



Individual Fact Find Form

Table with 2 columns: Confidential Fact Find for, By your Insurance Advisor. Sub-headers: (Client's Name), (Name of Advisor), (Account Code)

Important Notice to Clients

For General Agents/Banks
Your insurance advisor is a representative with AXA Insurance and can advise you on the products of:
1) AXA Insurance Pte Ltd 2) _____ 3) _____
For Insurance Brokers/Financial Advisers/Banks
Your insurance advisory is a broker with _____
As an insurance broker, your advisor is able to source for and objectively recommend the products of various insurance companies to best meet your insurance needs. Your advisor is required to disclose to you the insurance companies from which he/she sources the products.
Standard Statement Applicable to All Advisors:
Your advisor must have sufficient information before making a suitable recommendation. The information that you provide on your financial situation and your particular needs will be the basis on which advice will be given.
A policy purchased without the proper completion of a "Know Your Client" form may not be appropriate to your needs.

Application Type

Client's Choice
1. I/We wish to disclose all information requested for in this Form. (Please sign below and complete Sections "A Know Your Client", "B Our Advice and Reasons Why" and "C Declaration for Product Summary")
2. I/We wish to receive product advice only. (Please sign below and complete Sections "B Our Advice and Reasons Why" and "C Declaration for Product Summary")
3. I/We do not wish to receive any advice from my/our advisor. (Please sign below and complete Section "C Declaration for Product Summary")
I/We acknowledge that the insurance advisor has provided me/us with a copy of the completed "Know Your Client" Form.
Advisor's Declaration:
I declare that the information provided to me is strictly confidential and is only to be used for the purpose of fact-finding in the process of recommending suitable insurance products, and shall not be used for any other purposes.
Signature of Client (on behalf of all persons to be insured)
Date: (ddmmyyy)
Signature of Advisor
Date: (ddmmyyy)

A. Know Your Client

1. Personal Information

a. Personal Details of Applicant to be Insured

Full Name: Mr Mrs Miss Ms Dr _____ NRIC/ Passport No.: _____
 Date of Birth: _____ Marital Status: Single Married Divorced Separated Widowed
 Gender: Male Female
 Email Address: _____ Contact Number: _____

b. Employment Details of Applicant to be Insured

Employment Status

Full-time Part-time Self Employed Not Employed Retired Others: _____

Monthly Income Range

Below \$2,500
 \$2,501 to \$5,000
 \$5001 & above

Current Occupation: _____

c. Details of Spouse & Dependants (if family coverage is required)

	Full Name	Date of Birth (dd/mm/yyyy)	Gender		Employment Status (See Question 1b above for options)	Monthly Income Range		
			Male	Female		Below \$2,500	\$2,501 to \$5,000	\$5001 & above
Spouse			<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child 1			<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child 2			<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child 3			<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

d. Other Sources of Income

1.	Monthly Amount: S\$	Activity:	
2.	Monthly Amount: S\$	Activity:	
3.	Monthly Amount: S\$	Activity:	

2. Existing Insurance Portfolio

This information helps to evaluate if your existing insurance portfolio is adequate in meeting your financial needs.

Would you like your existing insurance portfolio to be taken into consideration for the Needs Analysis and Recommendation(s)?

No, please state reason:

Yes, please complete the details below:

Summary of Existing Portfolio

Name of Insured	Types of Benefit (e.g Health or Personal Accident)	Total Benefit Amount (S\$) (e.g Sum Insured/ Maturity Value)	Annual Premium	Does policy cover the applicant or dependants or both?		
				Applicant Only	Dependants Only	Both
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Cash Flow and Budget

a. Cash Flow

This information helps to ascertain the affordability of the recommendation(s) and plan(s) for your financial need(s).

Would you like your cash flow to be taken into consideration for the Needs Analysis and Recommendation(s)?

No, please state reason:

Yes, please complete the details below:

Estimated total annual income: S\$ _____

Estimated total annual expenses: S\$ _____

Surplus / Shortfall: S\$ _____

Do you have any plans or are there any factors within the next 12 months which may significantly increase or decrease your current income and expenditure position (e.g. receiving an inheritance or borrowing money for investment or purchase of a holiday home, etc.)?

No Yes (If Yes, please complete the details below)

Remarks: _____

b. Budget

Annual Amount: S\$ _____ Source of this fund: _____

Single Amount: S\$ _____ Source of this fund: _____

Is the budget you set aside a substantial portion of your assets or surplus? No Yes

If your answer is "Yes", you may encounter a potential risk in the future of not being able to continue paying your premiums.

Note: Budget is considered substantial if it is more than 50% of assets or surplus.

4. Assets and Liabilities

This information helps to facilitate the planning of your financial needs.

Would you like your assets and liabilities to be taken into consideration for the Needs Analysis and Recommendation(s)?

