

Discontinuation of Travel and Home/Private Property Products

Frequently Asked Questions

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

We will cease offering Home/Private Property and individual/group Travel insurance.

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

If you have an existing Home/Private Property and individual/group Travel insurance policy, 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 such policies that expire on or after **1 May 2023**.

If your Policy was arranged by an intermediary, please contact your intermediary as soon as possible to arrange suitable replacement coverage prior to the expiry date of your policy – 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 expiry date of your policy – 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.

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 in accordance with 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.

You will be covered provided full premium is received within the premium payment terms. If cancellation is effected after your policy coverage has commenced, you will have to pay premiums for the coverage extended during the period.

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 now. We will notify you if there are any changes to the way you may manage your policy and claims.

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. We will be ready to assist you.

Information correct as of 1 February 2023.