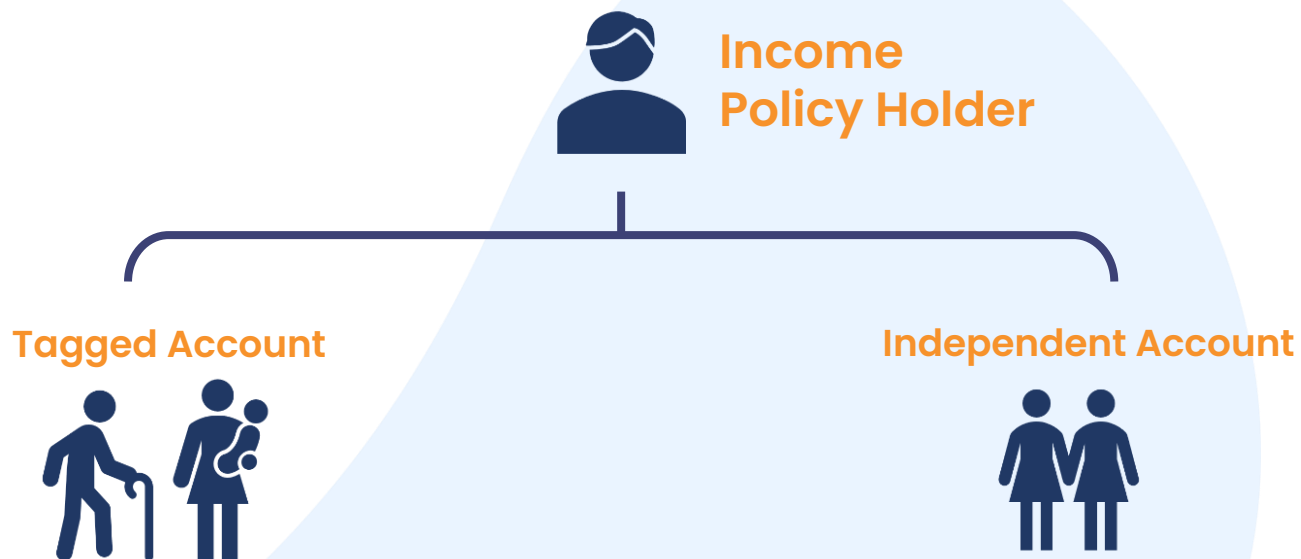




Build your Family Tree

Build your family tree



Profile	Definition
Main Account Holder	Income Policyholder
Family Member	Refers to the Income Policyholder's spouse, child/ children and parents who were added to the Main Account Holder's family tree.
i. Tagged Account Holder	<ul style="list-style-type: none">• An individual who is less than 18 years old and/ or• An individual who needs to be accompanied during their consultation.
ii. Independent Account Holder	<ul style="list-style-type: none">• An individual who can consult a doctor independently without supervision.

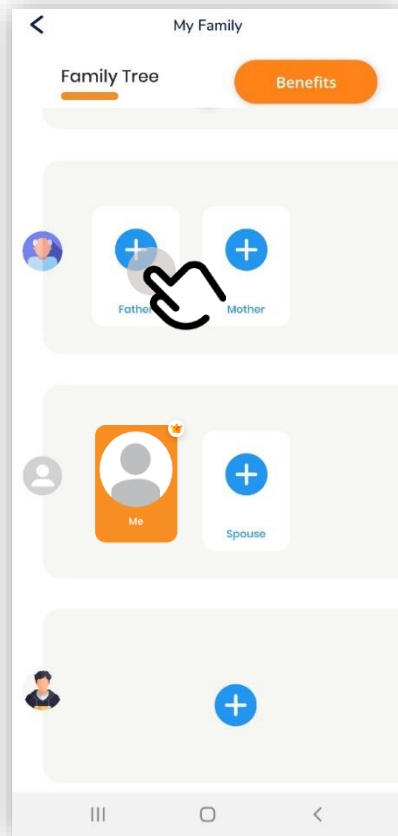


Family Tree: Tagged Account

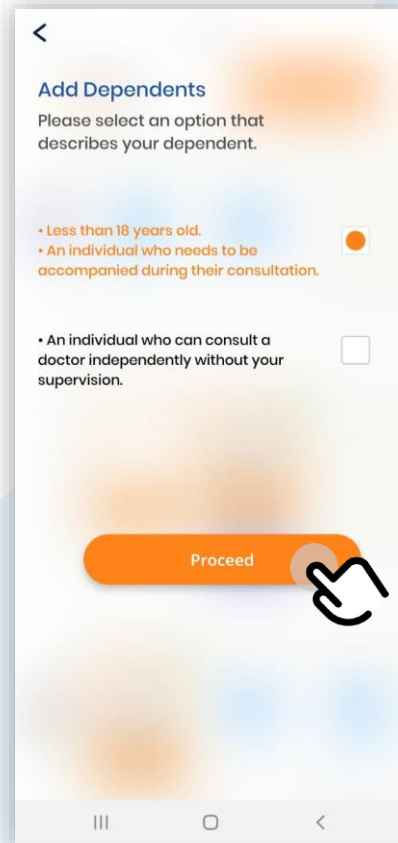
Dependent who needs to
be accompanied
and/or
less than 18 years old

