

Press Release

29 December 2016

BOC Life “Easy Claims” Pioneers Instant Online Approval

BOC Group Life Assurance Company Limited (“BOC Life”) announced the launch of “Easy Claims”, the first online claim service with instant approval in Hong Kong. Customers can enjoy an easier and convenient online submission process to get their claim approval immediately. “Easy Claims” is applicable to the Medi-Dollars Hospital Cash Plan provided by BOC Life.

Ms Charity Au, Chief Operating Officer of BOC Life said, “BOC Life continues to simplify the claim process through electronic means, making it more convenient for customers. After hospitalization, they are eager to complete the claim application and know the result as early as possible. Easy Claims is innovating the traditional way of handling claims and delivers the true benefit of easy buy and easy claim.”

Using “Easy Claims” service is simple. BOC Life customers can log into its e-Service accounts (www.boclifeonline.com), complete simple questions and attach a copy of medical proof. The application will be approved instantly. This service is applicable to hospital confinement in Hong Kong not exceeding 2 days and covers 20 specified illnesses under the Medi-Dollars Hospital Cash Plan.

The above information is for reference only. For more details, please refer to the terms and conditions of “Easy Claims” or contact 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 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.

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.