



AIA iService manual

For Group Insurance Members





AIA iService

All You Need to Know with AIA



Scan QR Code or search for
AIA iService
to download



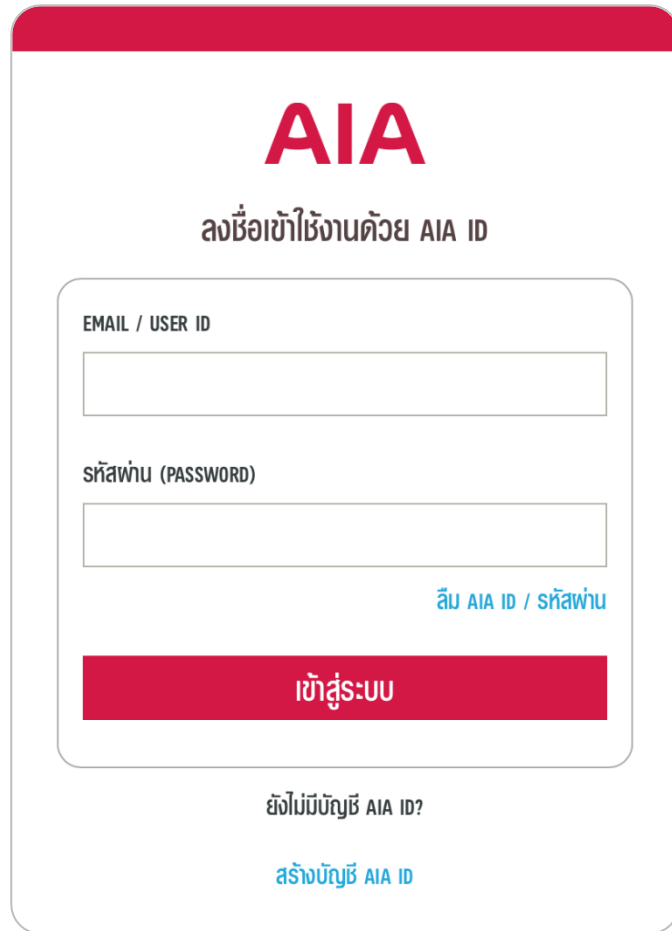


HEALTHIER, LONGER,
BETTER LIVES

Create your AIA ID

AIA ID

to connect with AIA through our online services



The image shows a mobile app login screen for AIA ID. At the top is the AIA logo in red. Below it is the text 'ลงชื่อเข้าใช้งานด้วย AIA ID'. The login form has two input fields: 'EMAIL / USER ID' and 'รหัสผ่าน (PASSWORD)'. Below the password field is a link 'ลืม AIA ID / รหัสผ่าน'. At the bottom of the form is a red button labeled 'เข้าสู่ระบบ'. Below the button is the text 'ยังไม่มีบัญชี AIA ID?' and a link 'สร้างบัญชี AIA ID'.

AIA ID is an online account that all active AIA policyholders and Insured members under group benefits can create to get an access to all AIA online services such as;

- AIA iService via our website (www.aia.co.th) and mobile application
- AIA Vitality (*if eligible*)

Username

is your **Registered Email** that you use to create AIA ID
(Personal or corporate email – user can request to change the email later)

Password

set up by the user

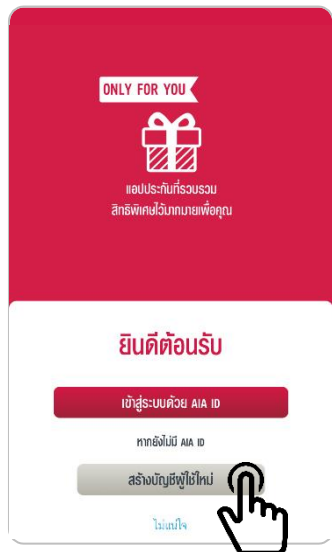
**** Please note that AIA iService do not have an English version as of now.**



Create AIA ID

for the first-time user

1. Click **gray button** below to create your AIA ID



2. Click “หนังสือเดินทาง”, fill in your personal information as instructed below and mark to accept terms & conditions.

- 1.) Passport number
- 2.) Date of birth (DD/MM/YYYY)
- 3.) Mobile number

Click **the red button** to confirm and continue

3. Fill in **your email** which will be your AIA ID and **set up the password***

- 1.) Email
- 2.) Password*
- 3.) Repeat the password

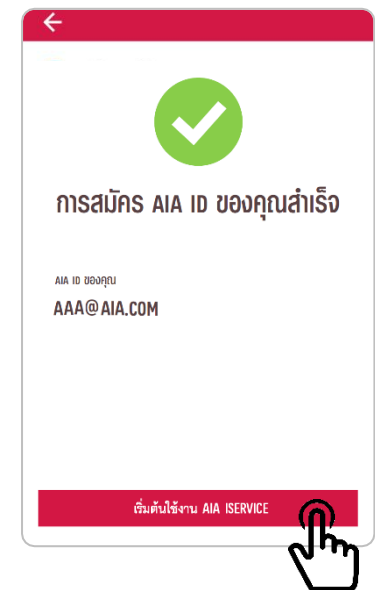
Click **the red button** to apply and continue

