



HEALTHIER, LONGER,
BETTER LIVES

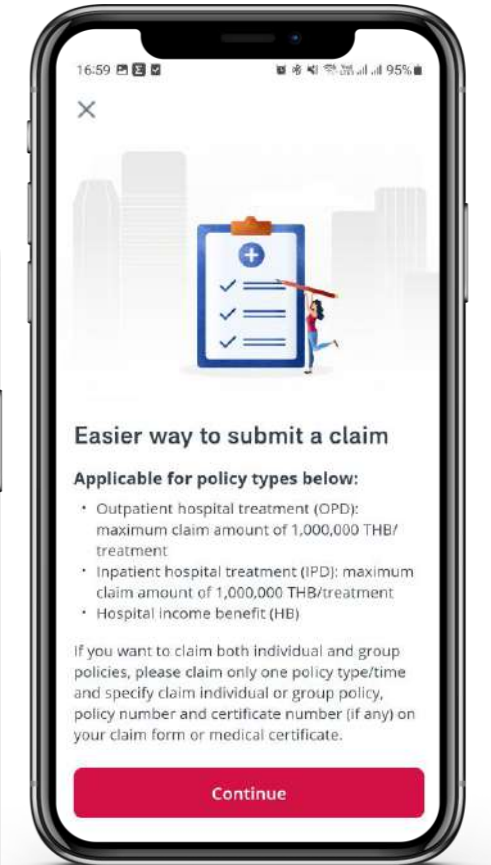
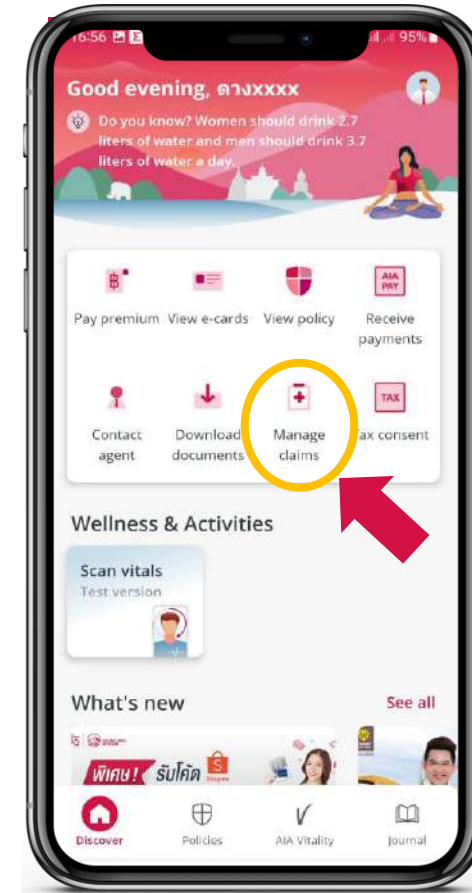
USER MANUAL FOR ONLINE CLAIM SUBMISSION (AIA iClaim) VIA AIA+ APPLICATION

