

# FOCUS

## KEY FEATURES DOCUMENT

FOR USE IN SINGAPORE ONLY

PRODUCT NAME	FOCUS	GOVERNING LAW	The law of Singapore.  This does not prejudice your rights of recourse to the law of any jurisdiction, including the law of the Island of Guernsey.
PROVIDER	Utmost Worldwide Limited, Singapore Branch (Branch of the foreign company Utmost Worldwide Limited)	REGULATORS	Monetary Authority of Singapore

Capitalised terms used in this 'Key Features Document' have the meanings given to them in the 'Product Summary' (see section 19 'Defined Terms' of the 'Product Summary') or are phrases defined by usage as a title in the 'Product Summary'.

References to 'we', 'us' or 'our' mean Utmost Worldwide Limited, Singapore Branch. References to 'you' or 'your' mean you, a prospective Planholder. We have written this document in the singular, the singular includes the plural and vice versa. Likewise, the masculine includes all other genders.

### ABOUT THIS PLAN

FOCUS is a Regular Premium whole of life Investment Linked Plan ("ILP"). It provides a Death Benefit (see section 'What are the Insurance Benefits?') and it is investment-linked enabling you to achieve capital growth on Premiums paid where your selected ILP Sub-Funds increase in value. The ILP Sub-Funds that are available to FOCUS have been specially selected by us with the objective of providing you with access to a range of lower cost investment funds that we believe will provide good value for money over the medium to long term. However, the value of your Plan ultimately depends on the performance of your ILP Sub-Funds, which cannot be guaranteed.

With a FOCUS Plan, you will choose a Commitment Period and pay Premiums with the aim of achieving a financial goal. You should pay Regular Premiums for the duration of your Commitment Period, i.e. your Committed Premium (see section 'What is my Commitment Period?'). You will be entitled to a Commitment Reward, equal to 5% of Regular Premiums paid, if you meet your commitment to us. For further details regarding your Commitment Reward and your commitment to us, see the 'Product Summary'. Withdrawals negatively affect your Commitment Reward entitlement and if you surrender your Plan during your Commitment Period, we will deduct the full balance of any outstanding instalments of the Premium Charge, in respect of the Regular Premium, (see section 'Can I Access my Money Early?'). At or after the end of your Commitment Period, we will change your Plan status to paid-up. You can then do nothing and keep your Plan without any Committed Premium obligations; you can request a new Commitment Period; or, if your Plan has sufficient value and you qualify as an Accredited Investor, you can request an extension to your ILP Sub-Fund range.

Our clients buy FOCUS exclusively on the recommendation of their independent Financial Adviser. You should always carefully review the financial advice that you receive to make sure that FOCUS is right for you.

### PLAN FEATURES

LIFE COVER BASIS OPTIONS	Single life, multiple-lives first-death, or multiple-lives last-survivor.	DEATH BENEFIT	101% of Investment Value.
COMMITMENT PERIOD OPTIONS	5 years (minimum) to 15 years (maximum).	COMMITMENT REWARD	Up to 5% of Regular Premiums paid, if you meet your commitment to us (see section 'Can I Access my Money Early?').
PREMIUM TYPES	Regular Premium (Committed Premium you should pay) and optional Single Premiums (you can pay).	PAYMENT OPTIONS	Standing order, electronic transfer, credit card, debit card, GIRO.
AVAILABLE PLAN CURRENCIES	USD, EUR, GBP, HKD, SGD, JPY, AUD.	PLAN SEGMENTS	100 identical but separate Segments.
CAN I CHANGE PLAN CURRENCY?	Yes, after the Plan is in force for at least 12 months.	CAN I TEMPORARILY STOP PAYING COMMITTED PREMIUMS?	Yes, on a limited basis. Limited to 1 month per year of Committed Premium, and can be taken in up to 3 blocks. During a 'Take-a-Break' period, fees continue to apply but we protect your Commitment Reward.

## IS FOCUS SUITABLE FOR ME?

Where FOCUS has been recommended to you by your Financial Adviser, you should make sure that it will meet your current and future financial needs. FOCUS is suitable for Planholders with a medium to long-term investment horizon who understand the investment risks of their Plan having taken appropriate professional advice regarding their selected ILP Sub-Funds, Committed Premium and Commitment Period. Planholders must be ready and able to pay the Committed Premium for the entire Commitment Period and must understand that the return on their Plan relates directly to the performance of their selected ILP Sub-Funds.

