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 & Macau)	From:	Victor Man
Copy:	Mr. Alger Fung / Ms. Amelie Shen / Ms. Amy Chan / Mr. Louie Ho / All Department Heads / ABDD Executives / CSBD Executives / Contact Centre	Dept:	Corporate Solutions
Date:	17 October 2025	Total pages:	2 + Appendix
Subject:	**(A251067) AIA+ 應用程式可支援家屬使用電子醫療咭及索償功能** **The AIA+ App enables Family Members to Access Their eMedical Card and Submit Claims**		

由 **2025 年 11 月 3 日起， AIA+ 手機應用程式推出全新升級功能**，所有團體保險計劃保單下之家庭成員（年齡為18歲或以上之配偶或家屬）可直接透過 AIA+ 手機應用程式享用以下功能：

- 查閱個人電子醫療咭
- 提交團體保險醫療索償申請
- 搜尋網絡醫生

此項新功能進一步為家屬帶來升級醫療體驗，讓他們能自主管理其保障及醫療服務，亦有助提升客戶對 AIA 團體保險計劃的整體滿意度。

我們將於 **2025 年 10 月 24 日起向團體保險計劃僱主及成員發放相關宣傳及使用資源**，請參閱附件。敬請各位營業員積極向客戶推廣此新功能，並鼓勵其家屬下載及使用 AIA+ 應用程式，以享受更便捷的電子服務。

如有任何查詢，歡迎與負責 貴區之營業拓展部同事聯絡或致電 AIA 企業業務熱線 2100 1828。

祝業務蒸蒸日上！

「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）。 "AIA" or "AIA Hong Kong" herein refers to AIA International Limited (Incorporated in Bermuda with limited liability).

[AIA – INTERNAL]

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

Corporate Solutions Department is pleased to launch a **new feature enhancement to the AIA+ mobile application, effective from November 3, 2025**. Family members covered under a group insurance policy, including spouses and dependents aged 18 or above, will be able to access the following services directly via the AIA+ mobile application:

- Access their individual eMedical Card
- Submit Group Insurance medical claims
- Search for network doctors

This enhancement empowers family members to manage their healthcare and protection benefits independently, delivering a more seamless and elevated user experience. It also reinforces overall satisfaction with AIA's group insurance solutions.

Relevant promotional materials and user guides will be distributed to group policyholders and members starting from Oct 24, 2025. Please refer to the attachment for more details. We encourage all agents to proactively communicate this update to clients and recommend that eligible family members download and utilize the AIA+ app to take full advantage of these new features.

If you have any enquiries, please contact your designated CSBD Agency Executives or call AIA Corporate Solutions Hotline at 2100 1828.

We wish you every success!

Yours faithfully,

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

「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）。 "AIA" or "AIA Hong Kong" herein refers to AIA International Limited (Incorporated in Bermuda with limited liability).

[AIA – INTERNAL]