

Zurich International Life

Hong Kong Service Levels

The table below lists the expected service levels for a range of policy requests for our Zurich International Life customers. Please note that this is for reference only and a limited number of requests may take longer.

Request type	Expected service level
1. General enquiry for existing policy holders <ul style="list-style-type: none"> - Simple/Non-technical (e.g. Plan value, plan feature, policy status, payment method/status, form request, policy change procedure and requirement, online platform query, etc.) - Complex/Technical (e.g. Reinstatement, increment/decrement, refund status, multiple enquiries in single correspondence, illustration request, complex fund and pricing query, etc.) 	<ul style="list-style-type: none"> - Within two business days - Within four business days
2. Policy servicing transaction request (Form or relevant document/information received via email) <ul style="list-style-type: none"> - Simple/Non-technical (e.g. Change of: personal detail/beneficiary/method of payment/frequency, premium holiday, policy suspension etc.) - Complex/Technical (e.g. Policy reinstatement, increase/decrease in benefit, refund process, policy assignment, maturity, partial/full surrender etc.) 	<ul style="list-style-type: none"> - Within five business days - Within ten business days
3. Fund switching and redirection request are completed subject to fund allocation rule	<ul style="list-style-type: none"> - Two to five business days

Message for our business partners

Please monitor our servicing pipeline on Zurich International online (ZIO) to identify any requirements for policy servicing requests and follow up with your customers accordingly. Thank you!