

## **Ministry of Health Requirements for Integrated Shield Plan (IP) Riders**

### **Changes to HSBC Life Enhanced Care (IP Rider) from 1 April 2026**

We are fully supportive of a responsible approach to healthcare utilisation, to ensure long-term affordability and accessibility to essential care. We remain committed to providing sustainable Integrated Shield Plan (IP) rider premiums for our policyholders, while preserving high-quality coverage.

#### **HSBC Life Shield New Rider FAQs**

##### **1. What are the new requirements for IP riders?**

Effective from 1 April 2026:

- a) **IP deductible coverage:** IP riders will not be allowed to cover the minimum IP deductible.
- b) **Co-payment cap:** Similar to today, IP riders will incorporate a co-payment cap to protect policyholders against large bills, which will apply for panel, pre-authorised, and emergency treatments. The cap must be set at \$6,000 or higher in each policy year and excludes the deductible.

##### **2. Will all Integrated Shield Plan (IP) insurers follow the new requirements recommended by Ministry of Health (MOH)?**

Yes, all IP insurers will be required to adhere to these new rider requirements from 1 April 2026.

##### **3. When will the new HSBC Life Shield rider be launched?**

The new HSBC Life Shield rider will be launched from 1 April 2026.

##### **4. Current riders are still available for sale. If I buy the current riders now, will I be allowed to keep the rider policy?**

MOH has given insurers until 1 April 2026 to work out new plans to meet the new requirements. In the meantime, new policyholders that purchase existing IP rider plans between 27 November 2025 to 31 March 2026 (both dates inclusive), will need to transit to the new riders that meet the new requirements no later than their policy renewal after 1 April 2028. The Company will provide the necessary information to affected policyholders in due course.

Policyholders can also switch to the new riders earlier (i.e. any time before their policy transition) if they wish to, as the new riders will have lower premiums. Policyholders who wish to switch can do so without additional underwriting.

##### **5. I already have an existing HSBC Life Enhanced Care rider policy. Do the new requirements apply to me?**

There will be no immediate change for our existing HSBC Life Enhanced Care rider policyholders. You will continue to enjoy the benefits under your current plan. We will continue to closely review, assess the need to make benefit changes and will inform our existing policyholders in due course.

Policyholders who only have our HSBC Life Shield plan will not be affected by these changes.

**6. When will full details on the new rider be available?**

You may refer to MOH's press release on their website (<https://go.gov.sg/ipriderchanges2025>) for details on the requirements for new rider. More information on HSBC Life's new rider will be shared by HSBC Life closer to the launch date.

**7. Given the changes in the design parameters under the new rider, will the new rider be priced more competitively?**

Yes, the new rider will be priced more competitively taking into account the new rider's design parameters.

**8. Will I be allowed to renew my policy under my HSBC Life Enhanced Care rider?**

New Customers

For policyholders who have submitted their HSBC Life Enhanced Care rider application between 27 November 2025 to 31 March 2026 (both dates inclusive), they will continue to enjoy the benefits under the current rider plan. However, their policy will be required to transit into the new rider, no later than their policy renewal after 1 April 2028.

Existing customers

Existing policyholders and prospective policyholders who have submitted their application for HSBC Life Enhanced Care rider on or before 26 November 2025, will be allowed to renew into the current HSBC Life Enhanced Care rider and enjoy the benefits under their current plan, at their next renewal. We will continue to review the plan for subsequent policy renewals and will provide our existing customers with advance notice for any changes that will be made to their policy.

**9. I have an existing HSBC Life Enhanced Care rider policy. Will I be allowed to change my plan from 1 April 2026?**

Yes, you may change your plan to better suit your needs. However, upgrading or downgrading into existing HSBC Life Enhanced Care rider plans will not be allowed from 1 April 2026. From 1 April 2026, policyholders will only be able to switch to the new IP rider as the existing HSBC Life Enhanced Care rider will no longer be available for new business. Please refer to the table below for details.

HSBC Life Enhanced Care Rider			Allowed / Not Allowed?
Upgrade / Downgrade?	From	To	
Upgrade	Plan B	Plan A	Not allowed
Upgrade	Standard Plan	Plan A / Plan B	Not allowed
Downgrade	Plan B	Standard Plan	Not allowed
Downgrade	Plan A	Plan B / Standard Plan	Not allowed

New Rider			Allowed / Not Allowed?
Upgrade / Downgrade?	From	To	
Upgrade	Plan B	Plan A	Allowed (subject to underwriting)
Upgrade	Standard Plan	Plan A / Plan B	
Downgrade	Plan B	Standard Plan	Allowed
Downgrade	Plan A	Plan B / Standard Plan	Allowed

New Rider to Enhanced Care Rider			Allowed / Not Allowed?
Upgrade / Downgrade?	From	To	
Upgrade	New Rider Plan A	Enhanced Care rider Plan A	Not allowed
Upgrade	New Rider Plan B	Enhanced Care rider Plan A / Plan B	Not allowed
Upgrade	New Rider Standard Plan	Enhanced Care rider Plan A / Plan B / Standard Plan	Not allowed

Enhanced Care Rider to New Rider			Allowed / Not Allowed?
Upgrade / Downgrade?	From	To	
Downgrade	Enhanced Care rider Plan A	New Rider Plan A / Plan B / Standard Plan	Allowed
Upgrade	Enhanced Care rider Plan B	New Rider Plan A	Allowed (subject to underwriting)
Downgrade	Enhanced Care rider Plan B	New Rider Plan B / Standard Plan	Allowed
Upgrade	Enhanced Care rider Standard Plan	New Rider Plan A / Plan B	Allowed (subject to underwriting)
Downgrade	Enhanced Care rider Standard Plan	New Rider Standard Plan	Allowed

**10. What will happen if I upgrade or downgrade my HSBC Life Enhanced Care rider between 27<sup>th</sup> November 2025 to 31<sup>st</sup> March 2026? Will I be required to transit to the new rider no later than my policy renewal after 1 April 2028?**

For upgrade or downgrade of HSBC Life Enhanced Care rider between 27<sup>th</sup> November 2025 to 31<sup>st</sup> March 2026, You will be allowed to renew into the current HSBC Life Enhanced Care rider that you upgraded or downgraded to upon your next renewal. We will continue to review the plan for subsequent policy renewals and will provide our existing customers with advance notice for any changes that will be made to their policy.