

# **GREAT FLEXI PLUS**

(Plan Code: 0516)

Available from 1 January 2021

## **Frequently Asked Questions**

**Last Updated: 1 January 2021**

This document is purely a training tool for the internal agency training programmes of Great Eastern Life Assurance (Malaysia) Berhad. All or any part of the contents of this document shall not be used directly or indirectly for soliciting insurance business, policyholder services and/or facilitating any other form of communications with any external party whatsoever.

## Product Features

**1 Q : What is Great Flexi Plus?**

A : Great Flexi Plus is a limited pay universal life plan that does not participate in profit. It is a 20-year limited premium payment term plan with 30-year coverage term with annual Guaranteed Cash Payment (GCP) starting from the end of the first policy year. This product has a combination of investment element and protection against death or Total and Permanent Disability (TPD).

**2 Q : What are the unique features or selling points of Great Flexi Plus?**

A :

- Yearly Guaranteed Cash Payment starting from end of 1<sup>st</sup> policy year.
- Maturity benefit with at least 105% of total premium paid.
- Potential upside if reinvest the Guaranteed Cash Payment with the company.
- Simplified underwriting to ease the enrolment process (only applicable for Basic Annualised Premium ≤ RM150,000 and without riders.)

**3 Q : How does “universal life plan” work?**

A : All premiums paid under this plan after applying the applicable allocation rates will be allocated into an individual account, ie. Account 1, which is then invested in a universal life fund for this plan. The Company may invest the assets in the universal life fund in any manner it deems fit. Income generated from the investments will be distributed in the form of credited return to each individual account after deducting fund management charge, supplementary charge and investment tax. The Guaranteed Cash Payment will be paid out from Account 1. If reinvestment option is selected for the Guaranteed Cash Payment, the pay out of the Guaranteed Cash Payment will be allocated into Account 2 which will be invested into the same universal life fund. Both Account 1 and Account 2 are subject to the applicable charges as illustrated in Q9 below.

Credited return is not guaranteed and could be positive or negative depends on the performance of the universal life fund for this plan.

**4 Q : How does “Guaranteed Cash Payment” work?**

A : Upon survival of the Life Assured and provided the premium due and any Overdue Premium Interest for the respective year are paid, a percentage (%) of the Basic Annualised Premium will be payable yearly, starting from the end of the 1<sup>st</sup> policy year until death, TPD, surrender or maturity of the policy, whichever occurs first.

*The survival benefit rates are shown as follows:*

End of Policy Year	% of Basic Annualised Premium
1 – 10	20%
11 - 20	40%
21 - Maturity	60%
<b>Total</b>	<b>1,200%</b>

**5 Q : What are options available for Guaranteed Cash Payment (GCP)?**

A : Guaranteed Cash Payment will be used to repay any Indebtedness. The balance will be applied according to the option selected:

**Cash Withdrawal** : To receive the Guaranteed Cash Payment in cash.

**Reinvestment** : To leave all Guaranteed Cash Payment with the Company to be reinvested into the Account 2.

Note:

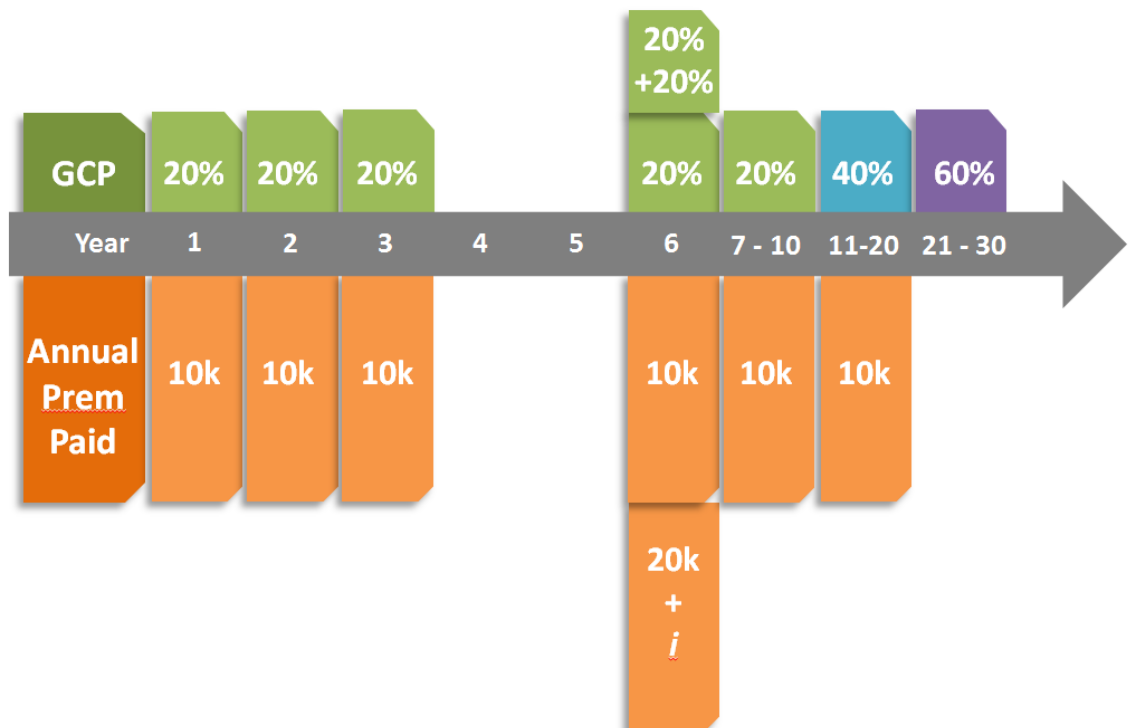
- Indebtedness means any unpaid policy fee and insurance charge.
- Only Cash Withdrawal option will be illustrated in sales illustration system.
- If Reinvestment option is selected at proposal, upon policy in force, the backend GELSIS will only generate Cash Withdrawal option for illustration purpose that will be attached to the Policy Document.

