

FWD Term Life Plus insurance Policy contract



This is your contract for your insurance policy.

Read it to understand all the benefits as well as the important terms and conditions that apply to your insurance cover. Don't worry, we've made it as easy to read as possible.

If you need help, call our hotline: +65 6820 8888



Quick reference

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About your policy

Thank you for choosing FWD Singapore Pte. Ltd. We're pleased to protect you so that you can focus on living life to the fullest.

Your FWD Term Life Plus policy

This is a non-participating term life insurance plan offered by FWD Singapore Pte. Ltd ("FWD").



'Non-participating' means the person insured does not participate in the insurance company's business. This means that you will not receive any bonuses or dividends which we may declare.

This is not a savings or investment product

Your FWD Term Life Plus policy is not a savings or investment product. We will not pay any money under this policy other than from the death benefit, terminal illness benefit and/or spouse benefit.

Your FWD Term Life Plus policy is an insurance contract between you and us. Your policy pack is made up of the documents listed below.

- This policy contract,
 - The policy schedule,
 - Your application form and any documents you provided with it, and
 - Any endorsement to your policy, if applicable.
- By reading your policy contract carefully, you'll know exactly what you're covered for, and how to make a claim.



A policy endorsement is the document we provide that records any official change to your policy.

Easy to read

We're here to change the way you feel about insurance – starting with this document. We've made it easy to read, so you can understand your benefits and what you're covered for.



We highlight important information like this. Read these carefully.

Words with special meaning

Some words in this policy contract have special meaning. We show those meanings on [page 15](#) (important words and phrases). Please refer to this section when you need to.

Age	Policy issue date
Application form	Premium
Coverage start date	Policy illustration
Coverage end date	Policy schedule
Endorsement	Terminal illness or Terminally ill
Medical practitioner	We, our, FWD, us
Period of insurance	You, your, yourself,
Policy	person insured

Policy information statement

Paying your premium

In return for paying your premiums, we provide the cover you have chosen. For details about how to pay your premiums, and what happens if you don't pay, see [page 12](#) (your premiums).

You can pay your premiums to us through any of the following methods:

- Auto-debit from a credit card, or
- Other modes of payment as updated on our website from time to time.



About your policy

Choosing who receives the benefits

Death benefit

This benefit will be paid to your nominee in a lump sum equivalent to 100% of the sum insured for the death benefit, as stated in the policy schedule.

If you die, one of the following people can request for us to pay them an advance payment of S\$5,000 from the death benefit to cover your funeral expenses:

- The nominee under the base plan with written consent of any other nominees.
- If there is no nominee, the legal spouse or an immediate family member along with satisfactory proof of relationship.

We will only make the advance payment of S\$5,000 when we receive the death certificate. The remainder of the sum insured under the death benefit will be paid after we have assessed the death claim application.

Terminal illness benefit

This benefit will be paid to you in a lump sum equivalent to 100% of the sum insured for the death benefit, as stated in the policy schedule.

Spouse benefit

If we pay the death benefit or terminal illness benefit under this policy, your legal spouse can ask us to issue him/her a new complimentary insurance policy without any underwriting:

- with a sum insured of 50% of the death benefit under this policy, or S\$250,000 (whichever of the two is lower) payable if he/she dies or suffers from terminal illness; and
- with a policy term of 1 year.

The legal spouse must be aged 55 years old or under at the time of his/her complimentary policy issuance. The complimentary insurance policy issued to your legal spouse cannot be renewed or extended beyond the first 1 year.

We will deduct any monies you owe us on your policy before we pay any claim.

When insurance cover begins

This policy starts on the coverage start date as shown in the policy schedule or on the date we receive the first premium, whichever is later.

Coverage renewal option

The coverage renewal option is available on the renewable plan, where the period of insurance stated in the policy schedule is "one year". If this policy (including any add-on rider plans) is valid at the end of the period of insurance, we will automatically renew this policy by one more year.

You can choose not to renew by writing to us 30 days before the end of the period of insurance. See [page 8](#) (coverage renewal option) for more details.

Nomination

You can choose one or more nominees to receive the death benefit. See [page 9](#) (the main people under your policy) for more details on your different choices.

