



WITHDRAWAL / SURRENDER FORM (INVESTMENT-LINKED POLICIES)

KINDLY COMPLETE FULLY IN BLOCK LETTERS.

Please tick boxes (✓) as appropriate.

The actual number of units to be cancelled from your policy, after approval, is determined by the actual bid price declared on the next valuation date following the acceptance of this application. Any amounts paid pursuant to this withdrawal / surrender request are in full discharge of any liability Tokio Marine Life Insurance Singapore Ltd. ("TMLS") has in respect of the units withdrawn / surrendered.

POLICY NO.

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I / We wish to effect the following transaction (s) marked with a (✓):

☐ PARTIAL WITHDRAWAL

Important Note:

- Name of fund (s) must be indicated.
- If you wish to sell all units for the fund(s), please indicate 100% in the Amount to be withdrawn column.

Basic / Regular Units :

Name of Fund(s) to be withdrawn	Amount (dollar value) / Percentage to be withdrawn

Top-Up Units (for TM Flexibuilder, TM Flexibuilder II and TM Flexiassurance)

Name of Fund(s) to be withdrawn	Amount (dollar value) / Percentage to be withdrawn





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Notes to Partial Withdrawal Request:

- 1 Please specify to the nearest dollar (e.g. S\$1,005 and not S\$1,005.50). Otherwise, the amount will be rounded to the nearest dollar. **Amount(s) indicated is based on your policy's currency.**
- 2 Minimum amount per withdrawal per fund is \$1,000.
- 3 For **Investment Link - SP** policies, the remaining policy value must be at least \$5,000. For **Asia Capital Builder** or **Investment Link - RP** policies, the remaining value must be at least \$1,000 per fund
- 4 For **TM Apex VIP**, the minimum withdrawal amount per fund is **US\$5,000** and with a remaining policy value of at least **US\$50,000**.
- 5 For **TM Apex Ultra**, the minimum withdrawal amount per fund is **US\$5,000** and with a remaining policy value of at least **US\$100,000**.
- 6 Tokio Marine Life Insurance Singapore Ltd. may make adjustments to your request to satisfy the conditions in items 1-5 above.

☐ **FULL SURRENDER** I wish to perform full surrender as indicated below.

I / We wish to surrender the Policy and liquidate all units in my Policy.

(I / We understand that all indebtedness and/or bank charges will be deducted from the proceeds.)

REASON FOR FULL SURRENDER

- ☐ I need the funds for other financial commitments.
- ☐ Unable to continue paying premiums due to changes in financial situation.
- ☐ Others. Please specify: _____

DECLARATION OF BENEFICIAL OWNERSHIP

For the avoidance of doubt, this is NOT a nomination of beneficiary(ies) under the policy.

Beneficial owner, in relation to a customer of a financial adviser, means the natural person who ultimately owns or controls a customer or the person on whose behalf a transaction is being conducted and includes the person who exercises ultimate effective control over body corporate or unincorporated.

Is there a beneficial owner in this transaction?

If Yes, please provide the particulars of the beneficial owner(s) to this policy and submit a copy of their NRIC/Passport to us.

☐ Yes
☐ No

Full name as shown on NRIC / Passport (Please underline surname or last name):

Date of Birth
(dd/mm/yyyy):

Relationship:

NRIC / Passport No.:

Contact No.:

Nationality: ☐ Singaporean ☐ Singapore PR ☐ Others, please specify: _____



IMPORTANT NOTICE:

What You Should Know About Early Full/Partial Withdrawal Of Your Investment-Linked Policy

1. An insurance policy is intended to meet your long-term financial needs. Therefore, it may be disadvantageous for you to fully or partially withdraw a policy before its maturity date. Some disadvantages are:
 - You are losing valuable benefits from the 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.
 - It may not be possible for you to obtain a similar level of protection on the same terms in the future.
 - You may not be insurable on standard terms;
 - You may have to pay a higher premium in view of higher age;
 - Withdrawing your insurance policy for another policy could result in loss of specific policy features due to changes in age or health.

2. Additional Charges/Fees

If you withdraw your investment-linked policy, fully or partially and then buy a new investment-linked policy or other investment product, or top up on 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 sales charge fee that is charged for each new policy / investment product. In addition, for Single Premium policies, there could be an underwriting charge of up to 1% of the premium plus \$100.

The sales charge can be as high as 5% of your Single Premium. Hence, on a single premium investment of S\$10,000, a sales charge of S\$500 and an underwriting charge of \$200 would be deducted.

- Policy Fee

A policy fee is usually incurred for each 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 the Company at its bid price. There is no fund switch fee charged except for Asia Capital Builder and Asia Flexibuilder plans, where you will not incur any charges for the first 2 switches in each policy year.

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 accumulated cash value. This allows you to temporarily stop paying premiums; or
- Reduce the policy regular premiums (applicable only to regular premiums 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 full/partial withdrawal 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 objectives, financial situation and particular needs.





