

DIRECT- Aviva Whole Life Product Summary

1. WHAT IS THIS PRODUCT ABOUT?

This is a whole life participating insurance protection plan. It provides **you** with basic benefits, comprising death benefit, terminal illness benefit & total and permanent disability benefit and other supplementary benefit(s) which **you** may add. This is a policy that allows **you** to participate in the performance of **our** participating fund in the form of bonuses that are not guaranteed.

The objective of this plan is to help meet **your** protection needs and to provide **you** with insurance coverage for whole life, while accumulating cash value.

Words in bold have the specific meanings given to them under the 'Definitions' section.

Product at a glance

<ul style="list-style-type: none">• Choose the amount of insurance cover (i.e. sum assured) that meets your protection needs, and enjoy whole life cover up to age 99.• Select one of the two premium payment terms:<ul style="list-style-type: none">▪ Regular Premium, Pay till age 70▪ Regular Premium, Pay till age 85• Choose to pay either monthly, quarterly, half-yearly or yearly.• Premium for this plan is guaranteed during the contract term.	<ul style="list-style-type: none">• Benefits are paid in a lump sum if, during the contract term, the life assured:<ul style="list-style-type: none">▪ suffers from terminal illness;▪ suffers from total and permanent disability;or▪ dies.• If we have not paid any of the benefits above, we pay the maturity benefit on the policy end date.• Benefit from the accumulation of cash value and the non-guaranteed reversionary and terminal bonuses.
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2. WHAT BENEFITS DOES THIS PLAN OFFER?

This plan offers **you** insurance coverage, surrender benefit, and a maturity benefit.

A. INSURANCE COVERAGE (BASIC BENEFITS)

This plan provides **you** with basic benefits such as the death benefit, terminal illness benefit, & total and permanent disability benefit.

I have read and understood all the pages of this product summary, including the product summary for the supplementary benefit (where applicable).

Signature of Applicant : _____

Name : _____

Date : _____

This insurance policy is underwritten by **Aviva Ltd**
4 Shenton Way #01-01 SGX Centre 2 Singapore 068807 Tel: (65) 68277988 Fax: (65) 6827 7900 www.aviva.com.sg
Company Reg. No.: 196900499K GST Reg No.: MR-8500166-8

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April 2015

Benefits	What we pay	What we exclude
Death benefit	<p>If the life assured dies and we admit the claim after receiving satisfactory proof, we will pay:</p> <ul style="list-style-type: none"> • the sum assured for the death benefit; • any accumulated reversionary bonus; and • any terminal bonus, <p>less any monies owing to us (including any interest at a rate determined by us), as the death benefit in one lump sum.</p> <p>If we have paid part of the death benefit in a previous claim, only the balance will be payable.</p>	<p>We do not pay the death benefit if:</p> <ul style="list-style-type: none"> • the life assured commits suicide as stated in the 'Suicide' section; or • your policy ends.
Terminal illness benefit	<p>If the life assured suffers from terminal illness and we admit the claim after receiving satisfactory proof, we will pay the sum assured for the terminal illness benefit as an early payout of the death benefit in one lump sum.</p> <p>If we have paid part of the death benefit in a previous claim, only the balance will be payable for terminal illness benefit.</p>	<p>We do not pay the terminal illness benefit in the presence of human immunodeficiency virus (HIV).</p>
Total and permanent disability benefit	<p>If the life assured suffers from total and permanent disability between age 18 to 65, we will, at our sole and absolute discretion, pay the sum assured for the total and permanent disability benefit as an early payout of the death benefit in one lump sum.</p> <p>If we have paid part of the death benefit in a previous claim, only the balance will be payable for total and permanent disability benefit.</p>	<p>We do not pay the total and permanent disability benefit if your claim arises from:</p> <ul style="list-style-type: none"> • deliberate acts such as self-inflicted illness or injury; • attempted suicide; • injuries sustained during travel on any type of aircraft unless you are a fare-paying passenger or a crew member of an international airline operating on a regularly-scheduled passenger flight of a licensed commercial aircraft; or • any pre-existing condition.

