

**GREAT EASTERN LIFE  
GREAT SUPREMEHEALTH STANDARD  
POLICY VERSION SP11/25**

In this policy document, "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 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.

- (a) This policy document;
- (b) the Schedules;
- (c) any Endorsements;
- (d) the proposal form (including any amendments), supplementary forms or questionnaires submitted by the Policyholder to the Company for the purposes of underwriting this Policy,

will make up the whole of the Contract of Insurance between the Company and the Policyholder.

THIS GREAT SUPREMEHEALTH STANDARD 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.



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Gregory Thomas Hingston  
Group Chief Executive Officer

**GREAT EASTERN LIFE  
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POLICY VERSION SP11/25**

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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.

**GREAT EASTERN LIFE**  
**GREAT SUPREMEHEALTH STANDARD**  
**SCHEDULE B: BENEFIT LIMITS (inclusive of MediShield Life Limits)**

LIMITS ON EXPENSES (All Amounts in S\$)	
Plan Type	GREAT SupremeHealth STANDARD
Hospital/ Ward Class Entitlement	Restructured Hospitals, Class B1 Wards & lower
EXPENSE ITEM	BENEFIT LIMIT
<b>1. INPATIENT / DAY SURGERY BENEFITS</b>	
Daily Ward and Treatment Charges <sup>[1]</sup>	
- Normal Ward <sup>[2]</sup>	\$2,250 per day <sup>[3]</sup>
- Intensive Care Unit	\$6,850 per day <sup>[3]</sup>
Community Hospital (Sub-acute Care)	\$960 per day
Community Hospital (Rehabilitative Care)	\$760 per day
Inpatient Palliative Care Service (Specialised)	\$760 per day
Inpatient Palliative Care Service (General)	\$560 per day
Psychiatric Treatment <sup>[4]</sup>	\$680 per day
Surgery (as listed in the relevant Surgery Limits Table)	
Table 1A	\$590 per procedure
Table 1B	\$1,050 per procedure
Table 1C	\$1,050 per procedure
Table 2A	\$1,800 per procedure
Table 2B	\$2,300 per procedure
Table 2C	\$2,370 per procedure
Table 3A	\$3,290 per procedure
Table 3B	\$4,240 per procedure
Table 3C	\$4,760 per procedure
Table 4A	\$5,970 per procedure
Table 4B	\$8,220 per procedure
Table 4C	\$8,220 per procedure
Table 5A	\$8,920 per procedure
Table 5B	\$9,750 per procedure
Table 5C	\$11,030 per procedure
Table 6A	\$15,910 per procedure
Table 6B	\$15,910 per procedure
Table 6C	\$17,300 per procedure
Table 7A	\$21,840 per procedure
Table 7B	\$21,840 per procedure
Table 7C	\$21,840 per procedure
Surgical Implants / Approved Medical Consumables	\$9,800 per treatment
Radiosurgery, including Proton Beam Therapy – Category 4 <sup>[5]</sup>	\$31,300 per treatment course
Continuation of Autologous Bone Marrow Transplant Treatment for Multiple Myeloma	\$14,040 per treatment
Serious Pregnancy and Delivery-Related Complications	Subject to the Benefit Limits under Inpatient/ Day Surgery Benefits above

<sup>[1]</sup> Treatment Charges include related Miscellaneous Hospital Services, Daily In-Hospital Medical Doctor's Visit and Examinations and Laboratory Tests.

<sup>[2]</sup> Includes eligible Mobile Inpatient Care at Home ("MIC@Home") stays where all criteria for a claim under MediShield Life are met.

<sup>[3]</sup> Additional \$300 per day for the first 2 days for hospitalisation in Normal Ward and Intensive Care Unit Ward.

<sup>[4]</sup> Claimable up to 60 days per Period of Insurance.

<sup>[5]</sup> The Company will only cover Proton Beam Therapy if it is administered for a Ministry of Health of Singapore approved Proton Beam Therapy indication and if the Life Assured meets the eligibility criteria for coverage of Proton Beam Therapy under MediShield Life. The Ministry of Health of Singapore-approved-Proton Beam Therapy indications and patient eligibility criteria are specified on Ministry of Health of Singapore's website ([go.gov.sg/pbt-approved-indications](http://go.gov.sg/pbt-approved-indications)). The Ministry of Health of Singapore may update this from time to time.

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LIMITS ON EXPENSES (All Amounts in S\$)		
Plan Type		GREAT SupremeHealth STANDARD
Hospital/ Ward Class Entitlement		Restructured Hospitals, Class B1 Wards & lower
EXPENSE ITEM		BENEFIT LIMIT
<b>2. OUTPATIENT BENEFITS</b>		
Kidney Dialysis Treatment		\$3,740 per month
Outpatient Cancer Drug Treatment on the Cancer Drug List	Life Assured receiving treatment for one primary cancer	3x (MediShield Life's limit for one primary cancer per month) <sup>[7]</sup>
	Life Assured receiving treatment for Multiple Primary Cancers <sup>[6]</sup>	Sum of the highest cancer drug treatment limit <sup>[8]</sup> among the claimable treatments received for each primary cancer per month <sup>[7]</sup>
Outpatient Cancer Drug Services	Life Assured receiving treatment for one primary cancer	2x (MediShield Life's limit for one primary cancer per Period of Insurance) <sup>[9]</sup>
	Life Assured receiving treatment for Multiple Primary Cancers <sup>[6]</sup>	2x (MediShield Life's limit for Multiple Primary Cancers <sup>[10]</sup> per Period of Insurance) <sup>[9]</sup>
Radiotherapy for cancer		
- External (Except Hemi-Body)		\$880 per treatment
- Brachytherapy		\$1,100 per treatment
- Hemi-Body		\$2,510 per treatment
- Stereotactic		\$6,210 per treatment
- Proton Beam Therapy		
• Category 1 <sup>[5]</sup>		\$880 per treatment
• Category 2 <sup>[5]</sup>		\$1,100 per treatment
• Category 3 <sup>[5]</sup>		\$6,210 per treatment
Immunosuppressants for Organ Transplant		\$1,480 per month
Erythropoietin for Chronic Kidney Failure		\$450 per month
Long-term Parenteral Nutrition		\$3,980 per month

<sup>[5]</sup> The Company will only cover Proton Beam Therapy if it is administered for a Ministry of Health of Singapore-approved Proton Beam Therapy indication and if the Life Assured meets the eligibility criteria for coverage of Proton Beam Therapy under MediShield Life. The Ministry of Health of Singapore-approved Proton Beam Therapy indications and patient eligibility criteria are specified on Ministry of Health of Singapore's website ([go.gov.sg/pbt-approved-indications](http://go.gov.sg/pbt-approved-indications)). The Ministry of Health of Singapore may update this from time to time.

