

LIFE INSURANCE – ACCIDENT PROTECTION
GRAND VIP

A PLAN AS GRAND AS THE LIFE YOU LIVE

Extensive care and greater accident protection, for you and your loved ones.
Join **AIA Vitality** and receive an instant 10% premium discount and an array of rewards and discounts that help you live a healthier lifestyle.



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AIA Vitality

AIA International Limited
(Incorporated in Bermuda with limited liability)



HEALTHIER, LONGER,
BETTER LIVES

Your future is bright, filled with so much promise for better days

As your trusted partner, we know there are some things you never plan for.

You can, however, be better prepared. Grand VIP provides up to US\$1,500,000 sum assured and

offers a wide range of advantages. Should you have an accident while overseas, you'll receive double benefits. If you're injured during a robbery, your sum assured will be doubled to reimburse your medical expenses. So wherever you find yourself, you will have the confidence to pursue the life you've always imagined.

Cover at a glance

	Package A	Package B
Product Nature	Accident protection insurance plan	
Insured's Age at Policy Issue	Age 18 – 70 (for employed person only)	
Benefit Term	Up to the age of 76	
Currency	US\$	
Premium Payment Mode	Annually / Monthly	
Core Benefits	<ul style="list-style-type: none"> • Accidental Death & Dismemberment Benefit / Permanent Total Disability Benefit • Double Indemnity Benefit • Overseas Double Indemnity Benefit • Compassionate Death Benefit • Worldwide Emergency Assistance Services 	
Accidental Medical Expenses Reimbursement Benefit	<ul style="list-style-type: none"> • Accidental Medical Expenses Reimbursement Benefit • Double Accidental Medical Expenses Reimbursement Benefit 	N/A
	The premium payable will be subject to the benefits and sum assured selected. The Company reserves the right to revise the premium from time to time	

For more information, please read the Benefits Schedule for the **Grand VIP** in this brochure.



Accidental Death & Dismemberment Benefit

When an accident happens, you do not want to be worrying about mounting bills, household expenses and mortgage payments. If the insured, who is the person protected under the policy, sustains any of the injuries listed in the Benefits Schedule for the Accidental Death & Dismemberment Benefit occurs within 180 days after an accident, **Grand VIP** will pay a lump sum Accidental Death & Dismemberment Benefit according to the Benefits Schedule to help manage expenses.



Permanent Total Disability Benefit

If an accident leaves the insured, totally and permanently disabled within 180 days from the date of an accident, and the insured remains totally and permanently disabled for 6 consecutive months, **Grand VIP** will pay a Permanent Total Disability Benefit, giving much-needed financial support.

When such diagnosed disability has continued for 6 months consecutively, the insured will receive a monthly payment equal to 2% of the sum assured beginning from the 7th month, up to 50 months.

Permanent Total Disability Benefit will no longer be provided upon Accidental Death & Dismemberment Benefit has been paid for any disability, vice versa.

As long as the amount claimed for Accidental Death & Dismemberment Benefit and / or Permanent Disability Benefit has not reached 100% of the sum assured, the policy is still in-force. After reimbursement of the Accident

Death & Dismemberment Benefit and / or Permanent Total Disability Benefit, the current sum assured and the premium will be reduced accordingly.

When the payment of the aggregate sum assured of Accidental Death & Dismemberment Benefit and / or Permanent Total Disability Benefit payment has reached 100%, the policy will terminate.

Please refer to the "Product Limitations" about the adjustment of sum assured and premium.



Double Indemnity Benefit

In the unfortunate event of death, dismemberment or permanent total disability due to an accident related to any of the following, we will double the compensation where the insured was:

- a fare-paying passenger traveling on marine, land or air public transportation, e.g. ferry, bus, coach, train / MTR, taxi or airplane and etc.
- riding in a passenger-carrying elevator (excluding elevators of a mine or construction site)
- injured in fire in a theatre, public auditorium, hotel, school or hospital
- a pedestrian injured in a traffic accident and / or struck by any motor-driven / powered vehicle
- injured in natural flooding or landslide in Hong Kong or Macau

Such additional compensation from the Double Indemnity Benefit will not reduce the current sum assured and the premium.



Overseas Double Indemnity Benefit

If you are seriously injured or pass away as a result of accident while travelling outside the territorial limits of Hong Kong SAR or Macau SAR, we will pay the insured an additional amount equal to the amount payable for the Accidental Death & Dismemberment Benefit or Permanent Total Disability Benefit.

