

# PRUhealth secure top-up plan

Enhance your medical coverage with our top-up plan

 Medical Protection

  
**PRUDENTIAL**  
保 誠 保 險

Listening. Understanding. Delivering.





## PRUhealth secure top-up plan

We understand that you need a **quality healthcare service** throughout your work life and retirement, and we know that you demand a plan that will **enhance your existing medical protection** and **save you from paying substantial hospital expenses**. This is why we offer **PRUhealth secure top-up plan**, which **supplements** your **existing group or individual medical plan(s)** (“other medical plan(s)”) by **reimbursing 90% of eligible medical expenses** that are **in excess of** your **existing coverage** and provides you with **guaranteed conversion** and **guaranteed whole life renewal**.



## Plan highlights



Designed for those who **already have medical coverage through their employers** and also **any persons from age 1 to 65** (age next birthday)



**Reimburses<sup>1</sup> 90% of eligible medical expenses<sup>2</sup>** that are **in excess of the deductible** or the **amount you may claim from your other medical plan(s)**, subject to an **Overall Annual Limit** up to **USD 125,000/ HKD 1,000,000** dependent on the plan chosen



**Guaranteed conversion<sup>3</sup>** of the plan to another designated medical plan at **ages 50, 55, 60 or 65** regardless of your **health condition** and **claim history**



**Guaranteed renewal<sup>4</sup>** for **whole-life protection**



**Various benefit levels and deductible options<sup>5</sup>** for selection



**Worldwide protection** with **comprehensive coverage** on necessary medical treatments **at hospital or day surgery centres**



## Value-added services to enhance your protection



### Medical Green Channel

- Get priority booking for outpatient and/or hospitalisation appointments at selected hospitals in Mainland China



### Treatment Sure

- Get back on the road to health with personalised medical advice from global experts



### SmartAppoint Service

- Set up an instruction for a designated family member in advance to file and access claims on your behalf if you become mentally incapacitated



### 24-hour Worldwide Emergency Assistance Services

# The benefits



## Formulate your plan with flexible options

The PRUhealth secure top-up plan offers you the **flexibility** to **choose** among **various benefit levels** and **deductible amounts**. To ensure that you are well covered, we advise that you **choose a benefit level** among the choices of **Ward**, **Semi-private** and **Private Room** that **matches your other medical plan(s)**. For the **selection** of the **deductible** (an amount that will not be covered by the plan), you may consider choosing an amount by **reference to the claimable amount** under **your other medical plan(s)** so that you won't have to worry about bridging a huge gap in your medical expenses.



## Addition to your medical insurance

The PRUhealth secure top-up plan is an **add-on benefit** to your other medical plan(s) that will help alleviate your financial burden in the event of hospitalisation. To provide you with peace of mind, even if **you are no longer covered by your employer's group medical insurance** during retirement or if you have **ceased to have individual medical protection**, you can **still enjoy the plan's protection** throughout your **lifetime**.



## Plan structure is simple and straightforward

The plan structure is simple and straightforward. It **reimburses 90%** of the **eligible medical expenses** that are **in excess of the deductible** or the **actual amount paid by your other medical plan**, whichever is higher, subject to an Overall Annual Limit<sup>6</sup>, a Lifetime Limit<sup>7</sup>, Pre- and Post-hospitalisation consultation/visit limit and an Adjustment Factor<sup>8</sup> (where applicable). Unlike other medical plans which you may have come across, there is **no predefined limit** for **each** of the **covered benefits** of **Confinement**, **Surgical** and **Emergency Outpatient Treatment Benefit**, thus ensuring that you will have sufficient protection to cover your medical expenses.



## Guaranteed conversion helps you plan ahead with ease

To accommodate your needs at different life stages especially when you are no longer covered by employer's group medical insurance, you may consider **converting the plan** on the policy anniversary immediately following your 50<sup>th</sup>, 55<sup>th</sup>, 60<sup>th</sup> or 65<sup>th</sup> birthday **into another Prudential designated reimbursement-type medical plan without a deductible amount**. You are **not required** to undergo any **medical underwriting** upon conversion. You can rest assured that a waiting period will not be applied, which means you will receive immediate medical protection upon conversion. Furthermore, **illnesses developed after enrolling** in the PRUhealth secure top-up plan **will also be covered by the new plan**.