<sup>[6]</sup> Defined as two or more cancers arising from different sites and/or are of a different histology or morphology group. The benefit limits for patients receiving treatment for Multiple Primary Cancers are accorded on an application basis; doctors are to send the application form to Ministry of Health of Singapore and the Company for assessment of MediShield Life and GREAT SupremeHealth coverage respectively.

<sup>[7]</sup> For the latest MediShield Life's limit, refer to the Cancer Drug List on the Ministry of Health of Singapore's website under "MediShield Life Claim Limit per month" ([go.gov.sg/moh-cancerdruglist](http://go.gov.sg/moh-cancerdruglist)). The Ministry of Health of Singapore may update the Cancer Drug List from time to time. The revised list will be applicable to the outpatient cancer drug treatment which is administered on and from the effective date of the revised list.

<sup>[8]</sup> This benefit limit is based on 3x MediShield Life's limit for the specific cancer drug treatment.

<sup>[9]</sup> For the latest MediShield Life's limit for Cancer Drug Services, refer to "Cancer Drug Services" under the MediShield Life Benefits on the Ministry of Health of Singapore's website ([go.gov.sg/mshlbenefits](http://go.gov.sg/mshlbenefits)). The Ministry of Health of Singapore may update this from time to time. The revised limit will be applicable to the outpatient cancer drug services which were provided within the Period of Insurance of the revised limit.

<sup>[10]</sup> The MediShield Life's limit for Cancer Drug Services for Multiple Primary Cancers will be double that of the MediShield Life's Limit for one primary cancer if the patient had received treatment for Multiple Primary Cancers at any point within the Period of Insurance.

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Plan Type	GREAT SupremeHealth STANDARD
<b>Hospital/ Ward Class Entitlement</b>	<b>Restructured Hospitals, Class B1 Wards &amp; lower</b>
<b>PRO-RATION FACTOR <sup>[11]</sup></b>	
Inpatient charges in Private Hospitals / private Community Hospitals / private Inpatient Palliative Care Institution	50%
Inpatient charges in Restructured Hospitals – Class A ward / Government-funded Community Hospitals – Class A ward / Inpatient Palliative Care Institution – Class A ward	80%
Outpatient charges in Private Hospitals / private medical clinics <sup>[12]</sup>	65%
Day surgery charges in Private Hospitals / private medical clinics <sup>[12]</sup>	65%
<b>DEDUCTIBLE <sup>[13]</sup></b>	
Per Period of Insurance (Up to and including age 80 years next birthday)	<u>Private Hospitals / private Community Hospitals (for inpatient treatment)</u> All ward types: \$2,500  <u>Restructured Hospitals / government-funded Community Hospitals (for inpatient treatment)</u> Class A - \$2,500 Class B1 - \$2,500 Class B2+/B2 - \$2,000 Class C - \$1,500  <u>Short-stay Ward</u> subsidised: \$1,500 non-subsidised: \$2,000  <u>Day surgery</u> subsidised: \$1,500 non-subsidised/ private: \$2,000
Per Period of Insurance (following age 80 years next birthday)	<u>Private Hospitals / private Community Hospitals (for Inpatient treatment)</u> All ward types: \$3,000  <u>Restructured Hospitals / government-funded Community Hospitals (for inpatient treatment)</u> Class A - \$3,000 Class B1 - \$3,000 Class B2+/B2 - \$3,000 Class C - \$2,000  <u>Short-stay Ward</u> subsidised: \$2,000 non-subsidised: \$3,000  <u>Day surgery</u> subsidised: \$2,000 non-subsidised/ private: \$3,000

<sup>[11]</sup> In addition, pro-ration also applies to Singapore permanent residents and Foreigners for charges incurred in a Class B1 ward of a Restructured Hospital or government-funded Community Hospital. Refer to Clause 3.3.2 on details of the applicable Pro-ration Factor.

<sup>[12]</sup> Refers to private sector outpatient clinics.

<sup>[13]</sup> Does not apply to Expenses incurred by the Life Assured on an outpatient basis: for Kidney Dialysis Treatment, Outpatient Cancer Drug Treatment on the Cancer Drug List, Outpatient Cancer Drug Services, Radiotherapy for cancer, Erythropoietin for Chronic Kidney Failure, Immunosuppressants for Organ Transplant and Long-term Parenteral Nutrition.

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<b>Plan Type</b>	<b>GREAT SupremeHealth STANDARD</b>
<b>Hospital/ Ward Class Entitlement</b>	<b>Restructured Hospitals, Class B1 Wards &amp; lower</b>
<b>CO-INSURANCE</b>	
Co-insurance	10%
<b>LIMITS ON BENEFITS PAYABLE</b>	
Annual Benefit Limit	\$200,000
Lifetime Benefit Limit	Unlimited
Maximum Coverage Age	Lifetime

SAMPLE

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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 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.

**1.1.3 Act**

The Act refers to the MediShield Life Scheme Act 2015 and/or any other revised edition of the Act.

**1.1.4 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.

**1.1.5 Annual Benefit Limit**

Annual Benefit Limit refers to the benefit limit as set out in Schedule B, during the Period of Insurance.

**1.1.6 Benefit Limits**

Benefit Limits refer to the benefit limits as set out in Schedule B.

**1.1.7 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 or any subsequent follow-up Surgery on that 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. Any complications from reconstruction of the breast after mastectomy and arising after 365 days from the date of that mastectomy will not be covered.

**1.1.8 Cancer Drug List**

Cancer Drug List refers to a list of clinically proven and more cost-effective cancer drug treatments developed by Ministry of Health of Singapore. Outpatient cancer drug treatments are only claimable under this Policy if they are listed on the Cancer Drug List and used according to the clinical indications specified in the Cancer Drug List, unless otherwise stated in this Policy. The list may be updated periodically and can be found on the Ministry of Health of Singapore's website ([go.gov.sg/moh-cancerdruglist](http://go.gov.sg/moh-cancerdruglist)).

