

2022

Claims Report – Hong Kong



2022 Claims Case Overview

Prompt and just claims payment to support customers' health journey

FWD strives to provide comprehensive insurance cover by continuously launching innovative insurance products and services. Aiming at supporting customers' health from prevention to recovery, we adopted technology in order to streamline our claims process. The outcome can be reflected in claims results.



High reimbursement rate of Voluntary Health Insurance Scheme plans reflects sufficient protection is provided to customers

Full cover plans¹
reimbursement rate:

99%²

Customers' health awareness raised after the 3-year pandemic. It also brings along their increased demand on insurance coverage. FWD responds by launching its first Voluntary Health Insurance Scheme ("VHIS") products in 2019, followed by a couple of full cover VHIS plans to cater for market demand in the following three years. Apart from offering various deductible options to cater for different customer needs; the products also provide full cover on medical expenses incurred for hospitalisation and surgery with no itemised benefit limits to restrict its reimbursement amount. Customers could thus have better financial support when they are in need, it is reflected in the high reimbursement rate in 2022.

Highlights

Claims applications^{3,4} processed: 38,626

Clean cases⁵

- Number of cases: 31,673 (82% of total claims cases)
- Average processing time: 2 days (9% fast than last year/ 41% faster than before the 2019 pandemic)

Claims results are a lot greater than before the pandemic

Death⁶, critical illness⁷, medical⁸ and personal accident⁹ claims

- **Claims cases paid:** 37,158 (↑32% versus last year/ ↑130% versus before the 2019 pandemic)
- **Total claims settlement amount:** Total claims settlement amount: HK\$1.1 billion (↑47% versus last year/ ↑107% versus before the 2019 pandemic)

¹ Full cover plan includes vPrime Medical Plan (VHIS Plan Certification Number: F00045), vCANsurance Medical Plan (VHIS Plan Certification Number: F00051) and vTheOne Medical Plan (VHIS Plan Certification Number: F00067) that are underwritten by FWD (VHIS provider registration number: 00036). For the details of benefits and key product risks, please refer to the product brochure; and for exact terms and conditions and the full list of exclusions, please refer to the policy provisions of the plan.

² Includes cases of first claim with FWD only and disregard deductibles.

³ This report only calculates the cases received and settled in 2022.

⁴ Includes death, critical illness, medical and personal accident claims application.

⁵ Clean claims cases mean all required documents and information are provided for consideration of claims decision.

⁶ Death claims cases include death claims due to accident or critical illnesses.

⁷ Critical Illness Claims include Crisis Claims and Special Disease Claims handled in 2022.

⁸ Medical claims cases only include claims related to indemnity hospital insurance plans and voluntary health insurance scheme plans.

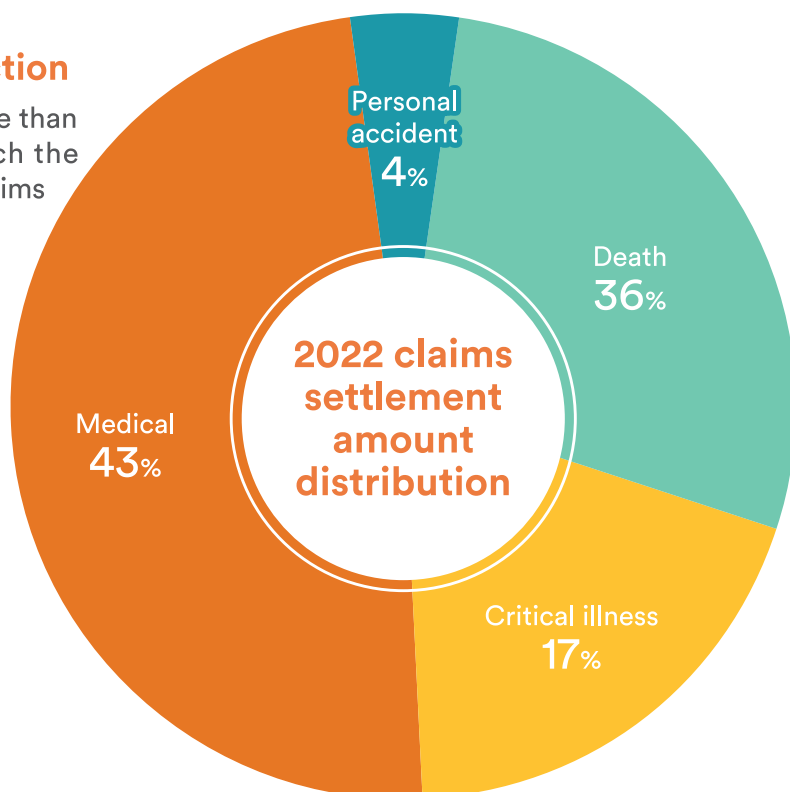
⁹ Personal accident claims cases include accidental death, accidental death and dismemberment; and personal accident claims.

Increasing trend of total settlement amount reflects great need on protection

The total settlement amount in 2022 is 107% more than that of before the 2019 pandemic, out of which the settlement amount of death and critical illness claims constitutes 53%.

