Singlife Critical Illness Study

Key insights on perspectives, financial preparedness, challenges and caregiving experience

Singlife

The **Singlife Critical Illness Study** analysed the perspectives of critical illness survivors, caregivers and individuals. It comprised of two surveys, conducted between March and April 2026, involving 1,535 Singapore consumers including Singlife Customers.

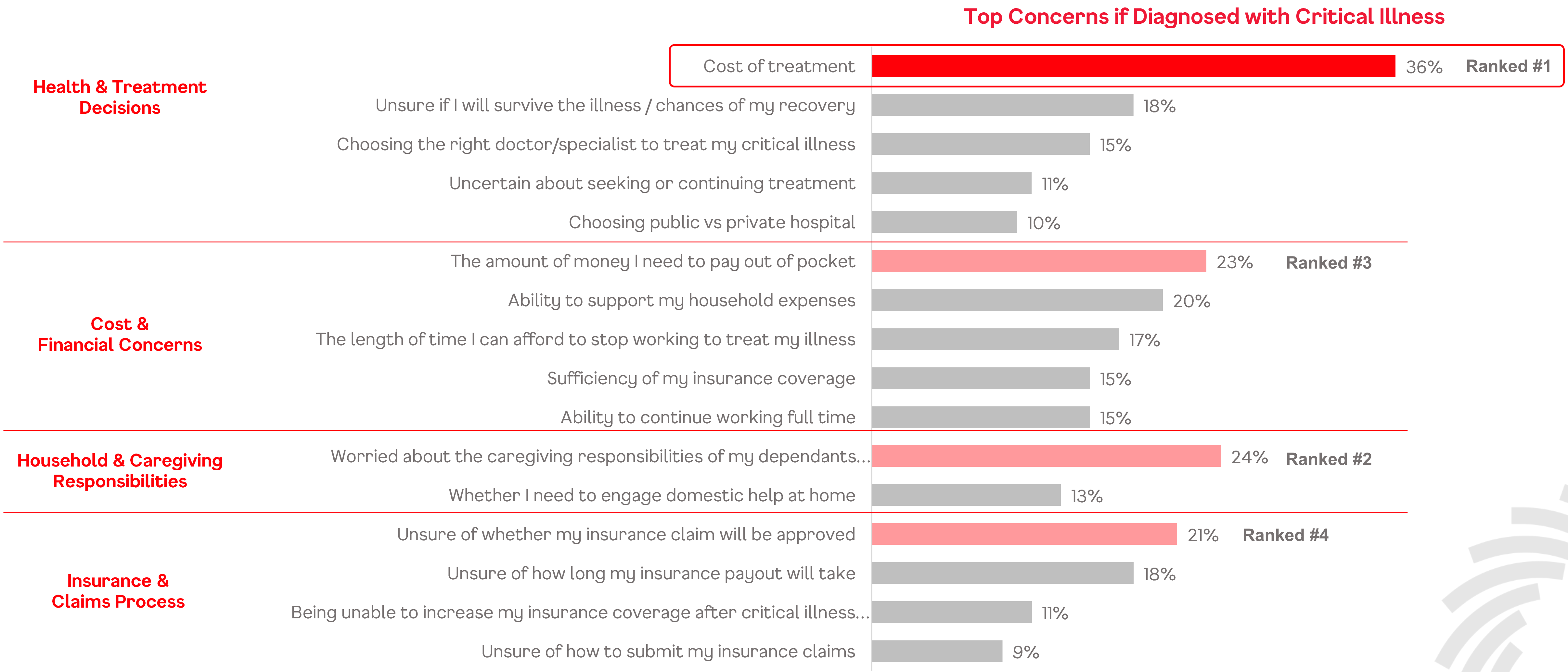
The study explores consumers' attitudes and perceptions towards critical illness, including their preparedness, concerns, impact on income and retirement. The study also uncovered key insights into their fears and challenges, as well as their experience of surviving the illness and caregiving.

