

# Request for payment by withdrawal or surrender

## WHO IS THIS FORM FOR

This form is for policyholders who wish to request a payment by a withdrawal or surrender.

Depending on how long you have held your policy and the terms on which it was set up, there may be a surrender penalty where one or more policy segments are cashed in. If you are requesting a withdrawal from your policy early withdrawal penalties may apply. Please consult your policy literature before requesting a withdrawal.

Please note withdrawals are not permitted where you have submitted a request to surrender your policy in full.

## COMPLETING THIS FORM

In order to help us process your request as quickly as possible, please ensure this form is completed in full, and all documents listed in the checklist on page 3 are provided. We need you to provide this important information to help us fulfil our regulatory obligations to ensure our records are up to date.

Please note that failure to provide this information may result in your request being delayed and assets or funds held in your policy may not be sold and payment may not be released until all of our requirements have been met.

By completing this form you are requesting a payment from your policy. **We recommend that you speak to your financial adviser before doing this, so that they can make you aware of any tax charges that may apply.**

If you need help completing this form or require further information please contact our Customer Services Team on +65 6320 7399 or alternatively you can email us at [customerservices@fpiom.com](mailto:customerservices@fpiom.com)

We will only accept a scanned copy of this instruction if it has been signed by all individual owners, trustees or authorised signatories. Please note we do not require the original copy, however we do reserve the right to ask for the original documents if we deem this appropriate. Please retain the originals in your records.

Please complete this form in BLOCK capitals throughout.

**Please make sure you read the important notes section of this form.**

## WHEN YOU HAVE COMPLETED THIS FORM

Please send the completed form to [customerservices@fpiom.com](mailto:customerservices@fpiom.com) or alternatively you can post this to:

Customer Services  
Friends Provident International  
182 Cecil Street  
Level 17 Fraser Tower  
Singapore  
069547

We will notify you once payment has been made.

## IMPORTANT NOTICE

A full or partial withdrawal request is not able to be revoked after we process your instruction. Please read the following important notices.

- 1 An insurance policy is intended to meet your long-term financial needs. Therefore, it may be disadvantageous for you to withdraw or surrender a policy as early encashment charges could apply.

Some disadvantages are:

- You are losing valuable benefits from your policy:
  - You are losing the insurance protection offered by your policy
  - You may not be able to achieve your intended financial objective
  - This may result in losing the financial benefit accumulated over the years.

### 2 Additional charges/fees

If you withdraw or surrender your investment-linked policy, and then buy a new investment-linked policy or other investment product, top up your existing investment-linked policy or other investment product, you will incur new charges. These may include:

#### Distribution Fee

Commission is paid to agents/financial advisers on all new insurance policies/investment products.

#### Administration charge

There could be some surrender charge/withdrawal fee that is charged for each new policy/investment product.

On single premium products the surrender charge/withdrawal fee can be as high as 10% of your investment-linked fund. Hence, on a single premium investment of SGD100,000, a surrender charge of SGD10,000 would be deducted.

On regular premium products outside of their Initial Unit Period the surrender charge/withdrawal fee can be as high as 93% of your initial unit value.

Hence, on a regular premium product with an initial unit value of SGD100,000, a surrender charge of SGD93,000 would be deducted.

#### Policy fee

A policy fee is usually incurred for each regular premium policy.

### 3 Fund switching facility

When the fund you have bought is not meeting your initial or current investment objective, you may switch to other fund(s) offered by Friends Provident International at its bid price without incurring any charges.

### 4 Other options

You may enquire whether there are other options available under your policy to meet your short-term financial needs. Some options are:

- Opt for a premium holiday if your policy has an accumulated cash value (applicable only to regular premium policies). This allows you to temporarily stop paying premiums.
- Reduce your regular premiums (applicable only to regular premium policies). This allows you to reduce your ongoing financial commitment to the policy.

### 5 Seeking advice from your adviser

Therefore, it is important to seek advice from your adviser before early withdrawal or surrender of your investment-linked policy or other investment product. Your adviser can advise you on your options other than withdrawing the policy, explain the implications of each option and provide appropriate recommendations to you, taking into account your investment objective, financial situation and particular needs.

