



This letter contains important information. Please read it carefully and share the letter with anyone else who has an interest in your policy.

Dear Policyholder

Transfer of Insurance Business from QBE General Insurance (Hong Kong) Limited to QBE Hongkong & Shanghai Insurance Limited

We refer to the prior correspondence, dated 8 July 2024, sent out by QBE General Insurance (Hong Kong) Limited (**QGI**) concerning the proposed transfer of the whole of QGI's general insurance business carried on in or from Hong Kong to QBE Hongkong & Shanghai Insurance Limited (**HKSI**) (**Transfer**).

HKSI and QGI agreed to the Transfer and on 26 June 2024 entered into a deed of transfer, with the Transfer subject to the Hong Kong Insurance Authority's (**HKIA**) approval.

We are pleased to announce that approval from the HKIA has been granted in respect of the Transfer under section 25D of the Insurance Ordinance on 30 September 2024. As such, the Transfer was completed with effect from 00:01 a.m. HKT on 1 October 2024 (**Effective Date**).

Accordingly, general insurance policies written by QGI have been transferred to and vested in HKSI. Further, QGI's rights and obligations under a QGI policy has now been assumed by HKSI. The Transfer has no impact on the benefits under the insurance policy, its terms and conditions, or any rights and obligations provided for under the insurance policy.

If you are a claimant under a policy with QGI, please note that your claim will now be handled and processed by HKSI who have become the insurer of that policy. The Transfer will have no impact on your claim.

Your personal data that QGI holds in relation to the insurance policy and/or claim has been transferred to HKSI in accordance with applicable laws in Hong Kong (including the Personal Data (Privacy) Ordinance (CAP. 486 of the Laws of Hong Kong)). HKSI will continue to process your personal data in accordance with QBE's Hong Kong privacy policy available at [Privacy Policy | QBE HK \(see link:](#)

<https://www.qbe.com/hk/en/privacy-policy>). You do not need to take any action in this regard.

If there are any additional named insureds or anyone else with entitlement to the benefits under the insurance policy (such as individual members, if applicable, and dependents), please make them aware of the completion of the Transfer and pass on this letter to them as soon as possible.

For further details about the Transfer, please refer to our website at <https://www.qbe.com/hk/en/newsroom/insurance-business-transfer> (in English) <https://www.qbe.com/hk/zh-hk/newsroom/insurance-business-transfer> (in Chinese).

You can ask us any further questions you may have by emailing us at hksi.cs@qbe.com – our team is on hand to answer any questions about your policy. Alternatively, you can call us at +852 2828 1998 or write to us at 33/F, Oxford House, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong.

If you have any questions or concerns about claims pursuant to the insurance policy, please contact HKSI claims at claims.hk@qbe.com, or call the claims hotline at +852 2877 8608 or write to 33/F, Oxford House, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong.

We thank you for your continued strong support.

Yours sincerely

QBE Hongkong & Shanghai Insurance Limited

Relevant Contact Details for HKSI

If you have any questions about this letter and the Transfer, please contact HKSI as follows:

Email: hksi.cs@qbe.com

Website: <https://www.qbe.com/hk/en>(in English)
<https://www.qbe.com/hk/zh-hk> (in Chinese)

Telephone: +852 2828 1998

Fax: +852 3009 3512

Address: 33/F, Oxford House, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong

Relevant Contact Details for claims with HKSI

If you have any questions or concerns about any claims pursuant to the insurance policy, please contact HKSI as follows going forward:

Email: claims.hk@qbe.com

Telephone: +852 2877 8608

Fax: +852 3009 3600

Address: 33/F, Oxford House, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong