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# AXA Goal Programme

Start your AXA Goal journey, an exclusive privilege for **WiseProtect Pro Medical Insurance Plan** (“WiseProtect Pro”) customers with Emma by AXA (“Emma”) mobile app! Simply connect your tracking device<sup>i</sup> to your registered Emma account and reach the minimum number of achieved days (i.e. each day in which you walk 10,000 steps<sup>ii</sup> or more will be considered as an “Achieved Day”) per membership year<sup>iii</sup>, you may earn up to 20% premium rebate<sup>iv</sup> for payment of premium for the next policy year of your **WiseProtect Pro** policy. The greater the number of Achieved Days you accumulate in your membership year, the greater the premium rebate you can earn!

# 10,000 steps



## AXA Goal reward

Reward level	Crystal	Jade	Diamond
Premium rebate <sup>iv</sup> percentage	5%	10%	20%
Minimum number of Achieved Days per membership year <sup>iii</sup>	50 days	125 days	250 days

## Eligibility for AXA Goal membership

You will need to fulfill the following criteria:

- Successfully apply for **WiseProtect Pro** as a basic plan and/or supplement
- Named as the policy holder and insured person of **WiseProtect Pro**; or named as the insured person of **WiseProtect Pro** and has attained the age of 18
- Download Emma mobile app and complete AXA Goal enrolment process

## Illustrative examples

**1** Mr. Lee purchases a **WiseProtect Pro** policy and he becomes the **insured person**.

- ✓ Mr. Lee is **eligible** for AXA Goal enrolment.



**2** Mr. Lee purchases a **WiseProtect Pro** policy for his wife and Mrs. Lee becomes the **insured person**.

- ✓ Mrs. Lee is **eligible** for AXA Goal enrolment.



**3** Mr. Lee purchases a **WiseProtect Pro** policy for his daughter and Ms. Lee (aged 17 when the policy is issued) becomes the **insured person**.

- ✗ When the policy is issued, Ms. Lee is **not eligible** to enrol in AXA Goal as she is under the age of 18.
- ✓ **Once Ms. Lee reaches the age of 18**, she is **eligible** for AXA Goal enrolment.



Reward

## First year sign-up bonus<sup>v</sup>

You may be remunerated for 50 Achieved Days, as a reward to your successful application for **WiseProtect Pro**, if you enrol AXA Goal within the specified period<sup>v</sup>. This allows you to have at least 5% premium rebate in the next eligible policy year.

### Simple steps to enrol AXA Goal membership

#### Step 1

Download Emma mobile app from App Store or Google Play

#### Step 2

Register an Emma account

#### Step 3

Complete AXA Goal enrolment process

#### Step 4

Connect your tracking device<sup>i</sup> with Emma account

### Illustrative example

Mr. Lee purchases a **WiseProtect Pro** basic plan and becomes the insured person. The policy was issued and becomes effective on 30 May 2022. He enrolls the AXA Goal membership on 31 May 2022. During his first membership year<sup>iii</sup>, Mr. Lee exercises regularly and is able to reach 200 Achieved Days.

#### Total number of Achieved Days in his first AXA Goal membership year<sup>iii</sup>

Eligible for First year sign-up bonus<sup>v</sup>, Mr. Lee is rewarded with an additional 50 Achieved Days to a total of 250 Achieved Days at the end of his first membership year<sup>iii</sup>. With these additional Achieved Days, he can successfully reach the highest reward level of Diamond, earning him a 20% rebate on the first year premium, which will be credited to his future premium deposit account for payment of premium for the next policy year of his **WiseProtect Pro** policy.



