



AIA Hong Kong

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Media Release

AIA Hong Kong Sweeps Four Honours at “Hong Kong Service Awards 2022” And Two Other Awards for Financial Education

Hong Kong, 31 March 2022 – AIA Hong Kong has been committed to enhancing customer experience and also keen on promoting public financial education as part of its drive to fulfil corporate social responsibility. Recently the Company garnered multiple accolades from different professional institutions, including “Hong Kong Service Awards 2022” organised by East Week. AIA Hong Kong has received the “Insurance Service” Award for the 11th consecutive year and won the “Voluntary Health Insurance Scheme (VHIS)” Award for another year. Moreover, the Company was named as the winner of the “MPF Service” Award for the 10th consecutive year and was granted the “Distinguished Achievement Awards” in recognition of its continuous outstanding service in the past years.

In addition, AIA Hong Kong is applauded once again for its efforts on public financial education. The Company has been honoured for the fourth year in a row with the “Corporate Financial Education Leadership – Gold Award” at the “Financial Education Leadership Awards” organised by the Institute of Financial Planners of Hong Kong (IFPHK), and has also been named as one of the awarded organisations at the “Investor and Financial Education Award 2021” organised by the Investor and Financial Education Council (IFEC).

Mr. Alger Fung, Chief Executive Officer of AIA Hong Kong & Macau, said, “Receiving professional recognition in different sectors has certainly given our team at AIA Hong Kong great pleasure and encouragement to strive for the better. We are committed to creating superb customer experience. While providing a diverse range of products, we attach much importance to the quality of service, ensuring provision of professional and timely support and comprehensive protection for our customers. At the same time, we understand the importance of enhancing financial literacy of the general public. We take a proactive approach to sharing information via various channels to enable people to make informed financial decisions for more thorough planning for their future, thereby helping them to live Healthier, Longer, Better Lives.”

“Hong Kong Service Awards 2022” were nominated by East Week’s editorial board. To ensure the winners are well deserved, the selection process involved both judging panel’s views as well as online public voting.

“Financial Education Leadership Awards 2021” was organised by the IFPHK. The judging panel comprised IFPHK Board members and experienced CFP® professionals.

“Investor and Financial Education Award 2021” was organised by IFEC. The awardees were reviewed and selected by the respective Assessment Committees, comprising government representatives, IFEC Board members and industry experts. The awarded projects were delivered in the period from 1 July 2020 to 30 September 2021.

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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 close to 19,000 financial planners¹, as well as an extensive network of brokerage and bancassurance partners. We serve over 3.4 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 31 December 2021

² Including AIA Hong Kong and AIA Macau's individual life, group insurance and pension customers (as at 31 December 2021)

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