| Category Topic Qn Questions | Pre- No. of | Scenario # | Scenario Criteria | Chathot Response |
|-------------------------------------------------------------------------------------------------------|----------------------|------------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | conditions scenarios | | | |
| Manage your Premiums Credit card/ GIRO details 5.07 Please advise if a client can set up GIRO payment | None 1 | 1 | Static | Your client may setup GIRO payment or change the GIRO bank account for eligible policies. Please refer to our website for instructions on how to set up GIRO payment. |
| Manage your Premiums Credit card/ GIRO details 9.01 Please charge upcoming premium to the new card. | Policy lookup 11 | 1 | Policy Status = IF | Thank you for your request. We will proceed to charge <currencycode><premiumamount> to the credit card (<creditcardno>, leaving last 4 digits clear). Do you wish to proceed?</creditcardno></premiumamount></currencycode> |
| | | | Premium Status = PP | (Yes/No) |
| | | | Method of Payment = Credit Card Mandate Status = 10 | (if Yes) We will forward your request to our processing team for approval. If the request is not approved, we will contact you by 5-7 working days. |
| | | | Pending lodgement = No | (g res) we will convaid your request to our processing team for approval, if the request is not approved, we will contact you by 5-7 working days. [webform triggered to premium team for premium deduction] |
| | | | (pending Tech review) | [Hebrania 8861ea to premium team of premium teatoring |
| | | | | (if No) If the credit card details are not up-to-date, kindly inform your client to complete a <u>Credit Card Authorisation form</u> and submit it <u>here</u> (URL TBC from ePS MSL enhancement). |
| | | 2 | Policy Status = IF Premium Status = PP | (fallback handling - Contact Us) |
| | | | Method of Payment = Credit Card | We require further details to address your query. Please Contact Us here for assistance. |
| | | | Mandate Status = Not found or 02 or 91? | |
| | | | Pending lodgement = No | |
| | | - | (pending Tech review) Policy Status = IF | We will be charging the premium of <currencycode><premiumamount> to the credit card (<creditcardno>, leaving last 4 digits clear).</creditcardno></premiumamount></currencycode> |
| | | 3 | Method of Payment = Credit Card | we will be changing the premium of scurrency code spremium and on to the credit card (scheducations), leaving rast 4 digits dear). |
| | | | Pending lodgement = Yes | If the credit card details are not up-to-date, kindly inform your client to complete a <u>Credit Card Authorisation form</u> and submit it <u>here</u> (URL TBC from ePS MSL enhancement). |
| | | | (pending Tech review) | |
| | | 4 | Policy Status = LA | The policy has lapsed. |
| | | 5 | Policy Status = IF | (re-direct to 4.01 - reinstatement) Thank you for your request. We will proceed to charge <currencycode><pre>currencyCode><pre>cpremiumAmount> to the credit card (<creditcardno>, leaving last 4 digits clear). Do you wish to proceed?</creditcardno></pre></pre></currencycode> |
| | | | Premium Status = PP | (Yes/Na) |
| | | | Method of Payment = Credit Card | |
| | | | Mandate Status = 10 | (if Yes) We will forward your request to our processing team for approval. If the request is not approved, we will contact you by 5-7 working days. |
| | | | Outstanding NFL amount > 0 Outstanding Policy Loan amount > 0 | [webform triggered to premium team for premium deduction] |
| | | | Pending lodgement = No | (if No) If the credit card details are not up-to-date, kindly inform your client to complete a <u>Credit Card Authorisation form</u> and submit it here (URL TBC from ePS MSL enhancement). |
| | | | (pending Tech review) | |
| | | | | There is an outstanding policy loan of <currency><outstanding loan="" policy=""> and an overdue amount of <currency><nfl amount="" date="" incurred="" to=""> from unpaid premiums. Please advise your client to make payment of <nfl amount="" date="" incurred="" to=""> for the outstanding premiums by <t+5 days="">.</t+5></nfl></nfl></currency></outstanding></currency> |
| | | 6 | Policy Status = IF | Your client does not have any outstanding payment as his/her premiums have been fully paid. |
| | | _ | Premium Status = FP | |
| | | 1 | Policy Status = IF Premium Status = FP, NFL, Loan O/s | Your client does not have any outstanding premiums. |
| | | | Outstanding NFL amount > 0 | However, there is an outstanding policy loan of <currencycode><outstandingpolicyloanamt> and also an overdue amount of <currencycode><outstandingnflamt> from unpaid</outstandingnflamt></currencycode></outstandingpolicyloanamt></currencycode> |
| | | | Outstanding Policy Loan amount > 0 | premiums. Please advise your client to make payment of <outstandingnflamt> by <t+5 days="">.</t+5></outstandingnflamt> |
| | | 8 | Policy Status = UW | Please refer to the Letter of Acceptance / Conditional Acceptance for the deadline for premium payment of <currencycode><pre>cpremiumAmount> and acceptance of terms.</pre></currencycode> |
| | | | | If credit card has been chosen as the initial premium payment method and the Underwriting terms are standard, we will proceed with the deduction without issuing a Letter of |
| | | | | Acceptance. You may download the Letter of Acceptance by following these steps. |
| | | | | 1. Click on "Cases" tab on your Dashboard |
| | | | | Click on "Pending Acceptance/Payment" Look for the name of your client or the policy number and click on the attachment to download the Letter of Acceptance |
| | | | | 3. Cook to the hands of your electric tile pointy hands and tile till administrated obtaining the detection of the country |
| | | | | If you are requesting for a second attempt to charge the premium to your credit card, please contact us here. |
| | | 9 | Policy Status = PO | Your client's policy application is currently being processed, and the premium is not yet due. |
| | | 10 | Policy Status ≠ IF, LA, UW or PO | There is no premium due as the policy is not in-force. |
