AIA Hong Kong

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Memo

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

From: Health & Wellness Proposition

Copy: Mr. Alger Fung / Ms. Alice Liang/ Mr. Jim Jan Zen/ Mr. Louie Ho / All Department Heads / Heads of Agency Division / BPs / Call Centre

Dept.: Health & Wellness Proposition

Date: 11 November 2024

Total pages: 4 pages

Subject: A241143 **「極臻・至尊醫療」系列 - 限時推廣優惠**
OptimaCEO Medical Series - Limited-Time Offer

為配合**革新養生醫療方案 - 極臻・至尊醫療系列之推出**並繼續支持各財務策劃顧問創造佳績，我們很高興為大家帶來極臻・至尊醫療系列–限時推廣優惠。

客戶於推廣期 2024 年 11 月 11 日至 2024 年 12 月 31 日期間成功投保極臻・至尊醫療系列(包括極臻・至尊醫療計劃及極臻・至尊明珠醫療計劃，極臻・至尊醫療計劃–首護摯寶及極臻・至尊明珠醫療計劃–首護摯寶除外)，並於 2024 年 12 月 31 日或之前獲繕發保單，即可於第一年保單生效期內享有以下免費服務:

1. **友邦峻宇養生庭˄養生方案(適用18歲或以上之受保人)**

全新健康無限方案

客戶可接受一次的個人養生諮詢，從身心靈健康三大範疇，評估客戶的健康指標，為客戶未來的健康提出可行的建議，以達致健康長壽，包括:

- 心理健康：以綜合的問卷評估心理健康、睡眠模式、壓力水平和幸福指標的綜合問卷。
- 生物年齡：透過唾液檢測，分析 DNA 端粒長度，提供對細胞衰老和整體活力的見解。
- 生理健康：透過姿勢評估和最大攝氧量測試，以評估客戶的有氧適能和身體狀況

養生特色計劃

客戶可接受一次養生療程體驗，以多元化計劃全面支持客戶成就身心靈平衡之道 。

有關養生療程體驗詳細資訊，客戶可參照換領信內之二維碼，選擇最適合的養生體驗!

或

2. **兒童及青少年成長與發展檢查(適用18歲以下之受保人)**
由醫生及團隊提供有關成長與發展身體檢查和評估，受保人可於指定服務供應商進行一次檢查。

客戶可參照換領信及細則預約有關優惠。相關優惠換領信、使用詳情以及相關之條款和細則，將於新保單冷靜期後兩個月內以郵寄方式寄出予合資格客戶。

極臻・至尊醫療系列 – 限時推廣優惠詳情將於2024年11月11日起上載公司網頁aia.com.hk。

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請注意，此通告是一份內部文件，僅供友邦內部使用及只供參考。閣下**不得**傳播，分發或轉傳此通告予友邦以外的任何第三方。

備註

ˆ 友邦峻宇養生庭的唯一營運商為Sustainable Wellness Limited（「Sustainable Wellness」），其為Humansa Company Limited之全資附屬公司並為友邦的獨立第三方。就友邦峻宇養生庭內及為友邦峻宇養生庭所提供的服務及/或產品(「服務」)，Sustainable Wellness將完全及單獨負責。使用以上服務受限於友邦峻宇養生庭的條款和細則。