The Overseas Double Indemnity Benefit will no longer be provided upon Double Indemnity Benefit has been paid, vice versa.



Accidental Medical Expenses Reimbursement Benefit

If the insured is injured in an accident, we will reimburse the reasonable and customary medical expenses incurred within 52 weeks after the accident, up to the maximum limit per accident for the insured. A range of medically necessary medicines, treatments and services are covered, including but not limited to bone-setting, acupuncture, physiotherapy and chiropractic.



Double Accidental Medical Expenses Reimbursement Benefit

In the unfortunate event that the insured suffers the injury resulted from robbery, **Grand VIP** will provide the insured a double current sum assured under Accidental Medical Expenses Reimbursement Benefit as Double Accidental Medical Expenses Reimbursement Benefit.

Regardless of the number of accidents and covered losses, provided that the benefit paid under the Accidental Death & Dismemberment Benefit and / or Permanent Total Disability Benefit has not reached 100% of the sum assured, the benefit can still be claimed. When the Accidental Death & Dismemberment Benefit and / or Permanent Total Disability Benefit (if applicable) has been paid, the sum assured and premium (including Accidental Medical Expenses Reimbursement Benefit) will be reduced respectively.



Compassionate Death Benefit

If the worst should happen and the insured passes away, **Grand VIP** will pay the beneficiary Compassionate Death Benefit in lump sum. The payable sum of Compassionate Death Benefit is capped at US\$1,300 per life for all such policies held with us.



Worldwide Emergency Assistance Services

If the insured is a permanent resident of Hong Kong, Macau or the People's Republic of China, we offer emergency assistance services to the insured anywhere in the world, including:

- Emergency Medical Evacuation and Repatriation of Remains, with per life limit up to US\$625,000 (under all policies held with us and AIA Company Limited covering the same insured)
- 24-hour worldwide telephone enquiry services



Join **AIA Vitality** and enjoy an instant 10% premium discount

We are excited to introduce **AIA Vitality**, a game changing wellness programme which redefines the traditional concept of insurance, aims to reward customer to live a healthy lifestyle. Once you join **AIA Vitality**, you can enjoy an instant 10% premium discount² for the **Grand VIP**. As long as you keep up a healthy lifestyle, you can even enjoy a minimum 10% premium discount each year³, while at the same time earning AIA Vitality Points and enjoying an array of rewards and offers to help you live a healthier lifestyle.

For further details, please refer to the remarks in the **AIA Vitality** section.

Example

(The following example is hypothetical and for illustrative purposes only.)

Case: Smart Professionals

Policy owner and insured: Simon Lee (Age 35)
 Occupation: Regional Marketing Director
 Family status: Married

Simon works in a large corporation and travels frequently for business. He understands accidents can occur anywhere, at any time. That's why he has decided to purchase **Grand VIP**. It offers a wide range of benefits to protect him, and his loved ones, from the financial burden of accidents.



Simon can continue to enjoy protection, provided the benefit has not reached 100% of the sum assured*.

Insured's Age

Age 35

Age 38

Age 42



Simon purchases **Grand VIP** (Package A – Plan 3) with annual premium of US\$2,790.

Package A – Plan 3

- Accidental Death & Dismemberment Benefit (sum assured: US\$1,500,000)
- Accidental Medical Expenses Reimbursement Benefit (sum assured: US\$45,000 per accident)



Simon suffers an injury caused by robbery when he returns home late one night. **Grand VIP** will provide him double sum assured under the Accidental Medical Expenses Reimbursement Benefit (US\$45,000 x 2). The maximum reimbursement amount for this accident is US\$90,000.



Simon loves skiing. He is involved in accident while skiing in Japan. He sustains serious injuries, including the loss of a finger[#].

Benefits can be claimed:

- Accidental Death & Dismemberment Benefit: US\$75,000
- As Simon had the accident while overseas, he can receive Overseas Double Indemnity Benefit. An additional US\$75,000 can be paid, equal to the amount payable for the Accidental Death & Dismemberment Benefit.
- Reimbursement for related medical expenses[^].

[#] Compensation for loss of, or the permanent total loss of use of fingers: one right joint: US\$1,500,000 x 5% = US\$75,000.

[^] The maximum reimbursement amount (per accident) is US\$45,000.

* As long as the amount claimed for Accidental Death & Dismemberment Benefit and / or Permanent Total Disability Benefit has not reached 100% of the sum assured, the policy is still in-force. After reimbursement of benefit, both sum assured and the premium of Accidental Death & Dismemberment Benefit / Permanent Total Disability Benefit and Accidental Medical Expenses Reimbursement Benefit will be reduced accordingly.



