

2019 CLAIMS REPORT



MSIG

Insurance
that sees
the heart
in everything

A Member of **MS&AD** INSURANCE GROUP

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INSURANCE TO COVER YOUR NEEDS

At MSIG, we understand the importance of having a secure future. It is our business to protect the things our customers hold dear.

Our commitment to customers in need

We enable safety and provide peace of mind to our customers by protecting them against risks such as illness, accidents, and natural disasters.



Total claims amount honoured in 2019

HK\$565,689,180

Confidence in our promises

We offer timely support to our customers when they face difficulties. Our high claim settlement ratio is testimony to this commitment.



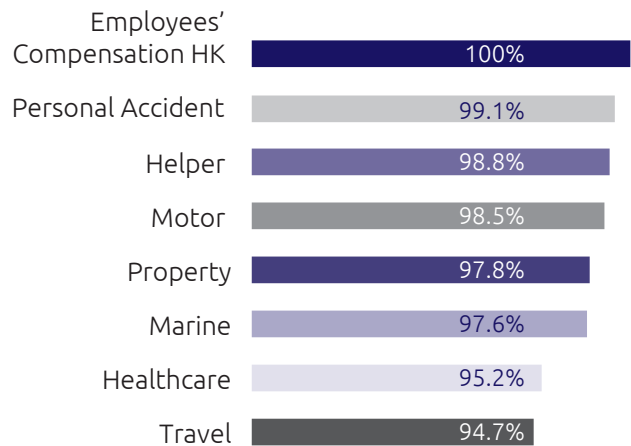
Claim settlement ratio in 2019

96.7%

Invested in customers' wellbeing

In 2019, we handled the following claims. Behind each number are stories that motivate us to go further.

Top settlement ratios in 2019



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WE STRIVE TO EXCEL

Customers are at the heart of everything we do; we are committed to going above and beyond to deliver excellent service to our customers. We streamlined the claims process to make it faster, simpler and more efficient; as such, we launched EASY Claims, which is an award-winning online claims platform covering all our products. Customers can then focus on the important things in life.

Services delivered in 2019



We acknowledged claim submissions in

2 working days

We settled claims in

5 working days

once all documents arrived

CUSTOMER FEEDBACK UNDERPINS OUR SUCCESS

With a network of operations dating back to 1855, we have been providing general insurance solutions and products to customers in Hong Kong for over 160 years.

In 2019, we received 70 compliments from our customers in appreciating our excellence in claims services. Here is what some of them said about us.



A friendly helping hand

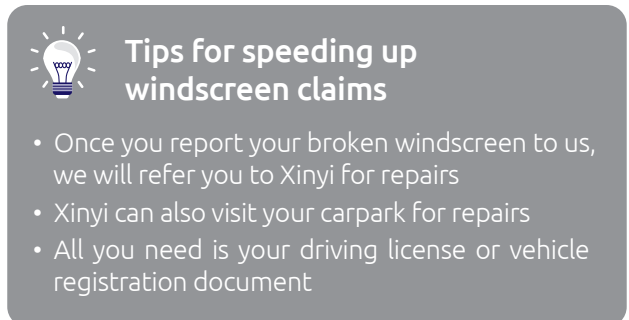
A customer was involved in a car accident that understandably left her anxious. She contacted us and we took her through the necessary procedure, step by step. Once we received her claim submission, we settled her claim quickly.



Cashless windscreen repair

Unfortunately, a customer’s windscreen was damaged, which is our most common motor claim. Upon receiving his call, we referred him to our partner, Xinyi Hong Kong, for repairs.

Xinyi quickly repaired the damaged windscreen, and our customer didn’t need to pay or complete any forms, or submit any supporting documents. All he needed was his driving license.



“It was so convenient to get my windscreen replaced. It saved me a lot of time!”



Did you know?

In 2019, one-third of claimants had their windscreens repaired by Xinyi.

Digital survey speeds up claims

A customer's home was damaged by water leakage. Instead of appointing a loss adjuster, our in-house loss assessor remotely assessed the damage using an interactive video tool, with the help of our customer. This significantly reduced the claims processing time, allowing us to compensate the customer quicker.



Damaged baggage quickly assessed

One customer got in touch about damaged baggage. Using an interactive video tool, she was able to point out the damage clearly from different angles. We were able to process her claim quickly and compensate her in time for her next trip.



Submitting medical claims effortlessly

A customer sprained her ankle while running, she has visited the physiotherapist several times. She filed her claims and uploaded the photos of medical receipts to us via EASY Claims. Once we received her claim submissions, we settled her claims quickly.



