



ReadyProtect

Financial Planner Training Manual

Information is correct and accurate as at 12 July 2016

Version no: ReadyProtect 1607-01

Interesting Odds – *Match Them!*



Being struck by lightning

• • 1 in 6



Dying from heart disease

• • 1 in 12

Getting fat

• • 1 in 10,456



Dying from falling out of your bed or chair

• • 1 in 4

Being struck and killed by a falling aircraft

• • 1 in 8

Getting food poisoning

• • 1 in 513,142



Dying in an auto accident

• • 1 in 25 million

Eating at McDonalds today

• • 1 in 75

Interesting Odds – *Match Them!*



• Being struck by lightning ➤ 1 in 10,456



• Dying from heart disease ➤ 1 in 6

• Getting fat ➤ 1 in 4

• Dying from falling out of your bed or chair ➤ 1 in 513,142



• Being struck and killed by a falling aircraft ➤ 1 in 25 million

• Getting food poisoning ➤ 1 in 8

• Dying in an auto accident ➤ 1 in 75



• Eating at McDonalds today ➤ 1 in 12

Source: <http://www.scottware.com.au/tickets/odds.htm#odds>

Important Note

This presentation is strictly for **internal circulation only** and is not to be reproduced, in whole or in part, for external circulation.

This presentation does not constitute an offer, invitation, solicitation or recommendation by or on behalf of Manulife (Singapore) Pte. Ltd. to any person to purchase any insurance policy.

The contents of this presentation are purely for training purposes only and do not have regard to the specific investment objectives, financial situation or particular needs of any specific client.

Manulife Financial Planners and Appointed Distributors are advised to adhere to the sales advisory process and ensure that there is reasonable basis, after having considered a specific client's objectives, financial situation, risk profile, knowledge assessment and particular needs, before making any recommendation to the client to purchase any insurance policy.

Manulife ReadyProtect – What's BETTER compared to mPAL?



I Wish...

Whole Life Coverage
till age 99*

Cover more
Infectious Diseases

Optional Benefits

Available for
Foreign Residents

Discount for Family
Purchase

Simplified
Underwriting

Extensive
Coverage#

*Applicable to selected benefits.

*#Refer to subsequent slides for more information.

Manulife ReadyProtect – Benefits at a Glance

Manulife ReadyProtect core benefits



Accidental death
and dismemberment
benefit



Double payout for
accidental death and
dismemberment benefit



Wide range
of cover



Medical expenses
benefit

+

3 optional benefits



Income
support benefit



Hospital
cash benefit



Child care
benefit

Manulife ReadyProtect – Definitions

Bodily injury

- Injury to the life insured resulting only and directly from an accident. It does not include any other medical conditions, diseases (except those infectious disease listed below) and illnesses even if those conditions resulted from or were in some way connected to the accident.

Accidental Death

- Death caused solely and directly by accident.

Accident

- Sudden, unintentional, unexpected, unusual and specific event caused by violent, external or visible means, which happens at an identifiable time and place which is the only cause of bodily injury.

Manulife ReadyProtect – Policy Extensions

Coverage shall extend to the following events subject to the terms and conditions of the respective benefits in the policy contract:

1. Act of Terrorism
Not directly or indirectly participated and must be a victim from such act.
2. Riot, strike, civil commotion, hijack, murder and assault
Not directly or indirectly participated and must be a victim from such act.
3. Amateur sports
Leisure purpose not professional capacity or earns income
4. Motorcycling
Wears safety helmet at time of accident and not engaging or practising for any racing or contests
5. Suffocation by smoke, poisonous fumes, gas and drowning
Not due to deliberate act.

Manulife ReadyProtect – Policy Extensions (continue)

Coverage shall extend to the following events subject to the terms and conditions of the respective benefits in the policy contract:

6. Natural disaster
Exposure to the event not as a result of deliberate act.
7. Disappearance
Body not found within 12 months from date of disappearance due to accident
8. Insect / animal bites
Not due to deliberate act.
9. Full time National Service and Reservist Training
Cover peace time National Service or Reservist Duties in Singapore or overseas
10. Food poisoning
Not due to deliberate act.

Manulife ReadyProtect – Policy Extensions (continue)

Coverage shall extend to the following events subject to the terms and conditions of the respective benefits in the policy contract :

**mPAL has
14 covered
diseases only**

21 infectious diseases

Zika Virus ★	Dengue Fever / Dengue Haemorrhagic Fever	Severe Acute Respiratory Syndrome (SARS)
Nipah Viral Encephalitis	Japanese Viral Encephalitis	Malaria
Pulmonary Tuberculosis	Measles	Rabies
Variant Creutzfeldt-Jakob Disease (vCJD) or 'Mad Cow Disease'	Middle East respiratory syndrome coronavirus (MERS-CoV) ★	Avian Influenza or 'Bird Flu' due to Influenza A viral strains H5N1, H9N2 or H7N7
Melioidosis	Chikungunya Fever	Mumps ★
Rubella ★	Anthrax Infection ★	Yellow Fever ★
Plague ★	Legionnaires' Disease ★	Hand, Foot and Mouth Disease (HFMD)

*Subject to 30 days waiting period starting from Policy Effective Date or Date of Reinstatement where applicable.

