








# SUPPORTING YOU AND YOUR CLIENTS WITH MYAIA

At AIA, our vision is to help make New Zealand one of the healthiest and best protected nations in the world. We strive to help our customers live Healthier, Longer, Better Lives and deliver the very best experience along the way.

With MyAIA, our secure website, your clients can manage their simple insurance tasks more easily. That means you can focus on what matters most – ensuring they have a plan in place, with access to the medical and financial support they need, when they need it.

## Registering for MyAIA will enable your clients to:

-  View their policy information
-  View contact details for you, their adviser
-  Update their personal details in real time, including contact and payment details
-  Submit and manage health claims
-  Submit general enquiries and view status updates for requests
-  Find answers to frequently asked questions
-  Avoid phone and email queues, allowing us to respond faster

This support guide has been designed to help you and your clients get the most out of MyAIA.



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## Important

AIA Living and ex-Sovereign TotalCare and TotalCare Max policies are eligible for MyAIA. AIA Real, ex-Sovereign legacy, investment and/or ASB policies cannot be viewed in MyAIA.

# Registering for MyAIA

MyAIA is available via [aia.co.nz/myaia](http://aia.co.nz/myaia), your clients will need to **Register** or **Login** to get started.

To register, the following details are required:

- New Zealand mobile number
- Email
- Date of Birth

Only policy owners and/or life assureds can register, and the contact details used to register must match what we have on record. Details must be unique (i.e. not shared with another client).

## Registration process

- 1 To register, your client will need to follow the prompts on the registration page by entering their unique details:
  - New Zealand mobile number
  - Email
  - Date of Birth

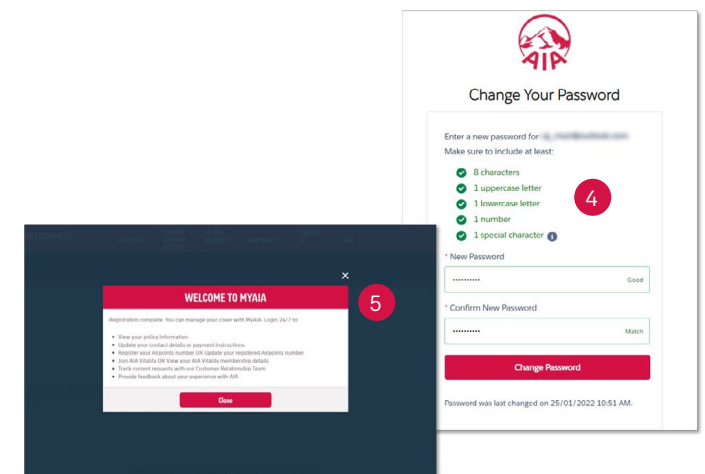
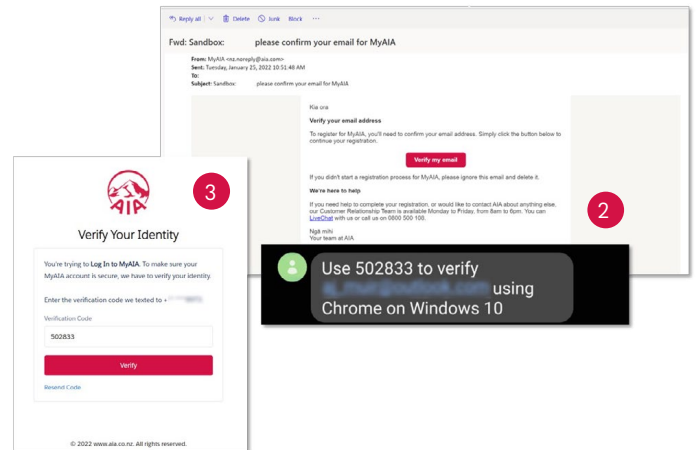
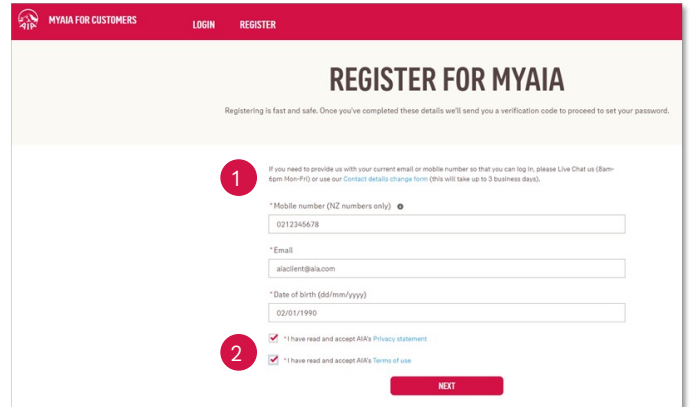
If your client needs to update their contact details, you can do this via AIAHub and the change will take effect immediately. Alternatively, they can let us know via [Live Chat](#) or our [online form](#). It can take up to three business days for their new details to be updated.