## WHAT IS MY COMMITMENT PERIOD?

With a FOCUS Plan, you choose a Commitment Period of between 5 and 15 years. You should pay your Committed Premium during this Commitment Period (except during any Take-a-Break period, as agreed by us). You can pay monthly, quarterly, half-yearly or annually. For each Plan Currency below, we have set out the minimum monthly Regular Premium and optional Single Premium amounts, which we will accept:

COMMITMENT PERIOD	USD	EUR	GBP	HKD	SGD	JPY	AUD
5* to 9 Years	750.00	675.00	562.50	6,000.00	1,050.00	83,250	1,087.50
10 to 15 Years	500.00	450.00	375.00	4,000.00	700.00	55,500	725.00
Single Premium	2,000.00	1,800.00	1,500.00	16,000.00	2,800.00	222,000	2,900.00

\* Note: For Plans with a Commitment Period of five years, the minimum annualised Regular Premium is USD50,000 (or currency equivalent) divided by the Commitment Period.

If you reduce, miss or stop paying your Committed Premiums (except during any Take-a-Break period, as agreed by us), you will forfeit your Commitment Reward entitlement. In no circumstances will an equivalent reduction in fees occur. For further fee information, see section 'What are the Costs?' and section 'Plan Features'.

## WHAT ARE THE INSURANCE BENEFITS?

The Death Benefit is payable on or following the Relevant Death of a life assured. We cover up to four lives assured. Your selected life cover basis (see section 'Plan Features') determines the Relevant Death. The Death Benefit is 101% of the Investment Value of your Plan. The cost of the life cover (biometric risk) is included within the overall Plan cost.

## ILP SUB-FUND - RISK INDICATORS

The risk and return of your Plan will depend on the ILP Sub-Funds you select. To help you assess the risk, we provide a Synthetic Risk and Reward Indicator ("SRRI")<sup>^</sup> to Utmost Investments, which correspond to each ILP Sub-Fund available through your Plan. Each ILP Sub-Fund has a SRRI classification, which can change at any time, ranging from 1, meaning the lowest risk, to 7, meaning the highest risk, as shown below:



Low volatility ILP Sub-Funds have a classification of 1 or 2 because they are more cautious with little or no exposure to equity markets.

High volatility ILP Sub-Funds have a classification of 6 or 7 due to their high exposure to equity investment including emerging markets or high risk alternative assets. If, for any reason, we are not able to provide an SRRI, we use the classification 'Unclassified'. We do not accept responsibility or liability to any person or to any extent for losses incurred in reliance on the SRRI or in relation to the ILP Sub-Funds.



<sup>^</sup>The Synthetic Risk and Reward Indicator (SRRI) was defined in 2009 by the Committee of European Securities Regulators with the aim of providing investors with a method of assessing an underlying fund's risk. This SRRI calculation is provided by Morningstar based on guidelines provided by the European Securities and Markets Authority and Morningstar's interpretation, methodology and implementation of said guidelines.

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## CAN YOU ASSIST ME WITH MY ILP SUB-FUND SELECTION?

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We do not provide Investment Advice. You should get specialist investment advice from a professional adviser regarding this Plan. We do not accept responsibility or liability to any person or to any extent for losses incurred in reliance on advice given by any independent investment adviser.

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## HOW LONG SHOULD I HOLD THE PLAN?

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The Plan is whole of life and has no minimum holding period. It is intended to be a long-term investment. We recommend that you stay invested for at least the duration of your Commitment Period to avoid the consequences of not meeting your commitment (see section 'What is my Commitment Period?' and section 'Can I Access my Money Early?'). The Plan does not have a maturity date but will automatically terminate following full surrender or a successful death claim. We may (at our discretion) Lapse or terminate your Plan if Committed Premium payments are not paid and the Surrender Value of your Plan falls below the value, relevant to your Plan Currency, set out below:

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USD1,500.00	EUR1,350.00	GBP1,125.00	HKD12,000.00	SGD2,100.00	JPY166,500	AUD2,175.00
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## CAN I ACCESS MY MONEY EARLY?

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Yes, but you must take into account that we have designed FOCUS so that you remain invested for the duration of your Commitment Period in order to optimise your Plan performance. You will break your commitment to the Plan by surrendering your Plan or making a withdrawal during your Commitment Period. If absolutely necessary, you can make withdrawals from your Plan but note that in doing so, depending on the amount you withdraw, this can lead to your Commitment Reward entitlement reducing to 2.5% of Regular Premiums paid or being forfeit entirely. In addition, withdrawals may have tax consequences and you should take professional advice, as necessary.

If you surrender your Plan during your Commitment Period, we will deduct the full balance of any outstanding instalments of the Premium Charge, in respect of the Regular Premium, due to us up to the end of your Commitment Period in calculating the Surrender Value (see section 'What are the Costs?'), you will lose your entitlement to your Commitment Reward, and you will potentially not achieve your intended goal.

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## CAN I CHANGE MY MIND?

