

Frequently Asked Questions on AIA Malaysia's Position on COVID-19

As at 11 March 2020

We have incorporated into this document the main questions frequently asked by our life planners around COVID-19. This document is updated on a regular basis.

It is important to note that the transmission of COVID-19 happens with close contact with infected persons and by touching infected surfaces. Important preventative measures include washing your hands frequently, avoiding touching your face, closing the toilet lid before flushing, and staying at home if sick. Anyone who is unwell should see a doctor immediately.

Our life planners, employees and customers are our top priority, and AIA is dedicated to protecting their health and wellbeing.

Life Planners Health & Safety

1. What measures have we put in place to date to reduce the spread of the virus?

- Temperature screening has been implemented at all AIA Malaysia offices.
- The AIA travel policy has been updated to reflect the current situation.
- Face masks have been distributed to our frontline employees at our branches and are also available at our AIA in-house clinic.
- Hand sanitisers have been installed in all locations.
- Floors, lifts, door knobs, escalator hand belts, handrails and handles are wiped down and disinfected every 3 hours.

2. Are there temperature screening precautionary measures at our offices nationwide?

- We have implemented temperature checks in all AIA offices, including our branches. This will be applicable to all life planners, employees and visitors entering our office space.
- Entrance to AIA offices is allowed for the person when the temperature screened is below 37.3° Celsius.
- Any person whose temperature is 37.3° Celsius or above will be taken to a designated waiting room to rest for five minutes before a second reading is taken. Whilst waiting for the 2nd reading, the person will have to complete a self-declaration form that includes questions on his / her travel history for the past 14 days.

Overseas Travel

3. Do I need to be self-quarantined if I've returned from overseas?

Life Planners who had travelled and returned from high-risk countries namely mainland China, South Korea, Italy, Japan and Iran, and as listed in the travel advisory issued by Ministry of Health (MOH).

- If you have returned from mainland China, Iran, Italy, Japan or South Korea, there is a mandatory 14-day self-quarantine you are required to follow.

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- You must stay at home for 14 symptom-free days upon your return to Malaysia. Seek clearance from a doctor before coming back to the office / meeting customers.

Life Planners who had travelled and returned from other countries not listed in the travel advisory

- If you are having flu symptoms, you must seek medical attention and **do not** come to the office / meet customers.
- Share your travel history with the doctor for an informed assessment.
- Upon doctor's clearance that you are not required to go for COVID-19 testing or not suspected of having COVID-19, inform your SDOA / DOA to obtain clearance from AIA Corporate Security.

Self-Quarantine & Medical Clearance

4. Do I need to be self-quarantined if I or a family member staying with me has flu symptoms? (but NO close contact with confirmed COVID-19 patient, Person Under Investigation or overseas travel history)?

5. Do I need to be self-quarantined if I've come into contact with a person who had flu symptoms (but NO close contact with confirmed COVID-19 patient, Person Under Investigation or overseas travel history)?

- If you are having flu symptoms such as fever, cough and/or breathing difficulty, seek medical attention immediately and do not come to the office/meet customers until you've been cleared.
- Upon doctor's clearance that you are not required to go for COVID-19 testing, or not suspected of having COVID-19, you may return to work.
- If you are not cleared by the doctor and are suspected of having COVID-19, you need to immediately go for screening and self-quarantine ([refer to MOH's website for updated list of screening centres](#)).
- If the test result is negative, inform your SDOA / DOA to obtain clearance from AIA Corporate Security before coming back to work / office.

6. What do I need to do if I'm tested positive for COVID-19?

- You must undergo the treatment as per the health authority's requirements.
- Inform your SDOA / DOA and complete the attached checklist if not already done so and submit it immediately to your SDOA / DOA.
- Your SDOA / DOA must report the case to AIA Corporate Security.
- Once recovered and discharged by the hospital, follow the quarantine instructions by the health authority (if any).

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- To be certain that you do not show any further symptoms, you are required to seek clearance from a doctor (General Practitioner) before returning to the office.
- Inform your SDOA / DOA to obtain clearance from AIA Corporate Security before you return to work / office.

7. What do I need to do if I've been in close contact with a confirmed COVID-19 patient?

- Do not come to office and immediately self-quarantine at home.
- Please complete the attached checklist and submit it immediately to your SDOA / DOA.
- Your SDOA / DOA must report the case to AIA Corporate Security.
- Continue to self-quarantine for 14 days at home and monitor the symptoms.
- Seek immediate medical attention at a government hospital ([refer to MOH's website for updated list of screening centres](#)) if the symptoms are present.
- If no symptom upon completion of 14 days self-quarantine, inform your SDOA / DOA to obtain clearance from Corporate Security before coming to work / office.
- If you have the symptom and undergone screening, and the test result is negative, inform your SDOA / DOA to obtain clearance from AIA Corporate Security before coming to work / office.
- If the test result is positive, follow the "Tested Positive" procedure in Q6.

8. What does close contact actually mean?

Close contact are people, who in the last 14 days:

- have lived in the same household as a person with confirmed COVID-19 disease;
- have been in direct physical contact (e.g. shaken hands) with someone with confirmed COVID-19 disease;
- have been in direct contact with saliva (e.g. been coughed upon) from someone with confirmed COVID-19 disease;
- have been in direct physical contact with, or been near (closer than 2 metres), face-to-face with a person with confirmed COVID-19 disease for more than 15 minutes;
- have been in an enclosed space (e.g. a classroom, meeting room, waiting room etc.) with a person with confirmed COVID-19 disease for more than 15 minutes and closer than 2 metres;
- have nursed / treated a patient, handled sample material from, or otherwise had close physical contact with a person with confirmed COVID-19 disease, without having used the recommended protective equipment;
- have sat near (within two seat rows in all directions) a person with confirmed COVID-19 disease on a plane, or near other close contacts on a plane; and
- have been in the same travel group as a person with confirmed COVID-19 disease.

9. What do I need to do if I've been in close contact with a Person Under Investigation* (suspected COVID-19 case)

**A Person Under Investigation is a suspected patient with an inconclusive test or pending result for COVID-19 according to Ministry of Health (MOH).*

- Do not come to office and immediately self-quarantine at home.
- Please complete the attached checklist and submit it immediately to your SDOA / DOA.
- Your SDOA / DOA must report the case to AIA Corporate Security.
- Self-quarantine until the test result of the Person Under Investigation (PUI) is confirmed.
- Seek immediate medical attention at a government hospital ([refer to MOH's website for updated list of screening centres](#)) if you experience flu symptoms.

10. Whom do I need to inform if I'm self-quarantined?

- You will need to inform your SDOA / DOA, including your agency manager (if applicable) if you are on self-quarantined.

Meetings with Staff, Customers, Partners & External Parties

11. We meet customers in our daily work. We also have external parties coming into our office for meetings. How are we controlling the risks from these individuals?

- There is no risk to others from healthy individuals.
- If you are aware that a visitor you are due to meet is unwell, please ask to reschedule the meeting. All life planners, employees and visitors entering our offices are temperature checked.
- At the same time, we advise minimising face-to-face meetings where possible.
- If a face-to-face meeting is unavoidable, then we suggest that you, if very concerned, make clear in advance that you would like the external party to wear a mask (although there is no official right to enforce this request).

12. We have an event/function planned for our own agency or team. Should we postpone it?

- All company, staff and agency events that involve more than 100 people gathered in one location will be postponed until further notice.
- We advise that you consider doing the same.