



CUSTOMER DECLARATION FOR POLICY REPLACEMENT

Policy Number	Name of Applicant / Proposer	I.D. Card Number / Passport Number on Applicant / Proposer
Area Code	Agency / Broker Name	Agent / Broker Code
Operation VIP <input type="checkbox"/>	Agent / Broker's Name	Agent / Broker's Tel. No



P3802029

During the past 12 months or the upcoming 12 months, were you using or do you intend to use the life insurance policy(ies) which you have held or you are currently holding (“Existing Life Insurance Policy”) to obtain funding or make premium reduction for subsidising the purchase of the new life insurance policy by means of the following?

1. Exercise the right under the Existing Life Insurance Policy, including withdraw or partial withdraw the policy value, surrender or partial surrender, and thereby reducing the total cash value, sum assured, or other policy value or benefit of the Existing Life Insurance Policy;
2. Take out a policy loan from the Existing Life Insurance Policy;
3. Reduce, suspend or cease the premium payments of the Existing Life Insurance Policy, including the conversion into a reduced paid-up insurance or extended term insurance by automatic operation of the terms and conditions of the policy, execution of automatic premium loan, execution of premium holiday or lapsation of policy; or
4. Change the ownership of or assign the Existing Life Insurance Policy.

Yes No

Warning: Please answer the above question carefully. Change or replace the Existing Life Insurance Policy to purchase the new life insurance policy (Policy Replacement) may be not in your best interests. To safeguard your interests, you should approach the Insurer of Existing Policy to obtain the up-to-date information. The insurance intermediary should assist you to evaluate and compare the existing and new life insurance policy. If your answer to the above question is “Yes”, the insurance intermediary must assist you to complete the “Customer Declaration for Policy Replacement” and explain the implications and risks to your financial, insurability and claim eligibility from the Policy Replacement.

This declaration aims to assist you to understand the implications and risks of changing or replacing the Existing Life Insurance Policy to purchase the new life insurance policy (“Policy Replacement”), and your insurance intermediary must explain to you the implications of Policy Replacement and the content set out in this declaration in detail.

You should read this declaration carefully. If you do not understand any section in this declaration, the advice or information provided by your insurance intermediary is different from this declaration, or your doubt is not solved, you **should not sign** this declaration and **should not terminate or change** your Existing Life Insurance Policy.

Intend to / Already change(d) or replace(d) Existing Life Insurance Policy information:	
Insurer	Policy Number
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Important facts of Policy Replacement**Please read carefully before signing.****Insurance intermediary is responsible to explain the content to you in detail.****FINANCIAL IMPLICATIONS**

- 1. Long term nature of life insurance:** Life insurance product is generally to be held for medium to long term. If you early surrender / withdraw policy value / reduce premium / apply for policy loan / suspend or cease to pay the premium, you may suffer losses or need to pay extra charges. You should carefully compare the existing and new life insurance policy, and evaluate whether replacing your Existing Life Insurance Policy is in your best interests before making the final decision.
- 2. Financial losses of the Existing Life Insurance Policy:** If you withdraw or partially withdraw the policy value / surrender or partially surrender, you may lose the financial benefits of the Existing Life Insurance Policy which accumulate over the years (e.g. loyalty bonus, terminal bonus, maturity bonus or reversionary bonus).
- 3. Difference between surrender cash value and total premium paid of the Existing Life Insurance Policy:** The cash value received from early surrender or lapse of the Existing Life Insurance Policy may be less than the total premium paid for such policy, and you may suffer a loss.
- 4. Loan interest:** If you apply for policy loan, suspend premium payment and trigger automatic policy loan, or apply premium financing from credit institution, the insurer or credit institution will charge you interest. Your Existing Life Insurance Policy may be terminated if the accumulated loan amount (and interest) exceeds the specific level of the account value/total cash value of your Existing Life Insurance Policy. The protection and benefit under the insurance policy will also be forfeited. Moreover, the expected return of the new life insurance policy is not guaranteed to sufficiently cover the interest charges on your Existing Life Insurance Policy, you may also suffer financial loss in this respect.
- 5. Early surrender / withdrawal charges:** If you terminate, surrender, partially withdraw the cash value, suspend or reduce the premium payable within a prescribed period under the policy provisions, you may need to pay additional charge and suffer a loss.
- 6. Policy setup cost and remuneration for the insurance intermediary:** A substantial portion of the initial premium you paid for your new life insurance policy may be used for policy administration costs and the remuneration for the insurance intermediary. Therefore, you may bear an additional cost as mentioned above, if your new life insurance policy is purchased for replacing your Existing Life Insurance Policy.
- 7. Higher premium:** The premium rate may be higher than your Existing Life Insurance Policy in the view of the difference in age, changes of your health conditions, occupation, lifestyle and recreational activities.
- 8. Benefit illustration is not guaranteed:** Although the projected value of the new life insurance policy is higher than that of the Existing Life Insurance Policy, you should be mindful of that the projected value in the benefit illustration of new life insurance policy may NOT be guaranteed and subject to the performance of the issuing insurer of the new policy. Furthermore, the projected value in the benefit illustration of Investment Link Assurance Scheme is based on an assumed rates of return which is not guaranteed either.

