



Letter of Guarantee (LOG) Procedure

LOG facility is a value added service made available for selected healthcare policies subjected to the agreement between AXA Singapore and the Policy Holder. This service is only applicable for a covered medical condition(s) under the policy.

How to Request for LOG, Simply Follow these Steps

Step 1. Download both Part 1 & 2 of LOG forms at https://axa.com.sg/pdf/claims/log_forms.pdf
Patient to complete Part 1 of LOG form (Authorization 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

Smart Care Optimum/Executive/Entrepreneur/Selected AXA Life (Employee Benefit) Policies

✉ healthops@axa.com.sg

☎ 1800 880 4888 [Office hours: 0900hrs – 1730hrs, Monday – Friday]
6322 2566 [After Office Hours]

International Exclusive/International Exclusive Plus

✉ ops.sg@ip-assistance.com ☎ (65) 6322 2555

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

Approval Process

For LOG approval, the amount will be based on estimate provided by the facility (Clinic/Hospital) and subject to conditions and benefits of the medical plan.

LOG will be issued directly to Hospital around 1-2 days before admission.

Important Notes

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

- Late notification to AXA of less than 5 working days. (For elective admission only).
- Completed LOG forms are not available before discharge
- Case requires further medical review
- Non covered treatment/medical condition(s) under the policy
- No credit arrangement with the Hospital
- No LOG facility arrangement
- Overseas admission (only applicable for International Exclusive Plan within IDOH)

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.



redefining / insurance

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www.axa.com.sg
Co.Reg No. 199903512M

Hospitals whereby AXA can arrange LOG

Government / 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

- Concord International Hospital
- Gleneagles Hospital
- Mount Alvernia Hospital
- Mount Elizabeth Hospital
- Mount Elizabeth Novena Hospital
- Parkway East Hospital
- Raffles Hospital
- Thomson Medical Pte Ltd

Admission outside Singapore (Applicable to International Exclusive plans only)

Please refer to our International Directory of Hospitals

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