

Change of Companies' Names – Customer FAQs

公司名稱更改 – 客戶問題與答案 (中文版請參閱第 10 頁)

General Questions

1. Why rename?

- The renaming is a part of FWD Group's ("FWD") project of rebranding its two acquired entities, MetLife Limited and Metropolitan Life Insurance Company of Hong Kong Limited (collectively, "MetLife Hong Kong"), to be integrated to FWD Hong Kong.
- The acquisition was made from FWD Management Holdings Limited, the Hong Kong incorporated and registered business of FWD Group and was completed on 30 June, 2020 with the approval from the Insurance Authority of Hong Kong.

2. What are the new official legal entity names of the acquired companies?

- The company names of MetLife Limited and Metropolitan Life Insurance Company of Hong Kong Limited have been changed to the registered names below:
 - FWD Life (Hong Kong) Limited; and
 - FWD Life Assurance Company (Hong Kong) Limited,Collectively named "FWD Assurance".
- The two companies have been successfully rebranded and integrated into the FWD brand to form part of FWD Hong Kong.

3. When will the new legal entity names be used officially?

- We start using the official legal entity names from 28 September, 2020.

4. What are the changes to strategy following renaming and rebranding of the businesses?

- FWD Assurance has been integrated to FWD Hong Kong's multi-channel strategy. The integration of businesses strengthens FWD's presence and market share in the Hong Kong insurance market, and create distribution synergies across the tied agency and telemarketing channels.
- The renaming and rebranding will not have adverse effect on customers' policies and their provisions. All existing customers of FWD Assurance will continue to receive the protection, benefits and services in accordance with the policy provisions and all existing policies' contractual obligations will continue to be honoured by FWD Assurance and are not affected by the name change.

5. Will there be any impact on customers' policies after the change of companies' names?
 - The change of controlling shareholder, and renaming of and rebranding for the businesses will not have adverse effect on existing customers' policies and their provisions.
 - All existing customers of FWD Assurance will continue to receive the protection, benefits and services in accordance with the provisions of their policies and all existing policies' contractual obligations will continue to be honoured by FWD Assurance and are not affected by the name change.
6. Will the customer service hotline remain unchanged? Or whom should customers contact for enquiries about the companies' names change?
 - Yes. Customers can call the existing customer service hotline as usual.
 - For any enquiries, customers of FWD Assurance can contact our service hotline on 2199 1000 during office hours, Monday to Friday 9:00 a.m. to 6:00 p.m. and Saturday 9:00 a.m. to 1:00 p.m. (except public holidays).
 - Our dedicated service teams will provide to customers with relevant information. Our team will continue to provide professional and high quality services to our customers.

Customer Questions

7. When and by what means will customers be notified of the change of companies' names and rebranding?
 - A customer notification will be sent to all existing MetLife Hong Kong policyowners by mail regarding the change of companies' names and rebranding. Customers can expect to receive the notification within one month from companies' names change.
 - Moreover, we have put up customer notification and FAQs on FWD website fwdlife.hk for reference.

Customer Services related

8. Why does your service hotline greeting say "FWD Assurance" which is different from your company names?
 - "FWD Assurance" is the collective name that FWD has assigned for the two acquired entities below for convenience in communication:
 - FWD Life (Hong Kong) Limited, formerly known as MetLife Limited, and
 - FWD Life Assurance Company (Hong Kong) Limited, formerly known as Metropolitan Life Insurance Company of Hong Kong Limited.

9. Now that FWD Assurance has been rebranded, are my policy and/or coverage affected?

- Customers can be assured that all existing policies' contractual obligations will continue to be honoured by FWD Assurance and the relevant protection, benefits and services in accordance with the policy provisions will continue to remain.
- Policies that have already been issued are still valid and in force until they expire.

10. It states in my policy document that the name of insurer is MetLife Limited or Metropolitan Life Insurance Company of Hong Kong Limited. Is my policy still valid?

