

# HSBC Life Cancer Care Support Campaign Frequently Asked Questions

## Section A: Application Details

### 1. What is the application period for HSBC Life Cancer Care Support Campaign?

The application period is from 26 June to 30 September 2023, or upon 1<sup>st</sup> 10,000 applications, whichever is earlier.

### 2. What is offered under HSBC Life Cancer Care Support Campaign?

Upon successful application via the application page on HSBC Life Website, you will automatically be covered by HSBC Life Group Hospital and Surgical Insurance (“Cancer Coverage”) till 31 December 2023, consisting of the following benefits:

- a. Cancer Care Support with lump sum benefit of \$10,000 is payable upon hospitalisation due to Cancer; and
- b. Second Opinion from specialist consultation for Cancer diagnosis, as charged, subject to maximum 1 visit

No benefits will be payable to you if the date of diagnosis of Cancer was made within 30 days from the Effective Date of your Cancer Coverage.

### 3. Am I eligible for HSBC Life Cancer Care Support Campaign?

You are eligible for HSBC Life Cancer Care Support Campaign if you fulfil the following conditions at the time of effective date of Cancer Coverage:

- a. between Age 21 and Age 55; and
- b. Resident of Singapore (Singapore Citizens and Permanent Residents (holders of re-entry permits) as well as holders of employment passes (Employee Pass or S Pass).

To be eligible for Cancer Coverage, all necessary information should be provided upon request (HSBC Life may ask for satisfactory evidence of insurability and eligibility, if needed).

You are entitled to apply for only one (1) Cancer Coverage Insurance.

### 4. Can I apply if I am currently not a HSBC Life customer?

Yes, you can apply! HSBC Life Cancer Care Support Campaign is open to both HSBC Life and non-HSBC Life customers.

### 5. Can I apply for my family members/friends?

Please get your family members/friends to apply directly using the application form on our website.

**6. Do I need to purchase any HSBC Life plans or pay for HSBC Life Cancer Coverage Insurance?**

No, Cancer Coverage is complimentary. No additional purchase and fees are required from you.

**Section B: HSBC Life Cancer Coverage Insurance**

**1. When does the complimentary HSBC Life Cancer Coverage Insurance start and end?**

The Cancer Coverage will start on the date of successful application and will end on 31 December 2023 (both dates are inclusive).

**2. What am I covered for?**

Please refer to the HSBC Life Cancer Coverage Insurance benefits table below:

<b>Benefits</b>	<b>Limits per Period of Insurance</b>
1. Cancer Care Support (Hospitalisation due to Cancer)	Lump sum payment of S\$10,000
2. Second Opinion (Specialist consultation for Cancer diagnosis)	As charged, subject to maximum 1 visit

Please refer to the [Policy Terms and Conditions](#) for the full terms and conditions.

**3. What is not covered under this Cancer Coverage Insurance?**

Please refer to the [Policy Terms and Conditions](#) for the exclusions.

**4. Will I receive any hard copy policy documents?**

No, you will receive an email confirmation from HSBC Life within one working day with a link to the Certificate of Insurance and the Policy Terms and Conditions.

**5. Do I need to go through underwriting?**

You do not need to go through underwriting to enjoy this complimentary Cancer Coverage.

**6. Is there any waiting period that I will need to fulfil for this complimentary insurance?**

The date of diagnosis of your Cancer must be more than 30 days from the effective date of your Cancer Coverage.

**7. Must I be treated in a Singapore Hospital or Clinic?**

Yes, the hospitalisation due to Cancer or second opinion specialist consultation for Cancer diagnosis must take place in Singapore hospital or clinic.

**8. How do I make a claim if required?**

All claims are to be submitted via HSBC Life SG App with proof of the claim within 30 days from the date of hospitalisation/visit to specialists.

To submit a claim:

Open your HSBC Life SG App → Choose “Policies” → Choose “Healthcare” → Choose “File a claim” → Click on the dropdown and select “Group Hospital and Surgical”, your policy number is in your Certificate of Insurance which is located in your post application email confirmation from HSBC Life → Fill up the relevant details and click submit.

The claims will be processed within 21 working days upon receipt of complete documents. For any claims related queries, please contact our Customer Care Hotline at (+65) 6880 4888 or email HSBC Life at [cc.h@mail.life.hsbc.com.sg](mailto:cc.h@mail.life.hsbc.com.sg).

**9. What documents do I need when submitting a claim?**

<b>Claiming for:</b>	<b>Documents needed</b>
Cancer Care Support (Hospitalisation due to Cancer)	<ol style="list-style-type: none"><li>1. Final Hospitalisation bill</li><li>2. Medical report with the date of Cancer diagnosis</li></ol>
Second Opinion (Specialist consultation for Cancer diagnosis)	<ol style="list-style-type: none"><li>1. The original bills or receipts that you have paid for both initial and second consultation for Cancer diagnosis.</li><li>2. Medical report with the date of Cancer diagnosis</li></ol>

HSBC Life reserves the right to request for additional documents / information, if needed.

**10. For any enquiries, is there a customer hotline that I may reach out to:**

You may reach out to our Customer Care Hotline Number: +65 6880 4888

Operating Hours: 9am to 5pm from Mondays to Fridays (excluding public holidays)