

BY EMAIL ONLY

Members' Undertaking No. 66
15 December 2015

To: All Ordinary and Associate Members

LIA MEMBERS' UNDERTAKING NO. 66/15 - LIA MANUAL ON WEB AGGREGATOR

ACTION:

- 1. FOR REFERENCE/COMPLIANCE BY ORDINARY MEMBERS PARTICIPATING IN WEB AGGREGATOR**
- 2. FOR OTHER MEMBERS' INFORMATION**

Reference: MC 72/15 dated 4 Sep 15.

LIA SECRETARIAT

WEB AGGREGATORManual (15 December 2015)¹**1. GENERAL PRINCIPLES**

All Term Insurance, Endowment and Whole of Life products must be included in the Web Aggregator (WA). Exceptions are made for products which fall under the WA Exclusion List or as exempted by MAS. For good practice, insurers should indicate in premium certificate that is submitted under MAS Notice 302 on whether the product is or is not featured on the WA.

WA Exclusion List as at 1 April 2015

1	Products that are only available in foreign currency (non-SGD denominated)
2	Joint-lives only products or group policies
3	Short term, tranche based products that are expected to have short shelf lives ² (expected to be on the shelf for not more than 6 consecutive/aggregate months)
4	Universal Life products
5	Critical Illness Standalone products
6	Personal Accident, Hospital & Surgical or Disability Income products
7	Products that are only available to a limited group of customers
8	Optional riders, with the exception of TPD and CI rider as required below
9	Traditional life annuities

Per MAS Notice 322, all categories of products within the scope of the Web Aggregator must be included in the WA. ILP will only be included under product listing. No ILP comparison will be made available.

The WA Exclusion List shall be reviewed on an annual basis by the LIA web-aggregator working group.

Premiums

All premiums shown shall be based on Annual Premium / Single Premium, excluding any loading for sub-standard lives / occupation class / discount for preferred lives / nationality & residential loadings.

¹ This manual is to be read in conjunction with MAS Notice 322 on Information to be Submitted Relating to the Web-Aggregator and the Data Template v1.12 provided by MAS (circulated via LIA Members' Circular No. 106/15). MAS Notice 322 sets out the minimum requirements relating to the information to be submitted for publication on the Web Aggregator. The LIA manual is intended to provide further guidance and clarification to MAS Notice 322. The data template prescribes the format and process for the submission of data.

² Once tranche product is being offered for more than 6 months, the product will be a relevant product under MAS Notice 322 and has to be included in the WA. Insurers are required to inform the MAS at least by the 4th month if insurer expects the tranche product to be offered beyond 6 months. This product is then expected to be available on the WA immediately a day after 6 months. For example, if Tranche product ABC is expected to be offered from 1 Jan 2015 to 30 Jun 2015, the insurer will need to inform MAS not later than 30 April 2015 if the product is expected to be offered post 30 Jun 2015. Insurer will then need to ensure that Product ABC is on the WA on 1 Jul 2015. Any insurer that has age definition calculation that differs from the ones in use or is new to the WA should buffer more time to ensure that its product will be on WA by 1 Jul 2015.

Insurers must update the premium rates on WA to reflect net premiums after discount during campaign / limited offer / promotional period if:

- The campaign / offer / promotional period exceeds 12 consecutive / aggregate months
- The discount applies to all standard rated (non sub-standard) customers instead of just a limited group of customers; and
- The discount applies throughout the premium duration; and
- The premium is kept up to date as soon as the campaign period ends.

If such campaign / offer / promotional period does not extend beyond 12 consecutive / aggregate months, Insurers may choose to update premium rates on WA if:

- The discount applies to all standard rated (non sub-standard) customers instead of just a limited group of customers; and
- The discount applies throughout the premium duration; and
- The premium is kept up to date as soon as the campaign period ends.

CI Rider

Any base products with embedded CI benefit (late stage or otherwise) shall fall under 'with CI benefit' category.

If the insurer offers an optional CI rider that can be attached to the product, which has coverage for a minimum of 30 late stage acceleration CI riders, then the insurer shall feature the base product as the following:

- Base product (without optional CI rider)
- Base product + optional CI rider

Other type of CI riders (eg, early CI, additional CI, cancer only, female only riders) shall not be included under product comparison (unless they are embedded in the base plan). Instead, the list of such riders will be made available under product detail view.

CI Rider Sum Assured is assumed to be equal to the base plan's Sum Assured.

