

Signature: Proposer _____

Prepared by _____ (For Hardcopy Submission in Singapore Only)



Product Summary

GREAT Complete Flexi Living Protect 2

Please keep this copy for reference.

About your plan

GREAT Complete Flexi Living Protect 2 is a limited premium term whole of life participating insurance plan which provides financial protection against death, total and permanent disability, accidental total and permanent disability, terminal illness and critical illness across different stages of severity. In addition, this plan also provides additional benefits in the form of special benefit, juvenile benefit, senior benefit and benign tumour benefit.

GREAT Complete Flexi Living Protect 2 also allows you to participate in the performance of the participating fund in the form of bonuses that are not guaranteed. The objective of this plan is to provide insurance protection together with stable medium- to long-term returns using a combination of guaranteed benefits and non-guaranteed bonuses.

The provider of your policy

GREAT Complete Flexi Living Protect 2 is provided by The Great Eastern Life Assurance Company Limited, at 1 Pickering Street, #01-01, Great Eastern Centre, Singapore 048659.

The Great Eastern Life Assurance Company Limited is a wholly owned subsidiary of Great Eastern Holdings Limited and a member of the OCBC Group.



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Benefits

Death Benefit

If the life assured dies, we will pay the basic sum assured plus all attaching pro-rated bonuses (if any), less any amounts owed to us, in one lump sum.

Total and permanent disability (TPD) Benefit

If the life assured suffers from TPD, we will pay the death benefit in one lump sum.

However, if the life assured is below 1 year of age when he suffers from TPD, we will pay 20% of the basic sum assured plus all attaching pro-rated bonuses (if any), less any amounts owed to us, in one lump sum.

Types of TPD covered	Definition	Expiry of cover
Presumptive TPD	Presumptive TPD refers to a state of incapacity which is total and permanent and takes the form of total and irrecoverable loss of: (a) the sight in both eyes; (b) the use of two limbs at or above the wrist or ankle; or (c) the sight in one eye and the use of one limb at or above the wrist or ankle.	Presumptive TPD is applicable for the whole of the term of the policy.
Other forms of TPD that are not presumptive TPD	Other forms of TPD that are not presumptive TPD refers to: (a) <u>Where the life assured is more than age 15</u> The disability suffered by the life assured which renders the life assured in a total and permanent state of incapacity to perform any work, occupation or profession to earn or obtain any wage, remuneration or profit at any time during and thereafter; or (b) <u>Where the life assured is age 15 or less</u> The disability suffered by the life assured which renders the life assured in a total and permanent state of incapacity such that the life assured has been confined to a home, hospital or other institution requiring constant care and medical attention for at least 6 consecutive months.	Other forms of TPD that are not presumptive TPD must occur before the policy anniversary on which the life assured is age 65 next birthday.

The total amount of benefits we will pay for TPD (inclusive of accidental TPD) is limited to S\$5,000,000 under the policy and all policies and riders issued by us on the same life assured.



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Accidental total and permanent disability (ATPD) Benefit

If the life assured suffers from TPD due to an accident before the policy anniversary on which the life assured's age next birthday is 80 years, we will pay an amount equivalent to the basic sum assured in addition to the TPD Benefit in one lump sum.

However, if the life assured is below 1 year of age when he suffers from TPD due to an accident, we will pay 20% of the basic sum assured in addition to the TPD Benefit in one lump sum.

The total amount of benefits we will pay for TPD (inclusive of ATPD) is limited to S\$5,000,000 under the policy and all policies and riders issued by us on the same life assured.

Terminal Illness Benefit

If the life assured is diagnosed with terminal illness, we will pay the death benefit in one lump sum.

Terminal illness refers to the conclusive diagnosis of an illness that is expected to result in the death of the life assured within 12 months. This diagnosis must be supported by a specialist and confirmed by our appointed doctor.

Critical Illness Benefit

The Critical Illness Benefit for the policy consists of (i) benefit for critical illness at the early and intermediate stage and (ii) benefit for critical illness at the critical stage.

A) Early and Intermediate Stages of Critical Illness

If the life assured is diagnosed with a critical illness at the early stage or intermediate stage or undergoes any of the procedures for a critical illness at the early stage or intermediate stage, we will pay the death benefit in one lump sum subject to the early stage and/or intermediate stage critical illness limit.

After a claim is paid for a critical illness at the early stage or intermediate stage, if the entire amount of the basic sum assured was not fully paid for the claim, the basic sum assured will be reduced by such amount of the basic sum assured which was paid for the claim and the policy will continue to be in force with the reduced basic sum assured. We will determine the new premium payable for the reduced basic sum assured. Thereafter, we will only pay the death benefit, TPD Benefit, ATPD Benefit, Terminal Illness Benefit or Critical Illness Benefit (as the case may be) based on the reduced basic sum assured and attaching pro-rated bonuses (if any) which have not been paid.

