



# GENERALI PILIPINAS

" PUT YOURSELVES UNDER OUR WINGS "

## POLICYOWNER'S CARE GUIDE

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2009

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## **FOREWORD**

We are happy to welcome you to the Generali Pilipinas family!

We thank you for trusting us to provide you and your loved ones with the professional service & personal care that is distinctly Generali Pilipinas'.

This **Generali Pilipinas Policyowners' Care Guide** will assist you in understanding the benefits that you are entitled to, as well as your rights and obligations under your insurance policy\*.

Simply refer to this guide every time you need to know more about your policy premium payments, reinstatements, policy changes, loans, benefits and claims, among other things.

We are always ready to assist you with regard to any policy-related concerns. Feel free to contact us anytime at:

**Generali Pilipinas  
Customer & Policyowners' Service  
Ground Floor, Gercon Plaza Building  
7901 Makati Avenue, Makati City  
Philippines 1227  
Customer Care Hotline: 884-8341 to 46  
Fax Number: 893-4195  
Website: [www.generali.com.ph](http://www.generali.com.ph)  
E-mail: [WE-Care@generali.com.ph](mailto:WE-Care@generali.com.ph)**

You may also visit any of our branches nearest you.

Thank you for putting yourself under our wings.

*\* Only the Chairman of the Board of Directors, the President, or officers duly authorized in writing by the Board of Directors of Generali Pilipinas have the authority to modify the insurance policy. Any such modifications must be in writing and duly signed by the authorized officer.*

## **I. PREMIUM PAYMENTS**

It is your responsibility to pay premiums on time to assure you of continued insurance protection and financial security. For your utmost convenience, there are many payment facilities available for you to pay your premiums. Different modes of payment are also available to meet your budget needs.

Generali Pilipinas sends reminder notices of your premium due. If, for any reason, you will be unable to pay your premium on or before your policy's premium due date, you are given a grace period of 31 calendar days from your due date to pay your premiums, without having to pay any interest, penalties or surcharges.

### **A. When do you pay your premium?**

You are encouraged to pay your premium on or before your policy's due date in order to ensure that your insurance remains in force.

Your premium payment depends on the mode of payment you have chosen:

- Annual - Once a year
- Semi-Annual - Twice a year
- Quarterly - Four times a year
- Monthly – Twelve times a year (available only if payment method is under Auto Debit Arrangement (ADA) or Salary Deduction Insurance (SDI) for Corporate accounts.

### **B. Where do you pay your premium?**

Please refer to list of payment facilities under item X.

### **C. What will happen if you will not be able to pay your premium on time?**

Your policy will automatically lapse and all your benefits under the policy will be forfeited.

However, you have the following options to still keep your policy in force:

1. If you cannot pay your premium within the grace period, you may request for an extension of the grace period for another thirty-one (31) days subject to the following conditions:
  - a. You have already paid two (2) quarterly premiums or one (1) semi-annual premium;
  - b. It is your first time to request for an extension for the current policy year; and
  - c. You submit a written request prior to the expiration of the grace period.
2. Request for a Premium Loan (PL) – if the policy already has available cash value and is in force other than as Extended Term Insurance, you may apply for a Premium Loan at any time before the end of the grace period.
3. Allow the Non-Forfeiture Option (NFO) of Automatic Premium Loan (APL), if you have chosen this option, to take effect – please check with our Generali Pilipinas Customer and Policyowners' Service (CPS) officers or your agent if your policy has already accumulated enough cash value to cover the premium due.

### **D. What are the types of notices you will receive from Generali Pilipinas?**

1. Premium Notice – sent 15 to 30 days prior to the policy's premium due date
2. Premium Reminder – sent 5 to 10 days after the premium due date if no payment is reflected in our records as of then.
3. Lapse Notice – sent 32 to 45 days after the premium due date if no payment is reflected in our records as of then.
4. Reinstatement Offer – sent 46 to 60 days after premium due date when no payment is reflected in our records as of then.
5. Special Reinstatement Offer – special campaign for our valued clients who meet the criteria for reinstatement. Sent 15 to 30 days prior to the launch of the special campaign.

