



WhiteCoat Telehealth service will no longer be available to all Singtel Postpaid customers from 11 August 2023. Singtel Postpaid customers with existing WhiteCoat Telehealth service can still enjoy the service for their remaining 12 months period starting from the date of subscription.

Frequently Asked Questions

About WhiteCoat TeleHealth

1. What is WhiteCoat TeleHealth service?

The WhiteCoat TeleHealth service is a mobile add-on that allows you to teleconsult with a Singapore-registered doctor via your smartphone. You can receive prescribed medication at your doorstep as quickly as within 90 minutes, and retrieve relevant medical documents in-app.

2. What does the WhiteCoat TeleHealth Family Plan include?

The WhiteCoat Telehealth Family Plan includes 10 WhiteCoat teleconsultations and FREE standard delivery of medication which can be shared among 3 other family members for a 12-month period, starting from the date of subscription. Cost of medication and GST are not included, and will be charged at the end of each teleconsultation.

3. Who is eligible to sign up?

All Singtel Postpaid customers are eligible to sign up for the service.

4. How much is the WhiteCoat TeleHealth Family Plan and is there a minimum contract period?

The WhiteCoat TeleHealth Family Plan is chargeable at \$11.01/month (including GST) for a minimum period of 12 months, and will be charged to your Singtel bill.

5. Where can I sign up for the WhiteCoat TeleHealth Family Plan?

You can sign up for the WhiteCoat TeleHealth Family Plan at any Singtel Shop and Singtel Exclusive Retailer, or through My Singtel App > Shop > Add-On Services > Basic > WhiteCoat TeleHealth > Subscribe.

6. When does my subscription starts?

Your subscription starts on the day you purchase the add-on with Singtel.

7. What happens after 12 months?

Your WhiteCoat TeleHealth Family subscription will end, and you will not be charged anymore.

You may subscribe to the service with Singtel again, for another 12-month contract if you wish to continue enjoying the benefits.

8. How does the WhiteCoat TeleHealth service work?

Step 1: Subscribe to the WhiteCoat TeleHealth Family Plan with Singtel via My Singtel app.

Step 2: You will receive a SMS with the activation link to activate your WhiteCoat TeleHealth service.

Step 3: Click on the SMS link and follow the instructions accordingly to register for a WhiteCoat account.

Step 4: Select the 'WhiteCoat TeleHealth Family Plan' profile before starting your teleconsultation.

Step 5: After the teleconsultation, you will only need to make payment for your medication and GST. Consultation and standard delivery cost are covered under the service.

Please click [here](#) for the full step-by step guide.

9. How do I make payment?

WhiteCoat accepts online payments via all VISA and MasterCard debit/credit cards. Payment for cost of medication and GST will be charged to the debit/credit card linked to the WhiteCoat account only at the end of the video consultation.

10. If I am not in Singapore, can I still access the WhiteCoat app?

Singapore Telecommunications Limited
Company registration number: 199201624D
31 Exeter Road, Comcentre Singapore 239732
Tel: +65 6838 3388 Fax: +65 6732 8428
www.singtel.com



Yes, you may. The WhiteCoat video consultation service is available outside of Singapore. However, medication delivery services are not provided outside of Singapore.

11. What kind of conditions are suitable for a video consultation via the WhiteCoat app? i. flu, cough, cold or sore throat;

ii. fever, or headache;

iii. diarrhoea, constipation or vomiting;

iv. rash, or cold sores;

v. conjunctivitis;

vi. urinary tract infection;

vii. dermatological conditions; and

viii. other non-emergent medical issues.

The common conditions suitable for a video consultation on the WhiteCoat app include but are not limited to the following:

For symptoms that are not found in the list above, WhiteCoat doctors will make a clinical judgement based on their best assessment.

12. What other services are offered as part of the WhiteCoat TeleHealth service?

i. common acute conditions and related signs;

ii. chronic disease management;

WhiteCoat doctors are able to assist with:

iii. travel medication advice;

iv. discussions on laboratory results; and

v. advice regarding sexual health or contraception.

13. Will I get a medical certificate after the teleconsultation?

Yes you may. The WhiteCoat doctor will assess and recommend the best course of treatment, which may or may not involve the issuance of a medical certificate.

14. How do I cancel my WhiteCoat TeleHealth Family subscription?

You may cancel your WhiteCoat TeleHealth Family subscription through My Singtel app, under "Manage Add-on".

Please note that early termination fees may apply. It is calculated using Monthly Fee multiplied by the number of months left until the end of the Minimum Term.

15. I accidentally terminated my subscription; can I reinstate the service? The service cannot be reinstated. However, you can still enjoy your balance teleconsultation sessions through the WhiteCoat app.

