

Passing-away Policy

1 Purpose

To honor the memories and the contribution of our past members and to share condolences with their family.
This is also to guide their family with the necessary information for the insurance claim process.

2 Effective Date

This version of the policy is effective from 1st September 2023.

3 Principles

To ensure the family of the past member receives full entitlements.

4 Policy

- a. The condolences support:
 - From the company:
 - Condolences amount: 10.000.000VND
 - Flower: 1.000.000VND
 - From Trade Union:
 - Condolences amount: 2.000.000VND
 - Flower: 700.000VND
- b. The members to visit the past member's family as early as we can but no later than the first 3 days:
 - From the company: 3 members
 - 1 from company mandatory (highest level of representative available).
 - 1 from area mandatory (highest level of representative available).
 - 1 from team optional.
 - From Trade Union: 1 member mandatory.
 - Work hours, transportation, hotel, daily allowance will be supported by the company [4].

5 Processes

a. From company:

- During the first day:
 - Contact our broker and appropriate insurers.
 - ✓ Inform the past member's family the necessary death certificate content.
 - Have a separate meeting with the past member's Direct Manager and Team.
- During the first 3 days:
 - Send email to the past member's Direct Manager and Team.
 - Inform the company members by email.
 - Send Appreciation Certificate of Service to the past member's family.
 - Send representative members to visit the past member's family.
 - Inform the customer about the situation.
- After the first 3 days:
 - Provide support to the past member's family with regards to insurance:
 - ✓ Inform the necessary insurance paperwork procedures [1] [2] [3].
 - ✓ Submit papers to insurers.
 - ✓ Follow up claim processes.
 - ✓ Inform them of the insurance result.
 - Follow off boarding process.
 - Pay all legal compensation and benefits for the past member.
 - Set up regular follow-up meetings until the entire process is completed.
 - Send Appreciation Email internally in 49 days, 100 days and 1 year.

b. From Trade Union:

- During the first 3 days:
 - Send members to visit the past member's family.
- After the first 3 days:
 - Support collecting personal condolences money from members and give to the past member's family on behalf of members.

6 Reference documents

- [1] Social Insurance Claim Guidelines_Passing away case (Vietnamese and English)
- [2] Accident and Health Insurance (DEK_PVI_Aon) Claim Guidelines and Main Exclusions_Passing away case (Vietnamese and English)
- [3] Bao Viet Life Insurance (DEK_Bao Viet_Aon) Claim Guidelines and Exclusions_Passing away case (Vietnamese and English)
- [4] Domestic Travel Policy