

Dash PET

POLICY TERMS AND CONDITIONS

(For policies issued from 12 August 2022)

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The Life insured named in the Certificate of Insurance is covered under the Dash PET Group Policy no. M0000004 underwritten and issued by Etiqa Insurance Pte. Ltd. to SingCash Pte. Ltd. (Company Registration No. 201106360E) ("the Group Policy Owner").

The Certificate of Insurance and this policy Terms and Conditions are subject to the terms and conditions contained in the Dash PET Group Policy Contract and any of Our endorsements, issued to the Group Policy Owner. This document only lists the key features and benefits of the Life insured's cover under the plan. The full terms and conditions of the insurance contract are stated in the Dash PET Group Policy Contract.

1. Our Agreement

1.1 This document set out the key features and benefits of Your policy under the Dash PET Group Policy ("Group Policy") provided by Us.

Your policy is regulated under the laws of Singapore. It forms the entire legal agreement between You and Us. It is made up of:

- Dash PET Group Policy Contract;
- Your Certificate of Insurance and its terms and conditions;
- Your policy documents including Cover Page (with simple illustration), and Product Summary;
- Your Application form;
- Any supplementary questionnaires that You have provided to Us for Our risk assessment purposes, including information in medical reports;
- Your Financial Needs Analysis (if applicable)
- Our offer of conditional acceptance (if any); and
- Any Endorsement(s) We may issue to You on this policy.

We took the information You have provided in the Application form, any supplementary questionnaires, medical reports and medical examination to decide whether or not to insure You. The information obtained will form the basis of the contract of insurance between You and Us.

You must disclose all material facts required under this policy. We reserve the rights to void Your policy if You have provided incomplete or inaccurate information. When this happens, We will refund all Premiums paid (less any amounts previously paid to You under this policy) without interest and less any expenses incurred in providing You the policy.

In exchange for the Premiums You pay, We agree to give You the Benefits written on Your Certificate of Insurance and which are explained in Policy Terms and Conditions.

Anyone not directly a party to this contract has no right to enforce the Contracts (Rights of Third Parties) Act 2001 of Singapore or any statutory modification or re-enactment of the said Act.

1.2 No Restriction on Residence, Travel and Occupation

There is no restriction as to the Life insured's residence, travel and occupation, unless We state differently in the Endorsements.

1.3 Policy Currency

All Premiums and Benefits of this policy are in Singapore dollars, unless We state differently on the Certificate of Insurance.

2. Policy Owners' Protection Scheme

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

3. Our Responsibilities

This is a single premium, yearly renewable, Non-participating universal life plan denominated in Singapore dollars. It offers the financial flexibility, opportunity for wealth accumulation and the assurance of life insurance coverage through providing death Benefit. You may add optional supplementary riders to this policy for extra protection and wealth accumulation needs.

Your policy covers the Benefits described below.

3.1 Death Benefit

Upon death of the Life insured while the policy is in force, We will pay 105% of Account value, less any amounts owing to Us. When We make this payment, the policy ends.

3.2 Account Value

Account value is calculated as:

The single premium paid plus

- (a) any ad-hoc Top-up(s); and
- (b) accumulated interest; and
- (c) any partial withdrawal / dividend payout from Dash PET Plus;

less

- (d) Insurance cover charge of the optional supplementary riders You added;
- (e) any ad-hoc/ recurring top-up(s) to Dash PET Plus;
- (f) any partial withdrawal(s); and
- (g) any transaction fee(s).

Any interest will be credited into the Account value at the end of each calendar month. If the average daily Account value for the calendar month falls below S\$50, no interest will be credited for the calendar month.

3.3 Crediting Rate

For the initial single premium and any Top-up(s) made, the crediting rate will be determined by Us based on the prevailing rate, and 0.0% p.a. for the subsequent years which ensures that Your capital is fully guaranteed each year. Please refer to the Cover Page (with simple illustration) for the prevailing crediting rates from the Policy commencement date.

Interest is calculated based on the daily Account value and credited into the Account value at the end of each calendar month. If the average daily Account value for the month falls below S\$50, no interest will be credited for the month.

We reserve the right to revise the crediting rate from time to time. Any revision in crediting rates will take effect on the first business day of each calendar month.

