



HEALTHIER, LONGER,
BETTER LIVES



BPI



FORMERLY BPI-PHILAM LIFE ASSURANCE CORPORATION

MY AIA PH

TABLE OF CONTENTS

	Page
▪ Exploring MY AIA PH	2
▪ How to Access and Install My AIA PH	3
▪ Pre-login Page	4
▪ Login Page and Account Creation	5
▪ How to Create an Account	7
▪ The Homepage	8
▪ The My Policy Tab	9
▪ View the details of your policy	10
▪ How to Make a Payment	11
▪ Update your contact info	13
▪ Do Fund Switch or Change Fund Allocation	14
▪ File a loan or reinstatement	15
▪ Enroll in eBilling	16
▪ Elect how to receive your policy benefits	17
▪ The Vitality Tab	18
▪ The Health Tab	19
▪ The Profile Tab	21
▪ List of Health Services	22
▪ Availment of Health Services	24
▪ Virtual Clinic/Telemedicine Process	25
▪ Medicine Order and Delivery Process	26
▪ Laboratory Requests Process	28
▪ Covid-19 Testing Process	29
▪ Summary of what you can do on My AIA	31

EXPLORING MY AIA PH

01

How to Access and Install My AIA PH

My AIA PH is our all-new, all-in-one customer portal that let's you view the status of your policy and claim requests, monitor your policy's account values, keep tabs of your payments and benefits history and more!

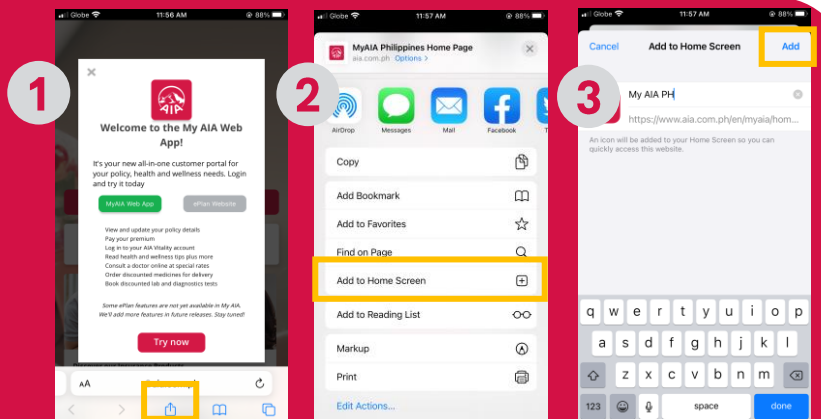
You won't be downloading My AIA PH from the app stores, simply type this link to your browser: aia.com.ph/myaia

My AIA PH is also mobile and desktop responsive so it adjusts its content layout to the available screen size.

Follow the instructions below on how to install:

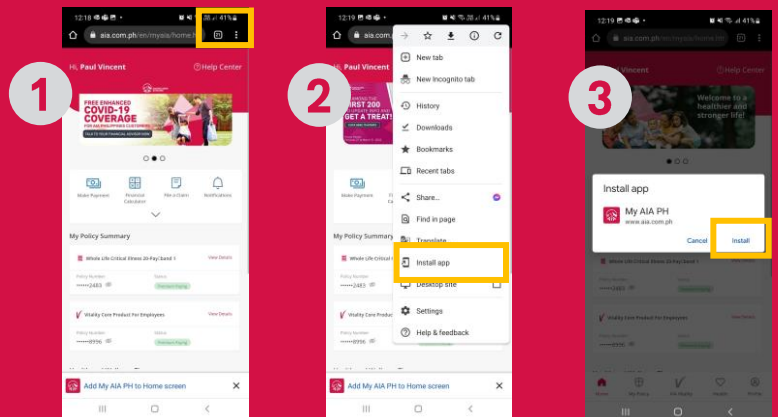
For iOS Users

1. Tap the "SHARE" button in the webpage
2. Select "Add to Home Screen"
3. Tap "Add" button on the upper right corner



For Android Users

1. Open the browser settings
2. Select "Add to Home Screen"
3. Tap the "Add" button

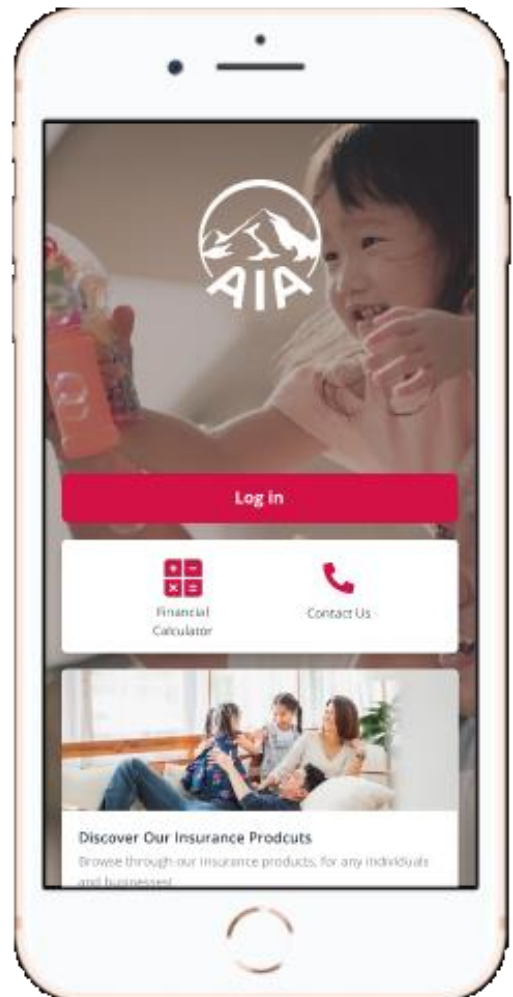


Once installed, My AIA will now appear in the home screen of your phones! This will give you a quick access to the platform without the need to type again the URL in your browsers.

Pre-login Page

Here's what you will see on My AIA's pre-login page:

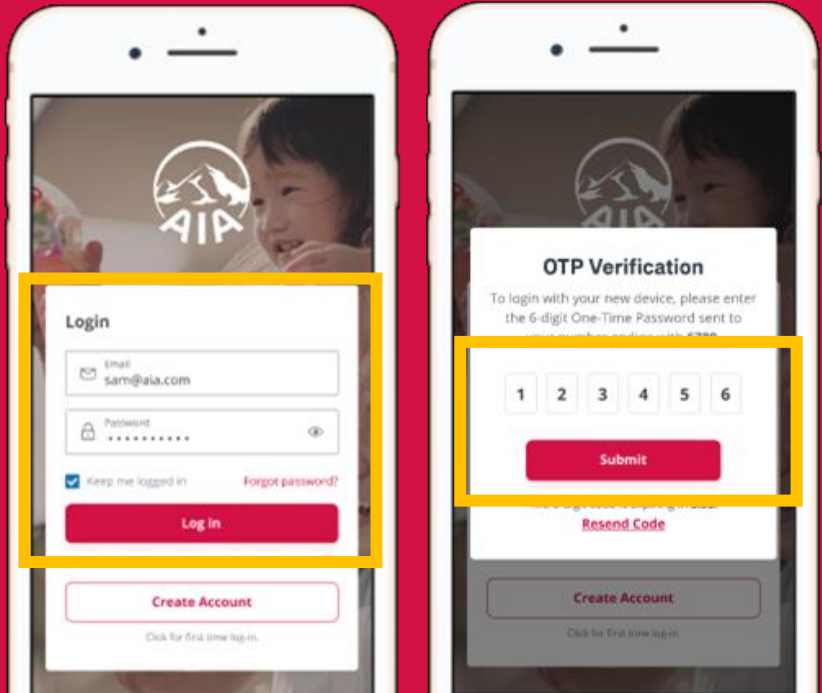
- **Log in button** – will direct you to the login page
- **Financial Calculator** – will lead to LIV, the financial calculator in the AIA Philippines corporate website
- **Contact Us** – will allow you to contact AIA Philippines or BPI AIA through call, email, chat with Aya or Bessie, or schedule an appointment with a financial advisor or BSE
- **Articles** - will feature some articles on different topics related to health, wellness, and personal finance



Login Page and Account Creation

How to Login:

1. **Login into My AIA PH using your existing My AIA account. You may also login with your Current ePlan/AIA Vitality username and password.**
2. **Type the OTP that will be sent to your registered mobile number. Please ensure that your contact info is updated to get this.**



If you have policies with both AIA Philippines and BPI AIA, you will also have two separate My AIA PH accounts – one for AIA Philippines and one for BPI AIA.