## CHECKLIST

This is the key information we need to fulfil your request. Please tick each box to confirm you have supplied this information when completing the form:

I have provided the policy number

Where my country of residence and country of beneficiary bank does not match I have given a clear explanation

I have provided certified verification of address and proof of identity

I have provided my tax information and where applicable I have provided details of other countries I am resident in for tax in the Additional Information section

I have selected the desired currency in which to be paid for the withdrawal

Where payment is being made to bank account I have not previously told you about, I have provided a copy of the bank statement

The bank statement should show the account name and number, and any transactional information and/or account balances can be blacked-out

Where applicable, I have checked my cash account and I have sufficient cash available for the withdrawal. Where I don't have sufficient cash to pay the withdrawal I have completed the Sale of Assets section

I have ensured the form is not in an editable format when submitting and I have not pasted on any signatures

All policyholders have read and signed the declaration

I have either hand signed the form or completed it using an acceptable digital format which includes the audit report

We can accept the following digital signatures:

- DocuSign
- AdobeSign
- Pandadoc
- Sign Now
- Zoho Sign

Please ensure the relevant audit report is included when sending the form in.

**We take the security of your policy very seriously. Therefore, from time to time we may contact you by telephone to verify your identity. Without completing this short call, we may not be able to action your request.**

I understand a member of Friends Provident International may contact me to verify my identity

**Policyholder details**

Policy number | | | | | | | | | | | | | | | |

**Policyholder 1**

**Policyholder 2 (if applicable)**

First name(s)

Last name(s)

Alias (if applicable)

Are you an ultimate Beneficial Owner(s) of this policy

Yes

No

Yes

No

(If No, please complete the questions on the beneficial owner details section on pages 12 and 13 of form)

**Contact details**

Please note if your contact details do not match with those held on our records, this may delay the payment whilst we verify them. If your residential address has changed, it may speed up the processing of your request if you can provide certified verification of your new address.

**Residential address**

Address line 1

Address line 2

Address line 3

City

Postcode

Country

International dialling code

Telephone number

Email address

**Employment details**

Occupation

(previous occupation if retired or unemployed)

Employment status	Employed	Self employed	Retired	Employed	Self employed	Retired
	Unemployed	Homemaker		Unemployed	Homemaker	

Date of retirement/unemployment/became homemaker

Name of employer

Employer address

**Trust details (if applicable)**

Trust name

Address line 1

Address line 2

Address line 3

City

Post code

Country

International dialling  
code

Telephone number

Email address

**Company details (if applicable)**

Company name

Address line 1

Address line 2

Address line 3

City

Post code

Country

Company tax  
reference number

Company FATCA GIIN

International dialling  
code

Telephone number

Email address

**SURRENDER REQUEST**

Full surrender of policy                      Full surrender of individual policy segments

If you are surrendering policy segments, please tell us how many to surrender

Financial circumstances can change over the years, and we want to ensure that you understand all the options available to you, to give you the best opportunity to do what’s right for you when looking to reach your long-term savings goals. Early encashment can incur high penalties. If you would like to discuss alternative options that may be available, please contact our Customer Services Team.

I am aware of any penalties that will be taken on my policy and I would like to proceed with the surrender.

**MAXIMUM WITHDRAWAL WITHOUT PENALTY REQUEST**

The maximum withdrawal without triggering a surrender penalty.

**WITHDRAWAL REQUEST (TO BE COMPLETED FOR ONE OFF REQUESTS AND REGULAR WITHDRAWALS)**

Requested withdrawal amount

Withdrawal frequency                      One-off

If the requested withdrawal amount is not available then please proceed with withdrawing the maximum amount available

**For regular withdrawals**

Frequency:                      Monthly                      Quarterly                      Half-yearly                      Yearly

Date the regular withdrawal is due to commence (see important notes)                     

Would you like to cancel all existing regular withdrawals?                      Yes                      No

**REQUIRED CURRENCY OF WITHDRAWAL/SURRENDER**

Please note that for certain products, withdrawals/surrenders can only be paid in the original plan currency. Selecting a different currency will result in a currency conversion and you may receive less than the equivalent amount in your desired currency.

Currency (see important notes)

Please use currency ISO standard format. For example, for US Dollars please enter USD.

**REASON FOR WITHDRAWAL/SURRENDER**

We are dedicated to improving our customer experience and as such, please tell us your reason(s) for your request.

- House purchase                      Poor investment returns                      Unable to pay further premiums
- School fees                      High product charges                      Moving to another provider
- Medical emergency                      Poor customer service                      Payment terms completed (Matured)
- End of charging period                      Urgent money requirements                      Mis-sold product
- Change of investment strategy                      Tax reasons                      Financial concerns
- Other (please specify)



**SALE OF ASSETS (WITHDRAWALS ONLY)**

Please list any holdings and the amount, currency or unit amount percentage you wish to sell in order to fund your withdrawal.

