

# **FWD Maid insurance**

## **Policy wording**



**This is your contract for your insurance policy.**

Read it to understand all the benefits as well as the important terms and conditions that apply to your insurance cover. Don't worry, we've made it as easy to read as possible.

**If you need help, call our hotline: +65 6820 8888**



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# Quick reference

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# About your policy

Thank you for choosing FWD Singapore Pte. Ltd. We're pleased to protect you so that you can focus on living life to the fullest.

## Easy to read

We're here to change the way you feel about insurance – starting with this document. We've made it easy to read, so you can understand your benefits and what you are covered for.



We highlight important information like this.  
Read these carefully.

## Words with special meaning

Some words in this policy wording have special meaning.

Accident	Medically necessary
Endorsement	Medical practitioner
Family	Period of insurance
Helper, she, and her	Policy
Hospital	Pre-existing condition
In-patient	We, us, and our
Insurance summary	You, and your

## Your policy

Your policy is a contract of insurance between you and us. It is made up of the documents listed below.

- Information provided by you during the application process.
- This policy wording.
- Your insurance summary.
- Any endorsement to your policy.

## Who is eligible

You can buy this policy if:

- you are a resident of Singapore and have a valid NRIC or FIN;
- you are the helper's employer;
- you are not an undischarged bankrupt;
- you never had to forfeit your security bond to the Singapore Ministry of Manpower or performance bond to the Philippine Embassy related to any helper in the past, whether covered or not by any maid insurance; and
- you have never been refused when buying or renewing any maid insurance, nor has your maid insurance ever been cancelled or voided by your insurer.



## Quick summary of your benefits

### Table of benefits

The table of benefits below shows you the maximum benefit limits that we will reimburse you per policy per period of insurance. Note that some limits and benefits depend on the plan chosen by you. For details of the limits that apply to your plan, you can check the table below, along with your insurance summary.

The following amounts are the maximum benefit limits that we will reimburse you per policy per period of insurance.

Financial protection for you	Essential	Enhanced	Exclusive
<b>Security bond plus</b> Includes a Letter of Guarantee to the Singapore Ministry of Manpower to replace the mandatory S\$5,000 bond	S\$5,000	S\$5,000	S\$5,000
<b>Outpatient expenses due to accident</b> Medical costs incurred for treatment for your helper's injury	S\$1,000	S\$2,000	S\$3,000
<b>Hospitalisation and surgical expenses (per year)</b> Costs incurred for your helper's hospitalisation due to illness or injury	S\$15,000	S\$20,000	S\$25,000
<b>Ambulance fees</b> Costs incurred to take your helper to the hospital because of an emergency	S\$300	S\$300	S\$300
<b>Repatriation expenses</b> Costs to send your helper or her mortal remains home	S\$10,000	S\$10,000	S\$10,000
<b>Wages and levy compensation</b> Pays for your helper's wages and levy while they are hospitalised	up to S\$30 per day for a maximum of 30 days		
<b>Re-hiring expenses</b> Pays employment agency costs when you need to replace your helper	S\$300	S\$400	S\$500
<b>Alternative helper services compensation</b> Pays costs incurred to engage another helper or cleaning services	up to S\$20 per day for a maximum of 30 days		
<b>Cancellation refund</b> 100% refund if you cancel within 3 months	✓	✓	✓



The following amounts are the maximum benefit limits that are payable to your helper per policy per period of insurance.

Financial protection for your helper	Essential	Enhanced	Exclusive
<b>Funeral grant</b> Lump sum payment if your helper dies	S\$2,000	S\$2,000	S\$2,000
<b>Personal accident</b> Pay-out if your helper dies or becomes disabled from an accident	S\$60,000	S\$60,000	S\$60,000
<b>Liability to third parties</b> If your helper accidentally injures someone or damages another person's property	S\$3,000	S\$4,000	S\$5,000
<b>Damage or theft of helper's personal belongings</b> Pays for your helper's lost or damaged items	S\$300	S\$400	S\$500

The following amounts are the maximum benefit limits that are payable to you or your helper per policy per period of insurance.

