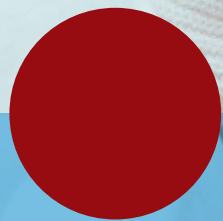


SimpleCare Explained



Individuals and families



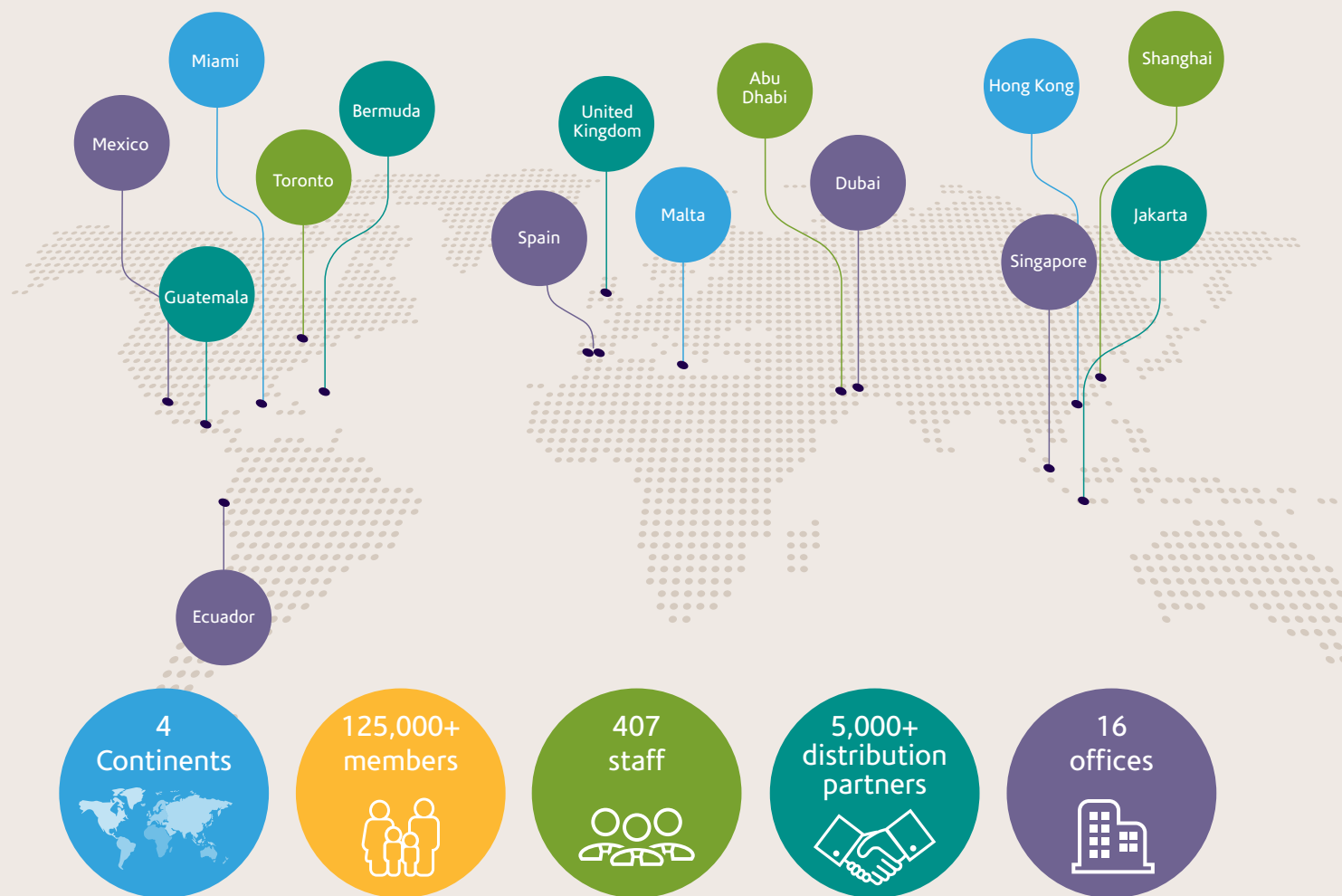
About US

Our promise to our customers is in our name: 'Now' is clear, innovative and accessible. This means clear, relevant information, easy-to-use online tools and fast service from people who respect your time. Our products are designed to be comprehensive and benefit rich.

