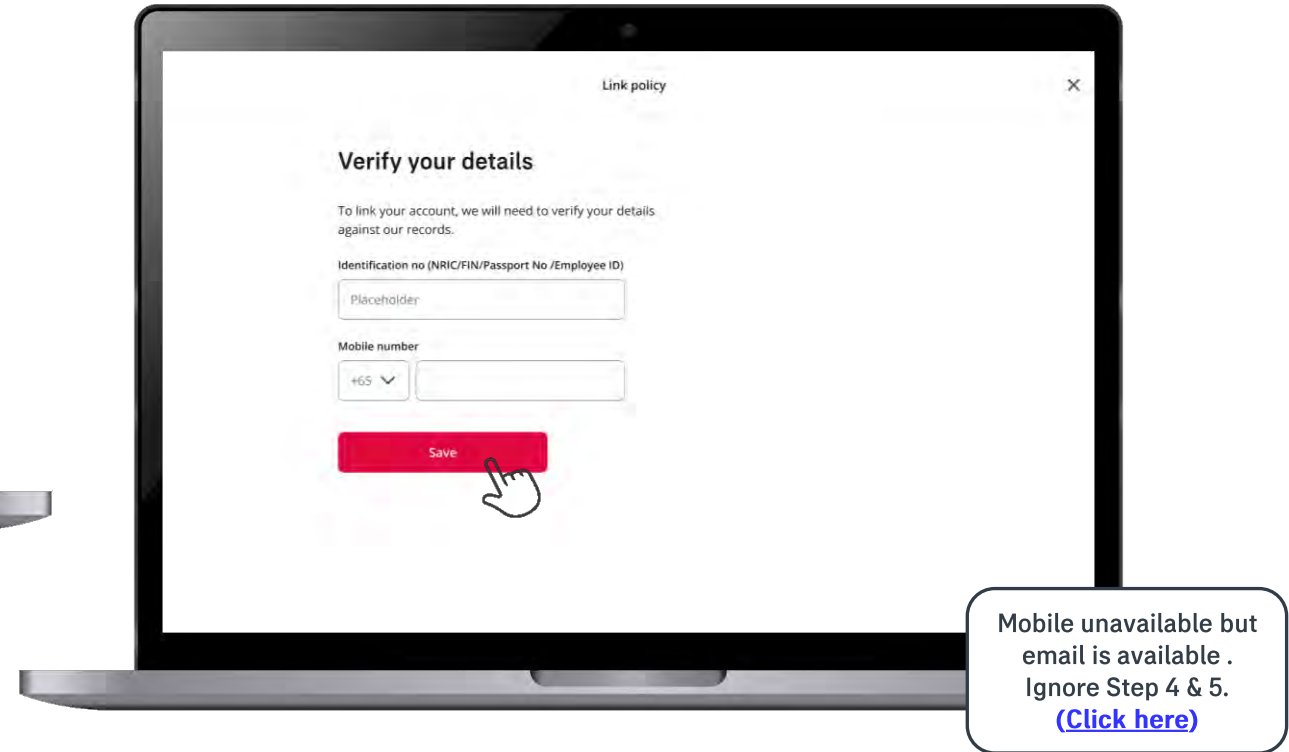
01

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



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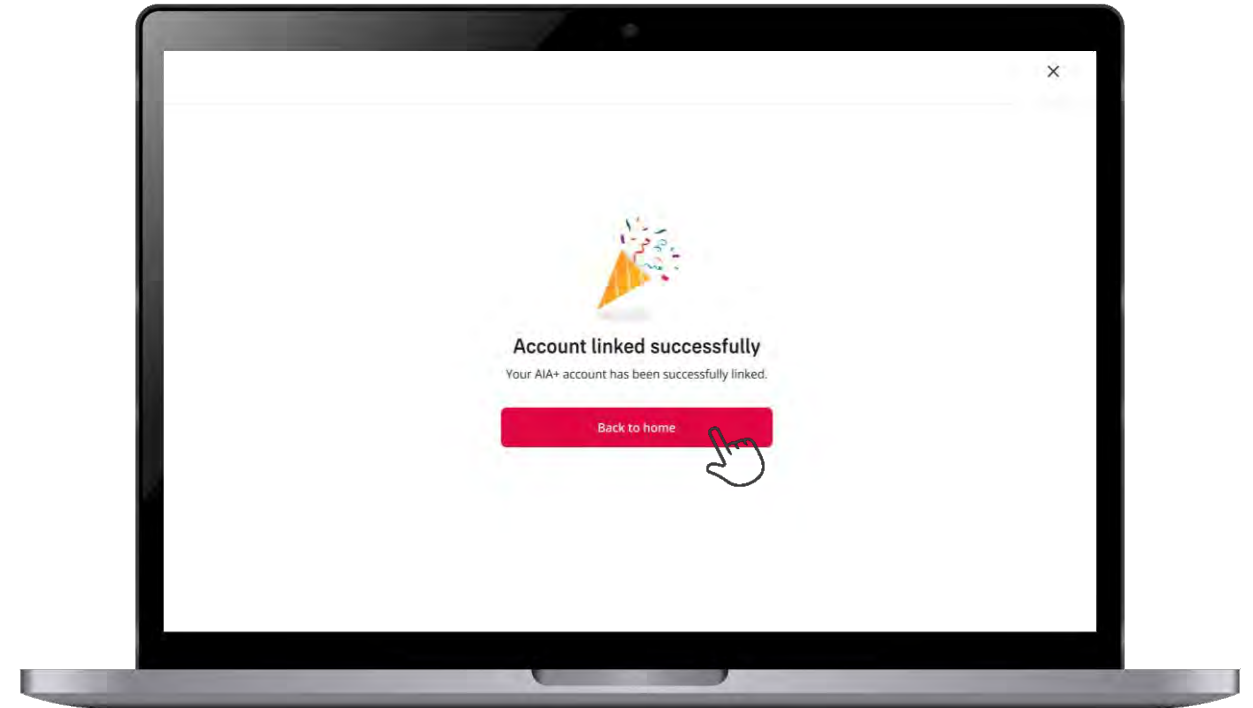
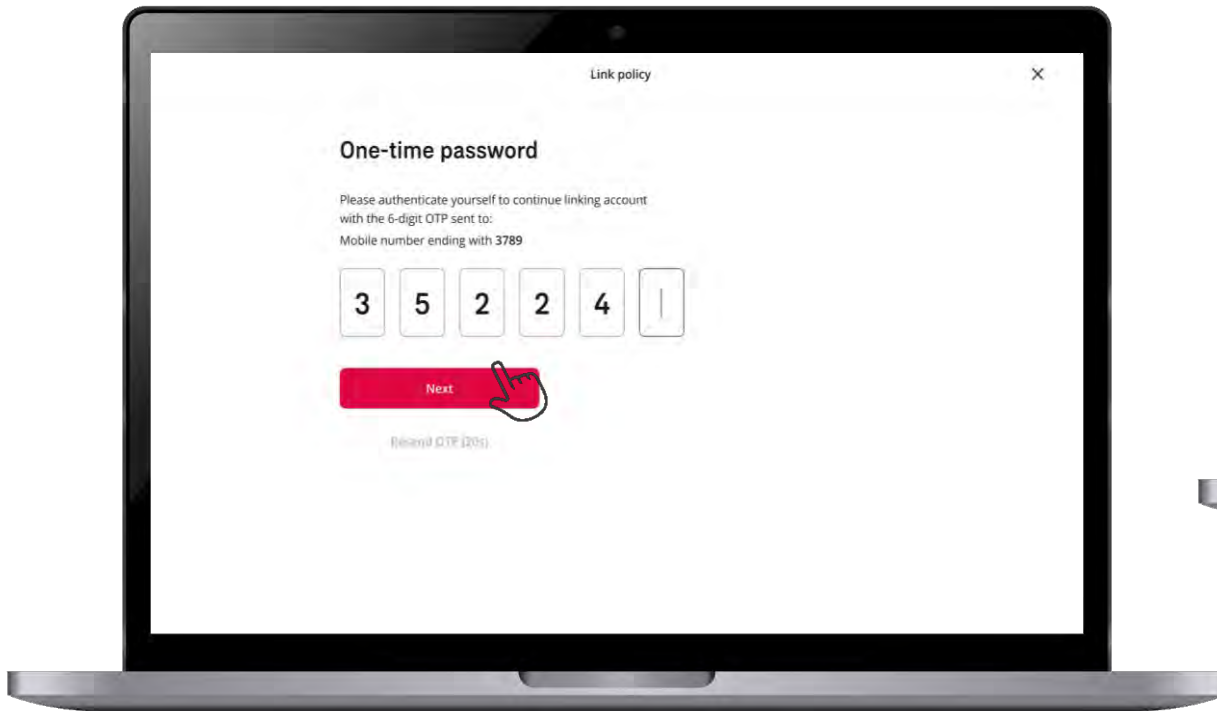
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Link your polic(ies) – Corporate

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Enter your One Time Password (OTP)



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You have successfully linked your account



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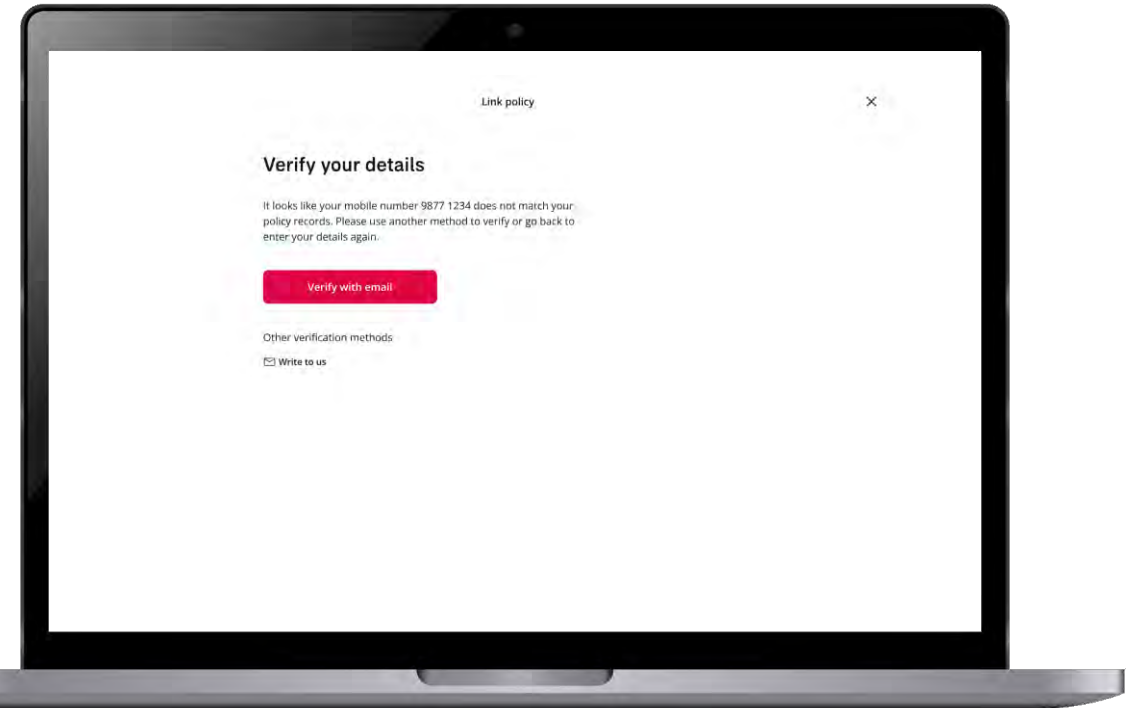
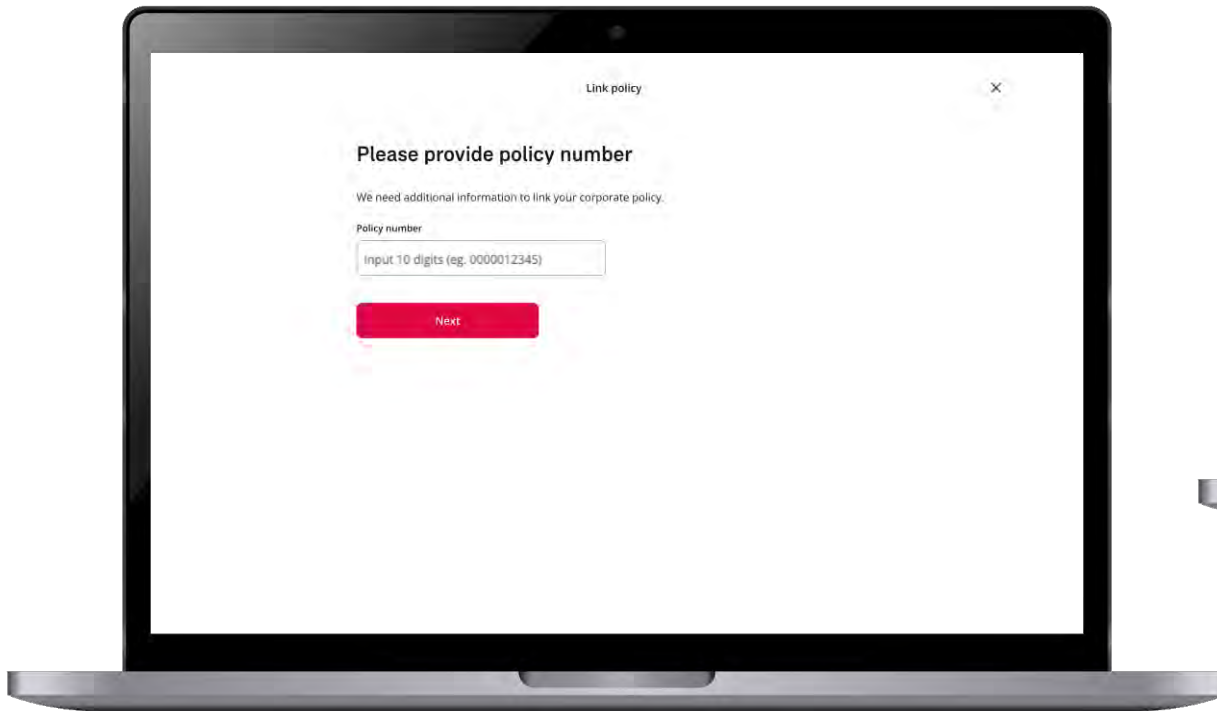
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Link your polic(ies) – Corporate

03

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



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Mobile Number mismatch to verify with email address



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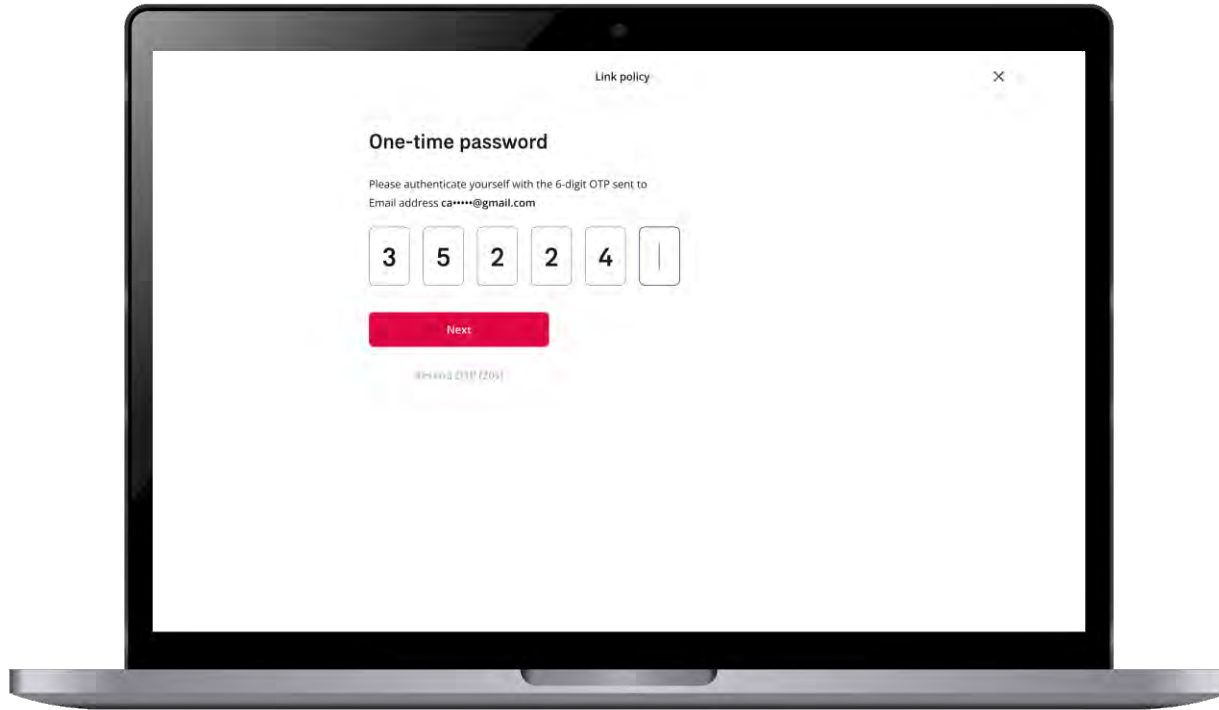
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Link your polic(ies) – Corporate

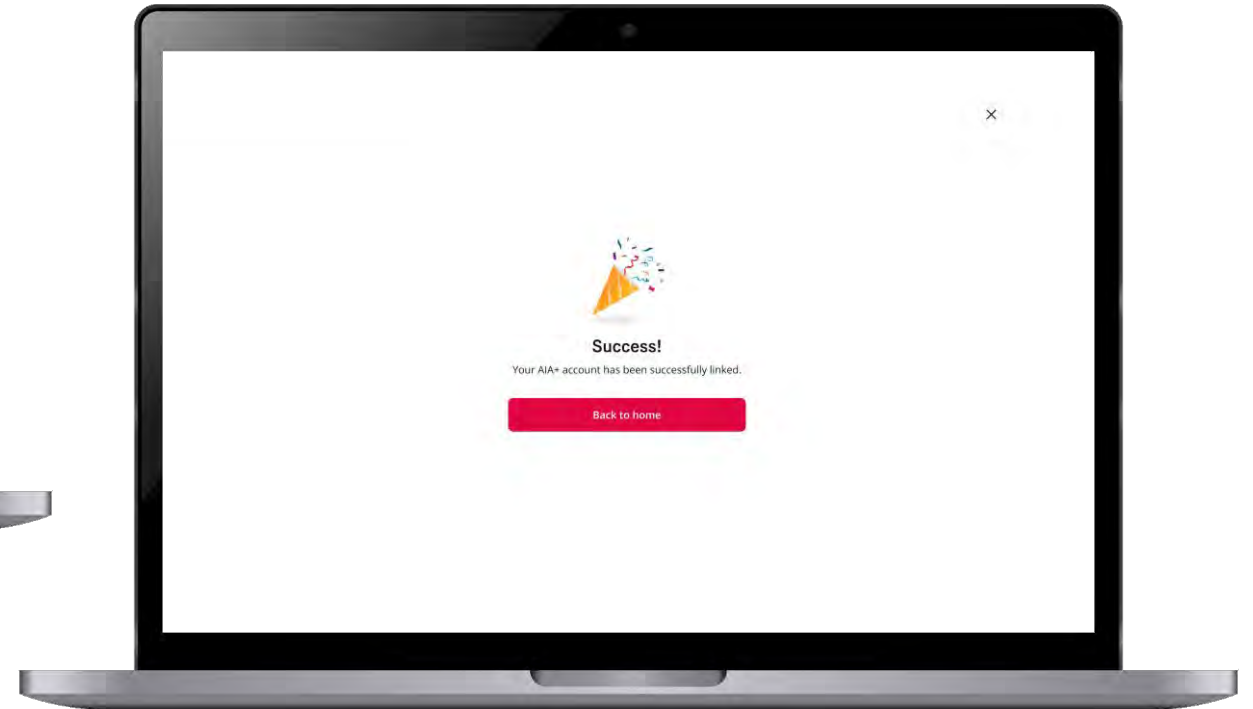


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Enter your One Time Password (OTP)

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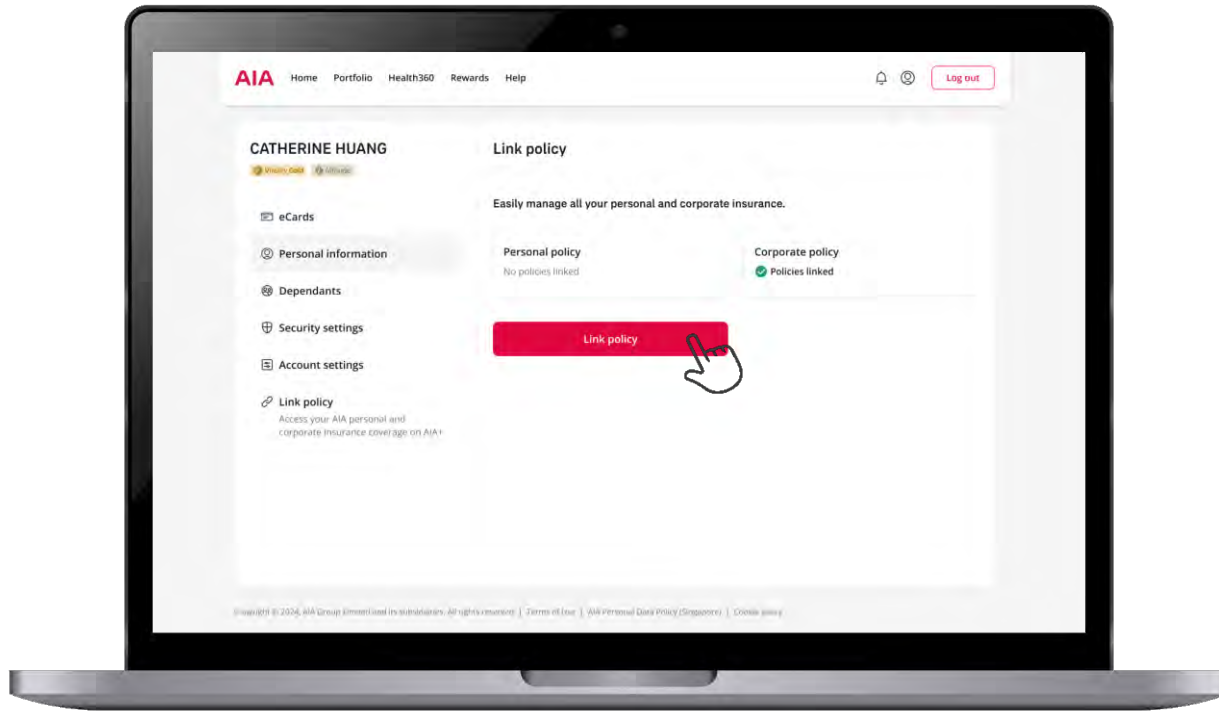
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Link your polic(ies) - Life

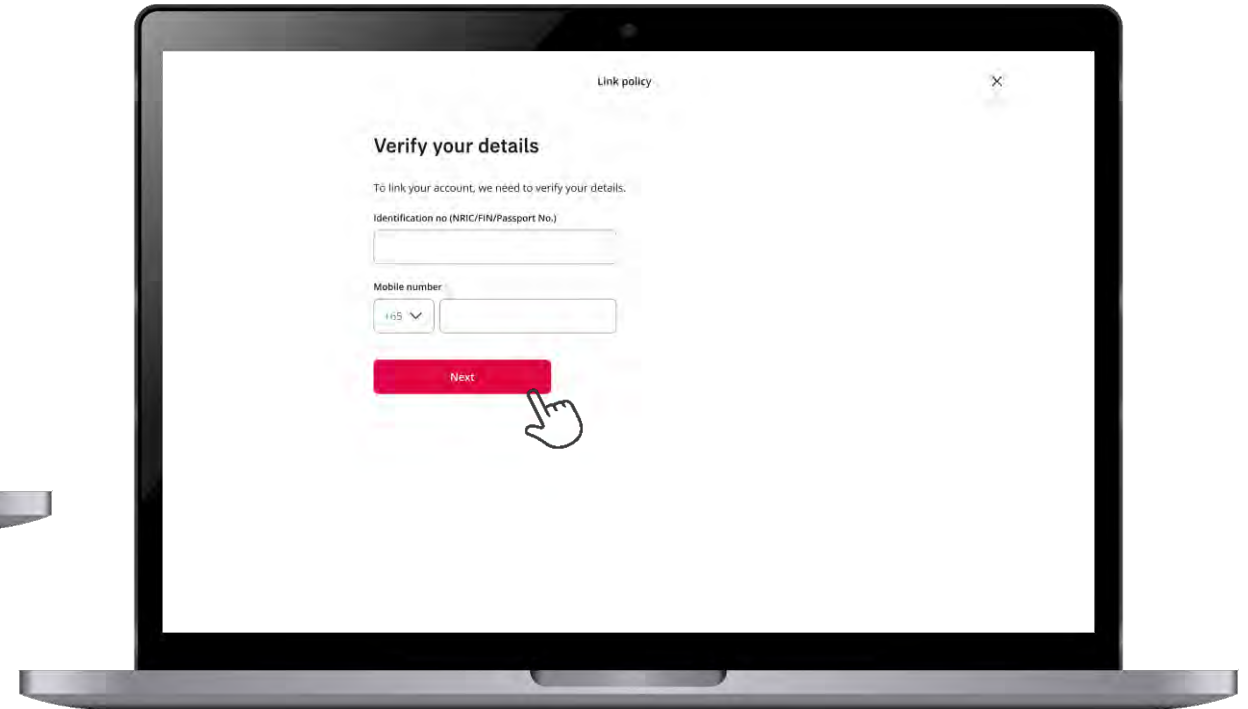


01

Link your Life policy

02

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



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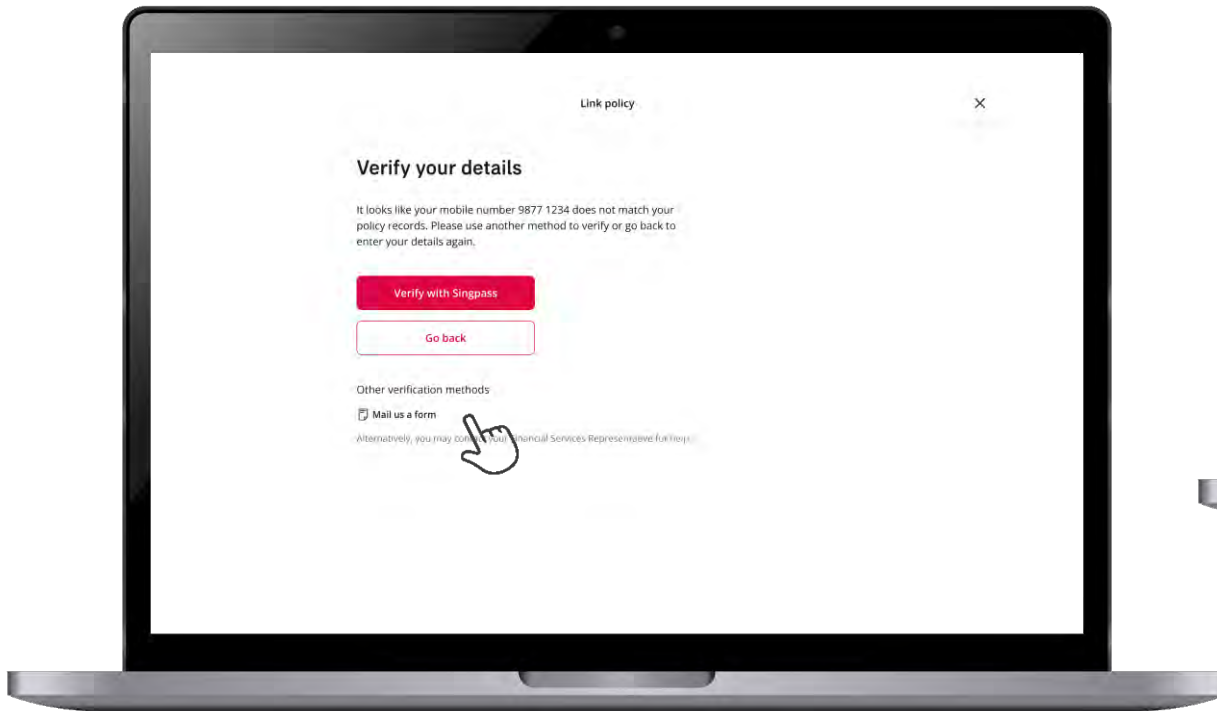
[Others](#)



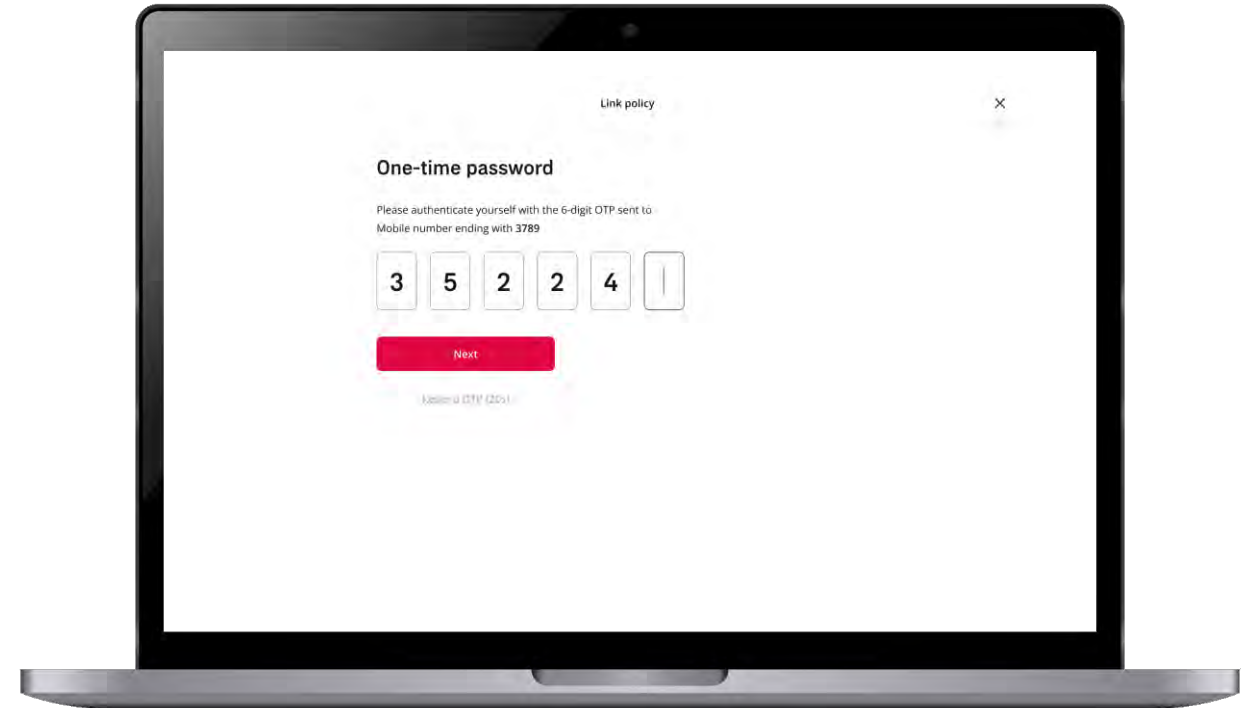
Link your polic(ies) - Life

03

Verify with Singpass



If your details does not match, verify using Singpass



04

Enter your One Time Password (OTP)



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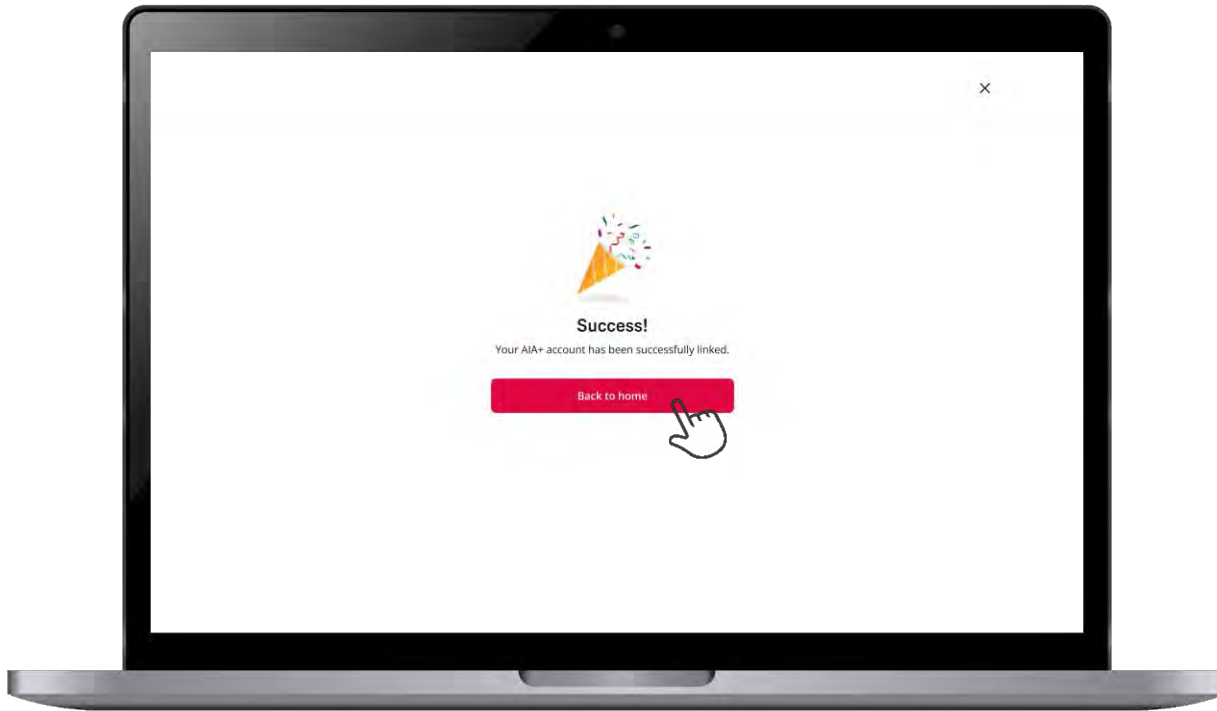
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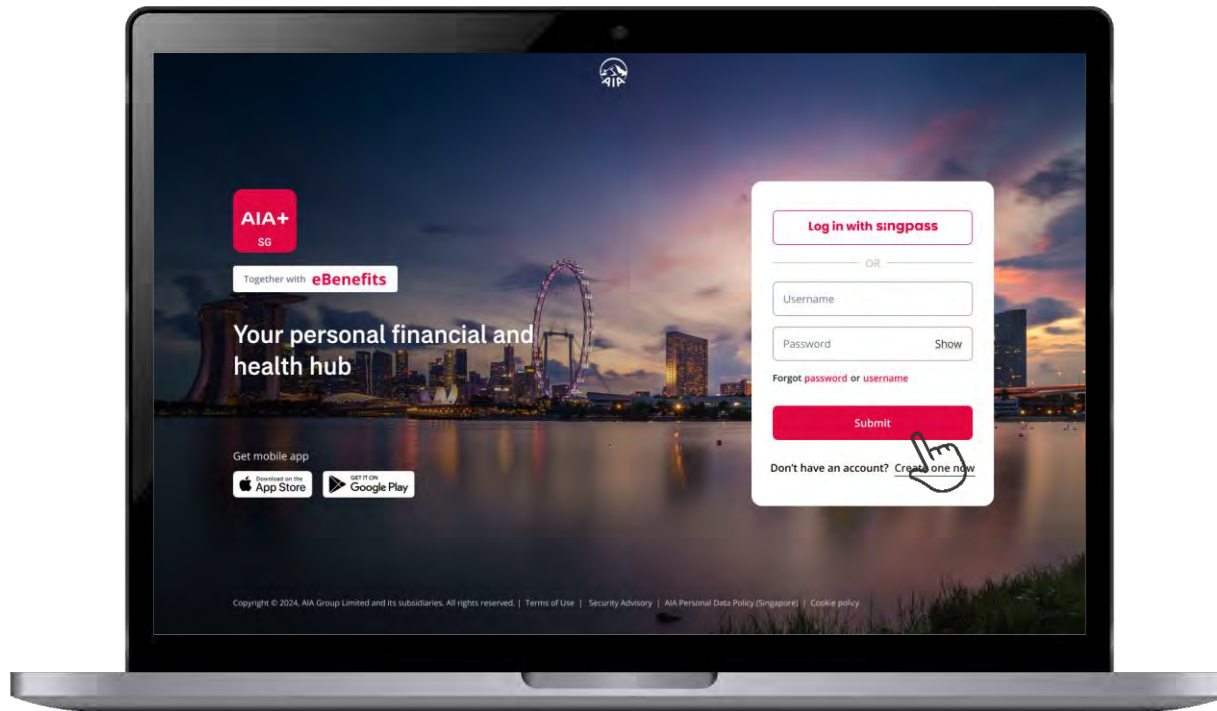
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Login to AIA+



