Dedicated support for quality of life
In Hong Kong, people are now living longer with life expectancy continuing to rise.

By 2019, a 40-year-old person in Hong Kong may on average live until age:

<table>
<thead>
<tr>
<th></th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life expectancy</td>
<td>82.9</td>
<td>88.3</td>
</tr>
</tbody>
</table>

Source: Hong Kong Population Projections 2015 – 2064, Census and Statistics Department, Hong Kong Special Administrative Region

While a longer lifespan gives us more time to enjoy with loved ones, it is inevitably associated with a higher risk of health issues.

**Chronic diseases**

In 2013, nearly 20% of Hong Kong people suffered from chronic diseases. Among them, over 60% were aged 60 and above.

Source: Feature article entitled “Persons with Disabilities and Chronic Diseases in Hong Kong” published in the January 2015 issue of the Hong Kong Monthly Digest of Statistics, Census and Statistics Department, Hong Kong Special Administrative Region

**Dementia**

About 10% aged 65 or above and about 30% aged 85 or above in Hong Kong have dementia.

Over 18,000 new cases each year

Source: Strategic Action Plan on Dementia (2012 – 2017), The Hong Kong Council of Social Service

Unforeseen circumstances such as serious illness and accidental injury can also strike at any time, leading to a sudden downturn in our health.
Illness, accidental injury or normal aging can all lead to varying degrees of physical or mental disability, impairing our ability to perform daily activities. Besides hospitalisation fees, a host of other expenses may also arise, such as the cost of long-term care and living assistance. These present serious challenges for patients and their families.

**Patient**
- Pain and discomfort
- Loss of ability to perform daily activities
- Relocating to an unfamiliar environment, such as a nursing home
- Financial strain, possibly requiring asset liquidation to cover costs
- Reduced quality of life

**Family**
- Anxiety and fatigue
- Lack of know-how regarding patient care
- Giving up a career to care for a patient
- Separating from loved ones relocating to a nursing home
- Financial strain in supporting the patient’s living and medical expenses
Ensure your quality of life against the unexpected

As your long-term partner, AXA walks alongside you in times of struggle. Our Lifelong Care Partner Insurance (“Lifelong Care Partner”) protects individuals suffering from a loss of autonomy, along with their families. Offering financial support and attentive services, Lifelong Care Partner can help the whole family weather new challenges and adjust to changes in their way of life.

Lifelong Care Partner is available as a standalone basic plan or a supplement attached to other AXA basic plans.
Principal monthly benefit

*Lifelong Care Partner* provides a principal monthly benefit in the event that the insured suffers from a loss of autonomy\(^1,2,3\). The principal monthly benefit, equal to 100% of the protection amount, will be offered after the elimination period\(^4\) until the death of the insured. It can help cover day-to-day expenses as well as long-term medical treatment costs.

Old age additional monthly benefit

With advancing age comes a growing need for added support. Once the insured reaches age 71, an old age additional monthly benefit will be paid on top of the principal monthly benefit (see table below).

<table>
<thead>
<tr>
<th>Insured’s age</th>
<th>Monthly benefit calculated as a % of the protection amount (principal monthly benefit + applicable old age additional monthly benefit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age 70 or below</td>
<td>100%</td>
</tr>
<tr>
<td>Age 71 – 85</td>
<td>100% + 20%</td>
</tr>
<tr>
<td>Age 86 onwards</td>
<td>100% + 50%</td>
</tr>
</tbody>
</table>

Caregiver monthly benefit

Caring for a loved one who suffers from a loss of autonomy often takes an emotional and financial toll on the caregiver. To help the caregiver cope with difficult times and adapt to sudden changes in life, *Lifelong Care Partner* will pay a caregiver monthly benefit equal to 50% of the principal monthly benefit for a period of 6 months once the principal monthly benefit becomes payable.

