

# THE CUSTOMER EXPERIENCE



1

**Get health coverage upon consulting with an AIA Financial Services Consultant / AIA Insurance Representative.**

AIA Singapore ranks first in the country for having the most number of Million Dollar Round Table (MDRT) Registered Members.



2

**Opt for AIA Vitality membership to improve your health and enjoy benefits such as rewards and premium discounts.**

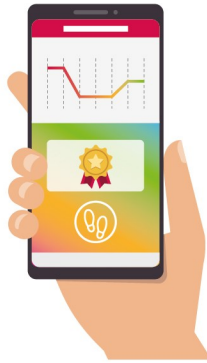
The first-in-market wellness programme, backed by behavioural science, that works with individuals to make real change to their health



3

**Participate in the AIA Vitality Weekly Challenge and redeem up to \$10 in rewards for earning 250 physical activity Vitality points weekly.**

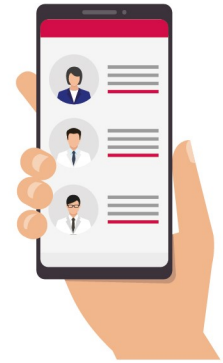
Since the launch of AIA Vitality Weekly Challenge in Jan 2017, the number of AIA Vitality members who exercise has increased by seven-fold. Within a year, AIA Vitality members achieved close to 60 billion steps, equivalent to walking around Singapore almost 200,000 times!



4

**Make an appointment with an AIA Quality Healthcare Partners (AQHP) specialist via the AIA Healthcare mobile app, AIA website, or AIA Medical Concierge hotline when you need specialist care, and enjoy discounts on consultation fees.**

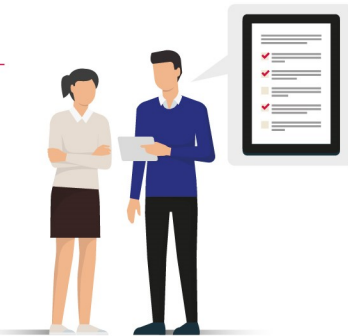
We are the first insurer to form direct partnerships with the medical community, consisting of over 200 well-qualified and experienced specialists.



5

**Approach your AIA Financial Services Consultant / AIA Insurance Representative for recommendations regarding coverage and healthcare options provided for policyholders.**

We focus on the best customer experience to meet all our customers' health, healthcare and health insurance needs.



6

**Get complimentary service from Medix\* to ensure the most accurate diagnosis and best possible treatment for serious medical conditions.**

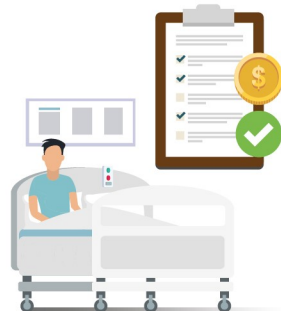
The first and only insurer in Singapore to establish an exclusive partnership with Medix for personal medical case management service.



7

**Once treatment is decided, get it pre-approved to ensure a payment-free treatment.**

AIA Pre-authorization service was introduced, enabling customers to focus on recovery with peace of mind. This is in line with the Health Insurance Task Force (HITF) recommendations.



8

**Medix to continue providing ongoing guidance & support every step of the way, until recovery, working in collaboration with your treating doctor.**

The service is provided for a period of at least 3 months and available upon need throughout the customer's medical journey.



HEALTHIER, LONGER,  
BETTER LIVES

\*For a start, service is provided for AIA Max Essential A and A Saver policyholders, and may be subsequently extended to other policyholders.