



HEALTHIER, LONGER,
BETTER LIVES

AIA+ App User Guide

NANYANG TECHNOLOGICAL UNIVERSITY

Updated 30 Jan 2026

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](#)
[eCards](#)
[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

[Find doctor](#)
[Teleconsult](#)
[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+](#)

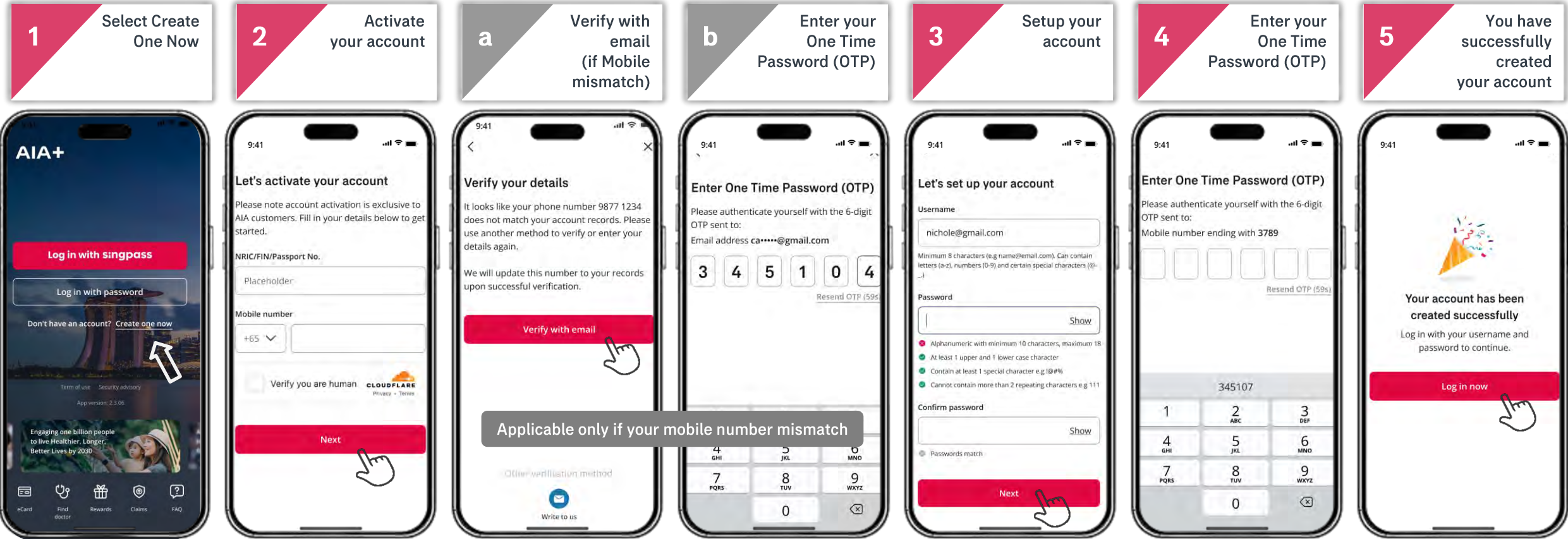
Download AIA+



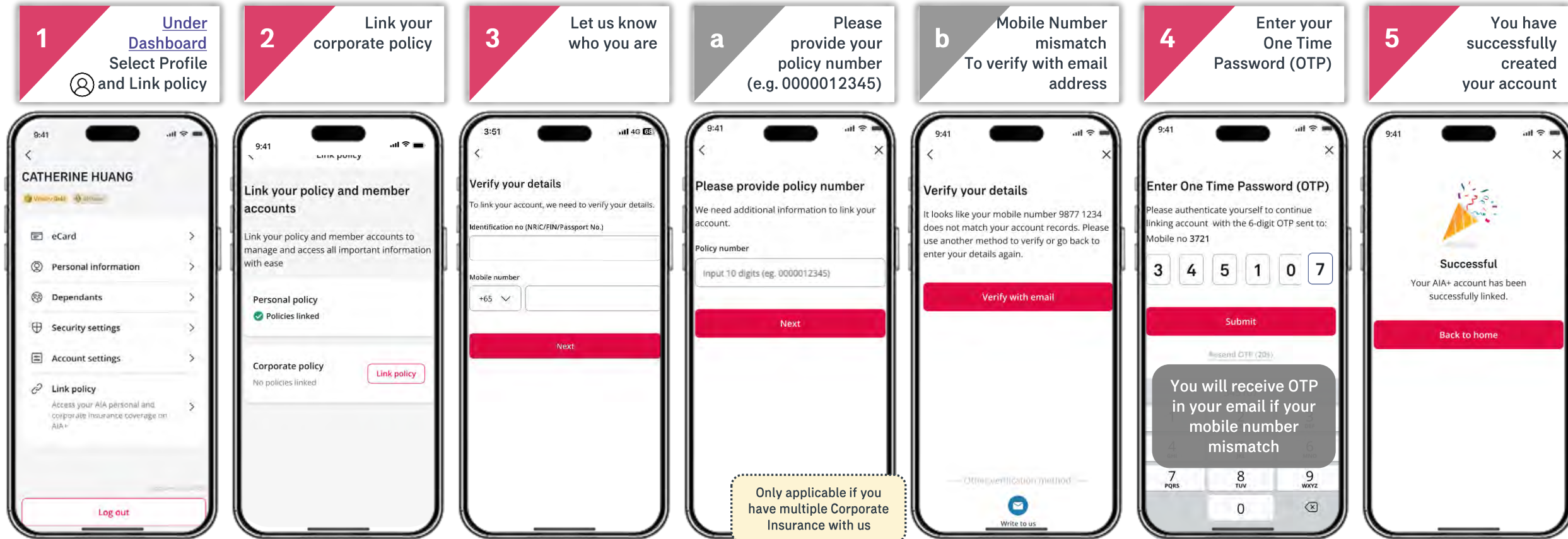
**Download
now**



Account setup

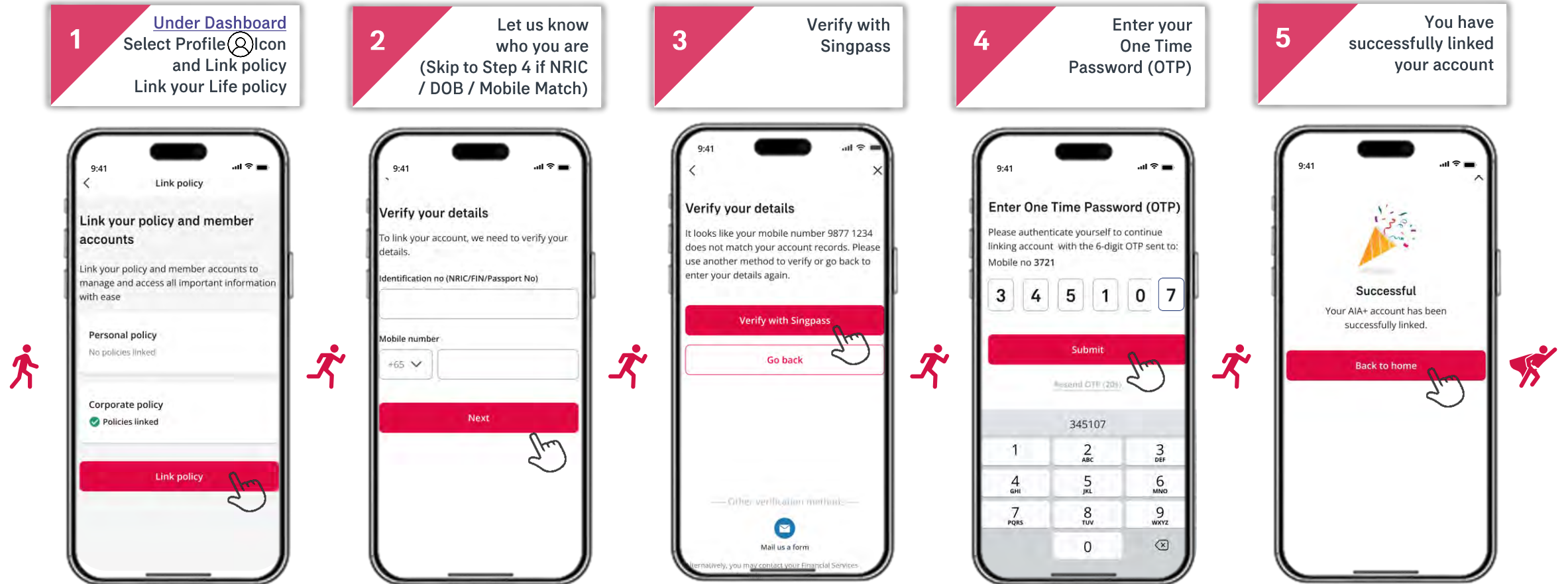


Link your polic(ies) – Corporate



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

Link your polic(ies) - Life



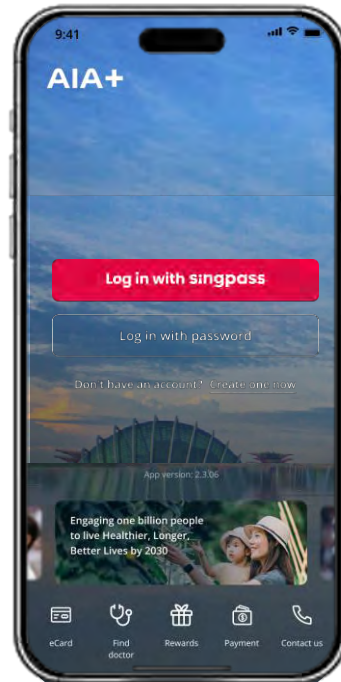
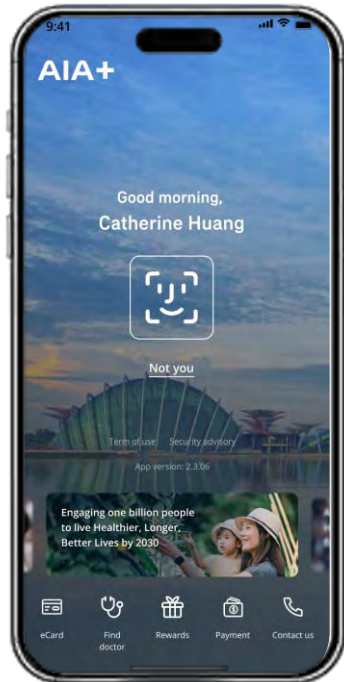
If your details does not match, verify using Singpass

Login to AIA+

1

Day / Light
Mode

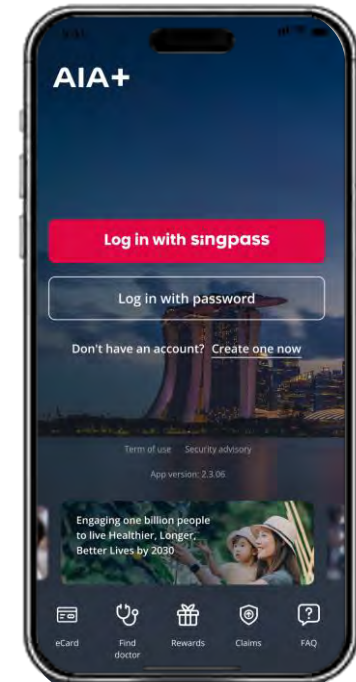
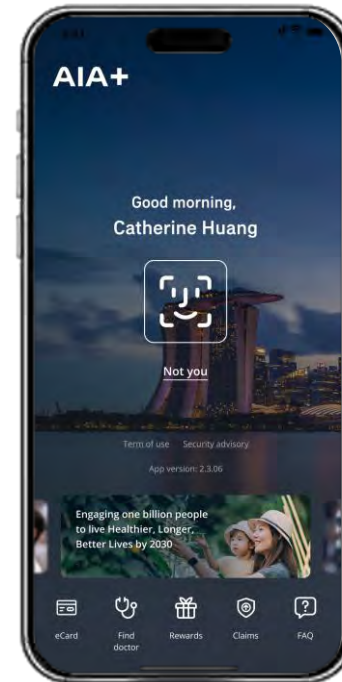
Biometric enabled / Singpass / Password



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](#)

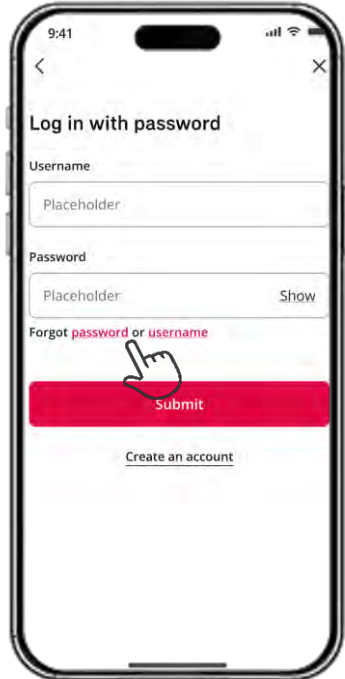
[Let Us Help](#)

[Others](#)

Login to AIA+ (Forgot Password)

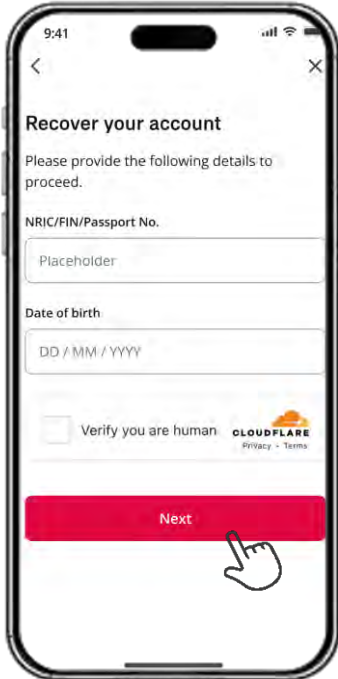
1

Select Login with password and Forget password



2

Key in your details for verification



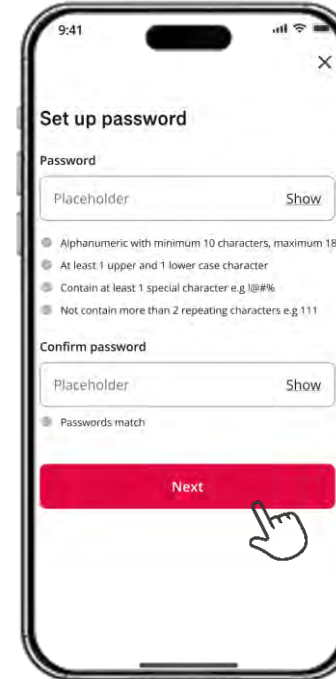
3

Enter your One Time Password (OTP)



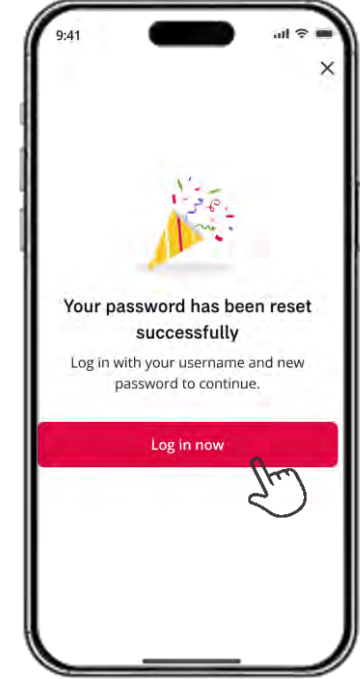
4

Setup your new password



5

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](#)

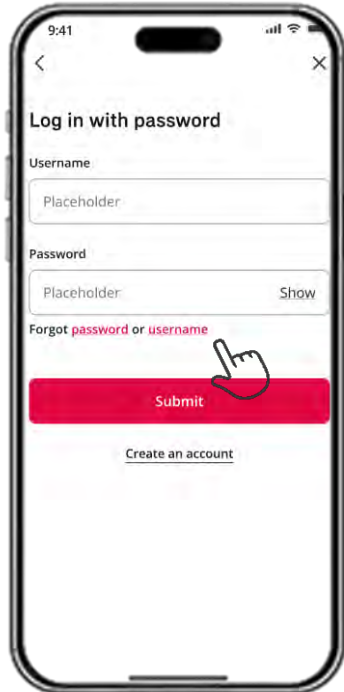
[Others](#)



Login to AIA+ (Forgot Username)

1

Select Login with password and username



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.

Date of birth

DD / MM / YYYY

Verify you are human

CLOUDFLARE

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

Resend OTP (59s)

345107

1 2 3

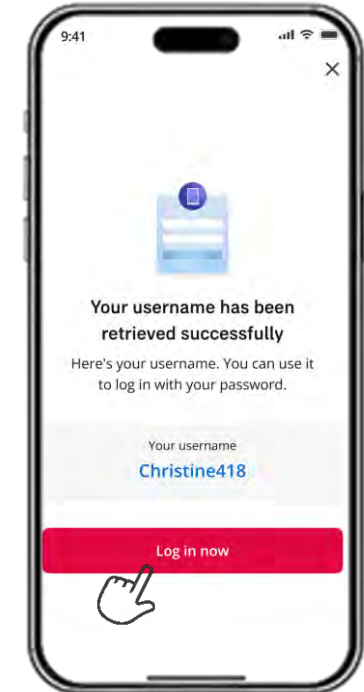
4 5 6

7 8 9

0

4

You have successfully retrieved your username



Your username has been retrieved successfully

Here's your username. You can use it to log in with your password.

Your username

Christine418

Log in now

 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)





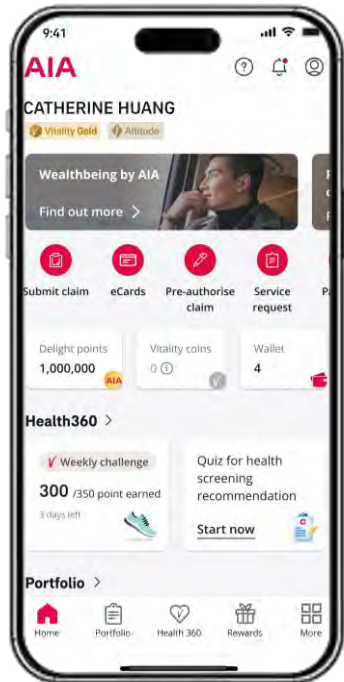
HEALTHIER, LONGER,
BETTER LIVES

Key AIA+ Functions

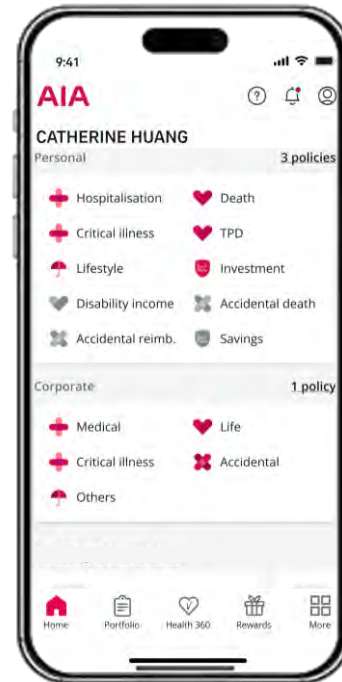


Dashboard

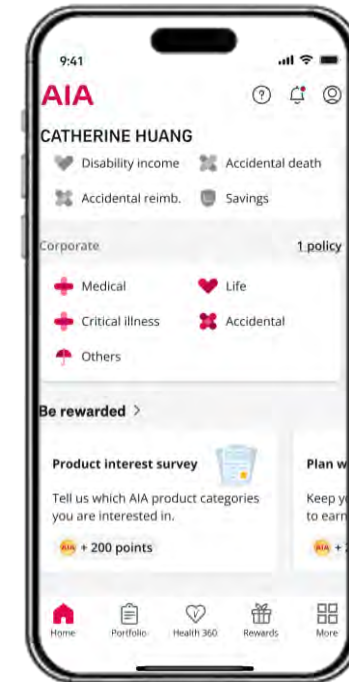
1 Scroll to view
Vitality



2 Scroll to view
Personal
& Corporate



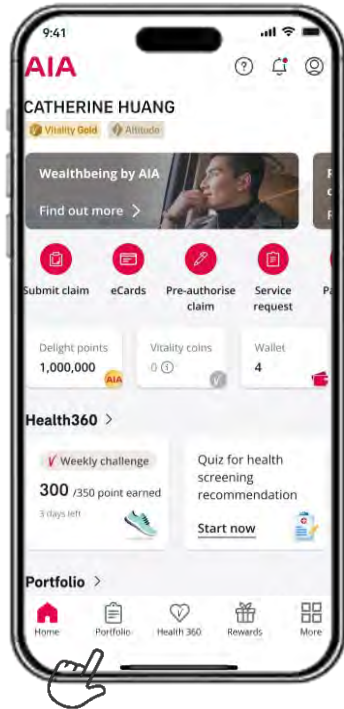
3 Scroll to view
Others
(i.e. Be rewarded etc)



Portfolio

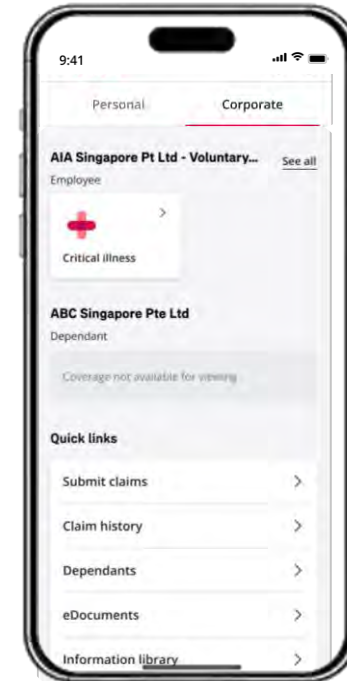
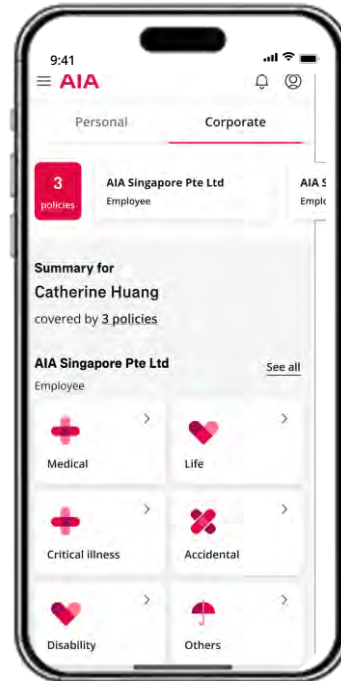
1

Under [Dashboard](#)
Select Portfolio



2

Corporate -
Portfolio



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

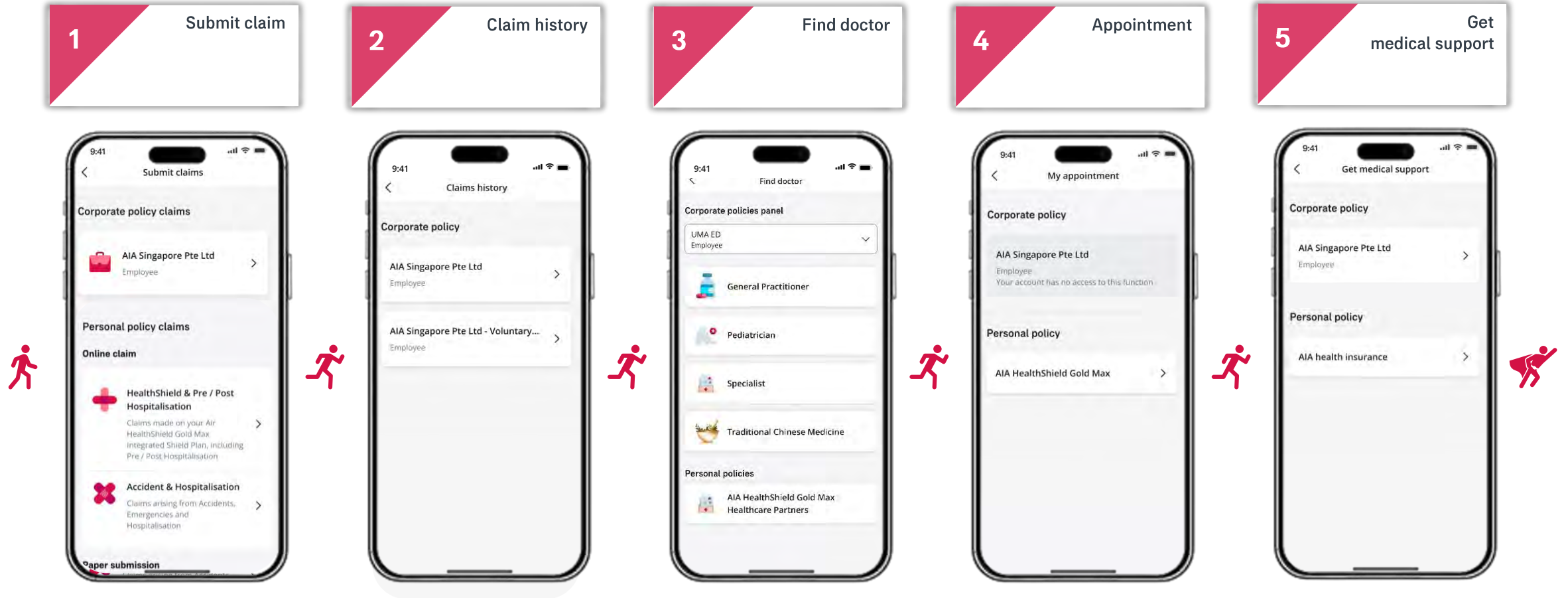
[Health 360](#)

[Let Us Help](#)

[Others](#)



Jumper page (samples)

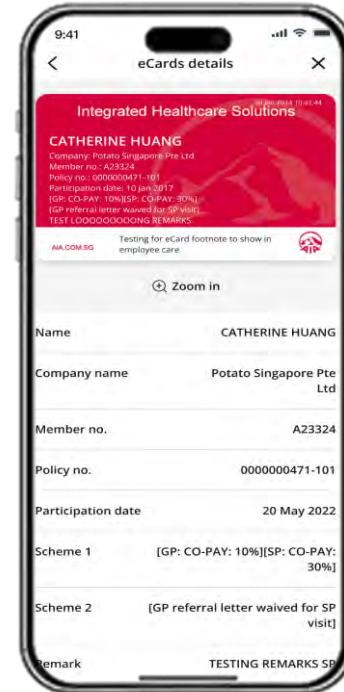
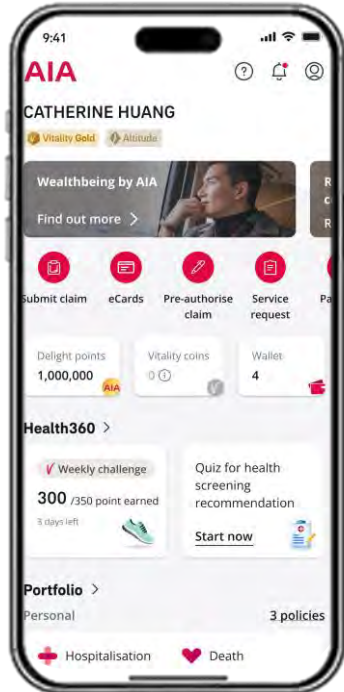


Note: Jumper page is only applicable for Personal & Corporate or Corporate (multiple clients).

No Jumper page (eCards sample)

1

If you are a pure Corporate Customer with 1 Client,
the Jumper Page may not be shown to you.
(eCards as an example)



 [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](#) | [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

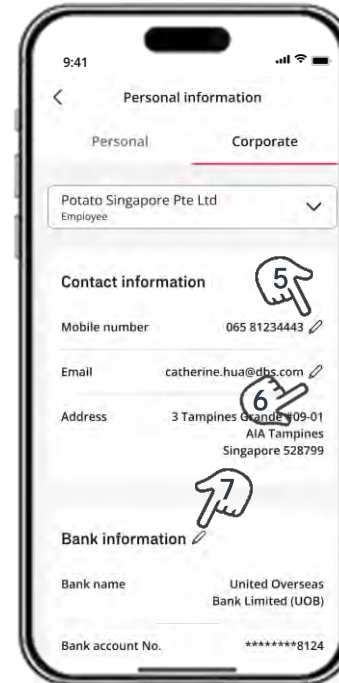
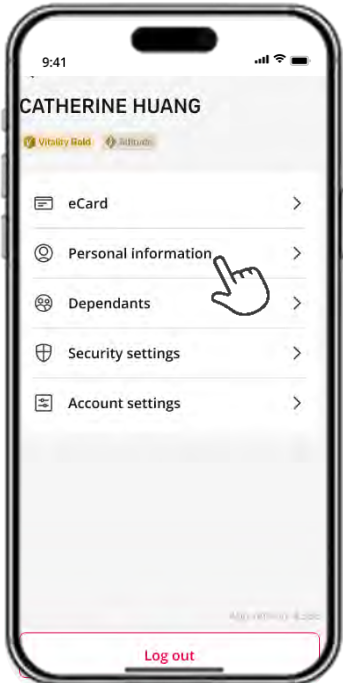
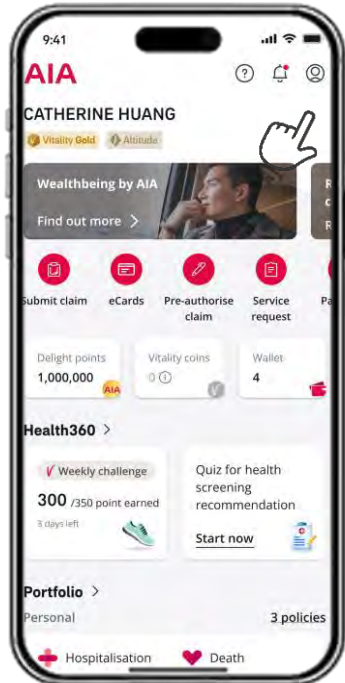
Change
mobile number

6

Change
email address

7

Change
bank information



Contents

Let's Get
Started

Key AIA+
Functions

Your
Profile

You're
Covered

Your
Claims

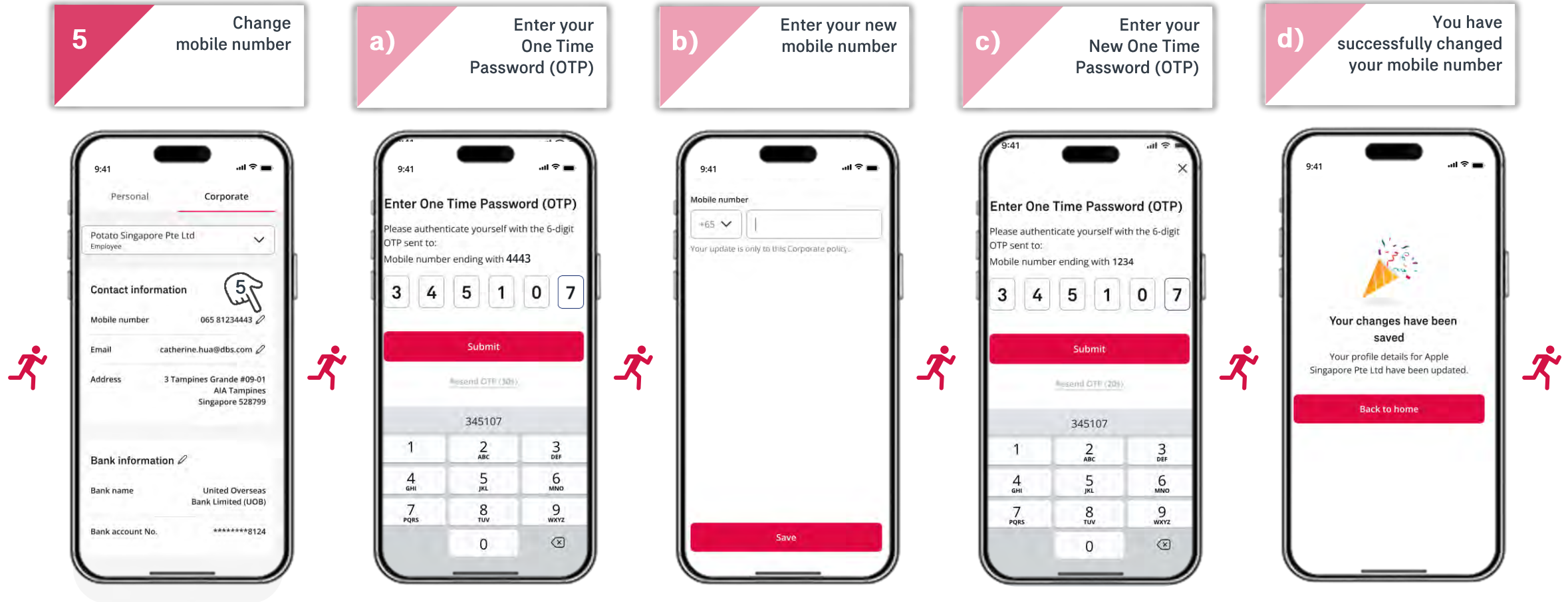
Health
360

Let Us
Help

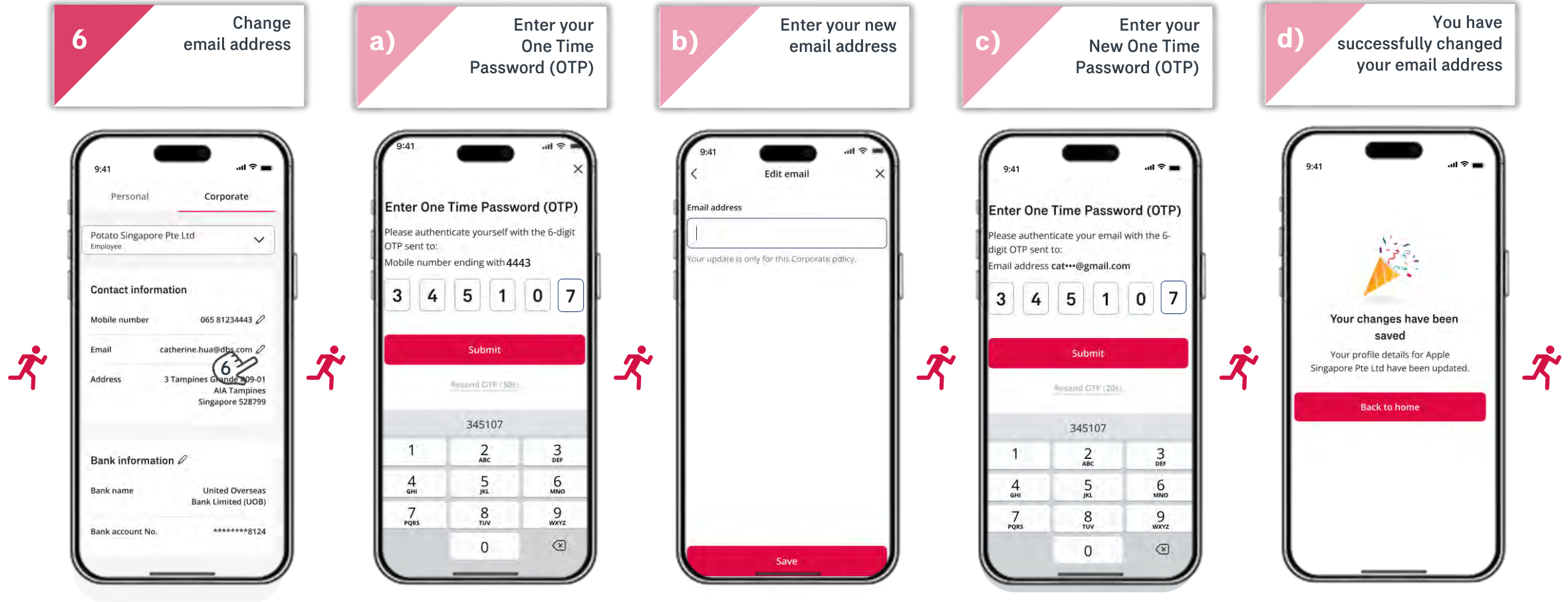
Others



Personal Information (change mobile number)



Personal Information (change email address)



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

Note : Please update your local bank details before submitting any claims requests.
Foreign students on AIA Telegraphic Transfer (TT) details form, please download it via [AIA+ information Library \(after login\)](#) or NTU portal.

[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)



eCards

1

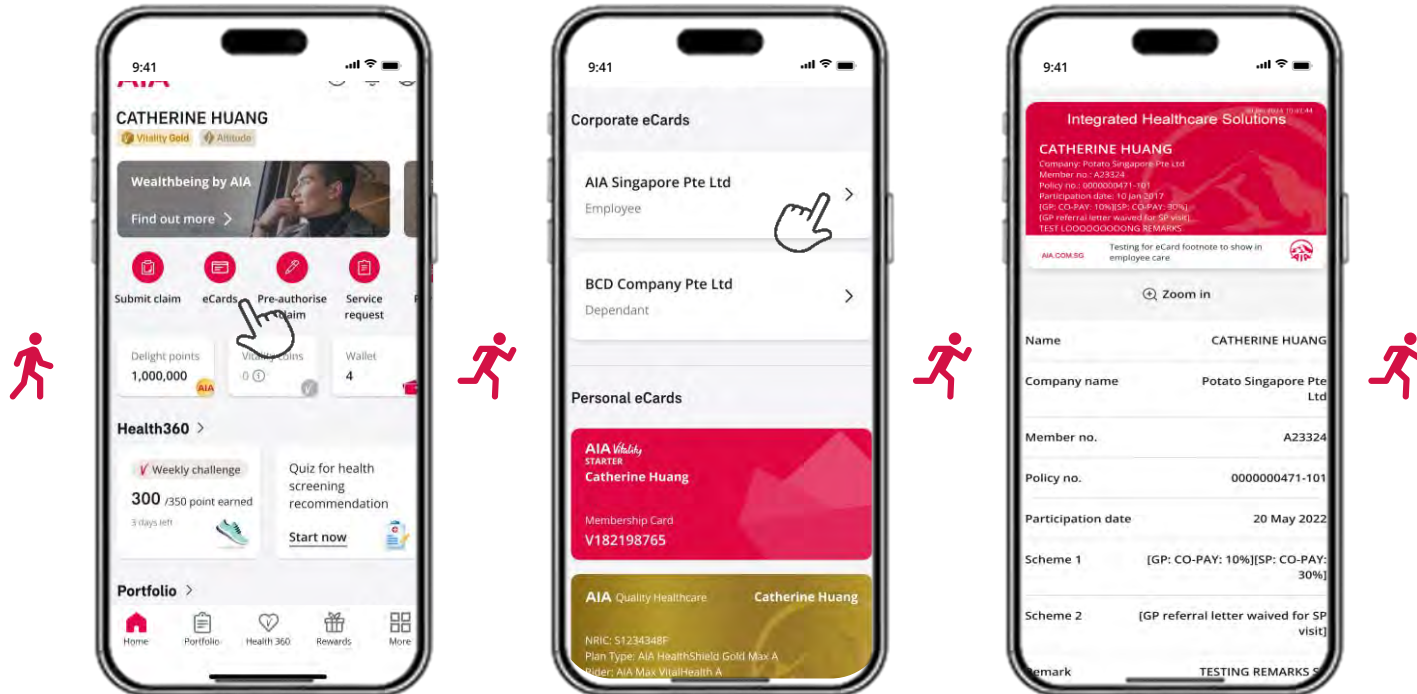
Under Dashboard
Select eCards

2

Corporate -
eCards

3

Corporate
eCards Details



Contents

Let's Get Started

Key AIA+ Functions

Your Profile

You're Covered

Your Claims

Health 360

Let Us Help

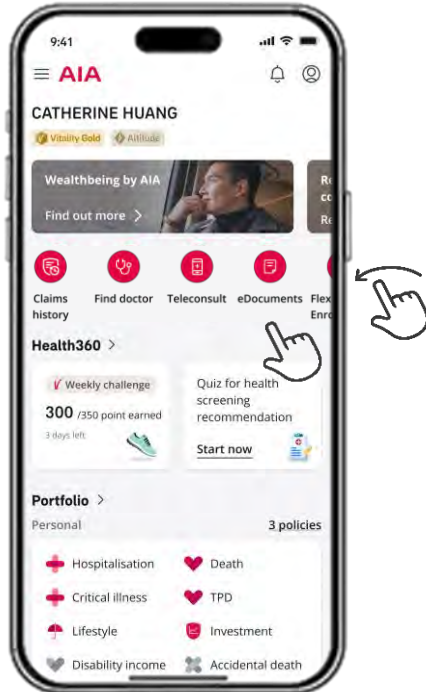
Others



eDocuments

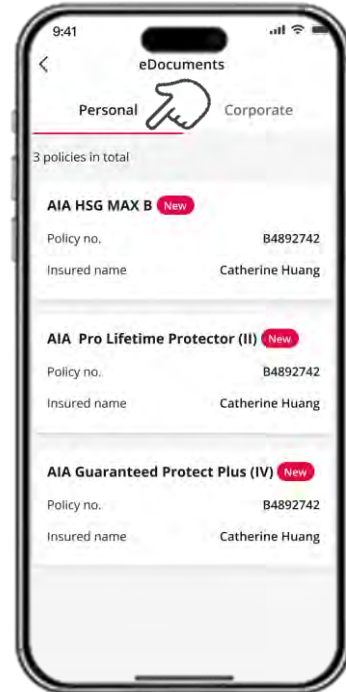
1

Under Dashboard
Swipe left and select
eDocument



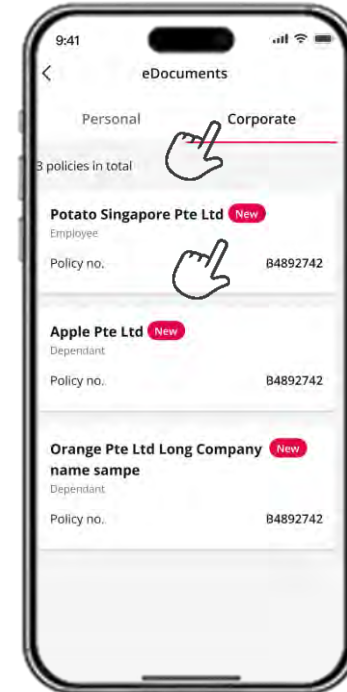
2

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](#)

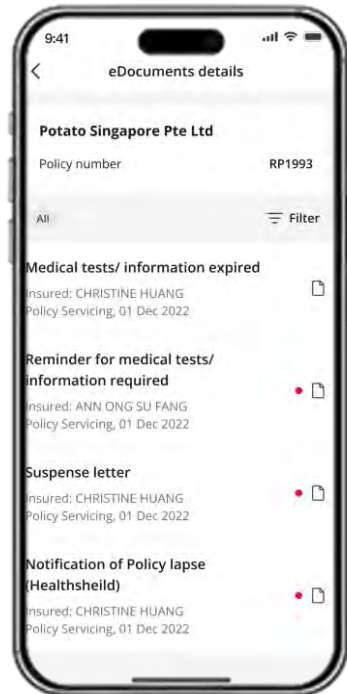
[Others](#)



eDocuments

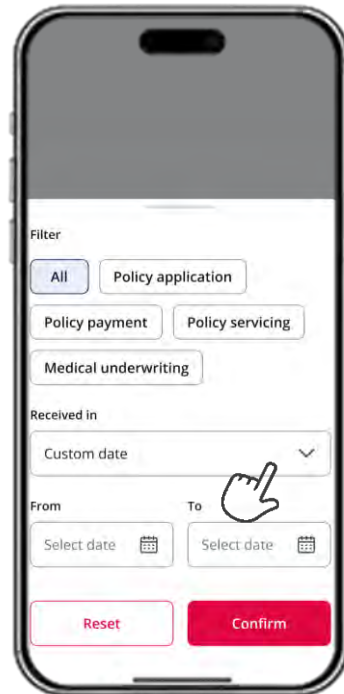
4

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](#)

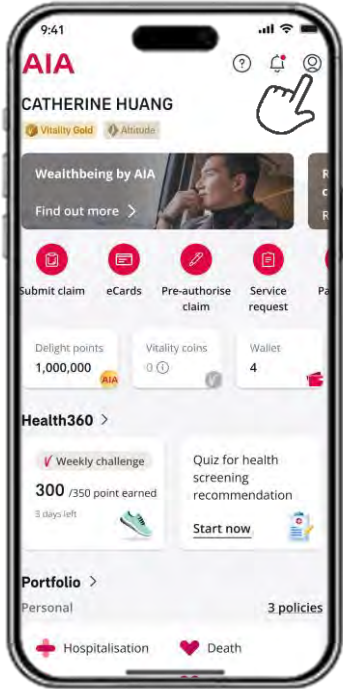
[Others](#)



Marketing consent

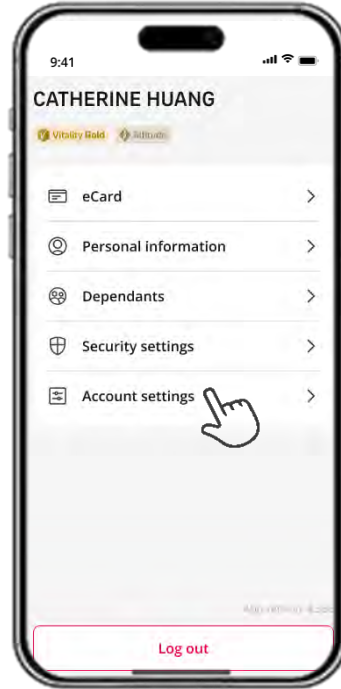
1

Under Dashboard
Select Profile Icon



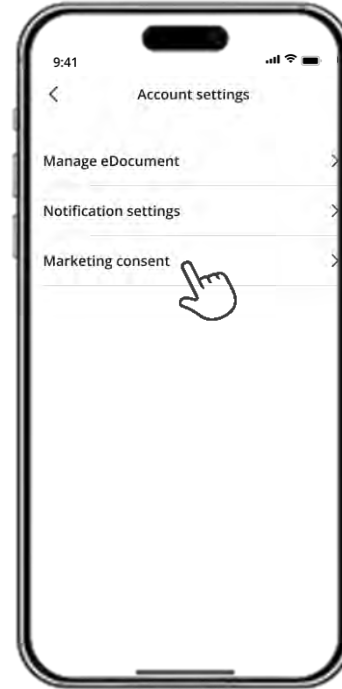
2

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

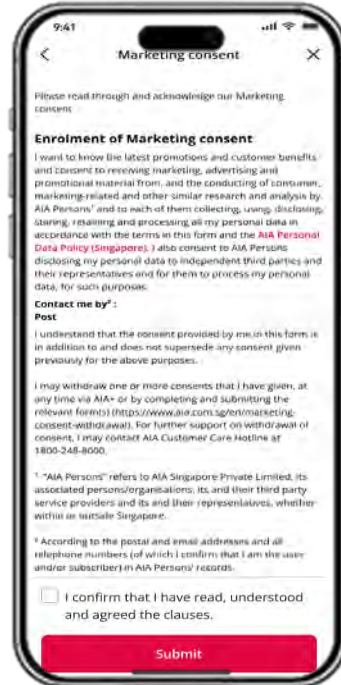
5

Let us know
your details
(Pure Corporate)



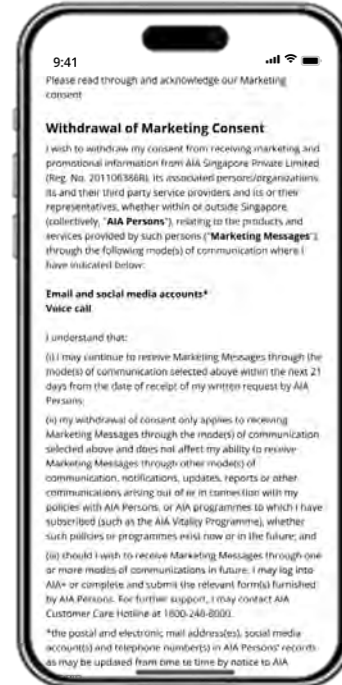

6

Giving
consent

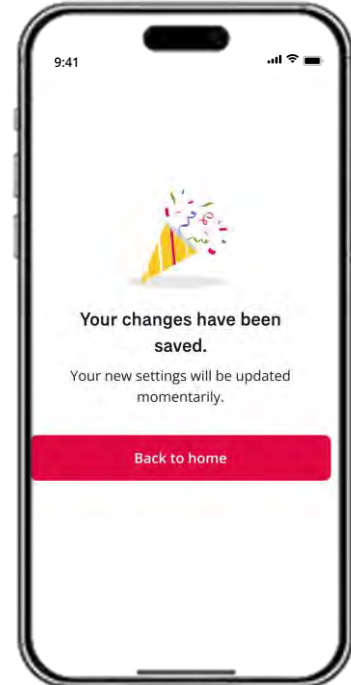
7

Withdrawing
consent

8

You have given /
withdrawn your
consent

 [Contents](#)

[Let's Get
Started](#)

[Key AIA+
Functions](#)

[Your
Profile](#)

[You're
Covered](#)

[Your
Claims](#)

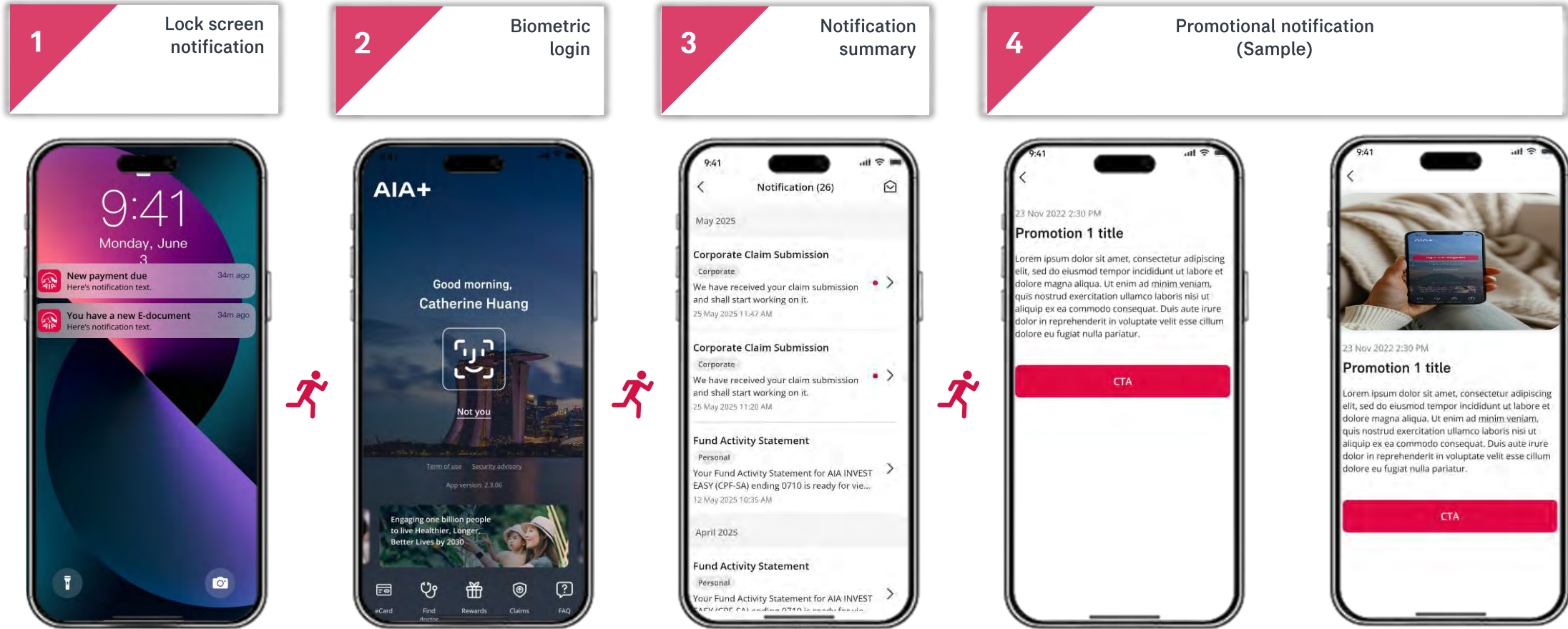
[Health
360](#)

[Let Us
Help](#)

[Others](#)



Notification





HEALTHIER, LONGER,
BETTER LIVES

You're Covered

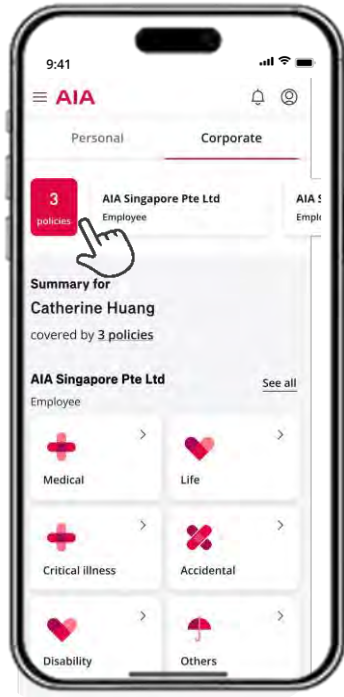


[Policy list](#) | [Coverage](#) | [Benefits](#) | [eHDF](#) | [Important task](#)