## Guaranteed whole life renewal regardless of your health condition and claim history

The plan offers you a special privilege: you are **GUARANTEED** for our **renewal** of the plan annually throughout your **lifetime regardless of your health condition and claim history** after enrolment, giving you lifelong medical protection. We regularly review our premiums and we may adjust yours based on our premium rate when you renew your plan.



## Worldwide coverage without additional reimbursement discount

**Eligible medical expenses incurred overseas** will also be **covered** as if they were incurred in Hong Kong without any additional reimbursement discount.





### Comprehensive coverage giving you total peace of mind

**PRUhealth** secure top-up plan **reimburses major hospitalisation charges<sup>9</sup>**, including **surgical and operating theatre fees, emergency outpatient treatment**, and **pre- and post-hospitalisation benefits**.



### Confinement Benefits

Hospital expenses including hospital daily room & board, doctor's visits, miscellaneous hospital expenses, intensive care, specialist's visits and daily extra bed for family member will be covered.



### Surgical Benefits<sup>10</sup>

If a surgical procedure or operation is performed in a hospital, in a day surgery centre or in a clinic of a registered doctor, the surgical fee, anaesthetist's fee and operating theatre fees will be covered.



### Emergency Outpatient Treatment Benefit

In the event of an injury caused by an accident, you will be reimbursed for the expenses necessarily incurred for emergency outpatient treatment that is carried out in a hospital within 24 hours of the accident's occurrence.



### Pre- and Post-hospitalisation Benefits

If an injury or illness arises from the same cause that requires hospital stay, or a surgical procedure or operation in a day surgery centre or in a clinic of a registered doctor, both the pre-admission and follow-up outpatient consultation fees will be reimbursed<sup>9</sup>. In addition, expenses incurred for chiropractor or physiotherapist consultation<sup>9</sup>, post-surgery home nursing<sup>9</sup> after hospitalisation, or surgical procedure or operation in a day surgery centre or in a clinic of a registered doctor, will also be covered.



### Compassionate Death Benefit

A compassionate death benefit up to USD 5,000/ HKD 40,000 will be provided in the event of death.





## Value-added services to enhance your protection



### Medical Green Channel – Get priority booking for outpatient and/or hospitalisation appointments at selected hospitals in Mainland China

**Medical Green Channel** is a **one-stop booking service** for **medical appointment** at Medical Green Channel's selected hospitals in Mainland China. It gets you faster treatment by cutting out long waiting times and clumsy booking procedures.



#### Faster treatment by cutting out long waiting times and clumsy booking procedures

Priority booking for outpatient and/or hospitalisation at about 1,200 hospitals in major cities such as Beijing, Shanghai, Shenzhen and Guangzhou.



#### Hassle-free access along the journey

Make your appointments through the 24-hour service hotline or online anytime. A dedicated case manager will follow up with you and, on your treatment day, one of the team will guide and help you through the registration process at your hospital.

You can find more details in the “Medical Green Channel – More about the value-added services” section below.

Click [here](#) or scan the QR code to find out more about the service, a list of Medical Green Channel hospitals and enrolment details:



## Treatment Sure – Get back on the road to health with personalised medical advice from global experts

If you are ill, medical experts' guidance can help you make the right treatment decisions. This is why we offer the **Treatment Sure**, including **second medical opinions** and **overseas medical concierge** services.



#### Support from the dedicated physician case manager

A dedicated physician case manager will answer questions throughout the medical journey.



#### Professional team of physician case managers

Access to over 3,000 doctors who speak more than 30 languages, so they can communicate in yours.



#### Comprehensive network

A network of over 50,000 global medical experts, covering more than 450 specialties and sub-specialties.

Click [here](#) or scan the QR code for service and enrolment details:





**SmartAppoint Service – Set up an instruction for a designated family member in advance to file and access claims on your behalf if you become mentally incapacitated**

What happens if you become **mentally incapacitated** and are unable to make a claim yourself?



