

SECTION A: ABOUT THE CAMPAIGN AND ELIGIBILITY

1. Tell me more about AIA Glow Health Campaign

AIA Glow Health Campaign supports you to stay on top of your health, take proactive steps to know your health and nourish your body with complimentary choice of health screening or a nourishment gift – Bird’s Nest gift set.

2. What is the application period for AIA Glow Health Campaign?

Application period is from 10 October, 12pm to 31 December 2022, 11.59pm.

3. Who is eligible to participate?

Anyone aged 21 years old and above residing in Singapore are welcome to participate! This includes both AIA and non-AIA customers.

4. How do I sign up for AIA Glow Health Campaign?

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

5. What can I get from AIA Glow Health Campaign?

There are two choices for you to select on the application page (i) Complimentary Health Screening (Worth S\$55) or (ii) Complimentary KINOHIMITSU Bird’s Nest Gift Set - Halal Certified (Worth S\$39.80).

Kindly note that you will not be able to change your choice of gift after you have submitted your application.

Please note that a financial review with your assigned AIA Financial Services Consultant via meet-up must take place first before you can qualify for your choice of gift.

6. When do I need to meet up with my AIA Financial Services Consultant to qualify for AIA Glow Health Campaign?

Your assigned AIA Financial Services Consultant will schedule a financial review with you before 31 January 2023. Please note that a financial review must take place first before you can redeem your choice of gift. Alternatively, you may also reach out to your AIA Financial Services Consultant which you can find the mobile number listed at the end of application page and post application confirmation email.

7. 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: REDEMPTION DETAILS

8. How can I redeem for my choice of gift?

(i) Health Screening

After you have completed your financial review with your AIA Financial Services Consultant, you will receive a redemption email between 11 November 2022 to 10 February 2023 appended with the health screening booking link and a unique redemption code.

Please reach out to your AIA Financial Services Consultant if you did not receive the health screening booking email. Please refer to Section C for more details about the health screening.

(ii) KINOHIMITSU Bird’s Nest Gift Set

After you have completed your financial review with your AIA Financial Services Consultant, he/she will pass you the gift.

Please reach out to your AIA Financial Services Consultant if you did not receive the gift.

SECTION C: HEALTH SCREENING**9. What is included in the Health Screening?**

The health screening includes the following:

Physical examination	Blood Pressure
	Height & Weight – Body Mass Index (BMI)
Lipid Profile	Total Cholesterol
	HDL Cholesterol
	Total Cholesterol/HDL Ratio
	LDL Cholesterol
	Trilyceride
Diabetes Profile	Fasting Blood Glucose
	HbA1c* (If Fasting blood glucose above 7mmol)

10. Can I upgrade to other health screening packages?

You can choose to upgrade your health screening at your own expense. Please make payment on-site during your health screening appointment.

11. When can I book my Health Screening appointment?

We will send out the redemption details with the health screening booking link to your registered email address from 11 November onwards and you must complete your appointment booking by 10 March 2023.

If you complete the meet up with your AIA Financial Services Consultant	You will receive your redemption email on
By 31 October 2022	11 November 2022
Between 1 November to 13 November 2022	25 November 2022
Between 14 November to 30 November 2022	12 December 2022
Between 1 December to 15 December 2022	28 December 2022
Between 16 December to 31 December 2022	17 January 2023
Between 1 January to 15 January 2023	27 January 2023
Between 16 January to 31 January 2023	10 February 2023

You can choose appointment slots from December 2022 to 30 June 2023, first come first served basis.

12. Where will the health screening be conducted?

Health screening will be conducted at AIA Alexandra, AIA Tampines or HOP Medical Centre at Palais Renaissance. Subject to availability and Appointment slots are first-come-first-served basis.

13. Can I change my Health Screening Appointment?

You will need to make a new appointment at least 2 days (48 hours) before your original appointment date via the health screening link, and email to WhiteCoat at contactus@whitecoat.global to cancel your previous appointment.

14. When and where will I receive my Health Screening Report?

Your health screening report will be uploaded in your profile on the WhiteCoat App, about 7-10 working days after the date of completion of your health screening. You are required to download the WhiteCoat App via App Store or Google Play Store and register for an account prior to the health screening to receive your results in the WhiteCoat App.

15. Can I speak to a healthcare professional to help me understand my Health Screening report?

Yes, you will get a one-time complimentary review of your health screening results. You may use the "General Practitioner on Demand Video Consultation" function in the WhiteCoat App to review your results with a WhiteCoat GP.

16. What if I lose the redemption email, who can I reach out to?

Please reach out to your AIA Financial Services Consultant for assistance.

SECTION D: KINOHIMITSU BIRD'S NEST GIFT SET

17. What is included in the gift set?

It consists of 6 bottles x 180ml of Kinohimitsu Bird's Nest Beverage with Longan & Wolfberry. The beverage is halal certified.

18. Can I exchange the gift for something else?

The gift is non-transferable and non-exchangeable for cash or other gifts unless stated otherwise. Any damaged, lost, or defaced gifts will not be replaced.

Last Revision Date: 23 November 2022