

Outstanding Claims Management Award - General Insurance

Cigna Worldwide General Insurance Company Limited



We are committed to developing skillful claims professionals with robust governance.

At Cigna Healthcare Hong Kong, our customers are at the centre of everything we do. Our claims management principle "CIGNAPRO" represents our commitment and promise to our customers to provide them with peace of mind. We pride ourselves for always listening to what our customers are saying and strive to better understand and anticipate their needs and bring our mission to life – to improve the health and vitality of those we serve.

Challenges from rising healthcare costs and evolving customer needs have also presented us with more opportunities to innovate and create value-driven solutions. By adapting to industry changes, exploring partnerships, focusing on preventive healthcare, and continuously training our

dedicated claims professionals to enhance our services, we strive to maintain our leadership position as a health service provider and continue to provide a seamless and compassionate claims experience to our customers when they need us the most.



We are honoured to receive this recognition and will continue to provide efficient claims services to our customers.

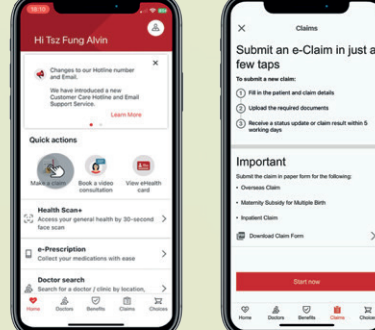
Outstanding Claims Management Award

HSBC Life (International) Limited

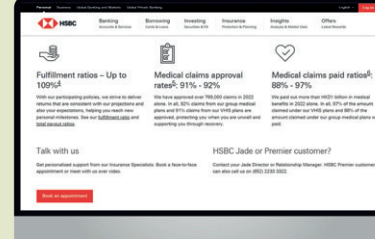


HSBC Life is committed to supporting customers' needs while making their insurance journey easier and more convenient. The introduction of e-Claims has optimised the efficiency of the claims process – with claims paid within 5 minutes. Customers can submit their claims anytime and anywhere via our award-winning HSBC Life Benefits+ platform. This is augmented by our market-leading health fulfilment capabilities and a full spectrum of medical service capabilities through best-in-class paramedical centers for preventive care.

With the number of people with chronic illnesses expected to grow to 3 million in 2039, HSBC Life is stepping up to ease the burden and enable a better healthcare experience. Leveraging advanced technologies, we plan to extend our elevated claims experience, along with our comprehensive Care+ medical network with 3,000+ partners, to enable cashless experiences for other suitable products and services, making insurance and healthcare more accessible across different market segments.



Using an automated system, eligible e-claims can be approved instantaneously with payment immediately deposited into the customer's bank account.



HSBC Life has publicly disclosed its above-market claims approval rate and claims paid ratio for the benefit of customers.

Outstanding Customer Services Award

AXA Hong Kong & Macau



Our AXA general insurance hotline and service team possess essential skills that exemplify our commitment to excellence. Aligned with AXA's core values of "Customer First," "Integrity," "Courage," and "One AXA," our team excels in customer-centricity, communication, product knowledge, problem solving, integrity, professionalism, courage, resilience, and team collaboration.

With a customer-first approach, we prioritise understanding and meeting the unique client needs. Our strong communication skills ensure clear and effective interactions, providing customers

with the information they need. Our in-depth product knowledge allows us to offer comprehensive and accurate guidance. Equipped with problem-solving skills, we address challenges efficiently and deliver timely resolutions. Upholding integrity and professionalism, we maintain the highest ethical standards. We demonstrate courage and resilience in handling difficult situations, and our collaborative efforts ensure seamless service.

These skills, combined with AXA's core values, are the foundation of our success and the reason for our recognition as outstanding customer service providers.



Team members of AXA GI Contact Centre Team are passionate about providing outstanding customer experience for every customer enquiry.



Our customer service teams are well-versed in AXA products and processes, providing accurate and comprehensive information to our customers.

Outstanding Training and Development Award

HSBC Life (International) Limited



HSBC Life Insurance Academy has played a pivotal role in nurturing sales talents across different distribution channels.

At HSBC Life, we have been nurturing our salesforce in Hong Kong and Macau to enable them to provide the best experience to our customers across all distribution channels. Our Insurance Academy, led by a team of seasoned trainers, has long been committed to develop our frontline staff into well-rounded insurance talents by inspiring ideas, igniting passion, and impacting lives through a variety of teaching methodologies.

To support our expansion in the Greater Bay Area and seize opportunities after the reopening, we have designed a comprehensive learning journey with a series of fun and engaging initiatives to equip trainees with the right knowledge, skills, and mindset. Aside from learning surveys and assessments, we also evaluate their ability to apply what they

learned to their daily work and monitor its impact on sales volume. It is rewarding to see this training drive business outcomes that align with the company's strategic goals.



