HEALTHIER, LONGER, BETTER LIVES

AIA EBENEFITS MOBILE APP

August 2021

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Agenda

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II. Devices that Support the eBen App

III. Device Settings

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- IV.2. Forgot User ID
- IV. 3. Forgot Password
- IV. 4. Register an Account

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- V.2 Sidebar Menu
- V.3 Member Profile Settings
  - V.3.1 Change Password
  - V.3.2 Update Mobile Number and/ Email Address
  - V.3.3 Update Bank Account Details
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VI. Marketing Consent

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Agenda

Continued…

VII. Notifications
VIII. Coverage
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XV. Information Library
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I. What is the AIA eBenefits Mobile App?

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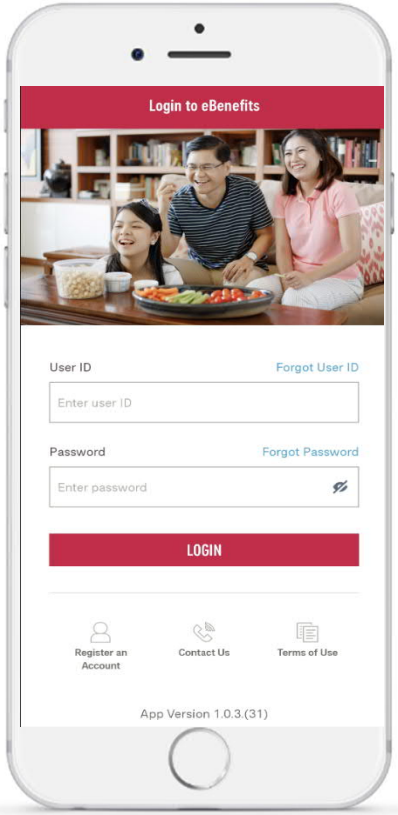
I. What is AIA eBenefits Mobile App?



The eBenefits mobile app allows insured members of AIA plans to effortlessly access and manage their policies and claims, anytime and anywhere.

- Check employee benefit details
- Locate the nearest panel clinics
- View medical cards easily
- Submit New Claims and/or View recently submitted claims
- View profile details
- Use biometric authentication to sign in

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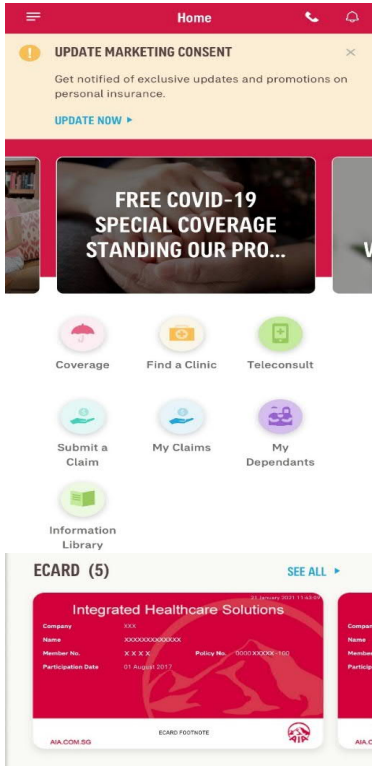
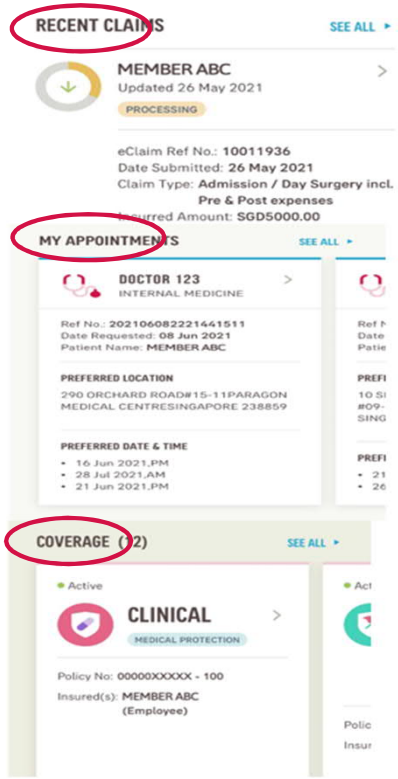
The AIA eBenefits Mobile App

Relevant functions are displayed in just one easy scroll





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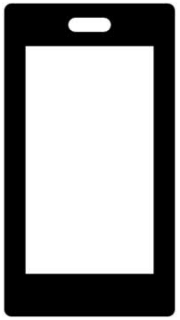
II. Devices That Support the eBenefits App

The eBenefits mobile app is supported by iOS devices (iOS 11 and above) and Android.



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III. Device Settings

iOS Settings

In order to use the application seamlessly, ensure certain settings on your phone have been configured before you start using it.

- **Location** (in **Privacy**, ensure **Location Services** is switched on
- **Photos** (Set access to **Read and Write**)
- **Camera** (**Switched on**)
- **Face ID** (In **Face ID & Passcode > Other Apps >** ensure eBenefits Mobile App is switched on for Biometric authentication

These permissions can be updated in Settings.

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Device Settings

Android Settings

For Android users, the app must be allowed these permissions:

- **Location**
- **Photos**
- **Camera**
- **SMS**
- **Touch ID**

These permissions can be updated in Settings.

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IV. LOGIN

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IV.1. Login to eBenefits Mobile App

1. Download the App
2. Launch the app from your phone
3. Input your User ID
4. Input your Password
5. Cick on **Login**

iOS

Android

AIA eBenefits

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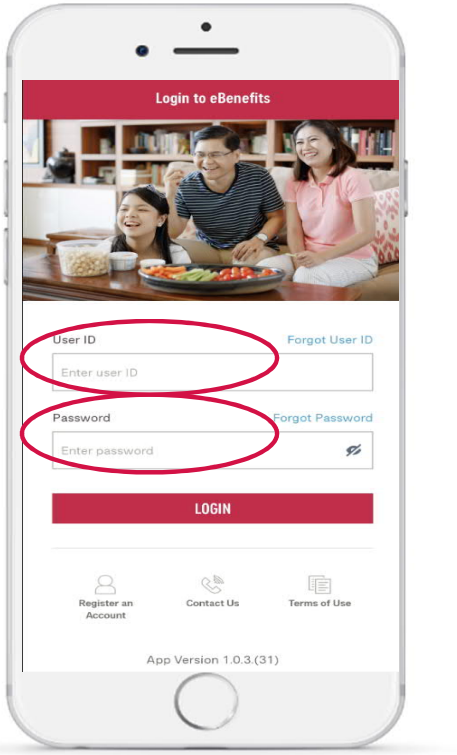
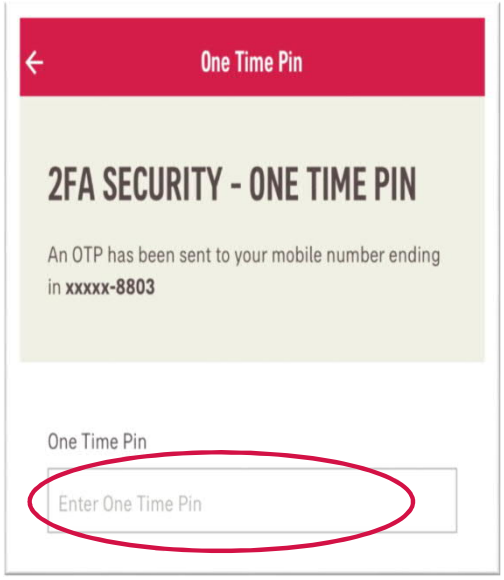
Login to eBenefits Mobile App





A One-Time Password (OTP) text will be sent to your mobile number. Enter the OTP.

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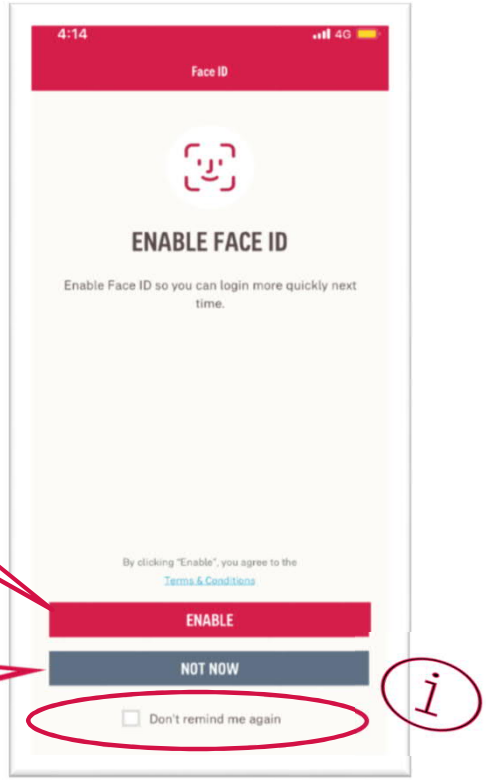
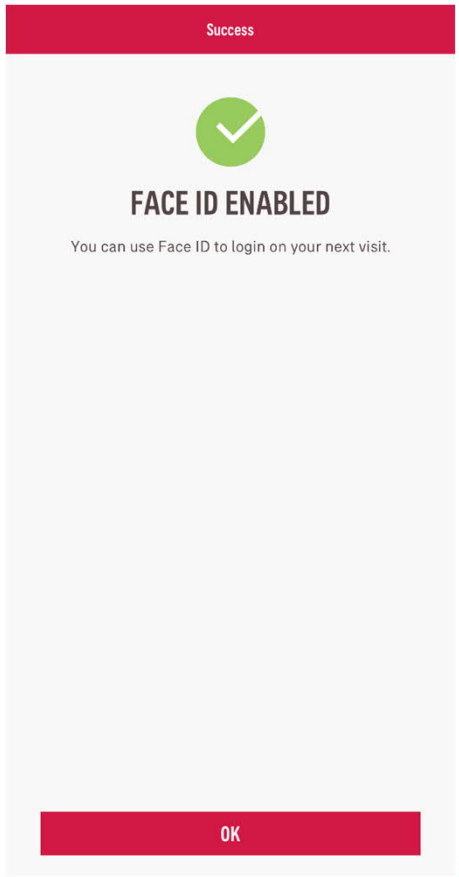
Login to eBenefits Mobile App

After your OTP has been entered correctly, you will be prompted to allow the enabling of biometric authentication (Face ID/ Touch ID) for future login.

By tapping on **Enable**, it will allow biometric authentication to be used at login.

If you tap on **Not Now, "Enable Face ID"** will appear in every login. Select "**Don't remind me again"** to disable subsequent prompts.





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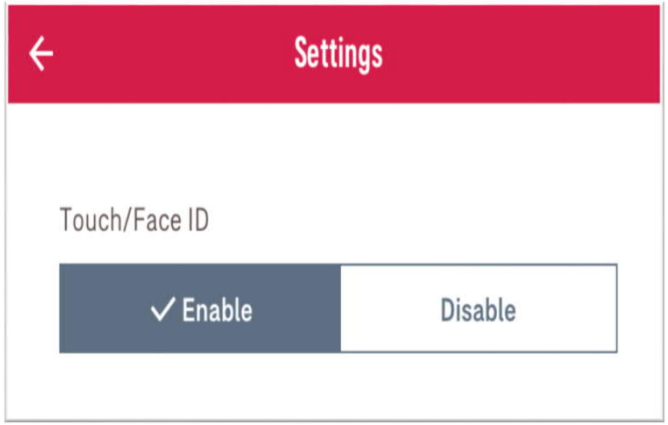
Login to eBenefits Mobile App

Upon successful set-up, press **OK** and you will be directed to the home page.

If you do not wish to enable the biometric authentication function at login, you will have to disable it in the settings.



To disable Face ID, go to the sidebar > click on “View Profile” > select “Settings” > select “Disable”.

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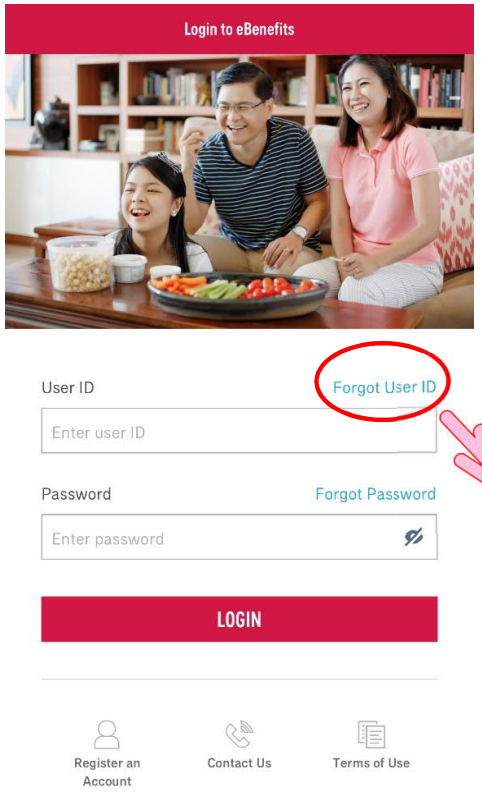
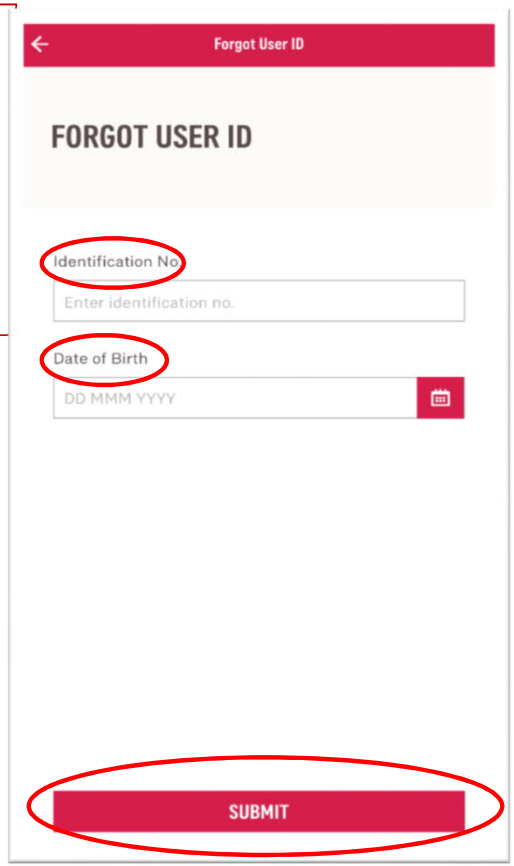
IV.2. Forgot User ID



When you forget your User ID, press FORGOT USER ID on the Login Page.

Key in your User ID and Date of Birth or Identification Number.



Upon pressing SUBMIT, you will be prompted to confirm if you wish to reset your User ID.

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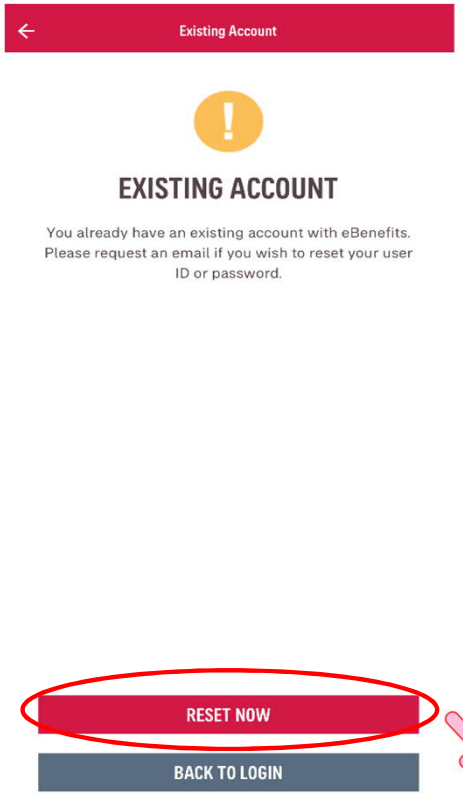
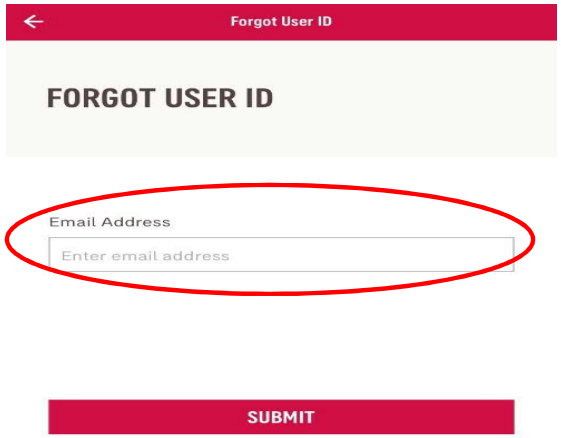
Forgot User ID



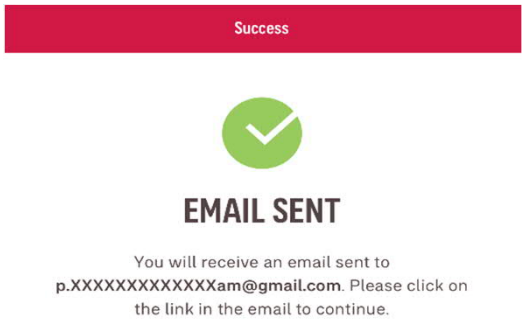
Upon pressing SUBMIT, you will be prompted to confirm if you wish to reset your User ID.

Press RESET NOW to proceed.



Key in your email address.

You will receive an email for the link to change your User ID.



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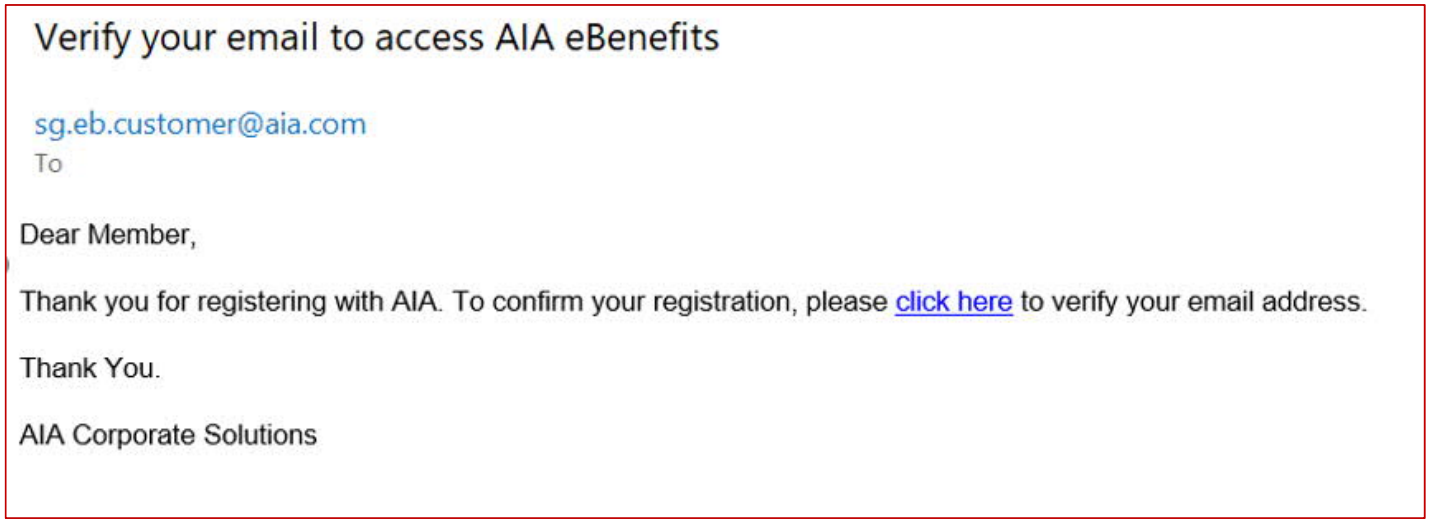
Forgot User ID

Sample email



Verify your email to access AIA eBenefits

sg.eb.customer@aia.com
To

Dear Member,

Thank you for registering with AIA. To confirm your registration, please click here to verify your email address.

