



SECTION A: APPLICATION DETAILS

A1. What is the application period for AIA Celebrates Better You Campaign?

The application period is from 5 June to 31 December 2023 or upon 30,000 sign-ups, whichever is earlier.

A2. What is offered under AIA Celebrates Better You Campaign?

Upon successful application via the Consultant's URL, you will receive the following complimentary rewards:

- i. S\$20 GrabGifts (upon completion of financial review with assigned Consultant. Refer to Section B)
- ii. AIA Vitality Starter (More than S\$35 worth of rewards. Refer to Section C)
- iii. AIA PA Starter Cover II (refer to Section D)

A3. How do I know if I am eligible?

You are eligible for the AIA Celebrates Better You Campaign if you fulfil the following conditions:

- All insured person(s) must be a Singapore Resident[^] and hold a valid NRIC/FIN
- All insured person(s) must be within the age limit of 18 years old to 65 years old (age last birthday)
- All insured person(s) must not be a citizen of a sanctioned country or a Prohibited Person
- Not an AIA Vitality member at the point of application (to be eligible for AIA Vitality Starter)

Note: If you are currently an AIA Vitality member, the AIA Vitality Starter will not be applicable to you. However, you can still apply for this campaign and enjoy a S\$20 GrabGifts and AIA PA Starter Cover II.

[^]Please refer to the policy contract for the full definition of a Singapore resident.

A4. Can I apply for my family members?

Yes, you can. However, you must apply for them as a separate application. Please use the individual application form and register for them using their details. Please note that all insured person(s) must be within the age limit of 18 years old to 65 years old (age last birthday).

A5. I am currently not an AIA customer. Can I apply?

Yes, you can! AIA Celebrates Better You Campaign is open to both AIA and non-AIA customers.

If you need to get in touch with an AIA representative to assist you with the application, please contact us at 1800 248 8000 or email us at support@aiavitality.com.sg.



A6. Do I need to purchase any AIA plans or pay any fees for AIA Vitality Starter and AIA PA Cover II?

No, AIA Vitality Starter and AIA PA Starter Cover II are complimentary for 90 days from the date of application. No additional purchase and fees are required from you.

A7. I am a corporate customer of AIA and I have been prompted to key in my corporate policy number. What should I do?

This is your 10-digit corporate policy number starting with 5 zeros in front (e.g. 0000012345). You can retrieve your policy number from your AIA eBenefits portal. Alternatively, you can contact your HR to check on your policy number.

A8. I received the application link and accessed the link via the internet explorer browser. But I am facing some technical issues as the form is not loading well, what should I do?

To deliver the best experience to you, we have ensured that our site is able to be hosted on most browsers, however due to certain specifications, you may face loading issues when Internet Explorer is being used. For a seamless experience, please use Google Chrome.

A9. I have applied for AIA Celebrates Better You campaign which have ended on 31 May 2023. Can I still apply for the AIA Celebrates Better You campaign from 1 June 2023?

No. You can only enjoy the benefits of AIA Celebrates Better You campaign once.



SECTION B: REDEMPTION DETAILS

B1. When will I receive my S\$20 GrabGifts?

After you have completed your financial review with your AIA Financial Services Consultant, you will receive an email from AIA Singapore within 1 month. The email will be sent to the email address you have used in your successful application for the AIA Celebrates Better You Campaign.

B2. Can I exchange the GrabGifts Voucher for something else?

GrabGifts voucher is non-transferable and non-exchangeable for cash or other gifts unless stated otherwise. Any damaged, lost, or defaced gifts will not be replaced.

B3. How long is GrabGifts Voucher valid?

GrabGifts Voucher is valid for 6 months from the date of issue.



SECTION C: AIA VITALITY STARTER

C1. What is AIA Vitality Starter?

AIA Vitality Starter is a kick-starter version of AIA Vitality, our health and wellness programme. AIA Vitality Starter gives you free access to a selected suite of partner rewards and benefits to support you to know your health, improve your health and get rewarded along the way.

C2. When does AIA Vitality Starter start and end?

AIA Vitality Starter will start on the date of your application, and it will end after 90 days. Please note that you will receive the welcome email for AIA Vitality Starter with instructions to activate your account within three working days from the date of application.

