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Memo

Attn: All EDD & Honorable Advisors / EDDs / PSDDs / SDDs / DDs / MICs / Agency Leaders / Financial Planners (Hong Kong & Macau)

From: James Tang
Head of Claims

Co/Dept:

Dept: Operations

Copy: All Department Heads

Date: 26 July 2024

Total page: 1

Subject: (Ref: A240782) 暫停「通聯支付服務」
Suspension of "Allinpay Service"

「通聯支付服務」將於 2024 年 8 月 12 日暫停使用，客戶可以透過其他現行的支付渠道收取賠償款項。

而於 2024 年 8 月 12 日前已遞交之索償申請，若在 2024 年 9 月 30 日或以前完成，仍可使用「通聯支付服務」，否則，我們將以支票形式作出賠償。敬請財務策劃顧問盡快協助客戶跟進待決事宜。

如有任何查詢，請於 iEngage/PES 使用 Chatbot 進行查詢；澳門可親臨營運服務中心。

"Allinpay Service" will be suspended from 12th August, 2024. Customers can collect the claim payment through other existing payment channels.

For claims that is submitted before 12th August, 2024, and finalized on or before 30th of September 2024, the claims can still be paid via "Allinpay Service". Otherwise, we will pay the claims via cheque. Financial planners are advised to assist customers in following up on pending matters as soon as possible.

Should you have any queries, please enquire by using Chatbot in iEngage/PES. For Macau, please visit Operation Service Centre for details.

Regards,

James Tang

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