Thank You.

AIA Corporate Solutions

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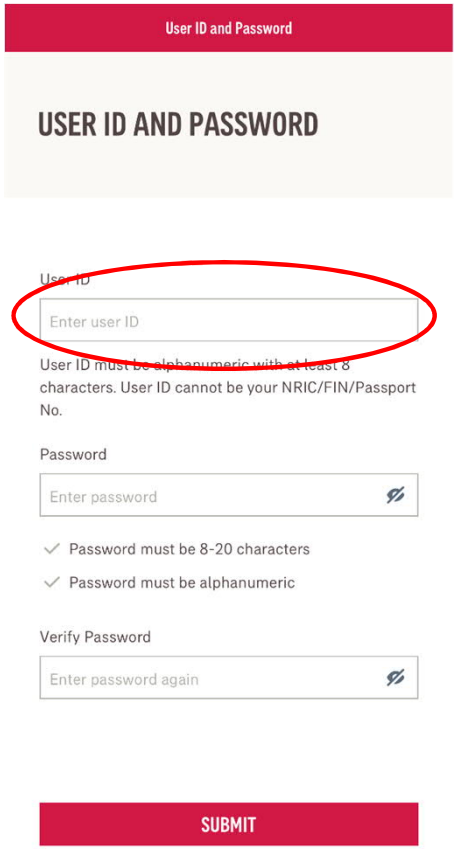
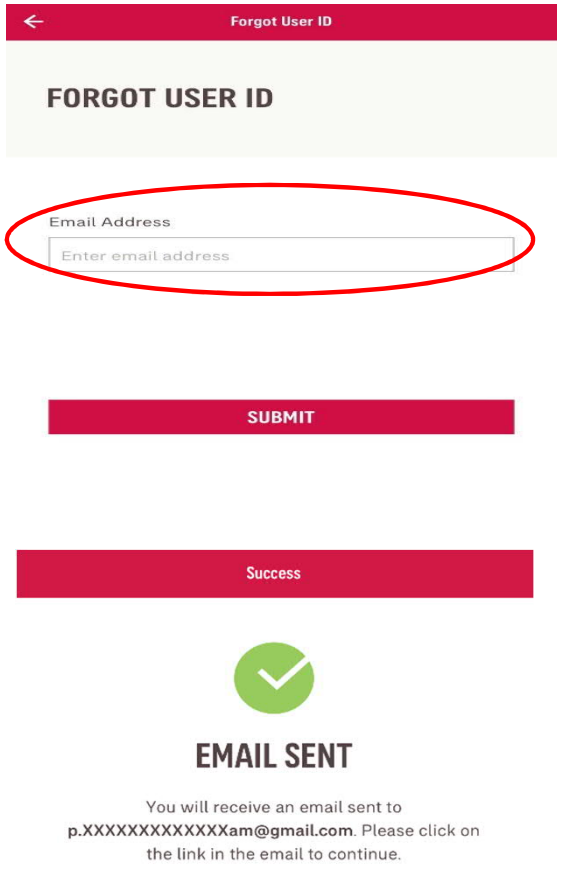
Forgot User ID



Input your new User ID.

User ID needs to be at least 6 characters long with a limit of 50 characters. The characters (‘) and (“) are not allowed.



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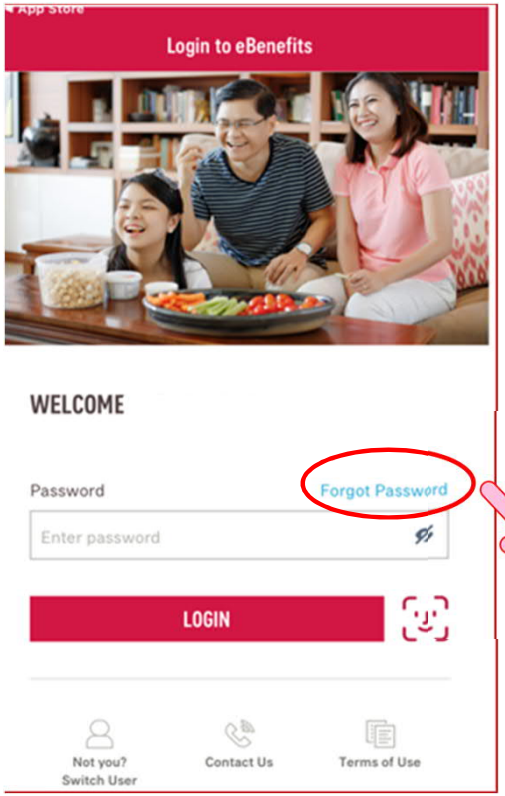
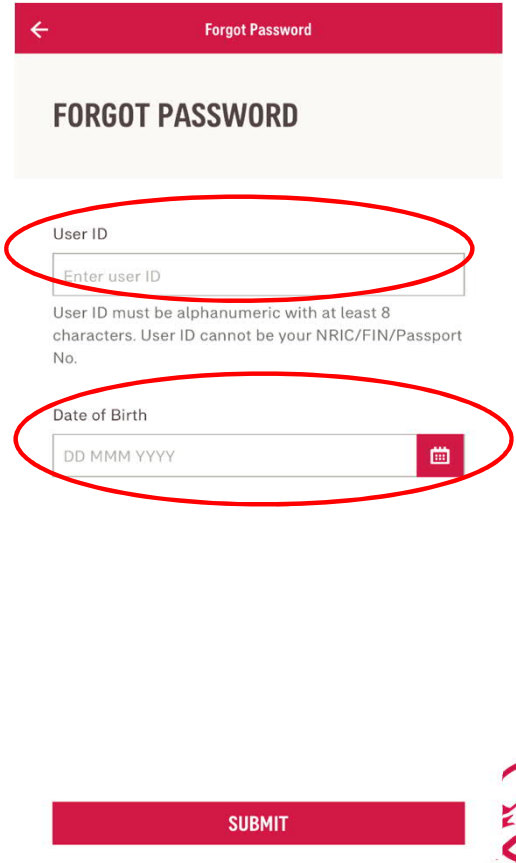
IV.3. Forgot Password



1 When you forget your password, click on Forgot Password on the Login Page.

2 Key in your User ID and Date of Birth or Identification Number.



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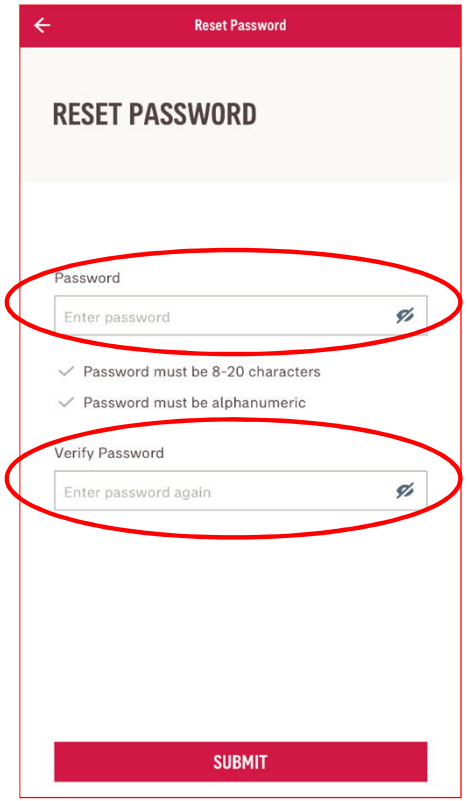
Forgot Password

3

Key in your new Password.

4

Key in a New Password.



***Note**: Ensure that your password is at least 8 characters long, with a mixture of alpha* and *numeric characters. You are advised not to use common passwords such as "1234", "password" for security purposes.*

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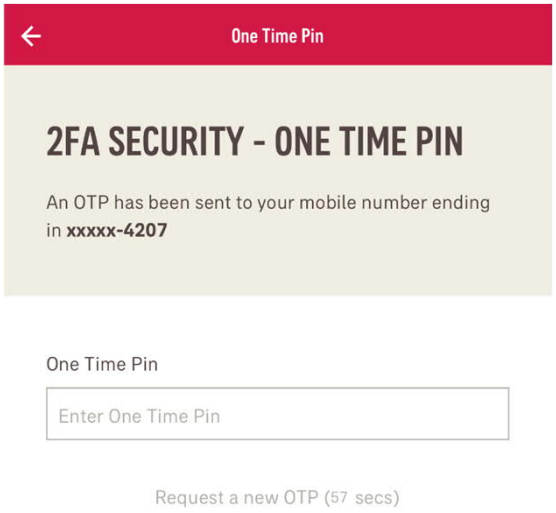
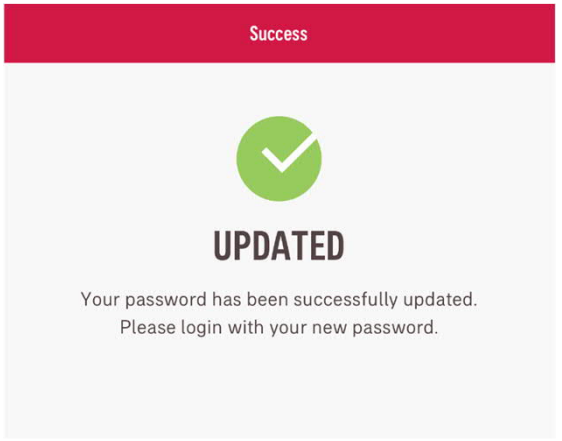
Forgot Password



A One-Time Password (OTP) will be sent to your mobile number. Enter the OTP.



Your password have been successfully reset.

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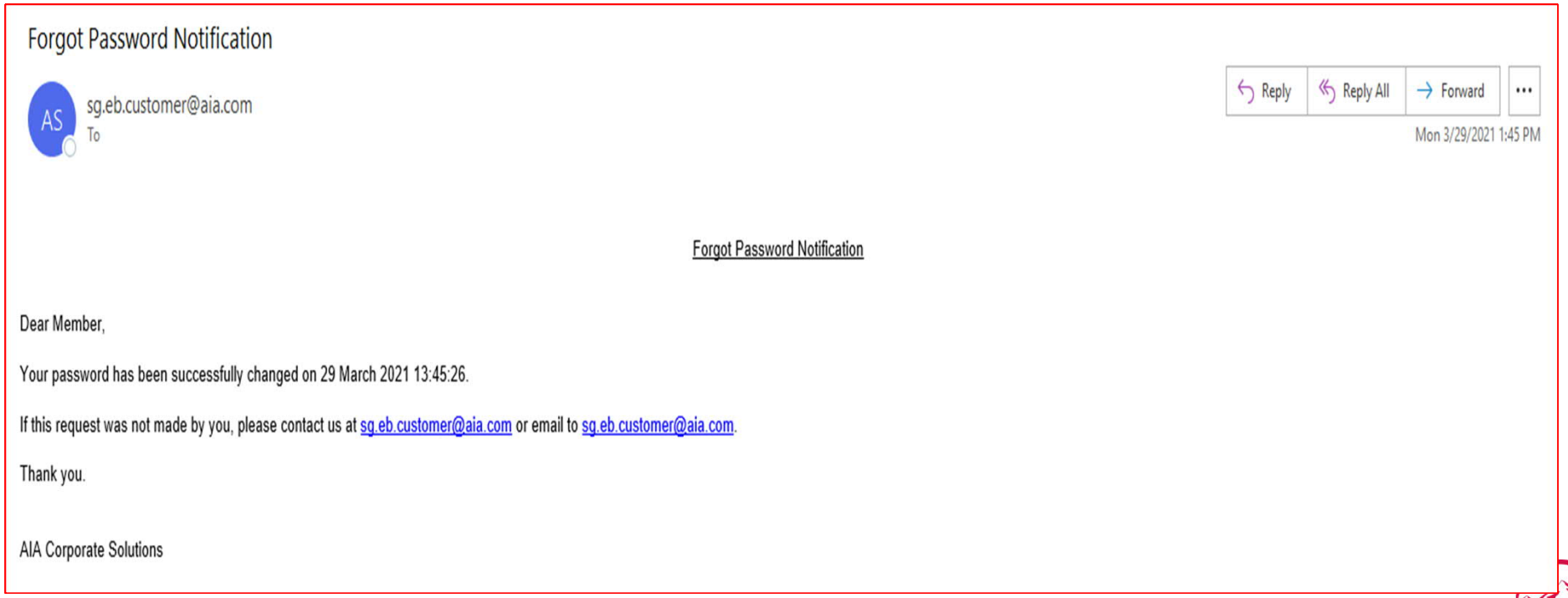
Forgot Password

You will also receive a notification from your email inbox.



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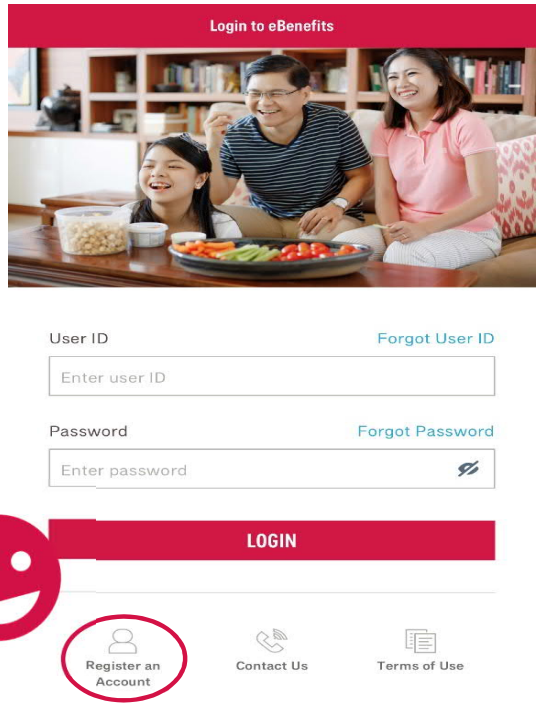
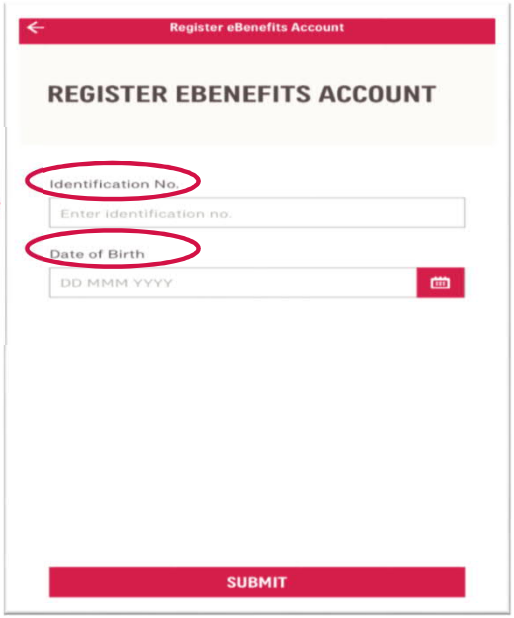
IV.4. Registering an Account

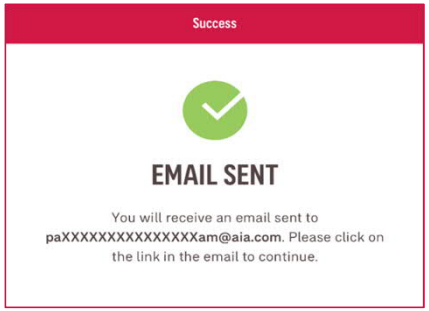
Register an account at the Login page.



Key in your User ID and Date of Birth.



An email containing the verification link will be sent. Click the link to proceed.



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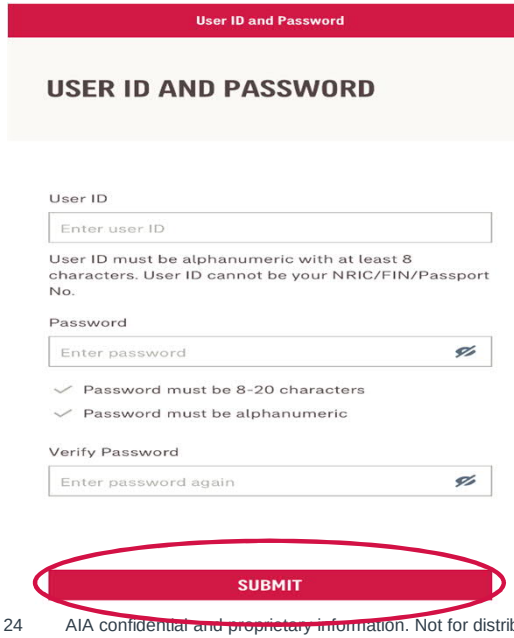
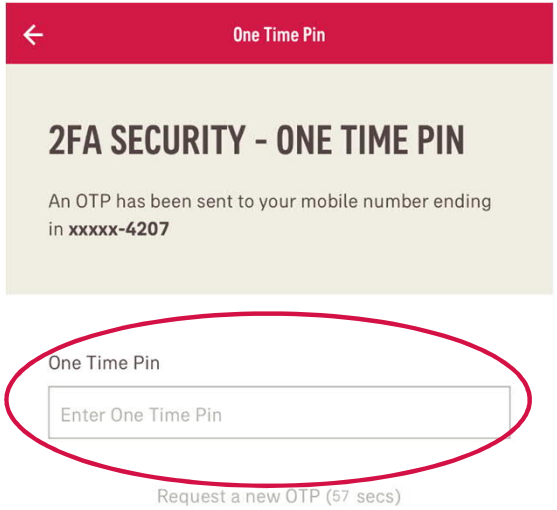
Registering an Account

Input your new User ID.

