



**Blue Cross 藍十字**

An **AIA** Company 友邦保險成員公司

## Notice of Blue Cross's Office and Customer Service Centre Relocation

In light of our business expansion, our office and customer service centre will be relocated to the following new address with effect from 20 November 2023 (Monday) in order to provide you with a better customer experience:

**54/F Hopewell Centre, 183 Queen's Road East, Wan Chai, Hong Kong**

Any documents or mails delivered to our office within one month of relocation will be redirected to the above new address automatically as an interim arrangement. All future correspondence should be sent to the new address going forward. Our Customer Service Hotline and other contact details remain unchanged.

Tel: (852) 2839 6333

Fax: (852) 2263 7517

Email: [cs@bluecross.com.hk](mailto:cs@bluecross.com.hk)

Apart from visiting our Customer Service Centre in person, you may enjoy fast and convenient one-stop digital insurance services through visiting our website [www.bluecross.com.hk](http://www.bluecross.com.hk) or Blue Cross HK App:

- Instant enrolment in medical, travel and general insurance products with 3 simple steps
- Instant submission of medical, travel, maid and pet insurance claims, etc. and instant submission of supplementary documents
- Renewal of policy, change of policy contact information and checking of medical claim status
- Instant insurance enquiries via Chatbot