| | | 11 | Policy Status = IF | The payment method for this policy is currently <methodofpayment>. Kindly inform your client to complete a Credit Card Authorisation form and submit it https://example.com/html. Kindly inform your client to complete a Credit Card Authorisation form and submit it https://example.com/html. Kindly inform your client to complete a Credit Card Authorisation form and submit it https://example.com/html. The complete a </methodofpayment> |

| | | 7 | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------|----------------------------|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | 7 | | Company Code = 1 or 3 Policy Status = IF | The premium term for your client's policy has ended. |
| | | | | Premium Status = FP Outstanding Policy Loan amount > 0 | However, there is an outstanding policy loan of <urrencycode><outstandingpolicyloan> and also an overdue amount of <currencycode><outstandingnfl> from unpaid premiums. Please advise your client to make payment by <f+5 days=""> to clear both amounts.</f+5></outstandingnfl></currencycode></outstandingpolicyloan></urrencycode> |
| | | 8 | | Outstanding NFL amount > 0 Company Code = 1 or 3 Policy Status = IF | There are unpaid premiums for this policy. We are unable to advance Non-Forfeiture Loan as the net cish value is less than the outstanding premiums. Your client would have received a letter on the NFL Expiry with the deadline to pay the unpaid premiums. Please refer to the letter for further information. |
| | | 9 | | Premium Status = NE Company Code = 7 | The policy premium of <currencycode>cyremiumAmount> is due on <pre>cpaidToDate></pre>.</currencycode> |
| | | | | Policy Status = IF Premium Status = PP | |
| | | 10 | 0 | Company Code = 1 or 3 Policy Status = PO | Your client's application is currently being processed, and the policy premium is not yet due. |
| | | 1: | 1 | Company Code = 7 Policy Status = PO | The policy premium of <currencycode><premiumamount> is due by the date indicated on the Letter of Acceptance. You may obtain a copy of the Letter of Acceptance on Singlife Online by following these steps:</premiumamount></currencycode> |
| | | | | | 1. Click on Cases side tab on your Dashboard |
| | | | | | Click on "Pending Acceptance/Payment" Look for the name of your client or the policy number in the list that loads and click on the attachment to download the Letter of Acceptance. |
| | | 1 | 2 | Company Code = 1 or 3 Policy Status = UW | Please refer to the Letter of Acceptance or Letter of Conditional Acceptance for the deadline for premium payment of <currencycode>cpremiumAmount> and acceptance of terms. If Credit Card has been chosen as initial premium payment method and the Underwriting terms are standard, we will proceed with the deduction without issuing a Letter of Acceptance.</currencycode> |
| | | | | | You may refer to more details on premium payment and download the Letter of Acceptance by following these steps. 1. Click on Cases side tab on your Dashboard |
| | | | | | Click on "Pending Acceptance/Payment" Look out for the name of your client or the policy number in the list that loads and click on the attachment to download the Letter of Acceptance. |
| | | 1 | 3 | Company Code = 7 | Your client's application is currently being processed and the policy premium is not yet due. |
| | | 14 | 4 | Policy Status = UW Company Code = 1, 3 or 7 | The policy has lapsed. |
| | | | | Policy Status = LA | (re-direct to 4.01 - reinstatement) |
| | | 15 | 5 | Company Code = 1, 3 or 7 Policy Status ≠ IF or UW or PO or LA | There is no premium due as the policy is not in-force. |
| Manage your Premiums Credit card/ GIRO details 9.05 Could you advise the exact steps on how to reactivate current credit card as payment method? | Policy lookup 7 | 1 | | Policy Status = IF Premium Status = PP Mandate Status ≠ 11 | There is no credit card linked to this policy. For further assistance, please contact us here. |
| | | 2 | | Policy Status = IF Premium Status = PP Mandate Status = 02 | Please advise your client to submit a change of Credit Card details, (to insert ePS link when ready) |
| | | 3 | | Policy Status = IF | The credit card is active. However, if the credit card has expired, please advise your client to either give us a call to update the credit card expiry date or submit a change of Credit Card |
| | | | | Premium Status = PP Mandate Status = 11 | details, (to insert ePS link when ready) |
| | | 4 | | Policy Status = LA | The policy has lapsed. |
| | | 5 | | Premium Status = LA Policy Status = IF | (re-direct to 4.01 - reinstatement) The premiums have been fully paid and the premium cessation date was <pre>cpremiumCessationDate></pre> . No action is required. |
| | | - | | Premium Status = FP Policy Status = UW or PO | Click here (to insert DFR link when ready) to request for credit card rebilling of this new application. |
| | | 7 | | Policy Status = UW or PO Policy Status = IF or LA or UW or PO | Like <u>nets</u> (to insert DHK link when ready) to request for creat card reniing or this new application. The policy is not in-force. |
| Manage your Premiums Credit card/ GIRO details 9.06 My client has made payment, are you also able to check on the status of her e-GIRO application? | Policy lookup 10 | 0 1 | | Policy Status = IF | The next premium is due on <pre>premium due date> under <name bank="" of=""> GIRO account, ending with **** <last 4="" digits="">.</last></name></pre> |
| | | | | Premium Status = PP Mandate Status = 10 | |
| | | 2 | | Policy Status = IF | The next premium is due on <pre>remium due date>.</pre> |
| | | | | Premium Status = PP Mandate Status = 01 | eGIRO is currently pending bank's approval and this will take 1-2 working days. |
| | | 3 | | Policy Status = IF Premium Status = PP | The next premium is due on <pre>premium due date>.</pre> |
| | | | | Mandate Status = 02 | The GIRO arrangement was deactivated. If client did not cancel the GIRO arrangement with the bank, we can reactivate it for subsequent premium deductions on this policy. However, please note that there may be a bank charge incurred by client for any unsuccessful GIRO deductions. |