### Examples

#### Scenario 1:

Customer bought a Great Flexi Plus. He paid yearly premium until 3<sup>rd</sup> Policy Year and stopped paying premium for 2 years. On 6<sup>th</sup> Policy Year, he paid all overdue premium and overdue premium interest plus the current premium due, the GCP he is getting will be as follow:

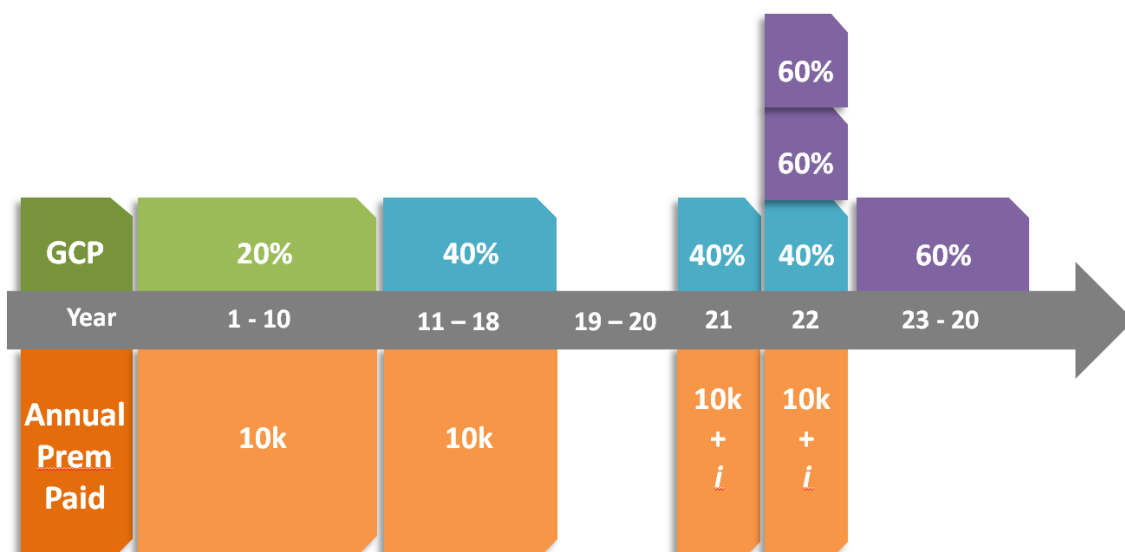
Policy Year	Premium Paid	GCP Received
1 - 3	Pay Yr1 to Yr3 premium yearly	Yr1 to Yr3 GCP - 20% yearly
4 - 5	Nil	Nil
6	Pay Yr4 to Yr6 (3 years) premium + all Overdue Premium Interest at one time	Yr4 to Yr6 GCP = 20% x 3
7 - 10	Pay Yr7 to Yr10 premium yearly	Yr7 to Yr10 GCP = 20% yearly
11 - 20	Pay Yr11 to Yr20 premium yearly	Yr11 to Yr20 GCP = 40% yearly
21 - Maturity	Policy is fully paid	Yr11 to Yr20 GCP = 60% yearly



#### Scenario 2:

Customer bought a Great Flexi Plus. He paid yearly premium until 18<sup>th</sup> Policy Year and stopped paying premium for 2 years. On 21<sup>st</sup> Policy Year, he resumed the payment by paying yearly premium + Overdue Premium Interest for the GCP he is getting will be as follow:

Policy Year	Premium Paid	GCP Received
1 - 18	Pay Yr1 to Yr18 premium yearly	Yr1 to Yr10 GCP = 20% yearly Yr11 to Yr18 GCP = 40% yearly
19 - 20	Nil	Nil
21	Pay Yr19 premium + Yr19 Overdue Premium Interest	Yr19 GCP = 40%
22	Pay Yr20 premium + Yr20 Overdue Premium Interest	Yr20 GCP = 40% Yr21 to Yr22 GCP = 60% x 2
23 - Maturity	Policy is fully paid	Yr23 to Yr30 GCP = 60% yearly



**6 Q : What is payable upon death of the Life Assured?**

A : a) Upon death of the Life Assured due to non-accidental cause, the Company will pay:

- i. Higher of
  - Prevailing Sum Assured equivalent to 105% of total Basic Premium paid, less total Guaranteed Cash Payment paid; or
  - Account 1 Value;
- and
- ii. Any Account 2 Value

b) Upon death of the life assured due to accidental causes prior to policy anniversary of attained age 70 years next birthday, the Company will pay an additional Prevailing Sum Assured equivalent to 105% of total Basic Premium paid, less total Guaranteed Cash Payment paid on top of Death Benefit.

