GENERAL PROVISIONS

1. DEFINITIONS AND INTERPRETATION

1.1 The following are meanings of words and expressions used in this contract, unless otherwise stated:

Company, We, Our, Us	Singapore Life Ltd.
Add-on Benefit	As defined in Clause 8.
Assured, You, Your	The owner of this Policy as stated in the Policy Schedule, his legal representatives or his deputy appointed under the Mental Capacity Act 2008, who is entitled to exercise the rights and options under this Policy.
Accident	An event caused solely and independently of all other causes and directly by violent, unexpected, external and visible means.
Activities of Daily Living or ADL	As defined in Clause 5.
Age	The age at the next birthday.
Application	The forms You signed to purchase this Policy from Us, including any written statement, representation or document given to Us which contains information We relied on in issuing this Policy.
Appointed Assessor	A qualified healthcare professional from a panel of accredited assessors, approved by the Singapore Ministry of Health under the CareShield Life and Long-Term Care Act, who conducts disability assessment for the Life Assured but should not be the Assured, Life Assured, or any relative, sibling, spouse, child or parent of the Life Assured.
Benefit Commencement Date	The date on which cover under a particular benefit of this Policy starts, as stated in the Policy Schedule.
Benefit Payout Duration	The maximum term for which a benefit is payable under this Policy.
Caregiver Relief Benefit	As defined in Clause 11.

Claim Date	The date on which the applicable assessor's statement is certified by an Appointed Assessor.
Child	Any legitimate child, stepchild, child adopted according to any written law governing the adoption of children or child for whom the Life Assured is the legal guardian who is Age twenty-two (22) or below.
Death Benefit	As defined in Clause 12.
Deferment Period	A period of ninety (90) days from the Claim Date (inclusive).
Dependant Care Benefit	As defined in Clause 10.
Endorsement	A written document issued by Us to record and confirm amendments made to the terms of this Policy. Where particulars of this Policy are stated in the Policy Schedule, they may also be stated in the Endorsements issued by Us from time to time.
Entry Age	The Life Assured's age on the birthday immediately following the Policy Commencement Date and as stated in the Policy Schedule.
Grace Period	A period of seventy-five (75) days from each Premium due date, other than the first Premium payable under the Policy.
Life Assured	The person whose life is insured by this Policy and as named in the Policy Schedule. For the avoidance of doubt, the Life Assured is the Assured for the purposes of this Policy.
Life Stage Event	Refers to any of the following events: (a) legal completion of a property purchased by the Life Assured; (b) change in marital status of the Life Assured, which refers to the change from being single to married, from being married to divorced or widowed, or from being divorced or widowed to married; (c) an addition of a new child member into the Life Assured's immediate family, which refers to having a new born child or the legal adoption of a child below Age nineteen (19); (d) an increase by 50% or more of the Life Assured's salary from Policy Issue Date; (e) completion by the Life Assured of a skills development course of at least six (6) months;

	(f) purchase by the Life Assured from Us of a new individual life insurance policy or a supplementary benefit attached to a policy with full underwriting at standard terms; or (g) the Life Assured's spouse suffers from a Severe Disability and is unable to perform at least three (3) Activities of Daily Living (ADL) or dies.
Long-Term Care Insurance Scheme	The insurance scheme (including but not limited to ElderShield or CareShield Life schemes) established by the Ministry of Health, Singapore.
Lump Sum Benefit	As defined in Clause 7.
Policy	The statement of terms and conditions set out in this policy document, including the Application, the Policy Schedule and any Endorsement issued by Us which forms part of this policy document.
Policy Anniversary	The same date in each subsequent calendar year as the Policy Commencement Date.
Policy Commencement Date	The date on which cover under the Policy starts, as stated in the Policy Schedule.
Policy Issue Date	The date on which We issued this Policy to You, as stated in the Policy Schedule.
Policy Schedule	The schedule to this Policy which sets out the particulars of the Policy, as amended by Us from time to time.
Pre-Existing Condition(s)	Any condition or illness which existed or was existing or the cause or symptoms of which existed or were existing or evident, or any condition or illness which the Life Assured suffered or was suffering from, prior to the Policy Issue Date, Benefit Commencement Date or the date of the last reinstatement of this Policy, whichever is later, unless the condition or illness had been declared and accepted by Us.
Pre-Existing Disability	A Severe Disability suffered by the Life Assured before the Policy Commencement Date.
Premium(s)	The amount(s) You must pay to Us to apply for and to keep this Policy in force.

Premium Cessation Date	The date after which no further Instalment Premiums will be payable for a particular benefit under this Policy as stated in the Policy Schedule.
Registered Medical Practitioner	A doctor with a recognised degree in western medicine who is authorised to practise in the country in which he practises but should not be the Assured himself/the Life Assured, or any relative, sibling, spouse, child or parent of the Assured or the Life Assured, and includes an Appointed Assessor.
Registered Office	Our registered office at the relevant time.
Rehabilitation Benefit	(For Singlife CareShield Standard only) As defined in Clause 9.
Resident/Residence	Being physically present in a country for a continuous period of one hundred and eighty-three (183) days or more.
Severe Disability	As defined in Clause 5.
Severe Disability Benefit	As defined in Clause 5.
Waiver of Premium Benefit	As defined in Clause 16.