B. SURRENDER BENEFIT

Your policy will acquire a cash value from the start of the 3rd policy year onwards as long as the premiums are paid up-to-date. Please refer to the benefit illustration for the projected cash surrender value **you** may acquire if **you** surrender the policy early. Please refer to Section 9.2 – Surrender your policy of this product summary for more details.

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, may be less than the total premiums paid.

C. MATURITY BENEFIT

We pay the maturity benefit on the policy end date (i.e. when the **life assured** is **age 99**). The maturity benefit, payable in one lump sum, comprises of:

- the **sum assured** for the death benefit;
 - any accumulated **reversionary bonus**; and
 - any **terminal bonus**,
- less any monies owing (including any interest at a rate determined by us) to **us**.

You may wish to note:

- **We** will pay **your** maturity benefit within 7 days from the policy end date.
- All other benefits and options end automatically on the policy end date.
- **We** do not pay the maturity benefit if we have paid a claim **you** had made under any of the basic benefits.

3. NON-GUARANTEED BONUSES

You can benefit from the non-guaranteed bonuses on **your** policy as **we** distribute a share of **our** participating fund profit to **you** in the form of reversionary and terminal bonuses.

Reversionary bonus (RB)

The RB is determined annually by **us**, and is a non-guaranteed annual bonus that **we** may add to **your** policy. The annual RB rate is projected at S\$7 per S\$1,000 **sum assured**. Once declared and added to **your** policy, the RB shall form part of the guaranteed cash value of **your** policy, and is projected to compound at S\$7 per S\$1,000 on the accumulated RB.

You may wish to note:

- RB is declared annually, and added to **your** policy on the following policy anniversary.
- Where applicable, **you** may choose to either fully or partially withdraw the accumulated RB and **we** will pay **you** the surrender value of the RB. The minimum amount for a withdrawal is S\$1,000 (in multiples of S\$10) or the balance available.

Terminal bonus (TB)

The TB is determined by **us** and is a non-guaranteed bonus that **we** may add to **your** policy at the point of a payout arising from:

- a claim for any of the benefits under **your** policy;
- a request to surrender **your** policy; or
- when **your** policy ends.

The TB rate on death, surrender or maturity[#] (as a % of accumulated **reversionary bonus**) is projected as follows:

Death or policy maturity			Surrender		
POLICY YEAR	PREMIUM PAYMENT TERM		POLICY YEAR	PREMIUM PAYMENT TERM	
	Pay till age 70	Pay till age 85		Pay till age 70	Pay till age 85
1 to 4	0%	0%	1 to 4	0%	0%
5 to 9	7% to 36%	6% to 29%	5 to 9	2% to 31%	1% to 24%
10 to 14	43% to 72%	35% to 58%	10 to 14	38% to 67%	30% to 53%
15 to 19	79% to 108%	64% to 88%	15 to 19	74% to 103%	59% to 83%
20 to 24	116% to 144%	93% to 117%	20 to 24	111% to 139%	88% to 112%
25 to 29	152% to 181%	123% to 146%	25 to 29	147% to 176%	118% to 141%
30 to 34	188% to 217%	152% to 175%	30 to 34	183% to 212%	147% to 170%
35 to 39	224% to 253%	181% to 204%	35 to 39	219% to 248%	176% to 199%
40 and above	260%	210%	40 and above	260%	210%

[#]The RB and TB indicated above are based on a projected investment rate of return of 4.75% per annum, which is the higher rate as illustrated in the benefit illustration. Please refer to the benefit illustration for further information.

All bonuses are non-guaranteed unless it is declared by Aviva Ltd and the actual amount may vary depending on the performance of the Participating Fund that the plan is invested.

All guaranteed benefits, including bonuses which have already been allocated to the participating fund policyholders, will be provided for regardless of the performance of Aviva Ltd's Participating Fund.

