

## SECTION A: APPLICATION DETAILS

### What is the application period for Singtel Active Protect?

- From 17 May 2021 – 16 May 2022, Singtel post paid mobile customers can sign up for this product.

### Am I eligible to apply for Singtel Active Protect?

- Yes, as long as all the following conditions are met:
  1. Applicant must be a Singtel postpaid mobile line user. The following lines are excluded:
    - a. Corporate Business Registered Number (BRN) Line
    - b. GOMO Line
  2. Applicant must be a Singapore Resident<sup>^</sup> and hold a valid NRIC / FIN.
  3. Applicant must be within the age range of 18 years old to 65 years old (age last birthday).

<sup>^</sup>For the full definition of a Singapore Resident, please refer to the [Singtel Active Protect Application Terms & Conditions](#).

### What is the minimum age to be an Applicant?

- The Applicant must be at least 18 years old (Age Last Birthday).

### I am currently not an AIA Customer, can I apply?

- Yes. This offer is open to both AIA & Non-AIA Customers who are Singtel Mobile postpaid line users. All applications have to be done through Singtel.

### Will I receive any hardcopy documents?

- No. You will receive an email confirmation within 5 working days with a link to the policy contract. Alternatively, you may retrieve your policy contract [here](#).

### Why do I need to apply for this through Singtel?

- This is a Group Personal Accident policy where Singtel Mobile Singapore Pte Ltd is the Policyholder. The Applicant must be a Singtel postpaid mobile line user to be able to apply for the coverage.

### I changed my mind about buying Singtel Active Protect. Can I get a refund?

- If you decide to terminate the policy within 14 days from the date of purchase, you agree that this request will be made through Singtel Mobile Singapore Pte Ltd. A full refund of the premiums paid will be made via your Singtel bill within 2 billing cycles, which will be administered by Singtel Mobile Singapore Pte Ltd.
- If you decide to terminate the policy after 14 days from the date of purchase, you agree that this request will be made through Singtel Mobile Singapore Pte Ltd and understand that there will be no refund of the premiums paid.

Please refer to the full [Singtel Active Protect Application Terms & Conditions](#).



## **SECTION B: COVERAGE**

### **When does my coverage end upon application?**

- Your coverage is effective for one (1) year, from the date you sign up with Singtel. For e.g. Application Date : 31 Dec 2021 | End Date : 30 Dec 2022

### **What am I covered for under Singtel Active Protect?**

✓ Outpatient Medical Reimbursement due to Accidents If you require medical treatment as a result of an accident, food poisoning or Insect/animal bites, stings or attack, we will reimburse you up to \$50 every visit (capped at 3 visits per year) for your medical expenses.

A waiting period of 14 days shall apply before the above benefit is payable. Please refer to policy contract for the full terms and conditions.

✓ Loss of Portable Electronic Device We will reimburse you up to \$100 if you lose your portable electronic device. This benefit will only be payable up to \$100 per Insured Person regardless of the number of occurrences.

A waiting period of 14 days shall apply before the above benefit is payable. Please refer to policy contract for the full terms and conditions.

✓ Death A lump sum benefit of \$10,000 shall be paid upon death of the Insured person due to accident or COVID-19 occurring in Singapore.

Please refer to the policy contract for the full terms and conditions.

### **Am I allowed to nominate someone?**

No nomination for this policy is required. The benefit for the loss of life of the Insured Person is payable to the Estate of the Insured Person. All other indemnities of this Policy will be payable to the Insured Person only.

### **Is the policy coverage transferable?**

No, this policy coverage is applicable only for the Singtel postpaid mobile line user who have applied for Singtel Active Protect.

## SECTION C: CLAIMS

### How can claims be submitted?

- The claim form can be downloaded [here](#).
- All hard-copy claim forms 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).

### Is there an AIA customer hotline that I can reach out to for 1) Claims 2) Change of particulars 3) Policy Benefits:

For Singtel Active Protect related queries such as application and insurance claims issues:

- 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 Singtel Active Protect.