



## **Bupa Hero VHIS Plan**

## Table of Content

### Terms and Conditions

<b>Part 1 Insuring Clause and The Policy .....</b>	<b>1</b>
<b>Part 2 General Conditions .....</b>	<b>4</b>
<b>Part 3 Premium Provisions.....</b>	<b>12</b>
<b>Part 4 Renewal Provisions.....</b>	<b>13</b>
<b>Part 5 Claim Provisions.....</b>	<b>16</b>
<b>Part 6 Benefit Provisions .....</b>	<b>17</b>
<b>Part 7 General Exclusions .....</b>	<b>23</b>
<b>Part 8 Definitions.....</b>	<b>25</b>

## TERMS AND CONDITIONS

### Part 1 Insuring Clause and The Policy

#### Insuring Clause

These Terms and Conditions together with the Benefit Schedule (including the Schedule of Surgical Procedures) and any related Supplement(s) as certified by the Government (hereafter “Terms and Benefits”) apply to the following Certified Plan under the Voluntary Health Insurance Scheme (hereafter “VHIS”) offered by the Company –

Type of the Certified Plan - “Flexi Plan”  
Name of the Certified Plan - Bupa Hero VHIS Plan

During the period of time these Terms and Benefits are in force, if the Insured Person suffers from a Disability, the Company shall pay the Eligible Expenses accordingly.

All benefits payable to the Policy Holder shall be on a reimbursement basis of the actual amounts of Eligible Expenses incurred and are subject to the maximum limits and cost-sharing arrangement (if any) as stated in these Terms and Benefits and the Policy Schedule.

#### The Policy

The Policy Holder and the Company agree that –

1. No alteration to these Terms and Benefits shall be valid unless it is made in accordance with these Terms and Conditions.
2. All statements made by or for the Insured Person in the Application shall be treated as representations and not warranties.
3. All information provided and all statements made by or for the Insured Person as required under this Policy and the Application shall be provided to the best of his knowledge and in his utmost good faith.
4. These Terms and Benefits come into force on the Policy Effective Date as specified in the Policy Schedule on the condition that the Policy Holder has paid the first premium in full.
5. At the inception of these Terms and Benefits and at each Renewal, in the event of any inconsistency between –
  - (a) the terms and benefits of this Policy; and

(b) the Standard Plan Terms and Benefits of such version as may be determined by the Government and is referred to in Sections 1 (a) to (c) of Part 4,

then –

- (i) so far as the scope of Standard Plan Terms and Benefits is concerned, the terms and benefits which are more favourable to the Policy Holder or the Insured Person shall prevail to the extent of such inconsistency; and
- (ii) so far as the scope of Standard Plan Terms and Benefits is concerned, the terms and benefits which impose additional restrictions or limitations to the Policy Holder or the Insured Person shall become ineffective.

Both (i) and (ii) shall not apply to the exceptions in Section 7 of this Part 1, Sections 1(b) and 5 of Part 6 and any other exception as may be approved by the Government from time to time.

If the relevant terms and benefits in the Standard Plan Terms and Benefits prevail, such terms and benefits shall be deemed to be incorporated into these terms and benefits of this Policy. For the avoidance of doubt, the rights, powers, benefits or entitlements of the Policy Holder or the Insured Person under the terms and benefits of this Policy shall not be less favourable than those under the Standard Plan Terms and Benefits (had it been issued to the Policy Holder in respect of the Insured Person), save for the exceptions in Section 7 of this Part 1, Sections 1(b) and 5 of Part 6 and any other exception as may be approved by the Government from time to time.

6. At the inception of these Terms and Benefits and at each Renewal, if this Policy covers any benefits that exceed the Standard Plan Terms and Benefits and the terms and benefits applicable to such benefits differ from the terms and benefits applicable to the Standard Plan Terms and Benefits, the difference shall not amount to an inconsistency contemplated under Section 5 of this Part 1.
7. At the time these Terms and Benefits are first issued, the Company may apply Case-based Exclusion(s) due to a Pre-existing Condition or other factor that affects the insurability of the Insured Person notified to the Company in the Application.
8. The Company acknowledges that, as part of the underwriting process, it is the obligation of the Company to ask the Policy Holder and the Insured Person in the Application all requisite information for the Company to make the underwriting decision. If the Company requires the Policy Holder and/or the Insured Person to disclose any updates of or changes to such requisite information after the time of submission of Application and before the Policy Issuance Date or the Policy Effective Date (whichever is the earlier), the Company must make such a request prominently to the Policy Holder and the Insured Person (including without limitation in the application form), in which case the Policy Holder and/or the Insured Person shall have the obligation to inform the Company on such updates and changes. Each of the Policy Holder and the Insured Person shall have the obligation to respond to the questions, and to disclose such material facts as requested in the questions. The Company agrees that if any such questions are not included in the Application, the Company shall be deemed to have waived the disclosure obligation of the Policy Holder and the Insured Person in respect of the information that was not requested.
9. All questions and required information included in the Application must be sufficiently specific and unambiguous, and consistent with the rules and regulations of the VHIS, so as to allow the Policy Holder and the Insured Person (as the case may be) to understand the information being requested

and to provide clear and unequivocal responses. In case of dispute, the burden of proving that the questions are sufficiently specific and unambiguous shall rest with the Company.

10. If the Policy Holder or the Insured Person fails to make the relevant disclosures under Section 8 or 9 of this Part 1, and such failure has materially affected the underwriting decision of the Company, the Company shall have the right as provided in Sections 13 and 14 of Part 2.

## Part 2 General Conditions

### 1. Interpretation

- (a) Throughout these Terms and Benefits, where the context so requires, words embodying the masculine gender shall include the feminine gender, and words indicating the singular case shall include the plural and vice-versa.
- (b) Headings are for convenience only and shall not affect the interpretation of these Terms and Benefits.
- (c) A time of day is a reference to the time in Hong Kong.
- (d) Unless otherwise defined, capitalised terms used in these Terms and Benefits shall have the meanings ascribed to them under Part 8.

These Terms and Benefits have been prepared in both English and Chinese. Both English and Chinese versions are official versions and neither one shall prevail over the other. Any inconsistency shall be interpreted in favour of the Policy Holder.

So far as the same benefit coverage is concerned, any inconsistency in terms and amounts of benefits within this Policy shall be interpreted in favour of the Policy Holder and any restrictions or limitations imposed on these Terms and Benefits shall become ineffective, save for the exceptions in Section 7 of this Part 1, Sections 1(b) and 5 of Part 6 and any other exception as may be approved by the Government from time to time.

### 2. Cancellation within cooling-off period

The Policy Holder may exercise the right of cancellation of these Terms and Benefits with full refund of paid premium during the cooling-off period. The cancellation right is subject to the following conditions –

- (a) The request to cancel must be signed by the Policy Holder and received directly by the Company within the cooling-off period. The cooling-off period is the period of twenty-one (21) days immediately following the day of the Delivery to the Policy Holder or the nominated representative of the Policy Holder, of –
  - (i) these Terms and Benefits and the Policy Schedule; or
  - (ii) the cooling-off notice;

whichever is the earlier. For the avoidance of doubt, the day of Delivery of these Terms and Benefits and the Policy Schedule or the cooling-off notice is not included for the calculation of the twenty-one (21) days period. However, if the last day of the twenty-one (21) days period is not a working day, the period shall include the next working day; and

- (b) no refund can be made if a benefit payment has been made, is to be made or impending.

The above cancellation right shall not apply at Renewal.

To exercise this cancellation right, the Policy Holder must –

- (c) return the original of these Terms and Benefits and the Policy Schedule; and

- (d) attach a letter, signed by the Policy Holder, requesting cancellation or in other forms acceptable by the Company.

These Terms and Benefits shall then be cancelled and the premium paid shall be fully refunded. In such event, these Terms and Benefits shall be deemed to have been void from the Policy Effective Date and the Company shall not be liable to pay any benefit.

### **3. Cancellation**

After the cooling-off period, the Policy Holder can request cancellation of these Terms and Benefits by giving thirty (30) days prior written notice to the Company, provided that there has been no benefit payment under these Terms and Benefits during the relevant Policy Year.

The cancellation right under this Section shall also apply after these Terms and Benefits have been Renewed upon expiry of its first (or subsequent) Policy Year.

### **4. Benefit entitlement**

If Eligible Expenses are incurred for Medical Services provided to the Insured Person, the Terms and Benefits applicable shall be those prevailing at the time that such Eligible Expenses are incurred. However, if this Policy has been terminated but Eligible Expenses incurred within a period of thirty (30) days after termination are covered pursuant to Section 15 of this Part 2, the Terms and Benefits applicable shall be those prevailing as at the day immediately preceding the date of termination of this Policy.

### **5. Assignment**

The rights, benefits, obligations and duties of the Policy Holder under these Terms and Benefits shall not be assignable and the Policy Holder warrants that any amounts payable under these Terms and Benefits shall not be subject to any trust, lien or charge.

### **6. Clerical error**

Clerical errors in keeping the records shall neither invalidate coverage which is validly in force nor justify continuation of coverage which has been validly terminated.

### **7. Currency**

Any claim for Eligible Expenses made by the Insured Person in any foreign currency shall be converted to HKD at the opening indicative counter exchange selling rate published by The Hong Kong Association of Banks in respect of that foreign currency for the date on which the actual Eligible Expenses are settled by the Policy Holder or the Insured Person. If such rate is not available on the date concerned, reference shall be made to the rate as soon as it is available afterwards. If no such rate exists, the Company shall convert the foreign currency at the rate certified as appropriate by the Company's bankers which shall be deemed to be final and binding.

### **8. Interest**

Save as otherwise specified, no benefit and expenses payable under these Terms and Benefits shall carry interest.

### **9. Company's obligation**

The Company shall at all times perform its obligations in this Policy in utmost good faith and comply

with the rules and regulations of VHIS, the relevant guidelines issued by the Insurance Authority, and all applicable laws and regulations.

## **10. Governing law**

This Policy is issued in Hong Kong and shall be governed by and construed in accordance with the laws of Hong Kong. The Company and Policy Holder agree to be subject to the exclusive jurisdiction of the Hong Kong courts.

## **11. Dispute resolution**

If any dispute, controversy or disagreement arises out of this Policy, including matters relating to the validity, invalidity, breach or termination of this Policy, the Company and Policy Holder shall use their endeavours to resolve it amicably, failing which, the matter may (but is not obliged to) be referred to any form of alternative dispute resolution, including but not limited to mediation or arbitration, as may be agreed between the Company and the Policy Holder, before it is referred to a Hong Kong court.

Each party shall bear its own costs of using services under alternative dispute resolution.

## **12. Liability**

The Company shall not accept any liability under this Policy unless the terms of this Policy relating to anything to be done or not to be done are duly observed and complied with by the Policy Holder and the Insured Person, and the information and representations made in the Application and declaration are correct. Notwithstanding the above, the Company shall not disclaim liability unless any non-observance or non-compliance with the terms of this Policy, or the inaccuracy of the information and representations made in the Application and declaration, shall materially and adversely affect the interests of the Company.

## **13. Misstatement of personal information**

Without prejudice to the Company's right to declare this Policy void in the case of misrepresentation on health related information or fraud as provided in Section 14 of this Part 2, if the non-health related information of the Insured Person that may impact the risk assessment by the Company (including but not limited to Age, sex or smoking habit) is misstated in the Application or in any subsequent information or document submitted to the Company for the purpose of the application, including any updates of and changes to such requisite information (if so requested by the Company under Section 8 of Part 1), the Company may adjust the premium, for the past, current or future Policy Years, on the basis of the correct information. Where additional premium is required, no benefits shall be payable unless the additional premium has been paid. If the additional required premium is not paid within a grace period of thirty (30) days after the due date as notified by the Company to the Policy Holder, the Company shall have the right to terminate this Policy with effect from such due date, in which case Section 15 of this Part 2 shall apply. Where there has been an overpayment of premium by the Policy Holder, the Company shall refund the overpaid premium.

Where the Company, based on the correct information of the Insured Person and the Company's underwriting guidelines, considered that the application of the Insured Person should have been rejected, the Company shall have the right to declare this Policy void as from the Policy Effective Date and notify the Policy Holder that no cover shall be provided for the Insured Person. In such circumstances, the Company shall have –

- (a) the right to demand refund of the benefits previously paid; and
- (b) the obligation to refund the premium received,

in each case for the current Policy Year and the previous Policy Years in which this Policy was in force, subject to a reasonable administration charge payable to the Company. This refund arrangement shall be the same as that in Section 14 of this Part 2.

#### **14. Misrepresentation or fraud**

The Company has the right to declare this Policy void as from the Policy Effective Date and notify the Policy Holder that no cover shall be provided for the Insured Person in case of any of the following events –

- (a) any material fact relating to the health related information of the Insured Person which may impact the risk assessment by the Company is incorrectly stated in, or omitted from, the Application or any statement or declaration made for or by the Insured Person in the Application or in any subsequent information or document submitted to the Company for the purpose of the application, including any updates of and changes to such requisite information (if so requested by the Company under Section 8 of Part 1). The circumstances that a fact shall be considered "material" include, but not limited to, the situation where the disclosure of such fact as required by the Company would have affected the underwriting decision of the Company, such that the Company would have imposed Premium Loading, included Case-based Exclusion(s), or rejected the application. For the avoidance of doubt, this paragraph (a) shall not apply to non-health related information of the Insured Person, which shall be governed by Section 13 of this Part 2; or

(b) any Application or claim submitted is fraudulent or where a fraudulent representation is made. The burden of proving (a) and (b) shall rest with the Company. The Company shall have the duty to make all necessary inquiries on all facts which are material to the Company for underwriting purpose as provided in Section 8 or 9 of Part 1.

In the event of (a), the Company shall have -

- (i) the right to demand refund of the benefits previously paid; and
- (ii) the obligation to refund the premium received,

in each case for the current Policy Year and the previous Policy Years in which this Policy was in force, subject to a reasonable administration charge payable to the Company.

In the event of (b), the Company shall have –

- (iii) the right to demand refund of the benefits previously paid; and
- (iv) the right not to refund the premium received.

#### **15. Termination of Policy**

This Policy shall be automatically terminated on the earliest of the followings –

- (a) where this Policy is terminated due to non-payment of premiums after the grace period as specified in Section 13 of this Part 2 or Section 3 of Part 3;
- (b) the day immediately following the death of the Insured Person; or

- (c) the Company has ceased to have the requisite authorisation under the Insurance Ordinance to write or continue to write this Policy;

If this Policy is terminated pursuant to this Section 15, the termination shall be effective at 00:00 hours of the effective date of termination.

Immediately following the termination of this Policy, insurance coverage under this Policy shall cease to be in force. No premium paid for the current Policy Year and previous Policy Years shall be refunded, unless specified otherwise.

Where this Policy is terminated pursuant to (a), the effective date of termination shall be the date that the unpaid premium is first due.

Where this Policy is terminated pursuant to (b) or (c), the Company shall refund the relevant premium paid for the current Policy Year on a pro rata basis.

This Policy shall also be terminated if the Policy Holder decides to cancel this Policy or not to renew this Policy in accordance with Section 3 of this Part 2 or Section 1 of Part 4, as the case may be, by giving the requisite written notice to the Company. If this Policy is terminated under Section 3 of this Part 2, the effective date of termination shall be the date as stated in the cancellation notice given by the Policy Holder. However, such date shall not be within or earlier than the notice period as required by Section 3 of this Part 2 for the cancellation. If this Policy is not renewed under Section 1 of Part 4, the effective date of termination shall be the renewal date immediately following the expiry of the Policy Year during which this Policy remains valid.

If this Policy is terminated under (a) or (c) of this Section 15, in the case where the Insured Person is being Confined or is undergoing Prescribed Non-surgical Cancer Treatment for a Disability suffered before such termination, then, with respect to the Confinement or treatment in relation to the same Disability, Eligible Expenses incurred shall continue to be covered under this Policy until (i) the Insured Person is discharged or the treatment is completed or (ii) thirty (30) days after the termination of this Policy, whichever is the earlier. The Terms and Benefits applicable shall be those prevailing as at the day immediately preceding the date of termination of this Policy. The Company shall have the right to deduct any outstanding premium under Section 13 of this Part 2 from any benefit payment.

For the avoidance of doubt, where this Policy includes other additional benefits beyond those under the Terms and Benefits of this Certified Plan, removal or downgrading of any such other additional benefits by the Company shall not adversely affect –

- (d) the Terms and Benefits of this Certified Plan which shall continue to be in full force and effect; and
- (e) the continuity of these Terms and Benefits, and shall not adversely affect the Company's compliance with the licensing requirement in order to continue to write these Terms and Benefits.

## **16. Notices to Company**

All notices which the Company requires the Policy Holder to give shall be in writing, or in other forms acceptable by the Company, addressed to the Company.

## **17. Notices from Company**

Any notice to be given under this Policy shall be sent by post to the latest address of the Policy Holder as notified to the Company, or sent by email to the latest email address of the Policy Holder as notified to the Company. Any notice so served shall be deemed to have been duly received by the Policy Holder as follows –

- (a) if sent by post, two (2) working days after posting; or
- (b) if sent by email, on the date and time transmitted.

## **18. Other insurance coverage**

If the Policy Holder has taken out other insurance coverage besides this Certified Plan, the Policy Holder shall have the right to claim under any such other insurance coverage or this Certified Plan. However, if the Policy Holder or the Insured Person has already recovered all or part of the expenses from any such other insurance coverage, the Company shall only be liable for such amount of Eligible Expense, if any, which is not compensated by any such other insurance coverage.

## **19. Ownership and discharge under this Policy**

The Company shall treat the Policy Holder as the absolute owner of this Policy and shall not recognise any equitable or other interest of any other party in this Policy. The payment of any benefits hereunder to the Policy Holder shall be deemed to be full and effective discharge of the Company's obligations in respect of such payment under this Policy.

## **20. Change of ownership of the Policy**

Subject to the approval of the Company at its discretion, the Policy Holder may transfer the ownership of this Policy by completing the prescribed form and sending it to the Company. The Company shall consider application of transfer of ownership at the time of Policy renewal without any administration charge on the Policy Holder or transferee. The change of ownership shall not be effective until the Company has approved the change and notified in writing to the Policy Holder and transferee. From the effective date of the change of ownership, the transferee shall be treated as the Policy Holder, and the absolute owner of this Policy as described in Section 19 of this Part 2 and be responsible for the payment of the premiums, including any outstanding premiums.

