



**HSBC Key FIVE**  
**Critical Illness Cover**  
Product Brochure



**HSBC**

Opening up a world of opportunity



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## Protection for you and your loved ones in case of critical illness

You cannot predict an illness, but you can get prepared financially. We've all known someone, maybe a friend or relative, who has fallen critically ill. The consequences can be devastating for them, their family and friends.

That's why we've created the HSBC Key FIVE Critical Illness Cover plan. It gives you and your loved one's financial support should you unexpectedly fall ill with any of the 5 most common critical illnesses:

- ♦ Cancer;
- ♦ Stroke;
- ♦ Heart Attack;
- ♦ Coronary Artery Bypass Grafting; and
- ♦ Kidney Failure.

Depending on the severity level of the covered critical illness, the HSBC Key FIVE Critical Illness Cover plan pays out a lump sum that you can use in any way you like to support you or your family during these difficult times.

You can use the pay-out to clear existing debts such as your mortgage, or to help with your living expenses while you recover.

You can also use the sum assured to cover any other medical or treatment-related expenses that may not be covered by your health insurance, or contribute towards rehabilitation costs.





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The plan offers you the possibility to choose to cover your loved ones\* and provide the benefit of a lump sum pay-out in case of you or the person you chose to cover fall critically ill.

**Important Note:** Please refer to the Key Features Document, Policy Terms & Conditions, Quotation and Policy Schedule of this plan for full details.

## **Key Features**

### **Age at inception**

Between 18 and 69 years.

### **Duration**

To help you when you need it most, you can take the plan for a duration from 5 to 50 years (cover can only last until Life Assured is 75 years old).

### **Sum Assured**

You can choose the level of cover assured according to your needs, starting from €40,000 up to a maximum of €300,000 (across multiple HSBC Key FIVE Critical Illness Cover plans).

### **Premium Payment Frequency**

The HSBC Key FIVE Critical Illness Cover plan is a long-term contract and you have to pay a premium, periodically, for the full duration of the plan. If you stop paying the premium, the cover will stop. The premium on your plan may be paid monthly, quarterly, half yearly or yearly.

You choose the payment frequency when you apply for the cover. This can also be changed on every plan anniversary.

### **Life Cover**

The plan automatically comes with a Guaranteed Life Assurance of €2,500 payable in the event of death of the Life Assured within the duration of the plan as long as no pay-outs (including for the Child Benefit) have been paid on Critical Illness cover. This limited life cover is given free of charge.

\*subject to insurable interest

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## **Child Cover Benefit**

The Policy offers a free Child Cover Benefit.

### **How much will it cost?**

Your premiums are based on a number of factors depending on the Life Assured's circumstances, for example:

- ◆ The amount of cover you choose (the sum assured);
- ◆ Age;
- ◆ Occupation;
- ◆ Medical history;
- ◆ Hobbies and certain sports activities;
- ◆ Whether the Life Assured smokes or not;
- ◆ The duration of the plan.

Therefore we cannot give you the exact premium without knowing the Life Assured's circumstances. Your HSBC Premier Relationship Manager or an HSBC Financial Planning Advisor, can help you work out the cover you require and provide you with a quotation for the cost of the cover. This will be the premium you pay unless the Life Assured's circumstances require us to increase your premiums at underwriting stage.

Before accepting the risk, HSBC Life underwrites the proposal, assessing the Life Assured's individual circumstances according to set criteria. As such, we may request additional medical examinations or reports or other evidence on the life to be assured to enable us to do this. You/the person whose life is being assured, may therefore need to undergo a medical examination and/or take further tests so that HSBC Life can confirm health status. In some cases, a higher premium than that quoted may be required, or the cover may be restricted or declined.

We will inform you if you have to pay more than what was indicated in the quotation after we have assessed the circumstances of the life to be assured. You will then decide whether or not to proceed with the application/proposal.

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## Do I have to pay any additional fees or charges?

No. All costs of providing the plan are met within the premium you pay.

If, however you cancel the proposal after medical tests have been carried out and the premium remains unchanged (from that provided in the quotation) after the underwriting assessment, you will pay the lower cost of the medical tests or the premium.