Single account for both AIA Philippines and BPI AIA policyholders will be available in future phases of the application.

What to do if you forgot your login credentials?

- If you forgot your password, just click on “Forgot password?” and follow the on-screen instructions.
- If you forgot your username, you just have to:
 - ✓ Email BPIAIA.CustomerService@aia.com for BPI AIA and CustomerService.PH@aia.com for AIA Philippines or;
 - ✓ Call (632) 8528 5501 for BPI AIA customers and (632) 8528 2000 for AIA Philippines customers.

Login Page and Account Creation

What if my account got disabled?

- Email BPIAIA.CustomerService@aia.com for BPI AIA customers and CustomerService.PH@aia.com for AIA Philippines customers or;
- Call (632) 8528 5501 for BPI AIA customers and (632) 8528 2000 for AIA Philippines customers.

What to do if you did not receive the OTP but number is updated?

- Ensure that your phone network signal is more than 2 bars and click on Resend Code
- If still not working, restart your phone and try logging in again

Can I use one e-mail address for both AIA PH and BPI AIA My AIA Accounts?

- Due to systems limitation, you need to use a different email address when you create separate My AIA accounts for AIA PH and BPI AIA.

Login Page and Account Creation

Creating an account is as easy as 1-2-3!

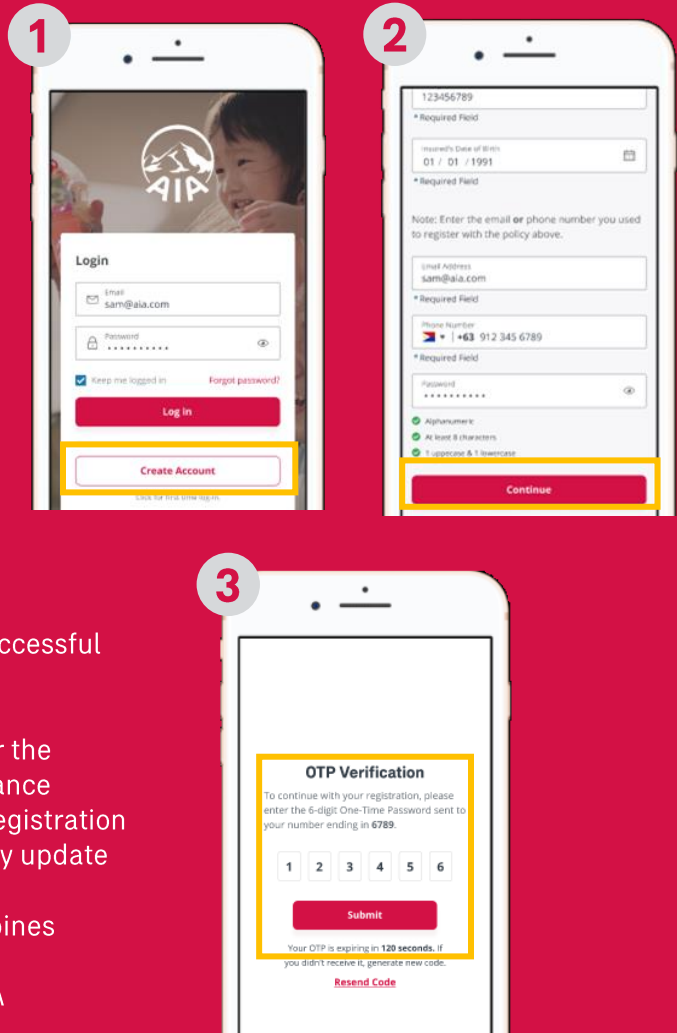
How to Create an Account:

1. Click the **Create Account** button in the login page
2. Fill out the required information and click **Continue**
3. To complete the registration, a 6-digit one-time password (OTP) will be sent to the registered mobile number for verification purposes

You will be redirected to the homepage after successful registration

In step 2, you need to input the email address or the mobile number that you indicated in your insurance application form. Failure to do so will result in registration errors. . If contact details have changed, you may update your contact details at:

- <https://bit.ly/aiaphupdateinfo> for AIA Philippines customers
- https://bit.ly/BPIAIA_UpdateInfo for BPI AIA customers

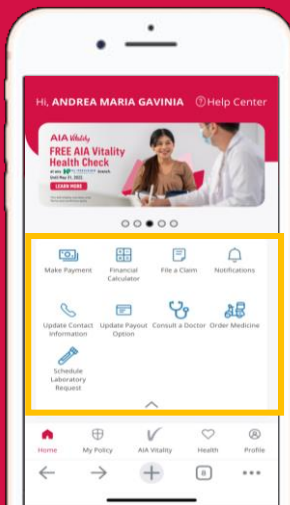


The Homepage

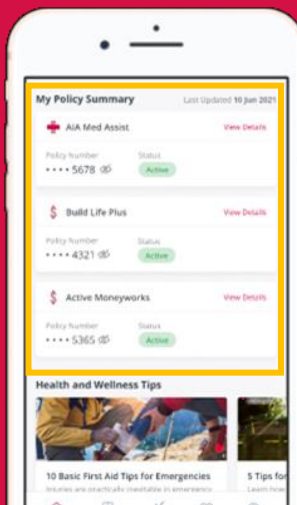
Here's what you'll see on My AIA's Homepage:

- AIA Philippines and BPI AIA promotions and campaigns
- A dashboard that includes the following:
 - ✓ A link to the policy payment gateway
 - ✓ A link to the File a Claim page of AIA Philippines' or BPI AIA's corporate websites
 - ✓ Health Services
 - ✓and more!
- Summary of your AIA PH or BPI AIA policies
- Health and wellness tips and articles
- Featured products and customer promotions

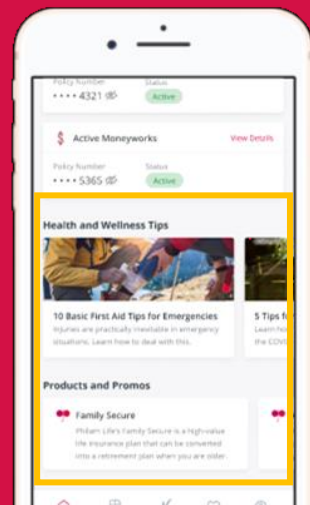
Exciting features are available in the Homepage!



