

OUTSTANDING Claims Management AWARD

The award is to acknowledge the professional services offered by the company in helping people who suffered from accident/injuries/sickness. The winning company should demonstrate their outstanding achievements in handling claims, adjusting and supporting services to clients by integrating effectively with other departments/organisations.

THE TOP 3



▲ Blue Cross has raised the industry's service standard in claims management by utilising blockchain technology in medical e-claims service, resulting in a highly secure, efficient and flawless claims process.



▲ With Blue Cross HK App, patients can use QR code for outpatient consultation and check claims record immediately.



As an insurtech forerunner, Blue Cross has been undergoing digital transformation by adopting the latest technologies and solutions to meet the ever-changing needs of its customers.

The Company is evolving in line with its management philosophy of "Go Personal, Go Digital". It believes that innovative, customer-centric products and a comprehensive range of digital services, such as an efficient e-claims management process, are vital to its success in maximising customer satisfaction. Blue Cross differentiates itself through the "Moment of Truth" in customer service and

delivers a seamless claims experience with its automated, straight through e-claims processing to meet its customers' high expectations of after-sales service, thereby giving them greater ease and convenience.

Blue Cross is the first insurance company in Hong Kong to adopt blockchain technology in medical e-claims service. It provides one-stop medical insurance service through its mobile app, which enables QR code contactless outpatient consultation within its extensive medical network, resulting in a highly secure, efficient and flawless claims process.



◀ Cigna Hong Kong's in-house Health, Wellness and Clinical Services team is staffed by registered nurses with extensive experience across several key specialties.



▲ Cigna Hong Kong's 'Cancer and Chronic Diseases Care Program At Home' initiative significantly reduces cancer patients' risk of exposure to COVID-19 while accessing life-saving medical treatments.



Cigna is a global health service leader whose mission is to help people improve their health, well-being and peace of mind. Cigna Hong Kong remains one of only a handful of insurance providers to offer Hongkongers the added reassurance of expert support from an in-house Health, Wellness and Clinical Services team. Staffed by passionate registered nurses with extensive specialist clinical experience of complex cases, the team provides policyholders with reliable professional advice on treatment and patient care options.

As those afflicted with cancer or other chronic diseases frequently require sophisticated ongoing therapies to control their conditions, Cigna Hong Kong has innovated a first-in-market initiative called 'Cancer and Chronic Diseases Care Program At Home'. In addition to providing invaluable practical assistance during times of extreme stress, the service minimizes especially vulnerable patients' chances of getting infected when visiting clinics by enabling virtual consultations via the Cigna Telehealth Service.



▲ Building on the success, we will continue to accelerate our products and service offerings through digital innovations and provide value-added solutions for our business partners and customers.



▲ "We are committed to deliver exceptional service to our customers with innovation and technology - to give people the confidence to achieve their ambitions." said Lei Yu, CEO North Asia.



QBE Hong Kong is the finalist for the Outstanding Claims Management Award – General Insurance of Hong Kong Insurance Awards 2020 for the second year running. The company has been shortlisted for its continuous commitment in maximizing efficiency in claims management and dedication in offering value-added solutions, offering exceptional claims experience and a win-win outcome for customers, business partners and other stakeholders in the Insurance ecosystem.

QBE has been serving Hong Kong for more than a century. Today, QBE Hong Kong

operations include QBE Hongkong & Shanghai Insurance Limited, QBE General Insurance (Hong Kong) Limited, and QBE Mortgage Insurance (Asia) Limited. As a leading general insurer, QBE Hong Kong provides a comprehensive range of non-life insurance solutions for both corporate and individual customers. QBE Hong Kong operates through an extensive network of professional insurance agents and brokers and various strategic partnership with banks and life insurance company. To learn more about QBE Hong Kong, please visit www.qbe.com/hk