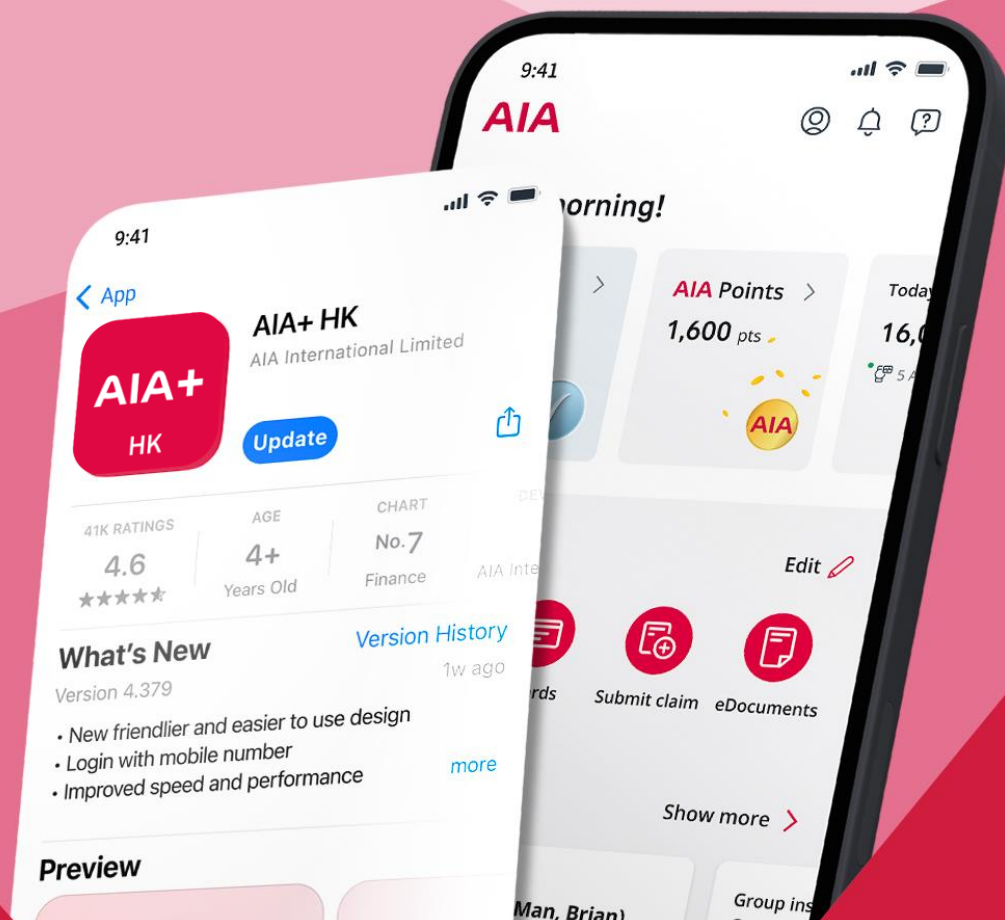


AIA+

Claims & Payment

User guide

The content shown in this guide is for illustration purposes only.
It might not represent the current version of the mobile app.

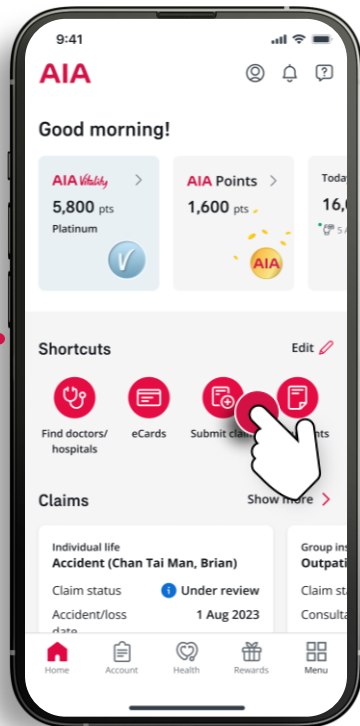


/ Menu – Claims & Payment

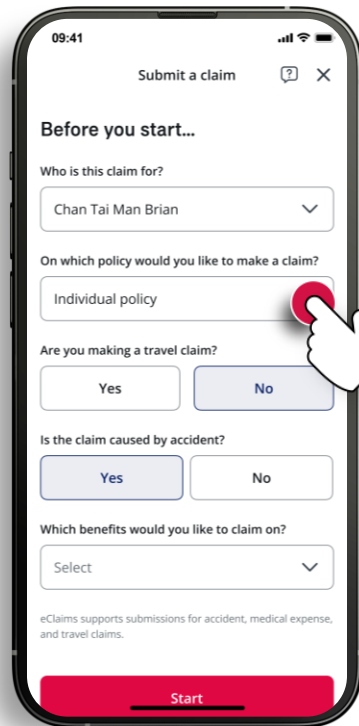
Submit eClaim application (Individual insurance)	3
Submit eClaim application (Group insurance)	5
Check the claim status	7
Pay medical shortfall (Group insurance)	8
Registration for eClaim payment methods (Individual insurance)	10
Settle the premium payment with FPS (Individual insurance)	13
Settle the premium payment with credit card (Individual insurance)	14
Settle the premium payment at 7-Eleven (Individual insurance)	15

