



**Remember to**

- Countersign any amendments
- Ensure appropriate boxes are checked
- Note that submission cut-off time is 3pm

**For Corporate Policies**

- Enclose list of authorized signatories and specimen signatures of authorized signatories
- Enclose photocopies of NRIC/Passport of authorized signatories
- Enclose a copy of latest ACRA business profile (or its equivalent for foreign corporations) extracted not more than 6 months from submission date of this form

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POLICY INFORMATION

Full Name of Owner

NRIC/Passport No.

Policy Number

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WHAT YOU SHOULD KNOW ABOUT EARLY PARTIAL/FULL WITHDRAWAL OR SURRENDER

An insurance policy is intended to meet your long-term financial needs. Therefore, it may be disadvantageous for you to fully or partially withdraw or surrender a policy before its maturity date. Some disadvantages are:

- You are losing valuable benefits from the policy:
  - You are losing the insurance protection offered by your policy;
  - You may not be able to achieve your intended financial objective;
  - This may result in losing the financial benefit accumulated over the years.
- It may not be possible for you to obtain a similar level of protection on the same terms in the future.
  - You may not be insurable on standard terms;
  - You may have to pay a higher premium in view of higher age;
  - Surrendering/Withdrawing your insurance policy for another policy could result in higher premiums and/or loss of specific policy features due to changes in age or health.
- If your policy is placed under CPF Home Protection Scheme (HPS), any changes to your policy may affect your HPS exemption and caused it to be voided. Should your HPS exemption be voided, you would be required to reapply for exemption from HPS by purchasing other private policies or apply to be insured under HPS. Otherwise, if you are using CPF monies to service the monthly instalments, CPF Board may automatically extend HPS coverage to you based on the declared percentage that you are exempted for, subject to you being in good health.

**Additional Fees/Charges**

If you fully/partially withdraw or surrender your existing policy to purchase a new policy or other investment products, or top up on existing ILP or other investment product, you will incur new charges. These may include:

- I) Distribution Fee**  
Commission is paid to Financial Representatives on all new insurance policies/investment products.
- II) Policy Fee**  
A policy fee is usually incurred for each policy.
- III) Administration Charge (for ILPs)**  
An initial sales charge of as high as 5% of your initial investment would be applicable for a new purchase of an ILP or investment product. Hence, on a single premium investment of S\$10,000, a sales charge of as high as S\$500 would be deducted.  
In addition, you may be subject to new withdrawal terms and conditions that may impose a withdrawal fee when you withdraw on your new ILP or investment product.

ALTERNATIVES TO PARTIAL/FULL WITHDRAWAL (for ILPs)

Fund Switching Facility

When the fund you have bought is not meeting your initial or current investment objective, you may switch to other fund(s) offered by us at its bid price without incurring any charges.

For Golden Fund Series and E-Series, Regular Premium Unit-linked and Single Premium Unit-linked plans, the first 2 fund switches in each policy year are free and thereafter a chargeable fee of \$50 per switch. The switching fee for variable annuity is currently waived. There is no switching fee for all other policies.

Other Options

You may enquire whether there are other options available under your policy to meet your short term financial needs.

Some options are :

- Opt for a premium holiday if your policy has accumulated cash value. This allows you to temporarily stop paying premiums; or
- Reduce the policy regular premiums (applicable only to regular premiums policies). This allows you to reduce your ongoing financial commitment to the policy.

ALTERNATIVES TO SURRENDER (for Traditional Plans)

Other Options

If your policy has acquired a cash value, you may choose to:

- Apply for a cash loan to meet short term financial needs; or
- Convert to a reduced or paid up extended term insurance policy; or
- Reduce the policy regular premiums (applicable only to regular premiums policies).

**Seeking Advice From Your Adviser**

Therefore, it is important to seek advice from your Adviser before early full/partial withdrawal or surrender of your policy. Your Adviser can advise you on your options other than withdrawing the policy, explain the implications of each option and provide appropriate recommendations to you, taking into account your investment objectives, financial situation and particular needs.

