

SINGAPORE

GEB Network Partner: Great Eastern Life

DISABILITY BENEFITS

ABOUT Great Eastern Life

Founded in 1908, Great Eastern Life is one of the oldest and most established insurers in Southeast Asia. With assets of over S\$90 billion, and operations in Singapore, Malaysia, Indonesia, Brunei and China, Great Eastern is a leading provider of life, health and financial services, with more than 10 million policyholders throughout the region.

Great Eastern is one of the top 3 insurers in Singapore (S&P rating of AA-), providing coverage for nearly half a million employees and their families through group benefit products. Their benefit solutions and quality service have been recognised in the marketplace, with Great Eastern winning the "HR Vendor of the Year" from Human Resource Magazine (2015/Silver award winner).

CAUSES OF DISABILITY

Common causes of disability in Singapore include Musculoskeletal, Neurological, Cardiovascular and Psychiatric disorders, as well as Cancers and visual impairments.¹

Disability has a significant impact on inpatient care costs, with lifetime hospitalisation expenses for disabled individuals projected to be 30% higher than for those without disability.²

Many causes of disability can be managed through early intervention, lifestyle changes and education. For disorders that progress to disability and eventual absence from work, Great Eastern Life Singapore offers Disability benefits and associated support services.

DISABILITY PLAN DESIGN

Great Eastern offers Long Term Disability (LTD) for the local market. Following is a description of standard product features:

Long Term Disability

Definition of Disability: Disability is defined as such a state of incapacity that the claimant is, by reason of illness or accident: (a) totally unable to follow their own occupation or any other occupation to which they are suited by reason of training, education or experience,

and (b) not following any occupation. Disability shall be deemed to have commenced on the date on which the claimant is certified by a registered medical practitioner to be suffering from a Disability as defined above.

Benefits structure: LTD benefits are typically calculated as 75% of annual salary up to an annual maximum payment of 150K.

Deferred Period, Duration of cover: The standard Deferred Period for LTD is 6 months.

If the disability extends beyond the Deferred period, Great Eastern shall pay the Disability Benefit stated in the Endorsement Schedule beginning from the date immediately after the expiry of the Deferred Period until the date of occurrence of any of the following events, whichever is the earliest:

- When the Benefit Period specified in the Endorsement Schedule expires;
- When the Insured Member reaches the Termination Age specified in the Endorsement Schedule;
- When the Insured Member resumes his/her occupation or engages in any other occupation;
- When the Insured Member is certified by a Registered Medical Practitioner to be medically fit to resume his/her occupation or engage in any other occupation except as otherwise noted in the policy; or
- When the Insured Member dies.

Claims process, notice period: The Insured Member or their legal representative must notify Great Eastern in writing within 30 days of any potentially disabling event. However, the claim will not be invalidated if it can be shown that it was not reasonably possible for the claimant to notify the insurer within this period.

1-"Diseases That Result in Disability in Adults", The Singapore Family Physician, Vol. 38, No. 2. Dr. Chan Kin Ming, 2012, https://www.cfps.org.sg/publications/the-singapore-family-physician/article/109_pdf;
2-The Journal of the Economics of Ageing, 14 (2019) <https://www.sciencedirect.com/science/article/pii/S2212828X18300793>
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DISABILITY SUPPORT

Great Eastern provides dedicated client support for Rehabilitation and Return-to-work in the event of disability:

Rehabilitation support

Great Eastern assists claimants in identifying appropriate resources to help **support them throughout their rehabilitation process**, including direction to accredited counsellors, physical therapists and other health-care providers.

Return-to-work support

Working closely with clients, claimants and Rehabilitation professionals, Great Eastern **helps develop a tailored treatment and Return-to-Work programme** that is both realistic and achievable.

Leveraging technology

Great Eastern has invested in technology to develop a **secure online platform** for document sharing, claims submission/monitoring and case management. This online system improves claim turnaround and reimbursement time, and allows employers to stay fully up to date on member claims, absences and return-to-work plans in a secure online environment.

Timely, efficient claim payments

Once all documents required to claim have been received, the first monthly payment will typically be made within 14 working days.

Note: When moving contracts, past liabilities and associated reserves remain with the prior insurer.