

CRISES AFFECTING FILIPINOS:

Filipinos are currently facing several crises that impact their safety, livelihood, and financial stability.

THREE MAJOR CRISES

✓ Frequent Typhoons

- Flooding and destruction of homes
- Loss of livelihood, especially in agriculture and small businesses
- Displacement of families

✓ Global Oil Crisis

- Higher fuel prices
- Increased cost of goods and transport
- Added financial strain on Filipino households

✓ Magnitude 7.8 Earthquake

- Widespread damage to communities
- Injuries and loss of lives
- Economic and emotional hardship



PHILLIFE ADVISORY SUPPORT FOR POLICYHOLDERS



Relief Programs Offered:

- ✓ **Extension of Grace Period**
 - Up to 90 additional days to pay premiums.
 - No interest or penalties.
- ✓ **Hold-Cover Support**
 - Temporary coverage arrangement.
 - Up to 90 days of temporary continued protection.
- ✓ **Policy Loan Interest Payment**
 - Temporary loan payment relief up to 90 days, without penalties or interest.

WHO CAN AVAIL OF THESE RELIEFS?

PhilLife extends these relief measures to eligible policyholders affected by recent crisis.

- Recent typhoons (*Crising, Dante & Emong*)
- State of National Energy Emergency

Applicable Due Dates:

April 15-May 15, 2026

- Mindanao Magnitude 7.8 Earthquake

Applicable Due Dates:

June 10 - August 31, 2026



NEED ASSISTANCE?



Reach out to us at: helpdesk.phillife.com.ph

LOOKING FOR MORE INFO?



Check our FAQs: www.phillife.com.ph



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GOT QUESTIONS?

WE'VE GOT ANSWERS.



**You can scroll through our question
and answer portion.**

Q1

What is the PhilLife Premium and Loan Payment Relief Program?

A1

The PhilLife Premium and Loan Payment Relief Program is a temporary assistance measure for eligible Individual Life policyholders affected by the State of National Energy Emergency.

- It provides an extended grace period of up to ninety (90) days for covered premium payments and eligible policy loan payments, without interest or penalty during the applicable relief period. In addition to the extension of grace periods, PhilLife may provide extension of coverage through hold-cover arrangements for qualified policies.
- A hold-cover arrangement is a form of temporary insurance coverage granted for up to ninety (90) days from the scheduled lapse or expiry date, subject to specific conditions, including payment of premiums within the required period, compliance with reinstatement or renewal terms, and submission of written request or consent by the policyholder or authorized representative.


Any additional relief initiatives, beyond the mandatory measures required under the Circular, are subject to separate documentation, management approval, and operational implementation prior to rollout.

Q2

Why is PhilLife providing this relief?



A2




These actions ensure that PhilLife remains fully compliant with regulatory requirements while providing timely and appropriate support to its policyholders. This Circular was issued pursuant to Executive Order No. 110 dated 24 March 2026, which declared a State of National Energy Emergency in response to disruptions in global energy markets. Through these measures, PhilLife aims to ease the financial burden on policyholders and at the same time, fulfilling its regulatory obligations under the Circular.

Q3

Who may qualify for the relief?



A3



The relief applies to PhilLife's Individual Life Insurance business. Eligible accounts include Individual Life policies with premium due dates or applicable grace period, lapse, expiry, or Non-Forfeiture Option processing dates falling within the covered period, subject to PhilLife's eligibility assessment.

Q4

What is the covered relief period?



A4



The covered relief period used by PhilLife for eligibility assessment is from 15 April 2026 to 31 May 2026.

Q5

What premium due dates are covered by the relief?



A5




PhilLife identified two groups of eligible premium accounts. The first group covers Individual Life policies with nominal premium due dates falling within the period of 15 April 2026 to 31 May 2026, where the grace period is extended from thirty (30) days to ninety (90) days from the original premium due date. The second group covers Individual Life policies with premium due dates before 15 April 2026, but whose contractual grace period end date, expected lapse date, or Non-Forfeiture Option processing date falls within the covered period; for these policies, a fresh ninety (90)-day relief period is granted from the applicable trigger date.

Q6

How will I know if my policy is eligible?



A6



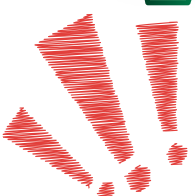
Eligible policyholders will receive an Individual Life Premium Relief Notice or other applicable communication from PhilLife. The Premium Relief Notice will indicate relevant details such as the policy number, plan or product, original premium due date, covered relief period, extended grace period end date, and notice reference number.

Q7

What should I do after receiving a Premium Relief Notice?



A7




After receiving a Premium Relief Notice, review the details carefully, including your policy number, original premium due date, covered relief period, premium amount due, and extended grace period end date. You should pay the covered premium on or before the extended grace period end date indicated in the notice. If you wish to request an extension of coverage or hold-cover arrangement, contact PhilLife immediately.

Q8

Does this mean my premium is waived?



A8




No. The premium is not waived. The premium amount remains payable. The relief only extends the period within which eligible policyholders may pay the covered premium without interest or penalty during the applicable ninety (90)-day relief period.

Q9

Will PhilLife charge interest or penalties during the extended grace period?



A9



No. For covered premium obligations, PhilLife will not charge interest or penalty during the applicable ninety (90) day relief period.

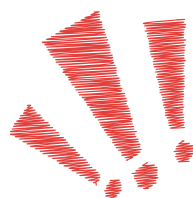


Q10

Until when should I pay my covered premium?