## What does the plan cover\*?

Specified Event	Specified Event	How the Benefit is calculated	Who the Benefit is paid to
Life Assured dies	Death Benefit/Guaranteed Life Assurance (GLA)	The Plan incorporates a GLA of €2,500 which is paid out in case of death of the life assured within the duration of the plan subject that no pay-outs (including for the Child Cover) have been paid on the Critical Illness Benefit.	The Beneficiary **
Life Assured is diagnosed with a Critical Illness	The relevant Critical Illness benefit for the Critical Illness	As set out in section 3 of the Policy Terms & Conditions	The Beneficiary **
Nominated Child is diagnosed with a Critical Illness	Child Benefit	A lump sum benefit equivalent to 10%*** of the sum assured is paid out	The Beneficiary **

\*Terms and conditions apply. Full details of the standard definitions, exclusions and limitations are contained in the Policy Terms & Conditions and the policy document that will be issued with your policy schedule. A copy is available on request from HSBC Life Assurance (Malta) Ltd. or HSBC Bank Malta p.l.c.

\*\* The Beneficiary can only be the Life Assured or the Policy Owner.

\*\*\*Only one lump sum payment of 10% of the Sum Assured for each Covered Child will be possible during the term of the Policy.





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The plan can only be taken out by one person. The plan can cover the life of another person who is different from the policy owner, as long as there is an insurable interest in the person to be insured. The sum assured or part of it, depending on the severity of the covered critical illness of the life assured, will be paid out upon a valid claim.

The total amount (not including the Child Benefit), that can be paid out under the Policy cannot exceed 100% of the original sum assured. Where multiple claims are paid out, and the remaining sum assured is lower than the amount applicable for payment in line with the Severity Level percentage of the Critical Illness, only the remaining balance will be paid out upon a valid claim.

### **Claims Guidance**

Claims should be made as promptly as is reasonably possible after the event that entitles you or your family to claim. In the unfortunate event of premature death or covered critical illness diagnosis, once notified of such event or diagnosis, HSBC Life will assist you and/or your family through the claims process.

A claim can be made by contacting any HSBC Bank Malta p.l.c. Branch or directly through HSBC Life Assurance (Malta) Ltd. Further information can be found in the Policy Terms & Conditions under "How to Make a Claim" clause or by visiting [www.hsbc.com.mt](http://www.hsbc.com.mt) clicking the "Insurance" link and selecting "Making a Claim" under "More about life insurance".

### **What happens if I change my mind?**

After your proposal is accepted you will receive a Statutory Notice that explains your right to cancel the plan. By law, you then have 30 days in which to change your mind. If you cancel the plan within the Statutory Notice period, you will receive back a full refund (without interest) of the premiums you would have already paid.

### **Protection and Compensation scheme**

A protection and compensation scheme is available under local insurance business legislation should the insurer become insolvent in respect of claims and obligations that arise from a policy of insurance covering protected commitments where Malta is the country of commitment subject to such limitations, restrictions and exclusions as may from time to time be prescribed. More information on compensation schemes may be obtained from [www.compensationschemes.org.mt](http://www.compensationschemes.org.mt).

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You should consider these limitations/exclusions prior to taking out the Policy.

### **What is the tax situation?**

The benefits payable under the policy are free from Maltese income and capital gains tax.

However, the tax treatment of the policy benefits may change in the future. Some countries may have tax legislation that has extra-territorial effect and this may impact you regardless of your place of domicile or residence. We strongly recommend that you seek your own professional tax advice if you think that this may be an issue for you. More information can be found in the Key Features Document.

### **Risk Factors**

The plan will only pay out on diagnosis of the Covered Critical Illness Cover and a valid claim.

Not all types of critical illnesses are covered and those covered are subject to certain exclusions as detailed in the Policy Terms and Conditions.

HSBC Life will not pay out if you and/or the Life Assured do not fully disclose any requested material information or provide inaccurate information prior to the commencement of the plan. You/The Life Assured must disclose all information as omission of information may result in a claim being rejected, policy being cancelled, and you may encounter difficulties in trying to purchase insurance elsewhere.

If you stop paying premiums during the term of your plan, your cover will end 30 days from the date the last unpaid premium was due. You will not get back any premiums you paid.

