

Complimentary Term Life Coverage Terms and Conditions

The Offer

Eligible Customers can enjoy a complimentary 15-month insurance coverage set out below (“Coverage”) upon successful mobile account opening of a Hang Seng Preferred Banking account or Prestige Banking account via the Hang Seng Mobile App (excluding branch assisted mode) from 17 Oct 2024 to 31 Dec 2024 (both dates inclusive, “Promotional Period”) and shall at all times be subject to Terms & Conditions of the Offer.

Terms & Conditions

1. “Eligible Customer” (“Eligible Customers” collectively) means a customer of Hang Seng Bank Limited (“Hang Seng”) in the Hong Kong Special Administrative Region (“Hong Kong SAR”) who has fulfilled all of the following requirements:
 - a. successfully opens to a Hang Seng Preferred Banking account or Prestige Banking account via the Hang Seng Mobile App from 17 Oct 2024 to 31 Dec 2024 (both dates inclusive); and
 - b. be an HKID holder and locates in Hong Kong SAR when opening the Hang Seng Preferred Banking account or Prestige Banking account; and
 - c. be aged between 18 and 64 (age at the Eligible Customer’s last birthday) on the date of account opening of the Hang Seng Preferred Banking account or Prestige Banking account; and
 - d. whose place of residence is Hong Kong SAR when opening the Hang Seng Preferred Banking account or Prestige Banking account; and
 - e. who remains an Hang Seng Preferred Banking account or Prestige Banking account holder during the Coverage Effective Period, the accounts mentioned above have not been terminated in any period; and
 - f. has never enjoyed any complimentary one-year insurance upon successful opening an Hang Seng Preferred Banking account or Prestige Banking account.
2. “Coverage” means each Eligible Customer can enjoy an Accidental Death Benefit of HKD100,000 for free for a coverage period of fifteen (15) months (four hundred and fifty five (455) days in total) (including the waiting period set out in clause 3 below) starting from the date of Hang Seng Preferred Banking account or Prestige Banking account successful opening (“Coverage Effective Date”); and there is also a Death Benefit of HKD10,000 offered during the coverage period of fifteen (15) months excluding the Waiting Period (as defined below).
3. “Death Benefit” means subject to all the terms and conditions herein if the Insured Person dies while this Policy is in force, we will pay the amount of Death Benefit as stated to that Insured Person’s estate. No Death Benefit will be paid in case of below situations:
 - a. the death of the Insured Person occurs within the first 90 days following or before the Coverage Effective Date (“Waiting Period”); or
 - b. the death of the Insured Person is a result of suicide, whether sane or insane; or
4. “Accidental Death Benefit” means subject to all the terms and conditions herein if the Insured Person dies while this Policy is in force, and subject to our receiving proof to our satisfaction of the Accidental Death, an Accidental Death Benefit will be payable together with the Death Benefit of the Offer to that Insured Person’s estate. If the Accidental Death occurs within the Waiting Period, then only an Accidental Death Benefit will be payable.
5. “Accidental Death” means death resulting directly and independently of all other causes, from bodily injury caused by an external and violent accident, and which does not result from any of the exclusions listed below.

No benefit will be paid if Accidental Death results directly or indirectly from any of the following:

 - a. suicide or trying to commit suicide, while sane or insane;
 - b. wilful self-inflicted injury;
 - c. engaging in hazardous sports (including but not limited to mountaineering necessitating the use of ropes or guides, pot-holing, parachuting, scuba-diving or other underwater pastimes, winter sports, steeple chasing, polo or racing of any kind other than on foot), and other than those stated in the application;
 - d. taking or absorbing, accidentally or otherwise, any drug, medicine, sedative or poison, except as prescribed by a Registered Doctor;
 - e. inhaling any gas or fumes, accidentally or otherwise, except accidentally in course of duty;
 - f. insanity or mental infirmity or mental disease;
 - g. committing or trying to commit a criminal offence;
 - h. war or any act incidental to war. The word “war” includes any war, declared or undeclared, including civil war and guerrilla war, or any other conflict involving any country or territory’s armed forces or any force of an international body;
 - i. service in the armed forces, or any auxiliary civilian force, of any country or territory at war; or service in any force of an international body; or
 - j. entering, operating, or servicing, riding in or on, ascending or descending from any kind of device designed for flight in or beyond the earth’s atmosphere except while the Life Insured is a passenger or air crew in an aircraft operated by a commercial passenger airline on a regular scheduled passenger trip over its established passenger route.