Trend of total settlement amount

Year	Settlement Amount (Million HK\$)
2022	1,180
2021	780
2020	580
2019	570



2022 claims cases and settlement amount distribution

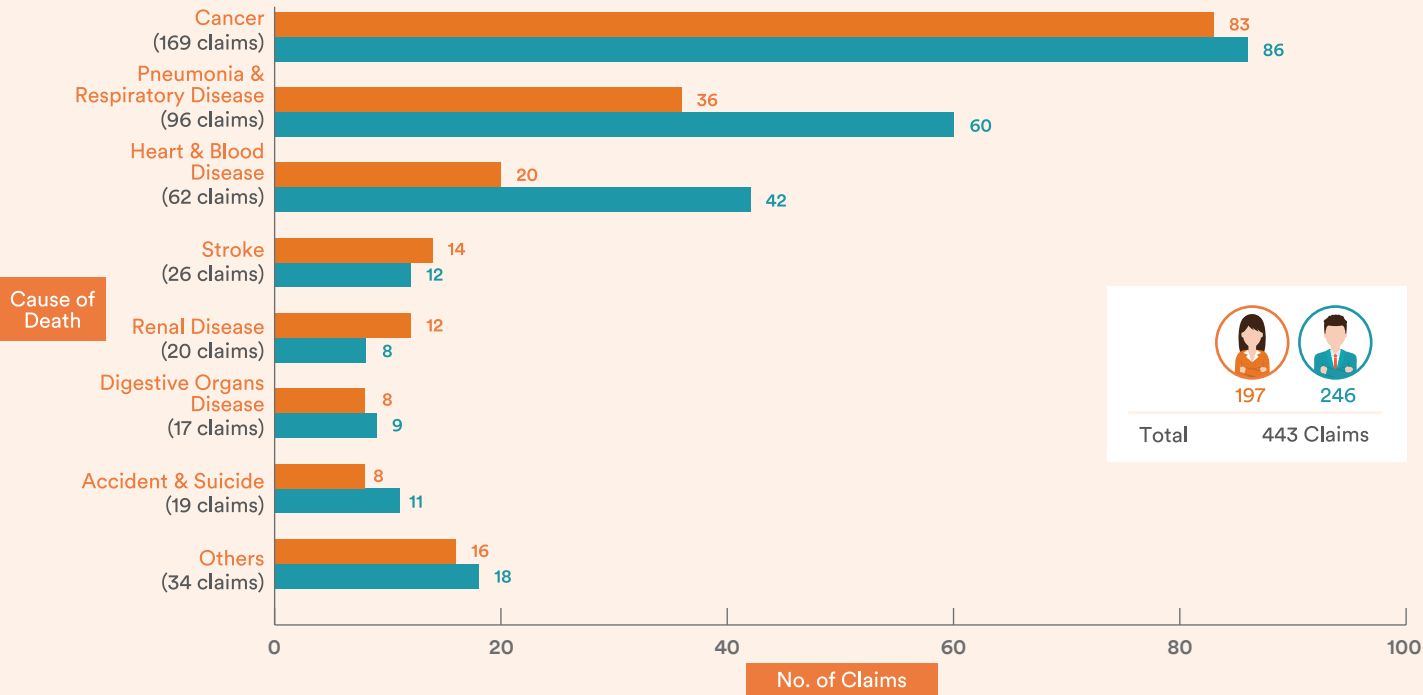
Category	Claims cases paid	Amount (HKD)	Average settlement amount per case (HKD)
Death	443	420 million	950,000
Critical illness	405	190 million	489,225
Medical	18,294	510 million	27,855
Personal Accident	18,016	50 million	2,824
Total	37,158	1,180 million	

2022 Claims Report – Death Claims Statistics

High death claim amount reflects protection need

- **Claim cases paid:** 443 (↑31% versus last year/↑39% versus before the 2019 pandemic)
- **Total settlement amount:** HK\$420 million (↑141% versus last year/↑113% versus before the 2019 pandemic)
- **Average settlement amount per case:** HK\$950,000 (↑84% versus last year/↑54% versus before the 2019 pandemic)

Cause of Death

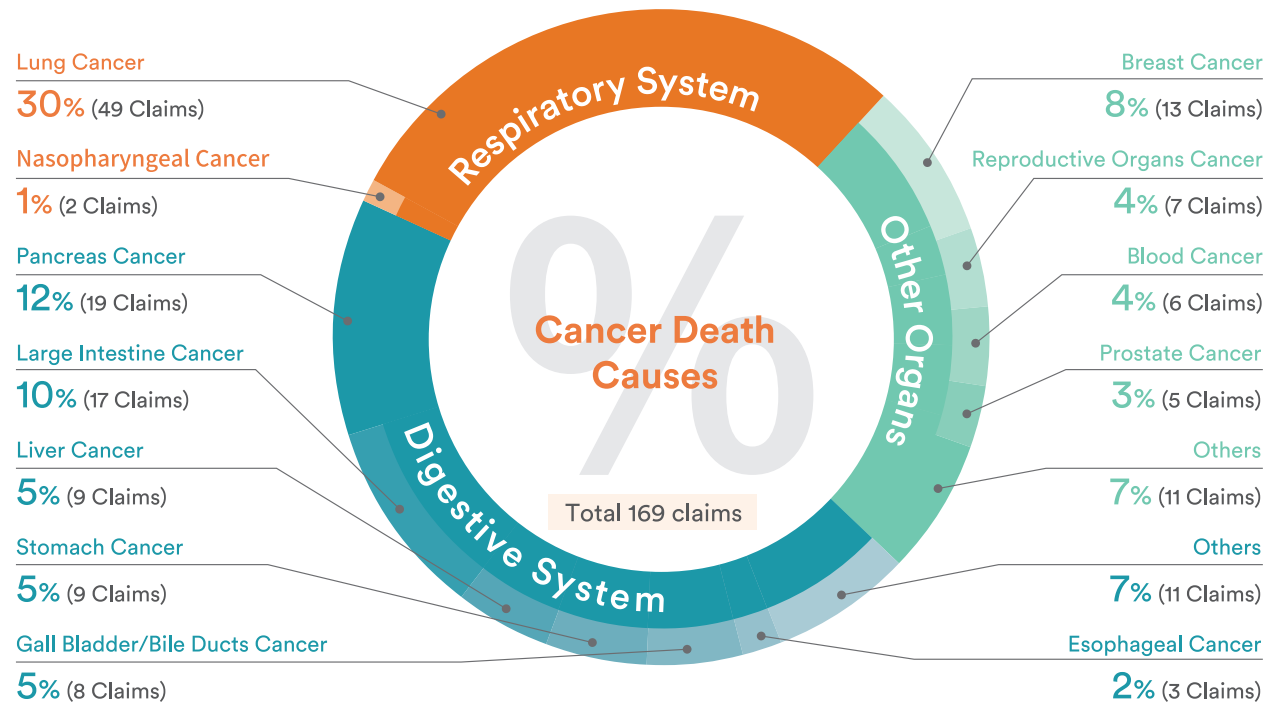


Cancer continues to be the leading cause of death

- Top 5 causes of death due to sickness are Cancer, Pneumonia & Respiratory Disease, Heart & Blood Disease, Stroke and Renal Disease.