- Yes. You are still covered, and your policy is still valid. All existing customers will not be affected by the changes in ownership and companies' names, all existing policies' contractual obligations will continue to be honoured by FWD Assurance.

11. I have taken out an insurance plan from MetLife Limited or Metropolitan Life Insurance Company of Hong Kong Limited, why is the plan name changed? Can you re-issue a new policy document under new company name to me?

- MetLife Limited and Metropolitan Life Insurance Company of Hong Kong Limited have been renamed as FWD Life (Hong Kong) Limited and FWD Life Assurance Company (Hong Kong) Limited respectively.
- "MetLife" and "Met" in all product names have been deleted with other minor changes made. Please refer to <https://fwdlife.hk/pdf/home/product-update.pdf> for the new product names.
- The change of companies' names will not affect your policy. We will continue to fulfill our commitment and to provide you with exemplary products and services.
- Policyholders/customers will not need to sign a new policy/document due to this name change.

12. I have taken out insurance plans from MetLife Limited, Metropolitan Life Insurance Company of Hong Kong and FWD Life Insurance Company (Bermuda) Limited. How do I know and identify which company from when I received their letters after the change of companies' names?

- The following list spells out the legal entities of respective life insurance companies of FWD Hong Kong:
 - MetLife Limited changed to FWD Life (Hong Kong) Limited;
 - Metropolitan Life Insurance Company of Hong Kong Limited changed to FWD Life Assurance Company (Hong Kong) Limited; and
 - FWD Life Insurance Company (Bermuda) Limited remains unchanged.

13. I have taken out insurance plans from MetLife Limited, Metropolitan Life Insurance Company of Hong Kong Limited and FWD Life Insurance Company (Bermuda) Limited. Will the three companies use same company name after the change of companies' names?

- No. The three companies represent three individual entities with their registered company names.
- MetLife Limited and Metropolitan Life Insurance Company of Hong Kong Limited have officially been renamed as FWD Life (Hong Kong) Limited and FWD Life Assurance Company (Hong Kong) Limited respectively effective from 28 September 2020.
- Please rest assured that the renaming and rebranding of the business and its product names will not have adverse effect on your policy and its provisions and it will continue to be honoured by FWD Assurance.

14. Do I need to sign a new policy with the new entity and set up new direct debit authorisation account?

- No. Customers do not need to sign a new policy or set up new direct debit authorisation account due to the change of companies' names.
- The change of controlling shareholder, and renaming of and rebranding for the business and its product names will not have adverse effect on customers' policies and their provisions. All existing customers of FWD Assurance will continue to receive the protection, benefits and services in accordance with the provisions of their policies' contractual obligations to be honoured by FWD Assurance and are not affected by the name change.

15. Are there any additional charges to my policy due to the rename and rebrand?

- No, your contribution amount for existing policy will not be affected. You also need to pay the Levy as stipulated by the Insurance Authority of Hong Kong.

16. I only authorise bank/credit card transfer of my premium to MetLife Limited or Metropolitan Life Insurance Company of Hong Kong Limited, why has the transfer been done to FWD without my authorisation?

- FWD Group ("FWD") completed the acquisition of MetLife Limited and Metropolitan Life Insurance Company of Hong Kong Limited on 30 June, 2020. These two acquired companies have started to be named FWD Life (Hong Kong) Limited and FWD Life Assurance Company (Hong Kong) Limited (collectively, "FWD Assurance") from 28 September, 2020.
- Customers do not need to set up new direct debit authorisation account due to the change of companies' names.

