

Complaints Channels

An excellent customer experience is always our utmost priority and we value your feedback. If you wish to make a complaint about our service or products, please get in touch with us.

Customer Service Center: Suite 1208, 12/F, Tower 6, The Gateway, 9 Canton Road, Tsimshatsui, Hong Kong
Service Hours: 9 a.m. - 5:30 p.m. on Mon to Fri (except Public Holidays)

General matters

Telephone: (852) 2533 5555
Fax: (852) 2576 6756
E-mail: enquiry@yflife.com

MPF

Telephone: (852) 2533 5522
Fax: (852) 2919 9233
E-mail: mpf@yflife.com

Employee Benefits

Telephone: (852) 2533 5511
Fax: (852) 2919 9233
E-mail: ebinfo@yflife.com

If you are not satisfied with our handling of the matter, you may reach out to the following organizations for further action on your complaint.

Insurance Authority (accept complaints against an insurer or licensed insurance intermediaries)

Telephone: (852) 3899 9983
Fax: (852) 3899 9993
E-mail: complaints@ia.org.hk
Address: 23/F, FOYER, 625 King's Road, North Point, Hong Kong

The Insurance Complaints Bureau (claims and non-claims related insurance disputes)

Telephone: (852) 2520 2728
Fax: (852) 2520 1967
E-mail: icb.enquiry@icb.org.hk
Address: 29/F, Sunshine Plaza, 353 Lockhart Road, Wanchai, Hong Kong

Mandatory Provident Fund Schemes Authority (accept complaints related to MPF trustees and MPF intermediaries)

Telephone: (852) 2918 0102
Fax: (852) 2259 8806
E-mail: mpfa@mpfa.org.hk
Address: Level 12, Tower 1, The Millenniumy, 98 How Ming Street, Kwun Tong, Hong Kong

Voluntary Health Insurance Scheme Office (accept complaints specific to the VHIS)

Telephone: (852) 2529 8900
Fax: (852) 2529 8982
E-mail: vhis_enquiry@fhb.gov.hk
Address: Unit 2902, Millennium City 6, 392 Kwun Tong Road, Kowloon, Hong Kong

Inland Revenue Department (accept complaints related to VHIS/QDAP claims for tax deduction)

Telephone: (852) 2594 5000
Fax: (852) 2802 7625
E-mail: taxinfo@ird.gov.hk
Address: 37/F, Revenue Tower, 5 Gloucester Road, Wan Chai, Hong Kong
Post: G.P.O. Box 11234, Hong Kong