

## Discontinuation of Motor & Commercial Lines Products Frequently Asked Questions

### 1) Which AXA (now known as HSBC Life) product lines are being discontinued?

We will cease offering Motor and Commercial Lines insurance product classes which includes but is not limited to; Commercial and Private Motor, Marine, Construction, Engineering, Property, SME packages, Surety, Trade Credit, Financial Lines and Casualty (Liability, Products Liability, Public Liability, Drone Insurance, Employers Liability & Work Injury Compensation (WICA)).

We will continue to distribute Health, Personal Accident, Travel, and Home insurance.

### 2) What does this mean for me? Is my existing policy still effective?

Your existing policy coverage will not be impacted and we will continue to honour all policy commitments and obligations to our policyholders.

However, we will be unable to invite renewal for Motor and Commercial Lines policies that expire on or after 1 July 2022. We will cease to underwrite Marine effective 30 March 2022 onwards.

If your Policy was arranged by an intermediary, please contact your intermediary as soon as possible to arrange suitable replacement coverage prior to the Policy Expiry Date – which is when all coverage will cease.

If your Policy was not arranged by an intermediary, please make arrangements to purchase suitable replacement coverage as soon as possible prior to the Policy Expiry Date – which is when all coverage will cease. If you require any assistance please contact us at 6880 4888 between 9.00a.m and 5.00p.m from Monday to Friday or by email at [cc.gi@mail.life.hsbc.com.sg](mailto:cc.gi@mail.life.hsbc.com.sg).

### 3) Will AXA (now known as HSBC Life) still pay my claims?

Yes. There is no change to our claims processes. We will manage and settle claims until concluded as per your policy's terms and conditions.

### 4) I have changes (endorsements) to make on my policy. Can it still be done, what do I do?

We will continue to manage policy changes on a business-as-usual basis until the expiry date of your policy.

### 5) I haven't paid my premium(s), will AXA (now known as HSBC Life) still cover me or should I cancel my policy?

Premiums need to be paid for the policy you have purchased in accordance with the premium payment terms.

Should cancellation be effected after the inception date, time on risk may be charged.

### 6) Can I still use the HSBC Life SG app to submit claims or view policy information until my policy expires?

The HSBC Life SG app will continue to be available for the immediate period. We will notify you of any changes to the way you may manage your policy and claims.

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**7) Will my AXA (now known as HSBC Life) intermediary continue to service me after the transfer?**  
We recommend that you contact your intermediary to discuss your individual circumstances and replacement policy options.

**8) Who can I contact if I have questions about this announcement?**  
If your Policy was arranged by an intermediary, please contact your intermediary for assistance.

If your Policy was not arranged by an intermediary, please contact our Customer Care officers at 6880 4888 between 9.00a.m and 5.00p.m from Monday to Friday or by email at [cc.gi@mail.life.hsbc.com.sg](mailto:cc.gi@mail.life.hsbc.com.sg). We will be ready to assist you.

Information correct as of 1 February 2023.