

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 Complete Life Secure

Your policy

Complete Life Secure 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 bonus.

We will pay benefits if the insured becomes **totally and permanently disabled**, becomes **terminally ill** or dies during the term of this basic policy. **You** can request to exercise Flexi Cash Access option to receive a cash payout. It also offers guaranteed insurability option to buy another life policy.

This policy includes a non-participating regular premium compulsory rider, Complete Life Secure – Protection Benefit. It pays retrenchment benefit and part of the **multiplier cover**. This rider will end immediately when its basic policy ends or is converted to a **paid-up** policy.

The sum assured of the basic policy refers to the ‘Sum Assured’ of Complete Life Secure as shown in the policy schedule or any future endorsement that **we** issue, whichever is later.

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

a Total and Permanent Disability (TPD), Terminal Illness (TI) and death benefit

If the insured becomes **totally and permanently disabled**, becomes **terminally ill** or dies, **we** will pay the benefit shown in Table 1. The applicable age in Table 1 is based on the option selected by **you** for your **multiplier cover** as shown in the policy schedule.

Table 1

When claim event happens	Benefit
Before the anniversary immediately after the insured reaches the age of 65, 75 or 80 (whichever is applicable)	• 100% of sum assured and 100% of bonuses; or • multiplier cover; whichever is higher.
On or after the anniversary immediately after the insured reaches the age of 65, 75 or 80 (whichever is applicable)	100% of sum assured and 100% of bonuses.

This policy will end when **we** make this payment. **We** will not pay any further benefits.

b Retrenchment benefit

If **you** are **retrenched**, **you** will not have to pay the premiums for the basic policy and Complete Life Secure – Protection Benefit up to six months from the next premium due date onwards. For this to apply, **you** must meet all the following conditions.

- **You** must have paid at least six months' premiums.
- Your **retrenchment** must have taken place no earlier than six months after the **cover start date**.
- **You** have not been able to find employment for three months in a row after being **retrenched**.

You will have to pay premiums for the month that **you** start **permanent paid employment** and this benefit will end.

You can claim for the retrenchment benefit only once under this policy.

c Flexi Cash Access

You may exercise this Flexi Cash Access option to use a percentage of the basic policy's sum assured for its **cash value** to receive an annual cash payout.

The request to exercise this option must be made at least 30 days before each **anniversary**, starting from the **anniversary**:

- the insured turns age 50; or
- the premium term ends and all premiums have been fully paid, whichever is later.

The cash payout will start from the **anniversary** immediately following **our** acceptance of the request and will be paid on an annual basis.

The cash payout is determined based on the following:

- the chosen sum assured, which is based on the percentage of the basic policy's sum assured **you** are using for its **cash value** for the cash payout;
- the payout period, which is the number of years **you** choose to receive the cash payout. The minimum payout period is 10 years, and the maximum payout period will be up to insured reaching age 100;
- the cash payout is the **cash value** corresponding to the chosen sum assured divided by the payout period.

You must fulfil the following criteria in order to exercise the option:

- this is not a **paid-up** policy;
- **you** do not have any policy loan on this policy;
- the percentage of the basic policy's sum assured **you** are using must be within the range of percentage determined by **us**; and
- the basic policy must meet the minimum sum assured requirement and the cash payout must meet the minimum amount as determined by **us**.

After the option has been exercised,

- the basic policy's sum assured will be reduced yearly for every cash payout paid to **you** annually. **We** will pay the benefit and bonuses of this policy based on the reduced sum assured. After the last cash payout has been paid, the remaining sum assured will continue to be applicable for the remaining **policy term**;
- if the basic policy's reduced sum assured is less than the aggregated sum assured of all the accelerated riders, the sum assured of the respective accelerated riders shall be reduced accordingly so that the aggregated sum assured of all the accelerated riders matches the reduced sum assured of the basic policy;
- **you** will not be able to amend your option. However, **you** are allowed to cancel your current option and exercise it again in the future;
- **you** will not be allowed to change your policy's sum assured or cash in your policy partially. However, **you** can cash in your policy fully and end your policy;
- **you** will not be able to apply for a policy loan; and
- in the event the basic policy's sum assured had been reduced because of **accelerated payment**, the cash payout will continue until the basic policy's sum assured becomes zero. **We** reserve the right to adjust the cash payout in the event of any claims paid under the policy.

