

2022 CLAIMS REPORT



MSIG

Insurance
that sees
the heart
in everything



“

Our MSIG 2022 Claims Report offers a top-level view of claims we honoured last year in Hong Kong and Macau. Here, you can read how we did our utmost for our valued customers throughout 2022, as well as personal testimonies about how we achieved this. This report contains real-life instances of customer support and honest feedback from those very customers. These personal stories are important because they shine a light on how we put our customers' needs at the centre of what we do. All claims, like customers, are different, and behind every claim there's a human story – and that's what inspires and drives us to do better every time.



Philip Kent
Chief Executive Officer
MSIG Hong Kong

1 CLAIMS DATA FOR 2022

We will always strive to get to the heart of our customers' needs and provide extraordinary service at all times.

Committed to our customers

First and foremost, we value our customers' safety, health and happiness. As their trusted partner, we offer financial protection against illness, accidents and natural disasters.

Support that people count upon

Even during the most challenging of times, our customers see us as a trusted partner. This is highlighted by our claims settlement ratio, which has increased year on year for three consecutive years.

Our annual claims survey in 2022 revealed we scored an impressive 8.5 out of 10 for customer satisfaction. We were pleased to note that the number of complaints received in 2022 continued in the downward trajectory set over the past three years, with only 24 complaints (0.37% of overall claims settlements) received for the year* compared to 30 in 2021, 50 in 2020 and 70 in 2019, respectively. Furthermore, in 2022, we received 204 compliments from our customers. This is because our commitment to customer centricity has not wavered, for example, we pledge to acknowledge claim submissions within 2 working days and settle claim submissions within 5 working days.

Total amount for claims honoured in 2022

HK\$356,172,327

Claims settlement ratio

92.9% in 2022,
compared with 92.4% in 2021
and 91.2% in 2020

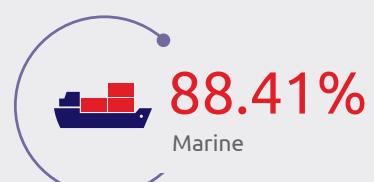
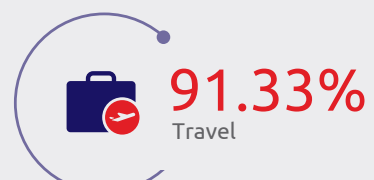
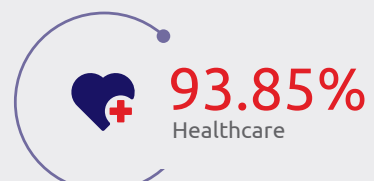
We scored an impressive

8.5/10
for **customer satisfaction** of
our annual claims survey in 2022

Number of complaints in 2020 - 2022



Top settlement ratios by class in 2022



* Source: 2022 MSIG Annual Claims Survey Findings

2 CUSTOMER SATISFACTION STORIES: TESTIMONY TO OUR EXTRAORDINARY CLAIMS SERVICE

Since 1855, we have protected our customers by offering insurance solutions that fit their individual needs. Today, ensuring their satisfaction is central to our operations and enables us to offer better service time and time again. But to achieve this, we need to listen and react to what they tell us.

Below is a selection of customer stories from 2022:



Home contents



I phoned my MSIG claims specialist to express my gratitude for her professional advice and exceptional service in handling my recent personal property claim.

Situation

A customer returned home to discover a leak affecting her living room and kitchen ceilings, as well as the wall in her bathroom and the adjacent corridor. Her building's facilities management office couldn't help, so she phoned our claims specialist for professional advice and information on policy coverage, including claims procedures and necessary actions. She got a quote for repainting the ceiling and dismantling the damaged kitchen shelf, which was HK\$25,000.



