PERSONAL SAFETY INSURANCE

Frequently Asked Questions

Question: What is Personal Safety Insurance and how is it important to me?

Answer: Personal Safety Insurance protects you and your family from uncertainties in life arising from accidents which could result in temporary disabilities, permanent disabilities in partial or total and death.

Question: What is the Personal Safety Insurance type?

Answer: Personal Safety Insurance is an accident insurance plan.

Question: After the policy is issued, can I change the level of protection?

Answer: Personal Safety Insurance is offered into 2 different plans and you cannot switch your plan after the policy is issued.

Question: Is my Insurance product guaranteed by HSBC?

Answer: Personal Safety 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: Personal Safety Insurance is a yearly policy and we are unable to offer short term insurance.

Question: Am I covered in working hours and if I travel abroad?

Answer: Yes, you are well protected 24 hours a day including working hours. You are also covered if you unfortunately have an accident when traveling abroad.

Question: Who is eligible for Personal Safety Insurance?

Answer: Personal Safety Insurance is offered for individuals aged 18-65 who reside or work in Vietnam.

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.

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 Personal Safety Insurance?

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

Question: Is the premium level guaranteed to remain unchanged?

Answer: Premium level shall maintain unchanged during the insurance period unless there appear significant changes in risk exposure.

Question: What kinds of sports and activities are covered by Personal Safety Insurance? Are there any excluded sports or activities?

Answer: Personal Safety Insurance covers most kinds of sports and leisure activities but the following sports and activities are specifically excluded:

1. Aqualung diving
2. Boxing
3. Climbing
4. Flying except Air travel
5. Football
6. Hang gliding
7. Hunting
8. Hurling
9. Ice hockey
10. Motor competitions
11. Parachuting
12. Polo
13. Pot-holing
14. Power-boating
15. Racing

16. Show jumping
17. Skydiving.
18. Use of wood-working machinery.
19. Water ski-jumping and tricks.
20. Winter Sports.
21. Wrestling
22. Yatching beyond 5 kilometers of a coastline.
23. Naval, military or air force service or operation.

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

Answer: A full package of Certificate of Insurance and Policy Wording 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: For claim inquiry, you may call the claim hotline stated in your Certificate of Insurance.