DECLARATION & AUTHORISATION

I/We understand and agree that:

- (i) Tokio Marine Life Insurance Singapore Ltd (the "Company") shall not be deemed to provide cover and neither should the Company be liable to pay any claim, provide any benefit under the Policy/relevant Policy or be required to process any request made to the extent that the provision of such cover, payment of such claim, provision of such benefit or processing of such request would expose the Company (or its parent company or holding company (in both instances, whether direct or indirect) or the subsidiaries of its parent or holding company) to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the applicable jurisdiction, Singapore, the European Union, United Kingdom or United States of America;
- (ii) where the Company becomes aware that I/We, the Life Assured or **any person or entity connected with the Policy/relevant Policy** (see paragraph (iii) below) is/are subject to any sanction, prohibition or restriction under such resolutions, trade or economic sanctions, laws or regulations mentioned in paragraph (i), the Company shall be entitled to block, suspend and/or terminate the Policy/relevant Policy at any time including but not limited to, not making or receiving any payments under the Policy/relevant Policy. The decision of the Company on the aforementioned is final; and
- (iii) a person or entity connected with the Policy/relevant Policy includes an assignee, a beneficiary, a trustee, an executor, an administrator, a director or direct/indirect shareholder or person having executive authority or natural persons appointed to act on my/our behalf, for my/our beneficial owners or beneficiaries' beneficial owners. As an ongoing obligation, I/We will immediately inform the Company if there are any changes to the identities, status/constitution/establishment, particulars and identification documents of these persons.

I/We jointly and severally represent to and warrant with the Company that (i) I/we am/are not adjudicated bankrupt(s) and there are no pending or threatened bankruptcy proceedings against me/us; and (ii) all titles, rights and interests under the Policy remains vested solely with me/us, or if assigned, only to the assignee who has signed this Withdrawal / Surrender Form.

I/We jointly and severally agree to indemnify Tokio Marine Life Insurance Singapore Ltd. ("the Company") against any and all losses, damages, claims and expenses on full indemnity basis of which incurred in relation to any action, suit, judgment and/or proceeding arising out of the Company paying the surrender proceeds under the above policy to me/us, including but not limited to the circumstances where the original policy document was not produced by me/us at the time of such surrender.

Personal Data Notice

I / We agree and consent that Tokio Marine Life Insurance Singapore Ltd. may collect, use, process and disclose the personal data in accordance with the terms and conditions as stated in the insurance application form and/or the Tokio Marine Insurance Group's Data Protection Policy available at www.tokiomarine.com, which I / we have read, understood and agreed to the same.

COMPULSORY TO COMPLETE:

You are required to read the Important Notice, Declaration & Authorisation and to tick ☒ the following boxes accordingly to avoid any delay in processing.

I have ☐ read the above Important Notice and Declaration & Authorisation.

I have ☐ enclosed the Acknowledgement page.

Signature of Assured / Trustee

Signature of Joint Assured / Trustee (if applicable)

Signature of Assignee (if applicable)

Name : _____

Name : _____

Name : _____

NRIC : _____

NRIC : _____

NRIC : _____

Tel : _____

Tel : _____

Tel : _____

Date : _____ (dd/mm/yyyy)

Date : _____ (dd/mm/yyyy)

Date : _____ (dd/mm/yyyy)



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ACKNOWLEDGEMENT (EARLY WITHDRAWAL ADVICE)

KINDLY COMPLETE FULLY IN BLOCK LETTERS

Please tick boxes (✓) as appropriate.

POLICY NO.

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Policyholder / Trustee(s) / Assignee's Acknowledgement

Were you advised by an Adviser to surrender this policy?

☐ Yes – Please provide this Adviser's details:

☐ No

Name : _____

Company : _____

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

I have read and understood the above statements. I am aware that should I wish to buy a similar policy or top up my existing policy in future I may incur additional charges and I may not be able to secure similar terms and conditions.

I want to withdraw (fully or partially) my policy.

Signature of Assured / Trustee

Signature of Joint Assured / Trustee (if applicable)

Signature of Assignee (if applicable)

Name : _____

Name : _____

Name : _____

Date : _____ (dd/mm/yyyy)

Date : _____ (dd/mm/yyyy)

Date : _____ (dd/mm/yyyy)

Adviser's Acknowledgement

I have explained to the above Policyholder / Trustee(s) / Assignee the alternative options available and the implications of early withdrawal of this investment-linked policy. I have recommended the withdrawal of this policy for the following reasons:

Adviser's Signature : _____

Adviser's Code :

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Adviser's Name : _____

Adviser's : _____

Handphone No.

