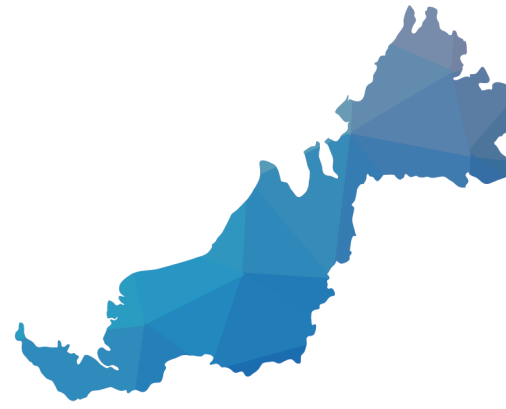




# QBE Malaysia Fact Sheet



QBE Malaysia is a part of the QBE Insurance Group, a general insurance and reinsurance company. Headquartered in Kuala Lumpur, we have offices across all states.

QBE first entered the Malaysian market in 1905, and over the years we are proud to have actively contributed to Malaysia's growth and success. With our decades of local experience and innovative approach, we are well positioned to provide general insurance services to the general public, small businesses and large corporate concerns.

At QBE Malaysia, the service we provide to our valuable customers and business partners is supported by our strong local knowledge, regional expertise, and world-wide strength.

QBE Malaysia's strength is supported by our well-trained staff and our strong partnership with our intermediaries. Over the years we have built a strong reputation in the specialty lines offering protection for small, medium and large corporates.

In addition to our specialist technical expertise, the QBE Malaysia team takes pride in its local knowledge and service. Our extensive branch network supports agents, brokers, and clients throughout Malaysia.

QBE Malaysia is now embarking in a journey to adopt and provide digital solutions to all our customers, to deliver better customer experience.

## Our Awards



**Insurance Business Asia List - Top  
Insurance Workplaces 2020, Asia**

**In Asia, we continue to be recognized for our ongoing focus on digital innovation to deliver exceptional value and operational excellence for our customers, business partners, people and the community.**



Innovative online trading platform that delivers a better customer experience



**QBE Digital Motor Claims platform** provides end-to-end claims service enabling customers to directly file a motor claim anywhere, at any time



**Green Despatch Solution** offers quick and secure electronic distribution of policy documentation to our business partners and customer using robotic process automation



Secure digital payment option for premium payment



Brilliance in the moments that matter to our customers leveraging digital and artificial intelligence

## Our suite of products

We cover most business risks across segments with our wide range of products and deep underwriting expertise.

### Commercial

Corporate and commercial for mid-sized local and multinational enterprises

- Business Package
- Commercial Motor
- Commercial Property
- Construction & Engineering
- Cyber and Data Security
- Employees' Compensation
- General Accident
- General Liability
- Group Medical
- Group Personal Accident
- Group Travel
- Professional Liability

### Specialty

Marine, Liability and CAR/EAR

- CAR/EAR
- Excess Liability
- Marine Hull
- Marine P&I
- Product Liability
- Professional Indemnity

### SMEs

Comprehensive risk solutions delivered through innovative technology

- Group Medical Insurance
- Marine Cargo
- SME Business Package

### Personal Lines

Simple and easy to understand cover to protect everyday needs

- Houseowner/Householder
- Motor
- Personal Accident
- Travel

## Our claims commitment

QBE Malaysia claim's commitment is to always strive to meet each all customer's needs at a time of a loss.

While different claims management processes and forms may be required depending on the particular insurance product, certain fundamentals will always apply regardless of product type to ensure the most effective outcome is achieved.

For queries, you may contact our QBE claims team at [claims@qbe.com.my](mailto:claims@qbe.com.my) or approach your insurance agent or broker.

As an insurance company, we expect to pay claims. Our premiums reflect the degree of risk and the probability of a claim as well as the terms of cover provided. In general, the wider the cover provided, the higher the premium.

All of which means that if your policy covers the exposure, we will pay a valid claim. That's why it is important for you to seek the advice of an insurance broker or agent and to read the particular policy's wording to ensure the cover meets your expectations before you enter into your insurance contract.

## Our branch network

- Petaling Jaya
- Melaka
- Penang
- Ipoh
- Johor Bahru
- Kuching
- Kota Kinabalu
- Sandakan

## Product and policy enquiries

Call us at +603 7861 8400

Fax : +603 7873 7430

e-mail : [cs.mal@qbe.com.my](mailto:cs.mal@qbe.com.my)

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