

HSBC LIFE (UK) LIMITED

Website Terms and Conditions

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We maintain strict security standards and procedures, to prevent unauthorised access to information about **you**. **We** and any other members of the **HSBC Group** will never contact **you** by e-mail or otherwise to ask **you** to validate or provide personal information such as **your** user IDs, passwords or account numbers.

If **you** receive such a request, please let us know by calling **our** Helpdesk on **0333 207 4240**.

Social Media

Unless stated otherwise, any information **we** post on social media is intended for UK customers. **We** are not responsible for any information posted on those sites other than information posted by **us**. **We** do not endorse the social media sites themselves, or any information posted on them by third parties or other users.

We do not give investment, tax or other financial and/or professional advice via social media sites. **You** should always seek independent advice before making such decisions.

When you engage with **us** via social media, **your** personal data may be stored on that social media site's servers, which are outside **our** control and may be anywhere outside the EU. Any information posted to such sites may be accessed and read by the general public. It is not an appropriate forum to discuss customers' products or financial arrangement; **We** will never ask **you** to share personal, account or security information via social media sites, and **you** should never post such information on those channels.

We welcome feedback and ideas submitted via these channels and endeavour to join the conversation whenever possible, however cannot guarantee to read or reply to messages sent to **HSBC Group** social media accounts. Emerging themes and helpful suggestions are passed to the relevant people for consideration, however no guarantee is made that proposals will be acted upon.

Governing Law

These **Terms** are governed by and interpreted in accordance with the laws of England and Wales, and the courts of the above jurisdiction will have non-exclusive jurisdiction in respect of any dispute which may arise.

Your queries / Contacting Us

If wish to contact **us**, please call **our** Helpdesk on 0333 207 4240 or use the contact points provided in product documentation provided on the **Site**.

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