













**KanLive**

**Get ready to live**  
[fwd.com.ph](http://fwd.com.ph)

**FWD**  
insurance

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# About this policy

Thank you for choosing FWD. We're pleased to be protecting you, so you can focus on living life to the fullest.

## Easy to read

We're here to change the way you feel about insurance – starting with this document. We've made it easy to read, so you can understand your benefits and what you are covered for.



**We highlight important information like this. Read these carefully.**

## Words with special meaning

Some words in this policy have special meaning. We show those meanings on page 14 (Important words and phrases). Please refer to this section when you need to.

Beneficiaries	Endorsement	Policy owner
Benefit amount	Expiry date	Premium due date
Cash value	Insured person	We, us, our
Claimant	Policy	You
Effective date	Policy data page	

## What makes up this policy

This insurance policy is made up of the documents listed below. We will provide them to you in electronic form. You may also request for a paper version to be provided to you.

- This policy document.
- The policy data page.
- The application form and any documents you provided with it.
- Any policy endorsement.
- The rewards terms and conditions.



**A policy endorsement is the document we provide to tell you about any official change to this policy.**

## Questions?

Please call our Customer Connect Hotline at +632 8888 8388. We are here for you 24/7.

For and on behalf of FWD Life Insurance Philippines.

**Peter Karl Grimes**  
President and Chief Executive Officer



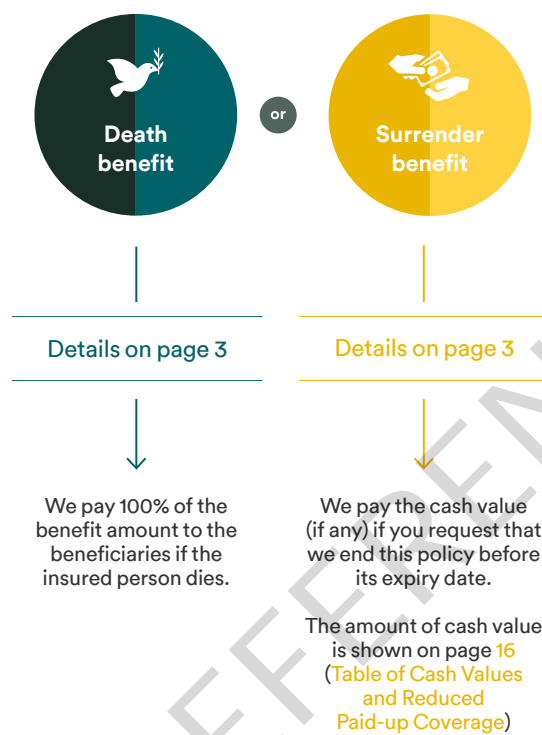
# KanLive

This policy pays a lump sum if the insured person dies.

## Your benefits at a glance



You can claim the following benefits while this policy is active.



This is a simplified diagram of the benefits.  
For more important details, see page 3 (What you are covered for).

## This is a protection product

This **KanLive** policy is a protection product and does not contain any savings or investment components. This policy provides death benefit or surrender benefit (if this policy has a cash value).

## This product is non-participating

This policy does not share in any profit of FWD.



# What you are covered for

In this section, we explain what benefits you are covered for, and any conditions that apply to those benefits. General exclusions also apply. See page 4 (**What we do not cover**).



You can claim the following benefits while this policy is active.



We pay 100% of the benefit amount to the beneficiaries if the insured person dies.



We pay the cash value of this policy shown on page 16 (**Table of Cash Values and Reduced Paid-up Coverage**) to the policy owner if the policy owner requests that we end this policy before its expiry date.

The policy owner cannot reinstate this policy after the surrender benefit is paid.

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# Making a claim



**When the unexpected happens, call our 24/7 Customer Connect Hotline at +632 8888 8388. We will assign the claimant to a Claims Ambassador to assist in the process.**

To make a claim for this policy, we need to receive signed claim forms and any other information that we need. We will not be able to process the claim until we receive this information and the signed claim documents.

We are not responsible for any of the costs of filling in any form or getting any documents or reports.

