

TRANSFER OF LIFE INSURANCE BUSINESS
FROM HSBC INSURANCE (SINGAPORE) PTE. LIMITED
TO AXA INSURANCE PTE. LTD

Frequently Asked Questions for Policyholders

Following the acquisition in February 2022, AXA Insurance Pte. Ltd. will be integrated into the HSBC Group via a Scheme of Transfer (“**Transfer**”). HSBC Insurance (Singapore) Pte. Ltd. (“**Transferor**”) will transfer its business to AXA Insurance Pte. Ltd, which will be renamed to HSBC Life (Singapore) Pte. Ltd. (“**Transferee**”). This document is designed to provide you with additional information relevant to the proposed Scheme of Transfer and address some of the questions that you may have. Both Transferor and Transferee are part of the HSBC Group, with HSBC Holdings plc being the ultimate parent company.

Q1: I received a letter from HSBC Insurance (Singapore) Pte. Limited on the Transfer. Why was I sent such letter?

You received the letter because you hold an insurance policy(s) issued by Transferor. As the Transfer includes such policy(s), we would like to provide you with the relevant details relating to the Transfer. Under the Transfer, the Transferor will transfer its life insurance business to the Transferee. The Transfer is an important step in the integration of the two insurance operations to offer customers a more streamlined experience.

Q2: When will the Transfer be effective?

Subject to the confirmation of the General Division of the High Court of Singapore, the Transfer is expected to take effect at 0001 hours on 1 February 2023 or such other date as may be allowed by the General Division of the High Court of Singapore or as Transferor and Transferee may agree upon (the “**Effective Date**”). All policies issued prior to the Effective Date by Transferor will be transferred to Transferee pursuant to the Transfer. All policies to be issued on or after the Effective Date will be issued by Transferee.

Q3: What does this mean to me as a customer/policyholder?

No action is required from you. The Transfer will not change the policy obligations and the services that Transferor provides. All policy benefits due to policyholders will still be valid and in force until policies expire. The validity of the policies will not be affected by the Transfer as any policy benefits due to the policyholder under the terms and conditions of the insurance policy will continue to be honoured by Transferee. No new policy documents or certificates of insurance need to be issued. Your current insurance policy will remain in force in accordance with its existing terms and expiry date.

Q4: How will I receive future notices, communications, letters from the company.

You will receive future notices, communications, letters from HSBC Life (Singapore) Pte Ltd.

Q5: Will policyholders be required to change servicing agent or broker?

No, our distribution channels will remain the same. Policyholders will continue to do business with us in the same way as before.

Q6: With the Transfer, will there be any difference to the sales, service and claims team previously servicing the policies?

No. There will be no change to the people whom you liaise with. The representatives that you currently deal with will remain the same.

Q7: How will the transfer affect the payment of premiums of my existing policies?

You will continue to pay your premium in the usual way.

If there is an existing recurring payment arrangement, e.g. GIRO or credit card payment, these will be transferred to Transferee seamlessly. You do not have to do anything.

However, for cheque payments, cheques should be made payable to 'HSBC Life (Singapore) Pte. Ltd.' from the Effective Date. For PayNow, our UEN will change to 199903512M from the Effective Date.

Q8: I have a policy which may expire soon, should I renew my policy now? Would my renewal be affected by the transfer?

You should renew the policy in the usual way, at the usual time. All policies in force on the Effective Date will be transferred to Transferee. If you receive a renewal offer before the Transfer takes effect and accept the offer after the Effective Date, the policy will be renewed by Transferee based on the terms and conditions as offered before the Transfer.

Q9: What if I have made a claim before the Transfer and the claim has not been settled by the Effective Date?

If you have made a claim before the Transfer, your existing policy terms and conditions will continue to govern the assessment of the claim. You do not need to submit a new claim form. Transferee will assume responsibility for and will process your claim in accordance with the terms and conditions of the insurance policy and will contact you for any additional information, if necessary.

Q10: Will my corporate or personal data be transferred to the Transferee?

Yes, your data will be transferred to the Transferee in accordance with the relevant provisions of the Personal Data Protection Act 2012. This is to ensure that Transferee can effectively take-over as the insurer under your insurance policy(ies) and provide you with the necessary services. The information that will be provided to Transferee may include all personal data about you and the insured(s) under your policy(ies) and any other relevant persons (e.g. claimants), all of which are necessary for Transferee to administer or handle your claims under the insurance policy(ies). As of the Effective Date, HSBC Life (Singapore) Pte. Ltd's data privacy notice will apply to the collection, use and disclosure of your personal data. While there is no material change to the manner in which your personal data will be collected, used or disclosed, we suggest that you read the data privacy notice, which can be found at: <https://www.insurance.hsbc.com.sg/content/dam/hsbc/insn/documents/data-privacy-policy.pdf>.

Q11: Will there be any negative effect on Transferor's financial strength?

No. Both Transferor and Transferee are members of the HSBC Group. The Transferee is the 7th largest life insurer in Singapore by annualised new premiums and a leading health player.¹ It had net assets of SGD 632.8m, annualised new premiums of SGD 117.6m, gross written premiums of SGD 1,070.7m and profit before tax of SGD 2.1m for the year ended 31 December 2021².

Q12: What will happen to the transferring insurer – “HSBC Insurance (Singapore) Pte. Limited”?

The name will cease to be used after the Effective Date and Transferor will eventually be de-licensed as an insurer with the Monetary Authority of Singapore. All our businesses and products will be conducted by and issued by the Transferee from the Effective Date.

Q13: Post transfer, can policyholders of Transferor request to be serviced by distributor of the Transferee?

Yes, as is the current practice, customer can submit the request in writing to us.

Q14: From the news articles, it states that HSBC is acquiring AXA. However, the letter I received states that HSBC Insurance is transferring the insurance business to AXA. Why is that so?

As previously notified to you on 14 February 2022, the HSBC Group recently acquired the Transferee. Post-acquisition, the Transfer is part of the integration of the two insurance operations. The insurance businesses and operations of both Transferor and Transferee will be consolidated under Transferee, to offer customers a more streamlined experience and best-in-class offering across life insurance, healthcare, wealth and banking.

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¹ Monetary Authority of Singapore (MAS) filings and Life Insurance Association of Singapore (LIAS) data as of end of 2021.

² Based on Singapore Financial Reporting Standards (SFRS)