Dashboard



Policy Summary



**Health & Wellness
Articles &
Featured Products and
Customer Promos**

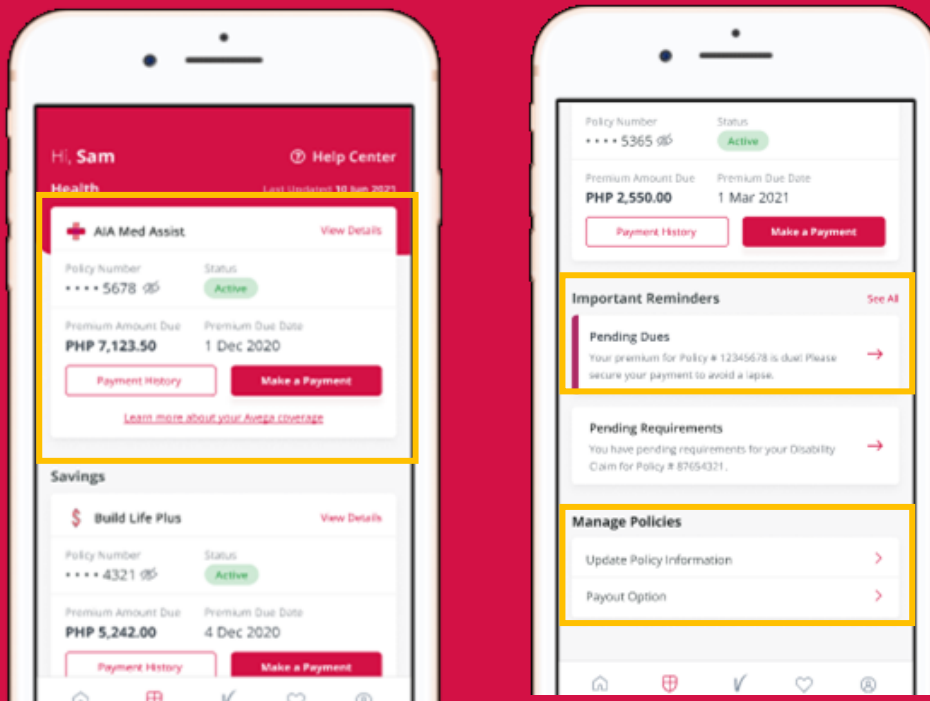
The Weekly Activities section as shown above will be available soon!

The My Policy Tab

Here's what you can do in the My Policy tab:

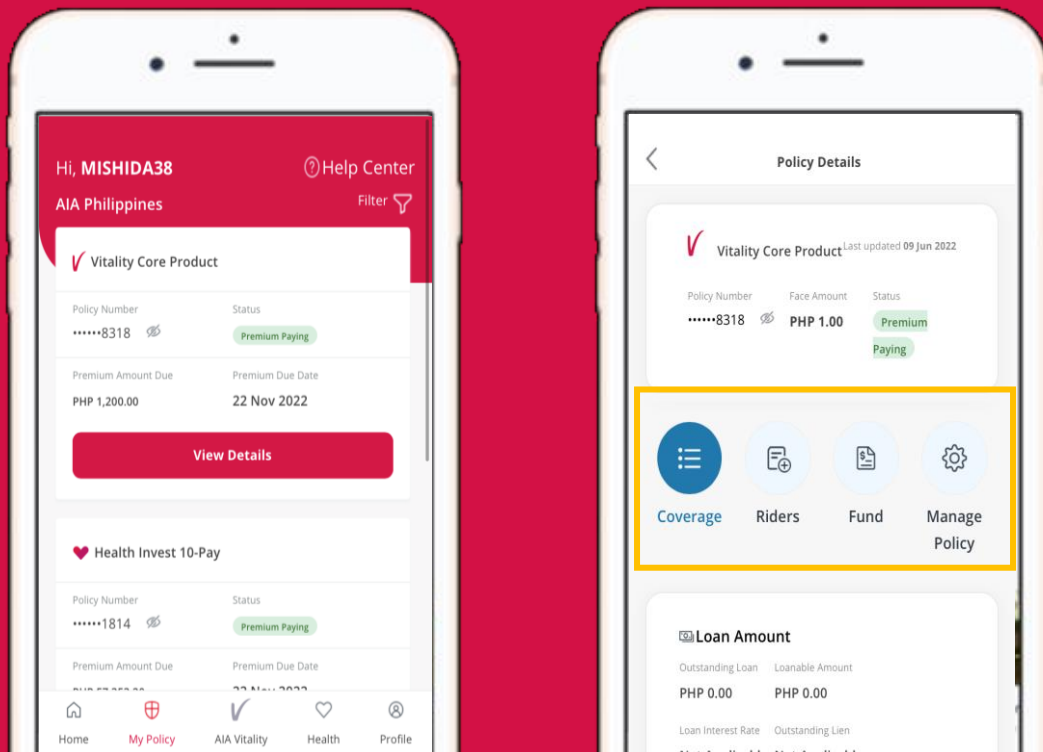
- View Policy Details and Access e-Policy Contract (if applicable)
- Make Premium Payments and Access e-Official Receipts (e-OR)
- Update your contact info
- Do Fund Switch and/or Fund Allocation
- Do Redemption
- Apply for a policy loan
- Reinstate your policy
- Enroll to eBilling
- Update your Disbursement Option

View and manage your policy through My AIA PH!



The My Policy Tab

You can view details of your policies through My AIA



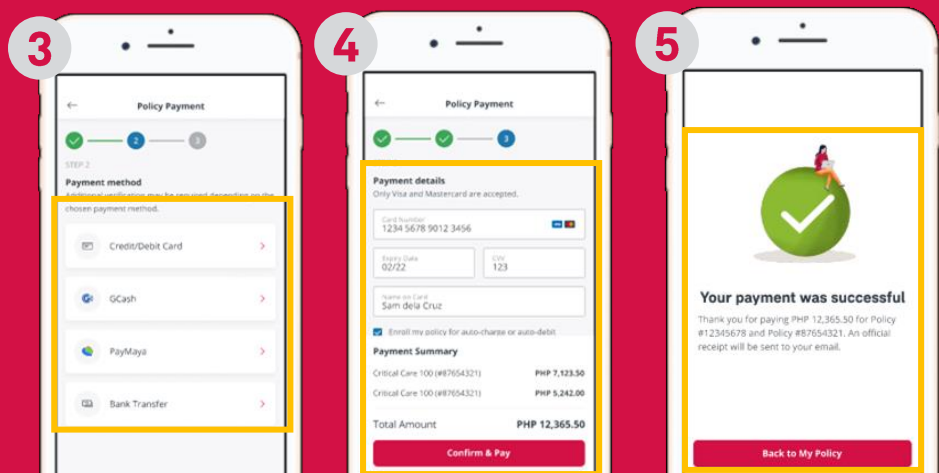
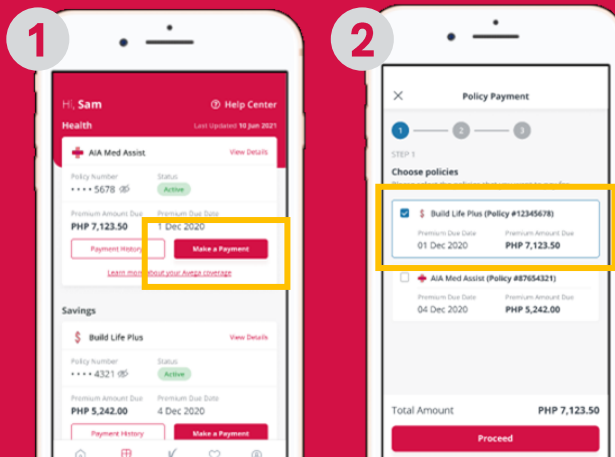
- **COVERAGE** – Insured Name, Effective Date, Policy Duration, Pay-up Date, Maturity Date, Financial Advisor, Make a Payment, Payment History, e-Policy Contract
- **RIDERS** – List of Riders and Details
- **FUND** – Fund Name, No. of Units, Fund Allocation, NAVPU, Account Value
- **MANAGE POLICY** – Change Contact Information, Manage Policy Investments, Make a Policy Request, Update Billing Information

The My Policy Tab

You can now easily pay your premium dues!