/ Submit eClaim application (Individual insurance)

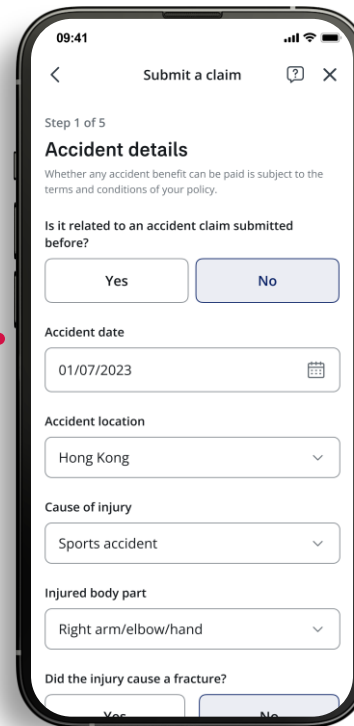
01/ Click "Submit claim" on AIA+ homepage



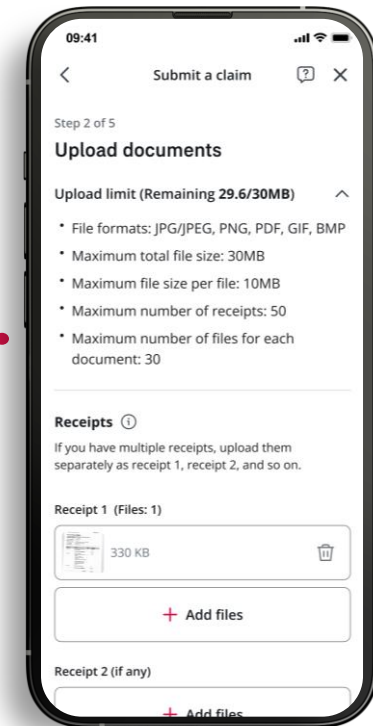
02/ Select "Individual policy" and the types of your claim



03/ Enter claim details

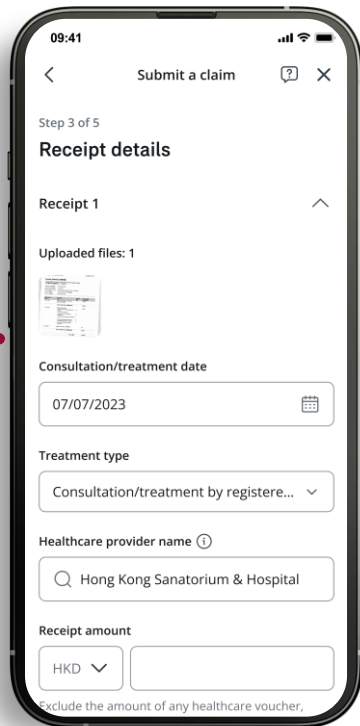


04/ Upload documents



/ Submit eClaim application (Individual insurance)

05/ Fill in receipt details



09:41 Submit a claim

Step 3 of 5

Receipt details

Receipt 1

Uploaded files: 1

Consultation/treatment date
07/07/2023

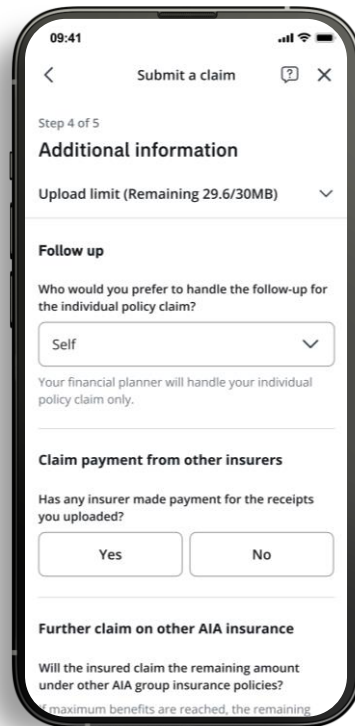
Treatment type
Consultation/treatment by registre...

Healthcare provider name
Hong Kong Sanatorium & Hospital

Receipt amount
HKD

Exclude the amount of any healthcare voucher.

06/ Fill in additional information



09:41 Submit a claim

Step 4 of 5

Additional information

Upload limit (Remaining 29.6/30MB)

Follow up

Who would you prefer to handle the follow-up for the individual policy claim?

Self

Your financial planner will handle your individual policy claim only.

Claim payment from other insurers

Has any insurer made payment for the receipts you uploaded?