Dependant monthly benefit

Unexpected circumstances may also create difficulties for family members who are financially dependent on the insured. If the insured has dependent children\(^5\) and / or parents\(^5\), *Lifelong Care Partner* will pay a dependant monthly benefit equal to 25% of the principal monthly benefit\(^6\) for a period of 36 months once the principal monthly benefit becomes payable.

Home modification subsidy

*Lifelong Care Partner* will pay a lump sum cash benefit equal to 3 times the principal monthly benefit once the principal monthly benefit becomes payable. This subsidises home improvements and modifications for a safer and more comfortable living environment for those in need of special care.
The Lifelong Care Partner Services Programme provides well-rounded support services from prevention through to long-term care support, so the insured can keep track of his / her own health and remain comfortably at home even in the face of health challenges.

**Diabetes DNA screening**
After Lifelong Care Partner has been in force for 6 months, the insured will be entitled to a one-off diabetes DNA screening to detect whether he / she has the genetic tendency to develop diabetes. Suggested precautions will also be provided on reducing the chances of developing diabetes and its complications.

**Dementia early detection screening**
The insured will be entitled to a one-off dementia early detection screening (i) when the insured reaches age 65; or (ii) after Lifelong Care Partner has been in force for 3 years, whichever is later.

**Home modification consultation**
The insured will be entitled to a one-off home modification consultation once the principal monthly benefit becomes payable, making it more comfortable and accessible for the insured to live at home.

**Caregiver training**
In the event that the insured suffers from a loss of autonomy due to dementia and the principal monthly benefit becomes payable, the caregiver will be entitled to participate in a series of training sessions to acquire relevant knowledge and techniques on taking care of the insured.

**Support services hotline**
Anytime the insured or the caregiver requires further support, a hotline is available for assistance. Services include advice on special care as well as referrals for medically-trained personnel from overseas to provide quality care for the insured at home. Details of the above services can be obtained through the hotline.
Life protection
The designated beneficiary will receive a death benefit equal to 24 times the principal monthly benefit (minus the aggregate amount of any principal monthly benefit paid or payable) in the unfortunate event that the insured passes away.

Waiver of premium
If the insured is certified of a loss of autonomy which has continued throughout the elimination period, all future premiums for Lifelong Care Partner will be waived from the date of certification. In the event that any premium shall have been paid for any period from the date of certification, such premium will be refunded by the Company.

Index-linked Increase Endorsement
To guard against the pressure of inflation, an Index-linked Increase Endorsement may be attached to your policy. While this endorsement is in effect, the protection amount will be automatically increased every year with extra premiums. The rate of increase will be determined with reference to rises in the consumer price index, subject to a minimum determined by the Company from time to time.

Lifelong Care Partner at a glance

<table>
<thead>
<tr>
<th>Issue age</th>
<th>Age 30 – 75</th>
</tr>
</thead>
<tbody>
<tr>
<td>Premium payment term</td>
<td>Up to age 100</td>
</tr>
<tr>
<td>Benefit period</td>
<td>Up to age 100&lt;sup&gt;13&lt;/sup&gt;</td>
</tr>
</tbody>
</table>
| Premium<sup>4,14</sup> | ■ Will not be adjusted based on the insured’s attained age  
                             ■ Premium rates are not guaranteed |
| Minimum protection amount<sup>+</sup> | HKD8,000<sup>15</sup> per month |
| Waiting period<sup>2</sup> | Nil / 1 year / 3 years  
                             (depending on the cause of loss of autonomy) |

<sup>*</sup> Please refer to Premium adjustment under the section Important information for details.

<sup>*</sup> We offer Macau policies denominated in Macau Pataca (MOP) or other available currency(ies).