1.2 The singular includes the plural and the masculine includes the feminine and neuter gender, and in each case vice versa, unless specifically indicated otherwise.

2. THE CONTRACT

2.1 Description of the Policy

2.1.1 This Policy comprises the legal contract between You and Us.

2.1.2 This Policy provides You with:

(a) Severe Disability Benefit;

(b) Lump Sum Benefit;

(c) Add-on Benefit (1 ADL/2 ADLs Add-On), as stated in the Policy Schedule, if applicable;

(d) Rehabilitation Benefit (for Singlife CareShield Standard only);

(e) Dependant Care Benefit;

(f) Caregiver Relief Benefit;

(g) Waiver of Premium Benefit; and

(h) Death Benefit.

2.1.3 To enjoy the benefits of the Policy, You must:

(a) apply for cover under the Policy, subject to Our terms, conditions and guidelines prevailing at the time of Your Application; and

(b) pay the full amount of Premium on each Premium due date, subject to the provisions of Clause 4.2.

2.1.4 This Policy comes into force on the Policy Commencement Date, provided that:

(a) We receive the full amount of the first Premium payable under the Policy before the Policy Issue Date; and

(b) the first Premium satisfies the minimum Premium requirement prevailing at the Policy Issue Date.

The date of payment, for the above purposes, will be the date on which payment is credited to Our bank account.

2.1.5 The cover under the Policy starts on the Policy Commencement Date. Notwithstanding the start of the Policy on the Policy Commencement Date, no benefits will be paid in respect of any claim arising before the Policy Issue Date.

2.1.6 If any of the terms and conditions of this Policy is not met, any claim made under the Policy will be invalid and unenforceable.

2.2 Amendments to this Policy

2.2.1 We have the right to amend or revoke this Policy or adjust the benefits at Our discretion if there is incorrect or incomplete information in the Application or in any statement, representation or document given to Us.

2.2.2 We may change the benefits, cover, Premiums or terms and conditions of the Policy by giving You at least thirty (30) days written notice. However, We may change the benefits, cover, Premiums or terms and conditions of the Policy with immediate effect without giving You notice if such changes are required by any law, subsidiary legislation, governmental notices, policies or other statutory requirements.

2.2.3 Any amendment to the Policy will only take effect if We issue You:

(a) a new Policy Schedule; and/or

(b) an Endorsement;

signed by Our authorised officers to accept and confirm the amendment.

2.2.4 Any Policy Schedule or Endorsement issued under Clause 2.2.3 will:

(a) form part of this Policy; and

(b) take effect on the date stated in such Policy Schedule or Endorsement.

2.2.5 The new Policy Schedule or Endorsement issued under Clause 2.2.3 will supersede the Policy Schedule or Endorsement last issued in respect of this Policy (if any), which will be cancelled and invalid as of the date of the new Policy Schedule or the date of the new Endorsement. References to the Policy Schedule in the provisions of this Policy will therefore mean the Policy Schedule as amended by the latest Policy Schedule or Endorsement.

3. COOLING-OFF/FREE-LOOK PERIOD

3.1 Within sixty (60) days after You have received this Policy, You may write to Us to cancel Your Policy. We will refund the Premiums You paid (without interest) after deducting any expenses We incurred in assessing the risk under Your Policy and in issuing this Policy.

3.2 If we send the Policy to You by post or electronically, We will consider it delivered and received seven (7) days after the date sent.

4. PREMIUMS

4.1 Payment of Premiums

4.1.1 The Premiums for this Policy must be paid according to the mode and method of payment specified by Us.

4.1.2 The Premium rates referred to in Clause 4.1. and stated in the Policy Schedule are not guaranteed. We reserve the right to revise the Premium rate for each Age on any Policy Anniversary date. The rate applicable at the time of revision shall be based on the Entry Age of the Life Assured as stated in the Policy Schedule. Notice of any revision shall be given to You at least thirty (30) days in advance.

4.1.3 The date of payment for the purposes of this Policy will be the date on which payment is credited to Our bank account. The amount paid will be the amount credited to Our bank account net of bank charges (if any).

4.2 Non-payment and Grace Period

4.2.1 Except for the first Premium payable under the Policy, subsequent Premiums must be paid within the Grace Period.

4.2.2 The Policy will continue to be in force during the Grace Period. If We admit a claim during the Grace Period, the amount of unpaid Premium(s) will be deducted from the benefits payable.

4.2.3 If a Premium or any part of a Premium due under the Policy remains unpaid when the Grace Period expires, the Policy will automatically terminate and will cease to provide coverage. We will not be liable for any claim made under the Policy after the date of termination.

