



# Macau Fact Sheet



## QBE 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, as well as long-term partnerships with China Construction Bank (CCB) and HSBC.

## QBE Hong Kong

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 Manulife.

## Our Awards



**HR Asia**  
**Best Companies to Work for in Asia 2023**



**Insurance Asia Awards 2022**  
**Digital Insurance Initiative of the Year and**  
**Insurtech Initiative of the Year, Hong Kong**



**InsuranceAsia News Awards for**  
**Excellence 2022**  
**Claims Initiative of the Year**

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



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



Innovative online trading platform that delivers a better customer experience  
Secure digital payment option for premium payment



## 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 Medical
- Group Travel
- Marine cargo
- Multinational Insurance
- Professional Liability

### Personal Insurance

- Fire
- Domestic Helper
- Medical
- Home
- Personal Accident
- Private Motor
- Travel

## Our claims commitment

Claims management is a key focus area at QBE as it is ultimately what matters most to customers. It forms part of a broader risk-management programme in which we continue to invest heavily. We offer the support and expertise to try to prevent our clients going through disruption and trauma in the first place.

## An dedicated team with regional and local expertise

Business is ever-changing. We know that a flexible approach to risk can mean the difference between business success and failure. We are here to help your company shape that approach and achieve its goals with peace of mind.

At QBE Macau, we have an experienced and dedicated underwriting and claims team both regionally and locally. This allows us to provide our business partners with the highest level of support and expertise in a variety of functions.

Our regional team provides a wealth of resources and knowledge, while our local team has an in-depth understanding of the specific needs and challenges of the market. At QBE, we bring everything our international business has to offer to each and every one of our offices.

## Working together for a better solution

We are a strong, reliable and flexible partner for any business or broker, making it an attractive option in a monochrome insurance market. But it is our people and the culture they have created – truthful, tirelessly seeking solutions whatever the need, approaching client problems as if they were their own – that truly make us stand out.

### QBE Macau

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