Benefits Schedule for the Accidental Death & Dismemberment Benefit

Injury	% of the Sum Assured
1. Loss of Life	100%
2. Permanent total Loss of Sight of both eyes	100%
3. Permanent total Loss of Sight of one eye	100%
4. Loss of or the permanent total Loss of Use of two Limbs	100%
5. Loss of or the permanent total Loss of Use of one Limb	100%
6. Loss of Speech and Hearing	100%
7. Permanent and incurable insanity	100%
8. Permanent total Loss of Hearing of	
a. both ears	75%
b. one ear	25%
9. Loss of Speech	50%
10. Permanent total Loss of the Lens of one eye	50%
11. Loss of or the permanent total Loss of Use of four fingers and thumb of	
a. right hand	70%
b. left hand	50%
12. Loss of or the permanent total Loss of Use of four fingers of	
a. right hand	40%
b. left hand	30%
13. Loss of or the permanent total Loss of Use of one thumb	
a. both right joints	30%
b. one right joint	15%
c. both left joints	20%
d. one left joint	10%
14. Loss of or the permanent total Loss of Use of fingers	
a. three right joints	10%
b. two right joints	7.5%
c. one right joint	5%
d. three left joints	7.5%
e. two left joints	5%
f. one left joint	2%
15. Loss of or the permanent total Loss of Use of toes	
a. all-one foot	15%
b. great-both joints	5%
c. great-one joint	3%
16. Fractured leg or patella with established non-union	10%
17. Shortening of leg by at least 5 cm	7.5%
18. Third Degree Burns	
Area Damage as a percentage of total body surface area	
a. head equals to or greater than 8%	100%
equals to or greater than 5% but less than 8%	75%
equals to or greater than 2% but less than 5%	50%
b. body equals to or greater than 20%	100%
equals to or greater than 15% but less than 20%	75%
equals to or greater than 10% but less than 15%	50%

If the insured is left-handed, the percentage for the dismemberments of right hand and left hand listed in the benefits schedule will be transposed.

Benefits Schedule - Package A

Benefits	Cover (US\$)		
	Plan 1	Plan 2	Plan 3
1. Accidental Death & Dismemberment Benefit	500,000	1,000,000	1,500,000
2. Permanent Total Disability Benefit	500,000	1,000,000	1,500,000
3. Double Indemnity Benefit	500,000	1,000,000	1,500,000
4. Overseas Double Indemnity Benefit	500,000	1,000,000	1,500,000
5. Accidental Medical Expenses Reimbursement Benefit (per accident)	15,000	30,000	45,000
6. Double Accidental Medical Expenses Reimbursement Benefit (per accident)	15,000	30,000	45,000
For item 5 and 6, the following limitations shall apply: i. Bone-setting / Acupuncture			
	• US\$100 per visit per day, 5 visits per policy year		
7. Compassionate Death Benefit	1,300	1,300	1,300
8. Emergency Medical Evacuation / Repatriation of Remains (per life limit)	625,000	625,000	625,000
9. 24-hour Worldwide Assistance Services	Included	Included	Included

Benefits Schedule - Package B

Benefits	Cover (US\$)		
	Plan 1	Plan 2	Plan 3
1. Accidental Death & Dismemberment Benefit	500,000	1,000,000	1,500,000
2. Permanent Total Disability Benefit	500,000	1,000,000	1,500,000
3. Double Indemnity Benefit	500,000	1,000,000	1,500,000
4. Overseas Double Indemnity Benefit	500,000	1,000,000	1,500,000
5. Compassionate Death Benefit	1,300	1,300	1,300
6. Emergency Medical Evacuation / Repatriation of Remains (per life limit)	625,000	625,000	625,000
7. 24-hour Worldwide Assistance Services	Included	Included	Included

Premium Table

	Premium (US\$)					
	Plan 1		Plan 2		Plan 3	
	Annually	Monthly	Annually	Monthly	Annually	Monthly
Package A	930	82	1,860	164	2,790	246
Package B	750	66	1,500	132	2,250	198

Important Information

This brochure does not contain the full terms and conditions of the policy. It is not, and does not form part of, a contract of insurance and is designed to provide an overview of the key features of this product. The precise terms and conditions of this plan are specified in the policy contract. Please refer to the policy contract for the definitions of capitalised terms, and the exact and complete terms and conditions of cover. In case you want to read policy contract sample before making an application, you can obtain a copy from AIA. This brochure should be read along with the illustrative document (if any) and other relevant marketing materials, which include additional information and important considerations about this product. We would like to remind you to review the relevant product materials provided to you and seek independent professional advice if necessary.

