

## HSBC Life Online Health Services

A great benefit for HSBC Life protection policyholders

To give your clients even more reason to hold an HSBC Life policy we've enhanced **HSBC Life Online Health Services**, in partnership with Square Health.

This intuitive app-based service offers all HSBC Life policyholders expert medical assistance and wellbeing support **at no extra cost and with no consultation fees**.

A non-contractual benefit, the services provided **are not part of the insurance cover your client's policies provide**. Whilst HSBC Life have the right to change or remove these additional health services at any time, such a decision will not affect your client's insurance cover with HSBC Life in any way.

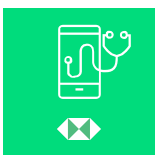
	HSBC Life Protection	HSBC Critical Illness / HSBC Life and Critical Illness	HSBC Critical Illness Plus / HSBC Life and Critical Illness Plus	Children aged 0-16 receive following cover
Second Medical Opinion	✓	✓	✓	✓
Unlimited Remote GP Consultation	✓	✓	✓	✓
Prescription Services	✓	✓	✓	✓
Physiotherapy	✓	✓	✓	
Mental Health Support	✓	✓	✓	
Annual Health MOT	✓	✓	✓	

## About Square Health

Founded by practising doctors, and the result of over 25 years of experience within the healthcare sector, Square Health provides expert medical services using the latest online technology. Square Health's network includes over 5,000 UK-based medical professionals, including doctors and healthcare specialists.

Full Square Health Terms & Conditions as well as their Fair Usage policy can be found in the mobile app. You can also find out more about Square Health by visiting their website [www.squarehealth.com](http://www.squarehealth.com).

## Getting started



The app is available for Apple iOS and Android. Your client will need to **download** HSBC Life Online Health Services from their app store.

They will also need to **register** for our policy portal HSBC Access (if not already registered) by following the on-screen prompts.

A textphone service is also available for customers with hearing and/or speech impairments.



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# 6 important services. 1 convenient app.

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## Second Medical Opinion

An extra layer of reassurance. Your client can check a diagnosis, ask questions and get advice on treatment options by speaking to a UK-based medical specialist by video call or face-to-face.

- ✓ Covers all medical conditions, including mental health
- ✓ Up to a total of 2 consultations per policyholder per year (any child consultations are included within this)



## Unlimited Remote GP Consultation

A consultation only a call away. By using the 24/7 Remote GP Consultation service your client can talk to a UK-based doctor about any health or medical concerns by videocall or phone.

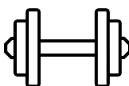
- ✓ Saves time and hassle of trying to organise and attend appointments at local GP
- ✓ Unlimited consultations per policyholder per year (any child consultations are included within this)



## Prescription Services

An easier way to get a prescription. As part of your client's Remote GP Consultation appointment they can also get a private prescription without needing to visit a clinic.

- ✓ No charge for prescription itself and doctor will outline medicine cost before prescribing
- ✓ Fit notes can also be prescribed when appropriate for a £15 fee



## Physiotherapy

Restoring movement and function. Your client can take advantage of an initial assessment with a qualified physiotherapist without needing a GP referral.

- ✓ After consultation, referral to a specialist or a bespoke treatment plan may be created
- ✓ Up to 8 videocall physiotherapy consultations policyholder per year



## Mental Health Support

Looking after your mind. Your client can access an initial video assessment with counsellors, therapists who specialise in cognitive behavioural therapy (CBT) and psychologists.

- ✓ Covers all treatment areas including depression, anxiety and sleep disorders
- ✓ Up to 8 consultations per policyholder per year



## Annual Health MOT

Knowledge is power. Your client can arrange a Health MOT through the app to get tested on the status of over 20 health markers using a simple blood test kit.

- ✓ Client receives a clear laboratory report on everything from diabetes risk to bone health
- ✓ Available to each policyholder once per year

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For further information please visit: [www.life.hsbc.co.uk](http://www.life.hsbc.co.uk)

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