

Frequently Asked Questions

Basic ElderShield & MyCare

ElderShield

1. What were the key changes made to the ElderShield scheme during the reform?

- Aviva was appointed as the third insurer to offer ElderShield
- Monthly benefit increased from \$300 to \$400
- Benefit payout duration increased from 60 months to 72 months
- Introduction of ElderShield Supplement

2. How can I find out whether my client is currently covered under the ElderShield scheme and which plan he is covered under?

If your client turned age 40 after September 2007, he should be in the \$400/6 ElderShield scheme (\$400 per month benefit payable for up to 6 years), unless he has opted out.

If your client turned age 40 before September 2007, he should be in the \$300/5 ElderShield scheme (\$300 per month benefit payable for up to 5 years), unless he has opted out or upgraded with his existing insurer. If he has upgraded, he will be in the \$400/6 ElderShield scheme.

For further clarification, please call our customer service hotline at 6827 9923 to find out which ElderShield scheme your client is covered under.

For your reference

- If your client joined the ElderShield scheme on or before 30 September 2002, he will have up to 6 months from his policy renewal date to decide if he wishes to upgrade.

- If your client joined the ElderShield scheme between October 2002 and 31 August 2007, he will have 3 months from his policy renewal date to decide if he wishes to upgrade. The last batch of upgrades accepted will be in November 2008.

3. If my client had previously opted out of the ElderShield scheme but is now keen to take up MyCare, how does he go about it?

Your client will need to have a basic ElderShield policy in place before he can apply for MyCare. There are 3 simple steps for your client to sign up for a basic ElderShield policy:

1. Download the ElderShield Application Form from Aviva website.
2. Fill in the Application Form.
3. Submit the Application Form directly to Aviva.

Upon acceptance of his application for a basic ElderShield policy, he may sign up for MyCare.

4. If my client is covered under the \$300/5 ElderShield scheme, and now wants to sign up for MyCare, does he have to upgrade to the \$400/6 ElderShield scheme first?

No. Your client can purchase MyCare so long as he has an in-force basic ElderShield policy, whether under the \$300/5 or \$400/6 ElderShield scheme.

5. Does my client need to be insured under an Aviva's basic ElderShield policy to buy MyCare?

No. Your client can have a basic ElderShield policy with any of the other two insurers and still buy Aviva's MyCare.

6. Where else can I get more information on the ElderShield scheme?

You can obtain more information from Aviva's website or alternatively you can visit the Ministry of Health's website at www.moh.gov.sg.

Note: You may refer to the Aviva website for more Frequently Asked Questions on the ElderShield scheme.

MyCare

7. Does it make any difference how many children my client has who are below age 21 years next birthday to enjoy the Dependant Care Benefit?

No. The Dependant Care Benefit is payable on a per policy basis. If both parents have a MyCare policy each and there is only one child, one payout will be made from each policy.

8. Is the Lump Sum Benefit an additional 3 times of the monthly Severe Disability Benefit?

Yes. It is an additional 3 times payable on top of the first monthly Severe Disability Benefit, which means he will receive 4 months of benefit in the first payout.

9. Can my client pay for MyCare using cash only [not top up]?

Yes, this option is available.

10. If my client suffers from 3/6 ADL at age 105, will he be able to claim from MyCare?

Yes. MyCare provides lifetime coverage which allows him to claim at any age.

11. If my client had a relapse of the **Severe Disability** from the same cause, will he be able to enjoy the benefits immediately or is it subject to the deferment period?

If the relapse occurs within 180 days and is due to the same cause, the 90-day deferment period will be waived.

If the relapse occurs after the 180-day period or is due to a different cause, the 90-day deferment period shall apply.

12. Whose Medisave account can my client use if he does not have enough Medisave to pay for MyCare?

He can use the Medisave of his spouse, parents, children or grandparent. He may also pay by cash [as a top-up or pay the total premiums in cash].

13. Is there a limit to the number of **MyCare policies** my client may buy?

No, there isn't. Your client may buy any number of MyCare policies.

14. Will Aviva perform periodic reviews on my client while he is in claim to ensure that he is still eligible for the benefits? How often will Aviva conduct such checks?

Aviva will make periodic reviews depending on the severity of his disability. Every claim is unique, as such there is no fix frequency for those reviews.

15. What are the possible outcomes of the underwriting?

The possible outcomes are accept, accept with extra loading, accept with exclusions or decline.

16. What happens if my client is unable to continue with the premium payment after a few years?

Your client may convert his policy into a paid-up policy with a reduced monthly benefit after a certain minimum number of years to prevent his policy from lapsing due to non-payment of premiums, provided that there are sufficient reserves accumulated. The monthly benefit amount is dependent upon his age and how long his policy has been in force. In the event there are insufficient reserves accumulated, the policy will lapse and the cover will cease.

This is applicable to both limited premium payment term and lifetime premium term.

17. Can a policy loan be taken against MyCare?

No as there is no cash value in the policy.

18. If my client is aged 50 years next birthday and he opts for the limited premium payment term, when can he stop paying his premiums?

He can stop paying premium at age 70 next birthday after having paid 20 years of premiums.

19. How long is the free-look period for MyCare?

The free-look period is 60 days.

20. My client has a basic ElderShield policy with one of the other 2 insurers and would like to switch to Aviva for easy administrative purposes since he is insured under MyCare? How can he go about this?

If he has just turned 40 recently and his basic ElderShield policy has been allocated to one of the other 2 insurers, he may switch to Aviva within the 90-day opt-out period without undergoing underwriting or any penalty.

However, if he has already been covered under a basic ElderShield policy for many years with another insurer, it is not recommended that he replace the policy with MyCare for the following reasons:

1. Basic ElderShield policy premiums are level and charged at entry age. Thus, if he transfers his policy after it has been in force for a few years, he will have to pay premiums at his attained age, which is higher than what he is currently paying his existing insurer.
2. He will lose the reserves that have been built up in the last few years with his existing insurer.

21. Why should my client, who is young and healthy at age 40, buy MyCare now?

Premiums are level and charged at entry age, i.e. they do not increase with age. Thus, the younger he is, the lower the premiums.