

VIETNAM

GEB Network Partner: Generali Vietnam

DISABILITY BENEFITS

ABOUT Generali Vietnam

Generali Vietnam was established in 2011 and has quickly earned a reputation as one of the top providers of life insurance in the country. Generali Vietnam insures over 400,000 local and multinational customers, supported by a network of 70 General Agents and customer service centres nationwide.

Generali Vietnam is a fast growing company with a reputation for excellence in customer service, winning the Certificate of Business for the Community from the Saigon Times (2020), the International Finance Magazine Best Customer Service Award (2017 & 2018), and the VEDSU Excellent Brand Award (2017).

Generali Vietnam offers group employee benefits including medical, accident, life and disability.

CAUSES OF DISABILITY

Census data shows that at least 7.8% of Vietnam's population is living with a disability.¹ Stroke, road injury, low back pain and major depressive disorder are among the main contributing factors to years lived with disability in Vietnam.²

In addition to the negative impact disability has on income and employment potential, those living with disability incur additional costs. It is estimated that the additional costs of disability (e.g. healthcare, rehabilitation, transportation) amount to an average of 11.5% of income, further compounding the negative impact of disability.³

Leading risk factors for diseases which can lead to disability in Vietnam include dietary risks, tobacco use, high blood pressure and high fasting blood sugar.⁴

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

DISABILITY PLAN DESIGN

Generali Vietnam offers Short Term Disability insurance via their Term Life policy which can be supplemented with an Accidental Death & Disability Rider and Medical Rider. Following is a description of standard product features.

Short Term Disability (STD)

Definition of Short Term Disability: an insured member is considered disabled while they are unable to perform the material and substantial duties of their Regular Occupation as a result of Accident or Illness confirmed by a Medical Practitioner, causing a loss or reduction of income by the insured member.

Benefits structure: STD benefits are typically calculated up to 100% of monthly salary or a fixed amount not exceeding monthly salary.

Waiting Period, Duration of cover: Claimants must satisfy a Waiting Period before they can claim under the STD policy (typically 180 days). After the Waiting Period, benefits can begin. The maximum duration of STD cover is approximately 30 days, 60 days, 90 days or 180 days (varies by policy; clients may select preferred duration and plans are priced accordingly).

Claims process: Generali Vietnam must receive notice and relevant documents of an STD claim within 12 months of the disability start date.

DISABILITY SUPPORT

Generali Vietnam provides support for disability claimants, supporting customers with early intervention initiatives, dedicated case management, and a robust customer service technology platform.

Early intervention & Medical support

With the GenVita digital health platform, customers receive the benefit of prevention strategies including health newsletters, coordinated wellbeing activities during the policy year, access to a wellbeing smartphone app and access to remote medical consultations via GenVita's "Dr. Gen". This service allows members to contact a network of physicians on a remote basis and obtain answers to their symptom, diagnosis and treatment questions.

1-The Economic Lives of People With Disabilities in Vietnam (2015) Introduction, <https://journals.plos.org/plosone/article?id=10.1371/journal.pone.0133623>; 2-GBD(Global Burden of Disease Profile) Vietnam: Disability-Adjusted Life Years (DALYs), http://www.healthdata.org/sites/default/files/files/country_profiles/GBD/hme_gbd_country_report_vietnam.pdf; 3-The Economic Lives of People With Disabilities in Vietnam (2015), <https://journals.plos.org/plosone/article?id=10.1371/journal.pone.0133623>; 4-GBD (Global Burden of Disease Profile) Vietnam, http://www.healthdata.org/sites/default/files/files/country_profiles/GBD/hme_gbd_country_report_vietnam.pdf
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Dedicated support for claimants

A **dedicated case manager** is assigned for each claimant. The case manager coordinates with the account team, the claimant and their treating physicians to help manage and guide all steps of the claim review and administration process.

Leveraging technology to support insured members

Generali Vietnam has invested in technology and is continuously enhancing online tools available for its customers. GenVita, their digital health ecosystem platform, houses insurance-focused solutions such as GenXPlain, an effective online interaction tool. GenXPlain enables users to proactively manage their policies and obtain answers to their questions relating to products and services, terms and conditions, health issues, and the claims process. This customer service platform may be accessed on the web through a desktop interface or via smartphone app.

Generali Vietnam

Key Advantages

Rapid turnaround time for claims decisions

Early intervention and support for wellbeing through GenVita and “Dr. Gen” for remote medical consults

Customer support through GenXPlain via web and smartphone

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

Please contact your GEB representative for more information on Disability plans available through Generali Vietnam.