Public

Concerns and Challenges Associated with Critical Illness

Singlife

More than 1 in 3 cited **treatment costs** as a leading concern when it comes to critical illness



Base: Individuals without critical illness

Singlife Critical Illness Study 2026

Public

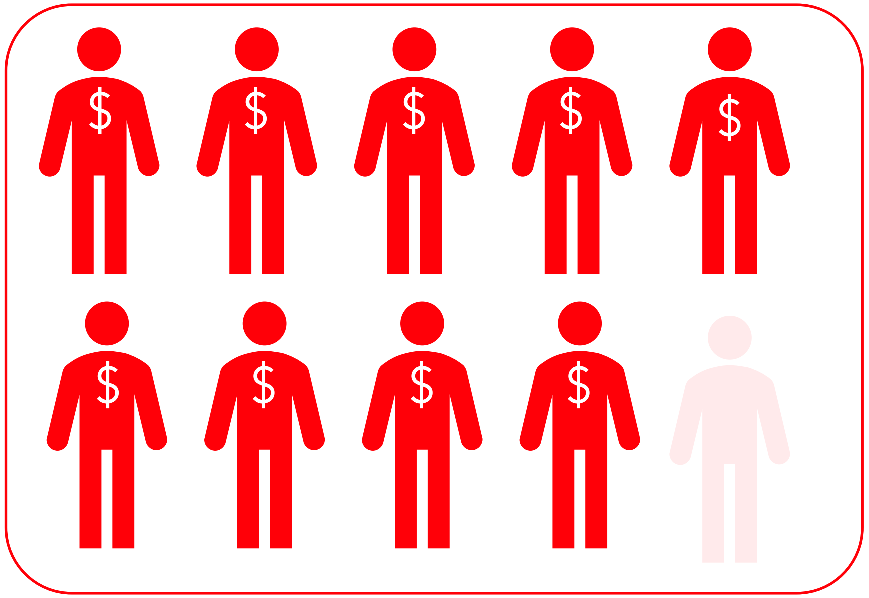
Financial & Retirement Impact of a Critical Illness Diagnosis

Singlife

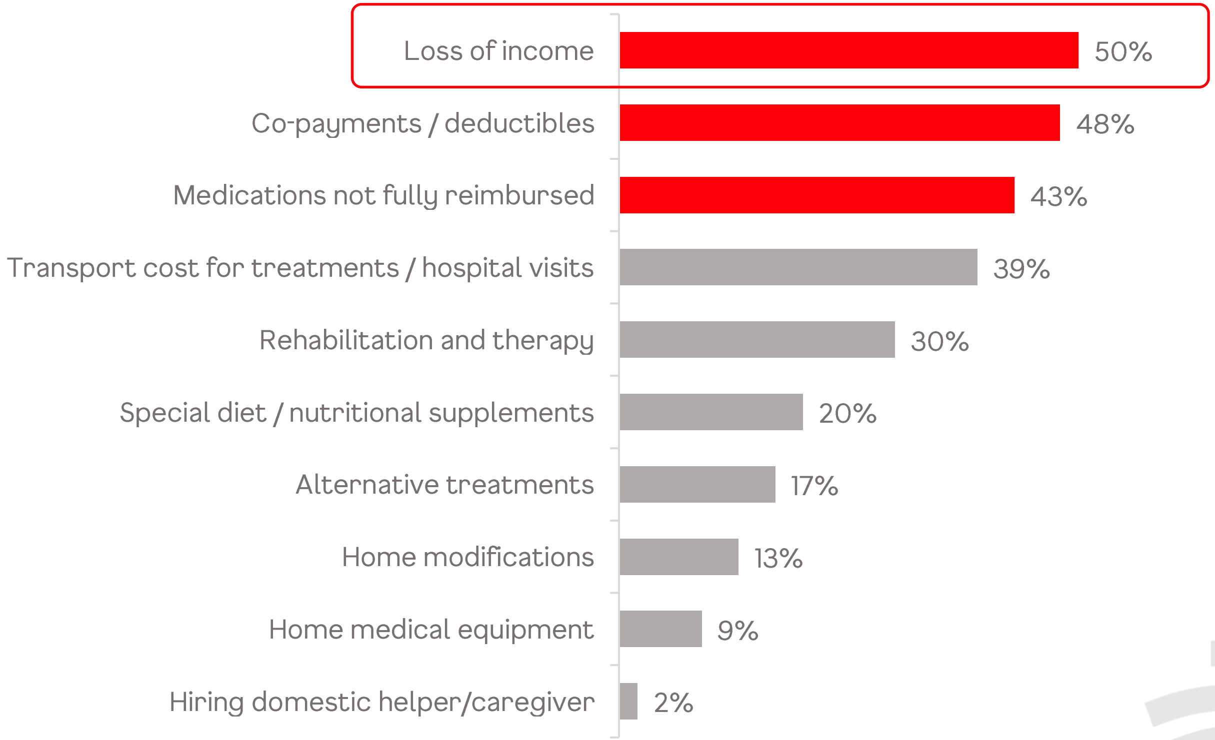
96% of critical illness survivors faced unexpected expenses; half did not expect loss of income after a critical illness diagnosis

