

## Frequently Asked Questions (FAQs)

### **Q1. Are complimentary medicine costs under this value-added service?**

No, this value-added service only provides complimentary Telemedicine Consultations and medicine delivery charges

### **Q2. Will this value-added service be available to the Life Assured or Policyholders?**

This value-added service will be available to the Life Assured of the policy only. This is in line with all our current value-added services provided by HSBC Life Shield.

### **Q3. There are a few Fullerton Health apps available. Which is the correct one to download in order for me to utilise this value-added service?**

The correct App to download for this value-added service is labelled as FHN3 on the app store.

### **Q4. I have not received the welcome e-mail from HSBC Life and I am an existing customer, why is that so?**

There are 2 scenarios why this may have happened.

**Scenario 1:** Please check the e-mail you provided to HSBC Life when you signed up for HSBC Life Shield. If you have forgotten the e-mail address you have provided to HSBC Life when you signed up for HSBC Life Shield, please follow the instructions in the Telemedicine user guide on the HSBC Life website under "Policy Information and Downloads". You should be able to download the app and log in using the temporary User ID and password.

**Scenario 2:** Please check if you have signed up previously (2 years ago) for a campaign which provides the same value-added service (Complimentary Telemedicine and Complimentary Medicine Delivery Charges). This campaign ended a while ago and it applies to Life and Shield products. You may use the same log-in and password you registered on the Fullerton Health (FHN3) app when you signed up for this campaign 2 years ago as your account is still active.

### **Q5. I have registered for a campaign in the year 2020 for the same benefit (Complimentary Telemedicine and Complimentary Medicine Delivery Charges), will this affect my log-in? What happens if I have forgotten my password?**

This may or may not affect your log in. You may try to log in using your previously created User ID and password during the campaign in year 2020.

If you have forgotten your login credentials, we propose the followings in sequence:

Step 1 : Standard login credentials i.e. ID is NRIC Last 4 digit + alphabet + your DOB, and Password is your DOB

Step 2 : If Step 1 doesn't work, ID → enter personal e-mail address and password, click on 'forgot password'

Step 3 : If Step 2 doesn't work, ID → try your preferred name and password, click on 'forgot password'  
Step 4 : If all the above failed, e-mail to [assistme@fullertonhealth.com](mailto:assistme@fullertonhealth.com) and Fullerton Health will reply within 3 working days

For your information, please do not seek other forms of communications with Fullerton Health regarding this issue unless otherwise stated. The reason for this is because they may not know the full extent of the issue and may re-direct you to seek help in the wrong places.

**Q6: I have just signed up for an HSBC Life Shield policy, why am I unable to log in despite following the instructions from the Telemedicine user guide?**

For newly sign up HSBC Life Shield customers, please take note that it will take about 7-8 working days for the welcome e-mail to be sent. The welcome e-mail is a good indication that your account has been set up in the Fullerton Health FHN3 app. We encourage customers to wait for the welcome e-mail before attempting to log-in.

**Q7. Do I have to wait until policy renewal to be entitled to this new value-added service? Will this value-added service be available to all Plan A/B and Standard Plan customers?**

No, they do not have to wait till policy renewal for this new value-added service. This will be available to all HSBC Life Shield customers on 1<sup>st</sup> September 2022.

**Q8. Who do I look for if I have a registration issue?**

For registration-related issues, please e-mail [assistme@fullertonhealth.com](mailto:assistme@fullertonhealth.com). They should reply within 3 working days.