



AIA Hong Kong

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Media Release

AIA Hong Kong Reserves HK\$40 Million to Support the City in Fighting COVID-19 Supporting the Underprivileged at Critical Moments with Donation to Yan Oi Tong

Hospital Cover Expanded to Include Community Treatment Facilities Telemedicine Service Helps Reduce Transmission Risk Rapid Antigen Test Kits for All Financial Planners and Staff

Hong Kong, 25 February 2022 – In view of the fifth wave of COVID-19, AIA has set aside HK\$40,000,000 to support the community in fighting the virus on all fronts, including a donation to be made via AIA Foundation to Yan Oi Tong to help the elderly and the underprivileged.

Mr. Alger Fung, Chief Executive Officer of AIA Hong Kong & Macau, said, "Hong Kong is facing unprecedented challenges with both the economy and people's livelihood hit hard. In particular, the difficulties caused to grassroots elderlies and the underprivileged are simply unimaginable. At this critical time of need, AIA is making direct and spot-on donations, offering full support to cater for both their material and emotional needs during the pandemic."

In addition to supporting the aforesaid project, AIA also announced Special Claim Arrangement for Hospital Cover¹ in light of the latest development of the pandemic. The Cover is extended to the community treatment facilities designated by the Hospital Authority, including the Community Treatment Facility at AsiaWorld-Expo, North Lantau Hospital Hong Kong Infection Control Centre, Penny's Bay Quarantine Centre, and the newly-added Tsing Yi Community Isolation Facility, San Tin Community Isolation Facility, Community Isolation Facility on Hong Kong Boundary Crossing Facilities Island of Hong Kong-Zhuhai-Macao Bridge, and Fanling Community Isolation Facility. Moreover, AIA's "Free Vaccination Side Effect Cover"² launched last year has been extended to 31 December 2022. Meanwhile, AIA continues its "Telemedicine Service"³ for selected customers, staff and financial planners, enabling them to receive medical consultation and medicine without having the need to leave home. The Company also offers Rapid Antigen Test (RAT) Kits to all financial planners and staff to facilitate early detection, giving staff and customers extra peace of mind. With a range of anti-pandemic initiatives, AIA aims to serve the needs of different sectors of the community.

Mr. Fung added, "We purposefully introduce support measures on all fronts to address different stakeholders' needs. Customers will benefit from our Special Claim Arrangement for Hospital Cover¹ which enables them to receive isolation treatment with extra peace of mind. The "Free Vaccination Side Effect Cover"² gives customers reassurance when receiving vaccination as the community is united to fight the virus. Rapid Antigen Testing will not only safeguard the health of our staff and financial planners, but also help control virus spread. Through various anti-COVID measures, AIA hopes to encourage Hong Kong people to stay positive and overcome the pandemic together."

AIA Group Limited is incorporated in Hong Kong with limited liability.

"AIA Hong Kong & Macau", "AIA Hong Kong", "AIA Macau" or "the Company" herein refers to the Hong Kong Branch and/or Macau Branch of AIA International Limited (Incorporated in Bermuda with limited liability).

"Hong Kong" and "Macau" herein refer to "Hong Kong Special Administrative Region" and "Macao Special Administrative Region", respectively.

Anti-COVID Support Initiatives on All Fronts:

1. Special Claim Arrangement for Hospital Cover¹

In view of the government's current isolation treatment facilities, AIA has made special claim arrangement for Hospital Cover. If an eligible individual medical or group medical insurance customer is unfortunately diagnosed with COVID-19 and admitted to a public hospital or the following community treatment facility designated by the Hospital Authority, including the Community Treatment Facility at AsiaWorld-Expo, North Lantau Hospital Hong Kong Infection Control Centre, Penny's Bay Quarantine Centre on Lantau Island, and the newly-added Tsing Yi Community Isolation Facility, San Tin Community Isolation Facility, Community Isolation Facility on Hong Kong Boundary Crossing Facilities Island of Hong Kong-Zhuhai-Macao Bridge, and Fanling Community Isolation Facility for isolation treatment, AIA will provide a special claim arrangement of the Hospital Income, Hospital Benefit and Hospital Cash Benefit in the relevant policy subject to contract terms, enabling them to enjoy the same cover as with general hospitalisation.