B) Critical Stage of Critical Illness

If the life assured is diagnosed with a critical illness at the critical stage or undergoes any of the procedures for a critical illness at the critical stage, we will pay the death benefit in one lump sum.

Conditions for Critical Illness Benefit

Payment of the Critical Illness Benefit is subject to conditions including but not limited to the following:

- 1) The benefit for critical illness at the early stage and intermediate stage can be claimed more than once. However, a subsequent claim for the benefit for critical illness at the early stage



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and intermediate stage may only be admitted for (i) a different critical illness (regardless of stage of critical illness) or (ii) the same critical illness at the same or more severe stage provided that the subsequent claim is for a different organ and is not related to and not caused by any critical illness which was previously claimed under the policy or its riders.

- 2) The benefit for critical illness at critical stage can only be paid once. This is regardless of the number of critical illnesses diagnosed.
- 3) The total amount of benefits we will pay for critical illness at the early stage and/or intermediate stage is limited to:
 - (a) S\$350,000 in the aggregate for such claim(s) arising from a particular diagnosis or procedure undergone for critical illness at the early stage and/or intermediate stage; and
 - (b) S\$1.05 million in the aggregate for all claims arising from critical illness at the early stage and/or intermediate stage,

under all policies and riders issued by us on the same life assured for:

- (i) GREAT Complete Flexi Living Protect and GREAT Complete Flexi Living Protect 2;
- (ii) Complete Living Multiplier Rider;
- (iii) Supreme Early Multiplier;
- (iv) Complete Living Care Rider; and/or
- (v) any other plans or riders which we indicate to be subject to this limit.

Premium waiver benefits for critical illness at the early stage and/or intermediate stage for claims under the plans and riders listed above will not count towards limits imposed in these plans for critical illness at the early stage and/or intermediate stage.

- 4) The total amount of benefits we will pay for critical illness is limited to S\$3,000,000 under the policy and all policies and riders issued by us on the same life assured. Any payments made by us under the Additional Benefits and Benign Tumour Benefit as described below will not count towards this limit of S\$3,000,000.

You are advised to read the policy contract for the detailed terms and conditions.

Which critical illnesses are you covered for?

Critical Illness	Early Stage	Intermediate Stage	Critical Stage
1. Acute Necrohemorrhagic Pancreatitis	-	-	Yes
2. Adrenalectomy for Adrenal Adenoma	-	-	Yes
3. Alzheimer's Disease / Severe Dementia	Yes	Yes	Yes*
4. Benign Brain Tumour	Yes	Yes	Yes*
5. Blindness (Irreversible Loss of Sight)	Yes	-	Yes*
6. Chronic Auto-Immune Hepatitis	-	-	Yes
7. Chronic Relapsing Pancreatitis	-	-	Yes
8. Coma	Yes	Yes	Yes*
9. Coronary Artery By-Pass Surgery	Yes	Yes	Yes*
10. Creutzfeld-Jacob Disease	-	-	Yes



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11. Deafness (Irreversible Loss of Hearing)	Yes	Yes	Yes*
12. Ebola	-	-	Yes
13. Elephantiasis	-	-	Yes
14. End Stage Kidney Failure	Yes	Yes	Yes*
15. End Stage Liver Failure	Yes	Yes	Yes*
16. End Stage Lung Disease	Yes	Yes	Yes*
17. Fulminant Hepatitis	Yes	Yes	Yes*
18. Heart Attack of Specified Severity	Yes	Yes	Yes*
19. HIV due to Blood Transfusion and Occupationally Acquired HIV	Yes	Yes	Yes*
20. Idiopathic Parkinson's Disease	Yes	Yes	Yes*
21. Infective Endocarditis	-	-	Yes
22. Irreversible Aplastic Anaemia	Yes	-	Yes
23. Irreversible Loss of Speech	Yes	Yes	Yes*
24. Loss of Independent Existence	Yes	Yes	Yes*
25. Major Burns	Yes	Yes	Yes*
26. Major Cancer	Yes	Yes	Yes*
27. Major Head Trauma	Yes	Yes	Yes*
28. Major Organ / Bone Marrow Transplantation	Yes	Yes	Yes*
29. Medullary Cystic Disease	-	-	Yes
30. Motor Neurone Disease	Yes	Yes	Yes*
31. Multiple Root Avulsions of Brachial Plexus	-	-	Yes
32. Multiple Sclerosis	Yes	Yes	Yes*
33. Muscular Dystrophy	Yes	Yes	Yes*
34. Necrotising Fasciitis	-	-	Yes
35. Open Chest Heart Valve Surgery	Yes	Yes	Yes*
36. Open Chest Surgery to Aorta	Yes	Yes	Yes*
37. Other Serious Coronary Artery Disease	Yes	Yes	Yes*
38. Paralysis (Irreversible Loss of use of limbs)	Yes	Yes	Yes*
39. Persistent Vegetative State (Apallic Syndrome)	Yes	Yes	Yes*
40. Poliomyelitis	Yes	Yes	Yes*
41. Primary Pulmonary Hypertension	Yes	Yes	Yes*
42. Progressive Scleroderma	Yes	Yes	Yes*
43. Progressive Supranuclear Palsy	-	-	Yes
44. Resection of the whole small intestine (duodenum, jejunum and ileum)	-	-	Yes
45. Severe Bacterial Meningitis	Yes	Yes	Yes*
46. Severe Eisenmenger's Syndrome	-	-	Yes
47. Severe Encephalitis	Yes	Yes	Yes*
48. Severe Myasthenia Gravis	-	-	Yes
49. Severe Ulcerative Colitis	-	-	Yes
50. Stroke with Permanent Neurological Deficit	Yes	Yes	Yes*
51. Surgery for Idiopathic Scoliosis	-	-	Yes
52. Systemic Lupus Erythematosus with Lupus Nephritis	Yes	Yes	Yes*