All future bonuses of the plan which have yet to be allocated to the participating fund policyholders are not guaranteed and Aviva Ltd will decide the level of bonus to be declared each year, as approved by Aviva Ltd's Board of Directors (the "Board"), taking into account the written recommendation of the Appointed Actuary.

4. DETAILS ON INVESTMENT OF ASSETS OF THE PARTICIPATING ('Par') LIFE INSURANCE FUND

We operate two sub-funds within the main Participating fund.

One sub-fund, which is open for new business, comprises the majority of all Participating business and another sub-fund, which is closed to new business, consist of a block of single premium policies. Unless otherwise stated, the following sections of the product summary refer to the sub-fund that is open to new business ('Par sub-fund').

As investment best practice and to ensure that **we** continue to be able to maintain an acceptable overall risk level, **we** may opt for a specific investment strategy for a particular product or particular group of products, creating different investment pools within the Par sub-fund.

Investment Objective and Strategy of the Combined Assets Backing the Plan

The investment objective of the different investment pools within the Par sub-fund is to select appropriate investments to earn a competitive rate (allowing for the effect of taxation) commensurate with acceptable levels of solvency risks, having regard to the:

- nature and term of the particular product or group of products within each investment pool;

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- immediate cashflow needs arising from the product or group of products within the investment pool;
- prevailing local regulatory and Aviva Group's requirements;
- expected returns and volatility of different asset classes; and
- investment-related risks, mainly market, credit, interest rate, currency and liquidity risks.

Through meeting the investment objective, **we** aim to provide stable medium to long-term returns to our Par sub-fund policyholders and strive for bonuses that are fair and equitable to the Par sub-fund policyholders.

We hold a wide range of assets to back the Par sub-fund policies and it regularly reviews the long-term asset allocation of each investment pool within the Par sub-fund with due regard to the Par sub-fund's investment objectives. As part of its investment strategy, maximum and minimum exposures to, and performance benchmarks for different asset classes are also set in accordance with the fund objectives.

The long term asset allocation of the Par sub-fund includes some higher risk investments, which we expect to provide a higher return, such as equities, property & others, as well as lower risk investments such as fixed income, cash and deposits. As the Par sub-fund gets smaller and policies on average get closer to maturity, we expect that we will invest less in higher risk investments and more in lower risk investments.

The majority of the Par sub-fund's assets is managed by the appointed third-party investment manager. The remainder of the Par sub-fund's assets is managed internally by **us**. Below is the name and address of the appointed third-party investment manager:

Aviva Investors Asia Pte. Limited
 6 Temasek Boulevard
 #32-08 Suntec Tower 4
 Singapore 038986

Policyholders should note that the appointed third-party investment manager may be subject to changes from time to time.

Investment Mix

As described above, the long-term investment mix (strategic asset allocation) may differ between different products or group of products belonging to different investment pools.

For the investment pool that DIRECT- Aviva Whole Life belongs to, the strategic asset allocation is as follows:

Asset Class	Target Allocation
Fixed Income	57%
Equities	28%
Property	7%
Cash, Deposits & Money Market Securities	3%
Loans	5%

Note: The actual asset allocation may be different from the Target Allocation but will be within an asset allocation range that is stipulated in Aviva Ltd's Investment Policy and approved by the Board.

The actual investment mix for the investment pool that DIRECT- Aviva Whole Life belongs to, as at 31 December 2013, is as follows:

Asset Class	Allocation
Fixed Income	59%
Equities	18%
Property	9%
Cash, Deposits & Money Market Securities	12%
Loans	2%

Net Investment Return and Investment Expense Ratio for the Past 3 Years

The past investment returns and the investment expense ratios for the investment pool that DIRECT- Aviva Whole Life belongs to is as follows:

Year	2013	2012	-
Net Investment Return	0.19%	9.35%	-
Investment Expense Ratio	0.33%	0.31	-

Past performance is not necessarily indicative of future performance.