Adding Tagged Account (1/3)

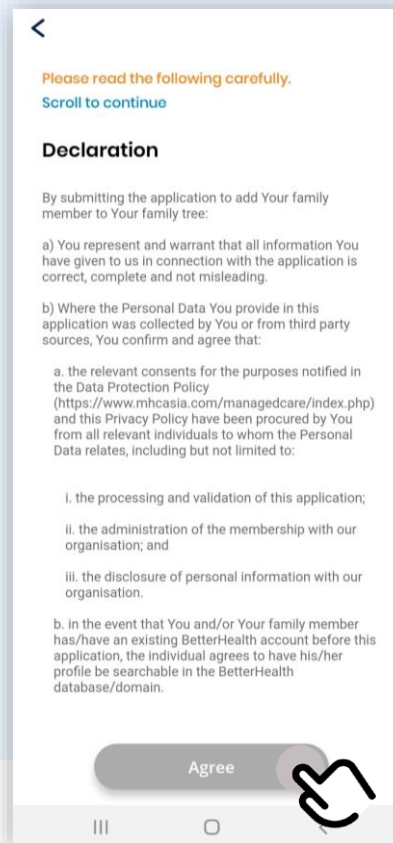
1. Select "Family Tree" and click "+" to add a dependent.



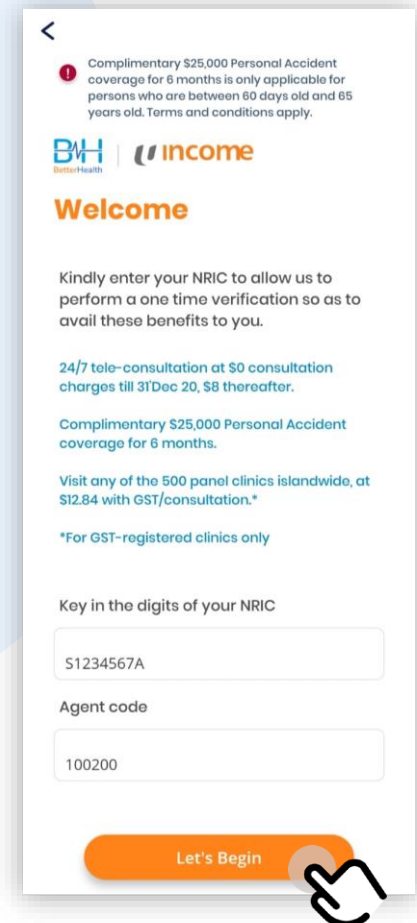
2. Select dependent's profile.



3. Agree to Declaration.



4. Enter dependent's NRIC.



Adding Tagged Account (2/3)

5. Add in dependent's details

6. Select "Validate Me".

7. Video call to validate dependent.


8. Enter dependents' details.



< Add Dependents

Personal Details

Please fill in the following details:



*Enter your name as per NRIC

Full Name
Thomas

Last Name
Ong

Date of Birth
01-09-1978

Phone Number
9123 1231


Email Address
mailmail82@gmail.com


Your phone number and email address will be used as your dependant's details as he/she is tagged to your account.


Next

< My family


Family Tree Benefits


Thomas Ong
Validate Me


Me



Validate Dependents



As part of our verification process, a video call with the intended dependant is required to ensure we are talking to the right person at all times.

Please ensure that you are present and accompanying your dependant during the call.

This is a free service.

Swipe to call

Go Back

< Dependents Details

High Blood Pressure +

Diabetes +

High Cholesterol +

Please fill in the details below:

Height M

Weight KG

Are you currently taking any medication?

Yes

No

Any allergies or drug sensitivities?

