

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 Gro Retire Flex – Protection Benefit

Your rider

This is a rider that provides benefit for a limited period.

We will pay a benefit if the insured dies due to an **accident**.

We will also pay a benefit if the insured is diagnosed with a specified condition arising from an **accidental** injury or sickness.

If **you** are **retrenched** under the conditions **we** give, **you** will stop making premium payments for a certain period.

1 What your rider covers

a Accidental death benefit

If the insured dies as a result of an **accident** (before the **anniversary** immediately after insured reaches the age of 70), **we** will pay an additional 105% of all **net premium(s)** paid, on top of the death benefit, as long as the insured was not taking part in a **restricted activity** at the time of the **accident**. If the insured was taking part in a **restricted activity** at the time of the **accident**, **we** will only pay an additional 63% of all **net premium(s)** paid, on top of the death benefit.

We will pay this benefit only if the death happens within 365 days of the **accident**.

If **you** have appointed a secondary insured before the insured dies as a result of an **accident** (before the **anniversary** immediately after insured

reaches the age of 70), **we** will not pay this benefit. Upon the **accidental** death of the insured, the secondary insured becomes the insured and this rider and its basic policy will continue.

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

b Disability care benefit

If the insured is diagnosed with any one of the conditions shown in Table 1 arising from an **accidental** injury or sickness during the term of this rider, **we** will pay the benefit according to the date of diagnosis.

Table 1

Item	Condition
1	Loss of use of one limb
2	Loss of speech
3	Loss of sight of one eye
4	Loss of hearing

During the accumulation period of the basic policy

If the insured is diagnosed with any one of the conditions shown in Table 1 arising from an **accidental** injury or sickness, **we** will pay **you** a lump-sum benefit which is equivalent to six times the monthly cash benefit.

You will stop making premium payments on this rider and its basic policy for the remaining term of the policy. This rider and its basic policy will continue to apply (as if premiums have been paid) during this period even though **you** are not paying the premiums.

When the **payout period** begins, **we** will also pay an additional amount equal to 50% of the monthly cash benefit on top of each monthly cash benefit during the **payout period**, or until the rider ends, whichever is earlier. The maximum additional amount for each payment is S\$3,000.

During the payout period of the basic policy

If the insured is diagnosed with any one of the conditions shown in Table 1 arising from an **accidental** injury or sickness, **we** will pay **you** an additional amount equal to 50% of the monthly cash benefit on top of each monthly cash benefit during the **payout period** or until the rider ends, whichever is earlier. The maximum additional amount for each payment is S\$3,000.

For policies issued by **us** that include disability care benefit, **we** will pay no more than S\$3,000 for the additional amount for each insured, no matter how many of such policies **we** have issued to cover the same insured.

You cannot change the **payout period** after **you** claim this benefit.

You can only claim this benefit once.

c Retrenchment benefit

If **you** are **retrenched**, **you** will not have to pay the premiums for this rider and its basic policy for 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.

At the end of the fifth month when **you** have stop paying premium, **you** can choose to defer the premiums for this rider, its basic policy and optional riders for the next six months. For this to apply, **you** must meet all the following conditions.

- **You** remain **retrenched** and is unable to pay premiums.
- If the basic policy does not have any or sufficient **cash value** to activate the automatic premium loan.
- **You** must inform us at least one month before the start of the **deferment period**.

The following will apply during the **deferment period**:

- this rider, its basic policy and any optional rider will remain in force;
- **anniversary** remains unchanged;
- any cash benefit payable will be paid after deducting the deferred premiums due;
- bonus will continue to be declared.

At the end of the **deferment period**, **you** will need to pay the deferred six months premium in a single payment.

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

2 Our responsibilities to you

The policy term of this rider will give details of how long this rider applies for.

The sum assured of this rider is equal to the cash benefit of its basic policy.

If there is a change in your basic policy's sum assured, **we** may also change the sum assured of

this rider to be equal to the cash benefit of its basic policy.

We will work out any future claims based on the revised sum assured of this rider.

This rider will end immediately:

- when its basic policy ends;
 - upon claim of the **accidental** death benefit; or
 - at the end of the policy term of this rider.
- whichever is earliest.

3 Your responsibilities

You will pay your first premium at the time **you** apply for this rider. **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 rider to continue. If **we** are due to pay any benefits during this period, **we** will take off any unpaid premiums from the benefits provided the benefits payable is enough to pay the outstanding premium.

If **you** still have not paid the premium after the period of grace, this rider will end, unless **we** have activated the automatic premium loan facility under your basic policy.