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**1.1.9 Cancer Drug Services**

Cancer Drug Services refer to services that are ancillary to the administration of any cancer drug treatment (including such services for Outpatient Cancer Drug Treatment not on the Cancer Drug List), such as consultations, scans, lab investigations, treatment preparation and administration, supportive care drugs and blood transfusions.

**1.1.10 Certificate of Pre-authorisation**

A certificate issued in writing by the Company at its discretion, and subject to such conditions as it may impose from time to time, to the Life Assured to pre-authorise a claim on Eligible Expenses incurred for a Planned Hospitalisation, Surgery and/or treatment. The Certificate of Pre-authorisation must be issued prior to the commencement of that Planned Hospitalisation, Surgery and/or treatment.

**1.1.11 Cell, Tissue and Gene Therapy Product List**

Cell, Tissue and Gene Therapy Product List refers to the list of clinically-effective and cost-effective cell, tissue and gene therapy products developed by Ministry of Health of Singapore. Cell, tissue and gene therapies are only claimable under this Policy if they are listed in the Cell, Tissue and Gene Therapy Product List, are used according to the Cell, Tissue and Gene Therapy product-indication pairs and fulfil all clinical indication requirements as specified in the Cell, Tissue and Gene Therapy Product List. The list may be updated periodically and can be found on the Ministry of Health of Singapore's website ([go.gov.sg/ctgtp-list](http://go.gov.sg/ctgtp-list)).

**1.1.12 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.

**1.1.13 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.

**1.1.14 Community Hospital**

Any "approved community hospital" defined in the Regulations.

**1.1.15 Country of Issue**

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

**1.1.16 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.

**1.1.17 Day Surgery Centre**

Any accredited medical clinic or centre approved by the Ministry of Health of Singapore for the purposes of the Act and Regulations to provide day surgical treatment (excluding dental day surgical treatment). For the avoidance of doubt, Day Surgery Centre does not include dental day surgery centre.

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1.1.18 Deductible

The amount which must be borne by the Policyholder before any benefit becomes payable under this Policy as set out in Schedule B.

1.1.19 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.

1.1.20 Electronic Claims Filing System

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

1.1.21 Eligible Expenses

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

- (a) Pro-Ration Factor;
- (b) the deduction of Deductible and Co-insurance; and
- (c) Benefit Limits of this Policy,

unless otherwise stated in this Policy.

For the purposes of determining which Period of Insurance an Eligible Expense was incurred, the date when the Life Assured was admitted to a Hospital, has undergone a Surgery or sought treatment listed under Outpatient Benefits as set out in Schedule B for the same Injury or sickness that the Eligible Expense was incurred for shall be used as the date of reference, regardless of when the Eligible Expense was actually incurred.

1.1.22 Eligible Valid Pass

Eligible Valid Pass refers to a valid pass with a foreign identification number recognised by the Immigration and Checkpoints Authority of Singapore and the Ministry of Manpower of Singapore, and is listed as an eligible pass type in the proposal form.

1.1.23 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.

1.1.24 Foreigner

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

1.1.25 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 (7<sup>th</sup>) day after the date of posting.

1.1.26 Goods & Services Tax

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

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1.1.27 Government

The government of the Republic of Singapore.

1.1.28 GREAT Medical Care Concierge

GREAT Medical Care Concierge refers to a personalised service provided by the Company that provides support to Life Assured for his or her medical care journey(s). For more information on the GREAT Medical Care Concierge, please refer to the Company's corporate website.

1.1.29 Hospital

An establishment which is:

- (a) a Restructured Hospital;
- (b) a Private Hospital;
- (c) a Day Surgery Centre; or
- (d) a hospital overseas that is recognized and accepted by the Company.

For the avoidance of doubt, the term "Hospital" does not refer to a clinic, a dental day surgery centre, an alcoholic or drug rehabilitation centre, a nursing, rest or convalescent home, a spa or a hydroclinic, a Community Hospital, Inpatient Palliative Care Institution or similar establishment.

1.1.30 Hospitalisation

Confinement of the Life Assured in a Hospital or under Mobile Inpatient Care at Home ("MIC@Home"):

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

1.1.31 Injury

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

1.1.32 Inpatient Palliative Care Institution

Any "approved in-patient palliative care institution" approved by the Ministry of Health of Singapore for the purposes of the Act and Regulations to provide inpatient palliative care.

1.1.33 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.

1.1.34 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 the Policyholder's or the Life Assured's spouse, parent, sibling, child or other relative.

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**1.1.35 Medically Necessary**

Medically Necessary refers to treatments, medical services and/or supplies which, in the Company's opinion, 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) approved by the Institutional Review Board, the Centre of Medical Device Regulation, Health Sciences Authority (HSA) or other relevant authority in Singapore;
- (e) 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;
- (f) not of an experimental or research nature (including but not limited to experimental, pioneering medical or surgical techniques and medical devices);
- (g) as regards to medicinal products, not on medical trials whether or not these trials have a clinical trial certificate issued by the HSA or other relevant authority in Singapore; and
- (h) not for Primary Prevention, preventive measures which are not also therapeutic in nature or for health enhancement (including but not limited to dietary replacement or supplement) in purpose.

The Company has the discretion to determine whether or not a treatment, medical service and/or supply is Medically Necessary.

**1.1.36 MediSave**

MediSave refers to the Central Provident Fund MediSave account.

**1.1.37 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.

**1.1.38 Mobile Inpatient Care at Home**

Mobile Inpatient Care at Home ("MIC@Home") refers to an inpatient care delivery model in Singapore implemented by a Restructured Hospital that allows clinically suitable patients to be confined and treated at their own homes, instead of in a hospital ward.

**1.1.39 Multiple Primary Cancers**

Multiple Primary Cancers refer to two or more cancers arising from different sites and/or are of a different histology or morphology group.

**1.1.40 Next-of-Kin**

Next-of-Kin refers to the spouse, parent, child, sibling, nephew or niece of the deceased Policyholder.

**1.1.41 Non-Panel Provider**

Non-Panel Provider refers to a specialist doctor or medical service provider who is not a Panel Provider. For the avoidance of doubt, a specialist doctor or medical service provider in a Hospital or medical clinic outside Singapore is considered a Non-Panel Provider.