**Simple to apply and claim**

Simple & free application and claims procedures – no more legal processes.



**In control & peace-of-mind**

Set up an advance instruction to make a family member of your choice the designated person.



**Immediate financial relief**

Immediate financial relief to your family with access to claims by your designated person.

Click [here](#) or scan the QR code for more details:



**24-hour Worldwide Emergency Assistance Services**

If, unfortunately, you suffer from a serious injury or illness overseas, we can arrange **emergency evacuation** and **repatriation cover** through **our designated third-party service provider**.





# Benefit Schedule

PRUhealth secure top-up plan			
Coverage <sup>12</sup>	Maximum Benefit Limit		
	Ward	Semi-private	Private
Overall Annual Limit <sup>6</sup>	USD 18,750/ HKD 150,000	USD 62,500/ HKD 500,000	USD 125,000/ HKD 1,000,000
Deductible Options (per hospitalisation)	USD 3,125/ HKD 25,000 or USD 6,250/ HKD 50,000	USD 3,125/HKD 25,000 or USD 6,250/HKD 50,000 or USD 10,000/HKD 80,000	
<b>I. Confinement Benefits</b>			
Include Hospital Daily Room & Board, Doctor's Visits, Miscellaneous Hospital Expenses, Intensive Care, Specialist's Visit and Daily Extra Bed for Family Member			
<b>II. Surgical Benefits<sup>10</sup></b>			
Include Surgical Fees, Anaesthetist's Fees and Operating Theatre Fees			
<b>III. Emergency Outpatient Treatment Benefit</b>			
For treatment within 24 hours of an accident			
<b>IV. Pre &amp; Post-Hospitalisation Benefits (per hospitalisation)</b>			
1	Pre-Admission and Follow-up Outpatient Consultation <ul style="list-style-type: none"><li>Max 1 Pre-Admission Outpatient Consultation and max 3 Follow-Up Outpatient Consultations within 60 days after discharge or surgical procedure or operation at day surgery centre/clinic of registered doctor</li><li>Limited to 1 consultation per day</li></ul>		
2	Daily Post-Surgery Home Nursing <ul style="list-style-type: none"><li>Max 15 visits within 31 days after discharge or surgical procedure or operation at day surgery centre/clinic of registered doctor</li><li>Limited to 1 visit per day</li></ul>		
3	Chiropractor/Physiotherapist Consultation <ul style="list-style-type: none"><li>Max 10 Consultations within 90 days after discharge or surgical procedure or operation at day surgery centre/clinic of registered doctor</li><li>Limited 1 consultation per day</li></ul>		
90% reimbursement <sup>1</sup> for all eligible medical expenses <sup>2</sup> in excess of the deductible or the actual amount paid by other medical plan(s), whichever is higher			

## PRUhealth secure top-up plan

Coverage <sup>12</sup>	Maximum Benefit Limit		
	Ward	Semi-private	Private
<b>V. Lifetime Limit<sup>7</sup></b>			
A Lifetime Limit will apply starting from the policy anniversary immediately following the 74 <sup>th</sup> birthday of the person covered by the policy (the "life assured")	USD 56,250/ HKD 450,000	USD 187,500/ HKD 1,500,000	USD 375,000/ HKD 3,000,000
<b>VI. Compassionate Death Benefit</b>			
Compassionate Death Benefit	USD 1,000/ HKD 8,000	USD 2,500/ HKD 20,000	USD 5,000/ HKD 40,000
<b>Value-added services<sup>11</sup></b>			
1	Medical Green Channel	✓	
2	Treatment Sure (Second medical opinion and overseas medical concierge services)	✓	
3	SmartAppoint Service	✓	
4	24-hour Worldwide Emergency Assistance Services	✓	
<b>Benefit Calculation</b>			

$$\left( \text{All eligible medical expenses}^2 - \text{The higher of deductible or the actual amount paid by customer's other medical plan(s)} \right) \times \text{90\% Reimbursement Rate} \times \text{Adjustment Factor}^8 \text{ (if applicable)}$$

