

Frequently Asked Questions

i-Term

1. What is i-Term?

i-Term is a regular premium plan that provides high insurance protection at low cost. It offers protection against Death, Total and Permanent Disability (before age of 65) and Terminal Illness during the policy term.

2. What are the benefits payable?

We will pay if the Insured dies, is certified to be Terminally Ill or becomes Totally and Permanently Disabled, in accordance to the terms set out in the policy contract.

3. What is the meaning of Terminal Illness?

Terminal Illness means an illness which, in the opinion of the Registered Medical Practitioner involved and subject to acceptance by a Registered Medical Practitioner appointed by us, is highly likely to lead to death within 12 months.

4. What is the exclusion for Terminal Illness Benefit?

We will not pay this benefit if the claim arises from a Terminal Illness in the presence of Human Immunodeficiency Virus (HIV).

5. What is the definition of TPD?

Insured must be incapable of engaging in any occupation when is he Totally and Permanently Disabled. We do not pay if the Insured is merely unable to perform the same job as before, or is unable to perform a job to which his training, education or experience is suited.

Total and Permanent Disability is defined as the inability to take part in any paid work for the rest of the Insured's life, or Total Physical Loss.

"Total Physical Loss" refers to:

- the total and permanent loss of sight in both eyes;
- the loss of, or total and permanent loss of use of, two limbs at / above the wrist / ankle; or

- the total and permanent loss of sight in one eye and the loss of, or total and permanent loss of use of, one limb at / or above the wrist / ankle.

6. What is the TPD Benefit payable?

We will pay the Sum Assured and accumulated bonuses (if any), if the Insured is diagnosed as Totally and Permanently Disabled before the age of 65.

This benefit will be paid in one lump sum, less any loan and debt. The policy will cease after the benefit is paid.

The maximum aggregate TPD benefit payable on the Insured is S\$3.75 million (excluding any bonuses), inclusive of all in forced policies issued by us and by any other insurer.

7. How does NTUC Income pay the TPD Benefit?

We will pay a maximum aggregate sum not exceeding S\$1 million (excluding any bonuses) as the first payment. Any amount in excess of the S\$1 million (excluding any bonuses) will be paid 12 months later provided that the Insured remains Totally and Permanently Disabled.

8. What are the exclusions of TPD Benefit?

We will not pay this benefit if your claim arises from:

- deliberate acts such as self-inflicted injuries, illnesses or attempted suicide;
- unlawful acts, provoked assault, or deliberate exposure to danger; or
- effects of alcohol or drug.

We do not pay if the Insured is merely unable to perform the same job as before, or is unable to perform a job due to the limitations of his training, education or experience.

9. What is required when I submit a TPD claim?

You will need to provide us with a medical certificate by a Registered Medical Practitioner certifying that the Insured is Totally and Permanently Disabled for at least six months consecutively.

10. Do I need to continue paying premiums while I am receiving the TPD Benefit in installments?

No, once we begin paying the TPD benefit, your policy and all Riders (except for Extended Total and Permanent Disability Benefit) will cease immediately and you do not have to pay premiums.

11. How can I qualify for preferred rates offered by i-Term (TAN3P)?

If the Insured is a non-smoker and the sum assured applied for is \$1 million and above, the Insured may qualify for the preferred rates by going through additional medical underwriting.

Offer for preferred rates will be initiated by us after preliminary underwriting. The preferred rates will only be given if Insured satisfy additional underwriting requirements. However, if the insured does not qualify, he/she will still be able to take up our plan at the standard non-smoker premium rate.