4.2.4 To avoid termination of this Policy under Clause 4.2.3, full payment must be made for all Premiums payable under the Policy.

4.2.5 Our acceptance of any Premiums or any part of a Premium, after the Grace Period expires will not constitute a waiver of Our right to treat the Policy as terminated.

5. SEVERE DISABILITY BENEFIT

5.1 We will pay a monthly Severe Disability Benefit according to the plan stated in the Policy Schedule if the Life Assured suffers a Severe Disability.

"**Severe Disability**" is defined for the respective plans as follows:

(A) For Singlife CareShield Standard

Severe Disability means the inability of the Life Assured to perform at least **three (3)** of the following Activities of Daily Living. This means requiring significant assistance from another person throughout the entire activity.

(B) For Singlife CareShield Plus

Severe Disability means the inability of the Life Assured to perform at least **two (2)** of the following Activities of Daily Living. This means requiring significant assistance from another person throughout the entire activity.

Activities of Daily Living:

(a) Washing
The ability to wash in the bath or shower (including getting into and out of the bath or shower) or wash by other means.

(b) Dressing
The ability to put on, take off, secure and unfasten all garments and, as appropriate, any braces, artificial limbs or other surgical or medical appliances.

(c) Feeding
The ability to feed oneself food after it has been prepared and made available.

(d) Toileting
The ability to use the lavatory or manage bowel and bladder function through the use of protective undergarments or surgical appliances if appropriate.

(e) Walking or Moving Around
The ability to move indoors from room to room on level surfaces.

(f) Transferring
The ability to move from a bed to an upright chair or wheelchair, and vice versa.

5.2 While this Policy is in force and if the Life Assured suffers a Severe Disability, We will pay the Severe Disability Benefit as stated in the Policy Schedule. The Severe Disability Benefit is paid as a monthly payment, the first payment of which will be payable after the Deferment Period and subsequent monthly payments will be made as long as You are covered under the Policy.

5.3 The diagnosis of a Severe Disability must be confirmed and certified by an Appointed Assessor.

5.4 The monthly Severe Disability Benefit payments shall cease upon the earliest occurrence of the following:

(a) the Life Assured ceases to suffer from the Severe Disability; or
(b) the death of the Life Assured.

5.5 If within one hundred and eighty (180) days from ceasing to suffer from the Severe Disability, the Life Assured again suffers from a Severe Disability arising from the same cause, the Deferment Period for the new claim shall be waived. If the Life Assured suffers a Severe Disability arising from the same cause after the 180-day period or suffers a Severe Disability arising from a different cause, the Deferment Period shall apply for the new claim.

6. BENEFIT PAYOUT AND PREMIUM STRUCTURES

6.1 The benefit payout and Premium structure for Your Policy is stated in the Policy Schedule and comprises one of the following:

(A) Level Benefit Payout and Premium Structure

The Severe Disability Benefit and Premium will remain the same throughout the term of the Policy; or

(B) Escalating Benefit Payout and Premium Structure

(i) Subject to sub-paragraph (ii) below, the Severe Disability Benefit and Premium will increase at the rate selected as stated in the Policy Schedule, compounded at each Policy Anniversary, starting from the first Policy Anniversary. The selected rate of increase cannot be changed after the Policy Commencement Date.

(ii) The Severe Disability Benefit and Premium will stop increasing at the selected rate when the first successful claim (including but not limited to Waiver of Premium benefit) is made or at Premium Cessation Date, whichever is earlier. You will receive the last paid monthly benefit throughout the term of the Policy.

7. LUMP SUM BENEFIT

While this Policy is in force and if the Life Assured suffers a Severe Disability, We will pay the Lump Sum Benefit of three (3) times the first monthly benefit amount set out in Clause 5.2 of the Severe Disability Benefit. The Lump Sum Benefit is payable only once after the Deferment Period. For the avoidance of doubt, no further Lump Sum Benefit shall be payable for any subsequent Severe Disability under this Policy.

8. ADD-ON BENEFIT – One (1) and two (2) Activities of Daily Living Add-On

(A) For Singlife CareShield Standard

While this Policy is in force, if the Life Assured is unable to perform two (2) Activities of Daily Living, We will pay the Add-on Benefit of a monthly payment equivalent to one hundred percent (100%) of the Severe Disability Benefit payable for up to a maximum of twelve (12) months as stated in the Policy Schedule (if applicable). The Add-on Benefit is payable, after the Deferment Period.

(B) For Singlife CareShield Plus

While this Policy is in force, if the Life Assured is unable to perform one (1) Activities of Daily Living, We will pay the Add-on Benefit of a monthly payment equivalent to one hundred percent (100%) of the Severe Disability Benefit payable for up to a maximum of twelve (12) months as stated in the Policy Schedule (if applicable). The Add-on Benefit is payable, after the Deferment Period.

