



12 August 2016

## **HSBC STATEMENT TO TRAVEL INSURANCE CUSTOMERS FOLLOWING INCIDENTS IN THAILAND**

Following the explosions in tourist areas in Thailand, the FCO is advising against all but essential travel to certain areas of Thailand, and for tourists to exercise extreme caution, avoid public places and follow the advice of local authorities.

HSBC is reassuring its Travel Insurance customers, including those with travel insurance included as part of their Premier account, that they will be covered if they cancel or abandon their trip to Thailand.

In the first instance customers should contact their tour operator to make a claim. All HSBC customers who are in Thailand and wish to cut short their holiday, or are due to travel to Thailand within the next 14 days, are able to cancel or rearrange their trip.

Customers who have purchased Thai baht through HSBC will also be able to get a full refund at the rate they paid, with proof of purchase.

The FCO is keeping the situation under constant review. We strongly recommend that those who have plans to travel to Thailand follow industry advice, and those travelling within the next 48 hours should contact their tour operator to keep up to date with the latest developments.

HSBC customers who want to make a claim can call us on **01603 605124** or go to [www.hsbc.co.uk/1/2/insurance/travel-insurance/cover-details](http://www.hsbc.co.uk/1/2/insurance/travel-insurance/cover-details) for policy details.

**ENDS**

### **Notes to Editors**

#### **HSBC Holdings plc**

HSBC Holdings plc, the parent company of the HSBC Group, is headquartered in London. The Group serves customers worldwide from around 4,400 offices in 71 countries and territories in Europe, Asia, North and Latin America, and the Middle East and North Africa. With assets of US\$2,608bn at 30 June 2016, HSBC is one of the world's largest banking and financial services organisations.

#### **HSBC Bank plc**

HSBC serves c17 million customers in the UK and employs approximately 46,000 people. In the UK, HSBC offers a complete range of personal, premier and private banking services including bank accounts and mortgages. It also provides commercial banking for small to medium businesses and corporate and institutional banking services. HSBC Bank plc is a wholly owned subsidiary of HSBC Holdings plc.