

Policy Servicing

All the know-hows to making payments or changes to your policies

Paying for your policy

Life, Health, Savings, Retirement & Zurich Plans

Interbank GIRO

For Medical & Life Insurance, Savings, Retirement, Zurich & Investment-Linked Plans

For DBS/POSB, Citibank, OCBC, UOB, Standard Chartered Bank, Maybank, Bank of China, HSBC and ICBC account holders

Account holders from the above banks can enjoy simple, hassle-free and quick way to set up a recurring payment for your regular premium renewal policies in Singapore dollars by signing up for eGIRO through [MySinglife](#).

- **Login to your [MySinglife](#) account**
- **Select “Services”**
- **Select “Policy Servicing”**
- **Select “Set up eGIRO for Premium Payment”**
- **Select your desired Policy Number**
- **Click “Next”**
- **Update the bank account details and select the bank that you wish to use for enrolment**
- **Click Set up eGIRO**
- **You will be routed to the i-banking website of your selected bank. Please proceed to log in with your banking User ID and password**
- **Enter the OTP or login authentication pop-out notification sent from your bank to complete the transaction.**

Please note that it only take a few minutes for the GIRO application to be approved.

For DBS/POSB bank account holders

Click [here](#) to apply for GIRO through your bank accounts via 2 DBS/POSB channels:

- Internet Banking
- Debit/ATM Card and Pin

After logging in, go to Pay (Bills and Card) > Add GIRO Arrangement > Select Billing Organisation

- For Life Insurance, Savings, Retirement, Zurich and Investment-Linked policy

Select Singlife(Life) and enter your Policy Number in the DDA Reference number field

- For Medical Insurance policy

Select Singlife(Health) and enter your Policy Number in the DDA Reference number field

For other bank account holders

Complete and return the original Application for Interbank GIRO form to Singapore Life Ltd. at 4 Shenton Way #01-01 SGX Centre 2 Singapore 068807. Please note that the approval process can take 2-6 weeks, depending on the bank. You will be notified once the GIRO application is approved by the bank.

[Download Interbank GIRO for Individual Life/Health and Zurich policies](#)

For Group Insurance Scheme MINDEF/MHA/Public Officers Group Insurance Scheme (POGIS)/ExxonMobil/Portable Medical Policy

For DBS/POSB bank account holders

Click [here](#) to apply for GIRO through your bank accounts via 2 DBS/POSB channels:

- Internet Banking
- Debit/ATM Card and Pin

After logging in, go to Pay (Bills and Card) > Add GIRO Arrangement > Select Billing Organisation

- For MINDEF/MHA policy

Select Singlife(Health) and enter "0686xxxxxxx", where xxxxxxxx denotes your 8-digit Client Reference Number in the DDA Reference number field

- For Public Officers Group Insurance Scheme (POGIS) policy

Select Singlife(Health) and enter "PGxxxxxxx", where xxxxxxxx denotes your 8-digit Client Reference Number in the DDA Reference number field

- For ExxonMobil policy

Select Singlife(Health) and enter "EXxxxxxxx", where xxxxxxxx denotes your 8-digit Client Reference Number in the DDA Reference number field

For Portable Medical policy and other bank account holders

Complete and return the original Application for Interbank GIRO form to Singapore Life Ltd. at 4 Shenton Way #01-01 SGX Centre 2 Singapore 068807. Please note that the approval process can take 2-6 weeks, depending on the bank. You will be notified once the GIRO application is approved by the bank.

[Download Interbank GIRO for MINDEF, MHA and POGIS policies](#)

[Download Interbank GIRO for ExxonMobil policy](#)

[Download Interbank GIRO for Portable Medical policy](#)

AXS payments

You can pay for your premiums via [AXS e-Station](#), [AXS m-Station \(mobile app\)](#) and [AXS Station \(kiosk\)](#).

- **Select “Pay Bills” > Select “Insurance” > Select “Singapore Life Ltd.”**
- **Select "Individual Life/Health Insurance"**
- **Select "Policy No."**
- **Enter your Policy No., Premium Amount and Contact No.**
- **Follow the steps on the screen to make payment**

If your premium amount exceeds your transaction limit, you’ll have to complete payment in multiple transactions. Visit the [AXS website](#) to find out more about the available payment modes and transaction limits.