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You have the right to change your mind and to cancel your Plan within the 30-day Free-look Period. If you cancel your Plan, we will return the Premium you have paid less any External Bank Fees and there may be an adjustment for any downward movement in the value of Sub-Fund Units and any costs that we incur in the purchase and subsequent sale of Utmost Investments corresponding to your ILP Sub-Funds. You can also terminate your Plan at any time. If you do so, you will receive the Surrender Value, calculated in accordance with the Terms and Conditions of your Plan (see section 'Can I Access my Money Early?').

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## WHAT HAPPENS IF UTMOST WORLDWIDE IS UNABLE TO PAY OUT?

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### SINGAPORE POLICY OWNERS' PROTECTION SCHEME

Plans issued by Utmost Worldwide Limited, Singapore Branch are protected under the Policy Owners' Protection Scheme (the "PPF Scheme") which is administered by the Singapore Deposit Insurance Corporation Limited ("SDIC"). Coverage for your Plan is automatic and no further action is required from you. For more information on the types of benefits that are covered under the PPF Scheme as well as the limits of coverage, where applicable, please contact us or visit the LIA or SDIC websites ([lia.org.sg](http://lia.org.sg) or [sdic.org.sg](http://sdic.org.sg)). Only guaranteed life risk benefits are protected by the PPF Scheme. The PPF Scheme only covers guaranteed benefits in the case of investment-linked policies such as your Plan. As the Surrender Value and Death Benefit are tied to the value of the Utmost Investments, they are not covered under the PPF Scheme. As a result, the benefits available under FOCUS are not protected under the Singapore Policy Owners' Protection Scheme.

### GUERNSEY'S POLICYHOLDER PROTECTION REGIME

As a Planholder, you benefit from Guernsey's 'policyholder protection regime' imposed by the Guernsey Financial Services Commission under the Insurance Business (Bailiwick of Guernsey) Law, 2002 (as amended). This means that an approved Guernsey based independent trustee protects 90% of our liabilities to you at all times.

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## WHAT ARE THE COSTS?

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Unless stated otherwise, we deduct all fees monthly at the end of each Plan Month. The 'Product Summary' together with your personalised illustration provide full details of the types and rates of fees that will apply to your Plan.

This includes fees to cover payments that we make to your Financial Adviser who recommends the product to you, which we call "Distribution Costs". Your Financial Adviser is a licensed intermediary independent of Utmost Worldwide Limited, Singapore Branch who provides you with the initial and ongoing advice in respect of FOCUS. Your personalised illustration shows your Plan Distribution Costs. We recover the Distribution Costs from specific fees.

### PLAN FEES

#### Premium Charge

A Premium Charge applies to your Plan. The method of Premium Payment and type of Premium paid affect how the Premium Charge is calculated and levied.

Payment Method- If you choose to pay a Premium by credit or debit card, we will apply a Premium Charge, as a percentage deduction from that Premium.

Single Premium- If you pay a Single Premium, a one-off Premium Charge will apply. We apply this as a percentage deduction from your Single Premium. This deduction is in addition to the Premium Charge, if any, applicable to the payment method used.

**Regular Premium-** For each Commitment Period you contract with us, we calculate a fixed Premium Charge depending on the Regular Premium amount and the length of the Commitment Period. The Premium Charge in respect of the Regular Premium is taken in arrears from the Sub-Fund Units, in monthly instalments independent of Premium payment, over the Commitment Period. It ceases to apply at the end of the Commitment Period. This deduction is in addition to the Premium Charge, if any, applicable to the payment method used. If you surrender your Plan during your Commitment Period, we will deduct the full balance of any outstanding instalments of the Premium Charge, in respect of the Regular Premium.

### Other Plan Fees

**Insurance Adviser Fee-** this fee covers the ongoing Distribution Cost paid by us to your Financial Adviser. We deduct it monthly as a percentage of Sub-Fund Units. This fee shall be agreed between you and your Financial Adviser and can be up to a maximum of 1% p.a.

**Investment Adviser Fee-** if applicable, this fee also covers the ongoing Distribution Cost paid to your investment adviser. We deduct it monthly as a percentage of Sub-Fund Units. This fee shall be agreed between you and your Investment Adviser and can be up to a maximum of 1% p.a.

**Administration Fee-** this fee covers our ongoing administration costs. We deduct it monthly as a percentage of Sub-Fund Units.

**Maintenance Fee-** a fixed monthly fee is deducted. If the Regular Premium and/or the ILP Sub-Fund Value are above qualifying levels then the Maintenance Fee is waived. Please note that this fee is not guaranteed and may be adjusted based on future experience.

**Change of Plan Currency Fee (an elective fee)-** a fixed one-off fee, applicable if you change your Plan Currency. Please note that this fee is not guaranteed and may be adjusted based on future experience.

