

Press Release
16 May 2022

**FTLife launches superior VHIS Flexi Plan “FlexiCare”
leveraging New World Group’s ecosystem
to inaugurate "FTLife 360° Power Up"
supporting customers in “Championing health, championing life”**

Hong Kong — FTLife Insurance Company Limited (“FTLife”) stands by the people of Hong Kong throughout the pandemic. Today, it announced the launch of “FlexiCare” Medical Insurance Plan (“FlexiCare”). Benefit limit is subject to the amount per disability¹ per policy year, with double aggregate limit offered for common major illnesses such as major cancer, severe heart attack, stroke, respiratory diseases and any disease declared as a Public Health Emergency of International Concern such as COVID-19. The benefits are globally applicable², enabling customers to enjoy comprehensive medical insurance without geographical restrictions. In addition, FTLife has further leveraged its advantages as a member of New World Group to launch “FTLife 360° Power Up”, which provides customers with comprehensive health protection, rewards and offers, and life experiences through a wide range of products and services in New World Group’s ecosystem.

Jarita Kwan, Chief Product Officer at FTLife, said, "With the pandemic having lasted for more than two years, the public's concern about personal hygiene and health and medical protection has increased. FTLife does not take this lightly and is striving to develop appropriate and comprehensive protection products based on the needs of our customers, with the aim of bringing them peace of mind amid the ongoing pandemic."

Benefit limit subject to amount per disability¹ per policy year, with double aggregate limit for common major illnesses

Jarita Kwan continued, "We understand that serious illnesses often require long-term treatment. Therefore, the benefit limit of FlexiCare is calculated on a per disability¹ per policy year basis, which is more apt to customers' needs. Even if customers receive long-term treatment for the same disability¹ in different policy years or undergo multiple confinements or outpatient treatments for different disabilities¹ in the same policy year, they will still be adequately covered." At the same time, FlexiCare offers double aggregate limit per disability¹ per policy year up to HKD 1.6 million for common major illnesses (including any disease declared as a Public Health Emergency of International Concern such as COVID-19), providing maximum support to customers and their loved ones.

Global applicability² for all benefits with no itemised benefit sublimit

In addition to covering a wide range of diseases, FlexiCare also provides flexible protection with global coverage². In recent years, the demand for combined Chinese and Western medical treatment has been increasing, and the first Chinese medicine hospital in Hong Kong is expected to open in 2025, as *news.gov.hk*³ reported. Hence, FlexiCare provides market-leading⁴ protection by offering global inpatient and outpatient Chinese medical treatment coverage. Customers can flexibly choose the most

suitable treatment methods regardless of their location. At the same time, in response to survey findings⁵ which revealed that the pandemic has led to a significant increase in demand for online mental health support services, FlexiCare provides large-amount benefits for psychiatric treatments up to HKD 250,000 per disability¹ per policy year.

Furthermore, FTLife fully covers the eligible expenses of multiple benefit items⁶, including surgery expenses (excluding designated surgical procedures⁷), prescribed non-surgical cancer treatments⁸ (e.g. chemotherapy and targeted therapy), and prescribed diagnostic imaging tests^{9,10} after deducting coinsurance, such as magnetic resonance imaging (“MRI scan”), positron emission tomography (“PET scan”) and computed tomography (“CT scan”), to allow customers to focus on recuperation.

No-claim discount upon successful application¹¹

Successful applicants can enjoy a 16% no-claim discount until the policy anniversary after the first claim is made. To encourage customers to insure their family members, FlexiCare also offers an extra no-claim discount of up to 20% for one family¹².

“FTLife 360° Power Up” leverages advantages of New World Group’s ecosystem

Since joining New World Group in 2019, FTLife has been actively integrating into the Group’s ecosystem in order to create greater value for customers and stakeholders. Today, FTLife launched “FTLife 360° Power Up” to enhance health protection, and provide rewards, offers and life experiences for customers through collaboration with the Group’s business units.

In the first stage, in addition to introducing Power Up protection FlexiCare, FTLife has also Powered Up its rewards. Existing FTLife customers who successfully registered as KLUB11 members during the promotion period may enjoy a variety of limited-time discount offers across entertainment, shopping and dining.

Jasmine Lam, Vice President, Branding & Communications at FTLife, said, “We will continue to uphold our brand promise of ‘Think beyond insurance.’ and explore opportunities to collaborate with our different business units to maximise synergies, thereby fully Powering Up our customers in terms of protection, experience, rewards and offers, in hopes of bringing positive energy to society and supporting everyone in ‘Championing health, championing life.’”

FTLife is a provider of Voluntary Health Insurance Scheme (“VHIS”) Products (Registration No.: 00028), offering VHIS Certified Product – Flexi Plan: “FlexiCare” Medical Insurance Plan (Certified Product No.: F00064-01-000-01 / F00064-02-000-01 / F00064-03-000-01 / F00064-04-000-01).



FTLife Chief Product Officer Jarita Kwan (right) and Vice President - Branding & Communications Jasmine Lam announce the launch of the VHIS Flexi Plan “FlexiCare” leveraging New World Group’s ecosystem to provide customers 360° Power Up in protection, experience, rewards and offers.