The investment expense ratio is calculated based on the following formula:

$$\text{Investment Expense Ratio (\%)} = \frac{\text{Total Investment Expenses}^*}{\text{Average Asset Value}^{**}} \times 100$$

* The total investment expenses is made up of investment expenses in respect of each financial year ended, which would ordinarily include expenses incurred in earning interest, dividends and rent, expenses incurred in the management and sale of the investments, property maintenance costs or expenses, property tax and Goods & Services Tax on the investment operating expenses.

** The average asset value is computed based on the average of the asset value at the beginning and ending period for the year of computation.

Key Factors Affecting the Performance of the Participating Fund and Level of Bonuses

Within the Participating Fund, the factors affecting each sub-fund's and investment pools' performance and level of bonuses include:

- the Par sub-fund's investment performance (including the credit risk of the Par sub-fund assets) and its future outlook;
- Aviva Ltd's running costs, which include administrative costs, and investment costs;
- the tax Aviva Ltd has to pay;
- the shareholders' share of profits, which is tied directly to the bonuses declared;
- the claims Aviva Ltd has to pay, such as death and surrender claims;
- other profit and losses in the Par sub-fund.

We will determine the level of bonuses taking into account the historical performance as well as future outlook for the Par sub-fund.

Sharing of Risks

The Participating Fund provides sharing of risk for policyholders – this smooth out the ups and downs that individual policyholders would have experienced if they have invested independently and directly.

Where a specific investment strategy or strategic asset allocation is being adopted, there will be minimal interactions (“cross subsidies”) between investment returns from the different investment pools. However, in certain circumstances, cross subsidies between investments returns from the different investment pools may be allowed subject to the approval of the Appointed Actuary and the investment committee which consists of senior members of Aviva Ltd’s management team. There remains to be cross subsidies between the other key factors affecting the performance of the Par sub-fund and level of bonuses stated above. Surplus of assets in one investment pool may be used to support shortfall of assets in another investment pool to ensure that the Participating Fund remains solvent.

The values of the assets supporting the products are determined by accumulating the cash flows for each product or group of products. This is calculated by accumulating the premium income plus the investment return, less deduction for expenses, tax, the cost of providing benefits and the shareholders’ share of profits as well as other costs that may be incurred in managing the fund.

Smoothing of Bonuses

Although bonuses are not guaranteed, insurers generally try to avoid large fluctuations in the bonus declared from year to year. **We** aim to achieve this stability by smoothing bonuses over time. This means that bonuses may be held back in years when the performance of the fund has been good so that bonuses can be less affected when conditions are or seems likely to get less favourable. The net effect is that bonuses and interest rates will not necessarily follow the short-term rises and falls in the investment markets.

The greater the exposure to higher risk investments, the greater the expected volatility in net investment return.

Smoothing will never reduce any guaranteed benefits that may apply. The cost of smoothing is intended to be neutral over the longer term, although market conditions can lead to a profit or loss on smoothing in the short term.

In general, long-term trend and movement are likely to be incorporated into the changes in reversionary (annual) bonus rates, while variations due to sudden or abrupt market movement and volatility are likely to be reflected through the changes in terminal bonus rates. Although changes are smoothed, there is no maximum or minimum amount by which reversionary and terminal bonus rates may be altered.

Past 3 Years Bonus Rates

Reversionary Bonus (RB)

As this is a new plan, actual bonuses are yet to be declared.

Terminal Bonus (TB) – As a % of Accrued RB

As this is a new plan, past experience for TB declaration is presently not available.

Past performance is not necessarily indicative of future performance.

Fees and Charges under the Par sub-fund

We incur expenses in operating the business. These include the salaries of staff, the cost of maintaining the office, investment costs, and other such ongoing / one-off costs. When establishing fair payouts, **we** will determine a reasonable share of these expenses to be attributed to the operation of each investment pool within the Par sub-fund.

Fees and charges have been included in the calculation of the premium and will not be separately charged to the policyholders.

