

## TM Life - 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 of Job (i.e. retrenched)
- Income reduced due to COVID-19 (i.e. Involuntary no-pay leave, reduction in pay/income, business downturn (self-employed))
- Policies must be in-force as at 31 Mar 2020.

### What Policy Is Eligible

As long as customer meets the eligibility criteria, all TM Life policies with premium due between 1 Apr 2020 to 30 Sep 2020 (both dates inclusive) are eligible.

### Premium Payment Relief Program

- Extension of Grace Period up to 6 months
- Take Note: GIRO and Credit Card will not stop automatically. Customer who needs deferment needs to submit the application form to inform TM Life.

### 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

- Premium Grace Period will be extended up to 6 months for premiums due.
- The policy coverage will not be affected if customer is eligible for this programme.
- If there is a claim during the extended grace period, we will deduct the outstanding premiums without interest before paying any claims in accordance with the policy contract provisions.

### How To Apply

Eligible policyholder may submit the application form <https://www.tokiomarine.com/sg/en/about-us/media-news/gocare-deferred-premium-scheme.html> to apply or email [customer@tokiomarine-life.sg](mailto:customer@tokiomarine-life.sg) for enquiries.

### How Customers Will Be Informed on the Outcome of Application

Customer Care will get in touch with the customers.

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

Customer needs to pay back the deferred premiums by the end of the Extended Grace Period to avoid policy lapsing. Interest charges will be waived.

### 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.
- If policy go into Automatic Premium Loan, interests will be charged.