



HEALTHIER, LONGER,  
BETTER LIVES

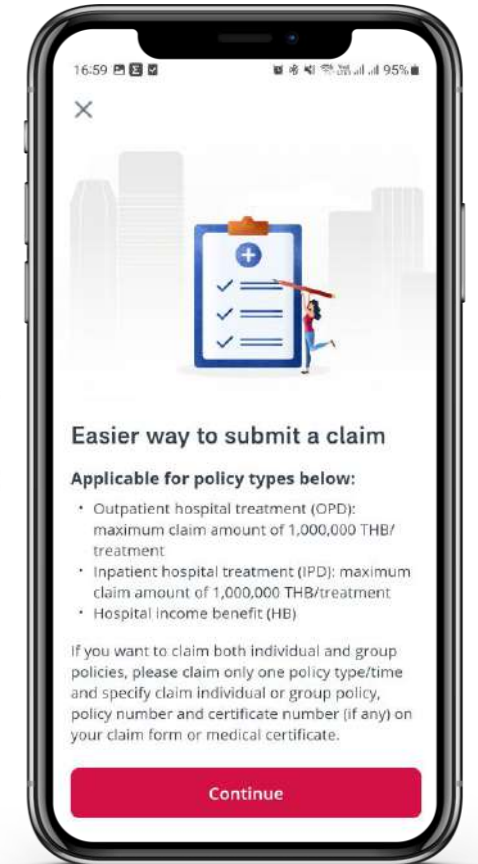
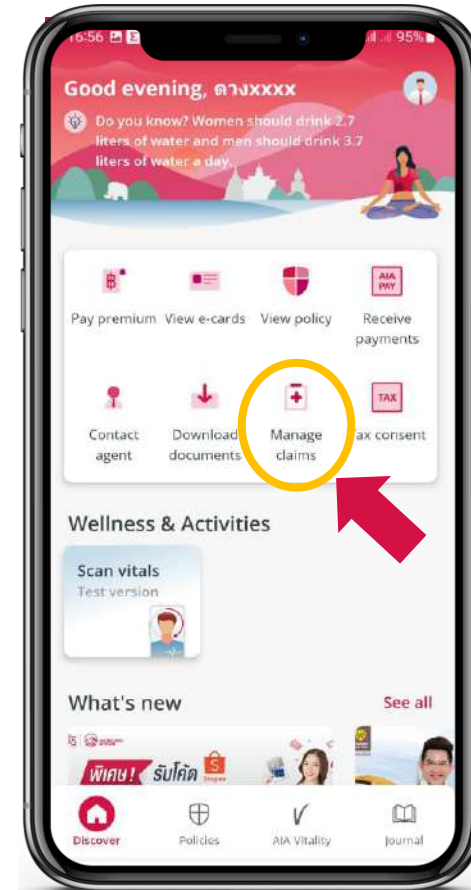
# USER MANUAL FOR ONLINE CLAIM SUBMISSION (AIA iClaim) VIA AIA+ APPLICATION

