



# Vietnam - Disability Benefits

## Provided through Generali Vietnam, GEB's Network Partner in Vietnam

Established in Vietnam in 2011, Generali Vietnam has quickly established itself as a leading life insurer in the country with a strong focus on product development and customer experience. With diverse distribution channels and a nationwide network of more than 100 agency offices and customer service centres, Generali Vietnam is serving nearly 500,000 clients across the country. Generali Vietnam has continuously reaffirmed its success and contribution with prestigious awards and recognition: 2017-2024 "Golden Dragon" by the Vietnam Economic Times, Top 10 prestigious life insurance companies 2024 by Vietnam Report, "Saigon Times CSR" certifications for outstanding community contributions in 2020-2024, Top 10 Cool Products and Services Award 2024 in the Banking/Insurance/Securities category. Generali Vietnam offers group employee benefits including medical, accident, life and disability.

### Causes of Disability

Census data shows that at least 7.8% of Vietnam's population is living with a disability.<sup>1</sup> Stroke, road injury, low back pain and major depressive disorder are among the main contributing factors to years lived with disability in Vietnam.<sup>2</sup>

In addition to the negative impact disability has on income and employment potential, those living with disability incur additional costs. It is estimated that the additional costs of disability (e.g. healthcare, rehabilitation, transportation) amount to an average of 11.5% of income, further compounding the negative impact of disability.<sup>3</sup> Leading risk factors for diseases which can lead to disability in Vietnam include dietary risks, tobacco use, high blood pressure and high fasting blood sugar.<sup>4</sup>

Many causes of disability can be managed through early intervention, education and lifestyle changes. For disorders that progress to disability and eventual absence from work, Generali Vietnam offers disability benefits and associated support services.

### Disability Products

Generali Vietnam offers Short Term Disability insurance via their Term Life policy which can be supplemented with an Accidental Death & Disability Rider and Medical Rider. Following is a description of standard product features:

**Definition of Short Term Disability:** an insured member is considered disabled while they are unable to perform

### Disability Support

Generali Vietnam provides support for disability claimants, supporting customers with early intervention initiatives, dedicated case management, and a robust customer service technology platform.

**Dedicated support for claimants:** A dedicated case manager is assigned for each claimant. The case manager coordinates with the account team, the claimant and their treating physicians to help manage and guide all steps of the claim review and administration process.

At the client level, a dedicated account manager is assigned for each corporate client. The account manager works with the claims team to offer support and guidance on all steps of claims submission and other administration processes.

**Leveraging technology:** Generali Vietnam has invested in technology and is continuously enhancing online tools available for its customers. GenVita, their digital health ecosystem platform, enables users to manage their policies, submit and track claims, and search for cashless medical facilities. Users can also access information on health and lifestyle, as well as general insurance information.

1-The Economic Lives of People With Disabilities in Vietnam (2015) Introduction, <https://journals.plos.org/plosone/article?id=10.1371/journal.pone.0133623>; 2-GBD (Global Burden of Disease Profile) Vietnam: Disability-Adjusted Life Years (DALYs), [http://www.healthdata.org/sites/default/files/files/country\\_profiles/GBD/hme\\_gbd\\_country\\_report\\_vietnam.pdf](http://www.healthdata.org/sites/default/files/files/country_profiles/GBD/hme_gbd_country_report_vietnam.pdf); 3-The Economic Lives of People With Disabilities in Vietnam (2015), <https://journals.plos.org/plosone/article?id=10.1371/journal.pone.0133623>; 4-GBD (Global Burden of Disease Profile) Vietnam, [http://www.healthdata.org/sites/default/files/files/country\\_profiles/GBD/hme\\_gbd\\_country\\_report\\_vietnam.pdf](http://www.healthdata.org/sites/default/files/files/country_profiles/GBD/hme_gbd_country_report_vietnam.pdf) GEBDI/Vietnam\_12.01.2024

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## Disability Products (continued)

the material and substantial duties of their Regular Occupation as a result of Accident or Illness confirmed by a Medical Practitioner, causing a loss or reduction of income by the insured member.

**Benefits structure:** STD benefits are typically calculated up to 100% of monthly salary or a fixed amount not exceeding monthly salary.

**Waiting Period, Duration of cover:** Claimants must satisfy a Waiting Period before they can claim under the STD policy (typically 180 days). After the Waiting Period, benefits can begin. The maximum duration of STD cover is approximately 30 days, 60 days, 90 days or 180 days (varies by policy; clients may select preferred duration and plans are priced accordingly).

**Claims process:** Generali Vietnam must receive notice and relevant documents of an STD claim within 12 months of the disability start date.

\*When moving contracts, past liabilities and associated reserves remain with the prior insurer.

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