

Terms & Conditions

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1. The Coverage:

The insurance cover 100% of the outstanding credit facility up to only EGP 150,000 in case of death (god forbids), Permanent Total Disability (PTD) or Terminal Illness.

With a maximum sum insured per credit card holder, whatever the number of credit cards granted by us and their outstanding is set to EGP 300,000 as aggregate.

The amount will be used by the bank to settle the outstanding balance at the time of the unfortunate event.

The different type of coverage:

Type of Card	Coverage Limit
Classic card holders	EGP 75,000
Gold card holders	EGP 115,000
Platinum card holders	EGP 150,000
Premier card holders	EGP 150,000

The coverage depends on the type of the credit card

2. The Premium:

The service cost is the following percentage from the outstanding balance:

Benefit	Insurance rate
Death	5 per Mille
Permanent Total Disability	
Terminal Illness	

The currency is in Egyptian pounds.

3. The Benefits:

The Insurance Company agrees under this policy to pay the following benefits:

A. Death Benefit:

If an Insured Credit Card holder dies due to sickness or an accident, the Insurance Company will, upon receipt of due proof in writing of the death of the credit card holder, pay the amount (mentioned above) of the covered Life benefit to the policyholder.

The Insurance Company cannot be liable for more than the outstanding balance of the credit card.

Exclusions:

1. Suicide while sane or insane.
2. Pre-existing conditions.
3. Sickness directly or indirectly attributed to HIV and /or any related illness including AIDS.
4. Abuse of alcohol or drugs.
5. War, riot, civil commotion or acts of terrorism.
6. Radioactive contamination.
7. Service in armed forces while on duty and active war however, if a member who is a policeman or armed force personal dies while performing day to day course of duty, the Life benefit under this policy shall be payable. No benefit will be payable for members of the Police or Armed Forces if the claim is due to any of the following events: civil war, war, invasion or

warlike operations, act of foreign enemy, hostilities, revolt, mutiny, riots, strike, civil commotion, rebellion, revolution insurrection, acts of terrorism, any kind of training, exercise or assignment involving the use of ammunitions or explosives of any kind.

8. Illegal act/criminal activity.
9. Flight in a non-scheduled aircraft.
10. Participation in any sport involving a motor engine (including rallies), professional sports, boxing, scuba/skin diving, parachuting or hang-gliding, horse racing or mountain climbing.

B. Permanent Total Disability (PTD) Benefit:

If an Insured Credit Card holder becomes PTD, the Insurance Company will terminate the insurance on the life of such Insured Credit Card holder and in lieu of all other benefits, will pay to the bank in one lump sum the covered PTD benefit at any time before the maturity date of the Credit Card, shall be equal to 100% of the maximum outstanding balance on the credit card up to the rates (mentioned above & not to exceed the above mentioned Aggregate limit).

The Insured Credit Card holder must be able to justify a registered occupation, whether employed or self-employed, on the first day of the sickness or on the date of the accident, according to the cause of the state of PTD.

The state of PTD is the insured person's total and definitive disability to perform any kind of work, occupation or profession for compensation, profit or gain for the remainder of his/her lifetime, as a result of accidental bodily injury, sickness or disease.

The state of PTD is exclusively recognized by the physician authorized by the insurer.

There must be a minimum consolidation period of 12 continuous months of total disability before a PTD claim can be reported to the insurer and recognized. However, in case of total and irrevocable loss of sight of both eyes, or of the loss by severance of two or more limbs (at or above wrist or ankle), the consolidation period of 12 months can be waived and the state of PTD be recognized immediately.

Exclusions:

1. Pre-existing conditions.
2. Self-inflicted bodily injury while sane or insane.

3. Sickness directly or indirectly attributed to HIV and/or any related illness including AIDS.

4. Abuse of alcohol or drugs.
5. War, or riot, or civil commotion, acts of terrorism.
6. Radioactive contamination.
7. Service in armed forces while on duty and active war however, if a member who is a policeman or armed force personal becomes PTD while performing day to day course of duty, the Life benefit under this policy shall be payable. No benefit will be payable for members of the Police or Armed Forces if the claim is due to any of the following events: civil war, war, invasion or warlike operations, act of foreign enemy, hostilities, revolt, mutiny, riots, strike, civil commotion, rebellion, revolution insurrection, acts of terrorism, any kind of training, exercise or assignment involving the use of ammunitions or explosives of any kind.

8. Illegal act / criminal activity.
9. Flight in a non-scheduled aircraft.
10. Participation in any sport involving a motor engine (including rallies), professional sports, boxing, scuba/skin diving, parachuting or hang-gliding, horse racing or mountain climbing.
11. Psychiatric illness or any mental or nervous disorder.
12. Disability attributed by the insured to subjective complaints not detectable with laboratory measurement, microbiological biochemical means and/or imaging.
13. The failure of the insured to undergo medical treatment recommended by a legally qualified medical practitioner.

