

## CRISIS COVER CLAIM FORM

### Benign Brain Tumour / Surgical Removal of Pituitary Tumor / Surgery for Subdural Hematoma

#### Important Notes

- 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.
- 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.
- The Company reserves the rights to request for additional documents when deemed necessary.

## SECTION 1

(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)

### DETAILS OF POLICY

Policy Number(s) the benefit(s) you would like to claim:

### DETAILS OF LIFE ASSURED

Full Name					
NRIC / Passport No.		Date of birth		Gender	
Address					
Contact No.		Email address			
Occupation		Name and address of Employer			

### TYPE OF CLAIM

1. Please tick the appropriate box for the Critical Illness / Medical Conditions you are claiming.
- Benign Brain Tumour
  Surgical removal of pituitary tumour
- Surgery for subdural hematoma

### DETAILS OF ILLNESS / MEDICAL CONDITION

2. Describe fully the signs or symptoms for which Life Assured has consulted doctor or received treatment.

3. Date when signs or symptoms first started		DD		MM		YY
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4. Date when Life Assured first consulted a doctor for the above signs or symptoms.		DD		MM		YY
5. Please provide the following details accordingly if the consultation was due to illness or accident.						
If consultation was for illness, describe fully the nature and extent of illness in terms of its diagnosis and treatment received.	If consultation was due to accident, describe fully the date of accident, how and where did the accident occur.					
	Was the accident reported to the police? (applicable for Surgery for subdural haematoma benefit)				Yes	No
	If Yes, please provide: <ul style="list-style-type: none"> <li>the name of police officer and police station at which the accident was reported; and</li> <li>a copy of the police report.</li> </ul>					
6. Has Life Assured previously suffered from or received treatment for a similar or related illness / injury?					Yes	No
If Yes, please give details.						
7. Please provide the details of all doctors or specialists whom Life Assured has consulted in connection with his/her illness/injury:-						
Name of Doctor	Name and Address of Clinic / Hospital	Dates of consultation	Reason(s) for consultation			

8. Please provide the details of Life Assured's regular doctor and company doctor whom he/she has consulted for minor ailments (e.g. flu, cough, fever), high blood pressure, high cholesterol, diabetes etc.:-

Name of Doctor	Name and Address of Clinic / Hospital	Dates of consultation	Reason(s) for consultation

#### OTHER INSURANCE

9. Does Life Assured have similar benefits with any other company? If Yes, please give full details :-

Name of Insurer	Type of Plan	Date of Issue	Sum Assured

#### PAYMENT METHOD FOR CLAIM SETTLEMENT

10. Please tick one of the boxes below to indicate your preferred payment method.

- Cheque to be mailed directly to Policyowner address
- Cheque to be collected by Prudential Financial Consultant
- Cheque to be mailed directly to Prudential Financial Consultant at Agency

Name and Contact No. of your appointed Prudential Financial Consultant:

- Direct credit of proceeds into Policyowner's SGD dollar bank account  
(if you select this payment mode, you need to **submit** a copy of the bank book or bank statement stating account holder name and number)

<b>Name of Bank</b>	<b>Branch of Bank</b>	<b>Bank Account Number</b>	<b>Name of Account Holder</b>
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Name of Life Assured:

NRIC / Passport No. of Life Assured:

