

AIA Financial Advisers Customer Notice **DORSCON level at Orange Alert COVID-19 (Coronavirus Disease 2019)**

Dear Customer

Ministry of Health (MOH) had announced on 7 February 2020 that the COVID-19 situation in Singapore - under the 'Disease Outbreak Response System Condition' (DORSCON) level is at **ORANGE** Alert.

How will it affect you as a visitor to the AIA Customer Service Centre?

At AIA Singapore, the health and wellbeing of our stakeholders is of utmost priority.

With the circuit breaker period ending 1 June 2020, the Singapore economy would be opening in three phases¹. While we will be making progressive adjustments in the coming weeks in line with the Government's advisories, we should all continue to remain vigilant of the COVID-19 situation.

As part of our safe management measures, please note that from 2 June - our customer service centre located at 1 Finlayson Green will be open for essential servicing by appointment only from 9.00am to 5.00pm, Monday to Fridays, excluding public holidays. However, our customer service centre located at 3 Tampines Grande will remain closed till further notice.

Please click [here](#) to book an appointment for the following essential services:

- 1) Policy Loan and Withdrawal of Policy Benefits
- 2) Termination
- 3) Claims Submission
- 4) Nomination of Beneficiaries
- 5) Extension of Grace Period

To keep you safe and ensure the wellbeing of all stakeholders and customers who have secured appointments at the AIA Customer Service Centre located at 1 Finlayson Green, we have taken a number of preventive measures:

- Customers will need to have their temperature taken, and log their entry to and exit from the AIA Customer Service Centre using the [SafeEntry](#) app;
- Customers are also required to download and use the [TraceTogether](#) app for contact tracing purposes and to adhere to social distancing measures;
- Provision of hand sanitizers;
- Temperature checks for our frontline staff;
- Daily cleaning and disinfection have been stepped-up at our AIA Customer Service Centre.

Our cashier counters will remain closed until further notice.

Customers who wish to pay their premiums, loan repayment and reinstatement fees are requested to use the following alternative payment channels that we have made available for you:

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| <ol style="list-style-type: none">1. Our online payment portal i.e. Pay EZ for your:<ul style="list-style-type: none">- New Business, Renewals and other ad-hoc payments using Credit Card or PayNow- Apply for GIRO (DBS/POSB account holders only)- Make recurring arrangement using credit card |
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| <ol style="list-style-type: none">2. Alternate electronic payment modes include:<ul style="list-style-type: none">- AXS (kiosk, e-station, m-station) |
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¹ Refer to advisory from Ministry of Health, "[END OF CIRCUIT BREAKER, PHASED APPROACH TO RESUMING ACTIVITIES SAFELY](#)", dated 19 May 2020.

- Internet Banking (Citibank, DBS, OCBC, UOB, SCB, HSBC)

3. GIRO:

If you wish to apply for GIRO (non-DBS/POSB account holders), you can download our [GIRO application form](#), complete and mail it back to us via the [Business Reply Envelope](#)

We seek for your kind patience should there be a delay in our response(s) to your queries as we continue to do our best to service you and ensure an effective operation in light of this situation.

We encourage you to contact us via other channels with your enquiry by:

- Calling the AIA Customer Care hotline at 1800 248 8000;
- Emailing us at connect@aiafa.com.sg;
- Contacting your AIA FA Financial Consultant.

Should you have queries on the coverage of your policies, particularly on the COVID-19 or on the [AIA COVID-19 Support Programme](#), please feel free to contact AIA Customer Care team or your AIA FA Financial Advisers.

In the event of any claims relating to COVID-19, we will provide dedicated and expedited support. Please contact our AIA Customer Care team or email us at SG.ClaimsQN@aia.com.

AIA Financial Advisers will closely monitor the local situation and update the operating hours and servicing structure if the need arises where updates would be shared on AIA Financial Advisers corporate website – www.aiafa.com.sg.

For updates on COVID-19, please refer to the Ministry of Health (MOH) website - <https://www.moh.gov.sg/covid-19>

Frequently Asked Questions

1. What is the COVID-19?

- Coronaviruses are a large family of viruses that are known to cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).
- COVID-19 is a new strain of coronavirus that has not been previously identified in humans.

2. What are the symptoms of someone infected by the COVID-19?

- Common signs include respiratory symptoms, fever, cough, shortness of breath, and breathing difficulties.
- In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

3. Can the COVID-19 be transmitted from person to person?

- Yes, it can be transmitted from person to person, usually after close contact with an infected patient.

4. Is there a vaccine or treatment for the COVID-19?

- There is no vaccine and no specific treatment for disease caused by COVID-19. However, many of the symptoms can be treated and therefore treatment based on the patient's clinical condition. Moreover, supportive care for infected persons can be highly effective.

5. What can I do to protect myself?

- Standard recommendations to reduce exposure to and transmission of a range of illnesses include maintaining basic hand and respiratory hygiene, and safe food practices and avoiding close contact, when possible, with anyone showing symptoms of respiratory illness such as coughing and sneezing.

6. What are WHO recommendations for countries?

- WHO encourages all countries to enhance their surveillance for severe acute respiratory infections (SARI), to carefully review any unusual patterns of SARI or pneumonia cases and to notify WHO of any suspected or confirmed case of infection with COVID-19.
- Countries are encouraged to continue strengthening their preparedness for health emergencies in line with the International Health Regulations (2005).

Source: WHO, <https://www.who.int/>