



AIA Singapore

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AIA.COM.SG

Real change to health begins
at AIA/itality.com.sg

The aim of this **AIA COVID-19 Support Programme (“Support Programme”)** is to provide support for customers who are financially affected by COVID-19 by extending the grace period for payment of premiums due up to a maximum of 180 calendar days, and providing uninterrupted coverage of the relevant policies for the duration of the extended grace period, subject to the terms and conditions below.

Terms and Conditions for AIA Singapore Private Limited’s (“AIA Singapore”) Support Programme (“Support Programme Terms & Conditions”)

1. ELIGIBILITY

1.1. You are eligible to make an Extension of Grace Period Application (“EGP Application”) for the Support Programme if:

- (i) you are the policy owner or trustee or assignee of the policy you wish to apply extension of grace period (“EGP”) for; and
- (ii) your policy is an Eligible Policy that has not lapsed; and
- (iii) you are facing Financial Difficulties due to COVID-19 (as assessed by AIA Singapore in its absolute discretion).

“Eligible Policy” means an individual life and health insurance policy with a policy renewal or premium due date between 1 April and 30 September 2020 (both dates inclusive).

“Financial Difficulties” means the following circumstances:

- you are self-employed in industries affected by COVID-19, such as
 - Tourism,
 - Travel / Transportation,
 - Arts & Culture,
 - Food Services,
- you have lost your job or your income has been reduced due to COVID-19, examples being
 - pay being reduced,
 - on leave without pay indefinitely,
 - lowered business income (for self-employed),
- such other circumstances as may be determined at the absolute discretion of AIA Singapore.

1.2. Your EGP Application must be made to AIA Singapore before 30 September 2020. The EGP for one or more of the policy(ies) that is/are the subject of the EGP Application is effective only when your EGP Application for the relevant policy(ies) has/have been officially approved and notified to you by AIA Singapore in writing via mail. The eCopy of the notification letter will also be made available to you via our My AIA SG app.

1.3. You shall promptly provide AIA Singapore with any and all supporting document(s) in relation to your EGP Application at AIA Singapore’s request. Failure to do so may result in the rejection of your EGP Application or the cancellation of the EGP granted for any or all of your policies by AIA Singapore.

1.4. AIA Singapore reserves the right to determine at its sole and absolute discretion whether an applicant has met the Eligibility criteria above. The above eligibility criteria and any terms within this Support Programme Terms and Conditions may be amended or varied by AIA Singapore in the sole and absolute discretion without prior written notice.



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2. DURING EXTENSION OF GRACE PERIOD (“EGP”)

- 2.1. The EGP granted will be determined by AIA Singapore in its absolute discretion and the EGP granted by AIA Singapore for each policy which EGP is being applied for may be less than 180 calendar days. AIA Singapore is not required to provide any explanation as to the outcome of any EGP Application.
- 2.2. AIA Singapore will continue to provide coverage during the EGP for any insured whose policy is under the Support Programme.
- 2.3. Any claims made during the EGP of a policy will also be honoured by AIA Singapore in accordance with the existing terms and conditions of the policy. After the claim is assessed and deemed to be admissible, the outstanding premium will be deducted from the claim pay-out or collected prior to the payment of the claim.
- 2.4. No interest will be levied on premiums that are not paid during the EGP.
- 2.5. For Investment-Linked policies, monthly mortality charges will continue to be levied during the EGP but no Premium Holiday charges (if any) will be applied.
- 2.6. For policies with coupon or dividend benefits, no coupon(s) or dividend(s) will be paid out during the EGP unless all premium(s) due and payable during the EGP have been paid.
- 2.7. Unless otherwise stated above, all other clauses under the relevant policy(ies) will continue to apply and have full effect during the EGP.
- 2.8. You shall ensure all standing instructions for recurring premium payment(s) for the policy(ies) under the EGP are (i) suspended during the duration of EGP; and (ii) resumed after the EGP if you wish to continue making recurring premium payment(s) via the standing instructions after the EGP. Any premium payment received by AIA Singapore during the EGP shall be accepted as payment towards outstanding premium(s) and deducted from the total premium(s) due and payable at the end of the EGP. For avoidance of doubt, premium payment(s) must be made in multiples of the modal premium amount.

3. END OF EGP

- 3.1. Before the end of the EGP, you shall:
 - (i) pay all premium(s) due and payable during the EGP; or
 - (ii) apply to AIA Singapore to pay in monthly instalments all premium(s) due and payable during the EGP; or
 - (iii) apply to AIA Singapore to extend the EGP for another 180 calendar days.
- 3.2. Failure to take any of the actions set out in the above Clause 3.1 by the end of the EGP may result in the trigger of Non-Forfeiture Provisions (where applicable in your policy contract) and your policy becoming lapsed. For avoidance of doubt, (i) the EGP is not a waiver of the premium(s) payable for your policy(ies) with AIA Singapore, (ii) only one (1) extension of EGP will be granted (bringing the total extension of grace period to the maximum 360 calendar days),



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and (iii) any grant of extended EGP is at the absolute discretion of AIA Singapore. AIA Singapore is not required to provide any explanation as to the outcome of any application to extend the EGP.

- 3.3. If you apply for, and is granted, an extension of the EGP, you shall pay all premium(s) due and payable during the entire EGP by the end of the extended EGP. Failure to do so may result in the trigger of Non-Forfeiture Provisions (where applicable in your policy contract) and your policy becoming lapsed.

4. OTHER PROVISIONS

- 4.1. The Support Programme Terms and Conditions shall be governed by and construed in accordance with the laws of Singapore and you agree to submit to the exclusive jurisdiction of the Singapore courts. If for any reason, any provision or part of the Support Programme Terms and Conditions is found to be void or unenforceable, such provision or part of the Support Programme Terms and Conditions shall be deemed to be severed from the Support Programme Terms and Conditions and the remainder of such provision or of the Support Programme Terms and Conditions, as the case may be, shall remain in full force and effect and may be enforced to the fullest extent possible.