



## 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](mailto:contact.sg@fwd.com).