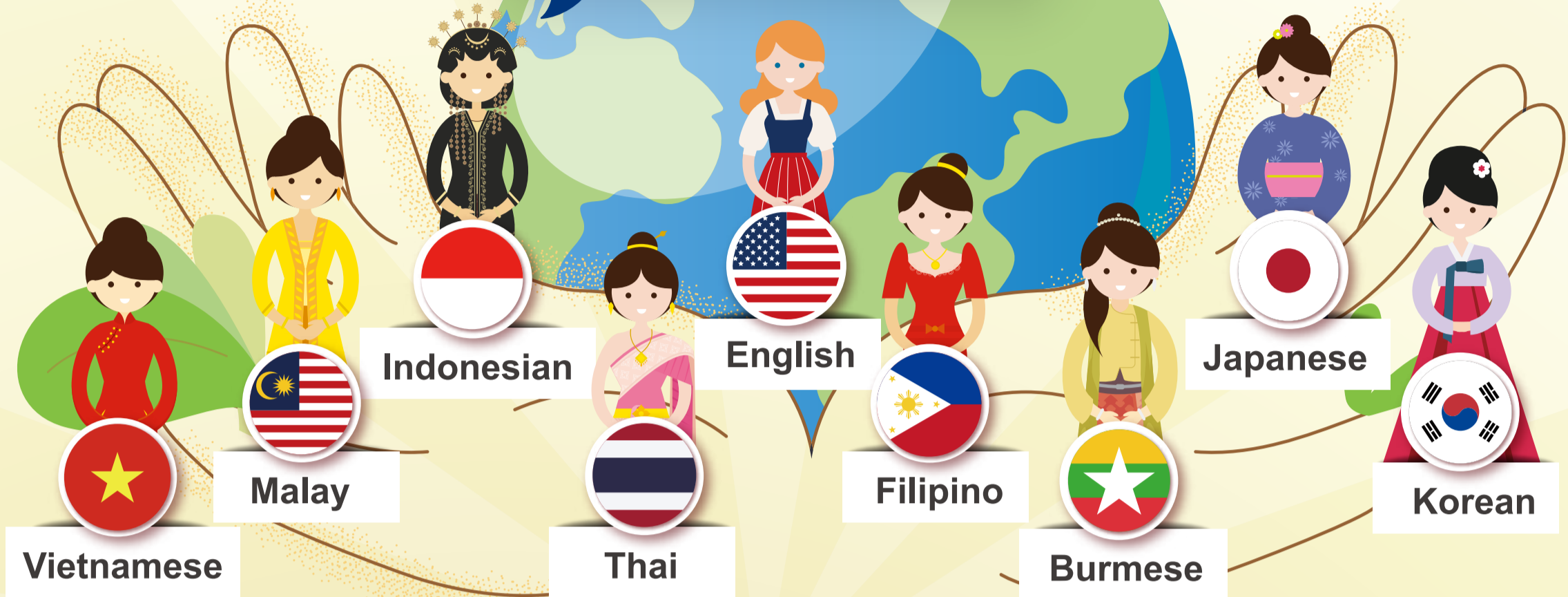


# Multilingual Interpretation Service & Help

Service hours  
09:00-16:00, Mon. - Fri.



KGI Life provides interpretation service for our new immigrants. Interpreters can communicate in your mother tongue to help you enjoy our financial and insurance services without any language barrier.

## Please book the service two working days in advance.

For example, if you need interpretation service on May 10 (Wed.), please book the service on May 8 (Mon.) before 17:00.

## After receiving the text message, please go to the designated customer center by your booking date and time.

KGI Life will have a phone interpreter on line to offer interpretation service, providing policy consultancy, premium payment, policy loan, claim application, change of address or beneficiary, and other policy-related services.



Service Center

## 3 Steps for Booking:

### STEP 1 Please book the service two working days in advance

Toll-free booking hotline: \*  
**0800-098-889**

#### Service time for telephone booking

08:30-17:00 Mon. - Fri.

(You can ask your Chinese-speaking friend or family to help you book the service.)

### STEP 2 Booking complete notification

You will receive a text message in your mother tongue notifying you about service date, time, and the address of customer center within one working day after phone booking.

### STEP 3 Counter/Phone interpretation service

#### •“Counter interpretation service”:

Please bring your identification document and arrive at the customer center at your booking time. Staff will call the interpreter to provide the service.

#### •“Phone interpretation service”:\*\*

KGI Life staff will call you based on your booking time. Interpretation service will be delivered via a three-way call.

\* Please provide the following information for service arrangement: Name/Language/ID number or resident certificate ID/Mobile phone number (text message will be sent to your phone)/County (city) of residence/Booking time and date/Your questions / Apply for counter or phone interpretation service

\*\* If you have special needs and require home service, please inform customer service staff when booking.



Reminder of KGI Life Policyholder's Rights and Interests