c) Upon death of the Life Assured due to accidental causes prior to policy anniversary of attained age 70 years next birthday, which occur:

- while traveling in a Public Conveyance (other than a cable car, taxi, hired car or any form of transport chartered for private travel); or
- while riding as a passenger in an elevator or electric lift; or
- in consequence of the burning of any theatre, or cinema, hotel or other public building in which the Life Assured was present at the time of commencement of the fire

the Company will pay an another additional Prevailing Sum Assured equivalent to 105% of total Basic Premium paid, less total Guaranteed Cash Payment paid on top of Death Benefit and Additional Accidental Death Benefit.

**7 Q : What is payable upon Total and Permanent Disability (“TPD”) of the Life Assured?**

A : Upon TPD of the Life Assured prior to the policy anniversary of age 70 years next birthday, the Company will advanced the following death benefit:

- i. Higher of
  - Prevailing Sum Assured equivalent to 105% of total Basic Premium paid, less total Guaranteed Cash Payment paid; or
  - Account 1 Value;
- and
- ii. Any Account 2 Value

**8 Q : What does ‘Policy Account’ mean?**

A : Policy Account consists of 2 accounts, ie. Account 1 and Account 2 whereby the Company may invest the assets of the account in the manner it deems fit. Income generated from the investment

after deducting investment tax, fund management charge and supplementary charge will be credited into the account as Crediting Rate.

**9 Q : What does 'Account 1' mean?**

A : Account 1 is the account whereby the allocated premium for the basic policy (excluding any advance premium paid) will be allocated to Account 1. The Guaranteed Cash Payment will be drawn from Account 1 and all charges applicable to this policy, e.g. Insurance charges and policy fees shall be deducted from Account 1.

**10 Q : What does 'Account 2' mean?**

A : Account 2 is the account for the reinvestment of the Guaranteed Cash Payment if reinvestment option is selected. If value from Account 1 is insufficient to cover the insurance charges and policy fees, those charges will be deducted from Account 2.

**11 Q : What does 'Crediting Rate' mean?**

A : Crediting rate is credited to Account 1 and Account 2 once every month. The Crediting Rate is not guaranteed and is determined based on investment performance, after deducting investment tax, fund management charge and supplementary charge. Such amount calculated by the Company shall be final and will be credited to the Policy Account once every month or more frequent at the circumstances determined by the Company.

A positive crediting rate can result in appreciation of the account value, while a negative crediting rate can result in a reduction of the account value.

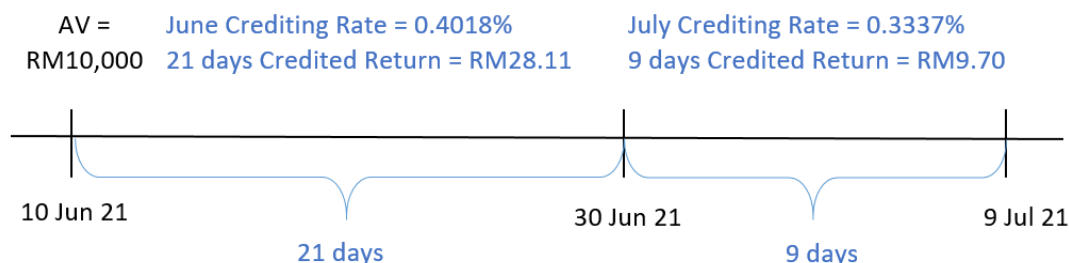
**How does it work:**

For example, if the Policy Month\* falls on 10<sup>th</sup> of the month, the monthly credited return will be calculated as such:

Assuming Monthly Crediting Rate for Jun 2021 = 0.4018%

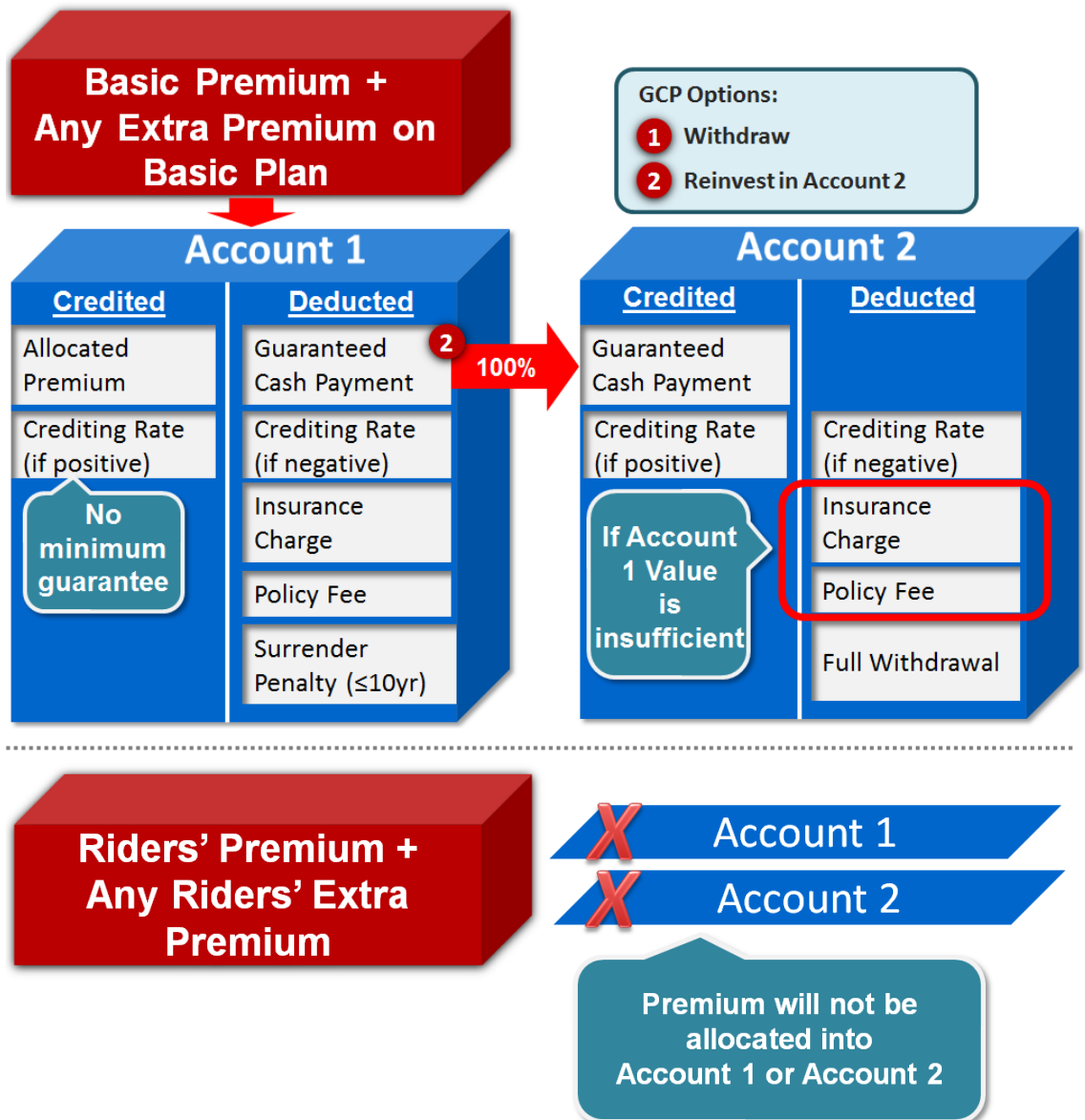
Assuming Monthly Crediting Rate for Jul 2021 = 0.3337%.

Credited Return for the Policy Month (10 Jun 21 to 9 Jul 21) =  
RM28.11 + RM 9.70 = RM37.81 (credited on 10 Jul 21)



\*Policy Month refers to the same day every month on which the policy commences.

12 Q : Simple illustration of Policy Account.  
A :



13 Q : What is the asset allocation and fund strategy for this plan?  
A : Please refer to the UL Fund Fact Sheet for details.

14 Q : What are the riders available for attachment for inclusion?  
A : Riders available: -  
a) UL Premium Waiver on CI Rider (Z1)  
b) UL Payer Benefit Extra Rider (Z3)

Riders can only be attached at inception or within the first policy year. For inclusion of rider(s) at CS stage, you must pay up all unpaid premiums and overdue premium interest and indebtedness (if any), to submit duly completed 'Application for Inclusion/Conversion/Alteration of Assurance' (PSF02)

15 Q : Is No-Lapse Guarantee (NLG) applicable for Great Flexi Plus?

The policy will not lapse throughout the policy term during No-Lapse Guarantee period provided all regular premiums due are paid up to date. If there is any Overdue Basic Premium and Overdue Premium Interest, the NLG feature will be forfeited. However, the NLG will be reinstated by the repayment of all Overdue Basic Premium and Overdue Premium Interest.

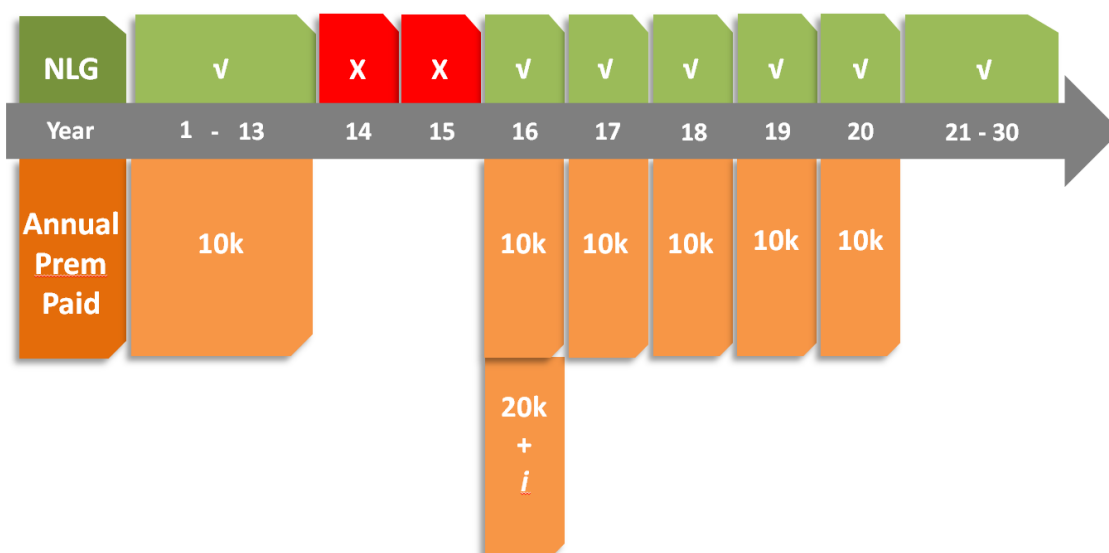
During No-Lapse Guarantee period and if Policy Account Value drops to zero, all benefits under the basic policy including Guaranteed Cash Payment shall be payable. Any unpaid policy fees and insurance charges (Indebtedness) will be accumulated and deducted from the following:

