

GENERAL INSURANCE TERMS OF BUSINESS

These Terms and Conditions shall apply to and govern the relationship between Platinum Financial Services Limited (PFS), operating under the registered trade name of Lifestyle Insurance (LFSI), whose principal place of business in Hong Kong is 15/F Skyway Centre, 23 Queen's Road West, Sheung Wan, Hong Kong, and you.

This agreement covers the scope of our relationship for General Insurance and International Private Medical Insurance business only. PFS/LFSI operates as an independent insurance broker who you appoint to act on your behalf to negotiate contracts of insurance in line with their regulatory approval and all applicable laws.

These Terms and Conditions take effect either:

1. Upon signing of this Agreement
2. You provide consent to us via email or other electronic mechanism
3. Upon payment of premium

For the avoidance of doubt and without prejudice to the aforesaid, where applicable, these Terms and Conditions apply to the relationship between Platinum Financial Services Limited (PFS) and you.

When you seek advice or any form of service, or execution of any instruction on your part, you appoint PFS, which is a registered insurance broker company with the Insurance Authority of Hong Kong, for the same purposes on a non-discretionary basis.

PFS is authorised to transact General and Life (including Linked Long Term) Insurance business under registration number FB1187.

These Terms and Conditions shall be contractually binding on both parties

Our Commitment to You:

We will

- Act honestly and fairly at all times
- Give you clear documents and information
- Give you sufficient information to enable you to make an informed decision about the purchase of insurance
- Not mislead you in anyway
- Handle any complaints promptly and fairly

Client's Funds

We are approved to handle client funds. We will accept a cheque made payable to Platinum Financial Services Limited or a bank transfer to our dedicated client account with is independently audited. This account is there to ensure that client funds do not become comingled with our own.

Confidentiality

We will ensure that any information obtained from you will not be used or disclosed except in the normal course of negotiating, maintaining or renewing your insurance, unless we have your consent or where we are legally obliged to disclose your information.

Any personal information gathered will be treated as private and confidential and only used for the purposes of negotiating and arranging your insurance.

Termination

In the event of our services being terminated by you during any cooling off period, or prior to expiry or renewal, then we will be entitled to retain any and all fees or commission in relation to the policies negotiated and arranged by us.

Return of Premiums

In the vast majority of cases General Insurance policies are annual contracts and once you have entered into such a contract you are committed to it. This means that if you cancel at any time (other than in the cooling off period, where applicable) you have no legal right to a return of premium except as maybe mentioned in the policy document. Some insurers give proportionate refunds and we will continue to work on your behalf to secure a refund if it is possible.

Broker Remuneration

Platinum Financial Services Limited ('the Company') is remunerated for its services by the receipt of commission paid by insurers. Your agreement to proceed with any insurance transaction shall constitute your consent to the receipt of commission by the Company.

Claims Procedure

In the event of a claim you should initially contact us or your insurer direct. The claims process and appropriate literature will be made available to you for onward processing. Please note that any incomplete claim form, or missing supporting documentation, will delay the processing and payment of your claim. The above are general claim guidelines, further information can be provided upon request.

Personal Information Collection Statement (PICS)

From time to time it is necessary for the company to collect your personal data, which may be used, stored, processed, transferred, disclosed or shared within the Business Class Group of Companies. We recognize our responsibilities in relation to the aforementioned under the Personal Data (Privacy) Ordinance (Cap 486) (PDPO) and commit to sending you our PICS document separately. With your permission we intend to use your name, contact details, financial background and demographic data for direct marketing by mail, e-mail or telephone to provide you with information about our Financial Advisory Services (insurance, investment, pensions, private banking and property).

Complaints Procedure

It is our intention to provide you with a high level of customer service and satisfaction. If there are occasions when we do not meet your standards then please contact our Compliance Officer either verbally or in writing. We will endeavor to resolve your problem as soon as possible. If that is not possible we will give you a copy of our formal complaints procedure and keep you updated of progress in line with our published timelines. In the first instance you should contact the compliance officer with your concerns at compliance@fsplatinum.com.

Client Declaration

I/we hereby understand and accept the above terms and conditions. Furthermore I/we confirm that we have read and understood the personal information collection statements and have been advised to read it carefully. I/we confirm we have read the PICS carefully and have considered the effect and impact with respect to the use and transfer of any of my/our personal data collected by the company. Based on the foregoing, I/we give me/our acknowledgement and agree to the transfer and use of my/our data by the company in accordance with PICS, including its use for direct marketing purposes.

If you do not agree to the use of your personal data for direct marketing purposes set out in the PICS then please tick the below box and we will not use your personal data for direct marketing

Signed _____

Signed _____

Name _____

Name _____

Date _____

Date _____