Policy list

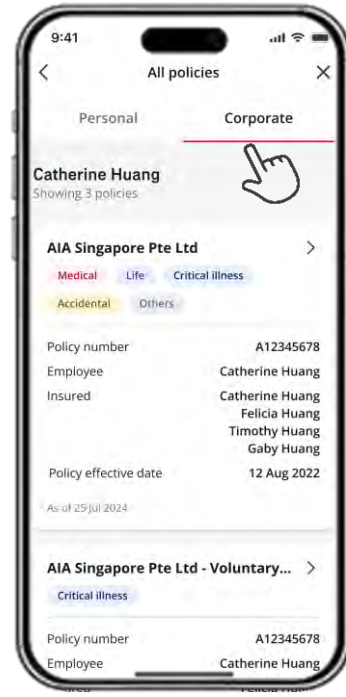
1

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



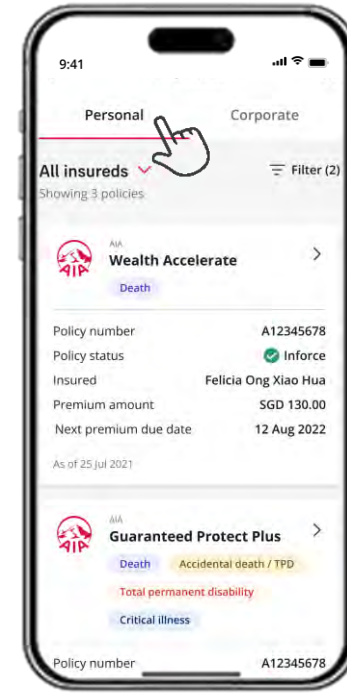
2

Corporate -
Policy list



3

Personal -
Policy list



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

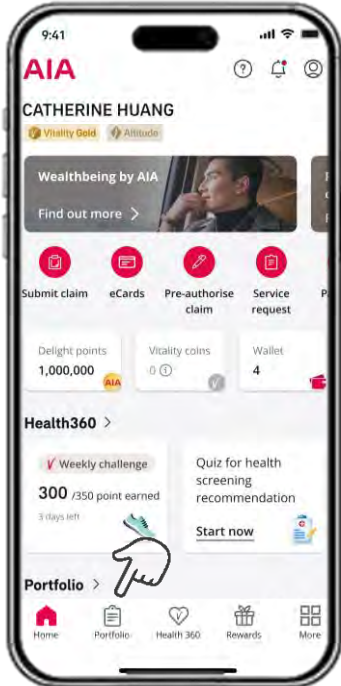
[Others](#)



Coverage

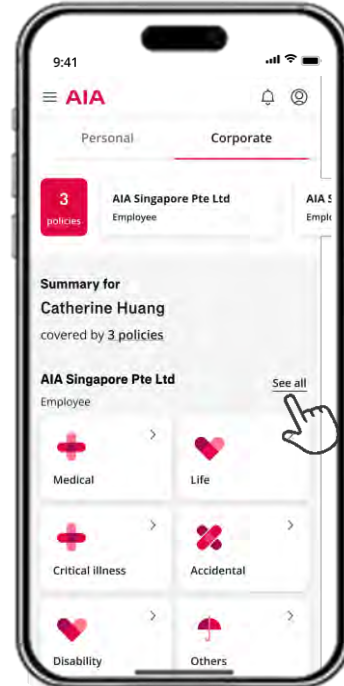
1

Under [Dashboard](#)
Select Portfolio



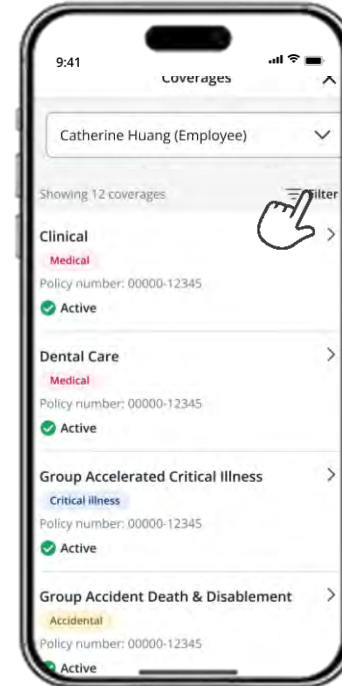
2

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](#)

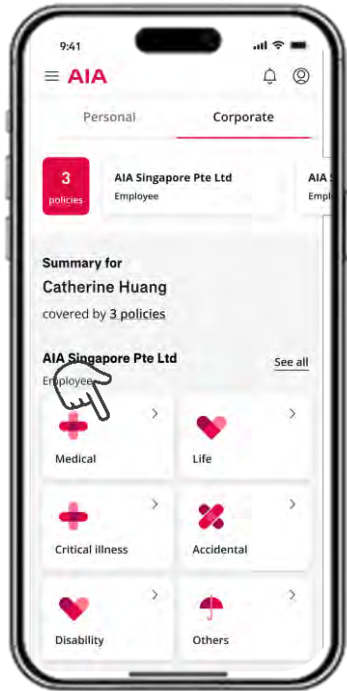
[Others](#)



Benefits

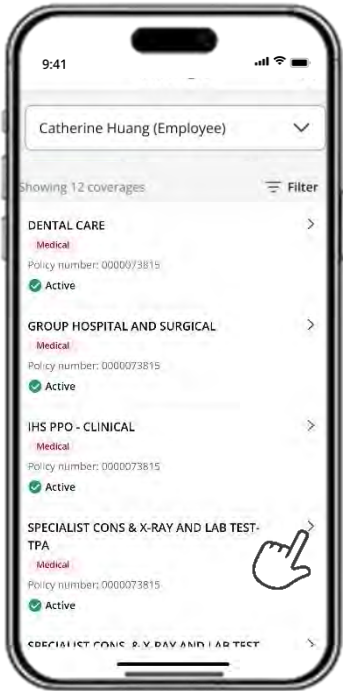
1

Under [Portfolio](#)
Select Coverages



2

Select to see
Benefit details



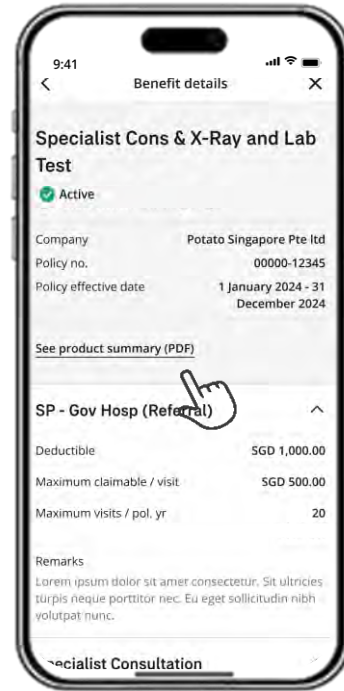
3

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](#)

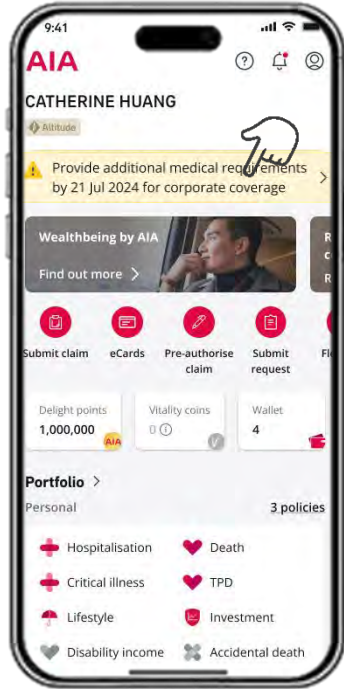
[Others](#)



Important task (eDocuments)

1

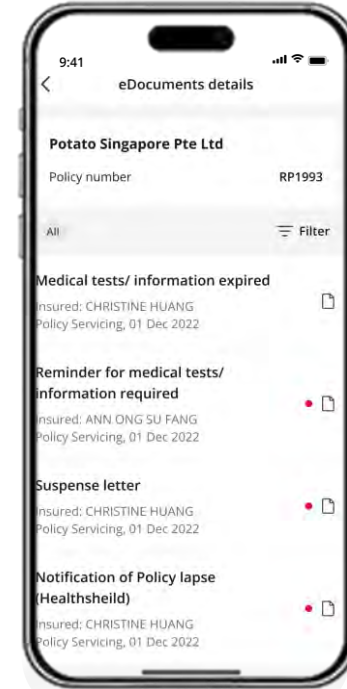
Important task
- Provide additional
Medical requirements



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](#)

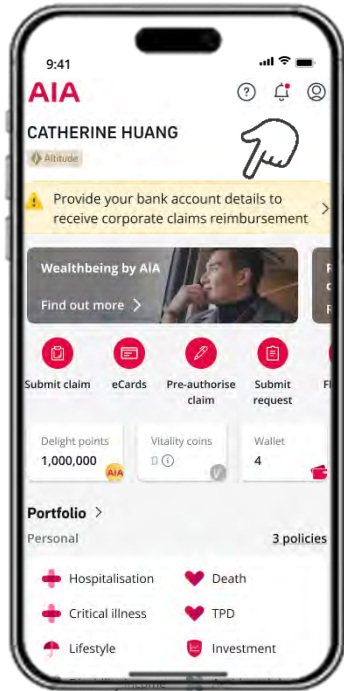
[Others](#)



Important task (Profile)

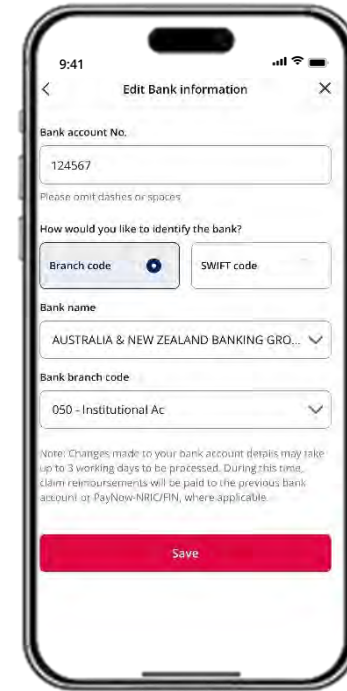
1

Important task
- Provide bank details



2

Personal Information
flow



Continue directly
to Profile
(refer to Personal Info flow)

 Contents

Let's Get Started

Key AIA+ Functions

Your Profile

You're Covered

Your Claims

Health 360

Let Us Help

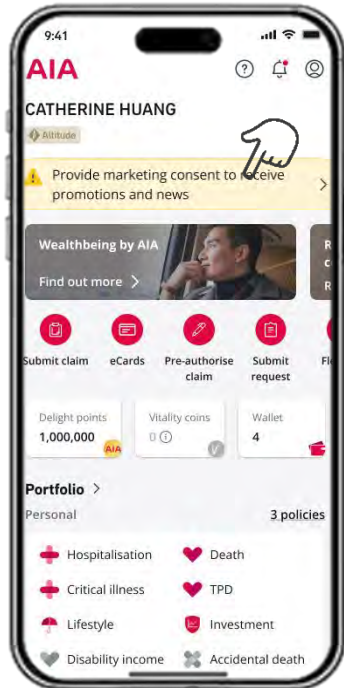
Others



Important task (Marketing Consent)

1

Important task
- Provide Marketing consent



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

2

[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

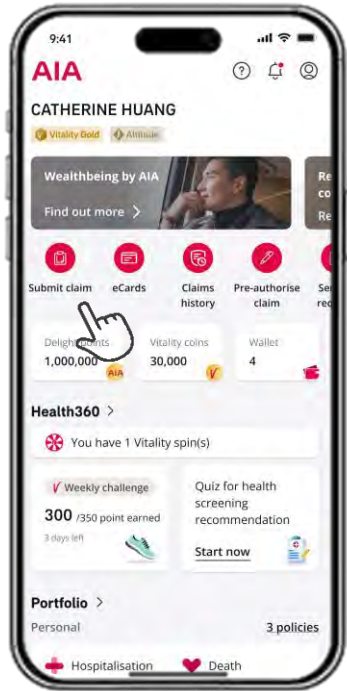


[Submit claim](#) | [Claim history](#)

Submit claim

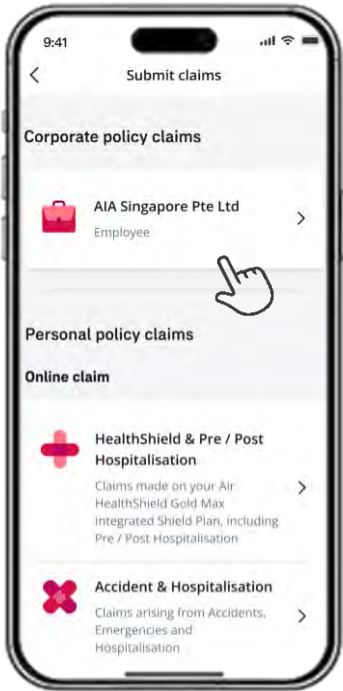
1

Under Dashboard
Select Submit claim



2

Select Client



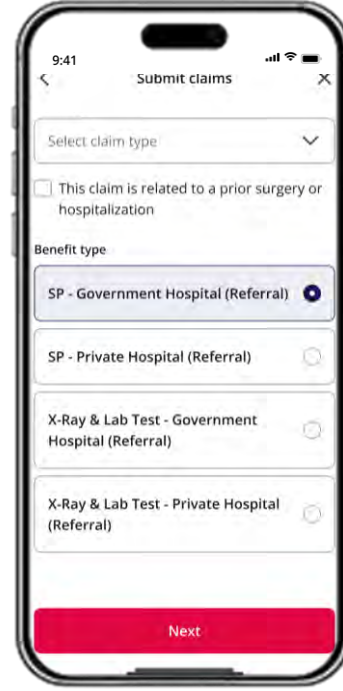
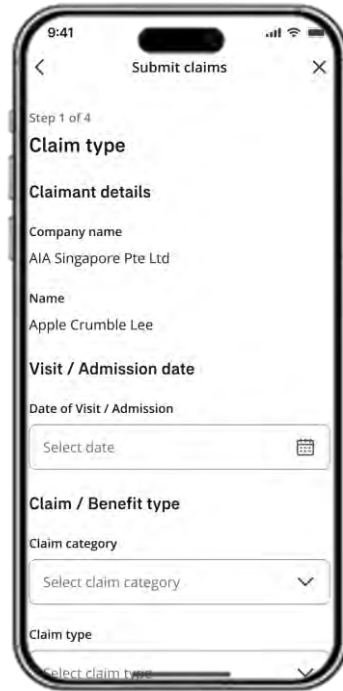
3

Select Claimant



4

Complete
Claim type



Note : Please update your bank details before submitting any claim request.

 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

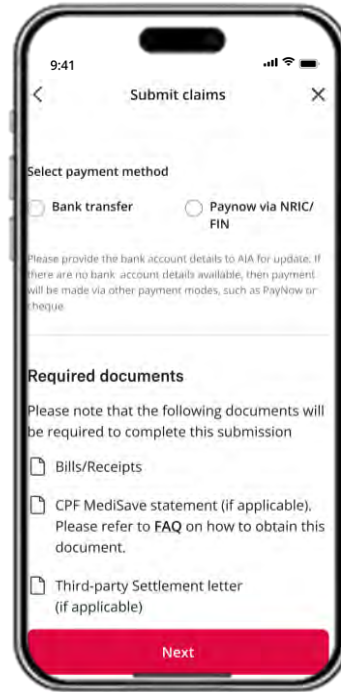
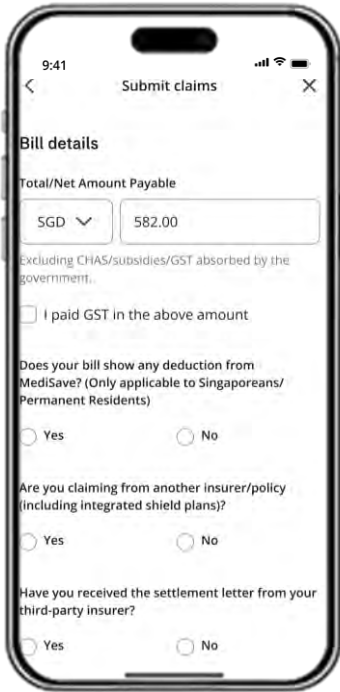
[Others](#)



Submit claim

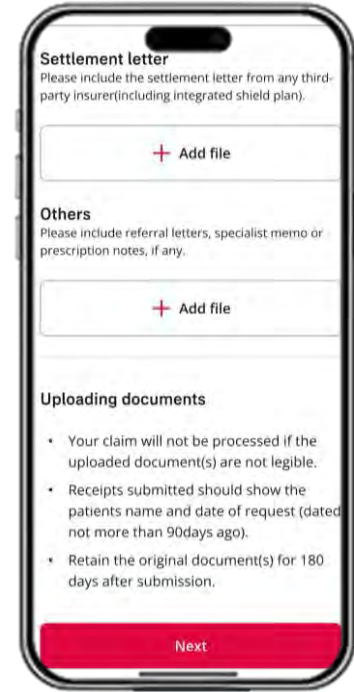
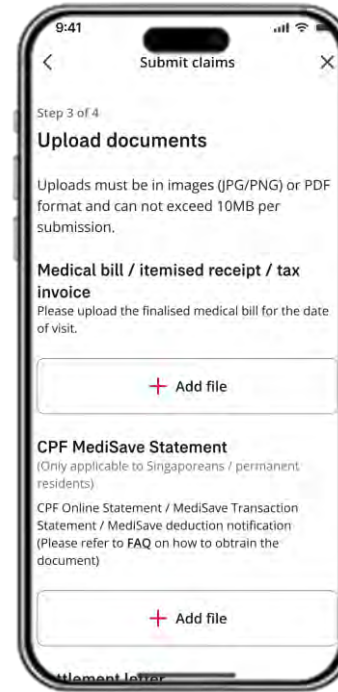
5

Complete
Claim details



6

Upload
documents



Note : Please update your bank details before submitting any claim request.

 [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

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

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

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

IMG_2157.jpg 330 kb

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

Submit

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**

Note : Please update your bank details before submitting any claim request.

[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

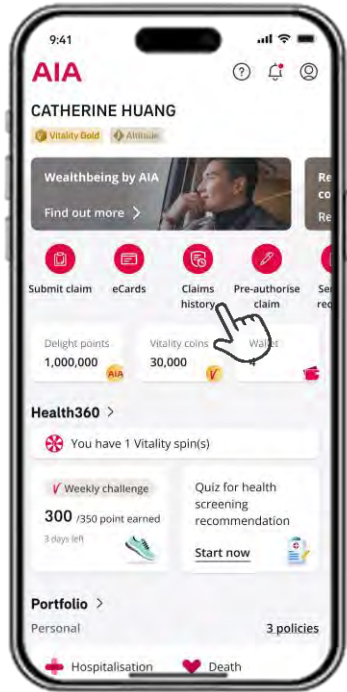
[Others](#)



Claim history

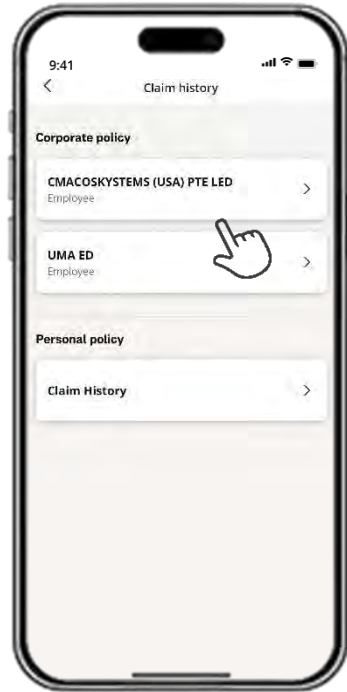
1

Under Dashboard
Select Claims history



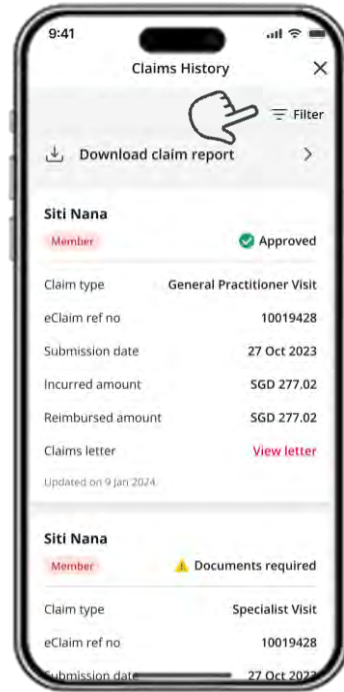
2

Select Client



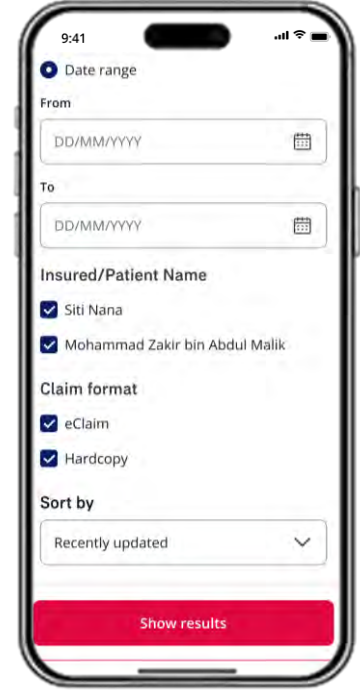
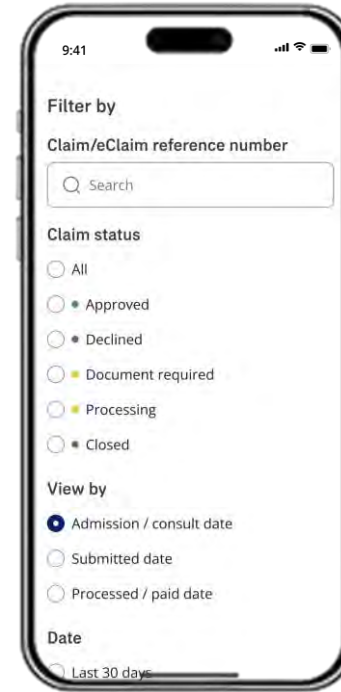
3

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

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.

[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

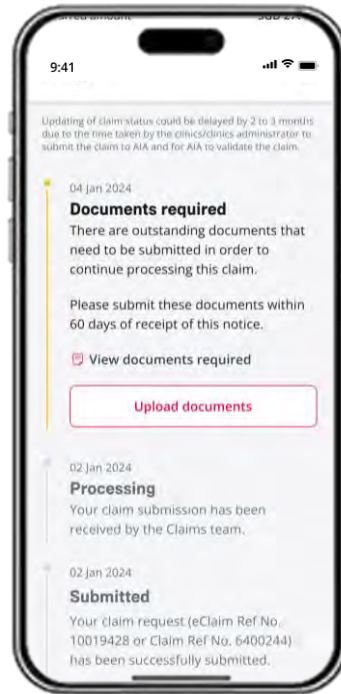
[Others](#)



Claim history

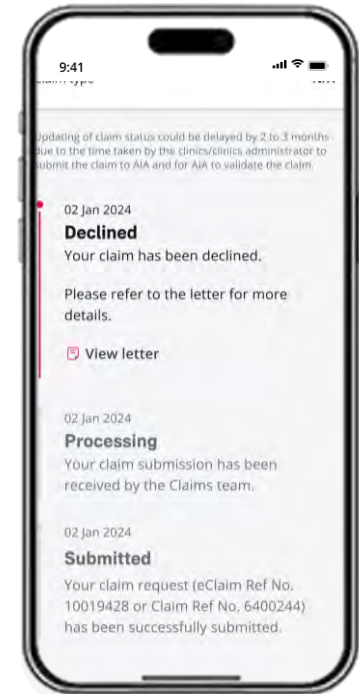
7

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](#)





HEALTHIER, LONGER,
BETTER LIVES

Health360



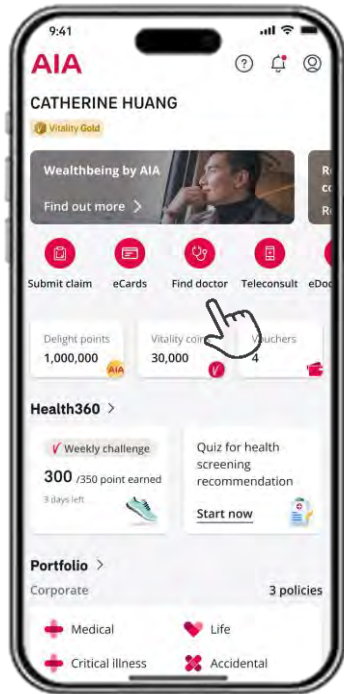
[Find doctor](#) | [Make an appointment](#) | [View appointment](#) | [Teleconsult](#) | [Think Well](#) | [Get medical support](#)

Find doctor

Note : Please note that there are only 50 panel clinics.
Click on here to download the latest panel clinics listing.

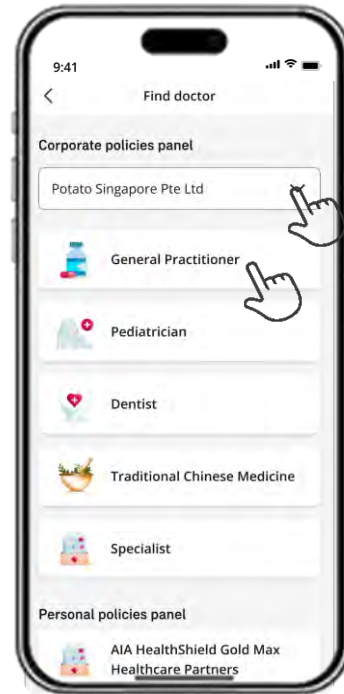
1

Under Dashboard
Select Find doctor



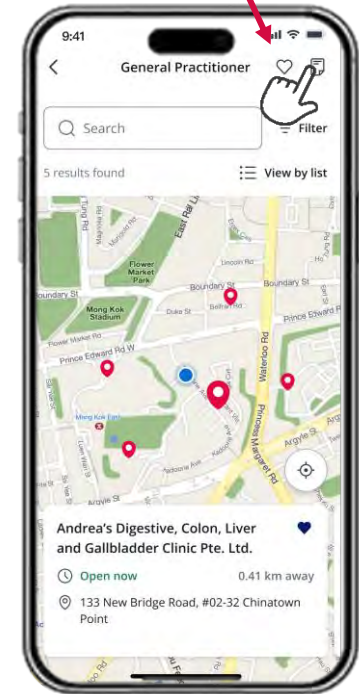
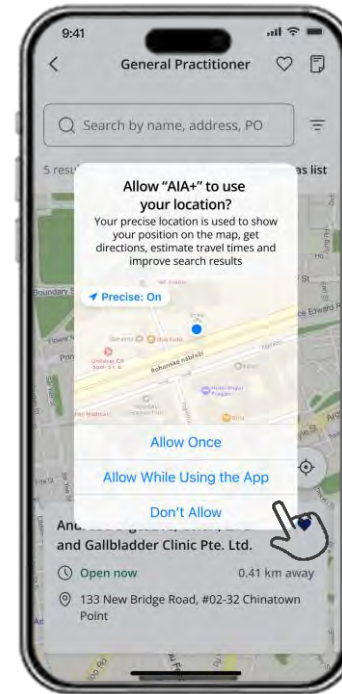
2

Select Corporate
Policy & Options



3

Search by
GPS Location



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)

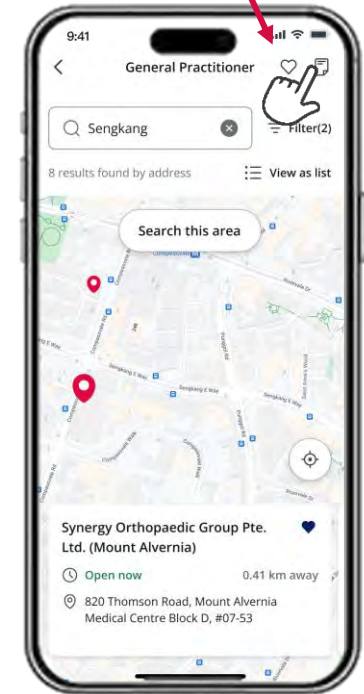
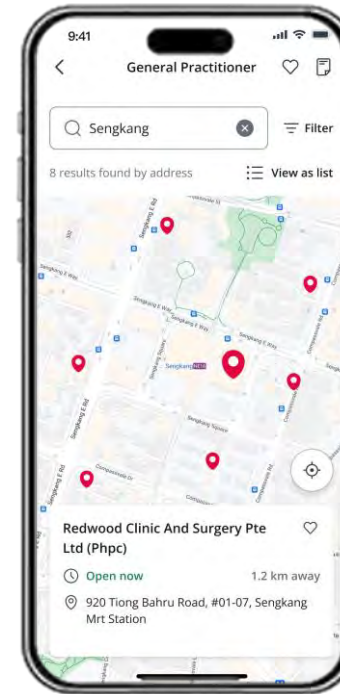
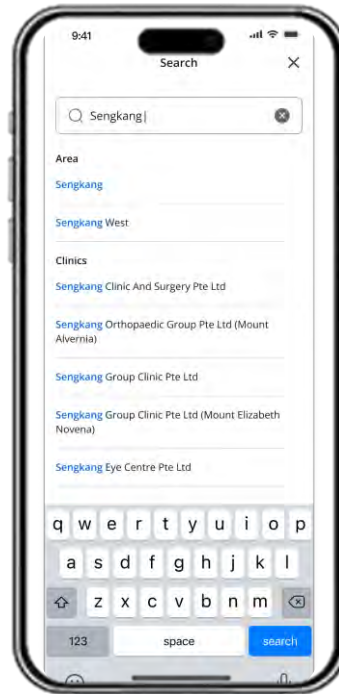
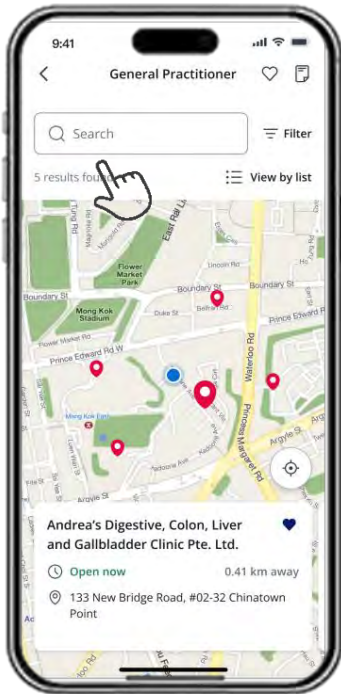


Find doctor

Note : Please note that there are only 50 panel clinics.
Click on here to download the latest panel clinics listing.

4

Search by
Location name / Clinic Name / by map area



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)



Find doctor

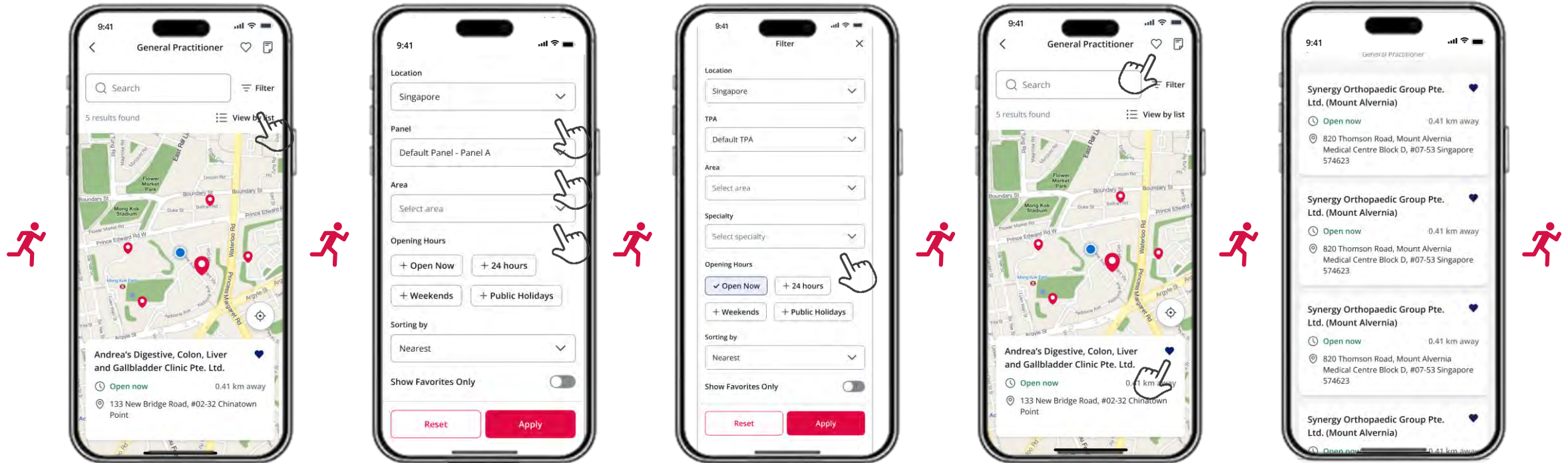
5

Filter by
Location* / Panel / Area / Specialty^

* Location may differ depending on your policies / ^Specialty is only applicable for Specialist

6

Favourite List



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

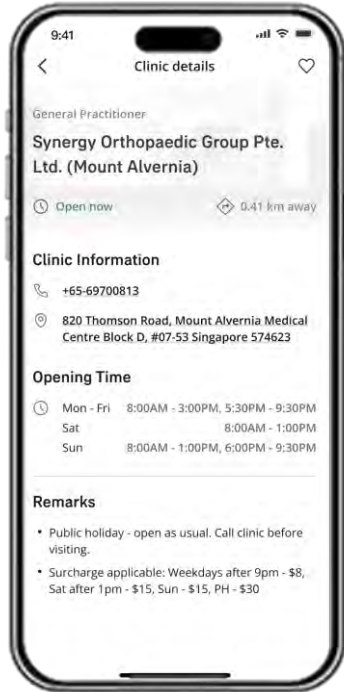
[Others](#)



Find doctor

7

Click on clinic for more details



8

Function –
Download
Find a doctor

Note : Please note that there are only 50 panel clinics.
Click on here to download the latest panel clinics listing.



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

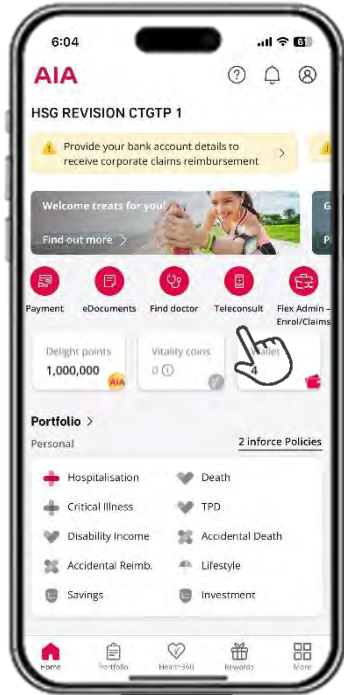
[Others](#)



Teleconsult

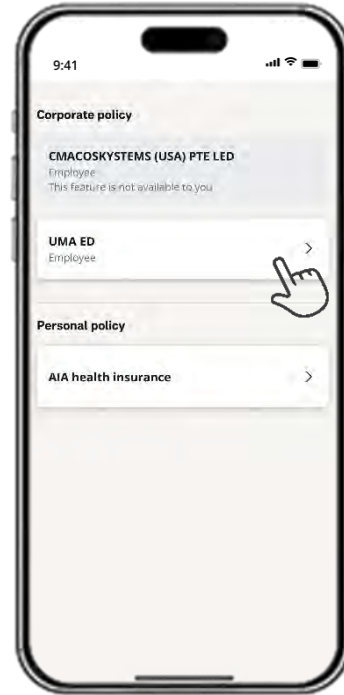
1

Under [Dashboard](#)
Select Health360



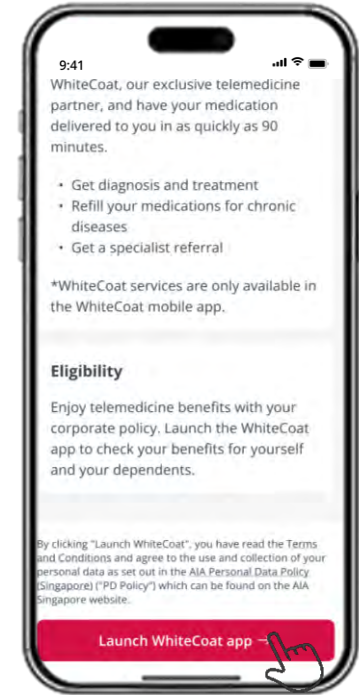
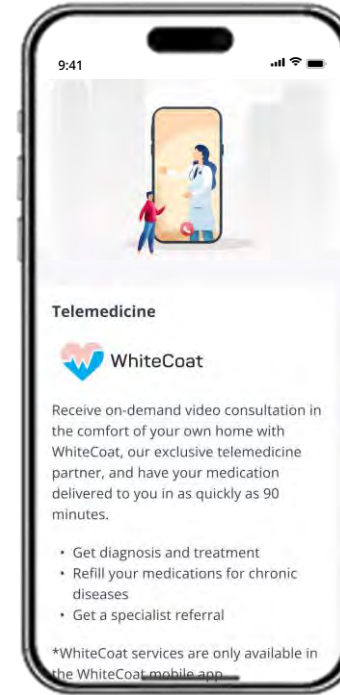
2

Select your
policy / client



3

Corporate -
Launch WhiteCoat Mobile Application



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

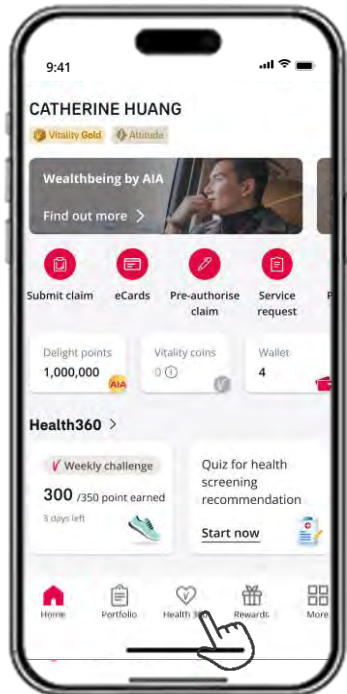
[Others](#)



Think Well

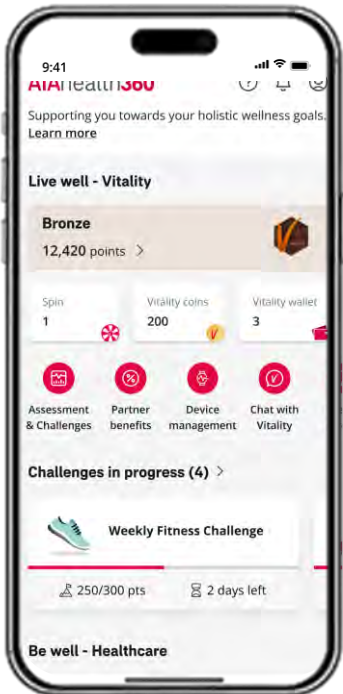
1

Under [Dashboard](#)
Select Health360



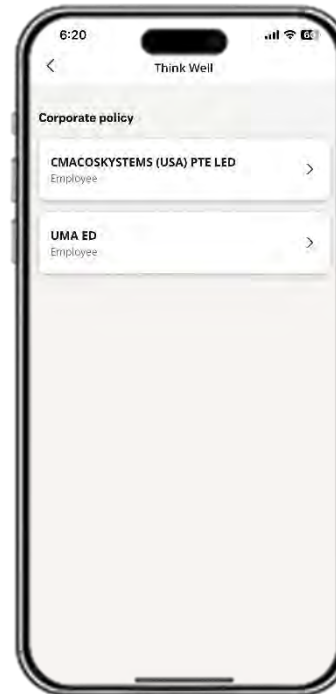
2

AIA Health360
(Swipe left & select Think Well)



3

Select your
policy / client



4

Possible
Think Well Options



 [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

Let Us Help



[Contact us](#)

Contact us

1

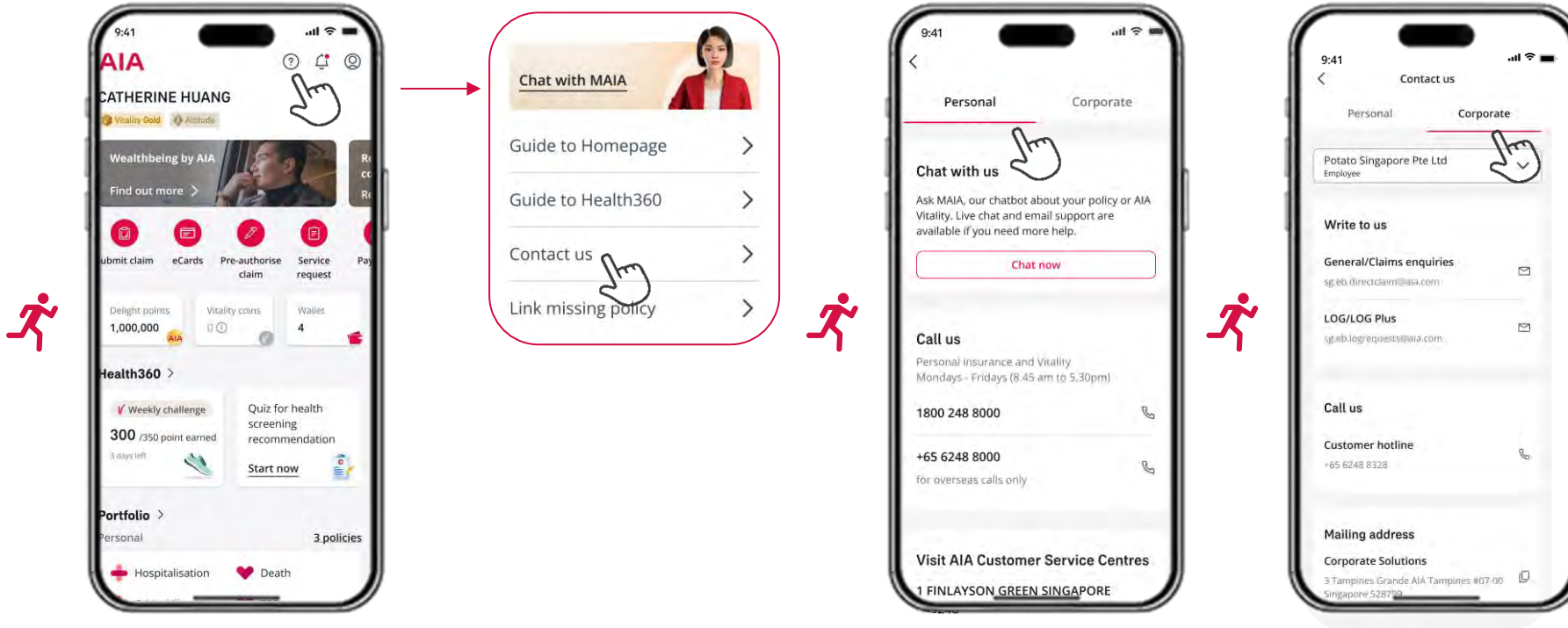
Under [Dashboard](#)
Select  Icon

2

Personal -
Contact us

3

Corporate -
Contact us



 [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

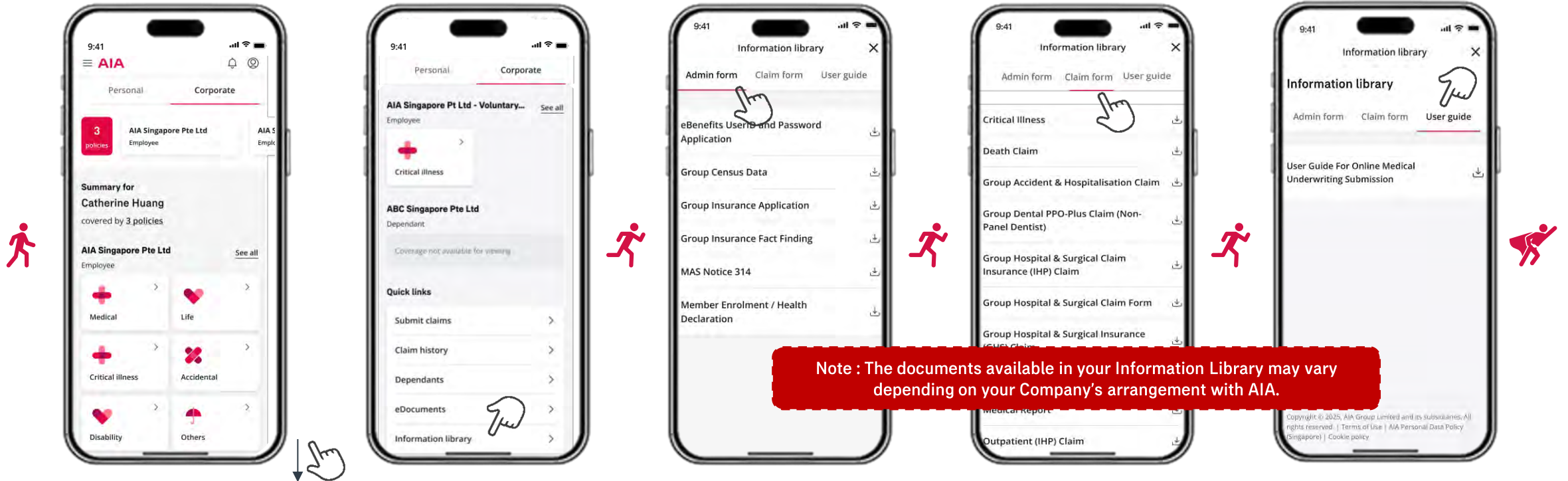
Admin
related

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](#)



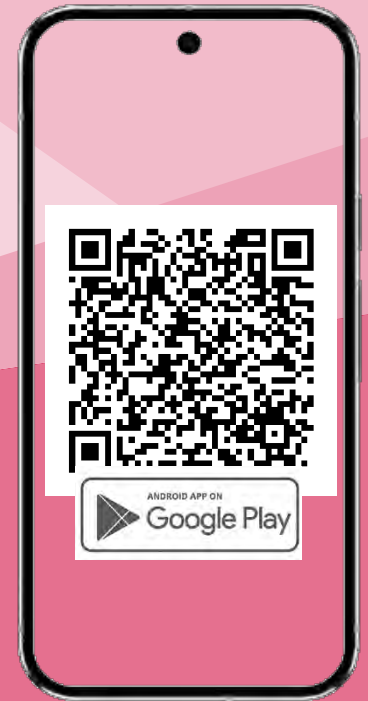
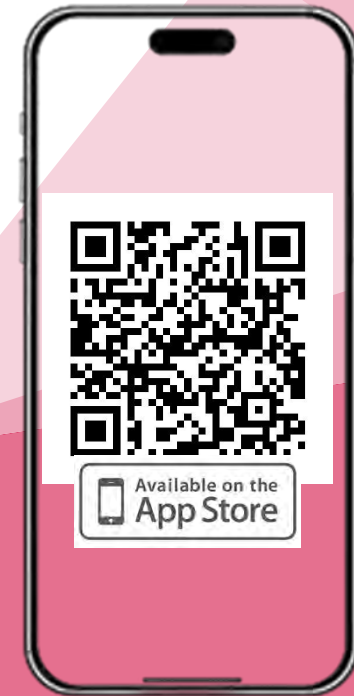
Common Terms

Abbrev	Description	Abbrev	Description	Abbrev	Description
AAW	Actively at Work	GLTC	Group Long Term Care	PPO	Preferred Provider Organisation
ASO	Administrative Service Only	GLTD	Group Long Term Disability	PTE	Private
CPF	Central Provident Fund	GMM	Group Major Medical	SMM	Supplementary Major Medical
CS	Corporate Solutions	GOV/GRH	Government / Restructured Hospital / Public Hospital	SP/GOS	Specialist Outpatient / Group Outpatient Specialist
DNC	Do Not Call Registry	GP/GOC	General Practitioner / Clinical Outpatient	TCM	Traditional Chinese Medicine
DOB	Date of Birth	GPA	Group Personal Accident	TPA	Third Party Administrator
EB	Employee Benefits	GPS	Global Positioning System		
EMM	Extended Major Medical	GST	Goods & Services Tax		
FAQ	Frequently asked questions	GTL	Group Term Life		
FIN	Foreign Identification Number	HDF	Health Declaration Form		
FW	Foreign Worker	IHS	Integrated HealthCare Solutions		
GADD	Group Accidental Death & Dismemberment	NRIC	National Registration Identity Card		
GCI	Group Critical Illness	PD	Paediatrician		
GDI	Group Disability Income	PDPA	Personal Data Protection Act		
GECI	Group Early Critical Illness	PIM	Premier International Medical		
GHS	Group Hospitalisation & Surgical				



HEALTHIER, LONGER,
BETTER LIVES

Thank you & download now





HEALTHIER, LONGER,
BETTER LIVES

AIA+ Web User Guide

NANYANG TECHNOLOGICAL UNIVERSITY

Updated 30 Jan 2026

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](#)
[eCards](#)
[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

[Find doctor](#)

[Think Well](#)



AIA+ Content

07

LET US HELP

Contact us

08

OTHERS

Information library

Common terms

ACTIONS



Select



Scroll Down



Scroll Left / Right



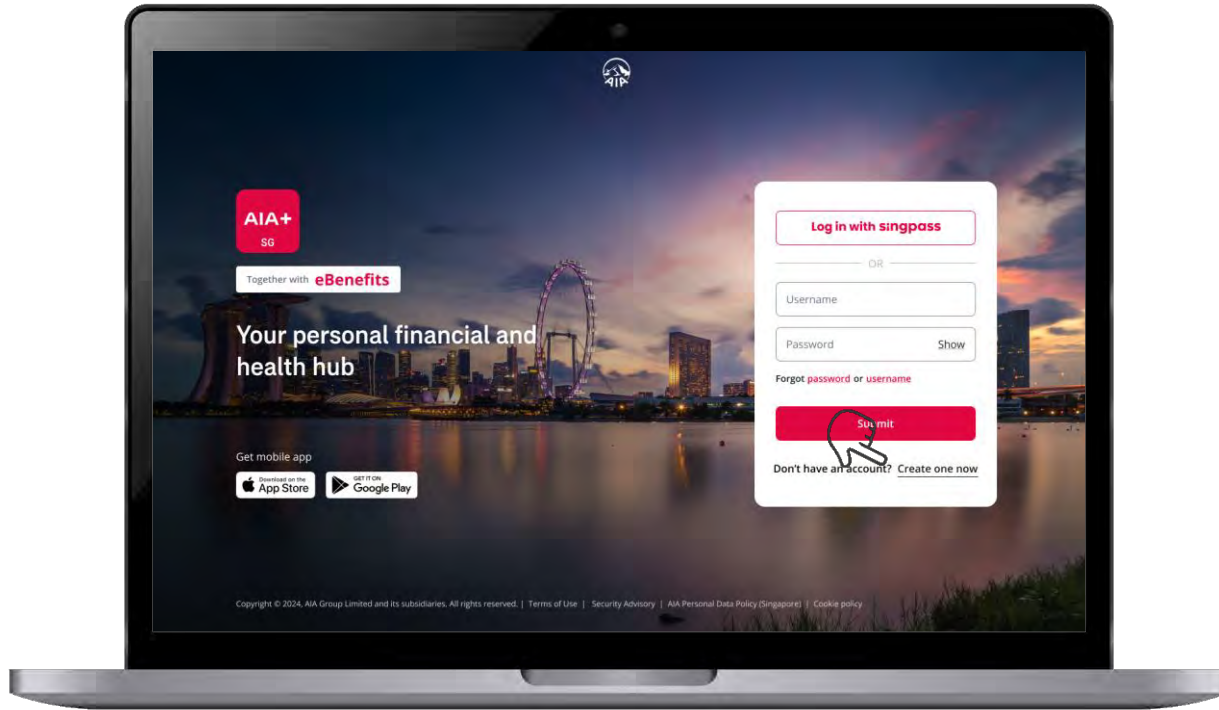
HEALTHIER, LONGER,
BETTER LIVES

Let's Get Started



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

Account setup

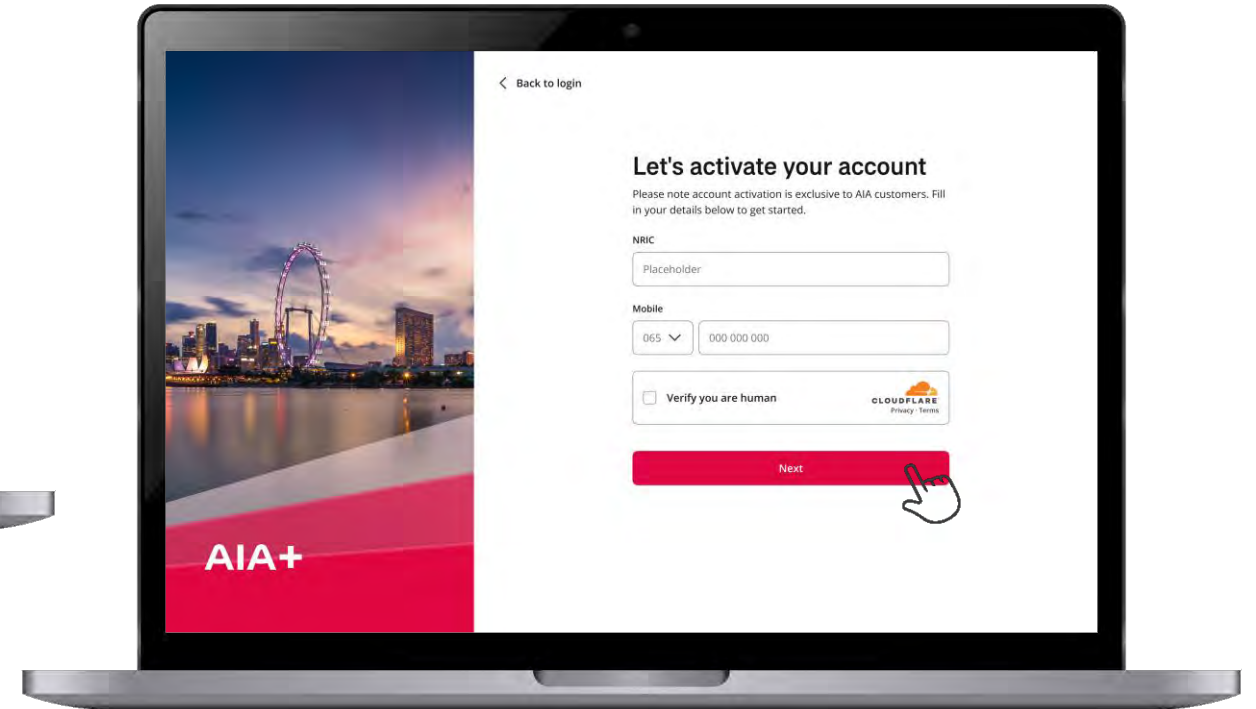


01

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](#)

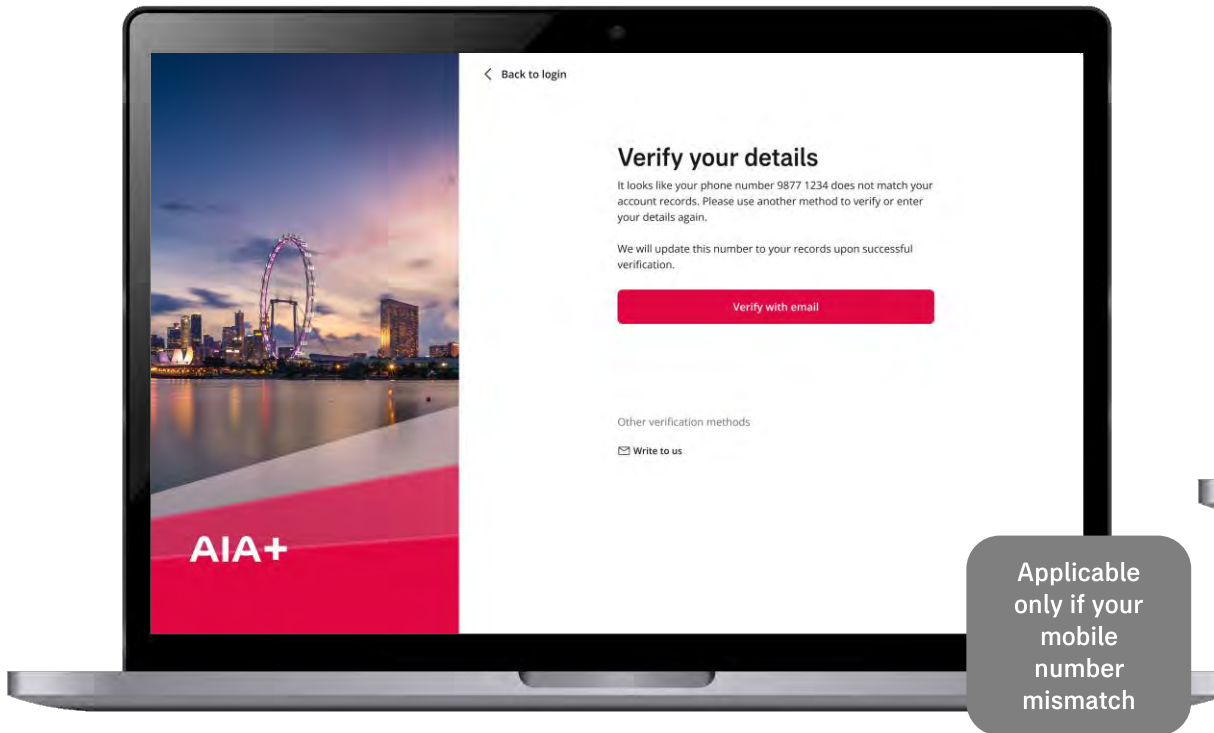
[Others](#)



Account setup

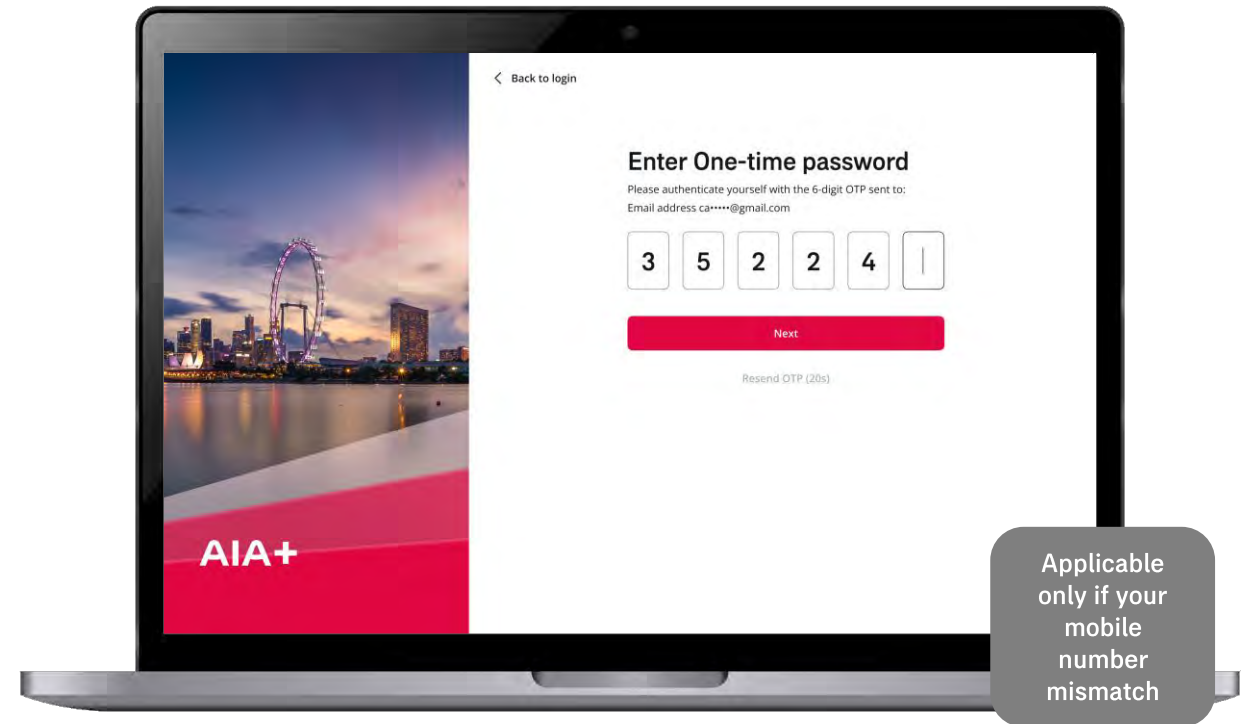
2a

Verify with email (if Mobile mismatch)



2b

Enter your One Time Password (OTP)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

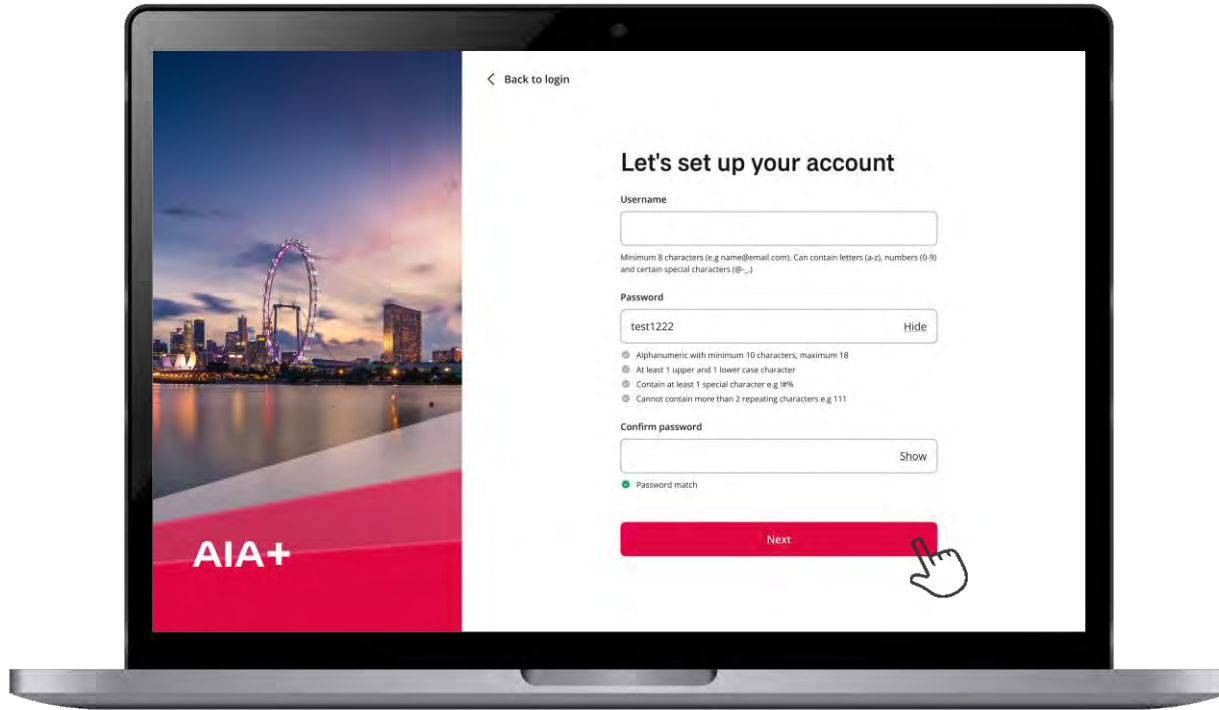
[Health 360](#)

[Let Us Help](#)

[Others](#)

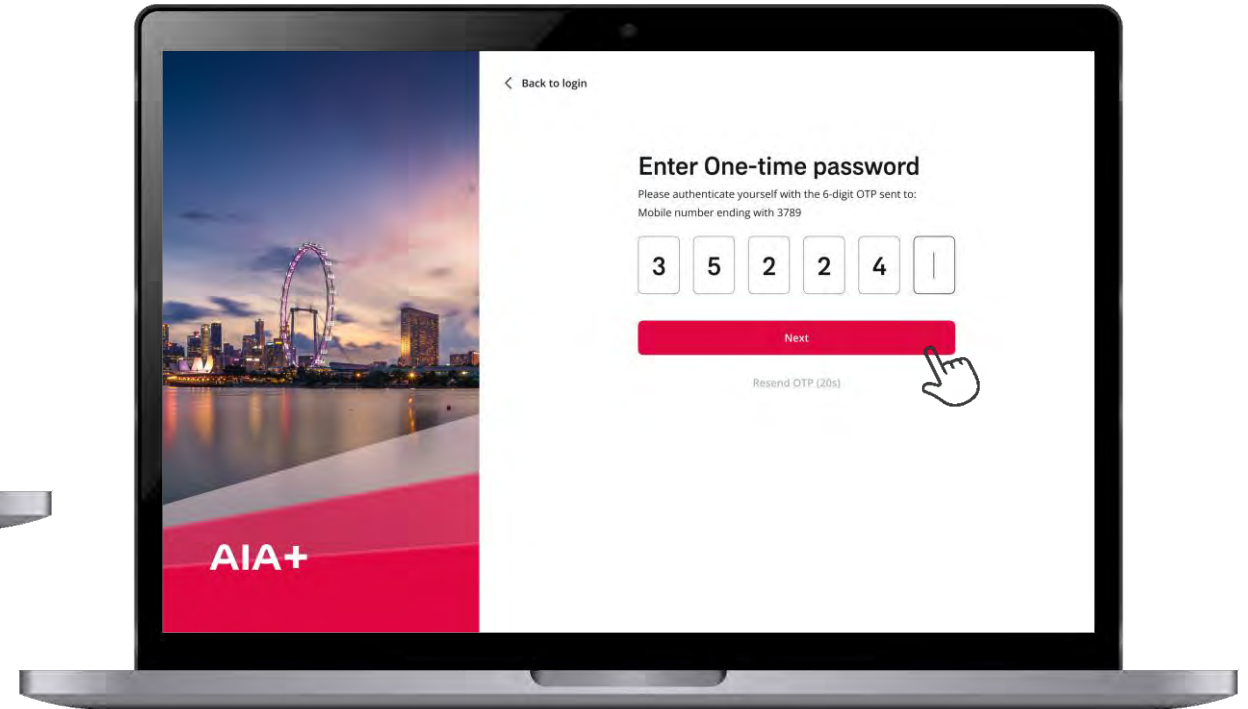


Account setup



04

Enter your One Time Password (OTP)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

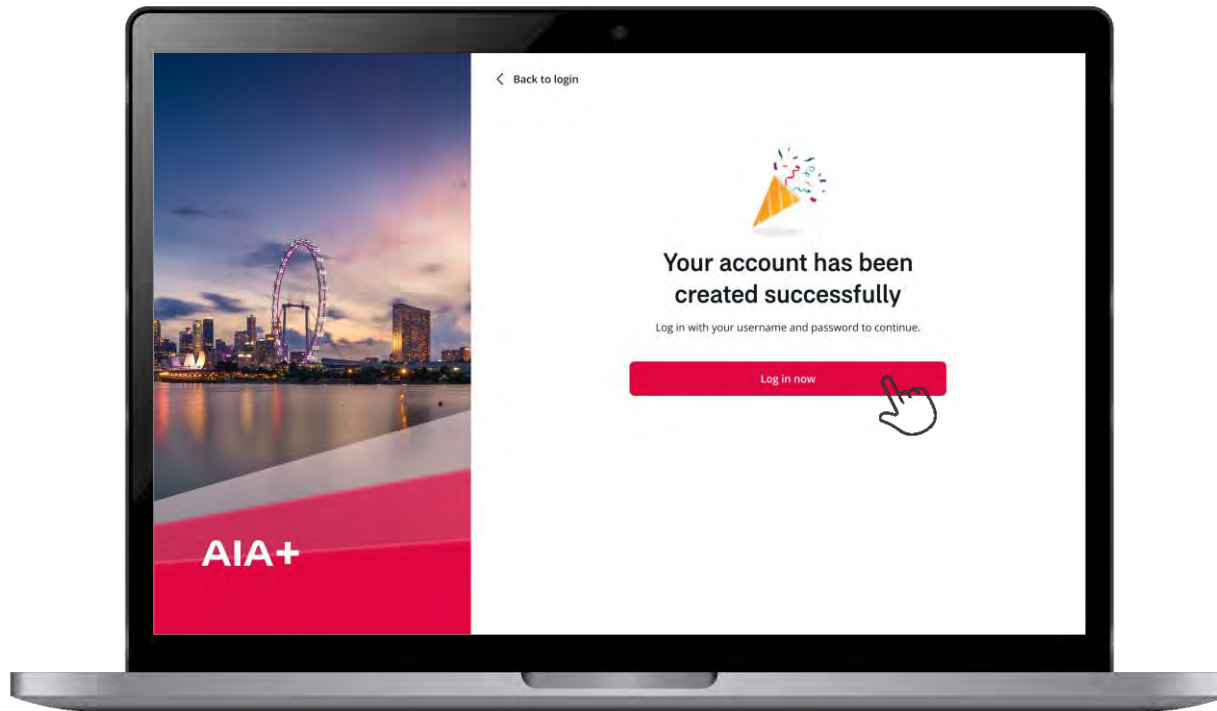
[Health 360](#)

[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](#)

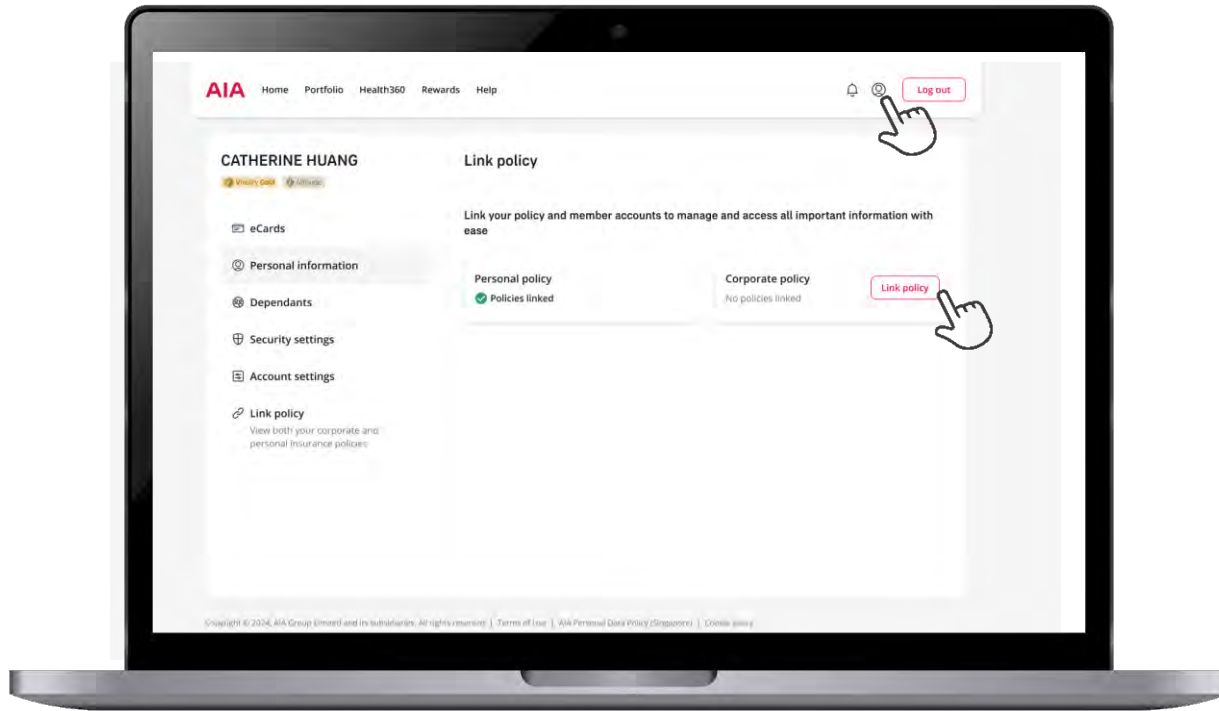
[Health 360](#)

[Let Us Help](#)

[Others](#)



Link your polic(ies) – Corporate



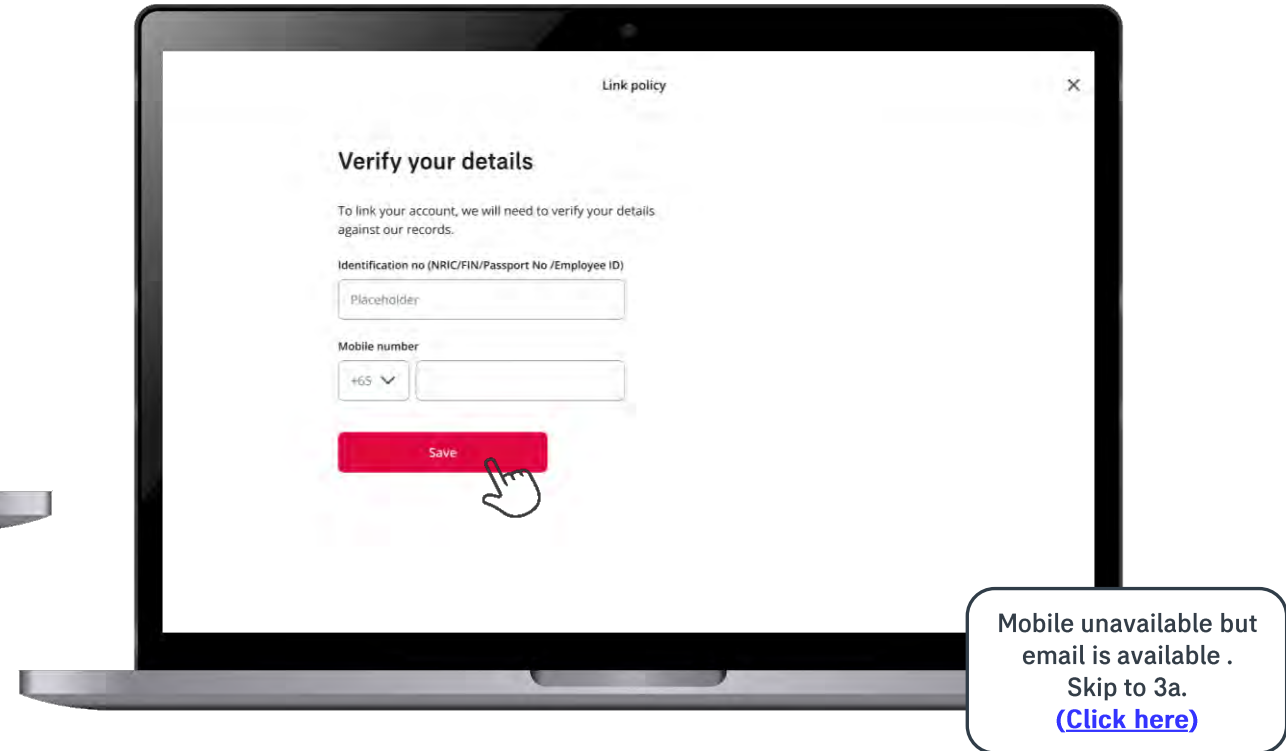
01

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](#)

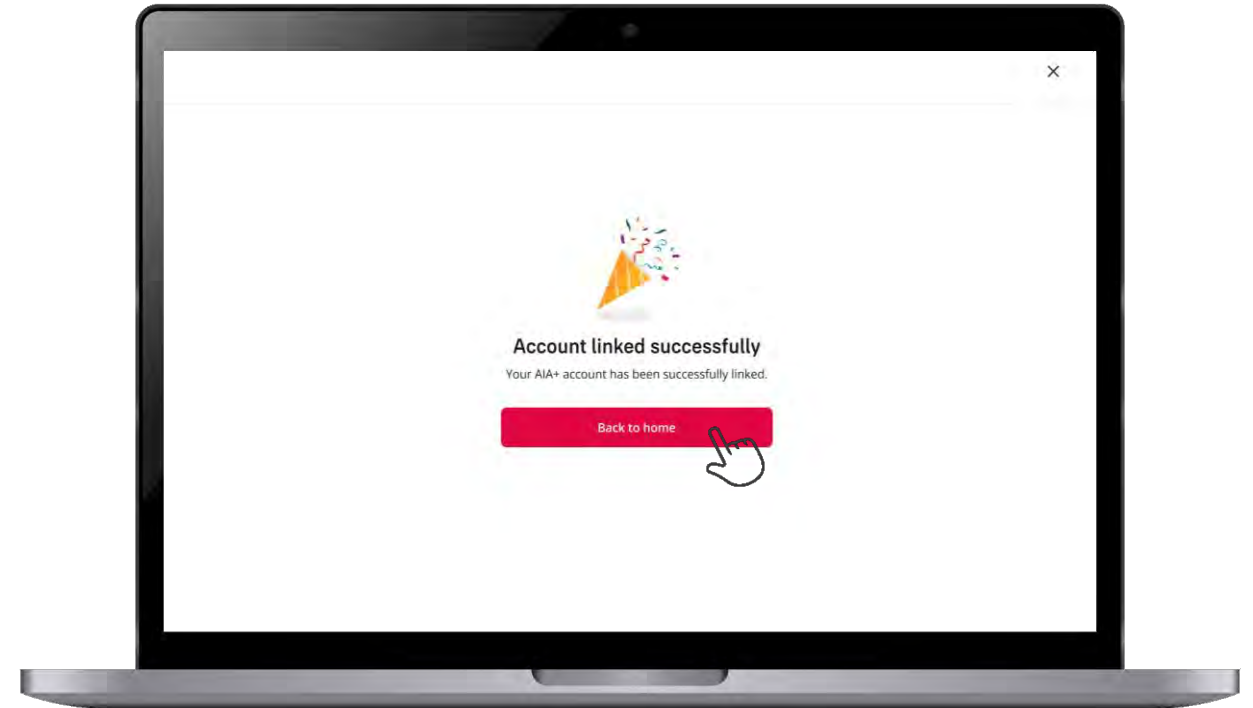
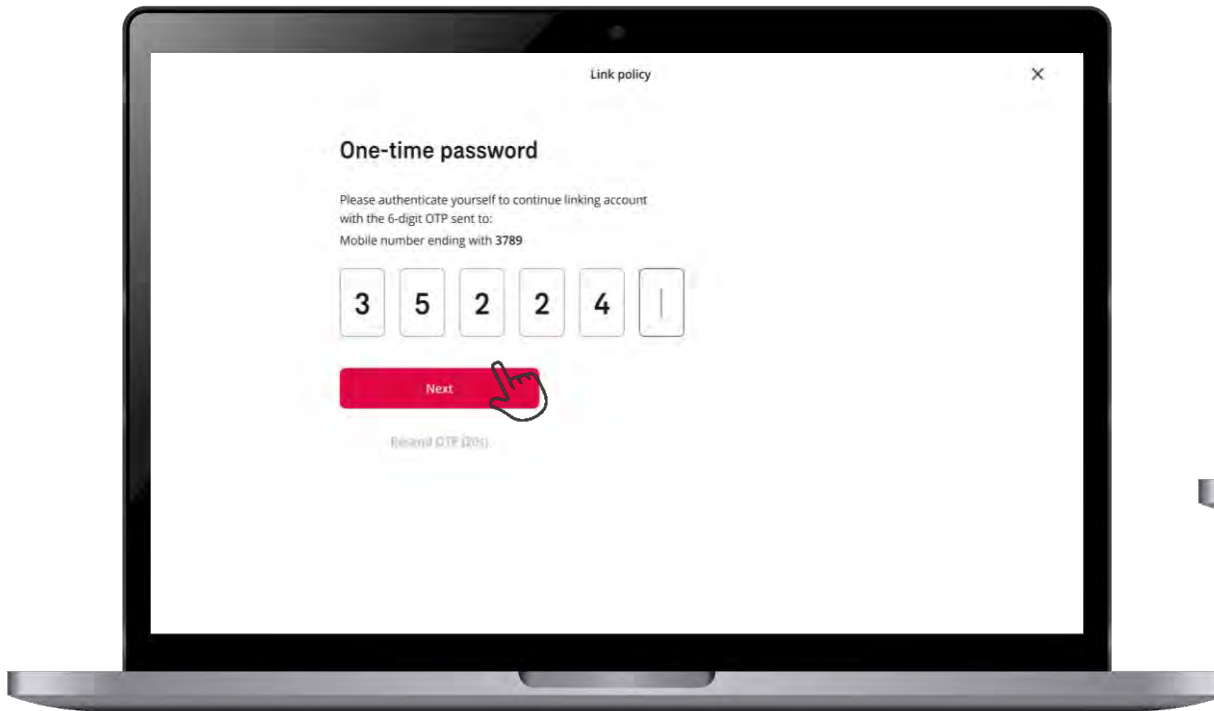
[Others](#)



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](#)

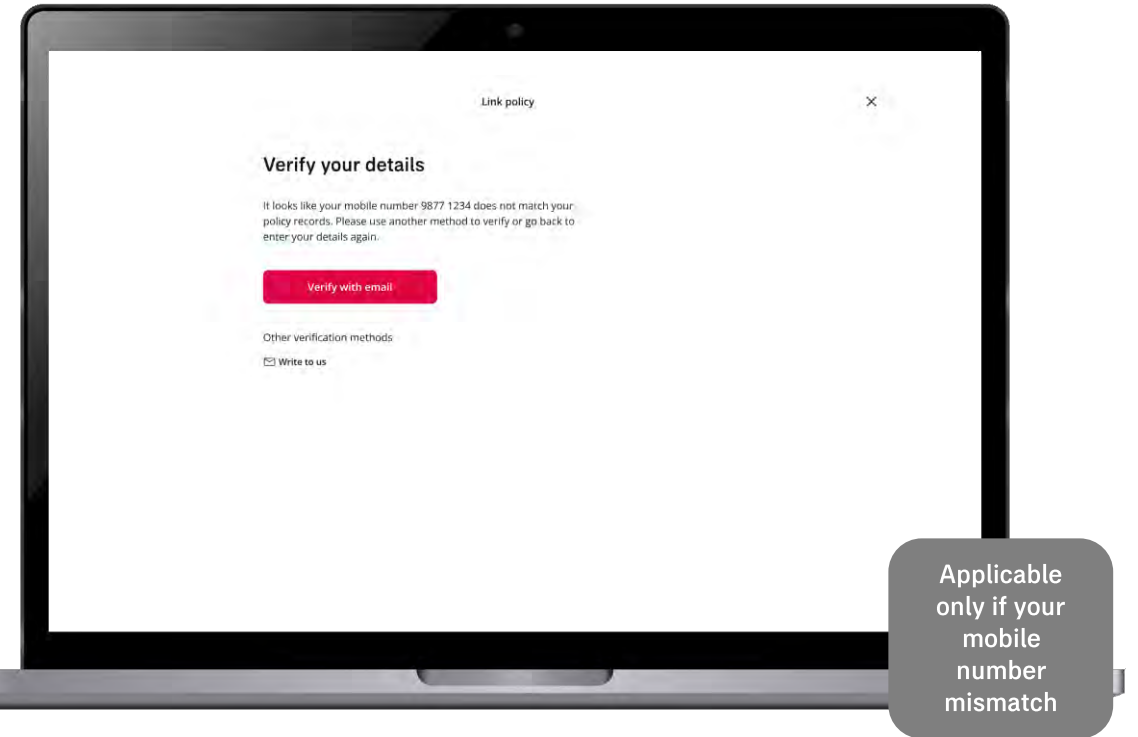
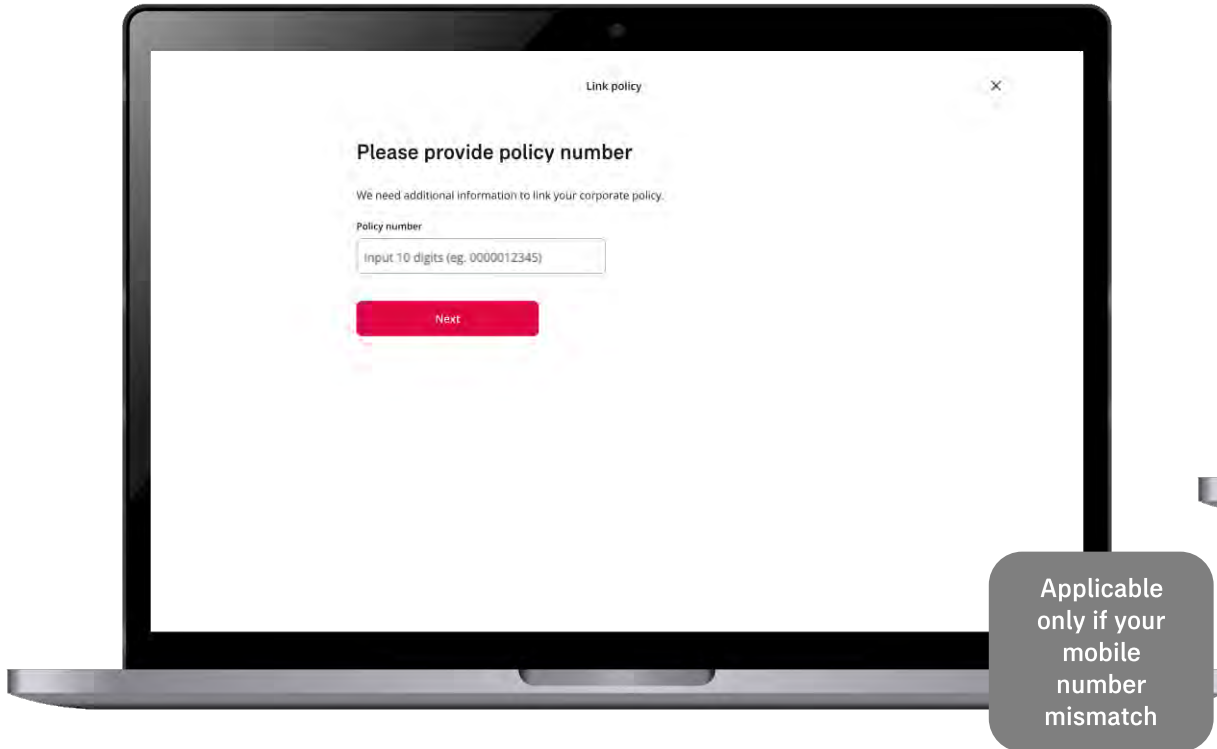
[Others](#)



Link your polic(ies) – Corporate

3a

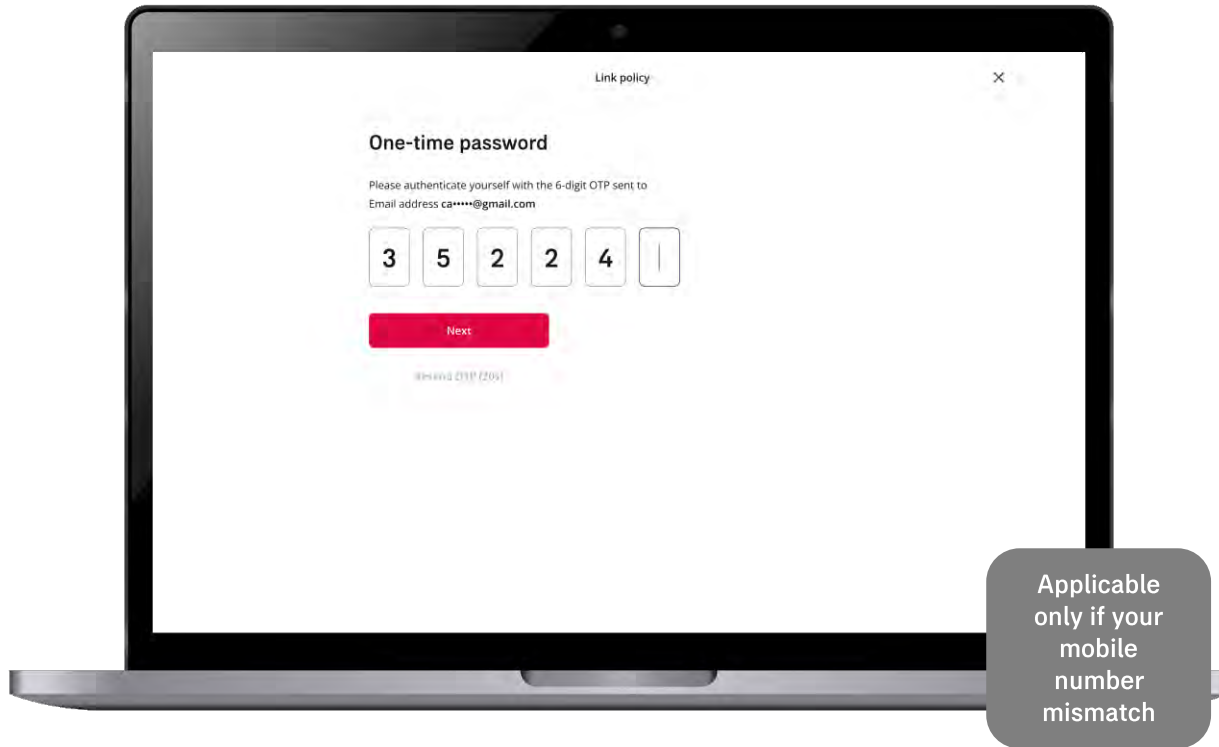
Please provide your policy number
(e.g. 0000012345)



3b

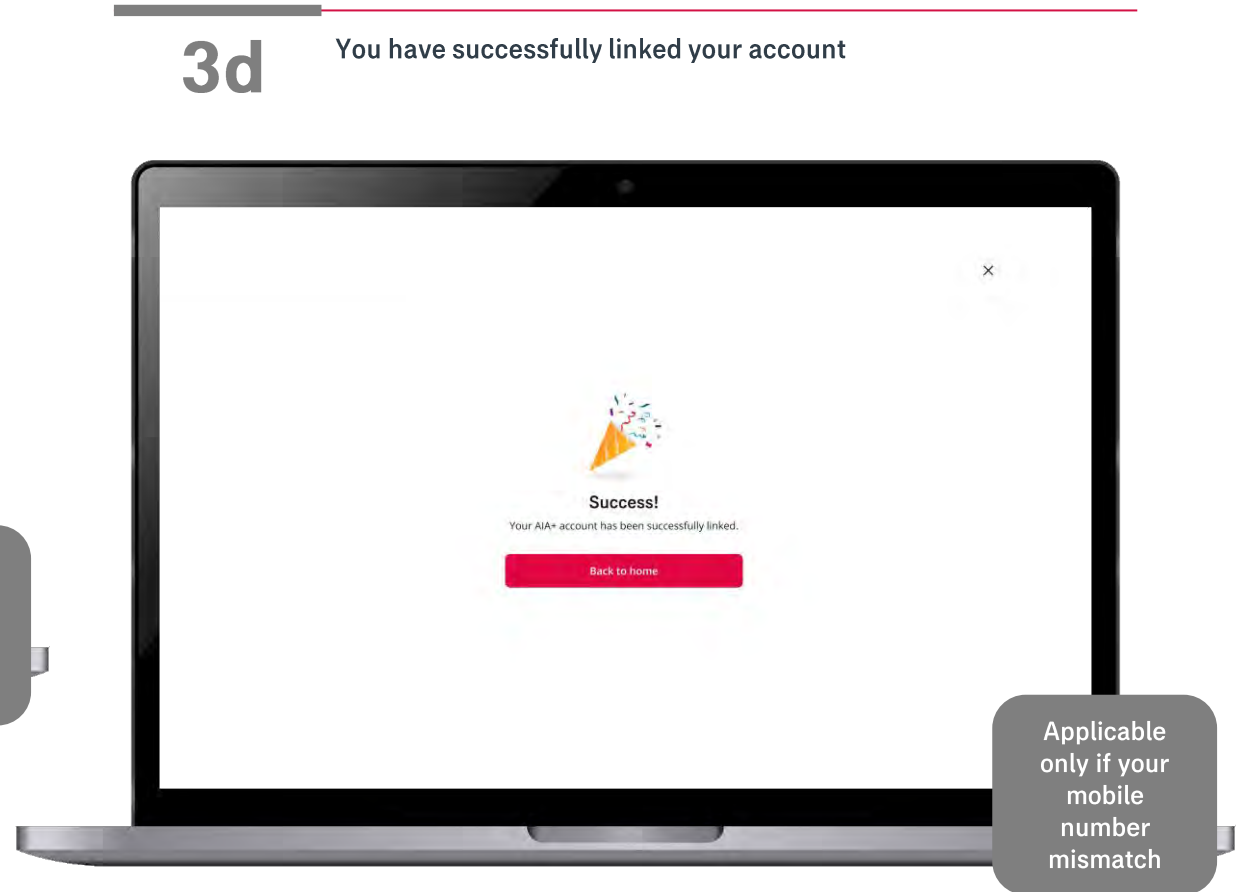
Mobile Number mismatch to verify with email address

Link your polic(ies) – Corporate



3c

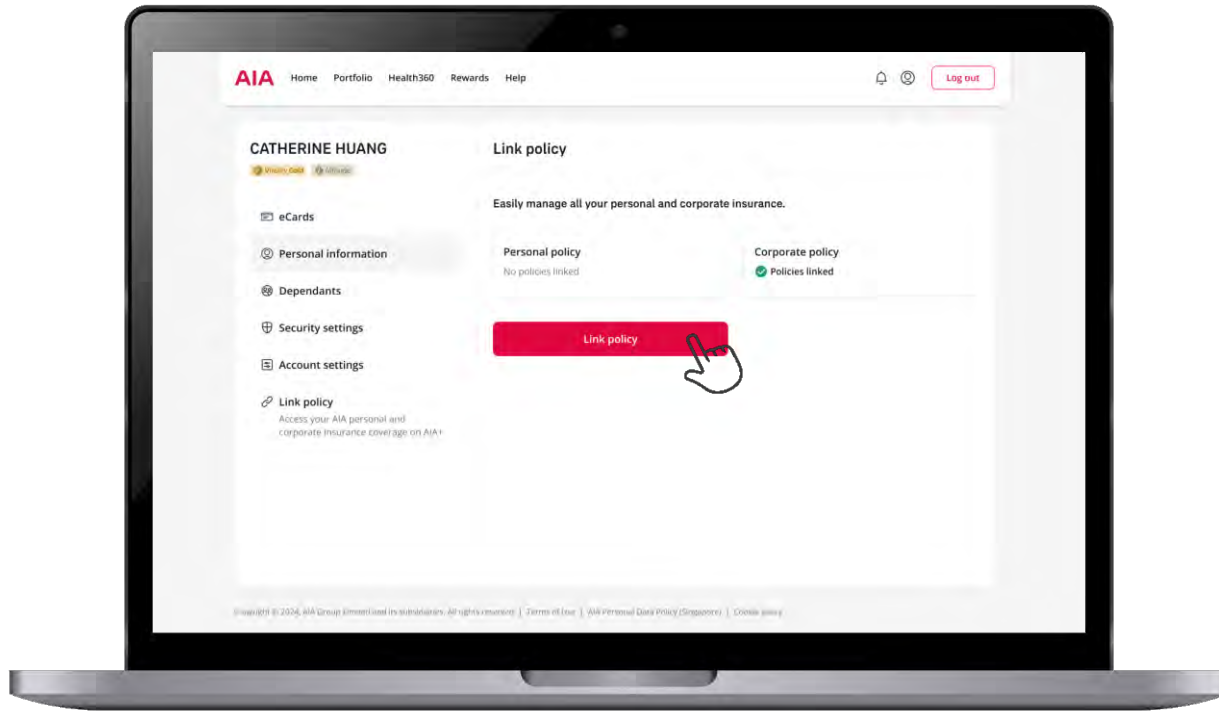
Enter your One Time Password (OTP)



3d

You have successfully linked your account

Link your polic(ies) - Life

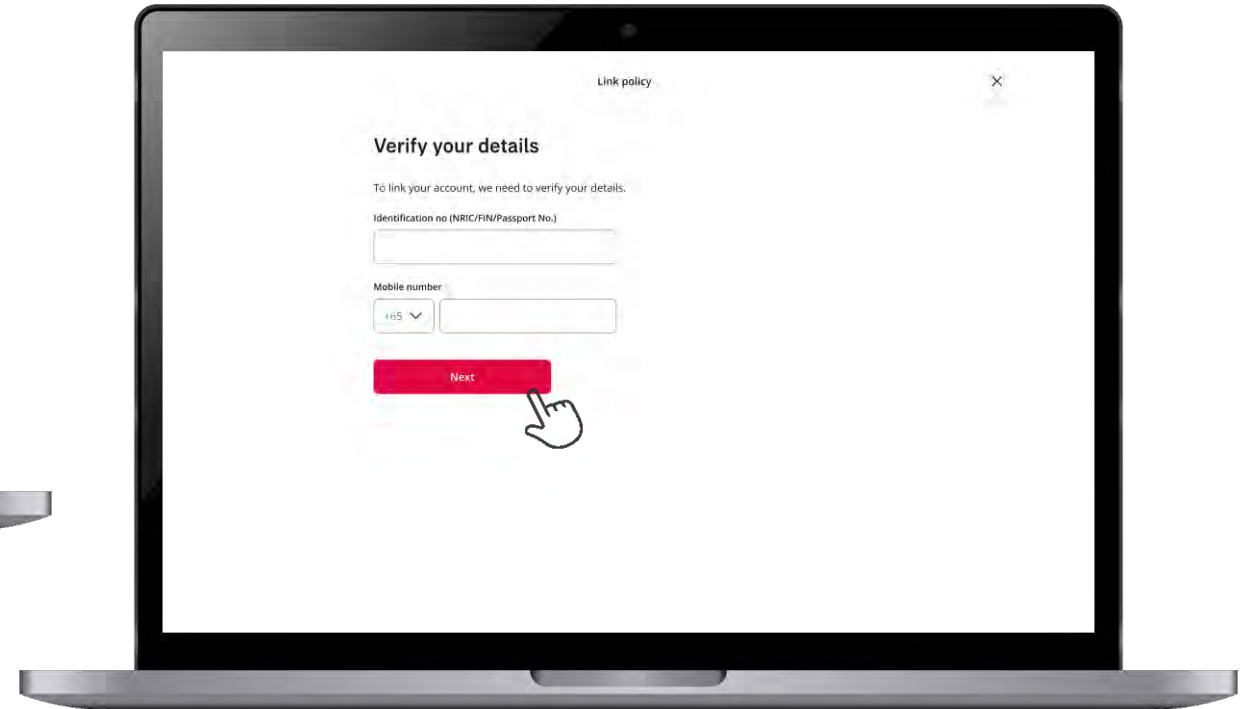


01

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](#)

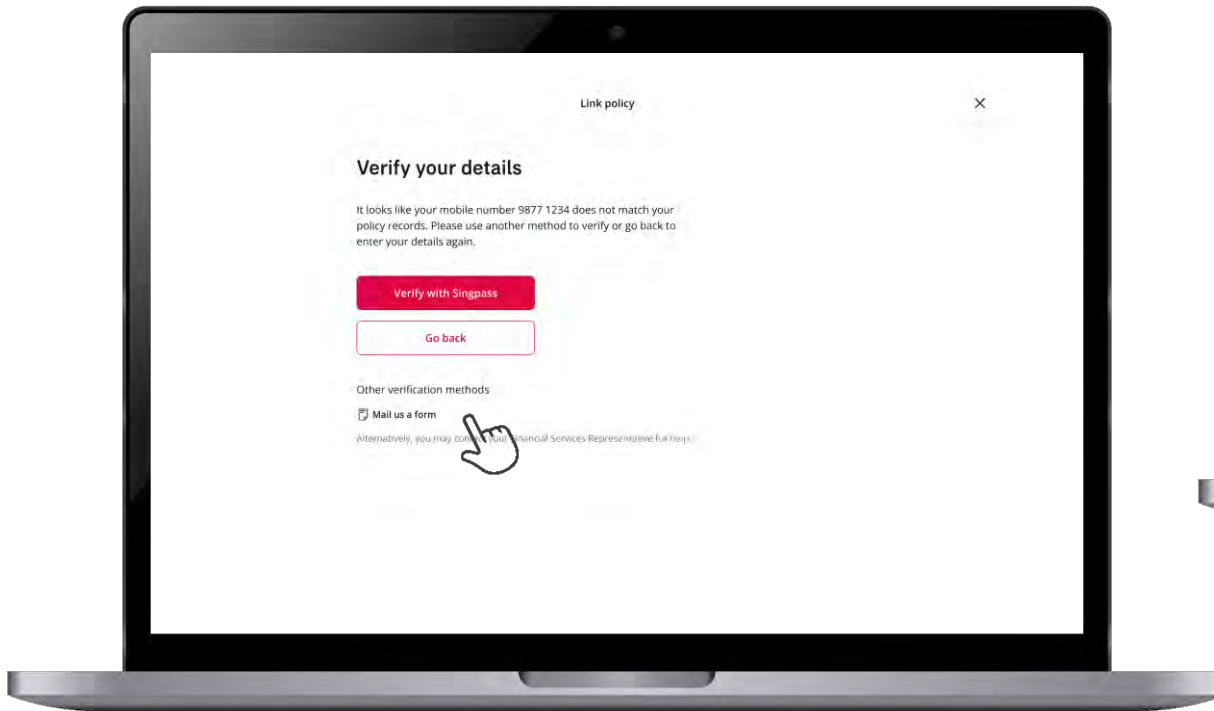
[Others](#)



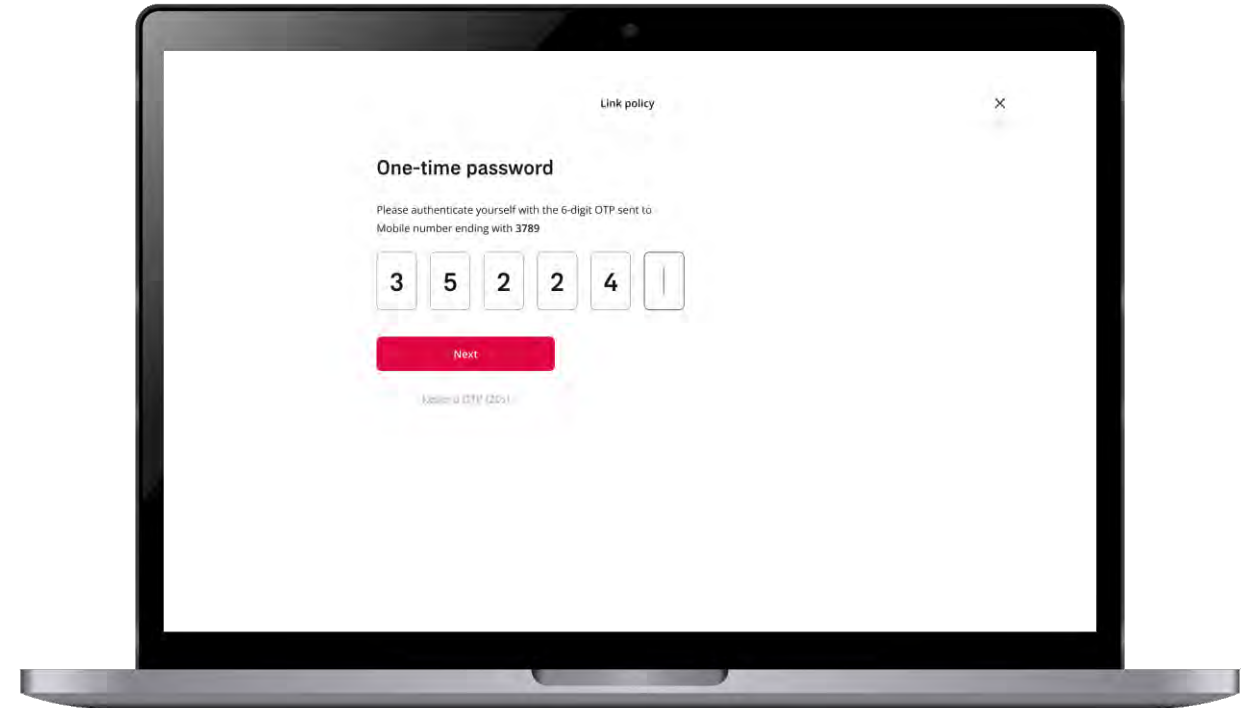
Link your polic(ies) - Life

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](#)

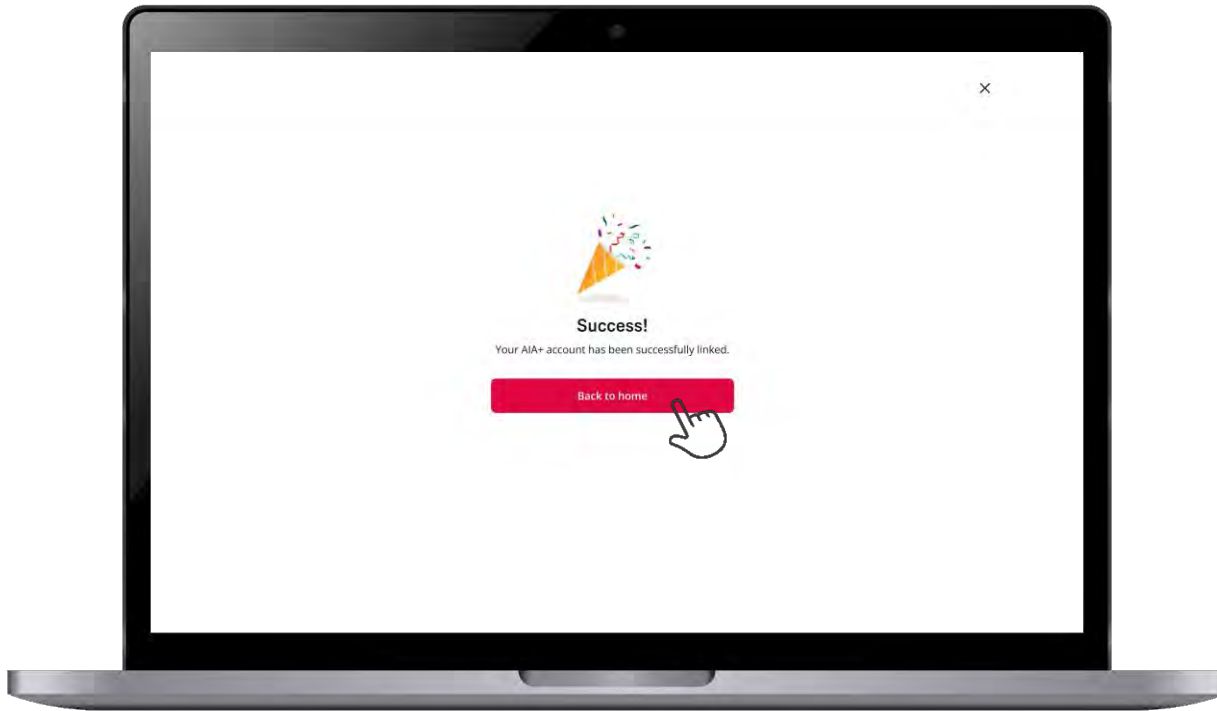
[Health 360](#)

[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](#)

