

# HSBC Life Shield Benefits Schedule

(applicable to Standard Plan)

Benefit Parameters	HSBC Life Shield Standard Plan		
	(Payout includes MediShield Life payout)		
Hospital Ward Entitlement	Restructured Hospital ward class B1 and below		
<b>Inpatient Treatments</b>			
Daily Ward and Treatment Charges			
Normal Ward	\$2,250 per day*		
Intensive Care Unit (ICU) Ward	\$6,850 per day*		
* An additional claim limit of \$300 per day applies for the first two Inpatient days			
Community Hospital (Rehabilitative)	\$760 per day		
Community Hospital (Sub-acute)	\$960 per day		
Inpatient Palliative Care Service (General)	\$560 per day		
Inpatient Palliative Care Service (Specialised)	\$760 per day		
Inpatient Psychiatric Treatment	\$680 per day (up to 60 days per Policy Year)		
Surgical Procedures	A	B	C
- Table 1 (less complex procedures)	\$590	\$1,050	\$1,050
- Table 2	\$1,800	\$2,300	\$2,370
- Table 3	\$3,290	\$4,240	\$4,760
- Table 4	\$5,970	\$8,220	\$8,220
- Table 5	\$8,920	\$9,750	\$11,030
- Table 6	\$15,910	\$15,910	\$17,300
- Table 7 (more complex procedures)	\$21,840	\$21,840	\$21,840
Implants and Approved Medical Consumables	\$9,800 per treatment		
Radiosurgery, including Proton Beam Therapy – Category 4 <sup>1</sup>	\$31,300 per treatment course		
Serious Pregnancy and Delivery-Related Complications	Covered under Inpatient Treatments		
Continuation of Autologous Bone Marrow Transplant Treatment for Multiple Myeloma	\$14,040 per treatment		

Benefit Parameters	HSBC Life Shield Standard Plan	
	(Payout includes MediShield Life payout)	
<b>Outpatient Treatments</b>		
Patients receiving treatment for one primary cancer:		
- Cancer Drug Treatment <sup>2</sup>	3 x (MediShield Life's limit for one primary cancer per month)	
- Cancer Drug Services <sup>3</sup>	2 x (MediShield Life's limit for one primary cancer per Policy Year)	
Patients receiving treatment for Multiple Primary Cancers <sup>4</sup>		
- Cancer Drug Treatment <sup>2</sup>	Sum of the highest Cancer Drug Treatment limit among the claimable treatments received for each primary cancer per month	
- Cancer Drug Services <sup>3</sup>	2 x (MediShield Life's limit for Multiple Primary Cancers per Policy Year)	
Radiotherapy for Cancer		
- External (Except Hemi-Body)	\$880 per treatment	
- Brachytherapy	\$1,100 per treatment	
- Hemi-Body	\$2,510 per treatment	
- Stereotactic	\$6,210 per treatment	
- Proton Beam Therapy - Category 1 <sup>1</sup>	\$880 per treatment	
- Proton Beam Therapy - Category 2 <sup>1</sup>	\$1,100 per treatment	
- Proton Beam Therapy - Category 3 <sup>1</sup>	\$6,210 per treatment	
Kidney Dialysis Treatment	\$3,740 per month	
Erythropoietin for Chronic Kidney Failure	\$450 per month	
Immunosuppressants for Organ Transplant	\$1,480 per month	
Long-term Parenteral Nutrition	\$3,980 per month	
<b>Maximum Limits</b>		
Policy Year Limit	\$200,000	
Lifetime Limit	No limit	
Last Entry Age	None	
Maximum Coverage Age	No maximum age	
<b>Pro-Ration Factors</b>		
	SC <sup>^</sup>	PR <sup>^</sup>
<b>Restructured Hospital/Private Hospital/Community Hospital/Inpatient Palliative Care Service</b>		
- Class C	100%	100%
- Class B2	100%	100%
- Class B2+	100%	100%
- Class B1	100%	90%
- Class A	80%	80%
- Private Hospital	50%	50%

Benefit Parameters	HSBC Life Shield Standard Plan	
	(Payout includes MediShield Life payout)	
Pro-Ration Factors		
	SC^	PR^
<b>Others</b>		
- Subsidised Short Stay Ward in Restructured Hospital	100%	100%
- Unsubsidised Short Stay Ward in Restructured Hospital	100%	100%
- Subsidised Day Surgical Procedure in Restructured Hospital	100%	100%
- Unsubsidised Day Surgical Procedure in Restructured Hospital	100%	100%
- Day Surgical Procedure in Private Hospital/Clinic	65%	65%
- Subsidised Outpatient Treatment in Restructured Hospital	100%	100%
- Unsubsidised Outpatient Treatment in Restructured Hospital	100%	100%
- Outpatient Treatment in Private Hospital/Clinic	65%	65%
<b>Deductible</b>		
<b>For ages 80 and below, as of Age Next Birthday</b>		
- Class C		\$1,500
- Class B2/B2+		\$2,000
- Class B1		\$2,500
- Class A and Private Hospital		\$2,500
- Subsidised Day Surgical Procedure/Short Stay Ward in Restructured Hospital		\$1,500
- Unsubsidised Day Surgical Procedure/Short Stay Ward in Restructured Hospital		\$2,000
- Day Surgical Procedure in Private Hospital/Clinic		\$2,000
<b>For ages 81 and above, as of Age Next Birthday</b>		
- Class C		\$2,000
- Class B2/B2+		\$3,000
- Class B1		\$3,000
- Class A and Private Hospital		\$3,000
- Subsidised Day Surgical Procedure/Short Stay Ward in Restructured Hospital		\$2,000
- Unsubsidised Day Surgical Procedure/Short Stay Ward in Restructured Hospital		\$3,000
- Day Surgical Procedure in Private Hospital/Clinic		\$3,000

Benefit Parameters	HSBC Life Shield Standard Plan
	(Payout includes MediShield Life payout)
Co-Insurance	
Inpatient and Outpatient Treatments	10%

<sup>1</sup> Refer to <https://go.gov.sg/pbt-approved-indications> for the approved indications and patient eligibility criteria for use of Proton Beam Therapy. Proton Beam Therapy will only be covered subject to these conditions.

<sup>2</sup> The Cancer Drug Treatment benefit limit is based on a multiple of the MediShield Life limit for the specific Cancer Drug Treatment. The Cancer Drug List applies to outpatient cancer drugs, which include drugs used for chemotherapy and immunotherapy for cancer. Refer to the Cancer Drug List (CDL) published on <https://go.gov.sg/moh-cancerdruglist> for the applicable MediShield Life limit. MOH may update this list from time to time.

<sup>3</sup> The Cancer Drug Services benefit limit is based on a multiple of the MediShield Life limit for Cancer Drug Services. Refer to the MediShield Life Benefits published on <https://go.gov.sg/mshlbenefits> for the applicable MediShield Life limit. MOH may revise the limit from time to time. The revised limit will be applicable to the Cancer Drug Services incurred within the Policy Year of the revised limit.

<sup>4</sup> Defined as two or more cancers arising from different sites and/or are of a different histology or morphology group. The claim limits for patients receiving treatment for Multiple Primary Cancers are accorded on an application basis; doctors are to send the application form to MOH and HSBC Life for assessment of MediShield Life and Integrated Shield Plan coverage respectively.

^SC – Singapore Citizen

^PR – Singapore Permanent Resident

# HSBC Life Shield General Provisions

(applicable to Standard Plan)

## Table of Content

- 1. YOUR POLICY .....2
- 2. FREE LOOK PERIOD .....2
- 3. WHAT DOES YOUR POLICY COVER? .....3
- 4. WHAT IS NOT COVERED BY YOUR POLICY? .....8
- 5. YOUR PREMIUMS ..... 11
- 6. ADDITIONAL PREMIUM SUPPORT ..... 12
- 7. YOUR CLAIMS ..... 12
- 8. CHANGES TO YOUR POLICY ..... 14
- 9. GENERAL CONDITIONS ..... 13
- 10. GENERAL DEFINITIONS ..... 19

## 1. YOUR POLICY

This is Your HSBC Life Shield Policy (Policy). It contains the following documents:

- HSBC Life Shield Standard Plan General Provisions;
- Certificate of Insurance;
- Benefits Schedule; and
- Endorsements (if applicable).

Your Policy is a contract between You and HSBC Life (Singapore) Pte. Ltd. Please read through it to ensure that this product is right for You and Your needs. We agree to pay You the Benefits set out in Your Policy for the Premium paid by You.

For the purpose of Your Policy,

- We, Us, Our, Company, HSBC Life, will mean:

HSBC Life (Singapore) Pte. Ltd.

- You, Your, Policyholder, Policy Owner, will mean:

The person with whom this contract of assurance is made, who is responsible for paying the Premiums and who may exercise all rights under this Policy.

All other definitions are set out in Section 10.

This is a MediSave-Approved Integrated Shield Plan that provides additional coverage to the MediShield Life tier operated by the Central Provident Fund (CPF) Board. All Singapore Citizens and Singapore Permanent Residents are covered by MediShield Life.

If You currently have an Integrated Shield Plan with another insurer and have switched to this Policy with Us, and You have Pre-Existing Condition(s) that are covered by the previous Integrated Shield Plan with another insurer, You may lose coverage for Your Pre-Existing Condition(s).

Our decision to provide insurance coverage to the Life Assured is based on the declarations and any other information provided by You and the Life Assured in the Application form. It is important that all relevant facts are declared correctly in the Application form and any changes to these facts should be communicated to Us as soon as possible.

This Policy may not be valid if any information given by You or the Life Assured is incomplete or inaccurate, or if You do not comply with the terms and conditions of this Policy.

## 2. FREE LOOK PERIOD

You can decide within 21 days from the date of receipt of the Policy whether You want to continue with Your Policy.

If You do not want to continue, You may cancel this Policy by giving Us written notice and We shall refund the Premium paid for this Policy.

If We have posted the Policy to You, the 21-day free look period shall start 7 days after We have posted the Policy to You.

