

Frequently Asked Personal Accident Questions

1. **What are the different personal accident plans offered by HSBC Life?**
2. **Who is eligible to apply?**
3. **Can I take up a personal accident policy if I am not 18 years old yet?**
4. **What does HSBC Life need when I apply for a Personal Accident policy?**
5. **What is meant by “Free Look Period”?**
6. **What is a “No Claim Discount” (NCD)?**
7. **What is the maximum renewable age?**
8. **How do you define an accident?**
9. **How many children can I cover under my family policy?**
10. **Who can I add in my plan? Can I include my parents-in-law?**
11. **Is there a limit to the sum insured?**
12. **If I am to be stationed overseas for a period of time, will my personal accident policy cover me?**
13. **Can I cancel my policy early?**
14. **Is there a cancellation charge?**
15. **Does the policy cover reservist training?**
16. **My son will be enlisted for National service soon, can he buy a personal accident insurance?**
17. **I have a personal accident policy with another insurer. Can I take up another one with HSBC Life? Will both policy pay for my claims?**
18. **Are renewal premiums guaranteed?**
19. **Can a person claim for medical expenses due to illness?**

20. Why are premiums based on occupation?
21. If I change occupation do I need to inform HSBC Life?
22. How do I ensure that a specific person receives the Death Benefits from my policy?
23. Can I change my period of Insurance?
24. If my injuries prevent me from working, will I be compensated?
25. Is terrorism covered?

1. WHAT ARE THE DIFFERENT PERSONAL ACCIDENT PLANS OFFERED BY HSBC LIFE?

HSBC Life offers four different types of SmartCare Personal Accidents coverages:

- a. SmartCare Prime
 - i. Platinum
 - ii. Gold
 - iii. Silver
- b. SmartCare *theOne*
- c. Shield
- d. SmartFamily

Shield is the most customisable in terms of limits and benefits, but both *theOne* and Prime have a more comprehensive cover. Their main difference is the amount they pay out in the event of a claim.

2. WHO IS ELIGIBLE TO APPLY?

For all three different types of plans all Singapore Citizens, Permanent Residents and holders of Employment Passes can apply for a Personal Accident plan. For both SmartCare Prime and Shield you must be between the ages of 18 to 65, whereas for SmartCare *theOne* you must be between the ages of 21 and 65 years. For all three, the Spouse of the Insured Person is also eligible for cover.

3. CAN I TAKE UP A PERSONAL ACCIDENT POLICY IF I AM NOT 18 YEARS OLD YET?

No, only adults aged 18-65 can propose to take up a Personal accident policy. Children under the age of 18 can be enrolled as a dependent of a family policy. (Only SmartCare *theOne* does not allow for dependents.)

4. WHAT DOES HSBC LIFE NEED WHEN I APPLY FOR A PA POLICY?

Just fill out the application form from our website. You do not need to go for a medical check.

5. WHAT IS MEANT BY "FREE LOOK PERIOD"?

"Free Look Period" refers to the 14 days during which, if you are not satisfied with the policy, you may cancel it within 14 days of the date on the receipt. Any premium paid will be refunded in full and HSBC Life will not be liable for any claims occurring during that period.

6. WHAT IS A "NO CLAIM DISCOUNT" (NCD)?

The "No Claim Discount" is granted to an Insured Person upon completion of every 3 consecutive years of renewal without any claim. Which means, the NCD is applicable on the 4th years, 7th year etc... The NCD is only available in SmartCare *theOne*.

7. WHAT IS THE MAXIMUM RENEWABLE AGE?

You can renew your SmartCare policy up to 75 years old (inclusive).

8. HOW MANY CHILDREN CAN I COVER IN MY FAMILY POLICY?

For all Shield, Prime and SmartFamily, you must have a minimum of one parent but there is no

limit on the number of child you can ensure under your policy. Your premium will vary according to the number of individuals insured.

9. WHO CAN I ADD UNDER MY PLAN? CAN I INCLUDE MY PARENTS-IN-LAW?

Parents-in-law are not covered, under family you may only add your spouse and child/children.

10. HOW DO YOU DEFINE AN ACCIDENT?

"Accident" is an event which is sudden, unforeseen and unexpected that results in the Insured person suffering death or permanent disablement or injury.

11. IS THERE A LIMIT TO THE SUM INSURED?

Yes.

- a. Usually, for SmartCare Prime the limit of the sum insured is between S\$100,000 and S\$300,000.
- b. For SmartCare *theOne* and Shield, the coverage limit is \$2,000,000 per life at any one time, regardless of how many policies you may have with HSBC Life.

12. IF I AM TO BE STATIONED OVERSEAS FOR A PERIOD OF TIME, WILL MY PERSONAL ACCIDENT POLICY COVER ME?

If you will be stationed overseas for a period no longer than 6 consecutive months at a time, you will be covered by your personal accident policy. The coverage is for your country of residence, so if you intend to be abroad for longer than 6 months we may agree to extend the coverage of your policy subject to our review and an additional premium.

13. CAN I CANCEL MY POLICY EARLY?

Yes you can, simply call our hotline +65 6880 4888, contact your agent or write to us.

14. IS THERE A CANCELLATION CHARGE?

It will depend on the policy. If you have not made any claims, we will grant you a pro-rated refund for the unused period. Depending on your policy, you will have to pay up to \$100+GST, or 15%" of the pro-rated premium.

15. DOES THE POLICY COVER RESERVIST TRAINING?

Yes, our policy does cover accidents while on reservist training.

16. MY SON WILL BE ENLISTED FOR NATIONAL SERVICE SOON, CAN HE BUY A PERSONAL ACCIDENT INSURANCE?

Yes he can. However certain activities within the National Service training may be excluded so please make sure to check the exclusions of each policy plan to have a more comprehensive understanding.

17. I HAVE A PERSONAL ACCIDENT POLICY WITH ANOTHER INSURER. CAN I TAKE UP ANOTHER ONE WITH HSBC LIFE? WILL BOTH POLICY PAY FOR MY CLAIMS?

Yes, subject to our acceptance, you can take up another insurance. If you have to make a claim for medical expenses, we will only reimburse for the amounts that have not been reimbursed under any other policy. Do make sure to check your benefits to see which ones are claimable.

18. ARE RENEWAL PREMIUMS GUARANTEED?

No, unfortunately, renewal premiums are not guaranteed they are reviewed on an annual basis.

19. CAN A PERSON CLAIM FOR MEDICAL EXPENSES DUE TO ILLNESS?

No, personal accident policies pay only for expenses due to an accident.

20. WHY ARE PREMIUMS BASED ON OCCUPATION?

Due to the difference in nature of work and work places, we must tailor the premium according to the different risks one might be exposed to.

21. IF I CHANGE OCCUPATION, DO I NEED TO INFORM HSBC LIFE?

Yes, you need to inform HSBC Life and we will review your premium. You may do so by calling our customer service hotline or in person at our customer service center at 38 Beach Road, #03-11, South Beach Tower, Singapore 189767.

22. HOW DO I ENSURE THAT A SPECIFIC PERSON RECEIVES THE DEATH BENEFITS FROM MY POLICY?

You may do so by making a will and naming the person as the beneficiary in your will.

23. CAN I CHANGE MY PERIOD OF INSURANCE?

No, unfortunately this is not possible for Personal Accidents policy.

24. IF MY INJURIES PREVENT ME FROM WORKING WILL I BE COMPENSATED?

Yes, if your policy is SmartCare Prime or Shield, however this is not available for SmartCare *theOne*. You will need to show a Medical Certificate expressing that you are not fit for work.

25. IS TERRORISM COVERED?

Yes, it is.