

HSBC Key FIVE
Critical Illness Cover
Key Features Document



HSBC

Opening up a world of opportunity

This document outlines the main features of the Key FIVE Critical Illness Cover (hereafter to be referred to as the 'Plan' or the 'Policy'), as provided by HSBC Life Assurance (Malta) Ltd. It is important that you read this Key Features Document in conjunction with the following additional documents:

Application/Proposal	The form(s) you signed to apply for your Policy.	You sent this to us.
Quotation	This is an estimate of how much your Policy will cost for the insurance coverage, based on the term of the Policy you selected and the information you/the Life Assured provided to us. The quote is subject to underwriting and therefore not binding until we inform you that Policy has been accepted.	You received this when you applied for the Policy.
Supporting documents	Any additional information about you, the Life Assured, the Covered Child or Children (if any).	You sent this to us.
Policy Terms & Conditions	Records the promises we make to each other about your Policy.	You received this when you applied for the Policy.
Policy Schedule(s)	Sets out your Policy details.	We'll send this to you.
Policy Endorsements	Records any changes to your Policy.	We'll only send this to you if its required.
Key Features Document	Sets out the main features of the Policy including the required regulatory disclosures.	You're reading this now.

When we talk about 'we', 'us', 'our' or 'HSBC Life' in this Policy, we mean HSBC Life Assurance (Malta) Ltd.

When we talk about 'the Bank' or 'HSBC Bank', we mean HSBC Bank Malta p.l.c.

When we talk about 'You' or 'Your' we mean the Policyowner not the Life Assured. While they may be the same person, this isn't always the case.

The full policy conditions, including exclusions, can be found in the Policy Terms & Conditions (PT&Cs). A copy is available on request, free of charge from Us or the Bank.



What is HSBC Key FIVE Critical Illness Cover?

The Plan is appropriate if you are looking for an insurance that pays a fixed lump sum (benefit) upon the diagnosis of one or more specified critical illnesses of the Life Assured within a period of time known as the term of the plan. A personal quotation issued by HSBC Life will show you how much premium you will need to pay to cover the Life Assured for the period of cover you have chosen.

Product Summary

Policy currency	Euro
Eligibility age	Age between 18 (ANB* 19) and 69 (ANB* 70)
Maximum Benefit stop age	To age 74 (ANB* 75) *Age Next Birthday
Minimum term	5 years
Maximum term	50 years
Minimum Sum Assured (per policy)	€40,000
Maximum Sum Assured (per life assured)	€300,000 This means that if a life assured holds multiple HSBC Key FIVE policies an aggregate of €300,000 applies
Policy Owner	The plan can have only one owner who needs to have an insurable interest in the Life Assured or be the Life Assured.
Life Assured	The plan can cover only one person (single life).
Death Benefit (Guaranteed Life Assurance)	€2,500 less outstanding premiums (if any) The Guaranteed Life Assurance is paid out in case of death of the life assured within the duration of the plan as long as no pay-outs (including for the Child Cover) have been paid on the Critical Illness Benefit.

Critical Illness Benefit**The Critical Illness Benefits, Severity and Benefit Levels* are:****Cancer**

Severity Level	1	2	3	4
Benefit Level of Sum Assured (%)	25%	50%	75%	100%

Heart Attack

Severity Level	1	2
Benefit Level of Sum Assured (%)	50%	100%

Stroke

Severity Level	1	2
Benefit Level of Sum Assured (%)	50%	100%

Coronary Artery Bypass Grafting

Severity Level	1	2
Benefit Level of Sum Assured (%)	50%	100%

Kidney Failure

Severity Level	1
Benefit Level of Sum Assured (%)	100%

The full definitions of the specified critical illnesses covered and the circumstances in which you can claim are given in the Policy Terms & Conditions under “Your Benefits” heading.

The Critical Illness headings above are only a guide to what is covered in the Policy Terms & Conditions. These typically use medical terms to describe the illnesses and in some cases the cover may be limited.

For example:

- ♦ some types of cancer are not covered; and
- ♦ to make a claim for some critical illnesses you must have permanent or persisting symptoms.

These medical terms may be difficult to understand so you may wish to speak to your doctor or a medical professional before making a decision.

The total amount, not including the Child Benefit, that can be paid out under the Policy cannot exceed 100% of the original sum assured. In the case that 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.

*For the Child Benefit, only one severity level applies for any Covered Critical Illness. Only one lump sum payment of 10% of the Sum Assured for each covered child is possible during the term of the Policy.

