

Complimentary Benefit for GREAT CareShield Policyholders Campaign (“Campaign”) - FAQs

1. What is this Complimentary Benefit (“Complimentary Benefit”)?

This Complimentary Benefit is offered by Great Eastern to all GREAT CareShield policyholders, administered by Care@Homes. This Benefit gives policyholders access to:-

- Up to two (2) home-based Severe Disability Assessments (SDA) conducted by an MOH-accredited assessor;
- Up to two (2) home-based Functional Assessment Reports conducted by a Singapore-registered doctor; and
- Up to 20% off on all Care@Homes’ products and services.

2. Who is eligible for this Complimentary Benefit?

You are eligible if you are a **new or existing policyholder** of at least one of the following plans:

- GREAT CareShield Enhanced;
- GREAT CareShield Advantage; and/or
- GREAT CareShield Supreme

(also referred to as “GREAT CareShield”).

3. When is the campaign period?

The campaign runs from 10 June 2026 to 31 December 2027, both dates inclusive. Great Eastern may amend the campaign period without prior notice

4. Can I use the Complimentary Benefit for my family members?

Upon activation of your Complimentary Benefit with Care@Homes, you can utilise it for any family member who may need the service(s).

5. If I have more than 1 GREAT CareShield plans, would I be entitled to multiple sets of “Complimentary Benefit”?

No. Each policyholder is entitled to 1 set of Complimentary Benefit regardless of the number of GREAT CareShield plans owned.

6. Who is Care@Homes?

Care@Homes is an one-stop home care concierge, committed to providing reliable support to families having caregiving needs at home.

7. Why is Great Eastern offering complimentary home-based disability assessment?

In the unfortunate event of a disability, your loved one or you may need disability assessment to facilitate CareShield Life or GREAT CareShield claims, and subsidies application. This assessment includes Severe Disability Assessment (SDA) and Functional Assessment Report (FAR). Your loved one or you can have a hassle-free process in arranging this home-based disability assessment with Care@Homes.

Note:

- SDA is required when applying for long-term care severe disability financial assistance schemes like CareShield Life and ElderShield and filing a claim for supplement schemes of CareShield Life and ElderShield administered by private insurers.
- FAR assessment is needed when applying for schemes such as the Home Caregiving Grant, Pioneer Generation Disability Assistance Scheme (PioneerDAS), and Migrant Domestic Worker Levy Concession for Persons with Disabilities.

8. Is the Complimentary Benefit transferable or exchangeable for cash?

No. The Complimentary Benefit is non-transferable and cannot be exchanged for cash or other goods or services.

9. How and when will I be notified about my Complimentary Benefit?

Eligible policyholders will be notified via:

- Email, and/or
- Other communication methods where marketing consent has been given.

Notification timing depends on your policy type:-

Type	Policy Commencement Date	Date (“Notification Period”)
New GCS Policyholder(s)	From 1 May 2026 onwards	Up to 6 weeks from policy commencement month. <i>(For example, if your policy commences on 15th of May 2026, you will be notified on the Complimentary Benefit redemption details by 18th of July 2026.)</i>
Existing GCS Policyholder(s)	Before 1 May 2026	Between 1 and 31 July 2026

10. How do I redeem and activate the Complimentary Benefit?

You will need to:

- i. Log in to the Great Eastern Rewards mobile app using SingPass or Great ID
- ii. Obtain your promo code
- iii. Visit Care@Homes’ dedicated sign-up page
- iv. Provide the required details and apply the promo code at checkout

You will receive an email confirmation from Care@Homes upon successful activation.

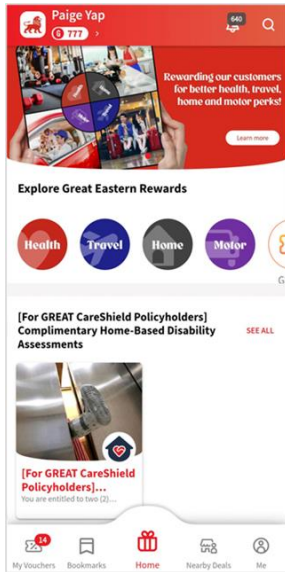
For step-by-step guide, refer to Appendix.

11. Is there any expiry to the Complimentary Benefit?

No. There is no expiry upon successful activation. However, the use of the Complimentary Benefit is subject to Care@Homes’ terms and conditions.

