

What is a Letter of Guarantee (LOG)?

A Letter of Guarantee (LOG) is an official letter issued by your insurance company to the hospital.

- It provides a convenient option for patients to facilitate their own hospital admission in Singapore without having to make upfront cash payments.
- It guarantees that the insurer will cover part or all of the hospital bill, subject to a specified limit.
- Patients may need to top up any shortfall if the e-LOG amount is insufficient.
- Claims and LOG are still subject to the policy terms and conditions.

What You'll Need to Complete the Request

Before requesting for a LOG, please ensure you have:

- Your policy information
- Basic details of the insured member and/or insured dependent (e.g. name, gender, date of birth, email address, plan type, employment date)
- Supporting documents (e.g. Admission authorisation form/ care cost form, medical report provided by the hospital)
- Details of the surgery date, medical condition and surgery/treatment

Where to request for a LOG

- Go to EQ insurance website [htps://www.eqinsurance.com.sg/Claim]
- Click on "Letter of Guarantee (LOG) Request (For A&H Claims only)"

▲ You'll be asked to fill in several required fields.

These are all clearly labeled — please complete them carefully.

- Enter all required details
- Fields marked with an asterisk (*) must be completed
- Upload supporting documents (PDF, Image and ZIP formats only)
- Total file size must not be greater than 20MB
- Check that all the information has been provided correctly
- Please ensure you read and tick the Letter of Indemnity (LOI) before submitting your request





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Common Mistakes to Avoid

- All required fields (*) must be completed
- Total file size must not be greater than 20MB
- Use only PDF, Image or ZIP formats for document uploads

Notes:

- For admissions or surgeries at a private hospital, please ensure the Attending Physician Form is completed by the attending doctor before submitting the request online.
- For LOG requests under Foreign Worker Medical Insurance or Maid Insurance, please make sure the work permit is uploaded with the online request.
- An acknowledgment email will be sent to your registered email address once the request is successfully submitted.
- After the review, you will receive a separate email confirming whether your LOG request is approved or rejected.

If you require any assistance, please contact your intermediary.