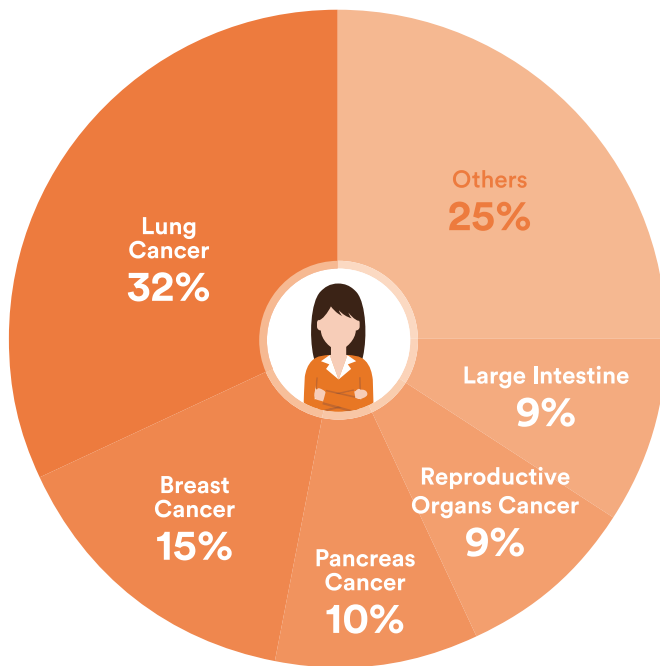
Note: 601 policies were involved in the above-mentioned death claims cases.

Percentage of Death Claims Caused by Cancer

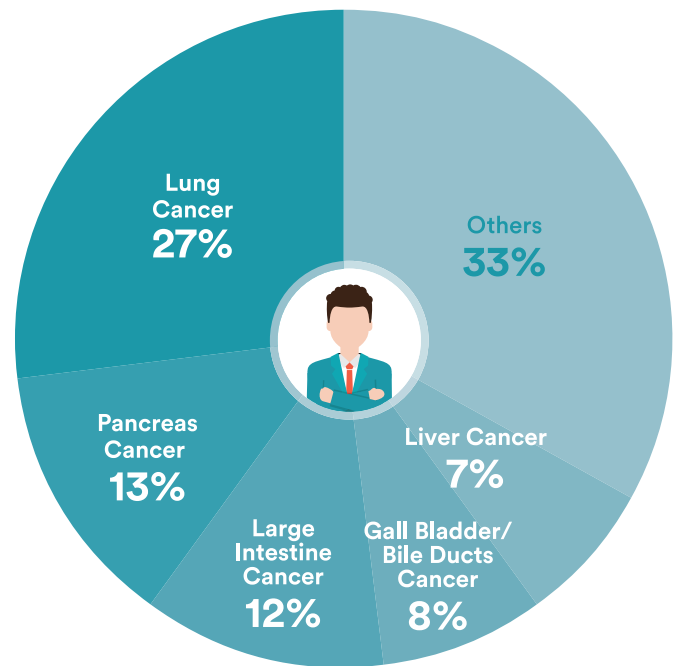


- No. of death in Cancer cases in 2022 is 169, equivalent to 39% of total number of death cases. Top 5 Cancer death cases constitute 64% of total number of Cancer death cases. Lung Cancer is the top Cancer killer, constitutes 30% of total Cancer death cases.

Top Five Cancer Death Causes



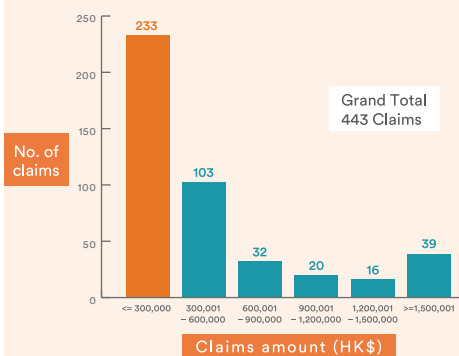
Female



Male

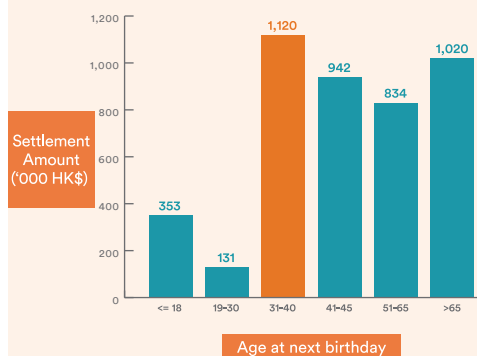
- No. of male Cancer death cases is slightly higher than that of female; and constitutes 51% of total Cancer death cases
- Top 5 female Cancer death causes constitute 75% of total female Cancer death cases
- Top 5 male Cancer death causes constitute 67% of total male Cancer death cases

Claims Amount

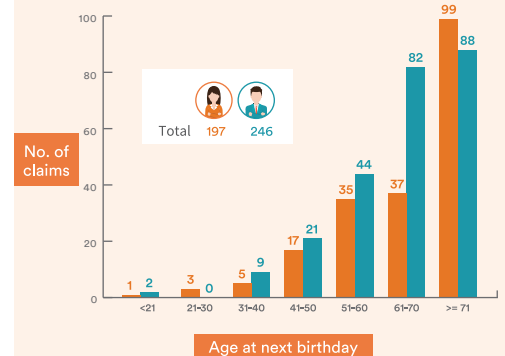


- The highest number of the death claims per insured fell under the claim amount of less than or equal to HK\$300,000