12. What if I did not receive any notification on my Complimentary Benefit?

If you are an eligible GREAT CareShield policyholder, you can log in to your Great Eastern Rewards mobile app using your SingPass or Great ID. You will find “Complimentary Benefit for GREAT CareShield Policyholder” campaign tile on the front page of the app:



If you are not seeing the campaign tile on your app, please email to wecare-sg@greateasternlife.com.

13. What should I do if I have forgotten my Great ID password?

Please tap on “Forgot your password?” and enter the email address used during sign up.

A one-time password (OTP) will be sent to your registered mobile number with Great Eastern and follow the steps as indicated to reset your password.

Alternatively, you may wish to log in to Great Eastern Rewards mobile app with your SingPass.

14. I can't log in to my Great Eastern Rewards app. What should I do?

Please ensure:

- a. You have already signed up for an Great Eastern Rewards account
- b. You have entered a valid and correct email address on Great Eastern Rewards app.
- c. You have entered a correct password

If the issue persists, please email to wecare-sg@greateasternlife.com.

15. What happens if I am no longer a GREAT CareShield policyholder?

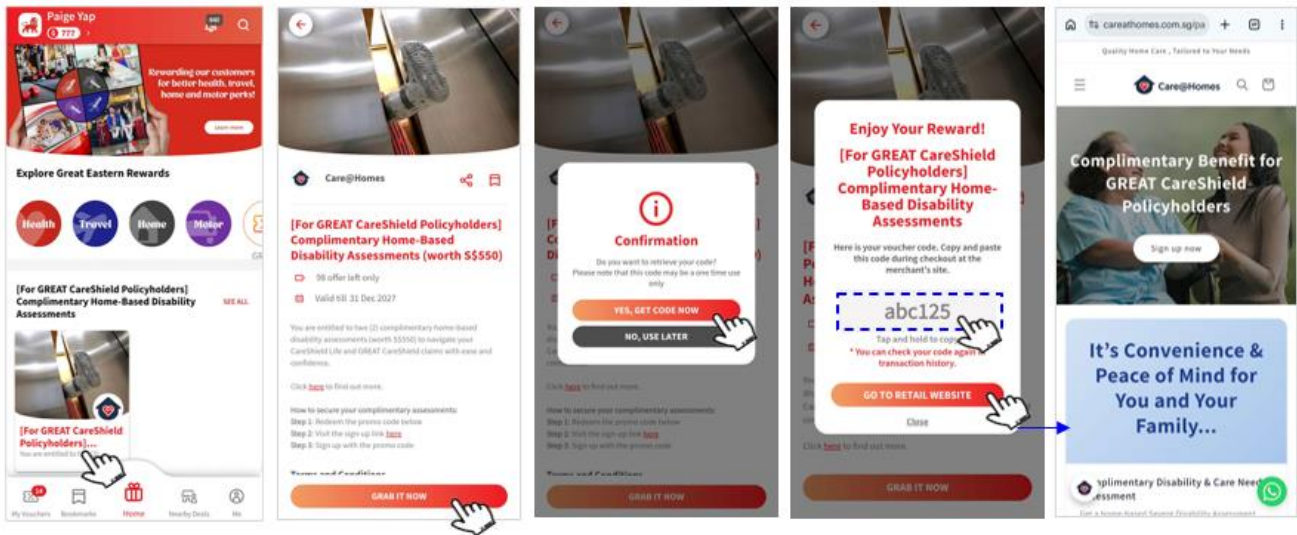
If you are no longer a GREAT CareShield policyholder, Great Eastern may inform Care@Homes who may change your Complimentary Benefit to a Basic tier membership without prior notice. The Basic tier membership allows you to earn points only for the products and services purchased with Care@Homes.

16. Who do I contact for questions about the services?

Care@Homes administers the Complimentary Benefit. If you have any question, please email to enquiry@careathomes.com.sg.

