

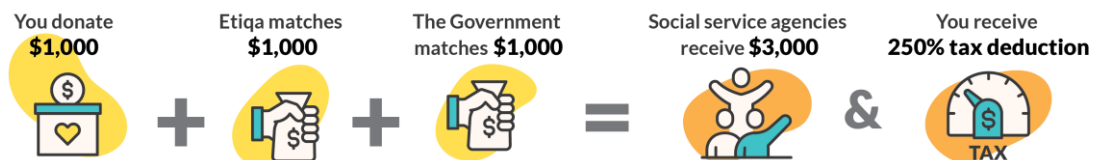
Community Chest's 'Change for Charity' Initiative

Dear valued customers,

Etiqa is thrilled to announce that we have joined 24 other organisations in supporting Community Chest's Change for Charity initiative. We are now offering our customers more convenient ways to donate and make a positive impact in the lives of those in need.

For every dollar you donate, Etiqa and the Government will each match it dollar-for-dollar¹, making your contribution worth three times as much.

To illustrate, if you donate \$1,000, Etiqa and the Government will match it to a total of \$3,000.



All donations received will make a significant difference in the lives of beneficiaries supported by social service agencies under Community Chest. In addition, your donation is eligible for a 250% tax deduction.

To make a donation, simply select your preferred contribution amount when purchasing a policy online with us. Your donation will be reflected in your tax statement the following year.

Thank you for joining us in making a difference in our community.

¹Please note that Etiqa's 100% donation matching is capped at \$12,000 per year in total, and the Government will match \$0.50 to every dollar donated by customers through participating businesses' payment platforms, capped at \$25,000 per business per year. Under the Enhanced Matching Grant, the Government will also match an additional \$0.50 for every dollar that participating businesses match for their customers' donations, capped at \$25,000 per business per year or the amount the business matches, whichever is lower.

Frequently Asked Questions

Q. What is Change for Charity?

A. The **Change for Charity** initiative was launched by Community Chest to encourage Singaporeans to donate through spontaneous acts. Etiqa has joined 24 other organisations in partnering Community Chest to offer customers more convenient ways to donate to people in need. By increasing opportunities for consumption-based giving through our payment platforms and various touchpoints, we hope to build generosity where donating becomes a social norm, infused in all aspects of living. Through Change for Charity, we hope to create a national movement that will make giving a part of everyday life for Singaporeans.

Q. Why should I donate to Community Chest through Etiqa?

A. The Government will match \$0.50 to every dollar donated by Etiqa's customers through our payment platforms, capped at \$25,000 per year. Under the Enhanced Matching Grant, the Government will match an additional \$0.50 for every dollar that Etiqa matches for our customers' donations. This is capped at \$25,000 per year or the amount the Etiqa matches, whichever is lower.

Etiqa will match every dollar collected, capped at \$25,000 per year. As such, donating through Etiqa's payment platform creates an impactful multiplier effect – every \$1 donated by you multiplies to become a total of \$3 in donations.

Q. Do all the donations go to the social service agencies which Community Chest supports?

A. Yes, every dollar raised goes to the social service agencies under Community Chest.

Q. Where can I get information on how the donations through Community Chest were used?

A. Community Chest releases an annual Impact Report, which captures the total funds raised and disbursed as well as the total number of programmes supported. You can refer to the latest impact report on Community Chest's website. For more information, please visit <https://www.comchest.gov.sg/brand/change-for-charity>.

Q. If I cancel/withdraw my policy, would the donation amount be refunded?

A. The donation amount to Community Chest would not be refunded if your policy is cancelled/ withdrawn.

Q. Am I entitled to any tax deduction for this donation made through Etiqa?

A. The donation amount will be eligible for tax deduction. To continue encouraging Singaporeans to give back to the community, Singapore's Minister for Finance announced in Budget 2021 that the 250% tax deduction for qualifying deductions will be extended for another two years until 31 December 2023. Therefore, if you donate \$100, you will be entitled to a tax deduction for the amount of \$250. Customers will only be able to see their donation in their tax statement the following year. Please contact Community Chest (ncss_comchest@ncss.gov.sg) if you wish to receive a copy of the tax deductible receipt.

Q. Will I be billed the donation amount again during policy renewal?

A. The donation amount is a one-time amount collected during issuance only.

Q. Can I utilise my eWallet balance / Etiqa\$ for donation?

A. While we are planning to allow more modes of collection in the future, donations are currently accepted by credit card deductions only.