



eFamilyPro Life Insurance Plan

Hang Seng Insurance Company Limited ("Hang Seng Insurance") presents eFamilyPro Life Insurance Plan* ("eFamilyPro" or "the Plan"), a life insurance plan designed to provide the beneficiary(ies) with a lump-sum death benefit in case of the Life Insured's passing, which will support the family's livelihood and other expenses, enabling the love to live on. The Plan offers four levels of Sum Insured, from HKD500,000 to HKD3,000,000, to suit your budget and personal needs.

Applying for eFamilyPro is easy – simply submit your application online, then you can rest assured knowing you are covered under the Plan's Death Benefit and Terminal Illness⁽¹⁾ Benefit at affordable premiums. The policy covers up to age 80 of the Life Insured and no additional health check-up is required.

Life Protection

With the Life protection offered by eFamilyPro, should the Life Insured pass away for any reason⁽²⁾ when covered by the Plan, the beneficiary(ies) may receive a lump sum Death Benefit to help with family upkeep or children's education expenses.

Terminal Illness⁽¹⁾ Benefit

Should the Life Insured be diagnosed with a Terminal Illness⁽¹⁾ and is reasonably expected to pass away within 12 months, the Policyholder will receive a lump-sum Terminal Illness⁽¹⁾ Benefit equal to the Death Benefit of the Basic Plan, to help alleviate financial burdens.

Conversion Privilege

At any time before the insured reaches the Insurance Age of 60⁽³⁾, you may convert⁴ the eFamilyPro policy into a new whole of life or endowment policy.

Coverage up to Insurance Age of 80⁽³⁾ of the Life Insured with Fixed Premiums for a 10-year term⁽⁴⁾

The Plan covers up to Insurance Age of 80⁽³⁾ regardless of the Life Insured's health status. Premiums are fixed for 10-year terms and adjusted at the end of that term.

Four levels of Sum Insured for Flexible Personal Planning

You can choose a Sum Insured of HKD500,000, HKD1,000,000, HKD2,000,000 or HK\$3,000,000, whichever best suits your budget and personal needs.

Easy Online Application

Hang Seng Bank website (hangseng.com/apply-efamilypro) handles your quotation, application and payment, freeing you from the hassle of medical examinations or producing additional documentation. You can also call our eFamilyPro hotline at 2998 8038 for application or queries.

* eFamilyPro Life Insurance Plan is a life protection plan issued by Hang Seng Insurance Company Limited with no savings element or cash value.

⁴ The Sum Insured of the new policy may not exceed that of the existing eFamilyPro plan at the time of policy conversion, and such new policy must be a prevailing product determined by "Hang Seng Insurance" at the time of conversion.

eFamilyPro Life Insurance Plan – Plan at-a-glance

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| Policy Term | Up to age 80 of the Life Insured |
| Eligibility | Banking account holder of Hang Seng Bank |
| Life Insured's Insurance Age ⁽³⁾ at enrolment | Age 18 to 60 |
| Sum Insured | HKD500,000 / HKD1,000,000 / HKD2,000,000 / HKD3,000,000 |
| Payment Term | Up to age 80 of the Life Insured |
| Policy Currency | HKD |
| Payment Method | <ul style="list-style-type: none"> • Direct Transfer (from Hang Seng Bank Account); or • Credit Card (Using Hang Seng Bank Credit Card) |
| Payment Mode | <ul style="list-style-type: none"> • Monthly payment |
| Features of Premium | <ul style="list-style-type: none"> • Fixed premium during the 10-year policy term⁽⁴⁾ |
| Coverage | <ul style="list-style-type: none"> • Death Benefit (Basic Plan) • Terminal Illness⁽¹⁾ Benefit (Supplemental Benefit) |

FAQ

Q: How is eFamilyPro different from other insurance plans?

A: eFamilyPro is a term life insurance plan providing life protection supplemented with Terminal Illness⁽¹⁾ Benefit, allowing the Life Insured to support his/her family no matter the circumstance. You can apply for eFamilyPro via "Hang Seng Insurance"'s specially designed online application platform, making the process simple and convenient.

Q: Can I apply for eFamilyPro through channels other than the online platform?

A: Yes, you can also call our eFamilyPro hotline at 2998 8038 for applications and queries.

Q: How will I know whether my application has been approved? How will the policy be delivered to me?

