



## SECTION A: APPLICATION DETAILS

### WHAT IS THE APPLICATION PERIOD FOR AIA COVID-19 VACCINE HOSPITALISATION COVER (79121)?

- From 9 April 2021 to 30 April 2021

### AM I/ WE ELIGIBLE TO APPLY FOR AIA COVID-19 VACCINE HOSPITALISATION COVER (79121)?

To be eligible to apply for the Plan, the Eligible Citi customer must:

- (a) be a Singapore Resident and holds a valid NRIC/FIN; and
- (b) be aged between 21 years old and 65 years old (age last birthday); and
- (c) not be an United States ("U.S.") Citizen, U.S. Resident, or U.S. Green Card holder. A person is a "U.S. Resident" if he is present in the U.S. for more than 31 days in the current calendar year, and for an average of at least 183 days over the current calendar year and the preceding calendar years; and
- (d) not be an individual resident of the European Union, European Economic Area, Switzerland, Guernsey, Jersey, Monaco, San Marino, Vatican and The Isle of Man; and
- (e) be a primary/ main account holder with a relationship in Citibank, Citi Priority, Citigold, or Citigold Private Client before the enrolment in this AIA COVID-19 Vaccine Cover, or hold at least one credit card issued by Citibank in Singapore (excluding corporate credit cards and S\$500 clear cards) which is valid (i.e. not suspended, cancelled and/or terminated) at the point of application.

### IS THERE AN AGE RANGE TO ENJOY THIS FREE AIA COVID-19 VACCINE HOSPITALISATION COVER (79121)?

- Yes.  
All insured(s) must be aged between 21 years old to 65 years old (age last birthday) to be covered under this free cover.

### I AM CURRENTLY NOT AN AIA CUSTOMER. CAN I APPLY?

- Yes. This offer is open to both AIA & Non-AIA Customers. As long as you have received the invitation to apply for this insurance coverage from our distributor Citibank Singapore Limited, you may apply for the coverage through our distributor, Citibank Singapore Limited.

### 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 document at the following link: <https://www.aia.com.sg/en/AIACovid19VaccineCover/info-79121.html>

**DO I NEED TO PURCHASE ANY AIA PLANS OR PAY ANY FEES FOR THIS FREE AIA COVID-19 VACCINE HOSPITALISATION COVER (79121)?**

- No, this offer is complimentary and offered to eligible Citibank customers. No additional purchase is required.

**SECTION B: COVERAGE**

**WHEN DOES THIS FREE AIA COVID-19 VACCINE HOSPITALISATION COVER (79121) START AND END?**

- Start Date: Coverage will begin for customer on the date stipulated in the enrolment confirmation email from AIA
- End Date: 31 December 2021

**WHAT AM I COVERED FOR UNDER THE AIA COVID-19 VACCINE HOSPITALISATION COVER (79121)?**

- AIA would like to play its part by providing members of the public (Applicable to both AIA & Non-AIA customers) with the following benefits:
  - ✓ **Daily Hospital Income Benefit (Due to COVID-19 Vaccine Complications)**  
AIA will pay you \$500 per day for each day of hospital admission resulting directly from complications due to MOH approved COVID-19 vaccinations, payable up to a maximum of 2 days. Please refer to the policy contract for the full terms and conditions.
  - ✓ **Hospital Income Benefit (Due to COVID-19)**  
AIA will provide a lump sum benefit of \$500, which shall be paid for hospital admission resulting directly from COVID-19. Please refer to policy contract for the full terms and conditions.

**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/AIACovid19VaccineCover/info-79121.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](mailto:sg.cs.campaign@aia.com).

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

For AIA COVID-19 Vaccine Hospitalisation Cover (79121)-related queries such as application and insurance claims issues:

- **Hotline Number:** +65 6248 8328
- **Email Address:** [SG.CS.CAMPAIGN@AIA.COM](mailto:SG.CS.CAMPAIGN@AIA.COM)