

TermProtect Frequently Asked Questions (FAQ)

Product Overview

(1) What is TermProtect?

TermProtect is a regular premium, non-participating, simplified issuance level term insurance plan that offers protection against death, terminal illness (TI) and total and permanent disability (TPD). TermProtect is underwritten by Manulife (Singapore) Pte Ltd and distributed by DBS Bank Ltd (“DBS”) without any financial advice.

(2) What are the policy terms available?

The policy terms available are 5 to 40 years, subject to an expiry age of 85 (age last birthday).

(3) What is the minimum and maximum coverage amount per policy?

The minimum coverage amount per policy is S\$75,000 while the maximum coverage amount per policy is S\$500,000.

(4) What does TermProtect cover?

Death Benefit

Upon death within the policy term, we will pay the death benefit which is equal to the policy sum insured in one lump sum.

Upon payment of this benefit, the policy will end.

Terminal Illness (TI) Benefit

The death benefit will be payable in one lump sum upon diagnosis of TI within the policy term.

TI is defined as the conclusive diagnosis of an illness that is expected to result in the death of the life insured within 12 months from the date of diagnosis. This diagnosis must be supported by a medical examiner and confirmed by our appointed medical examiner.

Total and Permanent Disability Plus (TPD plus) Benefit

The death benefit will be payable in one lump sum upon diagnosis of a total and permanent disability within the policy term.

The disability must last for a minimum period of 6 consecutive months before a claim can be admitted.

The definition of TPD Plus is as follows:

<u>Definitions of Total and Permanent Disability Plus</u>		
From	Up to	Total and Permanent Disability Plus (TPD Plus) means any of the following situations:
Age 0	the immediate policy anniversary after life insured's 85th birthday	If the life insured has suffered: <ul style="list-style-type: none"> (a) total and irrecoverable loss of sight of both eyes; (b) total and irrecoverable loss of use of 2 limbs; or (c) total and irrecoverable loss of sight of 1 eye and total and irrecoverable loss of use of 1 limb.

From	Up to	<p align="center"><u>Definitions of Total and Permanent Disability Plus</u></p> <p align="center">Total and Permanent Disability Plus (TPD Plus) means any of the following situations:</p>
		<p>Loss of use means total, continuous and permanent functional disablement of a limb, which has lasted for at least 6 months.</p>
<p align="center">Age 0</p>	<p>the immediate policy anniversary after life insured's 18th birthday</p>	<p>The life insured required for a minimum period of 6 consecutive months, due to an accident, illness or disease, constant care and attention and continuous confinement to a home, hospital or similar institution. Such requirement for constant care and attention and continuous confinement to a home, hospital or similar institution is expected to be permanent.</p>
<p>the immediate policy anniversary after life insured's 18th birthday</p>	<p>the immediate policy anniversary after life insured's 65th birthday</p>	<p>(a) The life Insured had been, for a minimum period of 6 consecutive months, continuously unable to engage in any occupation, business, work or profession whatsoever (whether his or her usual or otherwise) for income, profit, compensation, wages or remuneration. This inability to engage in any occupation, business, work or profession whatsoever (whether his or her usual or otherwise) for income, profit, compensation, wages or remuneration is expected to be continuous and permanent and must result from an accident, illness or disease;</p> <p align="center">or</p> <p>(b) As a result of accident, illness or disease, the life Insured becomes totally and permanently unable to perform at least 3 of the 6 activities of daily living even with the aid of special equipment, and always require physical assistance of another person throughout the entire activity for a continuous period of at least 6 months.</p> <p>Activities of daily living are:</p> <p>(i) Transferring The ability to move from a bed to an upright chair or wheelchair and vice versa</p> <p>(ii) Mobility The ability to move indoors from room to room on level surfaces</p> <p>(iii) Toileting The ability to use the lavatory or otherwise manage bowel and bladder functions so as to maintain a satisfactory level of personal hygiene</p> <p>(iv) Dressing The ability to put on, take off, secure and unfasten all garments and as appropriate, any braces, artificial limbs or surgical appliances</p> <p>(v) Washing The ability to wash in the bath or shower (including getting into and out of the bath or shower) or to wash satisfactorily by any other means</p> <p>(vi) Feeding The ability to feed oneself once food has been prepared and made available</p> <p>The diagnosis must be confirmed and certified by a medical examiner.</p>