HSBC Life Insurance Academy has provided frontliners with diversified training to drive business success, earning them various industry awards.

The Hong Kong INSURANCE AWARDS 2023 香港保險業大獎



This year's Hong Kong Insurance Awards held extra significance as it marked the 35th anniversary of the HKFI.



The awards, spanning across 22 categories, recognised firms and individuals for their excellence in a variety of areas.

In a grand celebration of achievement, the prestigious 2023 Hong Kong Insurance Awards, organised by the Hong Kong Federation of Insurers (HKFI), recognised insurance companies and practitioners who have reached the pinnacle of success. This year's awards held extra significance, as it marked the 35th anniversary of the HKFI. To commemorate the milestone, the HKFI relaunched the category – the Lifetime Achievement Award – awarded to two outstanding industry members from the general and life insurance sectors. These

individuals have made significant accomplishments and impactful contributions to the industry in Hong Kong. Aside from the Lifetime Achievement Award, the awards, spanning across 22 categories, recognised firms for their excellence in a variety of areas, including customer service, claims management, ESG (Environmental, Social and Governance), CSR (Corporate Social Responsibility), financial education, and marketing, etc. "We applaud all the contestants for their commitment to

The Lifetime Achievement - General Insurance



Allan Yu

goals and met targets. He had knack for identifying and fostering high-performers and emerging talents, whom he nurtured to become capable and knowledgeable future leaders and key staff members by providing invaluable learning opportunities, comprehensive training, and personalised coaching and mentoring.

Key achievements

Allan Yu possesses decades of exceptional achievement in the insurance industry in Hong Kong. His outstanding leadership at an international insurance company for 10 years has been pivotal in making that company a top five insurer in a highly competitive market. There, he was able to grow a profitable business through disciplined underwriting and effective claims and portfolio management.

Mr. Yu has generously contributed over decades of service to the industry on a pro bono basis and is key to shape the current industry landscape. Even after his retirement, he continues to chair the Insurance Training Board of the Vocational Training Council and the Insurance Industry Training Advisory Committee of Qualifications Framework, promoting insurance education and analysing industry manpower requirements.

During his tenure as an insurance company CEO, Mr. Yu focused on building a cohesive team that achieved

Career challenges

Major global events, such as the Asian Financial Crisis of 1997, the September 11, 2001 terrorist attacks in the U.S., and the Lehman Brothers fallout in 2008, have led to substantial underwriting and/or financial losses for insurance companies. Through his disciplined and professional risk management skills, Mr. Yu was able to lead his company's rapid recovery and return to profitability in a short time.

Important attributes for a successful career

In his view, a successful career in insurance hinges on several fundamental attributes and traits: an insurance practitioner must build a solid foundation in insurance knowledge and practices, and possess strong underwriting, claims and distribution capability. Moreover, one is expected to demonstrate professionalism, ethical conduct, and high integrity, as well as engage in lifelong learning. For Mr. Yu, a capable insurance leader has excellent management skills, adeptly handles personnel, communicates effectively, embraces change management and fearlessly takes up challenges whenever crises arise – all qualities that Mr. Yu exemplified during his remarkable career.

Outstanding Corporate Social Responsibility Award

AIA International Limited



The Youth-inspired Co-Creation Programme provided HK\$2.5 million Kickstart Fund for 10 exceptional creators in pursuit of their purposeful careers.

Young people today are brimming with infinite creativity and a strong desire for greater good. All they need are suitable platforms and opportunities for them to pursue their creative dreams.

With our unwavering commitment to helping people live Healthier, Longer, Better Lives, a Youth-inspired Co-Creation Programme was designed to empower promising young creators to ignite their innovative ideas into sustainable careers. On top of the HK\$2.5 million Kickstart Fund, the programme also offered exclusive star mentorship and publicity opportunities.

The programme has garnered an overwhelmingly positive response with over a thousand applications and widespread public awareness of the young creators' aspirations. It proved the

infinite possibility to co-design the future with 10 young creators, and in the process, creating sustainable social impact as well as strengthening AIA as the number 1 brand considered by the young segment.



An exclusive all-star mentorship program was built to equip 10 creators with the necessary skills to kickstart their businesses.

Hailing Hong Kong's Insurance Luminaries

making exceptional accomplishments," said HKFI Chairman Orchis Li.

The awards have been co-organised with the South China Morning Post (SCMP) since 2017. Kevin Huang, Chief Operating Officer of SCMP, said the award categories "reflect the rich diversity and inclusivity that are at the core of our shared values, and the talent and passion that contribute to the continued success of Hong Kong's insurance industry."

As in the past, the panel of judges for the 22 categories was comprised of distinguished members of the insurance and related fields, academic institutions, and public bodies, as well as representatives from the SCMP. A special six-person judging panel, chaired by Non-Official Executive Council Member Moses Cheng, selected the Lifetime Achievement Award recipients.

