



Protecting *your* health

IncomeShield Standard Plan

HEALTH INSURANCE

Protection for ward Class B1.

A hospital stay can be a stressful experience. Therefore, it is important to know that you are covered during the stay. IncomeShield Standard Plan is a MediSave-approved Integrated Shield Plan (IP) that consists of two parts – the MediShield Life portion and enhanced benefits provided by Income. It takes care of your hospital and surgical expenses¹, ensuring that you focus on making a full recovery in comfort.


Why is it good for me?

- 1 **Unlimited lifetime coverage²**
- 2 **Letter of Guarantee³** to waive hospital deposits
- 3 **Premiums payable with MediSave** up to the withdrawal limits (main plan only)
- 4 **Ease of access** to a panel⁴ of specialists for your medical care
- 5 **Option to enhance coverage** with Deluxe Care Rider or Classic Care Rider

IncomeShield Standard Plan

HEALTH INSURANCE

DID YOU KNOW



- Medical costs in Singapore are projected to rise at a faster pace than most of the region with surgery charges experiencing the highest rate of inflation.⁵
- Cancer (86%) and cardiovascular diseases (48%) will remain the top two conditions by cost and are expected to remain so in the near future.⁶
- Medical treatments can be very costly, depending on factors such as your medical condition, duration of treatment and hospital type. This can potentially lead to high out-of-pocket expenses and loss of future income.

Examples of medical bills received by Income in 2019

Medical Condition	Age	Medical Bill Size	
		Percentile	
		75 th	90 th
Breast Cancer	30-40	\$338,109	\$376,923
Lung Cancer	41-50	\$216,274	\$812,929
Heart Disease	51-60	\$44,743	\$71,990

The table is based on specific medical diagnosis in relation to the stated category of medical conditions in a private hospital.

IncomeShield Standard Plan

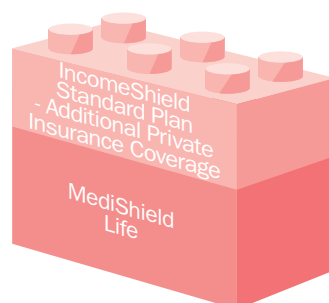
HEALTH INSURANCE

MediShield Life and IncomeShield Standard Plan

IncomeShield Standard Plan is an Integrated Shield Plan which consists of two parts – the MediShield Life portion and an additional private insurance coverage portion. MediShield Life is a national health insurance scheme for all Singapore Citizens and Permanent Residents.

If you are covered under IncomeShield Standard Plan, you will enjoy the combined benefits of MediShield Life, which is administered by the Central Provident Fund Board, and the enhanced benefits of the additional private insurance coverage portion, which is provided by Income.

If you would like to find out more details about MediShield Life, and subsidies that you may be eligible for, please refer to www.medishieldlife.sg.



Unlimited lifetime coverage

You are covered, for life. With no lifetime limit² on your hospital claims, IncomeShield Standard Plan helps to reduce the financial stress on you and your family should you have to stay in hospital.

Letter of Guarantee

A Letter of Guarantee³ makes hospital admission easier by waiving deposits required by hospitals.

IncomeShield Standard Plan

HEALTH INSURANCE

Affordable and flexible

Use your CPF MediSave to pay your premiums. With MediShield Life, the MediSave withdrawal limit is restructured into two parts:

MediShield Life	Additional Withdrawal Limit (AWL) for additional private insurance coverage
MediShield Life premiums can be fully payable by MediSave.	The Additional Withdrawal Limit (AWL) is the maximum MediSave limit that you can use for your IncomeShield Standard Plan's additional private insurance coverage premiums.

The maximum MediSave that can be used to pay for each insured annually depends on the insured's age at their next birthday.

Additional Withdrawal Limits (AWLs) for additional private insurance coverage	
Age next birthday	From 1 Nov 2015
1 to 40	\$300
41 to 70	\$600
71 and above	\$900

Panel⁴ clinics

Enjoy ease of access to a panel⁴ of trusted medical specialists for your medical care.

