

## AIA Vitality Weekly Challenge Frequently Asked Questions

### 1. If I am not an existing customer of AIA, can I join this campaign?

The Campaign is exclusive to AIA customers only. Non-AIA customers may join the Campaign by becoming a policyholder and/or insured person of AIA individual life insurance policy during the period from 8 August 2016 to 19 October 2016, aged 18 or above and holding a valid identity document issued by the Hong Kong SAR or Macau SAR governments.

### 2. What is Promotion Code? How to get it?

Promotional Code is used to identify eligible AIA customers. Eligible AIA customers can register via the designated webpage ([aia.com.hk/V](http://aia.com.hk/V)) starting from 8 August 2016 at 15:00, system will show the registration result immediately. For those who successfully registered, he or she will receive a Promotion Code via email.

### 3. Is the Promotional Code valid only for a limited period of time?

Yes. Customers have to use the promotion code within 7 days from the date it is issued. AIA reserves the right to void or deactivate the unused promotion code 7 days after issuance.

### 4. Is there any cost to downloading the Weekly Challenge mobile app?

No, the mobile app is available for download free of charge.

### 5. Which mobile operation systems support the Weekly Challenge mobile app?

Operation systems that support the Weekly Challenge mobile app are as follows:

- iOS 8.0 or above
- Android 5.0 or above

### 6. I am an existing AIA Vitality member. Can I join the Campaign?

Yes, by following simple steps:

1. Register at the designated webpage ([aia.com.hk/V](http://aia.com.hk/V)) to get a Promotion Code
2. Log in to the Weekly Challenge mobile app with your AIA Vitality user ID and password
3. Go to the "Menu" page and scan the Promotion Code

If you have not taken the Vitality Age questionnaire, you should complete the Vitality Age questionnaire in the Weekly Challenge app.

### 7. I am an existing AIA Vitality member, and I have also signed up for the Weekly Challenge. Can I earn points for both AIA Vitality and Weekly Challenge at the same time?

Yes. You have to log in to the Weekly Challenge mobile app with your AIA Vitality user ID and password, so as to earn points for both AIA Vitality and Weekly Challenge at the same time.

**Note:** If you are an existing AIA Vitality member but sign up in the Weekly Challenge mobile app with a new username and password, as well as relinking any AIA Vitality membership-linked device or app (e.g. Fitbit, Garmin, Polar and Strava) to it, this act might terminate its existing connection with the AIA Vitality membership, i.e. you will not be able to earn points in AIA Vitality app by tracking activities as usual.

**8. I am an existing AIA Vitality member. Can I transfer my points between AIA Vitality and Weekly Challenge?**

No.

**9. What is the time period of the Weekly Challenge?**

Each Weekly Challenge starts from Monday 00:00 to the following Sunday 23:59 between 8 August 2016 and 30 October 2016 (a “Weekly Challenge Period”).

**10. Will the weekly target change?**

Weekly target will automatically reset on Mondays and may be adjusted.

**11. Will my points achieved accumulate indefinitely?**

No. Points achieved will be reset to zero on Mondays. Points cannot be carried forward to the next week.

**12. How do I earn weekly rewards?**

To earn weekly rewards, you should submit a promotion code and complete a Vitality Age questionnaire through the Weekly Challenge mobile app before a Weekly Challenge starts, and achieve the relevant weekly target within a Weekly Challenge Period.

**13. How do I redeem rewards?**

Reward is in a format of e-Coupon and to be redeemed in Weekly Challenge mobile app. You must redeem the e-Coupon via the Weekly Challenge mobile app within 14 days after completing each Weekly Challenge. Reward is valid until the expiry date shown on the e-Coupon.

**14. Is there any validation period for the Reward?**

The expiry date of Reward is specified on the e-Coupon, which is usually 14 days after its issuance.

System shall remove the expired e-Coupon (used or unused) from the Rewards Wallet upon e-Coupon expiry.