



HEALTHIER, LONGER,
BETTER LIVES

HAVE YOU HEARD



We have a **NEW**

AIA eBenefits Mobile Application?

Biometric Login

Helpful Biometric authentication for log in

E Card

Access your medical card easily

Policy Coverage

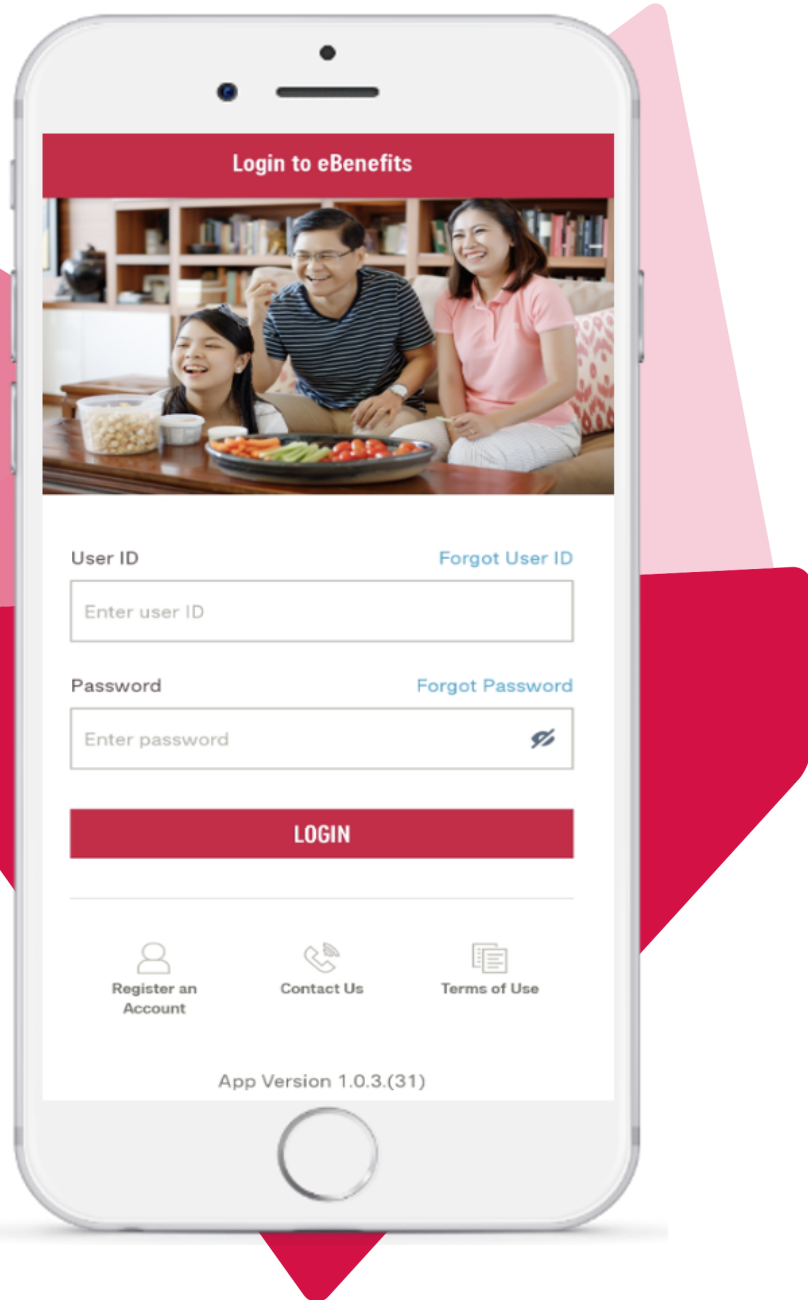
View and understand Policy Coverage
easily

Clinic Locator

Locate the nearest panel clinics

Claims Submission

Submit claims with ease



Scan the QR Code & download it **TODAY** to enjoy easy access to your employee benefits & more!



NOTE

The EmployeeCare app will be phased out by 16 April 2021, Friday.



Employee Benefits Mobile App

Employee Benefits User Manual

Remarks:

All visual aids contained in this User Guide are for illustration purposes only. Please refer to our portal website (<https://eben.aia.com.sg>) for actual presentation and wordings.

Table of Contents

1. What is eBenefits Mobile App?	2
2. Device Support List	2
3. Settings	4
3.1 iOS Settings	4
3.2 Android Settings	4
4. Login	5
4.1 To login to eBenefits Mobile App	5
4.2 Homepage	8
4.3 Sidebar Menu	9
4.4 Member Profile Settings	9
4.4.1 Change Password	10
5. Coverage	11
6. Find A Clinic	13
7. Submit A Claim	16
8. My Claims	23
9. Information Library	26
10. eCard	28
11. Customer Service	31

1. What is eBenefits Mobile App?

The eBenefits Mobile App is a mobile application that allows insured members of AIA plans to effortlessly access and manage their policies and claims, anytime and anywhere. Users will be able to:

- check their employee benefits details
- locate the nearest panel clinics
- submit new claims and / or view previously submitted claims
- edit and update their profile details
- view their medical eCards easily
- use biometric authentication to sign in

2. Device Support List

For IOS devices (iPhone and iPad), eBenefits Mobile App is compatible with operating system iOS 11 and above. Apple users may download the app from Apple Store.

For Android devices, eBenefits Mobile App supports the list of devices stated below. **Important Note:** *Users must have Google Play Store (Android) in order to download and install the application.*

Model	Android Version
Samsung Galaxy S5	6.0
Samsung Galaxy S5 LTE-A	6.0
Samsung Galaxy S6	6.0
Samsung Galaxy S6 Edge	6.0
Samsung Galaxy S6 Edge+	6.0
Samsung Galaxy Note 4	6.0
Samsung Galaxy Note Edge	6.0
Samsung Galaxy Note 5	6.0
Samsung Galaxy Tab S2	6.0
Samsung Galaxy S5 neo	6.0
Samsung Galaxy S8	6.0
Samsung Galaxy S8+	6.0
Samsung Galaxy S8 Active	6.0
Sony Xperia Z5	6.0

Sony Xperia Z5 Compact	6.0
Sony Xperia Z5 Premium	6.0
Sony Xperia Z4	6.0
Sony Xperia Z3+	6.0
Sony Xperia Z3	6.0
Sony Xperia Z3 Compact	6.0
Sony Xperia Z3 (Tablet) Compact	6.0
Sony Xperia Z2	6.0
Sony Xperia Z2 (Tablet)	6.0
Sony Xperia M5	6.0
Sony Xperia M5 Ultra	6.0
Sony Xperia M4 Aqua	6.0
HUAWEI P9	6.0
HUAWEI P10	6.0
HUAWEI Mate+8	6.0
HUAWEI P9 plus	6.0
HUAWEI honor8	6.0
HUAWEI honor V8	6.0
HUAWEI honor 5C	6.0
HUAWEI honor 6X	6.0
HUAWEI G9+Plus	6.0
HUAWEI nova	6.0
HUAWEI nova2 plus	6.0
Xiaomi Max	6.0
Xiaomi 5	6.0
Xiaomi 5s	6.0
Xiaomi 5s plus	6.0
Xiaomi 4c	6.0
Xiaomi 4s	6.0
Xiaomi note	6.0
Xiaomi note2	6.0
Xiaomi Mix	6.0
Xiaomi Note 4X	6.0

3. Settings

In order to use the application seamlessly, users will have to ensure certain settings on their phone have been configured before they can start using it.

