

## AIG StaySurance Personal Accident Cover FAQ<sup>1</sup>

This document is for general information only. For a detailed summary of what is covered or not covered under the AIG StaySurance Personal Accident Cover, please refer to the policy wording [here](#).

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**1) Who is eligible for this coverage?**

Guests who are local residents, including work/residential pass holders, and who have booked and confirmed a room reservation with Shangri-La Hotels & Resorts (including redemption of Golden Circle points) will be automatically enrolled for the AIG StaySurance Personal Accident Cover offered by Shangri-La.

**2) Do I need to fill out any forms to receive this coverage?**

No, this cover is automatically provided if you have booked and confirmed a room reservation with a participating Shangri-La Group property for eligible check-in dates (view here).

**3) What is the duration of the coverage?**

The AIG StaySurance Personal Accident Cover commences at the earlier of:

- a) 06:00 a.m. on the check-in date; or
- b) upon check in to a participating Shangri-La Group Property.

The cover ends at the later of:

- a) 6:00 p.m. on the check-out date; or
- b) upon check out of a participating Shangri-La Group Property.

**4) Can I pay an additional premium and seek an upgrade in coverage being provided under this policy?**

No, there are no upgrades in coverage available under this policy.

**5) What are the key benefits for AIG StaySurance Personal Accident Cover under this policy?**

Key benefits for - AIG StaySurance Personal Accident cover include:

- a) Accidental Death and Permanent Disablement cover of up to a total of USD 50,000.
- b) Accident Medical Reimbursement cover of up to USD 500 per day.
- c) Daily Hospital Income cover due to accident or Specified Infectious Disease of USD 100 per day per hospitalized guest up to a maximum of 30 days
- d) Ambulance Cover of up to USD 500.

**6) Can the benefits be claimed on top of any other existing insurance?**

The benefits are payable on top of any other insurance plans except for Accident Medical Reimbursement Cover and Ambulance Cover.

**7) Which infectious diseases are covered?**

Infectious Diseases are:

- Coronavirus Disease 2019 (COVID-19)
- Ebola Virus Disease (EVD)
- Middle East Respiratory Syndrome Coronavirus Infection (MERS-CoV)
- Severe Acute Respiratory Syndrome (SARS)
- Dengue Fever or Dengue Hemorrhagic Fever
- Avian Influenza
- Malaria
- Chikungunya Fever
- Zika Virus Infection
- Yellow Fever

Hand, Foot & Mouth Disease is also covered under AIG StaySurance Personal Accident Cover.

(<sup>1</sup>The insurance policy under which cover is provided is underwritten by insurance company subsidiaries, affiliates, or network partners of American International Group, Inc.)