

SECTION A: APPLICATION DETAILS

1. What is the application period for AIA Supercharge Travel Cover Campaign?

Application period is from 29th April – 30 June 2022 (or upon full redemption of the 75,000 policies, whichever is earlier).

2. Who is eligible to participate?

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 old to 65 years old (age last birthday).
- All Insured person(s) must be fully vaccinated for age 12 years old (age last birthday) and above.

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

3. Is there an age range to enjoy the FREE AIA Supercharge Travel Cover?

Yes. All insured(s) must be aged between 2 weeks old and 65 years old (age last birthday) to be covered under AIA Supercharge Travel 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 can 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 Supercharge Travel 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 Supercharge Travel 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. Please contact an AIA Financial Services Consultant to apply.

8. How do I participate in AIA Supercharge Travel Cover Campaign?

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 contract at the following link:

<https://www.aia.com.sg/en/superchargetravel/help-and-support.html>

10. Do I need to purchase any AIA plans or pay any fees for this FREE AIA Supercharge Travel Cover?

No, this offer is complimentary and offered by AIA. No additional 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?

This is your 10-digit corporate policy number 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 Supercharge Travel start and end?

- Start Date: 29 April 2022 or date of application (Whichever is later)
- End Date: 31 December 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 am I covered for under the AIA Supercharge Travel Cover?

a) Overseas Medical Expenses due to COVID-19

In the event if you are diagnosed with COVID-19 and hospitalized overseas for minimum 6 hours, we will reimburse the reasonable and customary charges incurred overseas, up to the benefit limit of \$1,000. Please refer to policy contract for full terms and conditions.

b) Overseas Quarantine Allowance due to COVID-19

We will pay up to \$50 per day, for up to 5 consecutive days, if you are tested positive for COVID-19 while overseas, and as a result is unexpectedly placed into mandatory Quarantine outside Singapore. Please refer to policy contract for full terms and conditions.

c) Death due to COVID-19

We shall pay \$10,000 if the insured passes away as a direct result of COVID-19. Please refer to the policy contract for full terms and conditions.

SECTION C: REDEMPTION OF SUPERVISED TELE-ART

16. How do I redeem for the supervised Tele-ART?

In order to enjoy the Tele-ART at a negotiated rate of S\$9, please input a) 'AIA' under company name when you sign up as a New MyCLNQ App user or login to your account if you are existing MyCLNQ App user and b) key in MyCLNQ Coupon Code 'TA2022' when making payment.

Please refer to the following steps for the instructions.

For New MyCLNQ App User:

- Search MYCLNQ and download from Apple store or Google Play store
- Create an MYCLNQ account by clicking 'New user'
- Input all your personal information > key in 'AIA' under company name
- Click 'Register'

For Existing MyCLNQ App User:

- Login to your MYCLNQ App account
- Select 'My Profile' and edit
- Key in 'AIA' under company name
- Click 'Save'

For more information on how to make appointment and payment,

Please refer to the step-by-step guide <https://www.aia.com.sg/content/dam/sg/en/superchargetravel/docs/guide.pdf>

17. How much do I have to pay for the Supervised Tele-ART?

MyCLNQ will be offering a negotiated rate of S\$9 for each supervised tele-ART to all AIA customers. Refer to question 16 on the redemption process.

18. Who can I reach out to if I've problem making the appointment?

You may reach out to MyCLNQ via info@ssivixlab.com or through their hotline number for support at +65 8189 3129

19. How long will I receive my result?

You result will be out within 4 hours.

20. How will be notified of my result?

The result will be sent to the email you registered on MyCLNQ app. Please ensure your email address is updated.

21. Is there any expiry date to use the MyCLNQ Coupon Code?

The last date to use the MyCLNQ Coupon Code 'TA2022' will be on 31 Dec 2022, 23:59.

SECTION D: CLAIMS

21. How can claims be submitted?

- The claim form can be downloaded from our website at <https://www.aia.com.sg/en/superchargetravel/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

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

For AIA Supercharge Travel 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 Supercharge Travel Cover.