



**American International Assurance
Company, Limited**

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

AIA.COM.SG

Frequently Asked Questions for AIA Customers

Q1. Can you confirm whether there are plans to transfer the insurance business of the Singapore branch of American International Assurance, Limited (the “Branch”) to a wholly-owned subsidiary?

Yes, we confirm that plans are underway to transfer the insurance business of the Branch to AIA Singapore Private Limited (“**AIA Singapore**”), a Singapore-incorporated, wholly-owned subsidiary of American International Assurance Company, Limited (“**AIA**”) (the “**Proposed Transfer**”).

The Proposed Transfer will be effected by way of a Scheme of Transfer under the Insurance Act, Chapter 142 of Singapore and is subject to regulatory and legal approvals. As part of the process, we will be making an application to the High Court of Singapore for confirmation of the Scheme of Transfer in due course.

Q2. Why is AIA doing this?

The Proposed Transfer is yet another milestone in our 80 years of successful operations in Singapore. It reaffirms the importance of Singapore as a strategic key market in AIA Group Limited’s pan-Asian business and our long-term commitment to the development of the nation’s financial services industry. It also reflects our deep engagement with the local community and our policyholders. AIA Singapore will continue to provide top-quality products and services to fulfil the protection and savings needs of Singaporean families across generations.

Q3. What does this mean for policyholders? How does it benefit me?

The Proposed Transfer will in no way affect the policy obligations and the services we provide, as any policy benefits due to the policyholder will continue to be honoured by AIA Singapore.

There will be no disruption of service nor will any action be required on the part of policyholders.

Q4. When will this be effective?

Subject to the confirmation of the High Court of Singapore, the Scheme of Transfer is expected to take effect on 1 January 2012 or such later date as may be approved by the High Court of Singapore (the “**Effective Date**”). As part of the process, policyholders will be formally notified of the Scheme of Transfer. All new policies issued after the Effective Date will be issued by AIA Singapore Private Limited.

Q5 Will I be receiving any notification letter?

Yes, we will be writing to all our policyholders from September 2011.



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Q6 Will there be any changes to which AIA currently does business in Singapore?

Once the Proposed Transfer takes effect, all policy obligations will be taken over by our wholly-owned subsidiary, AIA Singapore. All business in Singapore will be transacted under this name.

Q7. I have several policies with AIA. Given With the Proposed Transfer, will my policy contracts be re-issued?

Policies that have been issued will not require any change and will continue to be fully in force until they mature or terminate. No new policy documents or Certificates of Insurance will be issued for the policies that are in-force and hence no action is required from policyholders.

Q8. Will policyholders be required to change servicing agent, financial advisory representative or broker?

No, our distribution channels will not be affected. Policyholders will continue to do business with AIA Singapore in the same way as before.

Q9 How will the Proposed Transfer affect the payment of premiums of my existing policies?

If there is an existing recurring payment arrangement e.g. Giro or credit card payment, these will be transferred to AIA Singapore seamlessly. Policyholders do not have to do anything.

However, for cheque payments, cheques should be made payable to 'AIA Singapore Private Limited' on or from the Effective Date.

Q10 Can I continue to use the application forms with 'American International Assurance Company, Limited' after the Effective Date?

Customers should use the new applications forms with 'AIA Singapore Private Limited' on or after the Effective Date.

Q11 Who can I contact if I have any queries on this matter?

You may contact your AIA Financial Service Consultant or call our AIA Customer Care Hotline 1800 248 8000. Alternatively, you may write in to us at sg.ecare@aia.com

Q12 With the transfer to a Singapore-incorporated, wholly owned subsidiary of AIA, is there any change to the business operations in Singapore?

It will continue to be business as usual for AIA Singapore. The Proposed Transfer will in no way affect the policy obligations and the services we provide, as any policy benefits due to the policyholder will continue to be honoured. AIA Singapore is committed to help our policyholders meet their protections and savings needs, and to help them build a secure financial future.



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Q13 Will there be any impact to AIA's financial stability and strength?

Both AIA and AIA Singapore are part of the AIA Group which is the largest independent listed pan-Asian life insurance group spanning 15 markets in Asia Pacific. The AIA Group traces its roots in the region back more than 90 years and has total assets of US\$115,782 million as at 31 May 2011.

The AIA Group has a strong competitive position in the insurance market in Asia and a sound financial profile. In November 2010, AIA Co Ltd's, an operating entity of AIA Group, financial strength rating was raised from A+ to AA- by Standard and Poor's Rating Services. The AIA Group remains committed to providing excellent products and services through a relentless focus on its customers to meet their protection and financial needs.

AIA Group Limited is listed on the Main Board of The Stock Exchange of Hong Kong Limited under the stock code '1299'.

Q14 As a Singapore-incorporated, wholly owned subsidiary of AIA, will there be any change to the capital structure and reserves of AIA Singapore?

AIA Singapore will continue to operate under a capital structure and reserves in compliance with all applicable MAS regulations.

Q15 With the Proposed Transfer, will be there a separate credit rating for AIA Singapore? If there is, what is the credit rating?

The credit rating of the businesses of AIA Group will continue to be representative of the 15 markets AIA Group operates in Asia Pacific, including Singapore. The AIA Group has a strong competitive position in the insurance market in Asia and a sound financial profile. In November 2010, AIA Co Ltd's, an operating entity of AIA Group, financial strength rating was raised from A+ to AA- by Standard and Poor's Rating Services. The AIA Group remains committed to providing excellent products and services through a relentless focus on its customers to meet their protection and financial needs.

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