If this rider and its basic policy ends because **you** have not paid the premium, **you** can reinstate this rider and its basic policy within 36 months by paying the premiums **you** owe along with interest.

If **you** cancel your basic policy before the next premium is due, **we** will end this rider and its basic policy from the next premium due date and **we** will not refund any unused premium.

4 What you need to be aware of

a Accidental death benefit

We will not pay this additional **accidental** benefit if **accidental** death is caused directly or indirectly by:

- deliberate acts such as self-inflicted injuries, suicide or attempted suicide;
- unlawful acts, provoked assault or deliberate exposure to danger;
- the effects of alcohol, drugs or any dependence;
- illnesses, psychological conditions or eating disorders;
- heat stroke;
- a bad reaction to drugs or medication;
- the effects of viruses (for example, dengue), bacteria or diseases;
- the negative effects or complications of medical and surgical care;
- treatments aimed at improving appearance, such as cosmetic surgery or any treatment relating to a previous cosmetic treatment;
- radiation or contamination from radioactivity;
- being in any aircraft, except as a fare-paying passenger in a commercial aircraft, or during military operations in peacetime;
- military, air force or naval operations, except when carried out in peacetime;
- warlike operations (whether war is declared or not), war, invasion, riot or any similar event;
- an **accident** which happens outside of Singapore, if the insured has been outside Singapore for more than 180 days in a row at the time of the **accident**; or
- an **act of terrorism**. However, **we** will pay S\$10,000 or 10% of the **net premium(s)** paid, whichever is lower, on top of the amount **we** pay for death benefit.

b Disability care benefit

We only cover the conditions **we** define in this rider. The name of each condition is only a guide to what is covered. The full definition of each condition covered and the circumstances in which **you** can claim are given in this rider.

You must provide adequate medical evidence and **we** may ask the insured to have a medical examination by a doctor **we** have appointed. Every diagnosis must be supported by acceptable clinical, radiological, histological and laboratory evidence and confirmed by a **registered medical practitioner** who is a specialist in the relevant field.

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

- deliberate acts such as self-inflicted injuries, illnesses or attempted suicide;
- unlawful acts, provoked assault or deliberate exposure to danger;
- the effects of alcohol, drugs or any dependence;
- acquired immunodeficiency syndrome (AIDS), AIDS-related complex or infection by human immunodeficiency virus (HIV);
- treatments aimed at improving appearance, such as cosmetic surgery or any treatment relating to a previous cosmetic treatment;
- being in any aircraft, except as a fare-paying passenger in a commercial aircraft, or during military operations in peacetime;
- taking part in any professional sports, any form of race (except racing on foot, cycling or swimming), action or adventure sports that involve speed, height at above 10 metres, highly specialized gear, stunts or using underwater breathing apparatus. This definition includes rock climbing, mountaineering, parachuting, white-water rafting, horse riding, winter sports and scuba diving;
- a **chronic illness** where the insured suffered symptoms of, had investigations for, was

treated for, or was diagnosed with any time before or within 90 days after the **cover start date**;

- an **impairment** where the insured suffered symptoms of, had investigations for, was treated for, or had any time before or within 90 days after the **cover start date**; or
- a claim that is excluded or not covered under the terms of this rider.

c 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.

d Making a claim

To make a claim for death benefit, **we** must be told within six months after the insured's death.

If this rider provides for **accidental** death or **accidental TPD** benefit, **we** must be told within thirty days after the insured's death or **TPD**. If **you** tell **us** after the thirty days, **we** will not pay the claim for **accidental** death or **accidental TPD** benefit.

To make a claim for other benefits, **we** must be told within six months after the diagnosis or the

event giving rise to the claim. If **you** tell **us** after the six months, **we** will not pay the claim for the other benefits.

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

5 Definitions

Accident and **accidental** mean an unexpected incident that results in an injury or death. The injury or death must be caused entirely by being hit by an external object that produces a bruise or wound, except for injury or death caused specifically by drowning, food poisoning, choking on food, or suffocation by smoke, fumes or gas.

Act of terrorism means an act (which may or may not include using or threatening to use force or violence) by any person or group, committed for political, religious, ideological or similar purposes, with the aim of influencing any government or to put the public, or any section of the public, in fear.

Accumulation period means the period shown in the policy schedule, starting from the **policy entry date**. During the **accumulation period**, premiums are payable only for the **premium term you** have chosen. **You** cannot change the **accumulation period** which **you** chose at the start of the basic policy.