Now Health International is a global business with its headquarters in Hong Kong and regional service centres in Hong Kong, Shanghai, Dubai, the United Kingdom, Singapore, Jakarta, Malta and Spain. In July 2015, Now Health's investor acquired Best Doctors Insurance, a major medical insurance provider with distribution throughout Latin America, the Caribbean and Canada. The combination of the two

businesses creates one of the largest providers of high-end international private medical insurance globally, with 16 sales/service offices, 125,000+ members, 407 staff and 5,000+ distribution partners.

Our innovative service proposition provides you with peace of mind that we will deliver a fast, accurate service when you need it most. Our award winning digital tools such as our smartphone app also make it easy for members to manage their plan while on the move, creating an exceptional customer experience.



Our Insurance Partner



SOMPO
INSURANCE

Our insurance partner in Singapore is Sompo Insurance Singapore Pte. Ltd. Originating from Japan and operating for over a century, Sompo has been in Singapore since 1989. The company provides individuals and companies with premium yet affordable insurance in Singapore. Sompo is committed to deliver its best service to customers and aims to be their trusted partner when it comes to protecting what they value and treasure most.



Why Choose Us

With us, it's easy to get immediate access to top-quality healthcare anywhere in the world. We make it simple to choose the right cover and access the best medical care for you and your family.

Transparent:

Clear, relevant information, so you know exactly what is and isn't covered

Service Excellence:

Great service from people who respect your time and understand what matters to you



Flexible:

Flexible annual deductible and additional options to help tailor your plan to your needs and budget

Fast:

Straightforward processes and fast turnaround times, from joining to claiming

Innovative:

Innovative digital tools so it's easy to find a doctor and submit claims, anywhere in the world

We are an award winning health insurance provider. From our products to our innovative service offer, we are continually working to deliver excellence for our customers.





SimpleCare: At a glance

SimpleCare is an affordable plan that is designed to provide vital health protection for all major health events, ensuring you can access quality healthcare when you need it most.











SimpleCare CORE	SimpleCare 100	SimpleCare 250
<p>In-Patient</p>	+ <p>In-Patient Out-Patient USD 1,000/SGD 1,300</p>	+ + <p>In-Patient Out-Patient USD 2,500/SGD 3,250 Dental</p>
<p>Ideal for someone who wants protection for serious medical conditions and emergencies</p>	<p>Suitable for those that want cover for major health events, as well basic cover for day to day medical expenses</p>	<p>Designed for those looking for more extensive but affordable cover, with a higher aggregate benefit limit for day to day medical expenses</p>

		SimpleCare CORE	SimpleCare 100	SimpleCare 250
		Annual maximum up to USD 1,000,000/SGD 1,300,000	Annual maximum up to USD 1,500,000/SGD 1,950,000	Annual maximum up to USD 1,500,000/SGD 1,950,000
<p>In-Patient and Day-Patient Co-Insurance</p>	Treatment in Singapore			
	(i) Singapore Public Hospital (ii) Singapore Private Hospital	(i) Nil (ii) 20%	(i) Nil (ii) 20%	(i) Nil (ii) 20%
	Treatment outside Singapore	Nil	Nil	Nil
<p>Hospital & Surgery</p>	Full refund	Full refund	Full refund	
<p>Day-Patient/Out-Patient Surgery</p>	Full refund	Full refund	Full refund	
<p>Cancer</p>	Full refund	Full refund	Full refund	
<p>Organ Transplant</p>	Up to USD 100,000/SGD 130,000	Up to USD 150,000/SGD 195,000	Up to USD 150,000/SGD 195,000	
<p>Evacuation and Repatriation</p>	Up to USD 100,000/SGD 130,000	Up to USD 100,000/SGD 130,000	Up to USD 100,000/SGD 130,000	
<p>Out-Patient</p>	Not Covered	Up to USD 1,000/SGD 1,300	Up to USD 2,500/SGD 3,250* <small>*Up to USD 1,250/SGD 1,625 for out-patient drugs and dressings</small>	
<p>Dental</p>	Not Covered	Not Covered	80% up to USD 300/SGD 390	
<p>In/Day/Out-Patient Deductible</p>	USD 500/SGD 650 default	USD 500/SGD 650 default	USD 500/SGD 650 default	



How to build **your plan**

Here's how you can build your own SimpleCare plan in four easy steps.

