



For immediate release

## *Media Release*

# **Health Insurance Coverage for 2019 Novel Coronavirus (2019-nCoV)**

**Singapore, 11 February 2020** - The General Insurance Association of Singapore (GIA Singapore) and Life Insurance Association, Singapore (LIA Singapore) today clarified member companies' coverage for medical expenses relating to the 2019 Novel Coronavirus (2019-nCoV).

Integrated Shield Plans (IPs) and IP riders will provide coverage for hospitalisation expenses related to 2019-nCoV. Many non-IP individual and Group health insurance policies will also provide coverage for medical expenses related to 2019-nCoV.

Policyholders who wish to find out more about their insurance benefits, and terms and conditions in their policies can approach their financial advisor and / or insurer as listed on Appendix 1. Employers with Group policies are also advised to review their group policy documents and engage their insurers about the coverage.

Policyholders should continue to practise good personal hygiene and take precautionary measures as advised by the Ministry of Health (MOH). Policyholders are encouraged to practice frequent hand washing with soap, and seek medical attention promptly if they are feeling unwell. For more information, please refer to MOH's website at <https://www.moh.gov.sg/2019-ncov-wuhan>.

*Note to editor: For more detailed information and subsequent updates, please go to <https://gia.org.sg/consumers.html> and <https://www.lia.org.sg/>*

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## Appendix 1: Contact list for more information and updates

### General Insurers

Please visit <https://gia.org.sg/consumers/about/member-directory.html> for contact details of general insurers offering group and/or non-IP individual health plans.

### Life Insurers

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

### **General Insurance Association of Singapore (GIA Singapore)**

Established in 1966, the General Insurance Association of Singapore (GIA) is the general insurance industry's trade association whose membership comprises 37 Ordinary Members licensed by the Monetary Authority of Singapore (MAS) to transact general insurance business in Singapore.

As a trade association, GIA works to make all aspects of insurance easier and more effective for consumers, agents and insurance companies in Singapore. It helps identify emerging trends and responds to issues affecting the general insurance sector and seeks to promote the overall growth and development of the sector in Singapore.

For more information, please visit: [www.gia.org.sg](http://www.gia.org.sg)

### **Life Insurance Association, Singapore (LIA Singapore)**

Established in 1962, the Life Insurance Association, Singapore (LIA Singapore) is the not-for-profit trade body of life insurance product providers and life reinsurance providers based in Singapore and licensed by the Monetary Authority of Singapore (MAS).

### **Vision and Mission**

The vision of member companies is *to provide individuals with peace of mind and to promote a society where every person is prepared for life's changing cycles and for those situations unforeseen.*

They are *committed to being a progressive life insurance industry by collectively enhancing consumer understanding, promoting industry best practices, and through the association fostering a spirit of collaboration and mutual respect with government and business leaders.*

### **Values underpinning the association and its members**

<b>Unified</b>	in our resolve to deliver innovative solutions where every individual's needs are best met.
<b>Professional</b>	in the way we conduct ourselves and in the counsel we give.
<b>Ethical</b>	in ensuring our policyholders' interests are managed with utmost integrity.
<b>Fair</b>	in how we strive to provide favourable outcomes to both our policyholders and shareholders.
<b>Open &amp; honest</b>	in all that we do to build an environment of trust and transparency.
<b>Proactive</b>	in the steps we take to give our people the skills and knowledge to provide sound solutions at all times.

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### **For more information, please contact:**

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