For the avoidance of doubt, We will pay the Add-on Benefit if the Life Assured recovers and later becomes eligible to claim again for the Add-on Benefit, as long as the maximum period of twelve (12) months stated in sub-clauses (A) or (B) above (as applicable) has not been reached and the conditions of this Clause 8 have been met.

If within one hundred and eighty (180) days from ceasing to claim for the Add-on Benefit, the Life Assured becomes eligible to claim again for the Add-on Benefit arising from the same cause, the Deferment Period for the new claim shall be waived. If the Life Assured becomes eligible to claim again for the Add-on Benefit arising from the same cause after the 180-day period or becomes eligible to claim again for the Add-on Benefit arising from a different cause, the Deferment Period shall apply for the new claim.

The Add-on Benefit shall cease upon the earliest occurrence of the following:

(a) the Life Assured no longer meets the requirements for the Add-on Benefit;
(b) full payment of the Add-on Benefit;
(c) commencement of Severe Disability Benefit; or
(d) the death of the Life Assured.

9. REHABILITATION BENEFIT (FOR SINGLIFE CARESHIELD STANDARD ONLY)

9.1 While this Policy is in force, if the Life Assured suffers a Severe Disability and later recovers but is still unable to perform two (2) of the Activities of Daily Living, this means requiring significant assistance from another person throughout the entire activity, We will pay the Rehabilitation Benefit.

9.2 The inability to perform two (2) of the Activities of Daily Living must be confirmed and certified by an Appointed Assessor.

9.3 The Rehabilitation Benefit is a monthly payment equivalent to fifty percent (50%) of the last paid Severe Disability Benefit.

9.4 For the avoidance of doubt, We will pay the Rehabilitation Benefit if the Life Assured recovers and later suffers a Severe Disability again, as long as the conditions of this Clause 9 are met.

9.5 The Rehabilitation Benefit payments shall cease upon the earliest occurrence of the following:

(a) the Life Assured no longer meets the requirements for the Rehabilitation Benefit; or
(b) the death of the Life Assured.

For the avoidance of doubt, no Rehabilitation Benefit will be payable if the Severe Disability Benefit is being paid under this Policy.

10. DEPENDANT CARE BENEFIT

10.1 The Dependant Care Benefit is a monthly payment equivalent to twenty percent (20%) of the Severe Disability Benefit. It is payable for up to a maximum period of thirty-six (36) months during its Benefit Payout Duration as long as either the Severe Disability Benefit or Rehabilitation Benefit is payable.

10.2 If a claim for Severe Disability Benefit or Rehabilitation Benefit is admitted and upon proof satisfactory to Us that any child of the Life Assured is a Child at the time the claim event occurred, We will pay the Dependant Care Benefit after the Deferment Period. Thereafter, We will continue to pay the Dependent Care Benefit during the Benefit Payout Duration even if and after the Child reaches Age twenty-two (22) as long as either the Severe Disability Benefit or Rehabilitation Benefit is payable.

10.3 For the avoidance of doubt, if after the Life Assured has recovered, the Severe Disability Benefit or Rehabilitation Benefit becomes payable again, the Dependant Care Benefit will also be payable as long as the maximum period stated in Clause 10.1 has not been reached and the conditions of this Clause 10 have been met.

10.4 The Dependant Care Benefit payments shall cease upon the earliest occurrence of the following:

(a) the cessation of the Severe Disability Benefit or the Rehabilitation Benefit, as applicable;
(b) the death of the Life Assured; or
(c) the expiry of the Benefit Payout Duration.

11. CAREGIVER RELIEF BENEFIT

11.1 The Caregiver Relief Benefit is a monthly payment equivalent to sixty percent (60%) of the Severe Disability Benefit. It is payable for up to a maximum period of twelve (12) months during its Benefit Payout Duration as long as either the Severe Disability Benefit or Rehabilitation Benefit is payable.

11.2 If a claim for Severe Disability Benefit or Rehabilitation Benefit is admitted, We will pay the Caregiver Relief Benefit after the Deferment Period.

11.3 For the avoidance of doubt, if after the Life Assured has recovered, the Severe Disability Benefit or Rehabilitation Benefit becomes payable again, the Caregiver Relief Benefit will also be payable as long as the maximum period stated in Clause 11.1 has not been reached and the conditions of this Clause 11 have been met.

11.4 The Caregiver Relief Benefit shall cease upon the earliest occurrence of the following:

(a) the cessation of the Severe Disability Benefit or the Rehabilitation Benefit, as applicable;
(b) the death of the Life Assured; or
(c) the expiry of the Benefit Payout Duration.

12. DEATH BENEFIT

12.1 If the Life Assured dies due to an Accident or sickness during the period that We are paying either the Severe Disability Benefit or the Rehabilitation Benefit and We admit the claim for Death Benefit upon receiving satisfactory proof of claim, We will pay the Death Benefit.

12.2 The Death Benefit is payable once and is equivalent to three (3) times the last paid monthly benefit amount of the Severe Disability Benefit or the Rehabilitation Benefit, whichever is applicable. Once the Death Benefit is paid, the Policy is terminated.