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**1.1.42 Outpatient-Related Services**

Outpatient-Related Services refer to:

- (a) consultations with a Specialist Doctor including Specialist Doctor's consultations, treatments, laboratory and examination tests that are directly related to a medical condition which results in the relevant outpatient treatment described in the applicable Expense Item under Clause 1.2. Such consultation must take place:
  - (i) in a Hospital or in a medical clinic where the Specialist Doctor customarily provides such consultations; and
  - (ii) not more than 30 days before the relevant outpatient treatment; and/or
- (b) laboratory and examination tests ordered by a Specialist Doctor during the course of the relevant outpatient treatment.

For the avoidance of doubt, follow-up consultations, treatments and laboratory and examination tests after the relevant outpatient treatment are not covered.

**1.1.43 Panel Provider**

Panel Provider refers to a Specialist Doctor or medical service provider who is on the Company's list of Panel Providers. The list of Panel Providers can be found on the Company's corporate website. The Company reserves the right to amend or remove the list of Panel Providers from time to time without prior notice. For medical care assistance, the Policyholder can reach out to our GREAT Medical Care Concierge team.

**1.1.44 Period of Insurance**

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

**1.1.45 Planned Hospitalisation**

Planned Hospitalisation refers to the confinement of the Life Assured in a Hospital for which the Life Assured was not admitted through the accident and emergency department or 24-hour urgent care centre of a Hospital.

**1.1.46 Pre-existing Condition**

- (a) Any illness, disease, disability, defect or impairment 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.

**1.1.47 Primary Prevention**

Primary Prevention refers to medical services for generally healthy individuals to, in the absence of any signs or symptoms that would indicate the need for a service, prevent a disease from ever occurring, including but not limited to general medical / health screening, general physical check-ups, vaccinations, medical certificates and examinations for employment or travel.

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1.1.48 Private Hospital

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

1.1.49 Pro-ration Factor

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

1.1.50 Reasonable and 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.

The Company may determine whether any particular Expenses incurred for treatments, medical services and/or supplies are Reasonable and Customary Charges by taking into account what it determines to be relevant factors, including taking reference from the Company's claims data as well as relevant publication, information, guidelines or schedule(s) of fees prescribed by the Government, official medical bodies, relevant authorities and recognised medical associations in the locality, which will outline the most appropriate course of care for a specific illness, surgery or procedure. The Company reserves the right to adjust, at our sole discretion, the benefits payable under this Policy for any treatments, medical services and/or supplies to take into account any fees or expenses that are not Reasonable and Customary Charges. The Company has the discretion to determine whether or not a fee or expense is a Reasonable & Customary Charge.

1.1.51 Regulations

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

1.1.52 Renewal Date

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

1.1.53 Restructured Hospital

Any "approved restructured hospital" as defined in the Regulations. For the avoidance of doubt, an overseas government-funded hospital is not considered a Restructured Hospital.

1.1.54 Specialist Doctor

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

1.1.55 Transitional Care Facility

Any transitional care facility set up by the Ministry of Health of Singapore and are meant for medically stable patients who no longer require hospital care and are waiting for long-term care arrangement.

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**1.2 Expense Items**

The following is a list of treatments, medical services and supplies referred to in Clause 1.1.23 (Expenses) above:

**1.2.1 Daily Ward and Treatment Charges – Normal Ward**

The Daily Ward and Treatment Charges – Normal Ward refers to Expenses incurred under Daily Room & Board and/or Short-stay Ward and related Miscellaneous Hospital Services, Daily In-Hospital Medical Doctor's Visit and Examinations and Laboratory Tests.

Expenses incurred arising from an MIC@Home admission must fulfil all criteria for a claim under MediShield Life.

**1.2.2 Daily Ward and Treatment Charges – Intensive Care Unit**

The Daily Ward and Treatment Charges – Intensive Care Unit refers to the Expenses incurred under Intensive Care Unit (ICU) and related Miscellaneous Hospital Services, Daily In-Hospital Medical Doctor's Visit and Examinations and Laboratory Tests.

**1.2.3 Daily Room & Board**

Accommodation in a Hospital including meals and general nursing during confinement as a bed-paying patient in a standard room. This includes Expenses incurred arising from the high dependency ward. For deluxe rooms, luxury suites or other special rooms that are available in the Hospital, Expenses incurred will be reimbursed only up to the room and board rates for a standard room in that Hospital.

**1.2.4 Intensive Care Unit (ICU)**

Confinement in the intensive care unit of a Hospital.

**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 Examinations and Laboratory Tests**

Examinations using instruments and laboratory tests performed during the period of Hospitalisation where such examinations and tests are ordered by a Specialist Doctor and is directly related to the medical condition for which the Hospitalisation was required.

**1.2.9 Community Hospital (Sub-acute Care and/or Rehabilitation Care)**

Confinement of the Life Assured as a bed-paying patient in the Community Hospital for sub-acute care and/or rehabilitation care, including accommodation, meals and general nursing, provided that:

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- (a) the Life Assured has:
  - (i) undergone Hospitalisation and/or Surgery in a Hospital
  - (ii) undergone, treatment from the accident and emergency department or 24-hour urgent care centre of a Restructured Hospital or Private Hospital; or
  - (iii) been admitted to a Transitional Care Facility,after the Last Policy Effective Date; and
- (b) a Medical Doctor of that Restructured Hospital, Private Hospital or Transitional Care Facility has recommended in writing that the Life Assured is to be confined in a Community Hospital for further sub-acute care and/or rehabilitation care arising from the same Injury, illness or disease that resulted in the Life Assured's Hospitalisation in a Hospital or treatment from the accident and emergency department or 24-hour urgent care centre of a Restructured Hospital or Private Hospital.

For the avoidance of doubt:

- (a) sub-acute care and/or rehabilitation care does not refer to treatments, medical services and/or supplies provided under any home hospice or day hospice.
- (b) expenses for confinement in a Transitional Care Facility are excluded.
- (c) where treatments, medical services and/or supplies are for sub-acute care and/or rehabilitation care, Expenses incurred for such treatments, medical services and/or supplies will fall under this Clause 1.2.9 to the express exclusion of all other expense items.

**1.2.10 Inpatient Palliative Care Service (Specialised and/or General)**

Confinement of the Life Assured as a bed-paying patient in an Inpatient Palliative Care Institution for palliative care, including accommodation, meals and general nursing, provided that a Medical Doctor in a Hospital has recommended in writing that the Life Assured is to be confined in an Inpatient Palliative Care Institution for further palliative care. Such recommendation must be in accordance to the guidelines set by the Ministry of Health of Singapore at the point of such recommendation.