Notes:

1. (i) The applicable benefit limit of individual benefit item(s) which are specified to be payable on a “per Disability per Policy Year” basis in the Benefit Schedule (if any) and Aggregate Limit per Disability per Policy Year shall be counted anew for each Confinement or Day Case Procedure for the same Disability, provided that the Confinement or Day Case Procedure does not occur within 90 consecutive days following the Last Date (as defined in Section (a)(i)(3) of Part 4 of the Supplement to the VHIS Certified Plan) of the previous Confinement or Day Case Procedure concerning the same Disability.
(ii) Where the Insured Person is Confined or receives any Day Case Procedures involving more than 1 Disability, all Disabilities involved in the same Confinement or Day Case Procedure would be subject to 1 applicable benefit limit of individual benefit item(s) (if any) and / or Aggregate Limit per Disability per Policy Year.
For details, please refer to Section (a) of Part 4 of the Supplement to the VHIS Certified Plan.
2. Except for psychiatric treatments and cash benefit for room and board Confinement below entitled ward class in a private Hospital in Hong Kong (if applicable), all benefits shall be applicable worldwide.
3. Source of information : https://www.news.gov.hk/eng/2021/06/20210628/20210628_160808_705.html
4. “Market-leading” items are the result of a comparison of the major VHIS Flexi Plans on the Hong Kong life insurance market as of 16 May 2022. In respect of “inpatient / outpatient Chinese medical treatment”, major VHIS Flexi Plans on the market merely provide outpatient Chinese medical benefits, whereas “FlexiCare” offers global inpatient and outpatient Chinese medical benefits. In respect of “psychiatric treatments”, “FlexiCare” provides benefits of up to HKD 250,000 per Disability¹ per policy year, far outperforming the majority of VHIS Flexi Plans on the market.
5. Source of information : https://www.bokss.org.hk/content/press/276/refresh_press_release_final_.pdf
6. Fully covered refers to no itemised benefit sublimit. The actual amount of Eligible Expenses and other expenses payable is subject to the Aggregate Limit per Disability per Policy Year.

7. Designated surgical procedures are itemised with a benefit sublimit. Designated surgical procedures refer to the following:
 - a. Curettage/cryotherapy/cauterization/laser treatment of lesion(s) of skin; and
 - b. Joint aspiration/injection.
8. Treatments covered here only include radiotherapy, chemotherapy, targeted therapy, immunotherapy and hormonal therapy.
9. FTLife shall have the right to ask for proof of recommendation, e.g. written referral or testifying statement on the claim form by the attending doctor or Registered Medical Practitioner.
10. Tests covered here only include computed tomography (“CT” scan), magnetic resonance imaging (“MRI” scan), positron emission tomography (“PET” scan), PET-CT combined and PET-MRI combined.
11. The extra no-claim discount amount is calculated based on the Renewal premium before deducting the no-claim discount. If a claim for a previous Policy Year (excluding death benefit and special cash benefit) is paid after the no-claim discount and the extra no-claim discount are paid, FTLife will re-assess whether the Policy Year is eligible for the no-claim discount and the extra no-claim discount.
12. If a customer holds more than one effective “FlexiCare” policies as the Policy Holder when renewing a “FlexiCare” policy (the “Policy”), so long as the Policy i) remains effective for 3 or more consecutive Policy Years before the relevant Renewal Date; and ii) entitles that customer to a 16% no-claim discount on the Renewal Date, regardless of the claim status or effective period of other policies, the Policy entitles that customer to up to 4% extra no-claim discount and a total discount rate of up to 20% together with the original no-claim discount.

– End –

All the above-mentioned product features are subject to relevant terms and conditions. Please refer to the product brochure for more information on “FlexiCare” Medical Insurance Plan:

<https://www.ftlife.com.hk/pdf/en/products/life-insurance/health/FlexiCare-Product-Brochure.pdf>

Important notes:

- The information contained in this document is intended as a general summary of information for reference only. For details, please refer to relevant product brochures, promotion flyers and policy documents. Please refer to the policy contract for details of full terms and conditions about “FlexiCare” Medical Insurance Plan.
- This press release does not contain the full provisions of “FlexiCare” Medical Insurance Plan, and the full terms can be found in the Policy documents.
- “FlexiCare” Medical Insurance Plan may serve as standalone plan(s) without bundling with other type(s) of insurance product.
- For further details, please contact FTLife’s Customer Service Hotline on +852 2866 8898.
- This document is for distribution in Hong Kong only. It is not an offer to sell or solicitation to buy or provision of any insurance product outside Hong Kong. FTLife does not offer or sell any insurance product in any jurisdiction outside Hong Kong, in which such offering or sales of the insurance product is illegal under the laws of such jurisdictions.

About FTLife Insurance Company Limited

FTLife Insurance Company Limited ("FTLife") is one of the most well-established life insurance companies in Hong Kong and a wholly-owned subsidiary of NWS Holdings Limited (Stock Code: 0659). Building on a history of more than 30 years in the territory, FTLife provides individual and institutional clients with a diverse range of insurance and wealth management products and services, including life, health, accident, savings and investment insurance. As a member of New World Group, FTLife works with diversified businesses within the Group to create synergies and provides customers with best-in-class life-planning solutions, from wealth management and succession to health, wellbeing and quality of life enhancement.

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FTLife Insurance Company Limited (Incorporated in Bermuda with limited liability)

“FlexiCare” Medical Insurance Plan Brochure