2. "Free Vaccination Side Effect Cover"²

AIA continues to provide "Free Vaccination Side Effect Cover" to all eligible Hong Kong and Macau individual and group insurance customers[#] (and their insured dependents). No registration is required to enjoy the protection. The "Free Vaccination Side Effect Cover" applies to all government-approved and prescribed vaccines, which are administered in Hong Kong and Macau, including the latest vaccines against COVID-19, seasonal influenza, Hepatitis B, etc. AIA Hong Kong has set aside a total benefit amount of HK\$/MOP100 million to provide this free cover to customers, covering Pre-hospitalisation Outpatient Benefit (HK\$/MOP300), Hospital Cash Benefit (HK\$/MOP800 per day, maximum 14 days) and Compassionate Benefit (HK\$/MOP150,000).

3. "Telemedicine Service" Helps Reduce the Risk of Disease Transmission³

AIA continues to provide "Telemedicine Service" to selected individual and group insurance customers, staff and financial planners in Hong Kong. The quality, convenient and efficient online platform allows those in need to book appointments and receive video consultation services provided by hospitals or medical service providers, while prescribed medicine can be delivered to their homes. Customers can receive timely and appropriate medical service without having the need to leave home during the pandemic, thus avoiding unnecessary face-to-face interactions and lowering the risk of transmission.

4. Rapid Antigen Test Kits for Financial Planners and Staff

The health of staff, financial planners and customers has always been a top priority for AIA. The Company is providing Rapid Antigen Test kits to all staff and financial planners based in Hong Kong to facilitate early detection, giving colleagues and customers greater peace of mind.

All information above is for reference only, and does not constitute any offer and/or insurance product recommendation. The product information in this material does not contain the full terms of the product. For details of the product features, terms and conditions, exclusions and key product risks, please refer to the product brochure and policy contract of relevant products or visit the website.

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AIA and its intermediaries do not have relevant licences and/or qualifications to provide medical services. Some services are provided by independent third-party companies. AIA shall not be responsible or liable for any medical service, product and solicitation effort provided by third-party companies, which is not sold or marketed by AIA. Some services are available to eligible customers only and are subject to the relevant terms and conditions. Customers might need to pay for additional charges. For details, please contact your financial planner. AIA and its intermediaries do not provide any medical advice. You should consult your medical advisors for any professional medical advice.

Remarks:

- 1 Subject to the terms, conditions and benefits of the individual medical and group medical insurance policy contract. Moreover, AIA may review the situation in accordance with the development of the epidemic and update the Special Claim Arrangement accordingly. AIA reserves the right to change any terms and conditions or terminate this special claim arrangement for hospital cover without advance notices. In the event of any disputes, AIA's decision shall be final and conclusive. No claim will be payable if the customer is admitted to a community treatment facility designated by the Hospital Authority as a non-COVID-19 confirmed patient.
- 2 The promotion period is from now until 31 December 2022. For details of the Free Vaccination Side Effect Cover, please refer to the terms and conditions.
(a) A policyowner or the insured of AIA individual life insurance policyⁱ and AIA medical insurance policy (except travel insurance and personal lines insuranceⁱⁱ) issued or in force during the promotion period; or
(b) An insured member or insured dependant of AIA group insurance policy (including group life insurance and group medical insurance) issued or in force during the promotion period
ⁱ Individual life insurance includes life, critical illness and personal accident
ⁱⁱ Personal lines insurance includes home insurance, domestic worker insurance, golfer and Runner Guard
- 3 The Telemedicine Service is only applicable to selected Hong Kong plans and policies. Please refer to the brochure, policy contract or visit the website for the terms and conditions. The member must be physically present in Hong Kong to access the Telemedicine Service.

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About AIA Hong Kong & Macau

AIA Group Limited established its operations in Hong Kong in 1931. To date, AIA Hong Kong and AIA Macau have close to 19,000 financial planners¹, as well as an extensive network of brokerage and bancassurance partners. We serve over 3.4 million customers², offering them a wide selection of professional services and products ranging from individual life, group life, accident, medical and health, pension, personal lines insurance to investment-linked assurance schemes with numerous investment options. We are also dedicated to providing superb product solutions to meet the financial needs of high net worth customers.

¹ as at 31 December 2021

² Including AIA Hong Kong and AIA Macau's individual life, group insurance and pension customers (as at 31 December 2021)

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