The option will end upon the earliest of the following:

- the basic policy's sum assured has been reduced to zero; or
- your policy has ended.

d Guaranteed insurability option to buy another life policy

If the insured experiences a **life event**, the insured may choose to take up a new policy with only death and totally and permanently disabled benefits on the insured's life, without **us** having to assess the insured's health.

We will limit the sum assured for the new policy to

- 50% of the sum assured for this basic policy that is before the basic policy's sum assured has been reduced due to an **accelerated payment** or exercising the Flexi Cash Access option; or
- S\$100,000 per policy,

whichever is lower.

If **you** have other policies issued by **us** providing the same benefits as this guaranteed insurability option to buy another life policy on the same insured, the aggregate of the insured amounts of all new policies issued must not exceed S\$500,000.

The aggregate of the total and permanent disability benefits due for the insured for any policies which have been issued (whether issued by **us** or by any other insurer) cannot exceed the maximum policy limits set by **us** in the new policy after this option is exercised.

The insured must meet all the following conditions to take up this option:

- the insured must take up this option within three months after the date of their **life event**.
- the insured must not be **totally and permanently disabled**, or be diagnosed with an **advanced stage dread disease** at the time of taking up this option.
- the insured must be 50 years old and under at the time of taking up this option.
- the **life event** must have taken place no earlier than 12 months after the **cover start date** of this basic policy.

At **our** request, the insured must provide to **our** satisfaction, documentary proof of a **life event**.

The insured can take up this option no more than two times. Each time the insured takes up this option, it must be on a different **life event**.

If **we** have added any special terms or special agreement to this basic policy (including but not limited to extra exclusions or an increased premium), **we** will also add these terms to the new policy which the insured takes up.

2 Our responsibilities to you

a Cash value and paid-up policy

You may choose to cash in this policy fully or partially. Your policy will end after **you** cash in the policy fully.

When **you** have been paying premiums for this policy for more than two years, **you** may cash in this policy for its **cash value**.

However, if the premium term for your policy is five years, **you** may cash in this policy for its **cash value** after **you** have paid premiums for at least one year.

If **you** choose to cash in this policy partially, the sum assured of this policy after the partial cash payout cannot be less than the minimum sum assured set by **us**. When **you** exercise the Flexi Cash Access option, **you** cannot cash in this policy partially.

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 and the **multiplier cover** will no longer apply. **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, including the Complete Life Secure – Protection Benefit, will end immediately once converted to a **paid-up** policy.

We may review and revise the way **we** work out the **cash value** and the **paid-up** sum assured.

b 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 out the loan. **We** may change the interest rate at any time by giving **you** 30 days' notice.

c 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** add an 'annual' or 'reversionary' bonus to this policy each year. Once **we** have added an annual bonus, **we** cannot remove it.
- The 'terminal' or 'special' bonus is an extra bonus which **we** pay at the time of making a claim or if **you** cash in this policy.

To avoid doubt, Complete Life Secure – Protection Benefit does not form part of the Life Participating Fund, and no bonus is payable on the benefit.

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. However, if **we** do not ask for the insured's health declaration or medical checks at the time of application, then **you** need not give **us** satisfactory proof of the insured's good health.

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 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 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 Retrenchment benefit

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

- retiring, leaving after a probation period, resigning or being dismissed;
- suffering a psychological condition, disability or illness;
- taking part in a labour dispute;
- coming to the end of an employment contract;
- being involved in a staff-reduction programme or unemployment **you** knew was going to happen before the **cover start date**;
- being employed for less than six months by an **employer**; or
- being employed by an **employer** not incorporated or registered in Singapore.