3.1 iOS Settings

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

- ✓ 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.

3.2 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.




4. Login

Login to eBenefits

2 User ID [Forgot User ID](#)
Enter user ID

3 Password [Forgot Password](#)
Enter password 

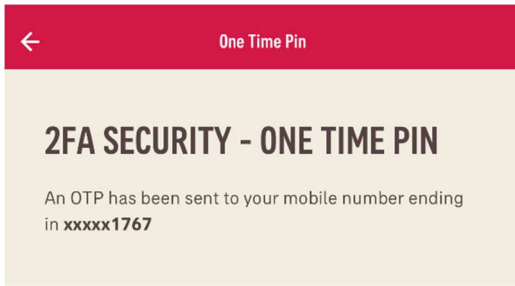
4 **LOGIN**

 Register an Account  Contact Us  Terms of Use

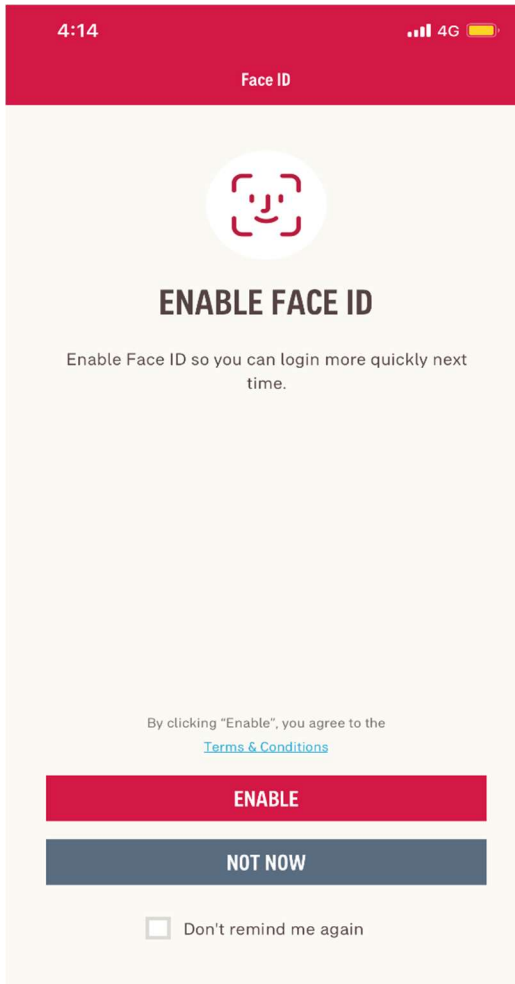
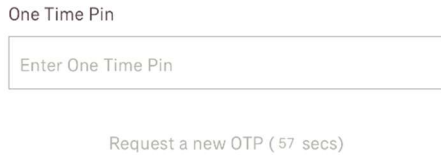
4.1 To login to eBenefits Mobile App

- 1 Launch the app from your phone
- 2 Input your User ID here
- 3 Input your Password here
- 4 Press “Login” after entering your User ID and Password

Note: To register for a new account, please refer to the eBenefits user guide



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

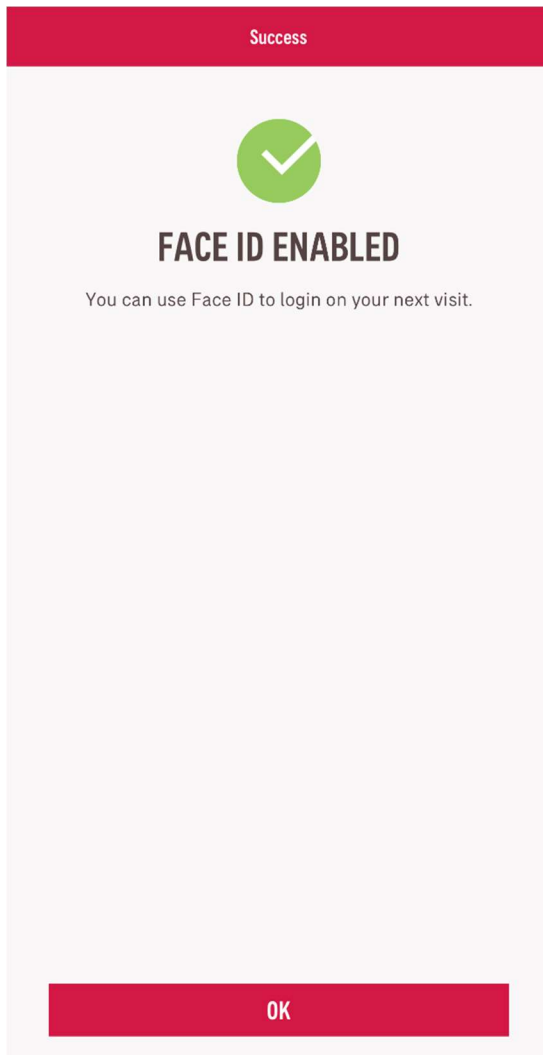


After your OTP has been entered correctly, you will be prompted to allow the enabling of biometric authentication (Face ID, Touch ID) for future login.

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

If “Not Now” is selected, this prompt will appear for every subsequent login.

