

公司標誌變更

我們欣然宣佈藍十字（亞太）保險有限公司（「藍十字」）已成為友邦保險^(註 1)之附屬公司。

為反映公司已經由「東亞銀行集團成員」變更為「友邦保險成員公司」，藍十字現正就附有東亞銀行標誌的客戶通訊及市場宣傳品進行更新，並將於業務過渡期內分階段推出^(註 2)。

作為最大的泛亞地區獨立上市人壽保險集團，友邦^(註 3)將會憑藉他們的服務水平、資源及營運效率，全力支援我們的客戶，以進一步提升客戶體驗。

藍十字一直堅守對您的承諾。在未來的日子，我們期望繼續為您提供優質的產品及服務。



有關交易完成的新聞稿



最新之收集個人資料聲明

- 註：1. 「友邦保險」是指友邦保險控股有限公司，於香港註冊成立之有限公司。
2. 在業務過渡期期間，藍十字會在東亞銀行的許可下使用東亞銀行的標誌。
3. 「友邦」是指友邦保險控股有限公司及其附屬公司。



Blue Cross 藍十字

An **AIA** Company 友邦保險成員公司

CHANGE OF COMPANY MARKS

We are delighted to announce that Blue Cross (Asia-Pacific) Insurance Limited (“Blue Cross”) has become a subsidiary of AIA Group^(Note 1).

Blue Cross is in the process of updating its customer communications and marketing collateral bearing BEA’s marks to reflect the change from being a **“Member of BEA Group”** to **“An AIA Company”**, which will be rolled out in phases during business transition^(Note 2).

As the largest independent publicly listed pan-Asian life insurance group, AIA^(Note 3) will extend its full support in facilitating our customers to benefit from its service standards, resources and operational efficiency, so as to further enhance your customer experience.

Please rest assured that Blue Cross’ commitment to you remains our utmost priority. We look forward to providing you with quality products and service in the years ahead.



Press Release relating to completion of the transaction



Updated Personal Information Collection Statement

- Note: 1. “AIA Group” refers to AIA Group Limited, a company incorporated in Hong Kong with limited liability.
2. During the transition period, BEA’s marks are used by Blue Cross under a licence from BEA.
3. “AIA” herein refers to AIA Group Limited and its subsidiaries.



健康長久好生活

友邦香港

香港鰂魚涌英皇道734號
友邦香港大樓
電話: (852) 2881 3333
AIA.COM.HK

新聞稿

友邦保險完成收購藍十字及寶康醫療 委任謝佩蘭為藍十字首席執行官

香港，2022年8月26日－友邦保險控股有限公司（聯同其附屬公司統稱為「友邦保險」或「本集團」；股份代號：1299）宣佈，已完成收購東亞銀行有限公司（「東亞銀行」）全資擁有的藍十字（亞太）保險有限公司（「藍十字」）全部股份及寶康醫療服務有限公司（「寶康醫療」）80%股份，並從 Bioworld Investments Limited 收購餘下 20% 的寶康醫療股份。

謝佩蘭女士將出任藍十字首席執行官，直接向友邦香港及澳門首席執行官馮偉昌先生匯報。謝女士將領導藍十字及寶康醫療，為友邦開拓具重大發展潛力的業務，並且積極推動其綜合醫療保健策略。在擔任此職前，謝女士為友邦香港及澳門首席客戶、策略及轉型官，專責為友邦香港制定策略方向，成功確保企業能靈活變革、實現業務及盈利目標，並持續領先業界，取得卓越成果。

友邦香港及澳門首席執行官馮偉昌先生表示：「是次收購工作順利完成，乃友邦保險與東亞銀行的重要成果，除了可加快推進友邦保險在香港的健康和保健策略之發展，更能進一步加深與東亞銀行的銀行保險夥伴合作關係。藍十字在謝女士的領導下，我們期待可以幫助更多客戶實踐『健康長久好生活』。」

