



Your safety matters: How to spot and avoid scams

With scams becoming more common and convincing, we know it can be difficult to tell what's legitimate. Taking a moment to pause and check before responding can help keep your personal information and finances safe.

Watch out for these common scam signs



Investment or crypto offers that promise unusually high returns or sound too good to be true.



Suspicious SMS or emails asking for passwords, one-time passwords (OTPs), or containing unfamiliar links or attachments.



Unexpected calls claiming your policy has expired or needs payment and pressuring you to transfer money to “cancel” or “reactivate” it.

Ways to protect yourself

1. Pause and check

Always verify the request through official or trusted channels before responding.

2. Keep your details private

Never share your passwords, OTPs or banking details with anyone.

3. Avoid clicking on unfamiliar links

Check the sender's details carefully. When in doubt, avoid the link and visit the official website directly.

Not sure about a call, email or SMS?

AIA will never ask for sensitive information such as your password or OTP. Verify it directly with your AIA Consultant / Insurance Representative, or contact our Customer Service team:

 1800 248 8000 (Local), +65 6248 8000 (Overseas)
 Monday to Friday, 8.45am – 5.30pm

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