

FREQUENTLY ASKED QUESTIONS SINGLIFE PINNACLE PROGRAMME

About the Programme

1. What is the Singlife Pinnacle programme?

The Singlife Pinnacle programme is an exclusive recognition-led initiative for qualifying Singlife customers. As a member, you will enjoy a curated suite of propositions across solutions (i.e., products and priority servicing) and privileges (e.g., care, travel, lifestyle)

2. How do I qualify for the programme?

To qualify, you must have at least one Singlife policy that is still in force and meet either of the following criteria:

- Regular premium route: You have paid total premiums equivalent to at least S\$10,000 in Minimum Annualised Premiums across your Singlife policies.
- Single premium route: You have paid total single premiums of at least S\$250,000 across your Singlife policies.

For single premium policies 10% of the single premium paid will count towards the Minimum Annualised Premiums requirement under the regular premium route.

3. How long does my membership last?

Your membership period depends on how you qualify:

- Regular premium route: 12 months from the date you qualify.
- Single premium route: 36 months from the date you qualify.

If you qualify for both routes, you will enjoy membership for 36 months.

Privileges and Benefits

4. What kind of privileges will I enjoy as a member?

Members enjoy exclusive care, travel and lifestyle privileges, which may include:

- Patient privileges at partner hospitals
- Complimentary Singlife travel insurance credits
- Discounted rates with lifestyle partners
- Year-long and/or special birthday month privileges and offers
- Access to by-invite only partner lifestyle events

Note: Privileges may be updated from time to time. For complete details of your privileges and benefits, please log in to the MySinglife portal or Singlife App.

5. How will I know when I have qualified?

Singlife will notify you directly via email providing details on how to access your privileges.

6. Can I transfer my membership or privileges to someone else?

No, the Singlife Pinnacle programme is exclusive to you (the qualifying policyholder) and is non-transferable.

Membership and General Enquiries

8. When does my membership start if I qualify?

You can start enjoying your membership from the date stated in your qualification notification. Your membership will be valid for 12 months under the Regular Premium Route or 36 months under the Single Premium Route. If you qualify through both routes, your membership will be valid for 36 months

9. Can I combine premiums across family members to qualify?

Premiums from policies owned by other family members cannot be combined with yours. However, if you are the policy owner, premiums paid on policies covering your family members may count towards your qualification, even if your family member is the life assured.

10. What happens if my policies lapse or I no longer meet the premium spend?

If you do not maintain the required premium spend before the requalifying date or if your policies lapse, your membership may end, and you may lose access to the programme.

11. Is this Programme linked to any specific product?

No, the Pinnacle programme is based on total annual premium equivalent across eligible Singlife policies and is not limited to any single product.

12. Do I need to pay a fee to join this Programme?

No, there are no additional fees to join. Membership is by qualification only, based on your Minimum Annualised / Single premiums with Singlife.

13. Can I opt out of the Programme if I do not wish to participate?

Yes, if you prefer not to participate, you may contact us to opt out at any time.

14. Who can I contact if I have more questions?

If you have any questions about your membership or benefits, please contact your financial adviser representative or reach out to us at cs_life@singlife.com or +65 6827 9933