

## **Financial Needs Analysis Limited-Time Offer**

**Promotion Period: 28 January 2026 to 31 March 2026**

Eligible Customers who visit PAO Bank Limited ("PAObank") in person during the Promotion Period and complete a Financial Needs Analysis ("FNA")<sup>#</sup> to receive life insurance product recommendations are eligible to receive a HK\$200 supermarket voucher (limited quantity, first-come, first-served).

#PAObank is an appointed licensed insurance agent of FWD Life Insurance (Bermuda) Limited ("FWD"). Life insurance plans are underwritten by FWD.

### **Terms and Conditions of Financial Needs Analysis Limited-Time Offer (the "Promotion")**

1. The Promotion only applies to Eligible Customers. "Eligible Customers" are customers holding active PAO Bank Limited ("PAObank") retail accounts.
2. This Promotion runs from 28 January 2026 to 31 March 2026, inclusive of both first and last days (the "**Promotion Period**").
3. Each Eligible Customer may receive a voucher only once during the Promotion Period.
4. Vouchers are limited and available on a first-come, first-served basis. Lost, stolen, or expired vouchers will not be reissued or replaced.
5. This Promotion is purely to thank customers for their support and assistance in understanding their insurance needs. Eligible Customers should not make any product selection decision solely based on this Promotion. Vouchers must be delivered to Eligible Customers before they decide to select any product. Eligible Customers do not need to purchase any life insurance product to receive vouchers.
6. Vouchers cannot be redeemed for cash, any other offers, or other gifts.
7. Vouchers are supplied by the relevant suppliers, and customers are bound by the terms and conditions set by the relevant suppliers. PAObank and FWD Life Insurance Company (Bermuda) Limited ("**FWD**") shall not be responsible for any (i) terms and conditions of the vouchers and any other related matters, (ii) any suspension, alteration, cancellation or termination of the use of the vouchers or refusal to redeem the gift vouchers by the relevant suppliers for any reason; and (iii) the quality of the products and services provided by the voucher suppliers.
8. Unless otherwise stated, Eligible Customers enjoying this Promotion may not simultaneously enjoy other Financial Needs Analysis promotions offered by PAObank.
9. For monetary disputes arising between PAObank and the Eligible Customer out of the selling process or processing of the related transaction, PAObank will enter into a Financial Dispute Resolution Scheme process with the Eligible Customer; however, any dispute over the contractual terms of the policies should be resolved between FWD and the Eligible Customer directly.
10. PAObank and FWD reserve the right to change these Terms and Conditions of the Promotion at any time and the Promotion may be suspended, withdrawn and/or terminated (including but not limited to suspending, withdrawing or terminating the issuance of vouchers to any Eligible Customer) by PAObank and FWD at their/its discretion without prior notice or giving any reason to the Eligible Customers or to anyone. PAObank and FWD accept no liability for any such change, suspension, withdrawal and/or termination. PAObank and FWD shall not be liable for any loss, damages, costs or expenses which may arise (directly or indirectly) from any change of these Terms and Conditions of the Promotion, or any exercise of PAObank and FWD's discretion in respect of the Promotion.
11. No person other than the Eligible Customer, PAObank (including its successors and assignees) and FWD (including its successors and assignees) will have any right under the Contracts (Rights of Third Parties) Ordinance (Cap. 623

of the Laws of Hong Kong) to enforce or enjoy the benefit of any of the provisions of these Terms and Conditions of the Promotion.

12. In the event of dispute, the decision of PAObank and FWD shall be final and conclusive.

13. Should there be any discrepancy between the English and Chinese versions of these Terms and Conditions of the Promotion, the English version shall prevail.

14. These Terms and Conditions of the Promotion are governed by and construed in accordance with the laws of Hong Kong.

#### **Risk Disclosure and Important Notices:**

- The life insurance plans are underwritten by FWD, which is authorized and regulated by the Insurance Authority of the Hong Kong Special Administrative Region to carry on long-term insurance business in Hong Kong and is a limited liability company incorporated in Bermuda. FWD shall be responsible for providing insurance coverage to policyholders in accordance with the terms of the life insurance policy and handling claims. PAObank is registered under the Insurance Ordinance (Cap. 41 of the Laws of Hong Kong) as an agent of FWD for distributing life insurance in the Hong Kong Special Administrative Region. The life insurance products are products of FWD and not PAObank, and are sold only in the Hong Kong Special Administrative Region.
- Customers should not rely on the information in this Promotion when making any insurance application decision. Before making any insurance application decision, customers should carefully read, consider, understand and be aware of all relevant insurance product offering documents, including policy terms and conditions, proposal form and information (including but not limited to coverage scope, exclusions, risks, important notices, policy content and terms and conditions) to understand the product features and associated risks.
- The decision to purchase insurance shall be made by the customer at their own discretion. Customers should also refer to their own financial position, objectives, needs, experience and other relevant circumstances to carefully consider whether the relevant insurance product is suitable.
- If necessary, customers should obtain independent professional advice before making any insurance application decision.