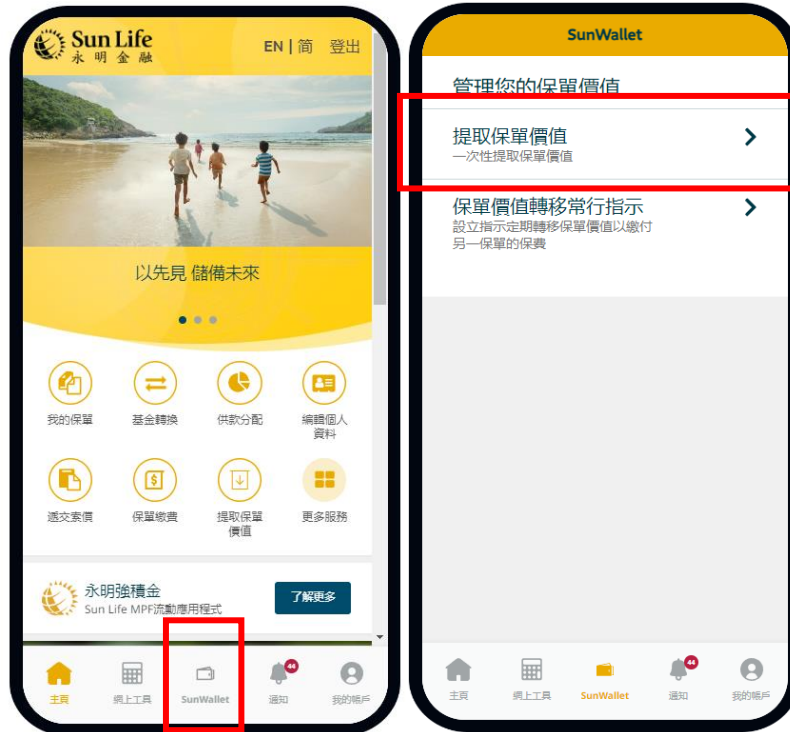


My Sun Life HK App – SunWallet 使用指南

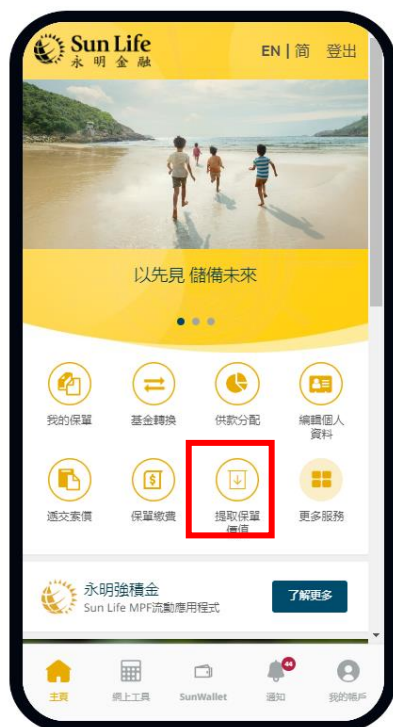
[\(Click here for the English version\)](#)