Yes

No

Next

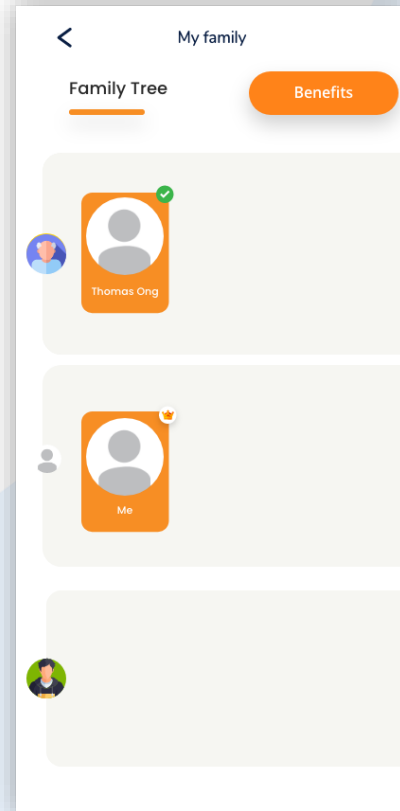
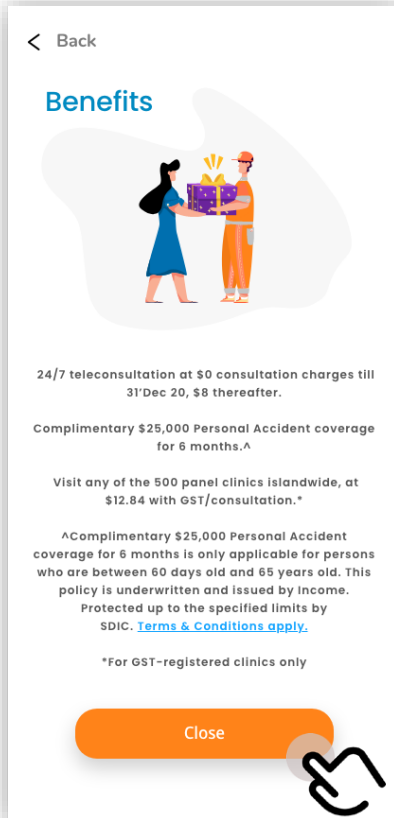
Skip this for now

Adding Tagged Account (3/3)



7. View dependent's benefits.

8. Newly added dependent is reflected in Family Tree.





Family Tree: Independent Account

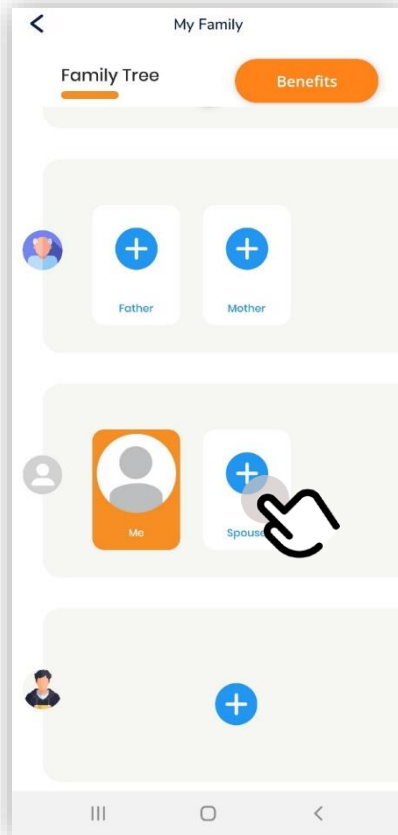
Dependent who can visit the
doctor independently



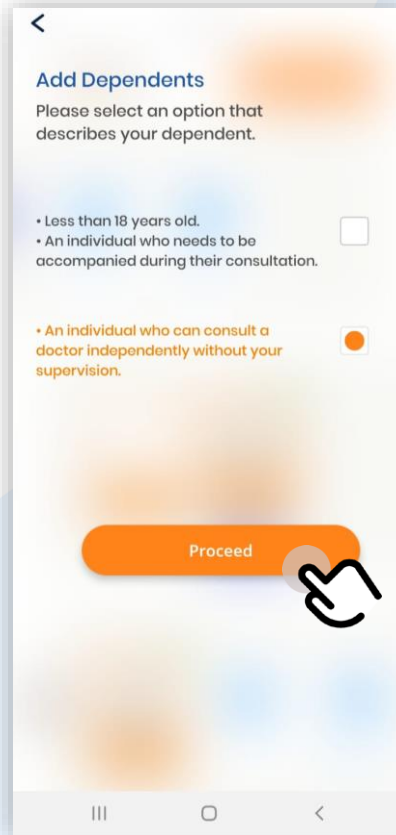
Adding Independent Account (1/4)



