

SECTION A: APPLICATION DETAILS

A1. WHAT IS THE APPLICATION PERIOD FOR AIA FAMILY 360 CAMPAIGN?

The application period is from 13 January 2025 to 31 December 2025.

A2. WHO CAN APPLY FOR AIA FAMILY 360 CAMPAIGN?

- All insured person(s) must be a Singapore Resident[^] and hold a valid Birth Cert/NRIC/ FIN.
- All insured person(s) must be within the age limit of 2 weeks 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.
- All insured person(s) must provide his/her Marketing Consent (defined in the Campaign Terms and Conditions) to AIA.

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

A3. ARE BOTH PARENTS REQUIRED TO APPLY FOR AIA FAMILY 360 CAMPAIGN?

The applicant can be either parent (Father or Mother) or the legal guardian.

A4. CAN I APPLY FOR MY CHILDREN?

Yes, you can. It is compulsory for either parent or legal guardian to sign up as the main applicant and add your child(ren) between 2 weeks old and 17 years old (age last birthday) into the same application.

A5. I AM CURRENTLY NOT AN AIA CUSTOMER. CAN I APPLY?

Yes. This offer is open to both AIA and non-AIA customers.

A6. I RECEIVED THE APPLICATION LINK, 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 with some browsers. For a seamless experience, we would recommend using Google Chrome.

SECTION B: COVERAGE

B1. WHAT IS OFFERED UNDER THE AIA FAMILY 360 CAMPAIGN?

Upon successful application, you and your insured child(ren) will receive:

(i) AIA Family 360 coverage with the following benefits:

TABLE OF BENEFITS	AMOUNT COVERED PER INSURED PERSON (S\$)
Medical reimbursement due to the following Infectious diseases: HFMD Dengue fever Salmonellosis Shingles Chickenpox	Up to 200
Bone Fracture Benefit	Up to 1,000
Dislocation Benefit Accidental Burns Benefit	Up to 2,000
Accidental Death Benefit	10,000

Please refer to the policy contract for the detailed coverage and terms and conditions of the cover.

(ii) Meet up incentive - S\$20 eCapitaVoucher OR an AIA Monopoly Set (upon completion of financial health review with your assigned Consultant. Refer to **Section C** for more details.

B2. WHEN DOES AIA FAMILY 360 COVERAGE START AND END?

Start Date: 13 January 2025 or date of application (whichever is later)

End Date: 3 months from date of application

B3: DO I NEED TO PURCHASE ANY AIA PLANS OR PAY ANY FEES TO ENJOY THE AIA FAMILY 360 COVERAGE?

No, AIA Family 360 is complimentary. No additional purchase and fees are required.

B4. CAN I APPLY FOR THIS COVERAGE AGAIN AFTER IT HAS ENDED?

All insured can only be covered once (i.e. 3 months coverage) throughout the campaign period.

B5. 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](#).

SECTION C: REDEMPTION DETAILS

C1. WHEN WILL I RECEIVE MY MEET UP INCENTIVE?

After you have completed your financial health review with your AIA Financial Services Consultant/AIA Financial Consultant, you will receive an email notification from AIA within 24 hours with the voucher

redemption details. The email will be sent to the email address you have used in your successful application for the AIA Family 360 Campaign.

C2. CAN I EXCHANGE THE MEET UP INCENTIVE FOR SOMETHING ELSE?

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

C3. WHAT IS THE VALIDITY OF THE MEET UP INCENTIVE?

Please refer to the fulfilment email for the full redemption details, including the redemption deadline.

For more details of the use of the voucher, please visit:

<https://www.capitastar.com/sg/en/capitavoucher/about-ecapitavoucher.html>

SECTION D: CLAIMS

D1. HOW DO I MAKE A CLAIM IF REQUIRED?

All claims are to be submitted to AIA within 90 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.

D2. IS THERE A CUSTOMER HOTLINE THAT I MAY REACH OUT TO?

For AIA Family 360 policy related queries such as application and insurance claims:

- 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 your AIA Family 360 policy.

Last Update: 17 June 2025.