This plan is an insurance plan without any savings element. All premiums are paid for the insurance and related costs.

This brochure is for distribution in Hong Kong / Macau only.

Key Product Risks

1. You need to pay the premium for this plan until the end of benefit term. If you do not pay the premium within 31 days of the premium due date, the policy will be terminated and you / the insured will lose the cover.
2. You may request for the termination of your policy by notifying us in written notice. Also, we will terminate your policy and you / the insured will lose the cover when one of the following happens:
 - the insured passes away;
 - you do not pay the premium within 31 days of the premium due date
 - when the payment of the aggregate sum assured of Accidental Death & Dismemberment Benefit and / or Permanent Total Disability Benefit payment has reached 100%; or
 - anniversary of your cover immediately following the insured's 76th birthday.
3. We issue the policy and decide your premium based on the insured's occupation class. You must immediately notify us of any change to the insured's occupation, employment, duties and other pursuits once the policy becomes effective; following which, we will recalculate your premium and / or purchasable amount of benefits based on the new occupation class, and pay the claims accordingly. If the change to the insured's occupation, employment, duties and other pursuits is one that is classified by the Company as not insurable, we will not be liable for any losses sustained pertaining to that occupation.
4. We reserve the right to terminate this policy at any time by giving a 30-day prior written notice to you. Upon termination, our liability is limited to the refund of unearned portion of premium.
5. We underwrite the plan and you are subject to our credit risk. If we are unable to satisfy the financial obligations of the policy, the insured may lose his cover and you may lose the remaining premium for that policy year.
6. You are subject to exchange rate risks for plans denominated in currencies other than the local currency. Exchange rates fluctuate from time to time. You may suffer a loss of your benefit values and the subsequent premium payments (if any) may be higher than your initial premium payment as a result of exchange rate fluctuations. You should consider the exchange rate risks and decide whether to take such risks.
7. Your current planned benefit may not be sufficient to meet any future needs since the future costs of living may be higher than they are today due to inflation.

Key Exclusions

Except for the Compassionate Death Benefit, we will not cover conditions that result from any of the following events:

- war, declared or undeclared, or revolution;
- served in the armed forces in time of declared or undeclared war or while under orders for warlike operations or restoration of public order;
- violation or attempted violation of the law or resistance to arrest;
- suicide or attempted suicide or self-inflicted Injury or deliberate exposure to exceptional danger (except in an attempt to save human life), or injur sustained whilst the insured is in a state of insanity;
- ptomaines or bacterial infection (except pyogenic infection which shall occur with and through an accidental cut or wound);
- accident occurring while or because the insured is under the influence of alcohol or any non-prescribed drug;
- in the case of a woman, pregnancy, miscarriage, childbirth, or any complications concerning therewith notwithstanding that such event may have been accelerated or induced by Injury;
- the insured entering, exiting, operating, servicing, or being transported by any aerial device or conveyance , except as a fare-paying passenger (not as a pilot / operator or a member of the aircrew) in any properly licensed private aircraft and / or Commercial Aircraft;
- the insured engaging in a sport in a professional capacity or income capacity; where the insured would or could earn income or remuneration from engaging in such sport;
- the insured, while on duty as a professional driver, entering, driving, operating, servicing, riding in or exiting any land vehicle or conveyance outside the territorial limits of Hong Kong and Macau;
- assault, murder, riot, civil commotion, strikes or making an arrest while the insured is employed as a full or part time police officer, or cadet officer or is an officer or member of the Correctional Services Department;
- riot, civil commotion or strikes while the insured is employed as a fireman or is on duty as a fireman in the course of extinguishing fires or protecting life and property in case of fire;

Accidental Medical Expenses Reimbursement Benefit (including Double Accidental Medical Expenses Reimbursement Benefit), in addition to the above key exclusions, will not cover the following:

- any treatment or investigation which is not Medically Necessary or consistent in accordance with standards of good medical practice;
- any kind of disease and illness;
- Acquired Immunodeficiency Syndrome (AIDS) or any complications associated with infection by any Human Immunodeficiency Virus (HIV);
- any congenital defect or anomaly which has manifested or was diagnosed before the insured attains seventeen (17) years of age;
- routine health checks, any investigation(s) not directly related to admission, diagnosis, illness or Injury, or any treatment or investigation which is not Medically Necessary, or convalescence, custodian or rest care;
- cosmetic or plastic surgery or any elective surgery; or
- treatment for dental care or surgery, unless necessitated by Injury caused by an Accident to sound natural teeth (excluding denture and related expenses).

