

Policy Amendment Form (RA3)

NOTE: * 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(s) 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.

For Takaful policy, please read “certificate” for policy, “certificate holder” for policyowner, “wakil” for financial consultant, “participant” for life insured, “takaful benefit” for sum insured, and “contribution” for premium.

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.

US INSURANCE REGULATORY REQUIREMENTS:
 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.

By submitting this form, you confirm that you are in compliance with US laws and regulations and other laws having extra-territorial effect:

- you are not physically present in the US when executing the policy servicing request(s);
- you are aware of and understand the **policy servicing restrictions** applicable to any and all persons residing temporarily or permanently in the US;
- you will inform HSBC Life (Singapore) Pte. Ltd. should I 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>

PART A: CHANGE OF PAYMENT FREQUENCY / METHOD (DDA)

- Change of premium frequency to Annual Semi-annual Quarterly Monthly
- Change of payment method to cash/cheque (Not applicable to monthly mode of payment)
- Note: Change of premium frequency is only allowed at policy anniversary for HSBC Life Wealth Builder Plan.

PART B: REQUEST TO ACCESS POLICY INFORMATION VIA INTERNET BANKING (RA1)

You may request to access your HSBC Life policy information via HSBC Personal Internet Banking. This is available to you if you have a HSBC Bank Account or credit card and have access to HSBC Personal Internet Banking. To gain this access, please give your consent by ticking the box :

- I/we irrevocably authorise HSBC Life (Singapore) Pte. Ltd. (“HSBC Life”) to disclose to HSBC Bank (Singapore) Limited (“the Bank”) any and all information relating to me/us and/or my/our insurance policies with HSBC life purchased through its authorised agents*. I understand and agree that the information may be used for the purpose of promoting, improving and/or furthering the provision of financial services by the Bank.

* Excludes insurance policies purchased from independent financial advisers and non-Bank distributors.

PART C: CHANGE OF LIFE INSURED

Important Note:

1. The Change of Life Insured feature is only applicable to the following plans:
 - a. HSBC Life Goal Builder Plan
 - b. Emerald Legacy Life Plan
 - c. Sapphire Prestige Income Plan
2. You must complete a new proposal form and the proposed new life insured may be required to undergo medical and other examinations necessary to determine insurability.
3. Change of Life Insured is subject to our requirements as laid down from time to time and the prevailing laws and regulations or practical constraints applicable at that time.
4. The cost of insurance, other charges or other terms and conditions may be affected. Please discuss the effect of any change of life insured with your financial consultant.
5. No change will be effective until after HSBC Life (Singapore) Pte. Ltd. has notified you formally of our acceptance of a change.
6. Please refer to your Policy General Provisions for the specific terms and conditions of this option.

PART D: CONVERTIBILITY OPTION

Important Note:

1. The convertibility option is only applicable to the following plans:
 - a. Term Protect Advantage
2. The convertibility option allows the Life Insured to convert the original policy, partially or fully, without evidence of health, to any available regular premium life insurance plan (whole life or endowment).
3. The policy can be converted at any time while it is in-force and before the policy anniversary immediately following the 65th birthday of the life insured.
4. This conversion privilege is not applicable to any supplementary benefit of the policy, unless it is specifically stated by us. The original policy together with all its supplementary benefit will terminate upon full conversion to another insurance plan.
5. You must complete a new proposal form and no change will be effective until after HSBC Life (Singapore) Pte. Ltd. has notified you formally of our acceptance of a change.
6. Please refer to your Policy General Provisions for the specific terms and conditions of this option.