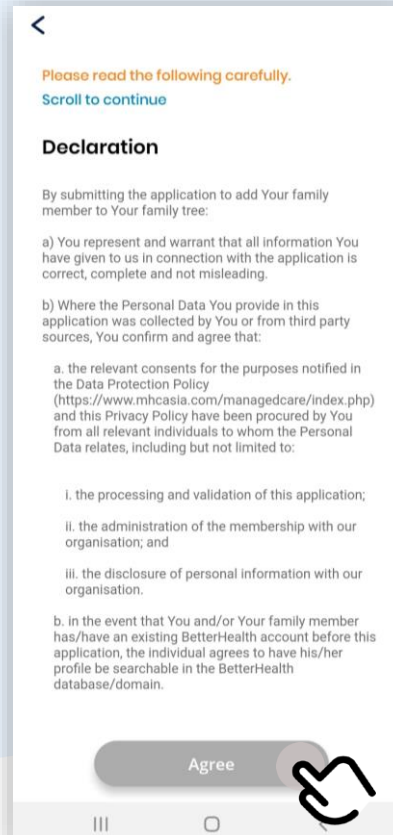
1. Select "Family Tree" and click "+" to add a dependent.



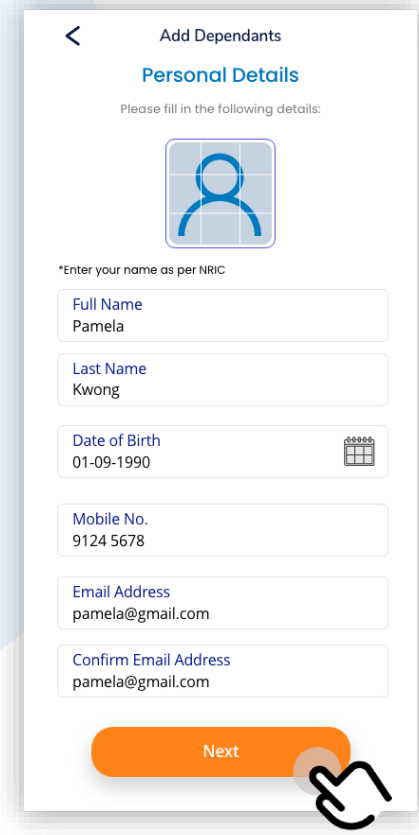
2. Select dependent's profile.



3. Agree to Declaration.



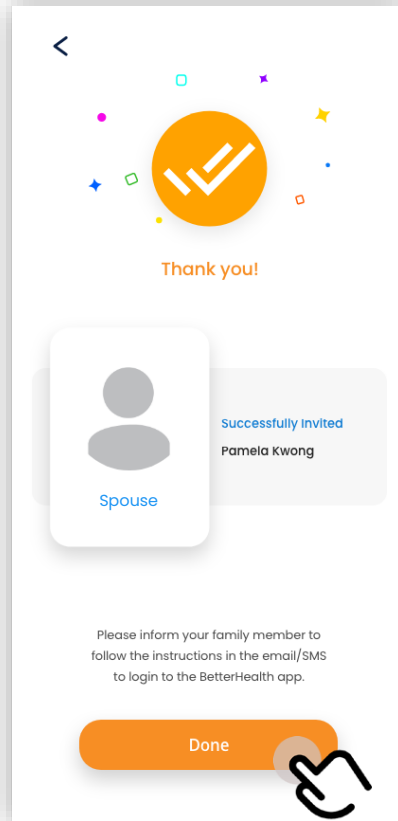
4. Enter dependent's details.



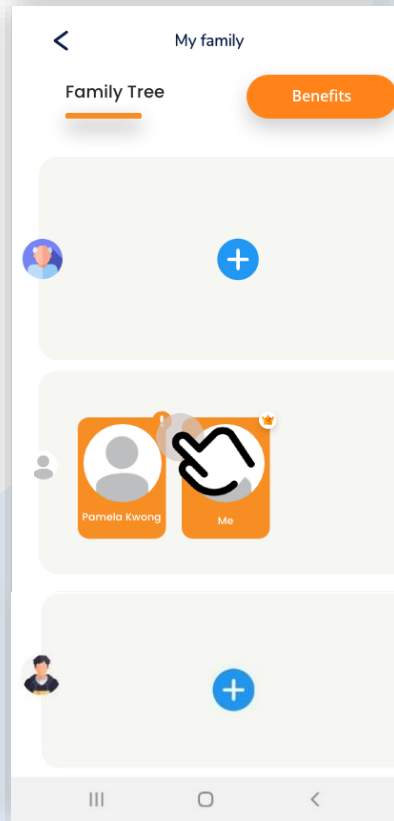
Adding Independent Account (2/4)



