

Underwriting guidelines

For advisers only. Not for use with customers.

Global Term can only be sold by an authorised Singapore Financial Adviser.

These guidelines explain Friends Provident International Limited's underwriting philosophy. They also outline the acceptable nationalities and countries of residence for Global Term.

Underwriting philosophy

Our underwriting philosophy is to provide a professional service which aims to meet your needs in respect of efficiency, flexibility, speed and accuracy.

Friends Provident International aims to:

- Accept as much business on standard terms, as quickly as possible, whilst recognising the need to charge the right price for the risk.
- Adopt a consistent, fair and equitable underwriting approach to all of our customers.
- Put the customer to as little inconvenience as possible.
- Operate a strict policy on confidentiality.
- Be aware of and comply with all relevant legislation and industry codes of practice.
- Make the maximum use of technology, as appropriate.

Who can we cover?

Please note that the local law of the country of residence must not be breached. Due consideration will be given to any technical or territorial restriction before applications are processed. If your client's country of residence or nationality is not listed in the tables that follow, please contact us on:

 +65 6320 1088

 +65 6327 4020

 fp.int@friendsprovident.co.uk

 4 Shenton Way
#11-04/06 SGX Centre 2
Singapore 068807

Acceptable countries of residence and nationalities

Advice must be given and the application signed in Singapore.

Hong Kong and Singapore

Global Term is offered to all nationalities.

Clients must be resident in Hong Kong or Singapore at the time of application and should:

- Have been resident there for at least 9 months during the past 12 months, or
- Expect to be resident there for 9 months during the next 12 months.

Proof of residency will be required in the form of:

- **Singapore employment pass, dependant's pass, long-term visit pass.**

In addition, we will also need documentary proof of the right to residency, in the form of:

- **Singapore permanent resident card.**

Brunei, China*, Indonesia*, Macau, Malaysia, Philippines*, South Korea, Taiwan, Thailand* and Vietnam*

Clients must be resident in one of these countries at the time of application and should:

- Have been resident there for at least 9 months during the past 12 months, or
- Expect to be resident there for 9 months during the next 12 months.

Clients should have no intention of leaving.

Global Term is offered to the nationalities shown in the table below:

Andorra	India	San Marino
Australia	Ireland	Singapore
Austria	Italy	South Africa
Belgium	Japan	Spain
Canada	Liechtenstein	Sweden
Cyprus (Greek)	Luxembourg	Switzerland
Denmark	Malaysia	Taiwan
Finland	Malta	UK (including Isle of Man and Channel Islands)
France	Monaco	
Germany	Netherlands	
Gibraltar	New Zealand	USA
Greece	Norway	
Hong Kong (Special Administrative Region of China)	Portugal	

* Some higher risk regions within these countries may not be acceptable. If you are unsure please contact us for advice.

Spouses/partners

We may be able to offer cover if the nationality of a spouse or partner of an acceptable life is not listed. This will be on a joint life basis with the acceptable partner. Joint life cover is only available if both lives are resident in an acceptable country for Global Term.

For anyone not listed in the above categories, please contact us for individual consideration, as we may be able to offer terms.

Application process checklist

To make the process easier, why not use the following checklist when completing your client's application?

1 Ensure the application questions are answered carefully

To ensure that your client can rely on the policy paying out if they need to make a valid claim in the future, they should:

- Answer all the questions carefully.
- Provide correct and complete information.
- Make all disclosures in English.
- Answer all questions to the best of their knowledge and belief.

2 Provide as much information as you can

Avoid vague answers by encouraging your client to provide as much information as possible. Please send all the information your client provides to you, even if you think it may not be relevant.

3 Confirm your client's answers with them

Show your client a copy of the answers which will be submitted on the application form.

Please remember that:

- If any mistakes or omissions are found, you or your client should tell us straight away.
- You or your client should inform us of any changes to their health or personal circumstances which occur before the cover that they have applied for starts.

Disclosure

Ensuring full disclosure

To ensure full disclosure, your client should tell the truth and provide full information during the application process.

We rely on the accuracy and completeness of the information that you, your client, or anyone who acts on their behalf gives us. We use this to help us decide the amount your client should pay and the terms we are able to offer them.

You should not assume that we will get a piece of information from a particular source, your client's doctor for instance. Your client should make it their personal responsibility to ensure that they or anyone else who acts on their behalf, including yourself, has given us complete and accurate information. Without complete and accurate information, Friends Provident International may not pay a future claim.