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*The Life Insurance Association Singapore (LIA) has standard Definitions for 37 severe-stage Critical Illnesses (Version 2019). These Critical Illnesses fall under Version 2019. You may refer to www.lia.org.sg for the standard Definitions (Version 2019). For Critical Illnesses that do not fall under Version 2019, the definitions are determined by the insurance company.

Additional Benefits

The Additional Benefits for the policy consists of (i) Special Benefit, (ii) Juvenile Benefit and (iii) Senior Benefit, each as described below.

A) Special Benefit

If the life assured is diagnosed with any of the conditions or undergoes any of the procedures as stated in the table below, other than Angioplasty and Other Invasive Treatment For Coronary Artery*, we will pay 25% of the basic sum assured subject to a maximum payout of S\$25,000 for such condition or procedure under all non-investment-linked products issued by us on the same life assured. Once we have paid any benefits for such condition or procedure under any non-investment-linked products issued by us on the same life assured, we will not pay any benefit under the Special Benefit for the same condition or procedure undergone by the life assured.

If the life assured undergoes Angioplasty and Other Invasive Treatment For Coronary Artery, we will pay 10% of the basic sum assured subject to the following:

- a) The total payout for Angioplasty and Other Invasive Treatment For Coronary Artery by us on the same life assured must not be more than S\$25,000 under the policy and all policies and riders issued by us on the same life assured providing benefits payable for Angioplasty and Other Invasive Treatment For Coronary Artery.
- b) Once we have paid benefits for Angioplasty and Other Invasive Treatment For Coronary Artery under any policies or riders on the same life assured amounting to S\$25,000, we will not pay the benefit under the policy for Angioplasty and Other Invasive Treatment For Coronary Artery and we will not pay any benefit under the policy for any future Angioplasty and Other Invasive Treatment For Coronary Artery undergone by the life assured.

Special Benefit Conditions		Special Benefit Payout (% of basic sum assured)
1	Angioplasty and Other Invasive Treatment For Coronary Artery*	10%
2	Crohn's Disease	25%
3	Diabetic Complications	
4	Hysterectomy due to Cancer	
5	Mastectomy due to carcinoma in situ or malignant breast cancer	
6	Pheochromocytoma	
7	Rabies	
8	Severe Dengue Haemorrhagic Fever	
9	Severe Osteoporosis with Fractures	
10	Severe Rheumatoid Arthritis	



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B) Juvenile Benefit

If the life assured is diagnosed with any of the conditions or undergoes any of the procedures as stated in the table below, we will pay 25% of the basic sum assured subject to a maximum payout of S\$25,000 for such condition or procedure under all non-investment-linked products issued by us on the same life assured. Once we have paid any benefits for such condition or procedure under any non-investment-linked products issued by us on the same life assured, we will not pay any benefit under Juvenile Benefit for the same condition or procedure undergone by the life assured.

The diagnosis of any of the conditions or undergoing of any of the procedures as stated in the table below must occur before the policy anniversary on which the life assured is age 18 next birthday.

