



## Refundable Accident Protection Life Insurance Plan

Refundable Accident Protection Life Insurance Plan ("the Plan") is a life insurance plan and is not a bank deposit. It is underwritten by Hang Seng Insurance Company Limited ("Hang Seng Insurance").

A life without any hiccup is what everybody wants. In the unfortunate event of an accident, you may need to pay a heavy bill for medical and other expenses. This may mess up your financial plan, and may take a toll on your family's daily life as well. As a selected customer of Hang Seng Bank Limited ("Hang Seng Bank"), the "Refundable Accident Protection" underwritten by "Hang Seng Insurance" may suit your needs.

### Guaranteed Acceptance

Specially offered to selected customers of Hang Seng Bank of Insurance Age<sup>#1</sup> from 18 to 55, the Plan provides the Life Insured with an accidental protection for 15 years, without the necessity of submitting any medical proof or undergoing any medical checkup at all.

### 100% Premium Refund upon Policy Maturity

As the Policyholder of the Plan, you will receive 100%<sup>#2</sup> premium refund of the total premium paid upon the expiry of the 15-year Policy Term, even if you have made a claim on the Accidental Disability and Dismemberment Benefit (subject to the total claim amount is less than 100% of the benefit amount of selected plan), Accidental Medical Expense Benefit or Accidental Fracture Cash Benefit. The Plan allows you to enjoy protection during the Policy Term while building wealth at the same time.

### Accidental Death Benefit<sup>#3</sup>

While the Policy is in force, if the Life Insured unfortunately dies due to an accident within the following 365 days, a lump sum payment will be paid<sup>#3</sup>. Upon the receipt of the Accidental Death Benefit by the beneficiary, this policy will be terminated accordingly.

### Accidental Disability and Dismemberment Benefit<sup>#4</sup>

While the Policy is in force, on the Life Insured's accidental disability or dismemberment due to an accident within the following 365 days, the Plan provides with a lump sum benefit according to the percentage listed in Table 1 — Benefit Schedule for Accidental Disability and Dismemberment Benefit<sup>#4</sup>. If the Life Insured suffers more than one disability or dismemberment from different accidents, "Hang Seng Insurance" will pay Accidental Disability and Dismemberment Benefit based on different accidents, up to a cumulative claim amount of 100% of the benefit amount. If a cumulative claim amount of 100% of the benefit amount of Accidental Disability and Dismemberment Benefit has been paid, no premium will be refunded and the policy will be terminated accordingly.

### Double Indemnity Benefit

While the Policy is in force, Accidental Death Benefit<sup>#3</sup> or Accidental Disability and Dismemberment Benefit will be doubled provided that the claim is resulted from an accident occurred when the Life Insured is riding as a fare paying passenger in any public common carrier.



### Accidental Medical Expense Benefit

While the Policy is in force, if the Life Insured sustains any injury as a result of an accident within the following 365 days and incurs medically necessary treatments and services<sup>#5</sup>, including surgery, x-ray, chiropractic and physiotherapy<sup>#6</sup>, "Hang Seng Insurance" will reimburse the actual amount paid<sup>#7</sup> for the treatments and services. The reimbursed amount of treatment of chiropractic and physiotherapy can be up to HK\$500 per visit per day. This benefit will be terminated accordingly and automatically once claim amount has reached the maximum amount per policy.

### Accidental Fracture Cash Benefit<sup>#8</sup>

While the Policy is in force, if the Life Insured suffers fractured leg, arm or patella caused by an accident, an Accidental Fracture Cash Benefit<sup>#8</sup> will be payable to the policyholder.

### Unemployment Benefit<sup>#9</sup>

After the policy has been issued for more than 2 months, if the policyholder is unemployed for at least 30 consecutive days in the event of dismissal by reason of redundancy, the policyholder can apply for temporary suspension of payment of the premium due, and the Grace Period will be extended to a maximum of 365 days from the first premium payment due date following commencement of unemployment. During the Grace Period, the Life Insured can still enjoy the benefits specified in the policy provisions.