If any claim(s) was made during the free look period, the free look period will no longer be applicable.

### 3. WHAT DOES YOUR POLICY COVER?

Your HSBC Life Shield Policy covers the Eligible Expenses incurred for Medically Necessary treatment of the Life Assured for the Benefits as stated in the Benefits Schedule.

The treatments must be provided by a Hospital or Community Hospital or similar establishments.

All Benefits are paid as a reimbursement of the Eligible Expenses incurred for medical treatment received by the Life Assured due to Illness or Injury and depend on the terms, conditions, and limits set out in the Benefits Schedule and General Provisions.

#### 3.1 Inpatient Treatments

The following Benefits are subject to Pro-Ration Factor, Deductible, Co-Insurance, and Benefit limits as set out in the Benefits Schedule.

##### a. What do We cover under Normal Ward?

We will reimburse You for the daily Normal Ward charges and treatment charges for each day as charged by the Hospital if the Life Assured is Hospitalised in a Hospital as a result of Illness, Injury and any other Medically Necessary indications, subject to the Benefit limit as stated in the Benefits Schedule. This includes Hospitalisation in a Short Stay Ward and High Dependency Unit stay(s) (HDU).

If the Life Assured receives inpatient treatment in a deluxe room, luxury suite, VIP room or any other special room that is higher than the Normal Ward in the same Hospital, We reserve the right to pro-rate the hospital bill to the rate of the Normal Ward in the same Hospital, before applying any existing Pro-Ration Factor in his/her Policy to adjust the bill to the ward type he/she is covered under his/her plan type.

Example:

The Life Assured is covered under HSBC Life Shield and admitted to a deluxe room. The pro-rated hospital bill before applying any Pro-Ration Factor will be calculated as such

$$\frac{A}{B} \times C$$

where

A: Daily Ward and Treatment Charges of a single-bedded Normal Ward at the same Hospital

B: Daily Ward and Treatment Charges of the deluxe room

C: Total hospital bill (excluding surgeon's fees and anaesthetic fees)

We will pay the Reasonable and Customary amount, or the pro-rated amount, whichever is lower.

If the Life Assured changes ward class during Hospitalisation, the Deductible applicable will be based on the highest ward class the Life Assured is Hospitalised in.

Treatment charges include Life Assured's meals, prescriptions, drugs and medicines, Physician's visits, diagnostic examinations and laboratory tests, dressings, splints and plaster casts, intravenous infusions and blood infusions, and other miscellaneous medical charges incurred per day.

##### b. What do We cover under Intensive Care Unit (ICU) Ward?

We will reimburse You for the daily ICU Ward charges and treatment charges as charged by the Hospital if the Life Assured is Hospitalised in an ICU Ward as a result of Illness or Injury, subject to the Benefit limit as stated in the Benefits Schedule.

Treatment charges include Life Assured's meals, prescriptions; drugs and medicines, Physician's visits, diagnostic examinations and laboratory tests, dressings, splints and plaster casts, intravenous infusions and blood infusions, and other miscellaneous medical charges incurred per day.

**c. What do We cover under Community Hospital (Rehabilitative)/Community Hospital (Sub-acute)?**

We will reimburse You for the Eligible Expenses incurred for Hospitalisation in a Community Hospital as a result of Illness or Injury, for daily Normal Ward charges and treatment charges, subject to the Benefit limit as stated in the Benefits Schedule.

The following conditions must be met:

- i. Hospitalisation in a *Community Hospital (Rehabilitative)/Community Hospital (Sub-acute)* must be immediately preceded by Hospitalisation in a Hospital or treatment from a Restructured Hospital's Accident and Emergency Department;
- ii. The Life Assured's attending Physician from the Hospital must have recommended in writing for the Life Assured to be admitted to a Community Hospital to continue the treatment for the Illness or Injury; and
- iii. Hospitalisation in a *Community Hospital (Rehabilitative)/Community Hospital (Sub-acute)* arises from the same Illness or Injury that resulted in the Life Assured's *Inpatient Treatments* at a Hospital or treatment from a Restructured Hospital's Accident and Emergency Department.

Treatment charges include Life Assured's meals, prescriptions, drugs and medicines, Physician's visits, diagnostic examinations and laboratory tests, dressings, splints and plaster casts, intravenous infusions and blood infusions, and other miscellaneous medical charges incurred per day.

**d. What do We cover for Inpatient Palliative Care Service (General)/(Specialised)?**

We will reimburse You for the Eligible Expenses incurred for general inpatient palliative care or specialised inpatient palliative care from an approved Inpatient Palliative Care Provider, subject to the Benefit limit as stated in the Benefits Schedule.

An approved Inpatient Palliative Care Provider refers to an approved Community Hospital, hospice, nursing home or any other such agencies approved by the Minister. You can refer to CPF B website for the list of Inpatient Palliative Care Providers.

The Life Assured must have been admitted for general inpatient palliative care or specialised inpatient palliative care by a Physician, according to the relevant MOH guidelines.

**e. What do We cover for Inpatient Psychiatric Treatment?**

We will reimburse You for the Eligible Expenses incurred for daily Normal/HDU/ICU Ward(s) and treatment charges incurred up to 60 days per Policy Year during the period the Life Assured is Hospitalised to receive Psychiatric Treatment, subject to the Benefit limit as stated in the Benefits Schedule.

Treatment charges include Life Assured's meals, prescriptions, drugs and medicines, Physician visits, diagnostic examinations and laboratory tests, dressings, splints and plaster casts, intravenous infusions and blood infusions, and other miscellaneous medical charges incurred per day.

**f. What do We cover for Surgical Procedures?**

We will reimburse You for the Eligible Expenses incurred for Surgical Procedures (including Day Surgical Procedures) performed by a Physician as a result of Illness or Injury, subject to the Benefit limit as stated in the Benefits Schedule. Charges include surgeon's fees, anaesthetist's fees, Hospital's operating theatre and facilities fees.

Any Surgical Procedure not listed in MOH's Table of Surgical Procedures Table 1A to 7C as at the date of the Surgical Procedure(s) is not covered.

This Benefit excludes Surgical Procedures which will be covered under their respective Benefits in the Benefits Schedule, namely *Radiosurgery* and *Continuation of Autologous Bone Marrow Transplant for Multiple Myeloma*.



**g. What do We cover for Implants and Approved Medical Consumables?**

We will reimburse You for the Eligible Expenses incurred for *Implants and Approved Medical Consumables* inserted into the Life Assured's body during a Surgical Procedure as a result of Illness or Injury and remains in the Life Assured's body on completion of the Surgical Procedure, subject to the Benefit limit as stated in the Benefits Schedule.

Approved Medical Consumables include any of the following:

- i. Intravascular electrodes used for electrophysiological procedures;
- ii. Percutaneous Transluminal Coronary Angioplasty (PTCA); or
- iii. Inter-aortic balloons/balloon catheters.

**h. What do We cover for Radiosurgery?**

We will reimburse You for the Eligible Expenses incurred when the Life Assured undergoes gamma knife treatment or Novalis radiosurgery as a result of Illness or Injury, subject to the Benefit limit as stated in the Benefits Schedule. We will also reimburse You for the Eligible Expenses incurred when the Life Assured undergoes Proton Beam Therapy (Category 4) and will only be covered for the allowable indications, based on the patient eligibility criteria specified on MOH's website (<https://go.gov.sg/pbt-approved-indications>). Subject to the Benefit limit as stated in the Benefits Schedule.

**i. What do We cover for Serious Pregnancy and Delivery-Related Complications?**

We will reimburse You for the Eligible Expenses incurred as a result of the *Serious Pregnancy and Delivery-Related Complications* listed below. These *Serious Pregnancy and Delivery-Related Complications* must first be diagnosed by a Physician after 300 days from the Effective Date or last Reinstatement Date, whichever is later.

1. Eclampsia;
2. Pre-eclampsia;
3. Cervical incompetency;
4. Accreta placenta;
5. Placental abruption;
6. Placenta praevia;
7. Antepartum haemorrhage;
8. Intrapartum haemorrhage;
9. Postpartum haemorrhage;
10. Placental insufficiency;
11. Intrauterine growth restriction;
12. Gestational diabetes mellitus;
13. Acute fatty liver of pregnancy;
14. Obstetric cholestasis;
15. Twin to twin transfusion syndrome;
16. Infection of amniotic sac and membranes;
17. Amniotic fluid embolism;
18. Fourth degree perineal laceration;
19. Uterine rupture;
20. Postpartum inversion of uterus;
21. Obstetric injury or damage to pelvic organs;
22. Complications resulting in a caesarean hysterectomy;
23. Retained placenta and membranes;
24. Abscess of breast;
25. Ectopic pregnancy;
26. Hydatidiform mole and subsequent complications;
27. Medically Necessary abortions;
28. Still-birth; and

29. Maternal death.

For the avoidance of doubt, We will not reimburse You for any costs in relation to the delivery procedure for childbirth including caesarean delivery, except for caesarean hysterectomy. This will include delivery surgeon's fees, anaesthetist fees and operating theatre facility fees.

**j. What do We cover for Continuation of Autologous Bone Marrow Transplant Treatment for Multiple Myeloma?**

We will reimburse You for the Eligible Expenses incurred for *Continuation of Autologous Bone Marrow Transplant Treatment for Multiple Myeloma* received at a MediSave/MediShield Life accredited Hospital in Singapore if the Life Assured is diagnosed with Multiple Myeloma by a Physician, subject to the Benefit limit as stated in the Benefits Schedule.

The treatments for *Continuation of Autologous Bone Marrow Transplant Treatment for Multiple Myeloma* which are eligible for reimbursement are:

- i. Stem-cell mobilisation;
- ii. Harvesting of healthy stem cells;
- iii. Pre-transplant workup;
- iv. Use of high dosage chemotherapeutic drugs to destroy the cancerous cells;
- v. Engraftment of healthy stem cells; and
- vi. Post-transplant monitoring.