17. Due to the change of companies' names, can you re-issue the receipts of my previous premium payment under the company name of FWD?
- No. All the receipts issued before the completion of name change have been issued under MetLife Limited or Metropolitan Life Insurance Company of Hong Kong Limited.
18. Which company name should I write on the cheque after the change of companies' names?
- Effective from late November, 2020, the payee name will be changed as follows:
 - MetLife Limited changed to FWD Life (Hong Kong) Limited; and
 - Metropolitan Life Insurance Company of Hong Kong Limited changed to FWD Life Assurance Company (Hong Kong) Limited.
 - New bank payee details will be updated and shown on payment instruction notice to be mailed to policyholders accordingly.
19. Which company should I select for online transfer of premium or via PPS? Which account number or merchant code should I enter?
- For online transfer, you may select FWD Life (Hong Kong) Limited (formerly known as MetLife Limited) with account number 004-848-750758-001 (HKD)/004-848-750758-201 (USD) or FWD Life Assurance Company (Hong Kong) Limited (formerly known as Metropolitan Life Insurance Company of Hong Kong Limited) with account number 004-511-342719-001 (HKD)/004-511-342719-201 (USD), depending on the insurer of your policy;
 - For premium payment via PPS, we have been working with the vendor on the change of companies' names and it may take some time for the process to complete. To make premium payment via PPS, you may select merchant code 6500 for FWD Life (Hong Kong) Limited (formerly known as MetLife Limited) and 6501 for FWD Life Assurance Company (Hong Kong) Limited (formerly known as Metropolitan Life Insurance Company of Hong Kong Limited).
 - As the application of change of companies' names will involve administration process of different service providers, the process is expected to be completed in 4-6 months. In the meantime, you may continue to pay your premium under existing merchant names.
20. I found that the company name on PPS list is still showing MetLife Limited or Metropolitan Life Insurance Company of Hong Kong Limited, why is that?
- This is related to the administration process of different service providers. We have been working closely with PPS on the change of companies' names, which is expected to complete in the first quarter of 2021. In the meantime, you may continue to pay your premium under existing merchant names, and we will inform you of any updates in due course.

21. Is there any change of service email address after the change of companies' names?

- Our service email has been changed to info.hk@fwd.com.

22. I have taken out insurance plans from MetLife Limited, Metropolitan Life Insurance Company of Hong Kong Limited and FWD Life Insurance Company (Bermuda) Limited, can I pay premium or handle policy matters at any of FWD Insurance Solutions Centres?

- You can pay premium for or get services on matters of your policies underwritten by FWD Assurance (formerly known as MetLife Limited and Metropolitan Life Insurance Company of Hong Kong Limited) and FWD Life Insurance Company (Bermuda) Limited at our Insurance Solutions Centres.
- Please visit our Insurance Solutions Centres at;
 - Quarry Bay : 11/F, FWD Tower, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong

23. I have taken out insurance plans from MetLife Limited, Metropolitan Life Insurance Company of Hong Kong Limited and FWD Life Insurance Company (Bermuda) Limited, can I call the same service hotline or send to same email address to inquire of my policy information?

- Our service hotlines for respective companies remain unchanged, you can continue to contact us via existing channels.
- Our service email address has been changed to info.hk@fwd.com.

24. Will I be assigned a new agent/ broker?

- You will still be served by your existing agent unless he/she is no longer working at FWD, and we'll then assign a new agent to serve you.
- You will continue to be served by your broker.
- Rest assured that FWD will strive to provide the most suitable personalised services for its customers.

25. If I want to take out a new insurance plan, which company should I contact?

- If you would like to take out a new insurance plan, you can contact your existing agent unless he/she is no longer working at FWD, and we'll then assign a new agent to serve you.
- You may also contact our Customer Engagement Representatives at 3123 3123 to learn more of our product information.
- Rest assured that FWD will strive to provide the most suitable personalised services for its customers.

26. Can I still use existing forms on hand with the name of MetLife Limited or Metropolitan Life Insurance Company of Hong Kong Limited?

- No. After the change of companies' names, you will need to use new forms which can be downloaded from fwdlife.hk, or you can ask for the new forms from your agent.

Claims related

27. As the company names of MetLife Limited and Metropolitan Life Insurance Company of Hong Kong Limited have been changed, where should I submit claims application to after the death of policyowner?

