

## **“COVID-19 Vaccine Protection” Coverage Frequently Asked Questions (FAQ)**

### **General Questions**

#### **1. What is the “COVID-19 Vaccine Protection” coverage? Who is eligible for the coverage?**

The COVID-19 Vaccine Protection coverage serves to provide our customers who are taking part in the Singapore vaccination drive a greater peace of mind by offering them protection against potential side effects of vaccination.

To obtain protection, you must own a policy of ours and register your intended eligible insured for the COVID-19 Vaccine Protection coverage under a policy issued by us.

#### **2. How do I register for the “COVID-19 Vaccine Protection” as an insured person of an insurance policy issued by China Life (Singapore) in Singapore?**

Please enter the link <https://chinalife.com.sg/en/promotions/covid-19-vaccine-protection>, click on “Register Now” to complete and submit the registration form.

#### **3. When will the protection come into effect?**

The Coverage will commence immediately after a Policyholder has successfully registered the eligible insured for the Coverage within the Promotion Period.

#### **4. Will an eligible insured continue to enjoy the coverage if the eligible insured leaves Singapore during the coverage period?**

Protection will cease in the event a life insured exits Singapore during the coverage period.

#### **5. What coverage is provided to an eligible insured? How long is the coverage?**

The coverage provides:

1. a daily hospital cash benefit of SGD 150 per day, up to a maximum of 14 days if one is hospitalised due to side effects caused by a COVID-19 vaccination;
2. a lump sum cash benefit of SGD 800 if one is diagnosed with pneumonia due to COVID-19 infection despite having completed the vaccination programme; and
3. a lump sum of SGD 15,000 for death due to side effects caused by COVID-19 vaccination.

For the detailed description of the coverage, you may refer to [paragraphs 7 and 8](#) of the [Terms and Conditions for China Life Insurance Singapore’s COVID-19 Vaccine Protection](#).

#### **6. If an eligible insured has registered for the coverage twice, will the eligible insured be entitled to multiple claims?**

Every eligible Life Insured of the Coverage is entitled to every benefit only once, notwithstanding multiple registrations. We will pay the benefit to the policyholder who owns the policy with the earliest issue date, under which the Eligible Insured is covered.

## Claims related issues

### **7. What documents do I need to submit in order to claim the "Hospital Cash Benefit"? Whom will we pay?**

- COVID-19 Vaccine Protection Claim Form
- Certified true copy of Policyholder's NRIC/ Passport
- Certified true copy of Eligible Insured's NRIC/ Passport
- Copy of Medical Report by a Registered Medical Practitioner\* Or Inpatient Discharge Summary\*
- Copy of Ministry of Health's COVID-19 Vaccination Card
- Letter of Authorization for Release of Medical Information
- \*The information on the report must include the period of hospitalisation, diagnosis, symptoms and tests conducted.
- We will pay the benefit to the Policyholder.

### **8. What documents do I need to submit in order to claim the "HealthCare Cash Benefit"? Whom will we pay?**

- COVID-19 Vaccine Protection Claim Form
- Certified true copy of Policyholder's NRIC/ Passport
- Certified true copy of Eligible Insured's NRIC/ Passport
- Copy of Medical Report by a Registered Medical Practitioner\* Or Inpatient Discharge Summary\*
- Copy of Ministry of Health's COVID-19 Vaccination Card
- Letter of Authorization for Release of Medical Information

\*The information on the report must include the period of hospitalisation, diagnosis, symptoms and tests conducted.

For HealthCare Cash Benefit claim - copy of diagnosis or laboratory tests done for the diagnosis of pneumonia.

We will pay the benefit to the Policyholder.

### **9. What documents do I need to submit in order to claim "death compensation"? Whom will we pay?**

- Death Claim Form<sup>^</sup>
  - Copy of Medical Report by a Registered Medical Practitioner
  - Copy of Ministry of Health's COVID-19 Vaccination Card
- <sup>^</sup>Please refer to the Death Claim Form (which can be obtained from our corporate website: <https://www.chinalife.com.sg/en/forms>) for more information on the mandatory documents to be submitted.
- \*The information on the report must include the period of hospitalisation, diagnosis, symptoms and tests conducted.
- We will pay to the Policyholder or the Proper Claimant where applicable.

### **10. Is there a time limit for filing claims?**

The Supporting Documents must be submitted to Us no later than 90 days starting from the date on which a benefit is made claimable.

**11. What is the normal processing time for a claim covered by this protection?**

1 day after receiving all completed supporting documents.