- 2 Once AIA's [Privacy Statement](#) and [Terms of Use](#) have been acknowledged, an email will be sent to them which includes a verification link.
- 3 Once the verification link has been clicked, a text message with a verification code will be triggered.
- 4 The verification code needs to be entered when prompted, after which a password can be created.

### Important

At AIA we take your client's security seriously, which is why we've added this step to make sure it's them.

- 5 The registration process for MyAIA is then complete!

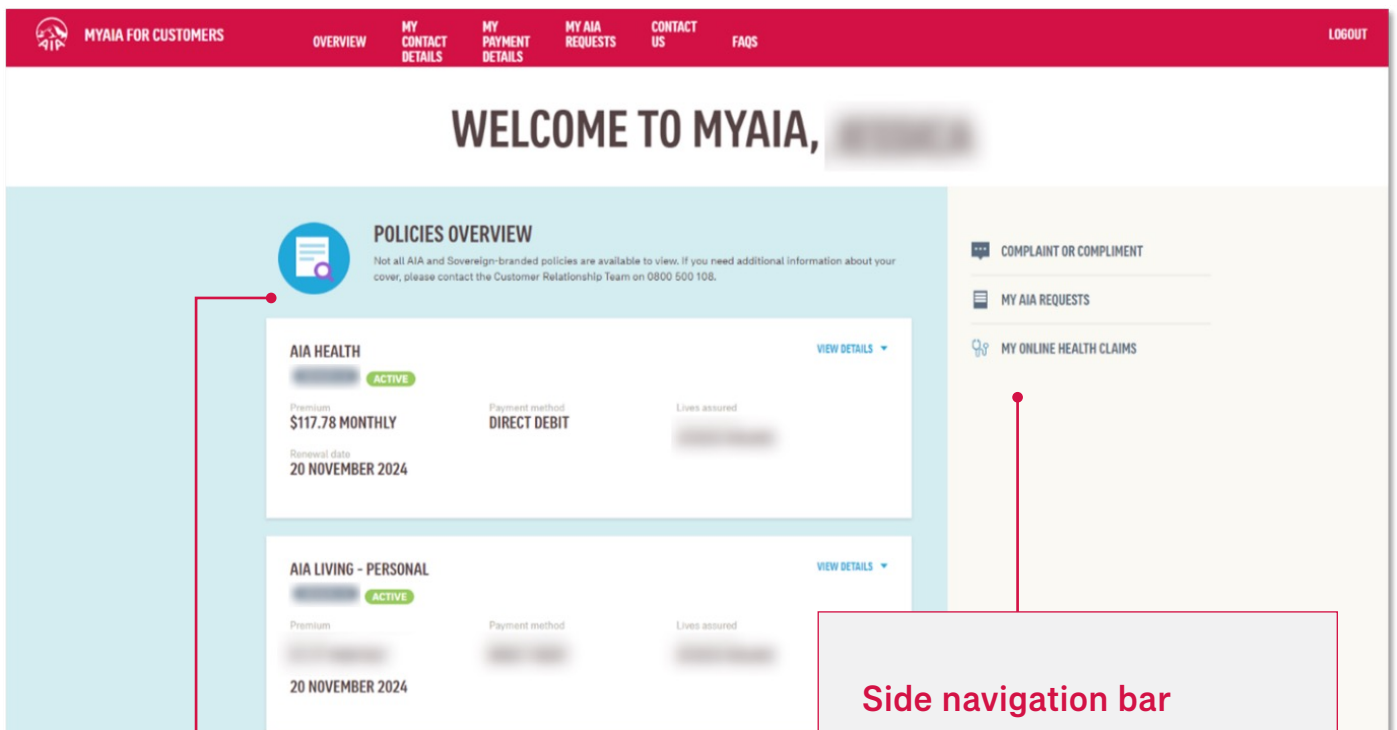


## MyAIA overview and policy information

Policy information, premium, payment and servicing adviser details are all displayed on the MyAIA overview.

### Top navigation bar

- Overview
- My contact details
- My payment details
- MyAIA requests
- Contact us
- FAQs



### Policy overview

- Product name
- Premium
- Payment method
- Lives assured
- Renewal date
- AIA Vitality status and membership ID

### Side navigation bar

- Submit a complaint or compliment
- MyAIA requests
- My online health claims – where applicable