C3. What do I need to do after receiving the welcome email?

Simply follow the instructions in the welcome email to download My AIA SG app, login and activate your AIA Vitality Starter account to start enjoying the programme and rewards.

C4. What can I enjoy with AIA Vitality Starter?

AIA Vitality Starter supports you to know your health, improve your health and get rewarded along the way! Here is a quick listing of what you can do to earn Vitality points and rewards within your AIA Vitality Starter period.

Please note that these Vitality rewards are exclusive to AIA Celebrates Better You campaign, and you will need to activate your AIA Vitality Starter account and participate in the activities to receive the rewards.

No.	Activity	Rewards	Vitality Points
1.	Complete all the online health assessments: <ul style="list-style-type: none"> • How Healthy Are You' • How Stressed Are You • How Well Are You Eating • How Active Are You • How Well Are You Sleeping 	7-Day Fitness First or Virgin Active Experience Pass	1,750 (+ 500 for non-smoker) (250 for each assessment)
2.	Complete <u>four weeks</u> of Weekly Fitness Challenge	100 Vitality coins (Worth S\$5)	Up to 1,050 per week
	Complete the <u>next four weeks</u> of Weekly Fitness Challenge	200 Vitality coins (Worth S\$10)	Up to 1,050 per week



5	Complete basic health screening and submit report	S\$20 Cold Storage eVoucher	Up to 10,000
---	---	-----------------------------	--------------

- You will receive the rewards under each activity only once.
- AIA Vitality points earned will help you to level up your Vitality status.
- You will earn 12 Vitality coins for every week's completion of your Weekly Fitness Challenge within the AIA Vitality Starter period. Hence the Vitality Coins listed in the table are additional Vitality rewards that you may earn when you complete the challenge(s). These Vitality coins can be accumulated to redeem partner eVouchers from the in-app Marketplace.
- The Vitality rewards and Vitality coins are to be earned and utilised within the AIA Vitality Starter period or before it expires, whichever is earlier. The eVoucher(s) and Vitality coins will be credited into your in-app Wallet within 7 working days if you have qualified for it.
- Redemption of the 7-Day Fitness First or Virgin Active Experience Pass will be emailed to you.

C5. What happens to my account when AIA Vitality Starter ends?

Your AIA Vitality Starter account will cease 90 days from the date of your application. All rewards and/or Vitality coins earned but not utilised will also not be available. Hence, please use the rewards before your AIA Vitality Starter period ends.

C6. Can I opt to continue with AIA Vitality Starter after it ends?

You may upgrade your AIA Vitality Starter to a full AIA Vitality programme, subject to eligibility and a membership fee, anytime within the AIA Vitality Starter period.

In doing so, your Vitality points earned from AIA Vitality Starter will be seamlessly ported over and you will continue to earn Vitality points to level up your Vitality Status. Any rewards, eVouchers and/or Vitality coins earned from AIA Vitality Starter and have not expired will also be brought over.

C7. What is the difference between the AIA Vitality Starter and the full AIA Vitality and?

AIA Vitality Starter is a kick-starter version of the full AIA Vitality. As a kick-starter version, AIA Vitality Starter gives you access to only a selected suite of partner rewards and benefits. Check out the table below for a quick snapshot on the differences between the full AIA Vitality and AIA Vitality Starter's suite of partner rewards and benefits.

Please note that as an AIA Vitality Starter member, you will not earn Vitality points for the following activities:

- Purchasing HealthyFood™ at Cold Storage, CS Fresh and Jason's Deli
- Visits to partner gyms, namely Fitness First and Virgin Active (you may continue to clock physical activity points with a fitness device/app that's synced to My AIA SG app)



