

**LIVING ASSURANCE / EARLY-PAYOUT CRITICALCARE PLUS (EPCC) CLAIM
CLAIMANT'S STATEMENT**



Dear Claimant,

We are sorry to learn of your illness/ injury.

In order for us to process your claim, we require the following:

- 1) Claimant's Statement.
- 2) Clinical Abstract Application Form.
- 3) Doctor's Statement (refer to Note I below).
- 4) Histopathology / Biopsy Reports (for Cancer / Benign Brain Tumour).
- 5) ECG Report and Enzyme Assays Report (for Heart Attack).
- 6) CT Scan/ MRI Scan Results (for Stroke).
- 7) All available Laboratory and Test Results (as specified in the Doctor's Statement for the type of claim which you are claiming for).
- 8) Police Report (for claim under HIV due to Sexual Assault / Major Burns / Major Head Trauma).
- 9) Authorisation Letter (refer to Note III below).

Once we have received all the above required documents, we will process your claim and inform you of the outcome as soon as possible.

If you need any help, please call our Customer Service hotline at 1800-248 2888 or email us at wecare-sg@greatasteasternlife.com.

Note:

- I) The Doctor's Statement must be completed by your attending doctor and furnished at the expense of the claimant together with all available Laboratory and Test Results.
- II) If you are claiming for Diabetic Complications and Kidney Failure, please ask your doctor to complete 2 Doctor's Statements under Diabetic Complications and Kidney Failure.
- III) Authorisation letter has to be submitted if you are authorising your servicing agent to handle the claim (including collection of cheque) on your behalf.
- IV) Please continue to pay premiums while the claim is being assessed by us.
- V) There is a 90 days waiting period for Cancer/Major Cancers, Heart Attack, Angioplasty & Other Invasive Treatment for Coronary Artery and Coronary Artery By-pass Surgery (This means that these illnesses will be covered only 90 days after the policy was issued or last reinstated, whichever is later).
- VI) There is a 180 days waiting period for any carcinoma-in-situ or prostate cancer T1a or T1b under EPCC Plus Early Stage and Intermediate Stage of Major Cancers (This means that these illnesses will be covered only 180 days after the policy was issued or last reinstated, whichever is later).

Submission of Documents

Please submit all claim documents personally at our Customer Service Centre at the ground floor,
Great Eastern Centre or, through your Distribution Representative or, by post to:

Life Claim Department
The Great Eastern Life Assurance Company Limited
1 Pickering Street
Great Eastern Centre #01-01
Singapore 048659