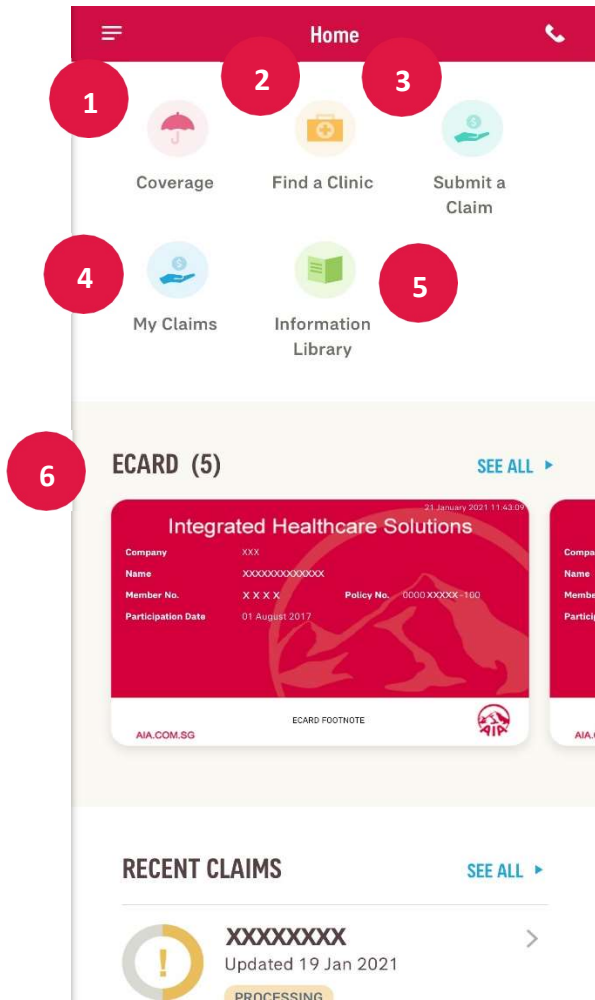
You can select “Don’t remind me again” to disable subsequent prompts



Upon successful set-up, press “OK” and you will be directed to the homepage.

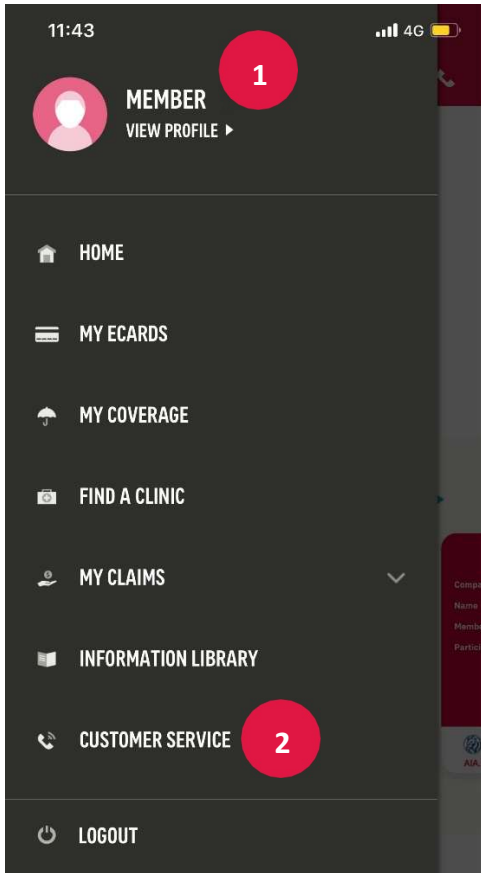
Should you not wish to enable the biometric authentication function for future login, disable it by going to your Settings: Sidebar>View Profile>Settings>Disable.

4.2 Homepage



- 1 Coverage – View policy information and product details
- 2 Find a clinic – Locate panel clinics, Download panel listing
- 3 Submit a claim – Submit a claim online
- 4 My Claims – View the history of submitted claims and their statuses
- 5 Information Library – View and download forms
- 6 eCard – View medical eCards

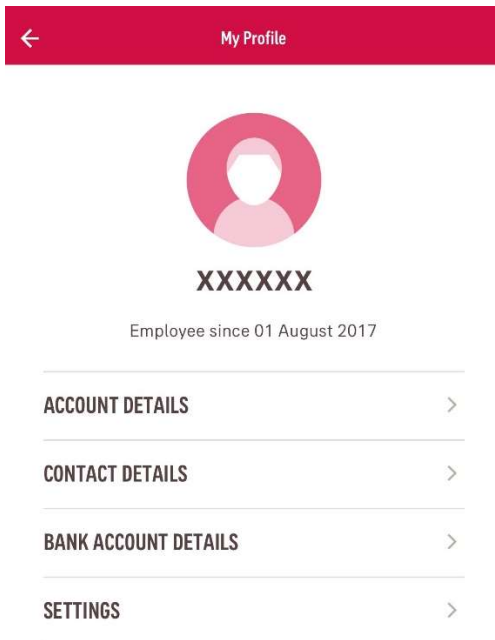
4.3 Sidebar Menu



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 features such as:

- 1 Member Profile – View , Edit or Update your member account settings
- 2 Customer Service

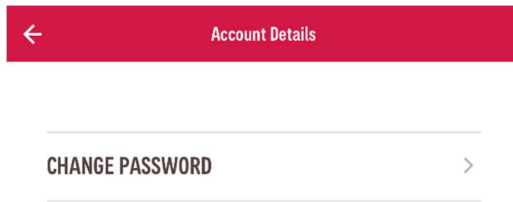
4.4 Member Profile Settings



In Member Profile, you may update the details of your eBenefits account, such as:

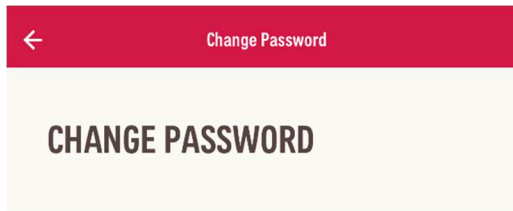
- Account Details – eBenefits account password
- Contact Details – Phone numbers, Email and Mail Addresses
- Bank Account Details – Bank Name, Bank Account Number, Bank Branch Code
- Settings – Enable or Disable Touch/ Face ID

4.4.1 Change Password



To change your password, go to the sidebar menu > “View Profile” > select “Account Details” > “Change Password”.

A display message “Successfully updated” will pop up once new password is changed.



Enter your old and new password.

