

AIA Bhd.

Your Local Link to IGP in Malaysia

Why partner with AIA Bhd.?

Market leader

AIA Bhd. is the leading employee benefits insurance provider in Malaysia.

Dedicated teams

- A dedicated team of employee benefits consultants offer solutions based on detailed research and comprehensive analysis of employees' needs, company demographics and business environment.
- An experienced case management team investigates optimization of utilization to ensure charges are fair and reasonable.

Technology & innovation

AIA offers two self-service portals: My AIA Corporate Portal for HR personnel and My AIA Customer Portal for employees. Both enable convenient access for e-claims submission, checking benefits and claims usage and to receive e-notification of claim payment status.

- **My AIA app** – provides eMedical card facilities allowing members to pre-register clinic visits, view medical bills and submit claims. Members can view policy coverage and utilization, request Outpatient Letter of Guarantee and access Digital Health features.
- **Information on cost-benefit and utilization** - data gathered by AIA is analyzed and benchmarked against industry standards and compiled into various reports to allow for better management of employees' health and cost management.

Exclusive member services

- **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 the employee.

- **Group MedCare** - Access to Personal Medical Case Management services, ensuring employees receive the best possible treatment and on-going medical support from diagnosis to recovery.
- **AIA Med Express** – delivery of long-term medication at no added cost, exclusively for AIA covered members.
- **AIA VIP Card program** – value-added services to employers and employees.
- **AIA Vitality** – science-backed health and wellness program that rewards AIA members for making healthy choices.

Network coverage & management

- **Provider management** - AIA partners with more than 1,700 panel GP clinics nationwide and offers a Letter of Guarantee facility accepted by most major hospitals, providing cashless convenience for AIA covered members.
- **AIA platinum hospital network** – hospitals selected based on quality standards, affordability and customer experience to ensure quality healthcare at a sustainable cost. Members enjoy special benefits such as waiver of admission deposits, hospital administrative fees and fast lane/special counter for AIA members on selected Platinum Hospitals.
- **24 Hour call centre** – 24/7 access to information to members about medical benefits, coverage, and information on AIA's panel GP clinics and hospitals.



Facts & figures

- IGP Network Partner since 1982
- Financial strength ratings:
 - Fitch: **AA** (12/31/2024)
 - Moody's: **Aa2** (12/31/2024)
 - Standard & Poor's: **AA-** (12/31/2024)

Recent awards & recognitions

- In August 2024, AIA Malaysia was honored with the Digital Transformation of the Year award at the 9th Asia Trusted Life Agents & Advisers Awards in recognition of its innovative use of artificial intelligence (AI) technology.
- AIA Malaysia's AI innovations were also recognized at the prestigious Insurance Asia Awards 2024 with the AI Initiative of the Year – Malaysia award.
- Other awards in 2024 include:
 - Insurance Asia Awards 2024
 - Health Insurance Initiative of the Year – Malaysia
 - AI Initiative of the Year – Malaysia
 - Technology Excellence Initiative of the Year – Malaysia
 - Mobile App of the Year
 - Human Resources Online HR Excellence Awards 2024
 - Excellence in Corporate Wellness (Silver)
 - National Human Resources Leadership Forum 2024
 - Top Employers' Excellence Award



More information

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