1  Select your level of cover	SimpleCare CORE  In-Patient			SimpleCare 100   In-Patient Out-Patient USD 1,000/ SGD 1,300			SimpleCare 250    In-Patient Out-Patient Dental USD 2,500/ SGD 3,250		
2  Select your annual in/day/out-patient deductible	USD Nil	USD150/ SGD 195	USD250/ SGD 325	USD 500/ SGD 650 (default)	USD1,000/ SGD 1,300	USD 2,500/ SGD 3,250	USD 5,000/ SGD 6,500	USD 10,000/ SGD 13,000	USD 15,000/ SGD 19,500
3  Select any ONE out-patient option • For deductibles USD 500/SGD 650 and under	N/A			USD 25/SGD 30 out-patient per visit excess, or 20% out-patient co-insurance					
4  Additional option Remove the default in/day patient co-insurance	Optional			Optional			Optional		

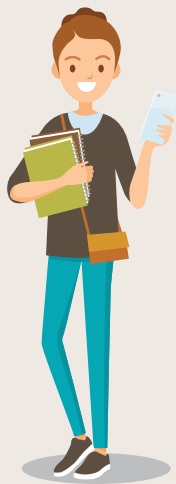


Who should buy **this plan**?

Meet **Sarah**

Sarah has recently moved abroad to study. It's her first time living away from home so her parents are paying for the cover. They need a cost-conscious solution while providing reassurance that she has access to top quality healthcare. She is looking for:

- ✓ Protection for accidents, hospitalisations and serious medical conditions
- ✓ Medical evacuation and repatriation to her home country
- ✓ Affordable cover as she is on a tight budget



She should consider:

- SimpleCare CORE, which covers Sarah for all her major health needs
- A high annual in/day/out-patient deductible such as USD 5,000/SGD 6,500 which will reduce her premium

Why is this a good option:

- Full cover for hospital, surgery and cancer treatment if she receives in/day-patient treatment in Singapore Public Hospitals or outside Singapore
- Evacuation and repatriation cover up to USD 100,000/SGD 130,000
- Access to our award-winning service and digital tools



Who should buy **this plan?**

Meet **Bob**

Bob is an expat on a local employment contract, so he isn't entitled to the benefits associated with an expat package. However, his company are willing to give him a subsidy so he can purchase health insurance. Bob is looking for:



- ✓ Protection for accidents, hospitalisations and serious medical conditions
- ✓ Basic cover for minor day to day medical expenses, such as GP visits
- ✓ Health cover for his country of residence, as well as when he travels back to his home country to visit family

He should consider:

- *SimpleCare 100, which covers Bob for all major health events, as well as up to USD 1,000/SGD 1,300 worth of out-patient treatment*
- *A low annual in/day/out-patient deductible such as USD 250/SGD 325, so he only has a small amount to pay once a year to access his plan*

Why is this a good option:

- *Full cover for hospital, surgery and cancer treatment if he receives in/day-patient treatment in Singapore Public Hospitals or outside Singapore*
- *Up to USD 1,000/SGD 1,300 per year to access out-patient care, drugs and dressings, physiotherapy and complementary medicine*
- *Access to our award-winning service and digital tools*

Meet the **Perez Family**

They are local nationals who are concerned about the quality of healthcare provision available to them in their home country. They are looking for:



- ✓ A plan that ensures they can access the quality providers both locally and abroad
- ✓ A reasonable level of cover for both serious medical conditions and the costs of day to day medical treatment, including dental
- ✓ Affordable cover for their whole family

They should consider:

- *SimpleCare 250, which covers the family for all their major health needs, as well as up to USD 2,500/SGD 3,250 worth of out-patient treatment including dental*
- *A nil annual in/day/out-patient deductible, so they can access their plan with no up front cost to pay unless they choose to receive in/day-patient treatment in non-Singapore Public Hospitals in Singapore*
- *They could also choose one of our risk-management tools for out-patient treatment, such as a 20% co-insurance, to help them keep their cover affordable*


Why is this a good option:



- *Full cover for hospital, surgery and cancer treatment if they receive in/day-patient treatment in Singapore Public Hospitals or outside Singapore*
- *Up to USD 2,500/SGD 3,250 per year per member to access out-patient care, drugs and dressings, physiotherapy and complementary medicine*
- *80% cover up to USD 300/SGD 390 per year per member for routine and complex dental treatment*
- *Access to our award-winning service and digital tools*





SimpleCare Benefit Schedule

Benefit	SimpleCare CORE	SimpleCare 100	SimpleCare 250
Annual Maximum Plan Limit	USD 1,000,000/ SGD 1,300,000	USD 1,500,000/ SGD 1,950,000	USD 1,500,000/ SGD 1,950,000
Area of Cover: Worldwide excluding USA	Default Network: SimpleCare Comprehensive #		
	# Our list of medical providers that is available to you.		
In-Patient and Day-Patient Co-Insurance			
Treatment in Singapore			
(i) Singapore Public Hospital (ii) Singapore Private Hospital	(i) Nil (ii) 20%	(i) Nil (ii) 20%	(i) Nil (ii) 20%
Treatment outside Singapore	Nil	Nil	Nil
Hospital & Surgery			
1. Hospital Charges, Medical Practitioner and Specialist Fees: (i) Hospital charges (ii) Durable Medical Equipment, Prosthetic and Orthotic Supplies charges (DMEPOS)	▶ (i) Full refund ▶ (ii) Up to USD 2,000/ SGD 2,600 per medical condition	▶ (i) Full refund ▶ (ii) Up to USD 2,000/ SGD 2,600 per medical condition	▶ (i) Full refund ▶ (ii) Up to USD 2,000/ SGD 2,600 per medical condition
2. Diagnostic Procedures: MRI, PET & CT Scans	▶ Full refund for in-patient pre and post-operative scans	▶ Full refund	▶ Full refund
3. Renal Failure and Renal Dialysis: (i) In-Patient basis (ii) Day-Patient or Out-Patient basis	▶ (i) In-Patient pre and post-operative care up to six weeks full refund ▶ (ii) Up to USD 50,000/ SGD 65,000	▶ (i) Up to six weeks full refund ▶ (ii) Up to USD 50,000/ SGD 65,000	▶ (i) Up to six weeks full refund ▶ (ii) Up to USD 50,000/ SGD 65,000
4. Organ Transplant:	▶ Up to USD 100,000/ SGD 130,000	▶ Up to USD 150,000/ SGD 195,000	▶ Up to USD 150,000/ SGD 195,000
5. Cancer Treatment:	▶ Full refund	▶ Full refund	▶ Full refund
6. New Born Cover:	▶ Up to USD 25,000/ SGD 32,500	▶ Up to USD 35,000/ SGD 45,500	▶ Up to USD 35,000/ SGD 45,500
7. Congenital Disorder:	▶ Up to USD 25,000/ SGD 32,500	▶ Up to USD 35,000/ SGD 45,500	▶ Up to USD 35,000/ SGD 45,500
8. Parent Accommodation:	▶ Full refund	▶ Full refund	▶ Full refund
9. Hospital Accommodation for New Born Accompanying their Mother:	▶ Full refund	▶ Full refund	▶ Full refund
10. Reconstructive Surgery:	▶ Full refund	▶ Full refund	▶ Full refund
11. Day-Patient or Out-Patient Surgery:	▶ Full refund	▶ Full refund	▶ Full refund
12. In-Patient Emergency Dental Treatment:	▶ Full refund	▶ Full refund	▶ Full refund
13. Rehabilitation:	▶ Full refund up to 30 days per medical condition	▶ Full refund up to 90 days per medical condition	▶ Full refund up to 90 days per medical condition
14. Nursing Care at Home:	▶ Not covered	▶ Full refund up to 30 days per medical condition	▶ Full refund up to 30 days per medical condition
Nursing Care			


