



親愛的客戶：

此信函是關於富衛控股有限公司（「富衛」）於 2019 年 6 月 28 日宣佈達成協議，收購 MetLife, Inc. 全資附屬公司——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（統稱「香港大都會人壽」），是次交易需獲得相關監管機構批准。富衛控股有限公司是富衛集團在香港的註冊業務，為駐足亞洲的「盈科拓展集團」的保險業務。

我們會以「香港大都會人壽」運作至交易完成，而我亦在此保證我們會與富衛緊密合作，以確保交接過程順利且不會對客戶構成影響。現階段閣下的保單並沒有任何改變，而富衛將於完成收購後承保香港大都會人壽所有現存保單。

富衛以香港作為其主要及重點發展策略市場，品牌為人熟悉。自 2013 年成立以來，其領導團隊已在多個市場成功建立領導地位，富衛在泛亞洲的業務遍佈香港、澳門、泰國、印尼、菲律賓、新加坡、越南、日本及馬來西亞。

香港大都會人壽擁有優秀的管理層、專業的保險代理團隊，以及創新、屢獲殊榮的產品，伴客戶導航人生。兩家公司互補合作，於保險方面同樣秉持著以客為先的服務理念。富衛致力提升客戶體驗、提供簡單易明產品及便捷的索償程序，以及將運作數碼化，藉以改變大眾對保險的看法，亦因此惠及我們的客戶、員工、保險代理及合作伙伴。

感謝大家一直以來的支持。請放心，閣下的保單並沒有任何改變。香港大都會人壽的聯絡資料及客戶中心將維持不變。如有任何查詢，歡迎隨時與我們聯繫，我們樂意為閣下解答。

香港大都會人壽總經理
黃瑞萍 謹啟



Dear Customer,

I am writing to you regarding the announcement made on June 28, 2019 that FWD Management Holdings Limited (“FWD”), the Hong Kong registered business of FWD Group, which is the insurance arm of Asia-based Pacific Century Group, has entered into an agreement to acquire MetLife Limited and Metropolitan Life Insurance Company of Hong Kong Limited (collectively “MetLife Hong Kong”), wholly-owned subsidiaries of MetLife, Inc., subject to regulatory approvals.

We will continue to operate as MetLife Hong Kong until the completion of the transaction and I want to assure you that we are working closely with FWD to ensure that this transition is seamless for all our customers. Nothing changes for you at this time, and FWD will honour all MetLife policies after the change in ownership.

You will be familiar with FWD, for whom Hong Kong is their home market and a key strategic focus. Their leadership team collectively have an impressive track record of building market-leading businesses and since their establishment in 2013, FWD has grown to become a pan-Asian life insurer across Hong Kong, Macau, Thailand, Indonesia, the Philippines, Singapore, Vietnam, Japan and Malaysia.

MetLife Hong Kong has invested in building a strong management team, a respected and professional agency force, and developing innovative, award-winning products to help our customers navigate their lives. Our two businesses are highly complementary, and we share a belief in a customer-led approach to insurance. FWD’s commitment to customer experience, easy-to-understand products, simplified and shortened claim processes, and digitally-enabled operations aim to change the way people feel about insurance and will benefit all our customers, as well as our people, our agents, and our partners.

I would like to take this opportunity to thank you for your continuing support and would reiterate that nothing changes for you, our valued customer. All our contact information and service center details remain the same, and if you should have any questions, we would be happy to help answer these.

Yours sincerely,

Eva Wong
General Manager
MetLife Hong Kong