



Who is MediGuide?

MediGuide is a Delaware, U.S.A. based company that has established itself as a world leader in the Medical Second Opinion field. MediGuide is present in all major markets globally, with millions of customers in over 40 countries and jurisdictions.

What is Medical Second Opinion?

Medical Second Opinion is a service which provides you with the ability to have your diagnosis or treatment plan evaluated by leading medical minds across the globe.

The approach involves a comprehensive medical review by a team of expert physicians versus a single physician, allowing a collaborative and holistic review, thus helping you to make critical decisions about your health.

How does it work?



1. You are diagnosed with cancer through an initial evaluation.



2. You call MediGuide at 800-101-1888 to initiate service.



3. You sign a consent form allowing MediGuide to gather relevant medical records.



4. MediGuide identifies 3 medical centers relevant to your condition to provide the review.



5. You choose 1 of the 3 medical centers you wish to use for the service.



6. You will receive a written review on the original diagnosis and treatment plan within 10 business days.

Important Notes

- ▶ Operating hours are from 9.00 a.m. to 6.00 p.m. from Monday to Friday.
- ▶ The Medical Second Opinion is a service only and doesn't reimburse medical expenses from the recommended treatment plan.
- ▶ The service is entirely free, and provided by MediGuide who is the appointed service provider, to all insured person of FWD's Cancer Insurance plan.

For more information

Please refer to the Cancer Insurance Frequently Asked Questions (FAQ) page [here](#) or you can contact us by phone at +65 6820 8888 or email at contact.sg@fwd.com.