

## **Doctor Anywhere Video Consultation Programme Terms and Conditions**

1. Doctor Anywhere Video Consultation Programme (“Programme”) is organised by The Great Eastern Life Assurance Company Limited (“Great Eastern”) and Doctor Anywhere Pte Ltd (“Dr Anywhere”), and is open to individuals who have registered with his/her personal particulars as required on the online registration form that is found on GreatEasternLife.com and provided their full marketing consent for the collection, use and disclosure of his/her personal data for purposes related to the Programme and to receive marketing, advertising and promotional information from Great Eastern.
2. The Programme will commence from 14 April 2020 and will end once 10,000 video-consultation sessions have been utilised.
3. Registration for the Programme is open to individuals who are Singapore Citizens, Singapore Permanent Residents or foreigners residing in Singapore with a valid Singapore mailing address and employment pass or work permit.
4. Each participant can only register once for the Programme. In the event that a participant submits more than one registration form, only the first duly completed registration form received by Great Eastern will qualify for the Programme.
5. Participants must ensure that their particulars registered are true, complete and accurate in all respects, and participants agree and accept that Great Eastern may rely on the information provided in the registration form to contact them in accordance with the terms of this Programme (For example, at registration, the participants must provide their respective registered mobile numbers and valid email addresses which may be used by Great Eastern for the purpose of sending details of the Programme).

### **Complimentary service (known as “Doctor Anywhere Video-consultation session”):**

6. Eligible participants will be notified via a welcome email (“Welcome eDM”) upon registration on the Programme’s registration form. The Welcome eDM will contain details on how the complimentary service can be redeemed.
7. The complimentary service consists of 1 complimentary session of video consultation from Doctor Anywhere.
8. Great Eastern may replace, withdraw or add on to the complimentary service at any time without notice or liability. The complimentary service cannot be converted into cash.
9. The Programme may be subject to the relevant third party service provider’s additional terms and conditions. Your participation in the Programme constitutes your agreement to be bound by these additional terms and conditions.

### **General**

10. Dr Anywhere is a separate entity from Great Eastern and Great Eastern disclaims any liability for any acts or omissions of Dr Anywhere and its related parties in relation to the Programme and all services and goods provided by Dr Anywhere and its related parties that may arise from a Participant’s participation in the Programme. Great Eastern has no control or responsibility over any services, goods, advice, prescription or products that may be provided, dispensed or delivered to participants of the Programme.
11. The decision of Great Eastern on all matters relating to the Programme shall be final and binding on all customers.
12. Great Eastern may vary these terms and conditions or suspend or terminate the Programme without any notice or liability to any party.

13. In the event of any inconsistency between these terms and conditions and any advertising, publicity, brochure, marketing or other materials relating to or in connection with this Programme, these terms and conditions shall prevail.
14. Great Eastern makes no representation as to the quality or performance of the complimentary service provided by the merchants/ vendors in connection with the Programme.
15. Great Eastern will not be responsible for any injuries, loss, claim or damage suffered or incurred in connection with the Programme, the complimentary service, any prescriptions, medication or medical items dispensed, recommended or delivered by third parties and/or any notices, letters or correspondence lost, stolen or misdirected in the postal system or telecommunication system, and the consequences arising from the non-receipt of such communication.
16. By participating in this Programme, the participants agree to release and hold Great Eastern harmless from any and all liability whatsoever for any injuries, losses or damages of any kind to any person or property arising from or in connection with, either directly or indirectly:
  - a. the awarding, acceptance, receipt, possession, use or misuse of any complimentary service or parts thereof awarded pursuant to the Programme;
  - b. any conducts, acts or omissions of Dr Anywhere and its related parties, including their provision of services, goods or products; and
  - c. the participation in the Programme or any complimentary service related activities.
17. By participating in this Programme, the participants agree to be bound by the rules, regulations and decisions of Great Eastern, and by the terms and conditions contained herein. Failure to comply with any of the foregoing will result in that participant's disqualification from the Programme.
18. Notwithstanding anything herein, Great Eastern has the absolute discretion to determine the eligibility of any person to participate in the Programme. If Great Eastern subsequently determines that a person is in fact not eligible, for any reason whatsoever, Great Eastern may at its discretion, disqualify the participant without prior notice.
19. By participating in the Programme, each participant agrees and consents to Great Eastern and its related corporations (collectively, the "Companies"), as well as their respective representatives, agents, authorised service providers and relevant third parties (the Companies and all the other foregoing parties, collectively, "Great Eastern Persons"), collecting, using and/or disclosing each participant's personal data, for purposes reasonably required by the Great Eastern Persons to administer the Programme and such other purposes as described in Great Eastern's Privacy Statement which is accessible from Great Eastern's website, which each participant confirms he/she has read and understood.
20. Each participant in the Programme also agrees and consents to the Companies as well as their respective representatives and agents contacting him/her on relevant news, promotions and advice. The Companies and their respective representatives and agents will keep in touch with each participant through post, digital platforms (including social media), email, phone number-based messaging (examples include SMS/MMS, WhatsApp, WeChat) and voice calls. Participants can withdraw their consent via Great Eastern's website at any time.
21. The terms and conditions of the Programme shall be governed by and interpreted in accordance with Singapore law. The courts of Singapore shall have exclusive jurisdiction over any disputes arising from the terms and conditions, including the validity and enforceability thereof.