



## **I. WHO IS SUN LIFE FINANCIAL – PHILIPPINES**

### **Sun Life Financial - Philippines**

Sun Life Financial introduced life insurance in the Philippines in 1895, three years before the country secured independence from the 300-year Spanish rule. During World War II, Sun Life suspended its business operations following the invasion of the Japanese forces. However, it continued to run underground operations. Immediately after the war ended, the company paid out the equivalent of USD 1.2 million in death claims. Sun Life was the only insurance company who, based solely on trust and confidence in the Filipino people, paid death claims even without documents attesting to the validity of the claims. In the end, all claims were found legitimate.

Owing largely to prudence, resilience, and enduring trust in the Filipino people, Sun Life Philippines survived two world wars and countless economic crises. The company remains to be one of the largest and most stable insurance companies serving generations of Filipinos.

Today, Sun Life in the Philippines is a diversified financial services institution now offering the following business lines: Life Insurance managed and distributed by Sun Life of Canada (Philippines), Inc. (SLOCPI); Mutual Funds managed and distributed by Sun Life Asset Management Company, Inc. (SLAMCI); and Education and Retirement Plans administered by Sun Life Financial Plans, Inc. (SLFPI). Sun Life Philippines is backed by over 1,000 employees; close to 10,000 financial advisors; 53 new business offices; 43 inter-branch sales offices (ISOs), and 64 customer centers and financial stores nationwide. The company has over a million individual and group life policyholders to date.

In 2015, Sun Life ranked as the number one life insurance company in the Philippines in terms of total premiums totaling P 32.8 Billion. This is the fifth time the company topped the industry in premium Income.

### **About Sun Life Financial**

Sun Life Financial Inc. ("SLF Inc.") is a leading international financial services organization providing insurance, wealth and asset management solutions to individual and corporate Clients. Sun Life Financial has operations in a number of markets worldwide, including Canada, the United States, the United Kingdom, Ireland, Hong Kong, the Philippines, Japan, Indonesia, India, China, Australia, Singapore, Vietnam, Malaysia and Bermuda. As of December 31, 2017, Sun Life Financial had total assets under management ("AUM") of \$975 billion. For more information please visit [www.sunlife.com](http://www.sunlife.com).

Sun Life Financial Inc. trades on the Toronto (TSX), New York (NYSE) and Philippine (PSE) stock exchanges under the ticker symbol SLF.

For more information, please visit our official website at <https://www.sunlife.com.ph>

## **II. WHAT IS GROUP LIFE INSURANCE?**

It is a yearly renewable insurance covering several employees as a group rather than as individuals under one master policy. The life insurance benefit shall be paid to the beneficiary/ies of the employee while in the employment of the Company.

## **III. WHO ARE ELIGIBLE?**

To be eligible for insurance coverage, an employee within the designated class must meet all of the following requirements:

### **For All Full-Time Inchcape Employees**

- Hired on a full-time basis under an Employee-Employer relationship but excluding contractual, part-time and temporary employees.
- 18 to below 66 years of age; and
- Upon hiring
- And is Actively-At-Work

### **For All Project Based Inchcape Employees:**

- direct hires of the company with employment contract/records and had undergone complete pre-employment medical examination.
- have regular working hours of at least 5 hours a day/at least 25 hours a week.
- paid regular earnings and are part of the regular payroll of the company and;
- have time-keeping records to establish the employee's actively at work status.

### **Notes:**

***\*Actively-at-Work shall mean performing all the usual and customary duties of his occupation on a regular full-time basis at his usual place of employment.***

An Employee is deemed Actively-At-Work on a scheduled non-working day if:

- he was Actively-At-Work on his immediately preceding schedule work day and
- on that day he is not prevented from performing all the usual and customary duties of his occupation because of injury or illness; or
- he is not hospital confined.

