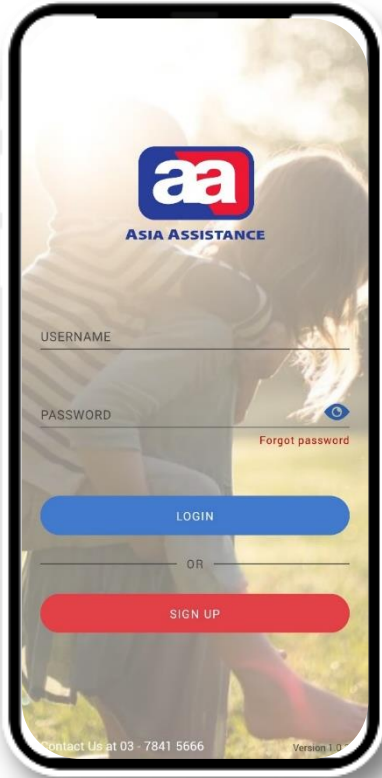




AA Health 360 Mobile App By

Access Your Inpatient Needs In One App



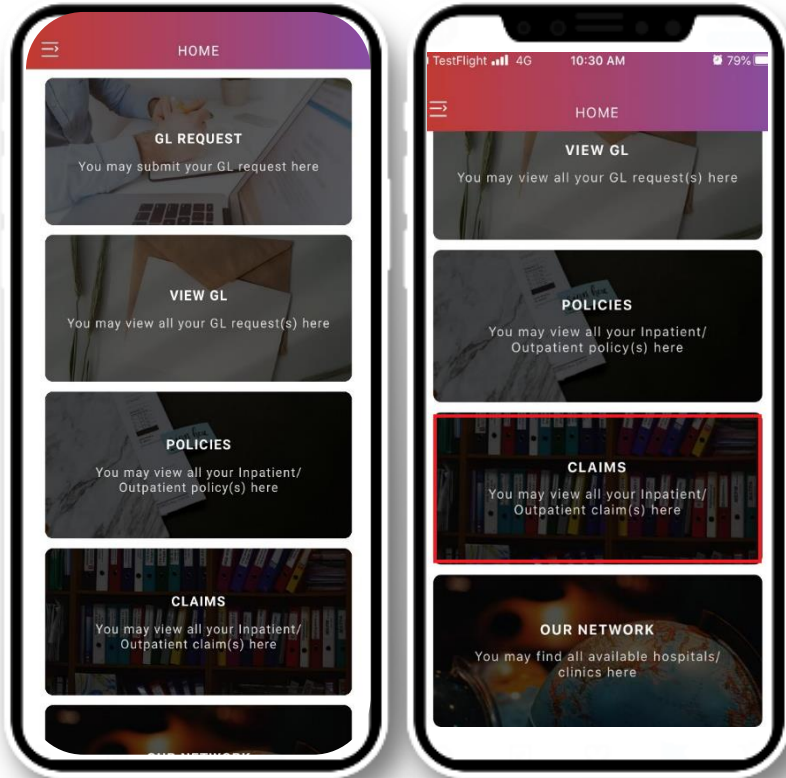
Say hello to the all-new AA Health 360, a health insurance mobile app developed by Asia Assistance Network to provide quality, reliable and convenient health care services to you!

If you're a new or existing policyholder of any of the below health policy, you're eligible to utilize the app!

- International Exclusive (Exclude Group International Exclusive Business)
- SmartCare Executive
- SmartCare Optimum
- SmartCare Optimum Plus

Contact AXA Customer Service (03-2170 8282 or customer.service@axa.com.my) or your AXA Partner to get an exclusive email invitation to download the app.

AA Health 360 enables you to access all your needs in one place!



Policy/Benefit Enquiry

Check the coverage details and benefits.



Request Letter of Guarantee (GL)

Request for GL and receive status notification.



Medical Provider Search

Flexible Search Criteria and Proximity Suggestion.



Access to E-Card

e-Medical Card for easy identification.



View Claim Details

Select specific case history and view claim status.

How Do I Sign Up?

1



Contact AXA Customer Service
(03-2170 8282 or
customer.service@axa.com.my)
or your AXA partner to get an
exclusive email invitation

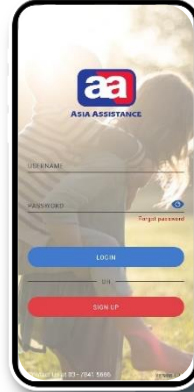
2

**Download
AA HEALTH 360 app
on your mobile**



3

Click **Sign Up** on
the app login
screen



YOU'RE ALL SET!

Key in your unique
credentials, create
username and password
to complete the process!

4



Frequently Asked Questions

→ **How do I sign up for AA Health 360 app?**

- Step 1: Contact AXA Customer Service (03-2170 8282 or customer.service@axa.com.my) or your AXA partner to update your email address and get an exclusive email invitation.
- Step 2: Download AA Health 360 from Apple App Store or Google Play.
- Step 3: Click 'Sign Up' and register using the unique login credentials provided in your invitation email, and you're all set to enjoy the app!

→ **Which mobile platform can I use the AA Health 360 on?**

- The AA Health 360 app is available for both iOS and Android users and can be downloaded on Apple App Store and Google Play.

→ **Do I need different logins to see different policies insured under AXA Affin General Insurance?**

- Don't worry, there's no need for that! The Principal will only need to create 1 single login ID to access to all active policies (including eligible dependent policies) insured under AXA Affin General Insurance.

→ **How many email addresses can be used for sign up?**

- Only one email address can be used in the mobile app sign up process.

→ **What will happen if I'm no longer using the email address that is used to sign up the mobile apps?**

- Please request for an update of profile information from AXA Affin General Insurance. The new login credentials will be sent to your new email address accordingly.

Frequently Asked Questions

→ **What is the validity period for the user login credential sent via the invitation email?**

- There is no validity period but the login credential is subject to the changes of your profile. New login credential will be sent to you following changes of email address and the status of your policy.

→ **Can I login to the mobile app after my policies have expired?**

- Unfortunately no. You can only access the AA Health 360 app within 30 days from your policy expiry date. Your access will be terminated if there is no renewal of your policy within 30 days of your policy expiry date.

→ **Can I request guarantee letter for overseas admission via AA Health 360 app?**

- Unfortunately no. The GL request in the mobile app is only applicable for admissions to panel hospital within Malaysia. If you are entitled for cashless GL facility for overseas admissions, please contact Asia Assistance 24/7 call centre at 03-76283729 or 03-78415600 for assistance.

→ **Who do I contact if I have enquiries or issues with the AA Health 360 app?**

- Should you require any support in using the AA Health 360 app, please contact Asia Assistance call center at 03-7841 5666 or email support@asia-assistance.com

→ **What should I do if I forgot my User ID or unsure if I have set up an account?**

- For lost User ID, kindly contact Asia Assistance call center at 03-7841 5666 to retrieve your User ID. To request for a change of password, click “Forgot Password” at the login screen to reset your password.



Thank you