



Banking Changes in Select Markets from 21 Nov 2025

At Cigna Healthcare®, we are committed to delivering seamless, secure, and sustainable service to your members. We continually monitor the global environment to ensure we can continue to support the health, well-being and peace of mind of your members.

Starting **21 November, 2025**, banks in Singapore will stop issuing new corporate cheque books and the payment processing of corporate cheques will be ceased by December 2026. More info [here](#).

To ensure uninterrupted claims reimbursements, members who currently receive claims payments by cheque should update their banking information in [Cigna Envoy®](#) or the Cigna Envoy app **before 20 November 2025**.

Beginning 21 November 2025, reimbursements will only be processed to bank accounts that have been updated. There are two ways that members can update their banking information on [Cigna Envoy](#):

- 1) Via the “Account” section to update their electronic banking details
- 2) Via the “Claim submission” process to update the electronic bank account details to be used for reimbursement of that claim

For a step-by-step guide on how to do so, refer [here](#).

Should members have any additional questions, they can contact our 24/7 global service centre at the number on the back of their global ID card; or through the secured mailbox in [Cigna Envoy](#).