

**GREAT EASTERN LIFE  
SUPREME HEALTH  
POLICY VERSION NAC05/17**

In THIS POLICY, "THE COMPANY" is THE GREAT EASTERN LIFE ASSURANCE COMPANY LIMITED and "THE POLICYHOLDER" is the Policyholder named in Schedule A. "LIFE ASSURED" refers to any person named as the Life Assured in Schedule A or in an endorsement on this Policy.

SCHEDULE A defines the scope of the insurance under this Policy, including the Plan Type for the Life Assured, and all terms and conditions must be read in conjunction with this Schedule A. Schedule A may be varied by endorsements on this Policy. From time to time, the Company may issue a fresh Schedule A which consolidates all variations made since the last Schedule A was issued. Upon issue, the new Schedule A will take effect from the stated Effective Date and all previous Schedules A will be void from that date.

THIS

- (a) Policy;
  - (b) Schedules;
  - (c) Endorsements;
  - (d) the written Proposal and Declarations (which form the basis of this Contract);
  - (e) all subsequent written notices given by the Company to the Policyholder; and
  - (f) all subsequent written statements given by the Policyholder to the Company,
- will make up the whole of the Contract of Insurance between the Company and the Policyholder.

NOW, THIS POLICY confirms that, if at any time during a Period of Insurance, the Life Assured incurs any Expenses as described in this Policy as a result of Injury, illness or disease THEN the Company will reimburse the Hospital (as defined in this Policy), medical clinic or other medical establishment using the Electronic Claims Filing System, the Policyholder, or the Policyholder's legal personal representative(s), the benefits payable under this Policy.

THIS SUPREME HEALTH Insurance is subject to the terms contained in this Policy and in endorsements, if any, attached to this Policy. No change in or endorsement on this Policy is valid unless approved by a duly authorised personnel of the Company.

DIRECTOR

DIRECTOR

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<p>The table of contents, headings and sub-headings in this Policy are inserted merely for convenience of reference and will be ignored in the interpretation of the terms and conditions contained in this Policy.</p>
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**SCHEDULE B: TABLE OF BENEFITS (inclusive of MediShield Life Limits)**

LIMITS ON EXPENSES (All Amounts in S\$)		
Plan Type	A	B
Hospital / Ward Class Entitlement	Private Hospitals & Restructured Hospitals, Class A Wards & lower	Restructured Hospitals, Class B1 Wards & lower
EXPENSE ITEM	BILL LIMIT	BILL LIMIT
<b>1. INPATIENT BENEFITS</b>		
Room & Board & Related Medical Services <sup>[1]</sup>	\$ 1,800 per day	\$ 1,750 per day
Intensive Care Unit & Related Medical Services <sup>[1]</sup>	\$ 3,000 per day	\$ 2,950 per day
Surgery		
Table 1	\$ 800	\$ 600
Table 2	\$ 1,800	\$ 1,700
Table 3	\$ 3,500	\$ 3,300
Table 4	\$ 5,500	\$ 5,000
Table 5	\$ 9,000	\$ 8,850
Table 6	\$ 12,000	\$ 11,850
Table 7	\$ 17,000	\$ 16,800
Surgical Implants / Approved Medical Consumables	\$ 12,000 per treatment	\$ 10,000 per treatment
Gamma Knife	\$ 12,000 per procedure	\$ 10,000 per procedure
<b>2. ADDITIONAL BENEFITS</b>		
Erythropoietin	\$ 8,000 per year	\$ 5,500 per year
Immunosuppressant drugs prescribed for treatment of organ transplants:		
(a) Cyclosporin	\$ 12,000 per year	\$ 10,000 per year
(b) Tacrolimus		
(c) Other Immunosuppressant drugs		
Kidney Dialysis Treatment	\$ 48,000 per year	\$ 36,000 per year
Cancer Treatment:		
(a) Radiotherapy for Cancer		
- External or Superficial	\$ 780 per session	\$ 600 per session
- Brachytherapy with or without external	\$ 1,400 per session	\$ 1,200 per session
(b) Chemotherapy for Cancer	\$ 35,000 per year	\$ 25,000 per year
(c) Immunotherapy	\$ 15,000 per year	\$ 8,500 per year
(d) Stereotactic Radiotherapy	\$ 3,500 per course of treatment	\$ 2,000 per course of treatment
<b>3. FINAL EXPENSES BENEFIT</b>		
	\$ 6,000	\$ 3,600

<sup>[1]</sup> Related Medical Services include related Miscellaneous Hospital Services, Pre-Hospital Specialist's Consultation, Daily In-Hospital Medical Doctor's Visit, Examinations and Laboratory Tests and Post-Hospitalisation Treatment.

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**SCHEDULE B: TABLE OF BENEFITS (inclusive of MediShield Life Limits)**

<b>LIMITS ON EXPENSES (All Amounts in S\$)</b>		
<b>Plan Type</b>	<b>A</b>	<b>B</b>
<b>PRO-RATION FACTORS</b>		
Expenses incurred in Private Hospital, private medical clinics <sup>[3]</sup> / Restructured Hospital - Class A ward <sup>[4]</sup>	NA <sup>[5]</sup>	80% <sup>[2]</sup>
Expenses incurred in non-subsidised Short-stay Ward / day Surgery / outpatient treatment in a Restructured Hospital <sup>[4]</sup>	NA <sup>[5]</sup>	80% <sup>[2]</sup>
<b>DEDUCTIBLE <sup>[6]</sup></b>		
Per Period of Insurance (up to and including age 85 years next birthday on Renewal Date)	\$ 3,500	\$ 2,500
Per Period of Insurance (following age 85 years next birthday on the Renewal Date)	\$ 4,500	\$ 3,500
<b>CO-INSURANCE</b>		
	10%	10%
<b>LIMITS ON BENEFITS PAYABLE</b>		
Annual Benefit Limit	\$ 250,000	\$ 180,000
Lifetime Benefit Limit	Unlimited	Unlimited

<sup>[2]</sup> In addition, Pro-ration Factors will apply to Singapore permanent residents and Foreigners insured under Plan Type B for Expenses incurred in a Class B1 ward or lower ward of a Restructured Hospital or a subsidised Short-stay Ward, day Surgery or outpatient treatment. Refer to Clause 3.3.2 on details of the applicable Pro-ration Factor.

<sup>[3]</sup> Refers to private sector outpatient clinics in Singapore.

<sup>[4]</sup> Does not apply to Expenses incurred by the Life Assured in a Restructured Hospital on an outpatient basis: Kidney Dialysis Treatment, Cancer Treatment, Erythropoietin and Immunosuppressant drugs prescribed for treatment of organ transplants.

<sup>[5]</sup> NA means Not Applicable.

<sup>[6]</sup> Does not apply to Expenses incurred by the Life Assured on an outpatient basis: Kidney Dialysis Treatment, Cancer Treatment, Erythropoietin and Immunosuppressant drugs prescribed for treatment of organ transplants.

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**1 POLICY DEFINITIONS**

The following terms are defined as stated below and apply wherever they appear in this Policy:

**1.1 Special Definitions**

**1.1.1 Accident**

An event that results in a sudden, unforeseen and involuntary Injury, and that event occurs independently of an illness, disease or any other causes.

**1.1.2 Act**

The Act refers to the MediShield Life Scheme Act 2015.

**1.1.3 Aggregate Eligible Expenses**

The Aggregate Eligible Expenses for the Life Assured is the sum of all Eligible Expenses incurred by the Life Assured during the Period of Insurance. On the Commencement Date of Insurance and on each subsequent Renewal Date of this Policy, the Aggregate Eligible Expenses for the Period of Insurance which follows that date is nil.

