

## FREQUENTLY ASKED QUESTIONS

Accidental Medical Expenses Cover  
Master Policy Number: A0692465-PAG

### Product Coverage

**1. What is Accidental Medical Expenses Cover?**

Accidental Medical Expenses Cover (“AMEC”) is a personal accident insurance policy, underwritten by Great Eastern General Insurance (“GE”), offered exclusively as part of the eligible packages purchased from Doctor Anywhere Operations Pte Ltd (“**Doctor Anywhere**”).

**2. What coverage does AMEC provide?**

AMEC is offered together with the eligible packages purchased from Doctor Anywhere at no additional charge to you. You just need to pay the package fee as stated on Doctor Anywhere’s mobile app and website.

Please refer to the Policy Wordings for full terms and conditions.

<b>Benefits (payable as a result of an accident)</b>	<b>Benefit Limit</b>
<b>Accidental Medical Expenses Reimbursement</b>	Up to S\$150 per Period of Insurance (subject to a limit of S\$50 per consultation)

**3. Will AMEC apply even when I am not seeking medical consultation/ treatment/ examination at clinics operated by Doctor Anywhere?**

Yes, you can seek reimbursement for Medical Expenses incurred for medical consultation/ treatment/ examination by any licensed and registered medical practitioners.

**4. Will AMEC apply when I am overseas?**

No, the coverage is within Singapore only.

**5. During the period of insurance, can I increase my benefit limit to enhance my policy?**

You cannot increase the benefit limit under this policy as AMEC is designed to be part of the eligible packages purchased from Doctor Anywhere.

### Eligibility and Purchase

**1. Who is eligible for AMEC?**

AMEC is offered exclusively as part of the eligible packages purchased from Doctor Anywhere. The eligible domestic helpers who are covered under AMEC must be aged between 16 and 70 years old.

**2. How much do I pay for AMEC?**

AMEC is offered together with the eligible packages purchased from Doctor Anywhere at no additional charge to you. You only need to pay the package fee as stated on Doctor Anywhere's mobile app and website.

**3. When will coverage for AMEC commence and what is the duration of coverage?**

The AMEC policy will commence one (1) day after successful activation via the activation link found in the confirmation email from Doctor Anywhere using a valid promo code. Coverage will expire after six (6) consecutive months from policy commencement date.

**4. Is the AMEC policy yearly renewable?**

No, the AMEC insurance plan is not renewable.

**5. How do I know if I have successfully insured under AMEC? Will I receive any official documents?**

Upon successful activation of AMEC via the activation link, you will receive a confirmation email from GE containing the links to the policy documents.

**6. Is there an administrative charge if I choose to cancel my policy?**

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

**7. How do I file a claim under Accidental Medical Expenses Cover?**

You may download the personal accident claim form from GE's 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.

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

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