

15 August 2019

Reminder: Travel insurance coverage related to the recent flight check-in suspensions at the Hong Kong International Airport

In the past few days, we have received many inquiries from AXA travel insurance customers about insurance claims arising from the recent flight check-in suspensions at the Hong Kong International Airport on 12-13 August. AXA strives to be customer-first and we are providing information as follows to give customers peace of mind.

AXA currently offers two travel insurance plans in the local market, namely, **AXA SmartTraveller** and **TravelSurance**.

Under the **AXA SmartTraveller**, if a customer encounters such situation and has purchased travel insurance before the incident, benefits will be paid to the customer for any Travel Delay/Trip Re-routing/Missed Journey caused by the incident in accordance with the terms of the policy. Based on this principle, we will cover those **SmartTraveller** customers who were affected by the recent flight check-in suspensions at the Hong Kong International Airport.

For the **TravelSurance** which is being distributed through HSBC, the original plan does not include the specific benefit terms with regard to Travel Delay (e.g. cash allowance/trip re-routing costs/catch up ticket, if applies) due to similar situations. However, considering these customers' needs, AXA and HSBC have jointly decided to extend the above claims arrangement to **TravelSurance** customers who purchased their insurance before the recent flight check-in suspensions at the Hong Kong International Airport on 12-13 August, including both outbound and inbound journeys. The actual reimbursement amount is subject to policy terms.

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

As always, AXA is committed to providing quality service to customers. For enquiries, please call our Customer Service Hotline on 3070-5016 or through email to:

AXA SmartTraveller: axagi@axa.com.hk.

HSBC TravelSurance: axa.bank.gi@axa.com.hk