## Key exclusions

Prudential will not provide coverage under the plan under any of the following circumstances:

- (i) If the injury, illness or the sign or symptoms of the illness had existed before the effective date of the plan or the effective date of reinstatement, whichever is later; or
- (ii) If the illness is diagnosed or the signs and symptoms of the illness appeared within 30 days from the effective date of the plan or the date of reinstatement; or
- (iii) If the hospitalisation, treatment and/or charges incurred are related to or arise as a direct or indirect result of:
  - a. pregnancy, childbirth, termination of pregnancy, birth control, infertility or human assisted reproduction; or
  - b. war, hostilities (whether war is declared or not), rebellion insurrection, riot, civil commotion or the life assured's participation in any criminal offence; or
  - c. suicide, self-inflicted injuries while sane or insane, drug abuse, consumption of alcohol; scuba diving or engaging in or taking part in any kind of race other than on foot; or
  - d. cosmetic treatment, corrective aids performed on the life assured unless necessitated by an injury caused by an accident and the life assured sustains the injury within 90 days of the accident; or
  - e. procurement or use of appliances for the benefit of the life assured, or experimental and/or unconventional medical technology/procedure performed on the life assured; or
  - f. vaccination, convalescence, dental treatment or surgery (except for emergency treatment arising from an accident and cannot be done on an outpatient basis), health check-ups, treatment or tests that relate to AIDS, HIV or AIDS related complex; or
  - g. mental disorder, psychological or psychiatric conditions; or
  - h. congenital or inherited disorder or developmental conditions (only applicable before the life assured reached age 17, age next birthday); or
  - i. any services primarily for physiotherapy or for the investigation of signs and/or symptoms with diagnostic imaging, laboratory investigation or other diagnostic procedures; or
  - j. any treatment, investigation, services or supplies which are not Medically Necessary; or non-medical services; or charges of which exceed the Reasonable and Customary Charges.

For more details on exclusions, please refer to relevant policy provisions.



## More about the plan

### Which product category and plan type does PRUhealth secure top-up plan belong to?

PRUhealth secure top-up plan is a health insurance, and is a supplementary benefit (i.e. rider). It means you must attach it to a basic plan when you are enrolling in it.

### What are the premium term, benefit term, issue ages and currency options for PRUhealth secure top-up plan?

Premium term/ Benefit term	Issue age (age next birthday)	Currency option <sup>^</sup>
Whole life or benefit term of the attached basic plan, whichever is earlier	1 – 65	USD/HKD

<sup>^</sup> The currency of the plan should correspond with the currency of the basic plan.

- The life assured must be at least 15 days old when the proposal document is signed.

### Do I need to have medical coverage, whether group or individual, prior to applying for PRUhealth secure top-up plan?

It is highly recommended that you have an existing medical plan in place as your core benefit whilst you apply for PRUhealth secure top-up plan as a supplement. You are advised to choose a deductible by reference to the reimbursable amount of your other medical plan(s), so that the deductible can be offset by your claimable amount under other medical plan(s) while the excess amount can be covered by the plan. This way, you don't have to worry about paying substantial medical expenses incurred from hospitalisation.

### Do I need to be employed when I renew or convert my plan, whether in a full or part time job?

Irrespective of your employment status,

PRUhealth secure top-up plan guarantees whole life renewal<sup>4</sup> and conversion right into another designated Prudential reimbursement-type medical plan<sup>3</sup> at the specified ages.

### How does the plan define Reasonable and Customary Charges?

Reasonable and Customary Charges means that the charges for treatment, medical services and/or supplies that are in line with the usual level of charges for similar treatment, medical services and/or supplies in the locality where the expenses are incurred.

### What expenses are regarded as Medically Necessary under the plan?

Being a prudent insurance company, we have responsibility to control medical claims so as to maintain affordable health insurance premiums. By “Medically Necessary”, we are referring to a medical service that is consistent with the diagnosis and customary medical treatment for the condition. The medical service should also conform to standards of generally accepted medical practice and not just for the convenience of the life assured, his/her relatives or the registered doctor. In case of hospital stay, the medical service should be performed on the basis that the medical symptoms or conditions of the life assured cannot be safely treated without hospital stay.