1

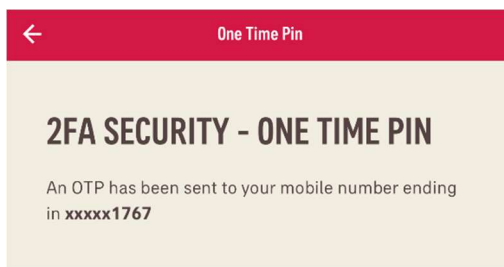
2

✓ New Password must be 8-20 characters
 ✓ New Password must be alphanumeric

3

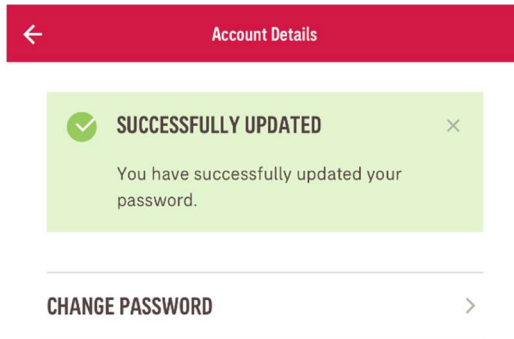
4

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

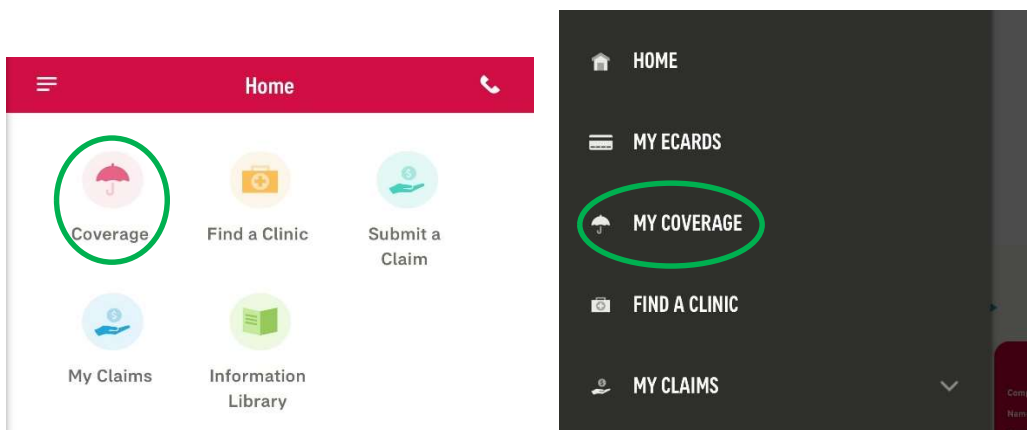


An OTP will be sent to your registered mobile no.

Enter the OTP and tap “Submit” to complete the change of password.



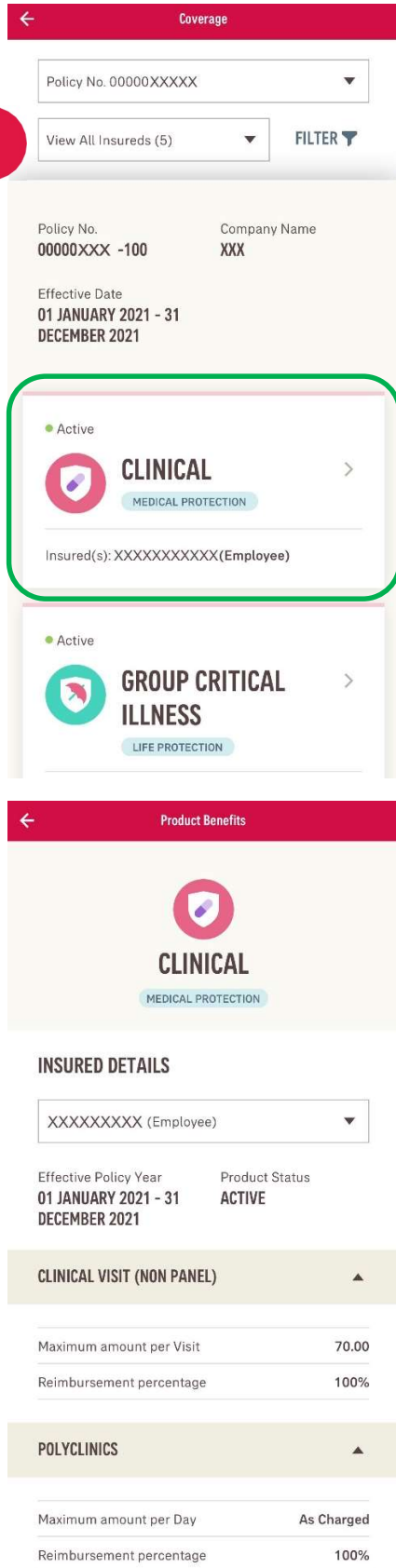
5. Coverage



To access Coverage

- 1 On the homepage, press “Coverage”
- OR
- 2 In the sidebar menu, tap on “My Coverage”

View policy coverage



1

2

Tap on “Coverage / My Coverage”, you will be directed to a list of policies and products you have access to.

1

2

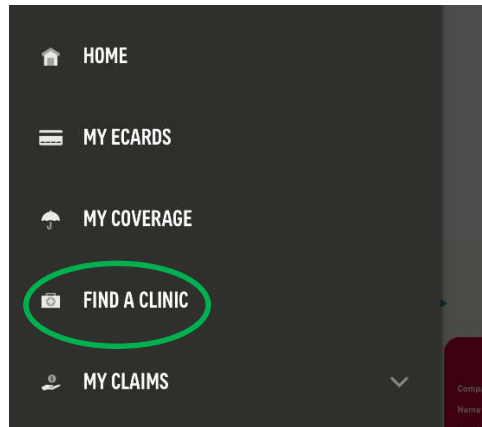
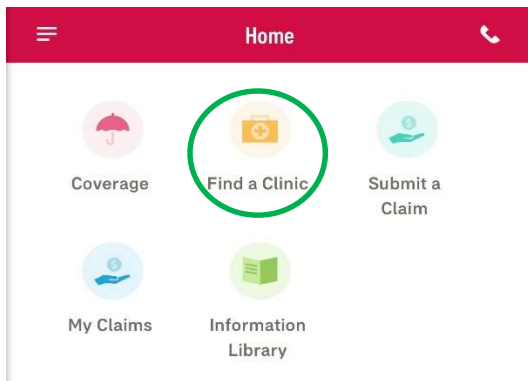
To view the products for you (or for the dependents tagged to you), you may check the dropdown list of insured parties

To view a product’s details, press the product tab.

Press the product tab, the product benefits details page will be displayed.

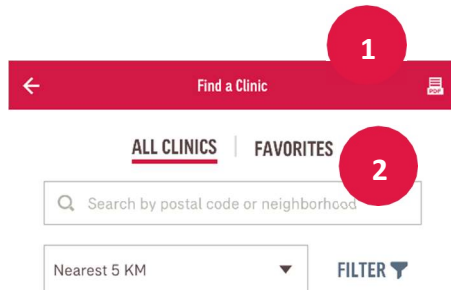
This page may not be applicable for certain policies. A product summary will be available instead.