3.4 Bonus Crediting Rate

For every optional supplementary riders added (excluding Dash PET Plus), additional prevailing bonus crediting rates of up to 0.25% p.a. will be applicable for the first S\$10,000 in the Account value.

Interest is calculated based on the daily Account value as long as the optional supplementary rider added is in force and it will be credited into the Account value at the end of each calendar month.

We reserve the right to revise the bonus crediting rate from time to time.

3.5 Top-up(s)

You can make an ad-hoc Top-up to Your policy immediately after the Policy issue date, subject to Our approval.

The Top-up(s) made are subject to the following:

- the Life insured has not reached Age 76 at the top-up(s) date;
- the minimum amount for each Top-up must be at least S\$1 for top-up(s) using Dash Wallet/PayNow and the minimum amount for each Top-up must be at least S\$50 for top-up(s) using eNETS; and
- top-up(s) amount must be in multiples of S\$1; and
- the maximum aggregate amount for all Top-up(s) per policy is S\$50,000 less the single premium paid to Us, plus all partial withdrawal(s) and transaction fee(s).

The Account value will increase by the amount of Top-up(s) made to the policy.

3.6 Surrender Benefit

You may surrender Your policy in full or partially through partial withdrawal.

Should You choose to surrender Your policy in full during the first policy year, Your surrender Benefit shall be subject to a surrender charge of 10% of your total Account value less the partial withdrawal limit (if any). Please refer to Section 3.7 on the Partial Withdrawal limits.

Upon full surrender, We will pay the surrender benefit in one lump sum which is equivalent to the Account value, less any amounts owing to Us. You may request for a full surrender any time after the free look period.

We reserve the right to delay the payment of the surrender benefit for up to a period of 6 months from the date of the surrender request. We will exercise this right when there is a surge in withdrawals within the Portfolio during a very short period of time.

We will also monitor Your account value and exercise Market Value Adjustment (MVA) at Our discretion to protect the interest of all policyholders and life insureds. This is to ensure those who remain in Our portfolio will not be placed at a disadvantage when others leave. The MVA will only affect the non-guaranteed component of the surrender or partial withdrawal amount, and will not affect any guaranteed component in Your policy.

We will trigger these rights when there is a large surge in withdrawals (partial or full) within the Portfolio during a very short period of time.

3.7 Partial Withdrawal

You may request for partial withdrawal(s) anytime after the Policy issue date, subject to the following:

- The total withdrawal amount (excluding insurance cover charge of the optional supplementary riders) for the first policy year cannot exceed 10% of your single premium plus Top-up; and
- The withdrawal amount must be at least S\$1 (or its multiples) per withdrawal; and
- The balance of Account value upon deduction of withdrawal amount and withdrawal charges(if any, must be at least S\$1; and
- After withdrawal, the average daily Account value for the month must be at least S\$50 to be entitled for interest accrual at the end of the calendar month.

If the average daily Account value for the calendar month falls below S\$50, no interest will be accrued for the calendar month.

Partial withdrawal will reduce the Account value by the withdrawal amount and the transaction fee (if any).

We reserve the right to delay the payment of the withdrawal amount for up to a period of 6 months from the date of the withdrawal request. We will trigger this right when there is a surge in withdrawals (partial or full) within the Portfolio during a very short period of time.

We will also monitor Your account value and exercise Market Value Adjustment (MVA) at Our discretion to protect the interest of all policyholders and life insureds. This is to ensure those who remain in Our portfolio will not be placed at a disadvantage when others leave. The MVA will only affect the non-guaranteed component of the surrender or partial withdrawal amount, and will not affect any guaranteed component in Your policy.

We will trigger these rights when there is a large surge in withdrawals (partial or full) within the Portfolio during a very short period of time.

3.8 Yearly Renewability

This is a yearly renewable plan and the policy term is 1 year. At the end of 1 year policy term, this policy will be renewed automatically for another 1 year at the same conditions on the expiry date before renewal, so long as the following conditions are met:

- (a) this policy is in force on the expiry date before the renewal; and
- (b) the Life insured has not reached Age 100 at the renewal date.

We reserve the right to terminate Your policy by giving You 90 days' notice. Upon termination, We will refund the Account value, less any amounts owing to Us.