| | | | | | Do you wish to request for the previous GIRO arrangement to be reactivated for client's policy? (Yes/No) |
| | | | | | (if Yes - trigger webform to PM) We will forward your request to our processing team for approval. If the request is not approved, we will contact you by 5-7 working days. |
| | | | | | |
| | | 4 | | Policy Status = IF Premium Status = PP | The next premium is due on <premium date="" due="">.</premium> |
| | | | | Mandate Status = 03 | GIRO application was via hardcopy and we are pending for bank's approval. This will take 4-6 weeks. |
| | | 5 | | Policy Status = IF Premium Status = PP | The next premium is due on < premium due date>. |
| | | 6 | | Mandate Status = 91 Policy Status = IF | The GIRO arrangement was terminated. You may advise your client to refer to <u>our website</u> for the instructions to setup a GIRO arrangement. The credit card is active. However, if the credit card has expired, please advise your client to either give us a call to update the credit card expiry date or submit a <u>change of Credit Card</u> . |
| | | | | Premium Status = PP | details. (to insert ePS link when ready) |
| | | 7 | | Mandate Status = 11 Policy Status = LA | The policy has lapsed. |
| | | - | | Premium Status = LA | (re-direct to 4.01 - reinstatement) |
| | | 8 | | Policy Status = IF Premium Status = FP | The premiums have been fully paid and the premium cessation date was <pre>premiumCessationDate></pre> . No action is required. |
| | | 9 | 0 | Policy Status = UW or PO Policy Status ≠ IF or LA or UW or PO | Click here (to insert DFR link when ready) to request for credit card rebilling of this new application. The policy is not in-force. |
| Manage your Premiums Credit card/ GIRO details 9.07 Can i check is this giro application set up? | Policy lookup 2 | | | Method of Payment = GIRO | There policy is not in-force. There is currently a GIRO arrangement under <bankname> account (A/C No. <bankacctorcreditcardno 4="" digits="" e.g.="" is="" last="" leaving="" masked="" which="" xxxxx1234="">).</bankacctorcreditcardno></bankname> |
| | | 2 | | Mandate Status = 10 ELSE | There is no active GIRO arrangement for the policy. You may advise your client to refer to gur website for the instructions to setup a GIRO arrangement. |
| Manage your Premiums Credit card/ GIRO details 9.08 Why credit card deduction went through when client's card has expired? | None 1 | | | Static | There is no active GIRO arrangement for the policy. You may advise your client to refer to <u>our website</u> for the instructions to setup a GIRO arrangement. Please advise your client to check with their issuing bank on the credit card deduction. |
| Manage your Premiums Credit card/ GIRO details 9.09 What is the GIRO account linked to this policy? | Same as 9.07 Sa | ame as 9.07 Sa | ame as 9.07 | Same as 9.07 | Same as 9.07 |
| Manage your Premiums Credit card/ GRO details 9.10 Client informed received GIRO cancellation notice, how to reactivate? | Policy lookup 4 | 1 | | Policy Status = IF Mandate Status = 02 | The GIRO arrangement was deactivated. If client did not cancel the GIRO arrangement with the bank, we can reactivate it for subsequent premium deductions on this policy. However, please note that there may be a bank charge incurred by client for any unsuccessful GIRO deductions. |
| | | | | | Do you wish to request for the previous GIRO arrangement to be reactivated for client's policy? (Yes/No) |
| | | | | | (if Yes - trigger webform to PM) We will forward your request to our processing team for approval. If the request is not approved, we will contact you by 5-7 working days. |
| | | | | | CONTRACTOR OF THE CONTRACTOR O |
| | | | | | (if No - end) |
| | | 2 | | Policy Status = IF Mandate Status = 91 | (# No - end) The GRO arrangement was terminated. You may advise your client to refer to <u>our website</u> for the instructions to setup a GIRO arrangement. |
| | | 2 | | | The GIRO arrangement was terminated. You may advise your client to refer to <u>our website</u> for the instructions to setup a GIRO arrangement. The policy has lapsed. |
| | | 3 | | Mandate Status = 91 | The GIRO arrangement was terminated. You may advise your client to refer to <u>our website</u> for the instructions to setup a GIRO arrangement. |
| Manage your Premiums Credit card/GRO details 9.11 Why system shows payment as Cash when client has received SMS that GRO has been set up? | None 1 | 3 4 | | Mandate Status = 91 Policy Status = LA ELSE Static | The GIRO arrangement was terminated. You may advise your client to refer to <u>our website</u> for the instructions to setup a GIRO arrangement. The policy has lapsed. If edirect is 4.01 - reinstatement) The policy has the force. We will update the mode of payment once we receive an update on the GIRO application status from the issuing bank. |
| Manage your Premiums Credit card/ GIRO details 9.12 Client wants to change GIRO deduction date, can this be done? | Same as 9.02 Sa | 3 4 1 ame as 9.02 Sa | ame as 9.02 | Mandate Status = 91 Policy Status = LA ELSE Static Same as 9.02 | The GIRO arrangement was terminated. You may advise your client to refer to <u>our website</u> for the instructions to setup a GIRO arrangement. The policy has lapsed. If the policy has |
| | | 3 4 1 ame as 9.02 Si ame as 9.03 Si | ame as 9.02 ame as 9.03 | Mandate Status = 91 Policy Status = LA ELSE Static Same as 9.02 Same as 9.03 | The GIRO arrangement was terminated. You may advise your client to refer to <u>our website</u> for the instructions to setup a GIRO arrangement. The policy has lapsed. If edirect is 4.01 - reinstatement) The policy has the force. We will update the mode of payment once we receive an update on the GIRO application status from the issuing bank. |

| Manage your Premiums Credit card/ 0 | GIRO details 9 | .15 (| Can we use other Mode of Payment for the time being and switch back to GIRO for the succeeding due dates? | Policy lookup | 11 | 1 | Policy Status = IF Premium Status = PP | Your client's current payment method is via <method ofpaymentdesc="">. You may deactivate it and opt for another payment method which you can find on our website.</method> |