*A password should have 8 characters which consist of capital letter, small letter, number and/ or special characters)

4. Fill in the OTP received via SMS

Click **the red button** to confirm and continue

5. Once success, you will see the screen below.



Click **the red button** to start using iService application



Create AIA ID

Possible issue **Cannot find the information**

ไม่พบข้อมูลผู้ถือกรมธรรม์

กรุณาตรวจสอบความถูกต้องของข้อมูล หากไม่มีกรมธรรม์ประกันชีวิตเอไอเอ กรุณาทำรายการต่อโดยใช้ข้อมูลกรมธรรม์ประกันกลุ่ม

เลขประจำตัวประชาชน หรือ หมายเลขหนังสือเดินทาง
1100000000000

วันเดือนปีเกิด
15 / 10 / 1989

หมายเลขโทรศัพท์มือถือ
090-005-0000

1

หากคุณมีประกันกลุ่ม...

2

1. If the user is an AIA insurance policyholders (personal coverage) where the mobile number is not updated. Click “แก้ไขข้อมูล” or contact AIA iService Hotline 02-353-8486 to change your personal information
2. If the user is an Insured members under group benefits only. Click the red button “สมัครโดยใช้ข้อมูลประกันกลุ่ม” to continue

ข้อมูลประกันกลุ่ม

กรุณากรอกข้อมูลจากบัตรสิทธิประโยชน์ประกันกลุ่ม

กรมธรรม์เลขที่
0000015551

ใบรับรองเลขที่
3016397



หากมีข้อสงสัย กรุณาติดต่อ 02-353 8486

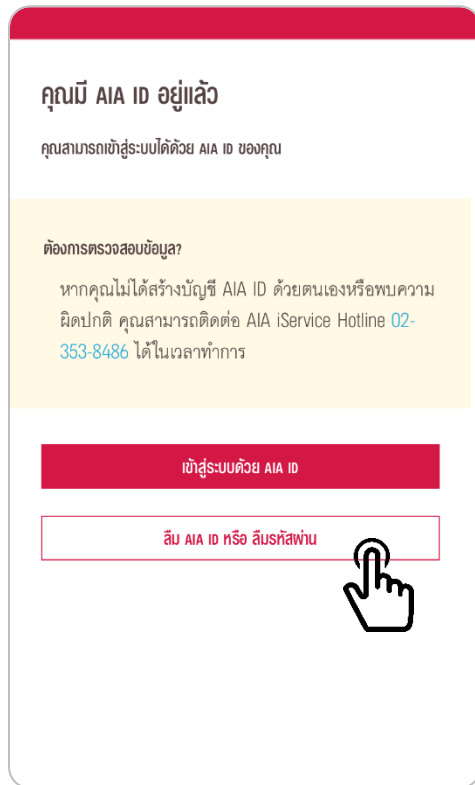
Using information on your **Group Privilege Card (Blue Card)**;

1. Policy number
2. Certificate number

and click the red button “ยืนยัน” to proceed with AIA ID and password set up.

Create AIA ID

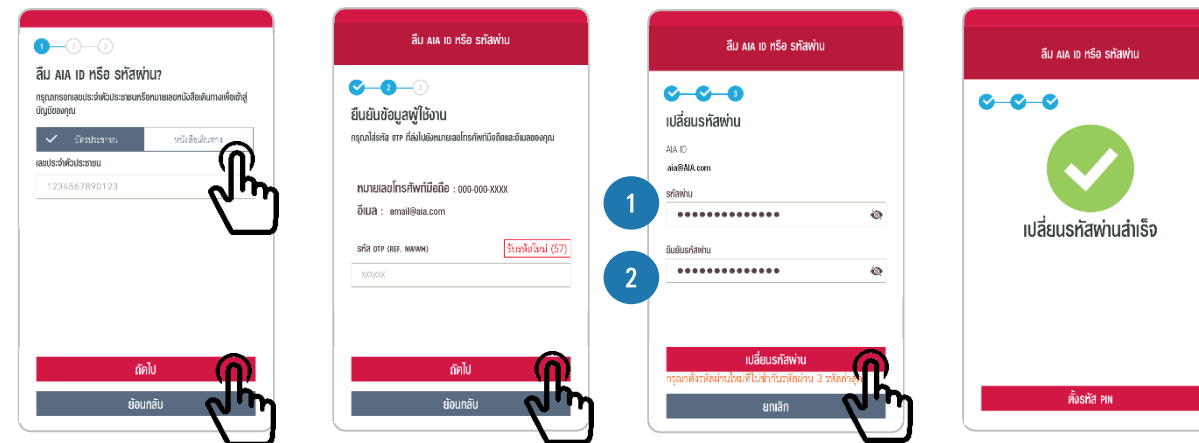
Possible issue **Already have AIA ID or forget password**