A. 保單價值提取

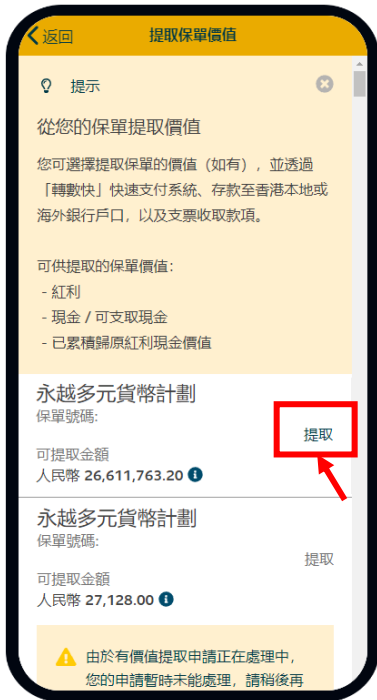
1. 點擊底部的「SunWallet」，然後按「提取保單價值」；



亦可在主頁面直接點擊「提取保單價值」



2. 選擇要提取價值的保單，按「提取」



3. 輸入提取金額，然後選擇收款戶口簽發地區

- 如選擇本地收款方式

1. 選擇「香港」為收款戶口簽發地區，然後選擇收款貨幣，再按「下一步」



2. 選擇收款方式；建議使用「轉數快」



3. 按所選的收款方式輸入資料或選擇相應項目，按「確定」



4. 檢視申請資料。閱讀條款及細則後剔選方格，再按「確定」以提交申請。



- 如選擇海外銀行戶口收款

1. 請於「收款戶口簽發地區」選「海外國家」，然後選擇適用的收款貨幣



2. 點擊「海外銀行入賬」



3. 選擇銀行戶口；如為其他銀行戶口，須輸入相關資料及上載存摺或銀行結算單副本。完成後按「確定」。



4. 檢視申請資料，如資料正確，閱讀條款及細則後剔選方格，再按「確定」以提交申請。

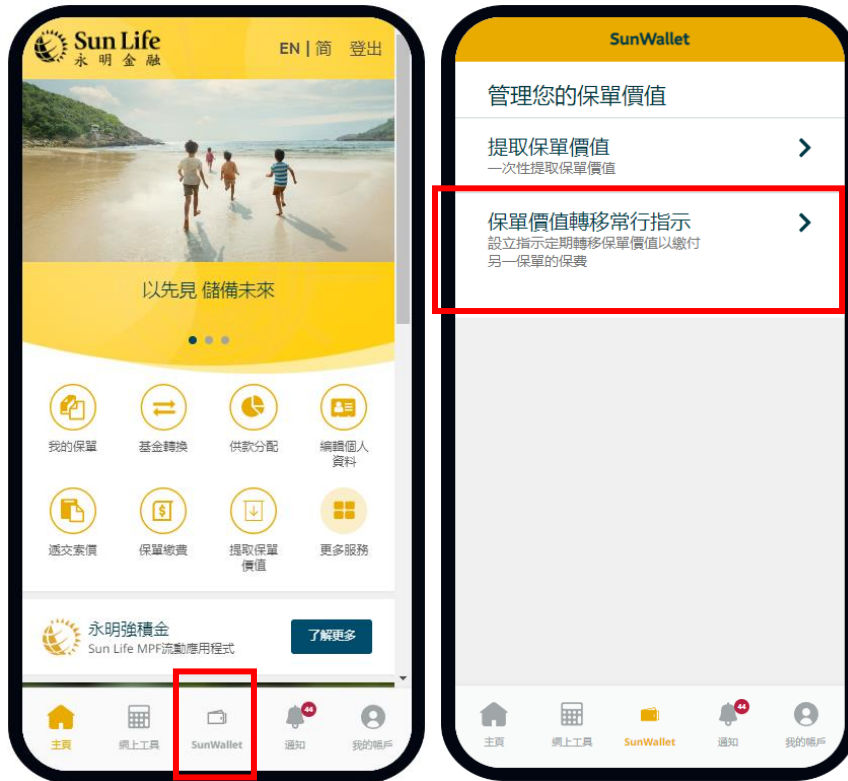
(*注意：下方截圖僅作示範；手續費豁免只適用於如永越多元貨幣計劃

(Stellar Multi-Currency Plan)、萬年青•星河尊享計劃 (SunJoy Global) 或萬年青•星河傳承計劃 (SunGift Global) 保單每保單年度的首次提取現金價值申請)

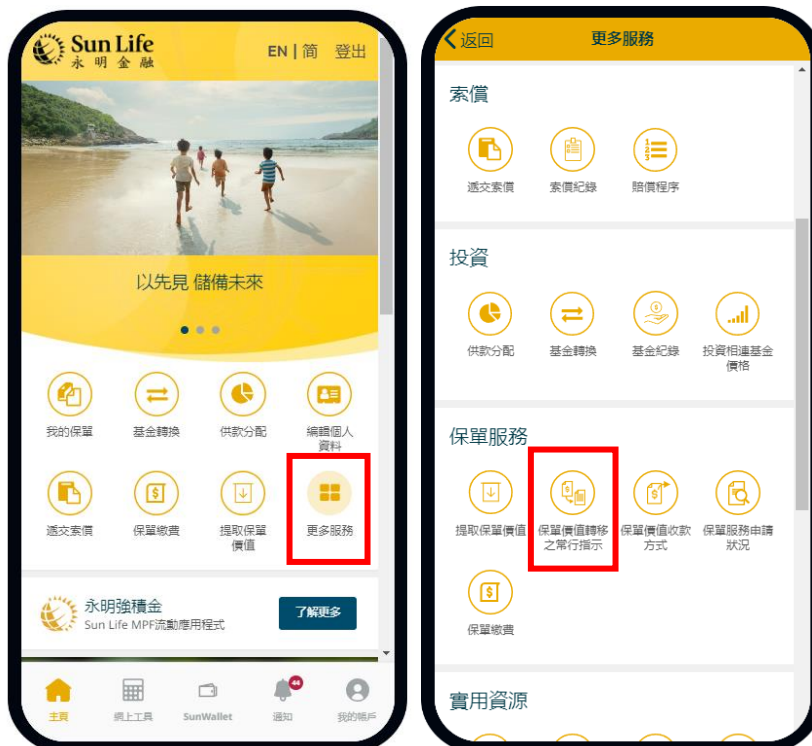


B. 設立保單價值轉移常行指示

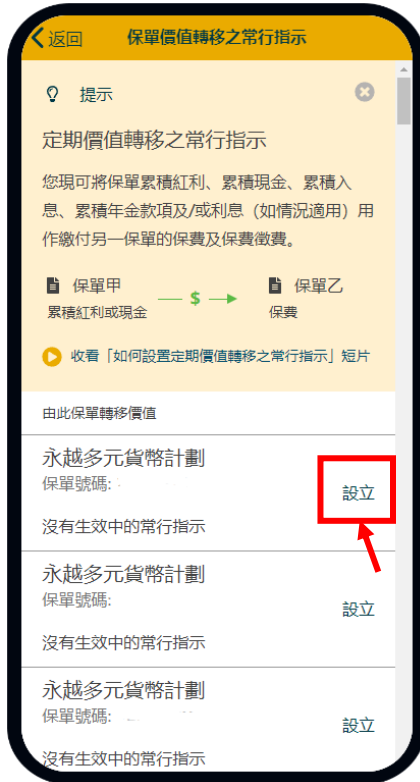
1. 在 SunWallet 頁面選擇「保單價值轉移常行指示」；或



在主頁按「更多服務」→「保單價值轉移之常行指示」



2. 在要轉移價值的保單 (保單 A) 旁點擊「設立」



3. 選擇要繳交保費的保單 (保單 B) · 然後按「下一步」



4. 檢視申請詳情及閱讀條款及細則，按「確定」遞交申請



返回 設立常行顯示

由此保單轉移價值
永越多元貨幣計劃
保單號碼:
累積紅利或現金:
加元 0.00
(*繳付保費時, 價值可能會有所變更)

以繳付下列保單之保費

永越多元貨幣計劃
保單號碼
保費 (包括徵費)
加元 1,201.20 年繳
(14/06/2024前已支付)

