LIFE INSURANCE – LIFE PROTECTION

ADMIRE LIFE 2 (AL2)

PROTECT YOUR LOVED ONES FOR LIFE

Admire Life 2 is a participating life insurance product underwritten by AIA International Limited (Incorporated in Bermuda with limited liability). Citibank (Hong Kong) Limited is an appointed insurance agent for AIA International Limited (Incorporated in Bermuda with limited liability). This product brochure is issued by AIA and is for distribution by Citibank (Hong Kong) Limited in Hong Kong only.

AIA International Limited
(Incorporated in Bermuda with limited liability)

HEALTHIER, LONGER, BETTER LIVES

We all want the best for our loved ones

Which means paving the way for them at every stage of life

That's why we launched Admire Life 2, a plan that provides lifetime insurance for protection and wealth accumulation with potential returns.

Lifelong protection for your loved ones

Admire Life 2 provides lifetime insurance with stable returns. If the insured, who is the person protected under the policy passes away, we will pay the death benefit to the person whom you select in your policy as beneficiary. The death benefit will include:

i. the sum assured of the policy;

ii. a non-guaranteed cash amounts distributed on a yearly basis, called Annual Dividends, which have accumulated with interest under this policy; plus

iii. a one-off non-guaranteed cash payment, called a Terminal Dividend (if any), provided that the policy has been in force for 5 years (for a one-time premium payment policy) or 10 years (for a policy other than one-time premium payment) (one-time premium payment is also known as Single Premium in the illustrative document).

We will deduct all outstanding debt under your policy before we make the payment to the beneficiary.

For policies with a 5-year, 10-year, 18-year & 25-year premium payment term, you can choose add-on plans for extra cover. Add-on plans are subject to additional premiums and underwriting. All benefits under add-on plans will be terminated when your **Admire Life 2** policy terminates.

Accumulate wealth for a lifetime of prosperity

Admire Life 2 is a **participating insurance plan** that provides you with guaranteed cash value, enabling you to accumulate wealth and secure a prosperous future for yourself and your family. In addition, we will provide you with a non-guaranteed cash amount distributed on a yearly basis, called Annual Dividends (if any).

We will also provide you with the non-guaranteed Terminal Dividend if:

i. you surrender the policy; or

ii. the insured passes away.

where the above situation occurs after the policy has been in force for 5 years (for a one-time premium payment policy) or 10 years (for a policy other than one-time premium payment).

Payment of the Terminal Dividend is not guaranteed. We determine the amount at our sole discretion and may be zero. The Terminal Dividend (if any) does not form a permanent addition to the policy and it may be increased or decreased at subsequent declarations.

"AIA", "AIA Hong Kong", "the Company", "We", "our" or "us" herein refers to **AIA International Limited** (Incorporated in Bermuda with limited liability).

Flexible premium payment terms

With **Admire Life 2**, you can select from five premium payment terms according to your personal financial needs. Premium amounts are guaranteed to be fixed throughout the payment period, making it easy for you to budget flexibly. For 5-year, 10-year, 18-year or 25-year premium payment terms, the premium can be paid annually or monthly.

Premium Payment Term	Insured's Age at Policy Issue	Benefit Term
One-time premium payment	15 days to age 75	Whole life
5 years	15 days to age 65	
10 years	15 days to age 60	
18 years	15 days to age 60	
25 years	15 days to age 55	

Extra cover for more protection

To support you in unfortunate circumstances, we will waive the future premium for **Admire Life 2** if the insured becomes totally and permanently disabled before the age of 60. If the insured is from the People's Republic of China or is a juvenile, we shall waive the future premium in the event of presumptive disability. Please refer to point 9 of the Additional Important Information section for definition of presumptive disability. This benefit will be subject to our underwriting decision.

A currency that suits you

For your convenience, we offer this policy in US dollars and HK dollars.

Example

(The following example is hypothetical and for illustrative purposes only. Actual dividends are not guaranteed and are declared at AIA's sole discretion.)

Policy owner and insured:	Mr. Gary Lau (Age 35, non-smoker)
Occupation:	Financial Manager
Family status:	Married, with a son (Age 5) and a daughter (Age 1)

Mr. Lau is a cautious investor. He would like to grow his wealth under a stable environment and reduce the risk of volatile investment performances. In addition, he seeks to provide adequate protection for his family. To fulfill these objectives, Mr. Lau purchased **Admire Life 2** with US$500,000 as the sum assured. The premium payment term is 18 years and requires an annual premium of US$16,020.

