



## Don't Be Fooled: Protect Yourself from AI-Powered Scams

Dear valued customer,

Have you ever received a phone call that sounded exactly like your insurance agent, a government official, or even a close friend? Sophisticated scammers are using AI to mimic voices, tricking unsuspecting victims into revealing sensitive information. Don't let yourself be fooled by voice phishing and learn how to protect yourself from these scams.

### HOW DOES VOICE PHISHING WORK?

- 1 **Imitate**  
They use AI to mimic voices of trusted individuals, like your bank, insurance company or a friend.
- 2 **Urge immediate action**  
They create a sense of panic, urging you to take immediate action.
- 3 **Gather information**  
They ask for sensitive details like passwords, account numbers, or one-time passwords.
- 4 **Steal Your Money**  
Once they have this information, they can access your accounts and steal your money.

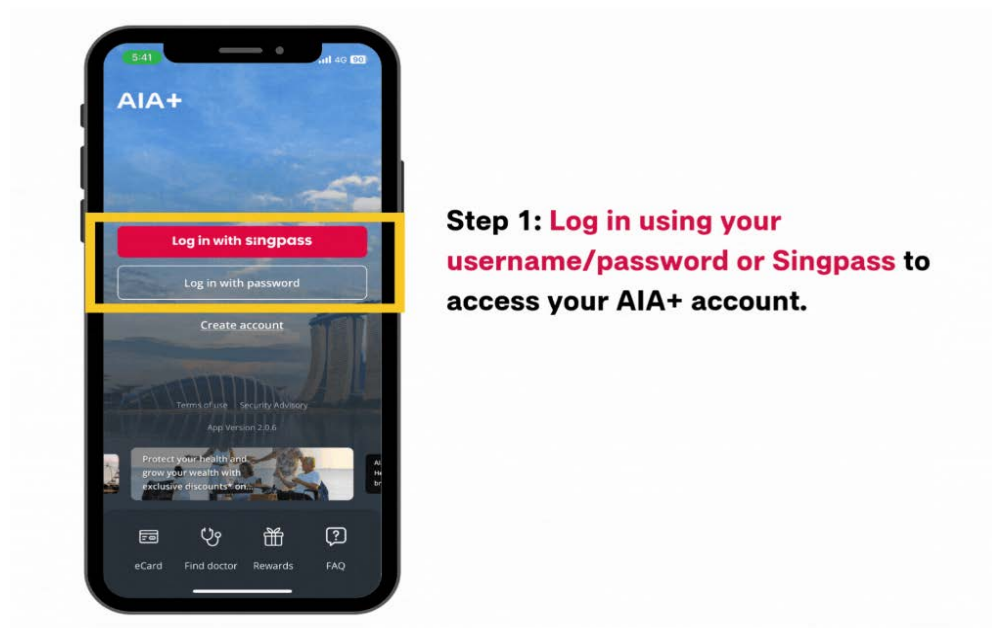
### STAY VIGILANT AND H.A.C.K YOUR WAY TO SCAM PROTECTION!

<b>H</b> <b>Heed</b>	If someone pressures you for personal information, end the call immediately. Legitimate callers will never rush you or ask for sensitive information.
<b>A</b> <b>Analyse</b>	If you are uncertain about the caller's identity, reach out to the individual the caller claims to be via a different channel to verify.
<b>C</b> <b>Confer</b>	Share your experience with friends and colleagues to help protect them from scams.
<b>K</b> <b>Know what to do</b>	<p><b>Report:</b> Forward any suspicious messages or recordings to the relevant authorities or anti-phishing teams.</p> <p><b>Block:</b> Block the scammer's number to prevent future contact.</p> <p><b>Inform:</b> Alert your contacts (e.g., insurance agent, friend) about the attempted scam to prevent further incidents.</p>

### TAKE CONTROL OF YOUR DIGITAL SECURITY BY REGISTERING YOUR DEVICE TODAY

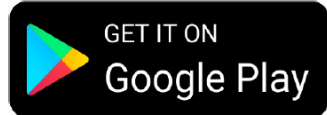
In light of recent phishing attempts, we strongly encourage you to register your device to enhance your account security. This simple step helps detect suspicious activity and reduces the need for frequent OTP verification.

Here's how:



Your one stop app and portal for all your financial, health and wellness needs

Enjoy greater convenience with AIA+ today!



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.