



真生活 真夥伴
THE REAL LIFE COMPANY

AIA Hong Kong

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Media Release

AIA Hong Kong Wins the *Outstanding Customer Services Award* for the 3rd Successive Year at The Hong Kong Insurance Awards 2016

Hong Kong, 3 November 2016 – AIA Hong Kong has won two top honours at The Hong Kong Insurance Awards 2016, organised by the Hong Kong Federation of Insurers (HKFI). These accolades are the *Outstanding Customer Services Award*, for the third year in a row, and the *Outstanding Agent of the Year* won by District Director Ms Red Wong. The Company was also selected as a top-three finalist for five other awards. The full details are:

Winner

- *Outstanding Customer Services Award*
- *Outstanding Agent of the Year Award*

Top-three Finalist

- *Outstanding Integrated Marketing Strategies Award*
- *Outstanding New Media Marketing Strategies Award*
- *Outstanding Corporate Social Responsibility Award*
- *Outstanding MPF/Employees' Benefit Product/Service Award*
- *Outstanding Community Intermediary of the Year Award*

Mr Jacky Chan, Chief Executive Officer of AIA Hong Kong & Macau, said, “People are crucial to the delivery of high quality insurance services. Our wins this year of the *Outstanding Customer Services Award* for the third consecutive year and the honour of *Outstanding Agent of the Year* are recognition by the industry of the success of our customer-centric approach and Premier Agency strategy. The other honours, which cover many facets of our business operation, also validate our efforts in giving back to the community. As ‘The Real Life Company’, AIA will step up its commitment to helping people live healthier, better and happier lives by providing them with professional wealth management solutions and heartfelt service.”

Organised by HKFI with co-organiser Metro Finance, The Hong Kong Insurance Awards 2016 is a high-level industry event. HKFI aims to strengthen professionalism across the industry through the establishment of objective standards and by recognising the pinnacle of achievement, honouring the outstanding accomplishments of insurance companies and individual practitioners.

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for the Third Consecutive Year at “The Hong Kong Insurance Awards 2016”
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Mr Jacky Chan, CEO of AIA Hong Kong & Macau (right), received the *Outstanding Customer Services Award* on behalf of the Company at The Hong Kong Insurance Awards 2016.



District Director Ms Red Wong (right) was named *Outstanding Agent of the Year*.

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for Three Consecutive Years at “The Hong Kong Insurance Awards 2016”
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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 over 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 July 2016*

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 49 per cent joint venture in India and representative offices in Myanmar and Cambodia.

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\$181 billion as of 31 May 2016.

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”).

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