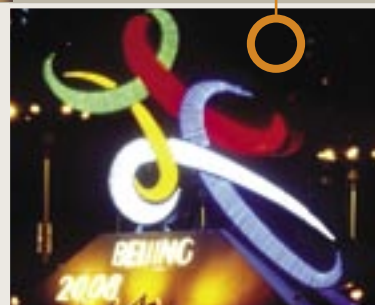
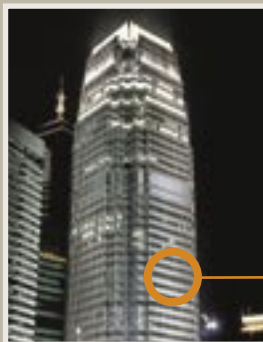




LIFE INSURANCE • GENERAL INSURANCE  
PENSION • FINANCIAL PLANNING





# Contents 目錄

2 Message  
前言

4 Strong Fundamentals  
雄健後盾

6 Mission & Business Principles  
使命及理念

8 Company Background  
業務背景

10 Service Commitment  
服務承諾

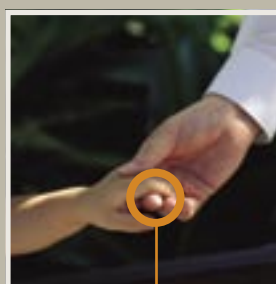
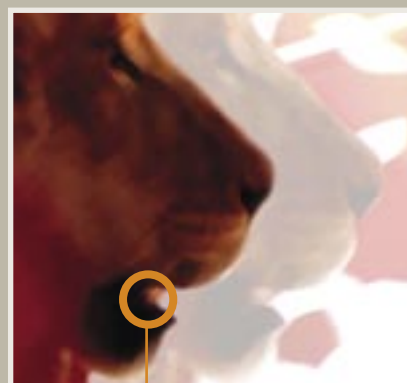
12 Product Commitment  
產品承諾

14 People Commitment  
培訓承諾

16 Corporate Social Responsibility  
企業社會責任

18 Eyes on Asia / Pacific Region  
放眼亞太區

20 ING Business Units in Greater China Region  
ING集團大中華區附屬成員



# Message

## Our Goal – To Deliver Customer-centric and Quality Financial Services

As part of the global financial giant – ING Group, we can confidently provide our customers with the best products and services. The Group has a completely integrated portfolio of insurance, banking and asset management products and services, as well as an international well-known brand, which all serve as a strong foundation for our development. Riding on ING's strong brand name, we will reinforce our market positioning as a renowned leader in offering comprehensive financial services.

We place great emphasis on customer satisfaction. The financial and insurance industry is a highly customer-centric business, and ING is devoted to achieving high customer satisfaction. We see that satisfied customers bring public praise, and thus more customers and business opportunities will follow.

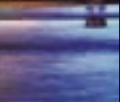
When it comes to being customer-centric in our daily work, a little can mean a lot to both customers and the corporation. "Delivers on promises", "Treats me fairly" and "Easy to deal with" – which are the three concepts advocated by ING for being customer-centric - accounts for how we successfully come to be a "different" company in the market and the unique culture that we embrace. In all, we are dedicated to cater for the customers' needs through our products, services and every way we interact with the customers.

To reinforce our strong market position, we as a corporation must contribute to the growth of local economies. ING actively supports communities through sponsoring global, national and local projects. In Hong Kong, our efforts have led to the Hong Kong Council of Social Services presenting us with "The Caring Company Award" in recognition of our commitment to society. We will continue to strengthen our corporate citizenship as well as consolidate our efforts to help more people.

All of our accomplishments have been instrumental in delivering to customers our enthusiasm in working towards being customer-centric.



Cheng Man Kwong  
Country Manager, HK / Macau  
ING Insurance Asia / Pacific



# 前言

阮挾哈池菱 - 伐為臥忙 哈縲憶律嶼蒂掠

我們作為全球金融業翹楚-ING集團的一份子，有信心能為客戶提供最卓越的產品和服務。集團擁有全面之綜合性產品，包括保險、銀行、財富及資產管理業務等，再配合強勁之國際品牌，對於我們而言，是非常有利之發展後盾。與此同時，我們亦會借助集團之品牌優勢，致力在大眾心目中建立一個提供多元化金融服務的權威地位。

客戶的滿意度是我們極為重視之服務指標。「以客為本 (Customer-centric)」是金融及保險行業的根本特色，亦是集團致力建立的重點方向；滿意的客戶能夠帶來良好的口碑，更能夠為我們帶來更多的客戶和商機。

要在日常業務中實踐「以客為本」之理念，只需從細微之地方出發，便能為企業及客戶帶來裨益。集團對「以客為本」所強調的三項理念，包括信守承諾 (Delivers on promises)、公平合理 (Treats me fairly)，和親切有禮