- You can submit claims application through our Insurance Solutions Centres, by mail, or your agent.

28. If I need to make a claim. What should I do?

- Please follow normal claims process.
- You can also contact our service hotline on 2199-1000. Alternatively, you can email us at info.hk@fwd.com for assistance.

29. How do I file a claim and what documents do I need to submit?

- Please visit our website fwdlife.hk to download the claims forms and follow the claims process listed on the website.
- Alternatively, you can contact your agent or our service hotline on 2199-1000 or email us at info.hk@fwd.com for assistance.

30. Where should I send letters or documents to MetLife Limited or Metropolitan Life Insurance Company of Hong Kong Limited after the change of companies' names?

- You can send to our Insurance Solutions Centres, or mailing address provided in our website or forms.

Website related:

31. Will there be a new website or eService platform where customers can check fund prices or their policy details?

- A servicing website fwdlife.hk is developed especially for customers and policyowners of MetLife Hong Kong, which is now renamed as FWD Assurance, who can check fund prices and their policy details there.
- Alternatively, customers can visit www.fwd.com.hk where they can click the button of “EX-METLIFE HK CUSTOMERS” at the top navigation bar of the page to redirect to the servicing website.

32. What is the difference between www.metlife.com.hk and fwdlife.hk?

- FWD Assurance have been successfully renamed and rebranded and the website has been changed to fwdlife.hk.
- The website has been rebuilt and integrated into the FWD brand with a refreshing look and feel to provide better customer experience.
- [Fwdlife.hk](http://fwdlife.hk) is a servicing website for existing MetLife Hong Kong policyowners to check their policy details and download useful servicing forms. For product related information, it can be found at www.fwd.com.hk.

33. When I type “FWD” in search engine, I can only see www.fwd.com.hk. What is the difference between www.fwd.com.hk and fwdlife.hk?

- The former is the company website of FWD Hong Kong while the latter is the servicing website for customers of MetLife Hong Kong, which have now been collectively named as FWD Assurance following FWD’s acquisition. Both websites are wholly owned by FWD Group. You may visit fwd.com.hk/en/about for more information.
- If you are the policyowners of MetLife Hong Kong, we recommend you visit fwdlife.hk to find the information and/or servicing forms as required.

34. Can I download servicing form from www.fwd.com.hk for MetLife Hong Kong’s service requests? If I accidentally submitted the form downloaded from www.fwd.com.hk, do I need to re-fill and re-submit the form?

- If you are existing MetLife Hong Kong policyowners, we recommend you visit fwdlife.hk to find relevant information and/or servicing forms as required.
- In order to speed up the process, we recommend you to re-fill and re-submit the correct forms to us.

35. How can I login eService to manage my policy from fwdlife.hk?

- You can click the “Login” button at the top-right corner of the website and then click “Manage Your Policies Online” to access eService page.

36. Do I need a new set of login name and password to access the eService page?

- You may use your existing login information to access your eService page.

37. Why couldn't I find product information from fwdlife.hk?

- Fwdlife.hk is the servicing website for forms download and policy management purposes.
- If you would like to know more product information of FWD Hong Kong, please visit www.fwd.com.hk to learn more or contact our service hotline on 2199-1000 during office hours, Monday to Friday 9:00 a.m. to 6:00 p.m. and Saturday 9:00 a.m. to 1:00 p.m. (except public holidays).

