

**AIA Bhd.:**  
**Healthier, Longer, Better Lives**

- **Market leader** – AIA Bhd. is the No.1 employee benefits insurance provider in Malaysia.
- **A dedicated team of consultants** - Solutions that are based on detailed research and comprehensive analysis covering employees' needs, company's demographics as well as the business environment.
- **Significant information on employees' cost-benefit and utilisation** - AIA's data gathered is analysed and benchmarked against industry standards and compiled into various reports that allow for better management of your employees' health as well as control of medical abuses and cost management.
- **Technological innovation** – Availability of Privilege card, e-payment, e-claim submission, e-notification on claim payment status, HR self-serve portal, employee self-serve portal as well as document management and imaging for AIA customers.
- **MyAIA Mobile App** - The App that comes with eMedical Card facilities – allows members to pre-register their clinic visitation, view medical bills and even submit their claims. Members can easily access their policy coverage, view their utilization and Letter of Guarantee. Available on iOS and Android.
- **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.
- **Letter of Guarantee issuance for ease of hospital admission** - issued to hospitals in the event of an admission or outpatient consultation once the diagnosis is proven to be a covered condition so that members can seek treatment immediately at AIA's panel hospitals.
- **AIA Med Express** – Door-step delivery service of long term medication at no added cost, exclusively for AIA covered members.
- **AIA Vitality** – First in Malaysia: a unique science-backed health and wellness programme that helps to incentivise AIA members with rewards for the healthy choices they make. And in 2017, AIA Vitality launched Malaysia's Healthiest Workplace – a comprehensive workplace survey in Malaysia that captures data in of the health and well-being of employees, as well as health strategies and activities practised by employers in the country.
- **Provider Management** - AIA partners with more than 1,700 panel GP clinics nationwide and offers Letter of Guarantee facility with most major hospitals for cashless convenience for AIA covered members.
- **Cost Containment** - The case management team looks into optimization of utilization across the different portfolios for the cashless facility. The main aim is to ensure that clients are able to receive the right care, and that medical inflation is managed through review of cases and ongoing feedback with AIA's partners.
- **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 exclusive benefits such as faster approval for Letter of Guarantee, waiver of admission deposits and hospital administrative fees.

**AIA Bhd.:**  
**Facts & Figures**

- IGP Network Partner since: 1982
- IGP's Share of the Group Portfolio: 9%
- Group EB Market Share (12/2019):\* 50%
- Group EB Ranking (12/2019): No. 1
- Solvency Ratio for AIA Co (12/2019): 415%
- Financial Strength Ratings (for AIA Co):
  - Fitch (current as per 12/31/2019): AA
  - Moody's (current as per 12/31/2019): Aa2
  - Standard & Poor's (current as per 12/31/2019): AA-

\* LIAM (Life Insurance Association Malaysia) New Business Statistics - Conventional only

**More Information**

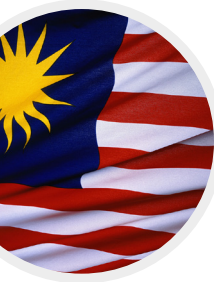
Mr. Desmond Ong

AIA Bhd  
Level 23, Menara AIA,  
99, Jalan Ampang,  
50450 Kuala Lumpur  
Malaysia

T +60 3 2056 1111 ext. 82394  
E Desmond-KP.Ong@aia.com

W www.aia.com.my





### Claims Processing & Claims Timeliness

Measurement of claims payment processing & timeliness	✓
Measurement of claims payment processing & timeliness per client	✓
Frequency of measurement reports	Monthly
Claims payment commitment	
- Death: 80% within 14 working days	✓
- Disability: 80% within 14 working days	✓
- Medical: 80% within 14 working days	✓

### Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Measurement of claims payment accuracy per client	-
Frequency of measurement reports	Monthly
Accuracy commitment: 95% of claims	✓

### Account Servicing: Responding to Inquiries

Inquiry commitment:	
- 95% within 1 working day for telephone inquiries	✓
- 95% within 5 working days for written inquiries	✓

### Premium Statements

Measurement of timeliness of premium statements (bills)	✓
Measurement of timeliness of premium statements (bills) per client	Upon request
Frequency of measurement reports	Monthly

### Policy Issuance per Individual

Measurement of timeliness of policy issuance	✓
Measurement of timeliness of policy issuance per client	-
Frequency of measurement reports	Monthly

### Helplines and IT Capabilities

Employee help line to respond to employee inquiries for medical insurance	✓
Employee help line to respond to employee inquiries for other covers	✓
Helpline availability 24/7	✓
On-line Administration (real-time)	✓





The information in this document is subject to change. Please contact your IGP Account Manager or [IGPinfo@jhancock.com](mailto:IGPinfo@jhancock.com) for more details.

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