(Easy to deal with)，就是讓我們成為市場上一間與別不同公司的致勝之道，亦是ING致力孕育的獨特文化。總而言之，我們希望透過所提供的產品、服務及每一個步驟，去充份體貼及滿足客戶的需要。

此外，要成功鞏固於營運市場的地位，除取之社會，亦須用之社會。集團積極參與各項跨國、全國及地區性之慈善項目；在香港，我們亦擁有不俗之成績，獲得香港社會服務聯會「商界展關懷」的榮譽嘉許，在回饋社會一環上獲得認同。此後，我們仍會加把勁，致力建立我們的好慈善企業形象，並集結全體上下，幫助更多人。

我們所做的每一樣，皆旨讓客戶感受到我們「以客為本」的服務熱誠。



鄭文光  
ING亞太區保險  
香港/澳門地區總經理

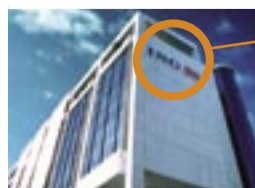


# Strong Fundamentals

Started in 1991, the ING Group was one of the first integrated financial-service providers in the world. The Group was formed through the merger of the largest insurance company in the Netherlands, Nationale-Nederlanden, and one of the country's largest banks, NMB PostBank Groep. Its roots can be traced back to 1845 when The Netherlands Insurance Company was established.

ING is active in the fields of banking, insurance and asset management in more than 50 countries. With its substantial worldwide experience and with more than 115,000 employees, ING provides a full range of integrated financial services to over 60 million customers globally, including individuals, families, small businesses, large corporations, institutions and governments. ING comprises a broad spectrum of prominent businesses that increasingly serve their clients under the ING Brand.

- According to ING Group Annual Report 2005, the Group had total assets of EUR1,159 billion, and credit ratings of AA- from Standard & Poor's and Aa3 from Moody's
- Fortune Magazine's Global 500 (July 2006 issue) ranked ING Group No. 1 in the areas of assets, profits and revenues of listed life insurance companies, and No. 8 by assets of the world's largest corporations
- Forbes Magazine's Global 2000 (April 2006 issue) ranked ING Group No. 11 in the areas of sales, profits, assets and market value
- According to Business Week August 2006, ING Group was ranked No. 85 on "Top 100 Best Global Brands", with its brand value estimated at USD3.47 billion



## Insurance Europe

Operates the insurance activities in the Netherlands, Belgium, Spain, Greece and Central Europe, with a particular focus on pensions. In the Netherlands and Belgium, we also offer non-life insurance.

## 歐洲區保險業務

集團在荷蘭、比利時、西班牙、希臘及歐洲中部經營人壽保險業務，並專注退休金業務。此外，亦於荷蘭及比利時提供非人壽保險產品。

ING集團於1991年成立，為全球首批提供綜合性金融服務機構之一，由荷蘭最大的保險公司Nationale-Nederlanden及荷蘭最大的銀行之一NMB Postbank Group合併組成，其根源可追溯至1845年荷蘭保險公司之成立。

集團於全球逾50個國家提供服務，活躍於銀行、保險及資產管理業。ING集團透過其豐富環球經驗及逾115,000名員工，為全球超過6,000萬名顧客提供綜合金融服務，包括個人、家庭、各大小企業、機構及政府部門。集團全面之業務範疇，配合ING之優秀品牌，全力為客戶提供服務。

# 雄健後盾



## ING in the World 暇熄雌閑幣行鼓



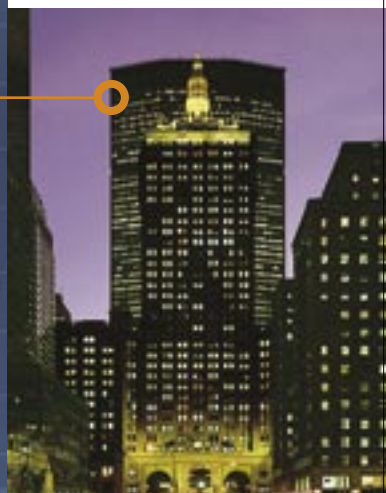
### Insurance Asia / Pacific

ING has well-established positions in Australia, New-Zealand, Hong Kong, Japan, South Korea, Malaysia and Taiwan. The activities in China, India and Thailand are growth engines for ING. The region contributes substantially to overall Group results with its splendid business performance. The Asia / Pacific headquarters is in Hong Kong.