## **II. Reinstatement**

When your policy lapses, you lose all the benefits and protection that your policy is intended to provide. As such, reinstating your policy is always a good decision and a practical move. It takes the risk out of your life and provides you and your loved ones with the financial security they need.

### **A. How do you reinstate your lapsed policy?**

Just fill out the Reinstatement Application Form and send or mail it to any of our regional and sales branches nearest you. You may also personally visit our CPS office at the Head Office and our CPS Officers will inform you if there are other requirements that you need to submit.

You have the option to reinstate your policy either through Updating or Redating.

1. Updating your policy may be done within 3 years from your policy's lapse date.
2. Redating can be availed if the policy has not yet accumulated any cash value.

Upon reinstatement, the policy's contestability period will start anew.

### **B. What is Pure Reinstatement or Reinstatement by Updating?**

Pure Reinstatement or Reinstatement by Updating requires the payment of all unpaid premiums under the policy with corresponding overdue interest. The original policy effective date, cash values and schedule of dividend earnings will not be affected. Reinstatement through this method may be done anytime within the 3-year period from lapse date.

### **C. What is Reinstatement by Redating?**

Redating requires payment of the current premium and premium difference in case of change in the Insured's age. Premium is computed based on the attained age of the Insured. The original effective date of the policy will move based on the number and amount of previous payments made. Reinstatement through this method may only be done once a year, so long as the policy has not yet earned any cash value.

### **III. Policy Amendments**

#### **A. My needs can change in the future, can I also change my plan?**

Yes, provided you change it within six (6) months from the policy's effective date. The new plan must be allowed under the underwriting guidelines of the company at the time of the original plan's effective date.

#### **B. What do I do when there is a change in my personal data and contact information?**

Simply accomplish the Policy Amendment Request Form and mail it to Generali Pilipinas CPS office.

#### **C. What do I do when I need to correct my personal details?**

1. Accomplish the Policy Amendment Request Form;
2. Submit an NSO copy of the birth or baptismal certificate, marriage contract or affidavit attesting to the new or correct information; and,
3. Mail or fax the form and documents to Generali Pilipinas CPS office.

#### **D. How do I change the mode of premium payment of my policy?**

1. Accomplish the Policy Amendment Request Form and mail or fax it to Generali Pilipinas CPS office.
2. Pay the chosen new modal premium.

*Note: Changing the mode of payment of your policy should be done on a logical date or on your policy's anniversary date. For example, if your policy's effective date is in January and the original mode chosen is quarterly mode, and you are requesting for change to semi-annual mode, the new mode will take effect only in July or 2 quarters after the effective date.*

#### **E. How do I change my beneficiaries?**

1. Accomplish the Policy Amendment Request Form;
2. Have the form signed by the irrevocable beneficiaries, if applicable;
3. Mail or fax the form and documents to Generali Pilipinas CPS office .

#### **F. How do I designate a trustee for my minor beneficiaries?**

1. Accomplish the Policy Amendment Request Form and submit a letter stating the relationship of the trustee to the minor beneficiaries.
2. Have the form signed by the irrevocable beneficiaries, if any.
3. Mail or fax the form and documents to Generali Pilipinas CPS office.

*Note: As long as the Insured is still living, the trustee has no right or authority over the proceeds intended for the minor beneficiaries.*

### **About your Beneficiaries**

1. Only persons who have an insurable interest on the life of the Insured can be accepted as beneficiaries. This means that the beneficiary will:
  - Expect to benefit from the continued life of the Insured; and
  - Expect to suffer a loss if the Insured dies.
2. **Acceptable Beneficiaries:**
  - Legal spouse
  - Children (natural and legally adopted)
  - Parents

- Brothers/Sisters
- Grandparents taking out a life insurance on their grandchildren
- Aunt or Uncle, Niece, Nephew and Cousins may be designated as beneficiary on a case-to-case basis
- Creditors
- Business Partner
- Company or Corporation
- Fiancé / Fiancée