We will also reimburse You for the Eligible Expenses incurred for Physician's consultation fees, prescriptions, drugs and medicines, diagnostic examinations and laboratory tests ordered by the Physician that are directly related to *Continuation of Autologous Bone Marrow Transplant Treatment for Multiple Myeloma*.

For the avoidance of doubt, *Continuation of Autologous Bone Marrow Transplant Treatment for Multiple Myeloma* will only be claimable in the outpatient setting. If there are any certain phases of bone marrow transplant in the inpatient setting, such treatments will be covered under the prevailing inpatient limits. We will also not reimburse You for any costs if the *Continuation of Autologous Bone Marrow Transplant Treatment for Multiple Myeloma* is illegal or arises from any illegal transaction or practice.

### **3.2 Outpatient Treatments**

The following Benefits are subject to Pro-Ration Factor (where applicable), Co-Insurance, and Benefit limits as set out in the Benefits Schedule.

**a. What do We cover for Cancer Drug Treatment for patients receiving treatment for one primary cancer?**

We will reimburse You for the Eligible Expenses incurred for *Cancer Drug Treatment* at a MediSave/MediShield Life accredited cancer or oncology clinic or centre or Hospital if the Life Assured is diagnosed with cancer by a Physician, subject to the Benefit limit as stated in the Benefits Schedule.

We will only cover Cancer Drug Treatments listed on the CDL published on MOH's website (<https://go.gov.sg/moh-cancerdruglist>). Each row of the CDL on MOH's website corresponds to a drug-indication pair. For the avoidance of doubt, any drug that is on the CDL but used for a different indication than what is specified on the CDL, will not be claimable.

For CDL treatments that involve more than one drug, we allow drug omission or replacement with another CDL drug with the indication "for cancer treatment", only if they are due to intolerance or contraindications. In such cases, the claim limit of the original CDL treatment will continue to apply.

For cases where multiple Cancer Drug Treatments are administered in a month, if any of the CDL treatments have an indication that states "monotherapy", only CDL treatments with the indication "for cancer treatment" will be claimable in that month. Otherwise, the following will apply:

(a) if **more than one** of the Cancer Drug Treatments administered in a month have an indication other than “for cancer treatment”, only CDL treatments with the indication “for cancer treatment” will be claimable in that month.

(b) if **one or none** of the Cancer Drug Treatments administered in a month has an indication other than “for cancer treatment”, all CDL treatments will be claimable in that month.

We will pay up to the highest limit among the CDL treatments that are claimable in that month. For the avoidance of doubt, for CDL treatments, the indications refer to the clinical indications of the drug as specified in the CDL on MOH’s website [go.gov.sg/moh-cancerdruglist](https://go.gov.sg/moh-cancerdruglist). Non-CDL treatments will be considered as having an indication other than “for cancer treatment”.

**b. What do We cover for Cancer Drug Services for patients receiving treatment for one primary cancer?**

We will reimburse You for the Eligible Expenses incurred for *Cancer Drug Services* at a MediSave/MediShield Life accredited cancer or oncology clinic or centre or Hospital if the Life Assured is diagnosed with cancer by a Physician, subject to the Benefit limit as stated in the Benefit Schedule.

We will reimburse You for the Eligible Expenses incurred for Cancer Drug Services that are part of any outpatient Cancer Drug Treatment. This includes Physician’s consultation fees, scans, laboratory investigations, treatment preparation and administration fees, supportive care drugs (i.e., for pain/nausea) and blood transfusions if it is part of Cancer Drug Treatment. It does not cover services incurred before diagnosis and after the Cancer Drug Treatment has ended (e.g. patient in remission or decided not to pursue further treatment).

**c. What do We cover for Cancer Drug Treatments for patients receiving treatment for Multiple Primary Cancers?**

We will reimburse You for the Eligible Expenses incurred for the Life Assured’s Cancer Drug Treatments at a MediSave/MediShield Life accredited cancer or oncology clinic or centre of Hospital if the Life Assured is diagnosed with and being treated for Multiple Primary Cancers by a Physician, subject to the Benefit limit as stated in the Benefits Schedule. Reimbursement is accorded on an application basis, and doctors are to send the application form to MOH and HSBC Life for assessment of MediShield Life and Integrated Shield Plan coverage respectively.

We will only cover Cancer Drug Treatments listed on the Cancer Drug List (CDL) published on MOH’s website (<https://go.gov.sg/moh-cancerdruglist>). For the avoidance of doubt, any drug that is on the CDL but used for a different indication than what is specified on the CDL, will not be claimable.

For each primary cancer, if the CDL treatment involves more than one drug, we allow drug omission or replacement with another CDL drug with the indication “for cancer treatment”, only if they are due to intolerance or contraindications. In such cases the claim limit of the original CDL treatment will continue to apply.

For each primary cancer, where multiple Cancer Drug Treatments are administered in a month, if any of the CDL treatments have an indication that states “monotherapy”, only CDL treatments with the indication “for cancer treatment” will be claimable in that month. Otherwise, the following will apply:

(a) If **more than one** of the Cancer Drug Treatments are administered in a month have an indication other than “for cancer treatment”, only CDL treatments with the indication “for cancer treatment” will be claimable in that month

(b) If **one or none** of the Cancer Drug Treatments administered in a month has an indication other than “for cancer treatment”, all CDL treatments will be claimable in that month

We will pay up to the sum of the highest limit among the claimable CDL treatments received for each primary cancer in that month.

For the avoidance of doubt, for CDL treatments, the indications refer to the clinical indications of the drug as specified in the CDL on MOH’s website [go.gov.sg/moh-cancerdruglist](https://go.gov.sg/moh-cancerdruglist). Non-CDL treatments will be considered as having an indication other than “for cancer treatment”.

**d. What do We cover for Cancer Drug Services for patients receiving treatment for Multiple Primary Cancers)?**

We will reimburse You for the Eligible Expenses incurred for Cancer Drug Services at a MediSave/MediShield Life accredited cancer or oncology clinic or centre or Hospital if the Life Assured is diagnosed with and treated for Multiple Primary Cancers by a Physician within the Policy Year, subject to the Benefit limit as stated in the Benefits Schedule. Reimbursement is accorded on an application basis, and doctors are to send the application form to MOH and HSBC Life for assessment of MediShield Life and Integrated Shield Plan coverage respectively.

We will reimburse You for the Eligible Expenses incurred for Cancer Drug Services that are part of any outpatient Cancer Drug Treatment. This includes Physician's consultations fees, scans, laboratory investigations, treatment preparation and administration fees, supportive care drugs (e.g. for pain/nausea) and blood transfusions if it is part of Cancer Drug Treatment. It does not cover services incurred before diagnosis and after the Cancer Drug Treatment has ended (e.g. patient in remission or decided not to pursue further treatment).

You will be able to claim a maximum of 2 times the annual Cancer Drug Services limit for patients with one primary cancer, if You had received treatment for Multiple Primary Cancers at any point in time within the Policy Year.

**e. What do We cover for Radiotherapy for Cancer?**

We will reimburse You for the Eligible Expenses incurred for *Radiotherapy for Cancer* received at a MediSave/MediShield Life accredited cancer or oncology clinic or centre or Hospital if the Life Assured is diagnosed with cancer by a Physician, subject to the Benefit limit as stated in the Benefits Schedule.

The *types of Radiotherapy for Cancer* which are eligible for reimbursement are:

- i. *External (Except Hemi-Body);*
- ii. *Brachytherapy;*
- iii. *Hemi-Body; and*
- iv. *Stereotactic;*
- v. *Proton Beam Therapy – Category 1*
- vi. *Proton Beam Therapy – Category 2*
- vii. *Proton Beam Therapy – Category 3*

For Proton Beam Therapy Category 1, Category 2 and Category 3, it will only be covered for the allowable indications, subject to the patient eligibility criteria specified on MOH's website (<https://go.gov.sg/pbt-approved-indications>)

We will also reimburse You for the Eligible Expenses incurred for Physician's consultation fees, prescriptions, drugs and medicines, diagnostic examinations and laboratory tests ordered by the Physician that are directly related to cancer which results in *Radiotherapy for Cancer*. Such Eligible Expenses must be incurred within 30 days before the *Radiotherapy for Cancer*. Any further expenses incurred after the last *Radiotherapy for Cancer* are not covered.

**f. What do We cover for Kidney Dialysis Treatment?**

We will reimburse You for the Eligible Expenses incurred for *Outpatient Kidney Dialysis Treatment* received at a MediSave/MediShield Life accredited dialysis clinic or centre or Hospital if the Life Assured is diagnosed with chronic kidney disease or kidney failure by a Physician, subject to the Benefit limit as stated in the Benefits Schedule.

We will also reimburse You for the Eligible Expenses incurred for Physician's consultation fees, prescriptions, drugs and medicines, diagnostic examinations and laboratory tests ordered by the Physician that are directly related to *Outpatient Kidney Dialysis Treatment*. Such Eligible Expenses must be incurred within 30 days

before the *Outpatient Kidney Dialysis Treatment*. Any further expenses incurred after the last *Outpatient Kidney Dialysis Treatment* are not covered.

We will also reimburse You for the Eligible Expenses incurred for any formulated solution prescribed by a Physician and purchased from a MediSave/MediShield Life accredited dialysis clinic or centre or Hospital for peritoneal dialysis. However, any additional formulated solution not prescribed by a Physician will not be covered. In addition, the costs of purchase or rental of the machine and apparatus for peritoneal dialysis and the costs for prescribed drugs and medicines will not be covered.

**g. What do We cover for Erythropoietin for Chronic Renal Failure Treatment?**

We will reimburse You for the Eligible Expenses incurred for *Outpatient Erythropoietin for Chronic Kidney Failure Treatment* received at a MediSave/MediShield Life accredited dialysis clinic or centre or Hospital if the Life Assured is diagnosed with chronic kidney disease or kidney failure diagnosed by a Physician, subject to the Benefit limit as stated in the Benefits Schedule.