The above list is for reference only. Please refer to the policy contract of this plan for the complete list and details of exclusions.

Product Limitations

1. Accidental Death & Dismemberment Benefit and Permanent Total Disability Benefit

These benefits are only applicable for the loss resulted from a covered injury within 180 days after an accident. The loss must be listed in the Benefit Schedule for the Accidental Death & Dismemberment Benefit or defined as a Permanent Total Disability.

In the event that a series of losses shall arise out of the same Accident, benefit shall only be paid for one of the losses, for which the amount of benefit payable shall be the greatest amount of benefit as shown in the Benefit Schedule for the Accidental Death & Dismemberment Benefit.

2. Accidental Medical Expenses Reimbursement Benefit

This benefit is only applicable for the reasonable and customary charges for actual medical expenses incurred within 52 weeks from the date of an accident.

In the case of bone-setting or acupuncture treatment, whether a covered injury involves fracture of bone(s), the aggregate amount of the benefit to be paid is subject to US\$100 per visit per day and 5 visits per policy year.

3. Reasonable and customary charges

We only cover the charges and / or expenses of the insured on medically necessary and reasonable and customary basis.

"Medically necessary" means that the medical services, diagnosis and / or treatments are:

- delivered according to standards of good medical practice;
- necessary; and
- cannot be safely delivered in a lower level of medical care.

Experimental, screening, and preventive services or supplies are not considered medically necessary.

"Reasonable and customary" means:

- the medical services, diagnosis and / or treatments are medically necessary and delivered according to standards of good medical practice;
- the costs of your medical services and the duration of your hospital stay are not more expensive or longer than the usual level of charges or duration for similar treatment in the locality of such services delivered; and
- does not include charges that would not have been made if no insurance existed.

We may adjust any and all benefits payable in relation to any hospital / medical charges which is not a reasonable and customary charge.

4. Calculation of the adjustment of sum assured and premium of Accidental Death & Dismemberment Benefit, Permanent Total Disability Benefit and Accidental Medical Expenses Reimbursement Benefit

- Once there is any claim payable for Accidental Death & Dismemberment Benefit or Permanent Total Disability Benefit and the aggregate benefit amount has not yet reached 100% of sum assured, both sum assured and premium of Accidental Death & Dismemberment Benefit, Permanent Total Disability Benefit and Accidental Medical Expenses Reimbursement Benefit (if applicable) will be reduced.
- The reduction of sum assured will be subject to the percentage of benefit paid of Accidental Death & Dismemberment Benefit or Permanent Total Disability Benefit. And the new sum assured will be applied for next accident. The new premium will be calculated according to the new sum assured of Accidental Death & Dismemberment Benefit or Permanent Total Disability Benefit.
- If there is only claim payable for Accidental Medical Expenses Reimbursement Benefit, both sum assured and premium of the policy for the next accident will not be reduced.

Effective from 1 January 2018, all policy owners are required to pay a levy on each premium payment made for both new and in-force Hong Kong policies to the Insurance Authority (IA). For levy details, please visit our website at www.aia.com.hk/useful-information-ia-en or IA's website at www.ia.org.hk.

Premium Adjustment

In order to provide you with continuous protection, we will annually review the premium of your plan and adjust it at the end of policy year if necessary. During the review, we may consider factors including but not limited to the following:

- claim costs incurred from all policies under this plan and the expected claim outgo in the future, which reflect the impact of change in the incidence rates of accidental deaths and dismemberments / permanent total disabilities, medical trends and medical cost inflation (where applicable)
- historical investment returns and the future outlook of the product's backing asset
- policy surrenders and lapses
- expenses directly related to the policy and indirect expenses allocated to this product

We will give you a written notice of any revision 30 days before renewal.

Claim Procedure

If you wish to make a claim, you must notify us in writing within 30 days from the date of the accident causing the injury, and send us the appropriate forms and relevant proof within 90 days from the date of the accident. You can get the appropriate forms from your financial planner, by calling the AIA Customer Hotline (852) 2232 8888 in Hong Kong, or (853) 8988 1822 in Macau, or by visiting aia.com.hk or any AIA Customer Service Centre. For details of claim procedures, please refer to the Claim Procedure section in the policy contract. If you wish to know more about claim related matter, you may visit File A Claim section under our company website www.aia.com.hk.

