HSBC Life

6 November 2026

Important notice regarding personal data at Doctor Anywhere (DA)

HSBC Life Singapore has been informed that Adept Health Pte. Ltd. (a member of the Doctor Anywhere Group) ("**Doctor Anywhere**"), one of its Third-Party Administrators (TPA) supporting its health customers, experienced a cyber incident involving unauthorised malicious access by an unknown third party to the Doctor Anywhere system containing personal data of HSBC Life Singapore's corporate customers, their employees and dependants.

Based on their investigations conducted to date, Adept Health has stated that information relating to HSBC Life Singapore customers using Doctor Anywhere has been compromised.

The types of personal data potentially affected vary by individual and include name, email address, phone number, NRIC/FIN or passport number, date of birth, gender, and nationality. Some customers and members may also have their policy details, bank account details (bank name and bank account number) and claims details (visit or appointment dates, diagnosis, medication, clinic name) compromised.

Based on Adept Health's investigation to date, there's no evidence that any medical records, payment card details, photographs or images of identity documents and passwords or login credentials were compromised.

This incident occurred outside HSBC Life Singapore's systems. **Please be assured that HSBC Life Singapore's systems are not compromised**. We're treating this matter with the utmost seriousness. Upon being notified, we immediately activated our incident response processes and notified the relevant authorities. We have also taken the necessary steps to inform the affected policyholder and individuals.

Adept Health has informed us that as of 30 October 2026, their external cybersecurity and forensics consultant has validated the security fixes and confirmed that the identified vulnerabilities in their system have been secured. They will continue to conduct a review of the incident and ensure that their IT systems remain robust.

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Policyholders may continue to access policy benefits as usual. We recommend that policyholders change their app password regularly and avoid reusing the current password on other websites or apps.

HSBC Life Singapore has already informed all distribution partners and impacted individuals so that they can take necessary precautions in a timely manner.

Policyholders are advised to stay alert to scams, including phishing attempts sent by email or SMS.

- Be cautious with unexpected calls, emails or messages referring to your policy.
- Don't share passwords, one-time passcodes, banking details or other sensitive information in response to any unsolicited requests.
- Don't click unfamiliar links or make payments unless the request has been independently verified.
- Inform your bank about the incident and contact its 24/7 fraud hotline if they notice any suspicious activity.
- An unsolicited OTP or transaction notification showing an unfamiliar amount or merchant.
- Pressure to act immediately or threats that your account will be frozen.
- Phone call or text message from an unusual number claiming to be associated with their bank.
- Requests to download an app or give someone remote access to your device or bank account.

If you are unsure about any form of communication, please contact Adept Health before taking any action:

- Telephone: (+65) 6797 8773, available 24/7
- Email: hsbclifetpa@adepthealth.com.sg

If you have any further enquiries, you can also contact our Customer Care Hotline at **(65) 6510 1792** from **09:00 to 17:00, Monday to Friday**, excluding public holidays. To provide additional support, the hotline will also remain open on **7 – 9 November 2026**.

We understand the importance of protecting customers' personal information and regret the concern and inconvenience this incident may cause.