We will also reimburse You for the Eligible Expenses incurred for Physician's consultation fees, prescriptions, drugs and medicines, diagnostic examinations and laboratory tests ordered by the Physician that are directly related to *Outpatient Erythropoietin for Chronic Kidney Failure Treatment*. Such Eligible Expenses must be incurred within 30 days before the *Outpatient Erythropoietin for Chronic Kidney Failure Treatment*. Any further expenses incurred after the *last Outpatient Erythropoietin for Chronic Kidney Failure Treatment* are not covered.

**h. What do We cover for Immunosuppressants for Organ Transplant?**

We will reimburse You for the Eligible Expenses incurred for approved *Immunosuppressants* prescribed as a result of an Organ Transplant and as part of *Outpatient Treatments* to reduce the rate of rejection episodes, subject to the Benefit limit as stated in the Benefits Schedule.

Such Organ Transplant must first be paid for by Us in claims, before any claims for approved *Immunosuppressants* prescribed for Organ Transplant can be paid out.

The *Immunosuppressants* must be approved by MOH for Organ Transplant, as well as approved under the Health Sciences Authority (HSA).

**i. What do We cover for Long-term Parenteral Nutrition?**

We will reimburse You for the Eligible Expenses incurred for *Outpatient Long-term Parenteral Nutrition* received at a MediSave/MediShield Life accredited medical institution if the Life Assured is diagnosed with a condition by a Physician specified by the Minister, subject to the Benefit limit as stated in the Benefits Schedule.

We will also reimburse You for the Eligible Expenses incurred for parenteral nutrition bags and consumables necessary for the administration of *Outpatient Long-term Parenteral Nutrition*. You must first fulfil all the clinical criteria for *Outpatient Long-term Parenteral Nutrition* under MediShield Life, before any claims for *Outpatient Long-term Parenteral Nutrition* can be paid out.

**4. WHAT IS NOT COVERED BY YOUR POLICY?**

**4.1 Permanent Exclusions**

This Policy does not cover You for the Eligible Expenses incurred directly or indirectly for, or for the consequences of, and their related complications, the following, whether or not a declaration has been submitted and accepted by Us. However, some of these may be covered under MediShield Life, in which case the coverage provided is subject to MediShield Life terms, conditions and applicable benefit limits.

- a.** Hospitalisation or Day Surgical Procedure in a Hospital or a Community Hospital where the Hospitalisation or Day Surgical Procedure starts before the Effective Date or last Reinstatement Date;

- b. Any Pre-Existing Condition(s) from which the Life Assured is suffering from, unless declared in the Application form, reinstatement form or upgrading form and accepted by Us without any exclusions;
- c. Treatment for congenital abnormalities such as, but not limited to genetics, hereditary conditions and physical or birth defects from childbirth;
- d. Treatment arising from pregnancy, miscarriages, abortion, childbirth, except where expressly covered by the *Serious Pregnancy and Delivery-Related Complications* benefit under *Inpatient Treatments* of Your Policy;
- e. Treatment for infertility, sub-fertility, assisted conception or any contraceptive operation, sterilisation (or its reversal), birth control, impotence treatment, erectile dysfunction and sex change operations;
- f. Treatment for Illness or Injury caused directly or indirectly due to child abuse by the Policyholder who is the parent of the Life Assured;
- g. Treatment for injuries or disablement, directly or indirectly, resulting from addiction to any controlled drug that is specified in the First Schedule to the Misuse of Drugs Act 1973 or being under the influence of any such controlled drug;
- h. Treatments attributable to any Sexually Transmitted Disease (STD), Acquired Immunodeficiency Syndrome (AIDS), Human Immunodeficiency Virus (HIV) and all Illnesses caused by or related to or a consequence of STD, AIDS or HIV (except where HIV or AIDS is due to Blood Transfusion and Occupationally Acquired AIDS or HIV). For the purpose of this Policy:
  - i. The definition of AIDS shall be that used by the World Health Organization (WHO) in 1987, or any subsequent revision by the WHO of that definition; and
  - ii. Infection shall be deemed to have occurred where blood or other relevant tests indicate, in Our opinion, either the presence of any HIV or antibodies to such a virus;
- i. Treatment for mental, emotional, personality, nervous, psychological, learning, educational, behavioural and psychiatric problems, disorders and developments, except where expressly covered by the *Inpatient Psychiatric Treatment* Benefit;
- j. Treatment for weight reduction, weight improvement, or obesity or any Illness or Injury which arises from, or is related to, or a consequence of weight reduction, weight improvement, or obesity in any way, such as, but not limited to, the use of gastric banding or stapling, the removal of fat or surplus tissue from any part of the body, whether or not it is needed for medical or psychological reasons;
- k. Treatment for Illness or Injury sustained directly or indirectly during wars or any war-like operations (whether war be declared or not), terrorism, civil commotions, insurrections, overthrow of a legally constituted government, riots, rebellions, revolutions, strikes, act of foreign enemy, invasions, ionising radiation, contamination by radioactivity from any nuclear fuels, nuclear wastes or nuclear reactions from process of nuclear fission or from any nuclear weapons materials;
- l. Purchase or rental of such items (unless such item satisfies the definition of *Implants* and *Approved Medical Consumables* under *Inpatient Treatments* of Your Policy) for use at home or as an outpatient: braces, prostheses, corrective devices, durable medical equipment/machines, Hospital beds, iron lungs, kidney dialysis machines, oxygen machines, walking or home aids, wheelchairs, special/medical appliances including location, transport, and associated administrative costs of such appliances and which are not necessary for the completion of a Surgical Procedure; any other Hospital-type equipment;
- m. Cosmetic, aesthetic, reconstructive or plastic Surgical Procedure(s) except for:
  - i. The repair of damage caused by an Accident. The repair of damage must be done within 365 days of the occurrence of the Accident; and
  - ii. Breast reconstruction after mastectomy due to breast cancer. Such breast reconstruction Surgical Procedure(s) must be performed by a Physician within 365 days from the original mastectomy. The signs and symptoms and diagnosis of breast cancer must first appear and be diagnosed after the Effective Date or last Reinstatement Date, whichever is later. Breast implant(s) will be covered if breast

reconstruction leads to breast implant(s). Any Surgical Procedure(s) or reconstruction of the other breast to produce a symmetrical appearance will not be covered;

- n. All dental treatment including oral surgery related to the teeth; as well as pre-existing jaw conditions where orthodontics and/or orthognathic (corrective jaw surgery) are required;
- o. Correction for refractive errors of the eye including Lasik treatments;
- p. Routine eye and ear examinations, including costs of spectacles, contact lenses and hearing aids;
- q. General physical or health screening, medical check-up not related to the treatment or diagnosis of an Illness or Injury, health-enhancing treatments or primary prevention such as medical services for generally healthy individuals to prevent a disease from ever occurring, in the absence of medical indications, (e.g., general medical/health screening packages, general physical check-ups, vaccinations, etc.), including but not limited to:
  - i. health supplements including vitamins unless medically required as a result of vitamin deficiency;
  - ii. dietary replacements;
  - iii. non-prescribed drugs and medicine;
  - iv. Hospitalisation for diagnostic laboratory examinations such as CT and MRI Scans which can otherwise be done on an outpatient basis; or
  - v. Genetic testing except in cases where there is a therapeutic value in defining cancer treatment, such as OncoDEEP.

We reserve the rights to review and make necessary changes to the above to align with progression in medical trends and advancement;

- r. Private nursing charges and nursing home services;
- s. Transport-related services such as, but not limited to, charges for trips made for the purpose of obtaining medical treatment or Hospitalisation, ambulance fee, emergency evacuation, repatriation assistance and repatriation of mortal remains;
- t. Vaccination(s);
- u. All expenses incurred in relation to an organ or related parts of an organ for an organ transplant, regardless of whether the Life Assured is the recipient or donor in the organ transplant, and regardless of whether or not the donor is a living donor;
- v. Overseas (outside Singapore) medical treatment or Hospitalisation;
- w. Treatment of Illness or Injury resulting from the Life Assured engaging in any hazardous activities or sports in a professional capacity, or where the Life Assured would or could earn income or remuneration, or win monetary rewards, from engaging in these hazardous activities or sports;
- x. Treatment of Illness or Injury resulting from the Life Assured engaging in any hazardous activities or sports without taking reasonable safety precautions and/or not under the supervision of organisations licensed for such hazardous activities or sports;
- y. Treatment of Illness or Injury resulting from the Life Assured engaging in violation or attempted violation of law, arrest or any resultant imprisonment;
- z. Rest cures, hospice care, home or outpatient nursing or palliative care, convalescent or nursing homes, sanatoriums or similar establishments, home-based services, long term care facility or similar establishments that is not a Hospital, outpatient rehabilitation services such as counselling and physical rehabilitation, except where expressly covered by the *Inpatient Palliative Care Service (General)/(Specialised)* benefit under *Inpatient Treatments* of Your Policy;

- aa.** Alternative or complementary treatments, including Traditional Chinese Medicine (TCM), chiropractor, podiatrist, naturopath, acupuncturist, homeopath, osteopath, dietitian, or a stay in any health-care establishment for social or non-medical reasons;
- bb.** Non-medical items such as, but not limited to, parking fees, Hospital administration and registration fees, laundry, rental of television, newspaper, medical report fees, personal care and hygiene products, regardless of whether it is Medically Necessary or otherwise, and extra bed;
- cc.** Medical treatments that were of research nature, such as, but not limited to, experimental or pioneering medical or surgical techniques, medical devices not approved by the Institutional Review Board and the Centre of Medical Device Regulation, medical trials for medicinal products whether or not these trials have a clinical trial certificate issued by the HSA;
- dd.** Outpatient Cancer Drug Treatments that are not listed on the Cancer Drug List (CDL) published on MOH's website (<https://go.gov.sg/moh-cancerdruglist>) will not be covered under HSBC Life Shield. However, if the policyholder has an Enhanced Care Rider and the treatment falls within Class A to Class E of the Life Insurance Association, Singapore's (LIA's) Non-CDL Classification Framework on LIA's website (<https://www.lia.org.sg/industry-guidelines/health-insurance/framework/2022/non-cdl-classification-framework>), it will be covered to the Benefit Limit as stated in the HSBC Life Enhanced Care Benefits Schedule; and
- ee.** Treatment for Illness or Injury sustained directly or indirectly while being in or on an aircraft of any type, or boarding or descending from any aircraft, except as a fare-paying passenger or crew member on an aircraft on a regular scheduled route operated by a recognised airline.