Optional financial protection for you or your helper	Essential	Enhanced	Exclusive
<b>COVID-19 hospitalisation &amp; repatriation expenses</b> Covers the mandatory hospitalisation costs required by the Singapore Ministry of Manpower and your helper's COVID-19 repatriation expenses	Up to S\$15,000 hospitalisation expenses per entry into Singapore		
	Up to S\$10,000 repatriation expenses per entry into Singapore		
<b>Outpatient medical expenses</b> Pays for outpatient treatment if your helper is ill (up to S\$30 per visit after you pay the first S\$10)	S\$300	S\$500	S\$1,000
<b>Six-monthly medical examination (pregnancy and syphilis tests only)</b> Covers the costs of the mandatory tests for your helper	Up to 2 times for a 14 months policy		
	Up to 4 times for a 26 months policy		
<b>Performance bond for Philippine embassy</b> Issue a Letter of Guarantee to the Philippine Overseas Labour Office on your behalf	S\$7,000	S\$7,000	S\$7,000
<b>Top-up hospitalisation and surgical expenses (per year)</b> Extra cover on top of your existing cover	choose from an increased cover of S\$5,000 to S\$25,000		
<b>Daily hospital allowance</b> Pays your helper each day she is hospitalised	S\$10 per day for a maximum of 30 days		
<b>Home contents cover</b> Pays for your lost or damaged items (up to S\$300 for loss of cash)	S\$3,000	S\$4,000	S\$5,000



# What you're covered for

In this section, we explain what insurance benefits you and your helper are covered for, and any specific exclusions or conditions that apply to those benefits in addition to the general exclusions.

## Financial protection for you

You are entitled to the following benefits during the period of insurance.

### Security bond plus

You are required to pay a S\$5,000 security bond to the Singapore Ministry of Manpower for your helper. With this benefit, you are not required to pay that security bond. Instead, we will issue a Letter of Guarantee to the Singapore Ministry of Manpower on your behalf. This replaces the S\$5,000 security bond which you are required to deposit for your helper.

#### We won't make you pay for a breach of bond

You do not need to pay us if the Singapore Ministry of Manpower demands payment from us.

### Outpatient expenses due to accident

We will reimburse the medically necessary outpatient costs you pay to treat:

- your helper for dengue or zika; or
- any injury suffered by your helper due to an accident.

The accident must happen or the dengue or zika must be contracted while your helper:

- is in Singapore; or
- is travelling with you or your family overseas.

The maximum amount we pay is shown in the table below. The amount depends on the class of hospital ward, and is capped at the percentage shown.

Hospital type	Class of hospital ward	Maximum we pay
Singapore government restructured hospital	A1	50%
	A2	60%
	B1	70%
	B2	100%
	C	100%
Any hospital outside Singapore	All	30%
Singapore private hospital	All	0%

We will only pay what we believe is reasonable and customary for an item or service that you claim for.

#### Not covered

We don't pay for any expenses incurred in relation to treatment by a traditional chinese medicine practitioner.

### Hospitalisation and surgical expenses

We will reimburse the medically necessary hospitalisation and surgical expenses you pay to treat an illness, or any injury suffered by your helper due to an accident.

Your helper must be admitted as an in-patient or for outpatient day surgery to:

- a government restructured hospital in Singapore if the illness or injury happened while your helper is in Singapore; or
- a hospital overseas if your helper suffers an illness or injury while travelling with you or your family overseas.

#### Not covered

- We don't pay for any expenses you incur in a Singapore private hospital.



### What hospitalisation and surgical expenses do we pay?

We will pay any of the following expenses for the same condition that your helper is admitted for. The expenses must be medically necessary, and we will only pay what we believe is reasonable and customary for that expense.

In-patient hospital charges	<p>We pay the following.</p> <ul style="list-style-type: none"> <li>Room and board charges (includes meals and general nursing charges).</li> <li>Miscellaneous hospital services, diagnostic tests and consumable items (includes medicine or drugs prescribed by a medical practitioner).</li> <li>Medical practitioner bedside visit fees.</li> </ul>
Surgical charges	Surgeon fees, anaesthetist fees, and operating theatre fees.
Pre-hospital consultation and diagnostic services	<p>Any medically necessary consultation charges recommended by a medical practitioner, incurred within 90 days before your helper is admitted to hospital.</p> <p>This includes prescriptions, diagnostic tests, and laboratory tests.</p>
Post-hospital follow-up treatment	<p>Any consultation charges recommended by a medical practitioner, incurred within 90 days after your helper is discharged from hospital.</p> <p>This includes prescription, physiotherapy, diagnostic tests, and laboratory tests.</p>

### Not covered

We will not pay for:

