



## Frequently Asked Questions

MAS announced on 31 March 2020 that individuals with Life and Health insurance policies may apply to their insurer to defer premium payments for up to six months while maintaining insurance coverage during this period. Premium deferment is available for all individual life and health insurance policies with a policy renewal or premium due date between 1 April and 30 September 2020.

**1. What does this mean to me as a HSBC Life customer?**

This is an industry initiative to help policyholders who are affected by COVID-19, to maintain their insurance protection during the current economic downturn. If you have a qualifying policy with premium due between 1 April and 30 September 2020, you can apply to defer your premium payments for up to 6 months.

**2. How do I apply for a deferment of premium payment?**

You can either call our hotline at +65 6225 6111 or email us at [e-surance@hsbc.com.sg](mailto:e-surance@hsbc.com.sg) to submit your request. Application form or supporting documents is not required. Upon approval of your request, a letter of confirmation will be sent to you within 7 working days.

**3. Is there a deadline for the application?**

Please apply within 30 days of your policy's next premium due date. For example, if your premium due date is 1 May 2020, your request must reach us no later than 30 May 2020.

**4. What happens at the end of the deferment period?**

All outstanding premium(s) due during the deferment period are to be paid within 30 days, from the last premium due date. For example, if the last premium due date to be deferred is 15 September 2020, all outstanding premium(s) must be paid in full by 15 October 2020.

This material is issued by HSBC Insurance (Singapore) Pte. Limited.