

Peace of Mind for Unpredictable Health Challenges

Life is inherently unpredictable. In the event of diagnosis of serious illness or mental incapacity, it's crucial to ensure the continuity of the Policy and provide your family members with access to the Policy value when financial support is needed most.

If the Insured or the Owner is diagnosed with any Designated Illness, we will implement below administrative arrangement as per your pre-set instruction, helping to safeguard you and your family's financial security and stability during critical times.

Standby Regular Withdrawal Instruction

You may designate **either the Insured or the Owner** as the Selected Person and apply for the Standby Regular Withdrawal Instruction while the Policy is in force.

If the Selected Person is diagnosed with a Designated Illness on or after the 3rd Policy Anniversary, we will carry out the **Standby Regular Withdrawal Instruction**. The relevant payout will be paid to you or a Designated Recipient (as the case may be) on monthly or annual basis.

To provide a safety net to ensure continued financial liquidity, you may designate up to 5 Designated Recipients and specify their order of priority to receive the Withdrawal Amount. If the Designated Recipient passes away or otherwise does not comply with our prevailing administrative rules, the subsequent Withdrawal Amount will be paid to the next eligible Designated Recipient according to your pre-set order of priority.

Case Studies[^]



Owner and Insured
Karen



**Designated Recipient
in 1st priority**
Ben (Karen's husband)



**Designated Recipient
in 2nd priority**
Kelly (Karen's daughter)

Case 1: Standby Regular Withdrawal Instruction



On the 5th Policy Anniversary, Karen submits a **Standby Regular Withdrawal Instruction** and nominates Ben and Kelly in an order of priority as the Designated Recipient to receive the payouts on a monthly basis.



On the 10th Policy Anniversary, Karen is diagnosed with Mental Incapacity and requires long-term care and treatment.



The **Standby Regular Withdrawal Instruction** will be carried out once approved by us.

Ben will receive monthly payouts covering Karen's medical expenses. The regular payments made under the **Standby Regular Withdrawal Instruction** provide relief from financial concerns, allowing Ben to focus on taking care of Karen.



Unfortunately, Ben passes away in an accident after 2 years. Kelly will continue to receive monthly payouts to take care of Karen subject to our approval.

***Note:** The case above is purely fictional and is for illustrative purposes only. Any relation to or reference to any actual person, party or event is purely coincidental. The nature of the cases herein (if any) should not be interpreted as any comment on, or confirmation or extension of, insurance coverage for any past, present or future case. Furthermore, these cases should not be relied upon to predict the outcome of any actual case as all cases are evaluated on their own individual merits and subject to the actual terms and conditions of the relevant Policy. It is important to note that each actual case is unique.

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This leaflet is for general reference only and should not be regarded as professional advice, recommendation and it is not part of the Policy. Please refer to the Policy provisions for the definitions of capitalised terms. This leaflet, as amended by us from time to time, should be read along with other materials which provide details of the product information. Such materials include, but are not limited to, product brochure that contains key product risks, policy provisions that contain exact terms and conditions, benefit illustrations (if any), policy documents and other relevant marketing materials, which are all available upon request. You might also consider seeking independent professional advice if needed.

This leaflet is intended to be distributed in Hong Kong only and shall not be construed as an offer to sell, solicitation or persuasion to buy or provision of any of insurance products outside Hong Kong.

"We", "our" or "us" herein refers to Chubb Life Insurance Hong Kong Limited.

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Product Fact Sheet

Standby Regular Withdrawal Instruction

A request to exercise the Standby Regular Withdrawal Instruction is only applicable to designated plans. Any application for the Standby Regular Withdrawal Instruction shall follow our administrative arrangement. The acceptance of such application is subject to the terms and conditions which shall be determined by us at our sole discretion from time to time.

The following are the terms and conditions applicable to the Standby Regular Withdrawal Instruction. Once your request is approved by us, the following shall attach to and form part of your Policy. In the event of any conflict between this document and the provision of the Basic Plan, the provision of the Basic Plan shall prevail.

When can you apply for Standby Regular Withdrawal Instruction and how to apply

1. Whilst the Policy is in force, during the lifetime of the Insured, subject to the consent of any irrevocable Beneficiary(ies) and any assignee(s), you may designate either the Insured or the Owner as the Selected Person and submit a request to us to apply for the Standby Regular Withdrawal Instruction.

When will we carry out Standby Regular Withdrawal Instruction

2. Once your request for the Standby Regular Withdrawal Instruction is approved by us, we will carry out the Standby Regular Withdrawal Instruction if the Selected Person has been diagnosed with a Designated Illness as listed in this Product Fact Sheet on or after the Policy Anniversary specified in the Basic Plan provision.
3. The amount specified in the Standby Regular Withdrawal Instruction will be paid to you or the Designated Recipient (as the case may be) on monthly or annually basis. If the Owner is selected as the Selected Person, you must nominate a Designated Recipient to receive the regular withdrawal.
4. You may nominate up to 5 Designated Recipients and specify their order of priority. Upon carrying out the Standby Regular Withdrawal Instruction, the regular withdrawal will be made to the first Designated Recipient in the designated order of priority who must satisfy our eligibility requirements and due diligence requirements, and any other prevailing administrative rules determined by us at our sole discretion from time to time.
5. If the first Designated Recipient does not satisfy such requirements or otherwise fails to meet our prevailing administrative requirements, we may pay the regular withdrawal to the next Designated Recipient in the designated order of priority who satisfies such requirements, and so on until an eligible Designated Recipient is identified.
6. If a Designated Recipient receiving the regular withdrawal payments dies, no longer satisfies our eligibility requirements, fails to meet our due diligence requirements or otherwise does not satisfy our prevailing administrative rules, we reserve the right to cease payments to such Designated Recipient and pay subsequent regular withdrawals to the next Designated Recipient in the designated order of priority who satisfies such requirements, and so on.
7. We reserve the right not to approve your request to pay the Designated Recipient subject to our prevailing administrative rules as determined by us from time to time.
8. Carrying out the Standby Regular Withdrawal Instruction is subject to the following conditions:
 - (i) all Indebtedness (if any) has been repaid;
 - (ii) the amount specified must not be less than the minimum requirement as determined by us from time to time; and
 - (iii) any other prevailing rules determined by us in our sole discretion from time to time have been complied with.

