



HEALTHIER, LONGER,  
BETTER LIVES

# AIA+ App User Guide

Updated 21 July 2025

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# AIA+ Content

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### TOUCH GESTURE



Select



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Swipe Left / Right

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# Let's Get Started



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# Download AIA+



**Download  
now**

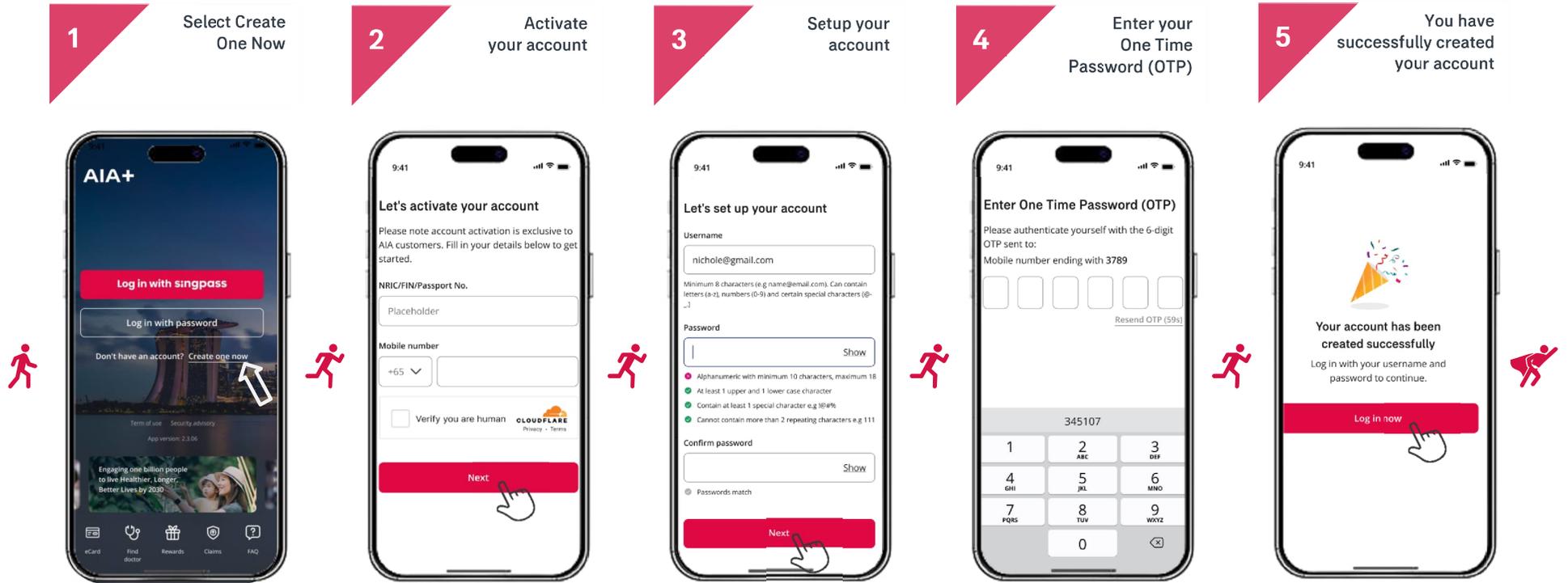


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# Account setup

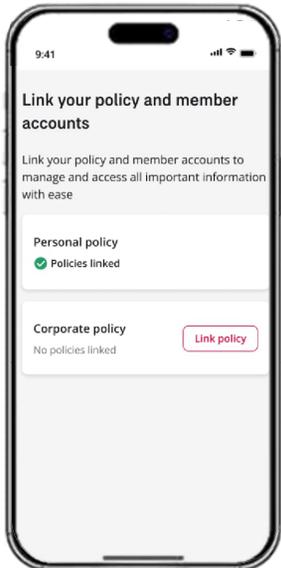


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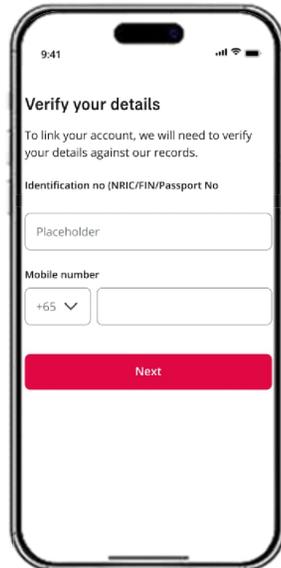
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# Link your polic(ies) - Corporate

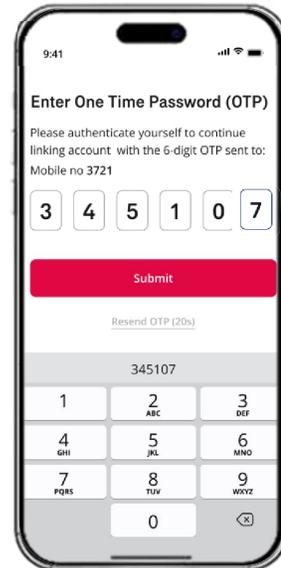
**1** Link your corporate policy



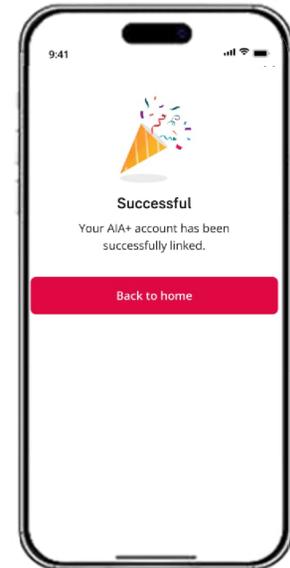
**2** Let us know who you are



**3** Enter your One Time Password (OTP)



**4** You have successfully linked your account



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

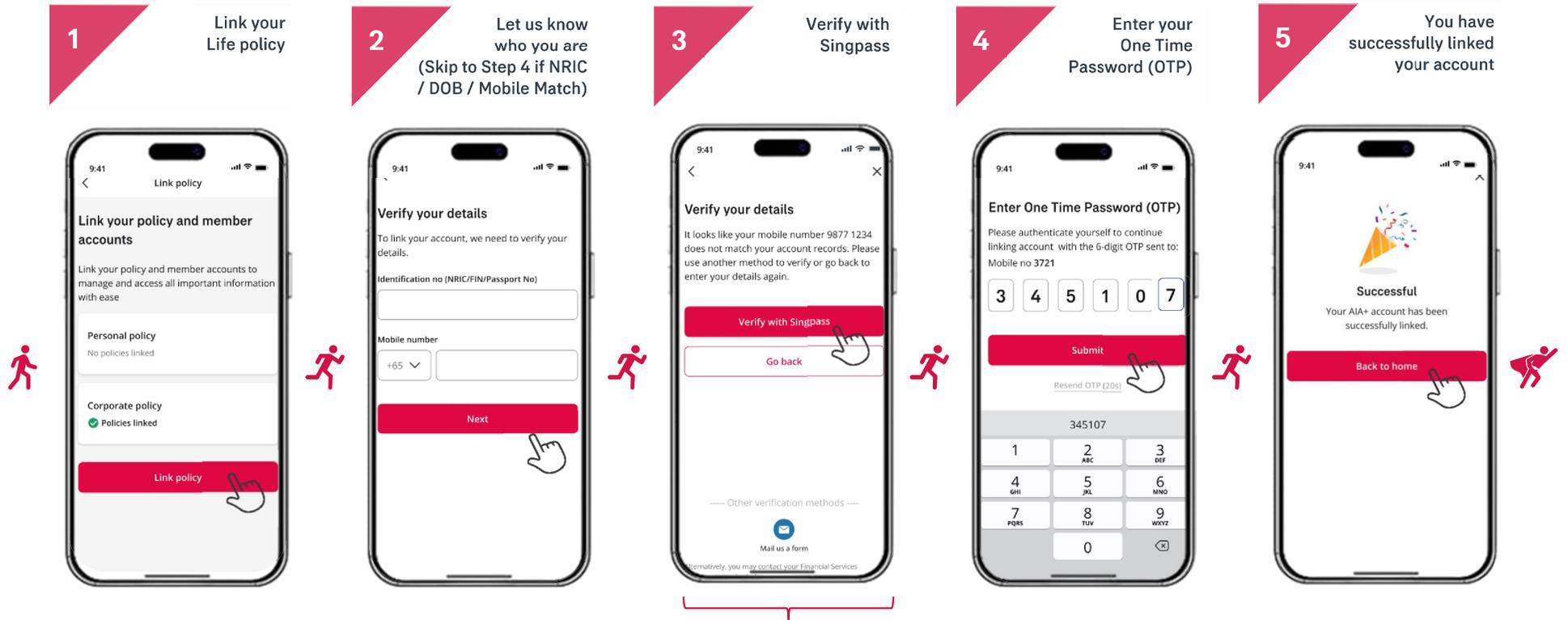


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# Link your polic(ies) - Life



If your details does not match, verify using Singpass



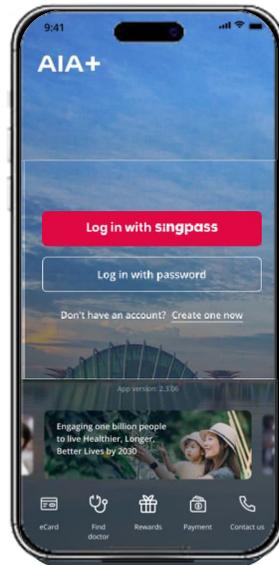
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# Login to AIA+

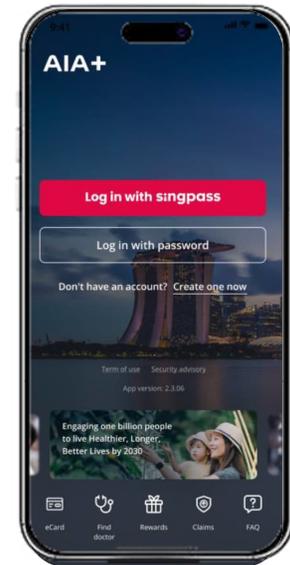
1

Day / Light Mode  
Biometric enabled / Singpass / Password



2

Night / Dark Mode  
Biometric enabled / Singpass / Password



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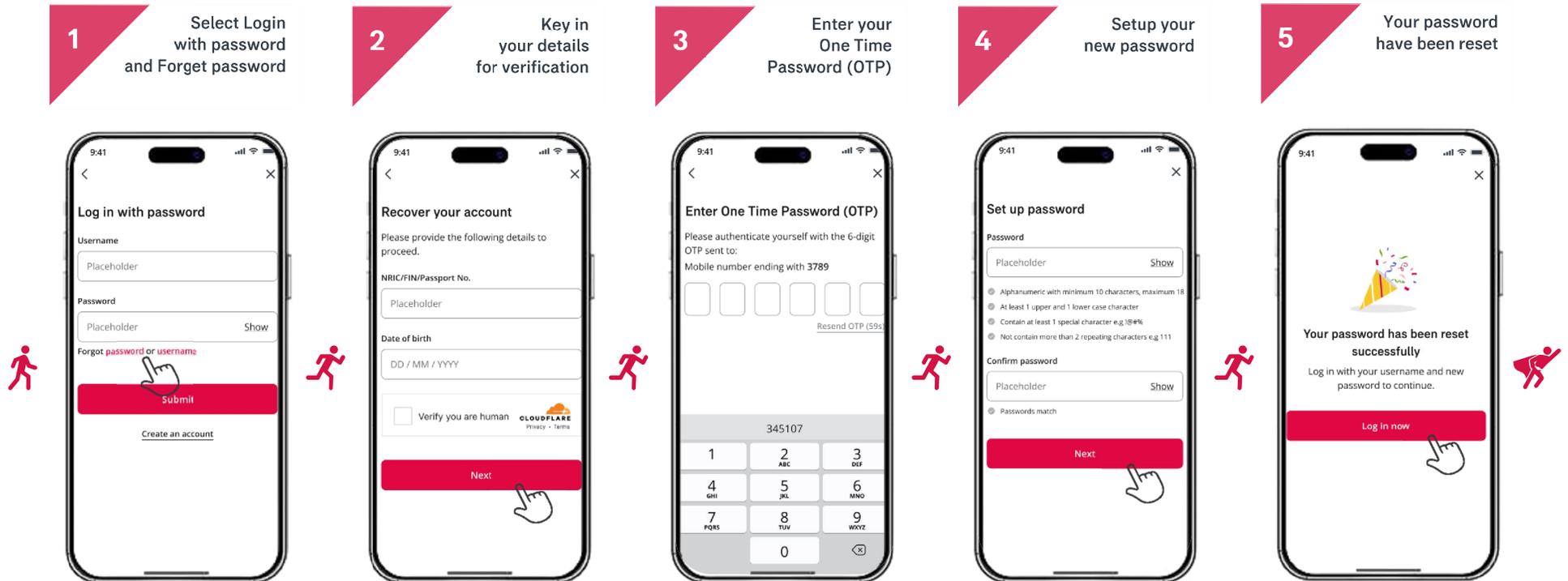
Others



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# Login to AIA+ (Forgot Password)



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# Login to AIA+ (Forgot Username)

1

Select Login with password and username

9:41

Log in with password

Username

Placeholder

Password

Placeholder Show

Forgot password or username

Submit

Create an account

2

Key in your details for verification

9:41

Recover your account

Please provide the following details to proceed.

