



Mind & Body

In One

Mind+ Critical Illness Protection Plan

Critical Illness Protection · Participating Life

Mind+

Critical Illness Protection Plan

In life you are often faced with challenges. When striving for a better future, you may sometimes encounter stress and anxiety. During these times, a healthy body is not enough, you also need a healthy mind! FWD brings you a new & innovative comprehensive health concept – **Mind+ Critical Illness Protection Plan (“Mind+”)**, which provides you with coverage for both your physical and mental well-being. In addition to common critical illnesses and special diseases, Mind+ also includes coverage for mental illnesses, giving you an all-round enhanced defence to staying well both physically and mentally.

Comprehensive Protection from the Inside Out

For the first time in the market, Mind+ gives you comprehensive coverage for both physical and mental wellness. It covers 10 mental illnesses with 3 of them specifically for juveniles^{1,2,3}, 58 crises^{1,4} and 57 special diseases with 7 of them specifically for juveniles^{1,3,5}. Some common mental illnesses such as mild depression, anxiety disorders and schizophrenia are covered up to age 69 and juvenile mental illnesses such as attention-deficit hyperactivity disorder (ADHD) and autism spectrum disorder are also included.

We understand that the path to recovery from mental illness can be long and unpredictable. In order to enable you to have reliable protection throughout your recovery, the mild mental illness benefit can be claimed up to 2 times⁶, while major mental illness benefit can be claimed up to 3 times⁷.

Take the Health Challenges for Better Understanding and Rewards⁸

Eating well, sleeping well and staying active are good for your physical and mental health. A Genie app is available with three 60-day challenges to help you maintain adequate exercises, healthy diets and quality sleep. Upon completion of these 60-day challenges, you will also be entitled to up to 10% premium discount for policy year 2 and policy year 3.

The insured will be eligible for a DNA test to have a better understanding of his or her nutritional needs, drug sensitivity, fitness conditions and general well-being. If you have applied Mind+ for your child and he or she has performed a children’s developmental DNA test, you can receive 5% premium discount for policy year 2 and policy year 3 after the test has been conducted.

Protection Big & Small⁹

Even if you have a new addition to your family, Mind+ can provide protection. If you or your spouse give birth, your child will be covered against mental illnesses (ADHD, Tourette syndrome and autism spectrum disorder), crisis or death until the child turns 8, with no impact on your premium or other coverage.



Protection and Savings in One Plan

Mind+ offers you guaranteed cash value from the 3rd policy anniversary and special bonus (if any)¹⁰ from the 5th policy anniversary when you surrender the policy before current sum insured is reduced to zero while the policy is in place.

Personalised Professional Services at Your Disposal

In case any emotional support is needed, MINDcierge offers professional services for you¹¹. Simply call the hotline and MINDcierge provides you with a dedicated network of specialists, so that you could receive the most appropriate treatment from the best-suited consultant if needed. We will team up with the experts who guide you through the tough times.

We understand that mental illness impacts on not only the individual, but their family as well. This is why we also make available to one of your family members a caretaker support program¹², to provide support and care. This service is available following the payment of a claim for major mental illness benefit or severe mental illness benefit.

Top Medical Team For Your Peace of Mind

When your crisis claim is approved, we will provide you with access to some of the highest-ranked medical institutions in the U.S. for a second medical opinion¹³. Meanwhile, family care services¹⁴ is available to help with taking care of your home. With family care services, you have immediate access to a wide range of carefully selected referral services including home-cleaning service, Chinese soup ordering & delivery service, baby sitting care service and pet care service.

Talk to us today!