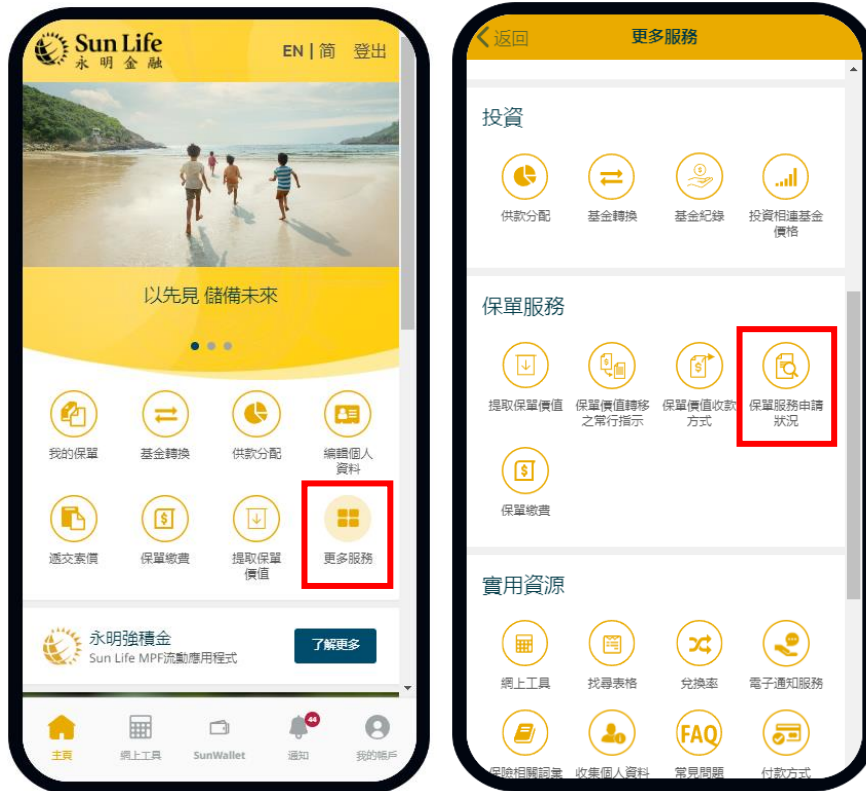
聲明

本人已閱及同意有關服務的條款及細則 (包括重要事項及風險披露)

確定

C. 查詢申請狀態

1. 在主頁點擊「更多服務」→「保單服務申請狀況」



2. 點擊申請以查閱詳情



3. 也可在「通知中心」查閱申請詳情

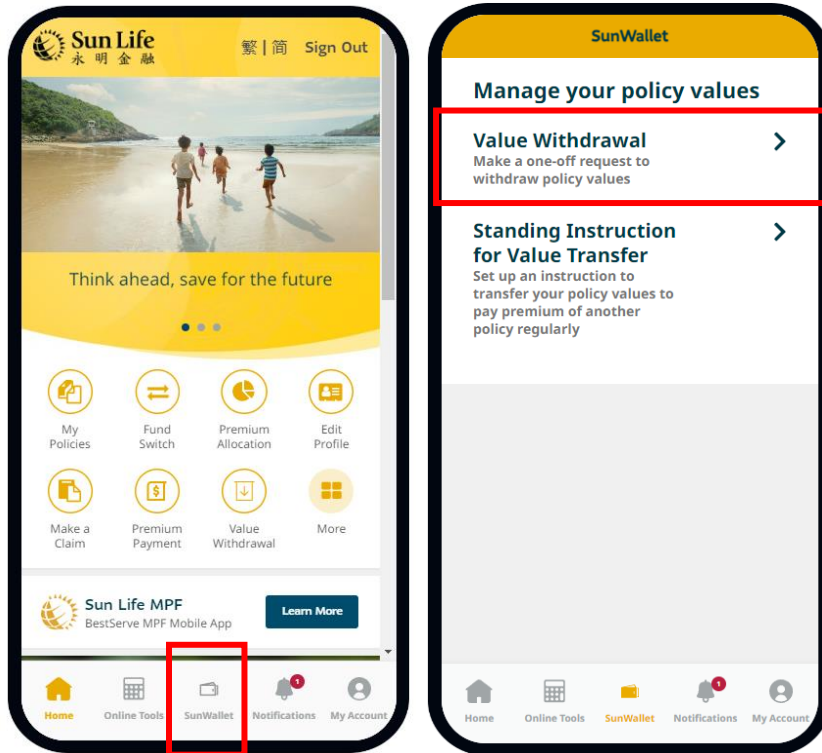


My Sun Life HK App – SunWallet User Guide

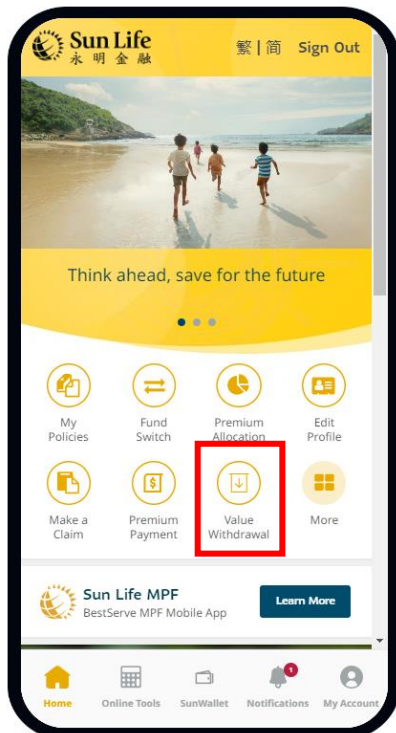
([點擊查看繁體中文版本](#))