13. LIFETIME COVER

Except for termination in accordance with the terms of this Policy, cover under this Policy is guaranteed for life and We undertake not to terminate the cover under this Policy for any other reason.

14. GUARANTEED RENEWABILITY

This Policy is guaranteed to be renewable annually, unless earlier terminated as provided under this Policy.

15. EXCLUSIONS

15.1 Benefits under the Policy are not payable if any one of the following events occur in whole or in part:

(a) Intentionally self-inflicted injury, or attempted suicide whether the Life Assured is sane or insane;
(b) War, whether declared or undeclared;
(c) Alcoholism; or
(d) Drug addiction.

15.2 No benefit payments shall be made for a Pre-Existing Disability or a disability arising from Pre-Existing Conditions.

16. WAIVER OF PREMIUM

16.1 While this Policy is in force, if the Life Assured is unable to perform at least one (1) of the six (6) Activities of Daily Living, requiring significant assistance from another person throughout the entire activity, We shall waive the payment of Premiums after the Deferment Period. If the Premium has been paid for this period, We will refund the Premium without interest after deduction of any monies owing to Us.

16.2 Premium payment will resume when the Life Assured recovers from the disability stated in Clause 16.1.

16.3 If You have chosen the Escalating Benefit Payout and Premium Structure under Clause 6.1(B), We shall waive the payment of Premiums based on the last escalated Premium and the Premium will remain the same thereafter.

17. GEOGRAPHICAL COVERAGE

This Policy shall provide coverage on a 24-hour, worldwide basis.

18. CHANGE OF NATIONALITY AND COUNTRY OF RESIDENCE

18.1 You must notify Us within thirty (30) days if the Life Assured ceases to be a Singapore citizen or Singapore permanent resident and ceases to be Resident in Singapore. Upon being so notified, We have the right to:

(a) terminate this Policy as stated under Clause 26.1(c);
(b) reject any claim made under this Policy; and
(c) reject any application for reinstatement of the Policy or impose such terms under Clause 19.2 before agreeing to reinstate this Policy.

18.2 Notwithstanding Clause 18.1, if the Life Assured is a Singapore citizen or Singapore permanent resident and the Life Assured resides outside of Singapore at the time of claim, We shall make reasonable effort to assess the Severe Disability and to make the claim payments. Under these circumstances, We shall have the right to commute the benefit payments to a single payment reflecting the present value of future benefit payments. If We are unable to assess the claim after reasonable attempts have been made, We have the right to withhold the claim payments until further evidence can be obtained.

19. REINSTATEMENT OF POLICY

19.1 If the Policy is terminated under Clause 4.2.3, You may within one hundred and eighty (180) days from the date of termination, submit an application to Us to reinstate the Policy. This application will be subject to Our approval and the terms, conditions and guidelines prevailing at the relevant time, including the following conditions:

(a) the reinstated Severe Disability Benefit must not exceed the maximum Severe Disability Benefit prevailing at the time of Your application for reinstatement, based on the Life Assured's Entry Age as at the Policy Commencement Date;

(b) the Premiums for the reinstated Policy must satisfy the minimum Premium requirement prevailing at the time of Your application to reinstate the Policy;

(c) the Life Assured's Age does not exceed the maximum issue age prevailing at the time of Your application to reinstate the Policy;

(d) satisfactory evidence of insurability is submitted at Your expense and is acceptable to Us;

(e) We receive confirmation that the Life Assured has not changed nationality or permanent residency and country of Residence;

(f) You pay all the Premiums in arrears together with interest at a rate determined by Us; and

(g) You pay the prevailing processing fee.

19.2 Upon being notified of a change of nationality or permanent residency and country of Residence under Clause 18.1, We have the right to reject Your application for reinstatement of the Policy.

19.3 Notwithstanding Clause 19.1, We reserve the right to reject any application for reinstatement or impose such terms and conditions and/or variation in reinstating the Policy.

20. PAID-UP

20.1 After a minimum number of Premium payments have been made, this Policy shall not terminate due to non-payment of Premiums. Instead, this Policy shall become paid-up with a reduced monthly Severe Disability Benefit. The other benefits, excluding Add-on Benefit, under this Policy, where applicable, shall be reduced accordingly, based on the reduced monthly Severe Disability Benefit. The Add-on Benefit will be terminated.

20.2 If You have chosen the Escalating Benefit Payout and Premium Structure in Clause 6.1(B), the reduced monthly Severe Disability Benefit will stop increasing and You will receive the same reduced monthly benefit thereafter.