The plan will not pay out if a claim arises from an excluded condition. The plan will also not pay out if the Life Assured is not diagnosed with one of the covered illnesses within the term of the plan. In the case of death of the Life Assured within the term of the plan, and no critical illness benefits having been paid out, only the Guaranteed Life Assurance amount of €2,500 will be paid to the Beneficiary. Full details of the standard definitions, exclusions and limitations are contained in the Policy Terms and Conditions.

The plan has no cash-in (surrender) value at any time. Any application/proposal is subject to underwriting and life insurance will only commence once we inform you that we have accepted the risk for life cover.

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**It is important that you read this information in conjunction with the Key Features Document, Policy Terms & Conditions, Application/Proposal Form, Quotation and the Policy Schedule.**

The Key Features Document can be found on our website by:

- ♦ Scanning the QR code under “To find out more” section or
- ♦ by visiting [www.hsbc.com.mt](http://www.hsbc.com.mt)

A copy of the Policy Terms & Conditions and the Key Features Document are available on request, free of charge from any branch of HSBC Bank Malta p.l.c. or HSBC Life Assurance (Malta) Ltd.

### **Customer Service**

We want you to be entirely satisfied with the products and services you receive from us. If you are dissatisfied with any aspect of our service, please let us know. We always endeavor to resolve any concerns fairly and quickly.





If You ever need further information, have concerns or wish to raise a complaint, You may do so in person, in writing or by phone as follows:

- ◆ at Our address: HSBC Life Assurance (Malta) Ltd, 80, Mill Street, Qormi. ORM 3101. Malta;
- ◆ at any HSBC Bank Malta p.l.c. branch;
- ◆ by sending a secure message through HSBC Bank Malta p.l.c. Online Banking;
- ◆ by calling HSBC Bank Malta Contact Centre on 2380 2380.

We will provide you with a definitive reply as soon as the relevant facts of the complaint have been investigated. In all cases we will provide periodical updates where a resolution is not available within 14 working days.

If your complaint is not dealt with to your satisfaction, you can contact the Office of the Arbiter for Financial Services, First Floor, St Calcedonius Square, Floriana FRN 5130, Malta or by visiting [www.financialarbiter.org.mt](http://www.financialarbiter.org.mt). Complaints with the Arbiter for Financial Services' Office should always be made in writing. Making a complaint will not prejudice your right to take legal proceedings.

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## To find out more



For more details about the Plan you may contact HSBC Bank Malta p.l.c. which is our appointed Tied Insurance Intermediary and the Distributor for this Plan as follows:

- ♦ Phone Our Contact Centre on:
  - ♦ (+356) 2148 9100 Premier Customers
  - ♦ (+356) 2148 9101 Advance Customers
  - ♦ (+356) 2380 2380 Other Customers

Or

- ♦ Visit your local HSBC branch.

Any information contained in this brochure is generic and not based on Your personal objectives, financial situation and needs. This information is not to be construed as advice.

This document has been prepared on our understanding of current Maltese legislation, tax laws and Inland Revenue practice at time of publication. The applicable laws and legislation may change in the future.

For full details and information including general risks and related policy exclusions please refer to the “HSBC Key FIVE Critical Illness Cover” Policy Terms & Conditions, Key Features Document, Proposal and Quotation. It is important that you read carefully these documents before making a decision.





HSBC Life Assurance (Malta) Ltd (Registered Office: 80, Mill Street, Qormi QRM 3101 Malta. Company No: C18814) is regulated and authorised by the MFSA (Malta Financial Services Authority, Triq I-Imdina, Zone 1, Central Business District, Birkirkara, CBD 1010 Malta) to carry on long term business of insurance under the Insurance Business Act 1998. HSBC Bank Malta p.l.c. is enrolled as a Tied Insurance Intermediary for HSBC Life Assurance (Malta) Ltd under the Insurance Distribution Act, (Cap 487 of the Laws of Malta). (Registered Office: 116, Archbishop Street, Valletta VLT 1444. Company No: C3177).

HSBC Insurance is a trading name used worldwide by the insurance businesses of the HSBC Group, including HSBC Life Assurance (Malta) Ltd which has issued this document.

Approved and issued by HSBC Life Assurance (Malta) Ltd. 80, Mill Street, Qormi QRM 3101, Malta  
[www.hsbc.com.mt](http://www.hsbc.com.mt)

Customer Service: Premier: 2148 9100 / Advance: 2148 9101  
Other: 2380 2380

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