Exclusions and conditions

This policy has certain exclusions, meaning situations where we won't pay a benefit. The specific and general exclusions and/or conditions are set out throughout this policy contract.

Surrender values

If you surrender (cancel) your policy, you:

- will lose the coverage under this policy; and
- will not receive any amount in return.

In addition, any changes to your health or circumstances in the future may make it more difficult or costly for you to get coverage in the future.

14-day free-look period

If you aren't completely satisfied with your policy, and you haven't made a claim under it, you have 14 calendar days from the date you receive your policy to cancel it and receive your premiums back, less any fees we have paid and/or expenses incurred (if any). We consider this policy delivered from the time we email it to you.

What you need to do

You must write to us to cancel this policy. We must receive your notice within the 14-day free-look period.

What we will do

After receiving your notice, we will refund you any premiums paid after deducting any fees we have paid and/or expenses incurred (if any). Thereafter, we will cancel your policy, and you will not be able to claim any benefits under it.

You cannot cancel your policy if you have made a claim under your policy during the 14-day free-look period.



Tell us about any changes

You should tell us about any important changes to your personal details (address or contact number) or if you want to change who will receive the death benefit.

How to contact us if you have any questions or to make a claim

Call our hotline at **+65 6820 8888** if you have any questions about your policy, or if you need to make a claim. See [page 10](#) (how to notify us of a claim) for more details on making a claim. You may visit our website at www.fwd.com.sg for our detailed hotline operating hours.

How to resolve a concern or complaint

We want to resolve any concerns or complaints you may have as quickly as possible. You should follow the steps below to resolve your concerns.

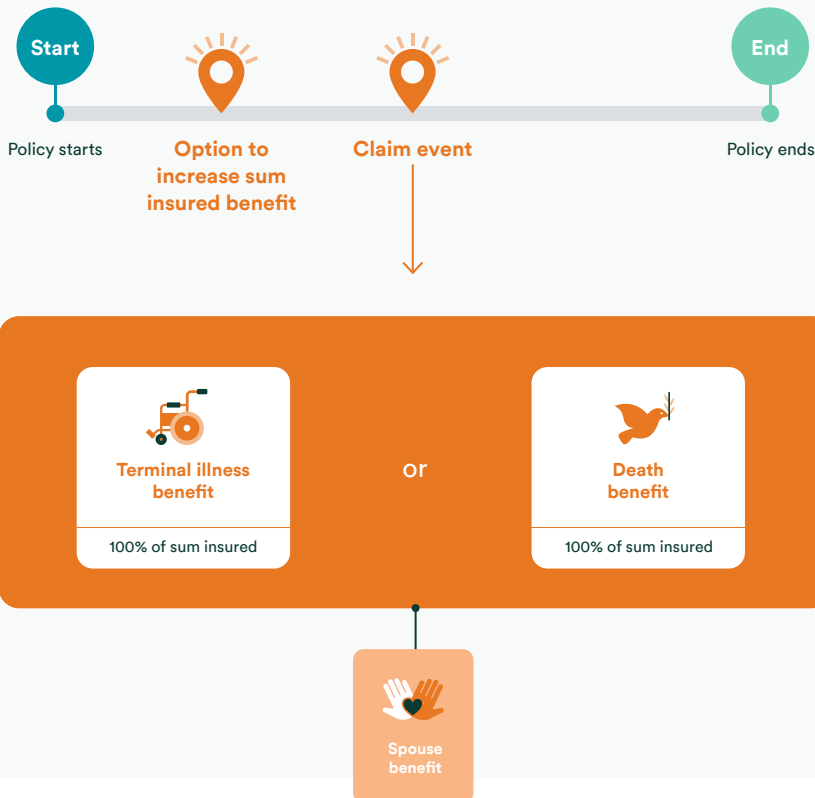
<p>Step 1</p> <p>Talk to us</p>	<p>The first thing you should do is talk to one of our consultants about your concerns or complaints. Call our hotline at +65 6820 8888. The consultant may be able to resolve your concerns or complaints. If not, they may refer you to a manager.</p> <p>The consultant will try to resolve your complaints or concerns as soon as possible.</p>
<p>Step 2</p> <p>Call or write to our Customer Engagement Department</p>	<p>If you feel that your complaint has not been resolved, you can write to:</p> <p>FWD Singapore Pte. Ltd. 6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986 Tel: +65 6820 8888 Email: contact.sg@fwd.com Website: www.fwd.com.sg</p> <p>We will respond to your complaint within 3 working days of us receiving it.</p>
<p>Step 3</p> <p>Seek an external review from the Financial Industry Disputes Resolution Centre (FIDReC)</p>	<p>If we cannot arrive at a mutual agreement, you may approach the FIDReC, a free, independent and fair dispute resolution centre for resolution of disputes between financial institutions and consumers. You can lodge your concerns or complaints by post, online, or in-person. The FIDReC's details are:</p> <p>Financial Industry Disputes Resolution Centre 36 Robinson Road, #15-01 City House, Singapore 068877 Tel: +65 6327 8878 Website: www.fidrec.com.sg</p> <p>You need to remember to quote your policy number in any communication with us or with FIDReC.</p>



