

Premium Payment Guidelines – for Great Eastern Life (Singapore) Policyholders

We encourage all our Customers to use cashless payment methods, which are Safe, Secure, Convenient and Hassle-free.

PAYMENT CHANNELS

1.	PayNow QR*	<p>Follow these steps to pay by PayNow QR</p> <ol style="list-style-type: none"> 1. Select <i>PayNow QR</i> as your payment method via My Services Request > e-Payment Services on eConnect. A unique QR code will be generated for your particular transaction. 2. Open and sign in to your mobile banking app (e.g. OCBC Digital, DBS PayLah!, UOB Mighty etc.). 3. Navigate to <i>PayNow</i> to scan or upload a screenshot of the QR code for your transaction. 4. All values will be auto-populated and you will just need to verify the company name and payment amount. 5. Confirm the payment. <p>Upon successful payment, you will receive a payment notification from your bank. Once we receive your payment, we will also send you a notification to confirm receipt of payment.</p> <p>* Please note that payment using PayNow QR is only available for 10-digit SGD policies.</p>
2.	Internet Banking	<p>Internet banking is available only to OCBC, DBS/POSB, UOB and Standard Chartered customers. If you've any queries, please contact your bank for assistance.</p> <p>Allow at least 2 business days for the internet banking payment to be reflected in your policy.</p> <p>Please do not transfer premiums to your financial representative's bank account. This is to prevent the mixing of funds, and to ensure a clear segregation of money belonging to you and your financial representative.</p>
3.	AXS	<p>You can pay using your policy number via any of the following ways:</p> <ul style="list-style-type: none"> • AXS machines: Over 900 stations islandwide. • AXS m-Station: Download the app on your mobile device via the Apple App Store or Google Play. • AXS e-Station: Via the AXS website. <p>How to pay through AXS:</p> <ol style="list-style-type: none"> 1. Select <i>Great Eastern Life (10 digits)</i> for 10-digit policy numbers, or <i>Great Eastern Life (8 digits)</i> for 8-digit policy numbers and DPS/ElderShield policies. 2. Select payment type. 3. Enter policy number, payment amount, name and contact number. 4. Submit payment. <p>Allow at least 2 business days for the AXS payment to be reflected in your policy.</p>
4.	Credit Card	<p>Please note that credit card payment is available for selected products* only.</p> <p>For one-time credit card payment, go to <i>My Service Requests</i> > <i>e-Payment Services</i> on eConnect.</p> <p>For recurrent credit card payment, go to <i>Services</i> > <i>Payment</i> > <i>Change payment method</i> on the Great Eastern app.</p> <p>If you do not have access to the Great Eastern app or eConnect, please complete a credit card authorization form. You can get the form through one of the following ways:</p> <ol style="list-style-type: none"> 1. Call us at 1800 248 2888. 2. Email us at wecare-sg@greateasternlife.com. 3. Your financial representative. <p>* Applicable to all Accident & Health policies and new SGD regular premium life policies submitted from 15 October 2020 onwards. For life policies launched after July 2014 and inforce before 15 October 2020, only OCBC-GE Cashflo card can be used. Not applicable for regular UL policies.</p>
5.	GIRO	<p>To pay by GIRO, you will need to first download the GIRO application form and follow the instructions to complete and submit it. Payment will be debited from your designated bank account on the pre-assigned payment date upon approval of the GIRO application.</p>