Plan Summary

Mind+ Critical Illness Protection Plan

Plan type	Basic Plan	
Benefit term	To age 100	
Issue age (Age next birthday)	1 – 50	1 – 55
Premium payment term	25 years	Pay to age 65
Premium structure	The premium is non-guaranteed but it will not be increased based on the age of the insured on his or her next birthday.	
Currency	HKD / USD	
Premium payment mode	Monthly / Semi-annually / Annually	
Minimum initial sum insured	HK\$240,000 / US\$30,000 (per policy)	
Maximum initial sum insured ¹⁵	HK\$12,000,000 / US\$1,500,000 (per life)	
Mental illness benefit (cover age next birthday 70 or below)	Mild mental illness benefit^{2,6}	
	<p>Reimburse 0.2% of initial sum insured (subject to a maximum of HK\$1,200/US\$150 for each psychiatrist consultation under all Mind+ policies or riders that cover the insured) for each psychiatrist consultation (including any medication prescribed by the psychiatrist) Psychiatrist consultation is up to 1 visit per day, maximum of 5 visits for each claim</p> <p>You cannot claim the benefit (up to 5 consultations for each claim) more than 2 times under all Mind+ policies or riders that cover the insured</p>	
	Major mental illness benefit^{2,3,7}	
	<p>Major depressive disorder: 30% of initial sum insured* (subject to a maximum of HK\$300,000 / US\$37,500 for a major depressive disorder claim under all Mind+ policies or riders that cover the insured), less any payment already made for a major mental illness benefit claim + proportionate special bonus (if any)¹⁰</p> <p>Other major mental illnesses: 10% of initial sum insured* (subject to a maximum of HK\$100,000/ US\$12,500 for each claim under all Mind+ policies or riders that cover the insured) + proportionate special bonus (if any)¹⁰</p> <p>You cannot claim the major mental illness benefit more than 3 times under all Mind+ policies or riders that cover the insured</p>	
	Severe mental illness benefit^{1,3}	
	<p>50% of initial sum insured* (subject to a maximum of HK\$400,000/ US\$50,000 for each claim under all Mind+ policies or riders that cover the insured), less any payment already made for a major mental illness benefit + proportionate special bonus (if any)¹⁰</p> <p>This benefit can only be claimed once for the insured under all Mind+ policies or riders that cover the insured</p>	

Crisis benefit ^{1,4}	100% of current sum insured + special bonus (if any) ¹⁰ 20% of initial sum insured* + proportionate special bonus (if any) ¹⁰
Special disease benefit ^{1,3,5}	(subject to a maximum of HK\$300,000/US\$37,500 of each claim under all Mind+ policies or riders that cover the insured for carcinoma-in-situ or early stage malignancy of specific organs, angioplasty of coronary artery and special diseases for juvenile)
Death benefit ^{1,3}	100% of current sum insured + special bonus (if any) ¹⁰ If the insured (or the insured's spouse), gives birth to a child after the policy has been in place for 2 consecutive years, the following special infant benefits from the attained age of 15 days after birth until the day the child turns 8 years old will be provided:
Special infant benefits ⁹	<p>A. Infant mental illness benefit</p> <p>If the child is first diagnosed with attention-deficit hyperactivity disorder (ADHD), Tourette syndrome or autism spectrum disorder, an additional 5% of the initial sum insured will be paid up to HK\$50,000 / US\$6,250 per child under all Mind+ policies or riders that cover the child</p> <p>The infant mental illness benefit can only be claimed once for any one child</p> <p>B. Infant crisis benefit and infant death benefit</p> <p>If the child is first diagnosed with a crisis condition or in the event of death, an additional 10% of the initial sum insured will be paid up to HK\$100,000 / US\$12,500 under all Mind+ policies or riders that cover the child</p> <p>Either infant crisis benefit or infant death benefit (but not both) can only be claimed once for any one child</p>
Surrender benefit / Maturity benefit	Guaranteed cash value + special bonus (if any) ¹⁰
MINDcierge ¹¹	Service program
Caretaker support program ¹²	Service program
Second medical opinion ¹³	Service program
Family care services ¹⁴	Service program

* Upon the payment of claims under special disease benefit, major mental illness benefit and severe mental illness benefit, the current sum insured of Mind+ will be reduced accordingly.

For major mental illness benefit, severe mental illness benefit, special disease benefit, crisis benefit and death benefit, FWD will not pay more than the current sum insured.

Please refer to the policy provisions for details of benefits and exclusions.

Crises covered in Mind+ Critical Illness Protection Plan

Group 1: Cancer	- Cancer	
Group 2: Organ failure	- Aplastic anaemia - Chronic liver disease - End stage lung disease - Fulminant hepatitis - HIV due to blood transfusion	- Major organ transplantation (lung, pancreas, liver, bone marrow) - Medullary cystic disease - Occupationally acquired HIV - Severe systemic lupus erythematosus (SLE) with lupus nephritis

Crises covered in Mind+ Critical Illness Protection Plan (Continued)

Group 3: Circulatory system	<ul style="list-style-type: none"> - Cardiomyopathy - Coronary artery disease surgery - Eisenmenger's syndrome - Heart attack - Heart valve surgery - Infective endocarditis 	<ul style="list-style-type: none"> - Kidney failure - Major organ transplantation (kidney, heart) - Primary pulmonary arterial hypertension - Stroke - Surgery to aorta
Group 4: Nervous system	<ul style="list-style-type: none"> - Alzheimer's disease - Apallic syndrome - Bacterial meningitis - Benign brain tumour - Blindness - Creutzfeld-Jacob disease - Encephalitis - Loss of hearing® - Major head trauma - Motor neurone disease 	<ul style="list-style-type: none"> - Multiple sclerosis - Muscular dystrophy - Paralysis - Parkinson's disease - Poliomyelitis - Progressive bulbar palsy - Progressive muscular atrophy - Progressive supranuclear palsy - Severe myasthenia gravis
Group 5: Other conditions	<ul style="list-style-type: none"> - Amputation of feet due to complication from diabetes mellitus - Chronic adrenal insufficiency - Chronic relapsing pancreatitis - Coma - Crohn's disease - Ebola - Elephantiasis - Loss of independent existence - Loss of limbs 	<ul style="list-style-type: none"> - Loss of speech - Major burns - Necrotizing fasciitis - Pheochromocytoma - Severe osteoporosis* - Severe rheumatoid arthritis - Systemic sclerosis - Terminal illness - Ulcerative colitis

