

FREQUENTLY ASKED QUESTIONS

Group Personal Accident Policy (under Extraordinary Care Program)

Master Policy Number: G0006512

Product Coverage

1. What is this Group Personal Accident policy about?

The Group Personal Accident (“GPA”) policy is a personal accident insurance policy offered exclusively as part of the Extraordinary Care Program (“EOCP”). The GPA policy is underwritten by The Great Eastern Life Assurance Company Limited (“GE”).

The EOCP is administered by Caregiver Asia (“CGA”). For more details on EOCP, please contact CGA at:

- Phone: +65 6258 6683
- Email: enquiry@caregiverasia.com
- Website: <https://www.caregiverasia.com/store/products/extraordinary-care-program?locale=en>

2. What coverage does the GPA policy provide?

The GPA policy offers the following coverage and benefits for a period of 12 months upon successful activation of the EOCP. The coverage applies to the parent or legal guardian of the child enrolled under the EOCP.

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

Summary of Benefits (payable as a result of an accident)	Sum Insured
Accidental Death / Total and Permanent Disability (of the parent or legal guardian of the child enrolled under the EOCP)	S\$150,000

3. Will the GPA policy apply when I am overseas?

No, the coverage is within Singapore only.

4. I have a personal accident policy with another insurer. Will I still be able to claim on this policy?

We will assess claims on this policy separately from other personal accident policies you may have.

5. During the period of insurance, can I increase the sum insured to enhance my policy?

You cannot increase your sum insured under this policy.

Eligibility

1. Who is eligible for the GPA policy?

The GPA policy is offered exclusively as part of the EOCP. The parent/legal guardian who have purchased and activated the EOCP will automatically be covered under this GPA policy with no further action required. The parent or legal guardian must be aged between 16 and 65 years old (age next birthday) at time of activation of the EOCP.

2. How much do I pay for the GPA policy?

The GPA policy is offered together with the EOCP at a package fee of S\$199 per year.

3. When will coverage for the GPA policy commence and what is the duration of coverage?

Your GPA policy will commence immediately upon activation of the EOCP through CGA and the coverage will expire 12 consecutive months from policy commencement date.

4. Is the GPA policy yearly renewable?

No, the GPA insurance plan is not renewable.

5. How do I know if I have successfully activated the EOCP and that I am insured under this GPA policy? Will I receive any official documents?

Upon successful activation of the EOCP through CGA, you will receive a confirmation email containing the policy documents.

6. Is there a refund if I choose to cancel my GPA policy?

The GPA policy is offered exclusively as part of the EOCP. If you choose to cancel the GPA policy, no refund will be granted for any cancellation of coverage during the period of insurance.

7. How do I file a claim under the GPA policy?

You may contact CGA at +65 6258 6683 or email enquiry@caregiverasia.com.

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

For more information about the EOCP, you may contact CGA at +65 6258 6683 or email enquiry@caregiverasia.com.

If you wish to find out more about GE's other insurance plans, you may contact GE at +65 6248 2112 or email at groupcso-sg@greateasternlife.com.

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.