This case assumes that Mr. Lau does not withdraw cash at any point, choosing instead to let the total surrender value accumulate in his policy.

	Death Benefit	Surrender Value
Non-guaranteed		
Guaranteed		
Total		

Golden period

Objective

Mr. Lau wishes to provide his family with adequate protection as well as reserve sufficient cash as part of his contingency plan.

Protection

At the age of 50, Mr. Lau's death benefit is **US$640,923**^ (of which guaranteed death benefit is US$500,000, non-guaranteed death benefit is US$140,923), which is equivalent to **266%** of total premiums paid.

If he passes away, the death benefit would help to support his children.

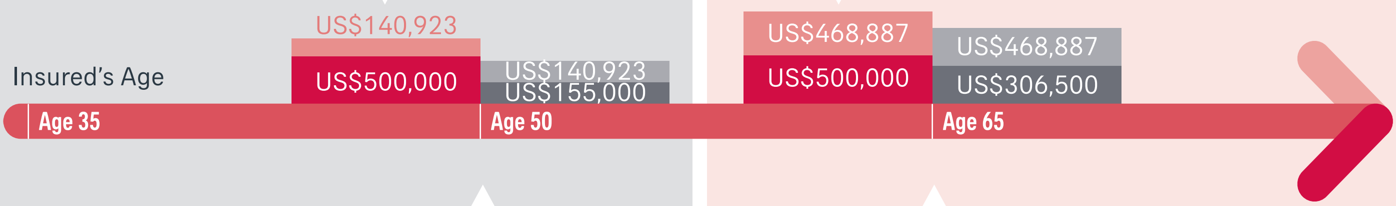
Retirement life

Objective

Mr. Lau wishes to provide his family with adequate protection and enjoy his retirement with his wife.

Protection

Mr. Lau's death benefit at the age of 65 is **US$968,887**^ (of which guaranteed death benefit is US$500,000, non-guaranteed death benefit is US$468,887), which is equivalent to **335%** of the total premiums paid. This sum would help provide more security for his family in case he passes away.



Savings

When Mr. Lau is at the age of 50, the total surrender value is **US$295,923**^ (of which guaranteed cash value is US$155,000, non-guaranteed surrender value is US$140,923), which is equivalent to **123%** of total premiums paid.

Mr. Lau can withdraw this amount as reserve cash as an education fund for his children. Alternatively, he can allow the funds to accumulate for his retirement.

Savings

When Mr. Lau retires at the age of 65, the total surrender value will be **US$775,387**^ (of which guaranteed cash value is US$306,500, non-guaranteed surrender value is US$468,887), which is equivalent to **268%** of the total premiums paid.

Mr. Lau can withdraw this amount to enjoy his retirement with his wife. Alternatively, he can opt to accumulate the funds for future use.

^ Total surrender value is a projected value and not guaranteed. Total surrender value includes the guaranteed cash value, non-guaranteed accumulated Annual Dividends with interest (if any) and non-guaranteed Terminal Dividend entitlement accrued (if any) (from and after the end of the 5th policy year (for a one-time premium payment policy) or 10th policy year (for a policy other than one-time premium payment)). The values shown are based on the current dividend scales and the current accumulation interest rate of 3.5% p.a. on Annual Dividends (if any), which scales and rate are not guaranteed. Past performance or current performance of our business should not be interpreted as a guide for future performance. Actual Annual Dividends (if any) and accumulation interest rates may vary throughout the duration of the policy and may be less or more favourable than those illustrated and may be zero. The projected value of the Terminal Dividend (if any) is based on the current dividend scale and is neither indicative of future performance nor guaranteed, therefore the actual Terminal Dividend (if any) paid may vary at AIA's sole discretion, which may be less or more favourable than those illustrated and may be zero. The above example assumes that no cash withdrawal or policy loans are taken throughout the term of the policy and that all premiums are paid in full when due. The guaranteed breakeven policy year for this example is 28 years.

