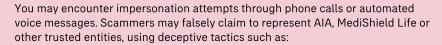


# **Stay Alert: Rise in Impersonation Scams Targeting Insurance Customers**

#### Dear Customer,

We have observed a rise in impersonation scams targeting insurance customers. Fraudsters are posing as trusted professionals, such as insurance representatives, to trick individuals into sharing sensitive information or transferring money.

## What Does a Scam Look Like?



- Offering an upgrade to your existing plan.
- Claiming you have unpaid premiums and demanding immediate action.
- Proposing in-person meeting at your home or office to "resolve" the issue.

These tactics are designed to pressure you into acting quickly, without verifying the legitimacy of the contact.

## AIA Singapore's Guide to Scam Prevention

### Spot the warning signs

- Request for sensitive data or money transfers.
- Claim that your policy is compromised or under investigation

## Don't Engage

- Hang up or ignore the message if it feels suspicious.
- Never share personal details like your NRIC, bank details, or policy number.

#### Take These Steps to Verify

- Ask for the caller's full name and Financial Services Consultant Code.
- Call AIA Singapore at 1800 248 8000 (local) or +65 6248 8000 (overseas) to confirm the caller's identity.

# Follow Us









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## AIA Personal Data Policy