Juvenile Benefit Conditions			
1	Acquired Brain Damage	9	Osteogenesis Imperfecta
2	Addison's Disease	10	Pompe Disease
3	Gaucher's Disease	11	Pyruvate Dehydrogenase Complex Deficiency (PDCD)
4	Generalised Tetanus	12	Rheumatic Fever with Valvular Impairment
5	Glomerulonephritis with Nephrotic Syndrome	13	Sanfillipo Syndrome
6	Infantile Spasm (West Syndrome)	14	Still's Disease (including Severe Juvenile Rheumatoid Arthritis)
7	Insulin Dependent Diabetes Mellitus	15	Type 1 Juvenile Spinal Amyotrophy
8	Kawasaki Disease	16	Wilson's Disease

C) Senior Benefit

If the life assured is diagnosed with any of the conditions or undergoes any of the procedures as stated in the table below, we will pay 25% of the basic sum assured subject to a maximum payout of S\$25,000 for such condition or procedure under all non-investment-linked products issued by us on the same life assured. Once we have paid any benefits for such condition or procedure under non-investment-linked products issued by us on the same life assured, we will not pay any benefit under Senior Benefit for the same condition or procedure undergone by the life assured.

The diagnosis of any of the conditions or undergoing of any of the procedures as stated in the table below must occur on or after the policy anniversary on which the life assured is age 51 next birthday.



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Senior Benefit Conditions	
1	Benign prostatic hyperplasia requiring surgical repair
2	Glaucoma surgery
3	Rheumatoid Arthritis requiring total knee replacement surgery
4	Osteoarthritis requiring joint replacement
5	Urinary incontinence requiring surgical repair

Conditions for Additional Benefits:

Payment of the Additional Benefits is subject to conditions including but not limited to the following:

1. Only 1 claim for the Additional Benefit can be paid for each condition under the policy.
2. We will pay up to 6 claims for the Additional Benefit under the policy.
3. There is no waiting period required between claims for the Additional Benefit.
4. The life assured must survive at least 7 days from the date of diagnosis of the condition or undergoing the procedure.
5. Any payment made for the Additional Benefit will not reduce the basic sum assured.

You are advised to read the policy contract for the detailed terms and conditions.

Benign Tumour Benefit

If the life assured undergoes a complete surgical excision of a solid tumour[#] of any of the organs stated in the table below, we will pay 5% of the basic sum assured, subject to a limit of S\$5,000 per organ.

Organs (whereby surgical excision is done) covered under Benign Tumour Benefit:			
1	breast	6	kidney and adrenal gland
2	ovary	7	liver
3	uterus in which only endometrial polyps are covered	8	lung
4	bone	9	pancreas
5	pituitary gland, nerve in cranium and spine	10	testis

[#] Solid tumour refers to an abnormal mass of tissue, which is not a cyst and generally does not contain liquid.

Conditions for Benign Tumour Benefit:

Payment of the Benign Tumour Benefit is subject to conditions including but not limited to the following:

1. The Benign Tumour Benefit may only be claimed for a maximum of 2 different organs.
2. The maximum amount payable by us for surgical excision of benign tumours in the organs is limited to S\$5,000 per organ under all non-investment-linked products issued by us on the same life assured. Once we have paid such benefit under any non-investment-linked products issued by us on the same life assured amounting to a total of S\$5,000 for an organ, we will not pay any Benign Tumour Benefit for the same organ.
3. The total amount payable by us for surgical excision of benign tumours in the organs is limited to S\$10,000 under all non-investment-linked products issued by us on the same life assured.



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4. Any payment made for the Benign Tumour Benefit will not reduce the basic sum assured.

You are advised to read the policy contract for the detailed terms and conditions.

Continuous coverage for multiplier rider

If a claim for the Critical Illness Benefit is admitted under the base plan such that the basic sum assured is fully paid and:

- (a) one or more multiplier riders are attached to the policy and there is no claim under at least one of the multiplier riders which will terminate that multiplier rider (such multiplier rider(s) to be referred to as the "Remaining Multiplier Rider(s)"); and
- (b) the policy has not been converted into paid-up assurance or granted extended term assurance,

the policy will not be terminated.

However:

- (i) no further coverage will be provided under the base plan of the policy and no further claims may be made under the base plan;
- (ii) the base plan of the policy will cease to benefit from the performance of our participating fund and we shall have the discretion to change the policy identification details of the policy;
- (iii) no further premiums will be payable for the base plan of the policy;
- (iv) all riders will be terminated (except for the Remaining Multiplier Rider(s) and any riders which provide premium waiver benefits in respect of the Remaining Multiplier Rider(s), which will remain in force); and
- (v) premiums for the Remaining Multiplier Rider(s) and any riders which provide premium waiver benefits in respect of the Remaining Multiplier Rider(s) will continue to be payable (except where payment is waived).

Surrender value

We will pay the surrender value when you surrender your policy after you have paid at least 3 full policy years of premiums and your policy has been in force for at least 3 years.

What is the effect of early surrender?

As buying a life insurance policy is a long-term commitment, an early termination of the policy usually involves high costs and the surrender value, if any, that is payable to you may be zero or less than the total premiums paid.

