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FAQs for Parkway Healthcare Programme (“Programme”)

Q: Do I need to enroll on the 2-year Programme after I apply for Complimentary Personal Accident Protect?

No, you do not need to. After submitting your Complimentary Personal Accident Protect application, you will receive your Complimentary Personal Accident Protect e-Policy from Chubb. DBS will register eligible policyholders for the Parkway Healthcare Programme. Upon successful registration, Parkway Shenton will send you instructions to download your eCard within 35 business days from the date of your application.

Q: If I apply for 1 Complimentary Personal Accident Protect policy insuring a few family members, is each insured person entitled to receive the 2-year Parkway Healthcare Programme?

No, only the applicant of the Complimentary Personal Accident Protect policy is entitled to be on the 2-year Parkway Healthcare Programme.

Q: If I apply for multiple Complimentary Personal Accident Protect policies during the campaign period, am I entitled to be on multiple 2-year Parkway Healthcare Programme?

No, each applicant is entitled to be on one 2-year Parkway Healthcare Programme during the campaign period only.

Q: Can I transfer my 2-year Parkway Healthcare Programme to another family member?

No, the 2-year Parkway Healthcare Programme is non-transferrable.

Q: If I have an existing 2-year Parkway Healthcare Programme, will I receive a new eCard upon application of Complimentary Personal Accident Protect?

Yes, you will need to download a new eCard. Your Parkway Healthcare Programme will be extended for 2 years starting from the date that you applied for Complimentary Personal Accident Protect.

Q: How do I access the services listed?

- **TeleConsultation:** Tap on the icons below to download the MyHealth Connect app and create your TeleConsult profile with Parkway Shenton using your Programme eCard. Schedule an appointment and make payment with your DBS/POSB Credit/Debit card.



- **Consultation at participating Parkway Shenton panel clinics:** Present the Programme eCard at the participating Parkway Shenton panel clinics during the consultation and make payment with your DBS/POSB Credit/Debit card.

Q: What if I have more questions about the Parkway Healthcare Programme?

You may contact Parkway Shenton’s 24-hour hotline at +65 6227 7777 or via email to staff.update@parkwaypantai.com.

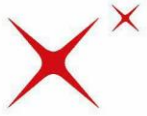


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Terms and Conditions of Parkway Healthcare Programme (“Programme”)

1. This Programme is jointly organised by DBS Bank Ltd (“**DBS**”) and Parkway Shenton Pte Ltd (“**Parkway Shenton**”) (collectively, the “**Organisers**”). Complimentary Personal Accident Protect is underwritten by Chubb Insurance Singapore Limited (“**Chubb**”).
2. By entering the Programme, you confirm that you have read, understood and agreed to be legally bound by these terms and conditions.
3. You consent to the Organisers’ collection, use and disclosure of your personal data by/to third parties for the purpose of the Programme. You agree to the terms of the DBS Privacy Policy and Parkway Shenton Privacy Policy, which can be found at <http://www.dbs.com/privacy> and <https://www.parkwayshenton.com/pdpa>, respectively.
4. To be eligible for the Programme, you must:
 - a. be a first-time applicant (“**Applicant**”) of Complimentary Personal Accident Protect insurance policy (“**Policy**”) via a DBS website from 12 April 2022 to 30 September 2022 (“**Campaign Period**”); and
 - b. be a DBS/POSB customer; and
 - c. be at least 18 years old; and
 - d. be a Singapore Resident.
5. The Policy is underwritten by Chubb and distributed by DBS.
6. An Applicant who meets the criteria in Clause 4 above is entitled to be on the 2-year Parkway Healthcare Programme.
7. The Applicant is eligible to be on one Programme only during the Campaign Period, regardless of the number of Policies applied during the Campaign Period, or number of insured persons in a Policy.
8. The Programme allows the Applicant access to the following:

