友邦香港
香港北角電氣道 183 號
友邦廣場 12 樓

AIA Hong Kong
12/F, AIA Tower
183 Electric Road
North Point
Hong Kong

Memo

Attn：	All EDD & Honourable Advisors / EDDs / PSDDs / SDDs / DDs / MICs / Agency Leaders / Financial Planners	From：	Victor Man
Copy：	Mr. Alger Fung / Mr. Jim Jan Zen / Mr. Louie Ho / Ms. Amelie Shen / All Department Heads / ABDD Executives / CSBD Executives	Dept：	Corporate Solutions
Date：	3 January 2025	Total pages：	4

Subject： **(A241086)** **企業業務 –新業務專屬支援聯絡資料及熱線**
Corporate Solutions – Contact Information of Dedicated Support for New Business and Hotline Enquiry

為致力給各營業員提供優質的分銷支援，企業業務特別為各區設立退休金 (強積金) 及僱員福利 (團體保險) 的專屬業務專員，為閣下提供全方位的業務拓展支援，並定期分享最新市場資訊及有關營業員/客戶推廣優惠，以協助閣下捉緊每個退休金及僱員福利的商機。

退休金銷售團隊

退休金	**業務專員**	**團隊組長**	**團隊主管**
姓名：	Cary Yeung	Ernest Poon	Raymond Lam
聯絡電話：	公司電話: (852) 2100 1636 手提電話: (852) 9636 8185	公司電話: 手提電話: (852) 6163 2502	公司電話: (852) 2100 1469 手提電話: (852) 6688 5915
電郵地址：	cary-tc.yeung@aia.com	ernest-tk.poon@aia.com	raymond-cs.lam@aia.com

僱員福利銷售團隊

僱員福利	**業務專員**	**團隊組長**	**團隊主管**
姓名：	Fion Choy	Leon Chan	Ivan Cheung
聯絡電話：	公司電話: 手提電話: (852) 5565 0586	公司電話: (852) 2203 0207 手提電話: (852) 5333 1905	公司電話: (852) 2203 0048 手提電話: (852) 9370 3733
電郵地址：	fion-ky.choy@aia.com	Leon.Chan@aia.com	Ivan-tc.cheung@aia.com

其他查詢途徑

1) Chatbot
   - 如何使用 Chatbot?
     - 可經 AIA Connect / 團體保險僱員網站/ 退休金僱員網站 / iEngage 連接至 Chatbot，從選單選擇合適查詢類別及直接輸入問題 (請參閱通告 A190972 及 A201151) 。
   - 服務時間：24 小時全年無休
   - 服務範圍：
     - 團體保險 : 賬戶登入及管理、福利概覽及索償 (包括流程、表格、狀況、付款程序) 和團體保險用語。
     - 強積金 / 公積金：強積金賬戶整合、供款紀錄、供款結算書提交狀態、查詢付款紀錄、查詢強積金自動轉賬申請狀況、賬戶登入及管理、更新投資組合和自僱人士供款。

2) LiveChat

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- 如何使用 LiveChat
  - 可經 AIA Connect / 團體保險僱員網站 / 退休金僱員網站/ iEngage 連接至 LiveChat 之後，財務策劃顧問直接輸入問題提交查詢，查詢將由客戶服務大使相應處理（請參閱通告 A190972）。
- 服務時間：
  - 星期一至五：上午 8 時 45 分至晚上 6 時正（午膳時間服務正常）。
  - 星期六、日及公眾假期：休息

3) 企業業務熱線
為提供更具效率的營業員熱線查詢，現附上各熱線號碼、服務範圍及服務時間概覽以供參考。

財務策劃顧問致電熱線後，只需要輸入營業員編號及現行使用之「電話熱線密碼」，即可進行電話查詢。如線路繁忙，熱線設有話音留言服務，只需要留下營業員編號、留言及聯絡電話，客戶服務大使將會在收到查詢後的 4 小時內回覆。熱線查詢服務時間過後，客戶服務大使將會於下一個工作天儘快作出回覆。

營業員企業業務熱線	熱線電話	服務範圍	服務時間
強積金 / 公積金營業員企業服務熱線	2100-1828	強積金 / 公積金銷售或售後服務的相關查詢	星期一至五：上午 9 時至晚上 7 時 星期六:上午 9 時至下午 1 時 （公眾假期除外）
強積金尊貴業務代表熱線	2200-6300		
團體業務支援熱線	2200-6380	團體業務銷售的相關查詢（例如產品資料）	星期一至五：上午 9 時至下午 5 時 30 分 （星期六及公眾假期除外）
團體保險營業員熱線	2200-6386	團體業務銷售或售後服務的相關查詢(包括理賠、門診及住院緊急支援）	
團體保險精英會熱線	3108-1118	團體業務銷售或售後服務的相關查詢（團體保險精英會會員專用）	

