



SECTION A: APPLICATION DETAILS

WHAT IS THE APPLICATION PERIOD FOR AIA COVER YOUR REDISCOVERY?

- From 15 December 2020 to 31 January 2021 (or upon full redemption of 200,000 policies, whichever is earlier)

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.

AM I / WE ELIGIBLE TO APPLY FOR AIA COVER YOUR REDISCOVERY?

- Yes, as long as all the following conditions are met:
 1. All Insured person(s) must be a Singapore Resident[^] and hold a valid NRIC / FIN.
 2. 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.

IS THERE AN AGE RANGE TO ENJOY THIS FREE AIA COVER YOUR REDISCOVERY?

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

WHAT IS THE MINIMUM AGE TO BE THE MAIN APPLICANT?

- The main applicant must be at least 18 years old. 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.

CAN I APPLY FOR MY SPOUSE AND CHILDREN?

- Yes, you can. You may apply using the family application form. If your child(ren) is/are below the age of 18 years old, please provide your details as the main applicant. Information regarding your family members may be filled up by adding family members in your application.

Please note that for this free AIA Cover Your Rediscovery, a family refers to 1 adult or 2 adults (husband and wife) at the point of application and up to 6 children.

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 Cover Your Rediscovery is 65 years old (Age Last Birthday)

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.

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: aia.com.sg/CoverYourRediscovery-policyinfo

DO I NEED TO PURCHASE ANY AIA PLANS OR PAY ANY FEES FOR THIS FREE AIA COVER YOUR REDISCOVERY?

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

SECTION B: COVERAGE

WHEN DOES THIS FREE AIA COVER YOUR REDISCOVERY START AND END?

- Start Date : 15 December 2020 or date of application (Whichever is later)
- End Date : 31 March 2021

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. What does this mean? 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.

WHAT AM I COVERED FOR UNDER THE AIA COVER YOUR REDISCOVERY?

- Since the pandemic began, we've been grounded and we're yearning to explore more. And now that it's time to make plans for your Singapore holiday, AIA is providing free coverage (with the following benefits) so that you can be assured and well protected while rediscovering the island as well as on your cruise to nowhere.
 - ✓ Outpatient Medical Reimbursement due to Accidents
If you require medical treatment as a result of an accident, food poisoning or Insect/animal bites, stings or attack, we will reimburse you up to \$30 every visit for your medical expenses, including for Traditional Chinese Medicine (TCM). Please refer to policy contract for the full terms and conditions.
 - ✓ Loss of Portable Electronic Device
We will reimburse you up to \$100 if you lose your portable electronic device during the visit to places of interest or hotel staycations. This benefit will only be payable up to \$100 per Insured Person regardless of the number of occurrences. Please refer to the policy contract for the full terms and conditions.
 - ✓ Death
A lump sum benefit of \$5,000 shall be paid upon death of the Insured person due to accident or COVID-19 occurring in Singapore. A waiting period of 14 days shall apply before death benefit due to COVID-19 is payable. Please refer to the policy contract for the full terms and conditions.

WHAT IS COVERED FOR COVID-19 UNDER THE AIA COVER YOUR REDISCOVERY?

You are covered for death due to COVID-19 occurring in Singapore. Outpatient medical reimbursement benefit will not be applicable for COVID-19.

SECTION C: CLAIMS

HOW CAN CLAIMS BE SUBMITTED?

- The claim form can be downloaded from our website at aia.com.sg/CoverYourRediscovery-policyinfo
- 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.

IS THERE A CUSTOMER HOTLINE THAT I MAY REACH OUT TO:

For AIA Cover Your Rediscovery 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 Cover Your Rediscovery.