Quick summary of your benefits

This section describes the main benefits of your policy. It is a guide to your policy coverage. To understand the full details about what we pay and how we pay it, you should go to [page 5](#) (what you're covered for).

Your benefits at a glance





What you're covered for

In this section, we explain what benefits you are covered for, and any specific exclusions or conditions that apply to those benefits. General exclusions may also apply.

Summary of your policy benefits



You can claim the following benefits while the policy is active.

Death benefit

If you die while this policy is in force, we will pay the death benefit equivalent to 100% of the death benefit sum insured, as stated in the policy schedule.

We will deduct any claims already paid under the 'Total and Permanent Disability' and/or 'Critical Illness' add-on rider plans taken along with this base plan (if applicable), and any monies you owe us on your policy before we pay the death benefit.

If you die, one of the following people can request for us to pay them an advance payment of S\$5,000 from the death benefit to cover your funeral expenses:

- The nominee under the base plan with written consent of any other nominees.
- If there is no nominee, the legal spouse or an immediate family member along with satisfactory proof of relationship.

We will only make the advance payment of S\$5,000 when we receive the death certificate. The remainder of the sum insured under the death benefit will be paid after we have assessed the death claim application.

The policy will end after this benefit is paid. We will deduct any monies you owe us on your policy before we pay any claim.

When we won't pay

We won't pay the death benefit if any of the following happens.

- Your policy has ended. See [page 8](#) (when your policy ends).
- We have already paid the terminal illness benefit.
- An exclusion applies. See [page 10](#) (when we will not pay any benefit).

Terminal illness benefit

If you suffer a terminal illness while this policy is in force, we will pay the terminal illness benefit equivalent to 100% of the death benefit sum insured, as stated in the policy schedule. The policy will end after this benefit is paid.

We will deduct any claims already paid under the 'Total and Permanent Disability' and/or 'Critical Illness' add-on rider plans taken along with this base plan (if applicable), and any monies you owe us on your policy before we pay the terminal illness benefit. The policy will end after this benefit is paid.

We will deduct any monies you owe us on your policy before we pay any claim.

When we won't pay

We won't pay the terminal illness benefit if any of the following happens.

- Your policy has ended. See [page 8](#) (when your policy ends).
- We have already paid the death benefit.
- An exclusion applies. See [page 10](#) (when we will not pay any benefit).
- Please note that in recognition of medical advances, we do not consider AIDS to be a terminal illness.



See [page 16](#) for the meaning of 'terminal illness'.



What you're covered for

Option to increase sum insured benefit

You can apply to increase your sum insured without providing us evidence of good health if the person insured experienced a life event and if the following conditions are met:

- The life event must happen while your policy is active and we must receive satisfactory evidence of the life event;
- The life event must occur before the person insured attains age 50 at age of last birthday;
- The application for this increase of sum insured must be submitted within 90 calendar days from the occurrence of the life event;
- The policy is fully underwritten and issued on standard terms without any loadings or exclusions;
- On the date of the application for this increase of sum insured, there are no previously admitted or submitted claims under this policy or any of the attaching riders;
- All the premiums under this policy and the attaching riders are paid up to-date;

- **For Term Life Plus policy and Total and Permanent Disability Benefit rider:**

The total sum insured that can be increased, irrespective of the number of times this option is exercised, shall be the lower of 25% of the sum insured at coverage start date or S\$500,000 per person insured. If You have more than one Term Life Plus policy and Total and Permanent Disability Benefit rider with FWD, the aggregate sum insured after increase shall not exceed S\$1.5 million.

