

SavvyClaim Reward: Frequently asked questions

(applicable to HSBC Life Enhanced Care Plan A rider only)

1. What is SavvyClaim Reward?

SavvyClaim Reward is a discount given on standard premiums of the HSBC Life Enhanced Care Plan A rider to reward our policyholders for making savvy healthcare choices.

This feature is designed to equip our policyholders with the ability to make careful and deliberate decisions regarding their treatment options. Responsible healthcare consumption allows us to collectively control escalating claims costs and ensure you continue to receive essential insurance coverage at sustainable premiums.

2. How is the SavvyClaim Reward discount level determined?

The reward level depends on your healthcare choices and claim activities:

- Whether any claim was made,
- Whether the treatment was in a restructured or private hospital, and
- Whether a claim recovery was successfully made.

3. How does SavvyClaim Reward work?

Every policyholder of HSBC Life Enhanced Care Plan A rider, including new policyholders, will start their SavvyClaim Reward discount at Standard Level (0% discount), effective from 1 April 2025.

With 5 reward levels, you can move through the levels depending on your claim activities.

Reward level	Discount
Standard Level	0% discount
SavvyClaim Reward level 1	10% discount
SavvyClaim Reward level 2	12% discount
SavvyClaim Reward level 3	15% discount
SavvyClaim Reward level 4	18% discount
SavvyClaim Reward level 5	20% discount

Please refer to Appendix 1 for details on how you can move through the reward levels. You may also refer to your policy contract, premium breakdown letter or contact your HSBC Life Financial Planner for more details.

4. Which plans are eligible for SavvyClaim Reward?

SavvyClaim Reward is only available on the HSBC Life Enhanced Care Plan A rider.

5. How does SavvyClaim Reward benefit me?

You will be able to progress through 5 reward levels to enjoy up to a maximum of 20% premium discount based on your claim activities during each review period.

6. What is a review period?

Review period refers to the following periods when we review your claims activity:

- a. For the first year, the first review period will commence on the date your policy is renewed/ issued and last for 10 months, ending 2 months before your next policy renewal date. For example, if your policy renewal/issuance date is on 1 July 2025, your policy review period will start from 1 July 2025 and end on 30 April 2026.
- b. For your second and subsequent review periods, it will be a 12-month period that ends 2 months before your next policy renewal date. If your policy renewal date is on 1 July 2027, your second review period will start on 1 May 2026 to 30 April 2027.

7. Will my premium discount be impacted if I make a claim?

Your premium discount may change depending on your choice of healthcare provider and whether a claim recovery was received by us during the same review period.

For example, if you made a claim at a private hospital without any claim recovery, you will not be eligible for any premium discount at your next policy renewal.

8. What is a claim recovery?

Claim recovery is the amount we receive during the review period from your other insurance policies for a claim paid from your HSBC Life Shield policy and/or HSBC Life Enhanced Care Plan A rider (excluding MediShield Life payout) in respect of the same life assured and treatment.

If you have another insurance policy or employee benefit covering the treatment and claimed under your HSBC Life Shield policy and/or HSBC Life Enhanced Care Plan A rider, you may recover part or all of the claim amount from the other insurance policy. This recovered amount reduces the claim paid under your HSBC Life Shield and/or Enhanced Care Plan A rider, which may reward you with a discount under SavvyClaim Reward.

9. If a claim recovery is made, is there a minimum amount of recovery required to be eligible for the SavvyClaim Reward premium discount?

There may be a minimum amount depending on the hospital type. Please refer to Appendix 1 for more details.

- If you are claiming from a restructured hospital, there is no minimum amount required for claim recovery to be eligible for SavvyClaim Reward premium discount (move up 1 reward level from your current level).
- If you are claiming from a private hospital with a claim amount of \$1,000 or less, there is no minimum amount required for claim recovery to be eligible for SavvyClaim Reward premium discount (move to reward level 1 from your current level).
- If you are claiming from a private hospital with a claim amount of more than \$1,000, the minimum amount required for claim recovery to be eligible for SavvyClaim Reward premium discount is \$1,000 (move to reward level 1 from your current level).

10. What happens when my claim recovery is not received within the same review period that my claim was paid out?

If we do not receive the claim recovery in the same review period as the related claim, the reward level for the upcoming renewal premium will not take into account any pending claim recovery.

