

Frequently Asked Questions PrimeShield Plan

1. What are ElderShield Supplements?

ElderShield Supplements are optional. They provide additional insurance coverage, on top of your ElderShield. NTUC Income has an ElderShield Supplement - PrimeShield.

2. Can I buy NTUC Income's ElderShield Supplements?

With effect from 19 August 2009, we launched PrimeShield, an affordable supplement to complement your Basic ElderShield.

You can purchase PrimeShield if you are covered under Basic ElderShield.

Existing ElderShield policyholders from any of the 3 insurers (NTUC Income, Great Eastern or Aviva) may purchase PrimeShield from NTUC Income. This means that you can buy PrimeShield from NTUC Income, even if your Basic ElderShield is with another insurer.

The entry Age for PrimeShield is between 40 to 64 years old.

3. Why should I buy PrimeShield?

PrimeShield provides you with financial assistance in the event of Severe Disability. It also increases the monthly benefit payout under Basic ElderShield, and the Monthly Benefit payout is for life. There are also other benefits such as lump sum benefit and dependent care benefit. In addition, you can use CPF Medisave to pay for the premiums.

4. Why should I buy PrimeShield now?

If you purchase PrimeShield early, the premiums payable are based on your Entry Age and it does not increase with age.

5. What can I use my monthly benefits for?

The monthly benefits will be in the form of cash payouts. This cash can be used to pay for any expenses, such as home nursing services, day rehabilitation, medical bills, household expenses or a stay in a nursing home.

6. Is my PrimeShield application subject to medical underwriting?

Yes. ElderShield Supplements are on an opt-in basis, all applications will be subjected to underwriting and acceptance by NTUC Income.

7. How much is the premium?

Please refer to the Premium table for more details.

8. How can I pay for PrimeShield?

You can use your Medisave to pay for the premiums of your ElderShield Supplement, up to a limit of \$600 per year per insured person.

If you do not have enough funds in your Medisave, you may also use the Medisave Accounts of your spouse, parents, children or grandchildren. You can also pay by Cash, Cheque or Giro.

9. The annual premium for PrimeShield is \$800. Can I pay using my CPF Medisave?

Yes, you can pay for your PrimeShield premiums using your CPF Medisave up to \$600 per insured person per year. That is, if you only have one ElderShield Supplement - PrimeShield, you can use your CPF Medisave to pay up to \$600 of your premium, and make up the difference of \$200 by cash.

10. Are premiums guaranteed?

No, the premiums are not guaranteed.

11. Do I continue paying my premiums if I become severely disabled?

Premium payment will stop when a policyholder is assessed to be severely disabled. In the event a policyholder recovers from his disability, he will resume with his premium payment.

12. If I have both ElderShield & an ElderShield Supplement, can I claim from both if I become severely disabled?

ElderShield and ElderShield Supplement policies are designed to be standalone plans. As long as you fulfill the respective claims eligibility criteria, you can claim under both policies.

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