### 3. **Unacceptable Beneficiaries:**

- Common-Law Spouses;
- Individuals forbidden by law to receive donations from the Insured:
  - Persons with whom the Insured is guilty of adultery or concubinage at the time of designation;
  - Persons with whom the Insured is found guilty of the same criminal offense, in consideration thereof;
  - Public officials, his or her spouse, descendants and ascendants, by reason of his office;

### 4. **Beneficiary Classification According to Priority:**

- Primary Beneficiary
  - The first priority to receive the death proceeds of an insurance policy;
  - Proceeds will be divided among the named primary beneficiaries according to the written instructions of the Policyowner/Insured. Otherwise, it will be equally divided among the surviving primary beneficiaries;
  - If a primary beneficiary dies ahead of the Insured, the beneficiary's estate has no claim to the proceeds;
- Contingent Beneficiary
  - Receive the death proceeds if the primary beneficiary passes away before the Insured and/or no other new beneficiary has been designated.

### 5. **Beneficiary Classification According to Rights**

- Revocable Beneficiary
  - This beneficiary has no vested rights over the policy and therefore the policy owner may exercise any and all other rights and privileges on the policy including the change in the beneficiary without the beneficiary's consent;
  - The death benefit payable under this type of beneficiary designation is subject to estate tax.
- Irrevocable Beneficiary
  - This beneficiary has vested rights over the policy and therefore, the policyowner cannot exercise any of his rights and privileges on the policy without the irrevocable beneficiary's consent;
  - The death benefit payable under this type of beneficiary designation is not subject to estate tax.

*Note: It is suggested to refrain from designating minor as irrevocable beneficiary. The procedure in obtaining the consent of the minor for every transaction exceeding Php 50,000.00 in the policy requires court action. It is also desirable to name a Trustee if the beneficiary is still a minor.*

**G. What do I do in case my policy contract is lost?**

1. Submit a duly notarized affidavit of loss;
2. Have the document signed by the irrevocable beneficiaries, if any;
3. Pay the policy re-printing fee of Php 250.00;
4. Mail or fax the form, official receipts and documents to Generali Pilipinas CPS office.

**H. How do I change policy ownership?**

1. Accomplish the Policy Amendment Request Form, have it countersigned by the original policy owner, if living, or attach the death certificate of the original policy owner, if already deceased;
2. Have the form signed by the irrevocable beneficiaries, if any;
3. Mail or fax the form and documents to Generali Pilipinas CPS office.

*Note: If the Insured is a minor, the parents or the guardian may be designated as the new policy owner.*

**I. How do I assign my policy to a creditor?**

1. Submit a duly accomplished and notarized Assignment of Policy Form, and loan agreement or approval of the loan letter coming from the bank. If the policy is to be assigned to an individual, submit a copy of the notarized loan agreement.
2. Have the form signed by the irrevocable beneficiaries, if any.
3. Submit the form, together with your policy contract, to Generali Pilipinas CPS office for endorsement.

*Note: If your policy has been assigned and you want to terminate the assignment, please submit a Release of Assignment Form and a copy of the release or full settlement of loan coming from the bank. You can only assign your policy once.*

**J. How do I cancel my assigned policy?**

1. Submit a duly accomplished and notarized Release of Assignment Form signed by the assignee and original policy contract;
2. Submit the form and documents to Generali Pilipinas CPS office.

**K. How do I amend my policy?**

1. Accomplish the Policy Amendment Request Form and indicate the desired changes;
2. Have the form signed by the irrevocable beneficiaries, if any;
3. Mail or fax the form and documents to Generali Pilipinas CPS office.

*Amendments to a policy include, but are not limited to, the following:*

1. Amendment of Name
2. Amendment of Birth date
3. Change of Address
4. Change of Beneficiary
5. Change of Non Forfeiture Option/Dividend Option
6. Change of Mode / Payment Method
7. Increase/Decrease in Sum Insured
8. Addition/Deletion of Rider

*Note: The Company may require additional medical and/or financial documents if the change will result to an additional risk. Consent of the irrevocable beneficiary or assignee is required for requests that will result in the reduction of the coverage or benefit of the irrevocable beneficiary or assignee.*

#### **IV. Policy Loans**

Permanent and participating plans accumulate cash values and dividends after the end of two (2) or three (3) years, depending on the type of your plan.

