

FAQs – Gro Capital Ease

1. Who can apply for Gro Capital Ease online?

The plan is available to all Singaporeans or PRs between 18 – 80 years old who have a valid NRIC number.

- (i) **Non-Selected Client** is one who DOES NOT meet **at least 2** of the following criteria
- a) Is 62 years of age or older;
 - b) Is not proficient in spoken or written English, and
 - c) Has below GCE .O. Level or .N. Level certifications, or equivalent academic qualifications.

AND

- a) Is not a Political Exposed Person (PEP) or related to a PEP
- b) Is not an employment pass holder or holder of multiple tax residencies.

Non-Selected Client will be allowed to further proceed until the end of the purchase journey. When making the purchase online, they will need to answer 2 additional questions in the declaration page.

- (ii) **Selected Client** is one who meets **at least 2** of the following criteria:
- a) Is 62 years of age or older;
 - b) Is not proficient in spoken or written English, and
 - c) Has below GCE .O. Level or .N. Level certifications, or equivalent academic qualifications.

AND

- a) Is a Political Exposed Person (PEP) or related to a PEP
- b) Is an employment pass holder or holder of multiple tax residencies.

Selected Clients will require Income's advisor to assist with the purchase and will be redirected to a contact form and assigned to an agent for support. An agent will be in contact with you shortly.

To purchase online, you will need to answer 4 additional questions in the declaration page below.

Declaration
Tell us if these statements are true

By continuing with this application, you acknowledge that these statements are true.

<small>* I am a Singapore citizen or Permanent Resident. I am solely a tax resident of Singapore and do not have a foreign tax residency. My Singapore Tax Identification Number is my NRIC number.</small>	<small>* I am not buying this policy to replace any existing insurance policy or investment product.</small>
<small>* My residential address and mailing address are in Singapore and I have a Singapore mobile number.</small>	<small>* I am not an undischarged bankrupt and no bankruptcy application (including any statutory order) or order has been made against me.</small>
<small>* I confirm that there is no beneficial ownership arrangement under this policy.</small>	<small>* I have never been refused to buy any life or health insurance and my life or health insurance has never been cancelled or voided by my insurer.</small>

In addition, please tell us if these statements apply to you.

I am a Political Exposed Person (PEP) or related to a PEP.
 YES NO

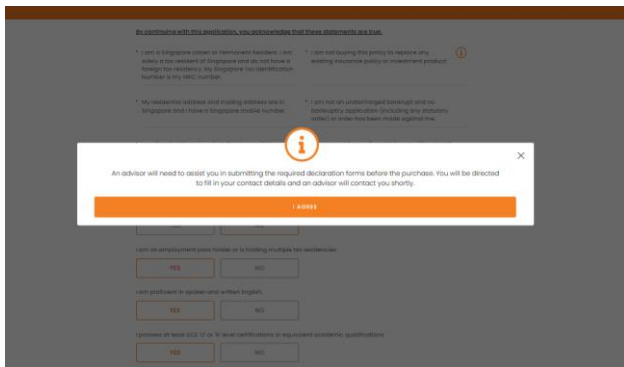
I am an employment pass holder or is holding multiple tax residencies.
 YES NO

I am proficient in spoken and written English.
 YES NO

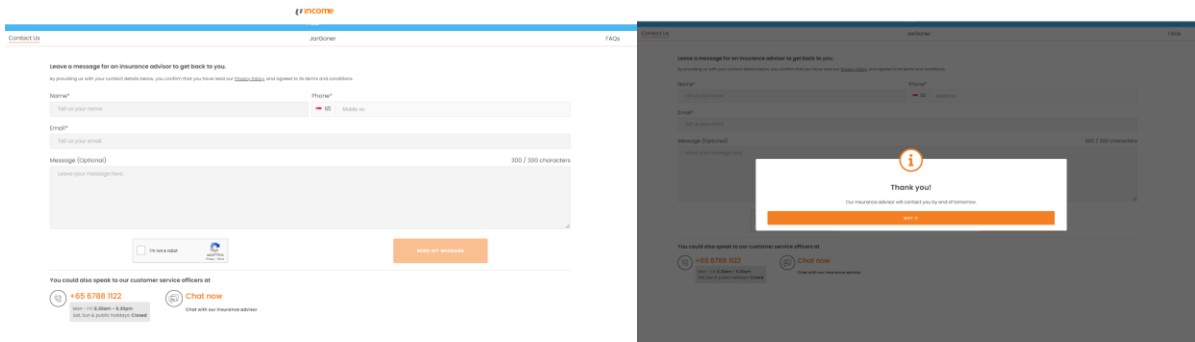
I possess at least GCE 'O' or 'N' level certifications or equivalent academic qualifications.
 YES NO

