

AXA Singapore is becoming HSBC Life Singapore Frequently Asked Questions (Updated as of Jan 2023)

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General information

1) What is this letter about?

AXA Insurance Pte Ltd (“**AXA Singapore**”), which was acquired by HSBC on 11 February 2022, will be renamed to HSBC Life (Singapore) Pte. Ltd. (“**HSBC Life Singapore**”) on 1 February 2023.

2) What does this mean for me? Will my policy be impacted?

Your insurance policy coverage will not be impacted by the change of our company name and brand. All insurance policies in-force with AXA Singapore will be honoured in accordance to your existing policy terms and conditions.

3) Do I need to take any action as a result of the company name and brand change?

No action is required from you in regard to your policy coverage, as we aim to keep the transition as seamless as possible for you.

Please note that there will be changes to how you make payment via cheque, AXS and internet banking. Please refer to the ‘Payment’ section of the FAQs for more information.

4) How can I get access to my policy information ?

You may continue to get access to your policy information via our mobile app and website portal.

If you are an existing MyAXA mobile app user, you will be prompted to download the rebranded app, HSBC Life SG, upon your first log in from 1 February 2023. You will be able to log in to the HSBC Life SG app with your existing credentials. However, you will need to reactivate biometric data login if you wish to use it.

Please note that you may not be able to access MyAXA mobile app and website portal from 9pm, 31 January 2023 to 9am, 1 February 2023.

5) What will your new email addresses be after the change?

If you email someone with an AXA Singapore email address, your email will be redirected to their new HSBC email address (example: name@hsbc.com.sg). Please retain and use their HSBC email address for subsequent correspondence.

6) Will there be any change to my adviser?

There will not be any change to your adviser as a result of the change to our company name and brand.

7) How do I contact my financial planner after the change ?

If your financial planner is using an AXA email address, their email address will be changed from <user name>@axaplanner.com.sg to <user name>@hsbc.com.sg. There is no change to their other contact details including their mobile number.

8) Why has AXA Singapore's Data Use Statement been updated?

As part of our continued commitment to protect your data in accordance with HSBC standards, we have revised the AXA Singapore Data Use Statement which will be known as the HSBC Life Singapore Data Privacy Notice.

9) What are the changes to the Data Use Statement and what do they mean for me?

While the purposes and manner in which your personal data will be processed will largely remain the same as the AXA Singapore data policy, some key changes in the HSBC Life Singapore data privacy notice relate to the addition of the ability for HSBC Life Singapore to process 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. If you do not want us to process your personal data according to the HSBC Life Singapore data privacy notice, you may choose to opt out by contacting us at data.privacy@axa.com.sg by 31 January 2023. However, please note that if you withdraw consent, we may be unable to continue providing products or services to you. This may result in the end of some or all of our contractual relationships with you.

10) Who can I contact if I have questions about this announcement?

You may contact your AXA distributor, or our Customer Care officers at +65 6880 4888, between 9.00am to 5.00pm, Mondays to Fridays (excluding public holidays).

You can also contact us by email at:

	Prior to 1 February 2023	From 1 February 2023
For Life and Shield Insurance	comsvc@axa.com.sg	cc.life@mail.life.hsbc.com.sg
For Health Insurance	customer.care.health@axa.com.sg	cc.h@mail.life.hsbc.com.sg
For Travel, Home/Private Property, Personal Accident Insurance	customer.care@axa.com.sg	cc.gi@mail.life.hsbc.com.sg

New applications

11) I submitted a recent application with AXA Singapore. Will it be affected by this change?

Any recent applications will not be impacted by this change. We will continue to process your application and provide you with the necessary updates. We will continue to fulfil all of our obligations under your policy as HSBC Life (Singapore) Pte. Ltd. from 1 February 2023.

Payments

12) Will there be any change to the way I can make payments ?

All existing payment methods will continue to be available. Please note the updated payee information for the payment methods :

Payment method	Payee information
AXS station	Payee name : HSBC Life
AXS online/mobile app	Payee name : HSBC Life <i>*Please note that this payment method will not be available from 1 to 8 February 2023 (inclusive) to effect the company name changes. You may continue to make payment at physical AXS stations during this period.</i>
PayNow	UEN : 199903512M PayNow QR Code will be available under 'Payments'
SAM Machine	Payee name : HSBC Life
DBS Bill Payment	Payee name : HSBC Life
Cheques	Payee name : HSBC Life (Singapore) Pte. Ltd.
Internet banking	Our bank account numbers will not change. Please select 'HSBC Life' when making payments via internet banking.

Your existing GIRO deduction arrangements will not be impacted, and our online payment option AXA Pay will continue to be available under the name 'Payments'.

13) What happens if I state the incorrect payee details on my cheque from 1 February 2023?

Rest assured we will continue to support you and will be in touch should there be any questions about your payment.

Claims & Medical Cards

14) Are there any changes to the claims procedure? Can I continue to contact the hotline?

There are no changes to the claims procedure, and you can continue to call our hotline at +65 6880 4888.

15) Will AXA forms still be accepted after 1 February 2023? Do I need to complete a new one?

Forms signed and dated 31 January 2023 or earlier will be accepted if received by 28 February 2023. From 1 February 2023, please use our new forms, which will be available on our website.

16) Can I continue to use my existing medical card to access my medical benefits ?

Your new HSBC Life eCard will be available on the HSBC Life SG app from 1 February 2023. The cashless payment functionality will remain the same at designated panel clinics.

If you hold a physical AXA membership card, please discontinue using it from 1 February 2023 and dispose of it safely.