- any expenses incurred as a result of a pre-existing condition unless your helper has been working in Singapore for more than 12 consecutive months;
- any expenses in respect of neurasthenia, any mental disease or psychiatric treatment, congenital sickness or abnormalities or birth defects, including hereditary conditions, defects or diseases;
- any expenses in respect of treatment in mental hospitals or homes;
- any expenses in respect of any hospital confinement, surgical operation treatment or services which have not been previously recommended by a medical practitioner;
- any routine medical examinations or check-ups unrelated to the treatment or diagnosis of any injury or illness covered under this policy;
- any expenses in respect of treatment undertaken as a preventative measure including but not restricted to vaccinations, inoculations, contraception and other prophylactic treatment, or examinations for employment or travel;
- any non-medically necessary procedure;
- any diagnostic tests not ordered by a medical practitioner leading to hospitalisation or surgery or treatment for a covered condition under this policy;
- any expenses related to dental inspection or treatment or in obtaining dentures or eyeglasses or the like or hearing aids or prosthesis, corrective devices and medical appliances which are not surgically required;
- any cosmetic or plastic surgery other than therapeutic surgery considered as medically necessary by a medical practitioner;
- any tests or treatment related to infertility, contraception, impotence, or sexual dysfunction;
- any expenses directly or indirectly related to organ transplantation, except as a recipient of the organ;
- any medical expenses for traditional Chinese medicine treatment.



## What you're covered for

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### Ambulance fees

We will reimburse ambulance charges you pay for transporting your helper to a hospital, if your helper has an emergency in Singapore requiring treatment in a hospital.

We will only pay for ambulance charges incurred in a country other than Singapore if your helper was travelling with you or your family overseas.

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### Repatriation expenses

We will reimburse the costs you pay to transport your helper (or her mortal remains) from Singapore back to her country of citizenship if:

- a medical practitioner has confirmed that she is unfit to work due to an illness or injury; or
- she has died.

We will only pay for transport from a country other than Singapore if your helper was travelling with you or your family overseas.

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### Wages and levy compensation

If the hospitalisation and surgical expenses benefit is payable, we will also pay you your helper's wages (including government levy) while she is:

- admitted to hospital as an in-patient; or
- on hospitalisation leave granted by a medical practitioner.

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### Re-hiring expenses

We will reimburse the employment agency fees you pay to replace your helper within 90 days from the date you cancel her work permit if:

- a medical practitioner has confirmed that she is unfit to work due to an illness or injury; or
- she has died.

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### Alternative helper services compensation

We will reimburse the costs you pay to hire a temporary helper or cleaning service while your helper is:

- admitted to hospital as an in-patient; or
- on hospitalisation leave granted by a medical practitioner.

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### Cancellation refund

You may cancel your policy within 3 months from the coverage start date and receive 100% of your premiums back.

Before you can receive your refund, the following must be true.

- The Singapore Ministry of Manpower discharges the Letter of Guarantee we provided for you under your policy.
- (If you have bought the optional cover for the performance bond for Philippine Embassy) we have not paid nor do we need to pay the Philippine Overseas Labour Office.
- You have not made a claim and are not eligible to receive a claim under your policy.

Any six-monthly medical examination (pregnancy and syphilis tests only) conducted within the first 3 months will not affect this benefit.





## Financial protection for your helper

### Funeral grant

If a medical practitioner has confirmed that your helper has died due to an accident or illness, we will pay a lump sum funeral grant to her legal representative.

### Personal accident

We will pay your helper (or her legal representative) a lump sum amount if she suffers an accident that causes death, or one or any number of the disability conditions as outlined in the table below. This includes death or disability caused by an act of terrorism, hijacking, murder or assault. The death or disability must happen within 12 months of the accident for this benefit to be payable.

The lump sum amount will be paid according to the percentage of the benefit limit shown in the table below for that death or accidental injury.

Death or severity of disability	Percentage of benefit limit
Accidental death	100%
Total and permanent disability	100%
Total and permanent severance or loss of use of: <ul style="list-style-type: none"> <li>one limb above the wrist or ankle</li> <li>two or more limbs above the wrist or ankle</li> </ul>	80% 100%
Total and permanent loss of sight in: <ul style="list-style-type: none"> <li>one eye</li> <li>both eyes</li> </ul>	60% 100%
Total and permanent loss of hearing in: <ul style="list-style-type: none"> <li>one ear</li> <li>both ears</li> </ul>	15% 60%
Total and permanent loss of speech	60%
Total and permanent loss of speech and hearing	100%
Total loss of: <ul style="list-style-type: none"> <li>finger or toe (per phalanx)</li> <li>all fingers on one hand or toes on one foot</li> </ul>	4% 60%
Third degree burns to the head (as a percentage of total body surface area): <ul style="list-style-type: none"> <li>equal to or greater than 2% but less than 8%</li> <li>equal to or greater than 8%</li> </ul>	60% 80%
Third degree burns to the body (as a percentage of total body surface area): <ul style="list-style-type: none"> <li>equal to or greater than 10% but less than 20%</li> <li>equal to or greater than 20%</li> </ul>	60% 80%

### Multiple conditions can be claimed

If your helper suffers more than one condition stated in the table above, the total amount we will pay is calculated by adding together the various percentages, but we won't pay more than 100% of the benefit limit. The death or disability must be confirmed by a medical practitioner.