Special diseases covered in Mind+ Critical Illness Protection Plan

Group 1: Cancer^	<p>Carcinoma-in-situ of specific organs</p> <ol style="list-style-type: none"> a) Breast b) Cervix Uteri c) Colon and rectum d) Fallopian tube e) Liver f) Lung g) Nasopharynx h) Ovary i) Pancreas j) Penis k) Stomach and esophagus l) Testis m) Urinary tract (for the purpose of in-situ cancers of the bladder, stage Ta of papillary carcinoma is included) n) Uterus o) Vagina 	<p>Early stage malignancy of specific organs</p> <ol style="list-style-type: none"> a) Chronic lymphocytic leukaemia b) Prostate c) Thyroid d) Non melanoma skin cancer
Group 2: Organ failure	<ul style="list-style-type: none"> - Acute aplastic anaemia - Biliary tract reconstruction surgery - Liver surgery - Moderately severe systemic lupus erythematosus (SLE) with lupus nephritis 	<ul style="list-style-type: none"> - Skin transplantation - Surgical removal of one kidney - Surgical removal of one lung
Group 3: Circulatory system	<ul style="list-style-type: none"> - Angioplasty for carotid arteries - Angioplasty of coronary artery^ - Cardiac pacemaker / defibrillator insertion - Carotid artery surgery - Early cardiomyopathy - Early renal failure 	<ul style="list-style-type: none"> - Insertion of a vena-cava filter - Keyhole coronary bypass surgery - Minimally invasive surgery to aorta - Percutaneous valve surgery - Pericardiectomy - Secondary pulmonary hypertension

Special diseases covered in Mind+ Critical Illness Protection Plan (Continued)

Group 4: Nervous system	<ul style="list-style-type: none"> - Cochlear implant surgery[®] - Early amyotrophic lateral sclerosis - Early multiple sclerosis - Early progressive bulbar palsy - Early progressive muscular atrophy - Less severe encephalitis - Loss of sight in one eye - Moderately severe Alzheimer's disease 	<ul style="list-style-type: none"> - Moderately severe bacterial meningitis - Moderately severe brain damage - Moderately severe muscular dystrophy - Moderately severe paralysis - Moderately severe Parkinson's disease - Moderately severe poliomyelitis - Surgery for subdural haematoma - Surgical removal of pituitary tumour
Group 5: Others conditions	<ul style="list-style-type: none"> - Acute necrohemorrhagic pancreatitis - Adrenalectomy for adrenal adenoma - Amputation of one foot due to complication from diabetes mellitus - Coma for 48 hours - Crohn's disease (regional enteritis) - Diabetic retinopathy 	<ul style="list-style-type: none"> - Early elephantiasis - Loss of speech due to vocal cord paralysis - Moderately severe burns - Moderately severe rheumatoid arthritis - Osteoporosis with fractures* - Severance of one limb - Severe central or mixed sleep apnea

Special diseases for juvenile[^] (age next birthday 1 (15 days) – 18) covered in Mind+ Critical Illness Protection Plan

	<ul style="list-style-type: none"> - Dengue haemorrhagic fever - Kawasaki disease - Osteogenesis imperfecta 	<ul style="list-style-type: none"> - Rheumatic fever with valvular impairment - Severe asthma - Still's disease - Type 1 diabetes mellitus
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Mental illnesses (age next birthday 70 or below) covered in Mind+ Critical Illness Protection Plan

Mild mental illness	<ul style="list-style-type: none"> - Mild depression - Anxiety disorders
Major mental illness	<ul style="list-style-type: none"> - Major depressive disorder (MDD) - Obsessive compulsive disorder - Schizophrenia - Bipolar disorder <p>For age next birthday 1 (15 days) – 18</p> <ul style="list-style-type: none"> - Attention-deficit hyperactivity disorder (ADHD) - Tourette syndrome
Severe mental illness	<ul style="list-style-type: none"> - Severe psychiatric illness <p>For age next birthday 1 (15 days) – 18</p> <ul style="list-style-type: none"> - Autism spectrum disorder (ASD)

[®] The claim for loss of hearing will only be paid if at the time of diagnosis the insured is 2 years old or above.

