

PRODUCT SUMMARY

DIRECT – Whole Life (DWRA)

1. Policy Description

DIRECT – Whole Life is a participating, regular premium whole life insurance plan that provides financial protection against Death, Total & Permanent Disability (TPD) and Terminal Illness (TI). It allows the policyholder to participate in the performance of the Life Participating Fund in the form of bonuses that are not guaranteed.

The premium payment terms and entry ages are as follow:

Premium Payment Term	Minimum Entry Age (Last Birthday)	Maximum Entry Age (Last Birthday)
Up to age 69 (Last Birthday)	18	59
Up to age 84 (Last Birthday)	18	64

The minimum and maximum sum assured are \$50,000 and \$200,000* respectively.

This is a Direct Purchase Insurance product, with no financial advice provided. The product is not available for sale through all other distribution channels of Income.

*The maximum sum assured per insured for all DIRECT products (DIRECT – Term (renewable), DIRECT – Term (non-renewable) and DIRECT – Whole Life), regardless of the number of policies purchased with Income, is \$400,000; with a sub-limit of \$200,000 for DIRECT – Whole Life.

2. Benefits

2.1 Death Benefit

Upon death of the insured, the sum assured and accumulated bonuses will be payable in one lump sum.

The policy terminates thereafter.

2.2 Total & Permanent Disability (TPD) Benefit

Upon diagnosis of the insured with TPD (before age 65), the sum assured and accumulated bonuses will be payable in one lump sum.

The policy terminates thereafter.

The maximum aggregate TPD benefit payable on a single life is S\$3.75 million, inclusive of all policies issued by Income and by any other insurer. While the TPD benefit is payable in lump sum, the total benefit payable will be subject to a maximum of S\$1 million each year. Any balance due after the \$1 million has been paid in each year will be paid one year later, provided the insured remains in TPD.

2.3 Terminal Illness (TI) Benefit

Upon diagnosis of the insured with TI, the sum assured and accumulated bonuses will be payable in one lump sum.

The policy terminates thereafter.

Please refer to the policy contract for the exact terms and definitions of TPD and TI.

2.4 Surrender Value

There is surrender value on this policy after you have paid premiums for 2 years. Please note that buying a life insurance policy is a long-term commitment. An early termination of the policy usually involves high costs and the surrender value payable may be less than the total premiums paid.

Depending on your policy and time of surrender, the return on your policy may be low. It may also be likely that you could incur a loss on your policy in the event of early surrender. You may wish to refer to your benefit illustration to understand the cost of surrendering your policy, especially in early durations.

3. Bonuses

Bonuses are the way you receive a share of the profits of the Life Participating Fund. There are 2 types of bonuses, namely annual bonus and terminal bonus.

- i. Annual bonus, or reversionary bonus, may be added to the policy each year. The bonuses are usually calculated as a percentage of the basic sum assured and past year's bonuses. Once annual bonuses are added to your policy, they are guaranteed and will be provided for regardless of the performance of the Life Participating Fund.
- ii. Terminal Bonus, or special bonus, is an additional bonus, which we may pay at the time of a claim, maturity (for endowment) or surrender of the policy.

Future bonuses of this plan, which have yet to be added to your policy, are not guaranteed. Each year, Income will decide on the amount of bonuses to be allocated to each participating plan. Bonus allocations are approved by the Board of Directors, based on the recommendation by the Appointed Actuary.

E & OE: Version Release (2) April 2017

Different types of plans could have different bonus rates. Please refer to Section 7 for the details of the bonuses.

4. Investment of the Life Participating Fund

Premiums from all participating policyholders are combined and invested in our Life Participating Fund, which has a broad mix of investment assets.

Investment Objective

The investment objective of the Life Participating Fund is to maximize returns for our participating policyholders while maintaining an acceptable level of risk.

Investment Strategy

When setting the investment strategy of the Life Participating Fund, we aim to balance between seeking an attractive return over the long run and taking an acceptable level of risk. The major factors we consider include the product design (e.g. amount of guaranteed benefits, policy term) of our plans, Income's financial strength, and the prevailing regulations.

Current Investment Mix and Performance of the Life Participating Fund

The Life Participating Fund is invested in a wide mix of assets. The main asset classes are local and overseas equities, bonds, property and cash.