**1.1.4 Annual Benefit Limits**

Annual Benefits Limits refer to the annual benefits limits for the Plan Type insured, as set out in Schedule B.

**1.1.5 Bill Limits**

Bill Limits refer to the bill limits for the Plan Type insured, as set out in Schedule B.

**1.1.6 Co-insurance**

The proportion of the Expenses that needs to be borne by the Policyholder after the deduction of Deductible (where applicable), as set out in Schedule B.

**1.1.7 Commencement Date of Insurance**

The Commencement Date of Insurance refers to the Commencement Date, as set out in Schedule A which denotes the date when this Policy commences.

**1.1.8 Country of Issue**

The country in which this Policy is issued as set out in Schedule A.

**1.1.9 Date of Reinstatement**

The date when the Application for Reinstatement (as described in Clause 7.1.1) is approved by the Company or when the full reinstatement premium is received by the Company, whichever is later.

**1.1.10 Day Surgery Centre**

Any accredited medical clinic or centre approved by the Ministry of Health for the purposes of the Act and Regulations to provide day surgical treatment. Day Surgery Centre does not include dental day surgery centre.

**1.1.11 Deductible**

The amount which must be borne by the Policyholder before any benefit becomes payable under this Policy as set out in Schedule B. Expenses incurred for Kidney Dialysis Treatment, Cancer Treatment, Erythropoietin and Immunosuppressant drugs prescribed for treatment of organ transplants provided to the Life Assured on an outpatient basis will not be subject to Deductible.

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1.1.12 Effective Date of Cancellation

The date of cancellation as advised by the Policyholder in his notice of cancellation or date of receipt of the notice of cancellation by the Company, whichever is later.

1.1.13 Electronic Claims Filing System

The electronic claims filing system set up by the Ministry of Health, Singapore.

1.1.14 Eligible Expenses

Eligible Expenses refers to Expenses which have been subject to the following;

- (a) Pro-ration Factor;
- (b) the deduction of Deductibles and Co-insurance; and
- (c) Bill Limits of this Policy,

unless otherwise stated in this Policy.

1.1.15 Emergency

A serious Injury or illness or the onset of a serious medical condition which, in the opinion of the Company, requires urgent remedial treatment to avoid death or serious impairment to the Life Assured's immediate or long term health.

1.1.16 Expenses

Expenses refer to the Reasonable and Customary Charges (inclusive of Goods & Services Tax in Singapore but does not include any other governmental taxes payable in any jurisdiction) incurred by the Life Assured in respect of the treatments, medical services and/or supplies (which must be Medically Necessary) listed under Clause 1.2 below.

1.1.17 Foreigner

A person who is neither a citizen nor a permanent resident of Singapore.

1.1.18 Free-look Period

Free-look Period refers to the period within twenty one (21) days after the date on which the Policyholder receives the Policy which first informs him of the Commencement Date of Insurance. The Policy shall be deemed to have been received by the Policyholder on the seventh (7th) day after the date of posting.

1.1.19 Goods & Services Tax

Goods & Services Tax refers to the goods and services tax as defined in Goods and Services Tax Act (Chapter 117A).

1.1.20 Government

The government of the Republic of Singapore.

1.1.21 Hospital

An establishment which is:

- (a) a Restructured Hospital;
- (b) a Private Hospital; or
- (c) a Day Surgery Centre.

However, the term "Hospital" does not refer to a clinic, an alcoholic or drug rehabilitation centre, a nursing, rest or convalescent home, a spa or a hydroclinic, a Community Hospital or similar establishment.

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Any hospital overseas must be recognised by the Company as being equivalent in status.

1.1.22 Hospitalisation

Confinement of the Life Assured in a Hospital:

- (a) for 12 consecutive hours or longer;
- (b) for which a room and board charge is made in connection with such confinement; or
- (c) which is required because of a Surgery.

1.1.23 Injury

Damage of bodily tissues that is not sustained as a result of an illness or disease.

1.1.24 Last Policy Effective Date

The latest date of:

- (a) the Commencement Date of Insurance;
- (b) the last Date of Reinstatement of the Policy; or
- (c) the last effective date of upgrading of the Policy.

1.1.25 Medical Doctor

Any person qualified by degree in Western medicine and legally licensed and authorised to practise medicine and surgery in the geographical area of his practice, other than the Policyholder, the Life Assured or a family member of either.

1.1.26 Medically Necessary

Medically Necessary refers to treatments, medical services and/or supplies which are:

- (a) pursuant to an order of a Medical Doctor;
- (b) consistent with the diagnosis and customary medical treatment for a covered illness, disease or Injury, in accordance with generally accepted medical practice in Singapore;
- (c) in accordance with the standards of good medical practice, consistent with current standard of professional medical care, and of proven medical benefits;
- (d) not purely for the convenience of the Life Assured or the Medical Doctor, and unable to be reasonably rendered in an outpatient setting if admitted as an inpatient;
- (e) not of an investigational or research nature (including but not limited to experimental, pioneering medical or surgical techniques and medical devices) not approved by the Institutional Review Board and the Centre of Medical Device Regulation or other relevant authority and medical trials for medicinal products whether or not these trials have a clinical trial certificate issued by the Health Sciences Authority of Singapore or other relevant authority; and
- (f) not preventive, screening or health enhancement (including but not limited to dietary replacement or supplement) in purpose.

1.1.27 Medisave Account

Medisave Account refers to the Central Provident Fund Medisave account.

1.1.28 MediShield Life

MediShield Life refers to the plan operated by the Central Provident Fund ("CPF") Board, which is governed by the Act and the Regulations.

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1.1.29 Period of Insurance

The Period of Insurance refers to the period of insurance, as set out in Schedule A.

1.1.30 Plan Type

Plan Type refers to the plan type for the Life Assured, as set out in Schedule A.

1.1.31 Pre-existing Condition

- (a) Any illness, disease, disability, defect or impairments from which the Life Assured was suffering prior to the Commencement Date of Insurance; or
- (b) Any illness, disease, disability, defect or impairment of which signs or symptoms had existed in the twelve (12) months immediately preceding the Commencement Date of Insurance, for which:
  - (i) the Life Assured had sought or received medical advice or treatment, prescription of drugs, counselling, investigation or diagnostic tests, surgery, hospitalisation; or
  - (ii) an ordinarily prudent person would have sought medical advice or treatment, prescription of drugs, counselling, investigation or diagnostic tests, surgery, hospitalisation.

1.1.32 Private Hospital

Any Singapore private hospital approved by the Ministry of Health for the purposes of the Act and Regulations that is not a Restructured Hospital.

1.1.33 Pro-ration Factor

Pro-ration Factor refers to the pro-ration factor as described in Clause 3.3 below.

1.1.34 Reasonable & Customary Charges

Any fee or expense which is charged for treatments, medical services and/or supplies, which in the Company's opinion does not:

- (a) exceed the usual level of charges for similar treatments, medical services and/or supplies in Singapore; and
- (b) include fees or charges that would not have been incurred had no insurance existed.

1.1.35 Regulations

The Regulations refer to the MediShield Life Scheme Regulations 2015 and/or any other revised future edition of the Regulations.

1.1.36 Renewal Date

The date immediately following the last day of any Period of Insurance.

1.1.37 Restructured Hospital

Any "approved restructured hospital" as defined in Regulation 2 of the Regulations.

