

# Reinstatement procedure

## 保單復效流程

**Step 1 第一步：Complete the “[Premium change/reinstatement form](#)” below 完成「[保費更改/復效申請表格](#)」**

<https://www.zurich.com.hk/en/customer-services/life-policy-services/zurich-international-life>  
(with form sample – [Link](#))

<https://www.zurich.com.hk/zh-hk/customer-services/life-policy-services/zurich-international-life>  
(參考指引 - [連結](#))

**Step 2 第二步：Payment 繳付保費**

- For regular payment – please complete “[Method of payment form \(Hong Kong only\)](#)”  
定期保費 – 請完成「[付款表格 \(僅供香港使用\)](#)」
- For one month payment – please pay by cheque from policy payor payable to “Zurich International Life Limited”. Please state “Please reinstate one month only” on top of Premium change/reinstatement form page 1.  
只交一個月保費 – 請以保單持有人個人支票付款，支票抬頭為「Zurich International Life Limited」。另請於「保費更改/復效申請表格」第一頁註明「只復效一個月」。

**Step 3 第三步：Submission method 遞交方法**

- Premium change/reinstatement form + Method of payment form (Hong Kong only) – scanned copy (i.e. PDF from) and send to [helppoint.hk@hk.zurich.com](mailto:helppoint.hk@hk.zurich.com) from either your registered email or your licensed insurance intermediary registered email.  
保費更改/復效申請表格 + 付款表格 (僅供香港使用) – 可透過您或您的持牌保險中介人的登記電郵地址發送電子副本 (如：PDF 格式) 至 [helppoint.hk@hk.zurich.com](mailto:helppoint.hk@hk.zurich.com)。
- Premium change/reinstatement form + Cheque – send us the completed form and cheque directly or via your licensed insurance intermediary to our office: “[Zurich Insurance \(Hong Kong\)](#) – 25-26/F, One Island East, 18 Westlands Road, Island East, Hong Kong”.  
保費更改/復效申請表格 + 支票 – 可直接或透過您的持牌保險中介寄至我們的辦事處：蘇黎世保險 (香港) - 香港港島東華蘭路 18 號港島東中心 25-26 樓。

**Notes備註：**

1. Reinstatement will be complete within 15 working days if there is no outstanding requirement under normal situation.  
若無須遞交額外文件 / 資料，復效手續在正常情況下將於 15 個工作天內完成。
2. Please check with your licensed Insurance intermediary for the status.  
請聯絡您的持牌保險中介人查詢申請進度。
3. Dormancy charges may be deducted first but reversed later if the said document is received a couple of days prior to the deadline. Under this situation, you will still receive the dormancy charges communication. (applicable to Vista policies issued on or after Jan 2005 only) For more details, please contact our Customer Care Hotline + 852 3405 7150.  
若所需文件於期限前數個工作天收受，長期停止供款費用或會先從保單扣除，並將於之後退回至保單。在此情況下，您仍會收到確認信通知您的長期停止供款費用已從保單扣除（只適用於 2005 年 1 月 1 日後投保之豐盛人生計劃保單）。有關詳情，請聯我們的客戶服務熱線 + 852 3405 7150。

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Registered in the Isle of Man number 20126C.

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