

保險代理 / 經紀必須向閣下解釋以新壽險保單取代現有壽險保單的所有影響。

保險代理 / 經紀必須協助閣下填寫下列各項，並在適當位置加上「✓」號。

請填妥已被取代或將會被取代的一份或多份現有壽險保單資料，並填妥第2至6項：

所有保險公司名稱: _____

所有保單編號: _____

謹此鄭重建議閣下：

- a) 向現有壽險保單的保險公司查詢進一步資料（請注意：本《聲明書》副本將送交閣下在上列填寫的現有壽險保單的保險公司）；
- b) 不應在新壽險保單未獲簽發前取消任何現有壽險保單；以及
- c) 如本《聲明書》預留的空格不足，請附加紙張，但切記要於其上簽署，並要求保險代理 / 經紀同時在所有附加紙張上簽署。

2. 轉保構成的財務影響：

- a) 閣下或會支付兩次開立保單的費用 - 開立保單費用一般為已被取代或將會被取代的基本壽險保單的兩年保費或整付保費的10%（兩年保費或整付保費的10%只作參考，保險代理 / 經紀必須告知閣下是次轉保的估計損失。）
- 估計損失 HK\$： _____
如無損失或估計損失少於已被取代或將會被取代的基本壽險保單的兩年保費或整付保費的 10%，請詳述原因及理據：

- b) 因閣下年齡增長，閣下或需為新壽險保單支付較高的保費。
- 就相同的保額而言，新壽險保單的年付保費會否較為高昂？
- 會 否
- 如否，請詳述原因： _____

- c) 新壽險保單的預計未來價值或會較現有壽險保單為高，但預計價值往往受保險公司的業績表現所影響，而且或非受保證。
- 於剛年滿65歲的保單周年日時的保證現金價值（如果其中一份保單或所有保單於65歲前期滿，請以最先期滿的保單的期滿年度為準，填寫各保單於該年度的周年日之保證現金價值）：
於 _____ 年的保單周年時，現有壽險保單的保證現金價值 HK\$：

於上列填寫之年份的保單周年日時，新壽險保單的保證現金價值 HK\$：

3. 轉保對受保資格構成的影響：

- 下列改變可能會導致部分保障被拒或需要支付的保費會被提高：
- 保險代理 / 經紀是否已向閣下解釋左列每項改變對是次轉保產生的影響？
- a) 健康狀況； 是 否
- b) 職業； 是 否
- c) 生活習慣 / 嗜好，例如：吸煙 / 飲酒；或 是 否
- d) 參與的康樂活動，例如：高危運動等。 是 否

4. 轉保對索償資格構成的影響：	
a) 如果受保人在壽險保單簽發後某段時間內自殺，索償或會被拒。閣下的新壽險保單內的「自殺條款」期限或需重新計算。	a) 「自殺條款」期限的屆滿日期： 現有壽險保單： _____ (日/月/年) 新壽險保單： _____ 由新壽險保單簽發日起計的月數
b) 如果投保申請書填報的資料不全，索償或會被拒；但是如果資料不全並非在「可爭議期」（一般為兩年）內發現，只要並非欺詐，閣下在現有壽險保單下會獲賠償。閣下的新壽險保單內的「可爭議期」或需重新計算。	b) 「可爭議期」的屆滿日期： 現有壽險保單： _____ (日/月/年) 新壽險保單： _____ 由新壽險保單簽發日起計的月數
c) 如果閣下在轉保後（包括因被誘導而轉保），並選擇由非銷售保單的保險公司恢復現有壽險保單的效力，現有壽險保單將不會支付閣下因轉保而引致現有壽險保單失效或被退保期間出現的任何索償。有關之索償，應按照新保單之條款處理。	保險代理 / 經紀曾否向閣下解釋轉保對索償（如左邊所述之情況）的影響？ <input type="checkbox"/> 是 <input type="checkbox"/> 否
5. 其他考慮因素：	
a) 詳列閣下在現有壽險保單下享有而新壽險保單卻沒有提供的附加保障利益。	_____ _____ _____
b) 詳列新壽險保單較為切合閣下需要和目的之原因。	_____ _____ _____
c) 保險代理 / 經紀有否告知閣下除了取代現有壽險保單以外，尚有其他選擇？	<input type="checkbox"/> 有 <input type="checkbox"/> 否
6. 申請人 / 投保人聲明： 本人謹此聲明本人已經詳閱本《聲明書》，並與保險代理 / 經紀討論有關項目的內容。就保險代理 / 經紀的解釋，本人明白和接受改動本人現有保險安排所導致的財務及其他影響。 本人又謹此聲明已經收到由保險業監督發出的《壽險轉保知多少》小冊子。 本人知道如果在沒有充分明白本《聲明書》的情況下加以簽署，即使日後發現因是次轉保導致本人蒙受損失，本人或會因此而有損日後的追討權益。	7. 保險代理 / 經紀聲明： 本人聲明本人已經向申請人 / 投保人全面解釋上述各項，以及申請人 / 投保人就取代現有壽險保單作出的決定對他 / 她造成的有關影響；又本人並沒有作出任何不正確或有誤導成分的言論和比較，或隱瞞任何資料，以致影響申請人 / 投保人的決定。