**DECLARATION**

1. I understand and agree that the submission of this form does not mean that my request will be processed. I understand that any payout under the policy shall be strictly in accordance with the policy terms and conditions.
2. I hereby declare that the information that is disclosed on this form is to the best of my knowledge and belief, true, complete and accurate, and that no material information has been withheld or is any relevant circumstances omitted. I further acknowledge and accept that Prudential Assurance Company Singapore (Pte) Limited ("**PACS**") shall be at liberty to deny liability or recover amounts paid, whether wholly or partially, if any of the information disclosed on this form is incomplete, untrue or incorrect in any respect or if the Policy does not provide cover on which such claim is made.
3. I hereby warrant and represent that I have been properly authorised by the policyholder and the applicable insured(s) to submit information pertaining to such insured's claims.
4. I acknowledge and accept that the furnishing of this form, or any other forms supplemental thereto, by PACS, is neither an admission that there was any insurance in force on the life in question, nor an admission of liability nor a waiver of any of its rights and defenses.
5. I acknowledge and accept that PACS expressly reserves its rights to require or obtain further information and documentation as it deems necessary.
6. I confirm that I have paid in full all the bill(s)/invoice(s)/receipt(s) that I have submitted to PACS for reimbursement and have not claimed and do not intend to claim from other company(ies)/person(s).
7. I agree to produce all original bill(s)/invoice(s)/receipt(s) that were submitted for reimbursement to PACS for verification as it deems necessary.
8. For the purposes of (i) assessing, processing and investigating my claim(s) arising under the Policy and such other purposes ancillary or related to the assessing, processing and investigating my claim(s) and administering of the Policy, (ii) customer servicing, statistical analysis, conducting customer due diligence, reporting to regulatory or supervisory authorities, auditing and recovery of any debts owing to PACS under this Policy, (iii) storage and retention, (iv) meeting requirements of prevailing internal policies of PACS, and (v) as set out in PACS Privacy Notice ("**Purpose**"), I authorise, agree and consent to:
  - a. Any person(s) or organisation(s) that has relevant information concerning the policyowner and the insured person(s) (including any medical practitioner, medical/healthcare provider, financial service providers, insurance offices, government authorities/regulators, statutory boards, employer, or investigative agencies) ("**Person(s)/Organisation(s)**") pertaining to this claim, to disclose, release, transfer and exchange any information to PACS and its related corporations, respective representatives, agents, third party service providers, contractors and/or appointed distribution/business partners (collectively referred to as "Prudential") including without limitation, all personal data, medical information, medical history, employment and financial information, including the taking of copies of such records; and
  - b. Prudential collecting, using, disclosing, releasing, transferring and exchanging personal data about me, the policyowner and the insured person(s), with any person(s) or organisation(s) listed in above, PACS's related group of companies, third party service providers, insurers, reinsurers, suppliers, intermediaries, lawyers/law firms, other financial institutions, law enforcement authorities, dispute resolution centres, debt collection agencies, loss adjustors or other third parties assisting with my claim for the Purpose.
9. Where any personal data ("**3rd Party Personal Data**") relating to another person ("**Individual**") (including without limitation, insured persons, family members, and beneficiaries) is disclosed by me, I represent and warrant that I have obtained the consent of the Individual for PACS, its officers, employees, representatives or distribution partners to collect and use the 3rd Party Personal Data and to disclose the 3rd Party Personal Data to the persons enumerated above, whether in Singapore or elsewhere, for the Purpose stated above and in PACS's Privacy Notice.
10. I understand that I can refer to PACS Privacy Notice, which is available at <https://www.prudential.com.sg/Privacy-Notice> for more information on contacting PACS for Feedback, Access, Correction and Withdrawal of using my/our personal data.

I understand that if I am an European Union ("EU") resident individual (i.e. my residential address is based in any of the EU countries), I can refer to PACS General Data Protection Regulation ("**GDPR**") Privacy Notice (which is available at <https://www.prudential.com.sg/GDPR-Notice>) for more information on the rights available to me under the GDPR.
11. I agree to indemnify Prudential for all losses and damages that Prudential may suffer in the event that I am in breach of any representation and warranty provided to me herein.
12. I agree to receive communication on the claim by email, SMS and/or hard copies by post.
13. I agree that this (i) Prudential shall have full access to the information stated in this form, and (ii) this authorisation and declaration shall form part of my proposed application for the relevant insurance benefits, and a photocopy of this form shall be treated as valid and binding as if it were the original.

Date and signature of Life Assured  
(Policyowner to sign if Life Assured is below age 18 years)

Date and signature of Policyowner

Name of Patient:

NRIC / Passport No. of Patient:

**SECTION 2 - MEDICAL SPECIALIST REPORT**  
**BENIGN BRAIN TUMOUR / SURGICAL REMOVAL OF PITUITARY TUMOUR /**  
**SURGERY FOR SUBDURAL HEMATOMA**

(To be completed by the Life Assured's attending medical specialist)

Name of Specialist		MCR No.	
Field of Specialty			
Name of Medical Institution			

**Part I**

1. Date when patient first consulted you for the condition?		DD		MM		YY
2. When was the last consultation?		DD		MM		YY
3. What were the presenting symptoms when you first saw the patient?						
4. When did the above symptoms first present?		DD		MM		YY
5. Please provide exact diagnosis:						
6. What is/are the underlying cause(s)?						
7. Date of diagnosis.		DD		MM		YY
8. Date when patient / patient's next of kin first informed of the diagnosis.		DD		MM		YY
9. Please provide dates and details of investigation performed for the diagnosis. Kindly <b>attach copies</b> of all relevant objective test reports, which confirmed the diagnosis.						