3.9 Maturity Benefit

At maturity date on the policy anniversary immediately before the Life insured attains 100 years old, if the policy is still in force, the maturity benefit payable is the Account value less any amounts owing to Us.

3.10 Update on Policy Status

An annual policy statement will be sent to You. This document aims to keep You informed of the status of Your policy such as the Account value, total Top-up(s) and total partial withdrawal(s).

4. Your Responsibilities

4.1 Premium

This is a single premium policy.

4.2 Fees and Charges

A transaction fee of S\$0.70 will be charge for each partial withdrawal, surrender or free look request into PayNow. A transaction fee of S\$0.50 will be charged for each surrender request via Direct Credit. However, no transaction fee is applicable for partial withdrawal or free look request into Dash Wallet.

4.3 Changes in Information Provided

For any changes in the information (including any changes in the residency, citizenship or tax status) provided to Us when You are applying for this policy, We must be informed in writing immediately. We reserve the right to make changes to the policy based on the new information provided to Us.

5. What Is Not Covered?

We will not pay the covered benefits in certain instances.

5.1 Death Benefit

We do not pay the death benefit if the death is directly or indirectly, wholly or partly caused by:

- (a) Life insured commits intentional acts (sane or insane) such as self-inflicted injuries, suicide or attempted suicide within the first 12 months from the Policy issue date, the last Top-up transaction made or policy reactivation date, whichever is later. When this happens, We will return the Premiums paid (less any amounts previously paid to You under this policy) without interest, less any amounts owing to Us from this policy.
- (b) Death due to Pre-existing conditions throughout the policy term. When this happens, We will return the Account value on the date of death occurrence, less any amounts owing to Us from this policy.
- (c) When there is condition(s) specific to the Life insured which We will not cover, We will state them on Our offer of conditional acceptance, the Certificate of Insurance and Endorsement. If the Life insured suffers directly or indirectly from the excluded events, We will return the Account value on the date of event occurrence, less any amounts owing to Us from this policy.

5.2 One Cover Per Life Insured

Each Life insured is only allowed to purchase and hold one policy at any time under the same Portfolio.

If You have more than one Certificate of Insurance under the same Portfolio, We will only pay the benefit based on the first incepted policy. Subsequent policy will be considered void and We will refund the Premiums paid (less any amounts previously paid to You under the subsequent policy) without interest, less any outstanding amounts owing to Us.

6. Making Claims from the Policy

6.1 How to make a Claim

We must be informed in writing within 3 months of the event giving rise to the claim. At the Proper claimant's own expense, he/she must give Us all documents and evidence We ask for to assess the claim.

Material facts required under this policy that were not disclosed when required for applying for a new policy may result in Your claim being rejected. When this happens, We will refund all Premiums paid (less any amounts previously paid to You under this policy) without interest and less any amounts owing to Us as well as any expenses incurred by Us in providing You the policy.

6.2 Who do We pay Benefits to

If the policy has been assigned, the Benefit amount will be paid to the Assignee. If the policy has not been assigned, the Benefit amount will be paid to either You or Your executors, administrators, Nominees or any other Proper claimant if We have proof of the relationship of the person claiming the Benefit.

Before We pay any Benefit, We will deduct any amount You owe on this policy from the Benefit. By paying out the Benefit, it will end Our legal responsibility on this policy.

7. Our Rights

7.1 Incontestability

Claims will not be rejected and this policy will not be voided or have its terms revised after this policy has been in-force for 2 years from the Policy commencement date or the latest Reinstatement date, whichever is later, except for:

- (a) fraud;
- (b) material non-disclosure and/or misrepresentation of a material fact that would have impacted acceptance of coverage;
- (c) non-payment of Premium; or
- (d) policy exclusions.

However, if the abovementioned event occurs, We reserve the rights to void the policy, revise the terms of the policy or reject any claims even after 2 years have passed from the Policy commencement date or the latest Reinstatement date, whichever is later. We will refund all Premiums paid (less any amounts previously paid to You under this policy) without interest and less any amounts owing to Us as well as any expenses incurred by Us in providing You the policy.