The awards were presented to the winners at the awards presentation ceremony cum gala dinner on October 25th by prominent senior officials and regulatory figures, including Secretary for Financial Services and the Treasury Christopher Hui; Non-Official Executive Council Member Moses Cheng; Non-Official Executive Council Member and Legislative Councillor Chan Kin-por; Permanent Secretary for Financial Services and the Treasury Salina Yan; Chairman of Insurance Authority Stephen Yu; Legislative Councillor Chan Pui-leung; Undersecretary for Financial Services and the Treasury Joseph Chan, and CEO of Insurance Authority Clement Cheung.

First launched in 2014, the Hong Kong Insurance Awards has evolved together with the development of the industry, adding new categories over the years to raise standards across the industry by acknowledging exceptional performance and innovation.

"As we continue to organise this signature event year after year, we strive to provide a platform that recognises and rewards the outstanding performance of insurance companies and practitioners," says Li.

"This evening, we come together not only to celebrate the outstanding achievements of the winners and finalists, but also to acknowledge and honor the collective accomplishments of our entire industry. At the HKFI, we witness the immense power of collaboration and unity," adds Li. "All these necessitate the collective

support and active involvement of stakeholders across the ecosystem, including the government, regulators, insurers, intermediaries and friends of the industry. By joining forces, let us collaborate towards the betterment of our industry and contribute to the greater good of Hong Kong."



Allan Yu (left) and Samuel Yung (right) received from Secretary for Financial Services & the Treasury Christopher Hui (middle) the Lifetime Achievement Award.



Chairman of HKFI Orchis Li gave an opening speech at the awards presentation ceremony.



Kevin Huang, Chief Operating Officer of SCMP, extended his heartfelt gratitude to all participants and attendees.

Organiser:



香港保險業聯會 The Hong Kong Federation of Insurers

Co-organiser:



South China Morning Post

The Lifetime Achievement - Life Insurance



Samuel Yung, SBS, MH, JP

with Million Dollar Round Table (MDRT) to enhance productivity and professionalism. He co-founded Asia Pacific Life Insurance Council (APLIC). In 1997, he was appointed Chairman of the International Committee of GAMA International, the only Hong Kong insurance leader to assume this position. In recent years, he has advised on the establishment of an independent Insurance Authority.

Career challenges

The 2008 financial tsunami presented Mr. Yung with one of his biggest career challenges. Amid trouble at AIA's former parent company, AIG, he acted swiftly to restore customer confidence by inviting financial experts to share the latest updates and industry insights with his district, underlining AIA Hong Kong's strong financial position and the city's independent and robust regulatory framework. He also engaged mental health counsellors to provide training and care. He led his district through adversity while maintaining its leading sales position.

Important attributes for a successful career

Mr. Yung believes positive thinking is the key to success – helping one rise to any challenge and seize opportunities. He also emphasises the importance of having an outgoing character, academic training, and professional outlook. He says financial planners should also be forthcoming, honest, open-minded, and keen to learn new skills and knowledge to navigate today's shifting landscape.

Excellence in ESG and Sustainability Award

Zurich Insurance (Hong Kong)



At Zurich, we aspire to be one of the most responsible and impactful businesses globally. We firmly believe that sustainability is not only about how we conduct business today, but also about safeguarding the future. That's why we partner with our employees, customers, business partners and the community to dedicate our efforts to three essential pillars: Planet, Customers and People.

Under the Planet pillar, our primary focus is to achieve net-zero operations by 2030 to enhance the resilience of our environment and society.

As customer centricity intertwines with sustainability, we endeavour to engage and inspire our Customers with ESG-themed products and solutions to support their own transitions to build a brighter future together.

Our People are our most important asset. We strive to uphold the well-being of our employees and the broader community. We accomplish this by supporting work sustainability and providing assistance to those in need in society.



We support youth physical and mental well-being by sponsoring large-scale interschool basketball competitions and mental health programmes.



Our CEO Eric Hui proactively leads and participates in conversations to showcase best practices in ESG and establish industry benchmarks.

Outstanding Equal Opportunity Employer Award

Prudential Hong Kong Limited



Prudential values people for their best self and best work. Employees are supported to unleash their full potential.

Being honoured as the "Outstanding Equal Opportunity Employer" in the Hong Kong Insurance Awards 2023 is a proud and fulfilling moment for Prudential. It will strengthen our commitment to diversity, inclusion and workplace equity.

Prudential is the partner and protector of every life and every future. We apply that inspiration even into the workplace by being the most empowering and empathetic employer for everyone – irrespective of their caste or creed, gender or age, ethnicity or sexual orientation. Prudential helps our employees thrive in the company, no matter who they are. We are driven by a simple desire to constantly enrich our employees' personal wellness and workplace experience.