When Lifelong Care Partner is issued as a supplement, the supplement should be denominated in the same currency in which the basic plan is denominated.
Important information

Cooling-off period
If you are not completely satisfied with the policy, you have the right to cancel it by returning the policy (if applicable) and giving a written notice of cancellation to the Company. Such written notice of cancellation must be signed by you and received directly by our Customer Service at Suite 2001, 20/F, Tower Two, Times Square, 1 Matheson Street, Causeway Bay, Hong Kong (for policy issued in Hong Kong) / Avenida do Infante D. Henrique No.43-53A, 20 Andar, The Macau Square, Macau (for policy issued in Macau) within 21 calendar days immediately following either the day of delivery of the policy or the notice of policy issuance (notifying you of the cooling-off period) to you or your nominated representative (whichever is earlier). The policy will then be cancelled and a refund of any premium(s) paid (and any levy paid, if the policy is issued in Hong Kong) will be returned to you on the condition that no claim payment under the policy has been made prior to your request for cancellation.

Policy currency
If your policy is denominated in a currency other than your local currency, you may face an exchange rate risk. Upon currency conversion, the amounts you receive and the premiums you pay may vary as a result of changes in exchange rate.

Premium adjustment
The premium is calculated with reference to a number of factors including but not limited to the age, gender and risk class of the insured at the time of issuance of Lifelong Care Partner and will not increase subsequently based on the insured’s attained age. However, premium rates are not guaranteed. We reserve the right to review and adjust the premium rates on each policy anniversary with reference to the past performance and future outlook of factors such as claims, investment returns, policy persistency and expenses.

Non-payment of premium
You should pay premiums for the whole of your premium payment term. Any premiums remaining outstanding at the end of the grace period (i.e. 31 days after premium due date) may lead to termination of your policy. You may lose the insurance protection offered by the policy.

Inflation
The cost of living in the future is likely to be higher than it is today due to inflation. In case the actual rate of inflation is higher than expected, the purchasing power of the amounts you receive under the policy may be lower than expected.

Termination
When Lifelong Care Partner is issued as a basic plan, it will automatically terminate upon the earliest occurrence of any of the following:
(a) on the death of the insured; or
(b) on the policy anniversary on or immediately following the insured’s 100th birthday (whichever is earlier); or
(c) on the recovery from and cessation of the loss of autonomy of the insured; or
(d) on the date when the Company approves in writing the cancellation of the policy at the request of the policy owner; or
(e) when the right of policy termination is exercised pursuant to the “Cross-border” Provision of the policy.

When Lifelong Care Partner is issued as a supplement, it will automatically terminate upon the earliest occurrence of any of the following:
(a) on the death of the insured; or
(b) on the policy anniversary on or immediately following the insured’s 100th birthday (whichever is earlier); or
(c) on the recovery from and cessation of the loss of autonomy of the insured; or
(d) on the date when the Company approves in writing the cancellation of the supplement at the request of the policy owner; or
(e) if the basic plan is terminated, cancelled or surrendered or an option on non-payment takes effect; or
(f) when the right of policy termination is exercised pursuant to the “Cross-border” Provision of the policy.

You may apply for policy surrender in accordance with the application procedures and administrative rules of the Company in force from time to time. We will process the relevant application after our receipt of your valid written application (in the form specified by us). Please contact your financial consultant for further details.
Key exclusions

The Company will not pay any principal monthly benefit, old age additional monthly benefit, home modification subsidy, caregiver monthly benefit, dependant monthly benefit and / or recovery amount under **Lifelong Care Partner** in respect of any loss of autonomy which results directly or indirectly from any of the following:

(a) self-inflicted injury or suicide, whether sane or insane; or
(b) drug or alcohol abuse; or
(c) disease or infection with any Human Immunodeficiency Virus (HIV) and / or any HIV-related illness including Acquired Immune Deficiency Syndrome (AIDS) and / or any mutations, derivations or variations thereof; or
(d) engagement in extreme sports or hobbies or dangerous activities, including but not limited to the use of a parachute, hang-glider, para-glider, ultra lightweight motorised aircraft (ULM) or any similar motor, sporting raid, acrobatic flight or sky diving; or
(e) nuclear, biological or chemical contamination (NBC), war and terrorism; or
(f) an act due to war (whether declared or not), military, naval or air service for any country at war (whether declared or not); or
(g) attempt or commission of assault or unlawful act by the insured; or
(h) travel in any aircraft, except as a fare-paying passenger in a commercial aircraft or aircrew working on an aircraft.

