

UPGREAT Premium Voucher Frequently Asked Questions

Qn 1) How does UPGREAT Premium Voucher work?

Premium voucher can be used to offset your premium payment for new application on selected Great Eastern policies. For more information, you may check with your Great Eastern Financial Representative.

Qn 2) Where can I purchase UPGREAT Premium Voucher?

UPGREAT Premium Voucher can be purchased by using your UPGREAT Points.

Qn 3) Where can I use my UPGREAT Premium Voucher?

UPGREAT Premium Voucher can only be used through your Great Eastern Financial Representative using a policy application app (GreatAdvice) or for new business payment over Great Eastern's Customer Service cashier counter.

Qn 4) Can UPGREAT Premium Voucher be reused?

Each UPGREAT Premium Voucher can only be used once to offset against a policy payment. If you require additional Premium Voucher, you may redeem it with your UPGREAT Points. However, please note that only one Premium Voucher could be used per policy. Do note that there is no refund or refund of excess amount.

Qn 5) What happens to the Premium Voucher in the event a policy is cancelled?

Please seek advice from your Great Eastern Financial Representative.

Qn 6) Can UPGREAT Premium Voucher be gifted to a friend/family member?

UPGREAT Premium Voucher cannot be gifted to friends and family members. However, you can transfer UPGREAT Points to friends and family members and the points can be used to redeem for UPGREAT Premium Vouchers.

Should you need further assistance on premium voucher purchase process and UPGREAT app-related matters, please contact upgreat-sg@greateasternlife.com

For more information, you may refer to UPGREAT Premium Voucher Terms & Conditions on the UPGREAT app.