12. What are the minimum requirements for preferred rates to be considered?

Preferred rates are considered only for sum assured of at least \$1 million and when the following preliminary checks are met:

- Non-smoker in the past two years.
- Not having high cholesterol or taking any medication for high cholesterol.
- Not having high blood pressure or taking any medication for high blood pressure.
- BMI within the following acceptable range:
 - Age 20 - 55 : BMI not more than 28
 - Age 56 - 65 : BMI not more than 31
- Not having diabetes or abnormal blood sugar nor taking any medication to control blood sugar.
- Not a Hepatitis B carrier or Hepatitis C carrier.
- None of your immediate family members suffered from coronary artery disease, cancer or diabetes mellitus before age 55. None of immediate family members suffering from coronary artery disease, cancer or diabetes mellitus and died before age 60.
- Have not been treated for any alcohol or substance abuse.
- Do not have any medical history relating to heart disease, diabetes or cancer or any pre-existing medical impairment.
- Not engaging in aviation other than as a passenger on a regular airline. No private aviation.
- Do not have any avocation involving aeronautics, powered racing, competitive vehicles, mountain climbing, rodeos, or any competitive skiing or scuba/skin diving at a depth greater than 75 feet.
- No rateable occupations.

The above are the minimum requirements. The eligibility will depend on the outcome of the medical examination and subsequent underwriting. All decision by NTUC Income is final.

13. What are the medical tests required for preferred rates to be considered?

The following tests are required:

- Medical Examination.
- Chest X-ray.
- Treadmill ECG.
- Full blood tests.
- Micro-urinalysis.
- Cotinine test.

The above requirements can be completed by preferred panel examiner within seven working days.

14. Will preferred rates be offered during renewal, if I am currently given preferred rates?

Premium payable upon renewal will be based on attained age. Preferred rates will be offered during renewal if all of the following conditions are met:

- Insured is a non-smoker
- Sum assured of at least \$1 million
- Insured meets all necessary underwriting requirements.

If any of the above condition is not met, standard rates will be offered.

15. What are Riders / Supplementary Benefits?

Riders, also known as Supplementary Benefits, can be attached to a basic insurance policy to provide additional protection at lower cost.

16. When will the Riders cease?

The Riders will be automatically renewed at the end of its contract term, up to the anniversary of the Entry Date when the Insured reaches 79 years old (unless otherwise stated). The renewal premiums are calculated based on the attained age of the Insured at time of renewal.

We will renew this Rider as long as the basic Policy remains in force.

This Rider will cease immediately when the basic Policy is terminated or converted to a paid-up policy.

17. Can I add or remove Riders after the policy is in force?

Yes, you can add or remove Riders anytime after the policy is in force. However, adding Riders after the policy is in force will be subjected to a reassessment of your health and financial situation.

18. Is there any cash value for this policy?

No, there is no cash for this policy.

19. Is there any cash value for Riders added to this policy?

No, there is no cash value for Riders.

20. What are the entry age and policy term available?

The entry age is from 0 to 79, with the following available policy term:

- any term between 5 to 35 years old, subject to the condition that this policy only covers up to age 84 last birthday (LB), or
- up to age 54 (LB), 59 (LB) and 64 (LB)

For policies that are currently not given preferred rates, the policies can be renewed automatically, unless told otherwise, up to age 84 LB, without further underwriting at the end of the selected term. Premium payable upon renewal will be based on attained age.

For preferred rates, it will only be offered during renewal if all of the following conditions are met:

- Insured is a non-smoker
- Sum assured of at least \$1 million
- Insured meets all necessary underwriting requirements.

21. Can I use funds in Central Provident Fund or Supplementary Retirement Scheme to buy this policy?

No, you can only use cash to buy this policy.

22. What are the minimum and maximum Sum Assured for this policy?

The minimum Sum Assured is \$10,000 per policy.

There is no maximum limit on the Sum Assured but it will be subject to an assessment of your health and financial condition.

23. What are the premium payment frequencies available?

You can choose to pay your premiums monthly, quarterly, half-yearly or yearly.

24. Can I backdate my policy?

Yes, you can backdate your policy up to six months, so that you can pay premiums based on a lower entry age.

IMPORTANT NOTES

This material is for general information only and is not a contract of insurance. The precise terms, conditions and exclusions of any plan mentioned in this FAQ are specified in the Policy Contract. Please visit www.income.com.sg to read a copy of the Policy Contract.

Buying a life insurance policy is a long-term commitment. If you are thinking of purchasing any insurance, you should seek advice from a qualified adviser if in doubt. If you choose not to, you will have to take sole responsibility to ensure that the product purchased is appropriate to your financial needs and insurance objectives.

Life Insurance
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