- a) when the premium is paid;
- b) upon partial or full surrender of Account 1; or
- c) upon full withdrawal of Account 2; or
- d) from any benefit or claim proceeds payable under this policy

No-lapse Guarantee is not applicable to riders attached to the policy.

**Examples:**

Customer bought a Great Flexi Plus. He paid yearly premium until 13<sup>th</sup> Policy Year and stopped paying premium for 2 years. At 16<sup>th</sup> Policy Year he repaid all outstanding premiums and Overdue Premium Interest and pay subsequent premiums on each premium due date. In this scenario, the policy will not have the NLG for 14<sup>th</sup> & 15<sup>th</sup> Policy Year and this policy may lapse if the Policy Account Value is insufficient to deduct the policy fees and insurance charges. If the Policy Account value is sufficient to cover policy fee and insurance charge for 14<sup>th</sup> and 15<sup>th</sup> year, the policy will continue to be in-force. When the premium resumed and paid up to date at 16<sup>th</sup> Policy Year, the NLG will resume back as well.



**Premiums**

1 Q : How are the premiums being allocated?

A : Basic premiums are allocated to Account 1 at the following allocation rates: -

Policy Year	% of Basic Premium Allocation
1	24.9%
2	42.0%
3	56.0%
4	65.0%
5	75.0%
7 to 20	100.0%

The allocation rate for basic extra premiums is 100% for all years.

- 2 Q : How do I pay the premium for Great Flexi Plus?**  
A : Premium can be paid by cash/cheque (except for month paymode), internet banking/JomPAY, auto debit, credit card or banker's order. You have the flexibility to pay your premium annually, half-yearly, quarterly or monthly.
- 3 Q : Can I pay full payment in advance?**  
A : Yes, you can pay minimum 2 years premium in advance up to the maximum payment term of the policy. You need to complete Advance Payment Application form and submit to cashier with payment.
- In addition, the amount of advance premium paid will not take into account when calculating the benefits payable under this plan.
- 4 Q : What will happen to the policy if you stop paying premium?**  
A : You are given 30 days grace period from the premium due date to pay your premium. If you do not pay the premium after 30 days grace period, the policy will not lapse so long as it has sufficient value in Account 1 and Account 2 to pay the insurance charges and policy fees.
- However, any premium paid after grace period will be charged with overdue premium interest at the prevailing rate determined by the Company from time to time.
- Overdue Interest will be calculated from the premium due date and any interest paid by you will not be allocated into Policy Account.
- 5 Q : Why should I pay the Overdue Premium Interest?**  
A : This product provides guaranteed Maturity Benefit as long as all premiums are paid. There is a cost to the Company if the premiums are not paid on time to generate sufficient investment return to meet the guaranteed Maturity Benefit. As such, Overdue Premium Interest is imposed.
- 6 Q : Where can I know the latest Overdue Premium Interest rate?**  
A : Currently the Overdue Premium Interest is charged at 2% per annum, you may refer to the Company's official website on the prevailing interest rate from time to time.
- 7 Q : Is there any discount given for females, non-smokers or large sum assured?**  
A : Large sum assured discount, non-smoker discount and female discount are not applicable to the premium.
- 8 Q : Is Great Flexi Plus subject to Malaysia tax?**  
A : All premium payable by a Business Organisation other than Great Eastern Life Assurance (Malaysia) Berhad, are subject to the prevailing government service tax.

## Charges

- 1 Q : What are the charges applicable for Great Flexi Plus?**  
A : Charges applicable for Great Flexi Plus including Insurance Charge, Policy Fee, Fund Management Charge, Supplementary Charge and Surrender Charge.
- 2 Q : How is Insurance Charge deducted?**  
A : Insurance charges will be deducted from Account Value on each due date of insurance charge based on Net Sum Assured for death and TPD benefit; and based on Prevailing Sum Assured for accidental death and accidental death (public conveyance) benefit.
- 3 Q : How is Policy Fee deducted?**  
A : An administration charge of RM7 will be deducted monthly from Account Value.
- 4 Q : How is Fund Management Charge deducted?**  
A : Fund management charge is 0.5% per annum. It will be deducted monthly from the investment return prior to crediting the credited return into the policy account, to cover the cost of managing the investments of the assets.

