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## Promotion FAQs for DBS HeyAlly Programme

**Q: How will I receive my 2-year DBS HeyAlly Membership after I purchase Recovery Hospital Cash?**

After purchasing a Recovery Hospital Cash policy via our Telemarketing Representative, you will receive your policy documents from Chubb within 2 weeks and DBS will send you an SMS within 45 working days from your application date.

Simply follow the instructions on the SMS to download the HeyAlly app and start your 2-year DBS HeyAlly Membership.

**Q: If I buy 1 Recovery Hospital Cash policy insuring a few family members, is each applicant/insured person entitled to receive the 2-year DBS HeyAlly Membership?**

Yes, each applicant/insured person under the Recovery Hospital Cash policy (including children) is entitled to receive a 2-year DBS HeyAlly Membership.

**Q: I purchased Recovery Hospital Cash policy for my child. How can I register my child for the 2-year DBS HeyAlly Membership?**

For child(ren) aged 16 and above: Your child may download the HeyAlly app as instructed on the SMS.

For child(ren) below 16 years old: You may create your child's profile in the parents'/guardian's Ally account under More > My Family.

**Q: If I buy multiple Recovery Hospital Cash policies during the promotion period, am I entitled to receive multiple 2-year DBS HeyAlly Membership?**

No, each applicant/insured person is entitled to receive only one DBS HeyAlly Membership during the promotion period.

**Q: Can I transfer my 2-year DBS HeyAlly Membership to another family member?**

No, the 2-year DBS HeyAlly Membership is non-transferrable.

**Q: Which are the Alliance Healthcare panel clinics eligible for this membership?**

There are over 700 participating Alliance Healthcare panel clinics. You may download the HeyAlly app and search for your nearest clinic from the Homepage of the app.

**Q: How do I enjoy the member consultation rates?**

For teleconsultation: You may download the HeyAlly app and login with your membership credentials with Alliance Healthcare. Video consult a doctor and make payment in-app with your DBS/POSB Credit/Debit card.



For physical consultation at participating Alliance Healthcare panel clinics: You may login to your HeyAlly app, present the HeyAlly member eCard at the participating panel clinics during consultation and make payment in-app with your DBS/POSB Credit/Debit card.

**Q: What if I have more questions about the DBS HeyAlly Membership?**

You may contact Alliance Healthcare's hotline at +65 6664 0263 (from Monday to Sunday, 8am to 10pm) or via email to [contactally@heyally.com](mailto:contactally@heyally.com)

Full Terms and Conditions apply for the DBS HeyAlly Membership Programme.

**Terms and Conditions of DBS HeyAlly Programme (“Programme”)**

1. This Programme is jointly organised by DBS Bank Ltd (“**DBS**”), Alliance Healthcare Pte Ltd (“**Alliance**”) and Chubb Insurance Singapore Limited (“**Chubb**”) (collectively, the “**Organisers**”).
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, Chubb Privacy Policy and HeyAlly Privacy Policy, which can be found at <http://www.dbs.com/privacy>, <http://www.chubb.com/sg-privacy> and [heyally.com/privacy-policy](http://heyally.com/privacy-policy), respectively.
4. To be eligible for the Programme:
  - a. you must be an applicant or an insured person under a new Recovery Hospital Cash insurance policy (“**Policy**”) purchased through a DBS Telemarketing Representative from 8 October 2020 to 28 October 2020 (“**Programme Period**”); and
  - b. your Policy application must be accepted by Chubb; and
  - c. your Policy must be active during the free look period, which is 30 days after you receive your Policy.
5. The Policy is underwritten by Chubb and distributed by DBS.
6. An applicant or insured person of the Policy (“**Applicant**”) who meets the criteria in Clause 4 above is entitled to receive a 2-year DBS HeyAlly Membership (“**Membership**”).
7. Each Applicant or insured person is eligible to receive only 1 Membership during the Programme Period, regardless of the number of Policies applied during the Programme Period.
8. The Membership allows the Applicant or insured person to enjoy the following privileges:

**Preferential rates with DBS HeyAlly Membership****(Payment must be made with a DBS/POSB Credit/ Debit Card (“DBS Cards”))**

Teleconsultation	<b>S\$13</b> for general medical teleconsultation with complimentary medication delivery after teleconsultation* Waived for first 500 teleconsultation with promo code applied at Payment Confirmation page after Teleconsultation^
Physical consultation	<b>S\$15</b> for general medical consultation at the participating clinics*
Specialist consultation	<b>S\$120</b> for your first consultation with a specialist * <b>S\$70</b> for each subsequent consultation with a specialist *
Healthcare & Wellness Services	<b>10%</b> discount at participating Traditional Chinese Medicine (TCM) Clinics*

*\*Valid for doctor consultation only, not inclusive of GST, medication and extended clinic hours surcharge (for visits in clinics after office hours).*

*^Waiver of \$13 general medical teleconsultation fee, valid for the first 500 teleconsultation for DBS HeyAlly Members on HeyAlly app with promo code applied at Payment Confirmation page after Teleconsultation. Valid for doctor consultation only, not inclusive of GST and medication. Promo code is not applicable with other promotions and promo codes.*



9. The Applicant will receive an SMS containing instructions and a link to register for the Membership.
10. The Membership is non-exchangeable for cash and non-transferrable.
11. The Programme is not applicable with other promotions, vouchers, rebates or privileges applicable to the Policy.
12. The Organisers will have the final decision on all matters regarding the Programme. No correspondence or claims will be entertained.
13. The Organisers reserve the sole and absolute right to disqualify any users who have engaged in fraudulent conduct that is inappropriate or unacceptable.
14. 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.
15. 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.
16. 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.
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 Alliance, whose terms and conditions will apply. Services under the Membership 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 Membership.
21. 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](https://www.dbs.com.sg/personal/cards/cards-terms-conditions.page#cards_tnc).