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

Chronic illness means chronic obstructive pulmonary disease, diabetes mellitus, stroke, major depression, schizophrenia, dementia, bipolar disorder, Alzheimer's disease, Parkinson's disease, epilepsy, rheumatoid arthritis, cancer, chronic hepatitis, cerebral palsy, multiple sclerosis, motor neuron disease, HIV/AIDS, chronic kidney disease, or an auto-immune disease.

Cover start date means the date:

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

Deferment period means the period of six months when **you** are allowed to postpone the payment of premiums.

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.

Impairment means any of the following:

- A disability or medical condition that limits a person's capacity to move, coordinate actions, or perform physical activities. It is also accompanied by difficulties in one or more of the following areas: physical and motor tasks, independent movement, performing daily living functions.
- Glaucoma, or any disorder with the vision or eye sight that cannot be corrected by wearing spectacles or any medical condition that could lead to loss of sight of one eye.
- Any disorder of the ears or medical condition that could lead to permanent loss of hearing
- Any disorder of the vocal cord or medical condition that could lead to loss of speech.

Net premium(s) means the regular or single premium amount as shown in the policy schedule, or the reduced regular or single premium amount if a part of the basic policy has been cashed in earlier. If **you** change the frequency of your regular premium amount, **we** will use the then current regular premium amount to work out all **net premium(s)** paid. **Net premium(s)** do not include the premiums paid on riders.

Payout period means the period of 10, 20 years and till age 100 immediately after the end of the **accumulation period**, during which **we** pay the cash benefit.

Permanent paid employment means entering into any contract of service with any person, 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.

Premium term means the period **you** must pay premiums for. **You** cannot change the **premium term** which **you** chose at the start of the basic policy.

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.

Restricted activity means any of the following activities.

- Duties as firefighters, police force personnel, fishermen, armed security guards, aircrew, ship crew, marine salvage crew, oil riggers, dock workers, drivers, despatch riders, driving instructors, bodyguards and bouncers.
- Any activities involving explosives, heavy machinery, woodworking, dangerous gases

or substances, using underwater breathing apparatus, work on construction or demolition sites, work at heights above 10 metres, work in underground tunnels, oil and gas rigs or offshore work.

- Military, air force or naval operations in peacetime, including training and exercises for national servicemen or reservists in peacetime.
- Motorcycling whether as rider or pillion rider.
- Professional sports, any form of race (except racing on foot, cycling or swimming), action or adventure sports that involve speed, height at above 10 metres, highly specialized gear, stunts or using underwater breathing apparatus. This definition includes rock climbing, mountaineering, parachuting, white-water rafting, horse riding, winter sports and scuba diving.

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.

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 but under 70 years old, **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 NTUC Income Insurance Co-operative Limited.

You means the policyholder shown in the policy schedule.

6 Definition of conditions

6.1 Loss of use of one limb

- total absence of limb power due to injury or disease of the hand or an arm from the fingers to any point between the wrist and shoulder, confirmed by a **registered medical practitioner** who is a specialist in the relevant field, to have lasted for a period of at least 6 continuous months; or
- total absence of limb power due to injury or disease of a foot or a leg from the toes to any point between hip and the ankle joint, confirmed by a **registered medical practitioner** who is a specialist in the relevant field, to have lasted for a period of at least 6 continuous months; or
- total physical loss of a hand or arm at or above the wrist due to injury or disease; or
- total physical loss of a foot or leg at or above the ankle joint due to injury or disease.

Loss of use of limb due to self-inflicted injuries, alcohol or drug abuse are excluded.

6.2 Loss of speech

The total and irrecoverable loss of the ability to speak due to injury or disease. The inability to speak must be established for a continuous period of at least twelve (12) months and supported by medical evidence furnished by a **registered medical practitioner** who is a specialist in the relevant field in the relevant field.

All psychiatric related causes are excluded.

6.3 Loss of sight of one eye

The total and irreversible loss of sight in one (1) eye as a result of illness or accident to the extent that even when tested with the use of visual aids, vision is measured at 3/60 or worse in the affected

eye using a Snellen eye chart or equivalent test, or visual field of 20 degrees or less in the affected eye. The blindness must be confirmed by a **registered medical practitioner** who is an ophthalmologist.

6.4 Loss of hearing

Total and irreversible loss of hearing in both ears as a result of illness or accident. This diagnosis must be supported by audiometric and sound-threshold tests provided and certified by a **registered medical practitioner** who is an Ear, Nose, Throat (ENT) specialist.

Total means “the loss of at least 80 decibels in all frequencies of hearing”.