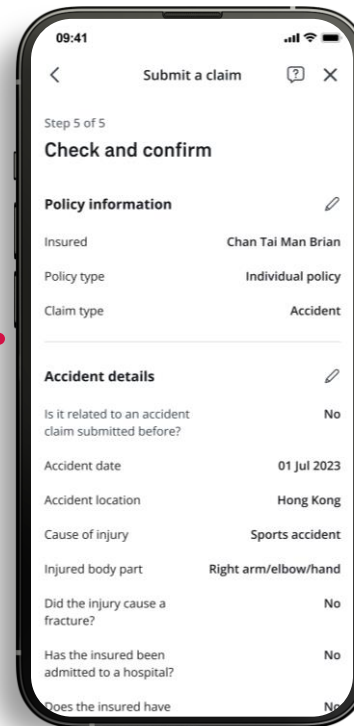
Yes No

Further claim on other AIA insurance

Will the insured claim the remaining amount under other AIA group insurance policies?

If maximum benefits are reached, the remaining

07/ Check and confirm



09:41 Submit a claim

Step 5 of 5

Check and confirm

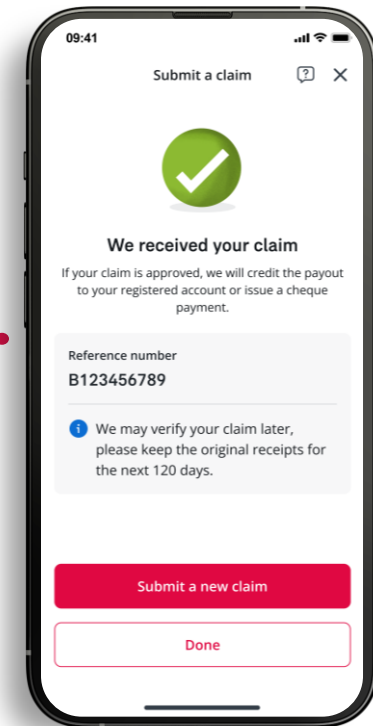
Policy information

Insured Chan Tai Man Brian
Policy type Individual policy
Claim type Accident

Accident details

Is it related to an accident claim submitted before? No
Accident date 01 Jul 2023
Accident location Hong Kong
Cause of injury Sports accident
Injured body part Right arm/elbow/hand
Did the injury cause a fracture? No
Has the insured been admitted to a hospital? No
Does the insured have

08/ Claim successfully submitted



09:41 Submit a claim

We received your claim

If your claim is approved, we will credit the payout to your registered account or issue a cheque payment.

Reference number
B123456789

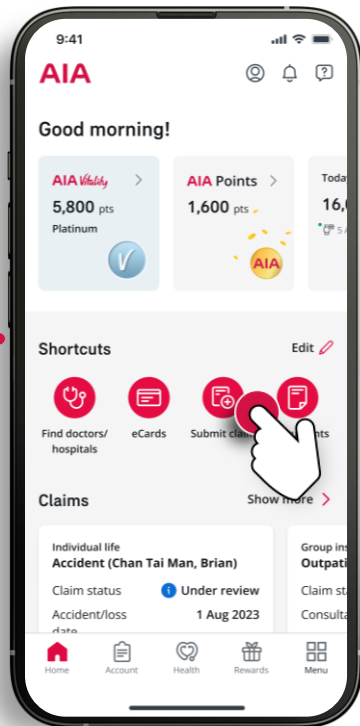
We may verify your claim later, please keep the original receipts for the next 120 days.

Submit a new claim

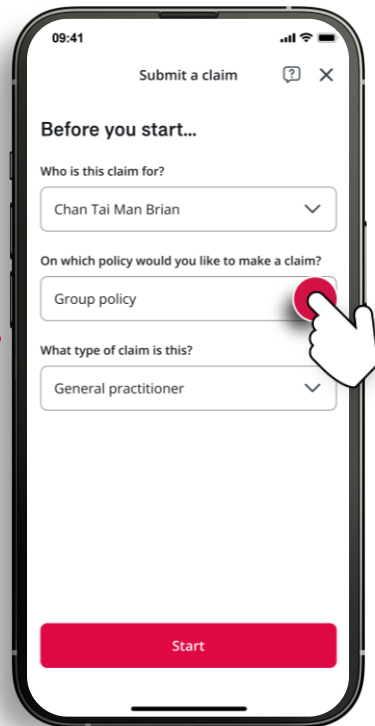
Done

/ Submit eClaim application (Group insurance)

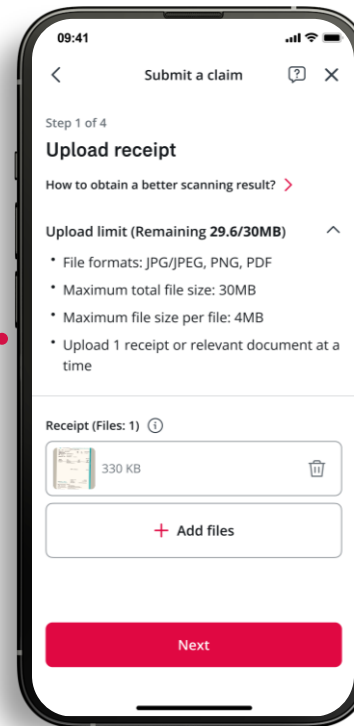
01 Click "Submit claim" on AIA+ homepage



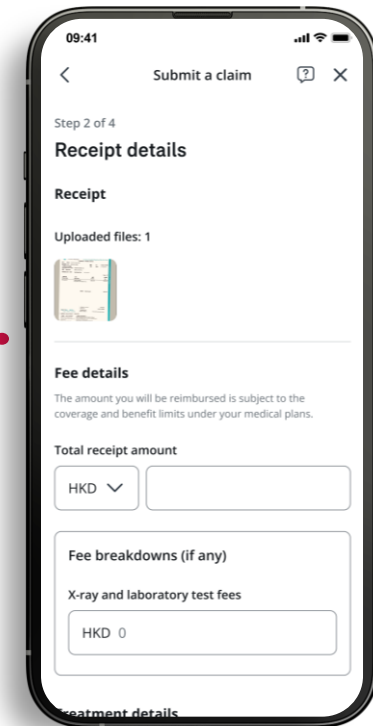
02 Select claimant, group policy and claim type



03 Upload receipt



04 Fill in receipt details



/ Submit eClaim application (Group insurance)

05/ Fill in additional information

Submit a claim

Step 3 of 4

Additional information

Upload limit (Remaining 29.6/30MB)

Claim payment from other insurers

Has any insurer made payment for the receipts you uploaded?

Will you submit this receipt to other policies?

Further claim on other AIA insurance

Will the claimant claim the remaining amount under other AIA group policies?

06/ Check and confirm

Submit a claim

Step 4 of 4

Check and confirm

Policy information

Claimant: Chan Tai Man Brian

Policy type: Group policy

Claim type: General practitioner

Receipt details

Uploaded files: 1

Total receipt amount: HKD 320

Consultation/treatment date: 01 Aug 2023

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

07/ Claim successfully submitted

Submit a claim

We received your claim

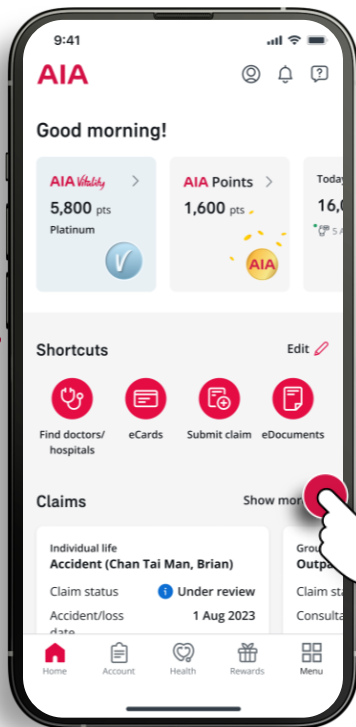
If your claim is approved, we will credit the payment to your designated bank account.

eClaim reference number
ACM001234567

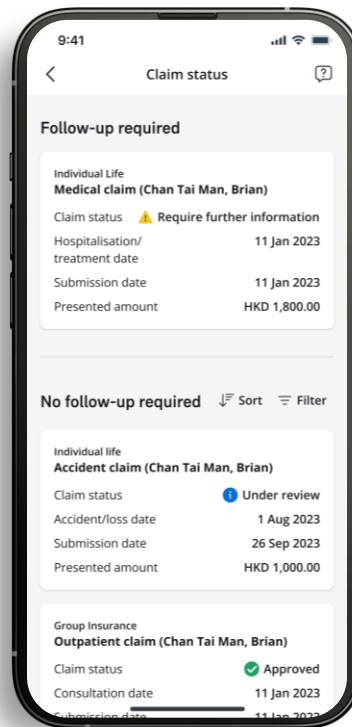
! We may verify your claim later, please keep the original receipts for the next 120 days.

/ Check the claim status

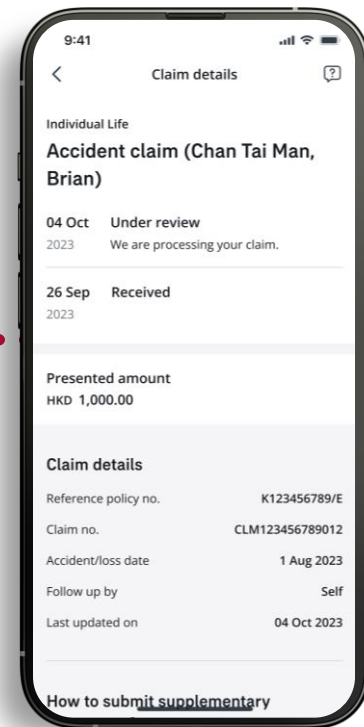
01/ Click "Show more" on "Claims" section on AIA+ homepage



02/ You can check the claim status

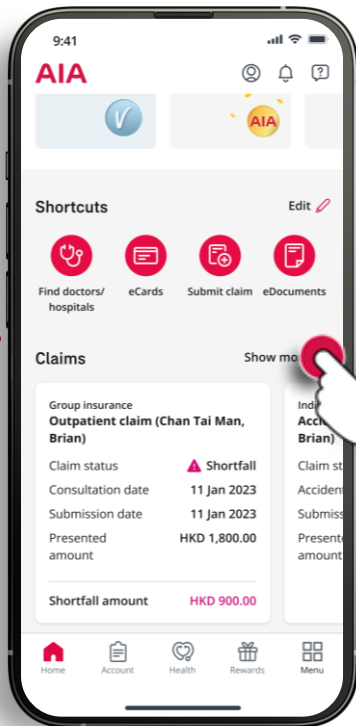


03/ Claim status update is reflected

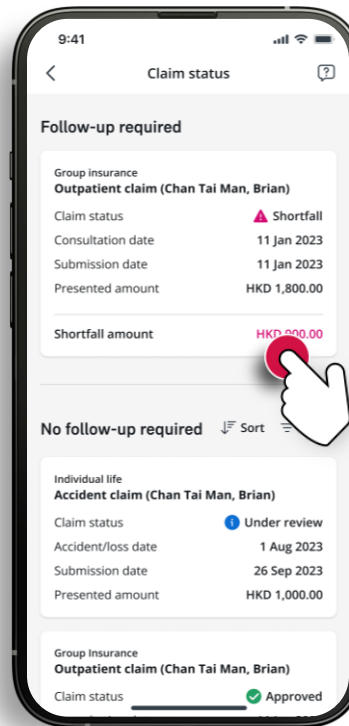


/ Pay medical shortfall (Group insurance)

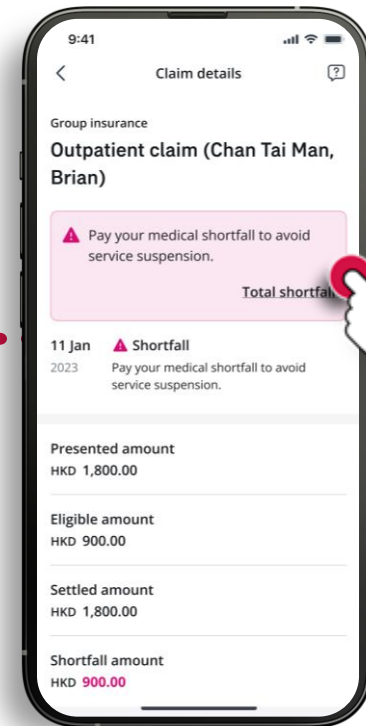
01/ Click "Show more" on "Claims" section on AIA+ homepage



02/ You can see all the claim records

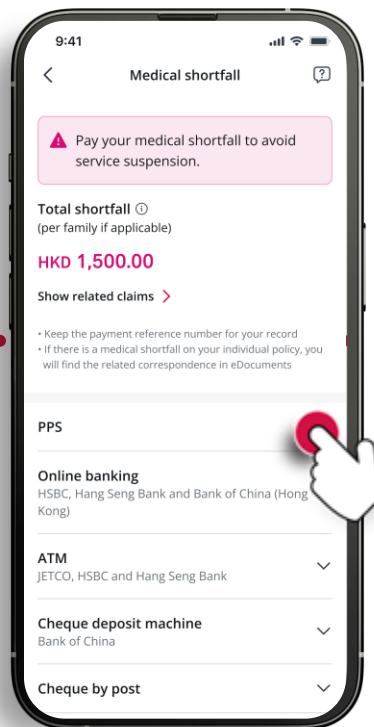


03/ Click "Total shortfall" on "Claim details" page

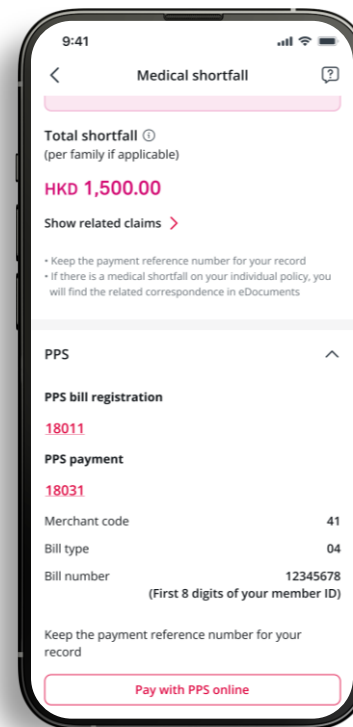


/ Pay medical shortfall (Group insurance)

04/ Check outstanding shortfall and select applicable payment method, e.g., PPS



05/ Click "Pay with PPS online"



/ Registration for eClaim payment methods (Individual insurance)

01/ You can register for the eClaim payment methods when you start to submit a claim

Submit a claim

Before you start...

Who is this claim for?
Chan Tai Man Brian

On which policy would you like to make a claim?
Individual policy

Are you making a travel claim?
Yes No

Is the claim caused by accident?
Yes No

Which benefits would you like to claim on?
Medical expenses reimbursement

eClaims supports submissions for accident, medical expense, and travel claims.

We may ask you to upload supporting documents later in the claim.

02/ Click "Register now"

Submit a claim

Before you start...

Who is this claim for?
Chan Tai Man Brian

On which policy would you like to make a claim?
Individual policy

Are you making a travel claim?
Yes No

Is the claim caused by accident?
Yes No

Which benefits would you like to claim on?
Medical expenses reimbursement

eClaims supports submissions for accident, medical expense, and travel claims.

