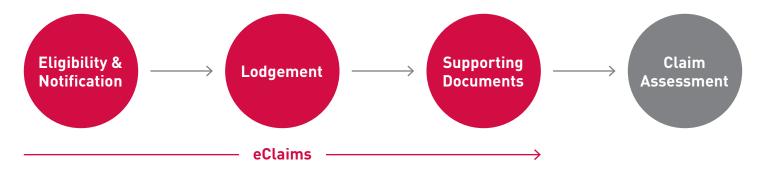
eClaims

Quick Reference Guide - eClaims Login

FOR ADVISERS



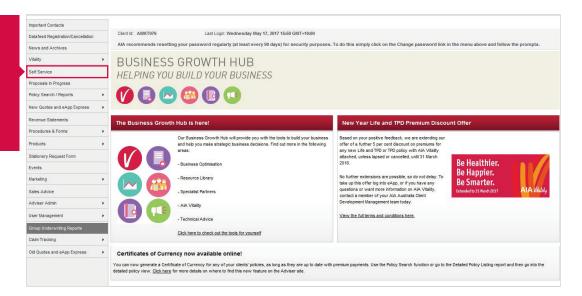


What will be covered in this guide?

- Logging-in Basic navigation
- Logging-out
- Finding Help?

Logging-in

- 1. Log in to the secure AIA Australia Adviser Site
- 2. Select the Self Service menu to access policy information and to create a claim



- 3. Use the Search panel on the left side of the screen
- 4. Enter the Policy No. OR Name and Date of Birth of the Life Insured
- 5. Click Search

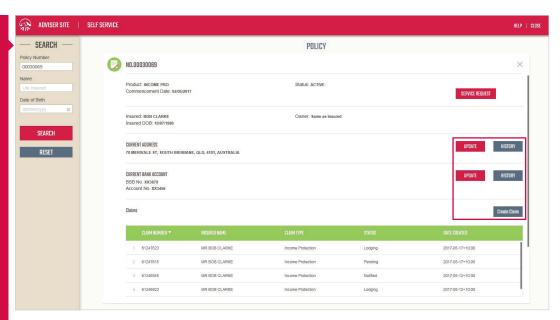


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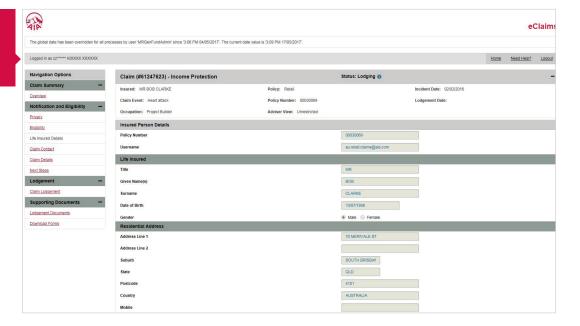
- 6. If searching on the Life Insured's Name and Date of Birth - a list of Policies will be returned
- 7. Select the correct Life Insured person by clicking on the Policy No.
- 8. If searching on the Policy Number – the specific policy will be returned

NOTE: Ensure Life Insured's address is checked prior to creating a new claim - the address information cannot be edited in eClaims once the claim has been lodged

9. Click Update to check and update Client address information

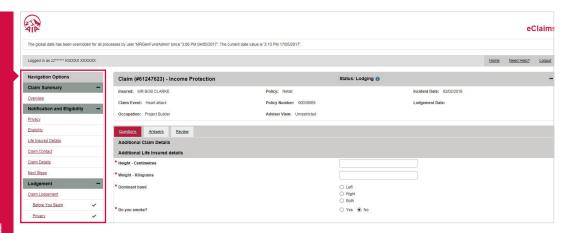


10. Click Create Claim to open eClaims and commence completing the claim



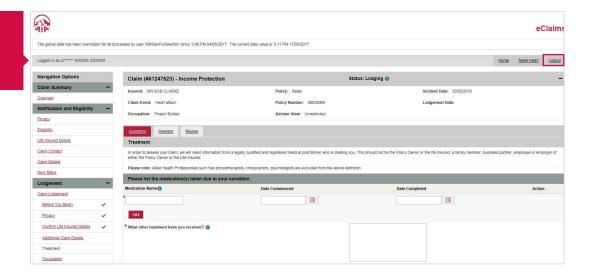
Navigation

- 1. There is a navigation pane on the left of the screen that can be used to navigate during lodgement of the claim
- 2. As the claim progresses, more details will be added
- 3. You will be able to see what steps have been completed and what waiting to be completed



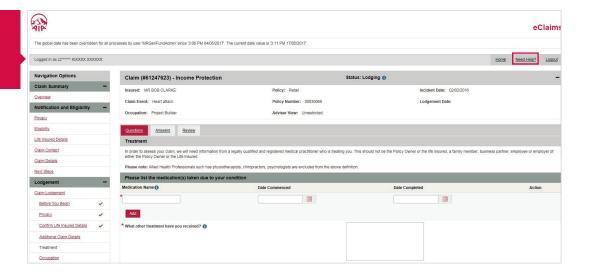
Logging-out

1. To Logout, click on the Logout link in the top right corner of the screen.



Finding help

1. For help, click on the Need Help? Link in the top right corner of the screen.



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