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 this 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 basic 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 or basic policy, if that payment reduces the sum assured and any bonuses of the basic policy and its riders.

Advanced stage dread disease means any one of the advanced stage, severe stage, end stage (or its equivalent or more serious stage by any other names) critical illnesses or dread diseases defined by the Life Insurance Association of Singapore, or any insurer in Singapore.

Anniversary means the last day of every 12 months from the **policy entry date** for this basic policy.

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 (whichever is latest):

- **we** issue this policy;
 - **we** issue an endorsement to include or increase a benefit;
 - **we** issue an endorsement pursuant to the 'change of insured option'; or
 - **we** reinstate this policy;
- if applicable.

Employer means any person, company, association, club, society or organisation that is formed, incorporated or registered in Singapore and which employs people. This includes the Government and any statutory organization or authority in Singapore.

Life event refers to:

- a) Turning 21;
- b) Marriage;
- c) Divorce;
- d) Becoming a parent;
- e) Death of spouse; and
- f) Purchase of a residential property.

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.

Multiplier cover means a percentage of the sum assured shown in the policy schedule. The multiplier cover is applicable before the **anniversary** immediately after the insured reaches the age of 65, 75 or 80 (whichever is applicable). The applicable age will be based on the option selected by **you** as shown in the policy schedule. **You** cannot change the multiplier cover and the applicable age which **you** chose at the start of the policy.

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

Permanent paid employment means entering into any contract of service with any company, association, club, society, government or authority, whether in Singapore or overseas, where **you** agree to serve as an employee, including an apprenticeship contract or agreement, or are **self-employed**.

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** may 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.

Retrenched and **retrenchment** mean losing your job as a result of redundancy or because your **employer's** profession, business, trade or work is being reorganised.

Self-employed means being a sole proprietor, a partner of a business or employed by a business or company where **you** or your husband or wife, parents, parents-in-law, brothers and sisters, brothers- and sisters-in-law or children own at least 20% of the share capital or are entitled to at least 20% of the profits, either individually or jointly.

Severe disability means the inability to perform at least three of the following activities of daily living, even with the aid of special equipment and always needing the help of another person throughout the entire activity.

- Washing – the ability to wash in the bath or shower (including getting into and out of the bath or shower) or wash satisfactorily by other means;
- Dressing – the ability to put on, take off, secure and unfasten all garments and, as appropriate, any braces, artificial limbs or other surgical appliances;
- Transferring – the ability to move from a bed to an upright chair or wheelchair and vice versa;
- Mobility – the ability to move indoors from room to room on level surfaces;
- Toileting – the ability to use the lavatory or otherwise manage bowel and bladder functions so as to maintain a satisfactory level of personal hygiene;
- Feeding – the ability to feed oneself once food has been prepared and made available.

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).

Terminal illness, and **terminally ill**, means “any condition caused by illness or injury, where at the time of claim, despite all reasonable medical treatment, the insured is expected to live for no more than 12 months.” The **specialist** medical practitioner treating the condition must provide supporting evidence of the condition, possible medical treatment, the prognosis after undergoing the possible medical treatment, and certify that the insured is expected to live for no more than 12 months despite all possible medical intervention. **We** reserve the right to appoint an independent medical **specialist** who is an expert in the condition to confirm the diagnosis and prognosis. **Terminal Illness** in the presence of HIV infection is excluded.

Total and permanent disability (TPD), and **totally and permanently disabled**, mean any of the below.

- If the insured is under 65 years old, **TPD**, and **totally and permanently disabled** mean **total physical loss**, or the inability to take part in any paid work for the rest of a person's life.
- If the insured is 65 years old and above, **TPD**, and **totally and permanently disabled** mean **total physical loss**, or **severe disability**.

Total physical loss means:

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

We, us, our means Income Insurance Limited.

You means the policyholder shown in the policy schedule.