

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.



AIA International Limited



AIA is committed to living up its brand promise of being 'The Real Life Company' of our customers and help them live longer, healthier and better lives.

We pioneered in redefining our claims service and launched the industry-first Personal Claims Service Management in July 2016.



Everybody wants to live a longer, healthier and better life, and AIA embraces such in our brand promise to be 'The Real Life Company' of our customers.

AIA believes that the best medical protection is not only talking about providing customers comprehensive cover and financial support. We took the lead by redefining our claims service and launched the industry-first Personal Claims Service Management in July 2016. The service goes far beyond traditional service and allows customers access to 3,000 leading specialists around the world.

The service enables AIA to proactively engage ourselves throughout customers' medical journey. By offering access to third-party and multi-disciplinary expert advice, support and assistance from our medical partner, customers can make informed decisions and get the best possible medical care – the right diagnosis, optimal treatment, avoiding unnecessary testing and invasive treatments. The whole process alleviates much stress, uncertainty and pressure from customers and their family members.

The Personal Claims Service Management is an innovative service that gives customers peace of mind beyond conventional insurance which they need most in times of sickness.



AXA Hong Kong



The core objective of the SmartClaim is to bring our customers seamless and unparalleled service.

SmartClaim continuously offers value-added services to customers including the repair workshop (Vendor Portal), SMS message and MyAXA mobile App.



A timely, transparent and trustworthy claims service is what every customer can expect and experience from AXA General Insurance. We are committed to delivering a superior customer experience at all levels. Over the years we have been continuously investing in digitalisation, and the launch of our online platform SmartClaims is the proof of our commitment to customer centricity.

Our well-established SmartClaims platform sets itself apart by ensuring a simple and coherent customer journey through automation of every claims touch point. It definitely enhances the efficiency of claims management, while customers can easily lodge claims and track the status of their claim via our mobile application.

With the holistic management approach, the platform also facilitates the collaboration of vendors and surveyors who can submit remote claim assessments for our further handling.

At AXA, we strive to relieve the burden on our customers by making the claims process as simple and fast as possible.



BOC Group Life Assurance Company Limited



Taking a holistic approach to meet and exceed customer's expectations.

Dedicating efforts to innovate the claims process and give customers the best experience.



Claim settlement is said to be the most precious moment of truth for those who have taken out an insurance policy before mishap. At BOC Life, we believe that claims services demonstrate how we live up to our mission in delivering our promise to customer.

A holistic approach has been adopted to meet and exceed our customer's expectations. We want to pay the claims fast and at the same time make it hassle-free by giving customers the best experience. While our claims approval turnaround time is among the shortest in the market, we have been dedicating efforts to innovate the process by introducing, for example, Easy Claims and ecConnect.

Coupled with proactive communications with distribution partners and a strong customer-centric culture, BOC Life will work harder to differentiate ourselves from other insurance service providers not by following the market norm but going far beyond it.