Callister Koh, Chief Human Resources Officer, proudly received the "Outstanding Equal Opportunity Employer" award.

Outstanding Financial Education Award

Prudential Hong Kong Limited



Money management is an essential life skill to develop at a young age, as it sets a path towards a secure and fulfilling adulthood.

Through our award-winning financial education platform "Cha-Ching," we help children ages 6-12 learn money management concepts. To date, more than 10,000 children have participated in this programme.

We also conduct outreach to secondary school students using a board game called "Savvy Planner." Through a simulated environment where students pretend to be working adults, they learned how to set up financial goals to meet various life needs. Last school year, we introduced this game to nearly 1,000 students.

Moreover, our "Open Door Work Placement Programme" taught ethnic minority students on how to manage their income and spending.

We partner with NGOs like social enterprise AWEsum Care to host seminars for seniors to promote Advance Care Planning (ACP), and with our sponsorship, 1,800 ACP documents have been created.



The two-hour activity-based Savvy Planner workshop teaches students financial goal setting and budget planning, covering savings, investing, and debt management.



The "Open Door Work Placement Programme" provides valuable training to underserved ethnic minority students, equipping them with essential skills in managing their income and expenses as they transition into the workforce.

Outstanding Integrated Marketing Strategies Award

Prudential Hong Kong Limited



Hongkongers had multiple ways to engage with the Double Ducks, including through the first-ever interactive wall in an MTR station.

Prudential's lead sponsorship role of the "DOUBLE DUCKS by Florentijn Hofman" presented an opportunity to be part of, perhaps the most anticipated and merriest events in Hong Kong in 2023. The return of the iconic sculpture to Hong Kong – this time with two giant ducks symbolising double happiness – tied perfectly with Prudential's 175th Anniversary theme of "Celebrating Life." The overwhelming positive response from the public ignited collective memories of the giant duck's first visit to the city in 2013.

In addition to the exhibition of the duo at the waterfront of the Victoria Harbour, Prudential also incorporated digital technology to bring the two ducks from the harbour to every corner of Hong

Kong. Leveraging an international asset to create viral impact locally has its fair share of challenges, but a wholehearted commitment to bring joy, happiness, and positivity to the community made the impossible possible.



Prudential's lead sponsorship of the Double Ducks earned recognition from the industry.

Outstanding Digital Marketing Campaign Award

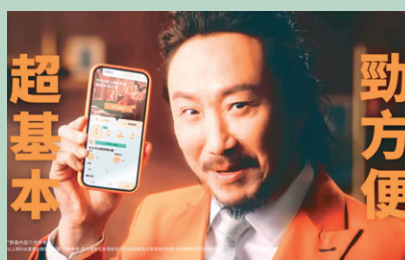
FWD Life Insurance Company (Bermuda) Limited



FWD aims to change customers' perception of online insurance by revolutionising service standards with the use of AI. Our "Simplicity is Our Basic" digital marketing campaign used a data-driven strategy and set a new standard for the industry. The campaign's success, reflected in significant sales growth, underscores our improved connection with customers via an AI-driven streamlined experience.

To enhance campaign measurement capabilities and audience tracking, we collaborated with Meta and Google, and utilised server-to-server (S2S) integration to optimise ad targeting and reduce costs. These insights allowed us to fine-tune customers' personas, predict cross-channel journeys and behaviours, target more prospects, and modify messaging across the customer's life cycle.

Our campaign integrated online and offline media – including different OOH and social content – to create city-wide buzz and engage diverse audiences. We also tapped celebrity influencers to create a series of tailor-made lifestyle content, thus generating more attention and impact.



The campaign challenged and revolutionised online insurance service standards through the transformative capabilities of AI.



We drew attention to our platform and hero products through personalised targeting across multiple touchpoints.

Excellence in Digital Transformation Award

FWD Life Insurance Company (Bermuda) Limited



AI Discovery is designed to improve customers' experience during the needs assessment stage of their purchasing journey.

FWD prioritises our customers' and business partners' best interests, and thus we embrace digital transformation to stay competitive amid evolving online distribution and changing customer



The AI-driven Claims Decision Engine reduces the turnaround time for claims processing and improves efficiency by identifying potential fraud.

expectations. Our focus is on enhancing the customer experience (CX) proposition, ensuring business resilience, and providing convenience to Hong Kong consumers. For example, customers can get insured with just a few taps on their mobile, gets their claims automatically processed and paid within minutes, and also enjoy personalised lifestyle offerings from FWD.

New technology enablement has taken a new height in the industry as predictive AI and data learning have changed the game entirely and reshaped the competitive landscape. The use of AI allows us to simplify and automate customer journeys to deliver a superior experience. For example, the FWD AI Discovery questionnaire provides intelligent product recommendations and coverage estimates with just a few clicks, saving customers and agents time and effort.

