

24 October 2026

Important notice regarding personal data at Alliance Medinet

HSBC Life Singapore has been informed that Alliance Medinet, one of its third-party administrators supporting its health customers, experienced a cyber incident involving unauthorised access to its system containing its membership database. This incident occurred outside HSBC Life Singapore's systems. **Please be assured that HSBC Life Singapore's systems are not compromised.** We are treating this with the utmost seriousness, working closely with Alliance Medinet to manage the incident and support affected individuals.

Based on its initial assessment, Alliance Medinet has stated that information relating to HSBC Life Singapore customers using Alliance Medinet has been compromised.

Alliance Medinet's preliminary review suggests that personal details affected by the incident may include names, personal identification numbers and contact information. Investigations are currently ongoing, and at present, we understand that no medical records are at risk.

Policy holders may continue to access policy benefits as usual, and Alliance Medinet has advised that their login credentials and passwords were not affected. We recommend that policy holders change their app password regularly and avoid reusing their 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.

Policy holders 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

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



- Telephone: (+65) 6664 0860, available 24/7
- Email: contactmedinet@alliancemedinet.com

If you have any further enquiries, you can also contact our Customer Care Hotline at (65) 6510 1792 from 09:00 to 17:00 from Monday to Friday, excluding public holidays. or email us at cc.life@mail.life.hsbc.com.sg

We understand the importance of protecting customers' personal information and have reported the matter to the relevant authorities. We regret the concern and inconvenience this incident may cause.