

## HSBC Life Self-help FAQ

**1) Who can purchase HSBC Life Online Endowment plan?**

Customers who are residing in Singapore only (i.e. anyone who is physically present in Singapore for 183 days or more during the year), between the ages of 19 and 60 next birthday.

**2) Is cash payment allowed?**

No, cash payment is not accepted. Only PayNow will be accepted.

**3) Can I pay using my spouse PayNow account? Is third party payment acceptable?**

No, you should only make payment using your own PayNow account.

**4) Can I cancel/surrender the policy?**

- You can cancel/surrender the policy at any time however take note of the surrender value for each policy year as per the below table;

| End of Policy Year                 | Surrender Value (% of Single Premium) |
|------------------------------------|---------------------------------------|
| Within the 30-day free-look period | 100.0%                                |
| 1                                  | 90.0%                                 |
| 2                                  | 95.0%                                 |
| 3                                  | 100.0%                                |

- You may cancel your policy within 30 days from the policy issuance date (i.e. the free-look period) by sending the cancellation request to [e-surance@hsbc.com.sg](mailto:e-surance@hsbc.com.sg).

**5) I did not receive any notification after submission, what should I do?**

- Ensure the mobile number and email address in the application form is correct.
- Click on "Retrieve your application" or use the link <https://insuranceonline.hsbc.com.sg/our-plans/online-endowment/retrieve/>.
- Click on "Resend completed form".
- Complete the form by entering the same email address and mobile number used in the application.

**6) I want to buy more than one plan. Is that possible?**

Yes, you may purchase more than one online endowment plan, up to a maximum total limit of S\$100,000 per insured per tranche. Note that the plan is available on a first-come, first-served basis.

**7) Whom should I contact if I face issues?**

There is a live chat service available for customers (during business hours) that they can use if they face any difficulty during the online application journey. The live chat service can help with

public and general info about the product and online application, but does not cover any policy-specific information after the policy is incepted.

**8) After the policy is incepted, who can I call if I need to check on my policy information?**

You may call the customer service hotline at 6225 6111 or email to "e-surance@hsbc.com.sg".

**9) Is this policy covered under the Policy Owner's Protection Scheme?**

Yes. This policy is protected under the Policy Owner's Protection Scheme which is administrated by the Singapore Deposit Insurance Corporation (SDIC). Coverage 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, please 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)).