

Important:

This is a sample of the policy document. To determine the precise terms, conditions and exclusions of your cover, please refer to the actual policy and any endorsement issued to you

Conditions for DIRECT Star Protect Pro

Your policy

DIRECT Star Protect Pro is a regular premium whole-life participating plan. **You** only need to pay premiums for a limited term. Its value will increase by **us** adding regular bonuses.

We will pay benefits if the insured becomes **totally and permanently disabled** (before the age of 65), becomes **terminally ill**, or dies.

You may cash in this policy. However, this policy is designed to provide the best value in the long term, so **you** should consider this carefully. **We** recommend that **you** get financial advice.

This policy will form the basis on which **we** will settle all claims. Any information or declaration **you** or the insured have given, will form the basis of the contract. If any statement, information or declaration **you** or the insured have given is incomplete, untrue or incorrect, **we** may decide that this policy is not valid and refuse to pay a claim.

The policy schedule, signed proposal forms and, if applicable, special terms acceptance, supplementary form and endorsements are all part of this policy.

1 What your policy covers

If the insured becomes **totally and permanently disabled** (before the age of 65), becomes **terminally ill**, or dies, **we** will pay the **sum assured** and bonuses. The policy will end when **we** make this payment.

2 Our responsibilities to you

a Cash value and paid-up policy

When **you** have been paying premiums for this policy for at least two years, **you** may cash in this policy for its **cash value** and it will end.

You can also convert this policy to a **paid-up** policy. The death benefit, cash value, and maturity benefit (if applicable based on the benefits included in this policy) are payable based on a reduced **sum assured** upon **paid-up**. Other benefits, if any, will end. **You** will not pay any future premiums.

You will keep any bonuses added to this policy before the date **you** convert it to a **paid-up** policy. Once **paid-up**, this policy is not eligible for future bonus.

Any rider attached to this policy will end immediately once converted to a **paid-up** policy.

b Reducing the sum assured

If **you** decide to reduce your **sum assured** to reduce the premiums **you** pay, **we** will only reduce it to an amount no less than S\$50,000. If this policy has an attaching rider, **we** will also reduce its **sum assured**, so that the sum assureds of both policy and rider are the same.

c Loans

We may grant the loan to **you** from this policy depending on **our** terms and conditions. **We** will take all loans and their interest from any amount **we** may be due to pay under this policy. If at any time the amount of the loans and interest is more than the **cash value**, this policy will end.

You may repay all or part of the loan at any time. The interest charged on the loan will be based on the rate agreed at the time **you** took the loan. **We** may change the interest rate at any time by giving **you** 30 days' notice.

d Bonus

You have bought a participating policy from **us** and it forms part of the Life Participating Fund. This policy will share in the profits and losses from this fund as **we** add bonuses. There are two types of bonuses.

- **We** may add an 'annual' or 'reversionary' bonus to this policy each year. Once **we** have added an annual bonus, **we** cannot remove it.
- **We** may pay a 'terminal' bonus at the time of making a claim, when **we** pay **you** the maturity benefit (if applicable), or if **you** cash in this policy.

These bonuses are not guaranteed. They are recommended by **our** appointed actuary and approved by **our** board of directors. This policy will become eligible for bonuses after two years from the **policy entry date**.

Under this policy, **you** cannot cash in any bonuses on their own.

3 Your responsibilities

You will pay your first premium at the time **you** apply for this policy. **You** will then pay future premiums when they are due. **You** will have 30 days as a period of grace to make these payments for this policy to continue. If **we** are due to pay any benefits during this period, **we** will take off any unpaid premiums from the benefits.

If **you** still have not paid the premium after the period of grace, **we** will pay the premiums on your behalf so this policy and its riders (if any) can continue. **We** will only do this if the policy has enough **cash value** to repay them. **We** treat this as a loan (called an automatic premium loan) and charge **you** interest. If there is not enough **cash value**, this policy and its riders (if any) will end.

We will take these loans and interest from any amount **we** may be due to pay under this policy. If at any time the amount of the loans and interest is more than the **cash value**, this policy and its riders (if any) will end.

If this policy and its riders (if any) ends because there is not enough **cash value**, **you** can reinstate this policy and its riders (if any) within 36 months by paying the premiums **you** owe along with interest. This applies as long as **you** give **us** satisfactory proof of the insured's good health and there is no change in the risks covered by this policy.

4 What you need to be aware of

a Suicide

This policy is not valid if the insured commits suicide within one year from the **cover start date**.

We will refund the total premiums paid, without interest, less any amounts **we** have paid **you**, and any amount **you** owe **us**, from the **cover start date**.

b Total and permanent disability (TPD) benefit

We only cover the **TPD we** define in this policy. **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 or her training, education or experience is suited for.

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
- the effects of alcohol, drugs or any dependence.

We will also not pay this benefit unless the insured is certified by a **specialist** to have been **totally and permanently disabled** for at least six months in a row. **You** must provide adequate medical evidence and **we** may ask the insured to have a medical examination by a doctor **we** have appointed.

