



A message from

Lei Yu

Chief Executive Officer | North Asia
Regional Head of Distribution | Asia



Dear Valued Customers and Business Partners,

I hope you and your families are keeping safe and well.

Following recent COVID-19 developments in Hong Kong, I wanted to personally reach out and let you know the precautions we're taking to ensure we maintain our commitment to our partners, people and customers.

The health and safety of our people, and extended QBE family, including our partners, remains our top priority during these challenging times. The majority of our teams continue to operate under work-from-home arrangements with a small number remaining within the office. Our business is well set up to operate efficiently under this arrangement and we remain committed to supporting your business and fulfilling our customer service standards.

We have a well-established digital platform – Qnect, which gives our partners and customers self-service options for a wide range of our insurance products and services. I encourage you to leverage this great digital resource that gives you the ability and additional convenience to manage day-to-day inquiries and service requests. Find out more about [Qnect here](#).

If you have any claims needs, you can now submit your claims easily through eClaims anytime, anywhere. Find out more about [eClaims here](#).

At the same time, we are also accelerating efforts to increase our digital offering and will soon be introducing enhancements in QBE digital portals that will make it easier to conduct insurance activities online.

On behalf of everyone at QBE, I want to assure you that we are here for you. Please reach out to your QBE relationship manager if you need assistance and further support.

Thank you for your ongoing support.

Regards,

Lei
HK CEO