Most Innovative Product/Service Award - Wealth

AIA International Limited



AIA Hong Kong offers high-net-worth (HNW) customers a holistic suite of solutions comprising innovative products and services to meet their evolving health and wealth management needs.

Wealth Elite 2 – Sapphire is a flexible wealth planning solution with a first-in-market Pre-Underwriting Option of up to US\$20 million. Upon successful application of the first policy, customers can apply for one or more Wealth Elite 2 – Sapphire policies with a simplified underwriting within a designated period and the pre-approved cover amount.



At AIA Alta Wealth Management Centre, we have a dedicated onsite team which provides unparalleled wealth management services to HNW customers. We also collaborate with international organisations to offer referral-based advisory services.

AMPLIFY YOUR LEGACY



Wealth Elite 2 – Sapphire offers market-leading mental incapacity option, which gives customers extra peace of mind and financial support in case of mental health issues.

In addition, AIA Alta Wealth Management Centre, an industry-first one-stop shop for professional wealth management services, is the latest addition to our comprehensive HNW proposition, showcasing our dedication to delivering a premier service ecosystem which enables our customers to live Healthier, Longer, Better Lives.

Most Innovative Product/Service Award - General Insurance

Prudential General Insurance Limited



Prudential General Insurance Hong Kong is honoured to receive the Grand Award of Most Innovative Product/Service Award – General Insurance.

Prudential strives to protect every member of the modern family, including beloved furkids. In line with our “We DO Family” spirit, the PRUChoice Furkid Care offers innovative features that go beyond traditional insurance protection to create precious moments for furkids and their pawrents.

It offers four essential benefits, including emergency pet-sitting care, third-party legal liability, medical expenses and funeral expenses.* Enabled by PRUeShop and myPrudential, customers can purchase and claim instantly and seamlessly anytime, anywhere.

Prudential offers the first-in-market “fursionalised” policy documents and privileges



PRUChoice Furkid Care provides special features and privileges to meet both insurance and non-insurance needs of pawrents and their furkids.

to spice up pet insurance. Fursionalised documents carry the insured furkid's name and photograph like a fancy kindergarten handbook. We also handpick privileges to pamper pawrents and their furry companions by collaborating with pet shops/services, animal hospitals, pet-friendly restaurants and more.

PRUChoice Furkid Care not only enriches Prudential's offerings, but also demonstrates our commitment in providing a total solution for all families.

* Subject to terms and conditions.
^ May change from time to time without prior notice.

Outstanding MPF/ Employees' Benefit Product/Service Award

AIA International Limited



AIA Hong Kong has provided employee benefits solutions to companies of all sizes for over 60 years and is one of the few providers offering one-stop Pension, Group Insurance and Employee Voluntary Solutions. Our purpose-led approach has guided our journey and supported our growth as an industry leader.

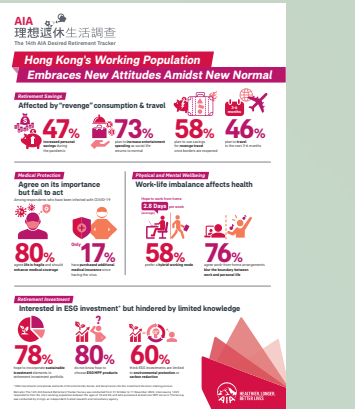
In today's rapidly changing world, we are embracing ‘Going Beyond with You’ – our approach to fulfilling the diverse needs of our clients. Guided by the three pillars of Agility, Customer-Centricity, and Innovation, we empower employees to help companies flourish.

We have pioneered innovative solutions to address evolving customer priorities. These comprise different digital services, health and wellness initiatives including WorkWell with AIA, and financial inclusion and literacy efforts like AIA Desired Retirement Tracker.

Together they meet the evolving needs of Hong Kong's diverse workforce and help companies to stay competitive while fulfilling human resources objectives in a flexible and cost-effective manner.



Our health and wellness framework goes beyond ‘detect & restore’ to ‘predict & recover,’ contributing to a sustainable medical ecosystem.



Our Desired Retirement Tracker seeks to understand customers' retirement goals to help them better prepare for their golden years.

Most Innovative Product/Service Award - Life Insurance

Sun Life Hong Kong Limited



SunProtect is a fit-to-life-stage whole-life protection plan designed for younger clients and breadwinners. It provides high coverage during clients' prime years, addressing specific protection needs while working within a limited budget and allowing clients to enhance their protection as their needs evolve over time. What sets SunProtect apart is its integration of ESG into its investment strategies, making it the first ESG whole-life protection plan in the market. By focusing on assets with

a high ESG rating, SunProtect aims to achieve sustainable returns and lower risks. The plan offers a lifelong protection lock-in option, enabling clients to extend additional death benefits without facing higher premiums as they age, ensuring the protection aligns with their changing financial circumstances. With SunProtect, Sun Life Hong Kong aims to offer comprehensive protection, flexibility, and the opportunity to invest in a more sustainable future, echoing its brand promise.