PART E: GUARANTEED INSURABILITY OPTION (GIO)

Important Note:

1. The Guaranteed Insurability option is only applicable to the following plans:
 - a. Term Protect Advantage
 - b. Life Protect Advantage
2. The GIO feature allows the Life Insured the option to purchase a new whole life, term or endowment policy covering death and Terminal Illness, without the need to undergo medical underwriting upon life event triggers.
3. The Policyholder must exercise the GIO within 90 days from the date of occurrence of the Selected Life Event, subject to HSBC Life (Singapore) Pte. Ltd. receipt of satisfactory supporting legal documents.
4. This option can be exercised up to a maximum of 3 times during the lifetime of the life insured regardless of the number of policies purchased from us that offers this option.
5. The Life Insured must be less than 55 years old at the time of exercising this option.
6. The new policy must be on the same life insured.
7. You must complete a new proposal form and no change will be effective until after HSBC Life (Singapore) Pte. Ltd. has notified you formally of our acceptance of a change.
8. Please refer to your Policy General Provisions for the specific terms and conditions of this option.

PART F-2: TRADITIONAL INSURANCE POLICIES – COUPON / GUARANTEED CASH PAYOUT

Withdrawal of accumulated coupons / guaranteed cash payout (TSU) (Note: Please submit a photocopy of NRIC / Passport.)

Full withdrawal

Partial withdrawal of S\$ _____

- Note:
- a. For partial coupon / guaranteed cash payout withdrawal, the minimum withdrawal amount is S\$500 and you have to leave behind a minimum balance of S\$500 in the coupon deposit fund.
 - b. Partial withdrawal for guaranteed cash payout deposit balance for Secureincome (Income Term) Plan is not allowed.

Please select a payment option:

Cheque PayNow ^ NRIC no.: _____ ^ Your Singapore NRIC number must be linked to a PayNow account.

Direct credit to my bank* Name of bank: _____ Account no.: _____

* 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.

Future Coupons / Guaranteed Cash Payout Option (PLN)

Important Note: if no option is selected, future coupons / guaranteed cash payout will be deposited in the policy:

Deposit in my policy

Withdraw using the below payment option (if no option is selected, a cheque will be sent to you):

Cheque

Direct credit to my bank* Name of bank: _____ Account no.: _____

* 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 F-3: TRADITIONAL INSURANCE POLICIES – RETIREMENT PAYOUT BENEFIT (RA3)

This section is only applicable to HSBC Life Retirement Income Plan type. (Note: Please submit a photocopy of NRIC / Passport)

Flexibility Option - Income Payout Period and Guaranteed Monthly Payout (GMP) Alteration

- Change Income Payout Period to: _____ (Available Payout Period: 10 years, 15 years, 20 years, to age 99)
- Reduce Guaranteed Monthly Payout (GMP) to S\$: _____ (The minimum GMP amount is \$300)

Important Note

1. The flexibility option is available from the 2nd Policy Anniversary up to the Policy Anniversary before the Retirement Age.
2. Once Flexibility Option has been exercised, the chosen Guaranteed Monthly Payout (GMP) will be recalculated and all eligible Benefits payable shall be based on the prevailing GMP amount and Income Payout Period.
3. Once the GMP payout starts, Policyowner is not allowed to exercise this feature.
4. No changes will be effective until after HSBC Life (Singapore) Pte. Ltd. has notified you formally of our acceptance of a change.
5. Please refer to your Policy General provision for the specific terms and condition of this option.

Future Retirement Payout Benefit Option

Important Note: if no option is selected, future retirement payout benefit will be defaulted to Payout Option.

- Deposit into my policy
- Payout using the below payment option (if no option is selected, a cheque will be sent to you):
 - Cheque
 - Direct credit to my bank* Name of bank: _____ Account no.: _____

* 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 F-4: TRADITIONAL INSURANCE POLICIES – PREMIUM FREEZE (RA3)

- Premium Freeze – I would like to **activate** 1-year premium freeze option for my policy.
**Only applicable for HSBC Life Wealth Builder Plan*

Notes:

- Premium freeze application will only be activated starting from the Policy Anniversary falling immediately after the request is accepted.
- The application must reach us before expiry of the policy grace period.
- Not available for policies using SRS funds.
- Only applicable to policy that has completed first 2 full annual premium payments.
- Once option is **activated** the original premium term will be **extended** by a period of 1 year.
- The option may only be exercised **once** if your Premium Term is 5 years and a maximum of **2 times** if your Premium Term is 10 or 15 years. You may not apply for this option for 2 consecutive years in one application. A minimum of **one year** between the 2 requests is required.
- Please refer to your Policy General provision for the specific terms and condition of this option.

