



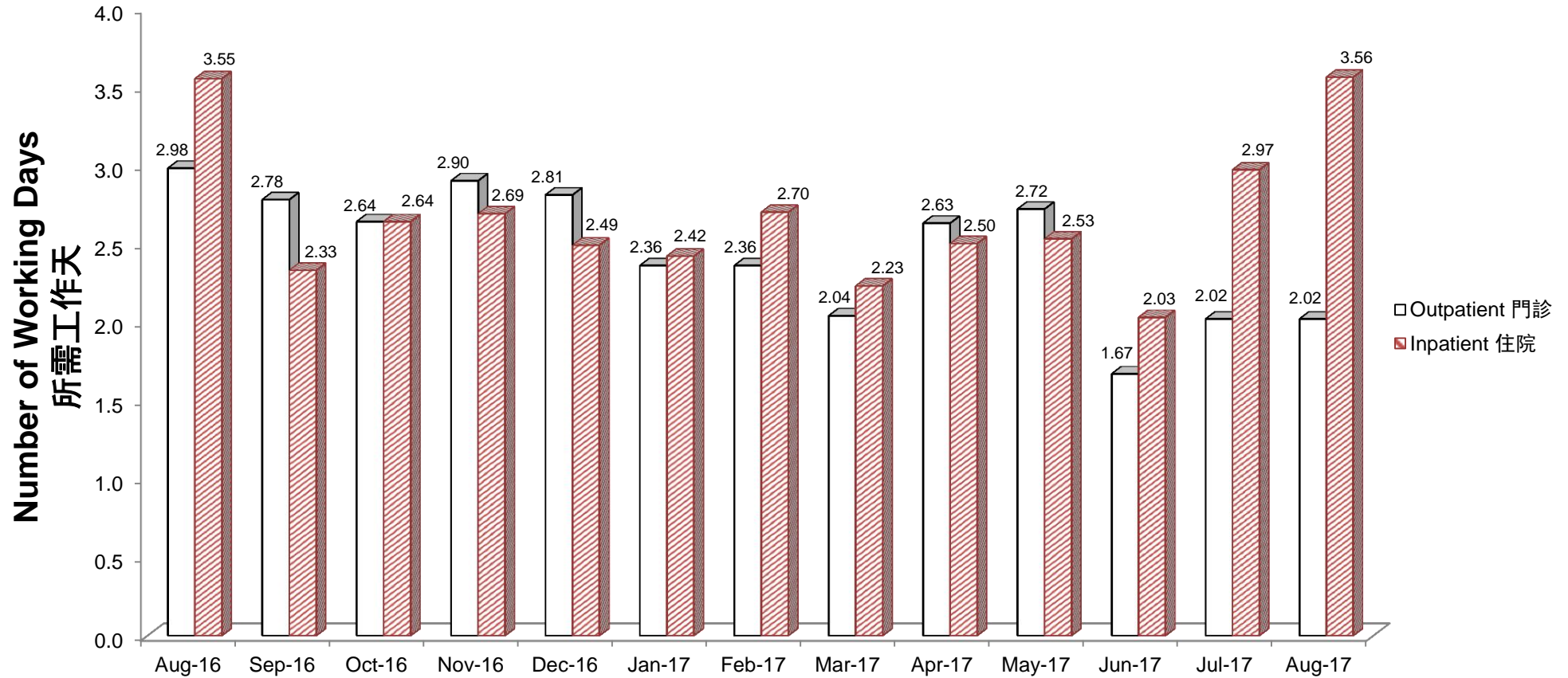
真生活 真夥伴  
THE REAL LIFE COMPANY

# AIA Corporate Solutions Department

## - Average Claims Turnaround

### 友邦團體業務部

### - 賠償申請平均處理時間



\*Turnaround = Claim Received to Claim Processed  
處理時間 - 收到申請至處理之時間  
Claims turnaround standard = 7 working days  
賠償申請處理時間標準 - 七個工作天

"AIA" refers to AIA International Limited (Incorporated in Bermuda with Limited Liability).  
「友邦」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)。