Sun Life Hong Kong proudly accepts the prestigious Grand Award, a testament to visionary leadership and unwavering commitment to excellence.



Sun Life Hong Kong won the Grand Award for Most Innovative Product/Service Award for the second consecutive year.

Best Partnership Project - General Insurance Award

AXA Hong Kong & Macau



AXA partnered with the leading travel and leisure e-commerce platform Klook to create a seamless one-stop shop experience for Klook's customers in Hong Kong who need digital insurance protection. This is especially important for next-gen customers who are digital natives and who value efficiency and convenience.

In response to the global travel rebound, AXA-Klook launched three customer-centric insurance products that offered enhanced protection to customers to cope with the potential risks in the post-pandemic era.

AXA-Klook takes an active interest in each other's business development with full transparency, while working together to develop shared success. The future of insurance will be built on true partnerships. AXA-Klook strives to share a balanced commitment and investment. AXA's long-term experience in insurance combined with Klook's creativity and agility will provide impetus for the partnership to drive impact, innovation, and business sustainability.



AXA and Klook proudly teamed up to launch “Klook Travel Care,” “Klook No-show Refund,” and “Klook Car Rental Protection.”



A good partnership will constantly radiate good, positive energy to drive business development and fill the meeting room with happiness!

Most Innovative Product/Service Award - Health

Prudential Hong Kong Limited



One of the several “satellite centres” that strategically located to ensure easy access for our customers, enabling them to save valuable time while receiving exceptional care.

Medical Examination (ME) is an essential insurance onboarding process for risk assessment and underwriting. Yet some customers find this process time-consuming and inconvenience as they need to make prior booking and visit multiple locations for different tests and examinations. In order to address this customer pain point, Prudential Hong Kong partnered with medical diagnostic centres (MDCs) and qualified professionals to launch satellite examination centres around the city, allowing customers to visit one of the centres close to them with expeditious availability. Experienced nurses

are trained for face-to-face assessments and panel ME doctors in remote technology, ensuring both customer comfort and accuracy are comparable to traditional MEs. Our innovation has made significant strides in enhancing insurance access and sustainability by optimising the utilisation of MDCs and reducing customer travel, thereby minimising their carbon footprint. By implementing a meticulous approach centred around measurement, accessibility, and sustainability, we have been able to provide our customers with a comprehensive onboarding experience.

Best Partnership Project Award – Life Insurance

FWD Life Insurance Company (Bermuda) Limited



Ageing is a worldwide phenomenon that requires significant assistance to both the elderly and their families. That's why FWD collaborated with the Senior Citizen Home Safety Association (SCHSA) in a ground-breaking, family-focused initiative to address the challenges of ageing. Going beyond financial protection, the initiative provides FWD customers and their senior family members with access to care through SCHSA's innovative and technology-driven products and services like Dementia Support Package, eCare Link® APP and EasyHome® Service.



FWD and SCHSA collaborated toward the shared goal of caring for the well-being of the elderly and their family members.

This collaboration has gained strong support from stakeholders, including FWD customers and insurance intermediaries. Coping with an ageing society requires long-term and sustainable investment. This first-in-market collaboration between FWD and SCHSA aims to set an example for other local insurers to invest in strategies that address the challenges of ageing.



This ground-breaking collaboration between FWD and SCHSA sets an example for others in Hong Kong insurance sector.

Whenever the BJP is not very confident, it falls back on religious polarisation and that includes India supporting Israel because it is seen as fixing the Muslims

POLITICAL COMMENTATOR NILANJAN MUKHOPADHYAY ON ACCUSATIONS INDIAN PRIME MINISTER NARENDRA MODI AND THE BJP HAVE TAKEN A PRO-ISRAEL, ANTI-MUSLIM STANCE ON GAZA > ASIA A12

JAPAN

KISHIDA IN CRISIS WITH SUPPORT AT RECORD LOW

Early optimism turns to disappointment after PM shows no new policy ideas and is criticised for poor appointments in wake of scandals

Julian Ryall

A series of polls have put the support rate for Japanese Prime Minister Fumio Kishida at record lows, with analysts suggesting he has missed the chance to call a snap general election that might have bolstered his reign. Now, they suggest, he is unlikely to be able to cling onto power until the vote for the head of the ruling Liberal Democratic Party (LDP) next autumn, with some media outlets already speculating as to his successor. A poll published by the conservative-leaning Yomiuri newspaper yesterday indicated Kishida's support was at a "dangerously low" 24 per cent, the lowest since the LDP was re-elected in 2012 and significantly below the 28 per cent support rate for his predecessor, Yoshihide Suga, shortly before his resignation in October 2021. Kishida's standing was even worse in two other polls published on Monday, by Jiji Press and the Mainichi Shimbun, both of which put him on a mere 21 per cent public support rate. That figure was down 4 percentage points from the last poll, in mid-October, while the disapproval rate for the cabinet stood at 74 per cent, up 6 percentage points.

