



PREMIUM INSTALMENT PLAN (updated on 14 September 2020)

FREQUENTLY ASKED QUESTIONS

Q1 What is the Premium Instalment Plan?

The Premium Instalment Plan is an initiative by Prudential to continue to extend support to customers who are financially impacted by the COVID-19 situation. We understand that some of you may continue to face difficulty in making a lumpsum payment for outstanding premiums after the Deferred Payment Plan grace period is over, therefore this plan offers you the option to pay in instalments instead.

Q2 Who is eligible?

Policyholders who have outstanding premiums due over the period of 01 April 2020 and 30 September 2020, and are unable to make a lump sum repayment due to hardship, can explore repayment via instalments.

Q3 What hardship criteria must I meet to be eligible?

Customers must meet one of the following hardship criteria in order to be eligible for the Premium Instalment Plan.

Salaried Employees

- Unemployment due to retrenchment/contract termination
- Involuntary no-pay leave for a period of 3 consecutive months or more
- Reduction in monthly salary by at least 30% for a period of 3 consecutive months or more in comparison to average monthly salary in 2019

Self-Employed

- Loss of source of income (example: closure of business)
- Reduction in monthly income by at least 30% for a period of 3 consecutive months or more in comparison to his/her average monthly income in 2019

Q4 When can I apply for the Premium Instalment Plan?

You may apply for the Premium Instalment Plan any time before the extended grace period is over.

Q5 Is the Premium Instalment Plan the only option available to me? Are there other options?

Yes, there are other options available. Customers are encouraged to discuss other policy options with your Financial Consultants before deciding to take up the Premium Instalment Plan. Example of options available to you include:

- Automatic Premium Loan (APL), automatically activated if there is cash value
- Premium Holiday for ILP policies (automatically activated),
- Request to convert to a paid-up policy, with a lower sum assured

Alternatively, you can visit our website: Keeping Your Policy at <https://www.prudential.com.sg/services/keeping-your-policy> for more information.

Q6 Does Premium Instalment Plan apply to all products?

The Premium Instalment Plan is applicable for all policies except PruShield, PruExtra and policies funded by CPFIS-OA, CPFIS-SA, Supplementary Retirement Scheme (SRS).

Q7 How does the Premium Instalment Plan work?

When you apply for Premium Instalment Plan, we will first convert your premium payments into monthly mode (if your policy is not already on a monthly payment mode). Our PRUCare will then assess the amount of overdue premiums on your policy and arrange for you to pay this amount in instalments.

The instalments can spread over a maximum of 6 months.



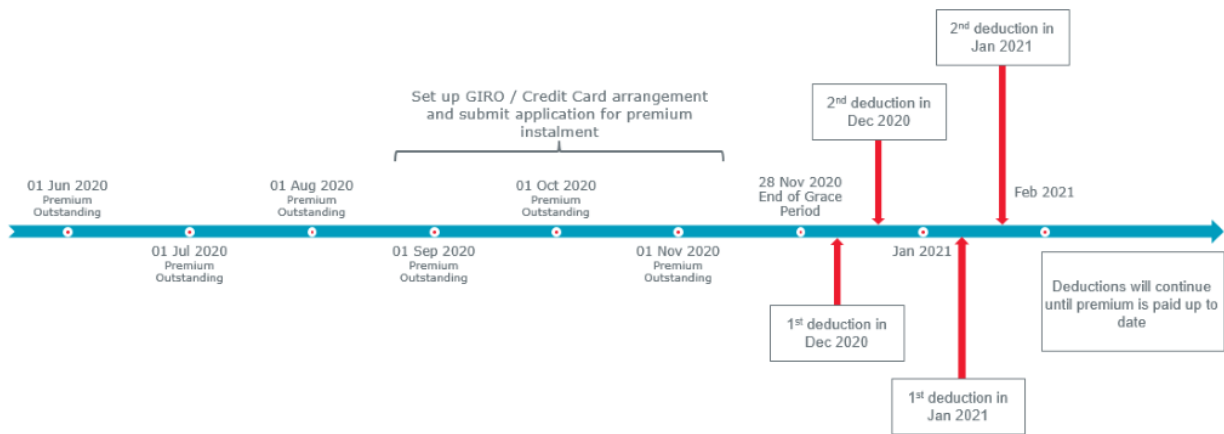
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During the instalment period, we will make 2 deductions each month to collect 2 months worth of premium, until your outstanding premiums are fully repaid. To ensure that your payment is collected on time, you will need to sign up for GIRO or Credit Card auto-deductions for your policy or policies.