We may ask you to upload supporting documents later in the claim.

Register for FPS

- Receive your claims payment faster and easier
- No bank documents needed

Don't show again

Register now

Maybe later

03/ Click "Select" under "FPS Proxy ID"

FPS/eBank-in

Step 2 of 5

Provide your FPS details

FPS Proxy ID
Select

Select a currency
HKD RMB

Next

04/ Select FPS proxy ID, e.g. "FPS identifier"

FPS/eBank-in

Step 2 of 5

Provide your FPS details

FPS Proxy ID
Select

Select a currency
HKD RMB

Next

Select FPS Proxy ID

Email address

FPS identifier

Mobile number

/ Registration for eClaim payment methods (Individual insurance)

05/ Fill in your FPS identifier

9:41 FPS/eBank-in

Step 2 of 5

Provide your FPS details

FPS Proxy ID

FPS identifier

FPS Identifier

1234567

Select a currency

HKD RMB

Next

06/ Upload documents

9:41 FPS/eBank-in

Step 3 of 5

Upload documents

To ensure the account holder and transfer details are correct, please upload the following documents:

- ID card or passport

Documents

+ Add files

We only accept image files. PDF documents are not supported.

Next

07/ Select policies to apply payment method

9:41 FPS/eBank-in

Step 4 of 5

Select policies to apply

Policies Select all

LIFE ENDOWMENT SPECIAL (SPECIAL PROMOTION)
B311742549

Effective date 26 May 2023
Currency HKD
Status ✔ Registered for FPS
FPS Proxy ID 3801111

PROTECT ELITE ULTRA 3 - FIRST GIFT
B960005912

Effective date 26 May 2023
Currency HKD
Status ✔ Registered eBank in
Account no. 3801111

PROTECT ELITE ULTRA 3 - FIRST GIFT
GIFTAIA VOLUNTARY HEALTH

Next

08/ Check and confirm

9:41 FPS/eBank-in

Step 5 of 5

Check and confirm

Payment option

Selected payment option FPS

FPS

FPS proxy ID +852 98765432
Currency HKD

Uploaded documents

Files: 4

Policies to apply

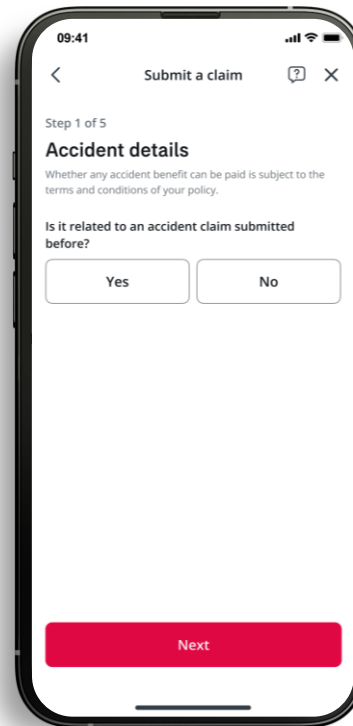
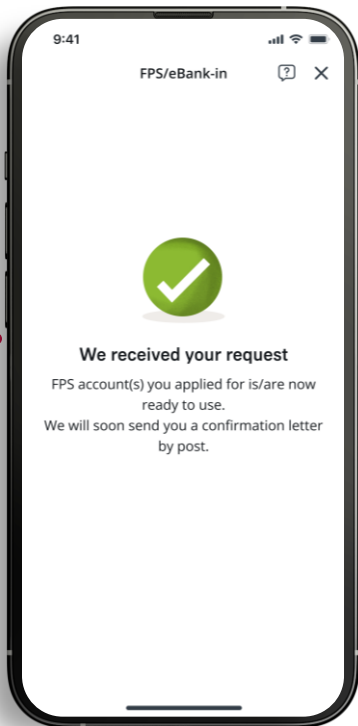
Plan name LIFE ENDOWMENT SPECIAL (SPECIAL PROMOTION)

Policy no. B311742549
Currency HKD
FPS Proxy ID 1234567

/ Registration for eClaim payment methods (Individual insurance)