* The claim for severe osteoporosis and osteoporosis with fractures will only be paid if at the time of diagnosis the insured is 69 years old or below.

[^] The most FWD will pay for each claim of the disease under all Mind+ policies or riders that cover the insured is HK\$300,000 / US\$37,500.

Note:

Benefits related to crisis, special disease and mental illness conditions are payable according to the basic plan policy provisions. Please refer to the detailed definitions of crises, special diseases and mental illnesses in the policy provisions for the details of crises, special diseases and mental illnesses.

Remarks:

1. FWD Life Insurance Company (Bermuda) Limited (incorporated in Bermuda with limited liability) (“FWD”) will not pay the severe mental illness benefit, crisis benefit or special disease benefit if any diagnosis or any sign or symptom leading to diagnosis became apparent to the insured or a reasonable person in the insured’s place before or within 90 days after the policy date; or before or within 90 days after the policy restart date (if the policy was restarted); or before or within 90 days after the date of increasing the initial sum insured (for that increase if the initial sum insured was increased) (except any loss caused by accidental injury).
2. FWD will not pay the mild mental illness benefit or major mental illness benefit if any sign or symptom leading to diagnosis became apparent to the insured or a reasonable person in the insured’s place before or within 1 year after the policy date; or before or within 1 year after the policy restart date (if the policy was restarted); or before or within 1 year after the date of increasing the initial sum insured (for that increase if the initial sum insured was increased). FWD will not pay mild mental illness benefit and major mental illness benefit if the severe mental illness benefit has been paid or is payable.
3. Upon the payment of claims under special disease benefit, major mental illness benefit and severe mental illness benefit, the current sum insured of Mind+ will be reduced accordingly. Current sum insured means the initial sum insured less any claims paid and / or payable (excluding any special bonus amounts) for special disease benefit, major mental illness benefit and severe mental illness benefit under the policy. Death benefit, crisis benefit, guaranteed cash value, future premium and special bonus (if any) will be reduced accordingly. The following payment(s) under claims of special disease benefit, major mental illness benefit and/or severe mental illness benefit (if applicable) will not be higher than the reduced current sum insured. If the current sum insured is reduced to zero, the policy will be terminated.
4. While the policy is in place, if the insured’s age next birthday is 4 or below, FWD will pay between 20% and 80% of the initial sum insured for crisis benefit as shown in the table below (FWD will not pay more than the current sum insured).

Age next birthday of the insured when first diagnosed	Percentage of initial sum insured payable
1	20%
2	40%
3	60%
4	80%

