



## Subject: AXA & HSBC – Completion of acquisition

Dear Valued Customer,

On 16 August 2021, it was announced that HSBC had entered into an agreement to acquire 100% of the issued share capital of AXA Insurance Pte Limited (AXA Singapore). Today, I am pleased to inform you that HSBC has successfully completed the acquisition and would like to take the opportunity to update you on what this means for you as an existing AXA customer.

First and foremost, please be assured that your existing insurance policies, coverage, and our customer service commitments will remain unchanged as a result of this transaction, and our top priority is to ensure a seamless transition for you.

### **What you can expect**

We plan to integrate the HSBC Life and AXA Singapore businesses via Scheme of Transfer by H2 2022, subject to regulatory and court approval. During this transition, we remain deeply committed to putting you at the centre of all we do and will continue to keep you abreast of the developments with regards to the integration.

Insurance is a key component of HSBC's holistic Wealth Offering to our customers. We are confident that the combination will open up exciting new possibilities in meeting your protection, education, retirement, wealth growth and legacy planning needs at every life stage, and position us to continue to deliver strong value as your insurance partner.

For more information about today's announcement, please click [here](#) for Frequently Asked Questions. Should you have any queries, please do not hesitate to contact your AXA distributor, or our Customer Care officers at 6880 4888 between 9.00a.m and 5.30p.m from Monday to Friday or by email at [customer.care@axa.com.sg](mailto:customer.care@axa.com.sg). The AXA Singapore contact information and website links remain unchanged. The Data Use Statement and MyAXA Privacy Policy (see the AXA Singapore website under "Useful Information") remain unchanged save for replacing references to AXA Group with references to HSBC Group so that we can continue to serve you; should you have any queries, please contact the aforesaid.

I'd like to personally thank you for your support, and we look forward to continuing to be your insurance partner as HSBC Life Singapore in the years to come.

Yours sincerely,

Ho Lee Yen  
Chief Executive Officer, HSBC Life Singapore

A photograph showing several hands of different skin tones stacked together in a circle, symbolizing unity and teamwork. The hands are positioned over a light blue background.

**AXA Singapore is now part of  
HSBC Group**