

KEY FEATURES DOCUMENT

Credit Guardian Plus (CGP)

This document is designed to highlight what HSBC Bank Malaysia Berhad ('the Bank') consider are the key points you should know before you purchase the Credit Guardian Plus.

We recommend that you keep a copy of this document for future reference. This document is a summary only and not a comprehensive restatement of all relevant terms on which the Bank have arranged for such protection under the policy between the Bank (Master Policy Holder) and Manulife Insurance Berhad (814942-M) (the Insurer). You will be issued with a certificate by the Insurer on your coverage. The terms are contained in the Master Certificate issued by the Insurer to the Bank, which shall be conclusive in interpreting the terms of the coverage.

What is Credit Guardian Plus (CGP)?

CGP is a Group Insurance Plan designed for the Bank's principal credit cardholders (Insured) to reduce their burden in relation to the outstanding balance on their HSBC principal credit cards. We understand that the CGP covers the outstanding balance incurred by all supplementary cardholders that is under the principal cardholder's credit card account in the event of the Insured's Death or Total Permanent Disability (TPD)** or first diagnosis of any of the 36 Critical Illness listed below. The premium for this coverage is calculated based on the credit card statement balance at the premium rate of RM0.65 per RM100 and is debited from the Insured's credit card account on a monthly basis. The insurance coverage shall take effect on the 1st day of the following month.

What does CGP cover?

CGP will reduce your burden in relation to the outstanding balance on HSBC principal credit card account as well as the outstanding balance incurred by all supplementary cardholders that is under the principal cardholder's credit card account limit cover* in the event of your Death or TPD or first diagnosis of any of the 36 Critical Illness[§] listed as follows:

- ▶ heart attack
- ▶ stroke
- ▶ cancer
- ▶ coronary artery disease requiring surgery
- ▶ AIDS due to blood transfusion
- ▶ surgery to aorta
- ▶ major organ transplant [kidney, lung(s), liver, heart or bone marrow]
- ▶ Alzheimer's disease
- ▶ heart valve replacement
- ▶ coma
- ▶ paralysis/paraplegia
- ▶ multiple sclerosis
- ▶ kidney failure
- ▶ fulminant viral hepatitis
- ▶ primary pulmonary arterial hypertension
- ▶ blindness
- ▶ loss of hearing/deafness
- ▶ loss of speech
- ▶ major burns
- ▶ major head trauma
- ▶ terminal illness
- ▶ benign brain tumour
- ▶ Parkinson's disease
- ▶ chronic liver disease
- ▶ chronic lung disease
- ▶ motor neurone disease
- ▶ Systemic Lupus Erythematosus with Lupus Nephritis
- ▶ loss of independent existence
- ▶ encephalitis
- ▶ apallic syndrome
- ▶ poliomyelitis
- ▶ medullary cystic disease
- ▶ cardiomyopathy
- ▶ muscular dystrophy
- ▶ aplastic anaemia
- ▶ bacterial meningitis

§ Further details on the Critical Illness can be obtained from the Master Certificate.

Death Benefit

Upon the death of the Insured, the outstanding balance on the credit card at the point of death up to the limit cover* will be payable to the Bank in one lump sum. If death is due to an accident, the amount payable is 200% of the credit card outstanding balance and 300% of the credit card outstanding balance is payable if the death is due to an accident in a motorised public vehicle or lift or accident caused by fire in a public building. Amount claimable is limited to a maximum of RM100,000 per life.

TPD Benefit

Upon TPD of the Insured, the following will be payable to the Bank in one lump sum after the 6 months waiting period:

- ▶ The outstanding balance in the credit card at the point of TPD up to the limit cover*.
- ▶ The finance/interest charges which are reflected in your monthly credit card statement in respect to transactions incurred prior to the date of disability, within and up to three (3) months from the date of the disability.

Critical Illness Benefit

Upon the Insured being diagnosed for the first time with any of the 36 Critical Illness, the outstanding balance on the credit card up to the limit cover* will be payable to the Bank in one lump sum.

*Limit Cover

For all the Benefits stated above, the maximum amount payable shall not exceed one hundred thousand Ringgit Malaysia (RM100,000.00).

