



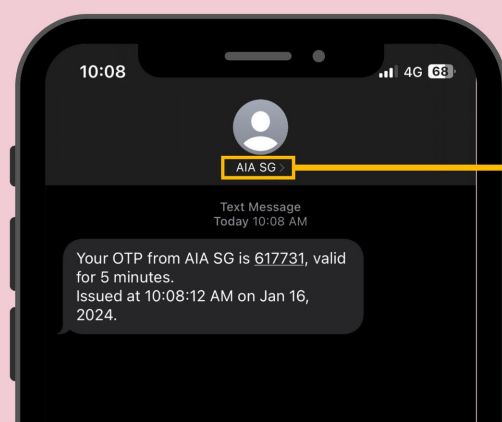
Protect yourself against unsolicited SMS messages and emails

Dear Valued Customer,

We would like to share how you can verify the authenticity of SMS and Emails from AIA Singapore.

THINGS TO LOOK OUT FOR:

- 1 Emails and SMS messages from AIA will not include clickable links that require your account details or personal identifiable information. Do not disclose your username, password, or One-Time Passwords (OTPs) to unverified sources. AIA staff and government officials will never request for your account details and OTPs through SMS, voice calls, or unofficial websites.
- 2 The sender's email address should have the correct spelling of "aia.com.sg" or "aia.com" as its domain. Verify the legitimacy of the sender's email address/identity and do not click on any malicious links and/or attachments.
- 3 SMS messages from AIA will be sent from the following sender ID:
 - AIA SG/AIASG
 - From AIA/FROMAIA
 - AIAeBenSG
 - AIAVitality



SMS sender ID refers to the name or number that is displayed as the sender of the SMS message.

WHAT SHOULD I DO IF MY DEVICE OR ACCOUNT DETAILS HAVE BEEN COMPROMISED?

1. Reset your password and turn on airplane mode.
2. Ensure that your mobile phone's Bluetooth, mobile data and Wi-Fi are turned off.
3. Run an antivirus scan on your device.

If you require further assistance, please contact us at 1800 248 8000 or +65 6248 8000 (overseas). Alternatively, you can visit the AIA customer service centres at these two locations:

Finlayson Green

1 Finlayson Green, Singapore 049246

Tampines

3 Tampines Grande, Singapore 528799.

Click [here](#) to visit our security advisory webpage for security tips and to find out more about our security measures.

Enjoy greater convenience
with My AIA SG today!



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[AIA Personal Data Policy](#)