Use of Sub-title Field

Sub-title field should strictly be used to differentiate unique product offering within the same marketing/product name.

Age Definition

The web aggregator currently caters for age calculation methodology for 12 different insurers included in the first phase of web aggregator project. Should there be any changes to age calculation formula/methodology, insurers are required to notify Polaris and the MAS WA team through the relevant MAS officer in charge at least 1 month prior to launch of the product.

Throughout this document, any reference to age refers to each individual insurer's own age



Age calculation
formula .pdf

definition (i.e. age next / last / nearest birthday).

Juvenile Smoker Rates

Generally, no information should be provided on WA for a smoker below the actual age of 18 years old. The following general rules apply:

Age definition	Smoker data point cut-off age
Age last birthday	18
Age next birthday	19
Age nearest birthday	19

Insurer Credit Rating Information

An insurer must disclose its institution specific credit rating(s) and issued by any of the 4 credit rating agencies below (if available).

- Standard & Poor – S&P
- Moody's Investors Service – Moody's
- Fitch Ratings – Fitch
- A.M. Best – AM Best

If an insurer does not have its own credit rating(s), it may disclose the credit rating of its immediate / intermediate / ultimate parent company. If so, the name of such parent company should similarly be disclosed. For insurers with multiple rating agencies, all ratings must be disclosed, subject to a cap of 3 rating agencies. Should there be more than 3 rating agencies, S&P, Moody's & Fitch rating should be used where available.

DPI

Note that data submitted for DPI need to cater for parameters input specific to DPI as well as general search criteria.

2. TERM**Input Parameters**

Category	All / DPI / non-DPI
Age	For Non Smokers : 0 to 99 years For Smokers : 18 ALB or 19 ANB/ANrB to 99 years
Premium Type	Annual / Single
Coverage Term for DPI	5 years
	20 years
	To Age 65
Coverage Term for non DPI (years)	1 to 5*
	6 to 10
	11 to 15
	16 to 20
	21 to 25
	26 to 30
	31 to 35
	36 to 40
	Above 40

Sum Assured for Single & Annual Premium (Non-DPI Term Life)	50000
	100000
	200000
	300000
	400000
	500000
	750000
	1000000
Sum Assured for Annual Premium (DPI Term Life)	50000
	100000
	200000
	300000
	400000
Critical Illness Benefit	Yes / No
Sort by	Insurer (A – Z)
	Insurer (Z – A)
	Premium (Lowest – Highest)
	Premium (Highest – Lowest)

* Yearly Renewable Term will be included under coverage term of 1.

Search / Comparison Output

Annual / Single Premium	In the first level of search output, premium shown shall include (optional or otherwise) TPD premiums. Where TPD is optional, insurers can opt to state so in the product detail view.
Coverage Term	Exact coverage term will be shown, in years. For renewable term, coverage term should exclude subsequent renewals.

Sub-category

Level sum assured, with option to renew
Level sum assured, without option to renew
Reducing sum assured, at 3% p.a. interest
Reducing sum assured, at 5% p.a. interest
Term insurance with varying sum assured
Others*

*Refund Of Premium (ROP) and any other products which cannot be neatly classified under the other available sub-categories will be included under “Others” sub-category.

Coverage Term

Where for 1 unique modal point (unique product name, age, gender and Sum Assured), multiple policy terms are available within the same coverage term range, include only the policy terms which are multiples of 5. If a multiple of 5 is not available within the range, include the maximum available term within the range (refer to examples 1 and 2). For product whose policy term is calculated based on individual age at entry, all ages & terms should be included (refer to example 3).

Example 1: Term product ABC offering policy term 5-60 years

Include the following policy terms: 5, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60.

Example 2: Term product XYZ offering policy term 7, 8, 12, 13 years.
Include the following policy terms: 8, 13.

Example 3: Regular Pay Term to 90 and 99.

Sample Age	Term	Sub-Category
50	To 90 : 40 yrs To 99 : 49 yrs	Level sum assured, without option to renew
60	To 90 : 30 yrs To 99 : 39 yrs	Level sum assured, without option to renew

Example 4: Term to 90 with options to pay Single Premium, 5 year limited pay premiums and pay up to age 90.

