



News Release

15 August 2019

Special Arrangements for Handling Travel Insurance Claims in Relation to Recent Suspension of Check-in Services at Hong Kong International Airport

In light of the recent suspension of check-in services at Hong Kong International Airport and its impact on customers on 12 and 13 August 2019, HSBC and AXA announced special arrangements for handling travel insurance claims arising from the incident. The arrangements – which put our customers at the heart of our approach – aim to give policyholders peace of mind and more comprehensive protection against unforeseen circumstances.

As the current terms of TravelSurance do not cover flight delays resulting from the suspension of check-in services and its impact, HSBC and AXA have decided to accept claims for reimbursement of fees incurred from any flight delays or cancellation (e.g. cash allowance/trip re-routing costs/catch up ticket, if applicable) resulting from this incident. The claims process and claimable amount are the same as what is prescribed under “Travel Delay” in the existing plan, and the actual claimable amount is subject to the terms and conditions within the policy. This arrangement is applicable to customers who have purchased TravelSurance before the incident happened on 12 and 13 August, including outbound and inbound journeys.

Meanwhile, as part of an ongoing commitment to enhancing products and services, HSBC and AXA are planning to officially extend the coverage of TravelSurance to incorporate the above circumstances soon, in order to provide a more comprehensive travel protection for customers. Before this product enhancement is effective, customers can continue to enjoy this special arrangement in case of encountering the same unforeseen circumstances at the airport.

TravelSurance is underwritten by AXA and is distributed through HSBC banking channels. If customers have any enquiries, please contact the AXA Customer Service Hotline at 3070 5016 or email axa.bank.gi@axa.com.hk. For details on HSBC TravelSurance, please visit www.hsbc.com.hk/insurance/products/travel/coverage/

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Note to editors:

The Hongkong and Shanghai Banking Corporation Limited

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group, which serves our customers through four global businesses: Retail Banking and Wealth Management, Commercial Banking, Global Banking and Markets, and Global

Private Banking. HSBC serves customers worldwide from offices in 65 countries and territories in our geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of US\$2,751bn at 30 June 2019, HSBC is one of the world's largest banking and financial services organisations.

AXA Hong Kong and Macau

AXA Hong Kong and Macau, a member of the AXA Group, prides itself on serving over 1 million customers [1] in the region. In addition to being the #1 global Property & Casualty commercial lines insurer[2], we have also been the #1 insurance brand worldwide for ten consecutive years [3]. In Hong Kong and Macau, we are also one of the largest health protection providers.

'Empowering people to live a better life' is the goal of AXA Hong Kong and Macau, which is reflected in everything we do. We are one of the most diversified insurers, providing a full range of coverage for individual and commercial customers. We offer all-round, integrated solutions across Life, Health and Property & Casualty to address all their insurance needs.

As an innovative insurer, we leverage on Big Data and AI to transform the customer experience end-to-end, making insurance simpler and more personal. We continue to drive innovation notably in health and protection, supporting customers in prevention, treatment and recovery.

We also believe it is our inherent responsibility to support the communities in which we operate. AXA Foundation is our flagship corporate social responsibility programme covering all of our efforts in promoting health, education and community support to create a positive and lasting impact in Hong Kong and Macau.

[1] Including customers of AXA China Region Insurance Company Limited, AXA China Region Insurance Company (Bermuda) Limited (incorporated in Bermuda with limited liability), and AXA General Insurance Hong Kong Limited

[2] AXA Corporate Solutions, AXA Matrix Risk Consultants, AXA Insurance Company, and AXA Art with AXA XL's insurance and reinsurance operations combined

[3] Interbrand Best Global Brand 2018 (By brand value)

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