TeleConsultation for General Medical consult	<ul style="list-style-type: none"> • First TeleConsultation via MyHealth Connect app on us* • Subsequent TeleConsultation at S\$12* (S\$12.84 including GST) 						
TeleConsultation for Traditional Chinese Medicine consult	<ul style="list-style-type: none"> • First TeleConsultation via MyHealth Connect app on us* • Subsequent TeleConsultation at S\$15* (S\$16.05 including GST) 						
Physical consultation	S\$16* for general medical consultation at 26 Parkway Shenton Medical Group clinics (S\$17.12 including GST)						
COVID-19 Swab & Serology Test	<ul style="list-style-type: none"> • COVID Tests at 27 Parkway Shenton Medical Group clinics <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Test</th> <th>Test Rate*</th> </tr> </thead> <tbody> <tr> <td>COVID PCR Test (Nasal/Saliva-based)</td> <td>S\$91.59 (S\$98 including GST)</td> </tr> <tr> <td>COVID ART</td> <td>S\$26.17 (S\$28 including GST)</td> </tr> </tbody> </table>	Test	Test Rate*	COVID PCR Test (Nasal/Saliva-based)	S\$91.59 (S\$98 including GST)	COVID ART	S\$26.17 (S\$28 including GST)
Test	Test Rate*						
COVID PCR Test (Nasal/Saliva-based)	S\$91.59 (S\$98 including GST)						
COVID ART	S\$26.17 (S\$28 including GST)						



Anti-COV2 IgM (COVM) Serology Test	S\$23.55 (S\$25.20 including GST)
Anti-SARS-COV-2 N (ACOV2N) Serology Test	S\$43.74 (S\$46.80 including GST)
Anti-SARS-COV-2 S (ACOV2S) Serology Test	S\$43.74 (S\$46.80 including GST)

Disclaimers:

Travellers are responsible for checking the test requirements and testing window requirements of their destination country. Do allocate adequate time to take and receive your COVID-19 pre-departure test results before your departure from Singapore. For latest requirements and travel advisories, check the Immigration & Checkpoints Authority website. <https://safetravel.ica.gov.sg/departing/overview>

Healthcare & Wellness Services	<ul style="list-style-type: none"> • Vaccinations at 31 Shenton Medical Group clinics • Health Screening at 5 Parkway Executive Health Screening Centres
Accident & Emergency	<p>A&E Consultation at the following Parkway Hospitals A&E:</p> <ul style="list-style-type: none"> • Mount Elizabeth (Orchard) Hospital A&E • Mount Elizabeth (Novena) Hospital A&E • Gleneagles Hospital A&E • Parkway East Hospital A&E

** Valid for doctor consultation only, not inclusive of medication, extended clinic hours surcharge (for visits in clinics after office hours) and S\$10 (S\$10.70 including GST) delivery charge for medicine to be delivered after TeleConsults. First TeleConsultation on us to be utilised by 31 December 2022. Payment must be made with a DBS/POSB Credit/ Debit Card.*

- The Applicant will receive either an email or an SMS from Parkway Shenton upon successful registration to the Programme.
- The Programme is non-exchangeable for cash and non-transferrable.
- The Programme is not applicable with other promotions, vouchers, rebates or privileges applicable to the Policy.
- The Organisers will have the final decision on all matters regarding the Programme. No correspondence or claims will be entertained.
- The Organisers reserve the sole and absolute right to disqualify any users who have engaged in fraudulent conduct that is inappropriate or unacceptable.
- The Organisers reserve the sole and absolute right to withdraw, amend and/or alter the terms and conditions of the Programme at any time without giving prior notice to users.
- The Organisers shall not be liable for any claims by the users or be accountable for third-party claims or losses of any nature, including but not limited to, loss of profits, punitive, indirect, special, incidental, or consequential damages or for other damages and any related claims of any nature, including direct, indirect, third party, consequential or other damages resulting from or related to the Programme.
- The Organisers shall not be responsible or liable for any claims of loss or damage to property or any personal injury or loss of life resulting from or related to the Programme.

