

Zurich International Life

Hong Kong service levels

The table below lists the expected service levels for a range of policy requests for our Zurich International Life customers. Please note that this is for reference only and a limited number of requests may take longer.

Request type	Expected service level
1. General enquiry for existing policyholders <ul style="list-style-type: none">- Simple/Non-technical (e.g. Plan value, plan feature, policy status, payment method/status, form request, policy change procedure and requirement, online platform query etc.)- Complex/Technical (e.g. Reinstatement, increment/decrement, refund status, multiple enquiries in single correspondence, illustration request, complex fund and pricing query etc.)	<ul style="list-style-type: none">- Within two business days- Within four business days
2. Policy servicing transaction request (Form or relevant document/information received via email) <ul style="list-style-type: none">- Simple/Non-technical (e.g. Change of: personal detail/beneficiary/method of payment/frequency, premium holiday, policy suspension etc.)- Complex/Technical (e.g. Policy reinstatement, increase/decrease in benefit, refund process, policy assignment, maturity, partial/full surrender etc.)	<ul style="list-style-type: none">- Within five business days- Within ten business days
3. Fund switching and redirection request are completed subject to fund allocation rule	<ul style="list-style-type: none">- Two to three business days

Message for our business partners

Please monitor our servicing pipeline to identify any requirements for policy servicing requests and follow up with your customer accordingly. Thank you!

蘇黎世國際人壽 香港服務水平

下表列出蘇黎世國際人壽一系列保單申請／查詢的預期服務水平。請注意以下資料只供參考及部分申請／查詢可能需要更長時間處理。

要求類型	預期服務水平
1. 一般查詢（現有保單持有人） <ul style="list-style-type: none">- 簡單／非技術性 （例如：保單價值、保單特性、保單狀態、付款方法／狀態、索取表格、保單更改程序和要求、網上服務平台查詢等）- 複雜／技術性 （例如：保單復效、保費增加／減少、退款狀態、單一電郵包含多項查詢、要求報價說明、複雜之基金和價格查詢等）	<ul style="list-style-type: none">- 兩個工作天內- 四個工作天內
2. 保單服務申請（透過電子郵件收取表格或相關文件／資料） <ul style="list-style-type: none">- 簡單／非技術 （例如更改：個人資料／受益人／付款方法／付款頻率、保費假期、保費暫停供款等）- 複雜／技術性 （例如：保單復效，保障增加／減少、退款申請、保單轉讓、保單期滿、部分／完全退保等）	<ul style="list-style-type: none">- 五個工作天內- 十個工作天內
3. 轉換投資選擇及改變供款配置申請會根據基金分配規則完成	<ul style="list-style-type: none">- 兩至三個工作天內

致業務合作夥伴：

請檢視我們處理中的服務申請，若識別任何未完成之保單服務申請，請與您的客戶安排跟進。謝謝！

Zurich International Life is a business name of Zurich International Life Limited (a company incorporated in the Isle of Man with limited liability) which provides life assurance, investment and protection products and is authorized by the Isle of Man Financial Services Authority.

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蘇黎世國際人壽保險是蘇黎世國際人壽保險有限公司（於人島註冊成立之有限公司）的商業名稱。蘇黎世

國際人壽保險有限公司為人島Financial Services Authority 所認可，提供人壽保險、投資及保障產品。

於人島的註冊號碼為20126C。

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