

At HSBC Life, we enable you to manage your policy anytime, anywhere to help you to stay close to your promises.

At HSBC Life, you can access your policy details anytime, anywhere on both your HSBC HK Mobile Banking app and our Personal Internet Banking webpage, so you can check your benefits, coverage, premium due dates and much more at your fingertips.

We know honoring the promise you made is your priority as well as ours. No matter where you are physically today or in the future, we want you and your loved ones to have easy access to the policy benefit upon maturity or when claim unfortunately arises.

Ways to manage your policy

You can manage your policy by:

- Browsing our HSBC HK Mobile Banking app and Personal Internet Banking webpage with Live Chat Support or message function;
- Send email to us at <hsbclifeenquiry@hsbc.com.hk>;
- Calling our dedicated Life insurance service hotline at (852) 2583 8000 / High Net Worth hotline (852) 3663 5911 or Tele-claims service hotline at (852) 3128 0122¹;
- Sending your written request to HSBC Life by post²; or
- Visiting our network of branches of HSBC in Hong Kong.

Ways to receive the policy maturity and claim benefits

We accept your instruction to receive the policy benefits in different ways according to your need. You can opt to receive:

- Cheque in policy currency or in HKD for local settlement; or
- Bank draft for overseas settlement; or
- Transfer directly back to your designated premium deduction bank account at HSBC; or
- Transfer to your bank account in anywhere around the world³.

Case Study

The late Mr. Chan was married and had 2 children. He took out a long term life insurance policy with HSBC Life when he got married 20 years ago. He appointed his wife to be the sole beneficiary. The couple decided to move to Canada for good a decade ago and the family had been living there since then. Mr. Chan unfortunately died from cancer last month and his wife needs to make a death claim request now.



Without having to physically visit Hong Kong, Mrs. Chan can submit the claim request from home in Canada. Simply download the claim form from HSBC public website and reach out to our Tele-Consultants at the Tele-Claim hotline during Hong Kong servicing hour to get assistance in preparing the claim application. All the necessary documents together with the application can be sent to HSBC Life in Hong Kong by post.



To expedite the claim benefit, Mrs. Chan can request to have the benefit paid to her in Canada either by a bank draft or a telegraphic transfer to her bank account over there.



For more information, please visit [hsbc.com.hk/insurance](https://www.hsbc.com.hk/insurance)

HSBC Life (International) Limited ("HSBC Life") is incorporated in Bermuda with limited liability, and is authorised and regulated by the Insurance Authority of Hong Kong SAR to carry on long-term insurance business in the Hong Kong SAR. The Hongkong and Shanghai Banking Corporation Limited ("HSBC") is an insurance agent authorised by HSBC Life.

Remarks

1. Servicing hours of Life Service Hotlines and High Net Worth hotline is Monday-Friday: 9am - 8pm, Saturday: 9am - 1pm, except Sunday and public holidays. For Tele-claims service hotline, Monday-Friday: 9am - 6pm, except Saturday, Sunday and Public Holidays.
2. Customers should send the written request to HSBC Life (International) Limited at 18/F, Tower 1, HSBC Centre, 1 Sham Mong Road, Kowloon, Hong Kong.
3. This is subject to checking by the correspondence / beneficiary bank based on local regulatory requirements.