AIA Hong Kong

12/F, AIA Tower,
183 Electric Road,
North Point, Hong Kong
T : (852) 2881 3333

AIA.COM.HK

30 Jan 2026

[Customer name & address]

Dear Customer,

Re : Policy No.:[xxxxxxxxxx] (the "Policy")
Clarification on the information set out in the "Illustration of Cash Withdrawal" section of the Standard Illustration for Participating Policies ("illustration document") of the Policy

Thank you for choosing AIA as your insurance provider.

This letter refers to the illustration document of your "GlobalFlexi Savings Insurance Plan" Policy.

During our recent internal data review, we have identified that the "Illustration of Cash Withdrawal" section of the illustration document of the Policy requires revision, as the figures in this section do not reflect our most recent minimum principal amount for cash withdrawal. To address this, we have enclosed an updated illustration document of the Policy with the "Illustration of Cash Withdrawal" section revised for your reference. The figures set out in the "Illustration of Cash Withdrawal" section of the enclosed document have been revised to reflect our most recent minimum principal amount requirement for cash withdrawal.

Please note that the Policy is subject to our minimum principal amount requirement as determined by us at our discretion, and no cash withdrawal or transfer of policy values will be allowed which has the effect of reducing the principal amount of the Policy below the minimum principal amount required. The minimum principal amount may be changed by us from time to time.

The "Illustration of Cash Withdrawal" section of the enclosed document shall in its entirety supersede any "Illustration of Cash Withdrawal" section which may have been previously provided to you. Please be rest assured that the other sections of the illustration document (including the projected policy value) of the Policy and the validity and coverage of the Policy are not affected as a result of the abovementioned incident.

If you have any questions, please feel free to contact the Financial Planner / your Broker, or our AIA Customer Hotline at (852)22328888 (Hong Kong) / 4008428013 (Mainland China Tollfree Hotline). We are always ready to provide you with the requested information and service.

We sincerely apologize for any inconvenience caused.

"AIA" or "AIA Hong Kong" herein refers to AIA International Limited (Incorporated in Bermuda with limited liability).
「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)。

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Yours sincerely,



Joanna Ma
Director, Underwriting

Encl.

c.c.

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[AIA - INTERNAL]