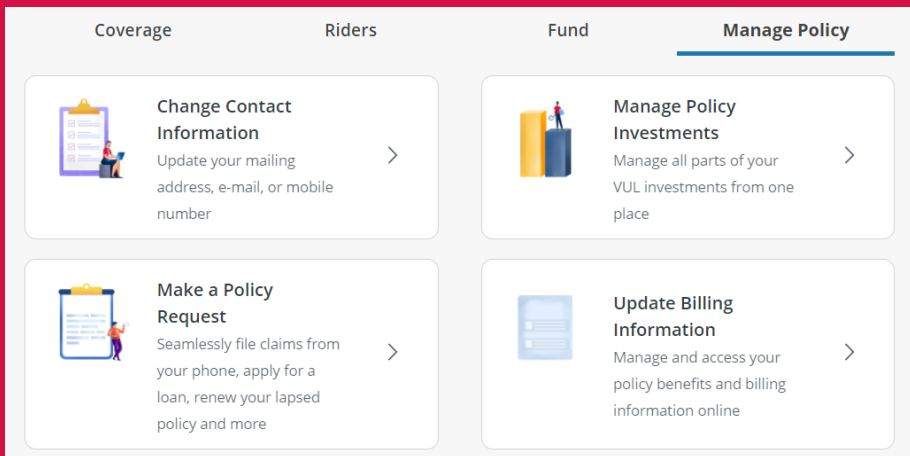
How to Make a Payment

1. Tap "Make a Payment" button
2. Choose the policy you would like to pay
3. Select your preferred payment method
4. Input the required details
5. A notification will appear if payment was successful



The My Policy Tab

There are other transactions under the Manage Policy section







SUB-SECTION	FEATURES
Change Contact Information	<ul style="list-style-type: none"> Update Mobile Number Update Email Address Update Home Address
Manage Policy Investments	<ul style="list-style-type: none"> Change Fund Allocation Switch Funds Withdraw Investment Funds
Make a Policy Request	<ul style="list-style-type: none"> Apply for a Policy Loan (if applicable) Reinstate Lapsed Policies (if applicable)
Update Billing Enrollment	<ul style="list-style-type: none"> Enroll in eBilling

The My Policy Tab

You may also update your contact information via My AIA

1. Click Change Contact Information
2. Select the information you would like to update
3. Select the policies that you would like to apply the contact information update
4. Fill out the required information
5. An OTP will be sent to your mobile number on-record to proceed with the update of contact information

1

Coverage	Riders	Fund	Manage Policy
 Change Contact Information Update your mailing address, e-mail, or mobile number >		 Manage Policy Investments Manage all parts of your VUL investments from one place >	
 Make a Policy Request Seamlessly file claims from your phone, apply for a loan, renew your lapsed policy and more >		 Update Billing Information Manage and access your policy benefits and billing information online >	

2

Contact Information

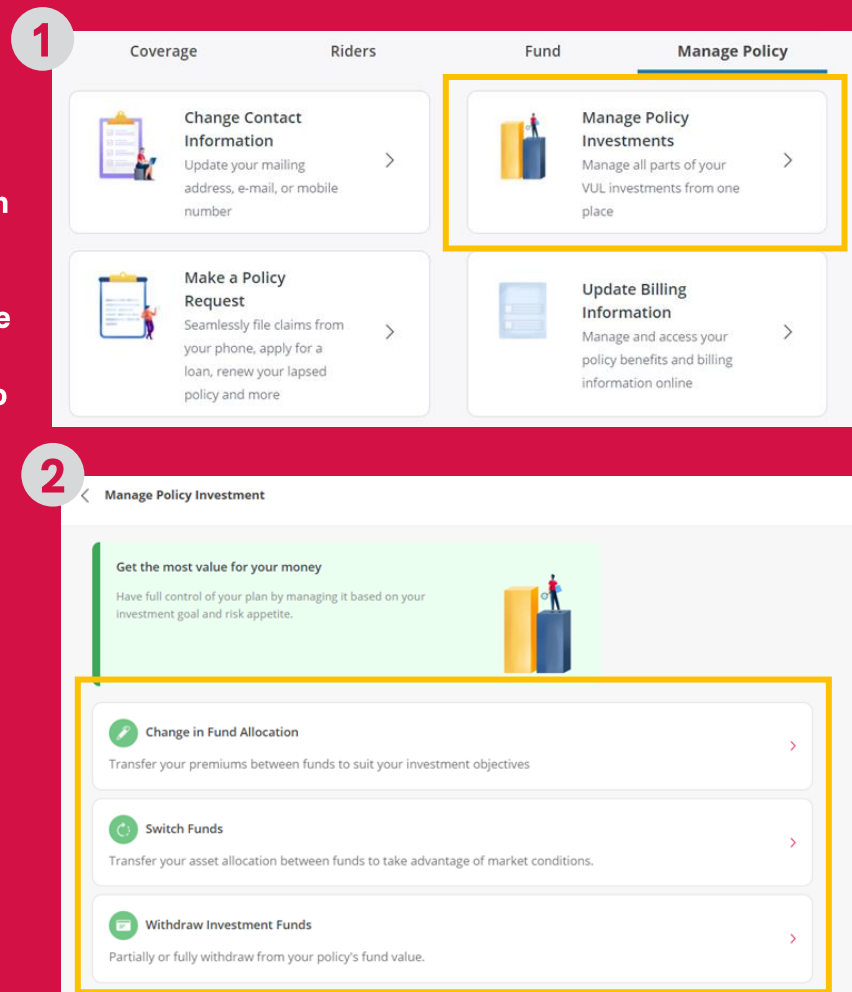
Select what information you'd like to edit and perform the necessary details.