|------------------------------------------------------------------------|----------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------|-----------------|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | | | | Method of Payment = GIRO or CREDITCARD | Would you like to proceed with the GIRO/Credit Card deactivation? <selection: no="" or="" yes=""></selection:> |
| | | | | | | | | [If Yes - to trigger webform] We will forward your request to our processing team. If it cannot be processed, we will contact you by <t+2 days="" working="">.</t+2> |
| | | | | | | | | Please check your SOL dashboard for the premium payment deadlines and ensure that there is timely payment so that your client remains covered by us. |
| | | | | | | | | [if No] (journey ends, go back to default message of chatbot asking if there is anything else) |
| | | | | | | 2 | Product Type ≠ LTC or RH Policy Status = IF | The payment method for the policy is via <method ofpaymentdesc="">. Please check your SOL dashboard for the premium payment deadlines and ensure that there is timely payment so that your client remains covered by us. Other available payment methods are listed on our website.</method> |
| | | | | | | | Premium Status = PP | |
| | | | | | | | Method of Payment ≠ GIRO or CREDITCARD | |
| | | | | | | 3 | Policy Status = LA | The policy has lapsed. |
| | | | | | | 4 | Product Type ≠ LTC or RH | (re-direct to 4.01 - reinstatement) Please advise your client: |
| | | | | | | • | Policy Status = UW or PO | For life insurance policies - to complete the <u>BSS-Alteration from Inception Form</u> . |
| | | | | | | | Policy Status ≠ IF. UW. PO or LA | For Singiffe Health Plus - to complete the <u>BS2-Alteration to Application Form.</u> The payment method cannot be changed as the policy is not in-force. |
| | | | | | | 6 | Policy Status ≠ IF, UW, PO or LA Premium Status ≠ PP | The payment method cannot be changed as the policy is not in-torce. The payment method cannot be changed as the premium is <pre>remiumStatusDesc></pre> . |
| | | | | | | 7 | Product Type = LTC | Please advise your client to submit the <u>Change of Premium Payment Method Form for change of payment method.</u> |
| | | | | | | | Policy Status = IF Premium Status = PP | |
| | | | | | | | Method of Payment = MEDISAVE | |
| | | | | | | | Secondary Payment = CASH | |
| | | | | | | 8 | Product Type = RH Policy Status = IF | For change to other payment methods, please refer to <u>our website</u> . |
| | | | | | | | Premium Status = PP | |
| | | | | | | | Plan Code = MYS Method of Payment = MEDISAVE | |
| | | | | | | | Secondary Payment = CASH | |
| | | | | | | 9 | Product Type = LTC Policy Status = IF | Your client's current payment method is via: |
| | | | | | | | Premium Status = PP | (display table to list the current multipayment in the policy, for example:) |
| | | | | | | | Method of Payment = MEDISAVE | Perment Mode Amount |
| | | | | | | | Secondary Payment = GIRO or CREDITCARD | Mericove Account SGD 60000 |
| | | | | | | | | Medistre Account Sud-Moulou GRO \$60 12.90 |
| | | | | | | | | 300 1200 |
| | | | | | | | | Client may deactivate the current payment method and submit the Change of Premium Payment Method Form. |
| | | | | | | | | Would you like to proceed with the GIRO/Credit Card deactivation? <selection: no="" or="" yes=""></selection:> |
| | | | | | | | | [If Yes - to trigger webform] We will forward your request to our processing team. If it cannot be processed, we will contact you by <t+2 days="" working="">.</t+2> |
| | | | | | | | | Please check your SOL dashboard for the premium payment deadlines and ensure that there is timely payment so that your client remains covered by us. |
| | | | | | | | | [If No] [journey ends, go back to default message of chatbot asking if there is anything else) |
| | | | | | | 10 | Product Type = RH Policy Status = IF | Your client's current payment method is via: |
| | | | | | | | Premium Status = PP | (display table to list the current multipayment in the policy, for example:) |
| | | | | | | | Plan Code = MYS Method of Payment = MEDISAVE | Payment Mode Amount |
| | | | | | | | Secondary Payment = MEDISAVE Secondary Payment = GIRO or CREDITCARD | Medisare Account SGD 600.00 |
| | | | | | | | | GRD 560 12:50 |
| | | | | | | | | GRID 200 (C30 |
| | | | | | | | | Client may deactivate the current payment method and opt for another payment method which you can find on our website. |
| | | | | | | | | Would you like to proceed with the GIRO/Credit Card deactivation? <pre><selection: no="" or="" yes=""></selection:></pre> |
| | | | | | | | | |
| | | | | | | | | [If Yes - to trigger webform] We will forward your request to our processing team. If it cannot be processed, we will contact you by <t+2 days="" working="">. Please check your SOL dashboard for the premium payment deadlines and ensure that there is timely payment so that your client remains covered by us.</t+2> |
| | | | | | | | | |
| | | | | | | 11 | Product Type = LTC or RH | [If No] (journey ends, go back to default message of chatbot asking if there is anything else) |
| | | | | | | 11 | Product Type = LTC or RH Policy Status = UW or PO | Please advise your client to complete the <u>BSS-Alteration from Inception Form.</u> |
| Manage your Premiums Credit card/ 0 | | | | None | 1 | 1 | | Credit card deductions are attempted once. If the deduction is unsuccessful, the credit card payment method will be deactivated. |
| | | | Are there any specific credit card preference? | None | 1 | 1 | Static | We accept Visa and Mastercard credit cards from any bank. |
| manage your Premiums Credit card/ 0 | GIRO details 9 | .18 # | Are there additional charges if opt to pay through credit card? | None | 1 | 1 | | For Singlife Global Savings Account, 1% will be deducted from each premium paid by credit card for this policy. For all other policies, there are no additional charges for credit card payment. |
| | | | | | | | | |