-END-

常見問題

1. 為什麼要更改公司名稱？

- 更改公司名稱是富衛集團（「富衛」）就其收購的兩家公司 - 大都會人壽保險有限公司及美商大都會人壽保險香港有限公司（合稱「香港大都會人壽」）進行品牌重塑及整合至富衛香港計劃的一部份。
- 是次收購是透過富衛集團旗下於香港註冊的業務 - 「富衛控股有限公司」進行，並在獲得香港的保險業監管局批准後，於 2020 年 6 月 30 日完成。

2. 收購公司的新法定名稱是什麼？

- 大都會人壽保險有限公司及美商大都會人壽保險香港有限公司的註冊公司名稱分別更改如下：
 - 富衛人壽（香港）有限公司；及
 - 富衛人壽保險（香港）有限公司，合稱「富衛壽險」。
- 兩家公司的品牌重塑工作已順利完成，並已整合至富衛的品牌，成為富衛香港一部份。

3. 什麼時候會正式使用新名稱？

- 我們於 2020 年 9 月 28 日起正式使用新法定名稱。

4. 業務在名稱和品牌更改後整體策略上有什麼變化？

- 富衛壽險已整合至富衛香港的多元銷售渠道策略中。業務的整合有助進一步提升富衛在香港保險市場的地位及市場佔有率，並提升代理人及電話銷售渠道的協同效益。
- 是次公司名稱和品牌更改不會對客戶的保單及其條款構成負面影響。所有富衛壽險客戶將繼續根據保單條款享有保障、福利及服務，富衛壽險繼續履行合約的承諾承保所有客戶的現存保單，不受名稱轉變影響。

5. 公司名稱更改後會否對客戶的保單造成影響？

- 是次控股股東變更及業務名稱和品牌更改不會對客戶的保單及其條款構成負面影響。
- 所有現有富衛壽險客戶將繼續根據現存保單條款享有保障、福利及服務，富衛壽險將繼續履行合約的承諾承保所有現存保單，不受名稱轉變影響。

6. 客戶服務熱線是否維持不變？如對此轉變有任何疑問，客戶可與誰聯絡？

- 客戶可如常致電現有的客戶服務熱線與我們聯絡。
- 有關一般查詢，富衛壽險客戶可於辦公時間星期一至五早上九時至下午六時及星期六早上九時至下午一時（公眾假期除外），致電服務熱線 2199 1000 查詢。
- 我們的客戶服務團隊會提供有關此轉變的資訊，並繼續致力提供專業、優質的客戶服務。

常見問題

7. 客戶何時及通過什麼方式接收到相關公司名稱和品牌更改的資訊？

- 我們將於公司更改名稱後的一個月內以郵寄信件通知所有現有香港大都會人壽保單持有人有關公司名稱和品牌更改事宜。此外，我們會於網站 fwdlife.hk 上載客戶通知和客戶常見問題以供參閱。

有關客戶服務

8. 為什麼你的服務熱線問候語自稱「富衛壽險」，與你公司名稱不同？

- 「富衛壽險」是以下兩家被富衛收購的公司的正式合稱，以方便訊息溝通：
 - 富衛人壽（香港）有限公司（前為大都會人壽保險有限公司）；及
 - 富衛人壽保險（香港）有限公司（前為美商大都會人壽保險香港有限公司）。

9. 現在富衛壽險已重塑品牌，我的保單或保障會否有影響？

- 富衛壽險會繼續履行合約的承諾承保所有客戶的現存保單。客戶的現有保單不會有負面的影響，並根據保單條款繼續享有有關保障、福利及服務。
- 已獲簽發的保單仍然生效，直至有效期結束為止。

10. 我的保單文件列明大都會人壽保險有限公司或美商大都會人壽保險香港有限公司是保險商，那麼我的保單現在是否仍然有效？

- 是。您的保單仍然有效並受到保障。所有現有客戶不會因控股股東和公司名稱轉變而受到影響。富衛壽險將繼續履行合約的承諾承保所有現存保單。

11. 我投保了大都會人壽保險有限公司或美商大都會人壽保險香港有限公司的保單，為什麼我的保單計劃名稱改變了？你可否以新公司名稱再簽發一份新保單文件給我嗎？

- 大都會人壽保險有限公司及美商大都會人壽保險香港有限公司已分別正式改名為富衛人壽（香港）有限公司及富衛人壽保險（香港）有限公司。
- 所有以上公司產品名稱中的「MetLife」和「Met」亦已被刪除，並於其他部分作出輕微更改。欲查看最新產品名稱，請參考 <https://fwdlife.hk/pdf/home/product-update.pdf>。
- 此名稱轉變對客戶的保單並無任何影響，富衛壽險會繼續信守承諾，竭盡所能為客戶服務。
- 投保人/客戶並不需要因公司名稱的轉變而簽署新的保單/文件。