1.1.38 Serious Illness

The following illness:



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- (a) Blood disorder;
- (b) Cancer;
- (c) Ischaemic heart disease;
- (d) Coronary artery disease;
- (e) Rheumatic heart disease;
- (f) Chronic obstructive lung disease;
- (g) Chronic renal disease, including renal failure;
- (h) Cerebrovascular accidents;
- (i) Chronic liver cirrhosis;
- (j) Systemic lupus erythematosus; and
- (k) Degenerative disease,

including any illness, disorder or condition which is life threatening or terminal.

**1.1.39 Specialist Doctor**

A Medical Doctor who is accredited by the Specialist Accreditation Board and registered with the Registry of Specialist, maintained by the Singapore Medical Council to practice in a specific field of medicine in the geographical area of his practice.

**1.1.40 Surgery Limits Table**

The prevailing surgical operation fee Tables 1 to 7 in the "Table of Surgical Procedures" published by the Ministry of Health.

**1.2 Expense Items**

The following is a list of treatments, medical services and supplies referred to in Clause 1.1.16 (Expenses) above:

**1.2.1 Daily Room & Board & Related Medical Services**

The Daily Room & Board & Related Medical Services refer to the Expenses incurred under Daily Room & Board and/or Short-stay ward, and related Miscellaneous Hospital Services, Pre-Hospital Specialist's Consultation, Daily In-Hospital Medical Doctor's Visit, Examinations and Laboratory Tests and Post-Hospitalisation Treatment.

**1.2.2 Intensive Care Unit & Related Medical Services**

The Intensive Care Unit & Related Medical Services refer to the Expenses incurred under Intensive Care Unit (ICU), and related Miscellaneous Hospital Services, Pre-Hospital Specialist's Consultation, Daily In-Hospital Medical Doctor's Visit, Examinations and Laboratory Tests and Post-Hospitalisation Treatment.

**1.2.3 Daily Room & Board**

Accommodation in a Hospital including meals and general nursing during confinement as a bed-paying patient. This includes Expenses incurred arising from the high dependency ward but excludes deluxe rooms, luxury suites or other special rooms that are available in the Hospital.

**1.2.4 Intensive Care Unit (ICU)**

Confinement in the intensive care unit of a Hospital.

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1.2.5 Short-stay Ward

Confinement in the short-stay ward in an accident and emergency department of a Restructured Hospital for patients who need a short period of inpatient monitoring and treatment.

1.2.6 Miscellaneous Hospital Services

Drugs and medicines, dressings, splints and plaster casts, intravenous infusions and blood transfusions, anaesthetics (other than that required for Surgery) and oxygen and their administration supplied to the Life Assured during Hospitalisation.

1.2.7 Daily In-Hospital Medical Doctor's Visit

Consultation by a Medical Doctor who attends to and treats the Life Assured during Hospitalisation.

1.2.8 Surgery

Surgery refers to surgical operations listed in Surgical Limits Table performed in a Hospital (regardless of whether the Life Assured is hospitalised or not). The surgery must be performed by a Medical Doctor and involves local or general anaesthesia. The surgical Expenses include fees and charges for anaesthetics and oxygen and their administration and use of operating theatre and facilities. Surgery includes Accidental Dental Treatment.

1.2.9 Surgical Implants / Approved Medical Consumables

Surgical Implant refers to an implant inserted into the body of the Life Assured during Surgery and remains in the body of the Life Assured on completion of the Surgery. Approved Medical Consumables includes any of the following:

- (a) intravascular electrodes used for electrophysiological procedures;
- (b) Percutaneous Transluminal Coronary Angioplasty (PTCA); or
- (c) inter-aortic balloons (or balloon catheters).

1.2.10 Pre-Hospital Specialist's Consultation

Expenses incurred by the Life Assured for a Specialist Doctor's consultation, and treatments of a medical condition, for which the Specialist Doctor recommends and the Life Assured undergoes (as a result of such recommendation):

- (a) Hospitalisation; or
- (b) Surgery.

The Pre-Hospital Specialist's Consultation must take place in a Hospital or in a medical clinic where the Specialist Doctor customarily provides such consultations and treatments.

Second opinions will not be covered unless considered by the Company to be reasonable at the point of consultation. Pre-Hospital Specialist's Consultation excludes consultations and treatments provided by that Specialist Doctor during and after the recommended Hospitalisation or Surgery.

1.2.11 Examination and Laboratory Tests

Expenses incurred by the Life Assured arising from examinations using instruments and laboratory tests performed;

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- (a) during the period of Hospitalisation where such tests are ordered by a Specialist Doctor; and/or
- (b) for Post-Hospitalisation Treatment where such test is ordered by a Medical Doctor and resulted directly from the medical condition for which the Hospitalisation was required.

1.2.12 Post-Hospitalisation Treatment

Post-Hospitalisation treatment received after discharge from a Hospital provided the treatment is prescribed by a Medical Doctor and resulted directly from the condition for which Hospitalisation was required.

The Post-Hospitalisation Treatment refers to any of the following:

- (a) General outpatient services provided by a non-Specialist Doctor (general practitioner) in a Hospital or in a medical clinic where the Medical Doctor customarily provides such services;
- (b) Specialist outpatient services provided by a Specialist Doctor in a Hospital or in a medical clinic where the Specialist Doctor customarily provides such services; or
- (c) Physiotherapy recommended in writing by the treating Medical Doctor as one of the medical treatment arising from the same medical condition that resulted in the Life Assured's Hospitalisation or Surgery. The physiotherapy session has to be performed by a qualified physiotherapist.

Post-Hospitalisation treatment excludes Kidney Dialysis Treatment, Cancer Treatment, and administration of Erythropoietin and Immunosuppressant drugs prescribed for treatment of organ transplants.

1.2.13 Pregnancy and Childbirth Complications

One of the following complications arising from a pregnancy or childbirth, even if it results in Caesarean section, vacuum extraction or forceps delivery:

- (a) Ectopic pregnancy;
- (b) Pre-Eclampsia or Eclampsia;
- (c) Disseminated intravascular coagulation;
- (d) Miscarriage after the first trimester of the pregnancy, which is an involuntary termination of the pregnancy as a direct consequence of a medical event or Accident that threatens the life of the pregnant person or the unborn fetus;
- (e) Antepartum haemorrhage;
- (f) Intrauterine death;
- (g) Choriocarcinoma and hydatidiform mole, which is the occurrence of a histologically confirmed choriocarcinoma and/or molar pregnancy;
- (h) Acute fatty liver pregnancy;
- (i) Breech delivery;
- (j) Placenta previa;
- (k) Post partum haemorrhage;
- (l) Amniotic Fluid Embolism; or
- (m) Twin-to-Twin Transfusion Syndrome.

The complication must be first diagnosed after 300 days from the Last Policy Effective Date.

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1.2.14 Breast Reconstruction after Mastectomy

Reconstructive surgery of the breast on which a mastectomy has been performed as a treatment of breast cancer. The breast reconstruction surgery must be performed by a Medical Doctor within 365 days from the date of the first mastectomy. The breast cancer must be first diagnosed after the Last Policy Effective Date. Any surgery or reconstruction of the other breast to produce a symmetrical appearance will not be covered.

1.2.15 Accidental Dental Treatment

Dental surgeries performed by a duly qualified dental surgeon to restore or replace sound natural teeth lost or damaged caused by an Accident. The surgery must be performed during the Hospitalisation of the Life Assured.

