



AIA Singapore

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AIA.COM.SG

Real change to health begins at
[AIAVitality.com.sg](https://aia.vitality.com.sg)

Media Release

FOR IMMEDIATE RELEASE

AIA Singapore offers free COVID-19 coverage for its 1.4 million customers, its employees and tied representatives

This special coverage includes a lump sum pay-out of S\$1,000 for hospitalisation and covers death due to the coronavirus disease.

Singapore, 17 February 2020 – AIA Singapore today announced that all existing 1.4 million eligible customers¹, its employees and tied representatives will automatically benefit from this free additional coverage¹ as part of the insurer's proactive efforts to protect individuals against the ongoing threat posed by the Coronavirus Disease 2019 (COVID-19). New customers whose policies are issued between 17 February – 31 July 2020 will also automatically benefit¹ from the COVID-19 coverage¹.

This is specifically to ensure its customers, its employees and tied representatives are protected amidst the existing public health threat which reaffirms AIA's promise of helping all Singaporeans live healthier, longer, better lives.

The additional COVID-19 coverage will benefit its stakeholders until 31 December 2020; or 30 days after the Disease Outbreak Response System Condition' (DORSCON) level has officially stepped down to green - whichever is earlier.

The coverage is as follows:

Benefits type ¹	Coverage amount
Hospitalisation Income Benefit - If hospitalisation is required due to COVID-19	S\$1,000 (Lump-sum payment)
Death Benefit - If death results from the COVID-19	S\$25,000

"The wellbeing of our customers, employees and tied representatives are important to AIA Singapore. We are committed to journeying with them, protecting them through good and bad times as well as ensuring they have peace of mind when they most need it.

This coverage is one of our ways of upholding our brand promise, helping and supporting our stakeholders in times of need. They can also be assured that we have a dedicated team who would provide their utmost attention in the event that they are diagnosed with COVID-19. I believe that as one community, we will combat and overcome this difficult situation collectively. Please remain safe and take the necessary precautions as we navigate this challenging time together," said Mr Patrick Teow, Chief Executive Officer, AIA Singapore.

In view of the current DORSCON level at orange, customers are encouraged to contact us via these channels with your enquiry:

- The [My AIA SG](#) app;

¹ "Eligible customers" refers to Life insured or policyowners who are Singapore residents and have an existing in-force individual life or accident and health insurance policy with AIA Singapore issued on or before 31 July 2020, and the policy is in-force at the point of claim. Please refer to our terms and conditions for details of eligibility and claim.



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- Calling the AIA Customer Care hotline at 1800 248 8000;
- Emailing us at sg.eCare@aia.com
- Contacting your AIA Financial Services Consultant / Insurance Representative

In the event of any claims relating to COVID-19, we will provide dedicated and expedited support. Please contact our AIA Customer Care team or email us at SG.ClaimsQN@aia.com.

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About AIA

AIA Group Limited and its subsidiaries (collectively “AIA” or the “Group”) comprise the largest independent publicly listed pan-Asian life insurance group. It has a presence in 18 markets in Asia-Pacific – wholly-owned branches and subsidiaries in Hong Kong, Thailand, Singapore, Malaysia, Mainland China, Korea, the Philippines, Australia, Indonesia, Taiwan, Vietnam, New Zealand, Macau, Brunei, Cambodia, a 97 per cent subsidiary in Sri Lanka and a 49 per cent joint venture in India. In April 2019, AIA was also granted approval as a preferred applicant to operate in Myanmar through a 100 per cent wholly-owned subsidiary.

The business that is now AIA was first established in Shanghai a century ago in 1919. It is a market leader in the Asia-Pacific region (ex-Japan) based on life insurance premiums and holds leading positions across the majority of its markets. It had total assets of US\$256 billion as of 30 June 2019.

AIA meets the long-term savings and protection needs of individuals by offering a range of products and services including life insurance, accident and health insurance and savings plans. The Group also provides employee benefits, credit life and pension services to corporate clients. Through an extensive network of agents, partners and employees across Asia-Pacific, AIA serves the holders of more than 34 million individual policies and over 16 million participating members of group insurance schemes.

AIA Group Limited is listed on the Main Board of The Stock Exchange of Hong Kong Limited under the stock code “1299” with American Depositary Receipts (Level 1) traded on the over-the-counter market (ticker symbol: “AAGIY”).

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