INSURABILITY IMPLICATIONS

- 9. Changes in insurability:** If you purchase the new life insurance policy to replace the Existing Life Insurance Policy, the insurer of new policy will re-examine your age, health conditions, occupation, lifestyle and recreational activities. If there is any material change, some benefits covered under the Existing Life Insurance Policy may be excluded from under the new life insurance policy, or be charged for additional premium.

CLAIM ELIGIBILITY IMPLICATIONS

- 10. Waiting period:** Subject to the terms under the new life insurance policy, you may need to restart a waiting period in respect of certain benefits (e.g. the waiting periods for Medical benefit, Critical Illness benefit, Suicide, and Incontestability). Therefore, some benefits currently available under the coverage of the Existing Life Insurance Policy may be excluded for a new waiting period after the Policy Replacement to the new life insurance policy.
- 11. Claim eligibility under Existing Life Insurance Policy:** The Existing Life Insurance Policy will no longer provide benefits if you surrender the policy or allow it to lapse.
- 12. Changes in coverage:** Some benefits or riders under the Existing Life Insurance Policy may not be included or provided under the new life insurance policy. Therefore, you will lose the claim eligibility of the relevant benefits

THE EVALUATION AND RECOMMENDATION OF INSURANCE INTERMEDIARY TO THE POLICY REPLACEMENT

a) _____ (Name of Insurance Intermediary) does not recommend _____ (Name of Applicant) to purchase the new Life Insurance Policy in changing or replacing the Existing Life Insurance Policy, but _____ (Name of Applicant) initiates to request for the Policy Replacement; _____ (Name of Insurance Intermediary) is not able to evaluate whether the change on Existing Life Insurance Policy is in the best interests of _____ (Name of Applicant);
 If _____ (Name of Applicant) is not able to self-assess the risks and adverse consequences from the Policy Replacement, s/he shall not purchase the new Life Insurance Policy in changing or replacing the Existing Life Insurance Policy; and
 If _____ (Name of Insurance Intermediary) has ever recommended _____ (Name of Applicant) for the Policy Replacement, the related behavior is considered as Twisting. _____ (Name of Applicant) shall directly report to our Company.

b) Other Evaluation and Recommendation: _____

The other evaluation and recommendation made by the insurance intermediary shall at least include the comparison and analysis between the existing and new Life Insurance Policy, the implications and adverse consequences from the Policy Replacement, the evaluation and commendation concluded by the insurance intermediary, the rationale to form such evaluation and recommendation, etc.

DECLARATION BY THE INSURANCE INTERMEDIARY

I declare that I have explained the terms of the new life insurance policy, the implications and associated risks arising from the Policy Replacement, and the content of this declaration to the applicant / proposer in detail. The item(s) _____ above is / are rated as actual or potential implication.
 Because of item(s) _____ is / are rated as no implication, I have already provided a total of ____ page(s) written explanation to the customer according to the requirements.
 I further declare that I have not made any misleading, inaccurate statement, or concealed any information which may affect the decision of the applicant / proposer.

 Name and License Number of Insurance Intermediary Signature of Insurance Intermediary Date (MM/DD/YYYY)

DECLARATION BY APPLICANT / PROPOSER

I Agree Disagree to send this declaration copy to the life insurer of the replaced policy.

You should explain in detail if you disagree to send this declaration copy to the life insurer of the replaced policy. Our Company must make a post-sale call to you for confirmation and ensure that you can fully understand the implications and risks arising from the Policy Replacement. The conversation on the post-sale call would be properly recorded. If you disagree without reason(s) being given, our Company will reject your application according to the requirements.

- a. I do not want to disclose this declaration.
- b. I do not want to disclose my application in AIA.
- c. I do not want to disclose the details due to privacy reason.
- d. I am not satisfied with the Life Insurer of the replaced policy.
- e. I do not want to be contacted by the Life Insurer of the replaced policy.
- f. Other reasons: _____

I declare that I have already read carefully and understood the content of this declaration. The insurance intermediary has already explained the terms under the new life insurance policy and the implications arising from the Policy Replacement clearly.

 Name of Applicant / Proposer Signature of Applicant / Proposer Date (MM/DD/YYYY)