The Company shall not reject any application by the Policy Holder for the transfer of ownership to –

- (a) the Insured Person if he has reached the Age of eighteen (18) years;
- (b) the parent or the Guardian of the Insured Person if he is a Minor; or
- (c) any person whose familial relationship with the Insured Person is accepted by the Company according to its prevailing underwriting practices which are readily accessible by the Policy Holder.

## **21. Death of Policy Holder**

The Policy Holder may nominate a person to be the successive Policy Holder of this Policy in the

event of his death. If the Policy Holder dies, but has not named a successive Policy Holder for this Policy or the named successive Policy Holder refuses the transfer, the ownership of this Policy shall be transferred to –

- (a) the Insured Person if he has reached the Age of eighteen (18) years; or
- (b) the parent or the Guardian if the Insured Person is a Minor. If the parent or the Guardian refuses the transfer, the ownership of this Policy shall be transferred to the administrator or executor of the Policy Holder's estate.

The transfer of ownership of this Policy in accordance with the above paragraph shall be conditional upon the Company having received satisfactory evidence of the Policy Holder's death.

## **22. Rights of third parties**

Any person or entity who is not a party to this Policy shall have no rights under the Contracts (Rights of Third Parties) Ordinance (Cap. 623 of the Laws of Hong Kong) to enforce any terms of this Policy.

## **23. Subrogation**

After the Company has paid a benefit under this Policy, the Company shall have the right to proceed at its own expense in the name of the Policy Holder and/or the Insured Person against any third party who may be responsible for events giving rise to such benefit claim under this Policy. Any amount recovered from any such third party shall belong to the Company to the extent of the amount of benefits which has been paid by the Company in respect of the relevant benefit claim under this Policy. The Policy Holder and/or the Insured Person must provide full details in his possession or within his knowledge on the fault of the third party and fully cooperate with the Company in the recovery action. For the avoidance of doubt, the above subrogation right shall only apply if the third party is not the Policy Holder or the Insured Person.

## **24. Suits against third parties**

Nothing in this Policy shall oblige the Company to join, respond to or defend (or indemnify in respect of the costs for) any suit or alternative dispute resolution process for damages for any cause or reason which may be instituted by the Policy Holder or the Insured Person against any Registered Medical Practitioner, Hospital or healthcare services provider, including but not limited to any suit or alternative dispute resolution process for negligence, malpractice or professional misconduct or any other causes in relation to or arising out of the medical investigation or treatment of the Disability of the Insured Person under the terms of this Policy.

## **25. Waiver**

No waiver by any party of any breach by any other party of any provisions of this Policy shall be deemed to be a waiver of any subsequent breach of that or any other provision of this Policy, and any forbearance or delay by any party in exercising any of its rights under this Policy shall not be construed as a waiver of such rights. Any waiver shall not take effect unless it is expressly agreed, and the rights and obligations of the Company and Policy Holder under this Policy shall remain in full force and effect except and only to the extent that they are waived.

## **26. Compliance with law**

If this Policy is or becomes illegal under the law applicable to the Policy Holder or the Insured Person, the Company shall have the right to terminate this Policy from the date it becomes illegal and the Company shall refund the relevant premium paid for the Policy Year in which this Policy is terminated, on a pro rata basis.

## **27. Personal data privacy**

The Company shall comply with the Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong) and the related codes, guidelines and circulars.

## **Part 3 Premium Provisions**

### **1. Premium payable**

The premium payable for these Terms and Benefits shall only include –

- (a) the Standard Premium according to the prevailing Standard Premium schedule adopted by the Company; and
- (b) the Premium Loading, if applicable.

### **2. Payment of premiums**

The amount of premium payable is specified in the Policy Schedule and/or the notification of Renewal as specified in Section 3 of Part 4. The premium, whether paid for a Policy Year or by instalment as agreed by the Company, shall be paid in advance when due before any benefits shall be paid. Premium once paid shall not be refundable, unless otherwise specified in this Policy.

Premium due dates, Renewal Dates and Policy Years are determined with reference to the Policy Effective Date as stated in the Policy Schedule and/or the notification of Renewal as specified in Section 3 of Part 4. The first premium is due on the Policy Effective Date.

### **3. Grace period**

The Company shall allow a grace period of sixty (60) days after the premium due date for payment of each premium. This Policy shall continue to be in effect during the grace period but no benefits shall be payable unless the premium is paid. If the premium is still unpaid in full at the expiration of the grace period, this Policy shall be terminated immediately on the date on which the unpaid premium is first due.

## **Part 4 Renewal Provisions**

These Terms and Benefits shall be effective from the Policy Effective Date in consideration of the payment of premium and is Renewable for each Policy Year in accordance with the terms of this Part 4. Renewal is guaranteed during the lifetime of the Insured Person.

### **1. Renewal**

The Company shall Renew these Terms and Benefits in accordance with (a) to (c) below –

- (a) Unless the Company has ceased to have the requisite authorisation under the Insurance Ordinance to write these Terms and Benefits, or has ceased to maintain its registration with the Government as a VHIS provider, or the Policy Holder decides not to Renew these Terms and Benefits by giving the Company not less than thirty (30) days prior notice in writing in accordance with Section 3 of Part 2, Renewal shall be arranged automatically with the Terms and Benefits no less favourable than the latest version of the Standard Plan Terms and Benefits published by the Government at the time of Renewal, save for the exceptions in Section 7 of Part 1, Sections 1(b) and 5 of Part 6 and any other exceptions as may be approved by the Government from time to time.
- (b) At the time of Renewal, if the Company shall cease or has ceased to maintain its registration with the Government as a VHIS provider while maintaining the requisite authorisation under the Insurance Ordinance to write these Terms and Benefits, Renewal shall be arranged automatically with the Terms and Benefits no less favourable than the latest version of the Standard Plan Terms and Benefits published by the Government at the time when the Company ceased to maintain its registration as a VHIS provider, save for the exceptions in Section 7 of Part 1, Sections 1(b) and 5 of Part 6 and any other exceptions as may be approved by the Government from time to time.
- (c) After the Company has ceased to maintain its registration with the Government, if the Company subsequently re-registers with the Government as a VHIS provider, then at the Renewal Date coinciding with or immediately following such re-registration, these Terms and Benefits shall be Renewed with the Terms and Benefits no less favourable than the latest version of the Standard Plan Terms and Benefits published by the Government at the time of the Renewal, save for the exceptions in Section 7 of Part 1, Sections 1(b) and 5 of Part 6 and any other exceptions as may be approved by the Government from time to time.

At the time of Renewal under (a) to (c) above (as the case may be), any other revision of these Terms and Benefits by the Company shall be made on an overall Portfolio basis and shall not have the effect of contravening (a), (b) or (c) above (as applicable) or reducing the benefit limits or increasing the Coinsurance or Deductible of these Terms and Benefits which are applicable prior to Renewal.

### **2. Adjustment of premium**

Irrespective of whether the Company revises these Terms and Benefits upon Renewal, the Company shall have the right to adjust the Standard Premium according to the prevailing Standard Premium schedule adopted by the Company on an overall Portfolio basis. For the avoidance of doubt, if the Premium Loading is set as a percentage of the Standard Premium (i.e. rate of Premium Loading), the amount of Premium Loading payable shall be automatically adjusted according to the change in Standard Premium.

During each Policy Year and upon Renewal, the Company shall not impose any additional rate of Premium Loading (or any additional amount of Premium Loading if the Premium Loading is set in monetary terms rather than as a percentage of the Standard Premium) or Case-based Exclusion(s) on the Insured Person by reason of any change in the Insured Person's health conditions.

### **3. Notification of Renewal**

Irrespective of whether the Company revises these Terms and Benefits upon Renewal, the Company shall in accordance with the terms of this Section 3 give the Policy Holder a written notice of the revised Terms and Benefits to the Policy Holder of not less than thirty (30) days prior to the Renewal Date.

The written notice shall specify the premium for Renewal and Renewal Date. If the Company revises these Terms and Benefits upon Renewal, the Company shall make available the revised Terms and Benefits to the Policy Holder together with the written notice. The revised Terms and Benefits and premium for Renewal shall take effect on the Renewal Date.

### **4. No re-underwriting except in limited circumstances**

While these Terms and Benefits are in force, the Company shall not have the right to re-underwrite these Terms and Benefits irrespective of any change in health conditions of the Insured Person after the Policy Issuance Date or the Policy Effective Date, whichever is the earlier.

The Company shall not have the right to re-underwrite these Terms and Benefits irrespective of any change in these Terms and Benefits (as permitted under Section 1 of this Part 4). This restriction applies to any change including but not limited to where there is any upgrade or downgrade of any benefits, or any addition or removal of any benefits, as permitted under these Terms and Benefits, regardless of where they are set out in these Terms and Benefits.

The Company shall have the right to re-underwrite these Terms and Benefits only under the following circumstances –

- (a) Where the Policy Holder requests the Company to re-underwrite these Terms and Benefits at the time of Renewal for reduction in Premium Loading or removal of Case-based Exclusion(s) according to the Company's underwriting practices. For the avoidance of doubt, the Company shall not have the right to terminate or not to Renew these Terms and Benefits if any of the aforesaid requests is rejected by the Company or the re-underwriting result is not accepted by the Policy Holder;
- (b) At any time where the Policy Holder requests to subscribe additional benefits (if any) or switch to another insurance plan which provides upgrade or addition of benefits (in which cases the re-underwriting shall be limited to such upgrade or additional benefits).
  - (i) However, at any time where the Policy Holder requests to unsubscribe the additional benefits (if any) in these Terms and Benefits, or switch to another insurance plan which provides downgrade or reduction of benefits, the Company shall not have the right to re-underwrite these Terms and Benefits but shall have the discretion to accept or reject the request according to its prevailing practices in handling similar requests; and
  - (ii) The Company shall not have the right to terminate or not to Renew these Terms and Benefits if any of the aforesaid requests is rejected by the Company or the re-underwriting result is not accepted by the Policy Holder;

(c) Where there is change in the Place of Residence of the Insured Person

At Renewal, the Company shall have the right to re-underwrite these Terms and Benefits due to a change in the Place of Residence of the Insured Person provided that –

- (i) The Company has taken into account the Place of Residence of the Insured Person in underwriting these Terms and Benefits before its inception;
- (ii) The Company has specifically informed the Policy Holder of the consideration at the time of submission of Application of these Terms and Benefits and that any change in the Place of Residence could lead to re-underwriting upon Renewal;
- (iii) The Company has maintained underwriting practices which show unambiguously how changes in the Place of Residence will affect the underwriting result, and the underwriting practices are readily accessible by the Policy Holder;
- (iv) The Company shall carry out the re-underwriting solely in respect of the said changes (i.e. the change in the Place of Residence of the Insured Person); and
- (v) The re-underwriting result may be more advantageous or adverse to the Policy Holder and the Insured Person.

For the purpose of this paragraph (c), the Company shall have the obligation to request the Policy Holder to inform the Company of any change in the Place of Residence of the Insured Person, which means that as at the Renewal Date his Place of Residence differs from that as at the last Renewal Date (or the Policy Effective Date in the event of first Renewal). After receiving the request, the Policy Holder shall have the obligation to inform the Company of such a change.

The Company and Policy Holder acknowledge that –

- (d) if under the terms of this Part 4, the Company has the right, or is required, to re-underwrite these Terms and Benefits based on certain factors at Renewal, the Company shall, in accordance with the terms of this Part 4 and its prevailing underwriting guidelines, take into account only such relevant factors to carry out the re-underwriting; and
- (e) as a result of re-underwriting, these Terms and Benefits may be terminated, new Premium Loading may be applied, existing Premium Loading may be adjusted upwards or downwards, new Case-based Exclusion(s) may be applied, and existing Case-based Exclusion(s) may be revised or removed.

## **Part 5 Claim Provisions**

### **1. Submission of claims**

All claims incurred in respect of these Terms and Benefits shall be submitted to the Company within ninety (90) days after the date on which the Insured Person is discharged from the Hospital, or (where there is no Confinement) the date on which the relevant Medical Service is performed and completed. For this purpose, a claim shall be deemed not valid or complete and benefit shall not be payable unless –

- (a) all original receipts and/or original itemised bills together with the diagnosis, type of treatment, procedure, test or service provided shall have been submitted to the Company; and
- (b) all relevant information, certificates, reports, evidence, referral letter and other data or materials as reasonably required by the Company shall have been furnished to the Company for processing of such claim.

The Policy Holder shall notify the Company if claims cannot be submitted within the above timeframe, otherwise the Company shall have the right to reject claims submitted after the above timeframe.

All certificates, information and evidence that are reasonably required by the Company and which can be reasonably provided by the Policy Holder shall be furnished at the expenses of the Policy Holder. The Company shall bear all expenses incurred in obtaining further certificates, information and evidence for the purposes of verification of the claim after the Policy Holder has submitted all required information pursuant to (a) and (b) above.

### **2. Claimable amount estimate**

Before the Insured Person receives a Medical Service, the Policy Holder may request the Company to provide an estimate on the amount that may be claimed under these Terms and Benefits. The Policy Holder shall provide the Company with the estimated fees to be incurred as furnished by the Hospital and/or attending Registered Medical Practitioner as required by the laws and regulations regulating the private healthcare facilities in Hong Kong at the time of request. Upon receiving the request, the Company shall inform the Policy Holder of the claimable amount estimate under these Terms and Benefits based on the estimation furnished by the Hospital and/or attending Registered Medical Practitioner. The Company's estimate is for reference only, and the actual amount claimable by the Policy Holder shall be subject to the final expenses as evidenced in (a) and (b) of Section 1 of this Part 5.

### **3. Legal action**

No legal action shall be brought by the Policy Holder to recover any claim amount payable under these Terms and Benefits within the first sixty (60) days from which all proof of claims as required by these Terms and Benefits has been received by the Company.

### **4. Medical examination**

Where a claim occurs, the Company shall have the right to require the Insured Person to be examined by a Registered Medical Practitioner appointed by the Company at the Company's cost.

## **Part 6 Benefit Provisions**

### **1. General**

#### **(a) Territorial scope of cover**

All benefits described in these Terms and Benefits are subject to the geographical limitation for benefit coverage as stated in Section 1 of Supplement 5 and the Benefit Schedule of these Terms and Benefits.

The above restrictions shall not apply to the terms and benefits within the scope of the Standard Plan Terms and Benefits. For the avoidance of doubt, the applicable Standard Plan Terms and Benefits shall be the version as is referred to under Sections 1(a), (b) or (c) of Part 4.

#### **(b) Lifetime Benefit Limit**

All benefits described in these Terms and Benefits are not subject to any Lifetime Benefit Limit.

#### **(c) Choice of healthcare services providers**

All benefits described in Section 3 of this Part 6, Section 2 of Supplement 1 and/or Section 3 of Supplement 2 of these Terms and Benefits, if applicable, are not subject to any restriction in the choice of healthcare services providers, including but not limited to Registered Medical Practitioner and Hospital.

The benefits described in Section 2 of Supplement 2, if applicable, are subject to the restriction in the choice of healthcare services providers as stated in Section 2 of Supplement 2 and the Benefit Schedule of these Terms and Benefits. Such restriction shall not apply to the terms and benefits within the scope of the Standard Plan Terms and Benefits. For the avoidance of doubt, the applicable Standard Plan Terms and Benefits shall be the version as is referred to under Sections 1(a), (b) or (c) of Part 4.

#### **(d) Choice of ward class**

The benefits described in these Terms and Benefits are subject to the restriction in the choice of ward class as stated in Section 3 of Supplement 5 and the Benefit Schedule of these Terms and Benefits.

The above restriction shall not apply to the terms and benefits within the scope of the Standard Plan Terms and Benefits. For the avoidance of doubt, the applicable Standard Plan Terms and Benefits shall be the version as is referred to under Sections 1(a), (b) or (c) of Part 4.

### **2. Coverage of Confinement and non-Confinement services**

Subject to these Terms and Benefits, if during the period while these Terms and Benefits are in force, the Insured Person, as a result of a Disability and upon the recommendation of a Registered Medical Practitioner,

**(a)** is Confined in a Hospital; or

**(b)** undergoes any Day Case Procedure, Prescribed Diagnostic Imaging Test, Prescribed Non-surgical Cancer Treatment, Emergency outpatient treatment for Accidents, Day

Patient kidney dialysis or hospice and palliative care as described under Sections 2(c), (d) or (g) of Supplement 1 respectively,

the Company shall reimburse the Eligible Expenses which are Reasonable and Customary in accordance with benefit items under Section 3 of this Part 6 and Section 2 of Supplement 1.

For the avoidance of doubt, where an Insured Person is Confined in a Hospital but the Confinement is considered not Medically Necessary, the expenses incurred as a result of such Confinement shall not be regarded as Eligible Expenses for the purpose of (a) above. However, the Policy Holder shall still have the right to claim for the relevant Eligible Expenses incurred during such Confinement on Medical Services under (b) above.

The amount of Eligible Expenses payable under these Terms and Benefits shall not exceed the actual costs for Medical Services provided to the Insured Person, subject to the limits as stated in the Benefit Schedule.

For the avoidance of doubt, the benefits covered under these Terms and Benefits shall only be payable for Eligible Expenses incurred for Medical Services provided to the Insured Person. Expenses incurred for Medical Services provided to persons other than the Insured Person shall not be covered, unless otherwise specified.

### **3. Benefits covered**

Eligible Expenses covered under Section 2 of this Part 6 shall be payable according to the following benefit items –

#### **(a) Room and board**

This benefit shall be payable for the Eligible Expenses charged by the Hospital on the cost of accommodation and meals where the Insured Person is Confined in a Hospital or undergoes any Day Case Procedure or Prescribed Non-surgical Cancer Treatment.

#### **(b) Miscellaneous charges**

This benefit shall be payable for the Eligible Expenses charged on miscellaneous charges where the Insured Person is Confined in a Hospital or on the day he undergoes any Day Case Procedure for receiving Medical Services. These charges shall cover the followings –

- (i) Road ambulance service to and/or from the Hospital;
- (ii) Anaesthetic and oxygen administration;
- (iii) Administration charges for blood transfusion;
- (iv) Dressing and plaster casts;
- (v) Medicine and drug prescribed and consumed during Confinement or any Day Case Procedure;
- (vi) Medicine and drug prescribed upon discharge from Confinement or completion of Day Case Procedure for use up to the ensuing four (4) weeks;
- (vii) Additional surgical appliances, equipment and devices other than those inclusively paid under Section 3(h) of this Part 6, and implants, disposables and consumables used

*The content on this page is part of the Terms and Benefits of Certified Plan (No. F00040).*

during surgical procedure;

- (viii) Medical disposables, consumables, equipment and devices;
- (ix) Diagnostic imaging services, including ultrasound and X-ray, and their interpretation, other than Prescribed Diagnostic Imaging Tests which shall be covered under Section 3(i) of this Part 6;
- (x) Intravenous ("IV") infusions including IV fluids;
- (xi) Laboratory examinations and reports, including the pathological examination performed for the surgery or procedure during the Confinement or any Day Case Procedure;
- (xii) Rental of walking aids and wheelchair for Inpatients; and
- (xiii) Physiotherapy, occupational therapy and speech therapy during Confinement.