### Non-accidental Death Benefit

Apart from the above-mentioned benefits, the Plan also comes with a Death Benefit for non-accidental death. While the Policy is in force, in the unfortunate event of death of the Life Insured while the death is other than accidental death, the beneficiary will receive 100% of the total premium paid plus an additional death benefit of HK\$5,000 to meet the sudden expenses. After paying the Death Benefit, the policy will be terminated accordingly.

### 10-Year Payment Term to Keep Better Control of Your Finances

Insurance Age <sup>#1</sup> of the Life Insured at the Time of Enrolment	Plan A		Plan B		Plan C	
	Male/Female		Male/Female		Male/Female	
	Annual Premium <sup>#10</sup> (HK\$)	Monthly Premium <sup>#10</sup> (HK\$)	Annual Premium <sup>#10</sup> (HK\$)	Monthly Premium <sup>#10</sup> (HK\$)	Annual Premium <sup>#10</sup> (HK\$)	Monthly Premium <sup>#10</sup> (HK\$)
18 – 30	2,770	231	3,477	290	4,748	396
31 – 40	2,890	241	3,657	305	4,940	412
41 – 55	3,957	330	4,784	399	6,187	516



## Flexible Payment Method

Premium can be settled by monthly or annual payments.

## How to Apply

The Plan is only available to selected customers of “Hang Seng Bank”. We will contact selected customers by phone to invite them to enroll.

## At a Glance Summary

Refundable Accident Protection Life Insurance Plan			
	Plan A	Plan B	Plan C
Policy Term	15 years		
Payment Terms	10 years		
Insured Items and Coverage	Benefit Amount		
Accidental Death Benefit <sup>#3</sup>	HK\$300,000	HK\$500,000	HK\$800,000
Accidental Disability and Dismemberment Benefit <sup>#4</sup>	HK\$300,000 (according to the percentage listed in Table 1 – Benefit Schedule for Accidental Disability and Dismemberment Benefit)	HK\$500,000 (according to the percentage listed in Table 1 – Benefit Schedule for Accidental Disability and Dismemberment Benefit)	HK\$800,000 (according to the percentage listed in Table 1 – Benefit Schedule for Accidental Disability and Dismemberment Benefit)
Double Indemnity Benefit	Double the benefit amount of Accidental Death Benefit or Accidental Disability and Dismemberment Benefit		
Accidental Medical Expense Benefit <sup>#5#6#7</sup>	HK\$30,000 per policy (subject to a maximum of HK\$3,000 per accident and a maximum of HK\$500 per visit per day for treatment of chiropractic and physiotherapy)	HK\$50,000 per policy (subject to a maximum of HK\$5,000 per accident and a maximum of HK\$500 per visit per day for treatment of chiropractic and physiotherapy)	HK\$80,000 per policy (subject to a maximum of HK\$8,000 per accident and a maximum of HK\$500 per visit per day for treatment of chiropractic and physiotherapy)
Accidental Fracture Cash Benefit <sup>#8</sup>	HK\$3,000 per accident	HK\$5,000 per accident	HK\$8,000 per accident
Unemployment Benefit <sup>#9</sup>	Grace Period for premium payment extends to a maximum of 365 days after unemployment		
Death Benefit	100% of the total premium paid + HK\$5,000		



<b>Premium Refund Table</b>	
<b>Effective Date of Policy Lapse, Surrender or Termination; or Due Date of the Earliest Unpaid Premium before the Policy is Fully Paid (ie surrender effective date)</b>	<b>Premium Refund</b> (equivalent to the percentage of the total premium paid)
Before the 9 <sup>th</sup> Policy Anniversary	0%
On or after the 9 <sup>th</sup> Policy Anniversary	70%
On or after the 10 <sup>th</sup> Policy Anniversary	75%
On or after the 11 <sup>th</sup> Policy Anniversary	80%
On or after the 12 <sup>th</sup> Policy Anniversary	85%
On or after the 13 <sup>th</sup> Policy Anniversary	90%
On or after the 14 <sup>th</sup> Policy Anniversary	95%
On the Benefit Termination Date of Basic Plan	100% <sup>#2</sup>

For details of Accidental Death Benefit<sup>#3</sup>, Accidental Disability and Dismemberment Benefit<sup>#4</sup>, Double Indemnity Benefit, Accidental Medical Expense Benefit<sup>#5#6#7</sup>, Accidental Fracture Cash Benefit<sup>#8</sup>, Unemployment Benefit<sup>#9</sup> and Death Benefit, please refer to the policy provisions of the Plan.

