



## AIA Singapore

1 Robinson Road, AIA Tower  
Singapore 048542  
T : 1800 248 8000

AIA.COM.SG

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### FAQ for AIA Paw Safe

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#### Purchase

**1. What type of pets can be covered under AIA Paw Safe?**

AIA Paw Safe is an insurance plan that cover your dog so that you and your dog can be protected against life's unexpected and unfortunate turns.

**2. Does AIA Paw Safe only covers pedigree dogs?**

AIA Paw Safe covers all type of dogs, it need not be a pedigree. However, the following breeds are not covered: Mastiffs, Bull Terrier, Staffordshire bull terrier, Pit Bull Terrier, American Pit Bull Terrier, Argentina Dog, Canary Dog, American Bulldog, or a dog crossed with any of these breeds and/or wolves.

**3. Is there an age limit?**

You can buy AIA Paw Safe if your dog's age is between 3 months and 7 years old.

**4. For enhanced coverage, can I buy 2 policies for my dog?**

We allow a maximum of 1 policy for each dog.

**5. I have 5 dogs in my house. Am I able to get coverage for all of them?**

We can only insure a maximum of 2 dogs per household.

**6. My dog is not microchipped. Can I buy the policy?**

Yes. Please select our Without Microchip plan.

**7. Will I receive hardcopy policy documents?**

No, upon successful payment you will receive an encrypted set of policy documents via email.

**8. Is there a free look period for this policy?**

Yes, the free look period is 14 days from when policy is issued.

**9. How do I make payment?**

You can pay using your credit card (VISA or MasterCard).

However do note for subsequent annual plan renewal payments, only cash/cheque or Giro payments are accepted.



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## Coverage

### 1. What does AIA Paw Safe cover?

AIA Paw Safe covers the following benefits:

<b>Benefit</b>	<b>Insured Amount per Period of Insurance(S\$)</b>
<b>Accidental Death</b>	<i>1,000 or purchase price, whichever is lower</i>
<b>Veterinary Fees due to Accident <sup>(^)</sup></b>	<i>up to 1,000</i>
<b>Cremation or Burial Expenses due to Death by Accident</b>	<i>up to 250</i>
<b>Loss of Dog due to Theft <sup>(^)</sup></b>	<i>1,000 or purchase price, whichever is lower</i>
<b>Third Party Liability <sup>(^)</sup></b>	<i>up to 1,000,000</i>

<sup>(^)</sup> a deductible per claim applies.

### 2. What conditions are not covered by AIA Paw Safe?

Some exclusions apply to AIA Paw Safe, including:

- *any pre-existing conditions*
- *breeding or conditions related to breeding*
- *putting your dog to sleep*

Treatment not directly related to an injury, including cosmetic or preventive treatment, cosmetic dentistry, scaling or polishing teeth, grooming or nail clipping  
For the full list of exclusions, please refer to the Policy Document.

### 3. If I bring my pet along for travel, is my pet covered?

No, we only cover loss, damages or injuries that occurred in Singapore.

## Claims

### 1. How do I submit a claim?

Please fill up our [Personal Lines Claim Form](#) and mail it to AIA Customer Service Centre, 1 Finlayson Green S049246. Alternatively you may visit our [AIA Customer Service Centres](#). Our Customer Service Executives will advise you on the claim requirements and appropriate forms to complete.