

# Payment form

Singapore protection plans only

## Guidance notes

Please complete the appropriate payment form for your application in BLOCK CAPITALS.

The available payment methods for different premium frequencies are as follows:

### For Monthly payments

- Bank Standing Order – refer to “Details” section below
- Interbank GIRO – for Singapore dollar payments only and from a local bank account
- Credit Card Authority

### For Annual payments

- Bank Standing Order – refer to “Details” section below
- Interbank GIRO – for Singapore dollar payments only and from a local bank account
- Credit Card Authority
- Telegraphic transfer – refer to “Details” section below
- Cheque – please make payable to “Friends Provident International Limited (Singapore Branch)”. This is only applicable for SGD cheques issued in Singapore.

**For setting up a recurring Bank Standing Order (BSO) or one-time remittance with your bank directly, please quote our bank details below.**

Kindly also take note on the following points.

1. Use the bank details in the same currency as your premium currency.
2. To facilitate matching of premium received to the correct policy, please quote your policy number as the reference number.
3. To ensure the full premium is received and applied to the policy without delay, kindly ensure to buffer in any bank and agent bank charges in the total amount transferred. For the relevant charges, please check with your bank directly.
4. Provide us a copy of the set-up/remittance document proof showing these details
  - a. Your bank name
  - b. Your bank account holder(s) name(s)
  - c. Your account number
  - d. Amount and date of transfer
  - e. Reference number quoted

## Details

Account Name : Friends Provident International Limited (Singapore Branch)  
Bank Address : HSBC Singapore, 10 Marina Boulevard, Marina Bay Financial Centre Tower 2, #48-01, Singapore 018983  
SWIFT code : HSBCSGSG

SGD Account number	: 147-110001-004	Account name	: FPIL (SG BR)-G TERM P AC SGD
USD Account number	: 260-592290-178	Account name	: FPIL (SG BR)-G TERM P AC USD
GBP Account number	: 260-592290-179	Account name	: FPIL (SG BR)-G TERM P AC GBP
HKD Account number	: 260-592290-180	Account name	: FPIL (SG BR)-G TERM P AC HKD
EUR Account number	: 260-592290-181	Account name	: FPIL (SG BR)-G TERM P AC EUR

**Preferred:** Please provide your card details via our secure online facility at <https://services.friendslife.com/secure-payments/homeURL?site=Int>



If you prefer to complete this form, please do NOT send it to us via email. We automatically review email content and attachments and delete anywhere when credit or debit card numbers are detected. We adhere to the Payment Card Industry Data Security Standard (PCI DSS) which does not deem email to be a secure form of communication. We can only accept this form via post or fax via the below contact details.

For New Business application, please complete and submit together with your application form.

**Please use block capitals.**

To: Friends Provident International Limited, 182 Cecil Street, Level 17 Frasers Tower, Singapore 069547.  
Customer Service Hotline: +65 6320 7399 Fax: +44 (0) 1624 821284

I authorise you to debit my  Mastercard  VISA

**Section 1**

Name of issuing company or bank

Country of issue

Card number

Card expiry date<sup>1</sup> (MM/YY)

Name on card

with the sum of<sup>2</sup>  (figures)  
 (words)

Currency USD  GBP  SGD  HKD  EUR  AUD\*  \*For Purpose Saver only

in respect of premiums for my policy number

**Section 2**

Collection on the<sup>4</sup> (premium due date) (DD/MM/YYYY)

and on the same day until further notice or cancelled in writing  
Monthly  Quarterly  Half-yearly  Yearly

Address of card holder (as held by the card provider)

Postcode  Country

Telephone number (daytime including country and area code)

Email address

Signature

Date (DD/MM/YYYY)