96%

of critical illness survivors faced unexpected expenses



Type of Unexpected Expenses Incurred After a Critical Illness Diagnosis

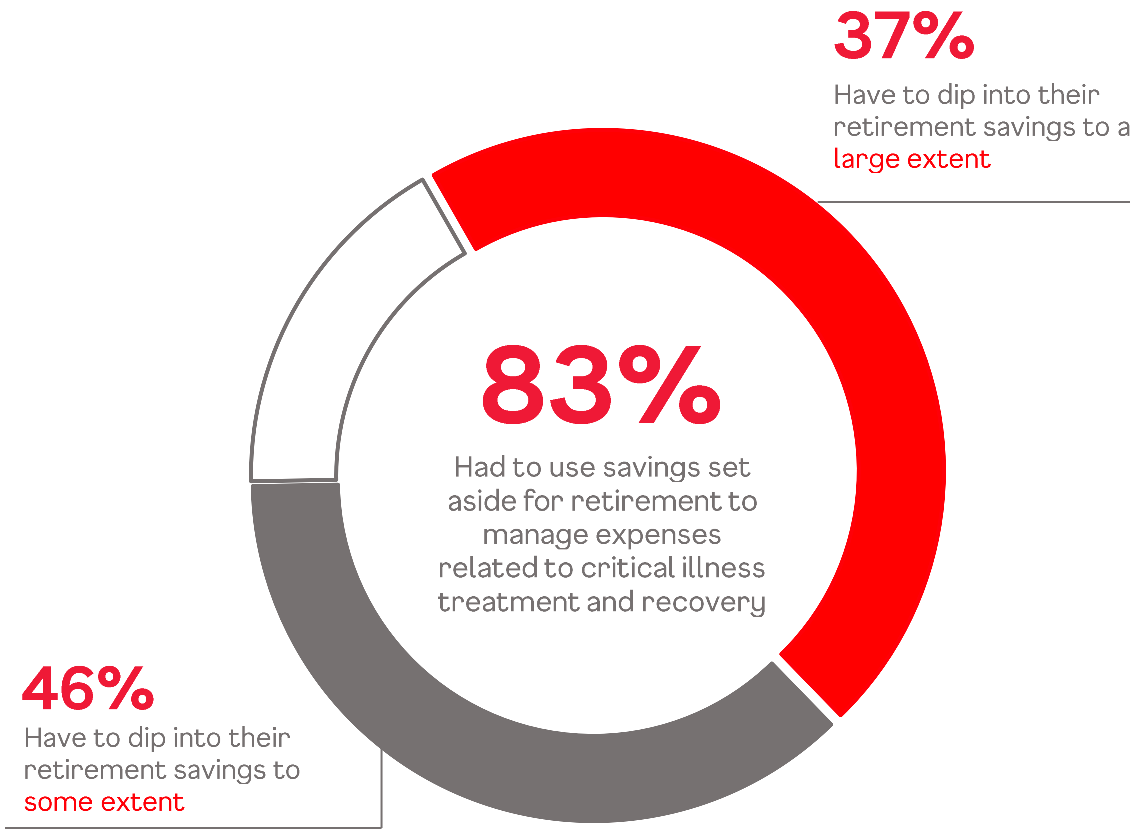


Base: Critical illness survivors

Singlife Critical Illness Study 2026

Public

4 in 5 critical illness survivors drew on retirement savings to manage cost

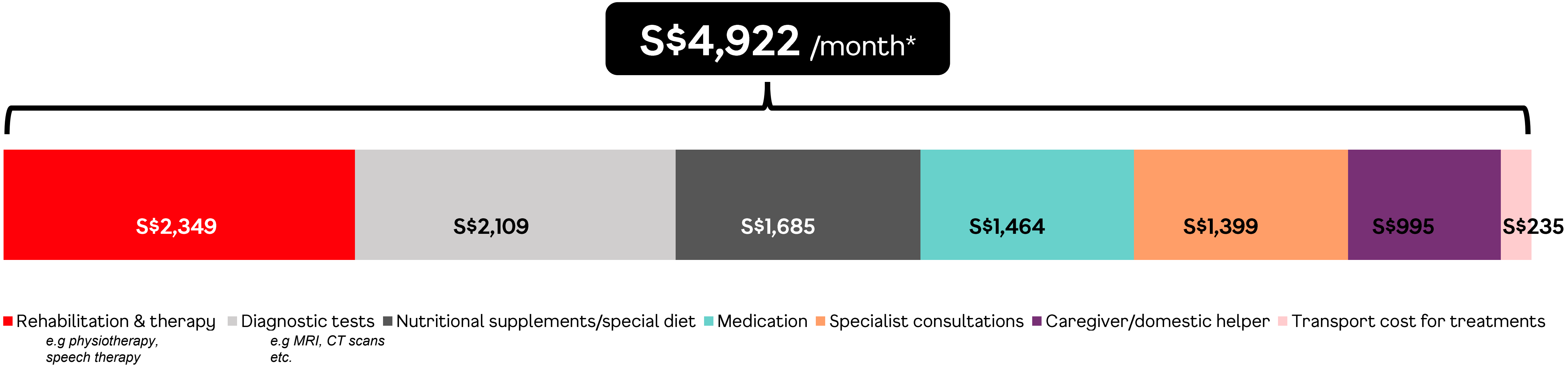


Base: Critical illness survivors

Singlife Critical Illness Study 2026

Public

Recovery costs are substantial and higher than many expect. Surveyed survivors and caregivers reported average treatment and recovery expenses of **S$4,922 per month**



**Based on <u>average amount spent per month</u> for the respective cost items reported by critical illness survivors and caregivers. As not all item costs are incurred by the individual, the total average monthly cost is not the sum of all the individual cost items.*

Base: Caregivers of critical illness survivors

Singlife Critical Illness Study 2026

Public

Treatment and recovery can cost nearly S$169,000

Total cost of treatment & recovery

The full cost of recovering from a critical illness

S$168,929 (~ S$169,000)

=

Treatment and recovery expenses

Caregiver-reported cost for treatment and recovery

Treatment & recovery cost components:

- Rehabilitation & therapy
- Diagnostic tests
- Nutritional supplements/special diet
- Medication
- Specialist consultation
- Caregiver/domestic helper
- Transport cost for treatment

S$4,922 /month x 27 months*

= S$132,894

+

Out-of-pocket medical expenses

Based on Singlife's internal claims analysis of critical illness policyholders who made a claim

=S$36,035

* Based on Singlife's claims analysis and across the studied claimant population, treatment and recovery related activity continued for an average of 27 months.

Recovery is **more than medical bills**

When Jason Shua was diagnosed with Stage 3 throat cancer at age 48, he believed his hospitalisation plan would be enough to manage all his recovery expenses. Instead, he found that the greatest challenge began after he left the hospital.

The self-employed professional, also the sole breadwinner of his family, saw his income stop totally while he was on treatment as his family expenses and loan repayments continued. While waiting for his insurance payouts, he drew on **nearly S$200,000 in savings over almost four months to cover treatment, recovery and household expenses.**