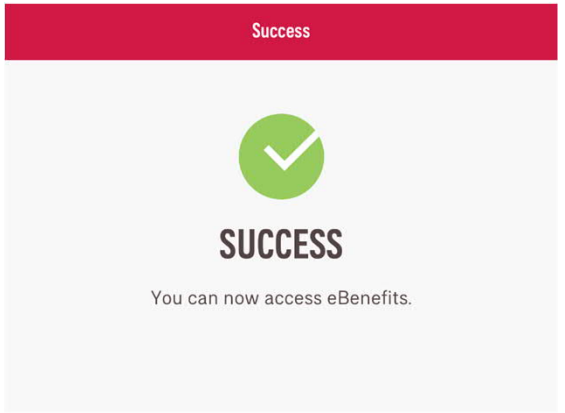
User ID needs to be at least 6 characters long with a limit of 50 characters. The characters (‘) and (“) are not allowed.



A One-Time Pin (OTP) will be sent to your mobile number. Enter the OTP from the message you received.



Upon entering the OTP, your account would have been successfully registered and you may now login.



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V. Modules in the eBenefits Mobile App

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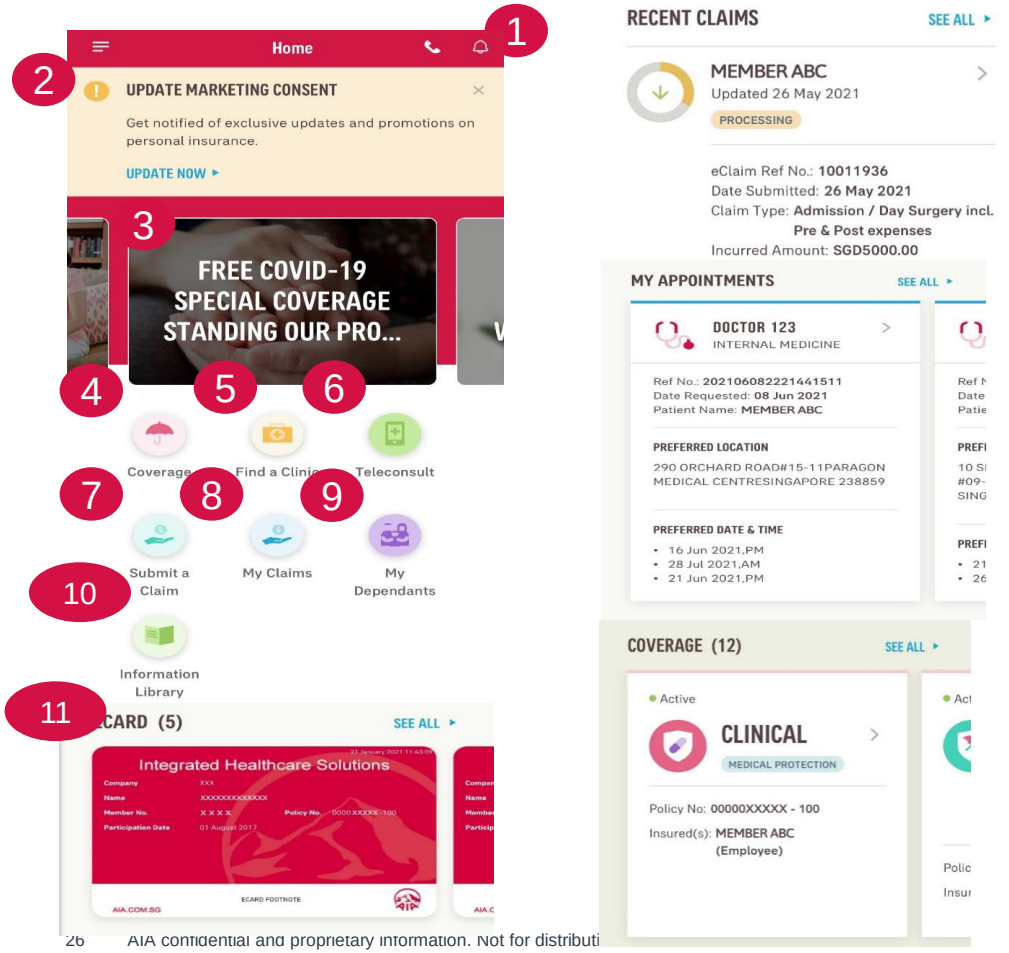
V.1 Homepage



1.Notification – View policy information and product details

2. Marketing Consent– Locate panel clinics, Download panel listing

3. Banners- View promotions from AIA

4. Coverage – View policy information and product details

5. Find a Clinic- Locate panel clinics, download panel listing

6. Teleconsult

7. Submit a Claim – View the history of submitted claims and their status

8. My Claims- Submit claims online

9. My Dependants- View and manage dependants

10. Information Library- View and Download forms

11. eCard- View medical eCards

and more….

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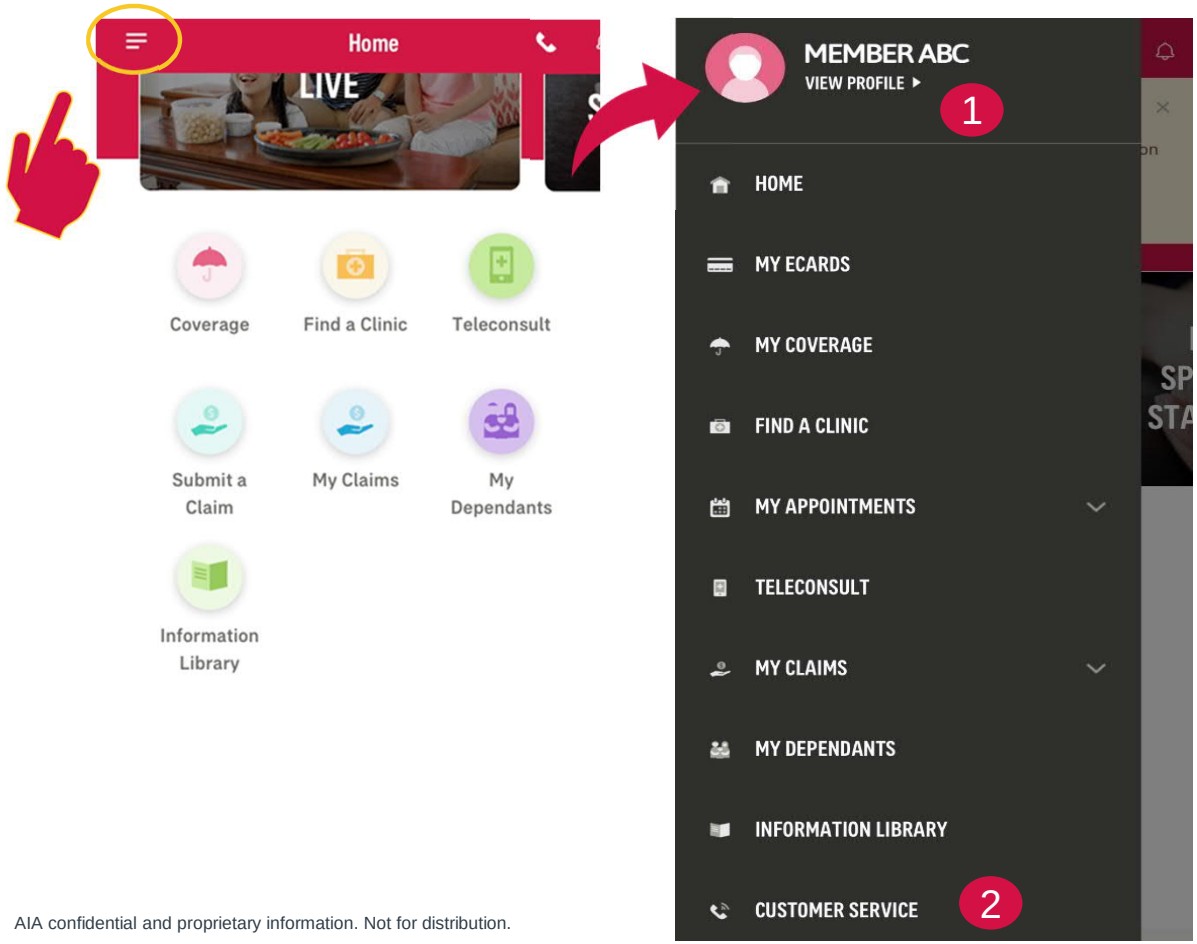
V.2 The Sidebar Menu



On the top left corner of the homepage, you may view the eBenefits sidebar menu. The features found here are similar to the homepage, plus other 2 features:

1 **Member Profile** – View and Edit or Update your member account settings

2 **Customer Service**

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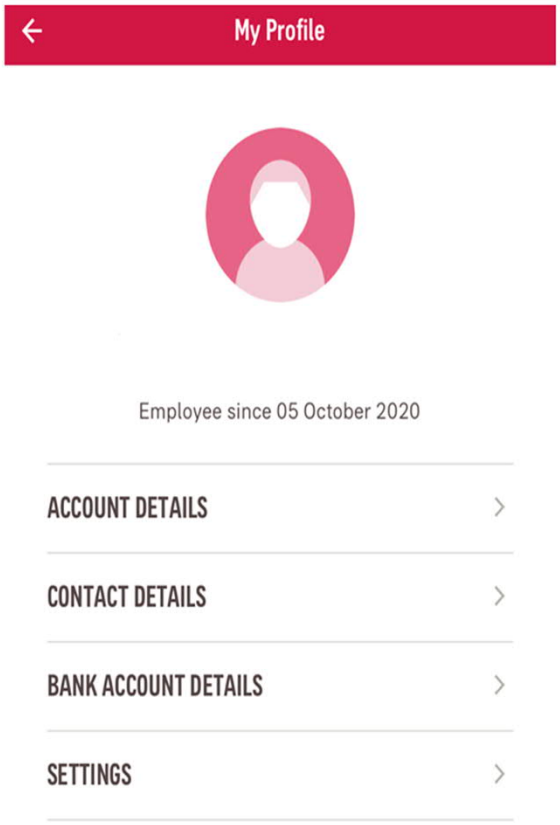
V.3 Member Profile Settings



- In Member Profile, you may view/edit the details of your eBenefits account, such as:
  - ✓ Account Details – eBenefits account password
  - ✓ Contact Details – Phone numbers, Email and Mail Addresses
  - ✓ Bank Account Details – Bank Name, Bank account number (masked), Bank Branch Code
  - ✓ Settings –Enable/Disable Touch/ Face ID

Please contact your AIA representative if you would like this module “Updating of Bank Account Details’ to be available.

Note that ‘Updating of Contact Details’ is currently unavailable for clients with AIA Corporate Vitality.

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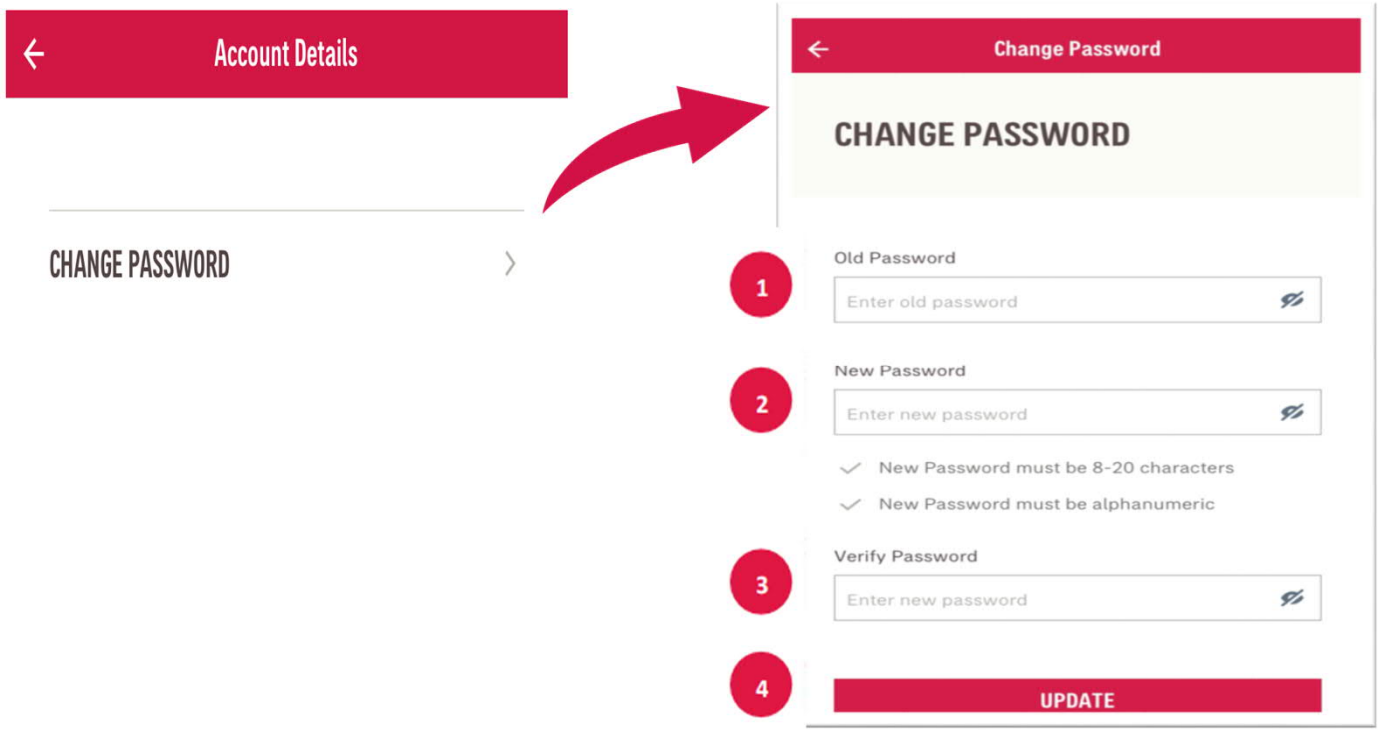
Member Profile Settings

To change password, go to the sidebar menu > click on “View Profile” > select “Account Details” > tap on “Change password”.



Enter your old and new password.

1. Input your old password
2. Input your new password
3. Input your new password again for verification
4. Press “Update”

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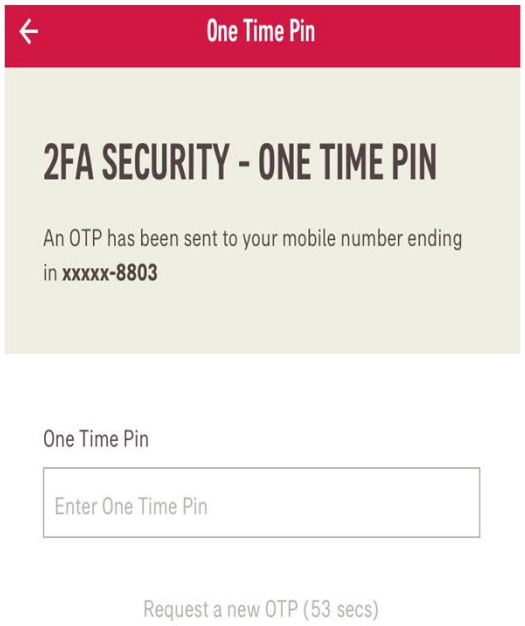
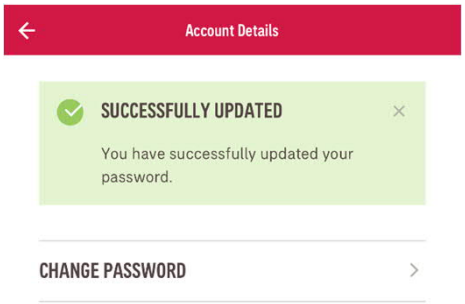
V.3.1 Change Password

- An OTP will be sent to your registered mobile no.
- Enter the OTP and “Submit” to complete the change of password.



- A display message “Successfully updated” will show once your new password is changed.



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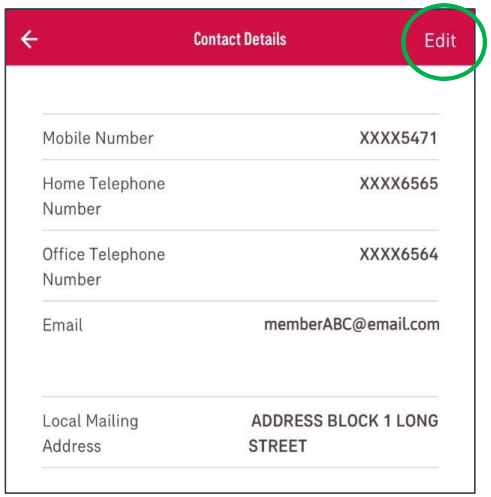
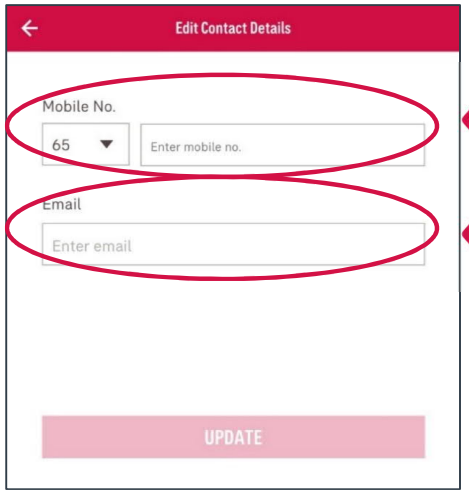
V.3.2 Update Mobile Number

To update your Mobile Number / Email Address, go to “My Profile” > select “Contact Details” > “Edit”, located on the top right hand corner of the screen.

Please contact your AIA representative if you would like this module “Updating of Bank Account Details’ to be available.

Note that ‘Updating of Contact Details’ is currently unavailable for clients with AIA Corporate Vitality.





Key in your mobile number preceded by country code

Enter your email address.

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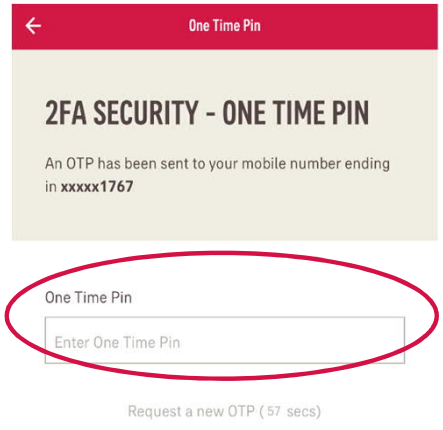
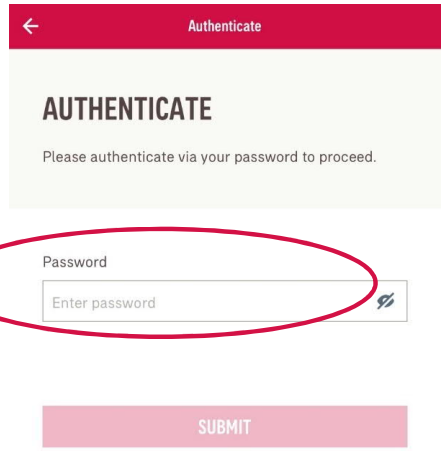
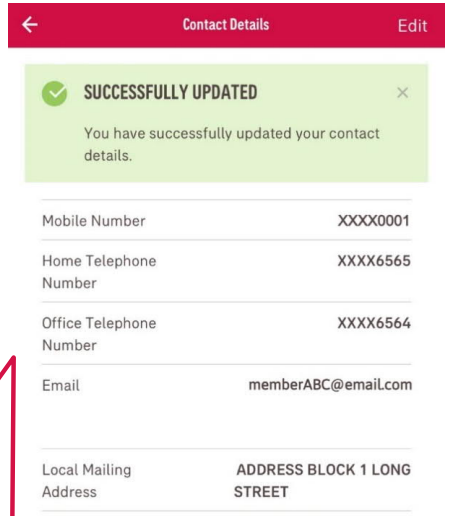
Update Mobile Number

An OTP will be sent to your updated mobile number.
Enter the OTP to proceed.







