



AIA Hong Kong

AIA Financial Centre,
712 Prince Edward Road East,
Kowloon, Hong Kong
T: (852) 2881 3333

AIA.COM.HK

Memo

Attn: All Business Partners

From: Raymond Young

Dept: Brokerage and IFA Services

Date: 17 May 2012

Total page: 4

Subject: **(Ref:A2012040) 'Cheers to the Dragon' Customer Promotion Campaign - Customer Reward Fulfillment & Redemption**

The 'Cheers to the Dragon' Customer Promotion Campaign concluded with overwhelming response. Customers who successfully applied for any individual life or personal accident plans during the promotion period (6 February to 31 March 2012) with a minimum Initial First Year Premium (IFYP) of US\$1,299 per policy will be rewarded with Shanghai Tang Dragon Champagne flutes and/or AIA limited edition Year of the Dragon wine charms.*

*Subject to the level of IFYP (Pls refer to promotion leaflet)

The fulfillment and redemption of customer rewards will commence in May 2012. Below please find a summary with the fulfillment and redemption details.

Summary of fulfillment and redemption of customer rewards

| | Notification Letter | Fulfillment / redemption period | Fulfillment / redemption method |
|--|--|--|--|
| Hong Kong customers | Customers with Wine Charms only: | | Delivered by courier (S.F. Express) |
| | Nil | 18 May – 8 June | |
| | Customers with Wine Charms and Flute Sets: | | |
| | Sent by 17 May | 21 May – 30 June | |
| Customers with overseas address | All Eligibilities: Sent by 28 May | All Eligibilities: 28 May – 31 July | Redemption locations Hong Kong: AIA Wealth Select Centre AIA Reception Hall |

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Fulfillment and redemption of customer rewards

For Hong Kong Customers

- The appointed courier services company – S.F. Express, will arrange delivery of customer rewards directly to the customers. Customers will receive confirmation call from S.F. Express prior to the delivery to reconfirm delivery address and schedule.
- Customers who are eligible for wine charms and Champagne flutes will receive a notification letter to inform their entitlement of customer rewards from 17 May.
- Customers who are eligible for wine charms and Champagne flutes will receive their customer rewards from 21 May until 30 June.
- Customers who are eligible for wine charms only will receive their customer rewards from 18 May until 8 June.
- Customers are allowed to change the delivery address without additional cost through the confirmation call from S.F. Express.

For Overseas Customers

- Eligible customers will receive a notification letter to inform their entitlement of customer rewards from 28 May.
- Customers can authorize a third party to redeem the rewards by completing the Authorization Slip on the notification letter and give the signed slip to the Authorized person for redemption.
- Overseas Customers are advised to call AIA Customer Hotline at (852) 2232 8888 to indicate the preferred redemption location 2 days in advance for reservation.
- Customers, or the authorized person, should redeem at the designated redemption location by 31 July. Late redemptions will not be accepted.
- Customers, or the authorized person, should sign the Acknowledgement of Receipt upon receiving the rewards.
- Acknowledgement of Receipt will be kept for no more than 6 months and the personal data is collected for verification purpose only and will not be transferred to third parties.

| | |
|--|---|
| Redemption locations in Hong Kong for overseas customers | AIA Wealth Select Center 12/F, AIA Tower, 183 Electric Road, North Point, Hong Kong Opening Hour: Mon-Fri 8:45am - 6:00pm (Sat, Sun & Public Holidays Closed) |
| | AIA Reception Hall Suites 2702, 27/F, Tower 1, The Gateway, Harbour City, Tsim Sha Tsui, Kowloon Opening Hour: Mon-Fri 8:45am – 1:00pm; 2:00 – 6:00pm (Sat, Sun & Public Holidays Closed) |

Kindly convey the above message to all your fellow qualified Technical Representatives. For any enquiries, please feel free to call our Brokerage & IFA Hotline 3972 8899.