**(c) Attending doctor's visit fee**

If on any day of Confinement, the Insured Person is treated by a Registered Medical Practitioner, this benefit shall be payable for the Eligible Expenses charged by the attending Registered Medical Practitioner for such visit or consultation.

**(d) Specialist's fee**

If on any day of Confinement, the Insured Person is treated by a Specialist (not being the attending Registered Medical Practitioner under Section 3(c) of this Part 6) as recommended in writing by the attending Registered Medical Practitioner, this benefit shall be payable for the Eligible Expenses charged by the Specialist for such visit or consultation.

**(e) Intensive care**

If on any day of Confinement, the Insured Person is admitted to an Intensive Care Unit, this benefit shall be payable for the Eligible Expenses charged on the intensive care services.

For the avoidance of doubt, the Eligible Expenses so incurred and payable under this benefit shall not be payable under Section 3(a) of this Part 6.

**(f) Surgeon's fee**

This benefit shall be payable for the Eligible Expenses charged by the attending Surgeon on a surgical procedure performed during Confinement or in a setting for providing Medical Services to a Day Patient.

This benefit shall be payable according to the relevant surgical category and the categorisation of such surgical procedure under the Schedule of Surgical Procedures as categorised and reviewed from time to time by the Government. If a surgical procedure performed is not included in the Schedule of Surgical Procedures, the Company may reasonably determine its surgical category according to the gazette published by the Government or any other relevant publication or information including but not limited to the schedule of fees recognised by the government, relevant authorities and medical association in the locality where the surgical procedure is performed.

**(g) Anaesthetist's fee**

If Surgeon's fee is payable under Section 3(f) of this Part 6, this benefit shall be payable for the Eligible Expenses charged by the Anaesthetist in relation to the surgical procedure.

**(h) Operating theatre charges**

If Surgeon's fee is payable under Section 3(f) of this Part 6, this benefit shall be payable for the Eligible Expenses charged for the use of operating theatre (including but not limited to a treatment room and a recovery room) during the surgical procedure.

For the avoidance of doubt, the Eligible Expenses for any additional surgical appliances, equipment and devices used in the operating theatre that are separately charged shall be payable under Section 3(b) of this Part 6.

**(i) Prescribed Diagnostic Imaging Tests**

This benefit shall be payable for the Eligible Expenses charged on Prescribed Diagnostic Imaging Test performed during Confinement or in a setting for providing Medical Services to a Day Patient recommended in writing by the attending Registered Medical Practitioner for the investigation or treatment of a Disability.

**(j) Prescribed Non-surgical Cancer Treatments**

This benefit shall be payable for the Eligible Expenses charged on the Prescribed Non-surgical Cancer Treatment performed during Confinement or in a setting for providing Medical Services to a Day Patient, outpatient consultation by a Specialist in treatment planning, and monitoring of prognosis and development during the course of Prescribed Non-surgical Cancer Treatment.

For the avoidance of doubt, the Eligible Expenses for the Prescribed Diagnostic Imaging Tests shall be payable under Section 3(i) of this Part 6.

**(k) Pre- and post-Confinement/Day Case Procedure outpatient care**

This benefit shall be payable for the Eligible Expenses for –

- (i) outpatient visit or Emergency consultation resulting in a Confinement or Day Case Procedure (including but not limited to consultation, western medication prescribed or diagnostic test); and
- (ii) follow-up outpatient visit (including but not limited to consultation, western medication prescribed, dressings, physiotherapy, occupational therapy, speech therapy or diagnostic test) to, or recommended in writing by, the attending Registered Medical Practitioner, within the period stated in the Benefit Schedule after discharge from Hospital or the date of Day Case Procedure, provided that such outpatient visit is directly related to and as a result of the condition arising from the same cause (including any and all complications therefrom) necessitating such Confinement or Day Case Procedure.

For the purpose of (i) and (ii) above, Prescribed Diagnostic Imaging Tests and Prescribed Non-surgical Cancer Treatments shall be payable under Sections 3(i) and 3(j) of this Part 6 respectively.

**(l) Psychiatric treatments**

This benefit shall be payable for the Eligible Expenses charged on the psychiatric treatments during Confinement in the applicable area of cover as specified in the Benefit Schedule (as defined under Section 1(a) of Supplement 5) as recommended by a Specialist. However, when Standard Plan Terms and Benefits are applicable for voluntary upgrade of ward class

as stated in Sections 3(b)(ii) or 3(b)(iii) of Supplement 5 of these Terms and Benefits, this benefit shall only be payable for the Eligible Expenses charged on the psychiatric treatments during Confinement in Hong Kong and the benefit limit as stated in the benefit schedule of the Standard Plan Terms and Benefits shall apply.

For the avoidance of doubt, under these Terms and Benefits (including the Standard Plan Terms and Benefits, if applicable), this benefit shall not be payable for psychiatric treatments received outside the applicable area of cover.

This benefit shall be payable in lieu of other benefit items under Sections 3(a) to (k) of this Part 6. For the avoidance of doubt, where a Confinement is not solely for the purpose of psychiatric treatments, this benefit shall only be payable for the Eligible Expenses charged on the Medical Services related to psychiatric treatments. Where the Eligible Expenses involve both psychiatric and non-psychiatric treatments and apportionment of the expenses is not available, the expenses in entirety shall be payable under this benefit if the Confinement is initially for the purpose of psychiatric treatments. If the Confinement initially is not for the purpose of psychiatric treatment, the expenses in entirety shall be payable under Sections 3(a) to (k) above.

#### **4. Pre-existing Condition(s)**

Eligible Expenses arising from Pre-existing Condition(s) that are notified to the Company in the Application and subsequent information or document submitted to the Company for the purpose of the application, including any updates of and changes to such requisite information (if so requested by the Company under Section 8 of Part 1), subject to the Case-based Exclusion(s) (if any), shall be payable in accordance with these Terms and Benefits. The Company may impose Case-based Exclusion(s) to these Terms and Benefits by reason of a Pre-existing Condition or other factor that affects the insurability of the Insured Person notified to the Company in the Application and any subsequent information or document submitted to the Company for the purpose of the application, including any updates of and changes to such requisite information (if so requested by the Company under Section 8 of Part 1). After the Policy Issuance Date or the Policy Effective Date (whichever is the earlier), the Company shall not have the right to impose any additional Case-based Exclusion(s), save for the limited circumstances stated in Section 4 of Part 4.

Eligible Expenses arising from Pre-existing Condition(s) that the Policy Holder and/or Insured Person was not aware and would not reasonably have been aware of at the time of submission of Application, including any updates of and changes to the required information (if so requested by the Company under Section 8 of Part 1), shall be payable in accordance with these Terms and Benefits.

For the avoidance of doubt, the Company shall not have the right to re-underwrite or terminate these Terms and Benefits where the Policy Holder and/or Insured Person was not aware and would not reasonably have been aware of the Pre-existing Condition(s) at the time of submission of Application, including any updates of and changes to the required information (if so requested by the Company under Section 8 of Part 1).

If the Policy Holder or the Insured Person is requested but fails to disclose to the Company upon submission of Application, including any updates of and changes to the required information (if so requested by the Company under Section 8 of Part 1), that the Insured Person is suffering from a Pre-existing Condition, and such Pre-existing Condition has been treated or diagnosed or has manifested signs or symptoms of which the Policy Holder or the Insured Person is aware or should have reasonably been aware of at the time of submission of Application, including any updates of

and changes to the required information (if so requested by the Company under Section 8 of Part 1), the Company has the right to declare these Terms and Benefits void, demand repayment of any benefits paid and/or refuse to provide coverage under these Terms and Benefits. In such event, the Company shall refund the premium in accordance with Section 14 of Part 2. The burden of proving the above shall rest with the Company.

#### **5. Cost-sharing requirement**

The Policy Holder is required to pay Coinsurance and/or Deductible as stated in these Terms and Benefits and the Policy Schedule. For the avoidance of doubt, Coinsurance and Deductible do not refer to any amount that the Policy Holder is required to pay if the actual expenses exceed the benefit limits under these Terms and Benefits.

## Part 7 General Exclusions

Under these Terms and Benefits, the Company shall not pay any benefits in relation to or arising from the following expenses.

1. Expenses incurred for treatments, procedures, medications, tests or services which are not Medically Necessary.
2. Expenses incurred for the whole or part of the Confinement solely for the purpose of diagnostic procedures or allied health services, including but not limited to physiotherapy, occupational therapy and speech therapy, unless such procedure or service is recommended by a Registered Medical Practitioner for Medically Necessary investigation or treatment of a Disability which cannot be effectively performed in a setting for providing Medical Services to a Day Patient.
3. Expenses arising from Human Immunodeficiency Virus ("HIV") and its related Disability, which is contracted or occurs before the Policy Effective Date. Irrespective of whether it is known or unknown to the Policy Holder or the Insured Person at the time of submission of Application, including any updates of and changes to such requisite information (if so requested by the Company under Section 8 of Part 1) such Disability shall be generally excluded from any coverage of these Terms and Benefits if it exists before the Policy Effective Date. If evidence of proof as to the time at which such Disability is first contracted or occurs is not available, manifestation of such Disability within the first five (5) years after the Policy Effective Date shall be presumed to be contracted or occur before the Policy Effective Date, while manifestation after such five (5) years shall be presumed to be contracted or occur after the Policy Effective Date.

However, the exclusion under this entire Section 3 shall not apply where HIV and its related Disability is caused by sexual assault, medical assistance, organ transplant, blood transfusions or blood donation, or infection at birth, and in such cases the other terms of these Terms and Benefits shall apply.

4. Expenses incurred for Medical Services as a result of Disability arising from or consequential upon the dependence, overdose or influence of drugs, alcohol, narcotics or similar drugs or agents, self-inflicted injuries or attempted suicide, illegal activity, or venereal and sexually transmitted disease or its sequelae (except for HIV and its related Disability, where Section 3 of this Part 7 applies).
5. Any charges in respect of services for –
  - (a) beautification or cosmetic purposes, unless necessitated by Injury caused by an Accident and the Insured Person receives the Medical Services within one (1) year of the Accident; or
  - (b) correcting visual acuity or refractive errors that can be corrected by fitting of spectacles or contact lens, including but not limited to eye refractive therapy, LASIK and any related tests, procedures and services.
6. Expenses incurred for prophylactic treatment or preventive care, including but not limited to general check-ups, routine tests, screening procedures for asymptomatic conditions, screening or surveillance procedures based on the health history of the Insured Person and/or his family members, Hair Mineral Analysis (HMA), immunisation or health supplements. For the avoidance of doubt, this Section 6 does not apply to –
  - (a) treatments, monitoring, investigation or procedures with the purpose of avoiding complications arising from any other Medical Services provided;

- (b) removal of pre-malignant conditions;
  - (c) treatment for prevention of recurrence or complication of a previous Disability; and
  - (d) any medical check-up benefit payable under Sections 2 and 3 of Supplement 2.
7. Expenses incurred for dental treatment and oral and maxillofacial procedures performed by a dentist except for Emergency Treatment and surgery during Confinement arising from an Accident. Follow-up dental treatment or oral surgery after discharge from Hospital shall not be covered.
  8. Except for the complications of pregnancy benefit payable under Section 2(e) of Supplement 1, expenses incurred for Medical Services and counselling services relating to maternity conditions and its complications, including but not limited to diagnostic tests for pregnancy or resulting childbirth, abortion or miscarriage; birth control or reversal of birth control; sterilisation or sex reassignment of either sex; infertility including in-vitro fertilisation or any other artificial method of inducing pregnancy; or sexual dysfunction including but not limited to impotence, erectile dysfunction or pre-mature ejaculation, regardless of cause.
  9. Expenses incurred for the purchase of durable medical equipment or appliances including but not limited to wheelchairs, beds and furniture, airway pressure machines and masks, portable oxygen and oxygen therapy devices, dialysis machines, exercise equipment, spectacles, hearing aids, special braces, walking aids, over-the-counter drugs, air purifiers or conditioners and heat appliances for home use. For the avoidance of doubt, this exclusion shall not apply to rental of medical equipment or appliances during Confinement, on the day of the Day Case Procedure or specific benefit payable under Section 2(k) of Supplement 1.
  10. Except for the consultation or acupuncture by a Registered Chinese Medicine Practitioner after Confinement or specific treatments benefit payable under Section 2(h) of Supplement 1, expenses incurred for traditional Chinese medicine treatment, including but not limited to herbal treatment, bone-setting, acupuncture, acupressure and tui na, and other forms of alternative treatment including but not limited to hypnotism, qigong, massage therapy, aromatherapy, naturopathy, hydrotherapy, homeotherapy and other similar treatments.
  11. Expenses incurred for experimental or unproven medical technology or procedure in accordance with the common standard, or not approved by the recognised authority, in the locality where the treatment, procedure, test or service is received.
  12. Expenses incurred for Medical Services provided as a result of Congenital Condition(s) which have manifested or been diagnosed before the Insured Person attained the Age of eight (8) years.
  13. Eligible Expenses which have been reimbursed under any law, or medical program or insurance policy provided by any government, company or other third party.
  14. Expenses incurred for treatment for Disability arising from war (declared or undeclared), civil war, invasion, acts of foreign enemies, hostilities, rebellion, revolution, insurrection, or military or usurped power.

## Part 8 Definitions

Under these Terms and Benefits, words and expressions used shall have the following meanings -

"Accident"	shall mean a sudden and unforeseen event occurring entirely beyond the control of the Insured Person and caused by violent, external and visible means.
"Age"	shall mean the attained age of the Insured Person.
"Annual Benefit Limit"	shall mean the maximum amount of benefits paid by the Company to the Policy Holder in a Policy Year irrespective of whether any limits of any benefit items stated in the Benefit Schedule have been reached.  The Annual Benefit Limit is counted afresh in a new Policy Year.
"Application"	shall mean the application submitted to the Company in respect of this Certified Plan, including the application form, questionnaires, evidence of insurability, any documents or information submitted and any statements and declarations made in relation to such application, including any updates of and changes to such requisite information (if so requested by the Company under Section 8 of Part 1).
"Benefit Schedule"	shall mean a schedule of benefits attached to these Terms and Benefits which sets out, among others, the benefit items and maximum benefits covered.
"Case-based Exclusion"	shall mean the exclusion of a particular Sickness or Disease from the coverage of these Terms and Benefits that may be applied by the Company based on a Pre-existing Condition or factors affecting the insurability of the Insured Person.
"Certified Plan"	shall mean all the terms and benefits (including any Supplement(s)) that form an insurance plan certified by the Government to be compliant with the requirements of the VHIS. This Certified Plan comprises these Terms and Conditions and the Benefit Schedule and the followings -  Supplements 1 to 7
"Coinsurance"	shall mean a percentage of Eligible Expenses the Policy Holder must contribute after paying the Deductible (if any) in a Policy Year. For the avoidance of doubt, Coinsurance does not refer to any amount that the Policy Holder is required to pay if the actual expenses exceed the benefit limits under these Terms and Benefits.
"Company"	shall mean Bupa (Asia) Limited.

"Confinement" or "Confined"	<p>shall mean an admission of the Insured Person to a Hospital that is recommended by a Registered Medical Practitioner for Medical Service and as an Inpatient as a result of a Medically Necessary condition.</p> <p>Confinement shall be evidenced by a daily room charge invoiced by the Hospital and the Insured Person must stay in the Hospital continuously for the entire period of Confinement.</p>
"Congenital Condition(s)"	<p>shall mean (a) any medical, physical or mental abnormalities existed at the time of or before birth, whether or not being manifested, diagnosed or known at birth; or (b) any neo-natal abnormalities developed within six (6) months of birth.</p>
"Day Case Procedure"	<p>shall mean a Medically Necessary surgical procedure for investigation or treatment to the Insured Person performed in a medical clinic, or day case procedure centre or Hospital with facilities for recovery as a Day Patient.</p>
"Day Patient"	<p>shall mean an Insured Person receiving Medical Services or treatments given in a medical clinic, day case procedure centre or Hospital where the Insured Person is not in Confinement.</p>
"Deductible"	<p>shall mean a fixed amount of Eligible Expenses that, in a Policy Year, the Policy Holder must pay before the Company shall reimburse the remaining Eligible Expenses.</p>
"Delivery"	<p>shall mean the delivery of these Terms and Benefits and the Policy Schedule or the cooling-off notice as stated in Section 2(a) of Part 2 to the Policy Holder, or to nominated representative of the Policy Holder, by any the following means:</p> <ul style="list-style-type: none"> <li>(a) by hand;</li> <li>(b) by post (including registered post); or</li> <li>(c) by electronic means.</li> </ul> <p>Regardless of the means of delivery is used, it is the responsibility of the Company, to have sufficient proof of delivery and the timing of delivery.</p>
"Disability"	<p>shall mean a Sickness or Disease or Injury, including any and all complications arising therefrom.</p>
"Eligible Expenses"	<p>shall mean expenses incurred for Medical Services rendered with respect to a Disability.</p>
"Emergency"	<p>shall mean an event or situation that Medical Service is needed immediately in order to prevent death, permanent impairment or other serious consequences of the Insured Person's health.</p>

"Emergency Treatment"	shall mean Medical Service required in an Emergency. The Emergency event or situation, and the required Medical Service cannot be and are not separated by an unreasonable period of time.
"Flexi Plan"	shall mean any individual indemnity hospital insurance plan under the VHIS framework with enhancement(s) to any or all of the protections or terms and benefits that the Standard Plan provides to the Policy Holder and the Insured Person, subject to certification by the Government. Such plan shall not contain terms and benefits which are less favourable than those in the Standard Plan, save for the exception as may be approved by the Government from time to time.
"Government"	shall mean the Hong Kong Special Administrative Region Government.
"Guardian"	in respect of a Minor shall mean the person(s) appointed as the guardian(s) under or acting by virtue of the Guardianship of Minors Ordinance (Cap 13. of the Laws of Hong Kong).
"HKD"	shall mean Hong Kong dollars.
"Hong Kong"	shall mean the Hong Kong Special Administrative Region of the People's Republic of China.
"Hospital"	shall mean an establishment duly constituted and registered as a hospital under the laws of the relevant territory in which it is established, which is for providing Medical Service for sick and injured persons as Inpatients, and which - <ul style="list-style-type: none"> <li>(a) has facilities for diagnosis and major operations;</li> <li>(b) provides twenty-four (24) hours nursing services by licensed or registered nurses;</li> <li>(c) has one (1) or more Registered Medical Practitioners; and</li> <li>(d) is not primarily a clinic, a place for alcoholics or drug addicts, a nature care clinic, a health hydro, a nursing, rest or convalescent home, a hospice or palliative care centre, a rehabilitation centre, an elderly home or similar establishment.</li> </ul>
"Injury"	shall mean any bodily damage (with or without a visible wound) solely caused by an Accident independent of any other causes.
"Inpatient"	shall mean an Insured Person who is Confined.
"Insurance Authority"	shall mean the Insurance Authority of Hong Kong established pursuant to section 4AAA of the Insurance Ordinance.