Highlight

Our customer was feeling unsure and anxious due to her experience, but our claims specialist went above and beyond to provide guidance throughout the claims process. She made several rounds of clarifications with the customer to ensure that all necessary information had been provided, including asking the customer to take photos of the affected area, which helped to speed up the claims process. Once the claim offer was available, she patiently explained the claim offer and answered further questions the customer had. The customer was extremely grateful for our claims specialist's outstanding service, which alleviated her financial burden and relieved her anxiety.

This feedback shines a spotlight on our team of dedicated claims specialists who go above and beyond to provide guidance and support to our customers during difficult times.



Motor

“

Thank you for demonstrating excellent service when handling my recent motor claim. I very much appreciate your assistance in resolving this, the service provided is efficient and professional.

Situation

Our customer was involved in a car incident where he collided into the back of a van in heavy traffic. The van's driver contacted our customer seeking compensation, which created stress and worry for our customer. He also feared that the van driver would report him to the police.

Our claims specialist received supporting documents from a third party and expeditiously prepared for the claims process on the same day. We kept in contact with the van driver throughout the claims process and kept the customer informed for the developments. We arranged a vehicle inspection to assess the degree of damage to the van, and our claims offer encompassed the van driver's expenses for repair.

Highlight

Our claims specialist went the extra mile to resolve the claim by proactively contacting the third party directly and treating the case with the utmost importance. He demonstrated flexibility with the administrative procedure, ultimately saving time and mitigating the worries of all parties involved.

As the case was straightforward and did not involve any legal proceedings in the claims process, our claims specialist was able to handle the claim offer efficiently. The customer was extremely satisfied with the services and the sense of trust that we provided during the entire claim process.



Helper

“

I truly appreciate you and your team's kind and prompt help. The payment was well received.

Highlight

During the claims process, our customer expressed her concern about the additional expenses related to quarantine requirements amid the pandemic. Our claims specialist took this into consideration and ensured she received all necessary and reasonable compensation for hiring the replacement helper.

Our customer was very happy with the efficiency of our claims process and the flexibility we demonstrated during the height of the pandemic. She expressed her gratitude for what she described as “kind and prompt help from MSIG”, which made a significant difference to her life during a challenging time.

Situation

Tragically, our customer's helper was diagnosed with cancer in her leg, and the doctor certified her as medically unfit to work. This occurred in June 2022 and, due to the pandemic, our customer encountered a significant financial burden in hiring a replacement helper. The shortage of helpers, along with quarantine requirements and travel restrictions, made finding a suitable replacement challenging. The insured contacted our claims specialist for policy coverage and assistance.

We offered a return home package for the afflicted helper and compensation to the customer for the service interruption. Additionally, the policy protection period was automatically extended to the replacement helper, once available, for free.





Personal accident



I was very pleased with your claims specialist's positive attitude and the efficiency of your claims services.

Situation

Our client accidentally knocked over a chair in her office and fell to the floor, which resulted in extreme pain in her coccyx and buttocks, and incurred high medical expenses. She had coverage from her company's group medical plan, but also had personal accident insurance with MSIG. Consequently, she contacted our claims specialist for information about compensation for financial loss due to sick leave, as well as medical expenses for orthopaedic appointments and physical therapy follow-up sessions.

Our claims specialist recognised that our customer was frustrated due to the accident, so we assured her about the level of coverage and protection for which she was eligible. The customer has been a valued and loyal policy holder since 2003, we provided updated information about the claims process, including the application procedure, types of claims offers, and advice on claims for medical expenses.

Highlight

We provided maximum coverage for the customer's medical expenses, including orthopaedist appointments and physical therapy follow-up sessions. Additionally, we offered a cash allowance for weekly benefits and temporary disablement, ensuring that the customer was taken care of in a holistic way.

Our claims team was delighted to have been able to assist our valued customer during her time of need, and we will continue to support our customers in the best way possible and uphold our commitment to always provide excellent service to our clients.



Travel

(COVID-19 protection and support)

“

I want to express my appreciation for your claims specialists' outstanding handling of my claim and MSIG's exceptional overall service. As a former major life insurance firm owner in Hong Kong, I was particularly impressed with your high standards.

