

| 問題 | 答案 |
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| Q1:如何得知續保條件和保費? | 續保通知書會於保單到期前約兩個月寄出，內含續保條件、保費及繳費方式。 |
| Q2:自動續保保單續保手續? | 保單已設立自動扣帳：保費自動扣款。 保單未設立自動扣帳：客戶需手動繳費，繳款方式包括轉數快、郵寄支票、銀行轉賬、或填妥信用卡表格。 注意：請預留足夠款項於扣帳戶口。 |
| Q3:非自動續保保單續保手續? | 1. 細閱續保通知書 2. 簽署通知書 3. 選擇繳費方式（郵寄支票、轉數快、填妥信用卡表格 4. 電郵/郵寄回已簽署的續保通知書 注意：請於保單到期前完成辦理，以免保單失效。 |
| Q4:車險保單如何申請續保? | MPE 保單： 請登入官網續保，授權信用卡扣帳，暫保單會於約 3 個工作天發送至登記電郵。 MPC/MCV 保單： 請簽署通知書並郵寄支票或轉數快付款。 注意：請於保單到期前完成辦理，以免保單失效。 |
| Q5:更改續保付款方法? | 1. 登入官網下載中心 2. 下載「批改申請書」 3. 填妥新付款方法/資料 4. 電郵/郵寄回批改申請書 |
| Q6:如何要求重發續保通知書? | 所需資料：提供保單號碼、姓名及聯絡方式 方法：電郵至 cs_ins@bocgroup.com |
| Q7:續保後會否寄出收據? | 保費收妥後，收據會郵寄到客戶通訊地址 |
| Q8:如何取消自動續保? | 1. 請透過官網 www.bocgins.com 以申請「取消續保」(詳情請參考教學指引) 2. 或下載「批改申請書」 3. 將申請書郵寄或電郵至保險公司 注意：請於保單到期前至少 14 天提交申請 |

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| Q1:如何得知续保条件和保费? | 续保通知书会于保单到期前约两个月寄出，内含续保条件、保费及缴费方式。 |
| Q2:自动续保保单续保手续? | 保单已设立自动扣帐：保费自动扣款。 保单未设立自动扣帐：客户需手动缴费，缴款方式包括转数快、邮寄支票、银行转账、或填妥信用卡表格。 注意：请预留足够款项于扣账户口。 |
| Q3:非自动续保保单续保手续? | 1.细阅续保通知书 2.签署通知书 3.选择缴费方式（邮寄支票、转数快、填妥信用卡表格 4.电邮/邮寄回已签署的续保通知书 注意：请于保单到期前完成办理，以免保单失效。 |
| Q4:车险保单如何申请续保? | MPE 保单： 请登入官网续保，授权信用卡扣帐，暂保单会于约 3 个工作日发送至登记电邮。 MPC/MCV 保单： 请签署通知书并邮寄支票或转数快付款。 注意：请于保单到期前完成办理，以免保单失效。 |
| Q5:更改续保付款方式? | 1.登入官网下载中心 2.下载「批改申请书」 3.填妥新付款方式/资料 4.电邮/邮寄回批改申请书 |
| Q6:如何要求重发续保通知书? | 所需资料：提供保单号码、姓名及联络方式 方法：电邮至 cs_ins@bcgroup.com |
| Q7:续保后会否寄出收据? | 保费收妥后，收据会邮寄到客户通讯地址。 |
| Q8:如何取消自动续保? | 1.请透过官网 www.bocgins.com 以申请「取消续保」(详情请参考教学指引) 2.或下载「批改申请书」 3.将申请书邮寄或电邮至保险公司 注意：请于保单到期前至少 14 天提交申请 |

| Question | Answer |
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| Q1: How can I find out the renewal terms and premium? | A renewal notice will be sent approximately two months before the policy expiry date. It includes the renewal terms, premium amount, and available payment methods. |
| Q2: What is the renewal procedure for policies with auto-renewal? | <ul style="list-style-type: none"> • If auto-debit is set up: The premium will be automatically deducted. • If auto-debit is not set up: The customer must pay manually. Accepted payment methods include FPS, cheque by mail, bank transfer, or submitting a completed credit card authorization form. <p>Note: Please ensure sufficient funds are available in the designated account.</p> |
| Q3: What is the renewal procedure for policies without auto-renewal? | <ol style="list-style-type: none"> 1. Review the renewal notice carefully 2. Sign the renewal notice 3. Choose a payment method (cheque by mail, FPS, or credit card authorization form) 4. Email or mail the signed renewal notice back to the insurance company. <p>Note: Please complete the renewal process before the policy expiry date to avoid policy lapse.</p> |
| Q4: How do I renew my motor insurance policy? | <ul style="list-style-type: none"> • MPE Policy: Please log in to the official website to renew and authorize credit card payment. A temporary cover note will be sent to your registered email within approximately 3 working days. • MPC/MCV Policy: Please sign the renewal notice and make payment via cheque by mail or FPS. <p>Note: Please complete the renewal process before the policy expiry date to avoid policy lapse.</p> |
| Q5: How can I change my renewal payment method? | <ol style="list-style-type: none"> 1. Log in to the official website and go to the Download Centre 2. Download the “Endorsement Application Form” 3. Fill in the new payment method and details 4. Email or mail the completed form to the insurance company |

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| Q6: How do I request a reissue of the renewal notice? | <p>Required information: Policy number, name, and contact details.</p> <p>Method: Email your request to cs_ins@bocgroup.com</p> |
| Q7: Will a receipt be sent after renewal? | <p>Once the premium is successfully received, a receipt will be mailed to the customer's correspondence address.</p> |
| Q8: How can I cancel auto-renewal? | <ol style="list-style-type: none"> 1. Submit a "Cancel Renewal" request via the official website: www.bocgins.com (Please refer to the user guide for details) 2. Alternatively, download the "Endorsement Application Form" 3. Mail or email the completed form to the insurance company <p>Note: Please submit the request at least 14 days before the policy expiry date.</p> |