Update Mobile Number	
Update Email Address	
Update Address	

The My Policy Tab

For VULs, you can switch funds or change fund allocation

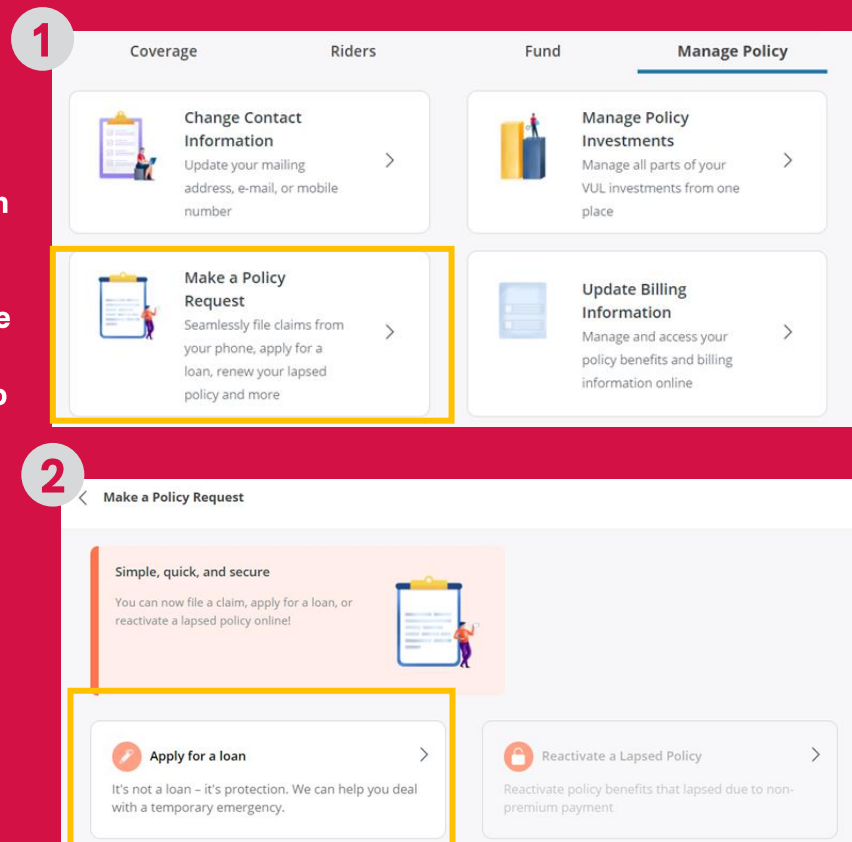
1. Click Manage Policy Investments
2. Select the transaction you wish to perform
3. Follow the required steps and agree to the Terms & Conditions
4. An OTP will be sent to your mobile number on-record to proceed with the transaction



The My Policy Tab

For applicable policies, you can file a loan or reinstatement

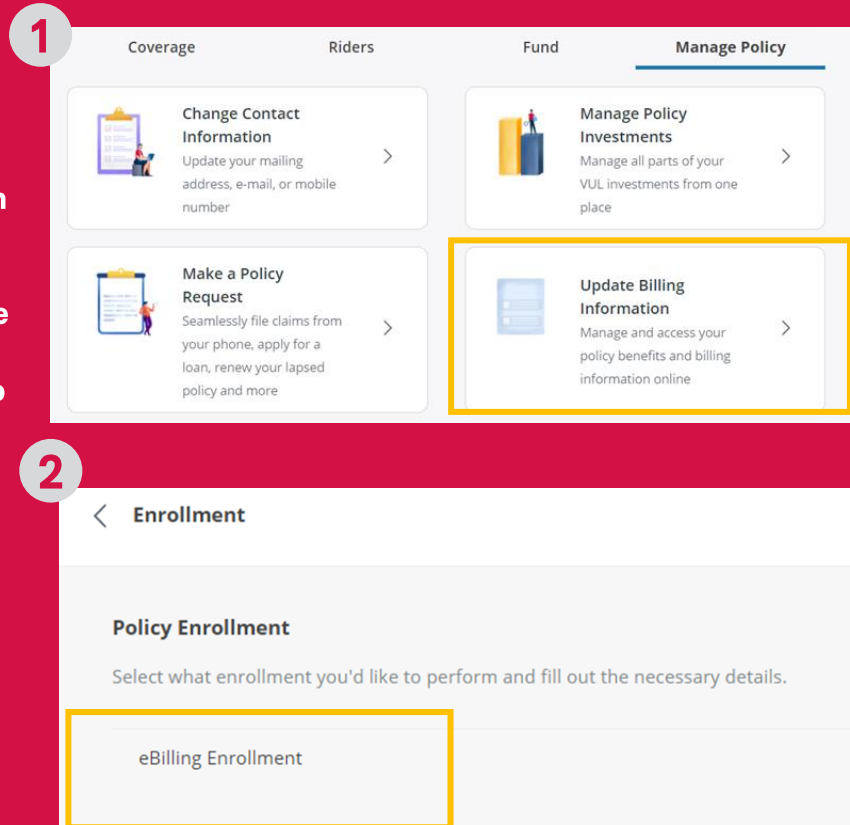
1. Click Make a Policy Request
2. Select the transaction you wish to perform
3. Follow the required steps and agree to the Terms & Conditions
4. An OTP will be sent to your mobile number on-record to proceed with the transaction



The My Policy Tab

You may also enroll in eBilling* through My AIA

1. Click Update Billing Information
2. Select the transaction you wish to perform
3. Follow the required steps and agree to the Terms & Conditions
4. An OTP will be sent to your mobile number on-record to proceed with the transaction



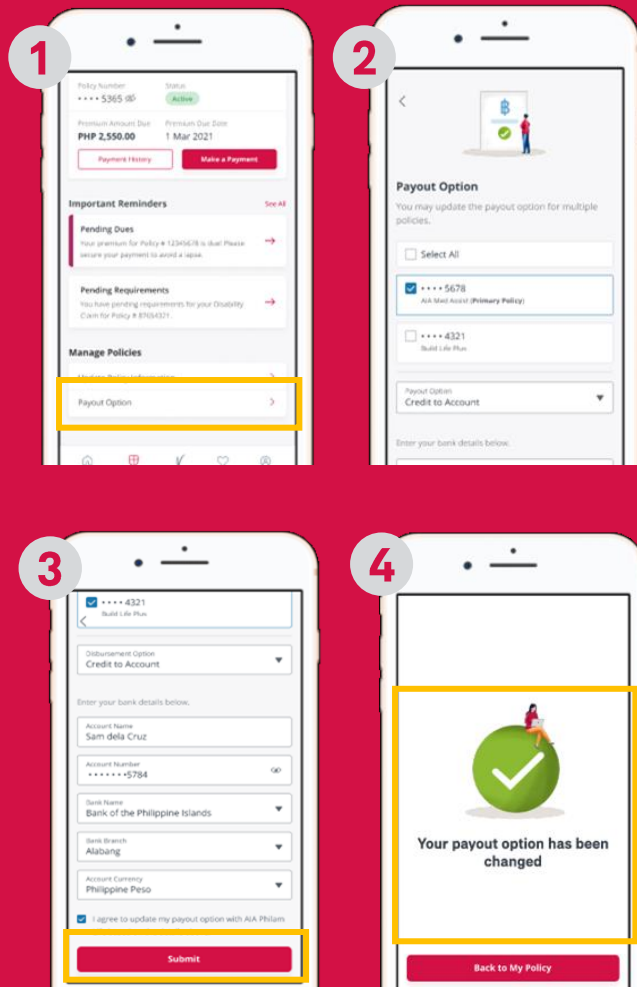
*eBilling – a method to receive your billing statements electronically. In this case, enrollment to eBilling allows you to receive statements via your email address on record.

The My Policy Tab

You can also elect how to receive your policy benefits!