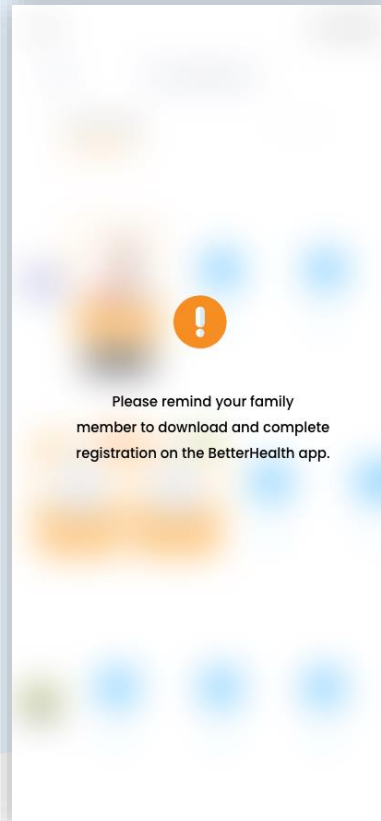
5. Dependent is successfully invited.



6. Dependent with a "!" icon indicates that the account has not been created.



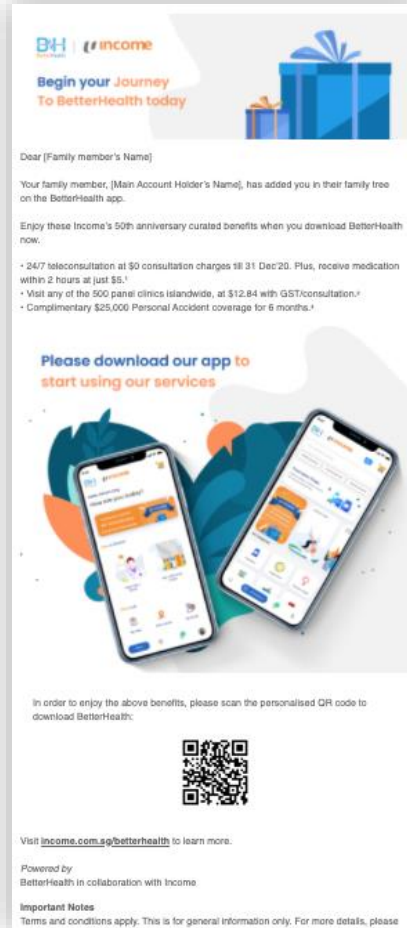
7. Upon clicking on "!" icon, a reminder message will be shown.



Adding Independent Account (3/4) – Dependents' view



1. Dependent will receive referral email & SMS to launch BetterHealth App. Scan QR code/ click on link in SMS to launch App.



For dependent **without** BetterHealth app

2A. Download BetterHealth App via iOS/Google Play Store and key in details in the next screen.



For dependent **with** BetterHealth app

2B . Key in your details and click "Let's Begin".

Complimentary \$25,000 Personal Accident coverage for 6 months is only applicable for persons who are between 60 days old and 65 years old. Terms and conditions apply.

Welcome

Kindly enter your NRIC to allow us to perform a one time verification so as to avail these benefits to you.

24/7 tele-consultation at \$0 consultation charges till 31 Dec 20, \$8 thereafter.

Complimentary \$25,000 Personal Accident coverage for 6 months.

Visit any of the 500 panel clinics islandwide, at \$12.84 with GST/consultation.*

*For GST-registered clinics only

Key in the digits of your NRIC

S1234567A

Agent code

100200

Let's Begin

Adding Independent Account (4/4) – Dependents' view






3. Enter OTP to proceed.

4. Fill in personal details and select "Next".

5. Create Password.

< Back



OTP has been sent
via SMS and email

Enter OTP here


OTP expires in 4:59

Confirm

< Add Dependants

Personal Details


Please fill in the following details:



*Enter your name as per NRIC

Full Name
Pamela

Last Name
Kwong

Date of Birth
01-09-1990 

Phone Number
9124 5678


Email Address
pamela@gmail.com


Confirm Email Address
pamela@gmail.com

Next

< Create Password

Please enter your password.

Password 

Confirm Password 

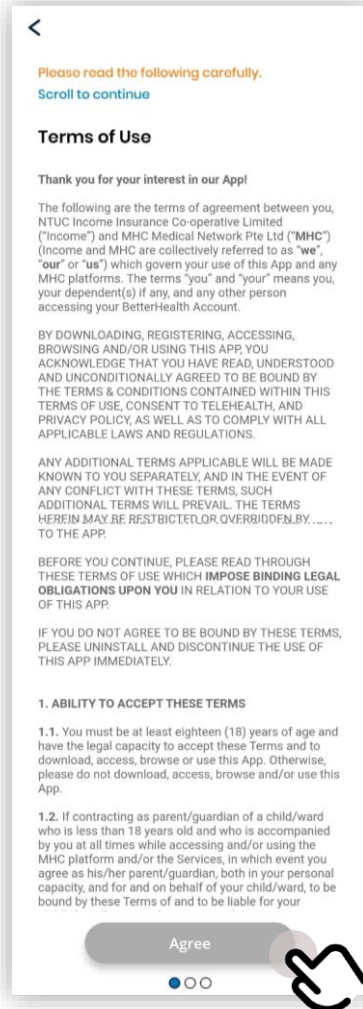
Your password must be at least 8 characters long, include a number, an uppercase letter and a lowercase letter.