For the avoidance of doubt:

- (a) palliative care does not refer to treatments, medical services and/or supplies provided under any home hospice or day hospice.
- (b) where treatments, medical services and/or supplies are for palliative care, Expenses incurred for such treatments, medical services and/or supplies will fall under this Clause 1.2.10 to the express exclusion of all other expense items.

**1.2.11 Psychiatric Treatment**

Psychiatric treatment provided to the Life Assured by a Medical Doctor during Hospitalisation. Psychiatric treatment expenses are claimable up to 60 days per Period of Insurance.

For the avoidance of doubt, where treatments, medical services and/or supplies are for psychiatric treatment, Expenses incurred for such treatments, medical services and/or supplies will fall under this Clause 1.2.11 to the express exclusion of all other expense items.

**1.2.12 Surgery**

Surgery solely refers to surgical operations that are listed in Table 1 to Table 7 of the "Table of Surgical Procedures" under the MediSave or MediShield Life Scheme operated by the Ministry of Health of Singapore and performed in a Hospital and/or Day Surgery Centre (regardless of

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whether the Life Assured is hospitalised or not). The surgery must be performed by a Medical Doctor and involve 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. Any surgery not listed in Table 1 to Table 7 of the "Table of Surgical Procedures" as at the date of the surgery is not covered.

**1.2.13 Surgical Implants / Approved Medical Consumables**

Surgical Implants 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).

**1.2.14 Radiosurgery, including Proton Beam Therapy – Category 4**

Treatment of neurosurgical or neurological disorders using gamma knife technology, linear accelerator technology or Proton Beam Therapy - Category 4 for a Ministry of Health of Singapore-approved Proton Beam Therapy indication and if the Life Assured meets the eligibility criteria for coverage of Proton Beam Therapy under MediShield Life. The Ministry of Health of Singapore-approved Proton Beam Therapy indications and patient eligibility criteria are specified on Ministry of Health of Singapore's website ([go.gov.sg/pbt-approved-indications](http://go.gov.sg/pbt-approved-indications)). The Ministry of Health of Singapore may update this from time to time.

**1.2.15 Continuation of Autologous Bone Marrow Transplant Treatment for Multiple Myeloma**

The following Expenses incurred by the Life Assured arising from continuation of an outpatient autologous bone marrow transplant treatment due to Multiple Myeloma:

- (a) Stem-cell mobilization;
- (b) Harvesting of healthy stem cells;
- (c) Pre-transplant workup;
- (d) Use of high dosage chemotherapeutic drugs to destroy the cancerous cells;
- (e) Engraftment of healthy stem cells; and
- (f) Post-transplant monitoring.

All other expenses incurred by Life Assured which are directly related to the continuation of an outpatient autologous bone marrow transplant treatment ordered by a Medical Doctor or Specialist Doctor, such as Medical Doctor's consultation, Examinations and Laboratory Tests and Miscellaneous Hospital Services will be covered under this expense item.

**1.2.16 Serious Pregnancy and Delivery-Related Complications**

One of the following complications arising from a pregnancy or childbirth. The relevant diagnosis must be made by an obstetrician.

- (a) Eclampsia and pre-eclampsia;
- (b) Cervical incompetency;
- (c) Accreta placenta;
- (d) Placental abruption;

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- (e) Placenta praevia;
- (f) Antepartum, intrapartum and postpartum haemorrhage;
- (g) Placental insufficiency and Intrauterine growth restriction;
- (h) Gestational diabetes mellitus;
- (i) Acute fatty liver of pregnancy;
- (j) Obstetric cholestasis;
- (k) Twin to twin transfusion syndrome;
- (l) Infection of amniotic sac and membranes;
- (m) Amniotic fluid embolism;
- (n) Fourth degree perineal laceration;
- (o) Uterine rupture;
- (p) Postpartum inversion of uterus;
- (q) Obstetric injury or damage to pelvic organs;
- (r) Complications resulting in a caesarean hysterectomy;
- (s) Retained placenta and membranes;
- (t) Abscess of breast;
- (u) Ectopic pregnancy, hydatidiform mole and subsequent complications;
- (v) Medically necessary abortions;
- (w) Still-birth; and
- (x) Maternal death.

The complication must be first diagnosed after 300 days from the Last Policy Effective Date. For the avoidance of doubt, expenses incurred for delivery (except for Caesarean section under Complications resulting in a caesarean hysterectomy) and managing the pregnancy (prior or after the diagnosis of the above complications) will not be covered.

**1.2.17 Kidney Dialysis Treatment**

Outpatient or inpatient kidney dialysis treatment provided by a licensed dialysis centre.

Expenses for Outpatient-Related Services incurred in connection with outpatient kidney dialysis treatment will be covered.

**1.2.18 Outpatient Cancer Drug Treatment on the Cancer Drug List and Outpatient Cancer Drug Services**

Outpatient cancer drug treatments on the Cancer Drug List and Cancer Drug Services provided by a Hospital or at a licensed oncology clinic where the Specialist Doctor customarily provides such treatments and services.

A cancer drug treatment shall be considered to fall within the Cancer Drug List if it was included in the Cancer Drug List as at the date of administration of such treatment to the Life Assured.

For outpatient cancer drug treatments on the Cancer Drug List, the indications refer to the clinical indications of the drug as specified in the Cancer Drug List on the Ministry of Health of Singapore's website ([go.gov.sg/moh-cancerdruglist](http://go.gov.sg/moh-cancerdruglist)). Outpatient cancer drug treatments on the Cancer Drug List must be used according to the clinical indications specified in the Cancer Drug List.

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For each primary cancer, if the outpatient cancer drug treatment on the Cancer Drug List involves more than one drug, the Company will allow drug omission or replacement with another drug on the Cancer Drug List with the indication "for cancer treatment", only if it is due to intolerance or contraindications. In such cases, the claim limit of the original outpatient cancer drug treatment on the Cancer Drug will apply.

For each primary cancer, where multiple outpatient cancer drug treatments are administered in a month,

- (a) if any of the outpatient cancer drug treatment on the Cancer Drug List have an indication of "monotherapy", the Company will only cover outpatient cancer drug treatments on the Cancer Drug List with the indication "for cancer treatment" in that month.
- (b) If none of the outpatient cancer drug treatments have an indication of "monotherapy", the following will apply:
  - (i) If more than one of the outpatient cancer drug treatments administered in a month have an indication other than "for cancer treatment", the Company will only cover outpatient cancer drug treatments on the Cancer Drug List with the indication "for cancer treatment" in that month.
  - (ii) If one or none of the outpatient cancer drug treatments administered in a month has an indication other than "for cancer treatment", the Company will cover all outpatient cancer drug treatments on the Cancer Drug List in that month.

