



## AIA Singapore

Corporate Solutions  
3 Tampines Grande  
AIA Tampines, #07-00  
Singapore 528799

AIA.COM.SG

### EBENEFITS USER ID REQUEST FORM

REQUESTER NAME :		DATE :	
COMPANY NAME :		DESIGNATION :	
COMPANY ADDRESS :		CONTACT NUMBER :	
		EMAIL ADDRESS :	

S/N	PREFERRED USER ID (in capital letters)	EMAIL ADDRESS (company issued email address only)	MOBILE NUMBER (for OTP purpose)	USER TYPE	POLICY NUMBER	FOR AIA USE ONLY	
						APPROVED BY:	ISSUED BY:
1.							
2.							
3.							
4.							
5.							

**REMARKS:** Please refer to [Terms of use](#) and [Important Notes](#) on pages 2 and 3 for detailed instruction on valid user ID formats and other important notes.

#### AGREEMENT / CONSENT

1. I have read the information about the use of electronic records to access Policy Records maintained by AIA Singapore.
2. I consent to the use of electronic signatures to access and sign Policy Records with AIA Singapore in place of written documents and handwritten signatures.
3. I have an account with an Internet service provider and I am able to send e-mail(s) with hyperlinks to websites.

\_\_\_\_\_  
Authorized Person and Signature\*

\*Mandatory

\_\_\_\_\_  
Date



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**eBenefits will serve as a one stop online information resource and services for AIA Group insurance business. The system provides quick and direct access to key information and functionality.**

### **TERMS OF USE AND AGREEMENT TO USE ELECTRONIC RECORDS AND SIGNATURES**

This notice contains important information that you are entitled to receive before you consent to transact business with us electronically. Please read this notice carefully.

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### **IMPORTANT NOTES:**

1. Preferred User ID

You may specify your own user ID but the format should be as follows:

Format: [aaaaaaaaa@polno](#) (max. 20 characters)

Where "[aaaaaaaaa](#)" is your preferred name 14 characters or less.

- @ is mandatory
- polno will be the last five (5) digits of your policy number (e.g. polno is 0000012345, the last 5 digits will be 12345)

Sample of a valid User ID: [myname@12345](#)

2. Please email the form, duly signed and stamped with your Company Stamp to [sg.eb.customer@aia.com](mailto:sg.eb.customer@aia.com)
3. Your password will be emailed to you within 5 working days.
4. If your policy is on Headcount administration, the member information may not be complete due to the nature of this administration.
5. AIA shall not be liable for any unauthorized access of eBenefits.
6. For staff with eBenefits access, please inform us promptly of their resignation in advance.

Thank you for using AIA's Services