**5 Q : How is Supplementary Charge deducted?**

A : Supplementary charge is 0.4% per annum. It will be deducted monthly from the investment return prior to crediting the credited return into account 1 and account 2, to cover the cost of providing certain guaranteed benefit(s) under policy.

**6 Q : How is Surrender Charge deducted?**

A : If you surrender your policy or reduce the premium, Surrender Charge might be imposed on the surrender amount in relation to Account 1 Value, following the scale below:

Policy Year	% of The Surrendered Amount
1	10%
2	9%
3	8%
4	7%
5	6%
6	5%
7	4%
8	3%
9	2%
10	1%
11 - Maturity	0%

## New Business and Underwriting

**1 Q : Who can apply for Great Flexi Plus?**

A : The minimum and maximum entry age is depicted as below:

Minimum : 30 days attained age

Maximum : 60 years next birthday

**2 Q : What is the minimum and maximum Basic Annualised Premium for Great Flexi Plus?**

A : The minimum and maximum Basic Annualised Premium for this plan is as below:

		Basic Annualised Premium
Minimum	Up to 59 years next birthday	RM 2,400
	60 years next birthday	RM 6,000
Maximum	For simplified underwriting	Up to RM150,000*
	For full underwriting	Subject to underwriting

\*Combined limit with plan code 0474.

Note:

- Full underwriting will be applicable for Life Assured if UL Premium Waiver on CI Rider is attached, regardless of the amount of Basic Annualised Premium.
- Full underwriting will be applicable on policy owner with UL Payer Benefit Extra Rider attached.

**3 Q : What would be the underwriting decision for simplified underwriting?**

A : Simplified underwriting decision will be accept, decline or exclusion only.

Medical findings	Basic Annualised Premium (RM)	
	Premium <=Max Limit Simplified UW	Premium>Max Limit Full UW
Death & TPD : EM = 0%	No loadings	No loadings
Death & TPD : 0% < EM < = +100%	No loadings	No loadings
Death: 0% < EM < = +100% TPD: EM> +100% or Exclusion	No loadings (Decline/Exclude TPD coverage)	No loadings (Decline/Exclude TPD coverage)
Death & TPD : EM > +100%	Decline or Full UW (Loading and/or Exclusion)	

**4 Q : What is the maximum number of policy that can be purchased by the same life?**

A : We do not limit the number of policies purchased by the same life for simplified underwriting approach, but this is subject to the maximum combined basic annualized premium allowable for this product and Great Flexi Plus (0474), which is RM150,000 per life.

For full underwriting approach, maximum benefit coverage is subject to underwriting, hence we do not limit the number of policies purchased by the same life.

**5 Q : Do I use the same proposal form for simplified underwriting and full underwriting?**

A : Yes. We will use the full underwriting form for both simplified underwriting and full underwriting approach. It is to ensure smooth and seamless submission process.

**6 Q : How to determine the Non-Medical Limit (NML) for Great Flexi Plus?**

A : Simplified underwriting:

Not subject to Non-Medical Limit calculation. However 1.6 times of Basic Annualised Premium of this product and any existing policies within 2 calendar years will be aggregated to calculate the Non-Medical Limit for other product's application subsequently.

Full Underwriting:

To determine the Non-Medical Limit for full underwriting, 1.6 times of Basic Annualised Premium of this product and any existing policies within 2 calendar years will be considered for calculation.

Subject to existing Non-Medical Limit rules.

**7 Q : Is my Great Flexi Plus proposal subject to financial underwriting?**

Simplified underwriting:

No financial evidence is required for simplified underwriting approach (except for AMLA and Compliance checking).

Full Underwriting:

Normal financial underwriting will be applicable for full underwriting approach.

**8 Q : Can the policy be backdated?**

A : No. Backdating is not allowed for Great Flexi Plus.

**9 Q : Can people like expatriate, student or foreigner, etc. buy Great Flexi Plus? Any loading or restriction imposed? What documentation would be required for underwriting?**

A : Great Flexi Plus is available to the following person:

- i) Malaysian, Singaporean, Bruneian and Permanent Resident in Malaysia.
- ii) Foreigner who resides in Malaysia for a minimum of 6 months prior to application, subject to underwriting.

(Note: Foreign applicant from high risk country will be declined)

Documents required for new business registration are as follows:

- i) Proposal Form
- ii) Documentary Proof of Age e.g. copy of identity card.

- iii) For Singaporeans and Bruneians- valid entry documents e.g. copy of valid passport.
- iv) For foreigner applicants (other than Singaporeans and Bruneians)
  - Foreigner Questionnaire.
  - Valid entry documents e.g. copy of passport, working permit, valid visa, MM2H approval letter or marriage certificate (if married to Malaysian).

## Customer Service

**1 Q : What is payable upon maturity of the policy?**

A : Upon maturity of the policy, the Company will pay:

- a) Higher of
  - i. 105% of total Basic Annualised Premium paid, less total Guaranteed Cash Payment paid; or
  - ii. Account 1 Value;
- and
- b) Any Account 2 Value.

If the policy has any unpaid premium and Overdue Premium Interest, only Account 1 Value plus any Account 2 Value shall be payable in one lump sum.

