

Free Insurance Protection Benefits Accidents under BPI MS

Frequently Asked Questions (FAQs)

1. What is a Free Insurance Protection Benefit under BPI MS?

This is a Personal Accident (PA) insurance benefit that pays up to P40,000 cash – up to P30,000 in case of an accident resulting in death, partial or permanent WITH motorcycling cover PLUS P10,000 cash assistance for hospitalization due to an accident.

Refer to the table of benefits below:

Cash Payout	Benefit
PHP 30,000	Accidental death & disablement (ADD)
Up to the ADD limit	Motorcycling Cover
PHP 10,000 (max 1,000/day, max 10 days)	Daily Hospitalization Cash Assistance (due to accident only)

Note: As indicated in the Master Policy, if the injury is not specified, BPI MS will adopt a percentage of disablement, which in its opinion is not inconsistent with the provisions of this table.

This insurance is a product of BPI/MS Insurance Corporation (BPI MS), a joint venture of BPI and Mitsui Sumitomo Insurance of Japan.

2. How can I get this insurance protection benefit?

You can get this benefit automatically and for FREE when you open your BPI #SaveUp account!

3. How long is the validity of my insurance protection benefit, when does it start, and when does it expire?

Your coverage is valid for one (1) year and will be effective one (1) day after your BPI #SaveUp account is verified.

Your coverage will expire one (1) year from the date of effectivity or when either of the following scenarios occur, whichever comes first:

- Accidental Death Benefit has been paid out, or
- 100% of the Permanent Disability and Dismemberment benefit has been paid out .

Example:

Date of activation/verification of #SaveUp : Jan 1, 2024
Date of effectivity of insurance : Jan 2, 2024, 12:00AM
Date of expiry of insurance : Jan 1, 2025

4. How do I know that I am covered?

After your BPI #SaveUp account is verified, you will receive an email with attached Confirmation of Insurance Coverage (COIC). This serves as proof of your coverage and contains a link to the full terms and conditions of your coverage. Expect to receive a copy of your COIC up to 45 banking days from the date of account opening.

5. What is considered an accident?

Accidents are sudden and unforeseen, violent or brought about by force so as to injure, external or characterized by an outside force, and visible or can be seen by the naked eye.

6. Up to how many times can I file a claim in one (1) year?

There is no limit to the number of times you can make a claim. As long as you and your beneficiaries have not fully claimed the applicable coverage for deaths, accidents & hospitalization, you can file for claims.

7. What are some example scenarios and how will my Free Personal Accident coverage respond?

Insured	Date	Incident / Pangyayari	Accidental Death & Dismemberment + Motorcycling Cover	Daily Hospital Cash Assistance	Total
Client 1	May 1	Death due to car accident	30,000	-	30,000
Client 2	Jan 1	Death due to motorcycle accident	30,000	-	40,000

	Mar 1	Hospitalization for 10 days (due to accident)	-	10,000 (10 days * 1,000 daily maximum)	
Client 3	Mar 1	Loss of sight of one eye due to accident	15,000	-	20,000
	Sept 1	Hospitalization for 5 days (due to accident)	-	5,000 (5 days * 1,000 daily maximum)	

8. What if I lose my COIC? Can I still make a claim?

Yes, you can still make a claim and provide the required information so we can verify that your insurance benefit is active. After verification, we will process your claim accordingly.

9. How do I make a claim?

To make a claim, you or your beneficiary can contact BPI/MS Insurance Corporation through Hotline no: (+632) 8840-9000 or email: BPIMS_Non-Motor_Claims@bpi.com.ph

10. What will not qualify for claims?

There are standard exclusions to this insurance plan which can be found in the policy terms and conditions. Standard exclusions are: Murder & Assault, Kidnap and ransom, Mosquito bites, Food poisoning, and Individuals engaging on the specific occupations/activities indicated in the policy terms and conditions. Accidents resulting or caused while the insured is performing or attempting the performance of an unlawful act.

11. When do I make a claim?

Written notice or email must be given as soon as practicable or within 3 weeks from the date of accident. In the event of accidental death, immediate notice thereof must be given to BPI MS.

12. Who will not qualify for claims?

Some occupations and activities will not be covered by this policy including:

- Members of the armed forces or in the military service. This includes: Soldier, Police, Secret Service, Detective, Army, Navy, Air force, Customs Personnel, Firemen
- Individuals engaging in or performing any exhaustively physical, extraneous or hazardous sports or activities. Extraneous and hazardous activities/sports - any activity that involves chance or adventure increasing peril or putting at risk and in jeopardy the life of an insured person. While exhaustively physical activities are those activities that excessively require intense physical effort. This includes: Professional Athletes, Acrobats, Extreme Sportsman, Stuntmen, Automobile Racing Drivers, Aviators, Boilermen, Sawmill Workers, Air and Sea Vessel's Crew.
- Individuals engaging in specialized trade or skills involving extraneous and hazardous physical exposure which could result to sudden and grave physical injury or disability, such as: Underground and/or underwater operations, Forestry Personnel, Loggers, Asylum Attendants, Laborers erecting or constructing high rise structures, Explosive Makers, Sawmill Workers.
- OFWs

If and when the insured becomes part of the list of excluded occupations, this policy will still respond provided the cause of loss is not related to the excluded job function.

