



## Artisanal Default Policy Service Flexible and Comprehensive Protection for You and Your Loved Ones' Future

Navigating uncertainties throughout different life stages requires foresight and a robust safety net for better protection. However, how to make better arrangements if you unfortunately become mentally incapacitated due to severe illnesses or other circumstances? CTF Life is pleased to launch the "Artisanal Default Policy Service" ("Service"), offering you and your beloved family an extra protection with peace of mind.

The complimentary "Artisanal Default Policy Service"<sup>1</sup> is applicable to all CTF Life Policy Owners<sup>2</sup>, encompassing **critical illness, medical, as well as selected savings plans**<sup>3</sup>. You can appoint a trusted family member aged 18 or above as the Designated Person<sup>4</sup> in advance. If you are diagnosed as mentally incapable of handling your own affairs, the Designated Person can submit the claims with valid medical reports, eliminating the hassle of legal and lengthy procedures to facilitate immediate financial support for medical and living expenses.

### Key Service Features



#### Free Service

Claim procedure is simple, eliminating the hassle of legal procedures without incurring any fees.



#### Plan Ahead

This Service empowers you to appoint a trusted family member as the Designated Person according to your personal preferences.



#### Comprehensive Support

If the Policy Owner is diagnosed as mentally incapable of handling his/her own affairs, the Designated Person can submit the claim of Living Benefits or a designated percentage of the Policy Value to manage medical and living expenses, thereby securing timely and optimal care.



#### Tailored Flexibility

This Service is applicable to all CTF Life's critical illness, medical as well as selected savings plans. You can apply this Service according to individual policy(ies)<sup>5</sup> and personal preferences.



## Case Study

Policy Owner & Insured: Nathan, 55-year-old  
Designated Person: Nathan's daughter, 20-year-old

### Nathan has successfully registered "Artisanal Default Policy Service"



Nathan owns a CTF Life medical policy and has appointed his daughter as the Designated Person of the medical policy.



One day, Nathan suffers a heart attack on his way to work and requires immediate hospitalisation.



One month later, Nathan is diagnosed as mentally incapable of handling his own affairs by registered medical practitioner in Neurology.



Nathan's daughter has to take care of him and manages the unexpected medical expenses, hence she submits the claim to CTF Life as Nathan's Default Designated Person.



The claim is processed and paid out swiftly, providing the family immediate financial support to ensure Nathan receives timely medical treatment.

If Nathan has not registered the "Artisanal Default Policy Service", Nathan's daughter would not be the Designated Person of his policy. In order to submit the claim on behalf of Nathan, she needs to go through a time-consuming and complicated process to obtain the legal approval from the court for being his guardian or committee.



For more information, please contact your Life Planner /  
CTF Life Customer Service Hotline at 2866 8898,  
Partnership Concierge Hotline at 3192 8333 or Premier Business Hotline at 3192 8388.

#### Notes:

- The additional terms about the "Artisanal Default Policy Service" will not override or replace any Enduring Power of Attorney ("EPA") created under the Enduring Powers of Attorney Ordinance (Cap. 501) covering the designated policy. If The Policy Owner has an EPA covering the designated Policy or committee or guardian has been appointed under the Mental Health Ordinance (Cap. 136) (or similar laws in another jurisdiction), the "Artisanal Default Policy Service" will not be applicable.
  - The Policy Owner must be the same person as the Insured. To appoint, change or terminate the Designated Person, you must be mentally sane at the time of requesting such change. The Policy Owner is required to submit the "Default Designated Person (for receiving benefit) Service Request Form" duly signed by him/her and witnessed by the Financial Consultant/ Professional Third Party.
  - Selected saving plans including MyWealth Savings Insurance Plan Series, Regent Savings Insurance Plan Series, Regent Premier/ Prestige Insurance Plan Series, Fortune Saver Insurance Plan Series, Value Plus Insurance Plan, Ever Shine Savings Insurance Plan and Prime Treasure Savings Insurance Plan.
  - The Designated Person must be the only Beneficiary under the policy and must be aged 18 or above; and also be the Policy Owner's spouse, parent, child, sibling, grandparent, grandchild or other relationship approved by CTF Life. The insurance agent and the insurance broker cannot be the Designated Person, unless he/she is the immediate family member of the Policy Owner.  
The Designated Person is required to meet the following conditions at the time of claim submission:
    - The Designated Person must submit the claim within 90 days from the date the Policy Owner is diagnosed as mentally incapable by medical practitioner(s); and
    - while the Policy Owner is still alive; and
    - within the validity period of the Policy.
 The Designated Person is required to submit the following documents during the claim submission:
    - Copy of identity card; and
    - copy of Policy Owner's identity card (if not submitted previously); and
    - copy of relationship proof between the Designated Person and the Policy Owner, e.g. birth certificate or valid legal documents, etc.; and
    - claim form and relevant medical reports; and
    - other documents or proofs which CTF Life may require upon the claim application.
 The Designated Person cannot exercise other rights under the policy (e.g. change of ownership, policy surrender, etc). Upon successful claim approval, the payment will be paid to the Designated Person and the Designated Person is required to visit our Customer Service Centre in person to collect the payment cheque.
  - "Artisanal Default Policy Service" can be applied for individual policy and is applicable to:
    - All critical illness and medical plans: Living Benefits will be paid to the Designated person
    - Selected savings plans: 10-100% of the Policy Value will be paid to the Designated person (once only)
- For the related terms and conditions, please refer to the "Default Designated Person (for receiving benefit) Service Request Form".
- This flyer is intended to be distributed in Hong Kong only and shall not be construed as an offer to sell or a solicitation to buy or provision of any of our products outside Hong Kong. CTF Life Insurance Company Limited hereby declares that it has no intention to offer to sell, to solicit to buy or to provide any of its products in any jurisdiction other than Hong Kong in which such offer to sell or solicitation to buy or provision of any product of CTF Life Insurance Company Limited is illegal under the laws of that jurisdiction.
  - A person who is not a party to the Policy (including but not limited to the Insured and the Beneficiary) has no right to enforce any terms of the Policy. The Contracts (Rights of Third Parties) Ordinance does not apply to the Policy nor any document issued pursuant to the Policy.