



# QBE Hong Kong Fact Sheet



QBE Hong Kong is part of the QBE Insurance Group and 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.

## Mainland China

QBE opened a representative office in Guangzhou, China in 1998. This office provides a valuable presence in the principal city of Guangdong Province and enables QBE to develop business opportunities in mainland China.

## Macau

QBE opened its Macau branch in July 1985, building its business to become one of Macau's major general insurers. The QBE Macau team is well supported by an established network of committed intermediaries including several of Macau's substantial producers and has built its reputation by developing solid, professional associations with agents and brokers.

## Our Awards



**Top 3 Finalist of the Outstanding Claims Management Award - General Insurance of Hong Kong Insurance Awards 2020**



**Insurance Business Asia List - Top Insurance Workplaces 2020, Asia**



**Winner of Insurance Asia Awards 2020 - Digital General Insurance Initiative of the Year, Hong Kong**

**In Asia, we continue to be recognized for our ongoing focus on digital innovation to deliver exceptional value and operational excellence for our customers, business partners, people and the community.**



Innovative online trading platform that delivers a better customer experience



**QBE Digital Motor Claims platform** provides end-to-end claims service enabling customers to directly file a motor claim anywhere, at any time



**Green Despatch Solution** offers quick and secure electronic distribution of policy documentation to our business partners and customer using robotic process automation



Secure digital payment option for premium payment



Brilliance in the moments that matter to our customers leveraging digital and artificial intelligence

## Our suite of products

We are passionate about developing deep, trusting relationships with our partners and customers centred around three core elements:

- Insights and expertise
- Ease of doing business
- Partner to create shared value

We provide a broad range of insurance products to personal, business, and corporate customers. From car, home, and travel insurance, to tailored business packages and specialist cover.

We're all about meeting our customers' needs. We do this by seeking to understand our customers and developing competitive, flexible insurance cover that works for them, and by continually striving to deliver the highest level of service, from quote to claim.

Our broad range of business and personal solutions include:

### Business Insurance

- Commercial Motor
- Commercial Property
- Construction & Engineering
- Employees Compensation
- General Accident
- General Liability
- Group Health
- Group travel
- Marine
- Multinational Insurance
- Professional Liability
- SME Package Insurance
- Trade Credit

### Personal Insurance

- Cruise
- Domestic Helper
- Golfer
- Health & Medical
- Home
- Personal Accident
- Private Motor
- Travel

## Our claims commitment

At QBE Hong Kong, we have been investing strategically in digital innovations to build for the future. As technology continues to advance, we are accelerating the pace at which we apply technologies to deliver better customer experience and operational excellence.

Claims management is a key focus area at QBE as it is ultimately what matters most to customers. Since November 2018, we have introduced the Digital Claims platform for our travel, domestic helper, and motor insurance products in Hong Kong. Earlier this year, we have also introduced a generic eClaims platform and hence all products can be submitted digitally.

At QBE, we stand by our customers and business partners when they need us most. 7 things we do to show our commitment include:

- 1 Simple and automated claims through **direct customer touchpoints**



- 2 Claims submitted, processed and paid **anytime, anywhere** and on any web-based device



- 3 Globally renowned **quality assurance and standards** in claims handling



- 4 **Performance dashboards** leveraging data and analytics to provide real-time claims monitoring and tailored reports



- 5 **Automated payments** for simple, and legitimate claims



- 6 Access to an ecosystem of **supply chain partners** to support and enhance your claims experience



- 7 Backed by a good credit rating and **strong risk controls** providing the confidence you need to achieve your ambitions



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