



**AIA Hong Kong**

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## Media Release

### **AIA Hong Kong Offers Free COVID-19 Cover Further Supports Hong Kong and Macau Citizens and Customers Gives the Public Peace of Mind Appreciation For Fighting the Disease with Unity**

Hong Kong, 6 April 2020 – As COVID-19 continues to spread globally, AIA Hong Kong is standing by Hong Kong and Macau and is further enhancing free protection. From now until 30 June 2020, Hong Kong and Macau citizens and AIA Hong Kong and Macau individual and group insurance customers<sup>^</sup> and their loved ones, can receive free COVID-19 cover upon downloading the “AIA Connect” mobile app, registering as new users and completing an online enrolment form. A payment of HK\$/MOP 15,000 will be provided as “Diagnosis Benefit” if diagnosed with COVID-19. In the unfortunate event of death due to the disease, a further payment of HK\$/MOP150,000 “Compassionate Benefit” will be offered.

Mr. Peter Crewe, Chief Executive Officer of AIA Hong Kong & Macau said, “The pandemic has posed an enormous challenge to all, but I strongly believe that if everyone plays their role in this battle, we will overcome these challenges together. Therefore, AIA will further expand our scope of cover to include Hong Kong and Macau citizens and customers<sup>^</sup> by providing them the opportunity to secure free cover during this critical moment. We hope this concrete support will provide people peace of mind whilst they address other priorities in their life during this trying time. AIA Hong Kong is committed to serving the society and we will soon announce other initiatives to show our support to those in need in the community. Our pledge to the society is stronger than ever, and through diversified efforts, we will show our spirit to prevail over this challenge together.”

#### **Details of Free COVID-19 Cover**

In order to give the public and customers<sup>^</sup> peace of mind during this testing time to overcome the challenges together, AIA Hong Kong is offering free COVID-19 cover to Hong Kong and Macau citizens<sup>#</sup>. Hong Kong and Macau citizens who are non-AIA Hong Kong and Macau individual and group insurance customers<sup>^</sup>, including their two children under 18 years old, can receive this free cover upon downloading the “AIA Connect” mobile app, registering as new users and completing an online enrolment form, which will be followed by a confirmation email.

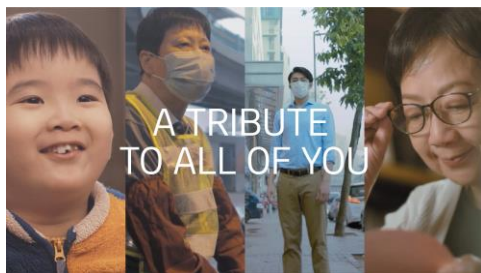
AIA Hong Kong and Macau individual and group insurance customers<sup>^</sup> and their insured children under 18 years old are automatically entitled to this free cover if they are already the “AIA Connect” mobile app’s registered users. Moreover, they can additionally register two children (non-insured) under 18 years old for the free cover upon completing an online enrolment form on the “AIA Connect” mobile app.

AIA Hong Kong Offers Free COVID-19 Cover  
Further Supports Hong Kong and Macau Citizens  
and Customers  
Gives the Public Peace of Mind Appreciation For Fighting the Disease with Unity  
6 April 2020  
Page 2

### **Online Video: Free COVID-19 Cover**

We have a new video to pay our tribute to everyone in the society who remains steadfast in their roles and the heroes in our hearts under such trying times. Please click <https://youtu.be/frXIKVItcPM> to view the video.

### **A Tribute to All of You**



Moreover, AIA Hong Kong has previously rolled out a series of support initiatives, including offering free extra protection and claim support measures to customers, launching the “Non-Face-to-Face Purchasing” arrangement to assist customers in purchasing AIA Deferred Annuity Plan and AIA Voluntary Health Insurance Scheme before the conclusion of the tax year, while expanding the product suite to offer a total of 23 products spanning medical, critical illness, term policies and personal accident categories under this arrangement. Customers can purchase insurance products instantly at home via digital, telephone, postal and video-conference. Standing by Hong Kong and Macau people in the fight against the disease, AIA Hong Kong is also providing free protection cover to frontline cleaning workers in Hong Kong and Macau, and distributing Health Protection Kits to less privileged families through AIA Foundation. Dr. York Chow, Chief Medical Officer and Corporate Advisor of AIA Hong Kong & Macau, filmed a series of videos to offer information and advice on COVID-19. Moreover, AIA Hong Kong rolled out the First-in-Market COVID-19 Alert Service on mobile app in Hong Kong\*. Upon downloading the “AIA Connect” mobile app, all registered users (both AIA and non-AIA customers) can closely track and be mindful of the locations of cases. AIA Hong Kong is committed to weathering through tough times with everyone through different aspects.

AIA Hong Kong and Macau individual and group insurance customers can download the “AIA Connect” mobile app from [App Store](#) or [Google Play](#).

For details of the cover and Terms and Conditions, please refer to the promotional leaflet or visit <https://www.aia.com.hk/content/dam/hk/en/pdf/recent-promotion/covid19-aiaconnect-offer-en.pdf>.

AIA Hong Kong Offers Free COVID-19 Cover  
Further Supports Hong Kong and Macau Citizens  
and Customers  
Gives the Public Peace of Mind Appreciation For Fighting the Disease with Unity  
6 April 2020  
Page 3

- + Hospitalisation is required (please refer to the Terms and Conditions).
- ^ Please refer to the Terms and Conditions on "Eligible Person" for the definition.
- # 1,000,000 quotas for this free cover on a first come, first served basis.
- \* Information and updates are provided by DATA.GOV.HK.

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### **About "AIA Connect" Mobile App**

Underpinned by its "customer-centric" philosophy, AIA Hong Kong is committed to offering superior customer service and experience through industry-leading digital solutions that leverage innovative technology and appropriate technology applications. "AIA Connect" mobile app is a key component of AIA Hong Kong's persistent and long-term commitment in digital innovation, which enables customers to manage their individual protection, wealth management, employee benefits and MPF plans, and AIA Vitality through a one-stop window anytime, anywhere, so they can easily experience the convenience brought about by technology, and enjoy instant, fast and convenient services.

### **About AIA Hong Kong and AIA Macau AIA**

Hong Kong and AIA Macau are subsidiaries of AIA Group Limited. AIA Group Limited established its operations in Hong Kong in 1931. To date, we have over 18,000 AIA financial planners<sup>1</sup>, as well as an extensive network of brokerage and bancassurance partners. We serve over 3 million customers<sup>2</sup>, offering them a wide selection of professional services and products ranging from individual life, group life, accident, medical and health, mandatory provident fund, personal lines insurance to investment-linked products with numerous investment options. We are also dedicated to providing superb product solutions to meet the financial needs of high net worth customers.

<sup>1</sup> as at September 2019

<sup>2</sup> AIA Hong Kong internal data includes Hong Kong and Macau's individual life, group insurance and mandatory provident fund customers (as at 31 March 2019)

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