### 亞太區保險業務

集團於澳洲、紐西蘭、香港、日本、南韓、馬來西亞及台灣已建立穩固之市場地位，並致力發展中國、印度、泰國等地。亞太地區業績表現不斷飆升，為集團整體成績作出重要貢獻。亞太地區之總部設在香港。

- 根據集團 2005 年報，其資產總值達 11,590 億歐元；財務評級方面，標準普爾為 AA-，穆迪投資為 Aa3，足証財務穩健及實力雄厚
- 根據 2006 年 7 月財富雜誌全球 500 大企業，以上市壽險公司資產、盈利及收入計算，ING 集團均位列第 1；而以全球最大企業資產值計算則名列第 8
- 根據 2006 年 4 月福布斯雜誌全球 2000 大企業，以銷售額、盈利、資產及市值計算，名列第 11
- 根據 2006 年 8 月商業周刊，ING 集團榮登「全球 100 大品牌」第 85 位，品牌估值 34.7 億美元



### Insurance Americas

The Group is well-established in the United States with retirement services, annuities, life insurance and asset management. We have a leading position in non-life insurance in Canada. Furthermore, ING is active in Mexico, Chile, Peru and Brazil.

### 美洲區保險業務

集團在美國之退休、年金、人壽及資產管理市場，是舉足輕重之服務提供者，並於加拿大之非人壽保險市場擔當領導之地位。此外，亦活躍於墨西哥、智利、秘魯及巴西等國家。

# Mission & Business Principles



When doing business, we have a set of business ethics that guide us. They embody the commitment and respect we have for all our stakeholders – customers, shareholders, employees, business partners and society at large.

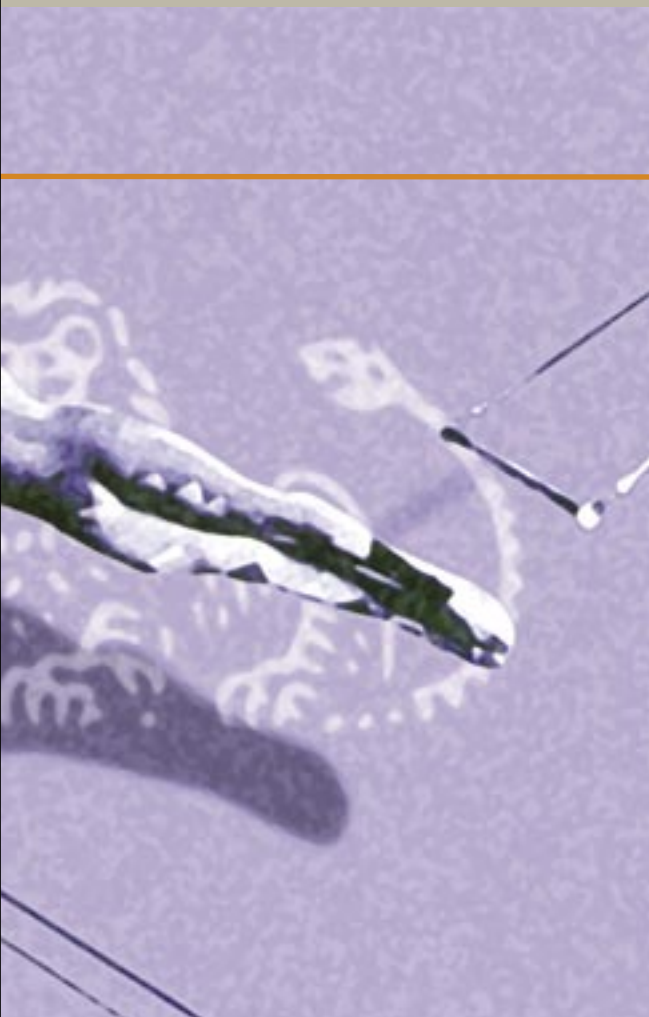
## **Mission**

To set the standard in helping our customers manage their financial future

## **Business Principles**

- We are committed to our integrity
- We aim for an above average return
- We are open and clear
- We promote sustainable development and respect human rights
- We respect each other
- We are involved in the communities we operate in

# 使命及理念



在業務經營上，我們具備一套業務道德標準作為指引；這當中可以體現我們對客戶、股東、僱員、業務伙伴及社會之承諾及尊重。



## 集團使命

確立專業標準以協助客戶作好長遠之財務管理

## 經營理念

- 矢志緊守最高誠信的原則
- 致力獲取較市場更高的回報
- 保持開放及高透明度
- 推動社會持續發展及尊重人權
- 互相尊重
- 積極投入社區活動

# Company Background

We are committed to offering our customers professional products and services relating to life, general and pension protection, as well as financial planning services. It is our ultimate goal to take care of all the different needs of individuals and businesses.

## Life Insurance

Established in 1984, ING Life has always been committed to offering customers a comprehensive range of quality insurance products and services. The company's extensive portfolio of insurance products - which includes individual life, medical insurance and employee-benefits schemes - is tailored to meet customers' needs throughout the different stages of their lives.

The Macau office, since starting operations in 2000, has been committed to offering a full range of quality insurance products and services to the locals, including life insurance, health benefits, disability insurance and crisis insurance. It has also established an insurance store, which is the first of its kind in Macau.

