

Your Guide to 1 Jan 2022 with “Singlife with Aviva”

Our contact details from 1 January 2022

Address: 4 Shenton Way, #01-01, SGX Centre 2, Singapore 068807 Website: singlife.com		
Singlife Hotline	6827 9933	To provide you with seamless service, we’ve merged all our hotline numbers into one. Including Public Officers Group Insurance members (POGIS) enquiries.
MINDEF & MHA Hotline	6827 8000	MINDEF & MHA insured members, can continue to reach us at our existing hotline.
Navigator Hotline	6827 7555	The number for our Navigator Hotline remains the same
dollarDEX Hotline	6220 7890	The number for our dollarDEX Hotline remains the same

Premium Payments

If you have premium payments, please take note of the following:

1) For cash/cheque payments:

- Cheques will need to be made payable to Singapore Life Ltd. from 1 January 2022.
- Payments via AXS, UOB and DBS will be temporarily unavailable for a short period of time to allow us to make the switch. You can also find alternative modes of payment on our website.

Payment via:	Unavailable from
AXS	31 Dec-21 to 3 Jan-22
UOB Internet banking - funds transfer	31 Dec-21 to 4 Jan-22
DBS Internet banking - funds transfer	5 Jan-22 to 7 Jan-22

2) GIRO Payments

If your GIRO deduction for premiums is scheduled on the 7th and 10th of each month, please note that the scheduled deduction on 7 January and 10 January will be delayed to 11 January 2022. This will be the only GIRO deduction that will be impacted.

Accessing your details and policies

We’re changing the name of our website and customer portals and are working towards providing you with a better experience. Just visit singlife.com from 1 January where all our platforms and services will continue to be available.

- Aviva and Navigator customers can continue to access your details on MySinglife (formerly MyAviva).
- Singlife customers can continue to access your information on the Singlife app or Customer Portal
- Singlife ClaimConnect (formerly Aviva ClaimConnect) remains a fast and convenient way to submit your claims.
- Access to MINDEF Online, MHA Online and POGIS Online will also be on our new singlife.com website.
- dollarDEX customers can continue to access your information at dollarDEX.com
- You will also find more help and information including forms and how to submit a claim on our website singlife.com



Medical Cards

New medical eCards will be available on the ClaimConnect app and portal from 1 January. If you have a physical medical card, we will be sending you a new card in the mail. Don't worry, you can continue to use your old medical card till 15 January 2022.

Data Protection Information

Our Data Protection Notice will be updated on our website from 1 January 2022 and will supersede all previous versions. We're committed to protecting your personal data so please take a moment to review the updated information, in particular the section on Purposes of Collection, Use or Disclosure. We continue to improve our data protection practices so please check our website regularly to be kept updated on changes to our Data Protection Notice.

Stay in touch – your marketing consent if you are a Singlife customer:

It's more than just a name change and there's more to come. Stay in touch and stay updated on all the news, promotions, events and new products.

If you are an existing Singlife customer:

As a result of the merger, we will transfer your marketing consent preferences to Singlife with Aviva (Singapore Life Ltd.). We will share your most recent consent and preferences for how you wish to receive communications.

- No action is needed if you agree to share your marketing consent data with Singapore Life Ltd. and would like to continue receiving marketing communications.
- If you would like to view your marketing consent or make changes to how you receive communications from us, please access your **Singlife App**. You will need to access this page from your mobile to make changes to your preferences on the **Singlife App**. Alternatively you can call or WhatsApp us at 6911 1111.

If you are both a Singlife and Aviva customer, you can continue to make changes to your marketing consent on either Singlife or Aviva channels and we will use your most recent marketing preferences from 1 January 2022.

We have changed our phone communications to include not just getting in touch about feedback or research but all forms of marketing communications.

Navigator and dollarDEX

If you are a Navigator or dollarDEX customer, nothing changes for you as well.

Navigator Investment Services Ltd ("NISL"), licensed by MAS as a Capital Markets Services (CMS), owns both Navigator and dollarDEX, which are integrated investment platforms for financial advisers and investors and make investing a simpler, better and smarter experience. As a result of the merger and name change, from 1 Jan 2022, NISL will be wholly owned by Singapore Life Ltd.

Please refer to our **FAQs** for more information.