

HealthPass





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The smart choice for your healthcare journey

At HSBC, we value your health. HealthPass is our new healthcare solution that empowers you to take control of your health. Experience the convenience of video consultations and privileged discounts on medical and healthcare services.

Discover a smart way to manage your healthcare today through your mobile device.

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The benefits of HealthPass

Gain access to an extensive range of medical services at preferential rates. Enjoy the convenience of seamless video consultations and instant healthcare at your fingertips. Terms and conditions apply.



Preferential consultation rates

Enjoy 20% off at 1,800+ network medical service providers across 25+ specialties, including general practitioners (GP), traditional Chinese medicine specialists, cardiologists and dentists.



Video consultations¹

Conveniently book and conduct video consultations with general practitioners (GP), receive prescriptions, and have medications delivered to your doorstep².



Flexible plans from just HKD33 per month³

Choose from our monthly or annual plans that cater to your unique needs.

Opt for our Standard annual plan and get a free video consultation with a GP. Upgrade to our Premium annual plan for unlimited video consultations and a complimentary medical check-up⁴ for each member.



Buy instantly in a few clicks

No medical assessments. Not an insurance product.



Share your plan with loved ones

Give family and friends full access to your plan, with up to 6 members per plan (1 main member & 5 sub-members).

The smarter way to see a doctor

1 Consult doctors from the comfort of your home

Discover the ease of using HealthyLife, our healthcare app. With just your HSBC HK Mobile Banking App (HSBC HK App) logon credentials, you can access a range of medical services, such as finding providers, having video consultations with doctors, and getting medications delivered - all at your convenience.



Book a video consultation via the Home tab in the app:

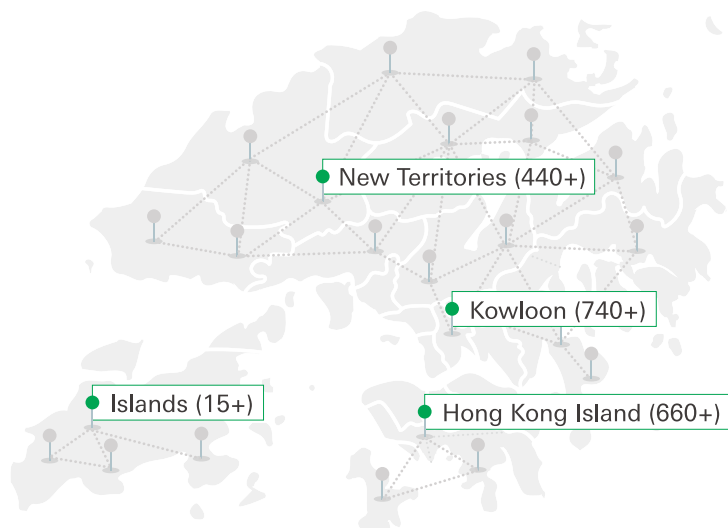
1. Select 'Video consult a doctor'
2. Enter details and choose a doctor
3. Your booking will be confirmed



Want the convenience of unlimited free video consultations?
Simply upgrade to the Premium plan.

2 Find medical service providers and clinics in our network

Our wide network includes medical service providers across Hong Kong. You can easily locate them from our app that is integrated with Google Maps. Simply show your eHealth card at your selected medical service provider to enjoy your discount.



Specialities

- Cardiology
- Traditional Chinese Medicine
- General Surgery
- Laboratory and Imaging Service
- Ophthalmology
- Paediatrics
- Physiotherapy
- And over 15 other specialities



How to book a physical consultation via the Home tab in the app:

1. Perform a doctor search
2. Select a doctor or clinic
3. Contact selected doctor or clinic, and book an appointment

HealthPass Plan

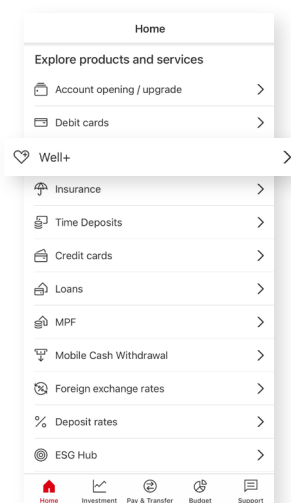
Choose from our Standard and Premium plans, and enjoy the flexibility to pay monthly or annually to cater to your unique needs⁵. You can see more details and prices of the monthly and annual plans in the HSBC HK App.