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Convenient login with your username & password or Singpass

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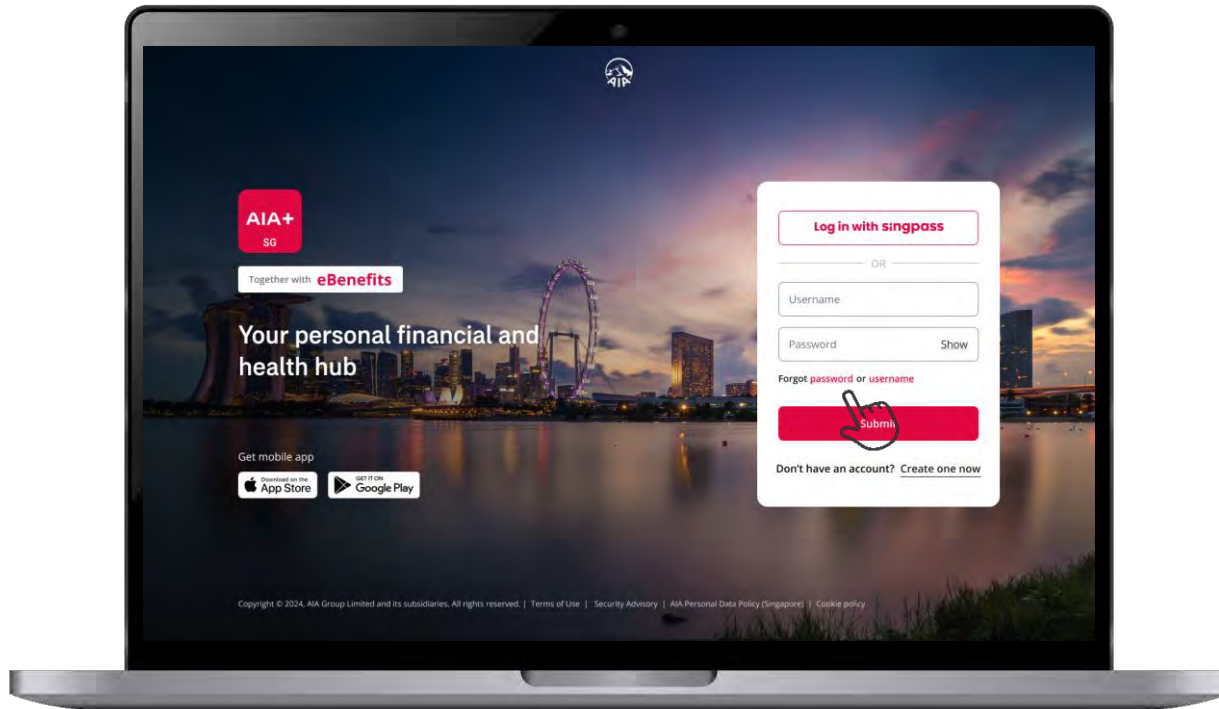
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Login to AIA+ (Forgot Password)

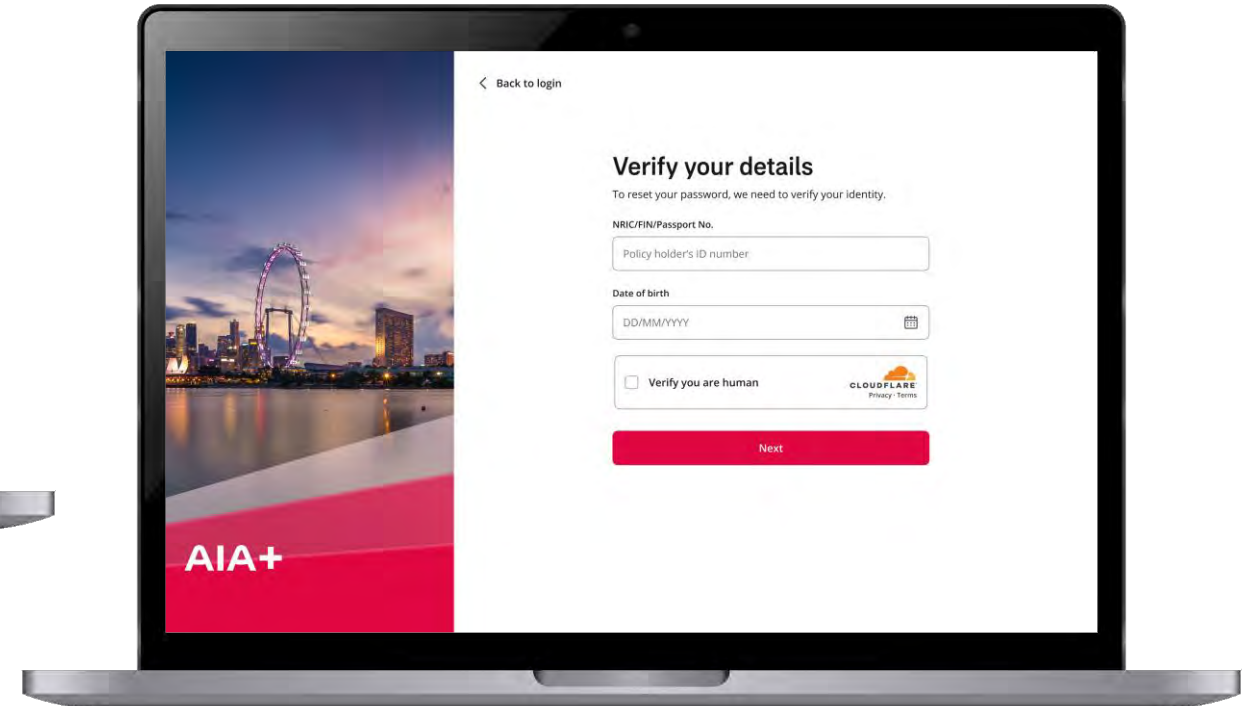


01

Select Forget password

02

Key in your details for verification



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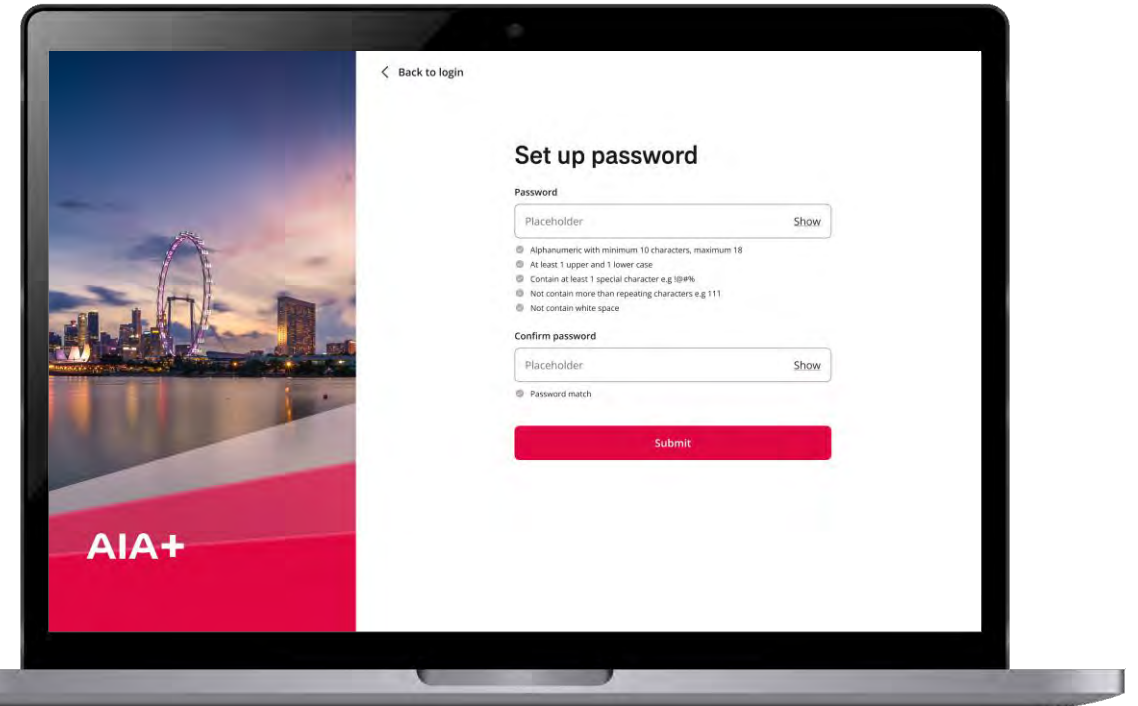
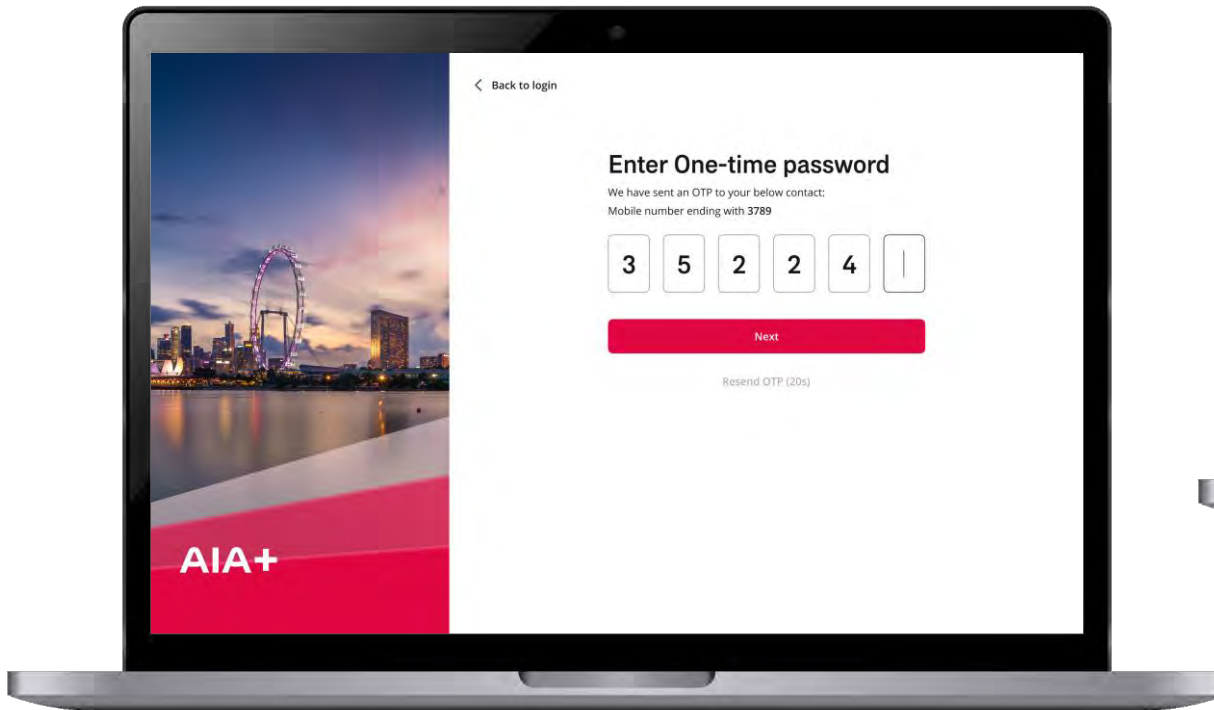
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Login to AIA+ (Forgot Password)

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Enter your One Time Password (OTP)



04

Setup your new password



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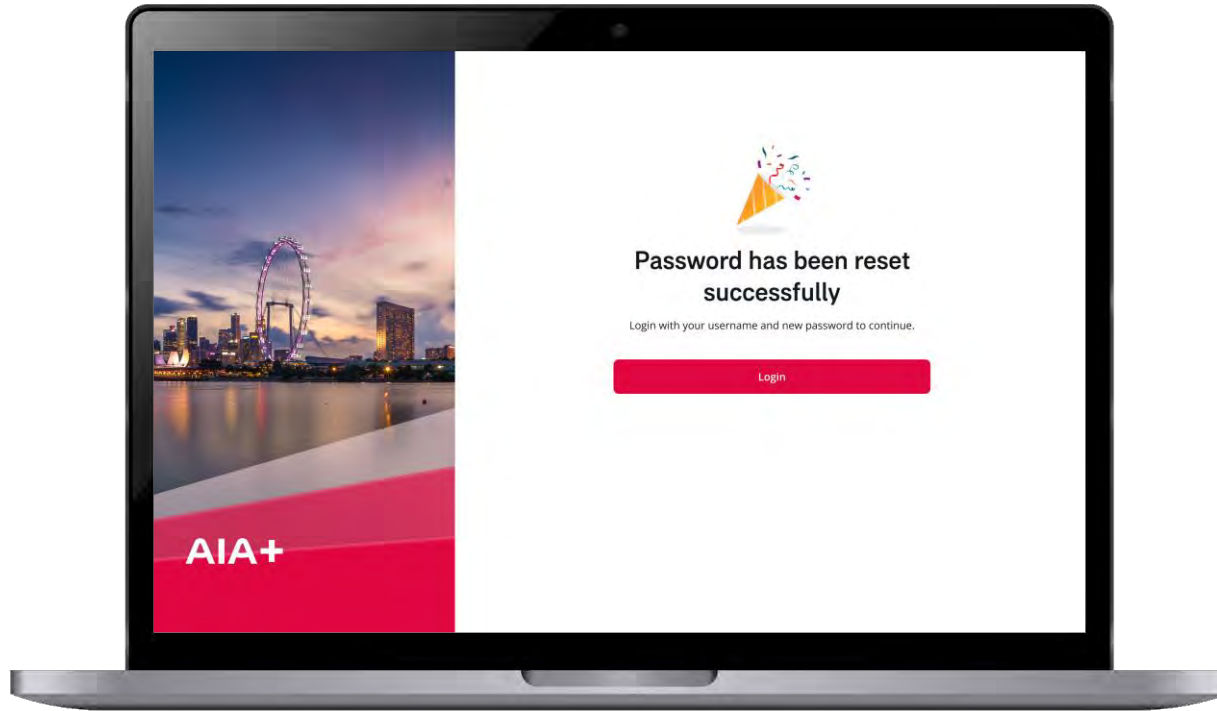
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Login to AIA+ (Forgot Password)



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Your password have been reset



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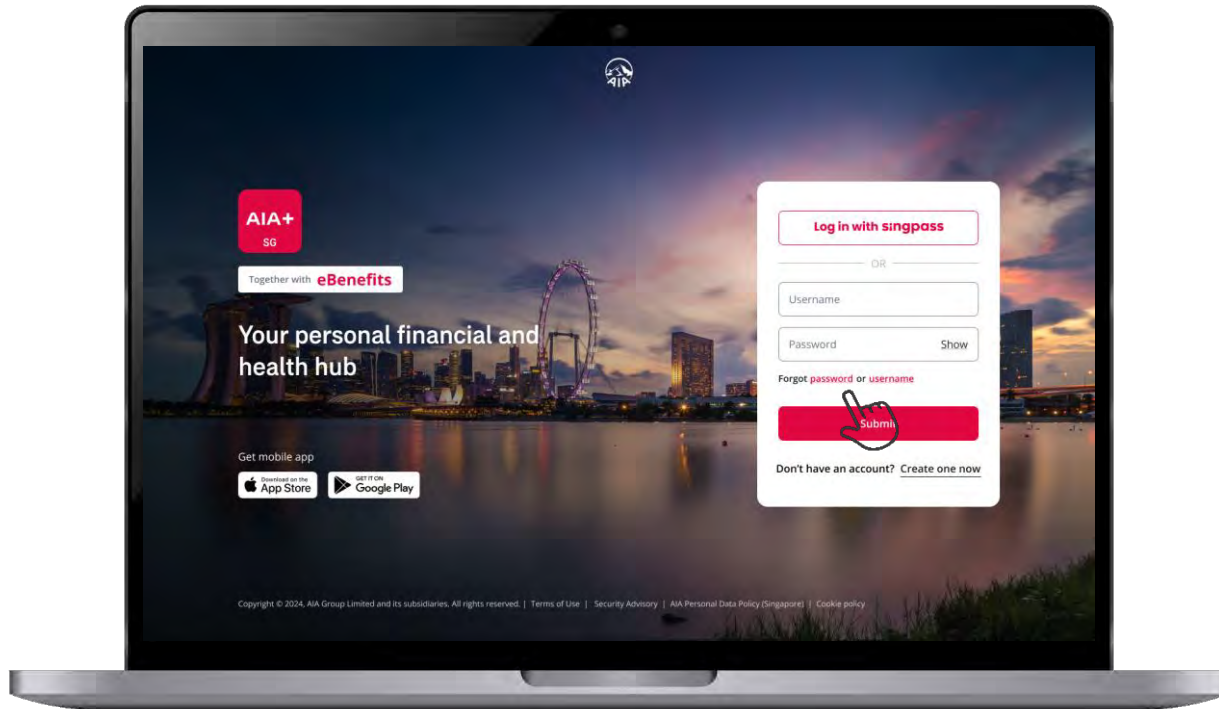
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Login to AIA+ (Forgot Username)

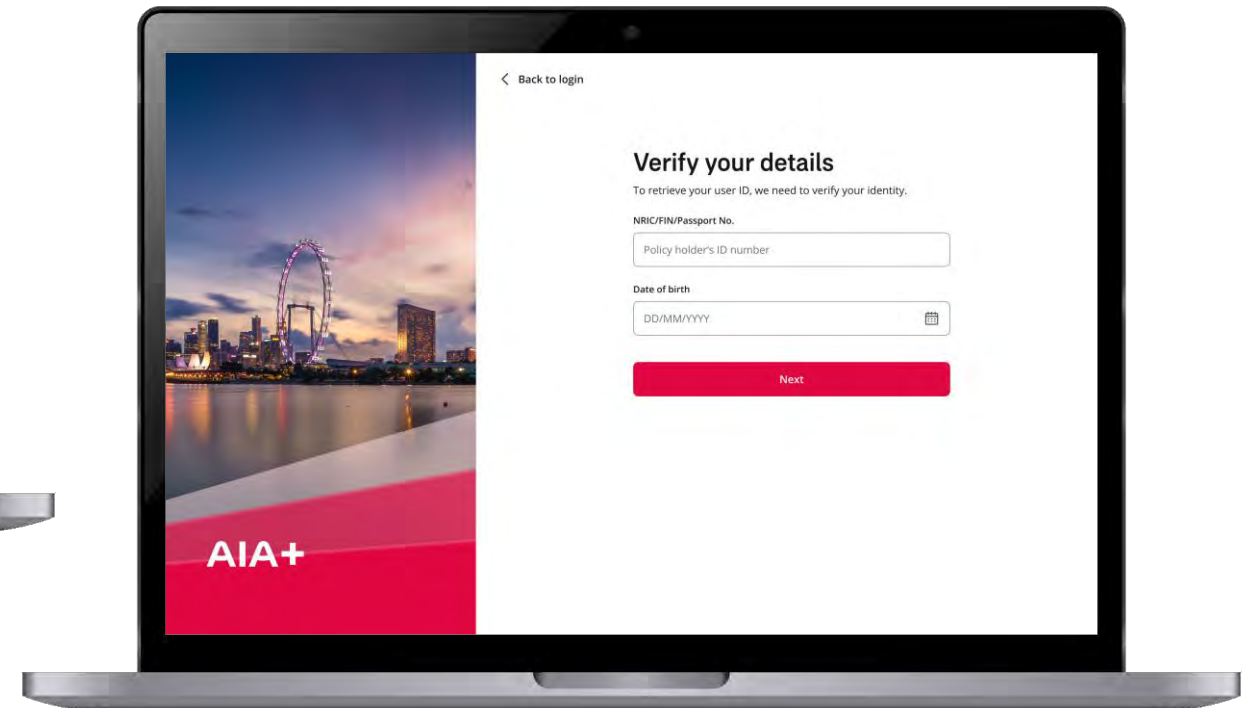


01

Select Forget username

02

Key in your details for verification



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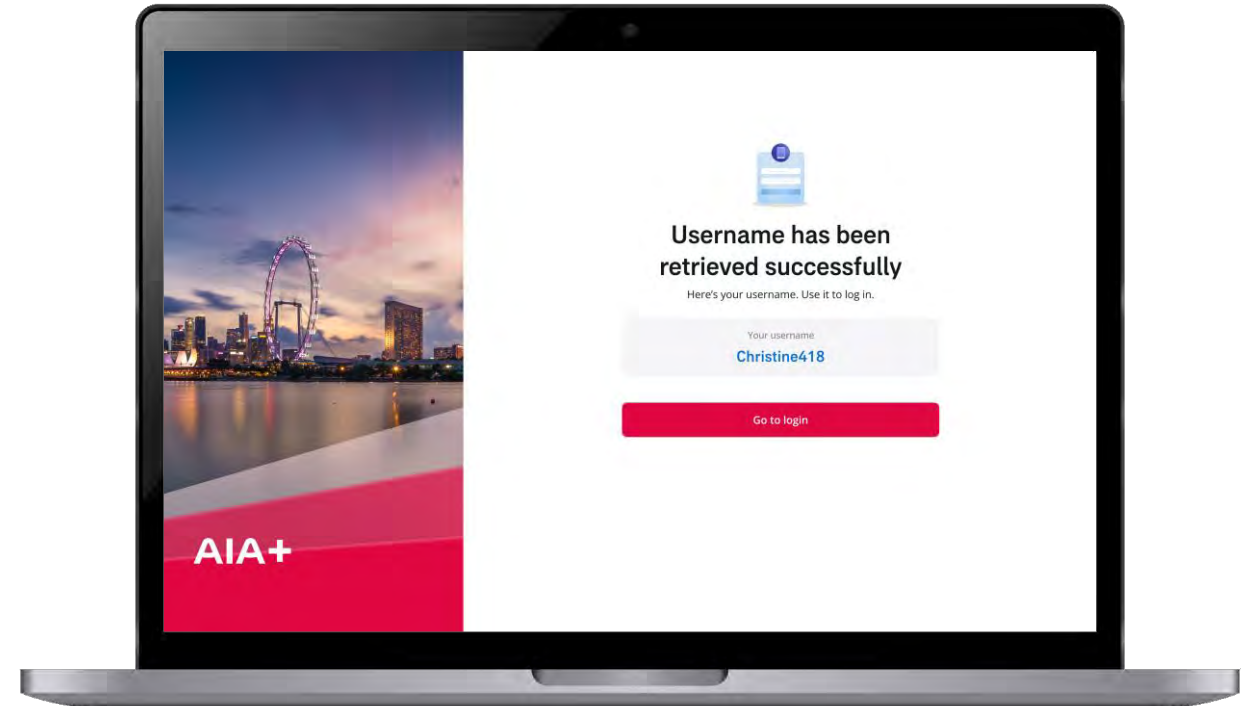
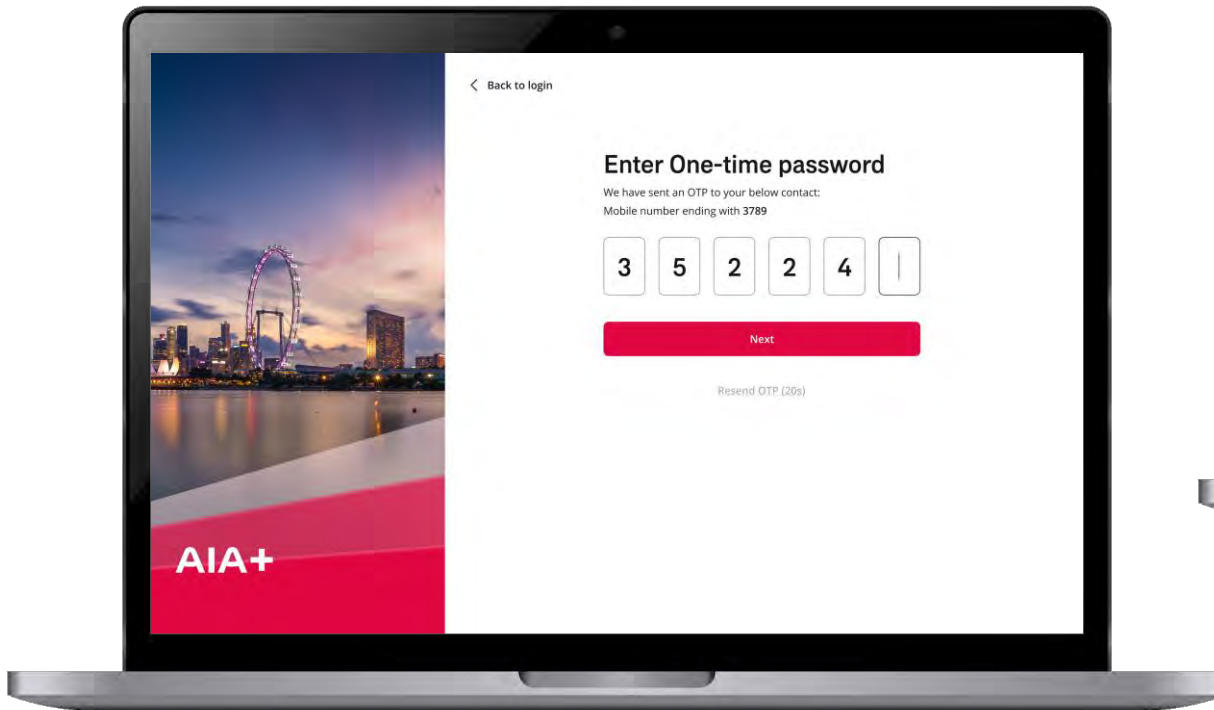
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Login to AIA+ (Forgot Username)

03

Enter your One Time Password (OTP)



04

You have successfully retrieved your username



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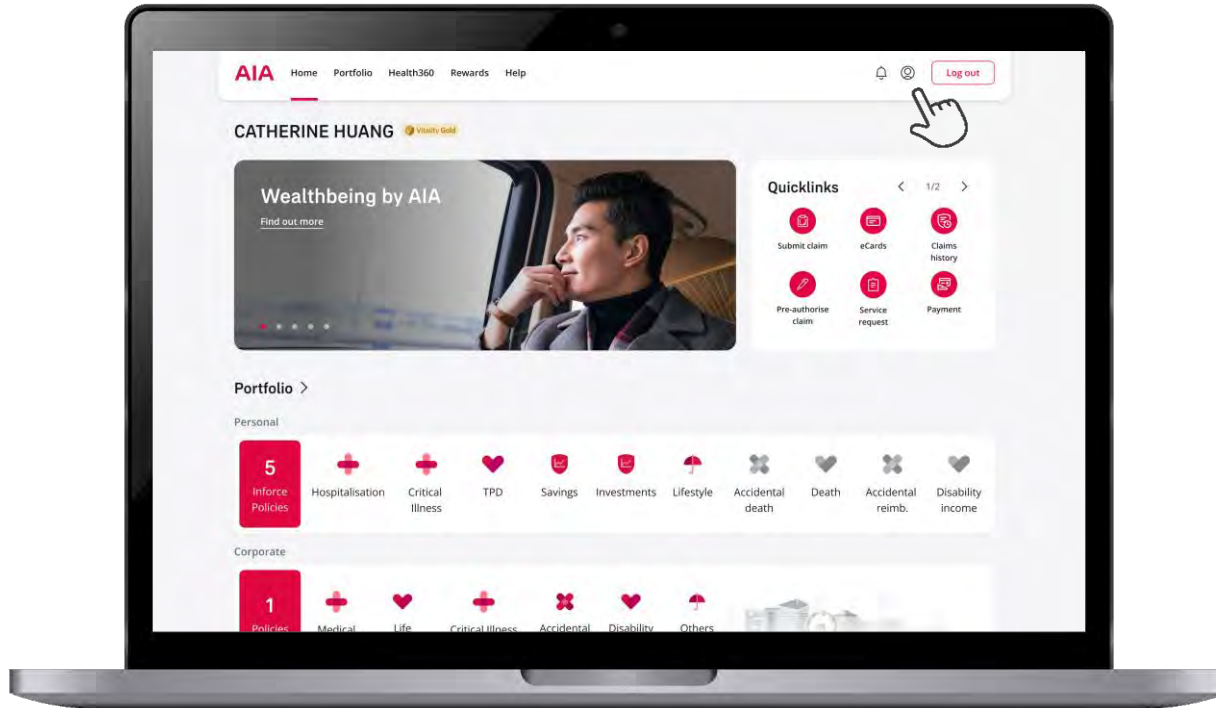
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Your Profile



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Personal Information

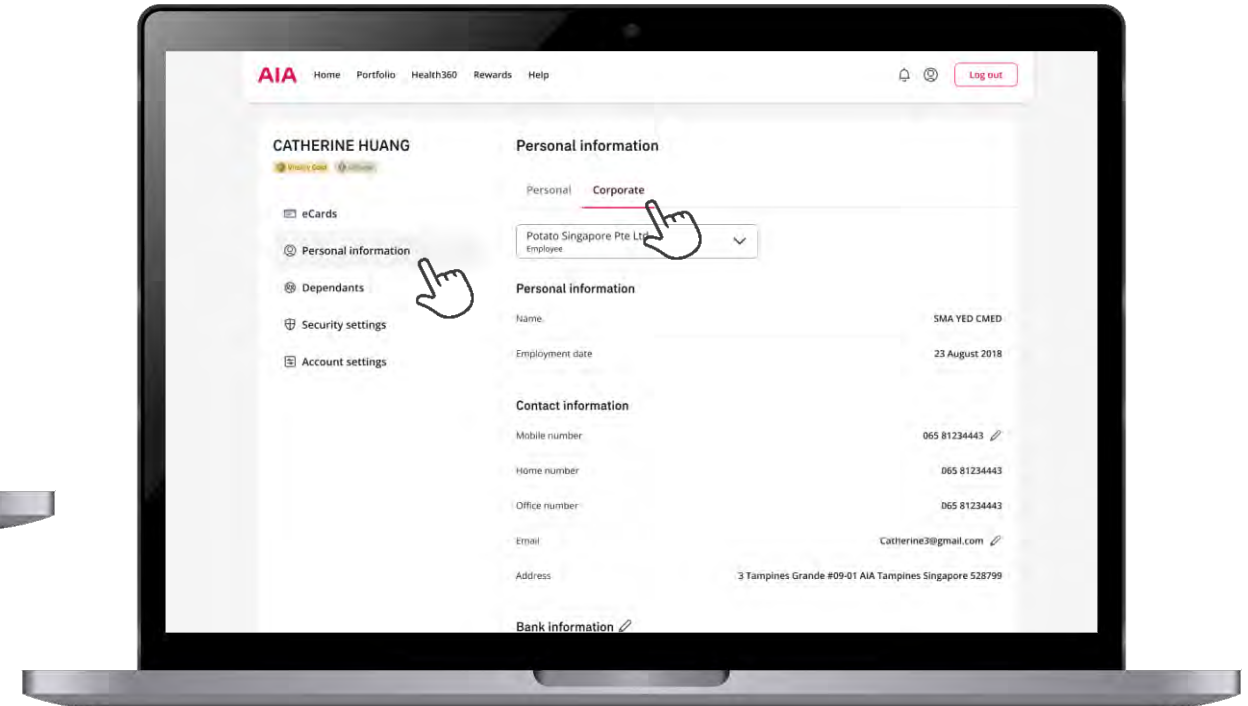


01

Under [Dashboard](#) Select Profile Icon

02

Select Personal information > Corporate



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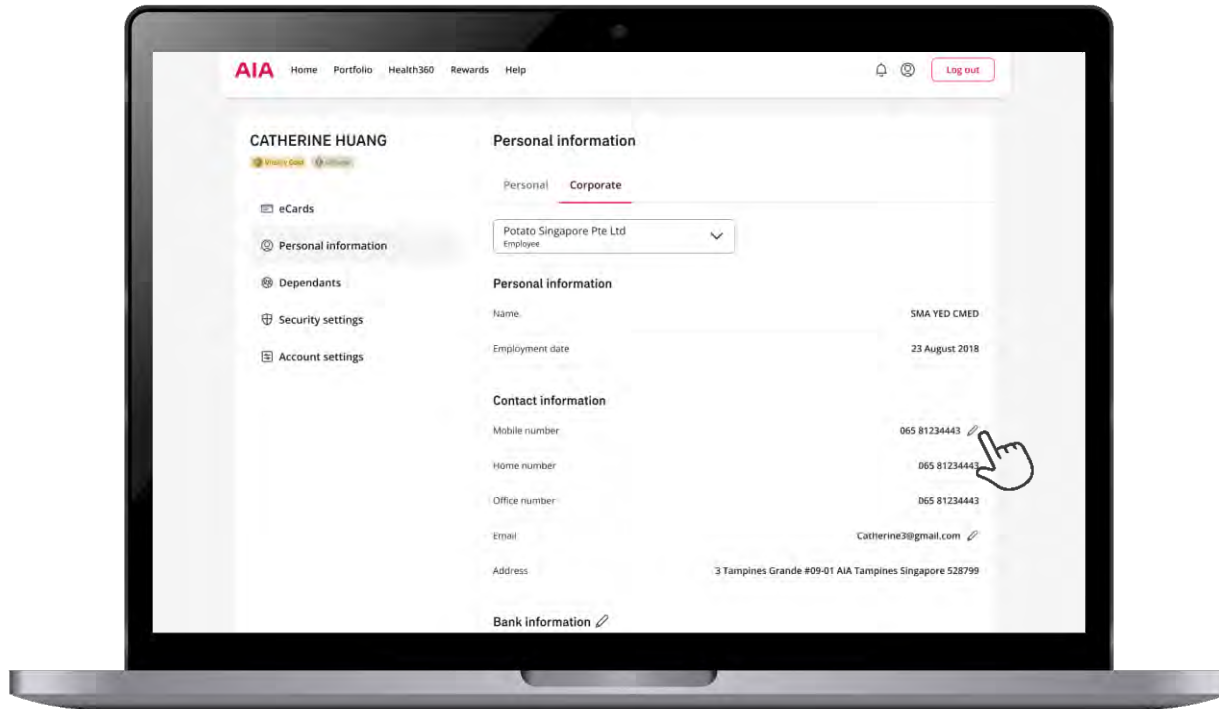
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Personal Information (change mobile number)