21. GUARANTEED ISSUANCE OPTION (GIO) FOR LIFE STAGE EVENT

Subject to the following terms and conditions, while this Policy is in force, at a Life Stage Event, You can apply to increase the Severe Disability Benefit under this Policy on the life of the Life Assured as named in the Policy Schedule, without the need to submit further evidence of insurability:

(a) the GIO monthly benefit is an increase in the Severe Disability Benefit. The same benefit payout and Premium structure selected according to Clause 6.1, and premium term for Severe Disability Benefit as stated in the Policy Schedule, shall apply;

(b) We receive satisfactory proof of the occurrence of the Life Stage Event;

(c) the application is submitted within ninety (90) calendar days following the occurrence of the Life Stage Event;

(d) the increase in Severe Disability Benefit during the occurrence of the Life Stage Event will take effect on the next Policy Anniversary immediately after Our approval of Your application to increase the Severe Disability Benefit;

(e) premium for the increase in Severe Disability Benefit for the remaining term of the Policy will be based on the Life Assured's Age at the next Policy Anniversary;

(f) the Life Stage Event must occur before the Policy Anniversary immediately following Age sixty-five (65) of the Life Assured, and there is no waiting period before the Life Assured is eligible to exercise this option;

(g) the Life Assured must be of standard health based on the last underwriting on the Policy. The Life Assured is not eligible to exercise this option if he is classified as a sub-standard risk for the Severe Disability Benefit of this Policy;

(h) the total increase of Severe Disability Benefit under this option is limited to a maximum of fifty percent (50%) of the initial Severe Disability Benefit at the Policy Commencement Date or at the date this option is exercised, whichever is lower;

(i) the increase of Severe Disability Benefit shall not exceed the aggregate of the maximum limit per life for either death benefit or disability benefit as determined by Us based on the aggregate benefits of all long-term care insurance supplement policies with Us in respect of the same Life Assured;

(j) the aggregated limit is based on the total initial Severe Disability Benefit irrespective of the benefit payout structure, or the prevailing reduced monthly Severe Disability Benefit, whichever is lower;

(k) the option to increase the Severe Disability Benefit during the occurrence of a Life Stage Event can only be exercised once during the lifetime of the Life Assured regardless of the number of policies You have with Us which offer similar options; and

(l) no claim has been made under this Policy or under any supplementary benefits attached to any other Long-Term Care Insurance Scheme.

22. VARYING THE SEVERE DISABILITY BENEFIT

22.1 Increase in Severe Disability Benefit

Except as otherwise provided in this Policy, You cannot increase the Severe Disability Benefit after the Policy Commencement Date.

22.2 Reduction in Severe Disability Benefit

Subject to the following terms and conditions, while the Policy is in force, You may reduce the Severe Disability Benefit:

(a) The reduced Severe Disability Benefit does not fall below the minimum amount prevailing at the time of application;

(b) The reduced Severe Disability Benefit shall take effect on the Policy Anniversary immediately following the date We accept Your application to reduce the Severe Disability Benefit or a date to be notified by Us, whichever is earlier;

(c) The Severe Disability Benefit can only be reduced if no claim has been made prior to the effective date of the reduced Severe Disability Benefit and You are not receiving the monthly Severe Disability Benefit payments;

(d) Starting from the next Premium due date, the Premium shall be adjusted for the reduced Severe Disability Benefit based on the Entry Age of the Life Assured;

(e) You cannot increase the Severe Disability Benefit after the Severe Disability Benefit has been reduced;

(f) Upon a reduction in the Severe Disability Benefit, the paid-up value of this Policy under Clause 20 (if any) shall be calculated based on the prevailing reduced monthly Severe Disability Benefit and all other benefits under this Policy, where applicable, shall be reduced accordingly;

(g) You pay the prevailing processing fee (if any); and

(h) We reserve the right to reject any application to reduce the amount of the Severe Disability Benefit.

22.3 Discontinuation of the Escalation of Severe Disability Benefit

Subject to the following terms and conditions, while the Policy is in force, You may apply to discontinue the escalation of the Severe Disability Benefit:

(a) The discontinuation of the escalation of the Severe Disability Benefit shall take effect on the Policy Anniversary immediately following the date We accept Your application to discontinue the escalation of the Severe Disability Benefit or a date to be notified by Us, whichever is earlier;

(b) Upon discontinuation of escalation, the monthly benefit and Premium shall remain level based on the prevailing monthly benefit and Premiums;

(c) Starting from the next Premium due date, the Premium shall remain level thereafter for the Severe Disability Benefit based on the Entry Age of the Life Assured;

(d) You cannot restart the escalation of the Severe Disability Benefit after the escalation of the Severe Disability Benefit has been discontinued;

(e) Upon discontinuation of escalation, the paid-up value of this Policy under Clause 20 (if any) shall be calculated based on the monthly Severe Disability Benefit prevailing on the date of discontinuation of escalation and all other benefits under this Policy, where applicable, shall be based on such monthly Severe Disability Benefit and remain level thereafter;

(f) You pay the prevailing processing fee (if any); and

(g) We reserve the right to reject any application to discontinue the escalation of the Severe Disability Benefit.

