

S\$21 Million Lost to Insurance Scams – Check Before You Act!

SCAMMERS IMPERSONATING INSURANCE PROVIDERS

Scammers are becoming increasingly sophisticated, often impersonating trusted insurance providers to deceive individuals.

In the first half of 2025 alone, over

791 Cases

have been reported, resulting in

S\$21 Million

in financial losses.



To protect yourself, always verify the authenticity of any communication claiming to be from AIA.

HOW TO IDENTIFY OFFICIAL AIA COMMUNICATIONS



SMS sender IDs used by AIA

- ✓ **AIA SG, AIASG**
- ✓ **From AIA, FROMAIA**
- ✓ **AIAeBenSG**
- ✓ **AIAVitality**

A sender ID is the name or number displayed as the sender of the SMS message.

These are the only verified SMS sender IDs used by AIA. If you receive messages from other IDs, be cautious and verify before responding.



Official email domains used by AIA



✓ **aia.com.sg**

✓ **aia.com**

Always check the sender's domain before clicking links or sharing personal information.

TIPS TO PROTECT YOURSELF



Do not disclose your username, password or OTPs to unverified sources.



Avoid clicking on links, calling numbers, or scanning QR codes from unsolicited messages.



Verify the sender's phone number or identity before responding.



Do not download apps from unknown or unofficial sources.

THINK YOU'VE BEEN TARGETED OR SCAMMED?

If the scam involves your AIA policy or account, please:

- Contact your AIA Consultant or Insurance Representative
- Contact AIA Customer Service
Local: 1800 248 8000 , Overseas: +65 6248 8000
Operating hours: Monday to Friday, 8.45am – 5.30pm

If the scam does not involve AIA directly or you're unsure:

- Report the incident to the National Anti-Scam Hotline at 1800-722-6688
- Use the ScamShield app to block and report suspicious numbers

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