

## **Cigna Worldwide Life Insurance Company Limited**

12 August 2022

### **Dear Policyholder,**

On July 1, 2022, Chubb completed the acquisition of Cigna's personal accident, supplemental health and life insurance business in Hong Kong.

The acquisition means ownership of your policy has been transferred to Chubb and to ensure continuity of service, there will be no change to the coverage of the policy, the contact information and servicing platforms.

### **What It Means For You**

Please take note of the following information:

#### ***Your Voluntary Health Insurance Scheme (VHIS) Policy and the Claims Processes***

The terms and conditions of your existing policy(ies) under Cigna VHIS Series – Standard Plan and Cigna VHIS Series - Flexi Plans (where applicable) and the claims processes applicable to you will remain the same. Please rest assured you will continue to receive the same high-quality service and attention to detail you've come to expect. If you have a Cigna medical card, you will be able to continue using it as normal.

Product information regarding Cigna VHIS Series - Standard Plan and Cigna VHIS Series - Flexi Plans are now available on Chubb's website:

<https://www.chubb.com/hk-en/personal/vhis-series.html>

#### ***Contact Information***

Local contact points remain unchanged. For any claims or queries on your VHIS policy(ies), please contact Cigna at:

**Customer service hotline:** 2560 1990

**General enquiry email address:** [enquiryhk@cigna.com](mailto:enquiryhk@cigna.com)

The servicing hours of the hotline are Monday to Friday, 9am to 7pm.

#### ***Accessing MyCigna***

MyCigna remains the main portal for all the latest information about your policy, including contact information. If you already have a login for MyCigna, you can continue to access your account via [www.mycigna.com.hk](http://www.mycigna.com.hk).

***Find out More***

For more information, please visit the Chubb website:

[www.chubb.com/hk-en/chubb-cigna-integration.html](http://www.chubb.com/hk-en/chubb-cigna-integration.html)

Thank you for your continued business.

Yours faithfully,

CIGNA Worldwide Life Insurance Company Limited  
<This is a computer-generated letter, no signature is required>