

Published by
SaigonTimes Group

Editorial office
35 Nam Ky Khoi Nghia St., Dist. 1,
Ho Chi Minh City, Vietnam.
Tel: (84.8) 38295.936
Fax: (84.8) 38212.043
E-mail: daily@thesaigontimes.vn

The Saigon Times Daily

<http://english.thesaigontimes.vn>

Weather

Hanoi  28/34°C

Hue  26/36°C

HCMC  26/34°C

Details: 6

NO. 3465 TUESDAY, JUNE 23, 2009

VIETNAM'S LEADING BUSINESS DAILY

VND4,800

ACE Life launches quality control center



ACE Life representatives give consulting service to an insurance policy buyer. From now on, customers' understanding on their rights and responsibilities will be checked by the firm's quality control center

Photo: Le Toan

By Thuy Trieu
The Saigon Times Daily

HCMC - ACE Life Vietnam has established a quality control center to audit and check that customers have a thorough understanding of their rights and responsibilities when entering into a life insurance policy, the company said in a statement.

ACE Life's new added service helps to ensure customers have chosen an appropriate financial protection plan which meets their demands and financial appetite, eliminating the possibility of policy rejection due to compliance failure, or policy lapses in the future.

According to ACE Life, as soon as an account representative has finished

the consultation and the policy issuance application has been submitted to the company, the quality control center will contact the customer to double-check all the information declared or provide a further explanation of the policy or product points which may not have been fully understood.

The center uses a standard operating procedure to confirm the

customer's details and conducts supplementary consulting in the process. As such, the center's specialists help customers re-check administrative information such as ID, signatures, and other policy-related information such as the quality of the consultation and product illustrations, paid premiums, payment methods, and health terms.