### Premium Payment Guidelines

**Note:** Please do not transfer premiums to your Financial Representative’s bank account. This is to prevent the mixing of Customer’s monies with the Financial Representative’s own funds, and to ensure clear segregation of monies belonging to the Customer and the Financial Representative.

1. At Great Eastern, we advocate a cashless mode of payment and encourage all our Customers to make payments electronically using approved payment methods. Cashless payments offer safe and secured payment alternatives to Customers.

2. Great Eastern offers you multiple payment methods for your premiums, loans, top-ups, etc. which are safe, convenient and hassle-free. Available payment channels include GIRO, NETS, AXS, Internet Banking, Cheque or Credit card *(credit card only for selected products)*. For details on payment methods available, please refer to the **Table: Payment Channels** in Annex 1 of the guidelines.

3. **Cash Payments at Great Eastern Service Counters**

   If you wish to make payments using CASH at Great Eastern service counters, our servicing hours are from 9:00am to 4:30pm on Monday to Friday (excluding public holidays), at any of the following 4 locations:

   **Customer Service Centre**
   Great Eastern Life Assurance Company Ltd
   1 Pickering Street #01-01, Great Eastern Centre, Singapore 048659

   **Distribution Service Centre**
   Great Eastern (Beach Road)
   Great Eastern House, 49 Beach Road Singapore 189685

   **Distribution Service Centre**
   Great Eastern (PLQ)
   2 Tanjong Katong Rd #13-01, Paya Lebar Quarter Tower 3, Singapore 437161

   **Distribution Service Centre**
   Great Eastern (Westgate)
   1 Gateway Drive #18-00, Singapore 608531

4. **Cash Payments via Financial Representatives (Intermediaries)**

   For customers who wish to continue making Cash payments via our Financial Representatives, please note that **terms and conditions** apply as follows:

   4.1 Cash payments made to our Financial Representatives must be recorded and made through our **ePayment service** (“ePAY”). At the point of payment of monies through ePAY via your Financial Representative for remittance to Great Eastern, a (i) Short Message Service (“SMS”) text message, and (ii) e-mail attached with an **electronic receipt** (“e-Receipt”) will be sent to the e-mail address and mobile telephone number provided by the Payer. This email and SMS message will contain a payment reference number and shall collectively be considered as the “Collection Receipt” of the payment to Great Eastern. Please ensure that you obtain and retain the **Collection Receipt** and e-Receipt as documentary proof of cash payment made to your Financial Representative.

   4.2 Please note that our Financial Representative is only authorised to accept/receive a **maximum of S$2,500 per policy** (“the Limit”) in a premium payment period (i.e. the payment frequency elected under the policy being monthly, quarterly, semi-annually or annually, etc.).
4.3 Please note that cash payments collected by our Financial Representative is capped at a maximum of $10,000 (“Absolute Cash Limit”). This Absolute Cash Limit restricts the maximum amount of accumulated cash a Financial Representative may hold at any time for all cash payments made via him/her to ePAY.

4.4 Please note that Great Eastern will only be liable up to a maximum cash limit of S$2,500, (“the Limit”) or the amount of policy premium that is due, whichever is lower, subject to the customer producing the Collection Receipt and e-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, action, liability, suit, proceeding or expense or any other liability arising from the issuance of the Collection Receipt or e-Receipt in breach of the Limit and condition(s) herein.

ANNEX 1: TABLE - Payment Channels

<table>
<thead>
<tr>
<th>PAYMENT CHANNLES</th>
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<tbody>
<tr>
<td><strong>1. GIRO</strong></td>
<td><strong>GIRO is a convenient mode of payment for all regular bill payments. You will have no more worries about missing a payment or waiting in line to make a payment. Simply maintain sufficient funds in the designated bank account for deduction on the payment dates.</strong></td>
</tr>
<tr>
<td></td>
<td>• To apply for GIRO, please obtain the application form, from our Website greateasternlife.com or call us at 1800-248-2888 or e-mail us at <a href="mailto:wecare-sg@greateasternlife.com">wecare-sg@greateasternlife.com</a>.</td>
</tr>
<tr>
<td></td>
<td>• Payment will be debited from your client’s bank account on pre-assigned Payment Date upon approval of the application from your client’s designated bank.</td>
</tr>
</tbody>
</table>

| **2. AXS** | **You may pay using policy number via:** |
| | • AXS machines. Over 900 AXS stations island-wide. |
| | • AXS m-Station via Smartphone and Device. |
| | • AXS e-Station via AXS website (www.axs.com.sg). |
| | • Please choose Great Eastern Life (10 digits) for 10 digits policy numbers, Great Eastern Life (8 digits) for 8 digits policy numbers or DPS/ Eldershield policies. Next, select payment type: i.e. Premium OR Automatic Premium Loan (APL) OR Policy Loan. Enter policy number, amount to be paid, name and contact number. |
| | • Please allow at least 2 business days for your policy to be updated when payment is made via AXS. |

| **3. Internet Banking** | **For OCBC, DBS/POSB, UOB or Standard Chartered Bank account holders. Any queries should be directed to the bank concerned.** |
| | **For payment made via Internet Banking, please allow at least 2 business days for your policy to be updated.** |
| | **Please do not transfer premiums to your Financial Representative’s bank account. This is to prevent the mixing of Customer’s monies with the Financial Representative’s own funds, and to ensure clear segregation of monies belonging to the Customer and the Financial Representative.** |
### 4. Cash or NETS
- You may pay by Cash or NETS personally at any of the Great Eastern Service Centre(s) listed.
- Our counter servicing hours are: **9.00am to 4:30pm, Monday to Friday (excluding Public Holidays).**

