

FREQUENTLY ASKED QUESTIONS

- 1. Is [My.DMC Eclaims@aia.com](mailto:My.DMC_Eclaims@aia.com) still a valid submission channel for Medical reimbursement and PA claims?**

Effective 16 November 2021, MY.DMC_eclaims@aia.com will not be accepting Individual hospitalization claims submission. These claims can be submitted through e-claims via My AIA App and AIA Corporate Portal or manually at any one of AIA's Branches.

- 2. Can customers submit bills amounting to more than RM 500 via My AIA App and AIA Corporate portal?**

The RM 500 capping has been removed effective 9 November 2021, customers can submit bills more than RM 500.

- 3. Can customers or agents use the Accident Claim forms to submit claims under Individual medical policy for manual submission?**

No, customers are advised to use the Hospitalization claims form when claiming under the Individual medical policy benefits.

- 4. Are agents still allowed to submit the Life claims using My.DMC_Eclaims@aia.com?**

Yes, all Life claims can still be submitted via My.DMC_Eclaims@aia.com until further notice.