How to Elect Payout Option

1. Tap “Payout option” button
2. Select the policy and fill-out the required fields
3. Tap “Submit” button
4. A notification will appear if update was successful



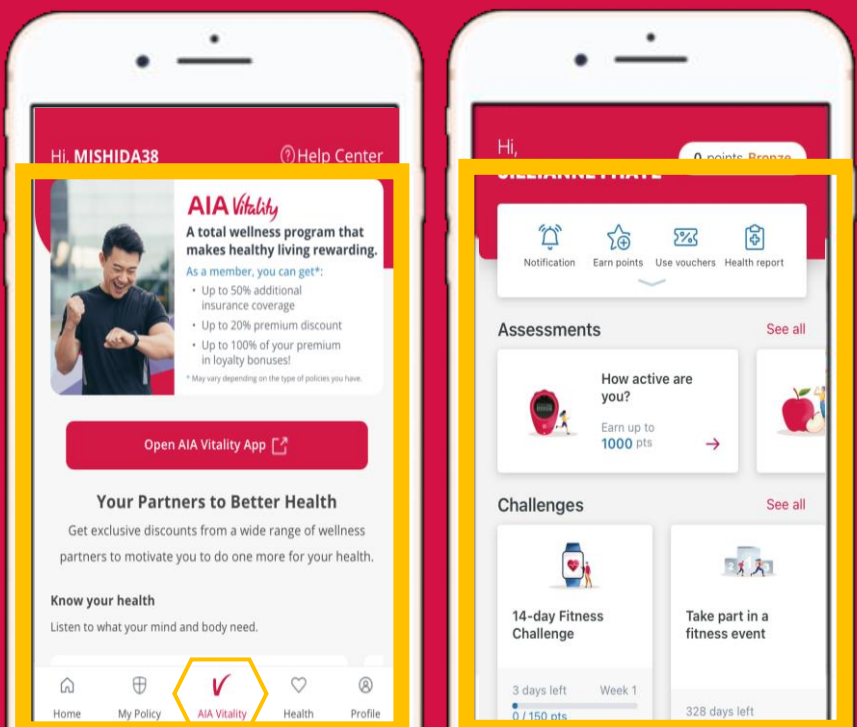
The Vitality Tab

By simply clicking on the **Open AIA Vitality App** button, you will be redirected to the AIA Vitality app.

- If you have not downloaded the app, you will be redirected to the app store when you click on the said button.
- For non-Vitality members, an “Inquire Now” button will be reflected instead and will lead you to the “Get In Touch” form of the AIA Vitality page in the AIA Philippines or BPI AIA corporate website.
- If the membership is lapsed, the button will not be clickable with corresponding note on what you may do to reinstate the membership.
- The Learn more here link will lead you to the AIA Vitality page in the AIA Philippines or BPI AIA corporate website.

Access your Vitality Account without logging in the Vitality app!

If accessed through My AIA PH, you will automatically be logged in to your AIA Vitality account in the AIA Vitality app



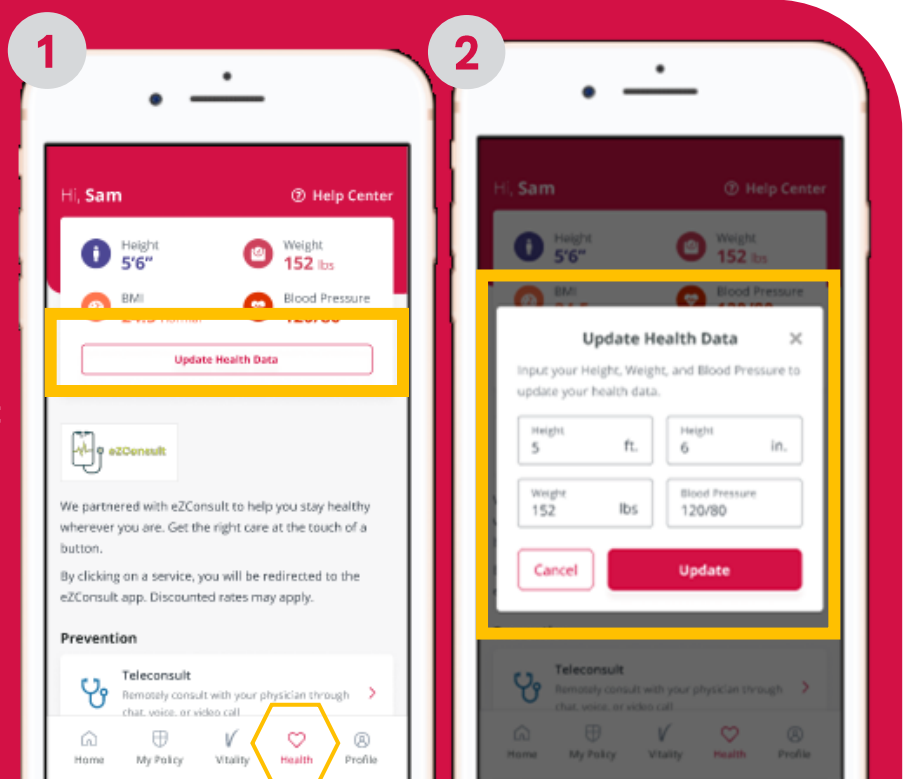
The Health Tab

The Health tab will showcase all the health services discussed earlier for you to access.

- The dashboard also contains editable health metrics such as height, weight, and blood pressure
- The BMI will automatically be computed

We're bringing healthcare closer to you!

1. You can update your health data
2. Choose from different health services offered by our partners

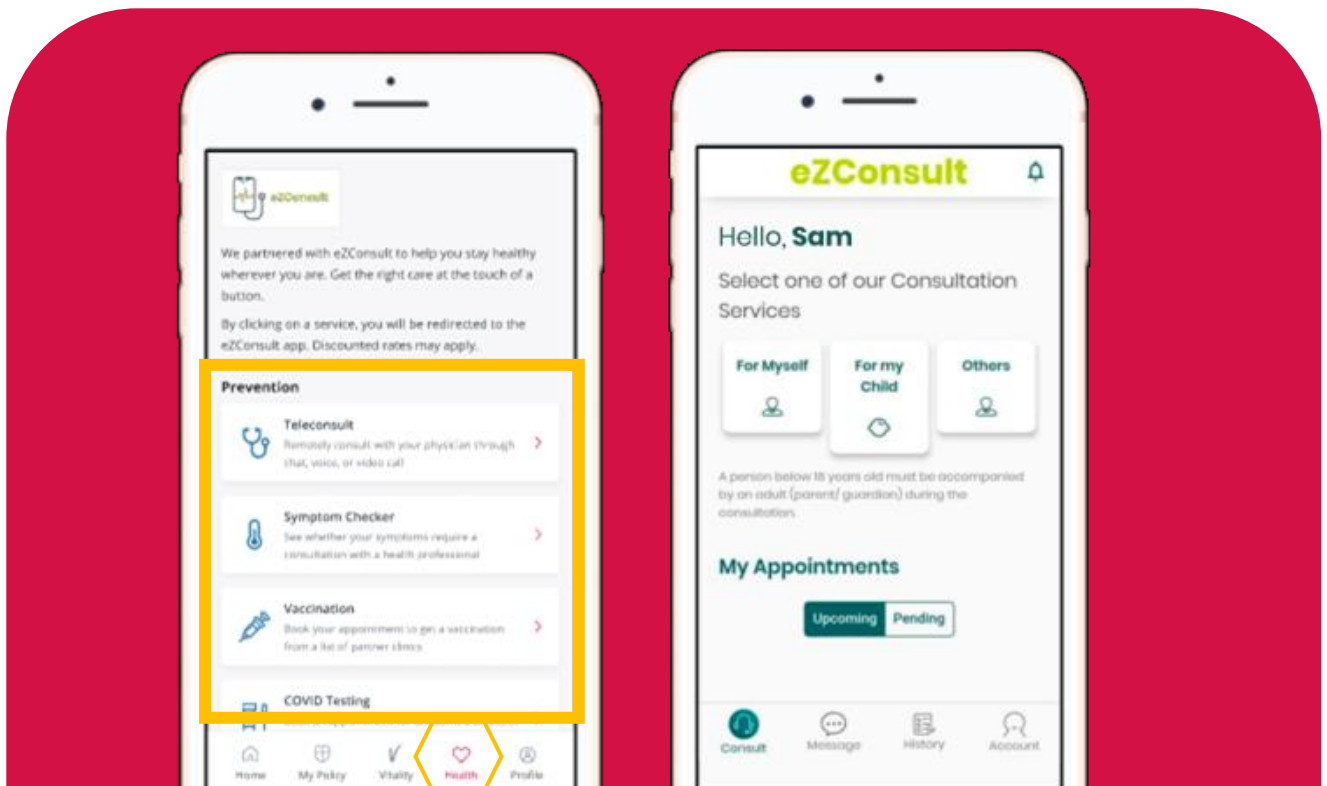


The Health Tab

After selecting your preferred service in My AIA PH, you will automatically be redirected to the corresponding page in the eZConsult app without the need to log in.