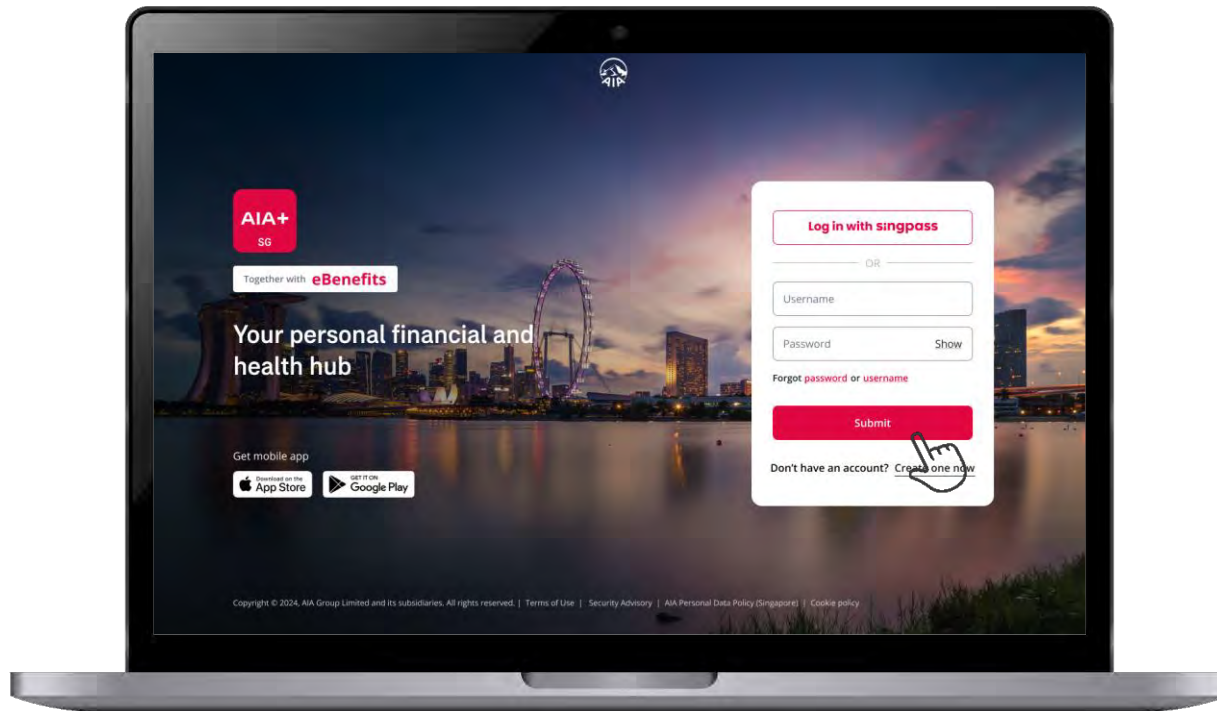
[Health 360](#)

[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](#)

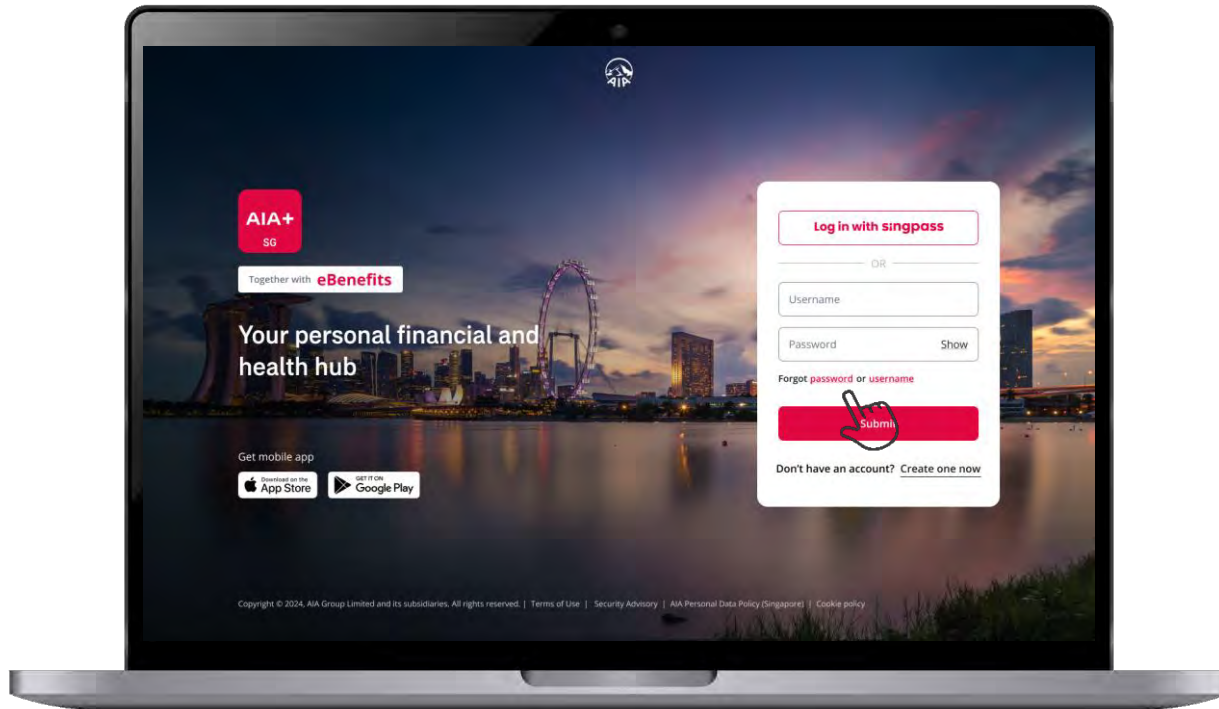
[Health 360](#)

[Let Us Help](#)

[Others](#)



Login to AIA+ (Forgot Password)

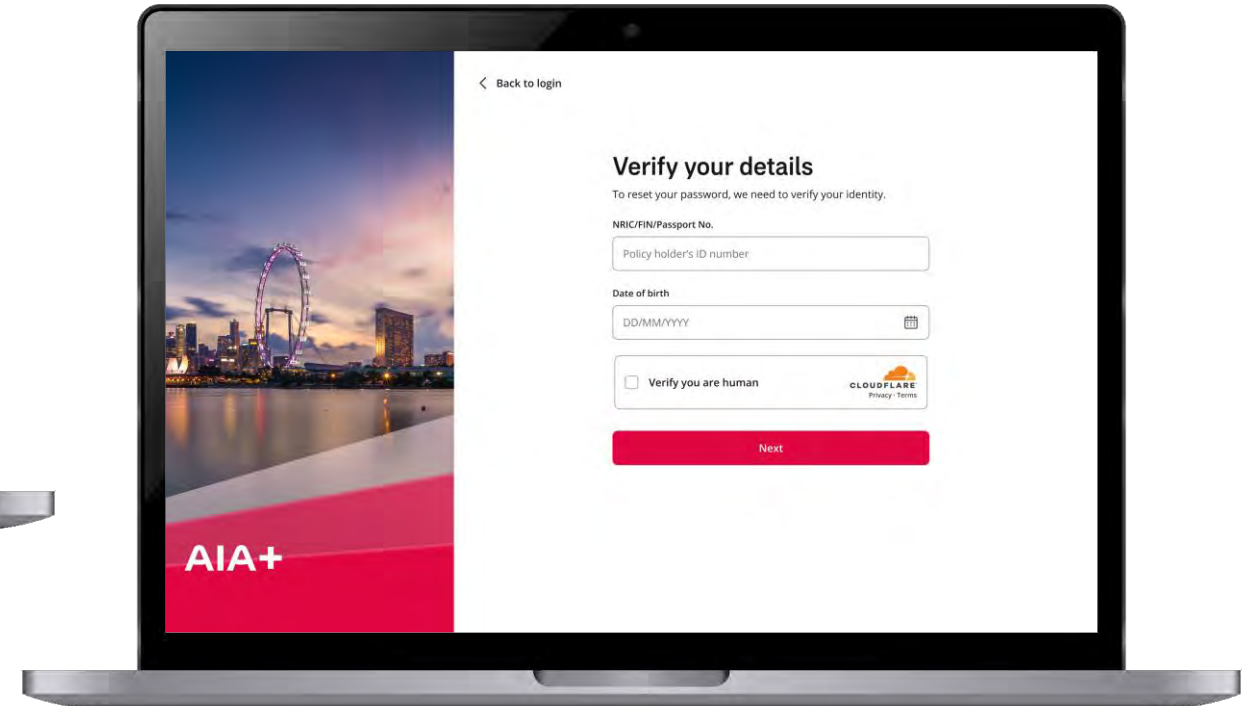


01

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](#)

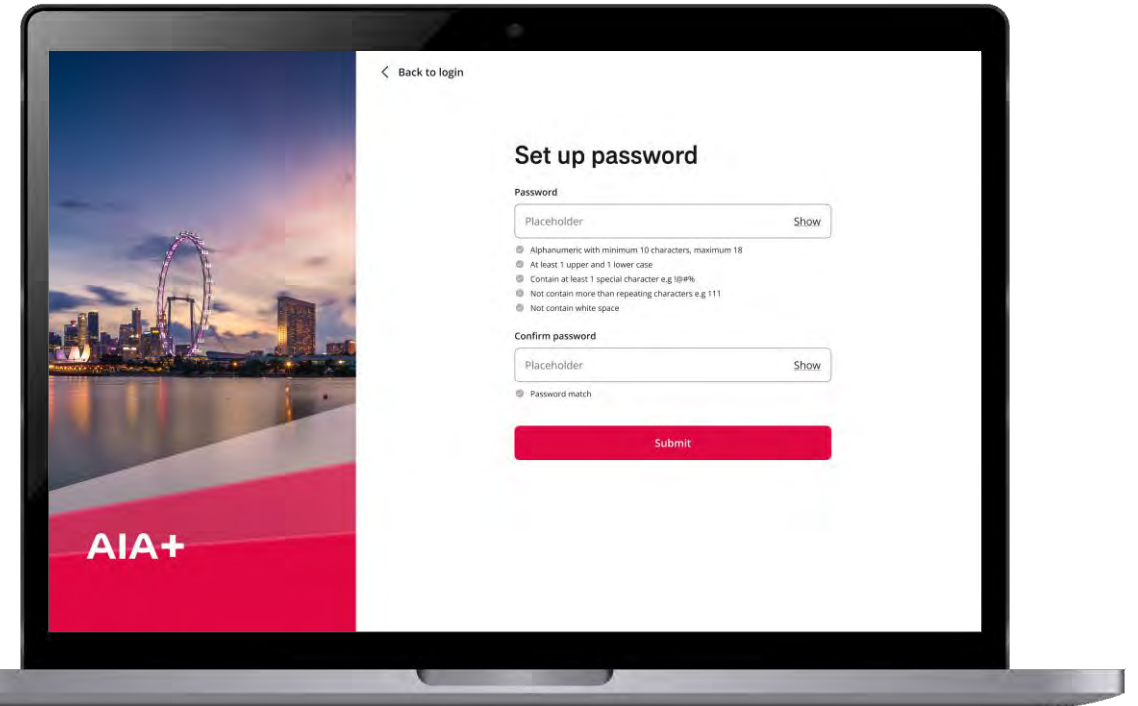
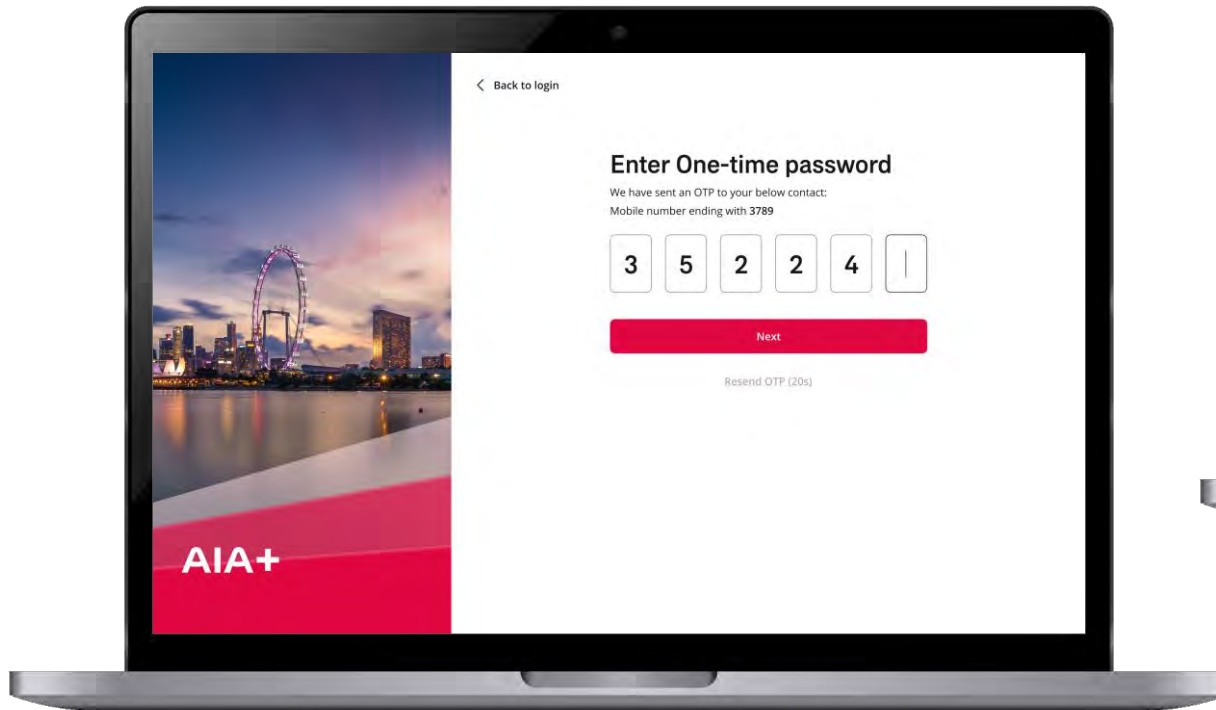
[Others](#)



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](#)

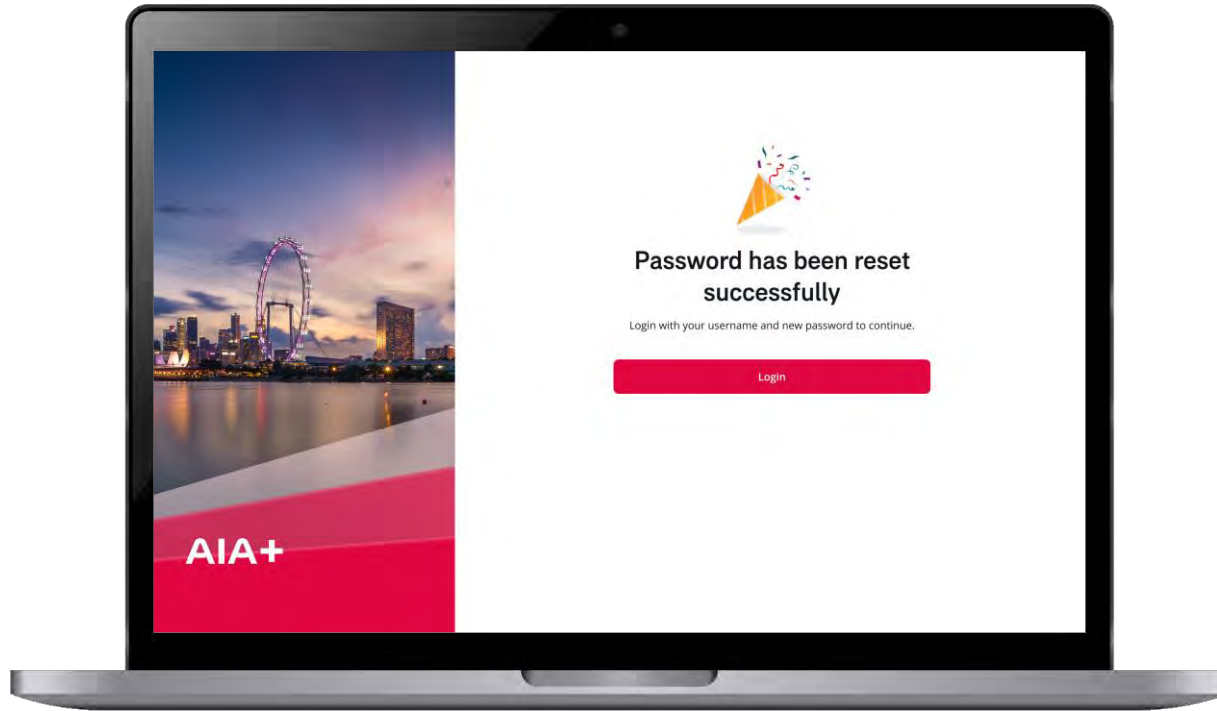
[Health 360](#)

[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](#)

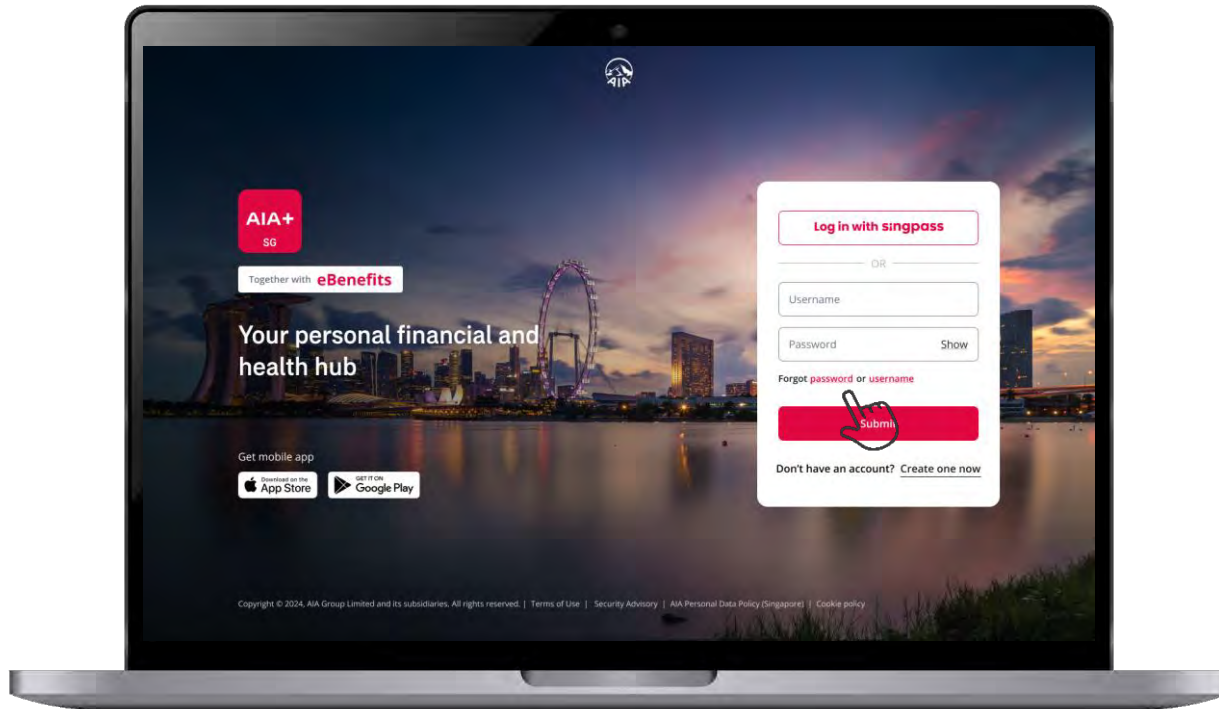
[Health 360](#)

[Let Us Help](#)

[Others](#)



Login to AIA+ (Forgot Username)

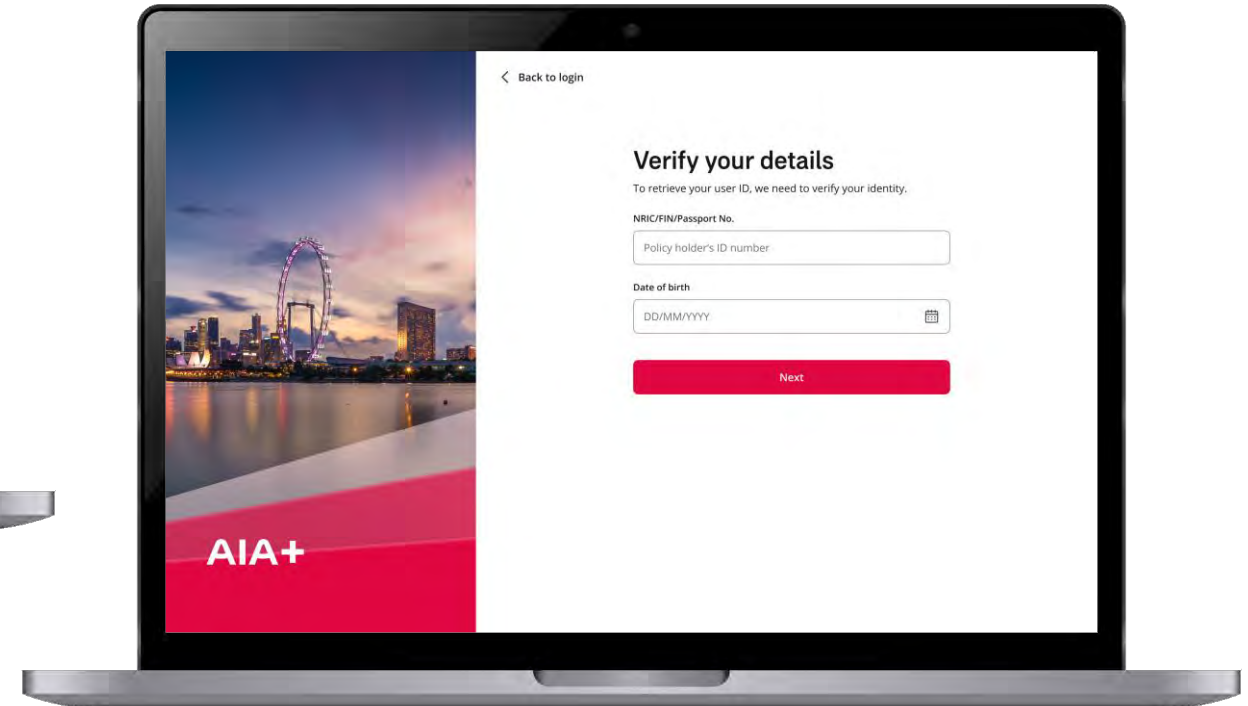


01

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](#)

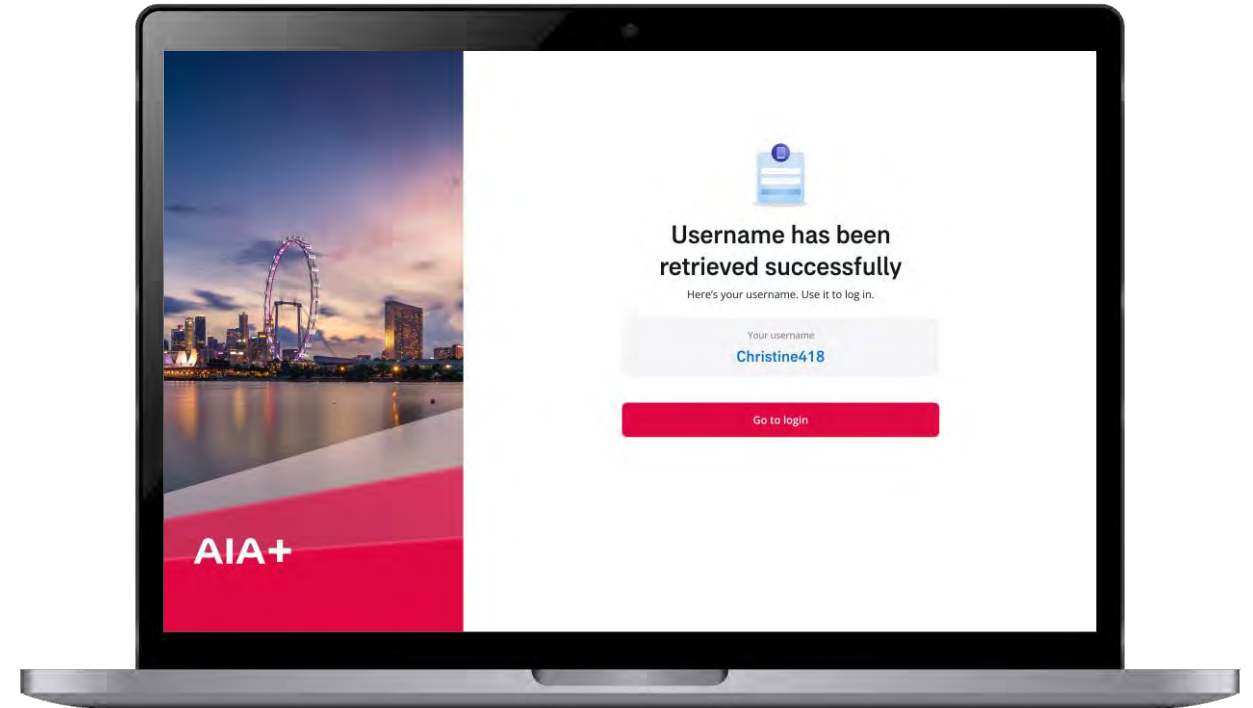
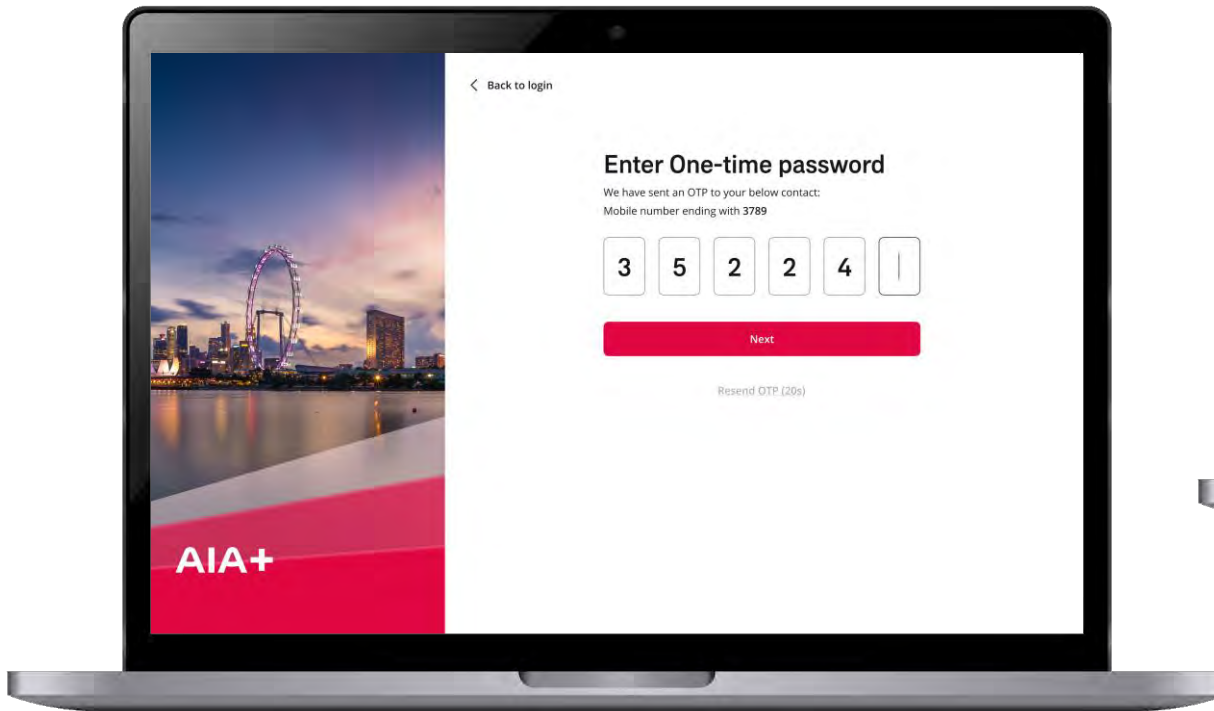
[Others](#)



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](#)



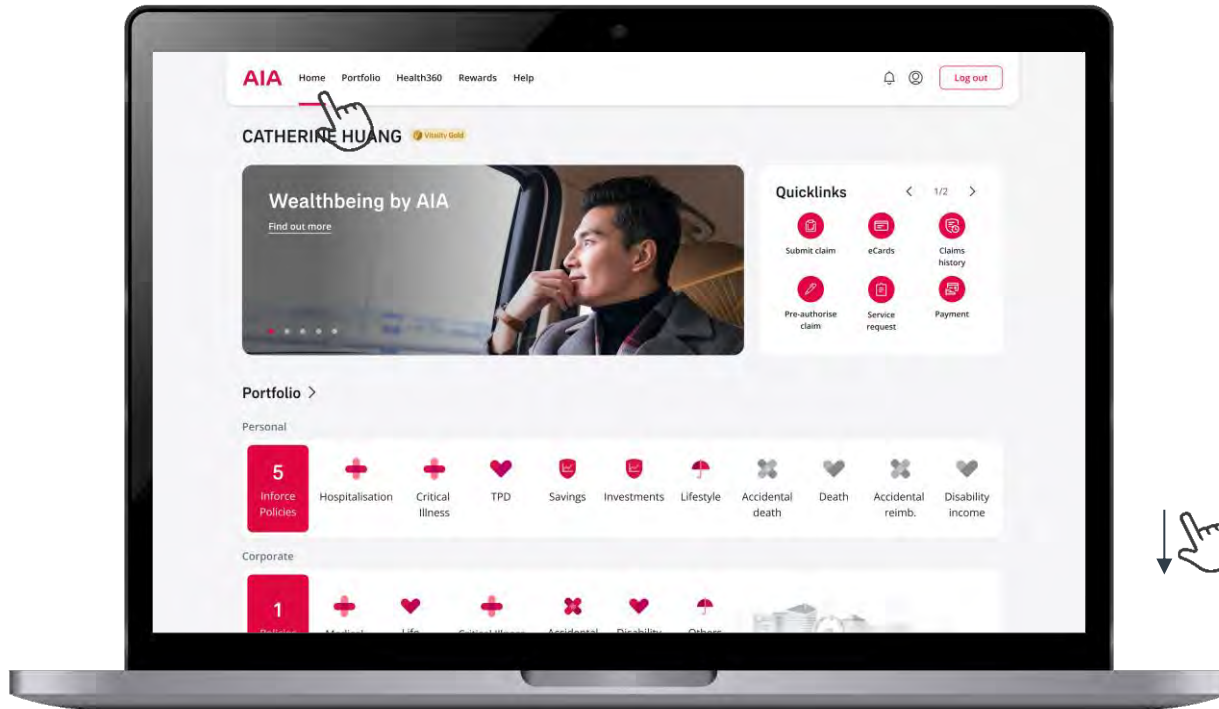


HEALTHIER, LONGER,
BETTER LIVES

Key AIA+ Functions



Dashboard

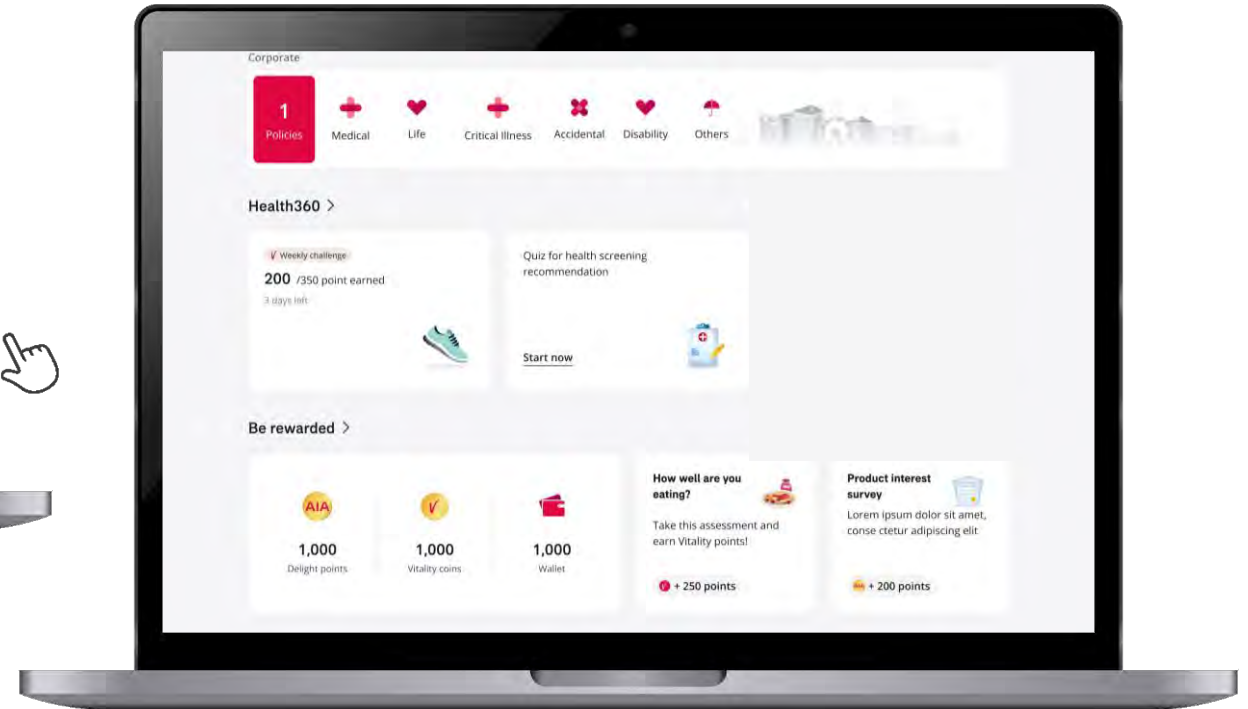


01

Scroll to view Personal & Corporate

02

Scroll to view Vitality & Others (i.e. rewards etc)



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

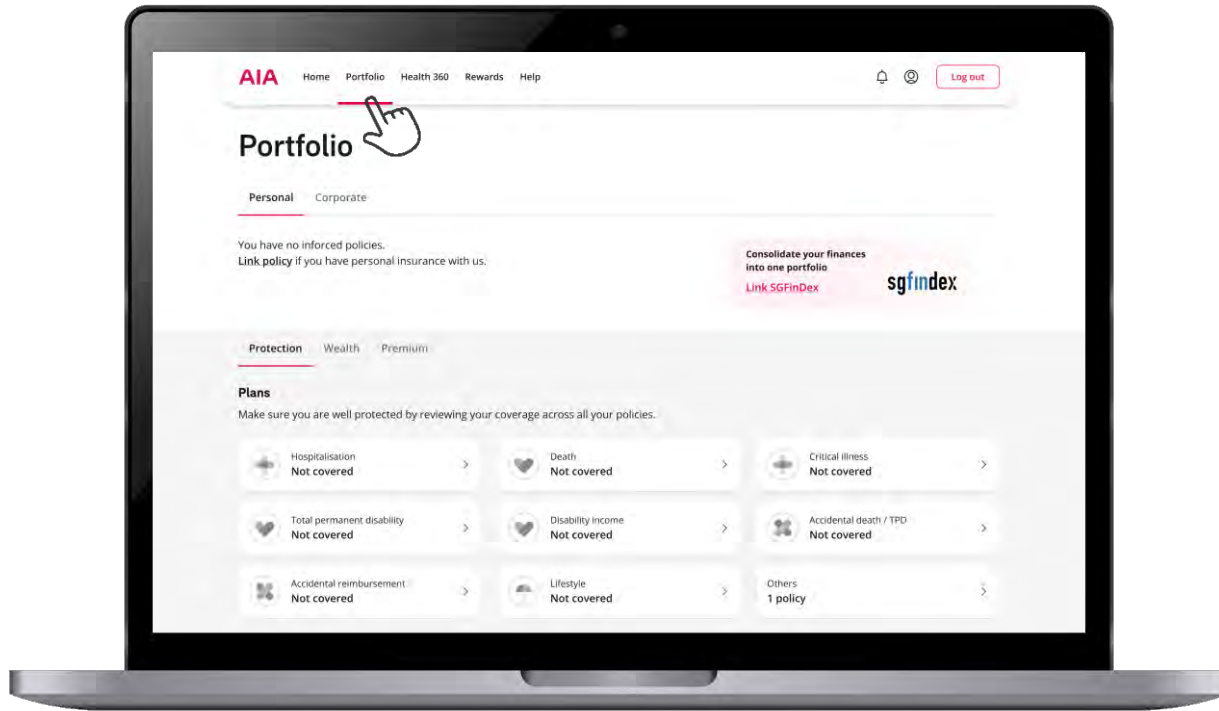
[Health 360](#)

[Let Us Help](#)

[Others](#)



Portfolio

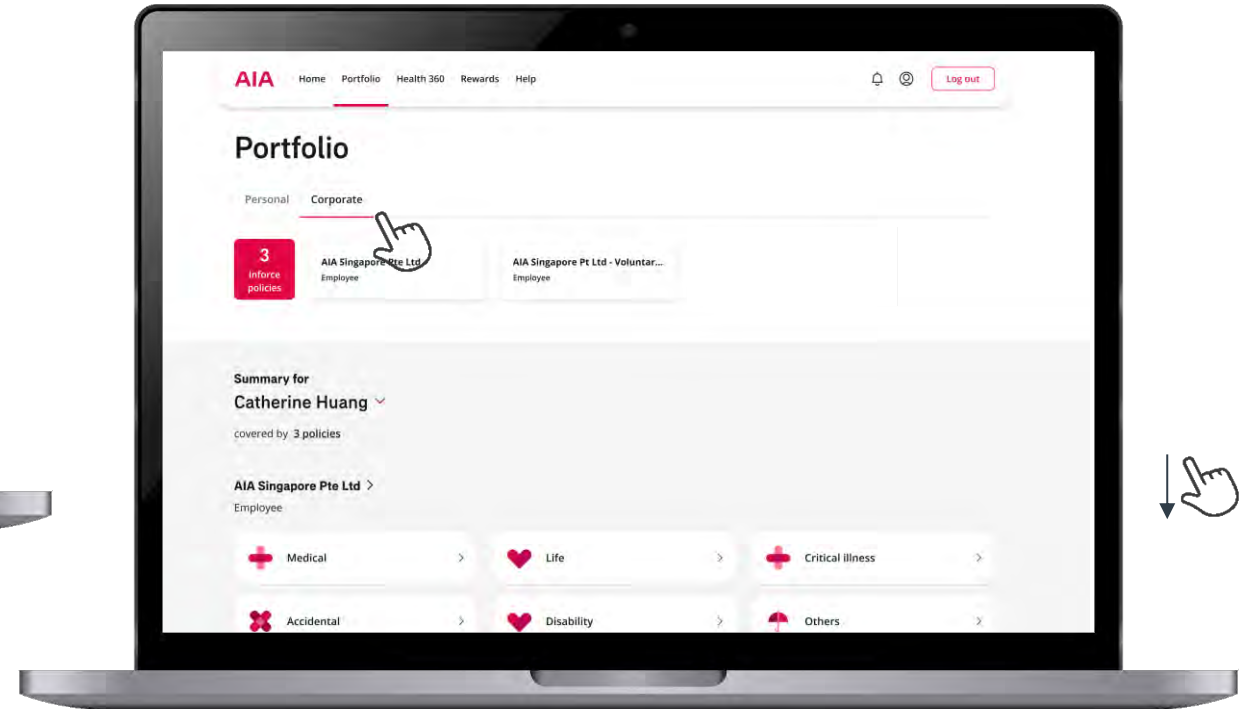


01

Select Portfolio (Overview) on the navigation bar

02

Select Corporate to view your Corporate Policies



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

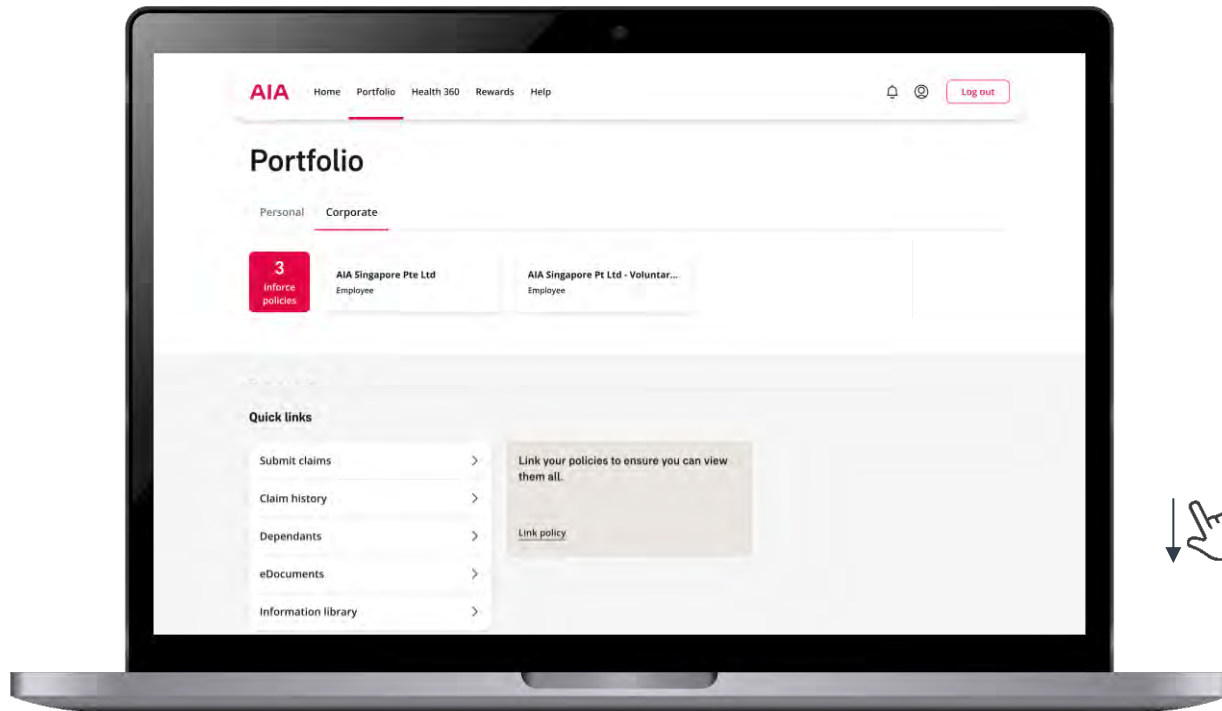
[Health 360](#)

[Let Us Help](#)

[Others](#)



Portfolio



03

Scroll to view Quick Links

 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

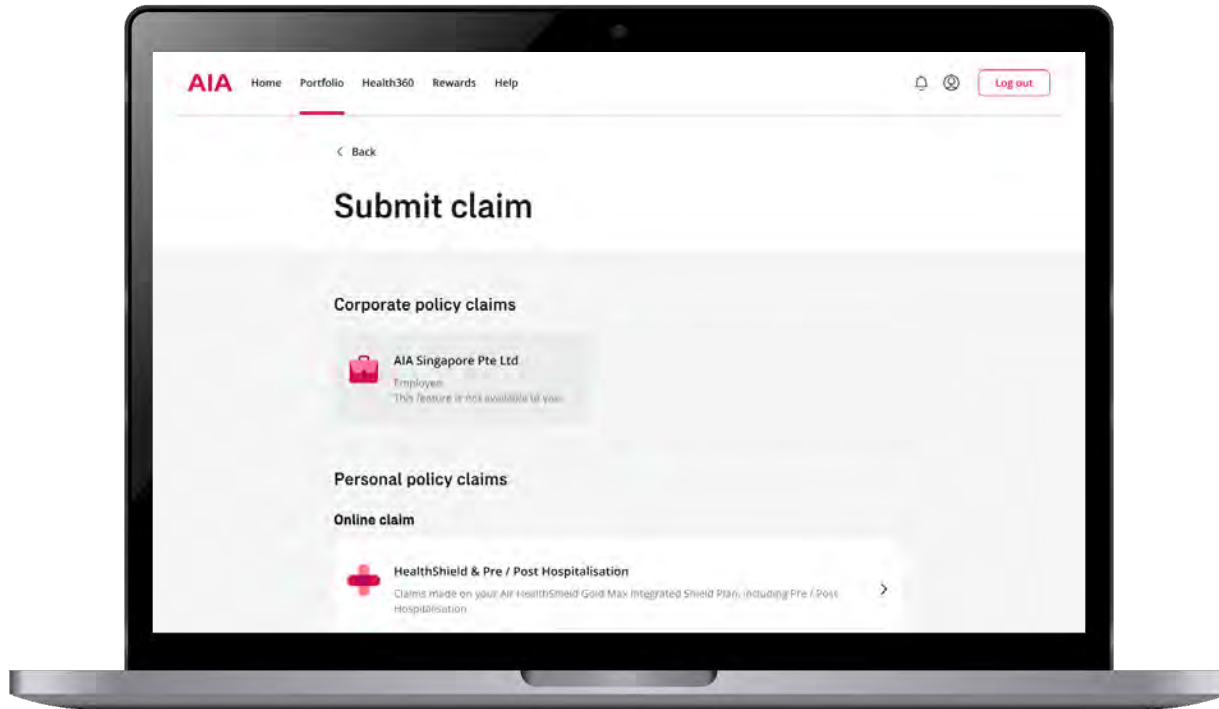
[Health 360](#)

[Let Us Help](#)

[Others](#)



Jumper page (samples)

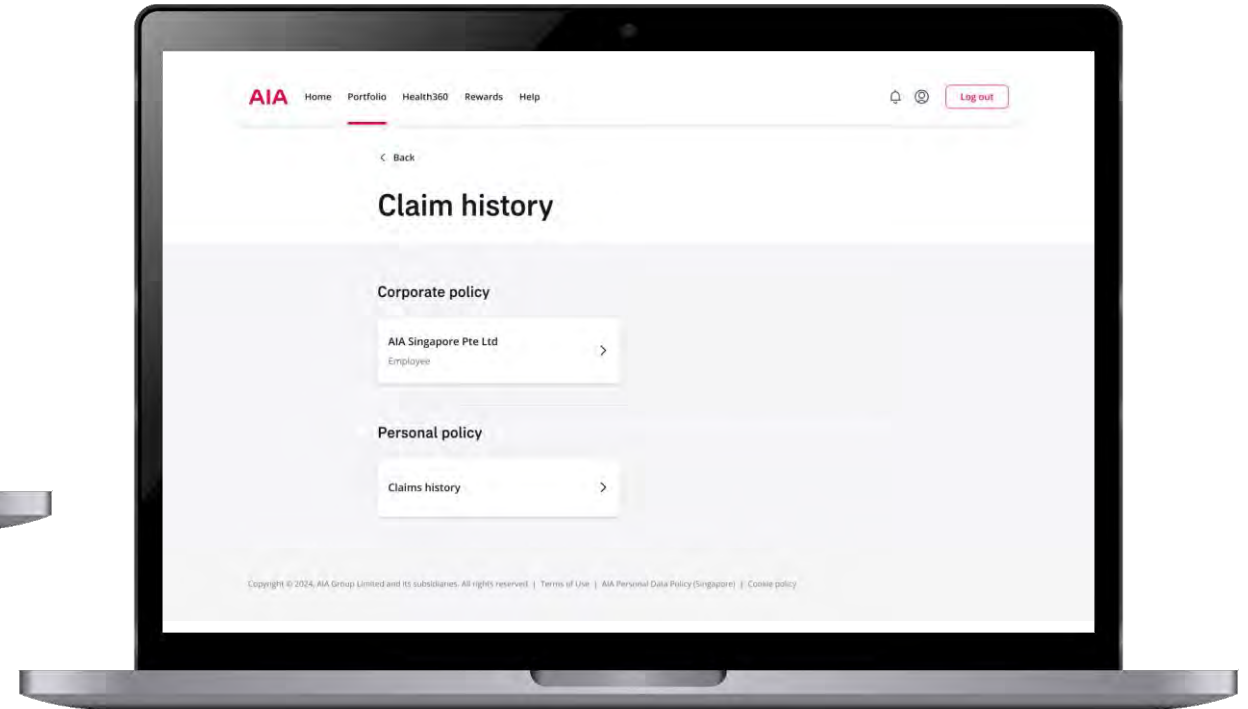


01

Submit claim

02

Claim history



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

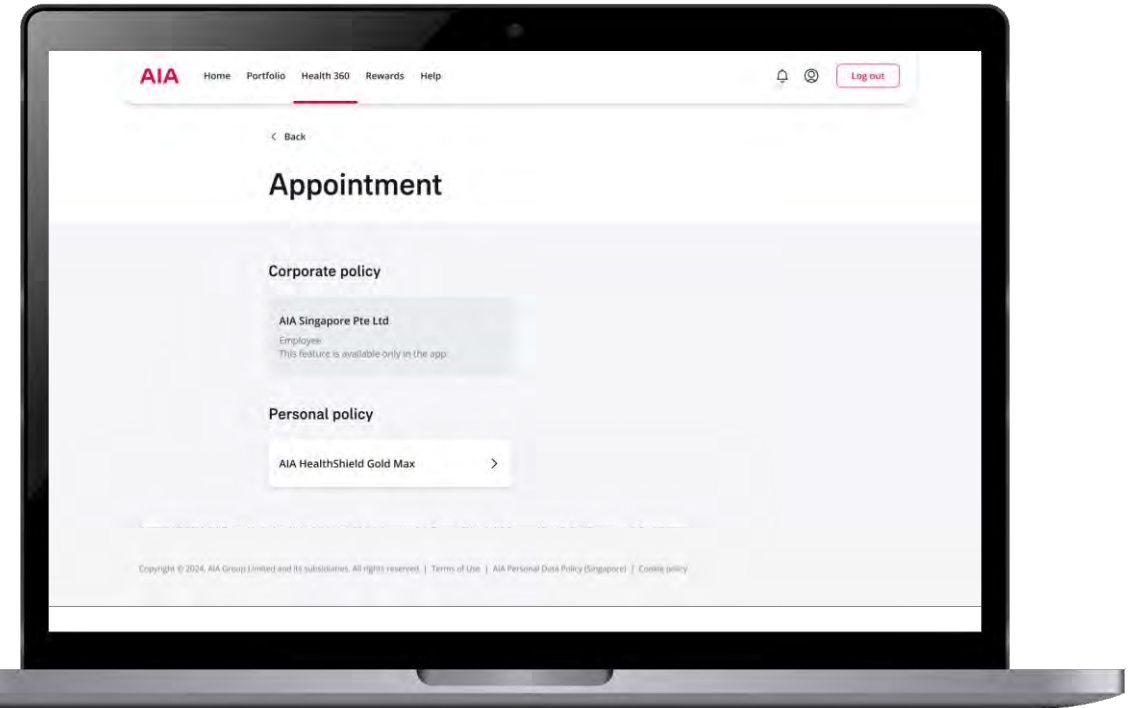
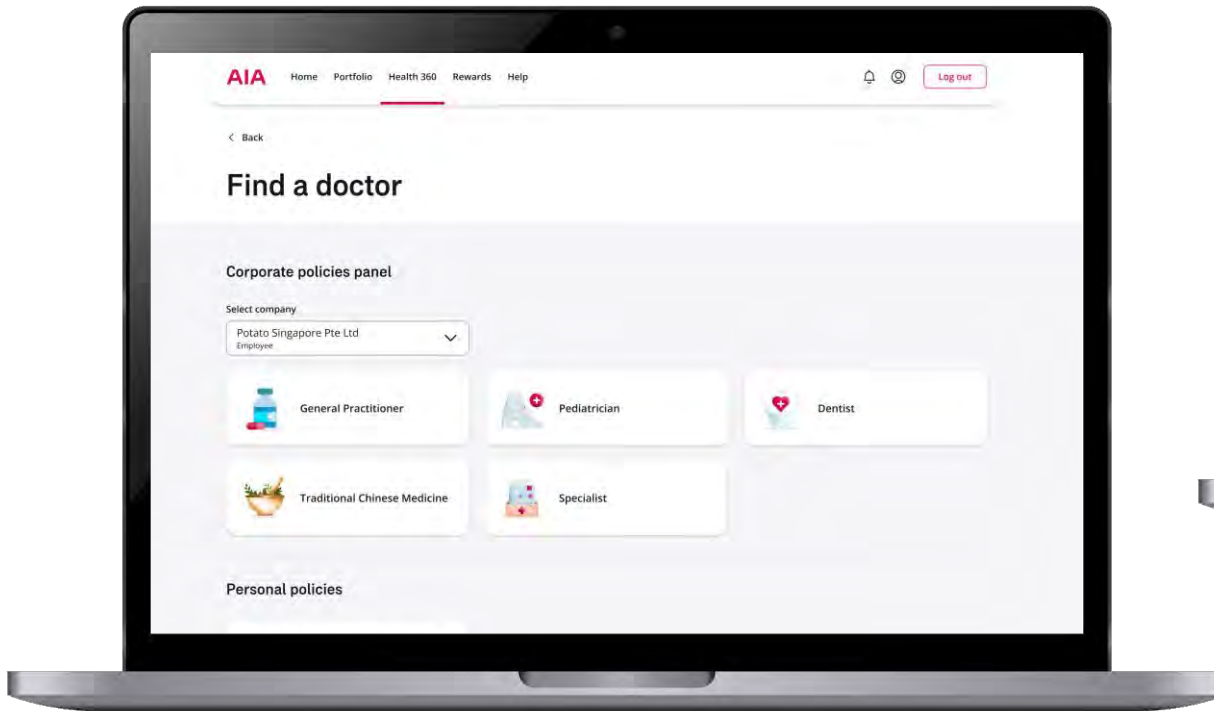
[Let Us Help](#)

[Others](#)