## **IV. WHAT ARE THE AVAILABLE BENEFITS UNDER GROUP LIFE PLAN?**

### **1. Group Yearly Renewable Term Plan (GYRT)**

- Protection against loss of life, except for suicide on the first twelve (12) months of an insured's coverage.
- Coverage is 24 hours a day, on and off the job.
- No geographical limitations and generally no medical examination required.

**Scenario:** If an insured employee dies of sickness or accident, 100% of the benefit amount under Group Yearly Renewable Term (GYRT) Plan shall be given to the designated beneficiary/ies. *(Assuming claim is payable).*

## 2. Family Assistance Benefit (FAB)

- A rider to the GYRT that pays an additional benefit to defray burial expenses.
- Coverage is equivalent to 10% of the GYRT coverage but not exceeding PHP300,000.00.

## 3. Accidental Death and Disablement Benefit (AD&D)

- Provides additional indemnity for loss of life, dismemberment and disablement resulting from accidental means. Death, dismemberment & disablement must occur within 180 days from date of accident.
- Coverage is 24 hours a day, on and off the job.
- Covers Unprovoked Murder and Unprovoked Assault shall be covered under this policy excluding provoked murder and provoked assault.
- Motorcycling Coverage shall be covered under this plan.
- Schedule of Indemnities below.

Life	100%	Four fingers	35%
Entire sight of both eyes	100%	Hearing of one ear	25%
Both hands or both feet	100%	All toes on one foot	25%
One hand and one foot	100%	Thumb	15%
Either hand or foot & sight of one eye	100%	Index finger	10%
Arm at or above elbow	70%	Middle finger	6%
Leg at or above knee	60%	Ring finger	5%
One hand at or above wrist	50%	Big toe	5%
One foot at or above the ankle	50%	little finger	4%
Hearing of both ears	50%	Metacarpals 1 <sup>st</sup> or 2 <sup>nd</sup> (additional)	3%
Sight of one eye	50%	Metacarpals 3 <sup>rd</sup> , 4 <sup>th</sup> or 5 <sup>th</sup> (additional)	2%
Four fingers and thumb of one hand	50%	Any toe other than big toe, each	1%

Payment of any benefit shall not be made for any loss resulting from or caused directly or indirectly, wholly or partially, by.

- bodily or mental infirmity or disease of any kind, or infection other than infection occurring simultaneously with and in consequence of an accidental cut or wound; or
- suicide or attempted suicide while sane or insane, or self-inflicted injuries, or
- committing or attempting to commit any crime, felony or other illegal act, or
- homicide (*Eg. explosion, mauling, arson, robbery with homicide – Car accident “Reckless imprudence resulting to Homicide” – subject for evaluation*) ; murder and provoked assault; ; or
- pregnancy, childbirth, miscarriage or any complications thereof; or
- poison, carbon monoxide or drug overdose; or
- war (declared or undeclared) insurrection, riots, rebellion, civil commotion or hostile action of armed forces; or
- earthquake, volcanic eruption or tidal wave, or
- atomic explosion, nuclear fission, or radioactive gas, or

- Entering, operating or servicing, ascending or descending from or with any aerial or submarine device or conveyance except while the Member is riding as a passenger in an aircraft operated by a commercial passenger airline or a scheduled air service over an established route.
- while engaging in hunting, motorcycling and pillion riding, mountaineering which necessitates the use of ropes or piton, racing of any kind other than on foot; hang gliding, ice or winter sports, water ski-jumping and tricks, yachting beyond five kilometers of a coastline, underwater activities involving the use of underwater apparatus or using woodworking machinery driven by mechanical power other than portable tools applied by hand and used solely for private purposes without reward.

#### 4. **Living Benefit Rider (Terminal Illness Benefit)**

- If the insured is diagnosed to be terminally ill with a life expectancy of 12 months or less, the LBR allows him to advance 50% of his insurance. Provided he has been insured in the policy for at least 60 days and has been approved for coverage.
- Allows advancement of 50% of life insurance subject to Ps. 2,000,000.00 maximum limit.

