

## CRISIS COVER CLAIM FORM (END STAGE LIVER FAILURE/ LIVER SURGERY/ LIVER CIRRHOSIS)

### SECTION 1

**This section is to be completed by the Life Assured who is at least 18 years old or the policyowner if the Life Assured is below 18 years old**

The issue of this form is in no way an admission of liability. No claim can be considered unless the medical specialist report section is furnished at the expense of the claimant.

#### Mandatory Required documents for claim submission:

1. Crisis Cover Claim Form and Medical Specialist Report (please select the appropriate form depending on the medical condition)
2. Clinical Abstract Application Form (3 copies)
3. Diagnostic laboratory and objective test reports supporting the diagnosis

**Important Note:** Please note that, under the policy terms and condition, the policy may be void if any information provided in this claim form are made knowingly by you that it is materially false or misleading.

#### LIFE ASSURED'S PARTICULARS

Full Name	<input type="text"/>	NRIC No	<input type="text"/>
Address	<input type="text"/>		
Date of Birth	<input type="text"/>	Contact No	<input type="text"/>
Occupation	<input type="text"/>		

#### Method of Delivery for Claim Settlement:

- Mail     Self Collection     Delivery by a Prudential Financial Consultant  
Name and Contact Number of Financial Consultant

#### POLICY DETAILS

Please indicate the policy number for the benefit type you would like to claim.

##### Benefit Type

- Crisis Cover/ Crisis Cover Provider/ PruMultiple Crisis Cover / Crisis Waiver / Critical Illness Waiver
- PruEarly Staged Crisis Cover
- Terminal Illness

##### Policy Number(s)

#### DECLARATION

I hereby declare that all information given by me in this form are, to the best of my knowledge and belief, true and complete. I hereby authorise Prudential Assurance Company Singapore (Pte) Limited ("Prudential") to:

- a) seek medical information from any doctor who, at any time, has attended to the life assured concerning anything which affects his/her physical or mental health;
- b) seek information from any insurance office to which a insurance proposal has been made; and
- c) seek information from any other sources (including employer, government authorities) in connection with this claim.

I understand and agree that Prudential should have full access to the information stated above and a photographic copy of this authorisation shall be as valid as the original.

Name & Signature of Life Assured or Policyowner if  
Life Assured is below 18 years old

Date

Prudential Assurance Company Singapore (Pte) Limited 30 Cecil Street #30-01 Prudential Tower Singapore 049712

Postal Address: Robinson Road P.O. Box 492 Singapore 900942

Telephone: 6535 8988 Fax: 6734 9555 Website: [www.prudential.com.sg](http://www.prudential.com.sg)

Part of Prudential Corporation plc Reg. No 199002477Z

ID CMCCCLM

## 1. TYPE OF CLAIM

Please indicate the type of claim you would like to file by ticking the appropriate box

### a) Critical Illness Benefit

#### For Crisis Cover/ Crisis Cover Provider/ Crisis Waiver/ Critical Illness Waiver / PruMultiple Crisis Cover/ PruEarly Staged Crisis Cover (Critical Illnesses)

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Alzheimer's Disease/<br>Severe Dementia                             | <input type="checkbox"/> Aplastic<br>Anaemia  | <input type="checkbox"/> Bacterial Meningitis    |
| <input type="checkbox"/> Benign Brain Tumor  | <input type="checkbox"/> Blindness (Loss of Sight)  | <input type="checkbox"/> Coma                    |
| <input type="checkbox"/> Coronary Artery<br>By-Pass Surgery                                  | <input type="checkbox"/> Deafness (Loss of<br>Hearing)                                      | <input type="checkbox"/> Encephalitis            |
| <input type="checkbox"/> End Stage Liver Failure   | <input type="checkbox"/> End Stage Lung Disease   | <input type="checkbox"/> Fulminant Hepatitis     |
| <input type="checkbox"/> Heart Attack  | <input type="checkbox"/> Heart Valve Surgery  | <input type="checkbox"/> Kidney Failure          |
| <input type="checkbox"/> HIV due to blood<br>Transfusion &<br>Occupationally<br>Acquired HIV | <input type="checkbox"/> Angioplasty and Other<br>Invasive Treatment for<br>Coronary Artery | <input type="checkbox"/> Major Burns             |
| <input type="checkbox"/> Major Cancers   | <input type="checkbox"/> Major Head Trauma  | <input type="checkbox"/> Multiple Sclerosis      |
| <input type="checkbox"/> Major Organ/ Bone<br>Marrow Transplant                              | <input type="checkbox"/> Motor Neurone<br>Disease   | <input type="checkbox"/> Muscular Dystrophy      |
| <input type="checkbox"/> Parkinson's Disease   | <input type="checkbox"/> Primary Pulmonary Disease  | <input type="checkbox"/> Progressive Scleroderma |
| <input type="checkbox"/> Stroke  | <input type="checkbox"/> Surgery to the Aorta   | <input type="checkbox"/> Terminal Illness        |
| <input type="checkbox"/> Paralysis   | <input type="checkbox"/> Poliomyelitis  | <input type="checkbox"/> Apallic Syndrome        |
| <input type="checkbox"/> Loss of Speech  |   |  |

