

Press Release

Hong Kong Life has launched Emergency Support Services Support Residents of Wang Fuk Court

Hong Kong, 5 December 2025 — Hong Kong Life Insurance Limited (“Hong Kong Life”) has launched multiple relief measures to support affected customers and their families of Wang Fuk Court through this difficult time:

24-hours Policy Supporting Hotline: 9171 7220

- A dedicated hotline 9171 7220 has been set up, with specialists available around the clock to closely follow up on cases and answer inquiries regarding coverage, claims, and various support services.

Streamlined Claims Process

- **Priority Claims Handling:** All claims related to the incident will be reviewed and approved with priority.
- **Flexible Documentation:** Submission of medical reports, death certificates, and other documents may be deferred, with certain requirements waived where appropriate.
- **Fast-Track Payments:** Life, hospitalization, and accident claims can be initiated with only basic information or simple documents, with full documentation to be provided later.
- **Dedicated Case Support:** Specialists will assist customers throughout the claims process, ensuring it is simplified and expedited.

Financial and Administrative Support

- **Loan Interest Waiver:** Policy loan interest for affected customers will be waived.
- **Extended Premium Grace Period:** Customers unable to pay premiums on time will be granted an extended grace period, with policies remaining valid and related interest waived.
- **Simplify the policy reinstatement process:** Waive the requirement for submitting health statements and exempt late payment interest, assisting clients in reinstating their coverage.
- **Administrative Fee Waiver:** No administrative fees will be charged for policy reissuance.
- **Dedicated Service:** Specialists will provide one-on-one support for inquiries related to coverage and policy services.

Commitment

Hong Kong Life pledges to uphold a spirit of speed, flexibility, and care, striving to support

affected customers and their families in overcoming this challenging time.

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About Hong Kong Life

Hong Kong Life Insurance Limited ("Hong Kong Life") was established in 2001 and is committed in providing customers with comprehensive and convenient insurance and wealth management services through an extensive distribution network of approximately 130 distribution locations, including Chong Hing Bank, CMB Wing Lung Bank, OCBC Bank (Hong Kong), and Shanghai Commercial Bank. Since 9 October 2025, Hong Kong Life has officially become a member of the Yuexiu Group, following the successful completion of the acquisition of Hong Kong Life by Yue Xiu Enterprises (Holdings) Limited ("Yuexiu").

About Yuexiu

Yuexiu Group is a conglomerate ranking top in asset size among all state-owned enterprises in Guangzhou, having strong presence across different sectors including banking and finance, real estate, transportation infrastructure and food, etc. Yuexiu Group holds six listed platforms, namely Yuexiu Property (123.HK), Yuexiu Transport Infrastructure (1052.HK), Yuexiu Real Estate Investment Trust (405.HK), Yuexiu Services (6626.HK), Yuexiu Financial Holdings Group Co. Ltd. (000987.SZ) and China Asset Management – Yuexiu Highway REIT (180202.SZ). Yuexiu is the holding company of Chong Hing Bank Limited and Chong Hing Insurance Company Limited.