



# Product Summary

## HSBC Insurance Online Protector

This product is underwritten and issued by HSBC Insurance (Singapore) Pte. Limited (the “Company”) and is **only** suitable for customers who are comfortable conducting their own research and prefer to purchase an insurance policy online without advice from a financial advisor. Please refer to the resources available to help you in your financial planning below.

The content of this summary may vary from the terms of the Policy contract finally issued to you. Only terms in your Policy contract are binding between us. Please refer to the Policy contract for the definition of the capitalized terms used in this document.

Key Benefits	Key Risks
<ul style="list-style-type: none"> <li>• Auto-renewable term plan that provides:               <ul style="list-style-type: none"> <li>(i) Lump sum payout on Death and Terminal Illness (“TI”)<sup>1</sup> until Age 90 ;</li> <li>(ii) Lump sum payout on Total and Permanent Disability (“TPD”) <sup>1</sup> until Age 65</li> <li>(iii) Unemployment Benefit to defer premiums up to a year until Age 65</li> </ul> </li> <li>• Optional riders to enhance your protection and/or give your money back in event of no claims.</li> <li>• Your coverage will be automatically renewed every 10 years regardless of your health subject to conditions set out in Section 2.3 of the Product Summary. Maximum renewal age is Age 80.</li> <li>• Premiums are fixed and guaranteed in the first 10-year coverage period.</li> </ul>	<ul style="list-style-type: none"> <li>• Buying a life insurance policy is a long-term commitment. An early termination of the policy may cause you to lose valuable benefits, and it may not be possible for you to obtain a similar level of protection in the future on the same terms you had enjoyed.</li> </ul> <p>Whilst the premium are fixed during the policy term, premiums at each renewal will increase depending on the Age at renewal and are not guaranteed.</p> <ul style="list-style-type: none"> <li>• No claim is payable and/ or your policy will be void if your claim is due to an Exclusion set out in Section 4 of this Product Summary.</li> </ul>

### Benefits and Risks at a Glance

### Resources for Financial Planning

- As this is a direct sale of an insurance product without financial advice, you are encouraged to go through the following items before buying a life insurance product:
  - i) Your Guide to Life Insurance, [insuranceonline.hsbc.com.sg](https://insuranceonline.hsbc.com.sg) or [www.lia.org.sg](http://www.lia.org.sg).
  - ii) Insurance Estimator to calculate the amount of life insurance coverage you would need <https://www.cpf.gov.sg/eSvc/Web/Schemes/InsuranceEstimator/InsuranceEstimator>.
  - iii) Budget Calculator to check if the premiums you will pay is affordable based on your income and expenditure: <http://www.moneysense.gov.sg/Financial-Planning/Financial-Calculators/Budget-Calculator.aspx>.

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 10 Marina Boulevard, Marina Bay Financial Centre Tower 2 Level 48-01, Singapore 018983. [www.insurance.hsbc.com.sg](http://www.insurance.hsbc.com.sg)  
 Customer Care Hotline: (65) 6225 6111 Email: [e-surance@hsbc.com.sg](mailto:e-surance@hsbc.com.sg)  
 Mailing address: Robinson Road Post Office P.O. BOX 1538 Singapore 903038

- (iv) <http://www.comparefirst.sg> to compare the features and premiums of DPI and other types of life insurance products, and
- (v) Considered the different types of DPI and other types of life insurance products that are available, and whether the product that you intend to purchase is suitable for your financial circumstances and needs.

*TI and TPD are defined in Section 3. Please also refer to the General Provision for more details.*

## **1. Product Description**

- This is a non-participating ten (10) year term insurance plan and will be automatically renewed at the end of 10<sup>th</sup> policy year up to a maximum renewal Age eighty (80). This term insurance policy will expire when you reach Age ninety (90).

## **2. Benefits**

### **2.1 Death, Terminal Illness (“TI”) and Total & Permanent Disability (“TPD”) benefits**

- Product will pay out the Sum Insured in one lump sum in the event of Death, TI or TPD.
- The TPD cover will expire either when the policy ends or when customer reaches Age 65, whichever is earlier.

*The TPD Benefit payable on all policies issued by us and other insurance companies for a Life Insured is subject to a total of S\$3,000,000 per life.*

*The maximum Terminal Illness Benefit payable is capped at an aggregate of S\$ 3,000,000 per Life Insured for all policies issued by us. In the event the Sum Insured is greater than S\$ 3,000,000, the difference between the Sum Insured and S\$3,000,000 will be payable upon Death.*

*TI is defined as the conclusive diagnosis of an illness that is expected to result in the death of the Life Insured within twelve (12) months. Please refer to the General Provision for more details.*

*TPD means any of two (2) situations:*

- (i) *The Life Insured, due to accident or sickness, is disabled to such an extent as to be rendered totally unable to engage in any occupation, business or activity for income, remuneration or profit; and the disability must continue uninterrupted for at least 6 consecutive months from the time when the disability started; and the disability must, in the view of a medical examiner appointed by the company, be deemed permanent with no possibility of improvement in the foreseeable future.*
- (ii) *The Life Insured, due to accident or sickness, suffers total and irrecoverable loss of use of:*
  - *the entire sight in both eyes;*
  - *any two limbs at or above the wrist or ankle; or*
  - *the entire sight in one eye and any one limb at or above the wrist or ankle.*

### **2.2 Unemployment benefit**

- This benefit is only applicable if you are employed at policy inception and can only be activated after the first (1<sup>st</sup>) policy year.
- This benefit allows you to defer the premium for your Policy for one year without interest if you become involuntarily unemployed.
- This benefit will expire either when your Policy ends or when you reach Age 65, whichever is earlier.
- To exercise this benefit, you must contact us and submit a written request to us within sixty (60) days from the date of your unemployment.