5. For special disease benefit, if the insured is diagnosed with more than one special diseases at the same time, only one benefit with the highest benefit amount will be payable. FWD will only pay one benefit for a specific disease per organ, even if an organ has both left and right components. Each special disease is payable once only (except carcinoma-in-situ or early stage malignancy of specific organs and angioplasty of coronary artery). A maximum of two claims can be made in respect of carcinoma-in-situ or early stage malignancy of specific organs and angioplasty of coronary artery under Mind+. To be eligible for the second claim under carcinoma-in-situ or early stage malignancy of specific organs, the claim for carcinoma-in-situ or early stage malignancy of specific organs must be for a different covered organ to the previously paid claim. To be eligible for the second claim under angioplasty of coronary artery, the treatment must be performed on a location of stenosis or obstruction in a major coronary artery where no stenosis greater than 60 percent was identified in the coronary angiogram relating to the first claim of this illness, for which benefit has been paid.
6. If the insured’s age next birthday is 70 or below, and is diagnosed with, or is certified as still suffering, a mild mental illness, the insured can claim for another 5 psychiatrist consultations (including the medication prescribed by the psychiatrist) to treat the same or a different mild mental illness, but only if all of the following apply.
 - (i) 3 years has passed since the date the insured was diagnosed with the first mild mental illness claimed for.
 - (ii) The policy has not ended.
 Mild mental illness benefit is an additional benefit and any claim of this benefit will not be deducted from current sum insured.
7. If the insured’s age next birthday is 70 or below, major mental illness benefit can be claimed by the insured a maximum of 3 times under the policy for the same, or a different major mental illness, but only if all of the following apply.
 - (i) 3 years has passed since the date the insured was diagnosed with the last major mental illness claimed for.
 - (ii) The insured is diagnosed with, or is certified as still suffering, a major mental illness at the time of the second (or third) claim.
 - (iii) Major depressive disorder, attention-deficit hyperactivity disorder and Tourette syndrome can only be claimed once under all Mind+ policies or riders that cover the insured.
 - (iv) The policy has not ended.
 The total benefit amount payable for major mental illness benefit is the lower of 30% of initial sum insured and HK\$300,000 / US\$37,500 per insured under all Mind+ policies or riders that cover the insured.
8. Genie / Genie+, children developmental DNA test and premium discounts are subject to the respective terms and conditions, please refer to the respective brochure for details.
9. Special infant benefit is an additional benefit that is available if the policy has been in place for 2 consecutive policy years from the later of policy date or policy restart date. Policy owners have to notify FWD within 180 days from the date of birth of the child for application of this benefit. FWD will not pay the benefit if any sign or symptom leading to diagnosis became apparent to the insured before or within 90 days after the date FWD tells the policy owners the child is covered. This is an additional benefit and any claim of this benefit will not be deducted from current sum insured.
10. When the policy has been in effect for 5 years or more, a special bonus, which is not guaranteed, may be payable under the policy upon the payment of crisis benefit or death benefit under the policy, surrender, maturity or at the end of the one year restart period if the policy lapses and is not restarted within that period. A proportionate non-guaranteed special bonus, if any, may be also paid upon payment of the special disease benefit, major mental illness benefit, severe mental illness benefit or partial surrender. Non-guaranteed special bonus (if any) will then be reduced on a pro rata basis accordingly. Non-guaranteed special bonus will not be payable when current sum insured is reduced to zero.
11. MINDcierge is currently provided by HealthMutual Group Limited (“HMG”) and its healthcare network team. Professional service for the insured is offered at a discounted price. All fees and charges will be borne by the insured. It is not a part of the policy or benefit item under the policy provisions and only applicable to Mind+. FWD reserves the right to terminate or vary the service in its sole discretion without further notice. The hotline is (852) 8120 9066 for Hong Kong and there is also a toll-free number for Mainland, 400 9303078. Please note that the hotline is operated by HMG and is for non-emergency reservation of doctor consultation on emotional wellness instead of for emergencies. FWD shall not be responsible for any act, negligence or failure to act on the part of HMG and its healthcare network team. This service is only available in Hong Kong Region. For details, please refer to the respective brochure.

12. Caretaker support program is currently provided by HMG and its healthcare network team. If FWD pays a claim for major mental illness benefit or severe mental illness benefit, FWD will pay for one of the insured's family members to participate in a caretaker support program with a provider that FWD selects. FWD shall not be responsible for any act or failure to act on the part of HMG and its healthcare network team. The following conditions apply to the caretaker support program:
 - (i) This benefit will only be provided once for the one of the insured's family members under all Mind+ policies or riders that cover the insured.
 - (ii) The family member must attend the program within 6 months from the date the major mental illness benefit or severe mental illness benefit is paid.
 - (iii) If you request any program in addition to this caretaker support program, this benefit will not cover any costs of that additional program.
 - (iv) This caretaker support program is provided by an independent third party service provider and not by FWD. If the above conditions of this benefit change after your policy has started, FWD will tell you in writing.
13. The service is provided by International SOS currently and is not guaranteed renewable. All relevant fees and charges (if any) of this service are to be paid by the insured. FWD will not be responsible for any act or failure to act on the part of International SOS. Details of the services may be revised from time to time without FWD's prior notice.
14. The service is provided by Aspire Lifestyles ("Aspire") currently and is not guaranteed renewable. All relevant fees and charges (if any) of this service are to be paid the insured. FWD will not be responsible for any act or failure to act on the part of Aspire and/or any of its affiliates. Details of the services may be revised from time to time without FWD's prior notice.
15. Subject to the aggregate maximum sum insured per life of all designated critical illness policies, which is determined by FWD's prevailing rules and regulations.

Important Notes and Declarations:

1. Mind+ is underwritten by FWD. FWD is solely responsible for all features, policy approval, coverage and benefit payment under Mind+. FWD recommends that you carefully consider whether Mind+ is suitable for you in view of your financial needs and that you fully understand the risk involved in Mind+ before submitting your application. You should not apply for or purchase Mind+ unless you fully understand it and you agree it is suitable for you. Please read through the following related risks before making any application of Mind+.
2. Mind+ material is issued by FWD. FWD accepts full responsibility for the accuracy of the information contained in this product material. This product material is intended to be distributed in the Hong Kong Special Administrative Region ("Hong Kong") only and shall not be construed as an offer to sell, a solicitation to buy or the provision of any insurance products of FWD outside Hong Kong. All selling and application procedures of Mind+ must be conducted and completed in Hong Kong.
3. Mind+ is an insurance product. The premium paid is not a bank savings deposit or time deposit. Mind+ is not protected under the Deposit Protection Scheme in Hong Kong.
4. Mind+ is a participating life product with a savings element. The costs of insurance and the related costs of the policy are included in the premium paid under Mind+ despite the product brochure/leaflet and/or the illustration documents of Mind+ having no schedule/section of fees and charges or no additional charge noted other than the premium.
5. Mind+ is a savings insurance product. If you surrender your policy before its maturity date, the amount you get back may be less than the total premium you have paid.
6. All underwriting and claims decisions are made by FWD. FWD relies upon the information provided by the applicant and the insured in the insurance application to decide to accept or decline the application with a full refund of any premium and insurance levy paid without interest. FWD reserves the right to accept/reject any insurance application and can decline your insurance application without giving any reason.
7. All the above benefits and payment are paid after deducting policy debts (if any, e.g. unpaid premiums or premium loan and the interest of the loan).
8. Please refer to FWD's website (<https://www.fwd.com.hk/en/regulatory-disclosures/fulfilment-ratios/>) for dividend / bonus history. The dividend / bonus declaration philosophy, investment strategy and investment vehicle of FWD are shown below (Please refer to FWD's website for latest information: <https://www.fwd.com.hk/en/regulatory-disclosures/dividend-bonus-declaration-philosophy/>):

Dividend / Bonus Declaration Philosophy

FWD issues participating policies, which offer the policyholders ("You") with dividend/bonus benefits that are not guaranteed. Dividend/bonus includes annual dividend, terminal dividend, reversionary bonus and special bonus.

Through the dividend/bonus declaration, you participate in the financial performance of the participating products. The financial performance of participating products covers the experience and future outlook of a number of factors, including but not limited to:

1. Investment return;
2. Expenses;
3. Persistency;
4. Claims experience.

FWD reviews the dividend/bonus at least annually based on our dividend policy. The dividend/bonus could be adjusted if the financial performance is different from the expectation, and as a result the actual declared dividend/bonus may be different from the benefit illustrations.

The dividend/bonus recommendation is reviewed and approved by our Board of Directors (the "Board"), with written declaration by the Chairman of the Board, an Independent Non-Executive Director and the Appointed Actuary on due regard to our dividend policy as well as the principle of fair treatment of customers.

The current year and projected dividend/bonus would be communicated to you at least annually. Any changes in the current year and projected dividend/bonus will be reflected in the policy annual statement.

Smoothing

Financial performance is unforeseeable. To facilitate your financial planning, we have a smoothing process aiming to deliver a more stable dividend/bonus payouts during the policy term.

When the financial performance is better (worse) than expected, we may hold back a portion of the gains (losses), which will be passed back to you over the future years to ensure a more stable dividend/bonus payouts. Due to the variation of features and benefits of different products, different levels of smoothing may also be applied.

Pooling

Consistent with the nature of insurance contracts, we also group similar policies together to pool the risks amongst a larger number of policyholders to provide diversification benefits, which help to stabilize the financial performance (and hence the dividend/bonus payouts).

To maintain the fairness between policyholders, we may also separate different generations of policies of the same product into different buckets with different dividend/bonus scales, with an aim to more closely reflect the underlying financial performance. As a result, the frequency and magnitude of the dividend/bonus adjustments may vary among different products and buckets. In general, the adjustments on dividend/bonus are more frequent and significant for products with higher risk profile.

Investment Strategy

FWD's investment strategies are customized for different products to optimize the return. In particular, these asset portfolios employ a balanced asset allocation investment strategy, which consists of

- Investment-grade fixed income type securities
- Equity-type investments to enhance the investment performance in the long run. This may include listed equity, hedge funds, mutual funds, private equity and property

The current long-term target asset allocation of this Product is as follows:

Asset Type	Target asset allocation (%)
Fixed income type securities	50% - 70% of Target
Equity-type investments	30% - 50% of Target

The asset portfolios also target to provide diversification across different geographic regions and industries to the extent the size of portfolio can support.

Currency exposure of the underlying policies is mitigated by closely matching either through direct investments in the same currency denomination or the use of currency hedging instruments. Currently, the majority of the asset is invested in the United States and Asia Pacific and denominated in USD.

Furthermore, the asset portfolio is actively managed by investment professionals to closely monitor the investment performance. In addition to conducting regular review, FWD also reserves the right to change the investment strategy and shall notify policyholders for any material changes.

Investment Vehicle

The dividend/bonus rate will be influenced by the performance of the underlying investment portfolio, which consists of both fixed income type securities and equity-type investments. The performance is not static and will be highly affected by the change in market conditions:

Fixed income type securities

- The return of fixed income type securities arise from the interest income (“the yield”) attained at the purchase of the securities. Under a higher (lower) market interest rates environment, the company is more likely to attain higher (lower) interest income with the new money (e.g., proceeds from coupons, maturities, new contributions);
- The defaults or downgrades of the fixed income type securities will result in unfavorable investment performance.