Acquired Immune Deficiency:

No benefits shall be paid under this policy, in the event of an insured's Death or PTD caused by an opportunistic infection, a malignant neoplasm or suicide, if at the time of such death or disability there is a present in the subject insured an acquired immune deficiency syndrome.

1. For the purpose of this clause, the term "Acquired Immune Deficiency" shall have the meanings assigned to it by the World Health Organization.
2. Opportunistic infection includes but is not limited to pneumocystis carinii pneumonia, organism of chronic enteritis, virus and/or disseminated fungi infection.

3. Malignant neoplasm shall include but not be limited to kaposi's sarcoma, central nervous system lymphoma, hairy-cell leukemia and/or other malignancies now known or which become known as immediate cause of death disability and the incurring of medical expenses in the presence of Acquired Immune Deficiency.
4. Acquired Immune Deficiency syndrome shall include HIV (Human Immune Deficiency Virus), encephalopathy (dementia), and HIV wasting syndrome.

C. Terminal Illness (TI) Benefit:

Once diagnosed with any of the diseases listed below, within the duration of validity of this contract and prior to age 65. The Insurance Company is liable to lump-sum pay the outstanding balance on the credit card at the date of diagnosis of disease with respect with the rates (mentioned above & and not to exceed the above mentioned Aggregate limit).

Taking into account that this benefit is not payable separate to the validity of other benefits under the same policy.

The first diagnosis of any of the following diseases first occurring under the policy cover:

Major Cancer:

A malignant tumor characterized by the uncontrolled growth and spread of malignant cells with invasion and destruction of normal tissue. This diagnosis must be supported by histological evidence of malignancy and confirmed by an oncologist or pathologist.

The following are excluded:

- Tumors showing malignant changes of carcinoma-in-situ and tumors which are histological described as pre-malignant or non-invasive, including but not limited to: Carcinoma-in-situ of the breasts , Cervical Dysplasia CIN-1, CIN-2 and CIN-3;
- Hyperkeratoses, basal cell and squamous skin cancers, and melanomas of less than 1.55 mm breslow thickness, or less than clark Level 3, unless there is evidence of metastases;
- Prostate cancers histological described as TNM classifications T1a or T1b or prostate cancers of another equivalent or lesser classification, T1N0M0 papillary micro-carcinoma of the Thyroid less than 1 cm in diameter, papillary micro-carcinoma of the bladder, and Chronic Lymphocytic Leukemia than RAI stage 3 and ;

- All tumors in the presence of HIV infection.

Stroke:

A cerebrovascular incident including infarction of brain tissue, cerebral and subarachnoid hemorrhage, cerebral embolism and cerebral thrombosis. This diagnosis must be supported by all of the following conditions:

- Evidence of permanent neurological damage confirmed by a neurologist at least 6 weeks after the event; and
- Findings on Magnetic Resonance Imaging, Computerized Tomography, or other reliable imaging techniques consistent with the diagnosis of a new stroke.
- The following are excluded:
 - Transient Ischemic Attacks;
 - Brain damage due to an Injury, infection, vasculitis, and inflammatory disease;
 - Vascular disease affecting the eye or optic nerve; and
 - Ischemic disorders of the vestibular system.

First Heart Attack:

Death of a portion of the heart muscle as a result of inadequate cardiac blood supply to the relevant area. This diagnosis must be supported by three or more of the following five criteria which are consistent with a new heart attack:

- History of typical chest pain;
- Diagnostic elevation of cardiac enzymes CK-MB; and
- New electrocardiogram (ECG) changes proving infarction;
- Diagnostic elevation of Troponin (T or I);
- Left ventricular ejection fraction less than 50% measured three (3) months or more after the event.

Serious Coronary Artery Disease:

The narrowing of the lumen of at least one coronary artery by a minimum of seventy-five percent (75%) and of two (2) other arteries by a minimum of sixty percent (60%), as proven by coronary arteriography.

Coronary arteries herein refer to left main stem, left anterior descending, circumflex and right coronary artery.

Heart Valve Surgery:

The actual undergoing of open-heart surgery to replace or repair heart valve abnormalities. The diagnosis of heart valve abnormality must be supported by cardiac

catheterization or echocardiogram and the procedure must be considered medically necessary by a consultant cardiologist.

Repair via valvotomy, endarterial, "keyhole" surgery or similar techniques are specifically excluded.

Primary Pulmonary Hypertension:

Primary Pulmonary Hypertension with substantial right ventricular enlargement confirmed by investigations including cardiac catheterization, resulting in permanent physical impairment of at least Class IV of the New York Heart Association (NYHA) Classification of Cardiac Impairment.

The NYHA Classification of Cardiac Impairment (Source: "Current Medical Diagnosis & Treatment – 39th Edition"):

Class I:	No limitation of physical activity. Ordinary physical activity does not cause undue fatigue, dyspnea, or anginal pain.
Class II:	Slight limitation of physical activity. Ordinary physical activity results in symptoms.
Class III:	Marked limitation of physical activity. Comfortable at rest, but less than ordinary activity causes symptoms.
Class IV:	Unable to engage in any physical activity without discomfort. Symptoms may be present even at rest.

