AIA Hong Kong

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Memo

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

From: Carol Li
Chief Life Officer

Co/Dept:

Dept: Operations

Date: 21 Jan 2026

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AIA Hong Kong 營運領導團隊之更新
Updates on AIA Hong Kong Operations Leadership Team

我欣然宣佈，**Claudia Lau** 已加入營運部門，出任 **Head of Policy Services**，並直接向我匯報。

Claudia 在保險業擁有逾 18 年的領導經驗，涵蓋客戶服務、營運風險及投訴管理等領域。她早前在 YF Life Insurance International Limited 擔任 Assistant Vice President, Head of Operations Risk and Complaint Management, and Head of Policy Owner Services.

在新的職務中，Claudia 將負責統籌我們保單持有人服務團隊的日常運作，並提供前線洞察，以支援業務規劃及協助推動各項重要計劃的落實。她亦會負責制定及執行策略規劃、推動數碼化發展，並確保我們的服務交付保持以客戶為本，並完全符合監管要求。

同時，為確保我們能有效支援財務策劃顧問，我亦希望藉此分享 AIA HK 最新的營運領導團隊架構：

- **Joanne Ma**, Head of Underwriting
- **Claudia Lau**, Head of Policy Services
- **Sheila Lui**, Head of Claims
- **Grace Yan**, Head of Service
- **Leslie Foo**, Head of Operations Transformation
- **James Tang**, Head of Operations Governance
- **Dr. Yam Tak Kwong,** Head of Medical Services

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I am pleased to announce that **Claudia Lau** has recently joined Operations as **Head of Policy Services**, reporting directly to me.

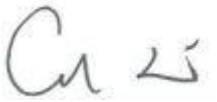
Claudia brings over 18 years of leadership experience in customer service, operations risk, and complaint management within the insurance industry. Most recently, she served as Assistant Vice President, Head of Operations Risk and Complaint Management, and Head of Policy Owner Services at YF Life Insurance International Limited.

In her new role, Claudia will oversee the day-to-day operations of our Policy Owner Services function, providing on-the-ground insights to facilitate planning and support the execution of key initiatives. She will be responsible for developing and implementing strategic plans, driving digitalization efforts, and ensuring that our service delivery remains customer-centric and compliant with all regulatory requirements.

At the same time, to further strengthen our support to financial planners, I am pleased to share the updated AIA HK Operations Leadership Team structure:

- **Joanne Ma**, Head of Underwriting
- **Claudia Lau**, Head of Policy Services
- **Sheila Lui**, Head of Claims
- **Grace Yan**, Head of Service
- **Leslie Foo**, Head of Operations Transformation
- **James Tang**, Head of Operations Governance
- **Dr. Yam Tak Kwong,** Head of Medical Services

Best regards,



Carol Li
Chief Life Officer

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