

# What is the fee protection scheme?

## FEE PROTECTION SCHEME (FPS INSURANCE)

With the introduction of the Private Education Act, tuition fees and support programmes fees must be insured under the fee protection scheme (FPS). CIS has appointed LONPAC Insurance Bhd as our FPS provider, and pays the FPS insurance premiums on each student's behalf.

FPS serves to protect students' fees in the event that a Private Education Institute (PEI) is unable to continue operations due to insolvency and/or regulatory closure. In addition, the FPS protects a student if the PEI fails to pay penalties or to return fees to students arising from judgements made against it by the Singapore Courts.

## FEE PROTECTION UNDER THE INSURANCE SCHEME

CIS has appointed LONPAC Insurance Bhd as our FPS provider, and pays the FPS Insurance premiums on each student's behalf. The FPS Insurance offers insured students protection against the following events:

1. Loss of tuition fees and support programme fees (if applicable) paid in advance by the insured student to CIS and not refunded, if the student cannot start or complete his/her course (grade) as a result of CIS becoming insolvent or being required by the Singapore authorities to stop operations.
2. CIS fails to pay the sum awarded by Singapore Courts to the insured student, where such award relates to a dispute between CIS and the insured student on course fees paid by the insured student to CIS.
3. S\$5,000/S\$10,000 benefit payable covering the insured student's accidental death or permanent disability by accident.

The insurance coverage is for the tuition fees, support programme fees (if applicable), and Physical Education uniform fees (if applicable). Insurance coverage is not required for the GST portion of fees billed. The compulsory application fee and confirmation fee are not subject to FPS.

## CERTIFICATE OF INSURANCE

Upon payment of the insurance premium, LONPAC Insurance Bhd will issue a Certificate of Insurance to the insured student directly via email. In addition, a copy of the individual Student's Certificate of Insurance can be obtained from the CIS Finance Department.

### Master insurance certificate

## CLAIM PROCESS

The insured student needs to produce his/her Certificate of Insurance and original tuition and support programme fees (if applicable) receipts when submitting a claim under the FPS insurance. LONPAC Insurance Bhd will notify all insured students of the relevant claim procedures that must be followed.

In the event that a student needs to make an FPS claim, CPE (or any Singapore Government authority) will take charge, inform all affected parties, and organise the claims pay-out if necessary.

Affected students would be advised of the steps they would need to follow in order to file an FPS claim during the claim process.

**DOCUMENTS TO SUBMIT IN THE EVENT OF A FPS CLAIM:**

1. Valid 'Student Contract'.
2. Receipts of all invoices and bills related to their studies as per the student contract.
3. Identity card, passport and other proof of identity.
4. FPS Certificate of Insurance.