PART G-1: WHAT YOU SHOULD KNOW ABOUT CHANGES TO INVESTMENT-LINKED INSURANCE POLICIES

An insurance policy is intended to meet your long-term financial needs. Investing in units of an investment-linked fund ("Fund") is meant to produce returns over the long term. You should not expect to obtain short term gains from such investments. You may switch your investment to other Funds offered by HSBC Life (Singapore) Pte. Ltd. or redirect your future premium to the designated Funds of your choice while the policy is in force.

Risk of Investing in a Fund: Before investing in any Funds, You should consider the risks of investing in the Fund. Generally, some of the risk factors that you should consider are market & credit risk, liquidity risk and product-specific risks. The degree of risk depends on the investment approach, the geographical area of investment and types of investment underlying the Fund. You should consider investing in Funds that are aligned with your investment risk appetite.

Fund Performance: The past performance of any Fund is not necessarily indicative of the future or likely performance of the Fund. You should note that the value of the units, and income accruing to the units, may fall or rise and that you may not get back your original investment. Fund prices are published on the day after valuation of the respective Funds and can be found on our website.

Changes in Insurance Charges: Depending on the plan type, a change in your premium, sum insured and/or supplementary benefits may result in an increase in insurance charges on your policy.

Should you need any clarification on the risks and implications of your request(s), you should consult your financial consultant, who will assess and advise you on the suitability of your request, before proceeding.

PART G-2: INVESTMENT-LINKED INSURANCE POLICIES - POLICY CHANGES (RA3)

Please tick the boxes corresponding to the amendments you would like to make.

- Increase of sum insured to \$ _____ for basic plan
- Increase of sum insured to \$ _____ for supplementary benefit(s): _____
- Addition of supplementary benefits: _____

Note: For increase of sum insured and additions of supplementary benefits, please indicate the supplementary benefits and the sum insured, and submit a **Health Certificate** and a **Personal Financial Review (PFR)**.
 Increase and addition requests are subject to medical underwriting and approval is subject to our prevailing terms and conditions. Changes will be effective at the next premium due date after approval.
 For the supplementary benefits that are applicable to your policy, please consult your financial consultant.

- Decrease of premium to \$ _____ (In policy currency)
- Decrease of sum insured to \$ _____ for basic plan
- Decrease of sum insured to \$ _____ for supplementary benefit(s) _____
- Deletion of supplementary benefits: _____

Note: a. For decrease of premium or sum insured, the new premium and/or sum insured must be more than the minimum premium/sum insured applicable to your policy and the minimum statutory amount where applicable.
 b. Decrease and deletion requests have to be submitted at least 2 weeks before the premium due date.
 c. Changes will be effected at the next premium due date.
 d. We reserve the right to recover the Welcome Bonus upon premium reduction (for HSBC Life Goal Builder Plan)

- Premium holiday (HOL) – I would like to **activate** premium holiday for my policy.
 Note: Please note that by **activating** a premium holiday, the surrender penalty period will be **extended** by the corresponding period of the premium holiday.
- Premium holiday (HOL) – I would like to **deactivate** premium holiday for my policy and resume premium payment.
 Note: To **deactivate** premium holiday, please submit a **Health Certificate** if your policy has a waiver of premium supplementary benefit, or if your policy is a Takaful Anugerah Plan or Accumulation Manager Plan.