A10



Eligible policyholders should pay the covered premium on or before the extended grace period end date indicated in their Premium Relief Notice.



Q11

What happens if I do not pay within the extended grace period?



A11




If payment is not made within the applicable extended grace period, the policy may be subject to the usual consequences under the policy terms and applicable regulations, including lapse, expiry, or other changes in policy status, as applicable.

Q12

Are all PhilLife policies automatically covered by the relief?



A12





No. Eligibility is assessed separately based on the applicable relief category. Eligibility for one relief category does not automatically mean that the policy is eligible for another category. PhilLife applies validation controls, including policy status verification, product feature verification, due date and grace period cross-checking, policyholder identity verification, and other internal checks before tagging an account as eligible.

Q13

What is a hold-cover arrangement?



A13





A hold-cover arrangement is a form of temporary insurance coverage granted subject to specific conditions. These conditions include payment of premiums within the extended grace period from the date of lapse or expiry, settlement of all due premiums before any claim is filed, compliance with applicable renewal or reinstatement terms, and submission of written consent by the policyholder or authorized representative.

Q14

Is the hold-cover arrangement automatic?



A14




No. A hold-cover arrangement is not automatic. PhilLife will put formal hold-cover arrangements in place only upon receipt of the policyholder's written request or consent. No hold-cover arrangement will be treated as in force before receipt of the required consent.

Q15

Who may be eligible for hold-cover?

A15




PhilLife identified eligible Individual Life policies for hold-cover review, including policies that lapsed during the covered period of 15 April 2026 to 31 May 2026, and term life policies with renewal clause provisions whose renewal date or expiry falls within the same covered period. For term life policies, the renewal concept applies only to term life policies with renewal clause provisions. Whole life and limited-pay life policies may still be eligible for hold cover if they lapsed during the covered period.

Q16

How long is the hold-cover period?

A16




Hold-cover arrangements are for ninety (90) days from the scheduled lapse or expiry date, subject to the required conditions and PhilLife's approval process.

Q17

What conditions apply to hold-cover arrangements?

A17

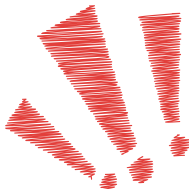


Hold-cover arrangements are subject to applicable conditions, including consistency with renewal terms for term life policies with renewal clause provisions, application of reinstatement terms for lapsed policies, payment of the corresponding premium not later than the ninetieth (90th) day from the scheduled lapse or expiry date, payment of premiums before any claim during the hold-cover period is made, and written request or consent from the policyholder or authorized representative.

Q18

Can I file a claim during the hold-cover period?

A18




Claims arising during hold-cover or temporary extension periods are subject to a dedicated review process. One of the key conditions is that the corresponding premium must be paid before any claim during the hold-cover period is processed.

Q19

Does the relief also apply to policy loan payments?

A19

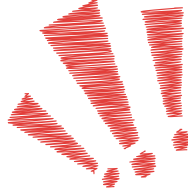


Yes, but only for eligible Individual Life products with policy loan features where a loan payment obligation falls within the covered scope. PhilLife is granting a temporary loan payment relief period of ninety (90) days, without penalties or interest, for eligible Individual Life policies with policy loan features.

Q20

What loan payments are covered?

A20




Loan payment relief follows the same two-group framework as premium relief. It covers policies with loan payment due dates falling within 15 April 2026 to 31 May 2026, and policies with loan payment due dates before 15 April 2026 whose contractual grace period end date or loan processing date falls within the covered period.

Q21

Are all outstanding policy loans covered by the loan payment relief?

A21




No. Policies with outstanding or accumulated loan balances but with no loan payment amount due during the covered period, and whose grace period end date or processing date does not fall within the covered period, are not within the scope of this relief.

Q22

Will the policy loan balance be cancelled or waived?

A22



No. The available reference documents state that the relief provides a temporary loan payment relief period of ninety (90) days without penalties or interest for eligible loan payment obligations. They do not state that the policy loan balance itself is waived or cancelled.

Q23

If I already paid my premium, do I still need to act on the notice?

A23

If payment has already been made, the policyholder may disregard the Premium Relief Notice.

Q24

Will the other terms and conditions of my policy still apply?


A24

Yes. All other terms and conditions of the policy remain in effect unless specifically modified by PhilLife in writing.

Q25

Can I request an extension of coverage or hold-cover arrangement?

A25

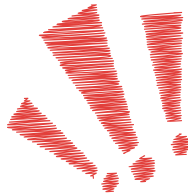


Yes. Policyholders who wish to request an extension of coverage or a hold-cover arrangement should contact PhilLife immediately. Hold-cover arrangements remain subject to PhilLife's requirements, including written request or consent and full compliance with payment obligations.

Q26

Who should I contact for assistance?

A26




For assistance, policyholders may contact PhilLife through the following available channels: landline number (02) 7798-5433, email helpdesk@phillife.com.ph, website <https://phillife.com.ph/contact-us/>, or Head Office at 11th Floor STI Holdings Center, 6764 Ayala Avenue, Makati City 1226. Policyholders may also contact their licensed PhilLife agent or servicing representative.

Q27

Will PhilLife continue monitoring the relief program?

A27



Yes. PhilLife has established internal registers and monitoring processes for premium relief, hold-cover and extension of coverage, Individual Life loan relief, exceptions and escalations, agent communications, and policyholder communications. PhilLife also committed to submitting periodic reports to the Insurance Commission as required by IC Circular Letter No. 2026-11.



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**GOT MORE QUESTIONS?
SEND US A MESSAGE TO**

helpdesk@phillife.com.ph