

Sun Life offers special supportive arrangements on “Severe Respiratory Disease associated with a Novel Infectious Agent”

We care our clients. To support infected clients on recent cluster of viral pneumonia cases, we offer a series of additional arrangement to combat the Novel Coronavirus Infection together.

The below special arrangements will apply to clients had individual medical benefit who are infected with “Severe Respiratory Disease associated with a Novel Infectious Agent” with effective period from January 24, 2020 to April 30, 2020 (both dates inclusive).

Supportive Measures

- **No effect on No Claim Discount**
No claim discount will not be affected for clients who had individual medical benefit and admit to a hospital due to diagnosed with “Severe Respiratory Disease associated with a Novel Infectious Agent”, with effective period from January 24, 2020 to April 30, 2020 (both dates inclusive).
- **Waive Standalone Medical Plan’s Examination and Lab Test Fee**
For new application for standalone medical benefit² from January 24, 2020 to April 30, 2020 (both dates inclusive), the medical cost for examination / test / Attending Physician’s report will be borne by Sun Life.

Policy Coverage Arrangement

- **Waive waiting period applicable to all individual medical policies**
- **Relax 3A hospital restriction in Mainland**
Accept treatments provided by non-3A China hospital in Mainland.
- **Allow reinstatement on lapsed policy if premium payment is delayed due to treatment³**

Claims Procedure Handling

- **1 day turnaround on making claim decision**
Claims decision will be made within 1 working day
- **Special handling with first priority through Client Service Hotline 2103 8928**
We will arrange claims specialty to follow up reported case and settle it at first priority
- **Easy applications by only showing diagnosis proof**
No claim form is required in order to simplify the claims requirements
- **Rapid payment by Faster Payment System by direct payment to local client’s bank account⁴**

Remarks:

1. Applicable to SunHealth Medical Care, SunHealth Medical Fit and WeHealth Plus (Plan 1 and 2)
2. Applicable to SunHealth Medical Care (Basic Plan), WeHealth, WeHealth Plus (Plan 1 and 2), SunHealth Medical Essential (Basic Plan) and SunHealth Medical Premier (Basic Plan)
3. Clients need to provide diagnosis proof within 30 days after discharge
4. Only applicable to clients registered with FPS account and must also be registered under the policy owner

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.

With regard to Group Policy, Sun Life does not have exclusion for health services related to the treatment of communicable diseases requiring isolation and quarantine under the law.

For enquiry, please contact your Advisor or our Client Service Hotline at (852) 2103 8928.