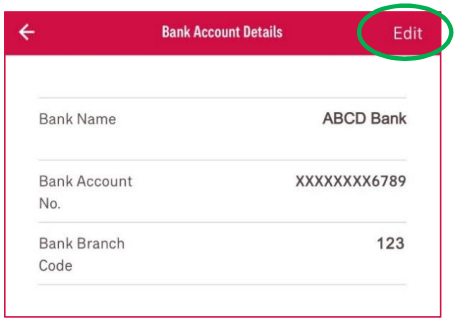
Enter your password for authentication

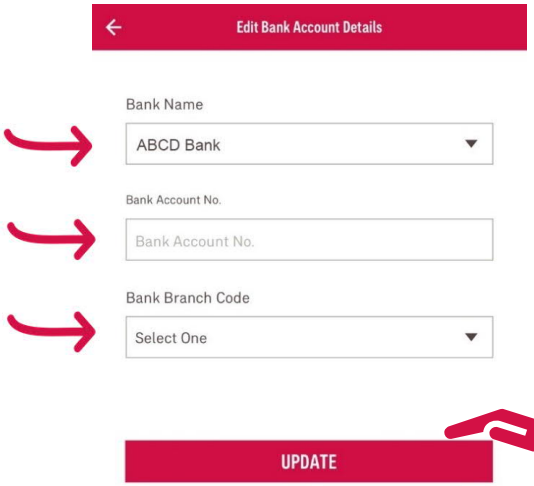
Once password is authenticated, the Contact Details will appear again with the updated mobile number.

AIA confidential and proprietary information. Not for distribution.

V.3.3 Update Bank Account Details

To update your Bank Account Details, go to “My Profile” > select “Bank Account Details” > “Edit”, located on the top right hand corner of the screen.





Select your Bank Name

Input your Bank Account Number

Select Bank Branch Code

For certain Bank Names selected, the Bank Branch Code will be automatically populated after you enter the Bank Account Number.

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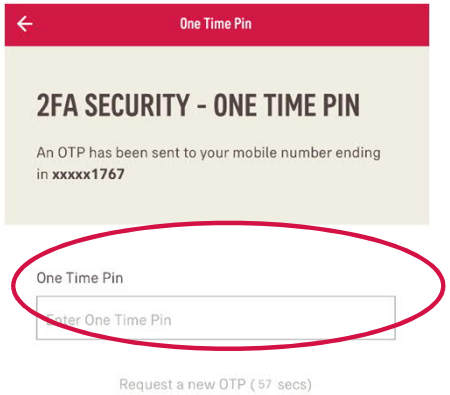
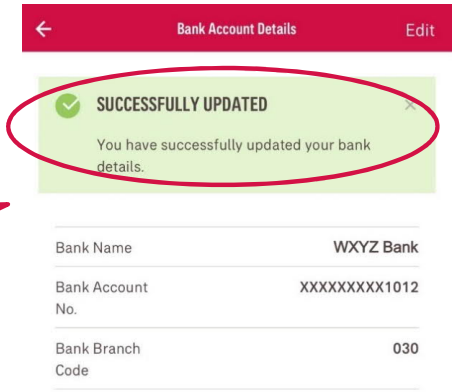
Update Bank Account Details

An OTP will be sent to your updated mobile number.
Enter the OTP to proceed.



Upon entering the OTP, your Bank Account Details will appear again with the updated Bank Account Details.



Please contact your AIA representative if you would like this module “Updating of Bank Account Details’ to be available for your client.

Note that ‘Updating of Contact Details’ is currently unavailable for clients with AIA Corporate Vitality.

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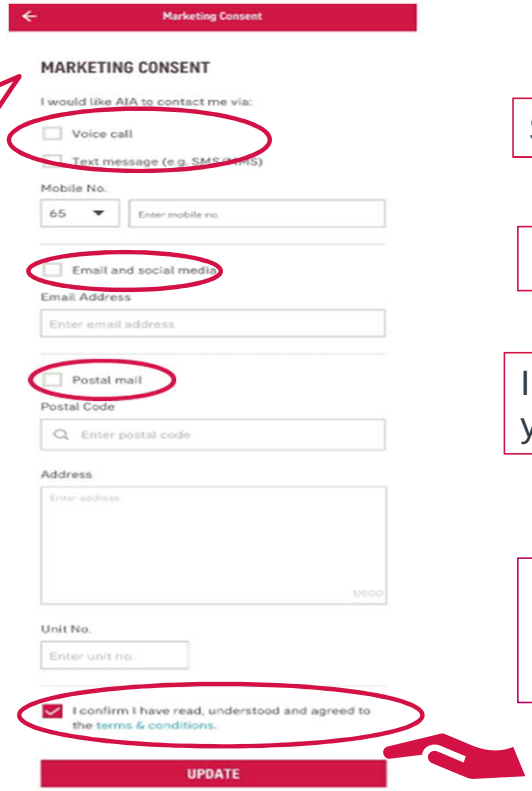
V.3.4 Update Marketing Consent

To update your Marketing Consent, go to “My Profile” > select “Marketing Consent”.

Select your preferred mode of communication to receive our marketing notifications



Select country code and input your phone number.

Input your email address

Input and select your Postal Code, edit your Address, and input your Unit Number.

Select the confirmation and acknowledgement of the Terms & Conditions

***Note**: This box must be selected to proceed with the update*

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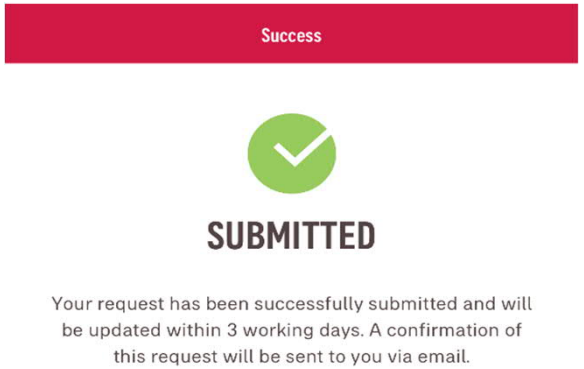
Update Marketing Consent

After updating your Marketing Consent details, you will be informed of a successful submission of your update.



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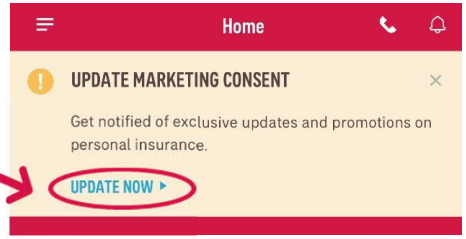
VI. Marketing Consent

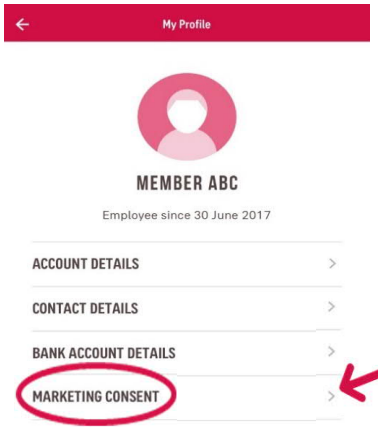
To access Marketing Consent: Go to homepage or “My Profile”.

Homepage

Click Update Now



My Profile

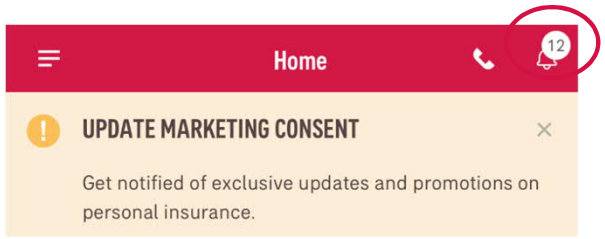


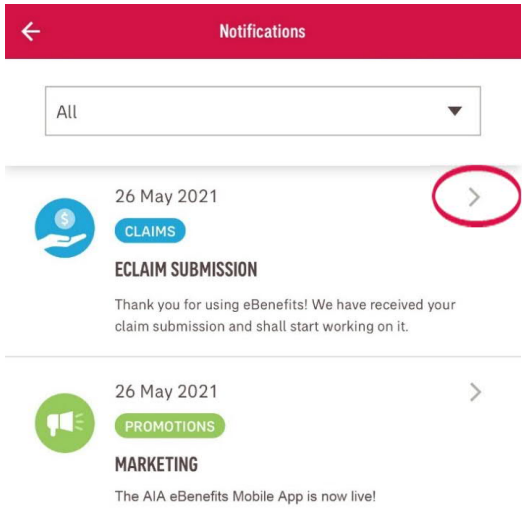
Select Marketing Consent

AIA confidential and proprietary information. Not for distribution.

VII. Notifications

To access Notifications, go to your homepage and press the bell icon located at the top right-hand corner.





Upon pressing the icon, you will be able to view notifications for your account regarding matters such as eClaims, Marketing Promotions and System Maintenances.

To view more details, press the arrow in the same row as the notification.

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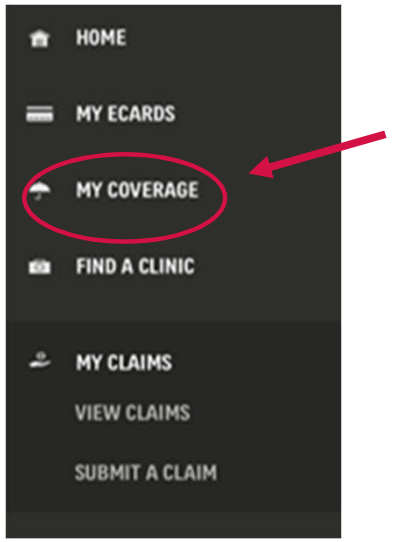
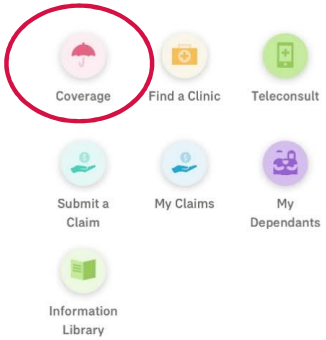
VIII. Coverage

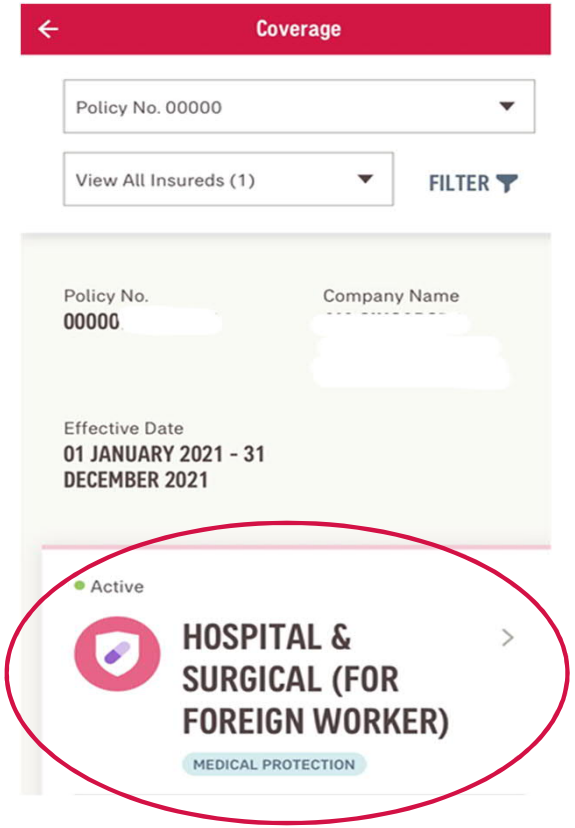
You may view your Policy Coverage from the sidebar menu or from the homepage.

Sidebar Menu



Homepage





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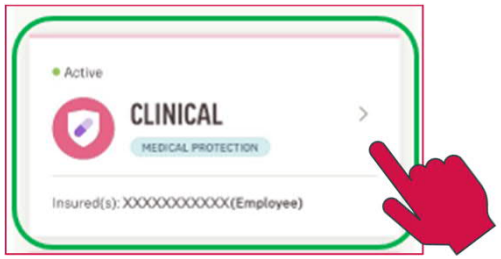
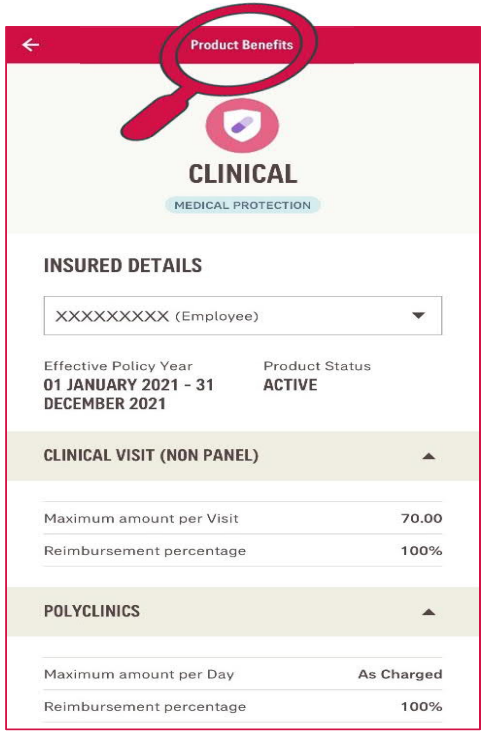
Coverage

➢ Press the product tab to view the **Product Benefits** details page

Product Tab





Product Benefits

This page may not be applicable for certain policies.
A product summary will be available instead.

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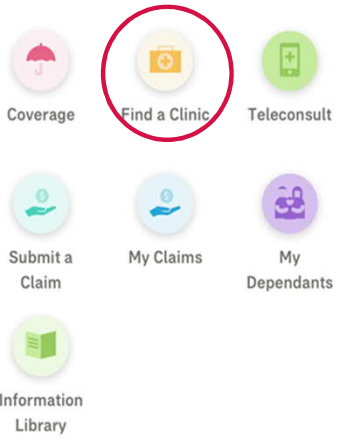
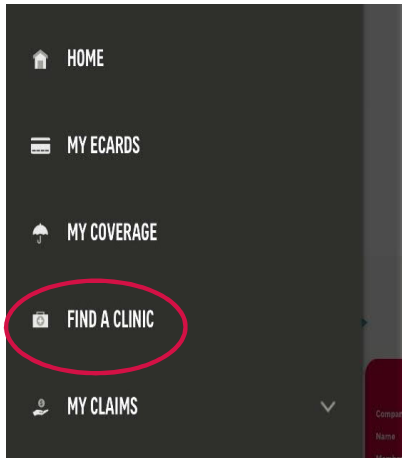
IX. Find a Clinic

To “Find a Clinic” go to the homepage or the sidebar menu.

Homepage



Sidebar Menu



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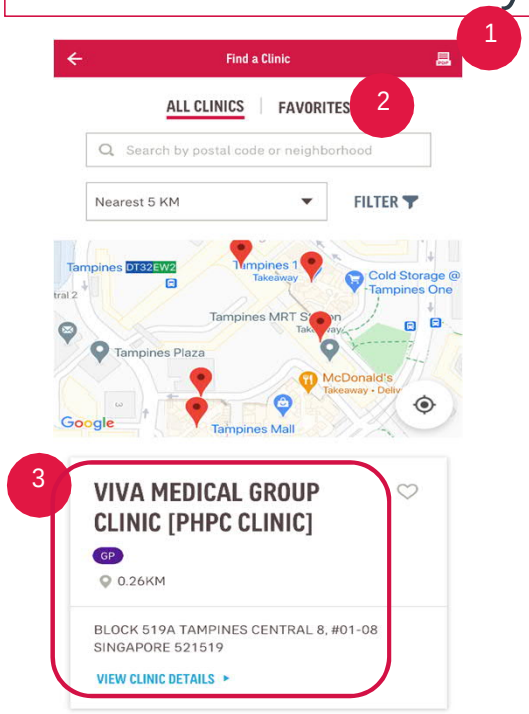
Find a Clinic

- After clicking “Find a Clinic”, you will be directed to a page displaying a map and a list of nearby clinics based on your location.



1. PDF icon -To view or download a panel listing, press the PDF icon at the top right- hand corner
2. Favorites- To view your Favorite List of clinics
3. To view more details about the clinic, tap on the selected clinic.

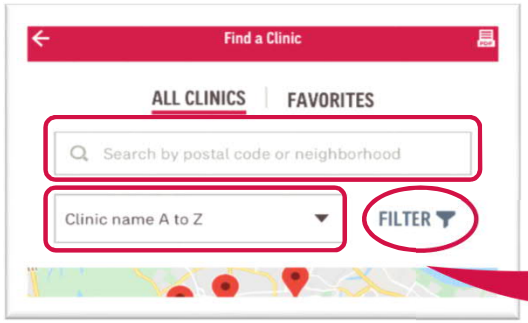
Important Note:
This feature requires *location services* to be *switched on.*

AIA confidential and proprietary information. Not for distribution.

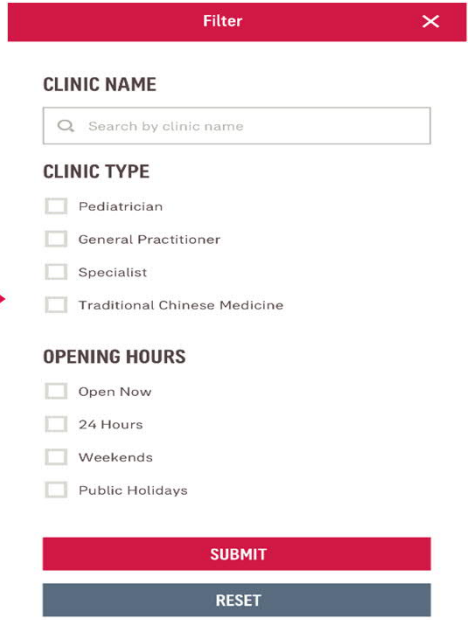
Find a Clinic

IX.1 Area Search or Filter Option

- To change your search results, you can either enter postal code or road name, or use the filter option.



When you press FILTER, you will be directed to this page. You can change the filter settings which will refine your search results.