### 2.3 Guaranteed renewal every 10 years

- Your Policy will automatically be renewed for an additional 10 years for the same Sum Insured without proof of your health condition(s) if you meet the following conditions:
  - There is no Death, TI or TPD claims
  - You do not miss any premium payments
  - Your policy is still valid
- Maximum renewal age is Age 80.

### 2.4 Optional rider(s)

- You may enhance your insurance coverage by adding the following optional rider:
  - i) HSBC Insurance Online Critical Illness that covers thirty (30) illnesses
- Please read the supplementary rider product summary for more details and to understand whether these products are suitable for you.

## 3. Premiums

- Premiums are payable throughout the policy term.
- Whilst the premium are fixed during the policy term, premiums at each renewal will increase depending on the Age at renewal and are not guaranteed.
- Your Policy will lapse if you do not pay your premiums within the Grace / Extended Grace Period.

## 4. Exclusions

- Please read the Policy contract for the full list of Exclusions.  
Your policy will become void and be cancelled if your Death is due to the exclusions set out in the Policy contract.

We will refund the premiums you have paid without interest less any medical and/or underwriting expense incurred in accepting your Application and any amount owing to us.

The exclusions to this policy include the following:

Death Exclusion	Death as a result of suicide within one (1) year from the Date of Issue or the Reinstatement Date (if any), whichever is later.
TI Exclusions	Terminal Illness in the presence of HIV / AIDS.
TPD Exclusions	<p>TPD caused by any of the following will be excluded:</p> <ul style="list-style-type: none"><li>i) Attempted suicide or self-inflicted injuries.</li><li>ii) Air travel, other than as a fare-paying passenger or crew member on a licensed commercial aircraft, or as a member of the armed forces travelling as a passenger in a military transport aircraft at that time.</li><li>iii) War (declared or undeclared), terrorism or any sort of internal or foreign hostilities in the country of residence.</li><li>iv) TPD arising directly or indirectly from the insured's job or leisure pursuit in working at heights, working underground, using explosives or chemicals, motor racing, flying other than as a fare paying passenger on a commercial airline, diving below 30m or mountain climbing (4,000m and above).</li><li>v) Any Pre-existing Conditions.</li></ul> <p><i>"Pre-existing Condition" is any medical condition or illness for which treatment, medication, advice or diagnosis was sought by the Life Insured or which presented any signs or symptoms that would have caused a reasonably prudent person to seek treatment, medication, diagnosis or advice, in each case prior to the Date of Issue, Date of Endorsement or Reinstatement Date (if any) in the Policy, whichever is later.</i></p>

Unemployment Benefit Exclusions	<p>You will not enjoy the Unemployment Benefit if your Unemployment is caused by any of the following:</p> <ul style="list-style-type: none"> <li>i) your misconduct or any action that contributes to or leads to dismissal;</li> <li>ii) your retirement, non-confirmation after probation, resignation or expiry of your fixed contract term;</li> <li>iii) labour disputes such as strikes and lock-outs;</li> <li>iv) you were a part-time employee, temporary staff or Self-Employed or contract staff; or</li> <li>v) you were employed for less than six (6) months prior to the claim being made</li> </ul>
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**5. Our commitment to you**

**5.1 Free-Look Period**

- After purchasing a life insurance policy, you have a 30-day free-look period – starting from the day you received your Policy documents to review the documents carefully. During this time, if you choose to cancel your Policy, you must notify us in writing and return the Policy within the free-look period. We will refund you the Premium you have paid, less any medical fees and other expenses, such as payments for medical check-ups and medical reports, incurred by the insurer. The 30-day free look period starts from the date you receive the Policy. If the Policy is delivered by post, it is considered received seven (7) days after the date of posting.

**6. Policy owner’s protection scheme**

- This Policy is protected under the Policy Owner’s Protection Scheme which is administrated by the Singapore Deposit Insurance Corporation (SDIC). Coverage for your Policy is automatic and no future action is required from you. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact HSBC Insurance (Singapore) Pte. Limited or visit the LIA or SDIC web-sites [www.lia.org.sg](http://www.lia.org.sg) or [www.sdic.org.sg](http://www.sdic.org.sg).



# General Provisions of Policy

HSBC Insurance Online Protector

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## Important Notice:

- This Policy forms the contract between HSBC Insurance (Singapore) Pte. Limited (the “Company”) and the Policyowner. It is made up of these General Provisions, the Application, the Policy Schedule(s), the Annexure and any subsequent Endorsements issued by the Company and made part of this Policy. The terms of this Policy become binding on you (the Policyowner) and on us from the Date of Issue of the Policy.
  - We have granted the Policy described in the Policy Schedule(s) which expressly refers to these General Provisions. We will provide the Benefits described in the Policy Schedule(s) subject to payment of the Premium(s) stated and to these General Provisions. This is an important document. It explains the insurance cover we provide you, the rights the Policy gives you, the conditions you are to comply with and situations where we will not pay under the Policy. Please read the terms of this Policy carefully and ensure that it meets your requirements.
  - This Policy is issued to you based on the information you provided us when you applied for the insurance. You must disclose to us fully and faithfully the facts you know or ought to know that are relevant to your insurance application. If you have not done so, the Policy issued to you may be void and you may not receive any benefit from it.
  - If the Policy does not meet your requirements or if you find any error in the Policy, kindly return it to us and contact us immediately for correction.
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10 Marina Boulevard, Marina Bay Financial Centre Tower 2 Level 48-01, Singapore 018983. [www.insurance.hsbc.com.sg](http://www.insurance.hsbc.com.sg)  
Customer Care Hotline: (65) 6225 6111 Email: [e-surance@hsbc.com.sg](mailto:e-surance@hsbc.com.sg)  
Mailing address: Robinson Road Post Office P.O. BOX 1538 Singapore 903038