Manulife ReadyProtect – Core Benefits

5 choices of plans available as follows:

Schedule of Benefits

Table of core benefits (\$\$)						
Benefits		Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate	Manulife ReadyProtect Advantage	Manulife ReadyProtect Ultimate	Manulife ReadyProtect Signature
Accidental death and dismemberment (ADD)		50,000	100,000	200,000	500,000	1,000,000
Double payout on ADD (in public transport or during school activities)		100,000	200,000	400,000	1,000,000	2,000,000
Medical expenses (per accident)	Accidental medical reimbursement (AMR)	Up to 1,000	Up to 2,000	Up to 3,000	Up to 4,000	Up to 10,000
	AMR while overseas	Up to 2,000	Up to 4,000	Up to 6,000	Up to 8,000	Up to 20,000
	Traditional Chinese Medicine or chiropractic treatment	Up to 250	Up to 500	Up to 750	Up to 1,000	Up to 1,500
	Ambulance fees and mobility aids	Up to 700	Up to 1,200	Up to 1,200	Up to 2,200	Up to 3,200

Manulife ReadyProtect – Core Benefits

5 choices of plans available as follows:

Schedule of Benefits

Table of core benefits (\$\$)					
Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate	Manulife ReadyProtect Advantage	Manulife ReadyProtect Ultimate	Manulife ReadyProtect Signature
Accidental death and dismemberment (ADD)	50,000	100,000	200,000	500,000	1,000,000
Double payout on ADD (in public transport or during school activities)	100,000	200,000	400,000	1,000,000	2,000,000

- ✓ Within **52 weeks** from date of accident. **Pays a percentage** of the face amount as stated in the Schedule of Indemnity.
- ✓ If more than one injury in same accident, only the **injury that gives highest benefit** is payable.
- ✓ Total benefit payout **cannot exceed 150%** of face amount.

Manulife ReadyProtect – Schedule of Indemnity

Same as
mPAL

Schedule of Indemnity

Description of Events		% of Face Amount
1.	Death	100
2.	Permanent Total Loss of sight of: - both eyes - one eye	150 100
3.	Loss of or the permanent total loss of use of 2 limbs	150
4.	Loss of or the permanent total loss of use of 1 limb	125
5.	Loss of or the permanent total loss of use of 1 limb and the permanent total loss of sight of 1 eye	150
6.	Permanent total loss of speech and hearing	150
7.	Permanent total loss of hearing - both ears - one ear	75 25
8.	Permanent total loss of speech	50
9.	Permanent total loss of the lens of 1 eye	50
10.	Loss of or the permanent total loss of use of four fingers and thumb of one hand	70
11.	Loss of or the permanent total loss of use of four fingers of one hand	40
12.	Loss of or the permanent total loss of use of 1 thumb - both phalanges per hand - one phalanx per hand	30 15
13.	Loss of or the permanent total loss of use of fingers - three phalanges per hand - two phalanges per hand - one phalanx per hand	10 7.5 5
14.	Loss of or the permanent total loss of use of toes - all toes of 1 foot - great toe – 2 phalanges - great toe – 1 phalanx - other than great toe, each toe	15 5 3 1
15.	Fractured leg or patella with established non-union	10
16.	Shortening of leg by at least 5 cm	7.5
17.	Third Degree Burns	See Table below

Permanent

- This means the bodily injury must last or be expected to last for at least 12 months in a row from the date of the disability caused by the accident. The bodily injury must be confirmed by a medical examiner that there is no any hope of improvement and recovery.

Manulife ReadyProtect – Schedule of Indemnity

Same as
mPAL

Third Degree Burns damage as a percentage of total body surface area		% of Face Amount
1.	Head - equals to or greater than 2% but less than 5%	50
2.	Head - equals to or greater than 5% but less than 8%	75
3.	Head - equals to or greater than 8%	100
4.	Body - equals to or greater than 10% but less than 15%	50
5.	Body - equals to or greater than 15% but less than 20%	75
6.	Body - equals to or greater than 20%	100

Manulife ReadyProtect – Accidental Death & Dismemberment (ADD)

Example

Mr Tan suffered the permanent total Loss of Use of Fingers and Toes in the same Accident. So how much can he claim?

- **Loss of Use of Fingers (3 phalanges per hand) – 10%**
- **Loss of Use of Toes (all toes of 1 foot) - 15%**

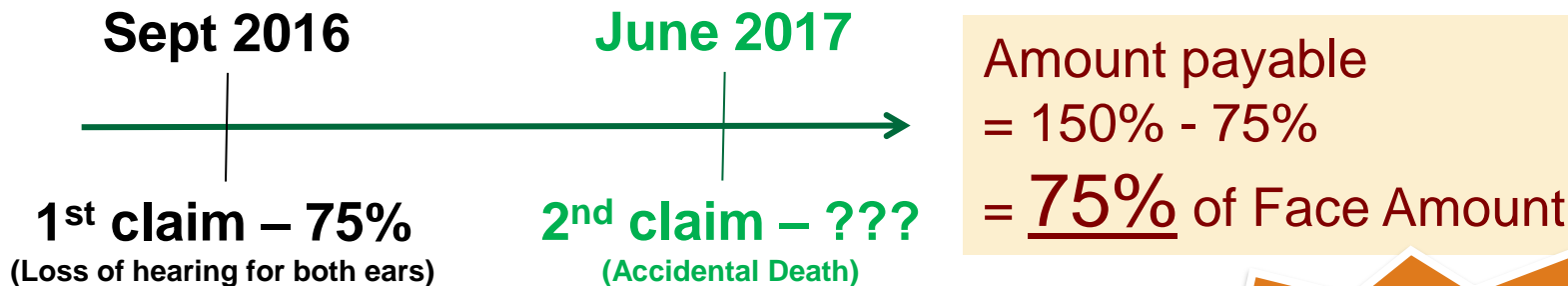
Answer : 15%

Manulife ReadyProtect – Accidental Death & Dismemberment (ADD)

Example

Sept 2016 - Mr Tan has claimed 75% of the Face Amount for permanent total loss of hearing for both ears.

June 2017 - Mr Tan dies due to Another Accident. How much is payable?