"Insurance Ordinance"	shall mean the Insurance Ordinance (Cap. 41 of the Laws of Hong Kong).
"Insured Person"	shall mean any person whose risks are covered by these Terms and Benefits, and named as the "Insured Person" in the Policy Schedule.
"Intensive Care Unit"	shall mean that part or unit of a Hospital established for and devoted to providing intensive medical and nursing care for Inpatients.
"Lifetime Benefit Limit"	shall mean the maximum amount of benefits paid by the Company to the Policy Holder cumulatively since the inception of these Terms and Benefits, irrespective whether any limits of any benefit items stated in the Benefit Schedule have been reached or whether the Annual Benefit Limit in a Policy Year has been reached.
"Medical Services"	shall mean Medically Necessary services, including, as the context requires, Confinement, treatments, procedures, tests, examinations or other related services for the investigation or treatment of a Disability.
"Medically Necessary"	<p>shall mean the need to have medical service for the purpose of investigating or treating the relevant Disability in accordance with the generally accepted standards of medical practice and such medical service must –</p> <ul style="list-style-type: none"> <li>(a) require the expertise of, or be referred, by a Registered Medical Practitioner;</li> <li>(b) be consistent with the diagnosis and necessary for the investigation and treatment of the Disability;</li> <li>(c) be rendered in accordance with standards of good and prudent medical practice, and not be rendered primarily for the convenience or the comfort of the Insured Person, his family, caretaker or the attending Registered Medical Practitioner;</li> <li>(d) be rendered in the setting that is most appropriate in the circumstances and in accordance with the generally accepted standards of medical practice for the medical services; and</li> <li>(e) be furnished at the most appropriate level which, in the prudent professional judgment of the attending Registered Medical Practitioner, can be safely and effectively provided to the Insured Person.</li> </ul>

For the purpose of these Terms and Benefits, without prejudice to the generality of the foregoing, circumstances where a Confinement is considered Medically Necessary include, but not limited to -

- (i) the Insured Person is having an Emergency that requires urgent treatment in Hospital;
- (ii) surgical procedures are performed under general anaesthesia;
- (iii) equipment for surgical procedure is available in Hospital and procedure cannot be done on a Day Patient basis;
- (iv) there is significantly severe co-morbidity of the Insured Person;
- (v) taking into account the individual circumstances of the Insured Person, the attending Registered Medical Practitioner has exercised his prudent professional judgment and is of the view that for the safety of the Insured Person, the medical service should be conducted in Hospital;
- (vi) in the prudent professional judgment of the attending Registered Medical Practitioner, the length of Confinement of the Insured Person is appropriate for the medical service concerned; and/or
- (vii) in the case of diagnostic procedures or allied health services prescribed by a Registered Medical Practitioner, such Registered Medical Practitioner has exercised his prudent professional judgment and is of the view that for the safety of the Insured Person, such procedures or services should be conducted in Hospital.

For the purpose of exercising his prudent professional judgment in (v) to (vii) above, the attending Registered Medical Practitioner shall have regard to whether the Confinement –

- (aa) is in accordance with standards of good and prudent medical practice in the locality for the medical service rendered, and, in the prudent professional judgment of the attending Registered Medical Practitioner, not rendered primarily for the convenience or the comfort of the Insured Person, his family, caretaker or the attending Registered Medical Practitioner; and
- (bb) is in the setting that is most appropriate in the circumstances and in accordance with the generally accepted standards of medical practice in the locality for the medical service rendered.

"Minor"

shall mean a person below the Age of eighteen (18) years.

"Place(s) of Residence"	shall mean the jurisdiction(s) in which a person legally has the right of abode. A change in the Place(s) of Residence refers to the situation where a person has been granted the right of abode of additional jurisdiction(s), or has ceased to have the right of abode of existing jurisdiction(s). The above definition of "Place(s) of Residence" is used solely for the purpose of these Terms and Benefits. For the avoidance of doubt, a jurisdiction in which a person legally has the right or permission of access only but without the right of abode, such as for the purpose of study, work or vacation, shall not be treated as a Place of Residence.
"Policy"	shall mean this policy underwritten and issued by the Company, which is the contract between the Policy Holder(s) and the Company in respect of this Certified Plan including but not limited to these Terms and Conditions, Benefit Schedule, Application, declarations, Policy Schedule and any Supplement(s) attached to this policy, if applicable. Where this Policy contains additional terms and benefits other than those of this Certified Plan, the meaning of Policy shall also cover such additional terms and benefits.
"Policy Effective Date"	shall mean the commencement date of these Terms and Benefits which is specified as "Policy Effective Date" in the Policy Schedule.
"Policy Holder"	shall mean the person who is a legal holder of this Policy and is named as the "Policy Holder" in the Policy Schedule.
"Policy Issuance Date"	shall mean the date of first issuance of these Terms and Benefits.
"Policy Schedule"	shall mean a schedule attached to these Terms and Benefits, which sets out, among others, the Policy Effective Date, Renewal Date, the name and the relevant particulars of the Policy Holder and the Insured Person, the eligible benefits, premium and other relevant details in respect of these Terms and Benefits.
"Policy Year"	shall mean the period of time these Terms and Benefits are in force. The first Policy Year shall be the period from the Policy Effective Date to the day immediately preceding the first Renewal Date as specified in the Policy Schedule (both days inclusive) within one (1) year period; and each subsequent Policy Year shall be the one (1) year period from each Renewal Date.
"Portfolio"	shall mean all policies of the same terms and conditions and the benefit schedule as certified by the Government as a Certified Plan under VHIS.

"Pre-existing Condition(s)"	<p>shall mean, in respect of the Insured Person, any Sickness, Disease, Injury, physical, mental or medical condition or physiological degradation, including Congenital Condition, that has existed prior to the Policy Issuance Date or the Policy Effective Date, whichever is the earlier. An ordinary prudent person shall be reasonably aware of a Pre-existing Condition, where -</p> <ul style="list-style-type: none"> <li>(a) it has been diagnosed;</li> <li>(b) it has manifested clear and distinct signs or symptoms; or</li> <li>(c) medical advice or treatment has been sought, recommended or received.</li> </ul>
"Premium Loading"	<p>shall mean the additional premium on top of the Standard Premium charged by the Company to the Policy Holder according to the additional risk assessed for the Insured Person.</p>
"Prescribed Diagnostic Imaging Tests"	<p>shall mean computed tomography ("CT" scan), magnetic resonance imaging ("MRI" scan), positron emission tomography ("PET" scan), PET-CT combined and PET-MRI combined.</p>
"Prescribed Non-surgical Cancer Treatments"	<p>shall mean chemotherapy, radiotherapy, targeted therapy, immunotherapy and hormonal therapy for cancer treatment.</p>
"Reasonable and Customary"	<p>shall mean, in relation to a charge for Medical Service, such level which does not exceed the general range of charges being charged by the relevant service providers in the locality where the charge is incurred for similar treatment, services or supplies to individuals with similar conditions, e.g. of the same sex and similar Age, for a similar Disability, as reasonably determined by the Company in utmost good faith. The Reasonable and Customary charges shall not in any event exceed the actual charges incurred.</p> <p>In determining whether a charge is Reasonable and Customary, the Company shall make reference to the followings (if applicable) -</p> <ul style="list-style-type: none"> <li>(a) treatment or service fee statistics and surveys in the insurance or medical industry;</li> <li>(b) internal or industry claim statistics;</li> <li>(c) gazette published by the Government; and/or</li> <li>(d) other pertinent source of reference in the locality where the treatments, services or supplies are provided.</li> </ul>
"Registered Medical"	<p>shall mean a medical practitioner of western medicine,</p>

Practitioner", "Specialist", "Surgeon" and "Anaesthetist"	<p>(a) who is duly qualified and is registered with the Medical Council of Hong Kong pursuant to the Medical Registration Ordinance (Cap. 161 of the Laws of Hong Kong) or a body of equivalent standing in jurisdictions outside Hong Kong (as reasonably determined by the Company in utmost good faith); and</p> <p>(b) legally authorised for rendering relevant Medical Service in Hong Kong or the relevant jurisdiction outside Hong Kong where the Medical Service is provided to the Insured Person,</p> <p>but in no circumstance shall include the following persons - the Insured Person, the Policy Holder, or an insurance intermediary, employer, employee, immediate family member or business partner of the Policy Holder and/or the Insured Person (unless approved in advance by the Company in writing). If the practitioner is not duly qualified and registered under the laws of Hong Kong or a body of equivalent standing in jurisdictions outside Hong Kong (as reasonably determined by the Company in utmost good faith), the Company shall exercise reasonable judgment to determine whether such practitioner shall nonetheless be considered qualified and registered.</p>
"Renewal", "Renew", "Renewed" or "Renewable"	shall mean renewal of these Terms and Benefits in accordance with their terms without any discontinuance.
"Renewal Date"	shall mean the effective date of Renewal. The first Renewal Date shall be the date as specified in the Policy Schedule (which shall not be later than the first anniversary of the Policy Effective Date) and the subsequent Renewal Date(s) shall be the anniversary(ies) of the first Renewal Date. The relevant Renewal Date shall be specified in the notification of Renewal in accordance with Section 3 of Part 4.
"Schedule of Surgical Procedures"	shall mean the list of surgical procedures attached to the Benefit Schedule which sets out the surgical category of different surgical procedures according to their relative degree of complexity, which is from time to time published and subject to regular review by the Government.
"Sickness" or "Disease"	shall mean a physical, mental or medical condition arising from a pathological deviation from the normal healthy state, including but not limited to the circumstances where signs and symptoms occur to the Insured Person and whether or not any diagnosis is confirmed.
"Standard Plan"	shall mean the insurance plan with terms and conditions and the benefit schedule equivalent to the minimum compliant product requirements of VHIS, which are from time to time published and subject to regular review by the Government.

"Standard Plan Terms and Benefits"	shall mean the terms and conditions and the benefit schedule of the Standard Plan, which are from time to time published and subject to regular review by the Government ( <a href="https://www.vhis.gov.hk/doc/en/information_centre/e_standard_plan_template.pdf">https://www.vhis.gov.hk/doc/en/information_centre/e_standard_plan_template.pdf</a> ).
"Standard Premium"	shall mean the basic premium for the coverage under this Certified Plan, as charged by the Company to the Policy Holder on an overall Portfolio basis, which may be adjusted in accordance with the Age, gender and/or lifestyle factors of the Insured Person.
"Supplement(s)"	shall mean any document which may add, delete, amend or replace the terms and benefits of this Policy. Supplement(s) shall include but is not limited to endorsement, rider, annex, schedule or table attached and issued with this Policy.
"Terms and Benefits"	shall mean the Terms and Conditions together with the Benefit Schedule (including the Schedule of Surgical Procedures) and any related Supplement(s) as certified by the Government under this Certified Plan.
"Terms and Conditions"	shall mean Part 1 to Part 8 of this Certified Plan.

## SUPPLEMENT 1

### Bupa Hero VHIS Plan

(This is to supplement Part 6 of Benefit Provisions of the Terms and Benefits)

#### Enhanced Benefits Provisions

##### 1. General provisions

The Company shall reimburse the Eligible Expenses which are Reasonable and Customary or other expenses in accordance with the benefit items under Section 2 of this Supplement 1 below. Any amounts payable under this Supplement 1 are subject to the benefit limits set out in the Benefit Schedule and the amount of expenses so payable shall not exceed the actual expenses incurred.

##### 2. Enhanced benefits covered

###### (a) Private nursing

This benefit shall be payable for the Eligible Expenses charged on the services rendered by Qualified Nurse(s) hired by the Policy Holder or the Insured Person in respect of nursing care received during Confinement (in addition to the general nursing services provided by the Hospital) or at the Insured Person's residential home rendered within one hundred eighty (180) days immediately after discharge from a Hospital. Such nursing care received must be recommended in writing by the attending Registered Medical Practitioner and is directly related to and as a result of the condition arising from the same cause (including any and all complications therefrom) necessitating such Confinement. This benefit shall be payable on a daily basis regardless of the number of Qualified Nurse(s) hired or the number of time slots/shifts provided on the same day, subject to the maximum benefit limit per day and maximum number of days per Policy Year as stated in the Benefit Schedule.

###### (b) Companion bed

If room and board or intensive care is payable under Section 3(a) or Section 3(e) of Part 6 of the Terms and Benefits, this benefit shall be payable for the charges of one (1) companion bed in the event the Insured Person is being Confined. For the avoidance of doubt, this benefit shall only cover the cost of companion bed but not any expenses incurred on meal.

###### (c) Emergency outpatient treatment for Accidents

This benefit shall be payable if the Insured Person sustains an Injury due to Accident or Emergency condition and receives Emergency Treatment at an outpatient department or accident and emergency department of a Hospital on an outpatient basis. The onset of the Accident or the Emergency condition and the treatment received should not be separated by more than forty-eight (48) hours.

This benefit shall cover the following charges incurred by the Insured Person –

- (i) consultation fee of a Registered Medical Practitioner;
- (ii) western medication prescribed by a Registered Medical Practitioner and consumed during outpatient treatment and post treatment up to the ensuing four (4) weeks;
- (iii) laboratory examination and reports;
- (iv) diagnostic imaging services, including ultrasound and X-ray, and their interpretation; and
- (v) other medical related fee covering the costs of dressing and intravenous (“IV”) infusions, including IV fluids.

For the avoidance of doubt, this benefit shall only be payable for the Eligible Expenses for outpatient visit or Emergency Treatment not resulting in a Confinement or Day Case Procedure. In any event, where Eligible Expenses under this benefit are also covered under Section 3 of Part 6 of the Terms and Benefits, such Eligible Expenses shall not be payable under this benefit.

**(d) Day Patient kidney dialysis**

This benefit shall be payable for the Eligible Expenses charged on haemodialysis or peritoneal dialysis in a setting for providing Medical Services to a Day Patient recommended in writing by the attending Registered Medical Practitioners, provided that the Insured Person is suffering from chronic and irreversible kidney failure.

**(e) Complications of pregnancy**

This benefit shall be payable for the Eligible Expenses incurred for the benefit items described in Sections 3(a) to (i) of Part 6 of the Terms and Benefits where a surgical procedure is performed by a Surgeon during Confinement or in a setting for providing Medical Services to a Day Patient as a result of the following pregnancy related complications arising during antepartum stages of pregnancy or childbirth –

- (i) abruptio placentae;
- (ii) placenta previa;
- (iii) hydatidiform mole;
- (iv) ectopic pregnancy; or
- (v) retained placenta or membranes.

This benefit shall only be payable provided that such complication must be resulted from a conception occurred after the first twelve (12) months of the Policy Effective Date.

**(f) Rehabilitation**

This benefit shall be payable each day for the Eligible Expenses and other expenses charged for institutional rehabilitation treatment provided to the Insured Person provided that there is a minimum of twelve (12) consecutive hours of stay at the rehabilitation centre during such day which is within one hundred eighty (180) days after discharge from a Hospital provided further that the rehabilitation treatment is directly related to and as a result of the condition arising from the same cause (including any and all complications therefrom) necessitating such Confinement. Such rehabilitation centre shall be recognised, constituted and registered as a

rehabilitation centre under the laws of the territory in which it is situated to provide institutional rehabilitation services.

Where Eligible Expenses under this benefit are also covered under Section 3 of Part 6 of the Terms and Benefits, such Eligible Expenses shall not be payable under this benefit.

This benefit shall only be payable with the pre-approval given by the Company pursuant to the approval procedure specified in the membership guide. For the avoidance of doubt, this rehabilitation benefit shall not be payable if no pre-approval is obtained from the Company.

**(g) Hospice and palliative care**

This benefit shall be payable for the expenses charged on the Insured Person in receiving institutional palliative care in a hospice or palliative care center. Such institution shall be recognised, constituted and registered as a hospice or palliative care centre under the laws of the territory in which it is situated to provide institutional palliative care. The Insured Person must be diagnosed to have terminal Sickness or Disease by the attending Registered Medical Practitioner and the Registered Medical Practitioner has indicated a prognosis that no curative treatment which will lead to a recovery and the life expectancy of the Insured Person is highly likely to be twelve (12) months or less. This benefit shall cover the following charges incurred by the Insured Person –

- (i) accommodation and meals;
- (ii) nursing care provided by Qualified Nurse(s);
- (iii) western medication prescribed by a Registered Medical Practitioner and consumed during the stay; and
- (iv) physical and psychological support care.

Where Eligible Expenses under this benefit are also covered under Section 3 of Part 6 of the Terms and Benefits, such Eligible Expenses shall not be payable under this benefit.

**(h) Consultation or acupuncture by a Registered Chinese Medicine Practitioner after Confinement or specific treatments**

In the event that the Insured Person is Confined or receives specific treatments and provided that benefits are payable under Section 3(a), (f) or (j) of Part 6 of the Terms and Benefits or Section 2(d) of this Supplement 1, this benefit shall be payable to cover the expenses charged by a Registered Chinese Medicine Practitioner for rendering treatments which are directly related to and as a result of the condition arising from the same cause (including all complications therefrom) necessitating such Confinement or specific treatment. This benefit shall cover the following charges incurred by the Insured Person –

- (i) consultation fee of a Registered Chinese Medicine Practitioner;
- (ii) charges for acupuncture performed by a Registered Chinese Medicine Practitioner; and
- (iii) charges for Chinese Medicines prescribed at the time of consultation by the Registered Chinese Medicine Practitioner and obtained from a legitimate source on the same day of the consultation mentioned under Section 2(h)(i) above.

**(i) Prosthetic Device**

Upon the written recommendation of the attending Registered Medical Practitioner, the Company shall pay for the costs of Prosthetic Device placed inside or on the surface of the Insured Person's body which is Medically Necessary for the purpose of replacing wholly, or in part, any permanently inoperative or malfunctioning body part or Prosthetic Device during Confinement, Day Case Procedure or after discharge from a Hospital.