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**SECTION 1: CONDITIONS**

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- 1. Agreement** We agree to pay you or your nominated beneficiary the Benefits set out in the Policy Schedule(s) and any Endorsements issued by us if a Specified Event occurs.
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- 2. Free-Look Period** You have a 30-day free-look period starting from the date you receive this Policy to review it. If this Policy is delivered by post, it is considered received seven (7) days after the date of posting.
- If you decide to cancel this Policy, you must notify us in writing and return the Policy within the free-look period. We will refund the Premium you paid without interest after deducting medical and underwriting expenses incurred in accepting your Application.
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- 3. Accuracy of Information** We have relied on the information given in the Application to decide whether to issue this Policy to you. All information must be correct and complete on the Date of Issue, Date of Endorsement or Reinstatement Date (if any), whichever is later. You must notify us of any amendment to this information that occurred before the Date of Issue, Date of Endorsement or Reinstatement (if any), whichever is later.
- If any information in the Application is inaccurate or incomplete, this Policy may become void from the start and we reserve the right to amend or revoke the Policy or adjust the Benefits at our sole and absolute discretion.
- If the Policy is void or revoked, we will refund the Premiums you paid without interest after deducting medical and underwriting expenses incurred in accepting your Application.
- If the Age or sex of the Life Insured is incorrectly stated in the Application due to an oversight, we may adjust the Benefits payable accordingly.
- We reserve the right to amend or revoke this Policy or adjust the Benefits.
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- 4. Currency and Law** All amounts payable either to or by the Company will be payable in the currency shown on the relevant Policy Schedule(s).
- This Policy is issued under, governed by, construed and interpreted in accordance with the laws of Singapore. The courts of Singapore have jurisdiction to settle any dispute. However, we shall not be prevented from taking proceedings relating to a dispute in any other courts with jurisdiction. To the extent allowed by law, we may take concurrent proceedings in any number of jurisdictions.

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**SECTION 2 : BENEFITS UNDER THIS POLICY**

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- 5. Death and Terminal Illness Benefit** If you are diagnosed with Terminal Illness or die within the Policy term, we will pay you or your nominated beneficiary the Benefit(s) as set out in the relevant Policy Schedule(s).

The Policy terminates when the Benefit(s) has been paid in full

The maximum Terminal Illness Benefit payable is capped at an aggregate of SGD 3,000,000 per Life Insured for all insurance policies issued by us. In the event the Sum Insured is greater than SGD 3,000,000, the difference between the Sum Insured and SGD 3,000,000 will be payable upon Death.

Terminal Illness means the conclusive diagnosis of an illness that is expected to result in the death of the Life Insured within twelve (12) months. This diagnosis must be supported by a specialist and confirmed by the Company's appointed doctor. Terminal Illness in the presence of HIV / AIDs is excluded.

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- 6. Total and Permanent Disability Benefit** If the Life Insured is diagnosed with Total and Permanent Disability within the Policy term, and if the Life Insured is Age 65 years old and below, we will pay you or the policyowner, trustee/ assignee of the policy the Benefit(s) as set out in the relevant Policy Schedule(s)

The Policy terminates when the Benefit has been paid in full. The TPD Benefit payable on all policies issued by us and other insurance companies for a Life Insured is subject to a total of SGD 3,000,000 per life.

Total and Permanent Disability means any of two (2) situations:

- (i) The Life Insured, due to accident or sickness, is disabled to such an extent as to be rendered totally unable to engage in any occupation, business or activity for income, remuneration or profit; and the disability must continue uninterrupted for at least 6 consecutive months from the time when the disability started; and the disability must, in the view of a medical examiner appointed by the company, be deemed permanent with no possibility of improvement in the foreseeable future.
- (ii) The Life Insured, due to accident or sickness, suffers total and irrecoverable loss of use of:
- the entire sight in both eyes;
  - any two limbs at or above the wrist or ankle; or
  - the entire sight in one eye and any one limb at or above the wrist or ankle.

**Disability Start Date**

- If the Life Insured sustains a Total and Permanent Disability from an accident, the Disability Start Date shall be the date of the accident.
- If the Life Insured sustains the Total and Permanent Disability from a sickness, the Disability Start Date shall be the date of the diagnosis.
- If the Life Insured sustains the Total and Permanent Disability as a result of Loss, the Disability Start Date shall be the date the Loss occurred.

The Disability Start Date must be before the Life Insured's 65<sup>th</sup> birthday or the Expiry Date whichever is earlier.

**Entitlement Date**

- If the Life Insured sustains a disability from an accident or a sickness, the Entitlement Date shall be the date immediately following the last day of 6 months disability period prescribed in the definitions of Total and Permanent Disability.
- If the Life Insured suffers total and irrecoverable loss of use of:
  - the entire sight in both eyes;
  - any two limbs at or above the wrist or ankle; or
  - the entire sight in one eye and any one limb at or above the wrist or ankle,the Entitlement Date shall be the Disability Start Date.

**Termination of other benefits**

The basic cover and all other covers under the Policy will automatically terminate when we pay the claim on the TPD Benefit. The effective date of termination is the Disability Start Date.

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**7. Unemployment Benefit**

If you are involuntarily unemployed for at least thirty (30) consecutive days and we accept your claim for the Unemployment Benefit, the Grace Period in respect of the next premium or premium instalment due will be extended (Extended Grace Period) up to three hundred and sixty-five (365) days from that due date.

Written notice of a claim must be submitted to us within sixty (60) days of the date on which you become involuntarily unemployed.

This Benefit terminates at the end of premium payment term or when you reach the Age of sixty-five (65), whichever is earlier.

You may make a claim for the Unemployment Benefit as long as the Policy is in-force for at least one (1) year.

Multiple claims are not allowed within the Extended Grace Period.

