



SECTION A: APPLICATION DETAILS

WHAT IS THE APPLICATION PERIOD FOR AIA COVID-19 VACCINE PROTECT?

- From 10 December 2021 to 28 February 2022 (or upon full redemption of 150,000 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 COVID-19 VACCINE PROTECT?

- 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 5 years old 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 COVID-19 VACCINE PROTECT?

- Yes.
All insured(s) must be aged between 5 years old and 65 years old (age last birthday) to be covered under AIA COVID-19 Vaccine Protect.

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.
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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 5 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 COVID-19 Vaccine Protect, 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 COVID-19 Vaccine Protect 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:

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

DO I NEED TO PURCHASE ANY AIA PLANS OR PAY ANY FEES FOR THIS FREE AIA COVID-19 VACCINE PROTECT?

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

I AM A CORPORATE CUSTOMER OF AIA AND HAVE BEEN PROMPTED TO KEY IN MY CORPORATE POLICY NUMBER. WHAT IS 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.

SECTION B: COVERAGE

WHEN DOES THIS FREE AIA COVID-19 VACCINE PROTECT START AND END?

- Start Date : 10 December 2021 or date of application (Whichever is later)
- End Date : 30 June 2022

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 COVID-19 VACCINE PROTECT?

1) Daily Hospital Income Benefit (Due to COVID-19 Vaccine Complications)

We will pay you \$500 per day for each day of hospital admission resulting directly from complications due to MOH approved COVID-19 vaccinations or COVID-19 booster vaccinations, payable up to a maximum of 2 days. Please refer to the policy contract for the full terms and conditions.

IS THERE A DIFFERENCE BETWEEN AIA COVID-19 VACCINE PROTECT AND AIA COVID-19 VACCINE COVER (PLUS) AS I HAVE ALREADY REGISTERED FOR AIA COVID-19 VACCINE COVER (PLUS) PREVIOUSLY?

AIA COVID-19 Vaccine Protect is a new campaign which covers complications due to MOH approved COVID-19 vaccinations or COVID-19 booster vaccinations. You will need to apply for this policy again if you would like to be covered for AIA COVID-19 Vaccine Protect.

CAN I CLAIM FOR THE DAILY HOSPITAL INCOME BENEFIT DUE TO COVID-19 VACCINE COMPLICATIONS IF I AM ADMITTED FOR LESS THAN 24 HOURS?

You will need to be hospitalised for minimum 24 hours and above to be eligible for the daily hospital income benefit. Please refer to the policy contract for the full terms and conditions.

SECTION C: CLAIMS

HOW CAN CLAIMS BE SUBMITTED?

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

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

For AIA COVID-19 Vaccine Protect 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 COVID-19 Vaccine Protect.