



Dear Policyholder,

Thank you for taking up the Enhanced MaidAssure insurance policy for your maid.

In order to enjoy cashless¹ and seamless outpatient medical visit at any of our panel clinic, you need to download the Fullerton Health Concierge ("FHC").

In case you cannot be there with your maid at the clinic, it is advisable to download the Fullerton Health Concierge ("FHC") on your maid's mobile phone.

Please be reminded that any **visit to non-panel clinics or panel clinics without the FHC application and necessary identification document** will result in you being required to pay a higher co-payment amount.

A step-by-step guide on how to download and access the FHC application can be found in the next page.

If you have any enquiries pertaining to Clinic location and Medical related enquiries please do not hesitate to contact:

FULLERTON HEALTH

Tel: 6333 3636

Email: assistme@fullertonhealth.com

Thank you.

Yours sincerely,
ECICS Limited

¹ Co-payment by Policyholder or Insured applies. For benefits, terms and conditions, please refer to your Policy Schedule and Policy Wordings.



Step-by-Step Guide to Fullerton Health Concierge Application (FHC) Download and Usage

- (1) Download **Fullerton Health Concierge** from Apple App Store or Google Play Store.
- (2) Log in to the mobile application using the temporary USER ID and password

Temporary User ID No.:

(Last 5 Characters) Work permit/FIN number + Employment Date

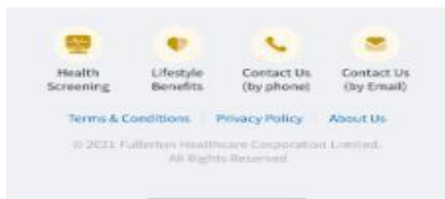
(DDMMYYYY) Password: [Your Maid's Date of Employment# in

DDMMYYYY without spaces] For example:

Temporary User ID No.: 1234A01012024

Password: 01012024

Please use your Maid's Insurance Start Date as Date of Employment



Address: 10 Eunos Road 8, #09-04A Singapore Post Centre, Singapore 408600

Tel: 6206 5588 | **Fax:** 6338 9267 | **Website:** <http://www.ecics.com>

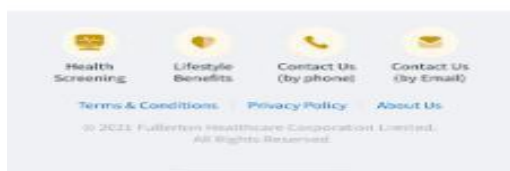
Company Registration No.: 198901301C

(3) Create New User ID and Password for future use.

New login ID :	Please create a unique User ID, e.g. your email address
New Password :	Please create a new alpha-numeric password with a minimum of 8 characters, comprising 1 upper case, 1 lower case and 1 digit

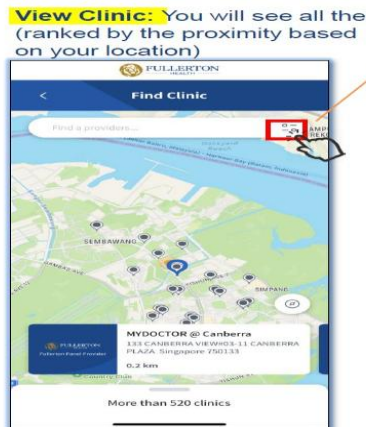
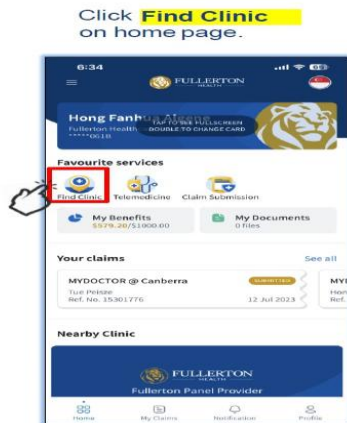


[Forgot Password](#)



(4) To visit any panel clinic, select “Clinics” on the side menu bar.

View / Find Clinics



(5) Mode of identification

Mode of Identification - eCard + Photo ID

e-Card* Tap on the name at the top panel in Mobile App

- Separate individual login for employee / dependent(s)

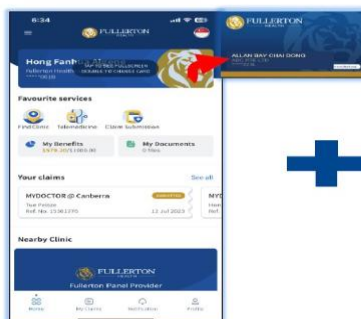


Photo ID

Members are required to present the e-Card in the app together with their NRIC / EP / WP during registration at the panel clinic to enjoy **cashless** visit



Eligibility

Panel clinics will verify member against **FHN3 Portal** to verify eligibility, co-payments and limits, if any