Average Settlement Amount



Age Group and Gender



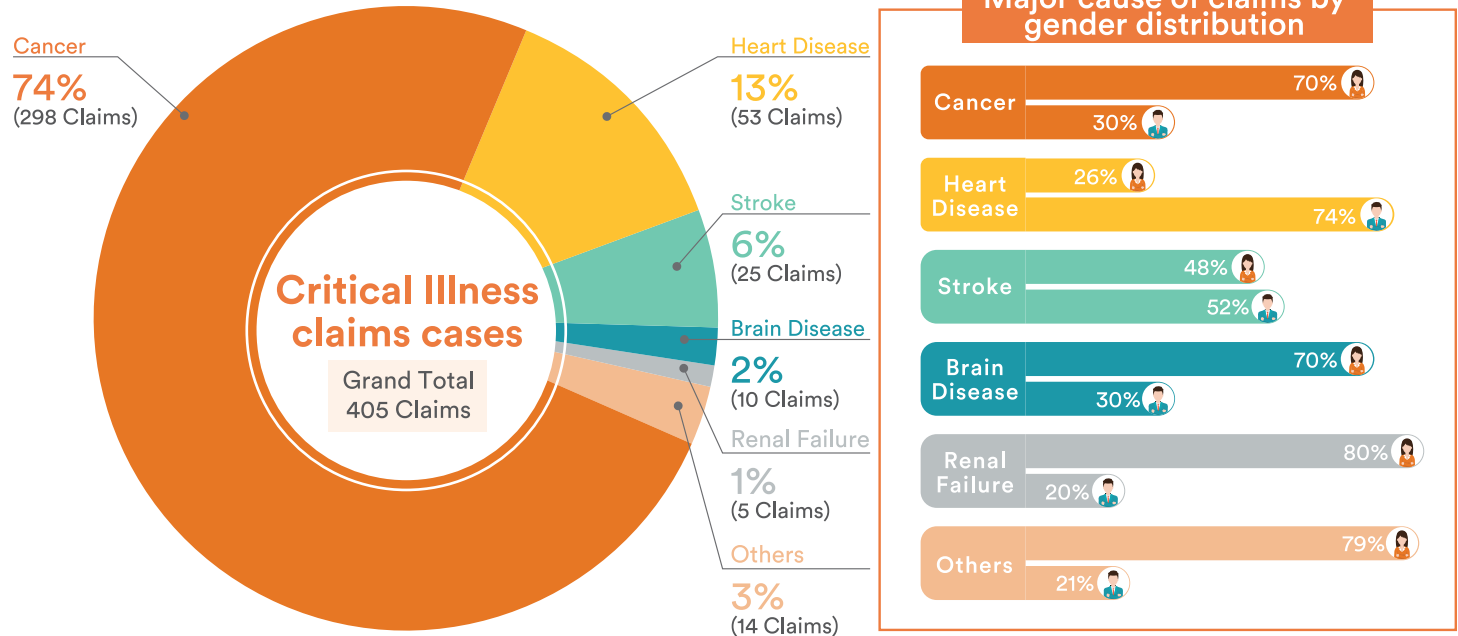
- Male cases were higher than that of female
- The age group that has the highest number of death claims: Equal to or greater than age 71 for both gender

2022 Claims Report – Critical Illness Claims Statistics

Provides financial relief to patients of big 3 critical illnesses, allowing them to focus on treatment

- **Claim cases paid:** 405 (↓1 case versus last year/↑33% versus before the 2019 pandemic)
- **Total settlement amount:** HK\$190 millions (↓1% versus last year/↑40% versus before the 2019 pandemic)
- **Average settlement amount per case:** HK\$489,225 (↓1% versus last year/↑5% versus before the 2019 pandemic)

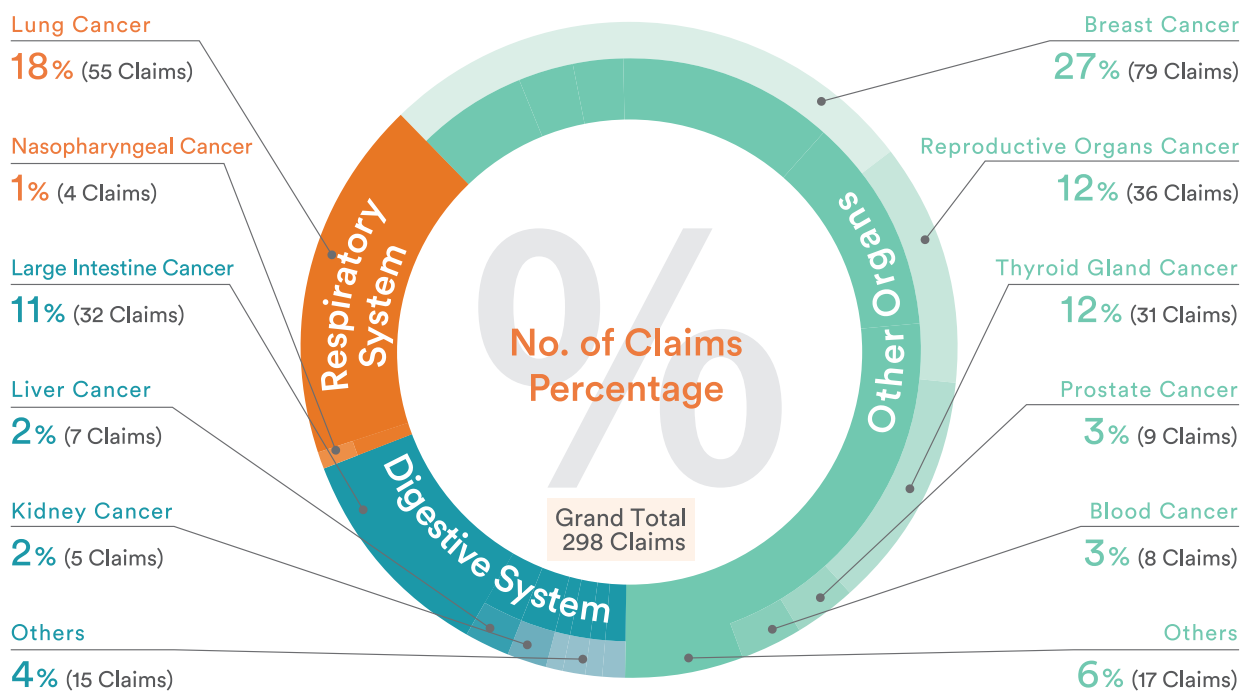
Major Cause of Claims



- 93% of Critical Illness Claims is caused by big 3 critical illnesses, 74% is caused by Cancer.
- Among the big 3 critical illnesses, female constitutes 70% of total Cancer claims cases; male constitutes 74% of Heart Disease claims cases; while both genders have similar percentage in Stroke claims cases, 52% for male and 48% for female.

Note: 471 policies were involved in the above-mentioned critical illness claims cases.

Percentage of Critical Illness Claims Caused by Cancer



- No. of Cancer cases in 2022 is 298, equivalent to 74% of total number of critical illness claims cases.
- Top 5 Cancer claims cases include Breast Cancer, Lung Cancer, Reproductive Organs Cancer, Large Intestine Cancer and Thyroid Gland Cancer, constitute 78% of total number of Cancer claims cases. Breast Cancer is on the top of the list, constitutes 27% of total Cancer claims cases.

