

## SINGTEL MOBILE PROTECT (Free 12-Month Screen Protect Plan)

### Frequently Asked Questions

#### 1. What is Singtel Mobile Protect (Screen Protect) Plan?

A mobile phone insurance plan underwritten by Great Eastern General Insurance Limited (GEG).

Coverage is offered at no additional charge to customers who purchase an eligible new mobile phone from Singtel or GOMO.

Coverage is valid for 12 months starting automatically from the date you purchase the mobile phone and ends automatically thereafter with no further action required from you ("Period of Insurance").

During the Period of Insurance, you will be entitled to a one-time replacement of a cracked screen on the insured mobile phone due to accidental damage, up to the purchase price of the mobile phone or up to a maximum of S\$2,000, whichever is lesser.

<b>Plan name</b>	Singtel Mobile Protect (Screen Protect)
<b>Coverage description</b>	<ul style="list-style-type: none"> <li>• 12 months' coverage from the date of purchase of the eligible new mobile phone purchase</li> <li>• One-time replacement of a cracked screen on the insured mobile phone due to accidental damage, up to the purchase price of the mobile phone or up to a maximum of S\$2,000, whichever is lesser.</li> </ul>
<b>Premium payable</b>	No additional charge for customers who purchased an eligible new mobile phone from Singtel or GOMO.

#### 2. How do I tell if the mobile phone I purchased is eligible?

Do keep a look out for information as communicated by Singtel and GOMO when purchasing your new mobile phone. You may contact Singtel or GOMO directly for more information.

#### 3. Do I have to activate my coverage?

No, coverage is valid for 12 months starting automatically from the date you purchase the mobile phone and ends automatically thereafter with no further action required from you ("Period of Insurance").

#### **4. How do I know that my mobile phone is insured?**

You will be informed by Singtel or GOMO should the new mobile phone you purchase be eligible for the Free 12-Month Screen Protect Plan.

Please keep a copy of your mobile phone purchase sales agreement / invoice / receipt as you will be required to show it when making a replacement of your damaged mobile phone screen.

#### **5. How do I replace my damaged mobile phone screen?**

##### For Screen Protect Plan (Cracked screen)

- a) If your insured mobile phone suffers a cracked screen due to accidental damage, please contact the Repair Service Centre helpline for assistance.
- b) You will be asked to provide the insured mobile phone's IMEI (International Mobile Equipment Identity) number for verification.
- c) You may be requested by Repair Service Centre personnel to share via email more information, such as photos of the cracked mobile phone screen.
- d) Upon successful verification, the Repair Service Centre personnel will arrange for you to visit the nearest authorised repair center for the replacement of your damaged mobile phone screen.

#### **6. How do I retrieve my mobile phone IMEI number?**

The IMEI number may be retrieved via either of the following:

- Dial \*#06\* on your mobile phone
- Within the settings of your mobile phone
- On your mobile phone itself
- On the original box which your mobile phone came in
- On the sales agreement / invoice / receipt when you purchased your mobile phone

#### **7. Is there a maximum limit to the number of replacements allowed?**

Yes. During the Period of Insurance, you will be entitled to a one-time replacement of a cracked screen on the insured mobile phone due to accidental damage, up to the purchase price of the mobile phone or up to a maximum of S\$2,000, whichever is lesser.

#### **8. Does this cover accidental damages that occurred outside of Singapore?**

Yes, so long as the replacement is performed in Singapore and only as arranged by our Repair Service Centre.

**9. Can I seek my own replacement and make a reimbursement on the expenses incurred?**

No, all replacements must be performed in Singapore and only as arranged by our Repair Service Centre. There will be no reimbursement of replacement expenses incurred on your own accord.

**10. Do I have to pay a fee for the replacement of my damaged phone screen?**

For Screen Protect Plan

No fee is applicable for the one-time replacement of a cracked screen on the insured mobile phone due to accidental damage.

**11. Can I voluntarily transfer the coverage from one mobile phone to another?**

No. Coverage is tagged to specific IMEI numbers of insured mobile phones for a specific period of time, hence a transfer of coverage from one mobile phone to another is not allowed.

**12. Can I extend or purchase additional coverage after the expiry of the Free 12-Month Screen Protect Plan?**

No. Coverage is offered only at the time of purchase of new eligible mobile phones. Hence, the purchase of an extension or additional coverage is not available.

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

For the replacement of a damaged mobile phone screen

You may contact our Repair Service Centre at 6653 7599.

For enquiries on the purchase of your mobile phone and eligibility for coverage

You may contact Singtel at 1688.

For enquiries on coverage

You may contact our customer service at 1800 6248 2888 (9am to 5.30pm, Mon to Fri) or send an email to [wecare-sg@greateasternlife.com](mailto:wecare-sg@greateasternlife.com)