1.2.16 Stem Cell Transplant

Expenses incurred by the Life Assured arising from the stem cell transplant treatment due to an illness or a medical condition. Outpatient therapy such as injection or extraction where there is no Surgery or Hospitalisation involved will not be covered. All other costs arising from or in relation or incidental to the stem cell transplant including costs of harvesting and laboratory tests, investigations, storage, transportation and cell culture are expressly excluded.

1.2.17 Congenital Abnormalities

Treatment provided to the Life Assured by a Medical Doctor during Hospitalisation, relating to birth defects, including hereditary conditions, and congenital sickness or abnormalities first diagnosed from the Last Policy Effective Date.

1.2.18 Kidney Dialysis Treatment

Inpatient or outpatient kidney dialysis treatment performed at a Hospital or at an approved Medisave / MediShield Life accredited dialysis centre.

The following Expenses incurred in connection with kidney dialysis treatment will be covered;

- (a) consultations by a Specialist Doctor including, Specialist Doctor's consultations, treatments, laboratory and examination tests that is directly related to a medical condition which results in kidney dialysis treatment. Such consultation must take place in a Hospital or in a medical clinic where the Specialist Doctor customarily provides such consultations; and/or
- (b) laboratory and examination tests ordered by a Specialist Doctor during the course of the treatment.

The Kidney Dialysis Treatment includes the formulated solution prescribed by a Specialist Doctor and purchased from a Hospital or at an approved Medisave / MediShield Life accredited dialysis centre for peritoneal dialysis, which is not required to be performed at a Hospital or approved Medisave / MediShield Life accredited dialysis centre.

Any additional formulated solution not prescribed by the Specialist Doctor will not be covered. In addition, the cost of purchase or rental of the machine and apparatus for peritoneal dialysis and the costs for prescribed medications apart from Erythropoietin will not be covered.

1.2.19 Cancer Treatment

Inpatient or outpatient chemotherapy, radiotherapy, immunotherapy and/or stereotactic radiotherapy provided by a Hospital or at an approved Medisave / MediShield Life accredited oncology clinic.

The following Expenses incurred in connection with cancer treatment will be covered;

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- (a) consultation by a Specialist Doctor including, Specialist Doctor's consultations, treatments, laboratory and examination tests that is directly related to a medical condition which results in chemotherapy, radiotherapy, immunotherapy and/or stereotactic radiotherapy. Such consultation must take place in a Hospital or in a medical clinic where the Specialist Doctor customarily provides such consultations; and/or
- (b) laboratory and examination tests ordered by a Specialist Doctor during the course of the treatment.

**1.2.20 Final Expenses Benefit**

In the event the Life Assured dies during Hospitalisation or after discharge from the Hospital, the Deductible and Co-insurance will be waived. Aggregate Eligible Expenses incurred during the Period of Insurance in which death occurs, which will otherwise not have been reimbursed due to the application of the Deductible and Co-insurance, will be reimbursed up to the Bill Limits for the Plan Type insured.

For the avoidance of doubt, the Company will not pay any Expenses incurred by the Life Assured if the Life Assured dies as a result of self-inflicted injuries, suicide or attempted suicide, whether sane or insane, including treatment for self-inflicted injuries from an attempted suicide.

**2 LIFE ASSURED JOINTLY INSURED UNDER MEDISHIELD LIFE**

- 2.1 Provided that the Life Assured meets the eligibility conditions as specified in the Act and the Regulations, the Life Assured will be jointly insured under MediShield Life as well as the additional private insurance coverage under this Policy.
- 2.2 MediShield Life is operated by the CPF Board which is governed by the Act and the Regulations. The benefits payable will comprise of the MediShield Life benefits as well as the additional benefits under this Policy.

**3 BENEFITS**

**3.1 General**

Subject to the terms and conditions of this Policy,

- 3.1.1 The Company will pay the benefits of this Policy by way of reimbursement. If the Life Assured is also jointly insured under MediShield Life and the benefits payable under MediShield Life are higher than the benefits payable under this Policy, the Company will pay the benefits under MediShield Life.
- 3.1.2 Any claim for Expenses incurred after the Commencement Date of Insurance shall only be paid after the Company receives the full premium for the Period of Insurance during which the Expenses are incurred.
- 3.1.3 The Company will make payment of the Eligible Expenses to the Hospital, medical clinic or other medical establishment using the Electronic Claims Filing System with which it has a payment arrangement. Otherwise, the Company will make payment directly to the Policyholder or the Policyholder's legal personal representative(s).

**3.2 Benefit Computation**

In accordance with the Plan Type, Eligible Expenses shall be computed in the following sequence:

- (a) apply Pro-ration Factor (where applicable);
- (b) subject the balance amount to the Bill Limits (where applicable);
- (c) deduct the Deductibles (where applicable); then

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(d) reduced proportionately by the Co-insurance;

The Aggregate Eligible Expenses will then be subject to the Annual Benefit Limit.

**3.3 Pro-ration Factor**

**3.3.1 Plan Type B**

Subject to Clause 3.3.3, if the Life Assured is insured under Plan Type B and incurs Expenses in:

- (a) a Private Hospital and/or private medical clinics;
- (b) a Class A ward of a Restructured Hospital;
- (c) non-subsidised Short-stay Ward, day Surgery and/or outpatient treatment in a Restructured Hospital;
- (d) any Class or type of ward of a Restructured Hospital for which such Restructured Hospital does not receive any subsidy from the Government for the provision of medical services to the Life Assured while confined in that Class or type of ward, which the Company may at its discretion include under this Clause 3.3.1 from time to time; or
- (e) any Class or type of ward of a Restructured Hospital for which such Restructured Hospital receives a lower subsidies from the Government for the provision of treatments, medical services or supplies to the Life Assured while confined in that Class or type of ward than the subsidy such Restructured Hospital receives for the provision of the same treatments, medical services and supplies for a patient confined in a Class B1 ward of such Restructured Hospital and which the Company may at its discretion include under this Clause 3.3.1 from time to time,

any such Expenses will be proportionately reduced by multiplying such Expenses with the Pro-ration Factor shown for Plan B, as set out in Schedule B.

For the avoidance of doubt, all Expenses in excess of the proportionately reduced Expenses will not be reimbursed by the Company.

**3.3.2 Subject to Clause 3.3.3, if the Life Assured:**

- (a) is insured under Plan Type B;
- (b) incurs Expenses in:
  - (i) a Class B1 ward or lower ward in a Restructured Hospital; or
  - (ii) a subsidised Short-stay Ward, day Surgery and/or outpatient treatment in a Restructured Hospital; and
- (c) is a Singapore Permanent Resident or Foreigner when such Expenses were incurred,

any such Expenses will be proportionately reduced by multiplying such Expenses with the Pro-ration Factor shown in the table below applicable to his citizenship status when such Expenses were incurred.

<b>Pro-ration Factor</b>	
<b>Singapore Permanent Resident</b>	<b>Foreigner</b>
90%	80%

For the avoidance of doubt, all Expenses in excess of the proportionately reduced Expenses will not be reimbursed by the Company.

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3.3.3 Expenses incurred in a Restructured Hospital for any of the following treatments provided to the Life Assured on an outpatient basis will not be pro-rated in accordance with Clauses 3.3.1 and 3.3.2:

- (a) Kidney Dialysis Treatment;
- (b) Cancer Treatment;
- (c) Erythropoietin; or
- (d) Immunosuppressant drugs prescribed for treatment of organ transplants.