Appendix

Section I: How to Redeem Your Promo Code on Great Eastern Rewards Mobile App



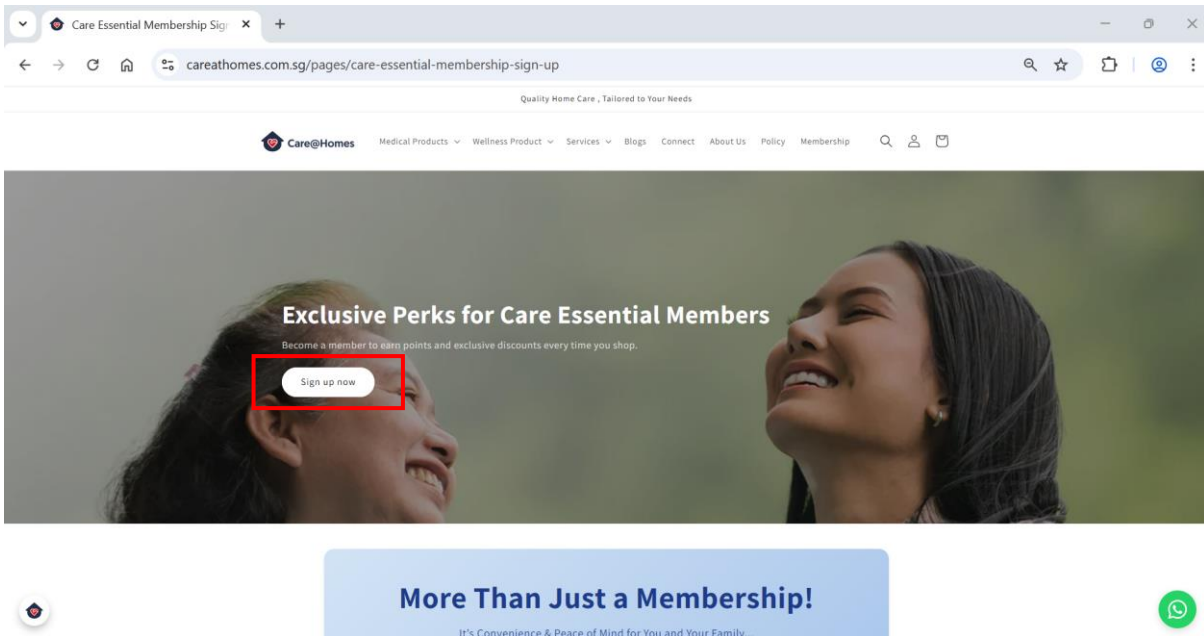
Steps:

1. Login to the Great Eastern Rewards mobile app. If you do not have the app, download from Apple App Store or Google Play.
2. From the “Home” tab, look for a campaign titled “Complimentary Benefit for GREAT CareShield Policyholder” and tap on a tile under this campaign with the same title to view it.
3. Tap on “GRAB IT NOW”.
4. Select “YES, GET CODE NOW”.
5. Tap and hold on the promo code to copy and select “GO TO RETAIL WEBSITE”. You will arrive at the Care@Homes’ sign-up website.

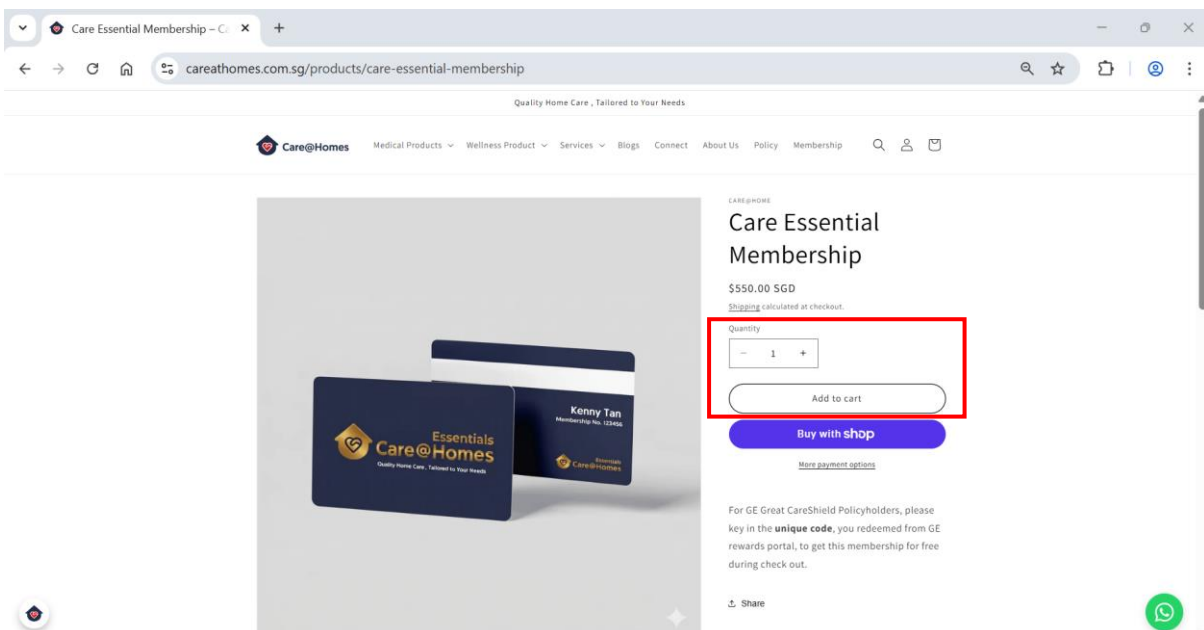
Section II: How to Activate Your Complimentary Benefit