Benefit	SimpleCare CORE	SimpleCare 100	SimpleCare 250
 15. Emergency Ambulance Transportation:	▶ Full refund	▶ Full refund	▶ Full refund
16. Evacuation and Repatriation: Evacuation: Reasonable expenses for: (i) Transportation costs (ii) Reasonable local travel costs to and from medical appointments (iii) Reasonable travel costs for a locally-accompanying person (iv) Reasonable costs for non-hospital accommodation costs Repatriation to country of residence or country of nationality following treatment	Combined limit of USD 100,000/SGD 130,000 ▶ (i) Full refund ▶ (ii) Full refund ▶ (iii) Full refund ▶ (iv) Up to USD 200/SGD 260 per day, up to USD 7,500/SGD 9,750 per person, per evacuation ▶ Full refund	Combined limit of USD 100,000/SGD 130,000 ▶ (i) Full refund ▶ (ii) Full refund ▶ (iii) Full refund ▶ (iv) Up to USD 200/SGD 260 per day, up to USD 7,500/SGD 9,750 per person, per evacuation ▶ Full refund	Combined limit of USD 100,000/SGD 130,000 ▶ (i) Full refund ▶ (ii) Full refund ▶ (iii) Full refund ▶ (iv) Up to USD 200/SGD 260 per day, up to USD 7,500/SGD 9,750 per person, per evacuation ▶ Full refund
17. Mortal Remains: (i) Costs of transportation of body or ashes to Country of Nationality or Country of Residence, or (ii) Burial or cremation costs at the place of death	▶ (i) Full refund ▶ (ii) Up to USD 10,000/SGD 13,000	▶ (i) Full refund ▶ (ii) Up to USD 10,000/SGD 13,000	▶ (i) Full refund ▶ (ii) Up to USD 10,000/SGD 13,000
18. Emergency Non-Elective Treatment outside Area of Cover:	▶ Full refund for accident requiring in-patient or day-patient care Illness: in-patient and day-patient care up to USD 25,000/SGD 32,500	▶ Full refund for accident requiring in-patient or day-patient care Illness: in-patient and day-patient care up to USD 35,000/SGD 45,500	▶ Full refund for accident requiring in-patient or day-patient care Illness: in-patient and day-patient care up to USD 35,000/SGD 45,500
19. Hospital Cash Benefit: (i) In-Patient Treatment (ii) Major Elective Surgeries A 9 month wait period applies to (ii)	▶ (i) Up to USD 200/SGD 260 per admission ▶ (ii) Up to USD 1,000/SGD 1,300 per Major Elective Surgery	▶ (i) Up to USD 200/SGD 260 per admission ▶ (ii) Up to USD 1,000/SGD 1,300 per Major Elective Surgery	▶ (i) Up to USD 200/SGD 260 per admission ▶ (ii) Up to USD 1,000/SGD 1,300 per Major Elective Surgery
Annual Out-Patient Limit Applicable to Benefit 20 and 21	N/A	USD 1,000/SGD 1,300	USD 2,500/SGD 3,250
20. Out-Patient Charges: (i) Medical Practitioner (ii) Teleconsultation (iii) prescribed Drugs and Dressings (iv) Vitamins and Minerals	▶ (i) and (ii) Pre-operative consultation within 15 days from the admission and post hospitalisation consultation within 30 days following discharge from Hospital Up to maximum USD 750/SGD 975 ▶ (iii) Not covered ▶ (iv) Not covered	▶ (i) and (ii) Full refund subject to Annual Out-Patient Limit ▶ (iii) Full refund subject to Annual Out-Patient Limit ▶ (iv) Up to USD 150/SGD 195 per Period of Cover (i), (ii), (iii) and (iv) subject to Annual Out-Patient Limit	▶ (i) and (ii) Full refund subject to Annual Out-Patient Limit ▶ (iii) Up to USD 1,250/SGD 1,625 ▶ (iv) Up to USD 150/SGD 195 per Period of Cover (i), (ii), (iii) and (iv) subject to Annual Out-Patient Limit
21. Out Patient Physiotherapy and Alternative Therapies: (i) Physiotherapy (ii) Complementary medicine and Treatment: osteopaths, chiropractors and podiatrists, chiropractors, homeopaths, dietician and acupuncture Treatment (iii) Treatment by a recognised Traditional Chinese Medicine Practitioner or an Ayurvedic Medical Practitioner	▶ Not covered	▶ (i) USD 60/SGD 80 per visit (ii) USD 60/SGD 80 per visit (iii) USD 30/SGD 40 per visit Combined up to 10 visits for (i), (ii) & (iii), subject to annual out-patient limit	▶ (i) USD 80/SGD 100 per visit (ii) USD 80/SGD 100 per visit (iii) USD 40/SGD 50 per visit Combined up to 10 visits for (i), (ii) & (iii), subject to annual out-patient limit