- **For Critical Illness Benefit rider:**

The total sum insured that can be increased, irrespective of the number of times this option is exercised, shall be the lower of 25% of the sum insured at coverage start date or S\$100,000 per person insured. If You have more than one Critical Illness Benefit rider with FWD, the aggregate sum insured after increase shall not exceed S\$1.5 million.

If we agree to increase the sum insured, the increased sum insured will be effective from the next policy monthiversary of your policy. The premium payable for the increased sum insured for the remaining term of your policy will be calculated based on the person insured's attained age at time of increase.

Policy monthiversary means the same date each month as the effective date. If the monthiversary does not exist in a particular month, it will be the last day of the month.

Life event shall be defined as follows:

Life event for the person insured	Evidence to be submitted	90 calendar days starts from
Getting married	Certified copy of marriage certificate	The date of marriage as indicated on the marriage certificate
Purchasing a home as a permanent residence and taking out a mortgage on that residence	Certified copy of the cover and first page of the home financing documents	The settlement date
The person insured completing their first tertiary education qualification	Certified copy of graduation documents	The graduation date as indicated on the graduation certificate
The person insured starting their first paid job	Confirmation letter from person insured's employer	The job start date

Spouse benefit

If we pay the death benefit or terminal illness benefit under this policy, your legal spouse can ask us to issue him/her a new complimentary insurance policy without any underwriting:

- with a sum insured of 50% of the death benefit under this policy, or S\$250,000 (whichever of the two is lower) payable if he/she dies or suffers from terminal illness; and
- with a policy term of 1 year.

The legal spouse must be aged 55 years old or under at the time of his/her complimentary policy issuance. The complimentary insurance policy issued to your legal spouse cannot be renewed or extended beyond the first 1 year.

What you need to do

- Contact us.
- Fill up the required form and pass it to us.

When we won't offer the new policy

- We won't offer your legal spouse the new policy unless the death or terminal illness benefit has been paid.



Starting, changing or ending your policy

This section explains when your policy starts and ends, and how to make changes to your policy. We also outline when you can reinstate your policy after it has ended.

When your policy starts

Your cover starts on the coverage start date shown in your policy schedule or the date we receive the first premium, whichever is later.



You are not covered before the coverage start date.

Your policy anniversary

When we refer to a policy anniversary, we mean the same date and month as the coverage start date in the next year (i.e. counted 12 months from the coverage start date).

Changes to your policy

You can ask us to make the following changes to your policy, and we will make the changes by providing an official written change confirmation (called an endorsement).

We are not bound by any change until we have issued such written confirmation.

Changing your address, contact details or who will receive the death benefit

You can change your address, contact details, or who you have chosen to receive the death benefit.

It is important that you tell us immediately about any of these changes, so that you keep enjoying the benefits of your policy cover.

What you need to do

- Contact us.
- Fill up the required form and pass it to us.

What we will do

- Review your request.
- Make the change, and tell you in writing, along with the date the change will take effect from.

Changing your premium payment method or frequency

You can change:

- how often you pay your premiums (your premium payment frequency); or
- the method of paying your premiums, by telling us in writing.

What you need to do

- Contact us.
- Fill up the required form and pass it to us.

What we will do

- Review your request.
- Make the change, and tell you in writing, along with the date the change will take effect from.

Changing your nominees

You may nominate one or more persons to receive the death benefit under your policy. See [page 9](#) (the main people under your policy) for more details on your different choices.

Cancelling your policy

You can cancel (terminate) your policy at any time. If you choose to cancel your policy early and you have paid your premiums, your policy will continue to provide coverage up to the next date in which your premium is due. Your cover will end on the day before the next due date for the premium payment.

After you inform us to cancel your policy, we will not charge you any further for the premiums due.

