

SECTION A: ABOUT THE CAMPAIGN AND ELIGIBILITY**1. Tell me more about AIA Kids Education Campaign**

AIA Kids Education Campaign supports your child in early childhood learning by gifting you up to 3-month complimentary access to selected KidsQwest preschool online interactive courses (worth S\$50).

2. What is KidsQwest?

KidsQwest is an online preschool learning platform that works closely with several preschools and training educators (such as Josiah preschool, Agape Little Uni, BlueTree Education, ACTs of life and more) in Singapore to provide thematic interactive learning courses for young learners aged 8 years old and below. For more information on KidsQwest, please visit <https://kids.kqwest.com/>

3. What is the application period for AIA Kids Education Campaign?

Application period is from 9 September (12pm) to 31 December 2022 (11.59pm) or until all 20,000 unique redemption codes have been signed-up for, whichever is earlier.

4. 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.

5. How do I sign up for AIA Kids Education Campaign?

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

Alternatively, selected AIA customers may also sign up via My AIA SG App from 10th Oct onwards.

6. How do I qualify for the S\$10 GrabGifts Voucher?

Your assigned AIA Financial Services Consultant will schedule a meet-up (online or face-to-face) from 9th Sept 2022 to 31st Jan 2023 after you have registered for the AIA Kids Education Campaign.

Please note that a meet-up (online or face-to-face) must take place first before you can qualify for S\$10 GrabGifts Voucher. 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.

Should you qualify for the S\$10 GrabGifts voucher, you will receive an email from AIA with the redemption details.

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 do I redeem for complimentary access to selected KidsQwest courses?**

Once you have sign up via the online application page, you will receive a confirmation email appended with the unique redemption code. You must activate the unique redemption code by 31 Jan 2023 to access the selected KidsQwest courses at <https://kids.kqwest.com/>. Alternatively, please refer to the step-by-step redemption guide in the confirmation email.

Please reach out to your AIA Financial Services Consultant if you did not receive the confirmation email. Do take note to activate the redemption code by 31 Jan 2023.

9. When is the deadline to activate the redemption code to enjoy complimentary access to selected KidsQwest courses?

Please activate the redemption code by 31 Jan 2023. After which, the redemption code will expire. Strictly no appeals and extension thereafter.

You will be able to enjoy complimentary access for up to 3 months from the day you activate the redemption code.

10. How do I access KidsQwest courses?

KidsQwest is a web application. It is compatible with both Android and iOS devices. It is supported on most browsers, including Chrome, Safari, Firefox. For a seamless experience, please use Google Chrome.

11. How many courses am I entitled to?

You are entitled to any 1 course from the **following list of available courses**. For more information on the courses, please visit <https://kids.kqwest.com/>

Selected Courses	Recommended Age	Access Duration
Baby on the go	0-18 months	2 months
First Touch	1-3 years old	3 months
Learn English with Bobo	2-4 years old	3 months
Read Aloud Series: Book A – Z Full Volume	4-6 years old	3 months
Kickstart English Level 1A	5-6 years old	3 months
Stellar Programme (Intermediate): Nature, Weather, Seasons	5-8 years old	3 months
Stellar Programme (Advance): Save my earth	5-8 years old	3 months

12. Who can I reach out to for assistance on KidsQwest redemption?

Should you encounter any issue, you may raise a support ticket to KidsQwest at <https://kids.kqwest.com/support-ticket/>. Alternatively, please reach out to their helpdesk WhatsApp at 91511492. For more information, please refer to the step-by-step guide in the confirmation email.

13. What if I lose the redemption code, who can I reach out to?

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