本函編號: CLM2024A0081476

內部機密文件

LI LUNG
CHAMP ARCTERYZ LL (8

敬啟者：

保單號碼　　: B631370471
受保人　　: SI LONG WING

賠償狀況通知書

提供最優質服務給予客戶乃我們的宗旨。另方面，為了保障所有客戶及公司的共同利益，我們亦需審慎地觀察個別客戶的索償模式以評估公司之承保風險。

我們已審閱了上述保單的索償情況，當中察覺到有關的索償模式偏離正常情況而需要您的注意。保單的詳細資料如下：

此保單乃由 HO KAR LEE 提供服務。而保單的意外索償情況為以下其中一項。

- ■ 於一宗意外中索償物理治療或整脊治療 5 次或以上及每次治療費用多於 700 港元

若此索償情況沒有改善，我們將考慮根據保單條款取消此客戶有關之意外保障計劃。為免公司採取此行動，我們希望您能把此訊息傳遞給有關營業員 ，並協助該營業員管理客戶的索償情況。如您對上述事宜有任何疑問，或希望提供進一步的資料予我們再次考慮已作的決定，歡迎隨時與賠償部聯絡。有關資料可傳真至賠償部(傳真號碼：3118-9035) 或電郵到保單查詢系統內的電郵查詢服務。

鄧伯詢

賠償部總監
鄧伯詢　謹啟

2024 年 6 月 3 日

副本致：CHAMP ARCTERYZ LL (8Y) HO KAR LEE

(ZMer2)(022)(WCFIN)(CLM016)

"AIA" shall refer to AIA International Limited (Incorporated in Bermuda with limited liability), AIA Company Limited (Incorporated in Hong Kong with limited liability), as the case may be, depending on the issuing company of the relevant insurance policies this correspondence is subject to.

AIA

12/F, AIA Tower
183 Electric Road,
North Point, Hong Kong
T: (852) 2881 3333

AIA.COM.HK

03 June, 2024

Claim Ref.: CLM2024A0081476

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LI LUNG
CHAMP ARCTERYZ LL (8

Dear Sir/Madam,

Policy no. : B631370471
Insured : SI LONG WING

Claim review

It is our commitment to provide timely and high quality service to our customers. However, it is also our responsibility to prudently monitor the frequency and pattern of all the claims submitted as to protect the common interest of all our Policyholders and our Company,

We have reviewed the claims pattern of the above policy and found it necessary to bring it to your attention as the pattern appears to deviate from the norm. Details of the policy are as below:

This policy is being serviced by your agent HO KAR LEE and the claim pattern of the policy falls under one of the categories below:

- Over 5 visits of physiotherapy or chiropractic treatment with more than HK$700 for each visit

If this adverse claim pattern continues without improvement, we may consider to exercise our contractual right to cancel the related accident coverage. In order to avoid such action being taken by the Company, we would appreciate your assistance to convey our concern to the agent and at the same time assist the agent to manage the Insured's claim situation.

Should you have any question or have any further details for us to reconsider our decision, please feel free to contact Claims Department by fax at 3118-9035 or send email to Email Enquiry in PES at your earliest convenience.

Thank you for your attention.

Yours faithfully,

James

James Tang
Director, Claims

CC: CHAMP ARCTERYZ LL (8Y) HO KAR LEE

(ZMer2)(022)(WCFIN)(CLM016)

PTA001072.0323/PH50

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