

Great Eastern Life Brunei **GREAT Vaccine Fund**

Frequently Asked Questions (FAQ)

Great Eastern Life Brunei GREAT Vaccine Fund

1. What is the Great Eastern Life Brunei GREAT Vaccine Fund?

The Great Eastern Life Assurance Company Limited (GEL) has set aside B\$50,000 for this Great Eastern Life Brunei GREAT Vaccine Fund to provide daily hospital cash benefits for an eligible customer of GEL Brunei should he/she be hospitalised as a result of an allergic reaction due to receiving a COVID-19 Vaccine.

“**COVID-19 Vaccine**” refers to any COVID-19 vaccine which is approved for use in Brunei by the Ministry of Health Brunei Darussalam (“MOH Brunei”) and administered by an authorised healthcare professional in Brunei.

2. What is the validity of the Great Eastern Life Brunei GREAT Vaccine Fund?

The Great Eastern Life Brunei GREAT Vaccine Fund is valid from 16 April 2021 to:-

- a) 31 March 2022; or
 - b) the date when an aggregate total of B\$50,000 has been incurred by the Great Eastern Life Brunei GREAT Vaccine Fund,
- whichever is earlier.

However, GEL Brunei reserves the right to cease the Great Eastern Life Brunei GREAT Vaccine Fund at an earlier date in its absolute discretion without any prior notice.

BENEFITS AND ELIGIBILITY

3. What does the Great Eastern Life Brunei GREAT Vaccine Fund cover?

Benefits	Description	Coverage Amount
Daily Hospital Cash Benefit	A daily benefit is paid for each day the eligible customer is hospitalised during the eligible period solely due to allergic reaction due to receiving a COVID-19 Vaccine, for a maximum of seven (7) consecutive days.	B\$ 100 per day

- The eligible period is a period of three (3) months from the date the eligible customer receives the first dose of a COVID-19 Vaccine.
- The hospitalisation of the eligible customer due to allergic reaction due to receiving a COVID-19 Vaccine must be considered medically necessary by a registered medical practitioner.
- The claim submission date by the eligible customer must occur within the validity period of the Great Eastern Life Brunei GREAT Vaccine Fund. The claim submission date will be taken to be the date the eligible customer submits all the required documents and GEL Brunei acknowledges receipt of the same.
- Daily Hospital Cash Benefit shall only be payable once for each eligible customer even if the said customer is hospitalised multiple times due to allergic reactions during the eligible period.

4. Who is an eligible customer?

An eligible customer is an individual who is:-

- (a) a Citizen or Permanent Resident of Brunei Darussalam with a valid National Registration Identification Card or holds a valid employment pass or dependant's pass;
- (b) residing in Brunei;
- (c) medically eligible for vaccination, in line with the recommendations set out by the Ministry of Health Brunei Darussalam ("MOH Brunei") for vaccine suitability; and
- (d) one of the following:-
 - i. an Existing Great Eastern Customer* under an active policy as at the first day of his/her Hospitalisation; or
 - ii. an Immediate Family Member#.

*Existing Great Eastern Customer shall refer to a life assured covered under any Life or Accident and Health policy issued by GEL or GEL Brunei.

#Immediate Family Member shall refer to:

- a parent of an Existing Great Eastern Customer (aged 18 and below) who has an active policy as of the first day of the parent's Hospitalisation (including a parent who has legally adopted him/her); and
- a legal spouse or child (including a legally adopted child) of an Existing Great Eastern Customer (aged 18 and above) who has an active policy as of the first day of his/her spouse's or child's Hospitalisation.

5. What is the eligible period?

The eligible period is a period of three (3) months from the date the eligible customer receives the first dose of a COVID-19 Vaccine.

CLAIMS

6. If I am hospitalized more than once from an allergic reaction after receiving a COVID-19 Vaccine, can I make multiple claims?

No, the Daily Hospital Cash Benefit is payable once for each eligible customer, even if the first hospitalisation stay was less than seven (7) days.

7. Does it cover private and public hospital in Brunei, and hospitals outside Brunei?

Yes, private and public hospitals in Brunei are eligible as long as they meet the criteria of a "Hospital" as defined in the terms and conditions of the Great Eastern Life Brunei GREAT Vaccine Fund ("Fund T&Cs").

Admission to hospitals outside of Brunei is not covered.

8. Are there any exclusions for the Daily Hospital Cash Benefit?

Yes, the Daily Hospital Cash Benefit will not be payable if the hospitalisation of the eligible customer was caused directly or indirectly by Pre-Existing Condition (which is defined in the Fund T&Cs).

9. When can I make a claim?

You may make a claim upon being discharged from the hospital.

10. How do I make a claim?

For a Daily Hospital Cash Benefit claim, you will have to submit the following documents to wecare-bn@greateasternlife.com:

- a) Hospitalisation claim form, including Doctor's Statement;
 - The claim form and Doctor's Statement can be obtained from the Great Eastern Life Brunei office. Under the field of entry for policy number, please indicate "Great Eastern Life Brunei GREAT Vaccine Fund" and application number or policy number for an Existing Great Eastern Customer* or an Immediate Family Member#.
 - In the event that an Eligible Customer is less than 18 years old, the claim form is to be completed and signed by the legal parent or guardian of the Eligible Customer.
- b) A copy of your international certificate of vaccination or prophylaxis;
- c) A copy of the hospital bill which states the number of days you were hospitalised;
- d) A copy of Discharge Summary that indicates the admission is due to allergic reaction due to receiving a COVID-19 Vaccine;
- e) A copy of your National Registration Identification Card; and
- f) For a claim by an Immediate Family Member#, proof of relationship to the Existing Great Eastern Customer such as marriage certificate or birth/adoption certificate, whichever applicable.

11. Will I be notified of the claim status?

Yes, you will be notified of the claim outcome in a timely manner. All successful claim amounts will be paid to the eligible customer's bank account indicated in the claim form and a settlement letter will be sent to you.

In the event when an eligible customer is less than 18 years old, the claim amount will be paid to the legal parent or guardian of the eligible customer.

12. Who can I contact if I have any product or claim queries?

You may contact your servicing agent for assistance. Alternatively, you can email us at wecare-bn@greateasternlife.com and we will be glad to assist you.

Information correct as of 16 April 2021