

Under what conditions should I submit claim form?

Claim submissions via AIA Connect require completed claim form part II by your attending doctor and the Owner's and/or Insured's signed authorization.

If all the following conditions are met, completed part II can be waived:

Accident Indemnity / Weekly Indemnity claims

- You can provide a sick leave certificate from the government hospital
- Your diagnosis on the sick leave certificate is of accident in nature
- Your sick leave duration is between 1 week to 3 weeks
- Your indemnity coverage has been effective for more than 1 month
- Your claim is less than US\$600

Medical Expenses Reimbursement Claims

- You can provide a satisfactory evidence to prove the claimed bodily injury was caused directly and solely by accident
- Your medical expenses reimbursement coverage has been effective for more than 1 month

Medical claims

- You can provide a Discharge Summary from a government hospital
- You have been admitted to the general ward of a government hospital
- Your medical coverage has been effective for more than 2 years
- Your claim is less than US\$1,500/HK\$12,000