- Access to more than 300 specialists across various specialties and sub-specialties in private practice island-wide.
- Hassle-free appointment booking with trusted and experienced medical specialists.

It is important for you to consider your IncomeShield plan type before you consult our panel⁴ of medical specialists. IncomeShield Standard Plan only provides coverage for ward class B1 under a restructured hospital. You will incur additional costs for medical consultation and treatment by private medical specialists, including those from our panel⁴.

Exclusive treats for Income policyholders

Every Income policyholder deserves to enjoy the finer things in life. Enjoy a wide range of exclusive treats which are specially curated for you at income.com.sg/IncomeTreats.

IncomeShield Standard Plan

HEALTH INSURANCE

Benefits	IncomeShield Standard Plan (Payout includes MediShield Life payout)
Ward entitlement	Restructured hospital for ward class B1 and below
Inpatient hospital treatment	Limits of compensation
Room, board and medical-related services (each day) ⁷	\$1,700
Intensive care unit (ICU) and medical-related services (each day) ⁷	\$2,900
Surgical benefit (including day surgery) Surgical limits table - limits for various categories of surgery, as classified by the Ministry of Health in its latest surgical operation fees table:	
- Table 1 (less complex procedures)	\$590
- Table 2	\$1,670
- Table 3	\$3,290
- Table 4	\$4,990
- Table 5	\$8,760
- Table 6	\$11,670
- Table 7 (more complex procedures)	\$16,720
Surgical implants ⁸	\$9,800 (each admission)
Gamma knife and novalis radiosurgery (each treatment course)	\$9,600
Staying in a community hospital (Rehabilitative care) (each day) ^{7,9}	\$650
Staying in a community hospital (Sub-acute care) (each day) ^{7,9}	\$650
Inpatient palliative care service (General) (each day)	No additional coverage above MediShield Life
Inpatient palliative care service (Specialised) (each day)	
Inpatient psychiatric treatment (each day, up to 35 days each policy year)	\$500
Outpatient hospital treatment	Limits of compensation
Stereotactic radiotherapy for cancer (each session)	\$1,800
Radiotherapy for cancer (each session)	
- External (except Hemi-body radiotherapy)	\$550
- Brachytherapy with or without external	\$1,100
Hemi-body radiotherapy (each session)	No additional coverage above MediShield Life
Chemotherapy for cancer (each month)	\$5,200
Renal dialysis (each month)	\$2,750
Erythropoietin and other drugs approved under MediShield Life for chronic renal failure (each month)	\$450
Cyclosporin or tacrolimus and other drugs approved under MediShield Life for organ transplant (each month)	\$1,200
Limit in each policy year	\$150,000
Limit in each lifetime	Unlimited
Last entry age (age next birthday)	Does not apply
Maximum coverage age	Lifetime

IncomeShield Standard Plan



HEALTH INSURANCE

Benefits	IncomeShield Standard Plan (Payout includes MediShield Life payout)		
	SG	PR	FR
Pro-ratio factor¹⁰			
Inpatient			
- Restructured hospital			
- Ward class C	Does not apply	Does not apply	Does not apply
- Ward class B2	Does not apply	Does not apply	Does not apply
- Ward class B2+	Does not apply	Does not apply	Does not apply
- Ward class B1	Does not apply	90%	80%
- Ward class A	80%	80%	80%
- Private hospital or private medical institution	50%	50%	50%
- Community hospital			
- Ward class C, B2 or B2+	Does not apply	Does not apply	Does not apply
- Ward class B1	Does not apply	90%	80%
- Ward class A	80%	80%	80%
Day surgery or short-stay ward			
- Restructured hospital subsidised	Does not apply	Does not apply	Does not apply
- Restructured hospital non-subsidised	Does not apply	Does not apply	Does not apply
- Private hospital or private medical institution	65%	65%	65%
Outpatient hospital treatment			
- Restructured hospital subsidised	Does not apply	Does not apply	Does not apply
- Restructured hospital non-subsidised ¹¹	Does not apply	Does not apply	Does not apply
- Private hospital or private medical institution ¹¹	65%	65%	65%