<p>Child Benefit</p>	<p>The Policyowner may, subject to the written consent of the Life Assured if different, ask us to nominate any or all of the children of the Life Assured, as a Covered Child. The Life Assured will need to use a specified form provided by us. The Policyowner will confirm the request for nominating the Covered Child on the same form.</p> <p>You don't have to pay additional Premiums for this Benefit during the period from the Child Benefit Effective Date to the Child Benefit End Date.</p> <p>The Benefits Covered Child will be subject to the same Policy terms, conditions and Exclusions that apply to the Life Assured. except for the following:</p> <ul style="list-style-type: none"> ◆ a Covered Child is not considered as a Life Assured under the Policy. ◆ only one severity level applies in respect of a Covered Child. This means that once a Covered Child is diagnosed with the Critical Illness, upon a valid claim, the Child Benefit will be paid. ◆ Only one lump sum payment for each covered child is possible by way of Child Benefit during the term of the Policy. ◆ The Child Benefit is 10% of the adult Sum Assured. <p>If a child was diagnosed with a covered Critical Illness (also for a severity that is not covered under the policy or for forms that are specifically excluded under the respective Critical Illness definition) before the start of cover (or during the waiting period) for the child, there will be no benefit payable for this Critical Illness at any time during the period of cover for the child.</p> <p>Children of the Life Assured may be covered by this Policy only if they're:</p> <ul style="list-style-type: none"> ◆ aged between 6 months and below 18 years; and ◆ under the legal responsibility of the Life Assured <p>For each Covered Child, the Child Benefit cover ends on the earliest of:</p> <ul style="list-style-type: none"> ◆ when we pay the Child Benefit; ◆ when the Child reaches the maximum age of 18 years; or ◆ when the Policy ends. <p>No payment is made on the death of a Covered Child.</p>
<p>Residence</p>	<p>We only intend to sell this Policy in Malta and the Policyowner, the Life Assured and the Covered Child (if any) must be a resident of Malta.</p>
<p>Premium payment methods</p>	<p>You can choose the frequency of the Premium payment, either Monthly, Quarterly, Half-Yearly or Yearly or on any other basis we tell you. You can change the Premium payment frequency by providing us with your instructions prior and with effect from the next Policy Anniversary date.</p> <p>Renewal premiums are payable as follows:</p> <ul style="list-style-type: none"> ◆ Direct Debit (from HSBC Bank accounts only); or ◆ Standing Order.
<p>Premium payment period</p>	<p>Premium is constant throughout the term of the policy and is payable for the duration of the policy. If you stop paying the premium, the cover will stop.</p>

What does the Plan Cover?

Specified Event	Benefit we pay	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*

* The Beneficiary can only be the Policyowner or the Life Assured.

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



Important Notes

Accuracy of information	<p>We rely on the information you and the Life Assured give us. We use it to decide whether to insure the Life Assured/Covered Child. We may need to cancel or change your Policy if this information isn't accurate or complete and you/Life Assured should reasonably have known it wasn't accurate or complete. This could include information about the Life Assured's/Covered Child age, sex, gender, health or smoking status. This can also lead to a non-payment of a claim.</p> <p>If you / the Life Assured are in doubt about whether certain facts are required or material, these facts should be disclosed.</p>
Risk Factors	<ul style="list-style-type: none">◆ The plan will not pay out if a claim arises from an excluded condition. Full details of the standard definitions, exclusions and limitations are contained in the Policy Terms and Conditions. A copy is also available on request from Us or the Bank.◆ Not all types of diagnosis are covered under the listed critical illnesses and these are also subject to certain Severity Levels and exclusions as detailed in the Policy Terms and Conditions.◆ We will not pay out if you or the Life Assured do not fully disclose any requested material information or provide inaccurate information prior to the commencement of the plan. You and the Life Assured must disclose all information as omission of information may result in a claim being rejected or the policy being cancelled, and you and the Life Assured may encounter difficulties in trying to purchase insurance elsewhere.◆ The Plan will not pay out for events occurring before the lapse of the applicable waiting periods and survival periods as detailed in the Policy Terms and Conditions.◆ If you stop paying premiums during the term of the plan, the cover in respect of the Life Assured/Covered Child will end 30 days from the date the last unpaid premium was due. You will not get back any premiums you paid.◆ The Plan is a term insurance plan with no savings element, which is not equivalent or similar to any kind of bank deposit or bank savings plan. Part of the premium pays for the insurance and related costs including, but not limited to, policy acquisition, maintenance and claims costs.◆ The Plan has no cash-in (surrender) value at any time.◆ The Application/Proposal is subject to underwriting and cover will only commence once we inform you that we have accepted the risk for cover.◆ The plan will only pay out the Sum Assured on diagnosis of the specified Critical Illnesses and a valid claim.