8 NOVEMBER 2023

# Agenda



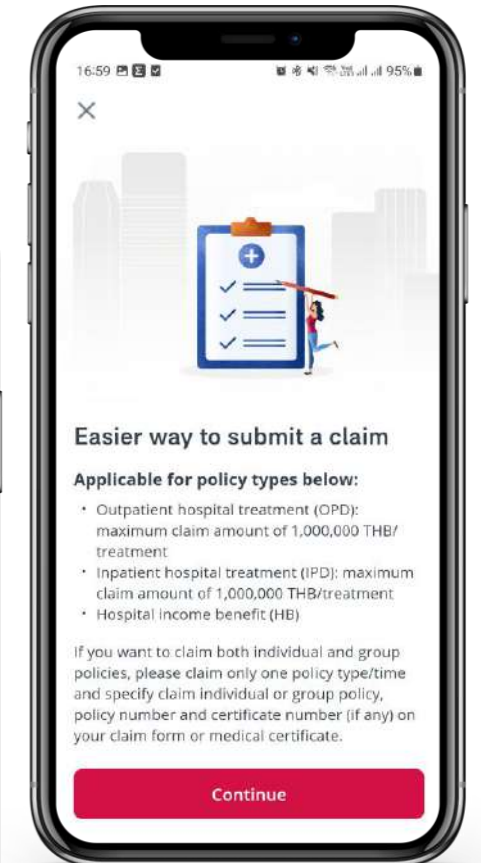
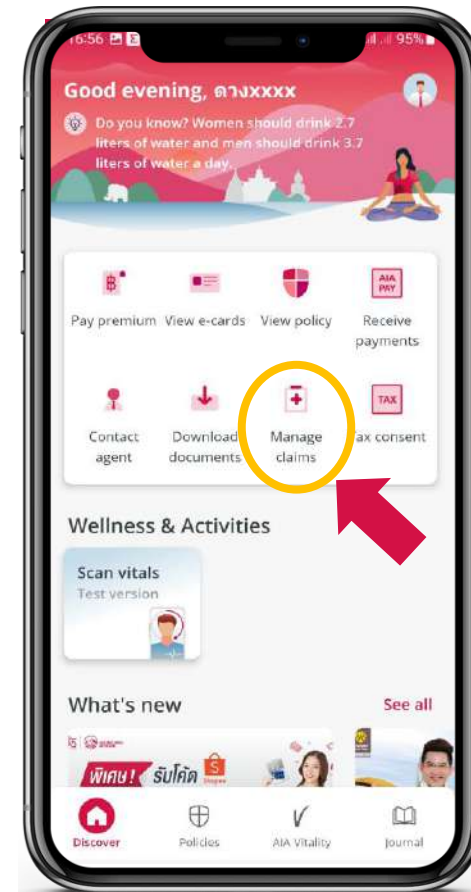
- Online Claim Submission (AIA iClaim) via AIA+ Application Overview
- How to Submit Claims online (AIA iClaim)
- Conditions for Various Types of Claims



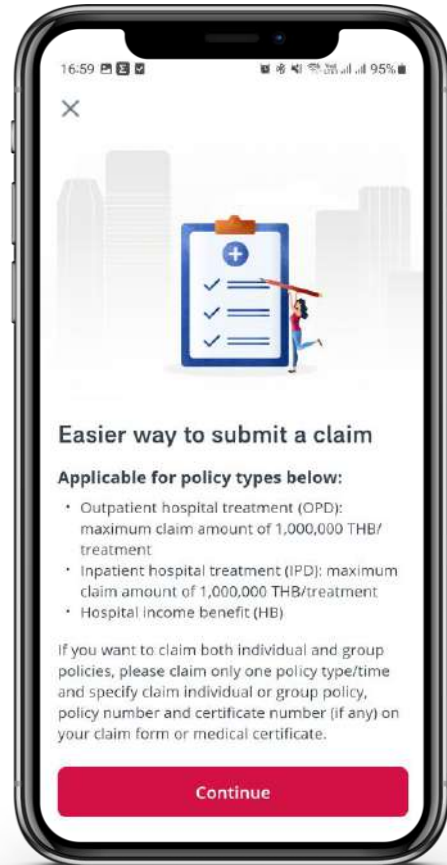
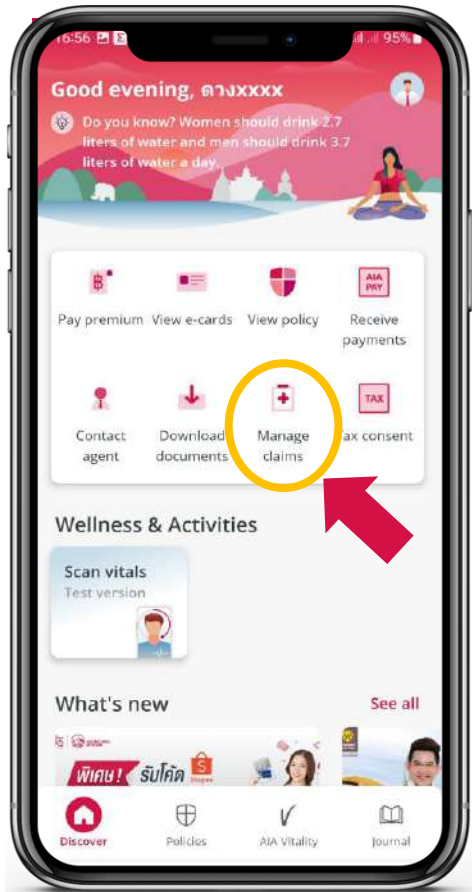
# Agenda