Cash Amount	Unit Amount	Percentage (%)	ISIN/SEDOL/ Full Ticker for exchange traded assets	Investment Name	Settlement Currency

**ADDITIONAL INFORMATION**



## **IMPORTANT NOTES**

### **Surrender**

An early encashment charge or surrender fee may apply. We recommend you obtain a surrender quotation and speak to your financial adviser before completing this form.

### **Withdrawals**

Any withdrawals taken from your policy will be subject to the minimum withdrawal amounts as detailed in your policy literature. The withdrawal amount may need to be reduced if it will take your policy below the minimum allowable policy value.

If you are requesting a regular withdrawal from a portfolio bond we can only make payments on 1st or 14th of the month.

### **Required currency of withdrawal/surrender**

For regular premium products all payments will be made in the currency of your policy/plan.

For single premium products all payments will be made in the currency you selected in the Required currency of withdrawal/surrender section.

### **Tax**

We recommend that you speak to your financial adviser or tax professional about your tax situation before taking action on your policy.

UK residents may be subject to a tax charge if withdrawals are in excess of the 5% cumulative withdrawals available (of initial and any additional investments) in a given policy year.

Please detail any additional countries and associated tax identification number in which you are tax resident in the Additional Information section.

### **General**

Depending on the investment(s) to which the value of your policy is linked, some investment managers may have terms and conditions that prevents us from realising a cash value in a timely fashion and this could delay your payment.

Where applicable, please ensure that the authorised signatory list(s) that we hold for this policy are up-to-date before submitting a payment request. Where authorised signatories have changed and we are unable to match those on this form with our records this will delay the payment.

**We may also require further information from you for the purposes of Anti-Money laundering.**

### **Completion of this form**

Any incomplete instructions will result in a delay in processing your instruction and we will not be liable for any direct, indirect, special or consequential loss or damages arising from such delay.

### **Specified US Person**

Specified US Person means a US citizen or tax resident individual who has a US residential/correspondence address or who either holds a US Passport, a US Green Card or who was born in the US and has not yet renounced their US citizenship. More information on US FATCA can be found at: [www.irs.gov/Businesses/Corporations/Foreign-Account-Tax-Compliance-Act-FATCA](http://www.irs.gov/Businesses/Corporations/Foreign-Account-Tax-Compliance-Act-FATCA)

If you choose Yes to being a Specified US Person, you will need to provide us with your US Taxpayer Identification Number (TIN) or US Social Security Number (SSN).

If you choose No but you have a US residential/correspondence address, hold a US Passport, a US Green Card or you were born in the US, you will need to provide us with documentary evidence that you are in the process of or have renounced your US Citizenship. Friends Provident International can accept a certified copy of your DS-4083 form (also known as CLN - Certificate of Loss of Nationality) and/or a certified copy of your passport from the country in which you have obtained new citizenship.

**POLICY OWNER/TRUSTEE/ASSIGNEE'S ACKNOWLEDGEMENT**

Were you advised by an adviser to withdraw or surrender this policy?                      Yes                      No

**If 'Yes', please ask your adviser to complete the 'Adviser's Acknowledgement' below.**

I have read and understood the statements on page 2 and page 9. I am aware that should I buy a similar policy in future I may incur additional charges and I may not be able to secure similar terms and conditions.

**Adviser's Acknowledgement**

I have explained to the above policyholder/trustee/assignee the alternative options available and the implications of early withdrawal of this investment-linked policy. I have recommended the withdrawal/surrender of this policy for the following reasons:

Signature of adviser

Date (dd/mm/yyyy)

Name of adviser

Adviser company  
name

**DECLARATION**

I/We hereby confirm that I/We have read and agreed with the Important Notes and all notes specified in the relevant sections above. I/We warrant to Friends Provident International Limited that no proceedings in bankruptcy or insolvency have been instituted or are pending against me/us.

I/We request that Friends Provident International Limited makes a payment by withdrawal from the policy listed above in accordance with the Policy conditions. I/We acknowledge that a payment made by Friends Provident International Limited in accordance with the information contained in this form will discharge Friends Provident International Limited’s liability in relation to that payment where it has relied on the veracity of the information contained therein.

I/We request that Friends Provident International Limited surrenders the policy listed above in accordance with the Policy conditions. I/We acknowledge that a payment made by Friends Provident International Limited in accordance with the information contained in this form will discharge Friends Provident International Limited’s liability in full in relation to the policy.

All policyholders have signed the declaration and read the Friends Provident International Limited privacy policy.

