

## Regional solutions

# AIA Malaysia FACT SHEET

April  
2025



HEALTHIER. LONGER.  
BETTER LIVES

## AIA Malaysia's Unique Selling Points

- **Value Added Product/Services**

Hybrid Medical Plan, HolistiCare Solution, Mental Health Solution, Group MedCare (Personal Medical Care Management), AIA Med-Express, MSK Health Program

- **Portable Voluntary Solutions**

Exclusive Enhanced Employee Coverage Options & Campaigns, Corporate Vitality

- **Members Self-Service Portal**

Online claims submission, Viewing of claims and employee benefits plan

- **Members Mobile App**

AIA+ App with e-medical card facilities, Online Claims Submission, e-letter referrals, e-Letter of Guarantee (e-LoG), e-notification services, and Life+ Rewards

- **HR Self-Service Portal**

e-Enrolment, Resource Centre, View and Download of Policy Details, Bill & Statements, and Claim Reports

- **Round The Clock Access**

24-Hour call centre line is available in Bahasa, Malaysia, Mandarin and English.

- **AIA Healthcare Hospital & Smart Hospital Network Nationwide**

AIA Healthcare Hospitals offer improved corporate rates for health care services provided to your employees.

- **WorkWell with AIA**

AIA WorkWell is a corporate health and wellness programme that can be tailored to your business needs.

- **Vitality**

Corporate Vitality is available at AIA Malaysia

AIA Bhd. is a leading insurer in Malaysia, where we have been privileged to do business since 1948. We offer a suite of financial solutions including Protection, Health, Personal Accident, Employee Benefits, General Insurance, Mortgage and Retirement products to meet our customers' protection and financial security needs at every life stage.

Through our wide and diverse distribution footprint which comprises of more than 17,000 strong Life Planner force, our exclusive bank partner's branches nationwide as well as corporate sales teams and brokers, we give our customers the choice of deciding how, when and where they connect with us.

Part of the AIA Group, the largest independent publicly listed pan-Asian life insurance group, AIA Bhd. has the financial strength, experience, service centre network and a well-trained team of more than 2,400 employees to serve our 5.2 million customers nationwide.

As at 30 June 2024, AIA Bhd.'s total asset worth is RM66.10 billion, with a paid-up capital of RM810 million.

## AIA Malaysia Corporate Solutions Product Suite

Product	Benefits	Type		Typical Benefits
		Core	Voluntary	
Life	Group Term Life (GTL)	✓	✓	24 or 36 x Basic monthly salary
	Total Permanent Disability (TPD)	✓	✓	100% of total sum insured
	Accidental Death & Dismemberment (ADD)	✓	✓	12, 24 or 36 x Basic monthly salary
	Group Critical Illness (GCI)	✓	✓	Accelerated payment at 50% of total sum assured
	Short Term Disability (STD)	–	–	N/A
	Long Term Disability (LTD)	–	–	N/A
	Group Personal Accident (GPA)	✓	–	36 x Basic monthly salary
Medical	Out-patient (OP)	✓	✓	General practitioner care – As charged (Panel of clinics) Specialist Care – As charged (With referral from panel clinics)
	Hospital & Surgical (H&S)	✓	✓	Executives & Higher / Room & Board: MYR 200 – MYR 350 Other Staff / Room & Board: MYR 80 – MYR 150 No deductible and coinsurance. Dependents are covered.
	Major Medical	✓	✓	MYR 10,000 - MYR 20,000
	Long Term Care Benefit (Kidney Dialysis, Drug Therapy and Physiotherapy)	✓	✓	MYR 10,000 – MYR 20,000
	Dental & Optical / Vision	✓	–	Up to MYR 50 – MYR 1,000
	Maternity	✓	–	Up to MYR 2,000 – MYR 3,500
	Group MedCare	✓	–	Personal Medical Case Management
Retirement	Provident Fund Scheme	–	–	N/A
	Pension	–	–	N/A
Wellness Voluntary Solutions	Vitality	✓	–	–
	Exclusive Enhanced Employee Coverage Options & Campaigns	–	✓	–

**Notes:**

Core = Benefits paid by employer

Voluntary = Optional benefits paid by employee

## Available AIA WorkWell Program (Local Offer)

Going beyond traditional employee benefits, AIA strives to bring together an all-new programme that will resonate with both employers and employees. This comprehensive programme combines employee benefits with workforce wellness and environmental as well as social and governance (ESG). We will work together with employers to support their employees in their journey to achieve an overall state of wellbeing across 4 key dimensions: physical, mental, financial and social wellbeing.

The activities are available to corporate's employees without additional cost.

