

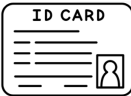


Impersonation Alert: Spot Scam & Stay Safe

Dear Customer,

Impersonation scams are on the rise. We have been informed of individuals pretending to be representatives of insurance companies or regulatory authorities. These scammers use highly convincing tactics to get you to provide your personal banking information or transfer money to them and have resulted in significant financial losses for many individuals.

Warning signs that you should look out for

 Pressure to act or make payment immediately	<p>Scammers may pose as your 'Insurance Representatives' and often pressure you to act immediately. Be cautious of unsolicited calls or messages claiming that there had been suspicious and/or unauthorised transactions, account suspensions, or outstanding payment for your policies.</p> <p>AIA Consultants / Insurance Representatives will never call on behalf of government officials. They will also never ask you to transfer money to them or pay them cash on behalf of AIA or government officials.</p>
 Suspicious Links	<p>Scammers may send SMS or email communications that look legitimate but contain links to fraudulent websites that have been setup to steal your information or install malware.</p>
 Request for Personal Information	<p>These individuals ask for personal details to commit identity theft and fraud. With your personal details, they can open new credit accounts, make unauthorised transactions, or sell your information.</p> <p>AIA will never ask for your personal or banking credentials such as user ID, password, one-time PIN (OTP) or security codes over the phone or via email.</p>

What should you do if you receive a suspicious call, email or SMS?

- ✓ Verify the caller's or sender's identity. You can consult your AIA Consultant/ Insurance Representative or call our hotline at 1800-248-8000 to verify the authenticity of a call, email or SMS on your AIA policy.
- ✓ Do not click on links provided in unsolicited emails and SMS.
- ✓ Never share any personal or banking credentials.
- ✓ Do not transfer money to the bank account of AIA Consultants / Insurance Representatives or pay them cash.

If you have any doubts or believe you have fallen victim into a scam involving your AIA policy, please verify with your AIA Consultant / Insurance Representative or call our hotline at 1800-248-8000 immediately. Additionally, you can report the incident to the National Anti-Scam Hotline at 1800-722-6688 or flag the number using the Scam Shield app.

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