**Policyholder/Trustee/Authorised Signatory 1**

**Policyholder/Trustee/Authorised Signatory 2**

Signature

Date signed

Full name

Country of tax residence

Tax Identification Number (TIN)

Second country of tax residence (if applicable)

Second Tax Identification Number (TIN) (if applicable)

Are you a Specified US Person?

Yes No Yes No

**Trustee/Authorised Signatory 3**

**Trustee/Authorised Signatory 4**

Signature

Date signed

Full name

Country of tax residence

Tax Identification Number (TIN)

Second country of tax residence (if applicable)

Second Tax Identification Number (TIN) (if applicable)

Are you a Specified US Person?

Yes No Yes No



**BENEFICIAL OWNER DETAILS** CONTINUED

	<b>Beneficial Owner 1</b>		<b>Beneficial Owner 2</b>	
Are you a Specified US Person?	Yes	No	Yes	No
Country of nationality/citizenship status				
Tax Identification Number (TIN)				
Second country of nationality/citizenship status(if applicable)				
Second Tax Identification Number (TIN) (if applicable)				
Relationship to the policyholder				
Contact number				

**IMPORTANT**

Not entering a tax identification number may hold up the payment of proceeds. If you have left any of the Tax identification number boxes above blank, please give your reason in the additional information box below.

If you are unsure of your status as a tax resident, your tax identification number, or you have any other tax queries, we strongly recommend you seek professional tax guidance in order to avoid delaying your application.

**Additional information**

Please let us know, in the space below, of any additional information about the beneficial owner(s) we need to be aware of relating to this application. If there are more than two beneficial owners, please also provide their details in the space below.

	<b>Beneficial Owner 1</b>	<b>Beneficial Owner 2</b>
Signature		
Date (dd/mm/yyyy)	<input type="text"/>	<input type="text"/>
Full name		

## FURTHER INFORMATION

The information given in this document is based on the understanding of Friends Provident International of current laws and Isle of Man taxation practice as at October 2024, which may change in the future. No liability can be accepted for any personal tax consequences of this policy or for the effect of future tax or legislative changes. Investment involves risk. Past performance should not be viewed as a reliable guide of future performance. Fund prices may go up and down depending upon underlying investment performance, and the value of your investment cannot be guaranteed. Investments held within a fund may not be denominated in the currency of that fund and the value of those assets can go up and down simply because of movements in currency exchange rates. All fund performance is quoted net of annual charges.

All policyholders are protected by the Life Assurance (Compensation of Policyholders) Regulation 1991 of the Isle of Man, wherever their place of residence.

Investors should be aware that specific investor protection and compensation schemes that may exist in relation to collective investments and deposit accounts are unlikely to apply in the event of a failure such as an investment held within investment-linked life insurance policies.

Complaints we cannot settle may be referred to the Financial Insurance Disputes Resolution Centre Limited ('FIDReC') for assistance within six months from the date you failed to reach an agreement with Friends Provident International. You can contact FIDReC at:

36 Robinson Road  
#15 - 01 City House Singapore  
068877  
Tel: +65 6327 8878 Fax: +65 6327 8488  
Website: [www.fidrec.com.sg/contact-us](http://www.fidrec.com.sg/contact-us)

Some telephone communications with Friends Provident International are recorded and may be randomly monitored.

The legal interpretation is that each policy is governed by and shall be construed in accordance with the laws of Singapore.

## DATA PROTECTION/PERSONAL DATA (PRIVACY) ORDINANCE ('PDPO') PERSONAL INFORMATION COLLECTION STATEMENT ('PICS')

We take the responsibility of handling your personal data very seriously and we will only ask you for details required to process your requests to us. Please be aware of our privacy policy – please visit [www.fpinternational.com/legal/privacy-and-cookies](http://www.fpinternational.com/legal/privacy-and-cookies) to view the full policy, or this can be provided on request from our Data Protection Officer.

**Friends Provident International Limited:** Registered and Head Office: Royal Court, Castletown, Isle of Man, British Isles, IM9 1RA. Isle of Man incorporated company number 11494C. Authorised and regulated by the Isle of Man Financial Services Authority. Provider of life assurance and investment products. **Singapore branch:** 182 Cecil Street, Level 17 Frasers Tower, Singapore 069547. Registered in Singapore No. T06FC6835J. Licensed by the Monetary Authority of Singapore to conduct life insurance business in Singapore. Member of the Life Insurance Association of Singapore. Member of the Singapore Financial Dispute Resolution Scheme. Friends Provident International is a registered trademark and trading name of Friends Provident International Limited.