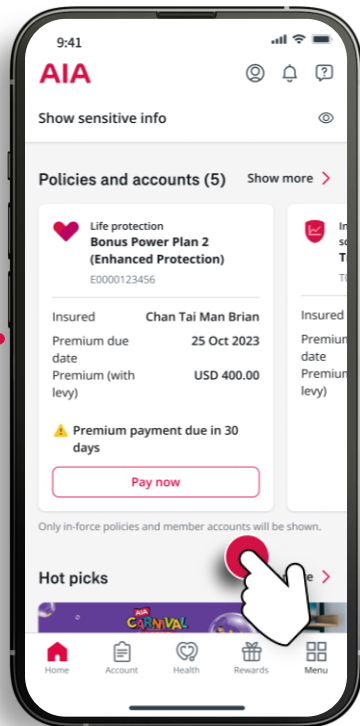
09/ Request successfully submitted

10/ You will be redirected to "Submit a claim" page

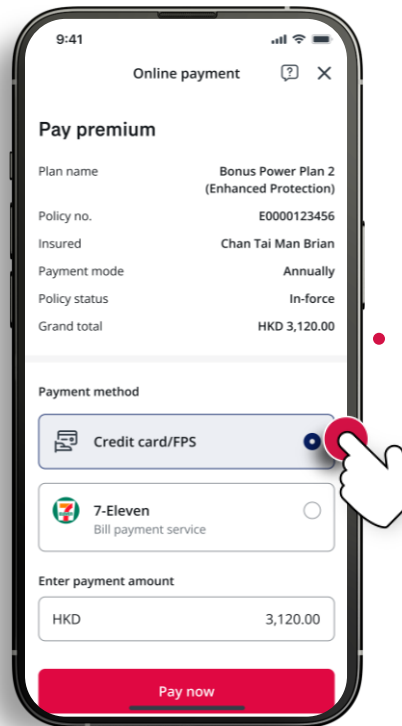


/ Settle the premium payment with FPS (Individual insurance)

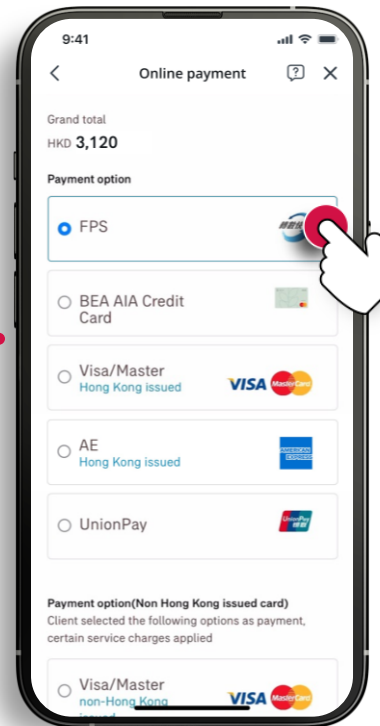
01/ Click "Pay now" on "Policy and accounts" section on AIA+ homepage



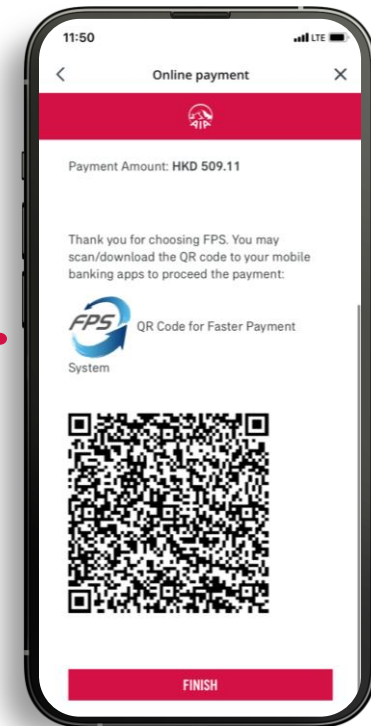
02/ Click "Credit card/FPS"



03/ Choose "FPS"



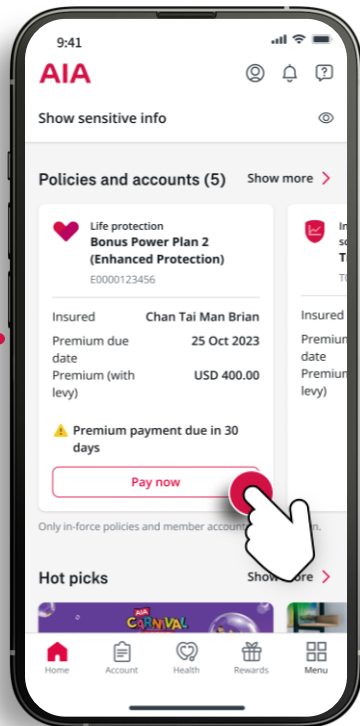
04/ Follow the instruction to complete payment



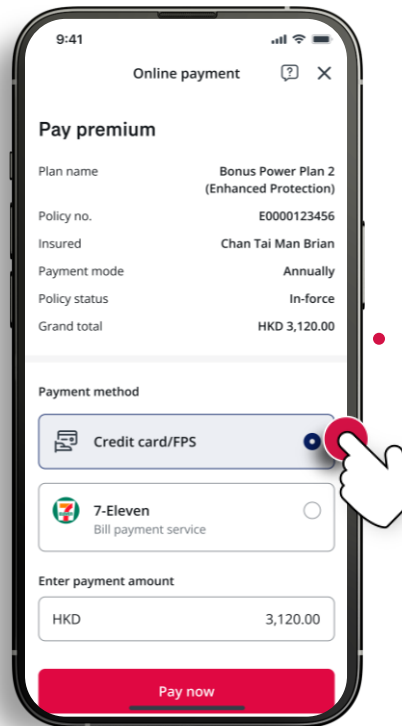
Remark: Applicable to paying AIA Vitality membership fee

/ Settle the premium payment with credit card (Individual insurance)