8 NOVEMBER 2023

Agenda



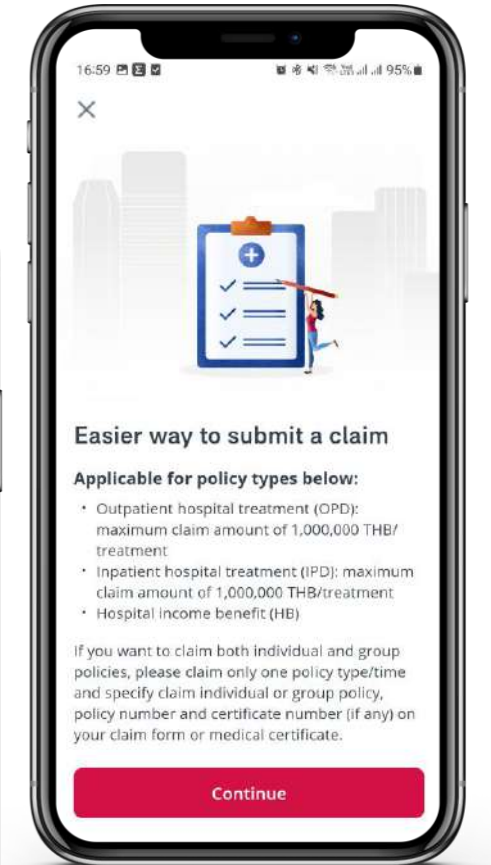
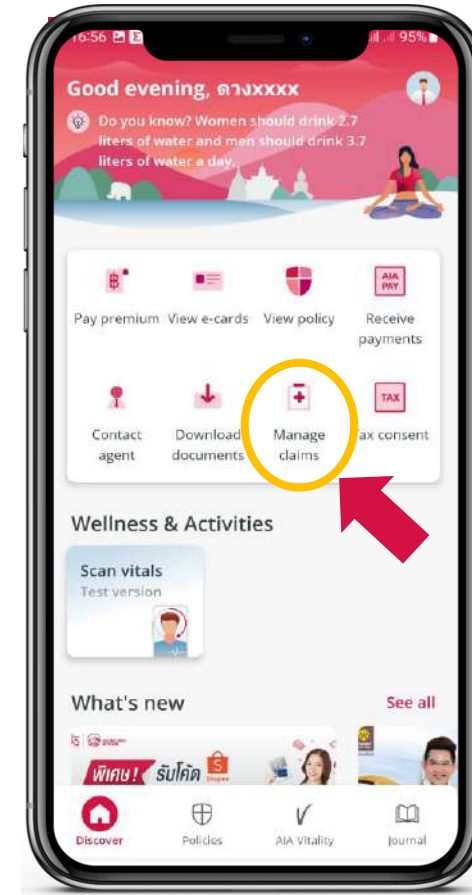
- Online Claim Submission (AIA iClaim) via AIA+ Application Overview
- How to Submit Claims online (AIA iClaim)
- Conditions for Various Types of Claims



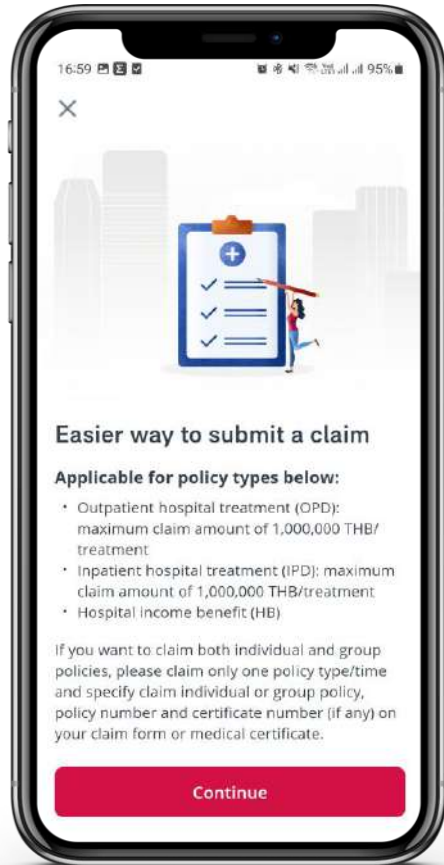
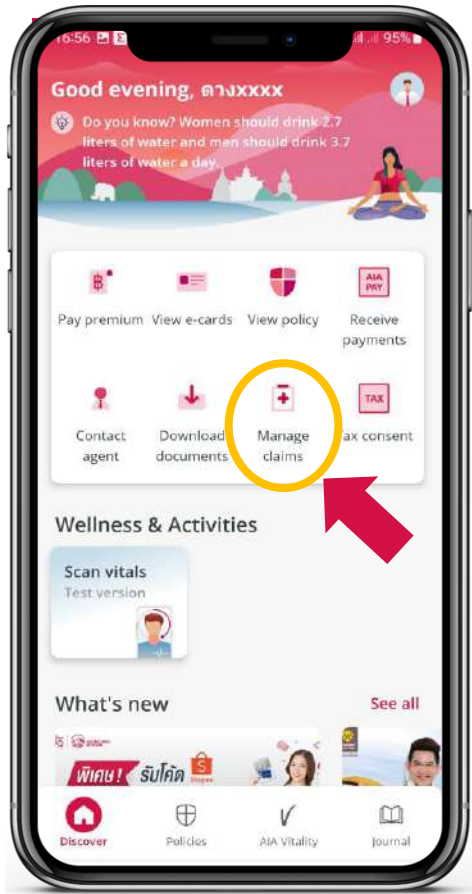
Agenda