Situation

In August 2022, our insured couple contracted COVID-19 while travelling in the UK. Their scheduled return to Hong Kong was disrupted when they tested positive for COVID-19 two days prior to their departure, which prevented them from flying back to Hong Kong due to quarantine restrictions. Our insured customer contacted our claims specialist feeling concerned about his and his wife's situation.

Our claims specialist handled their claims and the couple was able to receive all necessary and reasonable additional expenses for medical treatment, accommodation and rescheduling of their flight. This amounted to approximately HK\$4,000 per person, which allowed the couple to focus on restoring their health.



Highlight

At MSIG, the additional COVID-19 coverage is designed to provide our customers with comprehensive coverage and peace of mind, especially during uncertain times. We understand the financial and emotional burden contracting the virus may place on our customers.

That is why our policy covers all necessary and reasonable additional expenses for medical treatment, accommodation and travel rescheduling. This ensures that our customers can focus on their recovery without worrying about any financial issues.

We are proud to offer such a policy, which reflects our commitment to delivering exceptional customer experiences, and exceeding our customers' expectations with our outstanding policies and services.



Healthcare



Please tell your claims specialist that I really appreciated her exceptional service and thoughtful advice.

Situation

In May 2022, our customer received the terrible news that she had been diagnosed with breast cancer, which resulted in high medical expenses and left her feeling depressed. She then contacted our claims specialist for policy coverage and claim procedures regarding her medical claim. Our claims offer covered all necessary medical treatment and medication, amounting to nearly HK\$600,000.

Highlight

MSIG is committed to delivering exceptional customer experiences and providing comprehensive and reliable coverage. This case emphasises the importance of having a comprehensive medical plan, especially for those below the age of 40. The right plan ensures that they are being protected from rising medical costs and financial setbacks, especially during difficult times.



Commercial Line – Property



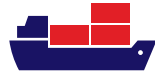
Recently, a worker accidentally caused damage at our retail premises. Upon contacting your claims team, your claims specialist provided us with prompt and professional advice and guidance on the follow-up process, which soothed our frustration about the damage sustained.

Situation

The insured contacted our claims specialist after a worker accidentally broke the fire ceiling sprinkler during a renovation project at a department store. The water from the sprinkler damaged the escalator, several products and other items in the vicinity, resulting in a loss of approximately HK\$700,000.

Highlight

Our claims covered most of the necessary repair expenses. We also assisted the client in seeking compensation from all relevant negligent parties, particularly from the renovation company. Our claims specialist went beyond the call of duty by liaising with third parties on our customer's behalf, reaching a prompt mutual agreement which saved our customer time, cost, and any potential legal expenses due to administrative procedures.



Marine

“

When our shipment package was damaged, your claims specialist provided a meticulous examination, astute observations, and professional assessment to determine the cause of the damage. Their attention to detail provided valuable insights, and they offered professional advice on how to improve our loading and packing practices to prevent similar incidents from happening in the future.

Situation

A recent incident involved a claim for damaged cargo during marine transportation. Upon receiving the claim, our highly skilled claims specialist immediately conducted a thorough investigation to determine the root cause of the damage. After a meticulous examination of the loading shipment packaging and setup, it was determined that the damage was caused by packing the cargo too tightly. This is a common issue in the transportation industry.

Highlight

We strive to be our clients' trusted partner at all times. Our highly skilled and dedicated claims specialist team is committed to achieving our extraordinary service goals. Their exceptional efforts in investigating the root cause exemplify our unwavering commitment to providing high-quality service to our insured. It was encouraging to see that the shipper took responsibility for their actions and was willing to make changes to prevent similar incidents from occurring in the future.

