

FREQUENTLY ASKED QUESTIONS AIPRO GROUP PERSONAL ACCIDENT POLICY

1. What is the AIPRO Group Personal Accident Policy and what coverage does it provide?

This is a complimentary insurance plan offered to Association of Independent Producers (Singapore) (“AIPRO”) members and individuals of AIPRO member companies including freelance media professionals. This policy is underwritten by Great Eastern General Insurance Limited.

Benefits	Sum Insured Per Person
Accidental Death/Permanent Disablement	S\$50,000
Medical Expenses (*deductible: S\$500 per person per accident)	S\$5,000 (TCM sub-limit of S\$1,000)

Sum Insured reduced by 50% for age 12 to 17 years old and 66 to 80 years old. Please refer to the policy wordings for full terms and conditions.

**A deductible of S\$500 per person per accident is applicable and only amount above the deductible will be claimable.*

2. Does the coverage apply only in Singapore and only when I am at work?

Coverage applies 24/7 worldwide and is not restricted to just when you are at work. This means you are always covered!

3. Who is eligible for the AIPRO Group Personal Accident Policy?

It is available to all AIPRO members and individuals of AIPRO member companies, including freelance media professionals, who have been issued an activation code. Please visit go.greateasternlife.com/aiproga26 to activate your policy coverage.

Do approach your company’s administrator or the AIPRO secretariat if you have not been issued with your activation code or if you encounter issues with its validity.

4. Do I have to pay for the coverage?

No, the activation code allows you to activate your coverage without any payment.

5. What is the duration of the AIPRO Group Personal Accident Policy coverage?

Coverage starts on 1st January 2026 and ends on 31st December 2026, subject to your successful activation on go.greateasternlife.com/aiproga26.

6. How do I know if I have successfully activated my coverage?

Upon successful activation, an email from Great Eastern containing essential information about your coverage will be sent to your registered email address. Please keep this email for future reference.

7. How do I submit a claim?

Complete the Personal Accident claim form and submit it with all the required documents directly to Great Eastern via email to NonMotorClaims-sg@greateasterngeneral.com. A copy of the form is available for download [here](#).

Documents to be submitted for claim processing includes:

For Death

- A copy of the Death Certificate
- Autopsy Report, Coroner's findings, etc.
- Police Report, if any
- Letter of Administration/Probate/Will (only for any claim exceeding \$150,000)
- Proof of relationship between the deceased and claimant

For Permanent Disablement and Temporary Disablement claim

- Medical report from attending doctor
- Copy of Medical Certificates

For Medical Expenses Claim:

- Original Medical Bills and Receipts
- Inpatient discharge summary in the case of hospitalisation
- Medical report from attending doctor

The above serve as a list of basic documents. In the event if a more thorough investigation is required for your claim in particular, we may request for additional documents.

8. Who can I ask if I have further questions or need assistance?

If you have any questions or need assistance pertaining to this insurance policy, please contact or email us at wecare-sg@greateasternlife.com or reach us at our Customer Service Hotline at 1800 248 2888 (9am to 5.30pm, Mon to Fri except for Public Holidays).

For assistance on AIPRO matters, please contact the AIPRO secretariat at contactus@aipro.tv.

Important Notes

This is a FAQ which provides brief description of the policy and is not a contract of insurance. Please refer to the policy document for the precise terms and conditions of the insurance plan.