**Balance 75% is
payable and NOT
100%!**

Manulife ReadyProtect – Core Benefits

5 choices of plans available as follows:

Schedule of Benefits

Table of core benefits (\$\$)					
Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate	Manulife ReadyProtect Advantage	Manulife ReadyProtect Ultimate	Manulife ReadyProtect Signature
Accidental death and dismemberment (ADD)	50,000	100,000	200,000	500,000	1,000,000
Double payout on ADD (in public transport or during school activities)	100,000	200,000	400,000	1,000,000	2,000,000

- ✓ Suffers bodily injury while riding as a fare paying passenger in a public transport licensed by the local government for regular transportation.
- ✓ If life insured is a child (15 days to 16 years old) and suffers bodily injury, within school premises on a school day or taking part in school organized activities, travelling directly between child's home and school or place of school activities.

Manulife ReadyProtect – Double Payout on ADD

Example

Susan is covered under Manulife ReadyProtect Advantage plan. She was travelling in the public bus in Australia during a trip and met with an accident and suffered permanent total loss of hearing in both ears. How much is payable?

**For loss of hearing in both ears, 75% of Face Amount is payable
Amount payable is : $75\% \times \$200,000 = \$150,000$**

**Double payout is applicable for public transport
 $\$150,000 \times 2 = \$300,000$**

Manulife ReadyProtect – Double Payout on ADD

Example

Susan subsequently dies in an accident as a passenger in a car rented and driven by her Husband in Australia. How much is payable?

**Since the total sum payable under ADD cannot exceed 150% of the Face Amount,
75% is left from the Basic ADD.
 $75\% \times \$200,000 = \$150,000$**

NO double payout is applicable for private transport

Manulife ReadyProtect – Double Payout on ADD

Example

Deepak was playing soccer with his friends in the school ground during the school holidays. He sustained injuries to his head and died. He is insured under Manulife ReadyProtect Head Start. How much is payable?

Accidental Death = \$50,000

NO double payout as the accident happened on a non school day

Manulife ReadyProtect – Double Payout on ADD

Example

Susie was walking to school from home and met with an accident and died. She is insured under Manulife ReadyProtect Accelerate. How much is payable?

Accidental Death = \$100,000

Double payout is applicable $\$100,000 \times 2 = \$200,000$

Manulife ReadyProtect – Core Benefits

Table of core benefits (\$\$)						
Benefits		Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate	Manulife ReadyProtect Advantage	Manulife ReadyProtect Ultimate	Manulife ReadyProtect Signature
Accidental death and dismemberment (ADD)		50,000	100,000	200,000	500,000	1,000,000
Double payout on ADD (in public transport or during school activities)		100,000	200,000	400,000	1,000,000	2,000,000
Medical expenses (per accident)	Accidental medical reimbursement (AMR)	Up to 1,000	Up to 2,000	Up to 3,000	Up to 4,000	Up to 10,000
	AMR while overseas	Up to 2,000	Up to 4,000	Up to 6,000	Up to 8,000	Up to 20,000
	Traditional Chinese Medicine or chiropractic treatment	Up to 250	Up to 500	Up to 750	Up to 1,000	Up to 1,500
	Ambulance fees and mobility aids	Up to 700	Up to 1,200	Up to 1,200	Up to 2,200	Up to 3,200

- ✓ Reimburse expenses incurred within **52 weeks** from date of accident and for any **one accident**:
- Accidental Medical Reimbursement Benefit
 - Accidental Medical Expenses Reimbursement Benefit While Overseas
 - Traditional Chinese Medicine / Chiropractic Treatment Benefit

Manulife ReadyProtect – Core Benefits

Table of core benefits (\$\$)						
Benefits		Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate	Manulife ReadyProtect Advantage	Manulife ReadyProtect Ultimate	Manulife ReadyProtect Signature
Accidental death and dismemberment (ADD)		50,000	100,000	200,000	500,000	1,000,000
Double payout on ADD (in public transport or during school activities)		100,000	200,000	400,000	1,000,000	2,000,000
Medical expenses (per accident)	Accidental medical reimbursement (AMR)	Up to 1,000	Up to 2,000	Up to 3,000	Up to 4,000	Up to 10,000
	AMR while overseas	Up to 2,000	Up to 4,000	Up to 6,000	Up to 8,000	Up to 20,000
	Traditional Chinese Medicine or chiropractic treatment	Up to 250	Up to 500	Up to 750	Up to 1,000	Up to 1,500
	Ambulance fees and mobility aids	Up to 700	Up to 1,200	Up to 1,200	Up to 2,200	Up to 3,200

- ✓ Reimburse expenses incurred within **52 weeks** from date of accident and for any **one accident**
- ✓ Ambulance services **up at S\$200** per accident
- ✓ Buying or renting mobility aids to assist with or facilitate movement

Manulife ReadyProtect – Policy Extensions

Susan has Manulife ReadyProtect Advantage. She suffered from Food Poisoning. Her medical expenses in Singapore amounted to \$4,200. She submitted her claim. How much is payable?

\$3,000

Susan subsequently died from Food Poisoning. How much is payable?

\$200,000

Manulife ReadyProtect – Ending the Core Benefit

Core Benefits

We will cover all benefits up to the policy anniversary immediately after the life insured's **99th birthday** for:

- **Accidental Death and Dismemberment Benefit (ADD)**
- **Double payout on ADD**

We will cover all benefits up to the policy anniversary immediately after the life insured's **75th birthday** for:

- **Medical Expenses Benefit**

Manulife ReadyProtect – Why add Income Support Benefit?



Income support benefit

(cover applies till the life insured reaches age 75)

If you cannot continue working due to an accident, you will receive a **weekly income benefit**, 10 years of **disability support allowance**, and any necessary **home modification reimbursement**.