#### 5. **Group Critical Illness Benefit (GCIB)\***

- It pays a lump cash benefit upon first diagnosis of any of the covered critical conditions, provided that such diagnosis happened 90 days after the member coverage is in effect and the member is alive within 15 days after diagnosis.
- List of Critical Illnesses (CI36)

Variant IV	Covered Condition	
36 Critical Illnesses	1. Invasive Cancer	19. Cardiomyopathy
	2. Acute Heart Attack	20. Coma
	3. End-Stage Lung Disease	21. Deafness
	4. End-Stage Renal Disease	22. Dissecting Aortic Aneurysm
	5. Stroke	23. Fulminant Hepatitis
	6. Alzheimer's Disease	24. Idiopathic Pulmonary Arterial Hypertension
	7. Benign Brain Tumor	25. Loss of Limbs
	8. Coronary Artery Bypass Surgery	26. Loss of Speech
	9. Encephalitis	27. Medullary Cystic Disease
	10. End-Stage Liver Failure	28. Motor Neuron Disease
	11. Major Trauma	29. Paralysis
	12. Major Organ Transplant	30. Poliomyelitis
	13. Multiple Sclerosis	31. Progressive Bulbar Palsy
	14. Muscular Dystrophy	32. Progressive Muscular Atrophy
	15. Parkinson's Disease	33. Replacement of Heart Valve
	16. Amyotrophic Lateral Sclerosis (ALS)	34. Surgery for Disease of the Aorta (Aorta Surgery)
	17. Aplastic Anaemia	35. Major Burns
	18. Bacterial Meningitis	36. Total Blindness

*\* Contract definitions and conditions must be met.*

## 6. Total and Permanent Disability Income Benefit (TPDIB)

A monthly income benefit given to an employee who rendered as totally and permanently disabled. Advances life insurance benefit, payable monthly equivalent to PHP20.65/1,000 of life insurance.

- **Total Disability** – incapacity due to bodily injury or illness that prevents performance of material and substantial duties of any occupation, for wage or profit for which an insured is or becomes qualified by education, training, and experience.
- **Permanent Disability** - disability that has continued uninterrupted for at least 6 months and is expected to continue for life.

## V. SUMMARY OF BENEFITS

CLASS NO.	LIFE	FAB	ADD	CIB	LBR	TPDI
Class 1 - Principal, Senior Leaders, Leaders	1,900,000.00	190,000.00	1,900,000.00	950,000.00	950,000.00	1,900,000.00
Class 2 - Senior Consultants, Consultants, Associate C	950,000.00	95,000.00	950,000.00	475,000.00	475,000.00	950,000.00

BENEFITS	ENTRY AGE	TERMINATION AGE
GYRT	18 to below 66	70
FAB	18 to below 66	70
AD&D	18 to below 66	66
TPDI	18 to below 66	66
LBR	18 to below 66	66
GCIB	18 to below 66	66

## VI. WHAT IS CONVERSION PRIVILEGE?

An insured can **convert his group insurance** to an individual permanent insurance plan if he ceases to be a member of the group.

- **No evidence of insurability** will be required for the conversion provided amount of insurance requested is not over the amount of insurance in the group plan.
- Conversion must be made within 31 days from date of separation. **Free group plan coverage** is provided during this period.
- Premium will be based on attained age.

## VII. BENEFICIARY/IES

### 1. Who may I designate as beneficiary/ies?

Sun Life recommends an employee to designate immediate family members (e.g. parents, siblings, legal spouse, children, grandchildren, grandparents). However, Sun Life also recognizes the right of an employee to designate anyone as beneficiary/ies so long as there is an insurable interest and there is no legal impediment.

### 2. After having designated beneficiaries, can I change my designations later?

The employee can change his/her designated beneficiaries subject to the consent of the irrevocable beneficiary/ies, if any.

**3. If any of the beneficiaries pass away before I do, what becomes of the proceeds allotted to them?**

If the Beneficiary Designation has not been changed at time of claim- if there are multiple primary beneficiaries designated, the share of the beneficiary who predeceased the insured shall be payable equally to the remaining primary beneficiaries.