A. Value Withdrawal

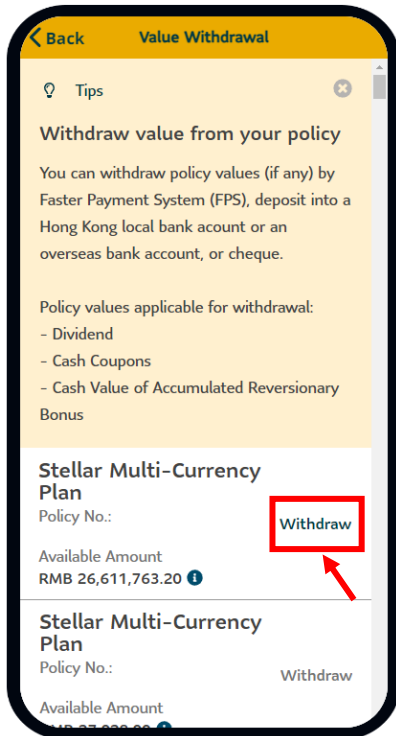
1. Click “SunWallet” on the bottom menu, then select “Value Withdrawal”, or



You can also tap the “Value Withdrawal” icon on the homepage



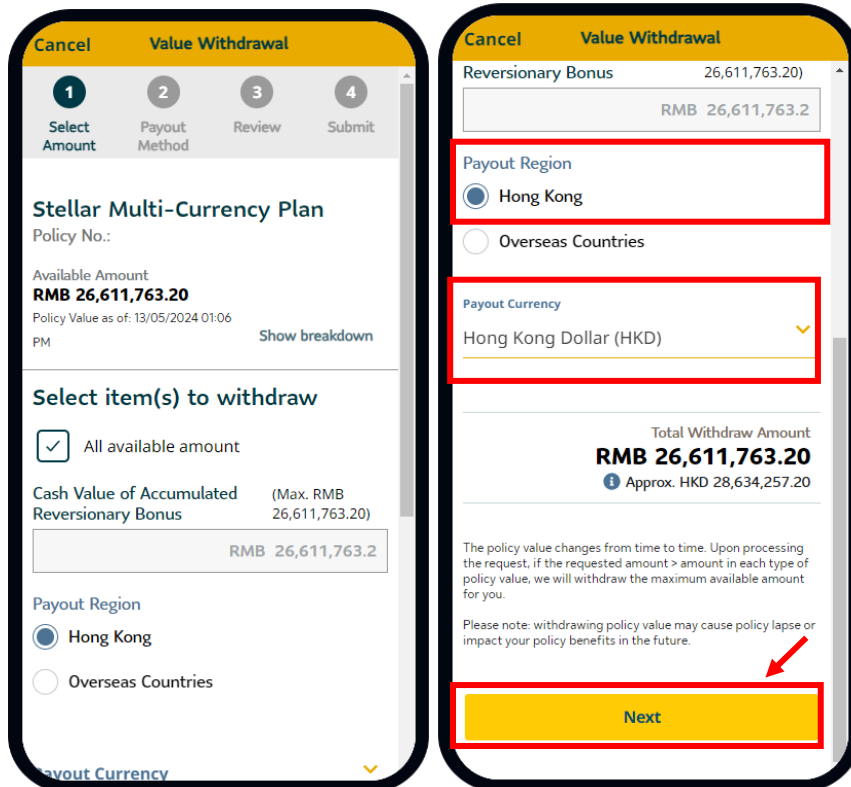
2. Tap “Withdraw” beside the policy you want to withdraw values from



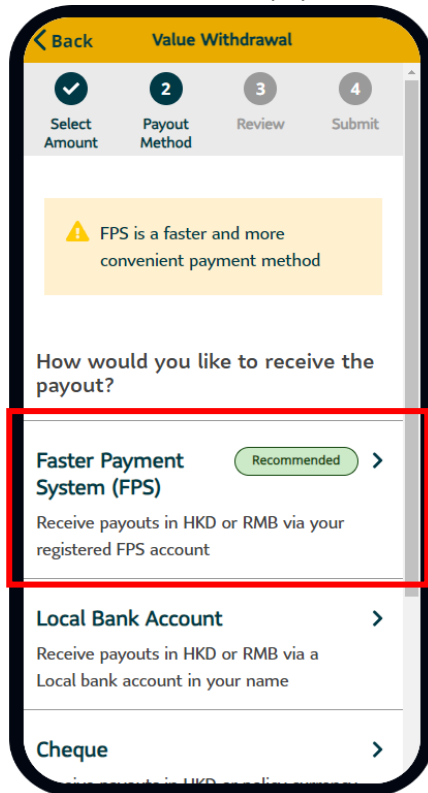
3. Enter the withdrawal amount and select payout region

- For local payout

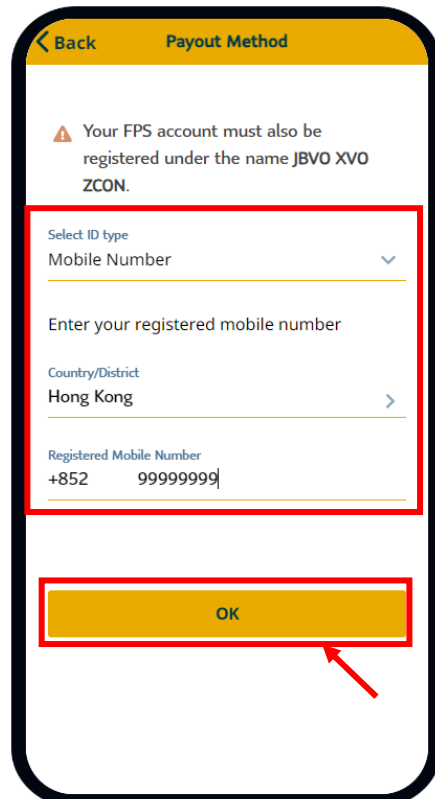
1. Choose “Hong Kong” for the payout region, and select payout currency