Conflict of Interests

We are not aware of any conflict of interest in relation to the Par sub-fund and its management.

Related Party Transactions

We have the following related-party transactions based on terms agreed between the parties concerned:

1. Management services provided by our regional and head office;
2. Management services provided to our related companies; and
3. Investment management services provided by Aviva Investors Asia Pte Limited.

These services are provided based on management agreements signed with all the respective companies. These agreements are being periodically reviewed to ensure that the fees charged are reasonable and in line with the market.

Annual Bonus Updates

You will be updated on the performance of **your** policy via an annual statement and update, which will be made available to **you** following **our** annual bonus declaration, by 30 June each year.

5. WHAT PREMIUM PAYMENT TERMS DOES THIS PLAN ALLOW?

You can choose from one of the two premium payment terms available:

- a. Regular premium, pay till **age** 70
- b. Regular premium, pay till **age** 85

6. WHO CAN BUY THIS PLAN?

The minimum and maximum entry ages for this plan are:

Premium Payment term	Minimum Entry Age	Maximum Entry Age
Pay till age 70	19	60
Pay till age 85	19	65

This plan is only offered on a single-life basis.

7. WHAT PREMIUM PAYMENT OPTIONS DOES THIS PLAN OFFER?

Premiums may be paid using cash, credit card and GIRO. Credit card is allowed for both initial and renewal premiums. This policy is available in SGD currency only. **You** may choose to pay **your** premiums annually, half-yearly, quarterly or by monthly instalments.

8. WHEN DOES YOUR POLICY END?

Your policy ends on the date:

- **we** cancel **your** policy at **your** request;
- **we** pay the death benefit or the early payout of death benefit under **your** policy in full;
- **we** void **your** policy on account of incorrect or incomplete information provided to **us**;
- **your** policy lapses due to non-payment of premiums within 30 days from the date they become due (and when **your** policy does not have sufficient cash value for us to advance a loan to keep **your** policy in force);
- **your** policy becomes void under the 'Suicide' section stated below;
- **you** cancel **your** policy under the 'Free-look cancellation: Cancel **your** policy and get premiums back' section stated below;
- **you** surrender **your** policy under the 'Surrender **your** policy' section below; or
- **we** pay the maturity benefit,

whichever occurs first.

All supplementary benefits automatically end on the date **your** policy ends.

9. WHAT CAN YOU DO WITH YOUR POLICY?

9.1. Free-look cancellation: Cancel your policy and get your premiums back

You have 14 days from the time **you** receive **your** policy to decide whether **you** want to continue with it. If **you** do not want to continue, **you** may write to **us** to cancel **your** policy. **We** will refund premiums paid, without interest and less any expenses incurred in considering **your** application and issuing **your** policy.

Your policy is considered delivered to and received by **you** 7 days after **we** post it.

9.2. Surrender your policy

While **your** policy is in force, **you** may surrender **your** policy for its cash value and **your** policy will end. **Your** policy will start acquiring cash value from its third policy year onwards as long as the premiums are paid up-to-date.

We reserve the right to reject **your** application to surrender **your** policy, unless **you** meet our terms, conditions and guidelines applicable at the time of **your** application.

Please refer to the benefit illustration for the projected cash surrender value **you** may get if **you** surrender the policy early.

9.3. Request for a policy loan

- a. While **your** policy is in force, **you** may apply for a loan from **your** policy *provided you* meet **our** terms, conditions and guidelines applicable at the time of **your** application and the following conditions:
 - the total sum of the loan(s) must not exceed 90% of the cash value of **your** policy; and
 - the interest charges on the loan will be based on the rates determined by **us**.
- b. If **we** have extended **you** a loan under **your** policy, it will constitute a fixed charge in **our** favour that will have priority against all other claims.
- c. If at any time the monies **you** owe **us** exceed the cash value, **your** policy will automatically end.

