



QBE Singapore Fact Sheet



Present in Singapore for more than a century, QBE Insurance (Singapore) Pte Ltd, a general insurance and reinsurance company, 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.

We possess the strength across our corporate and specialty classes with long standing relationships driven by thought leadership and robust risk driven negotiations. This is supported by the global strength in depth that QBE has.

QBE Insurance (Singapore) Pte Ltd is part of the QBE Insurance Group which is listed on the Australian Securities Exchange and headquartered in Sydney.

Our Awards



**Winner of Insurance Asia Awards
2021 - Claims Initiative of the Year,
Singapore**



**Winner of Digital Capability Award -
AustCham Business Awards 2020**



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

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



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 technology (bots)



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 private car, home, and travel insurance, to tailored business packages and specialist covers.

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 Liability
- Group Medical
- Group Travel
- Marine
- Multinational Solution
- Professional Liability
- SME Solution
- Trade Credit

Personal Insurance

- Domestic Helper
- Golfer
- Home
- Personal Accident
- Personal Medical
- Personal Travel
- Pleasure Craft
- Private Motor

Our claims commitment

At QBE Singapore, 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. In November 2019, we introduced the Digital Claims platform for our travel insurance product in Singapore and in August 2020, we introduced a generic eClaims platform where all products can be submitted digitally.

Additionally, we have local and international teams supporting our corporate and specialty business with strong thought leadership of complex claims in the Asia market. We partner with the best local and international partners to fulfil our claims value chain of adjusting and legal services for our clients.

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

- 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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