

SINGTEL MOBILE PROTECT (SCREEN PROTECT / HANDSET PROTECT)

Frequently Asked Questions

1. What is Singtel Mobile Protect?

A mobile phone insurance plan underwritten by Great Eastern General Insurance Limited (GEG) consisting of 2 plan types (Screen Protect plan / Handset Protect plan).

Singtel customers may choose to purchase either plan type along with the purchase of their new mobile phone.

Coverage is valid for 12 months starting from the date of purchase of the Singtel Mobile Protect plan and ends automatically thereafter with no further action required from you (“Period of Insurance”). During the Period of Insurance, you will be entitled to the following benefits depending on the plan type purchased.

Plan type	Benefit
Singtel Mobile Protect (Screen Protect)	<ul style="list-style-type: none"> • 12 months’ coverage from the date of purchase of the eligible new mobile phone • 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.

Plan type	Benefit
Singtel Mobile Protect (Handset Protect)	<ul style="list-style-type: none"> • 12 months’ coverage from the date of purchase of the eligible new mobile phone • One-time replacement or repair of a damaged mobile phone (including damage to the screen or damage caused by water) 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; or • One-time replacement of a lost mobile phone due to theft/robbery in Singapore, up to the purchase price of the mobile phone or up to a maximum of S\$2,000, whichever is lesser. • A fee of S\$200 applies only for the replacement of your mobile phone in the event of a loss due to theft or robbery, or when the damaged mobile phone is totally irreparable.

2. Who is eligible for Singtel Mobile Protect?

Customers who purchase an eligible new mobile phone from Singtel may choose to purchase the Screen Protect plan and/or the Handset Protect plan at the time of the phone purchase.

3. How much does the Screen Protect plan and the Handset Protect plan cost?

Please check with the staff members at Singtel shops for more information.

4. Can I purchase both the Screen Protect plan and the Handset Protect plan for the same mobile phone?

Yes. You may purchase both plans for the same qualifying new mobile phone should you wish to do so. Do note however that each qualifying new mobile phone may only be insured with a maximum of one (1) Screen Protect plan and one (1) Handset Protect plan.

5. Can I purchase multiple of the same plan for the same mobile phone in order to increase its coverage?

No. Each qualifying new mobile phone may only be insured with a maximum of one (1) Screen Protect plan and one (1) Handset Protect plan. Multiple of the same plan for the same mobile phone is not allowed.

6. Do I have to activate my coverage after purchasing Singtel Mobile Protect?

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

7. How do I know that my mobile phone is insured?

Singtel will issue to you a sales agreement / invoice / receipt showing payment made for both your new mobile phone as well as for the Screen Protect plan and/or the Handset Protect plan.

Please keep a copy of this sales agreement / invoice / receipt as you will be required to show it when making a repair or replacement of your insured mobile phone.

8. How do I repair or replace my damaged / lost mobile phone?

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 the 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.

For Handset Protect Plan (Damaged Mobile Phone)

- a) If your insured mobile phone suffers an accidental damage, including a cracked screen, 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 the Repair Service Centre personnel to share via email more information, such as photos of the damaged mobile phone.
- 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.

For Handset Protect Plan (Loss of Mobile Phone due to Theft / Robbery)

- a) If your insured mobile phone is lost due to theft or robbery, 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) Upon successful verification, the helpline personnel will arrange for you to visit the nearest authorized repair center to obtain a replacement mobile phone.
- d) You will be required to provide a police report made in Singapore documenting the theft or robbery of your insured mobile phone.

9. 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

10. 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.

11. Can I seek my own repair / replacement and make a reimbursement on the expenses incurred?

No, all repairs and 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.

12. Do I have to pay a fee for the repair or replacement of my damaged / lost mobile phone?

Yes, you will only be required to pay S\$200 for the replacement of your mobile phone in the event of a loss due to theft or robbery, as well as when the damaged mobile phone is totally irreparable.

13. Can I cancel the Screen Protect plan and/or Handset Protect plan after I have purchased them and receive a refund?

No. There is no free-look cancellation or refund of the plans after purchase.

14. Can I voluntarily transfer the Screen Protect plan and/or Handset Protect plan 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.

15. Can I extend or purchase additional coverage after the expiry of the 12-Month Screen Protect Plan and/or Handset 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.

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

For the repair or replacement of a damaged mobile phone / cracked 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