AIA Hong Kong

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Memo

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

From: Echo Chen
Head of Policy Service

Co/Dept:

Dept: Operations

Copy: All Department Heads

Date: 14 March 2025

Total page: 2

Subject: (Ref: A250351) 花旗銀行櫃位服務之新安排
New arrangement for the counter services at Citibank

根據花旗銀行的最新通知，**即日起**，以下兩間分行的企業賬戶櫃位將**不再提供**包括現金/支票存款、現金提款及支票兌現服務。

- **太古城分行**
- **又一城分行**

為確保財務策劃顧問及保單持有人能體驗順暢之繳款服務並持續得到全面保障，我們建議可透過其他電子渠道繳費方式進行支付或前往以下花旗銀行分行。詳情請參閱網站更多繳費方式資訊。

<table>
<tr><th>花旗銀行香港分行的櫃位服務</th><th>以港元/美元現金或支票付款</th><th>以人民幣現金付款*</th><th>兌現支票服務</th></tr>
<tr><td>1) 會德豐分行</td><td rowspan="9">櫃位服務維持不變</td><td rowspan="4">櫃位服務維持不變</td><td rowspan="9">櫃位服務維持不變</td></tr>
<tr><td>2) 銅鑼灣分行</td></tr>
<tr><td>3) 彌敦道分行</td></tr>
<tr><td>4) 旺角分行</td></tr>
<tr><td>5) 灣仔分行</td><td rowspan="5">不適用</td></tr>
<tr><td>6) One Bay East 分行</td></tr>
<tr><td>7) 沙田分行</td></tr>
<tr><td>8) 荃灣分行</td></tr>
<tr><td>9) 元朗分行</td></tr>
</table>

*人民幣現金付款服務服務不適用於星期六、日、公眾假期及星期一至五 3 時後

預覽付款資訊頁面步驟:
AIA 官方網頁 > 客戶支援 > 付款資訊 > 繳付方式

如有任何查詢，請於 iEngage/PES 使用 Chatbot 進行查詢。

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According to the latest notification from Citibank, **effective immediately**, branch counter services for corporate accounts including cash/cheque deposit, cash withdrawals, and cheque encashment **will no longer be available** at following 2 branches:

- **Taikoo Shing Branch**
- **Festival Walk Branch**

To ensure a smooth payment experience and continuation of your policy protection for financial planners and policyowners, we recommend using other electronic payment channels to make a payment or visit alternative Citibank branches at the following. Please refer our website for more payment information.

<table>
<tr><th>Counter services at Citibank branches in Hong Kong</th><th>Pay by cash and cheque in HKD/USD</th><th>Pay by cash in RMB*</th><th>Cheque encashment service</th></tr>
<tr><td>1) Wheelock House Branch</td><td rowspan="9">Counter services remain unchanged</td><td rowspan="4">Counter services remain unchanged</td><td rowspan="9">Counter services remain unchanged</td></tr>
<tr><td>2) Causeway Bay Branch</td></tr>
<tr><td>3) Nathan Road Branch</td></tr>
<tr><td>4) Mongkok Branch</td></tr>
<tr><td>5) Wan Chai Branch</td><td rowspan="5">Not Applicable</td></tr>
<tr><td>6) One Bay East Branch</td></tr>
<tr><td>7) Shatin Branch</td></tr>
<tr><td>8) Tsuen Wan Branch</td></tr>
<tr><td>9) Yuen Long Branch</td></tr>
</table>

*Note: (Service not available on Saturday, Sunday, Public Holiday and after 3:00pm from Monday to Friday)

Steps for preview the payment information page:

AIA official website > Help & Support > Payment Information > Payment Options

Should you have any queries, please enquiry by using Chatbot in iEngage/PES.

Best regards,



Echo Chen