SG: Singapore Citizen PR: Singapore Permanent Resident FR: Foreigner

IncomeShield Standard Plan



HEALTH INSURANCE

Benefits	IncomeShield Standard Plan (Payout includes MediShield Life payout)
Deductible for each policy year for an insured aged 80 years or below at next birthday¹²	
Inpatient <ul style="list-style-type: none"> - Restructured hospital - Ward class C - Ward class B2 or B2+ - Ward class B1 - Ward class A - Private hospital or private medical institution - Community hospital - Ward class C - Ward class B2 or B2+ - Ward class B1 - Ward class A 	\$1,500 \$2,000 \$2,500 \$2,500 \$2,500 \$1,500 \$2,000 \$2,500 \$2,500
Day surgery or short-stay ward <ul style="list-style-type: none"> - Subsidised - Non-subsidised 	\$1,500 \$2,000
Deductible for each policy year for an insured aged over 80 years at next birthday¹²	
Inpatient <ul style="list-style-type: none"> - Restructured hospital - Ward class C - Ward class B2 or B2+ - Ward class B1 - Ward class A - Private hospital or private medical institution - Community hospital - Ward class C - Ward class B2 or B2+ - Ward class B1 - Ward class A 	\$2,000 \$3,000 \$3,000 \$3,000 \$3,000 \$2,000 \$3,000 \$3,000 \$3,000
Day surgery or short-stay ward <ul style="list-style-type: none"> - Subsidised - Non-subsidised 	\$3,000 \$3,000
Co-insurance	
Inpatient hospital treatment <ul style="list-style-type: none"> - Claimable amount¹³ - \$0 - \$3,000 - \$3,001 - \$5,000 - \$5,001 - \$10,000 - Above \$10,000 	10% 10% 10% 10%
Outpatient hospital treatment	10%

IncomeShield Standard Plan

HEALTH INSURANCE

Riders

Enhance your coverage with riders.

Riders are additional features that help you to customise your insurance plan to your specific needs so you will have additional protection and the assurance you desire for peace of mind. Depending on your particular needs, you can choose from Deluxe Care Rider and Classic Care Rider to supplement your IncomeShield Standard Plan.

Deluxe Care Rider

Keeps your out-of-pocket expenses on hospital bills as low as possible.

1. Co-pay 5% of the claimable amount¹.

	Treatment provided by our panel ⁴	Treatment not provided by our panel ⁴
Co-payment limit (each policy year)	Up to \$3,000	No limit

2. Zero¹⁴ additional non-panel payment (each policy year) even if the treatment for your stay in the hospital is not provided by our panel⁴.
3. Receive up to \$80 per day (for a maximum of 10 days each hospital stay) for the cost of an extra bed for you to sleep over if your insured child¹⁵ gets warded.

Classic Care Rider

Keeps your hospital bill by panel⁴ specialists affordable.

1. Co-pay 10% of the claimable amount¹.

	Treatment provided by our panel ⁴	Treatment not provided by our panel ⁴
Co-payment limit (each policy year)	Up to \$3,000	No limit

2. Up to \$2,000 additional non-panel payment (each policy year) if the treatment for your stay in the hospital is not provided by our panel⁴.
3. Receive up to \$80 per day (for a maximum of 10 days each hospital stay) for the cost of an extra bed for you to sleep over if your insured child¹⁵ gets warded.

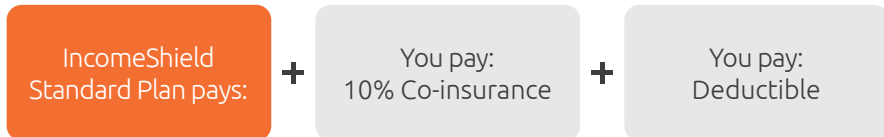
For yearly premium rates, visit the following links:

- IncomeShield Standard Plan: www.income.com.sg/health-and-personal-accident/incomeshield-standard-plan/premiums
- Deluxe Care Rider: www.income.com.sg/health-and-personal-accident/incomeshield-standard-plan/deluxe-care-rider-premiums
- Classic Care Rider: www.income.com.sg/health-and-personal-accident/incomeshield-standard-plan/classic-care-rider-premiums

