

In This Issue:

- Recognition of our diversity
- Retirement planning
- Raising our voices for street children



A Message from our CEO

Dear Customers,

I'd like to take this opportunity to introduce myself as the newly appointed Chief Executive Officer of Aviva Singapore. I was previously with the Aviva Asia-Pacific Regional Office, and have been in the insurance industry for over 25 years. It's an enormous privilege to be given the opportunity to lead the Singapore business, and to serve you, our valued customers.

My sincerest thanks for putting your trust in us, and helping us to be where we are. The business has grown and done well in the last 24 months, and we owe our successes to you. Hence, we're working towards making sure our service standards are best in class – this means putting the interests of our customers first, and making continual improvements to our processes and infrastructure.

I hope you enjoy reading this edition of Aviva News. We want to be in touch, so check us out on Facebook and let us know how we can serve you even better.

Cheers



Nishit Majmudar
CEO, Aviva Singapore

July 2012 Issue Vol.5 • MICA (P) 106/05/2012

Making sure your travel insurance policy goes the distance

You spend a lot of time (and money!) planning your travels. So, it's a good idea to spend just a little more and buy some travel insurance, just in case your carefully planned trip doesn't go totally smooth. Here are some useful tips that'll help you choose the right travel insurance plan for your needs:

- **Buy your travel insurance early.** Ideally, do it almost as soon as you book your plane tickets and hotel room. Your policy will come in handy if you need to cancel your travel plans, and incur cancellation charges.
- **Travel often? Get an annual plan.** Depending on how frequently you travel, an annual plan could be cheaper (and more convenient) than buying a single-trip plan every time.
- **Check how the insurer defines 'child'.** That 'family travel insurance policy' you're eyeing may include cover for your children as well, but remember that the definition of children may differ across insurers. There may be exclusions for children not studying full-time, or those above a certain age.
- **Get the right coverage.** For instance, if you're going on a mountaineering or skiing holiday, make sure these activities are covered by the policy (you may need to pay an additional premium).
- **Know your paperwork.** Keep every receipt you get on your travels: hotel receipts, boarding passes, visas, airline and hotel baggage claim stubs. All these will come in handy if you need to make a claim.
- **Understand the claims process.** This will make life easier when filing a claim. First, obtain a claim form from the insurer, and provide the information and documents requested. Your settlement time will depend on the nature of the claim and the thoroughness of your submitted documents.



Go direct at
aviva.com.sg

- **Keep emergency phone numbers handy.**

Most travel insurance policies include worldwide 24-hour emergency assistance. Save those emergency contact numbers (and your policy number) on your mobile phone, to avoid wasting precious time looking for important information in the midst of a crisis.

Recognition of our diversity: Aviva wins outstanding workplace inclusive culture award

Walk around our offices, or interact with our people, and you can't help but notice: across all levels of the company, our workforce is a rainbow of ethnicities, nationalities, qualifications, lifestyles and backgrounds.

As an equal opportunity employer, we also welcome people who are differently abled. For example, our office facilities have been designed to ensure ease of mobility for our colleagues with special needs.



Also, since we have a high percentage of female employees (nearly 72%), we have private facilities for our breastfeeding new mums. Our diversity policy also means that we respect the various cultures of our people—colleagues are granted a half-day leave on the eve of major festivals that they celebrate, and we ensure that Muslim colleagues have a quiet room for their prayer times.

This year, in testimony of our commitment to diversity and inclusion, we were bestowed the Outstanding Workplace Inclusive Culture Award. This award has been instituted by the Tripartite Alliance for Fair Employment Practices (TAFEP), which promotes the adoption of fair, responsible and merit-based employment practices among employers, employees and the general public.

What makes this accolade even more heartwarming is the fact that we're the first insurance company in Singapore to receive this honour—and that we're the only insurance company among past and present winners of TAFEP's Exemplary Employer awards.

As we celebrate this recognition, we promise to keep Aviva vibrant through the guiding principles of diversity and inclusion.

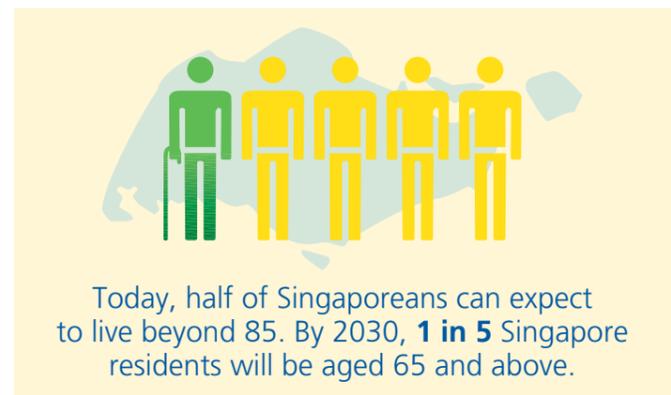
Retirement planning: Making your golden years truly golden

Your golden years should be something you look forward to—that period in your life when you no longer need to work, and you have all the time in the world to do all the things you want to do, freely.