收購項目已獲監管部門批准，並且是繼 2021 年 7 月成功展開銀行保險夥伴合作和 9 月完成收購東亞人壽後，友邦與東亞銀行長期合作的另一重要里程碑。

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關於友邦香港及澳門

友邦保險於 1931 年開始經營香港的業務。友邦香港及澳門友邦保險至今擁有接近 19,000 名財務策劃顧問¹，以及獨立理財顧問、經紀和銀行保險網絡。我們的團隊為超過 340 萬客戶²提供專業服務及不同類型產品，包括個人壽險、團體人壽、意外、醫療、退休金、個人財物保險及設有多款投資選擇的投資連繫壽險計劃。我們亦專注為高端客戶特有的財務需要設計超卓產品方案。

¹ 截至 2021 年 12 月 31 日

² 包括友邦香港及澳門友邦保險的個人人壽、團體保險及退休金客戶 (截至 2021 年 12 月 31 日)

友邦香港
陳佳容小姐
+852 2881 4413

恒信公關國際有限公司
利建邦先生
+852 3960 1905

「友邦保險」是指友邦保險控股有限公司，於香港註冊成立之有限公司。

「友邦」是指友邦保險控股有限公司及其附屬公司。

「友邦香港及澳門」、「友邦香港」或「澳門友邦保險」是指友邦保險（國際）有限公司（於百慕達註冊成立之有限公司）之香港及澳門分行。

「香港」及「澳門」分別指「香港特別行政區」及「澳門特別行政區」。



**HEALTHIER, LONGER,
BETTER LIVES**

AIA Hong Kong

AIA Hong Kong Tower,
734 King's Road,
Quarry Bay, Hong Kong
T: (852) 2881 3333
AIA.COM.HK

Media Release

**AIA Completes Acquisition of Blue Cross and Blue Care
Bonnie Tse Appointed as Chief Executive Officer of Blue Cross**

Hong Kong, 26 August 2022 – AIA Group Limited (and together with its subsidiaries, “AIA” or the “Group”; stock code: 1299) is pleased to announce the completion of the acquisition of 100 per cent of Blue Cross (Asia-Pacific) Insurance Limited (“Blue Cross”) and 80 per cent of the shares in Blue Care JV (BVI) Holdings Limited (“Blue Care”) from The Bank of East Asia, Limited (“BEA”), as well as the remaining 20 per cent of Blue Care shares from Bioworld Investments Limited.

Ms. Bonnie Tse is appointed as Chief Executive Officer of Blue Cross, reporting to Mr. Alger Fung, Chief Executive Officer of AIA Hong Kong & Macau. She will provide management oversight for Blue Cross and Blue Care to unlock significant growth potential for AIA and help drive AIA’s integrated healthcare strategy. Ms. Tse was the Chief Customer, Strategy & Transformation Officer of AIA Hong Kong & Macau, and was instrumental in orchestrating its strategic direction to ensure organisational agility and sustainable success. Ms. Tse has contributed immensely to driving holistic strategies to achieve business and profitability goals, as well as enterprise-wide transformation.

Mr. Alger Fung, Chief Executive Officer of AIA Hong Kong & Macau, said: “The successful completion of the acquisition is a significant achievement for AIA and BEA. Not only will it accelerate AIA’s health and wellness strategy in Hong Kong, but also further deepen our bancassurance partnership with BEA. Under Bonnie’s leadership at Blue Cross, we look forward to helping more customers live Healthier, Longer, Better Lives.”

The acquisition has received regulatory approval and marks another milestone in the long-term cooperation between AIA and BEA, following the successful commencement of the bancassurance partnership in July 2021 and the completion of the acquisition of BEA Life Limited in September 2021.

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About AIA Hong Kong & Macau

AIA established its operations in Hong Kong in 1931. To date, AIA Hong Kong and AIA Macau have close to 19,000 financial planners¹, as well as an extensive network of brokerage and bancassurance partners. We serve over 3.4 million customers², offering them a wide selection of professional services and products ranging from individual life, group life, accident, medical and health, pension, personal lines insurance to investment-linked assurance schemes with numerous investment options. We are also dedicated to providing superb product solutions to meet the financial needs of high net worth customers.