Payment of Benefits

The benefits under this plan will be paid to you, or in the unfortunate event of the insured's death, to your beneficiary.

Cancellation Right

You have the right to cancel and obtain a refund of any premiums and any levy paid by giving written notice to us. Such notice must be signed by you and submitted to the Customer Service Centre of AIA International Limited at 12/F, AIA Tower, 183 Electric Road, North Point, Hong Kong or the Customer Service Centre of AIA International Limited at Unit 1903, 19/F, AIA Tower, 251A-301 Avenida Comercial de Macau, Macau within 21 calendar days immediately following either the day of delivery of the policy or the Cooling-off Notice to you or your nominated representative, whichever is the earlier.

Please contact your financial planner or call AIA Customer Hotline for details

Hong Kong  **(852) 2232 8888**
 ***1299**
(on Hong Kong mobile network only)

Macau  **(853) 8988 1822**
 **aia.com.hk**







AIA Vitality

Earn rewards for your healthy lifestyle

AIA Vitality is a game changing wellness programme which redefines the traditional concept of insurance, aims to reward customers to live a healthy lifestyle.

Purchase a selected **AIA Vitality** insurance product and be an **AIA Vitality** member¹ to receive an instant 10% premium discount² and an array of rewards and discounts offered by our partners. As long as you keep up a healthy lifestyle, you can even enjoy a minimum 10% premium discount each year³.

Simply by being active in daily life and having a healthy diet, you can earn points and upgrade your status for more offers and rewards.



SLEEP WELL

BY NOT SMOKING

SHOPPING DANCING

TAKING THE STAIRS

RUNNING

DOING YOGA

HEALTHY DIET

PLAYING BASKETBALL



Enjoy premium discount and lifestyle rewards

AIA Vitality rewards you to live healthy lives with premium discounts, enabling you to enjoy life with all-round protection in a smart way.

- **Enjoy an instant 10% premium discount for the first year by joining AIA Vitality**
- **Enjoy up to 15% premium discount if you can maintain your Platinum Status for 5 consecutive years⁴**
- **Premium discounts are not affected by claims history**

Remarks:

1. The applicants for AIA Vitality must be 18 years old or above and must be the insured of the in-force policy of an AIA Vitality selected insurance product.
2. Premium discount is only applicable to the standard premiums of selected AIA Vitality insurance products (including basic and add-on plans) and shall not apply to any extra premiums due to loading. In all circumstances, the premium discount will be calculated in accordance with the insured's AIA Vitality Status achieved on each policy anniversary. The policy anniversary of AIA Vitality selected insurance products and AIA Vitality membership anniversary may not be the same. For details and offers of AIA Vitality selected insurance products, please visit aia.com.hk/aiavitality.
3. To enjoy a 10% premium discount each year, members must become Gold Members during their first year and maintain Gold Status from then on.
4. Members will enjoy 15% premium discount in the subsequent year of policy renewal if they currently enjoy 10% premium discount and maintain the Platinum Status for 5 consecutive years.
5. An annual membership fee will be charged for AIA Vitality and a member has to renew the AIA Vitality membership annually on time in order to maintain the membership and enjoy premium discount (if any) in the subsequent policy years. The membership fee of AIA Vitality may vary at any time without prior notice. Likewise, programme benefits may be added or removed without prior notice.

