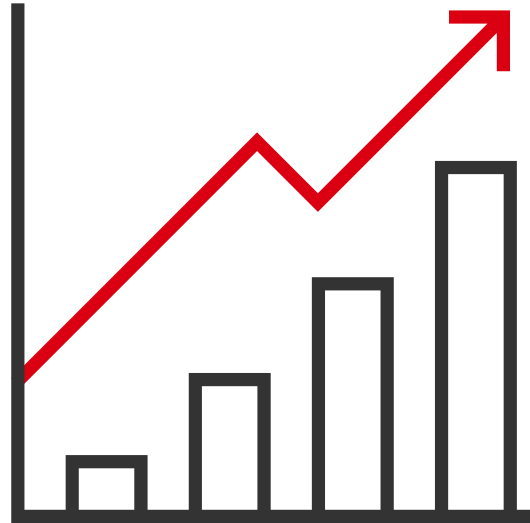
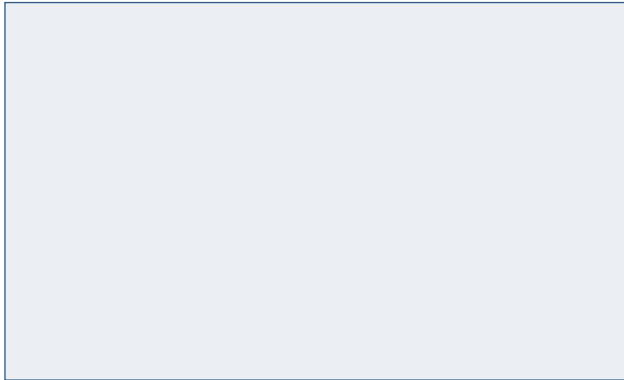


IMPORTANT INFORMATION

Published: 12 August 2026

General Insurance



Key information

HSBC will no longer be arranging and distributing general insurance policies provided by Allianz Australia Limited.

What does this change mean for me?

There is no immediate action you need to take. Please read all communication from us about your HSBC Australia products carefully and:

- continue paying premiums to ensure your insurance policy is maintained
- contact Allianz if you have questions.

What happens to my insurance policy?

If you hold an insurance policy arranged through HSBC, your insurer is Allianz. HSBC has acted as the distributor of the policy, but Allianz is the product issuer and underwriter. The policy is not impacted by this announcement. The policy & your cover remains in place in accordance with the policy's terms and conditions issued by Allianz.

New policies and pending quotes

I recently requested a new insurance policy. What happens now?

We're no longer accepting new general insurance applications. If you've recently contacted us about obtaining an insurance quote, our team will contact you shortly.

I've received a quote from Allianz for a new insurance policy, what happens now?

Your insurance quote is valid for a period of 30 days from the date of issue. Please contact Allianz on 13 10 00 to arrange your policy.

Claims

Can I still make a claim?

Claims can continue to be lodged with Allianz in line with the policy terms and claims process.

Will Allianz honour my claim?

Subject to the terms, conditions, limits and exclusions of your policy, Allianz remains responsible for assessing and honouring valid claims.

Account access and payments

Do my login details change?

No. Your policy will continue to be managed through Allianz and you should log in to Allianz as usual.

Will my premium change with this change?

Your insurance policy is not impacted by this announcement. Your policy will remain subject to the usual premium reviews/changes that Allianz may apply from time to time.

My insurance premium is paid from an HSBC transaction account or HSBC credit card. What should I do?

If your insurance premium is paid from an HSBC transaction account or HSBC credit card, you don't need to do anything right now as payments will continue as normal. However, you will need to nominate a new bank account or credit card from another bank at some point before changes take effect to your HSBC transaction account or HSBC credit card. We will advise you when you need to take action. You can update this securely via My Allianz (using the email address and mobile number linked to your policy) or call Allianz on 13 10 00. Allianz can also confirm when your next premium is due.

Help

Can I still make changes to my policy?

Please contact the Allianz servicing team listed in your policy documents to request changes to your policy.

Who do I contact for help with my general insurance?

Your Allianz team are available on www.allianz.com.au or 13 10 00.

Need extra help with your Allianz general insurance policy?

Allianz can provide tailored support based on individual needs, including flexible assistance and accessible communication options. Support is also available for customers experiencing family and domestic violence, financial hardship, bereavement or natural catastrophes, with interpreter services available if needed. You can contact Allianz on 13 10 00.