



SECTION A: APPLICATION DETAILS

A1. WHAT IS THE APPLICATION PERIOD FOR AIA PROTECT 360 (IV) CAMPAIGN?

The application period is from 2 June 2026 to 31 July 2026 or until HYROX closes its registration for the HYROX Singapore 2026 event, whichever is earlier.

A2. WHO IS ELIGIBLE TO APPLY FOR AIA PROTECT 360 (IV) CAMPAIGN?

You are eligible if you fulfil the following conditions:

- Must be a Singapore Resident[^] and hold a valid Birth Cert/NRIC/ FIN.
- Must be within the age limit of 18 years old to 65 years old (age last birthday).
- Must not be a citizen of a sanctioned country or a Prohibited Person.
- Must provide his/her Marketing Consent (defined in the Campaign Terms and Conditions) to AIA.
- Have not claimed under AIA Family 360 and AIA Protect 360 policies.

[^] Please refer to the policy contract for the full definition of a Singapore Resident.

A3. I AM CURRENTLY NOT AN AIA CUSTOMER. CAN I APPLY?

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

A4. I AM A FOREIGNER AND NOT A SINGAPORE RESIDENT PARTICIPATING IN THE HYROX SINGAPORE EVENT. AM I ELIGIBLE FOR THE AIA PROTECT 360 (IV) CAMPAIGN?

No, the AIA Protect 360 (IV) campaign is exclusively available to Singapore residents aged 18 to 65 years (based on age at last birthday). HYROX participants and spectators who opted in for AIA Protect 360 (IV) coverage and meet the eligibility criteria will receive a confirmation email from AIA Singapore by early August 2026.

A5. I PREVIOUSLY SIGNED UP FOR THE AIA PROTECT 360 CAMPAIGNS FOR THE PREVIOUS HYROX EVENT IN 2025 AND APRIL 2026. I AM NOW PARTICIPATING IN THE HYROX EVENT IN NOVEMBER 2026, AM I ELIGIBLE FOR THE AIA PROTECT 360 (IV) CAMPAIGN?

Yes, individuals who registered for the earlier AIA Protect 360 Campaigns are eligible to sign up for AIA Protect 360 (IV) Campaign as long as no claim has been made under AIA Protect 360 Campaigns.

SECTION B: COVERAGE

B1. WHAT IS OFFERED UNDER THE AIA PROTECT 360 (IV) CAMPAIGN?

Upon successful application, you will receive **AIA Protect 360 (IV) Cover** with the following benefits:

Table of Benefits*	Amount Covered Per Insured Person (\$\$)
1. Medical Reimbursement Due to Infectious Diseases - Dengue fever (DHF) - Hand, foot and mouth disease (HFMD) - Salmonellosis - Shingles - Chicken Pox	Up to 200
2. Bone Fracture Benefit	Up to 1,000
3. Dislocation Benefit	Up to 2,000
4. Accidental Burns Benefit	Up to 2,000
5. Accidental Death Benefit	10,000

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

B2. WHEN DOES AIA PROTECT 360 (IV) COVERAGE START AND END?

- Start Date: 1 November 2026
- End Date: 30 November 2026

B3. WILL I RECEIVE ANY HARD COPY POLICY DOCUMENTS?

No, you will receive an email confirmation by early August 2026 with a link to the policy contract. Alternatively, you may retrieve your policy contract [here](#).

B4. DO I NEED TO PURCHASE ANY AIA PLANS OR PAY ANY FEES TO ENJOY THE AIA PROTECT 360 (IV) COVER?

No, AIA Protect 360 (IV) cover is complimentary. No additional purchase and fees are required.

SECTION C: CLAIMS

C1. I SIGNED UP FOR BOTH THE AIA PROTECT 360 (IV) CAMPAIGN AND THE AIA FAMILY 360 CAMPAIGN, AND THE COVERAGE PERIODS OVERLAP. I WAS INJURED ON 2 NOVEMBER 2026. CAN I CLAIM UNDER BOTH CAMPAIGNS?

No, if an accident occurs during an overlapping coverage period, AIA will honour a claim under only one of the policies and the other policy in force shall immediately cease and no further claims may be made by the insured.

C2. I SIGNED UP FOR BOTH AIA PROTECT 360 (III) AND AIA PROTECT 360 (IV), AND CLAIMED A BENEFIT UNDER AIA PROTECT 360 (III) AFTER ISSUANCE OF AIA PROTECT 360 (IV), HOW WOULD THIS AFFECT MY AIA PROTECT 360 (IV) COVERAGE?

If you have successfully claimed under AIA Protect 360 (III) policy from AIA, AIA Protect 360 (IV) policy in force shall immediately cease and no further claims may be made by the insured.

C3. 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 email us at sg.customermarketing@aia.com.

C4. IS THERE A CUSTOMER HOTLINE THAT I MAY REACH OUT TO?

For AIA Protect 360 (IV) policy related queries such as application and insurance claims:

- **Email Address:** SG.CUSTOMERMARKETING@AIA.COM

Please note that all applicants should contact AIA directly at the contact information stated above for any queries relating to your AIA Protect 360 (IV) policy.