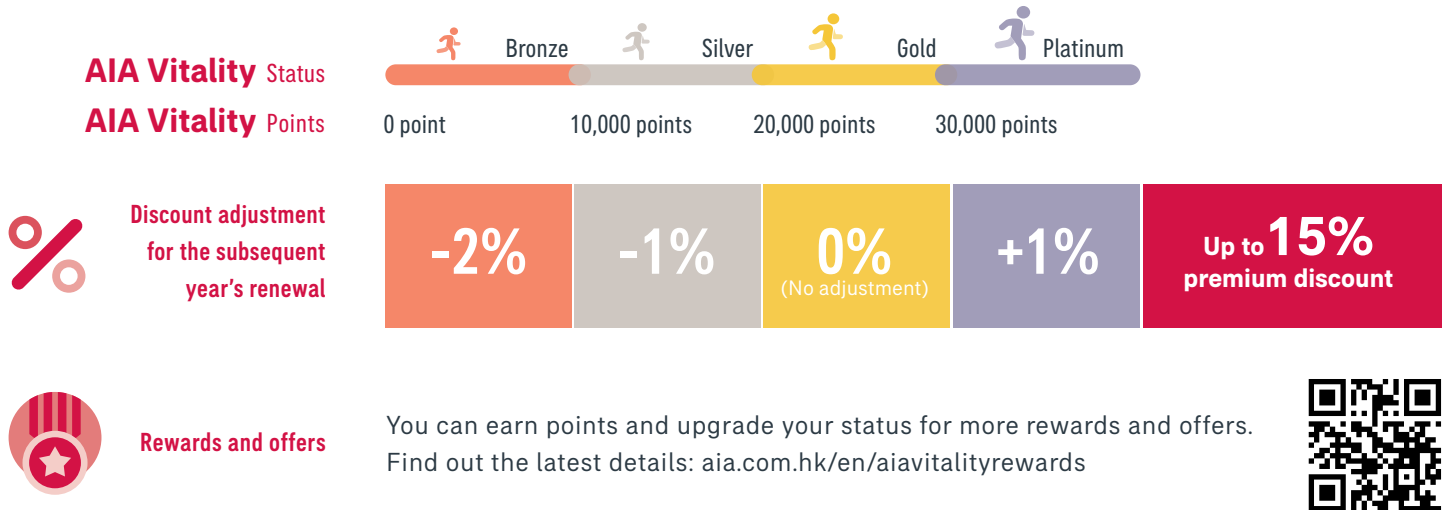
Important note:

Members must log in AIA Vitality through "AIA Connect" mobile application ("Platform"). The Platform is available to use under certain mobile phone operating systems. Please refer to App Store (iOS) and Google Play (Android) for the latest system requirements. AIA gives no warranty on the compatibility or reliability of the Platform, and accepts no responsibility in the event that you are not able to earn or record points due to incompatibility between Platform and / or mobile phone operating systems and fitness devices / fitness-tracking mobile apps.

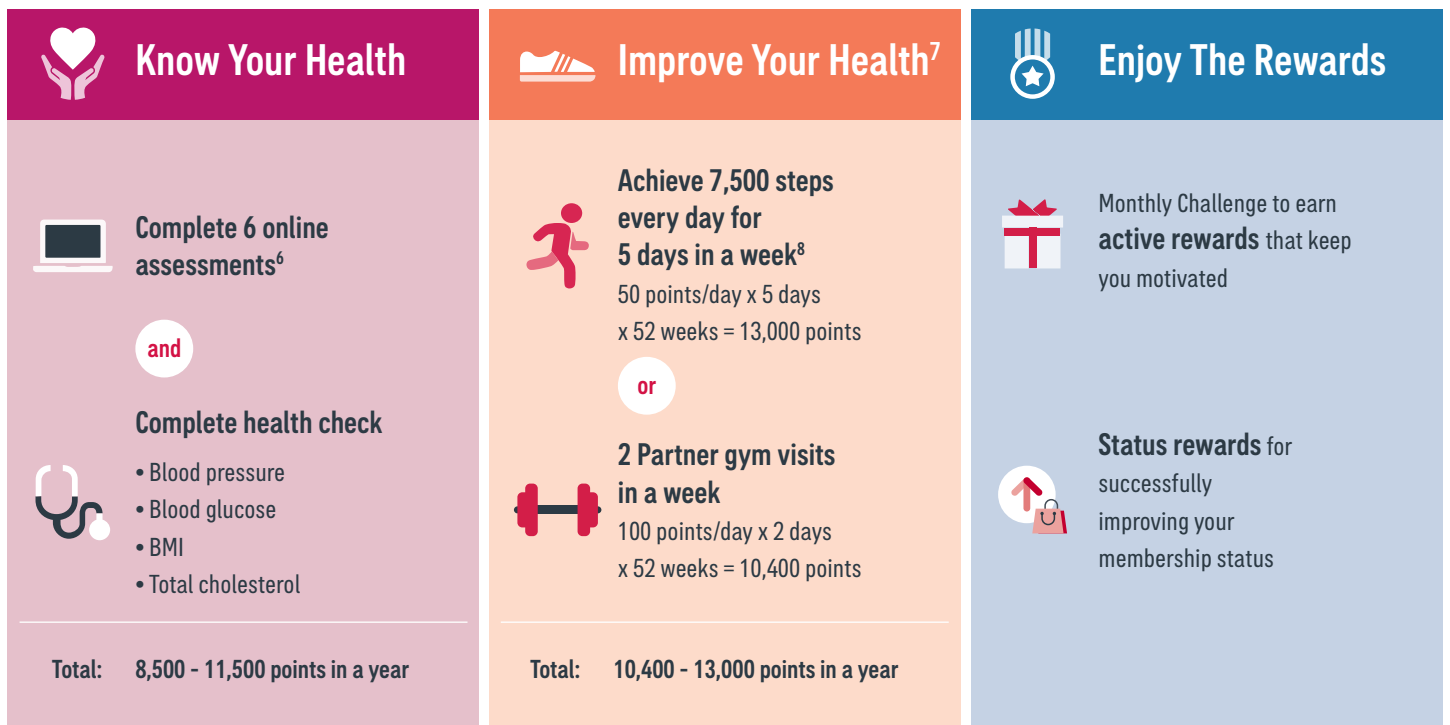
You can also enjoy a wide range of lifestyle rewards and offers from our partners, including discounts on health checks, fitness devices, sports equipment, fresh fruit and vegetables, travel-related offers, etc.⁵