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**8. Renewability**

At the Expiry Date, the Policy will be automatically renewed for an additional ten (10) years at the prevailing Sum Insured with Premiums as set out in the Renewal Policy Schedule and on the same terms and conditions. The Life Insured does not need to provide evidence of his/ her current health condition as long as the following have been fulfilled:

- the Policy is in force on the Expiry Date;
- upon Renewal, the Life Insured attains the age of 80 or less at his/ her next birthday;
- there has been no claim on the Policy prior to the Renewal;
- the Policy has not been converted to a Paid-up Policy; and
- the premiums for Policy Renewal are paid and received by us within the Grace Period/ Extended Grace Period.

We will notify you of the expiry of your current Renewal term and upcoming Renewal prior to the next Renewal date.



Alternatively, the Policy will not be renewed upon receipt of a written cancellation request at least thirty (30) days prior to the next Renewal date. The Policy will then be terminated on the Expiry Date.

If you have exercised the Unemployment Benefit and you would like your Policy to be automatically renewed when the Expiry Date falls during the Extended Grace Period, you must pay all your outstanding Premiums before the end of the Extended Grace Period or the Expiry Date, whichever earlier.

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- 9. Supplementary Benefits** You may add a supplementary benefit (if it is available and attachable) to the Policy by submitting your Application with our prescribed form.
- A successful application is subject to fulfillment of the conditions stated in our prescribed form.

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**SECTION 3: EXCLUSIONS**

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- 10. Death Benefit Exclusions** This Policy becomes void and cancelled if the Life Insured dies from suicide or a Pre-existing Condition within one (1) year from the Date of Issue or the Reinstatement Date (if any), whichever is later.
- We will refund the Premiums you have paid without interest less any medical and/or underwriting expenses incurred in accepting your Application and any amount owing to us.

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- 11. Terminal Illness Benefit Exclusions** No Terminal Illness Benefit will be payable in the event that you are diagnosed with Human Immunodeficiency Virus / Acquired Immunodeficiency Syndrome (**HIV/AIDs**) before the Policy Expiry Date, even if you are diagnosed with a Terminal Illness, regardless of whether the Terminal Illness is caused by HIV/AIDs.
- Terminal Illness in the presence of HIV/AIDs is excluded.

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- 12. Total and Permanent Disability Benefit Exclusions** We will not pay the Total and Permanent Disability Benefit if the Total and Permanent Disability was in any way caused or contributed by:
- (i) Attempted suicide or self-inflicted injuries, regardless of the Life Insured's mental condition; or
  - (ii) Air travel, other than as a fare-paying passenger or crew member on a licensed commercial aircraft, or as a member of the armed forces travelling as a passenger in a military transport aircraft at that time; or
  - (iii) War (declared or undeclared), terrorism or any sort of internal or foreign hostilities; or
  - (iv) Total and Permanent Disability arising directly or indirectly from the insured's job or leisure pursuit in working at heights, working underground, using explosives or chemicals, motor racing, flying other than as a fare paying passenger on a commercial airline, diving below 30m or mountain climbing (4,000m and above).
  - (v) Any Pre-existing Conditions.

“Pre-existing Condition” is any medical condition or illness for which treatment, medication, advice or diagnosis was sought by the Life Insured or which presented any signs or symptoms that would have caused a reasonably prudent person to seek treatment, medication, diagnosis or advice, in each case prior to the Date of Issue, Date of Endorsement or the Reinstatement Date (if any) in the Policy, whichever is later.

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**13. Unemployment  
Benefit  
Exclusions**

The Unemployment Benefit will not apply if:

- (i) Unemployment is caused by any of the following:
  - your misconduct or any action that contributes to or leads to dismissal;
  - your retirement, non-confirmation after probation, resignation or expiry of your fixed contract term;
  - labour disputes such as strikes and lock-outs; or
- (ii) the date on which you become involuntarily unemployed is within one (1) year of the Date of Issue or the Reinstatement Date (if any); or
- (iii) you were a part-time employee, temporary staff or Self-Employed or contract staff; or
- (iv) you were employed for less than six (6) months prior to the claim being made.

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**SECTION 4: PREMIUMS**

**14. Payment of  
Premium(s)**

To be insured with the Benefits, your Premiums must be paid before its due date.

The first (1st) Premium payment will be due on the date we inform you of our acceptance of your Application. We will issue the Policy only after we receive your payment of the Premium for the first Policy Year. The Policy will only be effective after the Date of Issue regardless of the Commencement Date.

Thereafter, Premium(s) are payable in advance for the entire Policy Year and due on the Policy Anniversary.

During the Policy Term, your Premium rates will remain unchanged. Whilst the premium are fixed during the policy term, premiums at each renewal will increase depending on the Age at renewal and are not guaranteed

Your Policy will lapse if we do not receive the Premium(s) due in full at the end of the 30-Days Grace Period or the Extended Grace Period. You will no longer enjoy the Benefits once your Policy is terminated. All Premiums paid will be forfeited.

Any premiums due but not paid after our acceptance of your Unemployment claim, may be paid in full at any time within the Extended Grace Period. The policy will lapse if all premiums due are not paid by the end of the Extended Grace Period and an automatic premium loan is not available. The Extended Grace Period will terminate once the outstanding premiums have been paid.

If your Policy has lapsed, you may apply to reinstate it in accordance with Clause 18.

**15. Frequency Of Premium Payment(s)**

You may pay your Premium(s) by instalments on a semi-annual, quarterly or monthly basis stated on the Policy Schedule issued to you.

You may write to us to request a change of the instalment basis subject to our prevailing terms and conditions at the time of request.

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**SECTION 5: CHANGES TO THE POLICY, TERMINATION AND REINSTATEMENT**

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**16. Changes to the Policy**

You may write to us to make changes to the Policy. We have the right to require documents or information to be provided at your expense to support your request.