#### **4.2 Pre-Existing Conditions**

We will not reimburse You for any Eligible Expenses in respect of, or arising from any Pre-Existing Condition under Your Policy unless declared in the Application form, reinstatement form or upgrade form ("Forms") of the Life Assured and We have accepted the conditions without any exclusions.

Any Pre-Existing Condition which is excluded under Sections 4.1 is automatically excluded regardless of whether it was declared and accepted by Us.

Any Pre-Existing Condition that is covered under MediShield Life but excluded under Your Policy, will be provided for under MediShield Life and subject to the terms and conditions as set out by the Act and regulations.

If claims are paid out from MediShield Life, such claims will be added and accumulated to Your Policy Year Limit.

#### **5. YOUR PREMIUMS**

Your Certificate of Insurance shows the Effective Date and the Premium amount payable by You.

Your Premium for each subsequent Policy Year is due on each Policy Anniversary (Premium Due Date), and is determined based on Your plan type and the Life Assured's age next birthday on the Premium Due Date. We will send You a notice when Your Premium is due.

We give You 60 days Grace Period from each Premium Due Date to pay Your Premium, and during this Grace Period, Your Policy will stay in force. You must first pay any Premium or other amounts You owe Us before We pay any claim (if Your claim is approved) under Your Policy.

If You fail to pay Your Premium by the end of the Grace Period, Your Policy will be terminated on the Premium Due Date.

We may deduct Your Premium from Your designated MediSave account according to the Act and regulations.

You will need to pay the Premium, or any part of it, by cash if:

- a.** The Premium You owe is more than the withdrawal limits on MediSave set by the CPF Board;
- b.** There are not enough funds in Your designated MediSave account to pay the Premium due; or



- c. The Premium, or part of it, is not taken from Your designated MediSave account for any reason.

## **6. ADDITIONAL PREMIUM SUPPORT (APS)**

Anyone who pays for or is insured under HSBC Life Shield is not eligible for Additional Premium Support (APS) from the Government.\*

If You are currently receiving APS to pay for Your MediShield Life and/or CareShield Life Premiums, and You choose to be insured under this HSBC Life Shield, You will stop receiving APS. This applies even if You are not the person paying for this HSBC Life Shield.

In addition, if You choose to be insured under this HSBC Life Shield, the person paying for HSBC Life Shield will stop receiving APS, if he/she is currently receiving APS.

*\*APS is for families who need assistance with MediShield Life and/or CareShield Life Premiums, even after receiving Premium subsidies and making use of MediSave to pay for these Premiums.*

## **7. YOUR CLAIMS**

We are only responsible to You for the cover and period shown in Your Certificate of Insurance. Your Policy is governed by the terms, conditions and limits of the Benefits Schedule and these General Provisions.

### **7.1 How do You make a claim?**

All claims must be made and sent to Us through the system set up by MOH (electronic filing) and according to the Act and regulations within 90 days from the Hospital's date of billing or the discharge date of the Life Assured, whichever is later. You must give Us any other documents, authorisations or information We need for assessing the claim.

Depending on the Hospital, You may be required to pay Your Hospital bill(s) in full or partially during Your Hospitalisation. Upon approval of the claim, We will pay directly to the Hospital, and if You had paid Your Hospital bill(s) in full or partially, the Hospital will make the necessary refund(s) to You.

For claims on Eligible Expenses incurred in Singapore which are not eligible for electronic filing, You need to complete a claim form and submit this to Us, together with the original final bill(s), within 90 days from the incurred date.

Upon approval of the claim, We will reimburse to You, the MediSave account that was used to pay the bill(s), or in the event of Your death or mental incapacity, Your legal representative.

### **7.2 How will Your claims be paid?**

We will compute Your claim in the following order on the Benefits You are eligible for, where applicable:

- a. Eligible Expenses according to the Benefits Schedule;
- b. Pro-Ration Factor;
- c. Limit of the applicable Benefits;
- d. Deductible;
- e. Co-Insurance; and
- f. Policy Year Limit.

We will make payment of the claim subject to the following conditions:

- a. All outstanding Premiums have been paid;

- b. Your claim amount does not exceed the individual limits under each Benefit of the Policy and the Policy Year Limit. The Policy Year Limit stated in the Benefits Schedule is the maximum amount claimable under the Policy as a whole in respect of the Life Assured during any one Policy Year; and
- c. The claim is approved by Us.

We will reimburse claims according to the terms, conditions and Benefit limits of Your Policy or MediShield Life, whichever is higher. If the Benefits payable under MediShield Life is higher than Your Policy Benefits, We will reimburse the Benefits under MediShield Life.

## **8. CHANGES TO YOUR POLICY**

### **8.1 What changes can You make to Your Policy?**

You may request to upgrade Your Policy by writing to Us. The change of Policy is subject to Our consideration and approval and if approved, shall take effect on such date as notified by Us to You.

You must declare to Us any Pre-Existing Condition(s) that the Life Assured has developed since the Effective Date. These Pre-Existing Condition(s) must be accepted by Us before they are covered under the terms, conditions, Benefit limits and Policy Year Limit of the upgraded Policy.

For any claims incurred:

- Before the Effective Date of upgrading of Benefits for any Illness or Injury; or
- On or after that upgrading date which were follow-up medical treatment(s) including medical consultation(s), prescription(s), drug(s) and medicine(s) or further diagnostic investigation(s) and laboratory test(s) of the Life Assured for the same Illness or Injury for which he/she received medical treatment(s) including medical, consultation(s), prescription(s), drug(s) and medicine(s) or further diagnostic investigation(s) and laboratory test(s) or investigation(s) before the upgrading date,

Benefits will be payable in accordance with the terms, conditions and Benefit limits of the previous plan prior to that upgrading date.

In the event that You cannot afford, or do not wish to continue paying the Premiums for Your Integrated Shield Plan, You can cease Your Integrated Shield Plan. If You are a Singapore Citizen or Permanent Resident, You will continue to be covered by MediShield Life for life without any exclusion, regardless of Your decision on Your Integrated Shield Plan.

### **8.2 What changes can We make to Your Policy?**

We may change the Premiums, Benefits or the terms and conditions of Your Policy at any time. We will inform You in writing 30 days before making any such change(s).

## **9. GENERAL CONDITIONS**

### **9.1 Territorial cover**

We will reimburse You for Hospitalisation claims in Singapore subject to the terms and conditions of Your Policy.

### **9.2 MediShield Life cover**

All Singapore Citizens and Singapore Permanent Residents are covered by and enjoy all benefits under MediShield Life. Even if the Life Assured's cover under Your Policy ends, the Life Assured's cover under MediShield Life will continue if he is a Singapore Citizen or Singapore Permanent Resident.

### **9.3 Other Insurance**

Your Policy has a last payer status.

If the Life Assured has other medical insurance policies including medical benefits under any employment contract (collectively known as “Other Policies”) which allow You to claim for the reimbursement of the Eligible Expenses, You or the Life Assured must first seek reimbursement from these Other Policies before You make a claim from this Policy.

If You have already received payment from Us under this Policy prior to seeking reimbursement under these Other Policies, You must file a claim with the other medical insurer or inform the employer providing the medical benefits, who will reimburse Us their share of the claim We have paid. In addition, You must provide Us with all information and evidence We will require to seek reimbursement for any other medical insurer's share of the claim We have paid.

For every claim, the total reimbursement made to You must not exceed the actual expenses incurred.

We do not pay for any claim where the Eligible Expenses have already been fully paid under these Other Policies or where You have received reimbursement from any other sources.

#### **9.4 Declaration of age, gender or any other details**

Full and correct declaration of the Life Assured’s personal and health details is important.

If there has been any misstatement or non-disclosure in the declaration of age, gender or any other health or personal details:

- a. We can change the Premiums to reflect the correct details and collect any previously unpaid Premiums or refund any excess Premiums paid;
- b. We can change the term and conditions relating to Your Policy; or
- c. We have the right to cancel the Policy or to not pay out the claims.

#### **9.5 Guaranteed renewability**

This Policy is renewable every year, for as long as the Life Assured lives. This is provided the Premiums are paid and the Policy has not been terminated.

The following may have implications on Our guarantee to renew Your Policy:

- a. Misstatement or non-disclosure relating to age, gender, health or personal details;
- b. Any changes to Your Policy; or
- c. Change of citizenship/residence status.

#### **9.6 Non-payment of Premium**

Premiums must be paid in full within the 60 days Grace Period for You to be able to enjoy the Benefits under Your Policy. Your Policy will lapse at the end of the Premium Due Date if the Premiums are not paid in full during the Grace Period.

If the Life Assured receives medical treatment for which Eligible Expenses are incurred during the Grace Period and a claim is submitted and there is still an amount of Premium to be paid or the Premium has not been paid yet, We will not pay for any claim(s) submitted (if the claim is approved) until the Premium is paid in full before the end of the Grace Period.

We will send You a notice when Your Policy lapses.

#### **9.7 Currency in use**

Unless otherwise stated, all Premiums and Benefits are payable in Singapore dollars.

## 9.8 Reinstatement of Your Policy

If Your Policy is terminated because You have not paid the Premium by the end of the Grace Period, You may apply to Us in writing within 60 days from the date of notice of termination to reinstate Your Policy. Reinstatement is allowed on all of the following conditions being satisfied if Your Policy has lapsed:

- a. You give Us, at Your expense, satisfactory evidence (including a health declaration) of the Life Assured's health;
- b. You pay Us the amount (in Singapore dollars) decided by Us for costs associated with the reinstatement of the Policy; and
- c. You pay back all the unpaid Premium(s) of Your Policy.