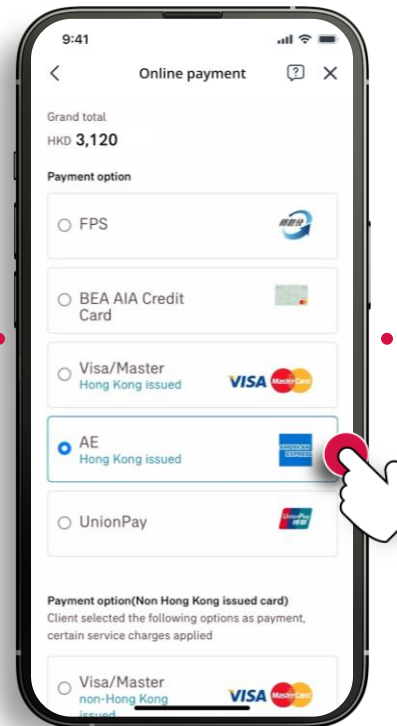
01/ Click "Pay now" on "Policy and accounts" section on AIA+ homepage



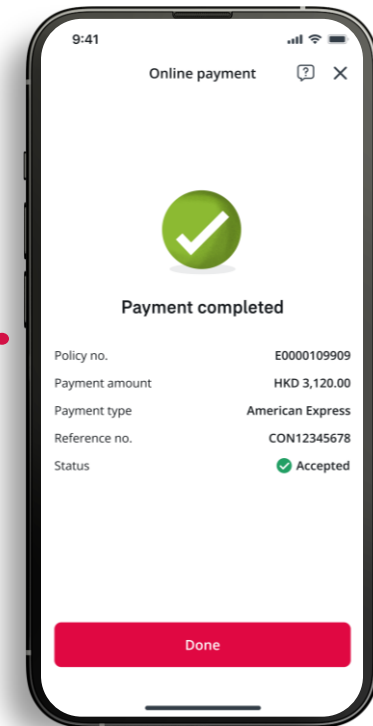
02/ Click "Credit card/FPS"



03/ Choose your credit card option, and fill in the credit card details to pay



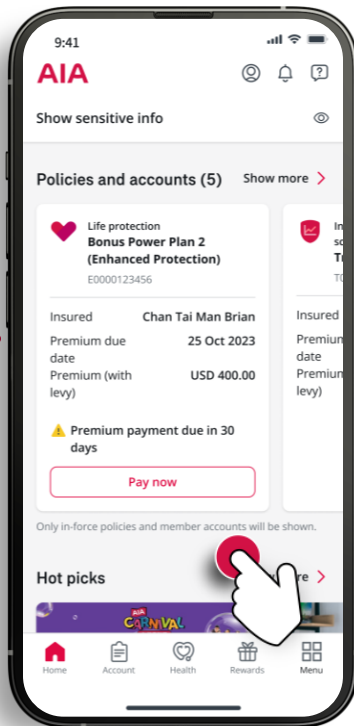
04/ Payment completed



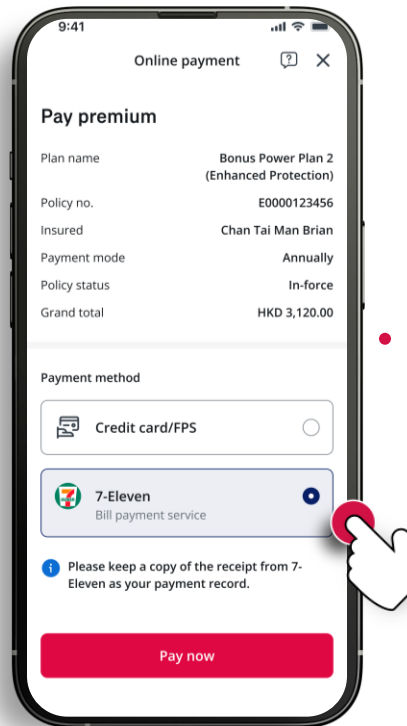
Remark: Applicable to paying AIA Vitality membership fee

/ Settle the premium payment at 7-Eleven (Individual insurance)

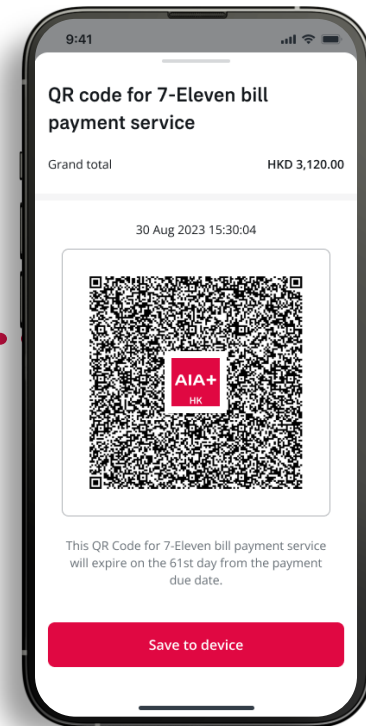
01/ Click "Pay now" on "Policy and accounts" section on AIA+ homepage



02/ Choose "7-Eleven"



03/ Show QR code to 7-Eleven when you are paying



Remark: Applicable to paying AIA Vitality membership fee