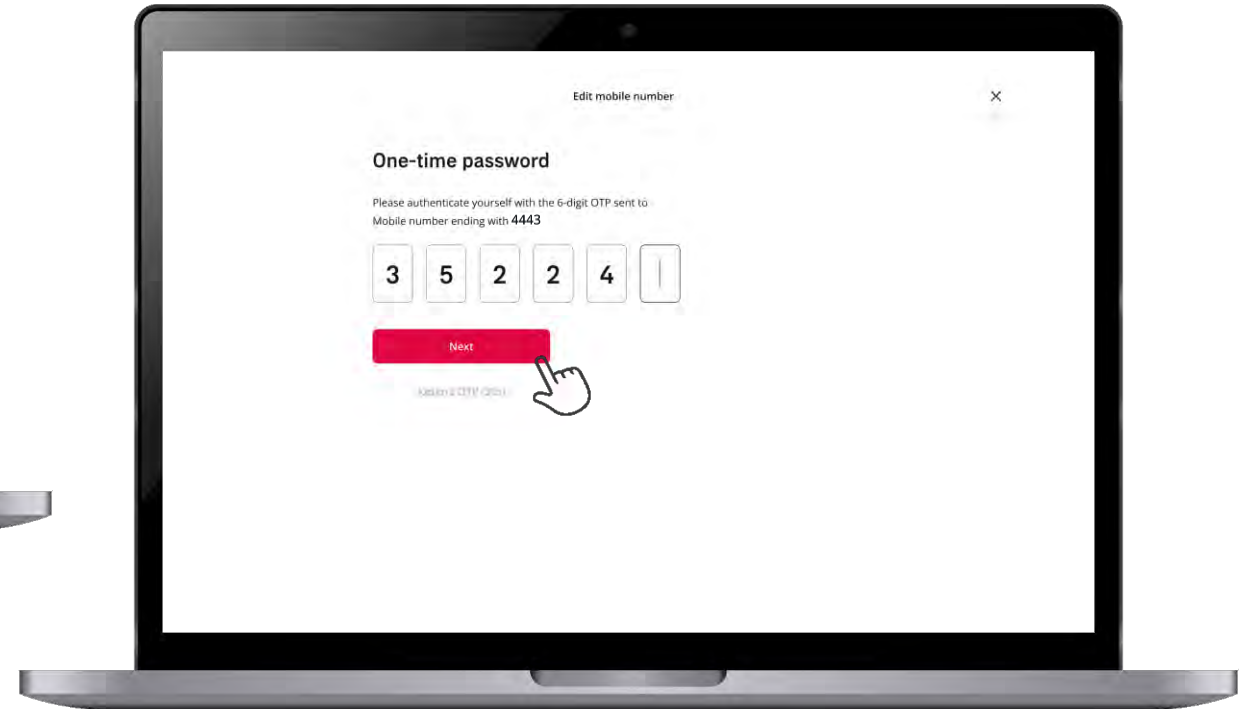


03

Select the pencil icon to change your mobile number

3a)

Enter your One Time Password (OTP)



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Personal Information (change mobile number)

3b) Enter your new mobile number

Mobile number

Mobile number

+65

Save

With Personal & Corporate

Mobile number

+65

Save

One-time password

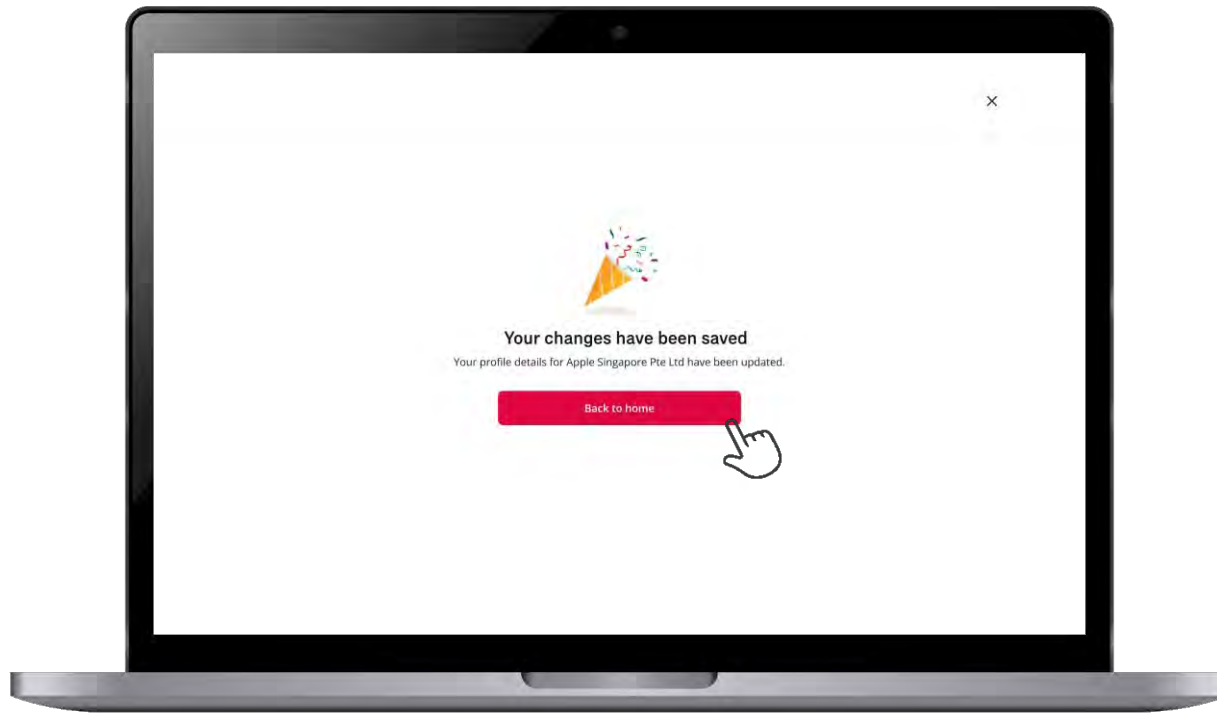
Please authenticate yourself with the 6-digit OTP sent to Mobile number ending with 4443

3 5 2 2 4

Next

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

Personal Information (change mobile number)



3d)

You have successfully changed your mobile number



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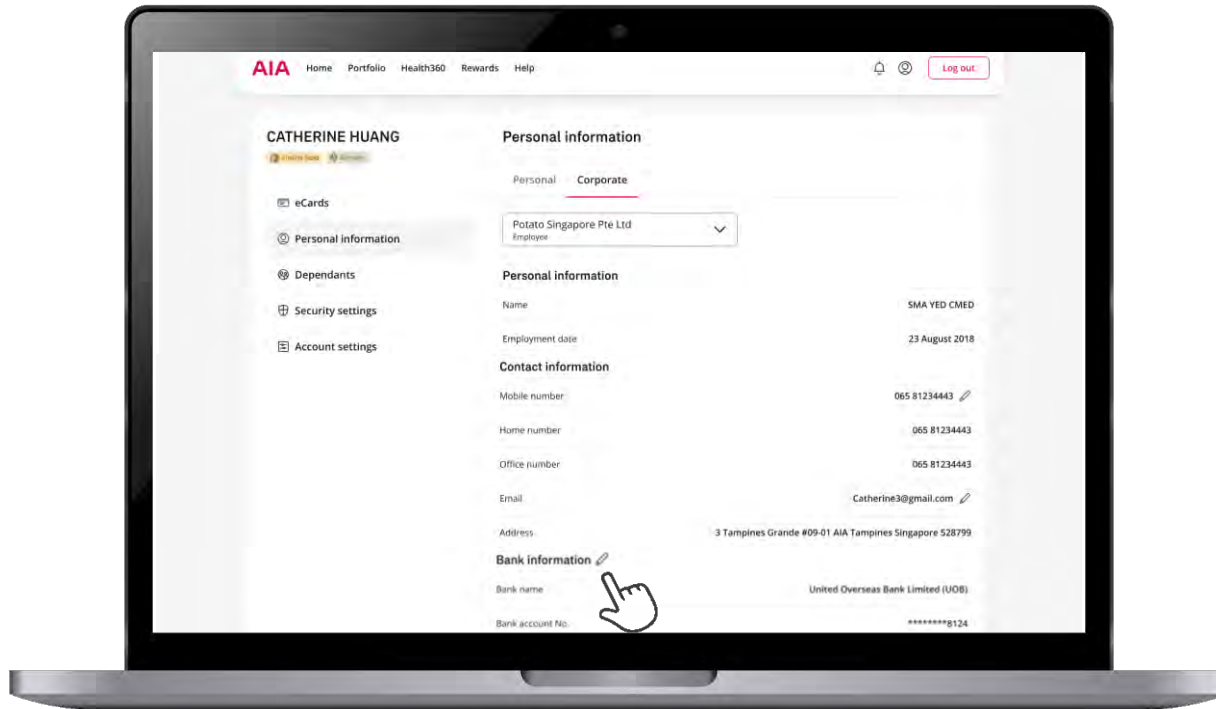
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Personal Information (change bank information)

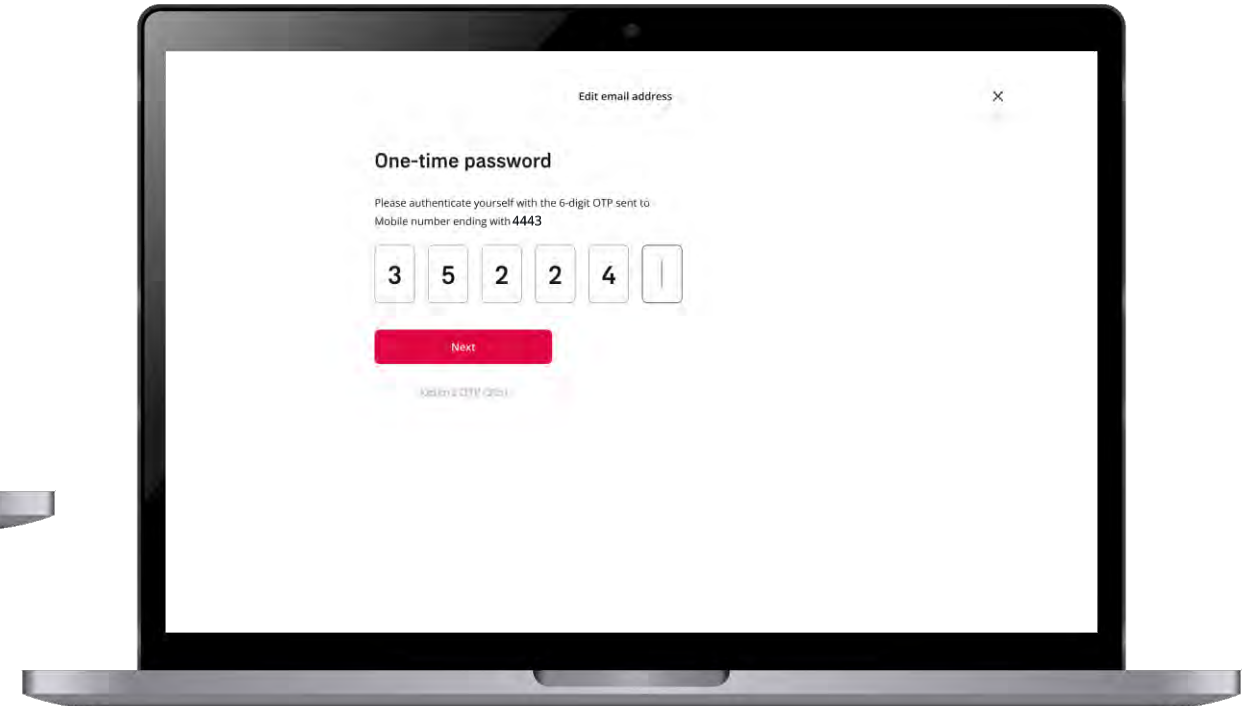


05

Select the pencil icon to change your bank information

5a)

Enter your One Time Password (OTP)



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Personal Information (change bank information)

5b) Enter your new bank information

Bank information

Bank account No.
065 81238124

Please omit dashes or spaces

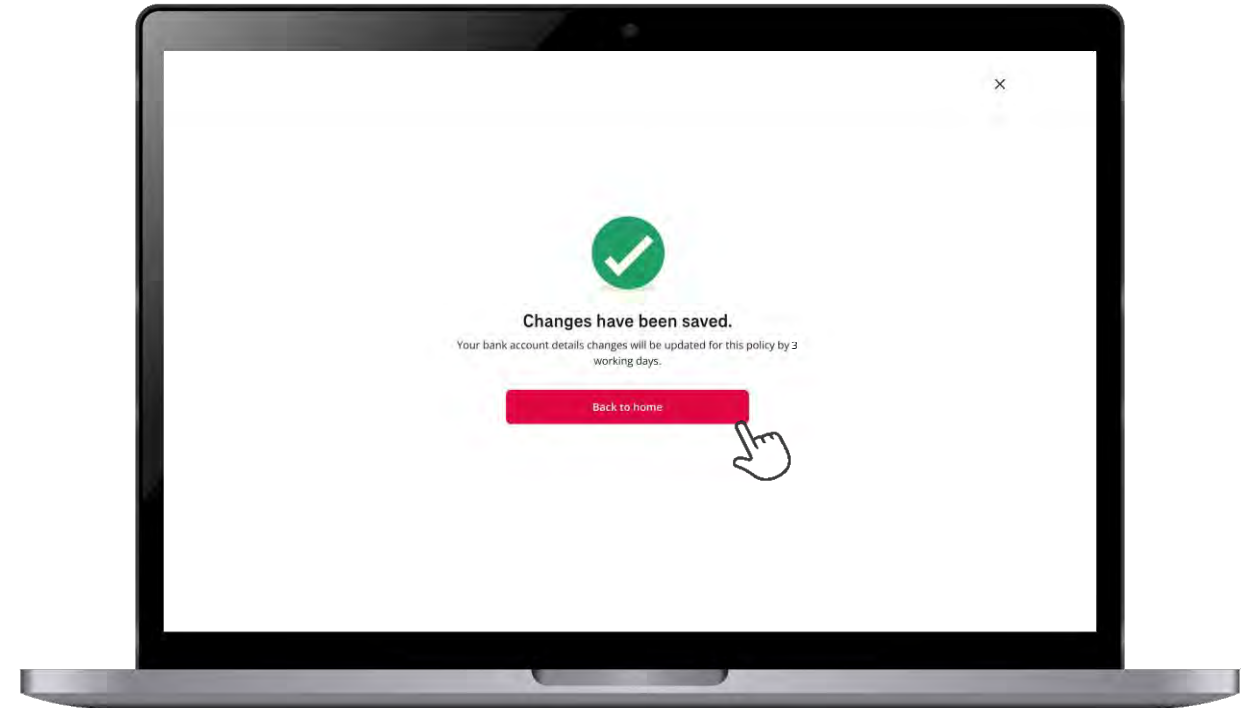
How would you like to identify the bank?
☒ Branch code ☐ SWIFT code

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



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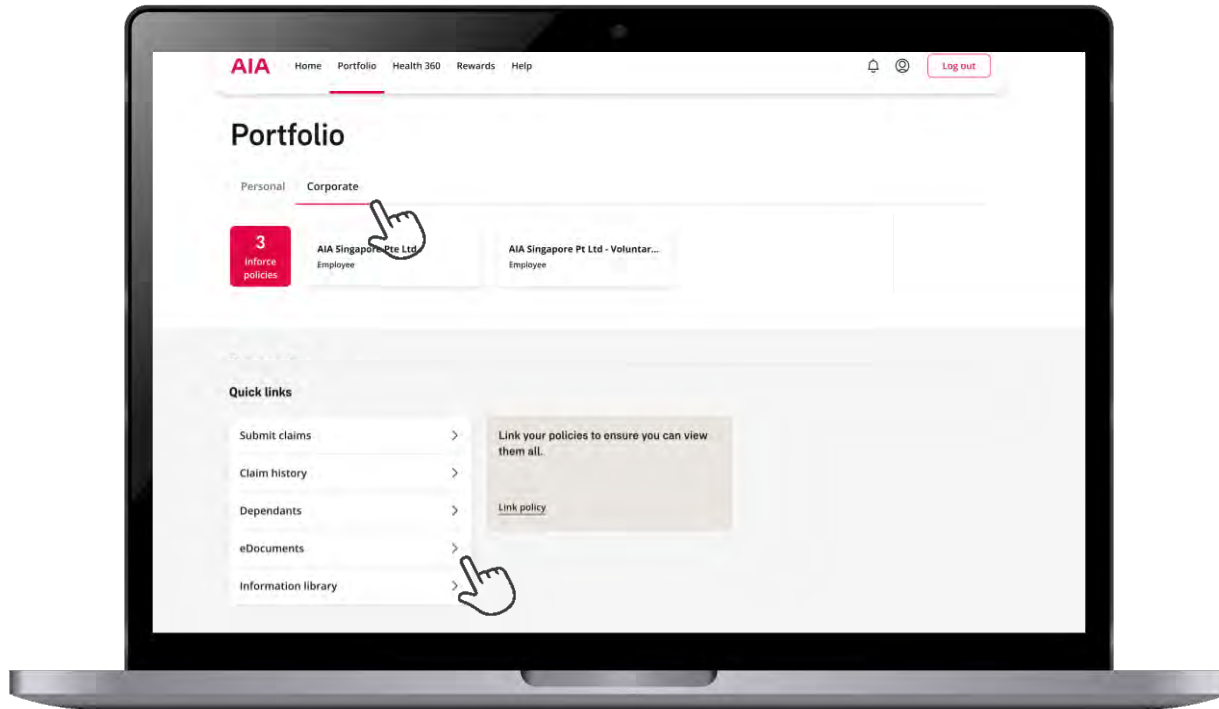
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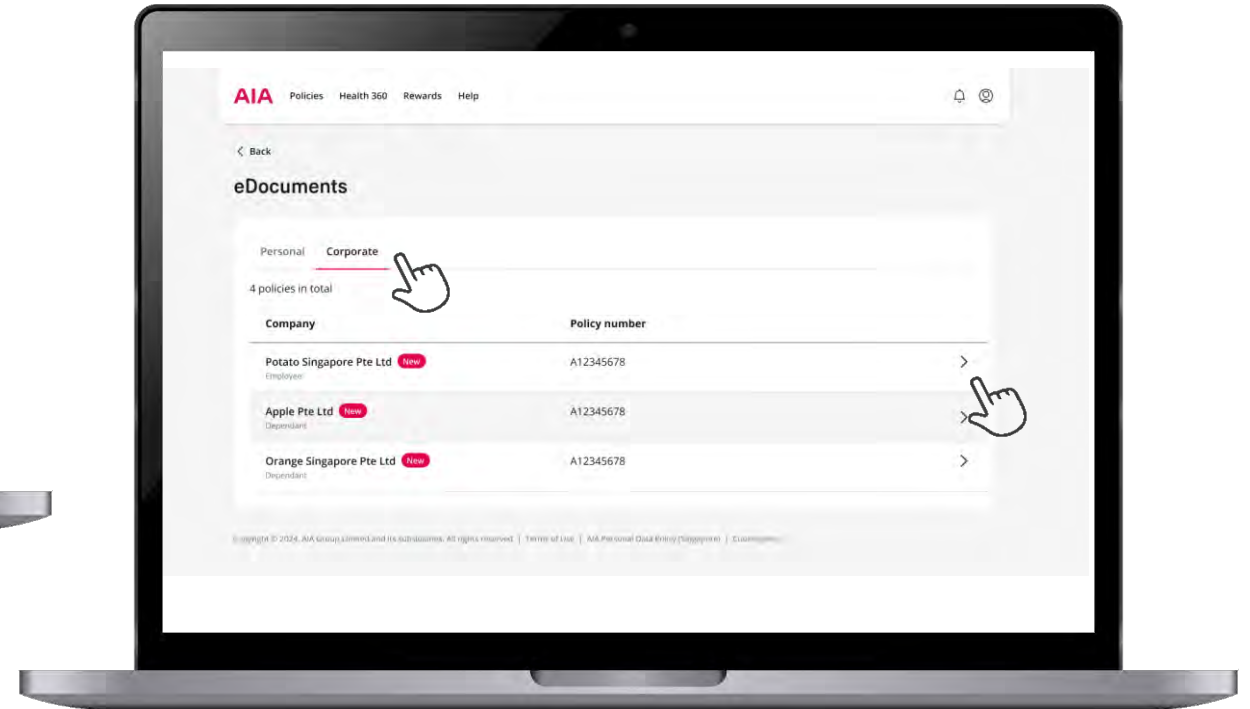


eDocuments



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

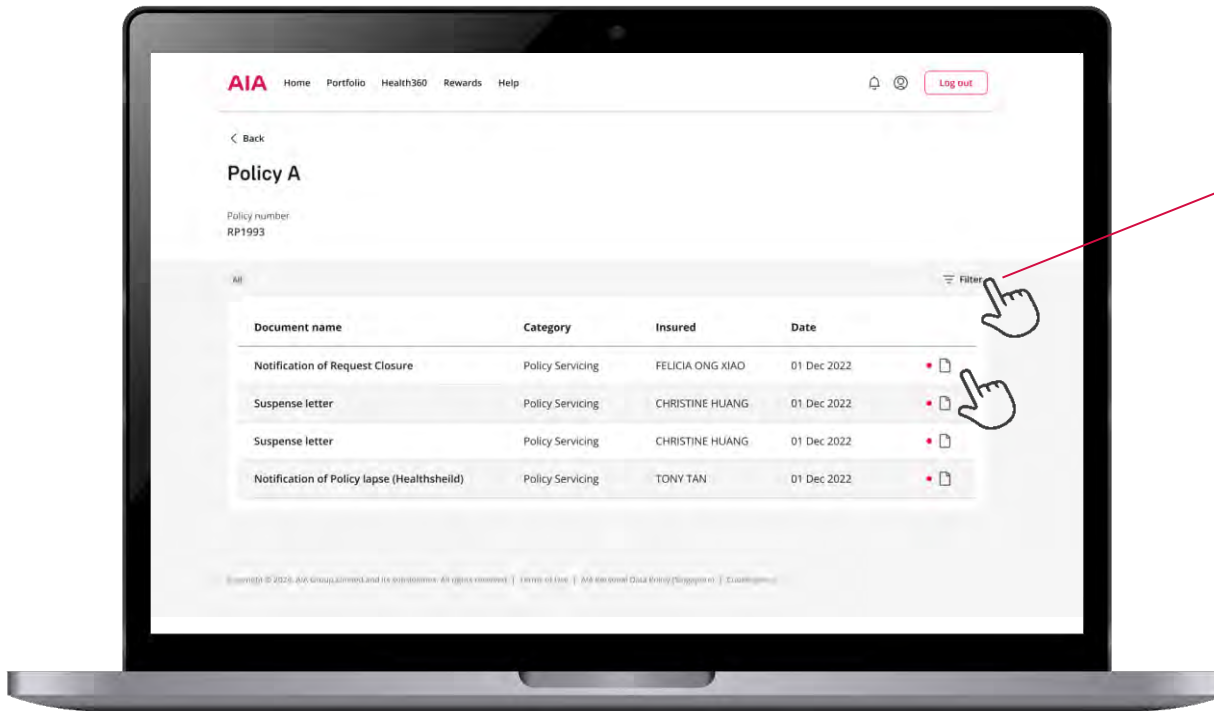
02 List of your Corporate eDocuments. Select for more details



eDocuments

03

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



Filter [X]

Received in
 [v]

From [calendar icon] To [calendar icon]

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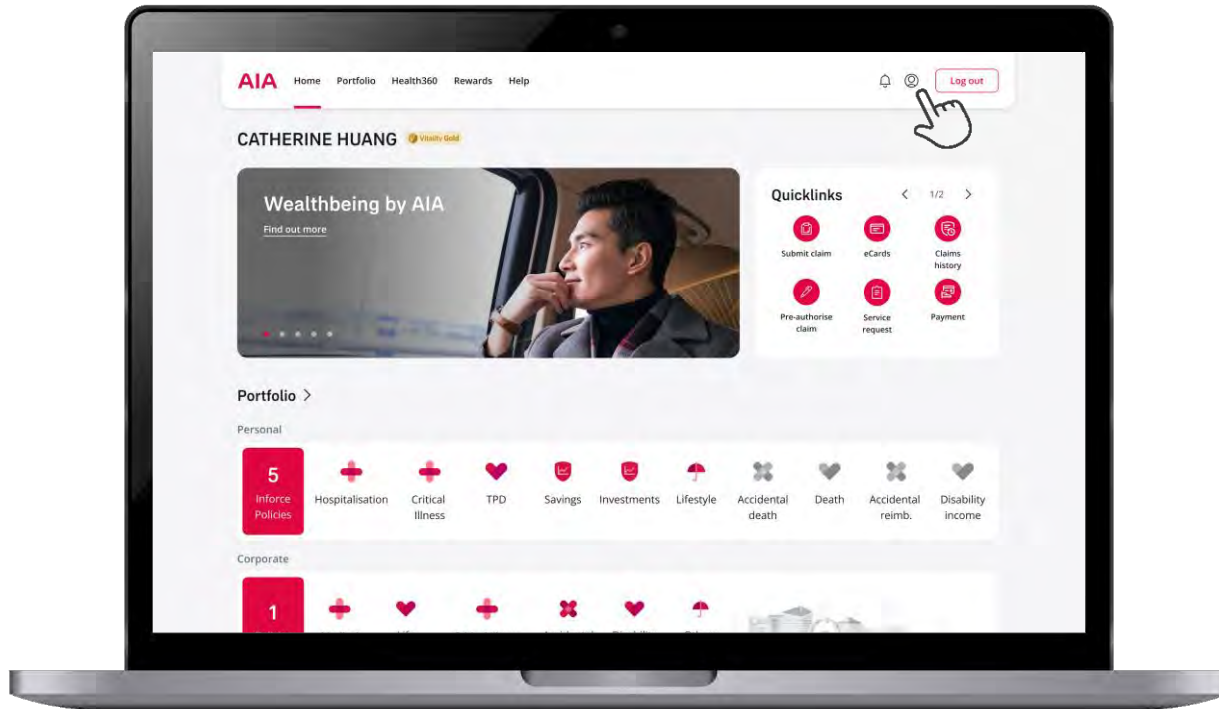
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Marketing consent

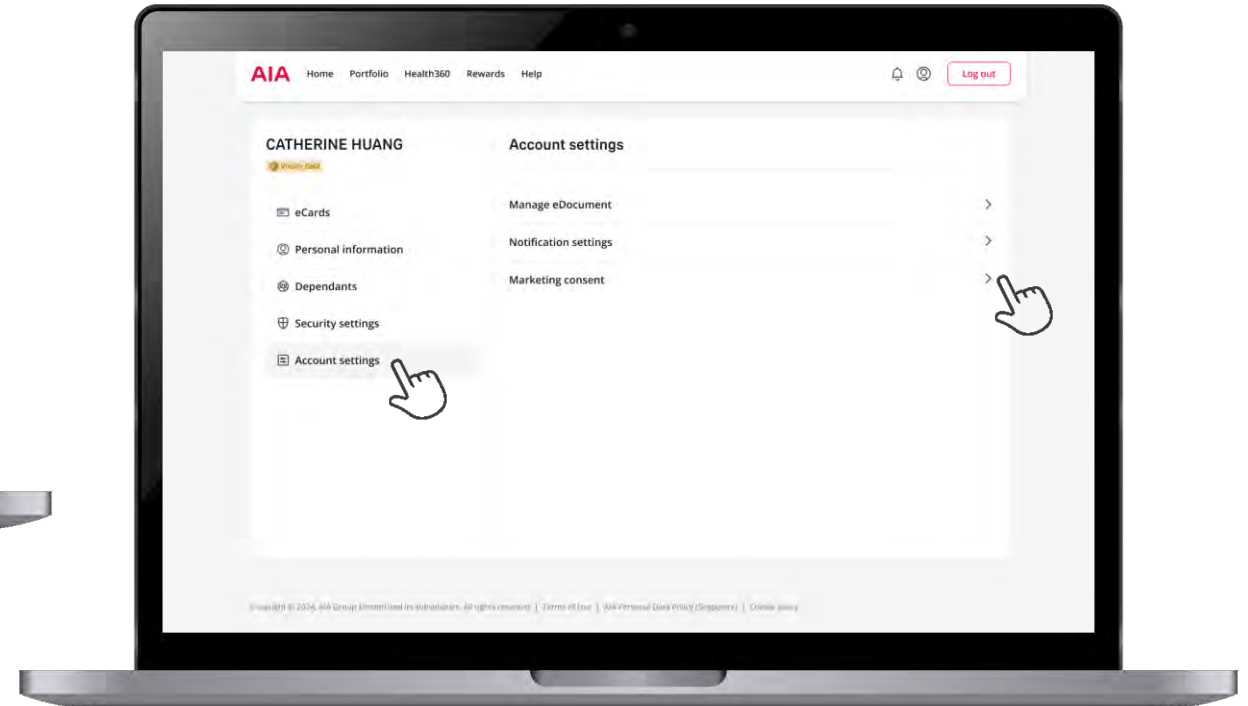


01

Under [Dashboard](#) Select Profile Icon

02

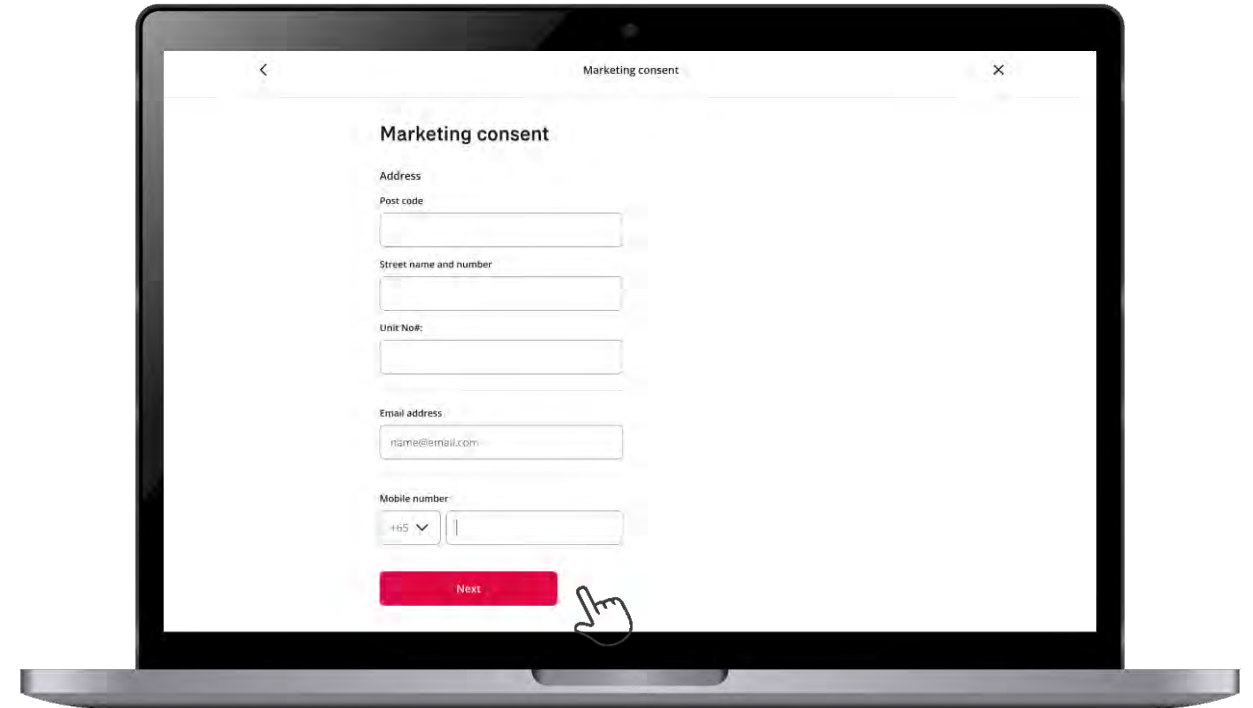
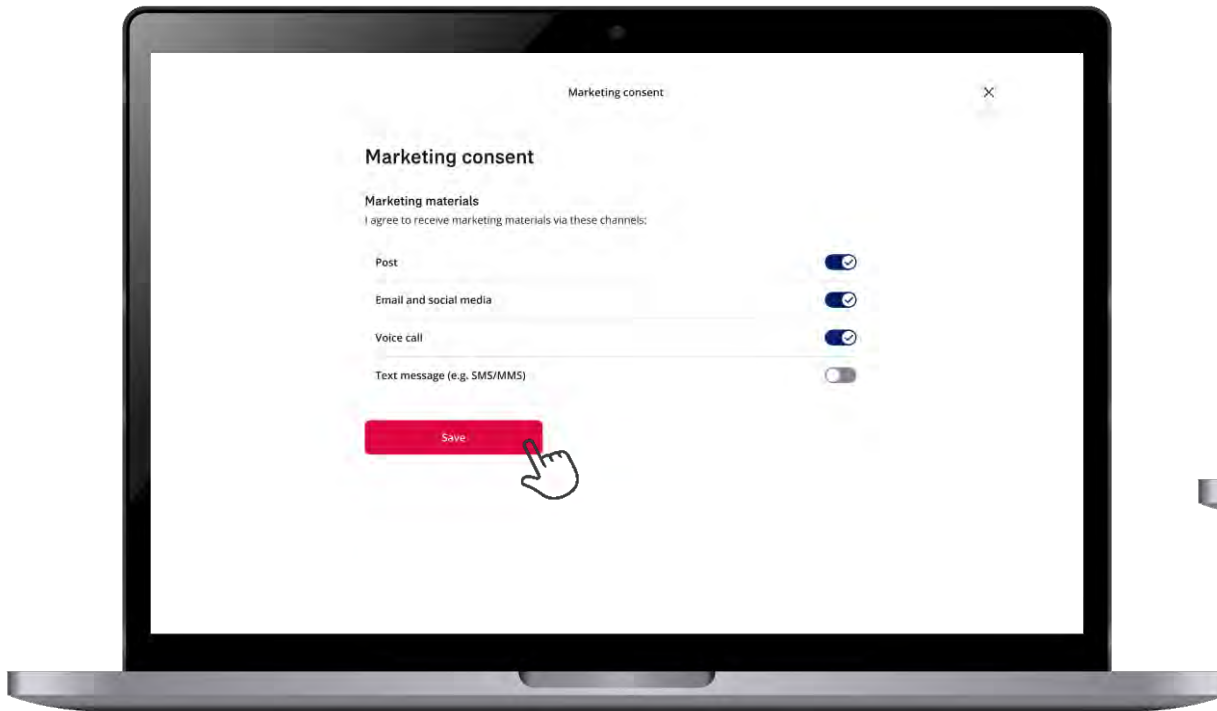
Select Account settings & Marketing consent



Marketing consent

03

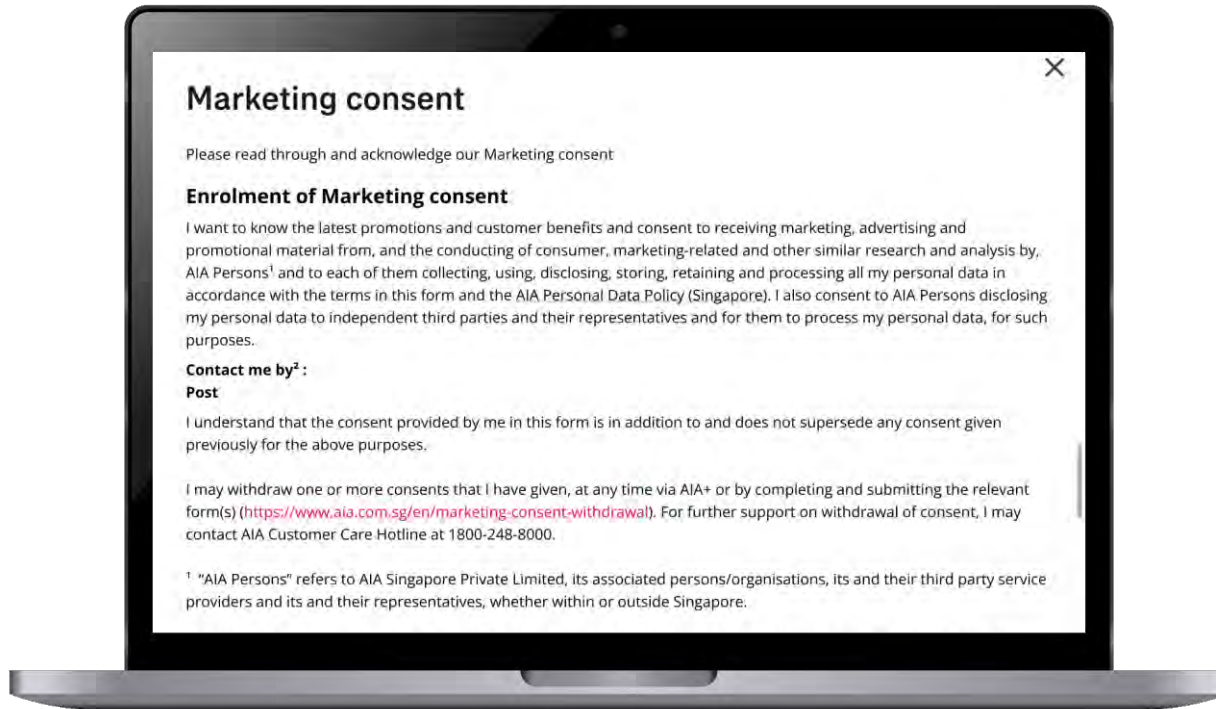
Let us know your preferred communication