3.3.4 If the Life Assured undergoes Hospitalisation in a Restructured Hospital but, during the Hospitalisation, transfers from a Class or type of ward to another Class or type of ward for which the Restructured Hospital receives a higher or lower or no subsidy from the Government for the provision of treatments, medical services or supplies to the Life Assured, the Pro-ration Factor which applies to the Expenses incurred during the whole period of Hospitalisation will be that applicable to the Class or type of ward for which the Restructured Hospital receives the lowest subsidy from the Government, in accordance with Clause 3.3.1.

3.3.5 Emergency Medical Treatment outside Singapore

Subject to the following conditions, if the Life Assured while outside Singapore, requires Emergency medical or surgical treatment in an overseas Hospital, the Company will reimburse the Expenses incurred which will be computed based on the following computations and thereafter be subject to the Bill Limits, Deductibles (where applicable) and Co-insurance:

- (a) If the Life Assured is insured under Plan A at the time such Expenses were incurred, the Company will reimburse the actual Expenses incurred overseas or the Reasonable and Customary Charges applicable in a Private Hospital, whichever is the lower.
- (b) If the Life Assured is insured under Plan B at the time such Expenses were incurred, the Company will reimburse the actual Expenses incurred overseas or the Reasonable and Customary Charges applicable in a Class B1 ward of a Restructured Hospital, whichever is the lower.

3.3.5.1 Currency Exchange

Expenses incurred while outside of Singapore in any currency other than the Singapore Dollar will be converted to Singapore currency at the prevailing exchange rate as determined by the Company to be in effect on the date the Expenses were incurred.

**3.4 Bill Limits**

After applying Pro-ration Factor (where applicable), the balance of the Expenses will be subject to the Bill Limits. The applicable Bill Limits would be such limits as prevailing at the time of incurring the Expenses.

**3.5 Deductibles and Co-insurance**

After applying the Pro-ration Factor (where applicable), the balance of the Expenses will be subject to Bill Limits, Deductibles (where applicable) and Co-insurance. If there are two or more Deductibles that can be applied, the Company will apply the highest Deductible. Deductibles shall not apply to Expenses incurred in respect of Kidney Dialysis Treatment, Cancer Treatment, Erythropoietin or Immunosuppressant drugs prescribed for treatment of organ transplants, provided to the Life Assured on an outpatient basis.

**3.6 Annual Benefit Limits**

3.6.1 The Aggregate Eligible Expenses are subject to Annual Benefit Limits. The applicable Annual Benefit Limits would be such limits as prevailing at the time of incurring the Expenses.

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3.6.2 In the event that the Life Assured is confined in a Hospital for more than one Period of Insurance, the Annual Benefit Limits will be increased by the number of additional Periods of Insurance the Hospitalisation extends into.

**3.7 Indemnity and Last Payer Status**

3.7.1 If the Policyholder is entitled to reimbursement for the Expenses incurred in respect of any claim from sources other than this Policy, including other insurance policies and employment benefits (collectively referred to as "Other Policies"), the Policyholder shall first seek reimbursement from the Other Policies before making a claim under this Policy. The Company shall be the last payer reimbursing the claim.

3.7.2 If any Expenses payable under this Policy has been made to the Policyholder before a claim is made from Other Policies, the Other Policies shall reimburse the Company their share. The Policyholder shall provide the Company with all information including the full details of such Other Policies, and all relevant documentary proof that the Company requires to make a claim for the Expenses that the Company has paid.

3.7.3 The benefits payable under this Policy, together with reimbursement of expenses paid or payable from Other Policies, shall not exceed the actual Expenses incurred.

**4 EXCLUSIONS**

**4.1 General Exclusions**

Under this Policy, the Company will not reimburse any Expenses incurred in respect of or for the consequences of, the following:

- (a) Treatment provided to the Life Assured by the Policyholder, or a family member of the Life Assured or the Policyholder, or self-treatment by the Life Assured, including the prescription of drugs.
- (b) Medical treatments that were of an investigational or research nature, including but not limited to;
  - (i) experimental / pioneering medical or surgical techniques;
  - (ii) medical devices not approved by the Institutional Review Board and the Centre of Medical Device Regulation; or
  - (iii) medical trials for medicinal products whether or not these trials have a clinical trial certificate issued by the Health Sciences Authority of Singapore.
- (c) Self-inflicted injuries or suicide or attempted suicide, whether sane or insane, including treatment for self-inflicted injuries from an attempted suicide.
- (d) Treatment of any Serious Illness for which the Life Assured received medical treatment (including follow-up and consultations) within 365 days before the Commencement Date of Insurance.
- (e) Pregnancy and childbirth (including Caesarean section, vacuum extraction or forceps delivery and the consequences thereof) except for Pregnancy and Childbirth Complications.
- (f) Elective abortion, spontaneous miscarriage occurring within first trimester of pregnancy, birth control\*, sterilisation\*, infertility\*, sub-fertility\* or impotence treatment.

\* for male or female

- (g) Elective cosmetic or plastic surgery except for:
  - (i) Breast Reconstruction after Mastectomy; and
  - (ii) Injury sustained as a result of an Accident, which occurs after the Last Policy Effective Date.



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- (h) All dental treatment except those covered under Accidental Dental Treatment.
- (i) Sexually-transmitted diseases.
- (j) AIDS and all illnesses or diseases caused by or related to the Human Immuno-deficiency Virus (“HIV”).
- (k) Examinations using instruments and laboratory tests performed but not ordered by a Medical Doctor or not resulting in a diagnosis of a condition leading to Hospitalisation, Surgery, Kidney Dialysis Treatment, Cancer Treatment or Accidental Dental Treatment.
- (l) Purchase and rental of the following items (unless such item satisfies the definition of a Surgical Implant / Approved Medical Consumables) including but are not limited to;
  - (i) Braces;
  - (ii) Corrective devices;
  - (iii) Durable medical equipment / machines;
  - (iv) Home aids;
  - (v) Hospital beds;
  - (vi) Iron lungs;
  - (vii) Kidney dialysis machines;
  - (viii) Oxygen machines;
  - (ix) Prostheses;
  - (x) Special / medical appliances including location, transport, and associated administrative costs of such appliances, which are not necessary for the completion of a surgical operation;
  - (xi) Walking aids;
  - (xii) Wheelchairs; and/or
  - (xiii) Any other hospital type equipment.
- (m) Harvesting of the organ itself for an organ transplant, (except for the harvesting costs incurred directly by the Hospital for the procurement of the organ for transplantation into the Life Assured where the donor of the organ is already dead at the time of the removal of any of the organs in the Country of Issue or outside the Country of Issue).
- (n) Treatment of psychiatric, emotional, personality, mental and nervous disorders including depression.
- (o) Treatments, medical services and/or supplies outside Singapore except in the case of an Emergency.
- (p) Rest cures and services or treatment in any home, hospice care, outpatient nursing or palliative care, convalescent care in convalescent or nursing homes, stay in any healthcare establishment for health, social or non-medical reasons, spa, hydroclinic, sanatorium or long-term care facility that is not a Hospital as defined.
- (q) Transport related services including but not limited to charges for trips made for the purpose of obtaining medical treatment, for ambulance services, emergency evacuation and repatriation or assistance in the transport or repatriation of mortal remains.
- (r) Being in or on an aircraft of any type, or boarding or descending from any aircraft, except as a fare-paying passenger or crew member on an aircraft on a regular scheduled route operated by a recognised airline.
- (s) The Life Assured engaging in any sport in a professional capacity or where the Life Assured would or could earn income or remuneration or win monetary rewards from engaging in such sport.