NRIC/FIN/Passport No.

Date of birth

DD / MM / YYYY

Verify you are human

CLOUDFLARE

Privacy - Terms

Next

3

Enter your One Time Password (OTP)

9:41

Enter One Time Password (OTP)

Please authenticate yourself with the 6-digit OTP sent to:

Mobile number ending with 3789

Resend OTP (59s)

345107

1 2 3

4 5 6

7 8 9

0

4

You have successfully retrieved your username

9:41

Your username has been retrieved successfully

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

Your username

Christine418

Log In now



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# Key AIA+ Functions

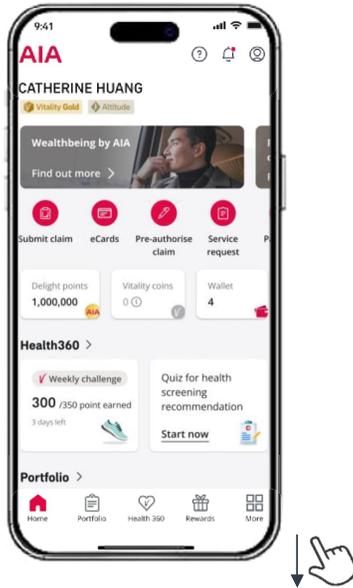


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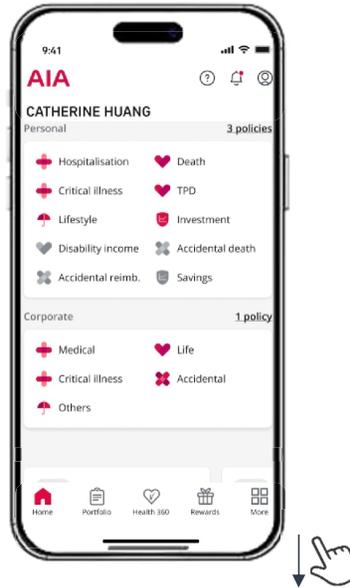
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# Dashboard

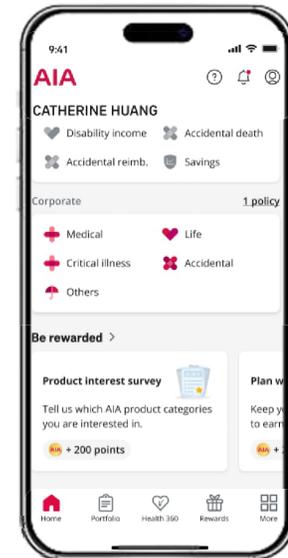
1 Scroll to view Vitality



2 Scroll to view Personal & Corporate



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



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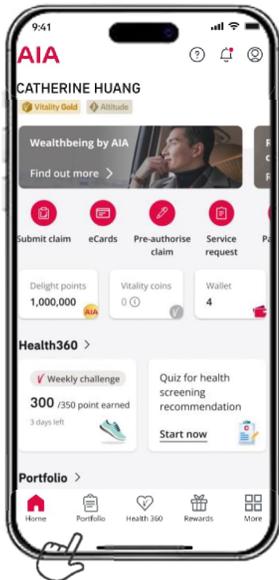


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# Portfolio

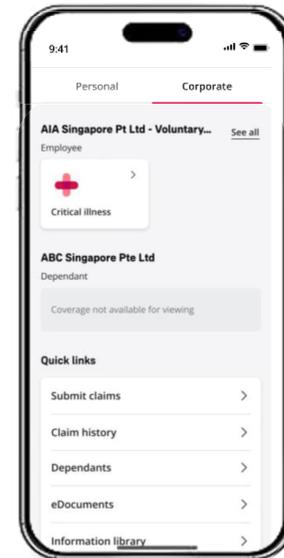
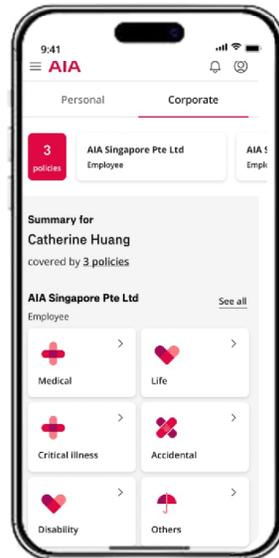
1

Under [Dashboard](#)  
Select Portfolio



2

Corporate -  
Portfolio



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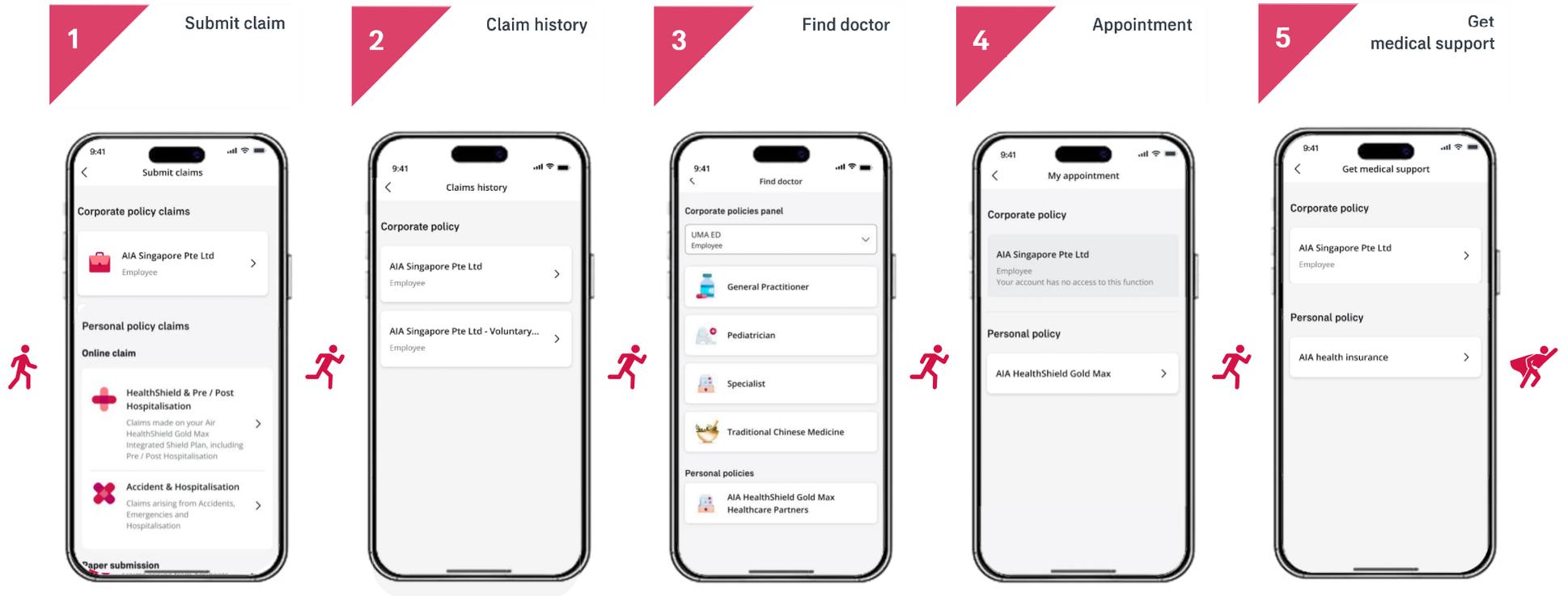
[Others](#)



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# Jumper page (samples)



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



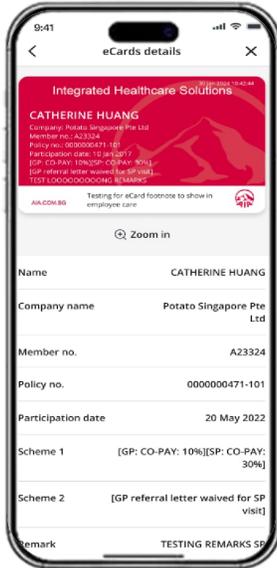
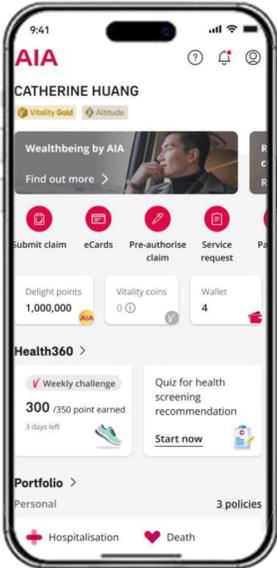
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# No Jumper page (eCards sample)

1

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



<a href="#">Contents</a>	<a href="#">Let's Get Started</a>	<a href="#">Key AIA+ Functions</a>	<a href="#">Your Profile</a>	<a href="#">You're Covered</a>	<a href="#">Your Claims</a>	<a href="#">Health 360</a>	<a href="#">Let Us Help</a>	<a href="#">Others</a>
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# Your Profile

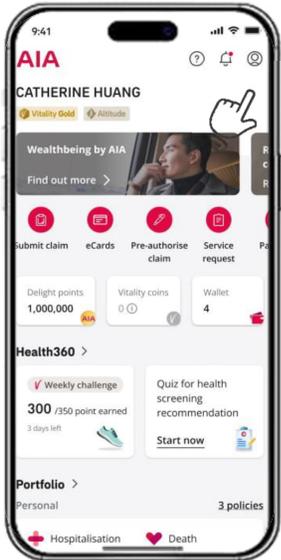


[Personal Information](#) | [eCards](#) | [eDocuments](#) | [Grant dependant access](#) | [Marketing consent](#) | [Notification](#)

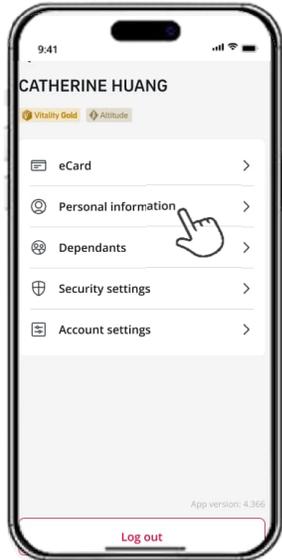
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# Personal Information

