

INFOSHEET

11 February 2020

PRIVATE HEALTH INSURANCE COVERAGE OF THE 2019 NOVEL CORONAVIRUS (2019-NCOV) IN SINGAPORE

Policyholders are advised to check the coverage they have under their respective policies with their financial advisor and/or insurer.

Employers with Group policies are also advised to review their respective group policies.

Company	Integrated Shield Plan (IP)	IP rider	Group health plan	Non-IP Individual health plan
AIA	Yes	Yes	Yes	
Aviva	Yes	Yes	Yes	
AXA Insurance	Yes	Yes	Yes	Yes
Great Eastern Life	Yes	Yes	Yes*	Yes
NTUC Income	Yes	Yes	Yes	
Prudential	Yes	Yes	Yes	
Raffles Health Insurance	Yes	Yes	Yes*^	Yes
FWD Singapore			Yes^	Yes
Manulife				Yes
Tokio Marine Life			Yes	

Notes

* Coverage is provided unless an epidemic is declared by the World Health Organization (WHO)

^ Coverage is subject to travel restrictions imposed by the Ministry of Health Travel Advisory

Most IP plans will pay for overseas emergency hospital treatment.

Life insurance policies will pay on death or total and permanent disability (TPD) due to the 2019-nCoV.

CONTACT LIST OF INSURERS FOR INFORMATION AND UPDATES

Company	Link / Email Address	Hotline number
AIA	https://www.aia.com.sg/en/aia-singapore-advisory-on-wuhan-coronavirus.html (Specific advisory on 2019-nCov) https://www.aia.com.sg/en/help-support/contact-us.html (General queries)	1800 248 8000
Aviva	www.aviva.com.sg	IP: 6827 7788
	https://www.aviva.com.sg/business/make-a-claim/ (Corporate Claims)	Group Insurance: 6827 8030
AXA Insurance	https://www.axa.com.sg/customer-care/contact-us	1800 880 4888
Great Eastern Life	wecare-sg@greateasternlife.com	1800 248 2888
	Groupcso-sg@greateasternlife.com	-
NTUC Income	https://www.income.com.sg/contact-us	6332 1133
Prudential	https://www.prudential.com.sg/others/coronavirus (Advisory on 2019-nCoV)	
	https://www.prudential.com.sg/services/claims/how-to-submit-a-claim#contact (Claims submission via app/portal)	
	SGP.CSC@prudential.com.sg (IP matters)	1800 333 0333
	SGP.ES.Claims@prudential.com.sg (Group insurance matters)	1800 835 9733
Raffles Health Insurance	https://www.rafflessshield.com.sg/contact-us/	6812 6666
FWD Singapore	https://www.fwd.com.sg/corporate-claims/	6820 8888
Manulife	https://www.manulife.com.sg	6833 8188
Tokio Marine Life	customer-care@tokiomarine-life.sg	6592 6100