	Benefit	SimpleCare CORE	SimpleCare 100	SimpleCare 250
 Out-Patient	22. Menopause Hormone Replacement Therapy:	▶ Not covered	▶ Up to USD 200/SGD 260	▶ Up to USD 300/SGD 390
	23. Out-Patient Psychiatric Illness:	▶ Not covered	▶ Up to USD 300/SGD 390	▶ Up to USD 400/SGD 520
 Dental	24. Dental Care: <i>Waiting Period: Costs incurred within nine months from the Entry Date are excluded.</i> <i>Orthodontics and dental implants not covered.</i> <i>Deductible does not apply to this benefit.</i>	▶ Not covered	▶ Not covered	▶ USD 300/SGD 390, subject to 20% co-insurance

	Deductible Options	SimpleCare CORE	SimpleCare 100	SimpleCare 250
 Deductibles Options	Standard Deductible	USD 500/SGD 650	USD 500/SGD 650	USD 500/SGD 650
	Deductible Options (In-Patient, Day-Patient & Out-Patient) <i>Please note: USD 10,000/SGD 13,000 or USD 15,000/SGD 19,500 deductible plans are only available to be purchased as a Secondary Health Insurance Plan^o.</i>	▶ <i>Optional</i> Nil USD 150/SGD 195 USD 250/SGD 325 USD 1,000/SGD 1,300 USD 2,500/SGD 3,250 USD 5,000/SGD 6,500 USD 10,000/SGD 13,000 USD 15,000/SGD 19,500	▶ <i>Optional</i> Nil USD 150/SGD 195 USD 250/SGD 325 USD 1,000/SGD 1,300 USD 2,500/SGD 3,250 USD 5,000/SGD 6,500 USD 10,000/SGD 13,000 USD 15,000/SGD 19,500	▶ <i>Optional</i> Nil USD 150/SGD 195 USD 250/SGD 325 USD 1,000/SGD 1,300 USD 2,500/SGD 3,250 USD 5,000/SGD 6,500 USD 10,000/SGD 13,000 USD 15,000/SGD 19,500
	^o <i>If you have more than one health insurance policy, this plan will be the health insurance policy that pays last. Please note an Integrated Shield Plan is not considered as Primary Health Insurance for the purpose of purchasing this Plan as a Secondary Health Insurance Plan.</i>			

Out-patient Options		SimpleCare CORE	SimpleCare 100	SimpleCare 250
 Out-patient Options	Out-Patient Per Visit Excess USD 25/SGD 30 ⁺	N/A	▶ <i>Optional</i>	▶ <i>Optional</i>
	Co-Insurance Out-patient Treatment 20% ⁺	N/A	▶ <i>Optional</i>	▶ <i>Optional</i>

⁺ only available for plans with deductibles of USD 500/SGD 650 and under

Additional Option		SimpleCare CORE	SimpleCare 100	SimpleCare 250
 Co-Insurance	Removal of Co-Insurance for Treatment in Singapore Private Hospital	▶ <i>Optional</i>	▶ <i>Optional</i>	▶ <i>Optional</i>



How to use **your plan?**

When you need to use your plan, we've designed the process to be as straightforward as possible. Our innovative digital tools mean it is easy to manage your plan completely online.