Cooling-Off Period

You may cancel your Policy within 30 days of receiving the Statutory Notice. We'll send you the Statutory Notice together with the Policy Schedule once your application is accepted by us and we'll consider it received by you within 7 days of us sending it to you.

If you decide to cancel your Policy, we'll:

- ◆ Refund your Premium without interest;

In such case, you must:

- ◆ Tell us in writing by filling in the Notice of Cancellation which we send to you together with the Statutory Notice, and sending it to us or HSBC Bank; and
- ◆ Return your Policy Schedule to us,

within the Cooling-Off Period.

You can't claim any Benefits once you've sent written notice to us canceling your Policy.

Non-payment of premium

We'll give you 30 days to pay any overdue Premiums starting on the day after your Premium payment is due. This period is referred to as the Cure Period.

During the Cure Period, the Life Assured will remain covered and in the event of a claim within the Cure Period, the premium then due and unpaid will be deducted from the proceeds.

If you don't pay the Premium by the end of the 30 days, your Policy will lapse and cover will stop. We have no obligation to inform you when your Premium is overdue.

<p>Costs</p>	<p>The premium you will pay for this Policy depends on many factors. These factors include, but are not limited to, age, occupation, current and past health condition/s, and the lifestyle of the Life Assured, for example whether the Life Assured is or has been a smoker. The Life Assured's weight and family medical history, are also important to evaluate the risk.</p> <p>Before accepting the risk, HSBC Life underwrites the application/proposal, assessing the 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, or the person whose life is being insured, may therefore need to undergo a medical examination and other tests for the Company to confirm health status. In some cases, a higher premium than that quoted originally may be required, or the cover may be restricted or declined. All costs for providing the plan are included in the premium you pay.</p> <p>We will inform you if you have to pay more than the original quotation after we have assessed the circumstances of the Life Assured. You will then decide whether or not to proceed with your application/proposal.</p> <p>If you cancel the proposal after medical tests have been carried out and the original quoted premium had remained unchanged after the underwriting assessment, you will pay either the cost of the medical tests or the premium, whichever is the lower.</p>
<p>Claims</p>	<p>Claims 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 clicking the "Insurance" link and selecting "Making a Claim" under "More about life insurance".</p>



<p>Termination of Policy</p>	<p>Your Policy will terminate on the earliest of any of the following:</p> <ul style="list-style-type: none"> ◆ When 100% of the Sum Assured is paid unless otherwise stated; ◆ If your Policy lapses due to non-payment of Premium; ◆ If your Policy becomes void; ◆ If you cancel your Policy during the Cooling Off Period or at any other time; ◆ Upon the Benefit End Date; ◆ At the date of death of the Life Assured; ◆ 50 years from the Policy Effective Date; ◆ When the Life Assured turns 75 years of Age; ◆ On expiration of the 30 days Cure Period in clause 4.3 of the Policy Terms & Conditions; or ◆ For any reason as would have been stated in the Policy Terms & Conditions. <p>You can terminate your Policy by telling us in writing or in any other way we agree with You. Your Policy will end on the next Premium due date after receipt of your notification of termination.</p>
<p>Tax implications on the Plan and on the benefits</p>	<p>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.</p> <p>HSBC Bank and HSBC Life <u>do not</u> provide tax advice.</p>

Miscellaneous

Applicable laws	<p>Your Policy is governed by the laws of Malta.</p> <p>The Courts of Malta have exclusive jurisdiction to settle any dispute between you and us arising out of or in connection with your Policy. This includes a dispute regarding the existence, validity, or termination of your Policy.</p>
Data Protection	<p>HSBC Life Assurance (Malta) Ltd. is a controller of Your personal data as specified under Regulation (EU) 2016/679 of the European Parliament and of the Council (i.e. the General Data Protection Regulation) and other applicable data privacy laws, including, the Data Protection Act (Cap. 586 of the Laws of Malta) and any and all subsidiary legislation enacted thereunder, as may be amended from time to time. We process Your personal data in accordance with the terms and conditions of our Privacy Policy, which is accessible at www.hsbc.com.mt or can also be provided on request.</p>
Financial Crime Risk Management Activity, Sanctions & Fraud	<p>We and other members of the HSBC Group are required to act in accordance with the laws and regulations and requests of public and regulatory authorities in various jurisdictions which relate to the prevention of money laundering, terrorist financing and the provision of financial and other services to any persons or entities which may be subject to sanctions. We or any other member of the HSBC Group may without any liability, take whatever action We consider appropriate to meet any obligations, either in Malta or elsewhere in the world, relating to the prevention of fraud, tax evasion, money laundering and terrorist activity and in the provision of financial and other services to persons who may be subject to sanctions.</p> <p>We or any other member of the HSBC Group may also, without any liability, take whatever action we consider appropriate in case we know or suspect a breach of security or other suspicious circumstances in respect of or in connection with the operation of one or more of your Policy(ies).</p> <p>We're 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:</p> <ul style="list-style-type: none">◆ Screening, intercepting, and investigating any instruction, payments or communication by you or a Connected Person, or on your or a Connected Person's behalf;◆ Investigating the source of, or intended recipient of, funds;◆ Combining Customer Information with other related information in our possession; and◆ Making further enquiries as to the status of a person or entity, whether they're subject to sanctions issued by any authority having jurisdiction over any part of the HSBC Group, in Malta or abroad including UN, EU, HK, OFAC and UK sanctions, or confirming your or a Connected Person's identity and status. <p>To the extent permissible by law, we shall not be liable to you or any third party in respect of any loss incurred in connection with the delaying, blocking, refusing of any payment or the provision of all or part of the Services or otherwise, or the closure of the Policy, without giving You notice or reason, as a result of Financial Crime Risk Management Activity.</p>