### Is there any waiting period for the plan and how does the plan define it?

There are 30 days waiting period from the effective date of the plan or the date of reinstatement. Any illnesses of which the signs and symptoms appear or are diagnosed by a registered doctor within 30 days from the effective date of the plan or the date of reinstatement will not be covered under the protection to another designated reimbursement-type medical plan that is available from us at the specified ages.

### How does the plan define hospitalisation?

We define “hospitalisation” as the life assured’s admission by a hospital as an in-patient for Medically Necessary services/ treatments under the recommendation of a registered doctor for a minimum of 6 consecutive hours which incurs a charge for hospital daily room and board or intensive care by the hospital. The life assured shall be deemed to be under one single hospitalisation when: (a) 2 or more hospitalisations are caused by the same or a directly related injury or illness and these hospitalisations are not separated from each other by more than 90 days between the earlier and the later hospitalisation; or (b) the life assured undergoes a surgical procedure or operation either in a day surgery centre or a clinic of a registered doctor and has also been (whether before or after within an interval of 90 days) admitted into a hospital due to the same or a directly related injury or illness.

### When will we terminate this plan?

We will terminate this plan when the first of these happens: the life assured dies; or you fail to pay your premium within 1 calendar month from its due date; or the basic plan to which this plan is attached terminates; or if all the amounts payable for all the benefits from in-force or terminated PRUhealth secure top-up plans covering the life assured reaches their Lifetime Limit<sup>7</sup>.

## More about the value-added services

### Medical Green Channel

#### What is Medical Green Channel?

Provided by an independent third-party service provider, Medical Green Channel offers priority booking for outpatient and/or hospitalisation appointment at the selected hospitals in Mainland China for the life assured of the **PRU**health secure top-up plan. The case managers and escort staff are appointed by the service provider. Medical Green Channel is not suitable for a life assured who has an acute medical condition, has been involved in an accident, or has conditions requiring emergency or immediate medical assistance.

#### Who is responsible for paying Medical Green Channel's fees?

The life assured is responsible for all registration fees, diagnosis/treatment fees, examination fees, prescription fees, hospitalisation fees, and all administration fees and medical expenses incurred on their outpatient and/or hospitalisation services. The medical expenses the life assured can claim are subject to the terms and conditions, and the benefit limit of the life assured's medical insurance plan.

### Treatment Sure

#### What is Treatment Sure and what does it cover?

The Treatment Sure offers Global Expert Medical Opinion and Medical Concierge services for the plan's life assured. The service is suitable for any non-emergency medical conditions (e.g. cancer, gastroenteric diseases and orthopaedic issues) that needs a second opinion, **but excludes**:

- Accidents and medical emergencies
- Urgent or life-threatening conditions
- Daily or common medical issues (such as colds, fever, flu and occasional rashes)
- Chronic diseases management (such as chronic hepatitis, diabetes and high blood pressure), except for any complications of chronic diseases

The Medical Concierge is only available after the life assured has completed the Global Expert Medical Opinion.

#### How should you use the Global Expert Medical Opinion report?

The Global Expert Medical Opinion report is intended to supplement the information the life assured has already received from their attending doctor. It should not be used to replace their attending doctor's recommendations. The final decision on the medical treatment arrangement must be made solely by the life assured.

#### Who is responsible for fees and charges if choosing treatment abroad?

The life assured will be responsible for all fees and charges required for travel and accommodation and related items. The amount the policyholder can claim for treatment expenses is subject to the benefit limit of their plan.

### SmartAppoint Service

#### What is SmartAppoint Service?

The SmartAppoint Service is an advanced policy instruction, and not an enduring power of attorney ("EPA") or guardianship order. It does not appoint the designated person as your attorney or guardian/committee. If you have an EPA or a guardian/committee appointed, you must not apply for this service.

This service does not form part of this **PRU**health secure top-up plan.