本人現授權新壽險保單的保險公司向保險代理登記委員會、香港保險顧問聯會、香港專業保險經紀協會、保險業監督、香港保險業聯會、所有已被取代或將會被取代的現有壽險保單的保險公司，或為了有效管理 / 執行 / 履行《守則》及「最低限度規定」所需的其他機構，提供本《聲明書》的副本，以及任何有關紀錄或資料。

(忠告：

申請人 / 投保人簽署

日期 (日 / 月 / 年)

- a. 閣下必須小心閱讀所有項目，以及確保在簽署前，保險代理 / 經紀已經在閣下面前填妥本《聲明書》上所有資料。
- b. 切勿簽署空白《聲明書》或留空任何部分。

保險代理 / 經紀簽署

保險代理 / 經紀姓名

保險代理 / 經紀登記號碼

日期 (日 / 月 / 年)

《客戶保障聲明書》註釋

- (A) 申請人/投保人申請/投保每一份新個人壽險保單時，保險代理 / 經紀必須協助申請人/投保人填寫《客戶保障聲明書》（下稱《聲明書》）。保險代理 / 經紀必須告知申請人 / 投保人，根據《壽險轉保守則》（下稱《守則》），新壽險保單的保險公司 (i) 會於保單獲簽發後，將《聲明書》的副本隨保單文件送交申請人 / 投保人，(ii) 並會將《聲明書》的副本送交所有已被取代或將會被取代的現有壽險保單的保險公司。《聲明書》所指的保險代理 / 經紀，均包括其負責人 / 行政總裁及業務代表。

為使新壽險保單的保險公司能處理申請人/投保人的投保申請，申請人/投保人應與保險代理 / 經紀合作填寫《聲明書》；《聲明書》將根據《守則》及保險業監督根據《保險公司條例》指明的適用於保險經紀的「最低限度規定」條文作為監管之用，而《聲明書》的副本或會被轉交予《聲明書》內「申請人/投保人聲明」下指定的機構。如欲查閱及/或更正《聲明書》內資料（如適用者），申請人/投保人可向查閱及/或更正投保申請書內資料的同一單位提出。

- (B) 保險代理 / 經紀必須協助申請人 / 投保人填寫新壽險保單的保險公司的全名（保險公司可以於《聲明書》上預先印備商號）、有關投保申請書 / 建議書編號、新壽險保單申請人 / 投保人姓名、以及新壽險保單申請人 / 投保人的香港身份證 / 護照號碼，以資識別。
- (C) 任何購買壽險的交易，如涉及(i)任何現有壽險保單或其基本壽險保障的大部分保額已被終止或將被終止，或(ii) 現有壽險保單內大部分的保證現金價值已被減少 / 將被減少，包括：大部分的保證現金價值已被提取 / 將被提取作為保單借貸，均會被視為「轉保」。現有壽險保單包括在新購壽險保單生效日前後的12 個月內，申請人 / 投保人已經終止或將會終止的任何壽險保單。壽險保單包括所有類型的傳統壽險、年金及其他非傳統壽險保單。終止保單包括：讓保單失效、退保、或根據現有壽險保單的不能作廢條款，將保單轉為減額繳清 / 展期保單。「大部分」指「50%或以上」。若根據現有壽險保單的保單條款，將定期壽險保單轉為終身壽險保單（或某些形式的長期壽險保單），則不會被視為「轉保」。
- (D) 如果申請人 / 投保人回答A 部第1(a)及1(b)項時都選擇「否」，則只須詳閱A部的「聲明」並簽署，而毋須填寫其餘部分。