- Others (OTH) Please specify: _____

PART G-3: INVESTMENT-LINKED INSURANCE POLICIES - INCREASE OF PREMIUM (RA3)

Pursuant to the Notice on Recommendation on Investment Products (FAA-N16) issued by the Monetary Authority of Singapore pursuant to the Financial Advisers Act, where the underlying investment product is an unlisted Specified Investment Product (“SIP”), a Financial Adviser (i.e. HSBC Life (Singapore) Pte. Ltd.) is required to conduct a Customer Knowledge Assessment (“CKA”) before making any recommendation. The purpose of the CKA is to assess if you have the relevant knowledge or experience to understand the risks and features of unlisted SIPs, which include investment-linked insurance products (“ILP”).

If you are assessed to have the relevant experience and/or knowledge to transact in ILPs, you may proceed with the policy change(s). However you are strongly encouraged to talk to your financial consultant to better understand the risks and implications involved in the policy change(s). The completed CKA form must be submitted together.

If you are assessed not to have the relevant experience and/or knowledge to transact in ILPs, you must approach your financial consultant or visit our Customer Service Centre to complete a Personal Financial Review (“PFR”) before you can proceed with the policy change(s). We will act on any policy change(s) only after Part F: Financial Consultant’s Declaration has been completed by your financial consultant.

Increase of premium to \$ _____ (in policy currency)

Note: If your policy has a waiver of premium supplementary benefit, please also submit a **Health Certificate**. Increase of premium may be subject to medical underwriting and approval is subject to our prevailing terms and conditions. Changes will be effective at the next premium due date after approval.

Please tick one option which applies to you:

(1) Applicable only if you are assessed to have the relevant experience and/or knowledge to transact in unlisted SIPs

I have chosen **NOT to receive** advice from any Financial Consultant. I understand that
 (a) it is my responsibility to ensure the suitability of the requested ILP transaction(s); and
 (b) I will not be able to rely on Section 27 of the FAA to file a civil claim in the event I allege I have suffered a loss.

I have received advice from a Financial Consultant* and
 a) I **accept** the Financial Consultant’s advice.

b) I have chosen **NOT to accept** the Financial Consultant’s advice. I understand that
 (i) it is my responsibility to ensure the suitability of the requested ILP transaction(s); and
 (ii) I will not be able to rely on Section 27 of the FAA to file a civil claim in the event I allege I have suffered a loss.

(2) Applicable only if you are assessed NOT to have the relevant experience and/or knowledge to transact in unlisted SIPs

I have received advice from a Financial Consultant* and
 a) I **accept** the Financial Consultant’s advice

b) I **DO NOT accept** the Financial Consultant’s advice and I confirmed that I would like to proceed with the requested ILP transaction(s). The Financial Consultant has explained to me that
 (i) it is my responsibility to ensure the suitability of the requested ILP transaction(s);
 (ii) I will not be able to rely on Section 27 of the FAA to file a civil claim in the event I allege I have suffered a loss; and
 (iii) I am aware of the implications and consequences of proceeding with the requested ILP transaction(s).

* Please request your Financial Consultant to sign the “Financial Consultant’s Declaration” section below.

PART H: DECLARATION AND AUTHORISATION

I understand and agree that:

- Only an original, duly completed and signed application form is considered a valid request. The request is irrevocable once it is received by HSBC Life (Singapore) Pte. Ltd.; and
- my application is subject to the terms and conditions as stated in this form and Policy Contract and is effective only when it has been officially accepted and notified to me by HSBC Life (Singapore) Pte. Ltd.
- If I choose to effect the selected amendment(s), it may affect the realization of my financial goals identified by my financial consultant in my last Financial Goal Planner Report (where applicable).
- 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 life insured

Signature of policyowner/ Joint Owner/ trustee/ assignee(s)

Date (dd/mm/yyyy)

PART I: FINANCIAL CONSULTANT'S DECLARATION

Name of Financial Consultant		Financial Consultant's code	
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I have explained the risk and implications of the transaction(s) to the policyowner/trustee/assignee. I have completed the Personal Financial Review with the policyowner/trustee/assignee, and have complied with the requirements prescribed by MAS FAA-N16 Notice on Recommendations on Investment Products.

Signature of Financial Consultant

Date (dd/mm/yyyy)