- For example, if you selected Teleconsult, you will be led to the teleconsultation page in the eZConsult app
- The process of availing the service and corresponding benefit/discount for AIA PH/BPI AIA customers vary per service (see succeeding slides)
- **IMPORTANT:** You need to access eZConsult through My AIA PH to enjoy the preferential rates and exclusive benefits for AIA PH/BPI AIA customers

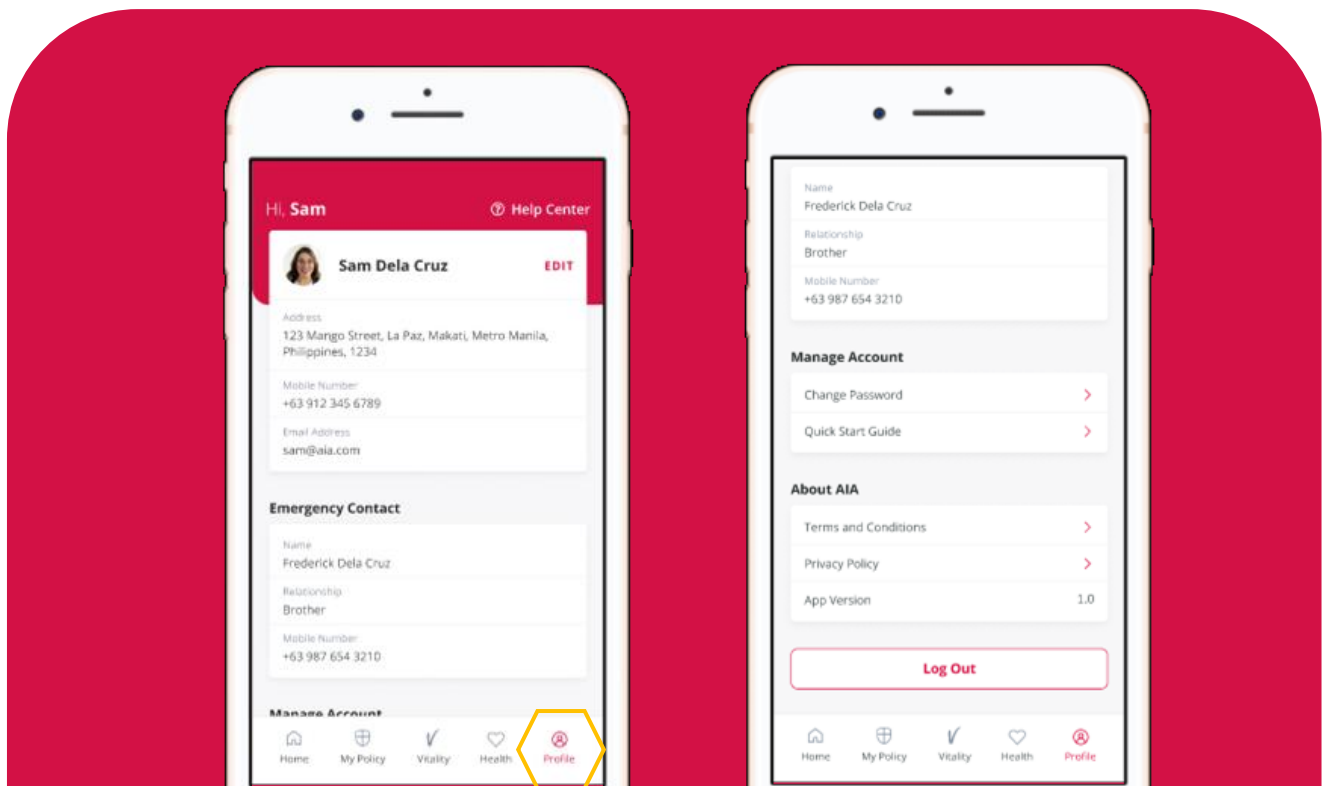
From My AIA PH to eZConsult: bridging the healthcare gap!



The Profile Tab

- Change your password
- Access Terms and Conditions and Privacy Policy
- Locate the Log Out button

Manage your My AIA PH Account!



Phase 1

LIST OF HEALTH SERVICES

02

List of Health Services

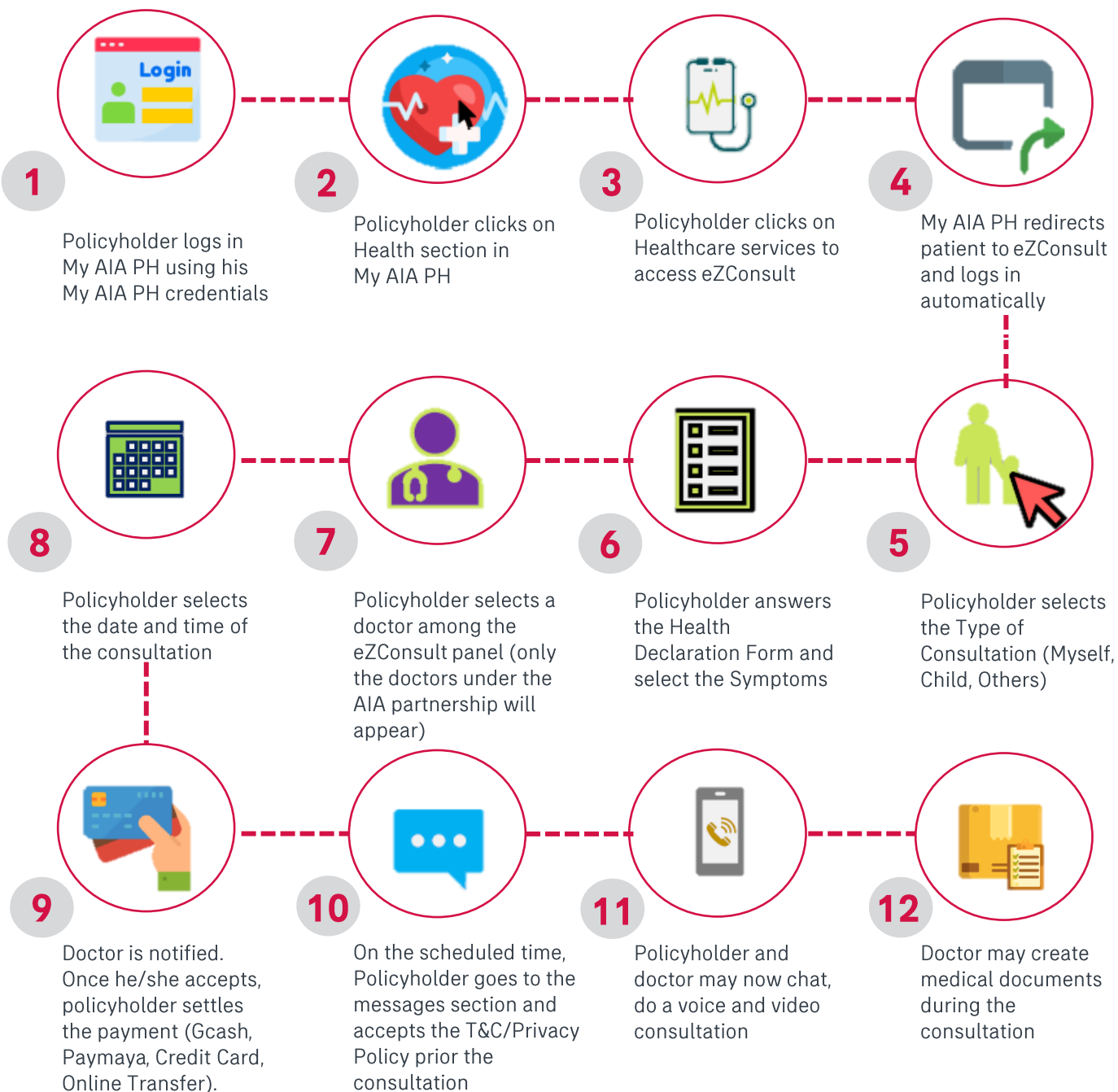
SERVICE	BENEFIT	DESCRIPTION OF SERVICE
Virtual Clinic/ Telemedicine	ONE FREE consult per calendar year; GP: 400/consult Specialists: 5%-10% discount	Allows AIA Customers to consult with a physician remotely via digital tools (such as chat, voice or video call) and receive diagnosis and treatment through an e-prescription. AIA customers can enjoy one (1) free consultation per calendar year. Preferential rates will apply to succeeding consultations.
Medicine Order and Delivery	Access to service	Enables AIA customers to order medicines online from eZConsult's list of partner pharmacies and have them delivered or picked-up.
Laboratory Requests	5% discount on select Hi-Precision lab and diagnostic tests	Allows AIA customers to schedule laboratory and diagnostic tests with Hi-Precision Diagnostics via the eZConsult app.
Symptom Checker and AI Triaging	Access to service free of charge	Is an AI-powered healthbot in the eZConsult app that helps customers understand their medical symptoms, get initial diagnosis and recommendation if further medical consultation is needed
COVID-19 Testing	5% off normal COVID-19 PCR test rate via eZSafe	Enables AIA customers to book a Covid-19 test at preferential rates via eZConsult's partner clinics.
Breast Health Check (for women only)	FREE of charge but may only be taken once a year	This online tool will shed light on one's risk factors for developing breast cancer