What you need to do

- Contact us.
- Fill up the required form and pass it to us.

What we will do

- Review your request and cancel your policy.
- We will write to you to confirm the cancellation.



Starting, changing or ending your policy



You can download the relevant form from our website www.fwd.com.sg or call our hotline at +65 6820 8888 for assistance.



If you tell us to cancel your policy within the 14 calendar day free-look period, we'll give you a full refund (less any fees and expenses) – see page 2 (14-day free-look period) for more details.

No reinstatement after cancelling

You will not be able to reinstate (restart) your policy after you cancel it.

When your policy ends

Your policy (including any add-on rider plans) will end on the earliest of the following dates:

- When the total benefit amount we have paid under this policy (including any add-on rider plans) equals to the death benefit sum insured;
- This policy has reached the coverage end date;
- We do not receive the premium within the 62-day grace period;
- When we receive your notice in writing to terminate your policy; or
- Any other event that leads to a termination, as stated in this policy, such as providing inaccurate information, submitting a fraudulent claim, or if we are required to do so under the laws or regulations of Singapore.

If you choose to terminate your policy early and you have paid your premiums, your policy will continue to provide coverage up to the day before the next due date for the premium payment.

Coverage renewal option

The coverage renewal option is available on the renewable plan, where the period of insurance stated in the policy schedule is “one year”. If this policy (including any add-on rider plans) is valid at the end of the period of insurance, we will automatically renew this policy by one more year.

The premium we charge you for the next year will be the same as the premium that we charge people who have the same age, gender, occupation, sum insured, and smoking status as yourself on the day this policy is renewed. We will not take into account any changes in your health, but any conditions we made when we first issued this policy (such as charging higher premiums because of a health condition you had) will continue to apply to your policy.

This coverage renewal option is available every year until you are 100 years old and as long as this policy remains valid. Please note that the ‘Total and Permanent Disability’ add-on rider plan (if applicable) will end on your 65th birthday, even if you renew this policy beyond the age 65.

You can choose not to renew this policy by writing to us 30 days before the end of the period of insurance.

Reinstatement

If your policy (including any add-on rider plans) ends because of non-payment of policy premiums, you can reinstate it within three years of it ending if we agree. You cannot reinstate your policy for any other reason (for example, if you had ended the policy cover).

We only cover events that happen after the reinstatement date.

We may refuse your reinstatement application or adjust the terms of this policy. If we approve your application, this policy will be reinstated on the date we confirm in writing (the “Reinstatement Date”). If this policy is reinstated, we will only insure events that take place after the Reinstatement Date.

What you need to do

- Contact us within three years from the date of termination.
- Complete a service request form and pass it to us. You need to select the reinstatement service option.
- Pay us all unpaid premiums and interest due (at a rate to be determined by us) and the administrative fees, if any.
- Confirm that the health of the person to be insured still qualifies for cover (by answering the questions in the service request form).

What we will do

- We will review your request, and if we are satisfied that you have met our requirements, we will reinstate (restart) your policy on the same or adjusted terms. Otherwise, we will not reinstate your policy.
- If we reinstate your policy, your cover will be reinstated from the date we tell you.



Important note

You will not be covered for any event that takes place before your policy is reinstated.



The main people under your policy

This section explains who the main people under your policy are, what rights they have, and how they are treated.

Person insured

This is the person insured under your policy. A person insured (other than the policy owner) cannot make changes to your policy.

Policy owner

The policy owner (or policyholder) owns the policy. Details of the policy owner are shown in the policy schedule or any endorsement. The policy owner is the only person who may make changes to or enforce any rights under this policy.

Under FWD Term Life Plus policy contract, you are the policy owner and person insured, unless there were changes made to your policy through an assignment of benefits. See [page 9](#) (assignment of benefits).

You may choose a person to receive the benefits payable upon death under this policy.

Age requirements for policy owner and person insured

Age requirements apply for the policy owner and person insured, which are shown in the following table.

Policy owner / Person insured	
Minimum age when you can apply	Must be at least 18 years old.
Maximum age when you can apply	Must be younger than 60 years old.

