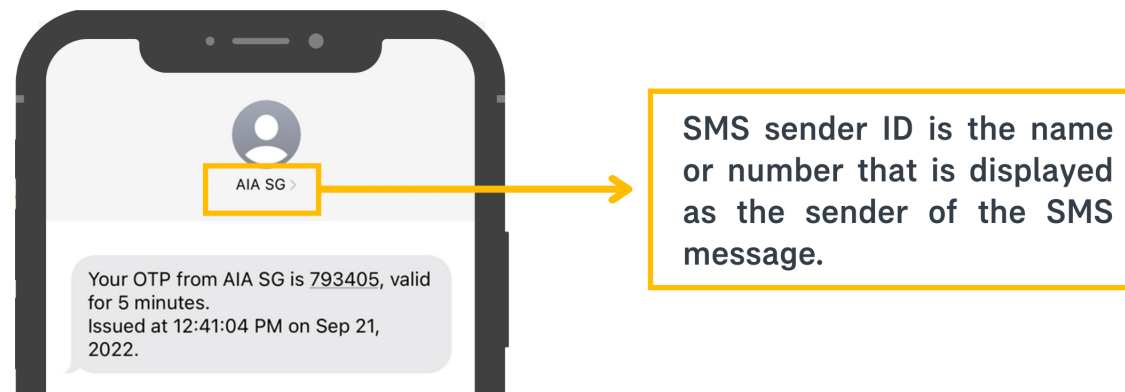




Dear Valued Customer,

With the surge in SMS scams, the Infocomm Media Development Authority (IMDA) has accelerated the setting up of the Singapore SMS Sender ID Registry.

WHAT IS SMS SENDER ID?



AIA Singapore has been using sender IDs registered with IMDA's SMS Sender ID Registry to send you messages since 10 August 2022. It is important to stay vigilant against SMS phishing by verifying the legitimacy of the sender's phone number and/or identity. Please do not click on URLs in unsolicited emails and text messages.

Here is a quick summary of the SMS sender IDs used by AIA Singapore for your reference:

SMS sender ID	Types of SMS you may receive from AIA Singapore
AIA SG / AIASG / From AIA / FROMAIA	Customer survey, one-time-password and notifications from AIA applications
AIAeBenSG	One-time-password from AIA eBenefits
AIAVitality	Notifications regarding AIA Vitality

PAYOUTS WITHOUT PREFERRED PAYMENT MODE WILL BE VIA PAYNOW-NRIC/FIN

At AIA Singapore, we are progressively moving towards the nation's objective to be cheque-free. We have started to issue premium refunds and coupon via PayNow-NRIC/FIN from September 2021 and September 2022 respectively. Coming forward, payouts for maturity proceeds will be via PayNow-NRIC/FIN.

Maturity Proceeds
below SGD\$200,000
(Effective October 2022)

Coupon Benefits
below SGD\$200,000

Premium Refunds
below SGD\$2,000

WHY OPT FOR DIGITAL PAYMENT?

Transactions are Safe and Secured

Seamless Policy Application Experience

Faster Payouts

Reduced Carbon Footprint

REGISTER FOR PAYNOW-NRIC/FIN TODAY

Please note that PayNow-NRIC/FIN is not the same as PayNow-Mobile. Before you can receive payouts via PayNow-NRIC/FIN, please complete a one-time registration to link your NRIC number to your PayNow Profile via your bank portal.

For more information on how to protect yourself from scams, please visit AIA Singapore's security webpage using the QR code.



AIA is committed to protecting our customers from potential scams and addressing concerns over security issues when you conduct digital transactions with us. If you suspect any fraudulent transaction or unauthorised access to your account, please contact us at 1800 248 8000 or +65 6248 8000 (from overseas), Mondays to Fridays between 8:45am and 5:30pm.

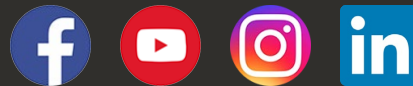
The One-Stop App For Your Insurance And Health Needs

Download My AIA SG app and enjoy greater convenience today!



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