Medical treatment provided to the Life Assured for any Illness or Injury between the Date of Termination and Reinstatement Date will not be covered. In addition, any follow-up medical treatment(s), including medical consultations, prescriptions, drugs and medicines, laboratory tests, and diagnostic investigations, relating to the same Illness or Injury occurring between the Date of Termination and Reinstatement Date will not be covered.

Reinstatement is subject to Our approval and may be on terms different from those applicable before Your Policy lapsed.

The Premiums may also be different after reinstatement.

## 9.9 Termination of Your Policy

We will send a termination notice when Your Policy terminates due to any reason. All Benefits under Your Policy will terminate when any of the following occurs:

- a. You cancel Your Policy in writing, after the free look period, by giving Us 30 days' notice period;
- b. The Life Assured dies;
- c. Upon commencement of another MediSave-approved Integrated Shield Plan issued by another insurance company covering the Life Assured;
- d. The Life Assured ceases to be a Singapore Citizen or Permanent Resident; or
- e. No Premium is received from You after the Grace Period.

We will refund You or Your legal representative(s) the portion of the unused Premium for the current Policy Year, from the Date of Termination up to the next Policy Anniversary. The amount We refund will be proportionate to the amount We deduct from Your MediSave account and the amount We collect from You in cash (if any).

The Life Assured will continue to be covered under the MediShield Life Scheme with the CPF as long as the Life Assured is eligible for it under the Act and regulations.

For c. above, You may reinstate Your Policy without evidence of the Life Assured's health if You notify Us within 30 days from the Date of Termination notice. For the avoidance of doubt, the Life Assured can only be covered under one MediSave-approved Integrated Shield Plan at any one time.

## 9.10 Change of citizenship/residence status

You must inform Us in writing as soon as possible on any changes to the residence status or citizenship of the Life Assured as this may impact Your Policy.

No claim will be paid out if the Life Assured is a foreigner (non-Singapore Citizen and non-Singapore Permanent Resident).

### **9.11 Examinations**

We shall have the right through Our Physician to examine the Life Assured (if required) during the claim assessment process. In addition, We shall have the right to require a post-mortem examination, where this is not forbidden by law.

### **9.12 Policy becomes void**

We may declare Your Policy void if:

- a. The information given or any written statement You or the Life Assured provided to Us before the Effective Date of the Policy (or at any application for reinstatement) is untrue in any respect; or
- b. Any material fact affecting the risk is incorrectly stated or represented to Us or is omitted from any of the documents You or the Life Assured submitted to Us.

If no claim has been made, We will refund the total Premium paid from Your MediSave account (excluding Premium relating to Your MediShield Life cover) to Your MediSave account with the CPF. In the case where the Premiums were paid by You, We will refund the Premiums to You.

If We have paid any claim previously, We will only refund the Premiums paid excluding Premiums relating to Your MediShield Life cover) for the renewal of Your Policy after the date of the last claim.

We may declare this Policy void if You or the Life Assured make any claim which is fraudulent or exaggerated or if You or the Life Assured make any false declaration or statements in support of any claim. In this case, this Policy will be void immediately and there will be no refund of Premiums.

### **9.13 Form of Notices**

Any request, notice, instruction or correspondence required under this Policy whether to the Company or the Policyholder has to be in writing and will be delivered personally or sent by courier, or by post, or electronic mail addressed to the addressee or by any other means as may be approved or adopted or accepted by the Company. For the Policyholder, the mailing address is that stated in the proposal or any other address that the Policyholder has informed the Company in writing.

The Company's notice, request, instruction or communication is presumed to be received:

- a. In the case of a letter, on the 7th day after posting if posted locally, and on the 14th day after posting if posted overseas;
- b. In the case of personal delivery or delivery by courier, on the day of delivery;
- c. In the case of electronic mail, on the business day immediately following the day of dispatch; and
- d. In the case of other means as approved, adopted or accepted by the Company, as and when the Company decides when it is reasonable to be received.

### **9.14 Governing Law**

Your Policy shall be governed by and interpreted according to the laws of the Republic of Singapore.

### **9.15 Legal Proceedings**

No action in law or equity shall be brought under the Policy until after the expiration of 60 days from the date a satisfactory proof of claim has been furnished to Us according to the terms and conditions of this Policy.

### **9.16 Dispute Resolution**

All disputes arising out of this Policy may be submitted to the Financial Industry Disputes Resolution Centre Ltd (FIDREC) for settlement by mediation and/or adjudication in accordance with the mediation and/or adjudication procedure for the time being in force, if the parties so agree. The parties agree to take part in the mediation and/or adjudication in good faith and undertake to honour the terms of any settlement reached.

If any dispute is not referred to FIDREC or if mediation and adjudication fails in FIDREC, the dispute has to be referred to arbitration. Arbitration shall be conducted in accordance with the Arbitration Rules of the Singapore International Arbitration Centre.

The arbitration shall be in English and heard by a single arbitrator to be agreed by the parties within fourteen days from the notice of arbitration failing which the arbitrator shall be appointed in accordance with and subject to the provisions of the Arbitration Rules (as may be amended from time to time).

Where any dispute is by this condition to be referred to arbitration, the making of an award shall be binding to You and Us.

### **9.17 Financial Crime Risk Management Activity**

We, and members of the HSBC Group, are required, and may take any action considered appropriate, to meet Compliance Obligations in connection with the detection, investigation and prevention of Financial Crime ("**Financial Crime Risk Management Activity**"). Such action may include, but is not limited to:

- i. screening, intercepting and investigating any instruction or communication by you or a Connected Person, or on your or a Connected Person's behalf;
- ii. investigating the source of or intended recipient of funds;
- iii. combining Customer Information with other related information in the possession of the HSBC Group; and/or
- iv. making further enquiries as to the status of a person or entity, whether they are subject to a sanctions regime, or confirming your or Connected Person's identity and status.

To the extent permissible by law, neither we nor any other member of HSBC Group shall be liable to you or any third party in respect of any loss whether incurred by you or a third party in connection with the delaying, blocking or refusing of any payment or the provision of all or part of the Services or otherwise as a result of Financial Crime Risk Management Activity.

### **9.18 Tax Compliance**

You acknowledge You are solely responsible for understanding and complying with Your tax obligations (including but not limited to, payment of any tax deduction or withholding tax or filing of returns or other required documentation relating to the payment of all relevant taxes) and other payment obligations in accordance with the applicable laws in all jurisdictions in which those obligations arise and relating to the opening and use of account(s) and/or Services provided by Us and/or members of the HSBC Group. Certain countries may have tax legislation with extra-territorial effect regardless of Your place of domicile, residence, citizenship or incorporation. We and/or any member of the HSBC Group do not provide tax advice. You are advised to seek independent legal and/or tax advice. We and/or any member of the HSBC Group have no responsibility in respect of Your tax obligations in any jurisdiction which they may arise including, without limitation, any that may relate specifically to the opening and use of account(s) and/or Services provided by Us and/or members of the HSBC Group.

With regard to Your obligation to pay any tax deduction or withholding tax under any applicable law at any time with respect to Your payment of Premium or other amounts made to Us, then You are liable (i) to pay Us the Premium and/or such other amounts as if no such deduction or withholding have been made; (ii) to pay the full amount of such deduction or withholding to the relevant taxation authority or other authority in accordance with applicable law; and (iii) to provide Us with the evidence of such payment. Your payment of Premium and other amounts made to Us hereunder shall be made without any deduction or withholding and free of any set off or counterclaim.

### **9.19 Policy of Co-operating With Tax and Other Governmental Authorities, Consent to Disclose Information to Tax and Other Governmental Authorities**

HSBC Life has a longstanding policy of cooperating with tax and other governmental authorities to combat money laundering, tax evasion or other illegal activities. In cases where You are not a tax resident of the jurisdiction in which this Policy is issued, We may disclose to Your home country's tax and/or other governmental authorities Your identity and Your beneficiaries and certain information concerning this Policy or contract and You hereby consent and agree that We may, in Our discretion, make such disclosure.

## 9.20 Sanctions

Under no circumstances shall this Policy be deemed to provide cover and no liability be incurred to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose Us to any sanction, prohibition, or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom, United States of America or Singapore. If a potential breach is discovered, where possible We will advise You in writing as soon as We can.

## 9.21 Provision of Policyholder Information

You must:

- i. when You apply to take out this Policy, as a condition of its issue to You, and from time to time during this Policy when We require You to do so, provide Us with the Policyholder Information about Yourself;
- ii. provide Us with such supporting documentation for and certification of Policyholder Information as We may require;
- iii. where there is any change in Policyholder Information already provided to Us (including any change in the residency, citizenship or tax status of a Policyholder), notify Us immediately of this in writing and provide Us with such information, documentation and certification in that regard as We may require;
- iv. where there is a change in Policyholder, if applicable, immediately provide to Us the Policyholder Information for the new Policyholder (and where You propose that change, for example by notifying Us that You want to assign Your rights under this Policy or nominate a new beneficiary, You must provide Us with the Policyholder Information on the new Policyholder as a condition to Our agreeing that change); and
- v. complete and sign such documents and take such actions, as We may reasonably require from time to time to enable Us to comply with Our regulatory obligations in respect of this Policy.

## 9.22 Policy Owners' Protection Scheme

This Policy is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for Your Policy is automatic and no further action is required from You. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact Us or visit the GIA/LIA or SDIC web-sites ([www.gia.org.sg](http://www.gia.org.sg) or [www.lia.org.sg](http://www.lia.org.sg) or [www.sdic.org.sg](http://www.sdic.org.sg)).

## 10. GENERAL DEFINITIONS

The following are definitions of words and expressions used in Your Policy, unless otherwise stated.

### 10.1 Accident

An event which is sudden, unforeseen, unexpected and independent of any other causes that results in the Life Assured's bodily Injury. All Illnesses are excluded.

