AIA Hong Kong

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Memo

Attn: All EDDs & 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: 19 Jan 2026

Total page: 1 + 1 Appendix

Subject: (Ref: A260193) 個人保險客戶服務熱線推出語音機器人
Individual Insurance Customer Service Hotline Launches Voice Bot

由 2026 年 1 月 24 日起，個人保險客戶服務熱線（2232 8888）將引入語音機器人，方便客戶可更快捷地聯繫所需服務，進一步提升客戶服務體驗。

致電熱線及選擇語言後，客戶可從服務選單直接以簡單關鍵字說出來電目的，於確認選項後，無需收聽完整主目錄便可快速獲取所需服務，縮短了不少等候時間。如客戶需要收聽完整主目錄，亦可在選擇語言後按 8 字查詢。

詳細流程可參考以下資料：

- 瀏覽 AIA 網頁 (www.aia.com.hk) > 點選頁面上方「客戶支援」，選擇「聯絡我們」後再選擇「客戶服務熱線使用簡介」；或
- 參閱附件 1 — 友邦個人保險客戶服務熱線使用簡介

如有任何查詢，請於 iEngage/PES 使用 Chatbot進行查詢。

Starting from 24 January 2026, a Voice Bot will be introduced to the Individual Insurance Customer Service Hotline (2232 8888), allowing customers to connect with the services they need more quickly and further enhancing the overall customer service experience.

After calling the hotline and selecting a language, customers can state their purpose of calling using simple keywords directly from the service menu. Once the option is confirmed, they can quickly access the required service without listening to the entire main menu, significantly reducing waiting time. If customers prefer to listen to the full main menu, they may press 8 after selecting the language.

Please refer to the following materials for detailed logistics:

- Visit AIA website (www.aia.com.hk) > select “Help & Support” on top of webpage > click “Contact Us” and then choose “Customer Service Hotline User Manual”; or
- Refer to Appendix 1 – AIA Individual Insurance Customer Service Hotline User Manual

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

Best regards,

Grace Yan
Head of Service

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附件1 – 友邦個人保險客戶服務熱線使用簡介

友邦個人保險客戶服務熱線使用簡介（2232 8888）

- 您可參考我們的關鍵字，告訴我們您的致電原因
- 如果系統未能理解您的來電目的，您亦可使用按鍵式的語音目錄

撥號 2232 8888

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請選擇語言

1 廣東話　2 普通話　3 英語

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服務選單	關鍵字
#2 醫療網絡查詢	
1 網絡醫生預約服務	預約醫生
2 醫療費用預先批核服務	醫療費用預先批核
3 醫療所需相關事宜查詢	醫療網絡
4 其他查詢	醫療網絡
5 一站式腫瘤支援服務	醫療網絡
#1 康護通	醫療網絡
1 查詢保費、匯率及繳付保費	
1 保費資料	保費資料
2 查詢美元保費匯率及保單付款方法	匯率 / 付款方法
1 以「繳費靈」付款	繳費靈付款
2 查詢郵寄付款方法	郵寄付款
3 查詢繳費處地址	繳費處付款
4 查詢繳費銀行	銀行付款
5 使用自動櫃員機付款	自動櫃員機付款
6 使用互聯網付款方法	互聯網付款
7 以中國建設銀行信用卡繳交保費	中國建設銀行信用卡付款
3 查詢保單貸款利率	保單貸款利率
4 以中國建設銀行信用卡繳交保費	中國建設銀行信用卡付款
2 保單及一般查詢	
1 查詢保單資料	保單資料
2 索取「保單管理」同「保費繳付」表格	保單管理表格
3 查詢投資選擇單位價格	投資選擇單位價格
4 查詢賠償指引簡介及索取賠償表格	賠償
1 查閱賠償指引	賠償指引
2 索取賠償表格	賠償表格
5 更改您保單內的聯絡電話號碼	更改聯絡電話
3 客戶服務中心地址及電話資料	
1 香港	香港客戶服務中心
2 澳門	澳門客戶服務中心
4 AIA+ 手機應用程式常見問題及客戶支援	手機應用程式常見問題
1 新用戶登記	新用戶登記
2 現有用戶登入	現有用戶登入
3 連結保單或成員賬戶	連結保單 / 連結成員賬戶
4 忘記登入賬號	忘記登入賬號
5 忘記密碼	忘記密碼
6 了解AIA友Point	了解AIA友Point
5 AIA+ 手機應用程序查閱保單文件	
1 保單周年報表	保單周年報表
2 保費通知書	保費通知書
9 客戶服務代表	

備註：
- 按*字可重覆剛才資料，按8字可返回總目錄

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Appendix 1 – AIA Individual Insurance Customer Service Hotline User Manual

AIA Individual Insurance Customer Service Hotline User Manual (2232 8888)

- You can refer to our keywords to tell us the reason for your call.
- If the system cannot understand your purpose, you can use the keypad voice menu.

Dial 2232 8888

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Please Select Language

1 Cantonese | 2 Mandarin | 3 English

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Service Menu	Suggested Keyword
#2 Medical Network Enquiry	
1 Booking Network Doctors	Doctor Appointment
2 Pre-approval Medical Expense	Pre-approval Medical Expense
3 Medically Necessary related Enquiry	Medical Network
4 Other Enquiry	Medical Network
5 One-stop Oncology Service	Medical Network
#1 Service Plus	Medical Network
1 Premium Enquiry, Exchange Rate and Payment Method	
1 Premium Information	Premium Information
2 US Exchange Rate and Premium Payment Methods	Exchange Rate / Payment Method
1 Payment by PPS	Payment by PPS
2 Payment by Mail	Payment by Mail
3 Payment at Cashier offices	Payment at Cashier offices
4 Payment at Banks	Payment at Banks
5 Payment by ATMs	Payment by ATMs
6 Payment through Internet	Payment through Internet
7 Pay Premium by CCBA Credit Card	Pay Premium by CCBA Credit Card
3 Policy Loan Interest Rate	Policy Loan Interest Rate
4 Pay Premium by CCBA Credit Card	Pay Premium by CCBA Credit Card
2 Policy and General Enquiry	
1 Policy Information	Policy Information
2 Policy Administration Forms and Premium Collection Forms	Policy Administration Form
3 Investment Option Unit Price	Investment Option Unit Price
4 Claim Guidelines and Claim Forms Enquiry	Claims
1 Claim Guidelines	Claim Guideline
2 Claim Forms	Claim Form
5 Update Contact Number	Update Contact Number
3 Service Centres Information	
1 Hong Kong	Hong Kong Service Centre
2 Macau	Macau Service Centre
4 AIA+ Mobile App FAQ and Customer Support	Mobile App FAQ
1 New User Registration	New User Registration
2 Existing Customer Login	Existing Customer Login
3 Link your policy or account	
4 Forgot Login ID	Forgot Login ID
5 Forgot Password	Forgot Password
6 Understand about AIA Points	AIA Points
5 View Policy Document in AIA+ Mobile App	
1 Annual Statement	Annual Statement
2 Premium Notice	Premium Notice
9 Contact Customer Service Reprentative	

Remark:
- Press * to repeat the information, press 8 to return to the main menu.