IncomeShield Standard Plan

HEALTH INSURANCE

How IncomeShield Standard Plan works for you



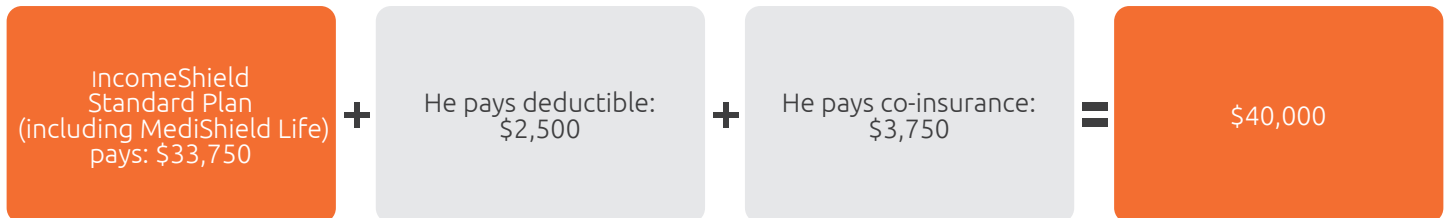
Deductible: Amount per policy year you would need to pay for claims made in a policy year, before there is a payout from IncomeShield Standard Plan

Co-insurance: Percentage share you need to pay in excess of the Deductible

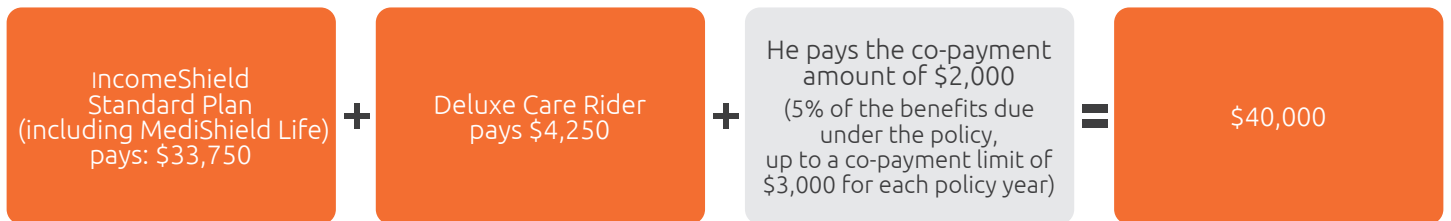
How IncomeShield Standard Plan and Deluxe Care Rider work for you

Mr Lee (Singapore Citizen, age 40), who is covered under IncomeShield Standard Plan, was hospitalised in a restructured hospital, Ward Class B1, for 4 days for a knee replacement surgery **provided by our panel**⁴. His total bill was \$40,000.

IncomeShield Standard Plan



IncomeShield Standard Plan and Deluxe Care Rider



Figures are illustrative only to facilitate understanding of rider's benefits, and assumes that the bill is not limited or excluded by policy terms and conditions. For treatments that are not provided by our panel⁴, please note that there is no additional non-panel payment under the Deluxe Care Rider. However, we may apply an additional non-panel payment to the Deluxe Care Rider at the renewal date by giving you at least 30 days' notice. For more details, please refer to the policy document.

