



Frequently Asked Questions

1. What is SNACK?

SNACK is a mobile application that embeds the purchase of micro-insurance into your lifestyle. You can link daily activities in your life to the purchase of micro-insurance, building up coverage while having the flexibility to manage your own protection portfolio.

You'll be able to choose from a range of micro-insurance products, namely: Life, Personal Accident and Critical Illness insurance.

SNACK is developed by NTUC Income, a Direct Insurer (composite) licensed by the Monetary Authority of Singapore.

2. How does SNACK work?

SNACK offers you the convenience of purchasing a micro-insurance policy whenever you perform a daily activity, or what we call a 'lifestyle trigger'. These daily activities can include petrol top-ups, groceries, dining out or just hitting your daily steps goal.

Whenever an activity is completed, a micro-insurance policy will be issued and the premium will be charged to your selected payment mode on SNACK. Your coverage grows each time you complete a trigger, and your total coverage amount is the sum of all your effective policies at that point in time.

3. How is SAFRA working with SNACK?

SAFRA is working with SNACK to:

- i. Offer \$5000 free Accident coverage to all SAFRA members who successfully register on SNACK+ and link up any lifestyle trigger to the Accident product
- ii. Offer 20% bonus coverage for all products on SNACK. SAFRA members will always enjoy this benefit as long as they stay as a SAFRA member.

4. How do I get my 20% bonus coverage on SNACK+?

Follow the steps listed on the website above to register yourself onto SNACK+ and you'll enjoy the 20% bonus coverage for all products on SNACK.

5. What happens to my coverage when I'm not a SAFRA member anymore?

Whatever you have accumulated so far as a SAFRA member will remain as it is. Moving forward, you will no longer enjoy the 20% bonus coverage as a SAFRA SNACK+ member but you will continue enjoying the prevailing rates on SNACK.

6. How do I get my \$5000 Accident coverage?

Follow the steps listed on the website above to register on SNACK+ and link up a lifestyle trigger to the Accident product. Complete the checkout process and we'll add your \$5000 free coverage the first week of next month!

7. How long does the \$5000 free Accident coverage last?

It lasts for 360 days. For example if we issue you the \$5000 free Accident coverage on 9 October 2020 after you've successfully linked a trigger to the Accident product, this \$5000 free Accident coverage will be valid for 360 days until 4 October 2021.

Even if you remove/ edit your lifestyle triggers during this period, your coverage will still be valid as long as it's within this 360-day period.

8. I'm not eligible for the Accident product. What should I do?

We're sorry to hear that. Please write in to us at hello.snack@income.com.sg and we'll assist you further.

9. What are the products on SNACK?

There are currently 3 products on SNACK – Personal Accident, Term Life and Critical Illness coverage. You can download the SNACK app or visit snackbyincome.sg/products to read more about the products!

10. Do I need to pay to sign up for SNACK?

Nope! It's entirely free to sign up for an account on SNACK.

11. How much are the premiums on SNACK?

You can choose from \$0.30, \$0.50 and \$0.70. For example, if you choose link up the delivery trigger to the Personal Accident product and select \$0.30 premium for \$300 worth of coverage, this means each time you make a delivery, you will be charged \$0.30 and will build up \$300 coverage. This coverage amount differs based on your profile

12. How do I adjust my premiums on SNACK?

You can go to your portfolio screen, click on the product and edit your triggers there. You can either adjust your premium, add more or delete triggers!

13. How long does the \$5000 free Accident coverage last?

It lasts for **360 days**. For example if we issue you the \$5000 free Accident coverage on **9 October 2020** after you've successfully linked a trigger to the Accident product, this \$5000 free Accident coverage will be valid for 360 days until **4 October 2021**.

Even if you remove/ edit your lifestyle triggers during this period, your coverage will still be valid as long as it's within this 360-day period.

14. How do I make a claim?

Claims are done on the SNACK website: <https://snackbyincome.sg/claims>. Log in using your app account details and submit your claims there!

15. What are the eligible age requirements?

There's no age requirement to sign up for an account on SNACK but you'll need to be between 18 to 61 years old to purchase any product(s).

Age is defined as your age last birthday, as of the date of purchase of the policy.

16. I have more questions. Who can I contact?

You can reach out to us at hello.snack@income.com.sg and we will assist to answer your queries!