9.4. Convert to a paid-up policy

You can apply to convert **your** policy to a paid-up policy with a reduced sum assured, for a fee as determined by **us**, and without having to provide evidence of insurability. This allows **you** to use the cash value accumulated in **your** policy, excluding the bonus added to **your** policy, to pay any future premiums.

We reserve the right to reject **your** application to convert **your** policy, unless **you** meet **our** terms, conditions and guidelines applicable at the time of **your** application.

Upon successful conversion:

- a. **your** paid-up policy will have a reduced sum assured as determined by **us**, based on the cash value available at the time of conversion, excluding the bonus added to **your** policy, and any monies owing to **us** ;
- b. **your** paid-up policy will not have a cash value;
- c. **you** will not have to pay any further premiums on **your** policy;
- d. no further bonuses will be added to **your** policy;
- e. bonus added before the conversion will be payable as part of **your** benefits; and
- f. all supplementary benefits attached under **your** policy will be cancelled.

9.5. Make a claim

Notice and proof must be given to **us**, as soon as reasonably practicable, after the diagnosis or any event giving rise to a claim.

You must give the following to **us** at **our** registered office as proof of **your** claim:

- the completed claim form;
- proof of the **life assured's** date of birth;
- the medical report and/ or diagnosis issued by a **registered medical practitioner**, supported by clinical, radiological, histological and laboratory evidence at the claimant's expense, which must be acceptable to **us**;
- the original death certificate (when making a claim for death benefit);
- evidence that the claimant is entitled to payment under **your** policy; and
- any other document **we** consider necessary to support the claim.

10. WHAT ARE THE THINGS YOU NEED TO NOTE?

10.1. Suicide

If the **life assured** commits suicide (while sane or insane) within 1 year from the policy issue date or the reinstatement date (whichever is later), **your** policy is void on the date immediately before the date of death. **We** will refund premiums paid for basic benefits, without interest and less any monies owing to **us**, from the policy issue date or the date **we** last reinstate **your** policy (whichever is later).

Any supplementary benefit is void if the **life assured** commits suicide (while sane or insane) within 1 year from the date the supplementary benefit is added to **your** policy or the reinstatement date (whichever is later). **We** will refund premiums paid for the supplementary benefit, without interest and less any monies owing to **us**, from the date the supplementary benefit is added to **your** policy or the date **we** last reinstate the supplementary benefit (whichever is later).

10.2. The Contract

This product summary provides **you** with an overview of the plan. The policy contract provides the full terms and conditions of the plan.

10.3. Exclusions: What we exclude

- a) Benefits of this plan are not payable under certain conditions. These conditions are stated as “exclusions” in the policy contract. The categories of exclusions that are common to all life insurers relate to:
 - Suicide **within one year** (for Death benefit)
 - Self-inflicted injury (for Total & Permanent Disability benefit)
 - A waiting period (for Critical Illness benefit, if applicable)
 - Pre-existing medical conditions (for Critical Illness benefit, if applicable)
- b) In addition to the above common categories of exclusions, life insurers may impose other exclusions.
- c) For the exclusions of this plan, please refer to Section 2A above.
- d) The definitions of the exclusions are stated in the policy contract. Please refer to the policy contract.

10.4. Point-of-Sale Documents

A copy of the following documents is provided at the point-of-sale:

- Benefit Illustration
- Product Summary
- Direct Purchase Product Fact Sheet
- Your Guide to Life Insurance
- Your Guide to Health Insurance (if applicable)

10.5. Your Guide to Participating Policies (YGTPP)

The consumer guide, YGTPP, is available on [Life Insurance of Association Singapore](http://www.lia.org.sg) web-site: www.lia.org.sg.

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10.6. Policy Owners' Protection Scheme

Your policy is protected under the Policy Owners' Protection Scheme, and 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 Singapore or SDIC web-sites (www.lia.org.sg or www.sdic.org.sg).

10.7. Details of the Insurer

This plan is underwritten by Aviva Ltd, part of Aviva plc. Web-site: www.aviva.com.sg.

11. DEFINITIONS

Age means the **life assured's** age on next birthday.