- 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

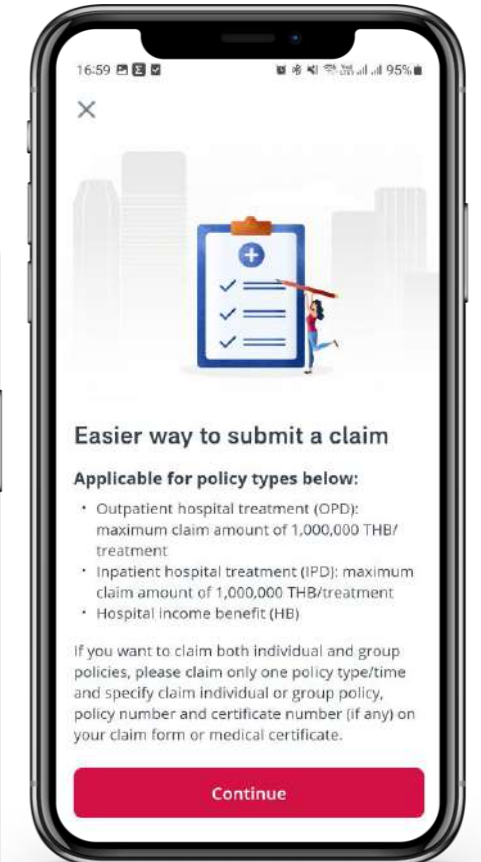
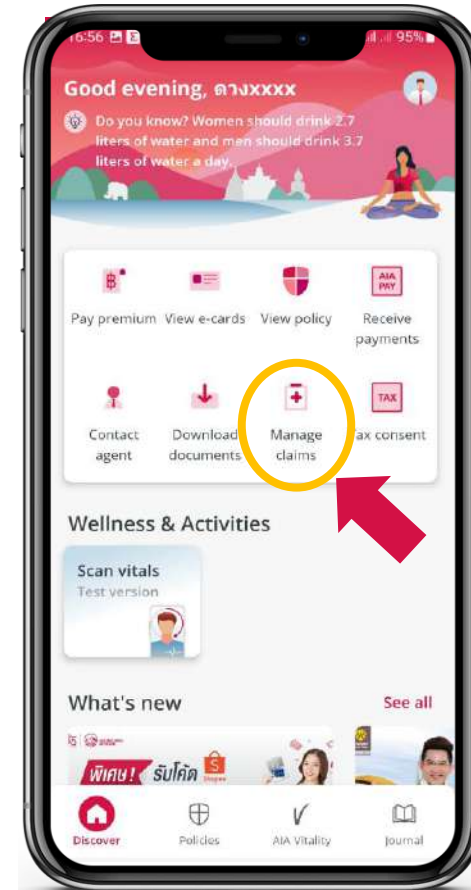
\*Watch VDO on how to apply to receive policy benefits via bank account (AIAPAY) at <https://youtu.be/DIYDr2E89b0?si=xcNL5tlqQVpnXACz>.