## General Insurance

Established in 1989, ING General provides quality services and offers most types of non-life insurance products to individuals and businesses in the local market, including property, employees' compensation, medical, motor vehicle, marine, travel and personal accident.

## Pension Trust

With solid experience in management of pension schemes, ING Pension Trust is committed to contributing its expertise to provide quality and reliable pension trust services to corporate customers.

## Financial Planning

Established in 2002, ING Financial Planning is committed to offering a comprehensive range of products and services from the world's leading investment managers and insurance companies, including one of Hong Kong's most innovative online nominee services, the Private Portfolio Service.



# 業務背景



我們致力為客戶提供專業之人壽保險、一般保險、退休保障及財務策劃服務，照顧社會上不同人士、不同團體的需要。

## 人壽保險

香港辦事處自1984年成立至今，致力為客戶提供全面及優質的保險產品及服務；所提供的保險產品包羅萬有，包括個人壽險、醫療保險及僱員退休福利計劃，能充份照顧客戶於人生各階段之不同需要。

而澳門辦事處成立於2000年，竭誠為當地居民提供種類豐富、質素卓越的保險產品及服務，當中包括人壽保險、住院保障、傷殘保障及危疾保障等；並於當地開設首間「綜合保險專門店」。

## 一般保險

成立於1989年，致力為本港之企業及個人客戶提供多元化的一般保險產品和優質服務，包括財產險、僱員賠償險、醫療險、汽車險、水險、旅遊及個人意外保險等，式式俱備。

## 退休金信託

致力以其豐富的退休金計劃管理經驗和專才，為機構客戶提供優質及至可信賴的退休金計劃信託服務。

## 財務策劃

成立於2002年，承諾為客戶提供一系列來自多家國際投資管理公司和保險公司的綜合性產品及服務，其中包括香港最具創意之一的網上代理人服務 — 「私人投資組合服務」。

# Service Commitment

"Be Customer-centric" is our guiding principle for doing business, as our clients are always our number one priority. We are constantly striving to provide efficient, personalized and quality service, as well as to implement our three important concepts, "Delivers on promises", "Treats me fairly" and "Easy to deal with" in our relationship with customers.

We aim to be an open, easy-to-access company by which our services and activities are made available through a comprehensive variety of communication channels. Our customers, business partners and staff can benefit from our convenient and efficient services through the internet, by telephone or through face-to-face visits.



**Click** **Online Interactive Service -**  
**www.ing.com.hk**

- through the ING website, services available include checking policy details and/or payment record, changing address / telephone number / payment mode, downloading request forms and on-line enquiry

**Call** **24-hour Personal Customer Service**  
**Hotline - 3123 3123**

- provides unprecedented personal attention through round-the-clock enquiry and assistance throughout the year



**Face** **Customer Service Counter -**  
**1/F., ING Tower, Sheung Wan**

- Mon - Sun (8:00 am - 8:00 pm) - Lunar New Year, Public Holidays and Typhoon No. 8 included



Moreover, we continue to enhance our connection with customers, so as to maintain healthy, long-term relationships. This is done by such methods as publishing regular newsletters, offering customer privilege club activities and benefits, and organizing large-scale customer surveys. Through our website, all our staff, customers and business partners can gain first-hand knowledge of our operations and activities, and find information about the Group or the industry.

We have a team of professional, highly qualified front-line consultants who strive to serve customers with integrity, and provide them with customized products and financial advice. We measure our success by the satisfaction and long-term wellbeing of our customers, by which we are proud to earn their trust.

# 服務承諾



我們謹守「以客為本」之服務理念，永遠把客戶之需求置於首位，以求提供最具效率及貼身的優質服務。我們致力向客戶實踐三項重要原則：「信守承諾」、「公平合理」和「親切有禮」。

此外，我們並積極建立完善及全面之溝通渠道，讓客戶可輕易接觸我們的服務及活動。客戶、業務伙伴及員工均可隨時隨地透過上網 (click)、電話 (call) 或會面 (face)，享有我們最快捷方便的支援服務。

## **Click** 網上保單服務 - [www.ing.com.hk](http://www.ing.com.hk)

透過ING網頁，可查詢保單內容/繳款紀錄、更改住址電話資料或繳款方式、下載表格及網上查詢等

## **Call** 24小時專人客戶服務熱線 - 3123 3123

由客戶服務主任專人接聽，提供全年無休24小時查詢及支援服務



## **Face** 客戶服務中心櫃檯服務 - 上環安泰金融中心1樓

星期一至日 (8:00 a.m. - 8:00 p.m.) 農曆新年、公眾假期、8號風球照常服務

此外，我們亦不斷加強與客戶之溝通，力求與客戶保持恆久及良好關係，包括定期出版客戶通訊、舉辦客戶會活動和優惠，及大型客戶服務調查等。我們的員工、客戶和業務伙伴均可透過ING 網頁 [www.ing.com.hk](http://www.ing.com.hk) 獲取有關我們的第一手資訊，以及集團或行業的資料。

我們並擁有一隊具備專業資格及高質素的前線營業顧問，以真誠稱心的服務去贏取客戶信任，全天候為有需要客戶提供全方位保障及財務意見。總而言之，客戶的長遠利益和滿足是我們成功的重要指標。

# Product Commitment

We offer a wide spectrum of quality products tailored to meet the various needs of our customers. Moreover, to ensure our products are competitive in the market, we are continually enhancing existing ones and launching more customized choices, in order to offer a diverse range of comprehensive options for the protection of our customers.