6. Find A Clinic



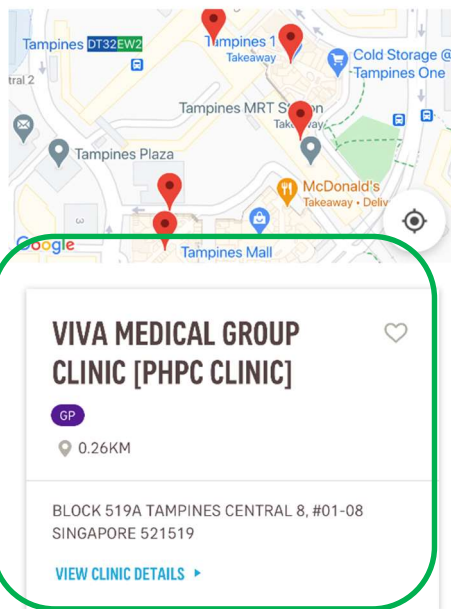
To access Find A Clinic

- 1 On the homepage, press “Find A Clinic”
- OR
- 2 In the sidebar menu, press “Find A Clinic”

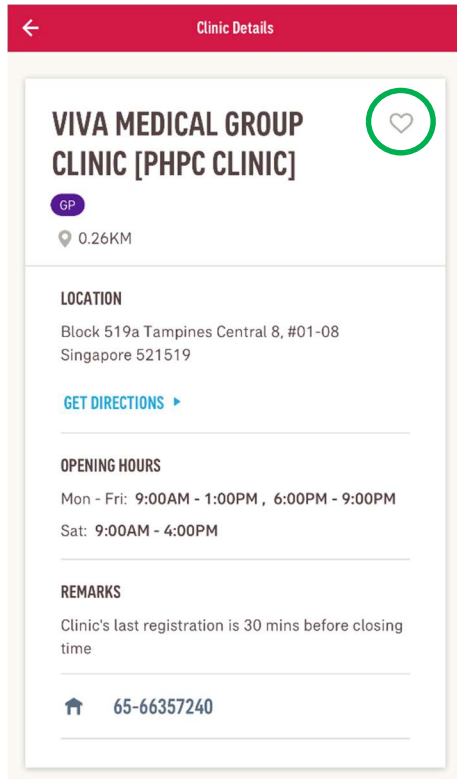


After clicking “Find a Clinic”, you will be directed to a page displaying a map and a list of nearby clinics based on your location.

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

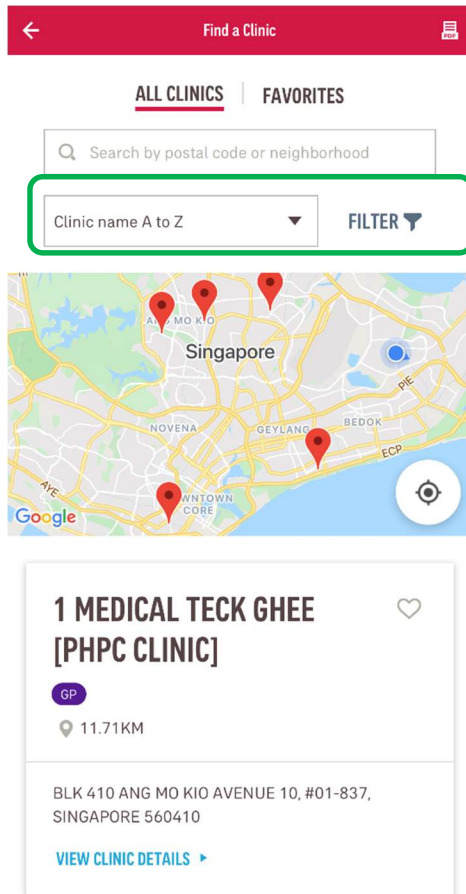


- 1 To view or download a panel listing, press the PDF icon at the top right-hand corner
- 2 To view your Favorites list of clinics
- 3 To view more details about the clinic, tap on the clinic.



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

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



To change the search results when locating clinics, you can either select a clinic from the dropdown list or click the filter option.

Filter ✕

CLINIC NAME

CLINIC TYPE

- Pediatrician
- General Practitioner
- Specialist
- Traditional Chinese Medicine

OPENING HOURS

- Open Now
- 24 Hours
- Weekends
- Public Holidays

SUBMIT





RESET

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

Download Panel Listing

View as PDF ✕

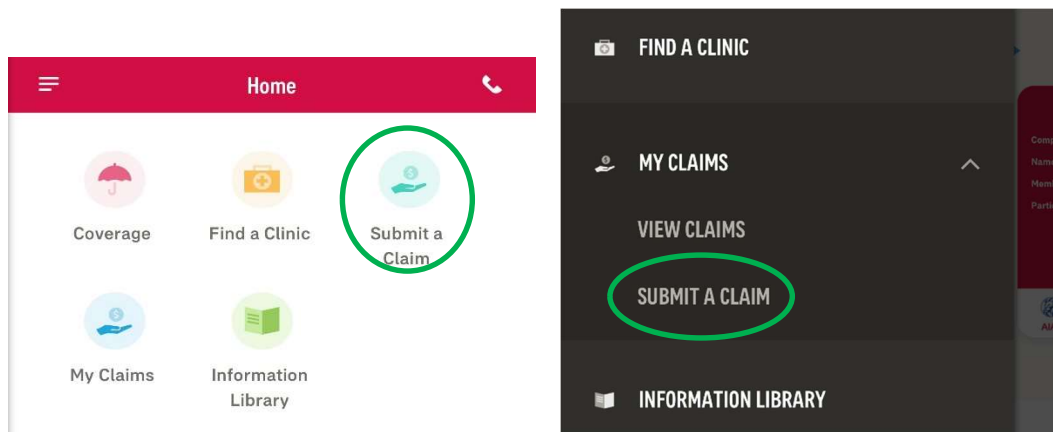
PANEL CLINICS

-  PEDIATRICIAN ➤
-  GENERAL PRACTITIONER ➤
-  SPECIALIST ➤
-  TRADITIONAL CHINESE MEDICINE ➤

After you tap on the PDF icon at the top right-hand corner of the Find A Clinic page, 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, press on the listing you wish to look at and it will display as a PDF.

7. Submit A Claim



To access Submit A Claim

- 1 On the homepage, press “Submit A Claim”
- OR**
- 2 In the sidebar menu under My Claims, press “Submit A Claim”

After you press “Submit A Claim”, you will be directed to the first step of the eClaim Submission process.

1 Select the claimant’s name

2 Select the Date of Visit / Admission

3 Select the Claim Category

4 Select the Claim Type

5 Press “NEXT”

←
Submit a Claim

✓
2
3
4
5

CLAIM DETAILS

CLINIC / HOSPITALISATION DETAILS

Name of Clinic / Hospital

Total Amount on Bill

SGD ▼

Enter total amount on bill

This includes GST of SGD

Enter GST

DIAGNOSIS DETAILS

Search by diagnosis

Diagnosis Details

Please describe your diagnosis details

0/500

THIRD-PARTY CLAIMS

Does your bill show any deduction from MediSave / CHAS?

