

Dear Mr. ....

It is with great pleasure that we welcome you on-board  
AIA First Class - a class above.

We thank you for the trust you have placed with AIA as your  
Life Insurance partner and are truly honoured to have your  
patronage. As one of our most valued customers we are  
delighted to offer you this elite membership with an enhanced  
customer experience and exclusive benefits.

This membership, which is reserved for our most distinguished  
customers such as yourself, offers a host of exclusive benefits  
and privileges that have been specially designed for you.  
By design, the benefits have been carefully tailored to suit  
your lifestyle.

In addition to the services currently provided by your wealth  
planner, you will also have a dedicated relationship officer to  
assist you with your policy related requirements.  
Your relationship officer's name & contact details are mentioned  
in your membership card attached herein.

AIA First Class Contact Centre is open 7 days a week.  
Call us on 011 2310310, between 8.00 a.m. to 5.00 p.m.

afc@aia.com is our dedicated email address through which a  
specialised service team will respond to your email inquiries in a  
timely and efficient manner. All AIA First Class communications  
are in line with AIA's 'Think Green, Think Paperless' initiative,  
which aims to provide a fast, convenient and paperless process.

We assure you of our best attention and service at all times.

Warm Regards,

Kelum Senanayake  
Director Operations  
AIA Insurance Lanka PLC

## AIA First Class Benefits

- A dedicated Relationship Officer
- Personalised attention to claim requests
- Prioritised contact centre assistance
- Dedicated email service (afc@aia.com) for your Policy related requirements that require a fast response
- Prioritised customer service at all branches
- Priority service for new policy requests
- Second Medical Opinion service from world renowned healthcare service provider "MedNet" for critical illness

## Other Benefits and Services

### Wider payment options



- 3330 island-wide payment centres
- 14 banks, Abans Centres island-wide, Cargills and Laugfs supermarkets
- Option of paying via mCash and eZ cash
- Mobile and online payments via [www.aialife.com.lk](http://www.aialife.com.lk)



### Web portal

A dedicated customer portal where you can make inquiries and follow up on your policy information



Receive updates of your insurance policy information, delivered directly to your mobile via SMS



Island-wide network of 62 hospitals



### AIA Vitality

Be active and get rewarded



### 15 GRAND WINNERS FOR THE YEAR



Holiday Packages to  
Melbourne, Australia  
(4 days / 3 nights for 2)



Holiday Packages to Bali  
(4 days / 3 nights for 2)



Keells Super  
Gift Vouchers  
worth Rs. 25,000/-

### 600+ LUCKY WINNERS EVERY MONTH



Holiday Packages  
to Bangkok  
(3 days / 2 nights for 2)



Smart Phones



Tabs



Mobile Reloads