

# Your Life Cover

Policy summary with  
Terms and Conditions



The world's local bank

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## Policy summary

### Please read carefully the information in this Policy Summary.

This is a summary of the HSBC Advance Life Cover. The full Policy conditions can be found in the Terms and Conditions within the Policy Document section of this booklet.

This Life Cover Policy meets the demands and needs of those who wish to ensure their estate will receive a lump sum cash payment on their death. The Life Cover is provided by HSBC Life (UK) Limited.

### Type of Insurance and Cover

#### Life Cover

Included within your monthly fee each named HSBC Advance holder will benefit at no extra cost from Life Cover of £3,000 payable on death before their 70th birthday.

#### Accidental Death Benefit

From the 70th birthday of any of the named HSBC Advance Account Holders Life Cover is replaced with Accidental Death Benefit. An amount of £3000 is payable if death occurs as the result of an Accidental Death\*.

\*Accidental Death is death that arises solely and directly from bodily injury caused by external, violent, visible and accidental means, totally independent of any physical or mental illness or infirmity and excluding suicide.

### Significant Features and Benefits

- A £3,000 lump sum, payable following death before the Account Holder's 70th birthday.
- A £3,000 lump sum payable on Accidental Death\* from the Account Holder's 70th birthday.
- Both Life Cover and Accidental Death Benefit are included at no extra cost as an HSBC Advance benefit.
- For a joint HSBC Advance Bank Account, both Life Cover and Accidental Death Benefit are provided to each Account Holder separately.

### Significant and unusual exclusions

- Both Life Cover and Accidental Death Benefit cease immediately if you leave HSBC Advance.
- If you die after you reach age 70, and it is not an Accidental Death\*, no benefit is payable.
- Life Cover and Accidental Death Benefit are only available if you are a Resident in the UK, Isle of Man or Guernsey at the time of opening or upgrading to HSBC Advance. Residents of Jersey or any other country or territory are not eligible for Life Cover and Accidental Death Benefit.

### Duration and amount of Cover

The Life Cover (including Accidental Death Benefit) Policy will remain in force as long as you hold HSBC Advance. If you leave HSBC Advance for any reason, the Policy for Life Cover (including Accidental Death Benefit) will automatically end.

The Life Cover (including Accidental Death Benefit) is provided by HSBC Life (UK) Limited (the Insurer). The Insurer can at any time withdraw or amend both the Policy for Life Cover and Accidental Death Benefit. You will be notified of this at least 30 days in advance of the date the Policy is to be withdrawn or amended.

### Cancellation rights

You have the right to cancel this Life Cover and Accidental Death Benefit Policy within 30 days of receiving this policy document. If you do not cancel this Policy it will continue to be provided with HSBC Advance. If you choose to cancel the Policy for Life Cover (including Accidental Death Benefit) there will be no refund or reduction in premium as it forms an integral part of HSBC Advance.

If you wish to cancel please write to:

HSBC Life (UK) Limited  
 Claims Department  
 Customer Services Centre  
 PO Box 1011  
 Bristol  
 BS99 1GD

### **How to make a claim**

Please contact your local branch of HSBC Bank plc.

Write to:

HSBC Life (UK) Limited  
Customer Services Centre  
PO Box 1011  
Bristol  
BS99 1GD

Call us on 0845 745 6125 (Textphone 0845 766 0391). Lines are open 8am to 6pm Monday to Friday (excluding public holidays). To help us continually improve our service and in the interests of security, we may monitor and/or record your telephone calls with us.

Fax us on 0117 929 6632

### **Complaints**

We want you to be entirely satisfied with the products and services you receive from us. If you are dissatisfied with any aspect of our service, please let us know. We always endeavour to resolve any concerns fairly and quickly.

#### **How to complain**

If you ever need to complain contact our Customer Services Centre using the contact details shown above.

A written copy of our complaint procedure is available on request.

If you are not satisfied with our response, you can complain to the Financial Ombudsman Service.

**Complaining to the Ombudsman will not affect your legal rights.**

#### **Compensation**

HSBC Life (UK) Limited is covered by the Financial Services Compensation Scheme (FSCS). If HSBC Life is unable to meet its obligations you may be able to claim compensation. This is limited to transferring your Policy to another insurer or providing a new Policy. If this is not possible, then the FSCS will provide cover for 90% of the claim. Further details are available online at [www.fscs.org.uk](http://www.fscs.org.uk) or on request from:

Financial Services Compensation Scheme  
7th Floor, Lloyds Chambers  
Portsoken Street, London E1 8BN

Customers who are Resident in the Isle of Man and Guernsey are not covered by the UK Financial Services Compensation Scheme.

# Important information

## **Type of service**

No advice has been provided regarding the suitability of this life insurance contract.

## **Charges**

No fee has been charged by HSBC Bank plc for arranging this contract.

## **Tax**

The benefits payable are free from UK income and capital gains tax. However, if we pay out the benefits after your death, inheritance tax may be due on the benefits paid to your estate. The tax treatment of the benefits may change in the future.

