

MEDICAL CARE INSURANCE

Frequently Asked Questions

Question: What is Medical Care and how is it important to me?

Answer: MCI offers you an all-in-one healthcare protection to meet the needs of you and your family for both in-patient and out-patient treatment due to illness, disease and accident.

Question: What type of insurance is Medical Care?

Answer: Medical Care is a health insurance plan.

Question: After the policy is issued, can I change the level of protection or add any supplementary benefits?

Answer: Once the policy is issued, you cannot change the level of protection or add any supplementary benefits. Changes can be made at the renewal time subject to Baoviet's acceptance.

Question: Is my Insurance product guaranteed by HSBC?

Answer: Medical Care insurance is underwritten by Baoviet Insurance Corporation (hereinafter referred as Baoviet). Hence, it is not an obligation of, deposits in or guaranteed by HSBC Bank (Vietnam) Ltd.

Question: Can I insure on a short term basis?

Answer: Medical Care is a yearly policy and we are unable to offer short term insurance.

Question: Who are eligible for Medical Care?

Answer: Medical Care is offered for any client who is residing in Vietnam from 1 year of age to 64 years of age (65 for renewal of an existing policy).

Children under 18 years old must be insured together with their parent(s) and exceptions can only be granted to those whose parent(s) has/have been insured under another health insurance policy issued by Baoviet. Children's plan including basic cover and additional cover(s) must be lower or equivalent to their parent's plan.

Question: I forgot to pay my renewal premium and my policy has lapsed. I still need protection. What should I do?

Answer: Renewal premium payment has to be made before the previous policy expires. In case you miss the payment at renewal time, you should contact HSBC Relationship Manager for application as in new case.

Question: How can I make my premium payments?

Answer: Premium payment can be made through 01 (one) of 03 (three) channels as follows:

- Online Payment Gateway of Baoviet Insurance
- Cash payment to Baoviet Insurance's account at any counter of Baoviet Bank
- Funds transfer to Baoviet Insurance's account at Baoviet Bank

Please log on HSBC website:

http://www.hsbc.com.vn/1/2/personal_en/insurance/non-life-premium-payment-channel for more details.

Question: What should I do if I want to cancel my policy?

Answer: Provided no claims have been made or payable during the policy period, you may terminate your policy by filling out Refund or Endorsement Request Form, having it sent to the Baoviet and return the Certificate of Insurance and Direct Billing Card (if any).

Question: How much can I get back if I cancel the policy?

Answer: Upon your eligible cancellation request, you shall be entitled to a return of premium, less the amount due to the Insurance Company computed at short period rates for the period during which the Policy had been in force. The premium refund will be made within 7 working days (in cash) or 14 working days (by bank transfer).

Question: Can I change the frequency of payment after the policy becomes effective?

Answer: Full premium payment need to be made in one single time before inception. Instalment payment option is not available.

Question: What are the different fees & charges for Medical Care?

Answer: No additional fees and charges other than insurance premium is required when taking out insurance.

Question: Is there any waiting period for Medical Care?

Answer: Yes. Waiting period is the period in which all benefits concerned will not be payable. It is calculated from policy inception and applied as follows:

- 30 days in respect of illness, diseases.
- 30 days in respect of dental treatment.
- 12 months in respect of special diseases and pre-existing diseases.

Question: Is the premium level guaranteed to remain unchanged?

Answer: No. Premium level shall maintain unchanged during the insurance period.

Question: Will my claim history affect the renewability of my policy and the renewal premium?

Answer: Unless in special circumstances where the loss experience is abnormally adverse, the policy will not be declined to renew. In cases when the loss ratio is considered high, we reserve the right to adjust your renewal premium and/or benefits. We will, however, give you sufficient notification in advance.

Question: What will I receive after I buy a policy?

Answer: A full package of Certificate of Insurance, Policy Wording and Direct Billing Card (if applicable) will be sent to your mailing address by Baoviet.

Question: Whom should I call if I need help or have any inquiry on my policy?

Answer: You may contact HSBC Relationship Manager who has arranged your policy or call Baoviet policy management number stated in your Certificate of Insurance should you have any queries about your policy.

Question: Is there a hotline for claim inquiry?

Answer: You may easily find the claim hotline stated in your Certificate of Insurance as well as on the back side of your Direct Billing Card.