As of 31 December 2016, the current investment mix of the Life Participating Fund is:

Asset Type	Percentage Allocation
Equity	25%
Fixed Income	66%
Loans	3%
Properties	4%
Cash/Others	2%

Over time, the relative return of different types of assets may change substantially. Hence, we may vary the investment mix in the future, according to the investment objective and strategy of the Life Participating Fund.

Recent Investment Performance

The following chart summarizes the investment performance and investment expense ratio of the Life Participating Fund for the last 3 years:

Year	Investment Yield	Investment Expense Ratio
2014	5.45%	0.160%
2015	1.79%	0.146%
2016	4.49%	0.171%

The investment expense ratio is the ratio of the total investment expenses incurred by the Life Participating Fund during the year to the average total assets of the Life Participating Fund over the year.

Please note that the past investment performance is not necessarily indicative of future performance of the Life Participating Fund.

External Fund Managers

Assets in the Life Participating Fund are partly managed by Income and partly managed by external fund managers appointed by Income. Details of these external fund managers are shown in Appendix A.

5. Factors Affecting the Life Participating Fund's Performance

The performance of the Life Participating Fund depends on a number of factors, of which the main ones are:

- Investment performance of the Life Participating Fund, which impacts the Fund most;
- Expenses incurred in managing the Life Participating Fund;
- Mortality and morbidity claims experience of the Life Participating Fund;
- Surrender and lapse experience of the Life Participating Fund;

The performance of the Life Participating Fund will affect the bonus allocation of your participating policy each year. Income will take into account the Fund's current performance, its future outlook, as well as the financial strength of the Life Participating Fund when setting bonus rates.

6. How Risks are shared in the Life Participating Fund

Premiums from all participating policyholders are combined and invested in the Life Participating Fund. Hence, the Life Participating Fund is of a significant size that enables risks to be pooled and diversified.

E & OE: Version Release (2) April 2017

The key risks that the Life Participating Fund is subjected to include investment risks, expense risks (when expenses of running the business are higher than expected), mortality and longevity risks, morbidity risks, and surrender and lapse risks (when actual surrenders differ from expected). Some non-participating and investment-linked businesses are written in the Life Participating Fund and they may also be subjected to similar risks. These risks result in profit and losses, which will be accounted for in the surplus of the Life Participating Fund, thus influencing its financial strength.

In determining sustainable bonus rates for the participating policies, we look to their asset share, which is the value of the assets available to back the policy. It is calculated as the total premiums received plus actual investment returns and other profits earned by the Life Participating Fund, less expenses and charges and other outgo.

7. Smoothing of Bonuses

As investment performance may vary from year to year, bonuses are smoothed to ensure stable medium to long-term returns on your participating policy. This means that bonuses may be held back in good years to support the maintenance of the bonus in years when the performance of the Life Participating Fund is less favourable. It is intended that over the long term, the net impact of smoothing is neutral. Smoothing is a common industry practice.

The annual and terminal bonus rates declared are:

i. Annual Bonus

Year	Bonus Rate
2015	0.3% of sum assured compounded at 0.3%
2016	0.3% of sum assured compounded at 0.3%

ii. Terminal Bonus (Death/TPD)

Duration	2015	2016
1-9	244% - 262%	244% - 262%
10-19	264% - 429%	264% - 429%
20-35	471% - 626%	471% - 626%
36-50	630% - 686%	630% - 686%
51-65	686%	686%
66 and above	686%	686%

iii. Terminal Bonus (Surrender)

Duration	2015	2016
1-9	154% - 224%	154% - 224%
10-19	226% - 429%	226% - 429%
20-35	471% - 626%	471% - 626%
36-50	630% - 686%	630% - 686%
51-65	686%	686%
66 and above	686%	686%

There is no past experience available for annual and terminal bonus rates in 2014.

Please note that the past performance is not necessarily indicative of future performance of the Life Participating Fund.

8. Expenses of the Life Participating Fund

Expenses are incurred in the course of running the Life Participating Fund. These expenses include commission (commission costs are not applicable to Direct Purchase Insurance products as these products are sold through the direct channel), distribution costs, general overheads, underwriting expenses, policy issue and claims expenses, depreciation, etc. This is not an exhaustive list of expenses incurred by the Life Participating Fund.

