

Press Release

19 December 2016

BOC Life launches new E-payment Service

BOC Group Life Assurance Company Limited (“BOC Life”) announced to launch “Electronic Bill Presentment and Payment” (“EBPP”) Service for policy premium payment, where BOC Life is the first insurer to use this e-payment platform in the market. In addition, its customers can now use Apple Pay and Android Pay to settle insurance premiums and enjoy innovative and diversified e-payment services.

Mrs. Charity Au, Chief Operating Officer of BOC Life said, “With higher popularity and security of e-payment solution, customer services of the insurance industry should keep abreast of it. With a focus on innovation, BOC Life pioneers the launch of new e-payment service which is convenient and time saving. It also reduces paper consumption and helps to protect the environment.”

To use EBPP, customers can simply select this service in their internet banking account without the need to pay any charge. This e-payment platform is launched by Hong Kong Monetary Authority and available in internet banking accounts of many local banks. It is applicable to settle the payment in HKD, USD and RMB. As the first insurer using this service, BOC Life makes the whole process electronic with one-stop service from viewing the bill to settling payment online, which further enhance the standard of customer service. Customers can also receive payment reminder, view and pay the bill anytime and anywhere via the internet banking services offered by their own banks. They can also set the date of payment to ensure that the premium will be paid on time.

“It is encouraging that many customers have already registered for this service after BOC Life launched it,” Mrs. Au said.

At the same time, customers can also use Apple Pay or Android Pay to pay policy premium in the Customer Service Centre of BOC Life after downloading and installing the apps on their mobile phone. It is safer, convenient and hassle-free as they no longer need to bring cash or cheque. The payment amount and number of transactions are subject to the setting of account.

For more details about the above e-payment services, customers can consult relevant service providers or call BOC Life customer service hotline at (852) 2860 0688.

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About BOC Group Life Assurance Company Limited

BOC Group Life Assurance Company Limited (“BOC Life”) was founded in Hong Kong and has served the local market for years. We have grown to be one of the top life insurance companies in Hong Kong, with a commitment to offering comprehensive services in life insurance, wealth management and retirement protection. BOC Life’s shareholding is owned by BOC Hong Kong (Holdings) Limited and Bank of China Group Insurance Company Limited. In addition to the channels of tied agency, brokerage, telemarketing and eChannel, BOC Life distributes its acclaimed life products in Hong Kong via the professional relationship managers at more than 220 branches of Bank of China (Hong Kong) Limited and Chiyu Banking Corporation Limited as well as the branches of Nanyang Commercial Bank. We strive to provide our customers with tailored insurance and financial planning services that meet their unique needs and personal financial planning.

BOC Life’s solid financial strength has been affirmed by international rating agencies, including the financial strength ratings of “A” by Standard & Poor’s, and “A2” by Moody’s Investors Service.