¹ as at 31 December 2021

² Including AIA Hong Kong and AIA Macau’s individual life, group insurance and pension customers (as at 31 December 2021)

AIA Hong Kong
Ms. Deronie Tan
+852 2881 4413

Bentley Communications Limited
Mr. Ian Li
+852 3960 1905

AIA Group Limited is incorporated in Hong Kong with limited liability.

“AIA” herein refers to AIA Group Limited and its subsidiaries.

“AIA Hong Kong & Macau”, “AIA Hong Kong” and “AIA Macau” herein refers to the Hong Kong Branch and Macau Branch of AIA International Limited (Incorporated in Bermuda with limited liability).

“Hong Kong” and “Macau” herein refer to “Hong Kong Special Administrative Region” and “Macao Special Administrative Region”, respectively.



Blue Cross 藍十字

An AIA Company 友邦保險成員公司

個人資料（私隱）條例 — 收集個人資料聲明（「本聲明」）

藍十字（亞太）保險有限公司（「本公司」）乃友邦保險控股有限公司的全資附屬公司。在本聲明內，友邦保險控股有限公司連同其附屬公司及聯營公司將統稱為「友邦保險集團」。

為依從個人資料（私隱）條例（「條例」），本公司特此通知閣下以下事項：

(1) 在申請及接受保險產品及服務時，及當本公司提供與保險產品及服務相關之其他服務時，閣下有需要不時向本公司提供個人資料。若閣下未能提供該等資料，可能會令本公司無法處理閣下的保險申請或向閣下提供或繼續提供保險產品及服務及／或其他相關服務。本公司亦可能會在日常業務運作的過程中向閣下收集資料，例如當閣下向本公司提出保險索償或當在一般情況下以口頭或書面形式與本公司溝通。

(2) 個人資料收集目的

本公司所存下或收集的關於閣下的個人資料（包括但不限於信用資料和以往申索紀錄）可能會用作下列用途：

- 處理保險產品及服務的申請；
- 為閣下提供保險產品及服務及處理閣下就本公司的保險產品及服務提出的要求，包括但不限於要求增加、更改或刪除保障項目或受保成員，訂立直接付款安排及保單取銷、更新或復效申請；
- 處理、判定、結清保險索償及就索償抗辯，包括進行任何附帶調查、偵測和防止欺詐行為（無論是否與就此申請而發出的保單有關）；
- 執行與所提供的保險產品及服務相關的功能及活動，如核實身份、資料核對及再保險之安排；
- 行使本公司因不時向閣下提供保險產品及服務而享有的權利，例如向閣下追討欠款；
- 設計保險產品及服務以提升本公司的服務質素；
- 製作數據及進行研究；
- 營銷服務、產品、建議及其他標的（詳情請參閱本聲明第(4)段）；
- 履行根據下列對本公司及／或友邦保險集團具有約束力或適用或期望其遵守的就披露及使用資料的義務、規定及／或安排：
 - 不論於香港特別行政區（「香港」）境內或境外及不論目前或將來存在的對其具法律約束力或適用的任何法律（例如稅務條例及當中的條款，包括與自動交換財務帳戶資料相關的條款）；
 - 不論於香港境內或境外及不論目前或將來存在的任何法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會所作出或發出的任何指引或指導（例如稅務局作出或發出的指引或指導，包括與自動交換財務帳戶資料相關的指引或指導）；或
 - 本公司或友邦保險集團因其位於或跟相關本地或外地的法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會的司法管轄區有關的金融、商業、業務或其他利益或活動，而向該等本地或外地的法律、監管、政府、稅務、執法或其他機關，或有關的自律監管或行業組織或協會承擔或被彼等施加的任何目前或將來的合約或其他承諾；
- 遵守友邦保險集團為符合制裁或預防或偵測清洗黑錢、恐怖分子融資活動或其他非法活動的任何方案就於友邦保險集團內共用資料及資訊及／或資料及資訊的任何其他使用而指定的任何義務、要求、政策、程序、措施或安排；
- 允許本公司的權益或業務的實際或建議承讓人、受讓人、參與人或附屬參與人，就擬涉及的轉讓、出讓、參與或附屬參與的交易進行評估；及
- 與上述有關的其他用途。