Expense directly incurred by the Life Participating Fund would be charged to the Life Participating Fund. However, some expenses are shared across all funds. These expenses would be allocated to each fund (including the Life Participating Fund), using a methodology determined by the Appointed Actuary. To ensure equity and fairness, the methodology aims to allocate expenses in a manner that reflects the cost of running the business in each fund.

These expenses incurred by the Life Participating Fund have been included in the premium and will not be separately charged to the policyholder.

9. Conflict of Interests

We seek to treat our customers fairly, balancing any conflicting interests that arise between various groups and generations of policyholders or between policyholders and shareholders.

10. Related Party Transactions

To date, there has been no related party transaction in the management of the Life Participating Fund.

11. Riders

With additional premiums, you may add DIRECT – Dread Disease Rider for DIRECT - Whole Life (CWV1) to enjoy extra protection.

Please refer to the product summary of the rider for more details.

12. Premiums

Premiums are payable throughout the premium payment term. You can choose to pay monthly, quarterly, half-yearly, or yearly for the regular premium option. Premium rates are guaranteed throughout the premium payment term and applicable to standard lives.

13. Exclusions

Benefits of this plan are not payable under certain conditions, commonly known as exclusions. The categories of exclusions that are common to all life insurers relate to:

- (a) Suicide within one year (for Death Benefit)
- (b) Self-inflicted injury (for Total and Permanent Disability Benefit)

In addition to the above common categories of exclusions, Income may impose other exclusions.

All the exclusions for DIRECT – Whole Life are listed as follows:

I. Death Benefit

In the event the insured commits suicide within one year from the cover start date, the policy is not valid and the premiums paid (without interest) from the cover start date will be refunded.

Cover start date refers to:

- (a) the date of issue of the policy;
- (b) the date of issue of an endorsement to include or increase a benefit; or
- (c) the date we reinstate the policy;

whichever is the latest.

II. Total and Permanent Disability (TPD) Benefit

Benefit payment will not be made for TPD arising from:

- (a) deliberate acts such as self-inflicted injuries, illnesses or attempted suicide;
- (b) unlawful acts, provoked assault, or deliberate exposure to danger; or

E & OE: Version Release (2) April 2017

(c) the effects of alcohol, drugs or any dependence.

In addition, TPD benefit will not be paid unless the insured is certified by a registered medical practitioner to have been totally and permanently disabled for at least six months in a row.

III. Other Conditions

Benefit payment will not be made for the following:

- (a) it is a case of fraud;
- (b) premiums are not paid;
- (c) the insured has a material pre-existing condition; or
- (d) the claim is excluded or not covered under the terms of the policy.

The definitions of the exclusions are stated in the policy contract. Please refer to the policy contract.

14. Free-Look

There is a 14 days free-look period, during which you can evaluate if this plan meets your needs. In the event that you decide to give up your policy within the free-look period, your premiums paid less medical fees and other expenses incurred, if any, will be refunded back to you.

15. Performance Update

To evaluate the performance of your policy and the Life Participating Fund, you may wish to refer to the following documents:

- i. Annual Bonus Update (sent annually to participating policyholders)
- ii. Policyholder Annual Statement (sent annually to all policyholders)
- iii. Post Sales Illustration (available upon request)

DISCLAIMER

This product summary does not form a part of the contract of insurance. It is only meant to be a simplified description of the product features which apply to this plan and does not explain the whole contract. The contents of this product summary may be different from the terms of cover eventually issued. Please read the policy contract for the precise terms, conditions and exclusions. Only the terms, conditions and exclusions in the policy contract will be enforceable by the policyholder and Income.

E & OE: Version Release (2) April 2017

Appendix A - List of External Fund Managers

Appointed Managers:

1. MFS International Singapore Pte Ltd - 501 Orchard Road #13-01 | Wheelock Place Singapore 238880
2. PIMCO Asia Pte Ltd - 501 Orchard Road #08-03 | Wheelock Place Singapore 238880
3. Wellington International Management Company Pte Ltd - 8 Marina Boulevard, #03-01 | Tower 1, Marina Bay Financial Centre Singapore 018981
4. Morgan Stanley Investment Management Company - 23 Church Street #16-01 Capital Square Singapore 049481
5. Schroder Investment Management (Singapore) Ltd - 138 Market Street #23-01 | CapitaGreen Singapore 048946