Tips for speeding up household claims

- To limit further damage, please report all incidents involving water, fire, landslip or subsidence damage without delay
- Send photos of the damage and your repair quotation once they are available, otherwise we can't process the claim
- After we receive a repair quotation, we will appoint our in-house loss assessor or an external loss adjuster to survey the damage, so we can process the claim as quickly as possible



Tips for speeding up travel claims

To receive your claim settlement without delay, remember to send the following:

- A completed claim form by online or post (online is better)
- For damaged baggage: photos showing details of the damage and the purchase invoice or the receipt for your baggage
- For travel delay: your flight itinerary so we can determine the length of the delay



Tips for speeding up medical claims

- Remember to obtain a referral letter from your general practitioner before consulting a specialist
- Ensure the submitted medical receipt contains details of your diagnosis, so we can process the claim
- For medical claims that do not exceed HKD3,000, you are not required to submit the original medical receipt to us if you file your claim online*

* Online claims submission is not currently applicable to our Group Medical customers. We are working on it!

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INNOVATING THROUGH ONLINE CLAIMS

MSIG is Hong Kong's first general insurer to roll out an online platform that supports claim forms for all lines of insurance. Our award-winning EASY Claims offers a secure digital platform for uploading documentation, images and videos using any desktop or mobile device. Customers are no longer required to fill out paper forms and mail them to us. Striving to provide security and satisfaction to our customers is paramount to us.

Digitalised claims process



- Submit your claim and supporting documents online
- Can't complete the form in one go? No problem. Save your claim as a draft and finish it later.

Step-by-step guidance

- Our online help tools will guide you through claim submission, from start to finish
- Once your claim is successfully submitted, you will receive an acknowledgement through email and SMS in about a minute

Speed up your claim submission with EASY Claims



- Claims documents submitted by email have a size limit, you might need to split your supporting documents across multiple emails due to size limitations, but our EASY Claims platform has no overall limit, and is the easiest way to submit your documents

Speedy response to queries and straight forward claims

- We settle straightforward claims in 5 working days or less
- We respond quickly to queries, supported by a robust digital platform

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GOING THE EXTRA MILE

At MSIG, we strive to excel and keep our customers' best interests at heart. Here are some of the ways we are going the extra mile for our customers.

Online marine claims

The first marine online claim form in Hong Kong. Our digitally-enhanced claims procedure eliminates immediate proof of original copies can be conveniently shared between parties in one click, and allows instant email confirmation upon forms submissions.

- Easy sharing and submission
- Instant acknowledgement through email
- Paperless procedures for small claims

Customer satisfaction survey

We treasure the comments on our performance from our valued customers. We work hard to exceed customers' expectations and we review your feedback regularly and in detail.



Claims services and EASY Claims rated 'good' or 'excellent' by **over 88%** of respondents as of June 2019

Dedicated claims hotline

We understand that behind every claim is a personal story. We approach each claims situation with sincerity and a willingness to go the extra mile.

- Claims hotlines manned by dedicated representatives
- Each case handled by an expert

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WHAT'S NEXT

We are working on a digital payment solution so that customers can receive their claim payments into their bank accounts directly, 24/7, all-year-round.

For simple and straightforward claims, we are automating the claims process using machine learning, making our same-day claim settlement and payment service ambition a reality.



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OUR ACCOLADES

It is always an honour to be recognised by customers and our industry. These are the awards and recognitions we received in 2019.

Awards

We won 7 awards in 2019, each inspiring us to go even further for our customers.

Awards	Category
2018 Laserfiche Run Smarter® Award	MSIG EASY Claims System
Asia eCommerce Awards 2019	Best Mobile/ App e-Commerce, Gold award Best User Experience, Gold award Best eCommerce - Financial Services, Silver award
Insurance Asia Awards 2019	Digital Insurance Initiative of the Year
InsuranceAsia News Award for Excellence 2019	Digital Insurer of the Year - Hong Kong
Mob-Ex Awards 2019	Best Apps - Insurance Services, Gold award

Credit ratings

It is our honour to garner market recognition for being a trusted, reliable insurer. These are our 2018 credit ratings.

Standard & Poor's

- A+ Financial Strength Rating
- A+ Long-term Issuer Credit Rating
- A-1 Short-term Issuer Credit Rating

Moody's

- A1 Insurance Financial Strength Rating
- A1 Long-term Issuer Credit Rating

A.M. Best Company

- A+ Financial Strength Rating
- aa Issuer Credit Rating



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