

WHAT IS MyAIA



MyAIA is our secure customer portal where customers can view policy information and find answers to their questions. Customers can also update their contact details, add a direct debit or ask us to change other information. This gives them the ability to contact AIA 24/7.

We want customers to have the best online experience with MyAIA and we are continuing to develop its capability.

Who can access MyAIA?

Individual customers with a current AIA policy (e.g. AIA Living, Private Health) or ex-Sovereign policy (e.g. TotalCareMax, Absolute Health) can register for MyAIA at <https://www.aia.co.nz/en/my-aia.html>

In order to register for MyAIA a customer must have both a valid personal e-mail address and New Zealand mobile number on file with AIA. These are used in conjunction with other personal details to verify the customer's identity and create a secure login.

Customers with investments or legacy products (e.g. AIA Real, Whole of Life) cannot currently view their policies. We're working on this and appreciate their patience.

What can customers see in MyAIA?

Customers can view information about their policies and benefits, including:

- Product Type, Policy Number & Policy Status
- Anniversary/Renewal Date
- Premium, Balance & Payment Method
- Policy Owner & Life Assured Details
- Benefit Type & Sum Assured
- Adviser Name & Contact Details
- FAQ's

Privacy rules apply. Some customers may not be able to see all the above information.

What can customers do in MyAIA?

Customers can submit directly to AIA:

- Updates to contact details (e.g. postal address)
- Updates to personal details (e.g. smoker status)
- Questions about their cover
- Questions about processes (e.g. how to make a claim)
- Requests to make changes to their policy
- Health Claims*

*From April, 2022

MyAIA Customer Support

Customers can contact AIA via:

- Contact Us online form - 24/7
- [LiveChat](#) - Mon-Fri 8am-6pm
- Contact Centre - 0800 500 108 - Mon-Fri 8am-6pm