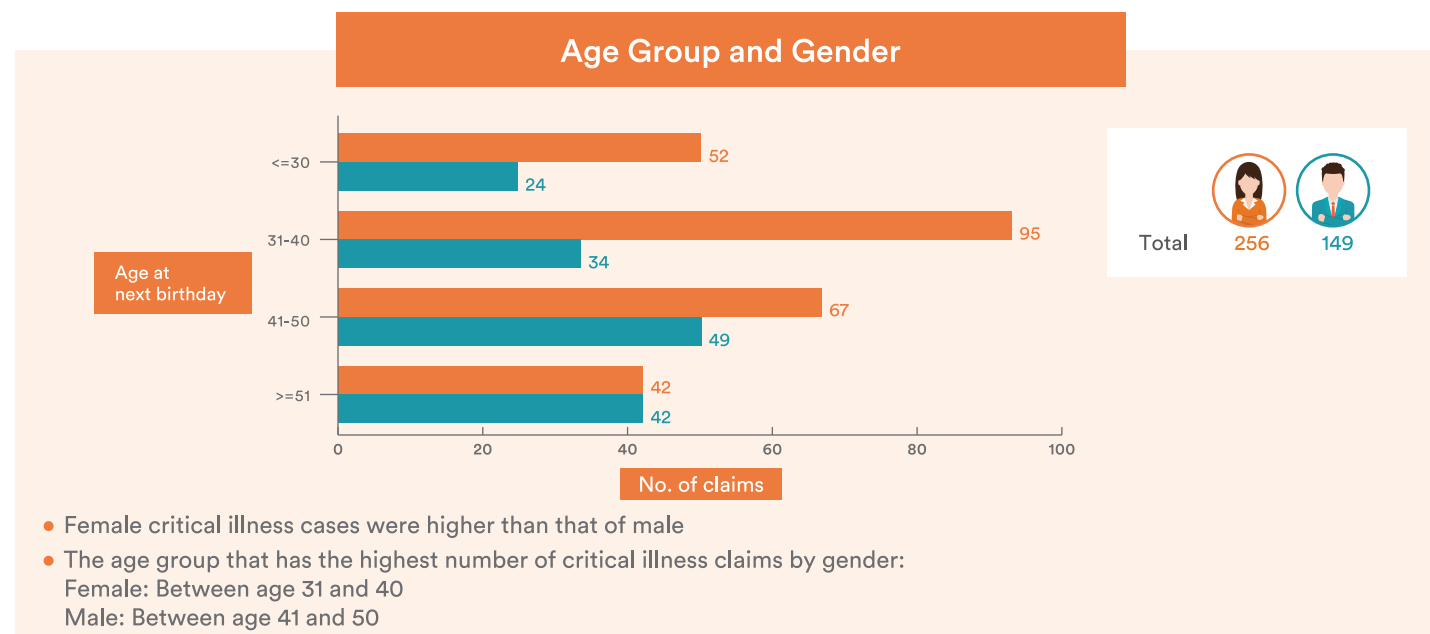
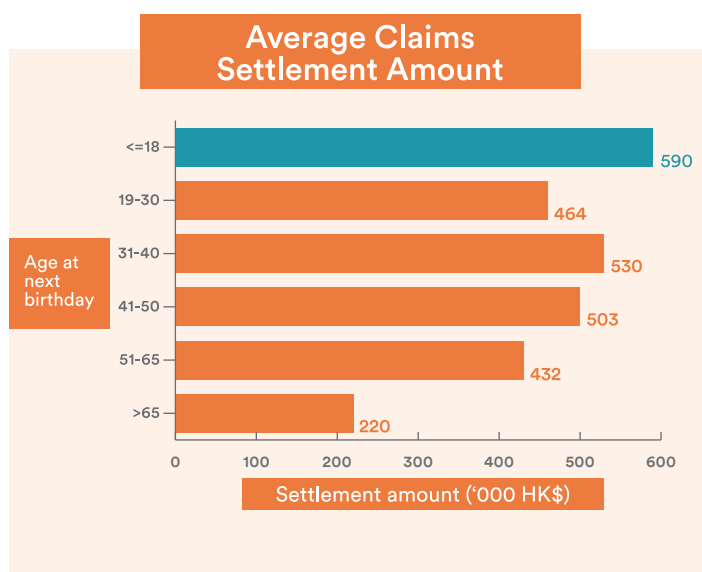
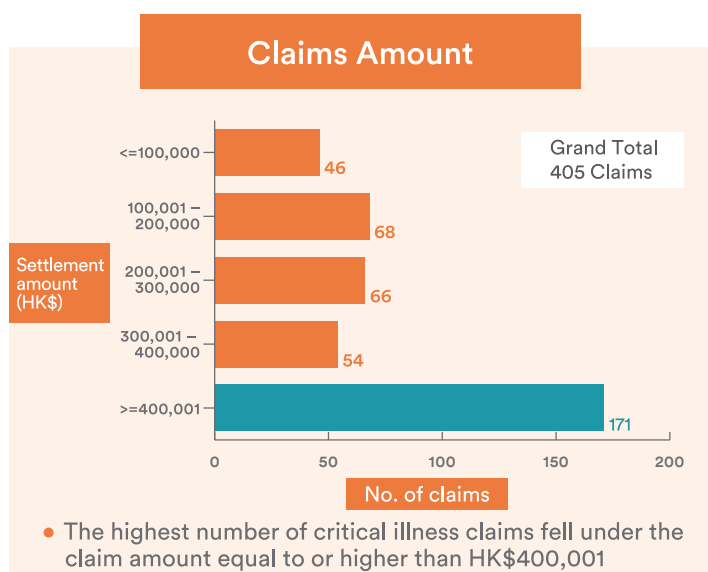
Top Five Cancer Causes of Critical Illness Claims

Critical illness claims cover various age groups make enhanced support to families

Female			
Cancer Causes	Percentage of total female cancer cases	Age group with highest number of cases	Percentage of respective Cancer cause
Breast Cancer	38%	51-65	44%
Lung Cancer	17%	51-65	53%
Reproductive Organs Cancer	17%	51-65	53%
Thyroid Gland Cancer	10%	41-50	57%
Large Intestine Cancer	7%	51-65	36%

Male			
Cancer Causes	Percentage of total male cancer cases	Age group with highest number of cases	Percentage of respective Cancer cause
Lung Cancer	21%	51-65	58%
Large Intestine Cancer	20%	51-65	56%
Thyroid Gland Cancer	11%	31-40	60%
Prostate Cancer	10%	>65	67%
Lymphoma	8%	41-50 and 51-65	43% respectively

- No. of female Cancer death cases is higher than that of male; and constitutes 70% of total Cancer cases
- Top 5 female Cancer cases constitute 89% of total female Cancer cases
- Top 5 male Cancer cases constitute 70% of total male Cancer cases