## What you're covered for

### Liability to third parties

We will pay for your helper if she is found to be legally responsible for causing, by accident:

- the death of another person;
- bodily injury to another person; or
- loss or damage to another person's property.

#### What we pay

The amount of the benefit will be:

- the legal costs and expenses that we agree to pay for representing your helper; and
- the amount awarded by a Singapore court against your helper.

We don't pay more than the benefit limit.

#### Not covered

We will not pay this benefit if the person who was harmed by your helper was:

- you, or a member of your family; or
- your business partner, employer, employee, or agent.

### Damage or theft of helper's personal belongings

We will replace, repair or pay your helper for personal belongings damaged or lost in any of the following situations that happened in your home.

- Fire.
- Flood.
- Water due to a burst or overflow from a water tank, pipe or appliance.
- Burglary.

#### What we pay

- We will decide whether to replace, repair, or pay a cash amount for lost or damaged items.
- If we pay a cash amount, we will pay a fair market value for the item (at the time of loss). This value will take into consideration normal wear and tear and depreciation.
- We may treat a damaged item as beyond repair. If we do so, we will pay a cash amount and become the owner of that item.
- We will not pay more than the original purchase price for any lost or damaged item.

#### Not covered

We won't pay this benefit in any of the following situations.

- You, your family, or your helper did not take all reasonable precautions to safeguard your helper's belongings.
- Loss or damage to jewellery, precious stones, or watches.
- Loss or damage to cash.
- Any unexplained or mysterious loss or damage.

## Optional financial protection for you or your helper

You can increase your cover by adding optional financial protection for you or your helper to your policy. Any options you choose are shown in your insurance summary.

The following riders are subject to the terms and conditions of this policy.

### COVID-19 hospitalisation & repatriation expenses

#### Hospitalisation expenses

If you choose this cover, we will pay the hospital and surgical expenses incurred by your helper for the treatment of COVID-19 in Singapore, up to the benefit limit per entry into Singapore.

Your helper must:

- develop COVID-19 symptoms or test positive within 14 days of arrival in Singapore; and
- stay in a government restructured hospital or community care facility in Singapore, as directed by the Singapore Ministry of Health.

#### Not covered

We won't pay this benefit in any of the following situations:

- Any treatment in a private hospital, medical centre or clinic, or
- Any mandatory COVID-19 diagnostic tests that your helper is required to take for entry into or exit from Singapore which includes pre-departure tests and post-arrival tests.



## Repatriation expenses

We will reimburse the costs, up to the benefit limit per entry into Singapore, you pay to transport your helper (or her mortal remains) from Singapore back to her country of citizenship if:

- she develops COVID-19 symptoms or tests positive within 14 days of arrival in Singapore; and
- a medical practitioner has confirmed that she is unfit to work due to COVID-19; or
- she has died due to COVID-19.

## Outpatient medical expenses

If you choose this cover, we will pay the following costs.

- Consultation costs
- Prescription costs
- Diagnostic tests

for your helper to be treated in Singapore for illness at any of the clinics across our [network of clinics](#).

### What we pay

We pay up to S\$30 per outpatient visit. You need to pay the first S\$10 per visit plus any other amount we don't cover. We don't pay more than the benefit limit.

## Six-monthly medical examination (pregnancy and syphilis tests only)

If you choose this cover, we will pay for the mandatory pregnancy and syphilis tests required by the Singapore Ministry of Manpower. Your helper must visit our [selected clinics](#).

## Performance bond for Philippine Embassy

If you choose this cover, we will provide a Letter of Guarantee on your behalf to the Philippine Overseas Labour Office in Singapore for your helper.

### We won't make you pay for a breach of bond

You do not need to pay us if the Philippine Overseas Labour Office demands payment from us.

## Top-up hospitalisation and surgical expenses

If you choose this cover, the applicable benefit limit for hospitalisation and surgical expenses is increased up to the benefit limit in your insurance summary.

## Daily hospital allowance

If you choose this cover, we will pay your helper a daily hospital allowance if she is admitted to a hospital in Singapore for treatment for illness or injury for at least 3 days in a row. The allowance will be paid for every 24 hours after the first 3 days in a row.



We won't pay the benefit if your helper is admitted to a hospital outside of Singapore.

## Home contents cover

If you choose this cover, we will replace, repair, or pay you, for loss or damage to your home contents because of:

- theft by your helper;
- fire; or
- burglary.



### What are home contents?

Home contents are the following that are in your home and owned by you or your family.

- Household furniture and furnishings.
- Domestic electronic appliances.
- Personal belongings (including cash).