Sample Age	Term	Sub-Category
17	73	✓ Include both 5 year limited pay and pay up to age 90 under 'Level sum assured, without option to renew'
20	70	
60	30	

Icons Indicating Product Features

1. TPD benefit	Y/N*
2. CI benefit	Y/N*
3. No medical underwriting required	Y for GIO / N for non GIO
4. SRS	Y/N
5. CPFIS	Y/N
6. Level SA	Y/N
7. Renewable	Y/N
8. Convertible	Y/N

* Yes even if TPD/CI benefit is in the form of a premium waiver

For renewable term, any illustration (Death benefit, TDC) in Web Aggregator should exclude subsequent renewals.

3. ENDOWMENT

With the exception of optional accelerating CI rider (with minimum 30 major-only CI benefits) applicable under "With CI Benefit" option, only base plans (and compulsory / embedded riders) will be included in product comparison. Therefore, both input and output parameters should reflect base plans values (and any corresponding compulsory / embedded riders). E.g. unlike Term insurance, optional TPD rider need not be included in the base plan values.

Input Parameters

Category	All / DPI / non-DPI
Age	For Non Smokers : 0 to 99 years For Smokers: 18 ALB or 19 ANB/ANrB to 99 years
Premium Type	Annual / Single
Coverage Term (years)	1 to 5*
	6 to 10
	11 to 15

	16 to 20
	21 to 25
	26 to 30
	31 to 35
	36 to 40
	Above 40
Premium Amount (RP)*	1000
	2500
	5000
	10000
Premium Amount (SP)*	10000
	20000
	30000
	50000
Critical Illness Benefit	Yes / No
Sort by	Insurer (A – Z)
	Insurer (Z – A)
	Total Premium (Lowest – Highest)
	Total Premium (Highest – Lowest)
	Guaranteed Payout** (Lowest – Highest)
	Guaranteed Payout** (Highest – Lowest)
	Premium Term (Shortest - Longest)
	Premium Term (Longest – Shortest)

* If exact premium amount is not available, please include the nearest available premium amount within +/-10% of the specified amount.

** As defined below.

Search / Comparison Output

Guaranteed Payout	Total guaranteed cash payout over the duration of the policy (assume paid out) + any guaranteed maturity payout, without any interest
Total Non Guaranteed Payout (@ higher illustration rate)	Total non guaranteed bonuses / dividends over the duration of the policy (assume cash dividend is paid out without any interest for policies with non guaranteed dividends) + any non guaranteed maturity payout; at higher illustration rate
Total Premiums Paid	Total premiums paid over the duration of the policy, without any interest
Premium Payment Term	In years

Sub-category

Regular premium, with cash payouts
Regular premium, without cash payouts
Limited premium*, with cash payouts
Limited premium*, without cash payouts
Single premium, with cash payouts
Single premium, without cash payouts

* As long as premium term is shorter than coverage term, a product should be included under Limited premium. E.g. A retirement product with retirement payouts starting from age 55, with premium term of up to age 55. This product should be included under 'Limited premium with cash payouts' category.

Coverage Term

Where for 1 unique modal point (unique product name, age, gender and premium amount), multiple policy terms are available within the same coverage term range, include only the policy terms which are multiples of 5. If multiple of 5 is not available within the range, include the maximum available term within the range.

However, where there are multiple variations of products offered with differing vesting terms/ages, all combinations should be included. For example, where a retirement product offers multiple vesting age options (say: 50/55/65), all possible combination should be included.

Example 1: Endowment product ABC offering policy term 5-60 years

Include the following policy terms: 5, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60.

Example 2: Education Endowment product XYZ offering payout starting from age 18, 19, 21 and 22, for 4 years.

Policy Term is calculated based on individual age at entry. All ages & term should be included.

Sample Age	Coverage Term Shown	Sub-Category
1	Payout start @ 18 : 21 (17+4) Payout start @ 19 : 22 (18+4) Payout start @ 21 : 24 (20+4) Payout start @ 22 : 25 (21+4)	Limited premium, with cash payouts
10	Payout start @ 18 : 12 (8+4) Payout start @ 19 : 13 (9+4) Payout start @ 21 : 15 (11+4) Payout start @ 22 : 16 (12+4)	Limited premium, with cash payouts
35	None	n/a

Example 3: 15 year Anticipated Endowment with option to pay in Single lump sum, 5 year limited premium and regular premium for 15 years

Sample Age	Coverage Term Shown	Sub-Category
All ages	15 years	<ul style="list-style-type: none"> ✓ Include SP under 'Single Premium, with cash payouts' ✓ Include 5 year limited pay under 'Limited premium, with cash payouts' ✓ Include 15 years under 'Regular premium, with cash payouts'

Example 4: Non-Anticipated Endowment product DEF with coverage term of up to age 70. Two premium payment terms are available: up to age 65 and up to age 70.

