

Premium Payment Guidelines

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 (Changi)
200 Changi Rd, Singapore 419734

Distribution Service Centre

Great Eastern (Westgate)
1 Gateway Drive #18-00, Singapore 608531

4. Cash Payments via Distribution Representatives (Intermediaries)

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

- 4.1 Cash payments made to our Representatives must be recorded and made through our **ePayment service** ("ePAY"). At the point of payment of monies through ePAY via your 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 Representative.
- 4.2 Please note that our 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 Representative is **capped at a maximum of \$10,000** ("Absolute Cash Limit"). This Absolute Cash Limit restricts the maximum amount of accumulated cash a 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

We encourage all our Customers to use cashless payment methods which are Safe, Secure, Convenient and Hassle-free.		
BY	PAYMENT CHANNELS	
1.	GIRO	<p><i>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.</i></p> <ul style="list-style-type: none"> 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 wecare-sg@greateasternlife.com. 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.
2.	AXS	<ul style="list-style-type: none"> You may pay using policy number via: <ol style="list-style-type: none"> 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 <i>Great Eastern Life (10 digits)</i> for 10 digits policy numbers, <i>Great Eastern Life (8 digits)</i> for 8 digits policy numbers or DPS/ Eldershiel policies. Next, select payment type: i.e. <i>Premium OR Automatic Premium Loan (APL) OR Policy Loan</i>. 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	<ul style="list-style-type: none"> 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 <u>not</u> 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 Customer and the Representative.
4.	Cash or NETS	<ul style="list-style-type: none"> 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). <p>Great Eastern Life Assurance Company Ltd 1 Pickering Street #01-01, Great Eastern Centre, Singapore 048659</p> <p>Great Eastern@ Changi 200 Changi Rd, Singapore 419734</p> <p>Great Eastern@ Beach Road Great Eastern House, 49 Beach Road Singapore 189685</p> <p>Great Eastern@ Westgate 1 Gateway Drive #18-00 Singapore 608531</p> <ul style="list-style-type: none"> Please do <u>not</u> to send cash through the mail.

5.	Cheque	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Please note that credit card payment is available for selected products only. <i>*Terms and Conditions apply, as stated in the Credit Card Authorisation form</i> • To obtain a copy of Credit Card Authorisation form for Credit Card payment, please: <ol style="list-style-type: none"> i. Call us at 1800-248-2888 or ii. E-mail us at wecare-sg@greateasternlife.com
7.	Telegraphic Transfers	<ul style="list-style-type: none"> • For payment by telegraphic transfer, the details of our bank account are as follows: <ol style="list-style-type: none"> i. Name & Address of Bank: Oversea-Chinese Banking Corporation Ltd 65 Chulia Street OCBC Centre Singapore 049513 <i>SWIFT code: OCBCSGSG</i> 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.

<p>8.</p>	<p>Payment Through Your Representative via ePayment Service</p>	<p>Please ensure that your payment is made to an <u>authorised</u> Great Eastern Representative and processed through our <u>ePayment service</u> ("ePAY").</p> <ul style="list-style-type: none"> • For <u>CASH</u> payment through your Representative: <ul style="list-style-type: none"> i. Cash Limit Per Policy Please note that our 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). ii. Absolute Cash Limit Please note that cash payment collected by our Representative is capped at a maximum of \$10,000 ("Absolute Cash Limit"). This Absolute Cash Limit restricts the maximum amount of accumulated cash a 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 <u>CHEQUE</u> payment through your Representative: <ul style="list-style-type: none"> 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 <u>CREDIT CARD</u> payment through your Representative: <ul style="list-style-type: none"> i. Please note that credit card payment is available for selected products only and will be processed by your Representative through ePAY. <i>*Terms and Conditions apply, as stated in ePAY's Terms of Use</i> ii. Policyholders are reminded to submit a Credit Card Authorisation Form to your 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 <u>both</u> initial and recurring premiums. <p>IMPORTANT Collection Receipt If you are paying via ePAY through your 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 <i>Collection Receipt</i> of the payment to Great Eastern.</p> <p>Please retain the <i>Collection Receipt</i> as documentary proof of payment made to your Representative.</p> <p>For Cash Payment through your Representative, please note that an additional electronic receipt ("e-Receipt") will be attached to your e-mail and both <i>e-Receipt</i> and <i>Collection Receipt</i> must be retained as documentary proof of cash payment made to your Representative.</p>
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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.