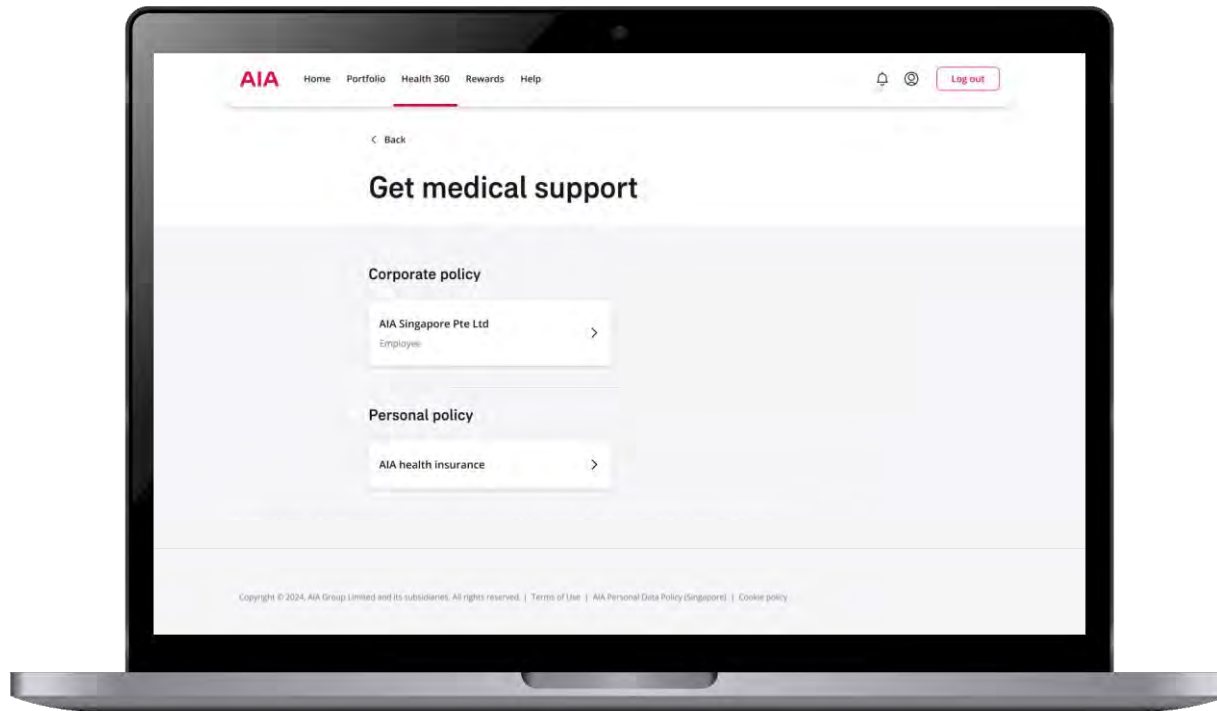
Jumper page (samples)

03 Find a doctor



04 Appointment

Jumper page (samples)



05

Get medical support



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

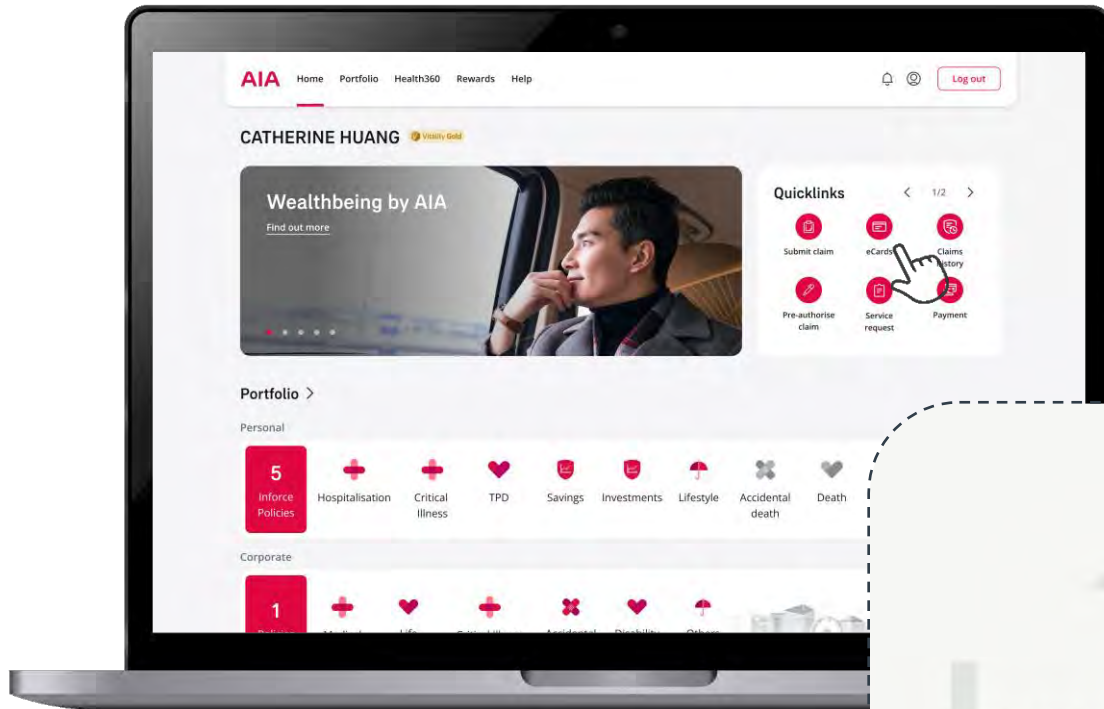
[Health 360](#)

[Let Us Help](#)

[Others](#)



No Jumper page (eCards samples)



01

If you are a pure Corporate Customer with 1 Client,, the Jumper Page may not be shown to you. (eCards as an example)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)





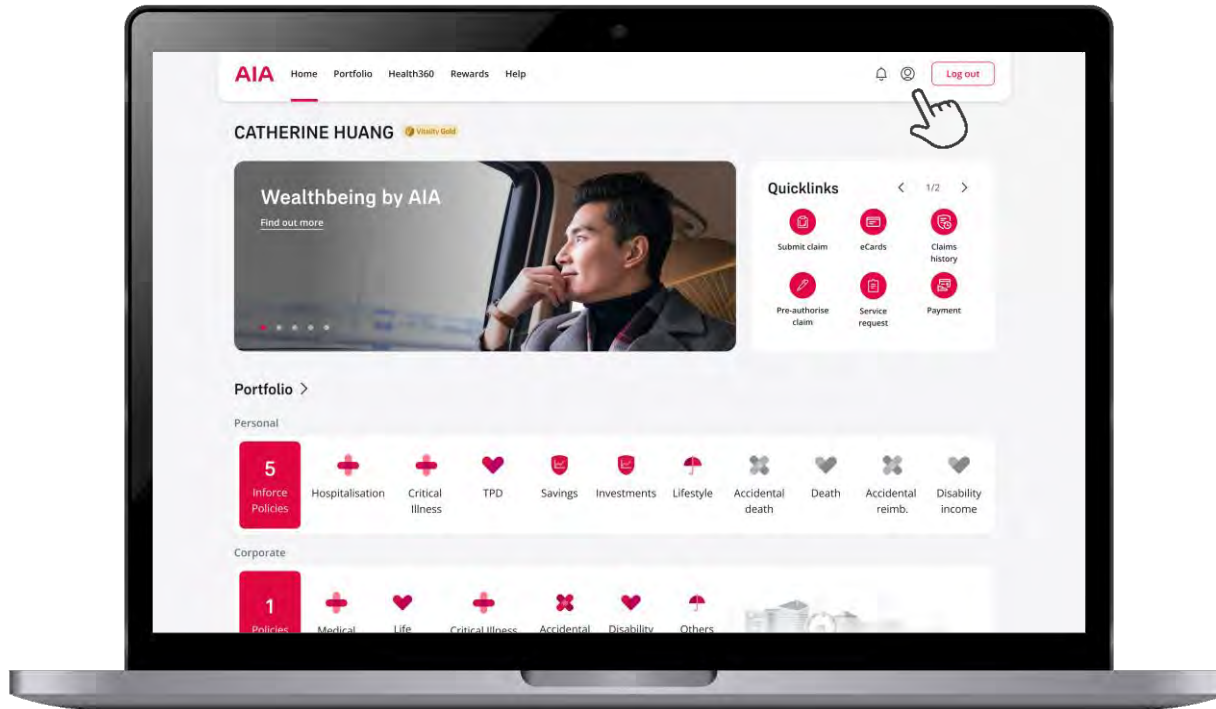
HEALTHIER, LONGER,
BETTER LIVES

Your Profile



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

Personal Information

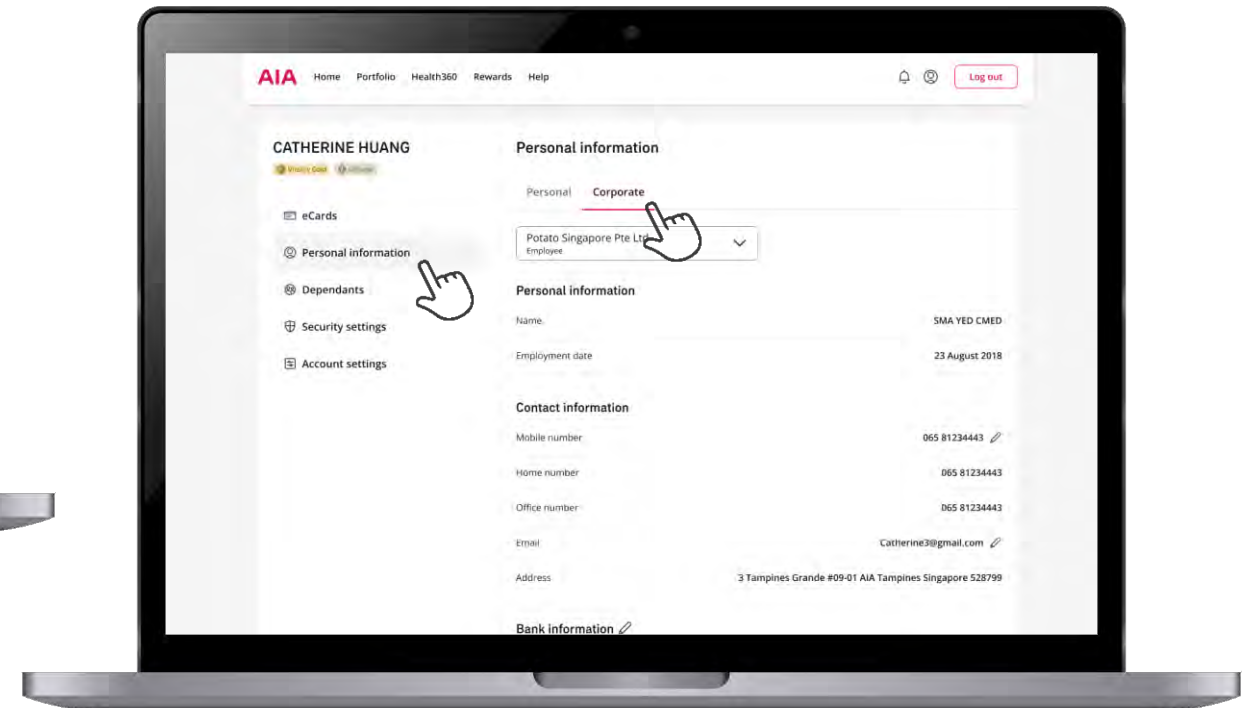


01

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](#)

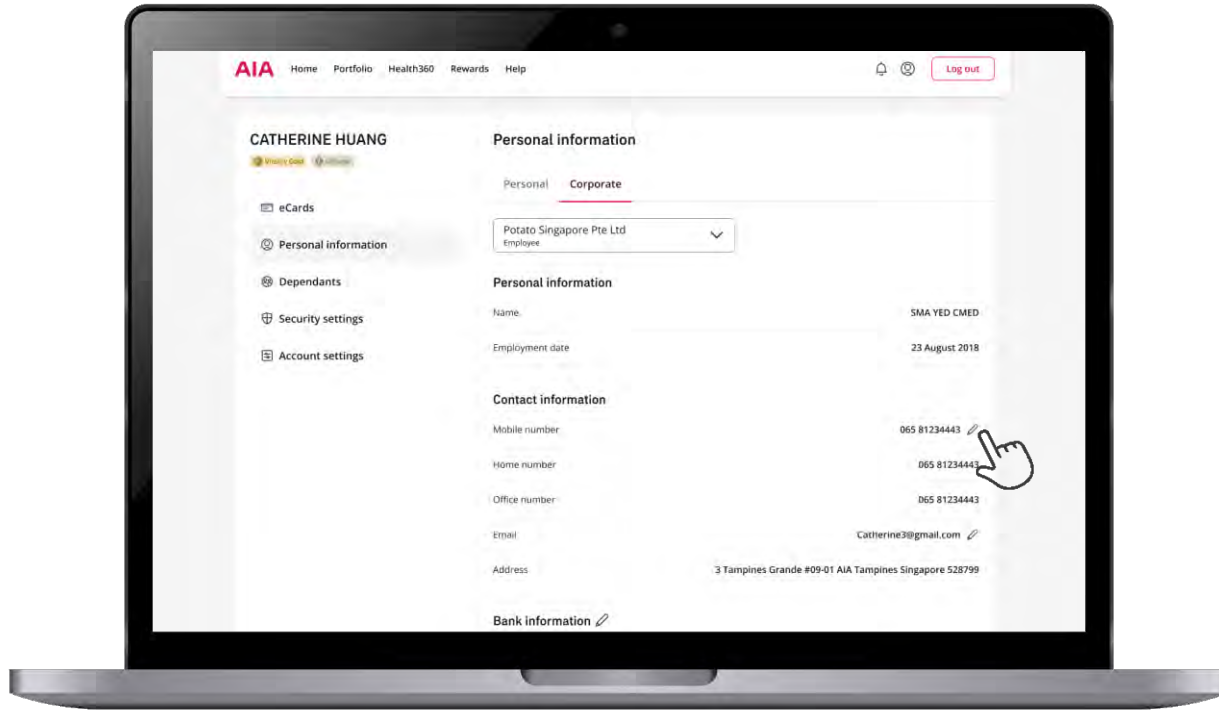
[Health 360](#)

[Let Us Help](#)

[Others](#)



Personal Information (change mobile number)

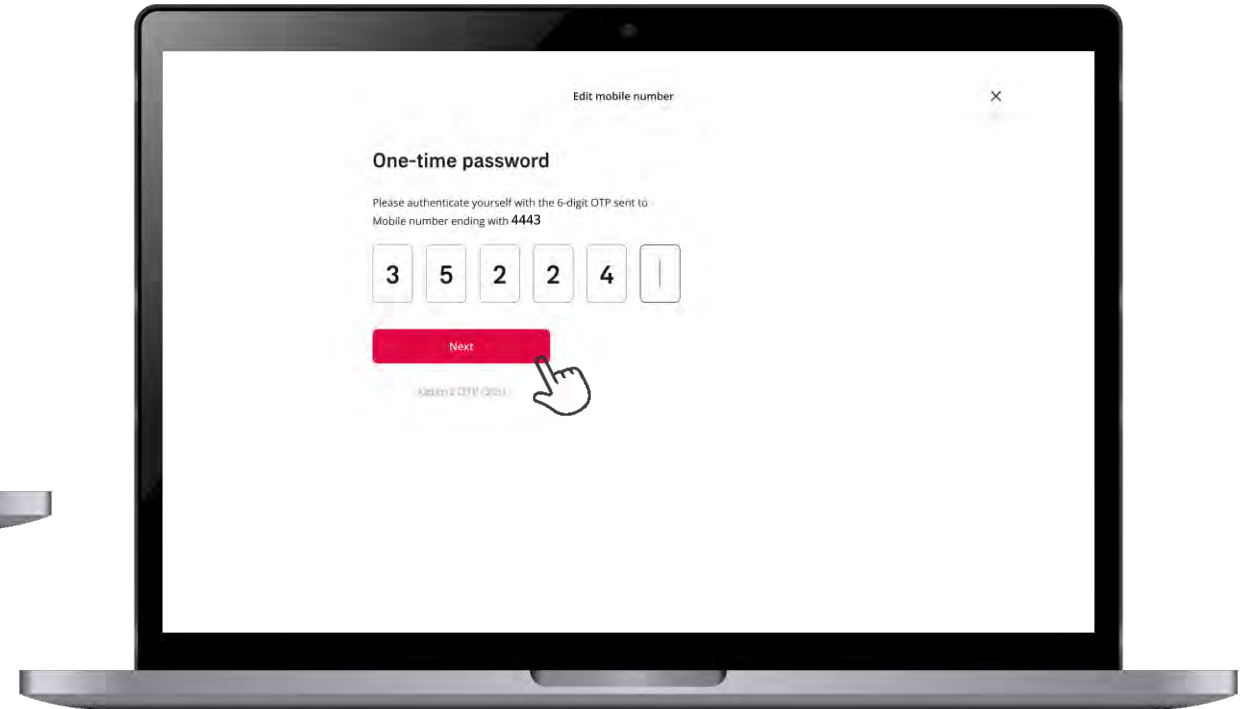


03

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](#)

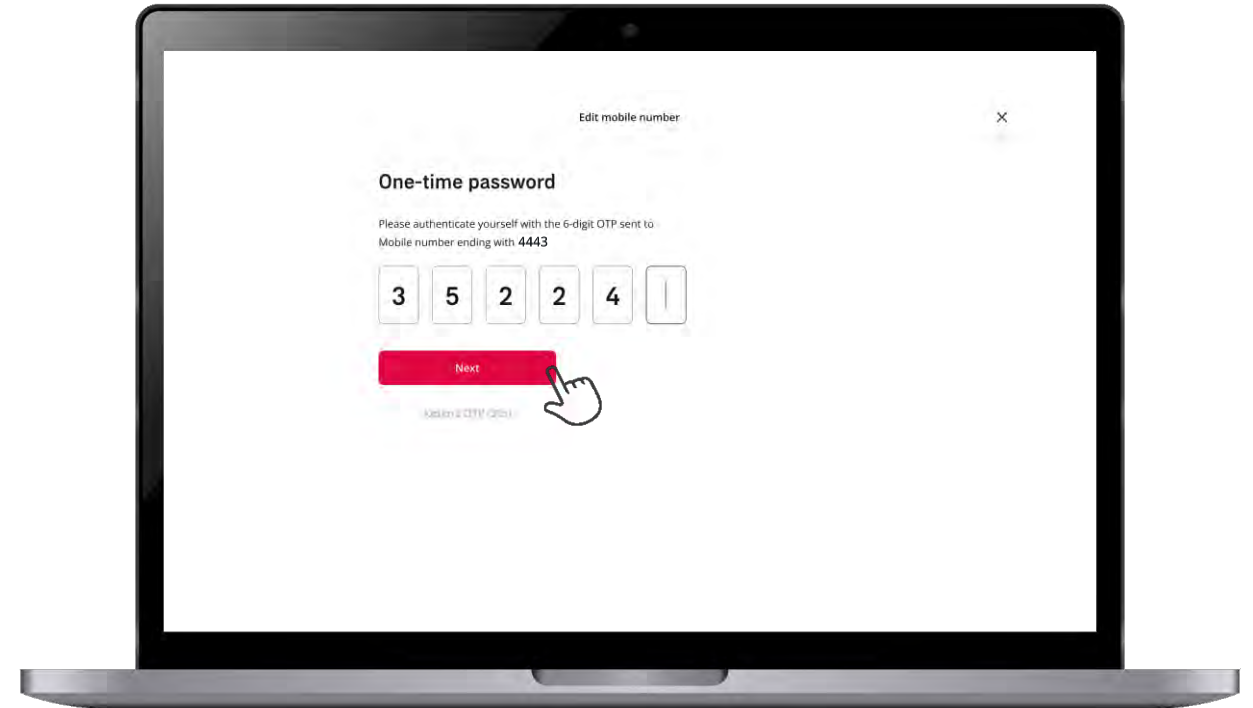
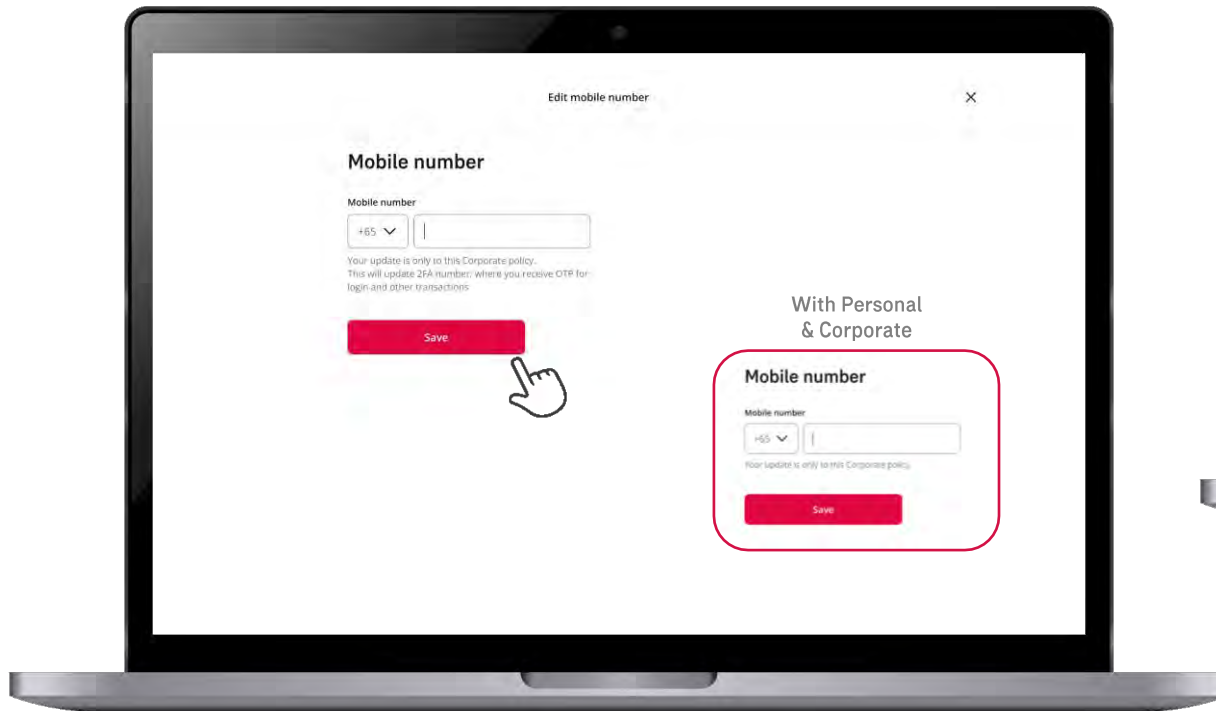
[Let Us Help](#)

[Others](#)



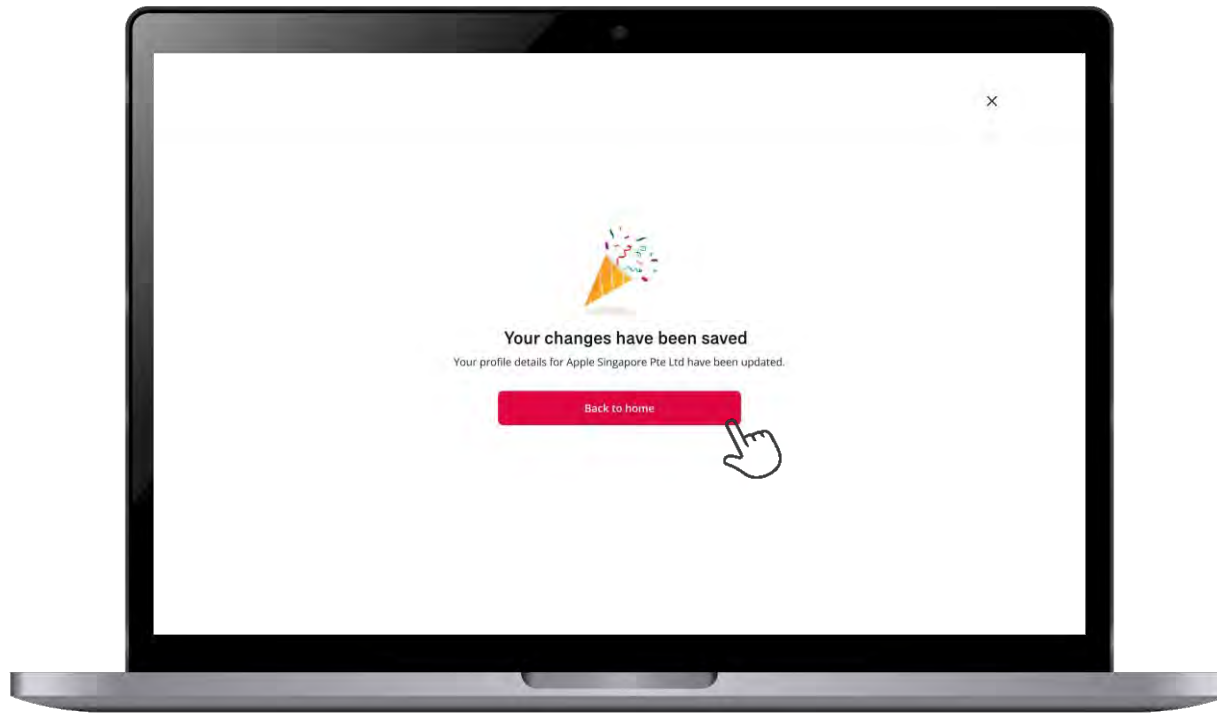
Personal Information (change mobile number)

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](#)

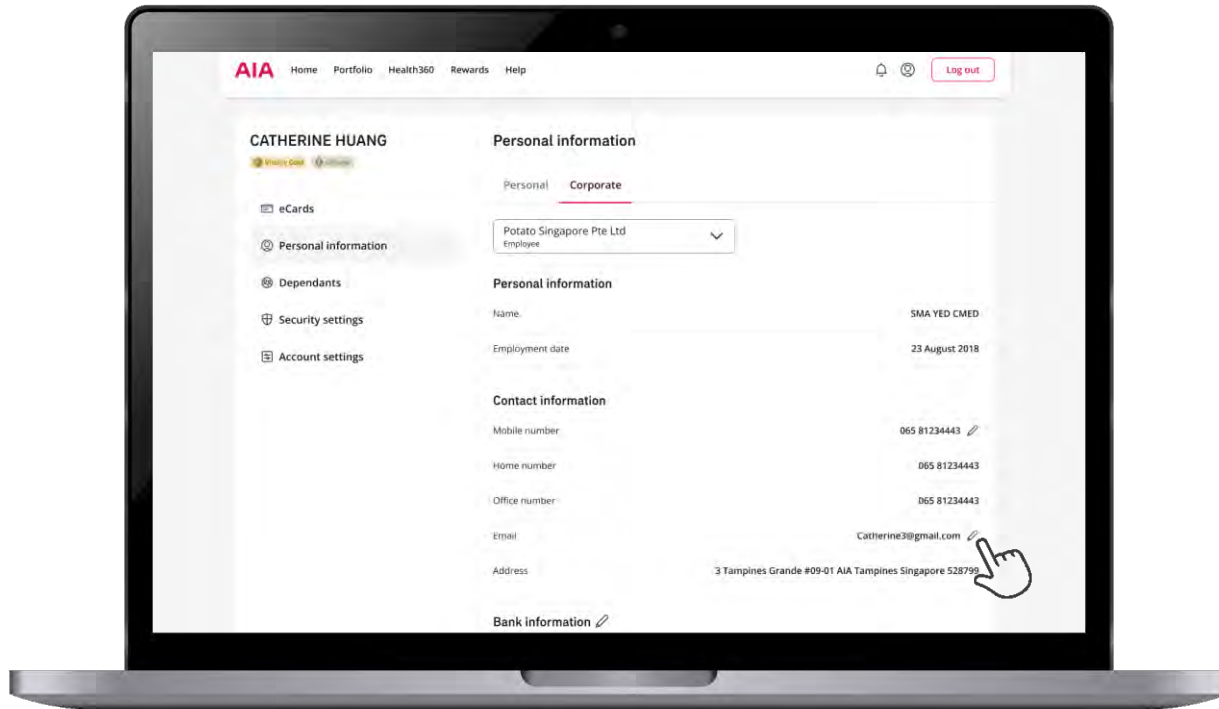
[Health 360](#)

[Let Us Help](#)

[Others](#)



Personal Information (change email address)

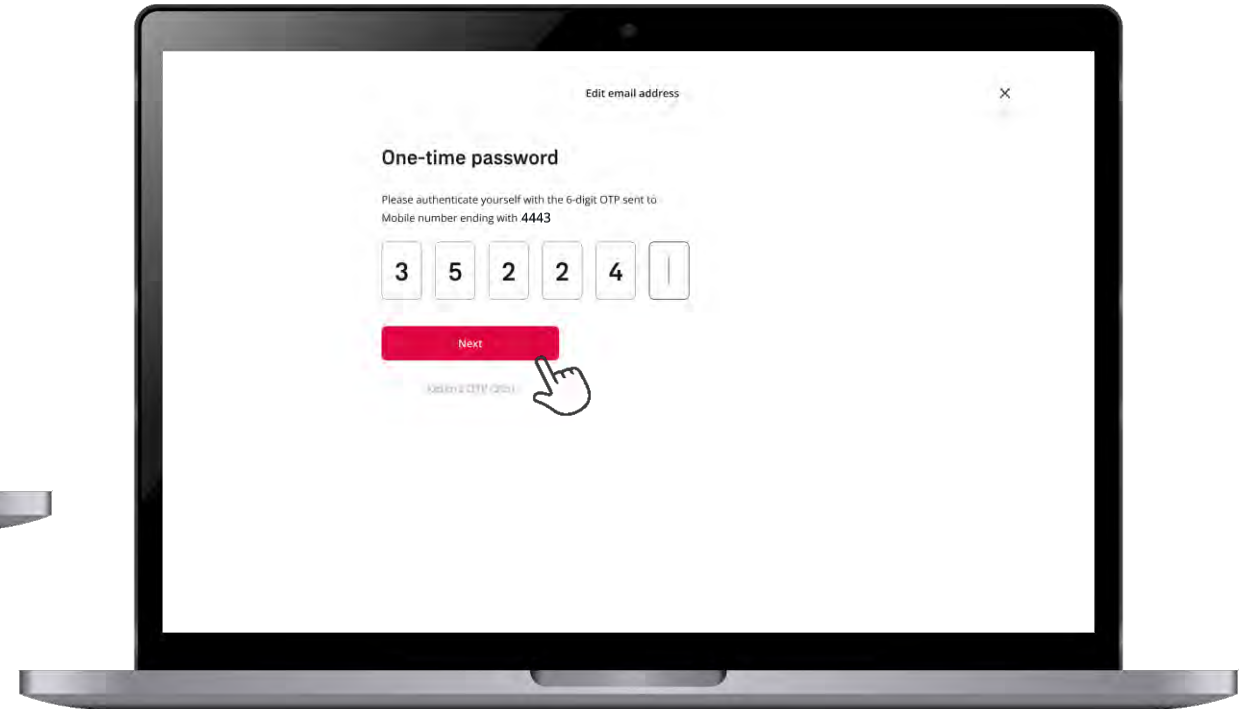


04

Select the pencil icon to change your email address

4a)

Enter your One Time Password (OTP)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

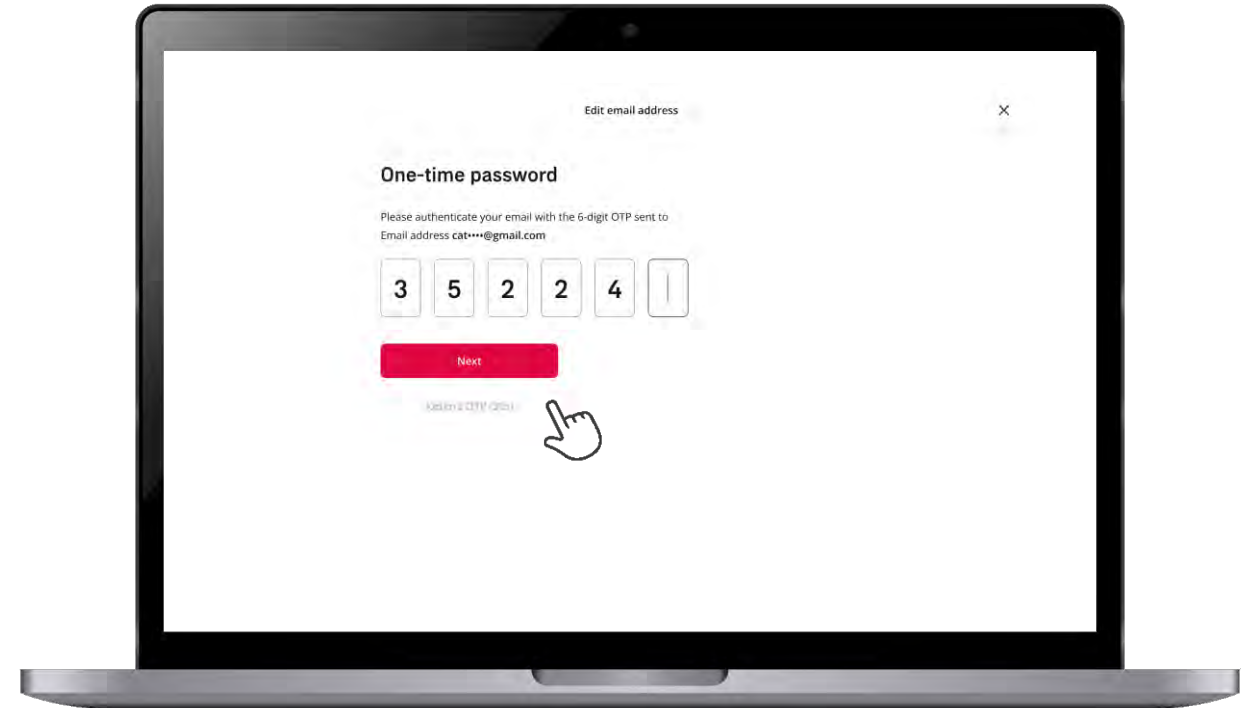
[Let Us Help](#)

[Others](#)



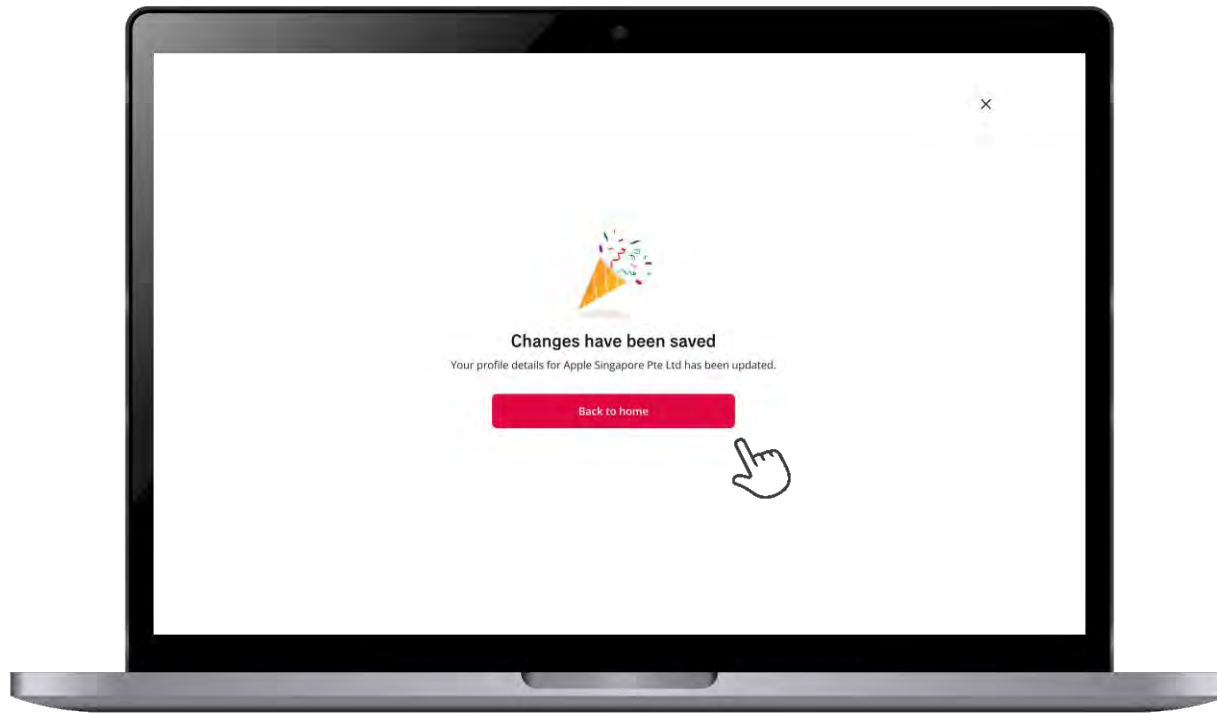
Personal Information (change email address)

4b) Enter your new email address



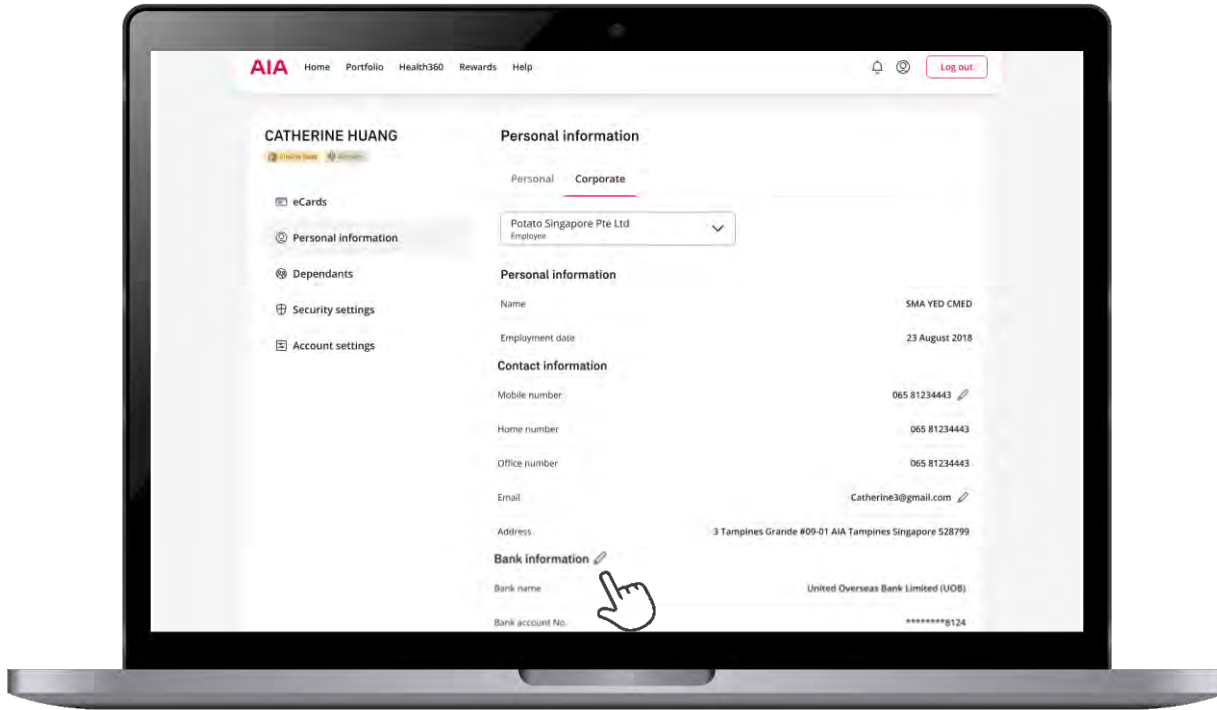
4c) Enter your New One Time Password (OTP)

Personal Information (change email address)

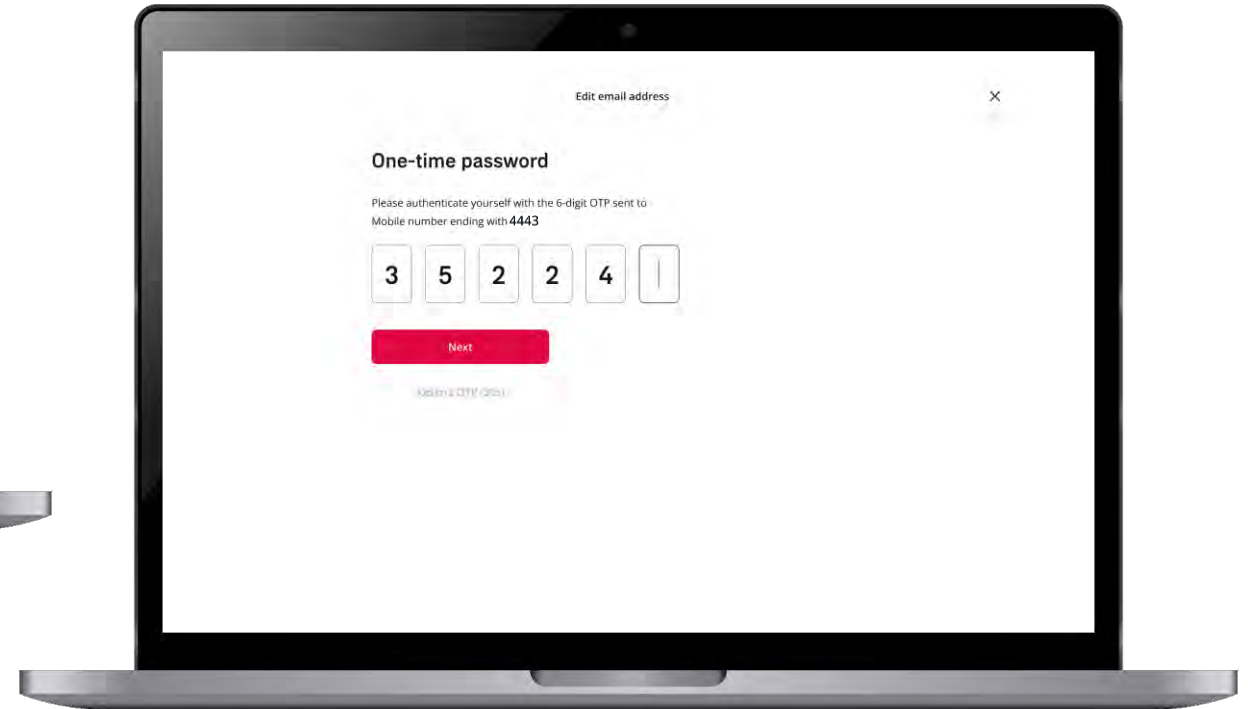


4d) You have successfully changed your email address

Personal Information (change bank information)



5a) Enter your One Time Password (OTP)



05

Select the pencil icon to change your bank information

Note : Please update your local bank details before submitting any claims requests.
Foreign students on AIA Telegraphic Transfer (TT) details form, please download it via [AIA+ information Library \(after login\)](#) or NTU portal.



[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

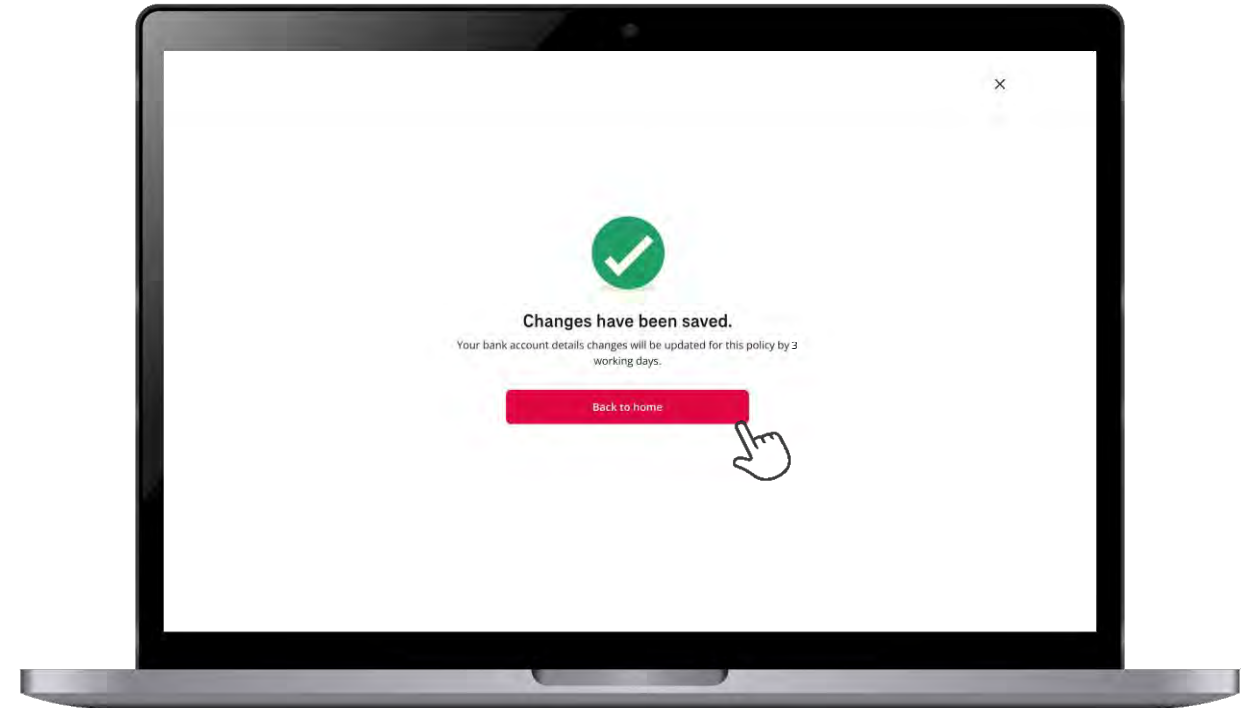
How would you like to identify the bank?
☒ Branch code ☐ SWIFT code

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

Note : Please update your local bank details before submitting any claims requests.
Foreign students on AIA Telegraphic Transfer (TT) details form, please download it via NTU portal here or AIA+ information Library (after login)



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

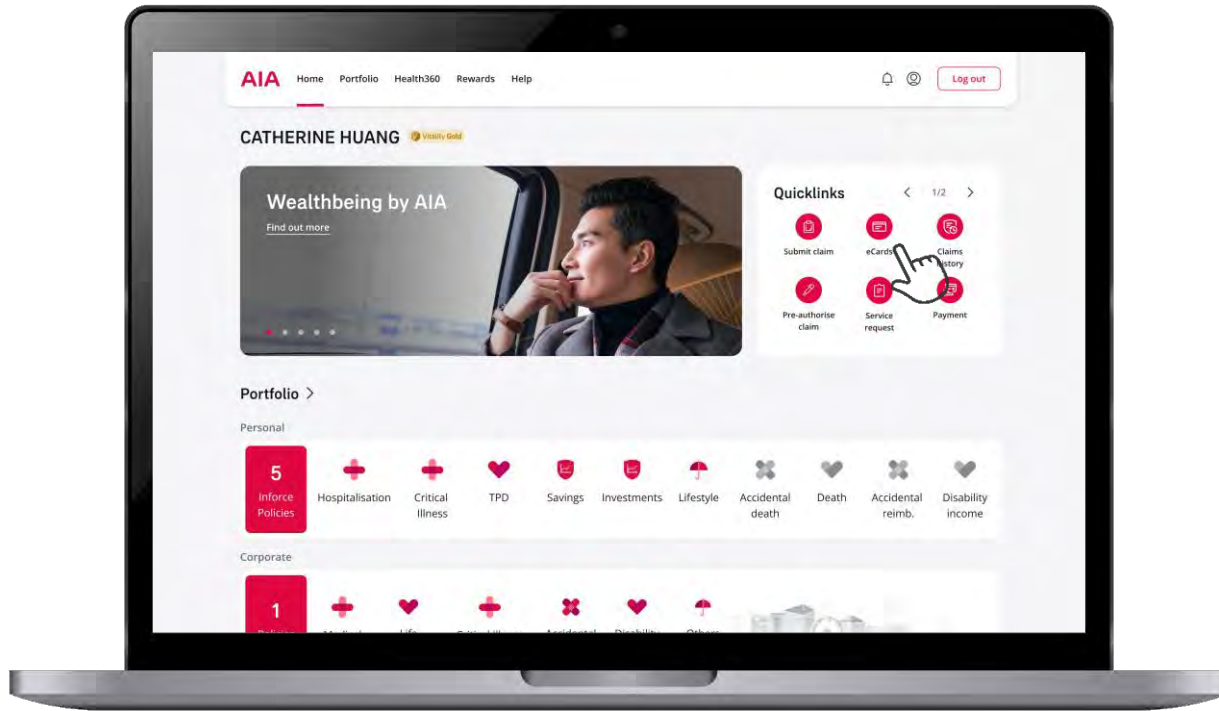
[Health 360](#)

[Let Us Help](#)

[Others](#)



eCards

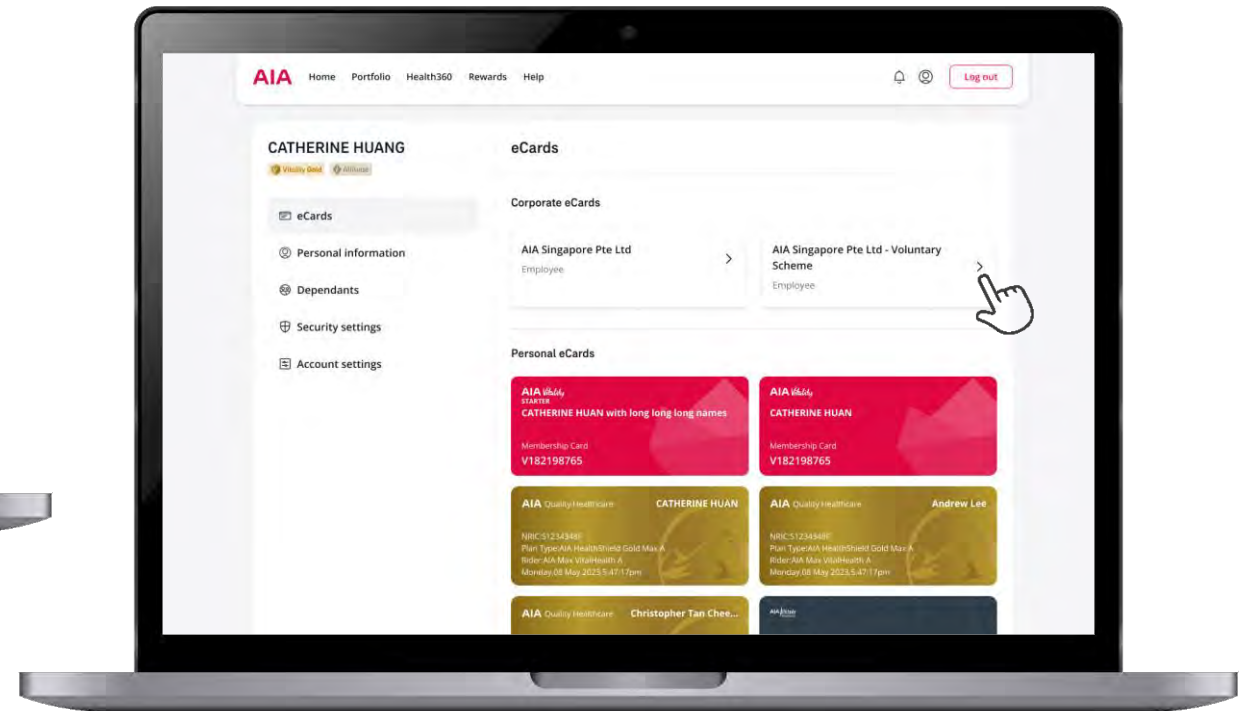


01

Under [Dashboard](#) Select eCards

02

View your Corporate & Personal eCards



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

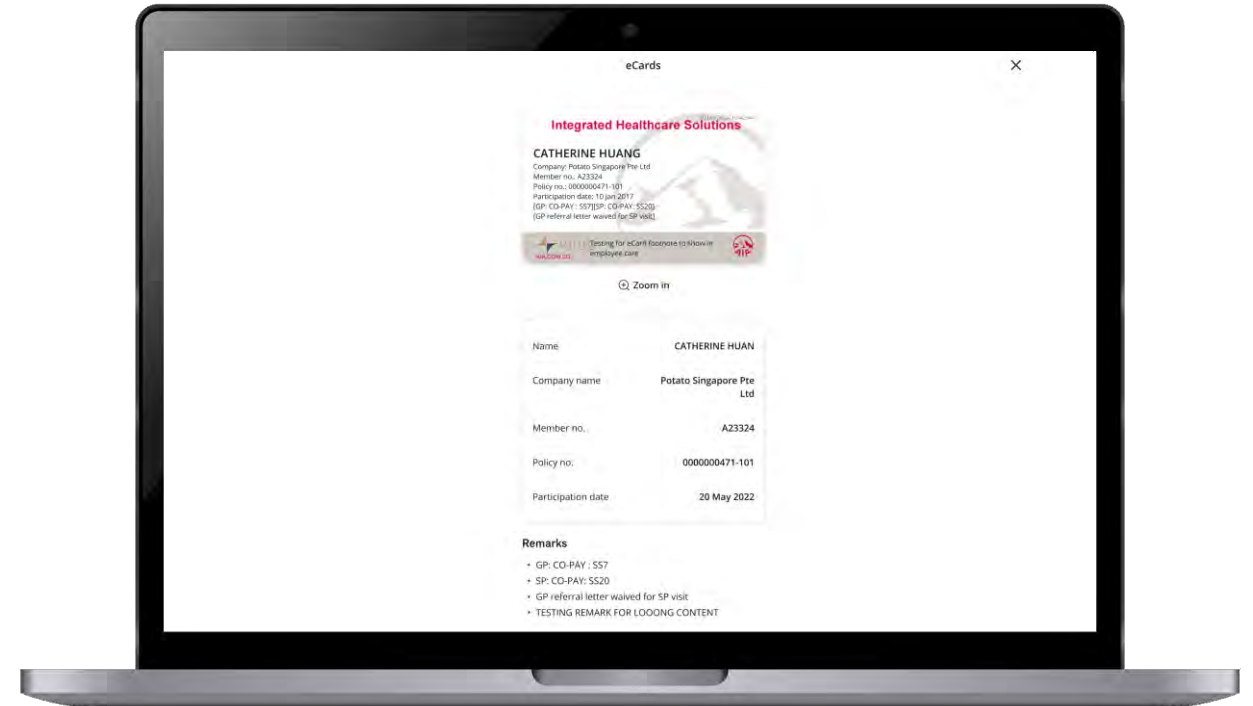
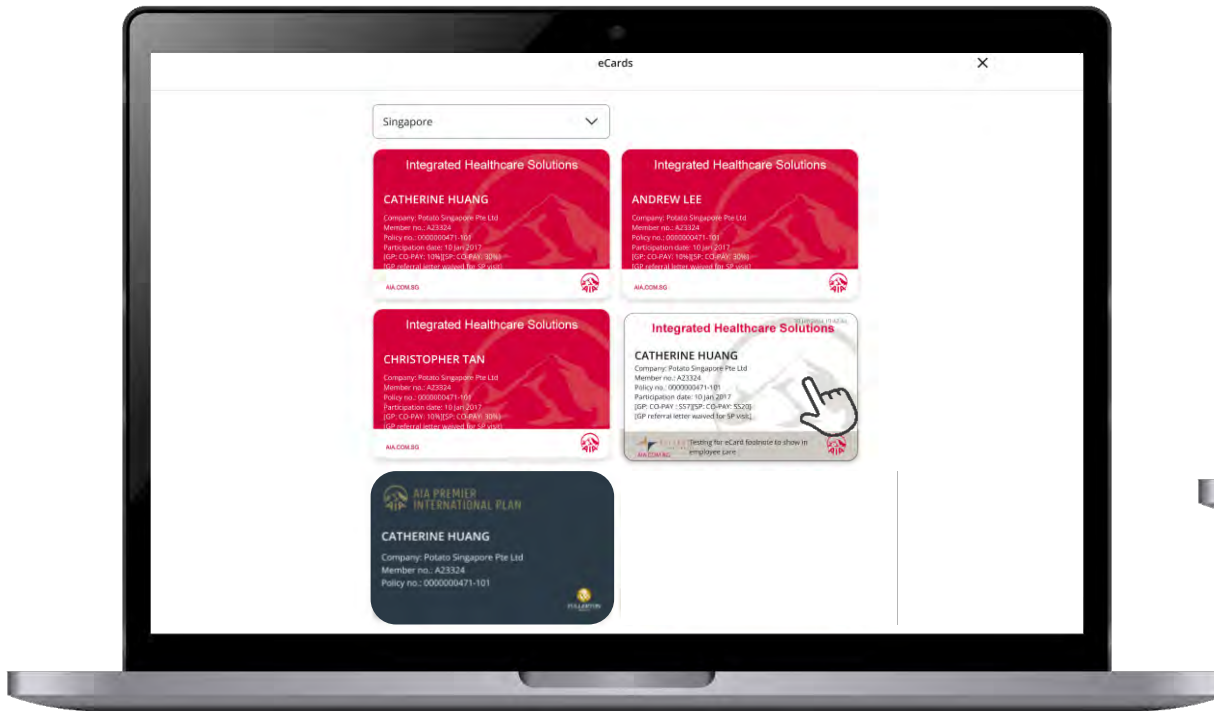
[Others](#)



eCards

03

Click eCards for more details



04

Corporate eCard details

 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

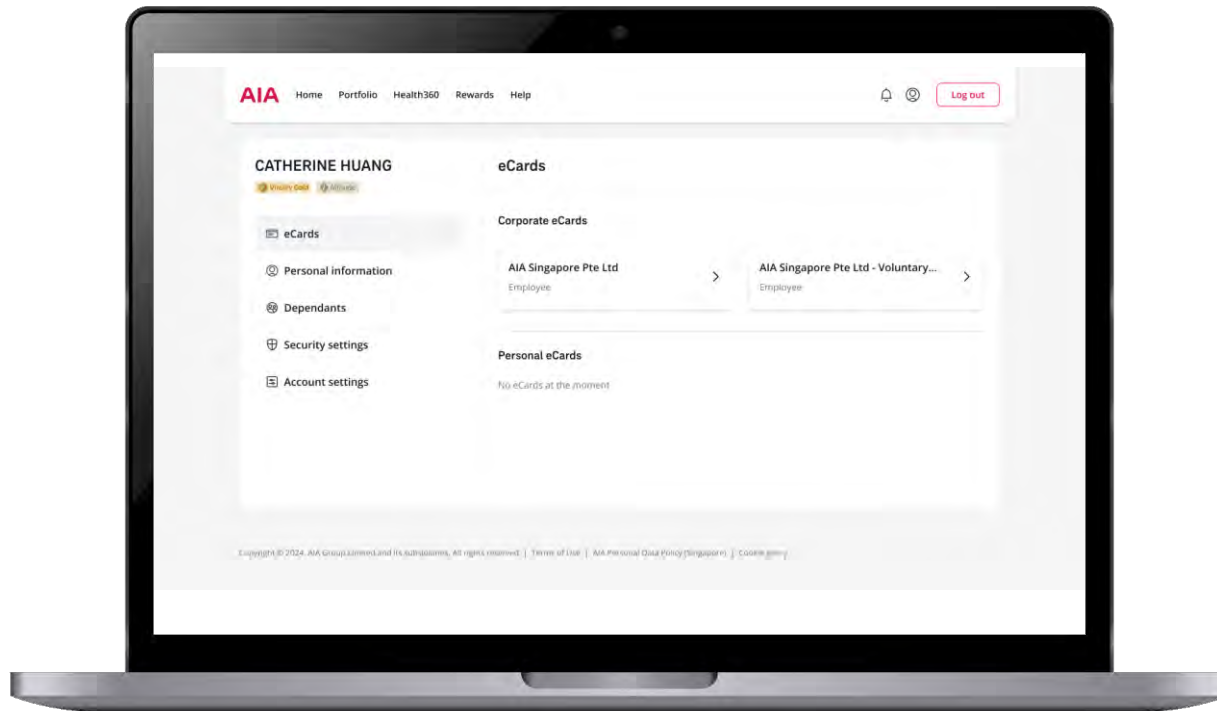
[Health 360](#)

[Let Us Help](#)

[Others](#)



eCards



05

If eCards feature is not available to you.