Outpatient cancer drug treatments not on the Cancer Drug List will be considered as having an indication other than "for cancer treatment".

Higher claim limits for patients receiving treatment for Multiple Primary Cancers are accorded on an application basis; doctors are to send the application form to Ministry of Health of Singapore and the Company for assessment of MediShield Life and GREAT SupremeHealth coverage respectively.

If the Life Assured is receiving treatment for one primary cancer, the Company will pay up to the highest limit among the claimable outpatient cancer drug treatments on the Cancer Drug List that the Company covers in that month.

If the Life Assured is receiving treatment for Multiple Primary Cancers, the Company will pay up to sum of the highest limit amongst the claimable outpatient cancer drug treatments on the Cancer Drug List that the Company covers for each primary cancer in that month.

If the Life Assured incurs expenses for outpatient Cancer Drug Services, such expenses will only be covered if they are incurred not more than 30 days before the Life Assured receives the outpatient cancer drug treatment(s).

For the avoidance of doubt, Cancer Drug Services incurred before the cancer is diagnosed, after the cancer has gone into remission, or once the course of treatment has ceased, will not be covered. The MediShield Life's limit for Cancer Drug Services for Multiple Primary Cancers will be double that of the MediShield Life's Limit for one primary cancer, if the patient had received treatment for Multiple Primary Cancers at any point within the Period of Insurance.

**1.2.19 Radiotherapy for cancer**

Inpatient or outpatient radiotherapy for cancer treatment provided by a Hospital or at a licensed oncology clinic.

Expenses for Outpatient-Related Services incurred in connection with outpatient radiotherapy for cancer will be covered.

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For expenses incurred by the Life Assured for treatment using proton beam therapy, the Company will only cover proton beam therapy if it is administered for a Ministry of Health of Singapore-approved proton beam therapy indication and if the Life Assured meets the eligibility criteria for coverage of proton beam therapy under MediShield Life. The Ministry of Health of Singapore-approved proton beam therapy indications and patient eligibility criteria are specified on Ministry of Health of Singapore's website ([go.gov.sg/pbt-approved-indications](http://go.gov.sg/pbt-approved-indications)). The Ministry of Health of Singapore may update this from time to time.

**1.2.20** Immunosuppressants for Organ Transplant

Immunosuppressant drugs for organ transplant approved by the Health Sciences Authority of Singapore.

Expenses for Outpatient-Related Services incurred in connection with outpatient treatment involving immunosuppressants for organ transplant will be covered.

**1.2.21** Erythropoietin for Chronic Kidney Failure

Erythropoietin prescribed by a Specialist Doctor for treatment of chronic kidney failure.

Expenses for Outpatient-Related Services incurred in connection with outpatient erythropoietin treatment for chronic kidney failure will be covered.

**1.2.22** Long-term Parenteral Nutrition

Expenses incurred by the Life Assured for parenteral nutrition bags and consumables necessary for administration of long-term parenteral nutrition as outpatient treatment. The Company will only pay the Expenses incurred when the Life Assured fulfils all criteria for a claim for long-term parenteral nutrition under MediShield Life.

Expenses for Outpatient-Related Services incurred in connection with outpatient long-term parenteral nutrition will be covered.

**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 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 incurs any Eligible Expenses as described in this Policy as a result of Injury, illness or disease during a Period of Insurance. 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.

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3.1.2 Any claim for Expenses incurred after the Commencement Date of Insurance shall only be paid after the Company receives the full payment of the premium for the Period of Insurance during which the Expenses are incurred.

3.1.3 The Company will make payment of the benefits of this Policy 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) or Next-of-Kin as the Company may deem fit.

**3.2 Benefit Computation**

3.2.1 Eligible Expenses shall be computed in the following sequence:

- (a) apply Pro-ration Factor (where applicable);
- (b) subject the balance amount to the Benefit Limits (where applicable);
- (c) deduct the Deductible (where applicable); then
- (d) reduce proportionately by Co-insurance;

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

**3.3 Pro-ration Factor**

3.3.1 If the Life Assured incurs Expenses while receiving treatment in:

- (a) a Private Hospital for inpatient treatment, outpatient treatment, Short-stay Ward and/or day surgery;
- (b) a private Community Hospital for inpatient treatment;
- (c) private Inpatient Palliative Care Institution;
- (d) a Class A ward of a Restructured Hospital, government-funded Community Hospital and/or Inpatient Palliative Care Institution for inpatient treatment;
- (e) a private medical clinic for outpatient treatment and/or day surgery;
- (f) any other Class or type of ward of a Restructured Hospital and/or government-funded Community Hospital for which such Restructured Hospital and/or government-funded Community Hospital does not receive any subsidy from the Government for the provision of inpatient treatments, including medical services and/or supplies, to the Life Assured while confined in that Class or type of ward and which the Company may at its discretion include under this Clause 3.3.1 from time to time; or
- (g) any Class or type of ward of a Restructured Hospital and/or government-funded Community Hospital for which such Restructured Hospital and/or government-funded Community Hospital receives a lower subsidy from the Government for the provision of inpatient treatments, including medical services and/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 inpatient treatments, including medical services and/or supplies, to 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 as set out in Schedule B.

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

**3.3.2** If the Life Assured:

- (a) incurs Expenses in a class B1 ward in a Restructured Hospital, government-funded Community Hospital and/or government-funded Inpatient Palliative Care Institution; and
- (b) is a Singapore permanent resident or Foreigner at the time 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.

**3.3.3** 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.

**3.3.4** If the Life Assured undergoes confinement in a government-funded Community Hospital but, during the confinement, transfers from a Class or type of ward to another Class or type of ward for which the government-funded Community 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 confinement will be that applicable to the Class or type of ward for which the government-funded Community Hospital receives the lowest subsidy from the Government, in accordance with Clause 3.3.1.