Equity-type investments

- The movement of the market price of the equity-type investments will result in change in the market value of the portfolio. Rise (fall) in the market price will increase (decrease) the market value of the portfolio.
- The change in dividend-type income from the equity-type investments will impact the investment results. Higher (lower) dividend-type income from the underlying investment will improve (worsen) the investment results.

¹Include interest on accumulated dividends

9. If you are not fully satisfied with this policy, you have the right to change your mind. We trust that this policy will satisfy your financial needs. However, if you are not completely satisfied, you have the right to cancel and obtain a full refund of the insurance premium paid by you and levy paid by you without interest by giving us written notice. Such notice must be signed by you and received directly by the office of FWD within 21 calendar days immediately following either the day of delivery of the policy or a Cooling-off Notice to you or your nominated representative, whichever is the earlier. The notice is the one sent to you or your nominated representative (separate from the policy) notifying you of your right to cancel within the stated 21 calendar day period. No refund can be made if a claim payment under the policy has been made prior to your request for cancellation. Should you have any further queries, you may (1) call our Customer Service Hotline on 3123 3123; (2) visit our FWD Insurance Solutions Centres; (3) email to cs.hk@fwd.com and we will be happy to explain your cancellation rights further.
10. To surrender the Policy, the Policy Owner needs to send FWD a completed surrender form or by any other means acceptable by FWD.

FWD must comply with the following requirements of the Inland Revenue Ordinance to facilitate the Inland Revenue Department automatically exchanging certain financial account information:

- to identify accounts as non-excluded “financial accounts” (“NEFAs”);
- to identify the jurisdiction(s) in which NEFA-holding individuals and NEFA-holding entities reside for tax purposes;
- to determine the status of NEFA-holding entities as “passive non-financial entities (NFEs)” and identify the jurisdiction(s) in which their controlling persons reside for tax purposes;
- to collect information on NEFAs (“Required Information”) which is required by various authorities; and
- to furnish Required Information to the Inland Revenue Department.

The policy owner must comply with requests made by FWD to comply with the above listed requirements.

Incorrect disclosure or non-disclosure

Your policy is based on the information you and the insured gave FWD during the application process. It is important that you and the insured were truthful and accurate with all of the information you provided, as this information helped FWD to decide if you and they were eligible for the policy, and what you need to pay.

You or the Insured are/is required to disclose all material facts in response to FWD’s underwriting questions. Material facts are the facts, information or circumstances, in particular medically-related facts, e.g. medical history, smoking status, etc., that would influence the judgment of FWD in setting the premium, or in determining whether to insure the risk. If you or the Insured are/is uncertain as to whether or not a certain piece of information is material, please take a cautious approach and disclose it to FWD.

You should let us know immediately if the information you or the insured gave us was inaccurate, misleading, or exaggerated. If you or the insured did not provide accurate and truthful information, or you or they gave misleading or exaggerated information, your benefits or premium under your policy may be affected, and in some cases we may cancel your policy.

Medically necessary

The treatment, medication, or mobility aid is necessary according to a medical practitioner to diagnose, relieve or cure the illness or injury being claimed for, and where all of the following are true.

- The insured’s medical condition will be negatively affected if the treatment is not carried out.
- The treatment is widely accepted within the medical profession in Hong Kong or the country of treatment as being effective, appropriate and essential based on recognised medical standards of the specialty involved.
- The treatment is not experimental or for cosmetic or aesthetic purposes.
- The treatment is not only to prevent illness or injury.
- The treatment is not for the personal convenience or comfort of the insured or any person who cares for the insured.

We will not treat a stay in hospital as medically necessary if the insured can be safely and adequately treated in any other facility.

How to make a claim

Please tell us as soon as possible if you need to make a claim under your policy.

We must be advised within 90 days of the event leading to the claim. If we are not advised in this time frame, we may refuse the claim.

Please refer to Policy Provision for the details of claims procedures of each benefit.

What are the key product risks?**Credit risk**

Mind+ is an insurance policy issued by FWD. The application of this insurance product and all benefits payable under your policy are subject to the credit risk of FWD. You will bear the default risk in the event that FWD is unable to satisfy its financial obligations under this insurance contract.

Liquidity risk

Mind+ is a long term insurance policy. This policy of long term insurance will be made for certain determined term of years starting from the policy effective date to the policy maturity date. The policy contains value and, if you surrender your policy in the early policy years or before its maturity date, the amount you get back may be considerably less than the total premium you have paid. Application of Mind+ may constitute the liquidity risk to your financial condition. You need to bear the liquidity risk associated with Mind+.