For the avoidance of doubt, if the expenses under this benefit are also covered under Section 3(b) of Part 6 of the Terms and Benefits, the expenses for such items shall be exclusively paid under Section 2(i) of this Supplement 1 and no benefit shall be payable for the Prosthetic Device under Section 3(b) of Part 6 of the Terms and Benefits.

**(j) Home facility enhancement due to Stroke**

If following a diagnosis of Stroke, the Insured Person is discharged from Hospital at the end of a Confinement, this benefit shall be payable for the expenses charged on home facility enhancement recommended in writing by an occupational therapist, provided that -

- (i) such home facility enhancement is for the purpose of assisting the Insured Person in his daily life;
- (ii) such home facility enhancement is completed within one hundred and eighty (180) days after such discharge from Hospital; and
- (iii) such Confinement is directly related to and as a result of Stroke.

For the avoidance of doubt, any expenses incurred for such home facility enhancement performed after one hundred and eighty (180) days after such discharge from Hospital shall not be payable under this benefit. Home facility enhancement includes but is not limited to -

- (aa) Widening doorways and passageways;
- (bb) Moving light switches, door handles, doorbells and entry phones to convenient heights;
- (cc) Installing grab rails for support;
- (dd) Adapting bathroom facilities (for example, raising toilet, installing a back rest against the toilet cistern, installing a level deck shower, installing a bath with hoist and installing hand basin at appropriate height);
- (ee) Locating bathroom or bedroom facilities at ground-floor level;
- (ff) Installing ramps to avoid using steps;
- (gg) Installing an indoor stair lift or elevator;
- (hh) Provision of specialised furniture, like adjustable beds or support chairs; and
- (ii) Setting up alert devices.

**(k) Non-Confinement sleep apnea test**

Upon the written recommendation of a Registered Medical Practitioner, this benefit shall be payable for the Medically Necessary rental charges of device used and examination report fees charged on the Insured Person in receiving a non-Confinement sleep apnea test and the Eligible Expenses incurred by the Insured Person for the following specified visits -

- (i) outpatient visit resulting in a non-Confinement sleep apnea test (including but not limited to consultation, western medication prescribed or diagnostic test), provided that (aa) such visit or consultation took place within ninety (90) days before such non-Confinement sleep

apnea test, or (bb) a maximum of one (1) visit or consultation took place more than ninety (90) days before such non-Confinement sleep apnea test; and

- (ii) follow-up outpatient visit (including but not limited to consultation, western medication prescribed, dressings, physiotherapy, occupational therapy, speech therapy or diagnostic test) to, or recommended in writing by, the attending Registered Medical Practitioner, within three hundred and sixty five (365) days after the date of receiving a non-Confinement sleep apnea test, provided that such outpatient visit is directly related to and as a result of the condition arising from the same cause (including any and all complications therefrom) necessitating such non-Confinement sleep apnea test.

For the purpose of (i) and (ii) above, Prescribed Diagnostic Imaging Tests and Prescribed Non-surgical Cancer Treatments shall be payable under Section 3(i) and 3(j) of Part 6 of the Terms and Benefits respectively.

### 3. Definitions

Under this Supplement 1, words and expressions used shall have the following meanings –

“Chinese Medicines” shall mean Chinese medicines legally registered by the Chinese Medicines Board under the Chinese Medicine Council of Hong Kong pursuant to the Chinese Medicine Ordinance (Chapter 549, Laws of Hong Kong) or the equivalent legal authority of any other place providing Chinese medicines treatment.

“Neurologist” shall mean a Registered Medical Practitioner specialising in the diagnosis and treatment of diseases or conditions of the brain and other parts of the nervous system.

“Prosthetic Device” shall mean artificial ears, eyeballs, and/or body limb placed inside or on the surface of the Insured Person’s body.

“Qualified Nurse” shall mean a nurse,  
  
(a) who is duly qualified and is registered with the Nursing Council of Hong Kong pursuant to the Nurses Registration Ordinance (Cap. 164 of the Laws of Hong Kong) or a body of equivalent standing in jurisdictions outside Hong Kong (as reasonably determined by the Company in utmost good faith); and

(b) legally authorised for rendering nursing treatment or service in Hong Kong or the relevant jurisdiction outside Hong Kong where the treatment or service is provided to the Insured Person,

but in no circumstances shall include the following persons – the Insured Person, the Policy Holder, or an insurance intermediary, employer, employee, immediate family member or business partner of the Policy Holder and/or the Insured Person (unless approved in advance by the Company in writing). If the nurse is not duly qualified or registered under the laws of Hong Kong or a body of equivalent

standing in jurisdictions outside Hong Kong (as reasonably determined by the Company in utmost good faith), the Company shall exercise reasonable judgment to determine whether such nurse shall nonetheless be considered qualified and registered.

“Registered  
Chinese Medicine  
Practitioner”

shall mean a Chinese medicine practitioner,

- (a) who is duly qualified and is registered with the Chinese Medicine Council of Hong Kong pursuant to the Chinese Medicine Ordinance (Cap. 549 of the Laws of Hong Kong) or a body of equivalent standing in jurisdictions outside Hong Kong (as reasonably determined by the Company in utmost good faith); and
- (b) legally authorised for rendering Chinese medicine treatment or service in Hong Kong or the relevant jurisdiction outside Hong Kong where the treatment or service is provided to the Insured Person,

but in no circumstances shall include the following persons – the Insured Person, the Policy Holder, or an insurance intermediary, employer, employee, immediate family member or business partner of the Policy Holder and/or the Insured Person (unless approved in advance by the Company in writing). If the practitioner is not duly qualified or registered under the laws of Hong Kong or a body of equivalent standing in jurisdictions outside Hong Kong (as reasonably determined by the Company in utmost good faith), the Company shall exercise reasonable judgment to determine whether such practitioner shall nonetheless be considered qualified and registered.

“Stroke”

shall mean any newly diagnosed cerebrovascular incident caused by infarction of brain tissue, cerebral haemorrhage, subarachnoid haemorrhage, cerebral embolism or cerebral thrombosis. Diagnosis must be supported by all of the following conditions -

- (a) evidence of permanent neurological damage confirmed by a Neurologist at least four (4) weeks after such stroke incident;
- (b) findings on magnetic resonance imaging, computerised tomography, or other reliable imaging techniques consistent with the diagnosis of a new stroke.

The following conditions are excluded -

- (c) Transient ischaemic attacks;
- (d) Vascular disease affecting the eye or optic nerve; and
- (e) Ischaemic disorders of the vestibular system.

## **SUPPLEMENT 2**

### **Bupa Hero VHIS Plan**

(This is to supplement Part 6 of Benefit Provisions of the Terms and Benefits)

#### **Medical Check-up Benefit Provisions**

##### **1. General provisions**

- (a) The benefit under this Supplement 2 is only available if medical check-up benefit is shown on the Benefit Schedule and applicable to an Insured Person who has been continuously covered under Deluxe or Deluxe Pro plan (regardless of its Deductible option) of the Terms and Benefits for a period of twelve (12) months or more. On each Renewal Date, the Insured Person may select either one (1) of the benefits below –
  - (i) benefit payable under Section 2 of this Supplement 2 (applicable to Insured Person Aged eighteen (18) or above as at the relevant Renewal Date); or
  - (ii) benefit payable under Section 3 of this Supplement 2.
- (b) All benefits payable under this Supplement 2 are not subject to any Deductible.

##### **2. Free medical check-up service at designated healthcare provider**

- (a) If the Insured Person has attained Age eighteen (18) or above on the relevant Renewal Date, the Company shall send a redemption letter to the Policy Holder for free medical check-up service within ninety (90) days after the relevant Renewal Date.
- (b) Upon presentation of the redemption letter, the Insured Person can receive one (1) preventative medical check-up service at the Company's designated health screening centre in Hong Kong within the timeframe as specified in the redemption letter which shall not expire earlier than ninety (90) days after the relevant Renewal Date.
- (c) The scope of the check-up service provided shall be determined by the Company at its reasonable discretion, but shall include at least the following –
  - (i) height and weight measure;
  - (ii) chest X-ray;
  - (iii) complete blood count test;
  - (iv) renal function tests; and
  - (v) full medical report with follow-up doctor consultation for explanation.

### **3. Reimbursement of medical check-up expenses**

- (a) This benefit shall be payable for the fees charged for one (1) or more medical check-up service received by the Insured Person at a legally registered health service provider on an out-patient basis in the applicable area of cover as specified in the Benefit Schedule (as defined under Section 1(a) of Supplement 5) within the Policy Year. The Company shall reimburse the actual medical check-up expenses incurred up to the benefit limit as stated in the Benefit Schedule.
- (b) Benefit payable under this Section 3 is not subject to any Age restriction of the Insured Person.
- (c) For the avoidance of doubt, this benefit shall not be payable for any medical check-up service received outside the applicable area of cover.

### **4. No double reimbursements of medical check-up expenses**

In the same Policy Year, the Company shall pay the benefit either under Section 2 or Section 3 of this Supplement 2. If the Insured Person has received the benefits under both Sections 2 and 3 of this Supplement 2 within the same Policy Year, the Policy Holder shall repay the reimbursed amount under Section 3 of this Supplement 2 to the Company immediately upon the Company's reasonable request.

## SUPPLEMENT 3

### Bupa Hero VHIS Plan

(This is to supplement Part 3 of Premium Provisions of the Terms and Benefits)

#### Family Discount Provisions

##### 1. General provisions

- (a) The family discount stated in this Supplement 3 will be applied before the application of any other discount which is not stated in this Supplement 3.
- (b) Any levy payable in respect of the Standard Premium and any Premium Loading paid for these Terms and Benefits shall be calculated after applying all discounts under this Supplement 3.

##### 2. Family discount

- (a) On the Policy Effective Date and any Renewal Date, a family discount will be deducted from the premium payable for the Policy Year starting from the Policy Effective Date or the relevant Renewal Date, provided that either one (1) of the requirements under Section 2(b) below is fulfilled.
- (b) The family discount will be equal to the Standard Premium and any Premium Loading paid for these Terms and Benefits in respect of the Policy Year starting from the Policy Effective Date or the relevant Renewal Date multiplied by any one (1) of the family discount rates below –

Requirements	Family discount rate
Two (2) Eligible Family Members are insured under the policies of “Bupa Hero VHIS Plan” (including this Policy) on the Policy Effective Date or Renewal Date, whichever is later	Ten percent (10%)
Three (3) or more Eligible Family Members are insured under the policies of “Bupa Hero VHIS Plan” (including this Policy) on the Policy Effective Date or Renewal Date, whichever is later	Fifteen percent (15%)

- (c) For the avoidance of doubt, in counting the required number of Eligible Family Members under Section 2(b) above, each Eligible Family Member shall only be considered as one (1) Eligible Family Member regardless of the number of “Bupa Hero VHIS Plan” policy issued for that Eligible Family Member.

- (d) In the event that the required number of Eligible Family Members set out in Section 2(b) above cannot be fulfilled after a family discount has been applied for a Policy Year, the family discount shall be recalculated for such Policy Year based on requirements set out in Section 2(b) above. The Policy Holder shall repay to the Company the difference between the family discount already applied by the Company and the recalculated actual eligible family discount upon the Company's reasonable request.
- (e) For the purpose of this Section 2, "Eligible Family Member" shall mean –
  - (i) the Policy Holder;
  - (ii) spouse or domestic partner of the Policy Holder. Domestic partner shall mean civil partner, or the person (of same or different sex), with whom the Policy Holder lives with in a continuous, committed, exclusive relationship during which period neither the Policy Holder nor that person was or is married to or partnered with any other person;
  - (iii) child of the Policy Holder or the Policy Holder's domestic partner (including any child born out of wedlock or under legal custody, adoptive child and stepchild);
  - (iv) parents of the Policy Holder, the Policy Holder's spouse or the Policy Holder's domestic partner;
  - (v) siblings of the Policy Holder or the Policy Holder's spouse;
  - (vi) grandparents of the Policy Holder or the Policy Holder's spouse; or
  - (vii) grandchildren of the Policy Holder.

## SUPPLEMENT 4

### Bupa Hero VHIS Plan

(This is to supplement Part 4 of Renewal Provisions of the Terms and Benefits)

#### Change of Deductible Provisions

##### 1. General provisions

The Policy Holder may apply to the Company in writing at least thirty (30) days before the Renewal Date for a variation of the Deductible under the Terms and Benefits. If the Company approves the application for variation of Deductible, claims for expenses incurred after variation of the Deductible shall be subject to the varied Deductible from the relevant Renewal Date.

##### 2. Increasing Deductible

The Company shall approve the application for increasing Deductible without any re-underwriting.

##### 3. Reducing or removing Deductible

- (a) Except for exercising the right under Section 3(b) of this Supplement 4 below, all applications for reducing or removing Deductible are subject to re-underwriting of the Company. Approval shall be given subject to the prevailing underwriting guideline of the Company.
- (b) The Policy Holder can exercise a one-off right to reduce or remove the Deductible without re-underwriting, provided that –
  - (i) the request is made not less than thirty (30) days prior to the Renewal Date on or immediately following the date that the Insured Person attains the Age of fifty (50), fifty-five (55), sixty (60), sixty-five (65), seventy (70), seventy-five (75), eighty (80) or eighty-five (85);
  - (ii) such right to reduce or remove the Deductible without re-underwriting can only be exercised once during the lifetime of the Insured Person;
  - (iii) the Insured Person has been covered under the Policy continuously for two (2) consecutive Policy Years; and
  - (iv) the Insured Person has not reduced the Deductible within the previous two (2) Policy Years and this condition does not apply when the Insured Person exercises the right to remove or reduce the Deductible without re-underwriting at the Age of eighty-five (85).

The Policy Holder can choose whether or not to exercise such right and the Age to exercise such right.

## SUPPLEMENT 5

### Bupa Hero VHIS Plan

(This is to supplement Part 6 of Benefit Provisions of the Terms and Benefits)

#### Limitations and Claims Provisions

##### 1. Territorial scope of cover

- (a) For the purpose of these Terms and Benefits, all benefits are subject to the applicable area of cover (i.e. “Asia, Australia and New Zealand” or “Worldwide excluding the United States”) as specified in the Benefit Schedule. For the purpose of these Terms and Benefits –

“Asia, Australia and New Zealand” shall mean Afghanistan, Australia, Bangladesh, Bhutan, Brunei, Cambodia, mainland China, Hong Kong, India, Indonesia, Japan, Kazakhstan, Kyrgyzstan, Laos, Macau, Malaysia, Maldives, Mongolia, Myanmar, Nepal, New Zealand, North Korea, Pakistan, the Philippines, Singapore, South Korea, Sri Lanka, Taiwan, Tajikistan, Thailand, Timor-Leste, Turkmenistan, Uzbekistan and Vietnam.

- (b) For organ transplant surgery performed in the applicable area of cover (except Hong Kong), all benefits described in these Terms and Benefits are subject to the limitation and benefit reduction as stated in Section 2 of this Supplement 5 below.
- (c) For any Eligible Expenses and other expenses incurred outside the applicable area of cover, the final amount payable under the Terms and Benefits shall be calculated according to the formula as stated in Section 4(b) of this Supplement 5, and in so doing,
- (i) the benefit limits under Sections 3(a) to (k) of Part 6 of the Standard Plan Terms and Benefits shall apply;
  - (ii) no benefit shall be payable under Sections 3(l) of Part 6, Section 2 of Supplement 1 and Section 3 of Supplement 2 of these Terms and Benefits; and
  - (iii) the restrictions on the choice of ward class as stated in Section 3 of this Supplement 5 shall not apply.

For the avoidance of doubt, the applicable Standard Plan Terms and Benefits shall refer to the version as is referred to under Sections 1(a), (b) or (c) of Part 4 of the Terms and Benefits.

- (d) Section 2 of Supplement 2 of these Terms and Benefits, if applicable, shall be payable for eligible expenses incurred at designated healthcare providers in Hong Kong only.

##### 2. Additional geographical limitation and reduction of benefits for organ transplant surgery performed in the applicable area of cover (except Hong Kong)

- (a) The reduction of benefits under this Section 2 only applies to organ transplant surgery performed in the applicable area of cover (except Hong Kong).

- (b) If the Insured Person has obtained pre-approval from the Company pursuant to the approval procedure specified in the membership guide and Eligible Expenses and other expenses are incurred for organ transplant surgery performed in the applicable area of cover (except Hong Kong) under Sections 3(a) to (i) and (k) of Part 6 of the Terms and Benefits and Sections 2(a), (b), (f), (g), (h) and (i) of Supplement 1, the calculation of benefit payment under Section 4(a) of this Supplement 5 shall apply, and in so doing,
  - (i) the aggregate benefit limit for organ transplant surgery performed in the applicable area of cover (except Hong Kong) as stated in the Benefit Schedule shall apply; and
  - (ii) the respective benefit limits under Sections 2(a), (b), (f), (g), (h) and (i) of Supplement 1 shall still apply.
- (c) If the Insured Person has not obtained pre-approval from the Company in receiving organ transplant surgery performed in the applicable area of cover (except Hong Kong) and Eligible Expenses are incurred for organ transplant surgery performed in the applicable area of cover (except Hong Kong), the calculation of benefit payment under Section 4(b) of this Supplement 5 shall apply, and in so doing,
  - (i) the benefit limits under Sections 3(a) to (i) and (k) of Part 6 of the Standard Plan Terms and Benefits shall apply;
  - (ii) no benefit shall be payable under Sections 2(a), (b), (f), (g), (h) and (i) of Supplement 1; and
  - (iii) the restrictions on the choice of ward class as stated in Section 3 of this Supplement 5 and the aggregate benefit limit for organ transplant surgery performed in the applicable area of cover (except Hong Kong) as stated in the Benefit Schedule shall not apply.

For the avoidance of doubt, the applicable Standard Plan Terms and Benefits shall refer to the version as is referred to under Sections 1(a), (b) or (c) of Part 4 of the Terms and Benefits.

- (d) For the avoidance of doubt, the Eligible Expenses incurred for organ transplant surgery performed outside the applicable area of cover (except Hong Kong) shall be payable in accordance with Section 1(c) of this Supplement 5 and the final amount payable shall be calculated according to the formula as stated in Section 4(b) of this Supplement 5. The restrictions on the choice of ward class as stated in Section 3 of this Supplement 5 and the aggregate benefit limit for organ transplant surgery performed in the applicable area of cover (except Hong Kong) as stated in the Benefit Schedule shall not apply.
- (e) Where the Insured Person undergoes an organ transplant surgery in Hong Kong as a recipient, the Eligible Expenses incurred for such surgery shall be payable in accordance with Section 3 of Part 6 of the Terms and Benefits and Section 2 of Supplement 1 (if applicable) and shall not be subject to the aggregate benefit limit and reduction of benefit as stated in Section 2 of this Supplement 5.

