

**AIA Hong Kong Honoured at the HKACE Customer Service Excellence Awards
for the 11th Consecutive Year
Exceptional Performance with Three Prestigious Awards for 2015**

Hong Kong, 27 January 2016 – AIA Hong Kong's professional customer service team has been honoured at the Hong Kong Association for Customer Service Excellence (HKACE) awards for the 11th consecutive year. For 2015, AIA Hong Kong won three coveted awards:

- Silver for "Individual Award -- Internal Support Service", presented to Senior Operations Service Consultant Mr. Henry Chow
- Bronze for "Grand Award", for AIA Hong Kong, and
- Bronze for "Team Award -- Contact Centre Service", presented to AIA Hong Kong's Customer Service Hotline.

Mr. Jacky Chan, Chief Executive Officer of AIA Hong Kong and Macau, said, "As a founding member of HKACE, AIA Hong Kong is dedicated to serving the diverse needs of our customers throughout different life stages. Our customer-centric approach echoes the Association's mission of promoting a culture of customer service excellence. In keeping with AIA's brand promise as 'The Real Life Company', we believe that the best service can only be delivered by the best people."

Established in 2000, HKACE aims to promote the culture of customer service excellence in Hong Kong. The Association organises the "HKACE Customer Service Excellence Award" [every year] to recognise outstanding performance by enterprises and individuals.



Mr. Ip Man Kit, Chief Technology and Operations Officer of AIA Hong Kong (third from right) and the Company's customer service team receive three accolades at the "HKACE Customer Service Excellence Awards 2015".

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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. We have more than 12,000 financial planners*, as well as an extensive network of brokerage and bancassurance partners who serve more than 1.8 million customers. Our products range from individual life, group life, accident, medical and health, 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.

** As of 31 December 2015*

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, a 97 per cent subsidiary in Sri Lanka, a 26 per cent joint venture in India and representative offices in Myanmar and Cambodia.

The business that is now AIA was first established in Shanghai over 90 years 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\$172 billion as of 31 May 2015.

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 29 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").

AIA Hong Kong
Ms. Ada Lai
+852 2895 8874

Bentley Communications Limited
Mr. Kevin Chan
+852 3960 1903

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