**2 Q : How would I know the coverage of my policy after my policy has been inforced for few years?**

A : You can view in the yearly Annual Statement.

**3 Q : Are Automatic Premium Loan and Policy Loan available under Great Flexi Plus?**

A : No.

**4 Q : Can this plan be converted to an Extended Term Assurance (ETA) or Paid-up Assurance?**

A : No.

**5 Q : Is 'Option to Purchase New Policy at Maturity' available under this plan?**

A : No.

**6 Q : Is Conversion Privilege available under the policy?**

A : No.

**7 Q : Can the policy be assigned?**

A : Yes.

**8 Q : If the policy owner decides to cancel his policy after it has been issued, will there be any refund?**

A : If the policy is cancelled within the 15-days free look period, the policy owner is entitled to the following:

- any amount of premiums that have not been allocated to Account 1; and
- the value of Policy Account, if any; and
- total amount deducted for Insurance Charges and Policy Fees; and
- any riders' premium.

Less medical expenses incurred for medical examinations, if any

**9 Q : If the policy has lapsed, can it be reinstated?**

A : Yes, reinstatement is allowed within 3 years from the lapse date. Upon reinstatement, you must pay up all unpaid premiums and overdue premium interest; and subject to the following requirement(s):

- i) Duly completed "Health Warranty" (PSF07) form. Waiting period shall apply again upon reinstatement.
- ii) The customer is within the allowable age limits as determined by our Company at the time of reinstatement.

- iii) Evidence of insurability satisfactory to our Company.
- iv) Satisfactory completion of the Tax Residency Self Certification Form.

Any other terms and conditions our Company may impose at the material time

**10 Q : Can I request to increase the premium of Great Flexi Plus?**

A : Not allowed after the policy is in force.

**11 Q : Can I request to reduce the premium of Great Flexi Plus?**

A : Yes. Decrease in premium is subject to the minimum allowable premium and will only take effect from next premium due date. If the premium is fully paid, the revised benefits will take effect from the next Policy Month. Upon decrease of premium, Account 1 Value will be paid out proportionately in accordance to the reduced premium amount. The payment is subject to the deduction of any Indebtedness, Surrender Charges and any unpaid premium and overdue premium interest.

Decrease in premium is not allowed if the Account 1 Value is insufficient to cover all unpaid premiums and overdue premium interests.

Upon reduction of premium, the benefit or amount payable shall be computed based on the reduced premium amount.

For reduction of premium, kindly complete the 'Request For Reduction Of Basic Premium / Full Surrender' form (PSF45).

**12 Q : If I reduced my premium, how would be the benefits and prevailing sum assured calculated?**

A : Once the premium is reduced, the benefits and Prevailing Sum Assured will be calculated based on revised premium. This is because upon decrease of premium, company will refund partial surrender value (kindly refer to question 11 above for details). As such, the reduced portion of premium shouldn't be included in the calculation.

**13 Q : Can I request to reduce premium during free look period?**

A : Reduction of premium is not allowed during free look period. However, you may cancel your policy, kindly refer to Q8 above for details.

**14 Q : Can I change my existing plan to apply for Great Flexi Plus?**

A : Not allowed.

**15 Q : Can I surrender my policy? Is surrender value available in this policy? How about partial surrender?**

A : Yes. You are allowed to surrender your policy by completing the 'Request For Reduction Of Basic Premium / Full Surrender' form (PSF45). However there is no guaranteed surrender value in this policy, only Account 1 Value (less surrender charge) and Account 2 Value shall be payable.

Upon surrender of the policy, any Indebtedness will be deducted from Account Value, and the surrender charge will be calculated on Account 1 Value after deducting Indebtedness. There will be no surrender charge from policy year 11<sup>th</sup> onwards.

Partial surrender can be done through reduction of premium. Kindly refer to Q11 above for details.

**16 Q : Can I withdraw my account value?**

A : For Account 1, no withdrawal is allowed. However, partial surrender is allowed. Partial surrender would incur surrender charge. Kindly refer Q11 above for details.

For Account 2, you may opt for full withdrawal without any surrender charge, by completing the Guaranteed Cash Payment Option Form.

**17 Q : Will I be entitled to tax benefits?**

A : Benefits received from Great Flexi Plus are generally non-taxable and premiums paid may qualify for tax relief under 'life insurance and EPF' category. However, tax benefits are subject to the Malaysian Income Tax Act, 1967, and final decision of the Inland Revenue Board.

## Claims

**1 Q : Will the TPD benefit be paid in one lump sum?**

A : a) If Account 1 Value exceeds Prevailing Sum Assured, 100% of Account 1 Value is payable in one lump sum and the policy will be terminated.  
 b) If Account 1 Value is lower than Prevailing Sum Assured, Account 1 Value is payable in one lump sum and the excess of Prevailing Sum Assured over Account 1 Value (Net Sum Assured) not exceeding RM10,000,000 shall be paid in 3 annual instalments with the first being a lump sum of the Net Sum Assured or RM2,000,000 whichever is lesser, and the balance of the Net Sum Assured (if any), will be payable in two equal annual instalments. Any further balance of Net Sum Assured thereafter, shall be payable upon death of the Life Assured or upon maturity of this policy.