**4. If I do not fill out the beneficiary designation, who will my beneficiaries be?**

The insurance proceeds shall be payable to the first surviving class in the following order assuming no beneficiary is designated, no beneficiary is alive at the time of insured's death, the designated beneficiary is disqualified as ordered by law

The deceased Employee's

1. Widow or widower;
2. Surviving legitimate, legitimated, legally adopted and recognized natural children;
3. Surviving illegitimate children without distinction;
4. Surviving parents;
5. Surviving brothers and sisters of the full blood;
6. Surviving brothers and sisters of the half-blood; or
7. Executors, administrators or assigns.

If two or more beneficiaries belong to the same class entitled to the insurance proceeds, such beneficiaries shall share equally. Any minor's share shall be paid in the manner provided by law.

Certification from the Policyholder confirming the life insured's civil status (e.g. Married, Single with or without dependent, etc.) and name of the qualified beneficiary (-ies) based on the above hierarchy.

Claimant's Proof of Relationship with the life insured (e.g. Marriage Certificate, Birth Certificate, Certificate of No Marriage, etc.).

**5. I would like to designate my child as a primary beneficiary, is this okay?**

Yes. An employee may designate his child as primary beneficiary. However, if the child is a minor, additional claim requirements are needed. Please note the requirements listed in item *VIII. HOW DO I FILE A CLAIM? Letter B. Sample Additional Claim Requirements*

**VIII. HOW TO FILE A CLAIM?**

1. Claimant notifies company HR of any claim.
2. Claimant submits complete claim requirements to company HR.
3. Company HR submits complete claim requirements to Sun Life of Canada (Philippines) Inc.
4. Sun Life evaluates and notifies the company HR of the decision.
5. Sun Life proceeds with check preparation (assuming claim is approved).
6. Claimant receives proceeds thru company HR.

## **IX. WHAT ARE THE CLAIM REQUIREMENTS?**

### **1. DEATH CLAIM REQUIREMENTS (Natural or Accidental Death)**

Accomplish and complete all claims documents to your Benefits Administrator/HR. Your Company's Human Resources or Organization's Benefits Administrator will submit the complete claims requirements to Sun Life of Canada (Philippines), Inc. Initial evaluation will be done by the Group Admin Team.

#### **Standard Claim Requirements:**

- Claimant's Statement [form provided by Sun Life of Canada (Philippines) Inc., to be completed by designated primary beneficiary (-ies) or by authorized signatory, if beneficiary is a company.
- Notice of Claim [form by Sun Life of Canada (Philippines) Inc., to be completed by the authorized signatory of the Policyholder.
- Death Certificate duly certified by the Local Civil Registrar, signed with official seal and Local Civil Registry Number (*original form with blue background or lines is not acceptable*).
- Attending Physician's Statement [form provided by SLOCPI] to be completed by the doctor who attended the insured during his last illness or at time of death
- Time Cards or Attendance Record covering the date the insured last worked
- Police Report/Vehicular Report (*if due to accident or violent incidents*).
- Clinical Abstract/Admission Sheet/Discharge Summary Sheet (*if hospital-confined*)
- Complete Medical Records including Results of Laboratory test.  
Hospital Records of the life insured (Admitting History and Discharge Summary or their equivalent)
- Marriage Contract issued by the National Statistics Office, if the beneficiary is the spouse
- If beneficiary is minor (below 18 years old) and share in the proceeds is P500k and below, Birth Certificate & Affidavit of Legal Guardianship duly notarized.
- For minors with more than P500k share in the proceeds, requirements are:
  - Guardian's Bond approved by the court including the Summary of the Proceedings or the Petition if parent is claiming on behalf of the minor (to be submitted only upon approval of claim)
  - Letters of Guardianship approved by the court including the Summary of the Proceedings or the Petition if party other than parent is claiming on behalf of the minor (to be submitted only upon approval of claim)
- Pay slips will be required for certain classes. Please coordinate with your company HR to know which class you belong to.