Yes
 No

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

Yes
 No

REQUIRED DOCUMENTS

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

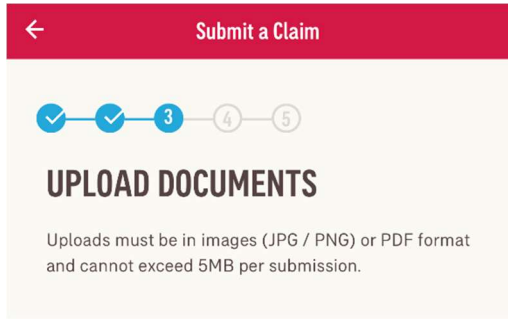
- Bills / Receipts
- Third-party Settlement letter (if applicable)

NEXT

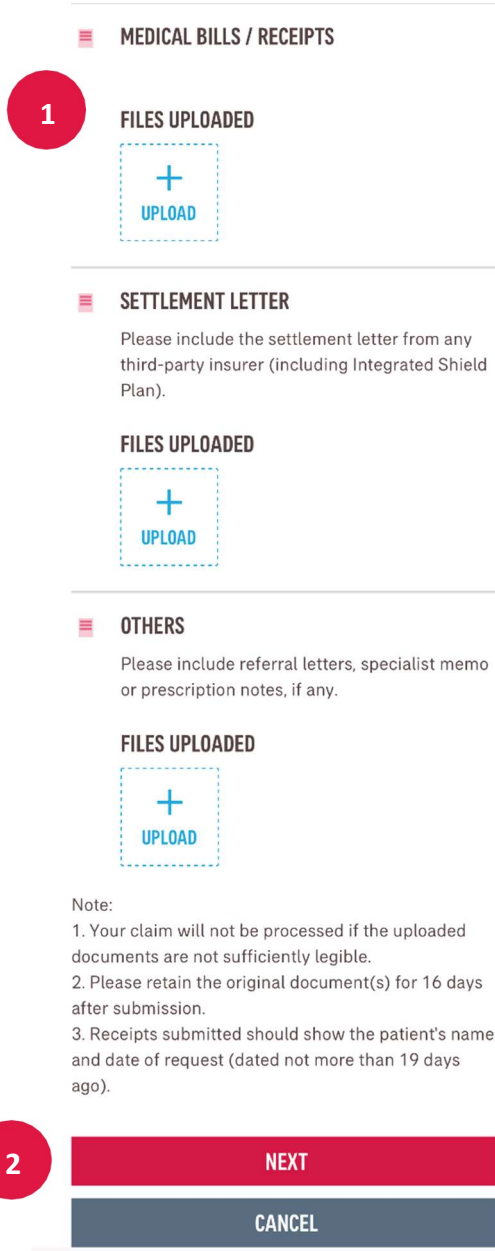
CANCEL

In the second step of the eClaim Submission, details about the claim will be needed.

- 1
 Input / Select the name of the clinic or hospital
- 2
 Select the currency accordingly and input the total amount on bill (You may select the GST check box to include the GST computation – *Note: This only applies to claims in Singaporean Dollars*)
- 3
 Input / Select the diagnosis
- 4
 Input the diagnosis details (*Optional*)
- 5
 Select this option if your bill shows any deduction from MediSave / CHAS
- 6
 Select this option if you are claiming from another insurer / policy
- 7
 Press “NEXT”



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, 5MB 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 Press “NEXT”

Submit a Claim

1 2 3 4 5

REVIEW

Please ensure the following details are accurate before submission.

CLAIM TYPE ▲

INSURED / PATIENT DETAILS [EDIT](#) ▶

Insured / Patient Name XXX, XXX

Company Name XXX

Policy No 0000073825

VISIT / ADMISSION DATE [EDIT](#) ▶

Date of Visit / Admission 21 Jan 2021

CLAIM / BENEFIT TYPE [EDIT](#) ▶

Claim Category Outpatient

Claim Type Traditional Chinese Medicine

CLAIM DETAILS ▲

CLINIC / HOSPITALISATION DETAILS [EDIT](#) ▶

Name of Clinic / Hospital ALEXANDRA HOSPITAL

Total Amount on Bill SGD25.00

GST SGD1.64

DIAGNOSIS DETAILS [EDIT](#) ▶

Diagnosis 46,XX true hermaphrodite

Diagnosis Details XXX

THIRD-PARTY CLAIMS [EDIT](#) ▶

Does your bill show any deduction from MediSave / CHAS? Yes

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

UPLOAD DOCUMENTS ▲

UPLOADS [EDIT](#) ▶

Medical Bills / Receipts

Settlement Letter

NEXT

CANCEL

In the fourth step of the eClaim Submission, the confirmation overview will be displayed before submission

Ensure that all details entered, and data given are accurate and correct before proceeding. Should you wish to change details, you may press the “[Edit](#)” hyperlinks of the respective sections.

Press “NEXT” once all details have been verified.

← Submit a Claim



DECLARATION

IMPORTANT NOTES

Before submission, please take note of the following:

*The submitted request is subject to our claim assessment.

*It is your obligation to ensure that all details in the claim request are true to the best of your knowledge.

*DO NOT send the original medical receipts to AIA at the moment. Please retain these documents for at least 16 days from the expense incurred date. You may need to produce these for our claims assessment upon our request.

*Claims should be submitted within 19 days from occurrence date with the relevant bills and receipts, which must show the patient's name and date of request.

*Claims for purchase of drugs must include a copy of the attending physician's prescription.

*Click the SUBMIT button below only if you are aware of all the statements above.

DECLARATION

1. I declare that the statement(s) and particulars contained and provided to AIA Singapore Private Limited ("AIA Singapore") are in all respects true and complete to the best of my knowledge and belief.
2. I hereby acknowledge, accept and agree that the availability and use of this portal by me is a privilege and service granted to the Policyholder, made available by AIA Singapore on the request of and as authorised by the Policyholder, and subject to such terms as the Policyholder and AIA Singapore may agree to from time to time. If I do not agree with the terms of use of this portal, I am entitled to withdraw from or discontinue the use of this portal and undertake to notify the Policyholder immediately of my decision to do so. I will then submit my claim(s), including all requests and communications with AIA Singapore, through the Policyholder and not by any other means.
3. By continuing with the use of this portal, I hereby authorise, agree and consent to the following on my behalf and on behalf of each and every insured person for whom I am making a claim or enquiry:
6. I undertake and agree, for and on behalf of myself and my employer/principal/policyholder:
 - (i) To ensure that no duplicate claims are submitted to AIA Singapore, whether by myself or multiple persons, whether via this portal or other means, for the benefits under the Policy, and not to misuse or abuse this portal in any way.
 - (ii) That any payment by AIA Singapore for a duplicate claim filed is not an admission of liability and AIA Singapore reserves the right to and is entitled to claim for a return of any monies paid in respect of a duplicate claim and may pursue civil or criminal proceedings to recover the excess amounts paid including losses, damages, costs and expenses incurred by AIA Singapore in investigating such claims and seeking recovery of monies paid. I am aware that any fraud perpetrated in submitting a claim may result in criminal penalties in addition to the civil remedies that AIA Singapore will be seeking.