<p>Conflicts of Interest</p>	<p>Disclosure</p> <p>HSBC may make general disclosures to clients about certain types of potential Conflicts, explaining how such Conflicts are managed (for example, through separation of businesses or measures to prevent unauthorised sharing of confidential information) to mitigate the risk of damage to clients' interests.</p> <p>However, where HSBC has used all reasonable efforts to prevent or manage a Conflict, but the risk of damage to a client interest remains, a specific disclosure about the presence of a Conflict will be made to the client. Specific disclosures will be made prior to the conclusion of a contract, in a durable medium, and include sufficient detail, taking into account the nature of the client, to enable that client to take an informed decision.</p> <p>At times, a duty of confidentiality to one client might limit the disclosures that can be made to another.</p> <p>Employees</p> <p>HSBC requires its employees to apply good judgement and act with integrity, taking all appropriate steps to:</p> <ul style="list-style-type: none"> ◆ Avoid personal Conflicts (for example, in their personal account dealings); and ◆ Proactively escalate personal Conflicts that do arise; ◆ No employee is permitted to advise a client on any matter in which they have a personal interest, nor take commercial decisions on behalf of the Group if those decisions are connected to their personal or external business affairs until steps have been taken to satisfactorily manage the Conflict; ◆ HSBC will take all reasonable steps to identify, and prevent or manage, Conflicts of Interest.
<p>Ownership and Group structure</p>	<p>The Company is a wholly owned subsidiary of HSBC Bank Malta p.l.c., the registered address of which is 116, Archbishop Street, Valletta, Malta. The Company's ultimate parent Company is HSBC Holdings p.l.c., the registered office of which is 8, Canada Square, London E14 5HQ, United Kingdom. The proportion of ownership interest held in the Company by HSBC Holdings p.l.c. is 70.03% and in HSBC Bank Malta p.l.c. ("HBMT") is 100%. The proportion of voting rights is the same.</p>
<p>Licence</p>	<p>The Plan falls under the the Class I – Life and Annuity Licence held by HSBC Life.</p>

<p>Financial Planning Advice</p>	<p>HSBC Life will not be providing advice on Your Plan. Advice is provided through the Financial Planning Advisors or Your Premier Relationship Manager of our appointed distributor for this Plan, HSBC Bank Malta p.l.c. who are also registered as Our Tied Insurance Intermediaries.</p> <p>Please note that the Wealth Advisors of HSBC Bank Malta p.l.c. do not provide ongoing advice so it is your responsibility to set up an appointment with the Wealth Advisor for regular reviews of your circumstances.</p> <p>Information in this document is not to be construed as advice.</p>
<p>Protection and Compensation Fund</p>	<p>The purposes of the Protection and Compensation Fund (established under the Protection and Compensation Fund Regulations, 2003) are only to:</p> <ul style="list-style-type: none"> ♦ pay for any claims against an insurer which have remained unpaid because the insurer became insolvent. These claims must be in respect of protected risks situated in Malta or protected commitments where Malta is the country of commitment; and ♦ compensate victims of road traffic accidents in certain specified circumstances. <p>You should therefore also carefully consider these limitations/exclusions prior to taking out the Policy.</p> <p>More information on these compensation schemes may be obtained from www.compensationschemes.org.mt.</p>
<p>Complaints</p>	<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> ♦ at Our address: HSBC Life Assurance (Malta) Ltd, 80, Mill Street, Qormi. QRM 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 p.l.c. Contact Centre on 2380 2380. <p>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.</p> <p>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.</p> <p>Complaints with the Arbiter for Financial Services' Office should always be made in writing.</p> <p>Making a complaint will not prejudice your right to take legal proceedings.</p>

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

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