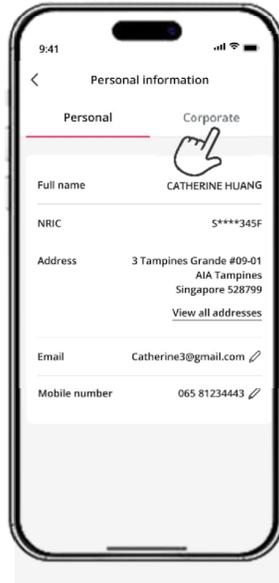
1 Under Dashboard  
Select Profile Icon



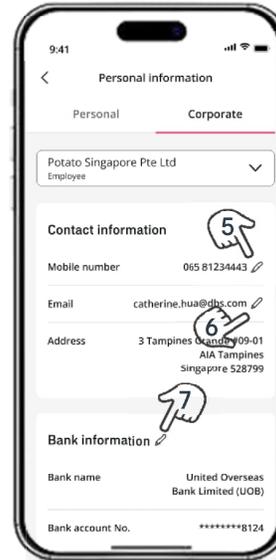
2 Select  
Personal information



3 Personal -  
Personal Information



4 Corporate -  
Personal Information



5 Change  
mobile number

6 Change  
email address

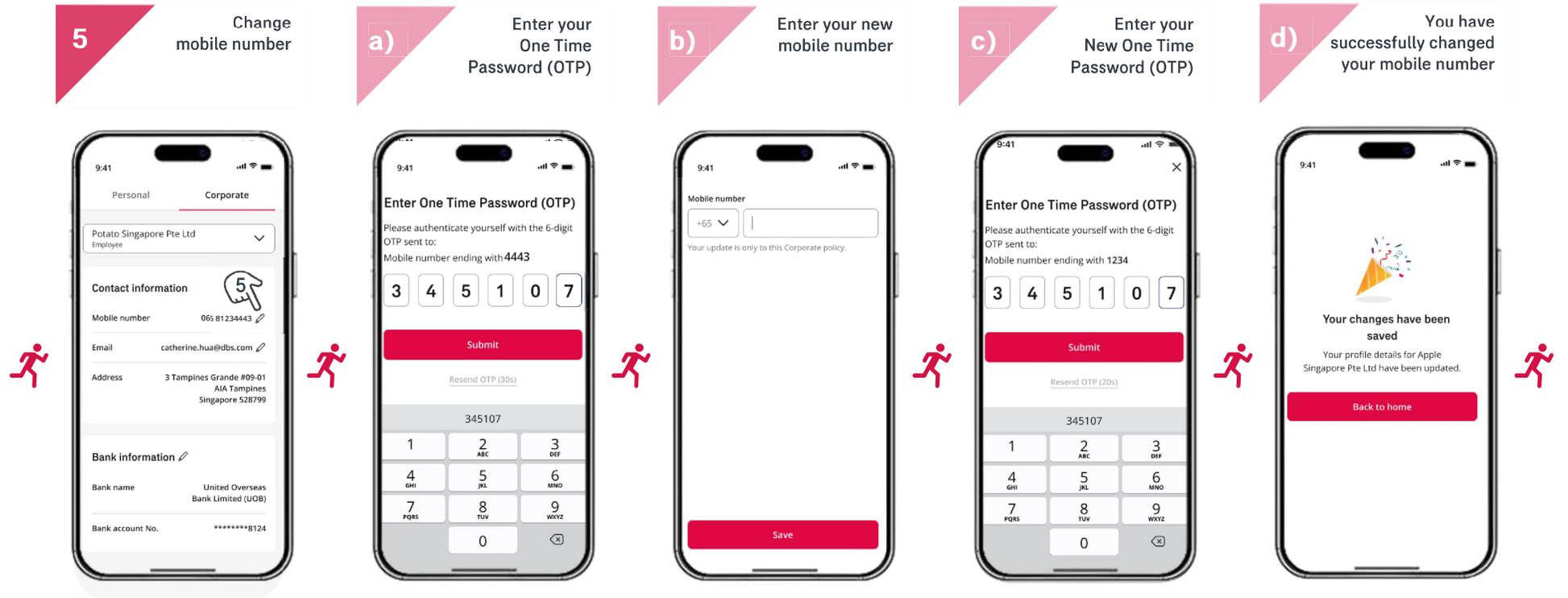
7 Change  
bank information



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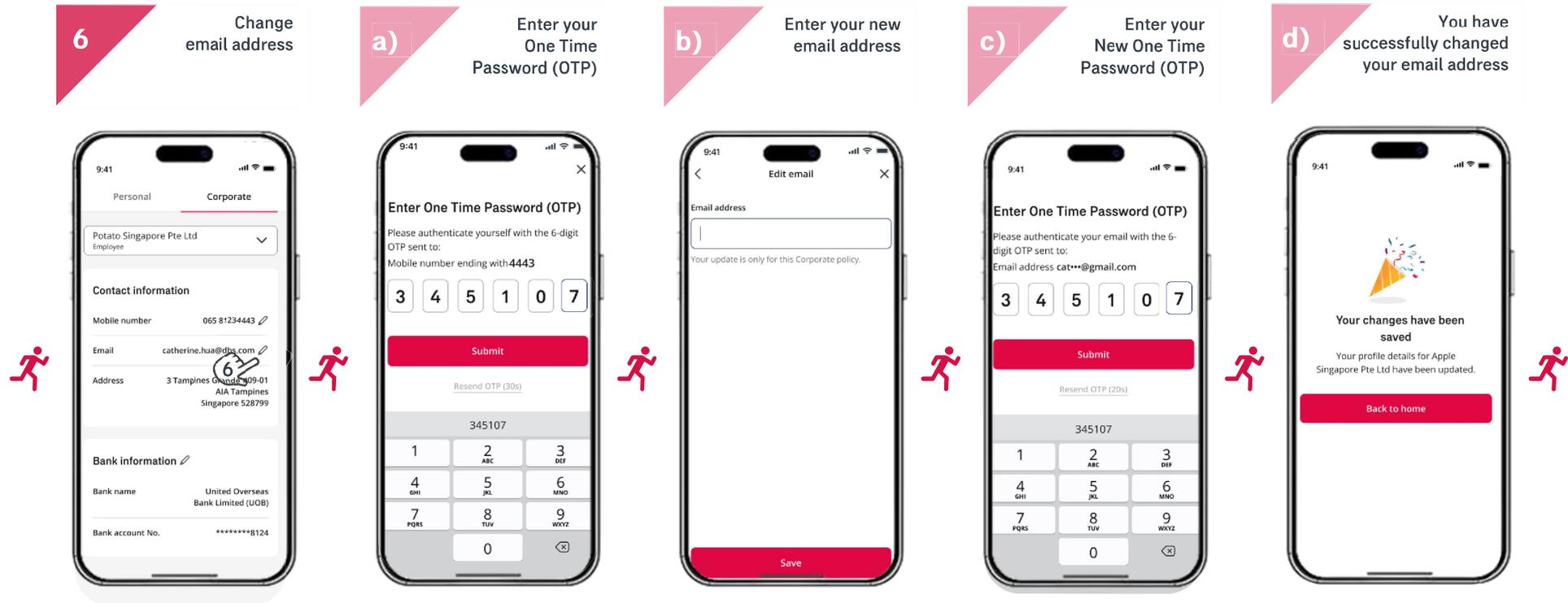
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# Personal Information (change mobile number)



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# Personal Information (change email address)



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# Personal Information (change Bank Information)

7

Change bank information

Personal Corporate

Potato Singapore Pte Ltd  
Employee

Contact information

Mobile number 065 81234443

Email catherine.hua@dbs.com

Address 3 Tampines Grande #09-01  
AIA Tampines  
Singapore 528799

Bank information

Bank name United Overseas Bank Limited (UOB)

Bank account No. \*\*\*\*\*8124

a)

Enter your One Time Password (OTP)

Enter One Time Password (OTP)

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

3 4 5 1 0 7

Submit

Resend OTP (30s)

345107

1 2 3  
4 5 6  
7 8 9  
0

b)

Enter your new bank information

Edit bank information

Bank account No.  
065 81238124

Please do not include any dashes and/or spaces

Select bank identification  
Branch code SWIFT code

Bank name  
United Overseas Bank Ltd

Bank branch code  
068

Please note that bank account changes may require up to 3 working days.

Where applicable, reimbursements due during this period will be paid to your current bank account or PayNow-NRIC/FIN.

Save

c)

You have successfully changed your bank information

Your changes have been saved

Your bank account details for this policy will be updated within 3 working days.

Back to home



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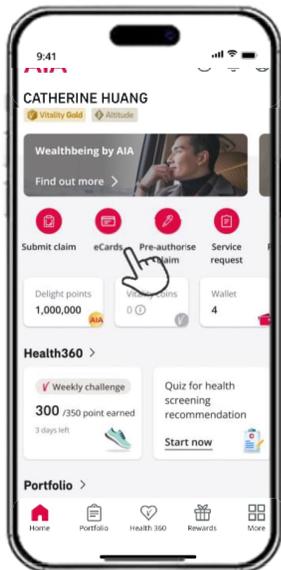
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# eCards

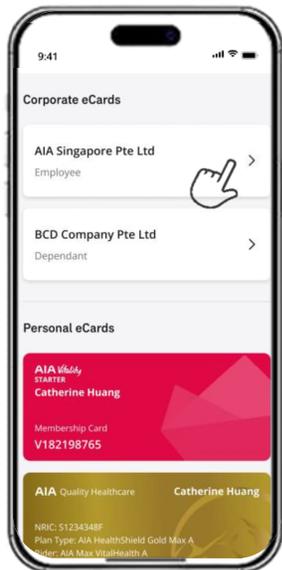
1

Under Dashboard  
Select eCards



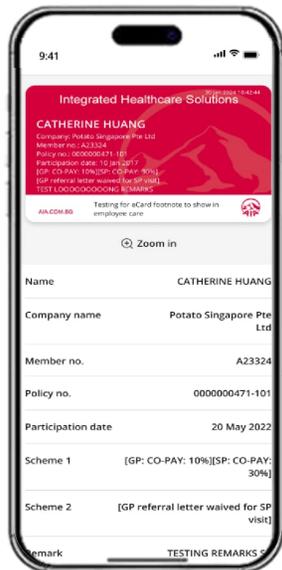
2

Corporate -  
eCards



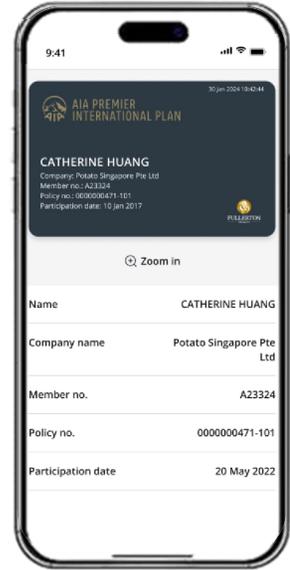
3

Corporate  
eCards Details



4

Sample PIM  
eCards



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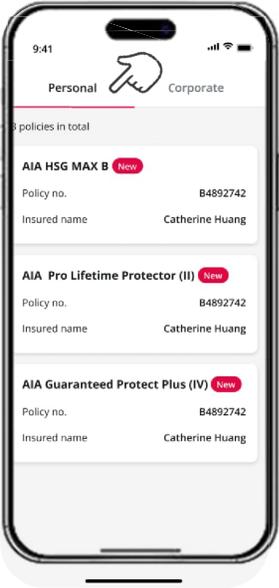
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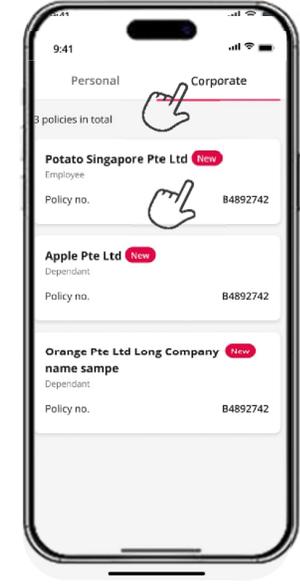
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# eDocuments