Policies that accumulate cash values allow you to borrow money against your policy. When a personal or emergency need arises, you may opt to borrow against your policy's available cash values or use your dividends to cover the need.

Please take note that if policy loans remain unpaid, it will continue to earn interest at a rate approved by the Insurance Commission.

##### **A. What are the types of loans you can make against your policy?**

1. **Cash Loan** – this loan may be obtained up to a maximum of 80% of your policy's cash surrender value.
2. **Premium Loan** – If a premium due is not paid, the Premium Loan option will only apply if you have elected it in the application form or requested it in writing at any time before the end of the grace period. If this option is elected, your unpaid premium due at the end of the grace period is automatically paid from the net cash value as a Policy Loan. This loan will be subject to the same terms and conditions as a regular policy loan with regard to interest, repayment, continuation, failure to repay and voiding of the policy.

##### **B. How can you apply for a policy loan?**

1. Submit the following requirements:
  - Accomplished Policy Loan Agreement Form, duly signed by the Policyowner and irrevocable beneficiary or assignee, if any;
  - Original Policy Contract;
  - 2 valid IDs.
2. Mail or fax the form and documents to Generali Pilipinas CPS office.
3. Wait for the advice of Generali Pilipinas CPS Staff when the check will be available for encashment or when the amount will be transferred to your account.

##### **C. How much can you loan?**

Your maximum loanable amount is 80% of your available cash surrender value. The applicable interest charge is based on the Insurance Commission's published approved policy loan rates.

##### **D. How much is the interest rate on your loan?**

- For Peso policies – 10%
- For Dollar policies – 8%

*Note:* Rates are subject to change as per advised by the Insurance Commission.

##### **E. Will there be an effect on your future benefits in case you take out a loan against your policy?**

Yes, if the loan remains unpaid. In the event of a claim, all loans and all interest thereon will be deducted from the proceeds of your policy.

In case the total amount of all loans and all corresponding interest exceed the cash value of your policy, your policy automatically terminates and no proceeds will be released.

**F. How do you pay your loan?**

You may pay your loan the same way you pay your premium due. Please refer to the payment facility flyer attached to this guide.

If you are using the Bills Payment facility at BDO, please indicate that the payment is intended for your policy loan.

**G. When do you pay your loan?**

You may repay your policy loan at any time, whether full or partial. However, if your loan with interest is not paid on or before the next policy anniversary, both the loan and interest automatically become a new loan on the policy anniversary, wherein interest will be charged at the rate in effect as of that date.

## V. Non-Forfeiture Options

### A. What are Non-Forfeiture Options?

Non-Forfeiture Options (NFO) are part of the benefits available under a permanent policy. NFOs are available for plans that accumulate cash values. In case of non-payment of the premiums on or after the due date or grace period, or should you decide not to continue paying your premiums, you are assured that the benefits of your policy will not be entirely forfeited.

Each NFO provides the option on how the cash values and dividends of your policy will be used in case you will not be able to pay your premiums on time.

### B. What are the available Non-Forfeiture Options (NFOs)?

1. **Automatic Premium Loan (APL)** – any premium due remaining unpaid at the end of the 31-day grace period is automatically paid by a loan against your policy's cash value. Please note that APL is treated the same way as a policy loan and thus, will accumulate interest, if it remains unpaid.
2. **Reduced Paid Up (RPU) Insurance** – the policy's cash value and any dividends will be used to purchase a life insurance coverage at the current age of the Insured at a reduced face amount without the need to pay for your future premiums. Coverage acquired under this option will have the same duration and conditions as that of the original policy.
3. **Extended Term Insurance (ETI)** – under this option, the policy may be continued without further payment of premiums as a non-participating Extended Term Insurance with the coverage equal to the current face amount of your policy. The duration of the term insurance shall depend on the cash surrender value, and any dividends, at the current age of the Insured, can buy when applied as a net single premium.
4. **Cash Surrender Value (CSV)** – under this option, the cash value and dividends of your policy will be returned to you, less any outstanding loans and interest. Once the amount has been returned to you, your insurance coverage automatically terminates and no future benefits will be payable under the policy.

