

OUTSTANDING  
*Claims Management*  
 AWARD  
 GENERAL INSURANCE

*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



Chubb HK's state-of-the-art online claims portal is hailed as one of the most user-friendly in the local insurance businesses.



Stanley Wong, President of Chubb's general insurance business in HK SAR, is proud of the award winning excellent claims service which is of exceptional quality and dependability.

CHUBB®  
 安達保險®

Chubb is the world's largest publicly traded property and casualty insurer. With operations in 54 countries and territories, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. As an underwriting company, we assess, assume and manage risk with insight and discipline. We service and pay our claims fairly and promptly.

Chubb Insurance Hong Kong Limited ("Chubb HK") has been present in Hong Kong

SAR for more than 90 years via acquisitions by its predecessor companies. We offer property, casualty, marine, financial lines and consumer lines insurance solutions designed for large corporates, mid-sized commercial and small business enterprises as well as retail customers.

Working closely with customers and partners, Chubb HK is renowned for the promptness and smoothness with which it settles outstanding claims. In 2018 alone, the company's team of dedicated claims experts processed over 27,000 cases.



◀ Cigna Hong Kong's in-house Health, Wellness and Clinical Services team comprises of registered nurses with diverse background across a range of specialties.



▲ Cigna Hong Kong delivers on its commitment to customers by doing everything possible to assist those facing "Major" or "Complex" surgery in handling claims and providing nursing guidance and support.

Cigna is a global health service leader whose mission is to help people improve their health, well-being and peace of mind.

Staffed by passionate registered nurses possessing proven clinical experience of handling complex medical situations, Cigna Hong Kong's in-house Health, Wellness and Clinical Services Team (Care Manager Team) provides reliable professional advice on treatment and patient care. When customers face a critical medical condition, our team members are always standing by to help.

Where "Major" or "Complex" surgeries

are needed, Cigna Hong Kong Care Managers will offer everything from pre-treatment preparation to post-hospitalization care. The team provides our patients and their family members with professional advice and emotional support before treatment and throughout the recovery journey. To further increase peace of mind, the team will also help clarify the amount of coverage available under customers' medical insurance plans. Such close care ultimately makes it far easier for customers to prepare for their treatment and manage any out-of-pocket medical expenses.



◀ Looking ahead, QBE Hong Kong will continue to invest in digital innovations to deliver a better experience for business partners and customers.



▲ Lei Yu, CEO for North Asia and Regional Head of Distribution, QBE Asia said, "It is a great honour for us to be the finalist of the Outstanding Claims Management Award – General Insurance."

QBE Hong Kong is the finalist for the Outstanding Claims Management Award – General Insurance of Hong Kong Insurance Awards 2019. The company has been shortlisted for its innovative Digital Claims platform that delivers an outstanding claims experience for customers as well as operational excellence for the business.

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 business and personal customers. QBE Hong Kong operates through an extensive network of professional insurance agents and brokers and has an exclusive distribution partnership with Hang Seng Bank and Manulife. To learn more about QBE Hong Kong, please visit [www.qbe.com/hk](http://www.qbe.com/hk). QBE Hong Kong is part of the International Division of QBE Insurance Group Limited, a general insurance and reinsurance company.