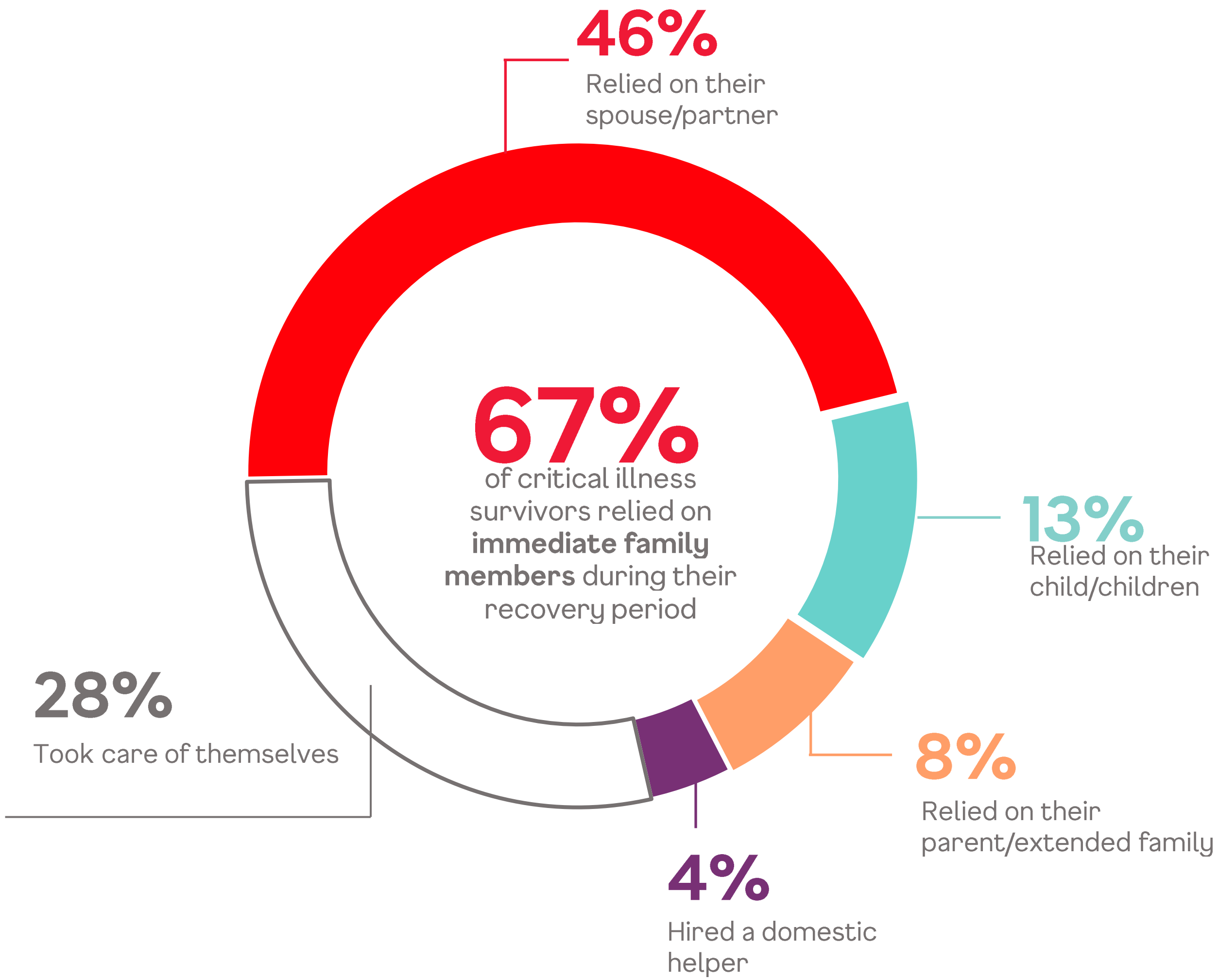
> “*The hospitalisation plan helped pay for treatment. The critical illness payout helped me ‘survive’ recovery. It covered income loss, TCM (traditional Chinese medicine), supplements and recovery-related expenses that people don’t usually think about.*”

Impact on Caregiving Roles

Singlife

Public

2 in 3 critical illness survivors relied on caregivers during recovery, primarily immediate family members