## Life Products for Every Need

**Protection & Savings** – We offer a wide selection including term life, accident and disability, and all kinds of savings and retirement plans.

**Short-Term & Long-Term** – Our whole-life or savings products can suit every lifestyle, by offering different premium payment terms, and different pay-back periods.

**Different Markets Needs** – Policies are customized to fit the requirements of clients. For example, we offer investment-linked plans, and plans for women, children, seniors, medical and critical illness protection, as well as income protection.

## All-Round Coverage from General Insurance

A comprehensive range of quality general insurance products is offered to ensure we meet the various needs of customers, with coverage including personal accident, home, travel, motor vehicle, domestic helper, medical, pleasure craft, commercial package and golfer insurance, etc.

## Comprehensive Protection Through Retirement Products

We offer comprehensive mandatory provident fund schemes and occupational retirement schemes, which help employers make better arrangement for their employees' retirement and help participating members enjoy a comfortable retirement.

## Employee Benefits Schemes

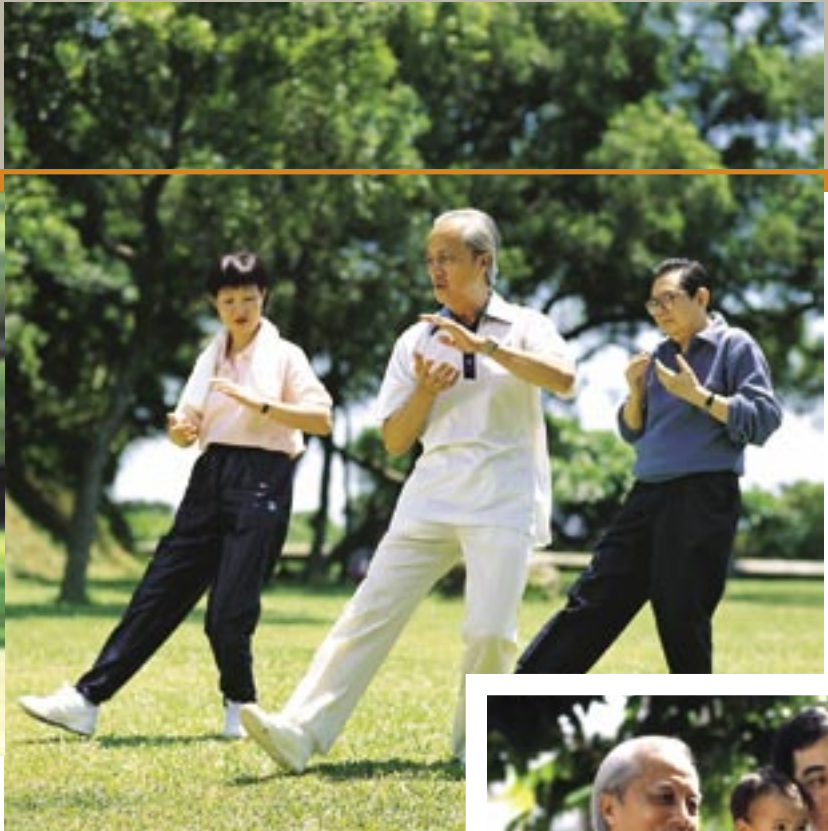
We offer comprehensive life and medical insurance for employees from companies and institutions. With our professional support and services, we will help employers to provide an all-rounded protection to their employees.



## Other value-added services

Diversified and customized services are tailored to meet the integrated financial needs of customers, including trustee service for life policy, premium financing, and fund investment, etc.