Manulife ReadyProtect – Optional Benefit Group A

Income support benefit (\$\$)

Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate	Manulife ReadyProtect Advantage	Manulife ReadyProtect Ultimate	Manulife ReadyProtect Signature
Weekly income (per accident up to 104 weeks)	50	100	200	350	500
Disability support allowance (per lifetime)	50,000	100,000	200,000	500,000	1,000,000
Home modification (per lifetime)	Up to 5,000	Up to 5,000	Up to 10,000	Up to 15,000	Up to 20,000

✓ (a) Temporary **Total** Disablement Income Benefit

We will **pay 100%** of the weekly income benefit **up to 104 weeks** if Life Insured:

- (i) unable to perform **all of the duties** pertaining to his/her occupation as a result of accident; or
- (ii) has **no occupation** at the time of an accident and unable to perform **3 or more Activities of Daily Living** as a result of the accident

within 90 days from date of the accident.

Manulife ReadyProtect – Optional Benefit Group A

Income support benefit (\$\$)

Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate	Manulife ReadyProtect Advantage	Manulife ReadyProtect Ultimate	Manulife ReadyProtect Signature
Weekly income (per accident up to 104 weeks)	50	100	200	350	500
Disability support allowance (per lifetime)	50,000	100,000	200,000	500,000	1,000,000
Home modification (per lifetime)	Up to 5,000	Up to 5,000	Up to 10,000	Up to 15,000	Up to 20,000

✓ (b) Temporary **Partial** Disablement Income Benefit

We will **pay 25%** of the weekly income benefit **up to 104 weeks** if Life Insured:

- (i) unable to perform **one or more duties** pertaining to his/her occupation as a result of an accident
- (ii) has **no occupation** at the time of an accident and unable to perform **one or more Activities of Daily Living** as a result of accident

within 90 days from date of the accident.

Manulife ReadyProtect – Optional Benefit Group A

Income support benefit (\$\$)

Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate	Manulife ReadyProtect Advantage	Manulife ReadyProtect Ultimate	Manulife ReadyProtect Signature
Weekly income (per accident up to 104 weeks)	50	100	200	350	500
Disability support allowance (per lifetime)	50,000	100,000	200,000	500,000	1,000,000
Home modification (per lifetime)	Up to 5,000	Up to 5,000	Up to 10,000	Up to 15,000	Up to 20,000

- ✓ **Pay 10% for 10 years** when 50% or more of the face amount has been paid under the Accidental Death & Dismemberment (ADD) benefit for a single accident.
- ✓ This benefit shall continue to be payable up to 10 years even if the policy ends due to full payment of 150% face amount.
- ✓ The remaining balance (if any) shall be payable in one lump sum if life insured dies due to accident.
- ✓ **Payable once** per lifetime only.

Manulife ReadyProtect – Optional Benefit Group A

Income support benefit (\$\$)

Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate	Manulife ReadyProtect Advantage	Manulife ReadyProtect Ultimate	Manulife ReadyProtect Signature
Weekly income (per accident up to 104 weeks)	50	100	200	350	500
Disability support allowance (per lifetime)	50,000	100,000	200,000	500,000	1,000,000
Home modification (per lifetime)	Up to 5,000	Up to 5,000	Up to 10,000	Up to 15,000	Up to 20,000

- ✓ **Reimburse cost** of modifying the house when 50% or more of the face amount has been paid under the Accidental Death & Dismemberment (ADD) benefit.
- ✓ Modification at the **recommendation of a medical examiner** in rehabilitative services or such similar medical professional.
- ✓ Such expenses must be incurred **within 90 days** from the date of accident. **Payable once** per lifetime only.
- ✓ “Home” means the residential address shown in the life insured’s Singapore National Registration Identification Card (**NRIC**) or any equivalent identification document issued by the government authorities.

Manulife ReadyProtect – Ending the Income Support Benefit

Income Support Benefit

We will cover all income support benefit up to the policy anniversary immediately after the life insured's **75th birthday**.

Manulife ReadyProtect – Example

Susan had a bad fall and suffered permanent total loss of the lens of one eye. The doctor recommended modification to her home now that her vision is affected and she spent \$15,000 on the modifications. The doctor also gave her 14 days MC. Susan has a Manulife ReadyProtect Advantage policy with Income Support Benefit. What is payable ?

- 1. ADD - Loss of lens of 1 eye : $50\% \times \$200,000 = \$100,000$**
 - 2. Weekly Income (Temp & Partial) :**
 $25\% \times \$200 = \$50 \times 2 \text{ weeks} = \100 (claimable up to 104 weeks)
 - 3. Disability Support Allowance**
($10\% \times \$200,000 = \$20,000$ per year for 10 years)
 - 4. Home Modification = max \$10,000 claimable**
- Total payouts = $\$100,000 + \$100 + \$20,000 + \$10,000 = \$130,100$**

Manulife ReadyProtect – Why add Hospital Cash Benefit?



Hospital cash benefit

(cover applies till the life insured reaches age 99)

To help with your medical expenses due to an accident, we will pay a **daily hospitalisation cash benefit** up to 365 days per accident. If you have to go into **ICU**, we will pay two times the benefit for up to 30 days per accident. We will also pay the **benefit amount for broken bones and fractures**, as well as **refund for reconstructive surgery** (cosmetic surgery or skin transplant) caused by accidents or accidental burns.

Manulife ReadyProtect – Optional Benefit Group B

Hospital cash benefit (S\$)					
Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate	Manulife ReadyProtect Advantage	Manulife ReadyProtect Ultimate	Manulife ReadyProtect Signature
Daily hospitalisation cash (per accident up to 365 days)	50	100	150	300	500
Daily hospitalisation cash if admitted to ICU (per accident up to 30 days)	100	200	300	600	1,000
Broken bones and fractures (per policy year)	Up to 5,000	Up to 5,000	Up to 10,000	Up to 15,000	Up to 20,000
Reconstructive surgery (per accident)	Up to 5,000	Up to 10,000	Up to 10,000	Up to 15,000	Up to 20,000

- ✓ Pays **daily cash benefit** if the life insured is hospitalized as a **result of an accident**
- ✓ Up to **maximum of 365 days** per accident.

