



Security alert: Impersonation threats on the rise

Impersonation scams happen when scammers pretend to be from your bank, insurer, or a trusted agent, to trick you into giving them money or personal information.

Spot the signs of impersonation scams

Sign 1: Call from an unknown number



Caller claims to be an insurance agent or banker from a trusted organisation.

Sign 2: Pre-approved loan

Scammers may offer loans with attractive rates but requires you to buy an insurance policy or pay premiums upfront.

Note: AIA loan approval is subject to AIA's acceptance and policy terms upon submission via AIA+ or the hardcopy policy loan form.

Sign 3: Payment to a personal account

Be cautious if you are asked to pay to a personal account.

AIA Consultants / Insurance Representatives will never ask you to transfer money to personal bank accounts.

To pay your AIA policy securely, use AIA+, AXS or transfer directly to AIA Singapore.

Protect yourself from scams

- 1 Verify the source**
Call the bank or insurer using their official hotline to verify.
- 2 Report immediately**
Call our Customer Care Hotline at [1800 248 8000](tel:18002488000) if you suspect a scam involving your AIA policy.
- 3 Protect your details**
Never share your OTP, bank details, or ID with unknown or unverified contacts.

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