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

# Agenda

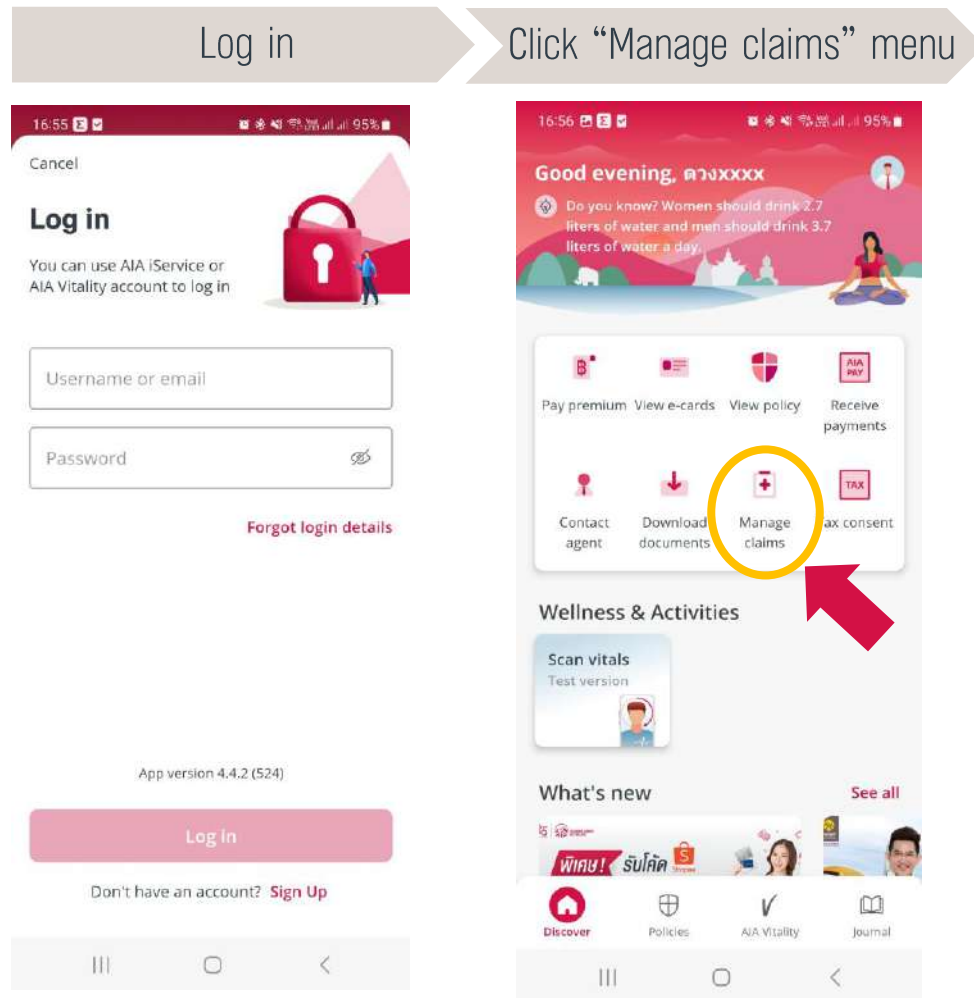


- Online Claim Submission (AIA iClaim) via AIA+ Application Overview
- **How to Submit Claims online (AIA iClaim)**
- Conditions for Various Types of Claims



# 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.



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](#).