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- (t) Mountaineering, diving, bungee jumping, racing other than racing on foot, wakeboarding, hang-gliding, rock climbing, parachuting, ballooning, handling of explosives or firearms and all activities which are potentially life-threatening, hazardous or where there is a risk of bodily injury to the Life Assured unless such activities are engaged on a leisure basis with a licensed organisation, and every safety precaution has been followed by the Life Assured.
- (u) Sex-change operations.
- (v) Injury and/or illness arising directly or indirectly out of or in connection with violation or attempted violation of law, or resistance to lawful arrest and/or any resultant imprisonment.
- (w) Treatment of injuries arising from being directly or indirectly involved in war (whether declared or not), invasion, terrorist activities (with the exception of victim to a terrorist activity), rebellion, revolution, civil commotion, riot, strike or any war-like operations.
- (x) Treatment for, arising from or is related to obesity, weight reduction, improvement or management, regardless of whether it is for medical or psychological reasons, including but not limited to the use of gastric banding or stapling, the removal of fat or surplus tissue from any part of the body.
- (y) Routine physical or any other examinations not related to the treatment or diagnosis of an Injury, illness or disease (including but not limited to X-ray, general medical check-ups, medical certificates and examinations for employment or travel).
- (z) Treatment of abuse or misuse of alcohol, drug or substance or any Injury, illness or disease caused directly or indirectly by the abuse or misuse of alcohol, drugs or substance.
- (aa) Vaccination.
- (bb) Correction for refractive errors of the eye, routine eye and eye examinations, costs of spectacles, costs of contact lenses and costs of hearing aids.
- (cc) Ionizing radiation or contamination by radioactivity from any nuclear fuel or nuclear waste from process of nuclear fission or from any nuclear weapons material.
- (dd) Non-medical items such as, but not limited to, parking fees, hospital administration and registration fees, laundry, rental of television, newspaper, medical report fees, personal care and hygiene products, regardless of whether it is Medically Necessary or otherwise.
- (ee) Medical treatment, Hospitalisation, Surgery and consultation provided to and investigation of the Life Assured commencing:
  - (i) Before the Commencement Date of Insurance for any condition;
  - (ii) On or after the Commencement Date of Insurance which are follow-up medical treatment(s), consultation(s) or further investigation(s) of the Life Assured for that condition for which he received medical treatment, consultation or investigation prior to the Commencement Date of Insurance.
- (ff) Any treatment provided to the Life Assured after the Renewal Date of this Policy unless the insurance has been renewed on or before that date in accordance with Clause 6 of this Policy.

**4.2 Pre-existing Conditions**

- 4.2.1 Under this Policy, the Company will not reimburse any Expenses incurred in respect of, or arising from any Pre-existing Conditions, unless:
- (a) the Pre-existing Condition is declared in the proposal form or in the Application for Reinstatement of this Policy; and

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(b) the Company has accepted the proposal form or Application for Reinstatement without any exclusions of such Pre-existing Conditions.

4.2.2 Subject to Clause 4.2.3 below, any Pre-existing Condition which is also excluded under Clause 4.1 above is automatically excluded regardless of whether it was declared in the proposal form or in the application for the reinstatement of this Policy and the Company had accepted the proposal or application without any exclusion of such Pre-existing Conditions.

4.2.3 Subject to Clause 2, any Pre-existing Condition(s) that is covered under MediShield Life but excluded under this Policy, will be provided for under MediShield Life and subject to the terms and conditions as set out by the Act and the Regulations.

**4.3 Expenses Falling under Exclusion**

For the avoidance of doubt, Expenses incurred in respect of or arising from any of the general exclusions as listed in Clause 4.1 or Pre-existing Conditions excluded under Clause 4.2 above will not be part of Eligible Expenses, and will not be added to the Aggregate Eligible Expenses, provided that no benefit payment is made in respect of these Expenses.

However, if benefits are paid in respect of these Expenses under MediShield Life, these benefits will be added to the Aggregate Eligible Expenses.

**5 TERMINATION OF POLICY**

**5.1 Termination on Renewal Date**

On any Renewal Date, this Policy will terminate unless it has been renewed in accordance with Clause 6 below.

**5.2 Death of Policyholder or Life Assured**

5.2.1 If the Policyholder dies and the Policyholder is not the Life Assured, this Policy will continue until the Renewal Date following the date of the death of the Policyholder. On that Renewal Date, this Policy will continue on for the same Plan Type, subject to the same conditions which applied prior to that Renewal Date (including as set out in all endorsement or variations to this Policy which had been authorised by the Company), unless expressly varied in accordance with the terms of this Policy by the Company, without the Company requiring fresh evidence of the Life Assured's insurability provided that a party must submit a written request to change Policyholder before that Renewal Date and;

(a) that party must be allowed to deduct premiums from that party's Medisave account with the CPF Board if the premium for the new policy is to be paid entirely or partially from that party's Medisave account; or

(b) if the premium for the new policy is to be paid entirely in cash, that party must have valid insurable interest on the Life Assured.

5.2.2 If the Life Assured dies, this Policy will be terminated. The Company will refund to the Policyholder or the Policyholder's legal personal representative(s) the portion of the premiums paid in respect of the period from the date of termination up to the next Renewal Date.

**5.3 Cancellation By Policyholder**

5.3.1 The Policyholder may cancel this Policy by submitting a written notice of cancellation to the Company and this Policy will be treated as terminated with effect from the Effective Date of Cancellation.

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- 5.3.2 The Policyholder is entitled to a full refund of the premium (excluding MediShield Life's premium), if the Effective Date of Cancellation falls within the Free-look Period.
- 5.3.3 If the Effective Date of Cancellation falls after the Free-look Period, the Company will refund to the Policyholder the portion of the premium (excluding MediShield Life's premium) paid in respect of the period from the Effective Date of Cancellation up to the next Renewal Date.
- 5.3.4 The termination of this Policy pursuant to Clause 5.3.1 shall not affect the validity of the Life Assured's insurance cover under Medishield Life, if any.

**5.4 Change of Citizenship or Residency status**

- 5.4.1 The Policyholder shall notify the Company in writing of any changes to the Life Assured's citizenship or residency status as soon as practicable.
- 5.4.2 Foreigner: Residence Overseas
- (a) The Life Assured shall be deemed to be a Foreigner residing overseas on the date ("the Relevant Date") the Life Assured;
- (i) is not a citizen or permanent resident of the Country of Issue; and
- (ii) has resided outside the Country of Issue for more than 180 days, whether continuously or otherwise during the Period of Insurance immediately prior to that Renewal Date.
- (b) If the Policyholder notifies the Company in accordance with Clause 5.4.1 above on or after the Relevant Date, the Policy will terminate from the date of such notification and the Company will refund to the Policyholder any premiums (excluding MediShield Life's premium) paid in respect of the period from the date of such notification up to the next Renewal Date provided that no claims have been made by the Policyholder. If the Policyholder had made claims after the Relevant Date, the Company reserves the right to recover all the claims paid in respect of Expenses incurred on or after the Relevant Date, and refund all premiums paid in respect of the period after the Relevant Date up to the date of termination.
- (c) If the Policyholder fails to notify the Company in accordance with Clause 5.4.1 above on or after the Relevant Date, the Company reserves the right to terminate this Policy when the Company first becomes aware that the Life Assured has been deemed to be a Foreigner residing overseas under Clause 5.4.2(a) above. If the Policyholder had made claims after the Relevant Date, the Company reserves the right to recover all the claims paid in respect of Expenses incurred on or after the Relevant Date, and refund all premiums (excluding MediShield Life's premium) paid in respect of the period after the Relevant Date up to the date of termination.