From	Up to	<u>Definitions of Total and Permanent Disability Plus</u> Total and Permanent Disability Plus (TPD Plus) means any of the following situations:
		Please refer to the policy contract for definition of medical examiner.
the immediate policy anniversary after life insured's 65th birthday	the immediate policy anniversary after life insured's 70th birthday	As a result of accident, illness or disease, the life Insured becomes totally and permanently unable to perform at least 3 of the following 6 activities of daily living even with the aid of special equipment, and always require physical assistance of another person throughout the entire activity for a continuous period of at least 6 months. Activities of Daily Living are: (i) Transferring The ability to move from a bed to an upright chair or wheelchair and vice versa (ii) Mobility The ability to move indoors from room to room on level surfaces (iii) Toileting The ability to use the lavatory or otherwise manage bowel and bladder functions so as to maintain a satisfactory level of personal hygiene (iv) Dressing The ability to put on, take off, secure and unfasten all garments and as appropriate, any braces, artificial limbs or surgical appliances (v) Washing The ability to wash in the bath or shower (including getting into and out of the bath or shower) or to wash satisfactorily by any other means (vi) Feeding The ability to feed oneself once food has been prepared and made available The diagnosis must be confirmed and certified by a medical examiner. Please refer to the policy contract for definition of medical examiner.

(5) What are the limits of compensation?

The maximum we will pay for this policy and all other term policies aggregated, sold digitally and that are issued by us covering the same life insured for any death, terminal illness and total and permanent disability is S\$500,000.

(6) What are the exclusions of the benefits provided?

For Death Benefit

If the life insured dies from suicide, whether sane or insane, within one year from the policy issue date or the date this policy is reinstated, we will not pay the death benefit and will refund all premiums paid without interest and less any medical or other expenses.

For Terminal Illness Benefit

This benefit will not be payable if terminal illness is caused by the presence of Human Immunodeficiency Virus (HIV).

For Total and Permanent Disability Plus Benefit

This benefit will not be payable if the disability is caused by:

- (a) any self-inflicted injury or attempt at suicide, while sane or insane;
- (b) the life insured being under the influence of any narcotic, alcohol, gas or fumes, voluntarily taken, administered, absorbed or inhaled or drugs not prescribed by a medical examiner;
- (c) war or any act incident to war, or service in the armed forces / civil defense force supporting any country at war except for peacetime national service duties;
- (d) riot, insurrection, civil commotion, strikes or terrorist activities, except as a victim;
- (e) injuries sustained while travelling in any aerial device or conveyance, except (i) as a fare-paying passenger or a crew member including a pilot on an aircraft licensed for passenger service and operated by a regular airline on a scheduled route, or (ii) operated by the Republic of Singapore air force; or
- (f) any pre-existing condition which existed before the policy issue date or the most recent date of reinstatement of this policy, whichever is later, which would have affected our decision to accept your application and for which:
 - (i) presented signs or symptoms which you or the life insured was aware of or should have been aware of, and where the life insured should have sought medical advice or treatment;
 - (ii) treatment, test or investigation was recommended by or received from a medical examiner; or
 - (iii) the life insured has arranged or received medical consultation, test or investigation.

(7) Can I buy another TermProtect for coverage amount of S\$300,000 if I have TermProtect with coverage amount of S\$300,000?

No, you cannot buy another TermProtect product with coverage amount of S\$300,000. However, you can buy TermProtect with coverage amount of S\$200,000 because the maximum coverage amount of all TermProtect policies (and any of its future versions issued by us) allowed per life insured is S\$500,000.

(8) What is the difference between a level term and decreasing term insurance?

Level Term Insurance

Your coverage amount is fixed over the policy term. Your family will receive a payout of the coverage amount if an unfortunate event happens to you.