- Online Claim Submission (AIA iClaim) via AIA+ Application Overview
- How to Submit Claims online (AIA iClaim)
- Conditions for Various Types of Claims



Online Claim Submission (AIA iClaim) via AIA+ Application Overview



AIA iClaim is an online claim service through the AIA+ application for individual health insurance customers who receive policy benefits via bank account (AIAPAY)* and group insurance customers who are eligible and have informed bank account number with AIA. Only 5 simple steps to make claims as follows:

1. Log in to AIA+ application and click “Manage claims” menu.
2. Select either Individual or Group Insurance.
3. Reads and accepts the terms and conditions of AIA iClaim. Then select policy and claimant name (this step for Group Insurance claims only.)
4. Fill in claim and hospitalization details and upload documents.
5. Review information and receive OTP for verification.

The benefits you can make claims online (AIA iClaim) are:**

- Out-patient Treatment
(including dental care, glasses and lenses, vaccine and health check-up, depending on overage in your policies)
- In-patient Treatment
- Hospital Benefits
- Accidental Indemnity

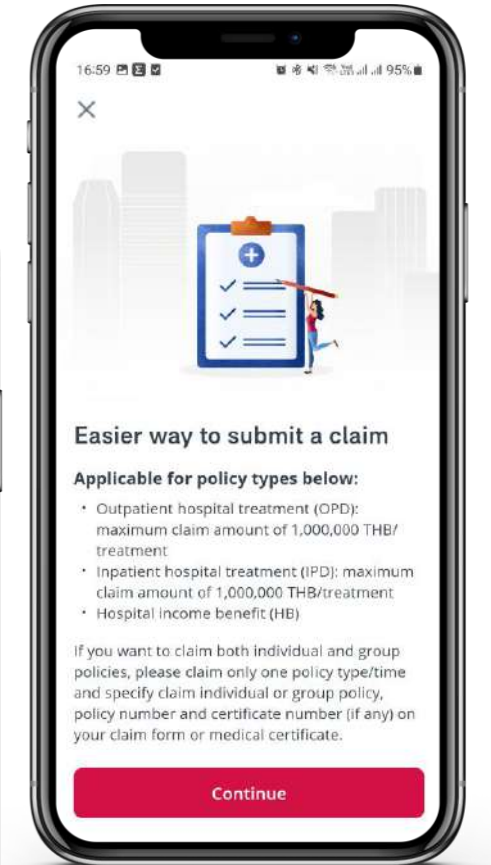
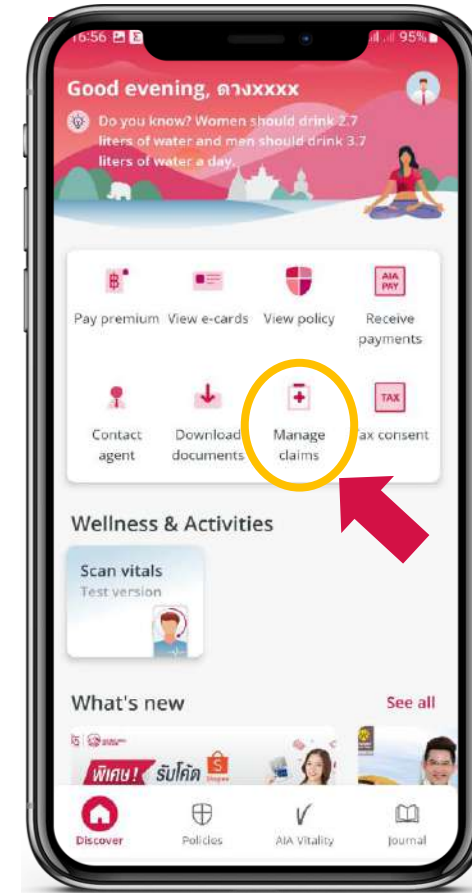
*Watch VDO on how to apply to receive policy benefits via bank account (AIAPAY) at <https://youtu.be/DIYDr2E89b0?si=xcNL5tlqQVpnXACz>.

