

**AIA Hong Kong**

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Memo

Attn: All Business Partners

From: Anne Weedon

Dept: Partnership Distribution

Date: 18 January 2013

Total page: 2

Subject: (Ref: A2013011) Worldwide Assistance Services – Cessation of International Operator-assisted Call Service from Hong Kong Telecommunications Limited (HKT)
全球支援服務 – 香港電訊有限公司 (“香港電訊”) 終止接線生代駁國際電話服務通知

友邦香港接獲香港電訊有限公司 (“香港電訊”)的通知由於科技的發展使國際長途直撥電話(IDD)已趨多元化，並已取代傳統由接線生代駁國際電話服務，所以引致有關的海外服務電話包括叫人(致電指定接聽者)、叫號(致電並由任何人接聽)和對方付款電話服務(可由受話人支付電話費用)的使用量偏低。因此，香港電訊決定於 2013 年 3 月 1 日正式終止此項服務。

由於將來不再提供此項電話服務，香港電訊建議友邦香港的客人若有需要時，可使用當地國際長途電話服務或全球通電話卡致電“美國國際支援服務”。

雖然友邦香港的全球支援服務沒有錄得任何使用此項電話服務的記錄，但為了確保友邦香港能一如既往有充足的準備和提供卓越的客戶服務，友邦香港會實行以下的措施：

1. 更新“美國國際支援服務”熱線講稿：由 2013 年 2 月開始會有一段新講稿提醒客人，

X 先生/小姐，想提提你，電訊公司將在今年 3 月 1 日開始停止提供“對方付款電話服務”服務。所以如果你係海外需要聯絡我哋，請使用當地國際長途電話服務或全球通電話卡致電“美國國際支援服務”熱線(852) 2528 9911。

2. 當“美國國際支援服務”熱線職員識別到來電是使用“國際長途電話”致電要求友邦香港提供支援服務時，熱線職員會立即致電回覆。

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。

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Hong Kong Telecommunications Limited ("HKT") has informed AIA Hong Kong that due to technology evolution availability of a wide range of feature-rich IDD solutions has replaced traditional International Operator-assisted Call Service ("Service"). This has resulted in "LOW usage" of overseas service calls including person-to-person calls (call to a specific call recipient), station-to-station calls (call to any call recipient) and collect calls (calls paid by call recipient). HKT has therefore decided to discontinue this Service effective 1 March 2013.

With the unavailability of the Collect Call Service in the future, HKT has advised that AIA Hong Kong's clients use the IDD or Global Calling Card to call our AIAS whenever is required.

Our Worldwide Assistance Services program records show "zero collect calls" made. However, to ensure AIA Hong Kong's preparedness and excellence in customer service as always, we have put in place the following action plan:

- 1) AIAS Hotline Script update: will post a new script beginning the month of Feb 2013 to alert customer

(Mr./ Ms X, please be reminded that collect call service is being discontinued by the telecommunication company from 1 March 2013. To contact AIA Hong Kong from an overseas location after 1 March 2013, please use the local overseas IDD service or Global Calling card to call our AIAS Hotline (852) 2528 9911.

- 2) AIAS Hotline staff would promptly call back the client once they recognise it is overseas IDD call requiring our assistance service.

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

Regards,

Anne Weedon
Head of Partnership Distribution

注意 Note:

於這通告內所提及的「友邦香港」是指美國友邦保險(百慕達)有限公司。

"AIA Hong Kong" or "our" or "we" as used herein refers to American International Assurance Company (Bermuda) Limited.