04

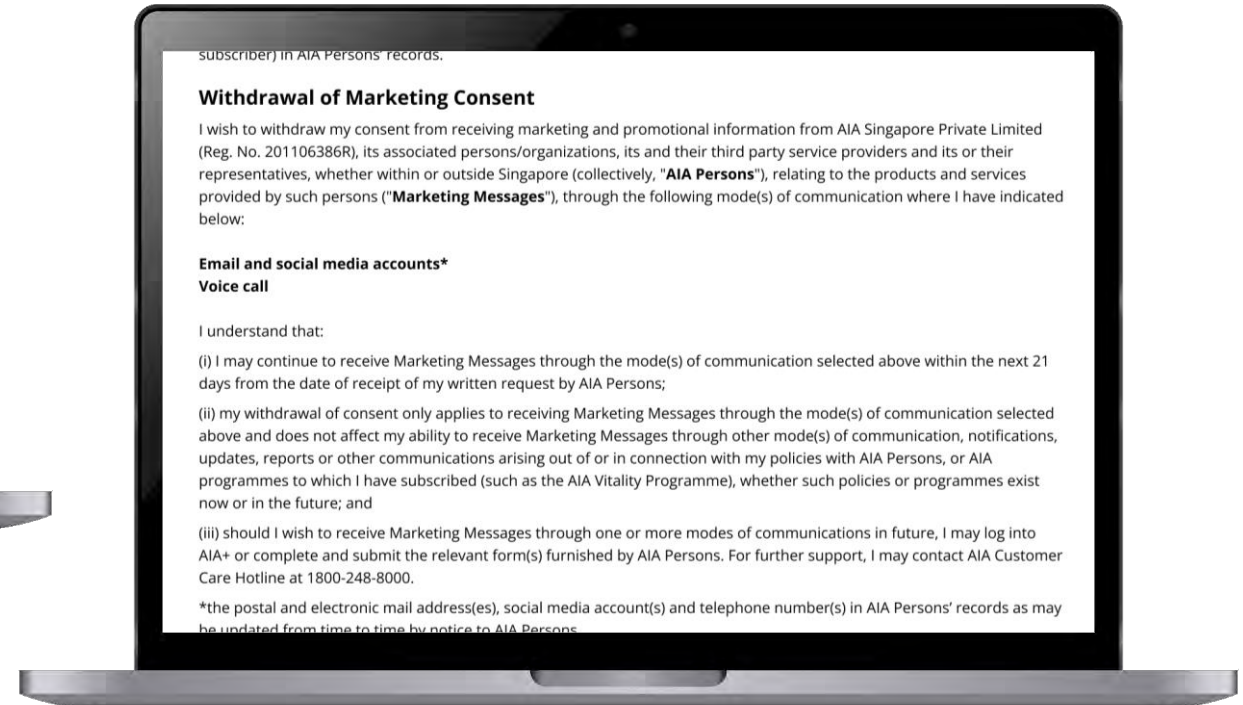
Let us know your details (Pure Corporate)

Marketing consent



05

Giving / Withdrawing consent



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Marketing consent

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Giving / Withdrawing consent

Email and social media accounts*
Voice call

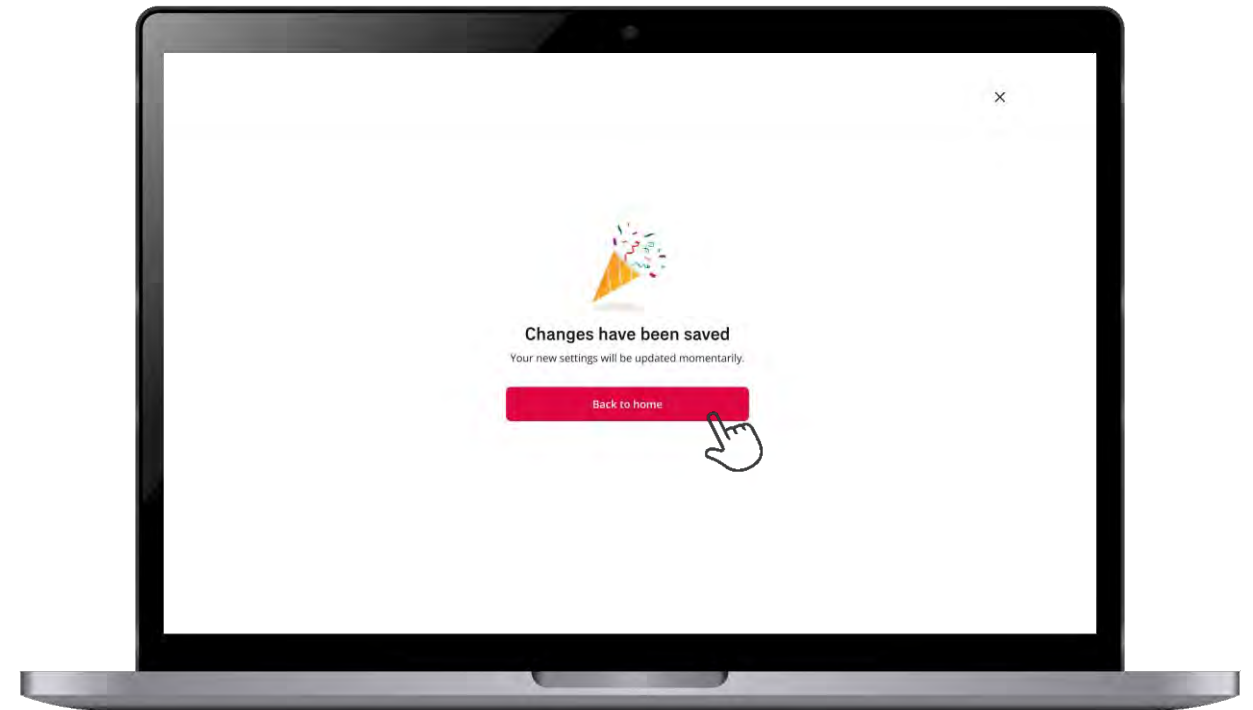
I understand that:

- (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

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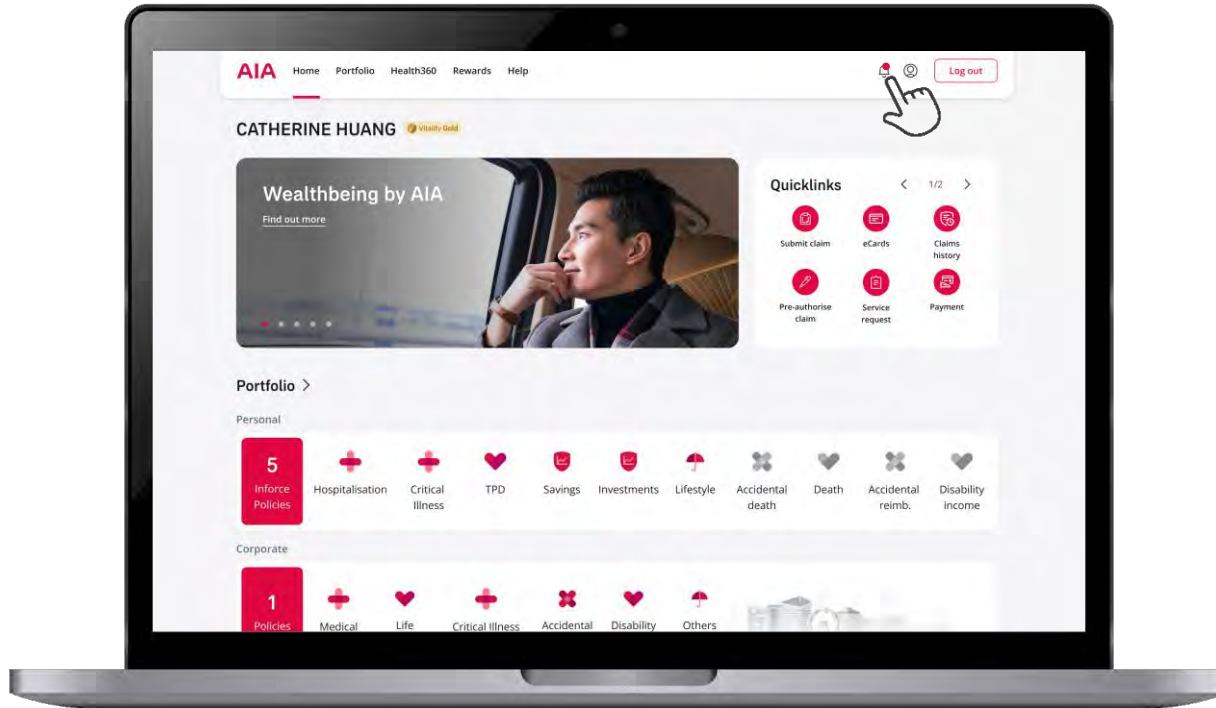
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Notification

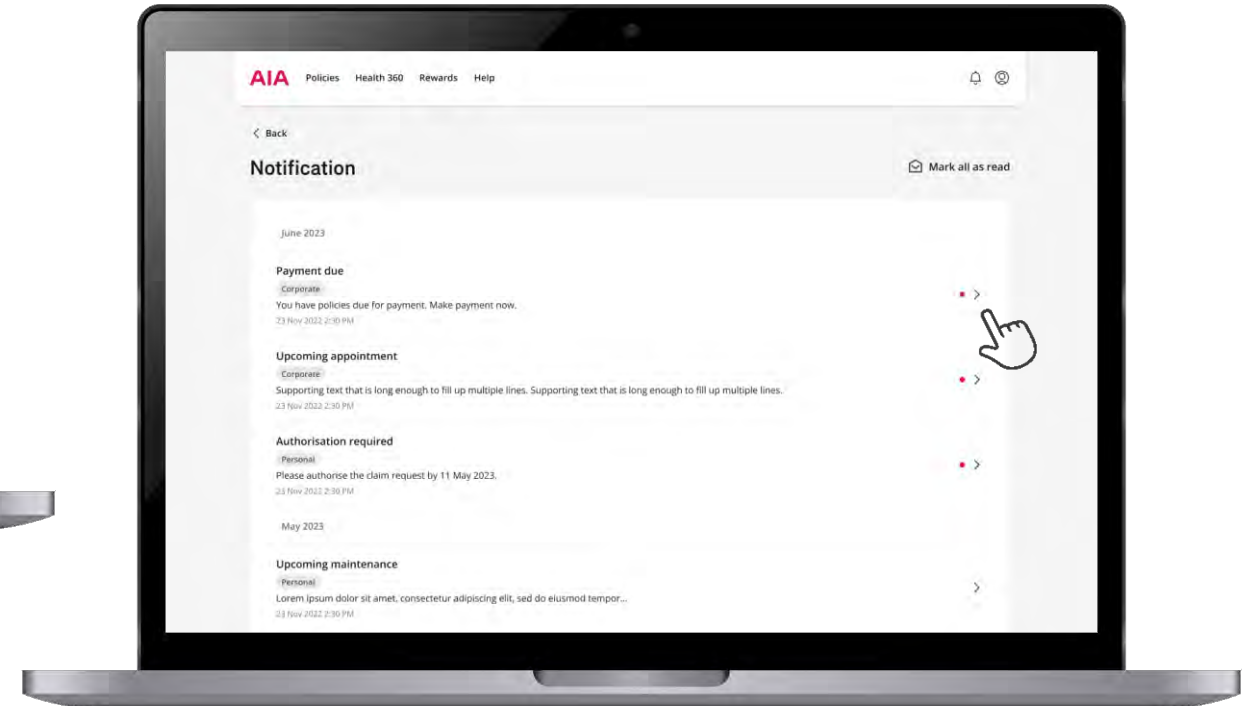


01

Under [Dashboard](#) Select Notification Bell Icon

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Your notification summary



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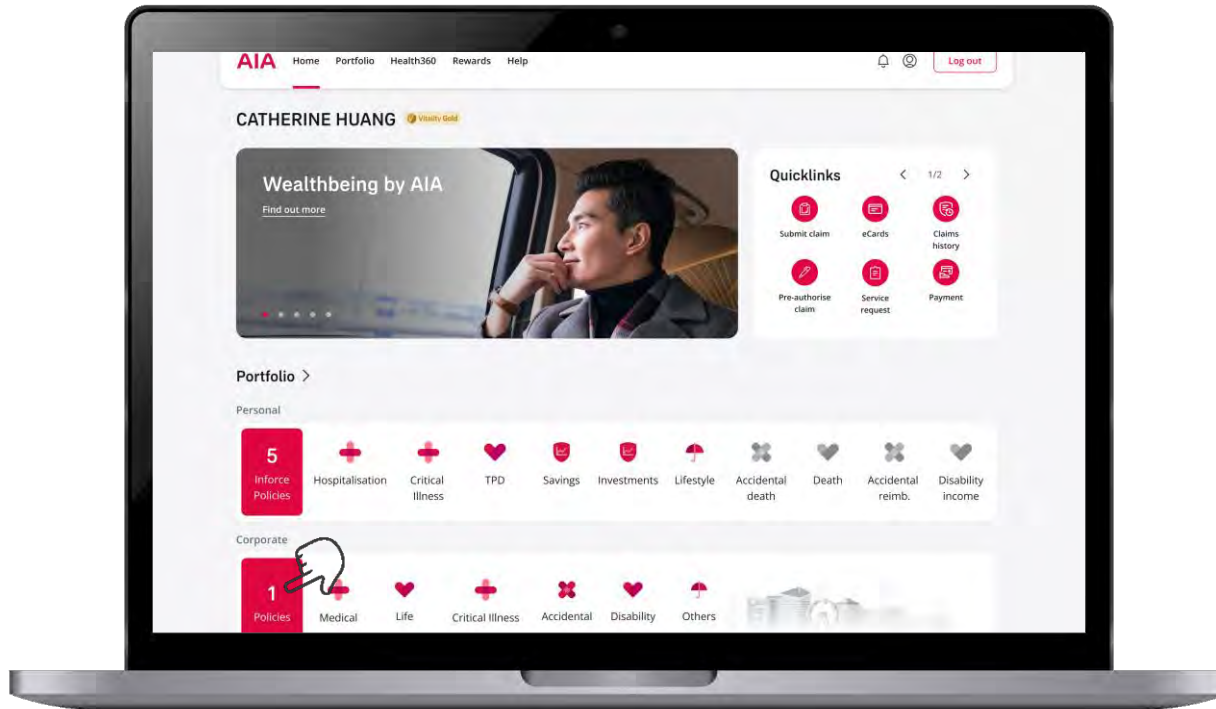
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You're Covered



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Policy list

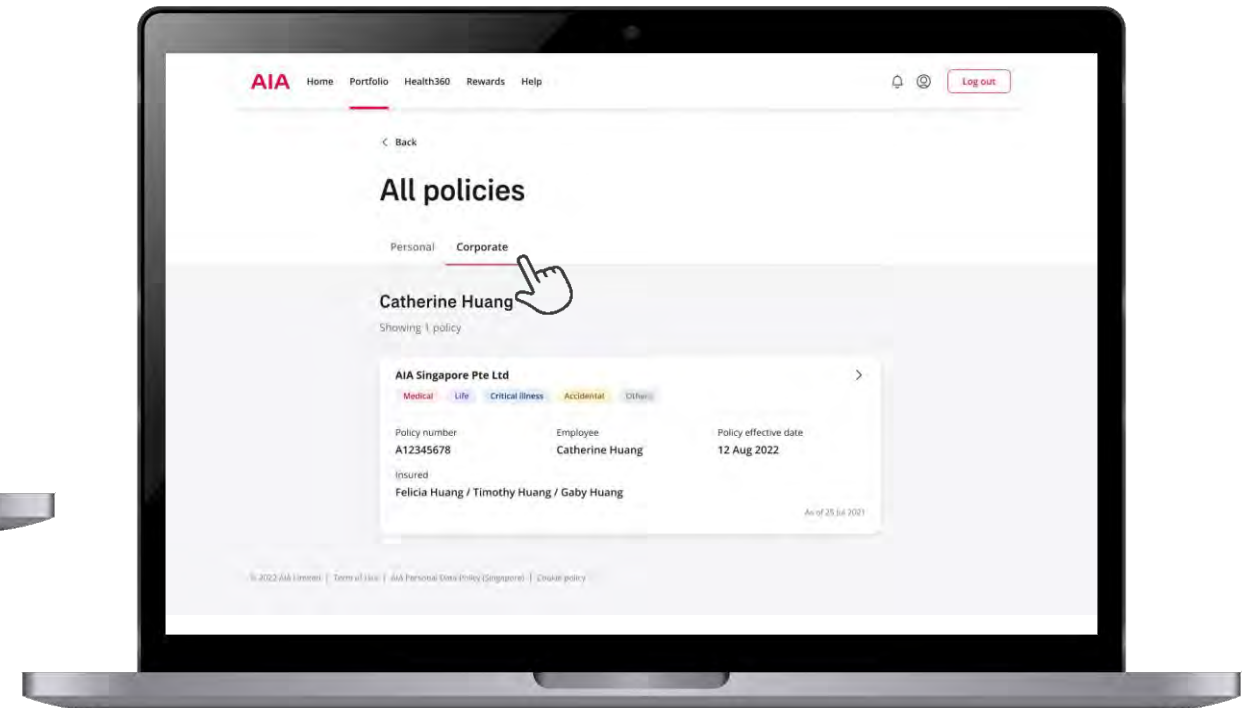


01

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

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Corporate policy list



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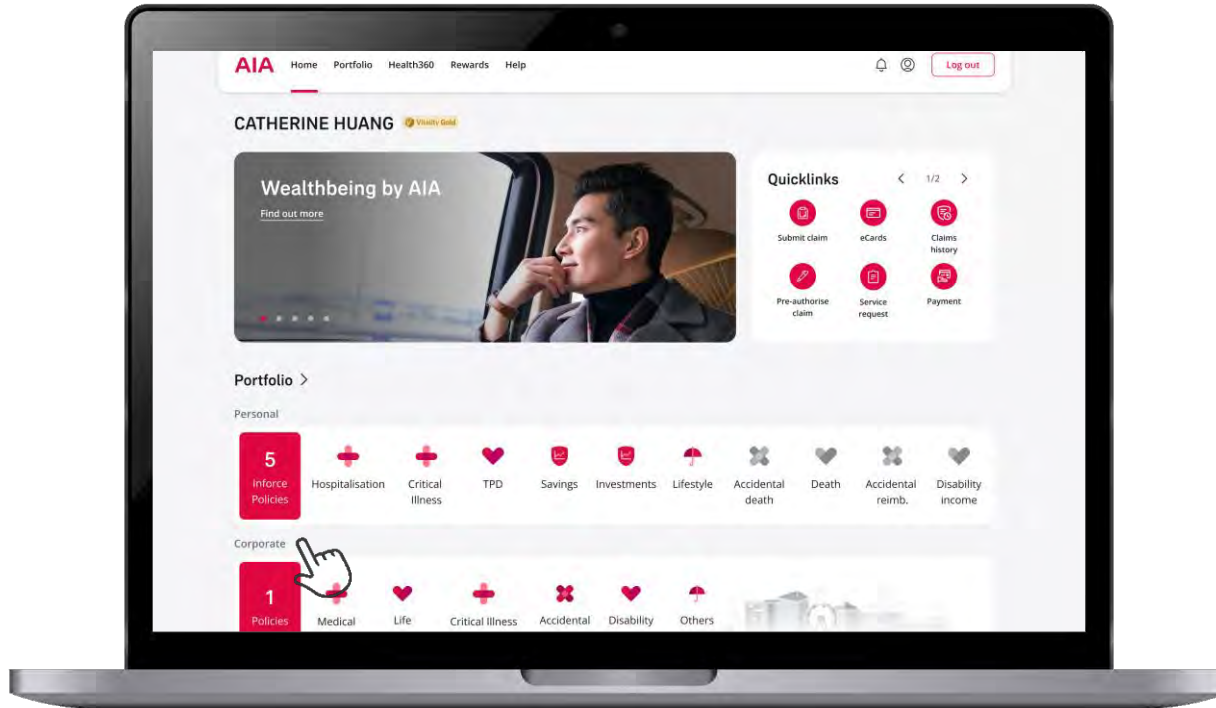
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Coverage

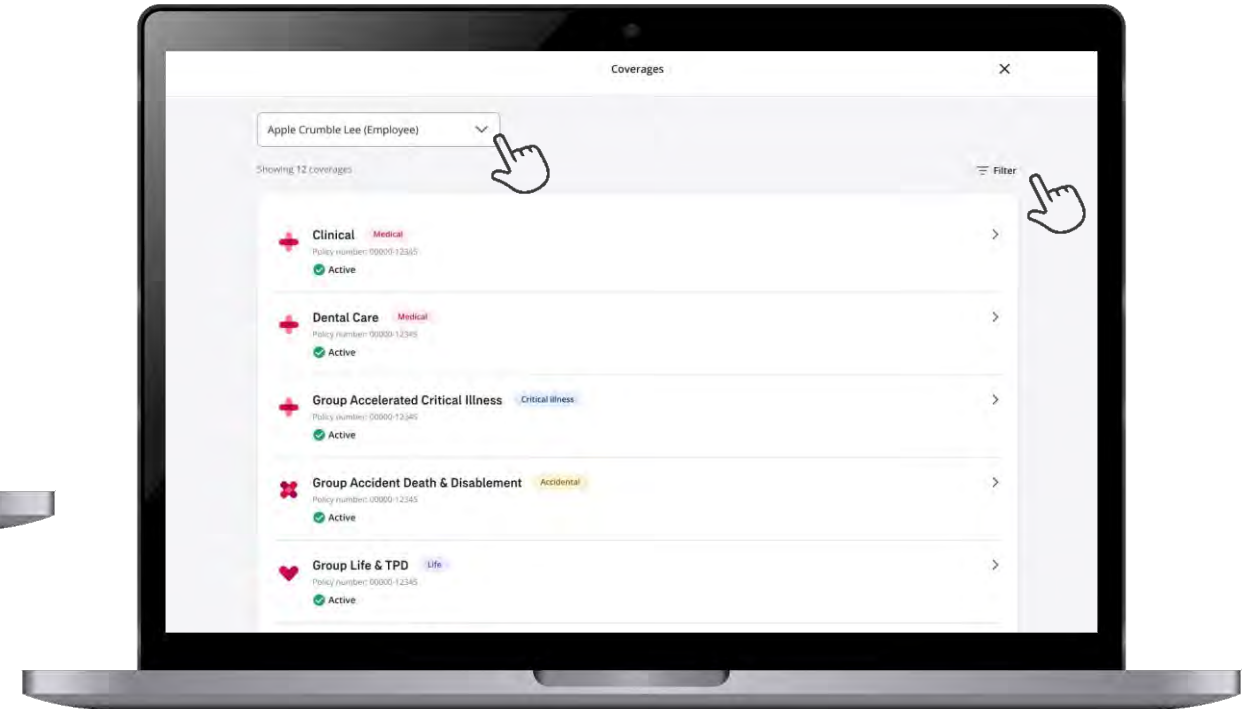


01

Under [Dashboard](#), Select Coverage

02

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



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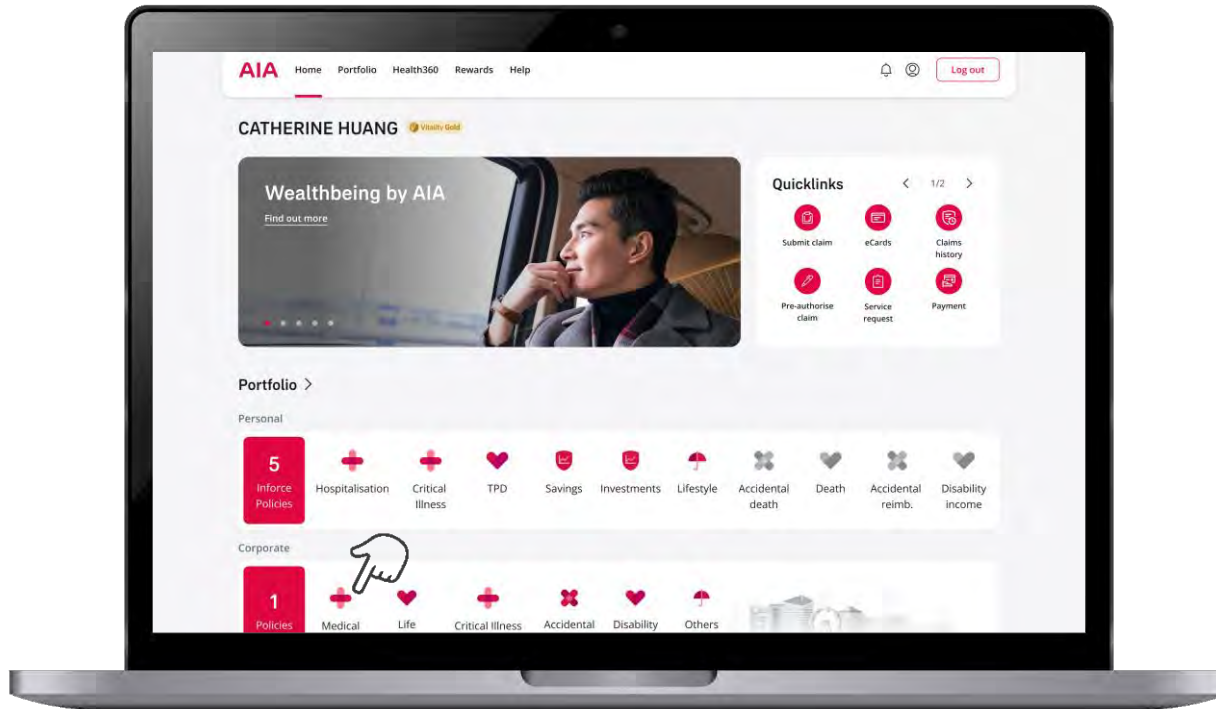
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Benefits

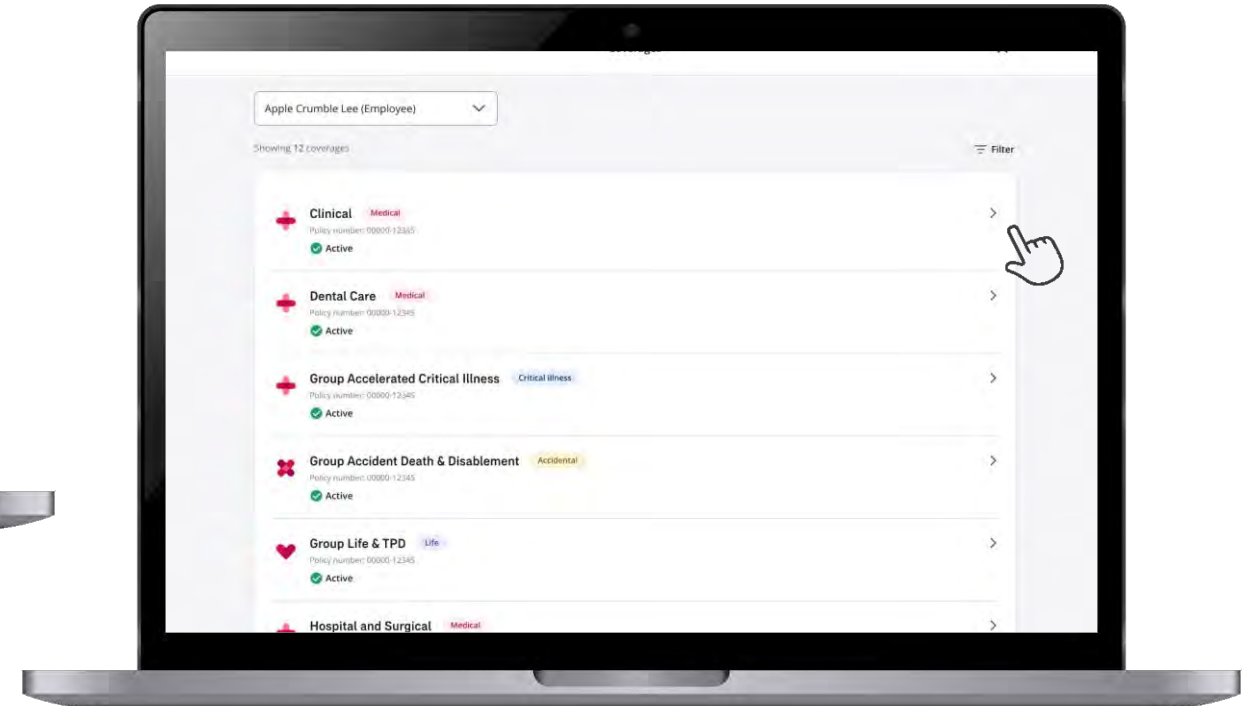


01

Under [Dashboard](#), Select Benefit

02

List of coverages by client & by insured



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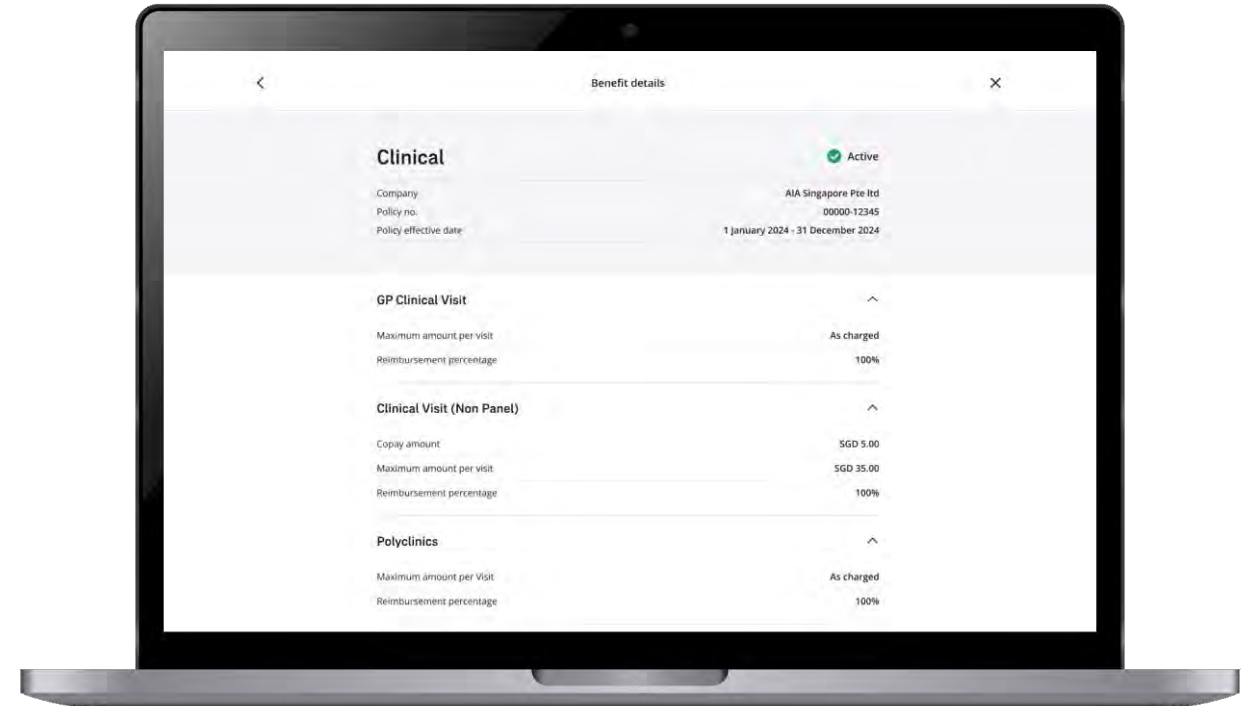
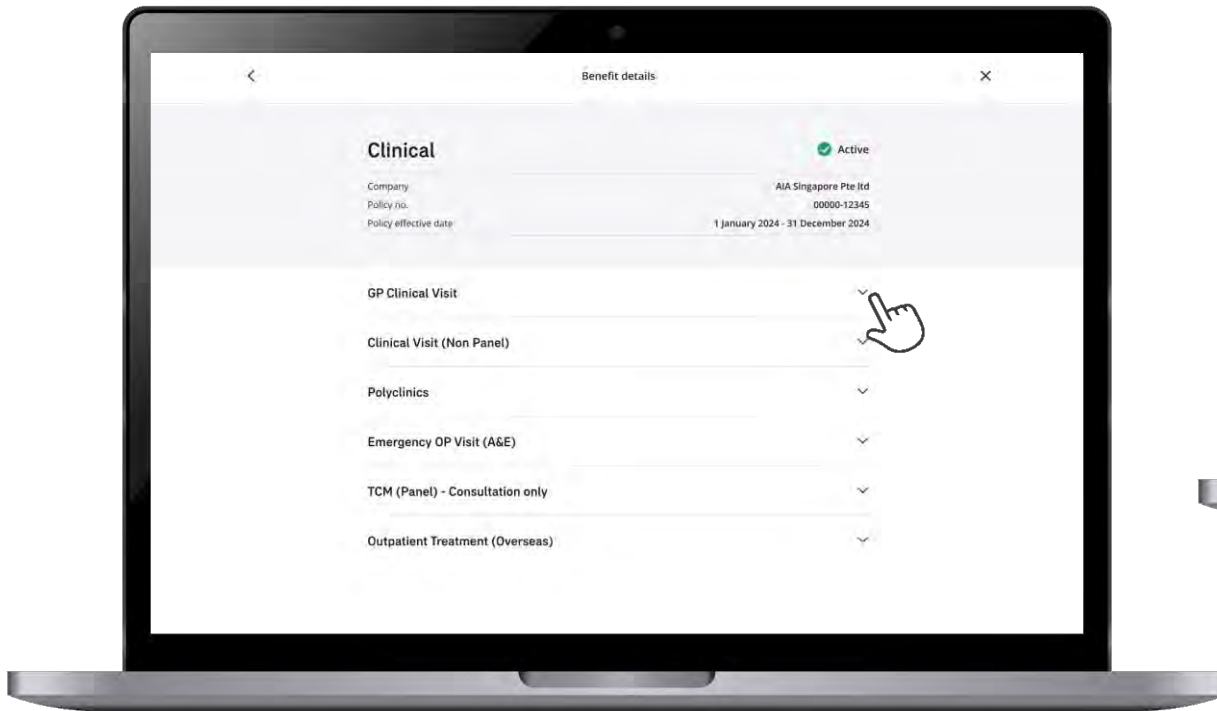
[Others](#)



Benefits

03

Overview of Benefits (expand for more details)



