HSBC Life Protection

The protection your clients need. The business support you want.

From becoming a parent for the first time,to taking out that new mortgage, to retirement and thinking about their legacy, whatever life stage your client is at, we offer a selection of competitively-priced protection products designed to perfectly meet their needs – and yours.

All HSBC Life protection products offer:

- ✓ **A streamlined underwriting process** that's simple and provides an instant decision
- ✓ **An efficient online-only journey** from initial quote to final cover
- ✓ No calls, **no medical examinations**, tele-interviews or doctor reports required
- ✓ On-hand **dedicated business development** team to support you and your business
- ✓ **Our empathetic, straightforward and efficient** claims process
- ✓ HSBC Life Online Health Services*, an app-based service, for **expert medical** assistance and **wellbeing support**

* The selection of health services, offered by Square Health, is a non-contractual benefit. The services provided are not part of the insurance cover your client's policies provide.

HSBC Life

Together we thrive

Complete support for you and your business

HSBC Life has over 30 years of experience in the protection market. And we've learned that we can only succeed with you by our side. This is why we're committed to supporting Advisers in every way we can – from smoother agency set-ups to quickly resetting that password you've forgotten. Because together, we all thrive.

Meet the team

Senior Business Development Managers

Every one of our Senior Business Development Managers has a wealth of sector experience and understands the particular demands and opportunities of their allocated region.

Their role is to help you and your business; whether that's identifying sales and planning opportunities, clarifying a particular product detail, or even providing CPD training to support ongoing learning and development.

Head of HSBC Life Distribution

Mike Furniss

07584 401609

michael.j.furniss@hsbc.com

Michael is a Fellow of the Personal Finance Society and Chartered Financial Planner. He leads our distribution team across the UK. He joined HSBC in May 2014 after a long career in Wealth Management and Private Banking commencing in 1995. He manages all key strategic accounts for HSBC Life (UK) Limited.

London & South East

We are currently recruiting for this region, please contact **Mike Furniss** in the first instance.

Contact details:

07584 401609

michael.j.furniss@hsbc.com

Digital Propositions

Peter Bayliss

Senior Business Strategy and Development Manager

07384 790556

peter.j.bayliss@hsbc.co.uk

Peter has vast experience in the protection industry across B2B (including intermediaries) and B2C businesses. He joined HSBC in June 2019 after a long career with a protection provider and 5 years at a quotation portal company.

South Wales, Midlands & South West

Richard Waters

National Account Manager

07771 841391

richardwaters@hsbc.com

Richard joined HSBC Life in December 2019, but started his HSBC career back in 1993. In recent years he has held senior roles in our Mortgage Intermediary and Group Insurance businesses covering product, marketing, business development and distribution aspects. He looks after key relationships and our network roll-out engagement.

North Wales, North West & Northern Ireland

Claire Bostock

Senior Business Development Manager

07468 702823

claire.l.bostock@hsbc.com

Claire joined HSBC Life in December 2017. She possesses a wealth of experience, having begun her career in the financial services industry over 20 years ago.

Scotland, North East & East Midlands

Sally Dlaimi

Senior Business Development Manager

07920 020882

sally.dlaimi@hsbc.com

Sally joined HSBC Life in February 2019. She began working at HSBC in 2003 after enrolling on a local management training programme. Sally has held several roles across the Retail, Wealth, Commercial Head Office, and Private Banking sectors.

Distribution Support Team

Fast and efficient. We have a team in place for all your sales support, readily processing and completing new applications so that the on-boarding experience is as smooth as possible.

Sarah Houselander

07387 248 044

lifebdmsupport@hsbc.co.uk

Alexandra McHugh

07717 484 642

lifebdmsupport@hsbc.co.uk

Administrative Support

For every urgent question. Whether you need an update on a new client application, have an issue with a direct debit or can't get onto HSBC Access, with our administrative support team there's always someone waiting to help.

0333 207 5563

Monday to Friday 9:00-5:30
(closed bank holidays)

support@lifeprotectionplan.hsbc.co.uk

HSBC Access

The information you need, whenever you need it

HSBC Access for advisers

HSBC Access enables you to simply manage all aspects of your business with us online, 24/7.

- ✓ View application statuses, including history of past applications
- ✓ Manage your profile and details
- ✓ Access your saved applications
- ✓ Keep track of your commission status and history

www.lifeprotectionplan.hsbc.co.uk/broker/login

HSBC Access for your clients

Your clients also have direct access to their policy via the HSBC Access portal. This enables them to manage their account online including:

- ✓ Downloading policy documents, trust documents and application summary
- ✓ Updating personal contact details and bank details
- ✓ Providing or updating GP details
- ✓ Contacting customer service via secure message
- ✓ Making a claim

www.lifeprotectionplan.hsbc.co.uk/client/login

For information on our HSBC Life protection solutions please visit www.life.hsbc.co.uk

For Financial Advisers only
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HSBC Life

Together we thrive