



## **SECTION A: APPLICATION DETAILS**

### **A1. WHAT IS THE APPLICATION PERIOD FOR AIA KIDS 360 PROTECT CAMPAIGN?**

The application period is from 4 October 2023 to 31 December 2024.

### **A2. WHO CAN APPLY FOR AIA KIDS 360 PROTECT CAMPAIGN?**

- Insured parent/legal guardian and child must be Singapore Resident<sup>^</sup> and hold a valid Birth Cert/NRIC/ FIN.
- Insured parent/legal guardian must be within the age limit of 18 to 65 years old (age last birthday).
- Insured child must be within the age limit of 2 weeks old to 17 years old (age last birthday).
- Insured parent/legal guardian and child must not be a citizen of a sanctioned country or a Prohibited Person.
- Insured parent/legal guardian must provide his/her Marketing Consent (defined in the Campaign Terms and Conditions) to AIA.

<sup>^</sup> Please refer to the policy contract for the full definition of a Singapore Resident.

### **A3. ARE BOTH PARENTS REQUIRED TO APPLY FOR AIA KIDS 360 PROTECT CAMPAIGN?**

The applicant can be either parent (Father or Mother) or the legal guardian.

### **A4. CAN I APPLY FOR MY CHILDREN?**

Yes, you can. It is compulsory for either parent or legal guardian to sign up as the main applicant and add your child(ren) between 2 weeks old and 17 years old (age last birthday) into the same application.

### **A5. I AM CURRENTLY NOT AN AIA CUSTOMER. CAN I APPLY?**

Yes. This offer is open to both AIA and non-AIA customers.

### **A6. I RECEIVED THE APPLICATION LINK AND ACCESSED IT VIA 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, we would recommend using Google Chrome.



**SECTION B: COVERAGE**

**B1. WHAT IS OFFERED UNDER THE AIA KIDS 360 PROTECT CAMPAIGN?**

Upon successful application, you and your insured child(ren) will receive:

- (i) AIA KIDS 360 PROTECT coverage with the following benefits:

<b>KEY BENEFITS</b>	<b>COVERAGE AMOUNT PER INSURED CHILD (S\$)</b>	<b>COVERAGE AMOUNT PER INSURED PARENT (S\$)</b>
Medical reimbursement due to: <ul style="list-style-type: none"> <li>• Haze-related# illnesses (i.e. bronchitis/conjunctivitis/rhinitis)</li> <li>• Infectious diseases (i.e. Dengue fever/HFMD/Zika virus/Salmonellosis)</li> </ul>	100	Not Applicable
Mobility Aid Reimbursement Benefit	150	
Bone Fracture Benefit Dislocation Benefit Accidental Burns Benefit	Up to 2,000	
Accidental Death Benefit	10,000	10,000

#when PSI hits 201 and above

Please refer to the policy contract for the detailed coverage and terms and conditions of the cover.

- (i) S\$20 eCapitaVoucher (upon completion of financial health review with your assigned Consultant. Refer to **Section C** for more details.

**B2. WHEN DOES AIA KIDS 360 PROTECT COVERAGE START AND END?**

Start Date: 4 October 2023 or date of application (whichever is later)

End Date: 3 months from date of application

**B3: IS THE ACCIDENTAL DEATH BENEFIT APPLICABLE FOR BOTH PARENTS?**

The accidental death benefit is applicable for only one parent and he/she has to be the main applicant.

**B4. DO I NEED TO PURCHASE ANY AIA PLANS OR PAY ANY FEES TO ENJOY THE AIA KIDS 360 PROTECT?**

No, AIA Kids 360 Protect is complimentary. No additional purchase and fees are required.



**B5. CAN I APPLY FOR THIS COVERAGE AGAIN AFTER IT HAS ENDED?**

All insured can only be covered once (i.e. 3 months coverage) throughout the campaign period.

**B6. WILL I RECEIVE ANY HARD COPY POLICY DOCUMENTS?**

No, you will receive an email confirmation within one working day with a link to the policy contract. Alternatively, you may retrieve your policy contract [here](#).

**SECTION C: REDEMPTION DETAILS**

**C1. WHEN WILL I RECEIVE MY S\$20 ECAPITAVOUCHER?**

After you have completed your financial health review with your AIA Financial Services Consultant/AIA Financial Consultant, you will receive an email notification from AIA within 24 hours with the voucher redemption details. The email will be sent to the email address you have used in your successful application for the AIA Kids 360 Protect Campaign.

**C2. CAN I EXCHANGE THE ECAPITAVOUCHER FOR SOMETHING ELSE?**

ECapitaVoucher is non-transferable and non-exchangeable for cash or other gifts unless stated otherwise. Any damaged, lost, or defaced gifts will not be replaced.

**C3. WHAT IS THE VALIDITY OF THE S\$20 ECAPITAVOUCHER?**

The eCapitaVoucher is valid for 12 months from the date of issue. For more details of the use of the voucher, please visit:

<https://www.capitastar.com/sg/en/capitavoucher/about-ecapitavoucher.html>



## **SECTION D: CLAIMS**

### **D1. HOW DO I MAKE A CLAIM IF REQUIRED?**

All claims are to be submitted to AIA within 90 days after the date of such loss. The claim form can be downloaded [here](#).

Please note that all hard copy claim form 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).

### **D2. IS THERE A CUSTOMER HOTLINE THAT I MAY REACH OUT TO?**

For AIA Kids 360 Protect policy related queries such as application and insurance claims:

- Hotline Number: +65 6248 8328
- Email Address: [SG.CS.CAMPAIGN@AIA.COM](mailto: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 your AIA Kids 360 Protect policy.

*Last Update: 1 July 2024.*