### What we pay

- We will decide whether to replace, repair, or pay a cash amount for lost or damaged items.
- If we pay a cash amount, we will pay a fair market value for the item at the time of loss. This value will take into consideration normal wear and tear and depreciation.
- We may treat a damaged item as beyond repair. If we do so, we will become the owner of that item.
- We will not pay more than the original purchase price for any lost or damaged item.

### Not covered

We won't pay this benefit in any of the following situations.

- You or your family did not take all reasonable precautions to safeguard your home contents.
- Any unexplained or mysterious loss or damage.
- Any loss or damage of business goods or equipment of any kind, motor vehicles and any accessories, or information stored on electronic storage devices.



# General exclusions that apply to your policy

## General exclusions

These general exclusions outline scenarios that this policy does not cover, and apply to the whole policy (including any add-on riders) unless stated otherwise.

**We won't pay for claims that are, directly or indirectly, caused by or result from, the following.**

- Any breach of your helper's work permit or work permit conditions as provided for by the Singapore Ministry of Manpower.
- Wilful participation by you, your family, or your helper in any act that is reckless or illegal.
- You, your family, or your helper, not taking all reasonable precautions to safeguard her or herself against any illness or injury, or others against any injury.
- Mental, psychological or psychiatric disorders.
- Any suicide, attempted suicide or any self-inflicted injury by your helper, or any attempt by your helper to cause self-inflicted injury.
- Pregnancy, infertility, contraception, sterilisation, sexual dysfunction, miscarriage, menopause, childbirth, abortion or any complications arising from these conditions, suffered by your helper.
- Intoxication by alcohol or drugs that are not prescribed by a medical practitioner.
- Consequences of war, riot, revolution, or any similar event.
- Sexually transmitted infections, human immunodeficiency virus (HIV) or any HIV-related illness including acquired immune deficiency syndrome (AIDS) or any mutant derivatives or variations of this no matter how they are caused.
- An epidemic or pandemic declared by the World Health Organisation or the Singapore government, except for claims made in relation to COVID-19 if you have purchased the optional COVID-19 hospitalisation & repatriation expenses rider and the claim is covered under that rider.

In addition to the general exclusions above, we may also set out, throughout this policy, any specific exclusions and conditions where they apply to a certain policy benefit.



# Making a claim

Need to make a claim? Read this section to find out how.

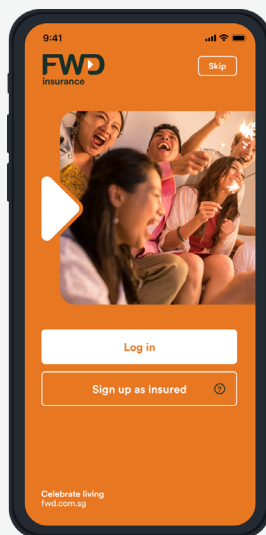
## How to make a claim



Two (2) options available to make a claim

- A. Download the **FWD SG app**.
- B. Visit **www.fwd.com.sg** to use our claims portal.

### Making a claim with FWD SG app



1. Download the FWD SG app

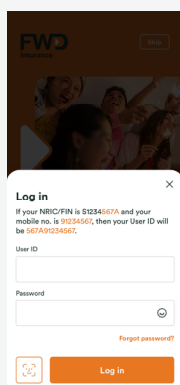


2. In the app, go to “Home” and select your maid insurance policy

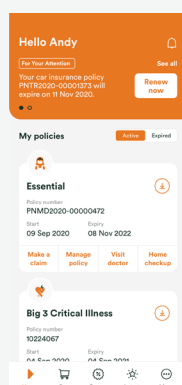
3. Select “Make a claim”

Note that you can only set it up on or after your policy start date.

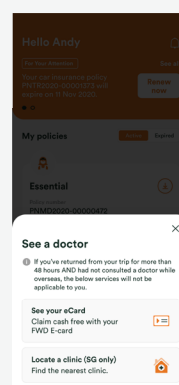
## How to access your eCard in FWD SG app



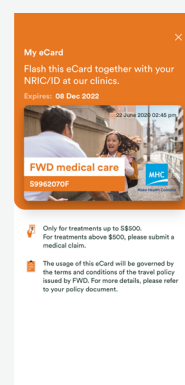
Log in to our app



In the app, go to “Home” and select your maid insurance policy  
Select “Visit doctor”



Select “See your eCard”



View your eCard



## Making a claim

### Claiming for outpatient medical expenses and six-monthly medical examination

Your helper can simply show the medical eCard on the app, together with her work permit to the clinic staff.