Encouraging smart disclosure

We aim to offer terms that reflect the degree of risk to Friends Provident International. Subject to our medical evidence limits, the more detailed the information provided, the more likely we are able to avoid the necessity for additional evidence and the time delay that goes with it. Below are some examples of smart disclosure:

Poor disclosure	Slight hearing loss.
Underwriting decision	Attending Physician's Statement obtained as no details of date, duration, treatment etc.
Smart disclosure	Slight hearing loss since birth in left ear only. No deterioration and does not affect ability to work. No time lost from work.
Underwriting decision	An underwriting decision can now be made as full details given, avoiding the need for, and delay of, the Attending Physician's Statement.

Ongoing duty of disclosure

Your client should tell Friends Provident International of any changes after they have completed the application form.

Your client should tell us if they have a change in health or personal circumstances, which would mean that the information we hold is no longer complete and accurate. This is just as important as giving full and accurate information within an application. It is important that your client understands that their responsibility continues until the date their cover starts. If they don't do this, Friends Provident International may not pay a future claim.

For example, we would expect your client to inform us of:

- Any symptoms, whether or not they have needed to see a doctor regarding them.
- Having or expecting to have any doctor, hospital or clinic consultations, treatment as an in-patient or out-patient or a blood test for any reason.
- Changes in their occupation or occupational duties.
- Changes in their family history.
- Taking up any hazardous sport or pastime.
- Residing, working or travelling outside their normal country of residence, or an intention to do so.

If they inform us of changes, we will always tell them exactly how it affects their application for insurance.

Please remember, the only way to ensure that a Friends Provident International policy delivers your client the security that they need, is to provide full and accurate information, right up until the date the cover starts.

Additional information

The type of additional information that we may require to support your client's application includes:

Medical information

We may need to ask for medical information due to the amount of cover your client has applied for, or as a result of their medical or family history.

Attending Physician's Statement (APS)

This is a statement that we request from your client's doctor and is completed from their medical records. This statement will include questions about:

- Your client's current health and previous medical history.
- Any past or present treatment your client has received.
- The details of any tests or investigations your client has received.

Occasionally, delays can occur while we wait for this information. Your client can help to ensure the statement is completed and returned to us quickly by contacting their doctor themselves.

Medical Examination (ME)

If this examination is required, your client will need to make an appointment with an English-speaking doctor. The examination will last approximately 45 minutes and the doctor will ask questions regarding the client's medical history. Some comprehensive medical checks such as taking their blood pressure and a sample of urine, examining their chest sounds, heart sounds, ears and eyes will also be undertaken. We may also request your client to provide a blood sample.

HIV test

We will ask for this if cover is above a certain level or as a result of information your client provides in their application.

Electrocardiogram (ECG)

In some cases we may request an ECG. This tests the electrical activity in the heart and can indicate the possibility of heart disease. Your client may be required to exercise during the test using a treadmill.

Please use this guide to determine what further information or medical evidence may be required for your client. In particular, check the medical limits on page 5.

Occupation, sports and pastimes information

We do not categorise our premiums into occupation classes or bands. Our standard premium covers most occupations. If your client's occupation or sports and pastimes are potentially hazardous, we may ask them to complete an additional questionnaire, which may lead to a premium increase or an exclusion on Total and Permanent Disability (TPD) benefits or Critical Illness Benefit. Hazardous occupations include working at heights, underwater, underground, offshore or flying (except where the client is on a commercial passenger airline as a commercial passenger).

Travel

We will assess the life assured's travel for reasons other than holidays. If there is a large amount of travel to higher risk countries we may apply an extra premium. In some circumstances we may not be able to offer cover at all. If the life assured intends to change their permanent country of residence in the near future terms may still be possible, please contact us for individual consideration.

Financial information

An important part of underwriting any risk is financial underwriting. We must ensure that the reason for and the level of cover is justified and that the client can afford to pay the premium. Occasionally, we may need additional information to ensure the level and type of cover requested is appropriate for your client's financial situation. This may include:

- Evidence of their income e.g. a copy of latest tax assessment or recent pay slips.
- A copy of the offer letter from the bank or lender if the application is in connection with a mortgage or loan.
- A completed financial questionnaire.
- Copies of reports and accounts.

Medical limits

Friends Provident International pays for medical evidence if it has been specifically requested for. To identify what medical evidence is required for your client, use the online medical calculator on our website.