It was all a far cry from figures in the high-60s when Kishida was named prime minister just over two years ago, said Koichi Nakano, a professor of political science at Tokyo's Sophia University. "A lot of Kishida's earlier support was a reaction to [Shinzo] Abe and Suga, who ruled ... for a long time as strongmen and even as bullies, so initially there was a sigh of relief from Japanese people as Kishida is much less aggressive in how he communicates and his policies," Nakano said. That optimism soon turned to disappointment, however, as Kishida effectively adopted the security and economic policies of his predecessors and appeared to have no fresh policy ideas. "The feeling then was that if Kishida did not have his own agenda, he was on autopilot following earlier policy lines and his

The right is getting restless and Kishida has become destabilised by Abe's absence

KOICHI NAKANO, SOPHIA UNIVERSITY

only intention was to stay in power for as long as possible," Nakano said. The public and the LDP were also unimpressed at his repeated hints that he would call a snap general election, seeing it as merely a tactic to stay in power. Kishida, a centrist, also managed to antagonise the party's powerful right-wing, which was previously largely kept in check by Abe, until he was killed in July last year while election campaigning. "The right is getting restless and Kishida has become destabilised by Abe's absence," Nakano said. And with arch-conservatives vying for the title of Abe's political heir, Kishida is an easy target for policies they consider overly liberal, such as legislation earlier this year designed to promote understanding of LGBTQ issues. Kishida is also being criticised for some poor appointments to his government, with parliamentary secretary Taro Yamada forced to step down last month after admitting to an affair, and vice-finance minister Kenji Kanda resigning last week for failing to pay property taxes on land and a building that he owned. The next day, vice-defence minister Shingo Miyake denied groping a female aide in a karaoke room, while Cabinet Office minister Shozo Kudo in the same week admitted having links to the Unification Church. The religious group is under investigation over allegations it forced followers to donate vast sums.



Show of might

The USS Carl Vinson, an American nuclear-powered aircraft carrier, arrives at a South Korean naval base in the southeastern port city of Busan yesterday. South Korea's navy said the arrival of the aircraft carrier was aimed at showing extended deterrence against North Korea's nuclear and missile programmes. The arrival comes as North Korea plans to launch a rocket carrying a space satellite between today and December 1, according to Japan's coastguard. Photo: AFP

NORTH KOREA

Pyongyang could launch satellite today, Tokyo warns

Agencies in Tokyo

North Korea has issued formal notice of a satellite launch as early as today, according to Japan, defying warnings from South Korea and multiple UN resolutions banning Pyongyang from using ballistic missile technology. The launch would be the third attempt by North Korea this year after two earlier failures to put a military reconnaissance satellite into orbit, most recently in August. The Japanese coastguard posted a notification on its website yesterday of a launch window between today and December 1. South Korea's state maritime safety agency issued a warning to vessels of the planned launch for the same areas as previous launches – in the direction of the Yellow Sea and East China Sea. The notice prompted immediate condemnation from Japanese

Prime Minister Fumio Kishida, who said his country's defence systems, including the Aegis destroyers and PAC-3 air defence missiles, stood ready for any "unexpected situation" that arose. "Even if the purpose is to launch a satellite, using ballistic missile technology is a violation of a series of United Nations Security Council resolutions," he told reporters. "It is also a matter that greatly affects national security." Kishida said Japan was coordinating its response with South Korea and the United States, its partners in a trilateral defence arrangement. Earlier this month, Seoul's spy agency said Pyongyang was in the final stages of preparations for another effort to put a military eye in the sky. South Korea's defence ministry said it was watching the North's planned launch. Previous launches came in the early hours of the first day of the

window, the ministry said, and it was possible the third attempt would be successful. South Korean defence minister Shin Won-sik on Sunday said the lift-off could take place as early as this week. "We sternly warn North Korea to ... immediately suspend the current preparations to launch a military spy satellite," Kang Ho-pil, chief director of operations at the South Korean Joint Chiefs of Staff, said on Monday. "If North Korea goes ahead with the launch of a military reconnaissance satellite despite our warning, our military will take necessary measures to guarantee the lives and safety of the people." After a failed second attempt in August, Pyongyang said it would carry out the third launch in October, though it never materialised. After the May launch attempt, South Korea retrieved

the wreckage of the satellite from the sea and said an analysis showed it had no meaningful use as a reconnaissance platform. The UN Security Council has adopted many resolutions calling on North Korea to halt its nuclear and ballistic missile programmes since it first conducted a nuclear test in 2006. Pyongyang considers its space and military rocket programmes a sovereign right, and has said it plans a fleet of satellites to monitor moves by US and South Korean troops. Analysts say spy satellites are crucial to improving the effectiveness of North Korea's weapons. The launch would be the first since North Korean leader Kim Jong-un toured Russia's modern space station in September where President Vladimir Putin offered to help Pyongyang build satellites. Agence France-Presse, Reuters

Outstanding Reinsurance Scheme Award

RGA Reinsurance Company, Hong Kong Branch



The "Outstanding Reinsurer Scheme Award" is a testament to RGA's technical expertise and its creative yet pragmatic approach to innovation and client collaboration.