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「龍騰報喜」客戶推廣活動已經完滿結束。成功於推廣期內（2012 年 2 月 6 日至 3 月 31 日）投保個人人壽或個人意外保單的客戶，而其「初次繳交首年保費」達 1,299 美元或以上（以每張保單計算）可獲享「上海灘」龍香檳杯及/或 AIA 龍年限量版酒杯掛飾*。

*以「初次繳交首年保費」要求而定（詳情請參閱宣傳單張）

客戶獎賞派發及換領將於 2012 年 5 月開始，詳情如下：

客戶獎賞派發及換領概要

| | 客戶通知信 | 獎賞派發及換領日期 | 獎賞派發及換領方法 |
|------|----------------------|-----------------------------|---|
| 香港客戶 | 獲得酒杯掛飾的客戶 | | 由快遞公司（順豐速運）直接快遞予客戶 |
| | 不適用 | 5 月 18 日 - 6 月 8 日 | |
| | 獲得酒杯掛飾及「上海灘」龍香檳杯的客戶 | | |
| | 5 月 17 日前寄出 | 5 月 21 日 - 6 月 30 日 | |
| 海外客戶 | 所有獎賞： 5 月 28 日前寄出 | 所有獎賞： 5 月 28 日– 7 月 31 日 | 於指定地點換領獎賞 香港：北角「友邦財駿中心」 尖沙咀「友邦接待中心」 |

客戶獎賞派發及換領詳情

香港客戶

- 友邦授權的快遞公司 -- 順豐速運(S.F. Express)將會直接快遞獎賞予客戶。發送快遞前，會有專人致電通知客戶及確認收貨地址及時間。
- 獲得酒杯掛飾及「上海灘」龍香檳杯的客戶，將於 2012 年 5 月 17 日之前收到客戶獎賞通知書，通知客戶所獲的獎賞。
- 獲得酒杯掛飾及「上海灘」龍香檳杯的客戶，將於 2012 年 5 月 21 日至 6 月 30 日收到客戶獎賞。
- 而獲得酒杯掛飾的客戶，將於 2012 年 5 月 18 日至 6 月 8 日收到客戶獎賞。
- 客戶可於快遞公司致電確認收貨地址及時間時，更改送貨地點，快遞公司將不會向收件者額外收費。

海外客戶

- 獲客戶獎賞的客戶會於 2012 年 5 月 28 日起收到客戶獎賞通知書，通知客戶所獲的獎賞。
- 海外客戶可授權第三者換領獎賞，客戶只需填妥換領信上的授權人姓名及簽署，並將通知書交予授權人於指定期間換領便可。
- 於香港換領獎賞的海外客戶必須於換領獎賞前兩天致電 AIA 客戶熱線(852) 2232 8888 預約，並確認換領地點。
- 客戶或授權人必須於 2012 年 7 月 31 日或之前到地點換領獎賞。逾時換領獎賞恕不受理。

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- 客戶換領獎賞時，必須簽妥客戶獎賞換領通知書上的確認收條。
- 確認收條於換領禮品後會被收回及存檔，並於換領期過後六個月內消毀。所有資料只作核對用途並不會轉交第三者或業務代表。

| | |
|-----------------|---|
| 海外客戶於香港的獎賞換領地點： | 北角「友邦財駿中心」 香港北角電氣道 183 號友邦廣場 12 樓 服務時間：星期一至五上午 8 時 45 分至下午 6 時正 (星期六、日及公眾假期休息) |
| | 尖沙咀「友邦接待中心」 九龍尖沙咀海港城港威大廈 1 座 27 樓 2702 室 服務時間：星期一至五上午 8 時 45 分至下午 1 時正； 下午 2 時正至 6 時正 (星期六、日及公眾假期休息) |

請將以上訊息傳予相關合資格業務代表。如有任何疑問，請致電保險及理財顧問熱線 3972 8899。

Best regards,

Raymond Young
Assistant Vice President &
Head of Brokerage and IFA Services

Note: "AIA Hong Kong", "AIA", "we", "our" or "Company" herein refers to American International Assurance Company (Bermuda) Limited.

於這通告內所提及的「AIA Hong Kong」、「AIA」、「我們」或「公司」是指美國友邦保險(百慕達)有限公司 (於百慕達註冊成立之有限公司)。