**5.5 Life Assured insured under another plan that is part of the Private Medical Insurance Scheme ("PMIS")**

In the event that the Life Assured is subsequently insured under a plan that is part of the PMIS issued by an insurance company other than the Company, this Policy will terminate immediately.

**5.6 No Benefits Payable after Termination of Insurance**

For the avoidance of doubt, in the event that this policy is terminated in accordance with Clauses 5.2.2, 5.3, 5.4.2 and/or 5.5 and/or not renewed in accordance with Clause 6 below, the Company will not make any reimbursement of Expenses incurred on or after the date of such termination.

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**6 RENEWAL OF POLICY**

**6.1 When No Renewal Allowed**

No Renewal of this Policy shall be allowed in the event that it is terminated in accordance with Clauses 5.2.2, 5.3, 5.4.2 and/or 5.5 above.

**6.2 Renewal upon Payment of Premium**

- 6.2.1 Subject to Clause 6.1, if the renewal premium is fully paid on or before a Renewal Date, the Company will guarantee the renewal of this Policy for the same Plan Type subject to the same conditions which applied prior to that Renewal Date (including as set out in all endorsements or variations to this Policy which had been authorised by the Company), unless expressly varied in accordance with the terms of this Policy by the Company, for a further Period of Insurance.
- 6.2.2 Where the renewal premium is to be paid from the Policyholder's Medisave account, the Company shall request from the CPF Board the deduction of the premium from the Policyholder's Medisave account, subject to the limits under the MediShield Life Scheme (Private Medical Insurance Scheme) Regulations 2015 effective at the time of request.

**6.3 Grace Period**

- 6.3.1 The Policyholder has a period of 60 days from the Renewal Date (such period to be inclusive of the Renewal Date) ("Grace Period"), to pay the full renewal premium failing which, this Policy shall be treated as having ended on the Renewal Date and may only be reinstated with the consent of the Company.
- 6.3.2 Subject to the other terms of this Policy, the Company shall only reimburse Eligible Expenses incurred during the Grace Period if the Policyholder makes full payment of any outstanding renewal premiums before the end of the Grace Period.
- 6.3.3 If during the Grace Period, insurance on the Life Assured begins under any policy of insurance with the Company which also provides benefits payable as defined in this Policy, then Clause 6.3.2 will immediately be void on the date of commencement of such other insurance.

**6.4 Rate of Renewal Premium**

The renewal premium for the Policy will:

- (a) be calculated based on the rate of premium applicable on the Renewal Date in accordance with:
- (i) the Plan Type effective on the day before the Renewal Date (or for any other Plan Type subject to the agreement of the Company);
  - (ii) the age next birthday of the Life Assured on the Renewal Date; and
- (b) include any extra premium loading imposed on this Policy,
- unless otherwise agreed in writing by the Company.

**6.5 Company May Amend Terms and Conditions and Premium Rates**

The Company reserves the right to amend the terms and conditions and/or additional private insurance premium rates of this Policy provided that;

- (a) the amendment(s) takes effect on the Renewal Date;
- (b) the amendment(s) apply to all policies of this class of insurance; and
- (c) the Company has informed the Policyholder of the amendment(s) at least 30 days before the Renewal Date.

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**6.6 Upgrading / Downgrading of Plan Type**

- 6.6.1 The Policyholder may apply to:
- (a) upgrade the Plan Type, subject to receipt of evidence of insurability on the Life Assured acceptable to the Company; or
  - (b) downgrade the Plan Type,
- provided that the application for upgrading or downgrading is received by the Company at least 15 days before the Renewal Date.
- 6.6.2 The Company has the absolute discretion to accept or refuse such an application.
- 6.6.3 If the Company accepts the Policyholder's application, the upgraded / downgraded Plan Type is subject to the same conditions which applied prior to the upgrade / downgrade (including as set out in all endorsements or variations to this Policy which had been authorised by the Company), unless expressly varied in accordance with the terms of this Policy by the Company. For the avoidance of doubt, any premium loading imposed will also apply to the insurance granted upon upgrading / downgrading, unless otherwise agreed in writing by the Company.
- 6.6.4 For medical treatment, Hospitalisation, Surgery and consultation provided to and investigation of the Life Assured commencing:
- (a) before the effective date of upgrading or downgrading ("upgrading / downgrading date") of benefits for any condition; and
  - (b) on or after that upgrading / downgrading date which were follow-up medical treatment(s), consultation(s) or further investigation(s) of that Life Assured for the same condition for which he received medical treatment(s), consultation(s) or investigation(s) before the upgrading / downgrading date,
- benefits will be payable in accordance with the Bill Limits of the Plan Type insured under this Policy immediately prior to that upgrading / downgrading date.

**7 REINSTATEMENT OF POLICY**

**7.1 Application for Reinstatement**

- 7.1.1 If this Policy terminates on the Renewal Date in accordance with Clause 5.1 above and is not renewed in accordance with Clause 6 above, the Policyholder may apply for this Policy to be reinstated ("Application for Reinstatement") subject to the Company's receipt of evidence of the Life Assured's insurability acceptable to the Company within 15 days following the expiry of the Grace Period. The Company has the absolute discretion to refuse such an application.
- 7.1.2 If the Company accepts the Policyholder's Application for Reinstatement, this Policy will be reinstated only if the Policyholder pays the full reinstatement premium in accordance with one of the following applicable modes:
- (a) If the full reinstatement premium is paid entirely in cash, the reinstatement premium must be paid to the Company within 15 days following the expiry of the Grace Period. The Policy will be reinstated upon the Company's approval of the Application for Reinstatement or when the reinstatement premium is received by the Company, whichever is the later date;

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- (b) If the reinstatement premium is paid entirely from the Policyholder's Medisave account, the full reinstatement premium must be successfully deducted from the Policyholder's Medisave account. The Policy will be reinstated upon the deduction of premium from the Policyholder's Medisave account; or
- (c) If the reinstatement premium is paid partly in cash and partly from the Policyholder's Medisave account ("the CPF Portion"):
  - (i) the CPF Portion of the reinstatement premium must be successfully deducted from the Policyholder's Medisave account; and
  - (ii) the cash portion of the reinstatement premium must be paid by the date of the successful deduction of the CPF Portion.

The Period of Insurance upon reinstatement will begin on the Renewal Date as if this Policy had not been terminated in accordance with Clause 5.1 and had been renewed in accordance with Clause 6.

- 7.1.3 Insurance granted upon reinstatement excludes treatments, medical services and supplies provided to the Life Assured commencing:
- (a) before the Date of Reinstatement for any condition; and/or
  - (b) on or after the Date of Reinstatement which are follow-up treatments, medical services and supplies for that condition before the Date of Reinstatement.
- 7.1.4 Upon reinstatement of this Policy, the same conditions which applied prior to that Renewal Date as described in Clause 7.1.2 (including as set out in all endorsements or variations to this Policy which had been authorised by the Company), unless otherwise agreed in writing or expressly varied in accordance with the terms of this Policy by the Company.

**7.2 Reinstatement Premium Rate**

The reinstatement premium for the Policy will:

- (a) be calculated at the rate of premium applicable on the Date of Reinstatement according to the:
    - (i) Plan Type of the insurance granted on reinstatement;
    - (ii) age next birthday reached by the Life Assured on the Renewal Date of this Policy as described in Clause 7.1.2; and
  - (b) include any extra premium loading imposed on this Policy,
- unless otherwise agreed in writing by the Company.