Important Information

This brochure does not contain the full terms and conditions of the policy. It is not, and does not form part of, a contract of insurance and is designed to provide an overview of the key features of this product. The precise terms and conditions of this plan are specified in the policy contract. Please refer to the policy contract for the definitions of capitalised terms, and the exact and complete terms and conditions of cover. In case you want to read policy contract template before making an application, you can obtain a copy from AIA. This brochure should be read along with the illustrative document and other relevant marketing materials, which include additional information and important considerations about this product. We would like to remind you to review the relevant product materials provided to you and seek independent professional advice if necessary.

This brochure is for distribution in Hong Kong only.

Dividend Philosophy

This is a participating insurance plan in which we share a portion of the profits earned on it and related participating insurance plans with the policy owners. It is designed to be held long term. The premiums of a participating insurance plan will be invested in a variety of assets according to our investment strategy. The cost of policy benefits (including guaranteed and non-guaranteed benefits as specified in your plan that may be payable on death or surrender, as well as charges we make to support policy guarantees (if applicable)) and expenses will be deducted as appropriate from premiums of the participating insurance plan or from the invested assets. We aim to ensure a fair sharing of profits between policy owners and shareholders, and among different groups of policy owners.

Divisible surplus refers to profits available for distribution back to policy owners as determined by us. The divisible surplus that will be shared with policy owners will be based on the profits earned from your plan and related groups of similar plans or similar group of policies (as determined by us from time to time by considering factors such as benefit features, policy currencies and period of policy issuance), divisible surplus may be shared with the policy owners in the form of annual dividends and terminal dividends as specified in your policy.

We review and determine the dividend amounts payable to policy owners at least once per year. Divisible surplus depends on the investment performance of the assets which we invest in and the amounts of benefits and expenses we need to pay for the plan. It is therefore inherently uncertain. Nevertheless, we aim to deliver relatively stable dividend payments over time through a smoothing process by spreading out the gains and losses over a period of time. The actual dividends declared may be different from those illustrated or projected in any insurance plan information provided (e.g. benefit illustrations) depending on whether the divisible surplus, past experience and / or outlook are different from what we expected. If dividends are different, this will be reflected in the policy anniversary statement.

A committee has been set up to provide independent advice on the determination of the dividend amounts to the Board of the Company. The committee is comprised of members from different control functions or departments within the organisation both at the AIA Group level as well as Hong Kong local level, such as office of the Chief Executive of the Company, legal, compliance, finance, investment and risk management. Each member of the committee will endeavour to exercise due care, diligence and skill in the performance of his or her duties as a member. The committee will utilise the knowledge, experience, and perspectives of each individual member to assist the Board in the discharge of its duty to make independent decisions and to manage the risk of conflict of interests, in order to ensure fair treatment between policy owners and shareholders, and among different groups of policy owners. The actual dividends, which are recommended by the Appointed Actuary, will be decided upon the deliberation of the committee and finally approved by the Board of Directors of the Company, including one or more Independent Non-Executive Directors, and with written declaration by the Chairman of the Board, an Independent Non-Executive Director and the Appointed Actuary on the management of fair treatment between policy owners and shareholders.

To determine the dividends of a participating policy, we consider both past experience and the future outlook of all factors including, but not limited to, the following:

Investment returns: include interest earnings, dividends and any changes in the market value of the backing assets, i.e. the assets in which we invest your premiums (the cost of policy benefits and expenses will be deducted from the investment). Depending on the asset allocation adopted for the insurance plan, investment returns could be affected by fluctuations in interest income (both interest earnings and the outlook for interest rates) and various market risks, including interest rate risk, credit spread and default risk, fluctuations in listed and private equity prices, real estate prices as well as foreign exchange currency if the currency of the backing assets is different from the policy currency, etc.

Claims: include claims for death benefits and any other insured benefits under the insurance plan.

Surrenders: include policy surrenders, partial surrenders and policy lapses; and their corresponding impact on the backing assets.

Expenses: include both expenses directly related to the policy (e.g. commission, underwriting, issue and premium collection expenses) and indirect expenses allocated to the insurance plan (e.g. general administrative costs).

Some participating insurance plans (if applicable) allow the policy owners to place their annual dividends, guaranteed and non-guaranteed cash payments, guaranteed and non-guaranteed incomes, guaranteed and non-guaranteed annuity payments with us, potentially earning interest at a non-guaranteed interest rate. To determine such non-guaranteed interest rate, we consider the returns on the pool of assets in which these amounts are invested with reference to the past experience and future outlook. This pool of assets is segregated from other investments of the Company and may include bonds and other fixed income instruments.