Policy Term is calculated based on individual age at entry. All ages & term should be included

Sample Age	Coverage Term Shown	Sub-Category
1	69 years	<ul style="list-style-type: none"> ✓ Premium up to age 65 show under 'Limited premium, without cash payouts' ✓ Premium payable up to age 70 show under 'Regular premium, without cash payouts'

50	20 years	✓ Premium up to age 65 show under 'Limited premium, without cash payouts' ✓ Premium payable up to age 70 show under 'Regular premium, without cash payouts'
----	----------	--

Icons Indicating Product Features

1. TPD benefit	Y/N*
2. CI benefit	Y/N*
3. No medical underwriting required	Y for GIO / N for non GIO
4. SRS	Y/N
5. CPFIS	Y/N
6. Cash coupon	Y/N
7. Has a non-guaranteed returns element	Y if at least part of the product is participating in nature / N otherwise

* Yes even if TPD/CI benefit is in the form of a premium waiver

Classification of Last Coupon Payment

The equation "**Total Payout = Total Cash Payout + Maturity Value**" is featured in the WA for endowment products and must hold true. The last coupon payment paid in the final year must not be double counted under both Total Cash Payout and under Maturity Value.

4. WHOLE LIFE

Where a Whole Life product expires only on the death of the insured, the coverage term of the policy should be indicated as "Whole Life".

The total payout should include any coupon/dividend/bonus attaching to the policy up to the earliest / shortest of:

- Age 99 (last birthday/next birthday/nearest birthday) in accordance to the age definition adopted by each individual insurer
- The coverage term of the policy
- The maximum number of years for which such coupons/dividends are payable

Total payout should exclude the surrender value (or "maturity value") payable at the end of the term (i.e. at age 99 or end of coverage term of the policy).

The purpose of imposing this cap is to ensure better comparability between Whole Life products since the maximum age for BI illustrations is not standardized.

TDC information provided should be consistent with that shown on the last row displayed on the Benefit Illustration of the policy.

Input Parameters

Category	All / DPI / non-DPI
Age	For Non Smokers : 0 to 99 years For Smokers : 18 ALB or 19 ANB/ANrB
Premium Type	Annual / Single
Premium Term for DPI	To age 70

	To age 85
Premium Term for non DPI (years)	2 to 5
	6 to 10
	11 to 15
	16 to 20
	21 to 25
	26 to 30
	31 to 35
	36 to 40
	Above 40
Sum Assured Options for Single & Annual Premium (Non-DPI Whole Life)*	50000
	100000
	200000
	300000
	400000
	500000
Sum Assured Options for Annual Premium (DPI Whole Life)	50000
	100000
	200000
Critical Illness Benefit	Yes / No
Sort by	Insurer (A – Z)
	Insurer (Z – A)
	Guaranteed Death Benefit (Lowest – Highest)
	Guaranteed Death Benefit (Highest – Lowest)
	Premium (Lowest – Highest)
	Premium (Highest – Lowest)

* For anticipated SP WL products where Sum Assured is equal to the monthly/yearly coupon payouts, use SP as proxy to SA.

Search / Comparison Output

Annual/Single Premium	In the first level of search output, premium shown shall include (optional or otherwise) TPD premiums. Where TPD is optional, insurers can opt to state so in the product detail view.
Guaranteed Death Benefit	Figure should be consistent with BI
Non Guaranteed Death Benefit (@ higher illustration rate)	Figure should be consistent with BI. Assume any coupons and dividends are on paid out basis.

Sub-category

Regular / Limited Pay, with cash payouts
Regular / Limited Pay, without cash payouts
Single pay, with cash payouts
Single pay, without cash payouts
Others

Premium Term

Where for 1 unique modal point (unique product name, age, gender and Sum Assured), multiple premium terms are available within the same coverage term range, include only the premium terms which are multiples of 5. If multiple of 5 is not available within the range, include the maximum available term within the range.

Example 1: WL product ABC offering flexible premium term 5-60 years

Include the following premium terms: 5, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60.

Example 2: WL product XYZ offering premium term 7, 8, 12, 13 years

Include the following premium terms: 8, 13.

