Member Hotline
成員熱線：
(852) 2200 6288

Select Language
選擇語言：
1. Cantonese 廣東話
2. English 英文
3. Mandarin 普通話

❷ For Scheme Information
有關計劃查詢

❸ To Change Password
更改密碼

❼ To End the Call
結束查詢

Please Enter the First 9 Digits of Your Member Account Number or your ID Card / Passport Number
請輸入你的成員賬戶號碼的頭九個數字或身份證 / 護照號碼

Please Enter Your 6-Digit Personal Identification Number* or One-Time Password^
請輸入你的六位數字私人密碼*或一次性密碼^

Select Plan
選擇計劃

Constituent Fund Code 成分基金編號：

25 - Greater China Equity Fund 大中華股票基金
26 - Asian Equity Fund 亞洲股票基金
28 - European Equity Fund 歐洲股票基金
30 - North American Equity Fund 北美股票基金
31 - Growth Portfolio 增長組合
32 - Balanced Portfolio 均衡組合
33 - Capital Stable Portfolio 穩定資本組合
34 - Guaranteed Portfolio 保證組合
35 - MPF Conservative Fund 強積金保守基金
39 - Green Fund 綠色退休基金
40 - Global Bond Fund 環球債券基金
41 - World Fund 全球基金
42 - Manager's Choice Fund 基金經理精選退休基金
46 - Asian Bond Fund 亞洲債券基金
47 - American Fund 美洲基金
48 - Eurasia Fund 亞歐基金
49 - Hong Kong and China Fund 中港基金
50 - MPF Default Investment Strategy 強積金預設投資策略
53 - Core Accumulation Fund 核心累積基金
54 - Age 65 Plus Fund 65歲後基金
55 - China HK Dynamic Asset Allocation Fund 中港動態資產配置基金

Common Command 一般指令：

Press 7 - Access Previous Menu 返回前目錄，按7字
Press 8 - Access Main Menu 返回主目錄，按8字
Press 9 - Speak to Customer Service Representative 與我們的客戶服務員聯絡，按9字
Press # - Fast key 快速鍵，按#

❶ For Account Information
查詢戶口資料
- ❶ For Balance Inquiry 查詢戶口結餘
  - ❶ For Balance by Fund 查詢基金結餘
  - ❷ For Balance by Source 查詢僱主及僱員戶口結餘
- ❷ For Contribution Inquiry 查詢供款資料
  - ❶ For Contribution Amount Inquiry 查詢供款金額
  - ❷ For Investment Allocation Inquiry 查詢供款投資分布

❷ For Account Transaction-Related Services
與戶口交易有關的服務
- ❶ To Listen to the Investment Allocation of your Current Balance and Future Investment 收聽現有結餘及未來投資的投資分配
- ❷ To Change your Current Balance Investment Allocation 更改現有結餘投資選擇分配比例
- ❸ To Change your Future Investment Allocation 更改未來供款投資選擇分配比例
- ❹ To Change your Current Balance and Future Investment Allocation 更改現有結餘及未來供款投資選擇分配比例
- ❺ Fund Switching Enquiry 查詢基金轉換
- ❻ Fund Switching Cancellation 取消基金轉換

❸ Access to other Plan (Multi-Plans Participant only)
查詢同一成員計劃內之其他成員計劃

❺ For Fund Information
基金資料
- ❶ For Price for Funds in Plan 查詢計劃內之基金單位價格
  - ❶ To Listen to Fund Code 收聽成分基金編號
  - ❷ To Key in the Fund Code for Listening Fund Unit Price 輸入成分基金編號以收聽個別基金單位價格
- ❷ For Price for Specific Fund 查詢個別基金單位價格

❾ To Speak to our Customer Service Representative
與我們的客戶服務員聯絡

- ❶ To Listen to Fund Code 收聽成分基金編號
- ❷ To Switch your Investment Option 更改現有成分基金投資分配
- ❸ To Listen to the De-risking arrangement of MPF Default Investment Strategy 收聽強積金預設投資策略 - 降低風險安排

Please Key in the Selected 2 Digits Fund Code
請輸入兩位數字的成分基金編號

Please Key in the Percentage in Multiple of 5, and then Press #
請以五的倍數輸入該投資組合的投資分配百分比，然後按#字

- ❶ To Continue Switching your Investment Option 繼續更改現有成分基金投資分配
- ❷ To End Switching 結束更改程序

- ❶ To Confirm Switching 確定更改資料
- ❷ To Re-enter Investment Option only if you Want to Change your Current Switching 要更正剛才輸入資料，請重新輸入成分基金投資分配
- ❸ To Cancel 取消

- ❶ To Maintain the Previous Fund Switching 保留閣下今個工作日內最近一次投資組合調配
- ❷ To Confirm the New Fund Switching 確定閣下今次之投資組合調配

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* Please call our Member Hotline at (852) 2200 6288 to apply for your initial Personal Identification Number. 請致電我們的成員熱線 (852) 2200 6288 申請閣下首次之私人密碼。

^The OTP will be sent to your registered mobile phone number via Short Message Service. You may view and update, if applicable, your contact details in our record via our AIA+ mobile app.
一次性密碼將透過短訊發送到你已登記的手提電話號碼。你可透過AIA+手機應用程式查看及更新(如適用) 你在我們記錄中的聯絡資料。

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