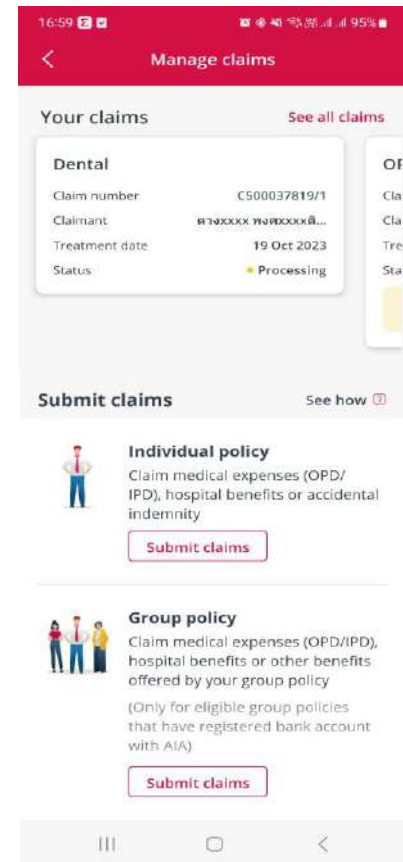




# How to Submit Claims online (AIA iClaim) (1/8)

- 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



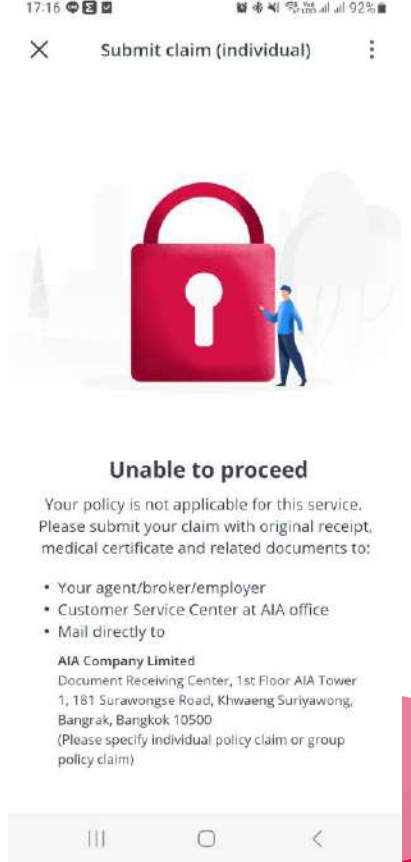
Have policy

Read detail and continue

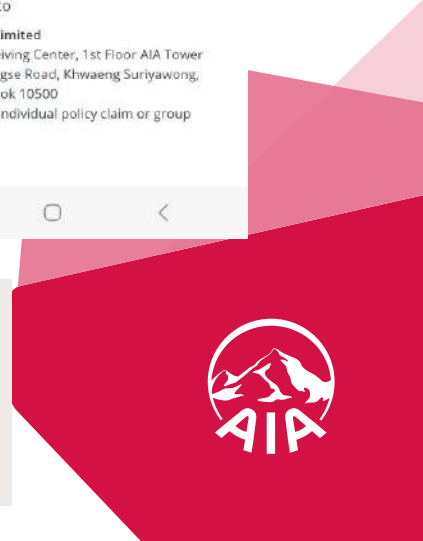


No policy

Unable to proceed



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

1. 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
2. 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.

The image displays two sequential screenshots of the AIA iClaim mobile application. The first screenshot, titled 'Claim and Hospitalization Details', shows a form for submitting an individual claim. It includes sections for 'Enter claim details' (Treatment type: IPD), 'Cause of treatment' (Illness selected), 'Treatment details' (Cause of illness: อื่นๆ, Admission date: 04 Jun 2023, Discharge date: 05 Jun 2023, Hospital/Clinic name: 127 ไพศาลคลินิก), and 'Billed amount' (88,00 THB). Below the form are three benefit options: 'Medical expenses including hospital benefits/accidental indemnity (if any)', 'Hospital income benefit only', and 'Accidental indemnity benefit only'. The second screenshot, titled 'Document Upload', shows the 'Upload supporting documents' section with three categories: 'Medical certificate', 'Medical receipt', and 'Other (optional)'. Each category has an 'Upload file' button and a list of uploaded files (e.g., RandomFileName1.JPG, RandomFileName2.JPG). A 'Continue' button is visible at the bottom of both screens.



# 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.**

The screenshot shows a mobile app interface for submitting a claim. At the top, it says 'Submit claim (individual)'. Below that, it asks to 'Confirm your claim details'. The details include: 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), and Bank (ธนาคารทหารไทย จำกัด (มหาชน)). The account number is XXX-XXX765-4. There is a note: 'If you want to change payout option, go to "Receive payments" menu before submitting a claim'. Below the details is a section for 'Supporting documents' with three items: Medical certificate, Receipt (original copy), and Medical claim form, each with a placeholder image. At the bottom is a red 'Confirm' button.

The screenshot shows an OTP verification screen. At the top, it says 'Enter OTP'. Below that, it says 'We've sent you an OTP to your contact details: Mobile number: xxx-xxx-4040 Email address : cuxxxxxx@aia.com'. There is a numeric keypad with the digits 3, 4, 5, 1, 7, 0 entered. Below the keypad is a red 'Submit' button. At the bottom is a standard numeric keypad with letters and a backspace button.

