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](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.hsb.co.uk/1/2/insurance/travel-insurance/cover-details](http://www.hsb.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](http://www.about.hsbc.co.uk/news-and-media)

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**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.

**The HSBC Group**

HSBC Holdings plc, the parent company of the HSBC Group, is headquartered in London. The Group serves customers worldwide from around 6,100 offices in over 72 countries and territories in Asia, Europe, North and Latin America, and the Middle East and North Africa. With assets of US$2,549bn at 30 September 2015, HSBC is one of the world’s largest banking and financial services organisations.