Example 3: Anticipated WL with options to pay Single Premium and up to age 65

Sample Age	Premium Term	Sub-Category
1	64 years	<ul style="list-style-type: none"> ✓ Include Single Premium under 'Single Pay, with cash payouts' ✓ Include up to age 65 under 'Regular/Limited Pay, with cash payouts'
50	15 years	<ul style="list-style-type: none"> ✓ Include Single Premium under 'Single Pay, with cash payouts' ✓ Include up to age 65 under 'Regular/Limited Pay, with cash payouts'

Icons Indicating Product Features

1. TPD benefit	Y/N*
2. CI benefit	Y/N*
3. No medical underwriting required	Y for GIO / N for non GIO
4. SRS	Y/N
5. CPFIS	Y/N
6. Cash coupon	Y/N
7. SA multiplier	Y/N
8. Has non-guaranteed returns elements	Y if at least part of the product is participating in nature / N otherwise
9. GIO on life events	Y/N

* Yes even if TPD/CI benefit is in the form of a premium waiver

Whole Life Products with Multipliers

(where Benefit is the higher of Minimum Benefit or SA + Bonuses)

Guaranteed Benefit

- Before the expiry of the Minimum Benefit, Guaranteed Benefit = Minimum Benefit (as illustrated in the table below)
- After the expiry of the Minimum Benefit, Guaranteed Benefit = SA

Non-Guaranteed Benefit is the difference between Total Projected Benefit (at high and low projection rates) and Guaranteed Benefit as described above.

					Proposed solution				
					Fix Gtd DB as MDB, but show Total depending on PIRR				
Year	Minimum DB	SA	Bonuses @ 3.25%	Bonuses @ 4.75%	Gtd DB	NGDB @ 3.25%	Total @ 3.25%	NGDB @ 4.75%	Total @ 4.75%
					shown in WA		shown in WA		shown in WA
5	300000	100000	3750	5000	300000	0	300000	0	300000
10	300000	100000	15000	20000	300000	0	300000	0	300000
15	300000	100000	37500	50000	300000	0	300000	0	300000
20	300000	100000	75000	100000	300000	0	300000	0	300000
30	300000	100000	157500	210000	300000	0	300000	10000	310000
40	300000	100000	247500	330000	300000	47500	347500	130000	430000
Note that NGDB is not shown in WA for whole life, only Total will be displayed									

5. INVESTMENT LINKED POLICY (ILP)

Sub-category

Single Premium & Recurring Single Premium
Regular Premium & Limited Premium

Icons

1. TPD benefit	Y/N*
2. No medical underwriting required	Y for GIO / N for non GIO
3. SRS	Y/N
4. CPFIS	Y/N
5. Has Non-guaranteed returns element	Y/N

* Yes even if TPD benefit is in the form of a premium waiver

6. PRODUCT COMPARISON OUTPUT AND PRODUCT DETAIL VIEW

Refer to the master data template for the required information under these pages.

Any values shown on the product comparison output and product detail view shall be consistent with the Benefit Illustration:

Total Distribution Cost	Cumulative Total Distribution Cost per the last number displayed on the Supplementary Illustration, except for renewable term insurance products where TDC for subsequent renewals should be excluded.*
Death Benefit and Surrender Value	For products with coupon / dividend payouts, values should be consistent with Benefit Illustration values assuming that coupons & dividends are on paid out basis.
Surrender Value start year	Consistent with the first year in the BI where SV is > 0

* Insurers with different TDCs for different channels must show the highest TDC for the product.

Riders

A maximum of 10 riders (optional only) can be shown on product detail view. Insurers who wish to highlight more than 10 riders can do so within the free-text box provided. The list of riders displayed should follow the following naming convention:

Personal Accident
Hospital Cash Benefit
Hospital & Surgical
Disability Income
Waiver of Premiums
TPD
Critical Illness*
Early Critical Illness*
Family Income Benefit
Term Insurance
Others

* Include acceleration and additional

Free Text Box

- The write-up must give a fair and balanced view about the product in question and comply with applicable advertising restrictions.
- Insurers should not make any misleading claims or inappropriate statements about their own or other insurers' products.
- Insurers should put in place the necessary policies and procedures to check and approve the contents in the free text box before they are submitted for publication.