| Manage your Premiums Credit card/ (| GIRO details 9 | .19 | low many giro deduction attempts will you do after first payment failed? | Same as 9.02 | Same as 9 0 | 02 Same as 9 03 | ! Same as 9.02 | Your client's bank may also impose foreign currency exchange fees for policies that are not in SGD. Same as 9.02 |
| | | | What happens if GIRO account suddenly cancelled? | | | 10 Same as 9.10 | | Same as 9.10 |
| Manage your Premiums Credit card/ 0 | GIRO details 9 | .22 1 | s there any preferred credit cards for online payments? | | | 17 Same as 9.17 | | Same as 9.17 |
| Manage your Premiums Credit card/ 0 | | | | | | | 7 Same as 9.17 | Same as 9.17 |
| Manage your Premiums Credit card/ 0 | GIRO details 9 | .24 N | Vly client relocated and is wondering if they can use foreign bank accounts or is it mandatory that they need to maintain a local bank account? | None | 1 | 1 | Static | A local bank account (SGD) is required for interbank GIRO deduction. Click here for more information. |
| | | | | | | | | Please refer to our website for instructions on how to set up GIRO payment. |
| Manage your Premiums Online Lodge Manage your Premiums Online Lodge | | | Please adjust customer's GIRO date. Viv client is requesting to change his GIRO date. Please assist. | | | | | Same as 9.02 Same as 9.02 |
| Manage your Premiums Online Lodge | | | an customer move his GIRO date? | | | | ! Same as 9.02 | Same as 9.02 |
| Manage your Premiums Online Lodge | | | We have requested for ad hoc GIRO deduction to be made , is the deduction successful? | Policy lookup | | 1 | Policy Status = IF | Your client's payment record is up-to-date and has been paid up till <paidtodate> through <giro card="" credit=""> deduction.</giro></paidtodate> |
| - | | | | | | | Mandate Status = 10 (for GIRO) or 11 (for CC) | |
| | | | | | | | Paid-to-date = Billed-to-date | |
| | | | | | | | Outstanding NFL amount = 0 | |
| | | | | | | 2 | Policy Status = IF Mandate Status = 10 (for GIRO) or 11 (for | We are unable to attempt a <giro card="" credit=""> deduction as the non-forfeiture loan (NFL) feature was activated using the policy's cash value as of <paidtodate>. The unpaid premium was overdue beyond the grace period and the NFL keeps the policy in-force and the policyholder will remain covered for all benefits of the policy as long as there is sufficient surrender</paidtodate></giro> |
| | | | | | | | CC) | value. |
| | | | | | | | Paid-to-date = Billed-to-date Outstanding NFL amount > 0 | Please note that the interest rate on the NFL is 5.5% per annum, compounded at the policy anniversary. |
| | | | | | | | | |
| | | | | | | | | It would be advisable to pay back the NFL and any accumulated interest to ensure the policy remains in-force and cash value is retained. NFL is recommended as a short-term measure. For NFL payment quotation or to make a partial or full payment, please contact us here. |
| | | | | | | 3 | Policy Status = IF | An SMS notification confirming that the <giro card="" credit=""> deduction is successful will be sent within 3 days. If the deduction is unsuccessful, we will send a letter to your client's</giro> |
| | | | | | | | Mandate Status = 01/02/03/10/11 | registered address. |
| | | | | | | | Paid-to-date < Billed-to-date Outstanding NFL amount = 0 | If no SMS was received, it could be because the deduction is pending the bank's clearance, or it has been declined. For further assistance, please contact us here. |
| 1 | | | | | | | | The second secon |

| | | | 4 | | Policy Status = LA Mandate Status = 10 (for GIRO) or 11 (for CC) | Your client's policy has lapsed. For <giro card="" credit=""> payment for policy reinstatement, kindly ensure that all other pending requirements or documents have been submitted (e.g. Policy Servicine, Health Declaration form for Life Products or Policy Servicine, Health Declaration Form for Health Products). You can submit the forms here, (URL pending build of new 500 coape for firms unlocad)</giro> |
|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|------------------------------------|------------------|------------|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------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| | | | | | Paid-to-date = Billed-to-date Outstanding NFL amount = 0 | For long-term care plans and Shield plans, the outstanding premium must be deducted from your client's MediSave account before we can process the payment and reinstate the notion. |
| | | | | | | An SMS notification confirming that the deduction is successful will be sent within 3 days. If the deduction is unsuccessful, we will send a letter to your client's registered address. |
| | | | | | | If no SMS was received, it could be because the deduction is pending the bank's clearance, or it has been declined. For further assistance, please contact us here. |
| | | | 5 | | Policy Status ≠ IF/PO/UW/LA | We are not able to process your request as the policy is not in-force. |
| | | | 6 | | Policy Status = IF Mandate Status = 91/Invalid/Blank | For further assistance, please contact us <a here"="" href="https://doi.org/10.10/10/2016/2016/2016/2016/2016/2016/2016</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>Please advise your client to complete and submit the Credit Card Authorization Form to arrange payment via credit card or the Interbank GIRO Form for Individual Life/Health Policies</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>should your client wish to make payments through GIRO. You can submit the forms here, (URL pending build of new SOL page for forms upload) For details on other payment methods, please click here.</td></tr><tr><td>Manage your Premiums Online Lodgement</td><td>8.05 Is the adhoc credit card deduction successful?</td><td>Same as 8.04 Sa</td><td>iame as 8.04 Sar</td><td>me as 8.04</td><td>Same as 8.04</td><td>Same as 8.04</td></tr><tr><td>Manage your Premiums Online Lodgement</td><td>8.06 Pls proceed to re-attempt another cc deduction</td><td>Same as 8.04 Sa</td><td>iame as 8.04 Sar</td><td>me as 8.04</td><td>Same as 8.04</td><td>Same as 8.04</td></tr><tr><td>Manage your Premiums Online Lodgement</td><td>8.07 Please advise the status of the GIRO deduction.