



AIA Singapore

1 Robinson Road, AIA Tower
Singapore 048542
T : 1800 248 8000
AIA.COM.SG

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at [AIAVitality.com.sg](https://www.aia.com.sg)

AIA Singapore partnering with Raffles Hospital to boost accessibility of quality healthcare in Singapore

The Memorandum of Understanding signed by both parties aims to provide greater access to healthcare services and co-create innovative solutions to drive quality of care and ensure patient outcomes.



Pictured from left to right: Kenneth Wu, Chief Operating Officer of Singapore Healthcare, Raffles Medical Group, and Irma Hadikusuma, Chief Marketing and Healthcare Officer of AIA Singapore

SINGAPORE, 23 January 2025 — AIA Singapore and Raffles Hospital today signed a Memorandum of Understanding (MoU) to jointly pursue key initiatives, which will enhance Singapore Residents' access to quality healthcare services at Raffles Hospital.

Signed today by Irma Hadikusuma, Chief Marketing and Healthcare Officer of AIA Singapore and Dr Kenneth Wu, Chief Operating Officer of Singapore Healthcare, Raffles Medical Group, the collaboration between a leading life insurance and a leading healthcare provider will kickstart with three key initiatives:

- **Including more than 90 additional private specialist doctors from Raffles Hospital as [AIA Quality Healthcare Partners \(AQHP\)](#)**, AIA Singapore's specially curated panel of doctors for AIA HealthShield Gold Max customers. This will extend AIA Singapore's network of private panel doctors to close to 700 medical specialists, among the most comprehensive panel networks available to Integrated Shield Plan (IP) policyholders in Singapore.
- **Co-creating innovative healthcare solutions that drive quality of care and ensure patient outcomes, this includes sharing of quality indicators and patient outcomes** as both parties work towards value-based healthcare.



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- **Jointly managing hospitalisation bills for AIA policyholders** ensuring close alignment of hospital bills with the fee benchmarks outlined by the Ministry of Health (MOH)¹.

Irma Hadikusuma, Chief Marketing and Healthcare Officer of AIA Singapore, said, “As Singapore’s population ages and demand for healthcare services increases, our priority remains to ensure that AIA policyholders continue to get prompt access to meet their medical and hospitalisation needs. AIA Singapore’s partnership with Raffles Hospital will not only provide more options to our policyholders, but it will also allow us to leverage data analytics to further inform how we design solutions to best meet the needs of Singapore Residents. We are also confident that this collaboration will help to ensure the financial sustainability of our Integrated Shield Plan business and manage long-term healthcare inflation through value-driven care.”

Dr Kenneth Wu, Chief Operating Officer of Singapore Healthcare, Raffles Medical Group, said, “We are delighted to partner AIA to improve access to quality care at Raffles Hospital. Our hospital offers the full range of specialist services combined with some of the most advanced medical technology and is also accredited for trauma care by MOH. We trust this collaboration will enhance our joint value proposition to meet the evolving healthcare needs of patients for the long-term.”

This partnership is one of numerous efforts by AIA Singapore to enhance health support for policyholders. In November 2024, AIA Singapore announced that all AIA insured members of AIA personal policies would get access to on-demand teleconsultations as well as mental wellness services, pediatric care, and home health screenings².

AIA Singapore also announced substantial enhancements to its corporate insurance policies from 2025, including a first-in-market feature of expanded inpatient coverage for mental health care alongside other enhanced benefits to provide more accessible and inclusive support for its corporate customers, at no additional premiums. Announced in October 2024³, this enhancement will benefit more than 1.3 million employees in Singapore, accounting for more than 1 in 5 of Singapore’s overall population⁴.

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About AIA

AIA Group Limited and its subsidiaries (collectively "AIA" or the "Group") comprise the largest independent publicly listed pan-Asian life insurance group. It has a presence in 18 markets – wholly-owned branches and subsidiaries in Mainland China, Hong Kong SAR⁵, Thailand, Singapore, Malaysia, Australia, Cambodia, Indonesia, Myanmar, New Zealand, the Philippines, South Korea, Sri Lanka, Taiwan (China), Vietnam,

¹ 'Hospital Bills and Fee Benchmarks.' (Jan 14, 2025) Ministry of Health. Available at: <https://www.moh.gov.sg/managing-expenses/bills-and-fee-benchmarks/hospital-bills-and-fee-benchmarks>

² 'AIA Singapore enhances accessibility and affordability of quality healthcare services for more than 1 million¹ insured members with deepened partnership with WhiteCoat.' (Nov 4, 2024) AIA Singapore. Available at: <https://www.aia.com.sg/en/about-aia/media-centre/press-releases/2024/aia-singapore-enhances-accessibility-and-quality-healthcare-services-at-affordable-rates-for-policyholders>

³ 'AIA Singapore boosts mental health support and enhances corporate insurance benefits for over 1.3 million employees.' (Oct 3, 2024) AIA Singapore. Available at: <https://www.aia.com.sg/en/about-aia/media-centre/press-releases/2024/aia-2025-group-insurance-enhancements>

⁴ 'Overall Population.' (Oct 3, 2024) National Population and Talent Division. Available at: <https://www.population.gov.sg/our-population/population-trends/overall-population/>

⁵ Hong Kong SAR refers to the Hong Kong Special Administrative Region.



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Brunei and Macau SAR⁶, and a 49 per cent joint venture in India. In addition, AIA has a 24.99 per cent shareholding in China Post Life Insurance Co., Ltd.

The business that is now AIA was first established in Shanghai more than a century ago in 1919. It is a market leader in Asia (ex-Japan) based on life insurance premiums and holds leading positions across the majority of its markets. It had total assets of US\$289 billion as of 30 June 2024.

AIA meets the long-term savings and protection needs of individuals by offering a range of products and services including life insurance, accident and health insurance and savings plans. The Group also provides employee benefits, credit life and pension services to corporate clients. Through an extensive network of agents, partners and employees across Asia, AIA serves the holders of more than 42 million individual policies and 16 million participating members of group insurance schemes.

AIA Group Limited is listed on the Main Board of The Stock Exchange of Hong Kong Limited under the stock codes "1299" for HKD counter and "81299" for RMB counter with American Depositary Receipts (Level 1) traded on the over-the-counter market under the ticker symbol "AAGIY".

Contacts:

Allison Chew

Allison-A.Chew@aia.com

Dawn Teo

Dawn-my.teo@aia.com

⁶ Macau SAR refers to the Macau Special Administrative Region.