

RHI - COVID-19 Insurer Premium Payment Relief

Who Is Eligible

RHI customers with the policy renewal within the stipulated dates stated below can apply for its "Premium Deferment Program" and it is subjected to approval.

What Policy Is Eligible

Shield plan policy with renewal dates falling between 1st April to 30th September 2020 both dates inclusive

Premium Payment Relief Program

Extension of Grace Period up to a period of **5 months / 150 days**.

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 a period of 5 months/ 150 days upon approval.
- The existing GIRO instruction will be automatically terminated upon receiving the "Premium Deferment" request.

How To Apply

- Customer needs to complete the "RHI Policy Service Request Form" available at the corporate website. (<https://www.rafflessshield.com.sg/wp-content/uploads/2020/01/RHI-Policy-Service-Request-Form-Shield-v1.0.pdf>).
- Email the softcopy to shield_support@raffleshealthinsurance.com.
- Mail the original copy to RHI and attention to "Shield Support" at:
25 Tannery Lane
Singapore 347786

How Customers Will Be Informed on the Outcome of Application

- A notification of "Premium Notice Payment" will be sent in a hardcopy letter to inform the customer on the new "Premium Due Date" within 5 working days.
- The servicing representative will also receive the same notification.

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

- Customers are required to pay the deferred premiums via Internet banking/ cheque, in full, by the end of the Premium Deferment Period to avoid policy lapses.
- Customer has to either submit a request to reinstate the policy or submit a new GIRO application for processing.

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

Premiums are required to be paid in full before RHI may inform the Central Provident Fund Board (CPF Board) to proceed with the corresponding Medisave deduction of the premiums for the Shield main plan where applicable.