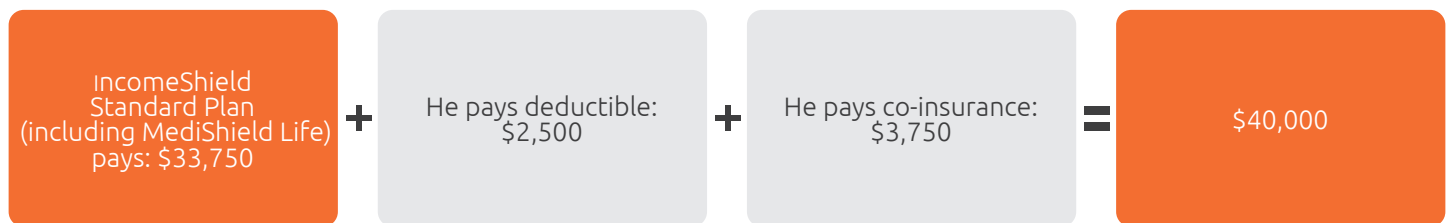
IncomeShield Standard Plan

HEALTH INSURANCE

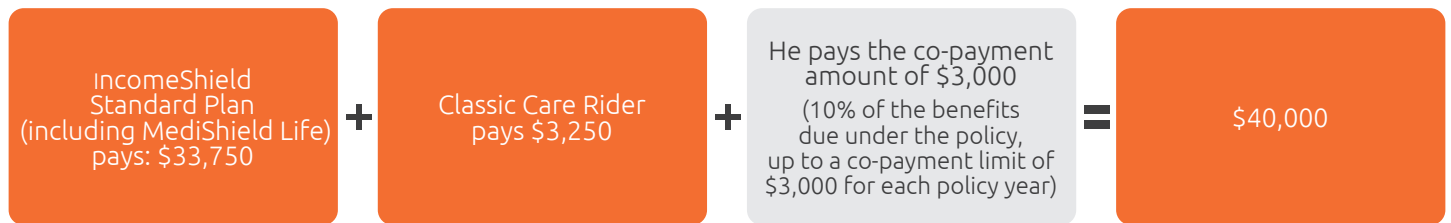
How IncomeShield Standard Plan and Classic Care Rider work for you

Mr Lee (Singapore Citizen, age 40), who is covered under IncomeShield Standard Plan, was hospitalised in a restructured hospital, Ward Class B1, for 4 days for a knee replacement surgery **provided by our panel**⁴. His total bill was \$40,000.

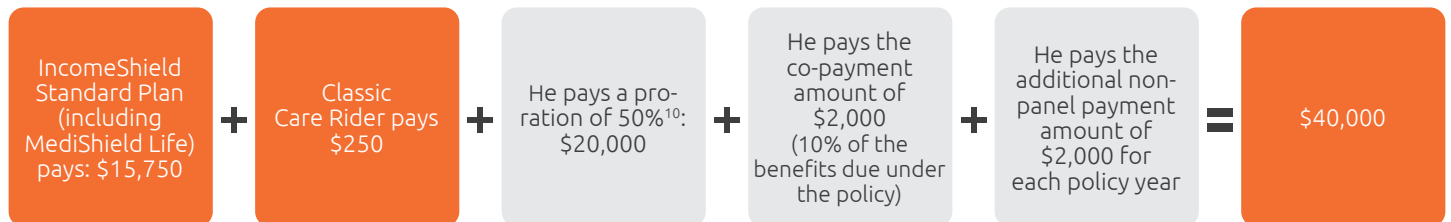
IncomeShield Standard Plan



IncomeShield Standard Plan and Classic Care Rider



If Mr Lee were to be hospitalised in a private hospital, for 4 days for a knee replacement surgery **not provided by our panel**⁴, this is what he needs to pay:



Figures are illustrative only to facilitate understanding of rider's benefits, and assumes that the bill is not limited or excluded by policy terms and conditions. For treatments that are not provided by our panel⁴, please note that an additional non-panel payment of up to \$2,000 for each policy year will apply under the Classic Care Rider. For more details, please refer to the policy document.

IncomeShield Standard Plan







HEALTH INSURANCE

About Income

NTUC Income (Income) is the only insurance co-operative in Singapore, established in 1970 to make essential insurance accessible to all Singaporeans. Today, Income is a leading composite and multi-channel insurer offering life, health and general insurance to fulfil the protection, savings and investment needs of individuals, families and businesses in Singapore. To learn more, visit income.com.sg/about-us.