Please note that the payment update process can take up to two business days. You will be notified via SMS once your payment has been processed.

PayNow

If you have PayNow set up, you can make payment for your renewal policies using PayNow by scanning our QR code generated in [MySinglife](#)

- Login to your [MySinglife](#) account
- Select “Services”
- Select “Policy Servicing”
- Select Make Premium Payment with PayNow.
- Select your desired Policy Number(s)
- Click “Confirm Selection”
- Click Proceed to Pay.
- Scan the QR code with your banking account and App to complete payment.

Note: The QR code expires after 15 minutes. Do ensure that you make your payment before that.

Please note that it takes 1 working day for payment to be updated.

Bill Payment (For DBS/POSB & UOB account holders)

DBS Bill Payment (for DBS/POSB Internet Banking users)

For Life Insurance, Savings, Retirement, Zurich & Investment-Linked policy

- **Select Singlife-Life & General and indicate your Policy Number in the reference field.**

For Medical Insurance policy

- **Select Singlife-Group Life & Medical and indicate your Policy Number in the reference field.**

For Group Insurance Scheme - MINDEF/MHA/Public Officers Group Insurance Scheme (POGIS)/ExxonMobil/Portable Medical policy

- **Select Singlife-Group Life & Medical and indicate the 8-digit Client Reference Number in the reference field.**

UOB Bill Payment(for UOB Internet Banking users)

For Medical & Life Insurance, Savings, Retirement, Zurich & Investment-Linked policy

- **Select Singlife (Life,Health & General) and indicate your Policy Number in the reference field.**

For Group Insurance Scheme - MINDEF/MHA/Public Officers Group Insurance Scheme (POGIS)/ExxonMobil/Portable Medical policy

- **Select Singlife-Group Life & Medical and indicate the 8-digit Client Reference Number in the reference field.**

Please note that the payment update process can take up to two business days. You will be notified via SMS once your payment has been processed.

Interbank Funds Transfer (For non-DBS/POSB & non-UOB account holders)

For SGD policy, please pay to Singapore Life Ltd.'s DBS bank account no. (003-958595-0) and indicate your Policy Number as the reference.

Please note that the payment update process can take up to two business days. You will be notified via SMS once your payment has been processed.

Credit Card

If you are currently paying for your policy's recurring premiums via credit card, you may login to MySinglife and change/update your credit card details online.

- Log in to [MySinglife](#)
- Select "Services" > "Policy Servicing" > "Update Credit Card Details"

Please note that credit card payment is accepted for selected plans only.

Telegraphic Transfer

- Any charge imposed by the remitting bank and receiving bank when submitting funds to Singapore Life Ltd. must be borne by the applicants. It is necessary to pay an amount in excess of the premium due to cover these charges.
- Please remit the amount to the currency denominated bank account below as per your contract currency and indicate the following details in the Telegraphic Transfer application:
 - Policyholder's full name (as indicated in the application form)
 - Policyholder's Identification number/Passport number
 - Policy number
- Customer to remit the amount as per contract currency to the currency denominated bank account of Singapore Life Ltd. as shown below:

Contract Currency	Bank	Bank Account no.	SWIFT Code
AUD	DBS Bank	0072-172756-01-0	DBSSSGSG
EUR	DBS Bank	0072-172758-01-3	DBSSSGSG
GBP	DBS Bank	0072-172759-01-5	DBSSSGSG
HKD	DBS Bank	0072-172760-01-2	DBSSSGSG
SGD	DBS Bank	003-958595-0	DBSSSGSG

USD

DBS Bank

0072-172757-01-1

DBSSSGSG

Cheque

Singapore aims to go cheque-less by 2025, as part of the country's push towards being a digital first nation. At Singlife, we believe this will be better for customers. We will no longer accept cheque payments with effect from 1 January 2024.

FAQ

How long is the payment grace period?

The grace period begins on the premium due date and lasts for at least 30 days*. If no premium is paid within this period, policies without sufficient cash value accumulated will lapse.

*Please refer to your Policy Contract provision

How do I know that my Policy has lapsed?

You will receive a Lapse notice from us.

To know more about reinstating your policy, please refer to the [Reviving A Lapsed Policy \(Reinstatement\)](#) section.

When will my premium be deducted from my GIRO account?

