



Heng An
Standard Life
恒安標準人壽



HASL Asia Statement– Cybersecurity Incident

Updated: 2 March 2026

Heng An Standard Life (Asia) Limited (“HASL Asia”) regrets to inform you that we have experienced a cybersecurity incident, which has resulted in a temporary shutdown of our systems.

Our IT team is working diligently to restore the affected systems as soon as possible, while simultaneously conducting a thorough assessment to minimise the impact on our operations and services. We have also implemented measures to further enhance system security and prevent the risk of similar incidents in the future.

We want to assure you that the security of our systems and the data we hold is of the utmost importance to us. At this stage, whilst we have contained the incident and taken immediate steps to secure our systems, we cannot yet rule out the possibility that some of our data may have been accessed without authorisation. We have engaged leading cybersecurity experts to monitor the web continuously; so far, there is no evidence of any misuse of our data. Our investigation is ongoing, and we will reach out to relevant individuals directly if our findings indicate their data was impacted in the incident. Clients can rest assured that all insurance policies and their interests remain safeguarded.

As precaution, we recommend clients remain vigilant and follow the [online safety measures](#) as recommended by the Privacy Commissioner for Personal Data.

The incident has been reported to the Insurance Authority, the Hong Kong Police Force, and the Office of the Privacy Commissioner for Personal Data as a precautionary measure. We will continue to comply with all legal obligations as our investigation progresses and assist and liaise with all relevant authorities and stakeholders as required.

Some of our services, including new business and policy services, resumed on 27 February 2026. As our online platforms are currently unavailable, clients may continue to conduct policy-related transactions, such as investment choice transactions and policy issuance, with the assistance of their licensed intermediary via phone or email, or by contacting our Customer Service team at cs@hengansl.com.hk or +852 2169 0300.

Our online platforms, including our company website, and our customer and broker portals, will be restored as soon as possible.

We apologise for any inconvenience caused. Should you have any queries, please contact your licensed intermediary or our Customer Service team via email or phone.