(3) 個人資料的轉移

存於本公司的個人資料將會保密，但本公司可能會向以下各方透露該等資料作本聲明第(2)段所列出的用途：

- 任何代理人、承辦人或就本公司之業務運作，包括行政、電訊、電腦、付款、資料處理、儲存、調查和收數服務，或就與保險產品及服務相關之其他服務，向本公司提供服務的第三方服務供應商（如保險理算人、理賠調查員、收數公司、資料處理公司及專業顧問）；
- 任何對本公司或友邦保險集團負有保密責任的其他人士，包括承諾保密該等資料的友邦保險集團任何成員公司；
- 與本公司有或將有商業往來的再保險公司；
- 本公司或友邦保險集團為遵守任何法律規定，或根據法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會所作出或發出對本公司或友邦保險集團具有約束力或適用或期望其遵守的規則、規例、實務守則、指引或指導，或根據本公司或友邦保險集團向本地或外地的法律、監管、政府、稅務、執法或其他機關，或保險或金融服務供應商的自律監管或行業組織或協會的任何合約或其他承諾（以上不論於香港境內或境外及不論目前或將來存在的），而有義務或以其他方式被要求向其作出披露的任何人士或機構；
- 本公司的權益或業務的任何實際或建議承讓人、受讓人、參與人或附屬參與人；
- 第三方獎賞、客戶或會員、品牌合作及優惠計劃供應商；
- 本公司及／或友邦保險集團任何成員公司的品牌合作夥伴及／或營銷夥伴

（該等品牌合作夥伴及／或營銷夥伴的名稱會在有關服務和產品的申請表格及／或宣傳資料上列明）；

(viii) 本公司為就本聲明第(2)(i)-(2)(iii)段所列明的用途而聘用的外判服務供應商（包括但不限於郵寄公司、電訊公司、電話銷售和直接促銷代理、電話服務中心、數據處理公司和資訊科技公司）；及

(ix) 為履行任何本聲明第(2)(i)-(2)(iii)段所列明的用途的以下人士：保險理算人、代理和經紀；僱主；醫護專業人士；醫院；會計師；財務顧問；律師；整合保險業索賠和承保資料的組織；防欺詐組織；其他保險公司（無論是直接地，或是通過防欺詐組織或本段中指名的其他人士）；警察；和保險業就現有資料而對所提供的資料作出分析和檢查的數據庫或登記冊（及其運營者）。

該等資料可能被轉移至香港境外。

(4) 直接促銷中個人資料的使用及提供

本公司可能把閣下的個人資料用於直接促銷，及把閣下的個人資料提供予本公司的聯盟計劃合作夥伴（如下文第4(iii)段定義）作直接促銷之用。除非本公司已取得閣下的同意（包括表示不反對），否則本公司並不可以如此使用閣下的個人資料，或把閣下的個人資料提供予我們的聯盟計劃合作夥伴作直接促銷之用，但條例所指明的豁免情況除外。就此，請注意：

- 本公司可能把本公司不時持有閣下的姓名、聯絡資料、產品及服務組合資料、交易模式及行為、財務背景及人口統計數據用於直接促銷；
- 本公司可能就下列服務、產品、建議及促銷標的進行促銷：
 - 保險、年金、強積金／職業退休計劃；財富管理、信用卡、財務、銀行及相關服務及產品；
 - 獎賞、客戶或會員、抽獎或優惠計劃及相關服務及產品；
 - 本公司及／或友邦保險集團任何成員公司的品牌合作夥伴及／或營銷夥伴提供之服務及產品（該等品牌合作夥伴及／或營銷夥伴的名稱會在有關服務和產品的申請表格及／或宣傳資料上列明）；
 - 醫療／醫護及保健服務及產品；及
 - 慈善／非牟利、教育、招聘及訓練事務。
- 上述服務、產品、建議及促銷標的可能由本公司及／或下列各人士或供應商提供：
 - 友邦保險集團任何成員公司；
 - 第三方獎賞、客戶或會員、品牌合作或優惠計劃供應商；
 - 本公司及／或友邦保險集團任何成員公司之品牌合作夥伴及／或營銷夥伴（該等品牌合作夥伴及／或營銷夥伴的名稱會在有關服務和產品的申請表格及／或宣傳資料上列明）；及／或
 - 醫療／醫護及保健服務供應商，（統稱為「聯盟計劃合作夥伴」）；
- 除本公司促銷上述服務、產品、建議及促銷標的以外，本公司同時擬將以上第4(i)段所述的個人資料提供予我們的聯盟計劃合作夥伴，以供該等人士通過聯絡閣下以在促銷以上第4(ii)段所述的服務、產品、建議及促銷標的中使用，而本公司為此用途須獲得閣下的書面同意（包括表示不反對）；
- 本公司可能會因如第4(iv)段所述將資料提供予我們的聯盟計劃合作夥伴而獲得金錢或其他財產的回報。

