



AIA Hong Kong

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

Media release

AIA Hong Kong Expands Support for Customers Impacted by the Tai Po Fire with an Additional HKD20 Million to Ease Financial Pressures and Maintain Protection, Bringing Total Assistance to HKD40 Million

Hong Kong, 2 December 2025 – Following last week's HKD20 million donation for emergency relief and community recovery efforts, AIA Hong Kong is now allocating an additional HKD20 million to further demonstrate solidarity and provide dedicated support to customers and their families during this challenging time.

With a total of HKD40 million in financial resources and a series of special initiatives, we are committed to providing meaningful support to our customers, their families, and the community during this critical time, alleviating immediate financial pressures and maintaining ongoing protection.

At the same time, we remain dedicated to supporting emotional wellbeing and safeguarding against fraud, ensuring that all impacted individuals receive comprehensive and secure assistance.

All claim applications related to this incident have been processed. Our top priority is to stand alongside those affected by providing compassionate assistance, attentive care, flexible arrangements, and timely service throughout this difficult time.

AIA Hong Kong Special Customer Support

We provide special support to all eligible AIA Hong Kong customers[#] affected by the incident, including:

- Individual life insurance policyholders and insured persons
- General insurance policyholders and insured persons
- Group insurance insured members
- Pension scheme members

Compassionate Financial Support[^] for Impacted Customers

- HKD100,000 for each deceased individual
- HKD1,000 per day, up to 30 days for each hospitalised injured individual

AIA Group Limited is incorporated in Hong Kong with limited liability.

"AIA Hong Kong & Macau", "AIA Hong Kong", "AIA Macau", "AIA" or "the Company" herein refers to the Hong Kong Branch and/or Macau Branch of AIA International Limited (Incorporated in Bermuda with limited liability).

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Worry-free Continued Protection and Financial Relief

AIA will provide **6 months of worry-free coverage and zero-interest policy loan to individual policyholders:**

- AIA will subsidise 3 months of premiums
- Extension of grace period*
- Zero-interest policy loan of 12 months

Special Arrangements for Home Insurance

- Refund of remaining home insurance premium

Expedited and Streamlined Claims Support

- **Fast-Track Claims:** Aim to finalise within 24 hours after verification
- **Simplified Documentation:** Death certificate waived if identity is verified via credible sources

24/7 Real-time Personal Support

- **24/7 Emergency Hotline, staffed by experienced customer service professionals:**
2232 8860
- **Proactive Outreach:** We promptly identified potential impacted individual life customers, and our financial planners have proactively contacted them to provide the necessary support

Mental Health and Wellbeing Support

- We have extended our Employee Assistance Programme to offer counselling and wellbeing services to customers

Blue Cross Special Customer Support

Compassionate Financial Support[^] for group medical, individual medical, home, and domestic helper policies held by impacted customers

- HKD100,000 for each deceased individual
- HKD1,000 per day, up to 30 days per each hospitalised injured

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Worry-free Continued Protection and Financial Relief

Blue Cross will provide **6 months of worry-free coverage** to individual medical and domestic helper policyholders:

- Blue Cross will subsidise 3 months of premiums
- Extension of grace period*

Special Arrangements for Home Insurance

- Refund of remaining home insurance premium
- Proactive and immediate payment of HKD4,000 emergency expenditures policy benefit to all customers we were able to contact

Expedited and Streamlined Claims Support with Blue Cross' dedicated email

(SpecialEnquiry@bluecross.com.hk) for submitting straightforward claim documents and ensuring flexible handling of related applications. Our support covers all business lines, including medical, home, domestic helper, pet, and travel insurance.

24/7 Real-time Personal Support

- **24/7 Emergency Hotline**, staffed by experienced customer service professionals: 2839 6333
- **Proactive Outreach**: We promptly identified potential impacted customers and proactively contacted them to provide the necessary support

Standing Strong with Our Customers and Community

AIA Hong Kong and Blue Cross will continue to monitor the situation closely and proactively share updates on our support through various channels, including our official websites, FAQs, mobile apps, and social media platforms.

We support the community and are committed to helping those affected receive the care they need. Our sincere thanks go to the firefighters, healthcare professionals, first responders, and everyone involved in the rescue efforts for their courage and dedication.

Notes:

* Customers include the customers of AIA Company Limited and AIA Everest Life Company Limited

^ Compassionate financial support is subject to the discretion of AIA Hong Kong. The final arrangements will be confirmed by the relevant policy issuer.

*Monthly and quarterly payment: 3 months; semi-annual and annual payments: 6 months

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About AIA Hong Kong & Macau

AIA Group Limited established its operations in Hong Kong in 1931. To date, AIA Hong Kong and AIA Macau have about 18,000 financial planners¹, as well as an extensive network of independent financial advisors, brokerage and bancassurance partners. We serve over 3.6 million customers², offering them a wide selection of professional services and products ranging from individual life, group life, accident, medical and health, pension, personal lines insurance to investment-linked assurance schemes with numerous investment options. We are also dedicated to providing superb product solutions to meet the financial needs of high-net-worth customers.

¹ As at 30 June 2025

² Including AIA Hong Kong and AIA Macau's individual life, group insurance and pension customers (as at 30 June 2025)

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