For assistance on AXA Goal, please visit: <https://www.axa.com.hk/en/axa-goal-support>



- AXA Goal supports Fitbit App, Garmin App, Google Fit App, and Apple Health App (with iPhone or Apple Watch) as a Default Tracking App.
- It will take 24-48 hours to reflect the achieved steps count on Emma by AXA.
- The first membership year shall commence on the day when the eligible customer has completed AXA Goal enrolment after the **WiseProtect Pro** policy takes effect and shall end 42 days prior to the first policy anniversary of the corresponding **WiseProtect Pro** policy. For details of the membership year, please refer to clause 11 of the terms and conditions stated in this leaflet.
- For details of the premium rebate under AXA Goal reward table, please refer to clauses 3 and 6 of the terms and conditions stated in this leaflet.
- To enjoy the First year sign-up bonus, eligible customer should download the Emma mobile app and complete the AXA Goal enrolment process at any time between the issue date of **WiseProtect Pro** policy and 42 days prior to the first policy anniversary of **WiseProtect Pro** policy (both dates inclusive). For more details, please refer to clause 4 of the terms and conditions stated in this leaflet.

## Emma by AXA

Emma by AXA is an e-Service platform that gives you 24/7 access to your policy information and services. You can review eMedical card, policy information, track claims, search AXA Signature Network doctors or healthcare facilities and more.



For more details, please contact:

 **Your Financial Consultant**

 **Customer Service Hotline (853) 8799 2812**

 **[www.axa.com.mo](http://www.axa.com.mo)**

### Terms and Conditions of "AXA Goal" Programme (the "AXA Goal")

AXA Goal is offered by AXA China Region Insurance Company (Hong Kong) Limited ("AXA"), subject to the following terms and conditions.

- AXA Goal is only applicable to customers who have met all the following requirements ("Eligible Customer(s)"):
  - Customer must have successfully applied for **WiseProtect Pro Medical Insurance Plan** ("**WiseProtect Pro**") as a basic plan and/or supplement;
  - Customer must be named as the policy holder and insured person of **WiseProtect Pro** basic plan and/or supplement; or named as the insured person of **WiseProtect Pro** basic plan and/or supplement and has attained the age of 18; and
  - Customer must have downloaded the Emma by AXA ("Emma") mobile app and completed the AXA Goal enrolment process as stated in the policy holder guide map.
- For each day during the Eligible Customer's participation in AXA Goal on which he/she walks 10,000 steps or more shall be considered as an achieved day ("Achieved Day(s)").
- Each Eligible Customer who has met all relevant requirements as set out in these terms and conditions will be entitled to a premium rebate intended for settlement of future premium of his/her relevant **WiseProtect Pro** policy. The applicable premium rebate percentage will depend on the number of Achieved Days which an Eligible Customer could achieve in a membership year (as defined in clause 11 below) in accordance with the following table:

Reward level	Minimum number of Achieved Days accumulated in a membership year	Premium rebate percentage
Diamond	250 days	20%
Jade	125 days	10%
Crystal	50 days	5%

- First year sign-up bonus: Apart from the requirements as stated in clause 1 above, an Eligible Customer, who has downloaded the Emma mobile app and completed the AXA Goal enrolment process at any time between the issue date of **WiseProtect Pro** policy and 42 days prior to the first policy anniversary of **WiseProtect Pro** policy (both dates inclusive), will be entitled to an extra 50 Achieved Days in his/her First Membership Year (as defined in clause 11 below).
- The actual amount of premium rebate is equal to the applicable premium rebate percentage as stated in clause 3 above multiplied by the annualised premium (after no claim discount (if any)) of **WiseProtect Pro** policy for the policy year immediately preceding the renewal date, and shall be rounded to the nearest 2 decimal places.
- The premium rebate will be credited to the future premium deposit account ("Account") after the end of a membership year. At the policy renewal date of the **WiseProtect Pro** policy, AXA will apply all or part of the premium rebate (as the case may be) in the Account to offset any part of future premium of the corresponding **WiseProtect Pro** policy from time to time as AXA deems appropriate, provided that such Eligible Customer has achieved the relevant requirements as stated in these terms and conditions during the membership year. The premium rebate under this AXA Goal Programme or any part thereof shall not be withdrawn from the Account. If the relevant policy of **WiseProtect Pro** is terminated, cancelled or not renewed for whatever reasons, the unused premium rebates in the Account will be forfeited and cancelled.
- The premium rebate is applicable to all payment modes, but not applicable to prepayment of premiums.