NEXT

If you have been identified as a Selected Client you will be notified that you will be redirected to an advisor contact form.



Once you click on “I Agree”, you will be redirected to an online enquiry form to leave your contact details and an advisor will contact you by the end of the next day:

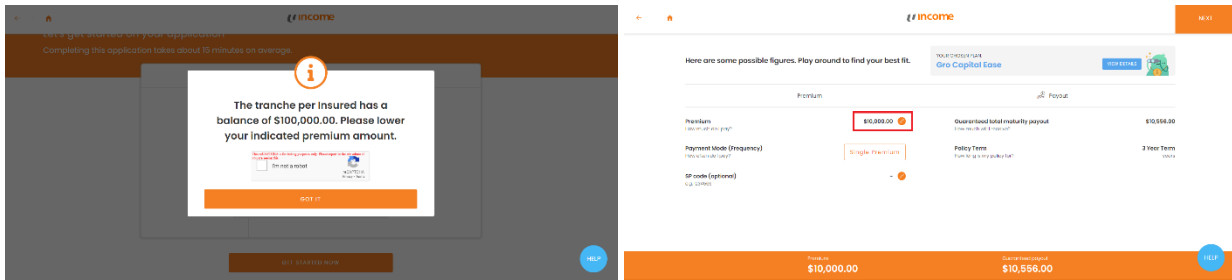


2. **Is there a minimum and maximum single premium amount for online applications of Gro Capital Ease?**
The minimum single premium is \$10,000 per policy for online application. The maximum single premium is \$200,000 per policy for online application and each insured can purchase up to a total premium of \$500,000.
3. **Will there be a total premium limit per insured?**
There will be a total premium limit of \$500,000 per insured, any application exceeding this amount will not be accepted. You may refer to table below for more details.

Scenario	Application 1	Application 2	Application 3	Eligibility
1	\$200,000 single premium	\$200,000 single premium	\$100,000 single premium	All applications will be accepted, subject to tranche availability, financial underwriting and compliance checks.
2	\$200,000 single premium	\$200,000 single premium	\$150,000 single premium	Application 3 will not be accepted as total premium per insured exceeds \$500,000 limit. The applicant will not be able to proceed with the application unless the single premium is lowered to be within the balance of the total premium limit; subject to tranche availability, financial underwriting

				and compliance checks. Hence, please keep within the \$500,000 total premium limit to avoid any disappointment and hassle.
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If you have exceeded your total premium limit, you will not be allowed to proceed with the application. Please review the available balance on the prompt and select “Got It” to return to your application and adjust the premium to be at or under the available balance.



4. When does online application for Gro Capital Ease end?

As Gro Capital Ease is available on a limited tranche and first-come-first-serve basis, customers who are interested to apply are encouraged to do so as early as possible.

5. What is the free-look period for Gro Capital Ease purchased online?

Unlike other plans online, which offer a free-look period of 90 days, the free-look period for Gro Capital Ease is 14 days.

6. Why can't I log in to My Income account?

One of the common reasons for unsuccessful login is because you used your passport when registering for My Income account, and/or did not update your mobile number. Kindly update your account via [My Income online portal](#) with a valid NRIC number and mobile number before applying online. Do note that if you do not have a valid NRIC (i.e. you are a foreigner), you will not be able to apply for any life insurance plans online.

7. Can I use MyInfo to retrieve my personal particulars?

Customers have the option to login to MyInfo for online applications and are not required to manually input their personal details or upload supporting documents at the application stage.

