

Sun Life Launches Measures on Coronavirus Disease (COVID-19)

Sun Life Hong Kong Limited (“Sun Life” or “the Company”) announced new measures to help clients fight against Coronavirus disease (COVID-19).

1. Arrange Stay-at-Home "COVID-19 Testing Service" at HKD720 only (original price HKD850)

If you have doubts about your health, why not consider taking a COVID-19 screening test (Deep Throat Saliva Test) to ease your health concern? Sun Life can help you to make the test appointment provided by JP Partners Medical (“JP”) from now till June 30, 2020 at HKD720 only (original price HKD850)! Please refer to the promotion leaflet on page 3 for details.

2. Service Update – Waiver of Simplified Reinstatement Offer

To ensure that clients can continue to enjoy their benefits and protection, from now until June 30, 2020, their policies will be automatically reinstated if they settle the required premium within 30 days from the print date of the Lapse Notice. With this special service, clients are not required to complete the “Simplified Reinstatement Application Form (with health details)” (if any) attached in the Lapse Notice or submit any evidence of insurability.

3. Additional Benefit for SunHealth OmniCare client



From now until June 30, 2020, when the insured of **SunHealth OmniCare** policy is diagnosed with Coronavirus disease (COVID-19) and is hospitalized in Intensive Care Unit unfortunately, Sun Life will grant an **additional lump sum of HKD50,000 benefit** to subsidize client’s medical expenses, allowing clients to focus on recovery and back to healthy life. Please refer to [promotion leaflet](#) for details.

Applicable to all clients with inforced **SunHealth OmniCare** policy issued by Sun Life on or before June 30, 2020. Registration is not required for this additional benefit. Please refer to [product brochure](#) for **SunHealth OmniCare** product features and risk disclosure.

4. Special measures for individual insurance clients who have medical benefit(s)

Individual insurance clients who have medical benefit(s) will be entitled to the following support, if they are diagnosed with Coronavirus disease (COVID-19), between January 24, 2020 and June 30, 2020 (both days inclusive):

Policy Coverage

1. Waiver of waiting period

2. Relaxation of 3A hospital restriction in mainland China. It means clients can make hospitalization claims for their expenses at designated hospitals detailed in policy contracts and also other non-3A hospitals authorised by government in mainland China

Claims

3. 1-day pledge: review and assessment of claims will be completed within 1 working day
4. Express Claims: claims will be expedited and handled by designated officers to speed up turnaround time. The Company has set up special hotlines for its clients (Tel: 2103 8928) and its advisors (Tel: 2103 8988)
5. Simplified application process: clients are required to submit diagnosis proof when make a claim without the need of filling in any claims form
6. Fast claims payments through Faster Payment System (“FPS”): claims payments will be made directly to clients’ Hong Kong bank account which accepts local transfers¹

Measures

7. No-claim discount
Clients of designated health insurance plans will continue to enjoy the No-claim discount on their premiums of the next policy year even if they are unfortunately admitted to hospital due to Coronavirus disease (COVID-19) between January 24, 2020 and June 30, 2020, both days inclusive²
8. Waiver of medical examination and lab test fees
Sun Life will bear the fees of any medical examination, lab test and/or Attending Physician’s report for clients of designated health insurance plan if they are required by the Company to undergo such examination(s) and/or test(s) or present such report(s) when they submit an insurance policy application³

There is no exclusion in the Company’s group insurance policy for health services related to the treatment of communicable diseases requiring isolation and quarantine under the law.

Sun Life reserves the right to vary, suspend or cancel the above arrangement and amend the terms and conditions at any time without prior notice. In the event of any disputes, the decision of Sun Life will be final and conclusive.

Remarks:

1. Applicable to clients who select FPS as payment channel. FPS account must be held by policy owner.
2. Applicable to clients of SunHealth Medical Care, SunHealth Medical Fit and WeHealth Plus (Plan 1 and 2).
3. Applicable to applications of SunHealth Medical Care (Basic Plan), WeHealth, WeHealth Plus (Plan 1 and 2), SunHealth Medical Essential (Basic Plan) and SunHealth Medical Premier (Basic Plan); and the applications must be submitted between January 24, 2020 and June 30, 2020, both days inclusive.

Arrange Stay-at-Home "COVID-19 Testing Service"

at HKD720 only!
(original price HKD850)

As the Coronavirus disease (COVID-19) continues to grow and evolve, Sun Life Hong Kong Limited ("Sun Life") is here to fight against Coronavirus disease (COVID-19) with our clients. If you have doubts about your health, why not consider taking a **COVID-19 screening test (Deep Throat Saliva Test)** to ease your health concern? Sun Life can help you to make the test appointment provided by JP Partners Medical ("JP") from now till June 30, 2020 at HKD720 only (original price HKD850)!

It's easy, you just need to follow the below steps to arrange the COVID-19 Testing Service

Step 1



Contact us at (852) 2103 8686
in the working hours and
provide required information
Working hours: 9am-6pm, Monday
to Friday (except public holidays)

Step 2



Undergo online video
assessment by doctor
before the test

Step 3



Receive test kit at your
designated address

Step 4



Collect deep throat saliva sample
by yourself at home and courier
service will be arranged to pick up
the specimen to Department of
Health laboratory for testing

Step 5



Get the test result
within 3 days after
specimen submission

Step 6



Get the test result by call
from JP and receive a copy of the
result by sending the email
request with authorization for
collection of test record

Notes:

- Promotion Period: May 4, 2020 to June 30, 2020 (both days inclusive)
- The COVID-19 screening test ("Testing Service") is provided by a third-party company JP and subject to the policy of JP. Sun Life is not the supplier of the Testing Service. Any enquiry or complaint for the quality of the Testing Service should be directed to JP or any relevant suppliers. Sun Life shall assume no liability in respect thereof. JP and relevant suppliers are solely responsible for all Testing Service offered.
- The Testing Service is intended for Sun Life individual life clients with fever and/or respiratory symptoms and only applicable for clients currently staying in Hong Kong.
- The test result will be collected and managed by JP or relevant suppliers only. Sun Life will not access to any result.
- Sun Life provides booking service only and all cost shall be borne by clients.
- **Any positive test result will be reported to Centre for Health Protection for isolation arrangement.**

Sun Life Hong Kong Limited (Incorporated in Bermuda with limited liability)

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A member of the Sun Life Financial group of companies. Head Office in Toronto, Canada.
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