AIA Hong Kong

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Memo

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

From: Stephen Chan

Co/Dept:

Dept: MCV Business Development

Copy: All Department Heads

Date: 23 March 2023

Total page: 2

Subject: (Ref: A230363) 抵港內地人士業務處理
MCV Business Handling

為配合抵港內地人士業務日益增長，及同事更清晰抵港內地人士業務處理方法，現提供以下資訊方便大家處理日常事宜:

G 單相關核保、售後服務(POS)及賠償均由營運部處理，相關查詢及個案處理請聯絡營運部。請參閱營運部於 2022 年 7 月 15 日發出的 Memo A220764 更新財務劃顧問查詢服務之安排，使用［Enquiry Booking System(Counter Queuing System)］查詢相關之保單個案。

其他 G 單相關如銀行開設戶口、i 認證處理或抵港抵澳內地人士銷售保險業務事宜可與以下 MCV Support Team 同事聯絡:

	Zone 1 and Zone 2		Zone 3 and Zone 5	
聯絡人	Miss Jojo Lee	Miss Sofia Wang	Miss Wai Wai Kwok	Miss Shirley Law
電話	92839322	63153766	63102262	98299950
電郵	jojo-sy.lee @aia.com	jing-j.wang @aia.com	kwok.waichun @aia.com	shirley-km.law @aia.com

如有查詢，財務策劃顧問可聯絡 MCV Support Team。

The following information is provided to facilitate your daily affairs with regards to MCV business handling methods:

UNI, POS and Claims of G policies are handled by the Operation Department. For related inquiries and case handling, please refer to the Memo A220764 Updates on Agent Enquiry Services issued by Operations on 15 July 2022. Financial Planners can use “Enquiry Booking System (Counter Queuing System)” to enquire specific policies.

For other G policy related issues such as bank account opening, i-Verify processing, or on dealing insurance business with MCV. Please contact the following MCV support team members:

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Contact Person	Miss Jojo Lee	Miss Sofia Wang	Miss Wai Wai Kwok	Miss Shirley Law
Contact Number	92839322	63153766	63102262	98299950
Email	jojo-sy.lee @aia.com	jing-j.wang @aia.com	kwok.waichun @aia.com	shirley-km.law @aia.com

For related enquiry, please contact MCV Support Team.

Best regards,



Stephen Chan
MCV Business Development

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