7.2 Fraud and Misrepresentation

If You or such other claimant or anyone acting on his / their behalf fraudulently makes any claim under this policy or obtains any sum payable under this policy through fraudulent means or devices, all Benefits paid under this policy shall be forfeited and must be immediately repaid. This policy will be terminated immediately and there will be no refund of Premiums.

7.3 Change of Address, Country of Residence or Citizenship

You must, as soon as practicable, notify Us in writing if there is a change in Your citizenship and / or usual country of residence. A change in the usual country of residence will be deemed to mean Your living or intending to live in another country other than Singapore in excess of 12 consecutive calendar months.

You must also, as soon as practicable, notify Us in writing if there is a change of address for the Life insured (if any).

We reserve the right and sole discretion to terminate or decline to renew the policy or continue cover on prevailing or varied terms and conditions.

7.4 No Cover

Notwithstanding anything to the contrary, this policy shall not cover or provide for the payment of claims or Benefits to specific persons or entities where the application of or compliance with certain laws and regulations including but not limited to trade sanctions, anti-terrorism or anti-money laundering (as may be applicable to Us, Our parent companies and/or Our ultimate controlling entities, Our reinsurers, their parent company and/or ultimate controlling entity) prohibit performance under the policy based on:

- (a) the identity, domicile, residence, place of incorporation, establishment (whether incorporated or unincorporated), or citizenship, of You, or claimant or the parent company and ultimate controlling entity of You, or claimant; or
- (b) the country where the claim arises.

Should any person or entity be found to have been erroneously enrolled under this policy, insurance coverage for such person or entity shall cease with immediate effect and any unearned Premiums paid in respect of such person or entity shall, subject to compliance with laws and regulations, be refunded without interest to You.

Should any claim for payment of any nature be found to have been made under this policy by a person or entity excluded by this provision, no such payment will be made.

7.5 Correction of Mistakes and Errors

When We find any mistake or error made in this policy, We will make the correction and inform You by way of an Endorsement.

7.6 Changes in Taxation, Regulations and Legislation

At any time when there are changes in taxation, regulations or legislation that will affect this policy, We may vary the terms of the policy accordingly. If We do so, We shall notify You in writing prior to such change.

7.7 Errors in Age / Gender / Smoker Status / Country of Residence

If Your Age, gender, smoker status and/or country of residence is not correctly stated such that the Premium paid is wrong, We reserve the rights to adjust the Benefits. For underpayment of Premium, the claims will be pro-rated as if You have purchased a lower cover. For overpayment of Premium, We will refund the excess Premium paid without interest.

Based on the correct Age, gender, smoker status and/or country of residence, if You are not eligible to apply for this policy, We will not pay any Benefits and the policy will be terminated. When this happens, We will refund all Premiums paid (less any amounts previously paid to You under this policy) without interest and less any amounts owing to Us as well as any expenses incurred by Us in providing You the policy.

8. Your Rights

8.1 Free Look

You may return this policy for cancellation within 14 days after You receive the policy document, for any reason. We will deduct any costs incurred by the Company in assessing the risk under the policy, such as payments for medical check-up and other expenses, from the premium You paid. Any partial withdrawal previously paid to You under this policy and transaction fee (if any) will also be deducted. The balance and interest calculated on daily basis (if any) will be refunded to You.

If Your policy document is sent by email, We consider this policy is delivered to You 1 day after the date of emailing.

8.2 Assignment

You are not allowed to transfer (assign) Your policy to another person and/or entity unless the policy has been assigned to You by the Group Policy Owner.

We will have to agree to the assignment in writing in order for it to be effective. When We do so, You may not make any further transfer until the previous transfer has been properly cancelled by the Assignee.

We will not be responsible for the validity of any transfer of policy.

8.3 Nominees

You are not allowed to make nomination of beneficiary under this policy unless the policy has been assigned to You by the Group Policy Owner.

Subject to the current laws and regulations, nomination can be made by giving Us written notice in the prescribed form. However, if there is a trustee(s) appointed or created under the policy, the trustee(s) must consent before any change can be effected.

Where the Group Policy Owner is an entity, nomination of beneficiary is not allowed.

8.4 Re-purchase

Re-purchase within the same Portfolio is not allowed once You cancelled/free look/surrendered Your policy. You may submit a new application after a 3-month freeze period, subjected to the updated policy acceptance terms (if any).