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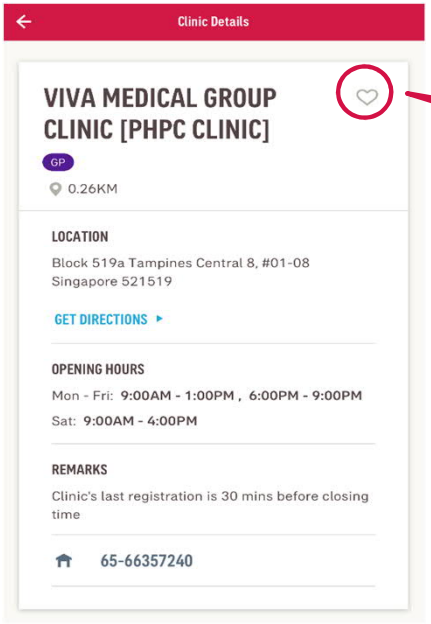
Find a Clinic

IX.2 Favorites

- To add a clinic to your “Favorites” list, tap on the heart icon at the top right-hand corner.

Important Note: This feature requires *location services* to be *switched on.*



In Favorites, you will be able to view your preferred clinic at a glance.

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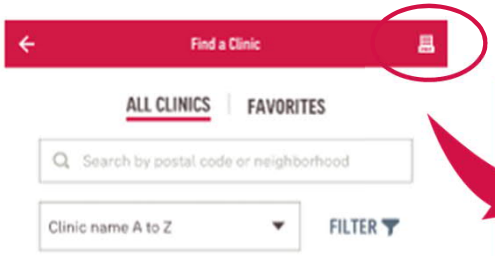
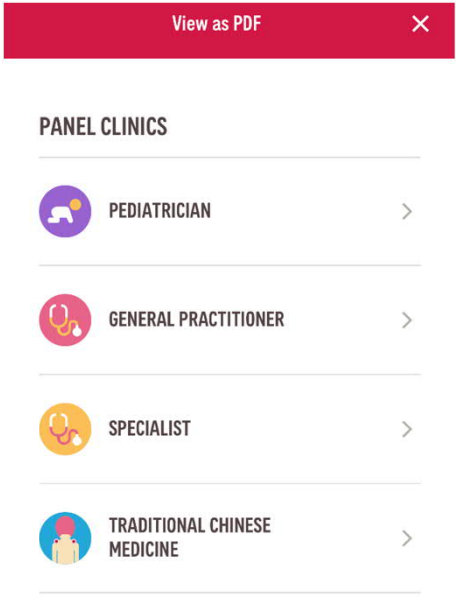
Find a Clinic

IX.3 Download Panel Listing

- A list of panel clinics is available for your download.



- After you tap on the PDF icon, you will be directed to the list of panel clinic listings. You may view and download/save it to your phone.
- To view a listing, select the listing you wish to look at and it will display as a PDF.



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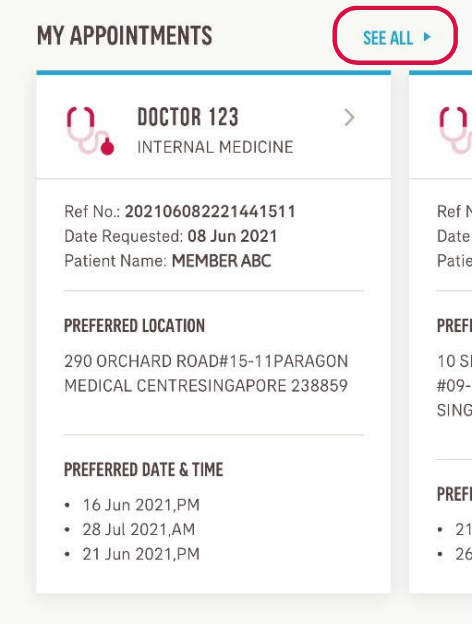
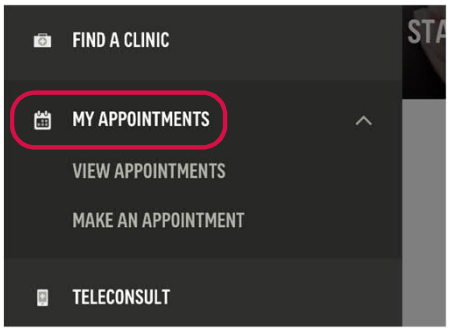
X. My Appointments

To access “My Appointments”, go to either the homepage, OR sidebar menu.



Homepage

Press “See All” to view your appointments



Sidebar Menu

Click on “My Appointments”

Note: This feature is only available to policies with panel specialist coverage.

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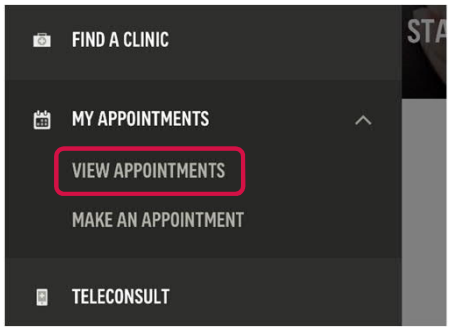
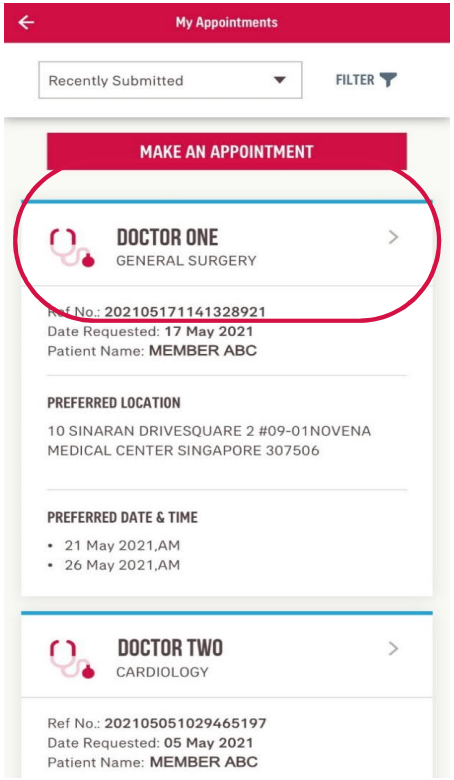
My Appointments

You will be directed to a page displaying a list of your booked appointments.

- ❑ Search for a specific appointment

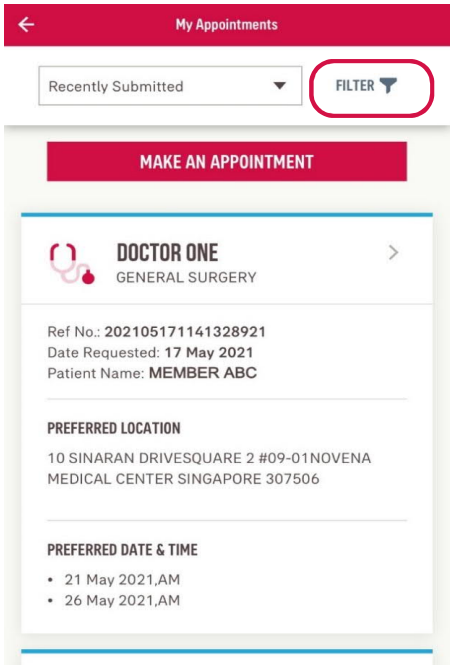


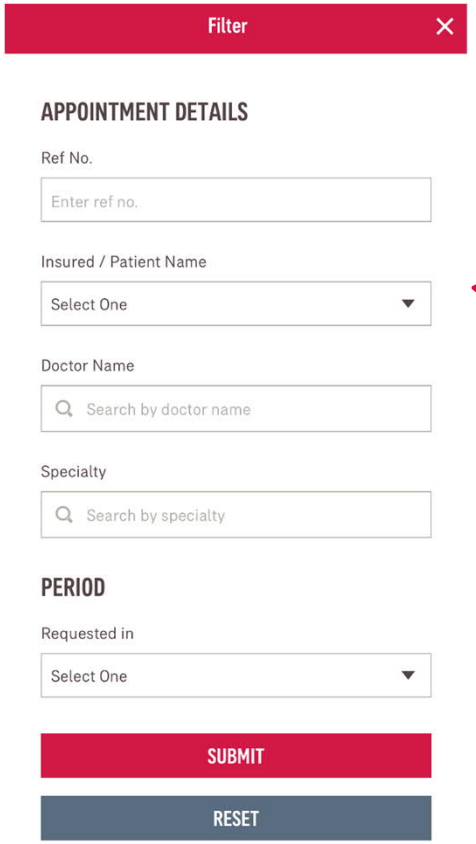


AIA confidential and proprietary information. Not for distribution.

My Appointments

Press Filter to view appointment.





When you press “Filter”, you will be directed to this page. You will be able to change the filter settings, which will help refine your search results.

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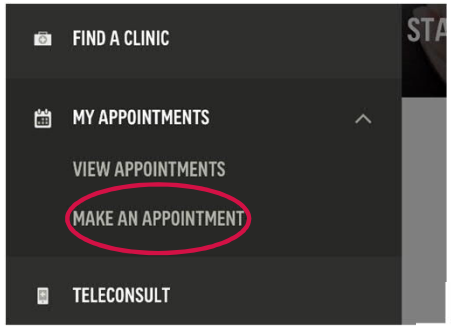
My Appointments

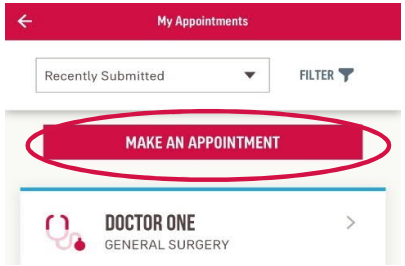
❑ Make an appointment. Go to:

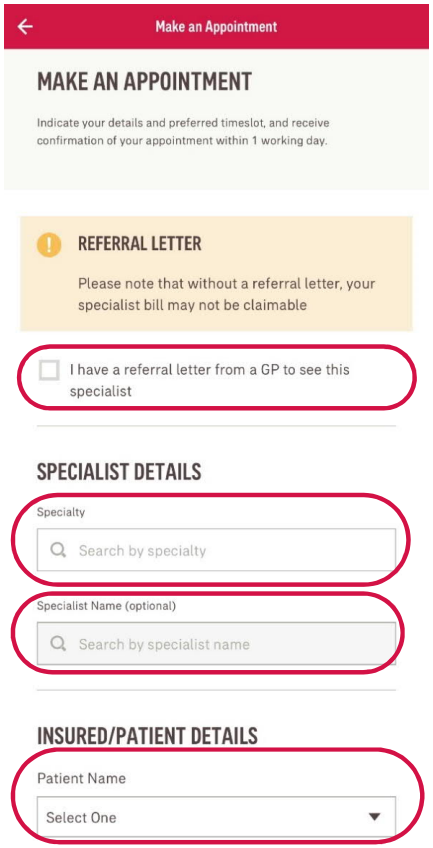
Sidebar Menu



OR

My Appointments page





- ✓ Select the box stating you have a referral letter from a GP
- ✓ Search and select the specialist's name *(Optional)*
- ✓ Search and select the specialty
- ✓ Select the patient name

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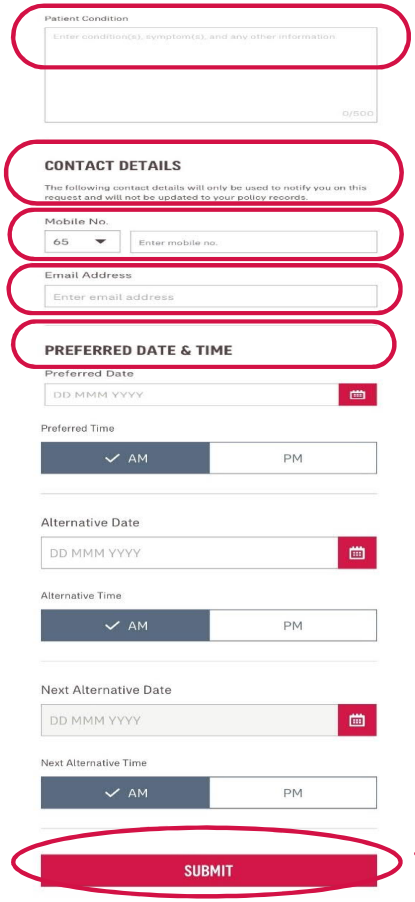
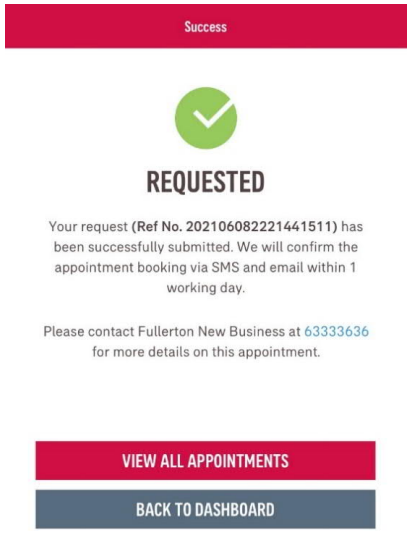
My Appointments



Press Submit

- ✓ Input the patient condition
- ✓ Select the country code and input your mobile number
- ✓ Input your email address
- ✓ You may select and indicate alternative preferred dates and times, if needed.



You will be directed to this page displaying the successful submission of your request and its acknowledgement.

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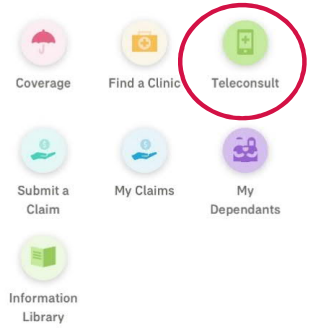
XI. WhiteCoat Teleconsult

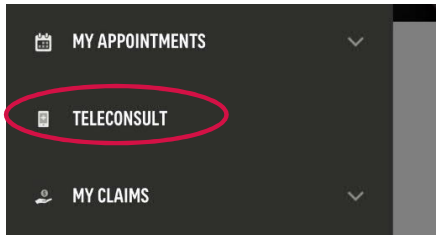
To access WhiteCoat Teleconsult, you can either go to homepage or the sidebar menu.

Homepage



OR

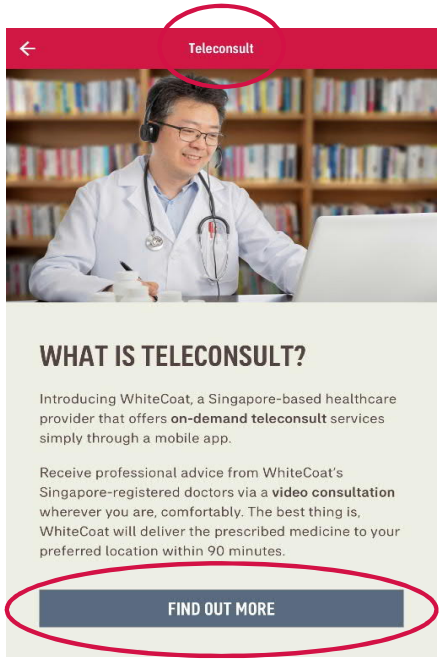
Sidebar Menu



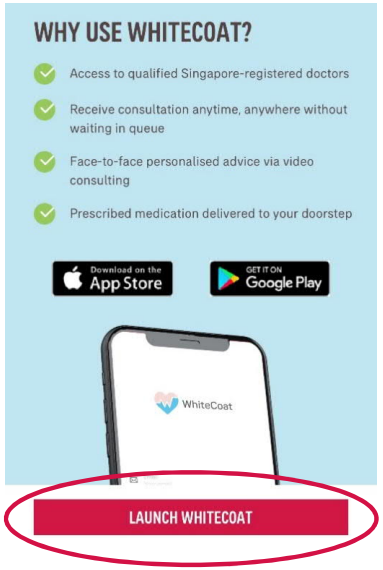
AIA confidential and proprietary information. Not for distribution.

Whitecoat Teleconsult

You will be directed to a page displaying information about teleconsultation.



Press to find out more about Teleconsultation



To access the WhiteCoat app, press "Launch WhiteCoat" to be directed to the app store where you may download it.

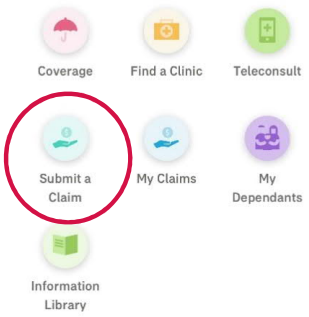
If you have already downloaded the WhiteCoat application, you will be directed straight to the WhiteCoat app after clicking on the 'Launch WhiteCoat' icon

AIA confidential and proprietary information. Not for distribution.

XII. Submit a Claim

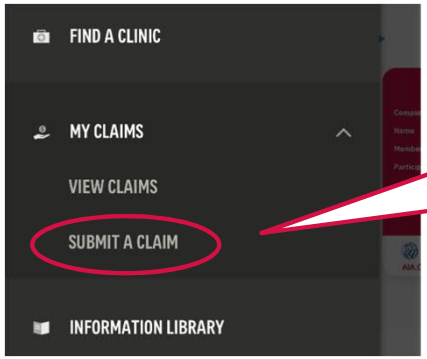
To access your claims, you can either go to homepage or the sidebar menu.