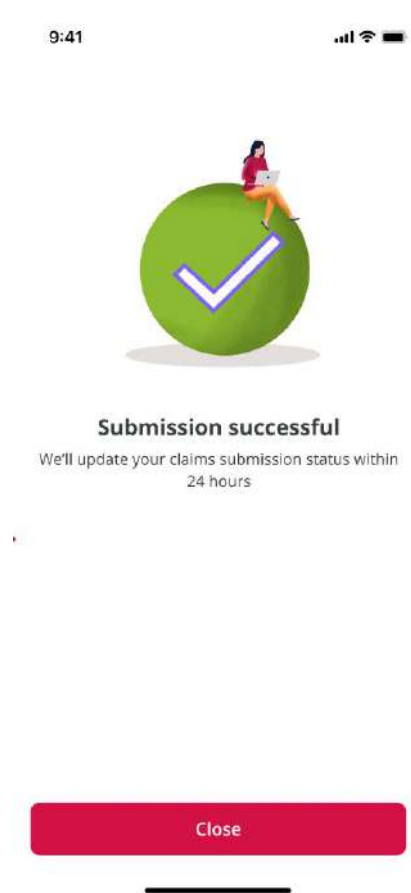
The insured reviews all claim information, uploaded documents, and pay-out channel before submitting the claim.



# 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.



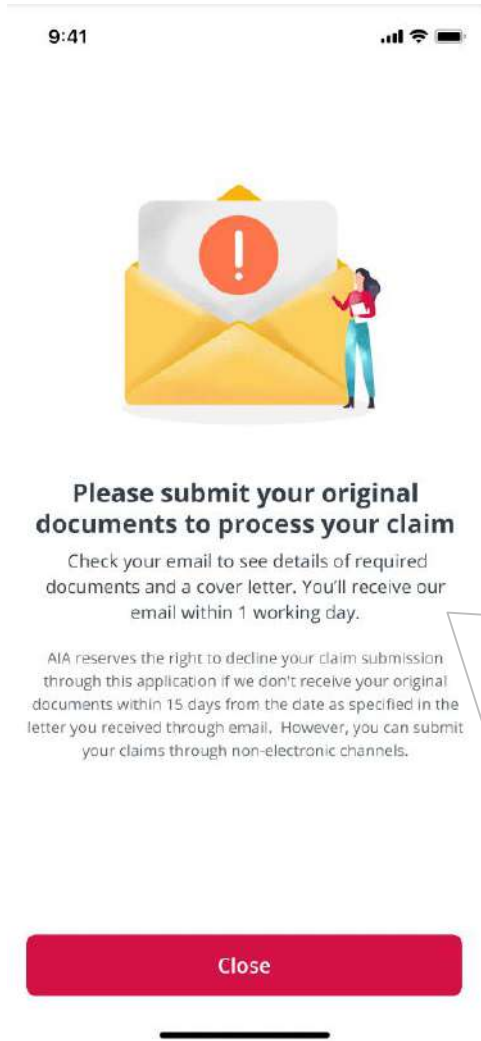
You can check the status of your claim submission in the AIA+ application within 24 hours

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)

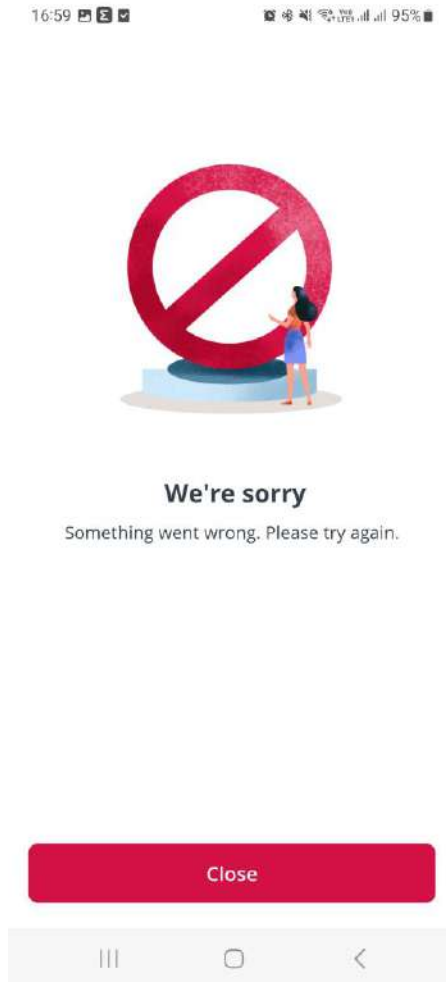
To request the return of the original documents, please attach the "[Request Return Form](#)" with the original document submission. In case of full compensation, AIA reserves the right not to return the original documents.

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.