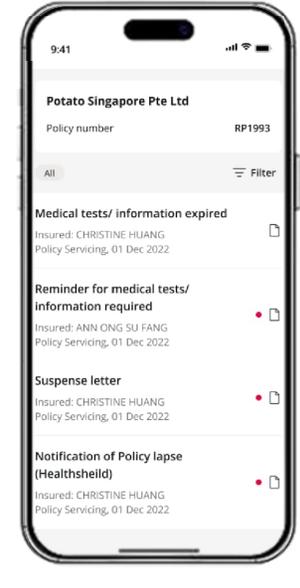
**1** Personal – eDocuments



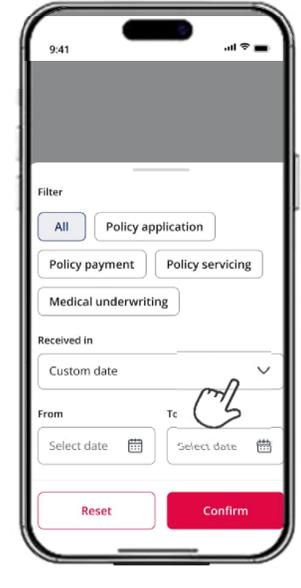
**2** Corporate - eDocuments



**3** eDocuments Details



**4** Function - filter eDocuments



**5** Function – download eDocuments



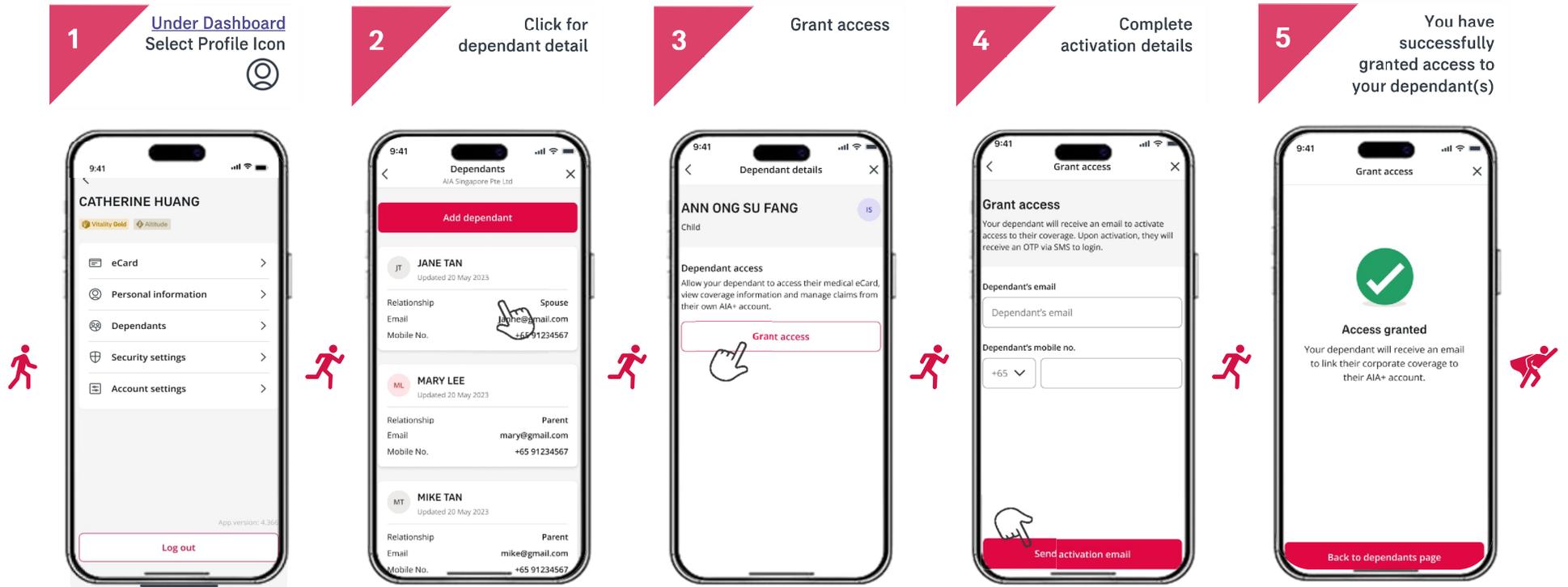
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# Grant dependant access

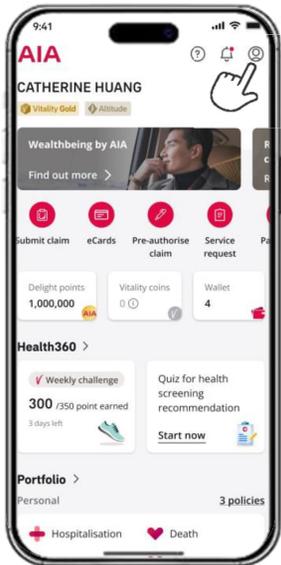


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# Marketing consent

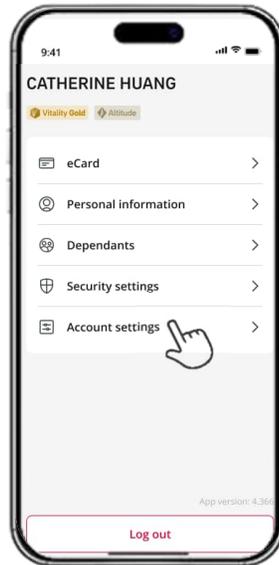
1

Under Dashboard  
Select Profile Icon



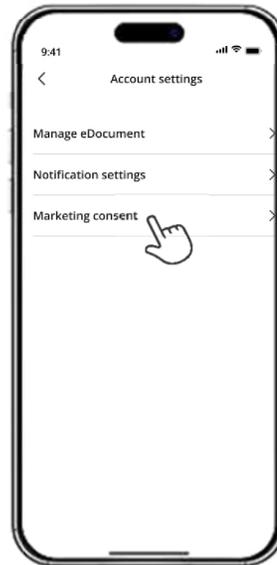
2

Select  
Account settings



3

Marketing  
consent



4

Let us know  
your preferred  
communication



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# Marketing consent

5

Let us know your details  
(Pure Corporate)

6

Giving consent

7

Withdrawing consent

8

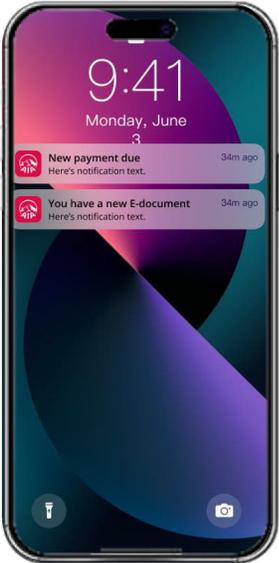
You have given /  
withdrawn your consent



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# Notification

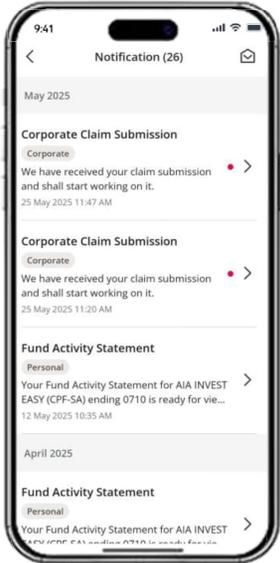
**1** Lock screen notification



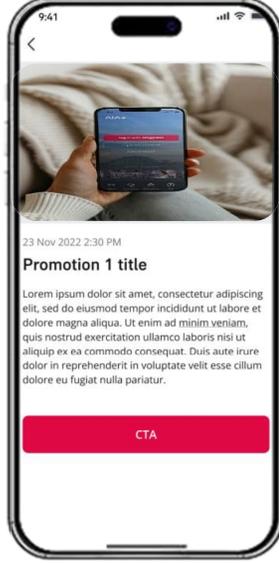
**2** Biometric login



**3** Notification summary



**4** Promotional notification (Sample)



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# You're Covered

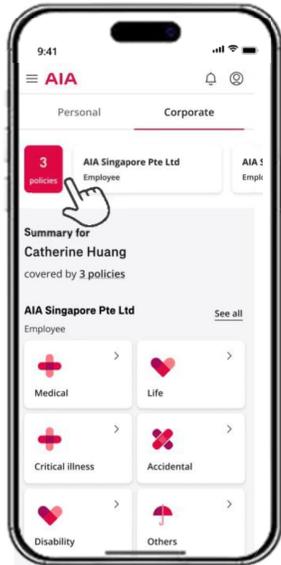


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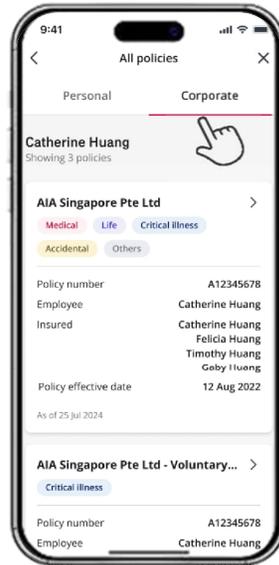
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# Policy list

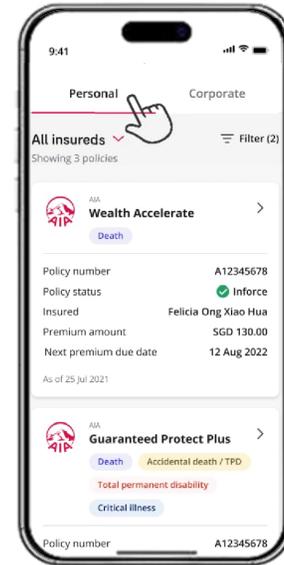
1 Under Portfolio  
Click Polic(ies)



2 Corporate -  
Policy list



3 Personal -  
Policy list



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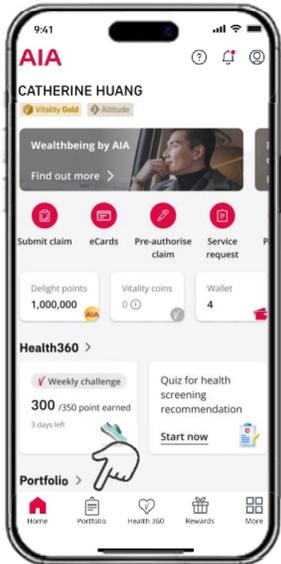
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# Coverage

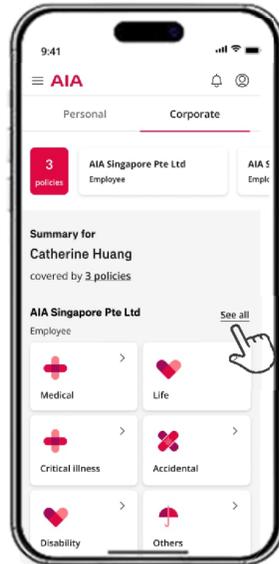
1

Under [Dashboard](#)  
Select Portfolio



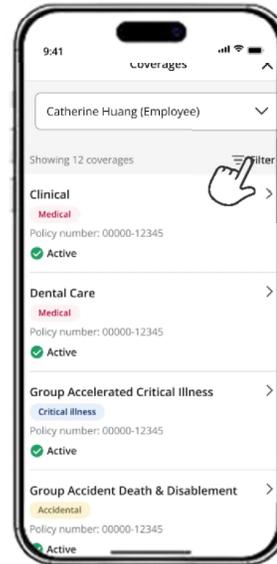
2

Under [Portfolio](#)  
Select See all



3

List of coverages  
by client &  
by insured



4

Filter Function



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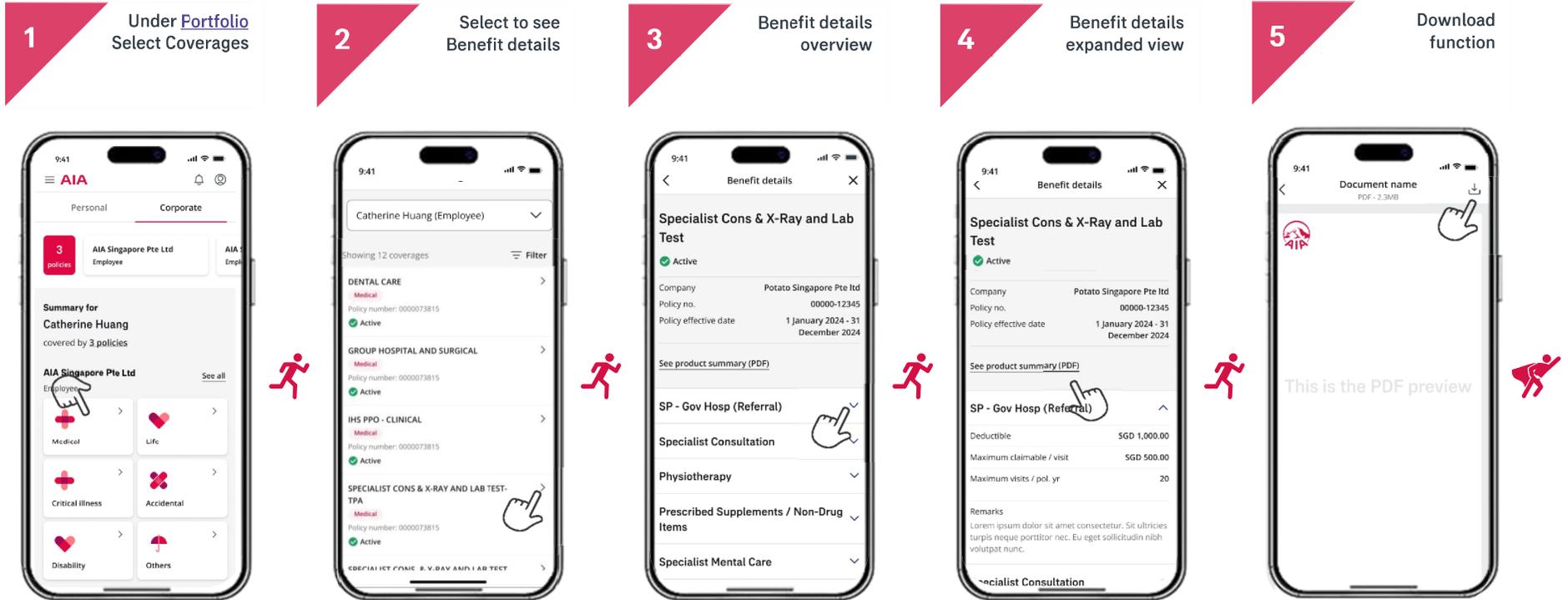
[Others](#)