If we receive the claim recovery in the next review period for such a claim incurred in a private hospital, you will be eligible for a discount under reward Level 2 (in the subsequent review period from the review period where the claim recovery was received), provided there are no claims paid out in the next review period.

	Review period 1	Review period 2	Review period 3
Claim (private hospital) paid out by HSBC Life	\$2,000	0	0
Claim recovery received by HSBC Life	0	\$2,000	0
SavvyClaim Reward level	0	0	2

If we receive the claim recovery in the next review period for such a claim incurred in a restructured hospital, you will be eligible for a discount under reward Level 3 (in the subsequent review period from the review period where the claim recovery was received), provided there is no claims paid out in the next review period.

	Review period 1	Review period 2	Review period 3
Claim (restructured hospital) paid out by HSBC Life	\$2,000	0	0
Claim recovery received by HSBC Life	0	\$2,000	0
SavvyClaim Reward level	0	1	3

11. How will the discount for my renewal premium for HSBC Life Enhanced Care Plan A rider be determined if a claim is made for treatments at both a restructured hospital and a private hospital during the same review period?

The claims for treatments at both hospitals will be combined to determine the total claim amount paid. The total claim amount paid will then be regarded as a private hospital treatment to determine the movement in reward level.

12. With the introduction of SavvyClaim Reward, will the premium rates for HSBC Life Enhanced Care Plan A rider still change in the future?

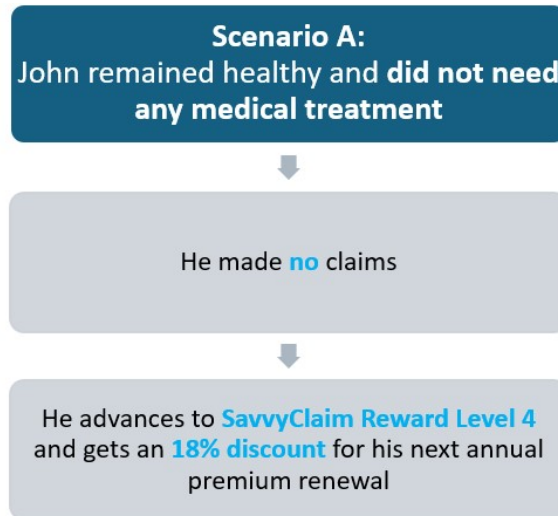
SavvyClaim Reward encourages you to making cost-conscious healthcare choices. However, premium rates are not guaranteed, and they may be revised from time to time due to reasons such as but not limited to medical inflation, rising healthcare costs, and overall claim activities. Please be assured that any premium adjustment is made only after careful consideration.

13. How will HSBC Life notify me of my reward level during the review period?

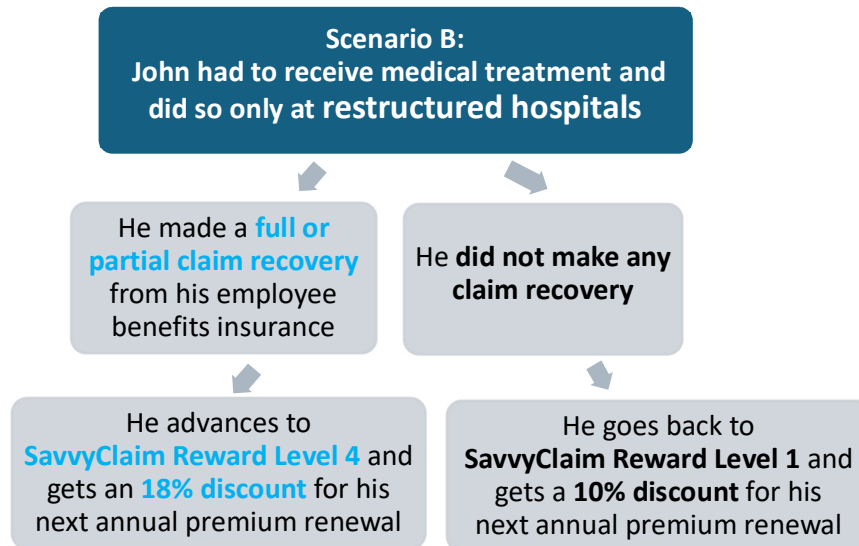
We will inform you through your yearly premium breakdown letter, which will be sent to you at least 30 days prior to your policy renewal date.

