

Ashok Moori

From: Ashok Moori
Sent: Thursday, August 14, 2025 12:28 PM
To: Aon Care; Aon Care
Subject: RE: Aon Care Notification: Outstanding requirement for Visit SNo. 19356210

Team,

Please note that my wife has been suffering with Sinus issue. Following our GP recommended to consult a specialist. So we have visited "Ascent Ear and Nose Throat SG East Pte Ltd". The Doctor examined her and performed Nasal endoscopy to diagnose the problem. He then prescribed some medication to treat the sinus condition. There was no surgery performed - only "Naso endoscopy"

Kindly consider this information in support of this insurance claim. Please let me know if you need anything else from my side.

I really don't understand why do we need to submit GHS claim as there is no surgery performed.

Thanks & Regards

Ashok

From: Aon Care <fhn3.sys23@fullertonhealth.com>
Sent: Tuesday, August 12, 2025 9:15 AM
To: Ashok Moori <ashok.moori@hitachivantara.com>
Subject: Aon Care Notification: Outstanding requirement for Visit SNo. 19356210

***** EXTERNAL EMAIL *****

Aon Care

A

This is an auto-generated message, please do not reply.

Dear Sir / Madam,

OUTSTANDING REQUIREMENT

Our Claim Ref No.:

Claim Type:

Company Name:

Member Name:

Claimant Name:

Provider Name:

Incurred Date:

We acknowledge receipt of your claim documents for the above claim.

In order for Aon Care to facilitate the assessment of the claim, please submit the following document(s)/information(s):

1. Duly completed soft copy of the Group Hospitalization & Surgical (GHS) Claim Form Part 1 and 2. This is

*You may refer to the steps below:-

1. Login to Aon Care Web Portal / App
2. Click on the Claims History link
3. Search for the claim using the Claim Ref No indicated above
4. Upload the required documents and resubmit

We look forward to the early receipt of the above document(s)/information(s) so that we can expedite the claim.

If you have already forwarded the required document(s)/information(s), kindly ignore this reminder.

Should you have any questions or need assistance, please do not hesitate to contact our Aon Care Member Care team.

24-Hour Concierge Hotline: +65 6225 2333

Email: aoncare@fullertonhealth.com

Yours sincerely,

Aon Care Administrator

Aon is not the insurer of any risk. Insurance is underwritten by a licenced insurer.