### **3. Choice of ward class and adjustment for voluntary upgrade**

- (a) The benefits described in these Terms and Benefits are subject to the restriction in choice of

ward class at the designated geographical locations as stated in the Benefit Schedule.

- (b) For the purpose of Section 4 and subject to Section 3(c) of this Supplement 5 below, if the Insured Person is Confined in room of class higher than the restricted ward class at the designated geographical location specified in the Benefit Schedule for any treatment or service, benefits payable under the Terms and Benefits in relation to such days of Confinement shall be subject to the adjustment as follows –

	Restricted ward class	Actual Confined ward class	Adjustment
(i)	Semi-Private Room	Standard Private Room	Multiplied by a fifty percent (50%) adjustment factor
(ii)	Semi-Private Room	Above Standard Private Room including suite, VIP or deluxe room	The benefit limits of the Standard Plan Terms and Benefits shall apply
(iii)	Standard Private Room	Above Standard Private Room including suite, VIP or deluxe room	The benefit limits of the Standard Plan Terms and Benefits shall apply

- (c) The benefits payable under the Terms and Benefits shall not be subject to the adjustment in Section 3(b) above if the Insured Person is Confined in a room at a higher level ward class at a result of –
- (i) unavailability of a restricted or lower ward class due to room shortage at the Hospital for Emergency Treatment;
  - (ii) Confinement in isolation that requires a specific ward class; or
  - (iii) any other reason not involving the Insured Person’s own individual preference for the Confined ward class.
- (d) If the benefits payable under the Terms and Benefits after applying the adjustment factor under Section 3(b)(i) above (before the application of any applicable remaining balance of Deductible) is lower than the benefits payable according to the remaining balance of the Standard Plan Terms and Benefits (before application of any applicable remaining balance of Deductible), the Company shall pay the higher amount claimable under the Standard Plan Terms and Benefits.
- (e) For the avoidance of doubt, the applicable Standard Plan Terms and Benefits shall refer to the version as is referred to under Sections 1(a), (b) or (c) of Part 4 of the Terms and Benefits, and the benefit amount payable thereunder shall be subject to any applicable remaining balance of Deductible.
- (f) For the purpose of these Terms and Benefits,
- (i) “Semi Private Room” shall mean a room categorised as a semi-private or second class room by a Hospital in Hong Kong, or a room in Hospital outside of Hong Kong shared by

no more than three (3) people but excluding any Standard Private Room or above.

- (ii) "Standard Private Room" shall mean a room categorised as single, private or first class room by a Hospital with a private bathroom, but without any kitchen, dining room or sitting room.

**4. The calculation of benefit payment under the Terms and Benefits**

- (a) For any expenses incurred within the applicable area of cover, except where any of the Standard Plan Applicable Situations (as defined under Section 4(b) below) is applicable, the final amount payable under the Terms and Benefits shall be calculated according to the formula below –

$$\left[ \left[ \begin{array}{l} \text{Amount of Eligible Expenses} \\ \text{or other expenses} \\ \text{payable} \\ \text{according to the} \\ \text{Terms and} \\ \text{Conditions and} \\ \text{Supplements,} \\ \text{after applying} \\ \text{exclusion and} \\ \text{before applying} \\ \text{the benefit limits} \end{array} \right] \times \begin{array}{l} \text{times} \\ \\ \text{Adjustment} \\ \text{factor under} \\ \text{Section 3(b)(i)} \\ \text{of this} \\ \text{Supplement 5} \\ \text{(if applicable)} \end{array} \right] \text{ subject to } \left[ \begin{array}{l} \text{Remaining} \\ \text{balance of the} \\ \text{benefit limits as} \\ \text{stated in the} \\ \text{Benefit Schedule} \\ \text{(if applicable)} \end{array} \right] \text{ less } \begin{array}{l} \text{Any} \\ \text{remaining} \\ \text{balance of} \\ \text{Deductible} \\ \text{(if applicable)} \end{array}$$

- (b) For benefits payable –

- (i) in accordance with Section 1(c) above for any Eligible Expenses incurred outside the applicable area of cover;
  - (ii) in accordance with Section 2(c) above; or
  - (iii) where the adjustment under Section 3(b)(ii) or Section 3(b)(iii) above is applicable
- (collectively referred to as "Standard Plan Applicable Situations"),

the final amount payable under the Terms and Benefits shall be calculated according to the formula below –

$$\left[ \begin{array}{l} \text{Amount of Eligible Expenses} \\ \text{payable according to Sections} \\ \text{3(a) to (l) of Part 6 of the} \\ \text{Standard Plan Terms and} \\ \text{Benefits, after applying exclusion} \\ \text{of the Standard Plan Terms and} \\ \text{Benefits and before applying the} \\ \text{benefit limits of the Standard Plan} \\ \text{Terms and Benefits} \end{array} \right] \text{ subject to } \left[ \begin{array}{l} \text{Remaining balance} \\ \text{of the benefit limits} \\ \text{as stated in the} \\ \text{benefit schedule of} \\ \text{the Standard Plan} \\ \text{Terms and Benefits} \\ \text{(if applicable) ##} \end{array} \right] \text{ less } \begin{array}{l} \text{Any} \\ \text{remaining} \\ \text{balance of} \\ \text{Deductible} \\ \text{(if applicable)} \end{array}$$

## In the case of Section 4(b)(i) above, the applicable benefit limits as stated in Section 1(c)(i); in the case of Section 4(b)(ii) above, the applicable benefit limits as stated in Section 2(c)(i), and in the case of Section 4(b)(iii) above, the applicable benefit limits as stated in Section 3(b)(ii) and (iii).

If the benefits payable under the Standard Plan Applicable Situations (before application of any applicable remaining balance of Deductible) have exhausted the applicable benefit limits of the relevant Policy Year as specified in the benefit schedule of Standard Plan Terms and Benefits, no further benefit shall be payable under any Standard Plan Applicable Situations.

For the avoidance of doubt, when Standard Plan Terms and Benefits apply, no benefit shall be payable for

- (i) any psychiatric treatments received outside Hong Kong under Section 3(l) of Part 6 of the Standard Plan Terms and Benefits; and
  - (ii) any benefits under Supplement 1 and Supplement 2 of these these Terms and Benefits.
- (c) If there are any Eligible Expenses or other expenses payable under the Terms and Benefits that have been reimbursed under any other insurance coverage or as otherwise described in Section 13 of Part 7 of the Terms and Benefits, the remaining balance of Deductible in the relevant Policy Year, if applicable, shall be reduced by such reimbursed amount.
- (d) All benefits payable in accordance with the Terms and Benefits (including the Standard Plan Terms and Benefits, if applicable), shall be subject to the application of any applicable remaining balance of Deductible, and such benefits payable before the application of any applicable remaining balance of Deductible shall be counted towards the Annual Benefit Limit of the relevant Policy Year as specified in the Benefit Schedule.

## SUPPLEMENT 6

### Bupa Hero VHIS Plan

(This is to supplement Part 6 of Benefit Provisions of the Terms and Benefits)

#### 1. First-dollar coverage – Deductible waived for Cancer

The terms and conditions stated in this Supplement 6 are not applicable to Bupa Hero VHIS Plan with zero dollar (\$0) Deductible option shown in the Benefit Schedule.

While this Policy is in force, under the circumstances where the Insured Person suffers from Cancer (as defined in Section 2 of this Supplement 6) and, upon the written recommendation of the attending Registered Medical Practitioner, receives any Medical Services after Cancer is diagnosed and as a direct result of the Cancer, in calculation of the final amount payable under the Terms and Benefits according to the formula as stated in Section 4 of Supplement 5, the remaining balance of Deductible (if any and if applicable) for such Medical Services shall be reduced to zero dollars (\$0). The Company shall pay the Eligible Expenses and/or other expenses charged on such Medical Services for Cancer before the entire Deductible is met.

In the event that the Deductible is waived for a claim of Eligible Expenses and/or other expenses incurred for Cancer in accordance with the terms of this Supplement 6 (i.e. the Policy Holder is not required to pay the Deductible amount for such claim), the remaining balance of Deductible in the relevant Policy Year, if any and if applicable, shall not be reduced by such amount of Eligible Expenses and/or other expenses payable paid by the Company.

For the avoidance of doubt, this Supplement 6 shall only be applicable to the Medical Services arising from Cancer defined under Sections 1 and 2 of this Supplement 6. Where the Eligible Expenses and/or other expenses involve Medical Services for both Cancer and any Disabilities other than Cancer, and apportionment of the expenses is not available, the expenses in entirety shall be regarded as Eligible Expenses and/or other expenses charged on Medical Services for Cancer.

The definition of the Cancer is provided in Section 2 of this Supplement 6. The Cancer must be confirmed by the Insured Person's attending Registered Medical Practitioner in writing and supported by clinical, radiological, histological or laboratory evidence reasonably acceptable to the Company.

For the avoidance of doubt, this Supplement 6 shall not be applicable to any Policies where the selected Deductible option is zero dollars (\$0).

#### 2. Definitions

Under this Supplement 6, words and expressions used shall have the following meanings –

“Cancer” shall mean the presence of a malignant tumour that is characterised by progressive, uncontrolled growth of malignant cells and invasion and destruction of normal and surrounding tissue. Cancer must be positively diagnosed with histopathological confirmation. This also includes leukaemia, lymphoma or sarcoma. The following are excluded:

- (a) Carcinoma-in-situ, cervical dysplasia (CIN-1, CIN-2, CIN-3) or pre-malignant conditions which are confirmed histologically;
- (b) All skin cancers other than malignant melanomas;
- (c) Prostate cancers which are histologically described as TNM Classification T1(a) or T1(b) according to the 8th edition of the TNM staging system established by the American Joint Committee on Cancer (AJCC) and the Union for International Cancer Control (UICC), or a class (or stage) of equivalent or lower under other staging system;
- (d) Chronic Lymphocytic Leukaemia classified as Stages 0, I and II according to Rai staging system;
- (e) Thyroid cancers which are histologically described as TNM classification T1N0M0 according to the 8th edition of the TNM staging system established by the American Joint Committee on Cancer (AJCC) and the Union for International Cancer Control (UICC), or a class (or stage) of equivalent or lower under other staging system.

## **SUPPLEMENT 7**

### **Bupa Hero VHIS Plan**

#### **Inclusion of VAT and GST as Eligible Expenses**

This Supplement shall be attached to and form part of the Terms and Benefits. Unless otherwise defined, words and expressions used in the Terms and Benefits shall have the same meanings when they are used in this Supplement.

This Supplement shall take effect from 1 January 2022 ("Effective Date").

With effect from the Effective Date, the following terms and conditions shall be applied to the Terms and Benefits –

1. With respect to any Eligible Expenses incurred on or after the Effective Date, the terms and conditions in this Supplement shall be applicable, and Eligible Expenses shall include the VAT and GST (if any) charged or imposed on the expenses incurred for Medical Services rendered with respect to a Disability.
2. For the purpose of Section 13 of Part 7 of the Terms and Benefits, any VAT and GST which is refunded to the Policy Holder or Insured Person (as the case may be) shall be excluded pursuant to such Section 13, and shall not be recoverable under the Terms and Benefits.

#### **Definition**

"VAT and GST " shall mean value added taxes, goods and services taxes or other taxes, duties or levies of a similar nature, which may be charged or imposed by the relevant tax or similar authorities or governmental departments on the expenses incurred for Medical Services rendered with respect to a Disability

Benefit Schedule

<b>Area of cover</b>		Worldwide excluding the United States <sup>(1)</sup>
<b>Restricted ward class</b>		Standard Private Room
<b>Deductible for benefit items (a) to (l) of 1) basic benefits and (a) to (k) of 2) enhanced benefits</b>		HKD \$12,000 per Policy Year
<b>First-dollar coverage – Deductible waived for Cancer <sup>(2)(3)</sup></b>		The remaining balance of Deductible (if any) after diagnosis shall be reduced to zero dollars (\$0) for the Medical Services if the Insured Person – <ul style="list-style-type: none"> <li>• suffers from Cancer <sup>(2)(3)</sup>; and</li> <li>• upon the written recommendation of the attending Registered Medical Practitioner, receives any Medical Services as a direct result of the Cancer <sup>(2)(3)</sup> for which benefits are payable under benefit items (a) to (l) of 1) basic benefits and/or (a) to (k) of 2) enhanced benefits.</li> </ul>
<b>1</b>	<b>Basic benefits</b>	
<b>Benefit items <sup>(4)</sup></b>		<b>Benefit limit (in HKD)</b>
a	Room and board	Full cover <sup>(7)</sup>
b	Miscellaneous charges	Full cover <sup>(7)</sup> (Subject to benefit limit of benefit item (i) “Prosthetic Device” under 2) enhanced benefits)
c	Attending doctor's visit fee	Full cover <sup>(7)</sup>
d	Specialist's fee <sup>(3)</sup>	
e	Intensive care	
f	Surgeon's fee (regardless of the surgical category)	
g	Anaesthetist's fee (regardless of the surgical category)	
h	Operating theatre charges (regardless of the surgical category)	
i	Prescribed Diagnostic Imaging Tests <sup>(3)(5)</sup>	
j	Prescribed Non-surgical Cancer Treatments <sup>(6)</sup>	
k	Pre- and post-Confinement / Day Case Procedure outpatient care <sup>(3)</sup>	Full cover <sup>(7)</sup> for the following specified visits <sup>(8)</sup> : <ul style="list-style-type: none"> <li>• 1 prior outpatient visit or Emergency consultation per Confinement/Day Case Procedure taking place more than 90 days before admission or Day Case Procedure;</li> <li>• all prior outpatient visits or Emergency consultations per Confinement/Day Case Procedure taking place within 90 days before admission or Day Case Procedure; and</li> <li>• all follow-up outpatient visits per Confinement/Day Case Procedure (within 365 days after discharge from Hospital or completion of Day Case Procedure).</li> </ul>
l	Psychiatric treatments	Full cover <sup>(7)</sup>
<b>2</b>	<b>Enhanced benefits</b>	
<b>Benefit items <sup>(4)</sup></b>		<b>Benefit limit (in HKD)</b>
a	Private nursing <sup>(3)</sup>	Full cover <sup>(7)</sup> (Maximum 90 days per Policy Year)

b	Companion bed	Full cover <sup>(7)</sup>
c	Emergency outpatient treatment for Accidents	Full cover <sup>(7)</sup>
d	Day Patient kidney dialysis <sup>(3)</sup>	Full cover <sup>(7)</sup>
e	Complications of pregnancy	\$230,000 per Policy Year
f	Rehabilitation	\$3,300 per day (Maximum 90 days per Disability per Policy Year) (Subject to pre-approval by the Company)
g	Hospice and palliative care <sup>(3)</sup>	\$150,000 per Policy Year
h	Consultation or acupuncture by a Registered Chinese Medicine Practitioner after Confinement or specific treatments	\$850 per visit (Maximum 20 visits per Policy Year)
i	Prosthetic Device <sup>(3)</sup>	\$150,000 per item per Policy Year
j	Home facility enhancement due to Stroke <sup>(3)</sup>	\$100,000 per Policy Year (Completed within 180 days after discharge from Hospital due to Stroke)
k	Non-Confinement sleep apnea test <sup>(3)</sup>	Full cover <sup>(7)</sup> for non-Confinement sleep apnea test and the following specified visits <sup>(8)</sup> : <ul style="list-style-type: none"> <li>• 1 prior outpatient visit per non-Confinement sleep apnea test taking place more than 90 days before such sleep apnea test;</li> <li>• all prior outpatient visits per non-Confinement sleep apnea test taking place within 90 days before such sleep apnea test; and</li> <li>• all follow-up outpatient visits per non-Confinement sleep apnea test (within 365 days after completion of such sleep apnea test).</li> </ul>

<b>3</b>	<b>Medical check-up benefit</b>
	<p>If the Insured Person has been continuously covered under the Deluxe Pro plan (regardless of its Deductible option) for twelve (12) months or more, the Insured Person can enjoy either one (1) of the following medical check-up benefits per Policy Year starting from the second Policy Year –</p> <p>(i) Redeem one (1) free medical check-up service at designated healthcare providers in Hong Kong by presenting the redemption letter issued by the Company (not applicable to Insured Person below Age eighteen (18)); or</p> <p>(ii) Reimburse the fees charged for one (1) or more medical check-up service received in any area excluding the United States <sup>(1)</sup> within the Policy Year up to a maximum benefit limit of HKD 4,800 per Policy Year.</p>
<b>4</b>	<b>Other limits</b>
Aggregate benefit limit for benefit items (a) – (i) and (k) under 1) basic benefits and (a), (b), (f), (g), (h) and (i) under 2) enhanced benefits for organ transplant surgery <sup>(9)</sup>	<p>Any area excluding the United States <sup>(1)</sup> and Hong Kong: \$1,800,000 per Policy Year (Subject to pre-approval by the Company)</p> <p>Hong Kong: Subject to Annual Benefit Limit</p>
Annual Benefit Limit for all items under 1) basic benefits and 2) enhanced benefits	\$40,000,000 per Policy Year
Lifetime Benefit Limit for all items under 1) basic benefits and 2) enhanced benefits	Nil

## Notes

- (1) For medical expenses incurred in the United States, the benefits payable for the benefit items under 1) basic benefits will be subject to the corresponding benefit limits under the Standard Plan Terms and Benefits and no benefits shall be payable under 2) enhanced benefits. Please refer to Supplement 5 for details.
- (2) Please refer to Supplement 6 for details. The definition of Cancer is subject to excluded conditions.
- (3) The Company shall have the right to ask for proof of recommendation e.g. written referral or testifying statement on the claim form by the attending doctor or Registered Medical Practitioner.
- (4) Unless otherwise specified, Eligible Expenses or covered expenses incurred in respect of the same item shall not be recoverable under more than one (1) benefit item in the table above.
- (5) Tests covered here only include computed tomography ("CT" scan), magnetic resonance imaging ("MRI" scan), positron emission tomography ("PET" scan), PET-CT combined and PET-MRI combined.
- (6) Treatments covered here only include radiotherapy, chemotherapy, targeted therapy, immunotherapy and hormonal therapy.
- (7) Full cover shall mean no itemised benefit sublimit.
- (8) Claims for the Eligible Expenses incurred on prior outpatient visits or Emergency consultations (if applicable) shall be submitted to the Company within ninety (90) days after (a) the date on which the Insured Person is discharged from the Hospital or (b) the date on which the Day Case Procedure/non-Confinement sleep apnea test is performed, as the case may be.
- (9) Please refer to Supplement 5 for details.