## Detailed policy view

The 'View details' button expands policy information to display:

- 1 Product name, policy number and policy status
- 2 Premium, payment method and renewal date (anniversary date)
- 3 Policy roles details
- 4 Benefit details (including life assured, benefit types, expiry and sum assured)
- 5 Servicing adviser details (adviser name, contact number and email address)

To update contact and payment details, navigate to **My Contact Details** or **My Payment Details** in the top navigation bar.

We outline these processes below.

## Changing contact details

The fastest and most efficient way for clients to update contact details including their phone number, email address and postal address, is under **My Contact Details** – updates will occur in real time!

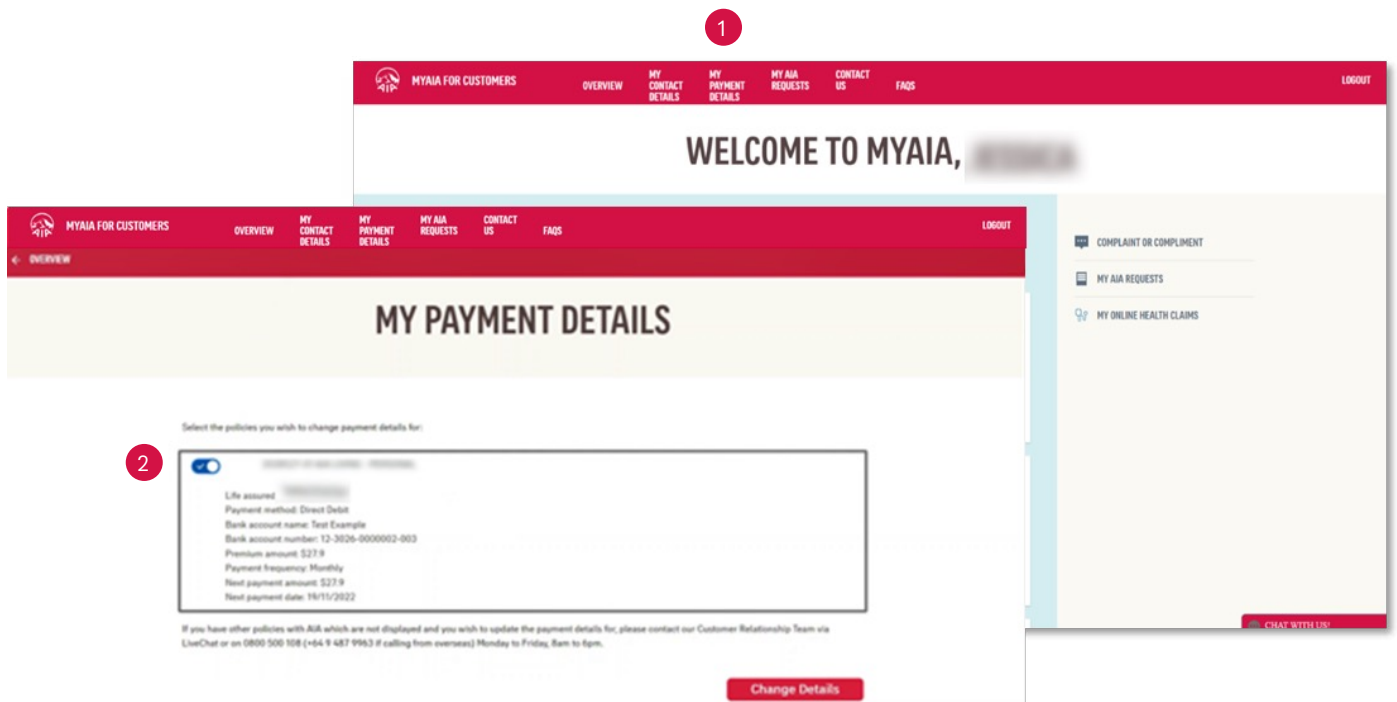
- 1 At the top navigation bar, click on **My Contact Details**.
- 2 Update details as required and click **Save**.
- 3 A confirmation message will display on the screen and contact details are automatically updated in our system for all policies shown in MyAIA.

