

QBE Asia Wins Three Awards At Insurance Asia Awards 2022 in Recognition of Its Digital Capabilities in Hong Kong and Singapore



Digital Insurance Initiative
of the Year - Hong Kong
QBE Hong Kong



Insurtech Initiative
of the Year - Hong Kong
QBE Hong Kong



Digital Insurance Initiative
of the Year - Singapore
QBE Insurance (Singapore) Pte Ltd



Hong Kong and Singapore, 4 Aug 2022 – QBE Asia, part of QBE Insurance Group, has won a total of three awards – two Digital Insurance awards and an Insurtech Initiative award at the Insurance Asia Awards 2022. These awards are a recognition of the company’s outstanding achievement in delivering exceptional value and operational excellence for our customers, business partners, employees and the community.

In Hong Kong and Singapore, QBE has introduced a new end-to-end (E2E) digital Interior Renovation Prestige (IRP) product in August 2021, which streamlines the administrative process to provide immediate issuance of online certificates of insurance (COIs) to prevent any delay in customers’ renovation works. The entire process is fast and effective, with built-in easy-to-use features. As a result, customers can enjoy one-stop-shop services at their fingertips around-the-clock. As part of our goal to improve operational efficiency, we launched Renewal Pricing Strategies (RPS) Solution, an optimisation and automation engine where technologies are uniquely configured in a way to enhance our pre-renewal process with data-driven and risk adjusted insights. Our progress in these two digital initiatives has elevated operational efficiency and sales productivity while delivering a seamless and personalized customer experience.

“We remain focused on creating a customer-centric business that is increasingly digitally enabled.” said Lei Yu, Chief Executive Officer for North Asia and Regional Head of Distribution, QBE Asia. “Winning these awards is a testament to our ongoing efforts in the use of digital technology to create seamless end-to-end experience for our customers and partners. Looking to the future, we will continue to strengthen our digital capabilities and offerings to better support the evolving needs of our customers, people and business.”

Echoing the same sentiment, Ronak Shah, Chief Executive Officer, QBE Singapore said, “We are honoured to have been recognised for our digital solutions and will continue to push boundaries to reach greater heights. Our customers are the reason we are around and it is through listening to them that we can create innovative solutions to meet their needs in this fast-paced economy where efficiency and speed is key.”

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 is a general insurance and reinsurance company, and has been present in Singapore for more than a century. QBE Singapore 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 Insurance Group

QBE is listed on the Australian Securities Exchange (ASX) and headquartered in Sydney. QBE is a general insurance and reinsurance company. Across our operations we offer commercial, personal and specialty products and risk management solutions to our customers. Our purpose is to enable a more resilient future – helping those around us build strength and embrace change to their advantage.

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