Singlife EBConnect ID Request Form

What is Singlife EBConnect?

Singlife EBConnect is a web portal designed for HR personnel, brokers and advisors managing Singlife's corporate plans. It offers a seamless and convenient way to manage company and employee corporate plan enrolments, as well as handle claim-related processes easily online.

Key Features of Singlife EBConnect:

- **Claims** – Submit claims on behalf of insured members and view claim history across all claim types.
- **Policy Search** – View summaries of plan entitlements and billing details.
- **Employee Cover** – Access individual member entitlements, utilisation balances, underwriting requirements and the financial calculator.
- **Member Search** – Use shortcut keys for quick access to claim submissions, Letters of Guarantee and member profile updates.
- **Reports** – Generate and download self-help reports, including outstanding claims, outpatient and inpatient utilisation, top 10 providers, top 10 illnesses, underwriting listings and member listings.
- **Help** – Access FAQs and contact information.
- **Find a Clinic** – Locate the nearest GP panel clinic (for policies with outpatient panel benefits).

Visit singlife.com/ebconnect to begin!

Simply follow these steps:

Step 1: Business User (HR personnel or brokers) complete the registration form below.

Step 2: Email the completed form to Singlife's Group Business Department at **ebh_enquiries@singlife.com** or reach out to any personnel under the Group Business Development Team.

Step 3: Singlife will create your User ID. This process may take approximately 5 working days.

Step 4: You will receive a first-time-password via the email address provided on the registration form.

Step 5: Log in using your email address and the first-time password. You're now ready to use your account.

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IMPORTANT NOTES:

- Please allow **up to 5 working days** for the activation of your Singlife EBConnect ID.
- The User ID and password will be sent to the email address(es) indicated below. **Please ensure all email addresses provided are correct.**
- For urgent requests, you may email the completed form to **ebh_enquiries@singlife.com**
- If you have additional Users to register, please complete and sign separate Singlife EBConnect Request Forms and attach them behind this cover-page.
- If you have special instructions regarding user role creation, please print and attach them behind the registration form and submit them together.
- Use of **Singlife EBConnect** is subject to the **Term of Use** and **Privacy Policy** as stated on the Singlife website.
- The individual requesting the EBconnect account registration must not be the same person designated as the authorised signatory in the section above.

Company Name	**Name (Authorised representative)**
Company email address	**Contact Number**
Designation	**NRIC No.**
Date	**Signature & Company Stamp**

We hereby declare and agree as follows:

a) We will be bound by the Terms of Use as stated on the Singlife website;
b) We acknowledge that the Users of Singlife EBConnect will have access to Personal Information (as defined in the Terms of Use) of customers, its employees and/or dependants. We shall accordingly ensure and undertake that the Users shall not use, process, download and/or disclose any Personal Information for any purpose other than as authorised by the Company and permitted by Singlife. We further undertake that we will be responsible and liable for the acts or omissions of the Users and/or our authorised representatives in respect of the use of Singlife EBConnect and/or Personal Information which is inconsistent with this undertaking. This undertaking shall survive the termination or resignation of the Users and/or authorised representatives;
c) We will keep and maintain appropriate systems and controls to ensure confidentiality of Personal Information and that only the Users and/or our authorised representatives and no one else directly or indirectly will have access to the Personal Information;
d) In the event a User leaves the Company, we will promptly inform Singlife to delete the User ID and Password by raising the Singlife EBConnect Request Form.

User Creation / Deletion Section

Broker / Agent / Agency / Policyholder / HR Personnel					
No.	**User Name**[1] *[1]Include First Name & Last Name*	**User Email Address**	**User Mobile No**[2] *[2]Include country code for foreign mobile number*	**User Role**[3] [3]Select a role for each user ***B1****: Broker / Advisor (Edit and View)* ***B2:*** *Broker/ Advisor (View Only)* ***H1:*** *Policyholder/HR Personnel (Edit and View)* ***H2:*** *Policyholder/HR Personnel (View)*	**Create or Delete ID**[4] *[4]Select for each user* ***C:*** *Create (New ID)* ***D:*** *Delete (Existing ID)*
1					
2					
3					
4					
5					
6					

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Company Reg. No. 196900499K GST Reg. No. MR-8500166-8