

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?

You may encounter impersonation attempts through phone calls or automated voice messages. Scammers may falsely claim to represent AIA, MediShield Life or other trusted entities, using deceptive tactics such as:

- ▶ 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.

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