

11 Oct 2017

## Notice on Extended Term Insurance Refund Arrangement

To ensure continuing protection for our customers, some of our life insurance policies will become Extended Term Insurance if a premium is not paid when due. As part of our ongoing commitment to improving customer service, a review has been conducted recently in the way which our life insurance policies were managed following non-receipt of premium. We have identified that some policyholders of the following life insurance plans are affected by calculation error at the time of the conversion of the Extended Term Insurance benefits.

- Lifestyle Education Protection Plus
- Lifestyle Protection Plus
- Lifestyle Retirement Protection Plus
- Lifetime Protection Plus
- Target Protection Plus
- WholeLife Protection Plan

Since October 2017, we have been contacting these policyholders on the matter. If you have been contacted and / or have any queries, please call our HSBC Life Insurance Service Hotline on (853) 2821 6133 (Monday to Friday from 9am to 5:30pm).