(E) 如何填寫《聲明書》

- (1) 如果申請人 / 投保人回答(a)及(b)項時都選擇「否」，在申請人 / 投保人簽署A部之前，保險代理 / 經紀必須向申請人 / 投保人解釋「聲明」的內容。申請人 / 投保人毋須填寫B部。

如果申請人 / 投保人回答(a)或(b)項時選擇「是」，保險代理 / 經紀則必須協助申請人 / 投保人填妥第2至5項，並必須向申請人 / 投保人解釋和商討以新壽險保單取代任何現有壽險保單，或取代任何現有壽險保單內大部分的壽險成分，對申請人 / 投保人在財務、受保資格及索償資格產生的所有影響，以及其他考慮因素。申請人 / 投保人或需向其現有壽險保單的保險公司查詢進一步資料。申請人 / 投保人毋須簽署A部。

- (2a) 保險代理 / 經紀必須協助申請人 / 投保人填寫轉保構成的估計損失，可用開立保單費用一般為已被取代或將會被取代的基本壽險保單的兩年保費或整付保費的10%作為參考。如果保險代理 / 經紀填寫的估計損失等同或高於參考金額，則保險代理 / 經紀毋須交代原因。保險代理 / 經紀可用其他方法計算財務損失，但必須有合理理據支持其估計損失。假如保險代理 / 經紀認為轉保對申請人 / 投保人不造成任何財務損失或估計損失少於兩年保費或整付保費的10%，則必須交代原因及理據。

- (2b) 保險代理 / 經紀必須協助申請人 / 投保人以相同的保額來比較現有壽險保單和新壽險保單的年付保費；假如保險代理 / 經紀認為新壽險保單的年付保費不會較現有壽險保單為高，則必須交代原因。
- (2c) 保險代理 / 經紀必須協助申請人 / 投保人填寫現有壽險保單和新壽險保單於申請人 / 投保人剛年滿65歲的保單周年日時的保證現金價值，或如果上述其中一份保單 / 所有保單於65歲前期滿，則以最先期滿的保單的期滿年度為準，填寫各保單於該年度的周年日之保證現金價值。除非申請人 / 投保人在「現有壽險保單的保證現金價值」下預留的空格上書面聲明他 / 她不願意披露該等資料，否則保險代理 / 經紀必須向申請人 / 投保人索取該等資料。
- (3) 在申請人 / 投保人回答此問題之前，保險代理 / 經紀必須向申請人 / 投保人解釋健康狀況、職業、生活習慣 / 嗜好及參與的康樂活動的改變對是次轉保的影響。
- (4a) 保險代理 / 經紀必須協助申請人 / 投保人填寫現有壽險保單和新壽險保單的「自殺條款」期限的屆滿日期。新壽險保單的「自殺條款」期限的屆滿日期會是新壽險保單簽發日後的月數。除非申請人 / 投保人在「現有壽險保單」下預留的空格上書面聲明他 / 她不願意披露該等資料，否則保險代理 / 經紀必須向申請人 / 投保人索取該等資料。
- (4b) 保險代理 / 經紀必須協助申請人 / 投保人填寫現有壽險保單和新壽險保單的「可爭議期」的屆滿日期。新壽險保單的「可爭議期」期限的屆滿日期會是新壽險保單簽發日後的月數。除非申請人 / 投保人在「現有壽險保單」下預留的空格上書面聲明他 / 她不願意披露該等資料，否則保險代理 / 經紀必須向申請人 / 投保人索取該等資料。
- (4c) 保險代理 / 經紀必須向申請人 / 投保人解釋，當保單持有人被誘導轉保後，並選擇由非銷售保單的保險公司恢復原有保單的效力，現有壽險保單的保險公司毋須負責因轉保而引致現有壽險保單失效或被退保期間出現的任何索償。而銷售新壽險保單的保險公司應按照新壽險保單之條款負責有關賠償。
- (5a) 保險代理 / 經紀必須協助申請人 / 投保人詳列在現有壽險保單下享有而新壽險保單卻沒有提供的附加保障利益，但毋須填寫每項附加保障利益的細節。除非申請人 / 投保人在預留的空格上書面聲明他 / 她不願意披露該等資料，否則保險代理 / 經紀必須向申請人 / 投保人索取該等資料。
- (5b) 除非申請人 / 投保人在預留的空格上書面聲明他 / 她不介意新壽險保單是否較為切合他 / 她，否則保險代理 / 經紀必須協助申請人 / 投保人詳列新壽險保單較為切合申請人 / 投保人之原因。
- (5c) 保險代理 / 經紀必須協助申請人 / 投保人回答此問題。
- (6) 在申請人 / 投保人簽署「申請人 / 投保人聲明」之前，保險代理 / 經紀必須向申請人 / 投保人解釋「聲明」的內容。
- (7) 保險代理 / 經紀必須簽署「保險代理 / 經紀聲明」，聲明他 / 她已經向申請人 / 投保人全面解釋申請人 / 投保人就取代任何現有壽險保單作出的決定對申請人 / 投保人造成的有關影響，並聲明他 / 她沒有作出任何不正確或有誤導成分的言論和比較，或隱瞞任何資料，以致影響申請人 / 投保人的決定。
- (註： 如果《聲明書》預留的空格不足，請附加紙張，但保險代理 / 經紀及申請人 / 投保人必須在所有附加紙張上簽署。)