### 10.2 Act and regulations

Act means the MediShield Life Scheme Act (Act No. 4 of 2015) and the Central Provident Fund Act 1953, as amended, extended or re-enacted from time to time. Regulations means any subsidiary legislation made under the relevant Act, as amended, extended or re-enacted from time to time.

### 10.3 Application

The information provided by or on behalf of You and/or the Life Assured to purchase this Policy from Us. This includes any medical examination forms, supplementary questionnaires and correspondences containing information, which We relied or may rely on before deciding whether to insure the Life Assured.

#### **10.4 Authorities**

Any judicial, administrative or regulatory body, any government, or public or government agency, instrumentality or authority, any Tax Authority, securities or futures exchange, self-regulatory organization, trade repositories, court, central bank or law enforcement body, or any agents thereof, having jurisdiction over any part of the HSBC Group.

#### **10.5 Beneficiary**

The person or entity entitled to receive the Policy proceeds and Benefits as they become due.

#### **10.6 Benefit(s)**

The benefits set out in the Benefits Schedule and Your Policy.

#### **10.7 Cancer Drug List**

The list of clinically proven and more cost-effective Cancer Drug Treatments published on MOH's website (<https://go.gov.sg/moh-cancerdruglist>). Outpatient Cancer Drug Treatments are only claimable under Your Policy if used according to the clinical indications specified in the CDL, unless otherwise stated in Your Policy. MOH may update the CDL from time to time

#### **10.8 Certificate of Insurance**

The certificate issued to You with details of Your Policy such as the Effective Date, name of the Life Assured, Premium amount payable and plan type chosen.

#### **10.9 Co-Insurance**

The amount that You need to co-pay after the Deductible is applied. This is determined by applying the relevant Co-Insurance percentage to Your claim amount after subtracting the Deductible amount applicable. Co-Insurance percentages are shown in the Benefits Schedule of Your Policy. Co-Insurance applies to all claims made under Your Policy.

#### **10.10 Community Hospital**

Any approved Community Hospital by MOH in Singapore which provides an intermediate level of care for individuals who have simple Illnesses and/or Injuries that do not require Specialist medical treatment and nursing care as defined in Regulation 2 of the MediShield Life Scheme Regulations 2015.

For the avoidance of doubt, Community Hospitals do not include alcoholic, drug rehabilitation or substance abuse treatment centers or similar establishments, clinics, convalescent, nursing or rest centres/homes, hospices, spas, hydroclinics or similar establishments.

#### **10.11 Compliance Obligations**

Obligations of any member of the HSBC Group to comply with: (i) any applicable local or foreign statute, law, regulation, ordinance, rule judgement, decree, voluntary code, directive, guidelines, administrative requirements, sanctions regime, court order, agreement between any member of the HSBC Group and an Authority, or agreement or treaty between Authorities and applicable to HSBC or a member of the HSBC Group ("Laws"), or international guidance and internal policies or procedures, (ii) any demand from Authorities or reporting, regulatory trade reporting, disclosure or other obligations under Laws, and (iii) Laws requiring HSBC to verify the identity of our customers.

#### **10.12 Connected Person**

A person or entity other than You whose information (including Personal Data or Tax Information) is provided by, or on behalf of, You to any member of the HSBC Group or otherwise received by any member of the HSBC Group in connection with the provision of the Services. A Connected Person may include, but is not limited to, any person identified as a Beneficiary under the Policy, any person who is, or may be entitled to receive a payment under the



Policy, a director or office of a company, partners or members of a partnership, any Substantial Owner, Controlling Person, or beneficial owner, director, trustee, settlor or protector of a trust holding or controlling (directly or indirectly) the Policy, any of Your representatives, agents, or nominees, or any other persons or entities having a relationship to You that is relevant to Your relationship with HSBC Group.

### **10.13 Controlling Person**

Individuals who exercise control over an entity (for a trust, these are the settlor, the trustees, the protector, the Beneficiaries or class of Beneficiaries, and any other individual who exercises ultimate effective control over the trust and in the case of a legal entity other than a trust, such term means persons in equivalent or similar positions of control.

### **10.14 CPF Act**

CPF Act means the Central Provident Fund Act 1953 as amended, extended or re-enacted from time to time.

### **10.15 CPF Board**

The Central Provident Fund Board established under the Central Provident Fund Act 1953.

### **10.16 Customer Information**

Either your Personal Data, confidential information, and/or Tax Information or that of Your Connected Person.

### **10.17 Date of Termination**

The date on which all Benefits under Your Policy ceases.

### **10.18 Day Surgery Centre/Specialist Clinic**

Any licensed approved Day Surgery Centre/Specialist Clinic in Singapore by MOH as defined in the CPF Act, any subsidiary legislation under the CPF Act as amended, extended or re-enacted from time to time. Day Surgery Centre does not include Dental Day Surgery Centre.

### **10.19 Deductible**

The part of the claim payable by You per Policy Year before We pay any claim under Your Policy. The Deductible does not apply to claims for *Outpatient Treatments* in the Benefits Schedule of Your Policy.

### **10.20 Effective Date**

The start of the insurance coverage under Your Policy.

### **10.21 Eligible Expenses**

This refers to all of the following:

- Expenses incurred and charged for Medically Necessary treatment provided to the Life Assured for Illness or Injury during the Policy Year, including expenses incurred and charged for investigating or ruling out (excluding) any Illness or Injury in a symptomatic individual or in an individual with medical indications;
- Includes Goods and Services Tax (GST) but exclude any other government taxes payable on such expenses;
- Limited to the Reasonable and Customary charges for such Expenses; and
- Subject to the Plan Type and corresponding limits as stated in the Benefits Schedule.

### **10.22 Financial Crime**

Money laundering, terrorist financing, bribery, corruption, tax evasion, fraud, evasion of economic or trade sanctions, and/or violations, or attempts to circumvent or violate any Laws or regulations relating to these matters.

### **10.23 Financial Crime Risk Management Activity**

As defined in Section 9.17 under General Conditions

### **10.24 Grace Period**

There is a Grace Period of 60 days from the Premium Due Date (except for payment of the first Premium) to pay Your Premium. Your Policy continues to be in-force during the Grace Period. Any claim incurred during this period will not be approved until the Premium has been paid.

### **10.25 HIV/AIDS**

- i. The definition of AIDS shall be that used by the WHO in 1987, or any subsequent revision by the WHO of that definition;
- ii. Infection shall be deemed to have occurred where blood or other relevant tests indicate in Our opinion either the presence of any HIV or antibodies to such a virus;
- iii. HIV Due To Blood Transfusion means infection with the HIV as a result of a blood transfusion as long as all of the following conditions are met:
  - The blood transfusion is necessary medical treatment;
  - The blood transfusion was received in Singapore on or after the Commencement Date or last Reinstatement Date, whichever is later;
  - The source of infection is from the Hospital that gave the blood transfusion;
  - The cause of HIV is the blood provided by the Hospital that gave the blood transfusion; and
  - The Life Assured does not suffer from thalassemia major or haemophilia.
- iv. Occupationally Acquired HIV means infection with HIV which resulted from an incident which happened on or after the Commencement Date or the last Reinstatement Date, whichever is later, while the Life Assured was carrying out their job. However, You must give Us satisfactory proof of all the following:
  - You must report the incident giving rise to the HIV infection to Us within 30 days of the incident;
  - We need proof that the incident was the cause of the HIV infection;
  - We also need proof that the Life Assured has changed from HIV negative to HIV positive during the 180 days after the reported incident. This proof must include a negative HIV antibody test carried out within 5 days of the incident; and
  - The incident happened while the Life Assured was carrying out their normal professional duties in Singapore as a medical practitioner, houseman, medical student, state registered nurse, medical laboratory technician, dentist, dental surgeon, dental nurse or paramedical worker working in a Hospital or in a licensed medical centre or clinic in Singapore.

### **10.26 Hospital**

An establishment which is a:

- Restructured Hospital;
- Private Hospital;
- Day Surgery Centre; or
- Specialist Clinic.

For the avoidance of doubt, the term "Hospital" does not refer to alcoholic, drug rehabilitation or substance abuse treatment centers or similar establishments, clinics, Community Hospitals, convalescent, nursing or rest centres/homes, hospices, spas or hydroclinics or similar establishments.

Any Hospital overseas (outside Singapore) must be recognised by Us as being equivalent in status.

### **10.27 Hospitalised/Hospitalisation**

This means:

- a.** Any continuous period of Hospitalisation for which a daily room and board charge is incurred for medical treatment as an inpatient;
- b.** Admission into a Short Stay Ward for medical treatment, diagnostic investigations and laboratory tests, or observation at the Accident and Emergency Department in a Hospital; or
- c.** Admission of any duration in a Hospital which is lawfully operated in Singapore, approved under the MediShield Life scheme and accredited by MOH, for the purpose of a Surgical Procedure.

### **10.28 HSBC Group**

HSBC Holdings plc, and/or any of its affiliates, subsidiaries, associated entities and any of their branches and offices, and any member of the HSBC Group has the same meaning.

### **10.29 Illness/Illnesses**

A medical condition affecting body or mind.

### **10.30 Immediate Family**

Any of the following people, related to the Policyholder or Life Assured by blood, marriage or adoption:

- Parents and parents-in-law;
- Siblings and brothers-in-law and sisters-in-law;
- Spouse;
- Children; and
- Grandparents.

### **10.31 Injury/Injuries**

Damage of bodily tissues caused directly by an Accident and is not sustained as a result of an Illness.

### **10.32 Inpatient Palliative Care Provider**

Any "approved in-patient palliative care institution" as defined in the Act and regulations.

### **10.33 Life Assured**

The person whose life is insured under Your Policy and as named in the Certificate of Insurance.