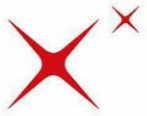


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17. The Organisers do not take any responsibility in the case of an event that may prevent the users from participating in the Programme, as a result of certain technical restrictions or other limitations specific or force majeure, which include but not limited to regulatory events, government directive, government intervention and acts of God etc.
18. The Organisers retain the right to withdraw the promotional benefits due to policy changes and/or regulatory restrictions.
19. DBS/POSB is not an agent of any of these participating clinics and makes no representation as to the quality and service provided. All feedback should be directed to Parkway Shenton, whose terms and conditions will apply. Services under the Programme are only valid for payment made with DBS Cards.
20. DBS/POSB shall not be responsible or liable for the services provided by the other Organisers under this Programme, including (i) any content displayed on any other Organisers' website or platform and (ii) any changes made to the Programme.

You agree to DBS Cards Terms and Conditions, which can be found at:
https://www.dbs.com.sg/personal/cards/cards-terms-conditions.page#cards_tnc.

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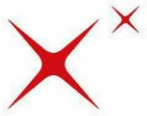
List of participating clinics

Parkway Shenton Medical Group Clinics

Note:

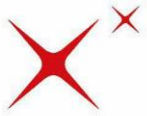
1. Information is correct as of 8 March 2022. For updated clinics listing, please refer to the MyHealth Wallet app.
2. It is recommended to call the clinic prior to visit especially before clinic's closing hours to avoid unnecessary inconvenience.

Area	Region	Clinic	Address1	Address2	Address3	Address4	Postal Code	Tel No	Mon to Fri	Mon to Fri Evening	Sat	Sun	PH	Remarks
TOA PAYOH	CENTRAL	SHENTON MEDICAL GROUP (TOA PAYOH)	BLK 126 TOA PAYOH LORONG 1	#01-561		SINGAPORE	310126	62590991	8.30am to 1.00pm & 2.00pm to 4.30pm	6.30pm to 9.00pm (Except Fri)	8.30am to 12.30pm	8.30am to 12.30pm	Closed	
RAFFLES PLACE	CENTRAL	SHENTON MEDICAL GROUP (THE ARCADE - GENERAL PRACTICE)	11 COLLYER QUAY	#19-01	THE ARCADE	SINGAPORE	049317	65079730	8.30am to 5.30pm	Closed	8.30am to 12.30pm	Closed	Closed	
RAFFLES PLACE	CENTRAL	SHENTON MEDICAL GROUP (ROBINSON ROAD)	50 ROBINSON ROAD	#01-03	ROBINSON SUITE	SINGAPORE	068882	62223626	8.30am to 1.00pm & 2.00pm to 5.30pm	Closed	Closed	Closed	Closed	
SENTOSA	CENTRAL	SHENTON MEDICAL GROUP (RESORTS WORLD SENTOSA)	26 SENTOSA GATEWAY	#B2-01		SINGAPORE	098138	62382582	9.00am to 1.00pm & 2.00pm to 6.00pm	Closed	9.00am to 1.00pm & 2.00pm to 6.00pm	9.00am to 1.00pm & 2.00pm to 6.00pm	9.00am to 1.00pm & 2.00pm to 6.00pm	
RAFFLES PLACE	CENTRAL	SHENTON MEDICAL GROUP (ONE RAFFLES QUAY)	1 RAFFLES QUAY	#09-02	ONE RAFFLES QUAY NORTH TOWER	SINGAPORE	048583	63277273	8.30am to 1.00pm & 2.00pm to 5.30pm	Closed	Closed	Closed	Closed	
MARINA	CENTRAL	SHENTON MEDICAL GROUP (MARINA BAY LINK MALL)	8A MARINA BOULEVARD	#B2-76	MARINA BAY LINK MALL	SINGAPORE	018984	66345620	8.30am to 1.00pm & 2.00pm to 5.30pm	Closed	Closed	Closed	Closed	
TANJONG PAGAR	CENTRAL	SHENTON MEDICAL GROUP (INTERNATIONAL PLAZA)	10 ANSON ROAD	#36-08/09/10	INTERNATIONAL PLAZA	SINGAPORE	079903	62202911	8.00am to 5.30pm	Closed	8.30am to 12.30pm	Closed	Closed	