#### Cashless outpatient medical expenses

If your helper falls sick, she can visit our cashless [network of clinics](#). Pay the first **S\$10** and we'll cover up to the next **S\$30** on the bill when she shows the medical eCard within the app. Policy limits apply.



#### Six-monthly medical examination

Time for medical examination? Log on to the app and make an appointment with any of our panel clinics. Simply show the clinic your Singapore Ministry of Manpower letter, helper's work permit and flash the app during the visit.

### Your responsibilities

When you make a claim, you have certain responsibilities. These responsibilities apply to you and your helper. If you or your helper don't meet these responsibilities, we may not pay your claim in full, or we may decide not to pay the claim at all.

We reserve the right to lodge a report with the Singapore police or foreign authorities if you or your helper submit a dishonest, intentionally exaggerated, or fraudulent claim.

#### Tell us within 30 days

Claims need to be made within 30 days of the accident, injury, illness, or death being claimed for.

#### Cooperate with us

You and your helper need to provide us with any information and help that we need to process your claim, even after we have already paid your claim. We have the right to refuse to pay your claim if you don't provide us with the information or help we ask for. This may include any of the following.

- Attending court to give evidence if there is a dispute.
- Undergoing a medical examination, or allowing a post-mortem examination (at our expense).
- Being interviewed by us and/or our third party service provider or representatives.
- Providing confirmation that you cannot claim against another individual, company or insurer.
- Providing (at no cost to us) copies of any documents we request, such as:
  - medical reports or other information about your condition and treatment;
  - original invoices and receipts;
  - police reports; or
  - accurate English translations (confirmed by oath if necessary) of any documents.



### If you receive payment from other sources

We will reduce the benefit limit for this policy by any amount you or your helper receives (or is entitled to receive) from any other person or source. This includes refunds, reimbursements, or compensation amounts paid by/from any of the following.

- Other insurance policies.
- Transport providers.
- Accommodation providers.
- Manufacturers.
- Employment benefits.
- Government schemes.

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## Things to know

### Costs of preparing your claim

We are not responsible for any of the costs of filling-in any forms or getting any documents, such as death or other certificates.

### How we pay property claims

We pay all property claims based on the value of the items at the time of loss or damage. This means you or your helper may not get back the full purchase price. If we assess an item as being beyond repair and pay for its replacement, the damaged item becomes our property. You or your helper must keep any damaged property and send it to us if we ask for it. You or your helper will need to pay for any postage or transportation cost.



# Starting or ending your policy

This section explains when your policy starts and ends, and what you'll receive if you cancel it.

## When your policy starts

Your insurance cover starts from your coverage start date as shown in the insurance summary.

## When your policy ends

Your insurance cover ends on the coverage end date or the earliest of the following dates.

- The date your helper dies.
- The date your helper's work permit is cancelled and the Singapore Ministry of Manpower discharges the security bond we provided for you.
- The first policy renewal date after your helper turns 60.
- The date we terminate your policy because of other policy terms and conditions.

You will not be able to claim for any treatments or events that occur after your policy ends.

## Our right to cancel

We may cancel your policy:

- by giving you 7 days' notice in writing; or
- if we receive a Letter of Discharge from the Singapore Ministry of Manpower.

We will refund a part of your premium as shown in the following table. We will not refund anything less than S\$25 (before GST), or if there are any benefits payable under your policy.

For a **14-month** policy

Number of months from coverage start date	0-3	4-6	More than 6
How much premium is refunded	100%	40%	0%

For a **26-month** policy

Number of months from coverage start date	0-3	4-6	7-12	More than 12
How much premium is refunded	100%	70%	20%	0%





# Important things to know

In this section, we explain the important legal rights and obligations under your policy.

## The information you give us needs to be correct and complete

Read all parts of your policy to make sure they are correct and complete

Your policy is based on the information you and your helper gave us during the application process. It is important that the information is correct and complete and you and your helper were truthful and accurate with all of the information you provided. This information helped us to decide if you and your helper were eligible for the policy, and how much you need to pay.

You should let us know immediately if the information you and your helper gave us during the application was inaccurate, misleading, or exaggerated. You should also let us know immediately if the information you or your helper gave us has changed after your coverage start date.

### You need to provide correct and complete information

Under Section 25(5) of the Insurance Act, we must tell you that you have a duty to provide correct and complete information. For the information to be correct and complete, you need to tell us:

- everything you know; and
- everything you could reasonably be expected to know,

that is relevant to our decision to insure you and your helper.

If we later find out that any information is inaccurate, misleading, or exaggerated, we may do any of the following.

- Not pay your claim.
- Change your insurance coverage by charging a different premium.
- Cancel your policy and treat it as if it had never existed.

