

12 September 2023

<By Email>

To: Chief Executives of authorized insurers
carrying on general insurance business

Dear Sirs,

Prompt settlement of claims after severe weather events

In the past 10 days, Hong Kong suffered from severe weather events, including Super Typhoon Saola and the extensive flooding caused by torrential rain brought by the remnants of Haikui. Economic losses arising from the above events are anticipated to be of large scale and continue to escalate.

To instill public confidence in insurance and ensure fair treatment of customers, insurers should make adequate resources available to handle potential influx of enquiries and claims. The insurance industry is also urged to settle claims in a transparent, fair and timely manner and show empathy for their policy holders in the process.

The weather events have caused significant motor own damage losses and property losses to small and medium-sized enterprises, both insured and non-insured. While we will take this opportunity to arouse the awareness of the public about the protection gap in our market and the need for adequate cover for potential risk exposure; first and foremost, the public's expectation of professional service and prompt settlement of legitimate claims will need to be matched by the insurance industry.

To better ascertain and monitor the impact of the claims on the insurance industry arising from the above events, we will collect relevant statistics from you and relevant templates will be provided in due course, to be submitted in line with the submission date of the Q3 2023 general insurance return.

Should you have any question, please feel free to contact your case officers.

Yours faithfully,

MM Lee
Head of General Business (Acting)
General Business
Insurance Authority

c.c. The Hong Kong Federation of Insurers