Please see the table of deductions in the policy illustration for the possible cost of surrendering the plan early.



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When will you not receive the benefits of this plan?

There are certain situations when we will not pay the benefits under the policy. These conditions are stated in the policy contract.

▪ **Death Benefit**

If the life assured dies by suicide, while sane or insane, within 1 year from the date of issue of the policy or from the date of any reinstatement, the policy will be rendered void and we will refund all premiums paid without interest (after deducting any outstanding debt, and any benefits and/or bonuses paid).

▪ **TPD Benefit**

Payment of the TPD Benefit will not be made for:

- (a) TPD resulting directly or indirectly, wholly or partly, from self-inflicted injury, while sane or insane;
- (b) TPD resulting directly or indirectly, wholly or partly, from bodily injury sustained while the life assured is in or on, or boarding or descending from, an aircraft other than as a:
 - (i) fare-paying passenger or crew member on an aircraft licensed for passenger service and operated by a commercial airline on a scheduled route;
 - (ii) passenger who is a member of the armed forces on a military transport aircraft; or
 - (iii) provider of airport ground handling, aviation catering, aircraft engineering or other aviation-related services while the aircraft is on the ground; or
- (c) any pre-existing condition.

▪ **ATPD Benefit**

Payment of the ATPD Benefit will not be made for TPD resulting directly or indirectly, wholly or partly, from:

- (a) self-inflicted injury, suicide or attempted suicide, while sane or insane;
- (b) insanity or mental disorder;
- (c) disease of any kind or infection (other than pyogenic infection occurring simultaneously with and in consequence of an accidental cut or wound);
- (d) childbirth, pregnancy and related complications;
- (e) radiation or contamination by radioactivity;
- (f) provoked assault;
- (g) active participation in strikes, riots or civil commotion;
- (h) or in connection with, violation or attempted violation of the law or resistance to lawful arrest and/or any resultant imprisonment;
- (i) the life assured being under the influence of alcohol or drugs, including but not limited to, accidental overdose of drugs beyond the prescribed limits by a medical practitioner for the purpose of medically necessary treatment(s);
- (j) bodily injury sustained while the life assured is in or on, or boarding or descending from, an aircraft other than as a:
 - (i) fare-paying passenger or crew member on an aircraft licensed for passenger service and operated by a commercial airline on a scheduled route;
 - (ii) passenger who is a member of the armed forces on a military transport aircraft; or
 - (iii) provider of airport ground handling, aviation catering, aircraft engineering or



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- other aviation-related services while the aircraft is on the ground;
- (k) racing of any kind other than on a bicycle as a leisure activity with a licensed organisation or on foot;
- (l) the life assured taking part in any physical sporting activity in:
 - (i) a professional capacity; or
 - (ii) any race or competition in which other competitors representing various nations are also taking part, except for sports coaching;
- (m) war (whether declared or not), invasion, rebellion, revolution, civil war or any warlike operations;
- (n) the life assured taking part in commando or bomb disposal duties or training, active military duties such as maintenance of civil order, engagement in hostilities, whether war is declared or not, and travel by waterborne vessel;
- (o) mountaineering or rock climbing, caving, pot-holing, hunting, hang-gliding, sky-diving, parachuting, winter-sports, ice-hockey, horse riding, polo-playing, scuba diving, boxing, wrestling or any martial arts activity, unless such activities are engaged on a leisure basis with a licensed organisation;
- (p) any pre-existing condition; or
- (q) the life assured performing his normal duties in his occupation:
 - (i) which involves working from heights (of 20 metres or more above the ground or floor level) or in confined spaces such as vessels, tunnels, underground civil works and mines;
 - (ii) where it involves working in railways, ships or shipyards, warehouses, power stations, or chemical factories;
 - (iii) where it involves the operation, servicing and/or installation of heavy machinery (heavy-duty vehicles, air and water transportation devices included);
 - (iv) where it involves the servicing and/or installation of air-conditioners;
 - (v) in the building trade (including construction workers, cable installers, electricians) or where it involves working with wood, metal, glass or bleach;
 - (vi) as offshore rig personnel or as timber camp personnel or as plant operators;
 - (vii) where it is related to providing protective services (including bouncers, life guards, wardens and firemen);
 - (viii) where it is related to martial arts and similar combat practices or as performing artists (including stuntmen) or escorts; or
 - (ix) as animal trainers, debt collectors or odd-job labourers.

▪ **Terminal Illness Benefit**

Payment of the Terminal Illness Benefit will not be made:

- (a) in the presence of Human Immunodeficiency Virus (HIV) infection; or
- (b) if caused directly or indirectly by any pre-existing condition.