Pre-existing condition means any condition, illness, injury, symptoms which existed or were existing or evident, for which treatment was sought from or recommended by a **registered medical practitioner** or would have caused an ordinary and prudent person to seek medical advice, prior to the:

- policy issue date;
- cover start date;
- date the supplementary benefit is added to your policy; or
- reinstatement date

whichever is later, unless it had been declared and accepted by **us**.

Registered medical practitioner means a doctor with a recognised degree in western medicine who is legally licensed to practice in the person's home country but should not be **you** or **your** relative, sibling, spouse, child or parent.

Reversionary bonus means the non-guaranteed monies that may be declared annually as determined by **us** (depending on **our** divisible surplus) and as defined in the 'NON-GUARANTEED BONUSES' section above.

Specialist means a qualified and licensed **registered medical practitioner**, possessing the necessary additional qualifications and expertise to practice as a recognized specialist of diagnostic techniques, treatment and prevention, in a particular field of medicine like psychiatry, neurology, pediatrics, endocrinology, obstetrics, gynaecology, dermatology etc.

Sum assured is the amount of insurance cover **you** have chosen. It is also the amount shown in the policy schedule and payable under **your** policy when a claim for basic benefits and/ or supplementary benefit(s) is admitted.

Terminal bonus means the non-guaranteed monies that may be payable as determined by **us** and as defined in the 'NON-GUARANTEED BONUSES' section above.

Terminal illness means an illness which, in the opinion of a **specialist**, together with a **registered medical practitioner we** have appointed, is expected to lead to death within 12 months from the date of such diagnosis.

Total and permanent disability means any of the two situations:

- a. The **life assured**, due to accident or sickness, is disabled to such an extent as to be rendered totally unable to engage in any occupation, business or activity for income, remuneration or profit; and The disability must continue uninterrupted for at least 6 consecutive months from the time when disability started; and The disability must, in the view of a medical examiner appointed by **us**, be deemed permanent with no possibility of improvement in the foreseeable future.
- b. The **life assured**, due to accident or sickness, suffers total and irrecoverable loss of use of:
 - the entire sight in both eyes; or
 - any two limbs at or above the wrist or ankle; or
 - the entire sight in one eye and any one limb at or above the wrist or ankle.

We, us, our means Aviva Ltd.

You, your, life assured means the policyholder shown in the policy schedule.

Supplementary Benefit DIRECT- Aviva Critical Illness Cover

1. What is this supplementary benefit about?

This supplementary benefit provides **you** with financial assistance when you are diagnosed with any of the specified 30 critical illnesses.

Words in bold have the specific meanings given to them and are found under the 'Definitions' section of this supplementary benefit or the plan this supplementary benefit is attached to.

This supplementary benefit has no cash value.

2. What does this supplementary benefit cover?

- 2.1. **We** cover the specified 30 critical illnesses listed below, under the 'List of critical illnesses' section. The Life Insurance Association Singapore (LIA) has standard definitions for 37 severe-stage critical illnesses (Version 2014). The 30 specified critical illnesses fall under Version 2014. You may refer to www.lia.org.sg for the standard definitions (Version 2014).
- 2.2. During the contract term of this supplementary benefit, if the **life assured** suffers from a critical illness, **we** will pay the **critical illness benefit** in one lump sum as an early payout of the death benefit after receiving satisfactory proof.
- 2.3. If **we** have paid part of the death benefit in a previous claim, only the balance will be payable for critical illness accelerated benefit.

