



AIA Hong Kong

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Media Release

AIA Connect

A One-stop Customer Service Application that Delivers Instant and Convenient Services

Hong Kong, 27 March 2018 – AIA Hong Kong announces today the launch of its “AIA Connect” mobile application, a customer service innovation which connects users to various AIA mobile applications – including AIA MPF, Employee Care and AIA Vitality – through a single interface. The application uses AIA EASY LOGIN ID to make the management of insurance and wealth needs simpler, easier and more efficient than ever. Customers can also activate Touch ID fingerprint authentication for easy and convenient login. Specially designed for AIA Hong Kong and Macau individual life policy holders, “AIA Connect” simplifies access to AIA accounts, enabling customers to conveniently manage individual policies, submit claims, make doctor appointments...and more. From now until 30 April 2018, customers who successfully update their contact information after logging in to their account through “AIA Connect” or register for e-Bankin service will be eligible to enter a lucky draw for the chance to win fabulous prizes including a luxury car, smartphones and tablet PCs.

Mr. Peter Crewe, Chief Executive Officer of AIA Hong Kong & Macau, said, “The brand new ‘AIA Connect’ is a key component of AIA Hong Kong’s persistent and long-term commitment in digital innovation, which brings our individual life policy holders a one-stop customer service experience via our proprietary digital solution. ‘AIA Connect’ enables customers to instantly, easily and conveniently manage their individual protection, wealth management, employee benefits and MPF plans anytime, anywhere. AIA Hong Kong will continue to harness the power of fintech to provide customers with a comprehensive range of appropriate products and services to help them live healthier, longer, better lives.”

The features of “AIA Connect” include:

1. Easy login and access

- AIA EASY LOGIN allows customers to access multiple AIA Hong Kong applications including AIA MPF, Employee Care and AIA Vitality with a single ID and password;
- Touch ID fingerprint authentication enables convenient login, without the need to input ID and password information.

2. Policy information at customers’ fingertips

- Customers will receive instant notifications and updates including doctor appointments, policy and claims information, policy status updates and premium payment reminders...etc.;
- Premium amount, policy cover and other detailed information at a glance;
- Policy updates, such as correspondence updates, financial value withdrawal and policy contract acknowledgement, can be conducted on mobile devices.

3. Wealth management

- When there is a need for funds, customers can apply to withdraw their policy value anytime, anywhere to plan their finances with maximum flexibility;
- Instant gateway to AIA MPF application with “AIA Connect” to check MPF account balance and latest investment performance information for instant investment switching options.

4. Find and make appointments with network doctors

- Provides information on network doctors and specialists for customers to instantly make appointments.

5. Claims submission

- eClaim function facilitates instant claim submissions.

6. Check e-Premium coupon balance

- Customers can access their e-wallets, check their e-premium coupon balance and get information on other offers.

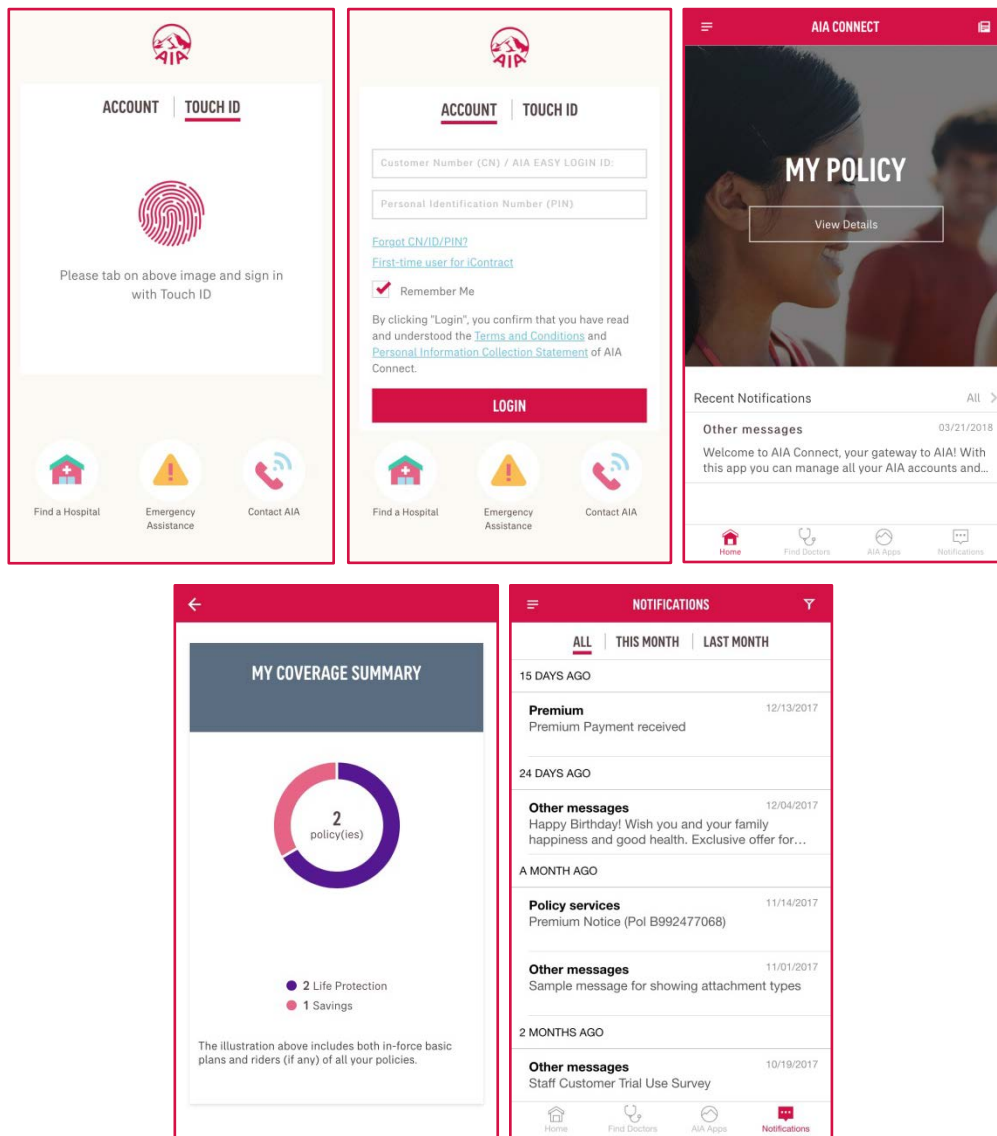
From now until 30 April 2018, customers can enter the “AIA Connect” Grand Lucky Draw Campaign by successfully updating their contact information after logging in to their account. Fabulous prizes, including a luxury car, Hong Kong Disneyland Holiday Packages, smartphones, tablet PCs and a whole lot more are up for grabs! Customers who successfully register for e-Bankin service will receive an additional chance for the lucky draw for each successful policy registration. The lucky draw will take place on 21 May 2018, and the results will be announced on 28 May 2018 on AIA Hong Kong Website, Sing Tao Daily and The Standard[^]. The prizes include:

	Prize [#]	Quota
Grand Prize	Mercedes-Benz car (model: A 200 Facelift)*	1
2nd Prize	One night at Hong Kong Disneyland Hotel Kingdom Club Room (x 1 room) and 2-Day General Admission Park Tickets to Hong Kong Disneyland (x4)	10
3rd Prize	Smartphone x 1 (iPhone 8 Plus, 256GB)	8
4th Prize	Tablet PC x 1 (iPad Pro, 10.5”, 4G, 256GB)	8
5th Prize	HK\$1,000 Supermarket Shopping Voucher	60
6th Prize	HK\$500 Supermarket Shopping Voucher	50

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Please click on the link to view the “AIA Connect” leaflet:

http://www.aia.com.hk/content/dam/hk/en/pdf/aia-connect/AIAConnect_Leaflet_EN_20180108.pdf



“AIA Connect” mobile application offers customers one-stop customer service to manage policies, submit claims, make doctor appointments...and more.

^ For enquiries on the “AIA Connect” Grand Lucky Draw Campaign, please call the promotion hotline (852) 2232 8888 or e-mail our Customer Office at AIAHK.CustomerOffice@aia.com. Trade Promotion Competition Licence Number: 50307/ 50308

The winners must be the policy owner of an active individual life insurance policy on the date of the draw. Otherwise, the winner will be disqualified. If the information submitted by the winners have omissions or are incorrect, thereby resulting in AIA’s failure to contact him or her, the respective winners will be disqualified.

* 2017 production year.

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“AIA Hong Kong” or “the Company” herein refers to AIA International Limited (Incorporated in Bermuda with limited liability).

About AIA Hong Kong and AIA Macau

AIA Hong Kong and AIA Macau are subsidiaries of AIA Group Limited. AIA Group Limited established its operations in Hong Kong in 1931. To date, we have over 14,900 AIA financial planners¹, as well as an extensive network of brokerage and bancassurance partners. We serve close to 2.9 million customers², offering them a wide selection of professional services and products ranging from individual life, group life, accident, medical and health, mandatory provident fund, personal lines insurance to investment-linked products 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 31 January 2018

² as at 31 December 2017

About AIA

AIA Group Limited and its subsidiaries (collectively “AIA” or the “Group”) comprise the largest independent publicly listed pan-Asian life insurance group. It has a presence in 18 markets in Asia-Pacific – wholly owned branches and subsidiaries in Hong Kong, Thailand, Singapore, Malaysia, China, Korea, the Philippines, Australia, Indonesia, Taiwan, Vietnam, New Zealand, Macau, Brunei, Cambodia, a 97 per cent subsidiary in Sri Lanka, a 49 per cent joint venture in India and a representative office in Myanmar.

The business that is now AIA was first established in Shanghai almost a century ago. It is a market leader in the Asia-Pacific region (ex-Japan) based on life insurance premiums and holds leading positions across the majority of its markets. It had total assets of US\$216 billion as of 30 November 2017.

AIA meets the long-term savings and protection needs of individuals by offering a range of products and services including life insurance, accident and health insurance and savings plans. The Group also provides employee benefits, credit life and pension services to corporate clients. Through an extensive network of agents, partners and employees across Asia-Pacific, AIA serves the holders of more than 30 million individual policies and over 16 million participating members of group insurance schemes.

AIA Group Limited is listed on the Main Board of The Stock Exchange of Hong Kong Limited under the stock code “1299” with American Depositary Receipts (Level 1) traded on the over-the-counter market (ticker symbol: “AAGIY”).

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