

## **PRIMESHIELD**

This Policy sets out the terms of a contract between NTUC Income Insurance Co-operative Limited (“NTUC Income”) and the Policyholder. It is made up of the following clauses, the application forms, all health declaration forms and supporting documents submitted to apply for the benefits under this Policy, the Policy Schedule and any subsequent endorsement issued by NTUC Income and made part of this Policy.

### **1. Definition of Severe Disability/Severely Disabled**

Severe Disability or Severely Disabled shall mean the inability of the Policyholder to perform at least 3 of the following Activities of Daily Living, even with the aid of special equipment, and always to require the physical assistance of another person throughout the entire activity.

#### **A. Washing**

The ability to wash in the bath or shower (including getting into and out of the bath or shower) or wash by other means.

#### **B. Dressing**

The ability to put on, take off, secure and unfasten all garments and, as appropriate, any braces, artificial limbs or other surgical or medical appliances.

#### **C. Feeding**

The ability to feed oneself food after it has been prepared and made available.

#### **D. Toileting**

The ability to use the lavatory or manage bowel and bladder function through the use of protective undergarments or surgical appliances if appropriate.

#### **E. Mobility**

The ability to move indoors from room to room on level surfaces.

#### **F. Transferring**

The ability to move from a bed to an upright chair or wheelchair, and vice versa.

### **2. Definition of Pre-existing Disability**

Pre-existing Disability means suffering from the Severe Disability as defined in Clause 1 before the Policy Commencement Date.

### **3. Definition of Pre-existing Conditions**

Pre-existing Conditions mean any illness, disease, impairment or injury:

- (a) for which treatment, medication, advice or diagnosis has been sought or received or which ought to have been sought or received;

- (b) which was known to exist, whether or not treatment, medication, advice or diagnosis was sought or received; or
- (c) the conditions or symptoms of which existed and would have led a reasonable and prudent person to seek medical advice and/or treatment, before the Policy Commencement Date.

#### **4. Definition of Policy Commencement Date**

Policy Commencement Date shall be the date on which this Policy coverage commences for that Policyholder.

#### **5. Definition of Government**

Government means the Government of the Republic of Singapore and includes any officer authorised by the Government to act on its behalf.

#### **6. Definition of Medisave**

Medisave shall have the same meaning as in the Central Provident Fund Act (Cap 36) and any subsidiary legislation enacted thereunder.

#### **7. Definition of Scheme**

Scheme means the Basic ElderShield Scheme established and maintained by the Ministry of Health (MOH) for the purposes of allowing a person to buy a severe disability insurance policy from an insurer approved by the MOH.

#### **8. Definition of Basic ElderShield 300**

Basic ElderShield 300 means a severe disability insurance product which pays an insured person a fixed monthly sum of \$300 for maximum period of 60 months and is approved by MOH for the purposes of the Scheme.

#### **9. Definition of Basic Eldershield 400**

Basic ElderShield 400 means a severe disability insurance product which pays an insured person a fixed monthly sum of \$400 for maximum period of 72 months and is approved by MOH for the purposes of the Scheme.

#### **10. Definition of Accident**

For the purposes of this Policy, Accidents shall be defined as unforeseen, violent, external, visible events.

#### **11. Definition of Child**

Child means any legitimate child, stepchild or child adopted according to any law who has not attained the age of 21 years as at the claim date.

## **12. Definition of Amount**

Amount means the sum as set out in the Schedule and used in connection with the Benefits payable under Clause 23.

## **13. Guaranteed Renewable**

This Policy is guaranteed to be renewable annually, subject to Clause 20 on Termination.

## **14. Deferment Period**

Deferment Period means the 90-day period from the claim date (inclusive). The first benefit payment shall be payable immediately after the Deferment Period. The claim date shall be deemed to be the date on which the claim form for this Policy is certified by an assessor from the panel appointed by NTUC Income.

If within 180 days from ceasing to suffer from Severe Disability, the Policyholder again suffers from Severe Disability arising from the same cause, the Deferment Period for the new claim shall be waived. If the Policyholder suffers Severe Disability arising from the same cause after the 180-day period or suffers Severe Disability arising from a different cause, the Deferment Period of 90 days shall apply for the new claim.

The benefit payments shall cease if the Policyholder ceases to suffer from Severe Disability.

## **15. Grace Period**

If any premium is not paid on or before its due date, that premium is in default. A grace period of 75 days from the due date of the premium will be granted for the payment of the overdue premium. During the Grace Period, this Policy shall continue in force and shall be valid and effective as though the overdue premium has been paid. If the overdue premium is still not paid at the expiration of the Grace Period, subject to Clause 32 on Non-Forfeiture, this Policy shall terminate immediately.

