



**This letter contains important information. Please read it carefully and share the letter and the attachments with anyone else who has an interest in your policy.**

Dear Policyholder,

**Transfer of Insurance Business from QBE General Insurance (Hong Kong) Limited to QBE Hongkong & Shanghai Insurance Limited**

As part of QBE Insurance Group's (QBE) aim to simplify its group structure and support the strategic growth of its business in Hong Kong, QBE General Insurance (Hong Kong) Limited (QGI) intends to transfer its whole of the general insurance business carried on in or from Hong Kong to QBE Hongkong & Shanghai Insurance Limited (HKSI) (Transfer). The proposed Transfer will be carried out using an insurance business transfer scheme pursuant to Section 25D of the Insurance Ordinance (CAP.41 of the Laws of Hong Kong), subject to the approval of the Hong Kong Insurance Authority (HKIA).

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.

This Transfer is intended to be carried out with no impact (your QGI policy terms will not be affected), which will further benefit the continued stability and growth of the business of QBE Insurance Group.

Both QGI and HKSI are part of the QBE Insurance Group and are both registered general insurance companies in Hong Kong, authorized by the HKIA to provide insurance services to corporates, small and medium sized enterprise and individual customers.

We expect the proposed Transfer to take place at 00:01 a.m. on 1 October 2024, or such other date as QGI and HKSI may agree in writing and the HKIA may allow (Effective Date), following which, QGI will apply to the HKIA for withdrawal of its insurance authorization and thereafter will cease to be an authorized insurer in Hong Kong. QGI will be subsequently wound up and will close down its operation in Hong Kong.

**Additional Documents**

You will find a communication pack below containing further information about the proposed Transfer which we encourage you to read carefully. The communication pack contains:

- the notice of the proposed Transfer which was published in the Gazette on 5 July 2024, and The Standard, China Daily (Hong Kong Edition), and Ming Pao Daily News and Sing Tao Daily on 5 July 2024 and 8 July 2024 respectively, a copy of which is enclosed; and
- a set of FAQs, a copy of which is also enclosed.

## **What should you do next?**

We recommend you read this letter in full together with the enclosed documents. You can find the following information about the proposed Transfer 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), including the FAQs (in English and Chinese), gazette notices (in English and Chinese), letter to policyholders and other updates of the Transfer from time to time. You also have the right to inspect the 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 there are any additional named insureds or anyone else with entitlement to the benefits under your policy (such as individual members, if applicable, dependants, other named policyholders and sub-policyholders of the policy), please make them aware of the proposed Transfer and pass on this letter and attachments to them as soon as possible.

If, after reading this letter and the communication pack referred to above, you believe the proposed Transfer would adversely affect you, other named insureds, any of your dependants and/or any other named 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. Meanwhile, you can contact us by email, telephone or post, using the details shown at the end of this letter. We will pass any objections to the HKIA. Please quote the reference number at the top of this letter in any correspondence. We explain the process in more detail in section 2.4 of the enclosed FAQs.

**Unless you have any concerns about the proposed Transfer or wish to object to it, you do not have to take any further action.**

## **Keeping you informed**

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 ask any further questions you may have by emailing us at [qbetransfer@qbe.com](mailto:qbetransfer@qbe.com) – our team is on hand to answer any questions relating to the proposed Transfer. Alternatively, you can call us at +852 2253 3567 or write to us at 33/F, Oxford House, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong. Please continue to contact your usual QGI representative or QBE customer services (i.e. [qbetransfer@qbe.com](mailto:qbetransfer@qbe.com)) for general questions about your policy or claim until the Effective Date. If you have a claim that is being dealt with by QGI at the Effective Date, we will write to you with HKSI's contact details.

If you have any questions or concerns about this letter, the communication pack or the proposed Transfer, please contact us using the details below.

If you would like this information in an alternative format such as large print, please email us at [qbetransfer@qbe.com](mailto:qbetransfer@qbe.com) or call us at +852 2253 3567.

Yours sincerely

**QBE General Insurance (Hong Kong) Limited**

**Relevant Contact Details**

If you have any questions or concerns about this letter, the communication pack or the proposed Transfer, please contact QGI as follows:

Email: [qbetransfer@qbe.com](mailto: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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