


Frequently Asked Questions from Customers

Changes of Controlling Shareholders and New Brand Name

1	What is the change about controlling shareholders of Aviva Life Insurance Company Limited (the “Company”)?
	<p>In January 2017, Aviva plc publicly announced that it had entered into a Sale and Purchase Agreement on 20 January 2017 with Hillhouse Capital (“Hillhouse”) and Tencent Holdings Limited (“Tencent”) whereby Aviva plc would hold 40%, Hillhouse would hold 40% and Tencent would hold 20% respectively in the Company (the “transaction”). With the transaction completed in February 2018, the Company has changed from a wholly owned indirect subsidiary of Aviva plc to one through entities controlled by Aviva plc., Hillhouse, and Tencent.</p> <p>For details and the background of our shareholders, you may refer to the below press releases:</p> <p>http://aviva.com.hk/en/media/aviva-newsroom/news_0067.html</p> <p>http://aviva.com.hk/en/media/aviva-newsroom/news_0070.html</p>
2	Why is there a change of controlling shareholders of the Company?
	<p>In the new digital era, we believe the technical knowledge and resources of the three shareholders will transform the Company into one focused on innovating frictionless digital delivery of insurance products to customers.</p>
3	With the completion of the transaction, is the Company an authorised insurer?
	<p>Yes, the Company is still an authorised insurer under Insurance Authority in compliance with the Insurance Ordinance.</p>
4	With the changes in controlling shareholders and new brand name, would the use of my personal data be impacted?
	<p>We comply with all Hong Kong laws and regulations regarding personal data. Personal data will be used for the purpose for which the data is originally collected or for a directly related purpose, unless we obtain a voluntary and explicit consent with a new purpose from you.</p>
5	Why is there a new brand name "Blue"?
	<p>"Blue" is the new trade name of the Company for our digital insurance business, with a logo below:</p>  <p>With our new brand "Blue", we aspire to empower all customers to protect what's important to them and make their lives easy. We do so by offering simple and flexible insurance plans online. By answering just a few health questions, customers can get the life protection they need.</p>
6	What if I want to learn more about the brand "Blue"?
	<p>You may visit the website of "Blue" at www.blue.com.hk to learn more about the new brand and products.</p>

Customer Services

1	I am currently holding Aviva Hong Kong policies. Are there any impacts to me?
	<p>As our valued customer, you can rest assured that the change of controlling shareholders and brand name does not bring any changes to your existing policies including the benefits, fees, charges, features, or provisions. Your point of contact remains unchanged too, which means that you can login Aviva Online at www.aviva.com.hk, call the Aviva hotline, and receive communications including anniversary statements from Aviva Hong Kong.</p> <p>Our business, organisation and corporate governance of Aviva Hong Kong will continue as usual.</p>
2	Will you issue a new policy with the changes in company name and logo?
	<p>With the completion of the transaction, "Aviva Life Insurance Company Limited" remains as the registered name of the Company. Your existing policy remains unchanged and will continue to be in force under the brand of "Aviva Life Insurance Company Limited"; hence no new policies will be issued.</p>
3	Can I still view details of or make changes to my existing policies?
	<p>Yes, you can login Aviva Online to view and manage your policy details. You can also visit www.aviva.com.hk as usual to download the forms for policy changes, or simply contact us through our Customer Service Hotline (852) 3929 3948 for assistance.</p>
4	Will I still be able to purchase the previous Aviva products?
	<p>No, the previous Aviva products will not be available anymore. For new products, you may visit the online platform of "Blue" at www.blue.com.hk.</p>
5	Will I still be able to purchase insurance plans from my existing broker?
	<p>The Company will focus on offering digital delivery of a new suite of insurance products directly to customers. New products will be provided via the online platform of "Blue" at www.blue.com.hk.</p>

If you have any questions about your Aviva policies, shareholding changes, and new brand name, feel free to contact our Customer Service Department:

Hotline: (852) 3929 3948

Email: enquiry@aviva-asia.com

公司控股股東變更及新品牌

1	英傑華人壽保險有限公司(「英傑華香港」)控股股東有甚麼變更?
	<p>英傑華集團(Aviva plc)於二零一七年一月二十日宣佈，其公司已在當日與高瓴資本及騰訊控股有限公司簽訂買賣協議，英傑華集團及高瓴資本將各持有英傑華香港四成股份，騰訊控股有限公司將持有英傑華香港餘下的兩成股份。此交易已於二零一八年二月完成，英傑華集團(Aviva plc)、高瓴資本及騰訊控股有限公司將成為英傑華香港的最終股權持有人，並按上述比例持有權益。</p> <p>若想了解更多及控股股東的資料，您可參閱以下的新聞稿：</p> <p>http://aviva.com.hk/tc/media/aviva-newsroom/news_0067.html</p> <p>http://aviva.com.hk/tc/media/aviva-newsroom/news_0070.html</p>
2	為何英傑華香港會有控股股東的變更?
	<p>我們深信結集三方股東的專業知識及資源，本公司將可專注為客戶提供創新的保險產品及方便快捷的網上體驗。</p>
3	英傑華香港仍然是獲授權保險公司嗎?
	<p>對，本公司仍是獲授權保險公司，繼續受保險業監管局及保險條例監督。</p>
4	控股股東變更及新品牌成立後，我的個人資料用途會受影響嗎?
	<p>我們遵守所有香港有關個人資料的法律和條例。除非得到資料當事人自願和明確的同意，個人資料只限用於收集時述明的目的，或直接相關的目的。</p>
5	為何會有全新品牌「Blue」?
	<p>「Blue」是公司網上保險業務的營業名稱，商標如下：</p>  <p>藉全新品牌「Blue」，我們致力將保險變得簡單輕易，讓客戶放心生活。「Blue」於網上提供簡易靈活的計劃，客戶只需回答數條有關健康狀況的問題，便可獲取所需保障。</p>
6	我可以如何了解更多有關「Blue」的資料?
	<p>您可瀏覽www.blue.com.hk了解「Blue」的品牌及產品。</p>

客戶服務

1	我現正持有英傑華香港的保單。控股股東的變更及新品牌對我有何影響？
	<p>作為我們尊貴的客戶，您可放心此交易並不會影響您的保障計劃內容（包括保障、保費、收費、特點及條款等）。我們仍會向您提供服務，您可如常瀏覽www.aviva.com.hk 並登入 Aviva Online，致電我們的客戶服務熱線，並且繼續收到我們的通訊（包括周年報表）。</p> <p>本公司的所有業務、組織及企業管理亦皆會維持不變。</p>
2	公司會否重發一份印有新品牌及商標的保單？
	<p>控股股東變更交易完成後，「英傑華人壽保險有限公司」("Aviva Life Insurance Company Limited")仍是有效的公司註冊名稱。您現有的保單會繼續使用「英傑華人壽保險有限公司」("Aviva Life Insurance Company Limited")的名稱及商標，並且仍然生效，因此公司不會重發新保單。</p>
3	我仍可查詢或更改現有保單的資料嗎？
	<p>您仍可登入 Aviva Online 瀏覽及管理保單資料。如需更改保單資料，您可照常於www.aviva.com.hk下載有關表格，或致電我們的客戶服務熱線(852) 3929 2948。</p>
4	我可以購買英傑華香港舊有保險產品嗎？
	<p>公司將不會繼續銷售英傑華香港舊有的保險產品。如有興趣購買「Blue」的新產品，請瀏覽www.blue.com.hk。</p>
5	我可以透過中介人購買公司的保險產品嗎？
	<p>公司將專注發展數碼化保險業務，並透過「Blue」網上平台www.blue.com.hk提供新的保險產品。</p>

若您對英傑華香港的保單、控股股東的變更及新品牌有任何疑問，歡迎聯絡我們的客戶服務部：

電話：(852) 3929 3948

電郵：enquiry@aviva-asia.com