</td><td>Same as 8.04 Sa</td><td>ame as 8.04 Sar</td><td>me as 8.04</td><td>Same as 8.04</td><td>Same as 8.04</td></tr><tr><td>Manage your Premiums Online Lodgement</td><td>8.08 Please confirm if client's policy premium will be deducted accordingly once the GIRO application has been approved.</td><td>Policy lookup 7</td><td>1</td><td></td><td>Mandate Status = 01 or 03</td><td>The GIRO application is being processed and pending the bank's approval. Once it is approved, subsequent premiums will be deducted from the designated account.</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td>Policy Status = IF</td><td>Please note that the existing GIRO, if there is any, will be used for premium payment if the new GIRO is not approved by the time the next premium is due. You can monitor your client's</td></tr><tr><td></td><td></td><td></td><td>2</td><td></td><td>Mandate Status = 01 or 03</td><td>payment deadlines via <u>SinglifeOnline</u> and ensure that there is timely payment so that your client remains covered by us. The GIRO application is being processed and pending the bank's approval. Once it is approved, the first premium will be deducted from the designated account. You can monitor your</td></tr><tr><td></td><td></td><td></td><td>2</td><td></td><td>Policy Status = PO or UW Mandate Status = 10</td><td>client's payment deadlines via SinglifeOnline and ensure that there is timely payment so that your client remains covered by us. The GIRO application has been approved. Your client's policy has been paid up to cpaidToDate>. The next premium will be deducted from the designated account.</td></tr><tr><td></td><td></td><td></td><td>,</td><td></td><td>Policy Status = IF</td><td>The Girk O application has been approved. Tout client's pointy has been paid up to spaid robates. The next premium will be deducted from the designated account.</td></tr><tr><td></td><td></td><td></td><td>4</td><td></td><td>Paid-to-date = Billed-to-date Mandate Status = 91</td><td>There is no GIRO account tagged to the policy. The previous GIRO application was declined by the bank, or the existing GIRO arrangement was terminated by the bank account holder.</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td>Policy Status = IF</td><td>You can monitor your client's payment deadlines via SinglifeOnline and ensure that there is timely payment so that your client remains covered by us. To submit a new GIRO</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>application or for other payment methods, please click here.</td></tr><tr><td></td><td></td><td></td><td>5</td><td></td><td>Policy Status ≠ IF/PO/UW</td><td>We are not able to proceed with the GIRO application/deduction as the policy is not in-force. For further assistance, please contact us here . |
| | | | 6 | | Mandate Status = 11 | Your client's premium arrangement is currently set for credit card payments. You can monitor your client's payment deadlines via <u>SinglifeOnline</u> and ensure that there is timely payment so that your client remains covered by us. To submit a new GIRO application or for other payment methods, please click here. |
| | | | 7 | | Mandate Status = Blank or 02 | payment so max your cient remains covered by us. 10 submit a new olivol application for for other payment methods, piesse circk nere. We have not received any GIRO application from your client. You can monitor your client's payment deadlines via <u>SinglifeOnline</u> and ensure that there is timely payment so that your client remains covered by us. To submit a new GIRO application or for other payment methods, please circk here. |
| Manage your Premiums Online Lodgement | 8.09 How many GIRO attempts will you have? | Same as 9.02 Sa | Same as 9.02 Sam | me as 9.02 | Same as 9.02 | client remains covered by us. 10 submit a new GIRO application or for other payment methods, please click here. Same as 9.02 |
| Manage your Premiums Online Lodgement | 8.10 Is the GIRO scheduled adjusted already? | Same as 9.02 Sa | ame as 9.02 Sar | me as 9.02 | Same as 9.02 | Same as 9.02 |
| Manage your Premiums Online Lodgement | 8.11 Can adjust GIRO pull date for as per client's request? | Same as 9.02 Sa | ame as 9.02 Sar | me as 9.02 | Same as 9.02 | Same as 9.02 |
| Manage your Premiums Premium Alterations | 5.01 Please assist to extend my client's grace period. | Policy lookup 4 | | | Company Code = 1 or 3 | Your client's <plan name=""> policy premium of <currencycode><premiumamount> is due on <paidtodate>. Please advise your client to make payment by <paidtodate +="" 14<="" 45="" days="" p=""></paidtodate></paidtodate></premiumamount></currencycode></plan> |
| Manage your Premiums Premium Alterations | 5.01 Please assist to extend my client's grace period. | Policy lookup 4 | | | Product Type ≠ LTC | Your client's 4Han Name's policy premium of <currencylode><premiumamounts +="" 1.4="" 4.5="" <paid="" advise="" by="" client="" days="" days.<="" due="" hease="" is="" make="" obstee.="" on="" p="" payment="" to="" toustee="" your=""></premiumamounts></currencylode> |
| | | | | | Policy Status = IF Premium Status = PP | Will your client be able to make payment by this date? <selection: no="" or="" yes=""></selection:> |
| | | | | | Tremum states - 11 | |
| | | | | | | [If Yes - to trigger webform API for suppress overdue] We will forward your request to our processing team for approval. If the request is not approved, we will contact you by <t+2 days="">.</t+2> |
| | | | | | | [If No) (fallback handling - Contact Us) |
| | | | | | | We require further details to address your query. Please Contact Us <u>here</u> for assistance. |
| | | | 2 | | Company Code = 1 Product Type = LTC | Your client's <plan name=""> policy premium of <currencycode><premiumamount> is due on <paidtodate>. Please advise your client to make payment by <paidtodate +="" 14="" 75="" days="">.</paidtodate></paidtodate></premiumamount></currencycode></plan> |
| | | | | | Policy Status = IF Premium Status = PP | Will your client be able to make payment by this date? <selection: no="" or="" yes=""></selection:> |
| | | | | | | If Yes - to tripger webform API for suppress overdue! We will forward your request to our processing team for approval. If the request is not approved, we will contact you by <t+2< td=""></t+2<> |
