

AVIVA - COVID-19 Insurer Premium Payment Relief

Who Is Eligible

Primary criterion must be financial hardship due to the COVID-19 situation and subject to approval:

- Loss the job
- Experience a sustained income drop (e.g. small business owners, private hire drivers)
- Put on indefinite/extended no-pay leave (e.g. aviation and tourism)
- Hospitalised due to COVID-19 and/or are paying for COVID-19 related hospitalisation bills for immediate family members. This is provided the hospitalized patient has not travelled out of Singapore since 27 March 2020.

What Policy Is Eligible

Regular premium paying Life and/or Health policies, with premium due date or policy renewal date falling between 1 April 2020 and 30 September 2020 (both dates inclusive)

Premium Payment Relief Program

- Extension of Grace Period up to 6 months.
- No premium payment / deduction by Cash, GIRO, Credit Card and Medisave during Extended Grace Period.

Application Period of The Program

01-Apr-2020 to 30-Sep-2020 (both dates inclusive)

What Will Happen To Policy During Premium Payment Relief Period

- Premiums payment will be deferred for 6 months from the date the deferment is approved.
- The policy coverage will not be affected if customer is eligible for this programme.
- There will be no interest charged for the deferment.
- If the claim is admissible. Aviva will honour claims in accordance to the policy terms and conditions. Do note that the outstanding premium will be deducted from the claim payout or collected prior to the payment of claim.

How To Apply

Policyholders need to complete the "**Aviva COVID-19 Premium Deferment Form**". This form is available on Aviva website.

- Email the form to cs_life@aviva-asia.com via the registered email address they have with Aviva, or
- Mail in a hardcopy to Aviva.

How Customers Will Be Informed on the Outcome of Application

Customers will receive a confirmation letter from Aviva by 5 working days

What Customers Need To Do at the End of Premium Relief Period

- Customer needs to pay back the deferred premiums in full by the end of the Extended Grace Period to avoid policy lapsing.
- Write in to request to resume GIRO or credit card deductions for their policies.

What Happens If Premiums Are Not Paid at the End of Premium Relief Period

- If the premiums remain unpaid at the end of the Extended Grace Period, policy may lapse or non-forfeiture options would apply.
- For Investment Linked policies, the policy will continue to remain in-force and go into Premium Holiday as long as there is sufficient value to pay for the monthly charges. If there is insufficient value to pay for the monthly charges, the policy will lapse.