#### For PruEarly Staged Crisis Cover (Early Stage)

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Moderately Severe<br>Alzheimer's Disease<br>or Dementia   | <input type="checkbox"/> Reversible Aplastic<br>Anaemia                                      | <input type="checkbox"/> Bacterial Meningitis<br>with full recovery                                |
| <input type="checkbox"/> Surgical removal of<br>Pituitary tumor or<br>Surgery for<br>Subdural Hematoma   | <input type="checkbox"/> Loss of sight in one eye  | <input type="checkbox"/> Coma for 48 hours   |
| <input type="checkbox"/> Keyhole coronary bypass<br>surgery or Coronary<br>Artery Arthrectomy or<br>Transmyocardial Laser<br>Revascularisation or<br>Enhanced External<br>Counterpulsation<br>Device Insertion | <input type="checkbox"/> Partial loss of hearing<br>or Cavernous sinus<br>thrombosis surgery | <input type="checkbox"/> Encephalitis with<br>full recovery  |
| <input type="checkbox"/> Liver Surgery   | <input type="checkbox"/> Severe Asthma or<br>Insertion of a Veno-cava<br>filter              | <input type="checkbox"/> Hepatitis with<br>Cirrhosis   |
| <input type="checkbox"/> Cardiac Pacemaker<br>Insertion or<br>Pericardectomy   | <input type="checkbox"/> Percutaneous Valve<br>Surgery                                       | <input type="checkbox"/> HIV due to Assault, Organ<br>Transplant or Occupationally<br>Acquired HIV |
| <input type="checkbox"/> Surgical Removal<br>of one kidney   | <input type="checkbox"/> Loss of Speech due<br>to neurological disease                       | <input type="checkbox"/> Moderately Severe<br>Burns  |

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Carcinoma in-situ of specified organs              | <input type="checkbox"/> Facial reconstructive Surgery or Spinal cord surgery                      | <input type="checkbox"/> Small bowel Transplant or Corneal Transplant |
| <input type="checkbox"/> Early Multiple Sclerosis                           | <input type="checkbox"/> Early Motor Neurone Disease   | <input type="checkbox"/> Moderately Severe Muscular Dystrophy         |
| <input type="checkbox"/> Moderately severe Parkinson 's Disease             | <input type="checkbox"/> Early Pulmonary Hypertension  | <input type="checkbox"/> Early Progressive Scleroderma                |
| <input type="checkbox"/> Brain aneurysm Surgery or Cerebral Shunt Insertion | <input type="checkbox"/> Minimally Invasive Surgery to Aorta or Large asymptomatic Aortic Aneurysm |   |

**For PruEarly Staged Crisis Cover (Intermediate Stage)**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Optic Nerve Atrophy with low vision                                | <input type="checkbox"/> Severe Epilepsy or Coma for 72 hours | <input type="checkbox"/> Cochlear Implant Surgery                                |
| <input type="checkbox"/> Liver Cirrhosis  | <input type="checkbox"/> Surgical removal of one Lung         | <input type="checkbox"/> Cardiac Defibrillator Insertion or Early Cardiomyopathy |
| <input type="checkbox"/> Carcinoma in-situ of specified organs treated with Radical Surgery | <input type="checkbox"/> Secondary Pulmonary Hypertension     | <input type="checkbox"/> Progressive Scleroderma with CREST syndrome             |
| <input type="checkbox"/> Carotid artery surgery   |   |  |

**For PruEarly Staged Crisis Cover (Special benefit)**

- |   |   |
|---|---|
| <input type="checkbox"/> Angioplasty and Other Invasive Treatment for Coronary Artery | <input type="checkbox"/> Diabetic Complications |
|---|---|

**b) Terminal Illness Benefit**

- Terminal Illness Benefit

**2. NATURE OF CLAIM**

2.1 Describe fully the extent and nature of illness/injury. If your condition is caused by an accident, please provide the date of the accident and describe how and where did the accident occur.