## What you or the beneficiary needs to do

You or the beneficiary must make every effort to submit a claim to us within 90 days after the insured person's death as it is difficult to assess claims after the 90-day period. The claim will not be declined or reduced if there were good reasons for not submitting on time.



**Claims may be delayed or even declined if we receive them after 90 days unless there were good reasons for not submitting on time. Don't risk it!**

## What we pay

We will assess the claim, and if it is valid, we will pay the benefits less any premiums due from this policy.

## Benefit limit

We will pay a maximum of ₱200,000 only across all your KanLive policies. All premiums paid for any excess coverage will be refunded without interest earnings.

## What we do not cover

### Suicide or self-inflicted act

We will not pay the death benefit if the claim arises from attempted suicide or a deliberate self-inflicted act by the insured person while sane within two years after this policy's effective date, or last reinstatement date. In this case, we will return all premiums you have paid to the beneficiaries.

We will pay the benefit if the insured person committed suicide while insane at any time.



# Starting, changing or ending this policy

This section explains when this policy starts and ends, how to make changes to this policy, and how to reinstate this policy.

## When this policy starts

This policy and insurance coverage starts on the effective date shown on the policy data page.

If we need to count any period of time, such as a year or month, under this policy, we start from the effective date.

### Receiving this policy

This policy is in electronic form and it is deemed received by you one day after its effective date. A paper version is available at your own cost.



**This policy is accessible and downloadable in FWD Tapp, your easy-to-use policy servicing app.**

## Canceling this policy

You can cancel this policy by sending us a written request within 15 days after this policy has been electronically delivered to you.

Upon cancellation, we will return all paid premiums for this policy without interest earnings on the refunded amount. If a claim is payable for this policy, we will not refund the premiums.

## When this policy ends

This policy ends on the earliest of the following:

- on the date of the insured person's death;
- on the date we approve your request to surrender or cancel this policy;
- on the expiry date of this policy shown on the policy data page; or
- on the premium due date, if you have not paid your premium for this policy within the 31-day grace period and the cash value is zero.



**The claimant can claim the benefit after this policy ends if the insured person's death happened before this policy ended.**

## Making changes to this policy

You can ask us to make a change to this policy at any time. Minor changes such as change of contact information can be made through our 24/7 Customer Connect Hotline at **+632 8888 8388**.

Major changes to this policy such as “change in beneficiaries” will require you to submit the policy change form.

We will provide a letter documenting the change when we approve the changes.

### Have irrevocable beneficiaries or assignees

You will need written permission from all irrevocable beneficiaries or assignees if you are making a change that will reduce any benefit they can receive under this policy. See page 8 ([Types of beneficiaries](#)) to find out more about irrevocable beneficiaries.



**This policy is not changed unless we give you a policy endorsement.**

## Reinstating this policy

### If this policy has changed to reduced paid-up coverage

If this policy has been changed to reduced paid-up coverage because your premiums were not paid and it is still active, you can apply to reinstate (restart) this policy within three years from the date your premiums were not paid.

If we approve your reinstatement application, this policy will no longer be reduced paid-up coverage, and the original benefit amount will apply.

### If this policy ended because premiums weren't paid

You can apply to reinstate (restart) this policy within three years from the date this policy ended because the premiums were not paid. You cannot reinstate this policy if you surrendered this policy and received a payment from the policy cash value.

If we approve your reinstatement application, the policy benefits will be effective from the date we reinstate this policy.



**The policy benefits will restart from the date we reinstate this policy.**

### What you need to do

To reinstate this policy, do the following.

- Call our 24/7 Customer Connect Hotline at **+632 8888 8388**.
- Pay us all the missed premiums and any extra cash value we paid you if we converted this policy to a reduced paid-up coverage, including any interest that applies.

### What we will do

We will review your request, and if we are satisfied that you have met our requirements, we will reinstate this policy, effective on the date we set.





# The main people under this policy

We refer to the policy owner, insured person, and beneficiaries throughout this policy document. This section explains who they are, what rights they have, and how they are treated under this policy.

