

AXXESS COVID-19 INSURANCE 2

AXXESS COVID-19 PROTECT PLAN

AXXESS COVID-19 PROTECT PLUS PLAN

FAQs – CLAIMS (revison 1 on 30 June, 2020)

No.	Topic
1.	<p>Q. Currently I have personal health insurance that has extended coverage for Covid-19. Can I claim from both AXXESS Covid-19 Insurance 2 and another policy?</p> <p>A. Yes, you can.</p>
2.	<p>Q. I recently purchased AXXESS Covid-19 Insurance. Can I claim from that policy as well as this new AXXESS Covid-19 Insurance 2 which your Company is now offering?</p> <p>A. Yes, you can. These are two different policies.</p>
3.	<p>Q. Can I buy more than one AXXESS Covid-19 Insurance 2? Can I buy both the Protect Plan and the Protect Plus Plan?</p> <p>A. Do not purchase more than one Plan per person. Choose the Plan most suitable for yourself or the persons you are purchasing it for. In the event the insured person is covered by multiple Protection Plans and/or Protection Plus Plans, the insurer AIA General Berhad will only pay one claim.</p> <p>However, when your coverage expires after 3 months you can purchase a fresh Plan to have coverage for another 3 months.</p>
4.	<p>Q. What is the procedure for a claim?</p> <p>A.</p> <p>For Dengue and Accidental/Covid-19 Death Claims, physical claim documents are required to be submitted.</p> <p>For Covid-19 Hospitalization Claim, claimants are given allowance for an email submission.</p> <p>All payments will be made by the Insurer directly. Payment for hospitalization benefit will be paid to the Insured Person. Payment for death benefit will be made to the Nominee or the Estate.</p> <p>For assistance, you may call :-</p> <p>a) AXXESS Customer Care Hotline – 1300 30 2010</p> <p>b) AIA Care Line – 1300 88 1899</p>
5.	<p>What are the documents required to support the claim for hospitalization?</p> <p>A. For Covid -19 hospitalization the claim shall include Covid-19 specific tests and hospital admission certification from hospitals identified by the Ministry of Health.</p> <p>For Dengue the claim shall include the dengue-specific tests, serology (IgM Elisa test) and hospital admission certification.</p> <p>Q What are the documents required to support a death claim?</p>

	<p>A. For death due to Covid-19 the claim shall include Covid-19 specific tests and death certificate For death due to Dengue the claim shall include dengue specific tests, serology (IgM Elisa test) and death certificate. For Accidental Death the claim shall include police report, hospital certificate, post mortem report and death certificate.</p> <p>Q. How long can I wait before making a claim? A. For Covid-19 and Dengue, claims must be made within 30 days. For Accidental Death immediate notice of claim must be given.</p>
6.	<p>Q. Can I submit a laboratory confirmation or medical report from another country for a claim? A. No. This product coverage is only effective for Malaysia. Any accident, laboratory confirmation of Covid-19 or Dengue, medical reports, hospitalization or death must occur within Malaysia.</p>
	<p>All due care has been taken in preparing these FAQs. However, in the event of any inconsistencies between the information provided in these FAQs and the terms of the AIA Policy, the provisions set out in the AIA Policy will prevail.</p>