

1. What's happening

Q 1.1 What are the proposed changes?

A: It is proposed that QBE General Insurance (Hong Kong) Limited (**QGI**) will transfer its whole of the general insurance business classes 1 to 16 to QBE Hongkong & Shanghai Insurance Limited (**HKSI**) through an insurance business transfer scheme pursuant to Section 25D of the Insurance Ordinance (CAP. 41 of the laws of Hong Kong) (**Ordinance**) (**Transfer**).

Q 1.2 Why are these changes happening?

A: The QBE insurance group of companies (**QBE**) in Hong Kong is undertaking an exercise to simplify its group structure and as part of this group restructuring exercise, it has been determined that the Hong Kong business will be consolidated in HKSI. Accordingly, QGI will apply to the Hong Kong Insurance Authority (**HKIA**) for withdrawal of its insurance authorization and thereafter will cease to be an authorized insurer in Hong Kong. QGI will subsequently be wound up and will close down its operation in Hong Kong, whilst HKSI will continue its operation in Hong Kong and will continue the business previously carried on by QGI.

Please be reassured that this restructuring will not affect QBE's presence in Hong Kong. QBE has been serving Hong Kong for more than a century and will remain present in Hong Kong in the future. QBE will continue to provide a comprehensive range of non-life insurance solutions for both business and personal customers through an extensive network of professional insurance agents and brokers.

Q 1.3 What is this process called?

A: The transfer will be carried out using an insurance business transfer scheme pursuant to Section 25D of the Ordinance, subject to the approval of the HKIA.

Q1.4 Who is QGI?

A: QGI was incorporated in Hong Kong on 9 November 1973. It is a wholly-owned subsidiary of QBE Asia Pacific Holdings Limited (**QAPH**), a Hong Kong incorporated company with company registration number 0022841 and unique business identifier 03207651. QGI is an authorised insurer under the Ordinance with authorisation to carry on its general insurance business classes 1 to 16 in or from Hong Kong¹.

Q 1.5 Who is HKSI?

A: HKSI was incorporated in Hong Kong on 28 July 1965. It is a subsidiary of QAPH. Both QGI and HKSI have the same parent company. HKSI is an authorised insurer under the Ordinance with authorisation to carry on its general insurance business classes 1 to 17 in or from Hong Kong².

¹ Including the following classes of general insurance business: Class 1 (Accident), Class 2 (Sickness), Class 3 (Land Vehicles), Class 4 (Railway Rolling Stock); Class 5 (Aircraft); Class 6 (Ships), Class 7 (Goods in Transit); Class 8 (Fire and Natural Forces); Class 9 (Damage to Property); Class 10 (Motor Vehicle Liability); Class 11 (Aircraft Liability); Class 12 (Liability For Ships); Class 13 (General Liability); Class 14 (Credit); Class 15 (Suretyship) and Class 16 (Miscellaneous Financial Loss).
² Including the following general insurance business in or from Hong Kong: Class 1 (Accident), Class 2 (Sickness), Class 3 (Land Vehicles), Class 4 (Railway Rolling Stock); Class 5 (Aircraft); Class 6 (Ships), Class 7 (Goods in Transit); Class 8 (Fire and Natural Forces); Class 9 (Damage to Property); Class 10 (Motor Vehicle Liability); Class 11 (Aircraft Liability); Class 12 (Liability For Ships); Class 13 (General Liability); Class 14 (Credit); Class 15 (Suretyship), Class 16 (Miscellaneous Financial Loss) and Class 17 (Legal Expenses).

Q 1.6 What is being transferred?

A: The whole of the general insurance business classes 1 to 16 of QGI carried on by QGI in or from Hong Kong is being transferred to HKSI.

Q 1.7 When will the proposed Transfer take place?

A: If the HKIA approves the proposed Transfer, we expect the proposed Transfer to take place at 00:01 a.m. (Hong Kong time) on 1 October 2024, or such other date as QGI and HKSI may agree in writing and the HKIA may allow (the **Effective Date**).