All changes to the Policy will be recorded in an Endorsement issued by us and signed by our authorised officer. Any unsigned Endorsement is invalid. Our agents and representatives are not authorised to make any amendment to the Policy on your behalf.

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**17. Termination**

This Policy will end at the earlier of any of the following instances:

- if we receive a written request from you to terminate your Policy; or
- non-payment of Premium(s) within the Grace Period or the Extended Grace Period; or
- the Policy is void under Clause 3; or
- we have paid you the Benefit(s) in full; or
- the Supplementary Benefit has accelerated the full Benefit amount under this Policy; or
- upon expiry of the Policy.

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**18. Reinstatement of Insurance**

You may reinstate your Policy if it lapses due to non-payment of premium(s) by:

- applying to us within twenty-four (24) months from the date the Policy lapsed;
- providing satisfactory evidence of the health of the Life Insured at your expense; and
- paying all unpaid Premium(s) with interest.

We will notify you in writing if your application is accepted.

Reinstatement is subject to our prevailing terms and conditions at the time of your application to Reinstate the Policy. We reserve the right to reject any application for Reinstatement.

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**SECTION 6: CLAIMS**

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**19. Nomination of Beneficiaries**

You may make a nomination of who will benefit from this Policy under the Insurance (Nomination of Beneficiaries) Regulations 2009 if you are the Policyowner and are at least 18 years of age and you are also the Life Insured in the Policy.

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**20. Notice and Proof of Claim**

The claimant is advised to provide us with the following information as soon as a Specified Event occurs

- a completed claim form prescribed by us;
- this Policy document;
- evidence that the claimant is entitled to receive the Benefits under this Policy;
- evidence of the Age and gender of the Life Insured;
- the death certificate of the Life Insured if the claim is for death Benefit;
- supporting clinical, radiological, histological, laboratory evidence and doctor's certification if the claim is for the Terminal Illness Benefits;
- all documents, evidence and information provided requested by us to satisfy our requirements on proof of claim for the Total and Permanent Disability Benefits; and
- evidence of any other approval required under Singapore Law to pay the Benefits.

All required documents, evidence and information are provided at the claimant's own expense

Additional examination on the Life Insured may be requested by our appointed Medical Practitioner where additional information is needed to assess and approve the claim.

If the Life Insured has sustained a Total and Permanent Disability, written notice of the claim must be given to us within 1 year from the Disability Start Date.

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**21. Payment of Benefits**

We will pay the Benefits to the Beneficiary after our assessment based on the information provided in Clause 20.

This Policy will automatically terminate when we pay the Benefits.

For Death claims, if payment on a claim is not made within two (2) months from our receipt of the notification of claim and all documents and evidence required by us to process the claims are received and the claim is valid, the Benefits will accumulate interest at our prevailing and applicable interest rate from the date we receive all the information in Clause 20.

If any Benefits under the policy becomes payable, we will pay the Benefits less of any indebtedness (including any outstanding premiums for that Policy Year) to us.

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**SECTION 7: POLICY OWNERS' PROTECTION SCHEME**

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- 22. Policy Owners' Protection Scheme** This policy is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for your policy is automatic and no further action is required from you. For more information on the types of benefits that are covered under the scheme well as the limits of coverage, where applicable, please contact your insurer or visit the LIA or SDIC websites. ([www.lia.org.sg](http://www.lia.org.sg) or [www.sdic.org.sg](http://www.sdic.org.sg))

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**SECTION 8A : OTHERS (INSURANCE SPECIFIC)**

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- 23. Assignment** You may transfer your rights under this Policy to another party through an assignment. You must notify us of the assignment by completing our prescribed form and returning the signed original form to us.

We will record the notice of assignment but we will not be responsible for the validity of the assignment.

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- 24. Survival Upon Termination** Clauses 29 to 32 shall continue to apply notwithstanding the termination of the Services or the termination or expiry of this Policy.

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- 25. Incontestability** Without prejudice to the **Purposes** and subject to the **Accuracy of Information** clauses of this Policy, we will not contest the validity of this Policy and any valid claim for payment of Benefits under this Policy if:

- more than one (1) year has passed since the Date of Issue, Date of Endorsement or the Reinstatement Date (if any), whichever is the later;
- there has not been any fraud;
- there are no outstanding Premium(s); and
- the claim is not excluded under this Policy.

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**SECTION 8B: OTHERS (GENERAL / HSBC GROUP SPECIFIC)**

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- 26. Notice to the Company** Any notice sent to us for the purpose of this Policy will only be considered accepted if we receive it at our **correspondence** address.

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- 27. Despatch of Documents, Cheques and Notices** Any document, cheque or written notice will be sent by post to your address held in our records at the relevant time. We will not be responsible for any consequences resulting from your failure to notify us of any change of address.

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- 28. Freedom from Restrictions** This Policy is free from restrictions on the Life Insured's travel, residence or occupation.

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- 29. Collection, Processing and Sharing of Customer Information**
- 29.1 Collection**  
We, other members of the HSBC Group and/or HSBC Group's authorised service providers may collect, use and share Customer Information (including relevant information about you, a Connected Person, your use of HSBC's products and services, and your relationships with the HSBC Group) for the purposes listed in Clause 29.2 below. Customer Information may be requested from you or a Connected Person (or a person acting on your behalf or on behalf of a Connected Person), or may also be collected by or on behalf of us, or members of the HSBC Group, from other sources (including from publicly available information), generated or combined with other information available to us or any member of the HSBC Group.

