



9 December 2022

Dear Valued Customer,

AXA Singapore is becoming HSBC Life Singapore

We last notified you in February 2022 that HSBC had successfully completed the acquisition of AXA Insurance Pte Ltd (“**AXA Singapore**”). We have been working on the integration of our insurance businesses in Singapore, and are pleased to announce that with effect from 1 February 2023 (“**Effective date**”), HSBC Insurance (Singapore) Pte. Limited. will transfer its business to AXA Singapore (subject to confirmation from the High Court of Singapore on the Scheme of Transfer) and the combined insurance businesses will operate as HSBC Life (Singapore) Pte. Ltd. (“**HSBC Life Singapore**”), a fully licenced composite insurer, under the HSBC Life Singapore brand.

Please be assured that your existing insurance policies and coverage, and our customer service commitments remain unchanged.

Please note the following key changes as listed below.

Effective 1 February 2023

Our company information	<p><u>What will change:</u></p> <ul style="list-style-type: none"> - The company name will be changed from AXA Insurance Pte Ltd to HSBC Life (Singapore) Pte. Ltd., and the company will operate under the brand name "HSBC Life". <p><u>What will not change:</u></p> <ul style="list-style-type: none"> - Our mailing address: Robinson Road Post Office, P.O. Box 1094, Singapore 902144 - Our company registration number:199903512M
Getting in touch with us	<p><u>What will change:</u></p> <ul style="list-style-type: none"> - Our website address will become www.hsbclife.com.sg on 1 February 2023. - Our Customer Care operating hours will be updated to Mondays to Fridays (excluding public holidays), 9am to 5pm. - Should you wish to raise a query online, please use the “Contact us” page on our website, www.hsbclife.com.sg. - If your representative is currently using an AXA email address, they will start communicating with you with their HSBC email address from 1 February 2023. Please be assured that your representative can still be contacted on their mobile number. <p><u>What will not change:</u></p> <ul style="list-style-type: none"> - Our hotline number: +65 6880 4888 - Our Customer Centre address: 38 Beach Road, #03-11 South Beach Tower, Singapore 189767 - Our service standards including turnaround time for Customer Care queries, will not change.



Accessing your policy details	<p><u>What will not change:</u></p> <p>You may continue to access your policy details via the MyAXA App, which will be renamed to HSBC Life SG App.</p>
Payment information	<p><u>What will change:</u></p> <ul style="list-style-type: none">- Please make cheques payable to 'HSBC Life (Singapore) Pte. Ltd.'- Please select 'HSBC Life' when making payments via AXS or internet banking.- AXA Pay will continue to be available via the usual channels under the new name "Payments". <p><u>What will not change:</u></p> <ul style="list-style-type: none">- Your current GIRO deduction arrangements will not be impacted.- Our bank account numbers will not change.
Data privacy wording	<p><u>What will change:</u></p> <ul style="list-style-type: none">- The HSBC Life Singapore data privacy notice will take effect from 1 February 2023. While the purposes and manner in which your personal data will be processed will largely remain the same, some key changes in the HSBC Life Singapore data privacy notice relate to the processing of your personal data for the purposes of data analytics and business improvement, as well as the disclosure of your personal data to third parties which help HSBC Life Singapore to provide you with products or services.- The HSBC Life Singapore data privacy notice can be viewed at: https://www.insurance.hsbc.com.sg/content/dam/hsbc/insn/documents/data-privacy-policy.pdf. We suggest that you read it to understand how HSBC Life Singapore will be collecting, using and disclosing your personal data. Please refer to the attached FAQ for options if you do not want us to process your personal data according to the HSBC Life Singapore data privacy notice.

As a result of our brand change, the names of some of our insurance plans and funds will also be updated. Please visit <http://www.insurance.hsbc.com.sg/about-us> for a list of updated Plan and Fund names. You will be able to see old and new names on our website for a period of 6 months following the integration. The key change will be the prefixes for the product and fund names. Any future correspondence will include the new plan and fund name.

All references and branding will be changed from 1 February 2023. In the event you come across any document after the Effective Date with references to AXA Singapore, please take this to refer to HSBC Life Singapore.

We would like to take this opportunity to remind you to keep your contact information with us updated. You may do so via our MyAXA App (which will be rebranded as the HSBC Life SG app). MyAXA app allows you to easily access your policy information, portfolio details, e-medical cards and selected e-services. If you have not downloaded the MyAXA App, you may do so on the App Store or on Google Play.



Should you have any queries, please check our website for updates or contact your AXA distributor or Financial Planner. You may also reach our Customer Care team at +65 6880 4888, 9am to 5pm on Mondays to Fridays (excluding public holidays).

Thank you for your support, and we look forward to serving you as HSBC Life Singapore in the very near future.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Ho Lee Yen', is positioned below the 'Yours sincerely,' text.

Ho Lee Yen
Chief Executive Officer, AXA Insurance Pte Ltd and HSBC Insurance (Singapore) Pte. Limited.