The maximum TPD Benefit payable under this and all policies (including riders) on the same life is RM10,000,000 per life (excluding group policies).

Notes: Net Sum Assured is the excess, if any, of Prevailing Sum Assured over Account 1 Value.

**2 Q : Is child lien applicable to this plan?**

A : Child lien is not applicable to this plan.

**3 Q : What is payable upon diagnosis of Critical Illness?**

A : Critical illness is not covered under Great Flexi Plus.

**4 Q : Is there any exclusion to the plan?**

A : Yes, some of the major exclusions under this plan including:

- a) Death during the first policy year from the risk commencement date or from the date of any reinstatement of the policy, whichever is later, as a result of suicide, while sane or insane.
- b) Accidental death benefit is not payable if death of the life assured does not occur within ninety (90) days from the date of accident.
- c) TPD resulting from self-inflicted injuries, while sane or insane.
- d) TPD existed prior to the Risk Commencement Date of the policy or the date of any reinstatement, whichever is later.

**For full details of all the exclusions, please refer to Great Flexi Plus policy contract.**

## UL Riders At A Glance

**1 Q : How are the rider's premiums being allocated?**

A : Rider's premium (including rider's extra premium) will not be allocated into Account 1.

**2 Q : What will happen to the rider if you stop paying premium?**

A : Rider will **LAPSE** upon non-payment of premium after 30 days grace period, regardless the value of the Account Value.

**3 Q : If the rider has lapsed, can it be reinstated?**

A : Yes, reinstatement is allowed within 3 years from the rider's lapse date. Upon reinstatement, you must pay up all unpaid premiums and overdue premium interest and subject to the following requirement(s):

- i) Duly completed "Health Warranty" (PSF07) form. Waiting period shall apply again upon reinstatement.
- ii) The customer is within the allowable age limits as determined by our Company at the time of reinstatement.

- iii) Evidence of insurability satisfactory to our Company.
- iv) Satisfactory completion of the Tax Residency Self Certification Form.

Any other terms and conditions our Company may impose at the material time.

## Agency

**1 Q : What is the commission payable to agents?**

A : Commission will be payable as a percentage (%) of the premium.

Year	1	2	3	4	5	6	Total
<b>Non- BSC Commission</b>							
Basic Commission	26.25%	22.50%	15.00%	11.25%	7.50%	7.50%	90.00%
Personal Production Bonus	3.75%	-	-	-	-	-	3.75%
<b>Total - Personal Sellers</b>	<b>30.00%</b>	<b>22.50%</b>	<b>15.00%</b>	<b>11.25%</b>	<b>7.50%</b>	<b>7.50%</b>	<b>93.75%</b>
Overriding Commission	15.00%	7.50%	4.50%	3.75%	-	-	30.75%
Overriding Production Bonus	3.75%	-	-	-	-	-	3.75%
<b>Total - Agency Leaders</b>	<b>18.75%</b>	<b>7.50%</b>	<b>4.50%</b>	<b>3.75%</b>	<b>-</b>	<b>-</b>	<b>34.50%</b>
<b>Total Commissions</b>	<b>48.75%</b>	<b>30.00%</b>	<b>19.50%</b>	<b>15.00%</b>	<b>7.50%</b>	<b>7.50%</b>	<b>128.25%</b>
<b>BSC Commission</b>							
BSC Commission for Personal Sellers	10.00%	7.50%	5.00%	3.75%	2.50%	2.50%	31.25%
BSC Overriding for Leaders	6.25%	2.50%	1.50%	1.25%	-	-	11.50%
<b>Total BSC Commissions</b>	<b>16.25%</b>	<b>10.00%</b>	<b>6.50%</b>	<b>5.00%</b>	<b>2.50%</b>	<b>2.50%</b>	<b>42.75%</b>
<b>Total (Comm + BSC Comm)</b>	<b>65.00%</b>	<b>40.00%</b>	<b>26.00%</b>	<b>20.00%</b>	<b>10.00%</b>	<b>10.00%</b>	<b>171.00%</b>

Notes:

1. Overriding Commission: shown above is maximum payable and is apportioned according to rank held and is payable upon meeting required quota.
2. Personal Production Bonus and Overriding Production Bonus are paid upon meeting the required quota.
3. Deferred benefit: upon meeting requirements.
4. Agency Office Maintenance (AOM): upon meeting requirements

**2 Q : Is Great Flexi Plus counted for maintenance and promotion quotas?**

A : Yes, the production will be counted as follows:

Maintenance	100%
Promotion	100%

**3 Q : What is Great Flexi Plus's contest's consideration?**

A : Yes.

- 4 **Q : Is Great Flexi Plus production used for calculation of Deferred Benefit?**  
A : Yes.
- 5 **Q : Is Great Flexi Plus production used for computation of Agency Office Maintenance (AOM) reimbursement?**  
A : Yes.
- 6 **Q : Will the PR (PR12\_A) including the Great Flexi Plus be used for qualification purpose for Maintenance/Promotion/Awards, PR Bonus and Additional Benefits?**  
A : Yes
- 7 **Q : Is Great Flexi Plus counted for Agency Financing Scheme (AFS) Production?**  
A : Yes