



LETTER OF GUARANTEE (LOG) [pre-signed bulk LOG]

Q1: Who is eligible for pre-signed bulk LOG facility?

ANS: Policyholder who satisfies the pre-defined requirements and minimum premium criteria (\$15,000 for Group Hospital & Surgical and Major Medical) will have access to this facility. Employee may check with their HR for further clarification.

Q2: How does the employee request for a LOG for his/her or his/her dependent's hospitalization?

ANS: Normally, AIA issues a supply of LOGs to the company HR department. Employee may approach their company HR department to request for the LOG before the hospital admission.

Q3: What does the insured need to do after obtaining the LOG?

ANS: During admission:
1) Provide the duly completed LOG form to the admission counter of the hospital
2) Sign the MediSave Authorisation Form (applicable to those with Medisave account)
3) Utilized any Integrated Shield Plan, if any

Q4: Can the insured use the LOG for surgical procedure done at Specialist Clinic?

ANS: No. LOG is only applicable at participating hospitals in Singapore and not valid at any clinics.

Q5: What is the amount issued for the LOG?

ANS: Generally, the LOG amount is up to a maximum of S\$10,000.

Q6: Does the insured need to sign the MediSave Authorization Form upon admission?

ANS: Yes, it is a requirement if the insured has a MediSave account. By doing so, it will also help to minimise cash outlay in the event the hospitalization charges escalate.

Q7: Why does the insured need to sign the MediSave Authorisation Form if a LOG is used?

ANS: If the insured has a MediSave account, the use of MediSave will minimise the out-of-pocket payment by insured for the bill charges that are not covered by the Group Hospital and Surgical (GHS) benefit or the insured's Shield plan (if any).

Q8: If the claim is payable by AIA Group Policy, will AIA reimburse to the MediSave account utilised?

ANS: This will be subjected to the claim amount payable. AIA will first reimburse the hospital and any out of pocket from insured. If there is any balance, AIA will then reimburse to the utilised MediSave account.



Q9: Which are the participating hospitals?

ANS: The participating hospitals include:

| Restructured Hospitals | Private Hospitals |
|------------------------------------|---------------------------------|
| Alexandra Hospital | Farrer Park Hospital |
| Changi General Hospital | Gleneagles Hospital |
| Khoo Teck Puat Hospital | Mount Alvernia Hospital |
| KK Women's and Children's Hospital | Mount Elizabeth Hospital |
| National University Hospital | Mount Elizabeth Novena Hospital |
| Ng Teng Fong Hospital | Parkway East Hospital |
| Sengkang General Hospital | Raffles Hospital |
| Singapore General Hospital | Thomson Medical Centre |
| Singapore National Eye Centre | |
| Singapore National Heart Centre | |
| Tan Tock Seng Hospital | |

Information updated as at 27 Jul 2020.