**Foreign Exchange Fee (an elective fee)-** where we convert money between currencies, we use a commercial rate of exchange equal to the prevailing market rate plus our Foreign Exchange Fee of 0.5%.

**Manual Processing Fee (an elective fee)-** where a service request from you leads to unanticipated or excessive manual work effort, we will apply a fee to cover the cost of the service. We will advise you of and ask you to accept the Manual Processing Fee before carrying out your request.

### FEES RELATED TO ILP SUB-FUNDS

Underlying fund managers of Utmost Investments will levy their own fees such as annual management fees, performance fees and custody fees. These are not deducted directly from your Plan, but they are typical costs within Utmost Investments and they are incorporated into the Unit Price of the corresponding ILP Sub-Funds. For details of these fees, please refer to the prospectus and/or offering documents of the Utmost Investments. These documents are available from us, on request. We review the prospectus and/or offering documents of the Utmost Investments on an annual basis.

### THIRD-PARTY FEES

You can instruct us to pay from your Sub-Fund Units any fees you have agreed to pay a third party - for example, investment advice fees. We reserve the right to reject your request and we treat a Third-Party Fee payment as a Partial Withdrawal from your Plan. External Bank Fees apply to Premium payments made by you or benefit payments made from your Plan by us and are applied by the sending bank and/or the receiving bank. It is the net Premium received by us, after any such bank fees, that we allocate to your selected ILP Sub-Funds. Regarding payments made from your Plan by us (for example when you make a withdrawal or when we send you a benefit payment), our bank (the sending bank) charges us a variable fee, the amount of which depends on the payment type and currency. As a result, we deduct from the payment made to you a fixed fee in your Plan Currency of USD15.00 / EUR13.50 / GBP11.25 / HKD120.00 / SGD21.00 / JPY1,665 / AUD21.75.

## HOW TO MAKE A COMPLAINT

We aim to maintain the highest levels of customer care. If we fall below our high standards and you feel dissatisfied, we want to hear from you. Please direct your complaint to our complaints team and send it to us either by e-mail at [complaints@utmostworldwide.com](mailto:complaints@utmostworldwide.com) or by post to Utmost Worldwide Limited, Singapore Branch, 6 Battery Road #16-02, Singapore 049909.

If you are dissatisfied with the response to your complaint, we can refer you to the Financial Industry Disputes Resolution Centre ("FIDReC"). This is a dispute resolution organisation who acts independently of Utmost Worldwide Limited, Singapore Branch. You can contact FIDReC at: 36 Robinson Road #15-01, City House, Singapore 068877.

If you remain unhappy with the final decision of FIDReC, you are free to reject the decision and pursue your complaint through other recourse, including taking legal action.

Alternatively, if you are not satisfied with our final response to your complaint, you can refer your complaint to the Channel Islands Financial Ombudsman at the following address: Channel Islands Financial Ombudsman, PO Box 114, Jersey, Channel Islands, JE4 9QG.

## OTHER DOCUMENTS CONTAINING IMPORTANT INFORMATION

The Application Booklet, Product Summary, your personalised illustration and the FOCUS ILP Sub-Funds Brochure contain important information that you must review with your Financial Adviser before applying for a Plan. You should also consult a copy of "Your Guide to Life Insurance" which is available for download from [lia.org.sg](http://lia.org.sg) or from your Financial Adviser. Additionally, you can review the Terms and Conditions on our website at the following link: [www.utmostinternational.com/wealth-solutions/our-wealth-solutions/our-solutions-singapore](http://www.utmostinternational.com/wealth-solutions/our-wealth-solutions/our-solutions-singapore)

Your Financial Adviser should be able to answer any questions or queries you have regarding the product or our Offering Documents. If not, you can contact us using the details at the bottom of this document.

This document is correct at January 2024.

## A WEALTH *of* DIFFERENCE

[www.utmostinternational.com](http://www.utmostinternational.com)

Utmost Worldwide Limited, Singapore Branch: 6 Battery Road #16-02, Singapore 049909 T +65 66729152 E [SingaporeRO@utmostworldwide.com](mailto:SingaporeRO@utmostworldwide.com). Registered in Singapore as a Branch of a Foreign Company - Number T10 FC0110K. Licensed by the Monetary Authority of Singapore as a direct insurer to carry on life business in Singapore.

Utmost Worldwide Limited is incorporated in Guernsey under Company Registration No.27151 and regulated in Guernsey as a Licensed Insurer by the Guernsey Financial Services Commission under the Insurance Business (Bailiwick of Guernsey) Law, 2002 (as amended). Registered Head Office: Utmost Worldwide Limited, Utmost House, Le Truchot, St. Peter Port, Guernsey, GY1 1GR.

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Websites may refer to products that are not authorised or regulated and/or are not available for offering to planholders in certain jurisdictions.

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