Date : _____

(dd/mm/yyyy)



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AUTHORISATION FORM FOR CREDITING TO SINGAPORE BANK ACCOUNT (Not applicable for CPF / SRS funded policy)

Policy No	
Type of Payment (Please tick <input checked="" type="checkbox"/> the following boxes accordingly to avoid any delay in processing)	<input type="checkbox"/> Partial Withdrawal <input type="checkbox"/> Full Surrender

Please select ONE option:

<input type="checkbox"/>	PayNow registered with Singapore NRIC/FIN <ul style="list-style-type: none">Please note that PayNow account registered with mobile number is not accepted.You may register for PayNow account using your Singapore NRIC/FIN via "Manage Paynow" in your internet banking or mobile banking application.If the PayNow transaction is unsuccessful, we will send you a cheque to your mailing address.						
<input type="checkbox"/>	Electronic Fund Transfer to your Singapore Bank Account <ul style="list-style-type: none">Please attach a copy of your bank statement/passbook showing your name, Name of Bank and bank account no. We accept bank statements with balance/transactions masked. Truncated e-statements downloaded from banks' mobile application are also acceptable as long as the document shows the account holder's name, Name of Bank and account number on the same page. <table border="1"><tr><td>Name of Singapore Bank</td><td></td></tr><tr><td>Account No</td><td></td></tr><tr><td>Bank Account Holder's Name</td><td></td></tr></table>	Name of Singapore Bank		Account No		Bank Account Holder's Name	
Name of Singapore Bank							
Account No							
Bank Account Holder's Name							

Declaration & Authorisation

I/We Hereby Authorise Tokio Marine Life Insurance Singapore Ltd to Credit The Amounts Due To Me/Us To The Above Requested Paynow/Bank Account, Where Applicable. Amounts so credited would constitute valid discharge of above payment due to me/us.

I/We authorize Tokio Marine Life Insurance Singapore Ltd to update my/our Email Address and/or Mobile No. to the information provided by me/us in this form.

I/We understand and agree that:

- Where I/we are eligible to receive payments from Tokio Marine Life Singapore Ltd ("TMLS") for policy proceeds ("Payment") as determined by TMLS, the Payment will either be credited to my/our bank account linked to my/our Singapore NRIC/FIN, which I/we have registered with a bank for PayNow or bank transfer (depending on option chosen above). For avoidance of doubt, Payment is not applicable to PayNow linked to your mobile or company UEN.
- By completing this form, I/we declare it is my/our responsibility to ensure that all information submitted herein is correct and complete to the best of my/our knowledge. TMLS is not obliged to ensure that all information provided by me/us herein is accurate or that it remains true and accurate at the time of processing the Payment.
- PayNow or the bank transfer service is not operated by TMLS and my/our access to and use of PayNow or for a bank transfer is subject to the availability of PayNow and their services and that of my/our bank for the bank transfer. TMLS does not warrant my/our use of PayNow or for a bank transfer and the use is subject to the relevant terms and conditions of PayNow and/or my/our bank.



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- d) I/we shall indemnify TMLS against all costs, damages and/or losses arising from or in connection with any breach by me/us of these terms or the terms and conditions imposed by my/our bank in relation to a bank transfer, or PayNow, or their service provider, my/our bank.
- e) TMLS shall bear no liability to me/us or any other party in the event the Payment is not made into my/our bank account otherwise, or the Payment being late, unsuccessful, or incomplete, or the suspension, termination, or discontinuance of PayNow or their services.
- f) TMLS has the sole discretion to make Payment using any other method as it deems fit and TMLS shall be entitled to terminate or suspend the Payment of your policy proceeds to me/us, and/or to add to, delete, or change the terms herein at any time without notice, without liability to me/us.
- g) TMLS shall not be deemed to provide cover and neither should TMLS be liable to pay any claim, provide any benefit under the Policy/relevant Policy or be required to process any request made to the extent that the provision of such cover, payment of such claim, provision of such benefit or processing of such request would expose TMLS (or its parent company or holding company (in both instances, whether direct or indirect) or the subsidiaries of its parent or holding company) to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the applicable jurisdiction, Singapore, the European Union, United Kingdom or United States of America.
- h) Where TMLS becomes aware that I/We, the Life Assured or any person or entity connected with the Policy/relevant Policy (see paragraph below) is/are subject to any sanction, prohibition or restriction under such resolutions, trade or economic sanctions, laws or regulations mentioned in the paragraph above, TMLS shall be entitled to block, suspend and/or terminate the Policy/relevant Policy at any time including but not limited to, not making or receiving any payments under the Policy/relevant Policy. The decision of TMLS on the aforementioned is final.
- i) A person or entity connected with the Policy/relevant Policy includes an assignee, a beneficiary, a trustee, an executor, an administrator, a director or direct/indirect shareholder or person having executive authority or natural persons appointed to act on my/our behalf, for my/our beneficial owners or beneficiaries' beneficial owners. As an ongoing obligation, I/We will immediately inform TMLS if there are any changes to the identities, status/ constitution/ establishment, particulars, and identification documents of these persons.
- j) A person who is not a party to this agreement shall have no right under the Contracts (Rights of Third Parties) Act 2001 to enforce any of these terms.
- k) These terms shall be governed by the laws of Singapore and the exclusive jurisdiction of the Courts of Singapore.

Personal Data Notice

I / We agree and consent that Tokio Marine Life Insurance Singapore Ltd. may collect, use, process and disclose the personal data in accordance with the terms and conditions as stated in the insurance application form and/or the Tokio Marine Insurance Group's Data Protection Policy available www.tokiomarine.com which I / we have read, understood and agreed to the same.

Signature of Policyholder / Assignee / Trustee		Date	
Name:	_____	NRIC No:	_____
Email:	_____	Mobile No:	_____