# 產品承諾



為滿足客戶的不同需要，我們備有一系列不同種類的優質產品，並不時迎合市場步伐，推陳出新，增值現有產品或推出更貼身產品，以求為客戶提供最全面之保障選擇。

## 全方位壽險產品

**保障儲蓄兼備** — 純保障定期壽險、意外及傷殘、各類型儲蓄壽險、退休計劃，一應俱備。

**長短年期選擇** — 各項不同供款年期、不同回報派發年期的終身人壽或儲蓄計劃，適切所需。

**不同市場需要** — 女性計劃、兒童計劃、住院及危疾保障、長者計劃、入息保障或投資連繫計劃等，各式其適。

## 覆蓋全面的一般保險

一般保險產品覆蓋全面，包括個人意外、家居、旅行、汽車、家傭、醫療、遊艇、工商、高爾夫球保險等，式式俱備，確保可完全照顧客戶的需要。

## 保障周全的退休金產品

為客戶提供完善的強積金及職業退休計劃，以助僱主為僱員之退休安排作充足的準備，並使參與成員擁有舒適的退休生活。

## 僱員福利保障

為機構及團體之僱員提供綜合人壽及醫療保障計劃，並給予僱主專業的支援及服務，助其為僱員提供全面的保障。

## 其他高增值服務

體貼客戶的綜合財務需要，提供更多元化之貼身服務，如保單信託服務、融資安排、基金投資等。

# People Commitment



## Up-to-the-minute market training

We provide comprehensive training programs on professional knowledge, leadership and communication skills as well as offering experience-sharing sessions, to allow our newly recruited and existing consultants to maximize their potential.

In addition, to meet the evolving needs of our customers, we have coordinated with professional institutions and continuing-education schools, to specially design courses that allow our consultants to stay abreast of new developments in the market.

- **All-Round Financial Planning Program**  
We assist our consultants in understanding clients' financial needs, and offer advice on effective solutions through specific courses, including investment, tax planning and the foundations of financial planning.
- **Management Development Program**  
We upgrade our consultants on key management techniques for planning, recruiting, selecting, assessing, training, and managing time.

## Professional selling support

Convenient and efficient support is the key to success in selling. Our support staff is committed to developing advanced selling tools and systems for our front-line consultants, to allow them to excel in a competitive market.

- **Mobile Solutions with PDA**  
To enhance efficiency as well as customers' satisfaction, we have adopted handheld computing technology, to make our company-developed "Illustration & Quotation System" and "Agency Enquiry System" completely portable 24 hours a day. Thus, our consultants can tailor suitable policies for clients at any time, and offer related analysis and policy information as required.

Our investment in training aims to raise the professionalism of our consultants and, more importantly, to assemble the highest quality customer-centric team with our full support, so as to reinforce the vital role that ING plays in the market.

# 培訓承諾



## 課程設計與時並進

我們致力為各新入職及現職顧問提供各類訓練課程，包括專業知識、領導才能、溝通技巧及各類增值交流計劃等，幫助他們自我增值。為緊貼市場需要，我們亦與專業機構及進修學院合作，悉心設計各類與時並進之課程：

### • 行田忍豚孰嚙軼

透過投資、稅務及財務策劃等課程，讓前線顧問為客戶剖析財務目標，及為客戶提供有效的理財方案和意見。

### • 舟粵餘豚超爹嚙軼

幫助提昇顧問在策劃、增員、甄選、表現評估、培訓，及時間管理等的關鍵管理技巧。

## 銷售配套更臻專業

要掌握銷售優勢，方便快捷的配套支援是成功的鑰匙。我們的後勤人員竭力為前線顧問推出先進的銷售工具及系統，讓他們可以在競爭市場中，獲得最貼身的支援。

### • 機揀坼雀 爵孟幼

為成功提昇服務效率及客戶滿意度，我們利用掌上型電腦科技，將銷售建議書系統，及保單查詢系統「隨身化」，讓顧問能隨時隨地為客戶提供個人而即時的保單設計服務、財務分析及保單資料。

我們所投入的種種資源，皆為提昇顧問的專業才能，並期望透過全面支援，培育一群「以客為本」之優質從業員，提昇ING於市場之專業地位。

# Corporate Social Responsibility

Corporate social responsibility has been a key part of the Group's strategies for more than 150 years. Through its involvement in sponsorships, ING benefits from publicity, opportunities for relationship building and greater brand awareness.

In June 2005, in conjunction with UNICEF, the Group launched a worldwide community development plan called "Chances for Children". The objective of this programme is to provide 50,000 children with access to schooling by 2007, and to involve ING employees worldwide with the project through donations or volunteer services.



In Hong Kong, we are also strongly committed to supporting our local community by participating in social welfare activities and motivating staff to involve in charities and other volunteer works.

- For child-based projects, we co-operated with the HK Federation of Youth Groups to launch a large-scale voluntary work program, "Music for the Children". Also, riding on the publicity of our sponsored "ING Manchester United Cup", we organised charity activities under the heading "Give Children a Better Chance" to raise funds for UNICEF's anti-trafficking project in China. Moreover, we organized outdoor activities for children from low income and problem families, as well as sponsored the "ING SA Cup Charity Football Match" to raise money for foundation education in rural China.
- For arts and educational projects, we sponsored the Hong Kong Arts Centre in its large-scale exhibition activities, and also cooperated in launching a joint artistic campaign mentored by professional local arts performers, to stimulate local arts development. Moreover, we have sponsored the Hong Kong Polytechnic University's summer training programme for consecutive years to help talented students from the Mainland to adapt to university life in Hong Kong, and also sponsored HKU sports teams to enhance sports development.

