

HSBC's 30-Day Service Pledge (Singapore) Terms and Conditions

GENERAL

- 1 The '30-Day Service Pledge' programme ("Programme") runs from 1 January 2020 to 31 December 2020 (the "Programme Period"), both dates inclusive.
- 2 The Programme covers the following list of products purchased via HSBC Bank (Singapore) Limited (the "Bank"):
 - a. Open-ended Authorised Funds purchased on a lump-sum basis and Unit Trust Monthly Investment Plans;
 - b. Individual Life Insurance Products and Corporate owned keymen policies issued by HSBC Insurance (Singapore) Pte. Limited ("HSBC Insurance"); and
 - c. Personal Loans granted by the Bank.

In these terms and conditions, "HSBC" shall refer to either or both the Bank and HSBC Insurance.

- 3 For the purpose of the Programme, '30 days' shall refer to 30 calendar days.
- 4 The 30-Day Service Pledge is applicable to customers who satisfy the eligibility criteria set out in these terms and conditions for the products listed in Clause 2 and purchased via the Bank.
- 5 Please refer to the sections below for the eligibility criteria applicable to refunds and/or waivers for the relevant products.
- 6 Offers under the Programme are only applicable to personal account customers of the Bank who have successfully applied for any of the products listed in Clause 2 in their own name.
- 7 HSBC reserves the right to amend these terms and conditions and the Programme may be withdrawn at HSBC's discretion without prior notice.
- 8 The tables and footnotes (if any) to these terms and conditions set out in the 30-Day Service Pledge webpage/leaflet shall for all purposes form part of these terms and conditions.
- 9 These terms and conditions are subject to prevailing applicable laws, regulations and regulatory requirements.
- 10 All the terms and conditions listed herein are governed by and construed in accordance with the laws of Singapore.

INVESTMENTS

1	Eligible products	Terms	Refunds
	Unit Trust – Open-ended Authorised Funds purchased on a Lump-Sum Basis (excluding CPF and SRS trades) (the "Lump-Sum Unit Trust")	Redeem all the units of the relevant Unit Trust within 30 days for customers from the subscription date	Initial Sales Charges (Nett of Goods and Services Tax and Out of pocket expenses, where applicable)
	Unit Trust purchased under a Monthly Investment Plan (MIP) (excluding CPF and SRS trades) (the "MIP Unit Trust")	Terminate the Monthly Investment Plan and redeem all the units of the relevant MIP Unit Trust within 30 days from the transaction date of the first MIP Unit Trust	Initial Sales Charges for the first subscription (Nett of Goods and Services Tax and Out of pocket expenses, where applicable)

- 2 The subscription / transaction date described above must fall within the Programme Period.
- 3 To be eligible for a refund / waiver in relation to the purchase of a Lump-Sum Unit Trust, the subscription of the same should be effected through an Investment Account with the Bank or a [Unit Trusts Account except FundMax Account].
- 4 To apply for a refund / waiver of the specified fees for eligible investment products, customers must submit the prescribed fee refund / waiver request form together with the redemption and/or termination instruction. Terms and conditions set out in the relevant application form apply.
- 5 To be eligible for a refund / waiver of the specified fees, the redemption of the units (if required) must be made in the same quantity as the initial number of units purchased.
- 6 The refund / waiver of the specified fees for eligible unit trust investment products will be made within 30 days from (a) receipt of the request by the Bank; or (b) subject to the relevant processing cut-off times, the prevailing valuation date of the unit trust (or if this is not available as at the date of receipt of the request by the Bank, the next available valuation date), whichever is later. The specified fee will only be refunded / waived if it has been incurred and paid by the customer and relates strictly to the purchased eligible product. Any fee (or any part thereof) that is payable other than in relation to the purchased eligible product will remain payable and will not be eligible for a refund / waiver.
- 7 For refund / waiver of the specified fees in relation to unit trusts, if the currency of the initial sales charge is not the same as the denomination of the settlement account for receiving the refund / waiver, the initial sales charge to be refunded will be converted into the denomination currency of the settlement account at the prevailing exchange rate as determined by the Bank.
- 8 The Lump-Sum Unit Trust

For refund / waivers in relation to the purchased of a Lump-Sum Unit Trust, the unit trust investment will be redeemed at, subject to the relevant processing cut-off times, the prevailing Net Asset Value (market value) of the unit trust as at the date of receipt of the refund / waiver request by the Bank (or if this is not available as at the date of receipt of the request by the Bank, as at the next available valuation date). Thereafter, the redemption amount will be credited into the customer's specified settlement account.