Homepage



OR

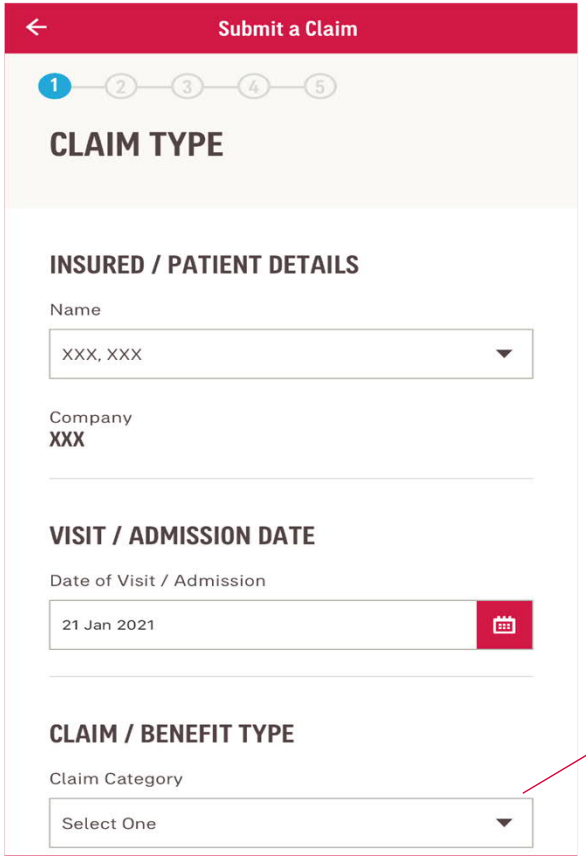
Sidebar Menu

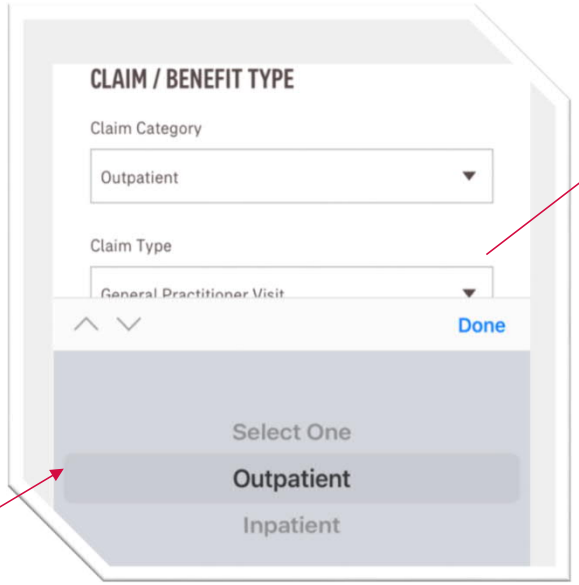


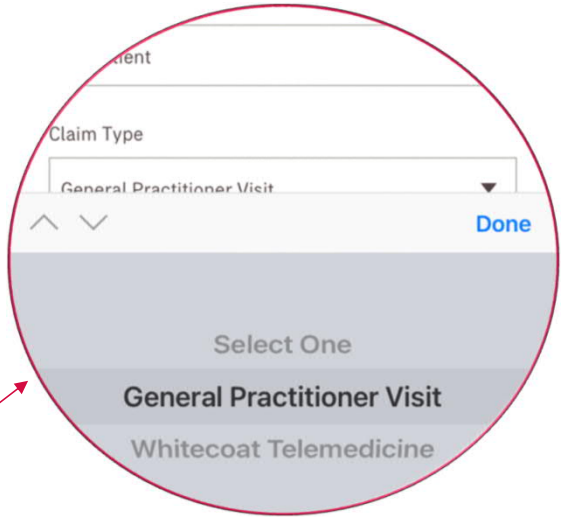
Click on “View Claims” > “Submit A Claim”

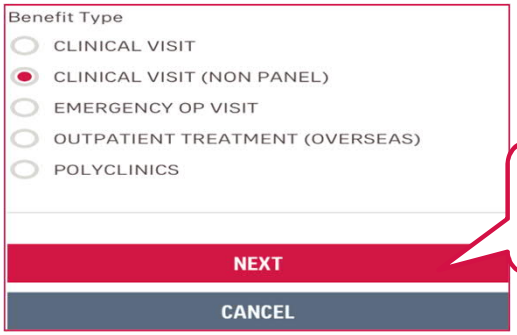
AIA confidential and proprietary information. Not for distribution.

Submit a Claim > Claim / Benefit Type





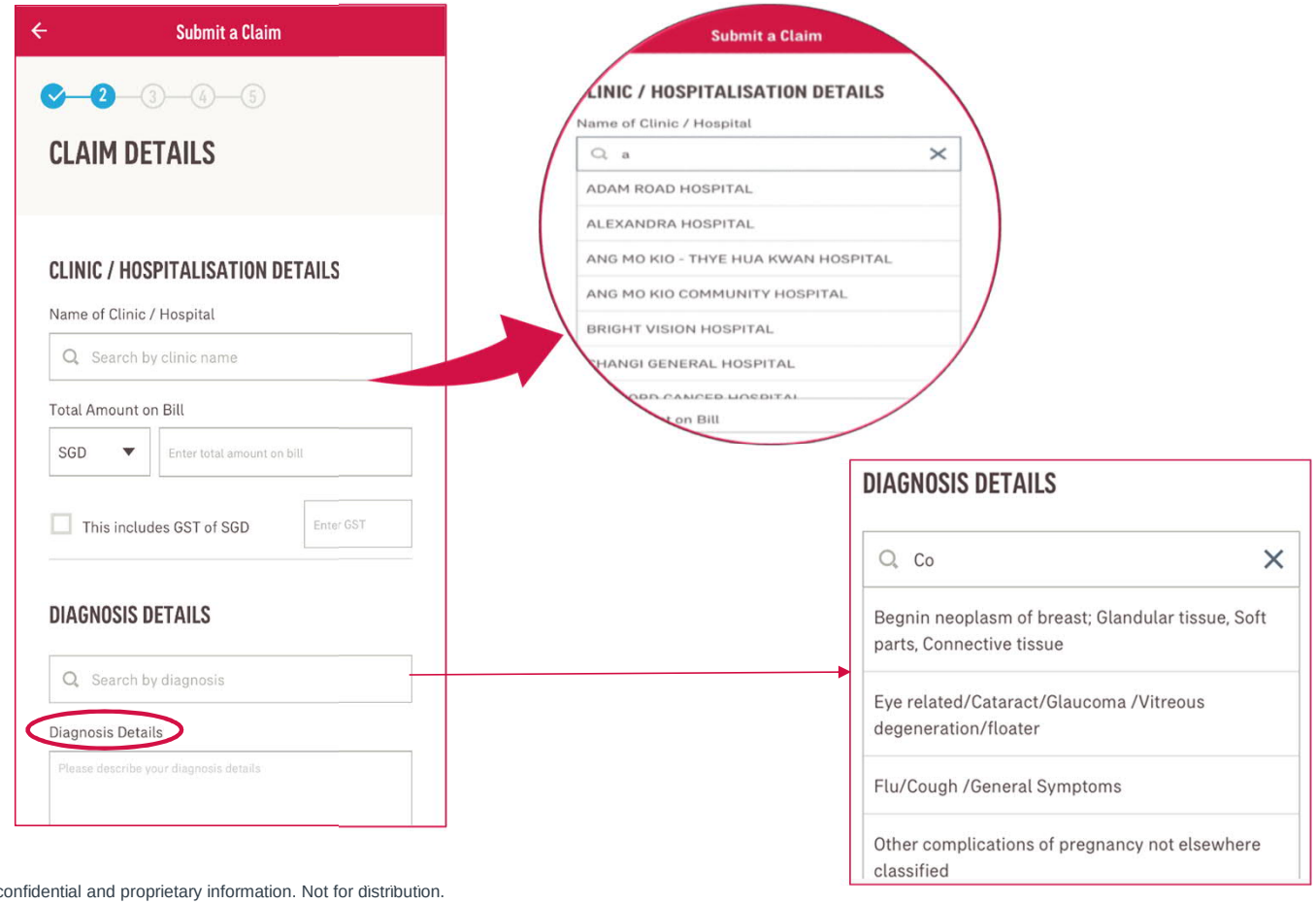




Click NEXT

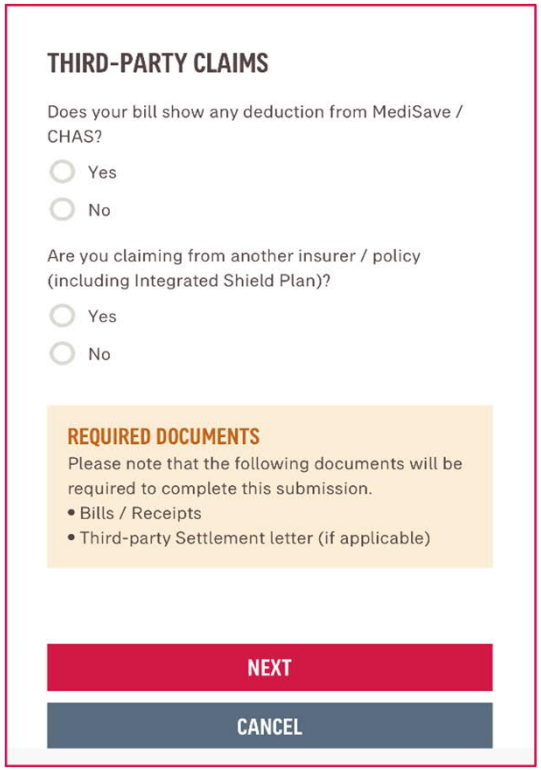
AIA confidential and proprietary information. Not for distribution.

Submit a Claim > Claim Details



AIA confidential and proprietary information. Not for distribution.

Submit a Claim > Claim Details



- ✓ Check your bill. Does your bill show any deduction from Medisave/CHAS?
- ✓ Are you claiming from another insurer/policy?

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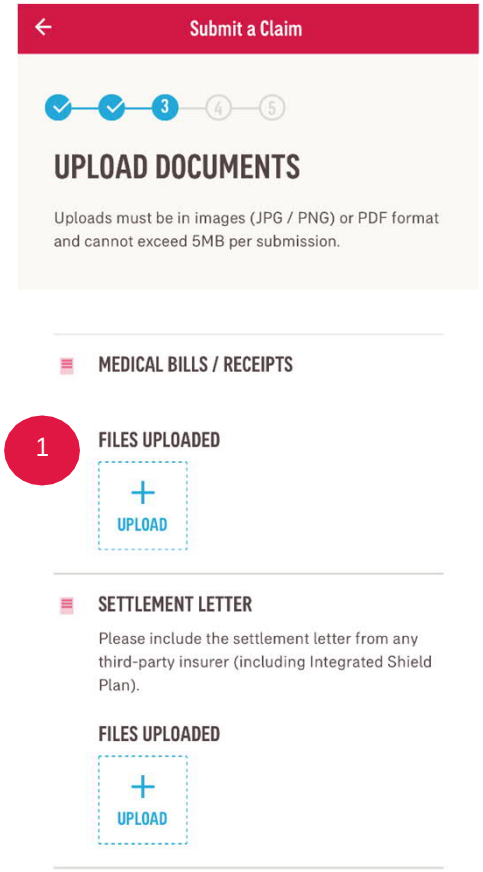
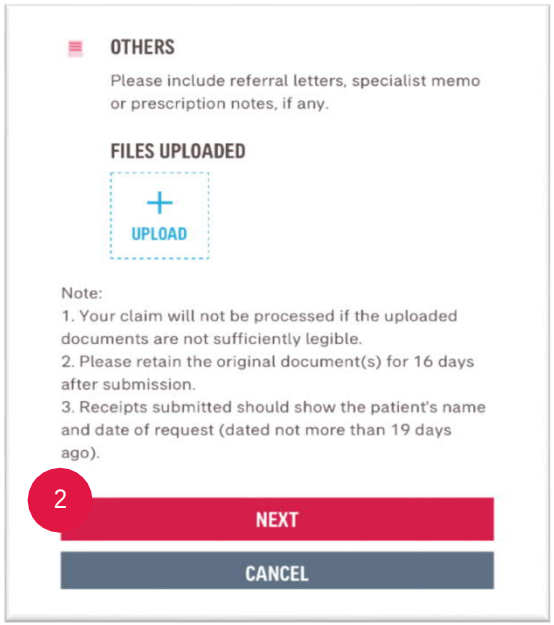
Submit a Claim > Upload Documents





In the third step of the eClaim Submission, you will be able to upload the documents needed to submit your claim.

Important Notes
There is a limit of 10 files per section, 10MB per submission.

To upload pictures taken by your phone, the Camera and Photos permissions should be enabled.

1. Upload the files according to their respective sections
2. Click "NEXT"

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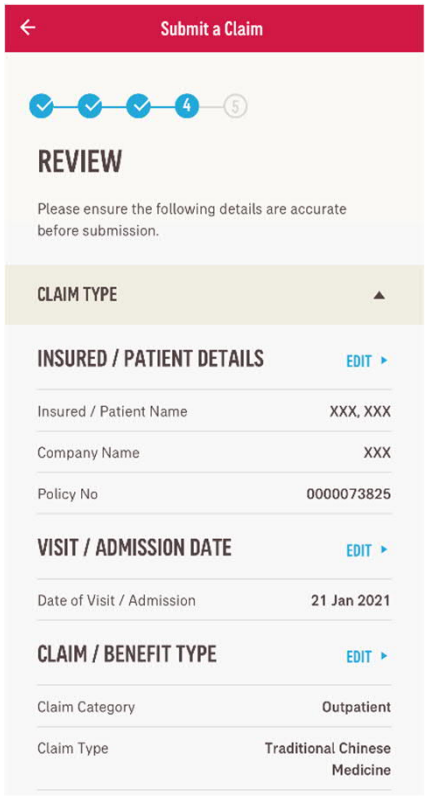
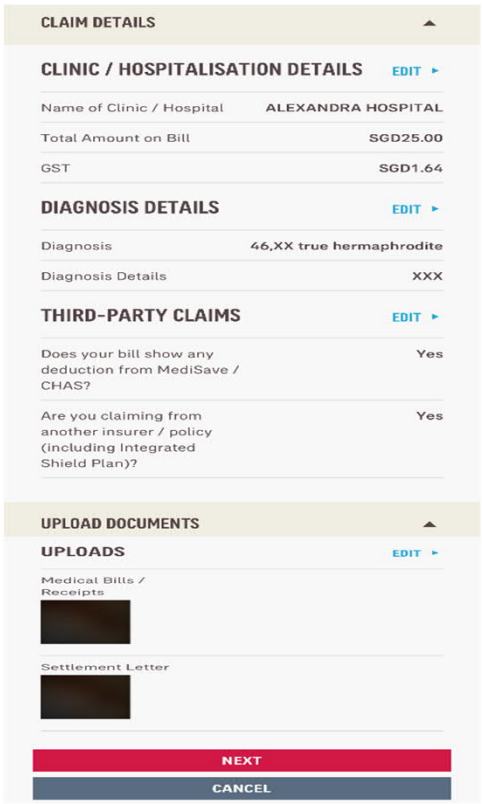
Submit a Claim > Review





Ensure that all details entered are accurate and correct.

Press the EDIT hyperlinks should you want to change some data.

Press NEXT once all the details have been verified.

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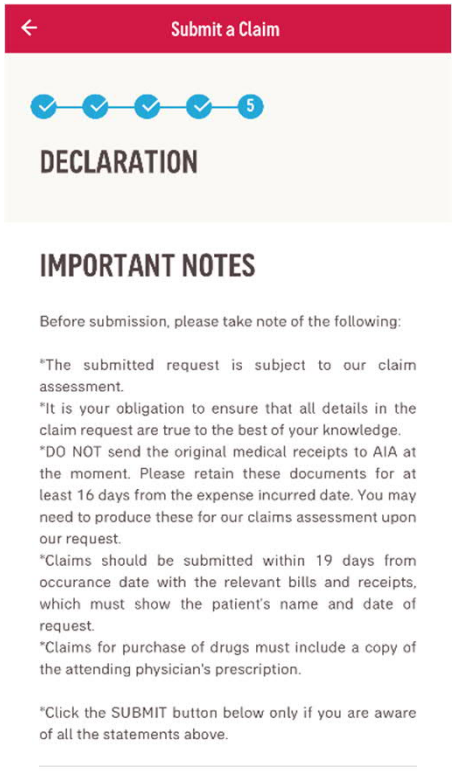
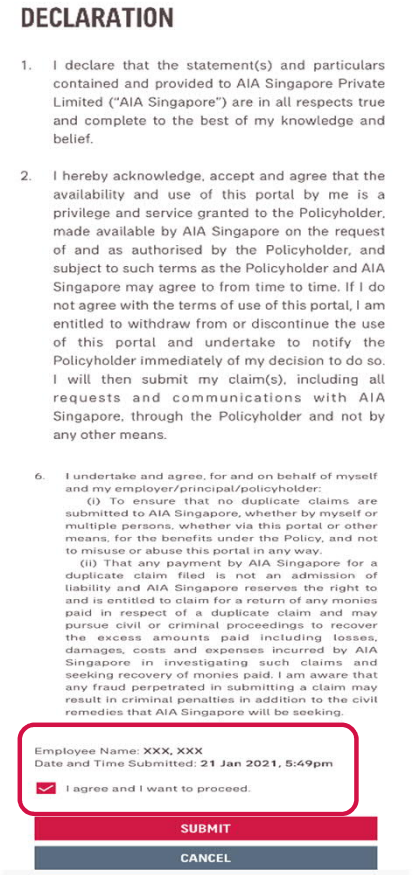
Submit a Claim > Declaration



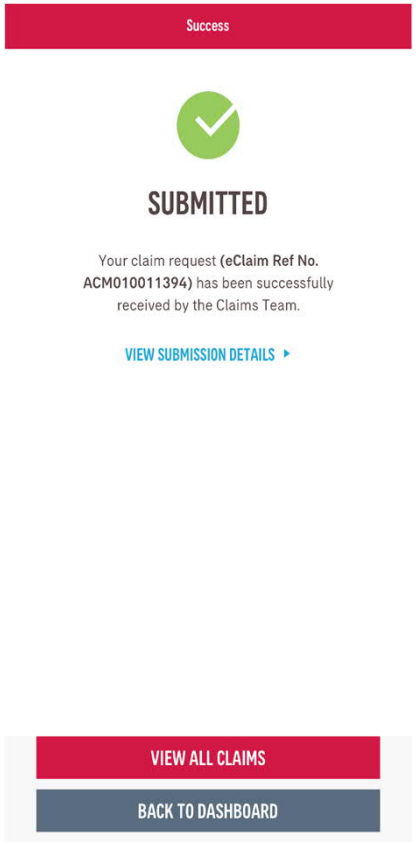
To proceed, check the agreement box located at the end of the Declaration page and press “Submit”.

Submission of the eClaim will not go through if this agreement box is not checked.



AIA confidential and proprietary information. Not for distribution.

Submit a Claim > Acknowledgement



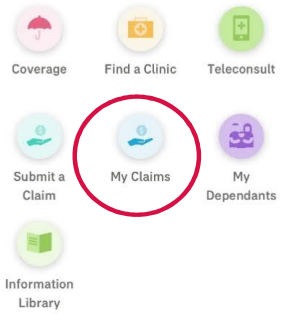
- ✓ You will receive a notice of successful submission with a reference number.
- ✓ View the details of the claim in PDF, in “View Submission Details” hyperlink.
- ✓ View all claims submitted previously, in “View All Claims”.
- ✓ To return to the app homepage, select “Back To Dashboard”.

AIA confidential and proprietary information. Not for distribution.

XIII. My Claims

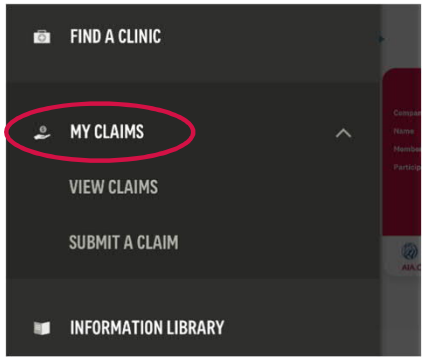
To access your claims, you can either go to homepage or the sidebar menu.

Homepage



OR

Sidebar Menu



✓ “My Claims” allows you to view the details and status of all the claims previously submitted by you, for yourself or your dependents (if any).