## Policy owner (you)

You (the policy owner) own this policy, and your details are shown on the policy data page or endorsement. Only you can make changes to, or enforce any rights under this policy.

You will receive all of the benefits under this policy, except for the death benefit which is paid to the beneficiaries.



**If you have any irrevocable beneficiaries or assignees, you will need their permission to make certain changes to this policy. See page 8 (Types of beneficiaries) for details.**

## Using this policy as collateral

You can choose to assign the benefits under this policy to someone else (assignee) as collateral for a loan. We will only recognize a policy assignment if we have made a record of it, and issued to you with a policy endorsement.

### What you need to do to assign your policy

You need to provide us a signed and notarized collateral assignment form along with any additional information we need. Call our 24/7 Customer Connect Hotline at **+632 8888 8388** and they will guide you through the process.

### What we will do

We will make a record of your assignment, and provide you with acknowledgment in writing.

We are not responsible for the effect, sufficiency or validity of any assignment.

## Insured person

This is the person you chose for us to protect under this policy. We will pay the death benefit upon the death of this person.



## Beneficiaries

The beneficiaries are the people you chose to receive any amounts paid under your policy when the insured person dies. You can appoint one or more beneficiaries, and you can decide how much of the death benefit each beneficiary will receive.

Beneficiaries receive the death benefit under this policy. Beneficiaries cannot receive any other benefit under this policy, and they cannot make changes to this policy.

### Disqualification of beneficiaries due to unlawful acts

If the insured person dies from any of the policy beneficiaries committing any illegal or unlawful act, we will not consider those policy beneficiaries to be 'qualified' claimants for any benefit under this policy under Section 12 of the Amended Insurance Code of the Philippines (Republic Act 10607).

## Type of beneficiaries

When you choose your beneficiaries, you classify them as 'revocable' or 'irrevocable', and 'primary' or 'contingent'. These choices affect how easily you can change your policy, and who is first in line to receive the benefits. You can choose any legal entity (including a corporation, partnership, charity, or trust) to be a beneficiary.

### Revocable or irrevocable

Your beneficiaries will be revocable or irrevocable.

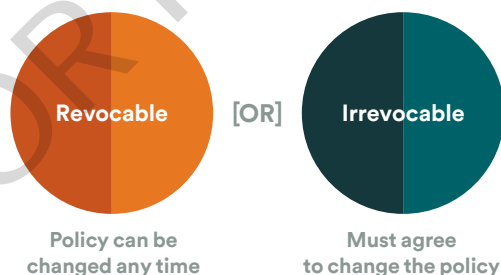
#### Revocable

If you make all of your beneficiaries revocable, you can make any change to your policy without the permission of your revocable beneficiaries.

#### Irrevocable

If you make any of your beneficiaries irrevocable, you need written permission from all of your irrevocable beneficiaries if you are making a change that will reduce any death benefit they can receive under this policy.

Beneficiaries are considered to be irrevocable if you made no changes to your beneficiaries while the insured person was alive.





### Primary or contingent

Your beneficiaries will be primary or contingent. Primary beneficiaries are first in line to receive the death benefit. If there are no living primary beneficiaries, we will pay the death benefit to the contingent beneficiaries, if any.



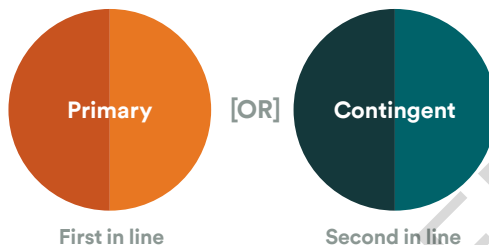
**Contingent beneficiaries are the back-ups for your primary beneficiaries. They only receive a benefit if there are no primary beneficiaries.**

#### Primary

We will pay the entire death benefit to the surviving primary beneficiaries in the specific shares you have chosen. If you have not chosen any shares, we will pay them in specific equal shares.

#### Contingent

If there are no living primary beneficiaries, we will pay the entire death benefit to the surviving contingent beneficiaries, if any, in the specific shares you have chosen. If you have not chosen any specific shares, we will pay them in equal shares.