### C. When can you change an option?

Upon application for insurance, you are advised to elect a Non-Forfeiture Option (NFO). You may change your policy's NFO during the lifetime of your policy, provided that the policy is in-force and under premium-paying status. If your policy has lapsed, it has to be reinstated first.

## **VI. Dividend Options**

### **A. What are Dividends?**

Dividends are your share in the Company's profits.

### **B. When does your policy start earning Dividends?**

Only participating policies earn dividends. Depending on your policy's features and benefits and premium-paying period, your policy can start earning dividends as early as the end of the second year.

### **C. What are the available Dividend Options?**

1. **Paid in Cash** – Starting from the year dividends are available and every year thereafter, you will receive a payment equivalent to the earned dividends of your policy.
2. **Applied to any Premium Due** – Starting from the year dividends are available onwards, your earned dividends will automatically be used to pay for your premium as it becomes due.
3. **Left to accumulate with interest** – With this option, your dividend earnings are left with the Company to accumulate and earn interest at a rate specified by the Company.
4. **Used to purchase participating paid-up additional insurance** – Every year, your earned dividends will be used to purchase an additional non-participating paid-up insurance which is added to your original insurance coverage.

### **D. When can you change your Dividend Option?**

You may change your dividend option during the lifetime of your policy, provided that the policy is in force. Otherwise, the policy has to be reinstated first. In case the earned dividends have already been paid out or used, only future dividends after the effective date of the change will be considered for the chosen new dividend option.

## VII. Claims

Your life insurance policy delivers its promise of providing the financial assistance for you and your family when the event insured against happens.

- A. What to do when a policy matures
  - Payout of Educational Benefits
  - Payout of Endowment Benefits
- B. How to file a death claim
- C. How to file a disability claim and Dread Disease Rider.
- D. How to file a hospitalization claim
- E. How to file for a waiver of premium claim
- F. Are death claim proceeds taxable?

### A. What to do when a policy matures?

- You will be notified by the company thru mail on when you can get the proceeds of your policy.
- To claim your check, present the letter and an acceptable ID. Such as passport, driver's license, SSS or company ID.
- If a representative will claim the check on your behalf, an authorization letter from you and his or her ID will be required.

### B. How to file a Death claim

#### Basic Requirements:

- Insured's Death Certificate duly signed by the Office of Local Civil Registrar
- Birth or Baptismal Certificate of the Insured
- Original Policy Contract
- Completed Generali Claim Forms: Claimant's Statement (Form No. DC-001), Attending Physician's Statement (Form DC-002), Claimant's Authorization (Form DC-003) and Identification of the Deceased (Form DC-004).

For the Claimant's Statement:

- *If there is more than one beneficiary*, a separate Claimant's Statement form must be accomplished by each.
- *If the insurance proceeds are payable to the estate of the Insured*, the Claimant's Statement form must be accomplished by the heirs, executor, or administrator; a certificate of judicial appointment and/or Deed of Extra-Judicial Partition must be submitted.
- *If the insurance proceeds are payable to a minor*, the Claimant's Statement form must be accomplished by his or her surviving parent; if no surviving parent, then the guardian.
- *If the policy is assigned*, the Claimant's Statement form must be accomplished by the assignee. In a collateral assignment, a statement showing the present amount of the indebtedness of the deceased under said assignment should be submitted with the original deed of assignment.
- *If any beneficiary predeceases the Insured*, a certified copy of the death certificate of such beneficiary must be submitted.