	AIA Vitality	AIA Vitality STARTER
Completion of Weekly Fitness Challenge	Receive a spin on the Vitality wheel – Earn 40 to 100 Vitality coins or a surprise reward	Earn 12 Vitality coins
My AIA SG app > Marketplace: Redeeming partner rewards' eVouchers	All partner rewards	Exclude Cold Storage and KrisFlyer
PARTNER REWARDS AND BENEFITS		
Vitality rates on health screening packages, vaccinations, dental assessment and nutrition assessment	✓	✓
Fitness Devices: Up to 30% off – Fitbit, Garmin and Polar	✓	✓
Gym Membership: Up to 30% off – Fitness First and Virgin Active	✓	
Platinum Bonus	✓	
Insurance Benefit: Up to 15% premium discount and/or PowerUp Dollar on selected AIA insurance plans	✓	
Movie Benefit: Two movie promo codes worth S\$6 every month – Golden Village	✓	
Travel Benefit: Up to 20% rebate – Emirates and Singapore Airlines	✓	
Cruise Benefit: Up to 50% off cruise packages – Royal Caribbean	✓	
HealthyFood™ Purchases Benefit: 20% rebate – Cold Storage, Jasons and Marketplace	✓	

This table is a simplified description of the AIA Vitality and the AIA Vitality Starter programmes, partner rewards and benefits, and is subject to change without notice. Please visit AIAVitality.com.sg for more information and relevant terms and conditions that would apply. Updated as at 1 September 2022.

C8. How do I upgrade to full AIA Vitality?

The full AIA Vitality is exclusive to AIA customers who have existing individual life, accident and/or health insurance policy with AIA Singapore and is currently retailing at S\$8 a month, inclusive of GST.

You may upgrade by clicking on the 'Upgrade to Full Vitality' option in the My AIA SG app menu bar or contact your AIA Financial Services Consultant. You may also contact us at 1800 248 8000 or email us at support@aiavitality.com.sg if you require assistance.

C9. Where can I view the full terms and conditions for AIA Vitality Starter?

For AIA Vitality Starter terms and conditions, please click [here](#).



SECTION D: COVERAGE

D1. When does the free AIA PA Starter Cover II start and end?

- Start Date: 1 June 2023 or date of application (whichever is later)
- End Date: 90 days from date of application

D2. What am I covered for?

Please refer to the AIA PA Starter Cover II benefits table below:

No.	Benefits	Insured Amount (S\$)
1	Bone Fracture Benefit* Payout upon a bone fracture within 90 days from the date of accident.	Up to 500
2	Accidental Death Benefit	5,000

*Refer to Table of Benefits in Policy Contract

Bone Fracture Benefit

We will pay the relevant benefit amount specified in the following Table of Benefits if you sustain injury which results in Bone Fracture within 90 days from date of accident subject to terms and conditions of this Policy.

Table of Benefits

Maximum Benefit amount payable in respect of any ONE Bodily Injury

• Neck, skull or spine (full break)	100%
• Hip	75%
• Jaw, pelvis, leg, ankle or knee (other fracture)	50%
• Cheekbone, shoulder or hairline fracture of skull or spine	30%
• Arm, elbow, wrist or ribs (other fracture)	25%
• Leg, ankle or knee (simple fracture)	20%
• Nose or collar bone	20%
• Arm, elbow, wrist or ribs (simple fracture)	10%
• Finger, thumb, foot, hand or toe	7.5%

Please refer to the policy contract for the full terms and conditions. In the event if there are multiple occurrences during the period of insurance, the maximum amount payable per Insured Person is capped at the benefit amount specified in the Table of Benefits.

Death Benefit

A lump sum benefit of S\$5,000 shall be paid upon death of the Insured person due to accident.

Please refer to the policy contract [here](#) for the full terms and conditions.



D3. Will I receive any hard copy policy documents?

No, you will receive an email confirmation within one working day with a link to the policy contract. Alternatively, you may retrieve your policy contract [here](#).

D4. How do I make a claim if required?

All claims are to be submitted to AIA within 30 days after the date of such loss. The claim form can be downloaded [here](#).

Please note that all hard copy claim form together with the supporting documents must be mailed to: 3 Tampines Grande, #07-00, AIA Tampines, Singapore 528799.

The claims will be processed within 21 working days upon receipt of complete documents. For any claims related queries, please contact AIA Employee Benefit Hotline at 6248 8328 or email us at sg.cs.campaign@aia.com.

D5. Is there a customer hotline that I may reach out to:

For AIA PA Starter Cover II related queries such as application and insurance claims issues:

- Hotline Number: +65 6248 8328
- Email Address: SG.CS.CAMPAIGN@AIA.COM

Please note that all insureds should contact AIA directly at the contact information stated above for any queries relating to AIA PA Starter Cover II.

~ End ~

Updated as at 5 June 2023