A: Once you complete the online application form, you will be asked to confirm and verify your details on a preview page. "Hang Seng Insurance" will send you a confirmation email on same day, assuring you that your application will be processed. We will notify you regarding the outcome by SMS after five to seven working days, and the policy will be delivered to your Hang Seng Bank postal address once your application is approved. This simplified process frees you from the hassle of typical insurance applications. You can also call eFamilyPro hotline at 2998 8038 for queries.

Q: Is the premium guaranteed to remain unchanged throughout the period of insurance? What are my payment options?

A: The premium is guaranteed to remain unchanged for each 10-year term⁽⁴⁾, and will be adjusted at the end of that term according to the prevailing rate table applicable to this class of policies. Premiums for eFamilyPro are payable monthly by direct transfer from your Hang Seng Bank account or by Hang Seng credit card, depending on your preference.

Q: How will the claims be paid?

A: Should the Life Insured pass away, the beneficiary(ies) may receive the Death Benefit in a lump sum. If the Life Insured is diagnosed with a Terminal Illness⁽¹⁾, the Plan will pay the full Sum Insured to the Policyholder in the form of a lump sum advancement. Such benefit will be paid by cheque or directly transferred to the personal account of the Policyholder.

Q: What are the points to note when making a claim under the Terminal Illness⁽¹⁾ Benefit and what are the procedures? What should I do if I have queries relating to claims?

A: In general, a claim application together with supporting documents must be submitted to "Hang Seng Insurance" within 90 days after the Life Insured is diagnosed with a terminal illness⁽¹⁾ by a Registered Doctor. Before submitting the form, please check the coverage and exclusions of the respective policy. Should you have any queries relating to claims, please call "Hang Seng Insurance" Claims Services Hotline at 2288 6992, and our customer service officer will be pleased to provide you with assistance.

Q: Would my claim under this policy be affected if I already purchased a life (or terminal illness⁽¹⁾) insurance plan issued by another insurance company?

A: Claims you receive from other insurance companies will not affect the benefit amount payable to you through eFamilyPro.

Q: Can I convert my eFamilyPro policy into a life insurance plan with lifetime coverage or savings elements?

A: The Policyholder of eFamilyPro is entitled to a Conversion Privilege. Before the insured reaches the Insurance Age of 60, you may convert the eFamilyPro policy into a life or endowment policy. However, the Sum Insured of the new policy may not exceed that of the existing eFamilyPro plan at the time of policy conversion, and such new policy must be a prevailing product determined by "Hang Seng Insurance" at the time of conversion.

Q: Can I request for a reduction of the Sum Insured after I purchased the Plan?

A: Yes. If the Policyholder wishes to reduce the Sum Insured, a request can be submitted in writing when the eFamilyPro policy is in effect. Upon acceptance of the application by "Hang Seng Insurance", the Sum Insured, Death Benefit and Terminal Illness⁽¹⁾ Benefit of your eFamilyPro Plan will be adjusted and reduced accordingly.

Q: Can I make a claim if I am diagnosed with terminal illness⁽¹⁾ after I completed the application but before the policy is approved?

A: eFamilyPro does not have waiting period requirements, meaning if the Life Insured is diagnosed with a terminal illness⁽¹⁾, he/she can make a claim immediately after his/her policy becomes effective. However, such terminal illness⁽¹⁾ diagnosed prior to the Issue Date of the policy is excluded from coverage. Please refer to the Key Exclusions section for details.

Q: How much will I get back if I cancel my policy?

A: If you are not satisfied with your policy, you have a right to cancel it within the 21-day cooling-off period and obtain a refund of any premiums and premium levy paid. Please refer to the Important Notes section for details. After the cooling-off period, the Policyholder may request for policy surrender (i.e. policy cancellation) in writing at any time, after which the policy will terminate. As there is no savings element (i.e. cash value) in the policy, no premiums paid will be refunded upon policy surrender.

Q: Does the Plan provide a savings element that I can withdraw at a latter date?

A: eFamilyPro is a protection plan with no savings element, as such no cash value is available for future withdrawal under the Plan.

Q: What will happen if I forget to pay my premiums?

A: eFamilyPro Plan offers a Grace Period of 30 days for payment of any premium when due. If a premium is not paid by the end of the Grace Period, this policy will be lapsed as on the due date. Please refer to the Important Notes section for details.

Q: How can I manage my policy?

A: If you are a Hang Seng Bank e-Banking customer, you can manage your policy(ies), check policy information and submit your application 24/7 via the Hang Seng Bank e-Banking website. You may also call our hotline at 2596 6262 for queries about your policy.