**AIA reserves the right change, cancel, or amend any details or conditions by notifying in advance through the company’s communication channels.

Agenda



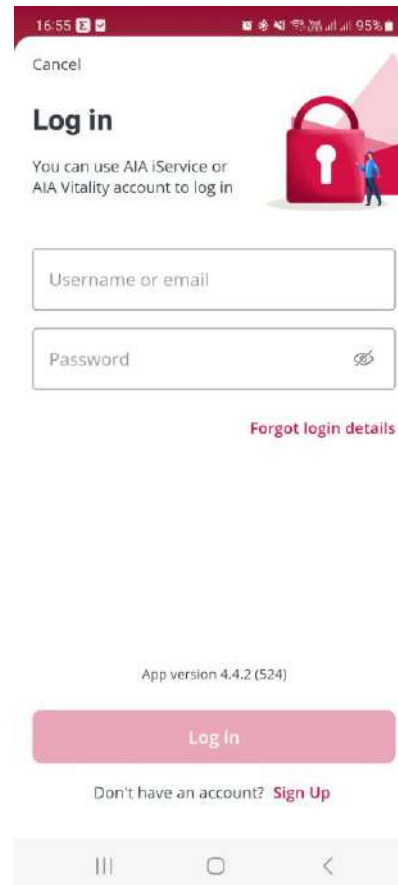
- Online Claim Submission (AIA iClaim) via AIA+ Application Overview
- **How to Submit Claims online (AIA iClaim)**
- Conditions for Various Types of Claims



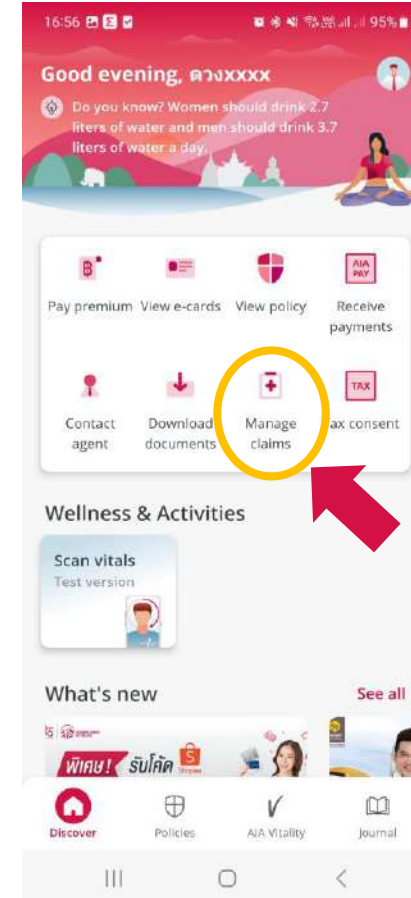
How to Submit Claims online (AIA iClaim) (1/8)

- 1 Log in to AIA+ application and click “Manage claims” menu.
- 2 Select either Individual or Group Insurance.
- 3 Reads and accepts the terms and conditions of AIA iClaim. Then select policy and claimant name (this step for Group Insurance claims only.)
- 4 Fill in claim and hospitalization details and upload documents.
- 5 Review information and receive OTP for verification.

Log in



Click “Manage claims” menu



Download AIA+ application at <https://www.aia.co.th/th/health-wellness/vitality/campaigns/aia-plus-super-app-launch> and watch VDO on how to register into the system [here](#).



How to Submit Claims online (AIA iClaim) (1/8)

1

Log in to AIA+ application and click “Manage claims” menu.

2

Select either Individual or Group Insurance.

3

Reads and accepts the terms and conditions of AIA iClaim. Then select policy and claimant name (this step for Group Insurance claims only.)

