Blue Cross 藍十字
An AIA Company 友邦保險成員公司

親愛的客戶：

重要服務通知

多謝您一直選用藍十字的保險服務。

為配合本公司辦公室搬遷安排，並進一步推動數碼化服務，以提升客戶體驗，謹此通知您，位於合和中心的客戶服務中心將由 2026 年 10 月 17 日起停止服務。其後，客戶可繼續透過以下渠道與我們聯絡：

1. **更新通訊地址**（由 2026 年 10 月 17 日起生效）
   藍十字（亞太）保險有限公司
   香港郵政信箱 68291 號
   東九龍郵政局

2. **客戶服務熱線**（852）2839 6333

3. **傳真**（852）2263 7517

4. **電郵** cs@bluecross.com.hk

5. **電子服務渠道**
   此外，您亦可透過藍十字網頁 www.bluecross.com.hk 或 Blue Cross HK App 登入 BlueCross+客戶平台，體驗一系列方便快捷的數碼化自助保險服務，包括：
   - 簡單 3 步即時投保醫療、旅遊及一般保險產品
   - 全天候網上提交醫療 (包括住院、門診及牙科)、旅遊、家居及家傭保險等索償，或補交文件
   - 辦理保單續保、更改聯絡資料，以及查詢索償申請狀況
   - 透過聊天機械人查詢保險產品及服務資訊

我們衷心感謝您的理解與支持，並將繼續竭誠為您提供優質的保險產品及服務。

如有任何查詢，請致電客戶服務熱線 2839 6333 或發送電郵至 cs@bluecross.com.hk。

藍十字（亞太）保險有限公司　謹啟
2026 年 10 月 1 日

（此信件為電腦列印文件，無需簽署。）

Blue Cross 藍十字
An AIA Company 友邦保險成員公司

1 October 2026

Dear Customer,

Important Service Update

Thank you for choosing Blue Cross as your insurance provider.

As part of our office relocation plan and ongoing efforts to enhance customer experience through digitalisation, we would like to inform you that our Customer Service Centre at Hopewell Centre will cease operations from 17 October 2026 onward. Thereafter, customers may continue to contact us through the following channels:

1. **Updated Mailing Address** (with effect from 17 October 2026)
   Blue Cross (Asia-Pacific) Insurance Limited
   P.O. Box 68291, Kowloon East Post Office
2. **Customer Service Hotline** (852) 2839 6333
3. **Fax** (852) 2263 7517
4. **Email** cs@bluecross.com.hk
5. **Digital Service Channels**
   In addition, you can access BlueCross+ through our website at www.bluecross.com.hk or Blue Cross HK App to enjoy a range of convenient and efficient digital self-service insurance solutions, including:
   - Instant enrolment in medical, travel and general insurance products in just 3 simple steps
   - Round-the-clock online submission of claims for medical (including inpatient, outpatient and dental), travel, home and maid insurance, and uploading of supporting documents
   - Policy renewal, updating policy contact information, and checking the status of claims
   - Enquiries on insurance products and services via our Chatbot

We sincerely appreciate your understanding and continued support. We remain committed to providing you with quality insurance products and services.

Should you have any enquiries, please call our Customer Service Hotline on 2839 6333 or email us at cs@bluecross.com.hk.

Yours faithfully,
Blue Cross (Asia-Pacific) Insurance Limited

(This is a computer generated printout and no signature is required.)