

*For Immediate Release*

**NRIC numbers alone cannot be used to purchase, surrender or alter policies**

Singapore, 19 December 2024 – The General Insurance Association of Singapore (GIA) and Life Insurance Association, Singapore (LIA) assure policyholders that NRIC numbers alone cannot be used to purchase, surrender or alter existing policies, submit policy claims, nor change the nominated beneficiary or bank account information lodged with the insurer for receipt of policy payments. Insurers apply multi-factor authentication at login for online financial services, and other forms of authentication for offline transactions.

Insurers are committed to protecting policyholders and maintaining customer confidence, and are conducting a thorough review of their practices on the use of NRIC numbers. We seek policyholders' understanding that some existing processes may be changed as a result.

If policyholders are using their NRIC numbers or other personally identifiable information<sup>1</sup> as their passwords for login, they should change them immediately to reduce the risk of unauthorised access.

###

**For media queries, please contact:**

Corporate Communications Team  
General Insurance Association of Singapore  
Email: [media@gia.org.sg](mailto:media@gia.org.sg)

Tian Tian Wang (Ms)  
Muse & Motif  
Tel: +65 9853 8792  
Email: [tiantian@museandmotif.com](mailto:tiantian@museandmotif.com)

Corporate Communications Team  
Life Insurance Association, Singapore  
Email: [media@lia.org.sg](mailto:media@lia.org.sg)

Q Akashah (Ms.)  
Ogilvy Singapore  
Tel: +65 9825 1944  
Email: [akashah.q@ogilvy.com](mailto:akashah.q@ogilvy.com)

---

<sup>1</sup> Personally identifiable information are details that can be used to directly identify you. Examples include your name, NRIC number, date of birth and address, or those of your family members.

### **About General Insurance Association of Singapore**

Established in 1966, the General Insurance Association of Singapore (GIA) is the general insurance sector's trade association whose membership comprises Ordinary Members licensed by the Monetary Authority of Singapore (MAS) to transact general insurance business in Singapore.

As a trade association, GIA works to make all aspects of insurance easier and more effective for consumers, agents and insurance companies in Singapore. It helps identify emerging trends and responds to issues affecting the general insurance sector and seeks to promote the overall growth and development of the sector in Singapore.

For more information, please visit [www.gia.org.sg](http://www.gia.org.sg).

### **About Life Insurance Association, Singapore**

Established in 1962, the Life Insurance Association, Singapore (LIA Singapore) is the not-for-profit trade body of life insurance product providers and life reinsurance providers based in Singapore and licensed by the Monetary Authority of Singapore (MAS).

#### **Vision and Mission**

The vision of member companies is to provide individuals with peace of mind and to promote a society where every person is prepared for life's changing cycles and for those situations unforeseen.

They are committed to being a progressive life insurance industry by collectively enhancing consumer understanding, promoting industry best practices, and through the association fostering a spirit of collaboration and mutual respect with government and business leaders.

#### **Values underpinning the association and its members**

<b>Unified</b>	in our resolve to deliver innovative solutions where every individual's needs are best met.
<b>Professional</b>	in the way we conduct ourselves and in the counsel we give.
<b>Ethical</b>	in ensuring our policyholders' interests are managed with utmost integrity.
<b>Fair</b>	in how we strive to provide favourable outcomes to both our policyholders and shareholders.
<b>Open &amp; honest</b>	in all that we do to build an environment of trust and transparency.
<b>Proactive</b>	in the steps we take to give our people the skills and knowledge to provide sound solutions at all times.