8. What payment modes are available for online application of Gro Capital Ease?

Only payment via Supplementary Retirement Scheme (SRS) transfer, PayNow QR and eGIRO (for DBS/POSB/OCBC Bank/UOB/Standard Chartered/Bank of China/Maybank/HSBC) are accepted for online applications. Applications will be rejected for payment received through other methods.

9. Why does it reflect “Payment in progress” although I have not completed my payment?

A payment attempt is detected once you have clicked on any of the three payment modes (SRS, PayNow QR or eGIRO). In the event that you closed the browser or clicked on the “Back” button, kindly expect a waiting time of 60 minutes for the automatic system refresh. Thereafter, your application status will be updated to “Saved” and you will be able to make another payment attempt.

10. How can I make a SRS contribution?

SRS contributions can be performed with any of the local banks – DBS, POSB, OCBC or UOB. For payment via SRS transfer, do ensure that your SRS contribution does not exceed your balance contribution limit available. Click [here](#) to learn how to open a SRS account and make your contribution.

11. Why is my SRS payment unsuccessful?

One of the common reasons for payment failure is due to insufficient balance in your SRS account. Please ensure that your SRS contribution does not exceed your balance contribution limit available. Do note that the maximum yearly contribution limit for SRS is \$15,300 for Singapore citizens and PRs.

12. How can I register for PayNow QR?

Log in to your bank’s internet or mobile banking account to sign up for PayNow. In the registration process, you will be required to link your PayNow account to your NRIC/FIN and/or mobile number. For more information and steps to sign up, please contact your bank or click [here](#) for the FAQs provided by the various participating banks.

13. How do I scan a PayNow QR code if I am using a mobile device?

If you’re using a mobile browser, take a screenshot of the displayed PayNow QR code and upload it via the Scan & Pay function on the bank’s app. Alternatively, you may download a copy of the PayNow QR Code from the email and upload it via the Scan & Pay function on the bank’s app.

14. How can I change my PayNow QR transfer limit?

The PayNow QR transfer limit for each customer will differ, as this is based on the customer’s own arrangement with the bank. Do ensure that there are sufficient funds in your bank account before proceeding with payment. Click [here](#) to learn about the preferred PayNow QR-enabled banking apps and how to change your limit.

Do note that as a safety feature, certain banks may have restrictions in terms of increasing one’s PayNow QR transfer limit. This is based on the bank’s policy and customers are advised to contact the bank directly for questions regarding their PayNow QR transfer limit.

15. I have accidentally closed the PayNow QR payment page and cannot access the PayNow QR code.

Please check your registered email for a copy of the PayNow QR code and complete your payment within 20 minutes before the QR code expires.

16. I am unable to complete payment using PayNow QR (Scan to Pay), can I enter payee details manually on PayNow?

Manual internet banking transfers via PayNow, is not an eligible mode of payment. Payment can only be made via these three modes - SRS, PayNow QR or eGIRO.

17. Can I save the displayed PayNow QR Code and scan it again for subsequent payments?

Each PayNow QR code is generated dynamically and is valid for 20 minutes upon initiating a PayNow QR payment. You should not save the PayNow QR code for future usage since it would have expired and thus be invalid.

18. What should I do if the PayNow QR code expires and I have yet to complete my payment?

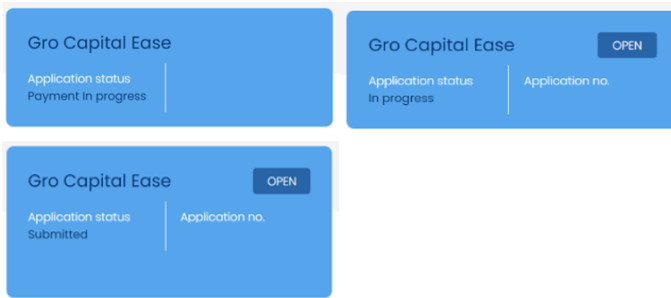
In this scenario, you are required to wait for 20 minutes before attempting to make payment again.

19. How do I know if my payment via PayNow QR is successful?

Once you’ve submitted your payment via PayNow QR via your preferred banking app and have clicked on the “Check my application status” button, the status of your application on the Online Life portal will be reflected as “Payment in progress” or “In progress”. Once we have received your payment, the application status will be updated to “Submitted”. Do note that this process may take up to 1 hour from the time when your payment was submitted on the banking app.