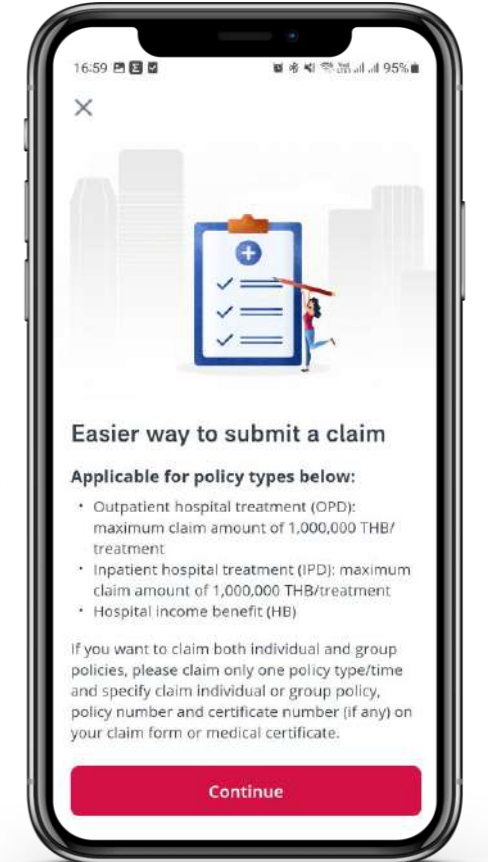
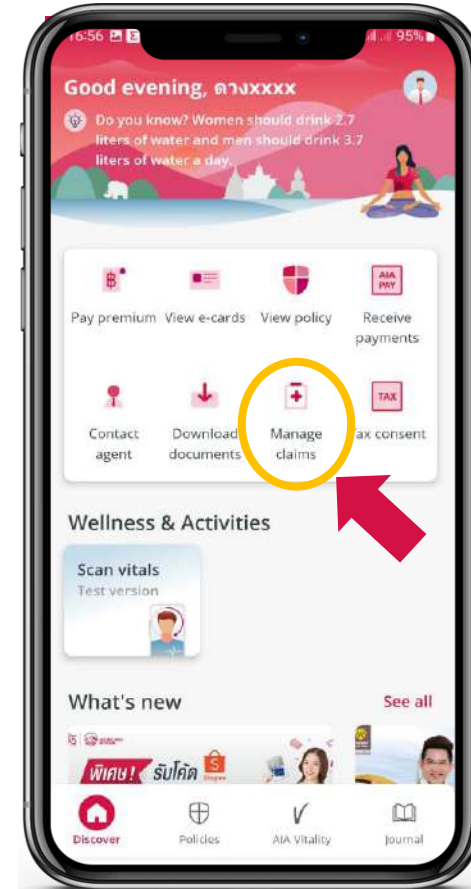
Please try submitting your claim via AIA+ application again.  
If the system is still malfunctioning, you can proceed through normal channels; including through the insurance agent or broker you contacted, submit your claim documents by person or send them by mail to:

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	<ul style="list-style-type: none"> <li>• Claim Type</li> <li>• Treatment Type</li> <li>• Cause (Illness or Accident)</li> <li>• Disease/ Symptom</li> <li>• Accident Date (in case of accident)</li> <li>• Hospitalization Date</li> <li>• Discharge Date (in case of IPD)</li> <li>• Hospital Name (not needed in case of Glasses and Lenses)</li> <li>• Claim Amount</li> </ul>	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		<b>Bills</b>
	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	<ul style="list-style-type: none"> <li>• Claim Type</li> <li>• Treatment Type</li> <li>• Cause (Illness or Accident)</li> <li>• Disease/ Symptom</li> <li>• Accident Date (in case of accident)</li> <li>• Hospitalization Date</li> <li>• Discharge Date</li> <li>• Hospital Name</li> </ul>	Medical Certificate, and IPD Claim Form
Accidental Indemnity only	Out-patient (OPD)	N/A	<ul style="list-style-type: none"> <li>• Claim Type</li> <li>• Treatment Type</li> <li>• Cause (Illness or Accident)</li> <li>• Disease/ Symptom</li> <li>• Accident Date (in case of accident)</li> <li>• Hospitalization Date</li> <li>• Discharge Date (in case of IPD)</li> <li>• Hospital Name</li> </ul>	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