



# QBE Vietnam Fact Sheet



After opening a representative office in Vietnam in 1995, QBE later formed a joint-venture insurance company with a local bank. In 2005, the company became a 100% foreign-owned subsidiary of QBE Insurance (International) Company Limited.

With our head office in Ho Chi Minh City and a branch office in Hanoi, QBE Vietnam focuses on providing business insurance solutions to the corporate sector as well as for individuals. We work with professional insurance brokers and agents to provide international-standard products and claims services, particularly in the areas of professional lines, liability, marine, engineering, property, and specialty insurance. QBE Vietnam also provides facultative reinsurance support to the Vietnamese insurance market for large infrastructure projects and large property accounts. We are one of the leading insurers/reinsurers in specialty products and a one of leading capacity providers for renewable power.



**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 technology (bots)



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 are passionate about developing deep, trusting relationships with our partners and customers centred around three core elements:

- Insights and expertise
- Ease of doing business
- Partner to create shared value

We provide a broad range of insurance products to personal, business, and corporate customers. From home, personal accident insurance to tailored business packages and specialist cover.

We're all about meeting our customers' needs. We do this by seeking to understand our customers and developing competitive, flexible insurance cover that works for them, and by continually striving to deliver the highest level of service, from quote to claim.

Our broad range of business and personal solutions include:

- Automotive Protection - Extended Warranty
- Combined General Liability
- Commercial Property
- Construction & Engineering
- Cyber & Data security
- Event Liability
- General Accident
- Home Insurance
- Personal Accident
- Marine Cargo
- Medical Malpractice
- Fixed Protection and Indemnity
- Multinational Insurance
- Professional Liability
- Terrorism Insurance
- Transporter Operator Liability
- Workmen's Compensation

## Our claims commitment

As an insurance company, we expect to pay out claims. Our premiums are designed to reflect the degree of risk and the probability of a claim as well as the terms of cover provided. In general, the wider the provided cover, the higher the premium. Indeed, this is why it is important to take the advice of an insurance broker or agent when considering insurance and to also read the proposed policy wording before entering into your insurance contract. Doing so will help to ensure the cover meets your expectations.

QBE claims services is a key part of the QBE Vietnam customer-oriented approach. Our team works directly with our clients or the insurance agent / broker to provide a range of consistent and professional claims services.

Our claims services team has a wealth of experience in the local market as well as extensive knowledge in claims handling and processing. Our team can help you and/or your business get back to normal operations in the shortest possible time.

## Our Network

### Head Office

Unit 1302A, 13/F, The Metropolitan, 235 Dong Khoi Street, District 1, HCMC, Vietnam

### Hanoi Branch Office

Unit 416, 4/F, CornerStone Building, 16 Phan Chu Trinh Street, Hoan Kiem District, Hanoi, Vietnam

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