Manulife ReadyProtect – Optional Benefit Group B

Hospital cash benefit (\$\$)					
Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate	Manulife ReadyProtect Advantage	Manulife ReadyProtect Ultimate	Manulife ReadyProtect Signature
Daily hospitalisation cash (per accident up to 365 days)	50	100	150	300	500
Daily hospitalisation cash if admitted to ICU (per accident up to 30 days)	100	200	300	600	1,000
Broken bones and fractures (per policy year)	Up to 5,000	Up to 5,000	Up to 10,000	Up to 15,000	Up to 20,000
Reconstructive surgery (per accident)	Up to 5,000	Up to 10,000	Up to 10,000	Up to 15,000	Up to 20,000

- ✓ Pays **DOUBLE** daily hospitalization cash benefit if life insured is hospitalized **in an ICU** as a result of an accident.
- ✓ Up to **maximum of 30 days** per accident.

Manulife ReadyProtect – Optional Benefit Group B

Hospital cash benefit (\$\$)					
Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate	Manulife ReadyProtect Advantage	Manulife ReadyProtect Ultimate	Manulife ReadyProtect Signature
Daily hospitalisation cash (per accident up to 365 days)	50	100	150	300	500
Daily hospitalisation cash if admitted to ICU (per accident up to 30 days)	100	200	300	600	1,000
Broken bones and fractures (per policy year)	Up to 5,000	Up to 5,000	Up to 10,000	Up to 15,000	Up to 20,000
Reconstructive surgery (per accident)	Up to 5,000	Up to 10,000	Up to 10,000	Up to 15,000	Up to 20,000

- ✓ If events happen **within 90 days** from the date of accident, we will **pay a percentage** of the Broken Bones / Fractures benefit amount (as stated in the Schedule of Benefits)
- ✓ The **aggregate amount** payable under this benefit **shall not exceed 100%** of the Broken Bones / Fractures benefit amount **per policy year**.

Manulife ReadyProtect – Schedule of Injuries

Benefit Category	Description	% of Benefit Amount
1	Hip or Pelvis (excluding thigh and coccyx)	
	Multiple Fractures, one compound, one complete	60%
	All other compound fractures	30%
	Multiple fractures, at least one complete	15%
	All other fractures	12%
2	Thigh or Heel	
	Multiple fractures, one compound, <u>one complete</u>	30%
	All other <u>compound fractures</u>	24%
	Multiple fractures, at least one complete	15%
	All other fractures	12%
3	Lower leg, skull, clavicle, ankle, elbows, upper or lower arm (including wrist but excluding Colles' fracture)	
	Multiple fractures, one compound, one complete	24%
	All other compound fractures	15%
	Multiple fractures, at least one complete	12%
	Depressed fracture of the skull needing surgical intervention	7%
	All other fractures	6%
4	Colles' fracture of the lower arm	
	Compound	12%
	Other	6%
5	Shoulder blade, knee cap, sternum, hand (excluding fingers and wrist), foot (excluding toes and heel)	
	All compound fractures	12%
	All other fractures	6%
6	Spinal Column (vertebrae but excluding coccyx)	
	All <u>compression fractures</u>	12%
	All spinous, transverse process or pedicle fractures	12%
	Fracture leading to permanent neurological damage	12%

Manulife ReadyProtect – Schedule of Injuries (continue)

	All other vertebral fractures	6%
7	Lower Jaw	
	Multiple fractures, one compound, one complete	15%
	All other compound fractures	12%
	Multiple fractures, at least one complete	9.6%
	All other fractures	4.8%
8	Rib or ribs, cheekbone, coccyx, upper jaw, nose, toe or toes, finger or fingers	
	Multiple fractures, one compound, one complete	9.5%
	All other compound fractures	7.2%
	Multiple fractures, at least one complete	4.8%
	All other fractures	2.4%
9	Dislocations requiring surgery under anaesthesia*	
	a) Spine or back, diagnosed by x-ray (excluding slipped disc)	48%
	b) Hip	30%
	c) Knee	15%
	d) Wrist or elbow	12%
	e) Ankle, shoulder blade or collarbone	6%
	f) Fingers, toes or jaw	2.4%
	* Payment under this Benefit Category is limited to one payment for each of the items listed from a) to f) during the lifetime of this policy, notwithstanding any renewal of this policy.	
10	Internal injuries or concussion	
	Internal injuries resulting in open abdominal or thoracic surgery (excluding hernia)	15%
	Concussion characterised by loss of consciousness and some degree of amnesia	15%
11	Injury requiring hospital confinement as an inpatient for a minimum period of 48 hours, where no other benefits from 1 to 10 of the Schedule of Broken Bones Benefit is payable.	1.2%

Manulife ReadyProtect – Schedule of Injuries (continue)

Fracture

- This refers to a break in the bone as supported by an x-ray. Hairline fractures are excluded.

Complete Fracture

- This refers to the fracture where the bone is broken completely across.

Compound Fracture

- This refers to a fracture where the bone breaks the skin.

Compression Fracture

- This refers to a crushing of the vertebrae.

Manulife ReadyProtect – Broken Bones / Fractures

John fell down the stairs and suffered multiple fractures in the hip with 1 compound and 1 complete fracture. He has a Manulife ReadyProtect Ultimate with Hospital Cash Benefit. What is payable?

Multiple Fractures : $60\% \times \$15,000 = \$9,000$

3 months later, John had another accident and dislocated his spine and required surgery. What is payable?

According to the Schedule of Benefits = 48%

Note: In the same policy year, aggregate amount payable cannot exceed 100%.