1. Sign up via <https://careathomes.com.sg/pages/care-essential-membership-sign-up>

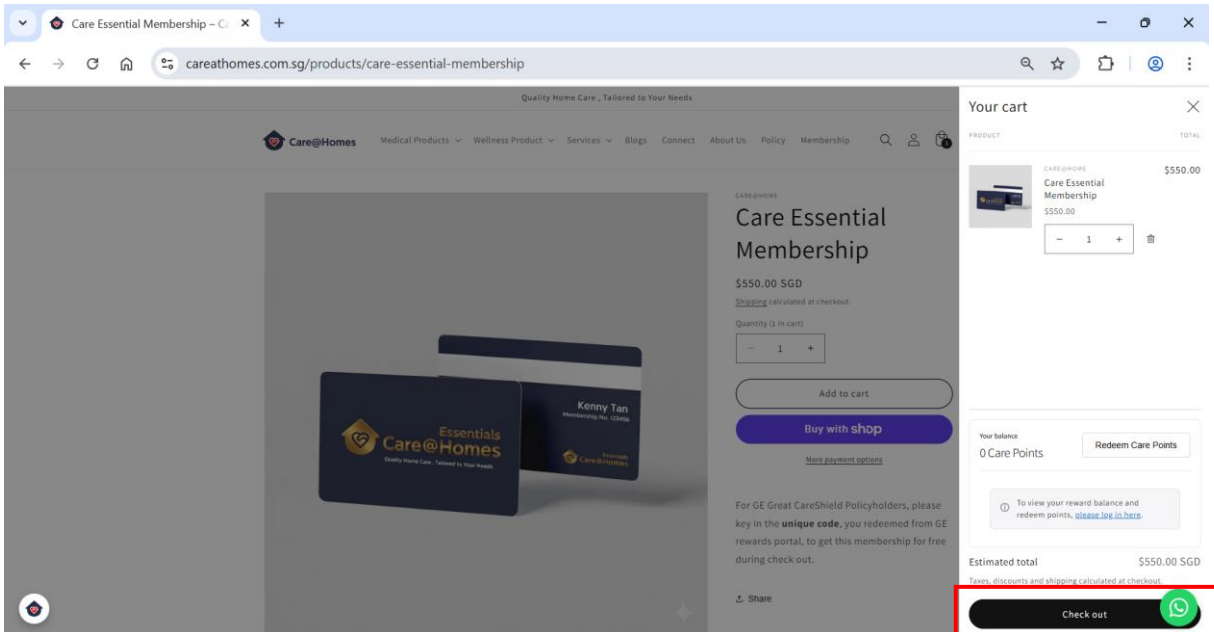
Click on the **“Sign up now”** button.