	HealthPass Standard	HealthPass Premium
Price³	As low as HKD33 per month Add up to 5 sub-members ⁶ at discounted rates	
Access to extensive medical service provider network	20% off at 1,800+ network medical service providers across 25+ specialties	
Video consultations	Video consultations at a discounted price ⁷	Unlimited video consultations ⁸
Other medical services	Discounted health and wellness offers	
Extra benefits (annual plan only)	One free video consultation per member	One free medical check-up per member ⁴

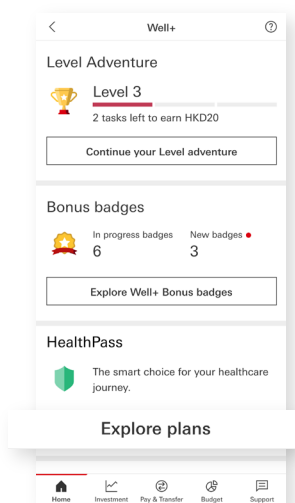


Buy HealthPass in a few steps



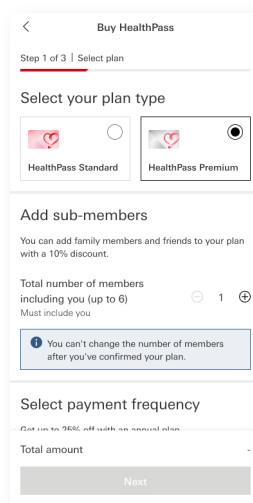
Step 1

Log on to the HSBC HK App. On the home screen, go to 'Well+'.



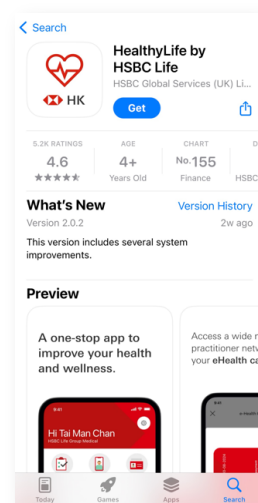
Step 2

Tap on 'Explore Plans' on the Well+ home page.



Step 3

Follow the instructions on the screen to choose your plan and payment method, and complete your purchase with necessary information.



Step 4

You're all set! Download the HealthyLife⁹ app to enjoy your benefits.

Download the HealthyLife app to access HealthPass services



HealthyLife 守滙您



Need help?

For any enquiries, please log on to the HSBC HK App, go to the 'Support' tab and select 'Chat with us'. Our team is here to help you.

For more details about HealthPass, please visit the HSBC HK website.

Notes:

- The screen displays are for reference and illustration purposes only.
- Apple, the Apple logo, iPhone, iPad, iPod touch, Touch ID and Face ID are trademarks of Apple Inc., registered in the US and other countries. App Store is a service mark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC. Android is a trademark of Google LLC.

Remarks:

1. You must book and pay for each consultation through the HealthyLife app.
2. This service is only available in Hong Kong. Delivery time will depend on your delivery location and actual traffic conditions.
3. Prices are subject to change. For details, please refer to the HSBC HK App > Well+ > HealthPass.
4. Medical check-up covers key categories such as blood analysis, cancer markers, diabetes screening and kidney function. Currently, there are many cancer genetic tests (e.g. cancer marker test) in the market. However, these tests cannot be used as a diagnostic tool and cannot replace routine hospital examinations. These tests may produce false positive or false negative results. If these tests are indeed conducted, they must be used in conjunction with LDCT, or with other routine screening tools recommended by doctors.

5. The minimum eligibility requirements to purchase a HealthPass membership (as the main member) are as follows:
 - You must be aged 18 years or above at the time of purchase
 - You must have a valid HSBC HKD account or HSBC HKD Visa or Mastercard credit card
 - You maintain your status as a valid HSBC HK Mobile Banking app user* throughout the duration of the scheme
 - Your membership of the HealthPass scheme has not previously been cancelled or terminated by HSBC Life
 - Your membership of the overall Well+ Programme remains valid and subsisting
 - You don't hold any existing and currently valid HealthPass memberships, whether a main membership or sub-membership
- *Hong Kong residents only, not including MPF or pension only customers.
6. Medical fees for all members will be paid using the main member's selected payment method.
7. Price includes 3 days of prescribed medicine.
8. An additional charge of HKD50 for medicine delivery or HKD20 for prescription delivery is applicable per consultation.
9. The minimum eligibility requirements for HealthPass main members and sub-members to access and use the HealthyLife app are:
 - They're HSBC Banking customers who maintain their status as a valid HSBC HK Mobile Banking app user throughout the duration of the scheme
 - They hold: (i) a valid HKID; or (ii) a valid passport (where HKID isn't available)
 - They're 18 years of age and older
 - They're active HealthPass members

Sub-members who don't meet the above eligibility requirements for registration, including those who aren't HSBC customers in Hong Kong, and as stated in this section above, will be required to access the available HealthPass benefits using the main member's access to the HealthyLife app.

Disclaimer

HealthPass is a health services-based membership scheme sold and managed by HSBC Life (International) Limited, incorporated in Bermuda with limited liability ('HSBC Life'). HealthPass is a product of HSBC Life, but not The Hongkong and Shanghai Banking Corporation (the 'Bank'). It's part of the overall Well+ Programme co-branded by HSBC Life and the Bank, and is aimed at rewarding those who are proactive in improving their health and general well-being ('you'). HealthPass gives customers access to affordable healthcare with discounted health, medical, and wellness services and products. HealthPass is a membership scheme and not an insurance product.