~ 完 ~

CUSTOMER PROTECTION DECLARATION FORM

IMPORTANT DOCUMENT! PLEASE STUDY CAREFULLY BEFORE SIGNING!

This is an **IMPORTANT PART** of the Code of Practice for Life Insurance Replacement (“Code”) and the Minimum Requirements as specified by the Insurance Authority under the Insurance Companies Ordinance (“Minimum Requirements”) but does not form part of the application/proposal. Please refer to the Explanatory Notes before completing this Form.

Name of the Insurer of the New Life Insurance Policy : China Life Insurance (Overseas) Company Limited

Application/Proposal Number : _____

Name of Applicant/Proposer : _____

HKID Card/Passport No. of Applicant/Proposer : _____

SECTION A

1. a) **Have you replaced*** in the past 12 months any or a substantial part of your existing life insurance policy(ies) with the above application/proposal?
 Yes (Please go to Section B) No (Please answer question b below)
- b) **Do you intend to replace** in the next 12 months any or a substantial part of your existing life insurance policy(ies) with the above application/proposal?
 Yes (Please go to Section B) No (Please read carefully and sign the Declaration in this Section only)

Declaration by the Applicant/Proposer :

I realize if I answer “No” to both questions above but indeed,

- i) the above-mentioned application/proposal has replaced any or a substantial part of my existing life insurance policy(ies) in the past 12 months; or
ii) my current intention is to replace any or a substantial part of my existing life insurance policy(ies) within the next 12 months by the above-mentioned application/proposal,

I may jeopardize my future right of redress if I find later that I have been disadvantaged because of such replacement.

I hereby authorize the Insurer of the new life insurance policy to give the Insurance Agents Registration Board, the Hong Kong Confederation of Insurance Brokers, the Professional Insurance Brokers Association, the Insurance Authority, the Hong Kong Federation of Insurers, the insurer(s) of the life insurance policy(ies) that is/are being or has/have been replaced (if applicable) or other parties, as required for proper administration/implementation/execution of the Code and the Minimum Requirements, a copy of this Form and any related records or information.

Signature of the Applicant/Proposer

Date (D / M / Y)

* Notes: Please refer to clause C of the Explanatory Notes for the definition of “Replacement”.

SECTION B

Attention: A policyholder would usually suffer losses if he/she chooses to replace his/her existing life insurance policy(ies), especially within the first few years of the policy term. The intent of this Form is to ensure that the Agent/Broker has already explained to you in detail any real and potential disadvantages in replacing your existing life insurance policy(ies). You are advised to study the pamphlet titled “Life Insurance Policy Replacement – What you need to know” issued by the Insurance Authority and provided by the Agent/Broker before you complete this Form.

The Agent/Broker shall explain to you the full implications of replacing your existing life insurance policy(ies) with the new life insurance policy.

The Agent/Broker **MUST HELP YOU** complete all items below and tick where appropriate.

Please write down the life insurance policy(ies) replaced/to be replaced and complete items 2 to 6 :

Name of insurer(s) : _____

Policy Number(s) : _____

You are strongly advised :

- a) To consult the insurer(s) of your existing life insurance policy(ies) for further information (**please note that this Form will be copied to the insurer(s) of your existing life insurance policy(ies) you indicate above**);
- b) **NOT** to cancel your existing life insurance policy(ies) until the new life insurance policy is issued; and
- c) To use **additional blank paper(s)** if the space provided in this Form for answer is not enough, but remember to sign and ask the Agent/Broker to sign on the additional paper(s).