2. Ensure that the selected quantity is **“1”** and click **“Add to cart”**.

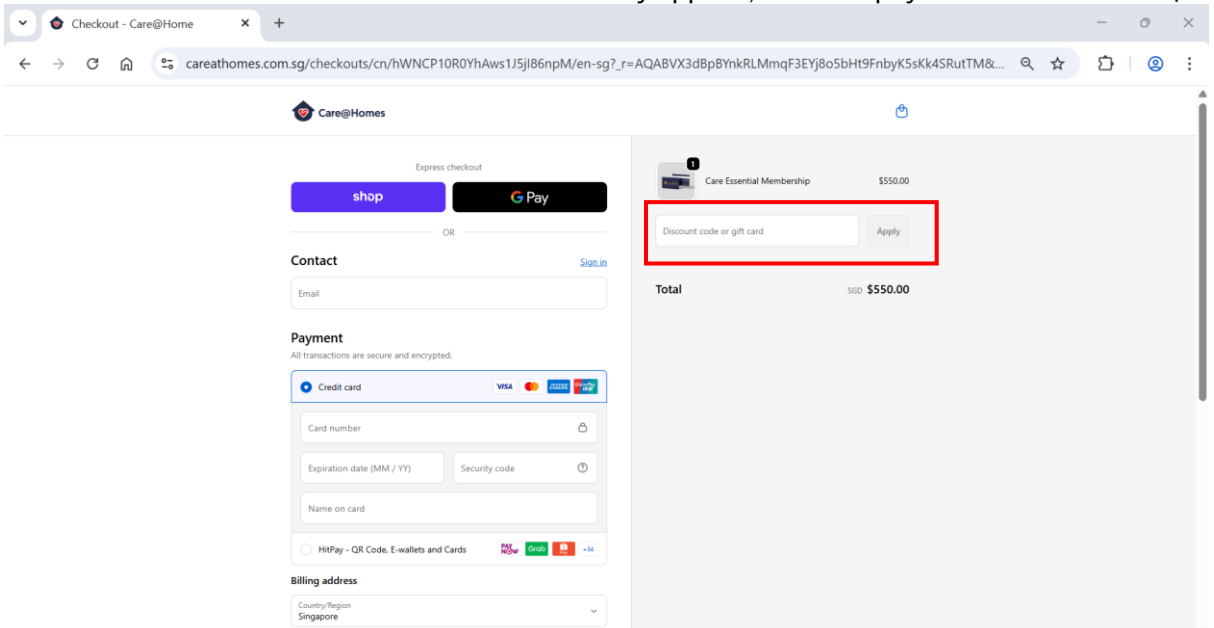


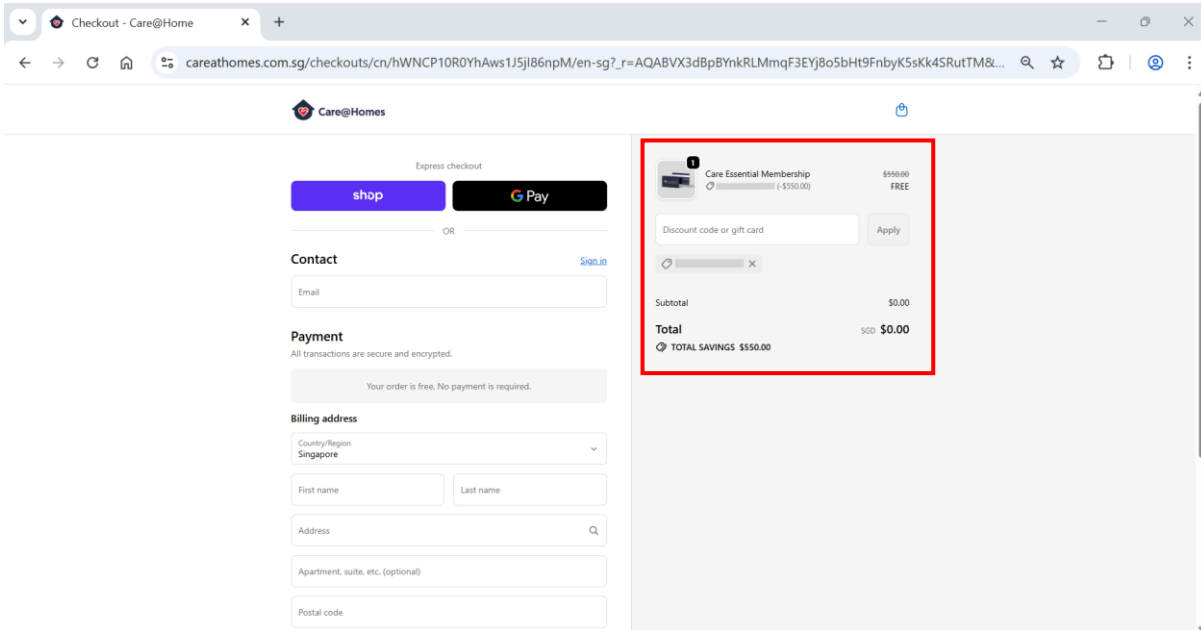
3. Click **“Check out”** to proceed with the order.



