



HSBC Life (Singapore) Pte. Ltd. (Reg. No. 199903512M)
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FlexiPay Surrender Form

NOTE: PLEASE SUBMIT A COPY OF YOUR NRIC/PASSPORT TOGETHER WITH THIS FORM.

***WE WILL UPDATE YOUR PARTICULARS IN OUR RECORDS WITH THE INFORMATION PROVIDED IN THIS FORM. IF WE DO SO, WE WILL NOTIFY YOU.**

Full Name of policyowner as shown in NRIC/Passport including alias*		Policy no.	
		NRIC / Passport no.*	
Email Address*		Contact no.*	(+) Country/Region Code

Electronic (e)-Statement Service* Opt in (Yes, I would like to receive e-statement) Opt out (No, I prefer to receive hardcopy)

1) Unless you opt-out, you will automatically be enrolled into the e-statement service if you have an email address registered with us.
 2) Should you still prefer to receive paper statement to your mailing address, you can select opt out from e-Statement.
 3) The e-Statement Service is currently available for all policy statements – Annual, Bonus and Monthly Statements.
 4) We will notify you of any changes to your e-Statement option.

Consent to use of personal data

I understand that HSBC's Data Privacy Policy (which may be found at <https://www.insurance.hsbc.com.sg/privacy-and-security/>) forms a part of the terms and conditions governing my relationship with HSBC. I consent to the collection, use and disclosure of my personal data for the purposes set out in the Data Privacy Policy.

Due to US insurance regulatory requirements, you are not to enter the US or any territory subject to US jurisdiction at the time of considering or deciding relevant matters on the insurance product, otherwise the request effected hereunder may be void.

Part A: PAYMENT OPTION

(Not applicable for policies bought under CPF Investment Scheme and Supplementary Retirement Scheme Accounts)

Please indicate the option you wish to receive your payment. If no option is selected, a cheque will be sent to you.

- ^ PayNow NRIC Number: _____ ^ Your Singapore NRIC number must be linked to a PayNow account.
- Cheque
- * Direct credit to my bank Bank and Account Number: _____

* If the Direct Credit option is selected, please submit a scan/image of your bank statement, clearly showing your full name, bank account number and bank's logo/ emblem for account ownership verification.

For payment via Direct Credit:

- the amount you receive may be subject to fees and charges levied by your bank and such fees and charges will be borne by you;
- bank charges, currency exchange and all other incidental costs related to the transfer will be borne by you;
- payment requests to banks outside of Singapore are subject to HSBC Life's evaluation of applicable cross-border laws and regulations.

We will send a cheque to you if:

- 1) "PayNow" option is selected but you indicated a mobile number/ FIN number, or your Singapore NRIC number is not linked to a PayNow account.
- 2) "Direct Credit" option is selected and
 - you have indicated a bank account belonging to a third-party or
 - you have NOT submitted a clear image/copy of bank statement with all required information in a language we support or
 - you have provided a non-Singapore bank account number
- 3) No payment option is selected.

Part B: DECLARATION AND ACKNOWLEDGEMENT

I would like to surrender the FlexiPay of the above policy. I acknowledge that I have read the important notes below and have considered the implications of surrendering the FlexiPay.

Important notes:

- (1) Any withdrawal of FlexiPay will result in the interest earned to be less than the effective guaranteed interest rate.
- (2) An early withdrawal of the FlexiPay usually involves high costs and the FlexiPay Surrender Value payable may be less than the total FlexiPay premiums paid.
- (3) If your application to surrender the FlexiPay has been accepted by *the Company, the FlexiPay Surrender Value, if any, less any amount that is due and owing to us, will be payable to you, and the Policy continues to be valid and you will be required to resume payment of the Premiums in accordance with the terms of your Policy.
- (4) You may write to us to apply for a new FlexiPay. The new FlexiPay will be based on the prevailing interest rate and terms and conditions at the point of application. We have the right to require documents or information to be provided at your expense to support your request.
- (5) Compliance with US laws and regulations and other laws having extra-territorial effect:
 - I/We, the Policyowner and Assignee, are not physically present in the US when executing the policy servicing request;
 - I/We are aware of and understand the policy servicing restrictions* applicable to any and all persons residing temporarily and permanently in the US; and
 - I/We will inform HSBC Life (Singapore) Pte. Ltd. should I/we decide to reside in the US either temporarily or permanently
 - List of policy servicing restrictions is set out in our website <http://www.insurance.hsbc.com.sg/1/2/sghi/customer-service>
- (6) I confirm that the information provided in this form is correct and complete. By signing below, I authorize HSBC Life (Singapore) Pte. Ltd. to update my particulars in your records with the information provided in this form and disclose the updated information to HSBC Bank (Singapore) Limited to update their records accordingly if I am a customer of HSBC Bank (Singapore) Limited.

Signature of policyowner/trustee/assignee

Date