No, please state reason: _____

Yes, please complete the details below:

a. Assets

Client

Personal Use Assets S\$ _____
(E.g. family home, home contents, real estate, motor vehicle)

Investment S\$ _____
(E.g. shares, bonds, debentures, insurance, managed investments)

CPF S\$ _____

Others S\$ _____
(E.g. cash, bank deposit, collectibles, jewellery)

Total assets S\$ _____

b. Liabilities

Loans S\$ _____
(E.g. home mortgage, investment loan, car loan, personal loan)

Liabilities S\$ _____
(E.g. credit card, annual tax liability)

Total liabilities S\$ _____

Combined

Total assets S\$ _____

Less total liabilities S\$ _____

Net asset position S\$ _____

5. Personal Priorities (Please tick)

Your Health Insurance Concerns	Level of Concerns		
	Low	Medium	High
Cover for hospitalisation expenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cover for outpatient medical expenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cover for major illnesses (e.g. cancer, kidney dialysis)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cover for loss of income due to illness or sickness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b. What you are looking for

Nature of benefits payment

Lump sum payment

Periodical payments

Actual cost incurred by you or your insured dependants

6. Replacement of Policy

Is this product intended to replace any existing accident or health insurance policy? Yes No

If yes, Advisor should state in "B2 Advisor Analysis and Recommendation" section:

a) reasons for replacement

b) fee or charge policy owner has to bear

c) changes in level of benefits

B. Our Advice and Reasons Why

B1 – Analysis and Calculation Worksheet

a. Medical Expenses (also known as Hospital / Surgical Expenses)	Client	Spouse	Child
i. What is the type of hospital preferred in the event of hospitalisation? (private/public)			
ii. What is the type of hospital ward preferred in the event of hospitalisation? (1/2/4/6 bedded)			
iii. Is there an existing hospitalisation insurance plan? (Yes/ No)			
iv. If Yes is selected for part iii, what is the existing policy type? (individual policy/ group employee benefits)			

b. Critical Illnesses	Client	Spouse
i. What is the total lump sum benefit required (S\$) in the event of being diagnosed with a critical illness?		
ii. Is there an existing critical illness insurance plan? (Yes/ No)		
iii. If Yes is selected for part ii, what is the existing sum insured amount (S\$)?		
Estimated lump sum benefit needed (i - iii)		

c. Hospital Cash Income	Client	Spouse	Child
i. What is the daily cash income amount required (S\$) in the event of being hospitalised?			
ii. Is there an existing hospital income insurance plan? (Yes/ No)			
iii. If Yes is selected for part iii, what is the existing amount covered (S\$)?			
Estimated cash income needed (i - iii)			

B2 – Advisor Analysis and Recommendations

Total Health Insurance Budget: S\$ _____ per month/ per year (*Circle as appropriate.)

Advisor's Recommendations	Reasons for Recommendations	Is this product intended to replace any existing accident or health insurance policy?
<input type="checkbox"/> Hospital/ Surgical Expense Protection		<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Critical Illness Protection		<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Hospital Cash Income Protection		<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Others: _____		<input type="checkbox"/> Yes <input type="checkbox"/> No

Note: If this product is intended to replace any existing health insurance policy, advisor should state the reasons for recommending a replacement.

If you intend to switch from your other accident or health insurance policy to this replacement policy:

- the fee or charge that you have to bear is _____
- the changes in level of benefits will be:

	Original Policy	Replacement Policy
Insurer and Product Name		
Sum Assured		
Benefits / Coverage		
Duration of Coverage		
Premiums		
Other Differences (if any)		

B3 – Acknowledgement

Client’s Declaration:

I/We understand that the above recommendation(s) is/are based on the facts furnished in the “Know Your Client” Form; and I/we **agree/do not agree*** with the proposed recommendation(s). (***Circle as appropriate.**)

If I/we should decide to switch from another accident or health insurance policy to this replacement policy, the advisor has informed me/us of:

- a) the fee or charge I/we have to bear Yes No
- b) the changes in level of benefits Yes No

Statement by Advisor:

The recommendations in this document are based on your personal information collected in the “Know Your Client” Form, the prevailing healthcare financing system and information on healthcare costs obtained from sources believed to be reliable and accurate to the best of my/our knowledge. If there has been any change in your circumstances since completing that form, please notify your advisor as it may affect the needs analysis process. The recommendations may not be appropriate in the event of a partial or inaccurate completion of the “Know Your Client” Form.

Signature of Client (on behalf of all persons to be insured)

Date: (ddmmyyyy)

Signature of Advisor

Date: (ddmmyyyy)

C. Declaration For Product Summary

I hereby confirm that the following documents were given and the contents have been explained to me satisfactorily;

- (a) Your Guide to Health Insurance and;
- (b) Product Summary

Signature of Client (on behalf of all persons to be insured)

Date: (ddmmyyyy)

Signature of Advisor

Date: (ddmmyyyy)

For Office Use Only – INTERNAL

I understand that the recommendation(s) is/are based on the facts furnished in the “Know Your Client” Form; and I **agree / do not agree*** with the proposed recommendation(s).

Comments (necessary if in disagreement with recommendation):			
Remedial Action			
Signature	Name	Position	Date (ddmmyyyy)