1. Launch your preferred PayNow QR-enabled banking app
2. Login to your mobile banking account
3. Scan the QR code displayed on the right (If you’re using a mobile device to submit your application, take a screenshot of the QR code and upload the screenshot from your photo library)
4. Submit the payment from your banking app
5. Once payment is submitted from your banking app, click on the button below to check your application status. Do note that it may take up to 10 minutes from the time when payment was submitted for us to update your application

[CHECK MY APPLICATION STATUS](#)



20. How does eGIRO payment work?

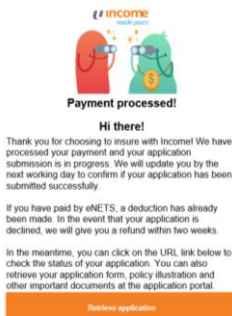
eGIRO is only available to customers who are banking with DBS, POSB, OCBC Bank, UOB, Standard Chartered, Bank of China, Maybank or HSBC. You will be asked to complete your eGIRO set-up by logging into your iBanking account. Once your set-up is successful, your payment will be processed within 2-3 working days. To ensure that your eGIRO payment is successful, please ensure that there are sufficient funds in your bank account before attempting payment.

21. Am I allowed to submit more than one application for Gro Capital Ease online?

You may submit multiple applications for Gro Capital Ease so long as the premium amount per policy falls within the minimum and maximum premium amounts as indicated above. Do note that you may only submit a new application when the status of previous applications is reflected as “In progress” or “Submitted”. You may not submit a new application when the status of previous applications are reflected as “Payment in progress”.

22. How do I know if my application is successful?

Upon successful payment, you will receive an email confirming that your payment has been received.



Thereafter, you will receive an email within 2 working days to confirm that your application has been successfully submitted and is being processed. You may monitor your application status by clicking on the link in the email or by retrieving your application at lifeinsurance.income.com.sg.

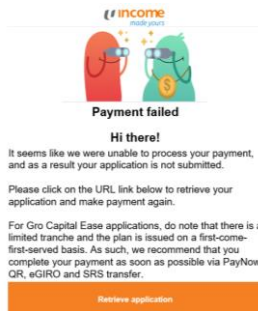


Finally, once we have successfully processed your application, you will receive an SMS to confirm that your policy

has been issued. You may visit lifeinsurance.income.com.sg or <https://me.income.com.sg/summary/life> to retrieve your policy documents on the next day upon receiving the SMS.

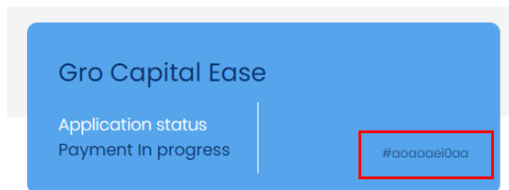
23. What information is required for investigation if my payment is unsuccessful?

In the event of unsuccessful payment, you will receive an email titled "Payment failure for your life insurance". Do share the payment transaction ID which can be found at the bottom right of the email as highlighted in yellow in the screenshot below with our customer service team at csquery@income.com.sg.



24. My application status has been stuck in "Payment in progress" for more than an hour. What should I do?

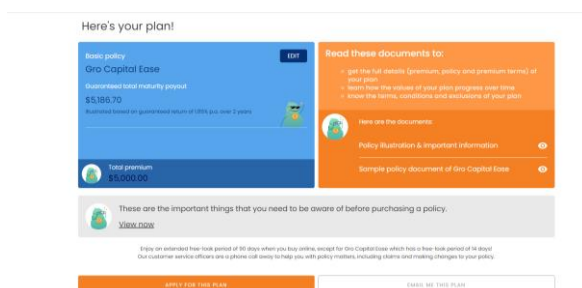
Kindly share a clear screenshot of the application tile which contains the alphanumeric characters at the bottom right with our customer service team at csquery@income.com.sg.