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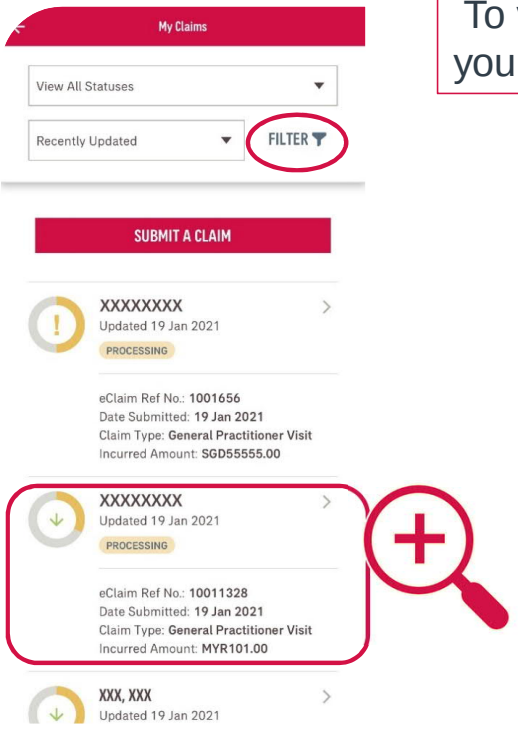
My Claims

To refine you search results, press “Filter”.

To view more details of a specific claim, press the claim you wish to view.

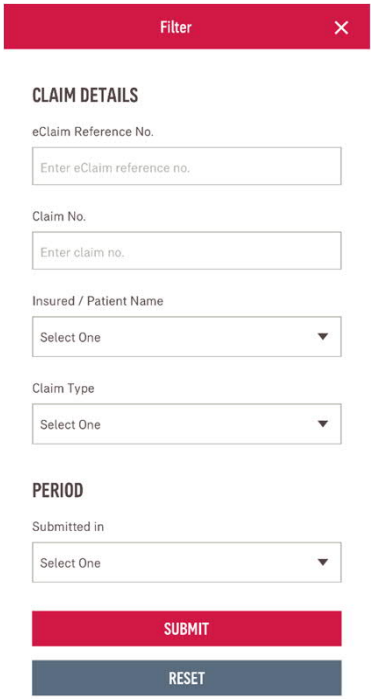


AIA confidential and proprietary information. Not for distribution.

My Claims

XIII.1 Filter

When Filter is selected, you can edit the fields to search for a claim more specifically.

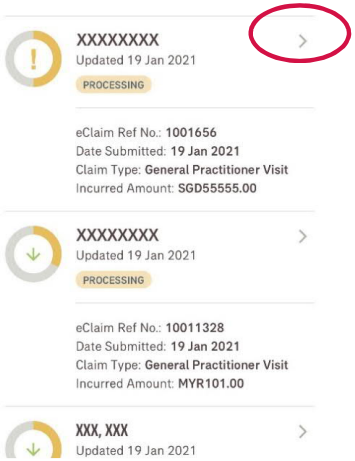


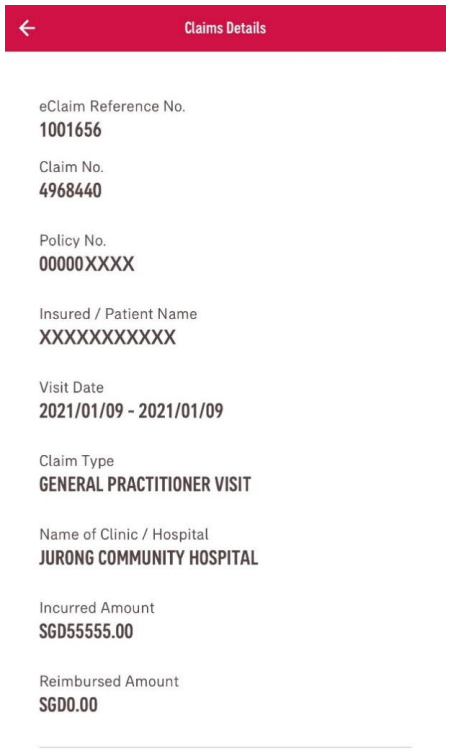
AIA confidential and proprietary information. Not for distribution.

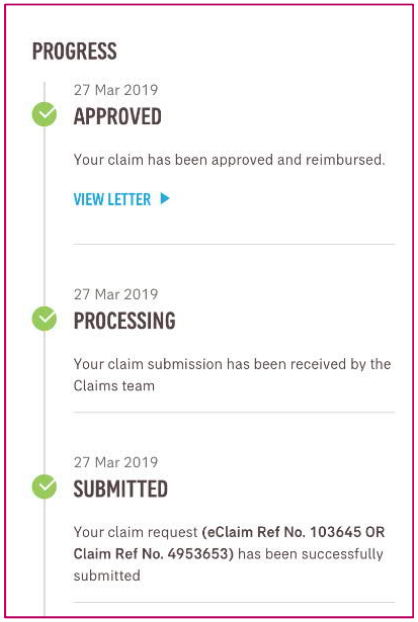
My Claims

XIII.2 Claim Tab

When you press a claim tab, all the details of the selected claim will be displayed.







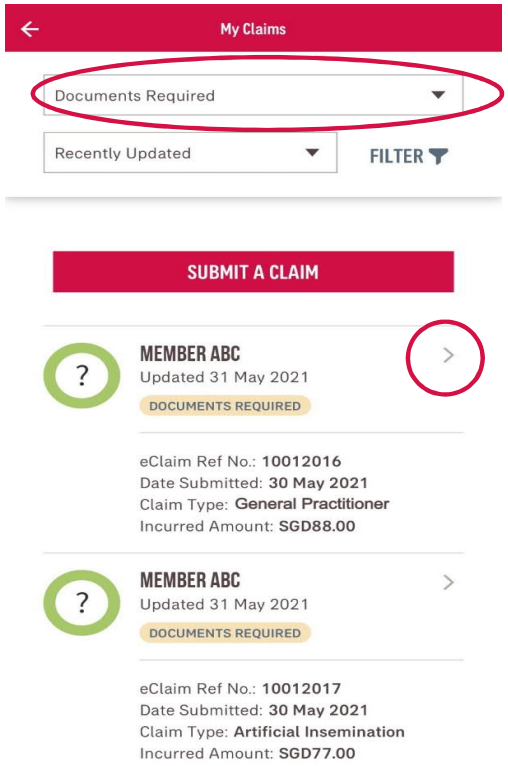
AIA confidential and proprietary information. Not for distribution.

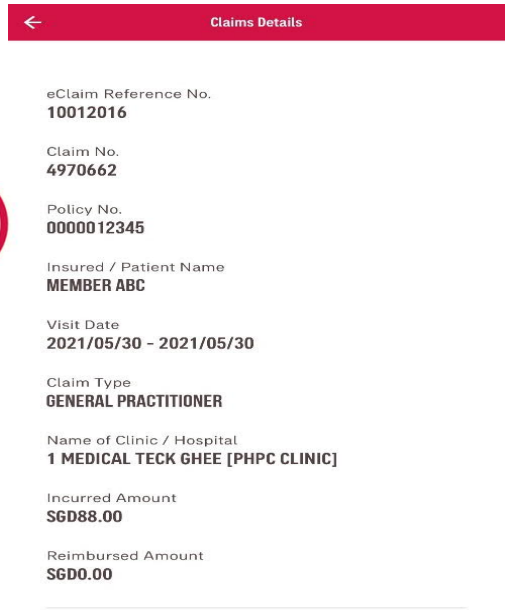
My Claims

XIII.3 Resubmission of Claims Documents

When more claims information are requested, proceed to Documents Required to upload documents.

- ✓ Use the dropdown menu to select the “Documents Required”.
- ✓ Select the claim record





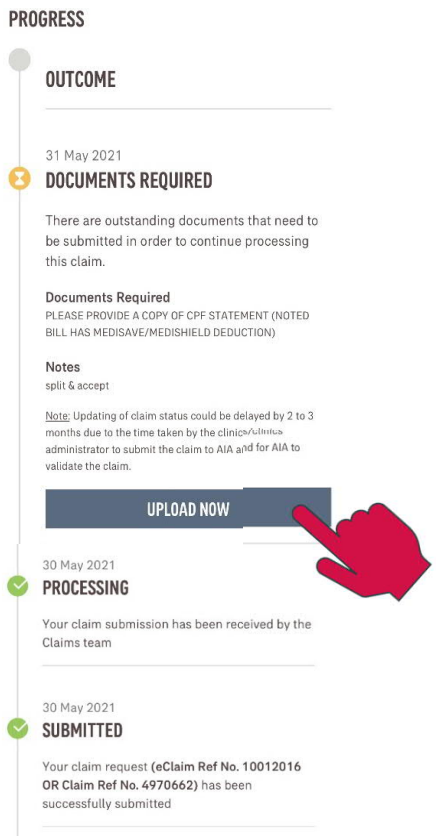
AIA confidential and proprietary information. Not for distribution.

My Claims

Resubmission of Claims Documents

- Upon selecting the claim record, the details of the claim will be displayed. In the **Progress timeline**, there will be a section labelled “Documents Required”.

- To start the resubmission process, press “Upload Now”.



AIA confidential and proprietary information. Not for distribution.

My Claims

Resubmission of Claims Documents

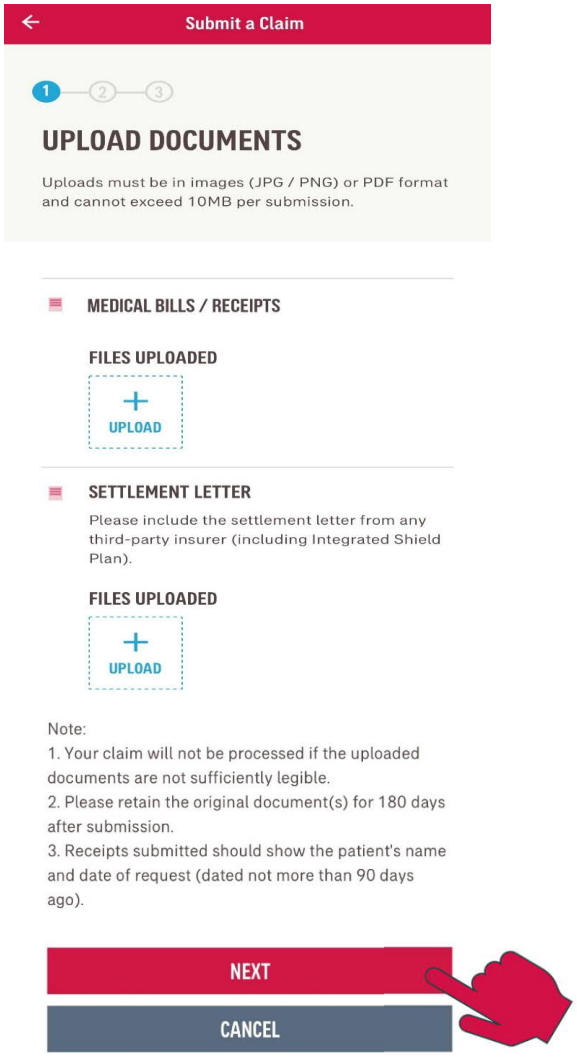
1. Upload the documents required.

Important Notes:
There is a limit of 10 files per section, 10MB per submission.

To upload pictures taken by your phone, the Camera and Photos permissions should be enabled.

2. Upload the files according to their respective sections

3. Press NEXT.



AIA confidential and proprietary information. Not for distribution.

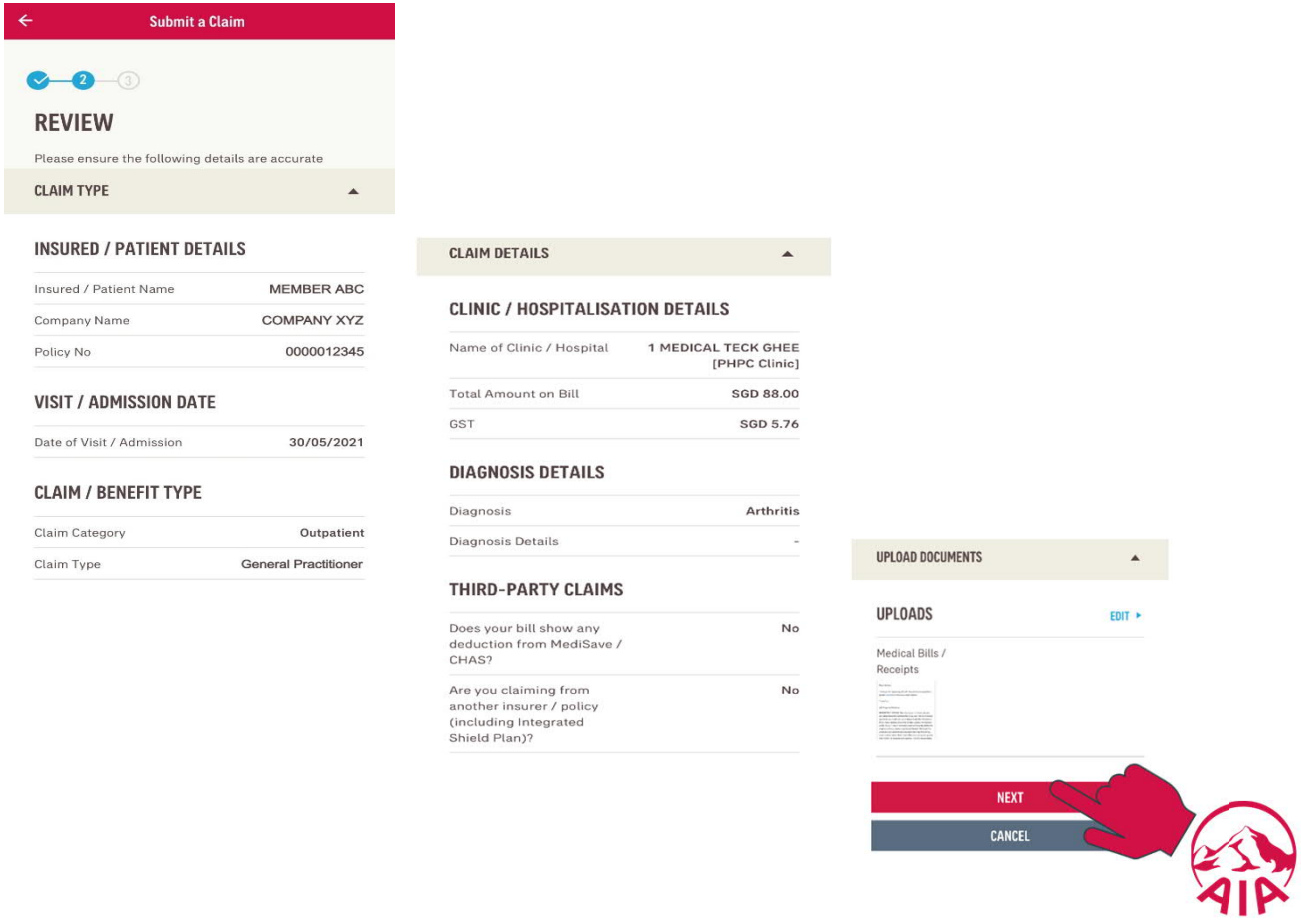
My Claims

Resubmission of Claims Documents

The confirmation overview will be displayed before submission.

The details displayed are for the claim that you are resubmitting for. Ensure that the attachments uploaded are correct.

Press NEXT once all details have been verified.



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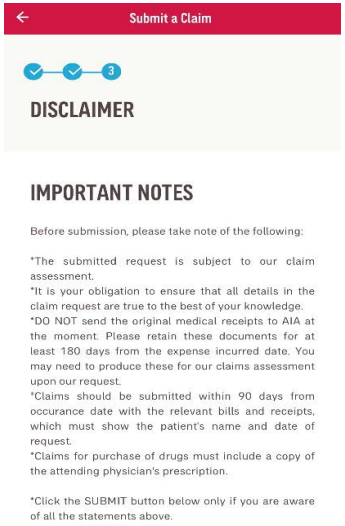
My Claims

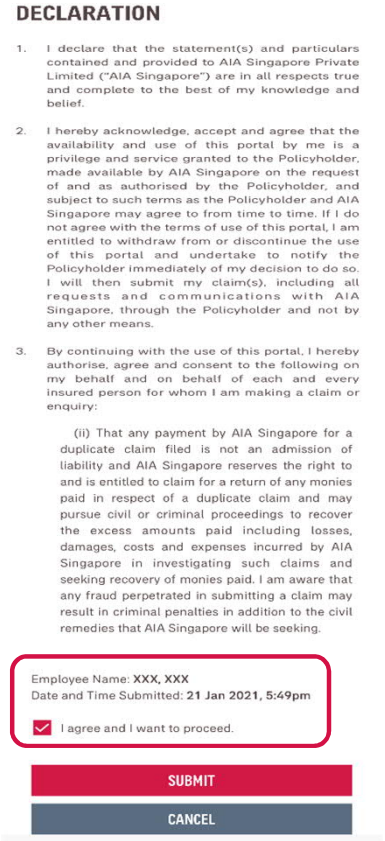
Resubmission of Claims Documents

In the final step of this process, the Terms & Conditions and Declaration is displayed.

If you agree to the terms and wish to proceed, check the agreement box located at the end of the Declaration page and press SUBMIT.

Submission of the eClaim will not go through if this box is not checked.





***Note**: These screens are a shortened version of the actual T&Cs and Declaration, used for illustration purposes in this guide.*

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My Claims

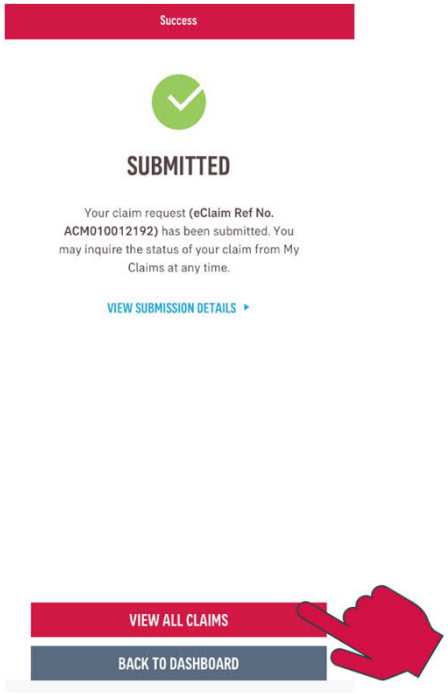
Resubmission of Claims Documents

An acknowledgment reference number will be displayed with a notice of successful submission.

To view the details of the claim, press the “View Submission Details” hyperlink.

To view all claims submitted previously, press “View All Claims” button.