## **29.2 Processing**

We, members of the HSBC Group and/or its authorised service providers will process, transfer and disclose Customer Information in connection with the following Purposes:

- (a) providing Services;
- (b) meeting Compliance Obligations;
- (c) conducting Financial Crime Risk Management Activity;
- (d) collecting any amounts due from you;
- (e) conducting credit checks and obtaining or providing credit references;
- (f) enforcing or defending our, or a member of the HSBC Group's rights;
- (g) for our internal operational requirements or that of the HSBC Group (including, without limitation, credit, market, operational and technology risk management, system or product development and planning, insurance, audit and administrative purposes);
- (h) maintaining our overall relationship with you; and/or
- (i) any other purpose as may be in accordance with our, or a member of the HSBC Group's general policy on the collection, use and disclosure of Customer Information under local data protection laws as set out in statements, circulars, notices or other terms and conditions made available by us to you from time to time (the **Purposes**).

## **29.3 Sharing**

We may (as necessary and appropriate for the Purposes) transfer and disclose any Customer Information to the following recipients wherever located (who may also process, transfer and disclose such Customer Information as is necessary and appropriate for the Purposes):

- (a) any member of the HSBC Group;
- (b) any sub-contractors, agents, service providers, or associates of the HSBC Group (including but not limited to mailing houses, telecommunication companies, and data processing companies) (including their employees, directors and officers);
- (c) in response to any requests from any Authorities;
- (d) anyone acting on your behalf, payment recipients, beneficiaries, account nominees, intermediary, correspondent and agent banks, clearing houses, clearing or settlement systems, market counterparties, upstream withholding agents, swap or trade repositories, stock exchanges, companies in which you have an interest in securities (where such securities are held by us for you);
- (e) any party acquiring an interest in or assuming risk in or in connection with the Services (including without limitation, reinsurers, insurers and credit protection counterparties);
- (f) other financial institutions or credit bureaus;
- (g) any introducing broker to whom we provide introductions or referrals;
- (h) in connection with any HSBC business transfer, disposal, merger or acquisition;
- (i) our auditors and legal or other professional advisers;
- (j) any other person with your consent; and
- (k) any person in connection with any of the Purposes.

#### **29.4 Your Obligations**

You agree to inform us promptly, and in any event, within 30 days in writing if there are any changes to Customer Information supplied to us or a member of the HSBC Group from time to time, and to respond to any request from, us, or a member of the HSBC Group.

You confirm and warrant that every Connected Person whose information (including Personal Data or Tax Information) has been provided to us or a member of the HSBC Group has been notified of and agreed to the collection, processing, disclosure and transfer of their information as set out in this Policy. You shall advise Connected Persons that they may have rights of access to, and correction of, their Personal Data. We reserve the right to require you to produce documentary proof of the consents obtained from such Connected Persons, upon our reasonable request made from time to time.

Notwithstanding the **Incontestability** clause, where:

- (a) you or a Connected Person fail to provide Customer Information that we reasonably request; or
- (b) you or a Connected Person withhold or withdraw any consents which we may need to process, transfer or disclose Customer Information for the Purposes; or
- (c) we or a member of the HSBC Group has suspicions regarding the possible commission of Financial Crime or you present a potential Financial Crime risk to a member of the HSBC Group,

we may:

- (a) be unable to provide new, or continue to provide all or part of the, Services to you;
- (b) take actions necessary for us or a member of the HSBC Group to meet the Compliance Obligations; and/or
- (c) terminate this Policy if we reasonably consider that by continuing this Policy and/or the relationship with you, we may break any Laws or we, or a member of the HSBC Group, may be exposed to action or censure from any Authority. Any termination will take effect as a surrender of this Policy.

In addition, your failure to supply your, or a Connected Person's, Tax Information and accompanying statements, waivers and consents, may result in us making our own decision with respect to your or a Connected Person's status, including whether to report you or such Connected Person to a Tax Authority, and may require us or other persons to withhold amounts as may be legally required by any Tax Authority and paying such amounts to any Tax Authority.

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#### **30. Data Protection**

Whether it is processed in a home jurisdiction or overseas, in accordance with data protection legislation, Customer Information will be protected by a strict code of secrecy and security which all members of the HSBC Group, their staff and third parties are subject to.

Your attention is drawn to the fact that laws relating to data protection may not have extra-territorial effect. Our service providers may be required by law to disclose Customer Information to third parties. Such circumstances include the service provider being compelled to disclose the Customer Information pursuant to a court order, requests from governmental or regulatory authorities, police investigations and criminal prosecutions.

**31. Financial Crime  
Risk  
Management  
Activity**

We, and members of the HSBC Group, are required, and may take any action considered appropriate, to meet Compliance Obligations in connection with the detection, investigation and prevention of Financial Crime (**Financial Crime Risk Management Activity**). Such action may include, but is not limited to:

- (a) screening, intercepting and investigating any instruction or communication by you or a Connected Person, or on your or a Connected Person's behalf;
- (b) investigating the source of or intended recipient of funds;
- (c) combining Customer Information with other related information in the possession of the HSBC Group; and/or
- (d) making further enquiries as to the status of a person or entity, whether they are subject to a sanctions regime, or confirming your or Connected Person's identity and status.

To the extent permissible by law, neither we nor any other member of HSBC Group shall be liable to you or any third party in respect of any loss whether incurred by you or a third party in connection with the delaying, blocking or refusing of any payment or the provision of all or part of the Services or otherwise as a result of Financial Crime Risk Management Activity.

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**32. Tax Compliance** You acknowledge you are solely responsible for understanding and complying with your tax obligations (including but not limited to, payment of any tax deduction or withholding tax or filing of returns or other required documentation relating to the payment of all relevant taxes) and other payment obligations in accordance with the applicable laws in all jurisdictions in which those obligations arise and relating to the opening and use of account(s) and/or Services provided by us and/or members of the HSBC Group. Certain countries may have tax legislation with extra-territorial effect regardless of your place of domicile, residence, citizenship or incorporation. We and/or any member of the HSBC Group do not provide tax advice. You are advised to seek independent legal and/or tax advice. We and/or any member of the HSBC Group have no responsibility in respect of your tax obligations in any jurisdiction which they may arise including, without limitation, any that may relate specifically to the opening and use of account(s) and/or Services provided by us and/or members of the HSBC Group.