INTERNAL USE - FOR REPRESENTATIVE

Submitted by

☐ Servicing Rep
☐ Others

(Code)

INTERNAL USE - FOR STAFF

Doc ID

☐ PA021
☐ PA023
☐

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ACKNOWLEDGEMENT (Owner / Assignee / Trustee) *Please note this is compulsory*

Q1. Please indicate your reason(s) for withdrawing (fully or partially) or surrendering this Policy.

Q2. Were you advised by your Representative to fully / partially withdraw or surrender this Policy?

☐ NO    ☐ YES *If your answer is "Yes", your Representative and his/her Manager need to complete the section below.*

Representative's Acknowledgement	Representative's Manager Acknowledgement
I have explained to the Policyowner/Assignee/Trustee the options and the implications of the requested transaction(s).	<input type="checkbox"/> I agree with the recommendation.
I have recommended the transaction(s) for the following reasons:	<input type="checkbox"/> I disagree with the recommendation.
	The following actions have been taken:
Signature _____	Signature _____
Rep Name _____	Mgr Name _____
Rep Code _____ Date _____	Mgr Code _____ Date _____

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SURRENDERS/WITHDRAWALS

- Once full surrender has been processed, reinstatement will not be allowed.
- Actual values will depend on forward pricing.
- For withdrawals submitted before 3pm, once the fund price is available, you will receive the proceeds 1 business day later for PayNow (by NRIC/FIN), and 3 business days later for Electronic Fund Transfer (EFT).
- In the event of a fund holiday, the transaction time will be lengthened.
- For submission after 3pm on a business day, it will be treated as submission on the next business day.

☐ **A. Full Surrender/Withdrawal/Termination of Policy**

- *Please enclose the following with this form:*  
*Photocopy (both sides) of NRIC/Passport/Birth Certificate of Owner/Assignee, Life Insured (s), Payor, Trustee (s)/Beneficiary (ies)*

For full surrender or withdrawal of ILPs, surrender or withdrawal fees/charges may apply. Please state your preference if there are applicable fees/charges:

- ☐ *I wish to proceed and deduct the fee/charge from the account value of my policy.*  
☐ *I do NOT wish to proceed.*

*Note: If you do not select an option for your ILP, we will not proceed with the transaction if there are applicable surrender or withdrawal fees/charges.*

☐ **B. Partial Withdrawal (ILPs)**

- *Please note the following criteria. S\$/US\$ depending on the currency denomination of the Policy.*
- *Please note that any existing automatic fund rebalancing arrangement will cease upon this partial withdrawal application. To continue this feature, you will need to submit a new automatic fund rebalancing request.*
- *Partial withdrawal of ILPs may incur high penalty. Please check your policy contract before you submit.*

For partial withdrawal of ILPs, partial withdrawal fees/charges may apply. Please state your preference if there are applicable fees/charges:

- ☐ *I wish to proceed and deduct the fee/charge from the account value of my policy.*  
☐ *I do NOT wish to proceed.*

*Note: If you do not select an option for your ILP, we will not proceed with the transaction if there are applicable partial withdrawal fees/charges.*

Criteria	Flexi/Fortune Accumulator/InvestReady	Variable Annuity	Signature Series & Fusion Plans	ManuRetire Secure	ManuInvest Assure	Other Plans
Minimum Withdrawal	\$500 per Policy	\$5,000 per Policy	\$1,000 per Fund	\$200 per Policy	\$500 per Policy	\$500 per Policy
Minimum Balance Remaining (Per Policy)	\$1,000	SRP - \$10,000 Others - \$100,000	\$5,000	\$5,000	\$5000.00	\$3,000
Minimum Balance Remaining (Per Fund)	NA	\$10,000	NA	NA	NA	NA

Name of Fund(s)	Amount (\$ or %)
1.	
2.	
3.	
4.	
5.	
6.	