Dislocation of Spine : $40\% \times \$15,000 = \$6,000$

Manulife ReadyProtect – Optional Benefit Group B

Hospital cash benefit (\$\$)					
Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate	Manulife ReadyProtect Advantage	Manulife ReadyProtect Ultimate	Manulife ReadyProtect Signature
Daily hospitalisation cash (per accident up to 365 days)	50	100	150	300	500
Daily hospitalisation cash if admitted to ICU (per accident up to 30 days)	100	200	300	600	1,000
Broken bones and fractures (per policy year)	Up to 5,000	Up to 5,000	Up to 10,000	Up to 15,000	Up to 20,000
Reconstructive surgery (per accident)	Up to 5,000	Up to 10,000	Up to 10,000	Up to 15,000	Up to 20,000

- ✓ (i) Cosmetic surgery
The undergoing of plastic or reconstructive surgery for the **treatment of facial disfigurement** being direct **result of the accident** (surgery for cosmetic reasons is excluded)
- (ii) Skin Transplantation
The undergoing of **skin transplantation due to accidental burns** resulting in the full thickness skin destruction of **at least 10% of the body surface** (correction of facial disfigurement is excluded).

Manulife ReadyProtect – Ending the Hospital Cash Benefit

Hospital Cash Benefit

We will cover all Hospital Cash Benefit up to the policy anniversary immediately after the life insured's 99th birthday.

Manulife ReadyProtect – Why add Child Care Benefit?



Child care benefit

(cover applies till the life insured reaches age 25)

Only applicable to ReadyProtect Head Start/Accelerate plans and at the last entry age of 16 years.

If the policy owner dies due to an accident, the **payor waiver benefit** will mean all future premiums for both the core and optional benefits will not be charged until the life insured reaches age 25. The **education assurance fund benefit** will also pay out a lump-sum benefit to support the child's education fees. With a **medical reimbursement booster for accident (AMR Booster)**, there is an extra medical reimbursement limit for accident. It also provides two times the booster amount for medical expenses as a result of an accident overseas. We will pay **child disability support allowance benefit** for 10 years.

Manulife ReadyProtect – Optional Benefit Group C

Child care benefit (\$\$)		
Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate
Education assurance fund	50,000	100,000
Payor waiver benefit	Yes	Yes
AMR booster	Up to 1,000	Up to 2,000
AMR booster while overseas	Up to 2,000	Up to 4,000
Child disability support allowance (per lifetime)	100,000	200,000

- ✓ **Lump sum** benefit amount **upon payor's accidental death** before the policy anniversary immediately following the payor's 75th birthday and before the policy anniversary immediately following the life insured's 25th birthday.
- ✓ Accidental death must occur **within 52 weeks** of the accident.

Manulife ReadyProtect – Optional Benefit Group C

Child care benefit (S\$)

Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate
Education assurance fund	50,000	100,000
Payor waiver benefit	Yes	Yes
AMR booster	Up to 1,000	Up to 2,000
AMR booster while overseas	Up to 2,000	Up to 4,000
Child disability support allowance (per lifetime)	100,000	200,000

- ✓ Upon the **accidental death of the payor** before the policy anniversary immediately following the payor's 75th birthday, we will **waive the future premiums** (including the premiums for Core Benefits and Optional Benefits) **until** the policy anniversary immediately following the **life insured's 25th birthday**.
- ✓ Thereafter all subsequent premiums shall be payable accordingly.

Manulife ReadyProtect – Optional Benefit Group C

Child care benefit (S\$)

Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate
Education assurance fund	50,000	100,000
Payor waiver benefit	Yes	Yes
AMR booster	Up to 1,000	Up to 2,000
AMR booster while overseas	Up to 2,000	Up to 4,000
Child disability support allowance (per lifetime)	100,000	200,000

✓ **Additional limit** on top of the Accidental Medical Reimbursement Benefit for **any one accident**.

✓ Reimburse medical expenses incurred **within 52 weeks** from the date of accident.

Example:

If purchase Manulife ReadyProtect Head Start, AMR is up to \$1,000. With Option Benefit C added, the total AMR limit is up to \$2,000.

Manulife ReadyProtect – Optional Benefit Group C

Child care benefit (S\$)

Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate
Education assurance fund	50,000	100,000
Payor waiver benefit	Yes	Yes
AMR booster	Up to 1,000	Up to 2,000
AMR booster while overseas	Up to 2,000	Up to 4,000
Child disability support allowance (per lifetime)	100,000	200,000

- ✓ **Additional limit** on top of the Accidental Medical Reimbursement Benefit while Overseas for **any one accident**.

Example:

If purchase Manulife ReadyProtect Head Start, AMR is up to \$2,000 while overseas. With Option Benefit C added, the total AMR limit is up to \$4,000.

Manulife ReadyProtect – Optional Benefit Group C

Child care benefit (\$\$)

Benefits	Manulife ReadyProtect Head Start	Manulife ReadyProtect Accelerate
Education assurance fund	50,000	100,000
Payor waiver benefit	Yes	Yes
AMR booster	Up to 1,000	Up to 2,000
AMR booster while overseas	Up to 2,000	Up to 4,000
Child disability support allowance (per lifetime)	100,000	200,000

- ✓ Pay 10% of the Child Disability Support Allowance face amount for 10 years when 50% or more of the face amount has been paid under the Accidental Death & Dismemberment (ADD) benefit.
- ✓ This benefits shall continue to be payable up to 10 years even if the policy ends due to full payment of 150% face amount.
- ✓ The remaining balance (if any) shall be payable in one lump sum if life insured dies due to accident.

Manulife ReadyProtect – Ending the Child Care Benefit

Child Care Benefit

We will cover all Child Care Benefit up to the policy anniversary immediately after the life insured's 25th birthday.

Manulife ReadyProtect



The optional benefit must be attached to the Core Benefits within the same plan, no cross attachment is allowed.

Example:

Optional Benefit under Manulife ReadyProtect Advantage can only be attached to Core Benefit under Manulife ReadyProtect Advantage.

