

### **Frequently Asked Questions (FAQ)**

**1. Why do I need an authorisation form to send someone to collect my report / results on my behalf?**

An authorisation form enables the third party to have the authority to collect on your behalf.

**2. Do I need an authorisation form for my spouse / parent / relative to collect my report / results on my behalf?**

Yes, an authorisation form is required for spouse / parent / relative to collect on your behalf.

**3. Can my representative present my photocopy of my IC instead of the original to collect my report / results on my behalf?**

Yes.

**4. Where can I find a copy of the authorisation form?**

A soft copy of the authorisation form can be retrieved from our website. You may also obtain a hard copy of the authorisation form at our clinic.

Our customer service team will be pleased to email you a soft copy if you are unable to access the authorisation form via our website. Please call us at +65 6333 3636 or email us at [feedback@fullertonhealth.com](mailto:feedback@fullertonhealth.com) for assistance.