**TPD Definition

"Total and Permanent Disability" is defined as:

- Disability caused by accidental bodily injury, sickness or disease, and results in the complete and continuous inability of the Insured at the time of disability and at any time thereafter to engage in any business, occupation, work or profession of any or every kind for profit, compensation, wage or remuneration. It is further provided that such disability must last for a continuous period of not less than six (6) months.
- Being totally unable by reason of accident or illness to perform independently at least four of the six Activities of Daily Living for a continuous period of at least six (6) months, without the frequent attention of a third party and, in the opinion of the Insurer is likely to remain so permanently.
- Presumptive Total and Permanent Disability:
 - ▶ Loss of sight of both eyes, or
 - ▶ Loss of two or more limbs; or
 - ▶ Loss of all sight in one eye and loss of one limb

What about exclusions (i.e. coverage which is not provided by the certificate)?

The exclusions under CGP are as follows:

COVERAGE

Death / Total and Permanent Disability (TPD)

No benefits will be payable in respect to an Insured under this Plan where the Death or Total and Permanent Disability benefits giving rise to the Benefit occur as a result of:

- ▶ Death of the Insured caused by suicide, whether sane or insane, within twelve (12) months of the Commencement Date or Reinstatement Date as stated in the Certificate of Insurance, or date of any reinstatement, whichever is later;
- ▶ Death due to illness occurring within thirty (30) days of the Commencement Date or Reinstatement Date as stated in the Certificate of Insurance or date of any reinstatement, whichever is later;
- ▶ Death and TPD within 12 months from the effective date, due to any pre-existing* illness, disability, abnormality or deformity (*which originated prior to the effective date).
- ▶ TPD due to any attempt at suicide, whether sane or insane, or any intentional self inflicted injuries;
- ▶ TPD due to military air force or naval service in time of declared or undeclared war or while under orders for warlike operations or restoration of public order;
- ▶ Commission of a criminal act;
- ▶ Aviation activities other than as a fare paying passenger or crew on a commercial passenger airline;
- ▶ Under the influence of intoxicating liquor or as a result of drug or substance abuse;
- ▶ Participation in any hazardous pursuits such as, but not limited to, mountaineering, scuba diving, hang gliding, speed or endurance contest, etc.

This plan will become void and Manulife Insurance Berhad (814942-M) will return the total premiums paid without interest.

Critical Illness

No benefit is payable under Critical Illness Benefit:

- ▶ If the Insured is tested positive for Human Immunodeficiency Virus (HIV) Antibody, either before or after the Commencement Date or Reinstatement Date as stated in the Certificate of Insurance unless the condition or disease or infection arose as a result of blood transfusion in accordance with the Definition Of A Covered Event of the plan, or
- ▶ If the Covered Event is due to a pre-existing condition at Commencement Date or Reinstatement Date as stated in the Certificate of Insurance, or
- ▶ If a Covered Event is caused, directly or indirectly, by alcohol or substance abuse, congenital abnormalities including physical defects present from birth, attempted suicide or intentional self-inflicted injury, or
- ▶ Participation in any hazardous pursuits, such as, but not limited to, mountaineering, scuba diving, hang gliding, speed or endurance contest, etc.

Please note that the list of exclusions is not exhaustive and that qualifying periods may apply. Kindly refer to the insurance certificate for further information.

Termination Of Coverage

The individual coverage will be automatically terminated if any of the following events whichever happens first:-

- ▶ Upon request by the Insured.
- ▶ The end of the month the Insured attained the age of 65 next birthday.
- ▶ Death or TPD or diagnosis of Critical Illness of the Insured.
- ▶ Written notice from the Bank directing the coverage to be cancelled once the Insured has ceased to be a HSBC credit cardholder.
- ▶ The date the Bank confirms that the Insured's credit card account has been delinquent for more than 3 months.

Important Notice!

- Should there be a shortfall between the insurance benefit amount and your credit card outstanding balance with the Bank, the amount of shortfall will be recovered from you or your estate.
- Should there be a surplus after payment to your credit card outstanding balance, the balance will be payable to your nominee or estate if no nominee is made by the Insurer.
- Please note that this document is for reference only and does not constitute professional advice. You should refer to the Master Certificate for the exact terms and conditions.

The Credit Guardian Plus is underwritten by:

Manulife Insurance Berhad (814942-M)

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