

6 November 2016

Important information for HSBC customers travelling to and from Egypt via Sharm el Sheikh Airport

On 4 November, the Foreign and Commonwealth Office (FCO) advised against all but essential travel by air to and from Sharm el Sheikh Airport

We will cover HSBC Travel Insurance customers who are unable to get support or recover costs from their tour operator for a cancelled or abandoned trip to Sharm el-Sheikh, The trip must have been booked before 4th November 2015 with the flight cancelled by the airline.

If you purchased travel money (Egyptian pounds) through HSBC and are now unable to travel to Sharm el-Sheikh, we will provide you with a full refund. Please ensure you have proof of purchase.

HSBC recommends all travellers check the latest advice from the FCO website <https://www.gov.uk/government/organisations/foreign-commonwealth-office> or telephone the helpline on **0207 008 0000**.

If you want to make a claim or find out more about your travel insurance policy, visit www.hsbc.co.uk/1/2/insurance/travel-insurance/cover-details or call us on **0800 299 399**.

For the latest updates, visit the **HSBC UK newsroom**:

<http://www.about.hsbc.co.uk/news-and-media>

HSBC Bank plc

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