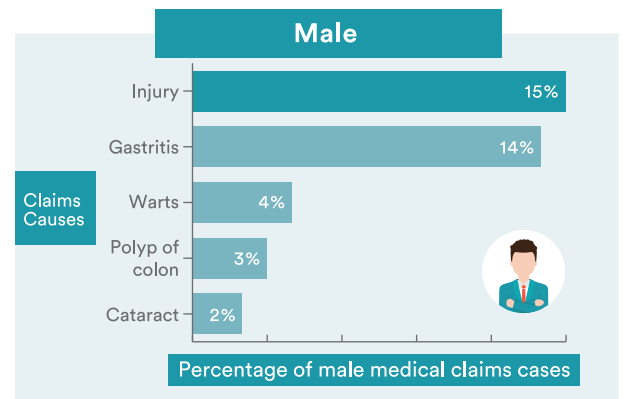
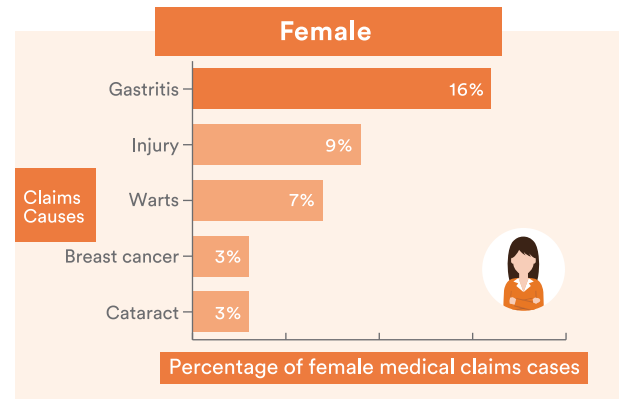
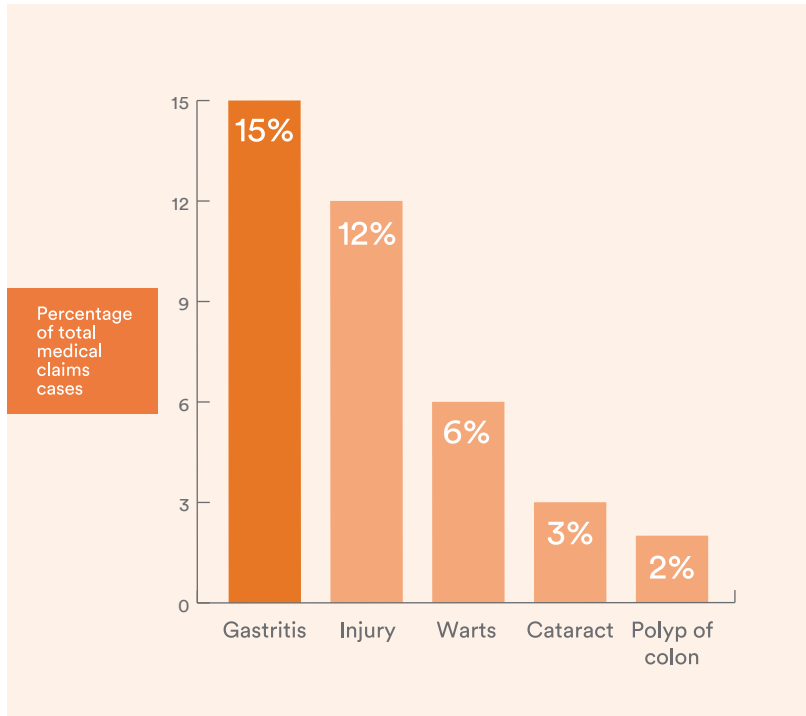


2022 Claims Report – Medical Claims Statistics

Reimbursement based medical claims is a lot greater than that of before the 2019 pandemic. It reflects the raised customer awareness on insurance due to the pandemic. It also reflects FWD can cope with that by providing prompt financial support via claims.

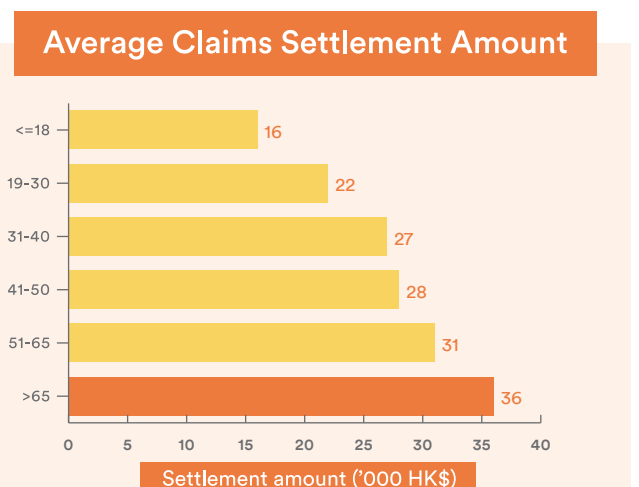
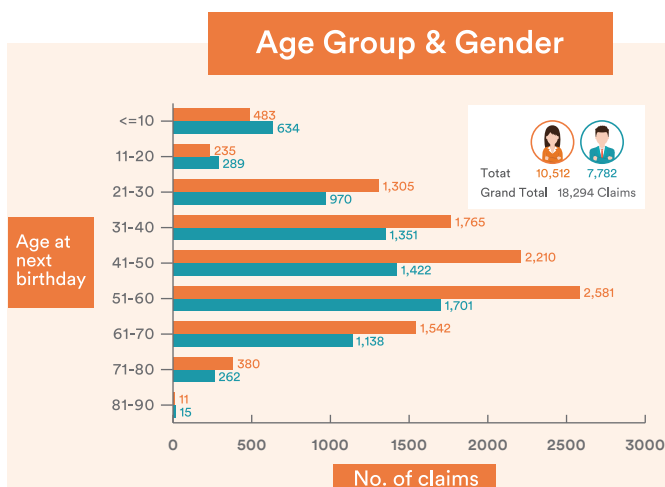
- **Claim cases paid:** 18,294 (↑44% versus last year/ ↑97% versus before the 2019 pandemic)
- **Total settlement amount:** HK\$510 million (↑34% versus last year/ ↑135% versus before the 2019 pandemic)
- **Average settlement amount per case:** HK\$27,855 (↓7% versus last year/ ↑19% versus before the 2019 pandemic)

Top Five Claims Causes



- Top 5 claims causes constitute 37% of total medical claims cases

- Top 5 claims cause for both genders constitute 38% of total medical claims cases of the respective gender



- The age group that has the highest number of medical claims: between age 51 and 60 for both gender
- From the statistics, 43% of medical claims were male, while 57% of medical claims were female

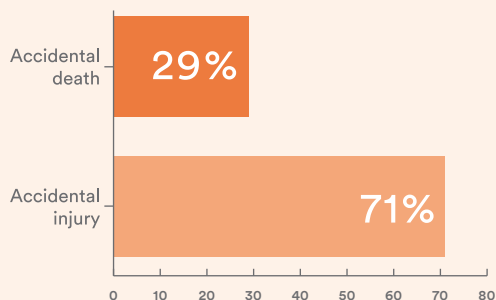
Note: 12,465 policies were involved in the above-mentioned medical claims cases.

