

AWARD WINNERS

SALUTING THOSE LEADING THE WAY IN HONG KONG’S INSURANCE SECTOR

Industry members had a well-deserved celebration at the 2022 Hong Kong Insurance Awards, writes Ben Young



Honourable guests and judges of Hong Kong Insurance Awards 2022, together with governing committee members and chief executive of the HKFI, celebrated both company and individual achievements across 19 categories. Photo: SCMP

The Hong Kong Insurance Awards – first launched in 2014 – has become a prestigious hallmark celebration that showcases the strength of Hong Kong’s insurance industry, as well as the city’s status as a global insurance hub.

The 2022 edition’s award ceremony and gala dinner took place on October 25 at the Grand Hyatt, and was another marker on the city’s road back to normalcy as Hong Kong reopens to the world. The evening was an opportunity for members of the

insurance industry to convene and celebrate the achievements of the most outstanding companies, teams and individual practitioners.

The industry has done well to prosper in the face of pandemic-related turmoil, a point noted by event organiser the Hong Kong Federation of Insurers (HKFI).

“This year, we are much obliged to the continuous overwhelming support from our industry, amidst the Covid-19,” said Winnie Wong, HKFI Chairman. “Ever since the

pandemic has erupted, the insurance industry has manifested its agility and innovativeness in reshaping the consumption behavior of the market. This also demonstrated the perseverance and resilience of our insurers and practitioners, regardless of the hardship they have faced in these trying times,” she said.

The awards recognise the achievements and successes of the industry’s top companies, teams and practitioners. They cover almost every aspect of the industry, from claims management to ESG and beyond.

“The awards highlight the innovation and evolution of our industry, in order to fulfill the evolving customer needs, and to better serve the insuring public,” Wong said during her opening remarks at the gala celebration.

HKFI is the insurance industry representative body with close to 140 member companies, consisting of general insurers and life insurers underwriting over 90% of gross premiums in Hong Kong market.

Unlike many of Hong Kong’s most crucial industries, the insurance sector has continued making gains despite the pandemic, though growth has stagnated compared to the rapid growth experienced in pre-Covid days. In 2021, the total gross premiums of the Hong Kong insurance industry increased to HK\$581.7 billion. The insurance industry accounts for nearly 20 per cent of the city’s overall GDP.

“The insurance business is built on trust, commitment and promises. Our finalists deserve a round of applause for their professionalism and commitment to pursue excellence despite the immense challenges they encountered,” Wong said, and added that she believed the industry will remain fully committed to contributing to society and helping to bolster Hong Kong’s status as an international insurance and risk management hub.

“With the relaxation of quarantine measures announced by the Government earlier, Hong Kong is returning to normalcy in a progressive manner, and we are now entering an era of recovery with confidence. The insurance industry has been and will continue to play an indispensable role in facilitating and enabling the recovery and development of all other human and economic activities,” Wong said.

She added that at the suggestion of past chairman Edward Moncreiffe, the HKFI has set up a think tank consisting of experts in various sectors of the Hong Kong insurance ecosystem to devise strategic proposals.

“We are glad to note that the Hong Kong SAR Chief Executive has suggested in his Policy Address on initiatives pertaining to attracting talents as well as the national strategies on the GBA development and Belt and Road Initiatives,” she said. “These are very much in line with the core areas identified by the think tank, and we will make viable and



Winnie Wong, chairman of the Hong Kong Federation of Insurers. Photo: SCMP



Catherine So, CEO of South China Morning Post, co-organiser of the awards Photo: SCMP

concrete recommendations for the consideration of the government and relevant stakeholders,” Wong added.

Wong thanked the judges as well as South China Morning Post, which co-organised the event for the sixth consecutive year. The Post CEO Catherine So was present at the ceremony.

“The SCMP is honoured to work alongside the HKFI and gain a first-hand perspective of how the industry innovates to overcome emerging challenges while continuing to address

long-standing social issues,” So said. “We also take pride in the achievements represented among the full range of award categories, which reflect the needs and values of our community,” she said.

So believes that as Hong Kong moves towards new horizons with many new opportunities, the city’s world-class insurance sector is exceptionally well-positioned to drive a greater growth and development as a regional super connector.

“There’s no doubt that Hong Kong will gather a lot of momentum in establishing itself as a regional base for major insurance groups in the next few years, an achievement made possible by the depth of talent and expertise in this room today,” So said in her opening message. “There’s also significant demand for Hong Kong’s insurance products across the board, and we look forward to seeing everybody make an impact on an even larger scale,” she added.

LIST OF WINNERS

- Outstanding Claims Management Award**
Prudential Hong Kong Limited
- Outstanding Customer Services Award**
AIA International Limited
- Outstanding Training & Development Award**
HSBC Life (International) Limited
- Outstanding Corporate Social Responsibility Award**
AIA International Limited
- Excellence in ESG and Sustainability Award**
Zurich Insurance (Hong Kong)
- Outstanding Initiative on Community Health Crisis Award**
AIA International Limited
- Outstanding Integrated Marketing Strategies Award**
AXA China Region Insurance Company Limited
- Outstanding Digital Marketing Campaign Award – General Insurance**
OneDegree Hong Kong Limited
- Outstanding Digital Marketing Campaign Award – Life Insurance**
FWD Life Insurance Company (Bermuda) Limited
- Excellence in Digital Transformation Award**
HSBC Life (International) Limited
- Most Innovative Product/Service Award – General Insurance**
AXA SmartProtect Plus – AXA General Insurance Hong Kong Limited
- Most Innovative Product/Service Award – Life Insurance (Health)**
AIA Health Journey Guardian – AIA International Limited
- Most Innovative Product/Service Award – Life Insurance (Wealth)**
Stellar – Sun Life Hong Kong Limited
- Most Innovative Product/Service Award – Voluntary Health Insurance Scheme**
vPrime Medical Plan with FWD Care – FWD Life Insurance Company (Bermuda) Limited
- Outstanding MPF/Employees’ Benefit Product/Service Award**
AIA International Limited
- Best Partnership Project Award – General Insurance**
Asia Insurance Company, Limited
- Best Partnership Project Award – Life Insurance**
AIA International Limited
- Outstanding Agent of the Year**
Henry Tsang – Prudential Hong Kong Limited
- Outstanding Young Professional of the Year – Intermediary**
Kenny Tai – FWD Life Insurance Company (Bermuda) Limited



The assembled award winners with their trophies at the Hong Kong Insurance Awards 2022. Photo: SCMP