▪ **Critical illness Benefit (of all stages) and Additional Benefits**

Payment of the Critical Illness Benefit and/or the Additional Benefits will not be made:

- (a) for any critical illness or any of the conditions under the Additional Benefits caused directly or indirectly by any of the following:
 - (i) pre-existing condition;



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- (ii) self-inflicted injury, while sane or insane;
 - (iii) alcohol or drug abuse;
 - (iv) provoked assault;
 - (v) congenital anomaly or defect; or
 - (vi) donation of any of the life assured's organs.
- (b) for Heart Attack of Specified Severity, Major Cancer, Coronary Artery By-Pass Surgery or Other Serious Coronary Artery Disease, or any of the conditions under the Additional Benefits which are covered as a Special Benefit, if the diagnosis or procedure was within 90 days of:
 - (i) the date of issue of the policy; or
 - (ii) the date of reinstatement (if applicable) of the policy.
- (c) for any of the conditions under the Additional Benefits which are covered as a Juvenile Benefit or Senior Benefit if the diagnosis or procedure was within 12 months of:
 - (i) the date of issue of the policy; or
 - (ii) the date of reinstatement (if applicable) of the policy.

▪ Benign Tumour Benefit

Payment of the Benign Tumour Benefit will not be made:

- (a) if the surgical excision of tumours in the organs listed above was made within 90 days of:
 - (i) the date of issue of the policy; or
 - (ii) the date of reinstatement (if applicable) of the policy.
- (b) if the life assured is declared to have a history of benign lumps or tumours or any abnormal growths, regardless of whether they have been removed or not.
- (c) for surgery for ovarian cysts including but not limited to simple cysts, endometrial cysts (endometriomas) of the ovary or ovarian tumours considered to be of low malignant potential.
- (d) for surgery for removal of tumours in organs which are not the organs listed above.
- (e) for surgery for removal of gall bladder, gall stones, kidney stones, benign hormone secreting tumours of the adrenal glands.
- (f) for surgery for the following causes in all organs:
 - (i) high grade dysplasia, lipoma, haemangioma, non-solid tumours including simple cysts;
 - (ii) tumours which were clearly established as benign on radiological criteria or biopsy; and
 - (iii) tumours removed for reasons other than ruling out cancer.
- (g) partial excision of tumour or other procedures including open or closed biopsies, needle aspiration biopsy or cytology, aspiration, embolization or any procedure to reduce tumour size.

You should read the policy contract for all the exclusions.



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Will we change your premium rates for this plan?

The premium rates for GREAT Complete Flexi Living Protect 2 are not guaranteed. We may change these rates based on future experience.

We may amend the premium rates at any time with at least 45 days' notice before the premium due date at which the amended rates will apply. The amended rates will apply according to the age next birthday of the life assured as at the date of commencement of the policy.

Bonuses

Types of bonuses

GREAT Complete Flexi Living Protect 2 provides both guaranteed and non-guaranteed benefits. The guaranteed benefits, including bonuses which have already been declared, will be paid no matter how the participating fund performs. Non-guaranteed benefits are in the form of future bonuses.

The future bonuses which have yet to be declared are not guaranteed and are dependent on the performance of the participating fund. We will decide the level of bonus to be declared each year as approved by the board of directors, taking into account the written recommendation by the appointed actuary.

There are two main types of future bonuses for the plan - reversionary bonus and terminal bonus.

Reversionary bonus

This is a yearly bonus that we will declare yearly (if any). Once declared, it will form part of the guaranteed benefit of the policy. However, it can only be added to your policy benefits after 3 full policy years or otherwise as decided by us.

The illustrated reversionary bonus rates of the plan are as follows:

End of policy year	Reversionary bonus	
	Illustrated Investment Rate of Return of 4.25% per annum	Illustrated Investment Rate of Return of 3.00% per annum
Year 1 to 20	S\$7.50 per S\$1,000 sum assured and compounding at 0.75%	S\$4.20 per S\$1,000 sum assured and compounding at 0.42%
21 years and above	S\$10.00 per S\$1,000 sum assured	S\$5.60 per S\$1,000 sum assured

The illustrated investment rates of return are used purely for illustrative purposes and do not represent upper and lower limits of the investment performance of the participating fund.

Terminal bonus

The terminal bonus (if any) is a bonus payable:

- (a) when there is a claim under your policy (other than a claim for the Additional Benefits or the Benign Tumour Benefit); or
- (b) when you surrender your policy.

We usually review the terminal bonus yearly.



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How are the assets being invested and managed?

We will combine your premium(s), along with those of other participating policies, in one pool of assets in the participating fund.

The participating fund aims to achieve the illustrated investment rate of return while controlling risks by actively managing a mix of asset classes. We practise diversification by investing mainly in equities, fixed income and alternative asset classes.

