



Terms and Conditions of Complimentary AIA COVID-19 Vaccine Hospitalisation Cover (79121) for Eligible Citibank Customers Promotion ("Promotion")

1. Definitions:
 - a) "AIA" refers to AIA Singapore Private Limited.
 - b) "Citi" or "Citibank" refers to Citibank Singapore Limited.
 - c) "Eligible Citibank Customer" refers to an individual who:
 - i. is a Singapore Resident and holds a valid NRIC/FIN; and
 - ii. is aged between 21 years old and 65 years old (age last birthday); and
 - iii. is not a 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
 - iv. is not an individual resident of the European Union, European Economic Area, Switzerland, Guernsey, Jersey, Monaco, San Marino, Vatican and The Isle of Man; and
 - v. 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.
 - d) "Promotion Period" means 09 April 2021 to 30 April 2021 (both dates inclusive).
 - e) "Singapore Resident" refers to
 - i. a citizen of Singapore, unless he has resided outside Singapore continuously for 5 or more years preceding the purchase date of the policy and is currently not residing in Singapore; or
 - ii. a permanent resident, unless he has resided in Singapore for less than a total of 183 days in the 12 months preceding the purchase date of the policy; or
 - iii. a person who has a work pass or permit required under the Employment of Foreign Manpower Act (Cap. 91A), unless he has resided in Singapore for less than a total of 183 days in the 12 months preceding the purchase date of the policy; or has a pass or permit required under the Immigration Act (Cap. 133) that has a duration longer than 90 days and has resided in Singapore continuously for at least 90 days in the 12 months preceding the purchase date of the policy.
2. Under this Promotion, Eligible Citibank Customers who successfully apply for the AIA Cover ("Plan") during the Promotion Period will be covered under the Plan from the date stipulated in the enrolment confirmation email from AIA until 31 December 2021 (unless otherwise earlier terminated under the terms and conditions set out in Plan's policy contract) for free.
3. All insurance applications for the Plan under this Promotion are subject to AIA's underwriting and acceptance. This is not a contract of insurance. The precise terms and conditions of the Plan, including exclusions whereby the benefits under the Plan may not be paid out, are specified in the policy contract of the Plan. Please refer to the Plan's policy contract for the benefits, full terms and conditions, and exclusions. There are certain conditions for which no benefits will be payable under the Plan.
4. To apply for coverage under the Plan, an Eligible Citibank Customer must log in to his Citibank mobile banking account and complete the application in accordance with the instructions therein.
5. Citibank and AIA shall not be responsible for any loss, damage or delay in connection with the processing of application or claims processing under the Plan.
6. For AIA COVID-19 Vaccine Hospitalisation Cover (79121) related queries such as application and insurance claims issues, please contact AIA at the following:
 - Hotline Number: +65 6248 8328
 - Email Address: SG.CS.CAMPAIGN@AIA.COM



7. Citibank and AIA reserve the right to terminate this Promotion at any time, and/or vary the terms and conditions governing this Promotion without prior notice or reason.

8. Citibank shall not be responsible for the quality, merchantability or the fitness for any purpose or any other aspect of the products and/or services provided by third parties. Notwithstanding anything herein, Citibank shall not at any time be responsible or held liable for any loss, injury, damage or harm suffered by or in connection with the products and/or services provided by third parties under this Promotion.

9. Citibank's and AIA's decision on all matters relating to the Promotion will be at its absolute discretion and will be final and binding on all participants.

10. Eligible Citibank Customers who participate in this Promotion will still be entitled to participate in other insurance related promotions organised by Citibank and/or AIA.

11. Citibank full disclaimers, Terms and Conditions apply to individual products and banking services.

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