04

Benefit details expanded view



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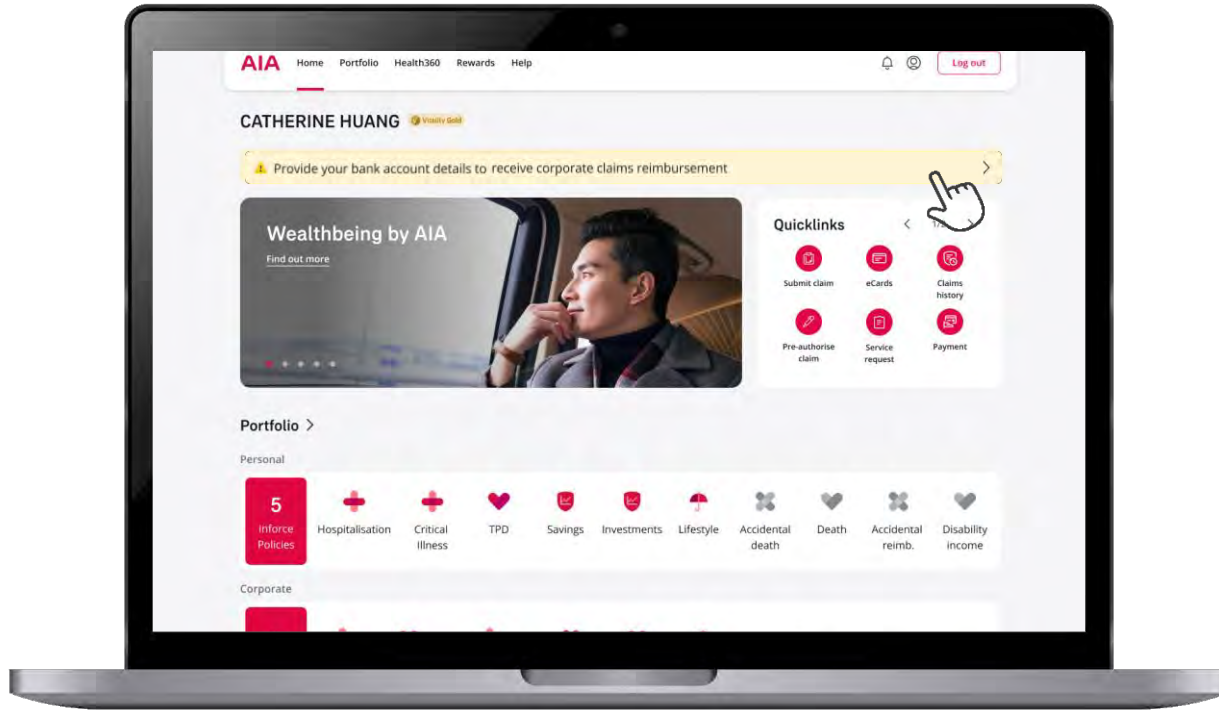
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Important task (Profile)

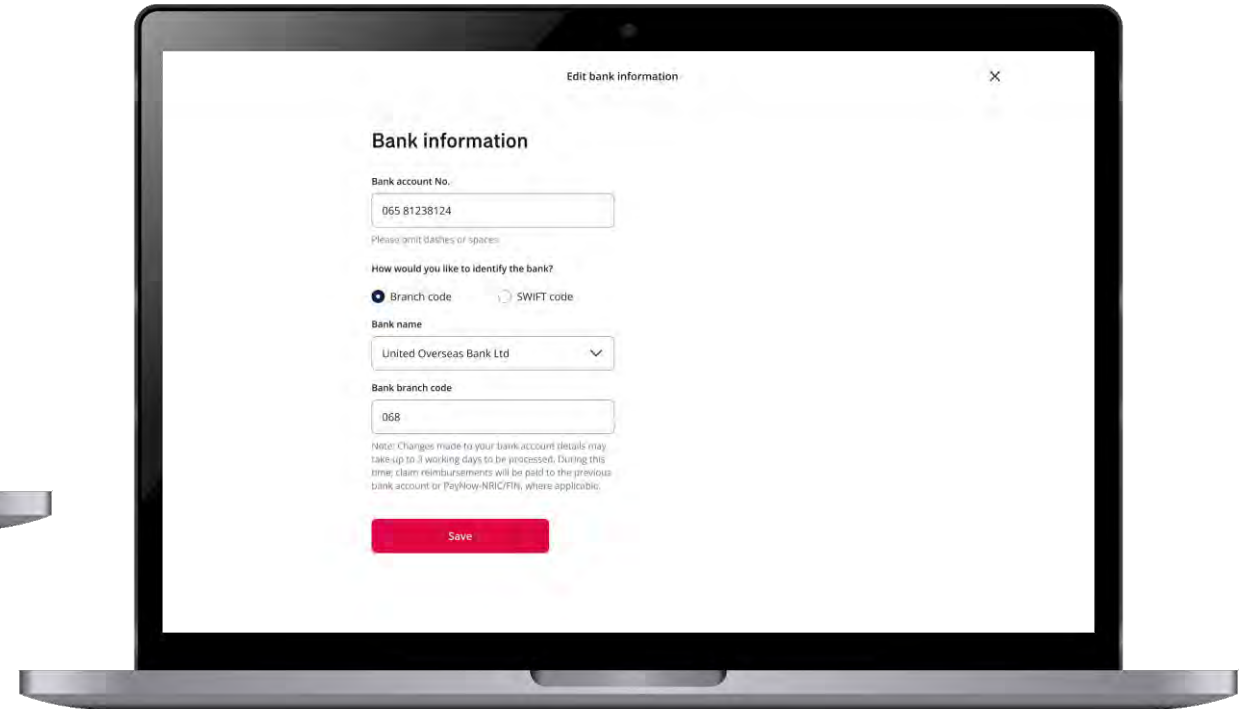


01

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

02

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



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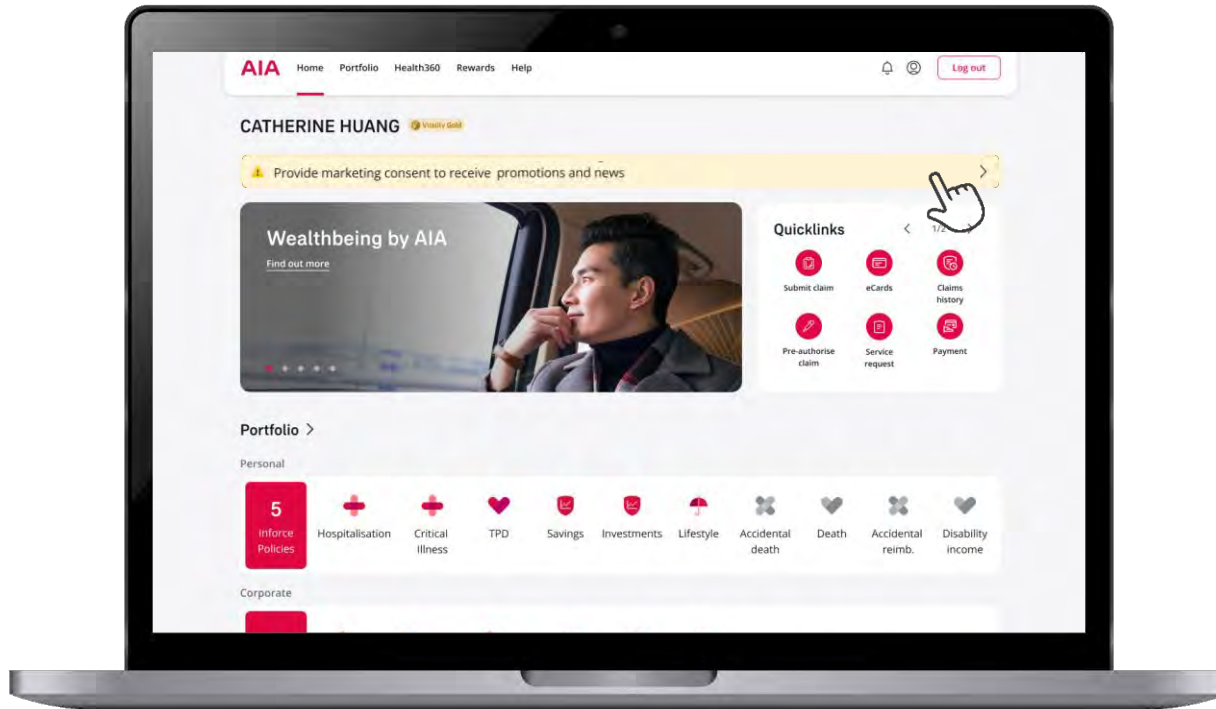
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Important task (Personal Information)

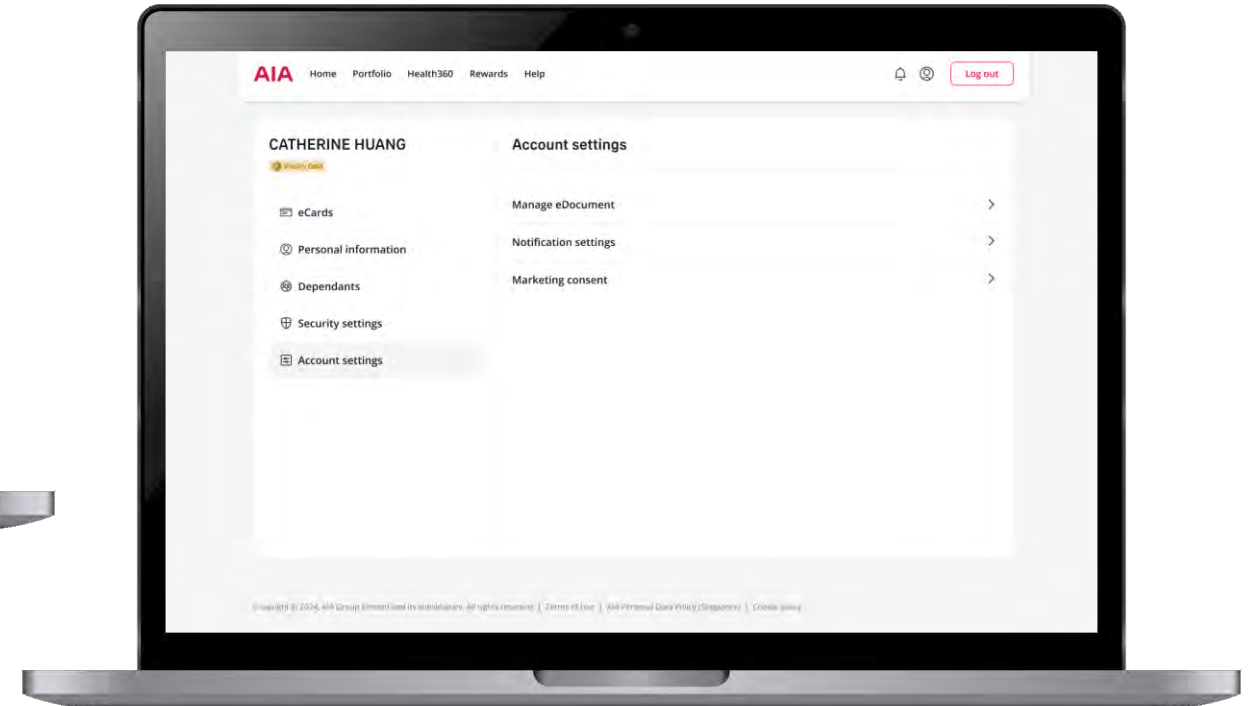


01

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

02

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



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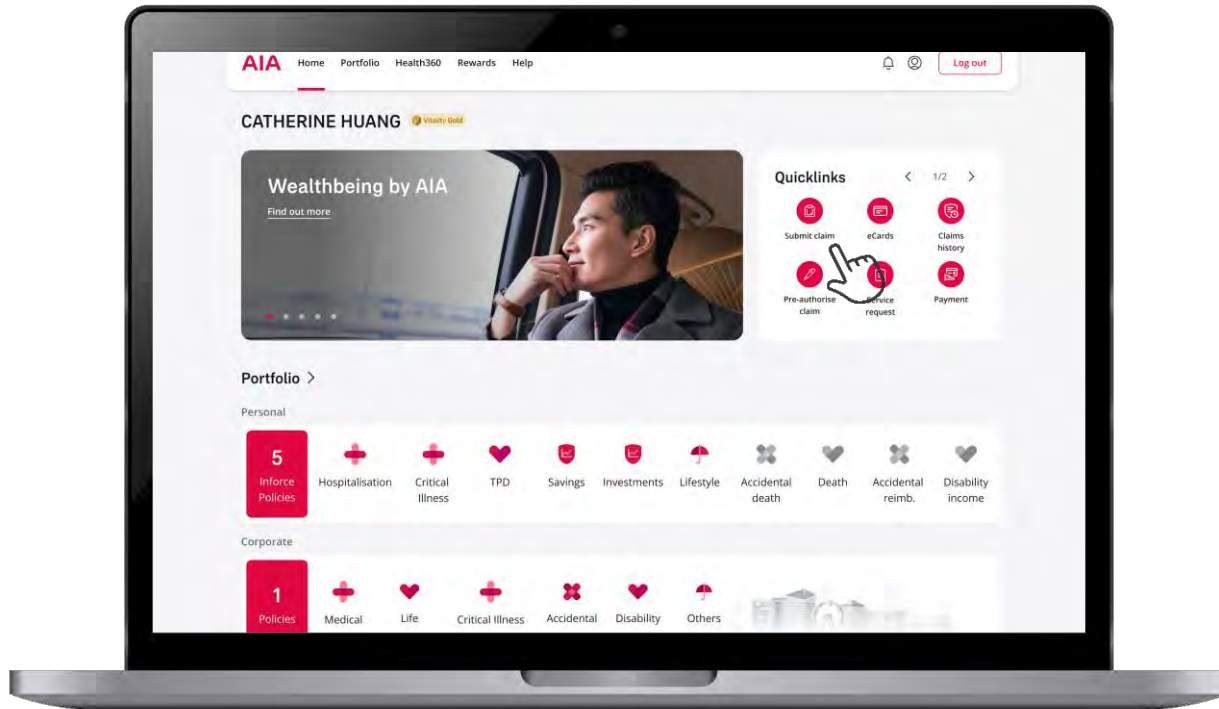
HEALTHIER, LONGER,
BETTER LIVES

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

Submit claim

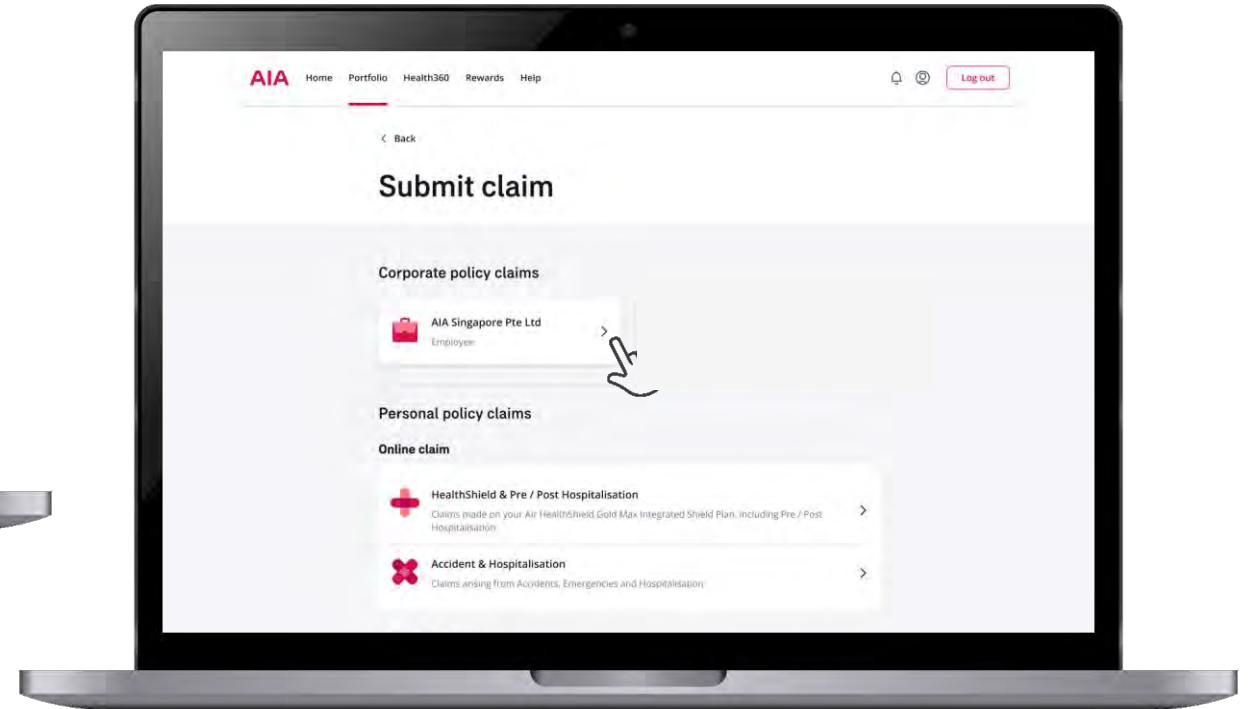


01

Under [Dashboard](#), select Submit Claim

02

Select Client



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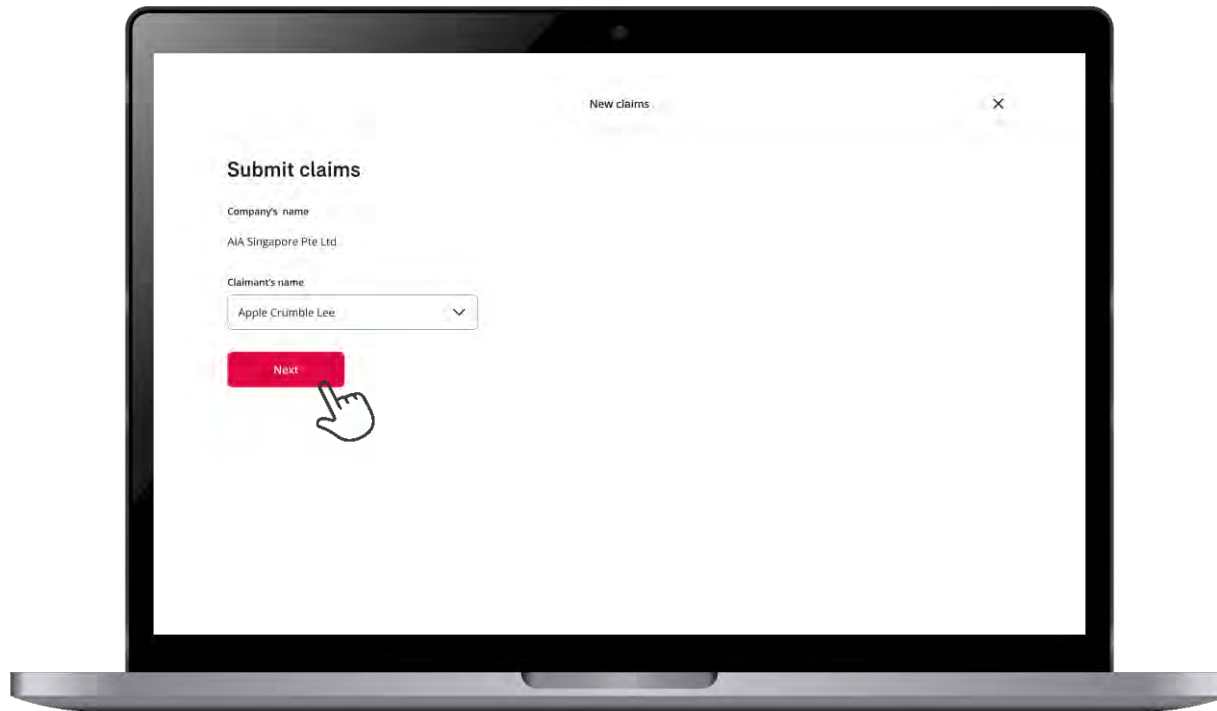
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Submit claim



03

Select Claimant

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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) ☐

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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)

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05

Complete Claim Details (scroll to view more)



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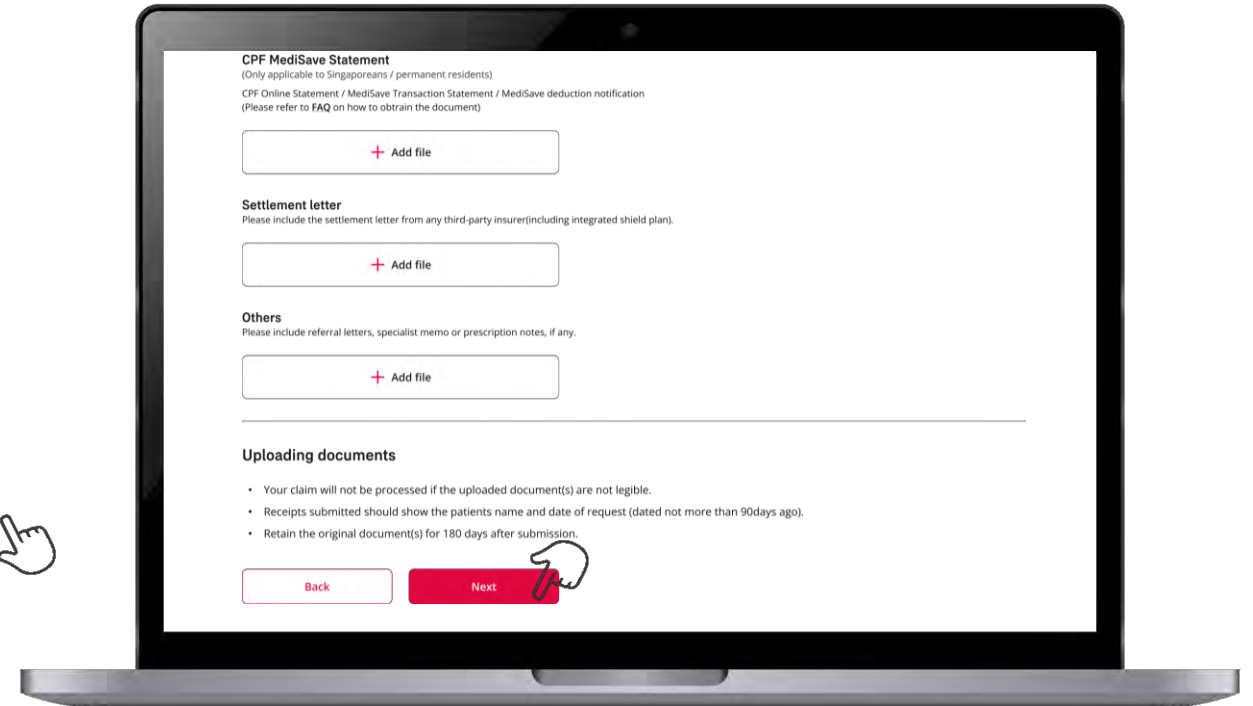
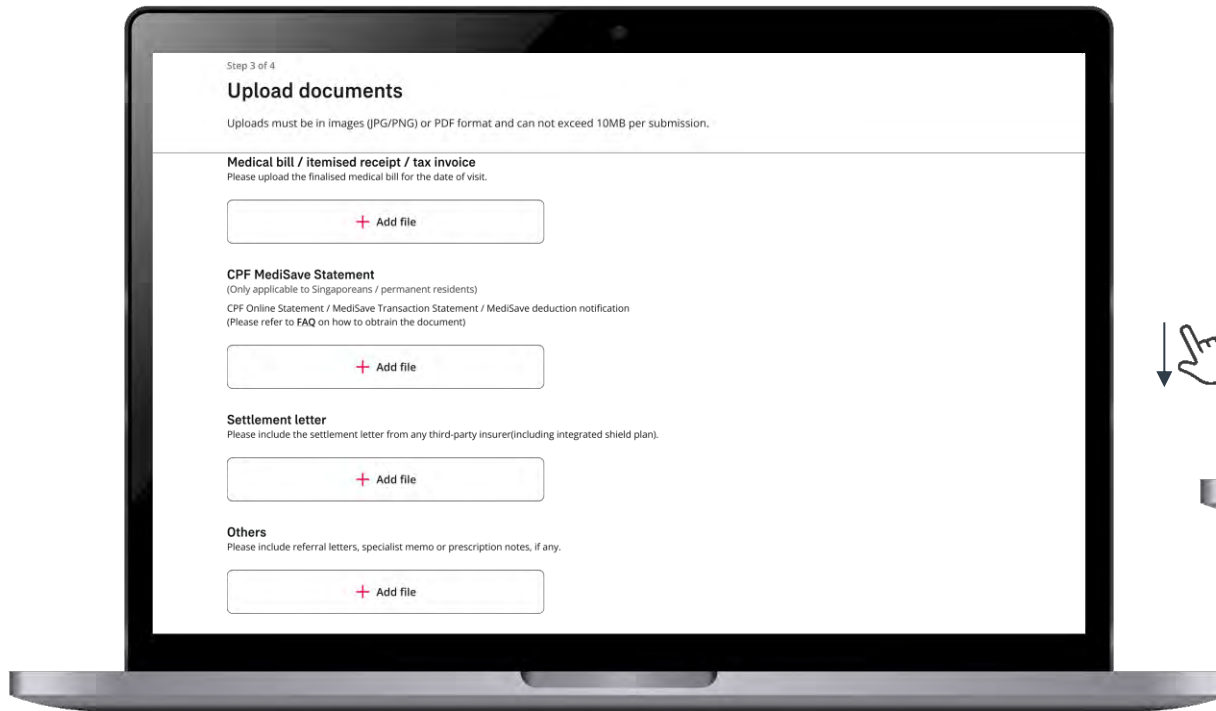
[Others](#)



Submit claim

06

Upload Documents (scroll to view more)



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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.

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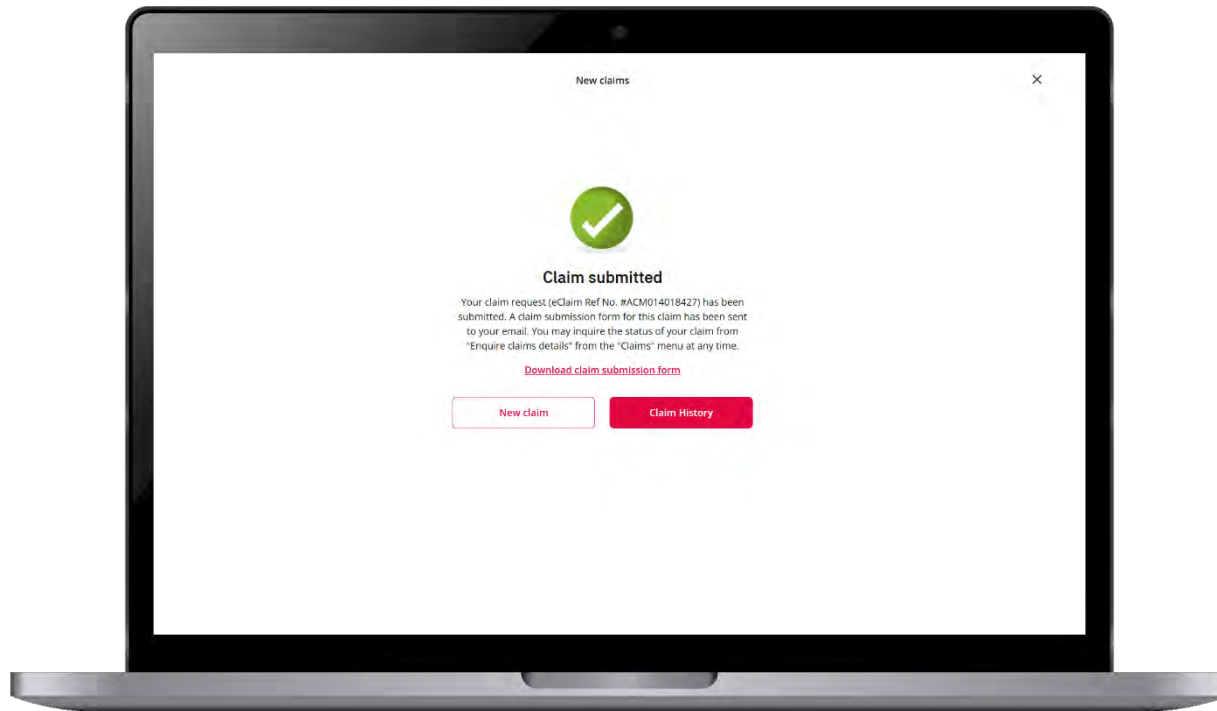
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Submit claim



08

You have successfully submitted your claims



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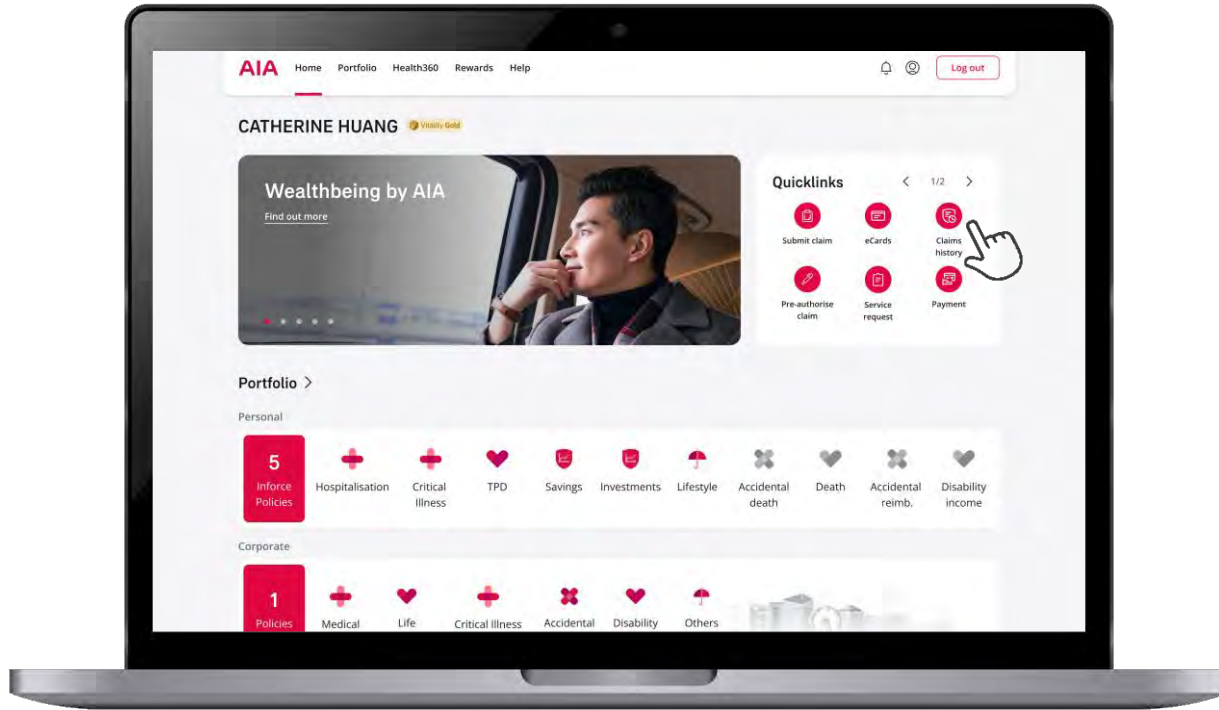
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Claim history

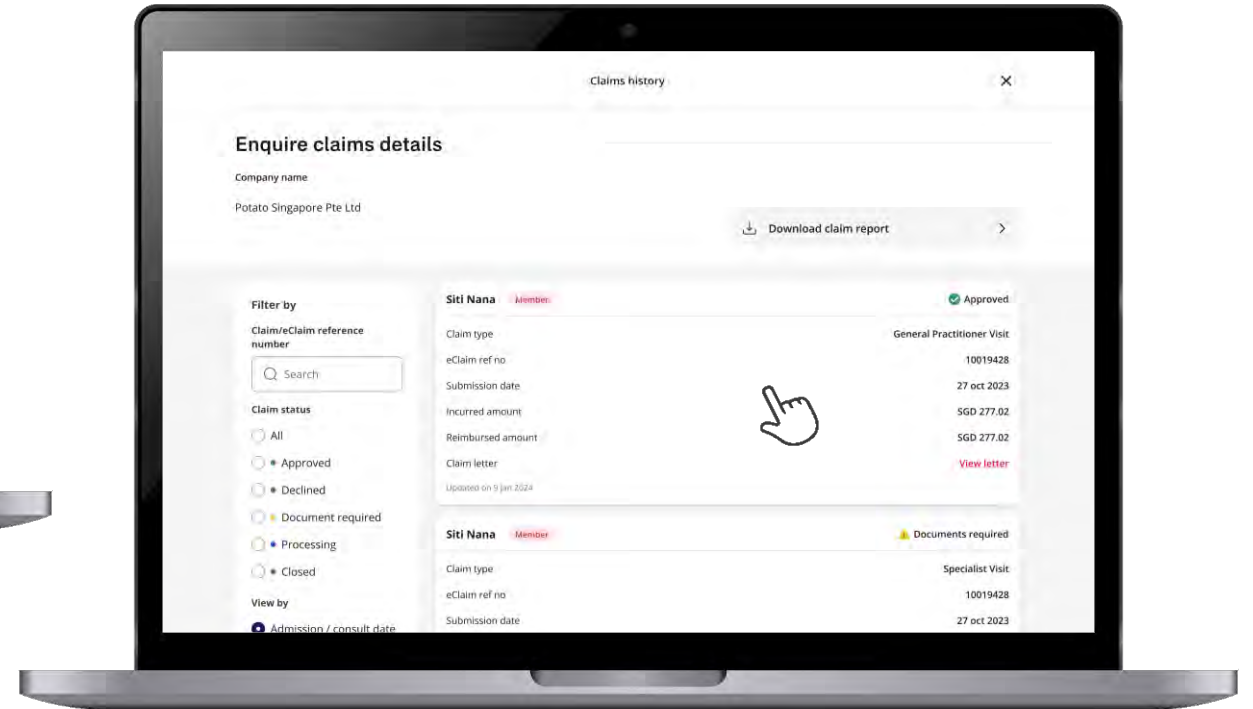


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Under [Dashboard](#), select Claims history

02

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



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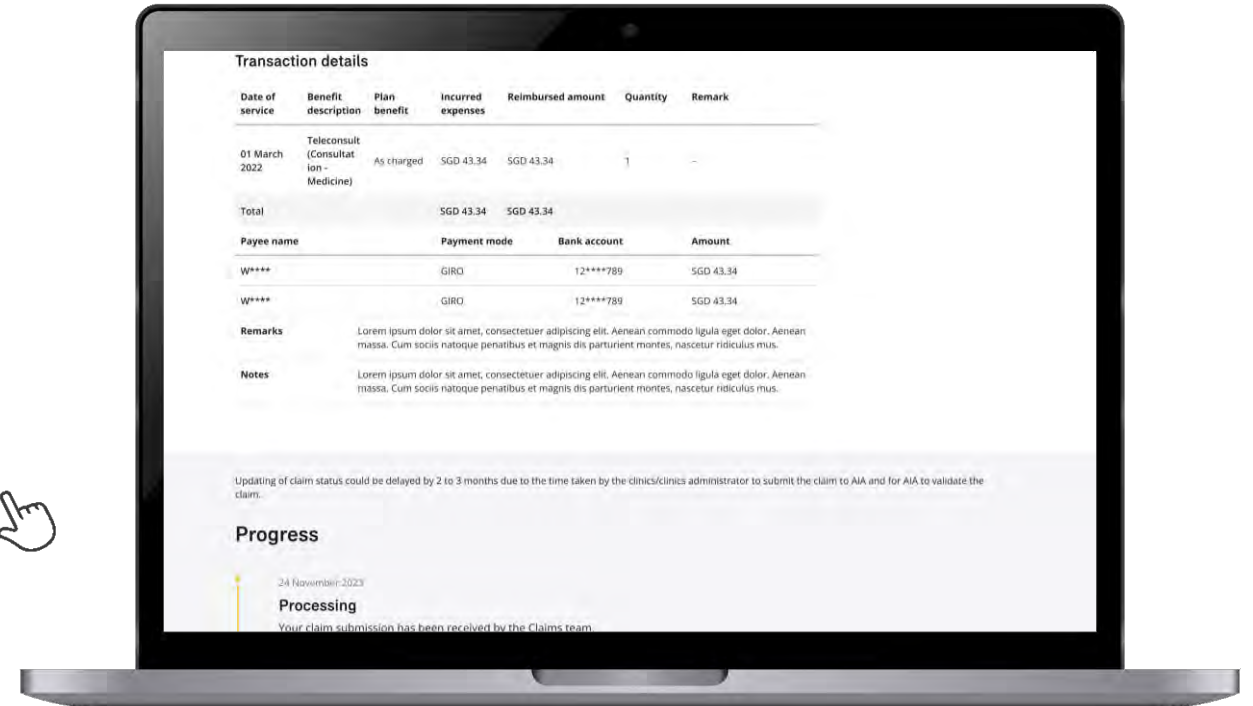
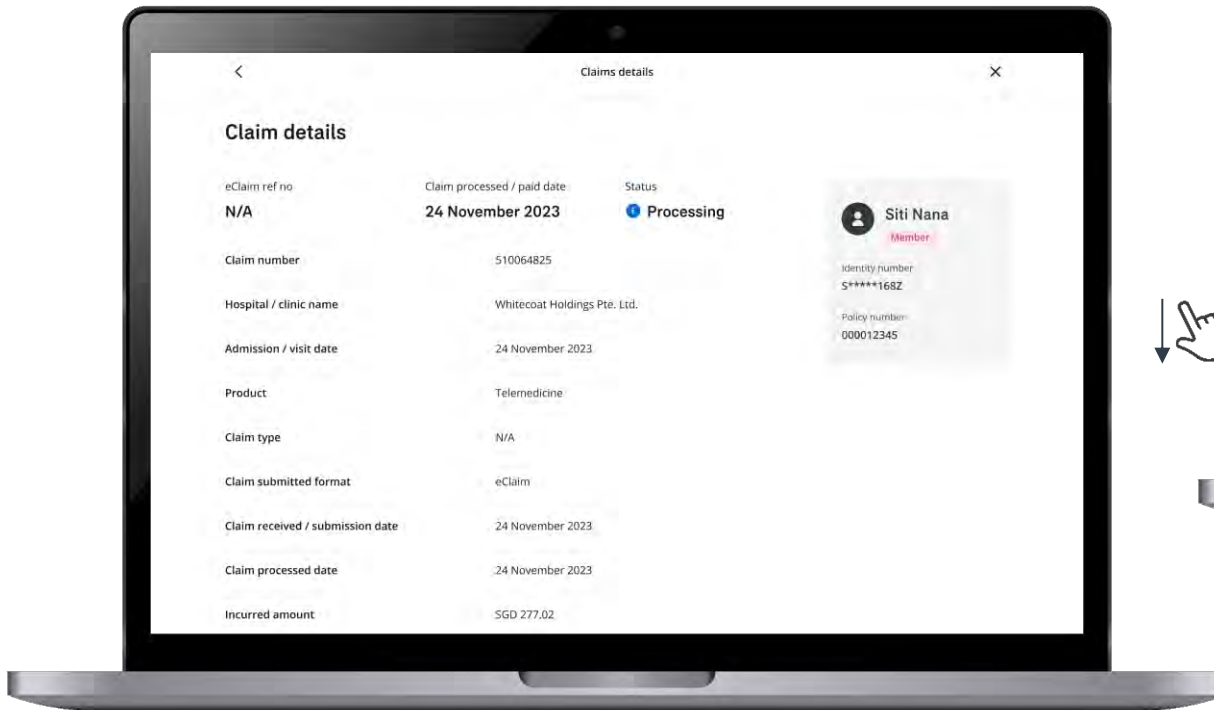
[Others](#)



