

## BEA Insurance Loyalty Club – Terms and Conditions

### Definitions

“Loyalty Club”	means the insurance membership programme provided and operated by The Bank of East Asia, Limited (the “Bank”).
“Member(s)”	means any person(s) who is/are a member of Loyalty Club.
“e-Dollars”	means the unit of measurement of Loyalty Club for gift redemption, such e-Dollars being awarded to Members in connection with the initially paid net premium amount upon successful application of insurance products submitted by the Members via BEA Insurance webpage or other reward programmes.
“gift”	means any cash voucher or the deducted amount of payable premium of selected insurance products or any other item as designated by the Bank.

1. The Bank has absolute right to accept or decline any Loyalty Club membership application without providing any reason.
2. Members may terminate their membership at any time by giving prior written notice to the Bank via email - [insurance@hkbea.com](mailto:insurance@hkbea.com). Upon the Bank’s receipt of the aforesaid notice, all the remaining e-Dollars will be cancelled forthwith.
3. If a Member obtains e-Dollars to redeem any gift(s) for himself/herself or others through fraud, dishonesty or deceit, such Member shall be responsible and liable to fully indemnify the Bank for the full price of the gift(s) obtained/redeemed together with all costs, claims and damages incurred or suffered by the Bank as a result thereof.
4. e-Dollars will only be officially recorded and provided to Members upon the Bank’s acceptance of the Loyalty Club membership application.
5. e-Dollars are not transferable from one Loyalty Club membership account to another one. All e-Dollars for gift redemption must be utilized by the same Member under the same account and pooling/sharing of e-Dollars is not permitted.
6. Calculation of e-Dollars is based on the amount of the initially paid net premium for insurance products paid by each Loyalty Club Member. Each eligible Member is entitled to one (1) e-Dollar for each Hong Kong dollar net premium initially paid. In the event of any dispute, the decision of the Bank shall be final and conclusive.
7. The validity period for the utilization of e-Dollars will start from the date when such e-Dollars are awarded to the Members and extend up to the end of the following year. After the said validity period, unutilized e-Dollars will become null and void and be cancelled by the Bank forthwith.

8. Members can use e-Dollars for gift redemption upon issuance of the first insurance policy.
9. Upon the Bank's receipt of a gift redemption request from a Member, the corresponding amount of e-Dollars will be automatically deducted from such Member's Loyalty Club account. Any deducted e-Dollars will not be returned or amended under any circumstances.
10. The gift is non-replaceable and cannot be exchanged for cash or other offers.
11. If the gift is cash voucher:
  - i. it will be sent to a Member's correspondence address (pursuant to the Loyalty Club's record) within eight (8) weeks after the Bank's processing of the gift redemption request by ordinary post. The Member should ensure the validity and accuracy of his/her correspondence address registered for the Loyalty Club membership account before submitting a gift redemption request. The gift is non-returnable and non-replaceable. The Bank is not responsible or liable for any damage and loss of the gift in transit;
  - ii. use of the gift is bound by the terms and conditions issued by the participating merchants. The Bank makes no representation or guarantee as to the quality and availability of the products, services or information provided by relevant merchants. The Bank shall not be liable for any matters arising from or in connection with the gift. Members should direct any queries and/or complaints to the participating merchants;
  - iii. gifts are available on a first-come, first-served basis while stock lasts. The Bank reserves the absolute right to substitute a gift with another item without prior notice.
12. The Bank reserves the sole right to amend or modify Loyalty Club structure, benefits, promotional offers and other features and/or to amend or alter these Terms and Conditions and/or to terminate Loyalty Club and the membership of any Member and/or to cancel any gift at any time without prior notice. In the event of any dispute, the decision of the Bank shall be final and conclusive.
13. Should there be any discrepancy between the English and Chinese versions of these terms and conditions, the English version shall apply and prevail.