| | | | | | | days. |
| | | | | | | [If No] (fallback handling - Contact Us) |
| | | | _ | | | We require further details to address your query. Please Contact Us <u>here</u> for assistance. |
| | | | 3 | | Company Code = 7 Product Type = RH | Your client's Plan Name > policy premium of <currencycode> <pre>cpremiumAmount > is due on <paidtodate> Please advise your client to make payment by <paidtodate +="" 14="" 60="" days="">.</paidtodate></paidtodate></pre></currencycode> |
| | | | | | Policy Status = IF Premium Status = PP | Will your client be able to make payment by this date? <selection: no="" or="" yes=""></selection:> |
| | | | | | | will your client be able to make payment by this base? Selection: Fes or No">Selection: Fes or No">Se |
| | | | | | | (i) its - to trigger weaporm AP you suppress overbody. We will rollward you request to boil processing realist of approval. It the requests not approved, we will contact you by N142 days. |
| | | | | | | [If No] (fallback handling - Contact Us) |
| | | | 4 | | ELSE | We require further details to address your query. Please Contact Us here for assistance. (fallback handling - Contact Us) |
| | | | 4 | | | |
| Manage your Premiums - Premium Alteret | 5.05 My client would like to change her premiums payment mode from half annually to annual. | None 1 | | | Static | We require further details to address your query. Please Contact Us here for assistance. For eligible life plans / Singlife Health Plus / Cancer Cover Plus, please advise your client to submit the request via MySinglife > Change of premium frequency. |
| | | | | | | |
| Manage your Premiums Premium Alterations Manage your Premiums Premium Alterations | | Same as 5.05 Sa Same as 9.15 Sa | | | | Same as 5.05 Same as 9.15 |
| Manage your Premiums Premium Alterations Manage your Premiums Premium Alterations | | None 1 | | | Same as 9.15 Static | Same as 9.15 Please refer to our premium payment methods on our website. |
| | 5.13 Can client set up overseas bank standing instruction? 5.19 Please assist to change to monthly mode payment | Same as 5.05 Sa | | | | Please refer to our premium payment methods on <u>our website</u> . Same as 5.05 |
| Manage your Premiums Premium Alterations Manage your Premiums Premium Alterations | | Same as 5.05 Sa Same as 5.05 Sa | | | | Same as 5.05 Same as 5.05 |
| Manage your Premiums Premium Alterations Manage your Premiums Premium Details | | Same as 9.04 Sa | | | | Same as 9.04 |
| Manage your Premiums Premium Details | | Same as 9.04 Sa | | | | same as 9.04 |
| Manage your Premiums Premium Details | | Same as 9.04 Sa | | | | Same as 9.04 |
| Manage your Premiums Premium Details | 1.04 How do I change premium frequency? | Same as 5.05 Sa | iame as 5.05 Sar | me as 5.05 | Same as 5.05 | Same as 5.05 |
| Manage your Premiums Premium Details | 1.05 Client made a payment, kindly confirm receipt of premium. | Policy lookup 9 | 1 | | Policy Status = IF Issuance Date s14 Days | The premium has been paid and the policy is in-force since <issuance date="">. For more details, visit Singlife Online (SOL) > Case Manager > Recently In-Force Policies.</issuance> |
| | | | 2 | | Policy Status = IF Issuance Date >14 Days | It will take up to 3 working days for us to receive the payment via AXS, Internet Banking, Interbank Transfer and up to 7 working days for us to receive cheque or telegraphic transfer payments. |
| | | | | | | To confirm that the payment has been received by us, you may access the policy information on SinglifeOnline. Please follow these steps: |
| | | | | | | Click on the Clients tab found above the Dashboard |
| | | | | | | 2. Search for your client using his/her Identity Number or Name |
| | | | | | | Click on client's name Click on policy number |
| | | | | | | 5. View policy information for payment details. |
| | | | _ | | | For further assistance, please contact us here. |
| | | | | | | |

| | | | 3 | | If premium payment has been made recently, an SMS notification confirming that the payment is successful will be sent 3 working days after the payment is made. |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|---------------------------------------------------|---------------------------------------------------|-------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | Outstanding requirements = 0 | |
| | | | 4 | Method of payment ≠ Medisave Policy Status = UW or PO | There are outstanding requirements for this application. For more details, visit Singlife Online (SOL) > New Business tab > Pending Underwriting / Further Requirements or Pending |
| | | | * | | There are outstanding requirements of this application. For more details, visit singlife or mine (30L) / New Busiless (ab / Fertaing or netwining / Furtier Requirements of Pertaing Customer Acceptances / Bymments. |
| | | | 5 | | If you've recently submitted outstanding documents or information, kindly note that the application will take up to 3 working days to process. To check if further documents are |
| | | | | Outstanding requirements = 0 | required, visit Singlife Online (SOL) > New Business tab. |
| | | | | Proposal signed date >5 days from date of | |
| | | | | enquiry | |
| | | | 6 | | The application process will take up to 3 working days for New Business submissions. To check on the application status, visit Singlife Online (SOL) > New Business tab. |
| | | | | Outstanding requirements = 0 Proposal signed date ≤S days from date of | |
| | | | | enquiry | |
| | | | 7 | Policy Status = WD | Your client's application has been withdrawn as there were outstanding requirements not fulfilled by the given deadline. |
| | | | | Proposal signed date ≤ 90 days from date of | |
| | | | | | [Check SOL API for role access] To reopen the application, please submit the required documents here. |
| | | | | reason code = INF/CAL (for Coy 1 & 3) or | |
| | | | | reason code = N001/N002 (for Coy 7) | |
| | | | 8 | Policy Status = WD | Your client's application has been withdrawn. For more details, please check your email or visit Singlife Online (SOL) > New Business tab > Applications Withdrawn. We have also sent a |
