



**AIA Hong Kong**

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## Media Release

### **AIA Hong Kong Has Won “Hong Kong Service Awards” for Multiple Years in a Row Gaining Customers’ Trust with Outstanding Services**

HONG KONG, 27 May 2020 – AIA Hong Kong once again outshines industry peers at Eastweek’s “Hong Kong Service Awards 2020” in both the Insurance and MPF categories and wins the awards for the ninth and eighth consecutive year respectively. The awards are a testament to the wide recognition of the Company’s outstanding products and services among the public and the professional judging panels.

Mr. Peter Crewe, Chief Executive Officer of AIA Hong Kong & Macau said, “Insurance and MPF are important protection solutions for the people in Hong Kong. Underpinned by our customer-centric philosophy, AIA has been responsive to customer needs by providing comprehensive and appropriate protection and retirement solutions. In addition to introducing innovative products to fill market gaps, we have also been leveraging digital technology to allow customers to enjoy more flexible and convenient services. Winning the ‘Hong Kong Service Awards’ for another year is an affirmation and encouragement of our many years of efforts and dedication. We will continue our efforts in taking care of the needs of customers during different stages of their lives through superior products and professional services, helping people live ‘Healthier, Longer, Better Lives’.”

AIA Hong Kong has always been committed to providing quality services to customers. In view of the public concerns over COVID-19 in recent months, AIA Hong Kong has responded quickly to roll out a series of support initiatives, which include offering free COVID-19 cover to Hong Kong and Macau citizens and AIA customers<sup>^</sup>. The Company has also launched the “Non-Face-to-Face Purchasing” arrangement to assist customers in purchasing a total of 23 products spanning AIA Deferred Annuity Plan, medical, critical illness, term policies and personal accident categories, while they can also join MPF Tax Deductible Voluntary Contribution (“TVC”) at the comfort of their home.

AIA Hong Kong understands that SMEs are a key pillar of Hong Kong’s economy. The Company provides a series of e-services, such as online member enrolment and submission of contribution data, while also offering multi-functional human resources software to help SMEs manage payroll, MPF, tax returns and employee records efficiently. Considering many companies have employees with disabilities, AIA Hong Kong has set up a dedicated team to answer enquiries about MPF and other employee benefits with hearing and mobility impairments through video conference.

“Hong Kong Service Awards” recognises companies with outstanding achievements in providing quality services and products to customers. Nominations were submitted by Eastweek’s editorial board. To ensure the winners are well deserved, the selection process involved both judging panel’s view as well as online voting by the public.



Ms. Elaine Lau, Chief Corporate Solutions Officer (left) and Ms. Miranda Leung, Chief Life Officer (right) of AIA Hong Kong & Macau, represent the Company to receive the awards at Eastweek’s “Hong Kong Service Awards 2020”.

^ Please refer to the Terms and Conditions on “Eligible Person” for the definition.

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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. To date, we have over 18,700 AIA financial planners<sup>1</sup>, as well as an extensive network of brokerage and bancassurance partners. We serve over 3 million customers<sup>2</sup>, 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.

<sup>1</sup> as at December 2019

<sup>2</sup> AIA Hong Kong internal data includes Hong Kong and Macau’s individual life, group insurance and mandatory provident fund customers (as at 31 March 2020)

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