After the outstanding premiums have been paid in full your policy premiums will continue to be paid monthly through GIRO or Credit Card. To request a change of payment frequency, you can submit a Change of Premium Frequency form.

Example below:

Customer A has a policy with outstanding premium since 01 June 2020. The 6-month grace period ends 180 days after your premium is due, and in this case, it will be on 28 November 2020. The first instalment deduction will be scheduled on 01 or 05 December 2020 depending on the payment method you choose.



Q8 Must I apply for GIRO or recurring Credit Card payment arrangement before applying for the Premium Instalment Plan?

The instalment premiums can only be paid using GIRO or Credit Card and you will need to submit your GIRO or Credit Card recurring payment application for approval before you can apply for the Premium Instalment Plan.

For GIRO (DBS/POSB Bank Account Holder) or Credit Card recurring payment, you may make an instant application using iPay, our secured online payment portal (<https://ipay.prudential.com.sg/ipay/>).

For GIRO (non-DBS/POSB Bank Account Holder) recurring payment, please download the GIRO Application Form from our corporate website, complete and mail it back to us. Please note that this application may take up to 2 months to be approved by the bank.

Until the Credit Card or GIRO enrolment is successful, customers are required to make alternative arrangements to ensure premiums are paid as per the instalment schedule mentioned above.

Q9 When will the deductions be scheduled?

The deduction schedule for your instalment plan is different from your usual deduction date once your instalment begins.

Payment Method	Deduction Dates
DBS/POSB GIRO	5 th and 21 st of the month
Other Banks GIRO	1 st and 23 rd of the month
Credit Card	5 th and 21 st of the month

For Credit Card payments, your scheduled deduction date will revert to the original premium due date once the instalment period is over.

For GIRO it will remain as the dates above.



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Q10 When will the first instalment deduction be?

The first instalment deduction will be scheduled on the first deduction date after the end of the 6-month grace period.

Below are examples to illustrate:

	Bank	End of Grace Period	1st Deduction	2nd Deduction
Policy 1	DBS or Credit Card	05 Nov 2020	21 Nov 2020	05 Dec 2020
Policy 2	Other Banks	05 Nov 2020	23 Nov 2020	01 Dec 2020

Q11 What happens if my deduction fails?

If there is an unsuccessful deduction, we will send you an e-letter or a hardcopy letter. You can proceed to pay the outstanding instalment by scanning the QR code in the letter.

If you have missed two instalment payments subject to the features of your policy, it may fall into any of the following categories:

- Lapse, for policies with no cash value
- Automatically activate Automatic Premium Loan (APL), if there is cash value
- Automatically activate Premium Holiday for ILP policies
- Be converted to auto paid up with a reduced sum assured amount
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For specific information on your policy, you can contact your Financial Consultant for assistance.

Q12 How can I apply for the Premium Instalment Plan?

To get help on your application, you may contact our PRUCare team at our Customer Service Hotline at 1800 333 0333 or email us at PRUCare@prudential.com.sg

Q13 Can I make a claim within this period of the Premium Instalment Plan?

Yes, your coverage is not impacted during this instalment period. What's important is that you continue to stay protected. We will deduct any outstanding premium before payment is made for an approved claim.

Q14 Will there be any impact to my Maturity Value if my policy is maturing within this instalment period?

Your outstanding premium will be deducted from the maturity value and the net value will be paid out.

Q15 Will my policy go into Automatic Premium Loan (APL) during this instalment period?

If your policy has an APL feature, it will be applied if you have missed more than 1 payment during the instalment period.