



## SECTION A: APPLICATION DETAILS

### WHAT IS THE APPLICATION PERIOD FOR AIA ACTIVECOVER?

- From 3 January 2022 to 30 April 2022

### AM I / WE ELIGIBLE TO APPLY FOR AIA ACTIVECOVER?

To be eligible to apply for the Plan, the Citi customer must:

- a) be a Singapore Resident and holds a valid NRIC/FIN; and
- b) be aged between 21 years old and 65 years old (age last birthday); and
- c) not be a United States ("U.S.") Citizen, U.S. Resident, or U.S. Green Card holder. A person is a "U.S. Resident" if he is present in the U.S. for more than 31 days in the current calendar year, and for an average of at least 183 days over the current calendar year and the preceding calendar years; and
- d) is not a citizen of a sanctioned country, or a Prohibited Person; and
- e) not be an individual resident of the European Union, European Economic Area, Switzerland, Guernsey, Jersey, Monaco, San Marino, Vatican, The Isle of Man or the UK; and
- f) be a primary/ main account holder with a relationship in Citibank, Citi Priority, Citigold, or Citigold Private Client before the enrolment in this AIA ActiveCover, or hold at least one credit card issued by Citibank in Singapore (excluding corporate credit cards and S\$500 clear cards) which is valid (i.e. not suspended, cancelled and/or terminated) at the point of application.

### IS THERE AN AGE RANGE TO ENJOY THIS FREE AIA ACTIVECOVER?

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

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

- Yes. This offer is open to both AIA & Non-AIA Customers. 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. Alternatively, you may download a copy of your policy contract at the following link: <https://www.aia.com.sg/en/aia-activecover.html>

### DO I NEED TO PURCHASE ANY AIA PLANS OR PAY ANY FEES FOR THIS FREE AIA ACTIVECOVER?

- No, this offer is complimentary and offered to eligible Citibank customers. No additional purchase is required. By signing up, you provide consent for Citibank to disclose your personal details (name, NRIC/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 ACTIVECOVER START AND END?

- Start Date: Coverage will begin for customer on the date stipulated in the enrolment confirmation email from AIA
- End Date: 31 May 2022

### WHAT AM I COVERED FOR UNDER THE AIA ACTIVECOVER?

- AIA would like to play its part by providing members of the public (Applicable to both AIA & Non-AIA customers) with the following benefits:

- ✓ **Outpatient Medical Reimbursement due to Accidents**

If you require medical treatment as a direct result of an accident, AIA will reimburse you up to S\$30 per day for your medical expenses incurred in Singapore, including for Traditional Chinese Medicine (TCM). Please refer to policy contract for the full terms and conditions, and exclusions.

- ✓ **Death**

A lump sum benefit of S\$20,000 shall be paid upon death of the Insured Person resulting directly from an accident or COVID-19 occurring in Singapore. A waiting period of 14 days shall apply before death benefit due to COVID-19 is payable. Please refer to policy contract for the full terms and conditions, and exclusions.

### WHAT IS COVERED FOR COVID-19 UNDER THE AIA ACTIVECOVER?

- You are covered for death resulting directly from COVID-19 occurring in Singapore. Outpatient medical reimbursement benefit will not be applicable for COVID-19.

## SECTION C: CLAIMS

### HOW CAN CLAIMS BE SUBMITTED?

- Insured must submit to AIA a duly completed claim form and other proof of loss documents as may be required by AIA. These must be filed with AIA within 30 days after the date of loss, and there must be sufficient particulars.
- The claim form can be downloaded from AIA's website at: <https://www.aia.com.sg/en/aia-activecover.html>
- 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 Employee Benefit Hotline at 6248 8328 or email AIA at [sg.cs.campaign@aia.com](mailto:sg.cs.campaign@aia.com).

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

For AIA ActiveCover-related queries such as application and insurance claims issues:

- **Hotline Number:** +65 6248 8328
- **Email Address:** [SG.CS.CAMPAIGN@AIA.COM](mailto: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 ActiveCover.