16. Where can I sign up for the WhiteCoat \$16.20 one-time special trial?

You can sign up for the WhiteCoat \$16.20 one-time special trial promotional offer via www.singtel.com/telehealth.

Step 1: Visit www.singtel.com/telehealth & click on the link under 'New to TeleHealth?' to launch the WhiteCoat app. Register a new account or login to your existing account.

Step 2: Tap on 'General Practitioner' to start a teleconsultation.

Step 3: Select 'Self' and you will see the one-time special trial at \$16.20 (U.P. \$27) to be used within 24 hours.

Step 4: Tap 'See the next available doctor' to connect to the next available doctor or select a doctor of your choice.

Step 5: After the teleconsultation, you will need to make payment via your WhiteCoat account for your consultation, medication, standard delivery cost and GST.



The WhiteCoat \$16.20 one-time special trial is a limited time promotional offer and Singtel reserves the right to withdraw this offer at any point in time.

17. What are the operating hours?

Teleconsultation is available from 8am – 12am daily (including Public Holidays).

Medication delivery is available from 9am – 3am daily (including Public Holidays).

18. Where can I learn more about WhiteCoat?

Please visit <https://whitecoat.com.sg/faq/>

Alternatively, you may send your email enquiry to contactus@whitecoat.global or send a WhiteCoat app in-app enquiry.

About AIA Basic Personal Accident Cover

The free AIA Basic Personal Accident Cover has ended. Singtel Postpaid customers who sign up for WhiteCoat TeleHealth service from 12 August 2022 will not be eligible for the free AIA Basic Personal Accident Cover.

If you have an existing AIA Basic Personal Accident Cover, please rest assured that your coverage remains the same. You can still find details of your plan, the claim process and other important information below.

1. What is the AIA Basic Personal Accident Cover?

The AIA Basic Personal Accident Cover, underwritten by AIA Singapore, is a Group Personal Accident insurance plan offered exclusively to Singtel Postpaid mobile line user who has purchased the WhiteCoat TeleHealth Family Plan.

2. I've subscribed to WhiteCoat TeleHealth Family Plan, how do I sign up for the FREE AIA Basic Personal Accident Cover?

You can sign up for the FREE AIA Basic Personal Accident Cover here within 30 days from the date of the WhiteCoat TeleHealth Family Plan purchase.

3. Who is eligible to apply for the free AIA Basic Personal Accident Cover? (a) Must be Singapore Resident[^] and hold a valid NRIC / FIN.

(b) Must be within the age range of 18 – 65 years old (age as of last birthday)

(c) Must be a Singtel Postpaid mobile line user who has subscribed to the WhiteCoat TeleHealth service and has submitted his/her personal particulars here within 30 days from the date of purchase.

Subscribers of Singtel WhiteCoat TeleHealth service who fulfil the following:

[^]For the full definition of a Singapore Resident, please refer to the AIA Basic Personal Accident Cover T&Cs.

4. What is the validity of the coverage?

The policy covers you for a 1-year period from the date of application here.

5. Is the policy coverage transferable?

No, the coverage only applies to subscriber of the Singtel WhiteCoat TeleHealth service.

6. Can I be covered under more than 1 policy?

No, each subscriber can only be insured under one policy at any one time.

7. What happens to my AIA Basic Personal Accident Cover if I transfer or terminate my mobile line?



There is no change to your AIA Basic Personal Accident Cover. Your AIA Basic Personal Accident Cover remains in force until the plan expires.

8. How can I submit my claims?

Please complete the claim form [here](#).

All hard-copy claim forms together with the supporting documents must be mailed to:
3 Tampines Grande, #07-00, AIA Tampines, Singapore 528799.

The claims will be processed within 21 working days upon receipt of complete documents. For any claims related queries, please contact AIA Employee Benefit Hotline at 6248 8328 or email sg.cs.campaign@aia.com

9. Is there an AIA customer hotline that I can contact for claims, change of particulars and policy benefits?

You may contact AIA at

Hotline Number: 6248 8328

Email: sg.cs.campaign@aia.com

10. Why is Singtel selling AIA Basic Personal Accident Cover?

Singtel is not selling insurance. The insurer is AIA Singapore Pte Ltd. Singtel Mobile Singapore Pte Ltd is the policyholder and all Singtel Postpaid Mobile line users who has subscribed to the WhiteCoat TeleHealth service can apply to be insured under AIA Basic Personal Accident Cover.

11. Where can I get more information about AIA Basic Personal Accident Cover? You can view the full AIA Basic Personal Accident Cover FAQs.

You can also refer to the AIA Basic Personal Accident Cover Terms and Conditions.

Updated on 10 August 2023