# 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.

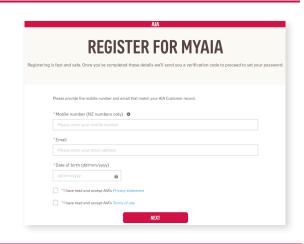
We want customers to have the best online experience with MyAIA and we are continuing to develop its capability.

### 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