### Substitute beneficiaries

We think it's important to be ready for anything, so your policy has rules if there are no primary or contingent beneficiaries when the insured person dies. This may happen if the beneficiaries have been disqualified by law, or if they die before the insured person.

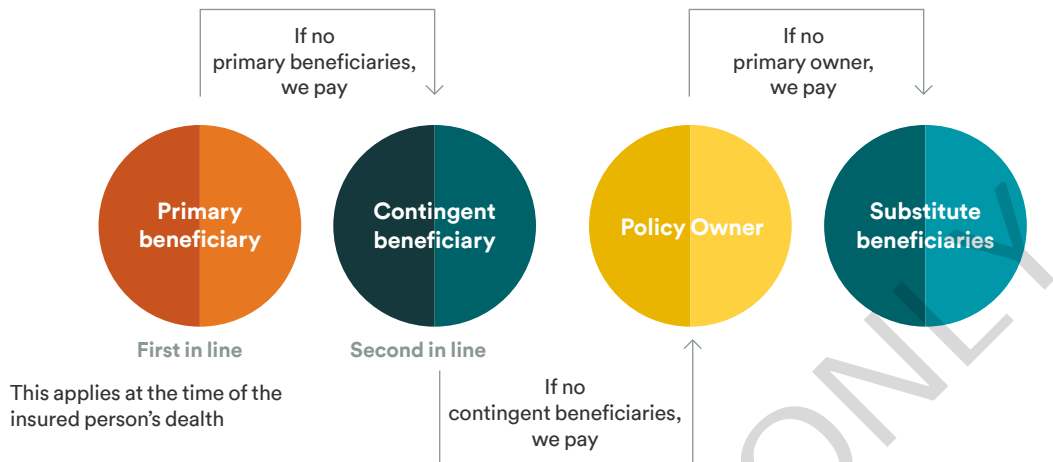
Should this happen, we will pay the policy owner the death benefit in the event of death. Otherwise, we will pay the death benefit to any of the surviving relations of the insured person's:

- legal spouse;
- legitimate children;
- illegitimate children;
- parents;
- brothers and sisters; or
- half-brothers and half-sisters.

If we cannot pay any of the people above, we will pay the death benefit to the insured person's estate.



### Beneficiary payment order



### Changing a beneficiary

You can change or add a beneficiary at any time before your policy ends.

If you have any irrevocable beneficiaries and you want to:

- reduce the death benefit share of the irrevocable beneficiaries; or
- remove any of the irrevocable beneficiaries;

you need to get the consent of the current irrevocable beneficiaries whose death benefit may be reduced, before we can make the change.

#### What you need to do

To change the beneficiary, you need to tell us in writing and give us any other information we need (including the consent of any of the irrevocable beneficiaries).

#### What we will do

We will provide a letter documenting the change.



# Premiums

This section explains your premiums and what happens when you miss a payment.

## Premiums

You need to keep paying your premiums for this policy during the duration (years payable) shown on the policy data page.

## When you need to pay your premiums

When you apply for this policy, you will be told how much you need to pay and when the premiums are due (the premium due dates). You need to keep paying your premiums until the date shown on the policy data page.

## What happens when you do not pay your premiums

### 31-day grace period to pay

You have 31-day grace period after the premium due date to pay the premium. This policy will continue after the grace period if you pay the premium within the grace period. Otherwise, the policy will only continue until the end of the grace period.

### Non-forfeiture options if you don't pay within the 31-day grace period

If we do not receive payment within the grace period, you can tell us to do one of the following non-forfeiture options.

- Continue this policy, but change it to reduced paid-up coverage (see details below); or
- Surrender (end) your policy, and receive the cash value, if any.

If you have not told us your choice, we will use the reduced paid-up coverage non-forfeiture option.

### Reduced paid-up coverage

Under this option, we keep this policy active, but reduce the policy benefits. This means, the expiry date will remain the same, but the benefit amount will be lower.

We determine the new benefit amount based on the available cash value and the insured person's age on the date of the change.

