

FREQUENTLY ASKED QUESTIONS

Active Care Master Policy Number: A0677066

Product Coverage

1. What is Active Care?

This is a personal accident insurance policy underwritten by Great Eastern General Insurance Limited (GE).

2. What coverage does Active Care provide?

The policy provides the following coverage and benefits for a period of 12 months commencing immediately upon successful purchase.

| Summary of Benefits | Benefit Limit |
|--|-----------------|
| Accidental Death / Permanent Total Disablement | Up to S\$20,000 |
| Accidental Medical Expenses Reimbursement (Per accident and in the aggregate) | Up to S\$200 |

3. Does Active Care apply when I am overseas?

No, the coverage on this policy applies only within Singapore.

4. Does Active Care cover injuries sustained during reservist training?

Yes, this policy covers accidental injuries sustained during peace time reservist training.

5. Does Active Care cover injuries sustained during usage of the swimming pool and/or gym?

Yes, this policy covers accidental injuries sustained during usage of the swimming pool and/or gym as long as it is not competitive in nature.

6. Does Active Care cover Traditional Chinese Medicine (TCM) treatment?

No, this policy does not cover any Traditional Chinese Medical (TCM) treatment.

7. I and/or my child(ren) already have other personal accident insurance policies. Would this affect the claim on Active Care?

Except for claims made under Accidental Medical Expenses Reimbursement benefit, we will assess any other claims on this policy separately from other personal accident policies you and/or your child(ren) may have.

8. Can I choose to increase the sum insured or enhance Active Care?

You cannot increase your sum insured under this policy. However, you can purchase GE's PA Supreme policy at prevailing premiums rate.

Eligibility and Purchase

1. Who is eligible to purchase Active Care?

ActiveSG members aged 18 years old and above may purchase this policy via the ActiveSG mobile app for themselves and/or their child(ren) provided the following eligibility conditions are met:

- (i) Insured Person is between the age of three (03) and seventy (70) years old;
- (ii) has not made any claims for bodily injury or had been declined or accepted on special terms, under a similar personal accident insurance in the last 3 years; and
- (iii) is a Singaporean or Permanent Resident ordinarily residing in Singapore.

2. Will my occupation affect my eligibility to purchase Active Care?

No, regardless of occupation, you can purchase this policy as long as you are an ActiveSG member.

3. How do I purchase Active Care?

Login to your account on the ActiveSG mobile app and tap on the Active Care banner or icon and follow the instructions to complete your purchase.

Payment can only be made via the MyCash digital wallet on your ActiveSG mobile app. Funds from the ActiveSG\$ digital wallet cannot be used to pay for the plan.

4. Can I buy more than one (1) Active Care plan?

No, each insured person is only entitled to sign up for one (1) Active Care plan.

5. How much do I pay for Active Care?

Current premium is S\$9.00 (inclusive of 7% GST) per annum after a 10% discount is applied. The usual premium is S\$10.00 (inclusive of 7% GST) per annum.

6. When will coverage for Active Care commence?

Coverage will commence immediately upon successful purchase after premium deduction via the MyCash digital wallet on your ActiveSG mobile app. Duration of the policy is 12 months from commencement date.

7. Is this policy renewable?

No, this policy is not renewable.

8. How do I know if I have successfully purchased Active Care and that I am insured under this policy? Will I receive any official documents?

You will receive a confirmation email with a purchase receipt and order confirmation at your designated email address once your policy is effective. Please refer to the ActiveSG mobile app / website to download the Policy Wordings and Terms & Conditions.

9. I noticed that the details on my policy/order confirmation are incorrect, what should I do?

You may contact GE at 1800 248 2888 (9am to 5.30pm, Mon to Fri) or email wecare-sg@greateasternlife.com.

10. Is there an administrative charge if I choose to cancel my coverage under Active Care?

There is no administrative charge imposed if you choose to cancel your coverage. However, no refund will be granted for any cancellation of coverage during the period of insurance after the free look period.

Others

1. How do I file a claim under Active Care?

You may download the personal accident claim form [here](#) and send the completed claim form together with supporting documents, original bills or receipts to us.

2. If I want to find out more, who can I ask?

You may contact Great Eastern at 1800 248 2888 (9am to 5.30pm, Mon to Fri) or email wecare-sg@greasternlife.com. Please visit our website at greasterngeneral.com to learn more on our product offerings.

Important Notes

This is a FAQ which provides brief description of the policy and is not a contract of insurance. Please refer to the policy document for the precise terms and conditions of the insurance plan.