



SECTION A: APPLICATION

WHAT IS THE APPLICATION PERIOD FOR THIS FREE TRAVEL INSURANCE POLICY?

From 22 November to 31 December 2019 or until 100,000 policies have been redeemed.

AM, I/ WE ELIGIBLE TO APPLY FOR THIS FREE TRAVEL INSURANCE POLICY?

Yes, as long as the following conditions are met:

1. Singapore Resident with a valid NRIC/FIN
2. You are within the age limit of 2 weeks to 74yrs old (age last birthday)
3. Your departure date from Singapore must be within 1 December 2019 to 31 December 2019.

IS THERE AN AGE LIMIT FOR TRAVELLERS TO ENJOY THE FREE COVER?

Yes. Only individuals aged 2 weeks to 74yrs old (age last birthday) will be insured under this free travel insurance policy.

WHAT IS THE MINIMUM AGE TO BE THE MAIN APPLICANT?

The main applicant must be 17yrs old and above. Should an individual age 16yrs old and below requires coverage, please apply under the family application form where the guardian / parent must apply as the main applicant and provide the necessary information.

ONLY MY CHILD(REN) IS/ARE TRAVELLING, CAN I APPLY FOR THEM IF I AM NOT TRAVELLING?

Yes, you can. You may apply under the family application form. If your child(ren) is/are 16yrs old and below., please provide your details under the main applicant (even if you are not travelling). Information regarding your travelling child(ren) may be filled up under the "dependant" section

I AM TRAVELLING WITH MY MOTHER, SPOUSE AND CHILD. CAN I APPLY FOR EVERYONE UNDER THE FAMILY APPLICATION FORM?

No. For this plan, a family refers to 1 Adult or 2 Adults (spouse – Wife/Husband) at the point of application; and up to 8 children.

You may separately apply for your mother under the individual application form.

I AM TRAVELLING MORE THAN ONCE AND TO DIFFERENT COUNTRIES IN THE MONTH OF DECEMBER. DO I NEED TO APPLY SEPARATELY FOR EACH TRIP?

No. You only need to apply once. This plan will cover you for all trips as long as the departure dates from Singapore are within 1 December 2019 to 31 December 2019 and the country of travel is within the covered geographical locations.

I AM TRAVELLING WITH MY FRIENDS, CAN I APPLY UNDER THE FAMILY APPLICATION?

No. All travellers will be required to apply under the individual application form.

CAN I APPLY FOR THIS FREE COVER IF I AM ALREADY OVERSEAS?

No. Application must be made before your departure from Singapore. As this plan covers travel cancellation, you are encouraged to apply for travel insurance as soon as possible.



WILL I RECEIVE ANY HARD COPY POLICY DOCUMENTS?

No. You may retrieve the policy document & certificate of insurance at

www.aia.com.sg/travelpolicyinfo

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

No, this offer is completely free with no purchase required.

SECTION B: COVERAGE

WHEN DOES THIS FREE TRAVEL INSURANCE COVER START AND END?

Start Date: From 1 December 2019 or date of application (Whichever is later)

End Date: 15 January 2019

IS THERE A LIMIT ON THE NUMBER OF TRIPS I CAN TAKE UNDER THIS PLAN?

There is no limit to the number of trips you can take. However, the departure dates must be within 1 December 2019 to 31 December 2019 & your cover will automatically terminate on 15 January 2020.

WHAT ARE THE LIST OF COUNTRIES COVERED UNDER THIS PLAN?

Australia, Brunei, Cambodia, China, Hong Kong, Indonesia, India, Japan, Korea, Laos, Macau, Malaysia, Mongolia, Myanmar, New Zealand, Philippines, Sri Lanka, Taiwan, Thailand, Timor-Leste and Vietnam.

I AM TRAVELLING TO HONG KONG, WILL I BE COVERED?

Based on the travel advisory issued by MFA (as at 3rd Nov'19), we will be classifying the Hong Kong riots as a known event and there will be no coverage for Travel Cancellation, Travel Postponement & Travel Delay.

IF I APPLY UNDER THE FAMILY APPLICATION, DOES MY CHILD ENJOY THE SAME AMOUNT OF COVERAGE?

Yes. Every travelling family member will enjoy the same level of coverage & the coverage amount is not shared.

What does this mean?

If you are travelling with your spouse and child, you may choose to apply for the entire family under 1 application form. However, you, your spouse and your child will be covered individually.

You may refer to the policy document for more information on the benefits.



WHAT ARE THE CONDITIONS THAT ARE NOT COVERED?

1. Any pre-existing conditions
2. Pregnancy or Childbirth
3. Any illegal or unlawful act by the insured person
4. Any participation in Extreme Sports and Sporting Activities.

For the full list of exclusions, please refer to the policy document.

SECTION C: CLAIMS

CAN I SUBMIT A CLAIM ONLINE?

No. All hard-copy claim forms together with the supporting documents must be mailed to 3 Tampines Grande, #07-00, AIA Tampines, Singapore 528799

WHERE CAN I DOWNLOAD THE CLAIM FORM?

You may access the claim form via www.aia.com.sg/travelpolicyinfo

IS THERE A CUSTOMER HOTLINE THAT I MAY REACH FOR CLAIMS RELATED QUERIES?

Yes.

Hotline Number: +65 6248 8329

Email Address: SG.CS.CAMPAIGN@AIA.COM