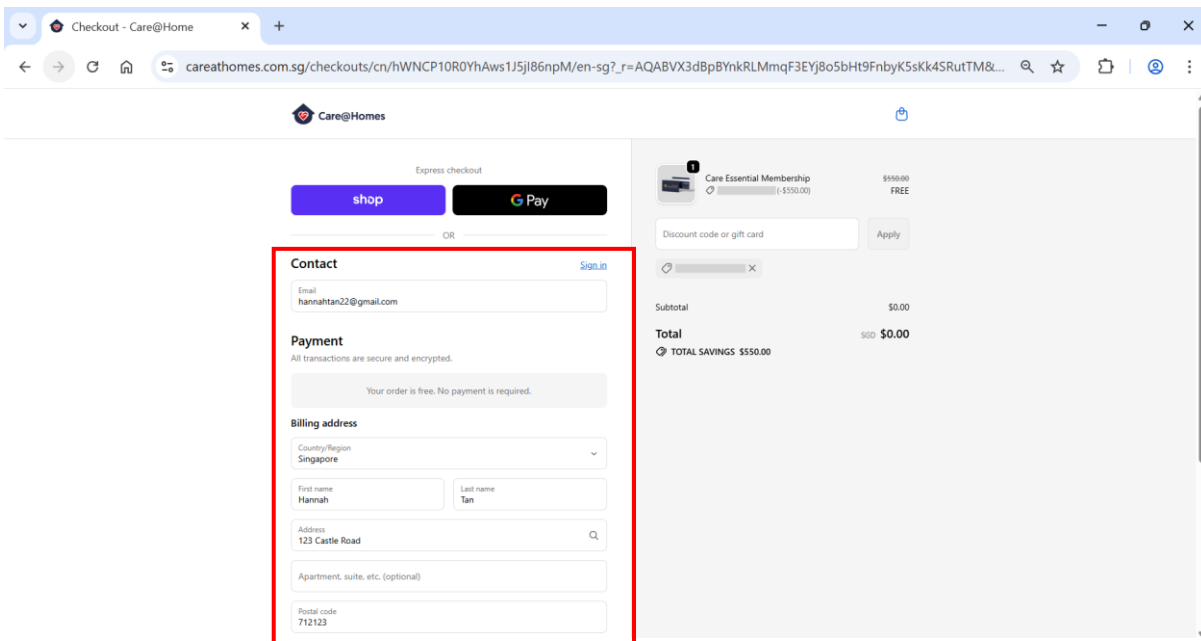
4. At the payment checkout page, enter the **Promotion Code** retrieved from your **Great Eastern Rewards** mobile application in the **“Discount code or gift card”** field and click **“Apply”**.

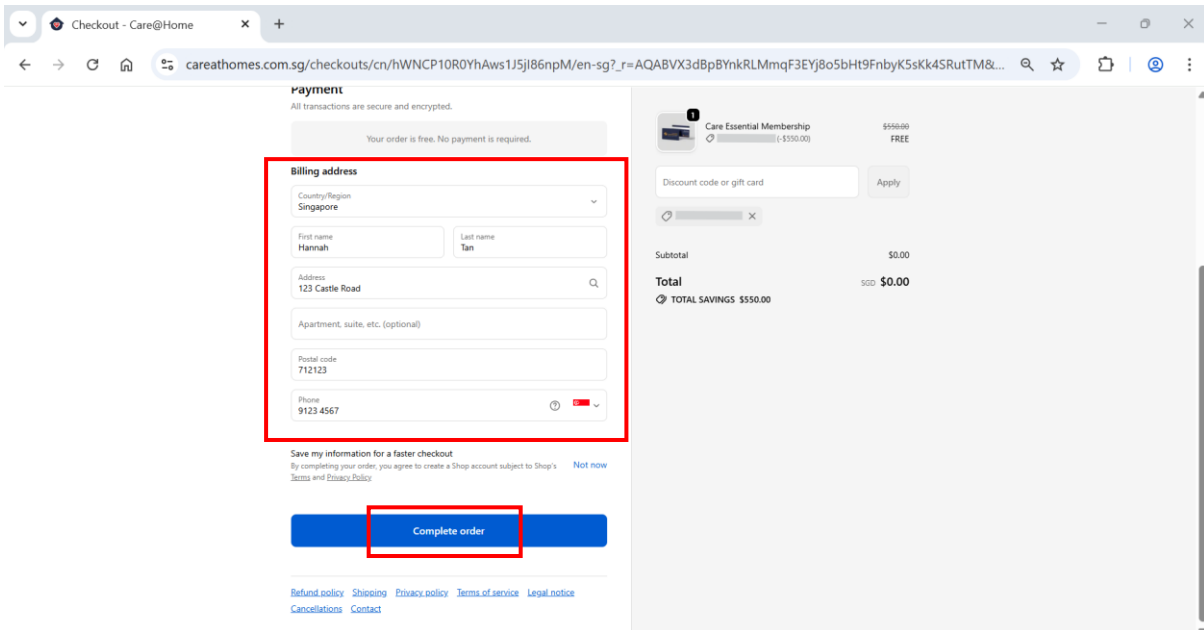
Once the Promotion Code has been successfully applied, the total payable amount will be \$0.