Employee Name: XXX, XXX
Date and Time Submitted: 21 Jan 2021, 5:49pm

I agree and I want to proceed.

SUBMIT

CANCEL

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.

Success



SUBMITTED

Your claim request (eClaim Ref No. ACM010011394) has been successfully received by the Claims Team.

1 [VIEW SUBMISSION DETAILS](#) ▶

2

VIEW ALL CLAIMS

3

BACK TO DASHBOARD

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

1

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

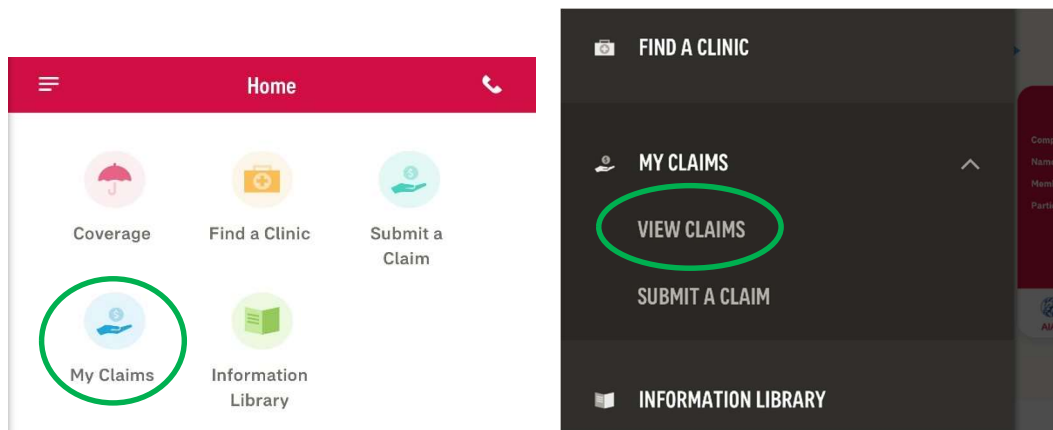
2

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

3

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

8. My Claims



“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).

To access My Claims

- 1 On the homepage, press “My Claims”
- OR**
- 2 In the sidebar menu, press “View Claims”

Press “My Claims”, you will be directed to a page displaying all the claims submitted from your account.

1 To submit a new claim, press the “Submit A Claim” button

2 To refine your search results, press “Filter”

3 To view more details of a specific claim, press the claim you wish to view (example illustrated below)

When “Filter” is selected, a page displaying the fields you can edit to refine the search will be shown. You may update to find a claim more specifically.

← Claims Details

eClaim Reference No.
1001656

Claim No.
4968440

Policy No.
00000XXXX

Insured / Patient Name
XXXXXXXXXXXX

Visit Date
2021/01/09 - 2021/01/09

Claim Type
GENERAL PRACTITIONER VISIT

Name of Clinic / Hospital
JURONG COMMUNITY HOSPITAL

Incurred Amount
SGD55555.00


Reimbursed Amount
SGD0.00

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

This page will also show the progress and status of the claim selected.

PROGRESS


- 27 Mar 2019

 **APPROVED**

Your claim has been approved and reimbursed.


[VIEW LETTER ▶](#)

- 27 Mar 2019

 **PROCESSING**

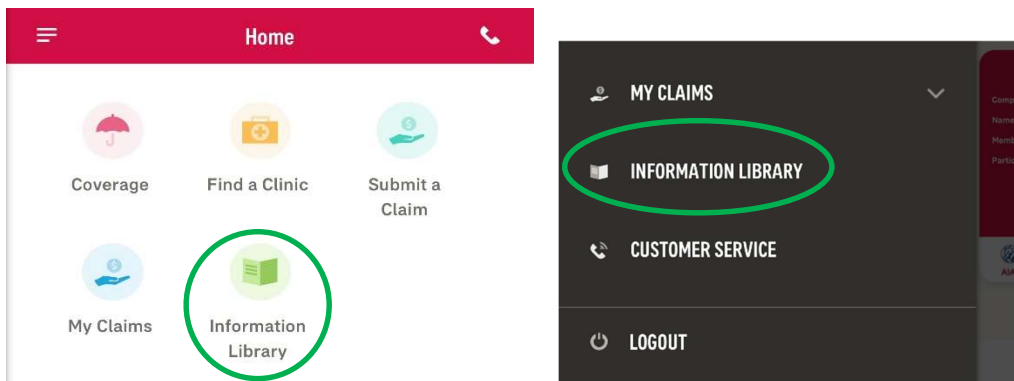
Your claim submission has been received by the Claims team

- 27 Mar 2019

 **SUBMITTED**

Your claim request (eClaim Ref No. 103645 OR Claim Ref No. 4953653) has been successfully submitted

9. Information Library



To access Information Library

- 1 On the homepage, press “Information Library”
- OR**
- 2 In the sidebar menu, press “Information Library”

← Information Library

CLAIMS | ADMINISTRATION

 GROUP DENTAL PPO-PLUS CLAIM FORM (NON-PANEL DENTIST) >

 GROUP HOSPITAL & SURGICAL INSURANCE (GHS) CLAIM >

 OUTPATIENT CLAIM >

[VIEW ALL DOCUMENTS >](#)