For full details, please refer to Eligibility Rule available at <https://www.tiq.com.sg/Eligibility-rules.pdf>.

9. When Will Your Policy End?

Your policy will end when one of these events happens first:

- (a) we paid out 100% of the Death Benefit;
- (b) Life Insured is deceased;
- (c) on the maturity date and we paid out 100% of the maturity benefit;
- (d) your Account value is less than S\$1;
- (e) 90 days after We give You notice that the policy cannot be renewed; or
- (f) We receive Your written request and accept Your request to terminate the policy. Upon termination, We will refund the Account value, less any amounts owing to Us.

10. What Do We Mean With These Words?

Age means the age at next birthday.

Account value is calculated as:

The single premium paid plus

- (a) any ad-hoc Top-up(s); and
- (b) accumulated interest;

less

- (c) Insurance cover charge of the optional supplementary riders You added;
- (d) any ad-hoc/ recurring top-up(s) to Dash PET Plus;
- (e) any partial withdrawal(s); and
- (f) any transaction fee(s).

Application form means the form You submitted to buy this policy from Etiqa Insurance Pte. Ltd. It includes anything written, said (and recorded) and/or any document given to Us which has information for Us to rely on before We decide to issue this policy.

Assignee means any person to whom You have transferred Your rights as the Group Policy Owner and the assignment is registered with Us.

Basic policy means the policy as it exists, including the supplementary terms and any endorsement made to it, without any optional supplementary benefit / rider.

Benefit(s) means any payments that We will pay and/or the amount of Premium that We will waive when certain events defined in this policy occur.

Endorsement means any written change to the policy which is issued and properly authorised by Us.

Freeze period means the Life insured is not allowed to re-apply for a new insurance under this Portfolio starting on the date of the Life insured's policy cancellation/free look/surrender and ending at the end of 6 months after that date.

Group Policy Owner is SingCash Pte. Ltd. (Company Registration No. 201106360E). The Group Policy Owner has full rights on the policy.

Insurance cover charge is the amount of money that You pay to Us to keep the optional supplementary riders in force so You may claim for the benefits.

Life insured means the person named in the Certificate of Insurance whom We provide the cover for. Throughout this document, where the context so admits, words embodying the masculine gender shall

include the feminine gender and vice-versa. The Life insured does not have ownership of this Group Policy.

Market Value Adjustment (MVA) means an adjustment to Your surrender or partial withdrawal amount which is to reflect the market value fluctuations of the assets supporting Your policy. The adjustment, expressed as a percentage of the surrender or partial withdrawal amount, is decided at Our discretion.

Nominee(s) is a person that You have nominated (under the **Insurance Act 1966** and **Insurance (Nomination of Beneficiaries) Regulations 2009**) to receive the policy monies payable under the policy upon Your death. The nomination must be registered with Us.

Non-participating means it does not share in any surplus or profits of the Company's fund.

Policy commencement date means the date the policy commences, as shown in the Basic policy's Certificate of Insurance. This is the date We take as the policy anniversary.

Policy issue date means the date We issue the policy. This is shown in the Certificate of Insurance.

Policy year / Policy anniversary is the 1-year period that starts on the Policy commencement date or any subsequent anniversary of the Policy commencement date.

Portfolio refers to the suite of insurance savings product(s) available on Singtel Dash Mobile Application that are underwritten by Etiqa Insurance Pte. Ltd.

Premium(s) is the amount of money that You pay singly or regularly to Us to keep this policy alive so You may claim for the benefits.

Pre-existing condition means the existence of any signs or symptoms before the policy effective date for which treatment, medication, consultation, advice, or diagnosis has been sought or received by the Life insured or would have caused any reasonable and sensible person to get medical advice or treatment.

Proper claimant(s) has the meaning in the **Insurance Act 1966**. It means a person who claims to be entitled to the sums in question as executor of the deceased, or who claims to be entitled to that sum (whether for his own benefit or not) and is the widower, widow, parent, child, brother, sister, nephew or niece of the deceased.

Top-up(s) means the subsequent premium(s) You make to Your policy after Your policy is issued.

We, Our, Us, the Company means Etiqa Insurance Pte. Ltd. (Company Registration No. 201331905K).

You, Your means the Life insured.