Decreasing Term Insurance

Your coverage amount decreases at your chosen decreasing rate over the policy term. Your family will receive a decreased coverage amount if an unfortunate event happens to you.

For this reason, premiums for the decreasing term insurance are lower than that of the level term insurance.

Premium Payment

(9) What is the premium frequency (e.g. monthly, quarterly, semi-annually, annually) available?

Only monthly and annual payment modes are available.

(10) What are the premium payment methods available?

We only accept payment via GIRO through DBS / POSB current or savings account.

(11) Are the premium rates guaranteed?

Yes, the premium rates are level and guaranteed.

(12) When will subsequent premiums be debited from my DBS/POSB bank account?

Subsequent premiums will be deducted based on following dates:

For policies issued between 1st to 15th of the month

- 1st Attempt: 16th of the current month
- 2nd Attempt: 4th of the next month

For policies issued between 16th to 31st of the month

- 1st Attempt: 4th of the next month
- 2nd Attempt: 16th of the next month

If the 1st deduction attempt is unsuccessful, a 2nd attempt will be made on the next deduction date, provided the policy is in-force. Should the scheduled deduction fall on a non-working day, the deduction will take place on the next working day.

Eligibility & Underwriting**(13) How do I purchase this plan or get a quote?**

You can buy TermProtect or get a quote online. TermProtect is only available via our digital purchase journey after logging in to your DBS / POSB digibank account.

(14) Who is eligible to purchase this plan?

Anyone with a valid NRIC who:

- is currently residing in Singapore;
- is a Singapore Citizen or Singapore Permanent Resident (PR);
- is between 18 and 60 years old (age last birthday);
- has no previous or existing Life, Critical Illness, Accident or Health insurance applications declined, deferred or offered with restricted benefits or additional premiums by Manulife;
- has never made any claims against Manulife in respect of any Disability, Critical Illness, Medical, Hospitalisation, or Life insurance; and
- is not of the following nationality:
 - Japan;
 - North Korea;
 - Syria; and
 - Iran.

(15) Do I need to go for medical check up to apply for TermProtect?

No, all you need to do is answer 3 simple health questions.

(16) Can I buy TermProtect for my spouse or child?

No as the life insured covered must also be the policyowner. However, they can buy for themselves after logging in to their DBS / POSB digibank account.

(17) What documents will I receive after successfully purchasing this plan?

You will receive the following documents via email after your policy is successfully issued:

- Welcome letter
- Schedule page
- Policy contract provision
- E-Application form
- Terms & Conditions
- Important Notes
- Product documents (Cover Page, Policy Illustration, Product Summary)

Death / TI / TPD Plus Benefit and Claims**(18) What document(s) do I have to submit to make a claim?**

Death, TI or TPD Plus claim can be filed for this plan by downloading the respective claim form from www.manulife.com.sg and submit it to us after completion. The claim form will indicate the documents we will need for the death, TI or TPD Plus claim.

(19) Who will receive the death benefit payout in the event of death of the policyholder (who is also the life insured for this plan)?

If this policy has nominated beneficiaries, we will pay the death benefit out to the beneficiaries. If the policyholder did not nominate any beneficiaries, we may pay to a Proper Claimant as defined in the Insurance Act. Otherwise, the deceased's next-of-kin or executor appointed in the deceased's Will would need to apply to the Singapore Court for Letters of Administration, or Grant of Probate respectively for us to pay the death benefit to the appointed legal representative.

(20) How will I receive the TI / TPD Plus benefit?

After the claim is approved, we will pay the TI / TPD Plus benefit to the policy owner according to his/her preferred payout option.

Supplementary Benefit**(21) Is supplementary benefit/ rider attachable to TermProtect?**

Yes, Critical Illness Premium Waiver Rider is attachable to TermProtect.

Critical Illness Premium Waiver Rider**(22) What is Critical Illness Premium Waiver Rider?**

Critical Illness Premium Waiver Rider is a non-participating and simplified issuance optional rider that provides waiver of all future premiums payable on the basic plan and any attaching riders when the life insured is diagnosed with any of the 35 covered critical illnesses ("CI").