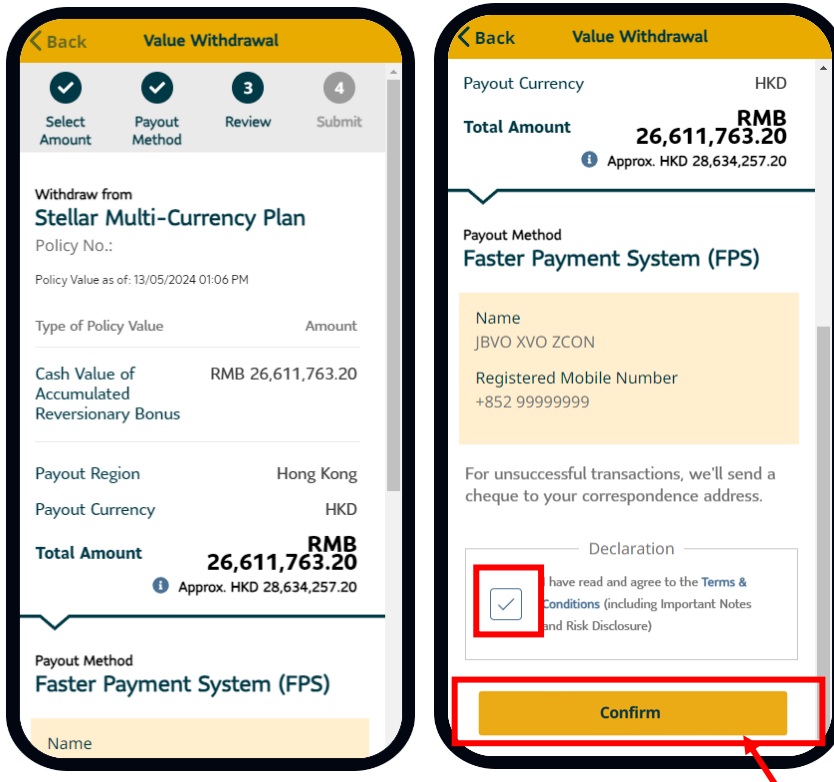
2. Select payout method. We recommend using “Faster Payment System (FPS)”



3. Select ID type and input relevant information, then tap “OK”

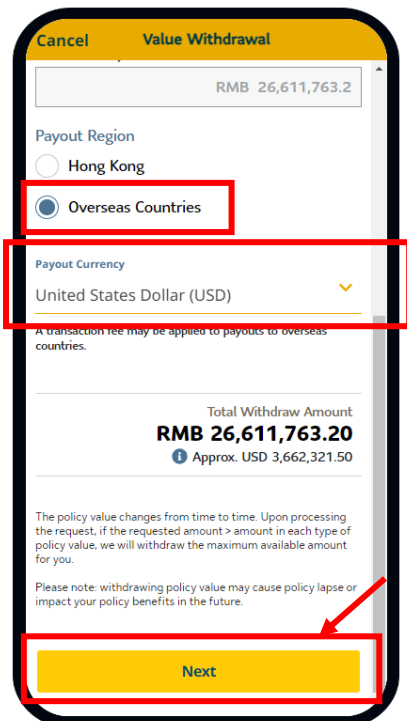


- Review application details. Read the Terms & Conditions and tick the box. Click “Confirm” to submit.

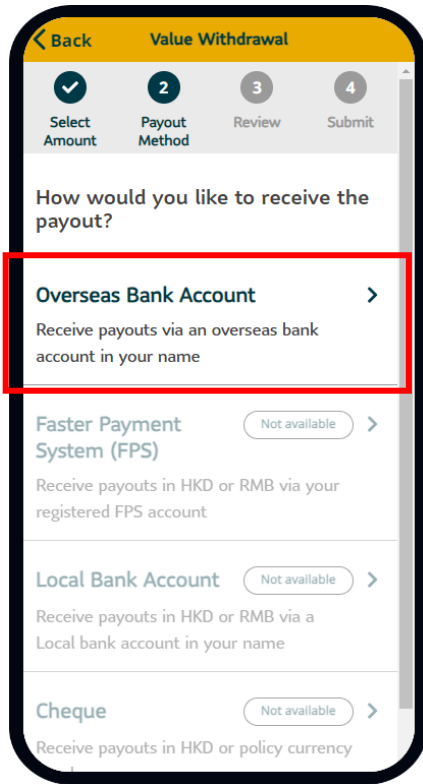


- For overseas payout

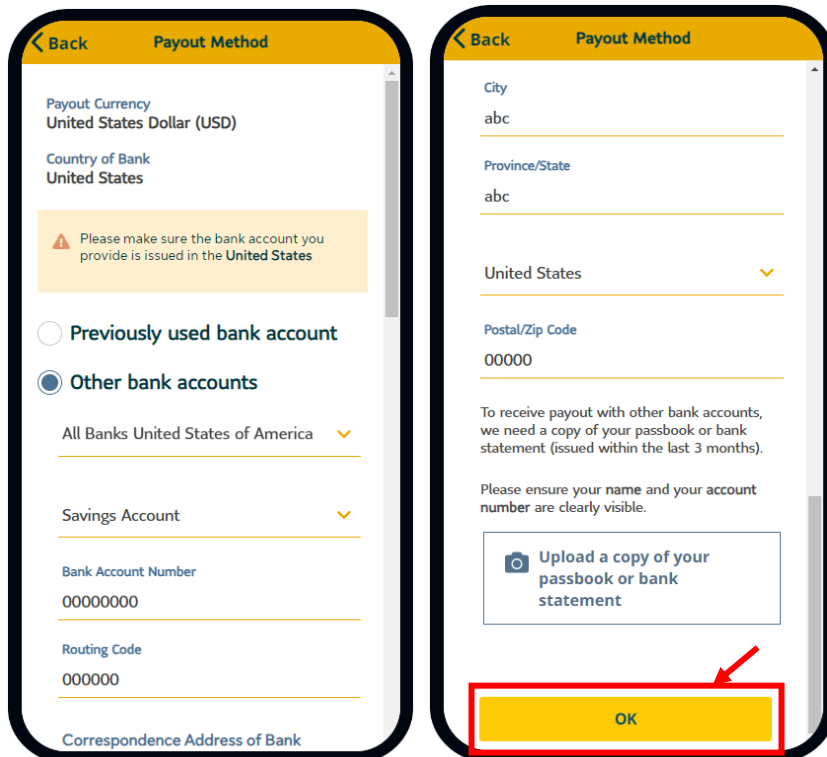
- Pick “Overseas Countries” for the payout region, and select the relevant payout currency



