



SECTION A: APPLICATION DETAILS

1. What is the application period for AIA Dengue Cover?

Application period is from 7 June 2022 (12pm) to 31 August 2022 (11.59pm) or upon full redemption of the 100,000 policies (whichever is earlier).

2. Who is eligible to apply for AIA Dengue Cover?

Please see below for 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 2 weeks to 65 years old (age last birthday)

[^]For the full definition of a Singapore Resident, please refer to the policy contract.

3. Is there an age limit to enjoy this FREE AIA Dengue Cover?

Yes. All insured(s) must be aged between 2 weeks to 65 years old (age last birthday) to be covered under AIA Dengue Cover.

4. What is the minimum age to be the main applicant?

The main applicant must be at least 18 years old (age last birthday). Should an individual below the age of 18 years old wish to apply, please apply using the family application form where the guardian/parent must apply as the main applicant and provide the necessary information.

5. Can I apply for my spouse and children?

- Yes, you can. You may apply using the family application form as the main applicant and add your spouse between 18 and 65 years old (age last birthday) and/or your child(ren) between 2 weeks old and 17 years old (age last birthday) into the same application. Information regarding your family members may be filled up by adding family members in your application.
- If your child is 18 years old (age last birthday) and above, he/she should apply as the main applicant instead. Please note that for this free AIA Dengue Cover, a family refers to 1 adult or 2 adults (husband and wife) at the point of application and up to 6 children.

6. Can I apply for my elderly parents?

- 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 maximum entry age for AIA Dengue Cover is 65 years old (age last birthday).

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

Yes. This offer is open to both AIA & Non-AIA Customers.

8. How do I apply for the AIA Dengue Cover?

You may reach out to your AIA Financial Services Consultant for the application URL and sign up via the online application page.

9. Will I receive any hard copy policy documents?

No. You will receive an email confirmation within 1 working day with a link to the policy contract. Alternatively, you may retrieve your policy document via the following link: <https://www.aia.com.sg/en/dengue/help-and-support.html>

10. Do I need to purchase any AIA plans or pay any fees for this free AIA Dengue Cover?

No, this offer is complimentary and offered by AIA. No purchase is required.

11. I am a corporate customer of AIA and have been prompted to key in my corporate policy number. Where can I retrieve it?

Your corporate policy number is 10-digit 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.

12. 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.

SECTION B: COVERAGE

13. When does this free AIA Dengue Cover start and end?

- Start Date: 7 June 2022 or date of application (Whichever is later)
- End Date: 30 September 2022

14. If I apply under the family application, does my child/children enjoy the same benefits?

Yes. Every registered family member will enjoy the same level of benefits and the benefit amount is not shared. You may choose to apply for the entire family under 1 application form. However, you, your spouse and your child(ren) will be covered individually. You may refer to the policy contract for more information.

15. What is Dengue Fever?

Dengue Fever refers to any disease caused by arthropod-borne virus carried and transmitted by the *Aedes aegypti* mosquitoes. The Diagnosis of Dengue Fever must be supported and confirmed by the following laboratory test:

- (a) antigen-detection ELISA or PR-PCR; or
- (b) IgM ELISA or paired serology.

Please refer to the [policy contract](#) for the definitions.

16. What am I covered for under the AIA Dengue Cover?

As we enter into the peak season for dengue fever, AIA would like to play its part by providing Singapore residents (both AIA & Non-AIA customers) with the following benefits:

a) **Hospitalisation Income Benefit**

A lump sum benefit of S\$1,000 shall be paid if you are confined in a hospital for a minimum of 6 hours due to dengue fever in Singapore. A waiting period of 10 days shall apply before this benefit is payable. Please refer to the policy contract for the full terms & conditions. This benefit shall only be payable once per Insured Person regardless of the number of occurrences.

b) **Non-Hospitalisation Benefit**

A lump sum benefit of S\$100 shall be paid if you are diagnosed with dengue fever by a Registered Medical Practitioner in Singapore. A waiting period of 10 days shall apply before this benefit is payable. Please refer to the policy contract for the full terms & conditions. This benefit shall only be payable once per Insured Person regardless of the number of occurrences.

c) **Death Benefit**

A lump sum benefit of S\$10,000 shall be paid upon death of the Insured person due to accident or dengue fever occurring in Singapore.

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

SECTION C: CLAIMS

17. How can claims be submitted?

- All claims are to be submitted to AIA within 30 days after the date of such loss.
- The claim form can be downloaded from our website at <https://www.aia.com.sg/en/dengue/help-and-support.html>
- All hard copy claim forms 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.

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

For AIA Dengue 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 AIA Dengue Cover.