

## 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 who have received the activation card from ActiveSG containing a registration link are eligible. The customer must be aged 18 years old and above at the time of activation of this insurance plan and meets the following eligibility conditions:

- (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. When can I activate Active Care?**

The activation of Active Care is allowed from 1 to 30 September 2019 (both dates inclusive).

### **3. Will my occupation affect my eligibility to activate Active Care?**

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

### **4. When will coverage for Active Care commence?**

Coverage will commence immediately upon activation of Active Care via the registration link found on the activation card. Duration of the policy is 12 months from commencement date.

### **5. Is this policy renewable?**

No, this policy is not renewable.

### **6. 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?**

Upon successful activation of Active Care via the activation link found on the activation card, you will receive a thank-you notice confirming your successful activation together with your policy details and documents.

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

You may contact GE at +65 6248 2888 (9am to 5.30pm, Mon to Fri) or email [gicare-sg@greateasterngeneral.com](mailto:gicare-sg@greateasterngeneral.com)

### **8. 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 from our website at [www.greateasterngeneral.com](http://www.greateasterngeneral.com) 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 +65 6248 2888 (9am to 5.30pm, Mon to Fri) or email [gi-caresg@greateasterngeneral.com](mailto:gi-caresg@greateasterngeneral.com). Please visit our website at [greateasterngeneral.com](http://greateasterngeneral.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.