### **10.34 Medically Necessary**

This refers to all of the following:

- a.** Reasonable and Customary medical services, medical treatments, diagnostic investigations and laboratory tests, medical expenses and/or medical supplies provided and which are consistent with the diagnosis for a covered Illness or Injury or to rule out/exclude any Illness or Injury in a symptomatic individual or in an individual with medical indications;
- b.** In the professional opinion of a Physician in the relevant field of Medicine, is appropriate and consistent with the signs and symptoms, findings, diagnosis and other relevant clinical circumstances of the Illness or Injury and reduces the negative effect of the Illness or Injury on the Life Assured's health;
- c.** In accordance with generally accepted standards of good medical practices, consistent with current standards of professional medical care, and proven medical benefits;

- d. Not for the convenience of the Life Assured or the Physician and unable to be reasonably rendered out of a Hospital or Community Hospital or similar establishments;
- e. Not of research nature including but not limited to, experimental/pioneering medical or surgical techniques and medical devices not approved by the Institutional Review Board and the Centre of Medical Device Regulation and Medical Trials for medicinal products whether or not these trials have a clinical trial certificate issued by the HSA; and
- f. Not for primary prevention such as medical services for generally healthy individuals to prevent a disease from ever occurring, in the absence of medical indications, (e.g., general medical/health screening packages, general physical check-ups, vaccinations, etc.), screening or health enhancement (including, but not limited to, dietary replacement or supplement) in purpose.

#### **10.35 MediShield Life**

A basic health insurance plan operated by the CPF Board, and governed by the Act and regulations, which is targeted at coverage for subsidised Hospitalisation and costly outpatient treatment.

#### **10.36 MOH**

MOH means the Ministry of Health, Singapore

#### **10.37 Multiple Primary Cancers**

Two or more cancers arising from different sites and/or are of a different histology or morphology group.

#### **10.38 Normal Ward**

Accommodation in a Hospital including meals and general nursing during Hospitalisation. This includes High Dependency Unit (HDU). For accommodation in deluxe rooms, luxury suites, VIP rooms or other special rooms that are available in the Hospital, Normal Ward will refer to the equivalent for a standard room in the Hospital.

#### **10.39 Personal Data**

Any data relating to an individual, whether true or not, from which the individual can be identified, whether with other data or other information We are likely to have access to or otherwise, including, without limitation, sensitive personal data.

#### **10.40 Physician(s)**

A person who, is recognised by Us, has the primary degrees in the practice of Medicine and Surgery following attendance at and graduation from a recognised medical school and who is licensed to practice Western Medicine by the relevant licensing authority where the treatment is given.

By 'recognised medical school' we mean "a medical school which is listed in the current World Directory of Medical Schools published by the WHO".

This would also include, when appropriate:

- a. A qualified and licensed Dental Practitioner or surgeon by a degree in Dentistry and duly licensed and registered with the relevant statutory dental board or council in the geographical area of his/her practice to provide dental treatments and dental procedures; and
- b. A qualified and licensed Specialist, accredited by the Specialist Accreditation Board and registered with the Register of Medical Practitioners, maintained by the Singapore Medical Council, to practice in a specific field of Medicine and Surgery in the geographical area of his/her practice.

This cannot be You, the Life Assured or Immediate Family members, business partners, employers, or employees of either You or the Life Assured.

#### **10.41 Policy Anniversary**

Each anniversary of the Policy Effective Date.

#### **10.42 Policy Year**

A period of 365 days following the Effective Date or subsequent renewal date of the insurance cover under Your Policy.

#### **10.43 Policy Year Limit**

The maximum amount claimable under the Policy by the Life Assured during any one Policy Year.

#### **10.44 Policyholder Information**

Policyholder Information means the information about Policyholders:

- a. where the Policyholder is an individual, their name, date and place of birth, residential address, mailing address, contact information (including telephone number), NRIC or Passport number, U.S. taxpayer identification number (if applicable), U.S. social security number (if applicable), citizenships, residency, tax residency and details of any other tax regime to which they are subject or in respect of which they have any tax reporting or tax payment obligations; and
- b. where the Policyholder is a corporate or other entity, its full name, date and place of incorporation or formation, registered address, address of place of business, U.S. taxpayer identification number (if applicable), tax status, tax residency and details of any other tax regime to which it is subject or in respect of which it has any tax reporting or tax payment obligations and such other information as We may reasonably require about each of the Policyholder's shareholders or controlling persons.

#### **10.45 Pre-Existing Condition(s)**

Any Illness or Injury existing before the Effective Date; the last Reinstatement Date or the last upgrade date of this Policy, whichever is later, for which the Life Assured:

- a. Is diagnosed, undergone Hospitalisation or Surgical Procedure;
- b. Has sought or received prescriptions, drugs, medicines, medical advice or treatment, diagnostic investigations and laboratory tests;
- c. Should reasonably, in Our opinion, have known about; or
- d. Has experienced signs and symptoms even if the Life Assured has not sought or received prescriptions, drugs and medicines, medical advice or treatment, diagnostic investigations and laboratory tests from a Physician.

For the avoidance of doubt, any Pre-Existing Condition is excluded under Your Policy unless declared in the Application form, reinstatement form or upgrade form (Forms) of the Life Assured and We have accepted the above Forms without any exclusions.

#### **10.46 Premium(s)**

The amount to be paid by You to enjoy the Benefits under Your Policy.

#### **10.47 Private Hospital(s)**

Any licensed approved Private Hospitals by MOH in Singapore as defined in the CPF Act, any subsidiary legislation under the CPF Act as amended, extended or re-enacted from time to time, and is not a Restructured Hospital.

#### **10.48 Pro-Ration Factor**

Pro-Ration Factors will apply if the Life Assured is Hospitalised in a higher class ward than the Hospital class ward entitlement under Your Policy.

Pro-Ration Factor is applied to reduce the Eligible Expenses for *Inpatient Treatments* and *Outpatient Treatments* as set out in the Benefits Schedule, in determining of the Benefits payable to You.

Please refer to the Benefits Schedule for the exact Pro-Ration Factors.

#### **10.49 Psychiatric Treatment**

Psychiatric Treatment provided to the Life Assured by a Physician qualified to provide that Psychiatric Treatment during Hospitalisation.

For the avoidance of doubt, all Benefit(s) payable for Psychiatric treatment are accumulated and paid up to the limit for *Inpatient Psychiatric Treatment* as provided in the Benefits Schedule.

#### **10.50 Reasonable and Customary Expenses**

This refers to charges for medical care which shall be considered by Us or by Our medical advisers to be Reasonable and Customary to the extent that they do not exceed the general level of charges being made by others of similar standing in the locality where the charges are incurred when giving like or comparable treatment.

We will base that calculation on a combination of Our global experience, statistical information provided by local health authoritative body and information collected from medical Specialists and surgeons practicing in the country or area where the Treatment is received.

For the avoidance of doubt, when comparing treatment, We will take into account the complexity of the procedure and the standard of the medical facility where the treatment is received.

If the charges are higher than is customary, We will only pay the amount which is, in Our experience, customarily charged and You will have to pay the rest. If Your treatment requires more than one Specialist or surgeon present at the same operative (surgical) session, We shall review the medical necessity in the management of such surgical problem or medical condition in terms of the different trained skills and complexity of the services provided as an identification for Us to cover the total services. No additional benefits or cost is payable for surgical assistants.

For medical treatment and services incurred in Singapore, We shall also reference the guidelines and published fee benchmarks provided by MOH, as well as Our internal claims data. In the event that the particular eligible treatment or service is not stated on the MOH published fee benchmark, We reserve the right to base the reference charge or proportionately reduce any claim to reflect the average charge of 2 or more Physicians in the same specialty for the same surgical intervention or treatment. In the event of any differences in opinions between Our medical advisers or Physicians and Your Physicians, Our medical advisers or Physicians opinion shall prevail.

#### **10.51 Reinstatement Date**

The date on which We approve Your application for reinstatement or when We receive any outstanding Premium, whichever is later.

#### **10.52 Restructured Hospital**

Any approved Restructured Hospital by MOH in Singapore, as defined in Regulation 2 of the MediShield Life Scheme Regulations 2015, and is not a Private Hospital.

#### **10.53 Services**

(Without limitation) (i) the sale, underwriting, acceptance and maintaining of the Policy, (ii) the provision of services relating to the Policy and its termination or expiry, and (iii) the maintenance of Our overall relationship with You, including reinsurance, insurance, audit and administrative purposes.

#### **10.54 Short Stay Ward**

A ward where Accident and Emergency Department patients stay up to 24 hours for observation to allow the Physician to decide whether the patient is fit for discharge or should be Hospitalised in a Hospital as an inpatient.

#### **10.55 Substantial Owner**

Any individual entitled to more than 10% of the profits of or with an interest of more than 10% in an entity either directly or indirectly.

#### **10.56 Surgical Procedure**

Charges that the Life Assured has to pay for surgery (including Day Surgical Procedure) in a Hospital by a Physician including:

- Surgeon's fees;
- Anaesthetic fees; and
- Other fees and charges including Hospital's operating theatre and facilities.

Any Surgical Procedure not listed in MOH's "Table of Surgical Procedures" Table 1A to 7C as at the date of the Surgical Procedure is not covered.

#### **10.57 Tax Authorities**

Domestic or foreign tax, revenue, fiscal or monetary authorities or agencies.

#### **10.58 Tax Certification Forms**

Any forms or other documentation as may be issued or required by a Tax Authority or by Us from time to time to confirm Your, or a Connected Person's tax status.

#### **10.59 Tax Information**

Any documentation or information (and accompanying statements, waivers and consents) relating, directly or indirectly, to Your, or a Connected Person's tax status (regardless of whether You or such Connected Person is an individual or a business, non-profit or other corporate entity) and any owner, Controlling Person, Substantial Owner or beneficial owner of You or a Connected Person, that We consider, acting reasonably, is needed to comply (or demonstrate compliance, or avoid non-compliance) with any HSBC Group member's obligations to any Tax Authority. Tax Information includes, but is not limited to, information about: tax residence and/or place of organisation (as applicable), tax domicile, tax identification number, Tax Certification Forms, certain Personal Data (including name(s), residential address(es), age, date of birth, place of birth, nationality, citizenship).