如閣下不希望本公司使用閣下的個人資料作上述直接促銷用途，或提供閣下的個人資料予我們的聯盟計劃合作夥伴作上述直接促銷用途，閣下可通知本公司行使閣下的選擇權拒絕促銷。閣下可根據本聲明第(5)段所提供的聯絡方法以書面向本公司的個人資料保障主任提出有關要求，或於有關的申請表格內向本公司表達閣下拒絕促銷的意願（如適用）。

(5) 查閱及改正資料權利

根據條例規定，閣下有權查詢本公司是否持有閣下的個人資料及要求索取該等資料的複本（查閱資料要求），並要求本公司就不準確的資料作出改正。閣下如欲行使有關權利，請以書面經以下聯絡方法向本公司的個人資料保障主任提出：

香港九龍觀塘道 418 號創紀之城 5 期東亞銀行中心 29 樓

藍十字（亞太）保險有限公司

個人資料保障主任

根據條例，本公司有權就辦理任何查閱資料要求收取合理費用。

- 閣下亦有權根據本聲明第(5)段所提供的聯絡方法向本公司的個人資料保障主任索取本公司有關個人資料私隱的政策及實務，並獲告知本公司持有的個人資料的種類。
- 本公司只會根據上述任何用途上的合理需要或適用法例或規例規定的期間保存閣下的個人資料。
- 如閣下對本聲明有任何疑問，請致電本公司的客戶服務熱線 2839 6333。
- 本聲明不會限制客戶在條例下所享有的權利。
- 本公司保留修改本聲明的權利。

由藍十字（亞太）保險有限公司發出
(202302)



Blue Cross 藍十字

An AIA Company 友邦保險成員公司

The Personal Data (Privacy) Ordinance – Personal Information Collection Statement (the “Statement”)

Blue Cross (Asia-Pacific) Insurance Limited (the “Company”) is a wholly owned subsidiary of AIA Group Limited. AIA Group Limited, together with its subsidiaries and affiliates are collectively referred to in this Statement as the “AIA Group”.

In compliance with the Personal Data (Privacy) Ordinance (the “Ordinance”), the Company would like to inform you of the following:

- (1) From time to time, it is necessary for you to supply the Company with personal data in connection with the application for and provision of insurance products and services as well as the carrying out by the Company of other services relating to these insurance products and services. Failure to supply such data may result in the Company being unable to process your insurance applications or to provide or continue to provide the insurance products and services and/or the related services to you. Data may also be collected by the Company from you in the ordinary course of the Company's business, for example, when you lodge insurance claims with the Company or generally communicate verbally or in writing with the Company, by means of documentation or telephone recording system, as the case may be.