(23) What are the CIs covered under this supplementary benefit?

The list of covered CIs¹ as follows:

1	Major Cancer	19	Idiopathic Parkinson's Disease
2	Heart Attack of Specified Severity	20	Open Chest Surgery to Aorta
3	Stroke with Permanent Neurological Deficit	21	Alzheimer's Disease/Severe Dementia
4	Coronary Artery By-Pass Surgery	22	Fulminant Hepatitis
5	End Stage Kidney Failure	23	Motor Neurone Disease
6	Irreversible Aplastic Anaemia	24	Primary Pulmonary Hypertension
7	Blindness (Irreversible Loss of Sight)	25	HIV Due to Blood Transfusion and Occupationally Acquired HIV
8	End Stage Lung Disease	26	Benign Brain Tumor
9	End Stage Liver Failure	27	Severe Bacterial Meningitis
10	Coma	28	Major Head Trauma
11	Deafness (Irreversible Loss of Hearing)	29	Systemic Lupus Erythematosus with Lupus Nephritis
12	Open Chest Heart Valve Surgery	30	Paralysis (Irreversible Loss of Use of Limbs)
13	Irreversible Loss of Speech	31	Progressive Scleroderma
14	Major Burns	32	Persistent Vegetative State (Apallic Syndrome)

15	Major Organ/Bone Marrow Transplantation	33	Other Serious Coronary Artery Disease
16	Multiple Sclerosis	34	Poliomyelitis
17	Muscular Dystrophy	35	Loss of Independent Existence
18	Severe Encephalitis		

*The Life Insurance Association Singapore (LIA) has standard Definitions for 37 severe-stage Critical Illnesses (Version 2019). These Critical Illnesses fall under Version 2019. You may refer to www.lia.org.sg for the standard Definitions (Version 2019).

Please refer to the policy contract for the definitions of critical illness.

(24) Are the premium rates of this supplementary benefit guaranteed?

No, the premium rates are not guaranteed. Manulife reserves the right to change the premium rates by giving 30 days' notice and the change will be effected at the next policy anniversary.

(25) Can this supplementary benefit added after commencement of the basic policy?

This supplementary benefit cannot be attached/ added after commencement of TermProtect.

(26) Is there any waiting period before any benefits is payable under this supplementary benefit?

Yes, this rider will not be payable if:

- (i) Major Cancer is diagnosed;
- (ii) Heart Attack of Specified Severity is diagnosed;
- (iii) Other Serious Coronary Artery Disease is diagnosed; and/or
- (iv) The date of diagnosis of the condition that leads to performance of Coronary Artery By-Pass Surgery is;

within 90 days from the issue date or the date of the most recent reinstatement of this Supplementary Benefit, whichever is later,

(27) What are the conditions that are not covered by this supplementary benefit?

This supplementary benefit will not be payable if the life insured has been diagnosed with critical illnesses which is caused directly or indirectly, wholly or partly by the pre-existing conditions which existed before the date of issue of this supplementary benefit or the date of the most recent reinstatement of this supplementary benefit, unless the conditions are declared to us and accepted by us:

- (i) which presented signs or symptoms of which the life insured was aware or should have been aware of; and where the life insured should have sought medical advice or treatment;
- (ii) for which treatment, test or investigation was recommended by or received from a medical examiner; or
- (iii) for which the life insured has arranged or received medical consultation, test or investigation.

(28) Under what circumstances will this supplementary benefit terminate?

This supplementary benefit will end on the earliest of any of the following events:

- (i) on the expiry date of the supplementary benefit;
- (ii) on the policy anniversary date after the 85th birthday of the life insured;
- (iii) when the life insured dies;
- (iv) when this supplementary benefit lapses;
- (v) when we receive your request in writing to terminate this supplementary benefit;
- (vi) upon the termination, expiry, maturity, lapse or surrender of the basic policy;
- (vii) when the supplementary benefit has been claimed in full

Policy Administration**(29) What happens if I change my mind? Can I free-look this policy?**

You may cancel this policy by writing to us within 14 days after the policy has been issued and received by you. If you decide to cancel the policy within the free-look period, we will refund your premiums without interest and less any medical or other expenses. This policy will be considered received by you 7 days after the date of email sent to you.