AVAILMENT OF HEALTH SERVICES PROCESS

03

The Health Tab

Virtual Clinic/Telemedicine Process*



*Process is subject to change as eZConsult

The Health Tab

Medicine Order and Delivery Process*



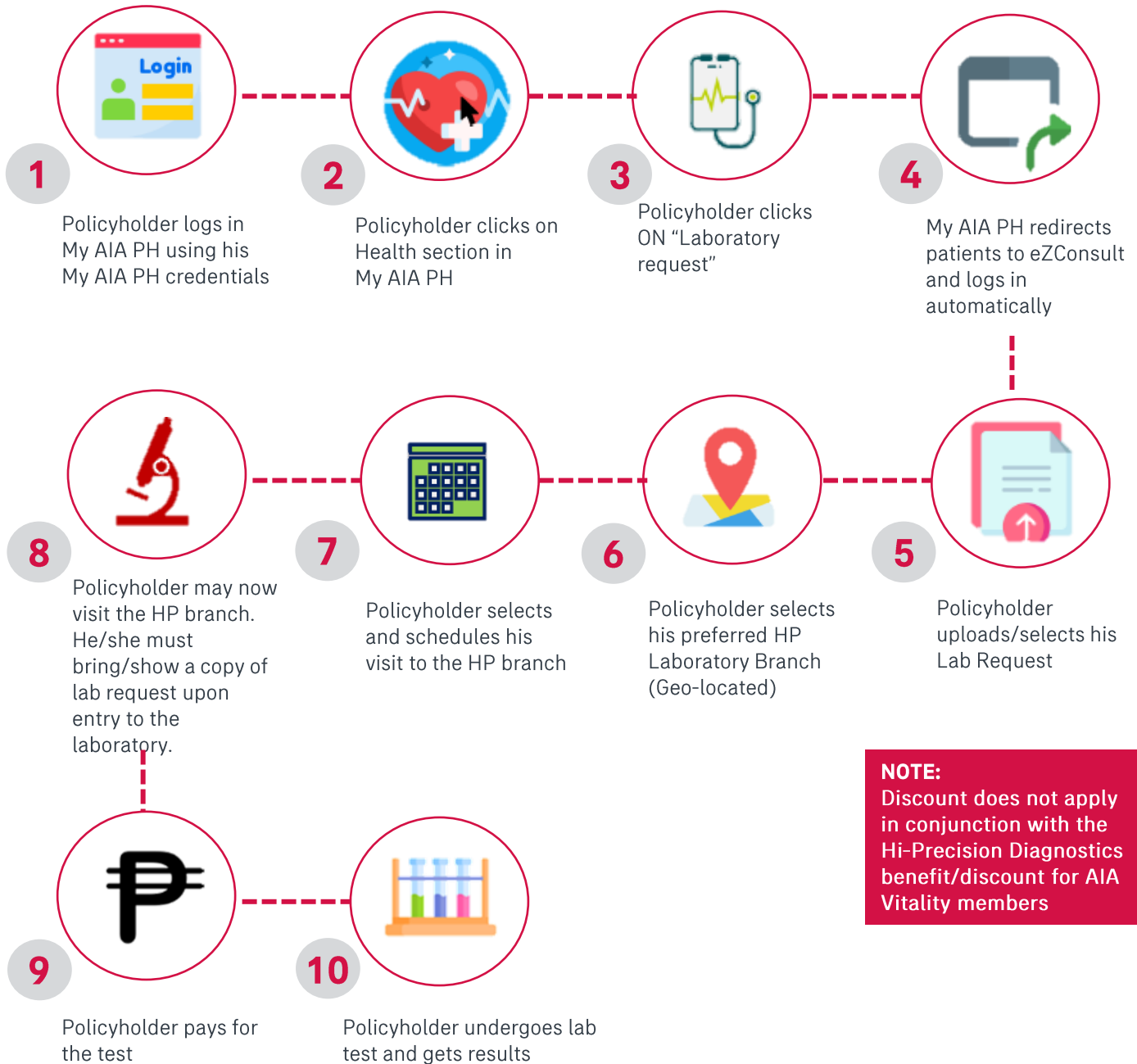
The Health Tab

Medicine Order and Delivery Process*



The Health Tab

Laboratory Requests Process*



The Health Tab

Covid-19 Testing Process*



The Health Tab

Covid-19 Testing Process*



9

Policyholder gets the result in 36 hrs (or less) via eZConsult app



10

If test result is negative, policyholder may generate a certificate. Otherwise, he will receive instructions to contact DOH and other health institutions

Here's a summary of what you can do on My AIA

	POLICY SERVICING	HEALTH & WELLNESS
NOW AVAILABLE	<ul style="list-style-type: none">▪ Policy Details▪ Payment▪ Update Contact Info▪ Update Disbursement Option▪ Fund Switching▪ Fund Allocation▪ eBilling Enrollment▪ Policy Loan▪ Redemption▪ Reinstatement	<ul style="list-style-type: none">▪ Automatic access to Vitality App▪ Telemedicine▪ Medicine Order & Delivery▪ Lab Request▪ Symptoms Checker▪ COVID Testing▪ Breast Health Check

More exciting features coming soon so stay tuned!