New application

For the initial premium, we will deduct the amount from your approved GIRO account after we have approved the application, or if you have accepted our counter-offer.

After policy issuance

Plan Type	Premium Due Date	1 st Deduction	2 nd Deduction
Individual Life	1 st - 14 th of the month	12 th of the month	27 th of the month

	15th - 31st of the month	27th of the month	12th of next month
Long Term Care	16th of previous month - 17th of current month	18th of the month	NA
MyLifeInvest	1st - 14th of the month	27th of previous month	12th of the month
	15th - 31st of the month	12th of the month	27th of the month
Singlife Shield/ Singlife Health Plus	1st - end of the month	7th of the month	20th of the month

If the deduction dates falls on a non-working day, the deduction will take place on next working day.

When will my credit card deduction be made?

New application

For the initial premium, we will deduct from your credit card once we have approved the application.

If you have chosen to pay by credit card but the application has not been fully approved, we will only capture your credit card token. We will only deduct from your credit card when the application is fully approved or if you have accepted our counteroffer.

After policy issuance

Premiums will be deducted from your credit card 1 working day before your premium due date. If the deduction date falls on a non-working day, the deduction will take place on next working day.

SL Series Policies (Policies beginning with SL)

Interbank GIRO

- 1. Download the GIRO Application form for SL series policy [here](#)**
- 2. Complete and return the original Application for Interbank GIRO form with wet ink signature to Singapore Life Ltd. at 4 Shenton Way #01-01 SGX Centre 2 Singapore 068807.**
- 3. Please note that the approval process can take 2-6 weeks, depending on the bank. You will be notified once the GIRO application is approved by the bank.**

Interbank Funds Transfer

For SGD policy, please pay to the below Singapore Life Ltd.'s DBS bank account no. and indicate your Policy Number as the reference.

Please note that the payment update process can take up to two business days.

Policy Type	Currency	Bank	Bank Account No.
SL series policy	SGD	DBS Bank Ltd	003-938093-3

Telegraphic Transfer

Please remit the amount to the currency denominated bank account below as per your contract currency and indicate the following details in the Telegraphic Transfer application:

- **Policyholder's full name (as indicated in the application form)**
- **Policyholder's Identification number/Passport number**
- **Policy number**

Applicants must cover any charges imposed by both the remitting and receiving banks when submitting funds to Singapore Life Ltd.

Your bank will advise you on their applicable exchange rates and fees to ensure the correct amount is transferred.

Do take note that application of premium for TT generally take up to 7 business days to process but may be extended subject to unforeseen delays. To ensure that your policy is promptly renewed, please do take into consideration the extra time taken to complete the process.

SL Series Policy

Currency	Bank	Bank Account No	SWIFT Code
SGD	DBS Bank Ltd	003-938093-3	DBSSSGSG
USD	DBS Bank Ltd	0003-036318-01-2	DBSSSGSG

AUD

DBS Bank Ltd

0003-036315-01-7

DBSSSGSG

Credit Card

If you require to update your credit card details for your SL Series policy we will provide you with direct customer support. Please email us at cs_life@singlife.com or call us at 6827 9933 (8.45am to 5.30pm, Mondays to Fridays, excluding Public Holidays).

FAQ

Can I pay by GIRO for a new policy application?

As the GIRO Direct Debit Authorization (DDA) approval by your bank may take up to 6 weeks, we would advise that you pay the first premium by credit card while the DDA is being processed. Once the DDA has been approved, the next premium deduction will be switched to GIRO.

When will my premium be deducted from my GIRO account?

For SL series policy

Your premium will be deducted on the premium due date.

How many GIRO deduction attempts will there be?

We will attempt to deduct up to 3 times. If we are unable to retry or the 3 attempts have failed, the GIRO payment method will be deactivated for your policy and you will need to arrange for payment to us by another method. You will be informed when your GIRO payment method is deactivated.

For SL series policy

Kindly refer to the illustration below:

- **1st deduction: 1 July 2017**
- **2nd deduction: 11 July 2017**
- **3rd deduction: 21 July 2017**

What happens to my policy if my GIRO account is cancelled?

You will be notified when payment deductions are unsuccessful. Should we not receive payment for your policy to keep it in-force, your policy will lapse and any cover will be forfeited.