Get in touch

-  **MEET** your Income advisor
-  **CHAT** instantly at income.com.sg/advisor-connect
-  **CALL** 6332 1133
-  **CLICK** income.com.sg

IMPORTANT NOTES

- 1 Subject to precise terms, conditions and exclusions specified in the policy contract for IncomeShield Standard Plan and riders.
- 2 Subject to policy year limit and benefit limits.
- 3 Subject to individual hospital guidelines. Other terms and conditions apply.
- 4 Panel means a registered medical practitioner, specialist, hospital or medical institution who is on Income's approved list which can be found at income.com.sg. This approved list may be updated from time to time.
- 5 Aon Asia Healthcare Trends, Asia Healthcare Trends 2017/18, www.aon.com/apac/study/2018/aon-asia-healthcare-trends.jsp
- 6 Willis Towers Watson, Health care benefit costs projected to increase by 7.1% in Asia Pacific in 2020, says Willis Towers Watson, www.willistowerswatson.com/en-SG/News/2019/11/global-health-care-benefit-cost-increases-will-vary-widely-in-2020-says-wtw
- 7 Includes meals, prescriptions, medical consultations, miscellaneous medical charges, specialist consultations, examinations and laboratory tests. Room, board and medical-related services include being admitted to a high-dependency ward.
- 8 Includes charges for the following approved medical items:
 - Intravascular electrodes used for electrophysiological procedures
 - Percutaneous transluminal coronary angioplasty (PTCA) balloons
 - Intra-aortic balloons (or balloon catheters)
- 9 To claim for staying in a community hospital,
 - the insured must have first had inpatient hospital treatment in a restructured hospital or private hospital;
 - after the insured is discharged from the restructured hospital or private hospital, they must immediately be admitted to a community hospital for a continuous period of time;
 - the attending registered medical practitioner in the restructured or private hospital must have recommended in writing that the insured needs to be admitted to a community hospital for necessary medical treatment; and
 - the treatment must arise from the same injury, illness or disease that resulted in the inpatient hospital treatment.
- 10 If the insured is admitted into a ward and medical institution that is higher than what they are entitled to, we will only pay the percentage of the reasonable expenses for necessary medical treatment of the insured as shown using the pro-ration factor that applies to the plan.
- 11 Pro-ration for non-subsidised outpatient cancer treatments will apply for MediShield Life from 1 Nov 2016. Renal dialysis and immunosuppressant drugs approved under MediShield Life for organ transplant will not be pro-rated for MediShield Life.

IncomeShield Standard Plan



HEALTH INSURANCE

IMPORTANT NOTES

- 12 Deductible does not apply to outpatient hospital treatment.
- 13 Claimable amount is the lower of (i) the claim limit in the table or (ii) the amount after adjusting the charges for pro-ration, if needed.
- 14 We may apply an additional non-panel payment to the Deluxe Care Rider at the renewal date by giving you at least 30 days' notice. For more details, please refer to the policy document.
- 15 The insured child must be aged 18 years or below during the stay in the hospital.

IncomeShield Standard Plan is available as a MediSave-approved Integrated Shield Plan for insured who is a Singapore Citizen or a Singapore Permanent Resident. This applies as long as the insured meets the eligibility conditions under MediShield Life. If the insured is a foreigner who has an eligible valid pass with a foreign identification number (FIN), IncomeShield Standard Plan is not available as an Integrated Shield Plan.

This is for general information only. You can find the usual terms and conditions of this plan at www.income.com.sg/incomeshield-standard-policy-conditions.pdf, www.income.com.sg/deluxe-care-rider-policy-conditions.pdf and www.income.com.sg/classic-care-rider-policy-conditions.pdf. All our products are developed to benefit our customers but not all may be suitable for your specific needs. If you are unsure if this plan is suitable for you, we strongly encourage you to speak to a qualified insurance advisor. Otherwise, you may end up buying a plan that does not meet your expectations or needs. As a result, you may not be able to afford the premiums or get the insurance protection you want. If you find that this plan is not suitable after purchasing it, you may terminate it within the free-look period, and obtain a refund of premiums paid.

This policy is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for your policy is automatic and no further action is required from you. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact Income or visit the GIA/ LIA or SDIC websites (www.gia.org.sg or www.lia.org.sg or www.sdic.org.sg).

Information is correct as of 20 April 2021