While this policy is still active, you can apply to change this policy back from reduced paid-up coverage within three years from the date you missed your premium. See page 6 ([Reinstating this policy](#)) for details.



# Keeping it legal

In this section, we explain the important legal rights and obligations under this policy.

## Contract and governing law

This policy is a legal contract of insurance between you and us, and is governed by Philippine law.

Under this policy, we agree to provide the policy benefits, and you agree to keep to the terms and conditions of this policy.

## Incontestability

We can contest (dispute) the validity of any claim within two years from the effective date or the date we last reinstated this policy (whichever is later) if we discover that you or the insured person did not give us complete, correct, or true information when you applied for this policy.

We cannot contest (dispute) the validity of any claim after the two-year period unless we are allowed by law or jurisprudence.

If we contest (dispute) a claim, we will review the claim and decide if we have any reason to treat this policy as having never existed. If we do, we will not pay any benefit, and we will refund all premiums you have paid (to you or to your beneficiaries).

## Incorrect age or gender

If we discover that we were given the incorrect age or gender for the insured person, we will adjust the benefit amount to reflect the correct age and gender.

If the insured person was not eligible for insurance coverage at their correct age and gender, we will treat this policy as having never existed, and we will refund all premiums you have paid.

## Time limit on legal action

No one can take legal action in connection with this policy after five years from the time the reason for the legal action arose. Legal actions done on this policy can be made anywhere within the legal jurisdiction of the Philippines.

## Payments under the policy

All amounts paid to us, or by us, in connection with this policy will be paid in the currency shown on the policy data page.

We will only make payments in the Philippines.



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## Payments are not adjusted for inflation or deflation

Article 1250 of the Civil Code of the Philippines does not apply to any payments under this policy.

Article 1250 says:

“In case an extraordinary inflation or deflation of the currency stipulated should supervene, the value of the currency at the time of establishment of the obligation shall be the basis of payment...”



**No adjustments are made if there is any extraordinary rise or fall in the value of the currency you chose for this policy.**

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# Important words and phrases

The list below explains the meanings of certain words and phrases used in this document.

<b>Beneficiaries</b>	The person or people you chose to receive the death benefit under this policy if the insured person dies.
<b>Benefit amount</b>	Refers to the benefit amount or sum assured of this policy as shown on the policy data page.
<b>Cash value</b>	<p>The amount shown on page 16 (Table of Cash Values and Reduced Paid-up Coverage) that is used to determine:</p> <ul style="list-style-type: none"> <li>– the surrender benefit; and</li> <li>– the amount used to calculate your coverage if this policy is changed to the reduced paid-up status because the premiums aren't paid.</li> </ul>
<b>Claimant</b>	<p>The beneficiaries if the claim is a death benefit.</p> <p>The owner if the claim is a surrender benefit.</p>
<b>Effective date</b>	The day this policy and insurance coverage start.
<b>Endorsement</b>	The document we provide to record any official change to this policy when we issue it or throughout the life of the policy. An endorsement can only be issued by an authorized FWD employee.
<b>Expiry date</b>	The date shown on the policy data page, or the end of the reduced paid-up coverage if the non-forfeiture option is applied, when this policy and insurance coverage ends.
<b>Insured person</b>	The person insured under this policy and shown under 'insured' on the policy data page.
<b>Policy</b>	<p>All of the documents listed below.</p> <ul style="list-style-type: none"> <li>– This policy document.</li> <li>– The policy data page.</li> <li>– The application form and any documents you provided with it.</li> <li>– Any policy endorsement.</li> <li>– The rewards terms and conditions.</li> </ul>
<b>Policy data page</b>	<p>The document that shows:</p> <ul style="list-style-type: none"> <li>– your name and details;</li> <li>– the effective date and expiry date of this policy;</li> <li>– the benefit amount;</li> <li>– the premium you have paid; and</li> <li>– the policy premium due dates.</li> </ul>
<b>Policy owner</b>	You, the person who owns this policy. Your details are shown under 'owner' on the policy data page. We also use the term 'you', or 'your' in this policy document.

**Premium due date**

The date your premium is due to be paid, shown on your policy data page.

