



FPI Portal Overview

FPI Portal is a 24/7 online platform that offers a secure and convenient way to manage your policies. It is designed to make transacting easier and more accessible to you.

This document provides an overview of the key features and the benefits of going online.

You can access FPI Portal by visiting the country websites as below and selecting the "Online Services" tab in the right hand corner of the screen followed by "Login/Register".

Hong Kong:

<https://www.fpinternational.com.hk/>

Singapore:

<https://www.fpinternational.sg/>

Isle of Man (Rest of World):

<https://www.fpinternational.com/>

United Arab Emirates:

<https://www.fpinternational.ae/>



Update personal details

Including email, address or phone number online.



View policy information

Including current valuation, transaction and premium history as well as fund gain/loss reports.



Secure mailbox

Allows you to contact us and share confidential documents securely, safe in the knowledge that you have passed through our two factor authentication security when logging in.



Portfolio bond dealing

Check your asset holdings and cash balance at a glance. Select the assets you want to sell and buy as well as make a currency exchange(FX) here too. This feature is specific to Global Portfolio/Reserve.



Change Broker

View your existing broker details and fill in details of your new broker.



View statements

View your policy statements online securely and conveniently.



Fund switching and redirection

Allowing you to change your current investments allocation. This feature is specific to our unit-linked plans.



Withdrawal/ Partial surrender

A withdrawal from or partial surrender of your policy is possible online. All submitted forms can be found in your Secure Mailbox.



Premium holiday and reinstatement

If applicable, you are able to take a premium holiday and if your policy is paid up, you will see the "Reinstatement" option. You simply need to input the date you want to restart paying premiums, method of payment and source of wealth information.

If you require any assistance in relation to your FPI Portal account, please contact us using the below details:

Isle of Man (Rest of World):

Email: onlineservices@fpiom.com

Hong Kong:

Email: customerservicing@fpihk.com

Singapore

Email: singapore.enquiries@fpiom.com

United Arab Emirates:

Email: dubaionlinequiries@fpinternational.com

Save Time. Go Online.

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Singapore branch: 182 Cecil Street, Level 17 Frasers Tower, Singapore 069547. Registered in Singapore No. T06FC6835J. Licensed by the Monetary Authority of Singapore to conduct life insurance business in Singapore. Member of the Life Insurance Association of Singapore. Member of the Singapore Financial Dispute Resolution Scheme. **Hong Kong branch:** 803, 8/F., One Kowloon, No.1 Wang Yuen Street, Kowloon Bay, Hong Kong. Authorised by the Insurance Authority of Hong Kong to conduct long-term insurance business in Hong Kong. **Dubai branch:** PO Box 450591, Unit 706, One Za'abeel - The Offices, Za'abeel Palace Street, Za'abeel First, Dubai, UAE. Registered in the United Arab Emirates (UAE) with the Central Bank of the UAE as an insurance company. Registration date, 18 April 2007 (Registration No. 76). Registered with the Ministry of Economy as a foreign company to conduct life assurance and funds accumulation operations (Registration No. 2013). Friends Provident International is a registered trademark and trading name of Friends Provident International Limited.