Claim history

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Claims under processing (scroll for more details)



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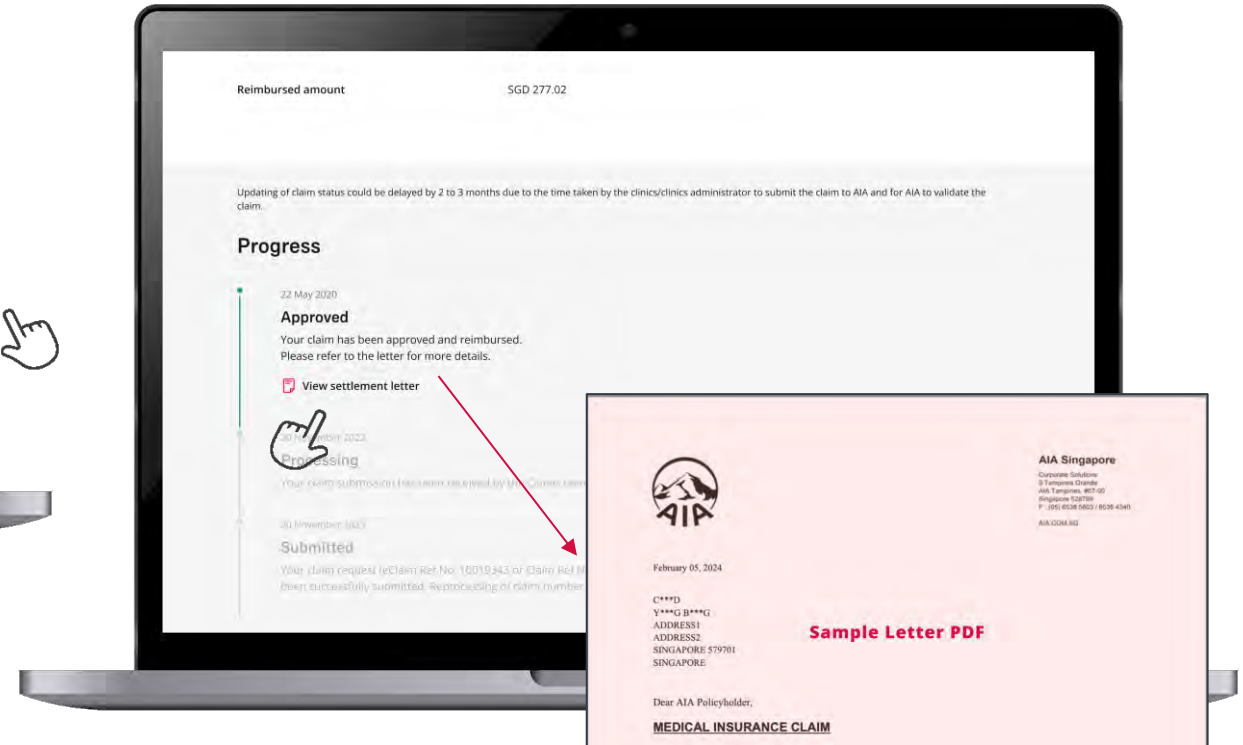
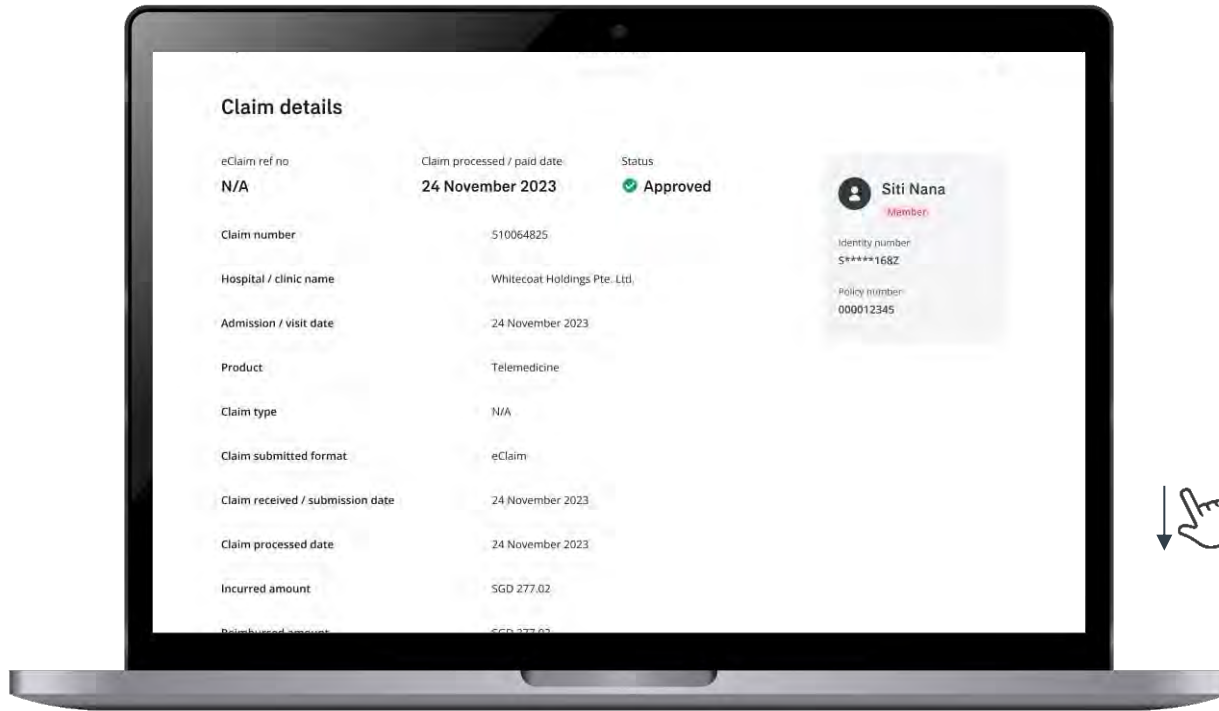
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Claim history



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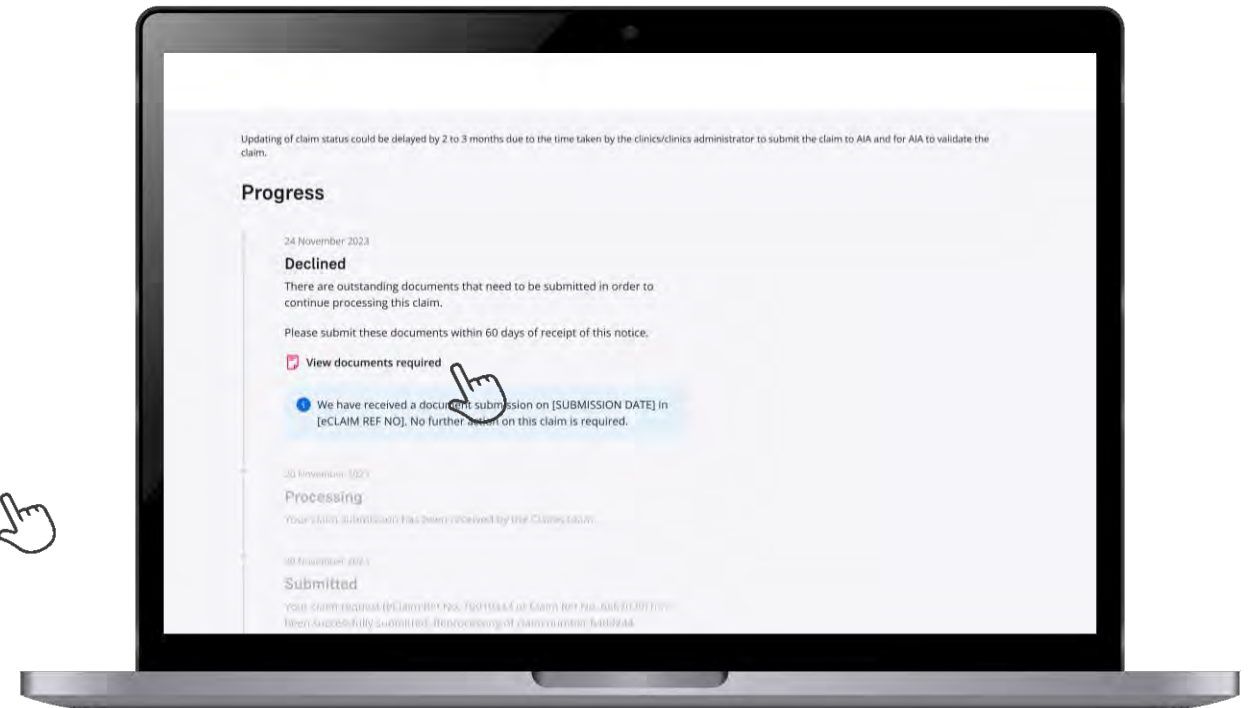
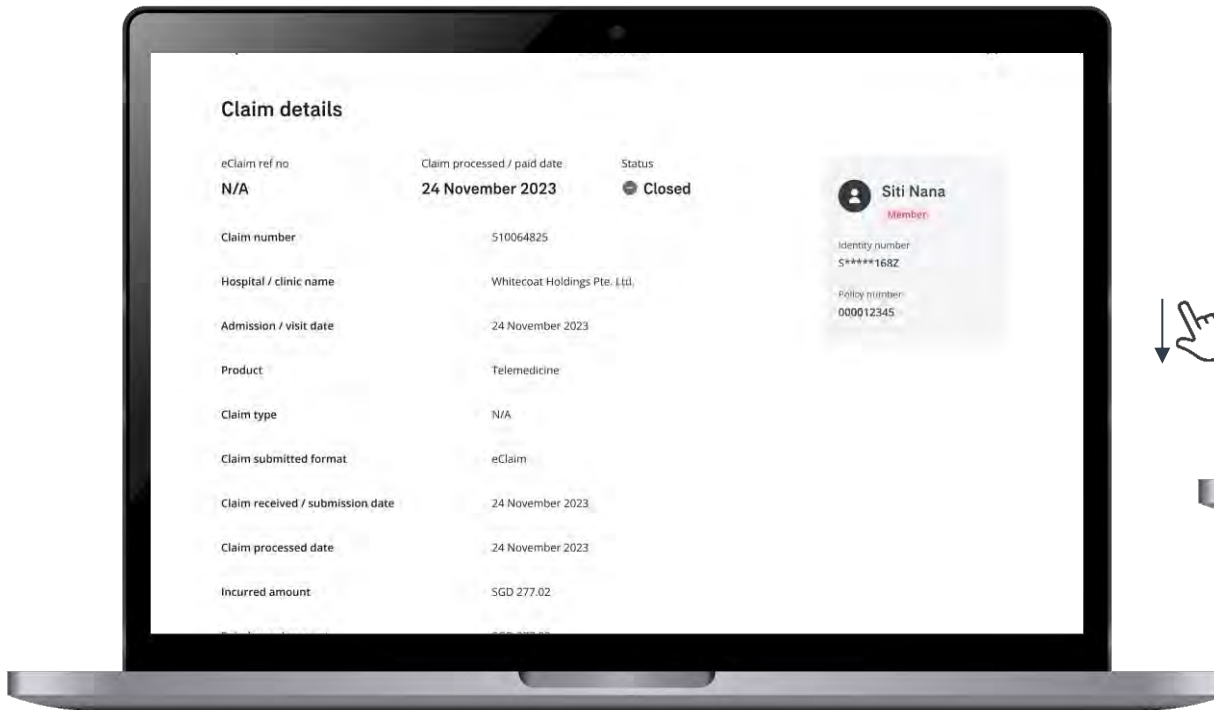
[Others](#)



Claim history

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Additional documents required (scroll for more details)



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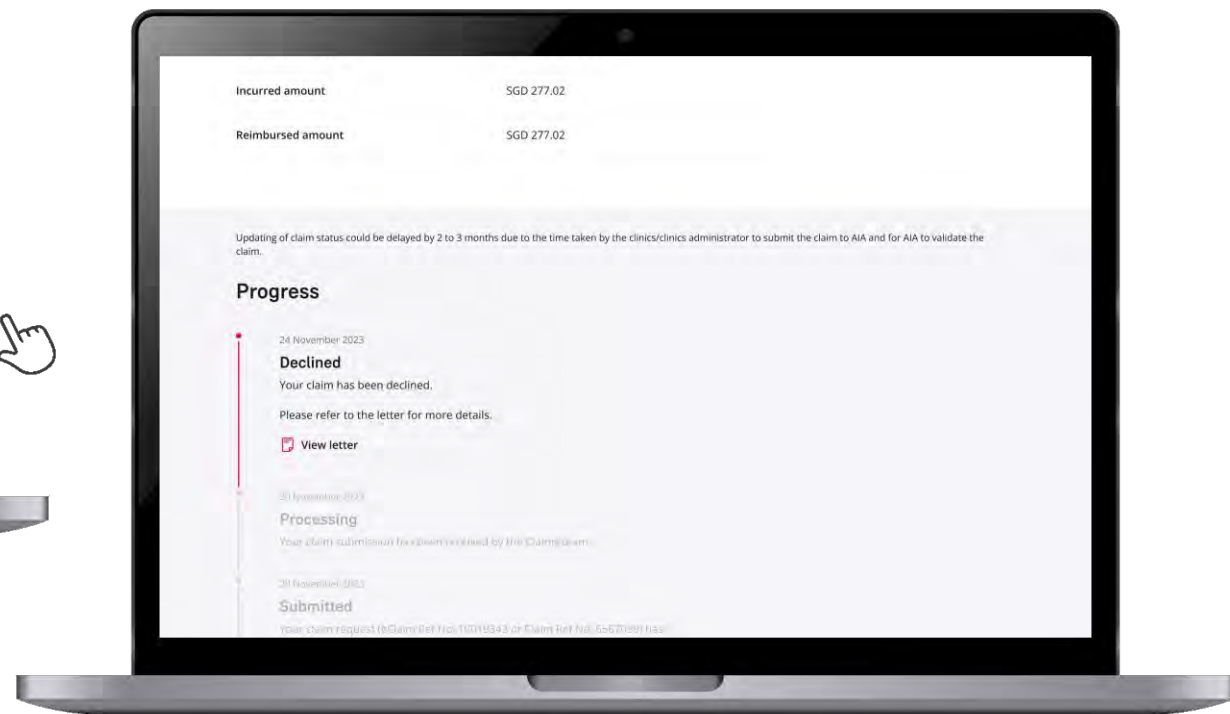
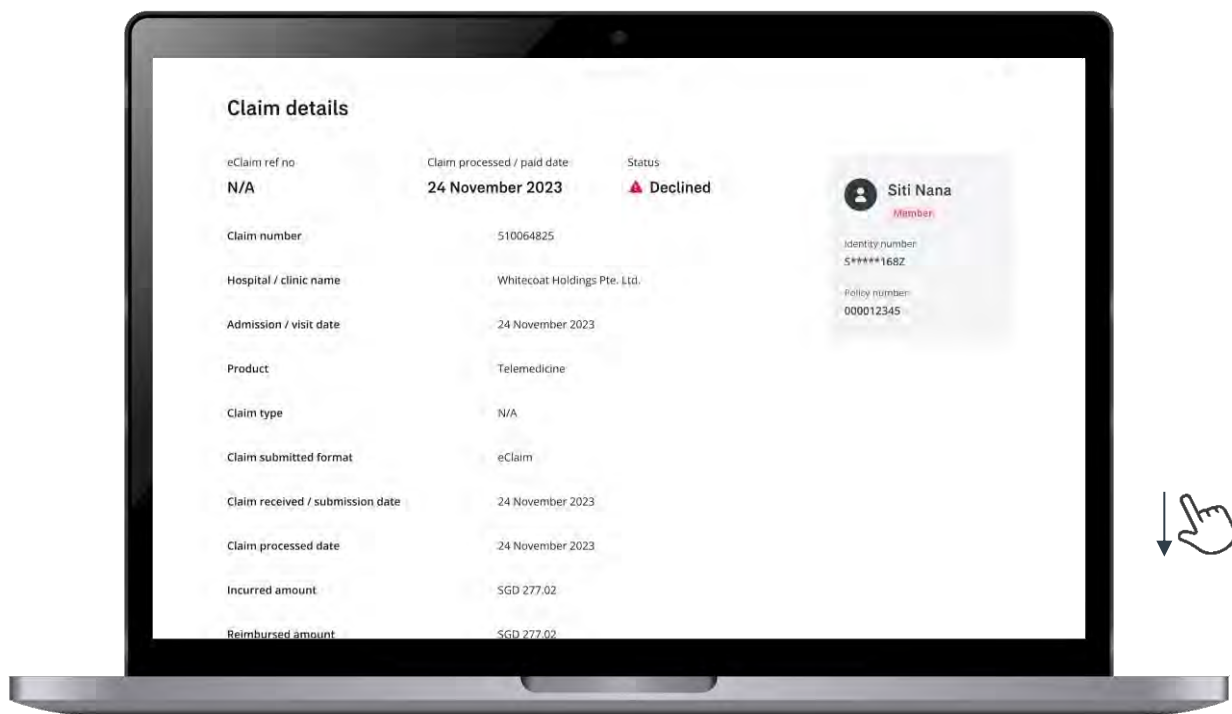
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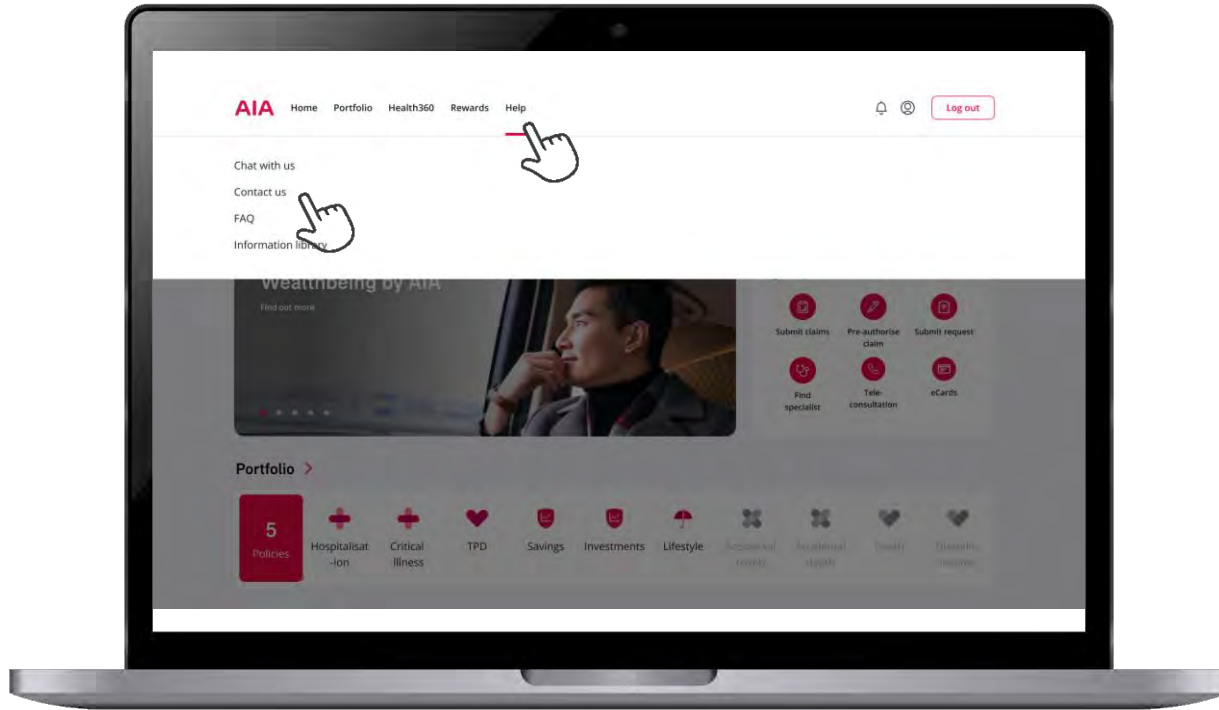
Claim history



06

Claims declined (scroll for more details)

Contact us

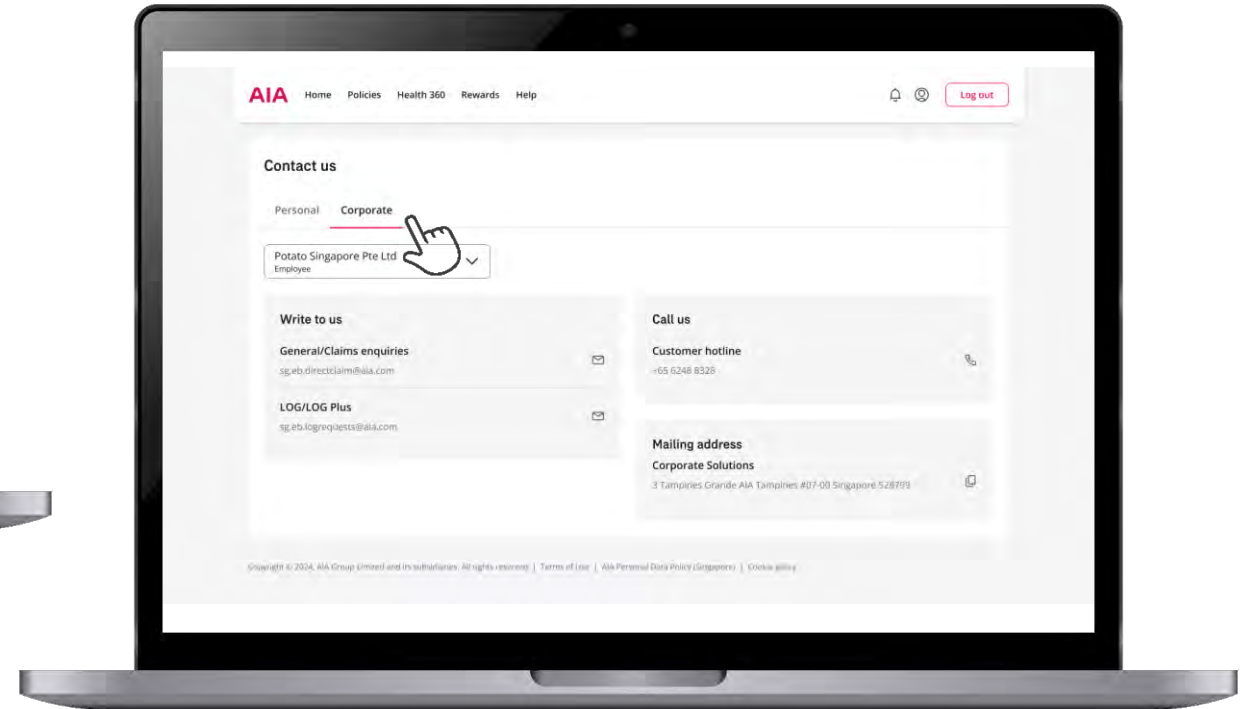


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Under [Dashboard](#), select Help & Contact us

02

Select Corporate for Corporate Contact Us details



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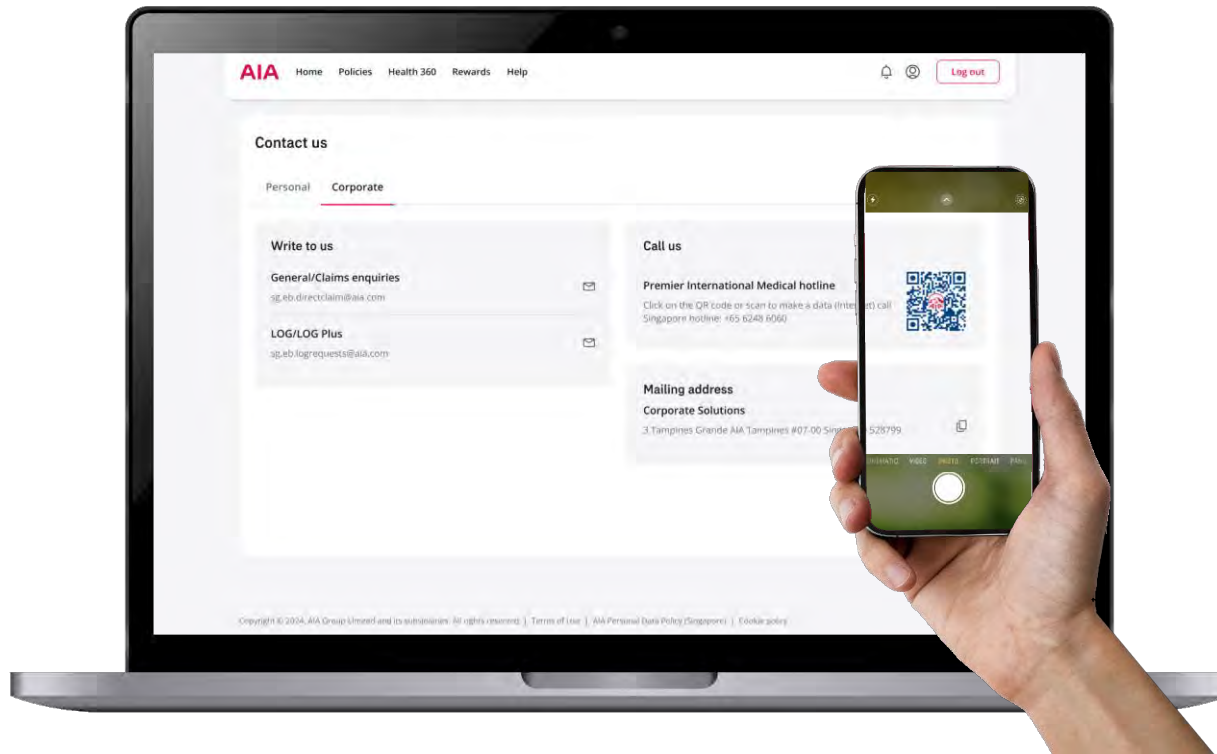
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03

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



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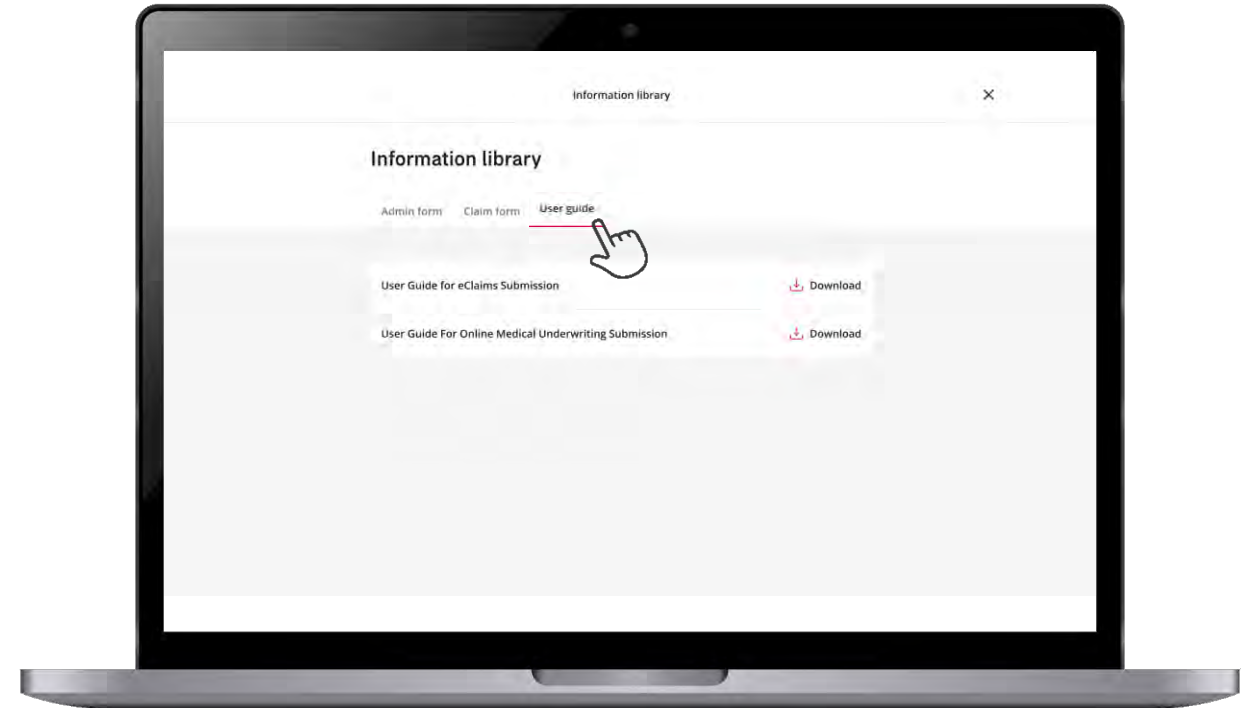
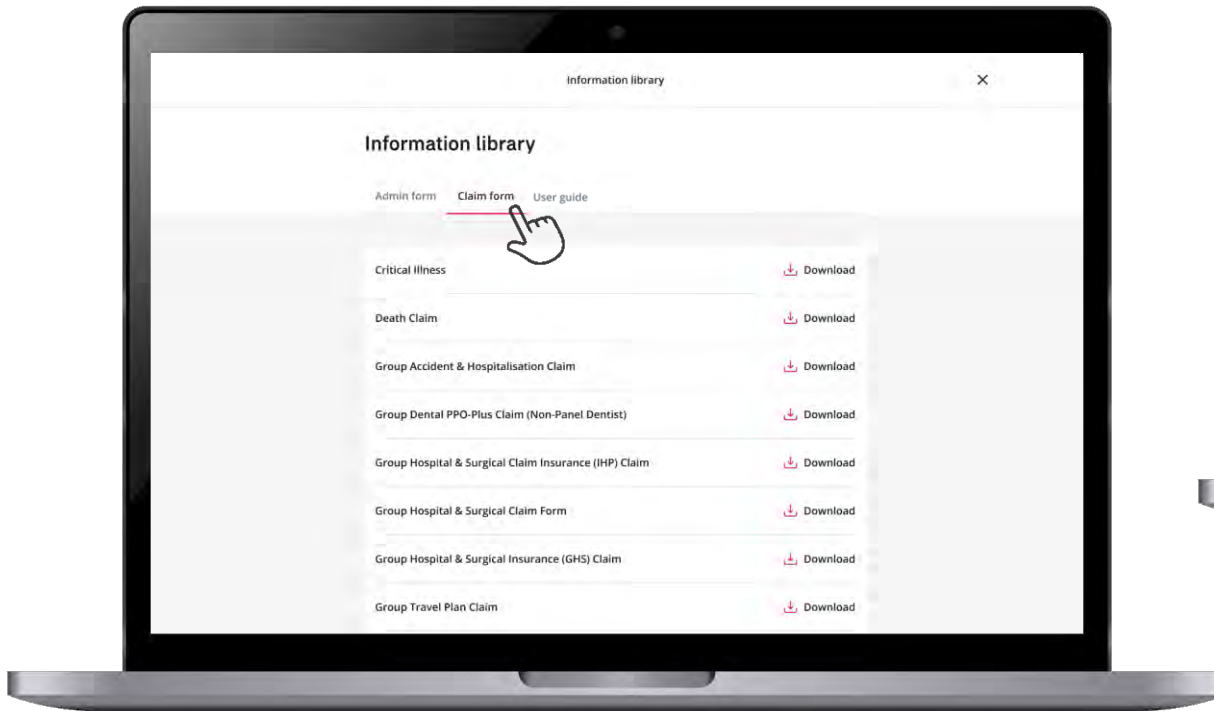
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Thank you



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.