How to notify us when the Selected Person is diagnosed with a Designated Illness

9. You or the Designated Recipient (as the case may be) must notify us in writing within 60 days from the date of initial diagnosis of the Designated Illness of the Selected Person. All relevant proof must be provided to us at your or the Designated Recipient's own expense within 180 days from the date of the initial diagnosis. Such proof includes:
 - (i) all necessary information, documents and medical evidence required by us in connection with the diagnosis of the Designated Illness; and
 - (ii) a confirmed diagnosis of a Designated Illness by a Registered Specialist or an independent Registered Medical Practitioner acceptable to us, as the case may be, and supported by clinical, radiological, histological and laboratory evidence as may be requested by us. The original documentation must be submitted. Photocopies are not acceptable.
10. If the notice or any proof is not submitted to us within the time specified, we have the right to reject carrying out the Standby Regular Withdrawal Instruction unless it can be shown that it was not reasonably possible to give such notice or documents to us within the time specified and that the notice or documents were given to us as soon as reasonably possible.
11. Our medical advisors shall be allowed to examine the Selected Person in the manner required by us at any time at our cost.

What will be the impact of carrying out the Standby Regular Withdrawal Instruction

12. The Partial Surrender Value, Surrender Value, the balance of the Settlement Deposit Account (if applicable) and any relevant policy values used for carrying out the Standby Regular Withdrawal Instruction of your Policy will no longer be payable.
13. The amounts paid under the Standby Regular Withdrawal Instruction will not be included in any of the benefits provided under Basic Plan.
14. Notional Amount of the Basic Plan will be reduced if there is any partial surrender for carrying out the Standby Regular Withdrawal Instruction. Please refer to the Basic Plan provision for the impact after partial surrender.

When will the Standby Regular Withdrawal Instruction be terminated

15. The Standby Regular Withdrawal Instruction will be terminated on the earliest of the following events:
- any loan is granted for the Policy (if applicable);
 - you submit a request to terminate the Standby Regular Withdrawal Instruction;
 - the Policy is terminated;
 - there is change of the Owner or the Insured of the Policy; or
 - a claim for Life Insurance Proceeds is submitted.

Notes:

- “Policy” refers to the designated plan which is issued by us to you.
- “You” or “your” refers to the Owner of the Policy.
- “Designated Recipient” refers to a person or person(s) as designated by you with order of priority and recorded and approved by us to receive relevant payout from the Policy pursuant to the administrative rules to be determined by us from time to time.
- “Selected Person” means the Insured or the Owner, as designated by you and recorded by us, whose diagnosis of a Designated Illness may trigger the Standby Regular Withdrawal Instruction.
- “Designated Illness” refers to the illnesses as listed and defined in the following:

Designated Illness	Definition
Alzheimer's Disease	Progressive and permanent deterioration and loss of intellectual capacity as evidenced by clinical state and a Mini Mental State Examination score of less than 10 out of 30 and accepted standardised questionnaires or tests or abnormal behaviour arising from Alzheimer's disease or irreversible organic degenerative disorders resulting in significant reduction in mental and social functioning and requiring the continuous supervision of the Insured and subject to the acceptance of the medical advisor appointed by us. Dementia caused by psychiatric illness is excluded.
Coma	A state of unconsciousness with no reaction to external stimuli and internal needs persisting continuously with the use of life support systems for a period of at least 96 hours and resulting in permanent neurological deficit.
Loss of Independent Existence	The permanent inability to perform without assistance 3 or more of the following activities of daily living: - bathing; - dressing; - using the lavatory; - eating; or - moving in or out of bed or a chair.
Parkinson's Disease	Unequivocal diagnosis of Parkinson's Disease by a Registered Specialist in neurology where the following conditions are met: - cannot be controlled with medication; - shows signs of progressive impairment; and - a medical assessment confirms the inability of the Insured to perform without assistance three (3) - or more of the following activities of daily living: - bathing; - dressing; - using the lavatory; - eating; or - moving in or out of the bed or a chair. Only idiopathic Parkinson's Disease is included.
Mental Incapacity	The diagnosis of mental incapacity must be given by a Registered Medical Practitioner who is a psychiatric specialist having special experience in diagnosis of mental incapacity. Such diagnosis must be confirmed in writing that the Insured or the Owner (as the case may be) who is incapable, by reason of mental incapacity, of managing and administering his/her property and affairs as defined under the Mental Health Ordinance (Cap. 136 of the Laws of Hong Kong), or under equivalent legal and/or medical standards relating to mental incapacity in another jurisdiction acceptable to us.

- Unless otherwise specified, please refer to the provision of the Policy for the definitions of capitalized terms. All other terms and conditions of the Policy remain unchanged.

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