Key Exclusions:

Supplemental Benefit – Terminal Illness⁽¹⁾ Benefit

No benefit will be paid for any Terminal Illness⁽¹⁾ resulting directly or indirectly from, or caused or contributed by, any condition which existed before the Issue Date of this Policy or effective date of this Supplemental Benefit or effective date of last reinstatement, whichever is the latest, in respect of the Life Insured and which presented sign or symptom of which the Policyholder or Life Insured was aware of or should reasonably have been aware of as of the Issue Date of this Policy or effective date of this Supplemental Benefit or effective date of last reinstatement, whichever is the latest.

The above are only the major exclusions, for details of the exclusions, please refer to the relevant policy provisions.

Note:

- (1) Terminal illness means a medical condition that the Life Insured is certified by "Hang Seng Insurance"'s appointed Registered Doctor to be reasonably expected to result in death of the Life Insured within 12 months from the date of certification. The Plan will be automatically terminated when the Terminal Illness Benefit is paid. For the definition of Terminal Illness and exact details of exclusions, please refer to the policy conditions for Supplemental Benefits and the policy provision shall be final.
- (2) If the Life Insured dies by suicide whether sane or insane within one year of the later of the Issue Date or the effective date of reinstatement pursuant to provision, we will only refund any amount paid to "Hang Seng Insurance" by the Policyholder, less any amount paid by "Hang Seng Insurance" under the Policy, less any outstanding premiums.
- (3) Insurance Age means, at any date, the age of the Life Insured or Policyholder (if applicable) on the most recent birthday prior to the Policy Date plus the number of completed Policy Years. If the Life Insured's or Policyholder's (if applicable) birthday is on the Policy Date, it will be calculated based on the age on such Policy Date.
- (4) The premium is guaranteed level for the first 10 years from the Policy Date, provided that there is no change of Sum Insured during the prevailing Term. The premium will be adjusted at every 10th Policy Anniversary until this Policy is terminated.
Provided that the Sum Insured remain unchanged, the adjusted premium will remain level:
 - (a) for a period of 10 years until the next premium adjustment date; or
 - (b) where the Policy is terminated or ceases to be in force within such 10 year period, the adjusted premium will remain level until policy lapse or policy termination.The premium adjustment will be determined in accordance with "Hang Seng Insurance"'s prevailing rate table applicable to this class of policy and the Insurance Age of the Life Insured at the time of adjustment. A notice of such premium adjustment will be sent to the Policyholder prior to it taking effect.

Product risks

Credit Risk

The benefits of this Plan are subject to the credit risk of "Hang Seng Insurance". Policy benefits include the Death Benefit, surrender benefit and maturity benefit (if applicable) etc. The premium that you pay will become part of "Hang Seng Insurance"'s assets, and the life insurance plans of "Hang Seng Insurance" involve policy benefits such as the Death Benefit, surrender benefit and maturity benefit payable to the Policyholders or beneficiaries by "Hang Seng Insurance". You should bear the credit risk associated with "Hang Seng Insurance" (i.e. the risk that "Hang Seng Insurance" may not be able to deliver its obligations bound by the policies (including the payment of policy benefits) due to financial difficulties).

Risk from the delay of or missing the payment of premiums due

You should pay the premium for the entire premium payment term when due. Any delay or missing of the payment of premiums due may lead to policy lapse, and the amount (if any) you get back may be significantly less than what you have paid.

Inflation risk

Cost of living is likely to be higher in the future than it is today due to inflation. Therefore, you may receive less from the policy in real term in the future even if "Hang Seng Insurance" meets all of its contractual obligations.

Premium Adjustment Risk

The premium adjustment will be determined in accordance with "Hang Seng Insurance"'s prevailing rate table applicable to this class of policy and the Insurance Age of the Life Insured at the time of adjustment. A notice of such premium adjustment will be sent to the Policyholder prior to it taking effect.

Nature of the product

The product is an insurance plan without a savings element. There is no cash value for the product. The product is aimed at customers who want an insurance product of the nature as described in this product leaflet and can pay the premium for as long as they want the protection as described in this product leaflet. As a result, you are advised to save enough money to cover the premiums in the future. The premium pays for the insurance and related costs.

Important notes

Cooling-off period

eFamilyPro is an insurance plan and not any kind of bank deposit. Part of the premium pays for the insurance and related costs. If you are not satisfied with your policy, you have a right to cancel it within the cooling-off period (that is, 21 days after the delivery of the policy or issue of a notice (informing you/your representative about the availability of the policy and expiry date of the cooling-off period), whichever is earlier) and obtain a refund of any premiums and premium levy paid. A written notice signed by you should be received by the "Hang Seng Insurance" Office at 18/F, Tower 1, HSBC Centre, 1 Sham Mong Road, Kowloon, Hong Kong within the cooling-off period.