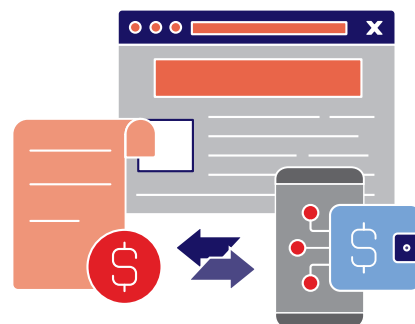
3 OUR BREAKTHROUGHS IN DIGITALISATION

Throughout 2022, we continued to strive for new ways to support our customers by harnessing digitalisation.

Zero Touch for Helper insurance plan

From Q3 2023, we will streamline the claims process for our Helper insurance plan by using Zero Touch, our digital solution for claims assessment. Zero Touch automates manual processes and customers can submit their claims form, supporting documents and contact details online.

Our system checks their claims history, policy validity and claim payment amount. For eligible clinical or dental expenses claims, payments will be settled in just two working days. While Zero Touch initially focuses on helper insurance, more products will be covered soon.



User Interface Revamp of EASY Claims

We always aim to make our online claims journey as smooth as possible, so we created a more user-friendly claims platform and redesigned each step from the perspective of our customers. Through a thorough review process, we have carefully selected and rephrased the questions in the claims form, resulting in a more simplified and easy to understand interface that reduces confusion and ensures accurate customer responses.

3 key features of the redesigned EASY Claims platform



Progress bar:

This shows which sections of the claim submission have been completed and which sections still need to be finished



Save-as-draft:

Customers can retrieve their incomplete form anytime using an email link. Also, there's no need to re-enter details from scratch, which saves time



Smart suggestion:

Before they fill in the form, we provide a list of the basic information and documents that customers will need to make a claim

Other features include:

- Covering all lines of business
- Instant SMS message, email confirmation and a tracking number upon submission of a claim
- Once a claim is approved, the money will be transferred directly to the customer's bank account so they receive the payment faster
- There are no paper forms to fill in or send to MSIG, saving paper and helping the environment
- At the beginning of a claim, there is now no need to send original documents to us, although we might require original documents after our assessment



Producing guidance videos for EASY Claims & compliments from customer

To help our customers further when it comes to filing a claim via the revamped EASY Claims platform, we developed a series of how-to videos. These cover various insurance types, including travel, home contents, personal accident, helper and motor. The videos are published on our corporate website and our YouTube channel.

We received a compliment from a customer about the guidance videos: "The EASY Claims video is very helpful, and it provided a clear and concise explanation of all the steps involved in the claims process, which gave me even greater convenience."

Our customer's phone was stolen while travelling in the UK. As a first-time claimant, she felt unsure about the claims procedure. She attempted to contact our claims specialist in Hong Kong at 8pm, which was outside of our office hours.

She turned to our EASY Claims website and watched our introductory video, which provided step-by-step guidance on filing a claim online. She was impressed by the video and found it very helpful for navigating the claims process. She followed the instructions in the video and was able to successfully file her claim, despite the loss of her phone. Later, the compensation was paid directly into her bank account.

We are delighted to have provided such an exceptional claims experience to this valued customer, and we will continue to uphold our commitment to providing the highest level of service and convenience to all our customers.

What's next?

Claims process tracking for customers

Soon, we will introduce claims process tracking, so our customers can track their claims in real-time. At present, if a claimant wishes to know the status of their claim, they need to phone our claims hotline.

In the future, they will be able to enter their claims number and other identity details into the MSIG App or our company website where they can view more detailed information, such as the submission date and whether the claim is under review or being processed.