4

Fill in claim and hospitalization details and upload documents.

5

Review information and receive OTP for verification.

Select type of policy

16:59 Manage claims

Your claims See all claims

Dental

Claim number: C500037819/1

Claimant: ๙๙๙๙๙๙ ๙๙๙๙๙๙๙๙...

Treatment date: 19 Oct 2023

Status: Processing

Submit claims See how

Individual policy

Claim medical expenses (OPD/IPD), hospital benefits or accidental indemnity

Submit claims

Group policy

Claim medical expenses (OPD/IPD), hospital benefits or other benefits offered by your group policy

(Only for eligible group policies that have registered bank account with AIA)

Submit claims

Have policy

Read detail and continue

16:59

Easier way to submit a claim

Applicable for policy types below:

- Outpatient hospital treatment (OPD): maximum claim amount of 1,000,000 THB/treatment
- Inpatient hospital treatment (IPD): maximum claim amount of 1,000,000 THB/treatment
- Hospital income benefit (HB)

If you want to claim both individual and group policies, please claim only one policy type/time and specify claim individual or group policy, policy number and certificate number (if any) on your claim form or medical certificate.

Continue

No policy

Unable to proceed

17:16

Submit claim (individual)

Unable to proceed

Your policy is not applicable for this service. Please submit your claim with original receipt, medical certificate and related documents to:

- Your agent/broker/employer
- Customer Service Center at AIA office
- Mail directly to

AIA Company Limited

Document Receiving Center, 1st Floor AIA Tower 1, 181 Surawongse Road, Khwaeng Suriyawong, Bangrak, Bangkok 10500

(Please specify individual policy claim or group policy claim)

If you would like to file a claim for both individual and group insurance, choose to submit only one type of claim (any type), and write on the claim form or medical certificate "Forward this claim to Individual Insurance or Group Insurance for assessment." with the policy number and certificate number (if any).

How to Submit Claims online (AIA iClaim) (1/8)

1

Log in to AIA+ application and click “Manage claims” menu.

2

Select either Individual or Group Insurance.

3

Reads and accepts the terms and conditions of AIA iClaim. Then select policy and claimant name (this step for Group Insurance claims only.)

4

Fill in claim and hospitalization details and upload documents.

5

Review information and receive OTP for verification.

Accept Terms and Conditions

Cancel

Terms and conditions

- For any medical treatment occurring in Thailand solely, you shall submit each type of claim as follows:
 - Outpatient hospital treatment (OPD): maximum claim amount of 1,000,000 THB/ treatment/bill with claim submission within 90 days from the date of receiving medical treatment
 - Inpatient hospital treatment (IPD): maximum claim amount of 1,000,000 THB/ treatment/bill with claim submission within 90 days from the date of receiving medical treatment
- You consent to doctors, hospitals, other insurance companies, or related individuals, which contains personal information, including but not limited to health information, disability, sexual preference, biological information, genetic information, ethnicity, and past or future medical history, and you have agreed to disclose such information to AIA, AIA's insurance agents, or AIA's proxies, or insurance brokerage companies, or the policyholder, for insurance proposal, or payment under the insurance policy or any

☒ I have read and agreed to the terms and conditions

Continue

Select policy and claimant name

14:26

73%



Submit claim (group)



Select a policy

Policy number
0000015551-Group policy

Only for eligible group policies that have registered bank account with AIA

Insured
(MEMBER)

Policy number 0000015551
Certification number 3016248
Policyholder AIAxxxxPANY LIMITED
Member start date 11 Jun 1984
Policy year 1 Jan 2023 - 31 Dec 2023

Continue

- The insured reads and accepts the terms and conditions of AIA iClaim.
- Select the policy and claimant name (for group insurance claims only).
- For individual insurance claims, there is no policy and claimant selection process.



How to Submit Claims online (AIA iClaim) (4/8)

1

Log in to AIA+ application and click “Manage claims” menu.

2

Select either Individual or Group Insurance.

3

Reads and accepts the terms and conditions of AIA iClaim. Then select policy and claimant name (this step for Group Insurance claims only.)

