

FOR IMMEDIATE RELEASE

GREAT EASTERN PROVIDES COVID-19 MEDICAL PLAN COVERAGE

Kuala Lumpur, 20 August 2021 – Malaysia’s leading life insurer, Great Eastern, is continuing its commitment to protect its customers against the pandemic with the launch of its COVID-19 Medical Plan Coverage Programme.

To help its customers overcome the financial challenges of COVID-19, the complimentary coverage is made available to all Great Eastern Life Assurance (Malaysia) Berhad, Great Eastern General Insurance (Malaysia) Berhad and Great Eastern Takaful Berhad customers, with eligible individual medical plans that have the exclusion on communicable diseases requiring quarantine by law.

Under the programme, Great Eastern will provide reimbursement for expenses resulting from medically necessary hospitalisation due to COVID-19 infection in both public and private hospitals. The reimbursement will be made in accordance with the benefits, terms and conditions of the customers’ respective medical plans. The coverage period is effective from the hospital admission date of 18 August 2021 onwards.

As part of its commitment to putting its customers first and protecting their long-term interest, Great Eastern will provide the COVID-19 coverage with no impact on the benefits of the policyholders’ medical plans. Claims made under the programme will not reduce the overall annual limit and overall lifetime limit of the medical plans. There will be no additional premiums or insurance charges to pay, nor will any claims made affect future medical repricing, if any.

“Our customers are at the heart of everything we do. At a time when people are struggling with the health and financial implications of COVID-19, it is our responsibility as a leading life insurer to commit more resources and put our customers’ interests

first to protect them, making Malaysia safe again,” said Dato Koh Yaw Hui, Chief Executive Officer of Great Eastern Life Assurance (Malaysia) Berhad.

“As we mark our 113th anniversary this year, our commitment remains strong in empowering our customers with financial security and wellbeing to meet life’s challenges. We will continue to go the extra mile in all that we do to help our customers in their time of need and inspire them to live great,” he added.

Since the onset of COVID-19, Great Eastern has introduced multiple initiatives to support its customers on every journey during these unprecedented times. The RM2 million Financial Assistance Programme which was announced in February 2020 was fully utilised. The RM1 million COVID-19 Vaccine Fund was launched in March 2021 to help its customers mitigate the effects of the pandemic. An additional RM500,000 fund offering complimentary daily hospital cash benefits and death benefits was also set up to help the general public who are non-Great Eastern customers. As part of the COVID-19 Relief Programme, the Deferment of Premium Payment initiative allows eligible Great Eastern policyholders to defer their regular premium payment for 3 months. This is to ensure policyholders continue to have insurance protection despite being impacted by financial difficulties. The programme is ongoing and has been extended to 31 December 2021 from 31 December 2020.

Details of the COVID-19 Medical Plan Coverage Programme can be found at www.greateasternlife.com/my. Alternatively, policyholders can contact any Great Eastern agent, Great Eastern HealthCare Service Careline at 1300-1300 18 or email healthcareservices@greateasternlife.com for further information.

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Great Eastern Life Malaysia Chief Executive Officer, Dato Koh Yaw Hui

About Great Eastern Life Assurance (Malaysia) Berhad (GELM)

GELM began its operations in 1908 as a branch office of The Great Eastern Life Assurance Company Limited. The Malaysian operations were subsequently transferred to a locally incorporated public company, GELM under the Scheme of Transfer of Business. The Company was certified by The Malaysia Book of Records in 1998 as “The Oldest and Largest Life Insurer” in Malaysia.

With more than a century of experience and solid financial foundation, GELM has RM91.1 billion in assets, over 3.0 million policies in force and a network of 19,000 agents nationwide as at 31 December 2020. To date, GELM has 21 branches nationwide and products include life insurance plans, investment-linked plans, mortgage protection, business protection, employee benefits, medical insurance and group health benefit schemes. GELM is a wholly-owned subsidiary of Great Eastern Holdings Limited (GEH) and its ultimate holding company is Oversea-Chinese Banking Corporation Limited (OCBC).

About Great Eastern

Founded in 1908, Great Eastern is a well-established market leader and trusted brand in Singapore and Malaysia. With over S\$90 billion in assets and more than

10 million policyholders including 7.5 million from government schemes, it provides insurance solutions to customers through three successful distribution channels – a tied agency force, bancassurance, and financial advisory firm Great Eastern Financial Advisers. The Group also operates in Indonesia and Brunei and has a presence in China as well as a representative office in Myanmar.

The Great Eastern Life Assurance Company Limited and Great Eastern General Insurance Limited have been assigned the financial strength and counterparty credit ratings of "AA-" by Standard and Poor's since 2010, one of the highest among Asian life insurance companies. Great Eastern's asset management subsidiary, Lion Global Investors Limited, is one of the largest private sector asset management companies in Southeast Asia.

Great Eastern is a subsidiary of OCBC Bank, the longest established Singapore bank, formed in 1932. It is now the second largest financial services group in Southeast Asia by assets and one of the world's most highly-rated banks, with an Aa1 rating from Moody's. Recognised for its financial strength and stability, OCBC Bank is consistently ranked among the World's Top 50 Safest Banks by Global Finance and has been named Best Managed Bank in Singapore by The Asian Banker.

For more information, please visit greateasternlife.com/my.

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