4 AWARDS AND CREDIT RATINGS

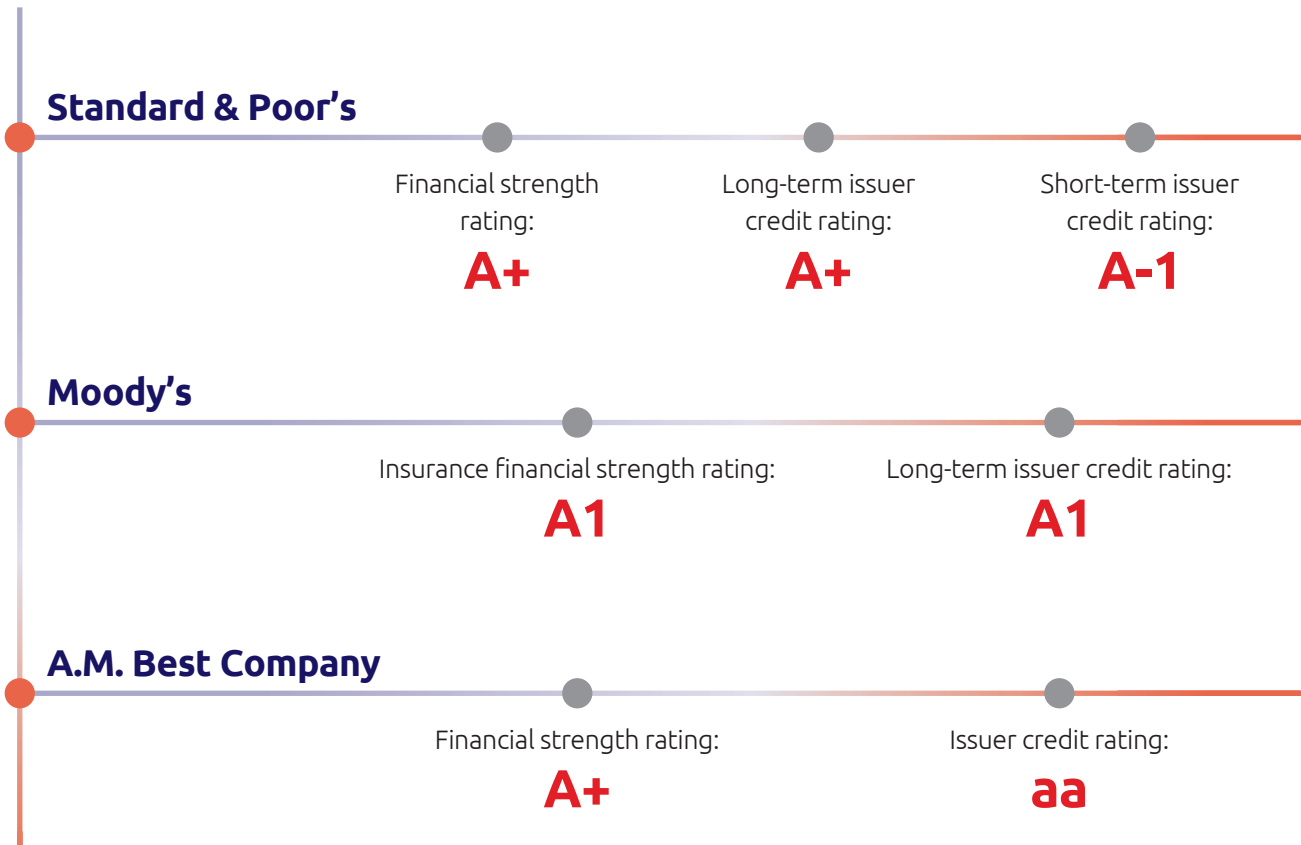
In 2022, MSIG continued to attract industry wide recognition for our dedication to our customers.

Awards

Finalist of Best eCommerce Loyalty Program, Asia eCommerce Award



Credit ratings



MSIG Insurance (Hong Kong) Limited

9/F 1111 King's Road, Taikoo Shing, Hong Kong
Tel +852 2894 0555 Fax +852 2890 5741

Macau Branch

Avenida Da Praia Grande No. 693,
Edif Tai Wah 13 Andar A & B, Macau
Tel +853 2892 3329 Fax +853 2892 3349



MSIG

Insurance
that sees
the heart
in everything