

**HSBC Premier Elite Complimentary Video Consultation - Terms and Conditions**

1. The complimentary Video Consultation offer (“the Offer”) is offered by The Hongkong and Shanghai Banking Corporation Limited (“HSBC” or the “Bank”) in the Hong Kong Special Administrative Region (“Hong Kong SAR”) and HSBC Life (International) Limited, incorporated in Bermuda with limited liability (“HSBC Life”). The Offer is only applicable to Eligible Customers (defined below) of HSBC as defined below and shall at all times be subject to these terms and conditions (“Terms and Conditions”).
2. Eligible customer means a customer of HSBC Premier Elite who have fulfilled all the following requirements (“Eligible Customer(s)” or “you”):
  - a. Opted in for HSBC Premier Elite Medical Concierge Service;
  - b. Be located in Hong Kong SAR;
  - c. Be aged 18 or above;
  - d. Be successfully registered on HSBC Life Benefits+ app and booked video consultation via HSBC Life Benefits+ app on or before 30 September 2024.
3. Eligible customers can enjoy ONE complimentary video consultation and prescribed medications delivery within Hong Kong for one patient, provided by MyDoc Private Limited (“MyDoc”) at HSBC Life Benefits+ app.
4. The Offer is valid until 30 September 2024 (“the Offer Period”). The Offer is not valid for redemption if the video consultation takes place after the Offer Period.
5. The Offer is non-refundable and cannot be redeemed for cash; also cannot be used in conjunction with other promotions or discounts.
6. Eligible Customers must redeem the Offer on or before 30 September 2024.
7. The video consultation hours on the MyDoc platform:
  - 9:00AM – 6:30PM (HKT), Monday – Friday
  - 9:00AM – 12:30PM (HKT), Saturday
8. HSBC and HSBC Life do not provide any medical service or advice. The medical services or advice provided by MyDoc are not under HSBC’s or HSBC Life’s control and are governed by MyDoc’s own terms of use. HSBC and HSBC Life shall not be responsible for any personal information submitted to such site, nor the content or operation of such site or any compatibility issues between your electronic device and the site, or where the site may fail to function properly during the Offer Period, or if it cannot be accessed due to any reason, such that you will not be able to access the site in order to redeem the Offer. HSBC and HSBC Life do not warrant or represent on the completeness and accuracy of the advice and/or information provided via the video consultation. HSBC and HSBC Life are not liable for loss, damage, costs or other expenses which you may incur as a result of any services provided by MyDoc. Nothing in this clause will exclude or limit HSBC and HSBC Life’s liability for death or personal injury caused by negligence or for any liability which cannot be excluded or limited under applicable law.
9. MyDoc is solely responsible for redeeming and giving effect to the Offer as applicable; and shall provide the products and/or services that are the subject of the Offer to the Eligible Customers under MyDoc’s own terms and conditions. HSBC and HSBC Life are not responsible for any additional video consultation or offline consultation and treatment. Additional cost in regard of additional consultation shall be borne by the Eligible Customer. The use of the Video Consultation is governed by the Video Consultation Terms and Conditions.
10. In the event of any dispute arising out of this Offer, the decision of HSBC and HSBC Life shall be final and conclusive.
11. HSBC and HSBC Life reserves the right to change these Terms and Conditions at any time and the Offer may be withdrawn and/or terminated by HSBC or HSBC Life at its discretion without prior

notice. HSBC and HSBC Life accepts no liability for any such change, withdrawal and/or termination.

12. No person other than Eligible Customer as stated in the Terms and Conditions herein, HSBC and HSBC Life will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provisions of these Terms and Conditions.
13. In the event of any inconsistency between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.
14. These Terms and Conditions are governed by and construed in accordance with the laws of Hong Kong Special Administrative Region.

Issued by The Hongkong and Shanghai Banking Corporation Limited and HSBC Life (International) Limited