



Frequently asked Questions.

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 HSBC Life insurance policy for which you have not applied for premium deferment previously and has premium(s) due between 1 October 2020 and 31 March 2021, 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 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 November 2020, your request must reach us no later than 30 November 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 March 2021, all outstanding premium(s) must be paid in full by 15 April 2021. For policies on monthly premium payment arrangement, your payment should also include your premium for April 2021.