Manulife ReadyProtect – Family Purchase Discount

Perpetual Discount will be given to each of the policy purchased (including the optional benefits, if attached) under the Family Purchase Discount as below:

Number of Policy	Discount Entitled
1 policy	0%
≥ 2 policies	10%

- ✓ Only applicable for legal spouse, legal/adopted children and/or parents (excluding parents in law).
- ✓ Must be submitted **under one application** to be entitled for the premium discount.
- ✓ **Multiple policies purchased by one life insured are NOT entitled for the premium discount.** However if client purchases multiple policies for himself and his spouse and/or his children, discount will be given to each of the policies.

Manulife ReadyProtect – Application Form

Terms and Conditions for Family Purchase Discount

- At least 2 or more policies (Manulife ReadyProtect) are purchased for you and your family member(s) under the same application or at least one of your family member has an inforce policy (Manulife ReadyProtect) with Manulife.
- Family member refers to spouse, legal / adopted children and / or parents of the proposed life insured.
- 10% discount will be given on each of the policies (including the optional benefits, if attached) purchased.
- Manulife reserve the right to cease the premium discount should there be any policy cancellation (including any cancellation during free-look period) under the Family Purchase Discount.

Family Purchase Discount ☐ Yes ☐ No

Tick Yes to qualify for the Family Purchase Discount if you fulfill the terms and conditions above.

Please complete this section below to qualify for the Family Purchase Discount:

Policy No.	Name	Relationship to Life Insured		
			New <input type="checkbox"/>	Existing <input type="checkbox"/>
			New <input type="checkbox"/>	Existing <input type="checkbox"/>

Version U/16

Manulife ReadyProtect – Benefit Illustration

Owner Details

Base Plan

Riders

Entry Age: 0 - 65

Insured :	test1			▼
Age :	27	Smoker :	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Plan Type :	Accident & Health ▼			
Base Plan :	Manulife ReadyProtect - Advantage ▼			Click here for Manulife ReadyProtect - Advantage Brochure
Currency :	SGD ▼			
Family Purchase Option :	<input checked="" type="radio"/> Yes <input type="radio"/> No		Tick "Yes" if you are buying more than 1 policy for yourself and your family (spouse, children and parents).	

Premium At Year One

	Monthly Premium	Quarterly Premium	Semi Annual Premium	Annual Premium
Base Plan :				
Rider(s) :				
Total :				

RESETCALCULATEPREVIEW

INFO

New Business & Underwriting Guidelines

Manulife ReadyProtect

Suitable Market

- ✓ Clients who are looking to protect themselves against the personal accidental risk.

Unsuitable Market

- X Clients looking for protection with savings element or investment return.

Manulife ReadyProtect - Eligibility

Based on age last birthday (ALB)

Benefit	Min Entry Age	Max Entry Age	Expiry Age
Core Benefits*	0 (15 days)	65	99
Income Support Benefit	17	65	75
Hospital Cash Benefit	0 (15 days)	65	99
Child Care Benefit	0 (15 days)	16	25

* Benefits under Medical Expenses will expire at age 75 and no reduction to the premium.

Manulife ReadyProtect – Underwriting Guidelines

Underwriting Basis	<ul style="list-style-type: none">▪ Simplified underwriting basis▪ Financial Underwriting applies▪ Occupation Classes 1, 2, 3 and 4
Country of Residency	Singapore & Foreigners are allowed

Manulife ReadyProtect – Underwriting Guidelines

Simplified Health Questions

1. Have you ever had, or been told to have or been treated for Alzheimer's Disease/Severe Dementia, Parkinson's Disease, Depression, Stroke, Epilepsy, Alcoholism, Drug addiction, HIV or AIDS?
2. Do you have any total or partial loss of sight, hearing or speech; or total or partial loss of use of limb(s); or require any physical device or mobility aids such as walker, cane, wheelchair, crutches to carry out your daily activities (bathing, dressing, feeding, toileting and moving from one place to another)?

Both the answers must be “NO” to be accepted.

If any of the question is answered as “YES”, the application will be declined.

Manulife ReadyProtect – Underwriting Guidelines

Financial Underwriting

- Juvenile: S\$600,000 Face Amount per life
- Housewives: S\$1.0 mil Face Amount per life
- Weekly Income Benefit: **Aggregation rules** is applicable **within this same PA product**. However, aggregation rules are not applicable with other products with similar benefit.

Example

Client A with annual income of \$24,000

Max weekly benefit allowed = $\$24,000 / 52 \text{ weeks} = \461

Manulife ReadyProtect – Underwriting Guidelines

Financial Underwriting

Multiples of Annual Earned Income	Personal Accident
Up to age 30	15x
Age 31 – 50	15x
Age 51 – 60	10x
Age 61 – 70	10x
Age > 70	N.A

Manulife ReadyProtect – Underwriting Guidelines

Change of Occupation

- Please notify the Company when there is a change in occupation. The company reserves the rights to increase or decrease the premium based on the risk classification of the new occupation.

Change in country of residency

- Please notify the Company when there is a change in country of residency. The company reserves the rights to terminate the policy based on the risk classification of the new country of residency.

Manulife ReadyProtect – Product Guidelines

Free-look	Allowed , within 14 days from date of receipt of the Policy. If the policy is sent out by post, considered delivered and received by policy owner 7 days after the date of posting
Policy Assignment	Not allowed
Nomination of Beneficiary	Allowed except third party policy
Third Party Policy	Allowed (subjected to evidence of insurability) <ul style="list-style-type: none"> ▪ <i>Husband-wife basis: For age 18 years (ALB) and above</i> ▪ <i>Juvenile basis: the life insured must be of age 15 (ALB) and below</i> ▪ <i>Entry age of Policy Owner must be between 16 to 99 (ALB)</i>
Reinstatement	Allowed , within 3 months with backpay of premium up to date of reinstatement and subject to underwriting
Prepayment Facility	Not allowed

Manulife ReadyProtect – Premium Rates

- Premium rates vary by occupational class and entry age of the life insured.
- The renewal premium for attained age 56 and above will be based on the higher premium.
- Premium rates are non-guaranteed.
- Premium rates are inclusive of GST 7%
- 3 months of premiums to be collected initially for monthly premium mode.

