

# Protection against "Novel Coronavirus"

## Claim for "Novel Coronavirus" Test

In order to strengthen protection for customers under the "Novel Coronavirus" outbreak, from now until 31 March 2021 (the "Protection Period"), FTLife Insurance Company Limited ("FTLife") specially offers the below measures and arrangements to safeguard our customers.



### Claim of "Novel Coronavirus" Test<sup>^</sup>

(Applicable to Medical Insurance Plans)

If customer requires to undertake "Novel Coronavirus" test before admission to a Private Hospital or Day Surgery Center for treatment, customer can submit claim for the relevant test fee together with the Medical Insurance Plan expense item(s) after discharge from hospital or after treatment. The **maximum amount per test is HK\$2,000 for each hospitalization or outpatient surgery.**

<sup>^</sup> Terms and conditions

1. This benefit is only applicable to an inforced medical insurance policy and is also bound by related terms and conditions of respective policy contract. Other policy terms remain unchanged.
2. FTLife reserves all the rights to make all final decisions on the approval of the claims application(s) and/or amend the terms and conditions of the additional benefit(s) at any time without prior notice. In case of any disputes, our decision shall be final and binding.



### Protect the Special Circumstances Strengthen Protection for You

(Applicable to Medical Insurance Plans, Hospital Cash Benefits and "Novel Coronavirus" Free Additional Benefits)

If the Insured is diagnosed to be infected by "Novel Coronavirus" and is confined in a hospital for medically treatment, including hospitalization in the **Community Treatment Facility in Hong Kong (such as "Fangcang Hospital")** or premises designated by the **Department of Health**, it will be covered under the Medical Insurance Plans, Hospital Cash Benefits and "Novel Coronavirus" Free Additional Benefits\* as **protection item.**



\* If existing customer of FTLife is diagnosed to be infected by "Novel Coronavirus", we will provide Free Additional Benefits up to HK\$52,000. For details, please refer to the promotion leaflet on the left.

**FTLife Insurance Company Limited**

(Incorporated in Bermuda with limited liability)

**New World Group Member**

MKT/DPM/0411GEN/2101

For claims enquiries, please contact our Customer Service Hotline at (852) 2866 8898 or email to [clm\\_covid19@ftlife.com.hk](mailto:clm_covid19@ftlife.com.hk)