2. Financial implications of the replacement :

<p>a) You could be paying the policy set-up cost TWICE – the set-up cost is usually two years premiums or 10% of single premium of the basic life insurance policy replaced/to be replaced (This is for reference only; the Agent/Broker should advise you of the estimated loss for this replacement).</p>	<p>Estimated Loss HK\$: _____</p> <p>If no loss or if estimated loss is less than two years premiums or 10% of single premium of the basic life insurance policy replaced/to be replaced, please give reason and justification : _____</p> <p>_____</p>
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<p>b) You may have to pay HIGHER premiums under the new life insurance policy because you are older.</p>	<p>Will the annualized premiums be HIGHER under the new life insurance policy for the same sum insured?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If no, please give reason : _____</p> <p>_____</p>
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<p>c) The projection of future values of the new life insurance policy may be higher than the existing life insurance policy(ies), but the projected values in most cases depend on the performance of the insurers and may NOT be guaranteed.</p>	<p>Guaranteed Cash Values on the policy anniversary dates immediately after age 65 (if one of the policies or all policies mature(s) before age 65, please fill in the Guaranteed Cash Values on the policy anniversary dates of each policy in the earliest maturity year) :</p> <p>On the policy anniversary date of the calendar year of _____ ,</p> <p>Guaranteed Cash Value(s) of the existing life insurance policy(ies) HK\$: _____</p> <p>On the policy anniversary date of the year indicated above, the Guaranteed Cash Value of the new life insurance policy HK\$: _____</p>
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3. Insurability implications of the replacement :

<p>Some coverage may be denied or a higher premium may be charged due to changes in :</p> <ul style="list-style-type: none">a) health conditions;b) occupation;c) lifestyle/habit, e.g. smoking/drinking; ord) recreational activities, e.g. hazardous sports, etc.	<p>Has the Agent/Broker explained to you the implication(s) of changes in each of the conditions listed on the left-hand side in this replacement?</p> <ul style="list-style-type: none">a) <input type="checkbox"/> Yes <input type="checkbox"/> Nob) <input type="checkbox"/> Yes <input type="checkbox"/> Noc) <input type="checkbox"/> Yes <input type="checkbox"/> Nod) <input type="checkbox"/> Yes <input type="checkbox"/> No
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4. Claims eligibility implications of the replacement :	
a) The benefits under a life insurance policy may not be payable if the life insured commits suicide within a certain period of the policy's issue date. Your new life insurance policy may restart the period in the "suicide clause".	a) Period in the "Suicide Clause" expires on : Existing life insurance policy(ies) : _____ (D/M/Y) New life insurance policy : _____ Number of months from the new policy's issue date
b) The benefits under a life insurance policy may not be payable if information on the application was incomplete. The benefits under your existing life insurance policy(ies) will be payable, in the absence of fraud, if this incomplete information is not discovered within the "contestability period" (usually two years). Your new life insurance policy may restart the "contestability period".	b) "Contestability period" expires on : Existing life insurance policy(ies) : _____ (D / M / Y) New life insurance policy : _____ Number of months from the new policy's issue date
c) Where replacement including twisting of life insurance policy has occurred and you opt for reinstatement of your policy by the Non-selling office, the benefits under your existing life insurance policy(ies), once surrendered or lapsed, will NOT be payable for any claims arising thereafter; and the benefits under the new life insurance policy will be payable subject to the terms and conditions of the new life insurance policy.	c) Has the Agent/Broker explained to you the implications of this replacement for claims payment, if any, as indicated on the left hand side? <input type="checkbox"/> Yes <input type="checkbox"/> No
5. Other considerations :	
a) List riders/supplementary benefits you have under the existing life insurance policy(ies) but will not have under the new life insurance policy.	_____ _____
b) List reasons why the new life insurance policy is more suitable for your needs and objectives.	_____ _____
c) Have you been advised by the Agent/Broker of any alternatives to replacing the existing life insurance policy(ies)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Declaration by the Applicant/Proposer :	
I declare that I have read and discussed the relevant item(s) of this Form with the Agent/Broker. I understand and accept the financial and other implications of changing my existing insurance arrangement as explained by the Agent/Broker. I also declare that I have received a copy of the pamphlet titled, "Life Insurance Policy Replacement – What you need to know", issued by the Insurance Authority. I realize if I have not fully understood this Form, in signing this Declaration I may jeopardize my future rights of redress if I find later that I have been disadvantaged because of this replacement.	
7. Declaration by the Agent/ Broker :	
I declare that I have explained fully the above listed items and the related implications of the decision of the Applicant/Proposer in regard to replacing the existing life insurance policy(ies), and have not made any inaccurate or misleading statements or comparisons nor withheld any information which may affect the decision of the Applicant/Proposer.	