#### What do I need to know about SmartAppoint Service?

The policyholder and the life assured must be the same person. The designated person must be a member of your family who is age 18 or over, and must be your spouse, parent, child, sibling, grandparent, grandchild, or any other relation we approve. You must notify the designated person of the instruction/change of instruction under this service.

#### What does the designated person need to submit a claim?

When submitting a claim, the designated person needs to provide medical reports from 2 registered medical practitioners (1 from your attending doctor) confirming your mental incapacity to our satisfaction, and any other documents or evidence we may require.

### Third-party services

#### What should I take note of for the third-party services?

Medical Green Channel, Treatment Sure and 24-hour Worldwide Emergency Assistance Services are provided by third-party service provider(s) we have designated, and are subject to their respective terms and conditions. We will not be responsible for the accuracy of any third-party information quoted above.

We maintain sole discretion to change the scope of these services (including the list of Medical Green Channel hospitals) and the service provider(s) from time to time without advance notice. We may also cease and/or suspend these services at our sole discretion.

We are not the service provider(s) for these services. The relevant service provider(s) is(are) not our agent, and vice versa. We make no representation, warranty or undertaking as to the quality and availability of the service and shall not accept any responsibility or liability for the services provided by the service provider(s). Under no circumstance shall we be responsible or liable for the acts or omissions of the service provider(s) in the provision of such services.

Medical Green Channel, Treatment Sure and 24-hour Worldwide Emergency Assistance Services do not form part of this **PRU**health secure top-up plan.

## Remarks

- 1 Please refer to the "Benefit Calculation" under the Benefit Schedule for details of the reimbursement amount.
- 2 Eligible medical expenses refer to expenses incurred from treatments, medical services, surgical procedures and/or operations covered by this plan on the basis that they are Medically Necessary and not exceeding reasonable and customary charges. For details of how we define Medically Necessary and reasonable and customary charges as well as other terms and conditions of the plan, please refer to the above "More about the plan" section as well as a specimen of the plan's policy.
- 3 The life assured may convert the plan into another designated reimbursement-type medical plan that is available from Prudential at the time of conversion. For details of these plans, please refer to respective brochures. All the special terms and conditions including any loadings and exclusions of this plan shall automatically apply to the converted medical plan. The premium of the converted plan is determined by reference to its own premium rates and the age of the life assured at the time of conversion and the benefit level of the converted plan must be at the same or lower level of the original plan. The original plan will be terminated immediately upon the conversion.
- 4 The plan guarantees whole life renewal subject to the Lifetime Limit as described in item (7) of this Remarks section. Premium rates are yearly adjustable based on the risk class (including but not limited to age, gender, deductible and room level) and attained age of the life assured at the time of policy application/renewal which are not guaranteed. Prudential will determine the relevant premium rates based on several factors, such as our claims and persistency experience, medical price inflation, projected future medical costs and any applicable changes in benefit.
- 5 Deductible is the portion of cost for which the life assured is himself/herself liable to pay. It applies for each instance of hospitalisation. Please refer to the Benefit Schedule for options of the deductible amount.
- 6 The Overall Annual Limit is the annual limit of benefits payable by Prudential in aggregate under the plan for every policy year.
- 7 Lifetime Limit means the absolute cap on all amounts payable in aggregate from this plan for the lifetime counting from the policy anniversary which immediately follows the 74<sup>th</sup> birthday of the life assured. Once this limit is in effect, this plan shall be immediately terminated when the absolute cap has been reached. Lifetime Limit applies to term I to IV listed in the Benefit Schedule.
- 8 An Adjustment Factor will be applied if the life assured's hospitalisation is of a higher level than he/she is entitled to under this plan. The amount payable for such hospitalisation under this plan will be multiplied by the following factor:
  - for an upgrade from semi-private level to private level or above: 50%
  - for an upgrade from ward level to semi-private level: 50%
  - for an upgrade from ward level to private level or above: 25%
- 9 Please refer to the Benefit Schedule for details.
- 10 If a surgical procedure or operation is performed in a day surgery centre or a clinic of a registered doctor, all expenses incurred for treatments which are Medically Necessary will also be covered under the Surgical Benefits. In addition, hospital daily room and board and miscellaneous hospital expenses under the Confinement Benefits and Pre- & Post-Hospitalisation Benefits will be payable.
- 11 These value-added services do not form part of this **PRU**health secure top-up plan.
- 12 Prudential reserves the right to revise the Benefit Schedule under the plan on each renewal by giving 30 days' written notice in advance.