(2) PURPOSES FOR COLLECTING PERSONAL DATA

Personal data relating to you held or collected by the Company (including but not limited to credit information and claims history) may be used for the following purposes:

- (i) processing applications for insurance products and services;
- (ii) providing insurance products and services to you and processing requests made by you in relation to our insurance products and services, including but not limited to requests for addition, alteration or deletion of insurance benefits or insured members, setting up of direct debit facilities as well as cancellation, renewal, or reinstatement of insurance policies;
- (iii) processing, adjudicating, settling and defending insurance claims as well as conducting any incidental investigation, detecting and preventing fraud (whether or not relating to the policy issued in respect of this application);
- (iv) performing functions and activities incidental to the provision of insurance products and services such as identity verification, data matching and reinsurance arrangement;
- (v) exercising the Company's rights in connection with the provision of insurance products and services to you from time to time, for example, to recover indebtedness from you;
- (vi) designing insurance products and services with a view to improving the Company's service;
- (vii) preparing statistics and conducting research;
- (viii) marketing services, products, advice and other subjects (please see further details in paragraph (4) of this Statement);
- (ix) complying with the obligations, requirements and/or arrangements for disclosing and using data that bind on or apply to the Company and/or the AIA Group or that it is expected to comply according to:
 - (a) any law binding on or applying to it within or outside the Hong Kong Special Administrative Region (“Hong Kong”) existing currently and in the future (e.g. the Inland Revenue Ordinance and its provisions including those concerning automatic exchange of financial account information);
 - (b) any guidelines or guidance given or issued by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers within or outside Hong Kong existing currently and in the future (e.g. guidelines or guidance given or issued by the Inland Revenue Department including those concerning automatic exchange of financial account information); or
 - (c) any present or future contractual or other commitment with local or foreign legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers that is assumed by or imposed on the Company or the AIA Group by reason of its financial, commercial, business or other interests or activities in or related to the jurisdiction of the relevant local or foreign legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations;
- (x) complying with any obligations, requirements, policies, procedures, measures or arrangements for sharing data and information within the AIA Group and/or any other use of data and information in accordance with any group-wide programs for compliance with sanctions or prevention or detection of money laundering, terrorist financing or other unlawful activities;
- (xi) enabling an actual or proposed assignee, transferee, participant or sub-participant of the Company's rights or business to evaluate the transaction intended to be the subject of the assignment, transfer, participation or sub-participation; and
- (xii) any other purposes relating to the purposes listed above.

(3) TRANSFER OF PERSONAL DATA

Personal data held by the Company relating to you will be kept confidential but the Company may provide such data to the following parties for the purposes set out in paragraph (2) of this Statement:-

- (i) any agent, contractor or third party service provider who provides services to the Company in connection with the operation of its business including administrative, telecommunications, computer, payment, data processing, storage, investigation and debt collection services as well as other services incidental to the provision of insurance products and services by the Company (such as insurance adjusters, claim investigators, debt collection agencies, data processing companies and professional advisors);
- (ii) any other person or entity under a duty of confidentiality to the Company or the AIA Group including a member of the AIA Group which has undertaken to keep such data confidential;
- (iii) reinsurance companies with whom the Company has or proposes to have dealings;
- (iv) any person or entity to whom the Company or the AIA Group is under an obligation or otherwise required to make disclosure under the requirements of any law or rules, regulations, codes of practice, guidelines or guidance given or issued by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers binding on or applying to the Company or the AIA Group or with which the Company or the AIA Group is expected to comply, or any disclosure pursuant to any contractual or other commitment of the Company or the AIA Group with local or foreign legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations of insurance or financial services providers, all of which may be within or outside Hong Kong and may be existing currently and in the future;
- (v) any actual or proposed assignee, transferee, participant or sub-participant of the

Company's rights or business;

- (vi) third party reward, loyalty, co-branding and privileges program providers;
- (vii) co-branding partners and/or marketing partners of the Company and/or any member of the AIA Group (the names of such co-branding partners and/or marketing partners can be found in the application form(s) and/or promotional material for the relevant services and products, as the case may be);
- (viii) external service providers (including but not limited to mailing houses, telecommunication companies, telemarketing and direct sales agents, call centres, data processing companies and information technology companies) that the Company engages for the purposes set out in paragraph (2)(viii) of this Statement; and
- (ix) the following persons who carry out any of the purposes described in paragraphs (2) (i)-(2)(iii) of this Statement: insurance adjusters, agents and brokers, employers, health care professionals, hospitals, accountants, financial advisors, solicitors, organisations that consolidate claims and underwriting information for the insurance industry, fraud prevention organisations, other insurance companies (whether directly or through fraud prevention organisation or other persons named in this paragraph), the police and databases or registers (and their operators) used by the insurance industry to analyse and check information provided against existing information.