If you have already registered for AIA ID, you can use the same username and password to log in.

In case of forgetting your AIA ID or Password

click the white button below “ลืม AIA ID หรือ ลืมรหัสผ่าน” and click “หนังสือเดินทาง” to continue. The application will ask for your passport number to get your AIA ID information and proceed with OTP clarification that you receive via SMS. After that, the application will ask you to set up a new password.

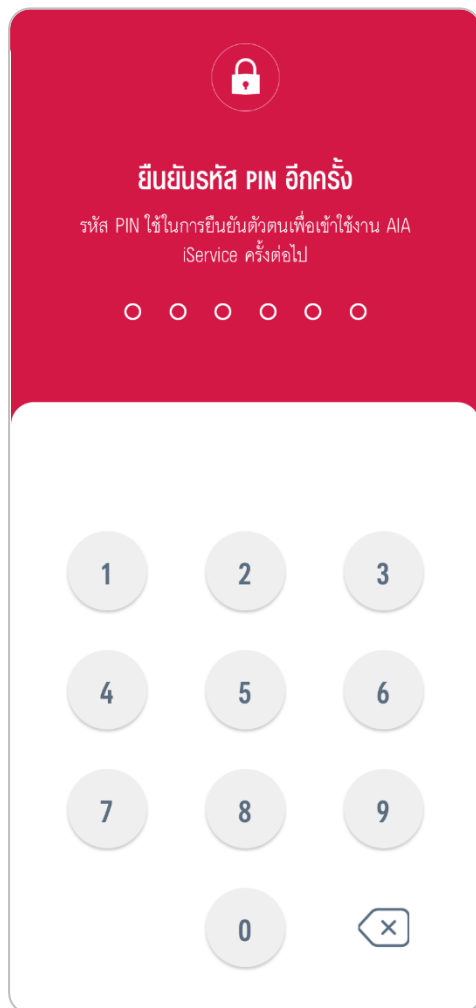
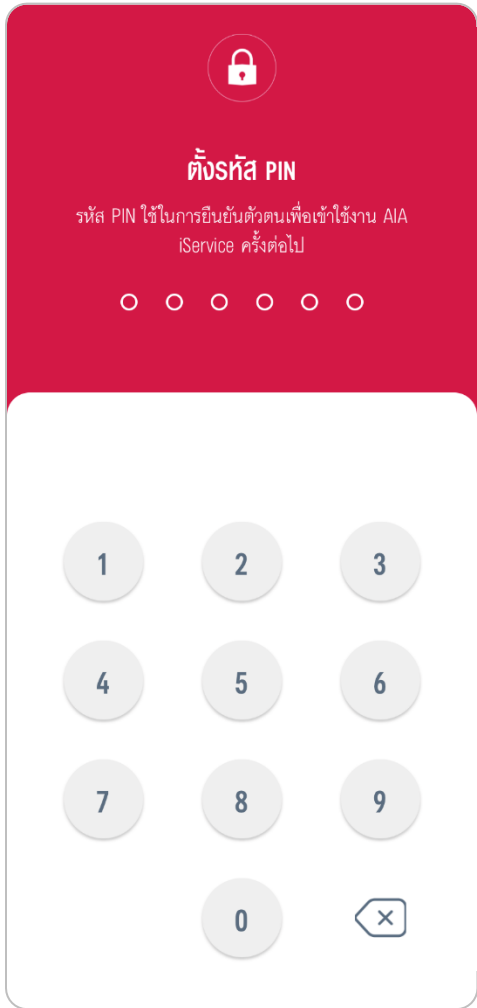


1.) Password

2.) Repeat the password

Click the **red button** to continue

When you log-in for the first time



For the safety purpose,
you are required to set up a **6 digit-pin** at the first log-in
You can also use Face ID or Fingerprint with the device that supports such functions.



If you have any difficulty with the application or registration,

Contact AIA Call Center 1581