8. AXA Goal supports Fitbit App, Garmin App, Google Fit App, and Apple Health App (with iPhone or Apple Watch) (“Default Tracking Device”).
9. Only the step data of the Default Tracking Device that is linked and synchronised with the Emma mobile app on or before the last day of each membership year will be considered when determining the number of Achieved Days for that membership year. Eligible Customers are required to synchronise the step data in the Default Tracking Device with the Emma mobile app regularly from time to time. Step data not synchronised on or before the last day of each membership year will not be taken into account by AXA for determining the number of Achieved Days achieved in that membership year.
10. If more than one Default Tracking Device are linked and synchronised with the Emma mobile app by an Eligible Customer, only the one showing the highest number of Achieved Days will be considered by AXA when determining the reward level entitlement.
11. AXA Goal membership year is determined as follows:
  - a. The first membership year shall commence on the day when the Eligible Customer has completed AXA Goal enrolment after the **WiseProtect Pro** policy takes effect and shall end 42 days prior to the first policy anniversary of the corresponding **WiseProtect Pro** policy (“First Membership Year”).
  - b. The second membership year shall commence on the day immediately after the end of the First Membership Year and shall last for 12 months.
  - c. The third and subsequent membership years shall commence on the day immediately after the end of previous membership year and shall last for 12 months.
12. Eligible Customer’s membership of AXA Goal will be terminated automatically upon the occurrence of the following events:
  - a. At the time when the Eligible Customer ceases to satisfy the eligibility conditions as stated in clause 1 above; or
  - b. At the time when **WiseProtect Pro** policy is terminated by the Eligible Customer or by AXA in accordance with the relevant terms and conditions; or
  - c. At the time when the supplement version of **WiseProtect Pro** has been converted to a standalone basic plan version; or
  - d. AXA reserves the right to terminate, suspend or deactivate the membership (in whole or in part) if AXA believes in good faith that the Eligible Customer is abusing or misusing the benefits or privileges of the programme, and/or doing anything detrimental to the interest of AXA, and/or breaching or threatening the breach any of these terms and conditions.
13. If any act or omission by Eligible Customer is dishonest or fraudulent or constitutes an abuse, or if any dishonest or fraudulent or improper means or devices are used by Eligible Customer or anyone acting on his/her behalf in relation to AXA Goal, then all premium rebate under this programme will be lost or forfeited, membership of this programme will also be terminated and the Eligible Customer will have to return to AXA any premium rebate which has been offered.
14. By taking part in AXA Goal, Eligible Customers declare that their current state of health allows them to take part in AXA Goal. Eligible Customers confirm that they do not suffer from any physical constraints that would preclude them from taking more daily exercise and that they have discussed any uncertainties in this respect with the appropriate medical professional / doctor.
15. Eligible Customers are responsible for the proper functioning of the Default Tracking Device, the correct recording of steps and synchronisation of step data with the Emma mobile app. AXA provides no warranty or support of any kind for the Default Tracking Device, nor would AXA accept liability for loss or damage incurred by the Eligible Customers as a result of transmission or synchronisation errors, technical defects, faults, unlawful intervention in telecommunications systems, network overload, service interruptions or other deficiencies.
16. The premium rebate can be used in conjunction with any other offers by AXA unless otherwise specified.
17. The premium rebate is non-transferable and cannot be exchanged or redeemed for cash under any circumstances.
18. In case of any disputes arising from AXA Goal, the decision of AXA shall be final and conclusive.
19. No person other than the Eligible Customer and AXA will have any right to enforce or enjoy the benefit of any of the clauses of these terms and conditions.
20. AXA reserves the right to alter, terminate or suspend AXA Goal (in whole or in part) or amend these terms and conditions at any time without prior notice and do not guarantee that AXA Goal will continue indefinitely or that it will managed and owned by AXA.

Note: The words and expressions “policy anniversary” and “supplement” shown in this promotion leaflet shall carry the same meanings as “renewal date” and “rider” (respectively and where applicable) stated in the policy contract of **WiseProtect Pro**.

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