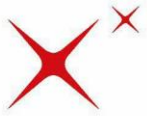
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HARBOURFRONT	CENTRAL	SHENTON MEDICAL GROUP (HARBOURFRONT TOWER ONE)	1 HARBOURFRONT PLACE	#01-04	HARBOURFRONT TOWER ONE	SINGAPORE	098633	63775727	8.30am to 1.00pm & 2.00pm to 5.30pm	Closed	Closed	Closed	Closed	
BRAS BASAH	CENTRAL	SHENTON MEDICAL GROUP (ESPLANADE)	90 BRAS BASAH ROAD	#B1-02	ESPLANADE MRT STATION	SINGAPORE	189562	68870151	8.30am to 1.00pm & 2.00pm to 5.30pm	Closed	8.30am to 12.30pm	Closed	Closed	Clinic does Pre-Departure COVID tests only
BALESTIER	CENTRAL	SHENTON FAMILY MEDICAL CLINIC (TOWNER)	BLK 102 TOWNER ROAD	#01-268		SINGAPORE	322102	63910860	8.30am to 12.30pm & 2.00pm to 5.00pm	6.30pm to 9.30pm	8.30am to 12.30pm	8.30am to 12.30pm	Closed	Clinic will be closed on all the eve of Public Holiday
TANJONG PAGAR	CENTRAL	SHENTON FAMILY MEDICAL CLINIC (DUXTON)	BLK 1 CANTONMENT ROAD	#01-02	PINNACLE @ DUXTON	SINGAPORE	080001	65095260	8.30am to 12.30pm & 2.00pm to 4.30pm	7.00pm to 10.00pm (Except Wed & Fri)	8.30am to 12.30pm	Closed	Closed	Registrati on closed 15 minutes before closing time
BEDOK	EAST	SHENTON MEDICAL GROUP (UE BIZ HUB)	2 CHANGI BUSINESS PARK AVENUE 1	#01-03	BIZHUB EAST	SINGAPORE	486015	66362490	8.30am to 1.00pm & 2.00pm to 5.30pm	Closed	Closed	Closed	Closed	
PASIR RIS	EAST	SHENTON MEDICAL GROUP (PASIR RIS ELIAS MALL)	BLK 625 ELIAS ROAD	#01-324B	ELIAS MALL	SINGAPORE	510625	65855768	8.00am to 3.30pm	6.30pm to 9.00pm (Except Fri)	8.30am to 12.30pm	8.30am to 12.30pm	Closed	
TAMPINES	EAST	SHENTON FAMILY MEDICAL CLINIC (TAMPINES)	BLK 201D TAMPINES STREET 21	#01-1137		SINGAPORE	524201	67845291	8.30am to 1.00pm & 2.00pm to 5.00pm	7.00pm to 10.00pm (Except Fri)	8.30am to 12.30pm	Closed	Closed	
BEDOK	EAST	SHENTON FAMILY MEDICAL CLINIC (BEDOK RESERVOIR)	BLK 744 BEDOK RESERVOIR ROAD	#01-3065		SINGAPORE	470744	64435936	8.30am to 12.00pm & 2.00pm to 5.00pm	7.00pm to 10.30pm	8.30am to 12.00pm & 2.00pm to 5.00pm	8.30am to 12.00pm & 2.00pm to 5.00pm & 7.00pm to 10.30pm	Closed	



