

Caring for you is what we do



FWD Care Recovery Plan is our complimentary support program that goes beyond paying a claim during your moments of need. Because getting you back on your feet is what matters to us.

Call our hotline: +65 6820 8888

A new kind of support from a different kind of insurer

We know that traditionally, insurance has been good at supporting you financially. But with anything beyond that, the support usually stops.

Which is why at FWD, we want to give you the kind of help you need, but might not expect from an insurer.

That's why we designed FWD Care Recovery Plan, a range of support services curated to meet your every need.

Be it emotional support, or practical help, FWD Care Recovery Plan starts with us listening to you to understand what you need and how we can support you.

Because we think insurance should be about so much more than paying a claim.



We partner with the best to bring you the care you need.

Aspire Lifestyles is the global leader in loyalty solutions and lifestyle management services for nearly 30 years. Its health and wellness propositions span across Asia and the world, providing professional and exceptional customized healthcare solutions for affluent customer segments. With a vast network of health advisors who are trained medical professionals, Aspire Lifestyles is able to provide trusted recommendations and referrals to leading health and wellness partners.

<https://www.aspirelifestyles.com/>

How you'll experience the FWD Care Recovery Plan

Between 01/07/2021 to 30/06/2022, if your major event claim (e.g. death, critical illness or major medical incident) is approved, the FWD Care Recovery Plan will be made available to you.

Read on below to find out more about the process and range of services available under this plan.



Make a claim

When your claim is approved, we'll get in touch with you to start the process.



Provide your consent

As this program is meant to benefit you, we'll first require you to provide your consent.



Contact your nurse

Eligible customers who have provided their consent can contact your nurse to enquire about the services.



Get the support you need

Your nurse will discuss the support services that best suit you/your family needs and connect you with them.



Programme completion

The FWD Care Recovery Plan lasts for 6 months, where you will have access to your nurse and all support services, up to the S\$1,300 limit, at no cost.

Remember, you'll have full access to your recovery nurse for the whole 6 months, even if you use up the full value of services before then. Because if you're in need, we think you deserve the best possible care.

Professional support services

The FWD Care Recovery Plan provides a range of expert services worth up to S\$1,300 at no cost to you. These services, listed below, can be booked in consultation with your dedicated nurse – meaning you’ll receive a personalised plan of care.

Remember, you’ll have access to your recovery nurse for the whole 6 months, even if you use up the financial value of services before the 6 months are up.



Home assistance

Home cleaning and/or home modification/renovation services to ensure your home is optimised for your recovery.



Local medical transportation

Travel to your medical appointments with ease with our dedicated transportation service.



Counselling

Just like physical therapy, counselling is beneficial for anyone going through a wide range of issues and requires someone to talk to.



Physiotherapy

To help you regain muscle strength, joint mobility and joint position sense after an injury or when undergoing rehabilitation.



Home nursing care assistance

We will provide referral information for home nursing services performed by a registered nurse, assistance nurse or caregiver (as applicable), and can assist with arranging for appointments with such service provider.



Dietician consultation

Our professional dieticians will help you design a suitable dietary program to help you regain your energy, regardless of your condition.

For more information

Please call our hotline or simply check out our website

www.fwd.com.sg



Visit our website to find out more



Call our service hotline
+65 6820 8888

9am to 10pm - **Monday to Friday**
9am to 1pm - **Saturday**
(excluding public holidays)

About FWD

Established in 2013, FWD is the insurance business arm of investment group, Pacific Century Group. FWD today spans across 10 markets, with 9.8 million customers, and is one of the fastest growing insurers in this region.

FWD is focused on creating fresh customer experiences, with easy-to-understand and relevant products, supported by digital technology.

Through this customer-led approach, FWD aims to become a leading pan-Asian insurer that changes the way people feel about insurance.

For more information and before making a commitment to purchase the policy, you may wish to seek advice from your Financial Adviser Representative. This is not a contract of insurance. In the event you choose not to seek advice from a Financial Adviser Representative, you should consider whether the policy is suitable for your needs.

This brochure contains only general information and does not have any regard to the specific investment objectives, financial situation and the particular needs of any specific person. It does not constitute an offer to buy or sell an insurance product or service. As buying a life insurance policy is a long term commitment, an early termination of the policy usually involves high cost and the surrender value, if any, that is payable to you may be zero or less than total premiums paid. It is usually detrimental to replace an existing accident and health plan with a new one. A penalty may be imposed for early plan termination and the new plan may cost more, or have less benefits at the same costs.

This policy is protected under the Policy Owners' Protection Scheme which is administrated 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 LIA or SDIC websites (www.lia.org.sg or www.sdic.org.sg). Information is correct as of 25 May 2021. This material is issued by FWD Singapore Pte. Ltd.

This advertisement has not been reviewed by the Monetary Authority of Singapore.