If the insured is also covered for total and permanent disability waiver benefit or total and permanent disability benefit under any policies which have been issued and paid (whether issued and paid by **us** or by any other insurer), the total of these benefits under all these policies cannot be more than S\$6.5 million (including premiums waived due to total and permanent disability but excluding bonuses). In this case **we** will first take into account the amounts due under the earlier policies, and then pay out only an amount to bring the total payments to S\$6.5 million (including premiums waived due to total and permanent disability but excluding bonuses). The cover for death or **terminal illness** will be reduced by the **TPD** payment, and this remaining cover will continue as long as **you** pay premiums on it. **We** will work out the remaining cover as well as the reduced premium **you** will need to pay for this remaining cover.

c Terminal illness (TI) 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
- the effects of alcohol, drugs or any dependence.

d Effects of an accelerated payment

Whenever **we** make an **accelerated payment** on a rider that is attached to this policy, **we** will reduce the **sum assured** of this policy by the same amount that **we** pay under the rider. When **we** reduce the **sum assured** of this policy, **we** will also reduce its bonuses proportionately. **We** will work out any future premiums, claims, or **cash value** based on the reduced **sum assured** and the reduced bonuses, if the **sum assured** does not reach zero. The policy will end when the **sum assured** reaches zero.

e Making a claim

To make a claim for death benefit, **we** must be told of the claim and all relevant documents to support the claim must be given within six months after the insured's death.

If the basic policy or rider provides for accidental death or accidental total and permanent disability (TPD) benefit, **we** must be told of the claim and all relevant documents to support the claim must be given within thirty days after the insured's accidental death or accidental TPD. If **we** are not told of the claim or have not received all relevant documents within thirty days, **we** will reject the claim unless **we** deem that **you** have a valid reason for the delay. **You** must also show that **you** have told **us** and given all relevant documents to support the claim to **us** as soon as reasonably possible.

To make a claim for other benefits, **we** must be told of the claim and all relevant documents to support the claim must be given within six months after the diagnosis or the event giving rise to the claim. If **we** are not told of the claim or have not received all relevant documents within six months, **we** will reject the claim unless **we** deem that **you** have a valid reason for the delay. **You** must also show that **you** have told **us** and given all relevant documents to support the claim to **us** as soon as reasonably possible.

If **we** are not told of your claim or have not received all relevant documents for your claim within two years from the date of the event giving rise to the claim, **we** will not pay the claim.

When **you** submit a claim in relation to any benefit, **we** will process the claim across all the policies (and applicable riders) **you** hold with **us**. **We** will not accept any request to claim under only certain policies that **you** have with **us**.

When **we** pay a claim, **we** will not refund any premiums that have been paid.

f Refusing to pay a claim

After **you** have been continuously covered for two years from the **cover start date**, **we** will pay your claim unless:

- it is a case of fraud;
- **you** fail to pay a premium;
- the insured has a **material pre-existing condition** which **you** did not tell **us** about when **you** applied for the basic policy or rider if health declaration is required;
- **you** or the insured fail to tell **us** any significant information or information which is true, correct and complete which would have reasonably affected **our** decision to accept your application; or
- the claim is excluded or not covered under the terms of the basic policy or rider.

g Transferring the legal right of the policy

You cannot assign (transfer) this policy unless **you** tell **us** in writing and **we** agree to the assignment in writing via the issuance of an endorsement. Unless otherwise expressly stated in the endorsement, all rights and obligations under this policy will be transferred to the assignee.

h Excluding third-party rights

Anyone not directly involved in this policy cannot enforce it under the Contracts (Rights of Third Parties) Act 2001.

5 Definitions

Accelerated payment means any payment made by **us** under any rider, where such payment reduces the **sum assured** and any bonuses of the policy which the rider is attached to.

Cash value means the amount available when **you** cancel a policy that has a savings feature before **we** pay a benefit under it (for example, for death), or it becomes due for payment (maturity), for example, an endowment policy. **We** work out the amount of the **cash value**.

Cover start date means the date:

- **we** issue the policy;
 - **we** issue an endorsement to include or increase a benefit; or
 - **we** reinstate the policy;
- whichever is latest.

Material pre-existing condition means any condition that existed before the **cover start date** which would have reasonably affected **our** decision to accept your application and for which:

- the insured had symptoms that would have caused any sensible person to get medical treatment, advice or care;
- treatment was recommended by or received from a medical practitioner; or
- the insured had medical tests or investigations.

Paid-up means not paying any future premium payments and reducing the **sum assured** after the policy has built up a **cash value**.

Policy entry date means the 'Policy entry date' shown in the policy schedule.

Policy term means the 'Policy Term' shown in the policy schedule or any future endorsement that **we** issue, whichever is later.

Registered medical practitioner means a doctor who is qualified in western medicine and is legally licensed in Singapore or has the qualifications recognised by the Singapore Medical Council.

Specialist means a **registered medical practitioner** who has the extra qualifications and expertise needed to practise as a recognised specialist of diagnostic techniques, treatment and prevention, in the particular field of medicine that such specialist is being consulted for and providing any advice or determination on (including diagnosis, certification and recommendation).

Sum assured means the 'Sum Assured' shown in the policy schedule or any future endorsement that **we** issue, whichever is later.

Terminal illness (TI), and **terminally ill** means the conclusive diagnosis of an illness that is expected to result in the death of the insured within 12 months. This diagnosis must be supported by a **specialist** and confirmed by **our** appointed **specialist**. **Terminal illness** in the presence of HIV infection is excluded.

Total and permanent disability (TPD), and **totally and permanently disabled**, mean the complete and continuous inability of the life insured at that time and at all times thereafter to engage in any business or occupation or perform any work of any kind for remuneration or profit, or **total physical loss**.

Total physical loss means:

- the total and irrecoverable loss of sight of both eyes;
- the loss by complete severance or total and irrecoverable loss of use of both limbs at or above the wrist or ankle; or
- the total and irrecoverable loss of sight of one eye and the loss by complete severance or total and irrecoverable loss of use of one limb at or above the wrist or ankle.

We, us, our means Income Insurance Limited.

You means the policyholder shown in the policy schedule.