With regard to your obligation to pay any tax deduction or withholding tax under any applicable law at any time with respect to your payment of Premium or other amounts made to us, then you are liable (i) to pay us the Premium and/or such other amounts as if no such deduction or withholding have been made; (ii) to pay the full amount of such deduction or withholding to the relevant taxation authority or other authority in accordance with applicable law; and (iii) to provide us with the evidence of such payment. Your payment of Premium and other amounts made to us hereunder shall be made without any deduction or withholding and free of any set off or counterclaim.



**33. Rights of Third Parties**

Except to the extent expressly set out in this Policy, a person who is not a party to this Policy will have no rights under the Singapore Contracts (Rights of Third Parties) Act (Cap. 53B) to enforce any of the provisions of the Policy.

**34. Miscellaneous**

In the event of any conflict or inconsistency between the terms of Clauses 29 to 32 and those similar sections in any other service, product, business relationship, account, policy or agreement between you and us, the terms of this Policy shall prevail. Any consents, authorisations, HSBC requested waivers and permissions that already exist from you in relation to Customer Information shall continue to apply in full force and effect, to the extent permissible by applicable local law.

If all or any part of this Policy becomes illegal, invalid or unenforceable in any respect under the law of any jurisdiction, that shall not affect or impair the legality, validity or enforceability of such provision in any other jurisdictions or the remainder of the terms in that jurisdiction.

This Policy is intended for sale only in Singapore. If you, or anyone else with authority over or otherwise connected to this Policy (such as the life insured or the beneficiary) is, temporarily or permanently:

- (i) outside of Singapore; or
- (ii) otherwise subject to the laws of any other place,

such that we reasonably believe that by complying with a particular term or condition of this Policy we would breach any laws of Singapore or such other place, then we are entitled not to comply with such term or condition for any period of time we deem necessary, regardless of what such term or condition may provide. This might include declining to service some of your requests related to this policy. You agree we will not be liable for any losses, damages, claims, liabilities or costs you or any other relevant person may suffer from our exercise of our rights under this clause. The prior sentence continues to apply even if this Policy terminates for any reason.

**SECTION 9A: DEFINITIONS FOR SECTIONS 1 TO 8A**

<b>Age</b>	The age next birthday.
<b>Application</b>	The form(s) you signed, acknowledged and submitted (both online or any hardcopy) for this Policy.
<b>Benefits</b>	The amount(s) payable by us when a Specified Event occurs, as set out in the relevant Policy Schedule(s). The amount(s) payable will be reduced by the exact amount of any Critical Illness Benefit paid out when a claim on one (1) or more of the Critical Illnesses defined in the Annexure for HSBC Online Critical Illness Rider has been admitted before the Specified Event.
<b>Commencement Date</b>	The date when the terms and conditions of this Policy becomes legally binding on us.
<b>Customer, Policyowner, you or your Customer Information</b>	The owner of this Policy as named in the Policy Schedule(s).  Personal Data, confidential information, and/or Tax Information of either the Customer or a Connected Person.

<b><i>Date of Endorsement</i></b>	The date when the Endorsement is issued to you.
<b><i>Date of Issue</i></b>	The date this Policy is issued to you.
<b><i>Endorsement</i></b>	Any supplementary document(s) we issue to you to record and confirm changes to the Policy, including but not limited to the addition of supplementary benefits.
<b><i>Expiry Date</i></b>	The date as specified in the Policy Schedule when the Policy and our obligations to pay the Benefits under the Policy ends.
<b><i>Extended Grace Period</i></b>	An extended grace period of three hundred and sixty-five (365) days from the date we accept your claim if you exercise the Unemployment Benefit.
<b><i>Grace Period</i></b>	The period of thirty (30) days from the due date of any Premium or Premium Instalment except for the first Premium.
<b><i>HSBC, the Company, we, us or our</i></b>	HSBC Insurance (Singapore) Pte. Limited.
<b><i>HSBC Group</i></b>	HSBC Holdings plc, and/or any of its affiliates, subsidiaries, associated entities and any of their branches and offices, and any member of the HSBC Group has the same meaning.
<b><i>Life Insured</i></b>	The person named in the Policy Schedule(s) whose life is insured under this Policy.
<b><i>Medical Practitioner</i></b>	Refers to a person who is qualified in western medicine, is licensed and registered in Singapore and accredited by a medical board or equivalent organisation to render medical services and is approved by us.
<b><i>Policy Anniversary</i></b>	The same day of the same month of each year following the Commencement Date.
<b><i>Policy Schedule(s)</i></b>	The schedule(s) which sets out the details of the Benefits provided under this Policy as may be amended by us from time to time. The schedule provided under the Renewal of a Policy is known as " <b>Renewal Policy Schedule</b> ".
<b><i>Policy Term</i></b>	The period where you will be insured for the Benefits. This period is ten (10) years from the date the Policy is issued to you.
<b><i>Policy Year</i></b>	The period between two (2) consecutive Policy Anniversaries. The period from the Commencement Date to the first Policy Anniversary is the first Policy Year.
<b><i>Premium(s)</i></b>	The amount(s) payable to us in advance on each Policy Anniversary in order to keep this Policy and any Supplementary Benefits attached to this Policy valid.
<b><i>Premium Term</i></b>	The period of payments as specified in the Policy Schedule.