Medical evidence limits

Life and Total and Permanent Disability Cover

Country A: Hong Kong, Singapore, China

Country B: Brunei, Indonesia, Malaysia, Philippines, South Korea, Taiwan, Thailand and Vietnam

Sum Assured	Age next birthday				
	Age 21 – 45		Age 46 – 55		Age > 55
	Country A	Country B	Country A	Country B	Country A and B
USD 500,000 – USD 750,000	NM	1	NM	1	1
USD 750,001 – USD 1,000,000	NM	1	NM	2	2
USD 1,000,001 – USD 1,500,000	NM	2	NM	2	3
USD 1,500,001 – USD 3,000,000	2	2	2	3	3
USD 3,000,001 – USD 10,000,000	3	3	3	3	3
Greater than USD 10,000,000	IC	IC	IC	IC	IC

Evidence key:

NM – No medical required

1 – Medical examination, microurinanalysis, blood profile 3

2 – Medical examination, microurinanalysis, blood profile 4, resting ECG for age over 55

3 – Medical examination, microurinanalysis, blood profile 4, exercise ECG, report from client's doctor

IC – Individual consideration – please contact us for further handling

Critical Illness Cover

Country A: Hong Kong, Singapore

Country B: Brunei, China, Indonesia, Malaysia, Philippines, South Korea, Taiwan, Thailand and Vietnam

Sum Assured	Age next birthday					
	Age 21 – 45		Age 46 – 55		Age > 55	
	Country A	Country B	Country A	Country B	Country A	Country B
USD 500,000 – USD 750,000	NM	1	NM	1	1	1
USD 750,001 – USD 1,000,000	NM	1	1	2	2	2
USD 1,000,001 – USD 1,500,000	2	2	2	2	3	3
USD 1,500,001 – USD 2,000,000	3	N/A	3	N/A	3	N/A

Currency Conversion

Sum Assured USD	Sum Assured GBP	Sum Assured SGD	Sum Assured EUR	Sum Assured HKD
500,000 – 750,000	282,000 – 425,000	845,000 – 1,275,000	437,500 – 629,000	3,950,000 – 5,950,000
750,001 – 1,000,000	425,001 – 565,000	1,275,001 – 1,700,000	629,001 – 836,000	5,950,001 – 7,910,000
1,000,001 – 1,500,000	565,001 – 845,000	1,700,001 – 2,500,000	836,001 – 1,250,000	7,910,001 – 11,830,000
1,500,001 – 3,000,000	845,001 – 1,700,000	2,500,001 – 5,100,000	1,250,001 – 2,515,000	11,830,001 – 23,800,000
3,000,001 – 10,000,000	1,700,001 – 5,650,000	5,100,001 – 16,950,000	2,515,001 – 8,362,000	23,800,001 – 79,100,000
Greater than 10,000,000	Greater than 5,650,000	Greater than 16,950,000	Greater than 8,362,000	Greater than 79,100,000

Evidence key:

NM – No medical required

1 – Medical examination, microurinanalysis, blood profile 3

2 – Medical examination, microurinanalysis, blood profile 4, resting ECG for age over 55

3 – Medical examination, microurinanalysis, blood profile 4, exercise ECG, report from client's doctor

IC – Individual consideration – please contact us for further handling

N/A – Not applicable

Financial limits

Life and Total and Permanent Disability	Critical Illness	Documents needed
< USD 2,000,001	Up to USD 2,000,000	Application
USD 2,000,001 – USD 5,000,000	N/A	Application Personal Financial Statement
USD 5,000,001 – USD 10,000,000	N/A	Application Personal Financial Statement Supporting financial evidence

Currency Conversion

USD	GBP	SGD	EUR	HKD
2,000,000	1,130,000	3,000,000	1,870,000	15,820,000
5,000,000	2,825,000	7,500,000	4,375,000	39,550,000

Supporting financial evidence

One of the following documents should be provided:

- Bank Reference Letter
 - Duration of banking relationship and account conduct of life assured
 - Average net balance of account(s) over the last 24 months
 - Confirmation on client's asset/liability portfolio
 - Estimated asset under management with the bank
- Personal tax return for last 3 years
- Audited company financial statements in the last 3 years for company owners

Contact us



Call us on **+65 6320 1088**

Monday to Friday, between 9am and 5.30pm (GST).

We may record calls in order to improve our service.



Fax us on **+65 6327 4020**



Email us at

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