


Great Eastern Preferred Clinic List (only for GELM) as of 26th July 2024

Note:

- Listing is updated as and when required and it is subject to change without notification.
- You are advised to make an appointment in advance before visiting our Preferred Clinic. This allows us to minimize your waiting time and ensure a pleasant experience for you.
- Medical report will be transferred electronically to Great Eastern Life Assurance (Malaysia) Berhad. You are NOT required to collect or carry the exam results in a sealed envelope.

LOCATION	CLINIC CODE	CLINIC NAME	ADDRESS	OPERATING HOURS	DOCTOR ATTACHED M:Male; F:Female	BOOK AN APPOINTMENT
AYER ITAM	P2936	O2 KLINIK (FARLIM)	1-G-6 MEDAN ANGSANA 3, 11500 BANDAR BARU AYER ITAM, PULAU PINANG	Mon-Sun & PH: 08:00 – 22:00	DR WONG SONG JIE (M) DR SUM JIA EN (M)	SCAN THE QR CODE TO CONNECT YOU INSTANTLY TO OUR PREFERRED CLINIC FOR THE SERVICE AND SUPPORT OFFERINGS. 
BUTTERWORTH	P2933	O2 KLINIK (RAJA UDA)	NO. 6880, JALAN RAJA UDA, RAJA UDA INDUSTRIAL ESTATE, 12300 BUTTERWORTH, PULAU PINANG	Mon-Sun & PH: 08:00 – 22:00	DR TEOH SZE LOONG (M) DR LAY CHUN WEI (M)	
BUKIT MERTAJAM	P2932	O2 KLINIK (BUKIT MERTAJAM)	NO.33, JALAN SENTRAL JAYA, PUSAT PERNIAGAAN SENTRAL JAYA, 14000 BUKIT MERTAJAM, PULAU PINANG	Wed-Mon & PH: 08:00 – 22:00 Tue: Closed	DR LEE TSANG CHIN (M) DR CHEANG HUEY LING (F)	
BAYAN LEPAS	P2935	O2 KLINIK (SUNGAI ARA)	3R-01-08, SETIA TRIANGLE, PERSIARAN KELICAP, SUNGAI ARA, 11900 BAYAN LEPAS, PULAU PINANG	Thu-Tue & PH: 08:00 – 22:00 Wed: Closed	DR WONG YIT HAO (M)	
GEORGETOWN	P2928	O2 KLINIK (HERITAGE)	148, JALAN MACALISTER, 10400 GEORGETOWN, PULAU PINANG	Mon-Sun & PH: 09:00 – 22:00	DR LEOW SHIN CHEE (M) DR CHANG WEI HAN (M)	
GEORGETOWN	P2931	O2 KLINIK (SUMMERTON)	110-1A-25 & 110-2-25, SUMMERTON COMPLEX, PERSIARAN BAYAN INDAH, 11900 GEORGETOWN, PULAU PINANG	Mon-Sun & PH: 08:00 – 22:00	DR GAN BOON KEONG (M) DR LEE MUN KIAT (M) DR EMILY CHAN SU LING (F)	
TANJUNG TOKONG	P2930	O2 KLINIK (TANJUNG)	28-G-1, THE BAYU, JALAN TANJUNG TOKONG, 10470 TANJUNG TOKONG, PULAU PINANG	Mon-Sun & PH: 08:00 – 22:00	DR TAN CHERN WUAY (M) DR CHAN CHIT CHYN (M) DR LIM CHEAH KITT (M)	

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FREQUENTLY ASKED QUESTIONS (FAQs)

Q1: What is Great Eastern Preferred Clinic?

A1: Preferred Clinic is our panel of general practitioners (GPs), exclusively curated for Great Eastern customers to focus on better health and quality of life. The formation of the Preferred Clinic is also one of the measures that the Company has put in place to encourage more responsible use of health services, improve the long-term sustainability of medical and health insurance and takaful (MHIT) products as well as delivering great patient experience. This initiative is only applicable to Great Eastern Life Assurance (M) Berhad (GELM) customers/policyholders.

Q2: How are these Preferred Clinics selected?

A2: Preferred Clinics are carefully selected based on their professional track record, strategic location, exceptional customer and value-added services to cater to customer's/policyholder's medical needs. The List of Preferred Clinic undergoes annual review to ensure we consistently offer optimal choices for our policyholders. However, the value-added services provided by our Preferred Clinic are not contractual benefits. Great Eastern reserves the right, at its sole and absolute discretion, to cancel, terminate and/or withdraw the value-added services any time or for any reason without notice.

Q3: How does visiting Great Eastern Preferred Clinic benefit our policyholders?

A3: With Preferred Clinic, we have made it easy for you to gain access to our panel of general practitioners (GPs) for the service and support offerings. We have negotiated exclusive outpatient consultation fees (excluding fee for medication or procedure/treatment), discounts and offers with Preferred Clinic, to help ensure treatment and charges are affordable for our customers to focus on better health and quality of life. Priority lanes, dedicated waiting area, extended operating hours, cashless medical treatment for Dengue, Zika virus and emergency outpatient treatment due to an accident are the example of fast track available in Preferred Clinic that accelerate the treatment of patients, ensuring they receive care without unnecessary delays and improve the patient's experience.

Q4: What are the coverable diagnoses under cashless medical treatment at Preferred Clinic?

A4: The 3 coverable diagnoses are outpatient treatment for:

1. Dengue Fever
2. Zika Virus
3. Accident

Note: Subject to policy terms and conditions as per Schedule of Benefits, policy status with up-to-date premium, policy duration > 37 days (except for Accident), sufficient medical limit and without health exclusion which varies from case to case. Preferred Clinic can assess the Life Assured's eligibility through the Great Eastern Portal.

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Q5: How to apply for the cashless medical treatment and what is the process involved?

A5: Once the treating doctor confirms that the Life Assured is diagnosed with Dengue Fever, Zika Virus or is treated for injury arising from an Accident within 24 hours, the Preferred Clinic will assess the Life Assured's eligibility for this cashless medical treatment through the Great Eastern Portal. If deemed eligible and the condition falls under the 3 coverable diagnoses, the Life Assured will be required to sign a Consent Form. The Preferred Clinic will then bill the Company accordingly except the uncovered items/expenses.

Note: If the cashless medical treatment facility is rejected, you may submit the claim together with the original receipts and include any other medical report or any test result to Great Eastern through the reimbursement submission channel for review.

Q6: Is treatment in a Preferred Clinic and the medical expenses incurred claimable?

A6: Preliminary assessment and/or specialised assessment/treatment by a General Practitioner or Specialist respectively is self-pay unless admission to a hospital for inpatient care is required.

Q7: How can the policyholders enjoy the additional value-added services given exclusively by the Preferred Clinic?

A7: All Great Eastern Life Assurance (M) Berhad (GELM) existing and new customers will enjoy exclusive access to services provided by Preferred Clinic. They are required to present their Great Eastern e-Medical Card during the registration at Preferred Clinic.

Q8: How can the policyholders schedule an appointment with Preferred Clinic?

A8: You may scan the QR code to connect you instantly to our Preferred Clinic for the service and support offerings inclusive of pre-registration and request for an appointment.