2. Select “Overseas Bank Account”

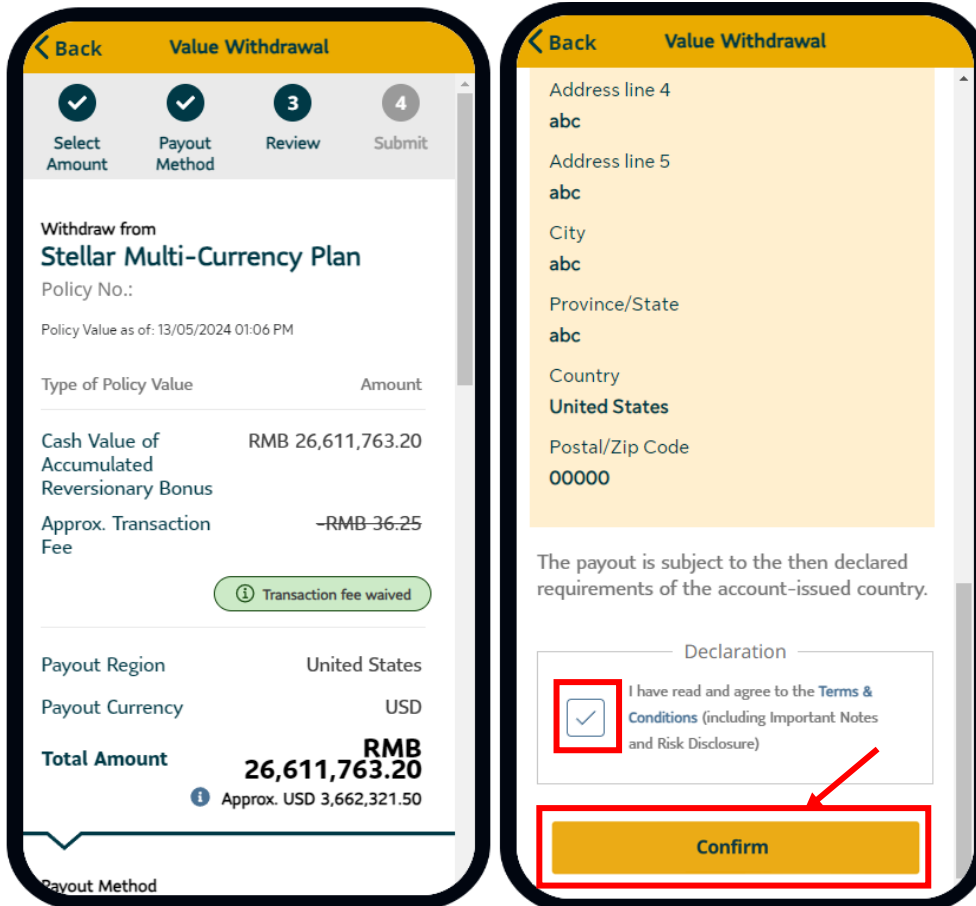


3. Choose the bank account to receive payout. For other bank accounts, please input the details and upload a copy of the passbook or bank statement. Click “OK” to proceed.



- Review details. Read the Terms & Conditions and tick the box. Click “Confirm” to submit.

(*Note: the below screencaps are for reference only. Waiver of administration fees only applies to the 1st value withdrawal transaction for Stellar Multi-Currency Plan, SunJoy Global & SunGift Global policies each policy year.)



Value Withdrawal

1 Select Amount 2 Payout Method 3 Review 4 Submit

Withdraw from
Stellar Multi-Currency Plan

Policy No.:
Policy Value as of: 13/05/2024 01:06 PM

Type of Policy Value	Amount
Cash Value of Accumulated Reversionary Bonus	RMB 26,611,763.20
Approx. Transaction Fee	-RMB 36.25

Transaction fee waived

Payout Region: United States
Payout Currency: USD

Total Amount: RMB 26,611,763.20
Approx. USD 3,662,321.50

Address line 4: abc
Address line 5: abc
City: abc
Province/State: abc
Country: United States
Postal/Zip Code: 00000

The payout is subject to the then declared requirements of the account-issued country.