Q 1.8 Why are you writing to me?

A: Our records show that you (or someone you represent) have an interest in one or more policies that will be included within the proposed Transfer. This could be because you (or someone you represent):

- took out a policy directly with QGI;
- took out a policy underwritten by QGI policy through an agent or broker, including via Hang Seng Bank;
- are dealing or have dealt with QGI or one of its agents or brokers or claims administrators in relation to a claim in respect of a policy underwritten by QGI; or
- have had a claim or premium refund in respect of a policy underwritten by QGI approved by QGI, and QGI has issued a cheque in respect of the claim or the premium refund, but you (or someone you represent) have not presented the cheque to the bank for payment (i.e. unrepresented cheques).

For the avoidance of doubt, even if your policy has expired as of the date of the accompanying letter, such policy will still be included within the proposed Transfer.

2. What this means for you

Q 2.1 How does this affect my policy or claim?

A: The proposed Transfer will change the insurance company responsible for handling claims under your policy after the Effective Date. Broadly speaking, the proposed Transfer will transfer the rights and obligations under the policies from QGI to HKSI. This means that you will contact HKSI if you need to make a claim or have a question about a claim after the Effective Date. Your personal data that QGI holds in relation to your policy and/or claim will also be transferred to HKSI on or after such date in accordance with applicable laws in Hong Kong (including the Personal Data (Privacy) Ordinance (CAP. 486 of the laws of Hong Kong)). The proposed Transfer will have no impact on the benefits under your policy, its terms and conditions or your rights and obligations under your policy.

All claims under the transferred policies, which are currently being dealt with by QGI will be handled by HKSI or its representative. If you have an existing claim, it will continue to be dealt with by QGI until the Effective Date. You will not need to take any action, such as by submitting new claim forms to HKSI, as we will arrange the proposed Transfer. The proposed Transfer does not impact your relationships with your insurance intermediary (which may include Hang Seng Bank as agent). If you currently have

an active claim with QGI, such claim will be dealt with by HKSI and we will contact you with HKSI's contact details.

Q 2.2 Which of my policies are transferring?

A: All of your policies falling under Class 1 (Accident), Class 2 (Sickness), Class 3 (Land Vehicles), Class 4 (Railway Rolling Stock); Class 5 (Aircraft); Class 6 (Ships), Class 7 (Goods in Transit); Class 8 (Fire and Natural Forces); Class 9 (Damage to Property); Class 10 (Motor Vehicle Liability); Class 11 (Aircraft Liability); Class 12 (Liability For Ships); Class 13 (General Liability); Class 14 (Credit); Class 15 (Suretyship) and Class 16 (Miscellaneous Financial Loss) written by QGI will transfer to HKSI (as applicable).

Q 2.3 What should I do next?

A: We recommend that you read the accompanying letter and its enclosures in full.

You can find the following information about the proposed Transfer on our website: <https://www.qbe.com/hk/en/newsroom/insurance-business-transfer> (in English) and <https://www.qbe.com/hk/zh-hk/newsroom/insurance-business-transfer> (in Chinese) including the frequently asked questions and answers (in English and Chinese), gazette notices (in English and Chinese), letter to policyholders and other updates of the Transfer from time to time. You can inspect a copy of the report setting out the particulars of the proposed Transfer and of all legal proceedings, begun or in contemplation, relating to any of the policies included in the proposed Transfer from 5 July 2024 to 6 August 2024 during office hours (i.e. 9:00 a.m. to 5:30 p.m.) at the office of QGI (i.e. 33/F, Oxford House, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong).

If you represent someone, or if there is anyone else, with an interest in, or entitlement to, the benefits under your policy (such as any members of the policy and their dependants, other named policyholders or sub-policyholders of the policy), please make them aware of the proposed Transfer as soon as possible.

