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AIA Financial Centre,
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Memo

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

From: Grace Yan
Head of Service

Co/Dept:

Dept: Operations

Copy: All Department Heads

Date: 28 November 2025

Total page: 5

Subject: (Ref: A251161) 啟德 Airside 繳費處於 2025 年 11 月份之額外服務時間
Special Service Hours for Cashier Office Located at Airside in November 2025

為了與財務策劃顧問携手共創業務佳績，啟德Airside繳費處於 11月29日提供額外服務，詳情如下

服務範圍	日期	原定服務時間	特別服務時間	地址
Airside 繳費處	2025年11月29日 (星期六)	無	上午9時 – 下午1時 (額外服務)	Airside (九龍啟德Airside 35樓3510室)

財駿中心繳費處於11月29至30日的服務時間維持不變，詳情如下：

服務範圍	日期	服務時間	地址
財駿中心繳費處	2025年11月29日(星期六)	上午9時30分 – 下午4時	港威大廈 (尖沙咀港威大廈2座21樓)
	2025年11月30日(星期日)	上午9時30分 – 下午1時	

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除了親臨繳費處繳費外，財務策劃顧問及客戶亦可隨時隨地透過不同電子渠道安排繳費。敬請留意以下繳費方式於2025年11月的特別服務安排及截數時間:

	繳費方式	11 月 28 日特別安排的截數時間	公司收到款項	11 月 29 日特別安排的截數時間	公司收到款項	11 月 30 日特別安排的截數時間	公司收到款項
1	營業員專頁網上即時付款包括信用卡，轉數快，PayMe^	下午 10 時	即日	下午 11 時	即日	下午 11 時 59 分	即日
2	AIA+網上即時付款 (只適用於續保保費)	下午 8 時		下午 6 時		下午 8 時	
3	繳費靈#	下午 7 時		特別安排不適用		特別安排不適用	
4	滙豐自動櫃員機/ 恒生自動櫃員機	下午 4 時		下午 1 時	即日		
5	銀通#	下午 4 時		特別安排不適用			
6	花旗銀行櫃位 - 現金	下午 5 時		下午 12 時 30 分	即日		
7	花旗銀行櫃位 - 支票/本票	下午 3 時		下午 12 時 30 分	即日		
8	香港郵政	下午 4 時 30 分		下午 1 時	即日		

備註:

繳付首期保費的紀錄將於當天更新至公司的電腦系統，而繳付續期保費的紀錄將於下一個工作天更新至公司的電腦系統。

#於星期一至五截數前成功繳費(視乎個別銀行最終處理時間)，繳費紀錄將會即日更新至公司的電腦系統。星期六、日及公眾假期的繳費，則於下一個工作天處理。

* 所繳付之保費須受公司就有關收取保費所設定之指引及細則限制。

^ 營業員專頁網上即時付款的截數時間需視乎當天公司電腦系統的安排

以下是自助存票機的截數時間:

11 月 28 日自助存票機的截數時間*	公司收到款項
下午五時或之前	**2025 年 11 月 28 日**
下午五時之後	**2025 年 12 月 1 日**

* 實際的截數時間需視乎銀行最終處理時間

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

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To strive for higher business performance with our Financial Planners, Cashier Office located at Airside will provide additional service on 29 Nov 2025. Details are as follows:

Service Scope	Date	Original Service Hours	Special Service Hours	Address
Cashier Office located at Airside	29 Nov 2025 (Saturday)	Nil	9:00 am – 1:00 pm (Additional Service)	Airside (Room 3510, 35/F, Airside, Kai Tak, Kowloon)

Cashier Office located at Wealth Select Centre remain unchanged. Details are as follows:

Service Scope	Date	Original Service Hours	Address
Cashier Office located at Wealth Select Centre	29 Nov 2025 (Saturday)	9:30 a.m. – 4:00 p.m.	The Gateway (21/F, Tower 2, The Gateway, Tsim Sha Tsui, Kowloon)
	30 Nov 2025 (Sunday)	9:30 a.m. – 1:00 p.m.	

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Apart from visiting Cashier Office in person to settle premium, Financial Planners and customers can also make use of the ePayment channels anytime, anywhere. Please note the special arrangement and cut-off times for the following payment methods in November 2025:

	Payment Method	28 Nov Cut-off Time	Payment Receive	29 Nov Cut-off Time	Payment Receive	30 Nov Cut-off Time	Payment Receive
1	Agency Corner Online Payment by Credit Card/FPS/PayMe^	10:00 p.m.	Same Day	11:00 p.m.	Same Day	11:59 p.m.	Same Day
2	AIA+ Online Payment (For renewal only)	8:00 p.m.		6:00 p.m.	Same Day	8:00 p.m.	
3	PPS#	7:00 p.m.		N/A		N/A	
4	HSBC ATM/Hang Seng Bank ATM	4:00 p.m.		1:00 p.m.	Same Day		
5	Jetco#	4:00 p.m.		N/A			
6	Citibank Counter - cash	5:00 p.m.		12:30 p.m.	Same Day		
7	Citibank Counter - cheque/bankdraft	3:00 p.m.		12:30 p.m.	Same Day		
8	HK Post	4:30 p.m.		1:00 p.m.	Same Day		

Remarks:

Payment record for initial premium will be updated to company system on the same day. Renewal premium will be updated to company system on the next working day.

Payment settled successfully on or before cut-off time from Monday to Friday (depending on processing time of individual bank), payment record will be updated to company system on the same day. For payment received on Saturday, Sunday and Public Holiday, it will be processed on the next working day.

* Ground rules and regulations of Premium Collection apply to paid premium.

^ Cut-off time of Agency Corner Online payment subject to company system availability.

Please refer to below for cut-off time and turnaround time of self-service cheque deposit machines (CDM):

Nov 28 CDM Cut-off Time*	Payment Receive
17:00 or before	**28-Nov-25**
After 17:00	**01-Dec-25**

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

Best regards,

Grace Yan
Head of Service