 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

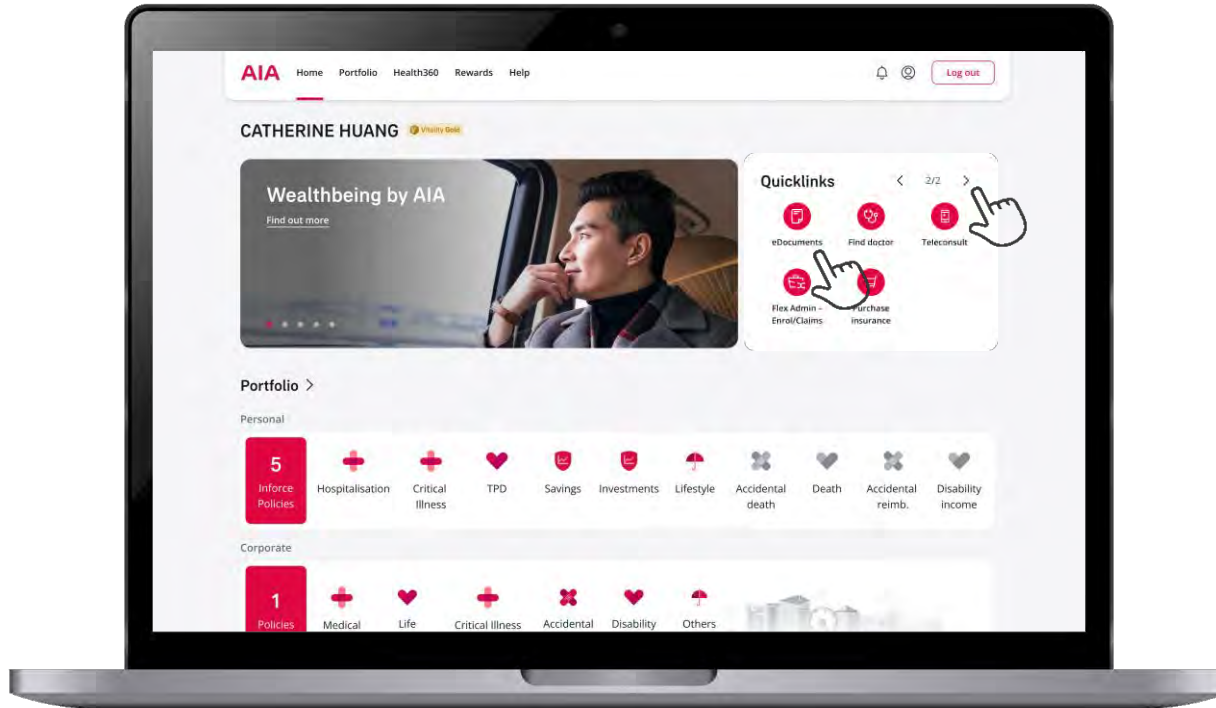
[Health 360](#)

[Let Us Help](#)

[Others](#)

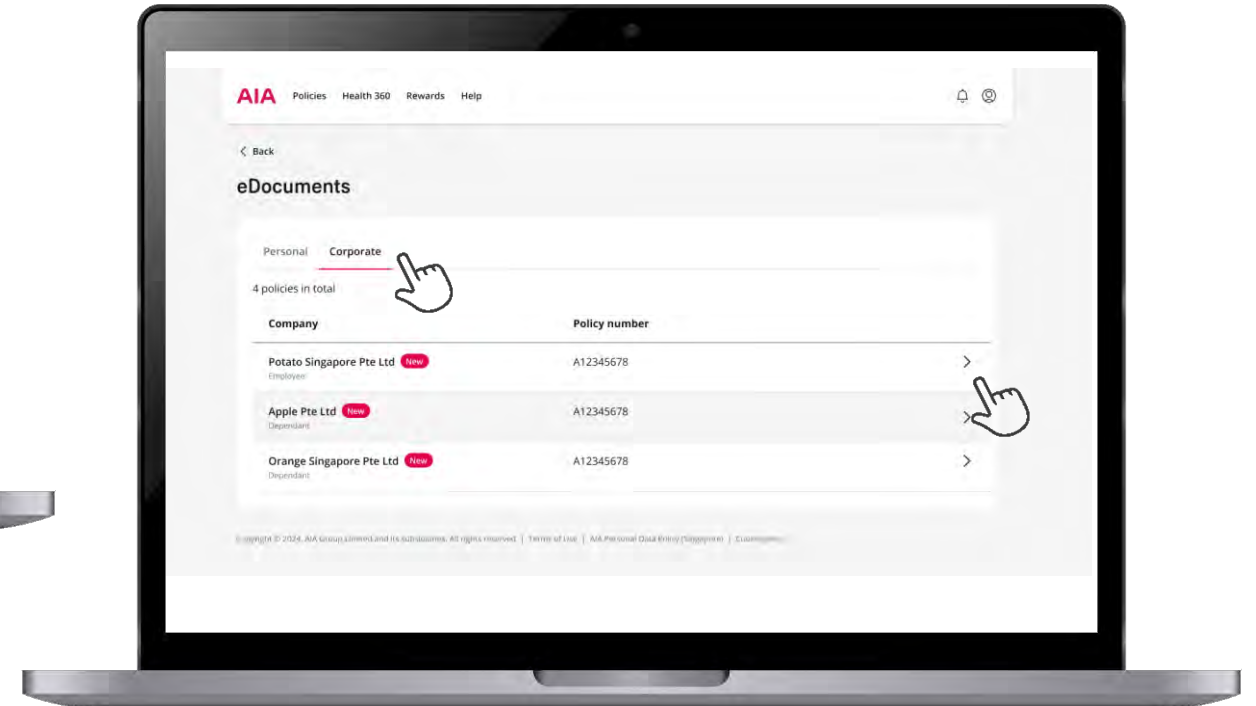


eDocuments



01 Under [Dashboard](#), click next arrow under Quick Links and select eDocuments

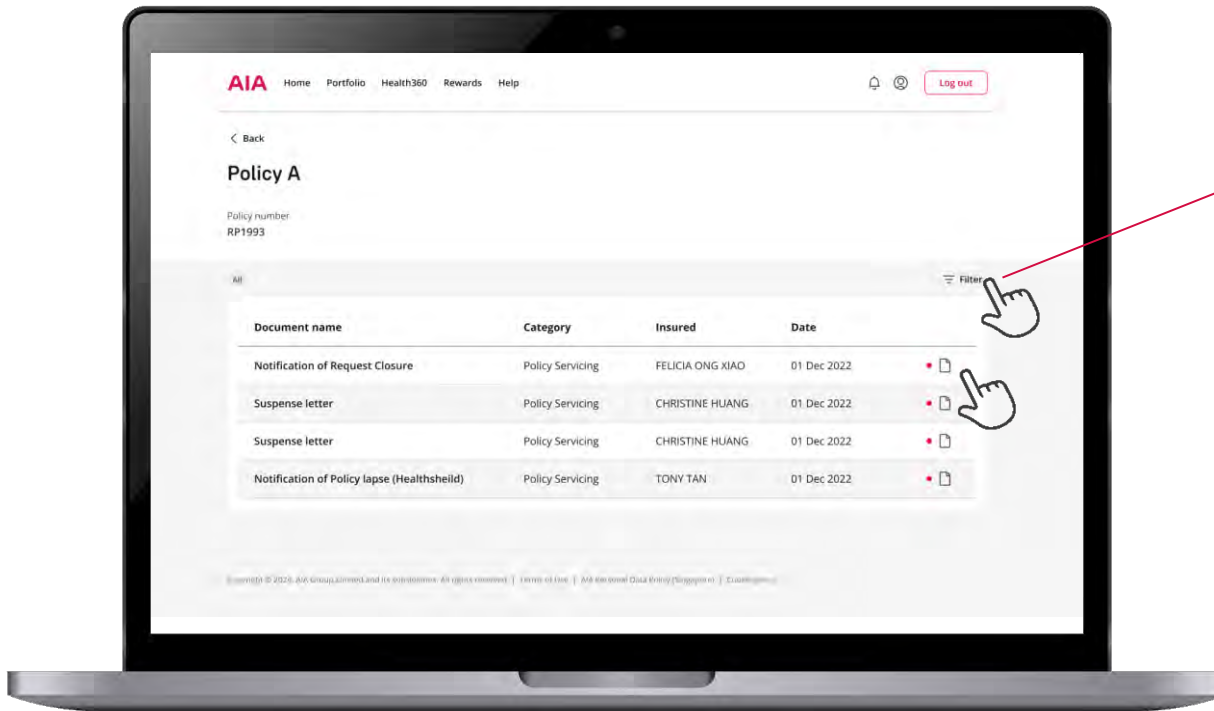
02 List of your Corporate eDocuments. Select for more details



eDocuments

03

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



Filter [Close]

Received in

From To

[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

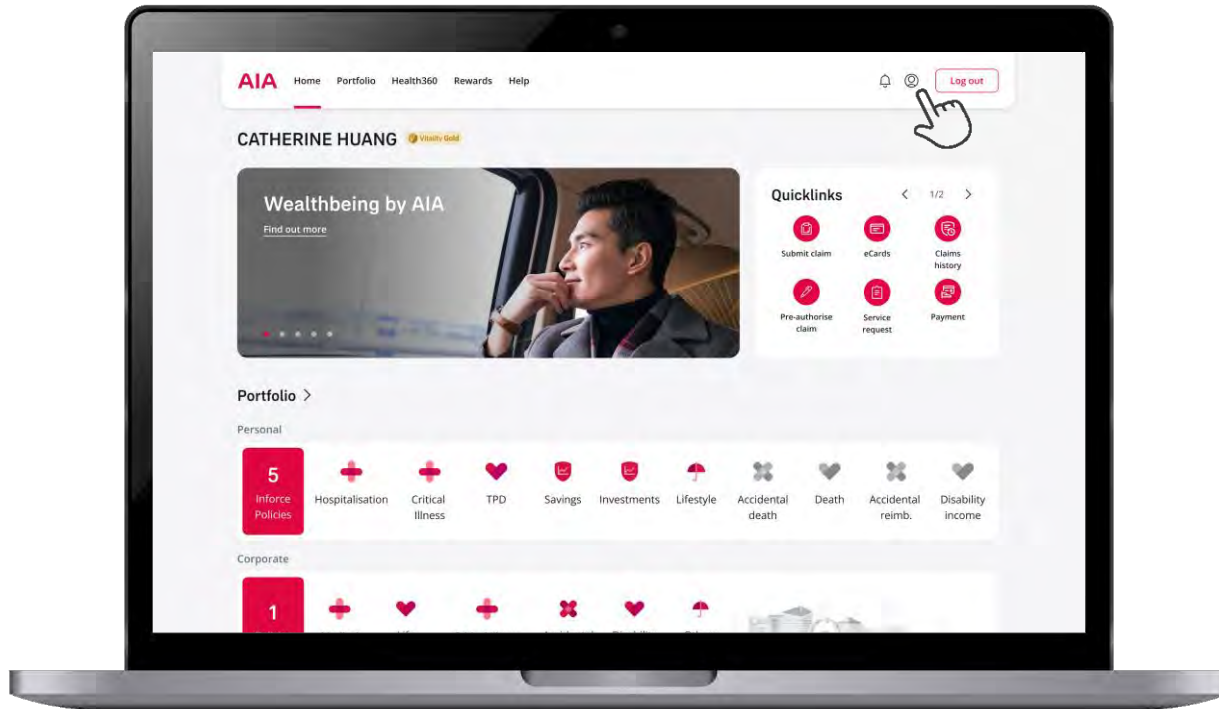
[Health 360](#)

[Let Us Help](#)

[Others](#)



Marketing consent

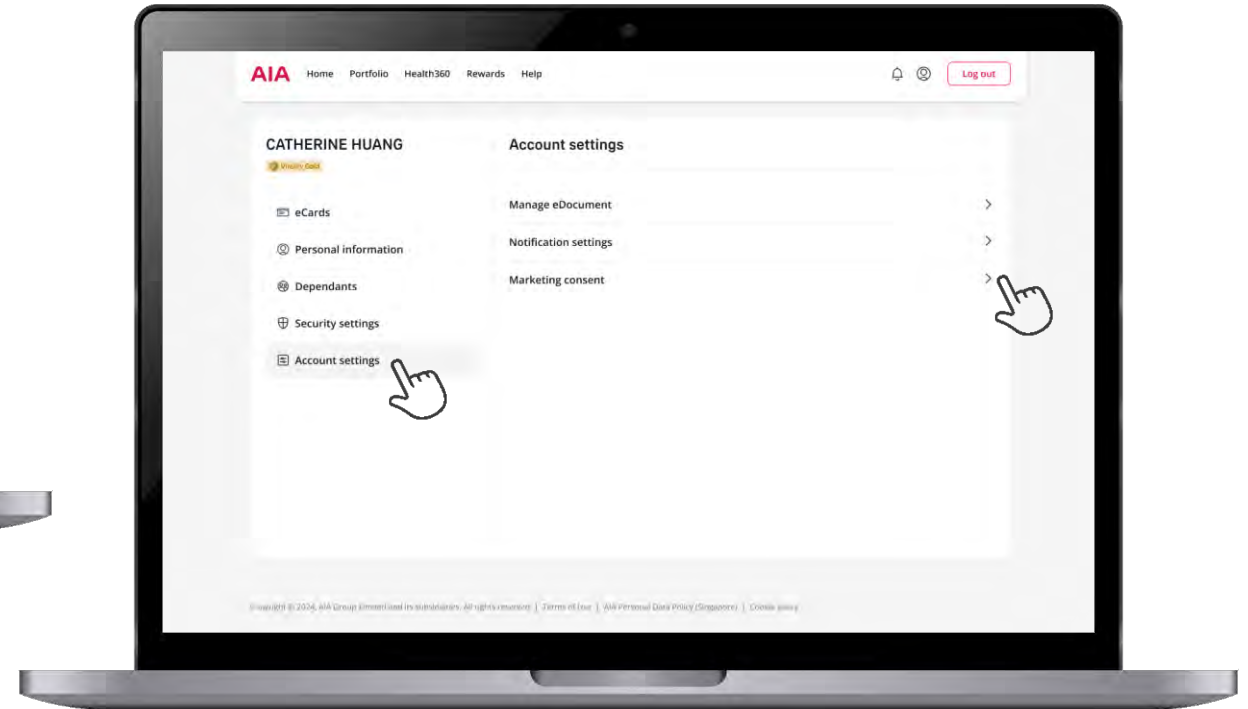


01

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](#)

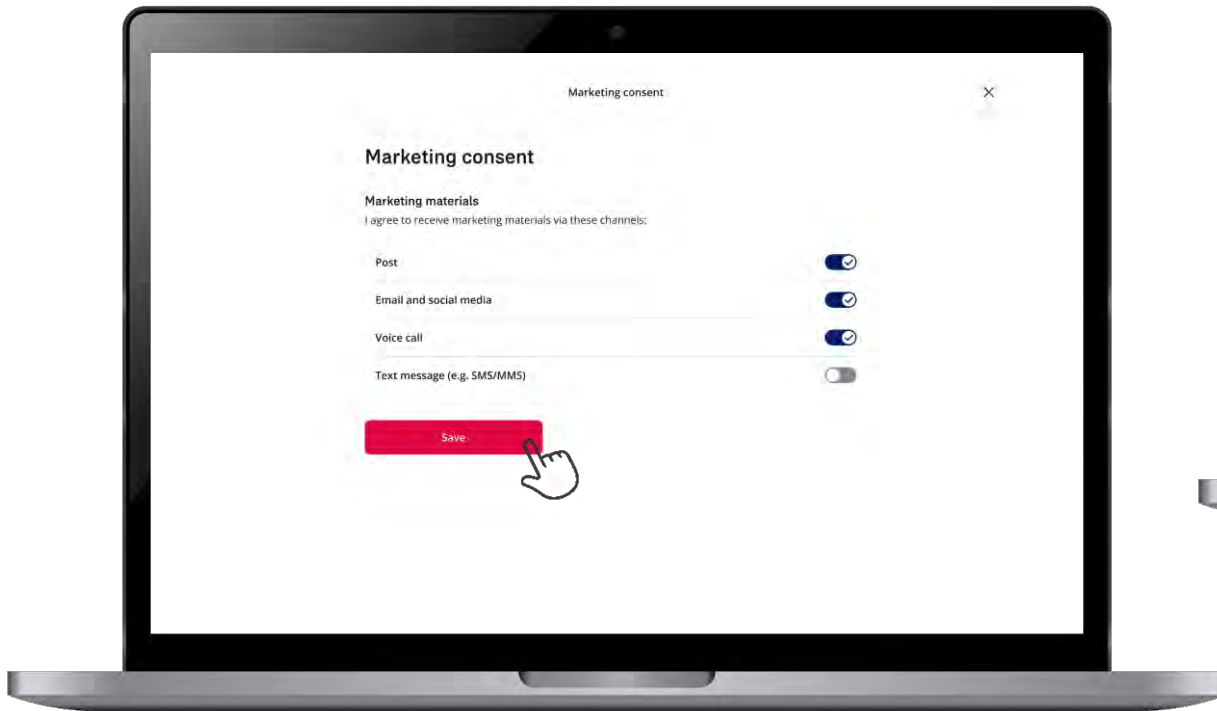
[Others](#)



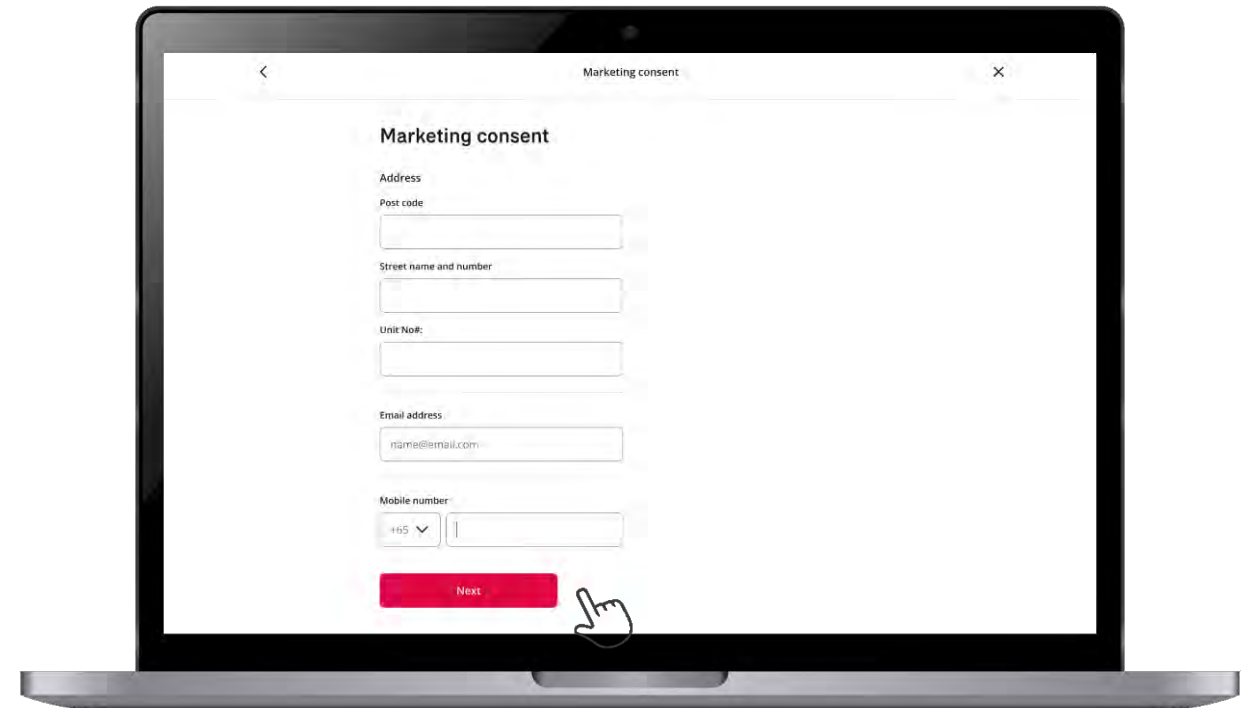
Marketing consent

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, under 'Marketing materials', it states '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 with personal details. It has fields for 'Address', 'Post code', 'Street name and number', 'Unit No:', 'Email address' (pre-filled with 'name@email.com'), and 'Mobile number' (pre-filled with '+65'). 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](#)

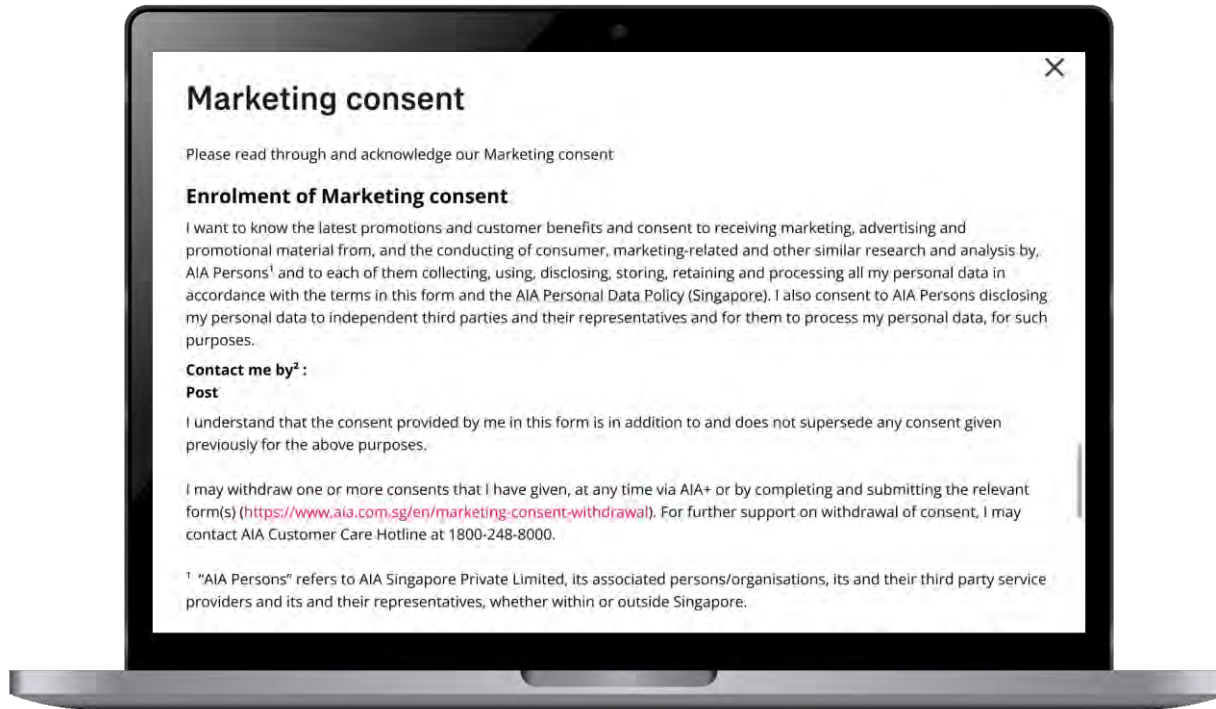
[Health 360](#)

[Let Us Help](#)

[Others](#)

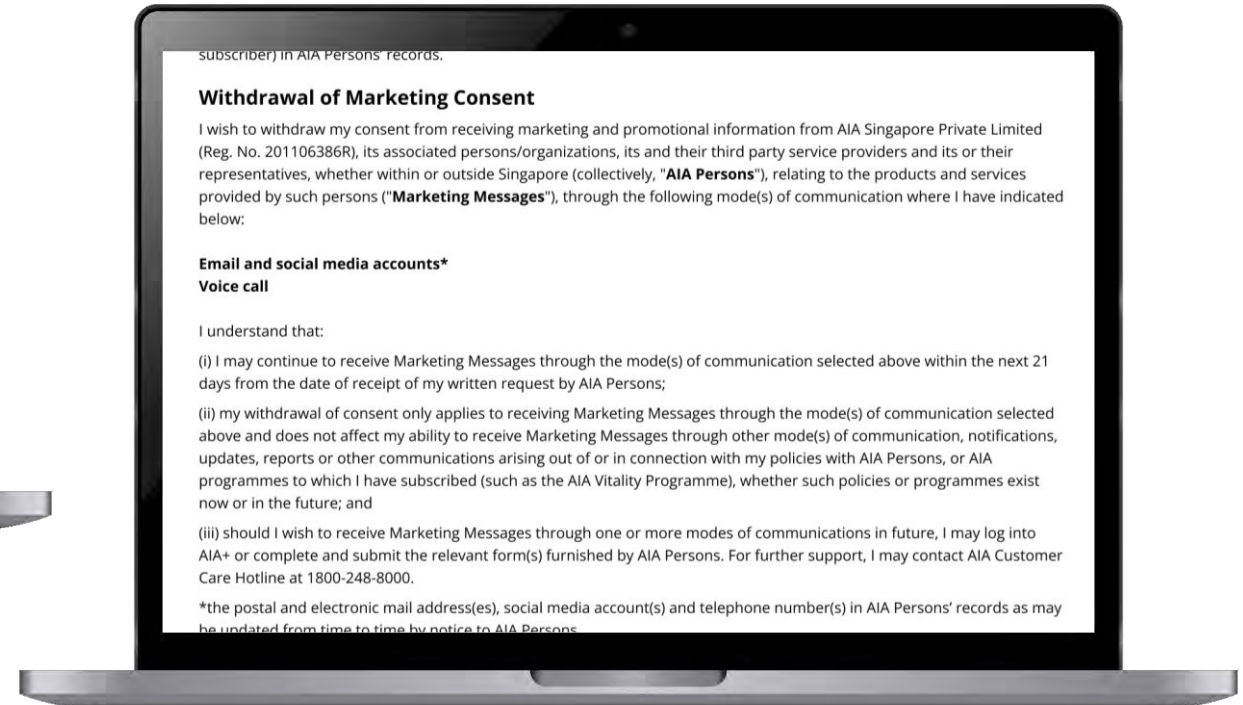


Marketing consent



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

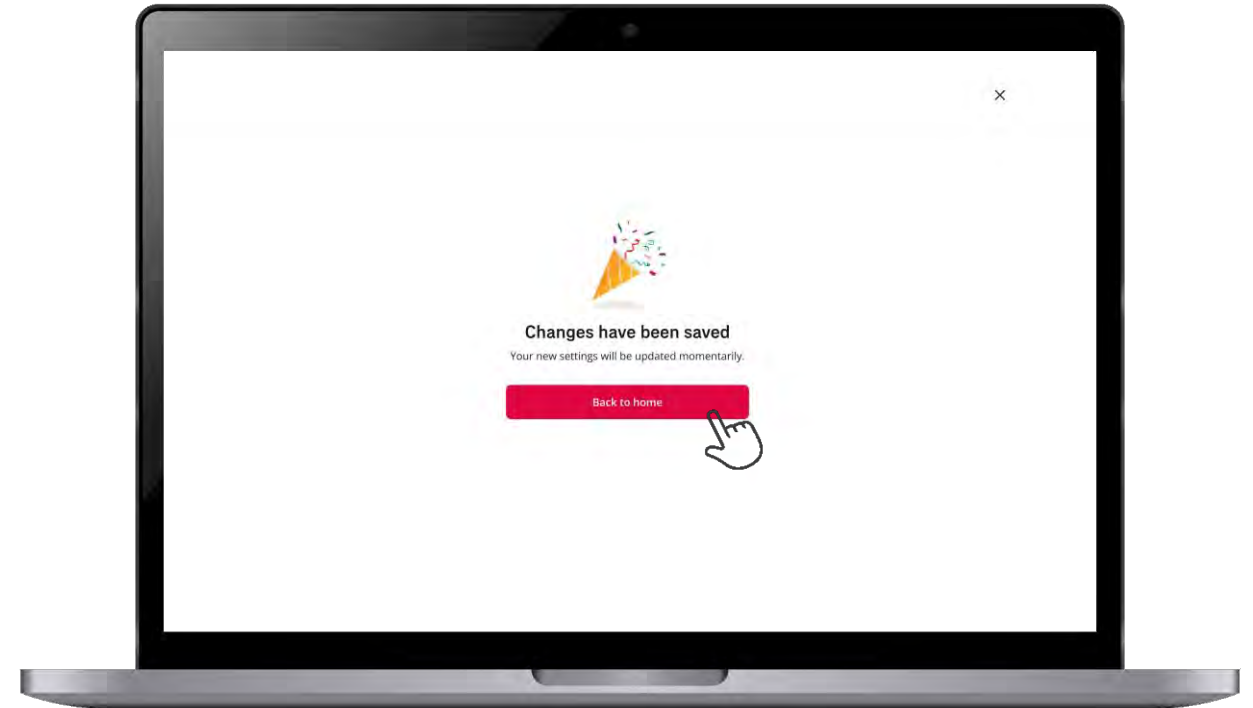
I understand that:

- (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](#)

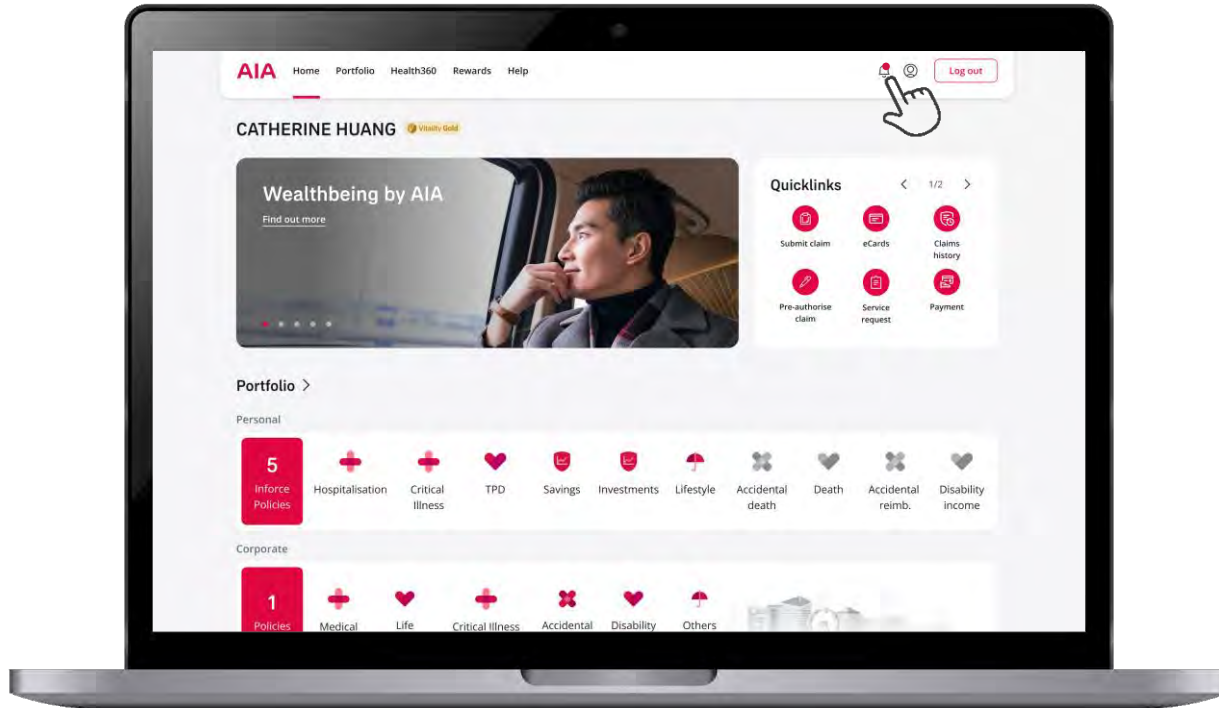
[Health 360](#)

[Let Us Help](#)

[Others](#)



Notification

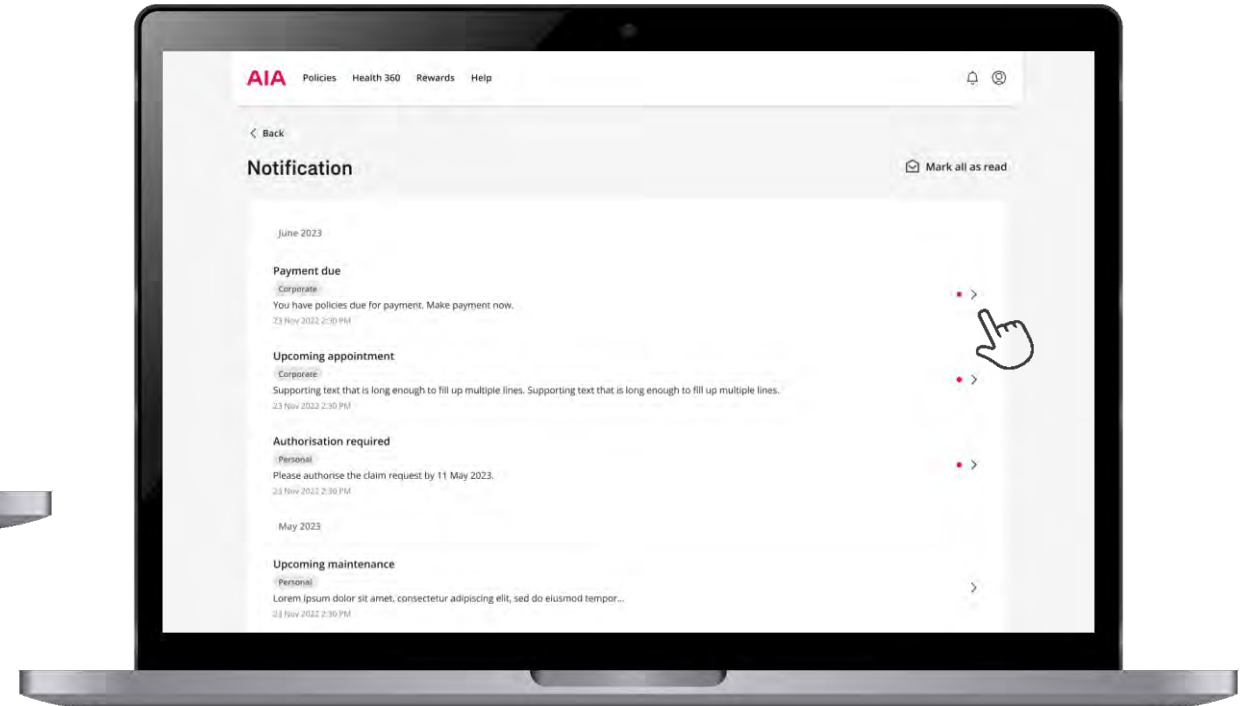


01

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](#)





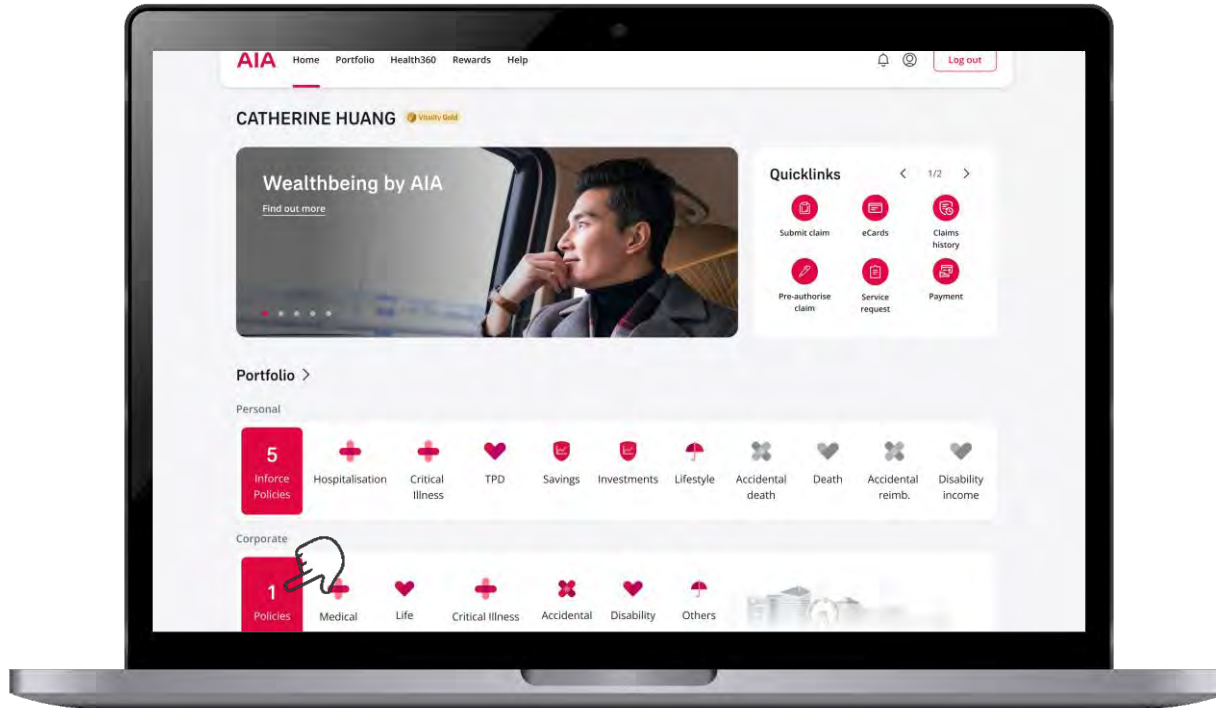
HEALTHIER, LONGER,
BETTER LIVES

You're Covered



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

Policy list

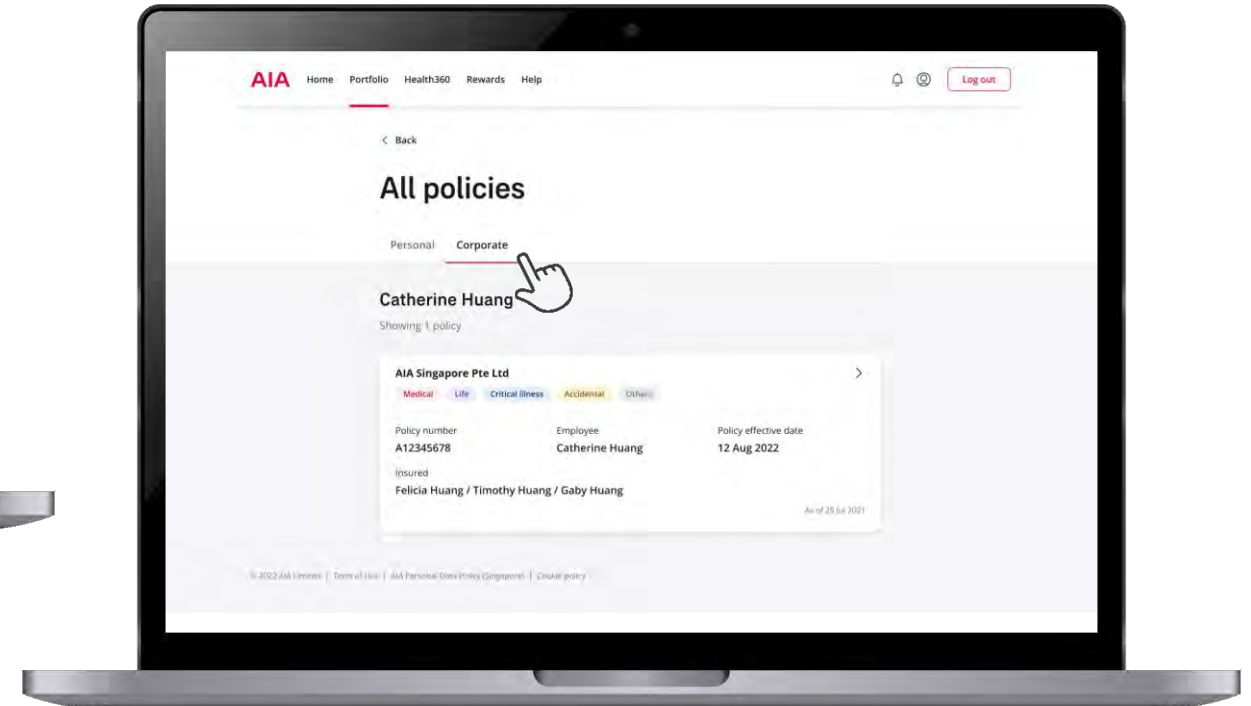


01

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](#)

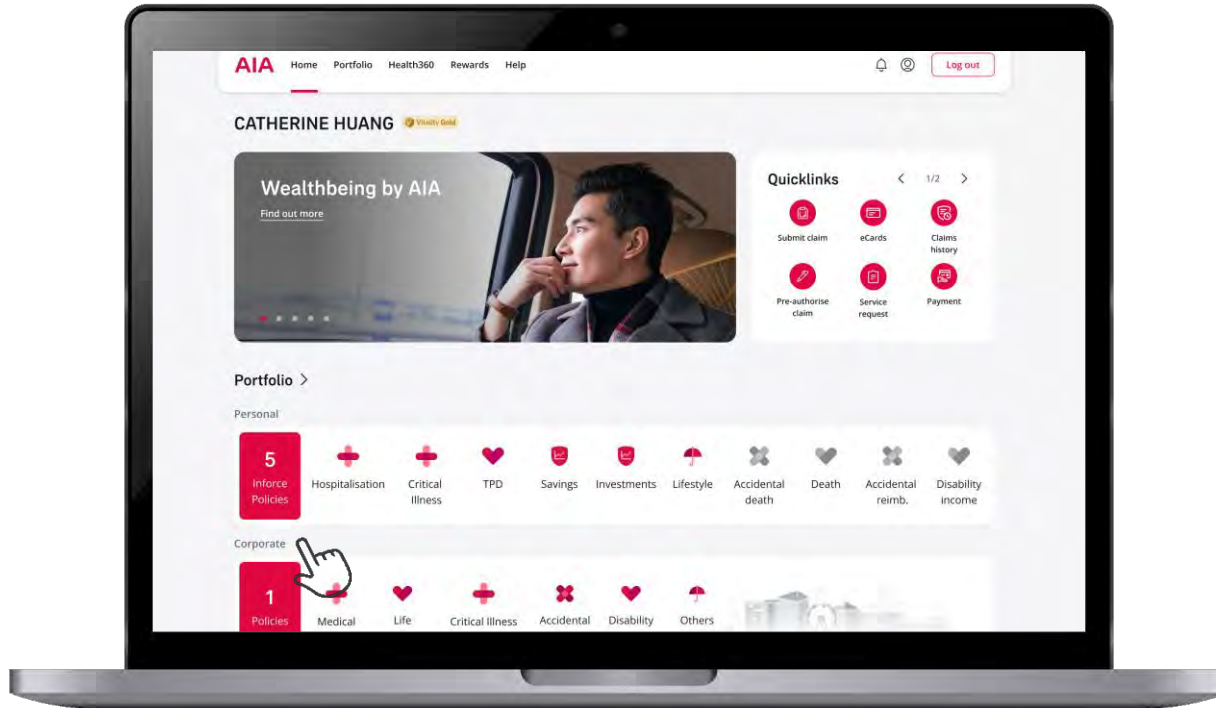
[Health 360](#)

[Let Us Help](#)

[Others](#)



Coverage

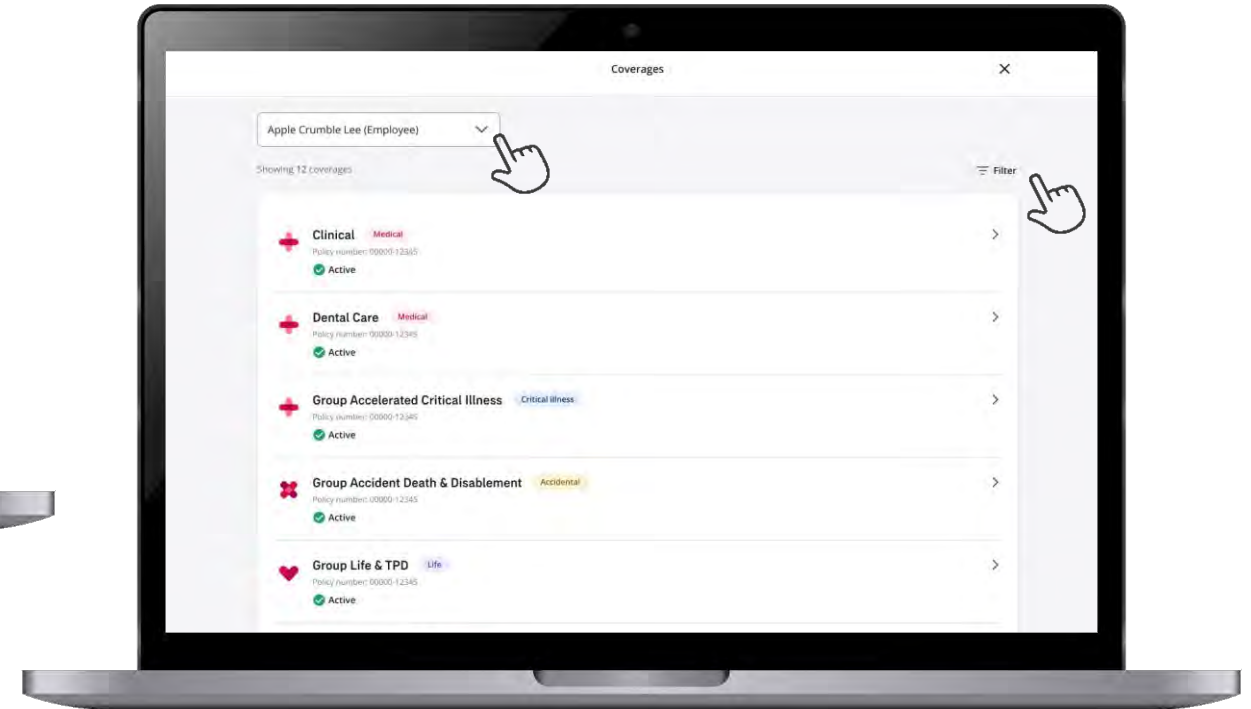


01

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](#)

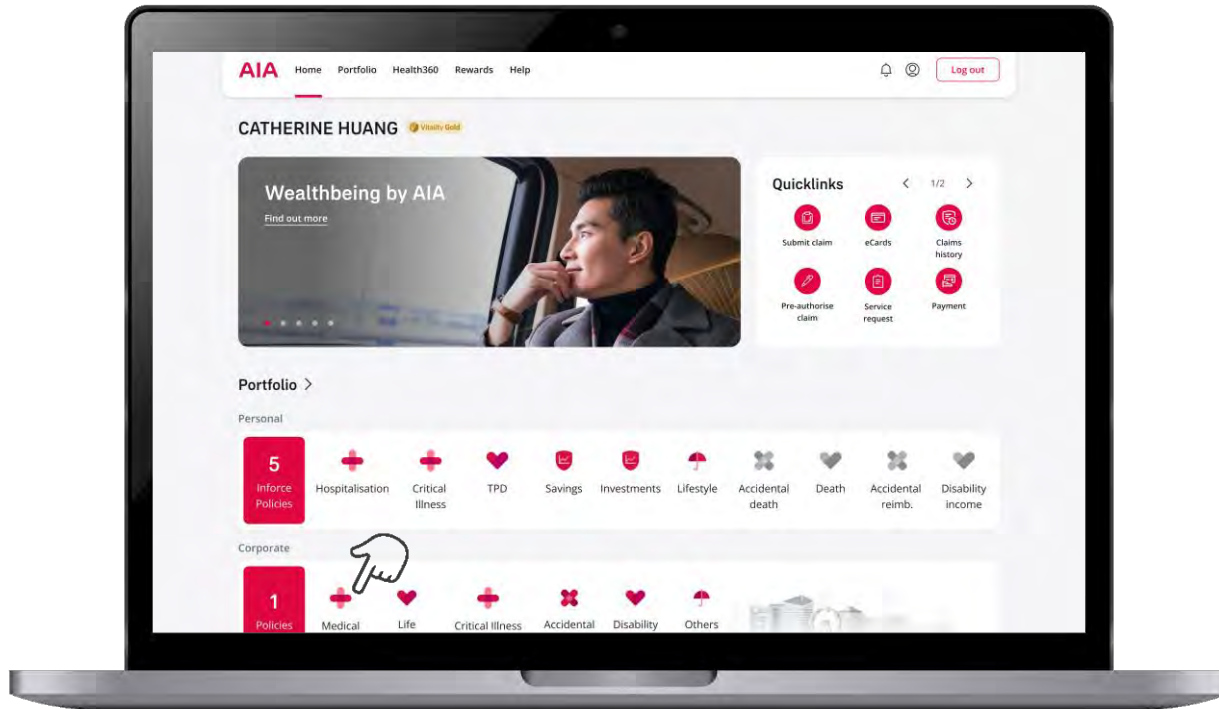
[Health 360](#)