**Table 1 — Benefit Schedule for Accidental Disability and Dismemberment Benefit<sup>#4</sup>**

<b>Disability or Dismemberment</b>	<b>Percentage of the Benefit Amount of Accidental Disability and Dismemberment Benefit</b>
Total and Permanent Disability*	100%
Permanent and incurable paralysis of all limbs	100%
Loss of sight of one or both eyes	100%
Loss of one or two limbs	100%
Loss of speech and hearing	100%
Loss of hearing of both ears	75%
Loss of speech	50%
Loss of four fingers and thumb of	
— right hand	75%
— left hand	50%
Loss of all toes of one foot	15%

\* The coverage on the Total and Permanent Disability will be terminated automatically at the Life Insured's Insurance Age<sup>#1</sup> of 65.



### Example

Assuming the Life Insured suffered from loss of hearing of both ears (percentage of benefit amount is 75%) and no other claim during the Policy Term. The policy was held until maturity. Please note that this example is for reference only. The actual amount of claims/total receivable amount should comply with the policy terms of the Plan's provision and deem as final.

**Plan A** — Based on the insurance age<sup>#1</sup> of 18-30, male and benefit amount of HK\$300,000.

Monthly premium (HK\$)	Total premium paid during the 15-year Policy Term (HK\$)	Claim amount for loss of hearing of both ears under the Accidental Disability and Dismemberment Benefit (HK\$) (A)	Premium refund <sup>#2</sup> amount on the Benefit Termination Date of the Basic Plan (HK\$) (B)	Total amount received and to be received by policyholder upon policy maturity (HK\$) (A)+(B)
231	27,720	225,000	27,720	252,720

**Plan B** — Based on the insurance age<sup>#1</sup> of 18-30, male and benefit amount of HK\$500,000.

Monthly premium (HK\$)	Total premium paid during the 15-year Policy Term (HK\$)	Claim amount for loss of hearing of both ears under the Accidental Disability and Dismemberment Benefit (HK\$) (A)	Premium refund <sup>#2</sup> amount on the Benefit Termination Date of the Basic Plan (HK\$) (B)	Total amount received and to be received by policyholder upon policy maturity (HK\$) (A)+(B)
290	34,800	375,000	34,800	409,800

**Plan C** — Based on the insurance age<sup>#1</sup> of 18-30, male and benefit amount of HK\$800,000.

Monthly premium (HK\$)	Total premium paid during the 15-year Policy Term (HK\$)	Claim amount for loss of hearing of both ears under the Accidental Disability and Dismemberment Benefit (HK\$) (A)	Premium refund <sup>#2</sup> amount on the Benefit Termination Date of the Basic Plan (HK\$) (B)	Total amount received and to be received by policyholder upon policy maturity (HK\$) (A)+(B)
396	47,520	600,000	47,520	647,520

### Major Exclusions:

No benefit will be paid by "Hang Seng Insurance" if the accident results from any of the following:

- (i) Intentional self-inflicted injury or attempted suicide, while sane or insane;
- (ii) Engaging in hazardous sports (including but not limited to mountaineering necessitating the use of ropes or guides, pot-holing, bungee jumping, skydiving, parachuting, parasailing, hang-gliding, ballooning, skin-diving or other underwater pastimes, winter sports, racing of any