## Schedule of Surgical Procedures

Procedure / Surgery		Category
<b>ABDOMINAL AND DIGESTIVE SYSTEM</b>		
Oesophageal / stomach / duodenum	Excision of oesophageal lesion / destruction of lesion or tissue of oesophagus, cervical approach	Major
	Highly selective vagotomy	Major
	Laparoscopic fundoplication	Major
	Laparoscopic repair of hiatal hernia	Major
	Oesophagogastroduodenoscopy (OGD) +/- biopsy and/or polypectomy	Minor
	OGD with removal of foreign body	Minor
	OGD with ligation / banding of oesophageal/ gastric varices	Intermediate
	Oesophagectomy	Complex
	Total oesophagectomy and interposition of intestine	Complex
	Percutaneous gastrostomy	Minor
	Permanent gastrostomy / gastroenterostomy	Major
	Partial gastrectomy +/- jejunal transposition	Major
	Partial gastrectomy with anastomosis to duodenum / jejunum	Major
	Partial gastrectomy with anastomosis to oesophagus	Complex
	Proximal gastrectomy / radical gastrectomy / total gastrectomy +/- intestinal interposition	Complex
	Suture of laceration of duodenum / patch repair, duodenal ulcer	Major
	Vagotomy and / or pyloroplasty	Major
	Jejunum, ileum and large intestine	Appendicectomy, open or laparoscopic
Anal fissurectomy		Minor
Anal fistulotomy / fistulectomy		Intermediate
Incision & drainage of perianal abscess		Minor
Delorme operation for repair of prolapsed rectum		Major
Colonoscopy +/- biopsy		Minor
Colonoscopy with polypectomy		Minor
Sigmoidoscopy		Minor
Haemorrhoidectomy, internal or external		Intermediate
Injection / banding of haemorrhoid		Minor
Ileostomy or colostomy		Major
Anterior resection of rectum, open or laparoscopic		Complex
Abdominoperineal resection, open or laparoscopic		Complex
Colectomy, open or laparoscopic		Complex
Low anterior resection of rectum, open or laparoscopic		Complex
Reduction of volvulus or intussusception		Intermediate
Resection of small intestine and anastomosis		Major

Procedure / Surgery		Category
Biliary tract	Cholecystectomy, open or laparoscopic	Major
	Endoscopic retrograde cholangio-pancreatography (ERCP)	Intermediate
	ERCP with papilla operation, stone extraction or other associated operation	Intermediate
Liver	Fine needle aspiration (FNA) biopsy of liver	Minor
	Liver transplantation	Complex
	Marsupialization of lesion / cyst of liver or drainage of liver abscess, open approach	Major
	Removal of liver lesion, open or laparoscopic	Major
	Sub-segmentectomy of liver, open or laparoscopic	Major
	Segmentectomy of liver, open or laparoscopic	Complex
	Wedge resection of liver, open or laparoscopic	Major
Pancreas	Closed biopsy of pancreatic duct	Intermediate
	Excision / destruction of lesion of pancreas or pancreatic duct	Major
	Pancreaticoduodenectomy (Whipple's Operation)	Complex
Abdominal wall	Exploratory laparotomy	Major
	Laparoscopy / peritoneoscopy	Intermediate
	Unilateral repair of inguinal hernia, open or laparoscopic	Intermediate
	Bilateral repair of inguinal hernia, open or laparoscopic	Major
	Unilateral herniotomy / herniorrhaphy, open or laparoscopic	Intermediate
	Bilateral herniotomy / herniorrhaphy, open or laparoscopic	Major
<b>BRAIN AND NERVOUS SYSTEM</b>		
Brain	Brain biopsy	Major
	Burr hole(s)	Intermediate
	Craniectomy	Complex
	Cranial nerve decompression	Complex
	Irrigation of cerebroventricular shunt	Minor
	Maintenance removal of cerebroventricular shunt, including revision	Intermediate
	Creation of ventriculoperitoneal shunt or subcutaneous cerebrospinal fluid reservoir	Major
	Clipping of intracranial aneurysm	Complex
	Wrapping of intracranial aneurysm	Complex
	Excision of arteriovenous malformation, intracranial	Complex
	Excision of acoustic neuroma	Complex
	Excision of brain tumour or brain abscess	Complex
	Excision of cranial nerve tumour	Complex
	Radiofrequency thermocoagulation of trigeminal ganglion	Intermediate
	Closed trigeminal rhizotomy using radiofrequency	Major
	Decompression of trigeminal nerve root/ open trigeminal rhizotomy	Complex
Excision of brain, including lobectomy	Complex	

Procedure / Surgery		Category
	Hemispherectomy	Complex
Spine	Lumbar puncture or cisternal puncture	Minor
	Decompression of spinal cord or spinal nerve root	Major
	Cervical sympathectomy	Intermediate
	Thoracoscopic or lumbar sympathectomy	Major
	Excision of intraspinal tumour, extradural or intradural	Complex
<b>CARDIOVASCULAR SYSTEM</b>		
Heart	Cardiac catheterization	Intermediate
	Coronary artery bypass graft (CABG)	Complex
	Cardiac transplantation	Complex
	Insertion of cardiac pacemaker	Intermediate
	Pericardiocentesis	Minor
	Pericardiotomy	Major
	Percutaneous transluminal coronary angioplasty (PTCA) and related procedures, including use of laser, stenting, motor-blade, balloon angioplasty, radiofrequency ablation technique, etc.	Major
	Pulmonary valvotomy, Balloon / Transluminal laser / Transluminal radiofrequency	Major
	Percutaneous valvuloplasty	Major
	Balloon aortic / mitral valvotomy	Major
	Closed heart valvotomy	Complex
	Open heart valvuloplasty	Complex
Valve replacement	Complex	
Vessels	Intra-abdominal venous shunt/ spleno-renal shunt / portal-caval shunt	Complex
	Resection of abdominal vessels with replacement / anastomosis	Complex
<b>ENDOCRINE SYSTEM</b>		
Adrenal Gland	Unilateral adrenalectomy, laparoscopic or retroperitoneoscopic	Major
	Bilateral adrenalectomy, laparoscopic or retroperitoneoscopic	Complex
Pineal gland	Total excision of pineal gland	Complex
Pituitary Gland	Operation of pituitary tumour	Complex
Thyroid Gland	Fine needle aspiration (FNA) of thyroid gland +/- imaging guidance	Minor
	Hemithyroidectomy / partial thyroidectomy / subtotal thyroidectomy / parathyroidectomy	Major
	Total thyroidectomy / complete parathyroidectomy / robotic-assisted total thyroidectomy	Major
	Excision of thyroglossal cyst	Intermediate
<b>EAR/ NOSE / THROAT / RESPIRATORY SYSTEM</b>		
Ear	Canaloplasty for aural atresia / stenosis	Major
	Excision of preauricular cyst / sinus	Minor

Procedure / Surgery	Category	
	Haematoma auris, drainage / buttoning / excision	Minor
	Meatoplasty	Intermediate
	Removal of foreign body	Minor
	Excision of middle ear tumour via tympanotomy	Major
	Myringotomy +/- insertion of tube	Minor
	Myringoplasty / tympanoplasty	Major
	Ossiculoplasty	Major
	Labyrinthectomy, total / partial excision	Major
	Mastoidectomy	Major
	Operation on cochlea and / or cochlear implant	Complex
	Operation on endolymphatic sac / decompression of endolymphatic sac	Major
	Repair of round window or oval window fistula	Intermediate
	Tympanosympathectomy	Major
	Vestibular neurectomy	Intermediate
Nose, mouth and pharynx	Antral puncture and lavage	Minor
	Cauterization of nasal mucosa / control of epistaxis	Minor
	Closed reduction for fracture nasal bone	Minor
	Closure of oro-antral fistula	Intermediate
	Dacryocystorhinostomy	Intermediate
	Excision of lesion of nose	Minor
	Nasopharyngoscopy / rhinoscopy +/- including rhinoscopic biopsy +/- removal of foreign body	Minor
	Polypectomy of nose	Minor
	Caldwell-Luc operation / Maxillary sinusectomy with Caldwell-Luc approach	Intermediate
	Endoscopic sinus surgery on ethmoid / maxillary / frontal / sphenoid sinuses	Intermediate
	Extended endoscopic frontal sinus surgery with trans-septal frontal sinusotomy	Major
	Frontal sinusotomy or ethmoidectomy	Intermediate
	Frontal sinusectomy	Major
	Functional endoscopic sinus surgery (FESS)	Major
	Functional endoscopic sinus surgery (FESS) bilateral	Complex
	Maxillary / sphenopalatine / ethmoid artery ligation	Intermediate
	Other intranasal operation, including use of laser (excluding simple rhinoscopy, biopsy and cauterisation of vessel)	Intermediate
	Rhinoplasty	Intermediate
	Resection of nasopharyngeal tumour	Intermediate
	Sinocopy +/- biopsy	Minor
	Septoplasty +/- submucous resection of septum	Intermediate

Procedure / Surgery		Category
	Submucous resection of nasal septum	Intermediate
	Turbinectomy / submucous turbinectomy	Intermediate
	Adenoidectomy	Minor
	Tonsillectomy +/- adenoidectomy	Intermediate
	Excision of pharyngeal pouch / diverticulum	Intermediate
	Pharyngoplasty	Intermediate
	Sleep related breathing disorder – hyoid suspension, maxilla / mandible / tongue advancement, laser suspension / resection, radiofrequency ablation assisted uvulopalatopharyngoplasty, uvulopalatopharyngoplasty	Intermediate
	Marsupialization / excision of ranula	Intermediate
	Parotid gland removal, superficial	Intermediate
	Parotid gland removal / parotidectomy	Major
	Removal of submandibular salivary gland	Intermediate
	Submandibular duct relocation	Intermediate
	Submandibular gland excision	Intermediate
	Respiratory system	Arytenoid subluxation – laryngoscopic reduction
Bronchoscopy +/- biopsy		Minor
Bronchoscopy with foreign body removal		Minor
Laryngoscopy +/- biopsy		Minor
Laryngeal / tracheal stenosis – endolaryngeal / open operation with stenting / reconstruction		Major
Laryngeal diversion		Intermediate
Laryngectomy +/- radical neck resection		Complex
Microlaryngoscopy +/- Biopsy +/- excision of nodule / polyp / Reinke's edema		Minor
Partial / total resection of laryngeal tumour		Intermediate
Removal of vallecular cyst		Intermediate
Repair of laryngeal fracture		Major
Injection for vocal cord paralysis		Minor
Tracheoesophageal puncture for voice rehabilitation		Minor
Thyroplasty for vocal cord paralysis		Intermediate
Vocal cord operation, including use of laser (excluding carcinoma)		Minor
Tracheostomy, temporary / permanent / revision		Minor
Lobectomy of lung / pneumonectomy		Complex
Pleurectomy		Major
Segmental resection of lung		Major
Thoracocentesis / insertion of chest tube for pneumothorax		Minor
Thoracoscopy +/- biopsy		Intermediate
Thoracoplasty	Major	
Thymectomy	Major	

Procedure / Surgery		Category
<b>EYE</b>		
Eye	Excision / curettage / cryotherapy of lesion of eyelid	Minor
	Blepharorrhaphy / tarsorrhaphy	Minor
	Repair of entropion or ectropion +/- wedge resection	Minor
	Reconstruction of eyelid, partial-thickness	Intermediate
	Excision / destruction of lesion of conjunctiva	Minor
	Excision of pterygium	Minor
	Corneal grafting, severe wound repair and keratoplasty, including corneal transplant	Major
	Laser removal / destruction of corneal lesion	Intermediate
	Removal of corneal foreign body	Minor
	Repair of cornea	Intermediate
	Suture / repair of corneal laceration or wound with conjunctival flap	Intermediate
	Aspiration of lens	Intermediate
	Capsulotomy of lens, including use of laser	Intermediate
	Extracapsular / intracapsular extraction of lens	Intermediate
	Intraocular lens / explant removal	Intermediate
	Chorioretinal lesion operations	Intermediate
	Phacoemulsification and implant of intraocular lens	Intermediate
	Pneumatic retinopexy	Intermediate
	Retinal Photocoagulation	Intermediate
	Repair of retinal detachment / tear	Intermediate
	Repair of retinal tear / detachment with buckle	Major
	Scleral buckling / encircling of retinal detachment	Major
	Cyclodialysis	Intermediate
	Trabeculectomy, including use of laser	Intermediate
	Surgical treatment for glaucoma including insertion of implant	Intermediate
	Diagnostic aspiration of vitreous	Minor
	Injection of vitreous substitute	Intermediate
	Mechanical vitrectomy / removal of vitreous	Major
	Biopsy of iris	Minor
	Excision of lesion of iris / anterior segment of eye / ciliary body	Intermediate
	Excision of prolapsed iris	Intermediate
	Iridotomy	Intermediate
	Iridectomy	Intermediate
Iridoplasty +/- coreoplasty by laser	Intermediate	
Iridencleisis and iridotaxis	Intermediate	
Scleral fistulization +/- iridectomy	Intermediate	
Thermocauterization of sclera +/- iridectomy	Intermediate	

Procedure / Surgery		Category
	Diminution of ciliary body	Intermediate
	Biopsy of extraocular muscle or tendon	Minor
	Operation on one extraocular muscle	Intermediate
	Eyeball, perforating wound of, with incarceration or prolapse of uveal tissue repair	Major
	Enucleation of eye	Intermediate
	Evisceration of eyeball / ocular contents	Intermediate
	Repair of eyeball or orbit	Intermediate
	Conjunctivocystorhinostomy	Intermediate
	Conjunctivorhinostomy with insertion of tube / stent	Intermediate
	Dacryocystorhinostomy	Intermediate
	Excision of lacrimal sac and passage	Minor
	Excision of lacrimal gland / dacryoadenectomy	Intermediate
	Probing +/- syringing of lacrimal canaliculi / nasolacrimal duct	Minor
	Repair of canaliculus	Intermediate
	Coreoplasty	Intermediate
<b>FEMALE GENITAL SYSTEM</b>		
Cervix	Amputation of cervix	Intermediate
	Colposcopy +/- biopsy	Minor
	Conization of cervix	Minor
	Destruction of lesion of cervix by excision/ cryosurgery / cauterization / laser	Minor
	Endocervical curettage	Minor
	Loop electrosurgical excision procedure (LEEP)	Minor
	Marsupialization of cervical cyst	Minor
	Repair of cervix	Minor
	Repair of fistula of cervix	Intermediate
	Suture of laceration of cervix / uterus / vagina	Intermediate
Fallopian tubes and ovaries^	Dilatation / insufflation of fallopian tube	Minor
	Excision / destruction of lesion of fallopian tube, open or laparoscopic	Major
	Repair of fallopian tube	Major
	Salpingostomy / salpingotomy	Intermediate
	Total or partial salpingectomy	Intermediate
	Tuboplasty	Intermediate
	Aspiration of ovarian cyst	Minor
	Ovarian cystectomy, open or laparoscopic	Major
	Wedge resection of ovary, open or laparoscopic	Major
	Oophorectomy	Intermediate
	Oophorectomy, laparoscopic	Major

Procedure / Surgery		Category
	Salpingo-oophorectomy, open or laparoscopic	Major
	Drainage of tubo-ovarian abscess, open or laparoscopic	Intermediate
	<i>^ The category applies to both unilateral and bilateral procedures unless otherwise specified.</i>	
Uterus	Dilatation and curettage of Uterine (D&C)	Minor
	Hysteroscopy +/- biopsy	Minor
	Hysteroscopy with excision or destruction of uterus and supporting structures	Intermediate
	Hysterotomy	Major
	Laparoscopic assisted vaginal hysterectomy (LAVH)	Major
	Vaginal hysterectomy +/- repair of cystocele and/or rectocele	Major
	Total / subtotal abdominal hysterectomy +/- bilateral salpingo-oophorectomy, open or laparoscopic	Major
	Radical abdominal hysterectomy	Complex
	Myomectomy, open or laparoscopic	Major
	Uterine myomectomy, vaginal or hysteroscopic	Intermediate
	Laparoscopic drainage of female pelvic abscess	Intermediate
	Colposuspension	Major
	Pelvic floor repair	Major
	Pelvic exenteration	Complex
	Uterine suspension	Intermediate
Vagina	Destruction of lesion of vagina by excision / cryosurgery / cauterization / laser	Minor
	Insertion / removal of vaginal supportive pessaries	Minor
	Marsupialization of Bartholin's cyst	Minor
	Vaginal stripping of vaginal cuff	Minor
	Vaginotomy	Intermediate
	Partial vaginectomy	Intermediate
	Vaginectomy, complete	Major
	Radical vaginectomy	Complex
	Anterior colporrhaphy +/- Kelly plication	Intermediate
	Posterior colporrhaphy	Intermediate
	Obliteration of vaginal vault	Intermediate
	Sacrospinous ligament suspension or fixation of the vagina	Intermediate
	Sacral colpopexy	Intermediate
	Vaginal repair of enterocele	Intermediate
	Closure of urethro-vaginal fistula	Intermediate
	Repair of rectovaginal fistula, vaginal approach	Intermediate
	Repair of rectovaginal fistula, abdominal approach	Major
	Culdocentesis	Minor

Procedure / Surgery		Category
	Culdotomy	Minor
	Excision of transverse vaginal septum	Minor
	McCall's culdeplasty / culdoplasty	Intermediate
	Vaginal reconstruction	Major
Vulva and introitus	Destruction of lesion of vulva by excision / cryosurgery / cauterization / laser	Minor
	Wide local excision of vulva with cold knife or LEEP	Minor
	Excision of vestibular adenitis	Minor
	Excision biopsy of vulva	Minor
	Incision and drainage of vulva and perineum	Minor
	Lysis of vulvar adhesions	Minor
	Repair of fistula of vulva or perineum	Minor
	Suture of lacerations / repair of vulva and/or perineum	Minor
	Vulvectomy	Intermediate
	Radical vulvectomy	Major
<b>HEMIC AND LYMPHATIC SYSTEM</b>		
Lymph Nodes	Drainage of lesion / abscess of lymph node	Minor
	Biopsy / excision of superficial lymph nodes / simple excision of lymphatic structure	Minor
	Incisional biopsy of cervical lymph node / fine needle aspiration (FNA) biopsy of lymph nodes	Minor
	Excision of deep lymph node / lymphangioma / cystic hygroma	Intermediate
	Bilateral inguinal lymphadenectomy	Intermediate
	Cervical lymphadenectomy	Intermediate
	Inguinal and pelvic lymphadenectomy	Major
	Radical groin dissection	Major
	Radical pelvic lymphadenectomy	Major
	Selective / radical / functional neck dissection	Major
	Wide excision of axillary lymph node	Major
Spleen	Splenectomy, open or laparoscopic	Major
<b>MALE GENITAL SYSTEM</b>		
Prostate	External drainage of prostatic abscess	Minor
	Photoselective vaporization of prostate	Major
	Plasma vaporization of prostate	Major
	Prostate biopsy	Minor
	Transurethral microwave therapy	Intermediate
	Transurethral prostatectomy or TURP	Major
	Prostatectomy, open or laparoscopic	Major
	Radical prostatectomy, open or laparoscopic	Complex
Penis	Circumcision	Minor

The content on this page is part of the Terms and Benefits of Certified Plan (No. F00040).

