

Update your contact details

If any of your contact details have changed since the start of your policy, please complete the relevant sections of this form, print it out and return it to Friends Provident International Limited (Singapore Branch), 4 Shenton Way, #11-04/06, SGX Centre 2, Singapore 068807 along with any supporting documentation. Alternatively, please scan the completed, signed form and email a copy to us, along with all the relevant supporting documentation at singapore.enquiries@fpiom.com.

Your details

	First (or only) policyholder	Second policyholder
1. Plan/policy number(s)	<input type="text"/>	<input type="text"/>
2. Name(s) of policyholder(s)	<input type="text"/>	<input type="text"/>
3. New residential address (if applicable)	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
4. New correspondence address (if applicable)	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
5. New home telephone number (if applicable)	<input type="text"/>	<input type="text"/>
6. New mobile telephone number (if applicable)	<input type="text"/>	<input type="text"/>
7. New email address (if applicable)	<input type="text"/>	<input type="text"/>
	<p>Providing your email address on this form will help us ensure that our records are up to date and, where agreed with you, will allow us to contact you in specific circumstances. If you have previously advised us of your preferences with regards to the receiving of marketing communications and updates on products and offers, these preferences will not be affected by the provision of your email address on this form.</p>	
8. Signature(s)	<input type="text"/>	<input type="text"/>
9. Date	<input type="text"/>	<input type="text"/>

Data privacy

We take the responsibility of handling your personal data very seriously and we will only ask you for details required to process your requests to us. Please be aware of our privacy policy - please visit www.fpiinternational.sg/legal/privacy-and-cookies.jsp to view the full policy or this can be provided on request from our Data Protection Officer.

Supporting documents for Singapore products and Hong Kong residents

If your policy is a Singapore regulated policy or you are resident in Hong Kong we require an original or certified copy of a supporting document, to verify your residential address. Any documents must be issued in your name and show the residential address that appears overleaf. In all cases the documents seen should be the most recent available, and no older than three months, unless the document used to verify address is only issued on an annual basis.

Acceptable documents for this purpose include:

- A utility bill, (water, gas, electricity, landline telephone connection), rates invoice, council tax notification
- A cable TV bill and/or Fiber Broadband bill (mobile phone bills are NOT acceptable)
- A current driving license with photograph
- A tax assessment document
- An extract from the official registrar of electors
- A letter and/or bank account statement from a bank, resident and regulated in a FATF jurisdiction

Please note that statements of bank-issued credit cards are also accepted. However, non-bank issued credits cards and non-bank cards, such as store cards, are not acceptable.

- A state pension, benefit book or other government produced document showing benefit entitlement
- A government-issued letter
- A letter from the employer of the individual confirming the residential address and the policyholder's position in the company – if the client is the owner/part owner of the company a letter from the company will not be accepted. Where the applicant has accompanied a partner or spouse on a work assignment or contract, and they are also an applicant, an employer may confirm the address of a non-employee where a relationship is detailed
- Proof of ownership or rental of the residential address
- A mortgage statement

Authentication of documents by a suitable certifier (for each applicant)[^]

Background

Incorrect certification of documents is one of the main reasons for delays in processing applications. The Isle of Man Financial Services Authority, Friends Provident International's principal regulator, is very specific about how documents are to be certified, and who can perform this function.

Certification of documents

All copies of original documentation must be properly certified. Improper certification could lead to delays. You must have seen the original document, before you can certify a copy of that document. Certification should take the form of:

- (i) A statement: **'I certify that this is a complete and accurate copy of the original document that I have seen...'** (or words to similar effect);
- (ii) A statement: **'I certify that I was present when this copy of the screenshot was printed...'** (or words to similar effect) – for documents that are computer generated;

- (iii) the name of the person performing the certification;
- (iv) the signature of the person performing the certification;
- (v) the date the document was certified; and
- (vi) the position or capacity of the certifier

If the document is more than one page, the certifier can either:

- certify each page individually, or
- certify the top page and add a statement detailing the number of pages of the original documentation seen.

Who can certify a copy of an original document?

1 – A Regulated Introducer, or authorised employee of a Regulated Introducer

A Regulated Introducer is an introducer which is based in, incorporated in or formed under the law of a jurisdiction where an authority exercises regulatory functions and controls, and has been accepted as regulated through the terms of business process.

2 – A Notary Public, licensed lawyer or solicitor

A Notary Public is a public officer appointed under authority of state law with power to administer oaths, certify affidavits, take acknowledgements and take depositions or testimony.

3 – An authorised representative of an embassy or consulate of the country that issued the identification documents.

4 – Other acceptable person who can certify a copy of an original document, includes:

- A member of the judiciary, a senior civil servant, or a serving police or customs officer;
- A justice of the peace or commissioner of oaths;
- An accountant holding a recognised professional qualification;
- A director or manager of an authorised financial institution in a recognised jurisdiction;
- An acceptable applicant acting in relation to the application;
- A Financial Adviser who has been signed off by Friends Provident International Limited as a suitable certifier (they can only certify on behalf of the brokerage the status was granted for); or
- An employee of Friends Provident International Limited.

Translation of documents not written in English

Where a document submitted for address verification is not written in English, we require the certifier to explain on the document:

- What the document is
- Indicate where the applicant's name and address is printed
- The certifier should also write a statement onto the document to the effect that:

'I certify that the address stated on this document is a true translation of the English address written on the application form...'

Signed: (the signature of the certifier)

Name: (the printed name of the certifier)

Date: (the date of certification)

[^]Where the applicant is related or a party to the application or they are the applicant, they cannot certify the documents and a third party must act as the certifier.

Friends Provident International Limited: Registered and Head Office: Royal Court, Castletown, Isle of Man, British Isles, IM9 1RA. Telephone: +44 (0)1624 821212 | Fax: +44 (0)1624 824405 | Website: www.fpinternational.com. 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:** 4 Shenton Way, #11-04/06 SGX Centre 2, Singapore 068807. Telephone: +65 6320 1088 | Fax: +65 6327 4020 | Website: www.fpinternational.sg. 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.