[Let Us Help](#)

[Others](#)



Benefits

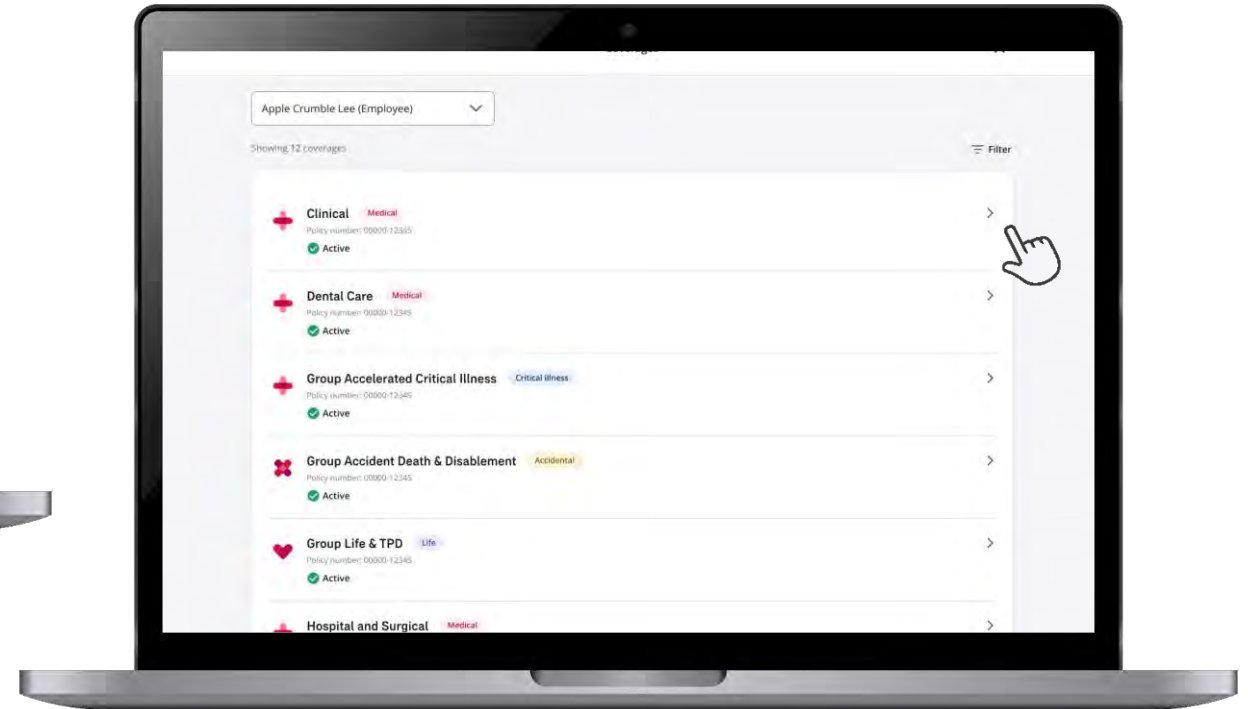


01

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](#)

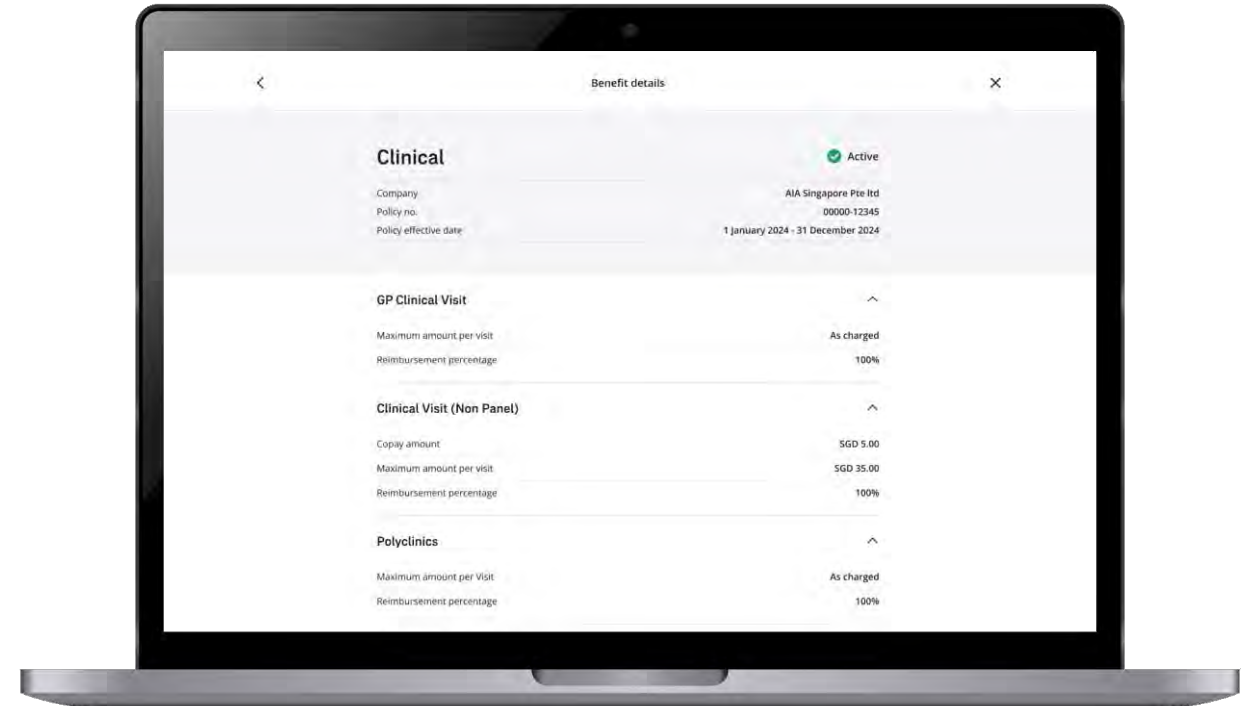
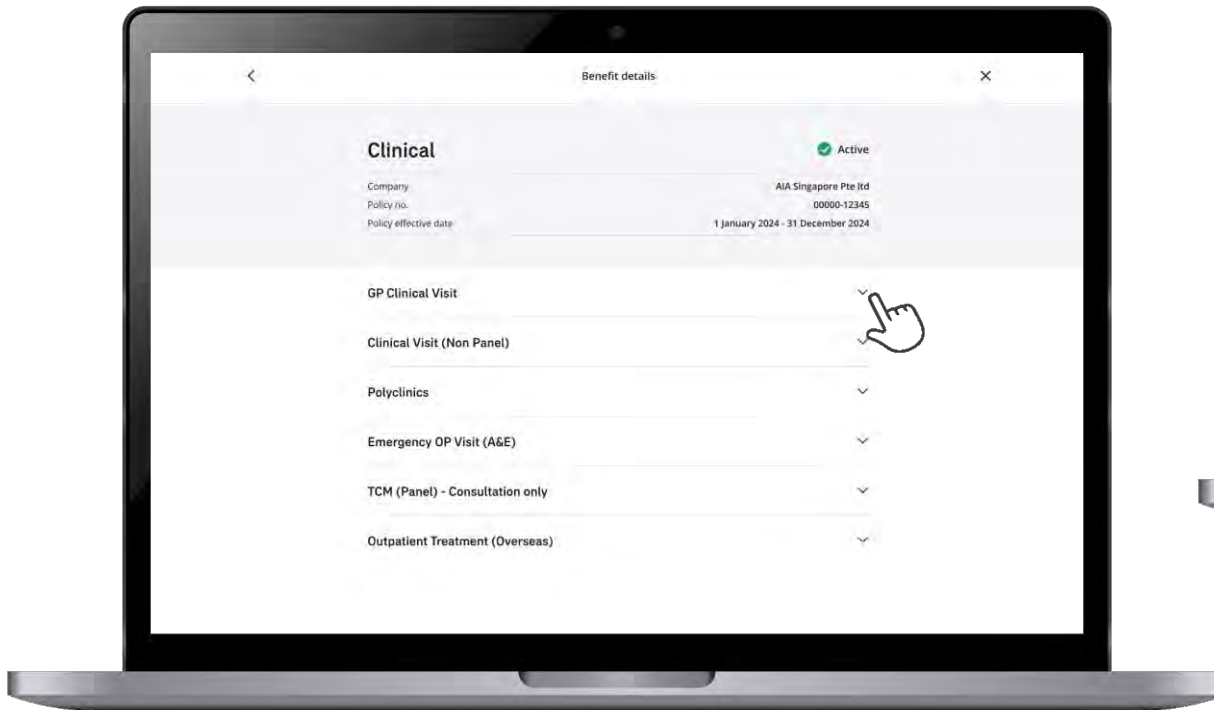
[Others](#)



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](#)

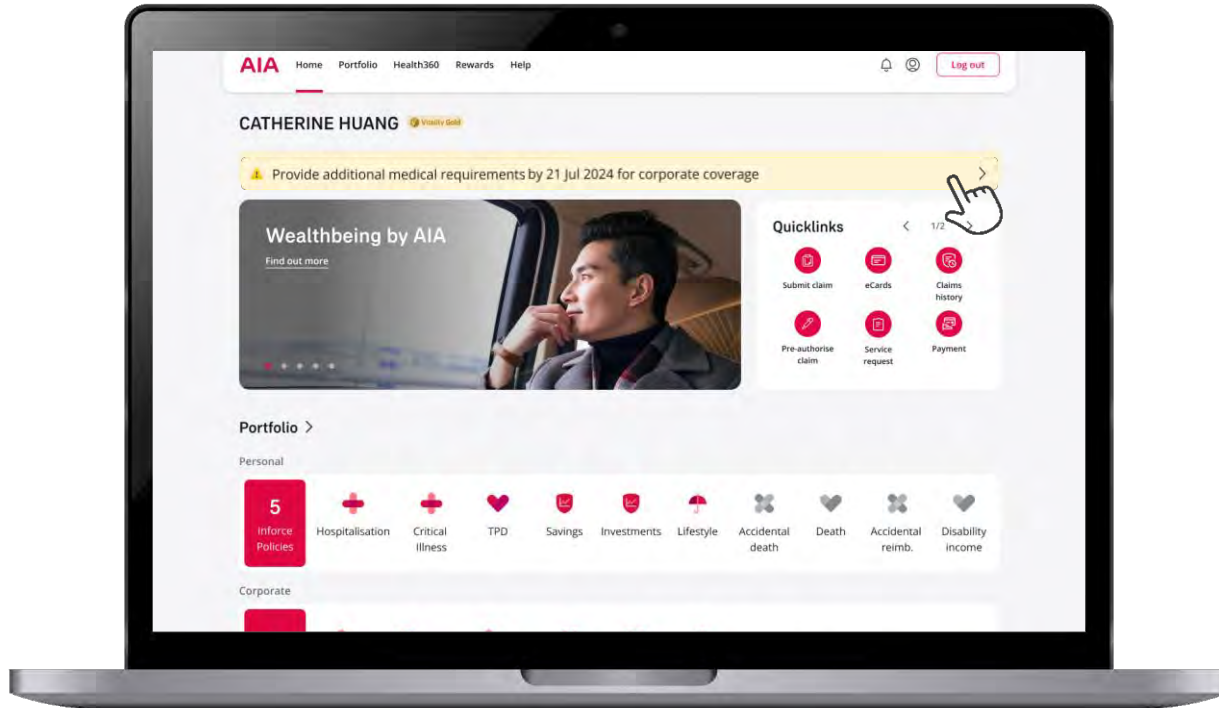
[Health 360](#)

[Let Us Help](#)

[Others](#)



Important task (eDocuments)

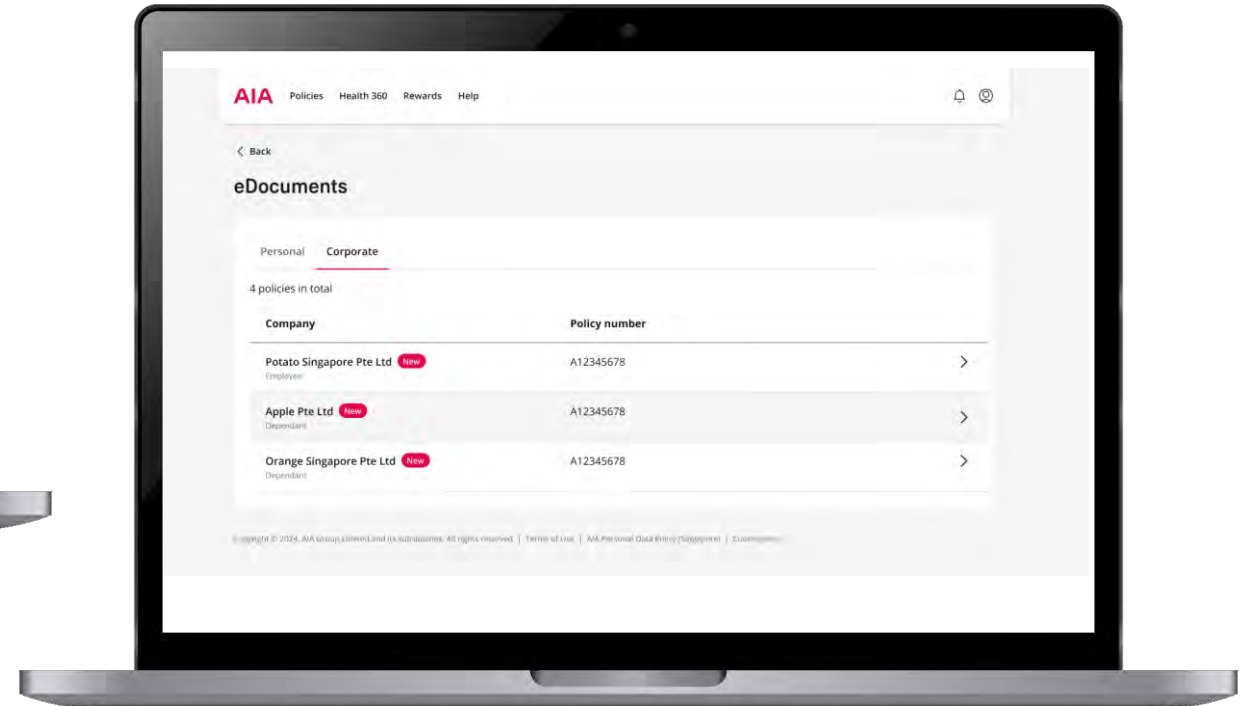


01

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

02

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



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

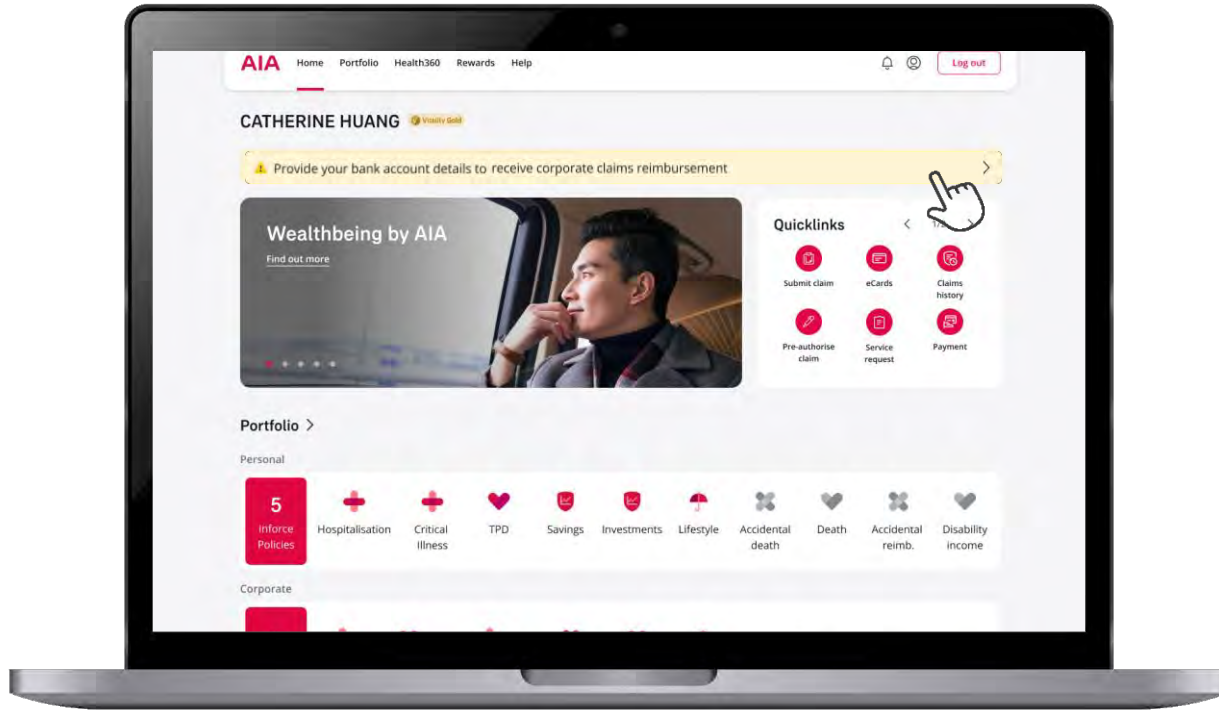
[Health 360](#)

[Let Us Help](#)

[Others](#)



Important task (Profile)

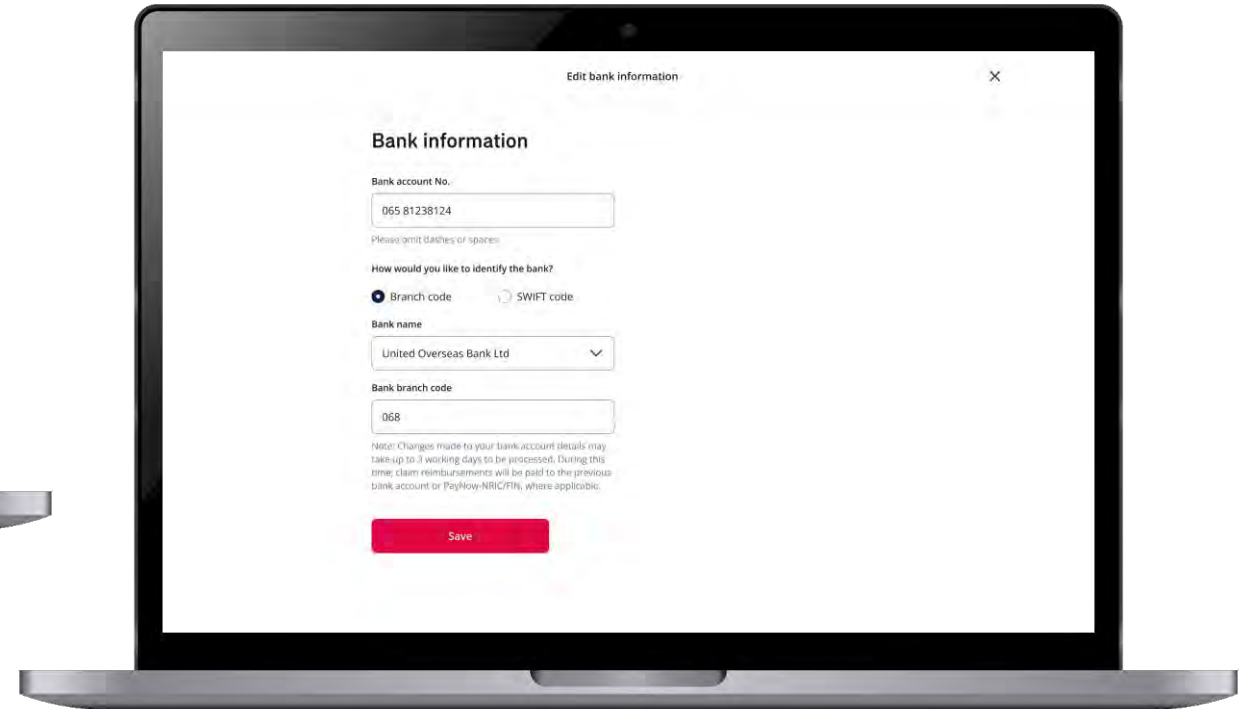


01

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](#)

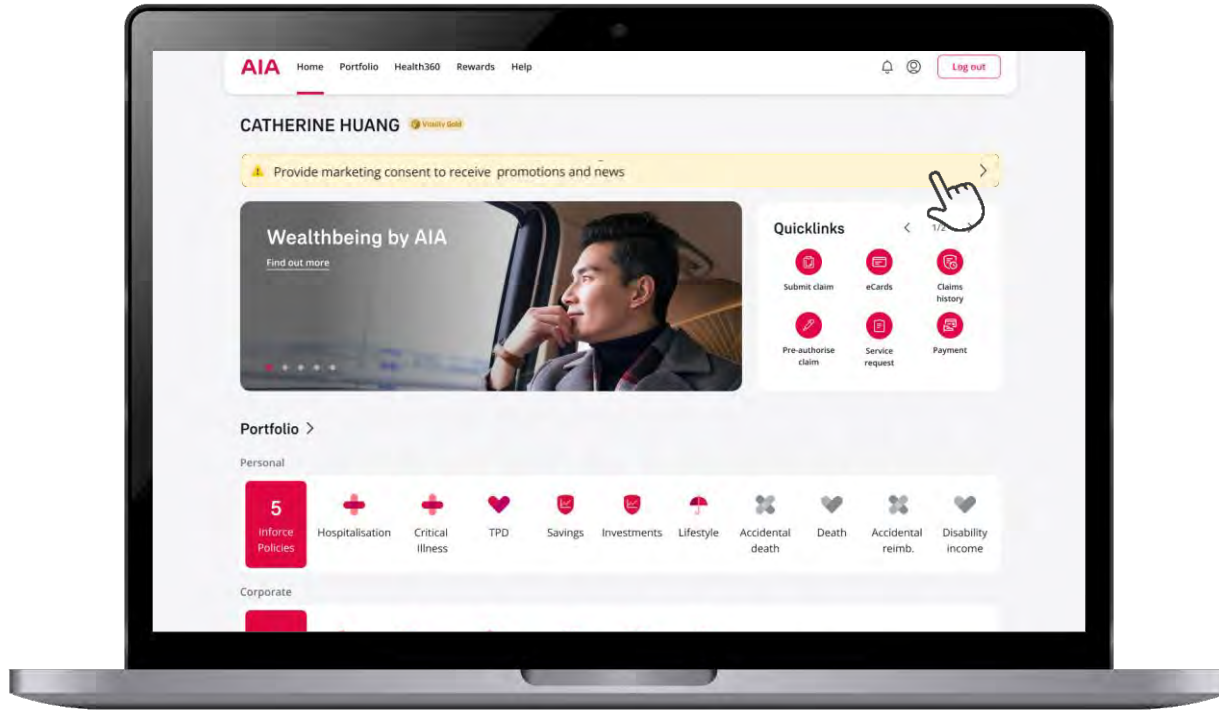
[Health 360](#)

[Let Us Help](#)

[Others](#)



Important task (Personal Information)

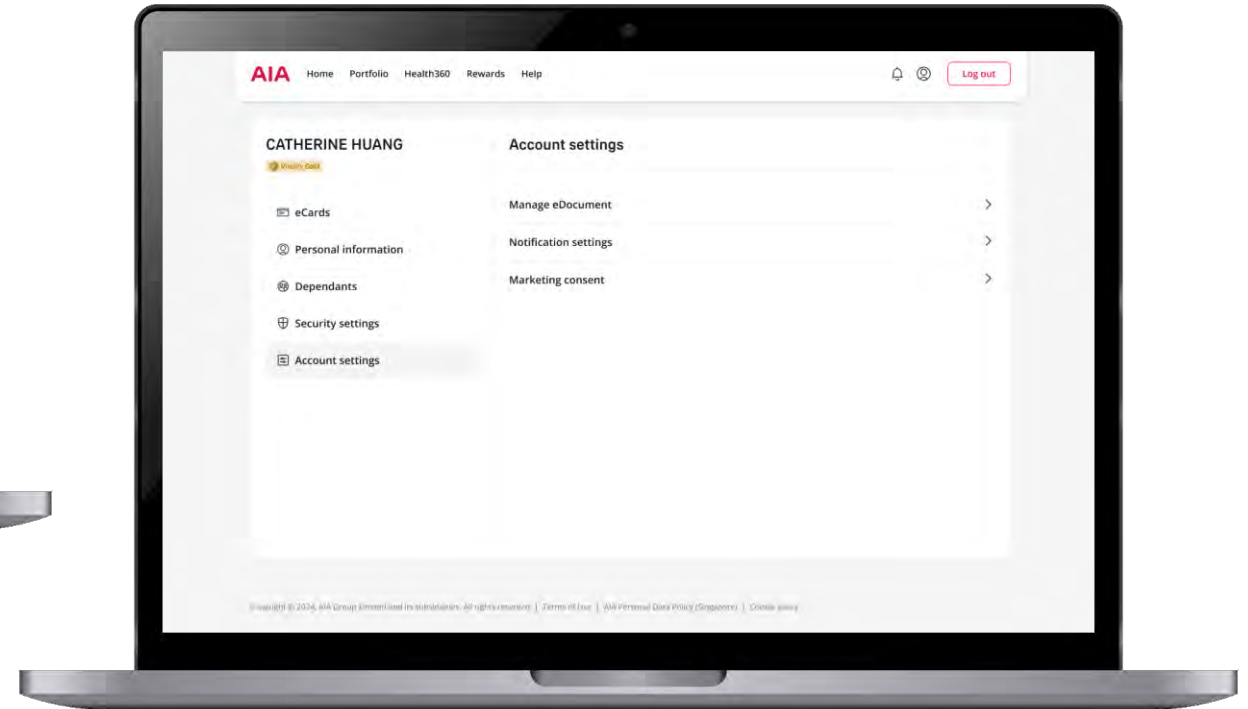


01

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](#)





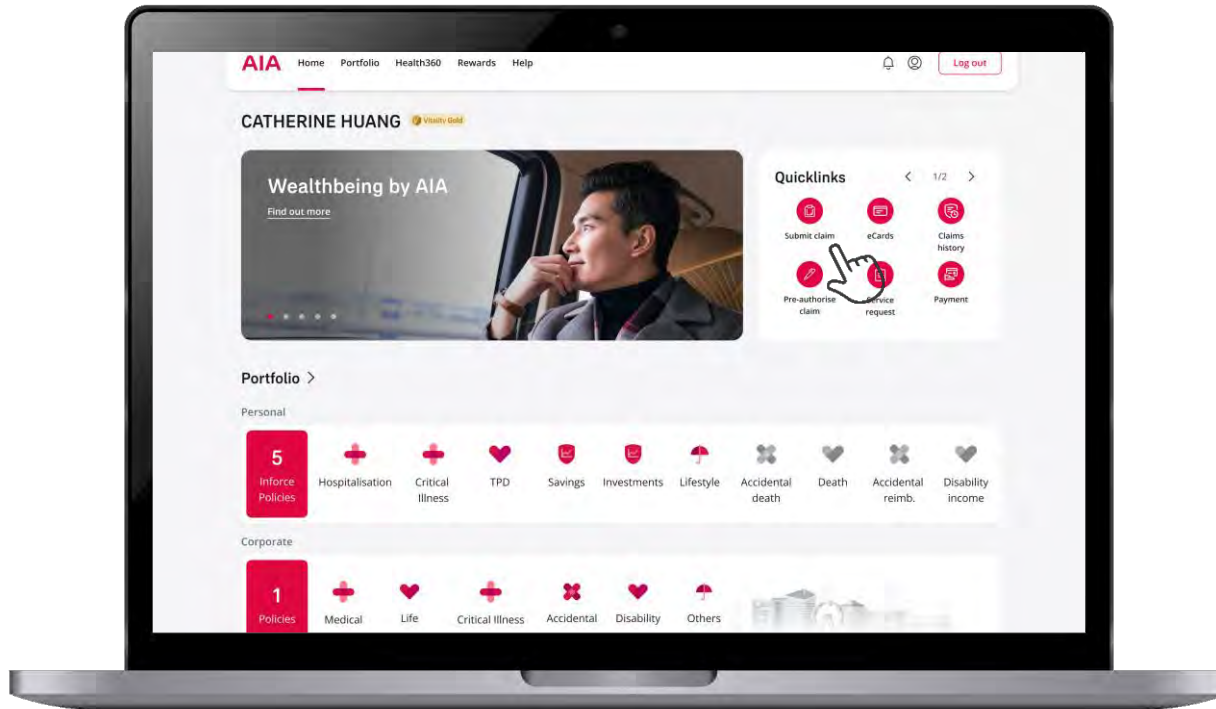
HEALTHIER, LONGER,
BETTER LIVES

Your Claims



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

Submit claim

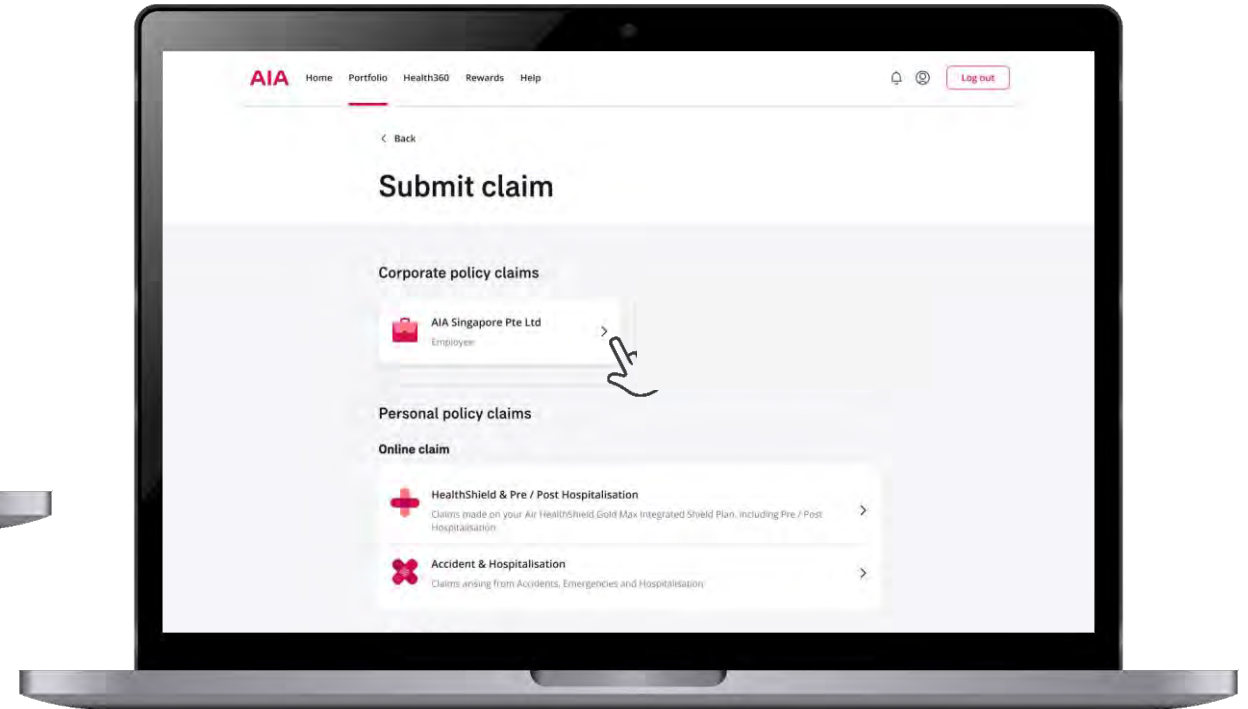


01

Under [Dashboard](#), select Submit Claim

02

Select Client



Note : Please [update your bank details](#) before submitting any claim request.

[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

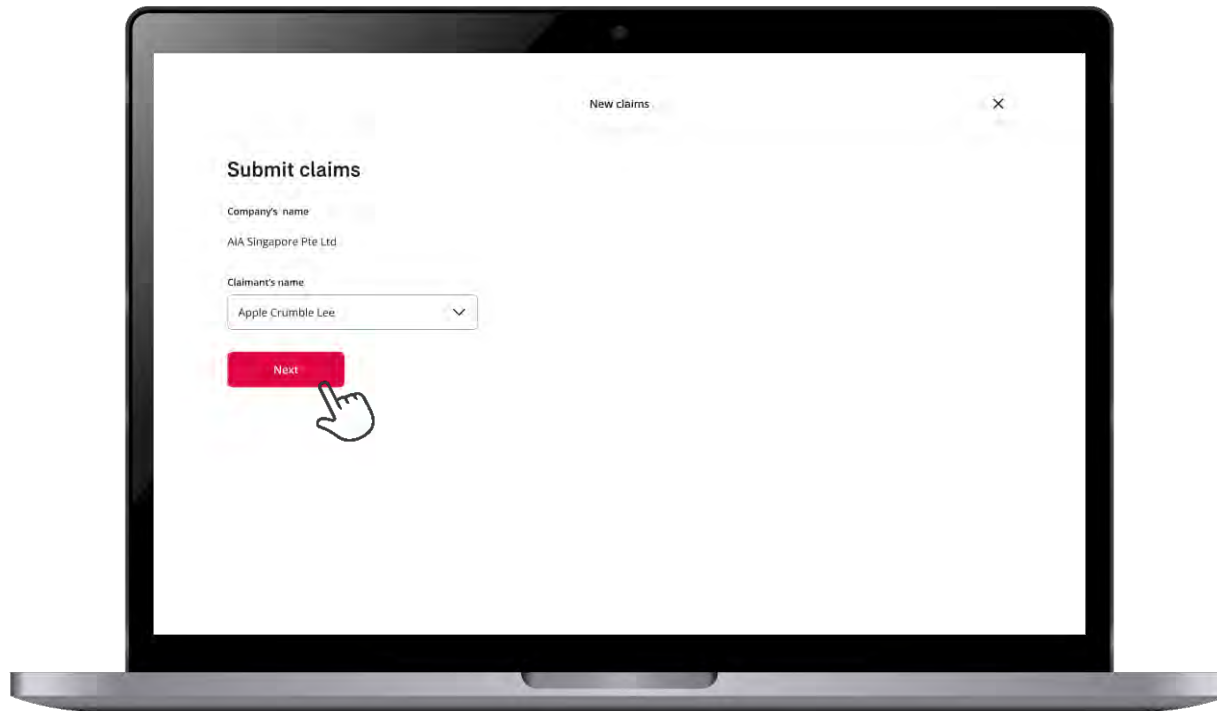
[Health 360](#)

[Let Us Help](#)

[Others](#)



Submit claim



03

Select Claimant

Note : Please update your bank details before submitting any claim request.

 [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



Note : Please update your bank details before submitting any claim request.

[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)

Note : Please update your bank details before submitting any claim request.

[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

Note : Please update your bank details before submitting any claim request.

 [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



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](#)

07

Review your details (scroll to view more)

Note : Please update your bank details before submitting any claim request.

[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

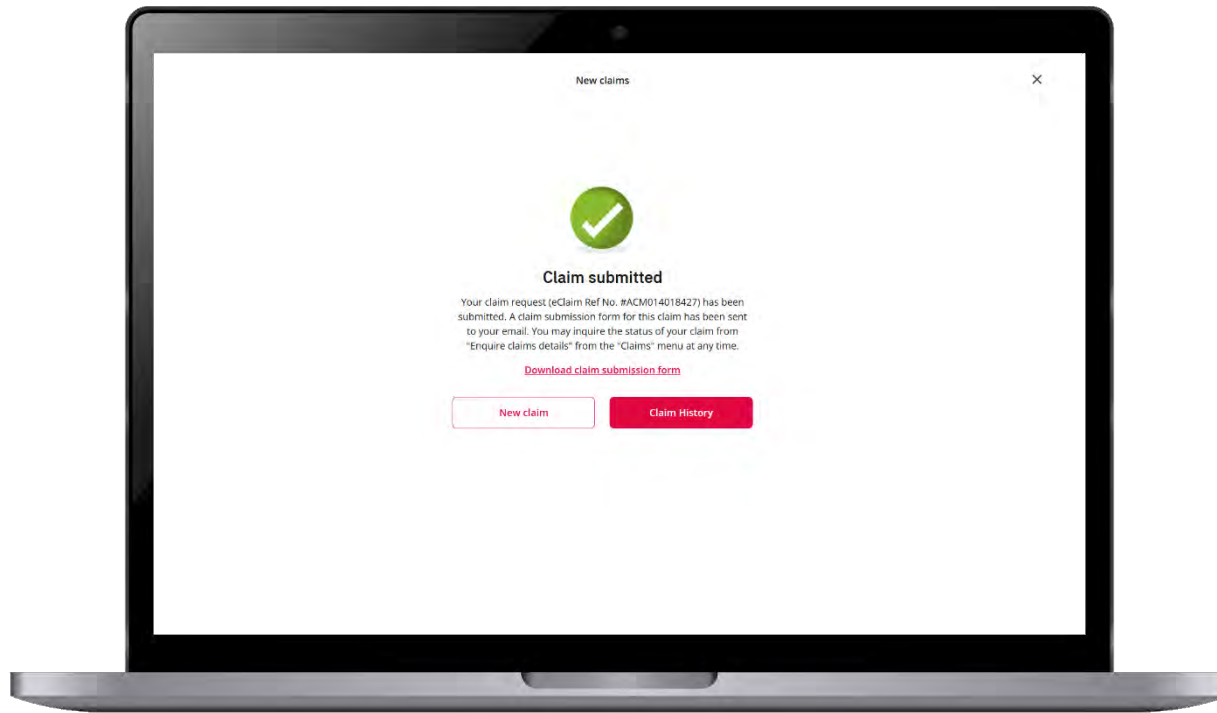
[Health 360](#)

[Let Us Help](#)

[Others](#)



Submit claim



08

You have successfully submitted your claims

Note : Please update your bank details before submitting any claim request.

 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

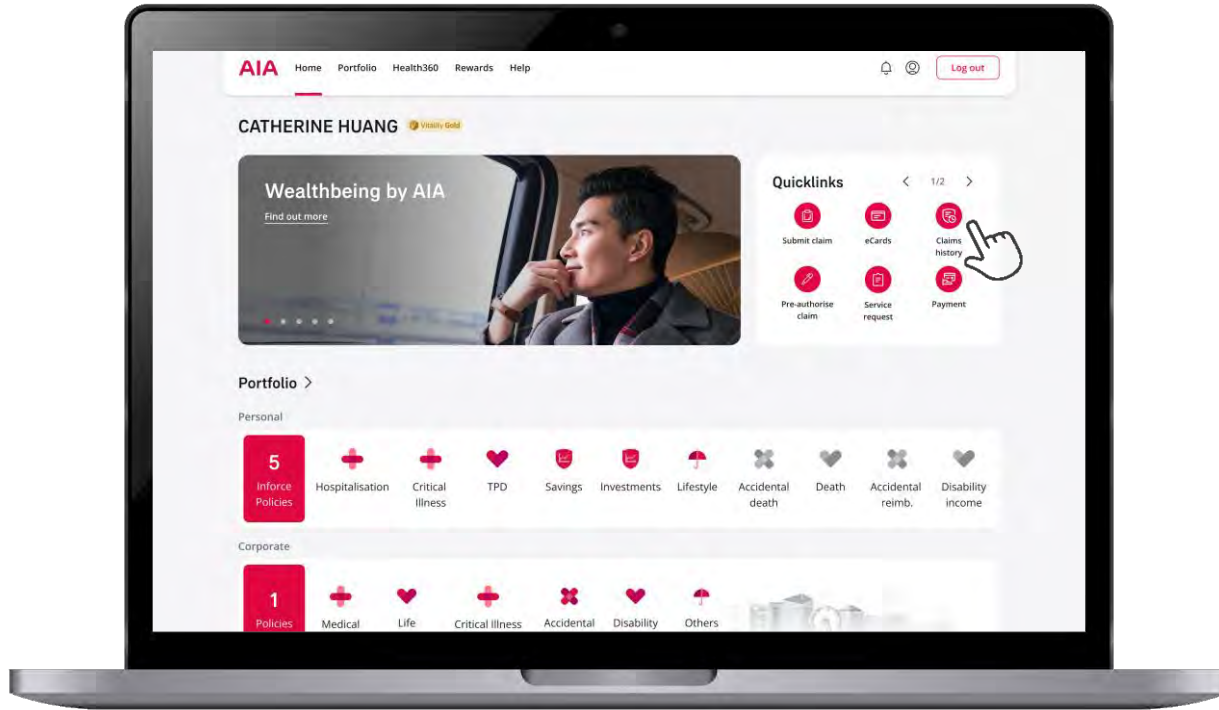
[Health 360](#)

[Let Us Help](#)

[Others](#)



Claim history

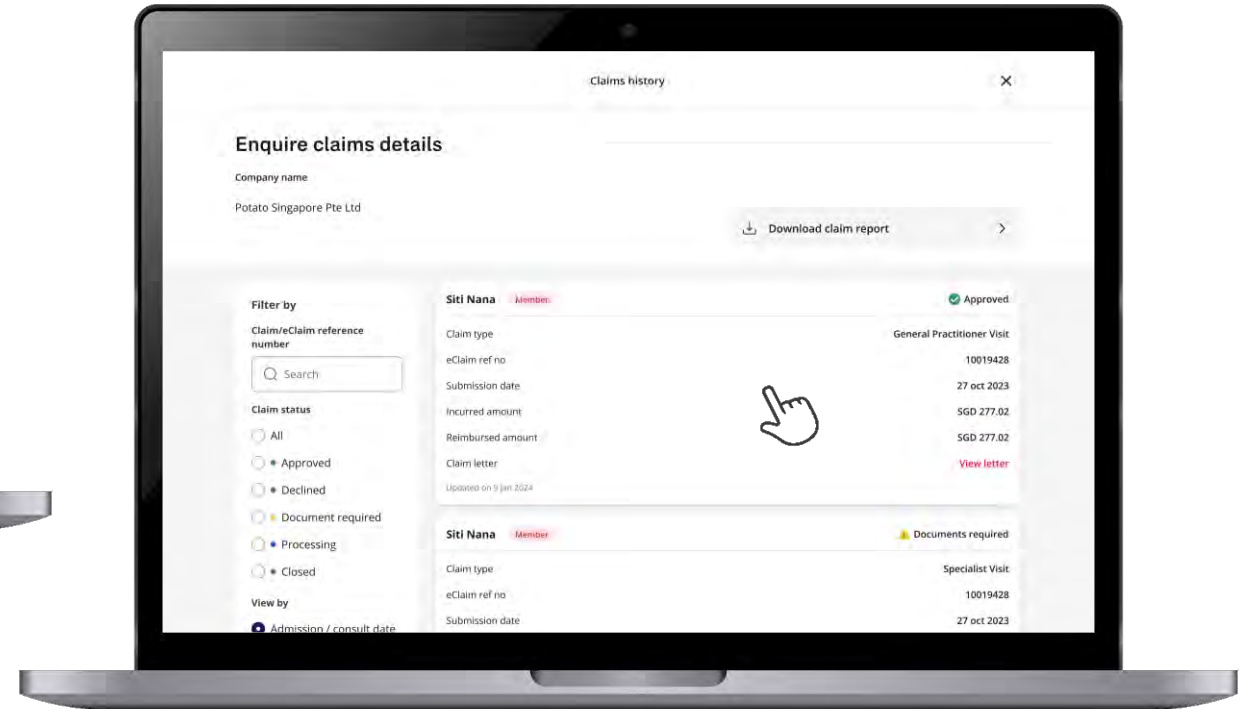


01

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](#)

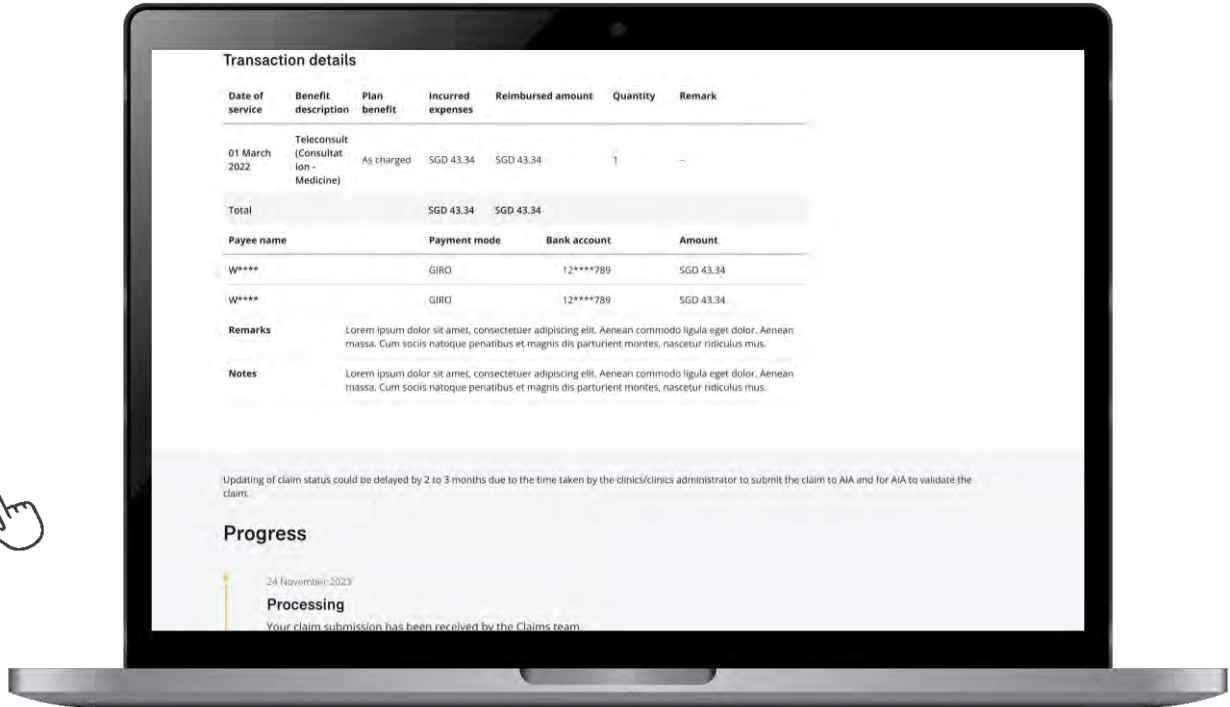
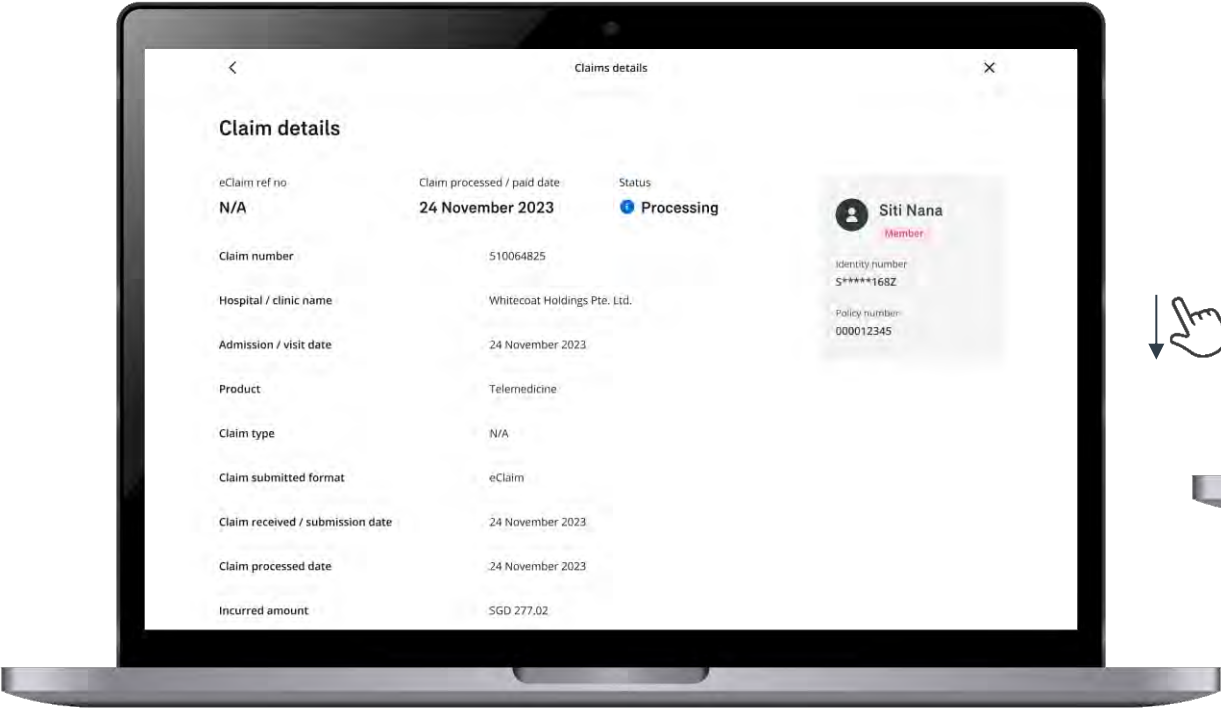
[Others](#)



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](#)

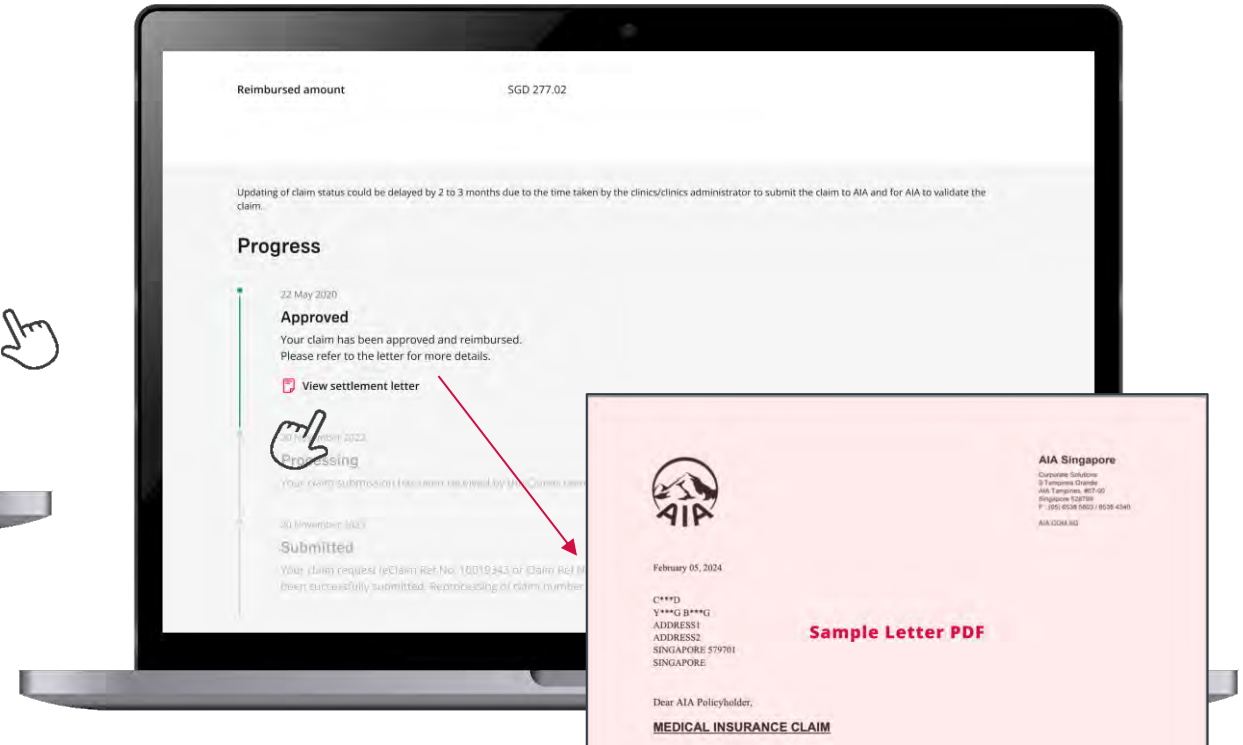
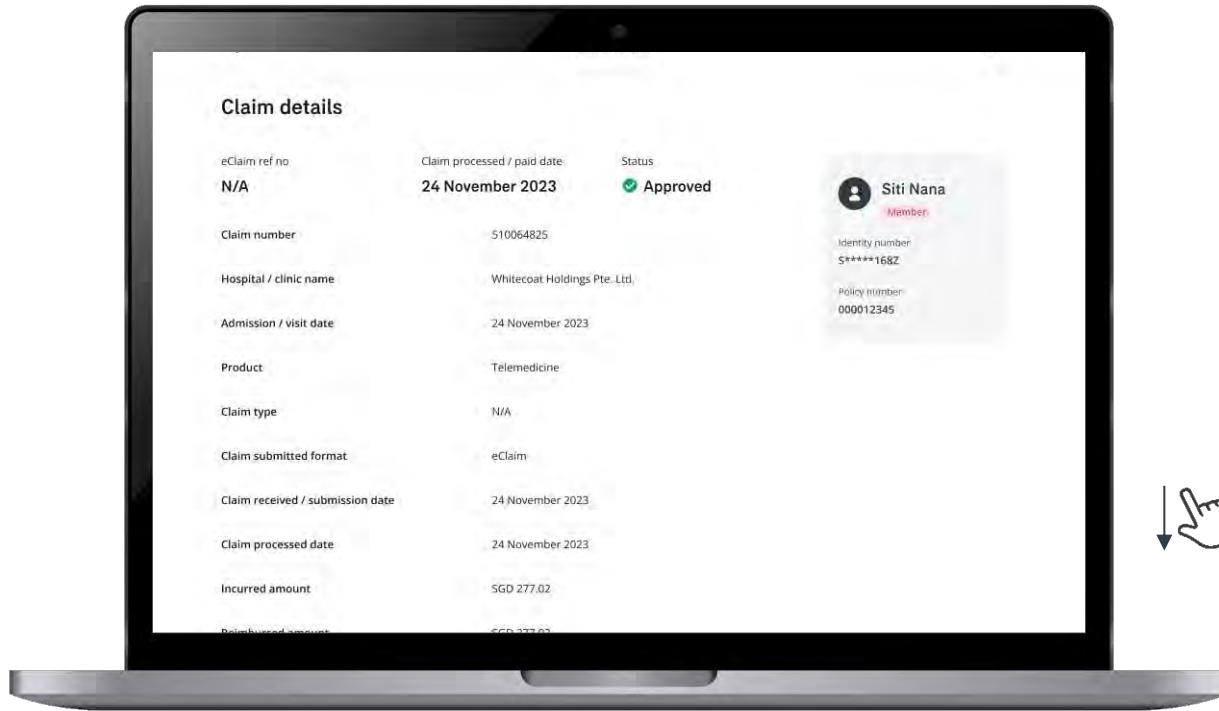
[Health 360](#)

