

Notice of Temporary Suspension of Digital Insurance Service of HSBC Bank (China) Company
Limited

Dear Customer,

In order to better fulfill regulatory requirements, to protect insurance holders' rights and interest and to improve customer experience, HSBC Bank (China) Company Limited (HSBC China) will further optimize digital insurance sales services on HSBC China app. HSBC China will suspend the digital insurance services from 30th December 2021 until further notice.

For customer who already purchased AXATP International Cancer Therapy Health Insurance product, you may always find policy details from HSBC China app. If you need further assistance for insurance renewal, claim support or complaint, please contact customer services hotline of AXA. You may also reach HSBC China by service hotline at 95366. We will help share your query, concerns or suggestion to AXA accordingly.

HSBC China always puts compliance operation and customer satisfaction at the core. Thank you for your continuous support and understanding.