

Why Partner with AIA Bhd.?

- **Market leader** – AIA Bhd. is the leading employee benefits insurance provider in Malaysia.
- **Dedicated & Specialized Team** –
 - A dedicated team of Employee Benefits consultants offering solutions that are based on detailed research and comprehensive analysis covering employees' needs, company's demographics as well as the business environment.
 - Experienced case management team – a team that investigates optimization of utilization across the different portfolios to ensure charges are fair and reasonable.
- **Technology & Innovation**
 - My AIA Corporate Portal is a self-serve portal for HR personnel, while My AIA Customer Portal is an employee self-serve portal. Both portals serve to enable convenient and hassle-free access for e-claims submission, checking of benefits and claims usage as well as to receive e-notification on claim payment status.
 - My AIA App – An App that comes with eMedical card facilities allowing members to pre-register their clinic visitations, view medical bills and even submit their claims. Members can easily view their policy coverage and their utilization, request for Outpatient Letter of Guarantee and access the Digital Health features. This App is available on iOS, Android, and Huawei App Gallery.
 - Significant information on employees' cost-benefit and utilization - AIA's data gathered is analyzed and benchmarked against industry standards and compiled into various reports that allow for better management of employees' health as well as cost management.
- **Exclusive Services to Members** –
 - Digital Health Telemedicine supported by Doc2us - Live chat with doctors or healthcare providers at any time, and from anywhere. Medication is prescribed digitally and delivered to an employee's doorstep.
 - Group MedCare - Access to Personal Medical Case Management services, ensuring your employees receive the best possible treatment and on-going medical support from diagnosis to recovery.
 - AIA Med Express – Doorstep delivery service of long-term medication at no added cost, exclusively for AIA covered members.
 - AIA VIP Card program – Differential benefits & features designed to provide value-added services to employers and employees.
 - AIA Vitality – A science-backed health and wellness program that helps to incentivize AIA members with rewards for the healthy choices they make.
- **Network Coverage & Management**
 - Provider Management - AIA partners with more than 1,700 panel GP clinics nationwide and offers a Letter

of Guarantee facility that is accepted by most major hospitals, providing cashless convenience for AIA covered members.

- AIA Platinum Hospital Network – includes hospitals that have been carefully selected based on their quality standards, affordability and customer experience to ensure the delivery of quality healthcare at a sustainable cost for all AIA medical card holders. Members will enjoy special benefits such as waiver of admission deposits, hospital administrative fees and fast lane/ special counter for AIA member on selected Platinum Hospitals.
- 24 Hours Call Centre – AIA's customer care line is available 24/7 to serve their members who have enquiries about their medical benefits, coverage as well as information on AIA's panel GP clinics and hospitals.



AIA Bhd.: Facts & Figures

- IGP Network Partner since: 1982
- Financial Strength Ratings (for AIA Co):
 - Fitch (per 1/10/2023): AA
 - Moody's (per 5/14/2021): Aa2
 - Standard & Poor's (11/14/2023): AA-

Recent Awards & Recognitions

- HR Vendors of the Year 2022 – Gold award for Best Corporate Healthcare Provider
- HR Vendors of the Year 2022 – Bronze award for Best Corporate Wellness Provider
- Insurance Asia Awards 2021 Marketing Initiative of the Year – Malaysia Financial Health Check (FHC) Tool
- Insurance Asia Awards 2021 Digital Insurance Initiative of the Year – Malaysia Financial Health Check (FHC) Tool
- 2021 IDC Future Enterprise Awards Malaysia Best Future of Digital Innovation – AIA Vitality Food Tracker
- MARKies Award 2020: Most Effective Use – Consumer Insights & Analytics (Bronze). Campaign - AIA Knows When You Are Sleeping, AIA Knows When You Are Awake

More Information

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