[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](#)

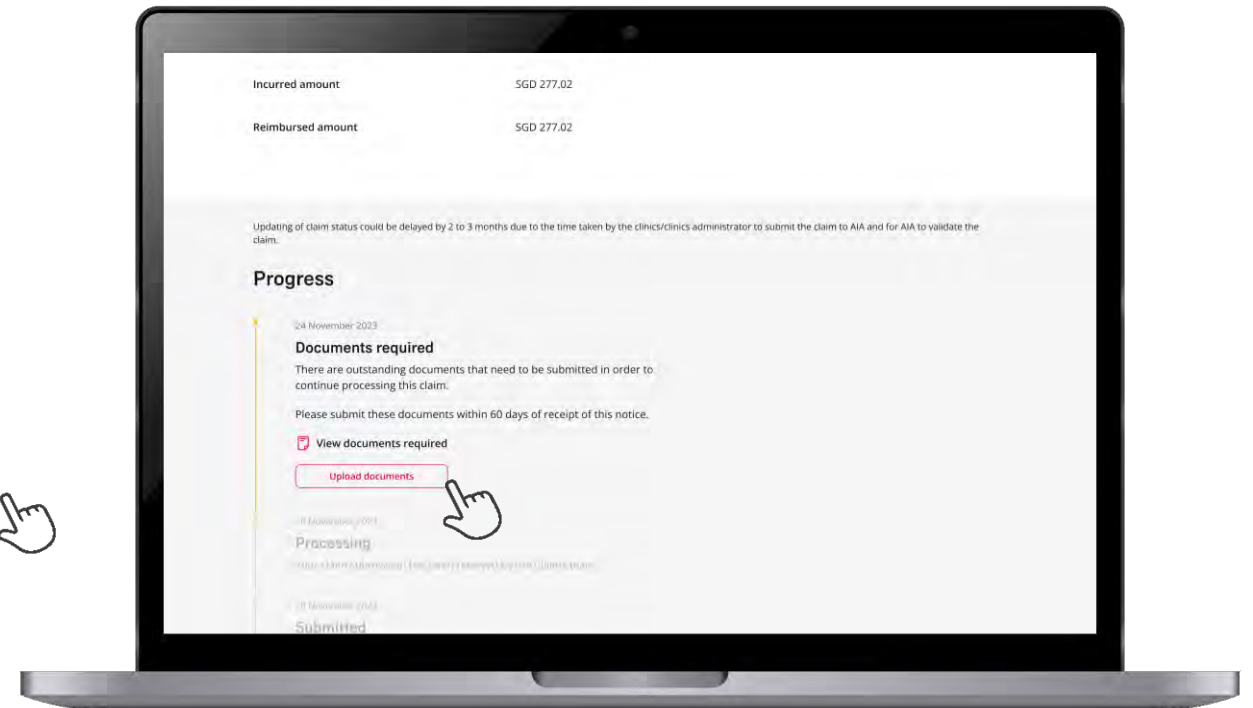
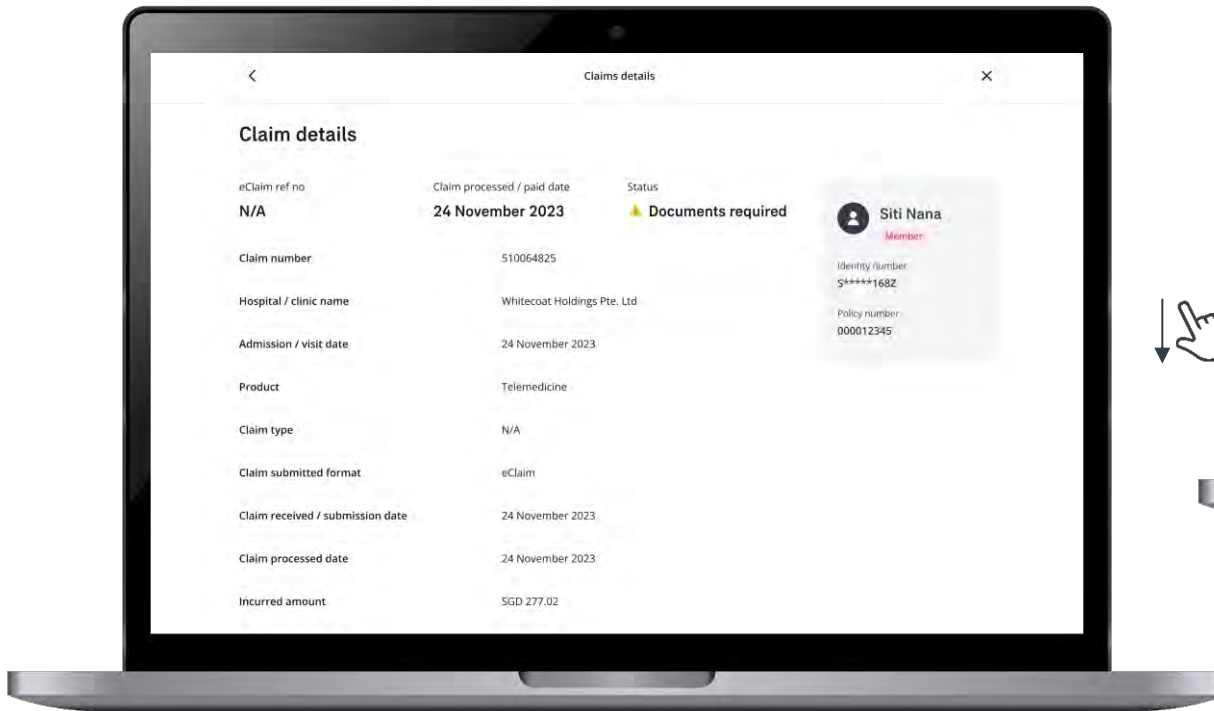
[Others](#)



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](#)

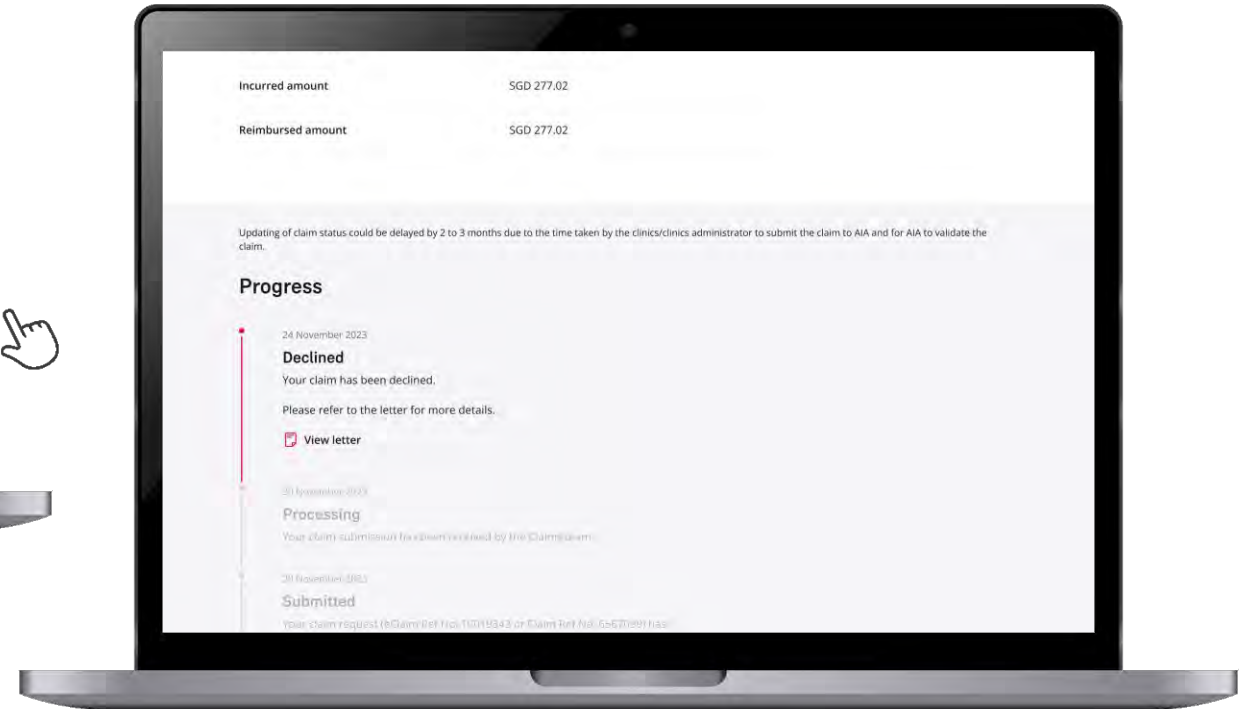
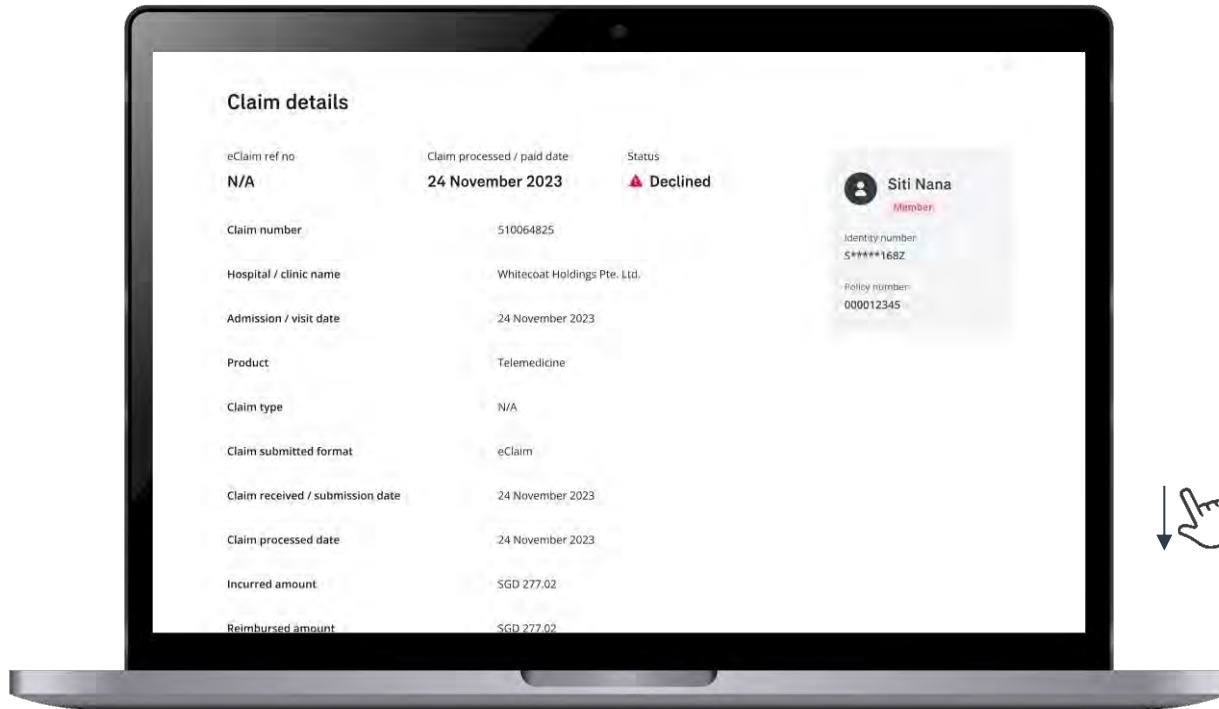
[Health 360](#)

[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](#)





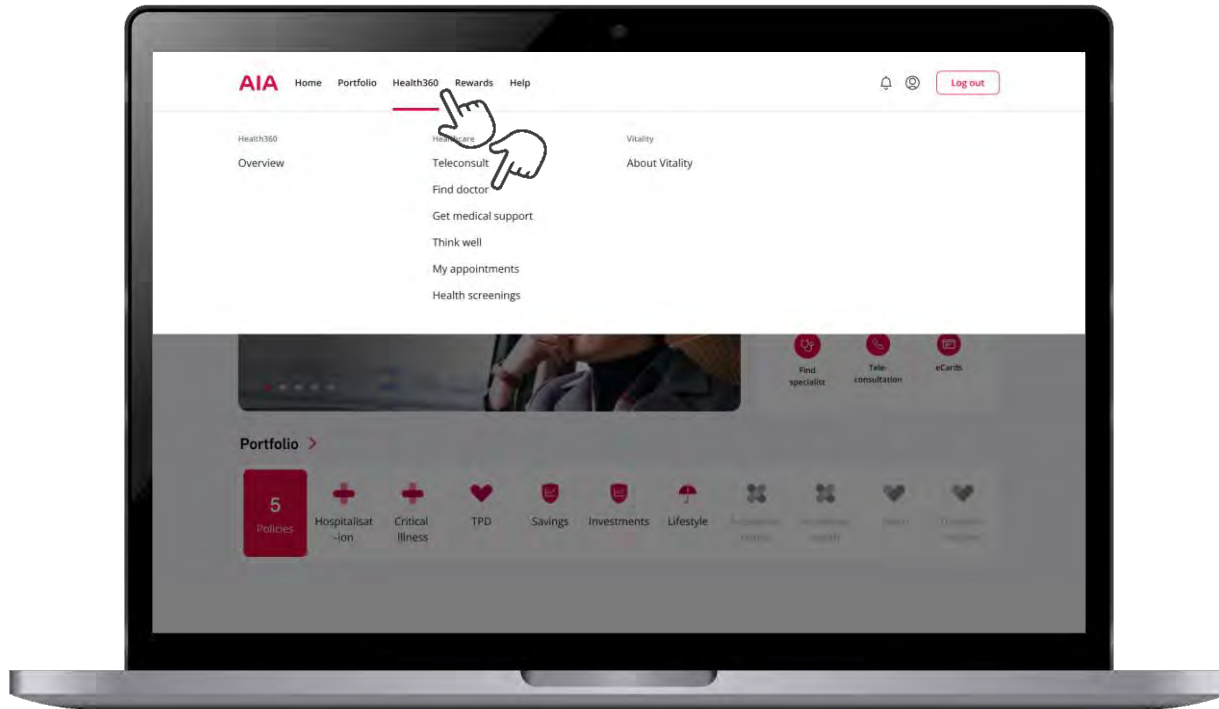
HEALTHIER, LONGER,
BETTER LIVES

Health360



[Find doctor](#) | [Think Well](#) | [Get medical support](#)

Find doctor

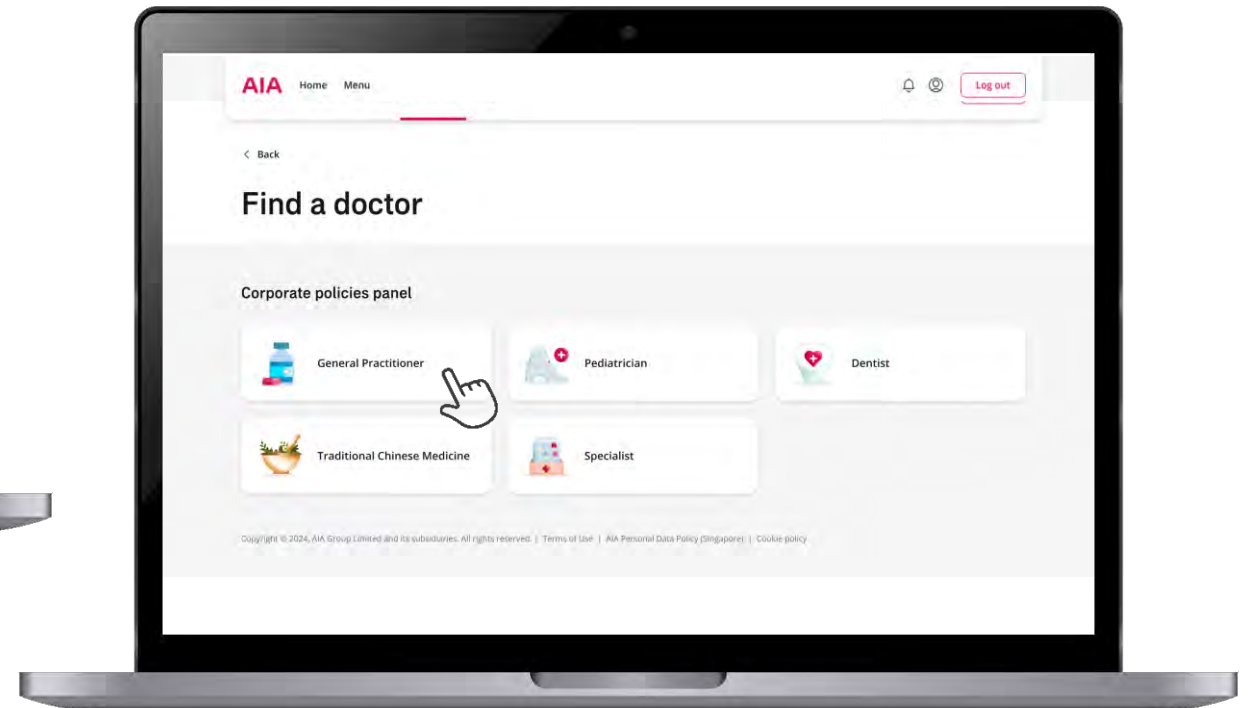


01

Under [Dashboard](#), select Health360 in the Navigation Bar & Select Find doctor

02

Select Options



 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)

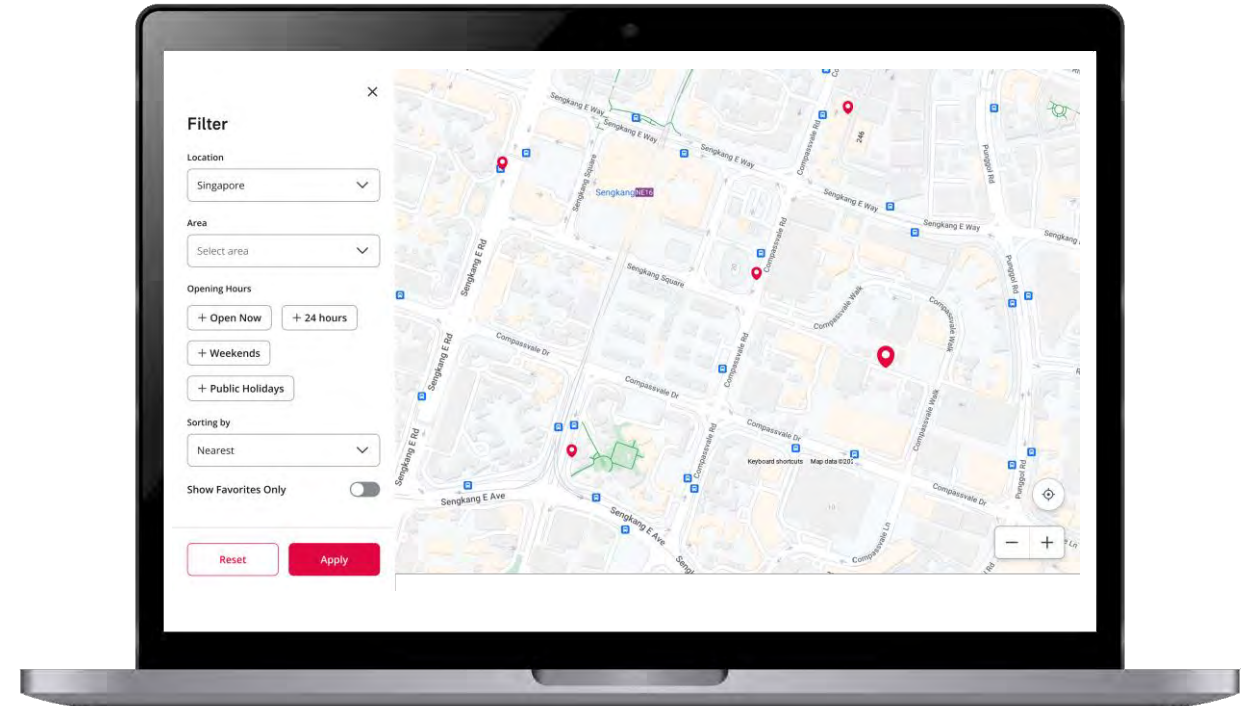
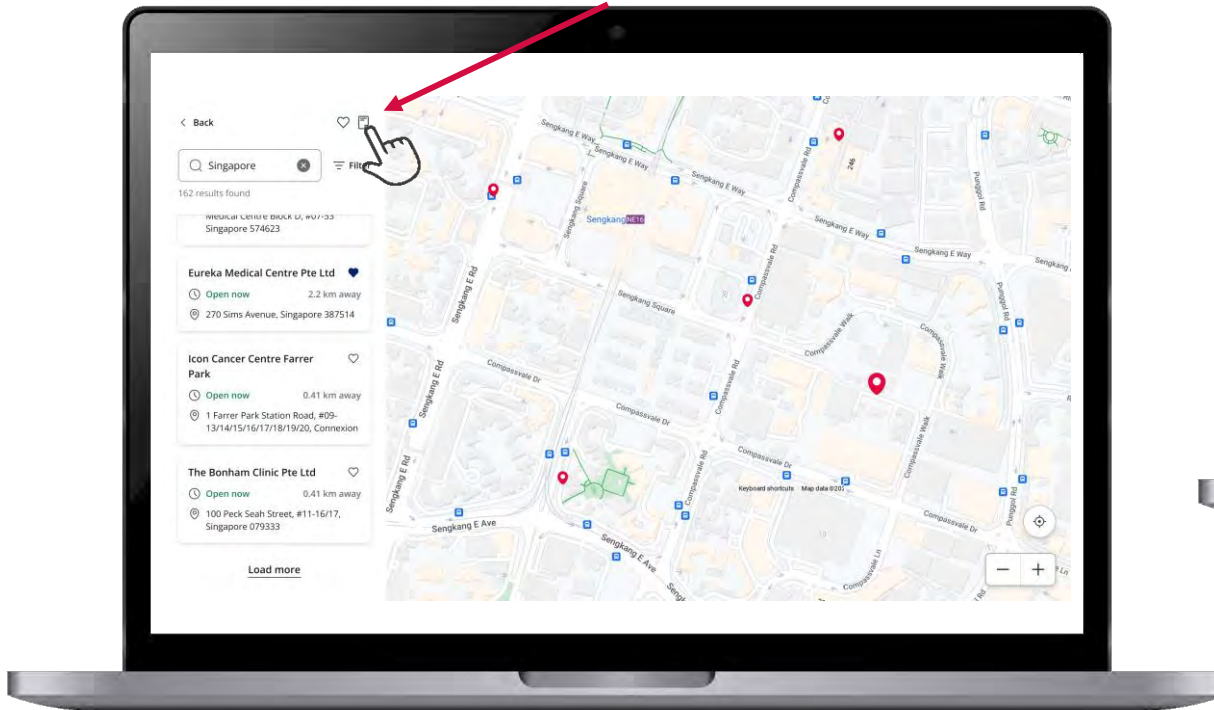


Find doctor

03

Search by Location name / Clinic Name / by map area

Note : Please note that there are only 50 panel clinics.
Click on here to download the latest panel clinics listing.



04

Filter by Location* / Panel / Area / Speciality^

*Location may differ depending on your policies
^Specialty is only applicable for Specialist

 [Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

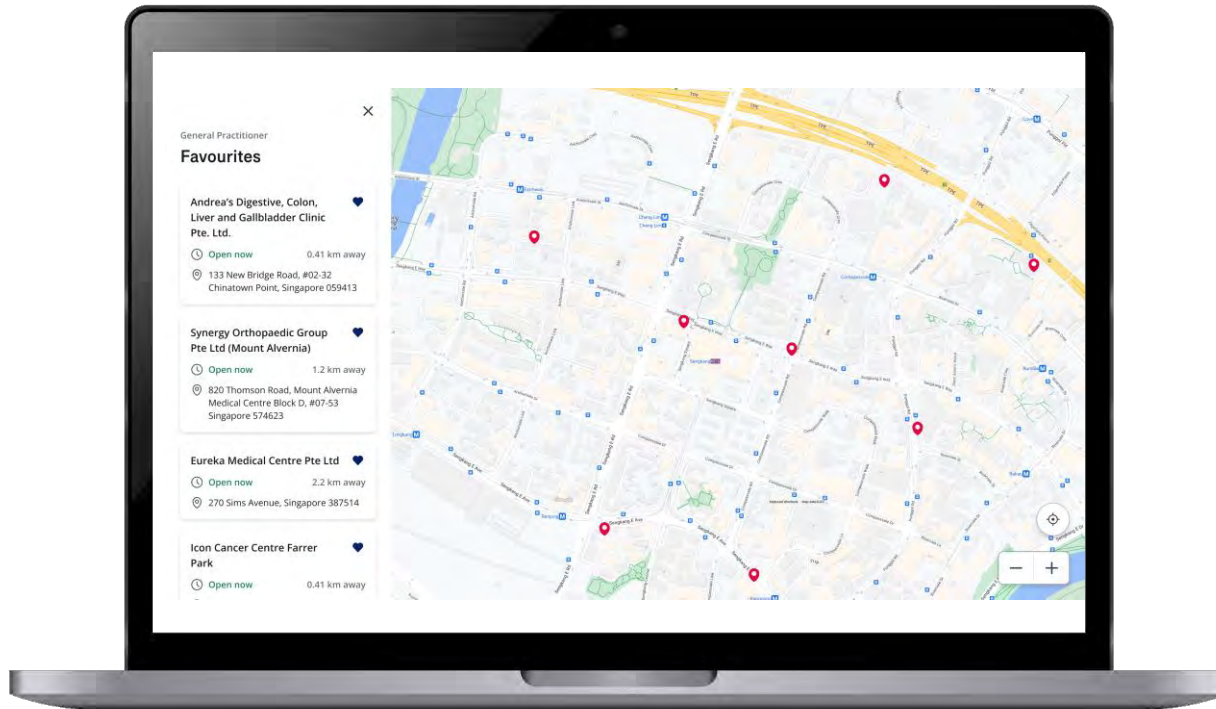
[Health 360](#)

[Let Us Help](#)

[Others](#)



Find doctor

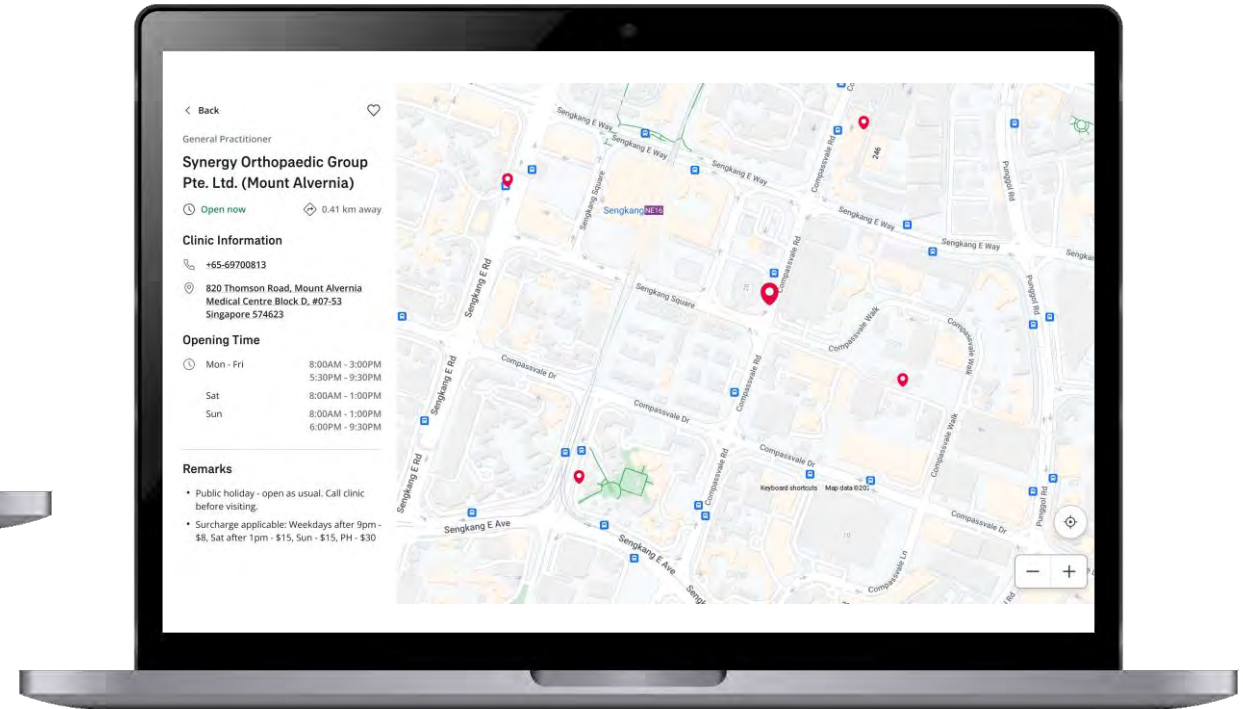


05

Favourite List

06

Click on clinic for more details



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

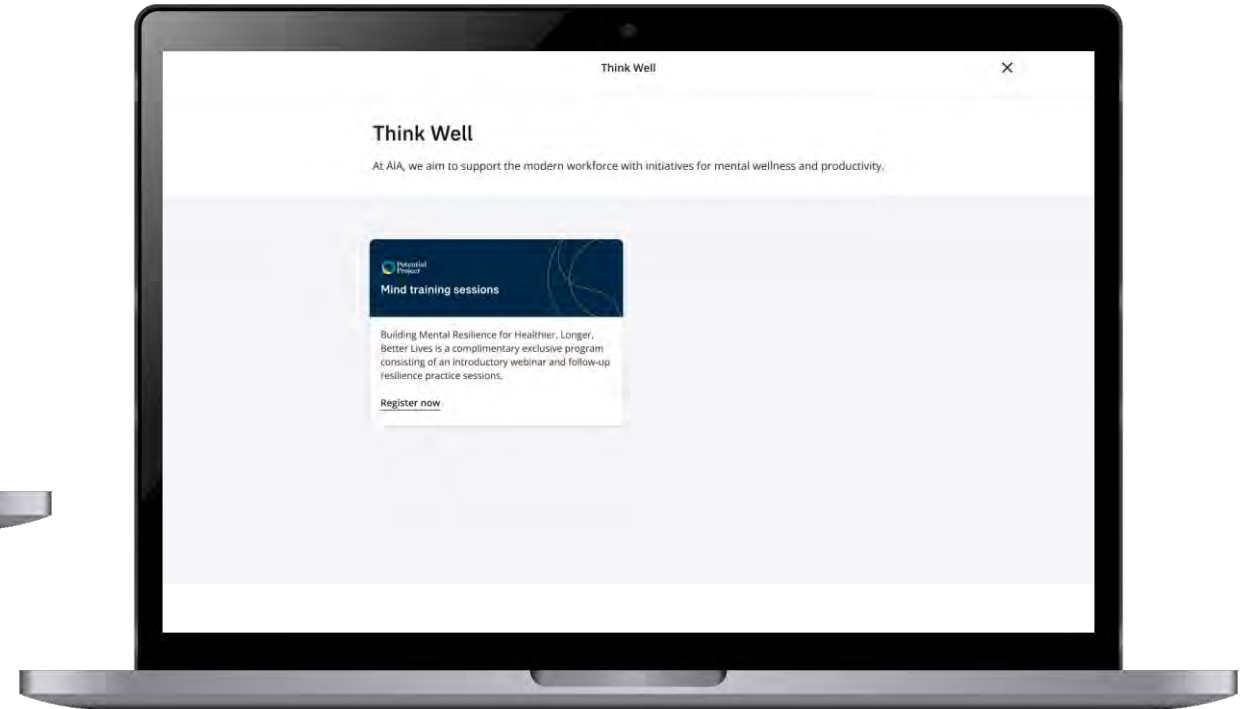
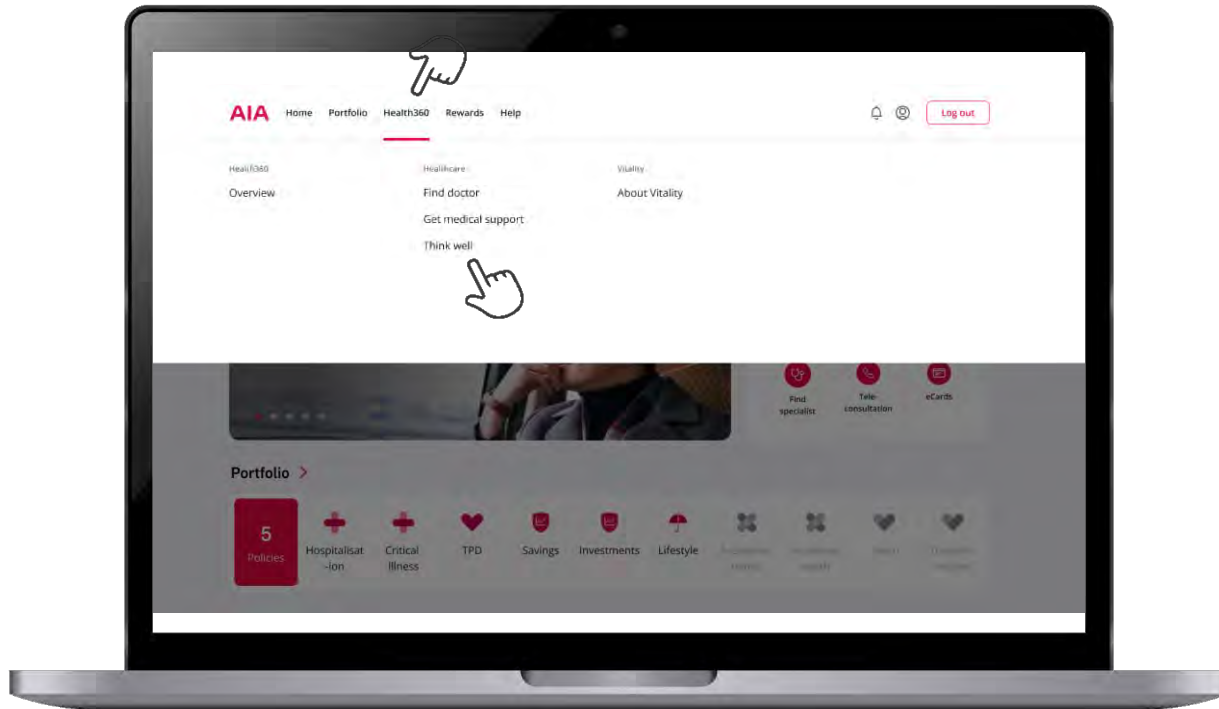
[Health 360](#)

[Let Us Help](#)

[Others](#)



Think Well



01

Under [Dashboard](#), select Health360 & Think Well



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)





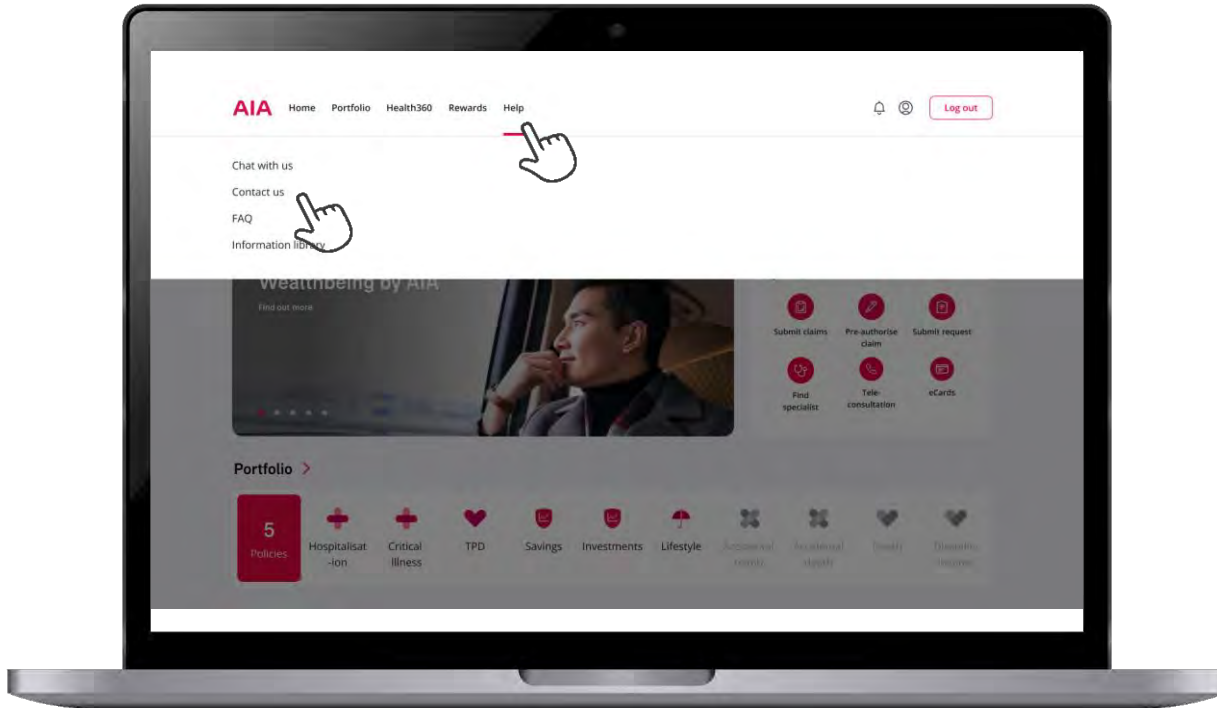
HEALTHIER, LONGER,
BETTER LIVES

Let Us Help



[Contact us](#)

Contact us

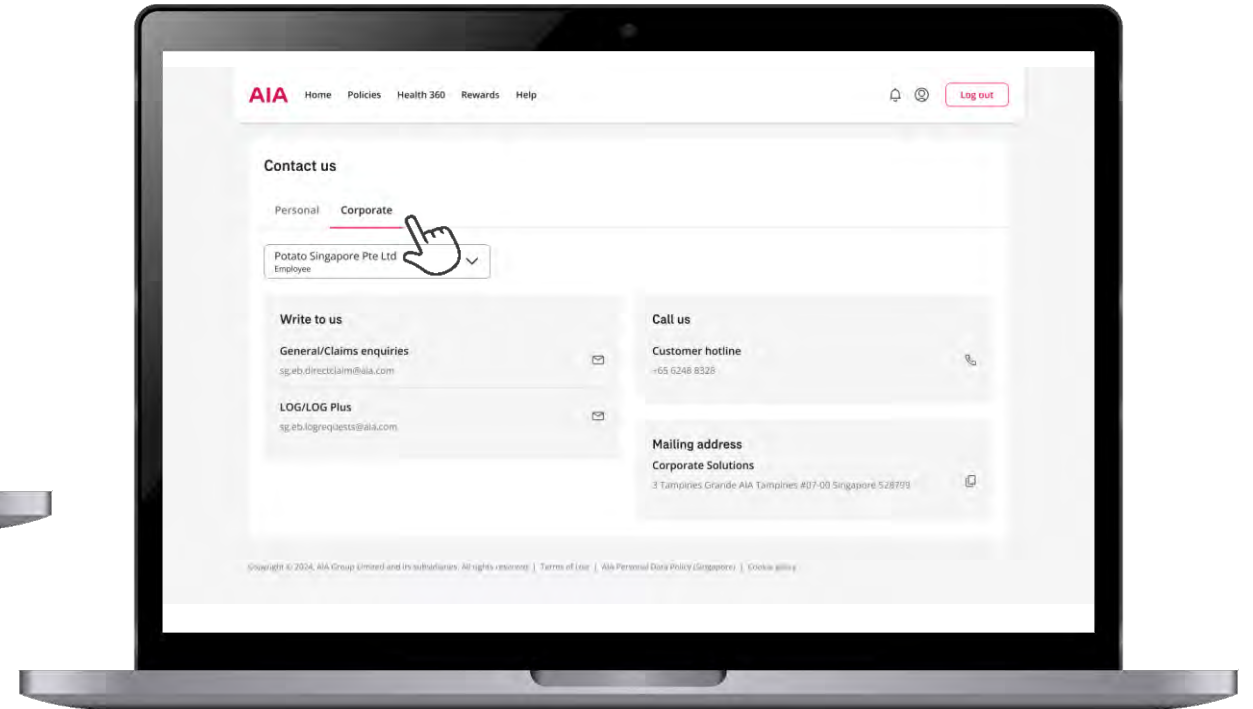


01

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](#)



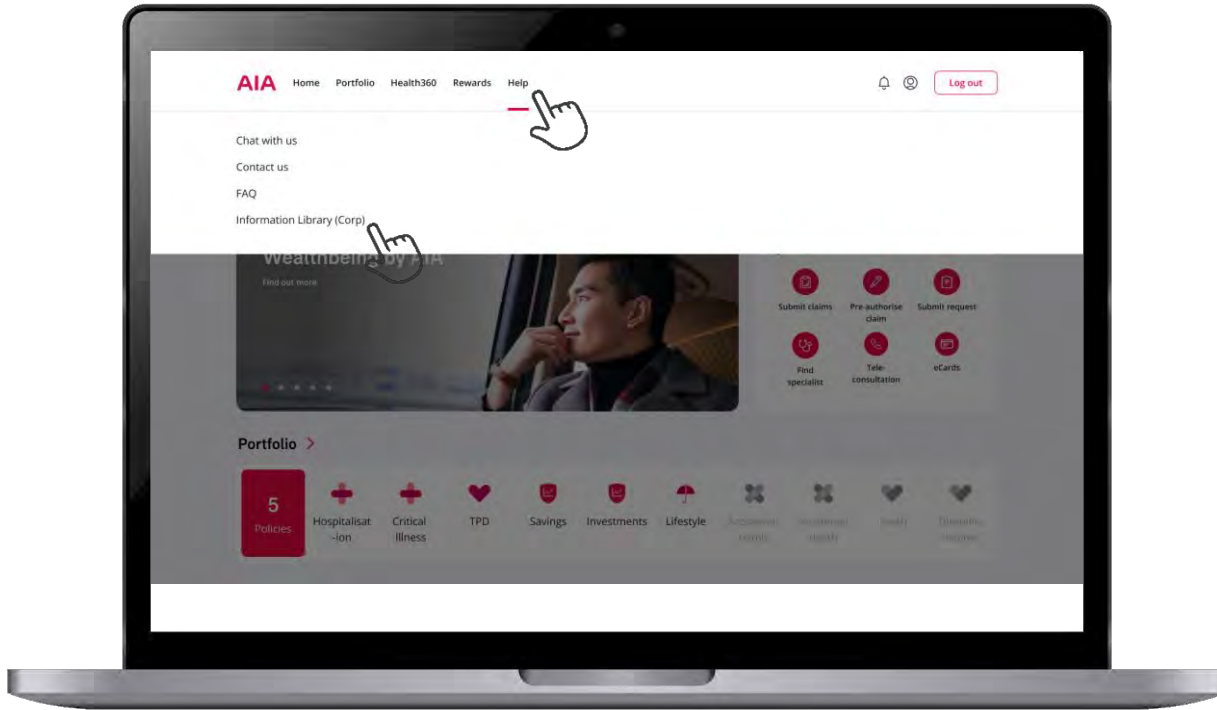


HEALTHIER, LONGER,
BETTER LIVES

Others



Information Library

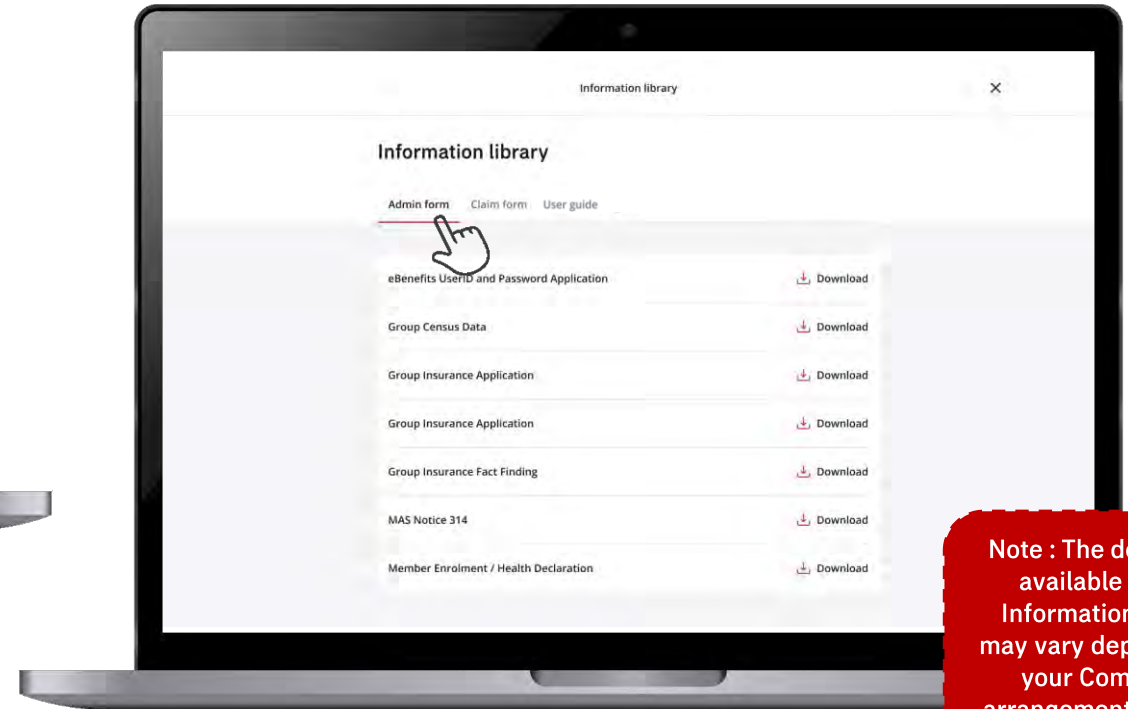


01

Under [Dashboard](#), select Help & Information Library

02

Admin related



Note : The documents available in your Information Library may vary depending on your Company's arrangement with AIA.



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

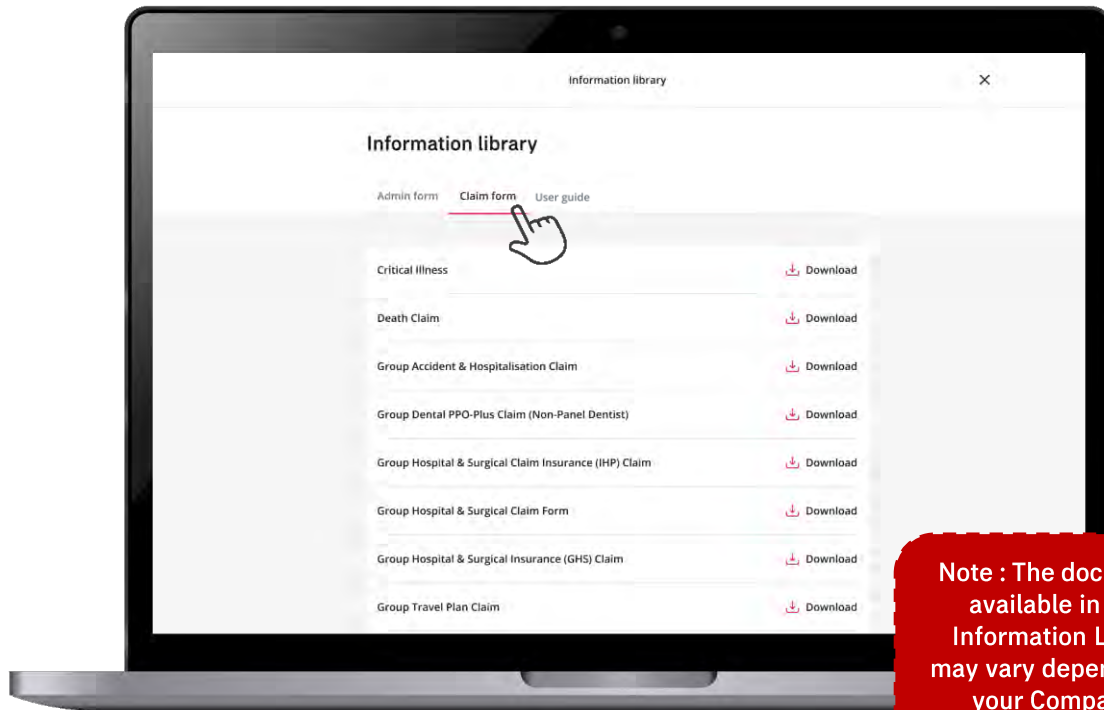
[Others](#)



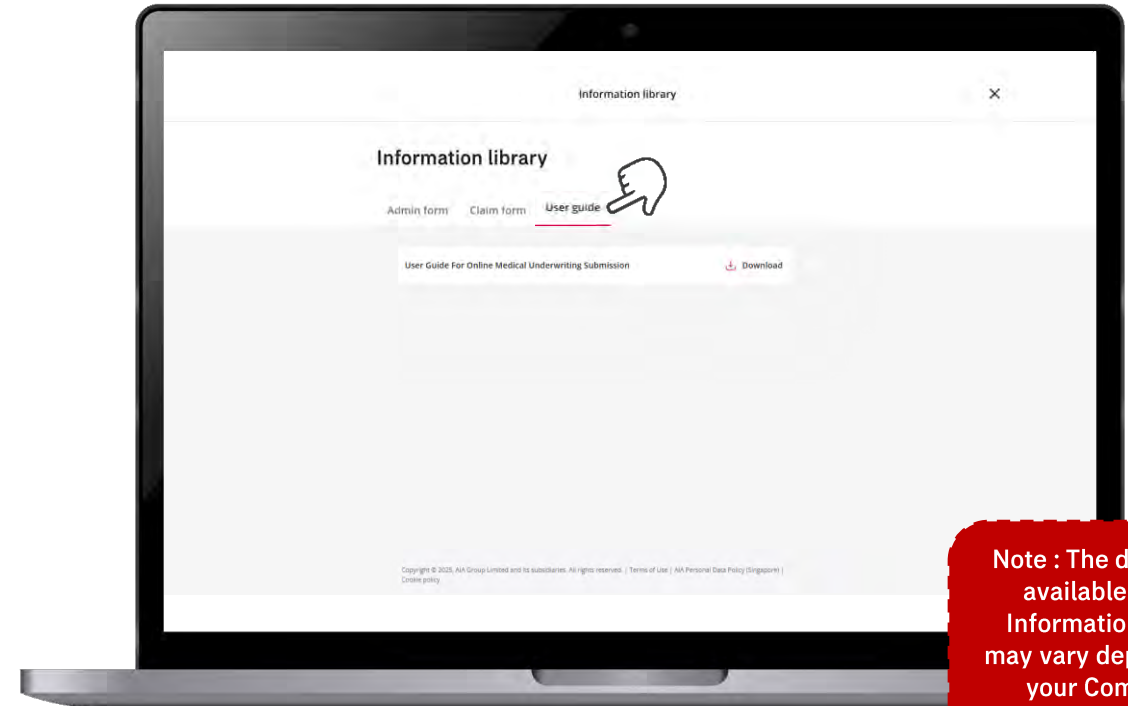
Information Library

03

Claims related



Note : The documents available in your Information Library may vary depending on your Company's arrangement with AIA.



Note : The documents available in your Information Library may vary depending on your Company's arrangement with AIA.

04

User guide



[Contents](#)

[Let's Get Started](#)

[Key AIA+ Functions](#)

[Your Profile](#)

[You're Covered](#)

[Your Claims](#)

[Health 360](#)

[Let Us Help](#)

[Others](#)



Common Terms

Abbrev	Description	Abbrev	Description	Abbrev	Description
AAW	Actively at Work	GLTC	Group Long Term Care	PPO	Preferred Provider Organisation
ASO	Administrative Service Only	GLTD	Group Long Term Disability	PTE	Private
CPF	Central Provident Fund	GMM	Group Major Medical	SMM	Supplementary Major Medical
CS	Corporate Solutions	GOV/GRH	Government / Restructured Hospital / Public Hospital	SP/GOS	Specialist Outpatient / Group Outpatient Specialist
DNC	Do Not Call Registry	GP/GOC	General Practitioner / Clinical Outpatient	TCM	Traditional Chinese Medicine
DOB	Date of Birth	GPA	Group Personal Accident	TPA	Third Party Administrator
EB	Employee Benefits	GPS	Global Positioning System		
EMM	Extended Major Medical	GST	Goods & Services Tax		
FAQ	Frequently asked questions	GTL	Group Term Life		
FIN	Foreign Identification Number	HDF	Health Declaration Form		
FW	Foreign Worker	IHS	Integrated HealthCare Solutions		
GADD	Group Accidental Death & Dismemberment	NRIC	National Registration Identity Card		
GCI	Group Critical Illness	PD	Paediatrician		
GDI	Group Disability Income	PDPA	Personal Data Protection Act		
GECI	Group Early Critical Illness	PIM	Premier International Medical		
GHS	Group Hospitalisation & Surgical				



HEALTHIER, LONGER,
BETTER LIVES

Thank you



Access
AIA+ now