

Decommissioning of Singlife Protect Products

1. Why is Singlife decommissioning the Protect products sold on the website?

As Singlife prepares to merge with Aviva Singapore, we are taking the opportunity to change and expand our product offering. In light of that, we will no longer be offering the Singlife Protect products. These products are our Term Life, Critical Illness, and Cancer Plan products on our website and My First Life Insurance on our Singlife App which will no longer be available for purchase from 20 September 2021.

2. As a Singlife Account and Singlife Grow customer, will this affect my policy?

No, this will not affect your Singlife Account and/or Singlife Grow policy. The decommissioning of Singlife Protection products on our website and My First Life Insurance on the Singlife App will not affect our existing customers / policyholders in any way.

3. As a policyholder of the discontinued plans, what will happen to my Protect policies after 20 September 2021?

There will be no change to your existing inforced policies. The decommissioning of the Singlife Protect products on the website and our Singlife App only affect new applications. If you have Term Life, Critical Illness, and Cancer Plan policies inforced prior to September 2021, you can continue to access your policies through the customer portal and continue to make claims (if any) from there.

Similarly, if you have bought My First Life Insurance through our Singlife App, your access to policies and claims (if any) are through our Singlife App.

4. I've not completed my policy application for one of the discontinued products being sold on the website, what happens now?

You would need to submit your application for the Singlife Protect products by 23:59 on 19 September 2021 to be eligible to enjoy our range of our existing Protect insurance products—Term Life, Critical Illness, Cancer Plan on our website and My First Life Insurance on our Singlife App.

If you submitted your application for one of the Singlife Protect products that are being discontinued before 23:59 on 19 September 2021, we want to assure you that your application will be processed and existing procedures will apply.

Please note that if you do not submit the completed application for a Singlife Protect product by 23:59 on 19 September 2021, your application will be deemed expired.

5. It has been some time since I submitted an application via the Singlife website for a Singlife Protect product, and haven't heard back on my application status. When will I know of its confirmation?

If you have submitted your completed application before 23:59 on 19 September 2021, we want to assure you that your application for the Singlife Protect product will be processed and existing procedures will apply. Should you have any further questions on the current status of your application, please email us at service@singlife.com with your full name and application number.

6. After 20 September 2021, can I still access my customer portal? Where do I make claims (if any) for my Singlife policy?

As the decommissioning of Singlife Protect products do not affect existing policyholders, you can continue to access your policies through the customer portal and continue to make claims from there. The portal link will be as follows:

<https://online.singlife.com/>

7. My claims and/or policy servicing requests for my Singlife policy are still pending, what happens after 20 September 2021?

As an existing Singlife policyholder, there is no impact to the claims process or on any policy servicing requests. You will not be affected by the decommissioning and your claims (if any) and requests will continue to be processed as per normal.

8. Is my Singlife Protect policy still valid with Singlife's merger with Aviva Singapore?

The preparation leading to the merger and the impending merger with Aviva Singapore will not affect your existing policies. Singlife is committed to ensuring that our customers remain protected through this transitional period as we join forces with Aviva Singapore. You will receive separate communications in relation to the merger in due course.

9. Would I still be able to access my customer portal after Singlife's impending merger with Aviva?

Yes, you will be able to use the customer portal to access your policy and submit your claims (if any).