條款及細則：

1. 推廣優惠只適用於香港或澳門繕發之保單（「優惠」）。
2. 推廣優惠由2024年11月11日 至2024年12月31日止，包括首尾兩天（「推廣期」）。
3. 此優惠並不適用於推廣期之前已遞交或已繕發但其後於推廣期內撤回投保申請或取消保單，並再次投保相同產品計劃之客戶。
4. 新保單須於繕發日至獲得相關優惠換領信時持續生效，方可享有此優惠。否則，優惠資格將被取消。
5. 相關優惠換領信、使用詳情以及相關之條款和細則將於新保單冷靜期後兩個月內以郵寄方式寄出予合資格客戶。優惠換領信將以郵寄方式發送至客戶投保時提供予 AIA 的郵寄地址。AIA 並不負責核實合資格客戶所提供的郵寄地址的真確性。若所遞交的資料有錯漏 / 不正確而影響未能或延誤優惠換領信的送遞，AIA 概不負責及補發或延長優惠換領期限。
6. 優惠之使用受限於供應商規定的條款和細則，包括但不限於相關之優惠換領期限及安排。如客戶有意享用供應商提供優惠以外的其他服務，則須向相關服務供應商另外支付所有相關費用及收費，詳情請聯絡相關服務供應商。AIA 概不對供應商提供之任何服務、產品及 / 或優惠承擔任何責任。
7. 有關換領信如有遺失或損毀，恕不作退換或賠償。
8. 優惠視乎實際供應情況，詳情請向指定服務供應商查詢。
9. 在客戶知情同意下，服務供應商將使用客戶的個人資料進行登記及核實使用上述服務的身份及資格（如適用）。
10. 友邦有權更改此換領信的條款而不作另行通知。
11. 中英文版本的條款及細則如有歧義，概以英文版本為準。
12. AIA 有權隨時更改、撤銷或終止此優惠（包括優惠之條款及細則）而毋須任何另行通知。如對本推廣活動有任何爭議，AIA 保留最終決定權。
13. 如有關優惠的服務及/或產品因任何原因而未能提供，AIA 保留隨時以其他優惠取代之權利。而該優惠的服務及 / 或產品之價值及種類可能與此推廣活動所提供的優惠項目不相同。如對本推廣活動有任何爭議，AIA 保留最終決定權。
14. 此服務由友邦指定的第三方服務供應商在香港提供，並不適用於澳門區域。AIA 並非有關優惠服務及 / 或產品的供應商並不就優惠服務及 / 或產品承擔任何義務和責任。由優惠服務及 / 或產品引起的任何爭議均由客戶和供應商直接解決。優惠服務及 / 或產品之使用受限於供應商規定的條款和細則，有關優惠之使用詳情，請參閱相關條款及細則。
15. a) 友邦峻宇養生庭養生方案
    i. 上述受保人提供服務，不可轉讓（轉讓給保單持有人除外）、兌換現金、信用或其他物品，亦不得轉售，恕不接受影印本。

    b) 兒童及青少年成長與發展檢查
    i. 服務不可兌換成現金、轉售或退款。客戶需按換領信上之條款及細則預約服務。

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OptimaCEO Medical Series - Limited-Time Offer

Our valued customers can enjoy a myriad of exclusive privileges within their first policy year upon successful application of OptimaCEO Medical Series, which refers to OptimaCEO Medical Plan and OptimaCEO Pearl Medical Plan (except OptimaCEO Medical Plan – First Gift and OptimaCEO Pearl Medical Plan – First Gift) from 11 November 2024 to 31 December 2024 and the policy is issued on or before 31 December 2024. Details as below:

1. **AIA Alta Wellness Haven^ Wellness Programme**
   (eligible to the insured individuals aged 18 and above)

a) Brand-new Infinite health programme		b) Wellness signature programme
One complimentary health assessment to elevate customer well-being with unparalleled precision, continuous oversight, and guidance to enhance customer health span and overall well-being includes: • **Mental Wellbeing:** Comprehensive questionnaire measuring mental health, sleep patterns, stress levels, and happiness indicators. • **Biological Age: DNA** telomere length analysis offering insights into cellular aging, disease susceptibility, and overall vitality. • **Physical Health:** Posture assessment and VO2 max test to evaluate customer aerobic fitness and physical alignment.	+	Experience one complimentary session of wellness treatment, designed to balance customer mind, body, and soul. Choose from our carefully curated range of offerings, each meticulously crafted to promote holistic well-being. For detailed information about our comprehensive wellness treatment offerings, customer can scan the OR code of the wellness treatment menu on the redemption letter.

Or

2. **Child and adolescent growth and development assessment**
   (eligible to the insured individuals aged 18 below)

   A one-off physical examinations and assessments will be provided to evaluate about the general health, growth and development, with a detailed report explained by a medical practitioner.

