

# 24-hour Telephone Policy Inquiry Services

You can call (852) 2281-1333 to gain access to our "24-hour Telephone Policy Inquiry Services" anytime anywhere.

## 1 Select Language

1 Cantonese

2 English

3 Mandarin

## 2 Select Service

1 Enquiry of Policy and Claims Information<sup>(1)</sup>

2 Enquiry of Addresses, Office Hours and Services Provided by Principal Office, Customer Service Centres and Medical Centre

3 Enquiry of Billing or Premium Payment Methods

7 Claims Enquiry

4 Enquiry of Fund Prices, Exchange Rates or Request for Investment Choice Performance Reports by Fax

5 Change or Request Password for Telephone Policy Inquiry Services

9 Contact Customer Relations Officers

6 Request Document and Issue Latest Anniversary Statement

0 To Repeat Service Options

(1) You need your client code, password and a valid policy number to use this service. If you are a new user to this service or forgot your client code, you can press 1 (Enquiry of Policy and Claims Information) from the main menu, and then press \*. The client code will be announced after entering the first 6 digits of your HKID / Passport No. and policy number.

Scope of Services		24-hour Telephone Policy Inquiry Services	Customer Service Centres
Policy Service <sup>#</sup>	Plan Coverage	●	●
	Policy Value	●	●
	Direct Debit Authorization Information	●	●
	Register and view e-statements		
	Request for Policy Summary		●
	Request for Policy Future Illustration		●
	My Policy Organizer		
	My Investment Organizer		
	Important Message		
	Contact for Servicing Financial Consultant		●
	Premium / Administration Fee Payment		●
Submission of Change Request	Change of Contact Phone No.		●
	Change of Address		●
	Change of Premium Allocation		●
	Switch Existing Investment Choices		●
	Change of Payment Mode		●
Other Services	Enquiry of Location and Office Hours	●	●
	Enquiry of Required Documents for Claims	●	●
	Enquiry of Premium Payment Method	●	●
	Enquiry of Investment Choice Prices	●	●
	Enquiry of Exchange Rates	●	●
	Request for Password <sup>#</sup>	●	●

<sup>#</sup> Clients are eligible to use these services only with Policy Number / login ID and relevant password.