(30) Is there any cash value when I surrender my TermProtect policy?

No, this product does not have cash value or surrender value as it is a pure protection plan.

(31) Can I change my coverage amount after buying the policy?

You are not allowed to increase the coverage amount once the policy is inception. However, decreasing the coverage amount after policy inception is allowed subject to minimum coverage amount requirement

(32) Is nomination of beneficiary allowed?

Yes. Nomination of beneficiary is allowed for TermProtect.

You can download the nomination form and mail it to us at Manulife (Singapore) Pte. Ltd., 8 Cross Street #01-01A, Manulife Tower Singapore 048424, ATTN to: Advisory and Policy Services and Claims.

(33) Is policy assignment allowed for this policy?

Yes, as long as both the assignor and the assignee are above 18 years of age.

(34) Is third party policy allowed for this policy?

Third party policy arrangements are not allowed for this plan at policy application.

(35) Can I backdate my application for this policy?

No, backdating is not allowed for this plan.

(36) If I missed a premium payment, will my cover be affected?

We have a 30 days' grace period for you to make your payments in case there is insufficient fund in your account for premium deduction. If no payment is received within this period, your policy will be terminated.

(37) When will my policy end?

The policy will end:

- (i) when we receive your notice in writing to end the policy;
 - (ii) when it lapses due to non-payment;
 - (iii) when the life insured dies;
 - (iv) when the death benefit is paid in full;
 - (v) when the death benefit is fully accelerated; or
 - (vi) on the benefit end date
- whichever happens first.

(38) Can I reinstate my policy?

Yes, reinstatement can be done within 3 years from the policy lapse date, subject to backpay of premium and interest up to the reinstatement date and answering the health question again.

(39) What should I do if I have changed my mobile number or address? What should I do if I provided the wrong personal details?

You may update your contact details such as your address, email and contact number by visiting the customer online portal, www.mymanulife.com.sg. Alternatively, you may download and submit a signed copy of the "Personal Detail Update" form to us after completion.

Do contact us as soon as possible as providing incorrect personal or contact details may affect any future claims you make.

(40) Who should I contact if I have further questions on the product?

If you have further enquiries, please email us at service@manulife.com.

(41) How is my policy protected?

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 required 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 Manulife (Singapore) Pte. Ltd. or visit the Life Insurance Association (LIA) or SDIC websites (www.lia.org.sg or www.sdic.org.sg).

(42) Who is Manulife (Singapore) Pte. Ltd.?

Manulife (Singapore) Pte. Ltd. is the product provider and underwriter for this policy. This policy is distributed online through our appointed Distributor DBS Bank Ltd.

Established in 1980, Manulife Singapore provides insurance, retirement and wealth management solutions to meet the financial needs of our customers across various stages of their lives. With over 600 staff employed locally, our diverse presence is bolstered by our multi-channel distribution network which is made up of our agency force, bank partners and financial advisory firm.

Manulife Singapore has been assigned an insurer financial strength rating of AA- with a stable outlook by S&P Global ratings. In April 2015, Manulife and DBS entered into an exclusive 15-year regional bancassurance partnership, covering Hong Kong, China, Indonesia and Singapore.

Our global headquarters in Toronto, Canada, Manulife Financial Corporation, founded in 1887, is a leading global financial services group providing relevant financial, insurance, and wealth and asset management advice and solutions for our individual, group, and institutional customers. In 2017, we set out our five key areas of focus. We are strongly positioned to transform into a digital, customer-centric market leader who creates significant value for our customers, employees, and shareholders.

The above is for your information only. Please refer to the policy contract for the full terms and conditions, details, and exclusions for the mentioned insurance product.