

Financial Assistance Programme COVID-19

Q1.	What are the documents required for Financial Assistance Programme COVID-19 Hospitalization Cash Assistance claims / Death Claim?
	Please refer to the Financial Assistance Programme (FAP) COVID-19 Claim Submission Requirement Checklist on the list of required claim documents.
Q2.	Where can I obtain the required claim forms?
	<p>Agents / Policyholders may obtain the claim forms from the following:</p> <ul style="list-style-type: none"> • Company's website >> Personal Insurance >> Get Help >> Make a claim • E-Partner >> Form >> Operation >> Claims/Healthcare Services
Q3.	How do I notify the Hospitalisation Cash Assistance claims?
	<p>You may submit the copy of documents online through the following channels:</p> <ol style="list-style-type: none"> 1. e-Partner Agents may login to e-Partner and submit documents online as follow: Application > Application > Mailbox > Create New Query > Subject: Accidental and Hospitalisation claim > Choose relevant department from drop down list – HSD/CLM > Ref No: type <FAP COVID-19> 2. Email Policyholders / Agents may submit documents via email at wecare-my@greasternlife.com. Email subject: type <Claims submission for Financial Assistance Programme Covid-19> 3. e-Connect Policyholders may login to e-Connect and submit documents online as follow: My Service Request > My Mailbox > Create New Query > Subject: BENEFIT COVERAGE DETAILS > Ref No: type <FAP COVID-19>. <p>Note:</p> <ul style="list-style-type: none"> • Please ensure all scanned documents are clear prior to uploading in the attachment. • The above arrangement is only applicable for Hospitalisation Cash Assistance claims. Upon receiving a claim, the Company will perform a cross reference check and if the Claimant is entitled to Hospital Income Benefit claim and/or Government Daily-Cash Allowance at Malaysian Government Hospital claim, the Company will proceed to pay for these benefits (if admissible). • For reimbursement of medical expenses incurred for hospitalisation due to COVID-19 under medical plans, the original claim documents are required. Please send the documents to us via mail only: <p style="text-align: center;">Menara Great Eastern Level 16 Healthcare Service Department 303 Jalan Ampang, 50450 Kuala Lumpur</p> <p>If the claim documents are incomplete, the Company will notify the Policyholder in writing and copy to Agents.</p>
Q4.	How do I notify a Death claim for Financial Assistance Programme-COVID-19?
	<p>Please send the physical claims documents to us via mail to:</p> <p style="text-align: center;"><i>Menara Great Eastern Level 1 Claims Department</i></p>

Frequently Asked Questions



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	<p><i>303 Jalan Ampang 50450 Kuala Lumpur</i></p> <p>You may also submit the documents to our Customer Service Centre located at the Mezzanine floor at our Head office or the nearest branch.</p> <p>If the claim documents are incomplete, the Company will notify the Policyholder in writing and copy to Agents.</p>
Q5.	How long does it takes for the Company to process a claim?
	The estimated timeframe to process a claim is within 10 - 20 working days upon receiving the complete claim documents
Q6.	Who do I contact for enquiries on Financial Assistance Programme-COVID-19?
	Please contact our Customer Service Careline at 1-300-1300-88 or email to wecare-my@greasternlife.com or to use ePartner (ICM) for assistance.