While we partly manage the assets of the participating fund, we have appointed Lion Global Investors Limited to mainly manage the assets.

The participating fund manager:
Lion Global Investors Limited
65 Chulia Street, OCBC Centre #18-01, Singapore 049513

The strategic asset allocation for the year 2021 and actual investment mix of the participating fund as at 31 Dec 2020 are as follows:

Asset class	Strategic allocation	Actual allocation
Equities	24%	25%
Bonds	59%	57%
Properties	8%	9%
Loans	5%	4%
Cash and equivalent	4%	5%
Others	0%	0%
Total assets	100%	100%

Investment rate of return

For our participating fund, the past investment rates of return (after deducting investment expenses only) are shown in the table below.

	2018	2019	2020	Average of last 3 years	Average of last 5 years	Average of last 10 years
Investment returns	-1.24%	11.02%	8.41%	5.93%	6.23%	5.51%

Please note that past performance may not be indicative of future performance.

Total expense ratio

The total expense ratio is the proportion of total expenses incurred by the participating fund to the assets of the participating fund. These expenses include costs such as investment, management, distribution, taxation and other expenses.

An expected level of expenses to be incurred by the participating fund has been allowed for in the premiums payable for your policy and is not an additional cost to you. If the actual level of



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expenses varies significantly from the expected level of expenses, it may affect the non-guaranteed benefits you may receive.

For our participating fund, the past total expense ratios are shown in the table below.

	2018	2019	2020	Average of last 3 years	Average of last 5 years	Average of last 10 years	
Total expense ratio	1.59%	1.71%	1.20%	1.48%	1.62%	1.60%	

Please note that past expense ratios may not be indicative of actual expenses that may be incurred in the future.

What are the risks that affect the level of bonuses?

The level of the bonuses depends on the current performance, the future outlook and the financial soundness of the participating fund. The main sources of risks affecting the performance of the participating fund include:

- investment returns;
- expenses incurred or allocated to the participating fund;
- the amount of death and sickness claims paid out on policies in the participating fund; and
- the number of surrendered policies in the participating fund.

How are risks shared?

The risks arising from investment and surrendered policies are pooled and shared by all policies in the participating fund. Other risks may be shared among products that have the same features. Examples of these risks include expense risks, risks of people dying and the risks of people suffering from a disability or illness.

In deciding on the level of bonuses that we can pay, the values of the assets available to back the plan is calculated by accumulating the premiums paid at the actual rate of investment return less the expenses incurred, the cost of insurance, commission paid and other costs that may be incurred in managing the participating fund.

How are bonuses smoothed over time?

We smooth bonuses to make sure we can provide a stable medium- to long-term return on your policy. As a result, we may retain bonuses in good years to support the bonus in years when experience is less favourable. However, the effect of smoothing is intended to be neutral over time and across generations of policyholders.

Reversionary Bonus

Our bonus distribution policy is to keep the reversionary bonus at a level that we expect that it can be supported over the medium- to long- term. Thus, while we review the reversionary bonus yearly, we do not expect it to rise and fall much from year to year. Nevertheless, there may be significant adjustments under exceptional circumstances.

We do not have the reversionary bonus rates declared for this plan over the past 3 years.



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Terminal Bonus

We usually review the terminal bonus yearly. In exceptional circumstances, the review may be more frequent. The terminal bonus is more likely to change from year to year but our policy is to limit the yearly variation so that, under normal circumstances, the payout will not rise and fall too much over the short term.

We do not have the terminal bonus rates declared for this plan over the past 3 years.

Please note that past performance may not be indicative of future performance.

How will you be updated on the performance of your policy?

You will receive an annual bonus update that will include the following:

- the performance of the participating fund and its future outlook, which you should receive around the second quarter of each year after bonus is declared for your policy; and
- an annual statement regarding bonuses for your policy, which you should receive around the second quarter of each year after bonus is declared for your policy. For policies with cash bonus, you should receive the relevant statement within one month from your policy anniversary only when the cash bonus is due.

Please refer to the 'Bonuses' section to see the type of bonus(es) applicable to your policy.

When there is a change in the rate of bonuses declared, you can ask us for an update of the illustrated values.

Fees and charges

GREAT Complete Flexi Living Protect 2 shares in the experience of the participating fund. This means that all expenses and charges relating to operating and managing the participating fund, as well as all sales-related expenses, can be charged to the policy according to the risk-sharing rules described earlier.

Examples of such expenses include:

- commission fees paid to agents or intermediaries;
- investment fees paid to fund managers for providing investment management services to the participating fund;
- costs for mortality (death), morbidity (sickness), ending policies; and
- management fees.

Please see the table of deductions in the policy illustration for more information.