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# Benefits



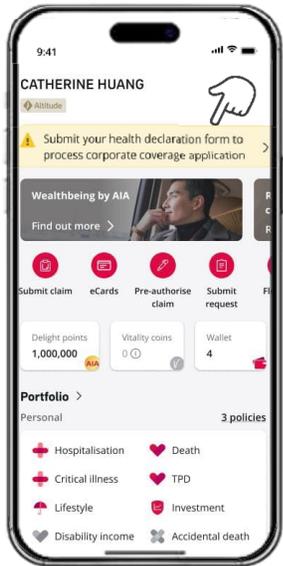
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# Health Declaration Form (eHDF)

1 Under Dashboard  
Select important task



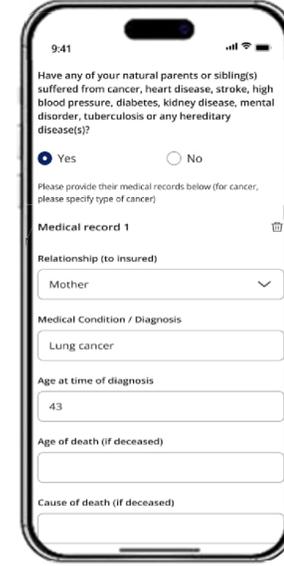
2 Provide your details



3 Dependant (if any) –  
No additional details



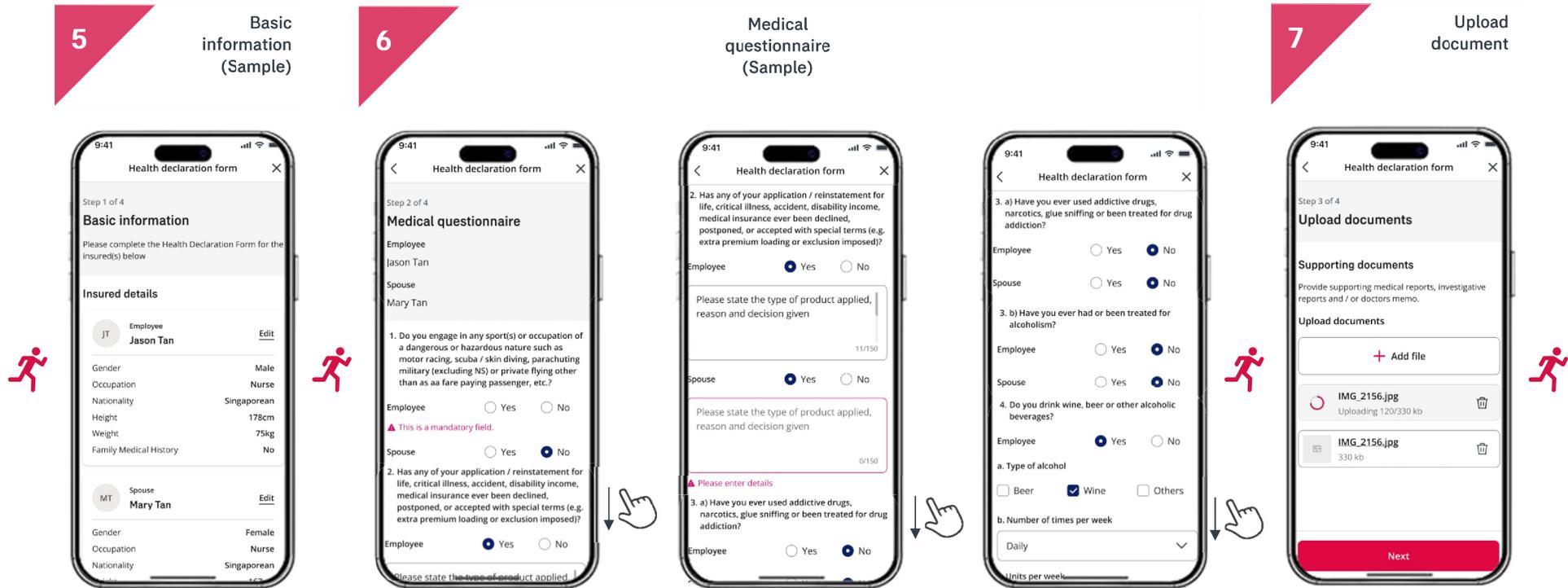
4 Dependant (if any) –  
additional details required



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# Health Declaration Form (eHDF)



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# Health Declaration Form (eHDF)

8

Declaration  
(Sample)

9:41  
Health declaration form

Step 4 of 4  
**Declaration**

**Declaration**

1) I hereby declare and confirm that I have read and understood the contents of "Your Guide to Health Insurance" (applicable only to accident and health business), "Your Guide to Life Insurance" and "Product Summary". (Applicable if coverage is on voluntary basis).  
2) I/We hereby authorise, agree and consent to:

(a) persons and organisations, whether within or outside Singapore, including but not limited to medical sources, hospitals, doctors, other healthcare professionals, laboratories, regulator, dispute resolution centres and insurers, their associated persons/ organisations, my/our or the insured person's employers or financial service providers, or their third party service providers or representatives (collectively "Third Parties"), disclosing and releasing to AIA Singapore Private Limited

9:41

Step 4 of 4  
**Declaration**

(collectively "Third Parties") disclosing and releasing to AIA Singapore Private Limited ("AIA Singapore"), its associated persons/ organisations, its and their third party service providers and its and their representatives, whether within or outside Singapore (collectively "AIA Persons"), any information concerning the policy owner and the insured person(s) at any time, including all personal data and information, medical information, medical history, consultation history and notes, prescriptions, treatments, descriptions of medical services rendered, and any employment and financial information, including the taking of copies of such records (collectively "Personal Data"), relevant for the Purpose (defined below);  
(b) the AIA Persons sharing the scope of sub-clause (a) above, along with any of the Personal Data, with any relevant Third Parties to procure their disclosure and release of additional relevant Personal Data for the Purpose;  
(c) the AIA Persons, including their approved

9:41  
Health declaration form

Step 4 of 4  
**Declaration**

**Important notes**

If a material fact is not disclosed in this proposal, any policy issued may not be valid. If you are in doubt as to whether a fact is material, you are advised to disclose it. Please check to ensure you are fully satisfied with the information declared in this proposal. Additionally and without prejudice to the parties' rights and obligations whether under law or otherwise, following the submission of your proposal, you must continue to disclose any and all material facts that may arise or which have changed from the information you had provided.

I confirm and agree to the statement above for the final submission.

Submit

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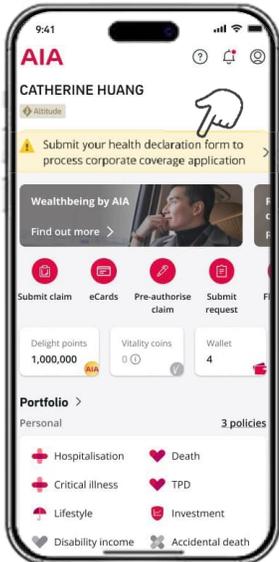
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# Important task (eHDF)

1

Important task  
- Complete eHDF



2

[eHDF](#) flow



Continue directly  
to complete Health  
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(refer to [eHDF  
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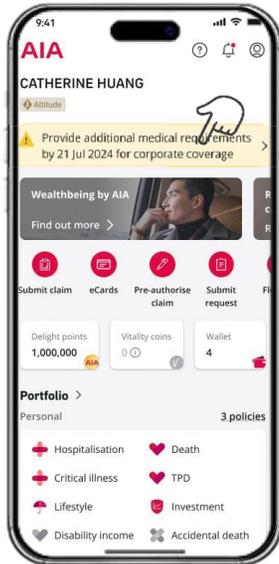


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# Important task (eDocuments)

1

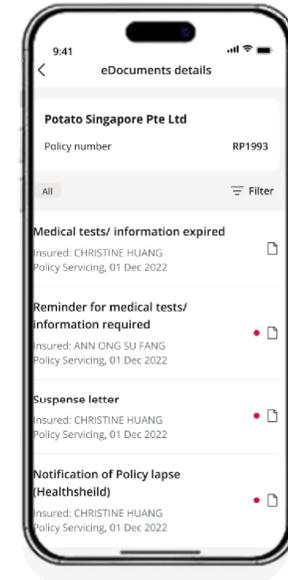
Important task  
- Provide additional  
Medical requirements



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

2

[eDocuments](#)  
flow



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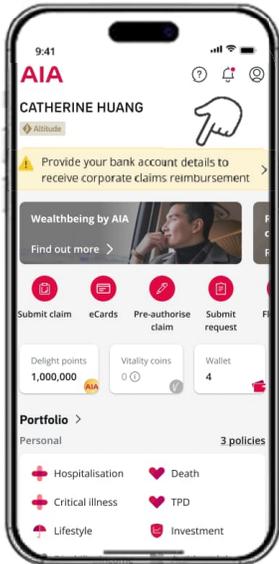
Others



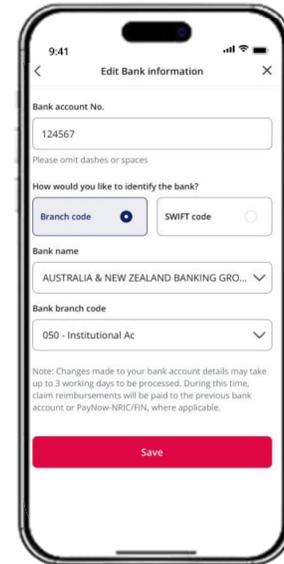
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# Important task (Profile)

**1** Important task  
- Provide bank details



**2** Personal Information flow



Continue directly to Profile  
(refer to Personal Info flow)



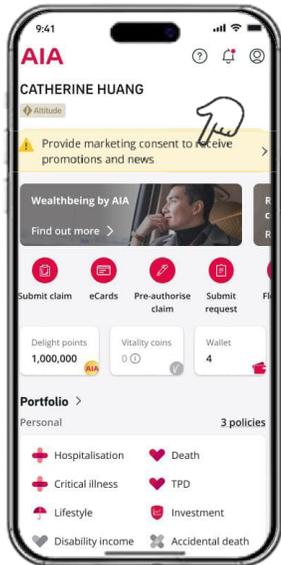
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# Important task (Marketing Consent)