| | | | | Proposal signed date > 90 days from date of enquiry | letter to your client's registered address regarding their application status. |
| | | | | | For further assistance, please contact us here. |
| | | | | reason code ≠ N001/N002 (for Coy 7) | |
| | | | 9 | | Your client's application has been <postponed declined="">. Please check your email for more information or visit Singlife (SOL) > New Business tab > Applications Declined/Postponed.</postponed> |
| | | | | | For further assistance, please contact us here. |
| Manage your Premium Premium Details 1.06 Customer have made the premium. Please confirm if records are updated. | Same as 1.05 | Same as 1.05 | Same as 1.05 | Same as 1.05 | Same as 1.05 |
| Manage your Premium Details 1.07 Is it possible to defer payment? | Same as 5.01 | Same as 5.01 | Same as 5.01 | Same as 5.01 | Same as 5.01 |
| Manage your Premium Premium Details 1.08 May we know why the deductions are not successful? | | 1 | 1 | | For information on the unsuccessful deduction, please refer to the letter sent to your client or ask your client to contact the bank directly. |
| Manage your Premium Premium Details 1.14 Client informed sufficient funds, why payment failed? | Same as 1.08 | Same as 1.08 | Same as 1.08 | Same as 1.08 | Same as 1.08 |
| Manage your Premiums Premium Details 1.15 Client wants to change payment method, please advise procedure | Same as 9.15 | Same as 9.15 | Same as 9.15 | Same as 9.15 | Same as 9.15 |
| Manage your Premium Premium Details 1.16 How many more years does client need to pay? | Policy lookup | 7 | 1 | Company Code = 1 or 3 | |
| | | | | | The premium term for your client's <planname> will end on <pre>premiumCessationDate>.</pre></planname> |
| | | | | Premium Status = PP | |
| | | | 2 | Company Code = 1 Premium Status ≠ PP | The premium is <pre>cpremiumStatusDesc></pre> . To obtain information on the premium term, access your client's policy information on Singlife Online by following these steps: |
| | | | | | 1. Click on the Clients tab found above the Dashboard |
| | | | | | 2. Search for your client using Identity Number or Name |
| | | | | | 3. Once client details are available, click on the client's name |
| | | | | | 4. Click on the policy number |
| | | | | | 5. View the policy information |
| | | | | | |
| | | | 3 | | We are unable to advise on the premium term as the policy has not turned in-force yet. |
| | | | 4 | Company Code = 7 | we are unable to advise our tier personant term as the pointy into the continue of the policy on a yearly basis for as long as he/she would like to continue to |
| | | | | | be covered. |
| | | | | Policy Status = IF | |
| | | | 5 | Company Code = 7 | The policy has not turned in force yet. Singlife Shield and Health Plus policies are guaranteed yearly renewable. Your client shall pay to renew the coverage on a yearly basis so long as |
| | | | | Product Type = RH | he/she would like to continue having the coverage. |
| | | | _ | Policy Status = UW or PO | |
| | | | 6 | | The policy has lapsed. (re-direct to 4.01 - reinstatement) |
| | | | 7 | | (resulted to AGC) * Femisultenenty We are unable to advise on the premium term as the policy is not in-force. |
| | | | | | |
| Manage your Premiums Premium Details 1.17 What is the total amount paid till date? | None | 1 | 1 | Static | |
| Manage your Premiums Premium Details 1.17 What is the total amount paid till date? | None | 1 | 1 | Static | You may view the total premiums paid by your client in your SinglifeOnline account: |
| Manage your Premiums Premium Details 1.17 What is the total amount paid till date? | None | 1 | 1 | Static | You may view the total premiums paid by your client in your singlifet-Online account: SinglifetOnline > My Clients > View Client Profile > Key in policy no. > Select policy > Total Premium Paid can be found under 'Financial Information' |
| Manage your Premiums Premium Detals 1.18 Why does it show as premium paying when policy is fully paid? | Policy lookup | 1 | 1 | ALL | |
| | | 1 | 1 | ALL | SinglifeOnline > My Clients > View Client Profile > Key in policy no. > Select policy > Total Premium Paid can be found under 'Financial Information' |
| Manage your Premiums Premium Detals 1.18 Why does it show as premium paying when policy is fully paid? | Policy lookup | 1 Same as 9.07 | 1 Same as 9.07 | ALL Same as 9.07 | SingilifeOnline > My Clients > View Client Profile > Key in policy no. > Select policy > Total Premium Plaid can be found under 'Financial Information' We will update the premium payment status to 'Fully paid' after the policy has passed the premium cessation date on cyremiumCessationDates. |
| Manage your Premiums Premium Details 1.18 Why does it show as premium paying when policy is fully paid? Manage your Premiums Premium Details 1.21 What is the GRIO account tagged to this policy? | Policy lookup Same as 9.07 | 1 Same as 9.07 Same as 9.04 | 1 Same as 9.07 Same as 9.04 | ALL Same as 9.07 Same as 9.04 | SingificOnline > My Clients > View Client Profile > Key in policy no. > Select policy > Total Premium Paid can be found under 'Financial Information' We will update the premium payment status to 'Fully paid' after the policy has passed the premium cessation date on opremumCessationDates- Same as 9.07 |
| Manage your Premiums Premium Details 1.18 Why does it show as premium paying when policy is fully paid? Manage your Premiums Premium Details 1.21 What is the GIRO account tagged to this policy? Manage your Premiums Premium Details 1.22 What is the GIRO account tagged to this policy? | Policy lookup Same as 9.07 Same as 9.04 | 1 Same as 9.07 Same as 9.04 Same as 5.13 | 1 Same as 9.07 Same as 9.04 Same as 5.13 | ALL Same as 9.07 Same as 9.04 Same as 5.13 | SingificOnine > My Clients > View Client Profile > Key in policy no. > Select policy > Total Premium Paid can be found under "Financial Information" We will update the premium payment status to "Fully paid" after the policy has passed the premium cessation date on <pre>remiumCessationDate></pre> Same as 9.04 |