But have you thought about whether you'll have enough savings to be able to retire at 55... 65... or ever? And, even if you do have savings, will there be enough to live comfortably right through retirement?

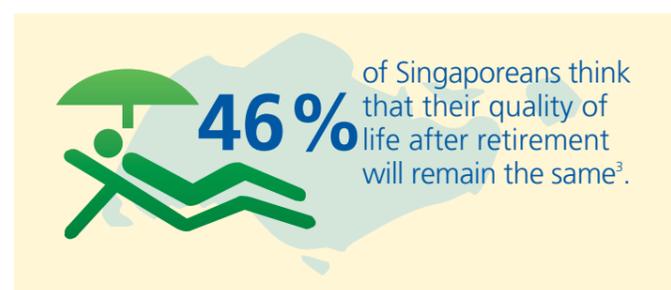
Fact No. 1 You're living longer

- Singapore ranks among the top 5 in the world for life expectancy¹—with men living an average of 79 years, and women living for about 84 years²
- Living longer means you would need more money to sustain your lifestyle, medical bills and other necessities.



Fact No. 2 Your money will be worth less in the future

- Inflation can really rob you of your buying and spending power over time



- A plate of chicken rice, which costs \$3 now, may likely cost \$13.70 in 30 years⁴

	Now	\$3
	10 Years	\$5
	20 Years	\$8.30
	30 Years	\$13.70
Assumed inflation of 5.2% per year		

- Your current savings will be worth less in the future because of inflation—\$131,000 in savings today will be worth a lot less in 10 years after factoring in an inflation rate of 5% p.a.

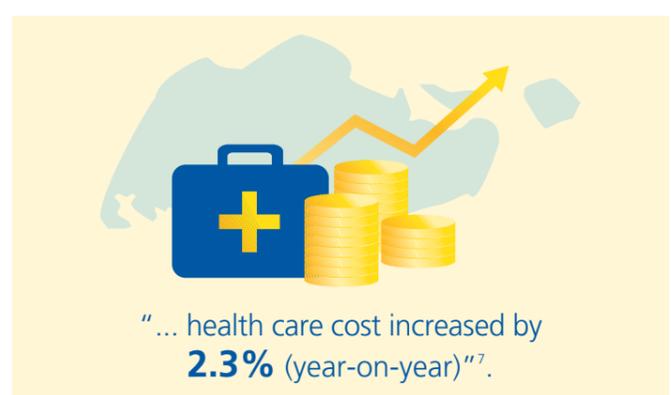
Fact No. 3 Your CPF savings may not be sufficient

- Each year, fewer members meet CPF's Minimum Sum requirement of \$131,000⁵
- If you opt for the CPF Life annuity scheme, you'll have a minimum sum of \$131,000 cash savings set aside into your CPF retirement account—which will lead to a monthly payout of \$1,100 from age 65 for life⁶
- Depending on your retirement lifestyle needs, you may need more than your CPF savings to see you through your retirement.



Fact No. 4 Your health matters

You need to have protection through health insurance plans so that medical bills will not erode your retirement savings. And as you grow older, your healthcare needs will increase. And, with higher life expectancy and escalating medical costs, are you relying solely on your CPF to cover your future needs?



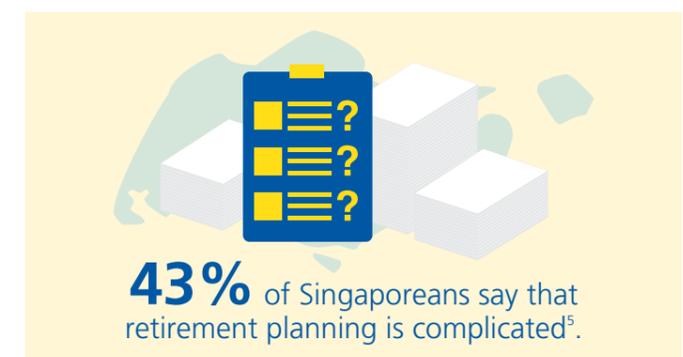
Fact No. 5 You need to protect your loved ones too

- Even when you're retired, you need to have a life insurance policy for you and your family
- In case of death or total permanent disability, such a policy can help ease the financial burden on your loved ones.



