

Starter Life Insurance Policy Summary

Please read the information in this Policy Summary carefully.

This is a summary of the Starter Life Option and does not contain the full policy conditions. The full policy conditions, including exclusions, can be found in the terms and conditions (along with other important information) online and in the policy documents. Please ensure you keep this safe for future reference.

The product provider is HSBC Life (UK) Limited.

Type of insurance and cover

This HSBC Select and Cover Starter Life Option is designed to provide a lump sum payment in the event of the death of an insured person.

You are eligible to take out this Policy if you are aged between 18 and 50 and are resident in the UK.

Cover begins on the start date shown on your policy schedule and will remain in force until you inform us you wish to cancel or until the anniversary after you have reached the age of 50 when this is removed from your policy, or your policy is cancelled. If you stop paying the premium the policy will be automatically terminated.

You should review your cover periodically to ensure it remains adequate for your needs.

The Policy has no cash in value at any time.

Significant features and benefits

- ✓ £15,000 upon the death of you or your partner - a maximum of 2 claims in total
- ✓ £5,000 upon the death of your child
- ✓ You and Your partner are covered if aged between 18 and 50
- ✓ Your children are covered if they are under 18 years of age (or under 23 years old in full time education and living at home outside of term time)

Significant and unusual limitations and exclusions

- ! Suicide which occurs in the first 12 months from the cover start date shown on your current policy schedule
- ! Death which occurs in the first 12 months from the cover start date shown on your current policy schedule as a result of a medical condition or related symptoms the deceased person knew about at the cover start date shown on your current policy schedule, whether the condition had been diagnosed or not
- ! If a claim is made on the death of you, and the benefit is paid out, the Policy ends automatically and no more premiums will be payable
- ! A maximum of 2 claims can be made within the period of cover for the death of a partner

Cancellation

A cooling off period of 30 days applies to your HSBC Select and Cover policy. To remove Starter Life from your selected Options or cancel your HSBC Select and Cover policy, please visit us online at www.hsbc.co.uk/insurance/products/selectandcover, call us on **0345 051 1351** (opening hours 8am to 6pm, Monday to Friday, excluding public holidays, calls may be monitored or recorded), visit any HSBC branch, or write to us at HSBC Customer Services Centre, PO Box 6176, Coventry, CV3 9HN.

Removing this Option from your selection

As long as you keep a minimum of three Options in place and there have been no successful claims on this Option, you can remove this Option within the cooling off period and will receive a full refund of any associated premium you have paid.

If there has been a successful claim or you wish to remove this Option after the first 30 days, you can remove any one Option before your next policy anniversary window. Your anniversary window begins 30 days before the anniversary of your policy start date. If you remove this Option you will receive a refund for any unused days you've already paid for. You won't be able to repurchase the same Option for six months or until your next anniversary, whichever is sooner. You can also remove the Option from your selection within your policy anniversary window, however this will be with effect from your policy anniversary; and there will be no six month restriction to the date from when you can repurchase.

Cancelling your policy

You can cancel your HSBC Select and Cover policy within 30 days of the start date (or from when you receive your documents, whichever is later). If you decide to cancel within these 30 days you will receive a full refund of any premium you have paid providing no successful claims have been made on your policy.

You can cancel your policy at any time if there has been a successful claim or you wish to cancel after the first 30 days, and will receive a refund for any unused days you've already paid for. You won't be able to repurchase HSBC Select and Cover for six months from the date your cancellation becomes effective.

Making a claim

You, the executor or appointed administrator of a Life Insured's estate, or the appointed trustees can claim by calling **0345 302 8387** (calls may be monitored or recorded), or write to us at HSBC Customer Services Centre, PO Box 6176, Coventry, CV3 9HN.

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.

If you ever need to complain you may do so in writing to HSBC Customer Services Centre, PO Box 6176, Coventry, CV3 9HN or by calling on **0345 051 1351** (opening hours 8am to 6pm, Monday to Friday, excluding public holidays, calls may be monitored or recorded). A written copy of our complaints procedure is available on request. If you are not satisfied with our response, you can complain to the Financial Ombudsman Service.

Complaining to the Financial 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. Where this is the case the FSCS will provide cover for 100% of the claim with no upper limit. Further information about the compensation provided by the FSCS is available from the FSCS website **FSCS.org.uk** or write to:

Financial Services Compensation Scheme

10th Floor, Beaufort House

15 St Botolph Street

London EC3A 7QU

HSBC Life (UK) Limited

HSBC Life (UK) Limited is the product provider and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our firm reference number is 133435.

These details may be checked on the Financial Services Register by visiting the Financial Conduct Authority website **www.fca.org.uk**.

HSBC Life (UK) Limited is a member of the Association of British Insurers. 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. The language used in this Policy Document is English.

As part of our reporting requirements, we publish an annual Solvency and Financial Condition Report (SFCR). This tells you about our business and its performance. It also outlines our system of governance, risk profile, valuation for solvency purposes and capital management. You can find a copy of our current SFCR by visiting our website **www.hsbc.co.uk** or you can request a copy by calling us on **0345 051 1351**.