## **Law**

We are required by law to tell you that the terms and conditions will be issued to you in English, and we will communicate to you in English.

## **Registered office**

HSBC Life (UK) Limited, 8 Canada Square, London E14 5HQ.

Registered in England (United Kingdom) number 88695.

HSBC Life (UK) Limited is the product provider and is authorised and regulated by the Financial Services Authority and is a member of the Association of British Insurers. Our FSA Registration number is 133435.

These details may be checked on the FSA's register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

HSBC Life (UK) Limited is incorporated in England and is a company limited by shares.

The main business of HSBC Life (UK) Limited is writing life policies.

# HSBC Advance Life Cover Policy document

## Introduction

The insurance detailed in this booklet is included with HSBC Advance. This policy document gives you full details of what is covered, what is not covered and the conditions of cover. Please read this section carefully and keep it in a safe place.

This Policy is a contract between the Insurer and the Account Holder, and HSBC Advance together with this policy booklet form your contract of insurance.

## Policy terms and conditions

### 1. Life Cover

If the Account Holder dies during the Period of Cover then an amount of £3,000 will be paid, subject to Condition 7 below.

### 2. Accidental Death Benefit

If the Member dies as the result of Accidental Death after the Period of Cover ends then an amount of £3,000 will be paid, subject to Condition 7 below. If HSBC Advance is held in joint names each Account Holder is entitled to Life Cover and Accidental Death Benefit.

### 3. How to claim

To make a claim please contact your local branch of HSBC Bank plc.

### 4. Requirements to pay Life Cover and Accidental Death Benefit

Payment under this Policy is subject to receipt of proof, satisfactory to the Insurer that the Account Holder has died. For Accidental Death Benefit satisfactory proof is also required that an Accidental Death has occurred.

### 5. Payment of Life Cover and Accidental Death Benefit

For a single Advance Account the benefit is paid to that account. If the Advance Account is held jointly with another person the benefit will either be paid to an existing interest bearing account in the sole name of the deceased Account Holder or, if there is no such account, to a new interest bearing account opened in the name of the deceased for the purpose of receiving this benefit. The benefit paid will form part of the deceased Account Holders estate.

## 6. Variation

The Account Holder cannot vary or alter these terms and conditions.

## 7. Duration of Policy

Provided the Account Holder has not cancelled this Policy it will remain in force as long as the Account Holder has an HSBC Advance Bank Account. All cover under this Policy will cease immediately the Account Holder ceases to hold an HSBC Advance Bank Account.

## 8. Cancellation

The Account Holder has the right to cancel this Policy within 30 days of receiving this policy document. If the Account Holder does not cancel this Policy it will continue to be provided with HSBC Advance. On any cancellation of this Policy there will be no refund or reduction in premium as it forms an integral part of HSBC Advance.

If you wish to cancel please write to:

HSBC Life (UK) Limited  
Claims Department  
Customer Services Centre  
PO Box 1011  
Bristol  
BS99 1GD

## 9. Exclusion

Life Cover and Accidental Death Benefit are available to you if you are Resident in the UK, Isle Of Man or Guernsey at the time you open or upgrade to HSBC Advance (if you are Resident in Jersey or any other country or territory other than the UK, Isle of Man or Guernsey at the time you open or upgrade to HSBC Advance you are not eligible for this cover).

## 10. Law and Jurisdiction

The laws of England and Wales govern all terms and conditions of this Policy. The Account Holder and the Insurer submit to the non-exclusive jurisdiction of the courts of England and Wales.

## 11. Transfer of rights

The Account Holder cannot transfer their rights under this Policy. Any person who is not a party to this Policy has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its terms.

## **12. Withdrawal of Benefits**

The Insurer can, at any time withdraw or amend the benefits under this Policy. You will be notified of this at least 30 days in advance of the date the benefits are to be withdrawn or amended.

### **Definitions**

The words or phrases below have the following meanings wherever they appear in this booklet:

#### **Accidental Death**

Means death that arises solely and directly from bodily injury caused by external, violent, visible and accidental means, totally independent of any physical or mental illness or infirmity and excluding suicide.

#### **Account Holder**

Means a holder of HSBC Advance.

#### **HSBC Bank plc**

Means HSBC Bank plc, registered in England 14259, registered office: 8 Canada Square London E14 5HQ.

#### **HSBC Advance**

Means the HSBC Bank plc product HSBC Advance.

#### **Period of Cover**

Means the period beginning when an HSBC Advance Bank Account has been opened and ending on the 70th birthday of the Account Holder.

#### **Policy**

Means this HSBC Advance Life Cover (including Accidental Death benefit) Policy between the Account Holder and the Insurer.

#### **Resident**

Means the place the Account Holder has their main home.

#### **We, us, Insurer**

Means HSBC Life (UK) Ltd, 8 Canada Square, London E14 5HQ. Registered in England (United Kingdom) number 88695 or its successors in title.

**hsbc.co.uk**

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Customer Services Centre: PO Box 1011, Bristol BS99 1GD