2022 Personal Accident Claims Statistics

Prompt personal accident claims help customers cope with the impact brought by accident, physically and daily living

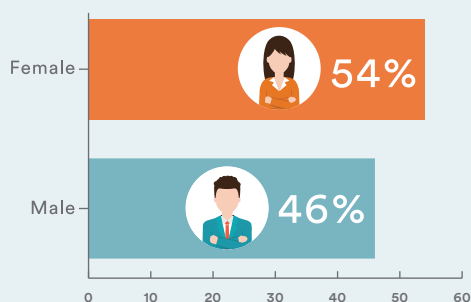
- **Claim cases paid:** 18,016 (↑22% versus last year/↑188% versus before the 2019 pandemic)
- **Total settlement amount:** HK\$50 million (↑61% versus last year/↑268% versus before the 2019 pandemic)
- **Average settlement amount per case:**
 - Accidental death: HK\$1,354,829 (↑351% versus last year/↑238% versus before the 2019 pandemic)
 - Accidental injury: HK\$1,998 (↑32% versus last year/↑28% versus before the 2019 pandemic)

Settlement Amount Distribution



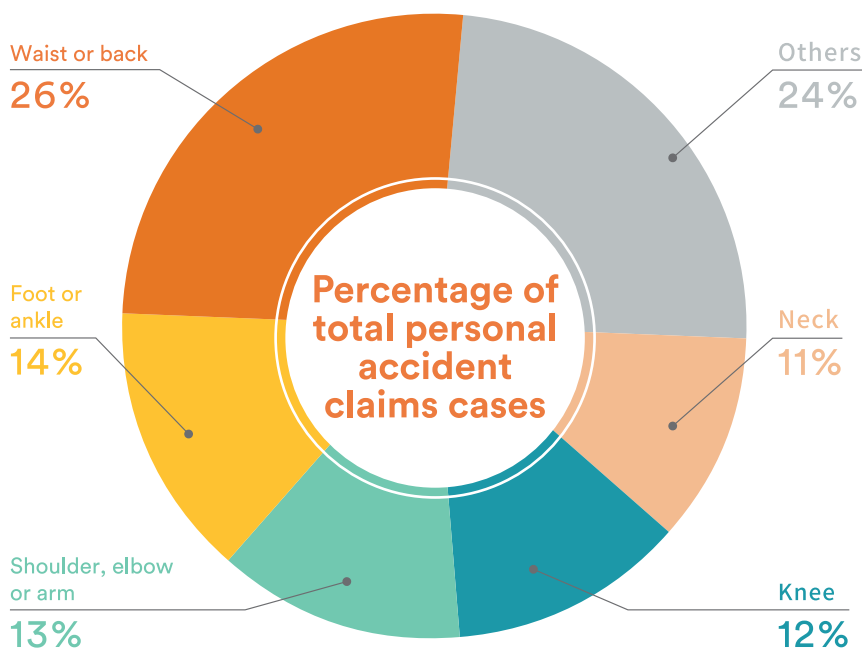
- Accidental injury constitutes 71% of personal accident claims settlement amount.

By Gender Claims Percentage



- Female claims percentage of personal accident is higher than that of male.

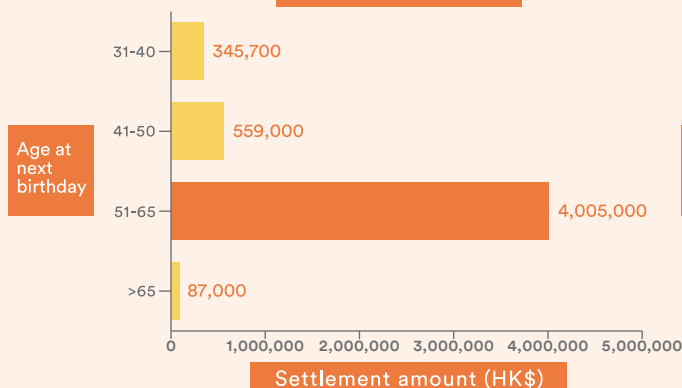
Top 5 Injury Locations



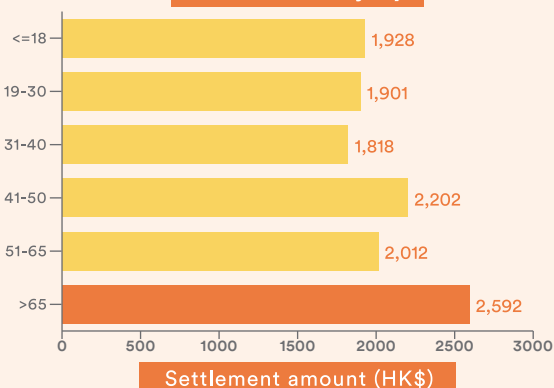
- Top 5 injury locations constitute 76% of total personal accident claims cases.

Average Claims Settlement Amount

Accidental death



Accidental injury



Note: 6,696 policies were involved in the above-mentioned personal accident claims cases.

Remarks:

1. This report is made according to the claims record of FWD Life Insurance Company (Bermuda) Limited (Incorporated in Bermuda with limited liability) ("FWD") between 1 January and 31 December 2022 reflecting the benefits payable for the claims. The claims amount is calculated based on the actual amount paid.
2. Due to rounding of decimal places, the total percentage may be slightly higher or lower than 100%.
3. For policies in US\$, the exchange rate for the claims amount in this report is US\$1 to HK\$7.8.

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Case 1: Streamline your claims journey with our Cashless Facility service



In light of mounting medical expenses, many fear the expensive medical bills associated with frequent treatments when unwell, and Ms. Wong shares these worries. In 2020, Ms. Wong purchased FWD's vPrime Medical Plan* (Standard Plan; Annual Deductible: HK\$25,000) to build her own health shield.