For dividend philosophy and dividend history, please visit our website at
https://www.aia.com.hk/en/dividend-philosophy-history.html

Investment Philosophy, Objective and Strategy

Our investment philosophy aims to deliver sustainable long-term returns in line with the insurance plan's investment objectives and the Company's business and financial objectives.

Our aforementioned objectives are to achieve the targeted long-term investment results while minimising volatility in investment returns to support the liabilities over time. They also aim to control and diversify risk exposures, maintain adequate liquidity and manage the assets with respect to the liabilities.

Our current long-term target strategy is to allocate assets attributed to this insurance plan as follows:

Asset Class	Target Asset Mix (%)
Bonds and other fixed income instruments	60% - 80%
Growth assets	20% - 40%

The bonds and other fixed income instruments predominantly include government and corporate bonds and are mainly invested in the United States and Asia-Pacific. Growth assets may include listed equity, equity mutual funds, physical real estate, real estate funds, private equity funds and private credit funds, and are mainly invested in the United States, Asia-Pacific and Europe. Growth assets generally have a higher long-term expected return than bonds and fixed income assets but may be more volatile in the short term. The range of target asset mix may be different for different participating insurance plans. Our investment strategy is to actively manage the investment portfolio i.e. adjust the asset mix in response to the external market conditions and the financial condition of the participating business. For example, there is a smaller proportion of growth assets when interest rates are low and a larger proportion of growth assets when interest rates are high. When interest rates are low, the proportion of growth assets may be even smaller than the long-term target strategy, so as to allow us to minimise volatility in investment returns and to protect our ability to pay the guaranteed benefits under the insurance plans, whereas the proportion of the growth assets may be even larger than the long-term target strategy when interest rates are high to allow for the possibility that we may share more investment opportunities in growth assets with the policy owners.

Subject to our investment objectives, we may use a material amount of derivatives to manage our investment risk exposure and for matching between assets and liabilities, for example, the effects of changes in interest rates may be moderated, while allowing for more flexibility in asset allocation.

Our currency strategy is to minimise currency mismatches. For bonds or other fixed income instruments, our current practice is to endeavour to currency-match bond purchases with the currency of the underlying policy (e.g. US Dollar assets will be used to back US Dollar insurance plans, HK Dollar assets will be used to back HK Dollar insurance plans). Subject to market availability and opportunity, bonds may be invested in a currency other than the currency of the underlying policy and currency swaps may be used to minimise the currency risks. Currently assets are mainly invested in US dollars. Growth assets may be invested in a currency other than the currency of the underlying policy and the selection is done according to our investment philosophy, investment objectives and mandate.

We will pool the investments from similar participating insurance plans to determine the return and we will allocate the return to specific participating insurance plans with reference to their target asset mix. Actual investments (e.g. geographical mix, currency mix) would depend on market opportunities at the time of purchase, hence may differ from the target asset mix.

The investment strategy is subject to change depending on the market conditions and economic outlook. Should there be any material changes in the investment strategy, we will inform policy owners of the changes, with underlying reasons and expected impact to the dividends.

Key Product Risks

1. You should pay premium(s) on time and according to the selected premium payment schedule. If you stop paying the premium before completion of the premium payment term, you may elect one of the non-forfeiture options to surrender the policy or convert the policy to a non-participating insurance plan with life protection only. Compared with the original plan, such a plan will have less cover or a shorter term.

   If no non-forfeiture option has been elected, the premium will be covered by a loan taken out on the policy automatically for one year so long as the sum of guaranteed cash value and accumulated Annual Dividends with interest (if any) of the basic plan is sufficient to cover the premium in default and any outstanding debt. Afterwards, we will use the remaining cash value to convert to a non-participating insurance plan with life protection only.

2. The plan may make certain portion of its investment in growth assets. Returns of growth assets are generally more volatile than bonds and other fixed income instruments, you should note the target asset mix of the product as disclosed in this product brochure, which will affect the dividend on the product. The savings component of the plan is subject to risks and possible loss. Should you surrender the policy early, you may receive an amount considerably less than the total amount of premiums paid.