3. What do we exclude?

- 3.1. **We** do not pay this supplementary benefit if the **life assured** is diagnosed with:
 - Heart Attack of Specified Severity or Major Cancers; or
 - coronary artery disease leading to performance of Coronary Artery By-Pass Surgery or Angioplasty & Other Invasive Treatment for Coronary Artery,before or within 90 days from:
 - the policy issue date;
 - the date this supplementary benefit is added to **your** policy;
 - the cover start date of this supplementary benefit; or
 - the reinstatement date of this supplementary benefit,whichever is later.
- 3.2. **We** do not pay this supplementary benefit if **your** claim arises from:
 - deliberate acts such as self-inflicted illness or injury;
 - deliberate misuse of drugs, alcohol or any dependence;
 - acquired immunodeficiency syndrome (AIDS), infection by human immunodeficiency virus (HIV), acquired in ways other than as stated in HIV Due to Blood Transfusion and Occupationally Acquired HIV; or
 - any **pre-existing condition**.

4. What do you need to note?

4.1. Diagnosis

The critical illness must be diagnosed by a **registered medical practitioner** and/ or **specialist**.

4.2. Premium

The premium for this supplementary benefit is not guaranteed and **we** will notify **you** of any changes 30 days in advance.

4.3. Renewal

If **you** are holding a 5-year renewable term policy and it is due for renewal, **we** will not renew this supplementary benefit if:

- **you** are above 60 years old; or
- any claim has been admitted under this supplementary benefit.

We will work out the renewal premium based on **your** supplementary benefit's contract term, sum assured and **your age** at the time **your** supplementary benefit is renewed.

5. When does the cover end?

This supplementary benefit ends on the date:

- **we** cancel this supplementary benefit at your request;
 - **we** pay this supplementary benefit in full;
 - **we** void this supplementary benefit on account of incorrect or incomplete information provided to **us**;
 - this supplementary benefit becomes void under the 'Suicide' section stated in the general provisions;
 - the cover of this supplementary benefit ends; or
 - the date **your** policy ends,
- whichever occurs first.

6. List of critical illnesses

- 6.1. Major Cancers
- 6.2. Heart Attack of Specified Severity
- 6.3. Stroke
- 6.4. Coronary Artery By-Pass Surgery
- 6.5. Kidney Failure
- 6.6. Aplastic Anaemia
- 6.7. End Stage Lung Disease
- 6.8. End Stage Liver Failure
- 6.9. Coma
- 6.10. Deafness (Loss of Hearing)
- 6.11. Heart Valve Surgery
- 6.12. Loss of Speech
- 6.13. Major Burns
- 6.14. Major Organ / Bone Marrow Transplantation
- 6.15. Multiple Sclerosis

This insurance policy is underwritten by **Aviva Ltd**
4 Shenton Way #01-01 SGX Centre 2 Singapore 068807 Tel: (65) 68277988 Fax: (65) 6827 7900 www.aviva.com.sg
Company Reg. No.: 196900499K GST Reg No.: MR-8500166-8

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- 6.16. Muscular Dystrophy
- 6.17. Parkinson's Disease
- 6.18. Surgery to Aorta
- 6.19. Alzheimer's Disease / Severe Dementia
- 6.20. Fulminant Hepatitis
- 6.21. Motor Neurone Disease
- 6.22. Primary Pulmonary Hypertension
- 6.23. HIV Due to Blood Transfusion and Occupationally Acquired HIV
- 6.24. Benign Brain Tumour
- 6.25. Viral Encephalitis
- 6.26. Bacterial Meningitis
- 6.27. Blindness (Loss of Sight)
- 6.28. Major Head Trauma
- 6.29. Paralysis (Loss of Use of Limbs)
- 6.30. Angioplasty & Other Invasive Treatment For Coronary Artery

7. Definitions

Critical illness benefit means:

- In the case of Angioplasty & Other Invasive Treatment For Coronary Artery: ten percent (10%) of the sum assured for this supplementary benefit subject to a maximum of Twenty Five Thousand Singapore Dollars (S\$25,000); or
- In all other cases of critical illnesses: the full sum assured for this supplementary benefit.

Specialist means a qualified and licensed **registered medical practitioner**, possessing the necessary additional qualifications and expertise to practice as a recognized specialist of diagnostic techniques, treatment and prevention, in a particular field of medicine like psychiatry, neurology, pediatrics, endocrinology, obstetrics, gynaecology, dermatology etc.