<b>Reinstate or Reinstatement</b>	The resumption of this Policy after it has been terminated due to non-payment of Premium.
<b>Reinstatement Date</b>	The date when Reinstatement takes effect.
<b>Renewal</b>	The extension of insurance coverage by an additional ten (10) years upon the Expiry Date.
<b>Self-Employed</b>	This is where a person is a sole proprietor, a partner of a business or where a person is employed by a business or company where he or his spouse, parents, parents-in-law, siblings, siblings-in-law, children, grandparents, uncles, aunts, step-parents, step-children, nieces or nephews own at least twenty percent (20%) of the equity share capital or are entitled to at least twenty percent (20%) of the profits, either individually or jointly.
<b>Specified Event</b>	Death or the diagnosis of Terminal Illness and/or Total and Permanent Disability of the Life Insured.
<b>Sum Insured</b>	The amount as shown on Schedule I of the Policy Schedule or Renewal Policy Schedule.
<b>Terminal Illness</b>	The conclusive diagnosis of an illness that is expected to result in the death of the Life Insured within twelve (12) months. This diagnosis must be supported by a specialist and confirmed by the Company's appointed doctor. Terminal Illness in the presence of HIV infection is excluded.
<b>Unemployment</b>	This is where you are involuntarily unemployed by reason of your employment contract being terminated by your employer on the ground of redundancy or by reason of any re-organisation of your employer or your employer's business.
<b>Unemployment Date</b>	The date on which Unemployment commences.

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**SECTION 9B: DEFINITIONS FOR SECTION 8B**

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<b>Authorities</b>	Any judicial, administrative or regulatory body, any government, or public or government agency, instrumentality or authority, any Tax Authority, securities or futures exchange, self-regulatory organisation, trade repositories, court, central bank or law enforcement body, or any agents thereof, having jurisdiction over any part of the HSBC Group.
<b>Compliance Obligations</b>	Obligations of any member of the HSBC Group to comply with: (a) any applicable local or foreign statute, law, regulation, ordinance, rule, judgment, decree, voluntary code, directive, guidelines, administrative requirements, sanctions regime, court order, agreement between any member of the HSBC Group and an Authority, or agreement or treaty between Authorities and applicable to HSBC or a member of the HSBC Group (Laws), or international guidance and internal policies or procedures, (b) any demand from Authorities or reporting, regulatory trade reporting, disclosure or other obligations under Laws, and (c) Laws requiring HSBC to verify the identity of our customers.

<b>Connected Person</b>	A person or entity other than you whose information (including Personal Data or Tax Information) is provided by, or on behalf of, you to any member of the HSBC Group or otherwise received by any member of the HSBC Group in connection with the provision of the Services. A Connected Person may include, but is not limited to, any person identified as a beneficiary under this Policy, any person who is, or may be, entitled to receive a payment under this Policy, a director or officer of a company, partners or members of a partnership, any “substantial owner”, “controlling person”, or beneficial owner, director, trustee, settlor or protector of a trust holding or controlling (directly or indirectly) this Policy, any of your representatives, agents or nominees, or any other persons or entities having a relationship to you that is relevant to your relationship with the HSBC Group.
<b>controlling persons</b>	Individuals who exercise control over an entity (for a trust, these are the settlor, the trustees, the protector, the beneficiaries or class of beneficiaries, and any other individual who exercises ultimate effective control over the trust, and in the case of a legal entity other than a trust, such term means persons in equivalent or similar positions of control).
<b>Customer, Policyowner, you or your</b>	The owner of this Policy as named in the Policy Schedule(s).
<b>Customer Information</b>	Personal Data, confidential information, and/or Tax Information of either the Customer or a Connected Person.
<b>Financial Crime</b>	Money laundering, terrorist financing, bribery, corruption, tax evasion, fraud, evasion of economic or trade sanctions, and/or violations, or attempts to circumvent or violate any Laws or regulations relating to these matters.
<b>Financial Crime Risk Management Activity</b>	As defined in Clause 31.
<b>HSBC, we, us or our</b>	HSBC Insurance (Singapore) Pte. Limited.
<b>HSBC Group</b>	HSBC Holdings plc, and/or any of its affiliates, subsidiaries, associated entities and any of their branches and offices, and any member of the HSBC Group has the same meaning.
<b>Personal Data</b>	Any data relating to an individual, whether true or not, from which the individual can be identified, whether with other data or other information we are likely to have access to or otherwise, including, without limitation, sensitive personal data.
<b>Purposes</b>	As defined in Clause 29.2.
<b>Services</b>	(Without limitation) (a) the sale, underwriting, acceptance and maintaining of this Policy, (b) the provision of services relating to this Policy and its termination or expiry, and (c) the maintenance of our overall relationship with you, including reinsurance, insurance, audit and administrative purposes.

<b><i>substantial owner</i></b>	Any individual entitled to more than 10% of the profits of or with an interest of more than 10% in an entity either directly or indirectly.
<b><i>Tax Authorities</i></b>	Domestic or foreign tax, revenue, fiscal or monetary authorities or agencies.
<b><i>Tax Information</i></b>	Any documentation or information (and accompanying statements, waivers and consents) relating, directly or indirectly, to your, or a Connected Person's, tax status (regardless of whether you or such Connected Person is an individual or a business, non-profit or other corporate entity) and any owner, "controlling person", "substantial owner" or beneficial owner of you or a Connected Person, that we consider, acting reasonably, is needed to comply (or demonstrate compliance, or avoid non-compliance) with any HSBC Group member's obligations to any Tax Authority. Tax Information includes, but is not limited to, information about: tax residence and/or place of organisation (as applicable), tax domicile, tax identification number, Tax Certification Forms, certain Personal Data (including name(s), residential address(es), age, date of birth, place of birth, nationality, citizenship).
<b><i>Tax Certification Forms</i></b>	Any forms or other documentation as may be issued or required by a Tax Authority or by us from time to time to confirm your, or a Connected Person's, tax status.