AIA Hong Kong

27/F Hopewell Centre,
183 Queen's Road East, Wan Chai,
Hong Kong
T: (852) 2881 3333
AIA.COM.HK

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

From: Dr. Alexander Chiu
Head of Medical and Healthcare Provision

Co/Dept:

Dept: CPHO Office

Copy: All Department Heads

Date: 13 July, 2026

Total page: 4

Subject: A260684 智友易+「網絡醫生意見收集表」正式上線
Official Launch of the "Network Doctor Feedback Form" on AIA Smart+

為提升網絡醫生的服務質素，我們已於 智友易+ 平台推出全新 「網絡醫生意見收集表」，並已於 2026 年 7 月 10 日 正式上線。此功能旨在優化意見收集流程，讓相關個案能得到更有效及及時的跟進，從而持續提升醫療網絡服務水平。

請依照以下步驟進入相關表格：

1. 透過 **智友易+** 進入 **營業員專頁**



2. 點擊 **健康專區**



3. 於頁面頂部選擇第二個標籤 **「網絡醫療」**，點選 **「醫療網絡支援」**



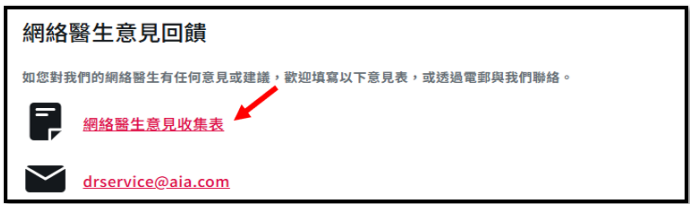
只供內部使用FOR INTERNAL USE ONLY

於這通告內所提及的「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 Hong Kong

27/F Hopewell Centre,
183 Queen's Road East, Wan Chai,
Hong Kong
T: (852) 2881 3333
AIA.COM.HK

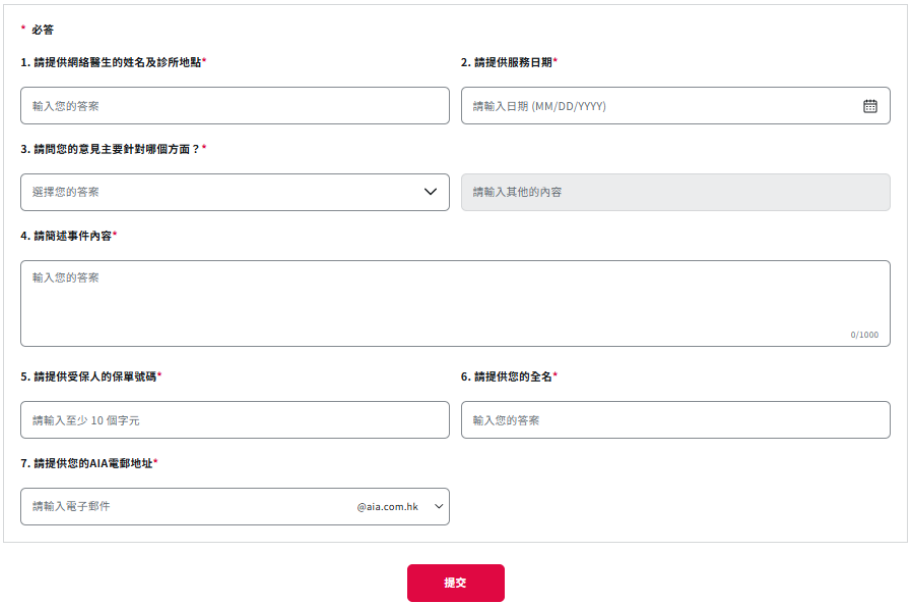
4. 開啟 **「網絡醫生意見收集表」**



填寫及提交指引

- 請確保填寫所有必要欄位後再提交表格
- 我們將於 3 個工作天內確認收到意見，並會作出相應跟進

介面截圖示例



我們鼓勵各位積極使用此平台提供寶貴意見，攜手持續優化服務質素。

如對上述內容有任何疑問，請透過電郵 drservice@aia.com 與我們聯絡。

邱家駿醫生

醫療管理總監

只供內部使用FOR INTERNAL USE ONLY

於這通告內所提及的「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 Hong Kong

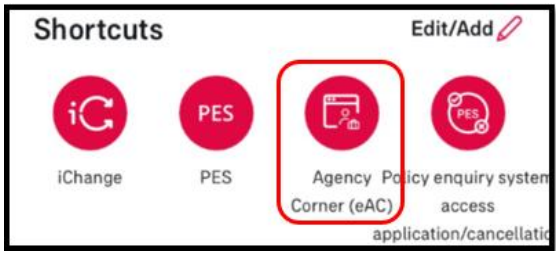
27/F Hopewell Centre,
183 Queen's Road East, Wan Chai,
Hong Kong
T: (852) 2881 3333
AIA.COM.HK