23. ENTRY AGE

If the Life Assured's Entry Age has been understated in the Policy Schedule, We have the right to adjust the Premiums and benefits according to the correct Entry Age. If the Entry Age has been overstated, there will be no refund of excess Premiums paid.

24. INCONTESTABILITY

24.1 We will not contest the validity of this Policy after the Policy has been in force during the lifetime of the Life Assured for more than one (1) year from:

(a) the Policy Issue Date; or

(b) the date of the last reinstatement of this Policy;

whichever is later, unless

(i) there is non-payment of Premium;

(ii) there is material non-disclosure and/or misrepresentation of a material fact that would affect Our acceptance of cover;

(iii) there is fraud; or

(iv) the claim is excluded under the Policy.

For the avoidance of doubt, the period between the:

(a) date of death or the claim event; or

(b) the Policy Issue Date or the date of the last reinstatement of the Policy;

whichever is later, will be the basis for deciding if the period of one (1) year has expired.

24.2 If there is an increase in the monthly benefits under this Policy, We will not contest the validity of the portion of the Policy for the amount of benefits increased, if that portion of the Policy has been in force for more than one (1) year starting from the date on which the increase took effect, unless

(i) there is non-payment of Premium;

(ii) there is material non-disclosure and/or misrepresentation of a material fact that would affect Our acceptance of cover;

(iii) there is fraud; or

(iv) the claim is excluded under the Policy.

For the avoidance of doubt, the period between the:

(a) date of death or the claim event, whichever is later; or

(b) the date that the increase in monthly benefits took effect;

whichever is later, will be the basis for deciding if the period of one (1) year has expired.

24.3 If there is any fraud, We will void this Policy and You will forfeit all benefits and Premiums paid.

24.4 If there is any non-disclosure, misrepresentation whether intentional, negligent or innocent of a material fact, or a breach of a warranty or a condition, We have the right to void the Policy and You will forfeit all benefits and Premiums paid.

24.5 There will not be any refund that goes against any law or regulation.

25. LONG-TERM CARE INSURANCE SCHEME

(A) For ElderShield Scheme:

25.1 Subject to Clause 20.1, if Your ElderShield Policy lapses due to non-payment of Premiums or is terminated by You, this Policy shall terminate. If You have already paid the Premiums for this Policy before Your ElderShield Policy lapses or before Your

request to terminate Your ElderShield Policy, this Policy shall terminate at the next Premium due date and cover under this Policy will continue till then.

25.2 Notwithstanding Clause 25.1, if a claim has been made under this Policy and payments of the Severe Disability Benefit or the Rehabilitation Benefit are still being made at the time Your ElderShield Policy lapses due to non-payment of Premiums or is terminated by You, We will continue to pay the claim. When the claim payout ends, this Policy shall terminate.

25.3 This Policy will continue and remain in force even if Your ElderShield Policy is terminated due to full payment of benefits under the ElderShield Policy.

(B) For CareShield Life Scheme:

25.4 If Your CareShield Life Policy is terminated and You are not covered under an ElderShield Policy, this Policy shall also terminate.

25.5 Notwithstanding Clause 25.4 and the termination of Your CareShield Life Policy due to a change in the Life Assured's nationality or permanent residency, if the Life Assured is Resident in Singapore or payments for the Severe Disability Benefit or Rehabilitation Benefit are still being made when the CareShield Life Policy is terminated, We will not terminate this Policy and the claim will continue to be payable.

26. TERMINATION

26.1 This Policy shall terminate upon the earliest occurrence of the following events:

(a) death of the Life Assured;

(b) revocation or cancellation of this Policy;

(c) termination of this Policy under Clause 4.2.3, Clause 18.1(a), Clause 25.1 or Clause 25.4; or

(d) termination of this Policy by written request to Us.

26.2 We will not be liable for any claim made under this Policy on or after the effective date of termination. The termination of this Policy will not affect any claims arising before the termination.

26.3 Subject to Clause 20.1, if You write to Us to terminate Your Policy pursuant to Clause 26.1(d), there will not be any pro-rated refund of Premium(s) and Your Policy will terminate from the Premium due date immediately following the date We accept Your written request for termination.

26.4 If any Premium is paid to Us after the termination of this Policy, the receipt of the Premium by Us shall not be deemed to be a continuation or reinstatement of this Policy. We shall be liable only to the extent of refunding the Premium paid without interest.

27. NOTICE AND PROOF OF CLAIM

27.1 Written notice and proof of claim must be given to Us as soon as reasonably possible after the claim event and/or the death of the Life Assured.

27.2 Proof of claim consists of the following which must be submitted at Our Registered Office:

(a) the completed claim form;

(b) proof of the Life Assured's date of birth;

(c) Birth certificate of the Child (if applicable);

(d) the medical report and/or diagnosis issued by a Registered Medical Practitioner or an Appointed Assessor, supported by clinical, radiological, histological and laboratory evidence at the claimant's expense, which must be acceptable to Us;

(e) the original death certificate (when making a claim for Death Benefit);

(f) evidence that the claimant is entitled to payment of proceeds under the Policy; and

(g) any other document necessary to support the claim.

