

Frequently Asked Questions

HLA FiT – Get a complimentary Garmin with purchase of a HLA FiT policy

No	Question	Answer
1.	Who is eligible for this offer?	This offer is applicable for every new HLA FiT policy sign up (FiT CI, FiT 2 Protect, FiT 3 Medi-Income) with annual premium payment.
2.	What if I do not sign up for annual premium payment with my new HLA FiT policy?	You will be offer HLA FiT points equivalent to RM200 in your HLA FiT app that can be redeemed against available in-app rewards. It will be credited to your HLA FiT account after your policy free look period.
3.	When will this offer expire?	This offer is valid until further notice.
4.	How can I redeem my complimentary Garmin fitness tracker if I am a new HLA FiT policy owner?	Speak to your agent and they will assist you with the fitness tracker redemption process
5.	I do not have a HLA360° account. Where can I create one?	You can create a new HLA360° account at https://www.hla.com.my/360
6.	If I purchase all 3 HLA FiT policy and make annual premium payment, am I entitled to redeem 3 Fitness trackers?	No, each policy owner is only entitled to ONE throughout the campaign period
7.	Can HLA FiT app sync with other Fitness trackers?	Yes, you can
8.	How do I sync to HLA FiT App?	Click on settings - then click on data source and select your data source. When prompted, customer must login and agree to all permissions. HLA FiT is connected to the user's tracker device. Retry syncing and check that the activity data is recorded
9.	How do I sync my Garmin tracker?	Click (+) at the top right of your Garmin Connect app. When prompted, select your respective fitness tracker device (make sure your device is turned on and in Bluetooth pairing mode). When prompted, click confirm to pair to your device. Allow to all permissions and at the end click on sync now to sync your Garmin device to Garmin Connect app.
10.	How do I sync my tracker to Apple Health/ Google Fit?	Google Fit (https://goodlife.app/hlafitsync/googlefit.pdf) Apple Health (https://goodlife.app/hlafitsync/applehealth.pdf)
11.	How do I redeem rewards?	Click on Fit Rewards at the bottom right corner of the app. Choose the preferred reward. Click claim at the bottom of the app. There will be a pop up for confirmation, click confirm to redeem the preferred reward
12.	I'm not getting a FiT Age?	You need to achieve an average of 28000 steps weekly (4000 steps per day) to get a fit age

13.	I've walked 4000 steps but the app does not display my FiT age?	Your step count counts for a significant percentage of your FiTAge, but HLA FiT takes into account all your activity details, including active calories, RHR, Sleep and BMI. Missing on one of these activities might cause you to not receive a FiT Age reading.
14.	How long the step data can be stored and sync to the HLA FiT app. Any expiry date ?	<p>Historical data from health apps (E.g. Garmin connect / Apple Health / Google FIT) can be retrieved up to 3 weeks. Examples:</p> <ul style="list-style-type: none"> • User has not synced for 5 weeks and syncs on Week 6. Only the recent 3 weeks data can be retrieved. • User has not synced for 2 weeks and syncs on week 3. All historical that was missed over the 2 weeks can be retrieved.
15.	My policies have lapsed, am I still able to earn points?	Users won't be able to access the app and therefore would not be able to earn any points if their policies have lapsed