12. 我同時投保了大都會人壽保險有限公司、美商大都會人壽保險香港有限公司及富衛人壽保險(百慕達)有限公司的保單。公司改名後，我如何分辨信件由那間公司寄來？

- 以下詳列富衛香港的相關保險公司名稱以供參考：
 - 大都會人壽保險有限公司改名為富衛人壽（香港）有限公司
 - 美商大都會人壽保險香港有限公司改名為富衛人壽保險（香港）有限公司
 - 富衛人壽保險(百慕達)有限公司維持不變

13. 我同時投保了大都會人壽保險有限公司、美商大都會人壽保險香港有限公司及富衛人壽保險(百慕達)有限公司的保單，你們改名後，三家公司會否同用一家公司名稱？

- 不會。三家公司為獨立註冊公司。
- 大都會人壽保險有限公司及美商大都會人壽保險香港有限公司已分別正式改名為富衛人壽（香港）有限公司及富衛人壽保險（香港）有限公司。
- 請放心，業務及其產品名稱的更改和品牌重塑將不會對您的保單及其條款構成負面影響，並繼續由富衛壽險承保。

14. 我需要與新公司重新簽訂保單，及重新安排已設立的直接付款帳戶嗎？

- 客戶無需就是次公司名稱轉變而簽署新的保單或重新安排已設立的直接付款帳戶。
- 是次控股股東變更、公司及其產品的名稱和品牌更改不會對客戶的保單及其條款構成負面影響。所有富衛壽險現有客戶將繼續根據保單條款享有保障、福利及服務，富衛壽險將繼續履行合約的承諾承保所有現存保單，不受名稱轉變影響。

15. 公司名稱和品牌更改後，我的保單會否有額外費用？

- 沒有。您現有保單的保費供款額將不受影響。您亦須支付由香港的保險業監管局按法例規定收取的保費徵費。

16. 我只授權銀行/信用卡轉帳保費給大都會人壽保險有限公司或美商大都會人壽保險香港有限公司，為什麼未有經我授權已可以轉帳保費至富衛？

- 富衛集團(「富衛」)於 2020 年 6 月 30 日完成收購大都會人壽保險有限公司及美商大都會人壽保險香港有限公司，兩家公司名稱已分別改名為富衛人壽（香港）有限公司及富衛人壽保險（香港）有限公司，（合稱「富衛壽險」）。新公司名稱及品牌於 2020 年 9 月 28 日起正式使用。
- 客戶無需就是次公司名稱變更而簽署新的保單或重新安排已設立的直接付款帳戶。

17. 由於公司已改名，你可以用富衛公司名義再次發出之前已繳交保費的收據給我嗎？

- 不可以。公司改名前的收據會以大都會人壽保險有限公司或美商大都會人壽保險香港有限公司發出。

18. 公司改名後，支票抬頭應該寫那間公司？

- 由 2020 年 11 月底起，支票抬頭將改為：
 - 由大都會人壽保險有限公司改為富衛人壽（香港）有限公司；及
 - 由美商大都會人壽保險香港有限公司改名為富衛人壽保險（香港）有限公司
- 有關銀行收款人資料變更將顯示於我們郵寄給保單持有人的付款通知上。