The accident resulting in death must occur during the coverage effective period. In addition, if an accident results in death, such death must occur within 90 days following the accident in order to constitute an “Accidental Death”.

6. "We", "Us", "Hang Seng Insurance" means Hang Seng Insurance Company Limited.
7. "Insured Person" means the Eligible Customer who has been accepted and enrolled by Hang Seng Insurance in respect of the Coverage mentioned in these Terms and Conditions.
8. "Policy" means the relevant group insurance policy (underwritten by Hang Seng Insurance) held by Hang Seng as policyholder in respect of the Coverage.
9. Death Benefit and Accidental Death Benefit are paid subject to all the terms and conditions herein, requirements for related supporting documents and/or procedures as may be required by Hang Seng Insurance for supporting the claims.
10. For related claims procedures, you can download the Claimant's Statement for Death Claim (Form No:IL27a) by visiting the form center in Hang Seng Bank website > Personal > Insurance & MPF > Claims Procedure. Please complete and submit the claim form with request proof to Hang Seng Insurance by uploading to website, mail or visiting any Hang Seng Bank branch. If you have any enquiry, please call Hang Seng Insurance Claims Service Hotline (852) 2288 6992.
11. If any Insured Person ceases to be an Eligible Customer, then such Insured Person's Coverage will forthwith ends, and Hang Seng Insurance shall have the absolute right to refuse to pay any benefit relating to such Insured Person. No Death Benefit will be payable in respect of death of an Insured Person if such Insured Person ceases to be an Eligible Customer on or before the date of death of such Insured Person.
12. Hang Seng Insurance reserves the right and discretion to require evidence and documents to the satisfaction of Hang Seng Insurance for supporting any claim under the Coverage.
13. Eligible Customer will be enrolled to the Coverage after occurrence of both: (a) fulfilling clauses 1a to 1e, and (b) Eligible Customer has confirmed acceptance of all the terms and conditions of this Offer.
14. Each Eligible Customer can only be eligible for one Coverage. If Eligible Customer successfully opens more than one (1) Hang Seng Preferred Banking account or Prestige Banking account via the Hang Seng Mobile App, Hang Seng Insurance will only accept the Preferred/Prestige Banking account with the earliest account opening date within the promotion period as the eligible account, and the Coverage Effective Date will be the account opening date of the eligible account.
15. The Coverage details will be sent to the Eligible Customer's latest valid mobile number maintained in Hang Seng record.
16. The beneficiary of this Coverage will be defaulted as the estate of the insured person. After Eligible Customer accepts this Coverage, it is advised to inform your estate about the detail of the Coverage for the arrangement of this Coverage.
17. The Coverage ends automatically after fifteen (15) months from the Coverage Effective Date or upon payout of the Offer (whichever is earlier).
18. The Offer is provided by Hang Seng who acts in the capability of policyholder of the group life insurance, but not offering this insurance coverage to you at the capacity as an insurance agency for sales of individual insurance products. Hang Seng reserves the right to suspend, alter or terminate this Offer (in whole or in part) or amend the relevant terms and conditions at its discretion at any time without notice.
19. The Coverage is underwritten by Hang Seng Insurance. Hang Seng Insurance reserves the right of final determination of eligibility of enrolment to the Coverage.
20. The Offer is not exchangeable or redeemable for cash and is not transferable.
21. Eligible Customer's personal information maintained in Hang Seng's record must be valid and up-to-date during the Coverage Effective Period and at the time of claim in order to be entitled to the Coverage.
22. Personal Data
 - i. Hang Seng will collect, use and disclose your personal data that Hang Seng currently or subsequently holds in accordance with the Personal Information Collection Statement of Hang Seng (https://www.hangseng.com/content/dam/hase/config/bde/pws/common/pdfs/notice_e_2013.pdf).
 - ii. The personal data (including name, HKID number, gender, date of birth and Hang Seng Preferred Banking account or Prestige Banking account opening date) of Eligible Customer will be transferred by Hang Seng to Hang Seng Insurance as necessary for enrolment of the Coverage and/or claims process and related servicing (where appropriate) relating to the Coverage, failing which the Coverage cannot be provided.
 - iii. Hang Seng Insurance will collect, use and disclose Insured Person's personal data that Hang Seng Insurance currently or subsequently holds in accordance with its Personal Information Collection Statement (https://www.hangseng.com/content/dam/hase/rwd/personal/insurance-and-mpf/pdfs/HSIC_Personal_Information_Collection_Statement_En_Tc.pdf), otherwise there shall not be any Coverage.
23. Despite the Coverage will be effective at the date of the Hang Seng Preferred Banking account or Prestige Banking account via the Hang Seng Mobile App, if you do not want the Coverage or do not agree to transfer your personal data to Hang Seng Insurance, please call our hotline (852) 2998 8038 within 14 calendar days after the Coverage Effective Date to let us know. In that event, Hang Seng will not transfer your personal data to Hang Seng Insurance according to your wish, and the Coverage will be invalid immediately.
24. Hang Seng and Hang Seng Insurance have the absolute discretion in determining a person's eligibility to receive the Coverage. If Hang Seng and/or Hang Seng Insurance discovers at any time, whether after or during the Promotional Period, that any person has failed to fully comply with these terms and conditions, Hang Seng and/or Hang Seng Insurance is entitled to disqualify the person from participating in the Offer and receiving the Coverage.
25. These terms and conditions are subject to prevailing laws and regulatory requirements of Hong Kong SAR and/or any relevant jurisdictions.
26. These terms and conditions shall be governed by and construed in accordance with the laws of the Hong Kong SAR. Each party submits to the non-exclusive jurisdiction of the courts of the Hong Kong SAR.
27. Hang Seng shall not be liable for any damages, losses, claims, costs or proceedings incurred or suffered by the Eligible Customers as a result of their participation of the Offer.
28. Hang Seng and Hang Seng Insurance further reserve the right to exclude an Eligible Customer who violates these terms and conditions, tampers with the Offer, engages in abusive, deceit or fraudulent behavior in relation to the Offer or makes false representations or statements or violates any applicable law or regulations. The Offer may be subsequently revoked and withdrawn.
29. No person other than the Eligible Customer and Hang Seng will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy

the benefit of any of the provisions of these terms and conditions.

30. In case of any dispute arising from the Offer, the decision of Hang Seng shall be final and conclusive. In case of any dispute arising from the Coverage, the decision of Hang Seng Insurance shall be final and conclusive.
31. In the event of any discrepancy or inconsistency between the English version and the Chinese version of any promotion materials or these terms and conditions, the English version shall apply and prevail.

Disclaimer

The above-mentioned insurance plan is underwritten by Hang Seng Insurance Company Limited ("Hang Seng Insurance"), which is authorised and regulated by the Insurance Authority of the Hong Kong SAR to carry on long-term insurance business in the Hong Kong SAR. Hang Seng Insurance will be responsible for providing your insurance coverage and handling claims under the Coverage under the insurance Policy (of which Hang Seng Bank Limited ("Hang Seng Bank") is the policyholder). Hang Seng Bank is registered in accordance with the Insurance Ordinance (Cap. 41 of the Laws of Hong Kong SAR) as an insurance agency of Hang Seng Insurance for the distribution of life insurance products in the Hong Kong SAR, but Hang Seng Bank is not acting as the insurance agency under this Offer. The above-mentioned insurance plan is product of Hang Seng Insurance but not Hang Seng Bank.

Any offer is intended only for Eligible Customer in the Hong Kong SAR. The policyholder (Hang Seng Bank) of the above-mentioned insurance plan is subject to the credit risk of Hang Seng Insurance. The above-mentioned Offer does not constitute any offer for any insurance product to any proposed policyholder.

For any enquiry with regards to this Offer, please call (852) 2998 8038.

Online Important Notices

© Hang Seng Bank Limited

The website is intended for Hong Kong customers. [Cross-border disclaimer](#)

Member HSBC Group