- For social projects, we joined the Charity Walk organized by the "World Wide Fund" to raise money for a marine-education programme. Furthermore, we sponsored the "ING Hong Kong Champions & Charter Cup", which was organized by the Hong Kong Jockey Club - the largest donor of funds to charity groups in Hong Kong. We have also been involved in fund-raising activities such as the charity sale of ING Life's 20th anniversary stamps, in order to help society become more involved in providing community service.
- For elderly projects, we have involved in numerous projects for Helping Hand, such as establishing the Elderly Leadership Training Institute, refurbishing homes for the aged, and providing elderly rehabilitation assistance services.

Our support and sponsorship activities for Hong Kong society have received wide recognition from the public and have been honoured in consecutive years by the Hong Kong Council of Social Services through their "Caring Company Award". The award recognizes those companies that provide concrete support to the community, which is an especially important achievement to us.

# 企業社會責任



積極以行動落實社會責任，是集團逾150年以來所訂定之主要方針；透過各項贊助，集團在公眾宣傳、地區關係建立，及品牌知名度各方面皆獲得裨益。

集團於2005年6月與聯合國兒童基金會 (UNICEF) 合作，推出一項名為「給孩子機會」之全球社區發展計劃，目標是在2007年為50,000名兒童提供上學機會，以及集結全球ING員工透過捐款或義務工作，為有需要兒童出一分力。

在香港，ING亦以貢獻香港社會為己任，落力參與社會事務，及推動員工參與慈善及義工活動：

- 兒童項目方面，與香港青年協會青年義工網絡合作，舉辦樂聲「義」重奏義工活動，以音樂為兒童帶來歡樂；並配合贊助曼聯來港之盃賽，舉辦名為「給孩子一個好機會」慈善活動，為國內推行的「防止販賣兒童」計劃籌募善款。此外，亦為來自低收入及問題家庭之兒童舉辦戶外同樂活動；以及贊助「ING 苗圃慈善足球賽」，幫助國內貧困山區兒童的基礎教育。

- 藝術及教育項目方面，我們贊助香港藝術中心的大型展覽活動，並與其合作推出「ING 好人學堂」系列，由資深本地藝術創作者主持，銳意推動本地藝術項目發展。我們並連續多年捐助香港理工大學的暑期培訓課程，協助來港進修的內地學生適應大學及香港生活；及捐助香港大學運動校隊，助其發展體育活動。

- 社會項目方面，我們參與世界自然基金慈善步行，為海洋環境教育項目籌款；更全力贊助本港最大慈善團體 - 香港賽馬會，舉辦一年一度的「香港冠軍暨遮打盃」。此外，並舉辦大型慈善義賣活動 - 例如「20週年慈善郵票小版張」義賣，以求集結強大力量，捐助有需要社群。

- 長者項目方面，我們撥款資助伸手助人協會多個長者項目，包括成立ING長者領袖訓練學院、老人之家翻新工程，及社區長者復康支援計劃。

我們對社會的支持及捐助充份獲得大眾認同，因此連續多年獲香港社會服務聯會頒發「商界展關懷」榮譽，此項嘉許是為表揚機構對社區作出重要之貢獻。



# Eyes on Asia/Pacific Region



ING is well positioned to gain from the strategic initiatives it has undertaken in the Asia/Pacific region. This positive outlook is supported by ING's long history in Asia, the enhancement of its brand positioning in the region, local expertise, and the extensive distribution network of its alliance and joint-venture partnerships.

The Group is well-established in Asia/Pacific region, and has performed strongly. In fact, the Group's Asian operations continued on their growth path and have contributed substantially to overall Group results. Now, the Group is expanding rapidly in the markets of China, India, Thailand and Hong Kong, in order to achieve long-term, sustainable leadership positions in the region.

The establishment of the Asia / Pacific headquarters in Hong Kong affirms the importance of the Group's focus on the markets of Hong Kong and China.

## Rapid Expansion in China

### 1998

- Formed Pacific Antai Life Insurance, a joint venture with Pacific Life Insurance Company

### 2002

- Formed ING Capital Life Insurance, a joint venture with the Capital Group in Dalian
- Approved by the China Securities Regulatory Commission to establish the first Sino-foreign joint venture on fund management in Shenzhen, China Merchants Fund Management

### 2003

- The first foreign company to launch an open-ended fund in China
- Approved by the China Banking Regulatory Commission to conduct business in RMB

### 2004

- Pacific Antai Life Insurance opened a new branch in Guangzhou
- Approved by the China Banking Regulatory Commission to start financial derivatives business in China

### 2005

- Signed an agreement with the Bank of Beijing to acquire up to a 19.9 per cent holding
- ING Capital Life formally began Beijing operations and was granted a Shenyang license, which is the first Sino-foreign joint venture in the city