Occupation Class

Class 1 Professionals and tertiary qualified occupations involving indoor work which is mainly seated, such as those in professional, managerial, administrative, clerical and non-manual occupations in general.

Class 2 Other white-collar professionals and occupations involving outdoor or site work or substantial amounts of travelling or occasional manual work when supervising employees.

Class 3 Skilled professionals and occupations carrying out manual work which is not particularly dangerous but involving tools and machinery.

Class 4 Professionals (mainly unskilled) and occupations carrying out manual work involving tools, dangerous machinery, or working at heights.

Manulife ReadyProtect – Premium Rates

Entry age between 0 (15 days) – 55

Occ Class		<i>ReadyProtect Head Start</i>	<i>ReadyProtect Accelerate</i>	<i>ReadyProtect Advantage</i>	<i>ReadyProtect Ultimate</i>	<i>ReadyProtect Signature</i>
1 & 2	Basic Benefits	96	173	288	468	924
	Opt Ben A – Income Support	42	72	122	222	380
	Opt Ben B - Hospital Cash	20	35	55	95	150
	Opt Ben C - Child Care	108	198	-	-	-
3	Basic Benefits	164	295	490	796	1,571
	Opt Ben A – Income Support	72	123	208	378	646
	Opt Ben B - Hospital Cash	34	60	94	162	255
	Opt Ben C - Child Care	-	-	-	-	-
4	Basic Benefits	212	381	634	1,030	2,033
	Opt Ben A – Income Support	93	159	269	489	836
	Opt Ben B - Hospital Cash	44	77	121	209	330
	Opt Ben C - Child Care	-	-	-	-	-

Manulife ReadyProtect – Premium Rates

Entry age between 56 – 65 and & Renewal age between 56 - 98

Occ Class		<i>ReadyProtect Head Start</i>	<i>ReadyProtect Accelerate</i>	<i>ReadyProtect Advantage</i>	<i>ReadyProtect Ultimate</i>	<i>ReadyProtect Signature</i>
1 & 2	Basic Benefits	144	260	432	702	1,386
	Opt Ben A – Income Support	63	108	183	333	570
	Opt Ben B - Hospital Cash	30	53	83	143	225
	Opt Ben C - Child Care	-	-	-	-	-
3	Basic Benefits	245	442	735	1,194	2,357
	Opt Ben A – Income Support	108	184	312	567	969
	Opt Ben B - Hospital Cash	51	91	142	244	383
	Opt Ben C - Child Care	-	-	-	-	-
4	Basic Benefits	317	572	951	1,545	3,050
	Opt Ben A – Income Support	139	238	403	733	1,254
	Opt Ben B - Hospital Cash	66	117	183	315	495
	Opt Ben C - Child Care	-	-	-	-	-

Manulife ReadyProtect - Exclusions

Manulife will not pay nor be liable for any injury sustained by the life insured (whether directly, indirectly, partly or wholly), resulting from:

- a) Any self-inflicted injury or attempt at suicide.
 - b) While under the influence of any narcotic, alcohol, gas or fumes, voluntarily taken, administered, absorbed or inhaled or drugs not prescribed by a medical examiner.
 - c) War or any act related to it, or service in the armed forces or in a Civil Defence Force supporting any country at war.
 - d) Riot, insurrection, civil commotion, strikes, or terrorist activities except as a victim.
 - e) Taking part in flying or other flying activities except as a fare-paying passenger in a licensed aircraft on an established air route.
 - f) Mental disorder or illness or disease of any kind or any infection, other than infections which happen at the same time and as a result of any accidental wound.
 - g) Any injury the life insured suffers while committing or attempting to commit an offence or in resisting arrest by a law enforcement officer.
 - h) Any covered infectious disease that is diagnosed within the waiting period of 30 days from the policy start date or date of reinstatement, whichever is later.
-

Manulife ReadyProtect – Exclusions (continue)

Manulife will not pay nor be liable for any injury sustained by the life insured (whether directly, indirectly, partly or wholly), resulting from:

- i) Any form of dental care or treatment (unless needed as a result of a bodily injury and as long as the dental care or treatment is carried out on sound natural teeth and not to dentures) and all related expenses.
- j) Any pre-existing condition which existed before the policy start date, or the date of reinstatement (in relation to the health declaration in the application form), whichever is later:
 - (i) which presented signs or symptoms which the life insured was aware of or should reasonably have been aware of;
 - (ii) for which treatment was recommended by or received from a medical examiner; or
 - (iii) for which the life insured has undergone medical tests or investigations.
- k) Taking part in air, military, or naval training, exercises, manoeuvres, warlike operations or handling explosives and demolition materials and while under orders for restoring public order, (except where National Service or Reservist duties are carried out in Singapore or overseas (if this applies) under the Enlistment Act (Cap 93)).
- l) Taking part in professional and dangerous sports (including but not just scuba-diving, bungee jumping, sky-diving, mountaineering, rock climbing, potholing, parachuting, ballooning and hang-gliding) in the capacity as an instructor or coach if the life insured could earn income or pay.

Manulife ReadyProtect – Policy Termination

The Policy will terminate on any of the following:

- The next premium due date after our receipt of your written request to terminate the policy.
- The Policy Anniversary immediately after the 99th birthday of the Life Insured;
- The lapsation of the policy;
- The death of the Life Insured; or
- The payment of an aggregate of 150% of the Face Amount paid under Accidental Death and Dismemberment (ADD) Benefit. However, if the Disability Support Allowance or Child Support Allowance (when Optional Benefit Group A or Optional Benefit Group C is attached) is payable, it shall continue to be payable until the full 10 years even after the policy is terminated. If accidental death occurs before the full 10 years of payment, the remaining lump sum shall be payable in one lump sum.

Thank you

