

Important information

Notice of Variation – HSBC Insurance Aspects

With effect from 1 March 2022

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Notice of Variation – HSBC Insurance Aspects

Your insurer, Aviva Insurance Limited, is making some changes to your HSBC Insurance Aspects Mobile Phone Insurance cover in line with your policy terms. Details of these changes are shown in this Notice of Variation. Please review the details in the table provided for confirmation of the changes.

In the table, 'we', 'us', 'our' means Aviva Insurance Limited.

Further information

Full information about your cover can be found in your policy booklet and can be viewed online at ciiom.hsbc.com/insurance/insurance-aspects.

If you are not happy with these changes, you can cancel your policy at any time. For details about your cancellation rights please refer to 'Your cancellation rights' on page 12 of your Policy Wording.

Mobile Phone Insurance Key Changes

Product Information	Change	Effect on Cover
Supplier	Whilst Aviva remains the insurer of this policy, the agent we use to help administer your policy, deal with claims and provide the warranty on replacement phones is changing from The Carphone Warehouse Limited to Likewize Corp.	No change
Mobile Phone Insurance Claims – Complaints Address Page 13	<p>The address for contacting us to make a complaint about a Mobile Phone Insurance claim is changing.</p> <p>If you are unhappy with any aspect of the handling of your mobile phone insurance claim we would encourage you, in the first instance, to seek resolution by contacting us:</p> <ul style="list-style-type: none"> • by telephone: 0800 015 3325 (+44 1603 603 281 if calling from outside the UK) • in writing either via ciiom.hsbc.com/insurance/insurance-aspects or by letter addressed to: <p>HSBC Insurance Aspects Aviva Mobile Phone Insurance Aviva 8 Surrey Street Norwich NR1 3GG</p>	No change

Product Information	Change	Effect on Cover
<p>Fraud Prevention and Detection – Address Change</p> <p>Page 17</p>	<p>The address for contacting us should you require further details of the fraud prevention agencies and databases we access or contribute to is changing.</p> <p>In order to prevent and detect fraud we may at any time:</p> <ul style="list-style-type: none"> • share information about you with other organisations and public bodies including the police; • check and/or file your details with fraud prevention agencies and databases, and if you give us false or inaccurate information and we suspect fraud, we will record this. <p>We can supply on request further details of the databases we access or contribute to. If you require further details please contact us at:</p> <p>HSBC Insurance Aspects Aviva Mobile Phone Insurance Aviva 8 Surrey Street Norwich NR1 3GG</p>	<p>No change</p>
<p>Aviva Privacy Notice – Web Address Change</p> <p>Page 14</p>	<p>The web address if you wish to view our full privacy policy is changing.</p> <p>You can get more information about the terms Aviva use and view their full privacy policy at aviva.co.uk/privacypolicy or request a copy by writing to Aviva at Aviva, Freepost, Mailing Exclusion Team, Unit 5, Wanlip Road Ind Est, Syston, Leicester LE7 1PD.</p>	<p>No change</p>

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Accessibility

If you need any of this information in a different format, please let us know. This includes large print, braille, or audio. You can speak to us using the live chat on our website, visiting one of our branches, or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service. These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service. To find out more please get in touch. You can also visit: [ciiom.hsbc.com/accessibility](https://www.ciiom.hsbc.com/accessibility) or: [ciiom.hsbc.com/help](https://www.ciiom.hsbc.com/help).

[ciiom.hsbc.com](https://www.ciiom.hsbc.com)

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