

User Guide for "Customer Interactive Voice Response System"

To enhance our service quality and handle customers' inquiries more effectively, FTLife launches a new "Customer Interactive Voice Response System". You may refer to the user guide below for simpler and more efficient insurance services.

 **(852) 2866 8898**

▶ Step 1 : Select Language

Press

- 1** Cantonese **2** English **3** Putonghua

▶ Step 2 : Select Services

Main Menu

Press

- 1** Payment Channels Enquiry
- 2** Contact Information of Customer Service Centres
- 3** Exchange Rate Enquiry
- 4** Request Form via Fax
 - 1** Policy Service
 - 2** Claims
- 5** Service Guidelines
 - 1** Policy Change Guidelines
 - 2** Claims Guidelines
- 6** Policy Document Reprint
 - 1** Latest Anniversary Statement
 - 2** Latest Premium Notice
 - 3** Policy Summary
- 0** Contact Customer Service Representative

Tips : Press

- 7** - Repeat Menu Message **8** - Return to the Previous Menu **9** - Return to the Main Menu