

Extra care when it counts



FWD Care recovery plan is the special support that we offer customers as we understand that during difficult times, help, advice, and emotional support are important. FWD is committed to its role in supporting you in facing the day. Also, we believe that insurance is so much more than paying a claim.

For more information, please contact FWD Contact Centre 1351 between 8AM and 8PM every day.

A new kind of support from a different kind of insurer

FWD is committed to delivering to you the kind of help that cannot be expected from a general Life insurance policy since we know that traditionally, insurance has been good at providing you with financial support for life, health, finance, and accidents. But with anything beyond that, the support usually stops.

That's why we improved our services to offer you additional special care.

We have listened to you to understand what you need, so we are ready to assist and give advice that would be most helpful to you.

Because we are determined and believe that FWD offers you the support that is beyond paying a claim.



FWD Care recovery plan will change your claims experience with the support to help relieve your and your family's burden in times when you need assistance and emotional support.

When there is a claim, you might be facing difficult situations in life. And that is the time you are in need of support.

FWD offers FWD Care recovery plan to provide you with the special support you need to help you and your family face the day and get back on track with your life.



FWD Care recovery plan for FWD customers will provide support services when there is a claim for diagnosis of critical illnesses in severe stage, total permanent disability, or death. The following services will be offered:



When the claim is approved, a nurse will get in touch with you to provide information you need.



A nurse will offer you advice and support for what you are going through.



FWD Care recovery plan is provided at no cost to you.

When can I receive the services?

When your claim for diagnosis of critical illnesses in severe stage, total permanent disability or death is approved.

Professional support services

The FWD Care recovery plan provides a range of services at no cost to you with a personalised plan of care. You can ask for advice at 02 205 7892 between 9AM and 6PM every day including public holidays.



Nurse consultation services

Provide advice on medical care, health care, and lifestyle for the insured during recovery as well as medical treatment of the insured by professional nurses through phone calls.



Nursing care and physical therapy home service

Provide medical and general health support as well as physical and activity therapies by professional or assistance nurses.



Home cleansing service

Such as cleaning bedroom and living room and dusting and cleaning furniture and room floor



Legal advice service

Legal advisory service by a lawyer over the phone which includes drafting a will, prosecuting medical care and healthcare providers, and prosecuting employer.



Medical transportation and assistance nurse

Bringing patients to hospitals for doctor appointments and talking to the medical staff for the patients



Mental counselling service

Online counselling service via an application with a psychiatrist or psychologist



Hair wig fitting service

Provide financial support for wig for up to 5,000 baht



Child tutoring service

Provide financial support for tutorials of the insured's child(ren) for up to 5,000 baht

Accessing FWD Care recovery plan

Get your services by taking the following steps:



Make a claim

When your claim is approved, we'll get in touch with you to start the process.



Provide your consent

You can provide your consent via phone to fulfil the service terms.



Wait for contact

A nurse will contact you and provide information about FWD Care recovery plan that you need.



Contact for service

You can contact for service or consultation by phone at 02 205 7892 between 9AM and 6PM every day including public holidays.



Service period

The FWD Care recovery plan lasts for 365 days starting on the date of claims approval.





FWD Care recovery plan Support from our heart

FWD Care recovery plan is a service that understands and prioritizes the needs of customers. It changes the way people feel about life insurance under the concept that puts customers first.

For more information and assistance, please visit fwd.co.th.



ASPIRE
L I F E S T Y L E S

Support and provide services by professional nurses

Under the operation of Aspire Lifestyles Services (Thailand) Company Limited, the service provider of FWD Life Insurance Public Company Limited.

Eligible customers for the care services

Special care services for FWD customers at no cost

Terms of service

- The eligible customer must be the insured of individual life insurance and;
- The eligible customer has received claims approval in the case of death, total permanent disability, or critical illnesses in severe stage and;
- The main policy or additional rider has the following Sum Assured :
 - In case of death, Sum Assured for the main policy from all insurance policies of at least 300,000 baht
 - In case of total permanent disability, Sum Assured of the additional rider for total permanent disability from all insurance policies of at least 300,000 baht
 - In case of critical illnesses in severe stage, Sum Assured of the additional rider for critical illnesses in severe stage from all insurance policies of at least 300,000 baht.

Important service terms of FWD Care recovery plan

- The plan lasts for 365 days starting on the date of claims approval and cannot be transferred to another person or exchanged for cash or any other benefits. If you do not utilize the service within the specified period, the service will be forfeited immediately when the service period ends.
- FWD Care recovery plan is a service for which FWD Life Insurance Public Company Limited is financially responsible.
- If an eligible customer utilizes the full amount of services specified and would like to continue utilizing the service, the customer can directly contact the service provider or talk to a professional nurse. The eligible customer shall be responsible for the payment to the service provider.
- We reserve the right to alter the details of service, number of times of service available, and eligibility requirements as we see appropriate.

About FWD

Established in Asia in 2013 with a trailblazer mentality, we focus on creating fresh customer experiences and making the insurance journey simpler, faster and smoother, with innovative propositions and easy-to-understand products, supported by digital technology.

FWD Group spans 10 markets in Asia offering life and medical insurance, general insurance, employee benefits, Shariah and takaful products across a number of its markets. Through this customer-led approach, FWD aims to be a leading pan-Asian insurer by changing the way people feel about insurance.



Call 1351
Every day 8AM to 8PM

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