Customers can refer to the redemption letter and terms and conditions to make an appointment for the relevant offers. The redemption letter, usage details and relevant terms and conditions will be sent to the eligible customer by post within 2 months after the cooling-off period of the new policy.

Details of the latest offer will be uploaded to the company's website, aia.com.hk, from 11 November 2024.

Please note this memo is an internal document, it is only for AIA's internal use and is solely intended for reference only, you MUST NOT disseminate, distribute, or circulate this memo to any third parties outside AIA.

Best regards,

Toby Wong
Head of Health and Wellness Proposition

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Remarks

^ AIA Alta Wellness Haven is solely operated by Sustainable Wellness Limited ("Sustainable Wellness"), which is a wholly-owned subsidiary of Humansa Company Limited and independent third party of AIA. Sustainable Wellness is fully and solely responsible for the services and/or products provided in, and for, AIA Alta Wellness Haven. The use of the above services is subject to the terms and conditions of AIA Alta Wellness Haven.

Terms & Conditions:

1. The promotional offers are only applicable to the policies issued in Hong Kong or Macau (the "Offer").
2. The promotional period is from 11 November 2024 to 31 December 2024, both days inclusive ("Promotional Period").
3. The Offers are not applicable to applicants who have submitted applications before the Promotional Period but withdrew the applications or cancelled the issued policies during the Promotional Period and then re-applied for the same products.
4. The New Policy should remain in-force from the issue date to the time of receiving the Offer redemption letter. Otherwise, the Offer will be forfeited.
5. The Offer redemption letter with usage details and relevant terms and conditions will be issued to eligible customers within 2 months after the cooling-off period of the New Policy . Offer redemption letter will be sent to the mailing address as provided to AIA by the customers during policy application. AIA is not responsible for verifying the mailing addresses submitted by eligible customers. Should there be any failure or delay of delivery of the offer redemption letter resulted from inaccurate/incorrect information submitted by the customers, AIA shall not be responsible or liable and will not re-issue the Offer redemption letter or extend the redemption period of the Offers.
6. Offer entitlement is subject to the terms and conditions of service providers, including but not limited to the respective offer redemption period and the arrangements. If customers would like to use other services provided by the service providers outside of the Offers, all applicable fees and charges will need to be paid by customers. Please contact the respective service providers for details. AIA shall not be responsible or liable for any service, product and/or special offer or discount provided by the service providers.
7. Insured is requested to retain this letter properly and request for replacement will not be entertained.
8. Reservations are subject to availability. Please contact designated service suppliers for detail.
9. With customer's informed consent, the Service Provider will use the customer's personal particulars for registration and verification of identity and eligibility (where applicable) for the use of the above services.
10. AIA reserves the right to change the terms and conditions of this offer without prior notice.
11. In the event of inconsistencies between the English and Chinese Terms and Conditions, the English version shall prevail.
12. AIA reserves the right to change, revoke or terminate the Offer (including changes of any terms and conditions of the Offer) anytime without any advance notice. In the event of any disputes, AIA's decision shall be final and conclusive.
13. If the services and/or products under the Offers cannot be provided for any reason, AIA reserves the right for replacement of the Offers while the value and types of the services and/or products under the Offer may not be the same as those as provided in this promotional campaign. In the event of any disputes, AIA's decision shall be final and conclusive.
14. These service are provided in Hong Kong by the designated third party service providers engaged by AIA and are not applicable to Macau Region. AIA is not the supplier of the services and/or products under the Offers and shall not be responsible or liable for the services and/or products under the Offers. Any disputes arising from the services and/or products under the Offers shall be resolved by the customer and the supplier directly. The services and/or products under the Offers are subject to the respective terms and conditions determined by the suppliers. Please refer to the relevant terms and conditions for details about the Offer usage.
15. a) AIA Alta Wellness Haven Wellness Programme
    i. The service is applicable to an insured only and cannot be transferable (except transfer to policyowner) exchanged for cash, credit, or other items, and may not be resold; photocopy of which is not acceptable.
    b) Child and adolescent growth and development assessment
    i. The service is applicable to an insured only and cannot be transferable exchanged for cash, credit, or other items, and may not be resold; photocopy of which is not acceptable.

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