Nominees

Nomination of beneficiaries

If you (policy owner) are also the person insured under this policy, you can choose to nominate another person (or people) to receive the death benefit under this policy, and you can decide how much of the death benefit each nominee will receive.

Trust or revocable nomination

You have a choice of either a trust nomination or a revocable nomination under the Insurance Act. Depending on your choice, the nominees may have certain rights under the policy.

For a trust nomination, you will lose all rights to the ownership of the policy. You can only revoke a trust nomination if all nominees consent to the change.

For a revocable nomination, you are free to change, add or remove nominees at any time without their consent.

To make a trust or revocable nomination under this policy, you will have to complete the required form and pass it to us.

You should regularly check if your nominees are still appropriate.

Changing your nominees

Only you (the policy owner) can change the nominees. However, depending on the type of nomination you have selected, the nominees may need to consent to the change.

Assignment of benefits

You can transfer the benefits under your policy to someone else through an assignment. For us to record this assignment of benefits, you need to provide us the completed required form and necessary documents. We will not be responsible for checking the validity of the assignment.



Making a claim

Need to make a claim? Read this section to find out what you need to do.

How to notify us of a claim

You can notify us of a claim online by visiting our website or by contacting our hotline at **+65 6820 8888** and we'll be pleased to assist you. You may visit our website at www.fwd.com.sg for our detailed hotline operating hours.

Tell us as soon as possible

We should be informed as soon as possible if a claim is to be made under this policy.

To make sure we are able to assess claims quickly, we ask that you or the nominee(s) let us know that a claim will be made under the policy and by whom. Claim forms do not have to be sent at this time.

We're here for you

We understand that dealing with the diagnosis of a terminal illness or death of a loved one is difficult – you can always call us at our hotline at **+65 6820 8888** for help with the claim process. You may visit our website at www.fwd.com.sg for our detailed hotline operating hours.

Filling-in your claim form

We will provide the relevant claim and any applicable consent forms we require in order for us to process and review your claim. Claims must be made on forms provided by us together with the supporting documents and any other information and documents that we ask for, including any consent forms we require you to sign. We will not be able to process a claim until we receive all documents, information, the completed claim form and any applicable consent forms.

Every effort should be made for claim forms and supporting documents to be sent to us within 6 months from the terminal illness diagnosis date or death being claimed for.

When we will not pay any benefit

This policy has certain exclusions, meaning situations where we won't pay a benefit under your policy. We list below the exclusions that apply to all benefits under your policy.

We may also apply specific exclusions to your policy when we offer to issue your policy. If any specific exclusion applies to certain benefits, we will record the details in a policy endorsement.

Suicide or self-inflicted act

We will not pay any benefit under this policy if the claim arises, from suicide, attempted suicide or an intentional self-inflicted act, within two years from the start of your policy cover, the last reinstatement date (if your policy has been reinstated) or the date that we approve an increase in the sum insured (in respect of that increase), whichever is later.

This applies regardless of the mental state of the person insured.

If this happens, we will refund the premiums we received without interest and the policy will be cancelled.

Unlawful acts

We will not pay any benefit under this policy if the claim arises because you or the person insured deliberately participated in an unlawful act or failed to act in accordance with the law.

We check the age and gender before paying

We will not pay any benefits under your policy until we have checked that the age and gender of the person insured matches the information we have been given by you.

Costs of preparing claims

You or your legal personal representative are legally responsible for all costs incurred including travel, accommodation and other costs in providing us the necessary documents we request in order to assess your claim, except for the cost of any additional medical examinations we require you to have as requested by our appointed medical practitioner. The opinion and diagnosis of this medical practitioner is binding on you and us. You must co-operate fully with us and our appointed medical practitioner.

We will deduct any monies you owe us on your policy before we pay any claim.

Who do we pay your claim to?

We pay the terminal illness benefit to you.

We pay the death benefit to the nominees.

Your premiums

This section explains your premiums and what happens when you miss paying a premium.

Paying your premium

It is important to pay your premiums on time, so your policy stays active and the person insured continues to be covered. Below we outline how you can pay your premiums and what happens if you don't pay on time.

Amount

Your policy schedule shows the amount you need to pay for your policy. To enjoy the benefits provided by this policy, please pay each premium before it is due.