Exchange rate and currency risk

The application of this insurance product with the policy currency denominated in a foreign currency is subject to that foreign currency’s exchange rate and currency risk. The foreign currency may be subject to the relevant regulatory bodies’ control (for example, exchange restrictions). If your home currency is different from the policy currency, please note that any exchange rate fluctuation between your home currency and the policy currency of this insurance product will have a direct impact on the amount of premium required and the value of benefit(s) to be received. For instance, if the policy currency of the insurance product depreciates substantially against your home currency, there is a negative impact on the benefits you receive from the product. If the policy currency of the insurance product appreciates substantially against your home currency, your burden of the premium payment is increased.

Inflation risk

The cost of living in the future may be higher than now due to the effects of inflation. Therefore, the benefits under Mind+ may not be sufficient for the increasing protection needs in the future even if FWD fulfills all of its contractual obligations.

Early surrender risk

If you surrender your policy in the early policy years or before its maturity date, the amount of the benefit you will get back may be considerably less than the total amount of the premiums you paid.

Non-guaranteed benefits

Non-guaranteed benefits (including but not limited to special bonus) are not guaranteed and are determined at FWD's discretion based on its dividend/bonus declaration philosophy.

Exclusions

This policy shall not cover any loss / claim directly or indirectly caused by or resulting from the below exclusions listed that apply for following benefits:

Mental illness benefit, crisis benefit, special disease benefit and death benefit

- The illness or accidental injury being claimed for arises from an attempted suicide or a self-inflicted act by the insured regardless of the insured's mental state.
- FWD will not pay any death benefit if the death arises from suicide or a self-inflicted act by the insured within 13 months after the protection starts, restarts, or is increased (for the increased amount). This applies regardless of the insured's mental state. Instead, FWD will pay an amount equal to any premium we received without interest, after taking off any benefits FWD have paid and amounts owed to us (including any insurance levy).

Mental illness benefit, crisis benefit, special disease benefit and special infant benefits

- A claim arises because you, the insured, or the beneficiary participated in an unlawful act.

Mental illness benefit, crisis benefit and special disease benefit

- Any condition arising out of consumption of poisoning drugs, psychiatric drug, drug abuse, alcohol abuse, abuse of solvents and other substances unless prescribed by a medical practitioner for treatment.

Crisis benefit, special disease benefit and infant crisis benefit

- Illnesses related to Human Immunodeficiency Virus (HIV) or Acquired Immunization Deficiency Syndrome (AIDS) (except crisis conditions as in "HIV due to Blood Transfusion" and "Occupationally Acquired HIV").
- The above benefits will not apply in the event that any medical cure is found for AIDS or the effects of the HIV virus or a medical treatment is developed that results in the prevention of the occurrence of AIDS.

Premium adjustment

The premium is non-guaranteed and FWD reserves the right to review and adjust the premiums from time to time. The premium may significantly increase due to factors including but not limited to claims experience and policy persistency. However, the premium will not be increased based on the age of the insured on his or her next birthday.

Premium term and non-payment of premium

The premium payment term of the policy of Mind+ is 25 years or up to age next birthday 65. FWD allows a grace period of 30 days after the premium due date for payment of each premium. If a premium is still unpaid at the expiration of the grace period and the policy has no cash value or insufficient fund, the policy will be terminated from the date the first unpaid premium was due. If the policy ends because regular premium wasn't paid, you still owe FWD the unpaid premium and insurance levy. If the policy has any loanable cash value, FWD shall automatically advance the amount of premium and insurance levy due as a loan against such loanable cash value of the policy. Once the total amount of outstanding loan and interest accrued thereon is equal to or exceeds the loanable cash value of the policy, the policy will be terminated. Please note that once the policy is terminated on this basis, you will lose all of your benefits.

Termination conditions

The policy of Mind+ shall terminate on the earliest of the following:

1. On the date FWD accepts your request to cancel your policy during cooling-off period.
2. From the premium due date, if you have not paid your premiums after the 30-day premium grace period (unless the automatic premium loan applies).
3. On the date that any outstanding policy loan amounts (including interest and automatic premium loans) are equal to or greater than the guaranteed cash value of the policy.
4. On the date you surrender your policy.
5. On the date of the insured's death.
6. On the date that the current sum insured is reduced to zero.
7. On the policy expiry date shown in your policy schedule.

This product material is for reference only and is indicative of the key features of the product. For the full and exact terms and conditions and the full list of exclusions of the product, please refer to the policy provisions of this product. In the event of any ambiguity or inconsistency between the terms of this leaflet and the policy provisions, the policy provisions shall prevail. In case you want to read the terms and conditions of the policy provisions before making an application, you can obtain a copy from FWD. The policy provisions of the product are governed by the laws of Hong Kong.

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