

Press Release

29 January 2020

## Hong Kong Life responds to “Novel Coronavirus Infection”<sup>#</sup> Provides HKD 1,000 Per Day Free Additional Hospital Income Benefit

In view of recent situation of the outbreak of the novel coronavirus, Hong Kong Life specially provides Free Additional Hospital Income Benefit with convenient and simplified claim services to equip customers with better protection. From now till 30 June 2020, for all Hong Kong Life customers, if the Life Insured is diagnosed as suffering from Novel Coronavirus Infection and hospitalized in Hong Kong public hospitals, **Free Additional Hospital Income Benefit of HKD1, 000 per Life Insured per day of confinement** will be paid. Hong Kong Life also offers additional death benefit, multiple condition exemptions, one-day speedy claims service and claims collection service.

### Measures and services for Novel Coronavirus Infection of Hong Kong Life:

#### 1. Free Additional Hospital Income Benefit

For all Hong Kong Life customers, if the Life Insured is diagnosed as suffering from Novel Coronavirus Infection and hospitalized in Hong Kong public hospitals the **Free Additional Hospital Income Benefit of HKD1, 000 per Life Insured per day of confinement** will be paid, **maximum 30 days, with the maximum amount of HKD30, 000**, from now till 30 June 2020.

#### 2. Wavier of Waiting Period, Physician's Statement in Claim Form and Deadline for Claim Submission

For Life Insured who are diagnosed as suffering from Novel Coronavirus Infection, the relevant claims will be entitled to wavier of waiting period, physician's statement in claim form and deadline for claim submission. Claims documents such as discharge summary must be provided by the Life Insured as supporting of confirmed diagnosis.

#### 3. Additional Death Benefit

In the event of the death of the Life Insured who is diagnosed as suffering from Novel Coronavirus Infection, an **Additional Death Benefit of HKD100,000** will be paid in addition to original benefits.

#### 4. One-day Speedy Claims Service

If the Life Insured is diagnosed as suffering from Novel Coronavirus Infection and submitted all required supporting documents, claims regarding Novel Coronavirus Infection will be prioritized and completed within one working day\*.

#### 5. Claims Collection Service

Hong Kong Life offer Claims Collection Service. Our customer services team will collect the claims documents from customers at your door and you can submit the claims at home with ease and convenience.

#### 6. Customer Services Hotline

For any enquiries, please contact Hong Kong Life Customer Services Hotline at 2290 2882.

Ms. Micky Cho, Chief Marketing Officer of Hong Kong Life, said: "Hong Kong Life always concerns about the health of customers and is committed to provide a comprehensive medical protection. Hong Kong is threatened by the Novel Coronavirus Infection. We understand that customers may concern if they will be fully protected in case of infection. In view of this, Hong Kong Life has introduced relevant measures including free additional hospital income benefit, additional death benefit, multiple condition exemptions, one-day speedy claims service and claims collection service, so as to provide customers with superior and heartfelt protection and services to accompany everyone to meet the epidemic challenge."

<sup>#</sup> Definition of Novel Coronavirus Infection: the meaning ascribed to such term by the World Health Organization from time to time. The diagnosis of Novel Coronavirus (2019-nCoV) must be supported by the relevant medical examination report(s). Any symptoms for Novel Coronavirus (2019-nCoV) infection that has been manifested and commenced before 29 Jan 2020 or the effective date of the respective insurance plan (whichever is later) shall not be covered.

\* Only applicable for the Free Additional Hospital Income Benefit

Terms and conditions apply. For details, please call Hong Kong Life Customer Service Hotline at 2290 2882.



## **Hong Kong Life Profile**

Established in 2001, Hong Kong Life Insurance Limited was founded by five local financial institutions including Asia Insurance Company Limited, Chong Hing Bank Limited, CMB Wing Lung Bank Limited, OCBC Wing Hang Bank Limited and Shanghai Commercial Bank Limited, which laid their foundations and have been serving people in Hong Kong for more than 50 years on average. Through our extensive network of around 170 distribution points comprising Chong Hing Bank, CMB Wing Lung Bank, OCBC Wing Hang and Shanghai Commercial Bank, we provide a comprehensive range of insurance services. With the experiences and strengths of our shareholders, and our profession and devotion in delivering quality insurance services and financial management solutions, Hong Kong Life strives to become the best insurance partners of our valued customers, enabling them and their families to step up to a better and more secure future.

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