The Company will not pay any death benefit under **Lifelong Care Partner** in respect of the death of the insured where such death occurs within 2 years from the policy date / supplement effective date and results directly or indirectly from any of the circumstances described in clauses (b) to (h) above.

Suicide exclusion

If the insured commits suicide within 1 year from the policy date / supplement effective date, whether sane or insane, the death benefit will be limited to a refund of the premiums paid without interest. The amount of premiums to be refunded will be calculated from the policy date / supplement effective date.

Levy on insurance premium (Only applicable to policies issued in Hong Kong)

Levy collected by the Insurance Authority through the Company will be imposed on the policy at the applicable rate. Policyholders must pay the levy in order to avoid any legal consequences.

Rights of third parties

Applicable to policies issued in Hong Kong

The policy is excluded from the application of the Contracts (Rights of Third Parties) Ordinance (Cap 623 of the Laws of Hong Kong) (“TP Ordinance”). Any person or entity which is not a party to the policy shall have no rights under the TP Ordinance to enforce any terms of the policy.

Applicable to policies issued in Macau

Any person or entity which is not a party to the policy shall have no rights to enforce any terms of the policy.
Remarks

1. The insured is considered to suffer from a loss of autonomy if he/she is diagnosed with severe cognitive impairment or certified to be permanently unable to perform at least 3 activities of daily living (namely feeding, bathing, dressing, toileting or continence, mobility and transferring) independently by a medical specialist. Please refer to the policy contract for the definition of loss of autonomy, severe cognitive impairment and activity of daily living.

2. In respect of a loss of autonomy due to (directly or indirectly) any cognitive impairment or mental illness, if any such cognitive impairment or mental illness of the insured first appears or happens or the insured has his/her first medical consultation relating to or is first diagnosed with any such cognitive impairment or mental illness within the waiting period, which is 3 years from the policy date / supplement effective date, this policy / supplement will be cancelled.

In respect of a loss of autonomy not due to (i) (directly or indirectly) any cognitive impairment or mental illness, or (ii) (solely and directly) an accident, if any such relevant illness of the insured first appears or happens or the insured has his/her first medical consultation relating to or is first diagnosed with any such illness within the waiting period, which is 1 year from the policy date / supplement effective date, this policy / supplement will be cancelled.

In respect of a loss of autonomy solely and directly as a result of an accident, there is no waiting period.

3. In the event that the insured recovers from and ceases to be in the state of loss of autonomy as a result of medical advancement or any other factors, we shall pay a recovery amount. The recovery amount is equal to 24 times the principal monthly benefit (minus the aggregate amount of any principal monthly benefit paid or payable). Once the recovery amount becomes payable, this policy / supplement will automatically terminate.

4. Elimination period means a continuous period of 90 days from the date the insured first being certified of a loss of autonomy by a medical specialist, during which period no benefit is payable.

5. Child(ren) means a legally dependent and unmarried child, including a stepchild and legally adopted child, of the insured who is below the age of 18 (or up to the age of 23 for those who are registered as and are full time students at a recognised educational institution) on the date of the certification of a loss of autonomy of the insured.

Parent(s) means the insured’s father and/or mother, including a stepparent but excluding a parent-in-law, who is at the age of 71 or above on the date of certification of the loss of autonomy of the insured.

6. The total amount of the dependant monthly benefit per month payable is equal to 25% of the principal monthly benefit in respect of all eligible children and parents.

7. In the event that the insured recovers from and ceases to be in the state of loss of autonomy as a result of medical advancement or any other factors, we shall pay a recovery amount. The recovery amount is equal to 24 times the principal monthly benefit (minus the aggregate amount of any principal monthly benefit paid or payable). Once the recovery amount becomes payable, this policy / supplement will automatically terminate.