Great Eastern Life Assurance Company Ltd
1 Pickering Street #01-01, Great Eastern Centre, Singapore 048659

Great Eastern@ PLQ
2 Tanjong Katong Rd #13-01, Paya Lebar Quarter Tower 3 Singapore 437161

Great Eastern@ Beach Road
Great Eastern House, 49 Beach Road Singapore 189685

Great Eastern@ Westgate
1 Gateway Drive #18-00 Singapore 608531
- Please do **not** to send cash through the mail.

### 5. Cheque
- Cheque should be crossed and made payable to "The Great Eastern Life Assurance Co. Ltd"
- Policyholders are reminded to write their **proposal/policy** numbers on the back of the cheque, and mail it to our Head Office address at Great Eastern Life, 1 Pickering Street #01-01 Great Eastern Centre Singapore 048659 or have the option to deposit the cheque at our Service Centres.

### 6. Credit Card
- Please note that credit card payment is available for **selected products** only.
  
*Terms and Conditions apply, as stated in the Credit Card Authorisation form*
- To obtain a copy of Credit Card Authorisation form for Credit Card payment, please:
  i. Call us at 1800-248-2888 or
  ii. E-mail us at wecare-sg@greateasternlife.com

### 7. Telegraphic Transfers
- For payment by telegraphic transfer, the details of our bank account are as follows:
  i. Name & Address of Bank:
     Oversea-Chinese Banking Corporation Ltd
     65 Chulia Street
     OCBC Centre
     Singapore 049513
     **SWIFT code:** OCBCSGSG
  ii. Great Eastern Life Bank Account Number with OCBC:
      501-036925-001 (Singapore Dollars Policy) OR
      501-009492-201 (US Dollars Policy)
  iii. Name of Payee: The Great Eastern Life Assurance Co. Ltd
  iv. Other information required: Policy number and Name of policyholder, when remitting payment to us.
- Please note that all bank charges related to the remittance will be borne by the policyholder.
Payment Through Your Financial Representative via ePayment Service

Please ensure that your payment is made to an authorised Great Eastern Financial Representative and processed through our ePayment service ("ePAY").

- For CASH payment through your Financial Representative:
  i. **Cash Limit Per Policy**
     Please note that our Financial Representative is only authorised to accept/receive a maximum of **$2,500 per policy** ("the Limit") in a premium payment period (i.e. the payment frequency elected under the policy being monthly, quarterly, semi-annually or annually, etc).
  ii. **Absolute Cash Limit**
     Please note that cash payment collected by our Financial Representative is **capped at a maximum of $10,000** ("Absolute Cash Limit"). This Absolute Cash Limit restricts the maximum amount of accumulated cash a Financial Representative may hold at any time for all cash payments made to him/her which are recorded and made through ePAY.
  iii. **Limitation of Liability**
     Great Eastern will only be liable up to a maximum cash limit of **S$2,500**, ("the Limit") or the amount of policy premium that is 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, action, liability, suit, proceeding or expense or any other liability arising from the issuance of the Collection Receipt in breach of the Limit and condition(s) herein.

- For CHEQUE payment through your Financial Representative:
  i. Cheque should be crossed and made payable to "The Great Eastern Life Assurance Co. Ltd".
  ii. Policyholders are reminded to write the payment reference number and their proposal/policy numbers on the back of the cheque.

- For CREDIT CARD payment through your Financial Representative:
  i. Please note that credit card payment is available for selected products only and will be processed by your Financial Representative through ePAY.
     *Terms and Conditions apply, as stated in ePAY's Terms of Use*
  ii. Policyholders are reminded to submit a **Credit Card Authorisation Form** to your Financial Representative if the credit card provided in ePAY differs from (a) the card provided in the proposal form and (b) the credit card is intended for both initial and recurring premiums.

**IMPORTANT**

**Collection Receipt**
If you are paying via ePAY through your Financial Representative for remittance to Great Eastern, a Short Message Service ("SMS") text message and an e-mail will be sent to the mobile telephone number and the e-mail address provided by the Payer. This SMS message and e-mail will contain a payment reference number and shall collectively be considered as the **Collection Receipt** of the payment to Great Eastern.

Please retain the **Collection Receipt** as documentary proof of payment made to your Financial Representative.

For Cash Payment through your Financial Representative, please note that an additional electronic receipt ("e-Receipt") will be attached to your e-mail and both e-Receipt and Collection Receipt must be retained as documentary proof of cash payment made to your Financial Representative.

**NOTE:** An Official Receipt with payment details will be mailed to you once your payment has been received and processed by Great Eastern. No Official Receipt will be issued for payment made via Credit Card, CPF and GIRO.