**1** Important task  
- Provide Marketing consent



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

**2** [Marketing Consent flow](#)



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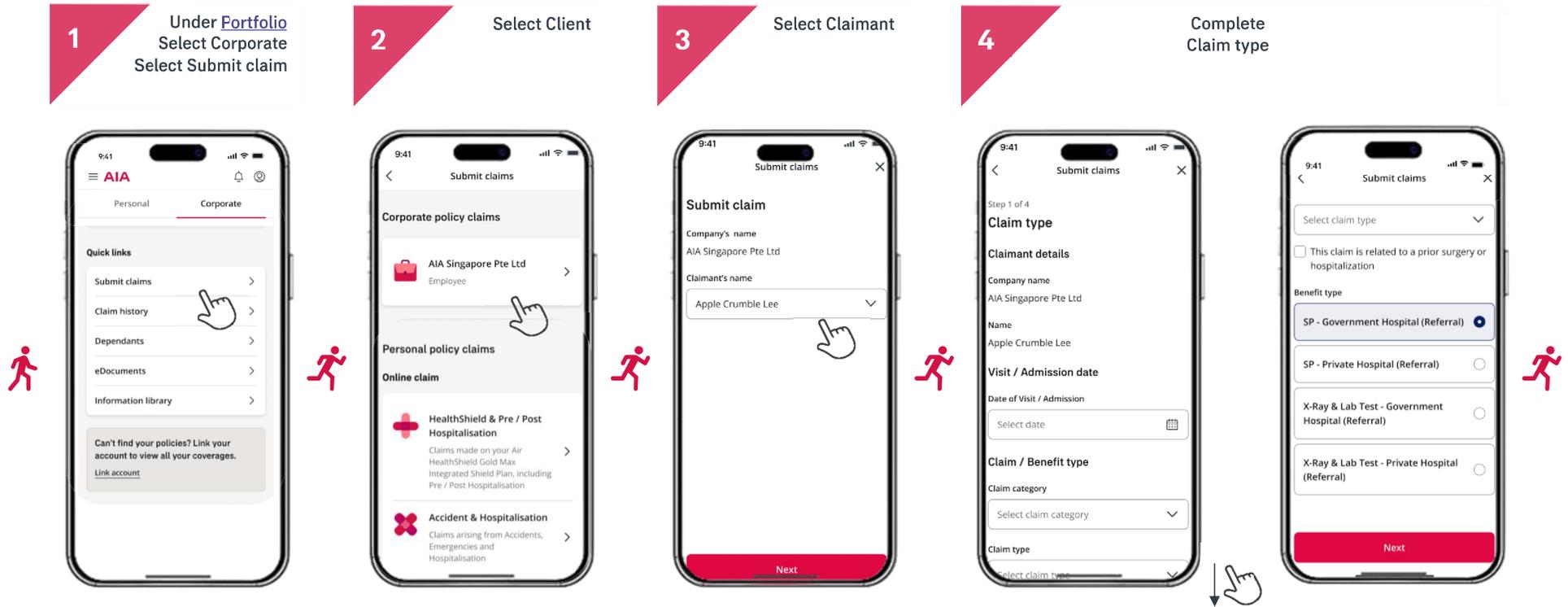
# Your Claims



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

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# Submit claim



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# Submit claim

5

Complete Claim details

9:41 Submit claims X

Step 2 of 4

### Claim details

Clinic/Hospitalisation details

Name of clinic / Hospital

@Just Braces Dental Care

Diagnosis details

Diagnosis

Z01.2 Dental examination/checkup/...

Diagnosis details/remarks

General checkup

11/500

Bill details

9:41 Submit claims X

### Bill details

Total/Net Amount Payable

SGD 582.00

Excluding CHAS/subsidies/GST absorbed by the government.

I paid GST in the above amount

Does your bill show any deduction from Medisave? (Only applicable to Singaporeans/ Permanent Residents)

Yes  No

Are you claiming from another insurer/policy (including integrated shield plans)?

Yes  No

Have you received the settlement letter from your third-party insurer?

Yes  No

6

Upload documents

9:41 Submit claims X

Step 3 of 4

### Upload documents

Uploads must be in images (JPG/PNG) or PDF format and can not exceed 10MB per submission.

Medical bill / itemised receipt / tax invoice

Please upload the finalised medical bill for the date of visit.

+ Add file

CPF Medisave Statement

(Only applicable to Singaporeans / permanent residents)

CPF Online Statement / Medisave Transaction Statement / Medisave deduction notification (Please refer to FAQ on how to obtain the document)

+ Add file

9:41 Submit claims X

### Settlement letter

Please include the settlement letter from any third-party insurer(including integrated shield plan).

+ Add file

### Others

Please include referral letters, specialist memo or prescription notes, if any.

+ Add file

### Uploading documents

- Your claim will not be processed if the uploaded document(s) are not legible.
- Receipts submitted should show the patients name and date of request (dated not more than 90days ago).
- Retain the original document(s) for 180 days after submission.

Next

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# Submit claim

7

Review your submission

8

You have successfully submitted your claims



9:41

Step 4 of 4

### Review

Please ensure the following details are accurate before submission.

#### Claimant details

Claimant details Apple Crumble Lee  
Company name AIA Singapore Pte Ltd  
Policy No. 000000068131  
Date of visit / Admission 05 Oct 2023

#### Claim / Benefit type

Claim category Outpatient  
Claim type Dental services & treatment  
Benefit type Dental services & treatment

Claim details



9:41

### Submit claims

#### Claim details

Name of clinic / Hospital @Just Braces Dental Care  
Diagnosis Dental examination / checkup / consultation  
Diagnosis details / remarks General checkup  
Total / Net Amount Payable (Excluding CHAS / subsidies / GST absorbed by the government) SGD 100.00  
GST Paid Yes  
Does your bill show any deduction from MediSave? (Only applicable to Singaporeans/Permanent Residents) SGD 8.26  
Are you claiming from another insurer / policy including Integrated Shield Plan? Yes  
Have you received the settlement letter from your third-party insurer? Yes

Payment method Bank transfer



9:41

### Submit claims

Payment method Bank transfer

#### Upload documents

Medical bill / itemised receipt / tax invoice

- Invoice.pdf 330 kb
- IMG\_2156.jpg 330 kb

CPF MediSave Statement

- IMG\_2156.jpg 330 kb

Settlement letter

- IMG\_2156.jpg 330 kb

Others

- IMG\_2157.jpg



9:41

CPF MediSave Statement

- IMG\_2156.jpg 330 kb

Settlement letter

- IMG\_2156.jpg 330 kb

Others

- IMG\_2157.jpg 330 kb
- IMG\_2158.jpg 330 kb

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

Submit



9:41

### Claim submitted

Your claim request (eClaim Ref ACM010018941) has been submitted. You may inquire on the status of your claim from Claims history at any time.

[Download claim submission form](#)

New claim Claim history



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# Claim history

**1** Under Portfolio Select Claims history

**2** Select Client

**3** List of claim history by claimant

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

**Step 1:** Home screen showing 'Quick links' with 'Claim history' highlighted.

**Step 2:** 'Claim history' screen showing 'Corporate policy' (CMACOSYSTEMS (USA) PTE LED, UMA ED) and 'Personal policy' (Claim History).

**Step 3:** 'Claims History' screen for 'Siti Nana' showing claim details: Claim type: General Practitioner Visit, eClaim ref no: 10019428, Submission date: 27 Oct 2023, Incurred amount: SGD 277.02, Reimbursed amount: SGD 277.02, Claims letter: View letter. Updated on 9 Jan 2024.

**Step 4:** 'Filter by' screen with options: Claim/eClaim reference number (Search), Claim status (All, Approved, Declined, Document required, Processing, Closed), View by (Admission / consult date, Submitted date, Processed / paid date), Date (Last 30 days).

**Step 5:** Filter configuration screen with options: Date range (From/To: DD/MM/YYYY), Insured/Patient Name (Siti Nana, Mohammad Zakir bin Abdul Malik), Claim format (eClaim, Hardcopy), Sort by (Recently updated), Show results button.

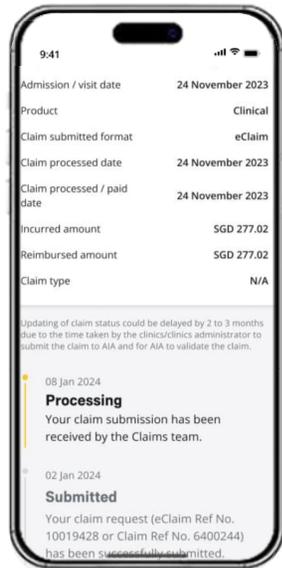


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# Claim history

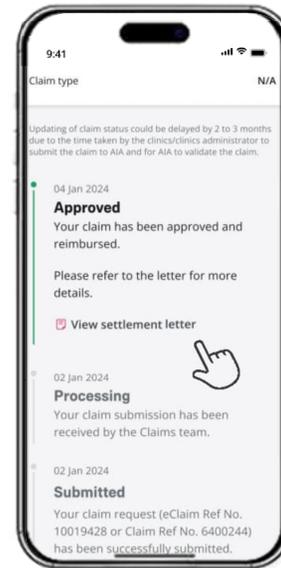
5

Claims under processing



6

Claims approved with settlement letter



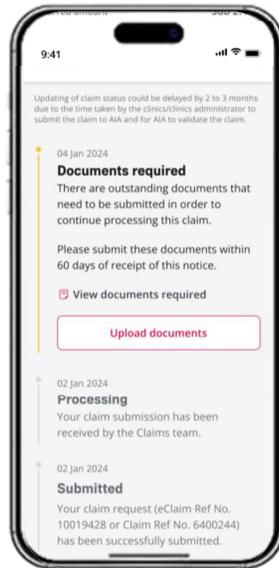
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# Claim history

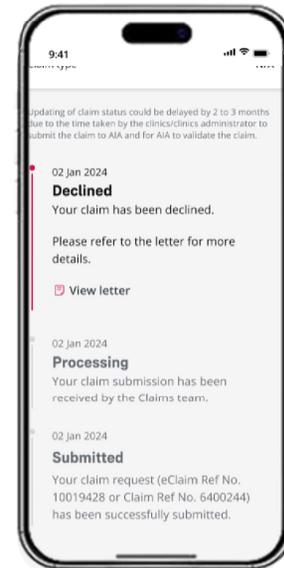
7

Additional documents required



8

Claims declined



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# Health360



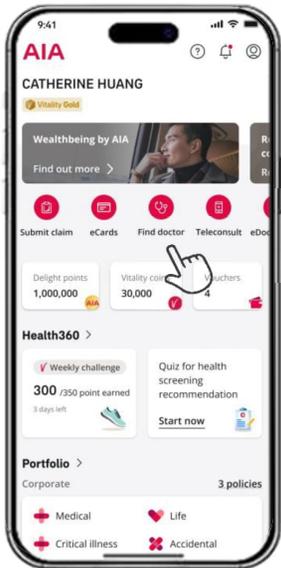
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# Find doctor

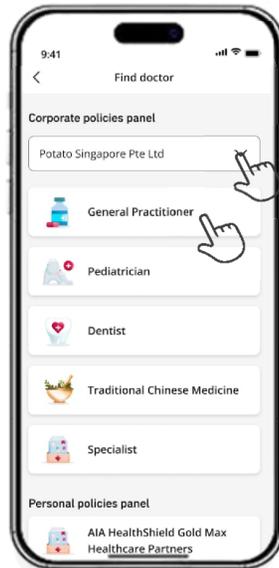
1

Under Dashboard  
Select Find doctor



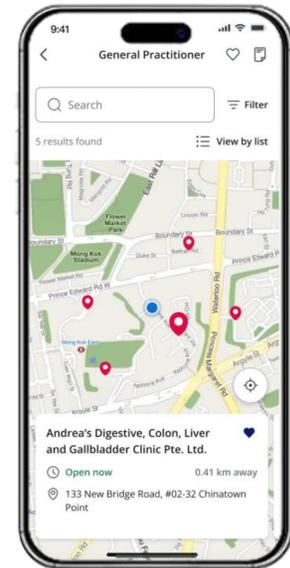
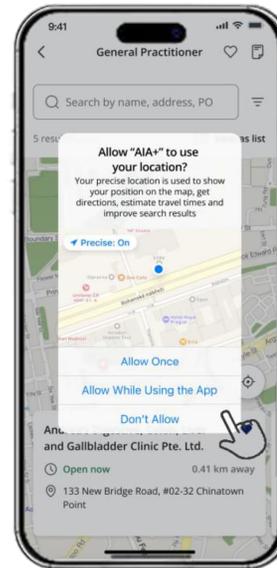
2