← Information Library

CLAIMS | ADMINISTRATION

 EBENEFITS USERID AND PASSWORD APPLICATION >

 GROUP CENSUS DATA >

 GROUP INSURANCE FACT FINDING >

 MAS NOTICE 314 >

 MEMBER ENROLMENT/ HEALTH DECLARATION >

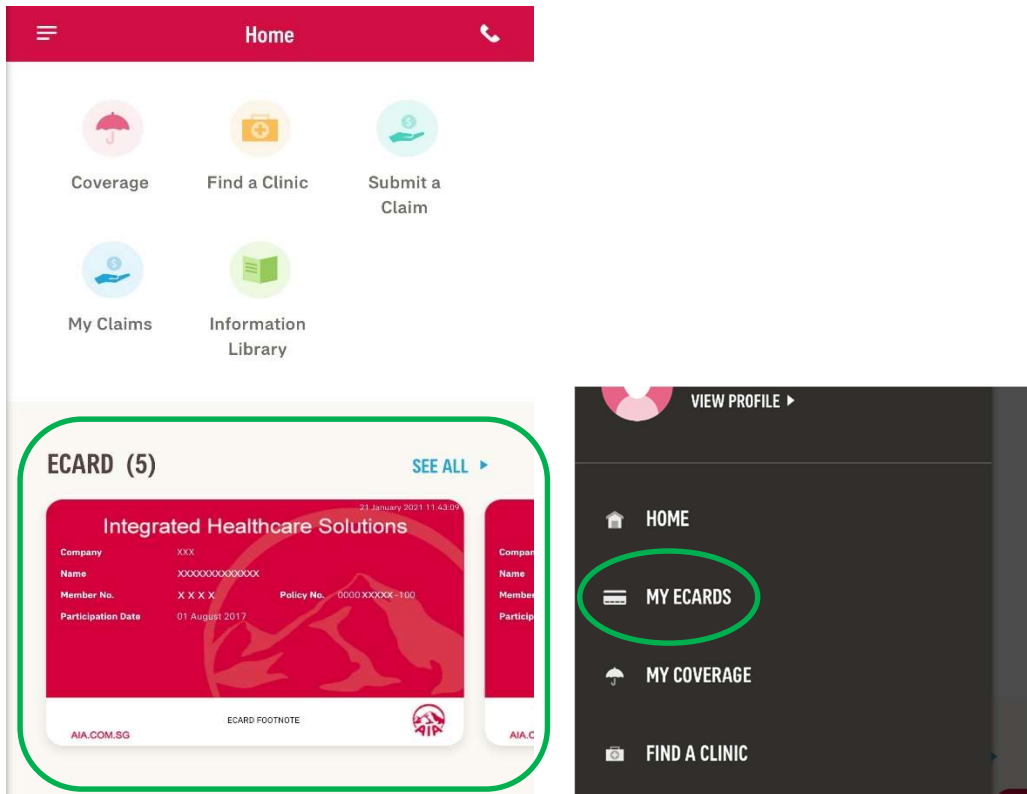
 NOTICE OF ADDITION/ CHANGE/ TERMINATION >

[VIEW ALL DOCUMENTS >](#)

Press “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.

10. eCard



To access eCards

1 On the homepage, your medical eCards are displayed. You may swipe left or right to view them briefly. Press the “See All” hyperlink to view all the cards.

OR

2 In the sidebar menu, press “My eCards”



Tap on a card to view more card information.



When you are directed to the eCard page, all the medical eCards of the policies you are insured for will be displayed.

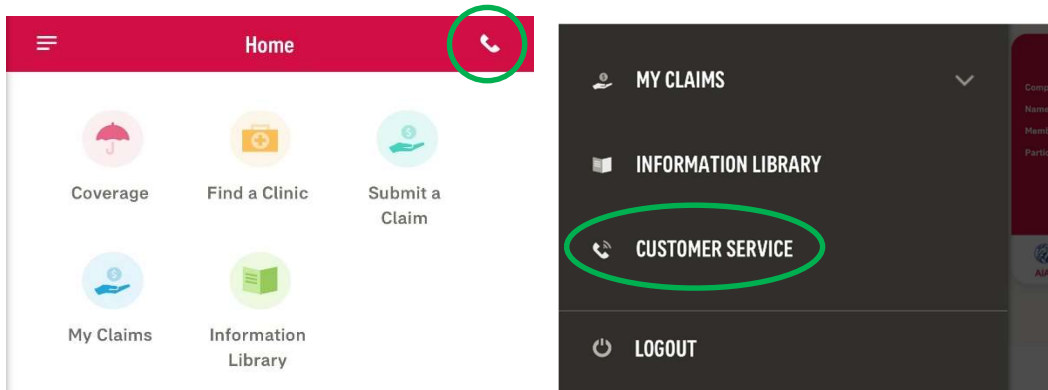
1 To view eCards under another insured member such as your dependents (if any), you may select from the dropdown

2 To have a magnified view of a specific eCard, press the eCard you wish to look at



The eCard you select will display as pictured above. To view the back of the card, you may simply tap on the card to flip it over.

11. Customer Service



To access Customer Service

- 1 On the homepage at the top right-hand corner, press the phone icon
OR
- 2 In the sidebar menu, press “Customer Service”



POLICY ADMIN ENQUIRY

sg.eb.customer@aia.com



CLAIMS ENQUIRY

sg.ubs@aia.com



**BUSINESS ENQUIRY/
PROPOSALS**

sg.eb.sales@aia.com



LOG PLUS

sg.eb.logrequests@aia.com



HOTLINE

+65 62488328



MAILING ADDRESS

Corporate Solutions
3 Tampines Grande
AIA Tampines 07-00
Singapore 528799

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

FREQUENTLY ASKED QUESTIONS

1. **What are the major differences between the AIA eBenefits Portal and AIA eBenefits Mobile Application?**
You will be able to login to the AIA eBenefits Mobile Application via a biometric authentication. The AIA eBenefits Mobile Application also offers an updated intuitive user flow with similar functionalities.
2. **Do I need to redo claim submission prior to the 16 March 2021, and will past claims information be available?**
No, there is no information disparity. All past claims information will be available.
3. **Can I still use the current AIA Employee Care Mobile Application?**
We strongly encourage you to start using our new AIA eBenefits Mobile Application for a more intuitive user experience. The AIA Employee Care Mobile Application will be phased out by the 16 April 2021.
4. **What is the major difference between the current AIA Employee Care Mobile Application and the new AIA eBenefits Mobile Application?**
The AIA eBenefits Mobile Application offers an updated intuitive user flow, where you will be able to login with biometric swiftly, take a snapshot of your claims and save your preferred clinics as Favourites.
5. **Do I need to register for a new set of login user ID and password after installing the new AIA eBenefits Mobile Application?**
If you are an existing user for AIA Employee Care Mobile Application or AIA eBenefits Portal, your user ID and password would be the same as the current.
6. **How can I register if I am a new eligible user?**
At AIA eBenefits Mobile Application login page, select “Register an Account”, this will direct you to “New User Registration”.
 - a) Enter your Identification Number
 - b) Enter your corporate policy number “00000xxxx”, if prompted (if your identification Number is found in other policies record)
 - c) Enter your Date of Birth
 - d) Create preferred User ID
 - e) Enter your Mobile Number
 - f) Create and re-enter your preferred password
 - g) Enter One-Time-Password (OTP)
7. **Will the AIA eBenefits Portal be available with the launch of the AIA eBenefits Mobile Application?**
Yes, the AIA eBenefits Mobile Application is designed for employees as the end user. They can also continue to assess the AIA eBenefits Portal. HR professionals will continue to have access to the AIA eBenefits Portal.
8. **Can an authorised HR use their HR access to access to AIA eBenefits Mobile Application?**
An authorised HR will be able to access AIA eBenefits Mobile Applicable using their employee login.
9. **Can my eligible dependant(s) who already has/have the AIA eBenefits Portal access download the AIA eBenefits Mobile Application too?**
They will be allowed to do so in the next application release. For now, they can still visit the AIA eBenefits Portal to access their accounts accordingly.