

Dear Valued Customers,

The global spread of COVID-19 is affecting every one of us.

At HL Assurance, we are people first, and we do what we do with the belief that insurance will continue to serve its true purpose, especially during this unprecedented time.

While we are all adapting and responding in our own way, we want to continue to play a role in keeping you safe and helping individuals and communities emerge stronger. We would like to provide you with updates about what we are doing and how we will continue to attend to your insurance needs.

In Our Offices and Customer Touchpoints

With the enhanced safe distancing measures recently implemented by the Singapore Government, we are operating in split teams. We are also encouraging our employees to operate from home wherever possible. We have a stringent business continuity plan in place to ensure that your needs will still be met in a satisfactory manner despite the current situation.

For your own safety, we are stopping all walk-ins to our office premise at 11 Keppel Road S(089057) and we strongly urge you to reach out to us via the following touchpoints instead :

General Enquiries

Should you have any general enquiries on your insurance policies with us, you may continue to contact us at our hotline 67020202 (from Mondays to Fridays, 9.00am to 6.00pm) or email us at service@hlas.com.sg.

Claims Submission

Should you have any claims that would like to be submitted, please visit our website at www.hlas.com.sg. If it is a travel-related claim, you may submit the claims [here](#).

For Accident & Emergency Assistance

Please contact our 24/7 Assistance number at 6922 6003, which remains available daily.

As there might be higher-than-usual volumes of customer enquiries resulting to longer waiting or response times during this period, we do appreciate your kind understanding and patience as we continue to do our best to serve you.

Looking Ahead

This is a challenging time for all of us but it is times like this, which reminds us that we all are hoping for one thing: for the people to remain healthy, for virus treatments to be developed and lives to return to normal. We believe that this shared sense of hope and purpose can encourage every one of us and help rally us through challenges during this difficult time.

Meanwhile please take care of yourselves and loved ones. When the situation presents itself to be safe to resume normal operations, we will inform all customers soonest possible.

While we stay united with our customers and the country, we are sure we will get through this together.

Yours sincerely,
Team at HL Assurance