

TAKING CARE OF HIS FAMILY IS JACK'S PRIORITY. THAT'S WHY TAKING CARE OF HIM IS OURS.



For many people, getting married and buying a place of their own is a huge step in life. Jack Lin is no exception. "I just got married last year, and my wife and I recently got our own place," the 29-year-old advertising executive said. "So as you can imagine, housing cost and living expenses are now a huge commitment."

All that was put to the test on 16 April 2012, when Jack slipped and fell while showering. "I tried to ignore the pain initially, but it persisted for a few days. It was only after my doctor recommended an MRI that I became really worried," he said.

"I was hesitant to go for the scan because it would be very costly," he recalled. He contacted his Great Eastern life planner and good friend, Joey Goh, for advice.

"I've known Jack for a long time, and when I heard about his fall and the doctor's recommendation, I encouraged him to go for the scan," Joey said. "After all, the



Joey has always been there for Jack, so he can be there for his family.

Personal Accident Rider attached to his life policy would reimburse medical expenses resulting from accidents, even if the injuries were minor. And I reassured him that I would handle all his claims, so he wouldn't have to worry."

With his mind at ease, Jack proceeded with the scan. When the results were known, he breathed a sigh of relief knowing that he did not hurt his spine. "It wasn't just the thought of injuring my back that plagued me," he shared. "It was the possibility of becoming a financial burden on my family."

Looking back, Jack was impressed with Joey's clear explanation and prompt response. "From making that first phone call, to submitting the necessary documents, it was a smooth process. And it's all thanks to Joey that my claims were approved within two weeks," he said.

Today, Jack has fully recovered and continues to meet up with Joey for their weekly basketball game. "From my experience, Great Eastern truly delivers on their promise to care for their customers," he remarked. "It's a great feeling to know that there's someone I can count on to help me live better and longer."

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