## This is a Singapore insurance contract

Your policy is governed by the laws of the Republic of Singapore. Under this contract of insurance, we agree to provide the benefits and protection based on the terms and conditions set out in your policy, and you and your helper agree to keep to those terms and conditions.

### All amounts are in Singapore dollars

All amounts payable by you or us in relation to this policy will be in Singapore dollars. We will convert any eligible expenses you incur overseas into Singapore dollars at a reasonable foreign currency exchange rate that we choose. We are not legally responsible for any exchange rate-related losses that you may incur.

### No benefits are paid if they are illegal

We will not pay any benefit under this policy if paying that benefit is illegal in Singapore under its economic and trade sanctions.

## Dishonest, exaggerated, fraudulent claims

We may report you and/or your helper to the Singapore police or foreign authorities if we determine that you and/or your helper have submitted a dishonest, intentionally exaggerated, or fraudulent claim. If this happens, you must pay us any amount that we have paid to you (or to another party) under this policy, and that would not have been paid but for the dishonest, intentionally exaggerated, or fraudulent claim.

## No rights for others under the policy

You and we are the only parties to your policy. Any person who is not a party to this policy has no rights under the Contracts (Rights of Third Parties) Act (Chapter 53B) to enforce any of its terms.

## Legal action against you

If there is legal action against you and/or your helper under this policy, you have to do the following.

- You should inform us immediately.
- Forward all communication that you receive regarding any legal action to us.
- Check with us before communicating to any third party (including the police) about any legal action.
- You or any person acting for you must not negotiate, admit or reject any claim without our approval in writing.



## Important things to know

### We may take over to settle or defend any legal claim

We may take over any rights to defend or settle any claim and to take legal action in your name to enforce your rights, or ours, against any other person.

We may also take legal action in your name (at our own expense) to recover any payment we have made under this policy to anyone else.

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### Policy owners' protection scheme

This policy is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for your policy is automatic and no further action is required from you.

For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact us or visit the General Insurance Association (GIA) or SDIC websites ([www.gia.org.sg](http://www.gia.org.sg)) or ([www.sdic.org.sg](http://www.sdic.org.sg)).



# How to reach us

In this section, we explain your options if you have a query or a problem with your policy.

## If you have questions



### Chat with Faith, our friendly chatbot

Need help? Chat with Faith and she can help you anytime of the day.



### Write to us

You can also email us at [contact.sg@fwd.com](mailto:contact.sg@fwd.com).



### Call us

Alternatively, you can call us at **+65 6820 8888** if you prefer to speak to our customer service team.

## How to resolve a concern or complaint

We want to resolve any concerns or complaints you may have as quickly as possible. You should follow the steps below to resolve your concerns.

<b>Step 1</b>  Talk to us	<p>The first thing you should do is talk to one of our consultants about your concerns or complaints. Call our hotline at <b>+65 6820 8888</b> (9am to 10pm – Mondays to Fridays, 9am to 1pm - Saturdays (excluding public holidays)). The consultant may be able to resolve your concerns or complaints. If not, they may refer you to a manager.</p> <p>The consultant will try to resolve your complaints or concerns as soon as possible.</p>
<b>Step 2</b>  Call or write to our Customer Engagement Department	<p>If you feel that your complaint has not been resolved, you can write to:</p> <p><b>FWD Singapore Pte. Ltd.</b> <b>6 Temasek Boulevard,</b> <b>#18-01 Suntec Tower Four,</b> <b>Singapore 038986</b> <b>Tel: +65 6820 8888</b> <b>Email: <a href="mailto:contact.sg@fwd.com">contact.sg@fwd.com</a></b> <b>Website: <a href="http://www.fwd.com.sg">www.fwd.com.sg</a></b></p> <p>We will respond to your complaint within 3 working days of us receiving it.</p>



## How to reach us

<p><b>Step 3</b></p> <p>Seek an external review from the Financial Industry Disputes Resolution Centre (FIDReC)</p>	<p>If we cannot arrive at a mutual agreement, you may approach the FIDReC, a free, independent and fair dispute resolution centre for resolution of disputes between financial institutions and consumers. You can lodge your concerns by post, online, or in-person. The FIDReC's details are:</p> <p><b>Financial Industry Disputes Resolution Centre</b> <b>36 Robinson Road</b> <b>#15-01 City House</b> <b>Singapore 068877</b> <b>Tel: +65 6327 8878</b> <b>Email: <a href="mailto:info@fidrec.com.sg">info@fidrec.com.sg</a></b> <b>Web: <a href="http://www.fidrec.com.sg">www.fidrec.com.sg</a></b></p> <p>You need to remember to quote your policy number in any communication with us or with FIDReC.</p>
<p><b>Step 4</b></p> <p>Mediation and arbitration</p>	<p>Any unresolved dispute must first be referred to FIDReC as above. If the sum involved in the dispute is outside the jurisdiction of FIDReC, you agree to resolve the dispute through mediation via the Singapore Mediation Centre in accordance with their mediation rules.</p> <p>If you agree to take part in the mediation, you and we will be required to agree to participate in good faith and agree to adhere to the terms of any settlement reached.</p> <p>If you choose not to take part in mediation or if mediation fails, the dispute will be referred to arbitration in Singapore according to the Arbitration Rules of the Singapore International Arbitration Centre that apply at the point in time. The outcome of the arbitration will be final.</p>