Procedure / Surgery		Category
	Release of chordee	Major
	Repair of buried / avulsion of penis	Intermediate
Testicles^	Epididymectomy	Intermediate
	Exploration of testis	Intermediate
	Exploration for undescended testis, laparoscopic	Major
	Orchidopexy	Intermediate
	Orchidectomy or orchidopexy, laparoscopic	Major
	Reduction of torsion of testis and fixation	Intermediate
	Testicular biopsy	Minor
	High ligation of hydrocoele	Intermediate
	Tapping of hydrocele	Minor
	Excision of varicocele and hydrocoele of spermatic cord	Intermediate
	Varicocelectomy (microsurgical)	Major
	<i>^ The category applies to both unilateral and bilateral procedures unless otherwise specified.</i>	
Spermatic cord	Vasectomy	Minor
<b>MUSCULOSKELETAL SYSTEM</b>		
Bone	Amputation of finger(s) / toe(s) of one limb	Intermediate
	Amputation of one arm / hand / leg / foot	Intermediate
	Bunionectomy	Intermediate
	Bunionectomy with soft tissue correction and osteotomy of the first metatarsal	Major
	Excision of radial head	Intermediate
	Mandibulectomy for benign disease	Intermediate
	Patellectomy	Major
	Partial ostectomy of facial bone	Intermediate
	Sequestrectomy of facial bone	Intermediate
	Wedge osteotomy of bone of wrist / hand / leg	Major
	Wedge osteotomy of bone of upper arm / lower arm / thigh	Major
	Wedge osteotomy of scapula / clavicle / sternum	Major
Joint	Arthroscopic drainage and debridement	Intermediate
	Arthroscopic removal of loose body from joints	Intermediate
	Arthroscopic examination of joint +/- biopsy	Intermediate
	Arthroscopic assisted ligament reconstruction	Major
	Arthroscopic Bankart repair	Major
	Arthroscopic repair for superior labral tear from anterior to posterior of shoulder	Major
	Arthroscopic rotator cuff repair	Major
	Acromioplasty	Major
	Arthrodesis of shoulder	Major

Procedure / Surgery		Category
	Arthrodesis of Elbow / Triple arthrodesis	Major
	Arthrodesis of knee / hip	Complex
	Arthroplasty of hand / finger / foot / Toe joint with implant	Major
	Fusion of wrist	Major
	Synovectomy of wrist	Intermediate
	Interphalangeal joint fusion of toes	Intermediate
	Interphalangeal fusion of finger	Major
	Excisional arthroplasty shoulder / hemiarthroplasty of shoulder	Major
	Excisional arthroplasty of hip / knee / Wrist / Elbow	Major
	Excisional arthroplasty of hip / knee with local antibiotic delivery	Complex
	Temporomandibular arthroplasty +/- autograft	Major
	Joint aspiration / injection	Minor
	Manipulation of joint under anesthesia	Minor
	Metal femoral head insertion	Major
	Anterior cruciate ligament reconstruction	Major
	Meniscectomy, open or arthroscopic	Major
	Posterior cruciate ligament reconstruction	Major
	Repair of the collateral ligaments	Major
	Repair of the cruciate ligaments	Major
	Suture of capsule or ligament of ankle and foot	Major
	Total shoulder replacement	Complex
	Total knee replacement	Complex
	Total hip replacement	Complex
	Partial hip replacement	Major
Muscle/ Tendon	Achilles tendon repair	Intermediate
	Achillotenotomy	Intermediate
	Change in muscle or tendon length (except hand) / excision of lesion of muscle	Intermediate
	Change in muscle or tendon length of hand	Major
	Excision of lesion of muscle	Intermediate
	Lengthening of tendon, including tenotomy	Intermediate
	Open biopsy of muscle	Minor
	Release of De Quervain's disease	Minor
	Release of trigger finger	Minor
	Release of tennis elbow	Minor
	Transfer / transplantation / reattachment of muscle	Major
	Tendon repair / Suture of tendon not involving hand	Intermediate
	Tendon repair / Suture of tendon of hand	Major
	Tenosynovectomy / synovectomy	Intermediate

Procedure / Surgery		Category
	Transposition of tendon of wrist / hand	Major
	Secondary repair of tendon, including graft, transfer and / or prosthesis	Major
Fracture/ dislocation	Closed reduction of dislocation of temporomandibular / interphalangeal / acromioclavicular joint	Minor
	Closed reduction of dislocation of shoulder / elbow / wrist / ankle	Intermediate
	Closed reduction for Colles' fracture with percutaneous k-wire fixation	Major
	Closed reduction for fracture of arm / leg / patella / pelvis with internal fixation	Major
	Close reduction for mandibular fracture with internal fixation	Intermediate
	Closed reduction for fracture of clavicle / scapula / phalanges / patella without internal fixation	Minor
	Closed reduction for fracture of upper arm / lower arm / wrist / hand / leg / foot bone without internal fixation	Intermediate
	Closed reduction for fracture of clavicle / hand / ankle /foot with internal fixation	Intermediate
	Closed reduction for fracture of femur +/- internal fixation	Major
	Closed / open reduction of fracture of acetabulum with internal fixation	Complex
	Open reduction for mandibular fracture with internal fixation	Major
	Open reduction for clavicle / hand / foot (except carpal / talus / calcaneus) +/- internal fixation	Intermediate
	Open reduction for arm / leg / patella / scapula +/- internal fixation	Major
	Open reduction for femur / calcaneus / talus/ +/- internal fixation	Major
	Operative treatment of compound fracture with external fixator and extensive wound debridement	Intermediate
	Removal of screw, pin and plate, and other metal for old fracture except fracture femur	Minor
	Spine	Artificial cervical disc replacement
Anterior spinal fusion, cervical / cervicothoracic/ C4/5 and C5/6 and locking plate		Major
Anterior spinal fusion (excluding cervical / cervicothoracic/ C4/5 and C5/6 and locking plate)		Complex
Anterior spinal fusion with instrumentation		Complex
Laminoplasty for cervical spine		Major
Laminectomy / diskectomy		Major
Laminectomy with diskectomy		Complex
Posterior spinal fusion, thoracic / cervico-thoracic / thoracolumbar / T5 to L1/ atlas-axis		Major
Posterior spinal fusion, (excluding thoracic / cervico-thoracic / thoracolumbar / T5 to L1 / atlas-axis)		Complex
Posterior spinal fusion with instrumentation		Complex
Spinal biopsy		Minor
Spinal fusion +/- foraminotomy +/- laminectomy +/- diskectomy		Complex

Procedure / Surgery		Category
	Spine osteotomy	Complex
	Vertebroplasty / kyphoplasty	Intermediate
Others	Excision of ganglion / bursa	Minor
	Closed/ Percutaneous needle fasciotomy for Dupuytren disease	Minor
	Radical (or total) fasciectomy for Dupuytren disease	Major
	Release of carpal / tarsal tunnel, open or endoscopic	Intermediate
	Release of peripheral nerve	Intermediate
	Transposition of ulnar nerve	Intermediate
	Sliding / reduction genioplasty	Intermediate
<b>SKIN AND BREAST</b>		
Skin	Curettage / cryotherapy / cauterization / laser treatment of lesion of skin	Minor
	Drainage of subungual haematoma or abscess	Minor
	Excision of lipoma	Minor
	Excision of skin for graft	Minor
	Incision and /or drainage of skin abscess	Minor
	Incision and /or removal of foreign body from skin and subcutaneous tissue	Minor
	Local excision or destruction of lesion or tissue of skin and subcutaneous tissue	Minor
	Suture of wound on skin	Minor
	Surgical toilet and suturing	Minor
	Wedge resection of toenail	Minor
	Breast	Breast tumour/ lump excision +/- biopsy
Fine needle aspiration (FNA) of breast cyst		Minor
Incisional breast biopsy		Minor
Modified radical mastectomy		Major
Partial or simple mastectomy		Intermediate
Partial or radical mastectomy with axillary lymphadenectomy		Major
Total or radical mastectomy		Major
Duct papilloma excision		Intermediate
Gynaecomastia excision		Intermediate
<b>URINARY SYSTEM</b>		
Kidney	Extracorporeal shock wave lithotripsy for urinary stone (ESWL)	Intermediate
	Nephrolithotomy / pyelolithotomy	Major
	Nephroscopy	Major
	Percutaneous insertion of nephrostomy tube	Minor
	Renal biopsy	Minor
	Nephrectomy, open or laparoscopic or retroperitoneoscopic	Major
	Nephrectomy, partial/ lower pole	Complex

Procedure / Surgery		Category
	Kidney transplant	Complex
Bladder, ureter and urethra	Cystoscopy +/- biopsy	Minor
	Cystoscopy with catheterization of ureter/ transurethral bladder clearance	Minor
	Cystoscopy with electro-cauterisation/ laser lithotripsy	Intermediate
	Excision of urethra caruncle	Minor
	Insertion of urethral/ureter stent	Intermediate
	Diverticulectomy of urinary bladder, open or laparoscopic	Major
	Transurethral resection of bladder tumour	Major
	Partial cystectomy, open or laparoscopic	Major
	Radical/ total cystectomy, open or laparoscopic	Complex
	Ureterolithotomy, open or laparoscopic or retroperitoneoscopic	Major
	Closure of urethro-rectal fistula	Major
	Repair of urethral fistula	Major
	Repair of vesicovaginal fistula	Major
	Repair of vesicocolic fistula	Major
	Repair of rupture of urethra	Major
	Repair of urinary stress incontinence	Major
	Formation of ileal conduit, including ureteric implantation	Complex
	Ileal or colonic replacement of ureter	Major
	Unilateral reimplantation of ureter into bowel or bladder	Major
	Bilateral reimplantation of ureter into bowel or bladder	Major
<b>DENTAL</b>		
	Any kind of dental surgery due to injury caused by an Accident	Minor

# Bupa Hero VHIS Plan Policy Schedule

## 保柏非凡自願醫保計劃保單資料頁



VHIS certification number 自願醫保認可產品編號:

<b>Agent's/Broker's/Telesales' Name</b> :	<b>Agent's/Broker's/Telesales' Code</b> :
代理人 / 經紀 / 營業代表姓名	代理人 / 經紀 / 營業代表編號
<b>Name of the Policy Holder</b> :	<b>Name of the Insured Person</b> :
保單持有人姓名	受保人姓名
<b>Policy No.</b> :	<b>Age / Sex</b> :
保單編號	年齡 / 性別
<b>Policy Year (DD-MM-YYYY)</b> :	<b>Policy Effective Date (DD-MM-YYYY)</b> :
保單年度 (日-月-年)	保單生效日 (日-月-年)
<b>Annual Benefit Limit (HKD)</b> :	<b>First Renewal Date (DD-MM-YYYY)</b> :
每年保障限額 (港元) (Notes 備註: 1)	首個續保日 (日-月-年)
<b>Policy Issuance Date (DD-MM-YYYY)</b> :	<b>Premium Payable (HKD) (Monthly)</b> :
保單簽發日 (日-月-年)	應付保費額 (港元) (月繳) (Notes 備註: 2)

**Total Premium and Levy (HKD) (Monthly)** :  
保費及保費徵費總額 (港元) (月繳)

**Insurance Coverage** :  
保障範圍

Case-based Exclusion: Cover will not be provided for the medical condition(s) stated below.

個別不保項目: 以下醫療狀況將不在保障範圍內。

Hypertension 高血壓, Arthritis 關節炎

For other general exclusions, please refer to the Policy.

有關其他一般不保事項, 請參閱保單。

Cover will be provided for the medical condition(s) stated below with Premium Loading.

以下醫療狀況將包括在保障範圍內。就此您需要支付附加保費。

Hypertension 高血壓, Arthritis 關節炎

Please refer to the endorsement and/or Supplement (if applicable) for details of your cover after the policy transfer or benefit upgrade.

有關保單轉移或保障提升後的保障詳情, 請參閱批注及/或補充文件 (如適用) 內容。

For and on behalf of  
Bupa (Asia) Limited:  
保柏 (亞洲) 有限公司  
司代行

Bupa (Asia) Limited 保柏 (亞洲) 有限公司

Address: 18/F, Berkshire House, 25 Westlands Road, Quarry Bay, Hong Kong 地址: 香港鯉魚涌華蘭路 25 號栢克大廈 18 樓

Tel 電話: (852) 2517 5333 (Individual Member 個人會員) 2517 5388 (Group Member 團體會員) Fax 傳真: 2548 1848

Website 網址: [www.bupa.com.hk](http://www.bupa.com.hk)



## Premium Details 保費詳情

Standard Premium of the Certified Plan (HKD) (Monthly) 認可產品之標準保費 (港元) (月繳)	(I) :	(Notes 備註 : 3)
Premium of Clinical Benefit (HKD) (Monthly) 門診保障保費 (港元) (月繳)	(II) :	(Notes 備註 : 3,4)
Premium of Dental Benefit (HKD) (Monthly) 牙科保障保費 (港元) (月繳)	(III) :	(Notes 備註 : 4)
Premium of Maternity Benefit (HKD) (Monthly) 產科保障保費 (港元) (月繳)	(IV) :	(Notes 備註 : 4)
Premium Loading rate to cover specific medical conditions (%) 保障特定醫療狀況之附加保費率 (%)	(V) :	(Notes 備註 : 5)
Family discount (%) 家庭折扣率 (%)	(VI) :	(Notes 備註 : 6)
Total discount amount (HKD) 折扣總額 (港元)	(I) x (VI) = (VII) :	
Total premium (HKD) (Monthly) 保費總額 (港元) (月繳)	[(I) to (IV)] Sum 總和 :	
	- (VII) = (VIII) :	
Levy (0.085%) (HKD) 保費徵費 (0.085%) (港元)	(IX) :	(Notes 備註 : 7)
<b>Total Premium and Levy (HKD) (Monthly) 保費及保費徵費總額 (港元) (月繳)</b>	<b>(VIII) + (IX) :</b>	<b>(Notes 備註 : 8)</b>

Payment Method<sup>^</sup> 付款方式<sup>^</sup> :

Credit Card Account Number 信用卡戶口號碼 :

### Notes 備註

- Annual Benefit Limit shall mean the maximum amount of benefits paid by the Company to the Policy Holder in a Policy Year irrespective of whether any limits of any benefit items stated in the Benefit Schedule have been reached. The Annual Benefit Limit is counted afresh in a new Policy Year.  
「每年保障限額」是指本公司在每個保單年度內向保單持有人支付的最高賠償限額，不論任何在保障表中所列的保障項目是否已經達到其相關項目的賠償限額。每年保障限額在每個新保單年度會重新計算。
- Please refer to your renewal pack for the Renewal premium of the next Policy Year.  
有關下一個保單年度的續保保費，請參閱續保文件。
- Premium Loading to cover specific medical conditions (if any) is applied.  
已包括保障特定醫療狀況之附加保費 (如有)。
- Clinical Benefit, Dental Benefit and Maternity Benefit are not part of the VHIS Certified Plan and the premium paid shall not be entitled to tax deduction (if applicable).  
「門診保障」、「牙科保障」及「產科保障」並不屬於自願醫保計劃的認可產品，其相關已繳付之保費將不享有稅務扣減 (如適用)。
- Premium Loading rate is applicable to the Standard Premium and premium of Clinical Benefit.  
附加保費率適用於標準保費及門診保障之保費。
- The family discount is applicable to the Standard Premium and Premium Loading (if any) of the Certified Plan.  
「家庭折扣」適用於認可產品之標準保費及附加保費 (如有)。
- Levy collected by the Insurance Authority has been imposed on relevant policy at the applicable rate and would be remitted in accordance with the prescribed arrangements. The total amount of levy payable for a Policy Year is subject to a cap.  
保險業監管局之保費徵費，已按照適用的徵費率在本保險合約上徵收，並會按照規定的安排轉付。保單年度的保費徵費總額設有上限。
- If the actual premium and levy paid is different from the stated amount, please refer to the premium information in the application form and/or loading offer letter attached in your welcome pack for details.  
如實際繳交保費及保費徵費與所列數額不同，請參閱迎新信件內之投保申請表及／或附加保費提議信上所列的保費資料。

No cover will be payable under the Policy unless the premium is received in full by Bupa (Asia) Limited.  
此保單保費被保柏 (亞洲) 有限公司全額收妥後，保柏方按合約支付保障。

### <sup>^</sup>Payment Method 付款方式

- If you have chosen to settle by **AUTOPAY**, premium and levy will be collected automatically from the designated bank account on the premium due date.  
如您已採用**自動轉賬**付款，應繳保費及保費徵費金額會自動於保費到期日從指定之銀行戶口內扣取。
- For **ANNUAL** payment by **CHEQUE**, please return a crossed cheque made payable to "Bupa (Asia) Ltd." **15 days before** the premium due date. **The Policy number should be written on the back of the cheque.** Post-dated cheques will not be accepted. Please mail the cheque to the following address:  
Bupa (Asia) Limited, 18/F, Berkshire House, 25 Westlands Road, Quarry Bay, Hong Kong.  
如您以**支票年繳**方式付款，請將劃線支票於保費到期日**十五天前**交回保柏。支票抬頭請寫「保柏 (亞洲) 有限公司」，並**於支票背面寫上您的保單編號**。期票恕不接納。請將支票寄往下列地址：  
保柏 (亞洲) 有限公司 · 香港鰂魚涌華蘭路 25 號栢克大廈 18 樓
- For **ANNUAL** or **MONTHLY** payment by **CREDIT CARD**, the recurring premium and levy due will be debited **automatically** from the designated credit card account **7 working days** before the premium due date.  
如您以**信用卡年繳或月繳**方式付款，**定期**應繳保費及保費徵費金額會自動於保費到期日**七個工作天前**從指定之信用卡戶口內扣取。