13. What are the requirements for a claim for Accidental Death benefit?

Standard requirements: Notification of claim form, attending physician report, copy of police report, incident report or affidavit, claimant's valid ID.

In the event of death or disablement:

- Amputation Chart accomplished by physician (for permanent disability)
- Post Mortem Report or Medico Legal Report or Autopsy Report
- Death Certificate issued by Philippine Statistics Office (PSA)
- Marriage Certificate issued by PSA (if beneficiary is spouse)
- Birth Certificate issued by PSA (if beneficiary is Insured's children)
- Insured's Birth Certificate issued by PSA (if beneficiary/ies are parents)
- Original Copy of Official Receipts for Burial Expenses

14. Who are qualified to be my beneficiaries?

By default, assignment of beneficiary will be according to the Philippine Civil Law on Succession. Should you want to assign a specific beneficiary, you may do so by visiting the BPI MS Head Office personally or by calling (632) 8840-9000.

15. Who is BPI/MS Insurance Corporation (BPI MS)?

BPI MS is a joint venture between the Bank of the Philippine Islands (BPI) and Mitsui Sumitomo Insurance (MSI) of Japan. BPI MS is a subsidiary of the bank and a member of the BPI Group of Companies.

Free Insurance Protection Benefits Accidents under BPI AIA

Frequently Asked Questions (FAQs)

1. What is #SaveUp Free BPI AIA Insurance?
BPI #SaveUp depositors are now provided with a free term life insurance
2. What is the benefit of the #SaveUp Free BPI AIA Insurance?
Term Life Insurance Coverage of Php30,000
3. What is Life Insurance Coverage?
If the unexpected happens, your family will receive a lump sum payment worth Php30,000
4. Who can avail of #SaveUp Insurance Bundle?
Any person who is a new BPI #SaveUp account holder; and any person who is age 18-65;
5. When will the coverage for this policy start?
The insurance coverage starts one (1) day after fully-verified account opening
6. When does the coverage terminate?
The insurance coverage under this policy shall automatically terminate on the earliest occurrence of the following dates:
 - a. the date this Policy terminates, in accordance with the Termination of Group Insurance provision of this Policy;
 - b. the date of payment of due premiums for which the premium on account of the Member's insurance is intentionally and specifically not paid by the Assured;
 - c. the date the Member enters military, naval or air service;
 - d. the date the Member ceases to be eligible for insurance under this Policy;
 - e. the date of the Member's death;
 - f. the anniversary of this Policy nearest the Member's 66th birthday
7. If client opened more than one #SaveUp account, how much is the free life coverage from BPI AIA?
Any account holder with more than one #BPI SaveUp account is eligible to have a maximum of Php30,000 free life insurance coverage.
8. If client have an existing #SaveUp account, will they also be eligible to this benefit?
For the current program, only newly opened #SaveUp Account will be eligible to this benefit
9. Will the customer receive proof of coverage?
Yes. BPI AIA will send an electronic Proof of Coverage (POC) to the client via their nominated e-mail address in their #SaveUp application
10. Will the client need to fill-out an application form for the insurance coverage?
The free life insurance coverage no longer requires a separate application
11. How to nominate beneficiaries?
 - a. Clients may contact BPI AIA Customer Service via the following touchpoints:
 - i. Customer Hotline: (02) 85285501
 - ii. Email Address: BPIAIA.CustomerService@aia.com
 - iii. Website with BPI AIA Live Agent, Bessie Chatbot: www.bpi-aia.com.ph
 - iv. Visit Vibe, our Customer Service Center, located at G/F BPI-Philam Makati, 6811 Ayala Ave., Makati City
 - b. If clients are unable to nominate beneficiaries or if the nominated beneficiary dies before the insured, who will receive the insurance benefits?
 - The insurance benefits will be paid to the surviving class of the following classes of beneficiaries in successive preference:
 - The insured's surviving spouse;
 - The insured's surviving children born to or legally adopted by the insured;
 - The insured surviving parents;
 - The insured surviving brothers and sisters
 - Should there be no Beneficiary or successive preference beneficiary surviving at the death of the Member, any death benefit shall be payable to the Member's estate.

12. Who do clients contact to inquire or request data updates?

For after sales inquiries and servicing, i.e., updating member data, contact details, and beneficiaries, you may contact BPI AIA Customer Service via:

- Customer Hotline: (02) 85285501
- Email Address: BPIAIA.CustomerService@aia.com
- Website with BPI AIA Live Agent, Bessie Chatbot: www.bpi-aia.com.ph
- Visit Vibe, our Customer Service Center, located at G/F BPI-Philam Makati, 6811 Ayala Ave., Makati City

13. How to file claims?

- To know the requirements and process in filing the death benefits, you may follow this link- <https://www.bpi-aia.com.ph/en/help-support/claims-guide>.
- To file claims once requirements are complete, you may follow this link - <https://www.bpi-aia.com.ph/en/help-support/claims-guide/file-a-claim>

This FAQ contains only a brief description of the product and is for illustration purposes only. The complete terms and conditions are found in the policy contract. In the event of conflict between this FAQ and the policy, the policy shall prevail.