Such information may be transferred to a place outside Hong Kong.

(4) USE AND PROVISION OF PERSONAL DATA IN DIRECT MARKETING

The Company may use your personal data in direct marketing and provide your personal data to the Company's alliance program partners (as defined in paragraph 4(iii) below) for their use in direct marketing. Save in the circumstances exempted in the Ordinance, the Company cannot so use your personal data or provide your personal data to its alliance program partners for their use in direct marketing without your consent (which includes an indication of no objection). In this connection, please note that:

- (i) the name, contact details, products and services portfolio information, transaction pattern and behavior, financial background and demographic data of you held by the Company from time to time may be used by the Company in direct marketing;
- (ii) the following services, products, advice and subjects may be marketed:
 - (a) insurance, annuities, MPF/ORSO, wealth management, credit cards, financial, banking and related services and products;
 - (b) reward, loyalty, lucky draw programs or privileges programs and related services and products;
 - (c) services and products offered by the co-branding partners and/or marketing partners of the Company and/or any member of the AIA Group (the names of such co-branding partners and/or marketing partners can be found in the application form(s) and/or promotional material for the relevant services and products, as the case may be);
 - (d) medical/healthcare and wellness services and products; and
 - (e) charitable/non-profitable, educational, recruitment and training causes;
- (iii) the above services, products, advice and subjects may be provided by the Company and/or the persons/providers below:
 - (a) any member of the AIA Group;
 - (b) third party reward, loyalty, co-branding or privileges program providers;
 - (c) co-branding partners and/or marketing partners of the Company and/or any member of the AIA Group (the names of such co-branding partners and/or marketing partners can be found in the application form(s) and/or promotional material for the relevant services and products, as the case may be); and/or
 - (d) medical/healthcare and wellness service providers (collectively “alliance program partners”);
- (iv) in addition to marketing the above services, products, advice and subjects itself, the Company also intends to provide the personal data described in paragraph 4(i) above to all or any of its alliance program partners described in paragraph 4(iii) above for use by them in marketing those services, products, advice and subjects described in paragraph 4(ii) above by contacting you, and the Company requires your written consent (which includes an indication of no objection) for that purpose;
- (v) the Company may receive money or other property in return for providing the personal data to its alliance program partners in paragraph 4(iv) above.

If you do not wish the Company to use or provide to its alliance program partners your personal data for use in direct marketing as described above, you may exercise your opt-out right by notifying the Company. You may write to the Corporate Data Protection Officer of the Company at the address provided in paragraph (5) of this Statement, or provide the Company with your opt-out choice in the relevant application form (if applicable).

(5) DATA ACCESS AND CORRECTION RIGHT

In accordance with the Ordinance, you have the right to check whether the Company holds personal data about you and to require the Company to provide a copy of such data (data access right) and to correct the data which is inaccurate. Such requests can be made in writing to the Corporate Data Protection Officer of the Company at the following address:

The Corporate Data Protection Officer
Blue Cross (Asia-Pacific) Insurance Limited
29th Floor, BEA Tower, Millennium City 5,
418 Kwun Tong Road,
Kwun Tong, Kowloon
Hong Kong

According to the Ordinance, the Company has the right to charge a reasonable fee for the processing of any data access request.

- (6) You also have the right, by writing to the Company's Corporate Data Protection Officer at the address provided in paragraph (5) of this Statement, to request for the Company's policies and practices in relation to personal data and to be informed of the kinds of personal data held by the Company.
- (7) The Company keeps your personal data only for a period reasonably necessary for any of the above purposes or as prescribed by the applicable laws or regulations.
- (8) Should you have any query with this Statement, please do not hesitate to contact our Customer Service Hotline at 2839 6333.
- (9) Nothing in this Statement shall limit the rights of the customers under the Ordinance.
- (10) The Company retains the right to change this Statement.