**Important notes**

- 1 When your current card expires please update your card details on our secure online facility at <https://services.friendslife.com/secure-payments/homeURL?site=Int>. Alternatively, you can complete a new Direct Charge Authority Form and post it to the address shown on top of this form.
- 2 When your credit card payment is first set up, certain checks will be administered, including a pre-authorisation check. A nominal amount may show on your account, but the pre-authorisation is not a charge and no money will be deducted from your account.
- 3 Where premiums are paid by card, the card charge (if applicable) will be collected in addition to the total premium amount meaning we will collect the total premium amount plus the card charge from your card. The card charge will be used to cover the charges imposed by the card issuing company. Fees or transmission charges for incoming or outgoing payments may be taken by banking partners. We do not levy any additional payment charges but reserve the right to pass on any fees or charges taken by banking partners.
- 4 Collection may happen one working day prior to regular collection date. If it is not successful we will attempt 2 more times which will be after regular collection date. If first 3 collection attempts fail, only for 1 missed premium, there is an additional collection attempt 8 working days from the regular collection date.
- 5 If a payment is declined, we will automatically inform the premium payer by email, or by post if no email address is provided. For monthly premium, we will request a dual payment the following month, and on consecutive months until missed premiums have been paid. No more than two premiums should be collected each month.
- 6 Please note that some cards cannot be used outside their country of issue and therefore we strongly recommend that you contact your card issuer to ensure your card can be used in this instance.

# Application for interbank GIRO (Singapore dollar payments only)



## Section A - To be completed by the applicant

Only available in Singapore dollars for clients with local bank accounts and for regular premium paying plans.

This form must be submitted in original-inked. Please use BLOCK CAPITALS.

As the Interbank GIRO arrangement may take up to two months to be effective, you are required to make the first premium by cheque or by credit card.

Name of Billing Organisation ('BO')	<input type="text" value="Friends Provident International Limited"/>
Name of policyholder(s)	<input type="text"/>
Policy Number	<input type="text"/>
To:	<input type="text" value="(Name of Bank)"/>

- a) I/We hereby instruct you to process the BO's instructions to debit my/our account.
- b) You are entitled to reject the BO's debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. You may also at your discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly.
- c) This authorisation will remain in force until terminated by your written notice. Please advise us in writing by giving one month's notice before the next deduction date.

My/Our bank account name	<input type="text"/>
My/Our bank account number	<input type="text"/>
Account Holder(s)' contact number(s)	<input type="text"/>
My/Our Company Stamp/Signature(s) Thumbprint(s) (as in bank's record)	<input type="text" value="Thumbprint must be verified by the bank"/>
Date of signature (DD/MM/YYYY)	<input type="text" value=" _ "/> <input type="text" value=" _ "/> <input type="text" value=" _ _ _ "/>

## Section B - The following is to be completed by Friends Provident International (Singapore Branch)

	Bank	Branch	Account number
Friends Provident International Limited Bank	7   2   3   2	1   4   7	1   1   0   0   0   1   0   0   4
Friends Provident International Limited (Singapore branch) Customer's reference number	<input type="text"/>		

## Section C - To be completed by the Bank

To: Friends Provident International Limited (Singapore branch)

This application is hereby **approved**. (Please tick.)

This application is hereby **rejected** for the following reason(s) indicated below. (Please tick.)

- |  |   |
|--|---|
| <input type="checkbox"/> Signature/Thumbprint differs from financial institution's records | <input type="checkbox"/> Wrong account number                     |
| <input type="checkbox"/> Signature/Thumbprint incomplete/unclear                           | <input type="checkbox"/> Amendments not countersigned by customer |
| <input type="checkbox"/> Account operated by signature/thumbprint                          | <input type="checkbox"/> Other (please specify below)             |
- 

Name of approving/rejecting officer (please print)	<input type="text"/>
Authorised signature	<input type="text"/>
Date of signature (DD/MM/YYYY)	<input type="text" value=" _ "/> <input type="text" value=" _ "/> <input type="text" value=" _ _ _ "/>

**Friends Provident International Limited:** Registered and Head Office: Royal Court, Castletown, Isle of Man, British Isles, IM9 1RA. Isle of Man incorporated company number 11494C. Authorised and regulated by the Isle of Man Financial Services Authority. Provider of life assurance and investment products. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. **Singapore branch:** 182 Cecil Street, Level 17 Frasers Tower, Singapore 069547. Registered in Singapore No. T06FC6835J. Licensed by the Monetary Authority of Singapore to conduct life insurance business in Singapore. Member of the Life Insurance Association of Singapore. Member of the Singapore Financial Dispute Resolution Scheme. Friends Provident International is a registered trademark and trading name of Friends Provident International Limited.