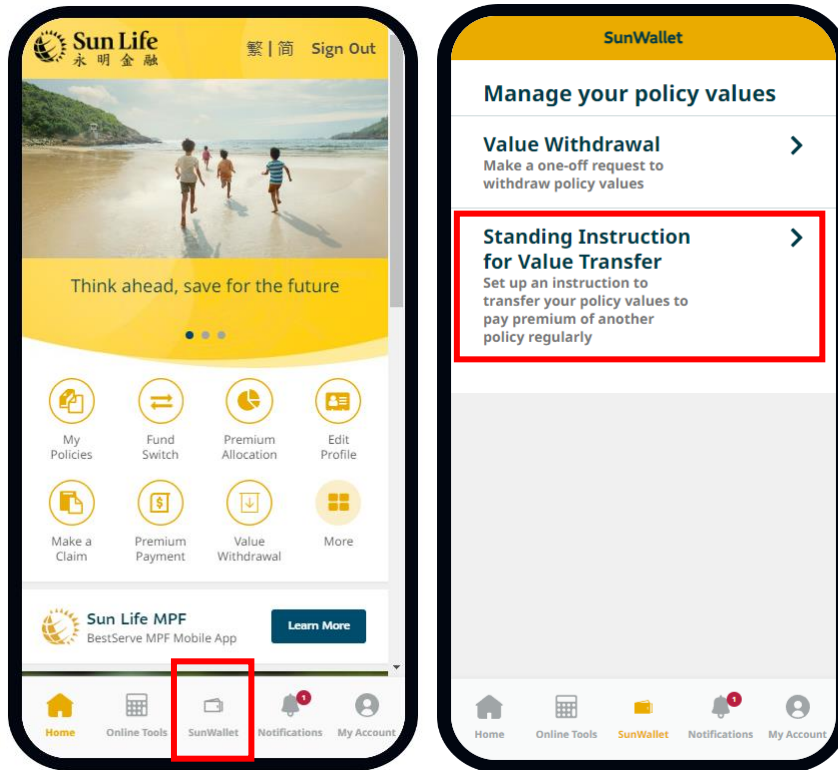
Declaration

I have read and agree to the **Terms & Conditions** (including Important Notes and Risk Disclosure)

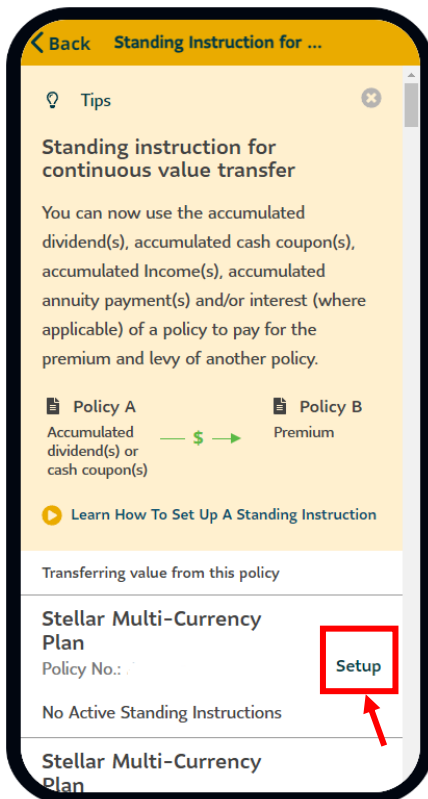
Confirm

B. Set up Standing Instructions for Value Transfer

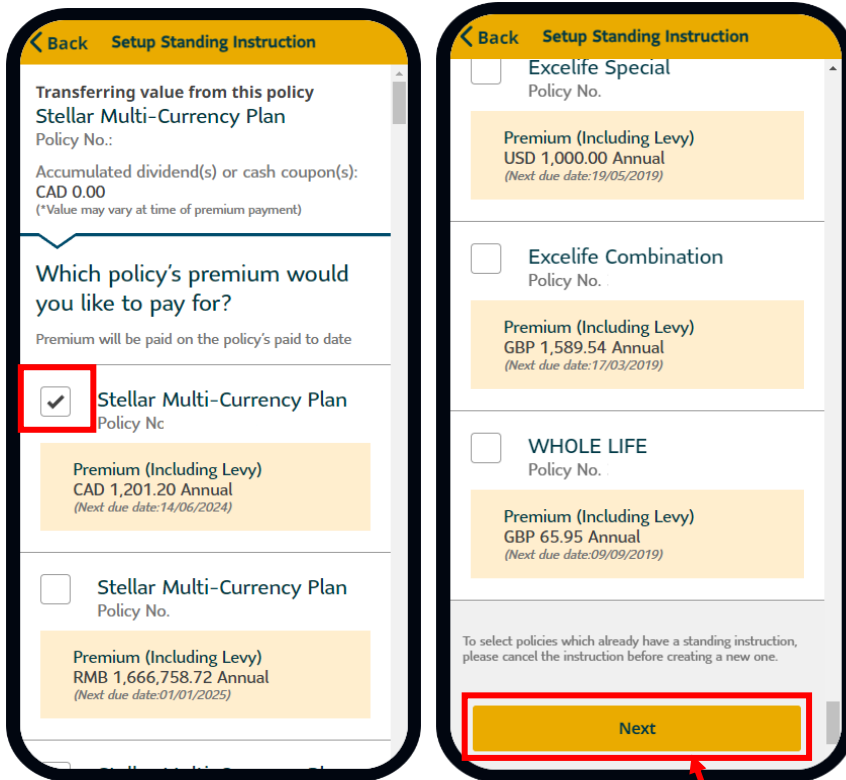
1. Tap “Standing Instruction for Value Transfer” on the SunWallet page



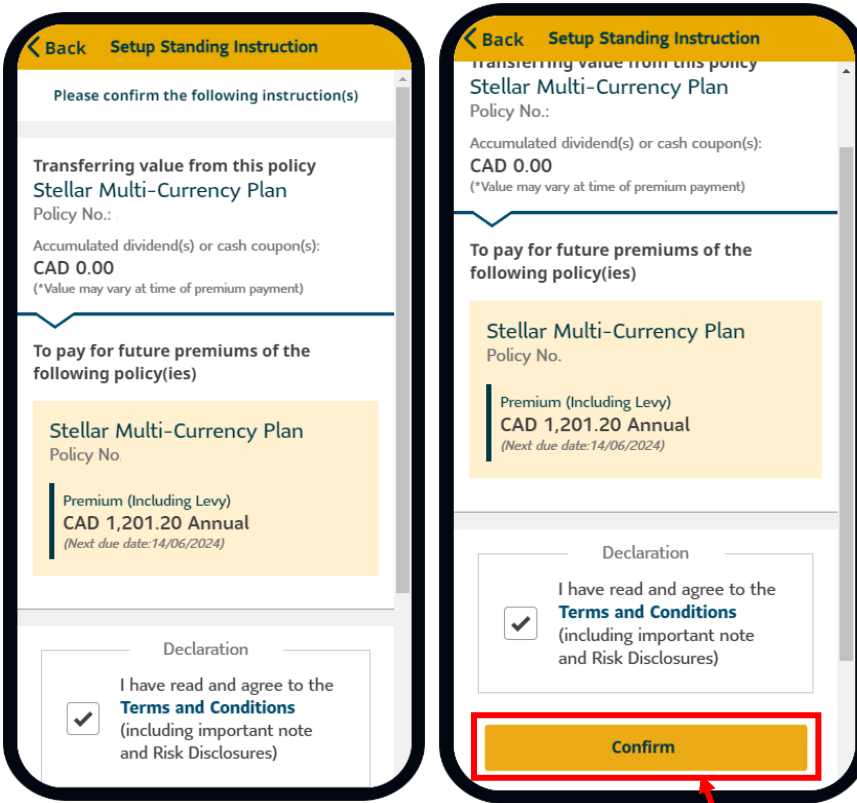
2. Click “Setup” next to the policy to transfer values from (Policy A)