If, after reading this document, the accompanying letter and its enclosures in full, you believe the proposed Transfer would adversely affect you and/or any of your dependants, other named policyholders or sub-policyholders of the policy, please refer to section 2.4 below.

If you do not have any concerns about the proposed Transfer and do not wish to object to it, you do not have to take any further action.

Q 2.4 What should I do if I have any concerns or want to object?

A: If you believe the proposed Transfer would adversely affect you and/or any of your dependants, other named policyholders or sub-policyholders of the policy, you have the right to send written representations concerning the proposed Transfer to the HKIA on or before 6 September 2024 at 19/F, 41 Heung Yip Road, Wong Chuk Hang, Hong Kong.

If you do not wish to send written representations to the HKIA, you can simply contact us by email, telephone or post (details in section 5) and we will pass your objection to the HKIA. Please quote the reference number at the top of the accompanying English letter or the relevant policy number in any

correspondence.

Q 2.5 Will I receive a new policy schedule or updated terms and conditions?

A: No, your existing policy documents will not change. Your policy terms and conditions will not be affected by this proposed Transfer.

Q 2.6 What if I have a general question about my policy or claim?

A: Please continue to contact your usual QGI representative or QBE customer services for general questions about your policy or claim until the Effective Date. You can use the telephone number given in the accompanying letter or at the end of this document if you have any questions about the proposed Transfer. If the proposed Transfer goes ahead, we will let you know how to contact HKSI by posting this information on our website. We will also write to you with HKSI's contact details if you have submitted a claim and it is still being processed at the time of the proposed Transfer.

Q 2.7 Why have I received more than one letter about the proposed Transfer?

A: If you hold more than one policy with QGI, you may receive notification of the proposed Transfer for each policy. You may also receive another notification of the proposed Transfer if you have a claim being dealt with by QGI at the moment.

Q 2.8 My policy has expired, why am I receiving this letter?

A: For the avoidance of doubt, even if your policy has expired as of the date of the accompanying letter, such policy will still be included within the proposed Transfer. We have also written to you to explain the proposed Transfer and how this may affect you, as from the Effective Date, HKSI will be taking over the administrative records of your policy, even though it has now expired. This will enable HKSI to assist you with any future queries you may have.

Q 2.9 What if my policy was issued through QGI but I am no longer in Hong Kong?

A: All policies issued through QGI will transfer to HKSI and the country/place in which you now reside does not affect this.

Q 2.10 Will QGI retain any of my personal information?

A: Yes, QGI will retain your personal information (including health data where relevant) for a period of up to 6 years (or such longer period required by applicable law or regulation) following the Effective Date as may be necessary to comply with applicable legal and regulatory responsibilities.

Q 2.11 Will the proposed Transfer include my personal information?

A: Yes, QGI will provide HKSI with such information as is necessary for HKSI to provide you with the relevant services once the transfer of the information takes place alongside the proposed Transfer. The information will be securely transferred on or after the Effective Date. The information that QGI will provide to HKSI may include all personal data about you (including health data where applicable), the insured and beneficiaries (and their health data where applicable) under your policy and any other relevant persons (e.g. claimants), all of which are necessary for HKSI to administer or handle your claims under the policy. From the Effective Date, HKSI will process your personal data in the same way

as QGI did before the Effective Date but in accordance with QBE's Hong Kong privacy policy at: [Privacy Policy | QBE HK](https://www.qbe.com/hk/en/privacy-policy) (see link: <https://www.qbe.com/hk/en/privacy-policy>).

Q 2.12 Will I be required to change my insurance intermediary?

A: No, your relationship with your insurance intermediary (if applicable) will not be affected by the proposed Transfer.

Q 2.13 Can I choose to leave my policy(ies) with QGI instead of them transferring to HKSI?

A: If the regulator approves the proposed Transfer, then all the policies you have with QGI will transfer to HKSI.