## **16. Reinstatement**

If this Policy terminates because of non-payment of premiums, the Policyholder may apply for reinstatement of coverage under this policy within 180 days from the expiry of the Grace Period, and reinstatement shall be granted provided the Policyholder, at his own expense, gives evidence of insurability satisfactory to NTUC Income and payment of overdue premiums and any interest charged by NTUC Income which have accumulated up to the date of reinstatement is made at the time of application for reinstatement. If evidence of insurability is not satisfactory to NTUC Income, NTUC Income shall have the right not to reinstate this Policy and any overdue premiums paid shall be refunded to the Policyholder. Should this Policy be reinstated under this Clause, the effect will be as if the termination never occurred.

## **17. Lifetime Coverage**

Coverage under this Policy is guaranteed for life and NTUC Income undertakes not to terminate coverage under this Policy for any reason except as provided in Clause 20 on Termination and Clause 22 on Waiting Period.

## **18. Incontestability**

After one (1) year of continuous coverage from the Policy Commencement Date or the date of reinstatement (whichever is later), NTUC Income shall not void this Policy or deny any claim under this Policy for misstatements or failure to disclose on the part of the Policyholder, except on the following grounds:

- a. Where the Policyholder made a fraudulent misstatement or omission in his application to NTUC Income for coverage under this Policy; and
- b. Where this Policy was reinstated, the Policyholder made a fraudulent misstatement or omission in his application for reinstatement.

## **19. Non-disclosure of Pre-existing Disability**

Where the Policyholder's Pre-existing Disability is discovered after the Policy Commencement Date, and the Pre-existing Disability was not disclosed prior to the Policy Commencement Date, NTUC Income shall refund all premiums paid by or on behalf of the Policyholder and this Policy shall be cancelled.

## **20. Termination**

This Policy will terminate on the earliest of the below events:

- a. Subject to Clause 32 on Non-Forfeiture, the date of expiration of the Grace Period, if the Policyholder fails to make the required Premium payment prior to the expiration of the Grace Period, unless the Policy is reinstated;
- b. The date of death of the Policyholder;
- c. Subject to Clause 32 on Non-Forfeiture, the date on which written notice of termination is received by NTUC Income from the Policyholder. Such termination will only be effective from the next renewal date and there will be no pro-rated refund of premiums;
- d. The date of termination of the Policyholder's Basic ElderShield 300 except where the Policyholder's Basic ElderShield 300 is terminated as a result of the Policyholder receiving the last benefit payment under the Basic ElderShield 300, this Policy shall be terminated on the earliest of the other applicable events stated in this Clause 20; or
- e. The date of termination of the Policyholder's Basic ElderShield 400 except where the Policyholder's Basic ElderShield 400 is terminated as a result of the Policyholder receiving the last benefit payment under the Basic ElderShield 400, this Policy shall be terminated on the earliest of the other applicable events stated in this Clause 20.

## **21. Exclusions**

- a. This Policy shall not cover any Severe Disability arising directly or indirectly, wholly or partly from any one of the following occurrences:
  - i. Intentionally self-inflicted injury, or attempted suicide whether the Policyholder is sane or insane;
  - ii. War, whether declared or undeclared;
  - iii. Alcoholism or drug addiction.
- b. No benefit payments shall be made for Pre-existing Disability or for Severe Disability arising from Pre-existing Conditions unless the Pre-existing Conditions have been disclosed and accepted by NTUC Income prior to the Policy Commencement Date.

## **22. Waiting Period**

No claims, except claims resulting solely from Accident, shall be paid during the first 90 days from the Policy Commencement Date (inclusive). Should the Policyholder become Severely Disabled during the waiting period, other than solely due to Accident, this Policy will terminate and the Policyholder will receive a full refund of premiums.

## **23. Benefits**

Upon receipt of a claim form certified by an assessor from the panel appointed by NTUC Income that the Policyholder is Severely Disabled, and subject to the terms and conditions of this Policy, NTUC Income will pay the following Benefits:

### **i) Lump Sum Benefit**

A sum equal to three (3) times the Amount as shown in the Schedule in one lump sum per lifetime.

For the avoidance of doubt, if the Policyholder recovers from the Severe Disability after payment of the Lump Sum Benefit but subsequently becomes Severely Disabled again, the Policyholder shall cease to be entitled to any further payment of the Lump Sum Benefit.