**3.4 Benefit Limits**

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

For the avoidance of doubt, where the same Expenses are incurred in respect of two or more of the treatments, medical services and/or supplies listed under Clause 1.2 (i.e. expense items), such Expenses shall be deemed to have been incurred in respect of only one of such expense items (the “Applicable Expense Item”) to the exclusion of the remaining expense items. The applicable Benefit Limit would thus be the Benefit Limit of the Applicable Expense Item. Where the same Expenses are incurred in respect of two or more expense items:

- (a) Where Clause 1.2 provides that Expenses incurred for a specific expense item will fall under such specific expense item to the express exclusion of all other expense items, such specific expense item shall be the Applicable Expense Item.

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- (b) Save as set out in Clause 3.4 (a) above, the Company shall have the absolute discretion to determine which of such expense items shall be the Applicable Expense Item.
- (c) The Applicable Expense Item as determined in accordance with Clause 3.4(a) and (b) above shall apply in respect of any further Expenses as may be incurred in respect of the same two or more expense items for the same illness, disease or Injury for which the Expenses were incurred.

**3.5 Deductible and Co-insurance**

- 3.5.1 After applying the Pro-ration Factor (where applicable) and Benefit limits, the balance of the Expenses within the Benefit Limits will be subject to the Deductible (where applicable) and Co-insurance. If there are two or more Deductibles that can be applied, the Company will apply the highest Deductible. Deductible shall not apply to Expenses incurred in respect of Kidney Dialysis Treatment, Outpatient Cancer Drug Treatment on the Cancer Drug List, Outpatient Cancer Drug Services, Radiotherapy for cancer, Erythropoietin for Chronic Kidney Failure, Immunosuppressants for organ transplant or Long-term Parenteral Nutrition provided to the Life Assured on an outpatient basis.
- 3.5.2 In the event of Hospitalisation for more than one Period of Insurance, the Company will apply the Deductible for the next Period of Insurance only when the Annual Benefit Limit for previous Period of Insurance has been reached.

**3.6 Annual Benefit Limit**

- 3.6.1 The Aggregate Eligible Expenses are subject to the Annual Benefit Limit. The applicable Annual Benefit Limit would be such limit as prevailing at the time of incurring the Expenses.
- 3.6.2 In the event of Hospitalisation for more than one Period of Insurance, the Annual Benefit Limit 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.

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**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, whether or not it results from or is related to any condition or treatment that is covered under this Policy:

- (a) Treatment provided to the Life Assured by the Policyholder, the Policyholder's or the Life Assured's spouse, parent, sibling, child or other relative, or self-treatment by the Life Assured, including the prescription of drugs.
- (b) Medical treatments that were of an experimental 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 HSA.
- (c) Use of drugs, medical devices, procedures, therapies and/or therapeutic products for the purposes of treating an illness, disease or Injury (as the case may be) that have not been approved by HSA and/or the Government.
- (d) Pregnancy and childbirth (including Caesarean section, vacuum extraction or forceps delivery and the consequences thereof), except for Serious Pregnancy and Delivery-Related Complications.
- (e) Elective abortion, spontaneous miscarriage occurring within first trimester of pregnancy, birth control\*, sterilisation\*, infertility\*, sub-fertility\* or impotence treatment.  
\* for male or female
- (f) Treatment for birth defects, including hereditary conditions and disorders and congenital illness or abnormalities.
- (g) Cosmetic, plastic, aesthetic, reconstructive or body modification procedures, treatments or surgeries 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. The elective cosmetic or plastic surgery must be performed by a Medical Doctor within 365 days from the date of the Accident.
- (h) All dental treatment, including any pre-existing jaw conditions where orthodontics and/or orthognathic (corrective jaw surgery) are required, 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 Immunodeficiency Virus ("HIV") except for HIV due to blood transfusion and occupationally acquired HIV.
- (k) Purchase and rental of the following items including but not limited to;
  - (i) Braces;
  - (ii) Corrective devices;
  - (iii) Durable medical equipment/ machines;
  - (iv) Home aids;

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- (v) Hospital beds;
- (vi) Iron lungs;
- (vii) Kidney dialysis machines;
- (viii) Oxygen machines;
- (ix) Prostheses;
- (x) Special / medical appliances include location, transport, and associated administrative costs of such appliances and which are not necessary for the completion of a surgical operation;
- (xi) Walking aids;
- (xii) Wheelchairs; and/or
- (xiii) Any other hospital type equipment.

This exclusion shall not apply to:

- (i) The purchase and rental of such items where such items satisfy the definition of a Surgical Implant/ Approved Medical Consumables; or
  - (ii) The rental of such items where such items are required for an MIC@Home admission and fulfils all criteria for a claim under MediShield Life.
- (l) Treatments, medical services and/or supplies outside Singapore.
  - (m) Rest cures and services or treatment in any home, hospice care (except for Inpatient Palliative Care Institution), outpatient nursing or palliative care, convalescent care in convalescent or nursing homes, stay in any healthcare establishment for health, social or non-medical reasons, outpatient rehabilitation services such as counselling and physical rehabilitation, spa, hydroclinic, sanatorium or long-term care facility that is not a Hospital or Community Hospital as defined (except when it fulfils all criteria for a claim under MediShield Life for an MIC@Home admission).
  - (n) Transport related services including but not limited to charges for trips made for the purpose of obtaining medical treatment, for ambulance services (except ambulance fees arising from an MIC@Home admission that fulfils all criteria for a claim under MediShield Life), emergency evacuation and repatriation or assistance in the transport or repatriation of mortal remains.
  - (o) The Life Assured engaging in any sport in a professional capacity or where the Life Assured would or could earn income or remuneration from engaging in such sport.
  - (p) Mountaineering, diving, bungee jumping, racing other than racing on foot, wakeboarding, hang-gliding, rock climbing, parachuting, ballooning, handling of explosives or firearms (even during peacetime military training) 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 organization and every safety precaution has been followed by the Life Assured.
  - (q) Sex-change operations.
  - (r) 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.
  - (s) Treatment of injuries arising from being directly or indirectly involved in war (whether declared or not), invasion, terrorist activities, rebellion, revolution, civil commotion, riot, strike or any war-like operations. This exclusion shall not apply to military training for national servicemen or reservists in peacetime.