Activities/Content related to	Live Well	Think Well	Plan Well	Feel Well
Webinars	✓	✓	✓	✓
Wellness Day – Basic Health Check & wellness activities*	✓			

\*Note: subject to corporate client request for onsite wellness day

The activities below are subject to programs & solutions that client take-up with reasonable cost.

Dimension	Offer/Activities
Live Well	Education content
	Bite-sized learning course
	Tele-medicine
	Personal Health Assessment
	Vaccination Programme
	Fitness/Gym access
	On-demand Fitness Coaching
Think Well	Education content
	Bite-sized learning course
	Mood tracking & journalism
	On-demand Mental Coaching
	Mental Health Assistance
Plan Well	Education content
	Bite-sized learning course
	Financial Planning Tools
	On-demand Financial Coaching
	Employee Purchase Program
Feel Well	Education content
	Bite-sized learning course
	On-demand Career Coaching

T&C: Subject to programs & solutions that client take-up with reasonable cost.

## Social Security Benefits<sup>1</sup>

Type of Program	Contributions		Typical Benefits
	Employer	Employee	
Retirement Benefits (Employee Provident Fund)	12% – 13% of basic monthly salary	11% of basic monthly salary	<ul style="list-style-type: none"> <li>• Lump sum benefit equal to total contributions plus interest at retirement age of 60 years.</li> <li>• Death benefit upon death of covered employee</li> <li>• Total and permanent disability benefit</li> <li>• Members under age 55 are allowed for partial withdrawal to buy/build a house, or to reduce/redeem housing loan.</li> <li>• Option to partial withdrawal upon attaining age 55</li> <li>• Option for partial withdrawal for medical treatment of approved critical illness.</li> <li>• Option to withdraw funds for investment in approved fund management institutions.</li> <li>• Option for partial withdrawal to finance education cost at higher learning institution.</li> <li>• Option to withdraw funds for members to perform Hajj.</li> </ul>
Unemployment Benefits	0.20% of each of an employee monthly salary	0.20% of basic monthly salary	The Employment Insurance Scheme (EIS) was implemented in January 2018 aimed to aid employees who have been retrenched to return to employment. The EIS is managed by SOCSO where the contribution will go towards an accumulated fund, where retrenched workers could claim financial assistance from.
Social Security Organisation (SOCSO)	1.75% of employee monthly wages	0.5% of employee monthly wages	<p>The scheme provides both cash payments and medical care services, with the following benefits:</p> <ul style="list-style-type: none"> <li>• Temporary disability benefit</li> <li>• Permanent total or partial disability benefit</li> <li>• Rehabilitation</li> <li>• Dependent's benefit</li> <li>• Constant attendance allowance</li> <li>• Funeral benefit</li> <li>• Medical care benefit</li> <li>• Occupational disease benefit</li> <li>• Invalidity pension</li> <li>• Invalidity grant</li> </ul>
Medical Benefits	–	–	Phased out in view of changes made to SOCSO. Only foreign workers who are no longer eligible to enrol in SOCSO are required to be covered by workmen's compensation.

### Remarks:

1. Employee Benefits Related

## Taxation

### Tax Deductible

Taxation questions	Contributions	
	Employer	Employee
Payment made to employee provident fund?	up to 19% for both EPF and Private Retirement Scheme (PRS) contributions	Maximum MYR 4,000 per annum
Contribution to private retirement scheme?		Maximum MYR 4,000
Insurance premiums in respect of education or medical benefits for an individual, spouse or child?	Payments made for any insurance scheme with respect to employee benefits can be allocated and deducted as a management or general administration expense	Maximum MYR 3,000 per annum

## Basic facts about Malaysia

Population	34.1 million <sup>1</sup>	GDP per Capita (PPP)	US \$43.1 thousand <sup>2</sup>
Currency	Ringgit Malaysia	Inflation rate (CPI)	2.0% <sup>3</sup>
Exchange Rate	US \$1 = MYR \$4.42 <sup>4</sup>	Foreign Reserve (IIP)	US \$116.0 billion <sup>5</sup>
GDP	US \$488.25 billion <sup>6</sup>	Unemployment Rate	3.2% <sup>7</sup>

#### Remarks:

1. Population as of Q1'2023, published in DOSM October 2024
2. Forecast as of April 2023, published in IMF Data Mapper
3. Inflation Rate in June 2024, published in DOSM July 2024
4. Exchange Rate as of March 2025, published in rbccm currency report
5. Foreign Reserve as of December 2024, published in Bank Negara Malaysia January 2025
6. GDP as of April 2023, published in IMF Data Mapper
7. Unemployment Rate as of Q4'2024, published in DOSM February 2025

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