

OUTSTANDING *Initiative on Community Health Crisis* AWARD

GENERAL INSURANCE

The timely introduction of this award will recognise the proactive measures or initiatives taken by a company in response to the global outbreak of the coronavirus disease, COVID-19. The award will acknowledge its efforts to insure or provide supports to the community against the pandemic. The judges will be looking for a proactive and innovative approach that has helped to mitigate the impact of the epidemic on the public and its policyholders.

THE TOP 3



◀ Bupa gave out Health First Care Kits with face masks, hand sanitisers and soup packs to our Bupa members, underprivileged members of the community and local families.



▲ We offer video consultation services to our eligible group and individual members to consult general practitioners through a video call comfortably and safely at home, with door-to-door medication delivery.

Bupa initiatives in response to COVID-19

The continuing COVID-19 pandemic is an unprecedented challenge for every person and corporation in Hong Kong, which impacts our health and daily lives in countless ways.

As a trusted healthcare partner in Hong Kong, Bupa is dedicated to continuing to support our customers and the community during this difficult time. To help people stay healthy physically and mentally, we have launched various initiatives in 3 phases:

- **Protection and Education:** immediate special protection and extra support for

our customers, such as Ask Q Doctors, video consultation service

- **Community Care:** actions to support the public targeting physical and mental health during the outbreak and stay-home period, such as Health First Care Kits
- **Re-energising:** campaigns to help people re-energise their bodies and minds when the situation is more stable, such as Bupa HealthFest

With the situation continuously changing, we closely monitor and take immediate action hoping to provide the right timely support to our stakeholders.



◀ Huang Zhaohui, CEO of CTPI(HK), donated HKD 1.09 million to Pok Oi Hospital at the Pok Oi Charity Show on behalf of the China Taiping Charitable Foundation.



中國太平保險(香港)有限公司
China Taiping Insurance (HK) Company Limited

China Taiping Insurance (HK) Company Limited ("CTPI(HK)") has been providing insurance service for more than seventy years. We have always adhered to the company spirit which emphasizes responsibility, pragmatism, coordination and dedication. With our strong financial strength, prudent management and good reputation, we have achieved the crediting rating of "A" from both Standard and Poor's and A.M. Best for many consecutive years. We are one of the most influential companies in the Hong Kong insurance market.



▲ We offer our sincere condolences to the elderly and community residents living in Senior Homes affiliated with the Pok Oi Hospital and Youth Service Center. We donated 23,000 masks.

Since the outbreak of the epidemic, we have donated necessary supplies to assist in the anti-epidemic fight. We have expanded our insurance coverage, properly cutting down on expenses and postponing deadlines for relevant enterprises, and exploring innovative products and marketing models that fit demand during the fight against the epidemic. We have been proactively promoting work resumption in all sectors in an orderly way. We have provided the relevant insurance services to assist economic development, and made contributions to the stability of Hong Kong.



▲ Cigna Hong Kong's 'Free COVID-19 Income Protection' plan guarantees three monthly benefits of HK\$10,000 for anyone hospitalized with the virus.



Cigna is a global health service leader whose mission is to help people improve their health, well-being and peace of mind. With COVID-19 having wreaked havoc worldwide for most of 2020, Cigna Hong Kong has delivered on its commitment by doing everything possible to support those trying to overcome this crisis.

In taking the battle against the pandemic to the next level, Cigna Hong Kong broke new ground by not only supporting Hongkongers' physical health but also their financial well-

being. Anticipating the concerns of those worried about losing their jobs or incomes after being diagnosed with COVID-19, the company pioneered a 'Free Cigna COVID-19 Income Protection' plan. Offering anyone hospitalized with the virus three monthly cash payments of HK\$10,000, the plan ensures patients can focus on getting better by measurably easing their financial burdens. To better support Hongkongers during this unprecedented crisis, Cigna Hong Kong has also tailored several other special coverage measures.