19. 如我選擇網上過數或透過繳費靈繳交，應該選擇那間公司？要輸入什麼帳戶號碼或商戶編號？

- 如選擇網上轉帳，您可以根據保單的承保保險公司選擇富衛人壽（香港）有限公司(前為大都會人壽保險有限公司)，帳戶號碼 004-848-750758-001(港元) / 004-848-750758-201(美元) 或富衛人壽保險（香港）有限公司(前為美商大都會人壽保險香港有限公司)，帳戶號碼 004-511-342719-001 (港元) / 004-511-342719-201 (美元)。
- 我們現正與繳費靈處理更改公司名稱事宜，將需要一些時間完成有關手續。如您透過繳費靈支付保費，您可以選擇商戶編號 6500 付款給富衛人壽（香港）有限公司(前為大都會人壽保險有限公司)或商戶編號 6501 付款給富衛人壽保險（香港）有限公司(前為美商大都會人壽保險香港有限公司)。
- 由於申請公司名稱更改涉及不同服務供應商的行政流程，估計需時 4 至 6 個月時間完成。期間，您可以繼續以現有商戶名稱繳交保費。

20. 我發覺繳費靈列表上的公司名稱仍然顯示大都會人壽保險有限公司或美商大都會人壽保險香港有限公司，為什麼？

- 由於不同的服務供應商有不同的行政流程，我們已經就公司改名申請與繳費靈緊密聯繫，相信在 2021 年第一季可完成有關更改。期間，您可以繼續以現有商戶名稱繳交保費，我們會適時通知您有關更新事宜。

21. 公司名稱更改後，服務電郵地址會否改變？

- 我們的服務電郵地址已更改為 info.hk@fwd.com。

22. 我同時購買了大都會人壽保險有限公司、美商大都會人壽保險香港有限公司和富衛人壽保險(百慕達)有限公司的保單，我是否可以到任何一間富衛保險綜合服務中心繳交保費或辦理保單手續？

- 您可親臨我們的保險綜合服務中心，同時繳交由大都會人壽保險有限公司 (現稱「富衛人壽（香港）有限公司」)、美商大都會人壽保險香港有限公司 (現稱「富衛人壽保險（香港）有限公司」) (合稱「富衛壽險」)，及富衛人壽保險(百慕達)有限公司承保的保單保費或辦理保單手續，直至另行通知。
- 請親臨我們以下的保險綜合服務中心：
 - 香港鰂魚涌英皇道979號富衛中心11樓

23. 我同時購買了大都會人壽保險有限公司、美商大都會人壽保險香港有限公司和富衛人壽保險(百慕達)有限公司的保單，我可否致電同一個服務熱線或發電郵去同一個電郵地址，查詢我所有保單資料？

- 相關公司的服務熱線維持不變，請繼續透過現有渠道及平台聯絡我們。
- 我們的服務電郵地址已更改為 info.hk@fwd.com。

24. 我會有一個新的保險代理人／經紀跟進保單事宜嗎？

- 您的保單會繼續由現有的保險代理人跟進，除非有關代理人已不在富衛工作，我們將委派另一位代理人給您。
- 您的保險經紀會繼續為您處理保單事宜。
- 請放心，富衛時刻致力為客戶提供適切的個人化保險服務。

25. 如果我想投保新保單，應聯絡那間公司？

- 如您想投保新保單，可聯絡您的保險代理人，除非有關代理人已不在富衛工作，我們將委派另一位代理人給您。
- 您亦可以致電 3123 3123 與我們的客戶聯繫代表聯絡，了解更多產品資料。
- 請放心，富衛時刻致力為客戶提供適切的個人化保險服務。

