



Important updates on removal of incorrect AIA bill reference numbers

With effect from 18 October 2020, due to a system enhancement on our Citibank Online and the Citi Mobile® App, we will be removing all incorrect AIA bill reference numbers in our customers' list of payees.

If you are one of the affected customers, the incorrect AIA bill reference number will no longer be reflected in your list of payees. Should you need to make payments to AIA, you will need to log in to Citibank Online or the Citi Mobile App to add in the correct AIA bill reference number in your list of payees. We understand that the correct AIA bill reference number should be your 9 or 10 characters of the relevant AIA insurance policy number.

If you have multiple AIA policies, please make sure to add separate payees for each policy, each with the correct AIA bill reference number, to ensure that the crediting happens in a timely manner.

If you have any queries relating to your AIA bill reference number or AIA policy, please contact AIA directly.

We thank you for your kind understanding and we regret any inconvenience caused.