### Important

For AIA REAL, and/or ex-Sovereign legacy policies, a request will also need to be completed under the Contact Us tab to update the address for these policies, as they aren't captured in MyAIA.

## Changing payment details

The quickest way for your clients to update their direct debit or credit card payment details securely, is under **My Payment Details** – updates will occur in real time!



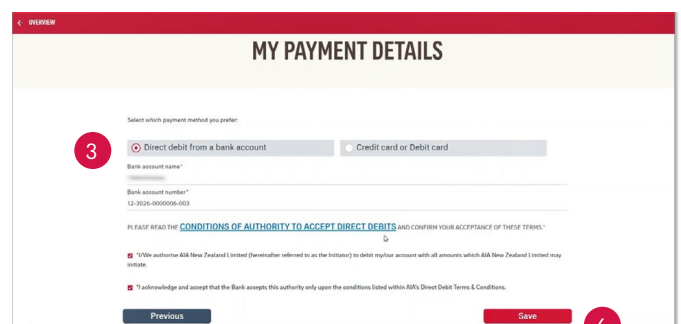
- 1 At the top navigation bar, click on **My Payment Details**.
- 2 Select the policy/policies to change the payment details for and click **Change Details**.
- 3 Select the preferred payment method and enter the required details.

### Important points to note:

**Direct Debit:** The 'Conditions of Authority to Accept Direct Debits' must be read and acknowledged to accept the Direct Debit.

**Credit Card:** When updating credit card details via MyAIA, a message is displayed regarding a \$1 pre-authorisation fee. The fee will be refunded back to the client.

- 4 Once completed and saved, payment details will be updated automatically for the selected policy/policies.



### Important

For AIA REAL, and/or ex-Sovereign legacy policies or AIA Vitality, a request will also need to be completed under the **Contact Us** tab to update the payment details, as they aren't captured in MyAIA.

## Submitting Health Claims

The most efficient way to submit a Health Claim for assessment is through MyAIA. Your clients can submit their claim in a matter of minutes or save their progress and complete the claim at their own pace. Plus:

- View status updates
- Add payment requests or medical services as treatment progresses
- Review claim history

Online Health Claims are available for AIA Private Health, Absolute Health or MajorCare policies. Only the Life Assured can log a claim for themselves through MyAIA. Any claims to be logged on behalf of someone else, including dependents, need to be completed via the [online health claim form](#).