To enhance the service quality of our network doctors, we have launched a new "Network Doctor Feedback Form" on AIA Smart+ platform, which officially went live on 10 July 2026. This feature aims to streamline the feedback collection process, enabling more efficient and timelier follow-up on relevant cases, thereby continuously improving the quality of our medical network services.

Access Instructions

You may access the form by following the steps below:

1. Log in to **Agency Corner** via **AIA Smart+**



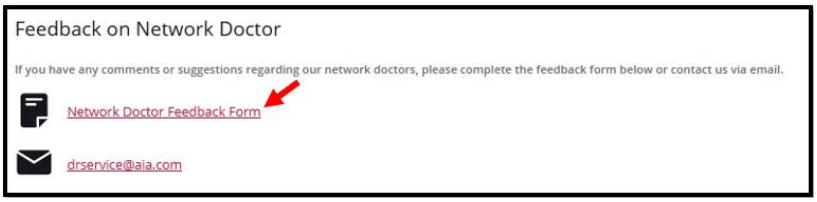
2. Click on **Health Corner**



3. Select the second tab at the top of the page labelled **"Network Medical"**. Click **"Medical Network Support"**



4. Open the **"Network Doctor Feedback Form"**



Completion and Submission Guidelines

- Please ensure all required fields are completed before submitting the form
- We will acknowledge receipt within 3 working days and follow up accordingly.

只供內部使用FOR INTERNAL USE ONLY

於這通告內所提及的「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 Hong Kong

27/F Hopewell Centre,

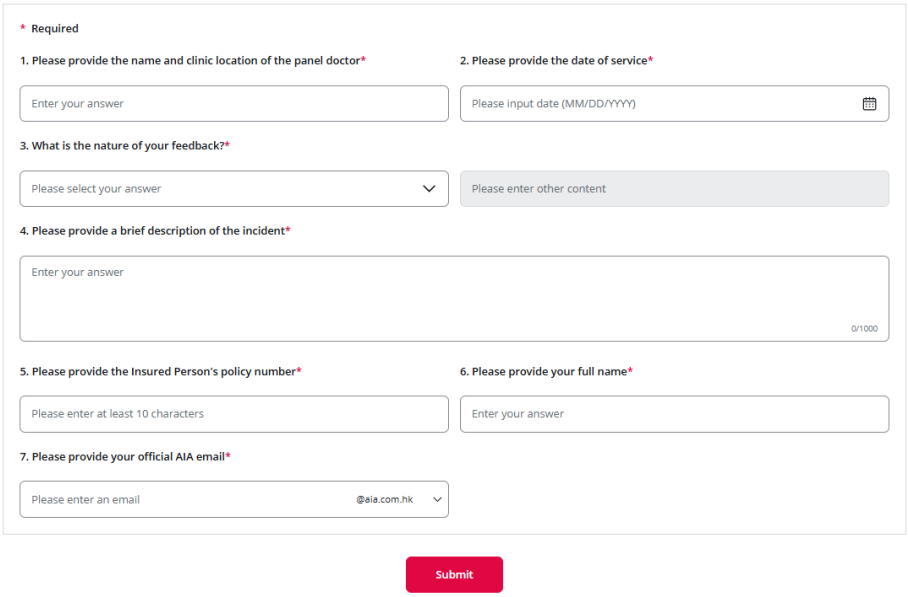
183 Queen's Road East, Wan Chai,

Hong Kong

T: (852) 2881 3333

AIA.COM.HK

Interface Screenshot Reference



We encourage all agents to actively use this platform to provide valuable feedback, so that we can continue to enhance our service quality together.

If you have any questions regarding the above, please contact us via email at drservice@aia.com.

Best regards,

Dr. Alexander Chiu

Head of Medical and Healthcare Provision

只供內部使用FOR INTERNAL USE ONLY

於這通告內所提及的「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).