3. You may request for the termination of your policy by notifying us in written notice. Also, we will terminate your policy and you / the insured will lose the cover when one of the following happens:
   - the insured passes away;
   - you do not pay the premium within 31 days of the due date and the policy has no cash value;
   - the end of the benefit term if basic policy has been continued as a non-participating insurance plan; or
   - the outstanding debt exceeds the guaranteed cash value of your policy. In the case of premium is covered by a loan taken out on the policy automatically, the outstanding debt exceeds the sum of guaranteed cash value and accumulated Annual Dividends with interest (if any) of your policy.

4. We underwrite the plan and you are subject to our credit risk. If we are unable to satisfy the financial obligations of the policy, you may lose your premium paid and benefits.

5. You are subject to exchange rate risks for plans denominated in currencies other than the local currency. Exchange rates fluctuate from time to time. You may suffer a loss of your benefit values and the subsequent premium payments (if any) may be higher than your initial premium payment as a result of exchange rate fluctuations. You should consider the exchange rate risks and decide whether to take such risks.

6. Your current planned benefit may not be sufficient to meet your future needs since the future cost of living may become higher than they are today due to inflation. Where the actual rate of inflation is higher than expected, you may receive less in real terms even if we meet all of our contractual obligations.

Suicide

If the insured commits suicide within one year from the date on which the policy takes effect, our liability will be limited to the refund of premiums paid (without interest) less any outstanding debt.

Incontestability

Except for fraud or non-payment of premiums, we will not contest the validity of this policy after it has been in force during the lifetime of the insured for a continuous period of two years from the date on which the policy takes effect. This provision does not apply to any add-on plan providing accident, hospitalisation or disability benefits.

Warning Statement

Admire Life 2 is an insurance plan with a savings element. Part of the premium pays for the insurance and related costs. If you are not happy with your policy, you have a right to cancel it within the cooling-off period and obtain a refund of any premiums and any levy paid. A written notice signed by you should be received by AIA's Hong Kong Main Office at 1/F, AIA Hong Kong Tower, 734 King's Road, Quarry Bay, Hong Kong within the cooling-off period (that is, 21 calendar days immediately following either the day of delivery of the policy or the Cooling-off Notice to you or your nominated representative, whichever is earlier). After the expiration of the cooling-off period, if you cancel the policy before the end of the term, the projected total cash value may be less than the total premium you have paid.

Additional Important Information

Effective from 1 January 2018, all policy owners are required to pay a levy on each premium payment made for both new and in-force Hong Kong policies to the Insurance Authority (IA). For levy details, please visit our website at www.aia.com.hk/useful-information-ia-en or IA's website at www.ia.org.hk.

The levy rates and the maximum amount of levy to be paid by policy owners from 2018 till 2021 onwards are listed as below:

Policy Anniversary Date	Levy Rate	Maximum Levy (HKD)
		Long Term Business
From 1 January 2018 to 31 March 2019 (both dates inclusive)	0.04%	$40
From 1 April 2019 to 31 March 2020 (both dates inclusive)	0.06%	$60
From 1 April 2020 to 31 March 2021 (both dates inclusive)	0.085%	$85
From 1 April 2021 onwards (inclusive of that date)	0.1%	$100

1. This product is a life insurance product issued by AIA. This is a participating policy. The underwriting risks, financial obligations and support functions associated with the policies issued by AIA are its responsibility.

2. The plan is an insurance plan with a savings element. Part of the premium(s) will be used to support the guaranteed benefit(s) such as guaranteed cash value and / or death benefit. Applicable fees and charges (including but not limited to cost of insurance and premium charge) will be deducted from the policy value, where appropriate.

   The plan is a long term insurance plan and is designed to be held until the end of the policy term. Should you terminate the policy before the end of the lock-in period (please refer to point 15 below), you may receive an amount considerably less than the total amount of premium paid and you may lose all the premiums paid. The premium of the plan should be paid in full for the whole payment term.

3. AIA will send an anniversary statement to you upon every policy anniversary. Annual Dividends, Terminal Dividend and accumulation interest rates on Annual Dividends are not guaranteed, they are determined at AIA's sole discretion and may be zero. The Terminal Dividend (if any) payable may be greater or lesser than the amount projected in the illustrative document or stated in the anniversary statement. No Annual Dividend will be declared before the end of the 1st policy year and no Terminal Dividend will be declared before the end of 5th policy year (for a one-time premium payment policy) or 10th policy year (for a policy other than one-time premium payment).

