Complaints Procedure
AETNA GLOBAL BENEFITS (ASIA) LTD — EFFECTIVE 1st DECEMBER 2010

We endeavour to meet our customers’ expectations at all times. We understand that from time to time complaints may arise. Our aim is to resolve any complaints that we receive.

SUMMARY OF OUR COMPLAINTS HANDLING PROCEDURES

Your complaint will:

1. be acknowledged promptly, confirming who will be responsible for investigating your complaint.
2. be investigated competently, efficiently and impartially, ensuring that we keep you informed on progress.
3. be assessed fairly, consistently and promptly.
4. be responded to within eight weeks; you will receive either a letter giving the status of your complaint or a final response detailing the outcome of the investigation.

Who should I contact with a complaint?

Aetna Global Benefits (Asia) Ltd
Suite 401–403
25 Westlands Road
Quarry Bay
Hong Kong
P 852 2860 8081
F 852 2147 9960
AsiaPacSales@aetna.com
www.aetnaglobalbenefits.com

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