4

Fill in claim and hospitalization details and upload documents.

5

Review information and receive OTP for verification.

Claim and Hospitalization Details

17:43 194 60% 15:58 83%

< Submit claim (individual)

Enter claim details

Treatment type
IPD

Cause of treatment

☒ Illness

☐ Accident

Treatment details

Cause of illness
อื่นๆ

Please specify
Test

Admission date
04 Jun 2023

Discharge date
05 Jun 2023

Hospital/Clinic name
127 โพลีคลินิก

Billed amount
88.00 THB

Amount cannot exceed 35,000 THB

Tell us what type of claim you need to make

The option available is based on policy benefits

Medical expenses including hospital benefits/accidental indemnity (if any) >

Hospital income benefit only >

Accidental indemnity benefit only >

Continue

Document Upload

9:41

< Submit claim

Upload supporting documents ⓘ

Total file size must be smaller than 10MB

Medical certificate

Upload file (JPG, PNG, PDF, TIFF)

RandomFileName1.JPG 5MB

RandomFileName2.JPG 5MB

Medical receipt

Upload file (JPG, PNG, PDF, TIFF)

RandomFileName1.JPG 5MB

RandomFileName2.JPG 5MB

Other (optional)

Upload file (JPG, PNG, PDF, TIFF)

RandomFileName1.JPG 5MB

Continue



How to Submit Claims online (AIA iClaim) (5/8)

1

Log in to AIA+ application and click “Manage claims” menu.

2

Select either Individual or Group Insurance.

3

Reads and accepts the terms and conditions of AIA iClaim. Then select policy and claimant name (this step for Group Insurance claims only.)

4

Fill in claim and hospitalization details and upload documents.

5

Review information and receive OTP for verification.

Review Information and Documents

15:59 100% 83%

< Submit claim (individual) :

Confirm your claim details

Billed amount **88.00 THB**

Insured Happy5 AModel5

Claim type Medical expenses including hospital benefits/accidental indemnity (if any)

Treatment type IPD

Cause of illness อื่นๆ

Please specify Test

Admission date 4 Jun 2023

Discharge date 5 Jun 2023

Hospital/Clinic name 127 โพลีคลินิก

E-transfer method Bank account

Bank ธนาคารทหารไทย จำกัด (มหาชน)

Account number XXX-XXX765-4

If you want to change payout option, go to "Receive payments" menu before submitting a claim

Supporting documents

Medical certificate rn_image_picker_....jpg

Receipt (original copy) rn_image_picker_....jpg

Medical claim form rn_image_picker_....jpg

Confirm

OTP

Cancel

Enter OTP

We've sent you an OTP to your contact details:
Mobile number: xxx-xxx-4040
Email address : cuxxxxxx@aia.com

3 4 5 1 7 0

Resend OTP (0s) Ref. no.: xxxxxx

Submit

1 2 3
ABC DEF
4 5 6
GHI JKL MNO
7 8 9
PQRS TUV WXYZ
0 X

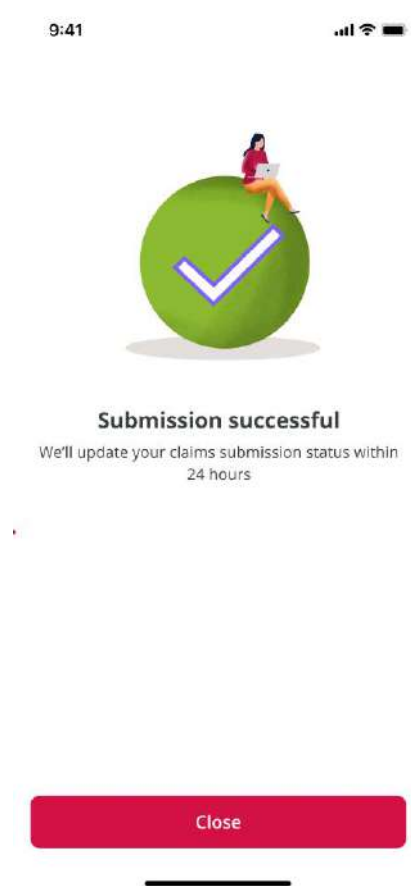
The insured reviews all claim information, uploaded documents, and pay-out channel before submitting the claim.



