

## PRUCare Package

Prudential rolled out a PRUCare Package to support individuals and businesses who were impacted as a result of COVID-19 earlier this year. These initiatives have now expired.

### (1) Complimentary PRUCare for Pulse users

If you are a Pulse app user and have signed up for complimentary PRUCare cover, you can click [here](#) to find out more information about your cover.

### (2) S\$500 One-time Cash Benefit for those Quarantined (ended 30-Jun-2020)

#### Who's eligible?

- Individuals holding an in-force insurance policy with Prudential Singapore, and their family members, i.e.: their parents, spouse and child(ren) who are residing in Singapore
- Individuals covered under your Group Medical or Group Term Life plans, and their family members, i.e.: their parents, spouse and child(ren) who are residing in Singapore
- Cash benefit will be paid out for Quarantine Orders (QO) related to COVID-19 and officially issued under the Infectious Diseases Act, in Singapore, from 23-Jan-2020 to 30-Jun-2020 (both dates inclusive).
- This benefit will not apply in the following circumstances:
  - Individuals who travelled out of Singapore on and from 27-Mar-2020 (inclusive) onwards; and/or
  - Individuals who fail to adhere to travel advisories released by relevant government authorities

### (3) S\$200 Daily Cash Benefit for those Hospitalised (up to 3 months) (ended 30-Jun-2020)

#### Who's eligible?

- Individuals holding an in-force insurance policy with Prudential Singapore, and their family members, i.e.: their parents, spouse and child(ren) who are residing in Singapore
- Individuals covered under your Group Medical or Group Term Life plans, and their family members, i.e.: their parents, spouse and child(ren) who are residing in Singapore
- The daily hospitalisation cash benefit is payable for those diagnosed with COVID-19 and hospitalised from 23-Jan-2020 to 30-Jun-2020 (both dates inclusive).
- This benefit will not apply in the following circumstances:
  - Individuals who travelled out of Singapore on and from 27-Mar-2020 (inclusive) onwards; and/or
  - Individuals who fail to adhere to travel advisories released by relevant government authorities

## Things you should know about the PRUCare Package

1. One-Time Cash benefit of \$500 is only applicable for Individual Customers (Prudential Policy Holders), Prudential Employees, employees of our Group Insurance Customers, Financial Consultants, and their immediate family members who have been served with a Quarantine Order.

Quarantine Order is a directive issued in Singapore to individuals under the Infectious Diseases Act and thus has legal force with severe penalties for non-compliance. For more information, please click on this link - <https://www.moh.gov.sg/covid-19/faqs>. Leave of Absence (LOA) and Stay Home Notice (SHN) are not considered quarantine.

2. An immediate Family Member includes the customer's spouse, parents and children who are residing in Singapore and have a valid NRIC/FIN.
3. Hospitalisation Allowance benefit of \$200 per day is only applicable for Individual Customers (Prudential Policy Holders), Prudential Employees, employees of our Group Insurance Customers, Financial Consultants, and their immediate family members who have been hospitalised for COVID-19. This is valid for a period of up to 3



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months.

4. Both these benefits (One-Time Cash benefit and Hospitalisation Allowance Benefit) can be claimed only once per person.
5. Hospitalisation only includes admission to Singapore hospitals.
6. Supporting documents must be submitted along with the form, without which we will be unable to process your cash benefit.
7. All claims must be received by Prudential (PACs) before or on 7-Aug-2020.

Please refer to detailed terms and conditions [here](#)

#### Sources:

<sup>1</sup>Customers and their immediate family members who are Singapore residents. Immediate family members refer to the customer's spouse, parents and children

<sup>2</sup>A Quarantine Order (QO) is a directive issued to individuals under the Infectious Diseases Act and thus has legal force with severe penalties for non-compliance. For more information, pls click on this link -

<https://www.moh.gov.sg/covid-19/faqs>

#### (4) Relief for SMEs (extended to 31-Dec-2020)

A care package to ensure employees of small and medium-sized enterprises (SMEs) covered by its Group Insurance, continue to receive medical coverage throughout this period.

##### Who's eligible?

- SMEs holding an in-force Group insurance policy with Prudential Singapore, whose business has been affected by the COVID-19
- Valid for applications submitted between 23-Jan-2020 to 30-Jun-2020. The deferment option may be extended depending on severity of the COVID-19 situation.

##### To apply

- Please send an email to [SGP.ES.BILLING@prudential.com.sg](mailto:SGP.ES.BILLING@prudential.com.sg) and our Enterprise Business team will get back to you.

You can also call us at 1800 835 9733 or 65 6835 9733 if you are calling from outside Singapore.

Acceptance of applications will be assessed on a case by case basis and Prudential reserves the right to accept/decline the applications