	Accessing In-Patient Treatment:	<p>If you need to be admitted to hospital for day-patient or in-patient treatment, you must contact us first to request treatment pre-authorisation. We will then place a guarantee of payment with the medical provider so you don't need to pay anything.</p>
	Find a Medical Provider:	<p>Before seeking treatment you can use our Find a Medical Provider Tool to find a medical provider. This can be accessed online via:</p> <ol style="list-style-type: none"> <li data-bbox="683 549 1497 631">  1) Our website, <li data-bbox="683 631 1497 714">  2) Our smartphone 'Now Health' App available for iPhone and Android; or <li data-bbox="683 714 1497 797">  3) Your secure online portfolio.
	Accessing Out-Patient Treatment:	<p>If you select a plan that includes out-patient benefit, you can go to any medical practitioner of your choice or in our network, pay for your treatment and claim back your expenses online.</p>
	Make a Claim:	<p>If you have paid for out-patient treatment and need to submit a claim for reimbursement, you can do this in one of two ways, either via:</p> <ol style="list-style-type: none"> <li data-bbox="683 1038 1497 1120">  1) Our smartphone App for iPhone and Android; or <li data-bbox="683 1120 1497 1203">  2) via your secure online portfolio. <p>Simply complete the online form and don't forget to attach any receipts or diagnostic reports. You will receive a notification to acknowledge receipt of your claim and you can track it using your secure online portfolio.</p>
	Manage your information from anywhere:	<p>You can use your secure online portfolio to access all your plan information in just a few clicks. You can use your secure online portfolio to:</p> <ul style="list-style-type: none"> <li data-bbox="683 1452 1497 1535">  View and download your plan documents, including your certificate of insurance <li data-bbox="683 1535 1497 1618">  Add your membership card to your smartphone wallet <li data-bbox="683 1618 1497 1701">  Download your virtual membership card <li data-bbox="683 1701 1497 1783">  Submit and track the status of your claims <li data-bbox="683 1783 1497 1866">  Submit requests for treatment pre-authorisation



What We Don't Cover

There are some limitations that apply in addition to any personal exclusion we may detail in your Certificate of Insurance. These include treatments that may be considered a matter of personal choice (such as cosmetic treatment) and other treatments that are excluded from cover to keep premiums at an affordable level. For a full description, please refer to the members' handbook.

- 1 Act of terrorism, war and illegal acts
- 2 Administrative and shipping fees
- 3 Alcohol and drug abuse
- 4 Chemical exposure
- 5 Cosmetic treatment
- 6 Contamination
- 7 Chronic conditions (CORE plan only)
- 8 Coma or Vegetative State
- 9 Deductible, out-patient per visit excess or co-insurance
- 10 Dental care
– unless this benefit is included within the core benefits of the plan
- 11 Developmental disorders
- 12 Dietary supplements and cosmetic products
- 13 Eating disorders
- 14 Experimental treatment and drugs
- 15 Eyesight tests or vision correction, hearing tests, hearing or visual aids
- 16 External prosthesis
- 17 Failure to follow medical advice
- 18 Foetal surgery
- 19 Genetic testing
- 20 Hazardous sports and pursuits
- 21 HIV, AIDS or sexually transmitted disease
- 22 Hormone Replacement Therapy
– unless caused due to medical intervention
- 23 Morbid obesity
- 24 Nursing homes, convalescence homes, health hydros, health resorts, health spas and nature cure clinics
- 25 Palliative and Hospice Care
- 26 Pregnancy or maternity
- 27 Pre-existing Medical Conditions
– unless agreed by us in writing
- 28 Professional sports
- 29 Psychiatric or Psychological Treatment
– unless specified in your benefit schedule
- 30 Reproductive medicine
- 31 Routine examinations, health screening, and Vaccinations
- 32 Second opinions
- 33 Self-inflicted injuries or attempted suicide
- 34 Sexual problems and gender re-assignment
- 35 Sleep disorders
- 36 Travel/accommodation costs
– except those pre-authorised by us
- 37 Travelling against medical advice
- 38 Treatment in high cost medical facilities
- 39 Treatment by a family member
- 40 Treatment charges outside of our reasonable and customary range



Join us today

It's quick and easy to join us. If you're looking for a simple and accessible approach to international health insurance, visit www.now-health.com or ask your intermediary for more information.

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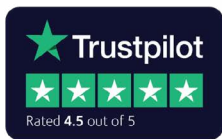
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This plan is not a Medisave-approved plan and you may not use Medisave plan to pay the premium for this plan. If you are a citizen or permanent resident of Singapore, you are covered by MediShield Life for life, for treatments in Singapore, regardless of pre-existing medical conditions or other circumstances that you face. For more details on your coverage, please visit www.medishieldlife.sg.

Plan Owners' Protection Scheme

This plan is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for your plan 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 your insurer or visit the General Insurance Association of Singapore (GIA)/ Life Insurance Association of Singapore (LIA) or SDIC websites (www.gia.org.sg or www.lia.org.sg or www.sdic.org.sg).

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