

CIGNA FAQ: YOUR AMAZON MEDICAL PLAN

Who is eligible for the discounted plans, and can I enrol my dependents?

All blue-badge employees and their dependents are eligible to participate in the discounted plans from Cigna. Health status declaration and/or medical underwriting may be required (depending on individual circumstances) before confirmation of coverage.

Do I need to pay to participate?

Yes, you pay 100% of premiums for self and dependent coverage, which are paid to Cigna directly. Use the [online quote generator](#) to get a quote.

How do I enrol?

You can enrol anytime on Amazon Extras. Go to MyBenefits from any device and click on Amazon Extras on the homepage:

- › [MyBenefits.corp.amazon.com](#) (on the network)
- › [AmazonMyBenefits.com](#) (off the network)

Are premiums fixed or adjusted annually? Will discounts still apply?

Premiums may be adjusted due to regional medical trend in the region and the overall claims experience of the Cigna Global Individual Health customer-segment. The discounts are valid throughout the lifetime of the policy, which is renewable annually, as long as you are employed by Amazon.

How can these plans help me to reduce my out-of-pocket medical expenses?

Medical expenses not covered by your local medical coverage provided by Amazon Singapore, or a national healthcare program (if applicable) are out-of-pocket expenses that you pay for. With additional coverage from Cigna, you can potentially reduce or eliminate (depending on plan choice) certain out-of-pocket medical expenses.

What happens when I leave Amazon or transfer out to another country?

These plans are fully portable. You can keep the coverage after leaving Amazon's employment, but you won't be eligible for the discounted rates. If you transfer to another Amazon business entity outside of Singapore, you can keep the policy and enjoy premium discounts negotiated for Amazonians. You will need to declare your new country of residence to Cigna as it may have a bearing on your premium during the next renewal.

Who can I contact if I need help with a claim or questions about my coverage?

Call **800 186 5047**.

If you have paid for your treatment yourself, you can send your invoice and claim form to us using any of the following methods. Please clearly state your policy number on all documentation.

Treatment incurred inside Singapore:

Online Customer Area: [www.cignaglobal.com](#)

Email: cignaglobal_customer.care@cigna.com

Fax: +44 (0) 1475 492 113

Post: Treatment incurred in Singapore Cigna Europe Insurance Company S.A.-N.V.
- Singapore Branch
Cigna Global Health Options
152 Beach Road
#33-05/06 The Gateway East
Singapore 189721

Treatment incurred outside the USA, Hong Kong and Singapore:

Cigna Global Health Options Customer Service

1 Knowe Road

Greenock, Scotland PA15 4RJ

Together, all the way. SM



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