Signature & Practice Stamp of the Medical Specialist who filled up <b>Section 2</b>	Date
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10. Were you the doctor who first diagnosed the patient with this condition? Please circle.						Yes	No
11. If Yes, over what period do your records extend?				From (dd/mm/yy)	To (dd/mm/yy)		
12. If you are not the first doctor who diagnosed the patient with this condition, please provide:							
a. Name and practice address of the doctor who first made the diagnosis or had treated the patient for this condition:							
b. Date the diagnosis was made by the previous doctor.			DD		MM		YY
c. When was the referral made for the patient to see you?			DD		MM		YY
d. What was the reason for referral to see you? Please attach a copy of the referral letter.							
<b>PART II</b>							
1. Has the tumour caused an increase in the intracranial pressure? Please circle.						Yes	No
If Yes, please provide the detailed location of the tumour.							
2. Is the tumour life threatening? Please circle.						Yes	No
3. Has the tumour caused damage to the brain? Please circle.						Yes	No
If Yes, please provide details.							
4. Has the tumour been surgically removed? Please circle. If Yes, please provide the following details.						Yes	No
a. Type of surgery e.g. open craniotomy, transsphenoidal hypophysectomy etc.							
b. Please state date of surgery.			DD		MM		YY
c. Was the tumour totally or partially surgically eradicated? Please circle.				<b>Totally removed</b>		<b>Partially removed</b>	
5. If surgical removal is not performed, has the tumour caused any neurological deficit? Please circle. If Yes, please provide the following details.						Yes	No
a. Please state details of the neurological deficits suffered by patient.							

Signature & Practice Stamp of the Medical Specialist who filled up <b>Section 2</b>						Date	
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b. Are the neurological deficits permanent, that is, expected to last throughout the lifetime of the patient? Please circle.	Yes	No
(i) If Yes, what is/are your reason(s) behind the above opinion		
6. Does the patient's condition of benign brain tumour fall under any of the following? Please circle.		
a. Is the patient's condition a cyst?	Yes	No
b. Is the patient's condition an abscess?	Yes	No
c. Is the patient's condition an angioma?	Yes	No
d. Is the patient's condition a granuloma?	Yes	No
e. Is the patient's condition a vascular malformation in or of the arteries of the brain?	Yes	No
f. Is the patient's condition a haematoma?	Yes	No
g. Is the patient's tumour in the pituitary gland?	Yes	No
h. Is the patient's tumour in the spinal cord?	Yes	No
i. Is the patient's tumor in the skull base?	Yes	No
7. Has the patient undergone surgery for subdural hematoma? Please circle.		
a. Was the subdural hematoma drained through a Burr Hole Surgery to the head?	Yes	No
b. If No, please state the treatment(s) provided.		
c. Was the cause of subdural hematoma a result of an accident?		
(i) If Yes, please state the date of accident (dd/mm/yy) and describe the circumstances how the accident occurred.		(ii) If No, what is/are the underlying causes(s)?
<b>Part III</b>		
1. Has the patient's condition resulted in him/her to be physically or mentally disabled from ever continuing in any employment? Please circle. If Yes, please state:	Yes	No
Signature & Practice Stamp of the Medical Specialist who filled up <b>Section 2</b>		Date

a. What were the patient's main physical or mental impairment and the severity of these limitations?						
b. What is your reason that the patient is incapable of any employment throughout his/her lifetime?						
c. In accordance to the Singapore's Mental Capacity Act (Cap 177A), is the patient mentally incapacitated? Please circle.					Yes	No
2. Is the patient's condition or surgery performed in any way related or due to:-						
a. AIDS, AIDS-related complex or infection by HIV? Please circle.					Yes	No
b. Drug abuse or use of drug not prescribed by registered medical practitioner? Please circle.					Yes	No
c. Alcohol abuse or misuse? Please circle.					Yes	No
d. Congenital anomaly or defect? Please circle.					Yes	No
e. Attempted suicide or self-inflicted injuries? Please circle.					Yes	No
<b>If Yes for any of the above, please provide the following details and also attach a copy of the test result.</b>						
f. Please indicate the diagnosis date.			DD	MM	YY	
g. Name and practice address of the doctor who first diagnosed the patient with HIV, AIDS, drug abuse, alcohol abuse or congenital anomaly.						
3. Has the patient previously suffered from benign brain tumour or any related illness? If Yes, please provide the following details.					Yes	No
Diagnosis	Date of diagnosis	Date when patient was informed of diagnosis	Name and date of treatments	Name and address of treating doctor		

Signature & Practice Stamp of the Medical Specialist who filled up <b>Section 2</b>	Date
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4. Is there anything in the patient's medical history which would have increased the risk of his/her condition?	Yes	No
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If Yes, please state the details.

5. Does the patient have or ever had any other significant health condition? If Yes, please provide the following details.	Yes	No
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Diagnosis	Date of diagnosis	Date when patient was informed of diagnosis	Name and date of treatments	Name and address of treating doctor

Name and Signature of the Medical Specialist who filled up <b>Section 2</b>	Date
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Practice Stamp of the Medical Specialist

## 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.

1. CT scan
2. MRI scan report

Prudential Assurance Company Singapore (Pte) Limited (Reg. No.: 199002477Z)  
Postal Address: Robinson Road P.O. Box 492, Singapore 900942  
Tel: 1800 – 333 0 333 Fax: 6734 9555 Website: [www.prudential.com.sg](http://www.prudential.com.sg)  
Part of Prudential Corporation plc