

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.



AXA General Insurance Hong Kong Limited

Timely, transparent and trustworthy claims service is what every customer can expect and experience from AXA General Insurance. We have been putting great efforts to ensure our claims management attains high service standards through consistently exceeding customers' expectations, while fully supporting our customers.

As a leading General Insurance provider in town, AXA General Insurance fully understands the risks faced by SMEs and our expertise demonstrates our capability to develop suitable products and claims solutions that cater to their business needs. We are the first in the market to provide a **3-Day Swift Claim service pledge** to SMEs customers, standing ready to help them recover quickly when the unexpected happens.

Claims is an emotional and powerful moment of truth to demonstrate how we live up to our mission - to better protect our customers and our community. Whenever SMEs need to make a claim, we strive to help relieve their burden by making claims process as simple and fast as possible.



AXA General Insurance is the pioneer insurer providing a 3-Day Swift Claim service pledge to SMEs customers.



BOC Group Life Assurance Company Limited

BOC Life has developed as one of the leading life insurance companies in Hong Kong, especially in the RMB insurance market. Customers have clearly responded well to us, and we are proud to have received a number of accolades for our distinctive business performance including the honour of Outstanding Young Professional (Corporate) of the Year and the finalist award of Outstanding Claims Management conferred by the HKFI in 2015 and 2016 respectively.

Legendary service today may become a norm tomorrow. With this in mind, BOC Life constantly looks for customer insights to raise our service standard and provides customers with unique experience not available elsewhere. We find it extremely important for our claims specialists to understand the expectation of customers at their difficult time, and let them feel our care by making the processes smoother and more flexible.

BOC Life believes that the success in our claims service is not resulted from a single act by a single person or team. With an aim to create a consistent experience for customers throughout the journey with us, we foster a customer centric culture across the company and have this philosophy and value shared by our employees and distribution partners.

Life insurance is a highly customer-focused industry, and well-thought interactions at each touch point will lead us to build a long-lasting relationship into the future.



Zurich Insurance (Hong Kong)

Zurich's vision in Claims is simple—to deliver the best claims service in Hong Kong and assure our customers get paid to what they are entitled to, righteously and timely. We know that "claims" are the insurance moment-of-truth and that a reliable claims service leads to a sustainable insurance brand.

Here is how we structure for success:

WHO – We jokingly call ourselves the "Zurich Superhero Claims Team"—while we are still far from saving the world, our team does consist of a force of experts from a variety of professional backgrounds, including medical doctor, occupational therapist, physiotherapist, rehab counsellor, solicitor, etc. This group of professionals exists to provide opinions to the Insured, both individuals and commercials, so that they e.g. can return to normal lives after the unfortunate events.

WHAT – Tools such as our award-winning "Zurich HK" app and Telephony Claim Service waive the hassle of going through paper-work. Though, simplifying claims is not just what we do; we notice the emotional distress that occurs to the customers when they are dealing with the aftermath of unfortunate events. One of the highlights in motor insurance is the upgraded Garage-Pro Services, where Zurich private car customers enjoy an array of benefits that makes repairing their car simple and fast.

HOW – ZWOW, the Zurich Way of Working, is a team oriented approach to enable our claims team to deliver a sustainable daily operation and to deliver a consistent claims service to our customers. E.g. by aligning every day in so called CommCells and by managing performance by the use of clear Key Performance indicators the capacities of the team can be better managed and performance anticipated.



The "Zurich Superhero Claims Team" always put customers first.



Zurich takes the leap in digitizing claims process via the "Zurich HK" app platform.