Are there additional charges if I choose to pay via Credit Card?

There are no additional charges for payment via Credit Card at the moment. However, there may be changes in the future.

When will my credit card deduction be made?

After policy issuance

For SL series policy

Premiums will be deducted from your credit card on each premium due date. If the due date falls on a weekend or Public Holiday, the deduction will be made on the working day prior, not on the actual premium due date.

For example:

- **Next premium due: 11 Mar 2019 (Monday)**
- **Next premium deduction date: 10 Mar 2019 (Sunday)**
- **Creditcard deduction date: 8 Mar 2019 (Fri)**

How many credit card deduction attempts will there be?

We will attempt to deduct up to 3 times. If we are unable to retry or the 3 attempts have failed, the credit card payment method will be deactivated for your policy and you will need to arrange for payment to us by another method. You will be informed when your credit card payment method is deactivated.

For SL series policy

If the 1st attempt is unsuccessful, the 2nd attempt will be 10 days later. If the 2nd attempt is still unsuccessful, the 3rd attempt will be 10 days after the 2nd attempt.

You may refer to the illustration below:

- **1st deduction: 1 July 2017**
- **2nd deduction: 11 July 2017**
- **3rd deduction: 21 July 2017**

What happens to my policy if my credit card account is cancelled?

You will be notified when payment deductions are unsuccessful. Should we not receive payment for your policy to keep it in-force, your policy will lapse and any cover will be forfeited.

What are the acceptable credit cards for online payment of premiums?

We accept payment by Visa / Mastercard credit card only.

Automatic Premium Loan (APL) / Non-Forfeiture Loan (NFL)

If your premium is still outstanding after the grace period, an Automatic Premium Loan (APL) will be applied where your overdue premium will be paid for using your policy's cash value. This will allow your policy to remain in force, ensuring your coverage and benefits.

APL is charged at a 5.5% per annum interest rate that is compounded at your policy's anniversary.

If the premiums remain unpaid, APL will continue to be applied on the overdue premiums. We recommend you redeem your APL and any accumulated interest as soon as possible to ensure your policy remains in force and retains your policy's cash value. APL is recommended only as a short-term measure.

FAQ

How do I redeem my Automatic Premium Loan (APL)?

You can [contact us](#) for an APL redemption quotation and make a partial or full payment for your APL.

Must I redeem all my outstanding APL?

No, you may opt to make a partial or full payment. It is advisable to redeem your APL and accumulated interest as soon as possible as they will exhaust your policy's cash value.

What will happen if I do not pay my APL and the interest accumulated?

Any outstanding APL and accumulated interest will exhaust your Policy Cash Value. Once your policy's cash value is used up, your policy will lapse and will no longer be in force.

Reviving A Lapsed Policy (Reinstatement)

It is important that you make your premium payments on time. If your premium is not fully paid within the grace period, your policy will lapse unless it has a sufficient cash value to enable an Automatic Premium Loan (APL). A notification will be sent to you when your policy has lapsed.

To resume the effective coverage of your policy (known as Reinstatement of the Policy):

- Declare your health status by completing the health declaration form:
 - For Life policies: [Policy Health Declaration \(for Life Products\)](#)
 - For Health policies: [Policy Servicing Health Declaration \(for Health Products\)](#)
 - For Long Term Care policies: [Reinstatement for Singlife ElderShield Standard/Singlife ElderShield Plus/Singlife CareShield Standard/Singlife CareShield Plus](#)
- Pay the outstanding premiums together with any accumulated interest (if applicable) and indebtedness (if any).

Reinstatement is subjected to underwriting approval and further requirements, such as medical reports, may be requested as part of the review. If your health status has deteriorated, you may need to pay a higher premium based on the underwriter's review.

We recommend that you pay your premiums using interbank GIRO as it would automate the premium payment process for you. To get start, submit a [GIRO application](#).

FAQ

Can I reinstate my policy after the deadline stated in the Lapse Letter?

You can request to reinstate the policy within 12 months* from the policy lapse date (the date on which the last premium due was not paid).

Reinstatement is subject to underwriting; all outstanding premiums^ from the lapse date and any premiums due on the reinstatement date are to be paid.

*** Please refer to your Policy Contract provision for the reinstatement application period applicable for your policy.**

^ You can contact us for a new quotation.