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 (Hong Kong and Macau)	From:	Dr. Min Su Victor Man
Copy:	Mr. Alger Fung / Ms. Amelie Shen / Ms. Amy Chan / Mr. Louie Ho / All Department Heads / ABDD Executives / CSBD Executives / CS IVS Executives / Contact Centre	Dept:	Corporate Solutions
Date:	9 October 2025	Total pages:	4
Subject:	**(A251043) 團體保險合作夥伴之服務概要** **Service Details of the Group Insurance Partner**		

繼友邦香港及澳門企業業務於 2025 年 9 月 16 日宣布與美中嘉和集團 [1,2] 成為策略性合作夥伴（通告 A250939），現有友邦團體保險成員亦將可享用由其轄下機構所提供之指定醫療服務。**由 2025 年 10 月 13 日起，所有合資格友邦團體保險受保成員**（「成員」）可於美中嘉和集團 [1] **轄下的旗艦機構—「廣州泰和腫瘤醫院」**（「醫院」）**以更可負擔的價格享有指定健康檢查計劃及適合的癌症治療，包括質子治療** [3,4]。

服務重點及概要：

服務生效日期	**2025 年 10 月 13 日**
合資格成員	**所有現有及全新友邦團體保險計劃成員**
預約流程	成員可透過以下方式直接聯繫醫院進行預約： **友邦免費專線**：400 830 7338 **電子郵件**：service@ccm.cn *預約後，將有專屬客服協助處理相關文件、溝通協調及後續療程預約提示等相關事宜，確保治療流程順暢。
理賠程序	理賠程序與現行流程相同，**成員僅需向友邦遞交相關理賠申請並附上醫院發出的帳單正本即可**。
獲享折扣方法	• **持有**友邦團體醫療卡之成員： 請向醫院**出示友邦團體醫療卡**。 • **未持有**友邦團體醫療卡之成員： 請向醫院**提供以下個人資訊**以便核實身份。 1. 僱主 / 團體保單投保公司名稱 2. 團體保單編號 3. 受保僱員 / 成員姓名 4. 受保證書 / 僱員編號 / 賠償申請人成員號碼（十位數字） 註：醫院帳單上將註明折扣金額，以供成員確認所得折扣。
服務內容	請**按此**登入醫院網站了解更多服務詳情（只提供英文版）。

「AIA」、「友邦」或「友邦香港」是指友邦保險（國際）有限公司（於百慕達註冊成立之有限公司）。
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備註：

1. 「美中嘉和集團」是指美中嘉和醫學技術發展集團股份有限公司連同其附屬公司。
2. 僅供識別之用。
3. 由廣州泰和腫瘤醫院提供的指定質子治療及健康檢查計劃之優惠價格（「優惠價格」）僅適用於指定友邦團體保險計劃的合資格受保成員。優惠價格並不構成保單契約的一部分，亦非保證。
4. 指定質子治療及健康檢查計劃的醫療費用須由指定友邦團體保險的合資格受保成員直接向廣州泰和腫瘤醫院繳付。請注意，任何索償申請均須以提交完整的索償文件，受保成員於合資格友邦團體保險計劃下可享的的保障權益及其保單條款及細則為準。有關詳情請聯絡友邦查詢。
5. 如有任何爭議，友邦保留最終決定權。

如有任何查詢，歡迎與聯絡負責 貴區之企業業務營業拓展部同事 / IVS 團隊或致電營業員專線 2100 1828。

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Following the announcement by AIA Hong Kong and Macau Corporate Solutions on 16 September 2025 (Memo A250939), of its strategic partnership with the Concord Group[1,2], existing AIA Group Insurance members will now have access to designated medical services provided by its affiliated institutions. **Effective 13 October 2025, all eligible insured members of AIA Group Insurance** ("Members") **will be able to enjoy designated cancer treatments, including cancer proton therapy and health screening packages[3,4], at more affordable rate at Guangzhou Concord Cancer Center** (廣州泰和腫瘤醫院) ("the Center"), **one of the flagship institutions under the Concord Group[1]**.

1. Service Highlights and Summary:

Effective Date	13 October 2025
Eligibility	All Existing and New insured members of AIA Group Insurance
Appointment Booking Process	Members can contact the Center directly to make an appointment through the following channels: **AIA Exclusive Toll-Free Hotline:** 400 830 7338 **Email:** service@ccm.cn *A case consultant will be dedicated upon appointment is confirmed to assist with handling relevant documents, communications and coordination, and subsequent treatment appointment reminders, etc., to ensure a smooth process.
Claim Procedure	The claim process is the same as the current process. **Members only need to submit the relevant claim application with the original bill issued by the Center to AIA**.
How to Receive Discounts	• Members **with** an AIA Group Medical Card: Please **present the AIA Group Medical Card** to the Center. • Members **without** an AIA Group Medical Card: Please **provide the following personal information** to the Center for identity verification. 1. Name of Employer / Group Policyholder 2. Group Policy No. 3. Name of Insured Employee / Member 4. Certificate/ Employee No. of the Insured Employee/ Claimant Member ID (10 digits) Note: Members can confirm the discount by verifying the AIA member discount amount stated on the bill issued by the Center.
Service Details	Please click **HERE** to visit the website of the Center for more information on services details.

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Remarks:

1. "Concord Group" herein refers to Concord Healthcare Group Co., Ltd. together with its and its subsidiaries.
2. For identification purpose only.
3. The preferential rate on the medical expenses of the designated proton therapy and health screening packages offered by Guangzhou Concord Cancer Center ("Preferential Rate") is only available to the eligible insured members of AIA's designated group insurance plans. The Preferential Rate does not form part of the contractual benefit, and is not guaranteed.
4. The medical expenses of the designated proton therapy and health screening packages shall be settled by the eligible insured members of AIA's designated group insurance plan directly with Guangzhou Concord Cancer Center. Please take note that any claim reimbursement shall be subject to the provision of complete claim documents, the insured member's benefits entitlement, the terms and condition of the policy of AIA's eligible group insurance plan. For details, please contact AIA for enquiry.
5. In case of any disputes, AIA reserves the right for any final decision.

Should you have any inquiries, please contact your designated CSBD Agency Executives / IVS Team or contact Agency Hotline at 2100 1828.

Dr. Min Su
Head of CS Digital & Health

Victor Man
Head of CS Business Development
Agency Distribution, Corporate Solutions

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