

# **HSBC Voluntary Health Insurance Flexi Plan (VHIS) - HealthPlus Offer Frequently Asked Questions**

(For internal use)

Last updated: 25 Mar 2021

**1. Since I currently have HealthPlus as my group medical coverage, why do I need to buy VHIS Flexi Plan as extra medical coverage? Will it be overlapped with my existing coverage?**

Your existing group medical coverage will cease when you are no longer an HSBC employee and may not fully cover you should you need medical attention overseas or at non-panel doctors/hospitals in Hong Kong. Depending on the plan level you choose, in these situations a VHIS Flexi Plan can fully cover or minimize the medical expense shortfall and therefore provide you with a greater peace of mind. – You are encouraged to consider your own needs and can refer to our microsite (<http://retailbank.hsbc.com.hk/staffpromotionaloffers/en/vhis/>) as well as the VHIS Flexi Plan brochure for further details.

**2. How long will this HealthPlus offer last?**

This is a limited offer which lasts until 30<sup>th</sup> April 2021, so we suggest you act now. You may also wish to consider any tax implications as there are tax benefits on premiums paid for VHIS policies on or before 31<sup>st</sup> March of the respective tax year.

For more information, please refer to [www.ird.gov.hk](http://www.ird.gov.hk) or seek independent tax advice.

**3. What is the offer?**

This is a limited time offer for HealthPlus members only to obtain a VHIS policy – we have looked at our HealthPlus records and for those members that we have sufficient information of, we provide the opportunity to apply without needing to provide any medical information. This also allows members the opportunity to apply for a VHIS Flexi Plan that includes coverage of pre-existing conditions if our records have sufficient information to do so.

**4. What are the criteria that determines whether I am eligible or not?**

Since this is an offer based on our HealthPlus records, the members under the following conditions would not be eligible:

- a. HealthPlus members who joined the scheme after 30<sup>th</sup> September 2020;
- b. Members who made an inpatient claim in the past few years that we don't have sufficient information to conduct a pre-assessment;
- c. Members who have been receiving long term or regular medication or medical treatment through outpatient as per our records.

For the above scenarios, due to lack of information on our hand, we are unable to provide you with the pre-approved offer. However, you may still apply for a HSBC VHIS Flexi Plan and be offered a policy with or without conditions - we just need some more details from you. So please help us to better understand your situation by providing any information you have on hand and you will go through a standard underwriting process. If you have medical conditions, these may be excluded from your policy or your

policy may be subject to premium loading, though please be assured that any unknown pre-existing conditions will still be covered.

## 5. What are the different eligibility categories?

There are 3 eligibility categories:

- i) Pre-approved without any conditions - you will not need to provide medical information and we will be able to issue you a policy upon receiving your application.
- ii) Pre-approved subject to potential premium adjustment - this means that you are eligible for a VHIS Flexi Plan without needing to provide any medical information. However, your records also include some claims history under HealthPlus, which would require further review if any adjustment in premium is needed or not. You may consider to apply and if a premium adjustment is required, a letter will be sent directly to you to inform you of the adjusted premium amount, and rest assured that you will be free to choose whether you would like to proceed.
- iii) Standard underwriting process – we unfortunately do not have enough information to issue a policy to you immediately, so we would like to understand more about you by going through our standard underwriting process with just a few basic questions. With this extra information, we can better provide an appropriate policy for you, which may include a policy without any conditions, or a policy with specific exclusions/loading.

For example, an applicant that had Influenza type A within the past two years and had an inpatient stay but fully recovered after discharge and no complications – while such a case would require us to further review their details through the standard underwriting procedure, the outcome would be that a VHIS policy may be issued without pre-existing conditions.

## 6. What plan options can I choose?

Any VHIS Bronze, Silver or Gold Flexi Plans can be chosen for this pre-approval offer, including any of the deductible options. If you are going through our standard underwriting process, then any plan option including our Diamond plan can be chosen (while still being able to receive the relevant premium discount).

## 7. Can I change my plan level or deductible amount later?

Yes, you can request to change the plan level or deductible amount. Underwriting is not required if the request is to downgrade the plan level or increase the deductible amount. To upgrade the plan level or decrease the deductible amount, however, underwriting is required.

Per policy term and conditions, a policy may have 1 opportunity per lifetime to remove or decrease the deductible amount without re-underwriting specifically on the Insured Person's 55<sup>th</sup> birthday; or every 5 years thereafter (i.e. on the 60<sup>th</sup>, 65<sup>th</sup>, 70<sup>th</sup> birthday and so on).

## **8. How do I know if I am considered eligible or not?**

On the microsite (<http://retailbank.hsbc.com.hk/staffpromotionaloffers/en/vhis/>), a query tool is available where you can input your or your dependent's HealthPlus Membership number, and the tool will inform you if you are eligible for a pre-approval offer or need to go through a standard underwriting process. If you wish to proceed with the application, you can contact your Relationship Manager, visit any HSBC branch, or call the VHIS application hotline at (852) 2233 3130.

## **9. Are pre-existing conditions carried over from HealthPlus?**

If you are issued a VHIS policy under this pre-approval offer, then all your pre-existing conditions (including congenital diseases), that is covered by your HealthPlus Plan will be also covered, and an endorsement letter will be included in your policy documentation to confirm this.