Hong Kong's population is rapidly ageing. Only 10% of 1.5 million 'silver hair' consumers aged 65 or above have insurance protection. To address this challenge, RGA leveraged its strong technical expertise and understanding of changing consumer needs to collaborate with its clients to develop tailor-made solutions to expand insurance coverage to the uninsured, particularly 'silver hair' consumers living with health impairments. One key innovation was a life insurance product with a higher issuance age of up to 74 years old. In addition to the basic life insurance benefits, policyholders can receive an early payout upon diagnosis of dementia. The product also utilises a web-based underwriting tool featuring an online questionnaire with easy-to-understand questions designed

to capture medical disclosures of common chronic medical conditions during the application process. This provides an instant underwriting outcome that enables a smooth customer onboarding process, reducing medical documentation requirements and shortening the underwriting turnaround time.



RGA, headquartered in the US, unveiled its refreshed brand at the NYSE to commemorate its 50 years of success. © 2023 New York Stock Exchange (NYSE)

Outstanding Community Intermediary of the Year Award

AIA International Limited



HEALTHIER. LONGER. BETTER LIVES

Despite his grassroots background, Billy Ng has always been passionate about inspiring the youth with his grit. Today, he is a District Director with an eight-year MDRT streak. His community contribution is centred around softball, a sport Billy has enjoyed since he started learning from Lu Kwong Fai, the famous schoolmaster who founded the first Chinese youth baseball/softball team and built over 700 primary schools in the mainland. Inspired by Lu, Billy became an avid player representing Hong Kong in competitions during his teens and devoted himself to philanthropy. Billy's charity work started in 2008. He volunteered to be the Vice President of the Hong Kong Softball Association in 2012. Besides founding a university team, Billy sponsors multiple school and university teams, sending some of them to overseas competitions. In 2021, he founded Allstar Charity to support children's sports development and promote youth wellbeing.



Billy (left) was appointed Vice President of the Hong Kong Softball Association in 2023 for his yearslong contribution to the sport.



Billy sponsored a team of young athletes that became champions of Hong Kong's U15 Softball Age Group Competition.

Outstanding Agent of the Year Award - Henry Cheng

Prudential Hong Kong Limited



Henry Cheng appreciates the opportunities to guide his team members in pursuing their dreams and attaining happiness.

My financial planning career has spanned 37 years — from being a young leader pioneer to a Senior Regional Director today overseeing nearly 600 professional advisors. My most cherished achievement remains my passionate commitment to serving our customers. Always aspiring to protect more lives, I put customers' needs at the centre of what I do and listen attentively to their aspirations. This, coupled with integrity and professional financial planning services, fosters mutual trust, leading to enduring friendship-like relationships with our

customers. Their unwavering support has helped me qualify for MDRT for 27 straight years. As a servant leader, it is essential to listen empathetically to one's team members, communicate honestly and transparently, understand their challenges, and make decisions with integrity. This approach has helped me create a family-like agency force. I also have the privilege of cultivating talent through personalised coaching, earning me recognition as a Gold Medal Coach.



Henry and his team deliver outstanding and professional services to their customers through Prudential's diverse product platform.

Outstanding Young Professional of the Year - Intermediary Award

AIA International Limited



HEALTHIER. LONGER. BETTER LIVES

Dreaming through belief is the motto that guides Adrian Lee as he strives to inspire the younger generation and spark their careers in insurance. At school, Adrian dared to chase his dreams in the face of adversity. Despite a height disadvantage, he excelled in basketball as a top scorer and captain of his school's team. He also became a proud representative of the Hong Kong Youth Basketball Team. His mother's unfortunate illness was a wake-up call that changed his pursuit from the basketball court to the insurance world, where he found the values of protection, security, and love.



After 10 years at AIA, Adrian has set out an ambitious 30-year plan to build a 2,000-strong team.

A dreamer, doer and true believer in the transformative potential of insurance, Adrian achieved MDRT status in just 10 months. Following nine straight years of MDRT, he became the youngest District Director at age 30 and his district was named District of the Year in 2021.



From individual success to collective impact: Adrian celebrates his district's multiple accolades, including District of the Year in 2021.