**7.3 When No Reinstatement Allowed**

For the avoidance of doubt, the Company will not allow reinstatement of insurance for the Life Assured whose insurance had ended in accordance with Clauses 5.2.2, 5.3, 5.4.2 and/or 5.5 above.

**8 CLAIMS**

**8.1 Notification**

- 8.1.1 The Policyholder or the Policyholder's legal personal representative(s) must, within 90 days after the happening of any event likely to give rise to a claim, notify the Company and give written proof of such claim except where there is a claim made under this Policy on behalf of the Policyholder by a Hospital or medical clinic or other medical establishment using the Electronic Claims Filing System.

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8.1.2 A claim will still be valid if it was not reasonably possible for the Policyholder or the Policyholder's legal personal representative(s) to give such proof within this period.

**8.2 Submission and Documentation**

The Policyholder or the Policyholder's legal personal representative(s) shall (at the Policyholder's or the Policyholder's legal personal representative(s)' own expense) submit to the Company all certificates, forms, bills, receipts, information and evidence satisfactory to and required by the Company, including but not limited to English translations of any documents written in another language. Only original bills, receipts and other documents will be accepted by the Company unless such certificates, forms, bills and receipts, information and evidence required by the Company are electronically submitted on behalf of the Policyholder by a Hospital or medical clinic or other medical establishment using the Electronic Claims Filing System or otherwise agreed in writing by the Company.

**8.3 Medical Doctor's Certificate**

The Policyholder or the Policyholder's legal personal representative(s) shall (at the Policyholder's or the Policyholder's legal personal representative(s)' own expense) submit a certificate (in a form prescribed by the Company) signed by a Medical Doctor who attended to the Life Assured in respect of the claim. Otherwise, the Company will not pay any benefit under this Policy.

**8.4 Medical Examination**

If required by the Company, the Life Assured, for whom a claim has been submitted, must undergo medical examinations (at the Company's expense) by a Medical Doctor or Medical Doctors appointed by the Company.

**8.5 Expiration of Liability**

If the Company first denies liability to the Policyholder or the Policyholder's legal personal representative(s) for any claim, the Company will not be responsible for that claim after 365 days have passed from the date of denial unless the claim is the subject of pending mediation before a mediation authority or body.

**9 POLICY - WHEN VOID**

**9.1 Misrepresentation or Non-disclosure of Material Facts**

9.1.1 If any written statements made by the Policyholder or the Life Assured on proposal for (or Application for Reinstatement of) insurance is untrue in any respect or if any material fact affecting the risk is incorrectly stated or represented in or is omitted from these documents ("Misrepresentation or Non-disclosure"), the Company may, at its sole discretion:

- (a) declare this Policy void; or
- (b) impose such conditions or vary the terms of this Policy as it would have had the Misrepresentation or Non-disclosure not been made.

9.1.2 If the Company opts to declare this Policy void under Clause 9.1.1(a) above, this Policy is treated as void:

- (a) On the Commencement Date of Insurance if the Misrepresentation or Non-disclosure was made to the Company on a proposal for insurance; or
- (b) On the applicable Renewal Date as described in Clause 7.1.2, if the Misrepresentation or Non-disclosure was made to the Company on an application for reinstatement of insurance.

**9.2 Refund of Premium**

Except in the case of fraud, by the Policyholder and/or the Life Assured, where this Policy is treated as void under Clause 9.1.1(a) above, the Company will:



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- (a) If there are no claims made under this Policy, all premiums (excluding MediShield Life's premium) paid for insurance which became effective on or after the date on which this Policy is treated as void will be refunded; or
- (b) If there were claims made under this Policy, only the premiums (excluding MediShield Life's premium) paid for the Period(s) of Insurance following the Period of Insurance in which the last claim was made will be refunded.

**9.3 Fraudulent Claims**

The Company may terminate this Policy by immediate notice if the Policyholder makes any claim which is fraudulent or exaggerated or if the Policyholder makes any false declaration or statements in support of any claim. In this case, this Policy will not make any refund of premiums.

**10 OTHER CONDITIONS**

**10.1 Form of Notices**

- 10.1.1 Any request, notice, instruction or correspondence required under this Policy whether to the Company or the Policyholder has to be in writing and must be delivered personally or sent by courier, or by post, or facsimile transmission or electronic mail addressed to the addressee or by any other means as may be approved or adopted or accepted by the Company. For the Policyholder, the mailing address is that stated in the proposal or any other address that the Policyholder has informed the Company in writing.
- 10.1.2 The Company's notice, request, instruction or communication is presumed to be received by the Policyholder:
  - (a) in the case of a letter, on the 7th day after posting if posted locally, and on the 14th day after posting, if posted overseas;
  - (b) in the case of personal delivery or delivery by courier, on the day of delivery;
  - (c) in the case of a facsimile transmission or electronic mail, on the business day immediately following the day of despatch; or
  - (d) in the case of other means as approved, adopted or accepted by the Company, when the Company decides it is reasonable to have been received.

**10.2 Alteration of Policy**

No alteration in the terms of this Policy or any endorsement will be valid unless the alteration or endorsement is signed or initialled by an authorised personnel of the Company.

**10.3 Errors of Age**

If the age of the Life Assured has been stated wrongly in the proposal for this Policy, the premium shall be adjusted based on the correct age of the Life Assured. Any excess premium paid will be refunded to the Policyholder and any shortfall in premium shall be paid by the Policyholder.

If at the correct age, the Life Assured would not have been eligible for insurance under this Policy, no benefits will be payable, and all premiums (excluding MediShield Life's premium) paid will be refunded in full.

**10.4 Absolute Owner**

- 10.4.1 The Company is entitled to treat the Policyholder as the absolute owner of this Policy.
- 10.4.2 The Company will not recognise any equitable or other claim to or interest in this Policy.

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10.4.3 The receipt by the:

- (a) Policyholder;
- (b) Policyholder's legal personal representative(s); or
- (c) Hospital or medical clinic or other medical establishment using the Electronic Claims Filing System in which the Expenses were incurred by the Life Assured,

of any payment made by the Company in respect of a claim made under this Policy will be the full and final discharge of the Company in respect of any liability under such claim.

**10.5 Assignment**

The Policyholder may not assign this Policy or any of its rights and obligations hereunder, without the prior written consent of the Company. Any such attempted assignment shall be null and void.

**10.6 Governing Law**

10.6.1 This Policy will be construed according to and governed by the laws of the Republic of Singapore.

10.6.2 The laws of the Republic of Singapore will apply in the event of any conflict or dispute with regard to or arising out of this Policy and the parties to this Policy agree to submit themselves to the exclusive jurisdiction of the courts of the Republic of Singapore for the resolution of any such conflict or dispute.

**10.7 Exclusion of the Contracts (Rights of Third Parties) Act (Chapter 53B)**

A person who is not a party to this Policy shall have no right under the Contracts (Rights of Third Parties) Act (Chapter 53B) to enforce any of its terms.

**10.8 Subrogation**

If the Company makes any payment or otherwise makes good any loss under this Policy, the Company shall be subrogated to all of the Life Assured and Policyholder's rights of recovery against any other person or persons and Policyholder shall complete, sign and deliver any document necessary to secure such rights. Both the Life Assured and Policyholder shall not take any action following a loss to prejudice such rights of subrogation.

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