Conditional Requirements:

- Marriage Contract (if spouse is a beneficiary)
- Birth Certificate of Beneficiaries (if minors)
- **Death certificate** of deceased beneficiaries if any
- **Affidavit of Care and Custody**. – This must be accomplished by the parent having custody of the minor beneficiary and net proceeds per minor is less than or equal to P50,000.00).
- **Letter of Guardianship** – This is required only if the person representing the minor's beneficiary is neither the father nor mother of the minor. The Letter of Guardianship shall be submitted together with the copies of the 1.) *Petition for the Letter of Guardianship* 2.) *Court Order* 3.) *Guardian's Bond* 4.) *Oath of Office*.
- **Guardian's bond approved by court** – This is required if beneficiary is a minor, net proceeds is more than P50, 000 and guardian is a parent. This may be obtained by a parent by filing a verified petition or approval of the bond in the proper court of the place where the child resides, for such amount as the court may determine to guarantee the obligations prescribed for the general guardians.

*Note:* To save time and money, you can waive the customary judicial bond by filing a Life Insurance Trust Deed Form with the company. It is important that this form is accomplished during your lifetime.

- Trustees' bond (if minor beneficiary, net proceeds are greater than P50,000 and trustee is appointed without a Trust Deed Form)
- Court Appointment as guardian (if minor beneficiary, net proceeds are greater than P50,000 and guardian is person other than a parent)
- Driver's License (for vehicular accidents and Insured is the driver)
- Police or NBI report, Autopsy Report, Affidavits of Witnesses, Fiscal's Resolution, Criminal Complaints (if death is violent in nature)
- Other requirements as may be required by the Claims Department

**If the deceased-insured died due to ACCIDENT; kindly submit the following:**

- Proof of Violent death
  - Certified True copy of Investigation report of PNP and/or NBI
  - Certified copy/ies of Sworn Statement on file with any and all affidavits of at least two witnesses, affidavits of at least two persons cognizant of the circumstances surrounding the Insured's violent death.
  - Driver's License and latest Official Receipt of Renewal (for vehicular accidents and where the Insured was the driver)
  - Certified copy of Criminal Complaint filed in court, if any.
  - Autopsy report, if any.
  - Certified copy of Ante-mortem statement, if any.
  - News clipping, if any.
- Medical Certificate
- Other document as may be required

**B. How to file a Disability claim and Dread Disease Rider.**

**Disability Claim**

- If disability is less than 6 months, submit Notice of Disability
- For initial disability claim or after the 6 months waiting period, submit Claimant's Statement and Attending Physicians Statement.

*Note:* Within the 6-month waiting period, you still have to pay for premiums. Should the disability benefit, last longer than 6 months, you will get a refund for the premiums you paid within the waiting period.

- For continuance of disability benefit, submit and accomplished Generali Claim form: Disability Claim Insured's Statement (Form No. DisC-001), Disability Claim Physician's Statement (Form No. DisC-002) and Claimant's Authorization (Form No. DisC-003).

**Dread Disease Rider**

- The Company must be provided with a written proof of disease within sixty (60) days from the date of its diagnosis. Failure to submit written proof shall not invalidate the claim if it shall be shown that it was not reasonably possible to give such proof within the required time and that such proof was given as soon as was reasonably possible.
- The occurrence of dread disease must be certified by an acceptable licensed physician and must be supported by clinical, radiological, histological and laboratory evidence acceptable to the Company.
- Kindly Submit and accomplished Generali Claim forms: Dread Disease Claim Insured's Statement (Form No. Dd C-001), Attending Physician's Statement (Form No. Dd C-002) these forms must be notarized, and Claimant's Authorization (Form No. Dd C-003).

**C. How to file a Hospitalization claim**

Submit the following documents:

- Claimant's Statement
- Attending Physician's Statement
- Proofs of Hospitalization, completely accomplished by the Insured, employer and attending physician – these information are already reflected in the Claimant's Statement
- Original Certified Xerox Copy of Statement of Account or Original Copy of Certification from Hospital, showing inclusive confinement dates
- Original Official Receipts of expenses incurred during the confinement
- Police Report regarding alleged accident or Insured's own narration of the incident, if the cause of confinement was an accident
- Other documents as may be required

**Note: You may file for hospitalization, accident, disability claims and Dread Disease Rider ONLY if your policy carries these benefits.**

**D. Are death claim proceeds taxable?**

- If payable to an estate, proceeds are subject to estate tax.
- If payable to a revocable beneficiary, the proceeds are subject to estate tax.
- If payable to an irrevocable/irrevocable-with-limited-rights beneficiary, the proceeds are exempted from estate tax.

