

Dear Valued Customers,

Your well-being matters to us. Phone scams are on the rise and these calls are aimed at manipulating you to reveal personal information, which allows them to gain access to your insurance policy details, financial information and even personal health information. Fraudsters may also use the information they obtained illegally to perform **unauthorised transactions** such as taking a policy loan or surrendering your policy prematurely.

We are in this together and would like to share tips on how you can remain vigilant against scammers. Please exercise greater care when receiving standard voice calls or automated voice messages with the '+' prefix, particularly if you are not expecting any international calls.

How to Recognise Scam Calls?

Scam callers will usually hide their identities by spoofing a local number. Spoof calls usually contains the "+65" prefix.



What Should You Do to Safeguard Your Information?

Do not assume the caller is who they say they are

When in doubt, request for caller's name and department so that you may verify their identity with AIA.



Do not reveal your My AIA SG login credentials

Do not reveal any information related to your account as such My AIA SG login details and NEVER disclose your one-time pin (OTP).



Do not click on unknown links

Do not click on any authorisation links if you did not request for any service request. When in doubt, please contact AIA Customer Care or your AIA Insurance Representative for clarification.



Download ScamShield App

If you are using an iOS device, download the **ScamShield*** app to prevent scammers from contacting you.



*ScamShield is an initiative by the Singapore Police Force and the National Crime Prevention Council.

[Find out more about ScamShield](#) ▶

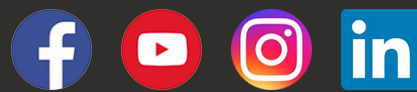
Contact us at 1800 248 8000 or (65) 6248 8000 from overseas, Mondays to Fridays between 8:45 am and 5:30 pm should you suspect any fraudulent transaction or unauthorised access to your account.

THE ONE-STOP APP FOR YOUR INSURANCE AND HEALTH NEEDS

Download the My AIA SG app and enjoy greater convenience today!



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