6.	Cash or NETS	<p>You can pay by cash or NETS personally at any of the Great Eastern Service Centres:</p> <p>Great Eastern Life Assurance Company Ltd Pickering Street #01-01, Great Eastern Centre, Singapore 048659</p> <p>Great Eastern @ Paya Lebar Quarter 2 Tanjong Katong Road #13-01, Paya Lebar Quarter Tower 3, Singapore 437161</p> <p>Great Eastern @ Beach Road 49 Beach Road, Great Eastern House, Singapore 189685</p> <p>Great Eastern @ Westgate 1 Gateway Drive #18-00, Singapore 608531</p> <p>Opening hours are 9:00am to 4:30pm, Mondays to Fridays (excluding public holidays). Please <u>do not</u> send cash through the mail.</p>
7.	Cheque	<p>Follow these steps to pay by cheque:</p> <ol style="list-style-type: none"> 1. Cross your cheque and make it payable to: The Great Eastern Life Assurance Co. Ltd. 2. Write your name, contact number, and policy number at the back of the cheque. 3. Mail it to: Great Eastern Life, 1 Pickering Street #01-01, Great Eastern Centre, Singapore 048659, or deposit it at any of our service centres.
8.	Telegraphic Transfers	<p>These are the details you need to pay by telegraphic transfer:</p> <ol style="list-style-type: none"> 1. Name of policyholder 2. Policy number 3. Name of payee: The Great Eastern Life Assurance Co. Ltd 4. Name and address of bank: Oversea-Chinese Banking Corporation, 65 Chulia Street, OCBC Centre, Singapore 049513 (SWIFT code: OCBCSGSG) 5. Great Eastern Life bank account number (OCBC): 501-036925-001 (Singapore dollars policy) or 501-009492-201 (US dollars policy) <p>Please note that all bank charges related to the remittance will be borne by the policyholder.</p>
9.	Payment Through Your Financial Representative via ePayment Service	<p>Ensure your financial representative is authorised by Great Eastern, and that your payments are processed through our ePayment service (ePAY).</p> <p>Cash payment:</p> <ul style="list-style-type: none"> • Your financial representative is authorised to handle a maximum of \$2,500 per policy per payment. • Your financial representative can only collect a maximum of \$10,000 in total at any time for payments they make through ePAY. <p>For cash payments, you'll receive an electronic receipt via email, in addition to the SMS and email notification after payment is made.</p> <p>Please retain these receipts as documentary proof of payment made to your financial representative.</p> <p>Collection receipt You'll receive SMS and email notifications after payment is made. These notifications contain a reference number and shall collectively be considered as the collection receipt of payment to Great Eastern.</p> <p>Disclaimer Great Eastern is liable for up to a maximum cash limit of \$2,500 ("the Limit") or the policy premium due, whichever is lower, subject to the customer producing the Collection Receipt as documentary proof. To the extent permitted by law, Great Eastern will not be liable to a customer for any loss, damage, claim, cost, liability, suit, proceeding or expense or any other liability arising from the issuance of the Collect Receipt in breach of the Limit and conditions herein.</p>

Premium Payment Guidelines – for Great Eastern Life (Brunei) Policyholders

We encourage all our Customers to use cashless payment methods, which are Safe, Secure, Convenient and Hassle-free.

PAYMENT CHANNELS

1.	Payment at Bank	<p><u>Internet Banking</u> This service is available for all Great Eastern Life policies payments at Standard Chartered Bank (SCB) and Baiduri Bank Berhad (Baiduri)</p> <p>For SCB accountholders, select <i>Add A New Biller</i> and <i>Make a One Time Payment</i></p> <p>For Baiduri accountholders, select <i>Funds Transfer within Bank</i>.</p> <p>Enter your policy number in Payment Description section for “Premium”, “APL” or “Policy Loan” payment.</p> <p><u>Cash Deposit Machine (CDM) / Automatic Teller Machine (ATM)</u> Payment can only be made at SCB CDMs and ATMs only Enter your policy number and premium amount.</p> <p><u>Cheque Dropbox / Cheque Deposit Machine</u> This service is available for all Great Eastern Life policies at SCB and Baiduri</p> <ol style="list-style-type: none"> 1. Cross your cheque and make it payable to “The Great Eastern Life Assurance Co. Ltd” 2. Write your name, policy number and purpose of payment (Premium, APL or Policy Loan) on the back of the cheque <p>Please do not transfer premiums to your Representative's bank account. This is to prevent the mixing of Customer's monies with the Representative's own funds, and to ensure clear segregation of monies belonging to the Customers and the Representative.</p>
2.	Payment at Great Eastern Life Brunei counters	<p>You can pay by cash or cheque personally at Great Eastern Life office.</p> <p>For cheque payments,</p> <ol style="list-style-type: none"> 1. Cross your cheque and make it payable to “The Great Eastern Life Assurance Co. Ltd” 2. Write your name, policy number and purpose of payment (Premium, APL or Policy Loan) on the back of the cheque <p>Our counter servicing hours are: 8.30am to 4.30pm, Monday to Thursday and Friday, 8.30am to 12.00pm and 2.00pm to 4.30pm (excluding Saturday, Sunday and Public Holidays). Please do not send cash through the mail.</p>
3.	Telegraphic Transfer	<p>You may use telegraphic transfer if you are residing overseas. These are the details you need to pay by telegraphic transfer.</p> <ol style="list-style-type: none"> 1. Name of policyholder 2. Policy number 3. Purpose of payment: Premium, APL or Loan 4. Name of payee: The Great Eastern Life Assurance Co. Ltd 5. Name and address of bank: <ol style="list-style-type: none"> a. Standard Chartered Bank: G01-02 Wisma Haji Mohd Taha Building, Jalan Gadong, BSB BE4119 (SWIFT code: SCBLBNBB) b. Baiduri Bank Berhad: Block A Unit 1-4, Kiarong Complex, Lebuhraya, Sultan Hassanal Bolkiah BE1318, Brunei Darussalam. (SWIFT code: BAIDBNBB) 6. Great Eastern Life bank account number <ol style="list-style-type: none"> a. Standard Chartered Bank: 01-001-029883-00 b. Baiduri Bank Berhad: 08-00-110-43471 c. <p>Please note that all bank charges related to the remittance will be borne by the policyholder.</p>