



友邦香港

香港北角電氣道 183 號
友邦廣場 12 樓

AIA Hong Kong

12/F, AIA Tower
183 Electric Road
North Point
Hong Kong

PRIVATE & CONFIDENTIAL

15 September 2023

Dear Customer,

Re: Beware of Bogus Calls

We have from time to time received intelligence and complaints regarding unsolicited calls and telephone marketing activities involving suspected fraudulent or improper acts. These individuals falsely claimed to be AIA staff/financial planners who can help our clients withdrawing their MPF benefits in return for taking a proportion of the withdrawn MPF benefits as handling charge or commission fee.

We would like to reiterate here that please be vigilant, stay alert and remember:

1. Your MPF benefits may only be withdrawn under the prescribed circumstances set out in the Mandatory Provident Fund Schemes Ordinance with no charge or handling fee.
2. Beware of phishing calls and messages.
3. Do not disclose your MPF account details and personal information to any unknown third party or dubious callers.
4. AIA is not affiliated with any third-party websites or mobile apps. Our official website is aia.com.hk. Please ensure you are on our official website or using AIA Connect app viewing your MPF account information and change your login password regularly.
5. Do not sign on any blank or incomplete forms.

If you are approached by someone who claims to be representing AIA in a manner that raises any doubt or suspicion in your mind, please contact our Customer Hotline on (852) 2200 6288 to verify the caller's identity.

AIA Corporate Solutions

Postal Address: 8/F, AIA Financial Centre, 712 Prince Edward Road East, Kowloon, Hong Kong
郵寄地址：香港九龍太子道東712號友邦九龍金融中心8樓

"AIA" or "AIA Hong Kong" herein refers to AIA International Limited (Incorporated in Bermuda with limited liability).
「AIA」、「友邦」或「友邦香港」是指友邦保險(國際)有限公司(於百慕達註冊成立之有限公司)。



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私人密件

親愛的客戶：

慎防可疑來電

我們不時收到有關來自推銷電話及電話推銷活動的情報和投訴，當中涉及懷疑欺詐或不當行為。騙徒報稱是友邦香港員工/財務策劃顧問接觸我們的客戶，並聲稱可協助客戶提取其強積金權益，從中抽取部分提取金額作為服務費或佣金。

我們再次提醒，請保持警惕，時刻提高警覺並緊記：

1. 你只可在「強制性公積金計劃條例」訂明的情況下提取強積金，這並不涉及任何收費或手續費。
2. 提防虛假電話和訊息。
3. 切勿向來歷不明的第三方或可疑來電者透露強積金賬戶詳情或個人資料。
4. 友邦香港並沒有附屬於任何第三方的網頁或流動應用程式。我們的官方網站為 aia.com.hk。請確保你是連接至我們的官方網站或透過「友聯繫」流動應用程式以查閱強積金賬戶資料，並定期更改登入密碼。
5. 請勿在空白/尚未填妥的表格上簽署。

假若你對來電者報稱代表友邦香港有懷疑，請致電友邦香港客戶熱線(852)2200 6288，核實來電者身份。

友邦企業業務

2023 年 9 月 15 日

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