

News Release

19 August 2020

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



Hong Kong and Singapore, 19 Aug 2020 – QBE Asia, part of the International Division of QBE Insurance Group Limited, has won the Digital Insurance Initiative of the Year in both Hong Kong and Singapore at the Insurance Asia Awards 2020. Both awards are significant recognition of the company’s outstanding achievement in delivering exceptional value and operational excellence for customers, business partners, their people and the community.

In Hong Kong, QBE extended its Digital Claims platform’s capability for [motor](#) insurance in March 2020 following success with its first introduction of a Digital Claims platform for [travel](#) and [domestic helper](#) insurance in 2019. The Digital Motor Claims platform is designed not only to enable customers to directly file a motor claim anywhere, whenever needed 24/7, but also connects them to QBE’s panel repairers’ network and appointed adjuster. Customers can now enjoy exclusive benefits on repairs and extra convenience in one single touchpoint. Building on the success, the company is looking to continuously enhance its digital offering to extend to a broader range of products. This will bring greater ease and convenience for customers and business partners.

“At QBE Hong Kong, creating a simple, efficient and painless claims experience is our fundamental objective, and digital innovation plays a pivotal role.” said Lei Yu, Chief Executive Officer for North Asia and Regional Head of Distribution, QBE Asia. “We are honoured to receive the Hong Kong Insurance Award for the 2nd consecutive year. It further affirms the commitment, dedication and trust of our valued customers, business partners, our people and community. Looking ahead, we will continue to drive our digital capabilities to deliver exceptional value and experience for our customers and business partners.”

In Singapore, QBE has launched its Green Despatch Solution amidst the COVID-19 pandemic in supporting the government’s push for sustainable practices. It offers an electronic mode of policy documents distribution for our business partners and customers using Robotic Process Automation technology (bots). The Green Despatch bot collates newly generated policy documents each day, applies encryption to enhance security and then distributes to intermediaries via email almost immediately. This means customers are able to receive their policies quickly and securely. Furthermore, by eliminating the high volume of paper associated with document printing and manual administration, QBE’s Green Despatch solution contributes to business efficiencies for all parties and overall environmental sustainability.

“At QBE Singapore, we place our staff, partners and customer needs at the forefront of what we do whilst driving an aggressive digital transformation journey.” said Ronak Shah, Chief Executive Officer for QBE Singapore. “This is a big win for us and the award is a significant recognition of our focus on reducing our environmental footprint, whilst offering value-added solutions to our 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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