

**OVERSEAS CLAIMS SERVICE**

**AIA REGIONAL PASSPORT**



**PASSPORT**



**PRE-AUTHORIZATION OF CLAIMS**

**PRIOR HOSPITALIZATION OVERSEAS**



## OVERSEAS CLAIMS SERVICE AIA REGIONAL PASSPORT

**AIA PROVIDES A SUPPLEMENTARY SERVICE  
TO COVER YOUR MEDICAL EXPENSES  
WHEN ABROAD**

A privilege service offered  
to **AIA Infinite Care rider**  
and **AIA Infinite Care (new standard) rider**  
customers

Customers can get their oversea medical  
expenses pre-authorized prior  
to their treatment in any hospital  
under **AIA Healthcare overseas networks.**



**Please check our list of network hospitals at**  
[www.aia.co.th/th/help-support/AIA-Regional-Passport.html](http://www.aia.co.th/th/help-support/AIA-Regional-Passport.html)



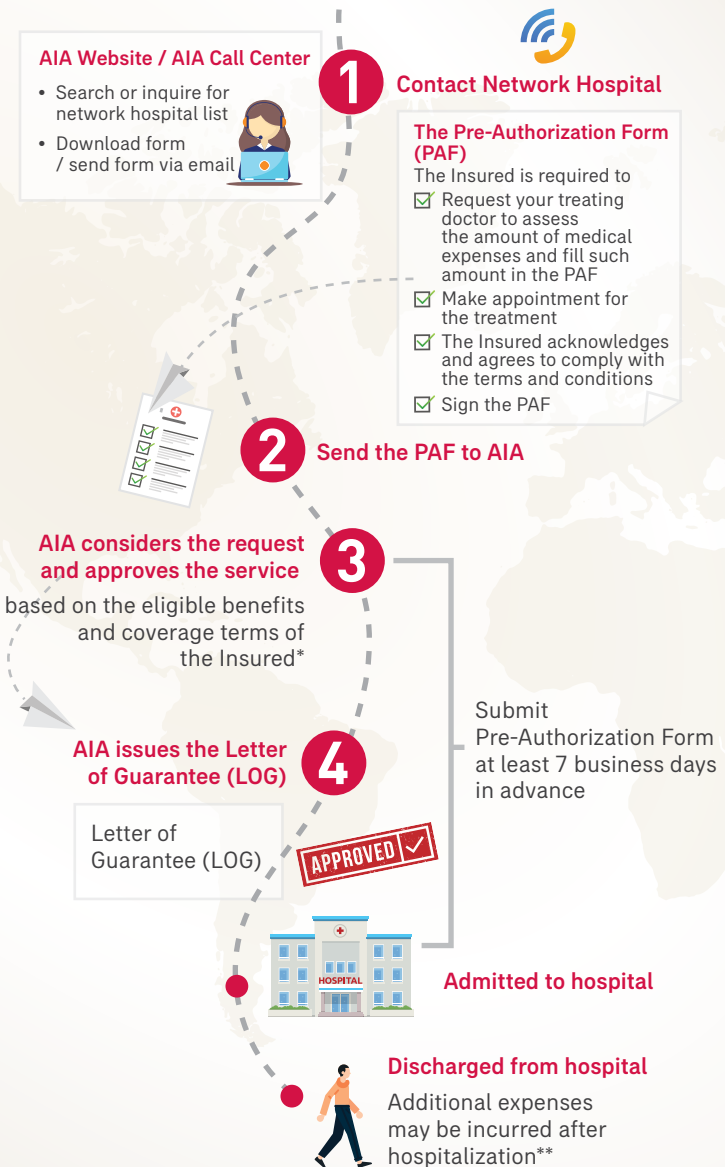
## SERVICE PROCEDURES

### Example

Mr. A., aged 35 years, purchased AIA Legacy Prestige Plus Plan and AIA Infinite Care (new standard), Worldwide coverage plan.

Mr. A. was assigned to take a field trip in the U.S. for 6 months. While staying abroad, he suffered severe abdominal pain and decided to visit a doctor in Los Angeles. After thorough examination, Mr. A. was diagnosed with gallstones. The doctor recommended Mr. A. to undergo surgery for treatment. Since Mr. A. has the coverage of AIA Infinite Care (new standard) Worldwide coverage plan, he was entitled to use AIA Regional Passport Overseas Claims Service. Accordingly, Mr. A. required AIA to take care of the medical expenses for this treatment.

### CUSTOMERS JOURNEY



\* If any medical expenses incurred are beyond the amount of benefits under AIA Infinite Care Rider and AIA Infinite Care (new standard) Rider, such expenses shall be responsible by the Insured.

\*\* The Insured must pay the medical expenses that exceed the amount as specified in the Letter of Guarantee (LOG) and pre-approved by AIA. In this regard, the Insured can make an additional claim for the exceeding expenses only in the case that such expenses are under policy's coverage.



## AIA Regional Passport Overseas Claims Service will support you to

- Access to cashless medical services in any hospital under overseas network (except for emergency cases)
- plan your medical treatment in advance
- have more medical treatment options

AIA customers or general customers :

Please contact AIA Call Center 1581

AIA Prestige Club members :

Please contact AIA Prestige Customer Service Center 02 353 8900

Email : [th.regionalpassport@aia.com](mailto:th.regionalpassport@aia.com)

Website :

[www.aia.co.th/th/help-support/AIA-Regional-Passport.html](http://www.aia.co.th/th/help-support/AIA-Regional-Passport.html)

### Important Notes

- “AIA Regional Passport” Overseas Claims Service covers the services provided to the Insured in case of hospitalization abroad, except for emergency cases.
- The Insured can use “AIA Regional Passport” Overseas Claims Service only at AIA network hospitals. AIA reserves the right to update the list from time to time.
- The Insured has to submit the Pre-Authorization Form (PAF) to AIA before each hospitalization.
- This service shall cover the medical expenses as specified in the Letter of Guarantee (LOG) issued by AIA to the Insured before each hospitalization. Any medical expenses exceeding the amount specified in the LOG that are incurred shall be responsible by the Insured.
- AIA shall consider the medical coverage of this service based on the benefit schedule of AIA Infinite Care Rider and AIA Infinite Care (new standard) Rider according to the insurance plan of the Insured. All terms and conditions shall be in accordance with those specified in the Policy. The Insured will have to pay any expenses beyond the coverage on his own.
- All parties concerned shall comply with the terms and conditions of “AIA Regional Passport” Overseas Claims Service as specified by AIA.
- The English version is unofficial translation of the original Thai version for reference only and has no legal binding as the protective control.



AIA Thailand

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[aia.co.th](http://aia.co.th)

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