To return to the app homepage, press “Back To Dashboard” button



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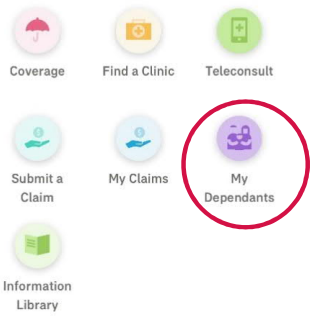
XIV. My Dependants

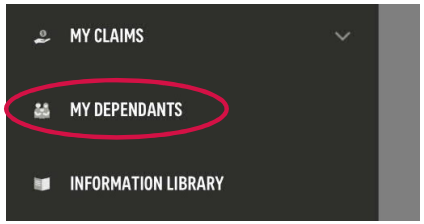
To access your dependant(s) details, you can either go to homepage or the sidebar menu.

Homepage



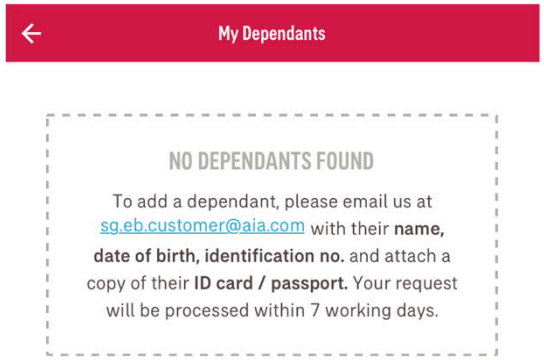
OR

Sidebar Menu



AIA confidential and proprietary information. Not for distribution.

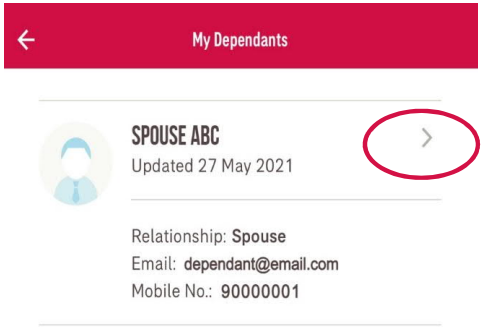
My Dependants



This page will be displayed if there is no registered dependent under your account.

To view and activate dependents registered under you (if there are any), their records will be displayed upon pressing “My Dependants”.

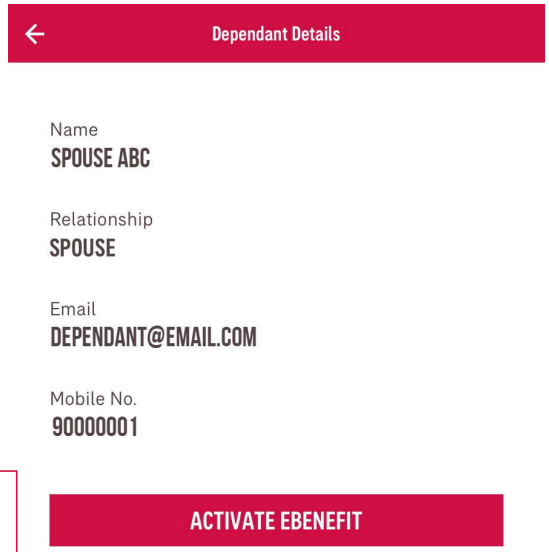
Select their record to view dependant details.



AIA confidential and proprietary information. Not for distribution.

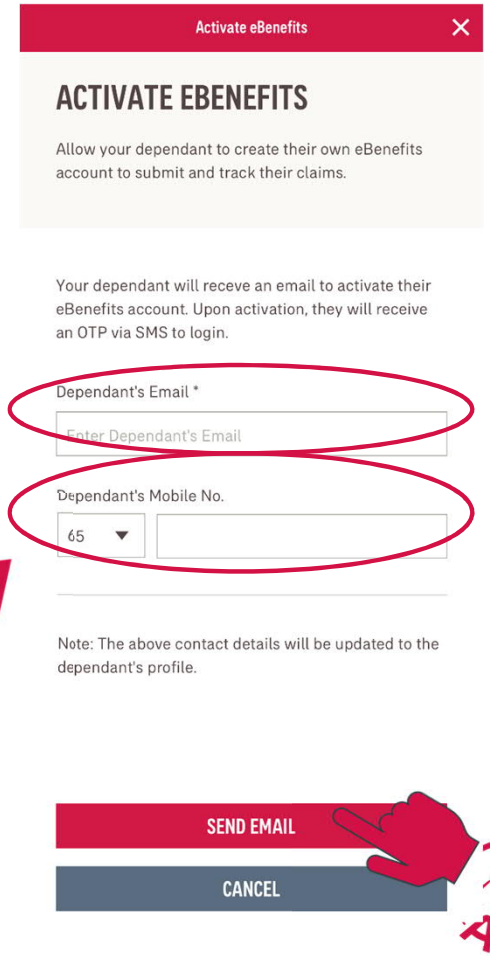
My Dependants

If your dependent has their contact information stored in the system, it will be displayed here.



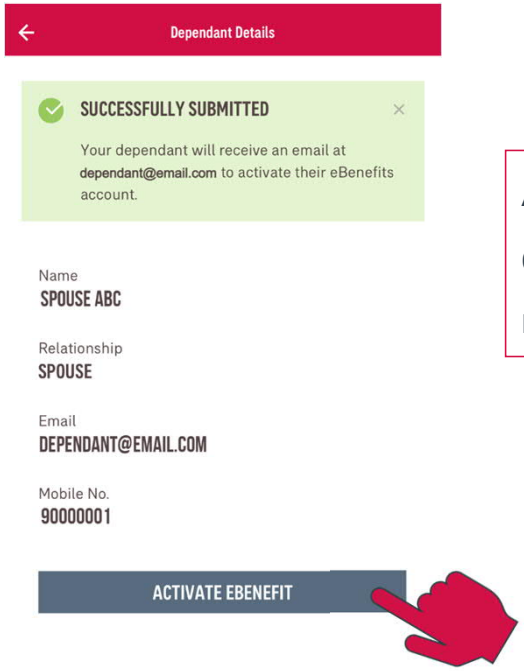
To activate your dependant, press “Activate eBenefit”

For dependants where their contact information are not in the system, input their data accordingly.



AIA confidential and proprietary information. Not for distribution.

My Dependants



An email containing instructions for the dependant to login will be sent. They may login to eBenefits afterwards.

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My Dependants

Sample email

From: sg.eb.customer@aia.com
Date: 27 June 2021 at 05:13:06 SGT
To:
Subject: Welcome to AIA eBenefits!

***** This is a system-generated message. Please do not reply to this email. *****

Dear Member,

Welcome to AIA eBenefits.

AIA eBenefits is now available for your login!

eBenefits is an online mobile responsive portal that allows you to get access to what you need of your group insurance on-the-go! You can view your Policy Benefits, submit medical claim electronically and track the claim status. You can also use eBenefits to find a clinic on AIA panel and retrieve electronic medical card at your finger tip if your policy provides outpatient panel benefits. It's hassle-free so Click here to Login Now.

Your User ID will be the Email address which you have provided when you enrolled with us.

Your initial password will be the 1st 4 characters of your Identification Number followed by the day and month of your birth date (in DDMM format).

For example, Email Address is abcd.eta@aia.com.sg, Identification Number is S1234567A and Birth Date is 18 June 2000 and User ID will be abcd.eta@aia.com.sg and password will be S1231806.

If you have any enquiry, please contact AIA?s Customer Service Hotline at +65 6248 8328 or email us at sg.eb.customer@aia.com.

Thank you.

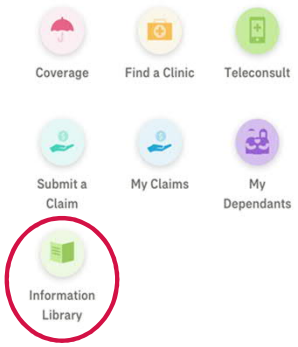
Corporate Solutions

AIA Singapore Private Limited

XV. Information Library

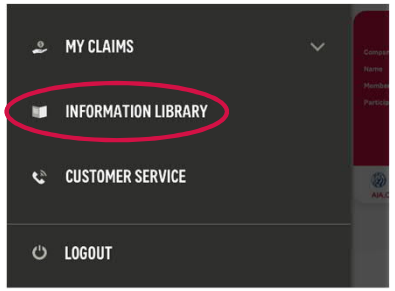
To access the Information Library, you can either go to homepage or the sidebar menu.

Homepage



OR

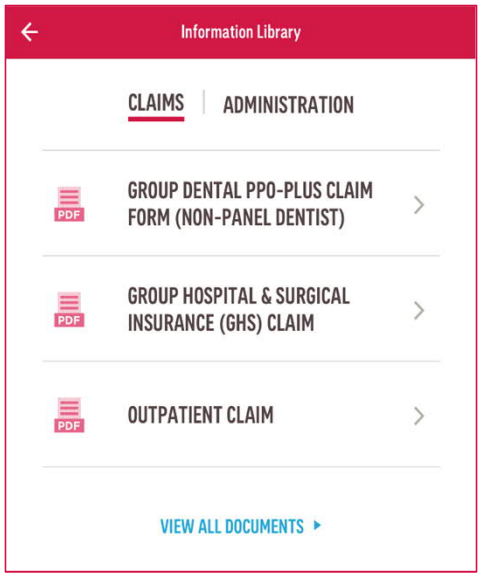
Sidebar Menu



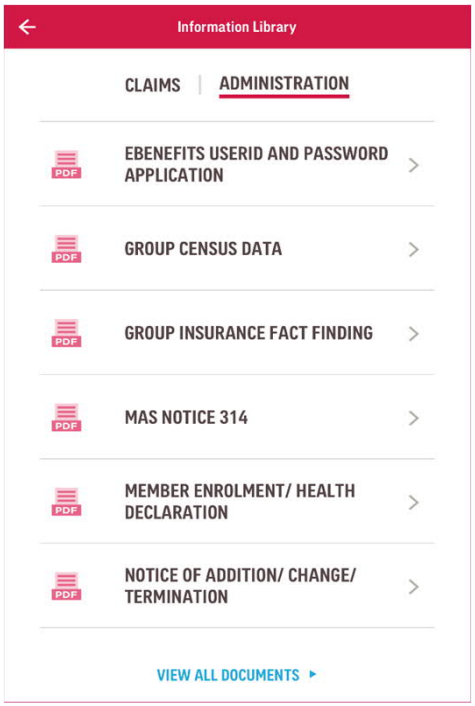
AIA confidential and proprietary information. Not for distribution.

Information Library

- In the Information Library, you will be directed to the pages displaying forms and documents under their respective categories.



These forms may be downloaded and used for their rightful purposes.

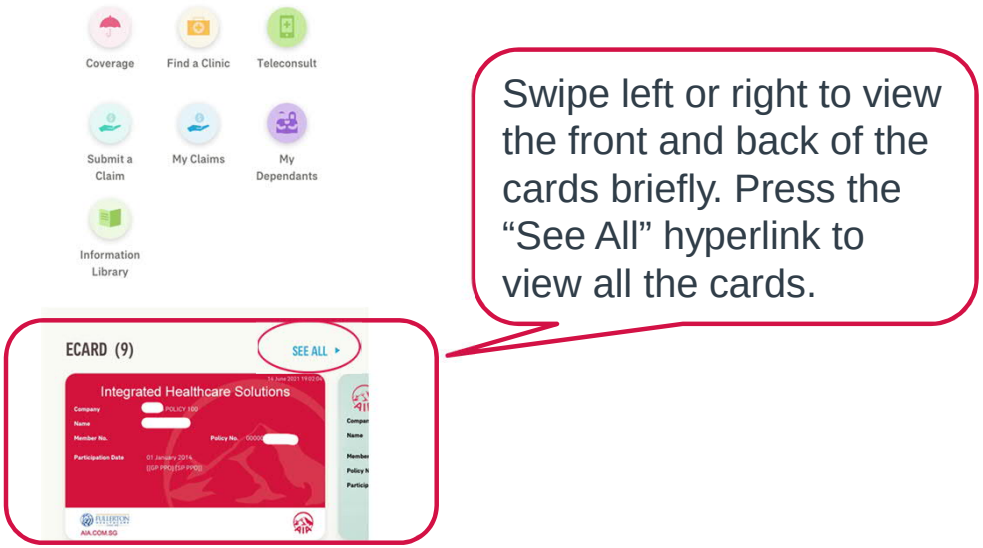


AIA confidential and proprietary information. Not for distribution.

XVI. eCard

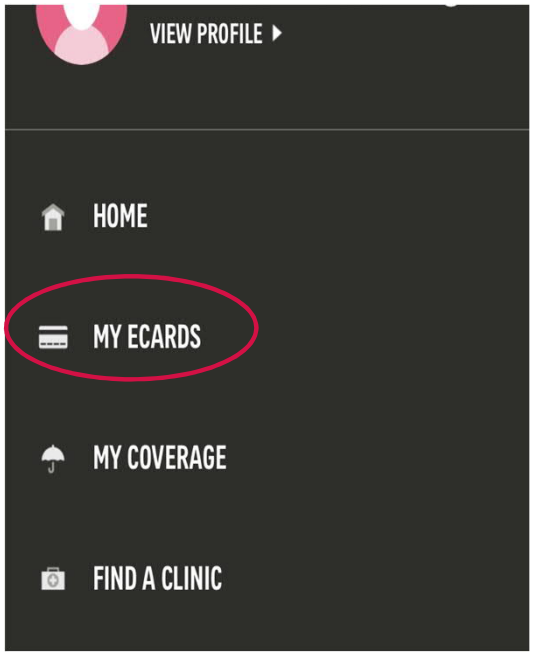
To access the eCard, you can either go to homepage or the sidebar menu.

Homepage



Swipe left or right to view the front and back of the cards briefly. Press the “See All” hyperlink to view all the cards.

Sidebar Menu



AIA confidential and proprietary information. Not for distribution.

eCard

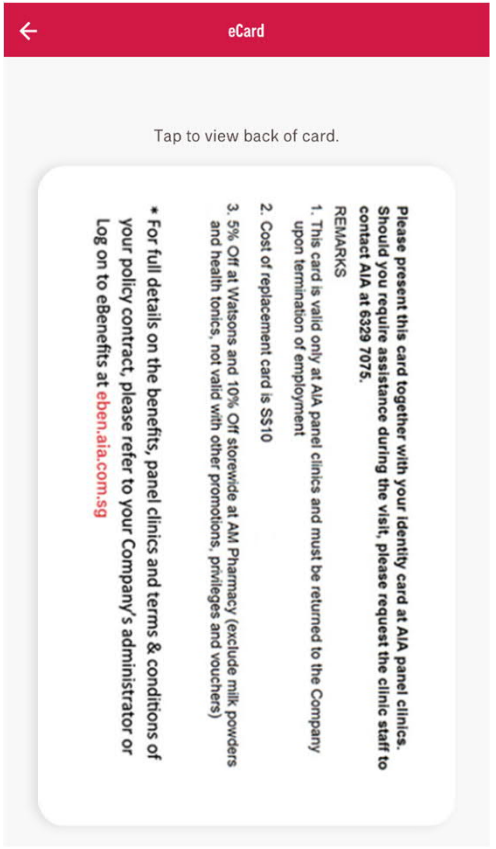
- In the eCard page, all applicable medical cards of the coverage you are insured for will be displayed.

- Select from the dropdown To view eCards under another insured member such as your dependants (if any).
- To have a magnified view of a specific eCard, tap the eCard you wish to look at.

AIA confidential and proprietary information. Not for distribution.

eCard

The eCard you selected will display as shown. Tap on it to view the back of the card.

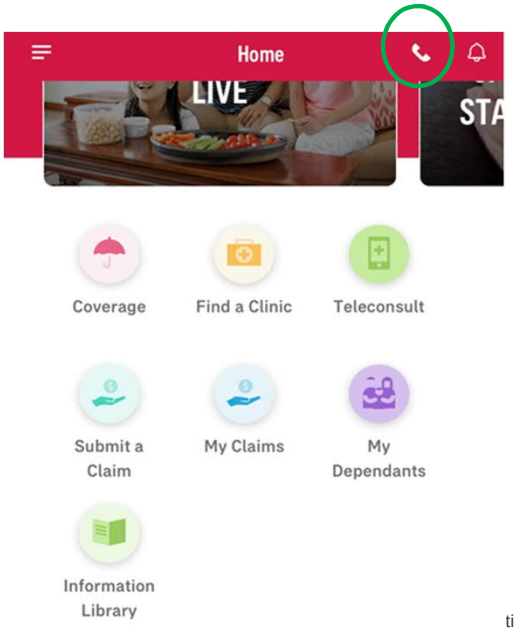


AIA confidential and proprietary information. Not for distribution.

XVII. Customer Service

To access the Customer Service, you can either go to homepage or the sidebar menu.

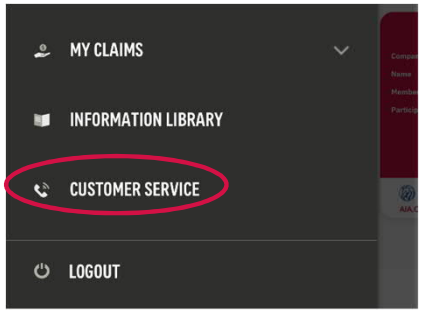
Homepage



Press the phone icon

OR

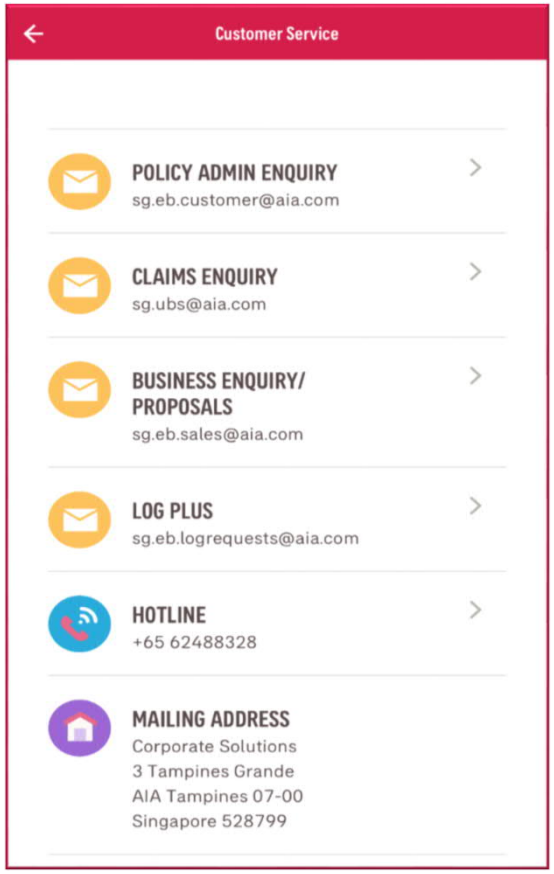
Sidebar Menu



tion.

Customer Service

Press Customer Service or the phone icon and you will be directed to a page displaying the relevant **hotlines** and **addresses**, should you need to contact Customer Service.



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