## **VIII. Settlement Options**

### **A. What is a Settlement Option?**

Financial planning is a complicated task especially when you and your beneficiaries are faced with the problem of managing a large sum of money. With the available Settlement Options, you are given a wise alternative to guarantee that your proceeds will provide continuing protection and financial stability for your family.

### **B. What are the available Settlement Options?**

#### **1. Lump Sum Payment**

The Company will pay the entire benefit proceeds to the Payee.

#### **2. Interest Payments**

The benefit proceeds will be left with the Company as a deposit, to accumulate interest at the rate declared by the Company, subject to withdrawal by the Payee until the proceeds together with interest are exhausted.

#### **3. Installments for a Fixed Amount**

The Company will keep the benefit proceeds and will pay a fixed amount chosen by the Payee at specified intervals until the proceeds together with the interest are exhausted.

#### **4. Installments for a Fixed Period**

The Company will keep the benefit proceeds and will make regular payments in equal annual, semi-annual, quarterly or monthly installments over a fixed period chosen by the Payee.

#### **5. Installments for a Fixed Period and Life Thereafter**

The Company will keep the benefit proceeds and will make regular payments in equal annual, semi-annual, quarterly or monthly installments over a guaranteed fixed period chosen by the Payee. Afterwards, the regular payments will continue only for the lifetime of the Payee.

### **C. When can you change options?**

When you feel that the option you chose no longer suits your needs, you may always convert to another option, except if your original settlement option is Lump Sum option, since all benefits have already been paid out one time.

## **IX. Regional and Branch Offices**

### **MAKATI HEAD OFFICE**

Gercon Plaza Building, 7901 Makati Avenue, Makati City, Philippines 1227

Tel. No. (632) 886-5258

Fax No.: (632) 893-4195

### **ALABANG REGIONAL OFFICE**

2/F Common Goal Tower, Madrigal Business Park, Ayala Alabang, Muntinlupa City

Tel. Nos.: (632) 772-1786 to 89

Fax No.: (632) 772-1796

### **BACOLOD SALES OFFICE**

2<sup>nd</sup> Level Robinson's Metro Bacolod, Singcang, 6100 Bacolod City

Tel. Nos.: (034) 433-8823

Fax No.: (034) 708-8564

### **BAGUIO BUSINESS CENTER**

GF, EDY Building, 144 Kidad Road, Baguio City

Mobile No.: 0917-8867946

### **MINDANAO REGIONAL OFFICE**

8/F Landco Corporate Center, J.P. Laurel Avenue, Bajada, Davao City

Tel. No.: (082) 277-5810; (082) 227-8386

Fax No.: (082) 305-8585

### **ORTIGAS REGIONAL OFFICE**

Unit 2906 29/F Antel Global Corporate Center, No. 3 Julia Vargas Avenue, Ortigas Center, Pasig City

Tel. No.: (632) 900-5810

### **VISAYAS REGIONAL OFFICE**

8/F Pag-ibig Fund WT Corporate Center, Mindanao Avenue, Cebu Business Park, Cebu City

Tel. Nos.: (032) 231-9622; (032) 232-3465; (032) 232-7209

Fax Nos.: (032) 234-4353; (032) 234-4358

## **X. Payment Facilities**

There are 4 easy ways to pay your premium!

### **1. GENERALI PILIPINAS OFFICES**

You may pay through any of our following offices:

- A. Head Office
- B. Alabang Regional Office
- C. Makati Regional Office
- D. Ortigas Regional Office
- E. Visayas Regional Office
- F. Mindanao Regional Office
- G. Bacolod Sales Office
- H. Baguio Business Center

Our offices are open to serve you from 8:30 am to 5:30 pm, Monday to Friday.