**1** My **Online Health Claims** will be visible in the top navigation bar for eligible health benefits only.

Navigate to this page to view:

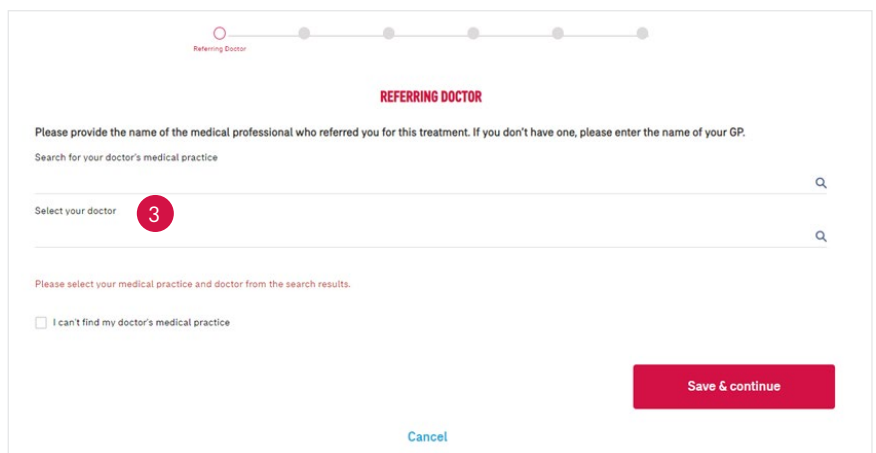
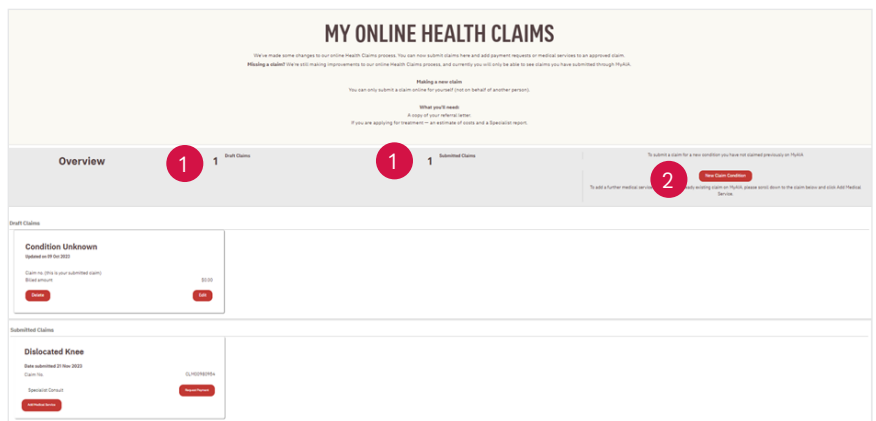
- Draft claims
- Submitted claims (submitted through MyAIA only)

**2** To submit a new claim or prior approval, click on **New Claim Condition**.

**3** Complete the required details (Medical Practice's name and Doctor's name). There are drop-down options available, otherwise tick **I can't find my doctor's medical practice** to complete the fields manually.

**4** After this detail is saved, move through to the **Assessment** section to enter the details of the claim and the **Request for Payment** details.

If the claim is for prior approval only with no payments yet required, select 'no' under the request for payment details section.



### Important

Even if the GP isn't the referring Doctor, we require the GP details as a point of contact for communication for medical records.

Related Documents

## 5 RELATED DOCUMENTS

**Condition Name: Ankle Swelling**

Upload supporting claim documents here. Supported file formats are: .pdf, .jpg, .png, .jpeg. The file name must be unique for each item attached. In situations where you need to upload more than 10 individual files please ensure at least one file is uploaded against each document category and any files over the limit must be submitted via YOUR REQUEST under Contact Us.

Referral letter

[Upload Files](#) Or drop files

Referral letter.pdf

Estimate Letter

[Upload Files](#) Or drop files

Estimate.pdf

Previous
Save & Continue
Cancel

5 The **Related Documents** section is where copies of referral letters, specialist reports/letters, invoices or receipts, estimate of costs, and any other supporting documents for the claim can be uploaded.