26. 我可以繼續使用手上印有大都會人壽保險有限公司或美商大都會人壽保險香港有限公司名稱的表格嗎？

- 舊有表格不可以使用。公司名稱更改後，請您必須使用由 fwdlife.hk 下載的新表格。您亦可向代理人索取新表格。

有關理賠

27. 大都會人壽保險有限公司及美商大都會人壽保險香港有限公司的公司名稱已轉變，保單持有人身故後，我應向那裡提出索償？

- 我們的保險綜合服務中心及服務熱線維持不變，您可繼續透過我們的保險綜合服務中心、郵寄或保險代理人遞交索償申請。

28. 如我要提出索償，應如何做？

- 請依照有關理賠程序便可。
- 您可以致電服務熱線 2199-1000 與我們聯絡。此外，您亦可以電郵至 info.hk@fwd.com 尋求協助。

29. 我如何提出索償？需要提供什麼文件？

- 請登入我們網頁 fwdlife.hk 下載索償表格，並依照網址列出的理賠程序進行便可。
- 您亦可聯絡您的代理人或致電服務熱線 2199-1000 或電郵至 info.hk@fwd.com 與我們聯絡。

30. 大都會人壽保險有限公司或美商大都會人壽保險香港有限公司的公司名稱更改後，我應寄信或文件到那裡？

- 您可郵寄至我們的保險綜合服務中心，或於我們網站或表格中所提供的郵寄地址。

有關網站

31. 會否有新網站或 eService 平台給客戶查詢基金價格或他們的保單資料？

- 我們已建立一個專為香港大都會人壽（現已改名為富衛壽險）客戶及保單持有人而設的服務網站 fwdlife.hk，客戶可查閱基金價格及他們的保單資料。另外，客戶可瀏覽 www.fwd.com.hk 並於網頁上方點繫「前香港大都會人壽客戶」，便可到達服務網站。

32. 舊網站 www.metlife.com.hk 與新網站 fwdlife.hk 有什麼不同？

- 富衛壽險的品牌重塑工作順利完成，並已與富衛品牌整合。公司網址亦轉變至 fwdlife.hk。
- 網站重建改版，與富衛品牌整合，展示出嶄新的形象，並提供更佳的客戶體驗。
- Fwdlife.hk 是一個專為現有香港大都會人壽保單持有人而設的服務網站，保單持有人可以查閱保單資料及下載有用的服務表格。產品資料方面，客戶可於富衛香港網站 www.fwd.com.hk 查閱。

33. 當我在搜尋引擎(search engine)打「富衛」一詞時，我只看到 www.fwd.com.hk。這個網站與 fwdlife.hk 有什麼分別？

- 前者是富衛香港之網站，而後者是富衛完成收購香港大都會人壽（現統稱為富衛壽險）後為有關客戶而設的服務網站。這兩個網站均為富衛集團所擁有。您可瀏覽 fwd.com.hk/tc/about/，以了解更多。
- 如您是香港大都會人壽的保單持有人，我們建議您瀏覽 fwdlife.hk 尋找所需要的資料及/或服務表格。

34. 我可以從 www.fwd.com.hk 下載保單服務表格向香港大都會人壽提出服務要求嗎？如我不小心填寫並遞交了從 www.fwd.com.hk 下載的保單服務表格，我需要重新填寫嗎？

- 若您是現有香港大都會人壽的保單持有人，我們建議您瀏覽 fwdlife.hk 尋找所需要的資料及/或服務表格。
- 為更快完成有關程序，我們建議您重新填寫及遞交正確的表格。

35. 我如何從 fwdlife.hk 登入 eService 管理我的保單嗎？

- 您可點繫網頁右上方的「登入」按鈕，並點選「網上管理保單」即可轉至 eService 的登入頁面。

36. 我需要用新的登入名稱和密碼登入 eService 網頁嗎？

- 您可繼續以現有資料登入您的 eService 網頁。

37. 為何我不能在 fwdlife.hk 上查閱產品資料？

- Fwdlife.hk 是一個服務網站，只供客戶下載表格和管理保單事宜。
- 如欲了解更多富衛香港的產品資訊，請瀏覽 www.fwd.com.hk 或請於辦公時間星期一至五早上九時至下午六時及星期六早上九時至下午一時（公眾假期除外）致電我們的服務熱線 2199 1000 查詢。

- 完 -