# Key words and phrases

The list below explains the meanings of key words and phrases shown in your policy.

<b>Accident</b>	An accident is an event that is sudden, unexpected and unintentional occurring during the period of insurance that is the only cause of damage or injury.
<b>Endorsement</b>	A document attached to your policy that outlines any adjustments that we make to the standard terms and conditions of your policy.
<b>Family</b>	Your spouse or legally recognised partner, children, parents, brothers and sisters, parents-in-law, brothers-in-law, sisters-in-law, grandparents, grandparents-in-law, daughters-in-law, sons-in-law, or grandchildren.
<b>Helper, she and her</b>	The person named in your insurance summary employed by you as a foreign domestic worker and who holds a valid work permit (or in principle approval) issued by the Singapore Ministry of Manpower.
<b>Hospital</b>	<p>A facility that:</p> <ul style="list-style-type: none"><li>▪ is licensed as a hospital under the laws of the country it operates in;</li><li>▪ has registered nurses and at least one medical practitioner stationed at all times;</li><li>▪ mainly operates to diagnose and treat illness or injury on an in-patient basis;</li><li>▪ has organised facilities for X-ray and major surgery; and</li><li>▪ is not primarily a nursing facility, clinic, nursing home, community hospital, convalescence home, psychiatric facility, drug and alcohol rehabilitation facility, preventative medicine facility, or hospice care (except for the terminally ill).</li></ul>
<b>In-patient</b>	Refers to an admission in a hospital for 24 continuous hours upon the recommendation and care of a medical practitioner.
<b>Insurance summary</b>	<p>The document attached to your policy that shows important information about your policy, including the following.</p> <ul style="list-style-type: none"><li>▪ Policy number.</li><li>▪ Policyholder and your helper's details.</li><li>▪ The period of insurance.</li><li>▪ Your premium details.</li><li>▪ The optional benefits that you paid additional premium for.</li></ul>
<b>Medically necessary</b>	<p>The medical service, procedure or supply is necessary according to a medical practitioner to treat an accidental injury (or illness if applicable). Also, that medical service, procedure, or supply is:</p> <ul style="list-style-type: none"><li>▪ necessary because your helper's medical condition will be negatively affected without it;</li><li>▪ widely accepted within the medical profession in Singapore, or the country of treatment, as being effective, appropriate and essential to treat the injury or illness based on recognised medical standards of the specialty involved;</li><li>▪ not for cosmetic or aesthetic purposes;</li><li>▪ not elective, preventive or screening in nature;</li><li>▪ not for the personal convenience or comfort of your helper, or any person who cares for your helper; and</li><li>▪ experimental, unless it is widely recognised by the medical profession in Singapore as having the potential to become part of conventional western medicine.</li></ul>



## Key words and phrases

<b>Medical practitioner</b>	<p>A person who has a medical degree, is licensed or registered in the country in which they operate, and is accredited by a medical board or equivalent organisation to render medical services, in the region they practice. A medical practitioner cannot be any of the following people unless we agree in writing.</p> <ul style="list-style-type: none"><li>▪ You or your helper.</li><li>▪ You or your helper's family member, business partner, employer, employee or agent.</li></ul>
<b>Period of insurance</b>	<p>The period between the coverage start date and coverage end date (both inclusive) as shown in the insurance summary.</p>
<b>Policy</b>	<p>Refers to the information provided as part of the application process, this policy wording including the table of benefits, the insurance summary and any endorsements attached by us.</p>
<b>Pre-existing condition</b>	<p>Refers to any injury or illness, including any complications which:</p> <ul style="list-style-type: none"><li>▪ you or your helper knew or should reasonably know about, including symptoms which existed before the coverage start date of the policy; or</li><li>▪ your helper has received medical advice, diagnosis, care and treatment for in the 12 months before the coverage start date of the policy.</li></ul>
<b>We, us, and our</b>	<p>FWD Singapore Pte Ltd, the issuer of your policy.</p>
<b>You, and your</b>	<p>The policyholder. Your details are shown in the insurance summary or endorsement.</p>