4. At AIA's discretion, AIA may distribute the surplus from AIA's profit from this product group to policy owners as dividends. We aim to ensure a fair sharing of profits between policy owners and AIA shareholders, and among different groups of policy owners:

   i. Policy owners and AIA shareholders – Any profits and losses will be allocated among policy owners and AIA shareholders according to the defined shareholders' profit basis. This is reflected in the benefit illustration for the policy.

   ii. Different groups of policy owners – Profits will vary among policies with different policy classes. For example, the investment experience would be different for policies started in different years, and therefore the dividend could be different.

5. Future investment performance is unpredictable. Through our smoothing process, we aim to deliver more stable dividend payments, by spreading out the gains and losses over a longer period of time. If the experience of **Admire Life 2** (on factors including, but not limited to, investment returns, claims, surrenders and expenses) continues to be unfavorable over an extended period, it would lead to a decrease in future dividends.

6. Cash withdrawals made will be deducted first from the accumulated Annual Dividends with interest (if any). Any further withdrawal which exceeds the remaining balance of the accumulated Annual Dividends with interest (if any) will be deemed as partial surrender of the policy and may lead to reduction of the sum assured of the policy. Such further withdrawal will be deducted from the guaranteed cash value and Terminal Dividend entitlement accrued (if any) (from and after the end of the 5th policy year (for a one-time premium payment policy) or 10th policy year (for a policy other than one-time premium payment)), given upon such surrender. Therefore, the subsequent guaranteed cash value, Annual Dividends (if any) and Terminal Dividend (if any) will be adjusted accordingly based on the reduced sum assured.

7. The policy is subject to AIA's minimum sum assured requirements as determined by AIA from time to time, and no withdrawal will be allowed which has the effect of reducing the sum assured of the policy below the minimum sum assured required.

8. All guaranteed and non-guaranteed elements (if any) and benefits of insurance policy are subject to the credit risk of AIA and the payments of such benefits and performance of the insurance policy are the obligations and liabilities of AIA. In the worst case, you may lose all the premium paid and benefit amount.

   Policy benefits are not the obligation of any insurance agency or distributor selling or distributing the policy, or by any of their affiliates, and none of them makes any representation or guarantees regarding the claims-paying ability of AIA. AIA is responsible for its own financial condition and contractual obligations. Policy owners bear the default risk in the event that AIA is unable to satisfy its financial obligations under the insurance policy(ies).

9. Presumptive disability means the occurrence of any of the following: i) total and irrecoverable loss of sight of BOTH eyes; ii) severance of TWO limbs at or above wrist or ankle; or iii) total and irrecoverable loss of sight of ONE eye and loss by severance of ONE limb at or above the wrist or ankle. An insured ceases to be a juvenile when either after the age of 16 he / she becomes gainfully employed or self-employed; or he / she attains 18 years of age.

10. Add-on plans / riders means supplementary contracts as stated in the policy contract.

11. The above product information should be used with the understanding that AIA is not rendering legal, accounting or tax advice. You are advised to check with your personal tax advisor for advice relevant to your circumstances.

12. AIA is the insurance underwriter of this insurance plan and is solely responsible for all approvals, coverage and compensations of their insurance plans. All insurance applications are subject to AIA's underwriting and acceptance. AIA reserves the final right to approve any policy application. In case the policy application is declined, AIA will make full refund of the actual amount of premium and any levy paid by the customer without interest. AIA shall assume full responsibility for the contracts of respective insurance plans.

13. If your application omits facts or contains materially incorrect or incomplete facts, AIA has the right to declare the policy void.

14. Whether to apply for insurance coverage is your own individual decision.

15. The reference to "Lock-in period" (if any) is the breakeven policy year in which guaranteed cash value equals total premium paid as illustrated in the illustrative document. The guaranteed breakeven policy year varies according to the plan currency, sum assured, premium payment term and the issue age, gender and smoking habits of the insured. Please refer to the illustration for the lock-in period applicable to your **Admire Life 2** policy. **Early surrender or termination of your policy before the end of the lock-in period may result in losses in that you may get back considerably less than your premiums paid.**

16. If premium remains unpaid 31 days after the premium due date, you may elect one of the non-forfeiture options to surrender the policy or convert the policy to a non-participating insurance plan with life protection only. Compared with the original plan, such a plan will have less cover or a shorter term.

