

April 2022

SERVICE ARRANGEMENT OF HONG KONG LIFE

In response to the latest epidemic situation of the Coronavirus Disease 2019 (COVID-19), from now on, our service arrangements are as follows:

- (1) Our office is re-opened to the public and walk-in service is resumed as normal.
- (2) Both Customer Service Hotline ((852) 2290 2882) and Email Enquiry Service (HongKongLifeCS@hklife.com.hk) shall remain as usual, and our office hours are from Monday to Friday (except public holidays), from 9:00 am to 6:00 pm.

Apart from Customer Service Hotline and Email Enquiry Service, you can also

- (1) visit the "Client Corner" on our website: <https://www.hklife.com.hk/tc/home/index.html>.
- (2) download "HKLife" App. (For details of the "HKLife" App, you can refer to the below website: <https://www.hklife.com.hk/en/customer-services/hklifeapp/index.html>)

After logging into the e-Service account, you can keep abreast of the latest policy information at anytime and anywhere.