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Area	Region	Clinic	Address1	Address2	Address3	Address4	Postal Code	Tel No	Mon to Fri	Mon to Fri Evening	Sat	Sun	PH	Remarks
WOODLANDS	NORTH	SHENTON MEDICAL GROUP (WOODLANDS MRT)	30 WOODLANDS AVENUE 2	#01-47/48/49	WOODLANDS MRT STATION	SINGAPORE	738343	63639415	8.00am to 5.30pm	6.30pm to 9.00pm (Except Fri)	8.30am to 12.30pm	Closed	Closed	
YISHUN	NORTH	SHENTON MEDICAL GROUP (WISTERIA MALL)	BLK 598 YISHUN RING ROAD	#B1-09	WISTERIA MALL	SINGAPORE	768698	66945668	8.30am to 1.00pm & 2.00pm to 5.30pm	6.30pm to 9.00pm (Mon & Thur)	8.30am to 12.30pm	Closed	Closed	
SELETAR	NORTH	SHENTON MEDICAL GROUP (THE SELETAR MALL)	33 SENGKANG WEST AVENUE	#01-55/56	THE SELETAR MALL	SINGAPORE	797653	62140363	8.30am to 1.00pm & 2.00pm to 5.30pm	Closed	8.30am to 12.30pm	8.30am to 12.30pm	Closed	
SERANGOON	NORTH	SHENTON MEDICAL GROUP (SERANGOON CENTRAL)	BLK 263 SERANGOON CENTRAL DRIVE	#01-59		SINGAPORE	550263	64876580	8.00am to 12.00pm & 1.00pm to 3.30pm	6.30pm to 9.00pm (Except Fri)	8.30am to 12.30pm	Closed	Closed	
SENGKANG	NORTH	SHENTON MEDICAL GROUP (BUANGKOK MRT)	10 SENGKANG CENTRAL	#01-04	BUANGKOK MRT STATION	SINGAPORE	545061	63153671	8.00am to 5.30pm	6.30pm to 9.00pm (Except Fri)	8.30am to 12.30pm	8.30am to 12.30pm	Closed	
YISHUN	NORTH	SHENTON FAMILY MEDICAL CLINIC (YISHUN)	BLK 160 YISHUN STREET 11	#01-200		SINGAPORE	760160	68516233	8.00am to 3.00pm	6.30pm to 9.30pm (Except Fri)	8.00am to 1.00pm & 6.30pm to 9.30pm	9.00am to 12.00pm	Closed	
ANG MO KIO	NORTH	SHENTON FAMILY MEDICAL CLINIC (ANG MO KIO)	BLK 728 ANG MO KIO AVENUE 6	#01-4208		SINGAPORE	560728	65545130	8.30am to 12.30pm & 2.00pm to 5.30pm	7.00pm to 10.00pm (Except Thur & Fri)	9.00am to 12.30pm	Closed	Closed	
PUNGGOL	NORTH	PARKWAY SHENTON MEDICAL GROUP (PUNGGOL OASIS)	BLK 681 PUNGGOL DRIVE	#01-01	OASIS TERRACES	SINGAPORE	820681	62448324	8.00am to 1.00pm & 2.00pm to 5.00pm	7.00pm to 10.00pm	8.00am to 1.00pm, 2.00pm to 5.00pm & 7.00pm to 10.00pm	8.00am to 1.00pm, 2.00pm to 5.00pm & 7.00pm to 10.00pm	8.00am to 1.00pm, 2.00pm to 5.00pm & 7.00pm to 10.00pm	
HOUGANG	NORTH	PARKWAY SHENTON MEDICAL GROUP (KOVAN HEARTLAND MALL)	205 HOUGANG STREET 21	#03-20	HEARTLAND MALL	SINGAPORE	530205	68449630	9.00am to 1.00pm & 2.00pm to 6.00pm	Closed	9.00am to 1.00pm	9.00am to 1.00pm	Closed	



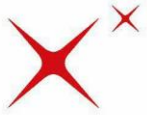
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Area	Region	Clinic	Address1	Address2	Address3	Address4	Postal Code	Tel No	Mon to Fri	Mon to Fri Evening	Sat	Sun	PH	Remarks
PASIR PANJANG	WEST	SHENTON WELLNESS CENTRE (ALEXANDRA RETAIL CENTRE)	460 ALEXANDRA ROAD	#02-15	PSA BUILDING (ALEXANDRA RETAIL CENTRE)	SINGAPORE	119963	63761630	8.30am to 1.00pm & 2.00pm to 5.30pm	Closed	8.30am to 12.30pm	Closed	Closed	
CLEMENTI	WEST	PARKWAY SHENTON MEDICAL GROUP (CLEMENTI CENTRAL)	BLK 451 CLEMENTI AVENUE 3	#01-309		SINGAPORE	120451	67739150	8.30am to 12.30pm & 1.30pm to 4.30pm	6.00pm to 9.00pm	8.30am to 12.30pm	8.30am to 12.30pm	Closed	
BUKIT PANJANG	WEST	PARKWAY SHENTON MEDICAL GROUP (BUKIT PANJANG PLAZA)	NO 1 JELEBU ROAD	#03-02	BUKIT PANJANG PLAZA	SINGAPORE	677743	67697863	8.30am to 1.00pm & 2.00pm to 5.30pm	6.30pm to 9.00pm (Except Fri)	9.00am to 1.00pm	Closed	Closed	