Save

Adding Independent Account (4/4) – Dependents' view



6. Agree to Terms of Use, Privacy Policy and Marketing Consent.



<

Please read the following carefully.
Scroll to continue

Terms of Use

Thank you for your interest in our App!

The following are the terms of agreement between you, NTUC Income Insurance Co-operative Limited ("Income") and MHC Medical Network Pte Ltd ("MHC") (Income and MHC are collectively referred to as "we", "our" or "us") which govern your use of this App and any MHC platforms. The terms "you" and "your" means you, your dependent(s) if any, and any other person accessing your BetterHealth Account.

BY DOWNLOADING, REGISTERING, ACCESSING, BROWSING AND/OR USING THIS APP, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD AND UNCONDITIONALLY AGREED TO BE BOUND BY THE TERMS & CONDITIONS CONTAINED WITHIN THIS TERMS OF USE, CONSENT TO TELEHEALTH, AND PRIVACY POLICY, AS WELL AS TO COMPLY WITH ALL APPLICABLE LAWS AND REGULATIONS.

ANY ADDITIONAL TERMS APPLICABLE WILL BE MADE KNOWN TO YOU SEPARATELY, AND IN THE EVENT OF ANY CONFLICT WITH THESE TERMS, SUCH ADDITIONAL TERMS WILL PREVAIL. THE TERMS HEREIN MAY BE RESTRICTED OR OVERRIDDEN BY, TO THE APP.

BEFORE YOU CONTINUE, PLEASE READ THROUGH THESE TERMS OF USE WHICH IMPOSE BINDING LEGAL OBLIGATIONS UPON YOU IN RELATION TO YOUR USE OF THIS APP.

IF YOU DO NOT AGREE TO BE BOUND BY THESE TERMS, PLEASE UNINSTALL AND DISCONTINUE THE USE OF THIS APP IMMEDIATELY.

1. ABILITY TO ACCEPT THESE TERMS

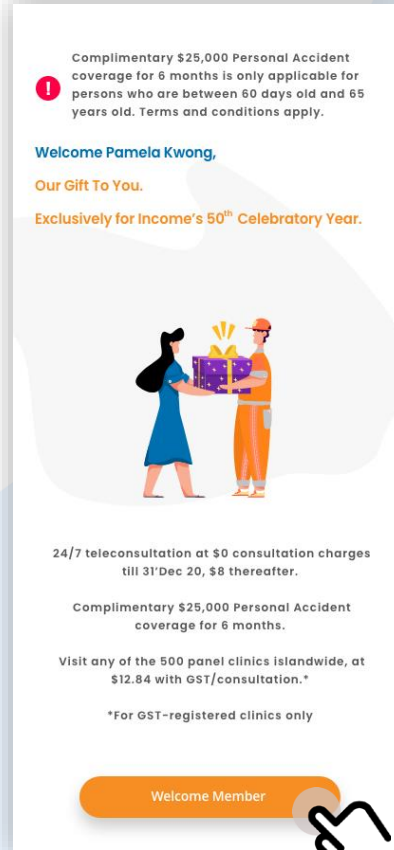
1.1. You must be at least eighteen (18) years of age and have the legal capacity to accept these Terms and to download, access, browse or use this App. Otherwise, please do not download, access, browse and/or use this App.

1.2. If contracting as parent/guardian of a child/ward who is less than 18 years old and who is accompanied by you at all times while accessing and/or using the MHC platform and/or the Services, in which event you agree as his/her parent/guardian, both in your personal capacity, and for and on behalf of your child/ward, to be bound by these Terms of and to be liable for your

Agree

1 of 4

7. View Benefits.




Complimentary \$25,000 Personal Accident coverage for 6 months is only applicable for persons who are between 60 days old and 65 years old. Terms and conditions apply.

Welcome Pamela Kwong,

Our Gift To You.

Exclusively for Income's 50th Celebratory Year.



24/7 teleconsultation at \$0 consultation charges till 31 Dec 20, \$8 thereafter.