Please note that we have included fees and charges when working out the premium and you will not be separately charged for these.

Conflict of interest

The board of directors is responsible for the interests of all stakeholders, including our participating fund policyholders. We have put in place internal controls in the following areas where there could be conflicts of interest:



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- expenses allocated to the participating fund out of the total expenses incurred by us; and
- the investment strategy of the participating fund.

These controls are in place to make sure that we manage any conflicts of interest so that the effect on the participating fund policyholders' benefit in total is minimal.

Related party transactions

Our main manager of the participating fund, Lion Global Investors Limited, is a 'related party'. All transactions with the related party will be approved by the relevant internal committee to make sure that transactions are done at arm's length.

Risks of this policy

What happens if you surrender the policy early?

If you surrender your policy after the free-look period, you may lose part or all of the premiums paid. This is because the surrender value, if any, that is payable to you may be zero or less than the total premiums paid.

Buying a new policy may mean we need to reassess the life assured's health and circumstances and may result in higher premiums and/or benefit exclusions due to the age and health status.

What is the worst case scenario if you surrender your policy early?

There will be no protection if you surrender your policy early and you will also lose part or all of your premiums. The illustrated amount you will receive is reflected in the surrender value column in the policy illustration.

What happens if you do not pay your premiums on time?

If you do not pay your premiums on time, your policy may lapse (after 30 days grace period) depending on the net surrender value. If the policy has enough net surrender value, you will be given an automatic premium loan. If the policy lapses because it does not have enough net surrender value, you may reinstate it within 3 years from the date it lapses and usual reinstatement conditions apply.

What happens if your policy lapses?

There will be no protection if your policy lapses.

What are the risks that we will refuse your claim?

The claim must meet the terms as shown in the policy contract before we can approve a claim.

We may reject your claim if the life assured has a pre-existing condition and:

- has not declared it in the proposal form as required for a new policy (if applicable); or
- has not declared it in the reinstatement form as required for a reinstatement (if applicable); or



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- has not declared it in the application form as required for an increase in the sum assured (if applicable).

You are advised to read the policy contract for the exact definitions, terms and conditions, and full list of exclusions.

What are some of the risks of a participating regular premium whole life plan?

This plan provides guaranteed and non-guaranteed benefits. We will pay the guaranteed benefits no matter how the participating fund performs. Non-guaranteed benefits do depend on the performance of the participating fund.

Will you receive the bonuses if you surrender your policy?

You will receive the surrender value of declared bonuses and the terminal bonus (if any) when you surrender your policy.

When will your policy be terminated?

Your policy will terminate on the earliest of the following events:

- the date of death of the life assured;
- when the life assured suffers from TPD, or is diagnosed with terminal illness or critical illness at critical stage and such claim is admitted;
- when a claim or claims under the policy result(s) in the basic sum assured being fully paid; or
- when the policy lapses, is surrendered or otherwise terminated.

In the event the continuous coverage for multiplier rider comes into effect:

- the admission of a claim under the policy which renders the basic sum assured to be fully paid by us will not be considered as an event which will lead to the termination of the policy; and
- the expiry, termination, lapse or surrender of all Remaining Multiplier Riders will also be considered as an event which will terminate the policy and all its riders then in force in addition to the events stated in (a) to (d) above.

You are advised to read the policy contract for the detailed terms and conditions.



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What happens if you have outstanding policy loan(s) or debt(s)?

We will first use any amount payable under the policy to deduct any policy loan(s) and/or debt(s) before the balance amount is paid.

What is the free-look period?

After purchasing a life insurance policy, you have a 14-day free-look period starting from the day you receive your policy documents to review the documents carefully. During this time, if you choose to cancel your policy, we will refund you the premiums you have paid, less any medical fees and other expenses, such as payments for medical check-ups and medical reports, incurred by us.

If your policy document is sent by post, we will assume it has been delivered and received 7 days after the date of posting.

Policy Owners' Protection Scheme

This policy is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for your policy is automatic and no further action is required from you. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact us or visit the Life Insurance Association (LIA) or SDIC websites (www.lia.org.sg or www.sdic.org.sg).

General information

This product summary is for general information only. It is not a contract of insurance. The precise terms and conditions of this insurance plan are shown in the policy contract.

You are responsible for the accuracy and completeness of the information given to us:

- (i) in any application for the policy; and
- (ii) when making any claim under the policy.

You can contact your financial representative for details on the procedures for withdrawing, surrendering or making claims under your policy. You may also visit Great Eastern's website for information on how to make a claim.

You may also refer to our website for a copy of "Your Guide to Participating Policies" or ask us for a hardcopy.

This document may be translated into Chinese. If there is any difference between the English and Chinese versions, the English version will apply.