

**A-PLUS MEDCARE CAMPAIGN FAQ
FREQUENTLY ASKED QUESTIONS & ANSWERS**

- 1. How long is the Campaign period?**
The Campaign runs from 12 November 2020 to 31 May 2021.
- 2. Who can participate in this Campaign?**
The Campaign is only open to selected customers who meet the selection criteria determined by AIA (“Eligible Customers”).
- 3. What does the Campaign offer?**
You have the option to attach the A-Plus MedCare rider to your existing policy (A-LifeLink / A-Life Joy / A-LifeLink 2 / A-Life Joy 2) which enables you to receive the best possible treatments and personalised ongoing support when faced with a serious medical conditions. **There is NO Underwriting process and NO Medical Check-up** required with a Recommended Additional Annual Premium of RM200.
- 4. What is A-Plus MedCare?**
A-Plus MedCare is an optional unit-deducting rider that can be attached to selected regular premium Investment-Linked Insurance plans. It provides **Personal Medical Case Management (PMCM) Benefit** and **Flight Ticket for Overseas Treatment Benefit** if needed/required.
- 5. What are the fees and charges for A-Plus MedCare?**
A-Plus MedCare will incur a cost of insurance of RM10 per month. Please note that the cost of insurance is not guaranteed, and the Company reserves the right to revise the cost of insurance by giving you 30 days prior written notice.
- 6. Is there any waiting period for A-Plus MedCare?**
Yes, a 30-day waiting period will apply.
- 7. How does this Campaign Offer impact my Annual Premium if I am eligible to sign up for this Offer?**
If you sign up for this offer, you will need to pay the recommended additional Modal Premium for the Annual Premium of RM200 on the next premium due date.
- 8. Am I required to pay the New / Additional Premium during the submission process?**
No. The Recommended Additional Modal Premium for the Annual Premium of RM200 will be charged on next premium due date.
- 9. How long does it take for A-Plus MedCare to be effective once I have signed up for this Campaign offer?**
A-Plus MedCare coverage will take effect on the next monthly anniversary of the policy (MAV). There will be no refund of premium paid for any deletion of the A-Plus Med Care rider after. For Eligible Customers who have existing complimentary A-Plus MedCare, the newly purchased A-Plus MedCare coverage will take effect on the monthly anniversary after the complimentary A-Plus MedCare has expired.
- 10. Can I sign up for more than one (1) A-Plus MedCare?**
No. Each eligible customer can only attach one (1) A-Plus MedCare rider to one policy.
- 11. If I currently have a complimentary A-Plus MedCare rider from the Medical Upgrade campaign in 2019, can I still sign up for this campaign offer?**
Yes, you can still sign up for this Campaign even before the expiry of your existing complimentary A-Plus MedCare. The application for the new A-Plus MedCare will be processed and the new annual premium will only be charged on the next premium due date after the complimentary A-Plus MedCare has expired.

- 12. If my policy has lapsed during the Campaign period, am I still entitled to sign up for this Campaign?**
Yes, you are still entitled to sign up for this Campaign provided that your policy is reinstated during the Campaign period.
- 13. When will the A-Plus MedCare rider coverage start?**
The coverage of A-Plus MedCare shall start once the 30-day waiting period expires which is calculated from the effective date of A-Plus MedCare or the reinstatement date (if there is any reinstatement) of this rider, whichever is later.
- 14. Will I get a notification after I have confirmed the purchase of A-Plus MedCare?**
Yes. An endorsement will be sent to you when the new rider is attached to your existing policy.
- 15. Do I need to renew A-Plus MedCare yearly?**
A-Plus MedCare is a renewable unit deducting rider whereby it will automatically be renewed on each rider anniversary until the end of the basic policy term.
- 16. How do I 'activate' the Personal Medical Case Management (PMCM) benefits?**
You may call our AIA Care Line at 1300 88 1899 to 'activate' or use the PMCM benefits upon diagnosis of an illness. If you are eligible for Personal Medical Case Management (PMCM) service, you will be directed to AIA's service provider, Medix Medical Services Asia Ltd.
- 17. How will I be notified about the campaign offer?**
You will be notified via short message service (SMS) or email.
- 18. What are the steps to sign up for the Campaign Offer?**
Step 1: Visit MYAIA Portal www.aia.com.my/en/my-aia
Step 2: Register as a MYAIA Member
Step 3: Log on to the MYAIA Portal
Step 4: Customer will see the campaign offer banner after logging in to the MY AIA portal. Click "SIGN UP NOW".
Step 5: Select the preferable Campaign Offer
Step 6: Read and agree to the Campaign's and Addition of Rider Terms and Conditions
Step 7: Click "Proceed" to sign up the campaign offer
- 19. Where can I retrieve the information of my submission after I have signed up for the Campaign Offer?**
You can view the summary of the Campaign Offer after you have logged on to MYAIA Portal. The information is located on the campaign banner and it will be available until 30 November 2021.
- 20. Who can I contact for any questions related to this Campaign offer?**
You may contact your AIA Life Planner to find out more on the Campaign Offer.