**We, us, and our**

FWD Life Insurance Corporation, the issuer of your policy.

**You, and your**

You, the person who owns this policy. Your details are shown under 'owner' on the policy data page.

Important notice: The Insurance Commission, with offices in Manila, Cebu and Davao, is the government office in charge of enforcing all laws related to insurance and supervising insurance companies and intermediaries. They help the general public in matters relating to insurance. For any questions or complaints, please contact the Public Assistance and Mediation Division (PAMD) of the Insurance Commission at 1071 United Nations Avenue, Manila. Phone +632-5238461 to 70 or email [publicassistance@insurance.gov.ph](mailto:publicassistance@insurance.gov.ph). The official website of the Insurance Commission is [www.insurance.gov.ph](http://www.insurance.gov.ph)

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## Table of Cash Values and Reduced Paid-up Coverage

Policy Year	Age	Guaranteed Cash Value	Reduced Paid-up Coverage
1			
2			
3			
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Cash value calculations are dependent on age and will be shown in the contract.

The values shown in this Table of Cash Values and Reduced Paid-up Coverage are for every PHP 1,000.00 of Sum Assured. These are guaranteed for the number of years indicated, as long as premiums are paid in full. You may request for the values applicable to the durations not shown in this table.

# Shop@FWD Rewards Program

## Terms and Conditions

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## Qualification

Subject to the Terms and Conditions, you are eligible to have access to the Rewards Program if you are:

- 18 to 50 years old at the time of application;
- a Filipino citizen or legal Philippine resident; and
- named as the Insured Person of at least one of the Eligible Plans.

The Rewards Program is provided to individuals only. Corporations, associations, organizations, or other groups may not participate in the Rewards Program.

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## Membership Access

The Rewards Program is granted based on FWD's sole discretion. FWD may refuse access to any applicant.

- Each Insured Person is entitled to only one Rewards Program.
- In general, your access starts on the day the Eligible Plan was issued.
- Your access to the Rewards Program grants you a welcome reward upon purchase of an Eligible Plan and may grant you regular reward items throughout the lifetime of your Eligible Plan, as announced by FWD. You may choose which reward item to avail through the online Rewards Catalog accessible via FWD Tapp.

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## Eligible Plans

The Eligible Plans under the Rewards Program shall mean any of the following plans:

- KanLive;
- KanMend; or
- KanGuard.

Eligible Plans are subject to change. Please refer to [shop.fwd.com.ph](http://shop.fwd.com.ph) for the list of Eligible Plans.

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## Termination of Membership

Your Rewards Program terminates when you are no longer covered under any of the Eligible Plans in accordance with the Eligible Plan's policy contract.

FWD, at its sole and absolute discretion and at any time for whatever reason, reserves the right to modify or terminate the Rewards Program, its terms and conditions, and its composition (including, but not limited to its Partners, goods, services, arrangements or other privileges) without prior notice to you. You shall be bound by such variations and amendments. Rest assured that any changes will be subject to the prior notice or approval of the proper regulating body, if necessary.

Your continued access to the Rewards Program shall also mean your continuing acceptance to be bound by the Terms and Conditions and other relevant agreements and endorsements of the Rewards Program.



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## Other Conditions

### Life of the Rewards Program

FWD does not guarantee that the Rewards Program will continue indefinitely or that it will be managed and owned by FWD.

### Taxes

You shall be responsible for the payment of all taxes which may result from your participation in this Rewards Program.

### Damages or losses

In no event shall FWD or any of its principal, subsidiaries, partners, and affiliates ("FWD Group") be liable for any indirect, incidental, consequential, special, exemplary, punitive damages or loss of profits, even if any or all of the foregoing or any of their authorized representatives have been advised of the possibility of such damages. You are waiving any and all of your rights to claim for damages or loss of profits from the FWD Group.

### Disputes on eligibility

All questions or disputes regarding eligibility for the Rewards Program will be resolved by FWD at its sole discretion, which shall be final and binding on you.

The provisions of the Eligible Plans' policy contracts shall likewise apply.