5. Fill in the order form with your contact details and billing address, then click **“Complete order”** to submit the form.





Payment
All transactions are secure and encrypted.
Your order is free. No payment is required.

Billing address

Country/Region
Singapore

First name
Hannah

Last name
Tan

Address
123 Castle Road

Apartment, suite, etc. (optional)

Postal code
712123

Phone
9123 4567

Save my information for a faster checkout
By completing your order, you agree to create a Shop account subject to Shop's [Terms and Privacy Policy](#). [Not now](#)

Complete order

[Refund policy](#) [Shipping](#) [Privacy policy](#) [Terms of service](#) [Legal notice](#)
[Cancellations](#) [Contact](#)

Care Essential Membership \$550.00 FREE (-\$550.00)

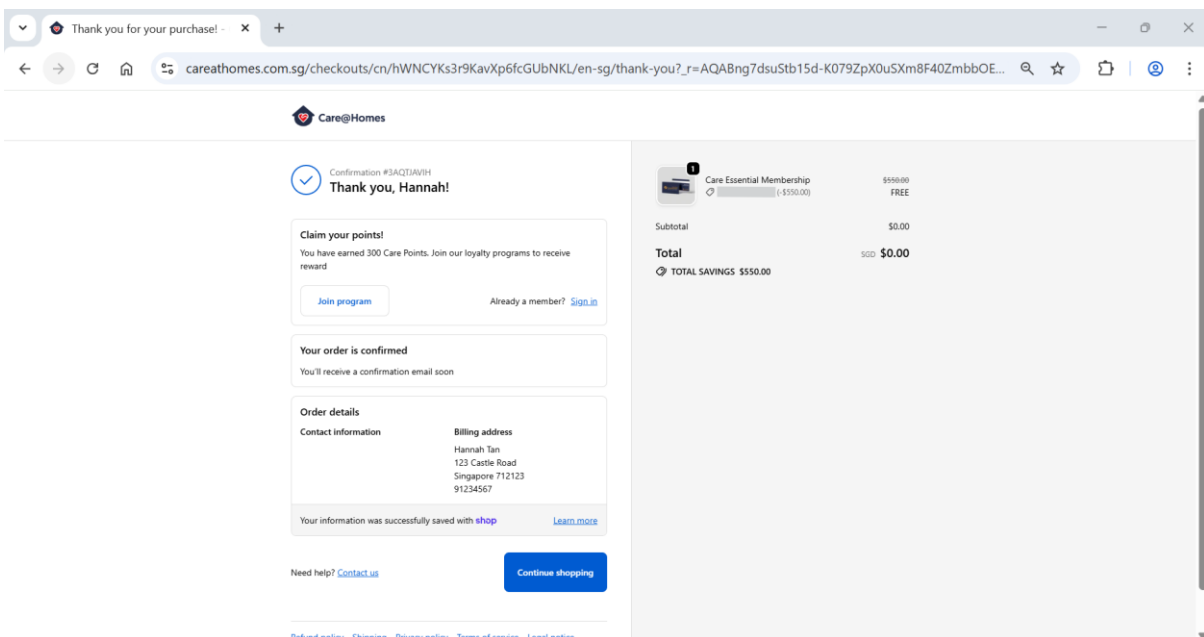
Discount code or gift card [Apply](#)

Subtotal \$0.00

Total SGD **\$0.00**
TOTAL SAVINGS \$550.00

6. Upon successful submission, you will see an order confirmation page and receive a confirmation email at your registered email address.

Congratulations! Your Complimentary Benefit has been successfully activated.



Thank you for your purchase!

Care@Homes

Confirmation #3AQ2JUNH
Thank you, Hannah!