Any amount due to us under this policy will be deducted from any benefit that becomes payable within the grace period.

Payment frequency options

You have the following payment frequency options.

- Annually in one lump sum.
- Semi-annually in two instalments.
- Quarterly in four instalments.
- By monthly instalments.

You can change your chosen method any time. See [page 7](#) (changing your premium payment method or frequency) for how.

Payment method options

You can pay using any of the following options.

- Auto-debit from a credit card, or
- Other modes of payment as updated on our website from time to time.

Premium rates are guaranteed

The premium rates stated in your policy schedule are guaranteed for your base plan for the stated period of insurance. This means we will not change the premium rates during the policy term.

Premium rates upon renewal of the policy are not guaranteed

If you have chosen the coverage renewal option under this policy, then the premium rates stated in your policy illustration for future renewals are not guaranteed. This means that we may change the premium rates by giving you at least 30 days' notice in writing.

What happens if you don't pay on time

Your premiums are due on the due date. We give you a 62-day grace period after the due date to pay your premium. Your policy will continue if you pay your overdue premium within this 62-day grace period. If we do not receive your premium within this period, we will cancel your policy.

First premium	Your first premium is due on the coverage start date.
Annual, semi-annual, quarterly or monthly premiums	Due at the frequency you choose. You need to keep paying your premiums until the coverage end date as shown in the policy schedule.
If you miss your premium payment	We give you a 62-day grace period after the due date to pay your premium. Your policy ends from the date the premium was due if we do not receive your premium within this period.

If your policy ends because you missed a premium payment, you can apply to reinstate it. See [page 8](#) (reinstatement).



Keeping it legal

In this section, we explain the important legal rights and obligations under your policy.

Governing law

Your policy is an insurance contract between you and us and is governed by the laws of the Republic of Singapore. If there is any dispute or disagreement relating to this policy, we and you agree to submit to the exclusive jurisdiction of the Singapore courts.

Changes to your policy to comply with the law

We have the power to make any changes to your policy required to comply with any law (not just Singapore laws). If we need to make a change, we will write to you 30 days in advance.

We rely on your information

Read all parts of your policy to make sure they are correct

This policy is issued based on the information you gave us during the application process. It is important that the information is correct, and you were truthful and accurate with all of the information you provided. This information helped us to decide if you were eligible for the policy, and how much you need to pay.

The law as per Section 23(5) of the Insurance Act requires that we inform you of your duty to fully and faithfully tell us everything you know or could reasonably be expected to know that is relevant to our decision to insure you. Otherwise, we have the right to either decline your claims or terminate this policy and treat it as never having existed. In the event that we decide to maintain your cover, we may charge an additional premium.

You should let us know immediately if the information you gave us during the application, was inaccurate, misleading, or exaggerated. You should also let us know immediately if the information you have given us changes after your policy is active.



Change in residential address:

You must inform us within 60 days if you change your residential address.

You need to provide correct and complete information

You and the person insured are responsible for:

- Letting us have the correct and complete information.
- Being careful when answering our questions, or when you or the person insured confirm or amend any information you have given to us.
- Co-operating with us when making a claim and providing us and/or our third party service providers or representatives with any information and help that we need to process the claim, including signing any documents or forms to allow us to obtain relevant information and records, at your own cost, from any medical service provider, hospital, clinic or other sources.

If you don't, we may not pay your claim, and your benefits under your policy may be affected. In some cases, we may cancel the policy. See [page 14](#) (disputing payments) for more details.

If we were given the wrong age and gender

If we discover that we were given the wrong age or gender, we may adjust the amount of the benefit or premiums to reflect what the benefit or premiums should have been if we were provided with the correct age or gender in the first place.

If we would not have issued this policy if we had known the correct age, gender or any other details, we can declare your policy void. If we do, we will cancel your policy and treat it as never having existed. We will refund any premiums paid without interest, after deducting any benefits we have paid.



If you need to change your information, or if you have any questions, please call our hotline at **+65 6820 8888**. You may visit our website at www.fwd.com.sg for our detailed hotline operating hours.

Disputing payments

We can declare your policy void if you or the person insured:

- made an inaccurate or untrue statement on a material matter; or
- suppressed or omitted a material fact, within your application.