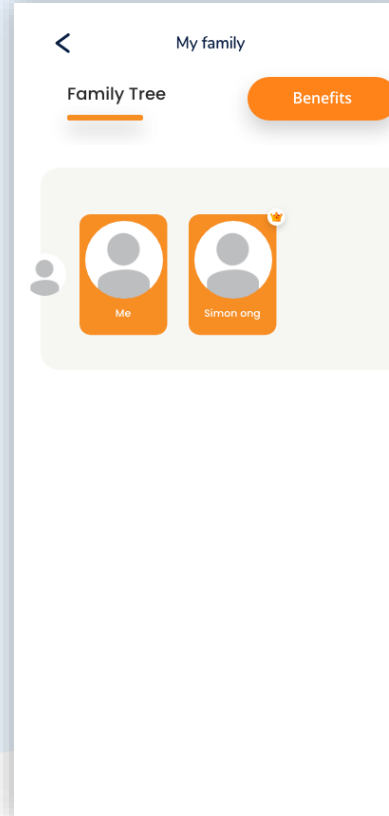
Complimentary \$25,000 Personal Accident coverage for 6 months.

Visit any of the 500 panel clinics islandwide, at \$12.84 with GST/consultation.*

*For GST-registered clinics only

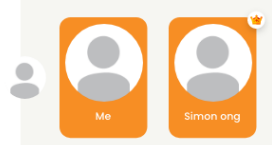
Welcome Member

8. New family tree is created in dependent's account.



< My family

Family Tree Benefits



Me Simon ong



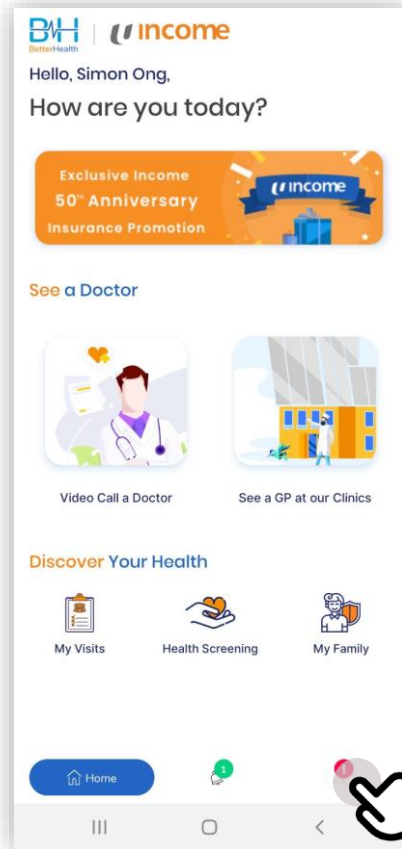
Family Tree
Switch Account

Switch Account

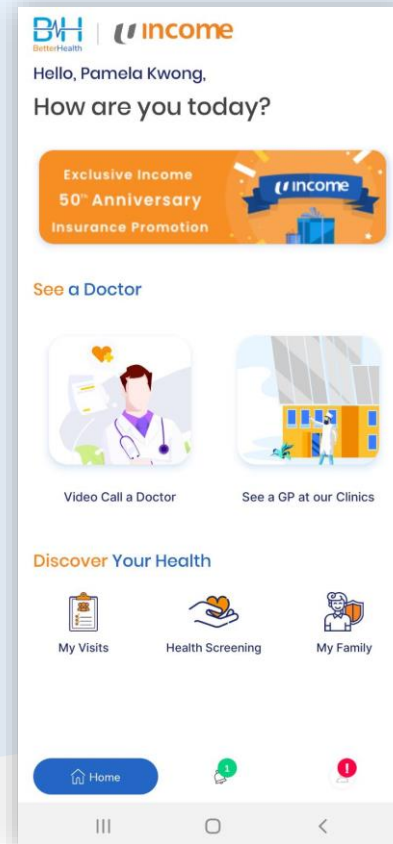
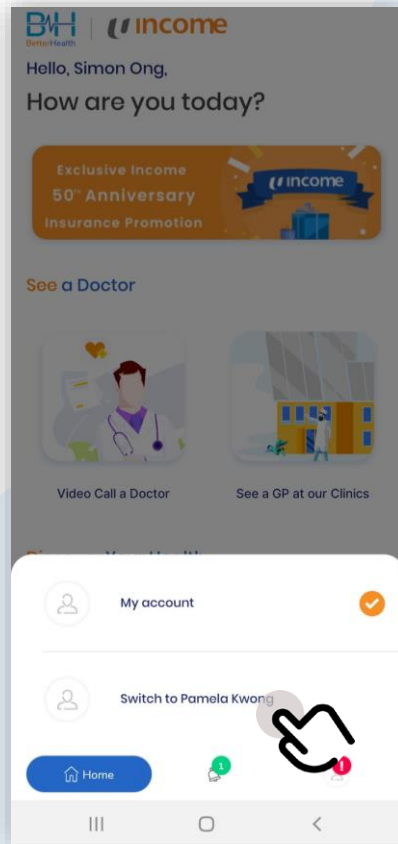
1. **Press and Hold** the "Profile" button.