我們期待閣下繼續支持企業業務。

祝 業務蒸蒸日上！

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To provide you with the first class distribution support, we have a dedicated sales representative for Pensions (MPF) and Employee Benefits (Group Insurance) respectively, who will timely share the latest market information & agency / customer incentives and assist you on capturing every single business opportunity in relation to Pensions and Employee Benefits.

Pension Sales Team

	Sales Executive (SE)	**Team Principal**	**Team Leader**
Name:	Cary Yeung	Ernest Poon	Raymond Lam
Contact number:	Office: (852) 2100 1636 Mobile: (852) 9636 8185	Office: Mobile: (852) 6163 2502	Office: (852) 2100 1469 Mobile: (852) 6688 5915
Email address:	cary-tc.yeung@aia.com	ernest-tk.poon@aia.com	raymond-cs.lam@aia.com

Employee Benefits Sales Team

	Sales Executive (SE)	**Team Principal**	**Team Leader**
Name:	Fion Choy	Leon Chan	Ivan Cheung
Contact number:	Office: Mobile: (852) 5565 0586	Office: (852) 2203 0207 Mobile: (852) 5333 1905	Office: (852) 2203 0048 Mobile: (852) 9370 3733
Email address:	fion-ky.choy@aia.com	Leon.Chan@aia.com	Ivan-tc.cheung@aia.com

Other Enquiry Channels

1) Chatbot
   - How to use Chatbot
     - Connect to Chatbot via AIA Connect / Group Insurance Employee Portal / Pension Employee Portals / iEngage, then choose the enquiry type from the menu, or enter the questions directly (Please refer to the Memo A190972 and A201151)
   - Service Hours: 24 hours a day
   - Service Areas
     - Group Insurance: Account Login & Maintenance, Benefits Summary and Claims (Including procedures, forms, status, payment process) and Group Insurance Glossary.
     - MPF / ORSO: MPF Account Consolidation, Contribution Record, Remittance Statement Submission status, Check Collection History, Check MPF DDA application status, Account Maintenance, Investment Portfolio Update, Self-Employed Person (SEP) Contribution.

2) LiveChat
   - How to use LiveChat
     - Connect to LiveChat Service via AIA Connect / Group Insurance Employee Portal / Pension Employee Portals / iEngage, Financial Planners can input their enquiries directly and the Customer Service Ambassador will handle accordingly (Please refer to Memo A190972)
   - Service Hours:
     - Mon – Fri: 8:45a.m. – 6:00p.m (open through lunch)
     - Sat / Sun / Public Holidays: Closed

3) Corporate Solutions Hotline
   To provide an efficient hotline enquiry service, we have consolidated all hotline numbers, service scope and the service hours of each hotline for your easy reference.

   When you call the hotline, please enter your agent code and <PIN> you are currently using and the service will begin. If the lines are busy, please leave your agent code, message and contact number in the voicemail box, our Customer Service Ambassador will return your call within 4 hours upon receiving the enquiries. If the enquiries are received after the service hours, your call will be handled on the next working day at the earliest.

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Corporate Solutions Agency Hotlines	Hotline Number	Service Scope	Service Hours
Pension Service Agent Hotline	2100-1828	Enquiries on sales or after sales issue of MPF / ORSO	Monday to Friday, 9:00a.m. – 7:00p.m. Saturday, 9:00a.m. to 1:00p.m. (Except Public Holidays)
MPF Premier Representative Hotline	2200-6300		
Corporate Solutions Support Hotline	2200-6380	Enquiries related to Group Insurance sales (e.g. product information)	Monday to Friday, 9:00a.m. – 5:30p.m. (Except for Saturday and Public Holidays)
Corporate Solutions Agent Hotline	2200-6386	Enquiries on sales or after sales issue (including Claims, In/Out-Patient emergency support)	
Group Achiever Club Hotline	3108-1118	Enquiries on sales or after sales (For Group Achiever Club Member only)	

We look forward to your continual support to Corporate Solutions and wish you every success!

Yours faithfully,

Victor Man

Head of CS Business Development
Agency Distribution, Corporate Solutions

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