- *Indicate "Full Withdrawal" or 100% for full withdrawal of a particular fund*
- *The Sum Insured may be reduced and the Sum Insured Guarantee Benefit may cease for some plans*
- *For Easi-Investor plan, withdrawal triggers surrender of the Endowment Component if it is still effective. Surrender charges may apply (where applicable) Units will be cancelled at the bid prices applicable on the next applicable value on date after our acceptance of this request*
- *For ManuRetire Secure, please refer to your Policy Contract for information on the applicable valuation on your transaction*

SW-2025-02

☐ **C. Withdrawal of reinvested dividends without penalty**

*This is only applicable for plans that have this feature, for example, Manulife InvestReady III & SmartRetire II, III, V. Please check your policy contract for eligibility. Please complete Step 1 and 2.*

**Step 1: Select if you wish to withdraw in full, or only a portion of your reinvested dividends.**

- ☐ Withdraw in full
- ☐ Withdraw a specific amount of \$ \_\_\_\_\_ (minimum of \$500)

*If this requested specific amount is more than the available reinvested dividends under your policy, we will withdraw all your reinvested dividends.*

**Step 2: Indicate the funds you wish to withdraw the reinvested dividends from, and its allocation percentage.**

*After applying the allocation percentage to each fund, if any fund has less than the calculated amount, we will withdraw the entire fund. We will not top up the shortfall from the other fund(s) you have specified in the table below. The total amount withdrawn in this case will be lower than the requested amount. You can submit a separate request subsequently if required.*

Fund Name	Allocation Percentage (%)
1.	
2.	
3.	
4.	
5.	
6.	

Total allocation of funds must add up to 100%

100%

**5 PAYOUT OPTION FOR CASH FUNDED POLICIES**

(Please tick 1 of the boxes below. Otherwise, we will send you a cheque to your mailing address as per our record.)

- If the policy owner ticked either PayNow or Electronic Fund Transfer (EFT), it will apply to all future payouts for the policy where you are the policy owner, and will supersede any existing payout instruction.
- For any claim payment to a non-policy owner, it will be settled by cheque.
- PayNow or EFT option will not apply to a policy that is subject to a trust created under Pursuant to Section 132 (formerly S49L) of Insurance Act 1966 or Section 73 of the Conveyancing and Law of Property Act 1866

☐ **PayNow registered with Singapore NRIC/FIN**

- PayNow account registered with mobile number will not be eligible.  
*(note: You may register or add your Singapore NRIC/FIN to the PayNow account via the "Manage PayNow" in your internet banking account or mobile banking application.)*
- PayNow is only applicable for payout up to S\$200,000 to the policy owner's Singapore bank account.
- If PayNow transaction is unsuccessful, we will send a cheque to your mailing address as per our record.

☐ **Electronic Fund Transfer (EFT)**

- If you have an existing EFT set up for this policy, you just need to tick this option. No further action is required.
- If you do not have an existing EFT setup for this policy, or if you wish to update to a new bank account, please fill out the table below, and submit a copy of bank statement OR bank passbook showing account holder's name and account number. We accept bank statements with the bank balances and transactions being blanked out/masked. We also accept truncated e-statements downloaded from banks' mobile application, as long as the document shows the account holder's name and account number on the same page.

Bank Account Number	
Bank Name	

- It must be a Singaporean bank account denominated in Singapore Dollar that belongs to the policy owner. If the requirements for EFT are not met, we will send a cheque to your mailing address as per our record.

☐ **Transfer to policy (where you are the policy owner)**

1. Transfer \$ \_\_\_\_\_ to Policy No. \_\_\_\_\_ for the purpose of

- ☐ Premium      ☐ Loan Repayment      ☐ Single Premium Top Up      ☐ Prepayment (new application only, fixed at first 2 years' annual premiums)

2. Transfer \$ \_\_\_\_\_ to Policy No. \_\_\_\_\_ for the purpose of

- ☐ Premium      ☐ Loan Repayment      ☐ Single Premium Top Up      ☐ Prepayment (new application only, fixed at first 2 years' annual premiums)

6 DECLARATION & AUTHORISATION

1. I/We have read and understood the above statements. I/We choose to withdraw (fully or partially) or surrender my policy(ies). I/We am/are aware that should I/we wish to buy a similar policy in future, I/we may incur additional charges and may not be able to secure similar terms and conditions.