Select Corporate  
Policy & Options



3

Search by  
GPS Location



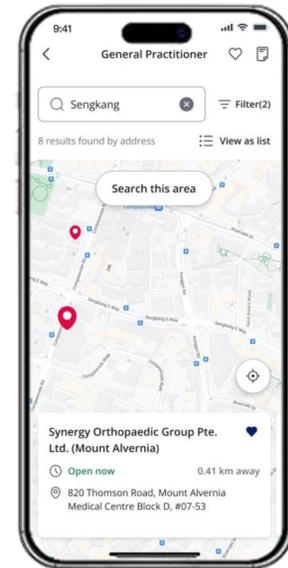
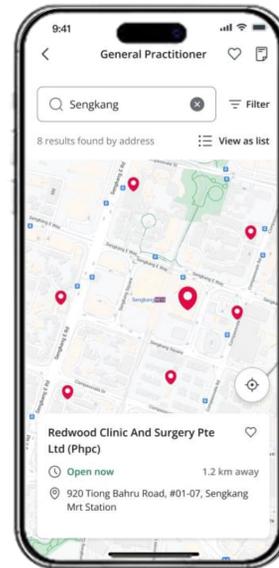
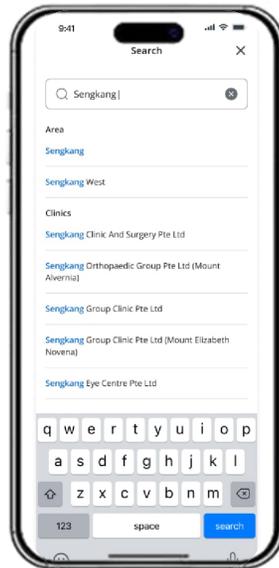
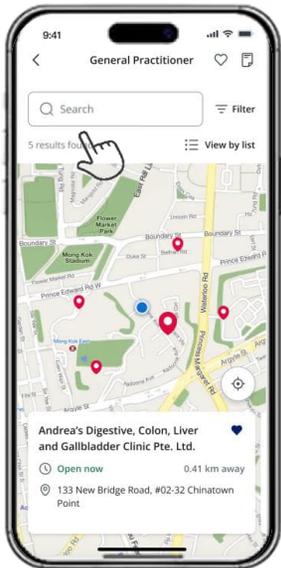
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# Find doctor

4

Search by  
Location name / Clinic Name / by map area



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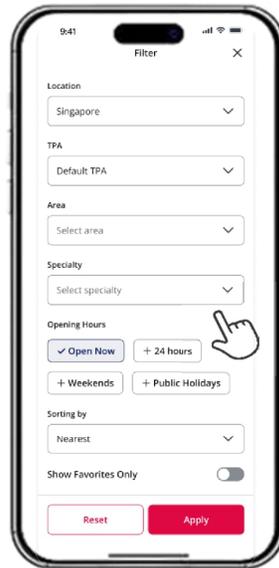
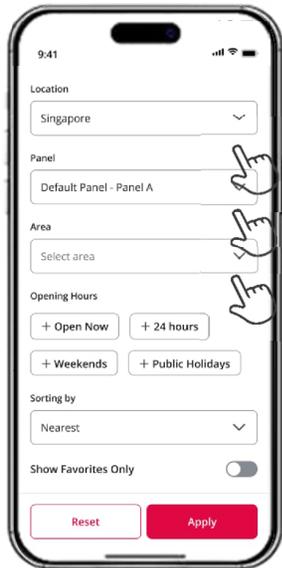
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# Find doctor

5

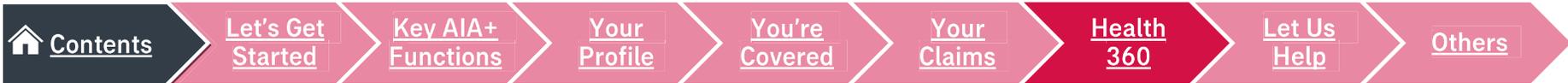
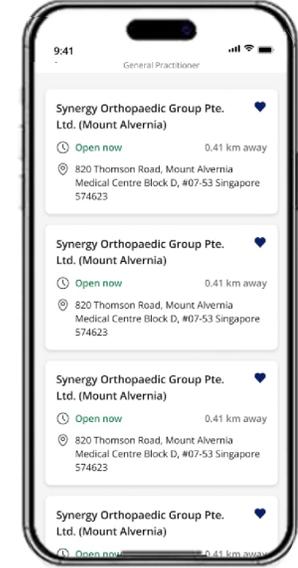
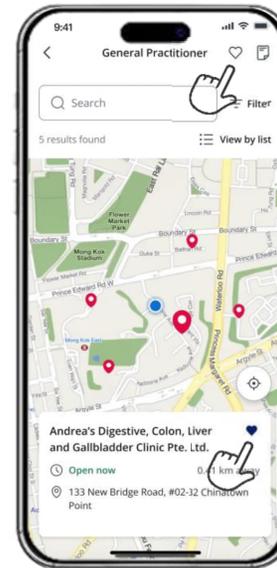
Filter by  
Location\* / Panel / Area / Specialty^

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



6

Favourite List

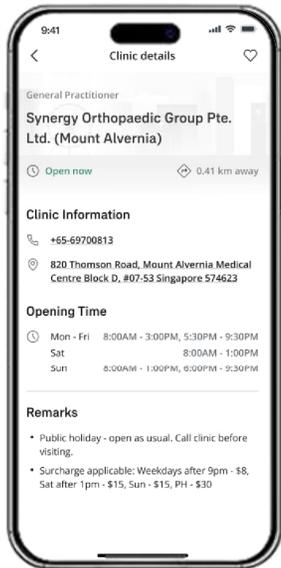


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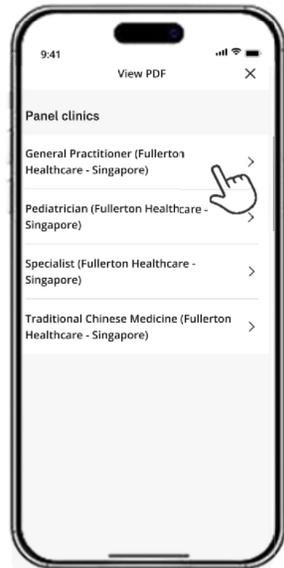
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# Find doctor

7 Click on clinic for more details



8 Function – Download Find a doctor

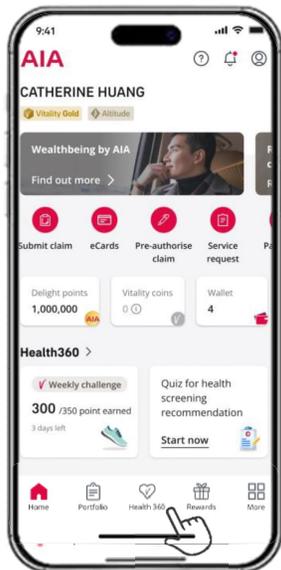


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# Make an appointment

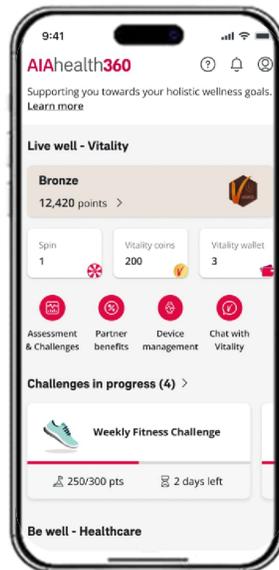
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Select Health360



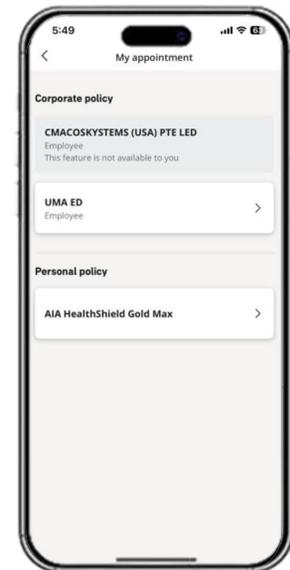
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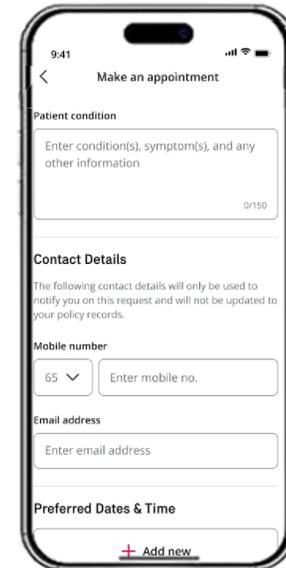
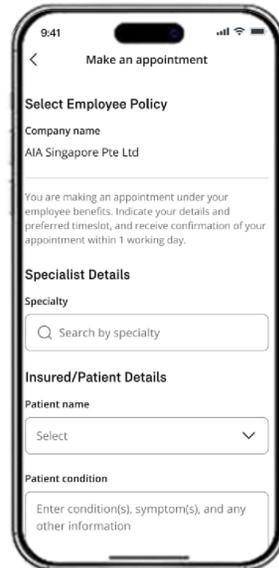
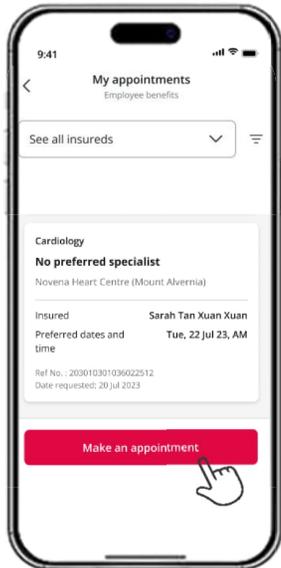
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# Make an appointment

4

## Make an appointment

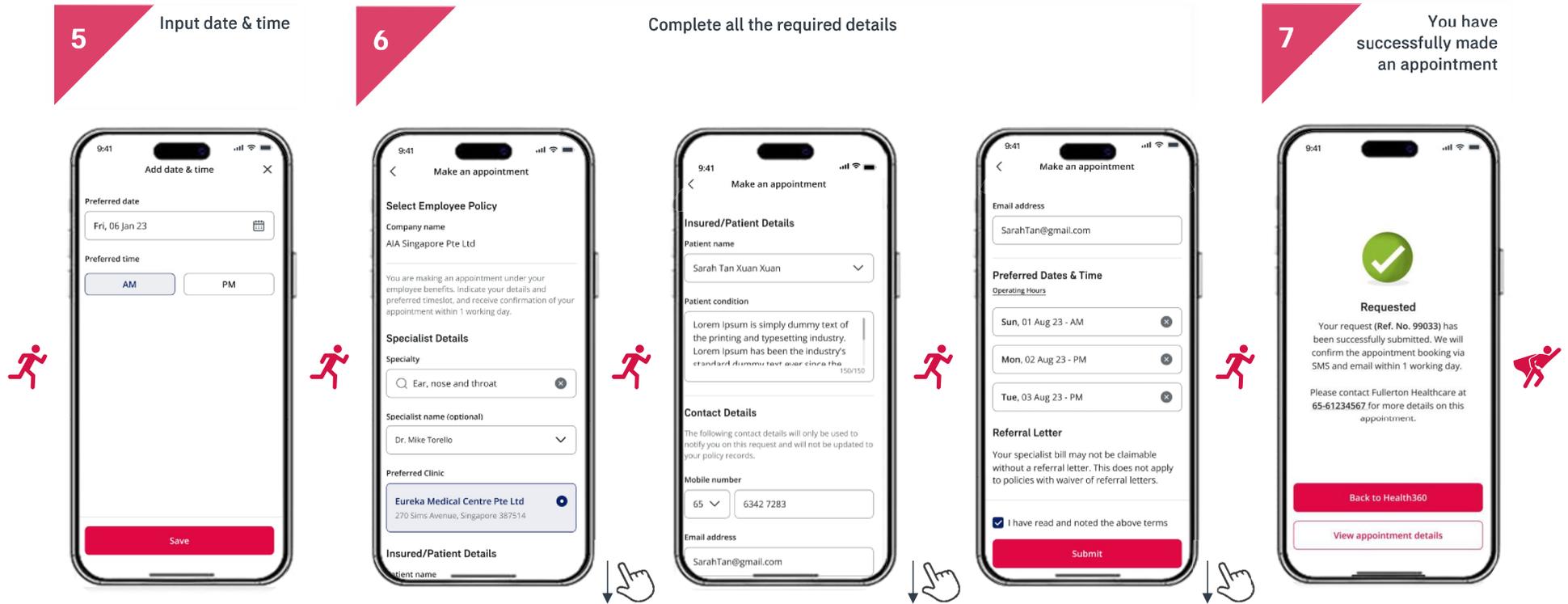


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# Make an appointment



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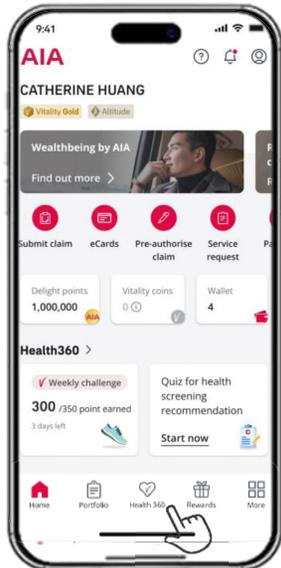


