



## Service update regarding the Medical Concierge Service

To provide an elevated and comprehensive healthcare services to you and your beloved ones, we would like to inform you that there will be updates to the Medical Concierge Service with effective from **1 September 2025**.

Please refer to the [Annex](#) for more details on the amended Medical Concierge Service Terms and Conditions.



### The Medical Concierge Hotline continues to serve you

- Our commitment to take care of you and your loved ones remains. The following service will remain unchanged:
  - ▷ Call our 24/7 Medical Concierge Hotline (+852 3128 0130) to ask registered nurses and doctors about any medical enquiries for free.
  - ▷ Our Medical Concierge Hotline can help you book medical appointments and health checks. Access a network of over 1,800 medical service providers and book through the hotline to enjoy up to 20% discount on consultation fee.



### Service update

- The 1-time complimentary video consultation service on HealthyLife app<sup>1</sup> will end on 31 August 2025. Afterwards you can subscribe for HSBC HealthPass<sup>2</sup> with discount, and access the convenience of seamless unlimited video consultation and have prescriptions or medications delivery<sup>3</sup>.

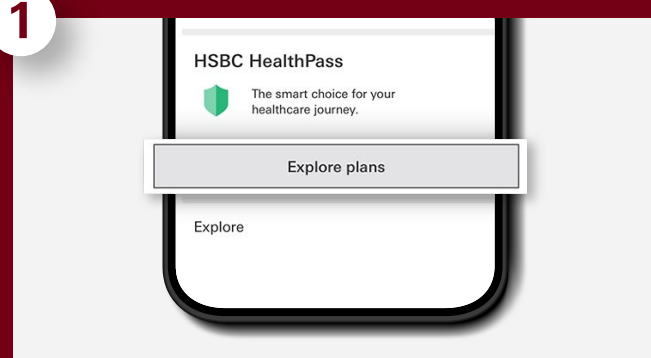
The HKD10,000 life protection<sup>4</sup> will be no longer available from 1 September 2025.

## Simple steps to subscribe for HealthPass

Just a few steps to subscribe for HSBC HealthPass via HSBC HK App > “Explore plans” on Well+ > Choose your plan, insert Promo code “VIP12M” and complete with necessary information.

For more details, please visit HSBC HK website > Insurance > HSBC HealthPass.

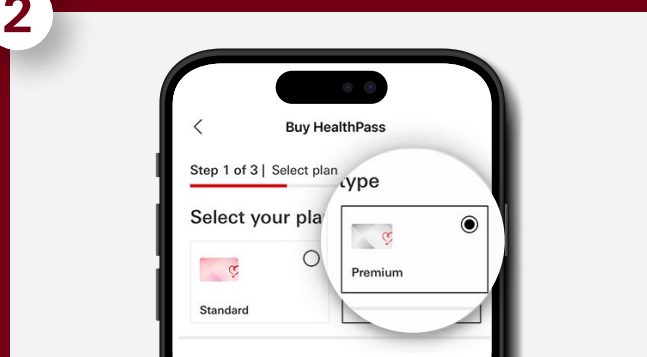
1



#### Step 1

Tap Explore plan under HealthPass on Well+ page

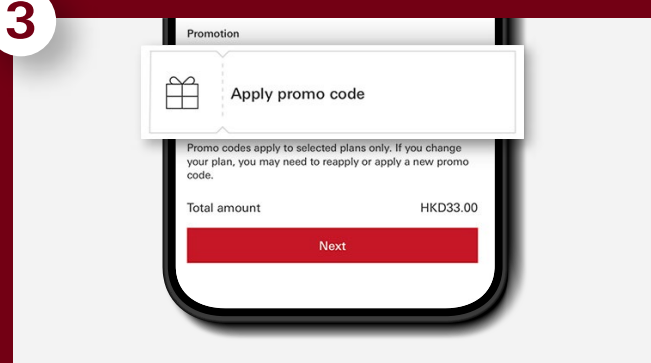
2



#### Step 2

Select “Premium” plan and “Monthly” payment option on HealthPass purchase page

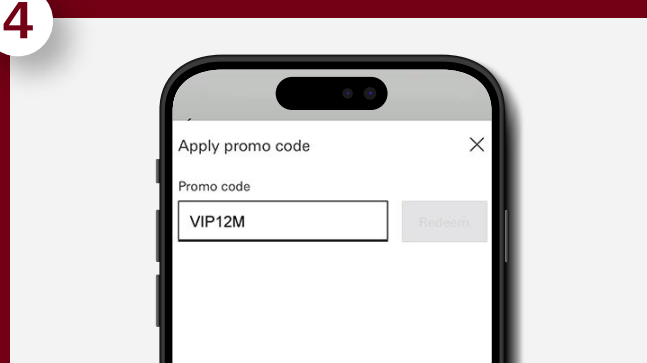
3



#### Step 3

Tap “Apply promo code”

4



#### Step 4

Input “VIP12M” and tap “Redeem”

You can obtain a copy of the updated Medical Concierge Service terms and conditions on HSBC HK website > Banking > Premier Elite / Global Private Banking > Medical Concierge Service.

If you have any questions about Medical Concierge Service, please contact Medical Concierge Hotline at +852 3128 0130.

Wealth and Personal Banking (Hong Kong)

July 2025

If there is any discrepancy between the English and Chinese versions of this notice, the English version shall prevail.

#### Remarks:

1. Access to HealthyLife app will end on 30 November 2025. If you wish to continue the service, please subscribe for HealthPass by that time.
2. Terms and Conditions for HealthPass applies. For details, please visit HSBC HK website > Insurance > HSBC HealthPass.
3. An additional charge of HKD50 for medicine delivery or HKD20 for prescription delivery is applicable per consultation.
4. A claim can still be lodged if the death occurred during the policy in force period (on or before 31 August 2025). However, the claim should be submitted no later than 90 days after the incident.



HSBC