The MIP Unit Trust

For unit trust refund / waivers in relation to a MIP Unit Trust, only the first MIP transaction will be redeemed at, subject to the relevant processing cut-off times, the prevailing Net Asset Value (market value) of the unit trust as at the date of receipt of the refund / waiver request by the Bank (or if this is not available as at the date of receipt of the request by the Bank, as at the next available valuation date). Thereafter, the redemption amount will be credited into the customer's specified settlement account.

For the avoidance of doubt, the 30-Day Service Pledge with respect to the purchase/subscription of an MIP Unit Trust will not be applicable to an MIP Unit Trust purchased/subscribed prior to the Programme Period.

- 9 For Unit Trust refund/waiver requests made after the 7 calendar days Unit Trust cancellation period, the initial sales charges refunded back to the customers will be nett of the Goods and Services Tax and out of pocket expenses, where applicable.
For Unit Trust refund/waiver requests made within the 7 calendar days Unit Trust cancellation period, there is no charge on Goods and Service Tax.
- 10 Investment involves risk. For the avoidance of doubt, the Programme does not apply to any loss suffered as a result of any purchase and sale of investment products, including without limitation any difference in the buy and sell spread. Customers shall bear any losses and will not be entitled to any gains (including without limitation any dividends or distributions) as a result of any purchase and sale of investment products and HSBC shall not be responsible for any losses incurred in any way whatsoever.
- 11 The information in this document does not constitute an offer for the purchase of any investment in any products or services referred to herein.

INSURANCE

1	Eligible products	Terms	Refunds
	All individual life insurance policies and Corporate owned keymen policies underwritten and issued by HSBC Insurance	The refund request must be made within 30 days from the date of issue of the relevant life insurance policy	Premium paid without interest after deducting medical and underwriting expenses incurred and a sum to account for market fluctuation in respect of the units as determined by HSBC Insurance (if applicable)

- 2 Only individual life insurance policies and Corporate owned keymen are eligible under this Programme. This Programme does not include life insurance policies applied under a company name, group life insurance or products from third party insurers.
- 3 Offer under this Programme is only applicable to individual life insurance policies issued within the Programme Period.
- 4 The following will be refunded during the policy cancellation within the 30-day period:
- Traditional life insurance policies: HSBC Insurance will refund the premium paid without interest after deducting medical and underwriting expenses incurred in accepting the application.
 - Investment-linked life insurance policies: HSBC Insurance will refund the premium paid without interest, after deducting medical and underwriting expenses incurred in accepting the application and a sum to account for market fluctuation in respect of the units as determined by the HSBC Insurance.

For the purpose of life insurance products covered under this Programme, '30 day' shall refer to 30 calendar days from the date you receive the policy to review it. If the policy is delivered by post directly from us to you, it is considered received by you seven (7) days after the date of our posting. If the policy is delivered to you by your adviser, it is considered received by you seven (7) days after we have dispatched the policy to your adviser.

- 5 To apply for refund/waiver of premium, the refund request must be received by HSBC Insurance within 30 days from the date of issue of the relevant life insurance policy with the following documents:
- a letter signed by the policy owner setting out the reason for the refund; and
 - the original policy documents.
- 6 No refund of premium will be made if a claim has already been paid.

For claims that have been made during the Programme Period but the payment of the benefit is still in progress, the policy owner can choose to either 1) cancel the life insurance policy under the Programme and be entitled to the refunds under Clause 1; or 2) proceed with the life insurance policy under the Programme and be entitled to the benefits in accordance with the life insurance policy.

- 7 HSBC Insurance may waive the cancellation fee for the cancellation of insurance premium loans offered by HSBC Insurance which specifically relate to a life insurance product covered under this Programme and cancelled within the Programme Period. However, any interest accrued on the insurance premium loan, calculated from the date of the drawdown to full repayment of the loan, will still be payable.

PERSONAL LOANS

1	Eligible products	Terms	Refunds
	Personal Loan	Customers may cancel a personal loan facility within 30 calendar days from the date of the original loan drawdown, provided none of the loan proceeds have been utilised	<ol style="list-style-type: none"> An early repayment fee amounting to 2.5% of the repayment amount Processing fee of S\$88 (if applicable) charged to the loan upon loan drawdown

- 2 The offer is only applicable to customers applying for a new HSBC's Personal Loan and it is not applicable to personal loans that have been repaid and/or redrawn under an existing HSBC's Personal Loan facility.
- 3 The early repayment fee of 2.5% of the repayment amount will be waived, provided none of the loan proceeds have been utilised, and the cancellation request is received by the Bank in writing within 30 calendar days from the date of the original loan drawdown.
- 4 The processing fee of SGD88 (if any) will be waived, provided none of the loan proceeds have been utilised, and the cancellation request is received by the Bank in writing within 30 calendar days from the original loan drawdown date.