25. How long is a saved quotation valid for?

Customers who have saved their quotation online will receive an auto-generated email stating that their quotation is valid for 14 days. Upon clicking the link provided in the email, the customer will be redirected to the screen below. After 14 days, the quotation will expire and the customer will have to start anew in getting a quotation and applying for the plan.

Do note that Gro Capital Ease is available on a first-come-first-serve basis, and being a recipient of this email does not guarantee that the product will be allocated to you.

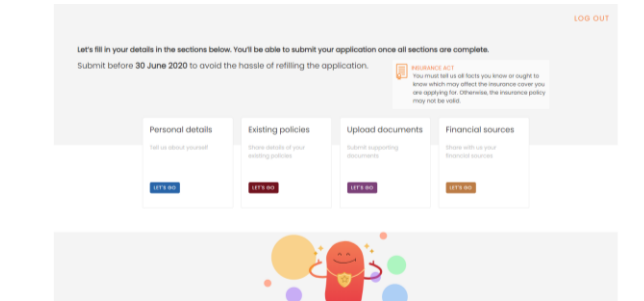


26. How long is a saved application valid for?

Customers who have saved their application online will receive an auto-generated email stating that their application is valid for 14 days. Upon clicking the link provided in the email, the customer will be redirected to the

screen below and must complete all questions before submitting their application. After 14 days, the application will expire and the customer will have to start anew in getting a quotation and applying for the plan.

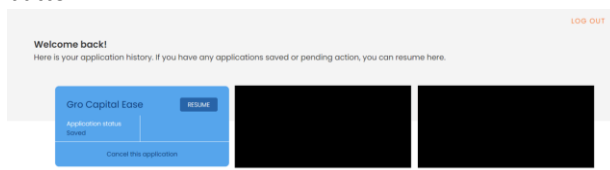
Do note that Gro Capital Ease is available on a first-come-first-serve basis, and being a recipient of this email does not guarantee that the product will be allocated to you



27. How can I retrieve my saved application?

Customers may retrieve their saved application by following these steps:

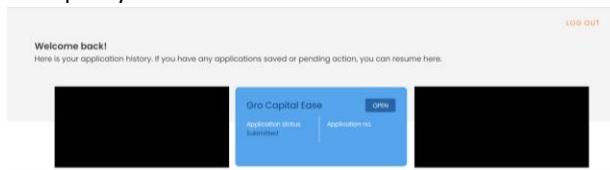
- Visit <https://lifeinsurance.income.com.sg/> and click on the “Retrieve application” button at the bottom of the page
- Login via [My Income online portal](#) or SingPass
- Once customers are logged in, they can view and resume their saved application by clicking on the “Resume button”



28. How can I retrieve my policy documents upon successful application?

Customers may retrieve their policy documents by following these steps:

- Visit <https://lifeinsurance.income.com.sg/> and click on the “Retrieve application” button at the bottom of the page
- Login via [My Income online portal](#) or SingPass
- Once customers are logged in, they can view their latest application and click on the “Open” button to retrieve their policy documents



29. Can I buy Gro Capital Ease via InsureDIY?

InsureDIY is one of our FA partners and is qualified to distribute Gro Capital Ease applications thus customers may purchase the plan via InsureDIY. Their submission process does not differ from our other FA firms, only differentiating factor is InsureDIY enables direct electronic submission for their client in the absence of an advisor. InsureDIY will notify client when their application has been submitted to Income for processing.

For any Gro Capital Ease applications submitted to Income for processing, customer will receive SMS notification to inform that their application has been processed and other update notifications for subsequent stages. As Gro Capital Ease is a single premium limited tranche product which is subject to first come first serve basis, customers are encouraged to make their payment as soon as possible upon receipt of Letter of Acceptance (LOA). Customer

may make payment via internet banking (via Billing organisation), AXS, cheques by quoting their policy number at point of payment.

30. How can I update my NRIC or Login Email?

If there is a change to your NRIC or Login Email in our records and you wish to update it, you may contact our customer service at 6788 1122 or email us at csquery@income.com.sg. Please note that your previous application(s) will no longer be available on the platform but still retrievable via [My Income online portal](#). Our operating hours are:

Mon-Fri: 8.30am to 6.30pm

Sat, Sun & Public Holidays: Closed