How we define material matters and facts

A material matter or material fact is one that would have caused us to:

- refuse to issue the policy to you; or
 - offer you a policy on different terms,
- if you or the person insured had told us about it.

Unless there was fraud, material non-disclosure and/or misrepresentation of a material fact, non-payment of premium (if applicable) or any applicable policy exclusion, we will not declare your policy void 2 years after the policy issue date or the last reinstatement date (if your policy had been reinstated), whichever is later.

However, we may not pay a claim if you or the person insured:

- did not provide accurate and truthful information;
 - gave us misleading or exaggerated information; or
 - made any false statements,
- at the time of purchase or reinstatement of this policy.

What we will do

- If we dispute your policy, we will review your policy and decide if we have any reason to declare it void. If we do, we will cancel it and treat it as never having existed.
- We will refund the premiums paid without interest, after deducting any amounts owed. If a benefit has been paid, we will recover that benefit.

Anti-money laundering, anti-terrorism financing and proceeds of unlawful activities

We may need to freeze or seize any monies received or payable under your policy:

- at the order of the relevant authorities; or
- if we discover, or if we have reasonable suspicion that you are sanctioned under any competent authorities recognised by us, for money laundering activities or activities relating to financing terrorism.

If this happens, we will end your policy and the cover under it immediately. We will deal with all premiums paid and all amounts payable under your policy in any manner we deem fit, which may include handing it over to the relevant authorities.

Policy owners' protection scheme

This policy is protected under the Policy Owners' Protection Scheme, which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for your policy is automatic and no further action is needed from you. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact us or visit the Life Insurance Association or SDIC websites (www.lia.org.sg) or (www.sdic.org.sg).

Third party's rights

Unless it is clearly stated in this policy contract, no one other than you (as the policy owner) can enforce or rely on any terms in this policy or have any rights under the Contracts (Rights of Third Parties) Act 2001.



Important words and phrases

The list below explains the meanings of important words and phrases shown in your policy.

Age	Refers to age last birthday.
Application form	Refers to the information you or the person insured (or both) provided to us when applying for this policy. Our decision to issue this policy is based on the information in the application form.
Coverage start date	Refers to the date the first premium is due, and the date cover starts under your policy. This date is shown in your policy schedule.
Coverage end date	Refers to the date your policy ends. This date is shown in your policy schedule.
Endorsement	Refers to any additional document attached to this policy outlining adjustments to the standard terms and conditions that we have made as a condition to providing this policy.
Medical practitioner	<p>Refers to a medical examiner or doctor who:</p> <ul style="list-style-type: none">▪ has a recognised medical degree in western medicine;▪ is authorised to practise in his country; and▪ has the skill to provide medical services for the illness, disease or condition concerned; or▪ is in Singapore and is approved by us. <p>This person must not be you, your spouse, relative or business partner.</p>
Period of insurance	Refers to the period of time between the coverage start date and coverage end date (both inclusive) as shown in your policy schedule.
Policy	<p>All of the documents listed below.</p> <ul style="list-style-type: none">▪ the application form and any documents you provided with it;▪ this policy contract;▪ the policy schedule; and▪ any endorsement to your policy, if applicable. <p>This person must not be you, your spouse, relative or business partner.</p>
Policy issue date	Refers to the date as shown in the policy schedule.
Premium	Refers to the scheduled premium payments for this policy as shown in the policy schedule or endorsement.
Policy illustration	Refers to the document attached to the policy when you bought this policy. It provides a summary of this product, its benefits, and the premiums that you will need to pay.



Important word and phrases

Policy schedule	Refers to the documents attached to this policy that shows important information about you and this policy: the policy number, your personal details, period of insurance, sum insured, frequency of premium payment, and premium payable.
Terminal illness or Terminally ill	Refers to any medical condition that, in the opinion of a medical practitioner, is expected to lead to death within the next 12 months.
We, our, FWD, us	Refers to FWD Singapore Pte. Ltd., the issuer of this insurance policy.
You, your, yourself, person insured	Refers to the person who is the owner of and insured by this policy as shown in the policy schedule and endorsement.