How to Submit Claims online (AIA iClaim) (6/8)

When claim submission is complete, the insured will see the display on the AIA+ application in 3 cases.

- 1 The claim has been submitted successfully. Do not need to submit the original documents used in this claim.



You can check the status of your claim submission in the AIA+ application within 24 hours

In addition to the on-screen display, the insured will be notified by email and SMS via phone number and email address which registered at AIA+ application.



How to Submit Claims online (AIA iClaim) (7/8)

2

The claim has been submitted successfully and also need to submit the original documents used in this claim.



You will receive an email to see details of required documents and a cover letter within 1 working day.

If AIA does not receive the original documents **within 15 days from the date as specified in the email**, AIA reserves the right to reject claims submitted through AIA+ application and you can file a claim through non-electronic channels instead.

Please submit your original documents through your insurance agent or broker you contacted, or by mail to:

AIA Company Limited
Document Receiving Center, 1st Floor, AIA Tower 1
181 Surawong Road, Bangrak, Bangkok 10500
(Please specify individual or group insurance claim documents)

To request the return of the original documents, please attach the "[Request Return Form](#)" with the original document submission. In case of full compensation, AIA reserves the right not to return the original documents.

In addition to the on-screen display, the insured will be notified by email and SMS via phone number and email address which registered at AIA+ application.



How to Submit Claims online (AIA iClaim) (8/8)

3 The claim has been submitted successfully while the AIA+ application has an error.

16:59 100% 95%



We're sorry
Something went wrong. Please try again.

Close



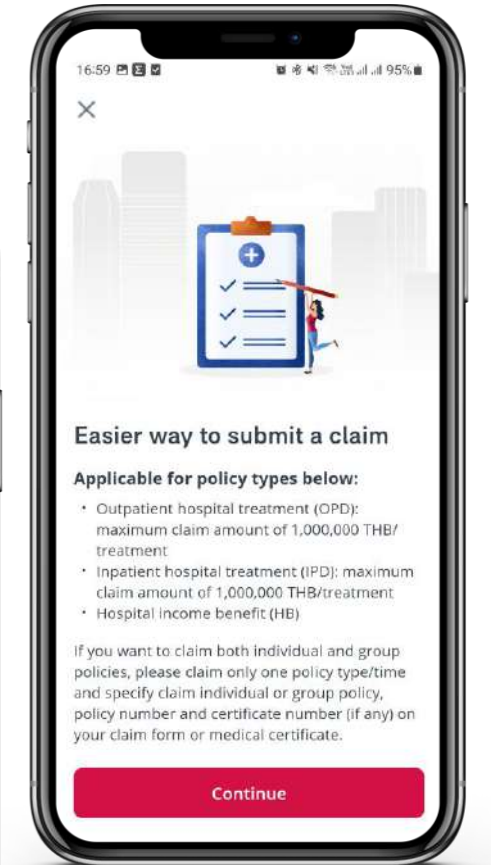
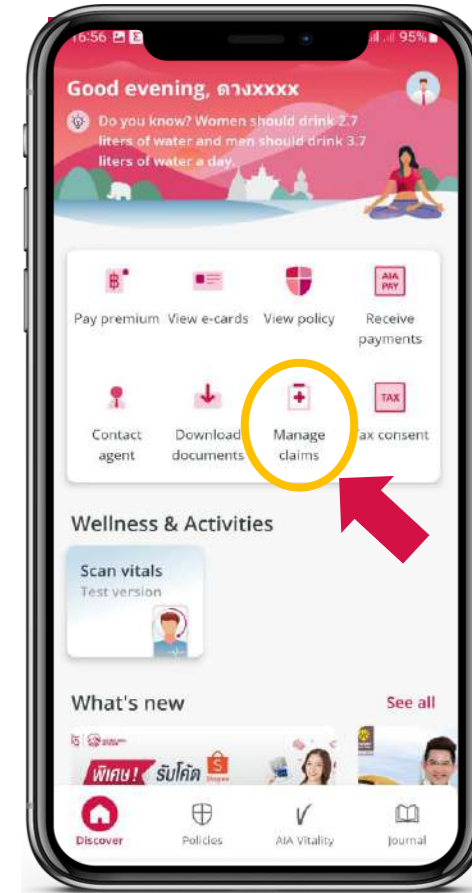
Please try submitting your claim via AIA+ application again.
If the system is still malfunctioning, you can proceed through normal channels;
including through the insurance agent or broker you contacted, submit your
claim documents by person or send them by mail to:

AIA Company Limited, Document Receiving Center, 1st Floor,
AIA Tower 1, 181 Surawong Road, Bangrak, Bangkok 10500
(Please specify individual or group insurance claim documents).



Agenda

- Online Claim Submission (AIA iClaim) via AIA+ Application Overview
- How to Submit Claims online (AIA iClaim)
- **Conditions for Various Types of Claims**



Conditions for Various Types of Claims (1/3)

- The Online Claims Service (AIA iClaim) covers medical treatment incurred in Thailand only. The benefits you can make claims through AIA iClaim are:
 - Out-patient treatment claim is up to 1,000,000 THB per treatment (including dental care, glasses and lenses, vaccine and health check-up, depending on overage in your policies)
 - In-patient treatment claim is up to 1,000,000 THB per treatment.
 - Hospital Benefits (HB)
 - Accidental Indemnity (AI)
- If your claim does not meet the criteria above, you will not be able to submit claim online through AIA+ application. Alternatively, you can submit claims through normal channels; including through the insurance agent or broker you contacted, submit your claim documents by person or send them by mail to: AIA Company Limited, Document Receiving Center, 1st Floor, AIA Tower 1, 181 Surawong Road, Bangrak, Bangkok 10500 (Please specify individual or group insurance claim documents).
- The criteria and considerations for claims payment are in accordance with the terms and conditions specified in the policy.
- AIA may request the submission of your original claim documents for further evaluation in certain cases.
- AIA reserves the right change, cancel, or amend any details or conditions by notifying in advance through the company's communication channels.



Conditions for Various Types of Claims (2/3)

Claim Type	Treatment Type	Claim Amount Limit per 1 Treatment (THB)	Information Needed	Required Documents
Medical expenses and hospital benefits/ accidental indemnity (if any)	Out-patient (OPD)	1,000,000	• Claim Type • Treatment Type • Cause (Illness or Accident) • Disease/ Symptom • Accident Date (in case of accident) • Hospitalization Date • Discharge Date (in case of IPD) • Hospital Name (not needed in case of Glasses and Lenses) • Claim Amount	Bills and Medical Certificate
	In-patient (IPD)	1,000,000		Bills, Medical Certificate, and IPD Claim Form
	Dental Care	1,000,000		Bills and Medical Certificate
	Glasses and Lenses	1,000,000		Bills
	Vaccine	1,000,000		Bills and Medical Certificate
	Health Check-up	1,000,000		Bills and Medical Certificate

Conditions for Various Types of Claims (3/3)



Claim Type	Treatment Type	Claim Amount Limit per 1 Treatment (THB)	Information Needed	Required Documents
Hospital Benefits only	In-patient (IPD)	N/A	• Claim Type • Treatment Type • Cause (Illness or Accident) • Disease/ Symptom • Accident Date (in case of accident) • Hospitalization Date • Discharge Date • Hospital Name	Medical Certificate, and IPD Claim Form
Accidental Indemnity only	Out-patient (OPD)	N/A	• Claim Type • Treatment Type • Cause (Illness or Accident) • Disease/ Symptom • Accident Date (in case of accident) • Hospitalization Date • Discharge Date (in case of IPD) • Hospital Name	Medical Certificate
	In-patient (IPD)	N/A		Medical Certificate, and IPD Claim Form

Learn more detail about AIA iClaim



<https://bit.ly/iclaimweb>



Thank you