2. Select a dependent account to switch.

3. Account has now been switched to dependent's account.



Press & Hold





Family Tree

Granting a dependent
access to other
dependent's account

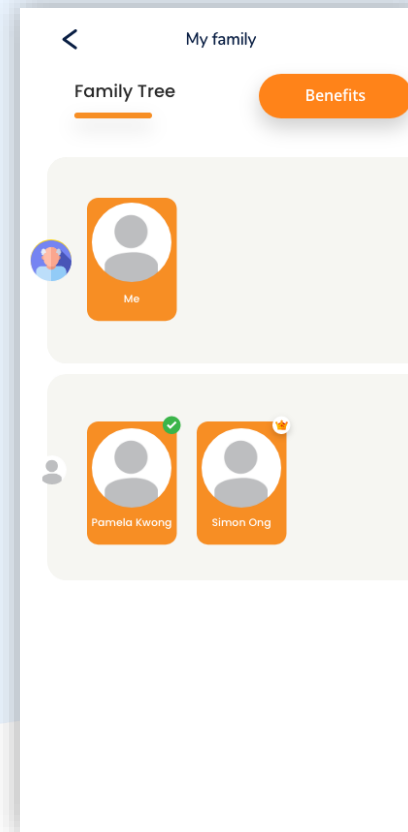
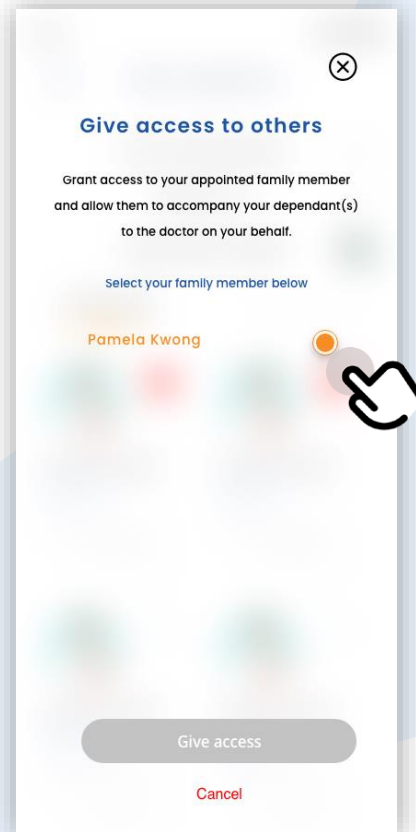
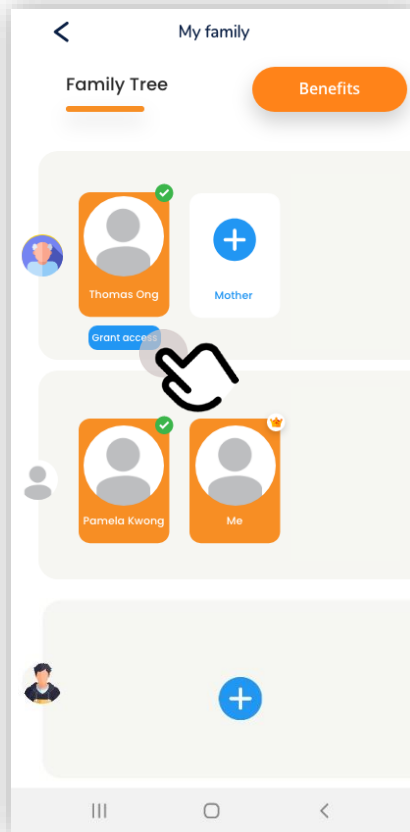
Granting a dependent access to other dependent's account

1. Select "Grant Access" icon.

2. Grant your family member access to the selected dependant.

3. View from the selected dependent's account:

The family tree will reflect the family member(s) whom he/she has access to.






Family Tree


Adding of existing
dependent tagged to
other family members

Adding existing Account



1. Enter dependent's NRIC.

2. If dependent has an existing account, it cannot be added to the family tree.





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Welcome

Kindly enter your NRIC to allow us to perform a one time verification so as to avail these benefits to you.

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Complimentary \$25,000 Personal Accident coverage for 6 months.

Visit any of the 500 panel clinics islandwide, at \$12.84 with GST/consultation.*

*For GST-registered clinics only


Key in the digits of your NRIC


S1234567A

Agent code

100200

Let's Begin





Added as an de..

Oops, your family member has an existing account hence we are not able to proceed with your request.

Back