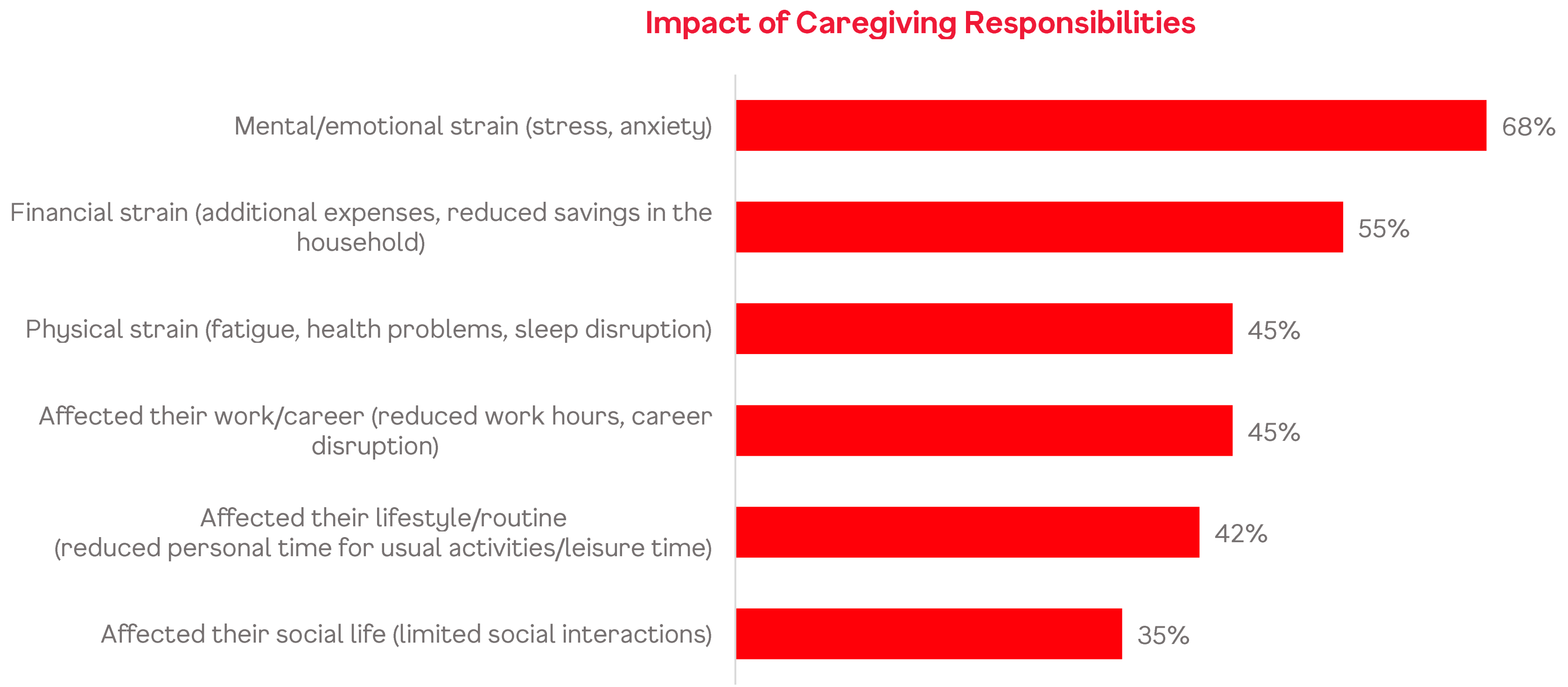


Base: Critical illness survivors

Singlife Critical illness Study 2026

Public

All caregivers of individuals with critical illness experienced a disruption or strain; 2 in 3 reported mental/emotional strain



Base: Critical illness survivors

Singlife Critical Illness Study 2026

Public

About Singlife

Singlife is a leading homegrown financial services company that offers consumers a better way to financial freedom. We are headquartered in Singapore with a presence in the Philippines.

Singlife meets diverse customer needs by offering a comprehensive suite of insurance products, including life and health, general insurance and investments, employee benefits and financial advisory solutions.

We achieve this through a differentiated, open-architecture distribution model and Singapore’s largest network of financial advisers.

A pioneer in the digital insurtech space, we offer digital solutions accessible through the Singlife App, MySinglife portal and the Group’s investment platforms dollarDEX and GROW.

We are a key player in the employee benefits solutions space and are the exclusive insurance provider for the Ministry of Defence, Ministry of Home Affairs and Public Officers Group Insurance Scheme. We are also one of three government-approved long-term care insurance providers in Singapore.

We take our commitment to achieving Net Zero seriously and are an official signatory of the United Nations Principles for Sustainable Insurance and the United Nations-supported Principles for Responsible Investment.

Singlife was formed from the merger of Aviva Singapore and Singlife, originally an insurtech start up, in January 2022. Singlife is now a wholly owned subsidiary of Sumitomo Life, who acquired Singlife in 2024. We have over S$16 billion in assets as of 31 December 2025 and are rated “A” and “Baa1” by Fitch and Moody’s respectively.

Sumitomo Life was established in 1907 and is one of Japan's largest life insurance companies, with over US$300 billion in assets as of 30 September 2025.

Public