### 2006

- ING Capital Life's Shandong branch officially started operations

# 放眼亞太區



集團於亞太地區擁有絕佳的拓展商機，此乃源於其積極部署之發展策略，及其於亞太地

區之各項優勢，包括在亞洲經營之悠久歷史、享譽之品牌地位、地方專才之匯聚，和透過策略性合作伙伴所享有之強大銷售網絡。

集團於亞太區已建立穩固之市場地位，並有凌厲的業績表現。事實上，亞太地區業績表現不斷飆升，為集團整體成績作出重要貢獻。現時，集團積極發展中國、印度、泰國、香港等地，相信能確立集團於亞太地區之長遠和持續的領導地位。

此外，集團亞太地區總部設於香港，充份顯示集團對香港及中國兩地市場的重視和拓展決心。

## 中國業務發展迅速

### 1998年

- 與太平洋保險在上海成立太平洋安泰人壽

### 2002年

- 與北京首都創業在大連市成立首創安泰人壽
- 獲中國證監會批准於深圳成立首間中外合資基金管理公司 - 招商基金管理公司

### 2003年

- 首間在中國銷售開放型基金的外資公司
- 獲中國銀監會批准開辦人民幣業務

### 2004年

- 太平洋安泰人壽廣州分公司正式營運
- 獲中國銀監會批准參與中國金融衍生品業務

### 2005年

- 與北京銀行簽定協議書購入其股權達19.9%
- 首創安泰人壽正式開展北京業務；並獲批瀋陽經營牌照，為當地首間中外合資機構

### 2006年

- 首創安泰人壽正式開展山東壽險業務

# ING Business Units in Greater China Region

## ING集團大中華區附屬成員

### ING Life Insurance Company (Bermuda) Limited

Address : 28/F., ING Tower,  
308 Des Voeux Road Central, Hong Kong  
地址 : 香港中環德輔道中 308 號  
安泰金融中心 28 樓  
Tel 電話 : (852) 2850 2333 Fax 傳真 : (852) 2850 3999  
Website : www.ing.com.hk

### ING General Insurance Company Limited

Address : 7/F., ING Tower,  
308 Des Voeux Road Central, Hong Kong  
地址 : 香港中環德輔道中 308 號  
安泰金融中心 7 樓  
Tel 電話 : (852) 2850 3030 Fax 傳真 : (852) 2850 3031  
Website : www.ing.com.hk

### ING Pension Trust Limited

Address : 1206, 12/F., ING Tower,  
308 Des Voeux Road Central, Hong Kong  
地址 : 香港中環德輔道中 308 號  
安泰金融中心 12 樓 1206 室  
Tel 電話 : (852) 2851 5222 Fax 傳真 : (852) 2851 5293  
Website : www.ing.com.hk

### ING Financial Planning Limited

Address : 39/F., One International Finance Centre,  
1 Harbour View Street, Central, Hong Kong  
地址 : 香港中環港景街 1 號國際金融中心 1 期 39 樓  
Tel 電話 : (852) 2850 3499 Fax 傳真 : (852) 2913 8349  
Website : www.ingfp.com.hk

### ING Life Insurance Company (Macau) Limited

Address : 11/F., No. 61 Av. De Almeida Ribeiro, Macau  
地址 : 澳門新馬路 61 號 11 樓  
Tel 電話 : (853) 988 6060 Fax 傳真 : (853) 988 6100  
Website : www.ing.com.mo

### Other Members 其他成員

#### Hong Kong 香港

- ING Investment Management
- ING Private Banking
- ING Bank
- ING Real Estate

#### Taiwan 台灣

- ING Antai Insurance  
ING 安泰人壽

#### Shanghai 上海

- Pacific Antai Life Insurance  
太平洋安泰人壽
- China Merchants Fund Management  
招商基金管理
- ING Bank Shanghai 上海分行

#### Guangzhou 廣州

- Pacific Antai Life Insurance  
太平洋安泰人壽

#### Beijing 北京

- ING Capital Life Insurance  
首創安泰人壽
- China Merchants Fund Management  
招商基金管理

#### Dalian & Shenyang 大連及瀋陽

- ING Capital Life Insurance  
首創安泰人壽

#### Shenzhen 深圳

- China Merchants Fund Management  
招商基金管理

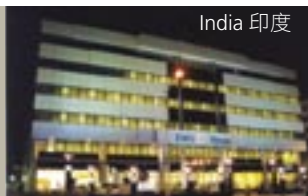
#### ING Insurance Asia / Pacific Headquarters

#### 集團亞太區保險總部

39/F., One International Finance Centre,  
1 Harbour View Street, Central, Hong Kong  
怨腓古避腓畚嚟 1 飽啟擲律嶼古犯 1 筒 39 蝶  
Tel 旖嘆% (852) 2525 6618  
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# ING Offices in the world

## 業務遍全球





**商界展關懷**  
caring **company** <sup>2002-06</sup>  
Awarded by The Hong Kong Council of Social Service  
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