2.2 Was a police report made? Yes  No  If yes, please attach a copy of the report.

2.3 Have you previously suffered from or received treatment for a similar or related illness/injury? If 'yes', please give details.

2.4 Please provide the details of all doctors or specialists whom you have consulted in connection with your illness/injury: -

Name of Doctor	Name and Address of Clinic/ Hospital	Dates of Consultation	Reason for Visit

2.5 Please provide details of your usual medical attendant if different from above: -

Name of Doctor	Name and Address of Clinic/ Hospital

### 3. GENERAL

3.1 Are you insured for similar benefits with any other company? If 'yes', please give full details:-

Name of Insurer	Type of Plan	Date of Issue	Benefit Amount

3.2 Do you smoke cigarettes?

Yes  No

If 'yes', please give full details: -

What is your daily consumption?  sticks/ per day

For how long have you been smoking?

## SECTION 2

**This section is to be completed by the life assured's attending medical specialist.**

### MEDICAL SPECIALIST REPORT

(END STAGE LIVER FAILURE/ LIVER SURGERY/ LIVER CIRRHOSIS)

Name of Specialist  MCR No.

Field of Specialty

Name of Medical Institution

**PART I**

1. When were you first consulted for the condition?

2a. What were the presenting symptoms when you first saw the patient?

2b. When did the above symptoms first present?

	DD		MM		YY
--	----	--	----	--	----

If the date is unknown, please state how long the symptoms had been present prior to the date of first consultation.

3a. Please provide full and exact details of the diagnosis.

3b. Date of diagnosis.

3c. Date the patient was informed of the diagnosis.

4. Please provide dates and details of investigation performed for the diagnosis. Kindly attach copies of all relevant objective test reports, which confirmed the diagnosis.

5a. Were you the doctor who **first** diagnosed the patient with this condition? Yes ( ) No ( )

5b. If yes, over what period do your record extend? From  to

5c. If you are not the first doctor who diagnosed the patient with this condition, please provide:

(i) name and practice address of the doctor who first made the diagnosis or had treated the patient for this condition.

(ii) date the diagnosis was made by the previous doctor.

(iii) when was the referral made for the patient to see you?

**PART II**

1. Please provide full detailed results of serial liver function tests. Please include Gamma GT and Bilirubin levels.

2a. Is there evidence of permanent jaundice? Yes ( ) No ( )

How long has the patient been affected by jaundice?

2b. Is there evidence of Ascites? Yes ( ) No ( )

When were ascites first discovered? Was there confirmation by paracentesis and/or by ultrasound?

2c. Is there evidence of hepatic encephalopathy? Yes ( ) No ( )

Please provide details.

3. Is there partial hepatectomy of at least one entire lobe of the liver? Yes ( ) No ( )

If yes, please state date of surgery.

	DD		MM		YY
--	----	--	----	--	----

Please provide reasons requiring hepatectomy

4. Was partial hepatectomy absolutely necessary? Please explain

5. Is there cirrhosis of the liver? Yes ( ) No ( )

If yes, please provide the HAI-Knodell Score

***Please provide copies of liver biopsy reports.***

6. Please provide dates with full and exact details of the diagnosis including any tests or investigations performed.

**PART III**

1. Is the liver disease secondary to any of the following:

- (a) Alcohol abuse Yes ( ) No ( )
- (b) Drug abuse Yes ( ) No ( )

2. Please give details of the patient's habits in relation to alcohol assumption, including the amount of alcohol consumption per day and source of this information.

3. Is there anything in the patient's lifestyle or personal medical history that will increase his/ her risk of liver failure or liver cirrhosis.

**Signature** of the Medical Specialist who filled up **Section 2**

Practice Stamp of the Medical Specialist

Name (printed) of the Medical Specialist

Date

## **SECTION 3**

### **Attachment of Laboratory Reports**

To enable us to proceed with the claim, it is mandatory to enclose all relevant clinical, radiological, histological, operation and laboratory reports by attaching them to this page.