### **ii) Monthly Disability Benefit**

A Monthly Disability Benefit subject to the following:

- (a) upon certification of the claim, the first Monthly Disability Benefit shall be payable on the day immediately after the Deferment Period, and thereafter on the same day every month.

Provided that if the Policyholder recovers from the Severe Disability or dies at any time after payment of the Monthly Disability Benefit has commenced, the Monthly Disability Benefit shall cease immediately to be payable on the date of recovery or death. The Policyholder shall be entitled to further payment of the Monthly Disability Benefit if the Policyholder becomes Severely Disabled again;

(b) the amount of Monthly Disability Benefit, whether payable in consecutive months or otherwise, is as follows:

(I) if the Policyholder is covered by the Basic EldersShield 300 as at the Policy Commencement Date:

First 60 Monthly Disability Benefit	61st Monthly Disability Benefit onwards
The Amount Less \$300	The Amount

(II) if the Policyholder is covered by the Basic EldersShield 400 as at the Policy Commencement Date:

First 72 Monthly Disability Benefit	73rd Monthly Disability Benefit onwards
The Amount Less \$400	The Amount

**iii) Dependent Care Benefit**

A sum equal to twenty-five (25) percent of the Amount as shown in the Schedule per month up to an aggregate of thirty-six (36) months per lifetime if the Policyholder has at least one Child subject to the following:

- (a) if the Policyholder recovers from the Severe Disability or dies at any time after payment of the Dependent Care Benefit has commenced, the Dependent Care Benefit shall cease immediately to be payable on the date of recovery or death;
- (b) if the Policyholder recovers from the Severe Disability and the amount under this Benefit is not fully utilised, the Policyholder can make a subsequent claim for the remaining amount if the Policyholder becomes Severely Disabled again. For the avoidance of doubt, NTUC Income will not pay an aggregate amount exceeding twenty-five (25) percent of the Amount as shown in the Schedule for thirty-six (36) months per lifetime; and
- (c) if the Child ceases to be a Child, by reason of age or otherwise, at any time after payment of the Dependent Care Benefit has commenced, NTUC Income will continue to pay the Dependent Care Benefit until the occurrence of such event where payment will cease.

For the avoidance of doubt, the above Benefit payments (i) to (iii) shall cease if the Policyholder ceases to suffer from Severe Disability.

#### **iv) Get Well or Death Benefit**

A sum equal to three (3) times the Amount as shown in the Schedule in one lump sum per lifetime if:

- (a) the Policyholder suffers from Severe Disability and later recovers from Severe Disability PROVIDED THAT, if required by NTUC Income, the Policyholder's recovery from Severe Disability shall be certified by an assessor from the panel appointed by NTUC Income; or
- (b) subject to payment of the Monthly Disability Benefit while suffering from Severe Disability, the Policyholder dies.

For the avoidance of doubt, if the Policyholder suffers from Severe Disability, later recovers and after payment of this Benefit becomes Severe Disabled again or dies, the Policyholder shall not be entitled to any further payment of this Benefit.

#### **24. Right of Recovery**

If the Policyholder receives any benefit payment which the Policyholder is not entitled to or ceases to be entitled to, the Policyholder shall repay such benefit payment to NTUC Income upon demand.

If the Policyholder fails to make such payment to NTUC Income, the Policyholder will fully indemnify NTUC Income against any loss, damage, cost and expense whatsoever, including any legal cost on a full indemnity basis, which may be incurred by NTUC Income as a result of the Policyholder failing to fully repay the benefit payment or if NTUC Income has to enforce its rights to recover the benefit payment.

#### **25. Waiver of Premium**

NTUC Income will waive the payment of premiums if the Policyholder is Severely Disabled and eligible to receive benefit payments under this Policy on the date when premium is due. Premium payment will resume after the Policyholder ceases to be Severely Disabled and the benefit payments have ceased.

#### **26. Certification by Assessor on Appointed Panel**

In order to claim under this Policy, a completed claim form, including certification by an assessor from the panel appointed by NTUC Income that the Policyholder is suffering from Severe Disability, must be submitted to NTUC Income. The Policyholder shall be responsible for the cost of the first examination. NTUC Income shall be responsible for the cost of further medical examination or second opinion, if indicated in the claim form as necessary by the assessor from the panel appointed by NTUC Income. NTUC Income may also on its own accord require further medical examination and shall bear the cost of such examination.

## **27. Right of Periodic Examination**

While claim payments are being made, NTUC Income shall have the right to appoint a doctor to examine the Policyholder periodically, and the Policyholder must afford NTUC Income a reasonable opportunity to do so. The cost of this examination and other medical evidence necessary to establish whether the Severe Disability is ongoing, shall be borne by NTUC Income.