Issued by Blue Cross (Asia-Pacific) Insurance Limited
(202302)



Blue Cross 藍十字

An AIA Company 友邦保險成員公司

業務過渡期間有關保單的常見問題 FAQs Relating to Policies During Transition Period

1. 在交易完成後，我的保單和保障是否會受影響？

- 有關交易已經完成。藍十字現已成為友邦保險的附屬公司。
- 由藍十字簽發的所有保單在您合約規定的到期日之前將仍然生效，所有現有保單的合約義務將繼續由藍十字履行。

After the transaction, will my policy and coverage be affected?

- The transaction was completed. Blue Cross has become a subsidiary of AIA Group.
- All policies that have been issued by Blue Cross will remain valid and in-force until the stated expiration date in your contract, and all contractual obligation will continue to be honored by Blue Cross.

* 「友邦保險」是指友邦保險控股有限公司，於香港註冊成立之有限公司。

"AIA Group" refers to AIA Group Limited, a company incorporated in Hong Kong with limited liability.

2. 我所持的保單由藍十字簽發。在交易完成之後，友邦保險是否會以新公司名義向我重新簽發新保單？

- 由藍十字簽發的所有保單在您合約規定的到期日之前將仍然生效，所有現有保單的合約義務將繼續由藍十字履行。因此，友邦保險不會向現有客戶重新簽發新保單。

My policies are issued by Blue Cross. After the transaction, will AIA re-issue a new policy document under the new company name to me?

- All policies that have been issued by Blue Cross will remain valid and in-force until the stated expiration date in your contract, and all contractual obligation will continue to be honored by Blue Cross. Therefore, AIA will not re-issue a new policy document to the existing customers.

3. 此次交易會否對我現有保單的保費及 / 或續保安排有所影響？

- 您現有保單的保費及 / 或續保安排將維持不變。

Will there be any impact on the premium and/or renewal arrangement of my existing policy?

- The premium and renewal arrangement of your existing policy will remain unchanged.

4. 我在此後應該向誰支付保費？

- 所有保費均如常向藍十字支付。

Who should I direct my premium payments to moving forward?

- All premium payments should be directed to Blue Cross as usual.

5. 我此後應該聯絡誰以作出客戶服務查詢？

- 您可照常聯絡藍十字客服熱線進行查詢。

Who should I contact for customer services enquiries moving forward?

- You can contact Blue Cross' customer service hotline for enquiries as usual.

6. 我的保單是透過東亞銀行分行投保，是否仍可以在東亞銀行分行要求保單服務？

- 您目前可聯絡藍十字或東亞銀行分行要求保單服務。保單服務安排若有任何變化，我們將會盡快通知您。

May I still approach BEA branches for policy services if my policy was purchased through the BEA branch?

- You can contact either Blue Cross or BEA branches for policy services for the time being. If there is any change in policy service arrangement, we will inform you as soon as possible.

7. 我是否需要與藍十字訂立新的自動轉賬安排支付保費？

- 您不需要與藍十字訂立新的自動轉賬安排。

Do I need to set up a new autopay arrangement with Blue Cross for premium payment?

- You do not need to set up a new autopay arrangement with Blue Cross for premium payment.

8. 我剛提交了藍十字保險產品的申請，是否會繼續審批流程，或我是否需要撤回該申請？

- 審批流程將會繼續進行，您不需要撤回申請。

I have just submitted an application for Blue Cross insurance product, will the approval process be continued, or do I need to withdraw the application?

- The approval process will be continued accordingly, you do not need to withdraw the application.

9. 如果我早前提出索償申請尚未完成怎麼辦？

- 理賠審批程序將會繼續進行，您的保單利益將維持不變。

What if I make a claim before and the claim has not yet been settled?

- The claim approval process will be continued accordingly, and the benefits of your policy will remain unchanged.

10. 藍十字的客戶服務中心地址會更改嗎？

- 我們的客戶服務中心地址會暫時維持不變，直至另行通知。

Will Blue Cross Customer Service Centre address change?

- Our Customer Service Centre address remains unchanged at the moment until further notice.