#### **IMPORTANT REMINDERS:**

- Submit certified true copies only.
  - √ Photocopies, except for IDs, are not acceptable.
  - √ Photocopies of IDs may be submitted provided the original copies are presented for verifications.
- Except as indicated, documents submitted to Sun Life of Canada (Philippines), Inc, (SLOCPI) will not be returned.
- Always attach a photocopy of the Claimant's valid ID (any government-issued ID with photo and signature) with the basic claim requirements.
- Additional documents may be asked on a case to case basis depending on the case.
- Death occurs within one (1) year from date of policy issue or last reinstatement is subject to investigation and will affect processing time.

## **2. LIVING BENEFIT RIDER (TERMINAL ILLNESS) CLAIM REQUIREMENT**

### **Standard Claim Requirements:**

- Attending Physician's Statement [form provided by Sun Life of Canada (Philippines) Inc.]
- Application by the Policy Owner for Living Benefit Payment or Claimant's Statement [form provided by Sun Life of Canada (Philippines) Inc.]
- If diagnosis is Cancer, Surgical Pathology/Histopath Report
- If terminal illness is caused by an accident or violent incident:
  - Police Report
  - Authorization to Investigate [form provided by SLOCPI]
  - Driver's License if accident occurred while insured was driving a vehicle

### **IMPORTANT REMINDERS:**

- Submit certified true copies only.
  - ✓ Photocopies, except for IDs, are not acceptable.
  - ✓ Photocopies of IDs may be submitted provided the original copies are presented for verifications.
- Except as indicated, documents submitted to Sun Life of Canada (Philippines), Inc., (SLOCPI) will not be returned.
- Always attach a photocopy of the Claimant's valid ID (any government-issued ID with photo and signature) with the basic claim requirements.
- Additional documents may be asked on a case to case basis depending on the case.
- Disability / dismemberment / disablement / terminal illness / injury that occurs within one (1) year from date of policy issue or last reinstatement is subject to investigation and will affect processing time.

## **3. GROUP CRITICAL ILLNESS BENEFIT REQUIREMENT**

### **Standard Claim Requirements:**

- Claimant's Statement [form provided by Sun Life of Canada (Philippines) Inc.,]
- Attending Physician's Statement [form provided by Sun Life of Canada (Philippines) Inc.]
- Authorization to investigate [form provided by Sun Life of Canada (Philippines) Inc.]
- Hospital Records of the life insured (Admitting History and Discharge Summary or their equivalent)
- Conditional claim requirements may be required from the employee based on his medical condition. Please coordinate with your company HR on the list of conditional claims requirements.

### **IMPORTANT REMINDERS:**

- Refer to the "Benefit Provisions" / "Additional Benefit" section in your policy contract to determine the covered critical illness.
- Submit certified true copies only.
  - ✓ Photocopies, except for IDs, are not acceptable.
  - ✓ Photocopies of IDs may be submitted provided the original copies are presented for verification.
- Documents submitted to Sun Life of Canada (Philippines), Inc. will not be returned.
- Always attach a photocopy of the Claimant's valid ID (any government-issued ID with photo and signature) with the basic claim requirements.
- We may ask for additional documents after reviewing the requirements you submitted.



- Critical Illnesses that occur within one (1) year from date of policy issue or last reinstatement are subject to investigation and will affect processing time.

**Claims Turn Around Time – Sun Life of Canada (Philippines) Inc.**

**10 Working Days – Appraisal Turn Around Time**

**For inquiries, you may get in touch with:**

**Inchcape Digital – HR Specialist**

**[hr\\_ddcp@inchcape.com](mailto:hr_ddcp@inchcape.com)**

**Sun Life Financial Group Admin**

**Central Database: [APD\\_Group@sunlife.com](mailto:APD_Group@sunlife.com)**