Up to 5000 characters, including special formatting tags – [Bold], [Italic], [Underline], [NewLine], [Tab], [Bullet]

Suggested items to be included in the free text box:

- Product description: Brief description of what financial needs it satisfies, benefits payable, coupons, etc.
- Coverage provided by the basic plan: Whether it includes death and/or TPD and/or TI and/or CI and/or other embedded coverage.
- Flexible options provided by the product: Premium term options, coverage term options, conversion and/or renewal options, etc.
- This product is available for entry ages x to y, and for sum insured (face amount, etc.) A to B (or premium amount C to D) etc.

Brochure and Product Summary

- One file each for brochure and product summary.
- Insurers are allowed to include brochures/product summaries in any languages as long as they are contained in 1 .pdf file.
- Product Summary for embedded rider / TPD (where TPD premium is included in the product comparison) should be included in the Product Summary file.
- Product Summary for optional CI rider (where applicable) should be included together with the base plan's Product Summary, in 1 .pdf file.

Weblink

Direct URL to the relevant product page should be provided where available. Where this is not available, insurers may provide its main site URL.

7. TURNAROUND TIME FOR DATA SUBMISSION FOR THE WEB AGGREGATOR

For New Product, Product Changes and Product Withdrawals

TRIGGER	DATA SUBMISSION DUE BY	LATEST PUBLISH DATE ALLOWED
New Products or Product Changes (e.g. update of information or repricing of product)	<p>Within 7 working days after date of launch/change to product ("Submission/Update Period")</p> <p>That is, if Product launch is on Monday of the week, submission of data is required by Wednesday of the following week.</p>	<p>The calendar day after the Submission/Date Period</p> <p>That is, if Product launch is on Monday of the week, the latest Publish Date allowed is Thursday of the following week.</p>
Product Withdrawal	Immediately, i.e. no later than 12.45am of the date the product was withdrawn from the market (i.e. Withdrawal Date)	No later than the Withdrawal Date

For Rectification of Error

- Insurers should adopt the following turnaround time to notify MAS of and to rectify the error. The below are 3 possible scenarios depending on when insurers are notified of the error.
- However, this does not preclude MAS from taking action if an insurer publishes information that is false or misleading in a material way; or inaccurate on WA.

No.	Notification of Error	Data Submission Due By	Latest Publish Date allowed	Example
a	Day X (working day) before 5pm	Day (X+1), 12.45am	(X+1)	<p>If insurer is informed of the possible error before 5pm on 13 July 2015 (Monday), they should investigate the matter immediately.</p> <p>If insurer establishes that there is an error, they should:</p> <ul style="list-style-type: none"> a) submit “delete” action file to Polaris (if applicable) before 12.45am on 14 July 2015; and b) inform MAS of the error and action taken on 14 July 2015. <p>This means that the product information will be deleted at 2am on 14 July 2015.</p>
b	Day X (working day) after 5pm	Day (X+2), 12.45am	(X+2)	<p>If insurer is informed of the possible error after 5pm on 13 July 2015 (Monday), they should conduct the investigation by the following working day.</p> <p>If insurer establishes that there is an error, they should:</p> <ul style="list-style-type: none"> a) submit “delete” action file to Polaris (if applicable) before 12.45am on 15 July 2015; and b) inform MAS of the error and action taken by 15 July 2015. <p>This means that the product information will be deleted at 2am on 15 July 2015.</p>
c	Fri after 5pm or anytime on a non-working day (e.g. Weekends or Public Holiday)	Up to Day (X+4), 12.45am	Up to (X+4) if it was discovered after 5pm on Fri	<p>If insurer is informed of the possible error after 5pm on 10 July 2015 (Friday), they should conduct the investigation by the following working day which is on 13 July 2015 (Monday).</p> <p>If insurer establishes that there is an error, they should:</p> <ul style="list-style-type: none"> a) submit “delete” action file to Polaris (if applicable) before 12.45am on 14 July 2015; and b) inform MAS of the error and action taken by 14 July 2015. <p>This means that the product information will be deleted at 2am on 14 July 2015.</p>

Important notes

1. The Daily Publication time is at 2am every day.
2. All data submissions received by the vendor **by 12.45am on Day X** can be published on the portal by **2am on Day X**, assuming that the data submitted passes data validation and the Publish Date provided by the insurer is **Day X**.
3. All data submission received by the vendor **after 12.45am on Day X** can only be published on the portal at earliest at **2am on Day X + 1**.
4. No withdrawals/launches/re-pricing information is to be sent to the WA portal until after such information becomes publicly available. Otherwise, MAS/LIA/WA vendor shall not be held liable for any data/information leakage/misuse.