

## Extra care when it counts



FWD Care Recovery Plan is the support that we offer customers on a range of FWD insurance plans. From health care advice to emotional support after a claim, FWD Care Recovery Plan is at the heart of our values, and our role as an insurer.

**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.

## How you'll experience the FWD Care Recovery Plan

Between 01/07/2021 to 30/06/2022, if your claim is approved, the FWD Care Recovery Plan will be made available to you.



### Make a claim

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



### Provide your consent

As this programme 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 their assigned certified nurse to enquire about the services.



### Get the support you need

Your dedicated nurse will be a companion and guide for you and your loved ones. Beyond that, 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.

Please refer to the [terms and conditions](#) for more details.

## Professional support services

The FWD Care Recovery Plan provides a range of recovery 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.



### Home assistance

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



### Counselling

Counselling is beneficial for anyone going through a wide range of issues and requires someone to talk to.



### Home nursing care assistance

Nursing procedures can be done in the comfort of your home with high level of professionalism. Experienced, certified and trained home nurses are available 24/7.



### Local medical transportation

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



### Physiotherapy

To help you improve physical function and mobility after an injury or when undergoing rehabilitation.



### Dietician consultation

Professional dieticians will help you design a suitable dietary programme to help you regain your energy, regardless of your condition.



## We partner with one of 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 customised 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/>

## 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.

### **Please refer to the exact terms and conditions.**

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.

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](http://www.lia.org.sg) or [www.sdic.org.sg](http://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.