14. John is 39 years old. He has had HSBC Life Shield Plan A with the HSBC Life Shield Enhanced Care Plan A rider for four years and has reached SavvyClaim Reward Level 3. Here are some examples of how his medical needs and choices could impact the discount he is entitled to for his next premium renewal:

a. If he does not make a claim during his current review period

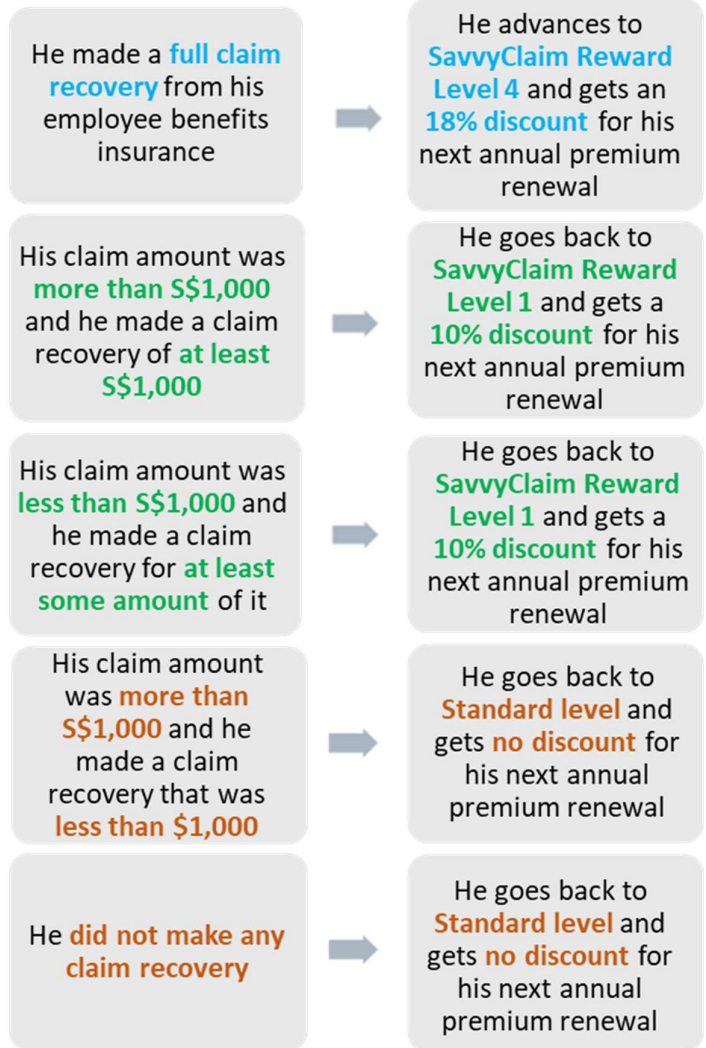


b. If he receives treatment at a restructured hospital during his current review period



c. If he receives treatment at a private hospital during his current review period

**Scenario C:
John had to receive medical treatment and
did so private hospitals**



Appendix 1

Type of claim	Amount received by HSBC Life via claim recovery ¹	Change in reward level ²	
No claims	N.A	Move up by 1 level, reward level capped at Level 5	
All claims for treatments in restructured hospital	Full or partial claim recovery	Move up by 1 level, reward level capped at Level 5	
	No claim recovery made or received	Go to Level 1 ³	
All claims for treatments in private hospitals (panel or non-panel)	Full claim recovery	Move up by 1 level, reward level capped at Level 5	
	Partial claim recovery	a. The total bill is \$1,000 or less with full or partial recovery	Go to Level 1 ³
		b. The total bill exceeds \$1,000 with recovery of at least \$1,000	
		c. The total bill exceeds \$1,000 with recovery of less than \$1,000	Go to Standard Level (0% discount)
No claim recovery made or received	Go to Standard Level (0% discount)		

1. HSBC Life must receive the amount during the review period
2. Applicable to the standard premiums for HSBC Life Enhanced Care Plan A rider
3. Regardless of which SavvyClaim Reward level you are at during the review period

Please refer to this FAQ, Product Summary, General Provisions or Renewal Letter for future reference in the event of a claim.

This FAQ document contains general information only and does not have regard to the specific investment objectives, financial situation and particular needs of any specific person.

Information is correct as at 28 March 2025.

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