Grace Period

The Plan offers a Grace Period of 30 days for payment of any premium when due. If a premium is not paid by the end of the Grace Period, this policy will be immediately lapsed with effect as at the due date of the first unpaid premium.

Policy termination condition

"Hang Seng Insurance" has the right to terminate your policy under any of the following circumstances,

- If you cannot make the premium payment by the end of a 30-day Grace Period; and
- If "Hang Seng Insurance" reasonably considers that by continuing the policy or the relationship with you, "Hang Seng Insurance" may break any laws, or "Hang Seng Insurance" or a member of the HSBC Group may be exposed to action censure from any authority.

For details of the above, please refer to the relevant terms and conditions in the policy provision.

Commission disclosure

"Hang Seng Insurance" provides "Hang Seng Bank" with the relevant commission and performance bonus in accordance with the selling of this Plan. The existing sales staff remuneration policy employed by "Hang Seng Bank" would take into account various aspects of staff performance but not solely on the sales amount.

Suicide clause

If the Life Insured dies by suicide, whether sane or insane, within one year of the later of the Issue Date or the effective date of reinstatement pursuant to the Policy provision, "Hang Seng Insurance"'s liability will be limited to any amount paid to "Hang Seng Insurance" by the Policyholder (excluding any interest received by "Hang Seng Insurance" pursuant to the Policy provision) under this Policy less any amount paid by "Hang Seng Insurance" under this Policy in respect of coverage since the Policy Date or the effective date of reinstatement if this Policy has been reinstated, and less any outstanding premiums.

Applicable law

The terms and conditions of this Policy shall be governed by and construed in accordance with the laws of the HKSAR.

Dispute resolution

- a) "Hang Seng Bank" is an insurance agent authorised by Hang Seng Insurance Company Limited and the product is a product of Hang Seng Insurance Company Limited but not "Hang Seng Bank"; and
- b) In respect of an eligible dispute (as defined in the Terms of Reference for the Financial Dispute Resolution Centre in relation to the Financial Dispute Resolution Scheme) arising between "Hang Seng Bank" and you out of the selling process or processing of the related insurance product transaction, "Hang Seng Bank" will enter into a Financial Dispute Resolution Scheme process with you; however, any dispute over the contractual terms of the insurance products should be resolved between Hang Seng Insurance Company Limited and you directly.

eFamilyPro is underwritten by Hang Seng Insurance Company Limited which is authorised and regulated by the Insurance Authority of the HKSAR.

eFamilyPro Hotline 2998 8038 hangseng.com

Tax Reporting and Financial Crime

"Hang Seng Insurance" and other members of the HSBC Group have certain obligations to Hong Kong and foreign legal or regulatory bodies and government or tax authorities, and are bound by HSBC Group's requirements, regarding you and your policy and "Hang Seng Insurance" may from time to time request consent and information from you in relation to these obligations and requirements.

There are consequences, which will be set out in your policy terms, if you fail to provide to "Hang Seng Insurance" consent or information that is requested from you or if you present a financial crime risk to a member of the HSBC Group. Such consequences include that "Hang Seng Insurance" may:

- take such actions as are necessary to enable it or a member of the HSBC Group to meet these obligations and requirements;
- be unable to provide new, or continue to provide all of the services to you;
- be required to withhold payments or benefits that would otherwise be due to you or your policy and permanently pay those over to tax authorities; and
- terminate your policy.

The amount you get back from the policy in the event of benefits or payments withholding and/or policy termination by "Hang Seng Insurance" as mentioned above plus the total amount that you have received from the policy (if any) before policy termination may be less than the total amount of the premium(s) you have paid. "Hang Seng Insurance" recommends that you seek your own independent professional advice on your tax liabilities.

This product brochure is issued by "Hang Seng Insurance" containing only a consolidated and summary description of this Plan and is for reference only. You should read this product brochure in conjunction with the respective product factsheet(s) and refer to the policy provisions for the detailed terms and conditions and charges of this Plan.

Please refer to the relevant policy for exact terms, conditions and exclusions of this Plan, and the policy will be considered final. For details of this Plan and the policy terms, please call eFamilyPro Hotline at 2998 8038. "Hang Seng Insurance" will provide a specimen copy of the policy provision upon request.

如你欲索取此「易安逸」人壽保障計劃之中文版產品冊子，請致電「易安逸」熱線 2998 8038。