

Service requests acceptance via upload 透過上載接受之服務申請

If your requests are of the below types, please download the applicable form from our website, scan your completed and signed form into a PDF file, then upload to life general enquiry e-form.

若您的申請為以下類別，請於網站下載適當之表格，並將填妥及簽署的表格掃描至PDF文件，再上載至人壽保險—一般查詢電子表格。

For other request types, please mail the original copy to us to process your request.

有關其他申請類別，請郵寄正本予我們，以便我們處理有關申請。

Request type 申請類別	Form 申請表	Service requests acceptance via upload 透過上載接受之服務申請
Residential address 住宅地址	Personal data alteration form 個人資料更改申請表	✓
Correspondence address (if different from residential address) 通訊地址 (如與住址不同)		
Contact telephone no. 聯絡電話號碼		
email address 電郵地址		
Tax Information of policyholder/assignee 保單持有人/受讓人的稅務資料		
Change of occupation 更改職業類別	Policy alteration form 保單更改申請表	✓
Remove occupational loading 刪除職業類別附加供款		
Remove loading (Except occupational loading)/exclusion 刪除附加供款 (除了職業類別附加供款) /不受保條款		
Change of smoking class 更改吸煙人士類別		
Change of payment mode (Not applicable to monthly mode) 更改繳費方法 (不適用於月繳保費)		
Change of payment method (Not applicable to monthly mode) 更改付款方法 (不適用於月繳保費)		
Suspend/Cancel autopay 暫停/刪除自動轉賬		
Change of plan currency 更改保單貨幣		
Change of payment currency (Not applicable to monthly mode) 更改供款貨幣 (不適用於月繳保費)		

Request type 申請類別	Form 申請表	Service requests acceptance via upload 透過上載接受之服務申請
Application/Cancellation for premium/contribution holiday 申請/取消保費/供款假期	Policy alteration form 保單更改申請表	✓
Future contribution deposit/future premium deposit 預繳未來供款/預繳未來保費		
Cancel inflation beater/Escalating benefits 反通脹加保計劃/遞增保障計劃		
Change of payment method for long-term bonus/commitment bonus 更改長期紅利獎賞/回饋獎賞派發方式		
Request for extended cover option or paid up option 停付保費延續保障/停付保費延續投資		
For Eagle Wisdom with LTC and Senior Protector with LTC to change extended cover option 松柏樂晚年生活保障及松柏人生晚年生活保障，更改為申請停付保費延續保障		
Change of contribution 更改供款額		
Change of basic benefits 更改基本保障		
Change of rider benefits 更改附加保障		
Reinstatement 申請復效保單		
Cancel opt-out request 取消拒收要求		
Cancel Alteration request 取消保單更改要求		
Appointment/Change of Broker firm 委任/更改中介人公司		
Cancel maturity encashment/ total surrender/partial withdrawal/ loan/dividend withdrawal request 取消約滿期提款/退保/部分提款/保單貸款/紅利要求		
Redirection for future contribution 改變未來供款的分配	Investment choice change form 投資選項/投資選擇更改表格	✓
Switching existing investment choices 調配現有投資選項/投資選擇		
Selected investment strategies 精選投資策略		

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Policy loan (Interest-bearing loan) (Amount less than HKD 70,000) 保單貸款 (須負擔貸款利息) (金額少於 70,000 港元)	Request for maturity encashment/ total surrender/partial withdrawal/ loan/dividend withdrawal 約滿期提款/退保/部分提款/保單貸款/紅利提取申請表	✓
Free interest loan (Amount less than HKD 70,000) 免息貸款 (金額少於 70,000 港元)		
Dividend withdrawal (Amount less than HKD 70,000) 紅利提取 (金額少於 70,000 港元)		

The above contents are subject to change without prior notice.
以上內容如有更改，恕不另行通知。

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