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# View appointment

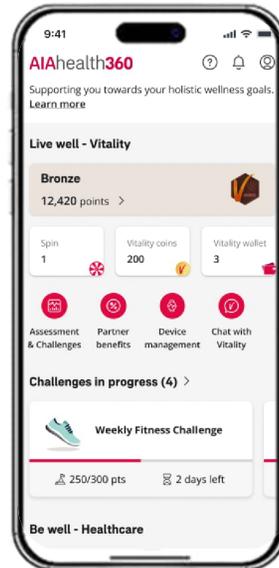
1

Under [Dashboard](#)  
Select Health360



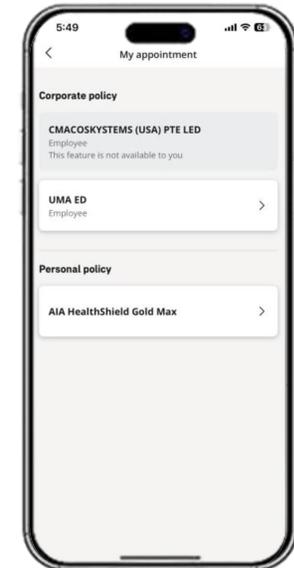
2

AIA Health360  
(Select My appointments)



3

Select your  
policy / client



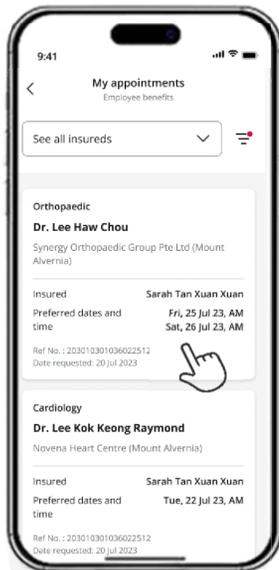
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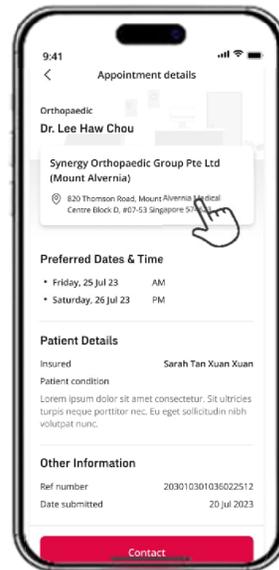
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# View appointment

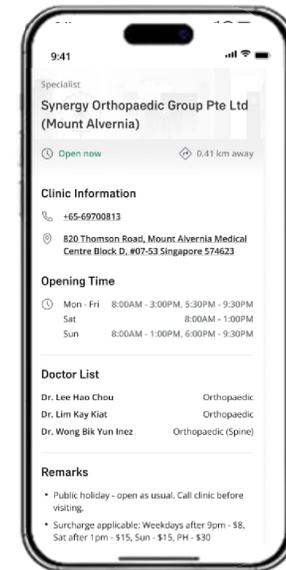
## 4 My appointments



## 5 Appointment details



## 6 Clinic details



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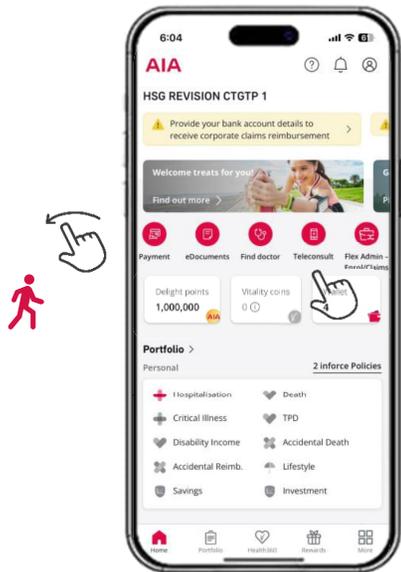


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# Teleconsult

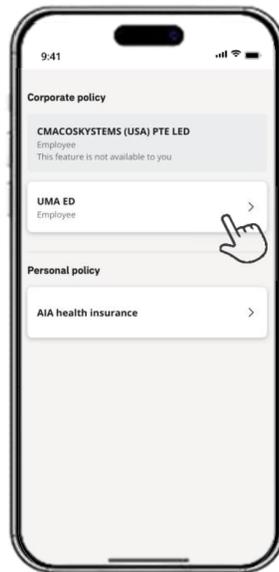
1

Under [Dashboard](#)  
Select Health360



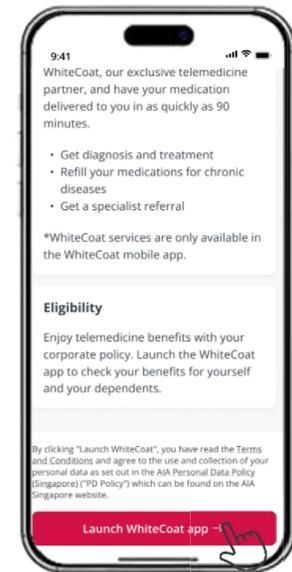
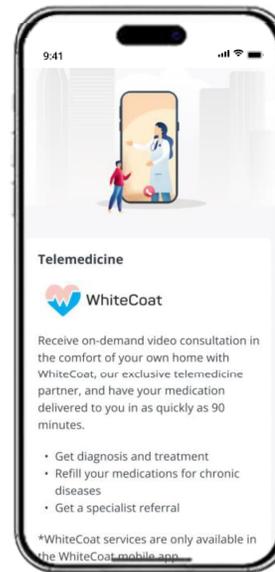
2

Select your  
policy / client



3

Corporate -  
Launch WhiteCoat Mobile Application



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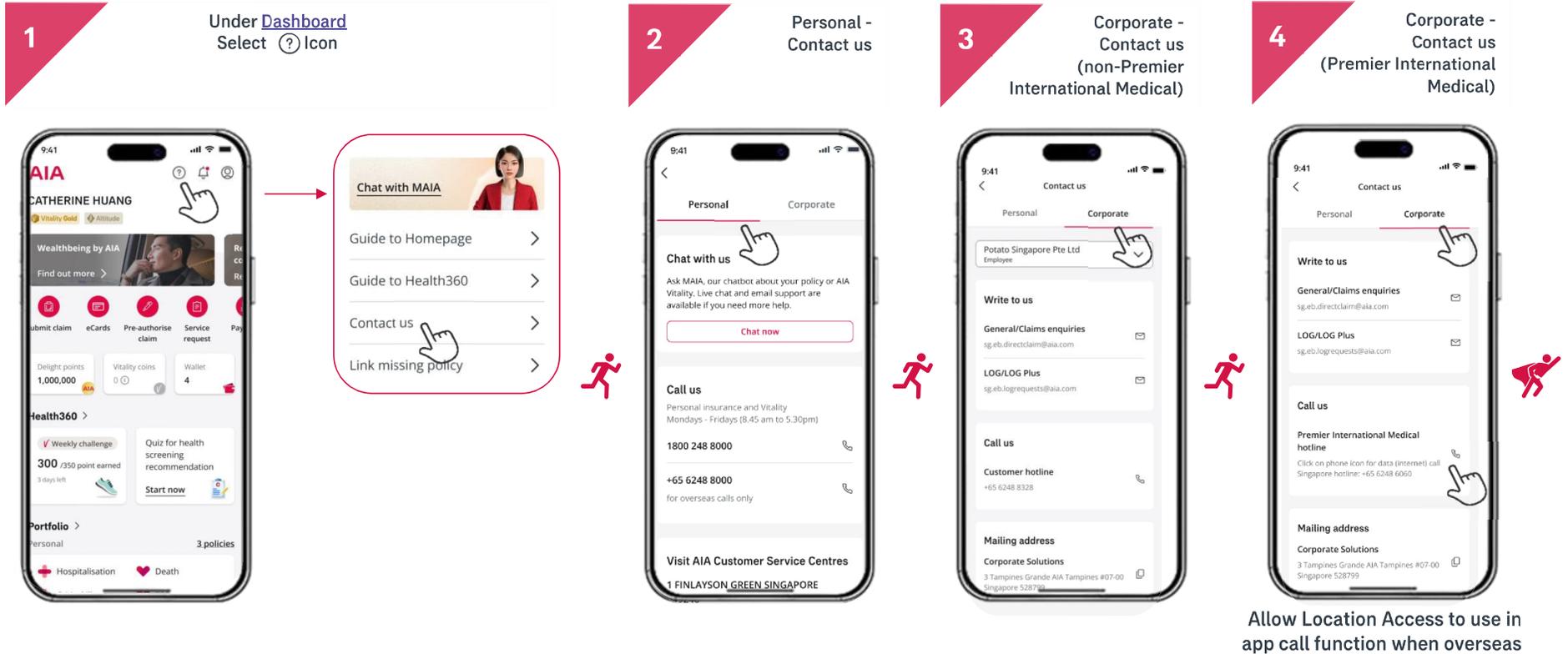
# Let Us Help



[Contact us](#)

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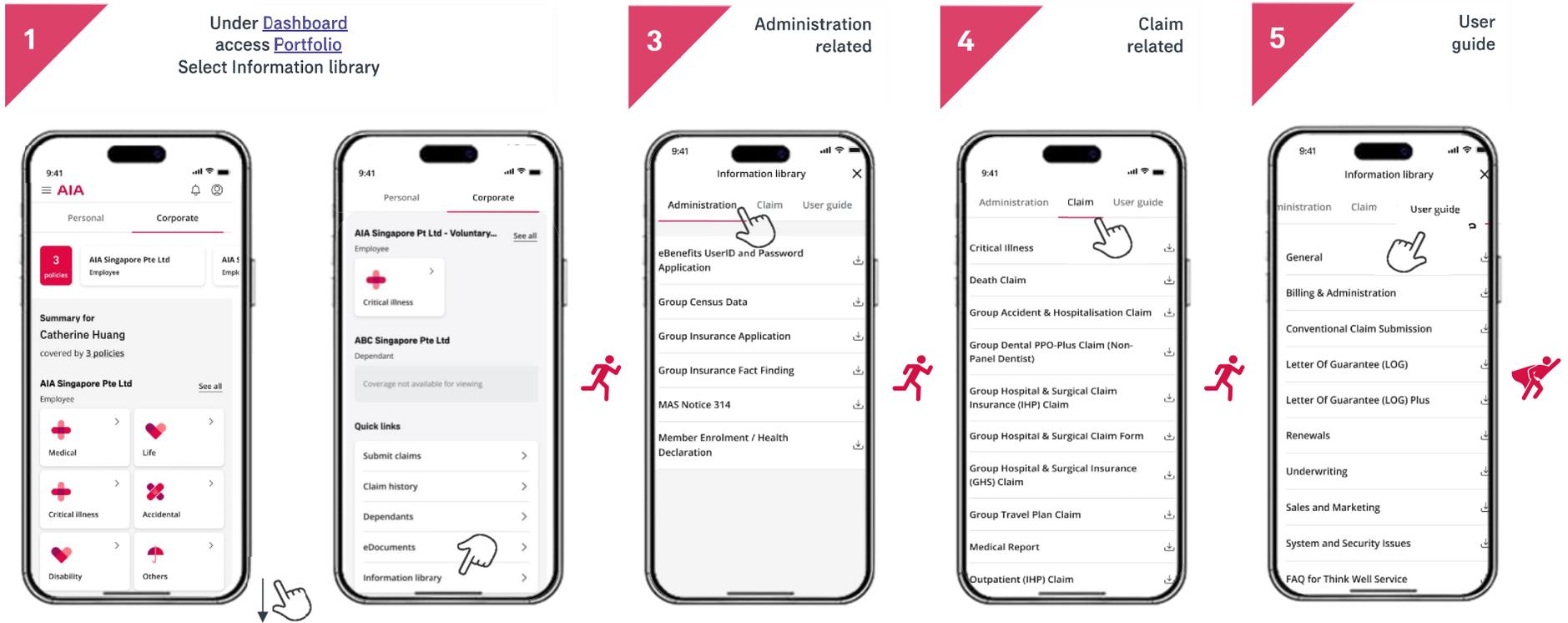
# Others



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# Common Terms

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



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