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Swipe Left / Right



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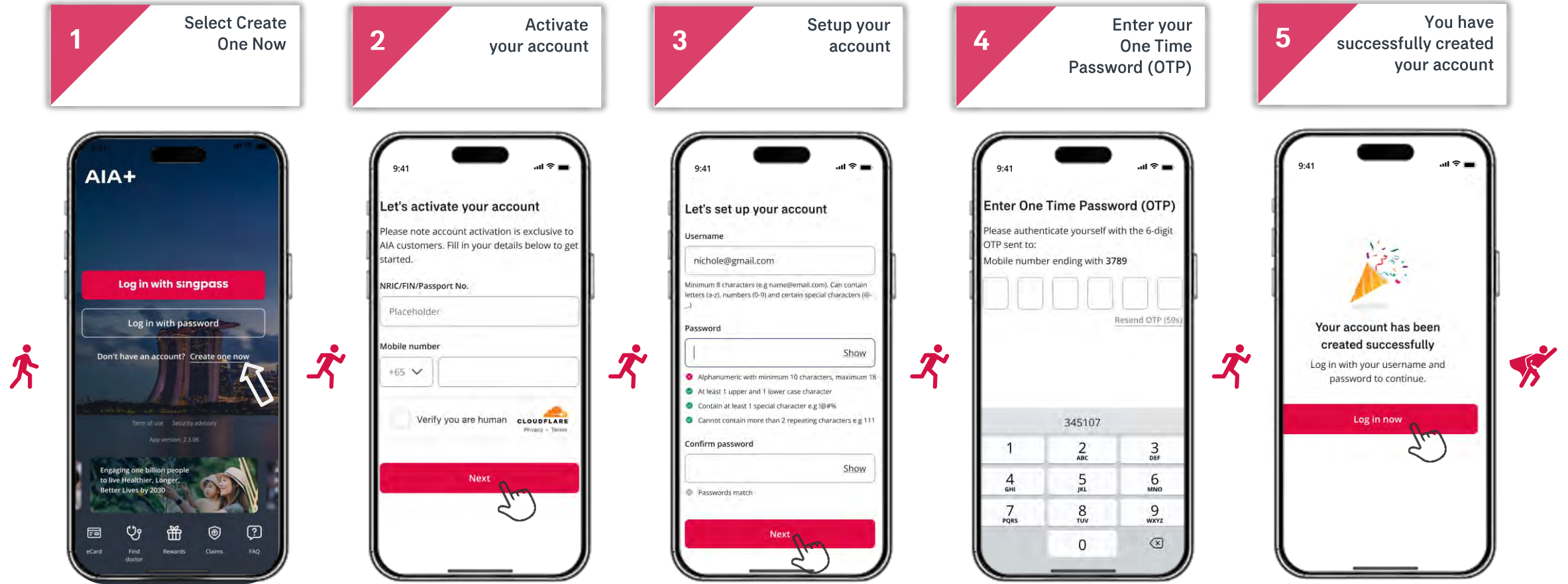
Download AIA+



**Download
now**



Account setup



Link your polic(ies) – Corporate

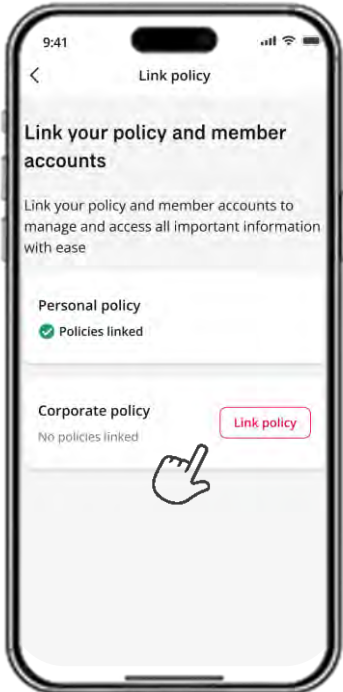
1

Under Dashboard
Select Profile Icon and Link policy



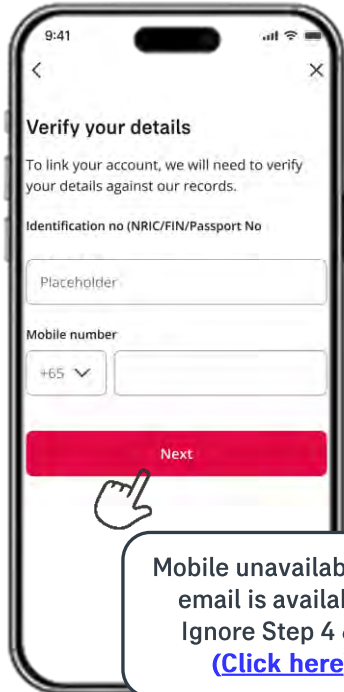
2

Link your corporate policy



3

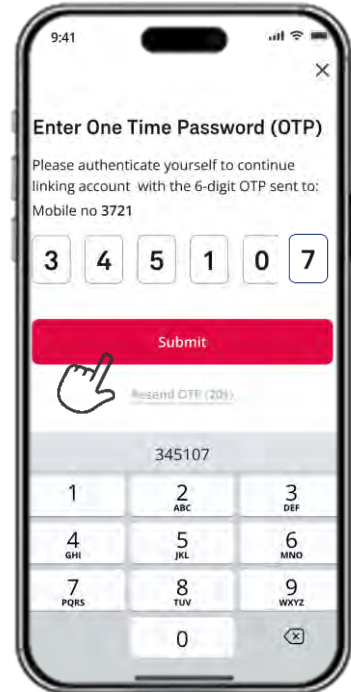
Let us know who you are



Mobile unavailable but email is available .
Ignore Step 4 & 5.
([Click here](#))

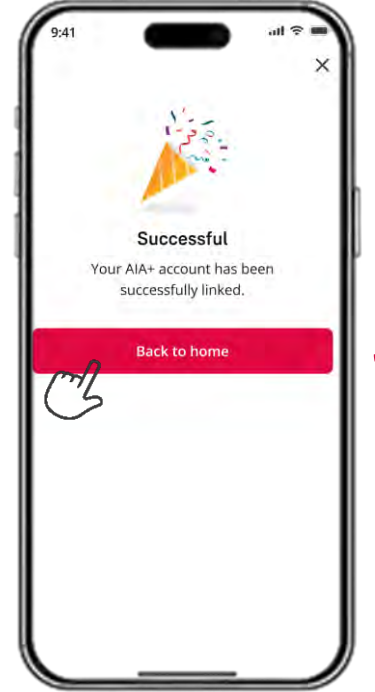
4

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.

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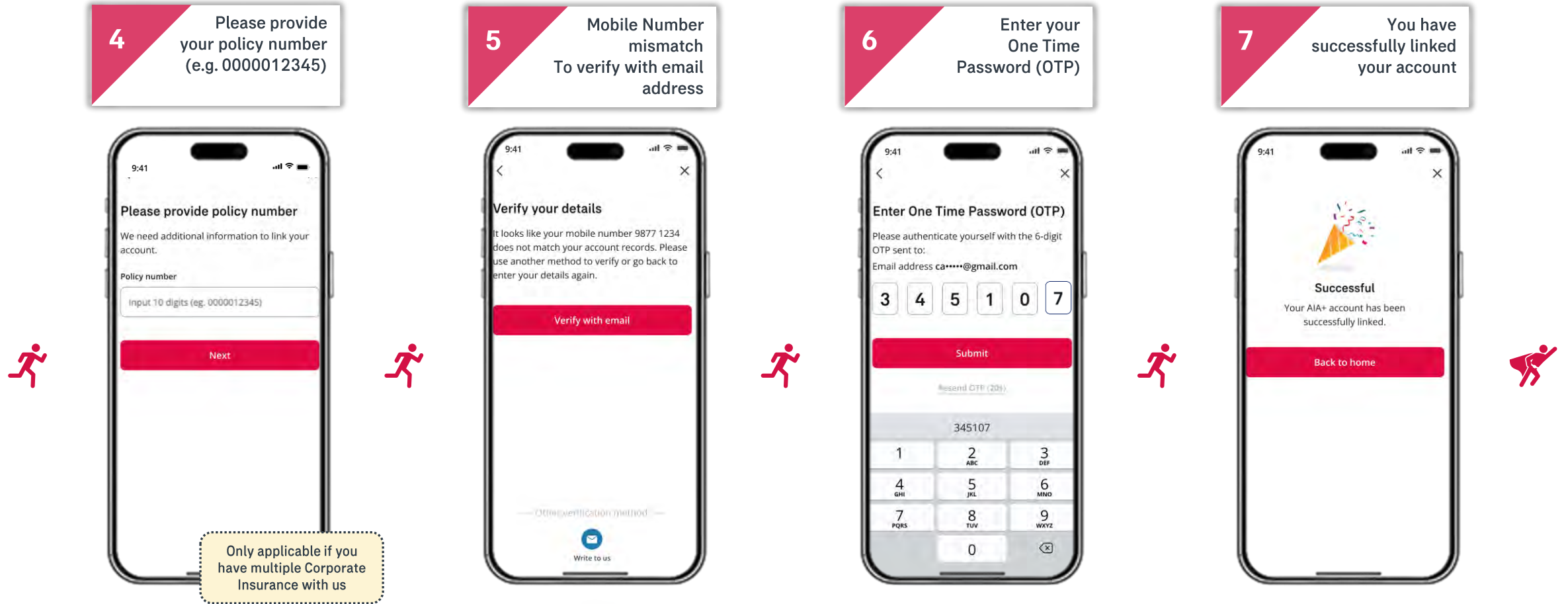
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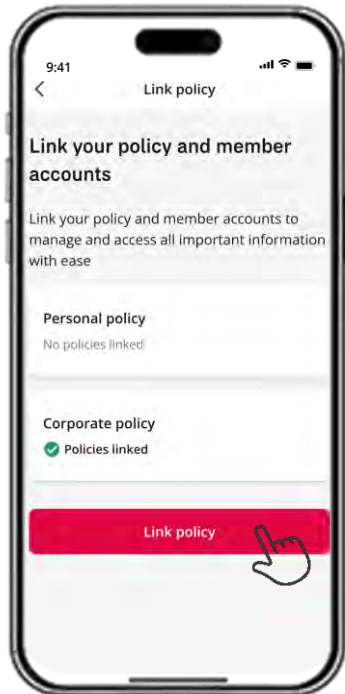
Link your polic(ies) – Corporate



Link your polic(ies) - Life

1

Under Dashboard
Select Profile Icon
and Link policy
Link your Life policy



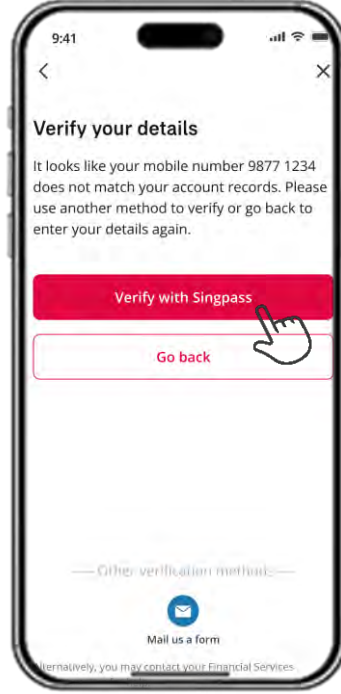
2

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



3

Verify with
Singpass



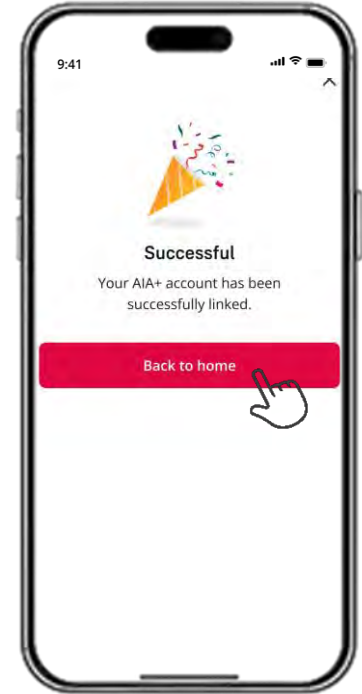
4

Enter your
One Time
Password (OTP)



5

You have
successfully linked
your account



If your details does not match, verify using Singpass

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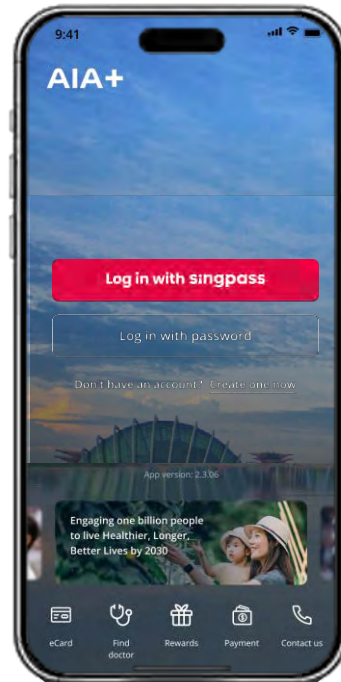
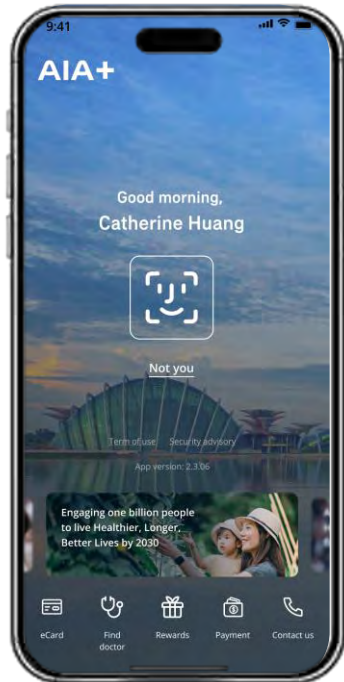
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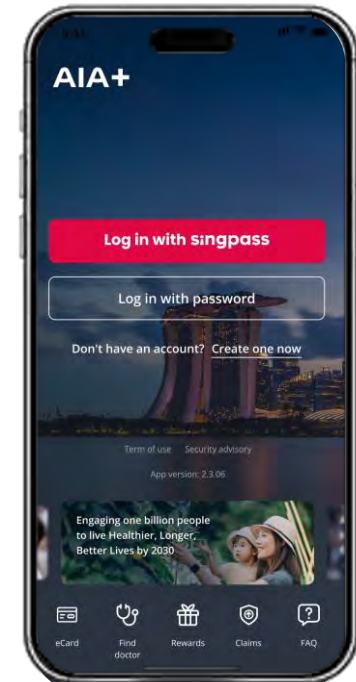
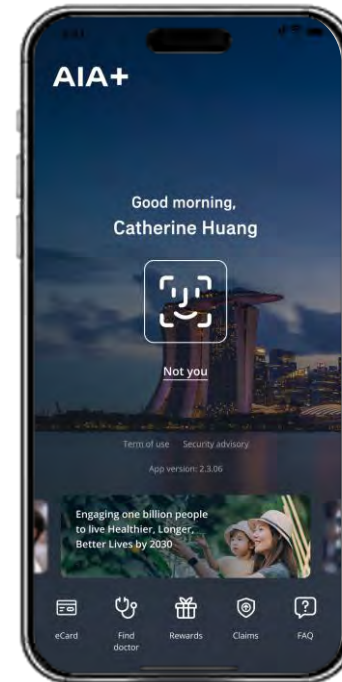
1

Day / Light
Mode
Biometric enabled / Singpass / Password



2

Night / Dark
Mode
Biometric enabled / Singpass / Password



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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

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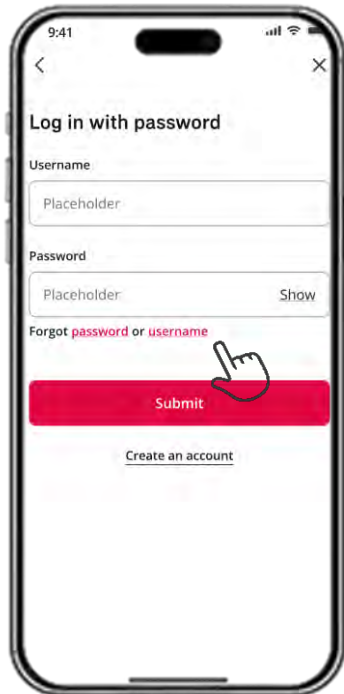
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Login to AIA+ (Forgot Username)

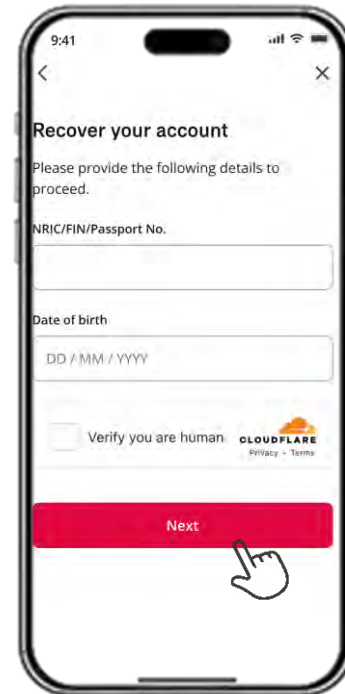
1

Select Login
with password
and username



2

Key in
your details
for verification



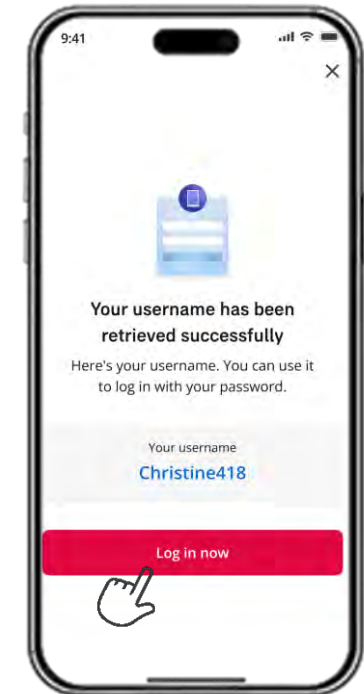
3

Enter your
One Time
Password (OTP)



4

You have
successfully retrieved
your username



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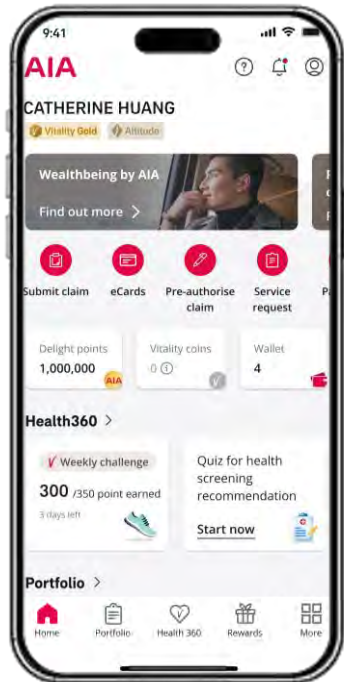
HEALTHIER, LONGER,
BETTER LIVES

Key AIA+ Functions

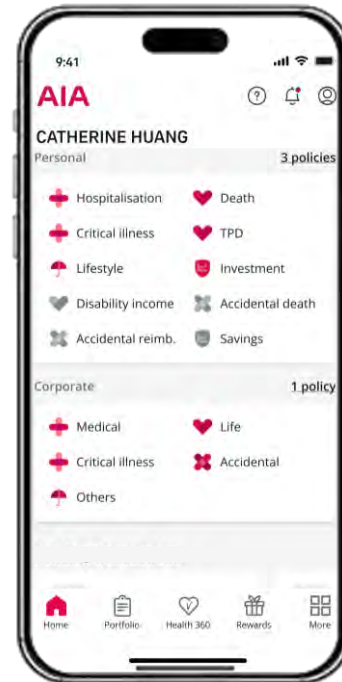


Dashboard

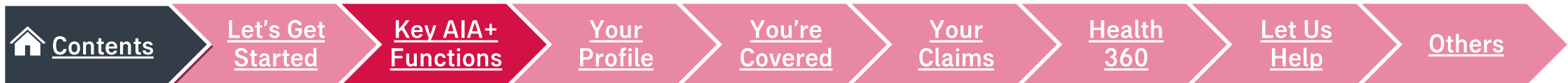
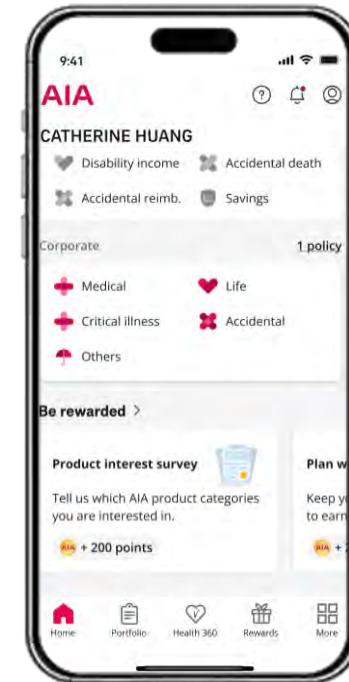
1 Scroll to view
Vitality



2 Scroll to view
Personal
& Corporate



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



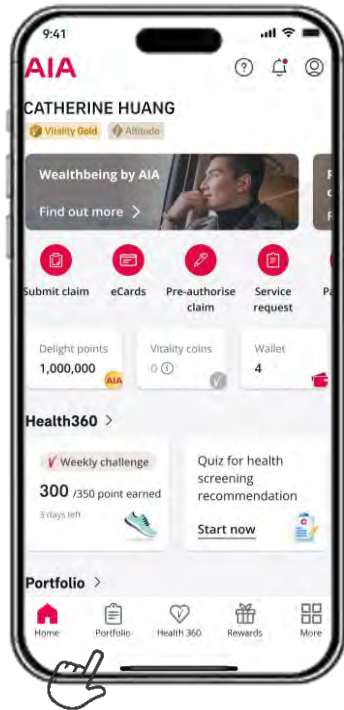
AIA confidential and proprietary information. Not for distribution.



Portfolio

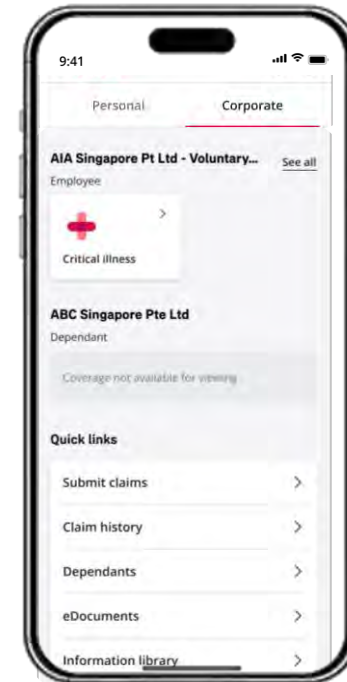
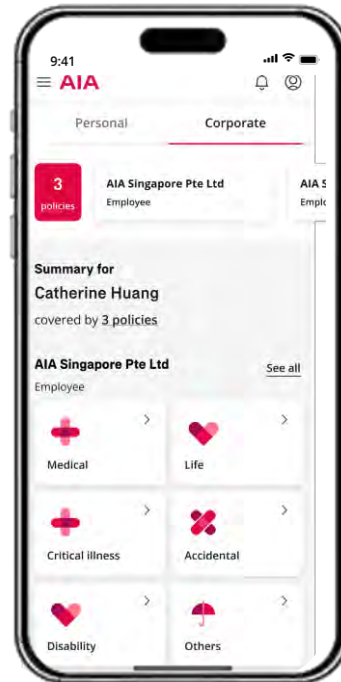
1

Under [Dashboard](#)
Select Portfolio



2

Corporate -
Portfolio



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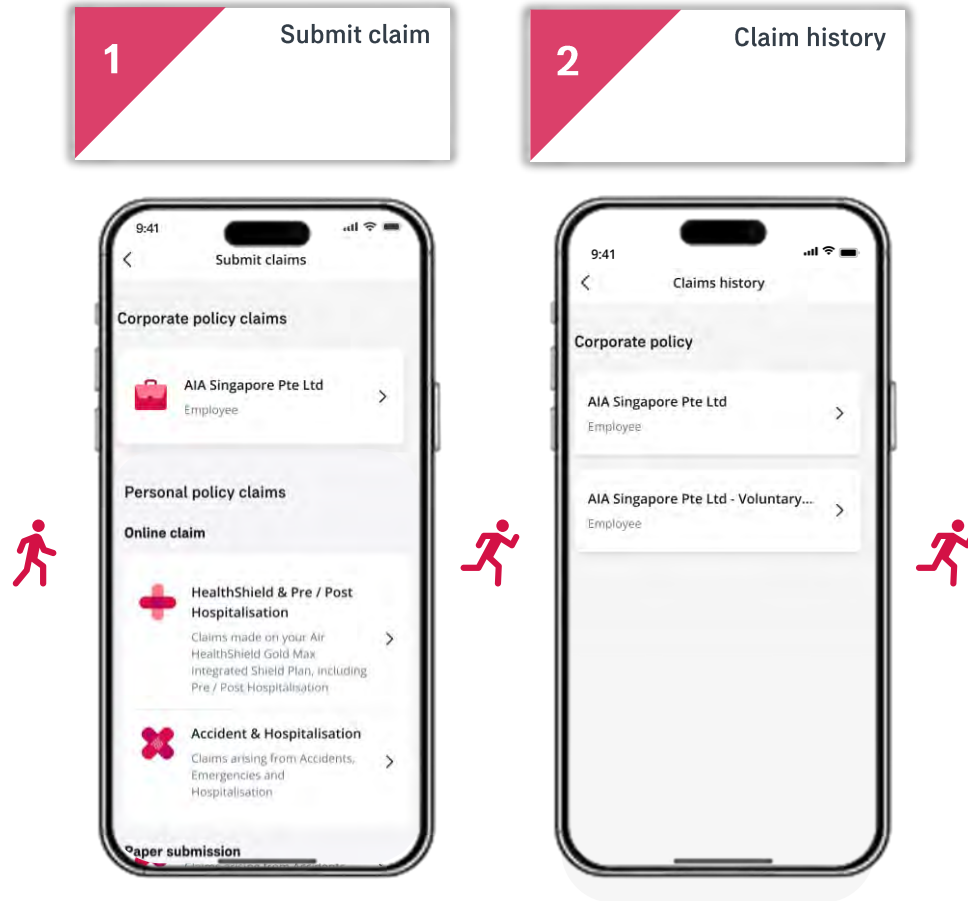
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Jumper page (samples)



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





HEALTHIER, LONGER,
BETTER LIVES

Your Profile



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Personal Information

1

Under Dashboard
Select Profile Icon

2

Select
Personal information

3

Personal -
Personal Information

4

Corporate -
Personal Information

5

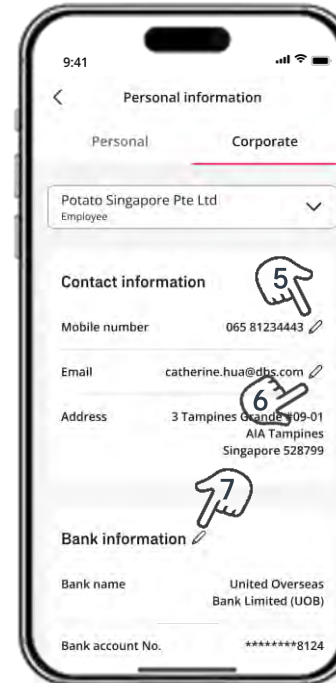
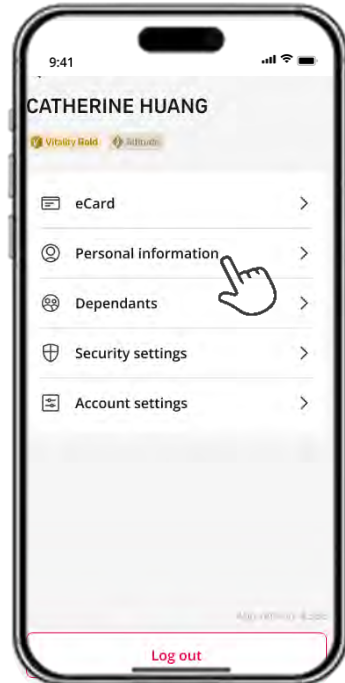
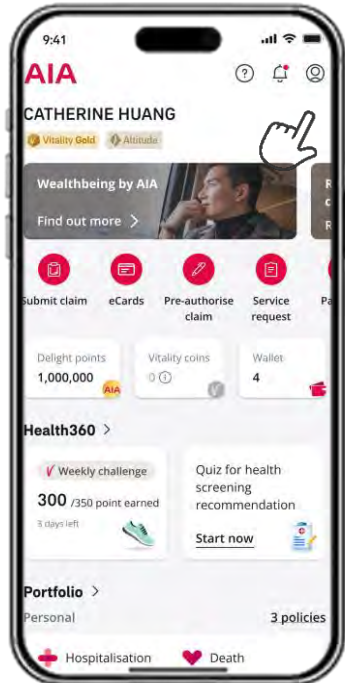
Change
mobile number

6

Change
email address

7

Change
bank information



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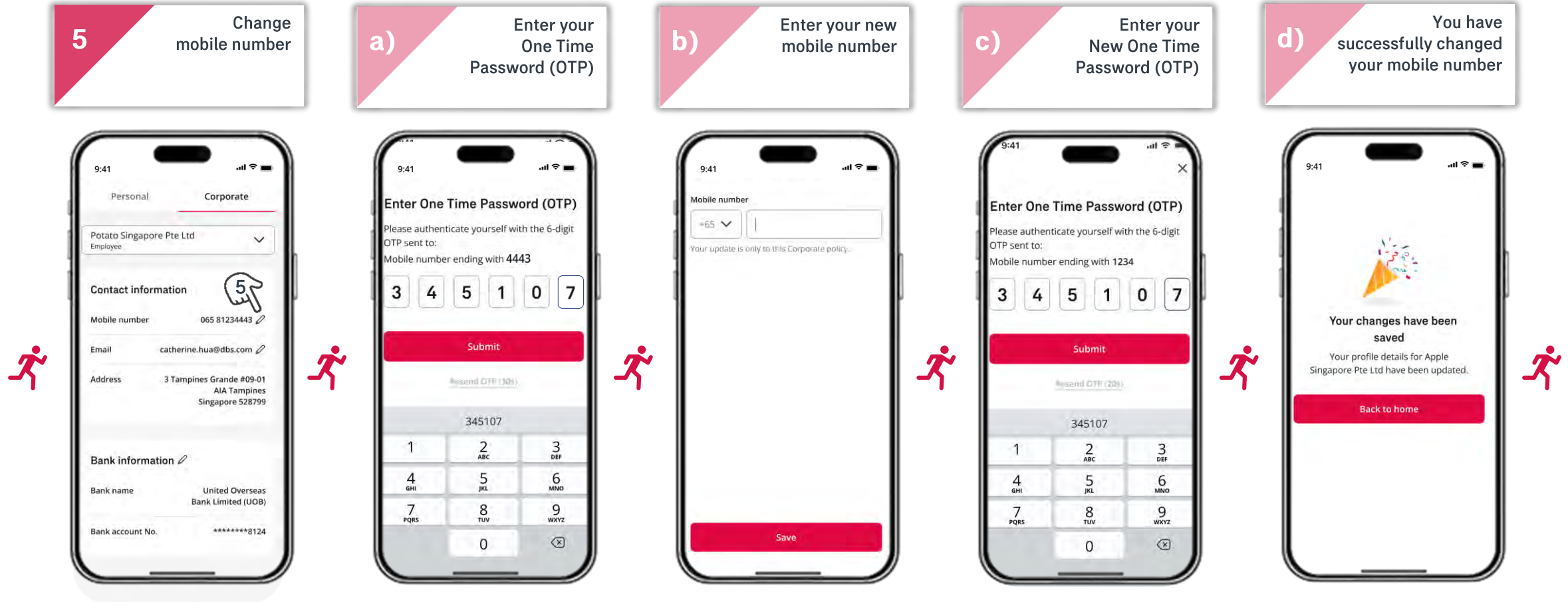
Health
360

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.

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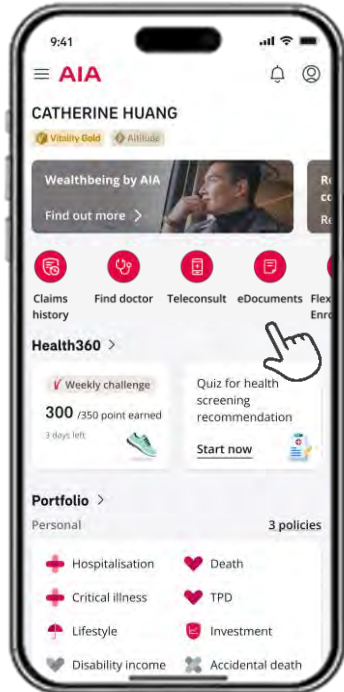
Let Us Help

Others

eDocuments

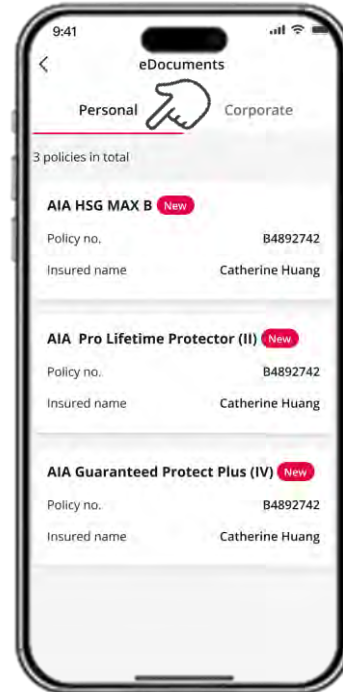
1

Under Dashboard
Swipe left and select
eDocument



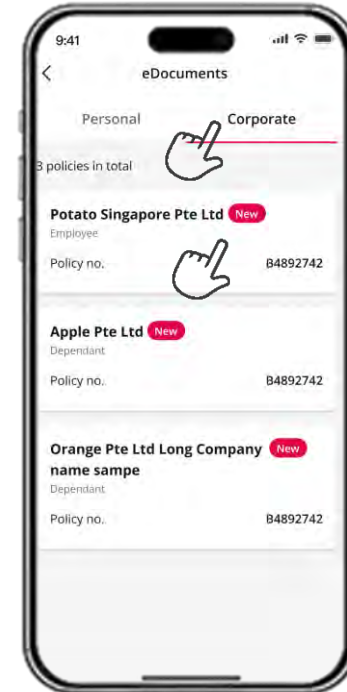
2

Personal –
eDocuments



3

Corporate -
eDocuments



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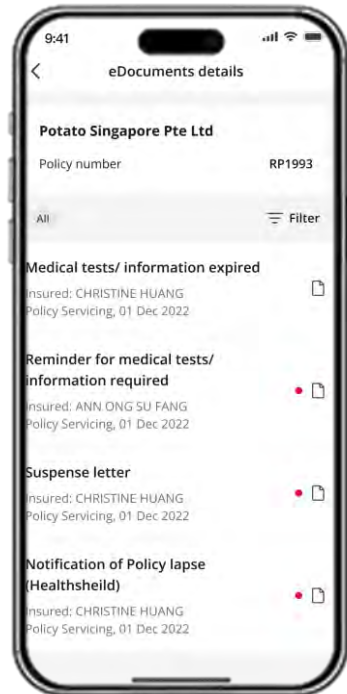
[Others](#)



eDocuments

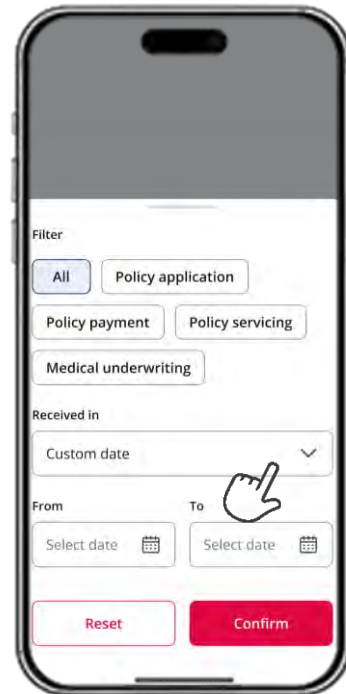
4

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Details



5

Function -
filter eDocuments



6

Function –
download
eDocuments



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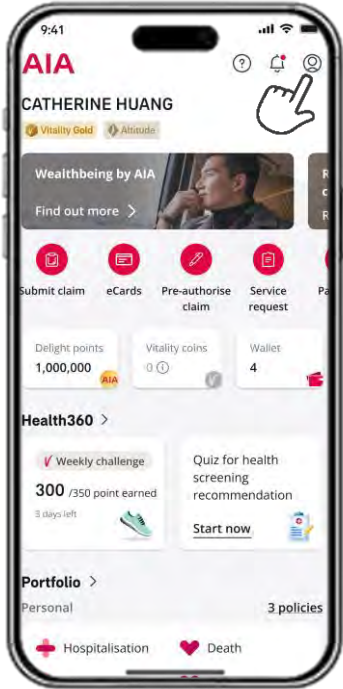
[Others](#)



