

# Hong Kong & Macau Corporate Factsheet

(as of December 2021)



## About FWD

FWD Hong Kong & Macau are part of the FWD Group, a pan-Asian life insurance business with approximately 10 million customers across 10 markets, including some of the fastest growing insurance markets in the world.

FWD is focused on making the insurance journey simpler, faster and smoother, with innovative propositions and easy-to-understand products, supported by digital technology. Through this customer-led approach, FWD is committed to changing the way people feel about insurance.

## Highlights

### Top 3 life insurer by new business first year premium in Hong Kong<sup>1</sup>

- Credit ratings:  
FWD Life Insurance Company (Bermuda) Limited – **Moody's A3, Fitch Rating A**
- **One of the three insurance groups** in Hong Kong regulated under Group-wide supervision (GWS) by the Insurance Authority
- **Top 5** most Million Dollar Round Table (MDRT) members in Hong Kong

### Top 4 life insurer by new business case count in Hong Kong<sup>1</sup>

- **Over HK\$ 100 billion** in total asset size<sup>2</sup>
- **Over 95%** of fixed income investment is of investment grade<sup>2</sup>
- **No.1 in value for money** among the insurance sector in Hong Kong<sup>3</sup>
- **97%** of FWD's customers are satisfied with their purchasing experience<sup>4</sup>
- **Top VHIS winner** in Hong Kong Insurance Awards and Bloomberg Awards<sup>5</sup>

## Comprehensive products and services

FWD Hong Kong : Life and Medical Insurance | Employee Benefits | Financial Planning

FWD Macau : Life and Medical Insurance



A recovery programme that offers critical illness survivors with tailored supports, physically and mentally, from registered recovery nurse.

FWD Wellness Pass



The FWD Wellness Pass offers flexible, affordable access to all kinds of health and wellness services with over 1400 service providers across Hong Kong, including professional medical services and a range of complimentary therapies.

### Remarks:

1. Source: Provisional Statistics on Hong Kong Long Term Insurance Business - January to December 2021, Insurance Authority of Hong Kong. The calculation combines individual and group businesses.
2. The figure is aggregated from FWD Life Insurance Company (Bermuda) Limited (incorporated in Bermuda with limited liability), FWD Life (Hong Kong) Limited, FWD Life Assurance Company (Hong Kong) Limited and FWD Life Insurance Company (Macau) Limited
3. FWD is ranked no.1 in value for money in products and services among the insurance sector in Hong Kong, according to the 2021 Customer Experience Excellence survey compiled by KPMG.
4. Customer rated "Great/good" when asked about their overall purchase experiences with FWD in our Voice of Customer online survey during January to March 2022.
5. FWD won the Grand Award of "Most Innovative Product/Service Award - Voluntary Health Insurance Scheme" in Hong Kong Insurance Awards 2021, two Excellence Award from "Medical Care" and "VHIS plans series" and one Outstanding Award from "Health & Protection" in Financial Institution Awards 2021 by Bloomberg Businessweek, with vCANsurance Medical Plan (cert. no. F00045) ("vCANsurance") and vPrime Medical Plans (cert. no. 00051) ("vPrime") of its VHIS series. vCANsurance and vPrime are flexi plans recognised by and under the government's VHIS. The abovementioned insurance plans are underwritten by FWD Life Insurance Company (Bermuda) Limited (incorporated in Bermuda with limited liability) (VHIS provider registration number 00036).

## Holistic customers services



Reachable anytime, anywhere:

- ✓ 4 Insurance Solutions Centres across Hong Kong & Macau
- ✓ Service hotline +852 3123 3123 (Hong Kong) / +853 8988 6060 (Macau), live chat, and chatbot
- ✓ Claims Ambassadors Service
- ✓ FWD Moments mobile app

## Digital experience



- All-in-one app for insurance policies management and claims submission
- Instant claims payments enabled by artificial intelligence technology, customers can choose to get claims paid through FPS or in cash at convenient stores



- Community and customers engagement platform where members can earn MAX points to redeem exclusive experiences
- **Celebrate living** with the community through a wide array of online and offline offerings

## Omni-channel distribution

We maintain omni-channel sales distribution so that our customers can connect with us and be served whenever and wherever they choose, offline or online:



Tied Agency: provide quality personalised services to customers



Bank Partners: major ones include Bank of Communications (Hong Kong) Limited, China Construction Bank (Asia) Corporation Limited, E.SUN Bank, and Industrial and Commercial Bank of China (Asia) Limited



Brokerage: strong partnership with 200+ financial intermediary firms in Hong Kong



FWD Financial Planners: 100+ professional financial planners



FWD one-stop digital platform: <https://www.fwd.com.hk/online-insurance/en/>

## Insurance solutions centres



Conveniently located throughout Hong Kong and Macau | Providing **instant** and **comprehensive** insurance services

- Hong Kong**
- 7/F, FWD Financial Centre, 308 Des Voeux Road Central, **Sheung Wan**
  - 13/F, Devon House, Taikoo Place, 979 King's Road, **Quarry Bay**
- Kowloon**
- Suite 2605, 26/F, Miramar Tower, 132 Nathan Road, **Tsim Sha Tsui**
- Macau**
- 12/F, Fortuna Business Centre, 301-355, Avenida Comercial De Macau, **Macau**

## Community care

### Community care partners



FWD x Hong Chi "Live Up Today" Programme  
Dishwashing Training Centre



FWD x SOHK  
Unified Spikeball Day



FWD x SOHK  
Barista Placement Programme



Night view of  
FWD HOUSE 1881



Exclusive workshop - Under the Mistletoe: Hand make Your Christmas Wooden Plate

## Awards

Recognitions for our endeavour to deliver quality, and customer-led insurance services and solutions:

Most awarded insurer for the fourth consecutive year



Financial Institution Awards 2021  
Bloomberg Businessweek/Chinese Edition

Most awarded insurer with the greatest number of grand awards



Hong Kong Insurance Awards 2021  
The Hong Kong Federation of Insurers



Accredited Professional Financial Planning Firm 2021  
Institute of Financial Planners of Hong Kong



Financial Services Awards of Excellence 2021  
Hong Kong Economic Journal



IFPHK Financial Education Leadership Awards 2021  
Institute of Financial Planners of Hong Kong



PR Awards Asia 2021  
PRWeek and Campaign



Marketing Events Awards 2021  
Marketing Magazine



Asia Recruitment Awards 2021  
Human Resources Online



Shenzhen-Hong Kong Fintech Award  
HK Monetary Authority & Office of Financial Development Service, the People's Government of Shenzhen Municipality



Caring Company Award  
Hong Kong Council of Social Service  
(19th year since 2002)

### Talk to us

Hotlines +852 3123 3123 (Hong Kong) /  
+853 8988 6060 (Macau)

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### Offices of FWD Hong Kong & Macau

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