2. I/We confirm that this Policy is not assigned to any other party or is assigned only to the assignee who has signed this form.

3. I/We confirm that I/we/the beneficiaries am/are not undischarged bankrupt(s), in winding up, receivership or judicial management and there are currently no pending or threatened bankruptcy proceedings, winding up proceedings, receivership or judicial management proceedings against me/us/the beneficiaries.

4. I/We agree to indemnify and hold harmless Manulife from and against any and all demands, claims, actions, damages, suits, proceedings, assessments, judgments, costs, losses (whether direct, indirect, special or consequential) including legal costs, and other expenses arising from or in connection with Manulife accepting and acting on these instructions.

5. I/We am/are aware that this form will not be effective until it is formally accepted by Manulife.

6. I/We agree that the personal data collected in this form will be used by Manulife for the purpose of complying with my/our request and other related purposes only.

7. I/We confirm that the above information is true and correct, and I/we authorise Manulife to effect the request on my/our policy(ies).

8. I/We further confirm that I/we have read and understood Manulife Statement of Personal Data Protection which may be amended by Manulife from time to time ("Manulife Statement"), and I/we hereby consent to collection, use, disclosure and processing of personal data in accordance with Manulife Statement and agree to be bound by Manulife Statement. I/We have obtained a hard copy of the Manulife Statement from Manulife and/or downloaded a soft copy of the Manulife Statement from [www.manulife.com.sg](http://www.manulife.com.sg)

Signature of Owner/Assignee

Name \_\_\_\_\_

Contact No. \_\_\_\_\_ Date \_\_\_\_\_

Additional Authorisation for Policy under a Trust

Pursuant to Section 132 (formerly S49L) of Insurance Act 1966

- Who to sign:

All Trustee of the policy who is not the Owner  
OR all Beneficiaries 18 years and above  
*Trustee can be appointed by the Owner via Nomination of Beneficiary Form 3*
- Proceeds payable to:

All Trustee of the policy who is not the Owner  
OR all Beneficiaries 18 years and above

Section 73 (Conveyancing & Law of Property Act 1886)

- Who to sign:

All Trustee(s) of the Policy OR all Beneficiaries who are at least 21 years old
- Proceeds payable to:

All Trustees OR all Beneficiaries who are at least 21 years old

Signature of Trustee/Beneficiary

Name \_\_\_\_\_ Date \_\_\_\_\_

NRIC No. \_\_\_\_\_ Contact No. \_\_\_\_\_

Signature of Trustee/Beneficiary

Name \_\_\_\_\_ Date \_\_\_\_\_

NRIC No. \_\_\_\_\_ Contact No. \_\_\_\_\_

Signature of Trustee/Beneficiary

Name \_\_\_\_\_ Date \_\_\_\_\_

NRIC No. \_\_\_\_\_ Contact No. \_\_\_\_\_

Signature of Trustee/Beneficiary

Name \_\_\_\_\_ Date \_\_\_\_\_

NRIC No. \_\_\_\_\_ Contact No. \_\_\_\_\_

If you wish to understand the list of purposes for which your personal data may be used or disclosed, you may refer to the Statement of Personal Data Protection located at our website ([www.manulife.com.sg](http://www.manulife.com.sg))

**Need Help?** Please contact your Financial Representatives for further assistance.

**Completed?** Submit the completed form with the required documents to us through any these modes:

a. Login in to customer portal, MyManulife ([www.mymanulife.com.sg](http://www.mymanulife.com.sg)) under Servicing > Upload Forms > Other transactions to upload your completed form (signature not required)

b. Mail to 8 Cross Street #15-01, Manulife Tower, Singapore 048424 (with matching signature and subject to operational hours)

c. Walk-in: Client Service Centre  
8 Cross Street  
#13-01, Manulife Tower  
Singapore 048424