    If no non-forfeiture option has been elected, AIA will advance the premium due as an automatic loan for one year so long as the sum of guaranteed cash value and accumulated Annual Dividends with interest (if any) of the basic plan is sufficient to cover the premium in default and any outstanding debt. Afterwards, we will use the remaining cash value to convert to a non-participating insurance plan with life protection only.

    You can also apply for a policy loan and borrow up to 100% of the guaranteed cash value of the policy. Where a policy loan is available and taken out, interest on the policy loan will be charged at a rate solely determined by us from time to time. Interest on loan amounts accrue on a daily basis and are due on each policy anniversary. Any interest unpaid when due will be added to the outstanding loan amount. The unpaid loan or policy debt (if any) on the policy will be deducted from the payment or proceeds (if any) under the policy. If the total outstanding loan amounts (including interest) owing to AIA under this policy (if any) exceed the guaranteed cash value of the policy, the policy will be terminated. In the case of premium is covered by a loan taken out on the policy automatically, if the outstanding loan amounts (including interest) exceed the sum of guaranteed cash value and accumulated Annual Dividends with interest (if any) of your policy, the policy will be terminated.

17. Total surrender value / total cash value refer to the same value and these terms are used interchangeably.

18. Benefit illustration / illustrative document / proposal refer to the same document and these terms are used interchangeably.

19. The policy currency of this plan offers in Hong Kong dollars (HKD) or in US dollars (USD). For USD, any exchange rate fluctuation will have a direct impact on the amount of premium required and the value of your benefit(s) in Hong Kong dollar terms.

    Any transaction involving currencies involves risks including, but not limited to, the potential for changing political and / or economic conditions that may substantially affect the price or liquidity of a currency. Policy owner should pay heed to the presence of the potential currency risks and decide whether to take such risks.

20. Claims under the plan must be made to AIA directly. You can get the appropriate claims forms by calling the AIA Customer Hotline (852) 2232 8808 in Hong Kong or by visiting www.aia.com.hk or any AIA Customer Service Centre. Please refer to the policy contract for details of claim procedure. If you wish to know more about claim related matter, you may visit "File A Claim" section under our company website www.aia.com.hk.

21. Citibank (Hong Kong) Limited's role is limited to distributing the insurance product only and Citibank (Hong Kong) Limited shall not be responsible for any matters in relation to the products provided (including but not limited to account / policy maintenance matters).

Citibank (Hong Kong) Limited - Important Notes from the insurance agent

1. Citibank (Hong Kong) Limited, being registered with the Insurance Authority as a licensed insurance agency, acts as an appointed licensed insurance agent for AIA International Limited (the "Insurance Company").
2. Citibank (Hong Kong) Limited's role is limited to distributing insurance products of the Insurance Company only and Citibank (Hong Kong) Limited shall not be responsible for any matters in relation to the provision of the products.
3. Insurance products are products and obligations of the Insurance Company and not of Citibank (Hong Kong) Limited. Insurance products are not bank deposits or obligations of, or guaranteed or insured by Citibank (Hong Kong) Limited, Citibank, N.A., Citigroup Inc. or any of their affiliates or subsidiaries, or any local governmental agency.
4. In respect of an eligible dispute (as defined in the Terms of Reference for the Financial Dispute Resolution Centre in relation to the Financial Dispute Resolution Scheme) arising between you and Citibank (Hong Kong) Limited out of the selling process of any insurance product conducted by Citibank (Hong Kong) Limited as agent for Insurance Company or the processing of the related transaction, you may enter into a financial dispute resolution scheme process with Citibank (Hong Kong) Limited in accordance with the applicable rules in Hong Kong. However any dispute over the contractual terms of insurance products should be resolved directly between you and the Insurance Company.
5. All insurance applications are subject to Insurance Company's underwriting and acceptance.
6. The Insurance Company is solely responsible for all approvals, coverage, compensations and account maintenance in connection with its insurance products.
7. Citibank (Hong Kong) Limited will not render you any legal, accounting or tax advice. You are advised to check with your own professional advisor for advice relevant to your circumstances.
8. You are reminded to carefully review the relevant product materials provided to you and seek independent advice if necessary.
9. For any policy service enquiries, please contact the relevant licensed bank staff or the Insurance Company.

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