



DengueCARE

PRODUCT FAQ's

1. What is the age requirement?
1 day old to 70 years old.
2. What are the claims requirements needed to get the cash benefit?
 - a. Dengue NS1 Antigen Test Result (with Laboratory Name and contact number, licensed attending Medical Technologist & Pathologist)
 - b. Medical Certificate of attending physician with diagnosis.
 - c. Official receipts of the dengue confirmatory test done.
3. Will I still receive the benefit even if PhilHealth and health card already covered my expenses?
Yes, because our product is 'Cash Assistance'
4. Can I transfer my benefit to a family member?
Coverage is non-transferable
5. Will I still get covered if I applied for the insurance with an existing Dengue illness?
Must be in good health, must not have the signs and symptoms of Dengue, and must not be diagnosed with Dengue at the time of application.
6. How to claim the cash benefit?
Email all the claims requirements to PGASIC claims@pgasompo.com. Cash benefit will be deposited to the claimant/ beneficiary's personal bank account.
7. What is the citizenship eligibility to get the insurance?
Individuals residing in the Philippines and have not lived outside the Philippines for more than 3 consecutive months for the whole year.



8. How can I pay online?

In order to provide better service to our customers and clients, we are utilizing more online payment channel options. Ensuring fast, smooth, and more secured checkout process.

Pay by credit and debit card: VISA, Mastercard

Pay by bank account and net banking: BPI

PayCash OTC Bank payment partners: RCBC, BDO

PayCash OTC Non-bank payment partners: Bayad center ECPay

Other payment channels: GCash, GrabPay

9. What are the guidelines for a 15days waiting period?

If the person already bought the policy without Dengue, the waiting period should be applied. But if the person was not able to utilize the insurance and already repurchased, the waiting period will be waived.

10. What is the information needed for death benefit? Do you follow a set of hierarchies?

In case of death claims, cash assistance will be given to the beneficiary of the insured and we do follow hierarchies.