- kind other than on foot, steeple chasing or polo), aviation or aeronautics other than as a fare paying passenger on a duly licensed commercial aircraft;
- (iii) Participation in all forms of league status football sports or other team sports with an equivalent or greater likelihood of such participation resulting in injury;
  - (iv) War or any act of war, declared or undeclared, or active duty in the military, naval or air forces of any country/territory or international authority;
  - (v) Taking or absorbing, accidentally or otherwise, any alcohol, any drug, medicine, sedative or poison, except as prescribed by a Registered Doctor;
  - (vi) Pre-existing Conditions, including but not limited to where the cause of disease exists prior to the Policy Date;
  - (vii) Infection from any Human Immunodeficiency Virus (HIV), Acquired Immunodeficiency Syndrome (AIDS) or any AIDS-related condition;
  - (viii) Dental treatment, dentures, eye examinations, glasses, hearing aids or the fitting of any thereof, or cosmetic surgery or plastic surgery, except and to the extent that any of such treatment is necessary for cure or alleviation of injury to the Life Insured;
  - (ix) Treatments or tests not consistent with customary medical treatment or diagnosis. Physical examinations, health check-ups or tests not incidental to treatment or diagnosis of a covered injury, sickness, disease or illness or any treatments which are not medically necessary;
  - (x) Life Insured participated in illegal activity or attempted violation of the law;
  - (xi) Physical or mental infirmity, of any disease; or
  - (xii) Pregnancy, childbirth (including surgical delivery), miscarriage, abortion and prenatal or postnatal care. Conditions arising from surgical, mechanical or chemical methods of birth control or treatment (surgical or otherwise to cause) or the reversal of birth control or treatment pertaining to infertility.

#### Supplemental Benefit — Unemployment Benefit<sup>#9</sup>

Policyholder will not be eligible to claim this Benefit in any of the following circumstances:

- (i) If any period of Unemployment does not qualify the Policyholder for payment of severance benefits under the Employment Ordinance of the Hong Kong Special Administrative Region.
- (ii) Unemployment commences within 2 months of the Policy Date or Issue Date or effective date of reinstatement or ownership change date, whichever is the latest.
- (iii) Self-employed (Professional excepted).
- (iv) Work for a company or firm in which the relative of policyholder has a financial interest.
- (v) Unemployment or prospect of Unemployment that you knew of or should reasonably have known of on or before the Policy Date or Issue Date or effective date of reinstatement or ownership change date of the Policy, whichever is the latest.
- (vi) Unemployment caused by or resulting from misconduct or any action that contributes to or leads to you being dismissed, or you resign, retire or take voluntary redundancy.
- (vii) Unemployment after the end of a fixed term contract, a contract for a specific task or a period of training or apprenticeship.

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



**Notes:**

- #1 Insurance Age means, at any date, the age of the Life Insured or policyholder (as 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 (as applicable) birthday is on the policy date, it will be calculated based on the age on such policy date.
- #2 The policy should remain in force upon the expiry of Policy Term for the Policyholder to receive 100% premium refund; if the policy is terminated before maturity, premium refund will be made in accordance with the Premium Refund Table as shown in the At a Glance Summary.
- #3 Only the Accidental Death Benefit will be payable to the beneficiary if the Life Insured passes away due to accident But no Death Benefit (for non-accidental death) will be paid and the policy will lapse immediately.
- #4 If the Life Insured suffers more than one disability or dismemberment in the same accident, only the Accidental Disability and Dismemberment Benefit giving the greatest percentage as listed in the Benefit Schedule for Accidental Disability and Dismemberment Benefit will be payable to the Policyholder, and the maximum cumulated sum cannot exceed 100% of Accidental Disability and Dismemberment Benefit. If a written notice claim for Death Benefit or Accidental Death Benefit of the Life Insured is received by "Hang Seng Insurance" after the claim for Accidental Disability and Dismemberment Benefit while such claim has not yet been approved by "Hang Seng Insurance", only the claim for Death benefit or Accidental Death Benefit of the Life Insured will be processed and payable under the Policy.
- #5 The medically necessary treatments and services must be certified by a registered doctor. And any expense incurred from treatment other than western medicine treatment, including but not limited to bonesetting and traditional Chinese medicine treatment, should be excluded.
- #6 The x-ray, treatment of chiropractic and physiotherapy must be referred by a registered doctor.
- #7 If the Life Insured is entitled to a refund or reimbursement of all or part of the accidental medical expense from any other party, only the expenses not covered by the refund or reimbursement amount from any other party will be payable under the Accidental Medical Expense Benefit.
- #8 Only one Accidental Fracture Cash Benefit will be payable by "Hang Seng Insurance" if the Life Insured suffers more than one fractured leg, arm or patella in the same accident.
- #9 Unemployment Benefit is only applicable to the Policyholder who is unemployed for at least 30 consecutive days and is qualified for payment of severance benefits under the Employment Ordinance of the Hong Kong SAR. This benefit will be automatically terminated when the policyholder reaches the Insurance Age<sup>#1</sup> of 65, until the end of premium payment term or upon termination of the Basic Plan (whichever is the earliest). Please refer to the relevant policy for the exclusions of this benefit and the actual policy provisions shall be considered as final.
- #10 The premium will be determined by the Insurance Age<sup>#1</sup> of the Life Insured upon enrolment and will remain unchanged during the Policy Term under normal circumstances. Notwithstanding the aforesaid, "Hang Seng Insurance" reserves the right from time to time to review and vary all or any of the premium amounts payable before the Payment Cessation