Parkway Shenton Executive Health Screening Clinics

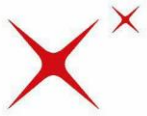
Note: For health screening appointment, please visit www.parkwayshenton.com for online booking or contact the Executive Health Screening Hotline at +65 6280 0090, Whatsapp at +65 8660 0090 or email ehs.customerservice@parkwaypantai.com.

No	Clinic Code	Clinic Name	Address	Contact Nos	Operating Hours
1	EAC	EXECUTIVE HEALTH SCREENERS (THE ARCADE)	11 Collyer Quay #18-01 The Arcade Singapore 049317	Tel: 65079717 Fax: 62242305	Mon to Fri: 8:00am to 1:00pm; 2:00pm to 4:30pm Sat: 8:00am to 12:30pm Closed: Sun & Public Holidays
2	EME	EXECUTIVE HEALTH SCREENERS (MOUNT ELIZABETH HOSPITAL)	3 Mount Elizabeth #02-02/03 Mount Elizabeth Medical Centre Singapore 228510	Tel: 62357010 Fax: 67332057	Mon to Fri: 8:00am to 1:00pm; 2:00pm to 4:30pm Sat: 8:00am to 12:30pm Closed: Sun & Public Holidays
3	EGH	EXECUTIVE HEALTH SCREENERS (GLENEAGLES HOSPITAL)	6A Napier Road #02-36 Gleneagles Hospital Annexe Block Singapore 258500	Tel: 64756266 Fax: 64762437	Mon to Fri: 8:00am to 1:00pm; 2:00pm to 4:30pm Sat: 8:00am to 12:30pm Closed: Sun & Public Holidays
4	EPA		290 Orchard Road	Tel: 62388238	Mon to Fri: 8:00am to 1:00pm;



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No	Clinic Code	Clinic Name	Address	Contact Nos	Operating Hours
		EXECUTIVE HEALTH SCREENERS (PARAGON)	#07-07/08 Paragon Singapore 238859	Fax: 62388298	2:00pm to 4:30pm Sat: 8:00am to 12:30pm Closed: Sun & Public Holidays
5	ENV	EXECUTIVE HEALTH SCREENERS (MOUNT ELIZABETH NOVENA HOSPITAL)	38 Irrawaddy Road #02-02 Mount Elizabeth Novena Hospital Singapore 329563	Tel: 69330280 Fax: 65702049	Mon to Fri: 8:00am to 1:00pm; 2:00pm to 4:30pm Sat: 8:00am to 12:30pm Closed: Sun & Public Holidays



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Parkway 24 Hour Accident & Emergency (A&E) Clinics

No	Clinic Name	Address	24-Hour A&E Helpline	Parkway Emergency Ambulance Hotline
1	GLENEAGLES HOSPITAL	6A Napier Road Singapore 258500	Tel: 6470 5688	1800-PARKWAY (7275929)
2	MOUNT ELIZABETH (ORCHARD) HOSPITAL	3 Mount Elizabeth Singapore 228510	Tel: 6731 2218	
3	MOUNT ELIZABETH (NOVENA) HOSPITAL	38 Irrawaddy Road Singapore 329563	Tel: 6933 0100	
4	PARKWAY EAST HOSPITAL (Formerly East Shore Hospital)	321 Joo Chiat Place Singapore 427990	Tel: 6340 8666	