## **10. Is there anything I can do if I am not in the pre-approved category, but think I should be?**

We were unable to provide you the pre-approved offer because we don't have enough information to make an assessment, but this certainly does not necessarily mean your policy will have conditions applied to it. You are welcome to apply for a HSBC VHIS Flexi Plan where you will be invited to provide any information you wish to help us to better understand your situation and go through a standard underwriting process. If successful, you will still be able to enjoy the prevailing premium discounts and other VHIS offers\*, including pre-existing conditions coverage if your policy could be successfully issued without any exclusions imposed.

\*For the details of prevailing premium discounts and offers, you can contact your Relationship Manager, visit any HSBC branch, or call the VHIS application hotline at (852) 2233 3130.

## **11. I am offered with coverage of pre-existing medical conditions with potential premium adjustment, how can I know if the premium would be adjusted?**

If you are interested in receiving coverage, we would like to invite you to apply and submit some basic application information, which will allow us to review your details, and respond to you as soon as possible.

Should your application be subject to a premium adjustment after our review, a written reply will be sent to you via your work email address if you are the policyholder and have provided the work email address during the application. Otherwise it will be sent to branch staff for passing on to you, or sent to your correspondence address if you applied through the application hotline.

## **12. I know someone who was given a different eligibility category as me, although we seem to have similar medical experiences. Why is mine different?**

Our categorization is a reflection on whether we have enough information to provide a pre-approved offer. For members such as those that who joined the scheme after 30 September 2020 or have some claims records, we are just unable to make a decision due to requiring more information, and your

categorization does not mean you will necessarily receive a less favourable VHIS policy.

**13. Can I go through normal underwriting if I don't like the offer of a premium adjustment? Will I get a different result?**

If you receive an offer for a premium adjustment that you would like us to revisit, you may call HSBC Life's hotline indicated on the letter. You will be provided with a supplementary health declaration form to complete and return to us for a further review of your case. However, please note that there is a chance that you will no longer be eligible to receive the original proposed premium adjustment offer once we have performed further medical underwriting.

**14. Are my family members eligible for this offer, and how do I apply for them?**

Dependents that are under your HealthPlus scheme will also be eligible for this offer subject to the eligibility check as mentioned in Q3, and the staff member needs to provide the HealthPlus membership cards of the proposed insured dependent for the application. You may apply on behalf of your dependent as the owner of the policy and your dependent do not need to be present for VHIS application unless they are required to go through the standard underwriting procedure. Also, if more than one dependent is insured under VHIS, you may also receive a family discount of 10% on policy premiums.

For family members that are not currently under your HealthPlus scheme, although they are not eligible for the pre-approval offer, they still can proceed with the application through standard underwriting process and would be entitled to the prevailing discount and other VHIS offers upon policy issuance.

**15. What if I still want to understand more about VHIS plan and the offer after reading the information on intranet or public website?**

You are welcome to consult our frontline staff at branch or call the VHIS application hotline at (852) 2233 3130 for the details of VHIS and this HealthPlus Top-Up offer.

**16. (For existing HSBC VHIS Standard/Flexi Plan policyholders or previous applicants) I heard about this offer, but I already have a policy or had previously applied. Can I apply for this instead given it covers my pre-existing conditions?**

If a HealthPlus member has previously applied or already has a HSBC VHIS policy, our microsite will recognize this when you search through the query tool and no eligibility will be displayed, reflecting our records as of 7<sup>th</sup> January 2021.

If your existing HSBC VHIS policy was issued without any exclusions imposed, the policy has already been covering your pre-existing conditions and you do not need to re-apply again.

However, to provide you an additional layer of peace of mind, if your existing HSBC VHIS policy falls under the above category, you will receive a standalone Endorsement Letter at your policy's correspondence address by the end of February 2021. Please kindly note that the nature of this letter is to provide a confirmation to you that your existing HSBC VHIS policy covers all your pre-existing conditions, it does not change or affect your policy's coverage. If you believe your policy is under the above category but have not received this letter by the end of February 2021, you can contact 2583 8000 for further enquiries.

**17. (For VHIS policies applied before the campaign period) Would there be any chance to receive the new discount if I had applied already but my VHIS policy is still pending and yet to be issued?**

No actions will be required from you as we will automatically be applying the new staff discount for such cases during this campaign for eligible staff or their family. For insured HealthPlus members, we would also take into consideration your eligibility category on the microsite and follow standard underwriting only if you were not eligible for a pre-approved policy.

**18. If I am offered a VHIS policy with exclusions, am I able to appeal this decision?**

If you were asked to go through a standard underwriting process, there is a chance that your policy will be subject to exclusions. In such a case, you will receive a counter offer letter that describes the conditions of the policy for your consideration and acknowledgement should you wish to accept. However, if you would like to appeal, you may return the counter offer letter to us and indicate that you wish us to further review your application; we would then welcome any further information that you wish to provide and be in touch with you after a secondary review.

**19. I had to go through medical underwriting for my previously issued VHIS policy, would I have received a different result if I apply through this offer instead?**

Please rest assured that the VHIS underwriting approach has not changed as a result of this offer. This offer is an opportunity to provide convenience to some applicants by requiring less information at point of application given their HealthPlus records. If your issued policy did not include any exclusions, you will still be covered for any pre-existing conditions and to provide you with an extra peace of mind an endorsement will be sent to your correspondence address as confirmation of this coverage.