Date of the Basic Plan, provided any premium review and variation shall be applied to all similarly situated policyholder under this and all similar policies.

## **Product risks**

### **Credit risk**

The benefits of this Plan are subject to the credit risk of "Hang Seng Insurance". Policy benefits include Death Benefit, surrender benefit and maturity benefit (if applicable) etc. The premium that you pay will become parts of "Hang Seng Insurance's" assets, and the life insurance plans of "Hang Seng Insurance" involve policy benefits such as 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 your premiums paid.

### **Risk from Surrender**

If you surrender the policy after the expiry of the cooling-off period, the surrender proceeds to be received may be significantly less than the Total Premium Paid. Please refer to the Premium Refund Table as shown in the At a Glance Summary for the projected premium refund percentage. All details regarding policy surrender should be referred to the relevant policy provisions.

### **Liquidity risk**

This policy is designed to be held for a long term period. Should you have liquidity needs for any unexpected events, you may surrender the policy in full subject to the respective policy terms, however this may cause the policy to lapse or to be terminated earlier than the original Policy Term, and the amount (if any) you get back may be significantly less than the premiums 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**

"Hang Seng Insurance" will review the premium level from time to time based on factors including but not limited to actual claims experiences, outlook of future claims experiences, foreseeable expense etc.. In case of any significant changes in those factors, "Hang Seng Insurance" reserves the right to adjust the premium rates applicable to premiums payable during the premium payment term. A notice of such premium adjustment will be sent to the Policyholder prior to it taking effect.





## Important notes

### Cooling-off period

The Plan is an insurance plan with a premium refund element 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 levy paid. A written notice signed by you should be received by "Hang Seng Insurance" Office at 18/F, Tower 1, HSBC Centre, 1 Sham Mong Road, Kowloon, Hong Kong within the cooling-off period. After the expiration of the cooling-off period, if you cancel the policy before the end of the term, the projected amount of premium refund upon surrender may be less than the total premium you have paid.

### 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 consider 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

The "Hang Seng Insurance" will pay commissions and sales incentives to Hang Seng Bank/the sales representatives for marketing this Plan. The current remuneration system that Hang Seng Bank and "Hang Seng Insurance" adopted is a measurement of the sales staff/representative's overall performance instead of focusing on sales amount only.

### 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.



This Plan is underwritten by Hang Seng Insurance Company Limited which is authorised and regulated by the Insurance Authority of the HKSAR. "Hang Seng Bank" is an insurance agent authorised by Hang Seng Insurance Company Limited.

## **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 information from you in relation to these obligations.

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 its 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.

Effective from 1 January 2018, Insurance Authority ("IA") will impose a prescribed levy ("levy") at prevailing rates on your insurance policy where the levy rate is determined and revised by IA from time to time. Levy payment should be made together with the premium payment to "Hang Seng Insurance" for direct remittance to the IA within the remittance period as specified by the IA. For further information, please visit our website <https://bank.hangseng.com/1/2/insurance/ia-levy>.

This product leaflet is issued by "Hang Seng Insurance" containing only a consolidated and summary description of this Plan and is for reference only. For details, please refer to the policy provisions for the detailed terms, conditions, exclusions and charges, and the policy provision will be considered final.