### Information that you will provide

You hereby agree that any information you provided for the use of your Rewards Program is on a voluntary basis and is intended for your Rewards Program access, participation and attainment of goods, services, arrangements or other privileges. You also agree that the information you've provided for your Rewards Program access, participation, attainment of goods, services, arrangements or other privileges will be used solely for the Rewards Program and the performance or delivery of goods, services, arrangement or other privileges in relation to the Rewards Program.

### Your contact details

You give FWD consent to contact you through your registered contact details in respect of your access or participation in the Rewards Program, and are responsible for advising FWD of any changes in your registered contact details, including email address, physical mail address, and mobile number to make sure that communications from FWD are not filtered or placed in a location where you do not see them. Since updating your contact details are your primary responsibility, in no case shall FWD be liable for your failure to receive any notices or special offers sent by FWD to your registered contact details. For the complete copy of FWD's Privacy Policy, please visit [www.fwd.com.ph/en/privacy-policy](http://www.fwd.com.ph/en/privacy-policy).

### Communications and updates

Any notice or other material shall be deemed to be communicated if it is uploaded to the FWD website, FWD Facebook Page, or FWD Tapp mobile app, or if it is sent to the email address, mobile number and/ or physical mail address you last notified FWD with.

### Warranties

To the fullest extent permitted by law, FWD disclaims all express or implied warranties including, but not limited to, warranties of satisfactory quality, merchantability and fitness for a particular purpose of the goods, services, arrangements or other privileges acquired through the Rewards Program. FWD shall not be liable for any damages or loss of any kind directly or indirectly arising from or in connection with the Rewards Program, use of any information, software, products, services or content through the Rewards Program, or your dealings with third party service providers available through the Rewards Program.

### Links that will be available to you

Any third party links provided by FWD on any of our websites, communication channels and social media are provided for your convenience. Their inclusion does not imply any approval or endorsement by us. We have no control over the content of those sites and accept no responsibility or liability in respect of your use of them.

### Media and other materials

The materials (including, but not limited to information contained in mobile apps and video clips), provided on any of FWD's websites, communication channels and social media, including all text, photographs, images, illustrations, graphics, audio, video and audio-video clips, are provided by way of information only and are in no way intended to be an advice. While FWD Group endeavors to ensure that the contents of the material are accurate, errors or omissions may occur and we do not accept any liability in respect of them.

### Disputes on the Rewards Program

As a condition of participating in the Rewards Program, you agree that, except where prohibited, any and all disputes, claims and causes of action arising out of, or connected with, the Rewards Program or any item obtained from it shall first be resolved between you and FWD. Should any legal action occur due to failure of the parties to agree on a resolution, you agree to exclusively submit to the proper courts of Taguig City, to the exclusion of all other courts.

All issues and questions concerning the construction, validity, interpretation and enforceability of these Terms and Conditions, your rights and obligations, or the rights and obligations of FWD Group in connection with the Rewards Program, shall be governed by, and construed in accordance with, the laws of the Philippines, without giving effect to any choice of law or conflict of law rules which would cause the application of the laws of any jurisdiction other than the Philippines.

### Separability

If, for any reason, any provision or part of this Terms and Conditions is found to be void or unenforceable, such provision or part of the Terms and Conditions shall be deemed to be severed from the Terms and Conditions and the remainder provisions not otherwise declared void or unenforceable, as the case may be, shall remain in full force and effect.

### Important words and phrases

The list below explains the meanings of certain words and phrases used in this document.

<b>Eligible Plan</b>	The designated policy or supplementary benefit applications received by and issued by FWD and enumerated in the "Eligible Plans" section
<b>Rewards Program</b>	the access to the rewards provided by FWD or Partners
<b>Insured Person</b>	the person who is protected under the Eligible Plan

<b>Partner/s</b>	the entity/ies that provide/s, goods, services, arrangements or other privileges which may be redeemed under the Rewards Program
<b>FWD, We, Our</b>	FWD Life Insurance Philippines
<b>You, Your</b>	the FWD client whose name the Rewards Program is maintained FOR, as used in this document

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