

HOSPITALISATION CLAIM FORM

Dear Claimant,

We are sorry to learn of your hospitalisation.

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

- 1) Claimant's Statement.
- 2) 1 Clinical Abstract Application Form.
- 3) Doctor's Statement (refer to Note I & II below).
- 4) **Original Final** Hospital Bills & Medical Bills (refer to Note III below).
- 5) Police Report (If hospitalisation is due to an accident).

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 **MedicalClaims-SG@greasternlife.com**.

Note:

- I) For claims more than \$2,000, the Doctor's Statement must be completed by the attending doctor and submitted to us. For Great SupremeHealth/ MaxHealth / Premier Health Plan (with deductible) claim, the Doctor's Statement is required only if the claim amount exceed the deductible amount. The Doctor's Statement is furnished at the expense of the claimant.
- II) For claims less than \$2,000 or less than the deductible amount for Great SupremeHealth / MaxHealth / Premier Health Plan (with deductible), the Company may waive the medical report if there is sufficient documentary evidence to show the cause of hospitalisation / disability and period of disability. For example, Doctor's Memo certifying the date of accident, the injuries sustained and diagnosis.
- III) For the documents mentioned in item (4) above, copies of the hospital bills will be accepted for Hospitalisation Benefit, Lifetime Hospital Benefit claim, stand-alone Hospital Cash Protector (HCP) claim, Premier Mediacash claim and Hospital Income Benefit Rider. Original final hospital bill is required for all Hospital & Surgical Benefit claim for the reimbursement of Surgeon's fee, Anaesthetist's fee, stand-alone Hospital & Surgical Protector (HSP) , Premier Health Plan (PHP) claim, Great Supreme Health claim and MaxHealth claim.
- IV) Please continue to pay the premiums to keep your Policy in force.
- V) Authorisation letter from the claimant has to be submitted if the case is not handled by the Financial Representative.
- VI) The Company does not admit liability by the mere issue of the claim forms.
- VII) "The Company" refers to The Great Eastern Life Assurance Company Limited.

Submission of Documents

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

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