

## A-SME Flex 15% Rebate Campaign: Frequently Asked Questions

### 1. What is the objective of A-SME Flex 15% Rebate Campaign (the “Campaign”)?

As our country is moving into Phase 2 of National Recovery Plan, AIA is offering a 15% rebate on premium on the 1<sup>st</sup> policy year, for new Group Medical clients who purchase A-SME Flex Group Medical Plans. These initiatives are designed to help ease the financial roadblocks for your corporate clients

### 2. What is the Campaign Period?

The Campaign runs from 1 October until 31 December 2021. All submission must be made through CS iPOS on or before 31 December 2021 with policy effective date between 1 October 2021 and 31 December 2021. The policy must be set in force by 31 January 2022.

### 3. Who is Eligible to Participate in this Campaign?

This Campaign is open to new Group Medical clients who purchase A-SME Flex Group Medical Plans from 1 October 2021 until 31 December 2021.

### 4. What is the Campaign Mechanics

Campaign Period	Campaign Criteria	Reward
1 October 2021 – 31 December 2021	Purchase Group Policy <b>A-SME Flex</b> <i>(Applicable for A-SME Flex Group Medical Plans only)</i>	Enjoy 15% rebate on the 1 <sup>st</sup> year premium

- The campaign is only applicable for conventional A-SME Flex Group Medical Plans.
- All submission must be made through CS iPOS before 31 December 2021 with policy effective date within Campaign Period and set in-force by 31 January 2022.
- No minimum premium is required for this Campaign.
- Only applicable to new Group Medical clients.
- A-SME Flex policy needs to be in-forced for minimum of 11 months in order to be entitle for the rebate.

### 5. What product is eligible for this campaign?

The campaign is only applicable for conventional A-SME Flex Group Medical Plans. Any premium or cases captured from A-SME Flex Group Term Life, CS tailor made products, conversion and transfer will not be counted. All case must be submitted via CS iPoS.

Please refer to the table below for product eligible for 15% rebate as defined in *Table 1* below:

Product	A-SME Flex 15% Rebate
A-SME Flex with Group Medical Benefit	✓
A-SME Flex with Group Term life	x
A-SME Platinum/A-SME Group Platinum <i>i</i>	x
Any Corporate Solutions (CS) Conventional and Takaful Tailor Made Product <ul style="list-style-type: none"> <li>• Group Term Life/Group Term Takaful (GTL/GTT)</li> <li>• Group Hospitalisation and Surgical Care (GHS)</li> <li>• Group Personal Accident (GPA)</li> </ul> Preferred Care	x
Conversion/ Transfer Cases	x

*Table 1*

#### **6. How much is the rebate?**

The new Group Medical client will enjoy a 15% rebate on the 1<sup>st</sup> year premium for A-SME Flex Group Medical Plans (“Rebate”). The Rebate will be given to the corporate client provided the 1st year premium has been received by AIA Bhd. in full. In the event the premium is adjusted due to members movement under the policy, the Rebate shall be based on the actual total premium paid by the corporate client.

The new Group Medical client will no longer entitle for the Rebate if the eligible policy is terminated before 11 months of policy period.

#### **7. I have submitted a A-SME Flex medical plan in 16 September 2021 and the policy effective date is on 1 October 2021, will my client be eligible for this 15% rebate?**

Yes, all applications submitted on or before 31 December 2021 with policy effective date between 1 October 2021 and 31 December 2021 will be eligible to participate in this Campaign.

#### **8. Is this rebate applicable for subsequent years renewal?**

No, the 15% rebate will not be applicable for subsequent renewal.

#### **9. My existing client with A-SME Plus policy and would like to convert into A-SME Flex coming 1 November renewal, is my client entitled to the 15% rebate?**

No, your Corporate Client is not eligible for the 15% rebate. This is only applicable to new Group Medical clients.

**10. Is there a minimum premium requirement to participate in this Campaign?**

No minimum premium is required to participate in this Campaign.

**11. Is there a maximum premium capped for this Campaign?**

No there is no maximum premium capped for this Campaign.

**12. When will my client receive the rebate?**

The rebate is given based on the corporate client premium bill and frequency.

**13. How will my client receive the rebate?**

Rebate is given based on the corporate client premium bill and frequency. **Subsequent adjustment bills, stamp duty & SST will NOT** be included in the rebate calculation.

a) **For Corporate Client with annual premium payment frequency**

- The rebate will be credited 30 days from the policy inception date
- The rebate amount will be reflected in the client's statement of account
- The rebate will be credited provided the policy is in-force and premiums are paid as at the date of credit note issuance
- The rebate can be used to offset the bill adjustment and any excess balance will be refunded to the client in subsequent policy year

b) **For Corporate Client with semi-annual premium payment frequency**

- The rebate will be credited 30 days from the issuance of the last semi-annual bill
- The rebate amount will be reflected in the client's statement of account
- The rebate will be credited provided the policy is in-force and premiums are paid as at the date of credit note issuance
- The rebate can be used to offset the bill adjustment and any excess balance will be refunded to the client in subsequent policy year

c) **For Corporate Client with quarterly premium payment frequency**

- The rebate will be credited within 30 days from the issuance of the last quarterly bill
- The rebate amount will be reflected in the client's statement of account
- The rebate will be credited provided the policy is in-force and premiums are paid as at the date of credit note issuance
- The rebate can be used to offset the bill adjustment and any excess balance will be refunded to the client in subsequent policy year

d) **Request for refund credit excess balance**

- 1) Refund will be reviewed upon email request/instruction from intermediaries/client through My, EB Credit Control [my.ebcreditcontrol@aia.com](mailto:my.ebcreditcontrol@aia.com) common mailbox
- 2) The below listed are mandatory to be included in the email request/instruction
  - i. SOA, or
  - ii. Credit Note, or
  - iii. Policy number and refund amount, and
  - iv. e-Payment application form with bank statement header (form need to be downloaded from My AIA Corporate Portal to ensure latest version of form being used)
- 3) Refund will only take effect should there is credit balance (excess) in the SOA after end of policy period.
- 4) Refund will take approximate 7–14 working days to credit into client's bank account.

**14. Will the 15% premium rebate affect my commissions and production credit (for life planner only)?**

No, the 15% rebate will NOT affect your commissions and production credit.

**15. Is the 15% rebate inclusive of the loading for takeover cases**

Yes, the 15% rebate is inclusive of takeover cases.

**16. What is the last day of submission to qualify for this Campaign?**

The policy applications must be submitted on or before 31 December 2021 and the policy must be set in forced by 31 January 2022, to qualify for the rebate.

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