27.3 Medical Examination

27.3.1 We reserve the right to require the Life Assured to be examined at Your expense, as and when reasonable, pending the admission of any claim or the payment for any claim made under this Policy. We may appoint any Registered Medical Practitioner or Appointed Assessor to examine the Life Assured.

27.3.2 Even if satisfactory proof of the Severe Disability has been received and accepted by Us and the claim for Severe Disability Benefit has been admitted, We have the right to require proof of continuing Severe Disability to be furnished from time to time.

In the event that satisfactory proof of continuing Severe Disability as required under Clause 27.3.2 cannot be furnished, We reserve the right to treat the Life Assured as having recovered from the Severe Disability and the Severe Disability Benefit payments shall cease.

27.3.3 The Registered Medical Practitioner or an Appointed Assessor shall be allowed to examine the Life Assured in respect of any alleged disability or illness, in any manner and at such times as the Registered Medical Practitioner or Appointed Assessor considers appropriate.

27.4 Settlement of Claim

We will pay the benefits once We are satisfied that all requirements to establish entitlement to the benefits have been complied with and the claim is assessed to be valid.

28. PAYMENTS

28.1 Any payment to be received by You or Your legal representatives under this Policy must be claimed from Our Registered Office. Once payments under a benefit are made in full, We will no longer be liable in any way in respect of payment under that benefit.

28.2 All payments to or by Us will be made in the currency that is specified in the Policy Schedule.

29. RIGHT OF RECOVERY

If You receive any benefit payment which You are not entitled to or cease to be entitled to, You shall repay such benefit payment to Us upon demand.

30. APPLICATIONS AND NOTICES TO US

30.1 Any application or notice to Us will be considered received by Us only if the original copy of the application or notice was sent to Our Registered Office, but We may at Our discretion act on any application or notice received by facsimile, email or other electronic means.

30.2 All applications and notices to Us must satisfy the following conditions:

(a) be in writing and on Our prescribed form (if any);

(b) contain all the required and relevant information;

(c) contain information which is correct and complete;

(d) be supported by documentary proof which is acceptable to Us; and

(e) be signed by You.

30.3 We must be satisfied that the application or notice and the supporting documents are authentic. We reserve the right to require additional information or documents to be submitted to Us before We act on the application or notice.

31. DESPATCH OF DOCUMENTS, NOTICES AND CHEQUES

31.1 We will post any documents, notices and cheques to Your address held in Our records at the relevant time. You will receive documents and notices electronically if you choose to receive e-documents. The notices, cheques and documents are considered delivered seven (7) days after the date sent.

31.2 We will not be responsible for any consequences that arise if You fail to inform Us of any change of address.

32. ASSIGNMENT

The Policy may not be assigned.

33. BACKDATING

Unless otherwise provided, all benefits under this Policy, including those arising from any Endorsement attached to this Policy will only commence on the Policy Issue Date, the Benefit Commencement Date or the date of the last reinstatement of this Policy, whichever is the latest.

34. ACTION AGAINST THE COMPANY

No legal action relating to any claim made under the Policy shall be taken against Us unless more than sixty (60) days have elapsed since the filing of the proof of claim.

35. NON-WAIVER

Our failure to enforce any provision of Your Policy or Our acceptance of any Premium with actual or implied knowledge of any non-disclosure, misrepresentation, fraud and/or breach of Your Policy or of the law, does not amount to a waiver of Our rights under Your Policy or at law. We will still have the right to enforce each and every provision of Your Policy even if We have not done so in the past.

36. POLICY LOAN

There is no option of applying for loans under this Policy.

37. NON-PARTICIPATING

This Policy shall not participate in the profits of the Company nor have any surrender value.

38. TRAVEL, RESIDENCE AND OCCUPATION

Except as otherwise provided in this Policy, this Policy is free from all restrictions regarding foreign travel, residence and occupation.

39. APPLICABLE LAW

This Policy, and all matters and rights arising under it, will be governed by and interpreted according to the laws of Singapore. You irrevocably agree to submit to the exclusive jurisdiction of the Singapore courts.

40. RIGHTS OF THIRD PARTIES

Any person who is not a party to this Policy will have no rights under the Contracts (Rights of Third Parties) Act 2001 (and any subsequent amendments or replacements of this Act) to enforce any provisions of this Policy.

41. SEVERABILITY

If any provision of this Policy (or part of a provision) is invalid or unenforceable under applicable laws, the validity or enforceability of the remaining provisions shall not be affected. Such a provision (or part thereof) shall be deemed to be severed.

42. REGULATIONS

This Policy can also be purchased as a supplement to ElderShield (ESH) by ESH policyholders. This Policy is a Supplement regulated under the CareShield Life and Long-Term Care Act.

43. 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 LIA or SDIC web-sites (www.lia.org.sg or www.sdic.org.sg).