## Key risks

### How may our credit risk affect your policy?

The guaranteed cash value (if applicable) and insurance benefit of your plan are subject to our credit risk. If we become insolvent, you may lose the value of your policy and its coverage.

### How may currency exchange rate risk affect your benefits?

Foreign currency exchange rates may fluctuate. As a result, you may incur a substantial loss when you choose to convert your benefits to other currencies. Additionally, the conversion of your benefits to other currencies is subject to exchange restrictions applicable at the time when the benefits are paid. You have the sole responsibility to decide if you want to convert your benefits to other currencies.

### How may inflation affect the value of your plan?

We expect the cost of living to rise in the future because of inflation. That means the insurance you take out today will not have the same buying power in the future (i.e., the benefit payouts might not be able to cover your future needs) even if the plan offers increasing benefit intended to offset inflation.

### What happens if you do not pay your premiums?

You should only apply for this product if you intend to pay all of its premiums. If you miss any of your premium payments, we may terminate your policy and you would lose the policy's coverage.

### Why may we adjust your premiums?

We have the right to review and adjust the plan's premium rates for particular risk classes on each policy anniversary, but not for any individual customer. We may adjust premium rates because of several factors, such as our claims and persistency experience, medical price inflation, projected future medical costs and any applicable changes in benefit.

### Why may we change your benefits?

We have the right to revise the Benefit Schedule and the terms and conditions under this plan on each renewal by giving you 30 days' notice in writing. This is to account for any known or foreseeable changes in medical practices and claims experiences. We will apply the revisions to all policies under the plan. The premium will be adjusted accordingly based on the rate as determined by us.

## Important information

### Cancellation right

A customer who has bought the life insurance plans has a right to cancel the policy within the cooling-off period and obtain a refund of any premium(s) and levy(ies) paid less any withdrawals. Provided that no claim has been made, the customer may cancel the policy by giving written notice to us within 21 calendar days immediately following either the day of delivery of (1) the policy or (2) the notice (informing the availability of the policy and expiry date of the cooling-off period) to the customer or his/her nominated representative, whichever is earlier. Such notice must be signed by the customer and received directly by Prudential Hong Kong Limited at 8/F, Prudential Tower, The Gateway, Harbour City, 21 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong within the cooling-off period.

The premium and levy will be refunded in the currency of premium and levy payment at the time of application for this policy. If the currency of premium and levy payment is not the same as the plan currency, the refundable premium and levy amount in plan currency under this policy will be converted to the currency of premium and levy payment at the prevailing currency exchange rate as determined by us in our absolute discretion from time to time upon payment. After the cooling-off period expires, if a customer cancels the policy before the end of benefit term, the actual cash value (if applicable) may be substantially less than the total amount of premiums paid.

## Need more details? Get in touch

Please contact your consultant or call our Customer Service Hotline at 2281 1333 for more details.

## Notes

**PRUhealth secure top-up plan is underwritten by Prudential Hong Kong Limited ("Prudential"). You can always choose to take out this plan as a standalone plan without enrolling with other type(s) of insurance product at the same time, unless such plan is only available as a supplementary benefit which needs to be attached to a basic plan. This brochure does not contain the full terms and conditions of this plan and is for reference only. It does not represent a contract between Prudential and anyone else. You should read carefully the risk disclosures and key exclusions (if any) contained in this brochure. For further details and the full terms and conditions of this plan, please ask Prudential for a sample of the policy document.**

Prudential has the right to accept or decline any application based on the information provided by the policyholder and/or life assured in the application.

Please cross your cheque and make it payable to "Prudential Hong Kong Limited".

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