

# Supporting customers through challenges

## Extension of Grace Period for Premium Payment

FWD is always committed to providing the best support to our customers. We have therefore made the following special arrangements regarding the “Extension of Grace Period for Premium Payment” so that our customers can rest assured that they can keep themselves and their family covered even in challenging times.

For customers (Policyowner of in-force policies) who own in-force FWD designated Individual Medical or Critical Illness insurance plans on or before 9 March 2020 (“Arrangement Effective Date”), and are unfortunately diagnosed with Novel Coronavirus or are Involuntarily Unemployed for over 30 consecutive days on or before 30 June 2020, FWD will extend the grace period for premium payment as follows:

**Designated Individual Medical Policy: 180 days maximum; and/or**

**Designated Individual Critical Illness Policy: 365 days maximum;**

**When these customers apply for policy reinstatement (for policies terminated due to overdue and unpaid premium payment), the related health declaration or policy loan interest will be waived (if applicable).**

For details, please contact your agents or call our customer service hotline 3123 3123.

Terms and Conditions of the offer:

1. Extension of Grace Period for Premium Payment is only applicable to designated Individual Medical or Critical Illness insurance plans underwritten by FWD Life Insurance Company (Bermuda) Limited (Incorporated in Bermuda with limited liability) (“FWD”). Designated Individual Medical or Critical Illness insurance plans refer to all types of individual medical or individual critical illness basic plans only, excluding Mind+ Critical Illness Protection Plan. For the avoidance of doubt, if the designated Individual Medical or Critical Illness basic plan is attached with any riders, the Extension of Grace Period for Premium Payment will not be offered.
2. The effective date of Extension of Grace Period for Premium Payment arrangement is 9 March 2020 (“Arrangement Effective Date”), and the arrangement applies to policies with premium due date falling within 9 March and 30 June 2020 (both dates inclusive) (“Arrangement Effective Period”).
3. If a Policyowner owns any in-force FWD designated Individual Medical or Critical Illness insurance plan on or before Arrangement Effective Date, and such policy has unpaid premium due date falling within Arrangement Effective Period, and the Policyowner has been diagnosed with Novel Coronavirus or is Involuntarily Unemployed for over 30 consecutive days within Arrangement Effective Period, the Policyowner will be eligible for the Extension of Grace Period for Premium Payment.
4. “Novel Coronavirus” means diagnosed case of COVID-19 virus defined by the World Health Organization and proven by relevant confirmatory report. Clinical diagnosis alone will not be sufficient.
5. “Involuntarily Unemployed” means the termination of employment which is eligible for severance payment under Employment Ordinance, Chapter 57 of the Laws of Hong Kong. Policyowner must hold a valid Hong Kong Identity Card to apply for Extension of Grace Period for Premium Payment by reason of Involuntarily Unemployed, and must be able to submit supporting document to demonstrate the eligibility for severance payment under Employment Ordinance (Chapter 57 of the Laws of Hong Kong).
6. In the following cases, Extension of Grace Period for Premium Payment will not be offered :
  - if the Policyowner has been diagnosed with Novel Coronavirus or has been informed in writing of the effective date of being Involuntarily Unemployed on or before Arrangement Effective Date;
  - if the effective date of the change of Policyowner falls within the Arrangement Effective Period, and the new Policyowner has been diagnosed with Novel Coronavirus or has been informed in writing of the effective date of being Involuntarily Unemployed on or before the effective date of the change of Policyowner.
7. If Policyowner fulfills the above requirements, he or she can submit application to FWD for Extension of Grace Period for Premium Payment. When the application is approved, Policyowner of designated Individual Medical policies can defer the future premium payments for respective policies for up to 180 days, and Policyowner of designated Critical Illness policies can defer the future premium payments for respective policies for up to 365 days, counting from the first unpaid premium due date falling within Arrangement Effective Period.
8. If a Policyowner has several designated FWD Individual Medical or Critical Illness policies, the Extension of Grace Period for Premium Payment can be applied to each policy for one time.
9. FWD reserves the rights to request Policyowner to provide further supporting documents or proof at his or her own expense for the application approval.
10. Policyowner must pay all the premiums due and unpaid in a lump-sum for the designated FWD Individual Medical or Critical Illness policies before the end of the extended grace period granted under the Extension of Grace Period for Premium Payment, otherwise the policy might be terminated.
11. FWD shall have the right to amend the Terms and Conditions of this Extension of Grace Period for Premium Payment from time to time or suspend or terminate the Extension of Grace Period for Premium Payment without prior notice. In case of disputes, FWD reserves the rights of final decision.