Fact No. 6 Retirement planning is not complicated

- A lot of people delay retirement planning because of more pressing matters such as buying a house, children's education and many other issues
- Others don't even know where to begin because they have no idea how or where to start.



The best time to start planning your retirement is while you're still young and able. And fortunately, we can help make it simple. For more information and useful tips on planning early and well for your golden years, please talk to your Aviva Advisor today, call **6827 9933** or email us at **cs_life@aviva-asia.com**

1. Source: Excerpts from the speech by Mr. Gan Kim Yong, Minister of Manpower at the CPF Board's Celebrating 55! Seminar on 26 June 2011, 2:00 PM, Suntec Convention Hall 401; http://mycpf.cpf.gov.sg/CPF/News/News-Release/N_26Jun2010.htm
 2. Source: Department of Statistics Singapore, Key Annual Indicators 2011, <http://www.singstat.gov.sg/stats/keyind.html#birth> (13 March 2012).
 3. Source: Respondents aged 40-44. Aviva's Retirement Study, 2011.
 4. Source: Inflation rate of 5.2% is based on the 2010 - 2011 inflation rate from Department of Statistics Singapore. Extracted from www.singstat.gov.sg
 5. Source: Aviva's Retirement Study, 2011.
 6. Source: 'Tharman gives assurance on CPF retirement savings' in The Straits Times, 6 March 2012
 7. Channel News Asia article - "Singapore's June inflation up 5.2% on-year" by Ryan Huang, posted on 25 July 2011. <http://www.channelnewsasia.com/stories/singaporebusinessnews/view/1142873/1.html>
 8. Source: Life Insurance Association, Singapore - Frequently Asked Questions. <http://www.lia.org.sg/consumers/faq>

Raising our voices for street children: Aviva serves up support for Student Advisory Centre



'The International Day for Street Children: Louder Together' is a campaign to promote greater awareness of the plight of millions of street children all around the world. This will help ensure that they, like all other children, enjoy the same opportunities of prevention, protection, participation and provision.



To mark this day, we organised an 'Eat What You Want, Pay What You Can' charity event, where our Senior Management Team, as well as staff, served up—and sold—a feast of home-made goodies: pancakes, cupcakes, pastries and assorted savouries. All sale proceeds were to be matched dollar for dollar by Aviva—and all the money raised would go to the Student Advisory Centre (SAC), which focuses on education and financial literacy for underprivileged children. A generous (and hungry!) turnout helped raise well over \$7,200!



To create a buzz about the event within the company, we built a 'Wall of Love' in our Shenton Way office on which staff could trace their handprints and display their support to the cause. The wall was also embellished with their wishes for street children. For every handprint, the company donated a dollar to the SAC.

The SAC fund-raiser is yet another expression of our commitment to developing the community we operate in—and giving back to society, in as many ways as we can.



Contact Us

We value your feedback. Whether it is a simple enquiry on our products, your thoughts on issues we can improve on, or areas you think we should continue to excel in, we would love to hear from you. You can also look us up on the Internet at www.aviva.com.sg

Customer Service Hotlines and Emails

General Enquiries
+65 6827 7988
cs_life@aviva-asia.com

Life Insurance, Savings & Investment Products
+65 6827 9933
cs_life@aviva-asia.com

Health Insurance
+65 6827 7788
cs_life@aviva-asia.com

Car, Home & Travel Insurance
+65 6827 9966
personal_insurance@aviva.com.sg

Global Solutions
+65 6827 9929
globalsolutions_sg@aviva-asia.com

Navigator Services
+65 6827 7555
service@navigator-asia.com

SAF Group Term Life Insurance for NSmen
+65 6827 8000
saf_insurance@aviva-asia.com

This document is published for general information only and does not have regard to the specific investment objectives, financial situation and the particular needs of any specific person. A product summary in relation to relevant products is available and may be obtained from Aviva Ltd and the participating distributors offices. You should read the product summary before deciding whether to purchase the policy.

Buying life and health insurance products is a long-term commitment. An early termination of the policy usually involves high costs and the surrender value payable, if any, may be less than the total premiums paid. Buying health insurance products that are not suitable for you may impact your ability to finance your future healthcare needs. You may wish to seek advice from a financial adviser before making a commitment to purchase the product. In the event that you choose not to seek advice from a financial adviser, you should consider whether the product in question is suitable for you. Full details of the standard terms and conditions of the products can be found in the relevant policy contract. Information is correct at time of publishing.

Read the e-version of Aviva News at www.aviva.com.sg/newsletter
Better yet, get it delivered bi-annually to your email inbox at
www.aviva.com.sg/subscribe



Find us on Facebook.
Visit www.facebook.com/AvivaSingapore