8. The details of the support services will be determined by AXA at its sole discretion and AXA reserves the right to amend the Lifelong Care Partner Services Programme at any time without prior notice. The support services are provided by third-party service providers as AXA may designate from time to time. AXA shall not be responsible for any support services so provided or any act or failure to act on the part of the third-party service providers.

9. The support services are primarily available in Hong Kong. Regarding the availability of such support services outside Hong Kong, please contact your financial consultant for details.

10. The caregiver training is for 1 person only.

11. The availability of Index-linked Increase Endorsement is subject to the Company’s underwriting requirements. If Lifelong Care Partner is issued as a supplement, the applicability of such increase will follow its basic plan.

12. You have the option to decline the increase in protection amount and premium under the Index-linked Increase Endorsement of a particular policy year by giving us a written notice not later than 30 days after the relevant policy anniversary.

The Index-linked Increase Endorsement will automatically terminate upon the earliest occurrence of any of the following:

(a) when you decline 2 consecutive increases made in accordance with the conditions in the endorsement; or

(b) on the policy anniversary on or immediately following the insured’s 60th birthday; or

(c) when the Index-linked Increase Endorsement attached to the basic plan is terminated (applicable when Lifelong Care Partner is issued as a supplement); or

(d) when the policy becomes fully paid up or when an option on non-payment takes effect (applicable when Lifelong Care Partner is issued as a supplement); or

(e) when the insured is certified of a loss of autonomy by a medical specialist.

13. Maturity benefit is payable if the insured survives the policy anniversary on or immediately following the 100th birthday of the insured (whichever is earlier). The maturity benefit is equal to 24 times the principal monthly benefit (minus the aggregate amount of any principal monthly benefit paid or payable).

14. When Lifelong Care Partner is issued as a basic plan, policy fee will be imposed and included in the calculation of the premium.

15. Please contact your financial consultant for availability of other currency(ies) and the respective minimum protection amount.

Note: Unless otherwise specified, all ages mentioned in this product brochure refer to the age of the insured on his or her last birthday.
ABOUT AXA HONG KONG AND MACAU

AXA Hong Kong and Macau, a member of the AXA Group, prides itself on serving over 1.5 million customers 1 with our superior products and services. AXA is the top-tier life insurer in Hong Kong with the longest history 2 and is ranked No. 2 in insurance - life, health (stock) category worldwide 3. In addition to being the No. 1 global Property & Casualty commercial lines insurer 4, we are the No. 1 most considered insurance brand in Hong Kong 5. We are also one of the largest health protection providers in Hong Kong and Macau.

AXA is one of the most diversified insurers, providing a full range of coverage for individual and commercial customers. We offer all-round, integrated solutions across Life, Health and Property & Casualty to address all of our customers’ insurance needs.

As an innovative insurer, we leverage Big Data and AI to transform the customer experience end-to-end, making insurance simpler and more personal. We continue to drive innovation notably in health and protection, supporting customers in prevention, treatment and recovery.

We also believe it is our inherent responsibility to support the communities in which we operate. AXA Foundation is our flagship corporate social responsibility programme covering all our efforts in promoting holistic wellbeing and supporting the underprivileged to create a positive and lasting impact in the communities of Hong Kong and Macau.

1 Including customers of AXA China Region Insurance Company Limited, AXA China Region Insurance Company (Bermuda) Limited (Incorporated in Bermuda with limited liability), and AXA General Insurance Hong Kong Limited

2 Top tier insurers are defined based on the annualised premiums of Individual Direct New Business (Classes A to F) of Statistics on Hong Kong Long Term Insurance Business published by the Insurance Authority

3 2020 Fortune Global 500

4 AXA Corporate Solutions, AXA Matrix Risk Consultants, AXA Insurance Company, and AXA Art with AXA XL’s insurance and reinsurance operations combined

AXA China Region Insurance Company (Bermuda) Limited
(Incorporated in Bermuda with limited liability)

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