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- (t) 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.
- (u) Routine physical or any other examinations which are solely for the purposes of Primary Prevention or any preventive measures which are not also therapeutic in nature to prevent illness or disease.
- (v) Treatment of abuse or misuse (or any Injury, illness or disease caused directly or indirectly by the abuse or misuse) of any controlled drug as specified in the First Schedule to the Misuse of Drugs Act 1973, whether intentional or otherwise, whether sane or insane, or any Injury suffered while under the influence of such controlled drug.
- (w) Vaccination(s). However, Expenses incurred due to complications arising from vaccination(s) approved by HSA will be covered.
- (x) Ionizing radiation or contamination by radioactivity from any nuclear fuel or nuclear waste from process of nuclear fission or from any nuclear weapons material.
- (y) Correction for refractive errors of the eye (including the use of artificial lens implant), routine eye examinations, costs of spectacles, costs of contact lenses and costs of hearing aids.
- (z) 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.
- (aa) 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; and
  - (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 before the Commencement Date of Insurance.
- (bb) 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.
- (cc) Any outpatient treatment, medical service or supplies except for outpatient benefits expressly covered under this Policy.
- (dd) Any outpatient cancer drug treatment that is not in the Cancer Drug List, unless otherwise stated in this Policy.
- (ee) Any cell, tissue and gene therapy that is not on the Cell, Tissue and Gene Therapy Product List.
- (ff) Any high-cost drug that is used for a medical condition covered by MediShield Life which is not listed in the MediShield Life Benefit Schedule on the Ministry of Health of Singapore's website ([go.gov.sg/mshlbenefits](http://go.gov.sg/mshlbenefits)).
- (gg) All other excluded expenses under the MediShield Life Scheme as set out in the Act and the Regulations (including any excluded expenses added to revised future editions of the Act and/or the Regulations) or not allowed by MediShield Life Claims Rules specified on the Ministry of Health of Singapore's website, unless otherwise provided under this Policy.
- (hh) Any treatment, medical service or supply that is provided at a non-MediShield Life/MediSave accredited Hospital or medical clinic and/or provided by a Medical Doctor who is not an approved participant of the MediShield Life/ MediSave Scheme, or has had such participation or approval suspended or revoked. This exclusion shall not apply to 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.

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- (ii) Acquisition of the organ itself for an organ transplant (except for the procurement 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).
- (jj) All expenses incurred by the donor for an organ transplant.

**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
  - (b) the Company has accepted the proposal form or Application for Reinstatement without any exclusions of such Pre-existing Condition.
- 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 Condition.
- 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 to be made in respect of these Expenses.

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 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 the Policyholder before that Renewal Date and;

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- (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) or Next-of-Kin as the Company may deem fit, 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.

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 above 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 Failure to Give Notice**

If the Policyholder fails to notify the Company in accordance with Clause 5.4.1, and is entitled to benefits payable under this Policy on or after the Renewal Date immediately following the changes to the Life Assured's citizenship or residency status, the Company reserves the right to reject such claims and/or adjust the benefits payable.

**5.4.3 Foreigner without an Eligible Valid Pass Shall Not Be Insurable**

- (a) The Life Assured shall be deemed to be a Foreigner without an Eligible Valid Pass and shall not be insurable under this policy from the date ("the Relevant Date") the Life Assured is not a citizen or permanent resident of the Country of Issue and;
  - (i) does not have an Eligible Valid Pass; or
  - (ii) whose Eligible Valid Pass has expired or has been terminated for a minimum of 60 days.

(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

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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.

- (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 from the date when the Company first becomes aware that the Life Assured has been deemed to be a Foreigner without an Eligible Valid Pass under Clause 5.4.3(a) above. 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 discovery up to the next Renewal Date provided 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 (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 Clause 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.

**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 Clause 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 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

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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 the 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.

**6.4 Rate of Renewal Premium**

The renewal premium for this Policy will:

- (a) be calculated based on the rate of premium applicable on the Renewal Date in accordance with the age next birthday of the Life Assured on the Renewal Date of this Policy; 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 premium (excluding MediShield Life's premium) rates of this Policy in any of the following circumstances;

- (a) immediately upon written notice to the Policyholder, where the Company is required to do so by any relevant regulatory authority, or under applicable law, regulation or guidelines;
- (b) immediately upon written notice to the Policyholder, where the amendment is required for the purposes of aligning the coverage under this Policy with that under the MediShield Life; or
- (c) in all other circumstances, where the Company has given the Policyholder notice of the amendment of at least 30 days.

**6.6 Upgrading of Plan Type**

6.6.1 The Policyholder may apply to upgrade the Plan Type, subject to receipt of evidence of insurability on the Life Assured acceptable to the Company, provided that the application for upgrading 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 Plan Type is subject to the same conditions which applied prior to the upgrading (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, 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 ("upgrading date") of benefits for any condition; and
- (b) on or after that upgrading 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 date,

benefits will be payable in accordance with the Benefit Limits of the Plan Type insured under this Policy immediately prior to that upgrading date.

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**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 1 year from the Renewal Date. 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 reinstatement premium is paid entirely in cash, the full reinstatement premium must be paid to the Company within 1 year from the Renewal Date. The Policy will be reinstated upon the Company's approval of the Application of Reinstatement or when the reinstatement premium is received by the Company, whichever is the later date;
- (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 the reinstatement 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 age next birthday reached by the Life Assured on the Renewal Date of this Policy as described in Clause 7.1.2; and

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(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 and/or 5.4.2 above.

**8 CLAIMS**

**8.1 Notification**

8.1.1 The Policyholder or the Policyholder's legal personal representative(s) must file a claim within 90 days from the date of the medical bill.

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, documents, 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, documents, 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 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.

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**9 POLICY - WHEN VOID**

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

9.1.1 If any written statement or declarations made by the Policyholder or the Life Assured on the 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 and/or additional exclusions or vary the terms of this Policy and/or recover any benefits paid under this Policy that would not have been paid 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:

- (a) If there are no claims made under this Policy, all premiums (excluding MediShield Life's premiums) 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 premiums) 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, there will be no refund of premiums for this Policy and the Company reserves the right to recover any benefits paid under this Policy, including for such fraudulent or exaggerated claims.

**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.

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10.1.2 The Company's notice, request, instruction or communication is presumed to be received by the Policyholder:

- (a) in 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.

10.4.3 The receipt by the:

- (a) Policyholder;
- (b) Policyholder's legal personal representative(s) or Next-of-Kin; 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.

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**10.7 Exclusion of the Contracts (Rights of Third Parties) Act 2001**

A person who is not a party to this Policy shall have no right under the Contracts (Rights of Third Parties) Act 2001 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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