



SECTION A: APPLICATION DETAILS

WHAT IS THE APPLICATION PERIOD FOR AIA DEVICE COVER?

- From 10 October 2023 to 10 January 2024

AM I ELIGIBLE TO APPLY FOR AIA DEVICE COVER?

- To be eligible to apply for AIA DEVICE COVER (the “Plan”), the Citibank customer must:

(A) at the Effective Date of Coverage:

- i. be a Singapore Resident and holds a valid NRIC/FIN; and
- ii. be aged between 21 years old and 65 years old (age last birthday); and
- iii. not be an individual residing in the European Union, European Economic Area, Switzerland, Guernsey, Jersey, Monaco, San Marino, Vatican, The Isle of Man, the UK, Brazil, or New Zealand; and
- iv. not be a citizen of a sanctioned country, and is not a Prohibited Person; and

(B) at the time of Policy application:

- i. hold at least one valid (i.e. not suspended, cancelled and/ or terminated) primary credit card issued by Citibank in Singapore (excluding corporate credit cards and S\$500 clear cards) or
- ii. is a primary / main account holder with a relationship in Citi Plus, Citibank, Citi Priority, Citigold, or Citigold Private Client.

Note: Please refer to the Policy Contract and the Promotion’s Terms and Conditions for the meaning of defined terms in this FAQ and for further details.

IS THERE AN AGE RANGE TO ENJOY THIS FREE AIA DEVICE COVER?

- Yes.

All insured(s) must be aged between 21 years old to 65 years old (age last birthday) to be covered under this plan.

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

- Yes. As long as you have received the invitation to apply for this insurance coverage from our distributor, Citibank Singapore Limited, and satisfy the eligibility conditions, you may apply for the coverage through our distributor, Citibank Singapore Limited.

WILL I RECEIVE ANY HARD COPY POLICY DOCUMENTS?

- No. You will receive an email confirmation from AIA within 1 working day, with a link to the Policy Contract, following AIA’s acceptance of your application. Alternatively, you may

download a copy of your Policy Contract at the following link:
<https://www.aia.com.sg/en/device-cover>

DO I NEED TO PURCHASE ANY AIA PLANS OR PAY ANY FEES FOR THIS FREE AIA DEVICE COVER?

- No, this offer is complimentary and offered to eligible Citibank customers. No additional purchase of insurance plan is required. By signing up, you provide consent for Citibank to disclose your personal details (name, NRIC No./FIN, gender, date of birth, nationality, mobile number and email address) to AIA for the purposes of policy application, fulfilment and/or servicing; and also for Citibank to contact you to market insurance products and/or services including via the telephone.

SECTION B: COVERAGE

WHEN DOES THIS FREE AIA DEVICE COVER START AND END?

- Effective Date of Coverage: Coverage will begin for customer on the date stipulated in the enrolment confirmation email from AIA.
- Expiry Date of Coverage: 10 February 2024

WHAT AM I COVERED FOR UNDER THE AIA DEVICE COVER?

- This plan provides coverage for the following:
 - ✓ **Loss of Portable Electronic Device**
If your Portable Electronic Device is lost due to circumstances beyond your control within Singapore, AIA will reimburse up to S\$100 for the item, capped at one claim.
 - ✓ **Outpatient Medical Reimbursement due to Accidents**
If you require medical treatment as a result of an injury caused by an accident in Singapore, AIA will reimburse you up to S\$50 per visit for your medical expenses, capped at 2 visits.
 - ✓ **Death Benefit**
A lump sum benefit of S\$10,000 shall be paid upon death as a result of an injury caused by accident during the period of insurance in Singapore.

Please refer to the Policy Contract for the full terms and conditions and exclusions of this plan.

SECTION C: CLAIMS

HOW CAN CLAIMS BE SUBMITTED?

- You must submit to AIA a duly completed claim form and other proof of loss documents as may be required by AIA. Such claim submission and proof of loss must be filed with AIA within 30 days after the date of loss, and there must be sufficient particulars.
- To claim for the loss of Portable Electronic Device, a police report and proof of purchase of the claimed item must be provided. Documentation that states the item name or description, date of purchase and purchase amount will serve as proof of purchase.
- The claim form can be downloaded from AIA's website at:
<https://www.aia.com.sg/en/device-cover>
- All hard-copy claim forms together with the supporting documents must be mailed to AIA at:
3 Tampines Grande, #07-00, AIA Tampines, Singapore 528799
- Please refer to the 'Claims Payment and Procedures' section in the Policy Contract for further details.
- The claims will be processed by AIA within 21 working days upon receipt of complete documents.
- For any claims related queries, please contact AIA Customer Care Hotline at 6248 8328 or email AIA at sg.cs.campaign@aia.com.

IS THERE A CUSTOMER HOTLINE THAT I MAY REACH OUT TO:

For AIA Device Cover-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 this AIA Device Cover.