4. Maximum amount of Benefit:

For the above mentioned benefits each Insured Credit Card holder is covered for up to the amount of the credit limit granted to him by the bank, provided however that this amount does not exceed the Credit Cover rates mentioned in section 1.

5. Free Cover period:

2 months from the date of joining the Credit Cover and it is applied for all benefits. No premium will be charged during this period.

6. Eligibility:

The insured should be listed as a bank's primary Credit Card holder or a new primary Credit Card owner, with an entry age not less than 21 and no more than 64.

7. Mistake in Age:

The Insurance Company will pay the benefits on the insured Credit Card holder's correct age. The Insurance Company will return all premiums paid in respect of the Credit Card holder if the Insurance Company finds that he/she was under or over the eligibility age at the entry date.

8. Non refundable premium refunds:

Premiums paid under this policy are by no means refundable to the insured Credit Card holders and give no right to any surrender value except under the Pre- Cover period.

9. Grace period:

The grace period of 30 days following each premium due date shall be allowed to the policyholder for the payment of any premium after the first Policy Month. If any premium is not paid before the expiration of the grace period, this policy shall automatically terminate at the expiration of the grace period. The policyholder shall be liable to the Insurance Company for the premiums for the time the policy was in force during the grace period.

10. Notice of claims:

Claims are valid if the Insured Credit Card holder was covered under the Policy at date of death, PTD or diagnosed with Terminal Illness. In the interest of rapid claim processing, the Insurance Company must be notified immediately of the Insured Credit Card holder Death, PTD or TI.

For each claim report, the Insurance Company must obtain the following:

- In case of Death: a legal death certificate and an official personal identity data of the Insured Credit Holder and any additional document that may be asked by the claims Department of the Insurance Company.
- In case of PTD: Evidence that Insured Credit Holder was carrying a registered occupation on the first day of the continuous period of disability, Medical certificate delivered by a registered physician establishing the state of permanent and total disability, evidence of entitlement to payment of permanent disability allowances by the National Insurance if applicable, an official personal identity

data of the Insured Credit card Holder and any other additional document that may be asked by the claims Department of the Insurance Company.

- A certified copy of the Credit Card account statements of the past 3 months.
- A certified extract of the Credit Card account showing the outstanding balance on the day before the claim date.

11. Claims forms and proof of loss:

The Insurance Company will send claim forms to the claimants upon notice of claim and advises the policyholder if necessary. The claimants must not delay submitting proof of loss and other claim documents longer or more than 180 days of death or of recognition of the state of PTD or TI according to the provisions of the policy.

Contact should be made with the Insurance Company's Claims Office to proceed with claim processing. The Company reserves the right to request more detailed information on the circumstances surrounding the death, PTD or TI of the Insured Credit Holder should that said circumstances warrants it.

The Insurance Company shall keep the right to ask for any other documents which would be necessary to establish the cause and circumstances of the claim, namely in order to check:

- If the considered Insured Credit Holder was actually insured and if his/her regular premium is paid.
- If the Outstanding balance reported fits with the credit limit of the Insured Credit Holder.
- If the age limits defined under the policy are met.
- If the benefit to be paid is not in excess of the maximum benefit defined under the policy
- If no exclusions are applicable.
- If all the other conditions defined under the policy are met.

12. Beneficiary:

The Insurance Company pays all the eligible amounts according to this policy in case of death, PTD or terminal illness to the Bank and each payment is submitted according to payment receipt and documented proof of receiving the indemnity.

13. Termination of individual insurance:

The Insurance of an individual shall automatically terminate at the earliest time below:

- The Insured Credit Card holder reaches age 65.
- Upon payment of Death or PTD.
- Upon cancellation of the Credit Card agreement of the insured Credit Card holder, whatever the reason.
- If the Credit Card agreement is not renewed, or if early terminated, by the insured Credit card holder.
- Card holders opt out of the insurance program.
- Cancellation of master policy.

14. Legal action;

No action for any claim can be brought against the Insurance Company until 60 days after proof of loss is received. No legal action for a claim can be brought against the Insurance Company more than 2 years after the time of giving proof of loss.

15. Controlling Law:

The provisions and terms of this policy shall be construed in accordance with the laws of the Arab Republic of Egypt (A.R.E) and A.R.E courts shall have the sole jurisdiction in respect of any controversy/ dispute arising there from.

16. Disclaimer:

This Insurance Product is underwritten by MetLife Alico Egypt Insurance Company and under its full responsibility and without any responsibility on HSBC Bank Egypt.

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HSBC Bank Egypt is one of the largest multinational banks operating in Egypt, providing a comprehensive range of banking and related financial services through a network of 100 branches and outlets, and 274 conveniently located ATMs in prominent cities in Egypt.

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