I hereby authorize the Insurer of the new life insurance policy to give the Insurance Agents Registration Board, the Hong Kong Confederation of Insurance Brokers, the Professional Insurance Brokers Association, the Insurance Authority, the Hong Kong Federation of Insurers, the insurer(s) of the life insurance policy(ies) that is/are being or has/have been replaced or other parties, as required for proper administration/implementation/execution of the Code and the Minimum Requirements, a copy of this Form and any related records or information.

Signature of the
Applicant/Proposer

any
Date(D / M / Y)

(Warning :

- a. You must read all items carefully and check that the Agent/Broker has completed with you all the information on this Form before you sign your name here.**
- b. Please do not sign a blank Form or leave space blank.)**

Signature of the Agent/Broker

Agent/Broker's name in full

Insurance Agent/Broker Reg. No.

Date (D / M / Y)

Explanatory Notes to Customer Protection Declaration Form

- (A) The agent/broker must help the applicant/proposer complete a Customer Protection Declaration Form (“Form”) for each new individual life insurance policy applied for/proposed by an applicant/proposer. The agent/broker must inform the applicant/proposer that according to the Code of Practice for Life Insurance Replacement (“Code”) the insurer of the new life insurance policy (i) will send to the applicant/proposer a copy of the Form together with the policy when it is issued and (ii) will send a further copy to the insurer(s) of the life insurance policy(ies) which has been replaced/to be replaced. For the purpose of the Form, any reference to insurance agent/broker shall include its responsible officer/chief executive(s) and technical representatives.

To enable the insurer of the new life insurance policy to process the insurance application of the applicant/proposer, the applicant/proposer should work with the agent/broker to complete the Form which will be used for regulatory purposes as stated in the Code and the Minimum Requirements for insurance brokers as specified by the Insurance Authority under the Insurance Companies Ordinance and a copy of the Form may be transferred to the parties as stipulated in the “Declaration by the Applicant/Proposer” of the Form. Requests for access to and/or correction of the information (if appropriate) in the Form can be made to the same contact point as for the data in the insurance application.

- (B) For identification purpose, the agent/broker must help the applicant/proposer fill in the full name of the Insurer issuing the new life insurance policy (the Insurer may pre-print its name on the Form), the relevant application/proposal number, the name of applicant/proposer of the new life insurance policy and the Hong Kong Identity Card/Passport number of applicant/proposer.
- (C) Any transaction involving the purchase of life insurance is construed as a Replacement if (i) any existing life insurance policy(ies) or a substantial part of the sum insured of its/their basic life coverage has been/have been/will be terminated or (ii) a substantial part of the guaranteed cash value of the existing life insurance policy(ies) was reduced/will be reduced including where a policy loan was/will be taken out against a substantial part of the guaranteed cash value. Existing life insurance policy(ies) include(s) all types of traditional life, annuity and other non-traditional policies of the applicant/proposer, which has/have been terminated within 12 months before or will be terminated within 12 months after the new life insurance policy's issue date. Termination includes lapse, surrender, converted to reduced paid-up or extended-term insurance under the non-forfeiture provision of the existing life insurance policy(ies). “A substantial part” means “50% or above”. However, converting term life insurance to whole life insurance (or some forms of permanent life insurance) under policy provisions of the existing life insurance policy(ies) is not construed as a Replacement.
- (D) If the applicant/proposer answers “No” to both items 1(a) and 1(b) of Section A, he/she shall read carefully and simply sign the Declaration in Section A only and ignore the rest.

(E) How to complete the Form

- (1) If the applicant/proposer answers “No” to both items (a) and (b), the agent/broker must explain the Declaration before he/she asks the applicant/proposer to sign in Section A. There is no need to fill in Section B.

If the applicant/proposer answers “Yes” to either item (a) or (b), the agent/broker must help the applicant/proposer complete items 2 to 5 and must explain and discuss with the applicant/proposer the full implications of replacing any or a substantial part of his/her existing life insurance policy(ies) with the new life insurance policy in relation to financial implications, insurability implications and claims eligibility implications of the replacement and other considerations. The applicant/proposer may consult the insurer(s) of his/her existing life insurance policy(ies) for further information. There is no need to sign in Section A.