Marketing consent

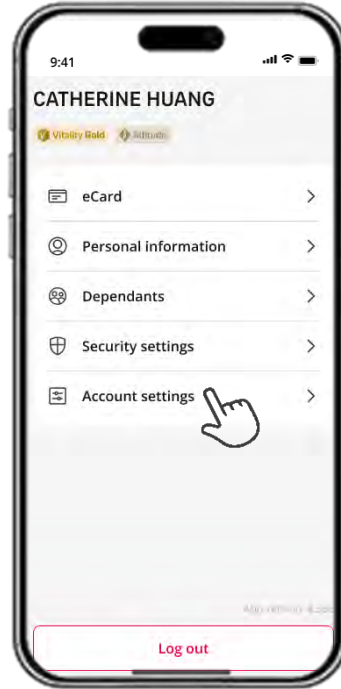
1

Under Dashboard
Select Profile Icon



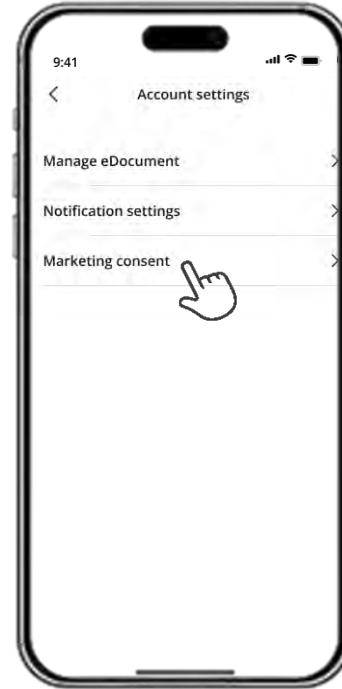
2

Select
Account settings



3

Marketing
consent



4

Let us know
your preferred
communication



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Marketing consent

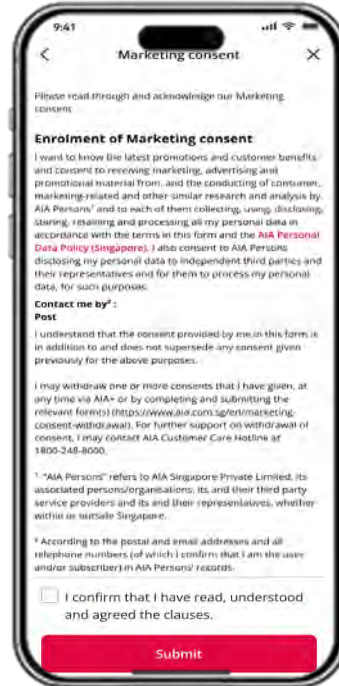
5

Let us know
your details
(Pure Corporate)



6

Giving
consent



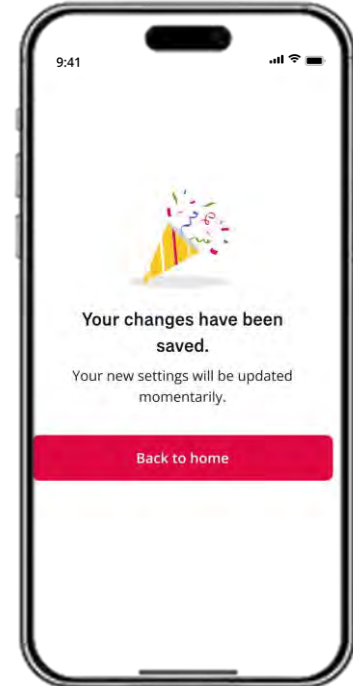
7

Withdrawing
consent



8

You have given /
withdrawn your
consent



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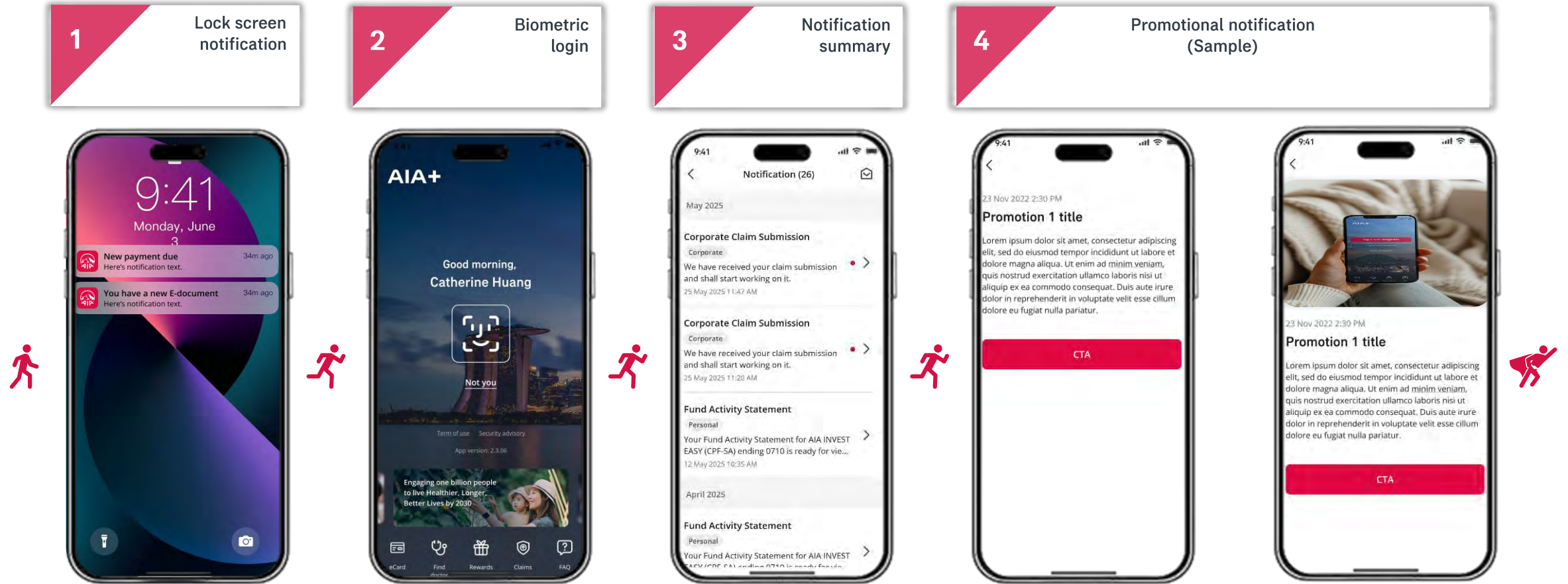
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Help](#)

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Notification





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BETTER LIVES

You're Covered

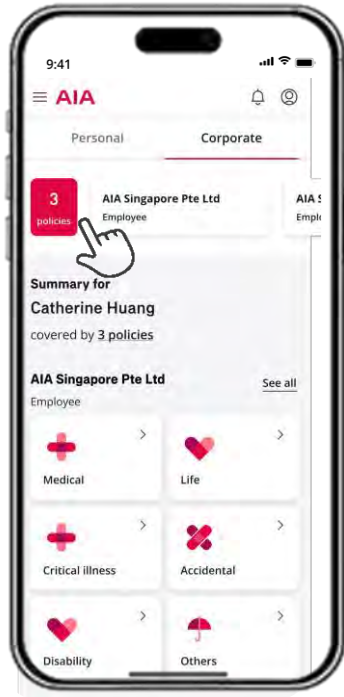


[Policy list](#) | [Coverage](#) | [Benefits](#) | [eHDF](#) | [Important task](#)

Policy list

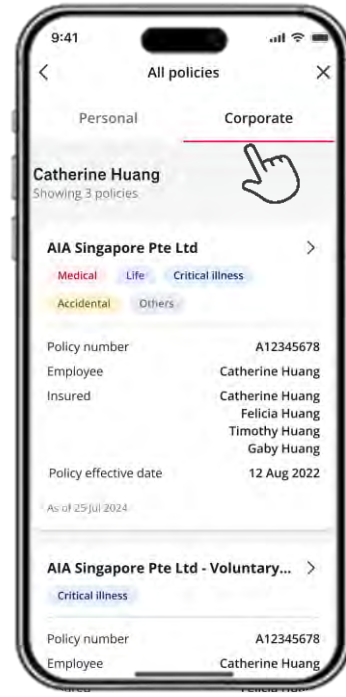
1

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



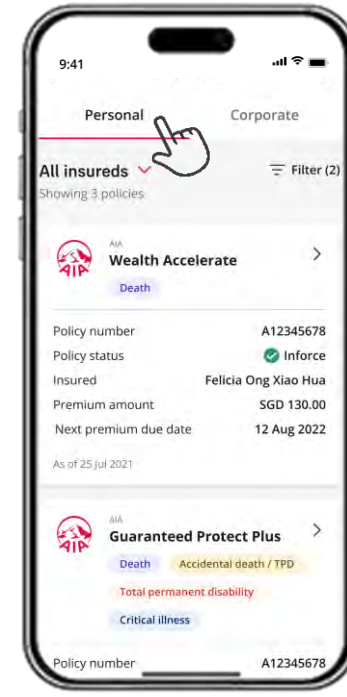
2

Corporate -
Policy list



3

Personal -
Policy list



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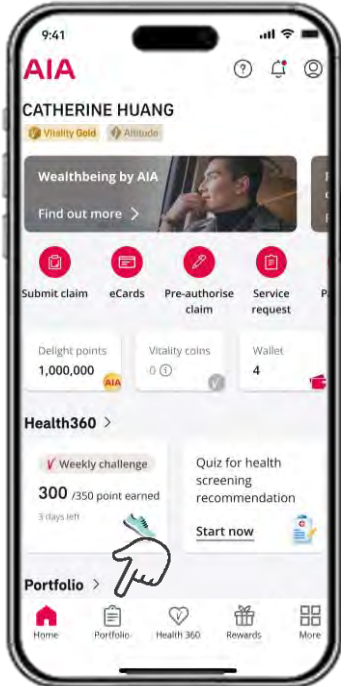
[Others](#)



Coverage

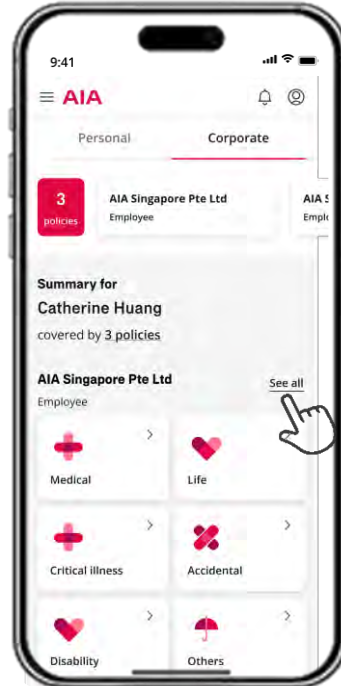
1

Under [Dashboard](#)
Select Portfolio



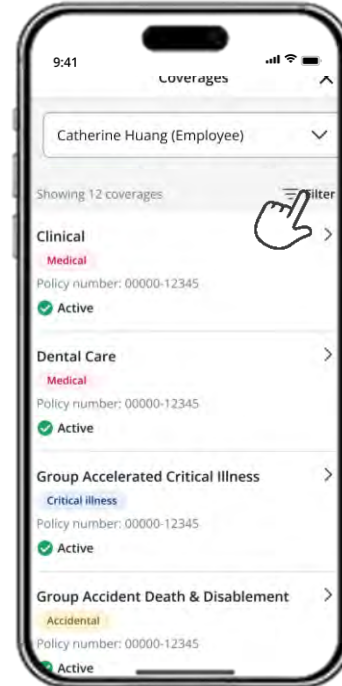
2

Under [Portfolio](#)
Select See all



3

List of coverages
by client &
by insured



4

Filter Function



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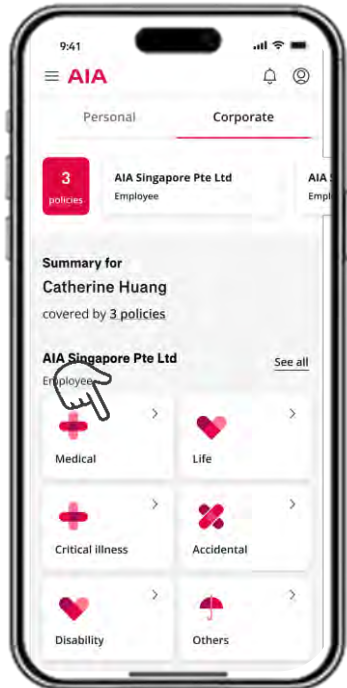
[Others](#)



Benefits

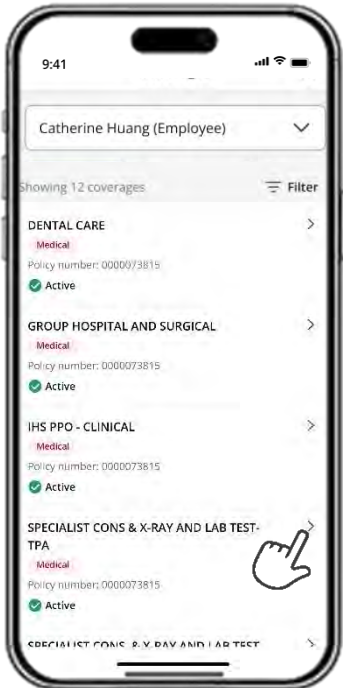
1

Under [Portfolio](#)
Select Coverages



2

Select to see
Benefit details



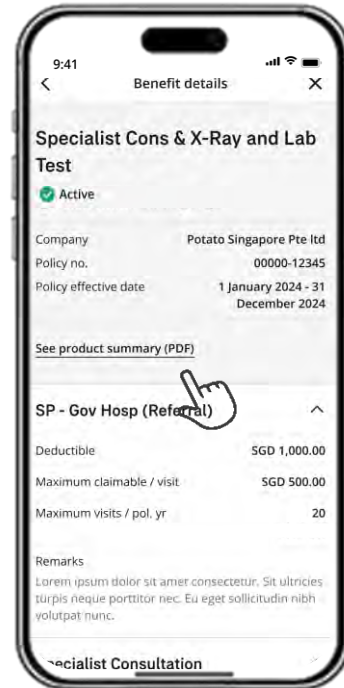
3

Benefit details
overview



4

Benefit details
expanded view



5

Download
function



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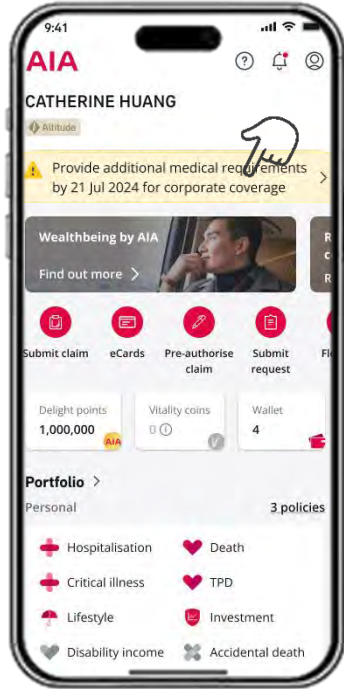
[Others](#)



Important task (eDocuments)

1

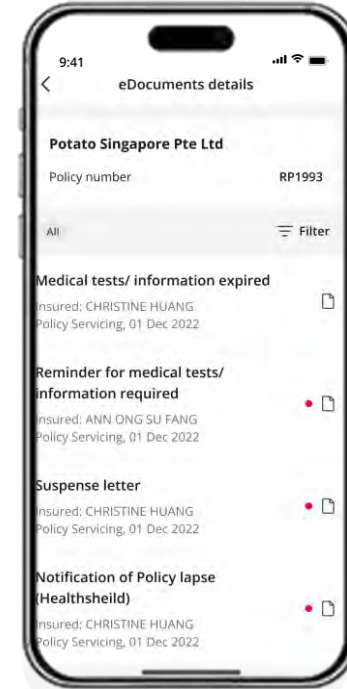
Important task
- Provide additional
Medical requirements



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

2

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flow



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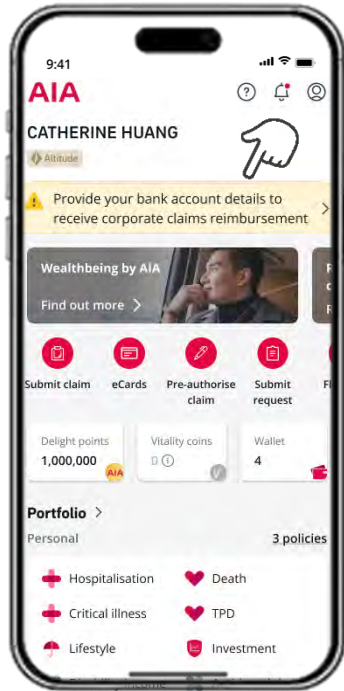
[Others](#)



Important task (Profile)

1

Important task
- Provide bank details

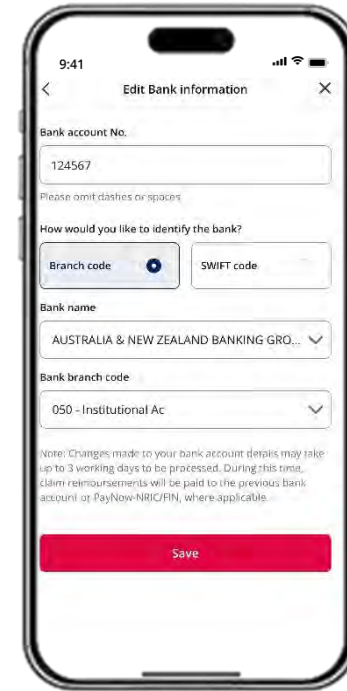


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to Profile
(refer to [Personal
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2

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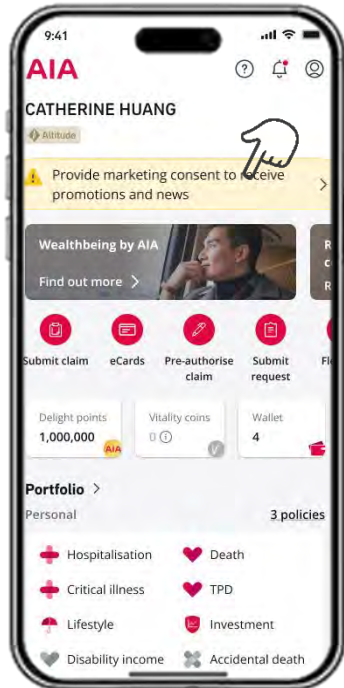
[Others](#)



Important task (Marketing Consent)

1

Important task
- Provide Marketing consent



Continue directly
to Profile
([refer to Marketing
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2

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BETTER LIVES

Your Claims

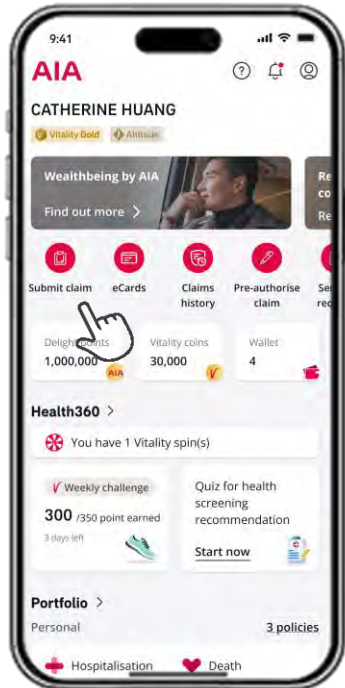


[Submit claim](#) | [Claim history](#)

Submit claim

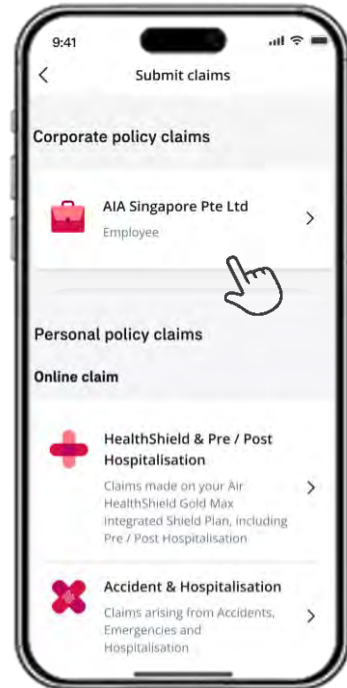
1

Under Dashboard
Select Submit claim



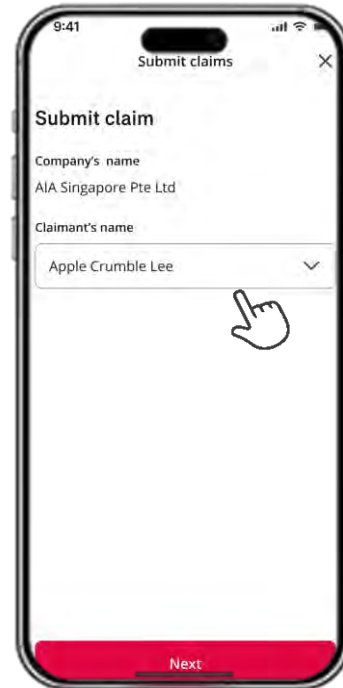
2

Select Client



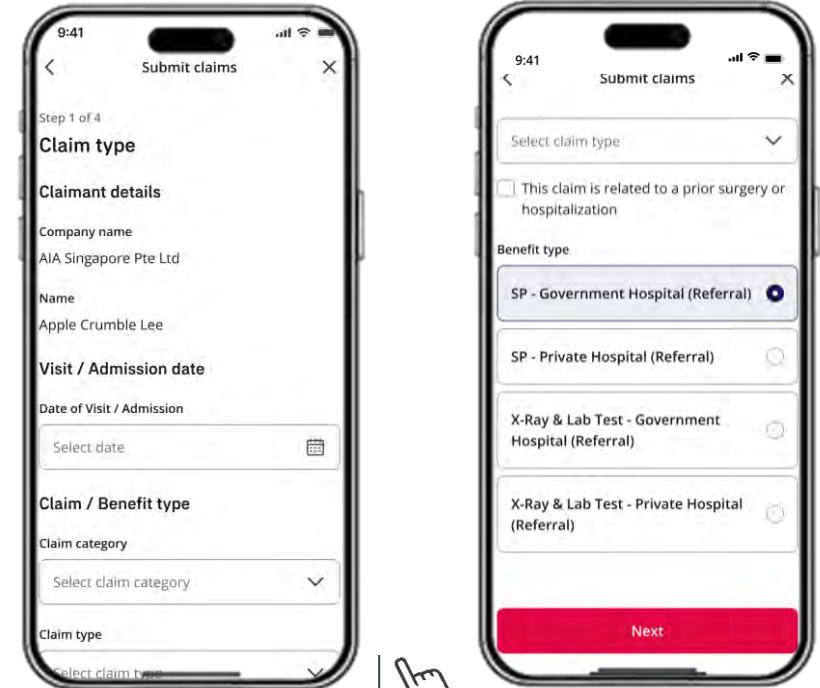
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Select Claimant



4

Complete
Claim type



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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



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



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

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



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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 Payable (Excluding CHAS / subsidies / GST absorbed by the government) SGD 100.00
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



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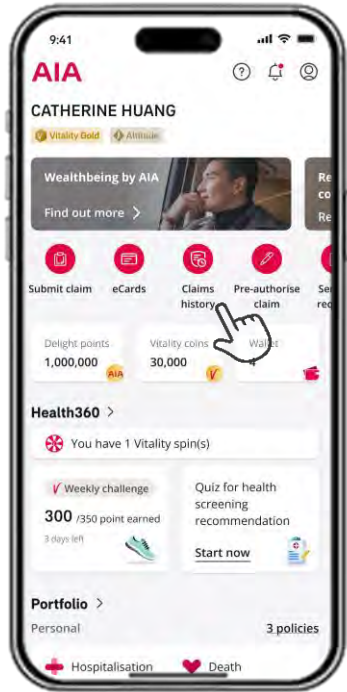
[Others](#)



Claim history

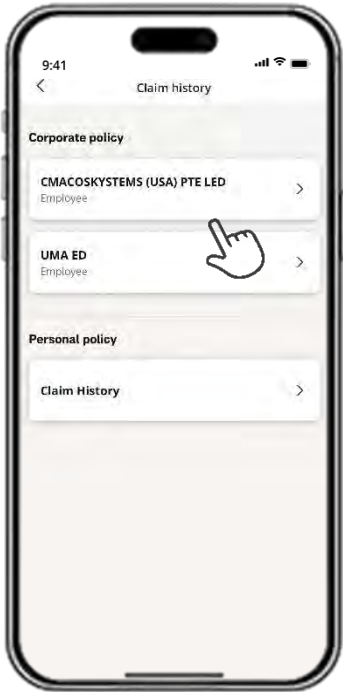
1

Under Dashboard
Select Claims history



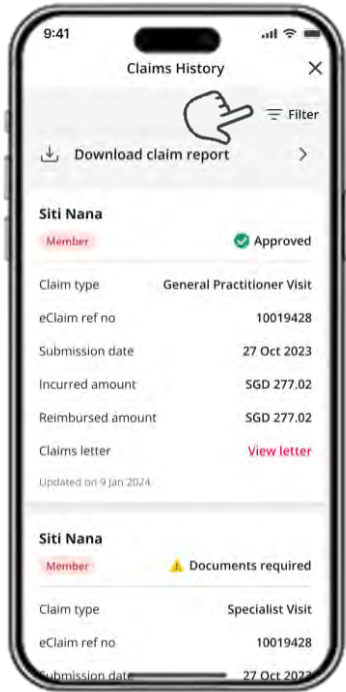
2

Select Client



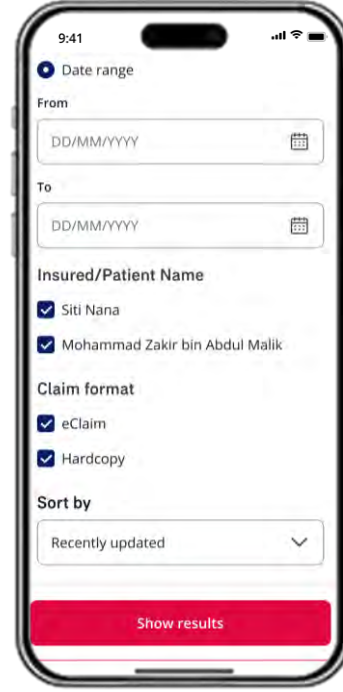
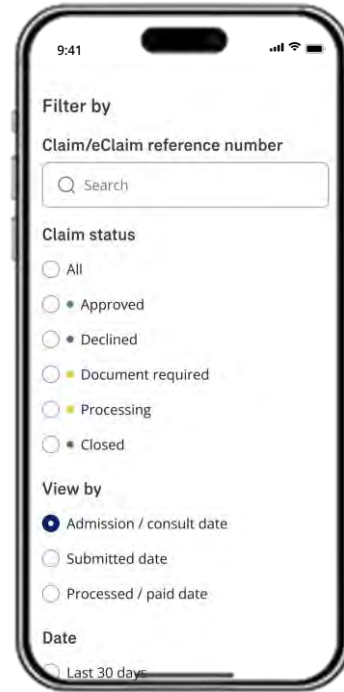
3

List of
claim history
by claimant



4

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



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Claim history

5

Claims under processing

9:41

Siti Nana
Member

Processing

Identity number: S****234A
Policy number: 12345678
eClaim ref no: 10019428
Claim number: 6400248
Submission date: 27 Oct 2023
Hospital / clinic name: Eu Yan Sang TCM clinic
Admission / visit date: 24 November 2023
Product: Clinical
Claim submitted format: eClaim
Claim processed date: 24 November 2023
Claim processed / paid date: 24 November 2023
Incurred amount: SGD 277.02
Reimbursed amount: SGD 277.02
Claim type: N/A

Updating of claim status could be delayed by 2 to 3 months due to the time taken by the clinics/clinics administrator to submit the claim to AIA and for AIA to validate the claim.

9:41

Admission / visit date: 24 November 2023
Product: Clinical
Claim submitted format: eClaim
Claim processed date: 24 November 2023
Claim processed / paid date: 24 November 2023
Incurred amount: SGD 277.02
Reimbursed amount: SGD 277.02
Claim type: N/A

Updating of claim status could be delayed by 2 to 3 months due to the time taken by the clinics/clinics administrator to submit the claim to AIA and for AIA to validate the claim.

08 Jan 2024
Processing
Your claim submission has been received by the Claims team.

02 Jan 2024
Submitted
Your claim request (eClaim Ref No. 10019428 or Claim Ref No. 6400244) has been successfully submitted.

6

Claims approved with settlement letter

9:41

Siti Nana
Member

Approved

Identity number: S****234A
Policy number: 12345678
eClaim ref no: N/A
Claim number: 510064825
Submission date: 24 November 2023
Hospital / clinic name: Whitecoat Holdings Pte. Ltd.
Admission / visit date: 24 November 2023
Product: Telemedicine
Claim submitted format: eClaim
Claim processed date: 24 November 2023
Claim processed / paid date: 24 November 2023
Incurred amount: SGD 277.02
Reimbursed amount: SGD 277.02
Claim type: N/A

9:41

Claim type: N/A

Updating of claim status could be delayed by 2 to 3 months due to the time taken by the clinics/clinics administrator to submit the claim to AIA and for AIA to validate the claim.

04 Jan 2024
Approved
Your claim has been approved and reimbursed.
Please refer to the letter for more details.
☒ View settlement letter

02 Jan 2024
Processing
Your claim submission has been received by the Claims team.

02 Jan 2024
Submitted
Your claim request (eClaim Ref No. 10019428 or Claim Ref No. 6400244) has been successfully submitted.

9:41

Settlement Letter

AIA Singapore

04 Jan 2024

Sample Letter PDF

Dear AIA Policyholder,

MEDICAL INSURANCE CLAIM

Policyholder: S****234A
Product: Clinical
Claim type: Telemedicine
Claim number: 510064825
Submission date: 24 November 2023
Hospital / clinic name: Whitecoat Holdings Pte. Ltd.
Admission / visit date: 24 November 2023
Product: Telemedicine
Claim submitted format: eClaim
Claim processed date: 24 November 2023
Claim processed / paid date: 24 November 2023
Incurred amount: SGD 277.02
Reimbursed amount: SGD 277.02
Claim type: N/A

Updating of claim status could be delayed by 2 to 3 months due to the time taken by the clinics/clinics administrator to submit the claim to AIA and for AIA to validate the claim.

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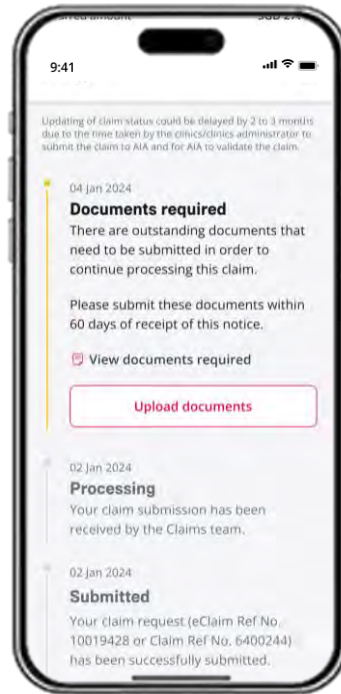
[Others](#)



Claim history

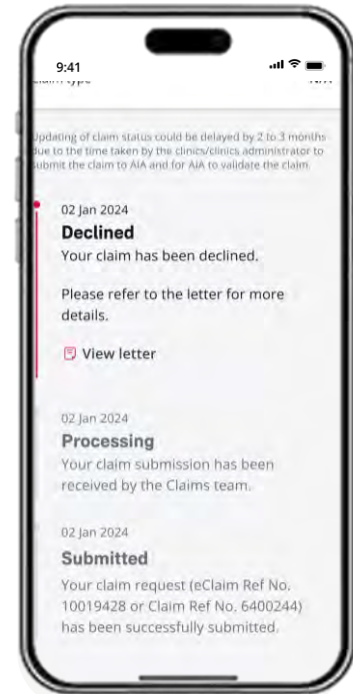
7

Additional documents required



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Claims declined



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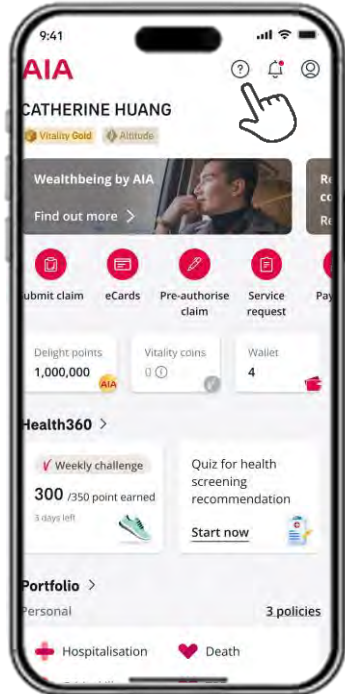


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Contact us

1

Under Dashboard
Select  Icon



Chat with MAIA

Guide to Homepage >

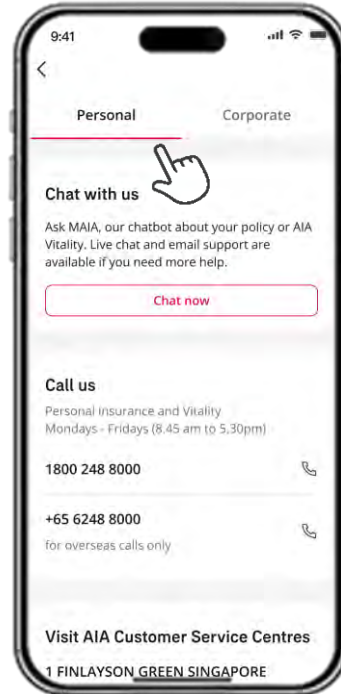
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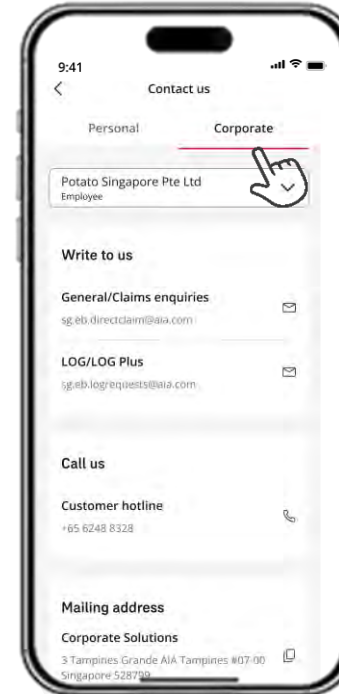
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Personal -
Contact us



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Corporate -
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Others



Information Library

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

2

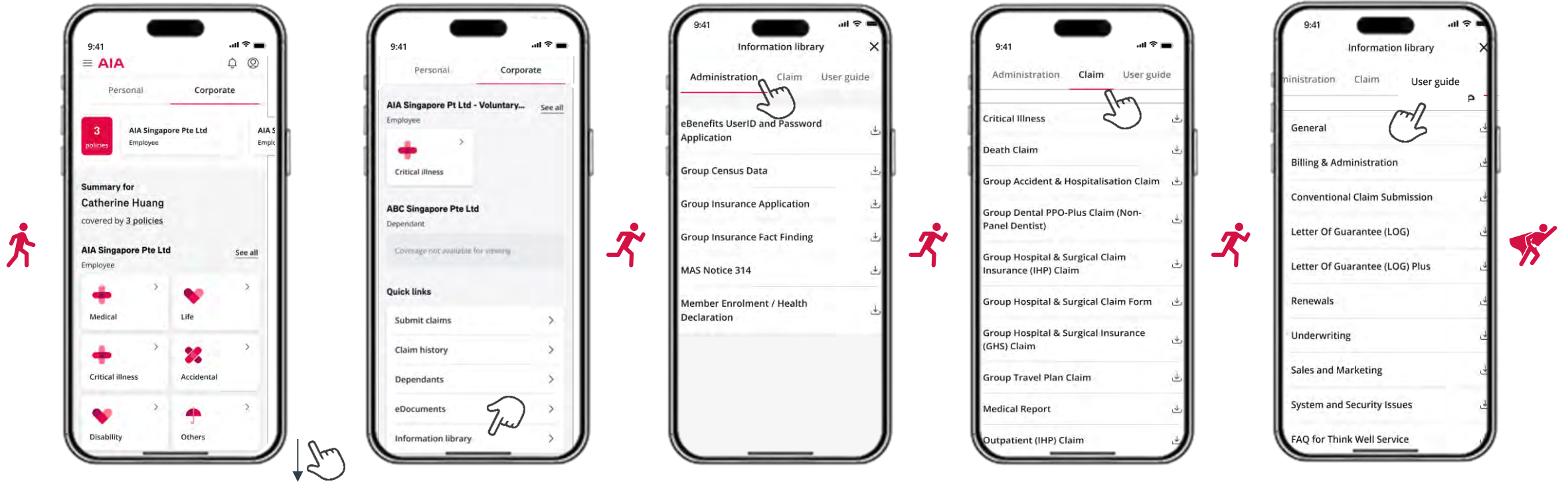
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