### **CREDIT CARD PAYMENT FOR PESO POLICIES**

You may also pay at our offices using any of the following credit cards - Visa, Mastercard, or BPI Express Credit.

### **2. BANCO DE ORO UNIVERSAL BANK**

TWO CHOICES FOR PESO POLICIES:

#### **A. OVER-THE-COUNTER PAYMENT:**

- a. Simply bring your Premium Notice and payment to any BDO branch.
- b. Fill-out the Bills Payment Slip indicating your policy number/application number, insured's name, amount paid, & the institution code
- c. Generali Pilipinas' institution codes vary according to your type of policy:
  - Life Policy Subsequent Payment - Institution code - '0048'  
Reference - Contract or Policy No.
  - Property & Casualty (Non Life) Policy - Institution code - 0049'  
Reference - Policy No. (last 8 alphanumeric nos.) Ex. V0000001, F0000001, P0000001
  - Bancassurance Initial Payment - Institution code - '0054'  
Reference - Application No.

#### **B. AUTO-DEBIT FACILITY:**

If you are a BDO depositor, you may use the Auto-Debit Facility for payment to a Peso-denominated policy. Simply visit your BDO branch of account and fill-out the Authority to Debit Account Form.

FOR DOLLAR POLICIES:

For dollar payments, you may deposit your DOLLAR NOTES/CASH via any BDO branch without any fee or bank charge. Simply use the ff. account numbers:

- Life Policy - BDO Paseo2 Branch USD SA#1700060277
- Property & Casualty (Non Life) Policy - BDO Paseo2 Branch USD SA#01700060285

**Please fill-out 2 copies of the deposit slip send a copy to any of our offices via fax (02) 884-8351 and attention to Finance Operations-Cashiering for official receipt issuance.**

### **3. SM BILLS PAYMENT FACILITY**

This facility is applicable to PESO POLICIES ONLY. Simply go to any SM Customer Service or Bills Payment Counter and present your Premium Notice (for Life policies) or Premium Invoice/Renewal Advice (for Property & Casualty policies) and fill-out the SM BPS Validation Slip.

*REMINDER:* Please make sure to bring your Premium Notice or Premium Invoice/Renewal Advice. The date of payment should be on or before due date up to the grace period indicated in your policy.

### **4. TELEGRAPHIC TRANSFER OR WIRE TRANSFER**

You may pay through telegraphic or wire transfer from your bank account to either of the 2 Generali Pilipinas bank accounts with details as follows:

FOR DOLLAR PAYMENT:

1. Account Name: Generali Pilipinas Life Assurance Company, Inc.  
Bank Name: Banco De Oro Universal Bank - Paseo2 Branch  
Bank Address: Paseo de Roxas, Makati City  
Account No: USD SA # 1700060277  
Swift Code: BNORPHMM

2. Account Name : Generali Pilipinas Insurance Company, Inc.  
Bank Name : Banco De Oro Universal Bank - Paseo2 Branch  
Bank Address : Paseo de Roxas, Makati City  
Account No: USD SA # 1700060285  
Swift Code : BNORPHMM

FOR PESO PAYMENT:

1. Account Name: Generali Pilipinas Life Assurance Company, Inc.  
Bank Name: Banco De Oro Universal Bank - Paseo2 Branch  
Bank Address: Paseo de Roxas, Makati City  
Account No: Savings Account # 1700073719  
Swift Code: BNORPHMM

2. Account Name: Generali Pilipinas Insurance Company, Inc.  
Bank Name: Banco De Oro Universal Bank - Paseo2 Branch  
Bank Address: Paseo de Roxas, Makati City  
Account No: Savings Account # 1700073700  
Swift Code: BNORPHMM

*Reminder:* As soon as payment has been made, please send your payment details to Customer & Policy Owners' Service, G/F Gercon Plaza Bldg., 7901 Makati Avenue, Makati City to facilitate official receipt issuance. Telegraphic transfer remittance not reported to Generali Pilipinas will result to non-issuance of official receipt and remains unpaid in our record.