- (2a) The agent/broker must help the applicant/proposer fill in the estimated loss for the replacement by referencing that the set-up cost is usually two years premiums or 10% of single premium of the basic life insurance policy replaced/to be replaced. No reason is required if the estimated loss stated is equal to or higher than this reference. The agent/broker may use other reference for the estimated loss provided he/she could reasonably justify the estimation, and must give reason and the justification if there is no loss or if estimated loss is less than two years premiums or 10% of single premium.
- (2b) The agent/broker must help the applicant/proposer compare the annualized premiums of the existing life insurance policy(ies) and the new life insurance policy by using the same sum insured, and give reason if the annualized premiums will not be higher under the new life insurance policy for the same sum insured.
- (2c) The agent/broker must help the applicant/proposer fill in the guaranteed cash values of the existing life insurance policy(ies) and the new life insurance policy using the values on the policy anniversary dates immediately after the applicant/proposer reaches age 65, or if one of the policies or all policies mature(s) before age 65, fill in the

guaranteed cash values on the policy anniversary dates of each policy in the earliest maturity year. The agent/broker has to obtain the value(s) of the existing life insurance policy(ies) from the applicant/proposer unless the applicant/proposer declares in writing in the space provided for "Guaranteed Cash Value(s) of the existing life insurance policy(ies)" that he/she does not want to disclose such information.

- (3) The agent/broker must explain the implications of the changes of health conditions, occupation, lifestyle/habit and recreational activities in this replacement to the applicant/proposer before the latter ticks the boxes.
- (4a) The agent/broker must help the applicant/proposer fill in the expiry dates of the period in the "suicide clause" for both the existing life insurance policy(ies) and the new life insurance policy. The expiry date of the latter will be the number of months from its issue date. The agent/broker has to obtain the expiry date(s) of the existing life insurance policy(ies) from the applicant/proposer unless the applicant/proposer declares in writing in the space provided for "Existing life insurance policy(ies)" that he/she does not want to disclose such information.
- (4b) The agent/broker must help the applicant/proposer fill in the expiry dates of the "contestability period" for both the existing life insurance policy(ies) and the new life insurance policy. The expiry date of the latter will be the number of months from its issue date. The agent/broker has to obtain the expiry date(s) of the existing life insurance policy(ies) from the applicant/proposer unless the applicant/proposer declares in writing in the space provided for "Existing life insurance policy(ies)" that he/she does not want to disclose such information.
- (4c) The agent/broker must explain to the applicant/proposer that to the scenario where twisting of life policy has occurred and the policyholder opted for reinstatement of his policy by the Non-selling office, the insurer(s) of the existing life insurance policy(ies) will **NOT** be responsible for any payment of claims that occurred during the period that the existing life insurance policy(ies) is/are surrendered or lapsed as a result of policy replacement. The insurer of the new life insurance policy will be responsible for the claims subject to the terms and conditions of the new life insurance policy.
- (5a) The agent/broker must help the applicant/proposer list out the riders/supplementary benefits under the existing life insurance policy(ies) that will not have under the new life insurance policy for the applicant/proposer. Detailed benefits under each rider/supplementary benefit are not required to be listed. The agent/broker has to obtain the riders/supplementary benefits under the existing life insurance policy(ies) from the applicant/proposer unless the applicant/proposer declares in writing in the space provided that he/she does not want to disclose such information.
- (5b) The agent/broker must help the applicant/proposer list out the reasons why the new life insurance policy is more suitable for the applicant/proposer unless the applicant/proposer declares in writing in the space provided that he/she does not mind whether the new life insurance policy is more suitable or not.
- (5c) The agent/broker must help the applicant/proposer answer this question.
- (6) The agent/broker must explain the "Declaration by the Applicant/Proposer" to the applicant/proposer before the latter signs it.
- (7) The agent/broker shall sign the "Declaration by the Agent/Broker", declaring that he/she has explained fully the related implications of the decision of the applicant/proposer in regard to replacing the existing life insurance policy(ies) and has not made any inaccurate or misleading statements or comparisons nor withheld any information which may affect the decision of the applicant/proposer.

(Notes: Additional papers may be used wherever the spaces provided in the Form are insufficient. However, both agent/broker and applicant/proposer must sign on all the papers that are used.)

~ End ~