

Insurance Digital Onboarding

Smart Tips for Online Self-service Insurance





The insurance industry is actively developing insurance technology (InsurTech) and exploring various electronic distribution channels to improve the customer experience and satisfy the insurance needs of consumers. Now, policy holders can purchase insurance products on an insurer’s digital sales platform on their own, using a computer or mobile app.

Insurance products purchased online on your own

The insurance products that you can purchase online on your own are mainly protection-oriented, short term, or have a simple product structure, including the following:



General insurance products, such as travel, household, domestic helper and motor insurance;



Term life policies;



Certain Qualifying Deferred Annuity Policies (QDAP);



Voluntary Health Insurance Scheme (VHIS) products; and



Refundable policies without a substantial savings component, or renewable policies without a cash value that provide insurance protection (such as hospital cash, medical, critical illness, personal accident, disability, or long-term care cover).

6

Smart Tips for Online Self-service Insurance

The entire process of taking out an insurance policy online is handled on your own, including searching for products, making real-time enquiries, requesting quotations, underwriting, confirming an insurance policy, and paying premiums.






Before you take action, read the following 6 smart tips:

1

Cyber security






Protect your personal data privacy

-  Do not apply for insurance in a public place.
-  Do not use public Wi-Fi or a public computer.
-  Do not share your user names or passwords for digital insurance services with anyone or disclose your passwords to anyone.
-  Set a password that is difficult to guess and different from ones you use for other online services, and change it regularly.
-  Contact the Police immediately for assistance if you suspect that your personal data has been stolen.



Make sure you access the insurer's official website or sales platform





-  Do not visit suspicious websites, or open unknown emails or links.
-  Log in to the sales platform direct through the official website or mobile app authorized by the insurer.
-  Contact your insurer for verification or look up the official website address and contact information of the licensed insurer in the ["Register of Authorized Insurers"](#) on the Insurance Authority website.

2

Assess your actual needs and financial position





Before applying for insurance, you should:

-  Consider your protection needs;
-  Understand clearly your reason for taking out an insurance policy; and
-  Assess your personal financial position and ability to pay for the policy.
-  Do not take out an insurance policy simply because of a promotion or discount.

Before applying for insurance online, you can make good use of online resources and tools (such as the [Life Protection Coverage Calculator](#) on the “Chin Family” website of the Investor and Financial Education Council) to help understand and assess your personal needs, and calculate an appropriate amount of insurance coverage that you can afford.

3

Read the policy terms and make sure you understand what after-sales service is available



-  Read the policy terms carefully to avoid making a wrong decision because you misunderstood the terms or the omission of certain details.
-  Make sure you understand the after-sales services the insurer will provide, and consider whether these services are suitable for you and meet your personal expectations, such as online claims procedures and rules, and medical consulting services.

4

Answer the online underwriting questions carefully



You may need to answer the underwriting questions online if you purchase insurance products online by yourself. You must:

-  Truthfully declare your personal information, such as your health status and past medical records.
-  To avoid affecting future claims, do not rashly disclose information or provide false information just to complete the underwriting process as soon as possible.

5

Pay attention to the coverage period and renewal procedure



When you apply for insurance online on your own, there is no insurance intermediary to remind you of the expiry date of the insurance policy, and the insurer may not provide you with a paper insurance policy. You should:



Pay close attention to the expiry date of the contract and consider whether to renew your policy in advance; and



Be aware of a cap for the renewal age (if applicable).



Since not all insurance policies can be renewed online, you should:



Be sure you understand the renewal terms and reapplication procedure in advance;



Allow enough time to complete the procedure; and



Be aware of a possible premium adjustment by the insurer for a policy renewal.

For medical insurance, for example, age and health condition are generally considered to be adjustment factors.



Check if auto-renewal is included in the policy terms

An electronic payment system will generally be provided for online self-service insurance. If you agreed or chose to renew your policy automatically every year, your bank account or credit card will automatically be debited to pay the premium for policy renewal before the policy expires.

6

A cooling-off period also applies



If you apply for long-term insurance policies online on your own, you will still enjoy a cooling-off period, which allows policy holders a reasonable time to carefully review the policy terms.

Cooling-off period:

- This is a period of 21 calendar days immediately following the date of delivery of the policy or cooling-off notice to the policy holder, whichever is earlier.



If after careful consideration, you decide to cancel the policy during the cooling-off period, you will receive a refund of the paid premium and premium levy. Please note that you should:



Make sure you understand how to cancel a policy and allow enough time for processing, as each insurer has a different procedure for surrendering a policy during the cooling-off period.

To learn more, visit the Insurance Authority's [thematic webpage of Insurance Digital Onboarding](#), and read the "[Insurance Digital Onboarding – Points to Note for Virtual Onboarding via Video Conference](#)" leaflet.



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