# Important Notes:

<table>
<thead>
<tr>
<th>SMU Policy No</th>
<th>0000072342</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMU Code</td>
<td>72342</td>
</tr>
<tr>
<td>Certificate No</td>
<td>NRIC / FIN (with prefix and suffix alphabets)</td>
</tr>
<tr>
<td>Identification No</td>
<td>NRIC / FIN (with prefix and suffix alphabets)</td>
</tr>
</tbody>
</table>

PLEASE DO NOT USE THE GENERIC FORMS ON THE MAIN LOGIN PAGE. USE ONLY THE CUSTOMISED SMU CLAIM FORMS AVAILABLE AFTER LOGIN.

## Remarks:

All visual aids contained in this User Guide are for illustration purposes only. Please refer to our portal website (https://gmd.aia.com.sg) for actual presentation and wordings.
Online Registration Guide

1.1 To register as a member

Please follow the steps below to register as member for eBenefits

a) Visit https://gmd.aia.com.sg

b) Click on How To Login/ New User Registration link

For registration purposes, the ten(10) digits Policy Number is 0000072342. Certificate No is usually the NRIC/FIN of the Student.

c) Choose one of the three options (as shown above):
   1) Policy Number and Certificate Number; or
   2) Client Code and Certificate Number; or
   3) Identification Number only
d) Click on **Submit** button and fill up all the information on the page as shown below
The above confirmation screen will be shown once your registration is successful. Click on the Login Now link to be directed to the eBenefits login screen.

1.2 How to login

After you received the email notifications from eBenefits, you can login using the assigned UserID and Password. Please follow the steps below to login to eBenefits

a) Visit https://gmd.aia.com.sg

b) Enter UserID and Password

c) Click on Agree button to login to eBenefits
1.3  **Forgot Password**

If you have forgotten your password, please follow the steps below to have your password reset:


b) Click on **Forgot Password** link

c) Enter the **UserID** and click on **Submit** button
d) Enter the answer for the Secret Question that you had predefined and also either your DOB (date of birth) or NRIC/ FIN No., before click on Submit button

e) Enter the new and confirmed Password, click on Submit button

1.4 Forgot UserID

If you have forgotten your UserID, please follow the steps below to obtain another UserID

a) Visit https://gmd.aia.com.sg

b) Click on Forgot UserID link
c) Choose one of the three options (as shown above):-
   1) Policy Number and Certificate Number; or
   2) Client Code and Certificate Number; or
   3) Identification Number only

   ![Image of user login interface]

   ![Image of submitting form]

   d) Click on **Submit** button and kindly fill up all the information on the page as shown below
e) It will prompt **“UserID already exists for member information. Click Submit to continue and overwrite existing UserID”**. Click on **Submit** button again to overwrite the forgotten UserID and proceed with a fresh registration (as shown on Page 2 of this guide).