

Singlife - COVID-19 Insurer Premium Payment Relief

Who Is Eligible

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

What Policy Is Eligible

The Policy must be:

- Issued before 1 April 2020; and
- With premium due date or policy renewal date between 1 April 2020 and 30 September 2020 (both dates inclusive); and
- Paid up to date with no outstanding premium when the application is made.

Premium Payment Relief Program

- Extension of Grace Period up to 6 months but currently premium Deferment Period is up to 30 Sep 2020.
- Take Note: GIRO and Credit Card will not stop automatically. Once premium deferment is approved, customer needs to login to Singlife client login and change the payment method to Self Initiated which is the payment mode for cash payment.

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

- Customer will have up to 30 September 2020 ('Deferment Period') to pay the premiums.
- All insurance coverage and benefits for your policy will remain unchanged during the Deferment Period.
- No interest will be accrued on the premiums during the Deferment Period.

How To Apply

Customer needs to email the following information to customer service team at service@singlife.com from the email address that he/she has registered with Singlife, and application should be made at least 10 working days prior to the policy's next premium due date.:

- Policy Number
- Full Name
- Contact Number

How Customers Will Be Informed on the Outcome of Application

Singlife will inform the customer via email whether the application is approved.

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

- All outstanding premiums due during the Deferment Period (up to 30 September 2020) are to be paid in full within 30 days when Deferment Period ends (i.e. on or before 30 October 2020).
- If customer would like to pay the outstanding premiums in tranches, please consult the customer service team to check if the arrangement is possible for the policy.

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

If the premiums remain unpaid at the end of the Deferment Period, policy may lapse or non-forfeiture options would apply.