



29 September 2022 | Press Release

livi bank launches app-based Travel Now Insurance Plan that provides peace-of-mind for its Customers as they look to travel again

- Hong Kong virtual bank to launch Travel Now Insurance Plan[†], its first travel insurance product in partnership with BOCG Insurance
- Move marks addition of general insurance to livi's product portfolio
- New Travel Now Insurance Plan offers two levels of coverage, Travel Lite and Travel Plus, with a simple application through the livi App
- Offers tailored to address customer concerns of travel during Covid, with cover for trip cancellations and medical allowances
- Includes Double Indemnity of Personal Accident up to HK\$2.4 million
- Extended free protection for the second or more children and pets. And customizable add-ons for enhanced benefits and cruise benefits
- Premium as low as HK\$9 per day*, benefiting from launch special offer



livi bank, Hong Kong's leading lifestyle-driven virtual bank, is launching today **Travel Now**, a simple and easy-to-apply travel insurance plan to meet the needs of its Hong Kong customers as



they decide to travel amid the relaxation of COVID-19 quarantine rules. This is **livi's** first general insurance offering as it expands its product offers to meet its customers' lifestyle needs.

"With the easing of quarantine measures, our customers are excited about travelling and planning new adventures, although we understand they have concerns about being impacted by changes in immigration and quarantine rules. The **Travel Now Insurance Plan** is designed to ensure they can set off on their next trip with peace of mind and enjoy their holiday," said **livi Chief Product Officer Carol Hung**.

"The options of **Travel Lite** and **Travel Plus** address customer concerns and uncertainties about the COVID-19 situation, and we make the whole process fast and convenient via the **livi App**. We are also delighted to bring another simple, transparent and reliable **livi** customer experience to the local insurance market together with BOCG Insurance as we expand our product range to general insurance," **Carol Hung** added.

Travel Now takes care of customers' top travel concerns through the simplicity of the **livi App**:

1. Plan covers medical expenses, trip cancellations and interruptions due to sickness, including COVID, so customers can enjoy travelling worry-free even during times of uncertainty.
2. Protection on hazardous activities and car rental gives our more adventurous customers added comfort as they pursue their excitement and passions.
3. Comprehensive coverage provided on personal belongings, including mobile phone and laptop, as well as liability cover, keeps our customers' important lifelines protected.
4. And loved ones are also being taken care of with free premium for children (from the second child onwards) and unique complimentary pet-related protection.

The debut travel insurance plan offered through **livi** provides two levels of tailored protection to address the concerns about changing local and overseas immigration and quarantine rules. **Travel Lite** and **Travel Plus** provide comprehensive coverage to meet customers' need for peace of mind – with premiums from as low as HK\$9 per day* under the 35% discount offer from now till 31 December 2022:



Travel Lite offers an extensive range of benefits including:

- Double Indemnity of Personal Accident up to HK\$ 2.4 million
- Protection for dangerous activities, including bungee jumping, parachuting, rafting, diving, trekking and hot-air ballooning, etc.
- Protection for Outbound Travel Alert (OTA) – delay of the scheduled departure, curtailment, or cancellation
- Protection for car rental
- 24-hour Worldwide Emergency Assistance Services and Benefits – emergency medical services, deposit guaranteeing of hospital admission and medical evacuation
- Student Short-Term Study Cover – extend cover for unmarried full-time students aged 23 or below
- Pet protection – up to HK\$400 per night for a pet to stay at a pet hotel due to travel delay for more than 24 hours

Travel Plus offers extended protection on Enhanced Benefits and Cruise Benefits:

- Enhanced Benefits include cash allowance covering compulsory quarantine[#] and issuance of “Black Alert”, personal computer and mobile phone cover and severe incident extended cover if travel is delayed.
- Optional additional Cruise Benefits will cover travellers should their cruise be cancelled, interrupted or curtailed, as well as shore excursion cancellation allowances, satellite phone expenses and cover for other eventualities.

Getting the comprehensive coverage customers want for their journey is simple and straightforward, with just a few taps via the **livi App**. Customers simply go to “**livi Travel Now**” page, select “Destination”, provide details of who is travelling and the duration of the trip and select the **Travel Lite** or **Travel Plus** plan.

The Plan is underwritten by BOC Group Insurance Company Limited (‘BOCG Insurance’), an affiliate of **livi’s** major shareholder BOC Hong Kong (Holdings) (‘BOCHKH’). This is the second time that **livi** is collaborating with an affiliate of BOCHKH for insurance offerings. The partnership with BOCG Insurance underscores **livi’s** strategy of leveraging its shareholder ecosystem to enrich the customer experience.



Product Details

Issue Age: Age 18 or above. For ages under 18, submissions must be by a parent or guardian.

Insured Age: Between 6 weeks and 80 years

Premium: As low as HK\$9 per day*

Plan level: **Travel Lite** and **Travel Plus**

Coverage period: Up to 180 days

Easy Application via livi App: A fully digital and instant experience with enrolment, quotation, and payment via the **livi App**, enabling customers to enjoy a simple one-stop application.

Simple and transparent: Customers can view and maintain their insurance via the **livi App**.

Premium payment: Direct payment from the customer's **liviSave** account

Notes:

[†]Livi Bank Limited ("livi") is the appointed insurance agency of BOCG Insurance for distribution of general insurance products. The travel insurance product above ("the Plan") is a product of BOCG Insurance and not Livi Bank Limited.

*HK\$9 per day per head is based on the scenario where a couple with two children apply for Travel Now Lite in District 1 for a period of nine days under the 35% flash discount offer, which is available from now until 31 December 2022.

#For details, please refer to BOCGI's webpage:

https://www5.bocgins.com/index.html?url=html/home/news_details.html&newsID=TN22082517071101

Terms and conditions apply. Please refer to Conditions for Services available at our website www.livibank.com and the **livi App** for details.

Livi Bank Limited's insurance agency licence no. GA1033.

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About livi bank www.livibank.com

livi has brought a unique, fresh and different banking experience to Hong Kong since 2020 with its goal to foster digital innovation, promote financial inclusion and enhance customer experiences.



We aim to provide our customers with secure flexible solutions anytime and anywhere coupled with the benefits of ecosystem partnerships that complement their everyday lives. Connecting with our customers, understanding their needs and earning their trust is core to the way we work at **livi**.

Capitalizing on our customer-centric business model, agile development process and quick go-to-market strategies, in 2022 we are ramping up **livi**'s innovative product development and expanding into new customer segments. We are introducing new financing and insurance products that serve our customers' needs both in their personal and business lives; and providing financial options for Hong Kong's small entrepreneurs.

livi bank is backed by BOC Hong Kong (Holdings), JD Technology and the Jardine Matheson Group, which together bring to **livi** an unparalleled range of benefits in terms of financial strength, technological expertise and marketing excellence.

livi's outstanding service to its customers has received widespread industry recognition, which includes earning a 'Gold Certificate' at the Privacy-Friendly Awards 2021 from the Office of the Privacy Commissioner for Personal Data; receiving the 'Outstanding Flexible Payment Product in Virtual Banking' at the FinTech Awards 2021 by ET Net; being voted as 'Best Virtual Bank in Consumer Experience' by EDigest Brand Awards 2022; receiving the '2022 Best SME's Partner Award' by The Hong Kong General Chamber of Small and Medium Business; and earning 'Financial Technology Banking Services Award of Excellence' from the Now Business News Channel's Leadership Business Award.

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