6 A confirmation screen will then appear with the relevant claim number (CLM#).

### Important

Supported file formats are: .pdf, .jpg, .png, .jpeg. The file name must be unique for each item attached.

**CLAIM SUBMITTED**

6 **Your claim has been submitted, and your Claim Number is CLM00123456.**

You will hear back from us by email within 3 working days.

The **Summary** page will show a summary of the questions and answers submitted.

Once the **Declaration and Consent** is read and agreed to, the claim can be submitted.



## Contacting AIA

To get in touch with us or submit general enquiries or requests, navigate to **Contact Us** in the top navigation bar. A simple form helps to direct the enquiry to the right team quickly.

1. Select which policies the request relates to.
2. Select the relevant query type from the drop-down options.
3. Leave any comments and use the upload document function available if required for supporting documents.

**CONTACT US**

Use this form to contact us about your policies or for general enquiries. We will respond within 3 business days. For security, please don't include any credit card information in your request.

**YOUR REQUEST**

Select policies for sending us your request

Select all policies below

TotalCare Max - Personal 1821674-02 \$30.34 Monthly

If you have another AIA policy that isn't listed here, please use LiveChat to ask our team for information.

REQUEST	Request #	Request Details

[ADD REQUEST](#)

[SUBMIT](#)

## Submitting general enquiries and requests

The **Contact Us** form in the top navigation bar can be used for general enquiries and requests.

All requests submitted through this form can be viewed through **MyAIA Requests** in the top navigation bar. MyAIA even provides status updates as requests are processed, creating reassurance and visibility.

The submitted requests view will show:

- The type of request
- Case number
- Date
- Status – Received / In progress / Completed

It's important to note, requests made by email, post or through you as their adviser, will not be displayed in MyAIA.

## Frequently asked questions

Answers to commonly asked questions can be found under **FAQs** in the top navigation bar.

We've also included some FAQs below to support you and your clients with accessing and using MyAIA.

### How can I help if my client is having trouble resetting their MyAIA password?

Your client can choose a new password [here](#). We'll email them a link to create a new password. They'll need their phone handy, as we'll send a verification code by text too.

If they're still having trouble, they can try these steps:

- Copy and paste the hyperlink from the reset password button directly into their browser
- Try a different device (e.g. PC or mobile)
- Try a different browser (e.g. Google Chrome or Microsoft Edge)
- Ensure their device has been updated to the latest version (e.g. latest iOS/Android version)
- Ensure their device is not connected to a work environment (e.g. Wi-Fi or secure network)
- Avoid using applications that are linked to a work email (e.g. Microsoft Outlook)

If this doesn't work, they can contact us with the below information and any screenshots of any error messages. This will help us understand their MyAIA experience and investigate further.

- What web browser are they using? (e.g. Google Chrome or Microsoft Edge)
- What device are they using? (e.g. Apple, Samsung, PC)
- What is their Operating System, if known? (e.g. Windows 11, Android 14, iOS 16)
- What email are they using to log in with?
- Do they have any anti-virus applications installed?
- Do they have any email filtering applications installed?

### As an adviser, how do I register for MyAIA if I have a retail policy with AIA?

The email address you have assigned to your AIAHub profile cannot be used to register for MyAIA.

You can, however, add **.myaia** to the registration email, to allow you to successfully register for MyAIA. Below is an example of how to amend your email.

**Actual email address** – firstname.lastname@aia.com

**Amended email address for MyAIA registration** – firstname.lastname@aia.com.myaia

In this workaround only the MyAIA account name is updated, all email correspondence will continue to go to your correct email and there is no need to contact us to amend your email address for your AIAHub login or the email we hold on file for your policies.

### Any questions?

If you have any questions, please contact our Adviser Relationship Team via [LiveChat](#). Alternatively, you can call us on 0800 768 287. Our team is available 8.30am to 5.00pm Monday to Friday.