

QBE Asia wins Digital Insurance and two Claims Initiative Awards in Hong Kong and Singapore



Hong Kong and Singapore, 15 Aug 2021 - QBE Asia, part of the International Division of QBE Insurance Group Limited, has won a total of three Claims and Digital Initiative awards at the Insurance Asia Awards 2021. These awards recognise the company's outstanding achievement in providing seamless and convenient digital claims experiences for our business partners and customers.

In Hong Kong, QBE extended its Digital Claims platform's capability for home insurance in January 2021 following the success with its first introduction of the Digital Claims platform in 2019. It is an integrated platform where customers can manage both home claims and repairs simultaneously. Claims can be submitted, processed, and paid 24/7 anywhere and on any web-based device. Customers will be connected and auto matched to QBE's network of adjusters and panel home contractors according to their needs and the nature of the home damage. Furthermore, they can also enjoy a faster repair survey and claims settlement via a single touchpoint with exclusive benefits on repairs. This will speed up their home damage recovery progress and allow them to return to normal daily lives quickly.

"At QBE Hong Kong, we put our customers at the centre of all that we do, we understand our customers' pain points and we are committed to provide a seamless claims process and value-added experience that will help them get back on their feet quickly." said Lei Yu, Chief Executive Officer for North Asia and Regional Head of Distribution, QBE Asia. "We are honoured to receive the "Claims Initiative of the Year" and "Digital Insurance Initiative of the Year" awards for our Home Digital Claims platform in Hong Kong. This is the third year we've received this recognition and we will continue to focus on driving a digitally enabled business and provide exceptional services for our business partners and customers."

In Singapore, QBE has launched an all-in-one digital claims platform for customers to file a claim anywhere, anytime. It is an integrated claims portal with one single access from claims registration, claim procedures, status tracking to adjuster appointment. Not only have we digitalised the customer journey, we have also integrated fraud identification into the claims workflow, allowing claims to be assessed while undergoing straight through processing (STP). Furthermore, by eliminating the high volume of paper associated with document printing and manual administration, it further contributes to business efficiencies and environmental sustainability.

"At QBE Singapore, we place our staff, partners and customer needs at the forefront of our claims modernisation," said Ronak Shah, Chief Executive Officer for QBE Singapore. "We strive to ensure insurance claims are easily accessible, simple and intuitive. We are honoured to receive the "Claims Initiative of the Year" award for our eClaims portal in Singapore. This is the second consecutive year we are being recognised by the Insurance Asia Awards and we dedicate this achievement to our people, customers and business partners."

Organized by the Charlton Media Group since 2016, the Insurance Asia Awards honours insurers in Asia Pacific that rise to the challenge and recognizes insurance initiatives that make the most of market opportunities. Nominations from across the region were reviewed by an esteemed panel of judges and experts to select the winners based on a set of criteria, including uniqueness and innovation, effectiveness and impact, and dynamism.



About QBE Hong Kong

QBE Hong Kong 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. To learn more about QBE Hong Kong, please visit www.qbe.com/hk

About QBE Singapore

QBE Insurance (Singapore) Pte Ltd, is present in Singapore for more than a century. QBE Singapore is a general insurance and reinsurance company, and is the Republic's oldest registered Australian company. Established in 1891, QBE Singapore is a trusted provider of specialist expertise and professional insurance services. Our insurance specialists develop leading-edge products that are client-focused, delivering cover tailored to deal with everything from complex risks to more simple and straightforward insurance needs. To learn more about QBE Singapore, please visit www.qbe.com/sg

About QBE Asia

QBE Asia is part of the International Division of QBE Insurance Group Limited, one of the world's top general insurance and reinsurance companies. Headquartered in Sydney, QBE is listed on the Australia Securities Exchange (ASX). To learn more about QBE Insurance Group, please visit www.qbe.com

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