Claim your points!
You have earned 300 Care Points. Join our loyalty programs to receive reward.
[Join program](#) Already a member? [Sign in](#)

Your order is confirmed
You'll receive a confirmation email soon

Order details

Contact information	Billing address
Hannah Tan	Hannah Tan
123 Castle Road	123 Castle Road
Singapore 712123	Singapore 712123
91234567	91234567

Your information was successfully saved with [shop](#) [Learn more](#)

Need help? [Contact Us](#) [Continue shopping](#)

[Refund policy](#) [Shipping](#) [Privacy policy](#) [Terms of service](#) [Legal notice](#)

Care Essential Membership \$550.00 FREE (-\$550.00)

Subtotal \$0.00


Total SGD **\$0.00**
TOTAL SAVINGS \$550.00

Order #1053 confirmed




Care@Homes <store+93956145425@t.shopifyemail.com>
To

  Reply  Reply All

 If there are problems with how this message is displayed, click here to view it in a web browser.
We could not verify the identity of the sender. Click here to learn more.


External Email - Exercise caution before clicking on links and attachments.

You don't often get email from store+93956145425@t.shopifyemail.com. [Learn why this is important.](#)

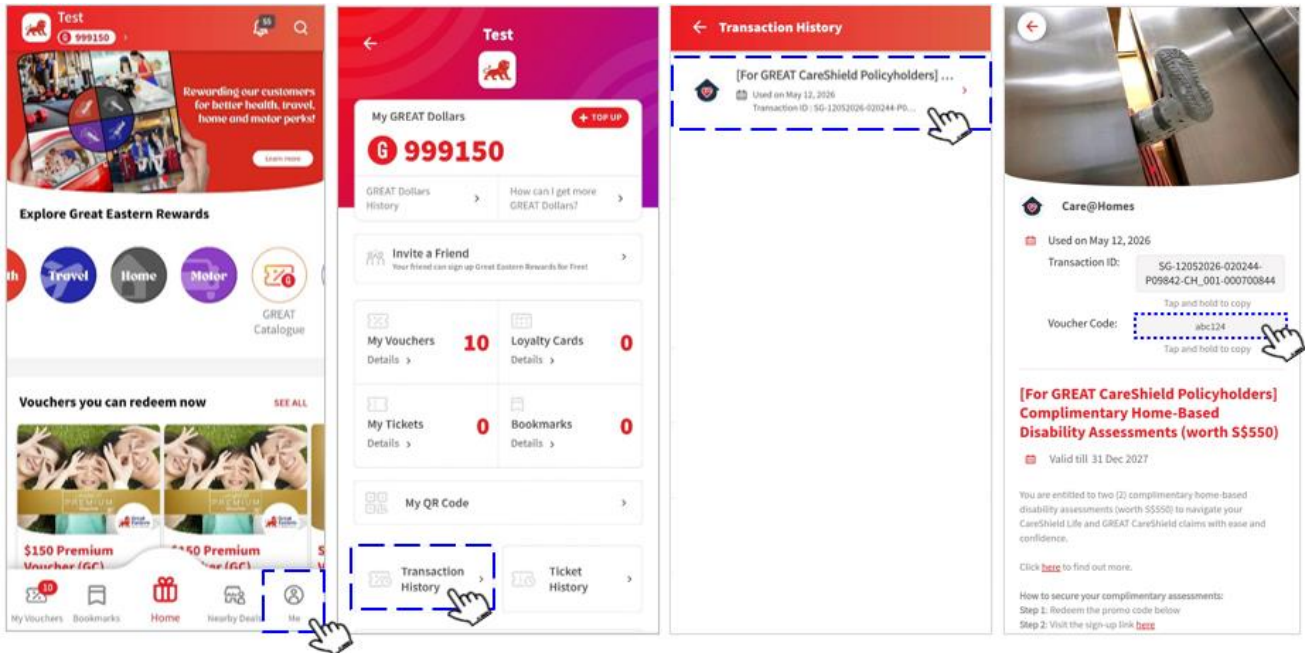
 Care@Homes ORDER #1053
Thank you for your order!

[View your order](#) or [Visit our store](#)

Order summary

 Care Essential Membership of 1	\$550.00
<small>(\$550.00)</small>	Free
<hr/>	
Subtotal	\$0.00
Shipping	\$0.00
Taxes	\$0.00
Total	\$0.00 SGD
<small>You saved \$550.00</small>	

Section III: How to Retrieve Promo Code on Great Eastern Rewards Mobile App



Steps:

1. Click on “Me” tab on the homepage.
2. Tap on “Transaction History”.
3. Click on the voucher transaction.
4. Under the “Voucher Code”, you may tap and hold to copy the promo code.