

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

This is a whole-life insurance protection plan. 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.

### 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

Under the definition of **TPD**, the insured must be unable to carry out any occupation. 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 **registered medical practitioner** to have been **totally and permanently disabled** for at least six months in a row.

If the insured is also covered for **TPD** under any policies which have been issued in the past (whether issued by **us** or by any other insurer), the total **TPD** benefit due under all these policies cannot be more than S\$6.5 million (including premiums waived due to **TPD** 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 **TPD** 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 within six months after the insured's death.

If this policy provides for accidental death or accidental **total and permanent disability (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.

#### f Refusing to pay a claim

After **you** have been continuously covered for one year 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 this 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 this 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.

### **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.

**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.

**Terminal illness (TI)**, and **terminally ill** mean an illness which, in the opinion of the **registered medical practitioner** involved and a **registered medical practitioner** **we** have appointed, is highly likely to lead to death within 12 months. However, **we** will exclude **terminal illness** in the presence of human immunodeficiency virus (HIV).

**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.