

Letter of Guarantee (LOG) Procedure

LOG facility is a value-added service made available for selected healthcare policies subjected to the agreement between HSBC Life Singapore and the Policy Holder. This service is only applicable for a covered medical condition(s) under the policy which warrants hospitalisation/Day Surgery treatment.

How to Request for LOG, simply follow these steps

Step 1. Download both Part 1 & 2 of LOG forms at https://hsbclife.com.sg/pdf/claims/log_forms.pdf
Patient to complete Part 1 of LOG form (Authorisation for Release of Medical Information Form)
Seek treating Doctor to complete Part 2 of LOG form (Pre-admission Form)

Step 2. Email the following required documents at least 5 working days before the scheduled admission to the contact points below:

- ✓ Duly completed Part 1& 2 of LOG forms
- ✓ Other supporting documents e.g. Referral Letter from GP, Diagnostic Reports, Hospital Financial Counseling / Admission Forms, if any.

Contact Points

SmartCare Optimum/Executive/Entrepreneur/SME/SME Plus/Selected HSBC Life (Employee Benefit) Policies/Benefits+

- ✉ hc.log@mail.life.hsbc.com.sg [Office hours: 0900hrs – 1730hrs, Monday – Friday]
hsbclifehealthops@emaglobal.com.sg [After Office Hours]

☎ (65) 68804888

Benefits+ International/Benefits+ International Max

- ✉ hc.log@mail.life.hsbc.com.sg [Office hours: 0900hrs – 1730hrs, Monday – Friday]
hsbclifehealthops@emaglobal.com.sg [After Office Hours]

☎ (65) 6880 4944

For urgent LOG request relating to Emergency admission to a Hospital, please call the respective numbers for assistance

LOG Approval

The LOG approved amount is subject to terms, conditions and benefits of the medical plan

LOG Denial

LOG request will NOT be approved for the following reason(s):

- Late notification to HSBC Life of less than 5 working days. (For elective admission)
- Early claims occurring within 12 months of inception of the policy
- Completed LOG forms are not available before discharge
- Cases which requires further medical investigation
- Medical conditions/treatment which are not covered under the policy
- No credit arrangement with the Hospital & No LOG facility arrangement
- Overseas admission (only applicable for International Exclusive Plan within IDOH)
- Charges for Medical Treatment which are not reasonable and customary as defined in the policy contract

Note: Should the LOG request be declined, the Insured member must self-pay and submit claim for evaluation. For claims evaluation, the decision on admissibility is subject to submission of all original claim documents and assessment of complete claim documents according to policy terms, conditions and exclusions.

Hospitals whereby HSBC Life can arrange LOG

Government Restructured Hospitals

- Alexandra Hospital
- Changi General Hospital
- KK Women's and Children's Hospital
- Khoo Teck Puat Hospital
- National University Hospital
- Ng Teng Fong General Hospital
- Sengkang General Hospital
- Singapore General Hospital
- Tan Tock Seng Hospital

Private Hospitals

- Gleneagles Hospital
- Mount Alvernia Hospital
- Mount Elizabeth Hospital
- Mount Elizabeth Novena Hospital
- Parkway East Hospital
- Raffles Hospital
- Thomson Medical Pte Ltd
- Farrer Park Hospital

Admission outside Singapore (Applicable to International Exclusive plans only)

Please refer to the link below to our International Directory of Hospitals:

https://hsbclife.com.sg/pdf/claims/hosp/international_directory_of_hospitals.pdf