

GREAT MozzieSafe (Basic Plan)

Frequently Asked Questions (FAQs)

Q1: What is GREAT MozzieSafe (Basic Plan)?

A: GREAT MozzieSafe (Basic Plan) ("Policy") is a specially designed protection plan to safeguard you against the uncertainties of a Covered Disease. This Policy is underwritten by The Great Eastern Life Assurance Co Ltd (the "Company") and is available to eligible individual for activation.

"Covered Disease" refers to the any of the following diseases diagnosed by a Medical Practitioner in accordance with prevailing clinical guidelines published by the Ministry of Health, where available.

- i) Dengue Fever;
- ii) Zika;
- iii) Malaria;
- iv) Yellow Fever; and
- v) Chikungunya Fever.

Q2: Who is eligible to activate this Policy?

A: Registered member of Caregiver Asia who has not yet attained the age of 99 years at the Effective Date is eligible to participate in the insurance plan under this Policy as agreed in writing between the Policyholder and the Company.

Q3: What does this Policy cover?

A: The Policy provides a Daily Hospital Cash Benefit for each 24-hour day of hospital confinement, in Singapore, due to a Covered Disease, up to a maximum of 10 days per hospitalisation.

You are entitled to:

- Daily Hospital Cash Benefit of S\$50 per 24-hour day if you are hospitalised in a standard room in the hospital.
- Daily Hospital Cash Benefit of S\$150 per 24-hour day if you are hospitalised in an intensive care unit in the hospital.

Q4: For how long will this Policy last?

A: The Policy is effective on the date of your successful activation of the plan and lasts for 180 days. Thereafter, the Policy will be terminated automatically.

Q6: How do I activate this Policy?

A: You will have to access the activation page and complete the registration form in order to activate the Policy.

Q7: How will I know that my activation of this Policy is successful?

A: Upon successful activation, you will receive an email notification containing the policy documents.

Q8: How do I file a claim?

A: Please submit all completed claim forms directly to the Company. You may download a copy of the claim form [here](#).

Q9: Do I need to provide proof of the Covered Disease infection?

A: Yes, you will be required to provide the following:

- For Zika: to furnish Zika Virus PCR (Qualitative) report
- For Dengue (1st infection): to furnish Dengue IgM antibody test report
- For Dengue (Subsequent infections): to furnish Dengue IgG test report
- For Malaria: to furnish Plasmodium Blood test report
- For Yellow Fever: to furnish IgM ELISA & IgG ELISA test report
- For Chikungunya Fever: to furnish RT-PCR & Serological test report

Q10: Must I be hospitalised in a Singapore hospital to be eligible for the benefit?

A: Yes, the hospital confinement must take place in a Singapore hospital.

Q11: Will I be notified of the claim status?

A: Yes, you will be notified of the claim outcome in a timely manner. All successful claim amounts will be paid to your (Insured Person's) bank account and a settlement letter will be sent to you.

Q12: Can I claim for my hospital and medical expenses incurred for the Dengue / Zika treatment?

A: No. This is a Hospital Cash Benefit where you are entitled to a fixed amount per 24-hour day of hospitalisation up to maximum of 10 days.

Q13: Can I claim more than once on this Policy?

A: Yes. You may submit a claim for each separate Covered Disease where you are hospitalised for a minimum of 24 hours.

Q14: What is not covered under this Policy?

A: You are not covered if the hospitalisation is due to a Covered Disease where you are already seeking treatment or showing symptoms of such infection before or on the date of successful activation.

Please refer to the product summary for more information on the exclusions.

Q15: Who can I contact if I have any product or claim queries?

A: You may call us at +65 6248 2112 or email us at groupcso-sg@greateasternlife.com and we will be glad to assist you.

Information correct as of 25 May 2020.