

## Frequently Asked Questions (FAQ)

### Contact details & Customer Service Centre

**Q: Will your Customer Service Centre be relocated? Are there changes to your contact details?**

A: Our customer service centre will remain at 4 Shenton Way, #01-01, SGX Centre 2, Singapore 068807. Our contact details from 1 January 2022 are as follows:

Singlife Website	singlife.com	
Singlife Hotline	6827 9933	To provide you with seamless service, we've merged all our hotline numbers into one, including Public Officers Group Insurance members (POGIS) enquiries.
MINDEF & MHA Hotline	6827 8000	MINDEF & MHA insured members can continue to reach us at our existing hotline.
Navigator Hotline	6827 7555	The number for our Navigator Hotline remains the same.

### Apps & Platforms

**Q: Can I continue to use the Aviva and Singlife apps and platforms to access my information?**

A: Yes, you can continue to use any of the Aviva and Singlife apps and platforms, which can be accessed from our website. The platforms will continue to be available and there will be no disruption to our service. This includes access to MINDEF Online, MHA Online and POGIS online. However, you will see a new name and look and feel from 1 January 2022.

### Premium Payments

**Q: Are there changes to premium payments?**

A: There are no changes to your current premium payment methods. However, do take note of the following from 1 January 2022:

- Cheques will need to be made payable to Singapore Life Ltd. from 1 January 2022.
- If your GIRO deduction for recurring premiums is scheduled on the 7<sup>th</sup> and 10<sup>th</sup> of each month, please note that the scheduled deduction on 7 January and 10 January will be delayed to 11 January 2022.
- Payments via AXS, UOB and DBS will be temporarily unavailable for a short period of time to allow us to make the switch.

<b>Payment via:</b>	<b>Unavailable from:</b>
AXS	31 Dec-21 to 3 Jan-22
UOB Internet banking - funds transfer	31 Dec-21 to 4 Jan-22
DBS Internet banking - funds transfer	5 Jan-22 to 7 Jan-22

Our goal is to ensure that your journey with us is as smooth as possible. Please contact our customer service team or your financial adviser should you have any questions about your premium payments.

**Q: What happens if I incorrectly attention my cheque from 1 January 2022?**

A: Don't worry, we will continue to support you and will be in touch should there be any questions about your payment.

**Q: Will GIRO deductions be impacted?**

A: Only GIRO deductions for recurring premiums scheduled on the 7<sup>th</sup> and 10<sup>th</sup> of each month will be delayed to 11 January 2022. All other GIRO deduction dates remain the same.

**Q: Do I have to complete separate forms for requests such as GIRO applications for Singlife and Aviva Life/ health products?**

A: No, you will not have to complete separate forms. You will find new forms on our website, singlife.com from 1 January 2022.

**Q: What will happen to the premium that has been paid using AXS during the blackout period?**

A: The blackout period for AXS is 31 Dec 21 to 3 Jan 22. During this time, the Aviva button for payment on screen will be temporarily removed from all AXS channels (AXS Station, e-Station & m-Station) for AXS to make the switch. You will not be able to make payments during this time and will need to make your payment through other ways such as DBS internet banking or by cheque.

<b>Payment via:</b>	<b>Unavailable from</b>
AXS	31 Dec-21 to 3 Jan-22

**Q: Will there be any changes to the endorsements under my plan?**

A: There will be no change to your endorsements or plans, so no action is required. We aim to make this change as seamless as possible for you.

**Claims**

**Q: Are there any changes to the claims procedure? How about pre-authorisation? Can we continue to contact the hotline?**

A: There are no changes to the claims procedure and pre-authorisation. For details on how to make a claim, please visit our website. The 24/7 hotline (1800 8800 880) for pre-authorisation request remains the same.

**Q: Can I continue to request e-filing of claims at hospitals?**

A: Yes, you can continue to do so. There are no changes to our existing processes.

**Q: I'm receiving monthly claim payments from Aviva. Will this change after 1 January 2022?**

A: There are no changes to ongoing claim payments and you will continue to receive your claim payments. The only difference is that your payments will now be made from Singapore Life Ltd.

**Q: I have submitted a claim to Aviva and have yet to receive any update/payout. Is the delay due to this merger? Do I need to resubmit them now?**

A: If you have submitted a claim and have yet to receive a response, please call our Singlife Customer Care Hotline 6827 9933. You will not need to resubmit your claim, our customer service team will assist you with your submission.

### **New Applications & Policy Servicing**

**Q: I submitted a recent application with Aviva. Will it be affected by this change?**

A: Any recent applications will not be impacted by this change. We will continue to process your application and provide you with the necessary updates. All obligations in your policy will now be undertaken by Singapore Life Ltd. (our new legal entity which represents the Singlife with Aviva brand) from 1 January 2022.

**Q: Will Aviva forms still be accepted after 1st January? Do I need to complete a new one?**

A: Forms signed and dated 31 December 2021 or earlier will be accepted if received by 31 January 2022. From 1 January 2022, please use our new forms, which will be available on our website.

**Q: I'm receiving monthly benefit payouts from Aviva. Will there be changes to the payout dates?**

A: There are no changes to monthly benefit payouts and you will continue to receive your payouts as scheduled.

**Q: Are there changes to the adviser servicing my policy? Do I need to make a request for a new adviser?**

A: Our aim is to make your experience with us as seamless and efficient as possible. Please do continue to reach out to your current financial adviser. You do not need to request for a new adviser. If you would like to change your adviser, please contact us at [singlife.com/contact-us](https://singlife.com/contact-us).

**Q: I have both Singlife and Aviva policies. Does my financial adviser now have access to all my policy details (both Singlife and Aviva)?**

A: Your financial adviser will have access to your details and portfolio information that will be relevant to servicing you, including policies with both Aviva and Singlife. However, if you have a Singlife Account or Grow policy, which are available to you on mobile and digital, these details are not available to your financial adviser. You may choose to disclose this when you review your finances with your adviser so that they can find the best solutions to fit your needs.

## **Data Protection**

**Q: Why has the Data Protection Notice been updated?**

A: As part of our continued commitment to protect your data, we have streamlined the Privacy Policies, cookie policies and data protection policies from both the Aviva and Singlife websites and combined them to form the updated Data Protection Notice.

**Q: What are the changes and what does it mean to me?**

A: The changes focus on ensuring that we cover our comprehensive range of solutions and touchpoints. They are mostly about streamlining and simplifying language in our protection policies to make them simpler and clearer.

## **Navigator (NISL)**

**Q: Will there be changes to submission procedures/payment modes?**

A: There will be no changes to submission procedures and payment modes.

**Q: Will Navigator forms still be accepted after 1st January 2022? Do I need to complete a new one?**

Existing forms signed and dated 10 January 2022 or earlier can be accepted if NISL receives them by 31 January 2022. We encourage you to use new forms which you can find on our website from 1 January 2022.