When Ms. Wong was diagnosed with lung cancer in 2021, her doctor recommended chemotherapy as part of her treatment regimen. Though certainly not what anyone plans on facing, Ms. Wong showed true strength to confront this adversity. With the help of our Cashless Facility service, Ms. Wong could begin her treatments without any additional burden, avoiding the complexities of making advance payments and navigating insurance claims.



Following a lengthy course of treatments, the accumulated medical costs reached nearly HK\$2 million in 2022. Since Ms. Wong is diagnosed with a designated crisis of her vPrime Medical Plan policy, the Deductible is waived. Fortunately, by applying for the Cashless Facility service, Ms. Wong could focus on restoring her wellbeing while our team helped handling all documents and treatment expenses.



FWD's Word

As the pandemic is gradually abating, there has been a growing emphasis on individual health consciousness, ultimately driving greater interest in comprehensive protection against unforeseen medical conditions. Therefore, FWD offers the Cashless Facility service to take care of your medical expenses associated with hospital visits, treatment and supplementary remedies during these uncertain times, ensuring your economic security and allowing you to focus exclusively on regaining your health status.



In 2022, the FWD approved amount of Cashless Facility service is **76% more than last year.**

* vPrime Medical Plan (VHIS Plan Certification Number: F00045) is underwritten by FWD (VHIS provider registration number: 00036). For the details of benefits and key product risks, please refer to the product brochure; and for exact terms and conditions and the full list of exclusions, please refer to the policy provisions of the plan.

Case 2: Peace of mind with Cashless Facility service outside of Hong Kong



Mr. Yen is a Chinese citizen living in Fujian. He is health conscious and purchased a medical insurance plan from FWD.



With cataract and retinal detachment recently, Mr. Yen wants to have a detailed medical checkup and treatment in the hospital. He thus called ONEcierge service. The ONEcierge team helped him contact the local hospitals and Mr. Yen is admitted to the hospital of Fujian Medical University for checking two days later.



Mr. Yen has diagnosed of cataract and needs surgery which costs around RMB30,000. The ONEcierge team assisted Mr. Yen to obtain the Cashless Facility service that is approved within a day, so that he can focus on the treatment. After around a week, Mr. Yen is discharged from the hospital and return home for recuperation.



FWD's Word

Apart from the private hospitals in Hong Kong, FWD's Cashless Facility service also has a strong Asia medical network. It allows customers to receive prompt treatment even if they are outside Hong Kong.

In 2022, top 5 usages of Cashless Facility service constitute 72% of total number of usages and include:



Treatment or checkup services	Usage percentage
Chemotherapy	20%
Colonscopy	16%
Oesophago-gastro-duodenoscopy (OGD)	14%
PET/CT scan	11%
Surgery	11%

Case 3: High-end medical plan and devoted FWD Care recovery plan for protection beyond financials



With 20 years of experience helping clients manage all kinds of medical matters, Mr. Lau knows how important it is to be ready for anything when it comes to one's health. He chose FWD's medical plan for premier coverage to prepare for unfavorable circumstances.



In 2022, Mr. Lau was diagnosed with a serious form of heart disease, requiring emergency surgery to prevent posing a risk to his life. However, the initial hospital he was admitted into did not have suitable medical facilities. He then remembered the ONEcierge service provided under his FWD insurance plan and promptly sought urgent assistance by calling the hotline. Given its vast network of doctors in Hong Kong, the ONEcierge team quickly identified the right doctor based on the specifics of Mr. Lau's case. The team also handled all necessary arrangements within a couple of hours and the operation turned out successful, enabling Mr. Lau to return home safe and sound in no time.



The ONEcierge team assisted Mr. Lau with obtaining Cashless Facility service, freeing him from substantial medical costs. Given Mr. Lau's excellent record with no claim settlement for serious diseases, his application for Cashless Facility service was approved within hours.



Eventually, the fee of nearly HK\$2 million was fully taken care of, easing Mr. Lau from the financial burden associated with his life-saving surgery. Mr. Lau is eligible to join the FWD Care recovery plan for a duration of 6 months, through which Mr. Lau was assigned a dedicated recovery nurse to provide him and his family with trusted help, health guidance and emotional support, as well as a range of support services from practical help to professional care.



FWD's Word

FWD's ONEcierge team has a vast specialist network that provides customers with prompt support, while the Cashless Facility service lets them focus on treatment without financial concerns. Besides, the post-claim FWD Care recovery plan ensures patients and their loved ones to receive timely support and care, and move forward with renewed strength.

Apart from assigning a designated Recovery Nurse for each eligible customer within the six-month service period, FWD Care recovery plan[^] also provides more than 10 support services that can be arranged after the assessment by Recovery Nurse and according to the needs and agreed with the eligible customer.

In 2022, the top 5 most frequently used support services constitute 92% of all support services used; and include:



Support service	Usage percentage
Transportation service to attend medical appointment	32%
Chinese medicine practitioner consultation	32%
Physiotherapist consultation	12%
Wound care service for Cancer patient	9%
Clinical psychologist consultation	7%

[^] For details of FWD Care recovery plan, please visit fwd.com.hk/en/fwd-care.

Case 4: Hassle-free claims process with FWD's Agent Assist



Ms. Fung recently underwent oesophago-gastro-duodenoscopy (OGD) and colonoscopy totaling HK\$24,800.



To process her medical claim, Ms. Fung met her FWD insurance adviser over lunch at a restaurant where the FWD insurance adviser filed the application via FWD's streamlined online platform, Agent Assist.



Soon after getting the claim confirmation from Ms. Fung, she received the claim approval followed by swift settlement crediting to her bank account within moments of the submission during the lunch.



FWD's Word

In response to today's demand for quicker services, FWD has embarked on digital transformation to simplify customer experience. The Agent Assist platform is a key part of this initiative that enables clients and agents to process over 90% of electronic applications directly, significantly reducing approval times when minimizing paper usage. Let us embrace convenience and contribute to environmental protection with our innovative approach.



In 2022:

- Number of digital claims application* is **149% more than 2021**
- Number of claims cases approved via straight through processing is **247% more than 2021**

* Includes medical and personal accident claims application

Important notes:

1. The claims cases above are for reference only. Please note all claims cases are assessed on a case by case basis.
2. The insurance products mentioned are underwritten by FWD Life Insurance Company (Bermuda) Limited (Incorporated in Bermuda with limited liability). For full terms and conditions, exclusions and risk disclosures of the relevant insurance products, please refer to relevant product brochure and policy document.