## **28. Arbitration**

In the event where a claim is denied by NTUC Income on the grounds that the Policyholder is not Severely Disabled, and where the Policyholder disputes NTUC Income's decision, the Policyholder and NTUC Income shall submit their dispute to an Arbitration Panel set up by the Ministry of Health, which may appoint a Geriatrician or other qualified medical practitioner to assess the Policyholder. Costs incurred with this assessment shall be borne by NTUC Income if the Arbitration Panel decides that the Policyholder is Severely Disabled, and shall be borne by the Policyholder if the Arbitration Panel decides that the Policyholder is not Severely Disabled. Costs associated with maintaining the Arbitration Panel and conducting arbitration proceedings shall be borne by the Government. The decision of the Arbitration Panel shall be final and binding on both NTUC Income and the Policyholder.

## **29. Premium**

### **a. Payment**

The premiums for this Policy are payable annually up to such age as stated in Table A. The Policyholder may opt to pay the premium using a Medisave account, up to a limit of \$600 per year, in accordance with the Central Provident Fund Act and Regulations, and/or cash. If the annual premium payable exceeds the amount allowed to be deducted from the Medisave account, or, if the balance in the Medisave Account is insufficient to pay the annual premium, the shortfall shall be paid in cash.

### **b. Refund**

Except as provided in Clause 19 on Non-disclosure of Pre-existing Disability, Clause 34 on Free Look Privilege and Clause 22 on Waiting Period, when this Policy terminates, the unutilised portion of the annual premium shall not be refunded to the Policyholder's Medisave Account, the Medisave Account from which the premiums or part thereof were deducted from, nor in cash, as the case may be.

### **c. Non-guaranteed**

The premium rates are not guaranteed and may be reviewed and varied by us from time to time by giving you 30 days' prior written notice to your last known address, provided any variation in the premium rates apply to all policies within the same class.

### **30. Geographical Coverage**

This Policy shall provide coverage on a 24 hour, worldwide basis.

### **31. Overseas Residence**

Should a Policyholder reside outside of Singapore at the time of claim, NTUC Income shall make every reasonable effort to assess the Severe Disability and make claim payments. Under these circumstances, NTUC Income shall have the right to commute the benefit payments to a single payment reflecting the present value of future benefit payments. If NTUC Income is unable to assess the claim after reasonable attempts have been made, NTUC Income has the right to withhold the claim payments until further evidence can be obtained.

### **32. Non-Forfeiture**

The premiums for this Policy are payable annually up to such age as stated in Table A. After a minimum number of premium payments have been made, this Policy shall be treated as a paid-up policy and shall not terminate due to non-payment of premiums, but the Amount as shown in the Schedule shall be reduced (“**Reduced Amount**”), and all Benefits under this Policy shall be paid in accordance with the Reduced Amount. For the avoidance of doubt, the minimum number of premium payments and the Reduced Amount shall be determined by NTUC Income.

### **33. Eligibility**

Eligible Policyholder

The Policyholder must be an individual who:

- (a) is between 40 years and 64 years of age, and
- (b) has an existing Basic ElderShield 300 or Basic ElderShield 400 in force, at the time of proposal or reinstatement to be eligible for coverage under this Policy.

### **34. Free Look Privilege**

Within 60 days of the Policy Commencement Date, the Policyholder shall be entitled to cancel this Policy and receive a full refund of premiums paid. After 60 days from the Policy Commencement Date, the Policyholder shall be entitled to cancel this Policy. However, no refund of premiums shall be made. Cancellation must be made in writing to NTUC Income.

### **35. No Cash or Surrender Value**

This Policy has no cash or surrender value.

### **36. Variation of Terms and Conditions**

The benefits, terms or conditions covered under this Policy may be reviewed and varied by us by giving you 30 days’ prior written notice to your last known address provided that the variation shall take effect from the next renewal date.

### 37. Exclusion of Third Party Rights

A person who is not party to this Policy shall have no right under the Contracts (Rights of Third Parties) Act (Chapter 53B) to enforce any of its terms.

**TABLE A**  
(As per clause 29(a))

Age Last Birthday at Policy Commencement Date	Pay until Age Last Birthday, inclusive
40	65
41	65
42	65
43	65
44	65
45	65
46	65
47	66
48	67
49	68
50	69
51	70
52	71
53	72
54	73
55	74
56	75
57	76
58	77
59	78
60	79
61	80
62	81
63	82
64	83