3. More about the proposed Transfer

Q 3.1 Who will pay for the proposed Transfer?

A: The proposed Transfer will be paid for by QGI. There is no cost to policyholders.

Q 3.2 How are my interests protected?

A: Your interests and the interests of other policyholders and claimants are protected by the legal process QGI and HKSI are required to follow:

- We are writing to tell you what is proposed and to give you an opportunity to raise any concerns with the HKIA before the proposed Transfer takes effect. You can object if you think you and/or any of your dependants, other named policyholders or sub-policyholders of the policy would be adversely affected by the proposed Transfer.
- We will seek approval for the proposed Transfer from the HKIA. The HKIA will only approve the proposed Transfer if it satisfies the requirements under Section 25D of the Ordinance. The HKIA will take into account any representations made by QGI policyholders who are concerned that they would be adversely affected by the proposed Transfer and shall not determine the application for the proposed Transfer until it has considered all the representations made to it.

Q 3.3 Who is the HKIA?

A: The principal function of the HKIA is to regulate and supervise the insurance industry for the promotion of the general stability of the insurance industry and for the protection of existing and potential policyholders.

Q 3.4 How will I find out if the HKIA has approved the proposed Transfer?

A: We will announce the outcome of the decision of the HKIA on our website at <https://www.qbe.com/hk/en/newsroom/insurance-business-transfer> (in English) and <https://www.qbe.com/hk/zh-hk/newsroom/insurance-business-transfer> (in Chinese).

Any changes or information on the progress of the proposed Transfer will be announced on the same website. You should check this website for any changes or updates.

If the HKIA approves the proposed Transfer, then the proposed Transfer should take place on the

Effective Date. You will see the HKSI brand on the communications you receive about your policy after the Effective Date, and you should contact HKSI after this date for any enquiries about your policy. We will let you know how to contact HKSI by posting this information on our website. We will also write to you with HKSI's contact details if you have submitted a claim and it is still being processed at the time of the Effective Date.

If the HKIA does not approve the proposed Transfer, your policy will remain with QGI. We will update our website to reflect this.

4. Additional information

Q 4.1 How will you keep me Informed?

A: If the HKIA approves the proposed Transfer, or if there are any changes to the process (such as the Effective Date), we will provide details on our website at <https://www.qbe.com/hk/en/newsroom/insurance-business-transfer> (in English) and <https://www.qbe.com/hk/zh-hk/newsroom/insurance-business-transfer> (in Chinese).

You can also ask any further questions you may have by writing to us or by calling us using the details shown in Section 5 below - our team is on hand to answer any questions relating to the proposed Transfer. Please continue to contact your usual QGI representative or member services for general questions about your policy or claim until the Effective Date.

If you have any questions or concerns about this document or the accompanying letter and its enclosures or the proposed Transfer, please contact us using the details in Section 5 below.

Q 4.2 Can I receive the communication pack in other formats?

A: If you would like this information in an alternative format such as large print please email us at qbetransfer@qbe.com or call us using the details shown in Section 5 below.

Q 4.3 Who do I contact once the proposed Transfer has been completed?

A: If the proposed Transfer goes ahead, you should contact HKSI after the Effective Date for any enquiries about your policy. We will let you know how to contact HKSI by posting this information on our website. We will also write to you with HKSI's contact details if you have submitted a claim and it is still being processed.

5. Contact Us

We are here to help. If you have any questions not answered above, or if you have any concerns with the proposed Transfer, you can contact us using the following details.

Until the proposed Transfer takes effect, please continue to contact your usual QGI representative or QBE customer services for general questions about your policy or claim.

Contact details

Email: qbetransfer@qbe.com

Website:

<https://www.qbe.com/hk/en/newsroom/insurance-business-transfer> (in English)
<https://www.qbe.com/hk/zh-hk/newsroom/insurance-business-transfer> (in Chinese).

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