AIA Vitality is not an insurance product that falls under the jurisdiction of the insurance regulation. Annual membership fee is required for joining⁵. Moreover, the cover of the insured under the policy shall remain unchanged no matter whether the customer chooses to join **AIA Vitality** or not. For details related to the membership and membership fee, please visit "How to join" section under aia.com.hk/aiavitality.

Earn more discounts and rewards with higher membership status



Example: Healthy journey of a Gold member



Over 20,000 points in a year Upgrade to **GOLD** member

Remarks:

6. Members can earn a total of 5,500 points after completing the AIA Vitality Health Review, Stressor Assessment, Exercise Assessment, Online Nutrition Assessment, Non-smoker's Declaration and Sleep Assessment. Online assessments may change from time to time without prior notice.

7. Members can earn up to 15,000 points a year for fitness activities including walking and visiting partner gym centres, etc.

8. For the details of synchronising the step count with AIA Vitality, please visit aia.com.hk/aiavitality.

Important note:

For the relevant terms and conditions, and the latest details of all assessments, point-earning activities, rewards and offers, please visit aia.com.hk/aiavitality.

The more you engage with **AIA Vitality**,
the more **AIA Vitality** Points you earn and
the higher your **AIA Vitality** Status,
leading to greater premium discount,
lifestyle rewards and offers and a healthier you.



Contact us now

Hong Kong  **(852) 2232 8282**
Macau  **0800 315**
(Macau telephone network only)
 **hk.vitality@aia.com**
 **aia.com.hk/aiavitality**



**HEALTHIER, LONGER,
BETTER LIVES**

AIA International Limited

(Incorporated in Bermuda with limited liability)

Frequently Asked Questions About “Reasonable and Customary” Charges, Claims and Historical Premium Increase Rates

Q1. What does “Reasonable and Customary” mean in relation to a medical service charges?

In relation to a charge for medical service, such level which does not exceed the general range of charges being charged by the relevant service providers in the locality where the charge is incurred for similar treatment, services or supplies to individuals with similar conditions, e.g. of the same sex and similar age, for a similar disability, as reasonably determined by the Company in utmost good faith. The reasonable and customary charges shall not in any event exceed the actual charges incurred.

Q2. How is the “Reasonable and Customary” charge determined?

In determining whether a charge is reasonable and customary, we shall make reference to the followings (if applicable):

- treatment or service fee statistics and surveys in the insurance or medical industry;
- internal or industry claim statistics;
- gazette published by the government; and/or
- other pertinent source of reference in the locality where the treatments, services or supplies are provided.

Q3. What can I do if I want to make an enquiry about claims matters?

If you wish to make an enquiry on the eligibility of a claim, claimable amount estimate and reimbursement limit before undergoing a treatment or procedure, or our service pledge on the response time to such enquiries, please contact us via (853) 8988 1822.

Q4. Where can I find the historical premium increase rates of products with medical reimbursement benefits?

To understand the historical premium increase rates of our products with medical reimbursement benefits, you may refer to our website <https://www.aia.com.hk/en/our-products/further-product-information/macau-medical-products/medical.html>.

Please note:

If the eligible expenses have been reimbursed under any law, or medical program or other insurance policy provided by any government, company, other third party or us, such expenses will not be reimbursable by us under this policy.

Please contact your financial planner or call AIA Customer Hotline for details

Macau **(853) 8988 1822**
 aia.com.hk



AIA Hong Kong and Macau

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