3. Choose the policy to pay premium for (Policy B), then click “Next”

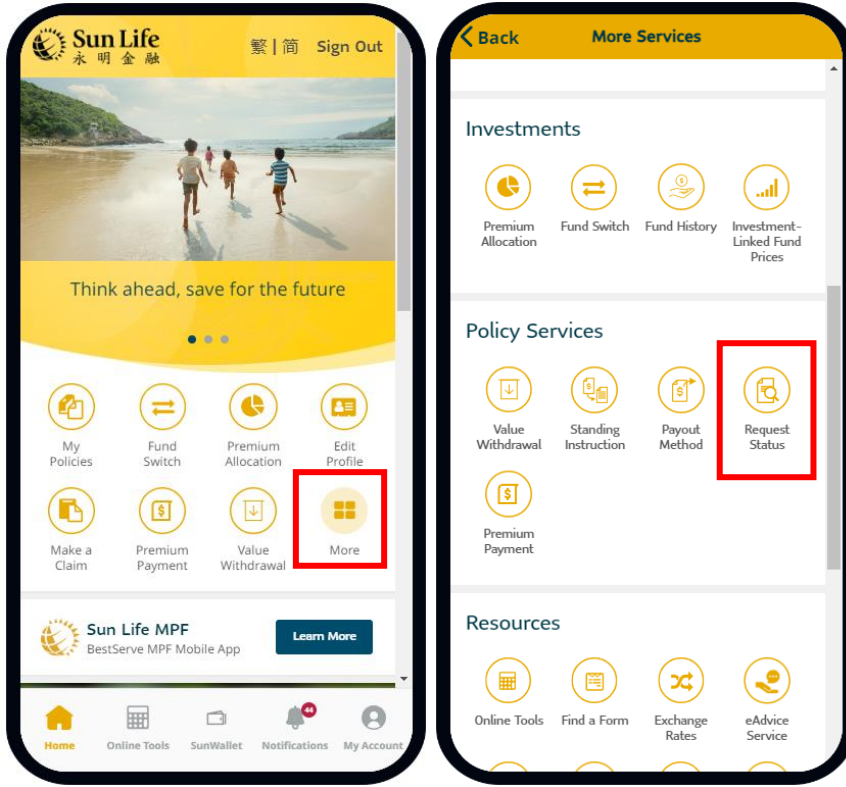


4. Review details. Read the Terms & Conditions, then click “Confirm” to submit.

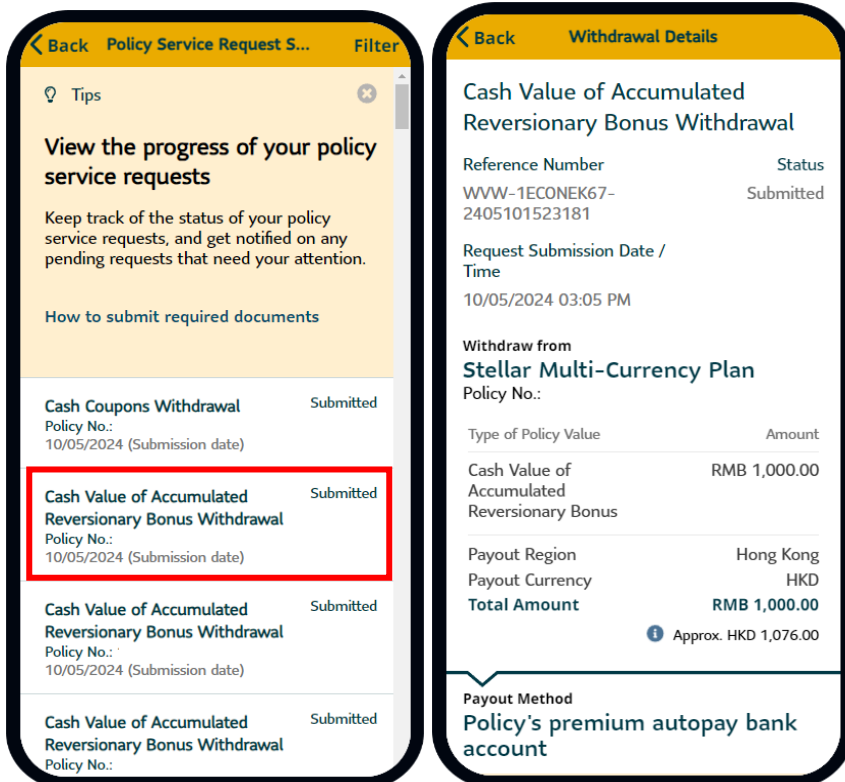


C. Policy Service Request Enquiry

1. On homepage, click “More” → “Request Status”



2. Click on the request to view the details



3. You can also view the request details from the Notification Center

